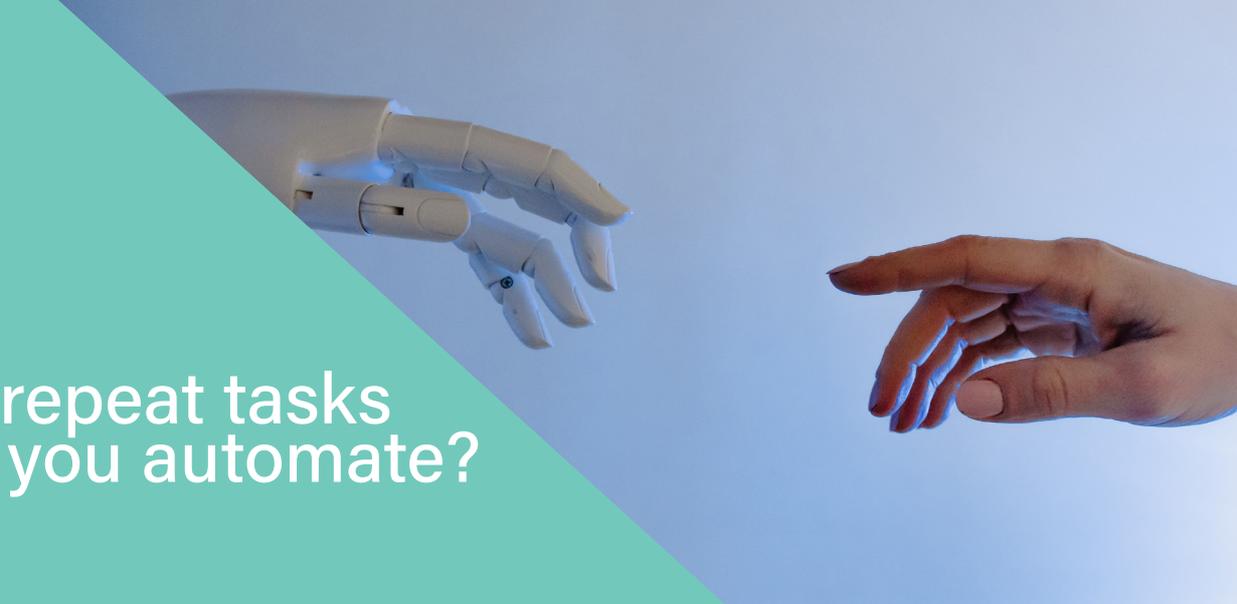


Technology Insider



September 2021

YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS



What repeat tasks could you automate?

Do you often find yourself performing the same actions over and over again?

Perhaps they're important tasks that need to be done on a regular basis. But, ugh, they're so tedious.

Think of the time you could save if you didn't have to do them.

And the collective time your team would save if they didn't have to do repeat tasks.

Removing boring repetitive tasks is great for morale – both yours and your staff. So why not automate as many of these actions as you can?

When you look at task lists with an attitude of “remove it by automating it”, you'll spot loads of repeat jobs you never need to do again. Hooray!

Tasks in payroll; parts of your HR; customer

support; management – and even your marketing. There are hundreds of tools available that will integrate with your current apps and systems. Like Teams, Outlook, and your CRM.

They'll speed things up and save you time and effort.

Want to see how automation could help your business?

Talk to us. We can suggest the apps and tools to use with your current systems, to automate more, faster.

**Get in touch with our experts today
on 01392 796 779.**

Email us ask@bluegrass-group.com

Technology update



We're really looking forward to the launch of Windows 11 in the next few months.

But are your devices ready for it?

In an unprecedented move, Microsoft has changed the minimum system requirements needed to run its operating system if you're upgrading from 10 to 11.

And that's created a headache for a lot of people. On the plus side, the changes mean you'll get increased security, reliability, and compatibility. But it does mean that some of your devices might not be up to spec to upgrade.

Here are the minimum hardware requirements the new OS requires:

- An Intel Core processor from 2017 onwards. Or AMD Zen processors from 2019 onwards
- 4GB of RAM
- 64GB of hard drive storage
- Oh, and it all hinges on having a TPM (Trusted Platform Model) 2.0 chip

While Windows has required all its devices since 2016 to have the TPM chip, many of them haven't been activated. And that process sounds... technical, to say the least.

If that's all nonsense to you, contact us and we can check your devices for you. Just give us a call or drop us an email.

Book a call back

Book a 15 minute video call with us now using our [Online calendar](#)

MICROSOFT TIPS

Who doesn't love Teams?

But with all the group chats you're part of, it can be tricky to go back and find information when you need to.

Did you know you can add titles to your chats? That makes them so much simpler to search.

Just click the pencil icon at the top beside your colleagues' names and give the chat a name.

Friend or Foe?

Hopefully you're aware of the risks of fake accounts on social media.

Accounts are created to catfish; con people out of money; and for other kinds of exploitation.

But did you know that fake accounts can be created for other services too?

Most of the businesses we interact with now need you to create an account. Think food ordering, online shopping, maybe even for businesses like yours.

But what's the harm in that, right?

These fakes won't be creating accounts on your website to trick you into anything. Aside from creating spam in your CRM, what's the problem?

Actually, these fake accounts can result in huge fraud. Recently, for example, the US Secret Service announced it had recovered \$2 billion in fraudulent Covid-19 relief claims.

And it's on the rise, because there are now software tools which automate account creation and mask real identities.

While this may not directly affect your business in this way, it's making it very difficult for all of us to be recognised as real individuals online. It may be only a matter of time before this is recognised as a form of fraud.

Have you considered how fake account fraud could affect your business?

Perhaps it's time to take a look at the way accounts are created to do business with you.

This is how you can get in touch with us:

CALL: 01392 796779 | **EMAIL** ask@bluegrass-group.com

WEBSITE: www.bluegrass-group.com

Extra security?



SURE, JUST COMBINE YOUR RDP WITH A VPN, MFA AND ACL

Ha ha... we threw all those confusing acronyms in the headline deliberately. Welcome to our world!

Before you start to panic, this isn't going to get too technical or complicated.

RDP stands for Remote Desktop Protocol, and it's how you and your team connect to your business network using your laptops when you're away from the office.

So, a pretty essential piece of technology these days.

But because anyone can reach an RDP through the internet, that does present a security risk. In fact, attacks on RDPs surged by 768% in 2020.

And 47% of ransomware attacks start with the RDP being compromised in some way.

So, what do you do to protect your business from becoming a victim?

1. MFA

Set up Multi-Factor Authentication across your devices. This is where you have to generate a code on a separate device to prove it's really you logging in.

2. ACL

Limit who can access your network, by setting up Access Control Links. This is like a security guard on the door deciding who can get in, and who can't.

3. VPN

Set up a Virtual Private Network. This is an encrypted 'tunnel' for your connection into your business. No-one else can see what info you're sending or receiving.

There are even more acronyms that can help, but I don't want you to glaze over

My team and I can make it a lot more secure for you and your team to access your information remotely, but still easily. Let's talk.



DID YOU KNOW?

Most people use the same 3 (weak) passwords for everything

A recent survey showed two thirds of people use the same three passwords across up to 50 different services and accounts.

Street names, pet names, and memorable dates make for the most popular choices. These, however, make terrible passwords. As they are easy for automated hacking software to figure out using something called brute force hacking. This is where the computer tries thousands of different passwords until it finds the right one.

The answer is a password manager. It will generate a truly random string of characters for your password, then remember it for you, and automatically fill it in when you login.

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Monthly update from Dave



Recently it seems as though Big Tech is finally taking consumers' privacy concerns more seriously. Companies like Apple and Google are taking steps to protect our data and give us more choice about who can access our information.

But is it enough?

Big Tech knows more about us than even our other halves do. From our likes and dislikes to our vacations, shopping habits, and even what we like to watch. Everything we do online is watched and tracked.

Are enough people aware of how to change their settings to keep their information private?

And what are the risks to us if nothing further is done?

On the flip side of this, if we're no longer tracked online, it means that adverts become less targeted, and

recommendations are less accurate. Most people may not mind this, but what does it mean for business owners like us?

Advertising becomes a lot more difficult. You'll wind up spending more on things like Google Ads, to get fewer results. Your business may not get in front of enough of the right people online. And that's certainly a worry to those who rely on adverts to attract new business.

So where do we draw the line when it comes to online privacy? Tell me your thoughts...

Dave

Joint Managing Director

Not delighted with your IT? Let's talk...

Here's two quick questions for you:

1. Do you currently have an IT support company?
2. How happy with them are you?

If the answer is not utterly delighted, we'd love to chat.

Book a call in our diary [here](#).

Or to speak to us now, call 01392 796 779.

Question

I've noticed a new administrator on my network, but don't know who it is

Answer

If you've checked around the business and no-one has created the new administrator account, speak to your IT support partner, immediately. This may be a sign that you have an intruder in your network, waiting to launch an attack

Question

A really important document has disappeared from my network. Can I get it back

Answer

Hopefully you have a working daily or continuous back-up in place? If so, it's simply a case of retrieving a copy of your document. If you don't have a back-up then it may be trickier. First, you may want to establish how the file has disappeared. A good IT support partner should be able to guide you through this (also, get them to sort out your back-up).

Question

Teams notifications are distracting me from my work, can I stop them?

Answer

Yep, just turn them off! You can set your status to Do Not Disturb, which will stop anything bothering you. Alternatively, you can now make yourself invisible, by appearing offline when you really want to get your head down.

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