



Newsletter Issue No. 49

April 2020

Markets



It is an unprecedented time as we effectively fight the spread of COVID-19. Our Federal, State and Local governments have put significant restrictions in place that have effectively shut down major segments of the economy. We all personally know individuals that have been furloughed and face uncertain times on when- or if- they will be able to go back to work. TekSynap has chosen to find alternate assignments for all employees whose contracts were impacted by the pandemic response. So while I am happy to report that we have had no COVID-19 related financial impact to our personnel to date, I know that it does not alleviate the financial angst that we're all feeling.

Up, down, and sideways the market is just a little crazy right now. Everyone has an opinion about what you should do. Buy, sell, hold steady-- it troubles the heart to know just what the right decision should be. Personally, I like to check in on the progress of the 401k; up until just a few weeks ago it was a warm experience. Everything looked pretty dang good, but if you're anything like me, I now avoid looking. Our country has been through tribulations and trials. We have been in a bull market for a long time, but clearly it's a bear now. It's easy to get caught up in a blizzard of negative news. Frankly, the bear market is a bit depressing and bleak, but good news will certainly come.

I'll begin by saying that I don't have the answers. I am certainly not a financial wizard. I am definitely not a player when it comes to stocks, puts, short selling, futures, and all that jazz. In the last three weeks, I have seen a ton of advice about what financial experts think we should do. Some experts say, the sky is falling; get out of the market now! Others have forceful pleas to stand pat and not panic. I found some solace in a recent email that included a PowerPoint from a study J.P. Morgan conducted. The presentation was full of information that are sure to help you sleep at night, but on slide 17, something caught my eye. I found this slide fascinating because I had not seen the stock market charted to show the history back this far. It included an overlay of recessions: World War I and II, the Korean War, the Vietnam War, Black Monday, the 2008 Global Financial crisis. When you step back and look at what the markets have done since the 1900's, it puts things into perspective. At least it did for me. My takeaway was that if you can weather the storms of today, you'll be more prepared tomorrow. I am no financial advisor, which is why we've asked Raffa Financial Services to hold a webinar for everyone to get real information from professionals. TekSynap's ADP 401k plan administrators. We will holding two company-wide webinars that Raffa is presenting for all employees is on May 6th & 8th, 2020 at 3:00pm EST. I hope each of you will make time to virtually attend. I hope that the TekSynap family stays happy, healthy and safe in these turbulent times.

When: May 6, 2020 03:00 PM Eastern Time
(US and Canada)

Topic: Market Volatility Webinar for
TekSynap Retirement Plan Participants

Please click the link below to join the
webinar:

<https://zoom.us/j/96548805761>

Or iPhone one-tap :

US: +16468769923,,96548805761# or
+13126266799,,96548805761#

Or Telephone:

Dial(for higher quality, dial a number based
on your current location):

US: +1 646 876 9923 or +1 312 626
6799 or +1 669 900 6833 or +1 253 215
8782 or +1 301 715 8592 or +1 346 248
7799 or +1 408 638 0968

Webinar ID: 965 4880 5761

International numbers available:

<https://zoom.us/j/96548805761>

When: May 8, 2020 03:00 PM Eastern Time
(US and Canada)

Topic: Market Volatility Webinar for
TekSynap Employees

Please click the link below to join the
webinar:

<https://zoom.us/j/98181748438>

Or iPhone one-tap :

US: +13126266799,,98181748438# or
+16468769923,,98181748438#

Or Telephone:

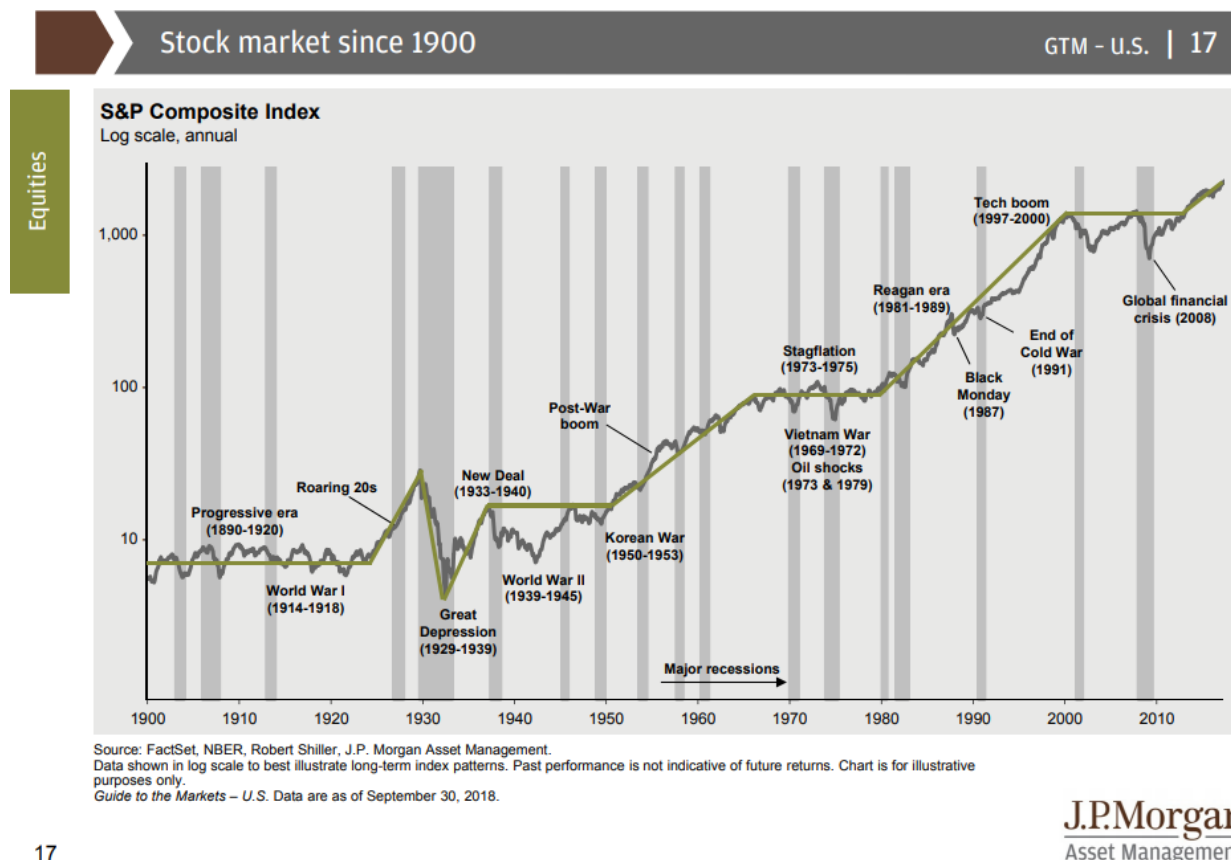
Dial(for higher quality, dial a number based
on your current location):

US: +1 312 626 6799 or +1 646 876
9923 or +1 346 248 7799 or +1 408 638
0968 or +1 669 900 6833 or +1 253 215
8782 or +1 301 715 8592

Webinar ID: 981 8174 8438

International numbers available:

<https://zoom.us/j/98181748438>



Other is, too)

1. Discuss ground rules
2. Establish a schedule
3. Outline a plan for childcare during the day
4. Have a signal for "DND"
5. Spend time together as a couple

For full article click [here](#)



Caught in the Act

Kudos to **J6** on the 1400 Senior Leader call!

DLA would like to recognize **Dennise Shally-Schalk** for her work ethic and value to the customer.

Simon Tsui received a kudos for being quick to pick up and take under his wing the revision of the SolarWinds. He has demonstrated great initiative and forward thinking.

Kudos from Kam to **Leonard Newman**, **Ray Caruso**, and **Chris Schuster** for working hard to receive recognition of our work with Microsoft products at Nuclear Regulatory Commission.

Chris Schuster would like to take a moment to thank the **SNCC Team** for the tremendous support that each of you have been providing to the NRC this week. He continues to be amazed at the level of competence and professionalism that the SNCC team has exhibited during these unusual circumstances.

Shiela would like to share an internal recognition for **Kearstin McGinnis** for the great support she provided in getting out a bunch of Letter's of Intent for our DLA Central LAN recompile.

Shout out to **Kay Stephens** for always providing great service and leading by example.

Thank you **Arland Smith** for getting "telework-ready" in lieu of the COVID-19 pandemic, Marty efficiently supported several customers who had swamped the Service Desk at one time.

Kudos for **Steven Howard** for providing excellent customer service for DLA.

DLA would like to thank **Jay Ko** for excellent customer service.

Shout out to **Avneesh Arya and team** from NRC for flawless execution.

DLA sends their appreciation to **Eric Underkoffler**, **Carlos Ortega**, **Justin Mcbeth**, **Ronald Pristera**

Shout out to the entire **NRC team** for helping NRC maintain its important safety and security mission.

A DLA customer would like to give kudos to **Nicole Carter** for her spectacular customer service!

TEAMS Together everyone achieves more award: **David Mendoza** and **Derek Murphy**

Kay Stephen, Gary sends his thanks to her for taking time to follow up and assist him during the weekend.

Shout out to **Kearstin McGinnis** and **Michelle Norris** from Ray Caruso. Thank you for your recruitment efforts and successes on the Department of Transportation EITSS.

An employee would like to recognize **Michelle Norris** for proving one of the most thorough and smooth recruiting processes they have experienced.

Shout out to **De James** and **Tom Murphy** for your leadership and all you do from Mark Pint.



Certification Corner

Congrats to **Leonard Newman** for completing his Microsoft 365 Security Administrator Associate and Microsoft 365 Enterprise Administrator Expert!

Juniper Networks Certified Associate:

Adam Craig, Brenden Wiles, Chase Rustand, Cole Wilthers, Dicken Tsoi, Dominic Politi, Drew Harper, Israel Negron, James Carnill, John Delossantoas, Jonathan Sarty, Lonny Legran, Parker Hoppens, Ryan Hagan, Sajjadul Chowdhury, Eddie Willson, Tyler Wallace

Mist Wifi Certification:

Brenden Wiles, Dicken Tsoi, Dominic Politi, Drew Harper, Eddie Willson, Eric Emrich, Israel Negron, Naeve, Justin Faciane, Parker Hoppens

Certified Scrum Master – **James Coleman**

We encourage you to use your Employee Learning Program Benefit. Click [*Here*](#).

Did you say Delivery?

With the start of option year 1 for the DLA ESD task order, many big changes took place. One of the bigger ones, was the loss of access to vehicles the ESD team used to move equipment in the support of the staff that do the work of Defense Logistics Agency. A few locations felt the loss more acutely than others, Norfolk, VA and New Cumberland, PA, Red River, TX and Cherry Point, NC. Red River and Cherry Point have larger areas to cover but also have restrictions as to what vehicles can go where as well as parking lots a great distance from building entrances. Solution? Golf Carts! TekSynap purchased two street legal Golf Carts with flat beds that can access the warehouses, pick up equipment and deliver it to our geographically dispersed customers. The Cherry point team has christened their cart, Flash, delivering at the speed of our customer's needs. This golf cart is SO good looking, it actually turns heads on base!



Soon to be delivered are leased Ford Transits. These are headed to New Cumberland and Norfolk, where the teams there drive more than 30 miles a week between sites and warehouses. Everyone looks forward to their arrival and turning more heads!

Cigna Virtual Appointments

Talk to a Doctor or Nurse 24/7

What is telehealth?

Telehealth (also known as telemedicine) is the use of technology such as computers and mobile devices to help you get health care from anywhere, anytime.

How does telehealth work?

Depending on your plan and location, eligible Cigna customers can connect 24/7 with board-certified doctors, licensed clinicians, or nurses through online video chat or phone.

Two options to meet your needs

Talk to a Nurse

If you're not sure what type of care you need, talking on the phone with a nurse can help you determine the right care plan and is available at no additional cost to you

Or

Online Doctor Visits

You can talk directly with a board-certified doctor through the phone, or video, for help with minor, non-life-threatening conditions. When medically necessary, they can have prescriptions sent directly to your local

Open Positions

Kirtland - AFB Albuquerque, N.M

Client Support Technician

Client Support Technician II

DTRA - Fort Belvoir, VA

Senior VMware Administrator

ISSO - Fort Belvoir, VA

Senior VMware Administrator

SNCC – Rockville, MD

Senior Security Engineer SME

Windows/Cloud System Administrator

Please email your referral resumes to: careers@teksynap.com

pharmacy

We understand that during this time you may be stressed or overwhelmed. You are also able to speak with Therapists or Psychiatrists virtually if you need to.

Schedule an appointment [here](#)



James Carnill adopted this beautiful lab mix puppy named Storm on 3/25/2020!

If you are interested in having some company while you telework and are near the DC area please click [here](#) to look into fostering or adopting an animal.

If you are outside of the region and interested in fostering a pet, check in with your local animal shelter and see if they have openings.



Pearl Prince and her family adopted Bear from MJ's Animal Sanctuary. What a cutie!



WHAT TO DO DURING SOCIAL DISTANCING

Let yourself virtually visit museums from all over the world:

The Louvre

National History Museum

The Vatican

British Museum

Blarney Castle

Let's check out some animals!

Live Panda Cam
Live Elephant Cam
Live Tiger Cam
Live Coral Reef Cam
Live Open Sea Cam

AND SO THE
Adventure
BEGINS

Take some online classes for free
Netflix and chat
Facetime or Skype your friends and family
Videogames! Bring out the Xbox, Wii, Playstation, etc
Videogames but *virtual reality* style
Virtual Yoga
Virtual cardio classes
Go for a walk/jog outside (fresh air and sunshine is still good for you but maintain distance from others)
Boardgames and puzzles



ADP HOW TO

Emergency Contact Update

Please be sure to update or add an emergency contact to your ADP profile.

You can do this by going to the employee portal then clicking:

Myself > My Information > Profile > Add (in the emergency contact box)

Certification update

Myself > My Information > Profile
Under Professional Credentials you will see licenses and certifications.
You may add, edit, or delete as needed.

CDC Recommendations

Symptoms of COVID-19 ([click here](#))
How to make a mask ([click here](#))

Employees now have access to the Microsoft Authenticator App

Some of you may have already noticed that TekSynap employee's now can download and install the Microsoft Authenticator App for multifactor authentication. Along with that Microsoft has improved parts of the user experience for handling your account information. To go directly into the new interface go to

<https://myworkaccount.microsoft.com>.

For instructions on how to download, install and set up the Authenticator App visit this solutions article [HERE](#).

Teleworking

Tell us some positive stories from working at home! How are your new coworkers? What are some things you do to stay focus? Feel free to send us a photo and small caption or story to go along with it to news@teksynap.com

Keep in mind we continue to be vulnerable to exploitation by our adversaries during this time. We are all concerned for family and friends, which can easily cause distractions when dealing with information related to national security. I ask you to take a moment and consider security protocols and identify any attempts to exploit you or your facility, especially through cyber means. Please continue to report suspicious or unusual activities including:

- . Any email from a foreign or suspected foreign national asking/requesting information about your company's business
- . Foreign resumes applying to cleared positions
- . Foreign business proposals (sales, joint ventures, etc.)
- . Foreign requests for ITAR or otherwise controlled technology
- . Suspected Insider Threat incidents
- . Spear phishing
- . Hacking, Denial of Service, or other attacks against your IT networks
- . Social Networking Site exploitation

Please email security@teksynap.com if you receive any of the above requests.

Staying connected

It is important to stay connected even during this period of social distancing. Hearing a voice is one thing, but getting to visually see each other can help us feel connected to one another more. Teams allows employees to video chat with each other and recreate the feeling of being connected.

Aren't sure how to start a video call. No worries, click [here](#).

Be patient and respectful towards one another. Yes, video calls and chats may be interrupted per a child or pet now since we are all working from home. Don't be afraid to be kind, smile, and say hello. We are all learning how to work in a new environment with new "coworkers" and different types of distractions. Share your tips and tricks with each other on staying focused and productive.

How can we stay connected virtually?

Try starting Monday morning with a virtual "coffee get together" meeting. Everyone can grab their morning beverage and come together to start the week. Go through some important items as a team that you will be working on. It's okay to talk about your weekend to fellow employees just like you would at work as well.

Before the work day ends a virtual happy hour could be completed. If you do not have time to complete this during work hours see if your team is free for 30-60 minutes after working hours.

Team leaders, don't forget to take some time to celebrate your team. It is always nice to feel appreciated and seen as an employee even for the little things.

Birthdays have not stopped! If you are feeling courageous, the team can get together and sing/scream happy birthday to their coworker.

Don't forget -- turn those cameras on and stay connected! Don't worry if your house is messy you can always ***blur the background***.



Guidance for Rental Vehicle Coverage and Process for Incidents/Accidents

1. Always use the TekSynap corporate Visa card for rentals under thirty (30) consecutive days. For domestic rentals TekSynap's Corporate Visa card provides rental insurance coverage at no additional cost. This benefit covers the rental vehicle for physical damage, vandalism, and theft. However, it does not apply to lost or stolen personal belongings, injury to anyone, medical expenses, or personal liability (for any such incidents consult with your manager and Contracts to determine coverage through TekSynap's corporate insurance policies).
 2. For rentals of small passenger vehicles or SUVs (up to 7 person vehicles), please decline any optional insurance through the rental company.
 3. For rentals of trucks or vans, you are required to accept the optional insurance from the rental company, as the Rental coverage does not cover trucks or vans.
4. If you need to rent a vehicle for longer than thirty (30) consecutive days please consult with your manager, as rental insurance does not provide coverage past this timeframe.
5. If you are involved in an incident that results in theft or damage to the vehicle, you must report the incident within 45 days from the date of the incident.
 6. Please immediately call **1-800-VISA-911** to report the damage.
 7. If possible, take necessary steps you would normally take in an accident – take pictures, gather information on other drivers/vehicles, etc.
8. A claim must be filed within 90 days of the incident, and documents submitted within 365 days of the incident (www.eclaimsline.com or call **1-800-348-8472**).
9. Required documents include:
 - i. Initial Rental Agreement & Final Rental Agreement
 - ii. Copy of your monthly billing statement showing the charge of the rental
 - iii. Itemized list of repairs from the rental agency
 - iv. Repair bill
 - v. Incident Report
 - vi. If you used a business card for the rental: a letter on company letterhead stating that the rental was for business reasons
 - vii. The Benefit Administrator may ask you to provide additional information (if applicable).
1. If you are using the rental vehicle to transport equipment/goods, please ensure the combined value of the equipment/goods during transit does not exceed \$50k, which is the limit of our corporate insurance for goods in transit. Any transport of equipment/goods over this value should be coordinated through other means.
2. Employees are also required to follow TekSynap's policies for the use of vehicles in Section 508 of the Employee Handbook.

Please note that certain incidents and/or uses are not covered through the corporate Visa card rental benefit. If you have any questions, or need any help/guidance after an incident in a rental vehicle, please consult your manager and Contracts.



Anniversaries

6 years

Thomas Willson

4 Years

Vinh Le

Dustin Kramer

2 Years

Elizabeth Page

Eric Underkoffler

Thomas Whear

Jacob Withers

Israel Negron

Jason Warsewich

Chase Rustand

Craig Martin

1 Year

Adam Johnson

Cody Campbell

David Ward

Neil Strecker

Steven Howard

Eric Gilmore

Regina Snow

Nichole Carter

Taylor Fox

Leslie Franck

Danyl White

John Shuff

Welcome New Employees!

Daniel Boes

Robert Daniels

Nykia Clemonts

Sarah Ayres

Adam Heys

Dillan Williams

Antonio Rivera

Ryan Ramsammy

Stone Baggiano

Pierre Collins

Gerard Hague

Stephen Ivy

James Drahos

Richard Fike

Spencer Derwood

Michael Lorincz

Chris Cornell

Ian Caisse

Rick Flores

Darryl Parker

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