

# The Nerd Wire

Monthly IT News and Events

May 2020



## TREYSTA News

May has been a busy month for Team TREYSTA! As we move toward the “Yellow Phase” of Governor Wolf’s re-opening plan, we have begun to re-introduce on-site visits at the discretion of our clients. TREYSTA is committed to the safety of our employees and clients, and will ensure our technicians and sales associates have the recommended PPE and sanitization procedures during onsite visits.

We have also taken some time to make improvements to our internal processes and evaluate our recommended tools, and making changes where necessary to ensure optimal efficiency and performance. After extensive research, TREYSTA has decided to update our Antivirus (AV) recommendations. By this point, you may have gotten word of the Broadcom-Symantec acquisition. As a result of this merger, the current Symantec product is being decommissioned and replaced with an updated version by November 2nd, 2020. As of May 4th, new Symantec licenses are unable to be obtained until the updated software is released - exact date TBA. This is quite problematic for us and our clients, and as a result, we have chosen to discontinue our involvement with Symantec. Webroot will continue as our recommended Antivirus and DNS solution, and we are offering our clients the option to migrate their AV and DNS software to Webroot to continue these managed services.

Clients are asked to share their plan for migration by June 1st, so we are able to complete necessary migrations and updates over the next 4 months.

## Check out our Managed Help Desk Stats this Month!

Great work Team!

**4** Minutes

Avg. To Response

**1.09** Hours

Avg. To Resolve

**77%**

Same Day Resolved

# TREYSTA News - Customer Portals

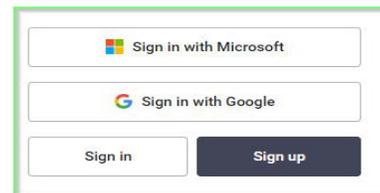
Continuing our theme of internal improvements, we have introduced two new Client Portals this month! Using the new ConnectBooster Payment Portal and ConnectWise Customer Portal, clients are able to view current and past invoices, pay online via e-check or credit card, as well as setting up scheduled payments and auto-payment for recurring invoices. Clients can also submit new service tickets, as well as view current ticket statuses and review past tickets that have been resolved. Below are instructions on how to get set-up for each portal:

## TREYSTA Customer Portal for Service Tickets:



### Treysta Customer Portal

Access to your IT Service History



The screenshot shows a login interface with three main options: 'Sign in with Microsoft' (with the Microsoft logo), 'Sign in with Google' (with the Google logo), and a 'Sign in' button. There is also a 'Sign up' button to the right of the 'Sign in' button.

1. To sign into the portal please click here: [TREYSTA Customer Portal](#)
2. Please click the applicable sign in:
  - a. If your company uses Microsoft Office, you can use your outlook username and password.
  - b. For Google/Gsuite users, please click Sign In with Google.
  - d. If you do not use either of those then please click sign in and then click Forgot Password. You will then use the email address on file in our system (the one you typically use to contact us) and it will email you a new password. Or you can give us a call and we will help you get started.
3. Now that you're signed in you can submit or look-up a ticket!



Email

Password

LOG IN

REQUEST ACCOUNT

RESET LOGIN/PASSWORD

## **TREYSTA ConnectBooster Payment Portal:**

1. Visit our site: <https://treysta.connectboosterportal.com>
2. Click on the 'Request Account' link on the above web page.
3. Keep an eye on your inbox for a welcome email to our portal where you will be able to update your password.

If you have any questions or need assistance navigating either of the portals or getting registered, please contact us at 717-337-1300.

# Meet the Team

## *Doug Miller - Sales Coordinator*



We love to celebrate our coworkers here at TREYSTA, and this month is extra special! Just in time for Memorial Day, Doug has been featured as a Hometown Hero by the Biglerville Borough and American Legion for his service in the United States Air Force. If you're in the Biglerville area, check out his banner Downtown!

After joining TREYSTA (formerly ComputerWorks) in 2001 as the Sales Manager, Doug has become an incredible asset to the team. Over the past 20 years, Doug has compiled and sent out thousands of product and labor quotes, purchased and received tons of hardware and software orders for our clients, and much more! Over the last few months, Doug has transitioned to part time hours to focus on doing the things he loves outside of work; spending time with his Wife and Daughter, bowling, hunting, and showing off his 1972 Chevelle.

Thank you for everything you do, Doug!



Although the Memorial Day holiday is typically marked as the unofficial beginning of Summer and a long weekend off work, it is important to reflect on the true meaning of this day.

TREYSTA would like to honor and remember all veterans who made the ultimate sacrifice so that we may enjoy all the freedoms and way of life we enjoy today. Thank you to our Heroes!