# TECHNOLOGY INSIDER

## Let's ditch the password

*Your monthly newsletter, written for humans, not geeks*

**Wait, don't panic, we haven't gone completely crazy. We're still the security-conscious company you know and love.**

**But passwords are a pain (and our #1 user support request):**
- First it was "remember to change your password frequently"
- Then it was "use randomly generated passwords"
- And then "don't forget to use a password manager"

Things change so often it's hard to keep up. However, we're lucky that we're being given new, more secure ways to keep our people and data protected.

And with biometrics becoming more widely used, it's time you make some more changes to the way you log into your devices. Sorry.

What are biometrics? You may already be using them – it's when you use facial or fingerprint recognition to unlock your device. Retinal scanning is even a thing (although not yet widespread for everyday devices). And they give you an added layer of security, because someone can't steal your fingerprint or your face!

You can also use biometrics across your apps and software to give you more protection from cyber criminals. It means that should someone steal your device, or access it remotely, they can't access your accounts and data. What better way is there to protect your accounts?

***If you haven't got biometrics set up within your business, give it a try. We can guarantee that this technology is only going to increase in popularity thanks to the added protection it gives you and how effective it is at doing its job.***

## DID YOU KNOW?

**Did you know...you don't need a third party app to screen share?**

If you found yourself teaching older members of your family how to use Zoom last year, you'll understand the frustration of trying to explain something without being able to see what the other person can see.

In these cases, screen sharing can be very helpful.

However, downloading a third party app to do this isn't always straightforward. And it relies on the other person being able to do the same.

Here's the answer. Did you know you can use Quick Assist on Windows PC?

*Just type 'quick assist' in the taskbar. You'll be given two options: 'Give assistance' and 'Get assistance'. Select the one you need and simply follow the instructions on screen.*

A word of warning: only allow this kind of access to your device to someone you know and trust.

# Technology update

## This month we've been thinking a lot about privacy, especially when it comes to people's online habits.

Though the vast majority of us would have nothing to hide if someone was monitoring what we do online, we still want our privacy to be respected.

Have you ever become concerned at how well targeted online ads are? Or seen advertisments relating to something you've not typed into a computer… but clearly your device has heard you talking about it?

Recently, a number of steps have been taken to reduce online tracking and privacy without your specific permission, especially in the latest iPhone and iPad versions of the operating system.

But is it enough? What else do you think needs to be done to protect our privacy online?

Do you find behaviour tracking helpful as you see more targeted content? Would you rather see more targeted adverts online, or do you find it too creepy?

And what about the other side of the coin? As a business owner, what's your opinion about how you can target a specific audience online? What tools will you use and how will you handle privacy?

**As always, we'd love to hear your thoughts on this one. Start a conversation on our social media or drop us an email.**

## FUN TECH QUIZ

**It's quiz time again!**
Who's the genius in your office who can get 5 out 5 on this one?

1. What year did Google acquire YouTube?
2. What type of port does an iPhone 12 have?
3. What does the acronym 'HTML' stand for?
4. What does 'haptic' mean?
5. What year was the first SMS message sent?

The answers are below.

1) 2006 | 2) Lightning | 3) Hypertext Markup Language | 4) To touch. Phones use haptic feedback to help make them more useful | 5) 1992. It was "Merry Christmas"

# INSPIRATIONAL QUOTE OF THE MONTH

*"Science and technology revolutionize our lives, but memory, tradition and myth frame our response."*

**Arthur Schlesinger, historian**

## Tech Fact #1

Registering a domain name was free until 1995. Then the first fee was huge – $70 for two years

## Tech Fact #2

The name Yahoo was created by Jonathan Swift for his book Gulliver's Travels in 1726)... which explained a "yahoo" to be a really ugly person

## Tech Fact #3

Almost half the world's population has never made a phone call

## MICROSOFT 365 TIP

You know when you copy and paste, and you accidentally copy something new... losing information you hadn't yet pasted. It's annoying. Instead of getting frustrated, use this neat little trick on your Windows PC: Clipboard history.

Go to Start > Settings > System

Click 'Clipboard' and toggle 'Clipboard history' to ON

Once you've done that, use the Windows key + V and you can see a list of the last 25 things you copied. Simply click on the one you need to re-copy it.

# ONE WAY OR ANOTHER, YOUR STAFF IS GOING TO TAKE YOUR BUSINESS DOWN

**The threat of an insider attack on your business is more likely than many realize or care to admit to.**

Of course, it's not always intentional. Most insider attacks happen because of naivety or negligence. Perhaps you haven't educated your staff on cybersecurity and the red flags to be aware of. Possibly someone had a momentary lapse in judgment. But, unfortunately, it can happen, and it is as simple as that.

Although almost a quarter of insider attacks are malicious in some way.

That's someone on the inside actively stealing your data for personal gain or allowing others access to it. It could be someone with a grudge, someone looking for financial gain, or even someone who has already left the business.

So what plan do you have in place to tackle and reduce your risk of an insider attack? Because as with everything in business, planning is the best way to get ahead. And with the estimated cost per insider attack being hundreds of thousands of dollars, can you afford not to create a plan to protect your data?
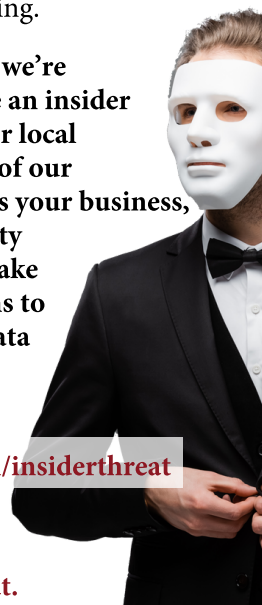
We call it the insider threat strategy, and it covers everything from training to staff exit planning.

**For a short time, we're offering to create an insider threat strategy for local businesses. One of our experts will assess your business, its current security measures, and make recommendations to help keep your data safe.**

**Visit www.WTSci.com/insiderthreat to book a no obligation 15 minute video chat.**

## Let's talk on a video chat

**Yes, I know we are all "zoomed out", but I do have Three questions for you:**

1. Do you currently have an I.T. support company?
2. How happy are you with them?
3. If the answer isn't "I'm so delighted I could print 1,000 fliers to spread the word about them", let's jump on a video chat.

The pandemic has taught businesses just how important it is to get proactive, responsive I.T. support when you really need it. That's what we do. And we're now taking a new clients again.

### Set up a 15-minute exploratory video chat at
### www.WTSci.com/AlanHelbush

## WHERE TO START
### TECHNOLOGY SOLUTIONS

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

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### Q & A

**QUESTION**

I know I just saved a document, but I can't find where it went

**ANSWER**

This is more common than you think. You click 'save' and when you try and reopen your file, it's not in the folder you thought you'd saved it to. Don't worry, simply open up a folder, click on 'recents' and your document should be there. Look at the file information and it will show you where you've saved it.

**QUESTION**

I clicked a link in a phishing email. What do I do?

**ANSWER**

First, do not enter any data. Disconnect your device from the internet. If you've got malware, this will stop it from spreading. Run a full malware scan. And then consult an IT expert. They'll advise how safe your backups are, and whether you need to change any passwords.

**QUESTION**

My apps keep crashing, what's wrong?

**ANSWER**

In true IT support style: have you tried turning your device off and on again? If it's still happening, try deleting the app and reinstalling it. If it's still happening, you may be low on storage space.