

Office Technology for Secretaries and Clerical Officers

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Office Technology

Involves computers, scanners, printers, copiers and phone systems, document management systems;

Also include software that is leveraged, managed IT services, and other forms of technology support for the university.

Also includes networks, databases and other technology related services.

Emerging Trends

- Collaborative Tools - New ways of working
- Cloud Based Storage – New technologies for storing data
- DIY – General Troubleshooting
- Cyber Security - Staying Safe on the internet

Collaborative Tools - New ways of working

- Virtual Meetings
- Sharable Calendars
- Google Workspace (Docs, Sheets, Slides)
- Corporate email

Cloud Based Storage

- New technologies for storing data; SAAS
 - Cloud based Storage (Google Drive, One drive, drop box, box, Mega)
 - Sharing large files
- Electronic Document & Management System (EDRMS)

DIY – General Troubleshooting

Do It Yourself

- i. Check all connections
- ii. Rebooting
- iii. Look for software updates
- iv. Close background tasks
- v. Clean up your hard drive

Be keen on:

Number of Beeps	What Your PC is Telling You
Single short beep	Normal boot
Repeating short beeps	Problem with power supply or motherboard
Repeating long beeps	Problem with RAM modules
One long, two short beeps	Problem with video card
No beep	Problem with power supply, CPU installation, or PC speaker

- Operating System Updates
- Anti-Virus
- Anti-malware

Cyber Security - Password

✓ Passwords

- i. Strong and easy to remember
- ii. Passwords that combine letters and numbers are generally harder to guess.
- iii. You should have a unique password for your Online Banking, Mpesa, Mobile Apps.
- iv. Change your password on a regular basis, maybe once a month?
- v. NEVER share your password

Cyber Security - Browser Etiquette

✓ Browser Etiquette

- i. Don't let your browser remember your log on details
- ii. It's much safer to re-enter your details every time you log on, even if it takes slightly longer.
- iii. Look after your paper statements (downloads)
- iv. Clear History of your internet Transactions

Cyber Security - Avoiding Scammers

✓ Avoiding Scammers

- i. Learn to spot fake emails and websites.
- ii. Legit website (https); 's' stands for secure. E.g.,
(<https://www.sc.com/ke/online-banking-login>)
- iii. Be careful with deals that look too good to be true.

