



The Ultimate IT Guide

...or how to do really useful things on your computer

Turn yourself into a power user with our handy expert hints and tips that uncover a world of functionality and features at your fingertips.



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Windows 10 hints and tips

Need a few handy hints and tips to help get you started in Windows 10? Then you're in the right place.

Customise your Windows 10 Start Menu

Remember that Windows 7 Start Menu that we all loved? It's back. And you can get your Start menu just the way you like it by right clicking on any favourite



programme or app and choosing "Pin to Start". Want to re-jig the way Live Tiles looks? Simple. Right click on any tile to re-size it, or "Unpin from Start" if you want to get rid of them altogether.

Work with your virtual desktops

Virtual desktops in Windows 10 are quite literally, virtualised versions of your desktops.

Want to create a new virtual desktop? Hit Windows key + Ctrl + D

Need to close your current virtual desktop? Press Windows key + Ctrl + F4

Want to switch virtual desktop? Then go for Windows key + Ctrl + Left or Right

Hey Cortana!

Your digital personal assistant is ready for you...want to summon Cortana? Click the search field in the taskbar, select the "Notebook" icon from the options panel on the left, select "Settings" from the list, then enable the function – "Let Cortana respond when you say 'Hey Cortana'". You'll need to make sure you've got an active microphone so Cortana can hear you. And then you're good to go. Cortana can search for documents, give you the latest weather forecast, play music, find pictures...Just use the command "Hey Cortana" followed by your request. "Hey Cortana, show me directions to Tesco"... "Hey Cortana, show me messages from Bob Smith." Give it a go...



Schedule your restarts

There are many irritating things in life. And having to reboot your computer for an update in the middle of your working day is one of them. Imagine if you could actually schedule your restarts? Well guess what? Yep, you've got it. You can with Windows 10. Go to "Settings" in the Start menu, and then "Updates and Recovery" and "Windows Update." Any pending updates will be visible here and you can schedule your reboot by clicking "Select a Restart Time". Choose "Advanced Options" to ask Windows to notify you to schedule a reboot whenever updates are required. Lifehack complete.

Manage your notifications

You can also manage your notifications thanks to the new Windows 10's Action Centre. So, you can pick and choose which apps you receive notifications from, or you can disable them during presentation mode...Make it work for you. Go to the Start Menu, followed by Settings, Systems, then Notifications and Actions.

Microsoft Edge

This is Windows 10's new intelligent browser and it includes Cortana integration to supplement your search. Choose "Reading View" to get rid of ads, images and other gubbins by choosing the small book icon next to the bookmark star in the browser bar. Use the Reading List app to bookmark interesting articles by simply clicking the bookmark star and saving to Reading List.

Solitaire is back!

Go on, admit that you've missed it... It's officially called Microsoft Solitaire Collection Preview and you'll find it with a search or have a look in All Apps. Just wait 'til the boss goes out yeah.

Creating a secure password (you won't forget)

When did you last forget a password? How often do you have to reset your passwords? How many passwords do you have to remember? Does the whole password rigmarole generally grind your gears? Then read on.

What makes a password secure?

When creating your password, consider the following.

- Make it 8 – 12 characters long
- Don't use real words or names
- Don't use significant dates like birthdays or anniversaries
- Use a combination of uppercase and lowercase letters, numbers and symbols
- Don't write it down
- Don't share it
- Don't save passwords or use the "remember me" feature on public computers
- Never use the same password twice



Flippin' heck, is there anything I CAN do? I hear you ask.

Well yes, yes there is.

You could use an online random password generator, but if it's random, the chances are you'll forget it.

So give the "Take a sentence and turn it into a password" method a try. It's an actual thing, we didn't just make it up.

It could be a line from a favourite song or nursery rhyme. Quote from a favourite film or a famous phrase or motto. But you choose your sentence, then take the first letter of each word, mixing it up with lower and upper case letters and throwing in a few symbols for good measure. So you might swap an S for a 5. An E for a 3, and so on.

“Roads? Where we’re going, we don’t need, roads” could become R?wwGWDnr
“Little Bo Peep has lost her sheep and doesn’t know where to find them” could become LBPh1h5&dnWtFt

Or you could make it personal...

Bob and Betty got married 14th February 1978 could become B&Bgm140278

But here comes the tricky part... if you’re not supposed to use the same password twice, you need to create a new one for each system or application that you use.

Which could easily be 10, 20 or even more passwords to remember. So how do we get around that one?



Try a password management tool such as LastPass or iPassword (but don’t forget your password to log onto your password management tool).

And if you’re thinking all of this sounds like a lot of hard work, remember that password crackers break around two-thirds of all passwords with some of the most commonly hacked passwords including 12345678, password, query, aaaaaaaa and iloveyou.

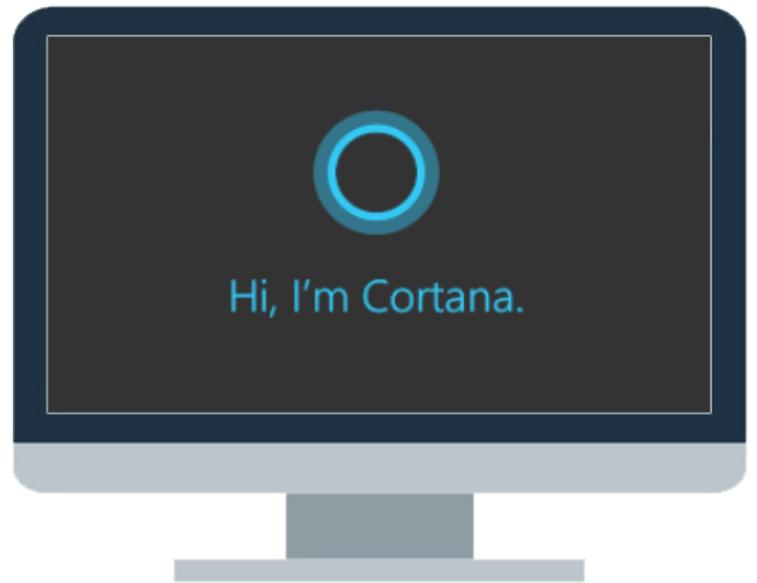
So if you value your data, put some time into your password management. It just makes sense.

Hey Cortana! All you need to know

Hey Cortana... whaddya know? Well, we know that Windows 10 brings Cortana from Windows Mobile and onto our desktops (and tablets, and laptops). But what exactly is Cortana and how can you get the most out of it?

Well, Cortana is a digital personal assistant application that responds to voice commands to help you through your working day. She can help you search for things on your PC, on the internet, manage your calendar, tell you interesting facts, sing you a song or tell you a joke. Seriously.

To use Cortana, click the search field in the taskbar, select the "Notebook" icon from the options panel on the left, select "Settings" from the list, then enable the function – "Let Cortana respond when you say 'Hey Cortana'". You'll need to make sure you've got an active microphone so Cortana can hear you. Or, you can just type your questions into the search box on the task bar if you're old school like that.



Then, ask away. So what sort of things can you ask Cortana to help you with?

We'll give some of these a try...

Hey Cortana...

- What am I doing this weekend?
- Change tomorrow's 10 o'clock meeting to 2 o'clock



- What is the Man Utd score?
- Show me directions to Manchester Piccadilly
- Take note: buy bread and milk on the way home
- Remind me to call Steve
- Show me nearby Italian restaurants
- Who is Snoop Dog?
- Sing me a song
- Tell me a joke (Seriously, try it)

She also works perfectly with Windows 10's new browser – Microsoft Edge. Highlight and right click a word or phrase in Edge, and Cortana will give you a definition and relevant links to help. She'll also appear in your address bar to help make your search more dynamic.

Protecting you business from cyber criminals

The threats posed by the World Wide Web are constant, and very real. Cybercrime is one of the fastest growing criminalities of our time and those behind the attacks are working hard to threaten, wreak havoc and ultimately make money out of their victims. According to Computing magazine, cybercrime in the UK costs businesses around £3 Million a year. That's the sort of risk you want to protect yourself from...but how??

Well there are a few tips we can give you on how to avoid an attack, but ultimately you need protection.

Security tips

Our top security tip is virus software from and keep it updated. patches will leave your Use your IT partner to a fully managed AV the pressure off you of mind that you're

Backup! This is one systems you can have yourself. A good ensure that if the

you do fall foul of a cyber-attack, you can get your business back up and running again with minimal downtime or loss of earnings. A remote online backup solution is best practice, keeping your data replicated in a secure data centre, away from



to deploy a good anti-a reputable supplier, Failure to run systems vulnerable. install and maintain system. This will take and give you peace always protected.

of the most critical in place to protect backup solution will worst happens, and



your main place of business with a multi-layered line of defence and multiple failovers.

Practical steps you can take to protect your business

So, those tips we mentioned. What practical steps can you take to help keep your business protected?

1. Be careful what you click on. Even the best defence systems will fail if you open the door and let the hackers in. Make sure attachments, links or downloads are from reputable sources and be wary of them.
2. Keep your passwords secure – alphanumeric, at least 14 characters and changed regularly. DO NOT share or write them down and use different passwords for each system to avoid a mass breach if your password is compromised.
3. Beware the USB drive! Don't use drives from unknown sources. An infected drive will infect your systems. Always use encryption if you're using USB drives for sensitive data management.
4. Install a good firewall and keep it turned on. A firewall is a protective barrier between you and the internet. Turning it off even for a few minutes puts you at risk.
5. If you suspect that you have become infected or affected by a hacking attack, contact your IT partner for help immediately.

5 Office 365 hints and tips

Just rolled out Microsoft Office 365? Need a few handy hints and how-to tips to get you started? Try these.

1. Avoid mistakes

That gut wrenching moment when you've accidentally hit "reply to all"... that embarrassing moment when you've written "please find attached"... but not attached anything. Avoid all of these with MailTips.

MailTips warns you about common mistakes, before you make them. It's turned on by default.



Don't like Microsoft Office telling you what to do? Turn it off like this... select File > Options > Mail then under MailTips, select MailTips options.

2. Share calendars

Sometimes, wouldn't life be easier if you could see your colleagues calendars? Easy. Add somebody directly to your calendar view like this...

Go to the Folder Pane on the left and choose the calendar you want to view. If you want to view a calendar of someone who isn't in your team, they can share their calendar via Outlook.

3. Share documents

Need to share a document? With OneDrive for Business all your files are private until you decide to share them. Simply select the file you want to share, click the Ellipses (...) and select Share. On the Invite People tab, add the names or emails



document link, or simply just send it. Alternatively, click Show Options and un-tick Send an email invitation.

4. Illustrate your data

Need a quick analysis of your data? Excel can recommend the charts that would best illustrate your data. To do this, select the cells you want to display, select the Quick Analysis button at the bottom right-hand side, select the tab you want such as Charts, then point to each one for a preview.

5. Make notes

Use your finger, stylus, or mouse on any touch-capable device. Choose Draw, then select Ink to Text. This will automatically convert your handwriting into text. You can also record audio or video notes by clicking on the page where you want to place the recording, and selecting Insert > Record Audio or Record Video.

How to move your business to the cloud

The first step to moving your business to the cloud is to do your research. Consider your options and find the right partner. Cloud computing can have huge benefits to business, but without the honest advice of the right IT partner, you could end up being sold down the river. Once you've established that cloud is the right direction for your business, your chosen cloud provider should support you with your move to the cloud, offering as little or as much help as you need to be up and running in the most efficient timeframe possible. So what steps should you take?

Analyse your existing infrastructure

Giving consideration to your business strategy, both short and long-term goals, look at what's working for you, and what isn't. How do you need your IT to work for you? How do your employees need their IT to work for them? Could you boost productivity with a different approach? Could cloud give you the competitive edge you're looking for? What needs to change technically in order for these goals to be achieved?



Consider a trial

Any IT provider worth its salt should be able to offer you free trials or demonstrations of how your different cloud options would work for you. Choose key members of your team to manage these trials – they'll be the people using the solution after all, so ask them to analyse and assess the trial giving full feedback and most importantly, asking the right questions. Look at how they adapt to the new system. How much training will be required? How much more efficient is your team going to be using the proposed services?

Migrate with care

When we migrate a customer over to the cloud we follow four carefully timed processes

- Prepare the existing environment
- Set up the synchronisation of data
- Cutover to using the new services
- Deliver training

If you're moving more than one area of the business to the cloud, migrate them one at a time to make the transition easier for the end user. Remember that some services are easier to migrate than others. Putting your emails into the cloud is one thing, but migrating a full CRM system is quite another. Prioritise, plan and progress with care.

Get training

We can't emphasise this point strongly enough. All too often businesses implement all singing all dancing IT systems, then leave staff to fumble their way through it. They'll figure it out, right? Wrong. If you're going to maximise the return on your IT investment, you want employees to be using the software to full capacity. Speak to your chosen supplier about training programmes. They should be able to deliver training remotely to minimise business impact but remember, training is an investment too.



work, and as productive as possible.

Your people are your biggest asset and you want them to be comfortable with the technology they're using, confident in their

How to get the most out of Yammer

Are you using Yammer, but wondering whether you're getting the most out of it? Even if you're a Yammer-pro, new tricks are always useful right?

Yammer can increase operational effectiveness through better communication and collaboration, but only if you're using it efficiently. So read on to find out how to get the most out of Yammer.

Use the Groups function for departmental chat, projects or specific newsfeeds. You could set up groups for HR, marketing, technical, company news, or any customer-related projects or campaigns. Join the groups that are relevant to you and keep up-to-date with the latest chat.

Use at-mentions (@DaveSmith) to tag colleagues in posts and draw their attention to your update – just as you would on Facebook or Twitter.

Hashtags can be used to organise your topics of conversations – again, just like on Twitter. TIP! – Avoid spaces between hashtag words by using hyphens (-) or underscores (_).

Typically, Yammer posts should be shorter and more conversational than emails. Keep the ideas flowing, join in the discussion and embrace the chat. And leave your email signatures out of it – they just clutter the place up.

Don't have time to read a post or a thread? Bookmark it by clicking "More > Bookmark".

You can share an email conversation with a Yammer group by replying to that email and sending it to the Yammer group's email address. And if you want to get rid of your email signature, insert "--" at the top of your signature.





If scrolling back to the beginning of a long conversation is a bit of a faff, there's a "Top" button in the bottom left hand corner of screen that will take you straight back to the start.

Click "Share" to share a message or have a separate conversation about a thread without interrupting the original flow.

At-mentioning someone in a private message does NOT add them to the conversation. You will have to type the name in the "Participants" box for that.

If you're running a search in Yammer, add quotation marks around your phrase for better results.

Struggling to get bullet points to appear in Yammer posts? Hold down Alt/Option+8.

Manage your Yammer alerts by clicking on "Edit profile > Notification".

After you upload a file, you can go back and rename it to make it easier to find again later. TIP! Avoid using underscores, hyphens, and numbers.

When you upload a file or create a note you can pin related notes, files and links under the 'Related Content' section to keep all related information in one place.

Use shortcuts. There are a host of Yammer shortcuts available and you can call them up by pressing "?".

Microsoft Edge hints and tips

If you've upgraded to Windows 10, you'll have met Microsoft Edge. It's Microsoft's brand new intelligent browser, and comes complete with Cortana integration to really improve the way you search.

But it does look a bit different to Internet Explorer, so here's a few tips to help you get started with Microsoft Edge.

Change your default search

You'll find the default search provider in Microsoft Edge is Bing (what else?). But if you'd rather change this to Google (other search engines are available – take your pick), open the search engine page that you want to use as default, then go to the More actions button – the ellipsis (three dots – like this (...)) in the top right corner of the screen and scroll down to Settings. Go to Advanced settings and scroll to Search in the address bar.



Click this box and select Add new to see a list of available search providers. Choose the search engine you want to use and click Add as default. Do remember though, that you need to have visited the search engine's website first. If the search engine you want to use doesn't appear here, you might have forgotten to do this. If you have and it still doesn't appear, that search engine doesn't support OpenSearch yet.

Set a homepage

To add a homepage, head back to the Settings menu via the ellipsis (...) and scroll down to Settings, and then down again to "View advanced



settings". At the top of that page there is a toggle that says Show the home button. Make sure that's enabled, then add a homepage. Sorted.

Import your favourites

To import your favourites, go to the Settings menu again. See where it says Show the favourites bar? Turn that on. Then click Import favourites from another browser. Done that? Right, here comes the tricky bit...

If you're exporting from IE 11 from another PC, enter the Favourites tab and click the drop-down menu at the top. Scroll through the menus, and then export the file to C:\Users\YOURNAME\Documents\bookmark.htm. Copy it to the Windows 10 PC and import the favourites file from there. You could also try importing the favourites to Internet Explorer 11, then using Microsoft Edge to copy the favourites over from that browser.

Use Cortana

Cortana and Edge – the dynamic duo...If you've got everything set up properly, Cortana will appear in your Edge browser to help provide more context and further information to your search. To set Cortana up, click the search field in the taskbar, select the Notebook icon from the options panel on the left, select Settings from the list, then enable the function – Let Cortana respond when you say 'Hey Cortana'. You can then use Cortana to add insight to your search simply by highlighting a word, right-clicking and scrolling to Open with Cortana. A sidebar will appear in from the right with loads more information, courtesy of your digital personal assistant.

Show the favorites bar

Go back to that trusty Settings menu and look for Show favourites bar. Slide to the On position and voila, there's your favourites bar.

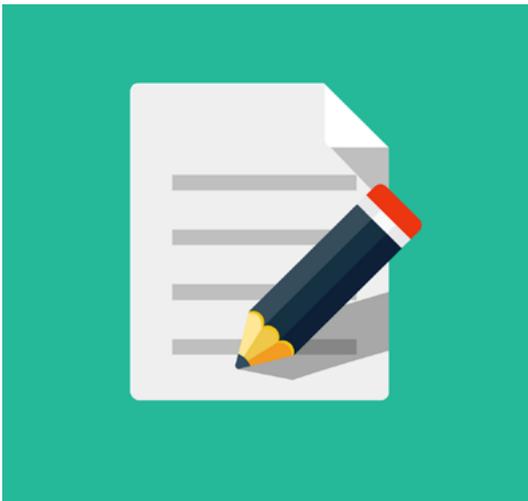
Open a webpage in IE

If you'd prefer to open a particular page with IE, click the ellipsis (...) and then select

Open with Internet Explorer. Simple.

Pin a website shortcut to your start menu

Got a frequently used website that you want to pin to the Start Menu? Easy. Visit the website you want to pin (using Edge of course) and click on the ellipsis (...). Click on Pin to start, and you're done.



Reading View

Choose Reading View (the little book icon) to get rid of ads, images and other gubbins to make for a more Kindle-like reading experience.

Web Notes

Web Notes (the little square icon with a picture of a pen in it) lets you scribble or type notes on a webpage, saving it as an image to your favourites, to OneNote or to your Reading List.

The Hub

The Hub (the icon with three horizontal lines) is where you can organise your Favourites and Reading List, and find your history and downloads. So go forth and organise.

7 features of Microsoft Dynamics CRM

Microsoft Dynamics CRM Online 2015 brings a tonne of new features to the table. We've picked seven to tell you about, and here they are.

1) Search

Want to search your CRM across different record types? Well now you can, with this handy search box.

2) Navigate quicker

A new navigation bar makes life easier and quicker, letting you access all work areas with far less scrolling and clicking than before.

3) Manage your updates

Dynamics CRM Online 2015 includes an opt-in update model to give you flexibility when rolling out updates. All your updates are managed through a single central portal to make this simple to manage.



4) Use OneNote directly from CRM

Make notes or voice notes and take photos on your mobile device and everything is automatically linked with the opportunity record in CRM Online.

5) Access recently viewed items

On the nav bar is a recently viewed items button that will bring up a list of your most recently viewed or pinned items – whether that's records, views or dashboards. You can pin items you use all the time to the top of the list.



6) Use Cortana

You can speak CRM commands if you're using Cortana on a Windows 8.1 phone. Cool huh?

7) Analyse in Excel Online

You can do a quick analysis with Excel Online directly from CRM Online. This could be useful if you're a sales manager wanting to analyse your teams opportunities and KPIs.