

I FIX COMPUTERS FOR TREATS!



This Issue Of
BITS & BYTES Has
Gone To The Dogs!!
Turn To Page 3
To See Why...

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"TAG specializes in providing management level responsibility for all the technology in your business. This includes support for your network and working with other hardware & software vendors who's technology you use.

We do this with friendly, proactive & responsive service!

Joe Stoll, President
Technical Action
Group (TAG)



Don't Let Your Phone Be Used Against You: 5 Smart Tips To Keep Your Smartphone Safe

For better or worse, we are practically "married" to our phone these days. It goes everywhere we go. It has access to our most private conversations and key financial data. It holds some of our most precious memories, in the form of pictures, sound recordings and video.

And yet, there are those who would use it to rob and manipulate you. And they're getting more and more clever each day at penetrating your defenses. So how do you protect your phone and yourself from vicious attack by these cybercriminals?

Here's a basic checklist to keep you and your "beloved" safe.

1. Keep your phone with you at all times. Remember, if somebody swipes it:

- It can be used to access your money, or steal your identity.
- Someone can pose as you on your social media accounts.
- A thief can use your SIM card to rack up phone bills.

2. Keep your phone secure.

- Set a secure entry password.
- Update your phone's operating system as soon as updates become available.
- Turn Bluetooth off when you're not using it and avoid using it in crowded areas.

- Only use encrypted WiFi networks that require a password, and set your phone to not automatically connect to new networks.

- Enable remote geo-tracking and the lock and wipe functions. These will allow you to locate your phone if misplaced. You'll also be able to lock the screen and wipe the data if the phone is stolen. Just be aware that geo-tracking may enable others to pinpoint your location.

3. Keep your data secure.

- Back up your data regularly.
- Don't save passwords or PINs on your phone.
- Avoid online banking in public or crowded areas on public wifi. Strangers may be able to look over your shoulder.

4. Use apps safely.

- Apps can transmit personal data. Select permissions carefully when you install them.
- Always source apps from trusted providers and check feedback from other users.
- If you're not sure why an app needs access to your contacts, calls, photos or location, see if you can find a comparable app that doesn't require that access.

5. Be selective about how and where you use your phone.

- Stick with trusted web sites and apps when you download anything.
- Never download content from an unknown source or one you can't verify.
- Turn GPS off when you're not using it. Your location can be tracked if you have it turned on.

Shiny New Gadget Of The Month



Tossing Your Video Camera To the Wind

Shooting the perfect video for your business just got easier, thanks to a new flying camera that's smart enough to follow you on its own. It's called the Lily flying camera, and it breaks new ground in ease of use.

Just toss the camera in the air, and it starts shooting video. It can follow or circle or zoom in on a subject with ease. You just wear a special wrist beacon.

Lily may be a cool toy, but it's also a great tool for your business. Shooting video from the air, hands-free, quite literally means the sky's the limit on what you can do. It also means you can shoot great marketing videos without having to buy a whole lot of new gear.

Just toss Lily in the air, demo your product and let Lily capture stunning aerial footage for you!

- Log out of web sites when you are done using them.
- Especially with e-mail – THINK before you click. Hackers are getting very clever at creating authentic looking e-mails. One false click could unleash malicious code allowing them access to all your personal data.

Keep these tips in mind to keep yourself out of harm's way — and to enjoy all the great things you love about your phone.

One Simple Way YOU Can Increase Network Security AND Save Money...

Tell Your IT Partner When Staff Leave!

Losing an employee is never easy – whether it's your choice or theirs. There are lots of time-consuming tasks to follow....recruit for a replacement, figure out how to divvy up their duties until you can find a replacement, training, etc.

While it's important to take swift action replacing your employees, did you know it's just as important (and it only takes a few minutes), to tell your IT support company each time an employee leaves your company? Especially in situations where the departure was contentious due to an abrupt departure whether from termination or a walk out. Here's why alerting your IT provider about every departure is important (even if the departure was amicable).

Security

To prevent your employee from accessing your network and any web-based applications once they're gone, their passwords must be changed immediately in all systems (network, email, cloud apps). This is especially important for email, or if you use any remote access tools in your business. If an employee leaves and their password does not change they may still be able to read and send email through their mobile device or Online Web Access. In some cases users might still have VPN (virtual private network) or remote desktop access. It's important to remove those permissions and change passwords to lock users out.

Even in the case of an amicable departure it's best practice to lock them out. If anything happens on your network they are absolved of responsibility as they did not have access.

Another important security reason to tell your IT provider of departures is that it allows them to disable the account so it cannot be used as an entry point into the network. If accounts of departed staff are not disabled, you will eventually have multiple dormant accounts that while not being used, are still active. These accounts make easy targets for hackers to run a password attack on. Once they crack the password they will be able to enter your network and run amuck on your network infecting it with viruses, stealing or deleting data. If the account is not in use, it may be quite a while before you realize anything is wrong.

Bottom line, multiple accounts lying dormant cracks open your network just enough for a cyber-criminal to get a foothold into your network.

Life Cycle Management

If your IT partner is kept current on your staff departures, it allows them to reallocate licenses and resources. For instance if you use Office365 or Adobe Cloud products in your business and you haven't been keeping your IT partner apprised of staff departures, there's a chance that you may have dormant licenses sitting around forgotten and not taken into account when a new user

starts. If your IT partner does not know a user has left, we assume that license is still in use and run the risk of purchasing a new license unnecessarily. By letting us know when users leave, those licenses can be recycled and given to new users or existing users instead of purchasing new ones. You can save money by having your IT partner help track these things.

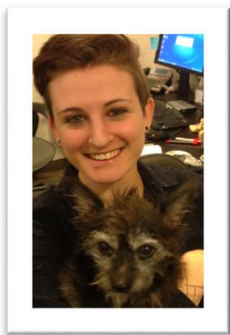
Data Management

Your IT partner can help you access the departed users' files and emails. We can give you full access to their mailbox so you can see the full email history. This allows you to easily access any important communications you may require so nothing is missed or lost.

If they were working on an important project and it was not being saved on the server in a centrally accessible location, we can help you access their computer to find the file, and transfer the documents to another location. Or we can copy the profile so you can easily search it in future.

Also we can help protect you from missing important client communications by setting up email forwarding and help you set up an auto responder to divert emails to a different employee.

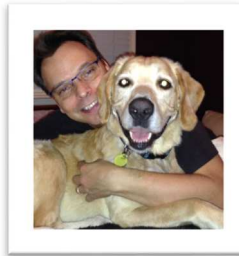
If you're a TAG client and know you have some active accounts still lurking about belonging to former staff, send us a list and we'll work with you to sort it all out!



Article submitted by TAG Technical Analyst and Automation Specialist Holly Williams—shown here with her beloved Norma, resident TAG dog therapist. Since joining TAG in February 2014 as Junior Technician and Dispatcher, Holly quickly went up in the ranks at TAG through her demonstrated and passionate continual expansion of her technical skills as well as helping our clients not only resolve their computer issues, but help them be proactive in preventing issues or security vulnerabilities in the first place. Thanks for the great article Holly!

Create A Fun Work Place (and life) - Foster A Labrador Retriever!

In June of this year my wife Sandra and I lost our beloved 8 year old black Labrador Retriever Abby after a hard fought battle with kidney disease. As anyone who has loved and lost a canine companion knows, they leave a pretty big hole in your heart and life when they're gone—it's a heart wrenching loss. As life long dog lovers (in particularly of Labrador Retrievers), Sandra and I couldn't quite picture a life without another loveable, goofy lab (Abby was our 2nd lab rescue n 10 years). Yet with a growing business and additional personal responsibilities on the horizon with my elderly parents moving to Toronto, the notion of caring full-time for another dog (regardless of how much joy one would add to our lives) was more than we could handle responsibly at this juncture in our lives. Still, we were sad at the thought of a life without another loyal companion to complete our small family (without kids, your dog tends to become your child!)



Joe Stoll and Foster Lab Orly

3 months after losing Abby and we were settled in our dog free life, Sandra asked me "what about fostering labs"? We adopted our last labs at 7 and 4 years old, from a wonderful rescue organization, so we were quite familiar with the important role that fostering played in uniting us with our 2 wonderful labs Samson and Abby. It would be a way to have loveable labs around again, without the full-time responsibility.

Scam Alert: Phony Domain Renewal Notices

Small business operators and individuals with their own Internet sites continue to be confused and caught by unsolicited letters warning them that their Internet domain name is due to expire and must be renewed, or offering them a new domain name similar to their current one. If you have registered a domain name, be sure to carefully check any domain name renewal notices or invoices that you receive. While the notice could be genuine, it could also be from another company trying to sign you up, or it could be from a scammer.

- Check that the renewal notice matches your current domain name exactly. Look out for small differences—for example, ".com" instead of ".ca" or missing letters in the URL address.
- Check that the notice comes from the company with which you originally registered your domain name.
- Check your records for the actual expiry date for your existing domain name.

If you receive a letter like this, send it our way. We can easily verify whether it's a legitimate request from the registrar for your domain or if it's a hoax. Don't hesitate to ask for our help. We've seen a lot of these scams so we can quickly identify them, and save you throwing your money away, and your valuable time in trying to figure it out for yourself.

Immediately I conjured fears of my wife or I (likely both) getting too attached and becoming “foster fails” as our technician Holly was after fostering her Norma for a few short weeks (see previous page for a pic of them!) After much discussion, Sandra and I became resolute in giving back to a breed that gave us so much joy over the years. We would do this by playing an important role in a lab’s transition from their owners who could no longer care for them to their new forever home. By offering our lives and home to fostering, we were playing a vital role in helping to keep some precious labs out of a shelter awaiting a new home, and rescuing those already in shelters.

We were thoroughly vetted by Lab Rescue Ontario and accepted into the program. A few short weeks later we excitedly (and a bit nervously) welcomed our first foster - 4 year old Orly (shown with me last month on previous page). Any anxiety was quickly replaced by immense delight and laughs Orly gave us. He knew all his commands, was perfectly behaved in the house, loveable, yet playful, and a complete goofball obsessed with fetch (which scores major points with me, “The Human Chuckit” per my wife). We 3 bonded quickly (as Labs tend to do, which makes them the world’s worst guard dogs!)

Our house came alive again with the click click click of lab feet on the hardwood, the delightful songs of squeaky toys, and thump thump thump of dog-declared races with us up and down the stairs. Disconnecting after work from the push and pull that is life with business and family obligations became instant with a dog in the house again. Stresses of our days melted away through the simple art of getting silly with a dog, and the necessity of taking long walks again. We forgot in the months of dog free life, how truly therapeutic they can be. We even slept better with Orly in the room!

Fortunately we have a “please bring your dogs to work” policy, so we don’t need to worry about what any fosters get up to home alone for the first critical few days while they are getting used to their new world. Knowing what an important role fostering plays in the lifecycle of placing the dogs, Lab Rescue respects foster parents capabilities and availabilities and it’s a very pressure-free relationship. We were offered 3 dogs before we were available to accept Orly, and we were never made to feel bad, or pressured to take a dog until our schedules allowed for it. Additionally, as Sandra and I do not have experience with puppies, we asked that one not be placed with us, and they respected this with no pressure to accept one.

Each lab coming into the care of Lab Rescue is vet checked and chipped. Their temperament is evaluated by Lab Rescue workers and in cases of an owner surrender of the dog, the owners are questioned as to each dog’s history and this info is shared with foster parents. Each dog is sent into a foster home with an ample supply of high quality food, leash, collar, at least 1 toy, and treats. Volunteers make themselves available to answer questions at any time, and if there’s anything special required for the dog while it’s in your care (Easy Walk harness, medication) Lab Rescue will purchase the items for you, or reimburse you.

With over 600 people per year wanting to adopt a lab from Lab Rescue Ontario, you could expect to foster (on average) anywhere from as little as one week up to 2 or 3 months depending on the age, disposition, health and other factors of the dog. Orly was with us for only 1 week as well mannered, trained dogs of his age at 3 / 4 years old are in high demand. Was it as hard to say goodbye as we feared? Absolutely! Bonding with labs is very often quick. But what trumped our sadness at saying goodbye was meeting the wonderful family who adopted him, and knowing he was going to a great home. Myself and Sandra played an important role in making another family complete with a loveable lab just as our own lives were with our Samson and Abby. What a rewarding accomplishment!

Lab Rescue creates a stress and guilt-free experience for their fosters by never applying pressure or guilt to take a dog if your circumstances make it difficult for you to do so. Going out of town? Life going to get crazy for a bit? Need a break from fostering? No problem—just let them know your availability and what you’ll get in response is “thanks for the heads up, and thank you for your help so far”. Want a revolving door of labs in your life? That could probably be arranged too, as Lab Rescue is a very busy rescue organization. The more foster homes they have, the more labs they can rescue!

When we arrived back to a quiet, empty home after sending Orly off to his new forever home, Sandra and I high fived each other for “surviving” our first fostering without being foster fails by adopting Orly. We reminisced fondly about our week with Orly while putting the beds and toys away in places easy for us to retrieve again, in eager anticipation for new adventures with foster#2!

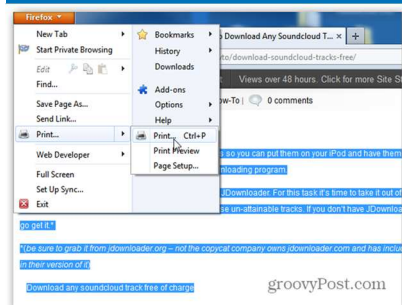
For more information on how to share your love with a lab in need go to:

<http://www.lab-rescue.ca>

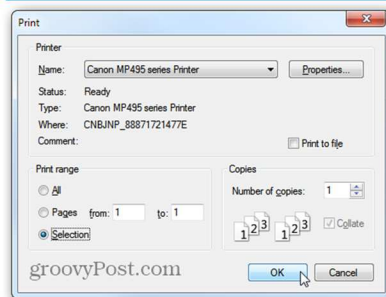
Print Only Selected Text From a Webpage In Windows

When you need to print info from a webpage, it’s annoying getting a bunch of ads and content you don’t need. If you don’t want to waste your ink and paper printing an entire page – just print what you select.

Highlight the text and / or images you want to print. Now in your browser go to *File >> Print* or simply use the [Ctrl][P] keyboard combination.



The Print screen comes up. Select the Printer you want to use. Then under Print Range check Selection and click OK.



This quick tip will save you a lot of paper, time and ink when you only want to print out part of a webpage.