IT Radix Resource

We make IT work for you

Insight From Innovation

Leaders with Vision Show the Way

During uncertain times like these, people look to leaders for guidance on how to move forward. So, during these unusual circumstances in all our lives, it is time for leaders to act as influential teachers and take action. This is the time to show vision and knowledge and move forward.

Given that criminals are taking advantage of reduced security now that so many businesses are working remotely, leaders should equip their staff with ways to enhance their networks and organization's security level. This is important because fraud and criminal tactics are becoming more professional, sophisticated and wide-spread. All of us are targets of a breach, so everyone must become aware and develop proactive and defensive plans. To ensure a farsighted view, we recommend the following strategies for all business managers and owners:

- **Stay compliant** – Each industry has either compulsory strictures on IT security or at least a set of guidelines. It is incumbent upon management in each organization to know and understand what those requirements are. At the very least, each should have a cybersecurity plan and cybersecurity insurance in place.

- **Take stock** – Whether with an outside consultant or internally, take an objective and detailed look at everything you do. Pinpoint everyone who touches any critical business data or confidential personal information. Identify the weak links and/or the areas of higher risk and take actions to limit those.

- **Enforce password policy** – Many organizations have taken advantage of password management programs to put in place strict policies regarding password strength, password multiplicity of use and password change.

- **Know the enemy** – Most managers know their competition inside and out. That is smart business! Now managers must also be current on what the criminal enemy is doing because they are a bigger threat. Stay in touch with your industry peers and remain connected to trade associations that provide guidance so you can be aware and not in the dark. That is half the battle!

- **Educate the team** – Your organization's staff are another very key line of defense. Their awareness and heightened sense of urgency regarding information security is of paramount importance. Since social engineering (through interactions with people) is where the largest number of breaches occur, be sure your staff knows all the warning signs and knows how to defend your data.

- **Implement Multi-Factor Authentication (MFA)** – Proving you are who you say you are to an email account, remote server, or specific computer is the way of the world. Newer methods are even including fingerprint scans. Make use of it. Not doing so is a huge increase in your risk factors.

## What's New

May 7
World Password Day
In honor of World Password Day, it's time to break up with your current password and move on to something new. Ask us about our IT Radix Password Management Solution!

Recorded Webinar:
How to Create a Productive Remote Work Culture Using Microsoft Teams
How productive is your staff while working remotely? With prolonged social distancing, you need to start building a company culture around working remotely.

IT Radix recently offered a 30-minute webinar showcasing Teams. Check it out on our IT Radix YouTube channel.

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com

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More free tech tips at:
www.it-radix.com/blog
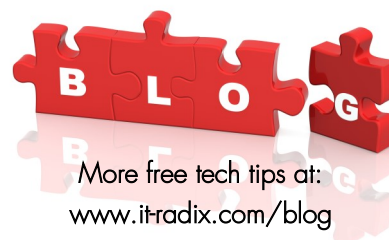
Leaders with Vision

- **Lock the front door** – Email is like the front door to your business in terms of access from the outside. It is a bigger front door than your literal front door! Fraudsters of all types use email as the access of choice in most cases. So, do all you can to lock it down and back it up. Use your most complex password for email and never use it for anything else. Encrypt email communications, and never share confidential information, account numbers etc. via email.

- **Trust No One** – That sounds harsh, but it is the best strategy. Confirm via phone or in person any email requests involving funds or confidential information. Criminals are great impostors; do not fall for their taking on the identities of your staff, vendors or clients!

The uncertainty of a potential security breach is something that we all must proactively plan for, especially during difficult and turbulent times like we are all experiencing now. IT Radix is here to help lead the way!

Proudly folded & stuffed by Central Park School

The Next Best Thing to Being There

Who would have thought only a few short weeks ago that meetings are now much more likely to occur via videoconference than any other way? This method of connection is the new norm in these strange days. One videoconference application, Zoom, went from 10 million monthly users in January and February to 200 million in March. Meeting virtually via videoconference carries all the same expectations as a face-to-face meeting, plus a few more. Here are some suggestions to make any videoconference you host or attend much more fruitful.

Preparation: If you are the host, organize and share an agenda in advance. Choose a software application that will work for all attendees. Create your environment with the right lighting, camera angle, microphone, etc. Ensure there are no time limits and that it will work for users with both MAC and Windows PCs. Some might even attend via phone or another mobile device, so think about that as well. Consider whether the software has recording capabilities as that might be necessary. If you are an attendee, readying yourself is important as well. Frame your camera angle correctly, no upward nostril views please. Sit at eye level to the camera lens. Have the right lighting in place. Do not mix natural and electric lighting—lighting from the sides is best. Dress appropriately, there is no reason to do otherwise even though this is a video meeting.

Participation: Be on time and ready for video and audio. Allow a few minutes of adjustment for all to get on board with both audio and video capabilities. Sit up straight, with a forward feel and positive look. Smile! Hosts should share and reinforce rules such as taking turns speaking and muting yourself when someone is presenting. When it is your turn to speak, speak with confidence but do not shout. Look into the camera, not at others or yourself on the screen. Do not multitask unless that is specifically allowed. Most importantly, pay attention! Hosts should ensure that meeting objectives are met and that the flow goes toward that goal. Be considerate of people's schedules and start and end on time. Consider periodic breaks if meetings are particularly long. Take advantage of collaborative tools such as separate chat sessions and white boards. In the end, be sure to follow up on all actions that are documented and assigned.

Videoconferencing has become essential to business success and is the next best thing to being there. Let IT Radix help you create a video conferencing environment that best fits your needs.

The Buzz — Our Clients Speak Out!

"Just want to thank you for the great job that your team has done in getting us operational. Everyone has worked with us so patiently. We appreciate all the long hours and hard work that your staff has committed to this effort."

Nancy Schabel, Executive Managing Director — Robert A. Stanger & Company, Inc.

Get Tunnel Vision with a Virtual Private Network (VPN)

Virtual Private Network or VPN allows users to establish a secure, private connection or tunnel between two points. The communication between these two points is encrypted to ensure privacy and security. This is particularly important during this COVID-19 Stay-At-Home Order. VPN is enabling many people to keep working during this time.

VPN is typically required when the information or programs you are trying to access are stored on a computer or server in your office. In these situations, a VPN connection is typically made from a person's remote device to a firewall in your office. If you have a large number of people trying to connect remotely, we may recommend separating your Internet security functions (firewall) from remote access (VPN) functions by using a dedicated VPN appliance. The remote worker will launch a VPN program to initiate the secure connection and authenticate their identity, preferably with multi-factor authentication.

Once you've established a secure VPN connection to your office, the magic begins. You can access files on your server directly or you could remote control your office computer, and it would be as if you are actually sitting at your desk. How great is that?

VPN is a great solution for working remotely but it can also be used to secure your activities when working on a public network. So, when we're able to relax in Starbucks and access their public Wi-Fi again, you could consider adding VPN to your web browsing and more. Whether you are working from home now or relaxing in Starbucks, with VPN you can see the light at the end of the tunnel.

Password Headaches

Since the number of passwords magnified exponentially, the problem of keeping track of them also increased, causing nothing but eyestrain and headaches.

We have a solution that goes far beyond taking two aspirins and an afternoon nap—an automated, cloud-based password manager that can be used by all your staff working onsite or remotely. Password managers are a breeze to implement and offer a host of benefits:

- **Remembers passwords** – Stores passwords in a vault for easy retrieval.
- **Creates strong passwords** – Generates strong, unique passwords.
- **Enforces password changes** – Reminds staff to change passwords and ensures they are actually changed.
- **Simplifies login process** – Remembers frequently used login credentials!

Give your head a break and let us do the work for you! **Receive a free month of IT Radix's Password Manager before this offer expires on May 31.**

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"It's the latest innovation in office safety. When your computer crashes, an air bag is activated so you won't bang your head in frustration."

Thanks for the referrals!

Referrals are the best form of compliment! We would like to thank the following for referring us to their friends and colleagues:

Andrea from Andrea's Innovative Interiors, LLC
Ashleigh from Provention Bio Inc.
Deirdre Wheatley-Liss, from Porzio, Bromberg & Newman, PC
Michelle from of Hyde & Assoc.

Visit us at www.it-radix.com to learn more about our Referral Rewards Program!

IT Radix Resource

We make IT work for you

Cathy

"Leadership is about vision and responsibility, not power."

— Seth Berkley

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tech TIP

Make THIS Password Different

Make your email password different than all others. Why?

You know you're guilty of it: using the same password for everything. But the ONE password you want to keep unique is your email password.

If an e-commerce site you've registered at or bought from gets hacked—and you've used the SAME password you usually use for everything—you can pretty much bet hackers are going to gain access to your email inbox where they'll easily be able to obtain all your data and other passwords.

Contact IT Radix for more tips on staying safe online!

From the desk of Cathy Coloff

COVID-19 and the Stay-At-Home Order has changed the way we work for the foreseeable future. Thankfully, at IT Radix, we regularly plan for working remotely—for some of our team, working remotely is the norm. Each fall, we have everyone test their ability to work remotely in preparation for snow days. Who knew that we'd have to do so for several months this spring? With our team dispersed for quite some time, our challenge has become how to keep us connected socially. Online chat, group conversations, video calls and conferencing, and quite frankly, lots of humor have become key.

We're using this time to review our processes and improve and update our standards with a goal of even better quality service. We're watching for new security risks and Internet-based attacks on home-based workers without the benefits of in-office firewalls and other security layers. While we cannot stop them all, we can certainly make our clients aware. We're brainstorming on ways to help our clients be productive, learn new and better ways of collaborating and more.

Most importantly, we're helping each other through this time—whether it's listening to someone's worries about loved ones in assisted care, providing entertainment for little kids, or sharing yummy food recipes to help pass the time indoors. We're even celebrating birthdays creatively from afar. I'm very grateful to have a team of wonderful people who have all pulled together during this difficult time, and I look forward to being all together again soon.

The Bigger the Better!

There's no denying that two screens are typically better than one. But what if one screen was the size of two monitors?

Ultrawide monitors have a 21:9 aspect ratio, which is close to what you would see on a movie screen. How is that better? Well, those who have used a dual monitor setup in the past may remember the slight coloration differences between the two monitors or the "break" that you get in the center. Ultrawide monitors allow a fully seamless viewing experience. They also provide you with an easier way of managing multiple windows. Many people like to have their email, browser, and CRM application open at the same time. With an ultrawide browser and the Window's Snap feature, you can have all windows open simultaneously, side-by-side, without taking up all your screen real estate.

Another major benefit of using one ultrawide monitor is the convenience of being able to change the settings for one monitor only (brightness, resolution, screen size). Ultrawide screens also have the added benefit of coming in a "curved" version, which makes looking at a screen more comfortable for your peripheral vision.

Ultimately, the decision comes down to personal preference. However, ultrawide monitors are an excellent way of staying organized and feeling comfortable.