

# TECH SAGE TECH TALK

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

## The 5 Most Dangerous Pieces Of Information To Give In An E-mail

In the book *Spam Nation*, investigative journalist and cybersecurity expert Brian Krebs revealed the single most effective (and relied upon) way cybercrime rings gain access to your bank account, credit cards and identity. Ready for it? E-mail.

Whether it's opening an attachment infected by a virus, or a phishing scam where you unknowingly give up your login to a critical web site, e-mail still remains the most popular and reliable way digital thieves can rob you blind, steal your identity and wreak havoc on your network. Worst of all? You're INVITING them in! While there are a number of things you need to do to protect yourself, here are five pieces of information you (and your team) should NEVER put in an e-mail.

1. **Your social security number.** Think of this as your "bank account" number with the government. You should never e-mail this to anyone because it can be used to open credit cards and steal your identity.
2. **Banking information.** Your bank account numbers, routing number and online banking login credentials should never be e-mailed. Further, avoid sending a voided, blank check as an attachment to an e-mail.
3. **Your credit and/or debit card information.** NEVER update a credit card via an e-mail! If you need to update a card with a vendor, there are two safe ways to do this. The first is to log in to your vendor's secured site by going to the URL and logging in. Do NOT click on a link in an e-mail to go to any web site to update your account password or credit card! Hackers are masters at creating VERY legit-looking e-mails designed to fool you into logging in to their spoof site, which LOOKS very similar to a trusted web site, to enter your username, password and other financial details, thereby gaining access. Another way to update your account is to simply CALL the vendor direct.
4. **Login credentials and passwords.** You should never share your passwords or answers to security questions with anyone for any site, period.
5. **Financial documents.** An ATTACHMENT that includes any of the above is just as dangerous to e-mail as typing it in. Never e-mail any type of financial documents (or scans of documents) to your CPA, financial advisor, bank, etc.

Remember: Banks, credit card companies and the government will never ask you to click a link to provide them with any of the five items above. If you get an e-mail requesting you to update any of the above information, there's a good chance it's a phishing e-mail from a hacker. Don't be fooled!



"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

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San Antonio, Texas

### Inside This Issue...

The 5 Most Dangerous Pieces Of Information To Give In An E-mail...Page 1

Windows 10 is Coming July 29, 2015...Page 2

Interesting Read, "Future Crimes"...Page 2

Free Report: 7 Critical Security Measures Every Business Must Put In Place NOW with Mobile Computing ...Page 3

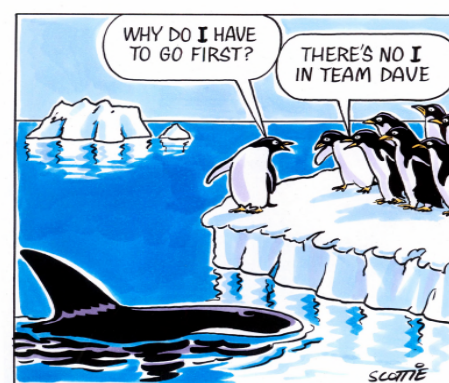
Announcing Office 2016 for Mac...Page 3

"It Never Hurts To Ask"...Page 4

Navy...Page 4

Vacation Alert! The One Thing You And Your Employees Should Never Do When On Vacation...Page 5

Great Starting Salary...Page 5

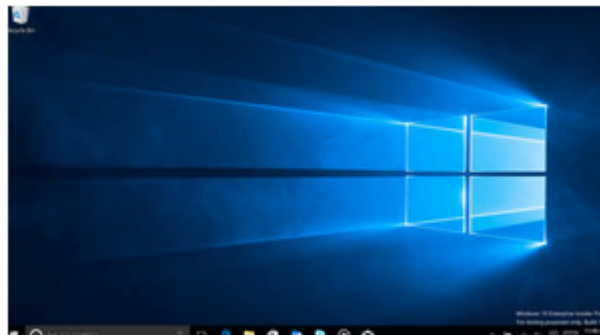


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## Windows 10 is coming July 29, 2015

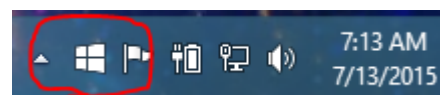
Microsoft is releasing a major upgrade to its Windows operating system at the end of the month.

Microsoft is offering a free copy of Windows 10 upgrade from your Windows 7 and Windows 8.1 system. How the upgrade works, if you have Windows 7 or 8.1 Home versions, the upgrade will allow the machine to be upgraded to Windows 10 Home. If the machine has Windows 7 Professional or 8.1 Pro, the machine can be upgraded to Windows 10 Pro. There is a cost if you decide to upgrade from a Windows Home version to Windows Pro version.

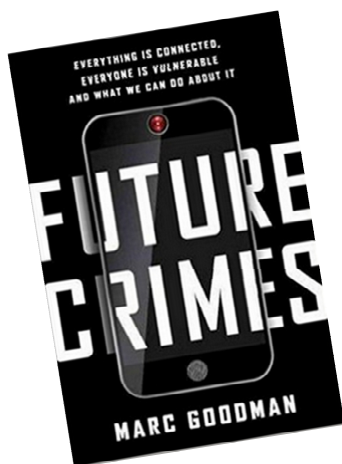


If you are eligible for the upgrade, there should be a Microsoft window sitting in the tray.

When you click on the Microsoft window, a separate window will appear with instructions. Click the area you would like to "Reserve your free upgrade".



We at TechSage Solutions suggest you can reserve your copy but don't install on release date. As a brand new operating system, there can be hardware and software compatibility issues. What this means, your system could run slower, some of your software may not run, printers will not print because the proper drivers have not been released yet. These are just a few of the things that could be issues. Once we have access to the software, we can advise you further. If you have questions, please contact our office 210-582-5814.



### Interesting Read: Future Crimes

By Marc Goodman

I am currently reading this book. It describes how technological advances are moving quickly world wide. These advances benefit us but there is a flip side. As you read more and more about systems being hacked, precautions should be considered. Have you ever read the "Terms of Service" of any social media site? As quoted in the book, "you are granting it irrevocable and perpetual access (for free) to any information you have ever listed on the site; there's no take backs, no do overs". As our homes and cars are more controlled by computers (Internet of Things), if the systems were hacked, would you have access to your car or home? More and more drones and robots are coming to be. What will this mean to us? Just some things to think about.

**Free Report**  
**7 Critical Security**  
**Measures Every**  
**Business Must Put In**  
**Place NOW with Mobile**  
**Computing**



- What specific business policy every employee in your company must agree to before they ever access company data on their mobile device
- The 4 minimum security requirements for every cellphone or laptop in your company.
- 2 critical steps to ensure that your company data doesn't end up in criminal hands.
- How to be 100% certain that a lost cellphone results in zero lost company data.

Download your copy now:

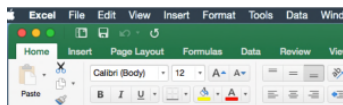
[www.techsagesolutions.com/7critical/](http://www.techsagesolutions.com/7critical/)

## Announcing Office 2016 for Mac

Microsoft Office 2011 was the last release for Apple's Mac. Office 2016 was just released with the modern versions of Word, Excel, PowerPoint, Outlook and OneNote.



Microsoft Office 2016 for Mac features a redesigned Ribbon menu similar to the Windows and iPad versions. You can navigate your Word, Excel, and PowerPoint files with familiar Mac OS Multi-Touch gestures.



Access your documents whenever you need them with OneDrive for Business, SharePoint, and Dropbox for Business integration.



File sharing with others is easy. Edit them simultaneously in Word, PowerPoint, or OneNote. Office preserves your content and formatting across all devices for seamless collaboration.

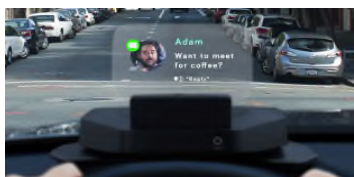
I have already installed Office 2016 on my Mac replacing Office 2011. So far, I really like the new interface.

If you a TechSage Client, I recently uploaded Office 2016 Quick Start Guides to TechSage Desk under "Self Learning", "Training Documents".

The download is available at no cost as long as you have a Office 365 subscription. If you are interested in downloading Office 2016 for your Mac, please contact Beth at 210-582-5814 and I will forward you the link.

If you are interested in Microsoft Office 365, please contact us at 210-582-5814.

## Shiny New Gadget Of The Month:



### Navdy

Many of us realize how dangerous it is to check e-mail or text messages while we're driving, but we don't feel like we can afford to ignore our phone. Brand-new product Navdy to the rescue!

Navdy is a transparent Head-Up Display (HUD) that projects information as if it's floating six feet in front of you. It's very similar to what commercial airline pilots use. Navdy works with any car, and with all iPhones and Androids.

Using the apps you already have on your phone, and with no service plans required, Navdy allows you to focus on the road and not on your phone.

As a phone call comes in, Navdy's built-in camera allows you to simply swipe in midair to answer calls (or dismiss them), so you no longer have to fumble with buttons or touch screens. Plus, Navdy's voice recognition uses the voice commands you're already familiar with, whether you use Google Now or Siri.

Any notification on your phone (such as text messages or social media) can be played, read aloud or disabled, based on your preferences. Navdy even allows you to keep your teenagers safe by giving you parental controls.

The product is rumored to retail at \$499, but is available now for pre-order for \$299. Just visit their web site at:

[www.navdy.com](http://www.navdy.com)

# "It Never Hurts To Ask"

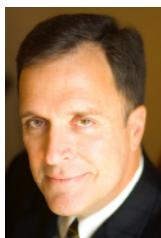
*"It never hurts to ask."*

We often hear that said. But is it true? Recently someone asked me for a favor. The request came in an impersonal form e-mail. I had some business dealings with this person many years ago. Since then, I had heard from them only once when they asked another favor.

I was being asked to promote something on my social media network. The request did not offer an excerpt, a preview, a sample or any compelling reason why I should offer my assistance and ping the people on my e-mail list.

I thought, "Why should I help?" The implied assumption that I owed this individual something, or that I should help for no reason other than that they asked, seemed a bit off-putting. Have I helped an unfamiliar person before? Yes, there have been circumstances where I was glad to do so. But "Do this for me because our paths crossed" is not a good reason. Sometimes it *does* hurt to ask. Sometimes it comes across as inappropriate or entitled. Asking someone for a favor when you have no relationship with them *is* a bad idea. Naturally, most people like to help — but very few people like to waste their time or energy. And *nobody* likes to feel someone has taken advantage of them.

There's nothing wrong with asking for a favor or assistance. Just make sure you ask the right person for the right reason in the right way. Otherwise, you might damage your reputation and your relationships.



**Mark Sanborn, CSP, CPAE**, is president of Sanborn & Associates, Inc., an idea studio dedicated to developing leaders in business and in life. Mark is an international best-selling author and noted authority on leadership, team-building, customer service and change. Mark is the author of 8 books, including the best seller *The Fred Factor: How Passion in Your Work and Life Can Turn the Ordinary into the Extraordinary*, which has sold more than 1.6 million copies internationally. Learn more about Mark at [www.marksanborn.com](http://www.marksanborn.com).



## Vacation Alert!

### The ONE Thing You And Your Employees Should NEVER Do When On Vacation

'Tis the season when you and your team will be taking a little time off to head to the beach or your favorite vacation spot, and while we know we *should* completely disconnect from work, most of us will still check e-mail and do a little work while away — and that could end up causing some issues if you're not careful while working remote.

So before you head off to have a little fun with your laptop tucked under your arm, keep this in mind: never automatically connect to "any available network." Not all Internet connections are secure, so if you're going to log in to the company's network, e-mail or other critical cloud apps that are hosting sensitive information, **ONLY** do so on a trusted, secured WiFi and **NEVER** a public one. We recommend investing in a personal MiFi device that acts as a mobile WiFi hotspot IF you're going to be traveling a lot and accessing company info.

Second, turn off the ability to automatically connect for all of your mobile devices and laptops. You will still be able to connect manually, but it will prevent your laptop or device from connecting to a questionable network without your consent or knowledge.

Finally, disable all printer and file-sharing options on your mobile devices. This is another way hackers can gain access to your network. In an ideal world, you and your employees would take a true break from work, but if they aren't able to completely detach themselves, then at least require them to stay safe using the above tips.

**What is the Internet of Things (IoT)?** A scenario in which objects, animals or people are provided with unique identifiers and the ability to transfer data over a network defined by [whatis.techtarget.com](http://whatis.techtarget.com). This could mean anything could be tracked through built-in sensors and chips. This technology could automate and perform routine tasks without you thinking about it but it is also tracking everything you do. This is where the term Big Data comes from.

#### The Lighter Side:

### Great Starting Salary



Fresh out of business school, the young man answered a want ad for an accountant. Now he was being interviewed by a highly agitated, arrogant little man who ran a small business that he had started from scratch.

"I need someone with an accounting degree," the man said. "But mainly, I'm looking for someone to do my worrying for me."

"How's that?" the would-be accountant asked.

"I worry about a lot of things," the man said. "But I don't want to have to worry about money. Your job will be to take all the money worries off my back."

"I see," the accountant said. "And how much will my position pay?"

"I'll start you at \$85,000," responded the owner decisively.

"Eighty-five thousand dollars!" the accountant exclaimed. "How can such a small business afford a sum like that?"

"That," the owner said, "is your first worry. Now get to work."

## A Free Disaster Prevention Planning Kit To All Of Our Clients and Friends

Download your kit  
[www.techsagesolutions.com/freetkit/](http://www.techsagesolutions.com/freetkit/)

- ⚡ Fill-in-the-blank Business Continuity and Disaster Preparedness Plan
- ⚡ A FREE Emergency Supplies Checklist
- ⚡ A FREE guide titled "The 10 Disaster Planning Essentials for a Small Business Network"



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

3463 Magic Drive Suite 255  
San Antonio, TX 78229  
Phone: 210-582-5814  
Fax: 210-582-5881

**Web:**

[www.techsagesolutions.com](http://www.techsagesolutions.com)

**Blog:**

[www.techsagesolutions.com/blog](http://www.techsagesolutions.com/blog)

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## Who Else Wants To Win A \$25 Gift Card?



Which kind of animal did  
Florence Nightingale often carry  
around in her pocket?

- A) Kitten
- B) Puppy
- C) Owl
- D) mouse

Email Kathleen Now With Your Answer!

[kpastrano@techsagesolutions.com](mailto:kpastrano@techsagesolutions.com)

With Subject: July Trivia Answer

*At the end of July will draw from the correct answers for the gift card*

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- Email Spam Filtering, Archiving, and Encryption
- Hardware & Software Sales
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