



DSPT
Better Security.
Better Care.



Digital
Care Hub

DSPT In depth Part 2:

**Problem Solving for everyday
digital challenges**



Internet Issues

Quick fixes and troubleshooting connectivity problems, including Wi-Fi boosters and alternative options like mobile hotspots.



Internet Issues

- Check your internet speed with a speed test
- Wi-Fi boosters
- Hotspot Mobile data



Internet Issues – Quick Fixes



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- Restart everything
- Network Equipment (30seconds unplug)
- Check connections
- Forget and Reconnect to Wi-Fi
- Toggle Airplane mode
- Check for service outages
- Data limits



Internet Issues – Advanced Fixes



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- Reset the network
- Change the wireless channel
- Check Firewall/Security Software
- Ping the router
- Reset router to factory settings



Internet Issues – Advanced Fixes



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Issue: Slow Internet Speeds

- Disconnect unused devices from the network.
- Use an Ethernet cable for faster speeds.
- Check for bandwidth-hogging apps or updates running in the background.



Internet Issues – Advanced Fixes



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Issue: Frequent Disconnections

- Move closer to the router or eliminate interference.
- Check for overheating; ensure your router has proper ventilation.
- Update router firmware.



Internet Issues – Advanced Fixes



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Issue: Device Won't Connect

- Forget the network and re-enter credentials.
- Verify that MAC address filtering is not blocking your device (check router settings)



System Errors

- Identifying causes when software freezes or crashes and tips for safely restarting or updating systems.
- Restart
- Still connected?
- Up to date software?



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System Errors – Causes of Freezes or Crashes

- Insufficient System Resources
- Outdated Software
- Corrupted Files
- Software conflicts
- Malware or Viruses
- Overloaded background processes
- Hardware Issues



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System Errors – Restart Safely

- Save your work
- Force Quit applications
- Perform a safe restart
- Last resort
- Boot in safe mode



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System Errors – Safely Updating Systems

- Regular maintenance
- Keep software and drivers updated
- Limit resource-intensive processes
- Use reliable software
- Monitor system health
- Install antivirus software



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System Errors – Prevent future issues

- Backup your data
- Ensure stable internet connection
- Check for compatibility
- Install Updates Incrementally
- Monitor During Update
- Use built-in update tools



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Device Glitches

Handling common problems like frozen screens, unresponsive touchpads, or battery drain.



Device Glitches - Frozen Screens

Smartphone tablet – Restart the device

- Check for software updates
- Safe mode

Laptops/desktops

- Force restart
- End unresponsive processes
- Update drivers and software



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Device Glitches - Unresponsive touchpads/screens

Laptop

- Check if the touchpad is disabled
- Restart system
- Update and reinstall drivers
- External test
- Hardware check



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Device Glitches – Smartphone/Tablet

Smartphone/Tablets

- Clean the screen
- Restart the device
- Check accessibility settings
- Factory reset (last resort)



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Device Glitches

Battery Drain

Smartphone/tablets

- Check battery usage
- Optimise settings
- Background App refresh

Laptops

- Adjust power settings
- Task manager
- Battery Health check
- Hardware check



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User Support

Strategies for training and assisting colleagues, residents, or other users to overcome tech frustrations.

User Support

- Confidence and empathy
- Positivity
- Simple explanations
- Visual aids
- Encourage hands on practice
- Personalised training
- Ongoing support systems
- Digital Champion



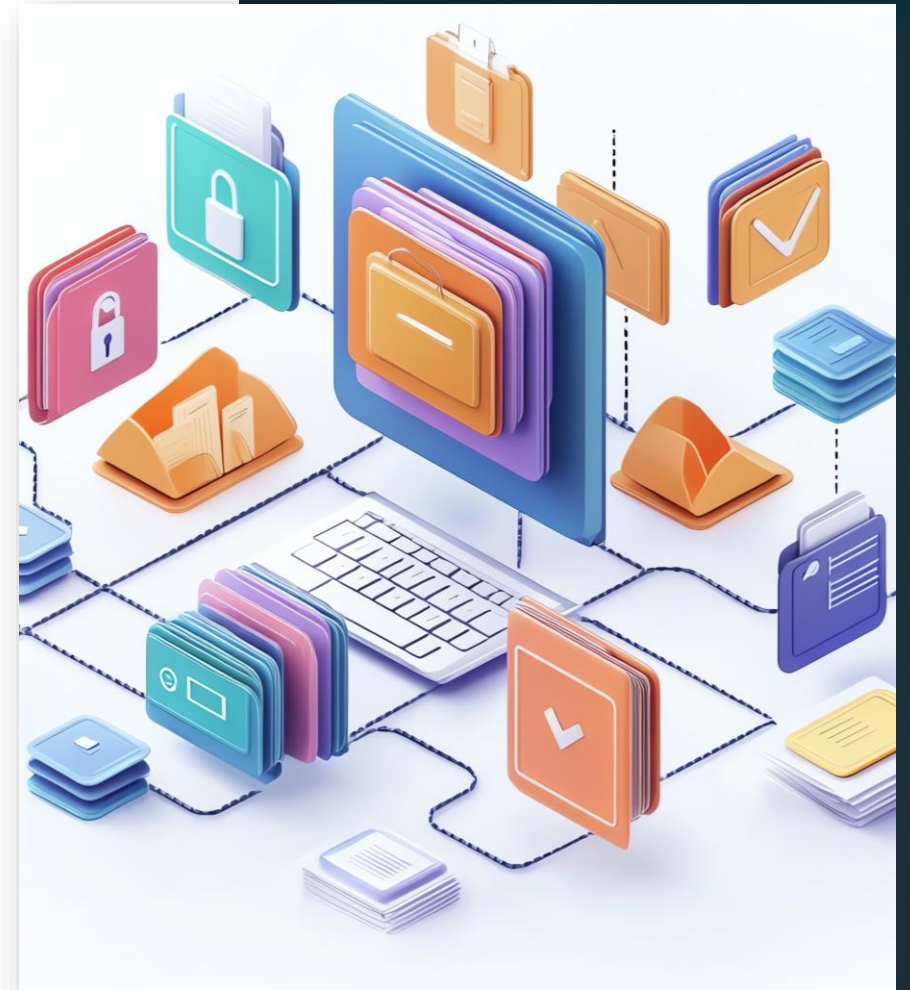
Backups and Recovery

The importance of saving data and restoring systems when something goes wrong.



Backups and Recovery – The why

1. Safeguarding Resident and patient well-being
2. Ensuring continuity of care
3. Compliance with legal and ethical obligations
4. Protecting against cyber threats
5. Supporting staff efficiency



Backups and Recovery – The what



Patient records



Administrative data



Operational data

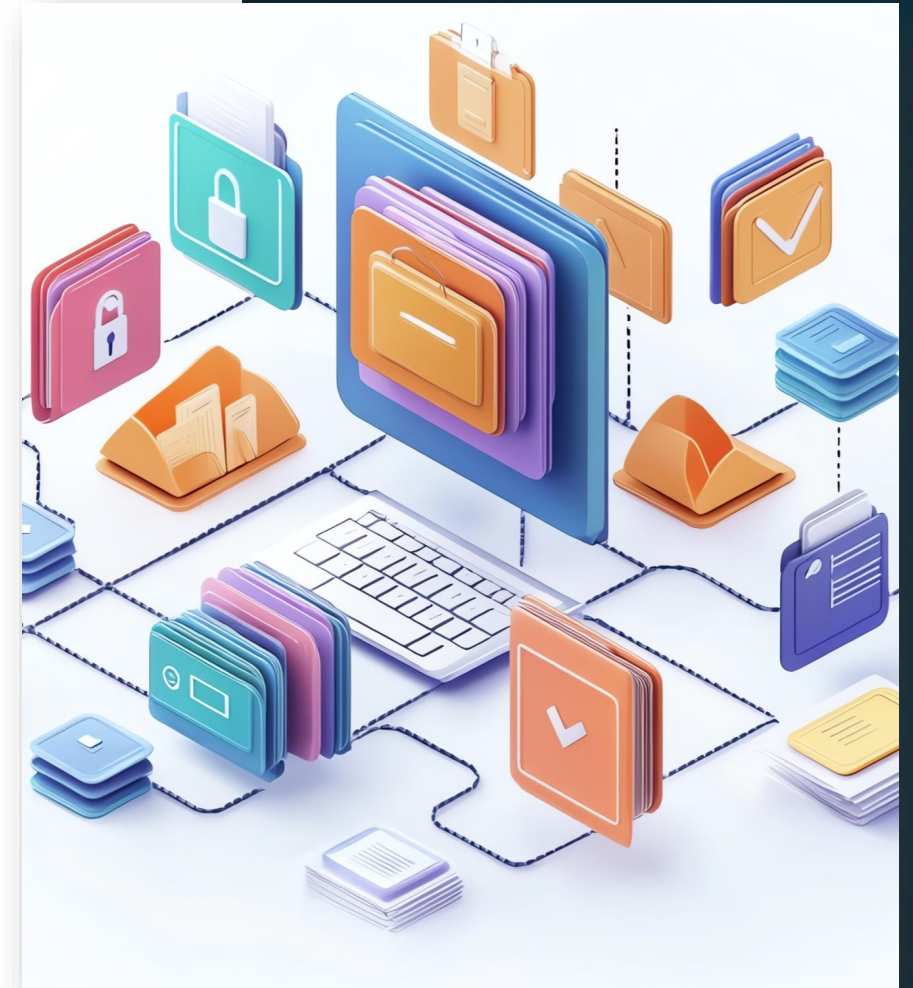


Backups and Recovery – The How

Cloud storage

Local backups

Hybrid solutions



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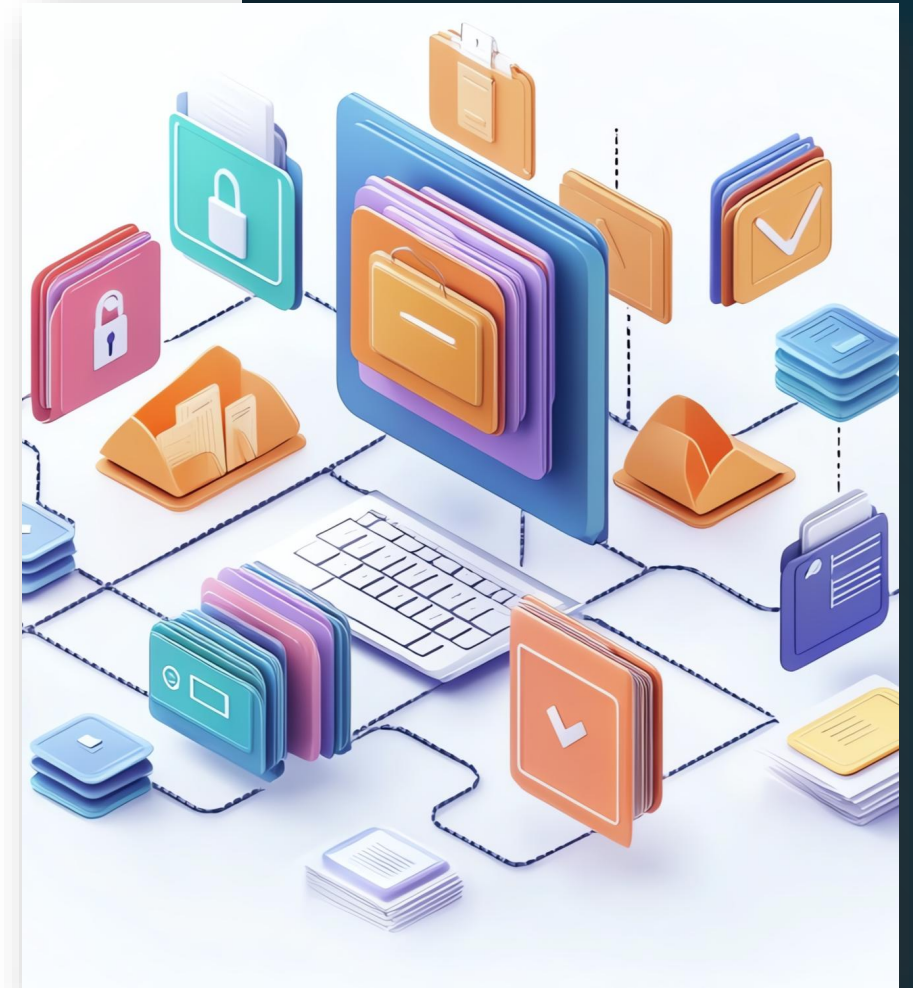


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Backups and Recovery – When?

Frequency

Automate



Cybersecurity Basics

Preventing issues caused by malware, phishing, or accidental downloads that can disrupt devices.



Malware Protection

- Keep systems updated
- Use firewalls and Network Security tools
- Secure your email
- Back up Data regularly
- Implement Device controls
- Regular security audits
- Creation of an incident response plan



Malware Protection

Antivirus

Use reputable antivirus software to detect and remove threats. Ensure that the software is always up-to-date and that it scans regularly for malware across all devices that access business data.

MFA and password Policy

Implement policies that require the use of strong, unique passwords for each account. Consider using password managers to help generate and store complex passwords. Enable multi-factor authentication (MFA) to add an additional layer of security.

Education

Human error is a significant risk factor for malware infections. Provide regular training sessions to educate employees about the risks of phishing, the importance of not downloading or opening attachments from unknown sources, and safe internet practices.



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Social Engineering



Phishing – Email



Vishing – Phone



Smishing – Text

Red Flags – Identify the risk

The email address

Who is the email addressing

The Grammer

Links

Urgency

Fear

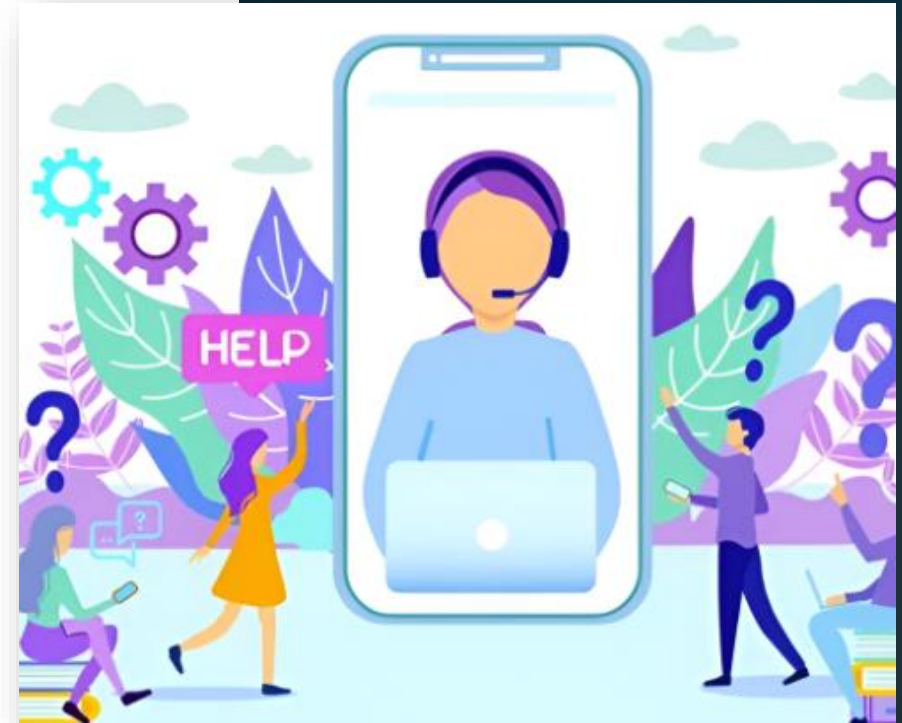
Greed

Authority



Tips to keep you safe

- Never reveal personal or financial data
- Be Suspicious of everything
- Do not allow remote access of your computer
- Make the proactive contact
- Don't click on links from unknown sources, think before you click
- Slow down and analyse
- Report



Summary

STOP

THINK

ACT

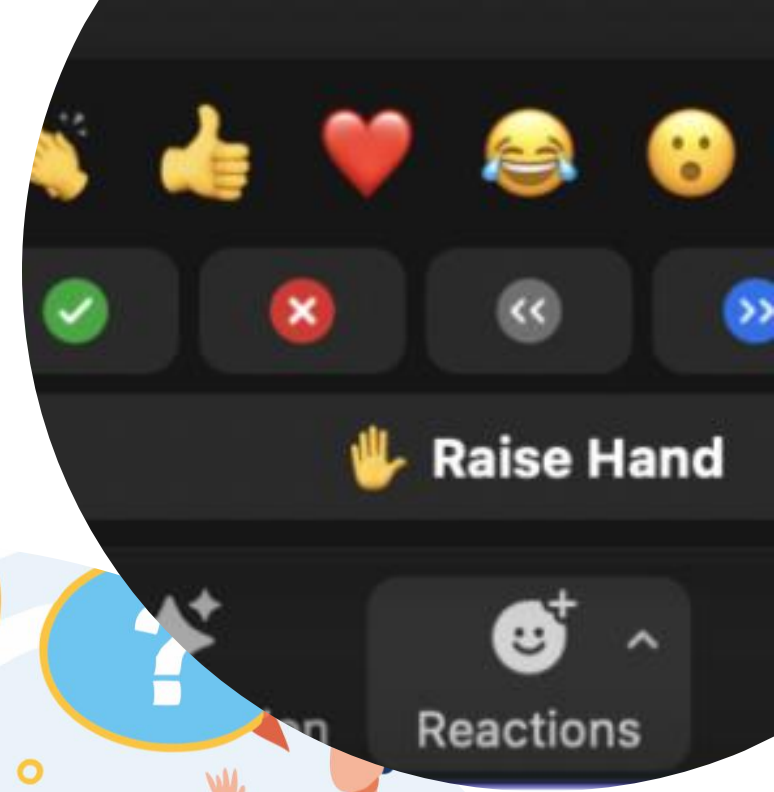
Where to Get Help

Knowing when and where to seek external support, including online forums, IT help desks, or manufacturer guides.



Questions?

Please type a comment in the chat or raise a hand on zoom



Further Support



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Digital care hub website: <https://www.digitalcarehub.co.uk/>



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