

OCTOBER 2022

TECHNOLOGY INSIDER

Your monthly newsletter, written
for humans, not geeks

DO YOU KNOW EXACTLY WHAT SERVICES YOUR STAFF ARE SIGNING UP FOR? *(on your behalf)*

Whatever problem, need, or want you to have... there's a cloud application or service to help you.

We've never lived in such a prosperous time for problem-solving. Yet, every day, hundreds of new services launch under the ruse of making our lives easier and helping us be more productive.

These applications all live in the cloud. They're known as Software as a Service – or SaaS – because you don't load any software onto your device. Instead, you use them in your browser.

We would argue that this SaaS revolution over the last 15 to 20 years has played a critical part in shaping the way we work today.

However, there's an issue. Many businesses aren't 100% aware of new services their staff has signed up for. And this problem isn't a financial one; it's a security one.

Let's give you a scenario. Suppose a member of your team, Shannon, is trying to do something creative but just can't with her existing software. So she Googles it and found an incredible application.

Shannon signs up for an account and uses the same email address and password as her Microsoft 365 account, as she's in a rush. Yes, reusing passwords is an awful practice. And, it gets worse.

She uses the application for half an hour to achieve what she needs to do... and then forgets it. She's got no intention of upgrading to a premium subscription, so she abandons the account and app.

And now the issue... 6 years later when cybercriminals have hacked into that SaaS application, and all their login credentials are stolen.

It's well-known that cybercriminals will try the stolen details on other sites, especially big wins like Microsoft 365.

Can you see the issue here? Shannon's 365 accounts would be compromised, and she'd have no idea how it happened.

She won't remember the app she used for half an hour years before.

The answer is a solid policy about who can sign up for what kind of service. Also, ask your technology partner if they have

DID YOU KNOW?

You can change your mouse cursor color in Windows 11?

Can you change your mouse cursor color in Windows 11? It probably won't make you any more productive, but it might be a good mood booster!

- Open settings and choose Accessibility > Mouse pointer and touch the web
- Select custom. Choose the pointer style and color you want
- Close settings

Ta-da! A cursor that matches your mood/coffee mug.

any way to track what apps are being used across your business.

And get a password manager for your staff... this will generate a new long, random password for each application; remember it and autofill login boxes with it.

Password Managers encourage good password practice because they are easy to use and are highly effective at managing passwords.



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Alan Helbush, Where To Start

Technology update

If you use Microsoft Teams on your desktop, you'll be able to use a Bluetooth-enabled headset to control your calls.

An update means you can use the buttons on your headset (or a speaker phone) to answer and end calls rather than fumbling about the on-screen button.

An end to the awkward pauses? Sign us up!

FUN TECH QUIZ

Gather around for this month's tech quiz

Who has the most random technology knowledge in your office?

1. What shape was the original design for the first Apple phone?
2. True or false: 50% of the world has never made a phone call?
3. What is nomophobia a fear of?
4. How do you pronounce 'PNG' file?
5. What was the first home computer to have a color display?

The answer are below.

- 1) Apple was developing an apple-shaped flip phone before the iPhone. Wouldn't you love to see that one?
- 2) False. It's a stat still used today, but dates back to the mid 90s
- 3) Not having a working mobile phone
- 4) Ping
- 5) The Apple II in 1979

OCTOBER 2022

INSPIRATIONAL QUOTE OF THE MONTH

"The first rule of any technology used in a business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency."

Bill Gates, Co-founder of Microsoft

#1

Two years after its launch, Microsoft Teams generated \$800 million in revenue

#2

The most expensive domain name (CarInsurance.com) cost \$49.7 million

#3

on average, there are 500,000 new internet users every day

NEW TO MICROSOFT 365

Word and Excel are getting an iPad redesign

Do you ever work at home using your iPad?

Microsoft is giving the standard Office tools (Word, Excel, and PowerPoint) a redesign on the iPad to make them look more like they do on your computer.

The preview is available now, and we expect it to general availability within the next few months.



TECH FACTS

WOULD YOU PAY IF YOUR BUSINESS WAS CRIPPLED BY RANSOMWARE?

OCTOBER 2022

Ransomware is scary. It's where cybercriminals encrypt (lock) your data and charge you a ransom to get your access back.

If it happened to you, would you pay the ransom?

Despite what the criminals promise, they don't always unlock data when the ransom is paid. Instead, they may ask for a second ransom. Or they unlock the data and still sell it on the dark web anyway.

Many large companies are refusing to pay, finding other ways to get their data back. And ransomware groups are looking for different opportunities.

Small, financially stable businesses are the new targets. And the size of payments demanded has increased.

This means you and your team need to be vigilant about cyber security. Please continue taking the necessary precautions, such as using a password manager, ensuring emails from whom they say they're from, and having your network monitored and protected by a professional. It's also vital that you have a working backup of all data. Check it regularly.

Even without paying the ransom demand, your business may still lose money if ransomware hits. In addition, it takes ages and can cost a ton to get back on your feet.

Get in touch if you want us to audit your business and check its ransomware resilience.



Business gadget of the month

Need a new wireless mouse?

Microsoft has a really sleek-looking, minimalist mouse.

The Microsoft Modern Mobile Mouse (try saying that fast 3 times) is nice to look at, affordable and it comes in a range of colors also.



WHERE TO START
TECHNOLOGY SOLUTIONS

How can you get in touch with us:

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A

QUESTION

Should I let my team have work apps on their personal phones?

ANSWER

It's personal preference. But if you do, make sure their phones are protected by the same security measures they'd have on work devices.

QUESTION

I've received an email that looks genuine, but hasn't addressed me by name. Should I click the link?

ANSWER

If you ever have cause for doubt, don't click links or download files. Phone the sender to check if they really sent the email. It may take a few minutes but it's worth it.

QUESTION

Should I be monitoring my remote staff?

ANSWER

Software exists to do this, but what message does it send to your team? It can be highly counter-productive in many cases. Take the time for regular catchups over Teams instead, or try a productivity tracker if you have concerns.



Alan's Calendar

To Set up a 15-minute exploratory video chat, visit www.WTSci.com/AlanHelbush or scan this QR code.