

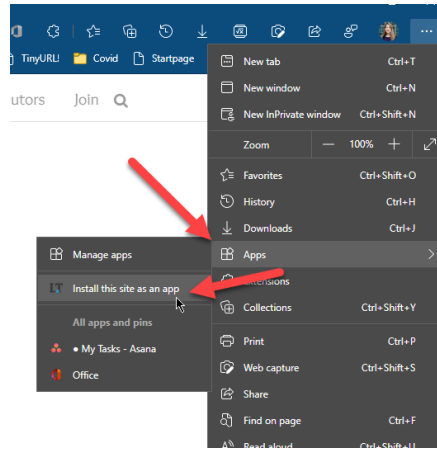
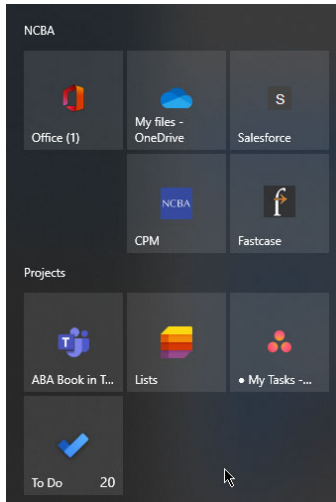


60 Tech Tips in 60 Minutes 2021 Public Defender Attorney Virtual Conference May 12-14, 2021

Catherine Sanders Reach, MLIS
Director, Center for Practice Management
North Carolina Bar Association

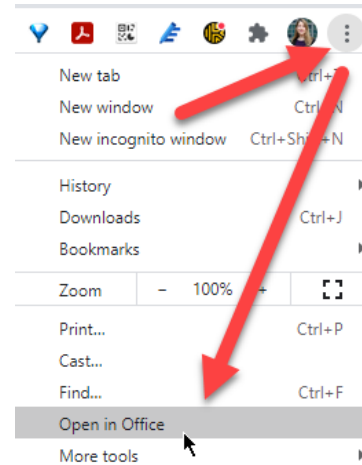
MS Office/Windows 10

Add Apps to Windows Start Menu



Log in to Office.com and In MS Edge

- In the More menu (...) click Apps and then Install this site as an App



OR In Chrome log into Office.com:

- In the more menu (vertical ellipses) click Open in Office

So, to add “apps” to your Win10 start menu (start with MS Office)

In MS Edge

Got to Office.com

- In the More menu (...) click Apps and then Install this site as an App

OR In Chrome:

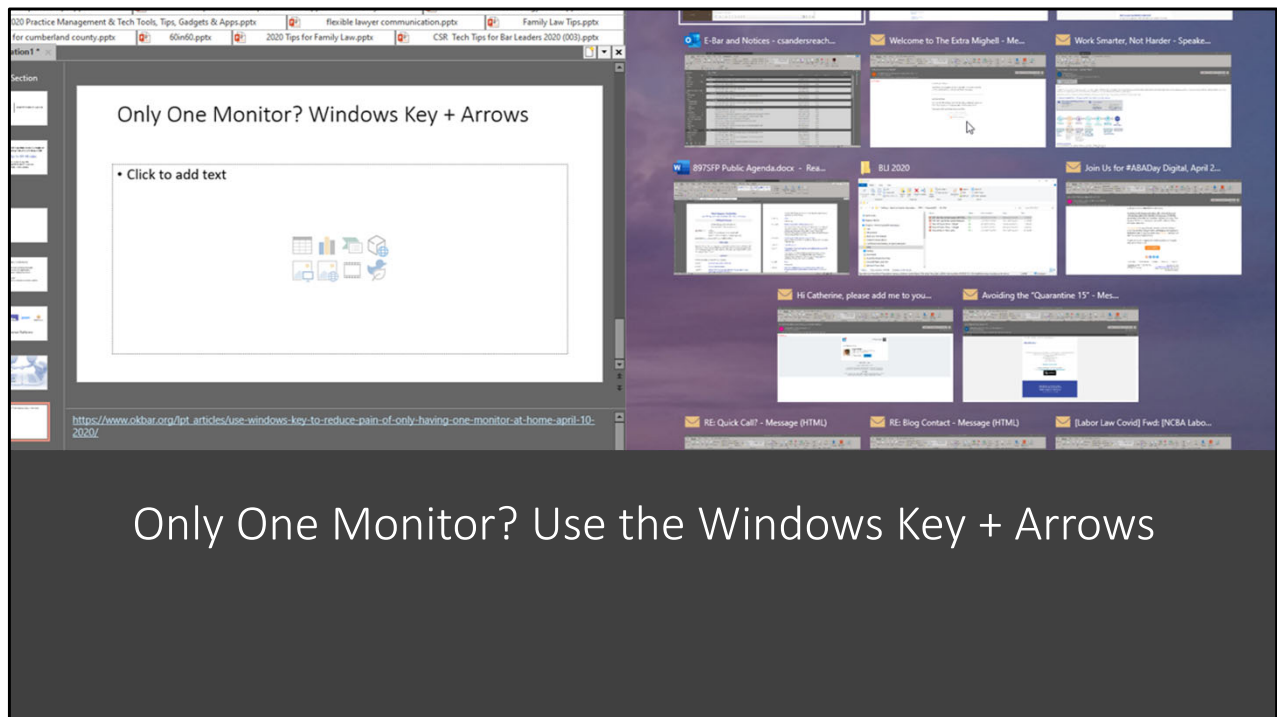
- Go to Office.com
- In the more menu (vertical ellipses) click Open in Office

Either way then open the Windows Tiles (press the Windows key in the far left corner) and you will see the new “app” you created at the top of the list of your applications under “Recently Added”. You can drag and drop it to the Live Tiles

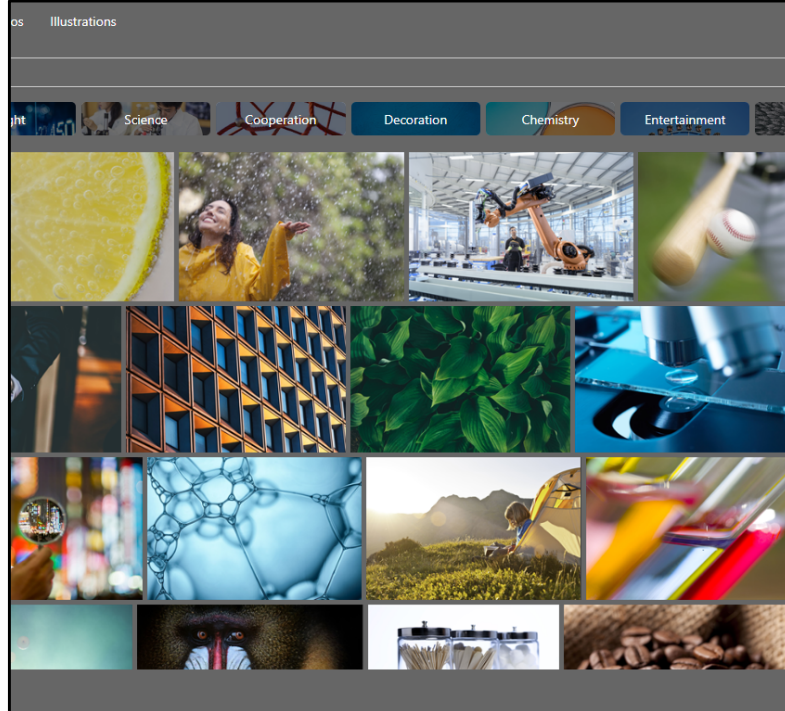
When you do this it won’t open in a browser, it will open in a pop out window. You can do this for most any website, or SaaS. You can also go to a specific page – like I created an “app” to take me straight to assigned Tasks in Asana. Or, I just went into my LP book Team workspace in Teams through the browser and added it as an app so I can go straight to that workspace in the “app”.

The nice thing is the “apps” are right there – no navigating to the browser and then to

bookmarks, etc. And no losing it in the gazillion tabs in the browser.



If you do not have two monitors at home, or crave a third and you are a Windows user hold down the Windows key and tap either the right or left arrow key. This action will move your open screen to the right or left half of the monitor and gives you thumbnails of the other open screens to put on the opposite side. This “split screen” mode allows you to have two screens open for viewing simultaneously. The larger the monitor or laptop screen, the better this works. This tip is courtesy of Jim Calloway from the Oklahoma Bar Association’s Management Assistant Program, who is posting a [daily tip on Practicing in a Crisis](#).



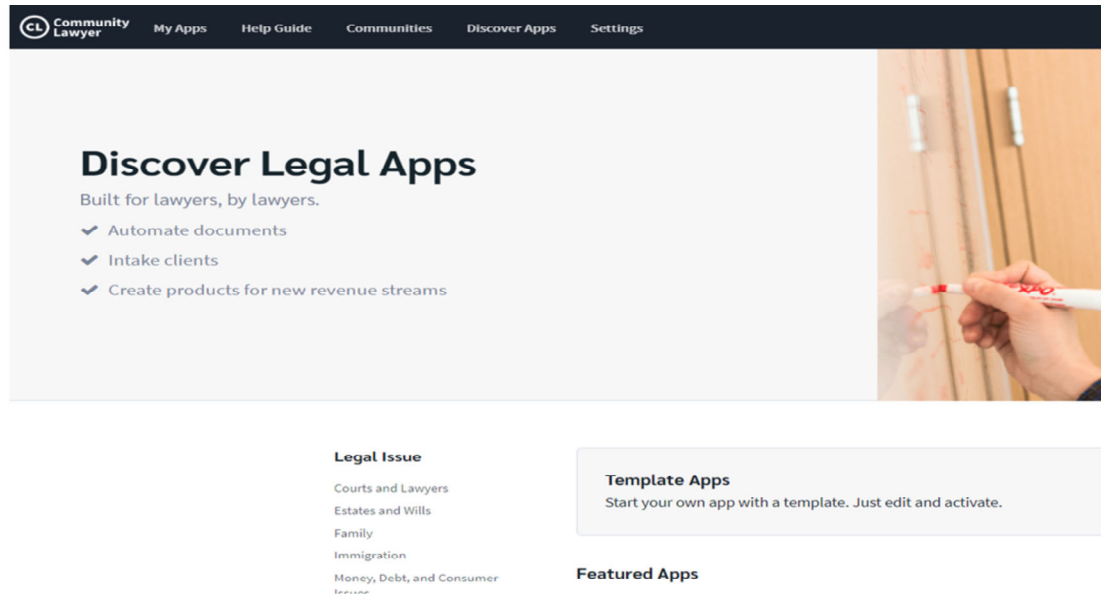
New Stock Photography In MS Office

Insert Images, Icons, and More in Microsoft 365

If you subscribe to Microsoft 365 (f/k/a Office 365) you now have a whole new crop of free images to put in documents, emails, and presentations – for free! Just go to the Insert tab and choose “Pictures” and click on “Stock Images” to see tons of images, cut-out people, icons and stickers to add interest to your documents and presentations.

<https://support.microsoft.com/en-us/office/insert-images-icons-and-more-in-microsoft-365-c7b78cdf-2503-4993-8664-851085c30fce>

Without Iris

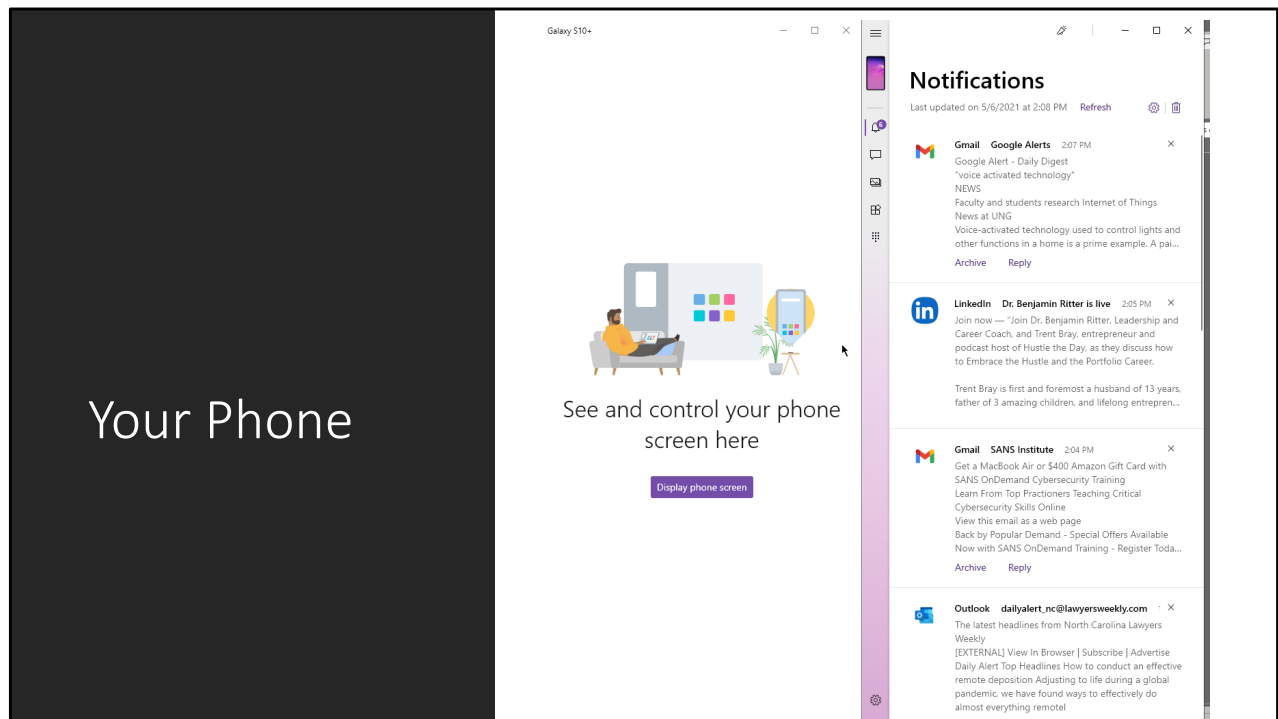


CPM Tip of the Month: August 2020 - North Carolina Bar Association
<https://www.ncbar.org/2020/08/24/cpm-tip-of-the-month-august-2020/>

With Iris

Community Lawyer			
My Apps Help Guide Communities Discover Apps Settings			
Community	App Name	Author	Actions
Community.lawyer			
Legal Issue			
Benefits			
Civil and Human Rights			
Crime and Prisons			
Disaster Relief			
Education			
Environmental Justice			
Accidents and Torts			
Courts and Lawyers			
+ See more			
Location			
Select...			
App Permissions			
Run			
Duplicate			
Subscribe			
	Third Party Claim of Exemption	anna.claire.johnson	
	Claim of Exemption form for someone who is not named in a lawsuit.		
	Post-Judgment Claims of Exemption-Beta	anna.claire.johnson	
	A guided interview that will create claims of exemption for wage garnishment and bank levies in California		
	PTLA Citizenship Attestation Form	Pine Tree Legal Assistance	
	This is the Citizenship Attestation form used by PTLA		
	Immigration Court Observation Form	ari	
	Immigration Court Observation Form		
	Citizen Attestation English/Spanish	evanr1994	
	For English or Spanish speakers ONLY		
	LSRA (English)	evanr1994	
	Limited Services Retainer Agreement (English)		
	LSRA (spanish)	evanr1994	
	Limited Services Retainer Agreement (spanish)		
	Display Different Rates Based on User's Income		

CPM Tip of the Month: August 2020 - North Carolina Bar Association
<https://www.ncbar.org/2020/08/24/cpm-tip-of-the-month-august-2020/>

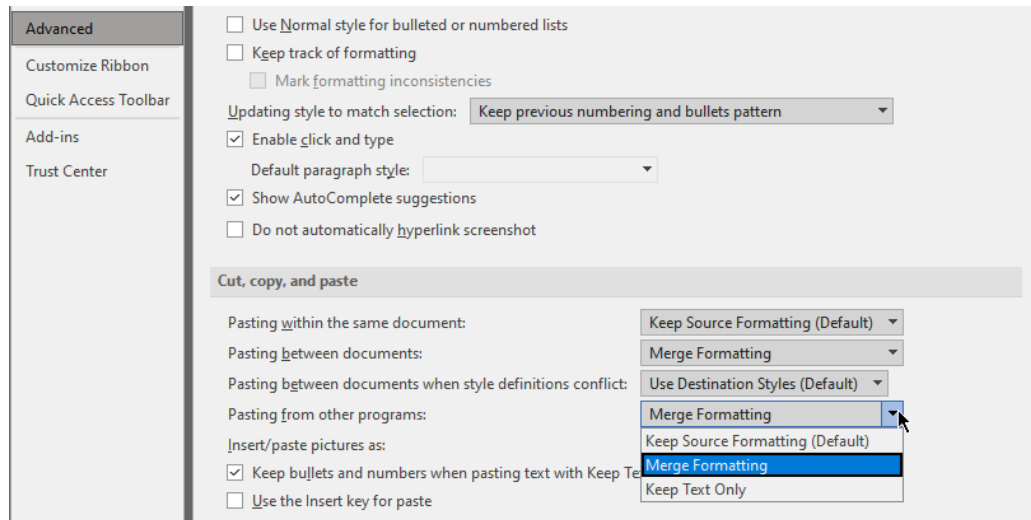


Your Phone desktop app for Windows 10

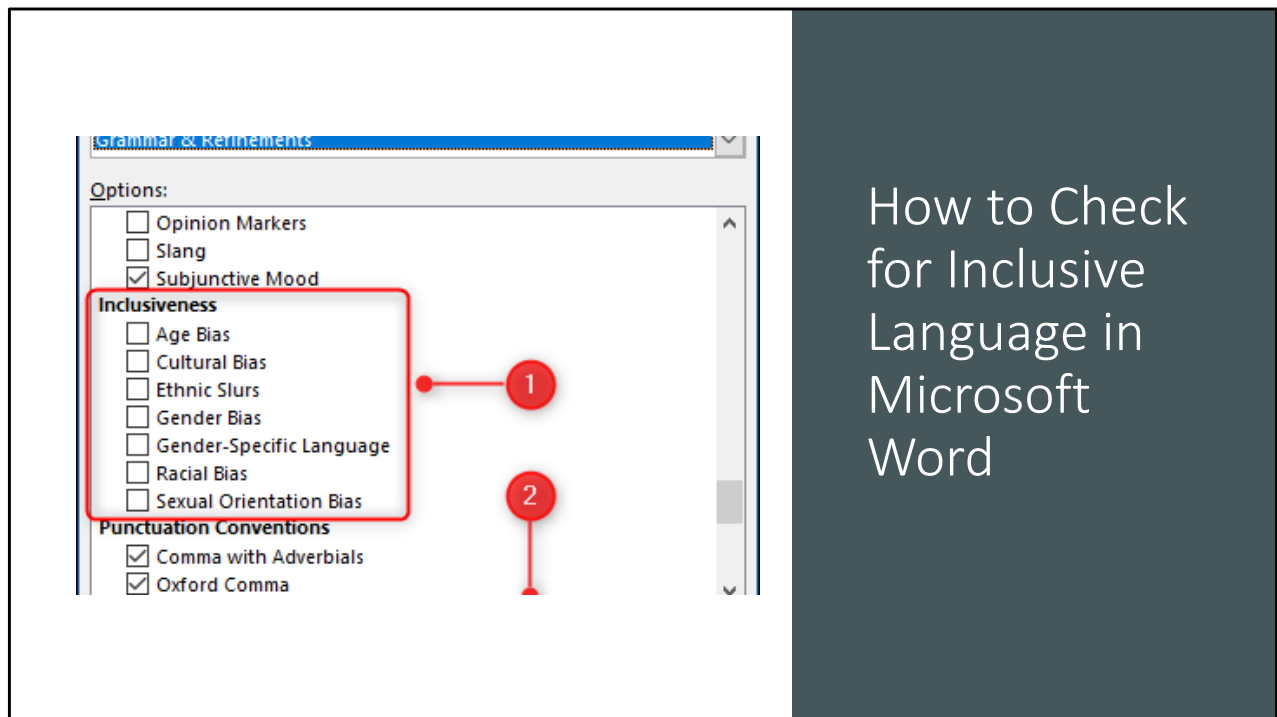
- Android users can get just as much continuity with their desktop computer—perhaps even more. It's easiest to start setup from your PC. Go to the Settings app's Phone section, choose Add a Phone, and you're off and running.
- You'll be able to make calls, send texts, and instantly see and use photos from the phone on your PC.
- Recent Samsung devices and the Surface Duo phone get even more possibilities with the Link to Windows option, including running multiple Android apps on the desktop in the Your Phone app.
- It also is the easiest way to cast your phone screen

Basically, check and respond to text messages from your computer.

Control Copy/Paste Options in MS Word



https://www.tiktok.com/@mtholfesen/video/6938860899151154437?is_from_webap_p=v1&is_copy_url=1



How to Check for Inclusive Language in Microsoft Word

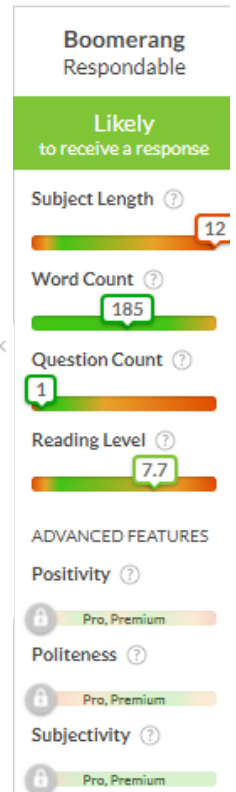
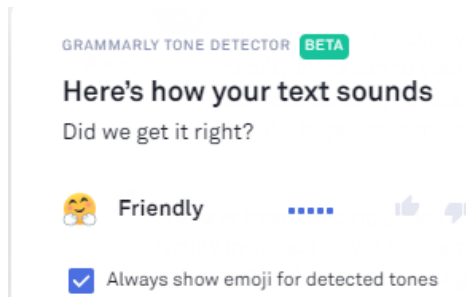
How to Check for Inclusive Language in Microsoft Word

Turn on the inclusive language checker in Editor for Microsoft Word in MS 365 to help identify and correct language that indicates gender bias, age bias, and more. This article in How to Geek tells you how to get it enabled, since it is disabled by default.

<https://www.howtogeek.com/677694/how-to-check-for-inclusive-language-in-microsoft-word/?>

Write for Clarity and Tone

- Check audience
- Check purpose
- Proofread!
 - Consider Wordrake, PerfectIt Legal
 - Boomerang Responsible
 - Grammarly Tone Detector
- Get to the point



Tools to Edit Your Own Work

<https://cpm.ncbar.org/2019/04/30/tools-to-edit-your-own-work/>

Lawyers are too wordy. Non-lawyers consistently tell me this. Judges tell me this. Honest lawyers tell me this. Write to your audience and to the purpose.

Client Ticketing						
Issue ID ▾	Title ▾	Category ▾	Assigned To ▾	Issue Status ▾	Priority ▾	Due Date ▾
4	Sally's trust balance	Current Client	Catherine Sanders Reach	Resolved with Approval	(2) Normal	4/16/2020 12:00 AM
5	Send Willis Pucket a copy of his deed	Former Client	Catherine Sanders Reach	Resolved with Approval	(1) High	4/17/2020 3:00 PM
6	Sue Beam wants to know when contract ex...	Current Client	Catherine Sanders Reach	Active	(1) High	4/20/2020 12:00 AM
7	Resend bill to John Snow (he knows nothing)	Current Client	Catherine Sanders Reach	Active	(1) High	4/17/2020 12:00 AM
8	Sally wants to add to her evergreen trust ba...	Current Client	Catherine Sanders Reach	Active	(2) Normal	4/20/2020 12:00 AM
9	Send Larry his file	Current Client	Catherine Sanders Reach	Active	(1) High	4/24/2020 12:00 AM
10	Send Jim Office 365 PPT	Other	Catherine Sanders Reach	Resolved with Approval	(2) Normal	10/6/2020 12:00 AM
11	Send Jim the file for this program	Co-Counsel	Catherine Sanders Reach	Active	(2) Normal	10/14/2020 12:00 AM

Lists in MS 365

Lists in Microsoft 365

Lists can help a law firm track issues, manage tasks across the firm, provide transparency on workflows and more. Lists integrations and automation through PowerAutomate, SharePoint and even MS To-Do can help improve productivity and reduce the chance of losing track of progress on important tasks. You can trigger workflows, set up automated reminders via email and send a message to a Team based on activity in a List. How can Lists help your law firm?

<https://www.ncbar.org/2021/01/05/lists-in-microsoft-365/>

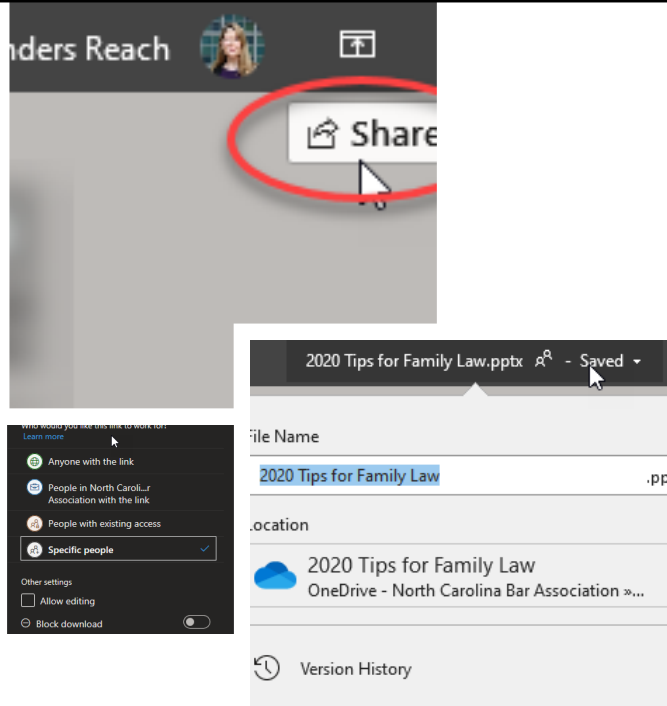
A simple suggestion for Lists in a law firm might include using the Issue Tracker template to track and trigger responses to requests to the firm. Like a [Help Desk ticking system](#), anyone in the firm who receives a request from a party (client, potential client, service provider, opposing counsel, etc.) can log the request, assign a due date for response, add notes, comments, attach documents, and assign the responsibility to someone. You can add categories and other columns. You can set up notifications so that when a person is assigned a task they will be notified via email.

Another idea for a List in a law office is to use it to track whether a conflicts check has been performed. In a smaller firm there may not be a conflicts department, and the firm needs a way to make sure that the conflict check has been done. In a firm with a conflict department Lists could provide a way to easily request that a check is performed, and the requestor can see if the task has been completed.

Does your firm set goals? A List can provide transparency and make sure that in addition to goals being met, there is accountability and that goals are aligned across the firm. Or set up a List with your professional development goals to track activities from social posts to published articles to CLE presentations.

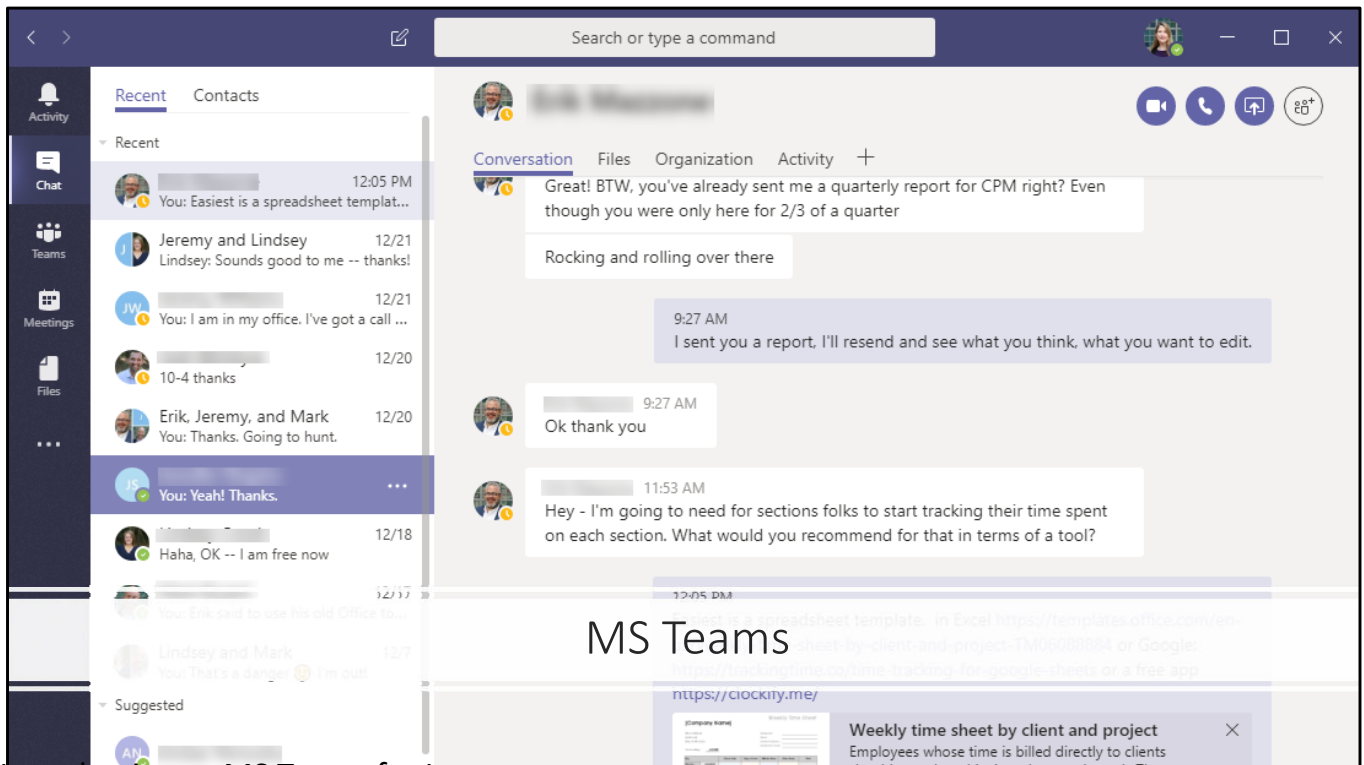
Lists can also help with file management. For instance, the firm could keep a closed file List and ensure that all the activities regarding closing a file (send documents to client, close out billing, move files to cold storage, apply the retention date, etc.) are accomplished and logged.

Don't Email
Attachments –
Use document
collaboration



Office 365 and G-Suite have lots of options for sharing documents and collaborating. You may not need this with clients, but for staff don't create a version nightmare by emailing documents. Share them with a click!

<https://cpm.ncbar.org/2019/08/13/silver-and-gold-online-document-collaboration-and-track-changes/>



Introduction to MS Teams for Lawyers

<https://www.youtube.com/watch?v=5BHUQopg-Q4&feature=youtu.be>

Explore More in MS Office 365 Business Premium

<https://cpm.ncbar.org/2019/02/26/tools-to-explore-in-ms-office-365-business-premium/>

Give MS Edge Browser a Try

The screenshot displays the Microsoft Edge browser interface. On the left, the 'Vertical Tabs' view is active, showing a list of open tabs. The main content area displays an article titled 'Lawyer Tech Tips: Online Business Development Ideas Try Today' with a 'TECH TIPS' header and a futuristic graphic. A 'Text size' and 'Text spacing' menu is open over the article. On the right, the 'Immersive Reader' view is shown, featuring a 'Send to' menu with options like 'Send to Excel', 'Send to OneNote', 'Send to Word', and 'Send to Pinterest'. Below the menu, a 'Collections' panel is visible, showing a list of saved items including 'Lawyer Tech Tips: Try Today', 'Attorney Burnout', and 'Delete your Facebook account'.

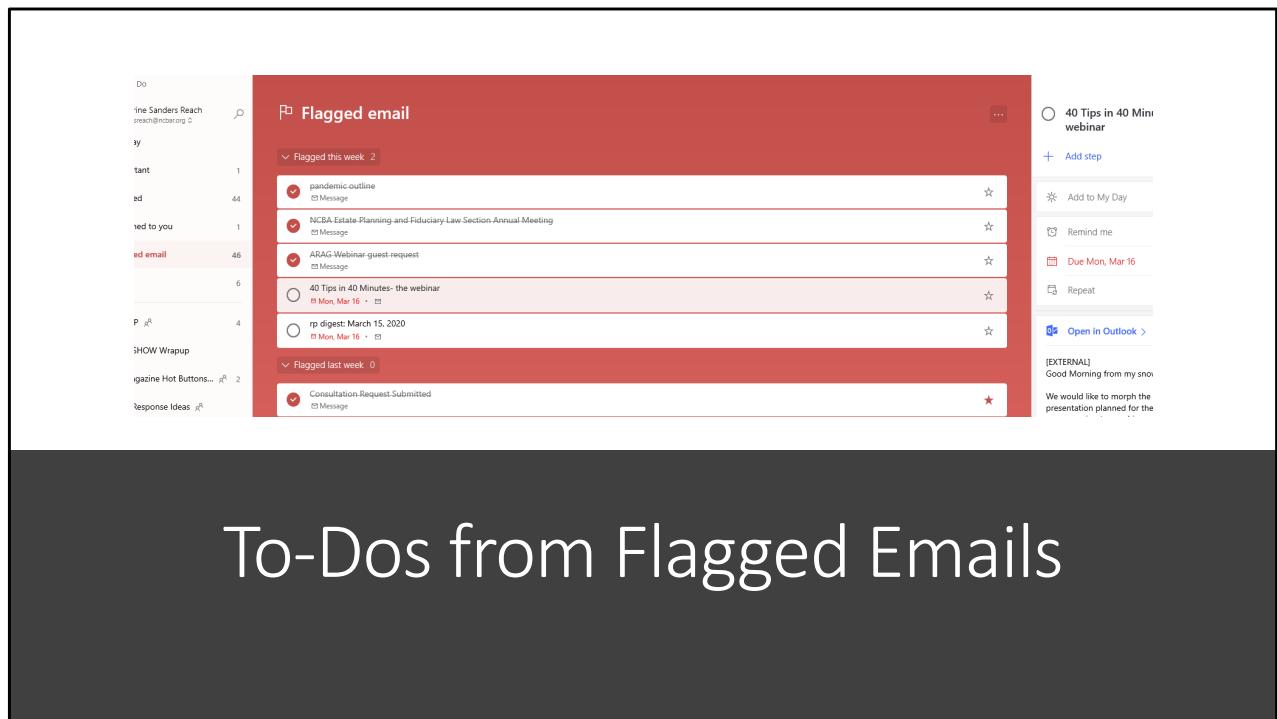
Vertical Tabs

Immersive Reader

Collections

Microsoft Edge Browser – New and Improved - North Carolina Bar Association
<https://www.ncbar.org/2020/11/17/microsoft-edge-browser-new-and-improved/>

Email



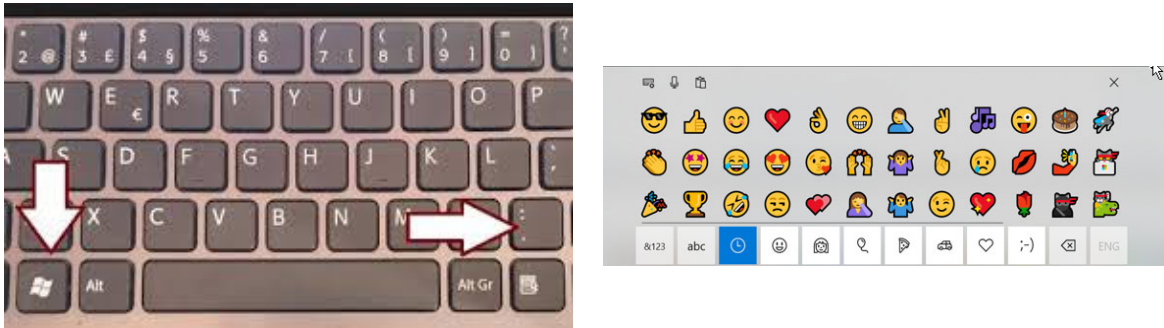
Task Management with Microsoft To Do - North Carolina Bar Association
<https://www.ncbar.org/2020/03/24/task-management-with-microsoft-to-do/>

Learning Objectives: Tools to Manage Tasks in Office 365

Looking for a way to effectively stay on top of tasks for you or your team? Do you need to delegate, supervise and stay current on projects whether you are in the office or working remotely? Microsoft Office 365 gives users quite a few ways to manage tasks, including Outlook, Planner, Teams, OneNote, Project, SharePoint, and To-Do. Keeping a task list with assignments and deadlines can help you and your team stay synced. We will walk through the options and see what might work well for you or your firm.

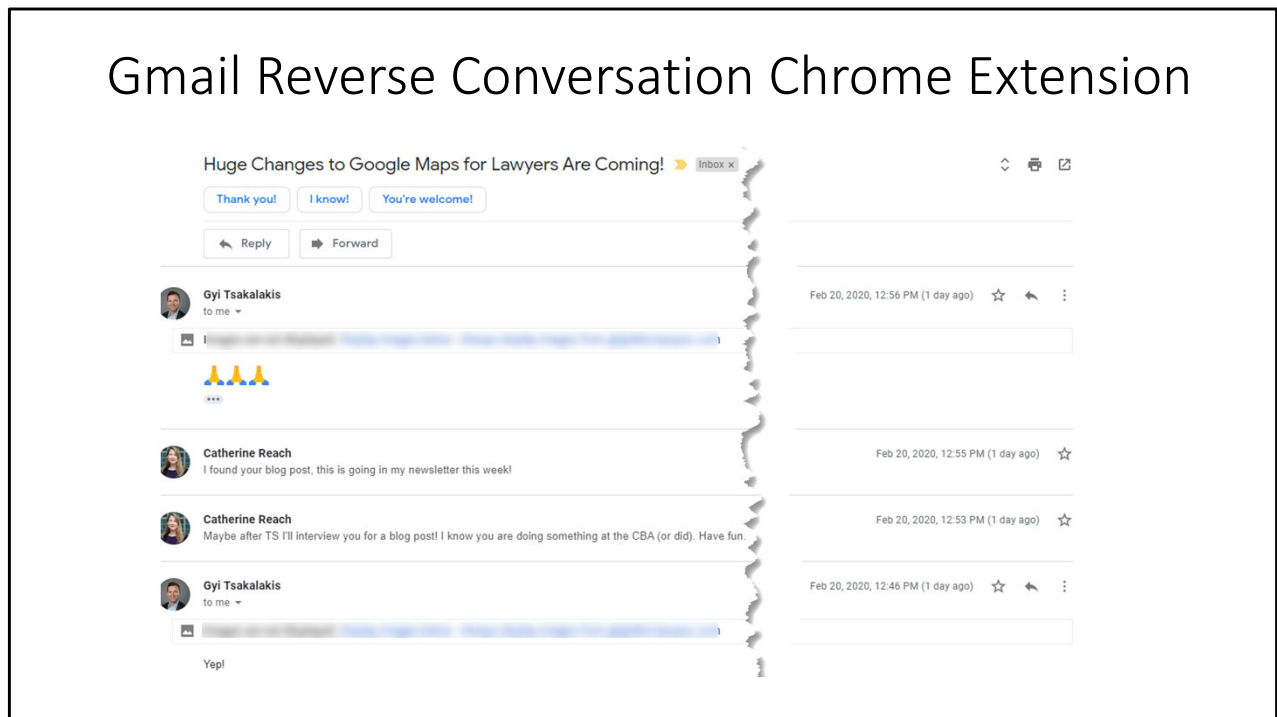
<https://youtu.be/fEJhPjb1v0E>

Get Your Emojis Everywhere, Even Outlook



Windows key + . (period) or Add it to your Windows taskbar by right clicking on the taskbar and selecting “Show touch Keyboard Button”

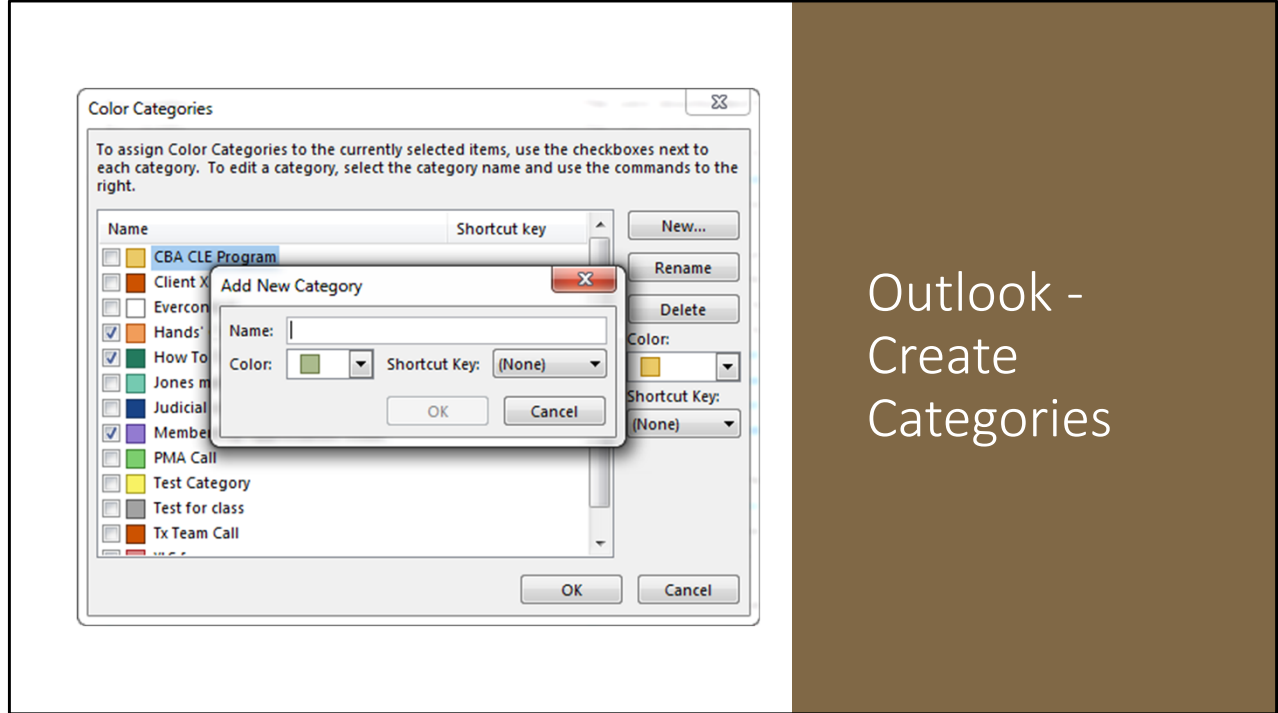
Gmail Reverse Conversation Chrome Extension



Gmail Reverse Conversation Chrome Extension

[Gmail reverse conversation](#) (thread) view is an extension for Chrome. Would you like the newest message on the top of the conversation view in Gmail instead of at the bottom? Now you can do it with this simple addon. It reverses the default email order in a Gmail thread.

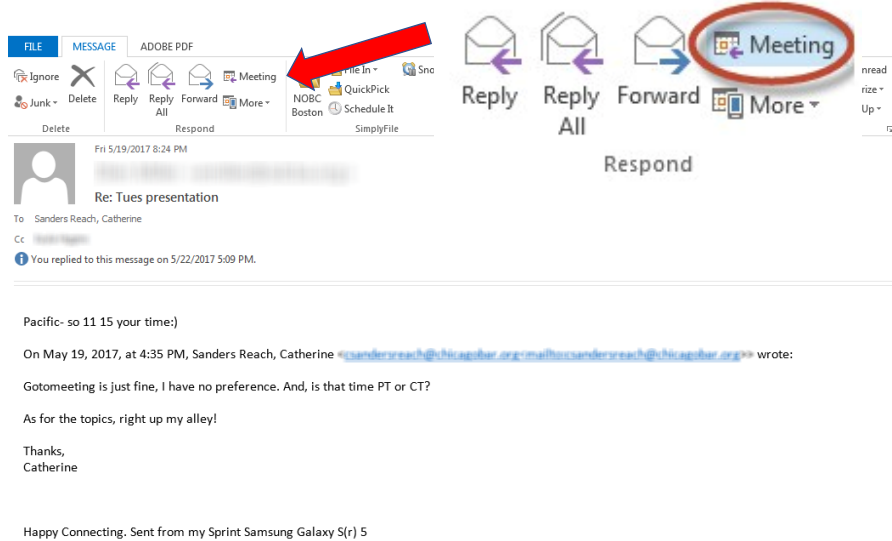
<https://chrome.google.com/webstore/detail/gmail-reverse-conversatio/kfgepjmmgamniaefbjlbacahkjjnjoaa?hl=en>



Outlook - Create Categories

Organize Email with Categories in MS Outlook - North Carolina Bar Association
<https://www.ncbar.org/2019/01/28/categories-in-ms-outlook/>

Reply with Calendar Invites Not Emails



Sending a calendar request to a meeting, teleconference or webconference helps ensure that the participants have it on their electronic calendar and have the information they need to participate. Users of any calendar program from Outlook, Google or Apple should be able to send a meeting request that can be opened and applied to the recipients calendar. If not, the recipient will still receive the pertinent information. Be sure to include the location information, including dial in and login information in the “location” area of the invitation, as well as in the body or notes field of the request so that people will not be late because they couldn’t find the information they needed to participate.

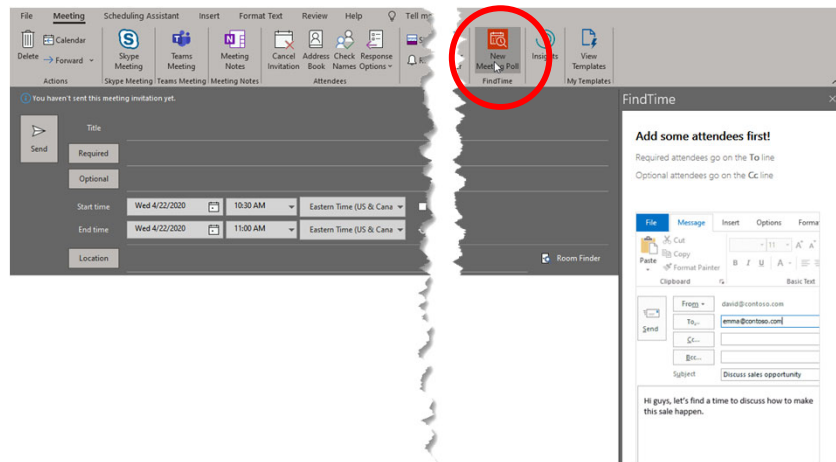
Turn Emails into Calendared Events in An Instant - North Carolina Bar Association
<https://www.ncbar.org/2021/04/06/turn-emails-into-calendared-events-in-an-instant/>

Meetings can be time wasters

- Always have an agenda
- Always have a scheduled end time
- Formal meetings require minutes, but most work meetings should result in tasks, assignments and deadlines.

- Avoid scheduling meetings mid-morning or mid-afternoon because that breaks up time for large projects.

FindTime



(Not So) Secrets for More Productive Meetings

<https://cpm.ncbar.org/2019/05/21/not-so-secrets-for-more-productive-meetings/>

A Better Way to Find Time

<https://cpm.ncbar.org/2018/11/27/a-better-way-to-find-time/>

You are invited to a meeting

Organizer
Catherine Sanders Reach

Duration
30 minute duration

Location
Virtual

When
3 options provided

Select options

Discuss Membership Appreciation Month

30 minutes duration

Virtual

3 options provided

(UTC-05:00) Eastern Time (US & Canada)

Show availability

FindTime poll

Choose times you prefer or are available

How others voted

Thursdays, April 02, 2020

11:00 AM

Prefer

Yes

No

✓

Tuesdays, April 07, 2020

12:00 PM

Prefer

Yes

No

✓

Wednesdays, April 15, 2020

10:30 AM

Prefer

Yes

No

✓

Organizer
Catherine Sanders Reach

Required Attendees
You (Catherine Sanders R...)
Add required attendee

Optional Attendees
Add optional attendee

Invitation created with

FindTime

FindTime Dashboard

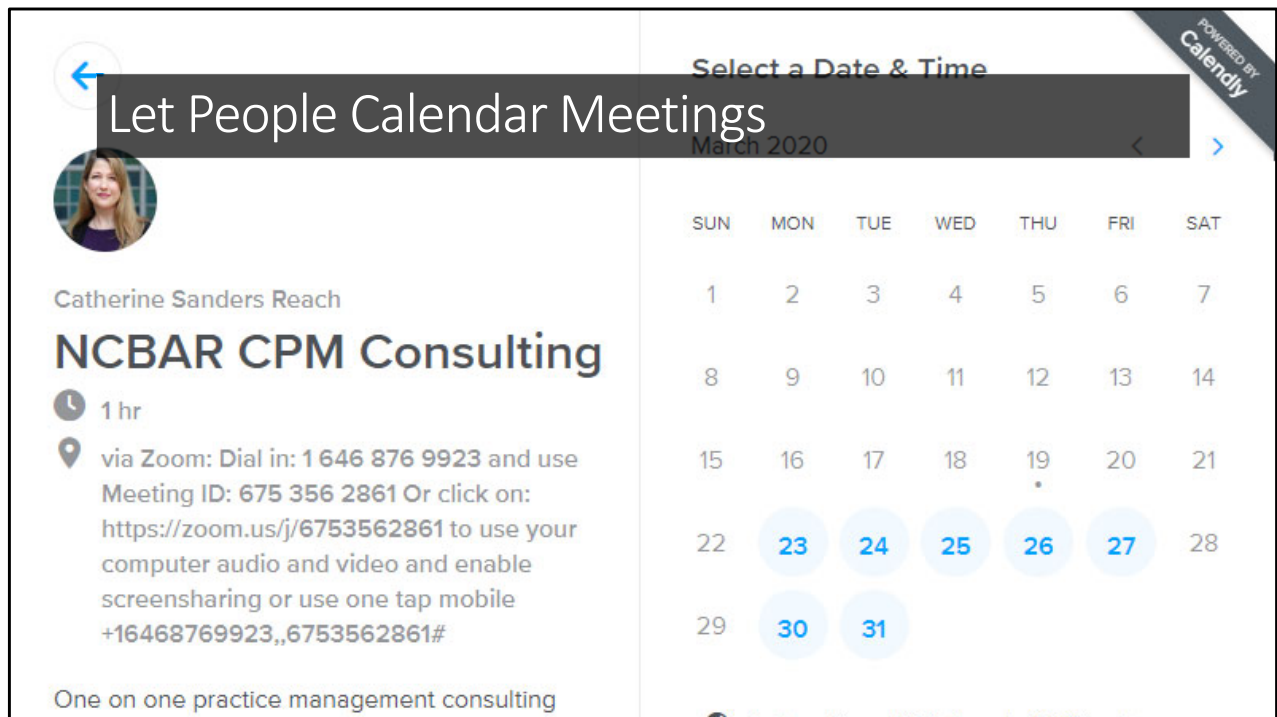
Open polls (1)
Completed (0)
Canceled (2)

Default Poll Settings

Meeting title	Date created	Attendees	Responses			
Time to chat?	April 22	1	0	Edit poll	Cancel poll	

Recipient gets a link, chooses time

Sender has a dashboard <https://outlook.office.com/findtime/dashboard>

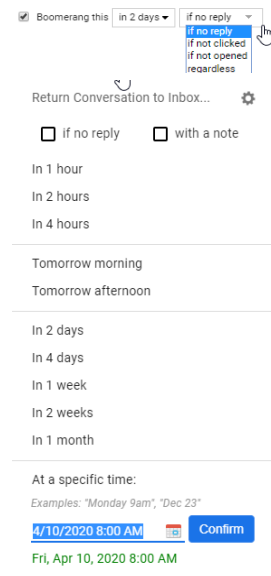


Learn more about managing your calendar in the “Defensive Calendaring” CPM Webinar: <https://www.youtube.com/watch?v=5AQcFNhh2Pc&feature=youtu.be>

Calendly, Bookings, X.ai are all free

Legaler – free for a year and has video conferencing built in - <https://www.lawsitesblog.com/2020/03/amid-pandemic-legaler-offers-its-video-meeting-service-free-to-solo-small-firms.html>

Reminders - Boomerang



MS Outlook Tips and Add-ons

<https://www.youtube.com/watch?v=NPwbiXFnCDQ&feature=youtu.be>

If all eight fingers are occupied by strings it may be time to consider alternative ways to keep up with reminders. Followupthen (<http://www.followupthen.com>) is a fast, simple, free program that works with any email on any device. Simply send an email (or forward an email) to xxtime@followupthen.com where [xxtime](mailto:xxtime@followupthen.com) is the time you want to be reminded. Consider – forward an email that doesn't need action for two weeks to 2weeks@followupthen.com and folder the email. In two weeks the email will be sent to you with a note to follow up. Or send yourself a quick email reminder – something that doesn't sit in your inbox but alerts you to take action. When you receive your reminder email you can set another reminder with a click.

Take your email productivity to the next level. FollowUpThen Premium gives you SMS reminders, calendar integration, customized followups for your recipients, attachment support, a handy web interface for followup management and more. Upgrade for \$5 per month or \$48 per year.

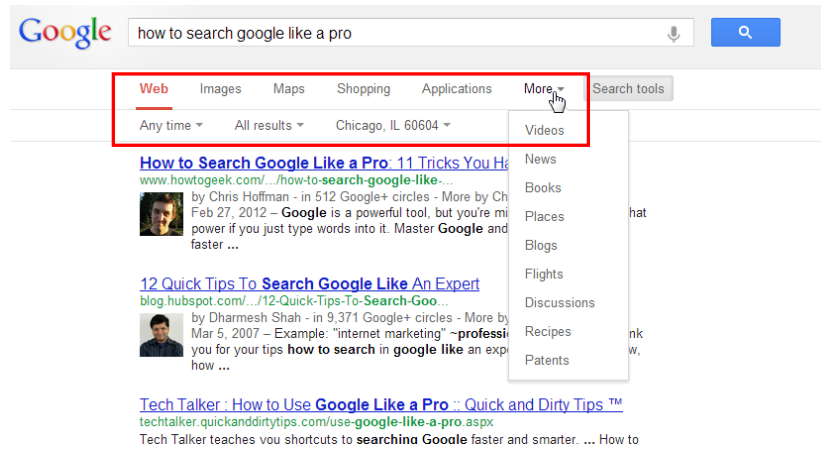
Boomerang is available as an [MS Outlook addin](#) or for [Gmail](#). Similar to Followupthen,

Boomerang acts like a snooze button for email. Select a message and choose a time the email should reappear. The email is moved to a storage folder (called Boomerang). Boomerang can even return the message flagged for follow up and marked unread. The MS Outlook addon costs \$30 as a one time fee, and is free for Gmail. Also, a more feature rich version for those with [Office 365](#) was [just announced](#).

Similarly TechHit (makers of SimplyFile and EZDetach) are rolling out Snoozelt to let you act on a message in the future by hiding it from your inbox and having it re-appear on a date you choose. Snoozeit is \$40.

Research

Refining Google Search Results

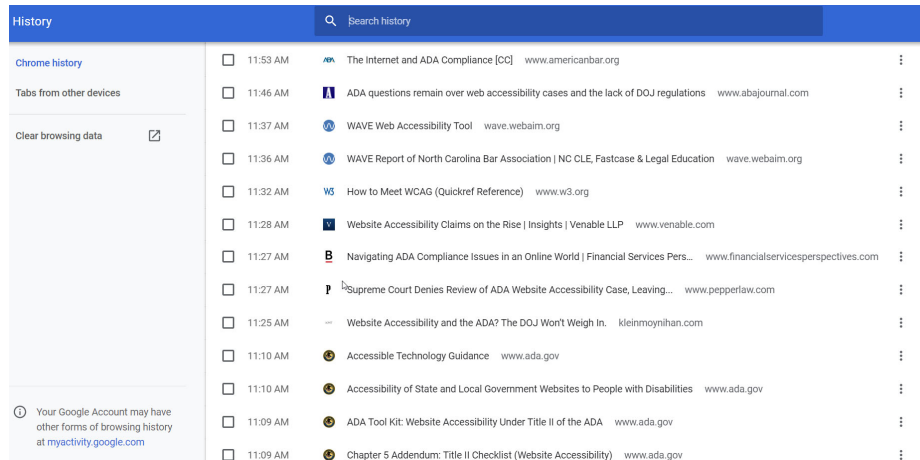


Do a search and want to narrow it on the fly? Look at the top of the results and click “More” to find quick ways to restrict results to other Google subsets like news or blogs or Google Groups.

Click “Search Tools” to get a new menu that lets you restrict by date range, location. Under “All Results” click to “verbatim” if you want Google to search specifically for the words you used without correcting for spelling etc. For instance, typing *ex delicta* results in results for *ex delicto*. Use verbatim search to correct the correction.

Google History

CTRL + H



chrome://history/

Google Advanced Search

Google

Catherine Reach 0 + Share

Advanced Search

Find pages with...

To do this in the search box

all these words: Type the important words: tricolor rat terrier

this exact word or phrase: Put exact words in quotes: "rat terrier"

any of these words: Type OR between all the words you want: miniature OR standard

none of these words: Put a minus sign just before words you don't want: -cordless, -"Jack Russell"

numbers ranging from: to Put 2 periods between the numbers and add a unit of measure: 10..30 lb, \$300..\$500, 2010..2011

Then narrow your results by...

language: Find pages in the language you select.

region: Find pages published in a particular region.

last update: Find pages updated within the time you specify.

site or domain: Search one site (like wikipedia.org) or limit your results to a domain like .edu, .org or .gov

terms appearing: Search for terms in the whole page, page title, or web address, or links to the page you're looking for.

SafeSearch: Tell SafeSearch how much explicit sexual content to filter.

https://www.google.com/advanced_search

“ ”

While Google's search results will often show a string of search terms together in an order similar to the search you enter, those results will not remain consistent. A search for *North Carolina articles of incorporation* yields over 5 million results, with the most relevant at the top. However, behind the scenes the search engine is adding the connector "AND" between each word in your search. To force a phrase search you need to add quotations. Changing the search to "*North Carolina*" "*articles of incorporation*" tells the search engine to show results that include the words in quotations as a phrase. The results for this search are far fewer and possibly more relevant with under 300,000 results.

-

Sometimes you get search results that include a lot of irrelevant hits. Using a "-" to refine your results can help. In Google the minus symbol is a substitute for the Boolean connector NOT. For instance, a search for *bass -guitar* will yield results for bass fishing instead of bass guitar and bass fishing. The minus

sign delimiter is almost always something you will use to refine a search when you find your original search casts too wide of a net. You can also add additional refinements as necessary. For instance *bass -guitar -shoes -music* removes more extraneous search results when you are just looking for bass fishing. Google got rid of the + connector with the advent of Google Plus, though maybe they will bring that back now that [Google Plus is being sunset](#).
jaguar speed -car

OR

The default search term connector in Google is AND, which tries to narrow the search results to match for all of your keywords instead of any of them. To expand your search use OR. For instance, if you are looking for vacation options in either Far Tortuga *or* more broadly on the Cayman Islands then search for *"far tortuga" OR "cayman islands" vacation* (the word "or" will need to be in all caps to have the search engine recognize it as a connector and not a stop word). If you can picture the results of a [Venn Diagram](#) when you are constructing a search this will help you recognize when OR might be useful.

Filetype:

Useful information is often found buried in the pages of documents uploaded to a website in a PDF format, but the Google search results often do not show these types of results at the top of the list. Or, you may be looking for information contained within a Word document or Excel spreadsheet. You can use the filetype delimiter to have Google's search only show certain file types in the results. For instance, a search for *"profit and loss" statement filetype:xls* will find results with those words in Excel spreadsheets. Similarly use *filetype:doc* or *filetype:pdf* to find Word documents or PDF files. Want more? [See the list](#).

Site:

Site: is a useful search delimiter that helps either search a large website that does not have a search engine of its own or helps unearth the most popular resources on a site from Google's search results. For instance the search *//c site:www.sosnc.gov* goes straight to the popular "business entity requirements for different types of entities" page on the NC Secretary of State website, while a search within the Secretary of State's website using the site's internal search yields results for a page higher in the folder structure. Don't forget to use both if you are looking for something on a website that is complex or has a significant amount of information. You can also limit your search to a particular top-level domain using the site: delimiter, such as *"computer fraud and abuse act" site:gov*.

site:americanbar.org remote ethics

GOOGLE SEARCHES

Past Clerks: (clerked OR "clerk to" OR clerk) judge XYXNAME AND (edtx OR "eastern district of texas")

Any Controversies: (arrested OR scandal OR ethics OR resign OR disbarred OR misconduct) AND "Judge Name"

Memberships and Affiliations: (judge XYZ NAME) AROUND(5) (donor OR member OR board OR donation OR founder OR director) -settlement -"class member" -"class members"

("law firms" OR "law offices") AND ("ada" OR "americans with disabilities act") AROUND(5) compliant

Terms/Connectors NOT in Advanced Search

*	()	AROUND(X)
feed a * starve a *	("time warner OR comcast) AND "net neutrality"	"net neutrality" AROUND(5) Comcast"

*

In Google's search the * is a wildcard. You can use a wildcard connector to substitute for a word in a phrase you are not sure of. For instance, the search *feed a * starve a ** will find either "feed a fever, starve a cold" or "feed a cold, starve a fever" (and help put that question to rest once and for all).

()

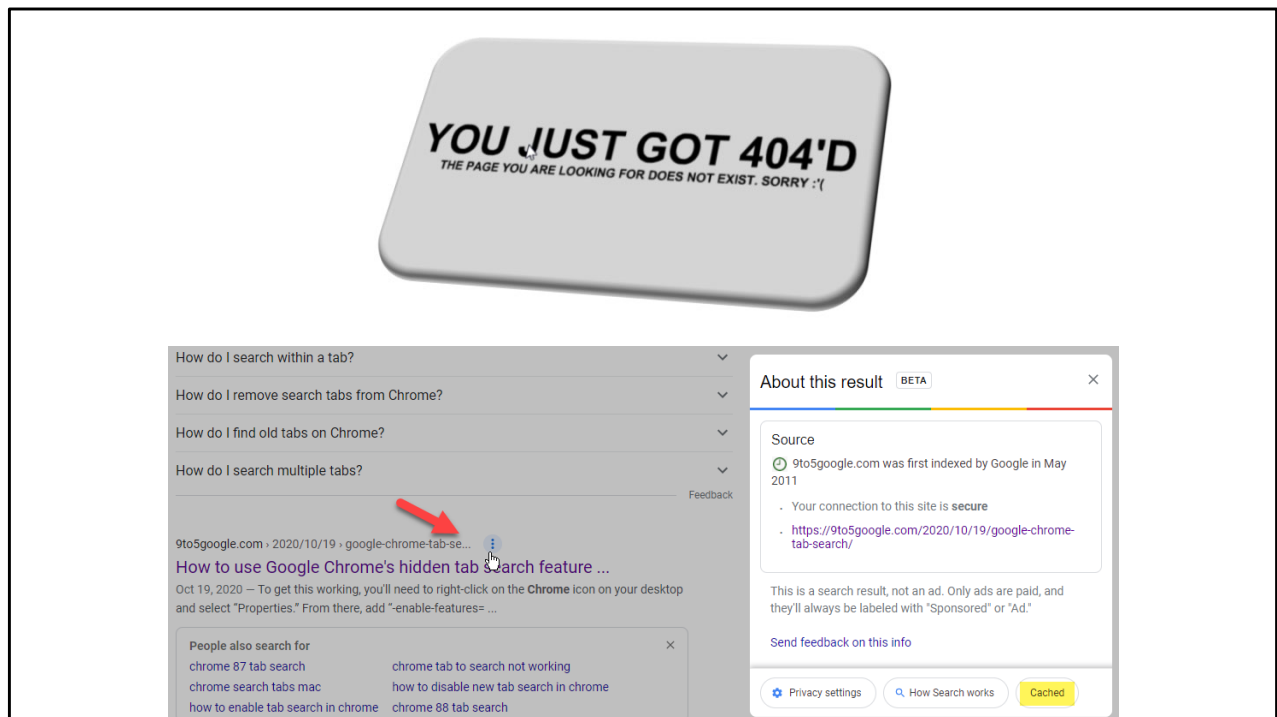
You can group multiple terms or search operators to control how a search is executed. Putting a search term in between parentheses will group it away from the rest of your query, allowing for a more refined and specific search. Use it like you would a mathematical function. For instance the search [\("time warner OR comcast\) "net neutrality"](#) shows results with either Time Warner or Comcast before the phrase net neutrality. [Without the parenthesis](#) the results show the words in any order.

AROUND(X)

Yes, there is a proximity search in Google. Find pages containing words or phrases within X words of each other. For instance, *"net neutrality" AROUND(5) Comcast* will find the phrase "net neutrality" within 5 words of Comcast.

Mice dogs

Mice AROUND(1) dogs



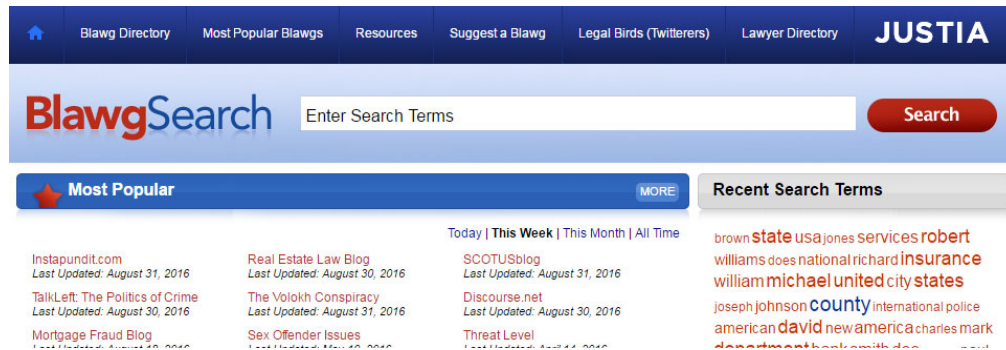
While the *cache:* search will unearth cached pages for a domain (e.g. Example: [cache:apple.com](https://www.google.com/search?q=cache:apple.com)) if you want to see the cached page for a specific page link from the Google search results click on the carat next to the page link and choose “cached” to see the cached version of the page.

The other option that may appear, “similar”, will run a new search using the “*related:*” function which shows sites related to that page.

Search “Duty to Google”

Other options to find pages that are no longer live include [Archive.org](https://archive.org/) (aka the Wayback Machine) or go to [ViewCached](https://www.viewcached.com/) to search Google Cache, the Internet Archive, Yahoo!, Bing and more all at the same time.

Blawg Directory and Search



The legal profession has enthusiastically embraced blogging. Vast directories of legal-centric blogs have been compiled, including [Justia's Blawg Directory](#), and the *ABA Journal* [Blawg Directory](#), which list blogs on topics ranging from administrative law to workers compensation and most everything in between. The ranks of lawyer bloggers now include numerous [law professors](#), nationally-recognized [appellate lawyers](#) and entire [practice groups](#). These directories allow users to search the blogs all at once, or drill down to practice areas.

SLAW

<http://www.slaw.ca>

A Canadian-centric legal blog that discusses research and related legal topics, its postings range well into legal research developments in the U.S. and other foreign jurisdictions.

ROBERT AMBROGI'S LAW SITES

<http://www.legaline.com/lawsites.html>

The tagline reads "tracking new and intriguing Web sites for the legal profession", which this blog has been doing since 2002. Ambrogi reviews new legal research sites, social networking tools, web 2.0 and online marketing

phenomena.

Public Records Search

- Free Public Records resources (BRB compiled list)
- TLOxp Online Investigative System (\$); Tracers
- Spokeo, Zoominfo, PiPL

Free Government Public Record Sites

[State, County, and City Sites](#)
[State Occupational Licensing Boards](#)
[State Appellate & Supreme Court Opinions & Decisions](#)
[Federal Courts](#)
[Federal Record Center Chart](#)
[Other Useful Federal Sites](#)
[U.S. Territories](#)
[Military Sites](#)
[Foreign Sites - Canada](#)
[Foreign Sites - Other](#)

Other Public Record Sites

[Public Records](#)
[Background Reports](#)
[Marriage Records](#)
[Divorce Records](#)
[Criminal Records](#)
[Birth Records](#)
[Death Records](#)
[Vital Records](#)
[Family Tree Records](#)
[Ancestor Search](#)

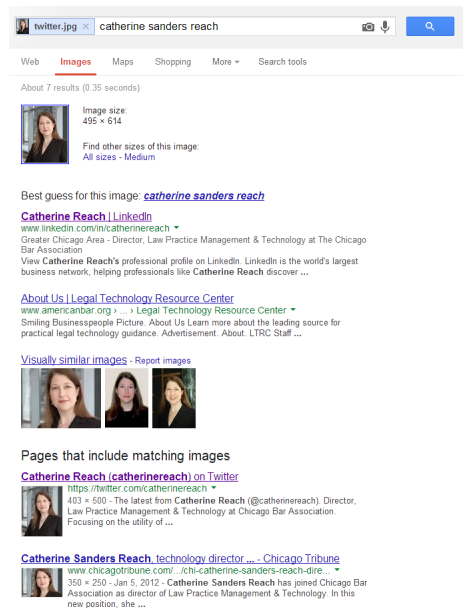
BRB lists where to get public records by state
<https://brbpublications.com/freesites/freesites.aspx>

TLOxp and Tracers – you have to be verified that you are a licensed attorney. Then it has information like Accurint – credit history, liens, judgments, bankruptcies, ownership information for boats, houses, business, vehicle information etc. Fee based

Spokeo is a “white pages” search plus public records and social network information. Shows my husband’s last 5 addresses in Illinois (plus Alabama). Want email, addresses, phone number, age, relatives, social information etc. Pay \$3.95 month.

PiPL aggregates from different sources and shows WAY more for free – can see former addresses, age, spouse! Relations, pictures, public records including vital records

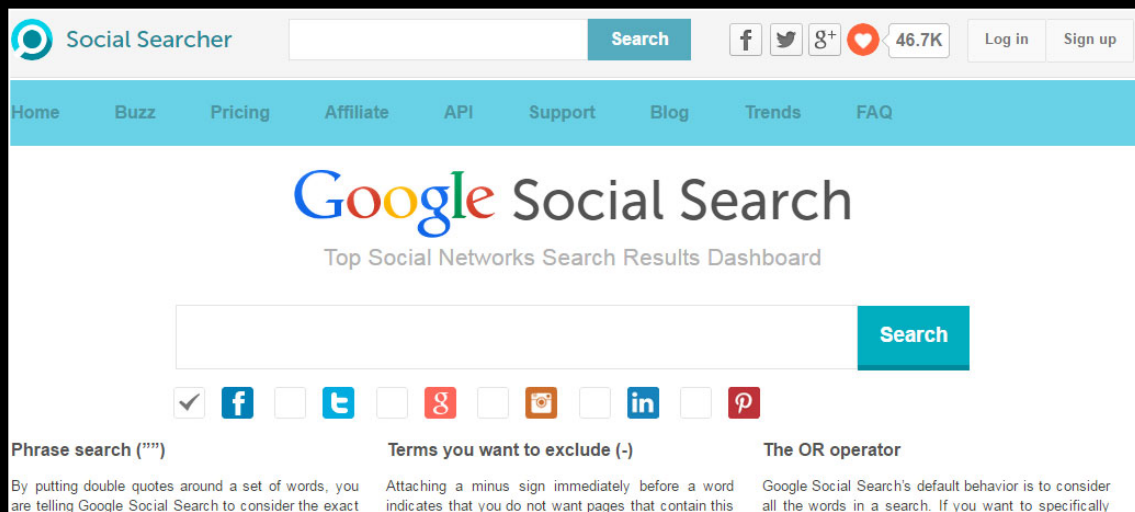
Google Image Search



Relatively new – upload an image to search for like images. It isn't just the metadata or the page keywords, but the actual image. Frighteningly accurate. At the least you can see who you look like (or what you look like)

Also try TinEye

Chrome extension – Fast Image Search. Right click on any image to pull reverse image search from Google, TinEye or both



Social Media Search Engines

While aggregate social media search engines are in their infancy, there are a few out there to explore. One is [Google Social Search](https://www.social-searcher.com/google-social-search/), which aggregates search from many popular social networking sites.

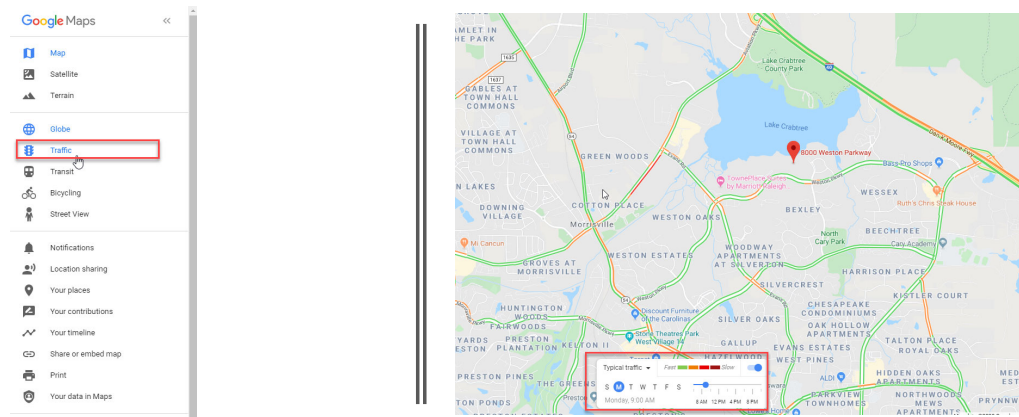
<https://www.social-searcher.com/google-social-search/>

Google Maps – Street View



How Can Lawyers Use Google Maps? - North Carolina Bar Association
<https://www.ncbar.org/2021/02/02/how-can-lawyers-use-google-maps/>

Google Maps – Traffic (Live and Typical)



How Can Lawyers Use Google Maps? - North Carolina Bar Association
<https://www.ncbar.org/2021/02/02/how-can-lawyers-use-google-maps/>

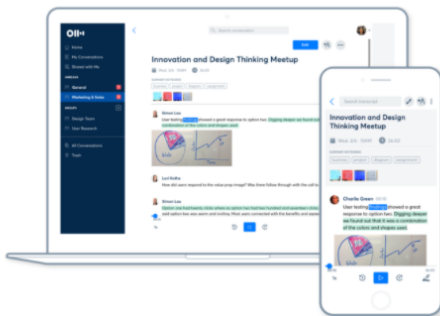
Video Conferencing

Transcriptions

 Otter.ai Product Resources Company

[Log in](#)

[Sign up](#)



Otter is where conversations live

Generate rich notes for meetings, interviews, lectures, and other important voice conversations with Otter, your AI-powered assistant.

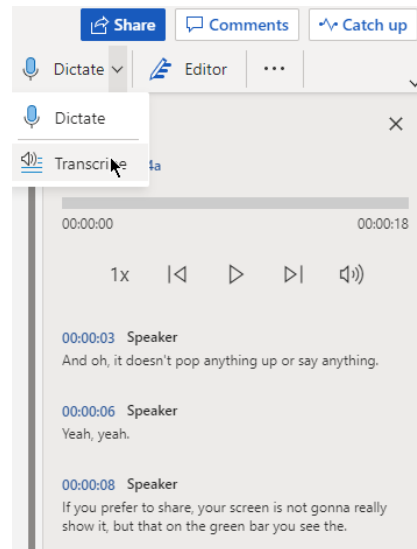
[Get started](#)

Automated meeting notes with audio recording, transcribed text and highlight summary. Automated meeting notes with **AI**, **Otter will** type out your meeting notes in realtime. Get **Otter** Premium · Speech And Speaker ID · Types: Search, Organize, Edit, Play, Share.

Notice to participants: *“I’m planning to record and transcribe our conversation in real-time – that way, we don’t have to take detailed notes or worry about remembering all the details of any breakthroughs. Let me know if that works for you, and I’ll be happy to send a copy after the call.”*

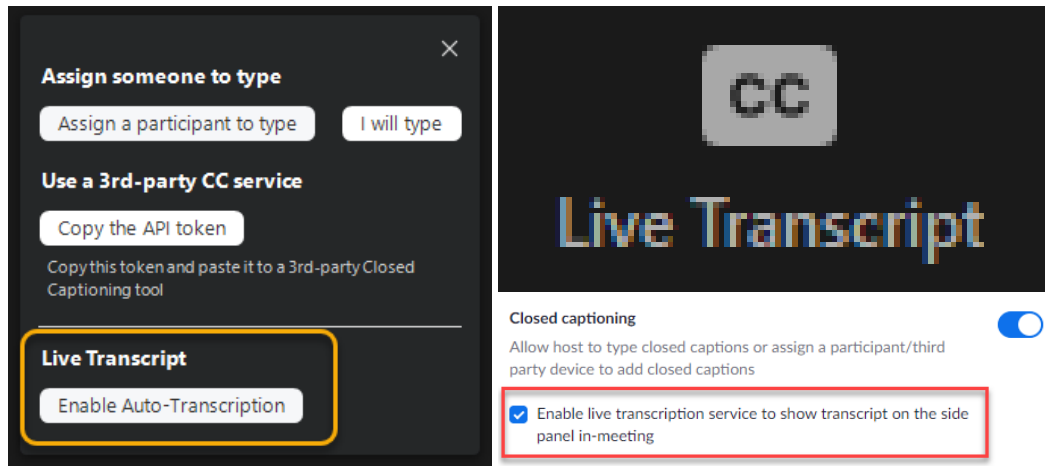
<https://otter.ai/>

Transcriptions in MS Word

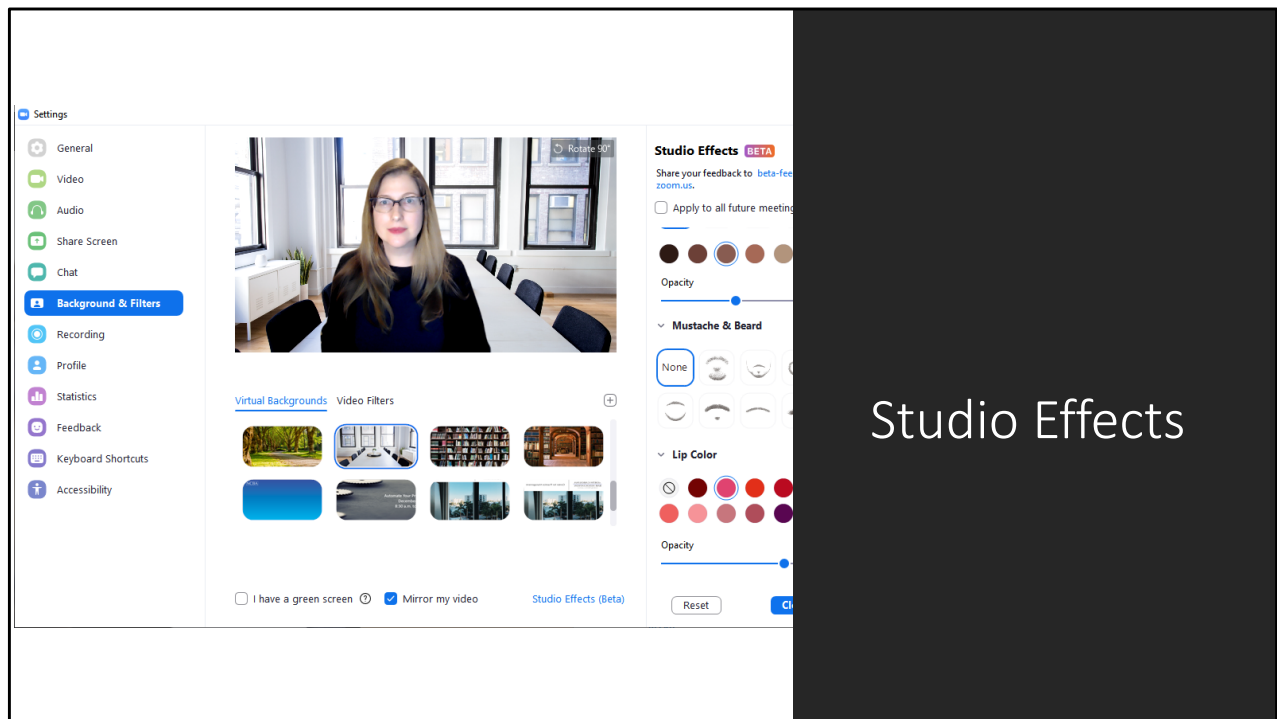


The Power of Speech: Voice Options in MS Word - North Carolina Bar Association
<https://www.ncbar.org/2020/09/22/the-power-of-speech-voice-options-in-ms-word/>

Live Transcript in MS Teams



How do you enable transcribing on microsoft teams? - Microsoft Community
https://answers.microsoft.com/en-us/msteams/forum/msteams_tfb-msteams_meeting-msteams_suboth/how-do-you-enable-transcribing-on-microsoft-teams/b99e3a80-e54d-4a82-9f6a-af200317a0d9



Studio Effects

Video enhancements – Zoom Help Center

<https://support.zoom.us/hc/en-us/articles/115002595343-Video-enhancements#:~:text=Studio%20effects%20Sign%20in%20to%20the%20Zoom,all%20future%20meetings%20check%20box.%207%20Click%20Close.>



Zoom Escaper

Zoom Escaper is a tool to help you escape Zoom meetings and other videoconferencing scenarios. It allows you to self-sabotage your audio stream, making your presence unbearable to others.

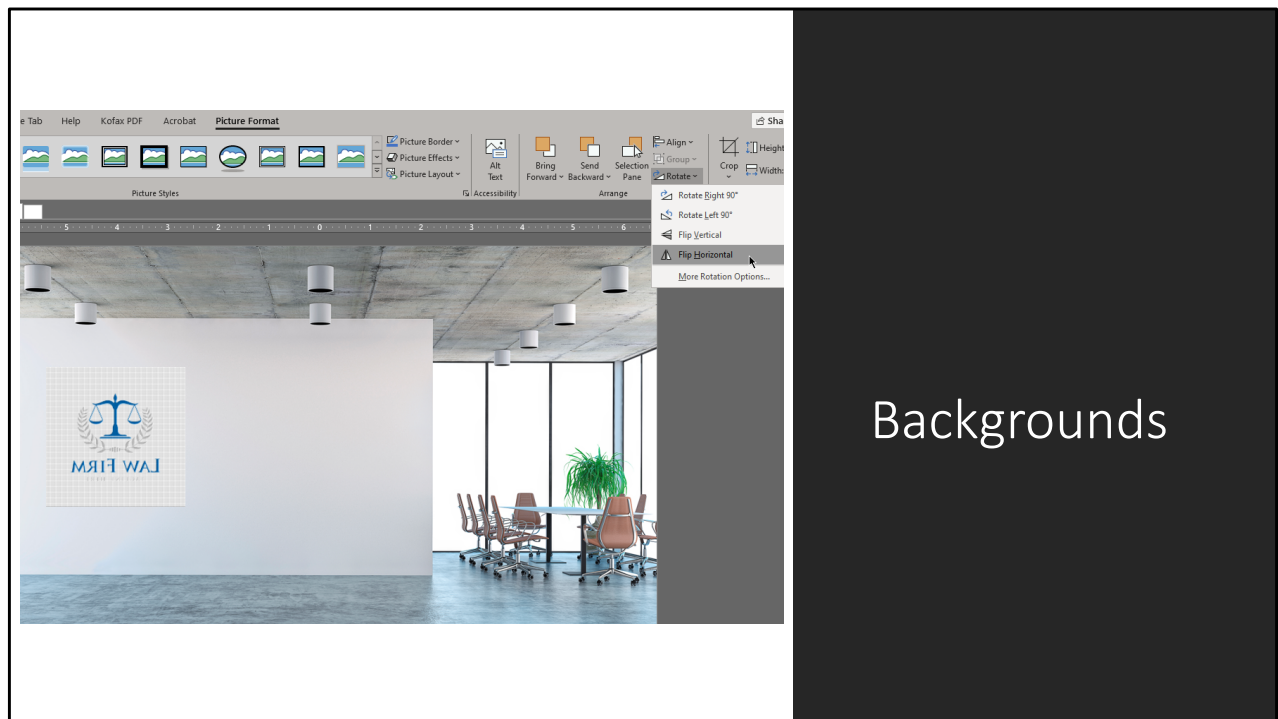


Zoom Escaper

Zoom Escaper

<https://zoomescaper.com/>

Choose from crying baby, bad connection, man weeping, construction, echo and more



Add your logo to a background in PPT and flip the image so you can keep mirror view on in Zoom

Zoom Fatigue



Turn off self-view. Once you log onto a call and make sure you're in frame, right-click your video to display the menu. Choose Hide Myself. You'll still appear to others, but you won't have to stare at yourself the whole time.

This could have a strong positive psychological effect. "For me, the self view is the most troubling," said Jeremy Bailenson, founding director of Stanford University's Virtual Human Interaction Lab, who recently [published a study on Zoom fatigue](#).

"Never before have people stared at themselves so long per day. This adds stress both consciously -- people worry about their appearance, grooming, etc. -- and unconsciously, as psychological research has demonstrated that even when people aren't actively thinking about their reflection, a mirror in their field of view causes them to increase self-evaluation."

Invest in a camera shield (or some easy-to-remove tape). Even if you accidentally turn on your video, as long as the camera is physically blocked, no one can actually see you until you remove it.

Reevaluate the need for video on your calls. If you're hosting a meeting, consider whether it requires video to be on, or if, even better, it can be a phone call, so you can get up and walk around, Bailenson said.

Talk to your manager or the call leader. If you aren't the host of most of your video calls, but a participant, consider bringing up the issue to your coworkers, your

manager or whoever the person is who's in charge. You might let them know that since you're not in a senior position, you don't want to talk on top of anyone but still want to participate. You might be able to suggest having an agenda, or someone who is facilitating the meeting and making sure every person gets a chance to speak, said Libby Sander, assistant professor of organizational behavior at Bond University in Queensland, Australia, who is studying the psychological effects of working from home.

Feel free to say no to social engagements on Zoom. We're way past the time when virtual happy hours were all the rage. If you're burnt out on video calls, you don't have to go to that Zoom book club meeting or hangout. Be open about your feelings and needs, and your friends should hopefully understand, because who hasn't felt that way at some point this year?

Give yourself a break. If you've had any feelings of stress or anxiety over video calling, just know that you're far from alone. Most people are worried on some level about their dog barking during an important call, the Wi-Fi dropping out or the way that they look on camera. At this point, people tend to be pretty understanding of the difficulties that have come with working from home and inviting your colleagues into your personal space in this way.

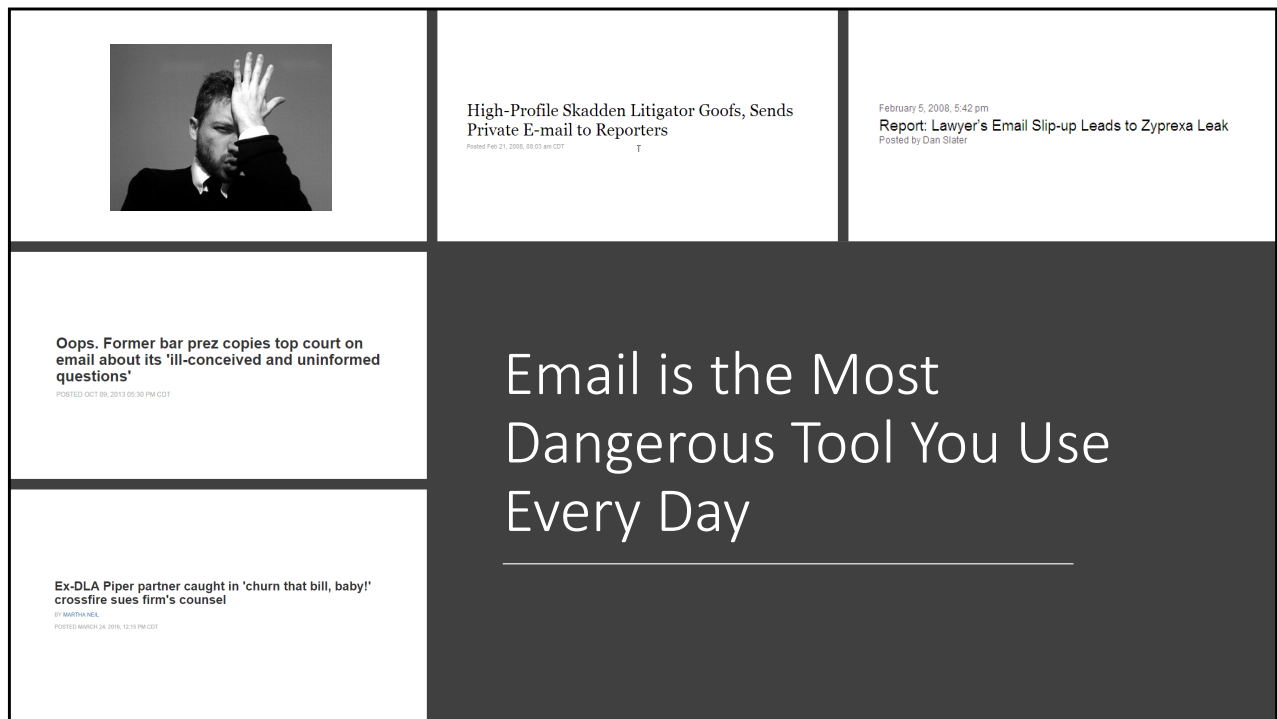
Tips for Video Conferencing

- Arrive early and test everything
- Don't assume because it worked fine yesterday it will work fine today
- Give attendees the link and dial-in information in the calendar event
- Have a backup platform if possible, have the dial in information at the ready
- Be forgiving – people are working at home with pets, children, deliveries, etc.



If you are hosting a video conference get in early and do a sound check to make sure everything works. Don't assume because it worked yesterday it will work today. Backup platforms – check with your VOIP provider, Skype, FreeConferenceCall.com Also, have back up Internet – your phone as a hotspot will work

Security/Privacy

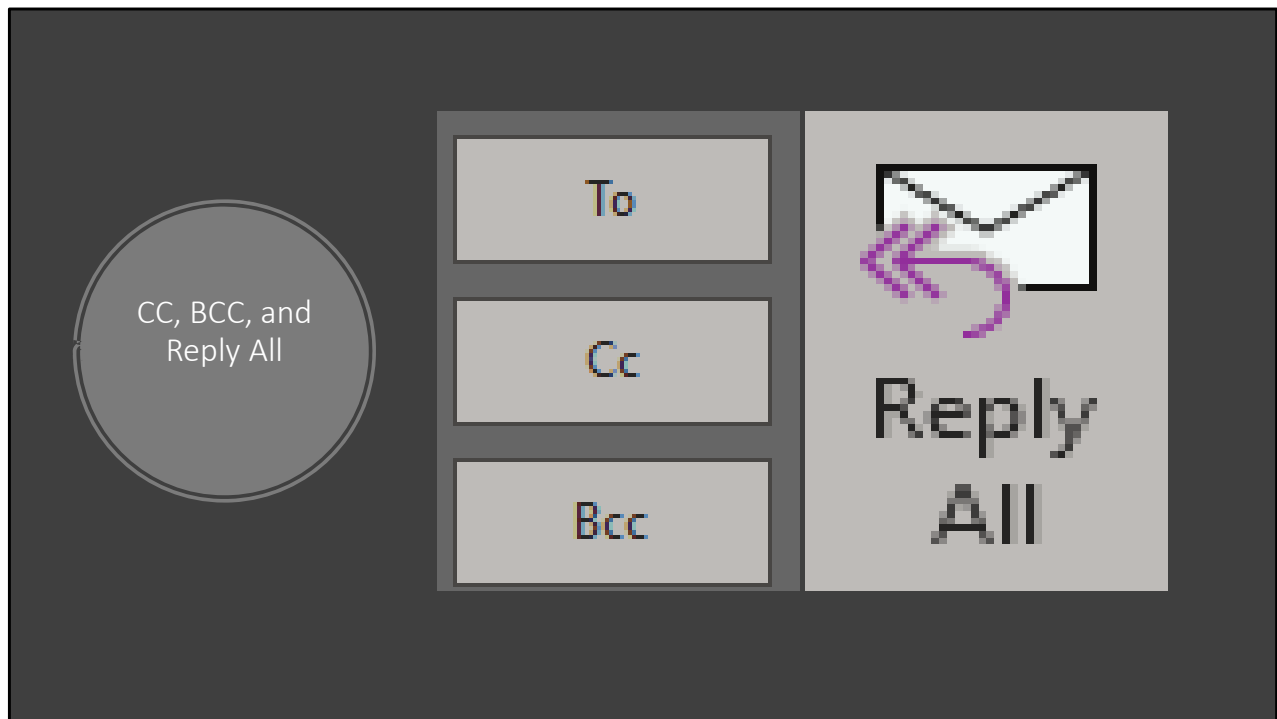


Make Email Less Dangerous - North Carolina Bar Association
<https://www.ncbar.org/2019/07/30/make-email-less-dangerous/>

ICO statistics for legal sector breaches in 2017/18 in the UK show that people sending emails to the wrong person are a greater confidentiality and GDPR breach risk in practice (22.64%) than malware, ransomware, phishing, unauthorized access (cyber) and other cyber incident combined (11.95%). <https://ico.org.uk/action-weve-taken/data-security-incident-trends/>

In addition to having some ethics opinions to keep in mind (ABA Formal Opinion 99-413 on email encryption and ABA Formal Opinion 11-459 “Duty to Protect the Confidentiality of Email Communications with One’s Client” in response to the frequent cases regarding inadvertent disclosure and privilege loss due to use of an employer’s email for lawyer/client email communication, there are a lot of potential oops with email. Sending an email to the wrong person (and having that information go public), hastily penned missives that are misinterpreted or worse, and email as a way to receive phishing expeditions are just a few of the dangers. Just because we use it all day every day does not mean that people can get complacent about this form of communication. Employ a more

formal “letter writing” approach, check your spelling, check the recipients, exercise caution, consider alternate communication mechanisms, and just slow down! ICO statistics for legal sector breaches in 2017/18 in the UK show that people sending emails to the wrong person are a greater confidentiality and GDPR breach risk in practice (22.64%) than malware, ransomware, phishing, unauthorized access (cyber) and other cyber incident combined (11.95%). <https://ico.org.uk/action-weve-taken/data-security-incident-trends/>



Don't 'Reply All' If Client of Opposing Counsel CC'ed, Bar Says

<https://news.bloomberglaw.com/us-law-week/dont-reply-all-if-client-of-opposing-counsel-cced-bar-says>

[Should You Copy Clients on Emails To Opposing Counsel?](#)

While the New York State Bar has an ethics opinion that suggests it is ok to bcc a client, it really is not a good idea. Nicole Black explains why. Need more proof? Read the case in point at [Charm vs. Kohn](#).

<https://www.legaltechmonitor.com/2020/11/should-you-copy-clients-on-emails-to-opposing-counsel/>

[10 Habits for Successful Email Communication](#)

Mark C. Palmer writing for *Attorney at Work* outlines considerations on the use of to: versus cc:, what should be included in a signature block, ethics opinions on the use of BCC, how quickly you should respond to email, and why you should really stop using the Circular 230 disclaimer.

<https://www.attorneyatwork.com/10-habits-for-successful-email-communication>

Email – Need to encrypt?

Communicating **highly sensitive or confidential information** via e-mail or unencrypted e-mail connections;

Sending an e-mail to or from an account that the e-mail sender or recipient **shares with others**;

Sending an e-mail to a client when it is possible that a **third person** (such as a spouse in a divorce case) **knows the password** to the e-mail account, or to an individual client at that client's work e-mail account, especially if the e-mail relates to a client's employment dispute with his employer;

Sending an e-mail from a **public computer or a borrowed computer** or where the lawyer knows that the e-mails the lawyer sends are being read on a public or borrowed computer or on an unsecure network;

Sending an e-mail if the lawyer knows that the e-mail recipient is accessing the e-mail on devices that are potentially accessible to third persons or are **not protected by a password**; or

Sending an e-mail if the lawyer is concerned that the **NSA or other law enforcement agency** may read the lawyer's e-mail communication, with or without a warrant.

Encryption:

Use your secure file transfer

Clients are requesting/requiring it

To enable encryption on specific messages from the end user to recipient and back I like

Trustifi <https://trustifi.com/>

Virtru <https://www.virtru.com/why-virtru/>

This does a good job of explaining the reason why even though the Google email servers through G-Suite are encrypted the end user still needs to add encryption to outbound email:

<https://www.virtru.com/wp-content/themes/virtru/files/pdf/Virtru%20Complete%20Guide%20to%20Email%20Encryption.pdf>

There is also the Google branded encryption built for them by ZixCorp called GAME for G-suite:

https://support.google.com/a/topic/2683865?hl=en&visit_id=637076195270570507-520767840&rd=1

See this article for more. It only lists Virtru and GAME but I think that is because Trustifi works with Gmail, Outlook, has it's own web-based interface, etc.

<https://www.coolheadtech.com/blog/-encrypting-gmail-the-top-2-options-for-g-suite-business-customer>

Conduct a Phishing Test



30% of phishing emails are opened. 91% of hacking attacks begin with a phishing email.

What are some of the most successful types of phishing emails in corporate environments according to a 2018 report from Wombat Security?

Online shopping security updates – 86%

Corporate voicemail from unknown caller – 86%

Corporate email improvements – 89%

Database password reset alert – near 100%

Updated building evacuation plan – near 100%

Every employee in a law firm, from senior partners to administrative staff, need to know how to avoid phishing scams. One phishing simulation (reported to employees) drops risk of phishing success by 20%.

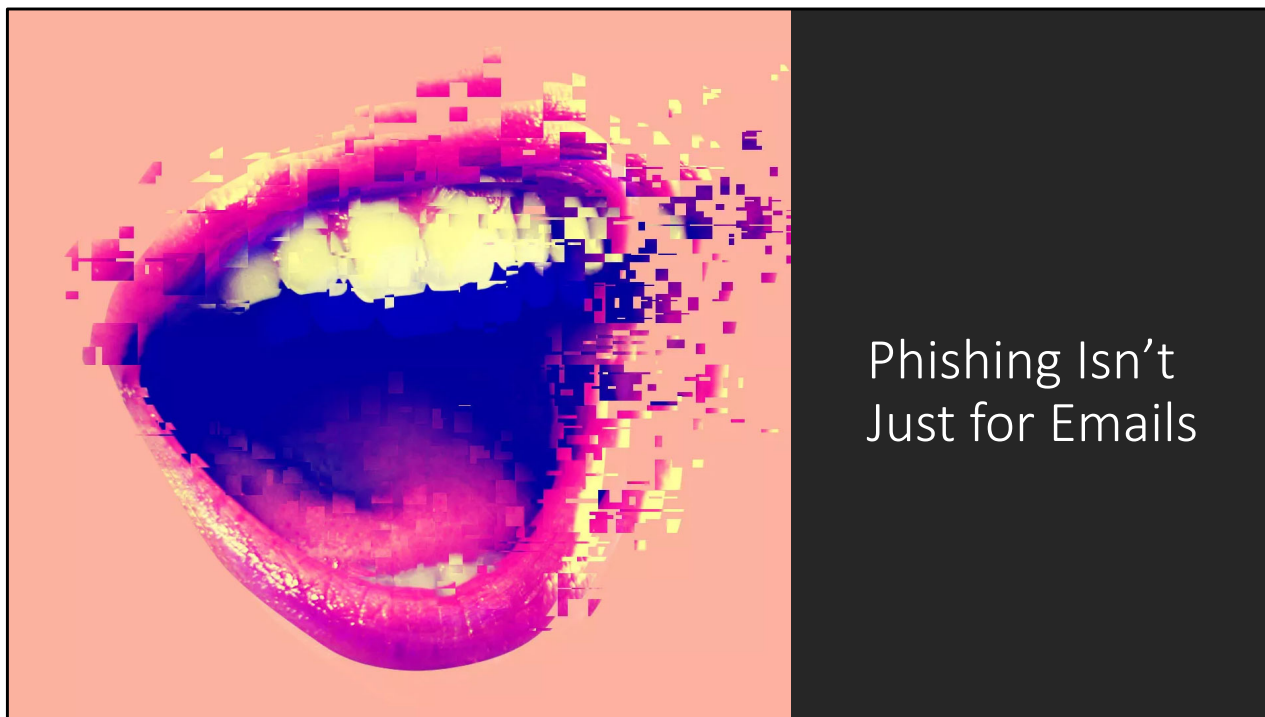
Phishing tests can be conducted in-house. The basic principles are fairly simple. First make sure that you have a system in place for your staff to report phishing attempts, and that they are aware of how to use this. You should then send a fake phishing email to one of your teams, and monitor how many people fall for the bait.

Guides to running a phishing test: <https://www.globalsign.com/en/blog/how-to-run-a-simulated-phishing-test/>

More information about considerations when performing a phishing test: <https://blog.dashlane.com/phishing-test/>

One example of a company that runs phishing tests: <https://www.phishingbox.com/products-services/phishing-simulator>

You can also self-test here: <https://www.phishingbox.com/phishing-test>



Phishing Isn't Just for Emails

In 2019 a UK energy company's chief executive was tricked into wiring €200,000 (or about \$220,000 USD) to a Hungarian supplier because he believed his boss was instructing him to do so. But the energy company's insurance firm, Euler Hermes Group SA, told the *WSJ* that a third-party was using deepfake software to mimic the voice of the executive and demand his employee pay him within the hour.

The phone call was matched with an email, and the energy firm CEO obliged. Later, after a second request from the thieves was made, the energy firm CEO called up his actual boss, only to find himself handling calls from both the fake and the real versions of the man simultaneously, which alerted the CEO to the ongoing theft.

Cybersecurity firm Symantec says it has come across at least three cases of deepfake voice fraud used to trick companies into sending money to a fraudulent account.

When you pair deepfake audio with video footage though, you get something more along the lines of what we saw before. And the technology behind that is getting significantly more sophisticated.

Researchers from Nanyang Technological University in Singapore, the National

Laboratory of Pattern Recognition in China, and artificial intelligence software company SenseTime developed the method for creating deepfakes from audio sources. Basically, the AI takes an audio clip of someone speaking, and a video of another person (or the same person), and generates realistic footage of the person saying the words from the source audio. The person in the video becomes a puppet for the original voice.

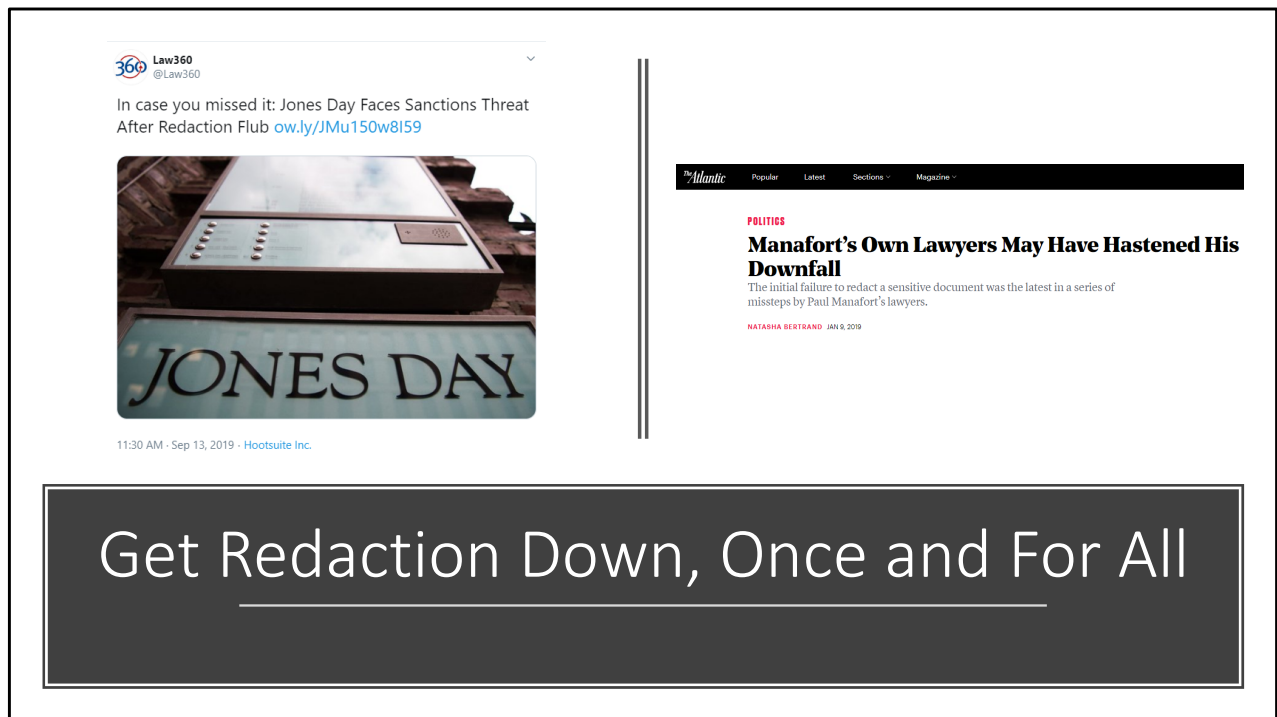
Because this method can use the real voice of the person you're trying to deepfake, and splice their words up into whatever you want, it's another leap forward in deepfake realism.

It's also worth mentioning that SenseTime, one of the companies that developed this research, was recently implicated in developing technology that helped the Chinese government profile a Muslim minority group.

Mention something about Amazon Alexa and voice recordings. We can't trust companies to act ethically.

<https://www.theverge.com/2019/9/5/20851248/deepfakes-ai-fake-audio-phone-calls-thieves-trick-companies-stealing-money>

https://www.vice.com/en_us/article/g5xvk7/researchers-created-a-way-to-make-realistic-deepfakes-from-audio-clips



Déjà vu: Do Redaction Right - North Carolina Bar Association
<https://www.ncbar.org/2019/10/01/deja-vu-do-redaction-right/>

We've been saying this for a while now, but redaction errors continue to pop up in high-profile cases and subsequently headlines.

Paul Manafort's lawyers made a redaction error showing that prosecutors apparently believe that Manafort shared internal Trump polling data with a suspected Russian spy during the campaign. Combined with some other factors in the case, this damaged Manafort's likelihood of receiving a light sentence.

In many of these scenarios, redaction simply hasn't been fully applied. Often, text in a Word document will simply be highlighted in black. This technically obscures the text, but the text is still there, as is the metadata. Other times, someone will put a black box over the text in a PDF document. Either way, the effect is the same: the text may be obscured, but it isn't actually removed from the document.

Redaction is typically a multi-step process. You have to mark text for redaction and then actually apply redaction. In most scenarios, the redaction is applied in a new

document so that the original is not written-over. Metadata is also removed from the document.

The long and short of it is that you really need to be using a specific tool for redaction.

Such tools include:

- Adobe Acrobat Pro or Pro DC (\$15 per user per month)
<https://acrobat.adobe.com/us/en/acrobat/pricing/compare-versions.html>
- Payne's Redact Assistant (\$60 for a single license)
<https://new.thepaynegroup.com/redact-assistant>
- Kofax Power PDF <https://www.kofax.com/Products/power-pdf>
- PDFelement <https://pdf.wondershare.com/pdfelement.html>
- Corel WordPerfect Office Professional
<https://www.wordperfect.com/en/product/professional-edition/>
- Nitro Productivity Suite (\$159 per license) <https://www.gonitro.com/nps>

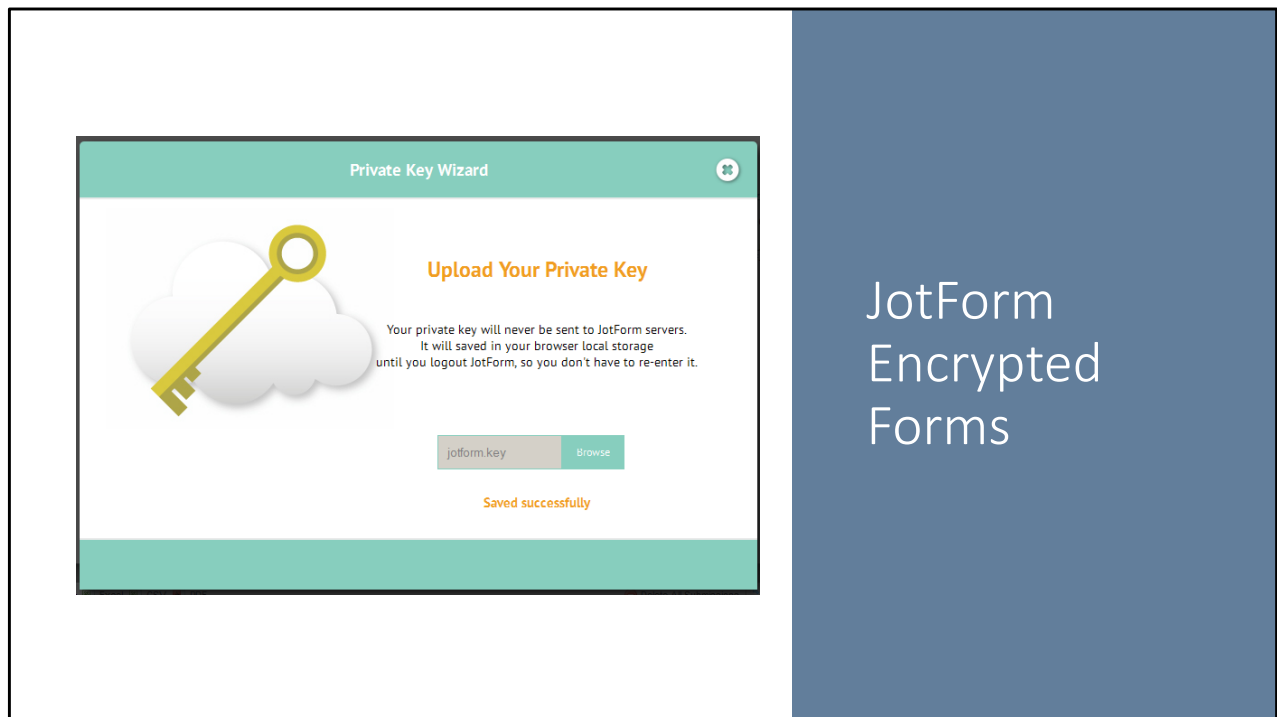
How to Blur Your House on Google Street View



How to Blur Your House on Google Street View (And Why You Should)

If someone has your home address they can “drive by” from afar via Google Street View. Whether you have a client who is trying to escape an abusive partner or you would rather not have anyone cybersnoop on your house, follow these steps to request your house be blurred in Google Street View.

<https://mashable.com/article/how-to-blur-your-house-on-google-street-view/>



JotForm Encrypted Forms

A Survey Tool for Gathering Client Information

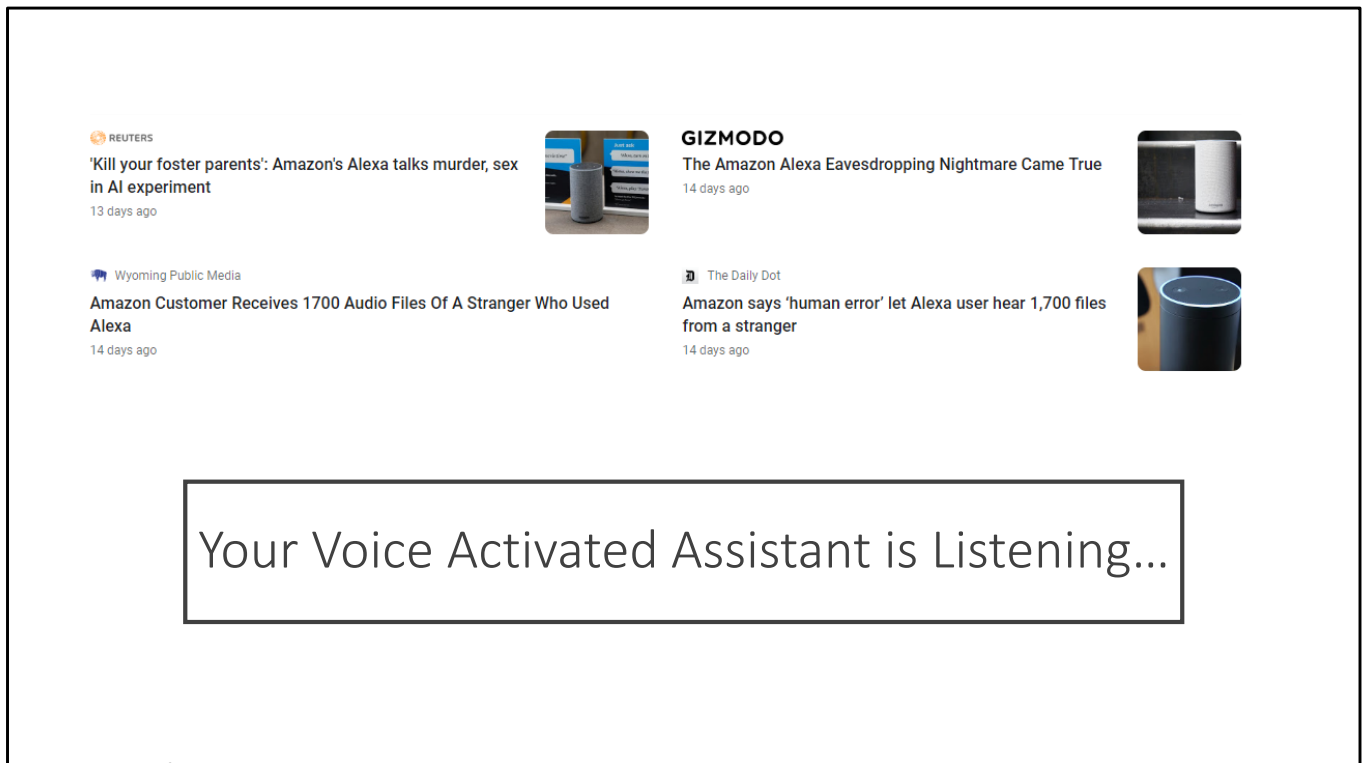
Do you want a way to gather information from clients easily and securely? Sending a MS Word document requires that the client has the appropriate software to fill it out and can be frustrating. PDF forms are often hard to create and clunky. JotForm is a secure, easy, and functional tool that lets you convert existing forms into surveys that let you gather information, documents, get esignatures and more.

<https://www.ncbar.org/2020/09/08/a-survey-tool-for-gathering-client-information/>



Use a
Password
Manager

Technology Spring Cleaning - North Carolina Bar Association
<https://www.ncbar.org/2020/05/12/technology-spring-cleaning/>



Somebody's Watching Me - North Carolina Bar Association

<https://www.ncbar.org/2020/03/31/somebodys-watching-me/>

<https://venturebeat.com/2018/12/20/alexa-glitch-let-a-user-eavesdrop-on-another-home/>

A user of Amazon's Alexa voice assistant in Germany got access to more than a thousand recordings from another user because of "a human error" by the company.

The customer had asked to listen back to recordings of his own activities made by Alexa but he was also able to access 1,700 audio files from a stranger when Amazon sent him a link, German trade publication c't reported.

"This unfortunate case was the result of a human error and an isolated single case," an Amazon spokesman said on Thursday.

The first customer had initially got no reply when he told Amazon about the

access to the other recordings, the report said. The files were then deleted from the link provided by Amazon but he had already downloaded them on to his computer, added the report from c't, part of German tech publisher Heise.

“We resolved the issue with the two customers involved and took measures to further optimize our processes. As a precautionary measure we contacted the relevant authorities”, the Amazon spokesman added.

On the recordings, a man and a female companion could be overheard in his home and the magazine was able to identify and contact him through the recorded information, according to the report.

...and So Are Amazon Employees



[Somebody's Watching Me - North Carolina Bar Association](https://www.ncbar.org/2020/03/31/somebodys-watching-me/)
<https://www.ncbar.org/2020/03/31/somebodys-watching-me/>

<https://abcnews.go.com/Technology/alexa-listening-amazon-workers/story?id=62331191>

<https://www.forbes.com/sites/kateoflahertyuk/2019/04/12/amazon-staff-are-listening-to-alexa-conversations-heres-what-to-do/#30fd465671a2>

To be clear though, the “always listening” aspect is built in to the very nature of the device.

Thousands of Amazon employees around the globe are hired to listen to voice recordings captured by Echo devices. These recordings are transcribed and annotated before being fed back into the software to improve the AI going forward. The aim is to eliminate gaps in Alexa’s understanding of human speech so it can better respond to commands.

The reviewers are required to record the data whether the device has been activated

on purpose or not. Meanwhile, if the reviewers hear any private details such as people's names or bank details, they are told to simply mark it as "critical data" and move on to the next audio file. When two workers believed the device picked up a recording of a sexual assault, they were told it wasn't Amazon's job to interfere.

There are settings you can adjust on your device to minimize the data that gets collected, but ultimately, my takeaway from reports like this is that these devices are not secure enough to have around any kind of confidential information. If you're using such a device in your office, it might be time to make Alexa retire.

Bracelet of Silence – Alexa Jamming Bracelet



Activate This ‘Bracelet of Silence,’ and Alexa Can’t Eavesdrop

Microphones and cameras lurk everywhere. You may want to slip on some privacy armor.

<https://www.nytimes.com/2020/02/14/technology/alexa-jamming-bracelet-privacy-armor.html>

Somebody’s Watching Me - North Carolina Bar Association

<https://www.ncbar.org/2020/03/31/somebodys-watching-me/>

Many lawyers and legal support staff are working from home, using their laptops, [personal smartphones](#), and [online video conferencing](#) to stay connected. These services and devices have features that may be listening and collecting confidential information. Other devices in the home, like webcams, smart TVs, voice-activated assistants, and Internet of Things (IoT) connected hardware, may also be listening. You can maintain some control over what is listening and deleting any data that may have been collected. Also from CPM this week, [tips for dealing with the new COVID-19 realities](#) and advice on [whether you should block your caller ID](#) to protect your personal smartphone number from clients.

Outline a Response Plan



You need to have an action plan in place for when an employee receives a suspicious communication.

You also need to have a concrete action plan in place for when things do go wrong. These should be written out and expressly communicated to your employees (maybe not in its entirety, but they need to know what they should do if they have been attacked). This plan will be unique to every firm or company, but the zoomed-out version will likely look something like the following:

1. Confirm
2. Contain
3. Understand and investigate
4. Report the attack to the necessary parties
5. Determine the root cause
6. Determine who needs to be informed (clients, etc.)
7. Remediation
8. Proactive security protection

Once you have your personalized plan in place, be sure to update it quarterly to be

sure all moving parts are considered. If you don't have an individual at your firm who is intimately aware of IT all your different moving technological parts, I highly recommend consulting with a specialized company to create this plan. See the last slide for more information about HigherGround Managed Services, for one example.

For more information regarding your ethical responsibilities when you've been hacked:

http://www.abajournal.com/magazine/article/youve_been_hacked_now_what

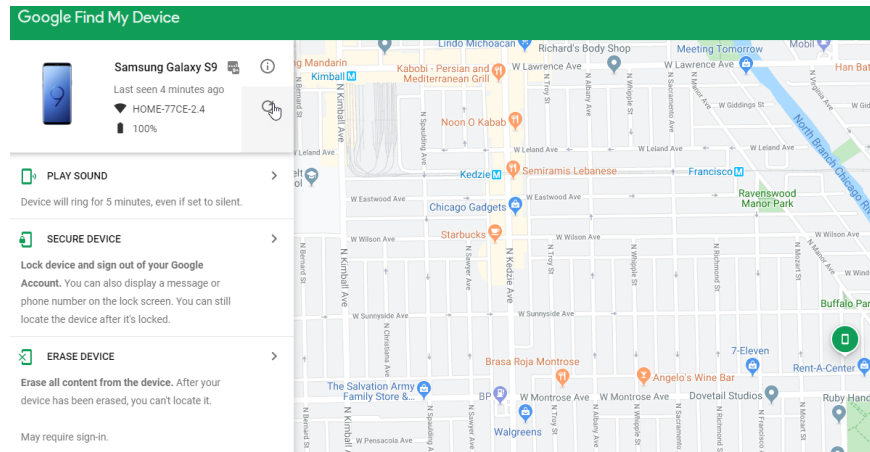
IT Issues & Opportunities for Law Firms:

https://www.chicagobar.org/ChicagoBar/CBA/Events/cba_Event_Display.aspx?EventKey=C0419W

CLE seminar led by Brian Brammeier, CEO of HigherGround Managed Services. HigherGround offers tailored, comprehensive security solutions for law firms. For more information about their services: <https://highergroundmsp.com/>

Mobile

Do You Know
How to Wipe
Your Phone?



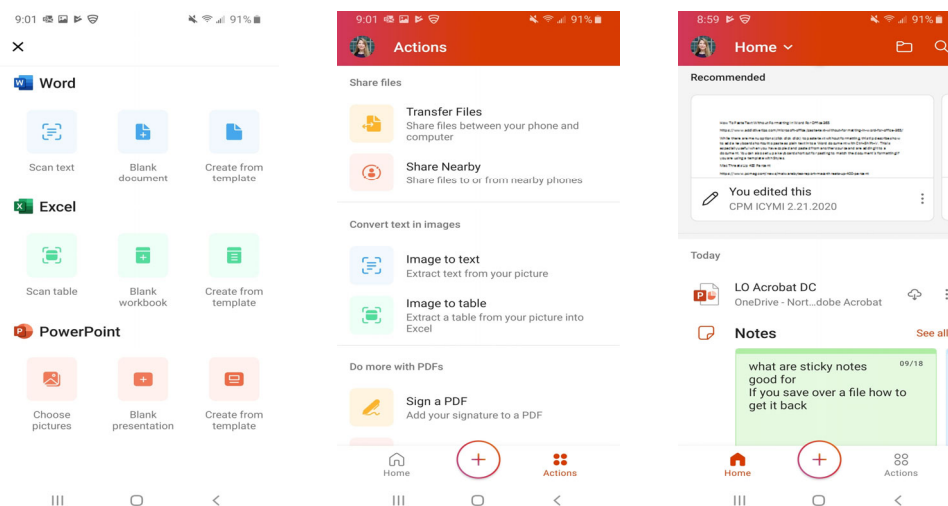
[The Tale of the Stolen Briefcase](https://cpm.ncbar.org/2019/10/08/the-tale-of-the-stolen-briefcase/)

<https://cpm.ncbar.org/2019/10/08/the-tale-of-the-stolen-briefcase/>

Simple Steps to Protect Mobile Devices

<https://cpm.ncbar.org/2019/06/25/simple-steps-to-protect-mobile-devices/>

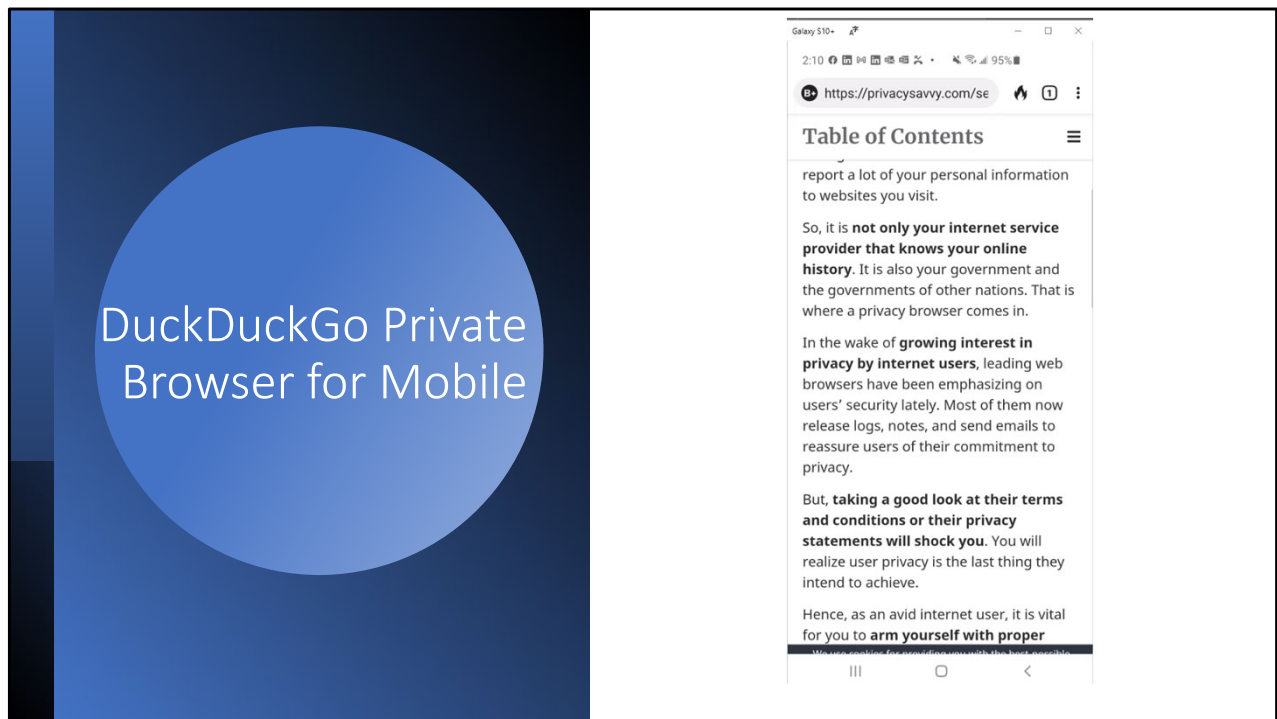
Office App – One App to Rule Them All



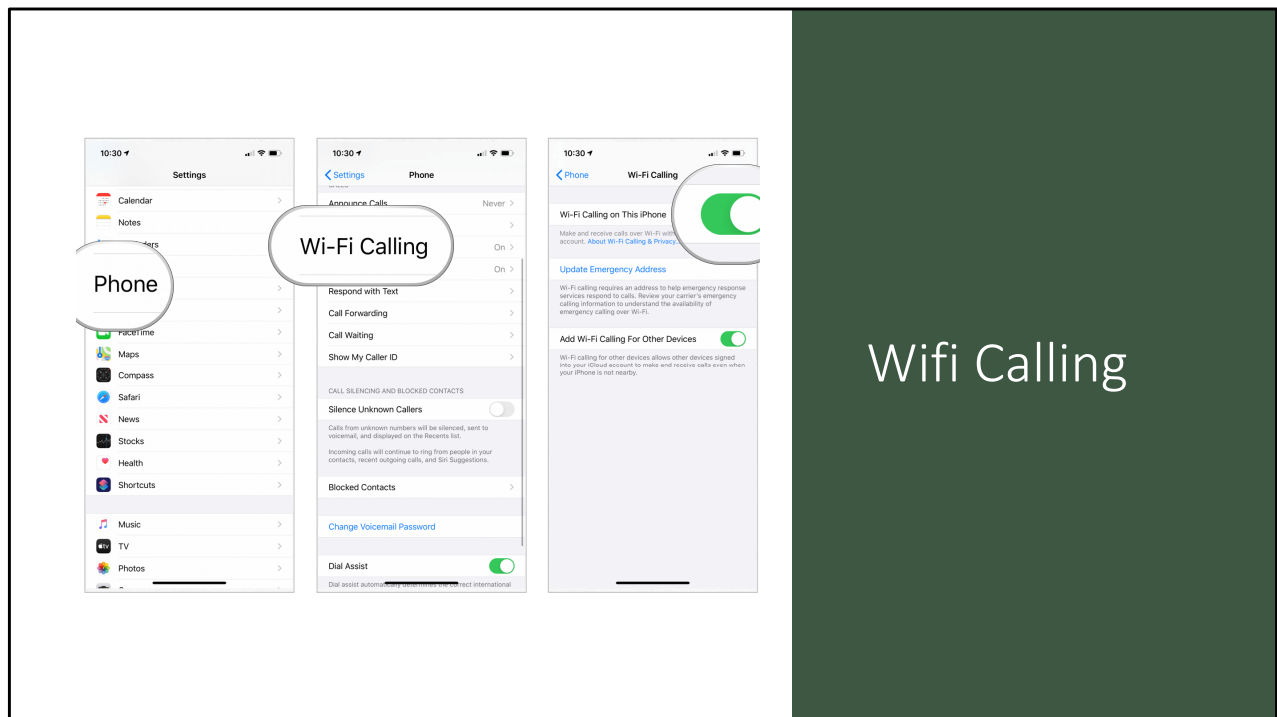
[Power in Your Palm: Microsoft Outlook and Office Apps](#)

If you are a Microsoft 365 user then getting the [Outlook](#) and [Office](#) app on your smart phone is an easy decision. Built for what you need from your small screen, these apps provide an amazing amount of functionality, including scanning, signatures, managing your calendar and far more.

<https://www.ncbar.org/2020/10/13/power-in-your-palm-microsoft-outlook-and-office-apps/>



Recalling Privacy - North Carolina Bar Association
<https://www.ncbar.org/2021/03/30/recalling-privacy/>

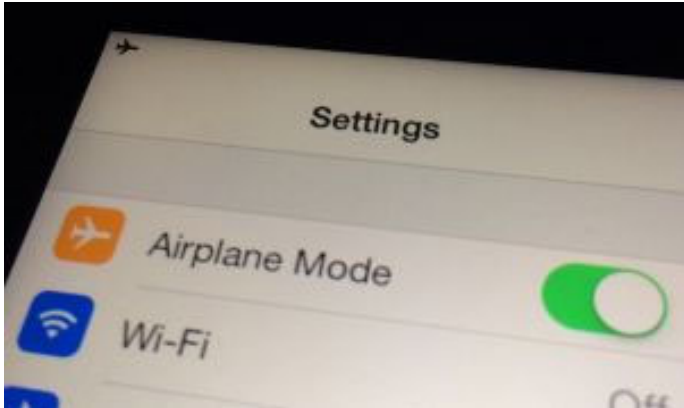


What is Wi-Fi Calling and How Does it Work?

If you are using your personal smartphone for calls more often and find that your wifi is stronger than your cell phone signal you can switch to wifi calling on most carriers. No special apps needed, if your mobile phone is reasonably up to date you can just switch to wifi for calls. This article explains how.

<https://www.groovypost.com/howto/what-is-wi-fi-calling-and-how-does-it-work/>

What Else Can Airplane Mode Do?

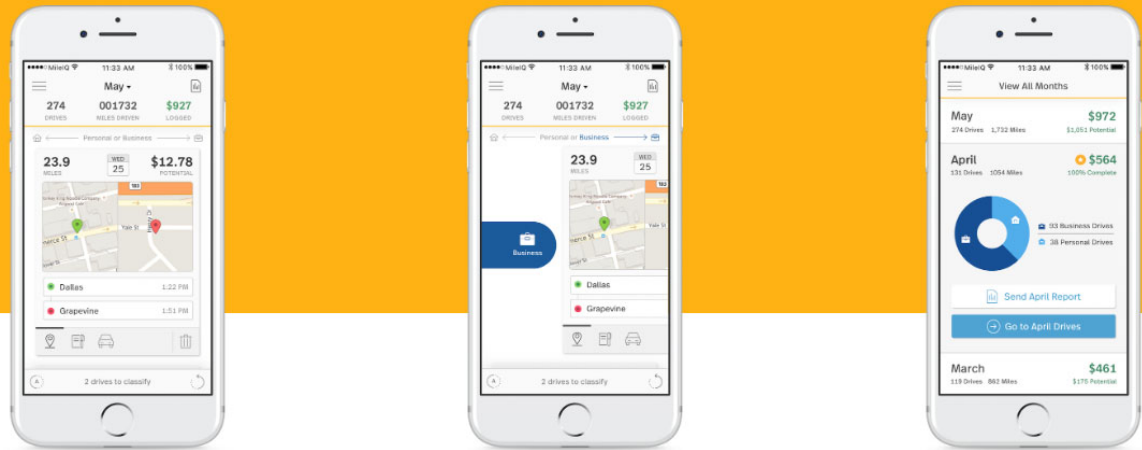


- Find a Better Signal
- Do Not Disturb
- Faster Charging

Turn on, Tune In, Drop Out

<https://cpm.ncbar.org/2019/06/11/turn-on-tune-in-drop-out/>

Automatic Mileage Tracking that Works



Automated Mileage Tracker in O365 - MileIQ

Part of Office 365 (or you can get a limited free version) this app automatically tracks your mileage. In the app swipe right for business drives, swipe left for personal drives. Add parking, tolls or drive purposes in the notes. You get a weekly report, or download reports in a spreadsheet.

<https://www.mileiq.com/office365>

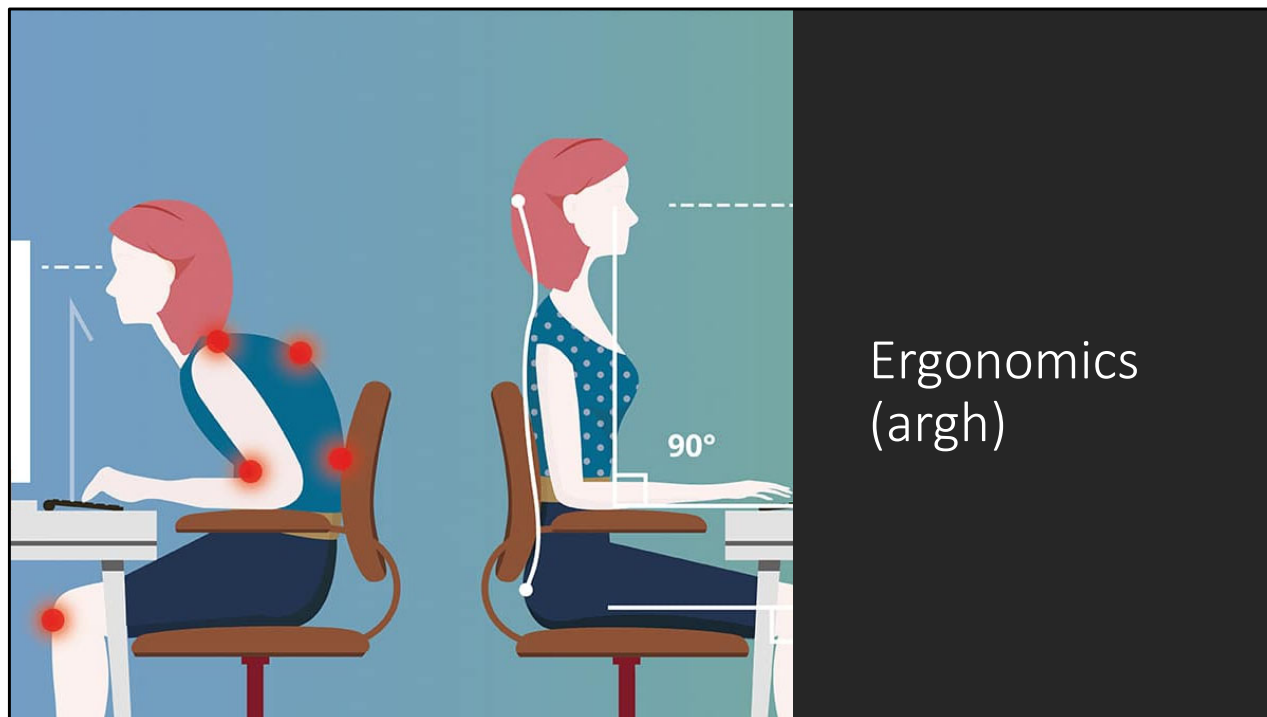


Rocketbook Smart Notebook

<https://getrocketbook.com/>

Rocketbook has created a line of reusable smart notebooks for those who want the convenience factor of digital notes with the comfortable familiarity of taking handwritten notes. Each notebook includes a special pen and erasable pages, so you take notes just like you would have 20 years ago, but you can reuse the notebook again and again. The app and the QR code on the page allow you to easily convert your notes to digital form in Google Docs, Dropbox, iCloud, Evernote, Box, or email.

The Office



Ergonomics (argh)

<https://ergo-plus.com/office-ergonomics-position-computer-monitor/>

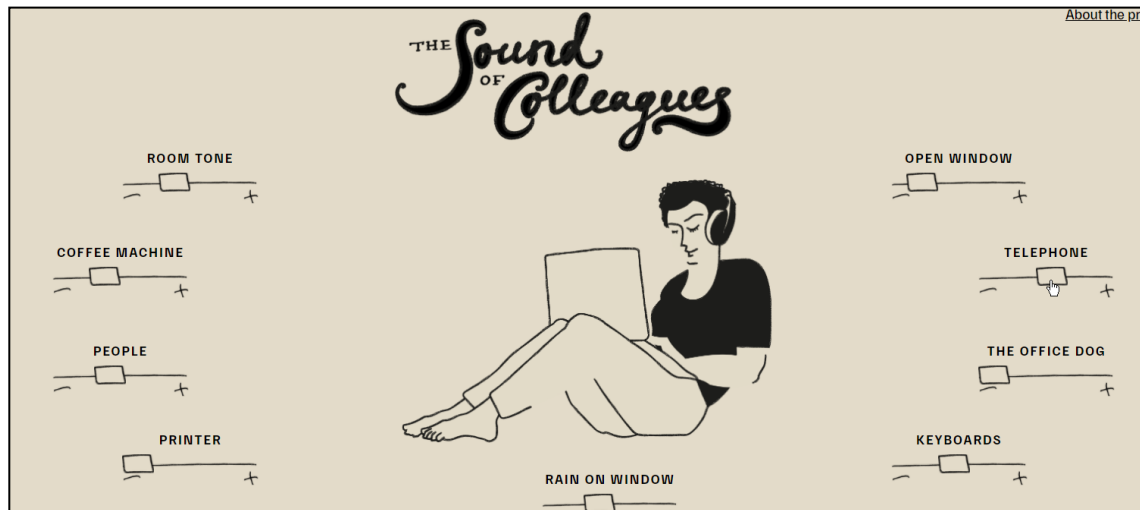
Your monitor should line up so that if you look straight ahead when sitting straight, your eyes are at a height of 25% to 30% below the top of the screen

To get the proper height, you'll likely need a riser for the monitor

You want the 90 degree angles seen on the slide

Desk or table height standard FOR WRITING is 29 inches from the floor to the top of the work surface – ADJUST FOR YOUR BODY - keyboard trays pull out from below the work surface and are typically an inch or two lower than the desk or table height to circumnavigate this height difference – keep that math in mind if you don't have a keyboard tray

Forearms should be parallel to the ground and wrist is not bent up or down when you type or mouse. The top surface of your wrist should essentially be on the same plane as the top of your forearm, with your fingers dangling slightly down to the keyboard.



Miss the Office? Turn on The Sound of Colleagues!

Recreate Your Noisy Office with “The Sound of Colleagues”

If you are working from home, you may have switched from office hubbub to noises that you have a harder time tuning out – like your neighbor’s TV or a strange clatter coming from your child’s room. Well, you can tune all of that out by putting in your earbuds and going to the Spotify channel “The Sounds of Colleagues” (if you don’t have Spotify, you can just go to the website). There you can turn up the sound of typing, the occasional phone ringing, and other offices sounds to enjoy a little soothing familiarity.

<https://www.reviewgeek.com/44469/re-create-your-noisy-office-with-the-sound-of-colleagues>

<https://soundofcolleagues.com/#>



Ditch the Open Floor Plan

Open floor plan is financially desirable to large corporations (roots in tech – as being conducive to creativity and collaboration) so it's been passed off as a productivity hack. In reality, based on my experiences working within them, it's a productivity nightmare.

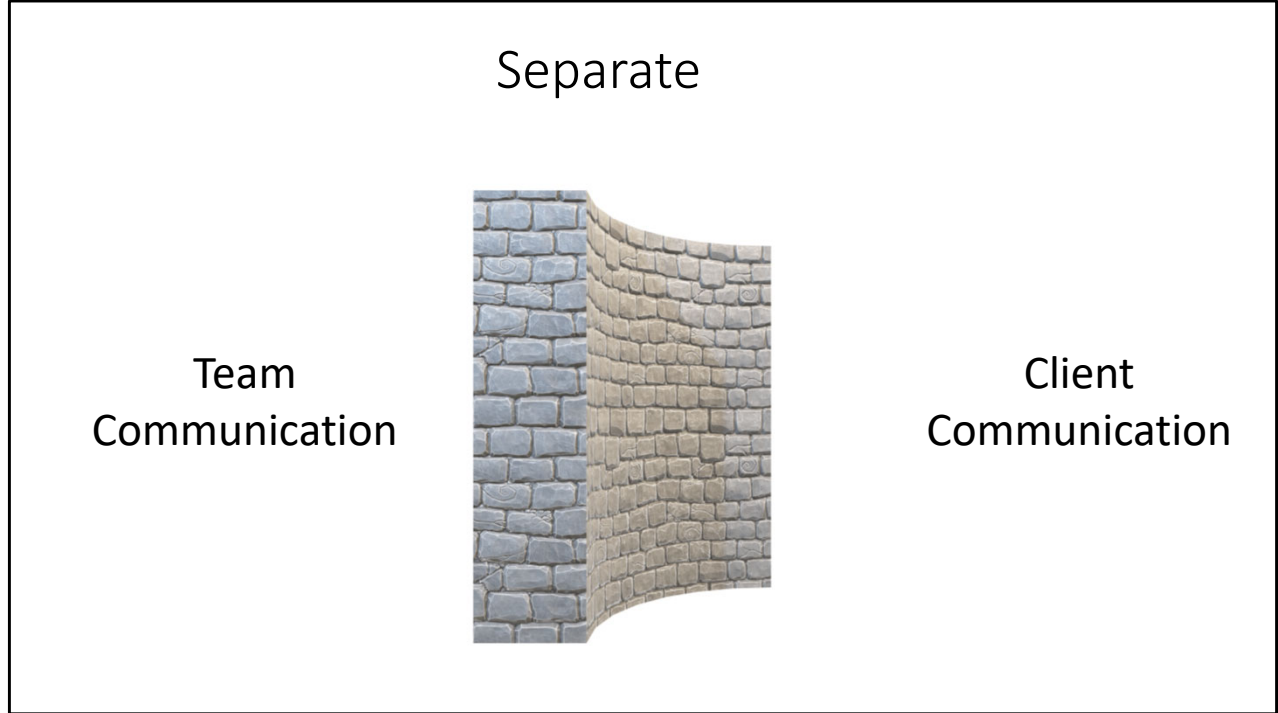
Acquaintance who said the open floor plan really exacerbated the divide between attorneys and staff in the office

New York Times “The Pandemic May Mean the End of the Open-Floor Office”:
<https://www.nytimes.com/2020/05/04/health/coronavirus-office-makeover.html>

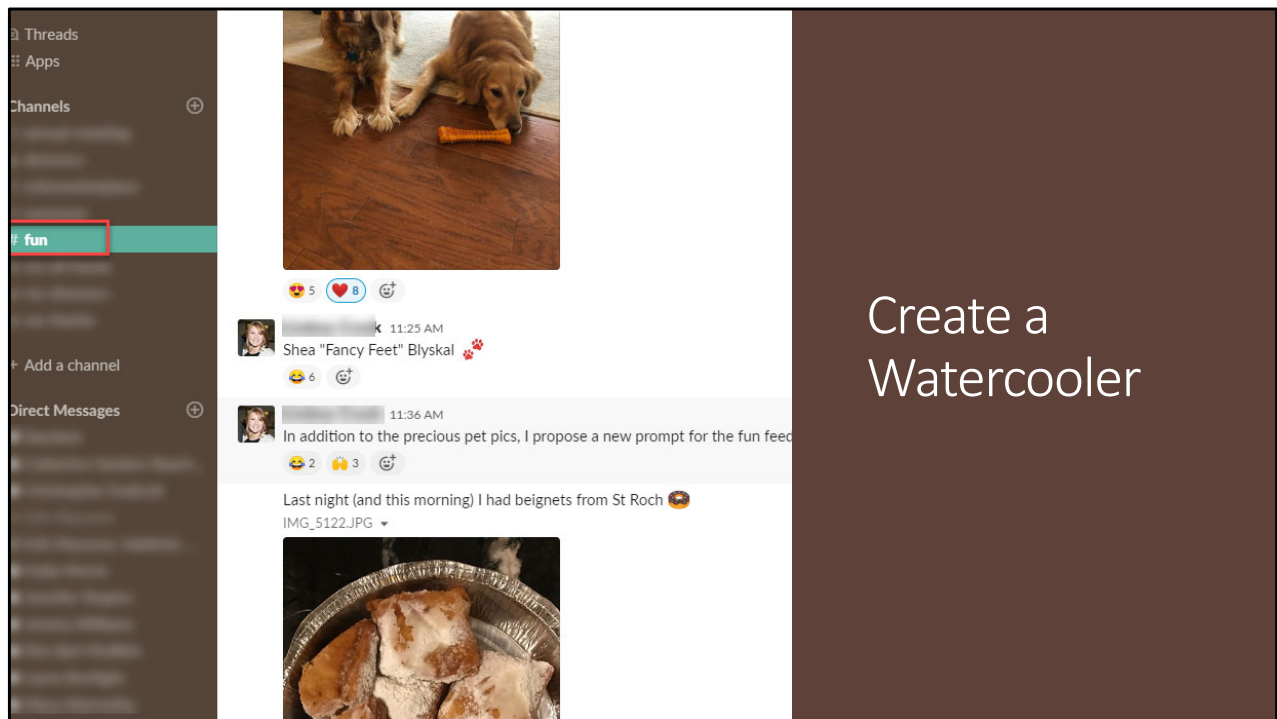
“Sneeze guard - this plexiglass barrier that can be mounted on a desk is one of many ideas being mulled by employers as they contemplate a return to the workplace after coronavirus lockdowns. Their post-pandemic makeovers may include hand sanitizers built into desks that are positioned at 90-degree angles or that are enclosed by translucent plastic partitions; air filters that push air down and not up; outdoor gathering space to allow collaboration without viral transmission; and windows that actually open, for freer air flow.

Much of what is known on the subject of workplace and disease transmission comes from studies about workplace transmission of the flu, which shares some similarities with the novel coronavirus, said Dr. Lisa Winston, the hospital epidemiologist at Zuckerberg San Francisco General at the University of California, San Francisco. “We know that flu spreads in workplaces among healthy working adults,” she said. A [2016 analysis](#) of various research papers from around the world found that around 16 percent of flu transmission takes place in the office.

Other research shows that one of the best ways to reduce transmission in the workplace is to provide paid sick leave that encourages ill employees to stay home.

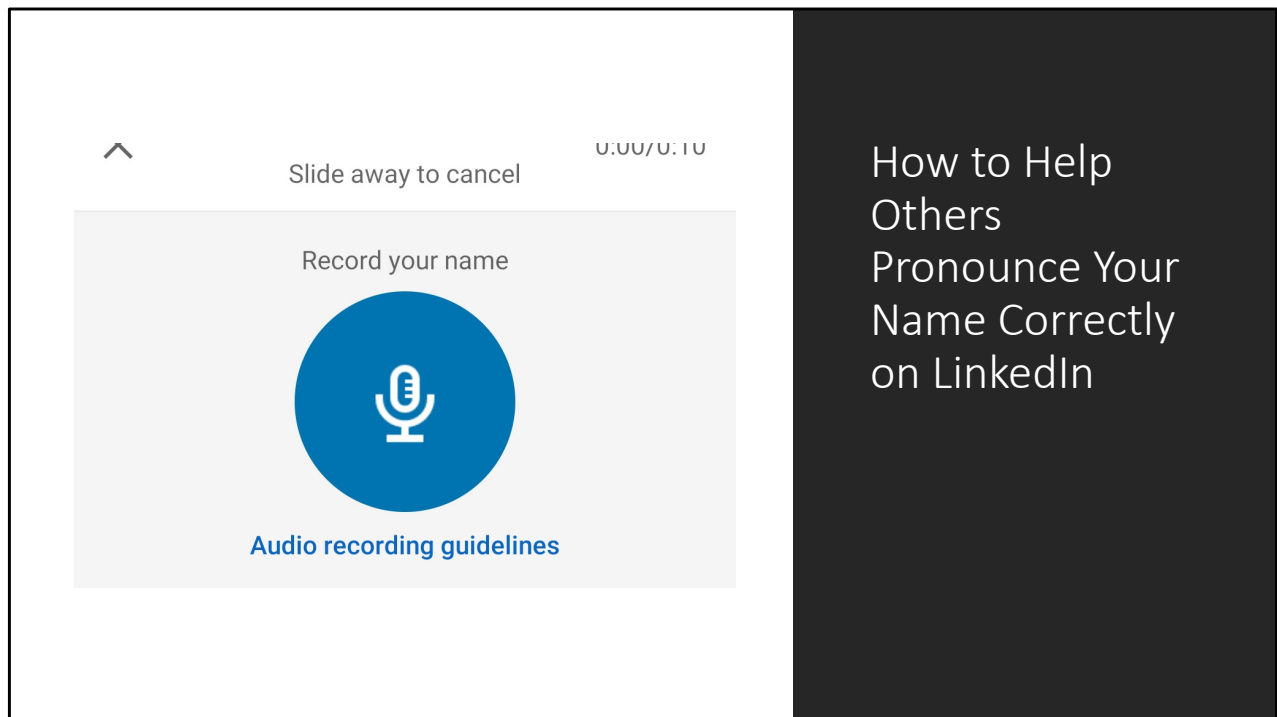


You can use MS Teams, G-Suite Hangouts Chat or Slack to communicate internally and reduce email back and forth and for internal meeting audio and video calls
Use phone, email, text and video conferencing like Zoom or Webex with clients



If you have office 365 you probably already have access to Yammer (and Teams) – if not you can get Slack for free. It works in a similar way. We are also meeting in small groups to walk the track at the park and of course we are staying 6 feet apart.

<https://www.rocketmatter.com/attorney-wellness/mental-health-tips-working-remotely/>



How to Help Others Pronounce Your Name Correctly on LinkedIn

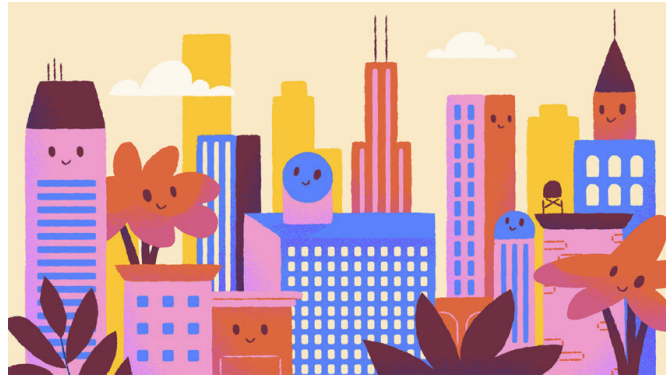
If your name is frequently mispronounced, you can help people who visit your LinkedIn profile learn how to say it by adding an audio file. This is a useful feature for you and for people who would prefer not to butcher your name when you meet.

<https://www.makeuseof.com/tag/linkedin-pronounce-name-correctly/>

To record and display your name pronunciation on Android or iOS:

1. Tap your profile picture then **View Profile**.
2. Tap the **Edit** icon (a diagonal pencil) from your introduction card.
3. Tap **+ Record Name Pronunciation**.
4. Tap the recording button and hold it down to record you pronouncing your name.
5. When you're satisfied, tap the **Use** button followed by **Save**.

Evaluate the Health of Your Space



Harvard Business Review “What Makes an Office Building Healthy”:
<https://hbr.org/2020/04/what-makes-an-office-building-healthy>

Article written by business consultants who specialize in designing office spaces. They’ve been inundated with questions about how companies should go about reopening.

Office design is of course a concern for business leaders eager to find new ways to attract, retain, and enhance the performance of their employees. The pandemic makes it likely that a healthy office environment will become a big priority for employees looking for jobs.

Central to this conversation is the understanding that there is no elimination of risk when it comes to disease transmission at the office. The goal needs to be risk reduction.

9 foundations of a healthy building:
Ventilation
Air quality

Thermal health
Moisture
Dusts & pests
Safety & Security
Water quality
Noise
Lighting and views

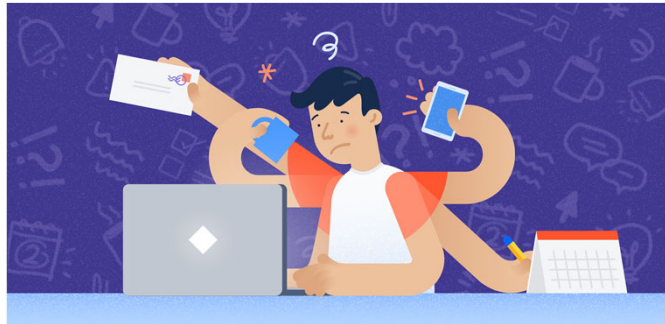
One study of young adults found that every 1°F deviation from an optimal indoor temperature came with a [2% decrease in output](#). In another study, researchers found that every time you double the rate of outdoor air delivered into an office, [worker performance improves by 1.7%](#) across four simulated office tasks: text typing, addition, proofreading, and creative thinking. An analysis of sick leave data for more than 3,000 workers across 40 buildings found that [57% of all sick leave was attributable to poor ventilation](#).

A study of workers found that they [reported more headaches and worked 6.5% more slowly](#) on a typing test when they were in an office with a pollution source. The “pollution source” in question? A dirty carpet.

Young adults in an office designed following [biophilic design](#) principles had lower blood pressure, lower heart rates, and [better performance on short-term memory tests](#).

I’ll talk more about administrative controls in a bit.

Are You a Good Employer?



Paid sick leave is probably not a novel concept in this industry, but here's the kick – employees have to feel that they can actually take advantage of this.

Line between working remotely and paid sick leave

Do people NEED to be in the office?

As an employer it's your responsibility to protect your employees. If you have been forcing employees to go into work throughout the pandemic when their job could have been done remotely if provided with the proper technology, they're not going to forget that. If you have made it clear that their health is not on your list of priorities, good luck with retention.

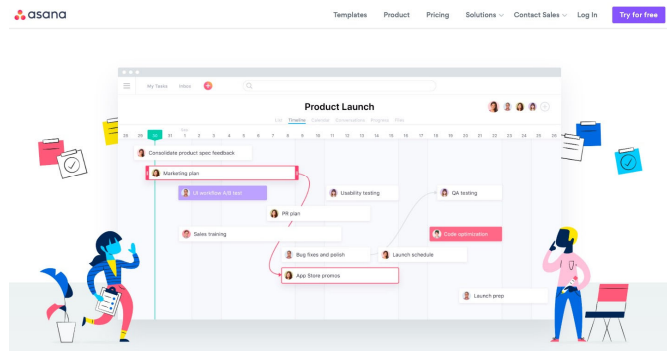
Management skills:

No one is asking you to be a therapist to your staff, but being a manager involves making sure that your employees feel prioritized and heard.

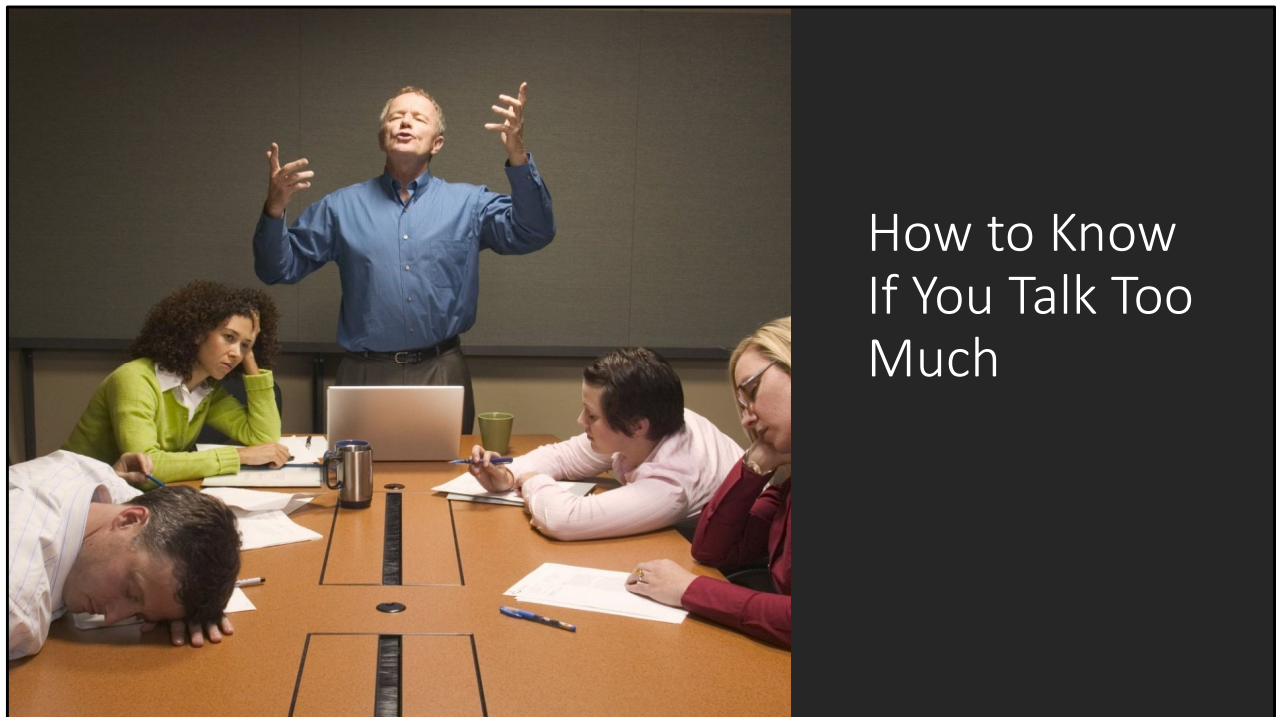
Your people are your law firm. Acknowledge and deal with the humanitarian and personal elements of the COVID-19 crisis with empathy. Support employee flexibility,

collaboration, and connectivity through technology and frequent communications from firm leaders. Look for opportunities to reallocate any excess capacity rapidly toward building new firm capabilities or pro bono activities—every firm member should see clearly how their work is meaningful through this period.

Use a Project Management Tool



What You Need to Know About Project Management - North Carolina Bar Association
<https://www.ncbar.org/2021/03/09/what-you-need-to-know-about-project-management/>



How to Know If You Talk Too Much

How to Know If You Talk Too Much

This is sound advice on being a more engaging conversationalist and listener. The author shares advice from his colleague, Marty Nemko, that lays out the Traffic Light Rule. Know when to go and when to stop before you go from interesting to boring.

<https://hbr.org/2015/06/how-to-know-if-you-talk-too-much>

Traffic Light Rule

In the first 20 seconds of talking, your light is green: your listener is liking you, as long as your statement is relevant to the conversation and hopefully in service of the other person. But unless you are an extremely gifted raconteur, people who talk for more than roughly half minute at a time are boring and often perceived as too chatty. So the light turns yellow for the next 20 seconds— now the risk is increasing that the other person is beginning to lose interest or think you're long-winded. At the 40-second mark, your light is red. Yes, there's an occasional time you want to run that red light and keep talking, but the vast majority of the time, you'd better stop or you're in danger.

AI is Probably Not Taking Your Job

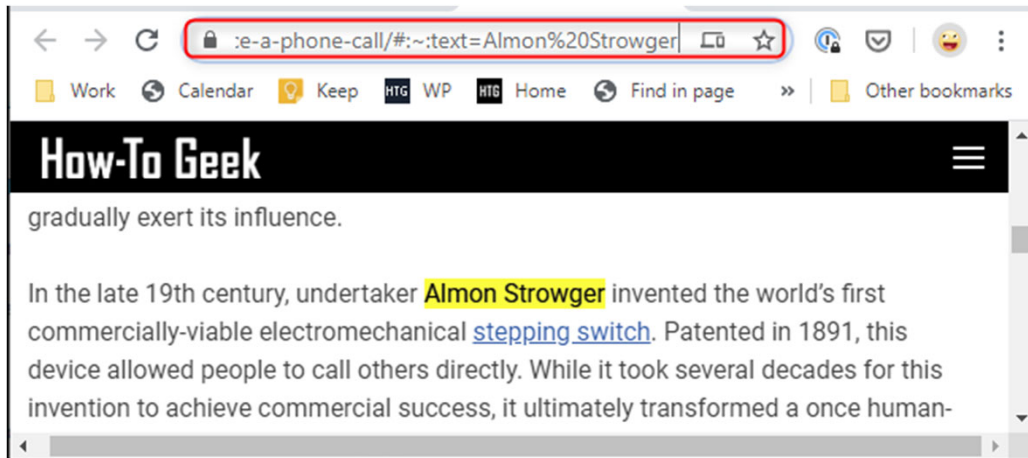


Inspirobot is an artificial intelligence that was designed to generate “unlimited amounts of unique inspirational quotes for endless enrichment of pointless human existence,” and as you’ll see below, the Inspirational posters it generates are hilariously wrong

<https://www.geeksaresexy.net/2018/12/03/artificial-intelligence-generates-hilarious-wrong-inspirational-posters-pics/>

Communication

How to Directly Link to Text on a Web Page in Chrome

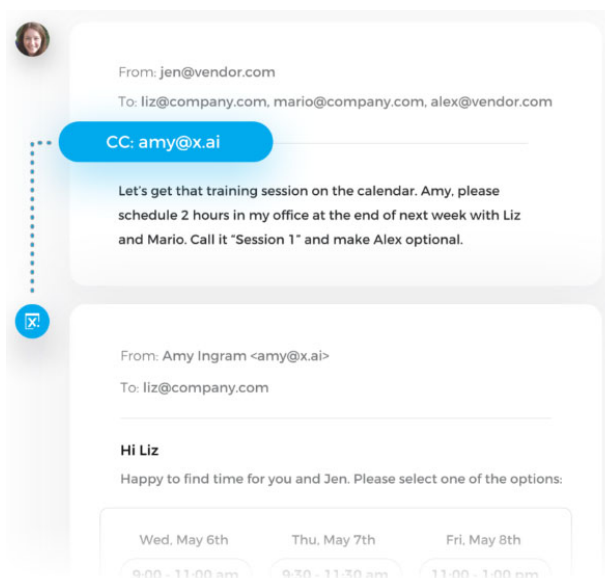


How to Directly Link to Text on a Web Page in Chrome

Have you ever wanted to send a web link to a client or colleague that takes them straight to a word or phrase in the text? Well, if you and your recipient use Google's Chrome browser now you can. This feature rolled out early this year and involved you adding a bit of code to the end of a URL (`#::~text=insertwordhere`). That is difficult to remember and use, so now there is a bookmarklet to help!

<https://www.howtogeek.com/677110/how-to-directly-link-to-text-within-a-web-page-in-chrome/>

X.ai Virtual Assistant



X.ai Virtual Assistant

[X.ai](#), like Acuity, Calendly, and Bookings, integrates with your Outlook or Gmail calendar to [help people find a time to schedule an appointment](#). However, X.ai adds a virtual assistant component to make this process seem more personal. When you need to set up a meeting cc Amy (or Andrew) and “ask” her to schedule a call or video conference and she’ll hash it out with the participants. Like digital dictation (or a real assistant), you do have to give your virtual assistant some information like the “who what when where and how” for the meeting. Amy also sends you an email first thing in the morning with your daily meetings roundup. The basic service is free for life. Paid plans (\$8 and up) give you connections to unlimited calendars, personalized email signatures for your virtual assistant, Zoom and Zapier integration, and designated VIPs can schedule directly with your X.ai assistant. For \$12 per month, your assistant can be on your domain. You can alternatively [cc Cortana for a similar feature built](#) into Windows 10.

Make Appointments Easy: Meeting Scheduling Tools - North Carolina Bar Association
<https://www.ncbar.org/2020/06/02/make-appointments-easy-meeting-scheduling-tools/>

The Center for Practice Management (CPM) is your free, confidential law practice advisor.

The Center for Practice Management consults with NCBA members on issues from law firm start up to
wind down and all points in between, including:

- Technology
- Legal research
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- Social media best practices

Schedule a consultation, ask a question, or get in touch!

[ncbar.org/cpm](https://www.ncbar.org/cpm)

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Center for Practice Management - North Carolina Bar Association

<https://www.ncbar.org/members/resources/center-for-practice-management/>

QUESTIONS?

Email Catherine at
csandersreach@ncbar.org

Catherine Sanders Reach, MLIS
Director, Center for Practice Management
North Carolina Bar Association
<https://ncbar.org/cpm>