

# PLUMAS COUNTY TECH TIPS

WHAT YOU NEED TO KNOW ABOUT TECHNOLOGY TODAY



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## IT Quality Improvement Survey - Coming Soon!

In order to better serve you, we are putting together an IT Quality Improvement Survey that we will be sending out to employees in April. Included in the survey are questions about the IT tools you use, what technology-related trainings you'd like to see, and what ways we can improve our service to you. The survey will ask you to think about the quality improvement process in IT and asks for your advice about quality improvements for the future.

We ask that everyone participate in the quick survey, think carefully about each part of the survey, and answer each question as honestly as you can. The survey link will come from Melodie and it will be a SurveyMonkey link.

Your feedback is very important to us and your time is greatly appreciated!

# Keyboard Shortcuts!

If you are using Windows regularly, using these Windows keyboard shortcuts will definitely increase your productivity. Compiled below is an exclusive list of shortcuts that will help you breeze through your daily work.

You might know some of them, but there are certainly some hidden gems that you wouldn't have heard of before. Once you start using them, you will notice how easy navigating and operating on Windows has become.

## **CTRL+Z : UNDO**

Irrespective of what you are doing, or where you are doing it, Ctrl + Z is a lifesaver. One possibly can't survive without this function. Whatever program you're running, this function helps you get back to your last input. So don't worry about all the mistakes as this particular shortcut will save you every time.

## **CTRL + A : SELECT ALL**

Again, irrespective of which program you are running, this shortcut key selects all of the text, files, folders, or elements in any given program or page. Instead of spending your time dragging your mouse all over the page, use this to grab everything in one go.

## **CTRL + C : COPY**

You've selected what you wanted to. Now you'd like to copy it. This is probably one of the top shortcut keys people use when working on their Windows system. Easily copy whatever you like, and it stays with you until you are ready to paste it.

## **CTRL + V : PASTE**

Easily paste all that you have copied. It could be a text, file, image, or folder. In any case, this is a very useful feature to bring everything together. If you would like to paste plain, simple text without original formatting, just add Shift to it, i.e. Ctrl + Shift + V.

## **CTRL + X : CUT**

Don't want a piece of text/table/image/file in a particular place? Simply select it and use the shortcut Ctrl + X. The piece gets removed and copied. Then, use the paste shortcut to paste it anywhere you like.

## **ALT + TAB : SWITCH SCREEN/TABS**

This one has been around for a while and has been enhanced with upgrades in the Windows OS. Simply press Alt and then the Tab key, and you will switch to the next tab/screen. Holding down the Alt button and tapping on Tab let's you move and choose between multiple screens. Talk about multi-tasking!

## **CTRL + ALT + DEL : START TASK MANAGER**

What happens when an application starts to lag or stops responding, or your windows OS stands still and you can't move a thing? You summon Ctrl + Alt + Del! When you press them together, a magical box called the task manager opens up.

You can then check out which programs/apps were making your PC slow and shut them down from the task manager itself, bringing your PC back to life.

## **CTRL + F : FIND**

You know you just wrote that sentence, and now you can't find it! Or you really need to find a particular keyword in a document or a browser? Ctrl + F is the handy shortcut that will open a quick bar where you can type in the keyword, and it will show you all the results in the document matching your request.

## The External Tag/Label in Outlook

Outlook for Windows has recently implemented an "External" mail tagging you may have noticed. The idea of external tagging is to highlight these messages to users with the hope that people will pay extra attention to any links and other content. Organizations have used transport rules to stamp inbound emails with similar labels for years and highlighting emails does help (the red external banner you see on emails from outside of our domain). However, like any visual clue, user fatigue grows over time and the tags are probably less effective once they become part of the Outlook landscape.

Any email received from an external domain that isn't marked for exclusion for tagging is tagged as external. External email warnings are an important security measure that helps users identify phishing, spam, and other malicious emails sent from external senders.

The External tag/label attached to Microsoft Outlook email is to warn users that the email did not originate from within the organization. The concept of the External tag is also to prompt users to confirm the sender's authenticity before downloading attachments from the mail. **You should always verify the sender before opening any links in the mail.**

External tagging also helps to avoid recipients falling into the trap of business email compromise (BEC). Many BEC attacks happen due to compromised accounts, but the removal of basic authentication from email connectivity protocols reduces compromise through attacks like password sprays, meaning that attackers need to employ new tactics.

One example of this is when an email appears to come from an internal domain but really comes from a domain with a very similar name that's set up by attackers with the aim of duping recipients. Humans might be fooled when an attacker swaps a l for an I in a domain name, but a computer won't be. Unfortunately, there's no guarantee that people won't ignore the external tag on an email that apparently comes from an internal sender – that's why we have two systems in place to inform you to look twice before opening. While we know that the external tag takes up a lot of room and cuts off the sender name and/or email subject, it is for your own protection and there is no way to turn it off.

