

Did the Daylight Savings Patch mess with your calendar?

We can solve that problem for you!



correct
solutions

that's correct

The latest in Smart IT Solutions by The Smart IT Company

October 2008

Off The Press:

We are aware of a very nasty virus doing the rounds at the moment, replicating itself via Windows MSN Messenger.

If you receive an IM request from one of your Messenger contacts asking you to look at or review some photos in a ZIP file, **do not accept the file or open it** and close the IM window immediately. Then let your contact know via email or phone that they could potentially have a virus.

Let your friends and family know to be safe and never open attachments they are not expecting via email or MSN Messenger.

Correct Solutions can assist with all your IT needs; from hardware to licensing, system design and practical advice, we are here to help.

Call our office today to discuss your IT requirements.

Contact Us!

Email:

info@correct.com.au

Or visit us on the web:

www.correct.com.au

T: (02) 8831 8200
F: (02) 8831 8299

Our Offices:

Castle Hill

Unit 3,

7 Anella Avenue
Castle Hill NSW

Narellan

Suite 1,

320 Camden Valley
Way Narellan NSW

This month...

- Correct Solutions moves offices! Find out how it went and get details of our new address.
- Did your calendar appointments become an hour out after the recent DST patch??? Well there is an answer that makes fixing this easy!
- Team Member Profile; we welcome Jamie to our Help Desk and take this opportunity to introduce him to you...
- We implement our new billing structure, made possible by our Practice Management System and discuss what it means for you, our customers.

Questions? Comments? We value your feedback!

Call us (02) 8831 8200 to discuss any matter further...

Correct Solutions Moves Offices

The last couple of weeks in September were a very exciting time for us here at Correct Solutions.

For months we had been planning an office move, so when the big day finally came we were all really looking forward to it.

Moving an office is a huge task, but everyone pulled together and worked well as a team to get the job done, so a big thank you to everyone involved.

Our new offices have a lovely feel having been freshly painted, along with the skylights it makes for a light, warm and welcoming atmosphere.

Unit 3 is much more spacious than our previous office and our renovations have created a lovely work environment, we have lots of room to move now.

With a new projector and drop-screen in our boardroom, we have a fantastic, modern room for hosting in-house training as well as, of course, meetings with clients, vendors and partners.

We have a dedicated Engineering section for setting up client's new machines and testing new products as well as all the other important work our technicians do while working on PCs diagnosing and resolving issues.

**Our new address is
Unit 3, 7 Anella Avenue,
Castle Hill NSW 2154**



Now, where did that hour go?

Did your calendar appointments become an hour out after the recent DST patch???

Well there is an answer that makes fixing this easy!

Microsoft has released a tool that will move all your appointments automatically with just a few clicks. This tool can be used not only to correct Daylight savings issues but can also be used if you are changing time zones.

The tool works on Outlook 2000 through to 2007 and is quick and easy to use. The tool is available from the [Microsoft download site](#).

Before running this tool you will need to ensure that your machine meets the pre requisites, basically that you have the DST patch installed already. If it does it's a simple install which then places a

folder in your start menu. One thing to note is that you make sure Outlook is closed before you start the process. Once installed run the DST Fix program, and select the mailbox on your machine you wish to run this for.

You then select the time zone you are in and click next. After a short amount of time it will come back and let you know it has successfully completed. You can then open outlook and check your calendar. If all was successful your appointments will now be back in there assigned times.

If you need assistance or would like us to install this for you please give support a call and they will be more than happy to organise this for you.

Learn Office 2007 from scratch!

If you're new to Microsoft Office, take these first steps to learn the basics in Microsoft Word, Excel, Outlook, and PowerPoint. [Click Here](#)



The latest in Smart IT Solutions by The Smart IT Company

Team Member Profile: Jamie Mischkonigg



We'd like to introduce the newest member of our support team, Jamie Mischkonigg.

Before joining Correct Solutions, Jamie spent some time working in the capacity of a Network Engineer for an integrated phone and Internet provider, where he supported the Small to Medium sized clientele's Network Infrastructure & VOIP systems, as well as administering Unix and Windows servers and Windows Desktops.

Jamie has completed his Diploma of Network Engineering at Western Sydney TAFE. He is also currently studying for his Microsoft Certifications. Jamie joins our Help Desk and is looking forward to

supporting our clients and learning all about their networks.

Outside of his time spent at work, Jamie's passions include cars and Motorsport. So far he and his shiny blue Turbocharged Nissan Pulsar have competed in the 2008 Sport Compact Drag Racing Series which saw him traveling to Queensland and Victoria to complete the series. He wishes to focus on more track events in the future.

He also enjoys Snowboarding and traveling and hopes to visit New Zealand sometime in the next year or so to further explore both these areas of interest.

ConnectWise - Making things better!

When we implemented our Practice Management System (ConnectWise), we knew that there would be long term benefits for Correct Solutions; making what we do and how we go about doing it more efficient and expected this would have a flow-on affect for our valued customers.

As promised, we are really starting to experience the positive effects of the ConnectWise system and are consequently able to pass these benefits on to you, our clients. As of the start of October 2008, there will be changes to the way we invoice time on Service tickets.

Historically Correct Solutions has billed time to clients in half hour increments. While this has worked for many years, we are now able to decrease this to 15 minute increments without adding the overhead of large amounts of administration time. A letter was sent out

to each of our customers with their statements last month; however we wanted to make sure that these changes were communicated properly so that you are aware of the benefits they will have.

So, what do 15 minute increments mean for you?

For our smaller clients, this will represent a saving when calling us about minor issues, allowing them to call more often for the same amount they are being charged now.

For our larger clients and those buying 100 hour blocks, this represents a significant saving as all times will be to the ¼ hour not to the ½ hour now.

We value the feedback our clients give and we are more than happy to listen to any ideas clients have that can help us service you better.



Our new billing increments will offer clients more for their money...

Recycle your toner cartridges and help our environment, twice!



When you purchase your print cartridges through Correct Solutions, make sure you talk to us about collection of your used cartridges.

We are part of the "Recycle for Wildlife" program, enabling valuable funds to be donated to the Wildlife Warriors to support the Australian Wildlife Hospital. EVERY print cartridge counts, so talk to us today about how you can get involved!

Contact the editor for more information

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We would love the opportunity to discuss your IT requirements further. Please call on (02) 8831 8200