

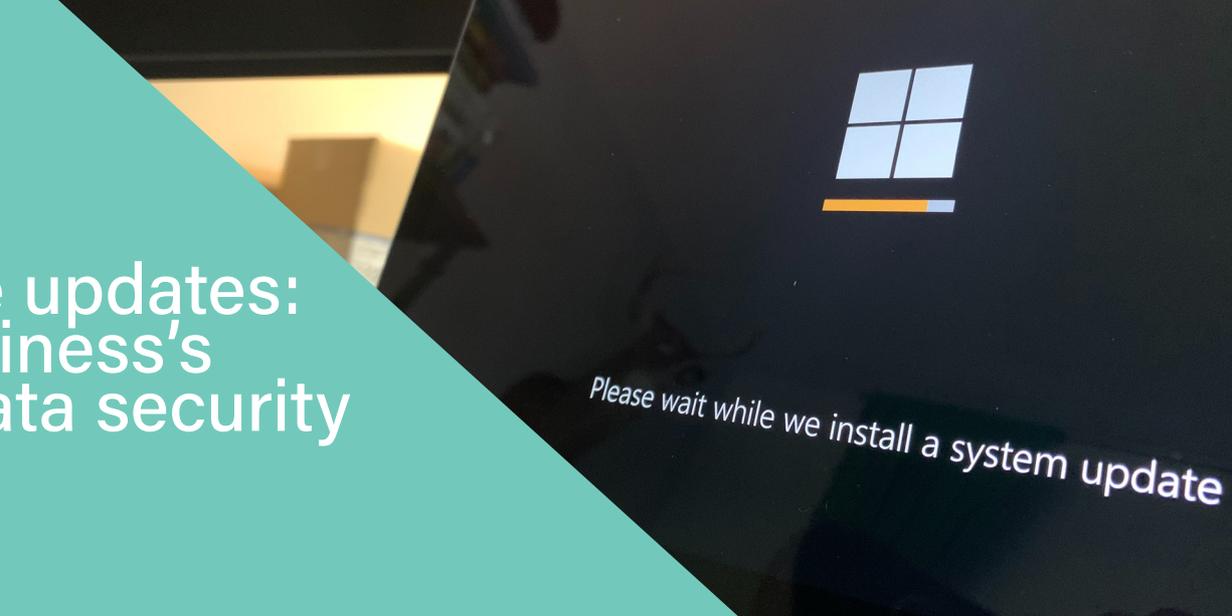
Technology Insider



YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

October 2021

Software updates: Your business's secret data security weapon



Please wait while we install a system update

You know that feeling when you look in your phone's app store, and there are 29 apps asking to be updated?

Yes, everyone gets annoyed with this sometimes.

What's worse is when you're working on your work computer, and software pings up a message saying it needs to be updated. At least phone apps don't take long and don't interrupt you that much. On your computer it's too easy to hit "remind me later" and forget it.

Often these updates are known as patches. And they're there to keep your business safe. When a vulnerability is found in a piece of software or an operating system, the developers work really fast to create a small update – the patch – that fixes the vulnerability.

This is like a plaster, until a full update is created.

It's risky to ignore any updates.

A recent study found that today's top 4 most exploited vulnerabilities were discovered between 2018 and 2020.

The fact that they're still in the top 4 shows that many businesses are skipping updates!

As your IT Partner we ensure that your systems and devices are always up to date, but if you ever have any concerns with any update request, we're always on the end of the phone.

Technology update



With more of us working remotely now, coffee shops are getting busier again as we look for somewhere other than home to work.

But are your devices ready for it?

But while it can be great for getting rid of distractions, it's not so good for security. That's because public WiFi is a hotspot for data theft.

Any data sent over public Wi-Fi that doesn't need a password to access is vulnerable to theft or manipulation from someone else using that network.

And it's not just other Wi-Fi traffic you need to consider. There are also fake networks to be wary of. You think you're connecting to the coffee shop's Wi-Fi... but how do you know it isn't a fake version with the same name?

As soon as you log on, they can suck up all of your

credentials and any other personal data on your device.

If your team is using public Wi-Fi regularly, best practice is to use a VPN (Virtual Private Network) to keep your data safe. This acts as a private tunnel for your device to connect to a private network, keeping your info safe.

Need some help?

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

MICROSOFT TIPS

Teams has been the breakout star of the last few years. Here are some Windows keyboard shortcuts for your next Teams meeting:

- Go to Search: Ctrl + E
- Turn your camera off: Ctrl+S-hift+O
- Mute yourself: Ctrl+Shift+M
- Background blur: Ctrl+Shift+P
- Zoom: Ctrl+= to zoom in and Ctrl+- to zoom out

Here's a scary thought:

As the fastest growing cyber-crime, ransomware is big business. And it's businesses like yours that are prime targets.

Ransomware is where your data is encrypted until you pay a ransom fee. It's terrifying to see, and very hard to undo once an attack has launched.

Criminals are targeting small and medium sized businesses because many don't take cyber security seriously enough.

It only takes one click on one bad link to let a criminal into your system. Once in, they will spend weeks hidden in the background, secretly preparing an attack.

Their primary goal is to stop your IT partner from kicking them out once the attack has started.

Here's the answer: You need a blend of appropriate security software and staff training to protect your business.

You WILL be targeted at some point; this is a reality for all businesses in 2021.

Whether or not your business succumbs to that attack depends on how prepared you are.

Do you know how resilient your business would be if it were hit with ransomware?

We can tell you.

Call us now on 01392 796 779.

This is how you can get in touch with us:

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

WEBSITE: www.bluegrass-group.com

Is your business prepared for the PSTN switch off?



If you're one of the 2 million businesses (according to Ofcom) still using PSTN connections, now is the time to consider your next move when it comes to telephony.

What is a PSTN connection?

PSTN stands for Public Switched Telephone Network. It's a telephone system that has been in use since the 1800s! (Let that just sink in). It's all based on underground copper wires and has enabled people to communicate with each other for centuries.

However, as with any old form of technology, the world has moved on and PSTN connections unfortunately haven't moved on with it.

The increasing reliance on internet based communications has meant that the dusty, bulky physical phone systems sat in your offices are now just a bit unnecessary for many businesses. Not to mention costly too.

This mixed with the fact that Openreach has announced the switch off of PSTN services in 2025, means that at some point your business really HAS to consider it's other voice options sooner rather than later.

Enter VoIP

Voice over Internet Protocol is one of the main options when it comes to saying goodbye to PSTN. VoIP, also known as Cloud Telephony simply equates to calls being made across the internet rather than across copper wires.

It's becoming an extremely popular choice for businesses across the South West for many reasons and we've outlined the main ones below to help you understand if Cloud Telephony is for you.

- No line rental
- Keep your existing telephone number
- Any UK area code
- You'll never outgrow it
- It's fully scalable
- Improved call management
- Increased call features
- In built disaster recovery

Plus many, many more.

Talk to us today about moving your phone system to the cloud and start reaping the rewards.



DID YOU KNOW?

Did you know... about dynamite phishing?

Dynamite phishing is where "adult content" is emailed to you. The criminals behind it are hoping you'll click a link and give them access to your computer (that's what phishing is).

It's often aimed at male names, and there's been a 974% spike in it recently.

Use security software and staff training to stay protected.

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Monthly update from Dave



Here's one of my favorite questions to ask business owners: when did you last check your backup was working properly?

It never fails to amaze me that most people can't give me a good answer. The scary part is – the very worst time to find out your backup hasn't been working is when you need to use it. After you suffer a ransomware attack, for example.

Then what do you do? You've essentially lost everything.

And although you may be confident in your security measures to protect you from attack (please never be too confident, nothing will keep you 100% protected), there are other reasons you may rely on your backup, too.

- What happens if you accidentally delete important files?
- Or your website is corrupted?
- Or there's a fire at your office?

Any one of these scenarios is a real (if rare) possibility. It would give you real peace of mind to know that at least your data is backed up anytime you need it.

So, if you do one thing today, check your backup. Please.

And as always, if we can help you with any aspect of this, just give us a call.

A handwritten signature in blue ink that reads "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

Can I take a screenshot in Windows 10?

Answer

Yes! The easiest way to capture and save a copy of your entire screen is to hit the Windows key + Print Screen key. Your picture will be saved to the Pictures > Screenshots folder.

Question

How can I see how much storage space my apps are taking up?

Answer

Sometimes if your computer is running slowly it's a good idea to remove some apps you no longer use. To see how much storage space they're taking up, go to Settings > System > Storage. Then look at the drive you want to search (This PC, for example) and click Apps & Games.

Question

Can I get rid of the ads on my Start menu?

Answer

Yep!
Go to Settings > Personalisation > Start. Then turn off the Occasionally show suggestions in Start toggle switch

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