IT Radix Resource

We make IT work for you

The Keeper of the Secret Recipe
What Your Admin Staff Should Know About IT Security

Administrative professionals typically do not have a great deal of authority to make big decisions. However, due to their very important job responsibilities, their access to personal and confidential data makes them a highly sought-after target for hackers, scammers and criminals looking to make bank in nefarious ways. Given that, here are some important things administrative professionals can do to ensure they are doing everything possible to protect their organization from a cybersecurity perspective.

Get Trained. If your organization does not already have some sort of IT security training and testing program in place, implore your management to do so. There are many benefits including creating a security focused culture, preventing downtime, protecting assets, and helping the firm be compliant. A robust training program includes periodic testing to keep security top of mind and help identify those staff members who need more guidance than others.

Be Wary. Always be on guard when someone—whether in person, on the phone or via email—asks for information about your staff or your organization. Cybercriminals target administrative staff to uncover minute morsels of detail that can help them spoof someone else into gaining their trust. Anytime an outsider or insider creates an undue sense of urgency for you to take some action, especially involving moving funds, beware! It is more than likely an attempt to exploit the firm. Additionally, be highly suspicious of any gifts or freebies from someone you do not know.

Use Security Software. While some security applications were seen as "extra" protection not so long ago, today they are considered table stakes. *Password Managers* securely keep track of the kinds of passwords needed these days—long, complicated strings of letters, numbers, and characters— and they can also generate sophisticated passwords on the fly. *Two-Factor Authentication* adds an additional layer of security by requiring more than just a password to get into a site or application. *Digital Signatures* provide authenticity and ensure that a signature is verified. Additionally, they offer tracking, auditing, and compliance benefits. *Encryption* of emails and computers is imperative across the board since administrative personnel correspond on behalf of C-Suite management. *Updates* to software and

Take Note

Did You Know...
Security experts claim that 95% of companies are not properly protected from cyberattacks. IT Radix is adding more layers to our advanced security solutions. Contact us to learn more.

Tis the Season
Our office will be closed Fridays, December 24 and December 31. If you need assistance during this time, please call 973-298-6908 and one of our on-call support staff will be happy to help.

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

BLOG

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

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firmware from manufacturers are a security measure and should not be delayed or ignored. Be vigilant in your security posture!

Separate Personal and Business.
Using a company-owned PC for personal business should be avoided as much as possible. Just one errant sinister link in a Facebook post might expose your network to something that could compromise it and allow sensitive data to be delivered to cybercrooks.

Administrative experts are entrusted with managing highly valuable information daily via meetings, phone calls, emails, calendars, etc. Therefore, they may be one of the greatest vulnerabilities in terms of staff roles when it comes to security. Since there is a corporate risk of exposure, administrative staff must take on the mantle of corporate security expert to ensure data is not compromised.

Stay tuned next year as we shine a light on your CEO and share what he/she needs to know to keep your corporate data safe and secure.

Don't Give Away the Keys to Your Kingdom

An open-door policy encourages open communication, feedback, and discussion about any concerns among staff and management. However, a figurative open door of any organization is a bad idea. Office managers must keep workplaces safe for all staff. They also need to put in place security rules to keep the workplace safe from intrusion of those who want to steal confidential company data. Here's how to do just that:

Data Security Awareness. IT and Data Security Awareness training and testing should be extended to all staff, not just those in front of a computer monitor. No one should assume someone with a security badge truly has a right to be there—fake security badges are way too easy to create. Make sure all employees are comfortable asking anyone they do not know, "Who exactly are you and what are you doing here?"

Incoming Parcels. Make sure all incoming packages are fully intact before accepting anything. Some criminals intercept envelopes and boxes, tamper with and/or steal key information.

Access Codes. Ensure access codes are treated like any other computer password. Access codes should be the maximum number of characters allowed and changed regularly. Obtain and deactivate access codes, fobs and key cards of any ex-staff member. Access is a privilege and needs to be managed by facilities professionals.

Greeting/Access Technology. Consider taking access up a notch by leveraging "Hello Door" or other such applications that provide video doorbell security protocols while facilitating communications. Such systems work with Microsoft Teams and are powered via a variety of options such as Wi-Fi, POE, 4G, etc.

Good security practices start at the front door to your office building. Be careful not to give away the keys to your kingdom.

The Buzz — Our Clients Speak Out!

"IT Radix is an invaluable resource to keep our business running, growing and protected. With IT Radix as our IT support, we never worry about our technology interfering with our commitment to quality service. As a business owner, I have peace of mind knowing that my files are backed up daily. I appreciate the advice and support IT Radix gives choosing the right equipment for our growing office and assisting with remote-access, same-day, and on-site repairs when needed."

Brian Colella, President — B.A. Colella Heating & Cooling, LLC

Located in Rockaway, B.A. Colella Heating & Cooling provides heating, ventilation, and air conditioning sales, service, design, and installation for residential and commercial markets in Northern New Jersey.
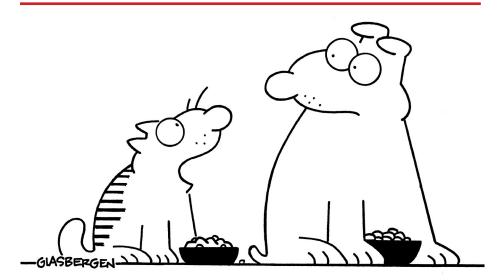
Our Team Whips IT Up!

More and more people are eating at home than ever before. Cooking, especially when done for others, comes with some positive psychological benefits making people feel happy and connected to others. It also evokes fond memories and provides a creative outlet. Many of our team enjoy rolling up their sleeves and spending time in the kitchen too.

Fred loves how meals bring people together. He enjoys experimenting with recipes…adding spices and giving them his own twist. His favorite recipe is Tikka Masala, a hearty Indian dish. **Patrick** finds cooking relaxing and a great way to unwind at the end of the day. He enjoys cooking with his girlfriend, experimenting with spices and going "off script." **Paula** likes how cooking is not an exact science and also enjoys changing it up a bit depending on her mood. For her, cooking has become a family affair…now that her grown sons play a more active part in preparing dinner together.

Ashleigh has fond memories growing up and baking with her mom and credits her mom for her love of baking from scratch—her favorite is her mom's brownie recipe. She finds baking to be calming and meditative and enjoys gifting her creations. When it comes to baking, **Eleanor** questions why holiday spices must be restricted to the holidays. She bakes her favorite Molasses Cookies year round. However, she's NOT a fan of washing dishes. 😉

Whether it's with a group or on your own, cooking does more than fill your belly. It can also boost your mental and physical health—benefits you'll enjoy long after the meal is over.

"The vet says I need a hobby. I thought eating and sleeping were my hobbies!"

One Smart Cookie

Browser cookies are small files used to collect information when you visit a website that personalize your experience and track your usage. This can be good and bad. Three situations where you want to "pass the cookies" and decline:

1) If the website is sketchy and non-encrypted (e.g., HTTP only).
2) If the cookie consent pop-up mentions third-party cookies.
3) If you're uncomfortable sharing your information on a website. Avoid cookies on sites where you do your banking, access your medical information, or use other private information.

Don't get caught with your hand in the cookie jar. If you're afraid that you already accepted cookies, use your browser's "clear cookies" option. IT Radix is your not-so-secret ingredient to your company's security solution!

Welcome!

A warm welcome to our newest Management and Support clients:

Clark Davis Associates
Divine Energy Solutions
Lee & Associates
Partnership for Maternal and
  Child Health
Potter Architects LLC
The Herrick Company
T. M. Rybak & Associates

Remember, IT Radix is here to service all of your technology needs!

IT Radix Resource
We make IT work for you

POSITIVE ATTITUDE

"May your walls know joy, may every room hold laughter, and every window open to great possibility."

— Mary Anne Radmacher

security TIP of the month

Beware of Browser Cookies

Why? To increase functionality or add design embellishments, websites often rely on scripts that execute programs within the web browser. This active content can be used to create "splash pages" or options like drop-down menus. Unfortunately, these scripts are often a way for attackers to download or execute malicious code.

To improve your security level, consider adjusting privacy and security settings to block or limit cookies in your web browser.

Contact IT Radix for more tips on staying safe online!

From the desk of Cathy Coloff

IT Radix is a first responder in the IT world, and like a hospital with an emergency room, it can be very challenging sometimes. Being positive is key. From solving technical issues to helping a client expand and grow, I know our "can do" attitude helps our clients succeed. We break out of the cookie-cutter approach when it comes to IT support by customizing our services to each and every one of our clients to meet their specific needs. It's no small task!

With the holidays upon us, I enjoy finding special, personal gifts for family and friends and I really appreciate businesses that like IT Radix break out of the cookie-cutter approach too. I'm still in search of the perfect gift to surprise Doug—I'm sure it's out there somewhere.

As we wrap up another year that flew by, I'd like to thank our clients for allowing us to provide IT support and service this past year. As we adjust to the new normal that the pandemic created for us, I hope that you and your loved ones have a peaceful and safe holiday season!

We Bring a Positive Attitude Toward Everything We Do

Our positive, can-do mindset makes our team great to work with whether it's resolving a problem or planning future IT projects. It is easy for us to exhibit our core value of "positive attitude." The reason is that each of our professionals truly enjoys their work and feels this is a special place. The uplifting environment makes it easier for all of us to succeed in our roles and to deliver our best services to our clients. This helps us because we are often faced with numerous challenges. Staying optimistic and enthusiastic makes a world of difference to us.

We are not perfect but staying constructive rather than negative allows us to build teamwork and move faster towards optimum solutions for our clients. You can feel the positive energy of our team when we talk on the phone or visit with you on-site. Staying positive is contagious and delivers the right results!

"It is important to me to work in a positive environment that promotes learning, allows mistakes, and provides a culture that encourages its people. When our team is positive, our clients feel it. It's a win for everyone. Positivity brings comfort and peace."
— Laurie Torchia, one of our awesome IT Radix Team members