

Newsletter



Welcome *****

We are very pleased to introduce *****
*****, our new Trainee 1st line Engineer, who
will start to take calls and answer tickets
from the 3rd of May.



***** has been brought in to expand the team, so that we
can continue to provide the same level of service as the
business grows and develops.

We ask that you please be patient with *****
while he settles in and finds his feet

Coming soon

As if resurrecting the Newsletter wasn't enough .. we are pleased
to announce that we are soon to launch a new website. We think
you'll like its new streamlined, modern and easy to use format.
We've included some new features and an insight into Interfuture
and our amazing team.



And of course, you can use it to contact us
for help with any queries, problems, and
general advice ... we want to be your one
stop shop for everything IT related.

It's back by popular demand!

The Interfuture Newsletter
has made a come back!
After a period of rest, the
newsletter is back by
popular demand and
can be found in your
inboxes periodically from
now on.

Look out for news about
our services, topical
articles and useful tips
and advice.

In this edition, we would
like to introduce our latest
recruit: ***** our new
trainee engineer and help
desk whizz. Read on

TeamViewer

As some of you may be aware, we have now replaced TeamViewer with a product called ISL Online. TeamViewer should now have been removed from all the devices we manage, and you will see the ISL online icon replacing this.



Microsoft Windows Updates

While you begin the weekend wind-down, on a Friday lunchtime, we automatically roll out Windows updates to all your devices.

You can continue working, as no reboot is required, but we do ask that all users spare a thought for their hardworking computers and reboot, or shutdown, their machines before heading off for the pub or Morris dancing (whatever takes your fancy - we don't judge). This will ensure that the updates are installed and applied correctly.

Microsoft Windows 11

Some of you might be wondering why you have not been upgraded to windows 11 yet. Unfortunately, there have been a few issues with this latest release that affect the performance and stability of PCs. We have taken the decision, therefore, to hold off upgrading until these have been ironed out, after which, we will roll it out on an agreed basis with each client.



Contacting Support



We now have many ways for you to contact us when logging a support request. These include Phone, Email, Live Chat even by letter!

The Live Chat can be accessed via the blue 'i' in your task bar, or from our website.

Alternatively, you can call us using the small mobile device in your pocket - it's a long forgotten fact that these devices were originally invented to make phone calls! And of course, email ... well you know how ...

For customers that have our out of hours cover, we do ask that you always call the office number which will then be diverted to an on-call engineer. If an engineer does not pickup, please make sure to leave a voice mail, as we are unable to confirm where calls originate from and, therefore, cannot return the call.