

# IT Tips You Can Use Right Now



As many of you adjust to working remotely, we will be periodically sharing tips and best practices to help you perform at your best.



## Block Time to Focus and Respect Time Blocked by Your Colleagues

Use application “do not disturb” settings and calendar blocks to set aside time to concentrate.



## Stay Calm When Glitches Occur

Losing connectivity during a Citrix session can be frustrating. If this happens, simply wait a few minutes and try to re-connect. Most outages have been quickly resolved.



## Use Video Chat/Conferencing

Use of video calling can improve rapport and reduce feelings of isolation. For most quick and straightforward questions, email is fine. But for complicated or sensitive topics, or if you are collaborating with people you don't know well, consider video calling as the first choice.



## Email Voice/Tone

You may be unaware of personal or work challenges your colleague may be facing. It doesn't cost extra to make your message a bit more friendly. Be mindful of email tone and avoid using ALL CAPS (virtual shouting). Wouldn't you be more eager to work with someone who comes across as kind, patient and humble? Avoid yelling, blaming, and negative email chatter; it does not reflect well on the sender.



## Mobile Phone Users

- ✓ Add your mobile number to your email signature.
- ✓ When you call someone, start by saying “Hello,” and your name if you are likely not in the other person's contact list.
- ✓ Delete unneeded voice mail messages. If the voice inbox is full, callers will be unable to leave a message.

## BONUS PRO TIP - Email De-duplication Feature

Did you know that Outlook automatically ignores duplicate recipients?



When adding recipients in the To, CC, and BCC fields of an email, some names may appear more than once if you are merging contacts from overlapping groups or from databases with the same names appearing multiple times. No worries! There is no need to manually remove these duplicate recipients. The Outlook de-duplication feature automatically corrects for this, so each recipient will receive only one copy of your message.