TECHNOLOGY INSIDER

Your monthly newsletter, written for humans, not geeks

Would you know if you were being smished?

Ooof… you'd hope so, right? It Sounds uncomfortable.

But erase whatever image that word has put in your head, and turn your attention to your mobile phone.

Smishing is the text message version of phishing.

What's phishing again? It's where criminals send you an email, pretending to be someone else (like your bank), and try to get sensitive information from you.

Just like with phishing, smishing attempts are not always as easy to spot as you might think.

Most of them pretend to be sent from a recognized business - like your cellular service provider or bank, for example - rather than just a random number. Some may actually look like they've come from someone you know personally.

They'll ask you to click a link to take an action like checking your monthly bill, updating your account information, or maybe to pay a bill.

But if you click that link… you've potentially given them access to your device. And that means they may have access to your data, passwords, and any other information stored on your phone.

Terrifying. Protecting yourself is really similar to the way you'd deal with a phishing attempt on your email:

- Never click on any links unless you're certain the sender is who they say they are

- If you're unsure, contact the company (or person) at their normal phone number to verify it was them

- And, if an offer seems too good to be true, it usually is *(sorry, you didn't really win that prize from the competition you never really entered)*

Latest Tech Alert

Did you know you can block 99% of account-based hacks?

This can help protect you against phishing and smishing. And probably a few other "things" as well.

Multi-Factor Authentication has now become a vital part of your security process. Microsoft say by using it, you can block 99.9% of the unauthorized access attempts.

Multi Factor Authentication is where you produce a one-time code on a separate device to prove it really is you logging in.

And it can be used on most of your applications, not just email. Need more info?

Give us a call and we can help get it set up for your business

NEED YOUR BUDGET TO STRETCH FURTHER THIS YEAR?

Well, You're not alone.

With all the drama last year brought about, lots of business like yours are cutting back. And with the threat of a great recession on the horizon, trying to getting more value for money from everything you do is essential.

That goes for your IT budget too.

Hopefully you already realize that cutting back on your IT support spend is a very bad idea. One that is almost certain to cost you more money in the long run

But there's another element of your IT budget you may not have considered before: your devices. More specifically, whether it makes better financial sense to repair or replace a device when things start to go awry.

Yes, the outlay for a new device can be high. The outlay for a whole fleet of devices can be scary. But if your PC or laptop is getting towards the end of (or beyond) its lifespan, you will probably have more in savings if you replace it, then if you opt for trying to squeeze another year out of it.

Knowing when it's time to replace a device is the hard part.

Let us run a device health check on every device used by your business, and we can advise you how best to make some longterm savings.

Visit www.WTSci.com/RepairOrReplace to book a 15-minute video chat. You can see our calendar and choose an available date and time that suits you best.

Technology update

Tech Fact#1

Samsung was founded in 1938... as a grocery store! Making it 38 years older than Apple

Tech Fact#3

You'd think the whole planet is online – but actually it's only 40% of us (4.3 billion people)

Tech Fact#2

Nintendo started life as a playing card company back in 1889

Do you back-up your data every day, local and off-site? Also check the data (a process called verification)?

If the answer is no, you need to look at implementing this right now.

As ransomware attacks rise (where your data is encrypted and held hostage until a ransom fee is paid), how would your business survive if it lost all of its data? That's all of your files, your documents, your contacts... everything, gone.

It's a terrifying prospect. And one that's made worse when there's no hope of recovering data. An off-site data back-up means that your business can continue to operate, even after a critical attack.

If you already have back-up in place, make it a routine (ideally daily) to ensure that it is working correctly and verified. **The number of people that don't do this is staggering...**

Of course, your IT support partner should be doing all of this for you. If you could do with some help, or someone to check if your back-ups are working correctly, give us a call today.

MICROSOFT 365 TIP

Using Teams while working from home? Sick of the constant notifications when you're trying to get your work done? Just mute the conversation for a while.

Select the conversation, click 'More options', then 'Turn off notifications'.

You can do the same to turn them back on when you're ready to jump back into the chat.

IS YOU BUSINESS DATA ENCRYPTED?

Encryption can be a confusing subject for most people.

Is it a good thing, or a bad thing?

We understand the confusion. Thanks to the surge in ransomware, you could be forgiven for thinking that encrypting data is definitely a bad thing. After all, if it's encrypted, how on earth will it be usable?

However, when you encrypt your own data, you're adding a level of protection to it. It means that should it be stolen; it'll be unusable to anyone else.

But less than 50% of companies have standardized end-to-end encryption set up. While they have some level of encryption, they don't have a documented standard that covers every area of their business.

And it's not only hackers and other cyber criminals that could benefit from a business's lack of data encryption. Lost or stolen devices put that data at risk too.

When you consider that a laptop is stolen every 53 seconds, it's leaving businesses more vulnerable than they should be.

Microsoft 365 automatically encrypts business data by default. But if you have no other encryption set up across your applications and files, it's time to speak to your IT support partner.

If, we can help you, please don't hesitate to get in touch

Let's chat on a video call
But first, three BIG questions for you:

1. Do you currently have an IT support company?
2. How happy are you with them?
3. If the answer isn't **"they're so amazing I want to make cupcakes for them, smothered with sprinkles,"** let's jump on a video chat

One thing the pandemic has taught businesses is just how important it is to get proactive, responsive IT support when you need it.

We have started taking on new clients again. Set up a 15 minute exploratory video chat with us at www.WTSci.com/AlanHelbush

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WHERE TO START
TECHNOLOGY SOLUTIONS

How to get in touch with us:
CALL: (844) 727-6448 | **EMAIL:** hello@WTSci.com
WEBSITE: www.WTSci.com

Q A

QUESTION
How should we dispose of old devices?

ANSWER
Never just throw your old devices away. First, ensure they are fully wiped of any data that may have once been stored on them. Then, if they are not fit for use, recycle them.

QUESTION
Can I retrieve a deleted email in Outlook?

ANSWER
If you've already checked your deleted folder and can't find the email, click on 'Recover deleted items'. This will open a new window and display recently permanently deleted emails. Find the email in question and click 'Recover'.

QUESTION
Why does my router keep prompting a reset?

ANSWER
With so many of us working from home, this has become more common. It's usually because it's overheating, or there are too many people using it. But it may also need replacing. Contact your internet provider if it's happening regularly and they may send you a new one.