

# Bits & Bytes

Insider Tips On How To Use Technology To Make Your Business Run Faster, Easier, And More Profitably



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**“As a business owner , I know 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 forever.”**

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## This Halloween...Who’s Keeping An Eye On Your Computer Network?

Many business owners and managers wait FAR too long to have their computer network’s health and security checked and updated. Unless their IT support are monitoring their network 24/7 and actively performing specific monthly and semi-annual maintenance tasks, a nasty virus, malicious hacker, unexpected software corruption, hardware failure and dozens of other problems WILL catch them off guard at some point and result in extensive downtime, data loss and expensive data recovery efforts.



Over 70% of clients we onboard had IT providers who did not perform regular maintenance on their network, leaving their business exposed to countless serious threats that were increasing all the time. At some point, disaster struck for many of these companies and they found themselves in a real mess, with a network down and employees sitting idle, waiting to get back to work, and calling us desperate for help.

By then the damage is done, and it can cost thousands of dollars to get the network back to normal, if that’s even possible. What saddens me even more is the fact that almost every one of these costly disasters could have easily been prevented if someone had checked their network’s security and health to remove these threats on a regular basis.

## No More Excuses! Our Free Network Checkup Will “Exorcise” The Demons Hiding In Your Computer Network

From now until Halloween (October 31<sup>st</sup>), we’re offering a FREE Network Checkup (\$497 value) so that you have no excuse for not making sure your computer network is safe and sound. **Schedule your FREE Network Checkup by registering at:**

[www.TechnicalActionGroup.com/Ghostbust-My-Network](http://www.TechnicalActionGroup.com/Ghostbust-My-Network)

**You can redeem the Network Checkup any time after October 31, but you must reserve your spot by that date as spaces are limited!**

## Shiny Gadget Of The Month:



### Neo Grab

It's amazing how quickly our technology evolves. When the GPS devices for cars first came out, could we imagine that our phones would quickly take over that job? More and more, we see people using their phones to navigate in the car, but holding on to the phone while driving can be dangerous. The result has been a series of phone-holding apparatuses that cling to the car in the same manner our GPS's did.

Finally there is one that is not only functional, but also beautiful, and it battles one of the biggest problems with car phone holders. The NEO GRAB allows you to mount and remove your phone one-handed, and it works for you in ways unimaginable, not only in the car, but also in the kitchen, office, bathroom, bedroom, garage, at work, etc. With its extreme suction cup, the NEO GRAB is easy to attach to any smooth, non-porous surface, like glass, drywall, plastic, wood and metal.

The NEO GRAB fits devices with LCD screens up to 6 inches and can be used for smartphones, mini-tablets and even your GPS device. Needless to say, this is the ideal accessory for any smartphone user.

It comes in 5 colors and can be purchased for \$34.99 from [www.SkyMall.com](http://www.SkyMall.com).

## Do You Have Ghosts & Goblins In Your Computers?

### 7 Warning Signs That Your Computer Is Infected With Spyware

Spyware is NOT harmless; it can be responsible for delivering a mountain of annoying spam, taking over your web browser, slowing down your PC, and serving up "sticky" pop-up ads. In some of the more extreme cases, spyware can actually steal your passwords, financial information, e-mail address book, and even use your PC for illegal activities. Most spyware programs are designed to run undetected by the user, but there are warning signs like...



- #1. Your browser has been hijacked.** If you open your Internet browser and a strange looking homepage pops up and won't go away, chances are you have a spyware program installed on your computer. You may also discover that you cannot modify your browser settings and that your favourites folder has been modified.
- #2. You conduct a search, but another (unauthorized) browser completes it for you.** For example, you type a search term into Microsoft IE, but another browser pops up and lists various web sites tied to your search term. This is a surefire sign of a spyware infection. You'll also notice that if you try to remove this program, it comes right back.
- #3. Your computer is unstable, sluggish, locks up, or crashes frequently.** Spyware programs run in the background taking up disk space and processor speed which will cause serious performance problems.
- #4. You constantly get pop-up ads displayed on your screen, even if you aren't browsing the Internet.** Some of the ads may even be personalized with your name.
- #5. The send and receive lights on your modem blink actively as though you are surfing the Internet or downloading files online, even though you aren't.** More than likely this is due to spyware programs sending and receiving information via your computer without your permission or knowledge.
- #6. Mysterious files suddenly start appearing on your computer,** your files are moved or deleted, or the icons on your desktop and toolbars are blank or missing.
- #7. You find e-mails in your "Sent Items" folder that you didn't send.**

## 5 Tools To Better Manage Your Inbox

In 2013, over 100 billion business e-mails were sent every day. According to the Radicati Group, that number is expected to exceed 132 billion e-mails per day by 2017.

That means approximately 100 e-mails might hit your in-box per day. No wonder it's so hard to keep your in-box relatively clean. Here are some tools that can help:

**Mailbox** - Mailbox makes it easy to organize your in-box from your smartphone. You can quickly archive, delete or save messages for later. You can even add e-mails to your to-do list so you never forget about a message you don't have time to address when it first arrives.

**The Email Game** - The Email Game turns responding to and archiving e-mails into – you guessed it – a game. Skip an e-mail and you lose 25 points; respond to one and you gain 175 points. You can also challenge yourself to sort through your e-mail in a set time period.

**Unroll.me** - Sorting through all the e-mail you've subscribed to (or been subscribed to) can be tough. This service takes all your subscription-based e-mails and transforms them into a daily digest.

**SaneBox** - SaneBox moves unimportant e-mails out of sight so you can focus on your most important tasks. SaneBox uses an algorithm to filter through your e-mails and put nonessentials into a folder for you to look at later; that way you can focus on the important stuff.

**ActiveInbox** - If you use Gmail, ActiveInbox turns e-mail into a task management system. You can categorize tasks as "action," "waiting on" or "overdue." If you need something done on a certain day, you can schedule it on your calendar and receive a reminder.

## Don't Make These 3 Mistakes With Your Next Office Move

Moving is always a pain in the rump, but it doesn't have to be a horrific, expensive experience. The No. 1 lament from someone who's experienced a "bad" move is "I didn't know I needed to..." followed closely by "I completely forgot that..." In other words, *it's what you don't do that makes the move a disaster*. To make your move easy and effortless, here are the 3 most common mistakes you want to avoid:

### Mistake #1 — Trying To Save Money By Using Your Employees To Move Your Computer Network

Don't ask your staff to disconnect, move and reconnect computers, phones and other devices just to save a few bucks. You'll frustrate them and end up with phones ringing at the wrong extension, lost cables and PCs that get dropped. You don't want to let your movers do this job either; they may be great at moving furniture, but a network is a lot more sophisticated and sensitive. *Be smart and hire an IT pro to pack and move your network.*

### Mistake #2 — Not Hiring The RIGHT IT Firm To Move Your Network

While we're on the topic, make sure you know what to look for when outsourcing the move. A few things to look for would include references from other clients, proof of insurance (get them to fax you a copy), and a professional, organized approach to quoting the move. A real pro will insist on visiting your current location as well as your new location to conduct a detailed site survey. NEVER hire anyone who wants to quote moving your network over the phone.

### Mistake #3 — Not Giving Your Phone, Internet And Cable Vendors Enough Advance Notice

80% of unexpected communications blackouts and cost overruns on network moves are caused by failure to properly plan voice, data and electrical installation *in advance*. Just because the prior tenant had computers and telephones is no guarantee that the cabling is suitable for *your* phones and *your* computer network. Allow at least 6 weeks for Internet and telephone connections to be installed. Advance planning will help you avoid emergency rush fees or Band-Aid fixes to make things work.

## How To Print Only A Selected Area Of An Excel Spreadsheet

There will be many times when you need to print out Excel spreadsheets. But often times you really don't need to print out the entire report which wastes paper, ink, and time. Here's how to print out only the specific areas of the spreadsheet that you need:

Click on the cell at the start of the area you want to highlight, then hold down the **Ctrl** key and drag with your mouse along the area you want to print out. After selecting the area you want to print out, go to **Page layout > Print Area > Set Print Area**.

You won't really notice anything happen to the document at that point, but next while still under the **Page Layout** tab, click **Print Titles**

Next select the **Sheet** tab in the Page Setup windows that appears. From here type in the Columns and Rows that you want to repeat (*if any*) then click on **Print Preview**. This allows you to include any headers or labels associated with the data. Now you will get a view of the area you're printing out and can select the printer you want to use and adjust print settings. Here you can actually get deep into the printer settings as well as tweak the preview area, and manually type in more cells if you want to include them. If you get too deep into adjusting print areas, they will stay until you clear them out. From the ribbon under Page Layout click **Print Area > Clear Print Area**.

This is a great way to save printer ink and paper, as well as time for you and your colleagues. Nothing is worse than someone printing out 500 pages when you just need the printer to get one simple page.

# Are You Or Your Team A Security Threat To Your Business?

Data security should be a top priority for every business. Having good security means identifying risks. Surprisingly, some of the biggest data risks come from within. If employees aren't following your organization's data management policies, then they're your biggest threats.

Technically, every employee carries with them some level of risk. Mary Shacklett, president of Transworld Data told Processor magazine that she has identified two groups in particular that are the worst offenders at disregarding data security policies: C-Level executives and younger workers known as the Millennial generation.

## C-Level Executives can't See the Value of Proper Data Management

According to Shacklett, "C-level execs want to use their laptops to do things that aren't work-related." This security risk isn't because executives don't care about the data security of their company. On the contrary, executives care about security the most because they're so invested in their company's success.

Herein lies the problem. Executives are so invested in their company that it's difficult for them to separate their personal lives from their work lives. Therefore, they'll often use the same laptop, filled with company secrets of the highest clearance level, to do personal tasks, like online shopping and personal email. In many cases, a personal laptop doesn't have the same level of protection and security oversights as a workstation plugged into the company network, making personal laptops easier to hack (or steal). The best way for an executive to prevent a data breach is to follow the data management policies just like everyone else, and to do their very best to keep their digital work life separated from their personal life.

## Kids these Days

Mary continues with her analysis of data management challenges and tells Processor Magazine that:

The younger workforce who regularly share personal details on Facebook and other social platforms, complicate how business data is monitored and secured... It's hard to enforce security practices when you've got a whole generation who don't understand why these practices should be necessary.

It's very difficult to change a habit. For Millennials, social media platforms are much more than a tool used to keep in touch with family. For the younger generation, social media is used for everything, including file sharing. If your business isn't explicit in its social media usage and file-sharing policy, and if your IT management team isn't active in the enforcement of your organization's policies, then anybody (young or old) that's used to doing everything on social media will continue to do so, putting your sensitive data at risk.

## Why Social Media Can be Dangerous for Work

Social Media is a double-edged sword. There are lots of benefits when it comes to engaging prospects and marketing, but there are two serious problems with using a third-party software for the sharing company files. The first is data security. An employee's personal social media account is directly connected with hundreds, or even thousands of people. A few of these "friends" may be bad apples that have been given a high level of permission (permissions you have no control over) to view your employee's personal details, which may easily translate to leaked company files.

The second concern is regarding workflow. An employee working on a company project and communicating details about it via social media will make the project difficult, or maybe impossible to track. Going back and finding information about what went wrong with the project or who said what, will be a nightmare and intrusive if you need to extract facts from an employee's personal social media account.

## What's a Multi-Generational Company to Do?

It's all well and good to have data management policies in place to protect your company's data from falling into the wrong hands, but without having the tools to enforce these policies, your efforts can be derailed by an employee that doesn't know any better. Technical Action Group offers your business several solutions that will protect your data. With our Unified Threat Management solution, you can set the parameters on what websites can and can't be visited, as well as have an enterprise-level firewall for your entire network. We can also monitor your network with our managed IT services in order to catch and prevent data breaches.