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TekResults Newsletter (August 2025)

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Dear Clients and Friends

Welcome to another edition of our newsletter. Today we wanted to let you know about some of the services TekResults provides that you may not have been aware of. We'll also discuss the importance of having a strong password policy in place, to keep you safe. We have been working with Microsoft's New Outlook and will give you our opinion on how it compares to the classic Outlook we all know and love. Finally, we'll discuss some reasons you should consider buying a refurbished computer (from us) the next time you're in the market. Hope you enjoy this edition. Let's get started.

Referrals

TekResults owes much of its success to our loyal and enthusiastic clients. It's those of you who tell your friends about us that keep our company growing, and we'd like to say thanks. Just telling someone about us is all it takes. Just let us know you dropped our name, and we'll drop a gift card in the mail. See, who said talk is cheap!

Businesses Who Need Our Referrals

- Any business needing a better disaster recovery strategy including backups for mission-critical devices (servers, essential PCs, etc.), equipment redundancy,
- Any business requiring help upgrading existing IT infrastructure due to obsolescence
- Any business who has slow computer systems
- Any business who has slow network
- Any business that needs better email services
- Any business that needs to migrate to a new software platform
- Any business that needs help with its industry vertical market software
- Any business that has employees and compliance questions
- Any business that needs help with employees working from home
- Any business that needs reliable IT service
- Any business that is purchasing another business and needs IT help
- Any business that is being sold or is being dissolved
- Any business with human resource issues as they pertain to IT
- Any business that wants to save money and improve functionality by utilizing a VoIP Business phone systems
- Any business needing a better security infrastructure
- Any business needing remote desktop applications
- Any business needing help migrating to Microsoft 365
- Any business that would benefit from monitoring of performance, security, etc. of their IT infrastructure

Any business that would like an IT department that will visit and report on each device on a scheduled basis
Any business that would like to read our newsletter or other mail tips and blasts

Did You Know?

At TekResults, we can help you make intelligent and cost-effective decisions when it comes to purchasing technology and services. Whether you're upgrading your Internet service, buying new computers and peripherals, or protecting your devices with top-tier antivirus software, we have you covered.

- **Get the Best Deal on Internet Service:** We partner with industry leaders like Comcast and Verizon to ensure you secure the best possible rates for your internet plan, so you can enjoy fast, reliable service without breaking the bank.
- **Tech Upgrades Made Easy:** From laptops and desktops to printers and accessories, TekResults helps you find the perfect devices at unbeatable prices. Say goodbye to overpaying on your tech needs and hello to a seamless upgrade.
- **Protect Your Devices:** Antivirus software is essential in today's digital world, and we can guide you toward the best options for your security needs—keeping your data safe without compromising on performance.
- **Security Reviews:** We can assist with reviewing security whether its for some industry compliance exercise or just so you feel safer

It's time to make smarter, more affordable tech decisions. Let TekResults help you navigate the world of technology, ensuring you get the most out of every purchase.

TekResults Rapid Response Service: Swift Solutions When You Need Them Most

In today's fast-paced business world, any downtime or IT issues can quickly disrupt productivity, leading to potential losses. When a problem arises, you don't have the luxury of waiting hours or days for a resolution. That's where TekResults' *Rapid Response Service* comes into play—offering the quick, efficient support businesses need to keep their operations running smoothly.

Rapid Response Service isn't new at TekResults. It's the way we've always done business. It's one of the things that gives us the edge over our competitors. And even though it sounds fancy, it really just comes down to good old fashioned Great Service, and you don't even have to do anything special to get it. Just call us or email us.

Immediate Support, Always Within Reach

One of things we take most seriously is our commitment to responding to requests for help within 30 minutes, in most cases. We understand that the clock is always ticking when you face a technical issue, which is why we prioritize your concerns with an urgency that ensures minimal disruption.

Whether it's a software glitch, network issue, or hardware failure, TekResults is just a call (or email) away, and we're ready to respond promptly. Our dedicated team is on standby, prepared to spring into action as soon as a request comes through. No long wait times or frustrating hold music—just fast, effective help at your fingertips.

Tailored Support: Remote or Onsite, We've Got You Covered

Once we receive your request, our next step is to assess the situation thoroughly. Each issue is unique, and understanding the specific problem allows us to determine the best course of action.

For many problems, we can resolve the issue remotely—quickly and securely accessing your system to fix the problem without you needing to leave your desk. Whether it’s a configuration error, a software bug, or an email issue, our team of experienced technicians is equipped to troubleshoot and repair most issues remotely in real time.

However, we know that not all IT challenges can be addressed remotely. If the issue requires physical intervention—say a computer needs hardware repairs or there’s a network failure that cannot be fixed from afar—we don’t leave you hanging. If possible, we’ll dispatch a technician onsite the same day, ensuring that the problem is resolved as quickly as possible and without any unnecessary delays.

Why Choose TekResults’ Rapid Response Service?

- **Speed:** We normally respond to initial requests for help, sent to support@tekresults.com, within 30 minutes or less, minimizing the downtime and impact on your business.
- **Expertise:** Our technicians are highly skilled in troubleshooting and resolving a wide range of IT issues, both remotely and onsite.
- **Convenience:** Whether the fix can be done remotely or requires an in-person visit, we make sure you get the best solution for your specific situation.
- **Reliability:** We understand that your business runs on technology, and we are committed to ensuring your systems function smoothly. Our Rapid Response Service helps you avoid long delays and ensures a fast recovery from any setbacks.
- **Availability:** Our service is designed to be available whenever you need it, ensuring that your team always has access to timely technical support.

Making Your IT Problems Our Priority

At TekResults, we recognize the importance of a swift resolution to any technical problem. In a world where speed and efficiency are key to maintaining a competitive edge, our Rapid Response Service is designed to offer businesses peace of mind that their IT concerns will be addressed without delay.

By providing quick, reliable service and expert troubleshooting, TekResults ensures that your business stays up and running—no matter what.

Whether you’re dealing with a critical issue that requires immediate attention, or you need ongoing support for your IT systems, TekResults is the trusted partner you can count on to respond, assess, and resolve any situation - rapidly.

Why Office Managers Must Enforce a Strong Password Policy

As an office manager, you’re not just responsible for the day-to-day operations, you’re also the first line of defense against cybersecurity threats. One of the simplest, yet most effective ways to protect sensitive business data is through a strong password policy.

In today's digital world, weak passwords are one of the easiest ways for cybercriminals to access company systems. Employees often use simple, easily guessable passwords or reuse them across multiple accounts, leaving the door wide open for attacks. Without clear enforcement of strong password practices, your organization is at risk.

By setting and maintaining a strict password policy, you help safeguard critical business data, protect customer privacy, and ensure compliance with industry regulations. Encourage your team to use complex passwords, enable multi-factor authentication, and change passwords regularly. It's a small effort that can make a big difference in keeping your business safe from potential threats.

Your role as an office manager is pivotal in fostering a culture of security. With the right password protocols in place, you're not only protecting your organization today but securing its future as well.

What Makes a Good Password Policy?

A good password policy is clear, comprehensive, and enforceable. It outlines the best practices for creating, maintaining, and securing passwords within your organization. Here's what makes a solid password policy that can help protect your business from potential cybersecurity threats. We know you all know this already, but it bears repeating. Here are some password best practices.

Enforce Password Complexity

Require passwords to be at least 12 characters long and include a mix of:

- **Uppercase and lowercase letters**
- **Numbers**
- **Special characters** (e.g., @, \$, %, #)

A combination of these elements makes passwords much harder to guess or crack. Encourage your staff to avoid using easily guessable information such as birthdays or simple words.

Mandatory Multi-Factor Authentication (MFA)

Implement Multi-Factor Authentication (MFA) for all accounts, especially those that access sensitive information. MFA adds a second layer of security, typically through a text message, app, or biometric scan, ensuring that even if a password is compromised, an attacker can't get in without the second form of identification.

Regular Password Changes

Passwords should be updated periodically—ideally every 60-90 days. This helps ensure that any compromised passwords are swiftly replaced before they can cause long-term damage. However, encourage employees to change passwords *before* they are forced to, if they suspect a breach or receive unusual login alerts.

No Reusing Passwords

Encourage employees to use unique passwords for each account or service. This minimizes the risk of an attacker gaining access to multiple accounts if one password is compromised. Tools like password managers can help staff store and generate strong, unique passwords for every account.

Lock Out After Failed Attempts

To prevent brute-force attacks, implement a lockout system after a set number of failed login attempts. This reduces the chances of hackers successfully guessing passwords by attempting multiple combinations in quick succession.

Educate Staff About Phishing

A good password policy isn't just about the technical aspects. Regular training on recognizing phishing attempts—emails, messages, or websites designed to trick users into sharing their credentials—is essential. A well-educated team will be more cautious and less likely to fall victim to social engineering attacks. TekResults is a partner with [KnowBe4](#), a leader in the field of security awareness training and human risk management. We'd be happy to arrange a demo with KnowBe4's knowledgeable team.

Enforce the Use of Password Managers

Instead of relying on sticky notes or trying to memorize dozens of passwords, recommend using a password manager. These tools securely store and encrypt passwords, making it easy to use unique, complex passwords without the hassle of remembering them all.

Audit and Monitor Access

Regularly audit who has access to what systems and data. Make sure that employees only have access to the tools and information they need for their role. Use automated systems to flag any unusual or unauthorized access attempts and respond promptly to suspicious activity.

Set Clear Consequences for Non-Compliance

A policy is only effective if it's enforced. Set clear consequences for failing to comply with the password policy. This could include disciplinary actions, but ideally, the focus should be on education and prevention. Encourage staff to report any concerns or difficulties in adhering to the policy so you can help them stay secure.

Let's get to it: Strengthen Your Defense with a Strong Password Policy

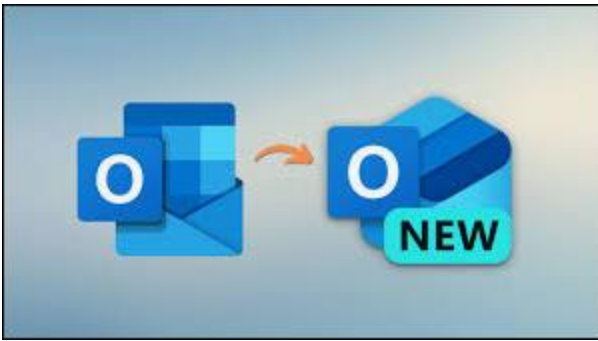
A well-defined password policy is an essential part of any office's cybersecurity strategy. As an office manager, you are in a unique position to protect both company assets and employee data by enforcing these practices. Remember: a strong password is often the first—and best—defense against potential data breaches. By ensuring your staff follows a secure password policy, you're not only safeguarding sensitive information but also fostering a culture of security that can help prevent costly, disruptive cyberattacks. Need some help getting started? Give us a call.

Microsoft's New Outlook is sneaking into a computer near you

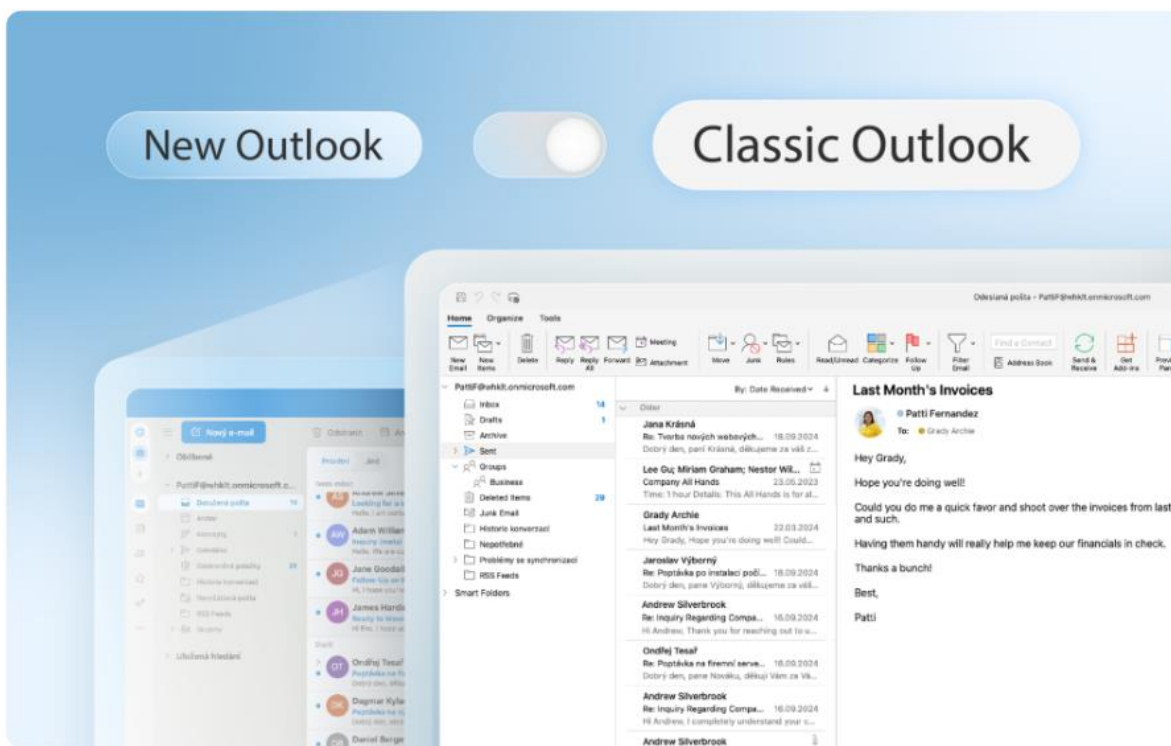
You may have become aware that Microsoft is working overtime to get you to use their new version of Outlook, and they're sneaky about it. Some users have opened Outlook and noticed it looks very different, unaware that while they were sleeping, New Outlook replaced their usual version of Outlook (now referred to as Classic Outlook). It's almost like the movie, [Invasion of the Body Snatchers](#): You fall asleep, and while you're dreaming, a new plant-based version of you takes your place. Nobody notices the difference at first, but slowly little differences become more obvious. With Outlook, you may not notice the change until you try to use a feature that's no longer available.

Changes to the look

The first thing you probably won't notice is that the shortcut icon that launches Outlook from the taskbar has changed. Notice that New Outlook, on the right, has a more rounded look to it, while Classic Outlook, on the left, is more rectangular.

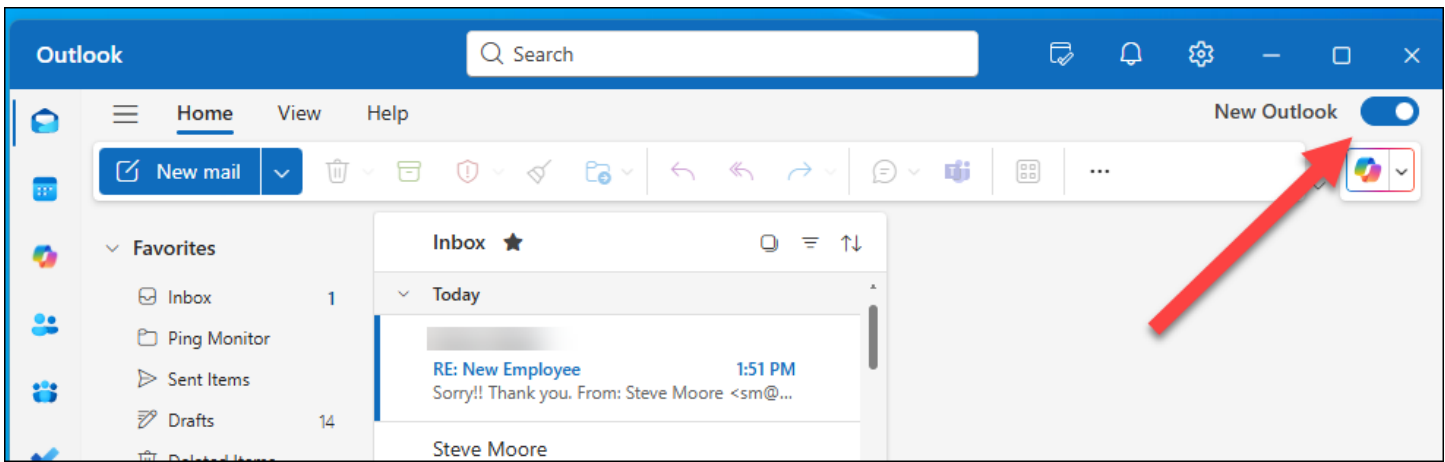


A little more obvious, and likely to catch your attention, is the Outlook interface itself. New Outlook was designed to look more like a web application (which it is!) and seems very stripped down compared to its predecessor. It has a colorful, minimalist motif that looks less cluttered, promising an easy-to-use experience.

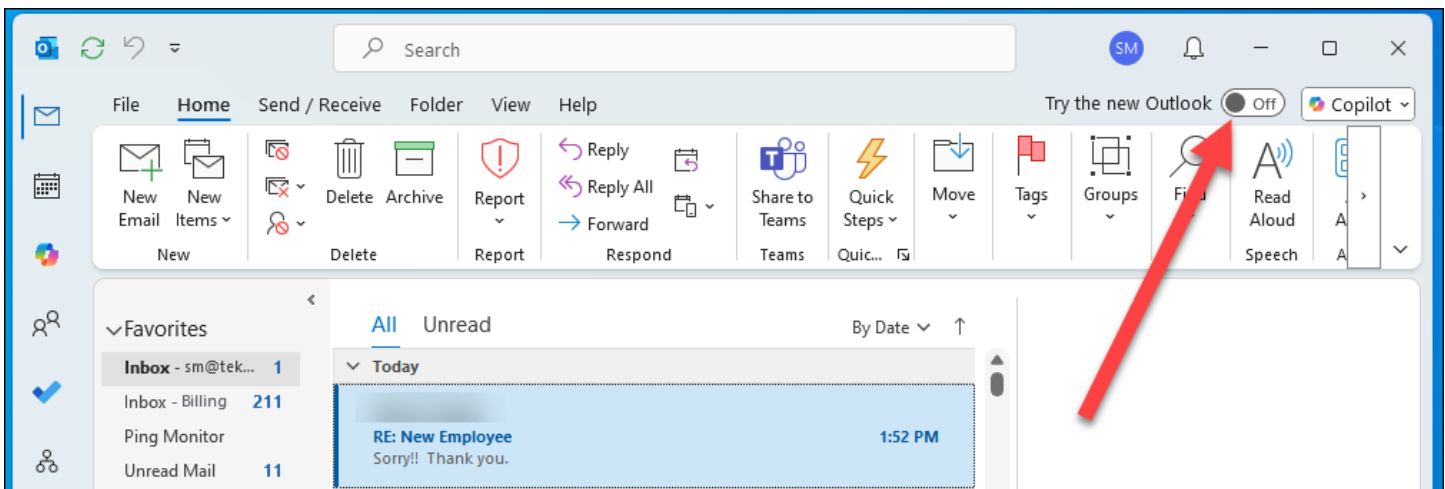


How to go back to Classic Outlook

If you find yourself an unwilling participant in the New Outlook experience, you can easily switch back to Classic Outlook any time. Microsoft has provided a convenient toggle button in the top right corner of the app. Just click the button and you'll be taken back to Classic Outlook.



You can also use the button to go in the other direction. Want to try out New Outlook? Look for the **Try the New Outlook** button in the top right corner of Classic Outlook.



Why do we need a new version of Outlook

From this writer's point of view, we don't. At least we don't need a new version that removes functionality in favor of streamlining. Microsoft disagrees, to point where they are doing this "Body Snatchers" routine to push it on the public. Having said that, Microsoft, from their point of view, has good reasons to make the change. Those reasons include

- Improving consistency across platforms (meaning the user experience is the same whether you're using a Mac or a Windows system, an iOS or an Android device).
- The new Outlook is designed to be more modern and consistent with other Microsoft products and to integrate seamlessly with other Microsoft 365 apps like Teams, OneDrive, and SharePoint, making it a central hub for productivity.
- The new Outlook incorporates intelligent features like Microsoft Copilot, which can assist with tasks like summarizing emails or scheduling meetings.
- Features like [pinning](#) and [snoozing emails](#), along with improved search capabilities, are designed to help users better manage their inboxes.
- A unified codebase allows Microsoft to deploy new features and updates more quickly and consistently across all versions of Outlook. This aims to ensure that users have access to the latest innovations and improvements without delays caused by maintaining multiple distinct clients

New Outlook's detractors insist that many of the features we love about Classic Outlook are missing in New Outlook, but to be fair, we detractors tend to be IT professionals and Outlook power users who take advantage of the more esoteric features hidden in the product. To the casual user, the change is probably no big deal or, even better still, an improvement. Products today (TV shows, for example) are produced to attract the largest number of customers possible. That means, in many cases, dumbing down content to appeal to the masses. Is that what's happening to Outlook? It remains to be seen. Microsoft plans to retire Classic Outlook in 2029, so they still have four years to win over New Outlook's detractors by reintroducing old features or adding useful new features to the point where it seems like a fair trade.

What are we giving up with New Outlook

There is a very useful list of features that have been removed from New Outlook [in this reddit article](#). We won't republish the entire list in this article, but here are some of the items in no particular order.

- Customize ribbon
- Ribbon cannot be hidden
- Preview 1, 2, or 3 lines of message body in message list
- Choose columns to show in message list
- Separation of categories from subject in message list
- Shared categories cannot have color
- Cannot "view source" of HTML emails
- Status bar
- Item count, server connectivity status, zoom level, etc.
- Rearranging folders in folder tree
- Cannot set folder to show item count
- Outlook forms
- Notes view
- Folders view

What are we getting with New Outlook

So far, our favorite feature in New Outlook is the built-in copilot functionality. If you're familiar with Chat GPT, you'll already have the basic idea behind Microsoft's Copilot. You can ask a question in everyday language and Copilot will respond in kind. For example, I typed this into New Outlook's Copilot window: *Give me a bullet list with 10 reasons to switch to the new Outlook.*

Here is the response I got:

Here are **10 compelling reasons to switch to the new Outlook:**

- **Unified Experience:** Combines Mail, Calendar, and Contacts in a streamlined interface across Windows, Mac, and web.
- **Faster Performance:** Optimized for speed and responsiveness, with quicker load times and smoother navigation.
- **Modern Design:** A cleaner, more intuitive layout that aligns with other Microsoft 365 apps.
- **Enhanced Search:** Powered by Microsoft Search, making it easier to find emails, files, and contacts.
- **Smart Features:** Includes AI-powered tools like suggested replies, scheduling assistance, and follow-up reminders.
- **Improved Integration:** Seamlessly connects with Microsoft Teams, OneDrive, and Loop components.
- **Consistent Updates:** Receives regular feature updates and security patches as part of Microsoft 365.
- **Customizable Interface:** Offers more flexibility with layout, themes, and notification settings.
- **Better Security:** Built-in protection against phishing, malware, and spam with Microsoft Defender integration.
- **Cross-Platform Sync:** Keeps your settings, signatures, and preferences consistent across devices.

Would you like a comparison chart between the classic and new Outlook versions as well?

A comparison chart? Well, that seemed helpful, so I told Copilot to produce one. Here it is:

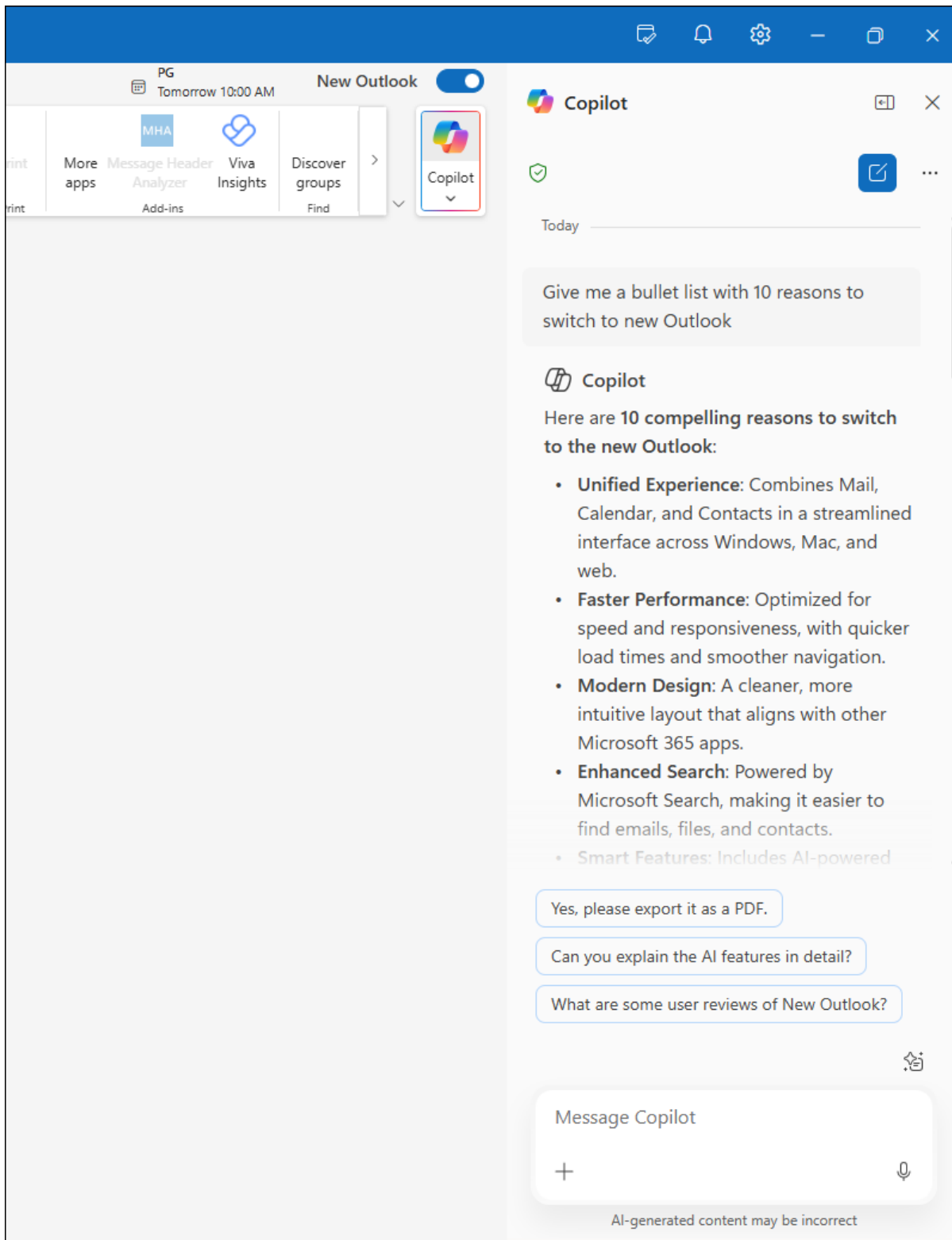
Here's a **comparison chart** highlighting the key differences between **Classic Outlook** and the **New Outlook**:

Feature	Classic Outlook	New Outlook
User Interface	Traditional Ribbon UI	Modern, simplified layout
Performance	Slower load times	Faster, optimized performance
Search Capabilities	Basic search	Microsoft Search integration
AI Features	Limited or none	Smart replies, scheduling suggestions
Cross-Platform Consistency	Varies by device	Unified experience across devices
Integration with Microsoft 365	Basic integration	Deep integration with Teams, Loop, etc.
Customization Options	Limited	Enhanced layout and theme options
Security	Standard protection	Advanced phishing and malware defense
Update Frequency	Periodic updates	Continuous feature rollouts
Cloud Sync	Manual setup required	Automatic sync of settings and data

Would you like this chart exported as a PDF or image for easy sharing or printing?

Pretty cool, right?

Copilot appears as a panel on the right side of the app, allowing you to keep working as you read (or copy, or export) the response.



Copilot aside, there are lots of things to like about New Outlook, but am I ready to make the switch? Jury's still out. I am using it now and will continue to do so until I've made up my mind.

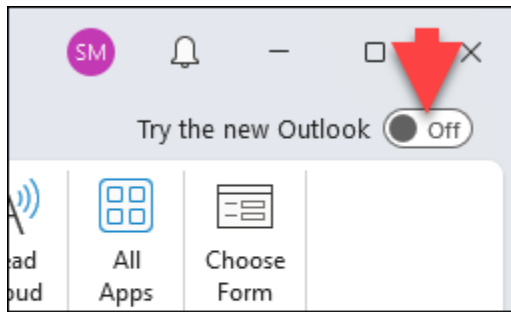
How can I get New Outlook

If your computer is using a standalone version of Office, nothing in this article will impact you. Standalone (non-subscription) versions such as Office for Home and Business, never change versions. Whatever version you purchased, you can use forever – or until Microsoft phases out its support. New Outlook will not be available to you.

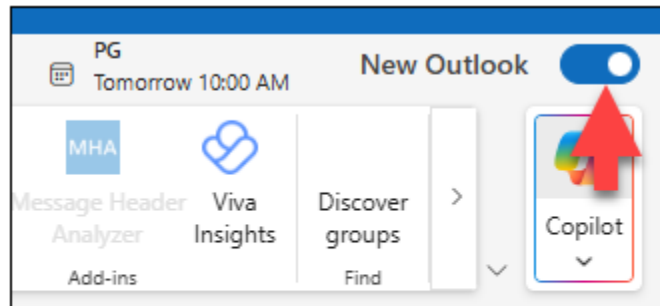
If you have a Microsoft 365 subscription, specifically Business or Enterprise plans, you were probably switched to the New Outlook for Windows, starting in January 2025. The switch has been happening gradually, with users receiving in-app notifications before the change, but if you missed the notification and woke up one morning to find a new version of Outlook on your computer, welcome to Invasion of the Body Snatchers!

What version am I using

If you're not sure what version of Outlook you're using (Classic Outlook or New Outlook), look at the top right corner of your Outlook window. If you see the option, **Try the new Outlook** is turned off, you're using the classic version. If you see **New Outlook** and a blue button (turned on), you're using New Outlook. And if you're still not sure, give us a call!



Classic



New

Why Buying a Refurbished Computer from Us is a Smart Choice

At TekResults we sell refurbished computers.

We sell LOTS of refurbished computers!

If you're thinking of replacing your old system, please consider buying from us. Here's why.

We specialize in refurbished Dell computers, both PCs and laptops.

In today's fast-paced tech world, finding the right computer can be a daunting task, especially if you want to balance quality, performance, and cost. Enter refurbished Dell computers — carefully selected for their proven track records, exceptional reliability, and high performance. We make sure every system we sell is nicely appointed with a solid state drive (SSD) and at least 16 GB of memory (RAM), these refurbished machines offer the perfect solution for anyone looking for performance at a fraction of the price.

You might be asking yourself: Why choose refurbished? And why specifically a Dell? The answer is simple: quality, dependability, and unbeatable value. Buying a refurbished Dell computer with these key upgrades is a decision you won't regret.

The Dell Advantage: Proven Track Records

At TekResults, we only sell Dell computers that have a proven track record of excellence and are among the best sellers for Dell. This means you're not just getting any refurbished computer — you're getting one that has a history of success in terms of performance, durability, and customer satisfaction. Dell is renowned for producing high-quality machines that consistently rank among the top sellers in the industry. This history ensures you're investing in a device that's been tested, trusted, and loved by users worldwide.

Because these models were big sellers for Dell, it's often easier to find a replacement system or replacement parts if anything goes wrong down the line. Popular models tend to have a larger inventory of spare parts and a wider support network, making it simpler to get your system up and running quickly if needed. This added layer of availability gives you peace of mind knowing that if something were to happen, there are reliable options for repair or replacement.

By choosing one of these best-selling models, you're opting for a machine with a solid reputation — one that has been optimized over time and backed by years of innovation and customer feedback. This is crucial because, when buying refurbished, you want a machine that's not only functional but also capable of meeting the demands of modern-day tasks.

Affordable High Performance

One of the biggest perks of choosing a refurbished Dell computer is the cost savings. These machines are priced significantly lower than their new counterparts, but they still deliver high-end performance. Dell's best-selling models are known for their long lifespan and reliability, so you're getting excellent value for your money. With the addition of a new SSD and expanded RAM, you're essentially upgrading a tried-and-tested system to run like new — offering lightning-fast speeds without the steep price tag.

Faster Performance with a SSD (Solid State Drive)

If you've ever worked with a computer that runs slowly, you know the frustration of waiting for programs to load. Traditional Hard Disk Drives (HDDs) are often the culprit, especially in older computers. By upgrading to a new SSD, your refurbished Dell computer will feel like a brand-new machine. SSDs dramatically improve boot times, file transfer speeds, and overall system responsiveness. Whether you're working on large projects, running heavy applications, or multitasking, the speed boost from an SSD makes a world of difference.

Increased Productivity with Ample Memory (RAM)

Another essential upgrade is RAM. If you often work with multiple applications open or run memory-intensive software, the amount of RAM in your system directly impacts its performance. Refurbished Dell computers, with lots of memory, make multitasking seamless. With enough RAM, your system can handle more applications and larger files without slowing down, making your workflow faster and more efficient. All our systems come with at least 16GB memory.

Environmentally Friendly

Choosing a refurbished Dell computer is also a sustainable choice. By buying refurbished, you're giving a second life to a computer that would otherwise contribute to e-waste. With each refurbished computer, we ensure it's upcycled to meet modern standards with high-quality parts. Adding a new SSD and upgraded RAM means you're not only saving money, but you're also helping to reduce electronic waste — a win for your budget and the planet.

Quality Assurance and Warranties

When purchasing a refurbished Dell computer, you can have confidence in its quality. All our systems undergo rigorous inspection and testing before being sold. Furthermore, they come with 30 day warranties to give you peace of mind. You're buying a machine that's been thoroughly checked and certified to work like new, with the added reassurance of a warranty backing its performance. If there is a failure outside the warranty then we provide a replacement at a discounted price.

No Compromise on Software

Refurbished Dell computers don't just offer hardware upgrades; they come pre-loaded with genuine, licensed Microsoft software, specifically Windows 11 Pro. Whether you're using it for work, school, or personal projects, you won't have to worry about running outdated software or dealing with security risks.

Customization to Fit Your Needs

Most of our systems are also customizable, which means you can choose the SSD size, RAM capacity, and other features that suit your unique needs. Whether you're a gamer, a designer, a developer, or just need a computer for your business, we offer Dell systems that can be tailored to meet your specific requirements.

In the end

Choosing a refurbished Dell computer with a new SSD and plenty of memory is one of the smartest tech decisions you can make. You get the reliability of a best-selling Dell model, boosted performance with modern upgrades, and a significant cost savings over buying new. Plus, you're helping the environment by reducing e-waste. Whether you're looking for a machine to power through work or for a reliable device that won't break the bank, a refurbished system from TekResults is a clear winner.

One More Thing

We also have 27-inch monitors for sale at discounted prices. Perfect for people who are finding their monitors difficult to see, or those who would like to use an additional monitor.