

## Five Questions to Ask Your IT Provider Now!

If you're only talking to your IT provider when you renew your contract, you're doing it wrong.

Technology isn't a "set it and forget it" part of your business. It's constantly evolving, and so are the threats that come with it. That's why regularly scheduled IT check-ins are nonnegotiable if you want your business to stay protected, productive, and competitive.

But here's the thing... most business owners don't know what to ask.

So here's a cheat sheet. These are the questions your IT provider should be ready to answer—no tech-speak, no vague promises, just straight answers that keep your business running smoothly.

### 1 Are There Any Vulnerabilities We Need to Address Right Now?

This isn't just about checking boxes. You need to know:

- Is our antivirus up to date?
- Are there unpatched systems?
- Have we had any near misses or red flags lately?

You're not being paranoid—you're being prepared.

### 2 What's The Status of Our Backups and Have You Tested Them Lately?

Backups are like seatbelts: You don't think about them until you really, really need them. Ask:

- When was the last time you tested a full restore?
- Are we using the right backup strategy? Off-site? Cloud? Hybrid?
- Are we backing up the right things?
- Is everything being backed up *and* stored securely?

You'd be shocked how many businesses *think* they're backed up...until they're not.

### 3 Are We Compliant With HIPAA and Other State Privacy Acts?

Regulations change. So do the rules about how you store and protect data. Ask:

- Are we meeting the standards for our industry?
- Have any requirements changed?
- Do we need to update policies, software, or training?

Fines for noncompliance aren't cheap. Stay ahead of them.

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#### 'Tis the Season

Our office will be closed Thursdays, December 25 and January 1. If you need assistance during this time, please call 973-298-6908 and one of our on-call support staff will be happy to help.

## Wrapping IT Up With Warm Wishes

As we wrap up another cycle around the sun, we want to thank you for being part of our network. May your holidays be joyful, your systems secure, and your bandwidth unlimited. Here's to a 2026 full of clean code and seamless connections!

— Cathy Coloff,  
Owner, IT Radix

Cathy



## Your Smartphone to the Rescue

*(Continued from page 4)*



### A Waze Away

Holiday travel also means traffic—lots of it. Good news: Google Maps and Apple Maps have integrated some of Waze's data and functionality. Apple Maps can use Waze as a third-party app, and Google Maps now pulls in Waze's traffic and hazard reports to display within its own interface. Think of it as a community of holiday helpers working together to keep you moving.

So whether you're shopping, road-tripping, or just trying to make it to Grandma's on time, Google's got the tools to keep your holiday season merry, bright, and just a little less stressful.

Proudly folded & sealed by Central Park School

## Five Questions to Ask Your IT Provider Now!

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### 4 What Should We Be Budgeting for Next Year?

Good IT is proactive. Ask:

- Are there any software licenses expiring?
- Any equipment nearing the end of its life?
- Any upcoming projects we should be planning for?

This helps you avoid surprise expenses and plan like a pro.

### 5 What Trends in IT Or Cybersecurity Are We Behind On That Are Making Us Slower Or More Vulnerable?

Technology doesn't stand still—and neither do cybercriminals. Ask your IT provider:

- Are there new tools or best practices we're not using yet?
- Are we lagging in any security protocols or performance benchmarks?
- What are other businesses our size doing that we're not?
- Are there any rising threats that we need to be more cautious of?

Falling behind on emerging trends doesn't just slow you down—it leaves you exposed. A great IT partner will keep you ahead of the curve, not playing catch-up.

**You AREN'T having these conversations? That's a BIG Red Flag!**

If your IT provider doesn't have clear answers to these questions—or worse, if they aren't offering to meet with you regularly in the first place—you might not be getting the support you need.

**Technology changes fast... cyberthreats move faster!**

You need someone who is not just reacting when something breaks but actively working to prevent the break in the first place. That's where IT Radix comes in! We're here to work with you proactively to make your IT work for you!

## Is There a Software Ticking Time Bomb Lurking in Your Business?



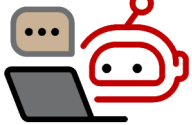
Running outdated or end-of-life software can leave your business exposed to cyberattacks, data loss, compliance issues, and costly downtime. At IT Radix, we're here to help you stay one step ahead. We're offering a **free EOL Vulnerability Checklist** highlighting software that will reach end-of-life or become outdated in 2026.

Scan the QR code to download your checklist and schedule a quick review with your trusted IT Radix team. Together, we'll make sure your business stays secure and running smoothly.



[www.it-radix.com/eol-checklist](http://www.it-radix.com/eol-checklist)

**Special Offer: Free EOL Vulnerability Checklist (expires 1/31/26)**



We make IT work for you



## Smart Prompts Equal Better Results

Unlocking the power of Microsoft 365 Copilot AI is all about mastering the art of effective prompting. Prompts are your way of asking Copilot to perform tasks like creating, summarizing, editing, or transforming content. Think of it as having a chat with a helpful coworker—the clearer and more detailed your prompts, the better Copilot can assist you.

Depending on your task, you can use different types of prompts, such as learning about projects and concepts, summarizing information, editing text, creating engaging content, transforming documents, or catching up on missed items. To get the best response, focus on key elements like your goal, context, expectations, and the sources Copilot should use.

### How to Get the Conversation Started

Where to begin? Here are some tips to keep your interaction with Copilot smooth and productive:

- **Generate content ideas.** Start broad, then narrow it down.
- **Enable insightful meetings.** Ask for a recap, then dive deeper.
- **Storytelling assistance.** Provide details to craft a compelling story.
- **Gaining insights.** Request a summary, then follow up with questions.
- **Translating languages.** Ask for translations and specify dialects.
- **Solving technical problems.** Present the issue, then ask for step-by-step help.

### Helpful Hints for Productive Prompting

When prompting, it's important to be clear and specific, keep it conversational, give examples, ask for feedback, and check for accuracy. Here are some tips to get the best results from Copilot:

- **Know Copilot's limitations.** Provide details—Copilot is limited to the current conversation.
- **Be professional.** Polite language improves responses.
- **Start fresh.** Type "new topic" when switching tasks.
- **Use quotation marks.** Helps Copilot understand what to write, modify, or replace.
- **Communicate clearly.** Pay attention to punctuation, grammar, and capitalization.

Follow these tips, and you'll be on your way to becoming a Copilot pro. Happy prompting!



### Reopen Closed Tab

Accidentally closed a tab  
in your browser?  
Press **Ctrl + Shift + T** to  
reopen the last closed tab.



## Talk Nerdy to Me



### Bring Back Browser Tab

We've all done it—closed a browser tab by mistake. No worries! Just press **Ctrl + Shift + T**, and your last closed tab will pop right back open like magic. It's a super handy shortcut that can save you from digging through your history. Try it out the next time your finger slips—you might just feel like a tech wizard!

### Delete Phishing Emails



Phishing emails are designed to look like a legitimate message and typically include a call to action, such as clicking a link or opening an attachment.

**If you receive a phishing email, delete it!** Do not simply mark as spam as this only moves the email to a folder with other emails from the same sender. The email will be hidden, but the problem still exists.

## Inside This Issue

- 5 essential questions to ask your IT Provider regularly
- How to get optimum results with productive AI prompts
- How to quickly bring back a browser tab closed by mistake

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*"A day without laughter  
is a day wasted."*

— Charlie Chaplin

off the mark .com by Mark Parisi



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## Holiday Huddle? Your Smartphone to the Rescue!

The holiday season brings joy, sparkle, and a whole lot of...chaos. Between dashing to the mall for last-minute gifts and navigating crowded roads to visit family, it's easy to feel like you need an extra set of hands or a smarter way to travel. Google and Apple have your back with a few handy features designed to take some stress out of the season.

### Never Lose Your Car Again

Picture this: You've braved the packed grocery store to grab eggnog, wrapping paper, and enough snacks to keep everyone happy. You step outside, arms full of shopping bags, only to realize—you can't remember where you parked. Instead of wandering the lot like a lost elf, open Google Maps, tap your location (the blue dot), and click "Save your parking." Voilà! A pin is dropped so you can head straight back to your car. If you're an iPhone user, Siri can do the work for you: just say, "Siri, remember where I parked my car." Consider it your personal parking elf.



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