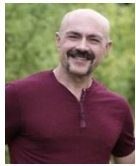


NewsLetter

**Our IT Department / Just Call Tech Support / Spring Cleaning The PC
Why Updates Matter / Text-To-Speech / AI & Cybersecurity /
Plus A New Feature called “TechTip”**

“Our IT Department”



As we continue the important work of unifying with Columbia, I want to say something clearly about the IT department.

Phil, Mike, Ken, Noah, Kurt, Joe, and John are dedicated people doing difficult work in an environment that is already demanding. Each of them brings a different skillset, and that matters. IT is not one thing. It is support, troubleshooting, systems, security, development, infrastructure, communication, follow-through, and problem-solving under pressure. These men carry that responsibility every day, often behind the scenes, often without fanfare, and often while the rest of the organization is simply trying to keep moving.

They are talented. They are committed. They are also human.

The IT staff will likely be uncomfortable with me saying this so directly, but it needs to be said anyway: they are good at what they do, and all of them are dedicated to this organization and to the people within it.

As we move through this period of transition and unification, frustration can rise quickly. When something stops working, when a request feels urgent, when an answer takes longer than someone wants, or when a process seems to stall, it becomes easy to direct that frustration toward IT. Many times, it is convenient to express levels of frustration at them rather than to them. It is also easy to blame them for creating a work stoppage when, in reality, the delay may have happened because they were waiting on a piece of information that was owed to them.

That is not fair, and it is not productive.

Each request to IT is not just a ticket. In many cases, resolution depends on accurate information, timely follow-through, and cooperation from the person requesting help. When that piece is missing, progress slows, and too often that slowdown is placed at the feet of the people who were trying to solve the problem in the first place.

Like every other department, IT is made up of human beings who can make mistakes. But being human does not diminish their value, and it certainly does not justify treating them without respect. They do not need pity. They need professionalism, timely information, and the same respect you would expect for yourself.

At the end of the day, I would ask that you consider them for what they truly are: your fierce ally. When something breaks, when access fails, when a system gets in the way, when a device stops cooperating, or when you do not know where else

to turn, these are the people you call. They are here to assist. They are here to help carry the burden. They are not an obstacle to the work. They are a critical part of making the work possible.

I have asked this team to increase its workload in an already overwhelming environment. That is a serious ask, and the only reasonable way to do it is to lower their stress level wherever possible. One of the ways I would like to do that is this: if you have complaints about speed, service, communication, or general frustrations with the staff of the IT department, bring those complaints to me.

I will deal with them directly.

Feedback matters. Concerns matter. Frustration is real and understandable. But there must be a professional and orderly way to address those concerns without adding unnecessary stress to the people already working hard to support this organization during a major period of transition.

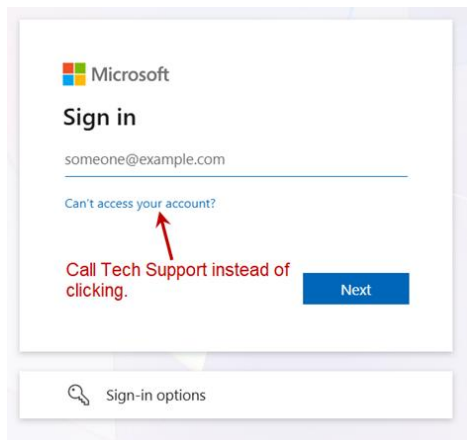
As we move forward in unifying with Columbia, we need this department focused, steady, and supported. We need to remember that respect is not optional. It is part of how a healthy organization functions.

Phil, Mike, Ken, Noah, Kurt, Joe, and John are here when you need them. They are committed to this work. They are committed to helping you. Make sure they have the tools they need, and the space they need and they will take care of what you need as fast as possible. If there are problems along the way, please let me know, that is my job and as an IT staff member, I am here to help you get your job done.

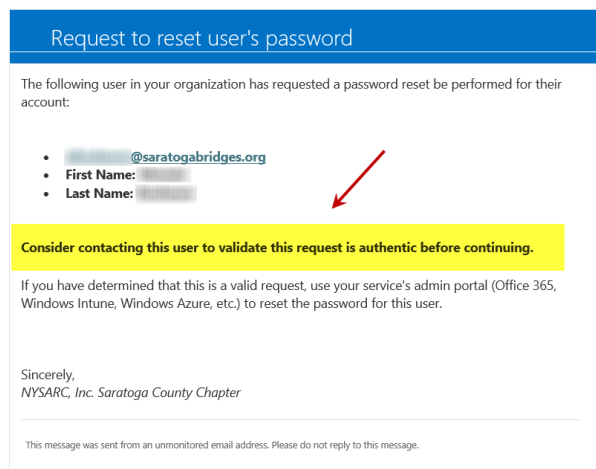
Just Call Tech Support Instead



With so many passwords to remember it's not surprising people occasionally forget them. You may have noticed that link on the O365 Sign in screen that there is a link available for you to use to get into your account. In having this link available people assume, quite reasonably I might add, that clicking it would allow you to reset your password.



This link is placed there by Microsoft, not the IT department. Clicking it sends a message to IT telling us that you need your password reset:



The trouble is that message does not provide a way to contact you and we do not reset passwords based on this email. In fact, if you look at the highlighted sentence, Microsoft itself doesn't treat this as a valid request and advises us to contact you before proceeding.

Our response is to call your primary location and try to reach you. Occasionally we get lucky and you're available. More often, we cannot track you down.

For computer and software assistance, please contact tech support: 587-0723 ext.: 1333 during business hours or e-mail support@saratogabridges.org

For after hours and weekend Therap Support, please call the IT support line at: 518-450-9024, or email onCallIT@saratogabridges.org

Contact the Training Department during business hours for Relias password issues.

Spring Cleaning The PC



🌸 Spring Cleaning Isn't Just for Your Home — It's for Your PC Too!

As we get into spring, it's a great time to not only tidy up your workspace but also give your computer a little attention. A dusty PC isn't just a cosmetic issue — it can lead to real performance problems and even hardware damage over time.

⚠️ Why a Dusty PC Can Cause Serious Issues

1. Overheating & Thermal Throttling

Dust buildup blocks airflow across fans, vents, and heat sinks. When your system can't cool properly:

- Fans get louder and work harder
 - Your PC slows itself down to avoid overheating
 - Unexpected shutdowns may occur
 - Hardware wears out more quickly
-

2. Reduced Airflow = Shorter Lifespan

Your CPU, GPU, and power supply rely on steady, unobstructed airflow. Clogged vents or fans force components to run hotter than they should, which can significantly shorten their lifespan.

3. Fan Noise, Damage, or Failure

Dust inside fans can cause:

- Wobbling or grinding noises
- Increased power draw as the fan struggles
- Complete fan failure

A failed fan can quickly lead to overheating and permanent hardware damage.

🛠️ Let IT Help!

We've noticed many PCs across the agency with significant dust buildup. If your computer looks dusty, is running louder than usual, or feels warmer than normal, **please submit a work order or reach out to IT**. We'll clean it out for you to help ensure it continues running smoothly and reliably.

Why Updates Matter



April Updates: Devices & System

This month's IT newsletter focuses on the importance of keeping all devices—including laptops, desktops, and iPads—up to date. Regular updates are essential to maintaining security, performance, and compatibility with the tools you rely on every day.

Laptop & Desktop Updates

IT is continuing to deploy critical updates to all organization-issued computers. These updates include security patches, performance improvements, and software enhancements designed to keep systems running efficiently and protected against emerging threats.

Please ensure your laptop or desktop:

- Remains powered on and connected to the network
- Is restarted when prompted
- Is brought on-site if requested for maintenance

Delaying updates can result in reduced performance, application issues, and increased security risk.

iPad & Mobile Device Updates

iPads and other mobile devices are also receiving important updates. These updates often include security fixes, app compatibility improvements, and device stability enhancements.

To support this process:

- Keep your device connected to Wi-Fi regularly
- Accept update prompts when they appear
- Ensure your device is charged or plugged in during updates

If your iPad has not been updated recently or is experiencing issues, IT may request the device for review.

Why Updates Matter

Keeping devices updated is one of the most effective ways to protect against cybersecurity threats. Updates address known vulnerabilities that could otherwise be exploited. In addition, updated systems ensure compatibility with internal applications and reduce the likelihood of system errors or downtime.

What to Expect During Updates

During update cycles, you may notice:

- Restart prompts
- Temporary slow performance
- Brief interruptions to normal use

These are expected and typically short-lived. Completing updates promptly minimizes disruption in the long term.

Support & Troubleshooting

If you experience issues during or after an update—such as login problems, missing applications, or performance concerns—please submit a work order with detailed information.

For devices that have not received updates in an extended period, IT may schedule time to perform manual updates to ensure compliance and proper functionality.

Action Required

To help us maintain a secure and reliable environment, please:

Restart your devices regularly

Do not postpone update notifications indefinitely

Follow any communication from IT regarding device maintenance

Thank you for your cooperation in keeping our systems secure and up to date. If you have any questions or concerns, please contact the IT department through the work order system.

New Feature - TechTip

Try to recording the training session on your phone via video or audio, this ensures you will capture all key information and you can also review it at a more convenient time. This is good to have if you need to look back for answers on key question.



Text-To-Speech This basically is your computer saying,

“Wow, that’s a lot of text to read. Sit down. I will read it to you.”

1. You click the button, and suddenly your screen turns into a patient audiobook narrator who *never* complains. Emails? Articles? A 47-page PDF you swore you’d read last week? Read Aloud grabs it all and starts speaking the article while you can do other work, or take a break from work and listen to the latest Newsletter from your favorite co-worker and editor Phil, that’s me., it’s information you need to hear and I welcome more of your emails. But truth be told this Text-To-Speech is a great addition and easy to use. If you go into the Setting you can slow down or speed up the voice, this will make you laugh and don’t forget to turn up the volume so your co-workers can enjoy your laughter in your Cubi.

It highlights each word as it goes, just in case your eyes want to follow along like a karaoke machine for reading. You can change the voice too, because obviously sometimes you want “friendly helpful narrator,” and other times you want “calm British voice who sounds smarter than you.”

Speed controls let you choose whether you want:

- 🐢 “Slow, thoughtful professor”
- 🚶 “Normal human pace”
- 🕒 “I’m late for a meeting and regret my life choices”

The best part? It never gets tired, never judges your bookmarks, and never says, “*Did you REALLY need to open this at 2 a.m.?*” It just reads. Faithfully. Relentlessly. Like a loyal robot librarian.

In short: Read Aloud is your computer turning into a voice actor so your brain can relax and pretend it’s being productive.

AI & Cybersecurity: Why This Matters More Than Ever



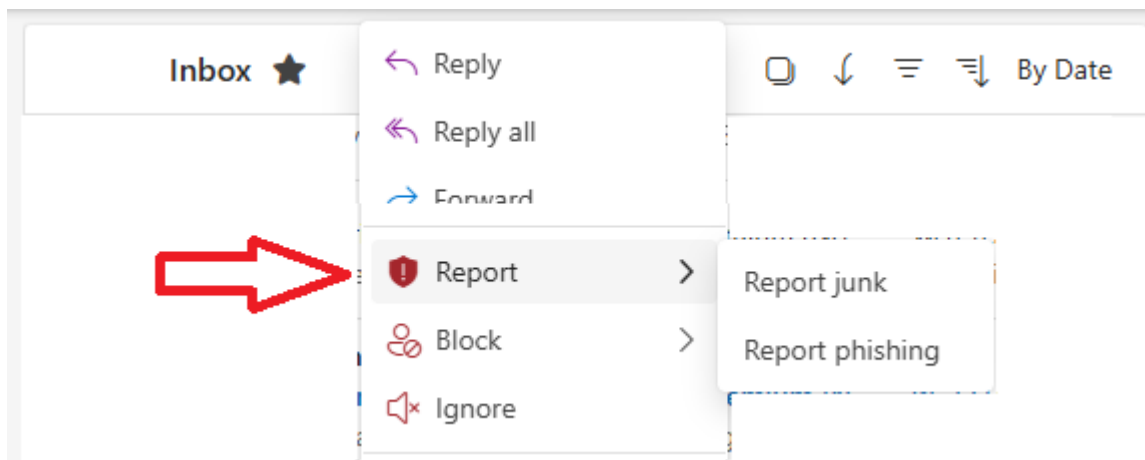
AI is making scams more convincing.

New risks to watch out for:

- Emails that look perfectly written.
- Fake voice messages that sound like real people. No, Jane M. won't call up asking you to go out and purchase gift cards.
- Requests for urgent help or money.

For Saratoga Bridges Staff:

- Always double check unusual requests that sneak through to your email Inbox. Don't reply to those emails, either create a new email to the sender or even better, call them.
- Never share passwords or sensitive client information, not even with the IT department.
- Report suspicious emails to the IT department immediately and or flag them as suspicious using the Outlook tool. Simply right click the email and select the appropriate action.



Did you know?

- AI can now write emails that sound just like a real person.
- Many cyberattacks now use AI to “learn” how organizations operate as well as find their weaknesses.
- Healthcare and human services are top targets for cybercriminals

This is why your awareness is one of the strongest defenses we have. Protect yourselves, the Agency and especially the people we serve.

The Funny Page

HELP WANTED

If you send me an email of your jokes or anything funny, I will post them up here in the May edition of the Newsletter including your name if you want.

Send comments to: Editor - Phil Ellsworth pellsworth@saratogabridges.org