interfuture
BUSINESS **IT** SYSTEMS

Interfuture News

Welcome to the March instalment of the **Interfuture Newsletter** - I hope you are enjoying the improved weather (at time of writing at least), the outlook is much more positive!

And speaking of 'outlook,' we have a full article on the Microsoft Outlook problems our clients have been having, as well as quick details on your data rights and VPNs.

We hope you find the newsletter informative. Any feedback or questions please contact us via social media or on our website.

VPNs

A **Virtual Private Network (VPN)** is a service that creates a secure, encrypted connection between your device (or multiple devices, depending on the service) and the internet.

This allows users to access content in other regions that is locked in their current one, as well as improving security by making it more difficult for you to be tracked.

Could a **VPN** be useful for you?

Data Rights

Unsure of how your private data is used when browsing online and what you can do to restrict how it is used?

The **UK Data Protection Act 2018** outlines the rights you have while visiting websites in the UK:

Right to be Informed – to know how your data is being collected.

Right of Access – you can request access to information a site holds on you.

Right to Rectification – if data is wrong you have the right to have it corrected.

Right to Erasure – under certain circumstances you can request your data be deleted.

Right to Restrict Processing – you can ask to limit how your data is used.

Right to Data Portability – you can request your data to transfer it to another service.

Rights Related to Automated Decision-Making – you can request human intervention.

These regulations don't make it impossible for websites to track your data, but they do limit how your data can be used, keeping your details more secure.

Outlook: Not Good

We have received a lot of complaints from our clients recently about the state of **Outlook** since the 'new' version became widely available last August. In an effort to try to make this easier for both you and us, we thought it would be worth listing these issues and some possible solutions:

Technical issues

These include: inbox not updating, app password errors, **Microsoft** editor issues, email sync issues, search functionality problems and even complete outages in some regions.

To avoid these problems, ensure **Outlook** is regularly updated, switch to the classic **Outlook** if you have to (by using the toggle in the top right corner) and contact either **Microsoft** or us if the problems persist.

User interface changes

Many people have found the new layout to be harder to navigate compared to the last version.

To get around this you can either customise your ribbon – **File > Options > Customise Ribbon** – to at least make it more relevant to what you use, or just revert to classic view.

Performance on older devices

On older hardware it is reported that **Outlook** runs slower and consumes more resources when compared to the classic version.

The easiest fix here is to upgrade the hardware, but we understand not everyone is able to do that. We recommend you try to optimise performance as best you can by using Cached Exchange Mode, disabling unnecessary add-ins, archiving older emails and compact PST files.

Feedback and support

With all these problems arising, users have found it difficult to provide feedback or get the support that they need.

You can try to get in contact with support – **Help > Support** – or provide direct feedback – **Help > Feedback** – but you might be better off searching for the issue in the **Microsoft Community** forums. Someone else may have encountered the same issue and left a simple solution.

Overall, you can expect the new **Outlook** to gradually improve until it is eventually at the same level of quality as the last iteration – it might just take **Microsoft** a while. In the meantime, please contact us if you're having any issues with **Outlook**, or anything else IT related.