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Celebrating over SEVENTEEN YEARS of Service and Satisfied Customers!



"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!"

**Fred Holzager,
IT Director**

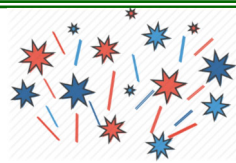
**Holzager Technology Services
and
Publisher of
*The Tech Insider***

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Snapple Real Fact # 889
The plastic things at the end of shoelaces are called aglets.

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The Tech Insider



"Insightful Tips To Make Your Business Run Faster, Easier and Be More Profitable"

Keep Your Email Safe

If you think your email is safe from hackers, think again. A lack of sufficient email security measures can result in data theft, unauthorized access to sensitive information, and malware attacks. Here are some tips to secure your email account from unwanted intruders and the many troubles that come with them.

Use Separate Email Accounts

You should keep separate e-mail accounts for work and personal needs. You don't want to mix information from websites, newsletters, and shopping deals, with messages from work. It is more likely a hacker could break into your account and gain access to everything. Additionally, this will also increase your productivity.

Set Strong Passwords

Too many e-mail accounts have predictable passwords. You might be surprised to learn that email passwords like "123456," "qwerty," and "password" are still the most common around. For the sake of security, set longer passwords (or passphrases) that contain a good mix of upper and lowercase letters, numbers, and special characters. Make sure

these passwords are unique to that account to keep all your other password-protected accounts safe.

You should also consider enabling multifactor authentication (MFA). This creates an extra layer of security by requesting another method to verify your identity like a fingerprint scan or a temporary activation code sent to your mobile phone.

Beware of E-mail Scams

When you see a link in an e-mail, don't click on it unless you've assessed its authenticity. You never know where those links might lead you. Sometimes, they can be safe, but other times they can infect your computer with malware.

If you're expecting a file from your friend or family, then go ahead and open the attachment. It's always good to know the person sending the file. But be wary of attachments in e-mails from strangers. Attached files may seem harmless, but they may actually contain malicious programs ready to latch onto your computer the moment you click on them.

(Continued on page 2)



"We Love Referrals" 2019 Offer

**Keeping with the spirit of helping others,
if you refer a business to us and they become our customer,
we will donate \$100 to your favorite charity.**

At Holzager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!

**For more information, please see our website at
www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050
or email us at info@tech4now.com.**



Quotations

"The time will never be perfect, so you can only make perfect use of your time."

Daymond John

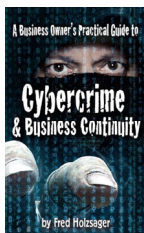
"The pessimist sees difficulty in every opportunity. The optimist sees opportunity in every difficulty."

Winston Churchill

"Man. Because he sacrifices his health in order to make money. Then he sacrifices money to recuperate his health. And then he is so anxious about the future that he does not enjoy the present; the result being that he does not live in the present or the future; he lives as if he is never going to die, and then dies having never really lived."

Dalai Lama

Read Fred's Book!



If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at www.tech4now.com/cybercrime

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!

Keep Your Email Safe

(Continued from page 1)

These types of attacks are known as phishing and they can be remarkably clever. For example, cybercriminals may masquerade as high-profile companies like Amazon, Facebook, or the Bank of America to catch their victims off guard. They might even create a sense of urgency by claiming that there's an issue with your account, and that you should send them information or click on a dangerous link to "confirm" your personal details. Even if there was a genuine issue with your account, these companies would never ask something so suspicious over e-mail. If you get such messages, contact the company directly through a verified website or phone number — **not** the contact details on the e-mail.

Monitor Account Activity

Periodically watch over your account activity. Make sure to limit access privileges to apps if you want to ensure maximum privacy and



security. Also, check for any suspicious activities in your logs like unusual devices and IP addresses that have accessed your account. This indicates that hackers may have successfully broken into your account. If this is the case, sign out of all web sessions and change your password as soon as possible.

Encrypt Emails and Update Your Software

Email encryption ensures that any message you send won't be intercepted and viewed by unauthorized users. Meanwhile, installing the latest updates for your anti-malware, firewalls, and e-mail security software, filters potential e-mail scams and fixes any vulnerabilities hackers may exploit.

Protecting your e-mail accounts from various threats can be a daunting process, but with the right support, it should be effortless. Contact us today at <https://www.tech4now.com> or call (201) 797-5050 for all your cybersecurity needs.

How to Remove Viruses From Your Android Device

It's common for computers to get infected by viruses, but did you know that your tablet or smartphone is prone to viruses and other malware infections, too? If your device is acting funny, and you think that a virus is causing the problem, these tips may help.

The Lowdown on Android Viruses

All Android viruses are contracted via apps you install on the device. To avoid getting infected, install only apps from the Google Play app store. If you must buy one from third-party stores, do some research first.

If you suspect that your device has been infected, use antivirus apps from Google Play or Google Play Protect. A lot of these are free and will detect and remove malicious apps, but some have a tendency to report apps as infected when they're actually completely fine.



If your device has been infected, here are ways to remove the virus.

- **Turn safe mode on:** access the power-off options by pressing the power button, then press and hold Power Off. This gives you the option to restart in safe mode, which prevents malware from running. If it doesn't work with your device, a quick Google search

will pull up model-specific instructions.

- **Search for the infected app.** Do this by opening Settings and then Apps. Check the Download tab (since the virus can only be something you've downloaded), and then start searching for the suspected app. If you don't know the virus's name, it's likely something that looks suspicious.
- **Uninstall the app** - click on the suspected app and uninstall it. It's that simple. But, if the name of the app is grayed out and can't be tapped, it means the virus has given itself Device Administration Status. In this case, follow the next three steps below.
 1. **Remove Administrator status:** Do this by tapping on Settings and Security, then Device Administrators. Simply uncheck the infected app and hit Deactivate on the next screen.
 2. **Uninstall the app.** When you return to the Apps menu, the infected app will no longer be grayed out. Simply uninstall it.
 3. **Restart your device.** Now your phone will be protected from viruses.

Want more ideas for IT security? Don't hesitate to contact us today at (201) 797-5050 or www.tech4now.com. We can help teach you how to secure all your devices.

Trivial Matters

On February 26, 2019, the Grand Canyon celebrated 100 years since it's designation as a national park.



With almost 6 million visitors a year, it is one of the most visited national parks in the U.S. Enjoy these interesting facts. Better yet—we hope you can visit this year to enjoy the centennial events!

1. **Grand Canyon National Park is bigger than the entire state of Rhode Island.** It's a mile deep, 277 miles long and 18 miles wide.
2. **Temperatures vary greatly.** From the rim of the canyon to its lowest point, the temperature can change by more than 25 degrees.
3. **The most dangerous animal in the canyon is actually the rock squirrel!** Even though Gila

monsters and bighorn sheep also live there, visitors are most often bitten by this humble squirrel.

4. **The drive from the North Rim Visitor Center to the South Rim Visitor Center is about 200 miles and takes four hours.** That's big!
5. **No one is completely sure about the age of the Grand Canyon.** Theories range from 6 million to 70 million years. Some fossils are believed to be 1.2 billion years old. That's old!
6. **Fewer people have successfully completed a continuous length-wise hike through than Grand Canyon than have walked on the moon.**
7. **The Grand Canyon is so big and diverse that visitors can actually experience completely different ecosystems.**

Quick Tech Productivity Pointers

Prevent Your Laptop From Overheating

More employees are opting for laptops because they're compact and easy to carry around. However, small frames mean less space for computer chips, transistors, RAM, hard drives, and other hardware components. This leads to overheating, which can cause hardware failure and permanent damage to your device. To improve the performance and increase the lifespan of your device, follow these tips.



- Bad habits when using your laptop, such as using uneven or soft surfaces as padding, can block the air vents, leading to overheating.

What to do if your laptop's overheating:

If your laptop starts overheating, the first thing you should do is turn your laptop off and check if the fan is damaged in any way. This can slow down its rotation. Next, inspect the vents and fan for any dirt, grime, or other possible causes of blockage.

Also, check how many software programs or apps run immediately after switching your laptop on. If your laptop is overheating or shutting down after a while, you may have to disable applications on startup.

Keeping it Cool

Always make sure that there's adequate airflow when you're using your laptop. Avoid using your laptop in bed or on a carpet. And never use pillows as padding as they can block the air vents of your laptop. Better yet, invest in a cooling pad. They lift your laptop and have built-in fans that facilitate better airflow.

Other ways to avoid overheating are limiting the number of programs that run when you start your laptop, changing your settings to power save mode, and shutting it down when you're not using it.

With a little extra care and attention, your laptop can last longer. Call our experts today at (201) 797- 5050 or www.tech4now.com to learn how to prolong the lifespan of all of your hardware.

Causes of Overheating

Laptops generate heat when in use. That's why they have internal fans that blow out hot air and suck in cooler air. So when your laptop keeps shutting down or suffers some serious slow-downs, chances are it's overheating.

Some causes of overheating are:

- Damaged or malfunctioning fans are due to dirt and grime clogging up the fan, preventing it from rotating properly.
- Blocked air vents prevent air from flowing into the laptop.
- Old laptop batteries rely on lithium, a chemical that naturally decays over time; as the battery gets older, it becomes less efficient and generates more heat.
- Running too many software programs in the background can cause your processor and fans to go on overdrive.



Are You Protected From A Data Breach?



Think cybercriminals only target the big companies?

More than 75% of data breaches target small and medium sized businesses.

We can help you with the following:

1. **TRAIN YOUR EMPLOYEES**
Train your employees to help protect your sensitive data.
2. **PROTECT YOUR NETWORK**
Protect your network with VPN's, firewalls, vulnerability scans, penetration testing, etc.
3. **SECURE YOUR DEVICES**
Identify, track, and secure (encrypt) your employee's devices—smartphones, USB drives, tablets and laptops.
4. **SECURE PHYSICAL SPACE**
Track and log visitors, limit access with locked doors.
5. **CREATE CLEAR POLICIES**
Create clear and concise written policies on the use and disposal of sensitive data.
6. **WHERE'S YOUR DATA?**
Locate, understand, and limit where all of your sensitive data resides.
7. **PROPER DISPOSAL PROCEDURES**
Ensure that you have the proper procedures and documents in place to dispose of any devices, equipment, and paper records.



LET US HELP YOU PROTECT YOUR BUSINESS AND DATA.

CONDUCT A **SECURITY RISK ASSESSMENT** TO UNDERSTAND YOUR RISKS.

CONDUCT A **DARK WEB ASSESSMENT** TO SEE IF YOUR PASSWORDS MAY HAVE BEEN COMPROMISED

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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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5 Reasons To Choose A Hosted VoIP Phone System

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- ✓ Voice over IP phone systems

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

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"Your breadth of experience and speed to resolution helps us keep our business strong and current. The way we see you is not as an IT computer guy, but as a proven Trusted Business Advisor." —Nabil Ishac, Architect & Owner, Ishac Design Architects

July 2019

The Lighter Side...

For Entertainment Purposes ONLY!

Advanced Driving Test

You are driving in a car at a constant speed. On your left hand side there is a valley and on your right hand side there is a fire engine travelling at the same speed as you. In front of you there is a galloping pig which is the same size as your car and you cannot overtake it. Behind you there is a helicopter flying at ground level. Both the giant pig and the helicopter are travelling at the same speed as you. What must you do to safely get out of this highly dangerous situation? Get off the merry-go-round.



Why Indeed?

- Why is the third hand on the watch called the second hand?
- If a word is misspelled in the dictionary, how would we ever know?
- Why does "slow down" and "slow up" mean the same thing?
- Why are they called "stands" when they are made for sitting?
- Why is it call "after dark" when it really is "after light"?
- Why is "phonics" not spelled the way it sounds?
- Why doesn't glue stick to the inside of the bottle?

- How come abbreviated is such a long word?
- Why do you press harder on the buttons of a remote control when you know the batteries are dead?



Animal Funnies

As I watched the dog chasing his tail I thought "Dogs are easily amused", then I realized I was watching the dog chasing his tail.

Hedgehogs, eh? Why can't they just share the hedge?



Q: Why did the elephants get kicked out of the public pool? A: They kept dropping their trunks.

The Perfect Woman

A friend asked a gentleman how it is that he never married. The gentleman replied, "Well, I guess I just never met the right woman ... I guess, I've been looking for the perfect girl."

"Oh, come on now," said the friend, "surely you have met at least one girl you wanted to marry?"

"Yes, there was one girl once. I guess she was the one perfect girl, the only perfect girl I really ever met. She was just the right everything. I really mean that she was the perfect girl for me."

"Well, why didn't you marry her?" asked the friend.

"She was looking for the perfect man," he said.