BUSINESS CONSULTANTS WITH A TECHNOLOGY FOCUS ISSUE 72 February 2015

TECH SAGE TECH TALK

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

Broken Hearts and Stolen Data

While many people buy their significant other a box of decadent chocolates, a dozen red roses or an oversize teddy bear for Valentine's Day, there are a few people who are going to go home with a broken heart as their personal information is stolen right out from under them. It's a harsh reality, but both individuals and businesses are constantly targeted by fraudsters and hackers who want to steal any bit of data that will make them money.

You may have taken all the precautions to protect yourself and your business – but what do you do if it does happen? Just as when a lover breaks your heart, you have to move on, get back on your feet and work your way through this unfortunate circumstance.

Once your data is stolen, it's gone. Credit cards can be canceled, but other information, such as your name, address, social security number and more, can be more difficult to control.

In 2014, social media accounts, such as Twitter, became more valuable to hackers than credit cards. These types of accounts are hot commodities on black markets.

Does that mean you should be worried with all the information you have stored online? Absolutely not!

If you do fall victim to a data breach, you can still protect yourself!

Contact your credit card companies. Let them know you suspect your credit card info has been compromised. They will work with you to ensure you don't face financial losses.

Keep a close eye on all your accounts. Watch for suspicious activity and report it when you see it.

Change your passwords. This is particularly critical if you used a single password for multiple services.

Use a credit-monitoring service. They aren't designed to prevent data from being stolen, but in the event of a breach, you'll be notified immediately so you can take action.

Give us a call at **210-582-5814** and we'll put together a plan to keep your company's data secure.

"As a business owner, you don't have time to waste on technical and operational issues. That's where we *shine*! Call us and put an end to your IT problems finally and forever!"
John Hill, President, TechSage Solutions

February 2015

San Antonio, Texas

Inside This Issue…

Who Else Wants To Win A $25 Gift Card?

The Grand Prize Winner of last month's Trivia Challenge Quiz is **Sue Blain** from Wonder and Company! Her name was drawn from the hat of correct answers from last month: **To ring in the New Year in Spain, it is traditional to do what on each chime of the clock?**

a) Eat a grape
b) Take a sip of wine
c) Clap your hands
d) Light a Candle

The correct answer was a) Eat a grape

Now, here's this month's trivia question. The winner will receive a gift card to

Which country consumes the most chocolate per person at 26 lbs. or 11.9 kg per year?

A) Belgium
B) Switzerland
C) United States
D) Germany
E) Brazil

Email Me Now With Your Answer!

ehill@techsagesolutions.com
With Subject:
February Trivia Answer

At the end of February, I will draw from the correct answers for the gift card

How To Keep Your Laptop Secure When Using Public WiFi Hotspots

They are everywhere these days. WiFi hotspots for checking email and hopping on the Internet can be found in airports, coffee shops and even most fast-food joints. But have you ever wondered, just how safe is it to connect? With the proliferation of hackers, viruses and identity theft at an all-time high, you are smart to be concerned. Unfortunately, it is easy for a hacker to set up a WiFi spot to access your laptop, called an "evil twin." An evil twin is a wireless hotspot that is used to lure people from a nearby, legitimate hotspot. For example, when logging in at your favorite coffee shop, you may have inadvertently logged in to an evil twin Internet connection set up by the person working on a laptop at the next table.

Just like legitimate sites, evil twins allow you access to the Internet, but in the background they record everything you are typing. Log on to your email, investment web site or bank account, or buy something online, and they are recording your keystrokes.

Tip: Do you want an easy way to securely access your network and the Internet from anywhere? Call us today at**210-582-5814** about setting up a VPN for your office!

You may be asking, **"How do I protect myself at WiFi hotspots?"** First you need to make sure the hotspot is legitimate. You can do this by asking someone who works at the WiFi location; in fact, some businesses will give you printed instructions that include the hotspot name. Even here you need to be careful. Many times, in an attempt to make you feel comfortable, the hacker will use an evil twin name that mimics the legitimate hotspot and, on some occasions, the fake site may even show up at the top of your network list by having a stronger signal than the legitimate site.

The best protection you can have is connecting via your company's VPN (virtual private network).

A VPN protects your online information by encrypting your data and activity even if you're connected through an evil twin. If you don't have a VPN, the best protection is to surf the net, but never type in password, credit card, social security, bank account or other sensitive information when connected to a public WiFi hotspot.

Shiny New Gadget Of The Month:

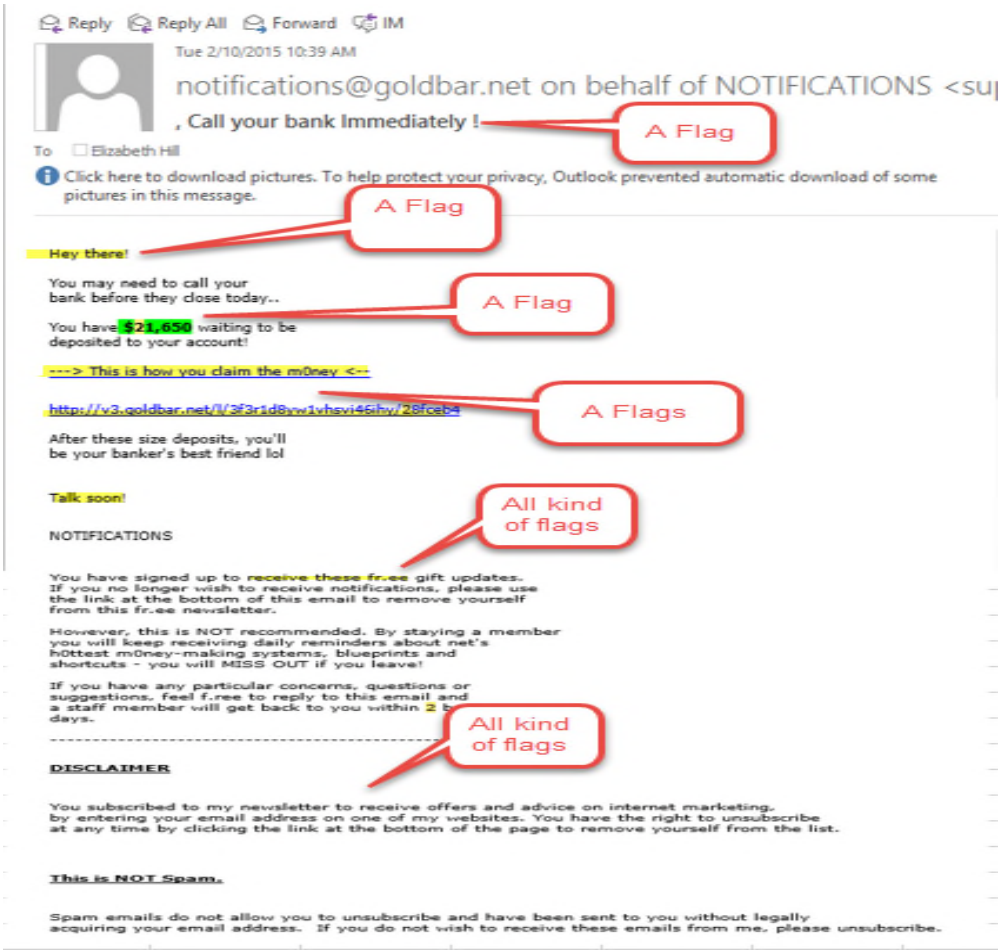
Prizm

This month's gadget is so new, it isn't even off the assembly line. Meet Prizm — a small, pyramid-shaped device designed to make your home-audio experience as hands-off as humanly possible. The device was recently backed on Kickstarter this past November. The French company behind the audio device wanted to create an intuitive music experience that brings users new music, while learning what they really love to listen to.

The device streams music from cloud services such as Deezer, Spotify and SoundCloud, with more services planned in the future. It works by accessing your WiFi network. It doesn't contain any speakers, so you'll have to supply your own (it connects via Bluetooth, 3.5 mm stereo jack and optical audio). And despite being called hands-off, the device sports buttons to let you like or skip songs to customize your listening experience.

It can currently be pre-ordered from www.meetprizm.com for $139.

Would You Open This Email If It Came Into Your Inbox?



The above email really did come into my inbox. The heading "**Call your bank immediately!**" raised the first flag. As you can see there are all kinds of flags in the image above. This was a marketing ploy to get me to click on the links which I did **NOT**. At one point I opted into something and my address was sold. How do I know that? When I opted in for an offer at one point, I used the address ehill.jenkins@techsagesolutions.com. My true email address is ehill@techsagesolutions.com. Based on the Total Control Panel at the base of my email message, ehill.jenkins@techagesolutions.com was used.

If you are a client and using Reflexion spam filtering, reach out to Beth and I will show you how to do the above. For anything I opt in on the web, I always rename my email address. I know exactly who sold my address. At one time I opt in to something Andy Jenkins was offering. Notice, I gave the email address ehill.**JENKINS**@techsagesolutions.com

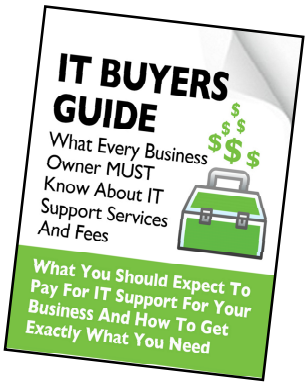
Featured Program

Lync Online connects people everywhere, on devices running Windows 8 and other operating systems, as part of their everyday productivity experience. Lync provides a consistent, single client experience for presence, instant messaging, voice, video and a great meeting experience. Lync enables instant messaging (IM) and voice calling with the hundreds of millions of people around the world who use Skype.

- ◊ Get real-time presence information—including photos, availability status, and location—and enhanced instant messaging (IM) to connect efficiently and effectively.
- ◊ Make voice calls through your computer to other Lync or Skype users in your organization or in other organizations that use Lync or Skype.
- ◊ Create, moderate, and join pre-planned and on-the-fly audio, video, and web meetings with people inside and outside your organization.
- ◊ Enhance online presentations with screen-sharing and virtual whiteboards.
- ◊ Let customers participate in your Lync conference calls even if they are not Office 365 or Lync Online customers.

There are how to videos posted on TechSage Desk

FREE Report: The Business Owners' Guide To IT Support Services And Fees



You will learn:

- The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.
- Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

Claim Your FREE Copy Today at
www.techsagesolutions.com/ITbuyersguide

Protect Yourself From Online Credit Card Fraud

The past couple of years have been a rough ride for anyone who relies on a credit card to make purchases. Data breaches have plagued retail stores in the U.S. and Canada. Credit card providers are set to roll out new, more secure credit cards to consumers this year,

catching up to Europe and much of Asia in terms of credit card security. The U.S., in particular, has lagged behind in credit card security due in part to the cost of upgrading both the cards themselves and the pay terminals.

If you are concerned about your credit card information falling into the wrong hands, there are several steps you can take to protect yourself:

Only give your credit card information to secure and trusted web sites. Never enter any personal or financial information on a non-secure web page. If you don't see "https" in the web address, move along.

Monitor all activity. Regularly check your credit card and bank statements. The simplest way to spot fraud is to monitor all your financial activity. Many credit card providers have custom alerts you can set to notify you if certain purchases are made.

Never save credit card information. Many online retailers and shops now ask if you would like to save your credit card information for future use. While it may seem convenient, skip it.

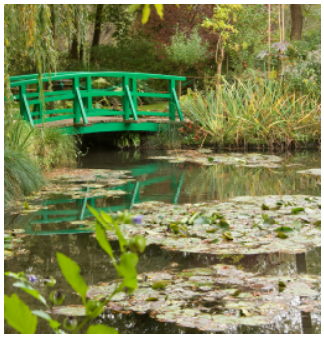
Delete your cookies and auto-fill data. When you enter information on a web page, that data is stored in your web browser. After you complete a transaction, go into your browser's options, settings or history tab and delete the data.

Give us your feedback!

What type of articles would you like to have in the monthly TechSage Tech Talk?
Email ehill@techsagesolutions.com with your suggestions

The Lighter Side:

Punch a Painting, Go to Jail

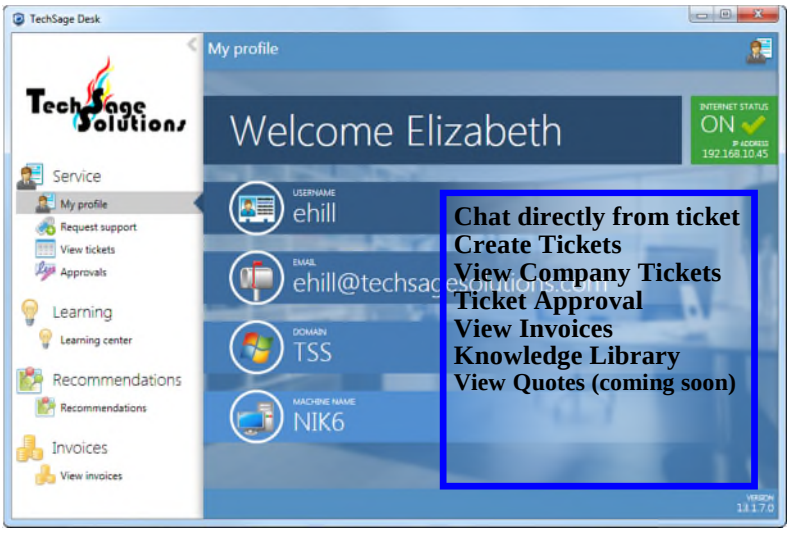


In 2012, Andrew Shannon punched a Monet painting valued at $10 million. The incident occurred at the National Gallery of Ireland, located in Dublin. The painting, entitled *Argenteuil Basin with a Single Sailboat*, painted in 1874, apparently represented something much greater to the man who decided to attack it.

Right after his initial arrest, Shannon said the attack represented his way of "getting back at the state." Later on, when he appeared in court, he changed his tune. Instead of an "attack against the state," he said the whole thing was just a big misunderstanding. He said he didn't punch the painting, he "fell into it." He told the court he had felt faint and fell. The painting just happened to be in his way.

Fortunately, the National Gallery has plenty of CCTV cameras and the whole thing was recorded. What did those cameras see? Andrew Shannon very deliberately thrusting his fist through the Monet painting. In December of 2014, he was sentenced to five years in prison, and *Argenteuil Basin with a*

TechSage Desk
Client Console



Offering for our managed desktop clients

How Are We Doing?

TechSage Solutions strives to provide you with outstanding service. I always want to know how we did in resolving your technical issue.

When a ticket is changed to "Closed" an email will be sent to the person requesting the service. In the body of the message, there is a paragraph "Please help us improve our service by completing the following survey: Service Ticket Completed Survey. Click on this example link and it will take you to the survey. This feedback will help us improve service. It will take you approximately 3 minutes.

I appreciate your help.

Beth

Microsoft Partner
Silver Midmarket Solution Provider

TechSage Solutions

"Leverage Technology to Propel Our Clients Toward Competitive Success."

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Ask about our services:

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- Security Audits & Solutions
- Co-Location Services
- Cloud Solutions
- VoIP (Voice Over IP Phone)
- Broadband & Wireless Solutions
- Anti-Virus Solutions
- Email Spam Filtering, Archiving, and Encryption
- Hardware & Software Sales
- Business Dropbox
- Firewall Solutions