



Cathy's Message

Happy Halloween everyone! I hope you enjoy our newsletter. We have put a lot of information in here and would love to hear from you what you like and did not like.

Would you like to have your pet featured in our monthly newsletter? Send us a picture and an article. We are going to start a Pet of the month column. So many of our clients have amazing pets and we want to share with all of you all about them.

We are very pleased to announce we are now authorized to sell Avaya products, please take a moment to read about Avaya in our newsletter.

Our annual Christmas party will be **December 6th at the Bayhawks game**. Please let us know asap if you plan on attending so we can get you the tickets. We have 100 tickets this year, and expect a full house.

We hope you can make the party!

Take care and have the best month ever!
Cathy & David

XP End Of Life

I am sure by now you have heard that on April 8th, 2014 Microsoft will end support for Windows XP and Office 2003 products.

This means, there will be no new security updates, non-security hotfixes, free or paid assisted support options or online technical content updates from Microsoft.

Windows XP is the target of many cyber attacks, due in large part to its age and continued widespread use. With a long list of documented vulnerabilities and rootkits already available to hackers, the end of extended support will open up even more exploit opportunities. Upgrading offers an immediate boost in security. If this is not enough to have you upgrade, here are six more security reasons to upgrade: Supported by Microsoft, Lower infection rates, Improved User Account Control, Windows Firewall with Advanced Security, Data Execution Prevention and More Granular Security Auditing.

For more information please email Cathy at cathy@szy.com or call 814-455-6069 x300

Five Tips For Disaster Communication

As we all know, disasters strike at any time. We all often go to great lengths to ensure that their business is protected and prepared for any disaster by implementing contingency plans. During a disaster however, the biggest issue businesses face is communication. If this breaks down, even the best laid plans will go to waste.

Here are five tips on how to ensure better communication during a disaster.

1. Have more than one way to communicate

During a disaster, you have to assume that communications will be affected in some way. Therefore, you should take steps to ensure that your company has more than one way to communicate with employees and people outside of your organization.

This could include mobile phones that are used only for disasters, extra phone lines, VoIP, etc. The key here is to identify how potential disasters could affect communications and look for alternative methods or ways to communicate.

2. Coordinate responders

During some disasters, it's not the communications themselves that cause further problems, but uncoordinated responders. In times of disaster, people react based on what they think will work best in the moment.

If you have not taken steps to ensure that all responders are on the same page, and know what they should be doing to not only carry out the recovery plan but also communicate, you could face a total breakdown.

When developing your strategy, take the time to ensure that the selected responders and communications leaders are up-to-date and are aware of what is expected of them and how they should go about communicating during a disaster. Cross-training employees so they can carry out other roles if necessary, can be a good back up too.

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Happy Cookie Month!



- ◇ The most popular type of home-baked cookie is the Chocolate Chip cookie.
- ◇ Over-mixing the dough or adding too much flour can result in hard, tough cookies.
- ◇ The first animal crackers were produced in the United States by Stauffer's Biscuit Company in 1871. Nabisco's Barnum's circus version hit the market in 1902.
- ◇ The modern version of the Fig Newton was created in 1891 and is named for the city of Newton, Massachusetts.
- ◇ The Oreo cookie was invented in 1912.
- ◇ Ladyfingers are used in tiramisu because the cookies so readily absorb the sweet syrup and liqueur used to make the traditional Italian dessert.
- ◇ While Italians use the word "biscotti" to refer to all types of cookies, Americans think of "biscotti" as the long, dry cookies that are served with hot drinks for dunking. The name is derived from "bis," meaning twice, and "cotto," meaning cooked. Baking the cookies twice results in their hard, crumbly texture.

Videos

We hope you are enjoying our weekly videos. If you have a specific topic you would like to see us cover please let us know. If you would like us to add someone onto the list we will certainly take care of that. We feel the more education we can get out to you, the better.

Video Conferencing

We are excited to announce we are now **Avaya** resellers. Avaya is a One Touch Video Solution. A video and collaboration solution for all users. With technology creating greater opportunities for collaboration, the possibilities to improve meeting efficiency, enable on-demand face-to-face meetings and offer remote customer service are changing at a rapid pace.

The world of Unified Communications (UC) gets more complex, we will help you make sense of it all-leveraging familiar technology in new ways to simplify the process of bringing people together and helping them work more effectively.

Avaya also offers phone solutions. Avaya Telephone systems are feature-rich, high audio quality business phones. We offer a range of models that suit every level of businesses.

Avaya VoIP phones offer the latest technology in IP telephony solutions. The communication data is being traveled over the internet instead of using conventional phone lines, making it more reliable and less expensive. Whether you have small or large business, **Avaya** VoIP phone systems allow you to do complex task. Aside from using the internet technology, VoIP phones from Avaya offer advanced features that make voice/data communication easy and fast.

For more information regarding our AVAYA systems, please contact us. We will be very pleased to work with you on your needs.

Shiny New Gadget

The Tile

Now it's super easy to keep track of stuff on the go. Just attach, stick or drop your Tile into any item you might lose: laptops, wallets, keys, guitars, bikes—you name it. Download and sync the app and you'll never have to worry about losing it again! Pre-order this little device and you'll be able to:



Use Tile on as many things as you want. Add up to 10 Tiles on an account.

Share access to Tiles with friends, family, and trusted coworkers.

Hear the alert notification when your items are triggered to find. If you can hear it, you can find it.

Use the Tile app to remember where it last saw your Tile, so you can easily find it right where you left it.

Pre-order your device today at <http://www.thetileapp.com>

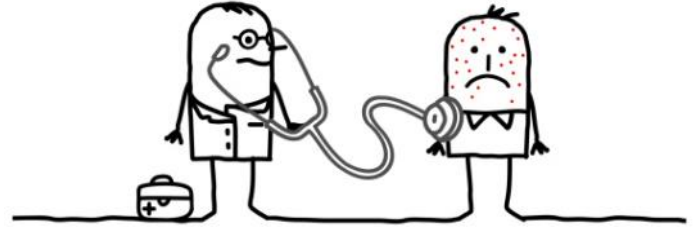
Cathy's useless trivia:

- * Pumpkins are fruits, not vegetables.
- * Pennsylvania was the first colony to legalize witchcraft.
- * Americans consume about 20 million pounds of candy corn each year.
- * The first jack-o-lanterns were made of turnips.
- * It's illegal to sell a haunted house in New York without informing the buyer.
- * A cup of candy corn has fewer calories than a cup of raisins.
- * Halloween is the second highest grossing commercial holiday after Christmas.

HIPAA Training

At Szymanski Consulting, we understand that medical professionals face very real challenges when it comes to IT. The complexities of Electronic Medical Records combined with the regulatory issues of remaining **HIPAA** compliant can be daunting. That's where we come in. Guided by the mission to ensure your practice remains secure and compliant, we provide training tools and educational opportunities at a discounted rate.

If you are interested in our **online training**, contact Cathy and she will be happy to direct you to the resources for the training.



Five Tips For Disaster Communication

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3. Coordinate responses

During a disaster, you will have to communicate with parties outside of your business. This may be the media, shareholders or other businesses. If you have a disgruntled employee, or one who is not aware of the full situation when answering questions, the impact of the disaster could be exacerbated.

It is beneficial to develop standard responses and methods of responding during a disaster. As a small to medium business owner it is tempting to take on this role yourself. However, while you should definitely be a key person to respond to questions from parties outside of your business, having other people in place who can cover this role might help mitigate disaster.

4. Communicate outward

In times of disaster it can be easy to forget that other people and businesses rely on you. If they are not fully aware of what is going on, there is a chance of compounding problems and even losing business.

When disaster strikes, your company should take steps to communicate with parties outside of your organization as to what is going on, what you are doing to fix the problem and if there is any help/changes you need. After all, the more people who are informed of the situation, the greater the chance that support will be available and more effective.

5. Be honest

There is a temptation to put spin on a disaster within your organization and embellish the truth, or play it down so as to not make your business appear in a bad light. This could cause further problems though if important people find out that you have not been totally upfront and transparent.

All it would take is one employee mentioning a hidden fact to a friend and the truth could come out and potentially damage your brand reputation and possibly lose you business. Therefore, when communicating with outside parties and with your employees, be honest and open as to what is really going on. This will make communication easier, and could even help lessen the long-term impact of the disaster.

If you are looking for communications systems or disaster recovery plans that will help see you through any disaster, please contact us today to see how our solutions can support you.

Microsoft Word Tips

Microsoft Word has many options to help format and edit documents. With so many options available, here are a few tips and tricks to help make it easier:

Ever want to compare documents? – in Word 2003 and older, open the documents you want to compare, and click on the “**View**” Tab. Under the “**Window**” menu, select “**View Side by Side**” and select the “**Arrange All**” option.

In Word 2007 and 2010, open the documents that you want to compare and move to the View tab of the ribbon. Click the 'View Side by Side' button, and then click 'Arrange All'. Press 'Synchronous Scrolling' and you can scroll then through both of your documents at the same time.

Need to comment or proofread a document? – There's no need to send a separate document, or make the changes and leave the original writer left to wonder. You can simply add a comment by highlighting the text, and under the “**Review**” tab select “**New Comment**.” Here you can note any ideas or changes.

Editing a document and lose your place? – If you don't want to leave the comment on someone else's work, or doing your own editing, never lose your place. When you open your document, using **Shift+F5** will quickly take you to the last point you were working at.

Tired of repeatedly hitting the Backspace/Delete button? - If you are, then this tip is for you. To quickly delete an entire word or sentence, press **Ctrl+Backspace**. This will quickly delete the entire word, and save you from repeatedly hitting backspace. *If you need to delete something that is after your cursor, pressing **Ctrl+Delete** will quickly delete what you need [Example: The quick brown fox jumped over the lazy dog. If your cursor is between brown and fox, and you want to change fox to wolf, **Ctrl+Delete** will quickly delete that word].

Editing a document in more than one sitting? - If you find yourself working on the same document in multiple editing sessions, you can use this tip to get started faster. If you open a document you were editing when you last used Word, you can use the **SHIFT+F5** keyboard combination to quickly jump to where you were last working in the document. This is also a good way to get back to what you were editing after browsing through a document.

Don't worry about highlighting your words anymore (A quicker way to **Bold**, *Italicize*, and Underline)- Don't worry about highlighting the entire word. Just place your cursor anywhere in the word and press **Ctrl+B**, **Ctrl+I**, or **Ctrl+U** to get the effect you want.

How To Prevent ATM Skimming

Over a billion dollars are lost each year in the United States through “ATM Skimming” – far more than any losses from bank robberies – and it's growing at a rate of more than 10% every year.

ATM Skimming is a cybercrime where the criminals steal (or “skim”) your ATM/debit card data when you're using a typical ATM machine. They do this by fitting a small card reader over the typical ATM card slot, thus capturing your information. Additionally, the criminals install mini cameras above or near the ATM to capture your PIN number. The data is then transmitted via Bluetooth to the cybercriminals somewhere nearby. The average skimming attack usually lasts only an hour or two during peak ATM usage times (i.e. lunch hour or after work). Meanwhile, you have no idea that you've just been had and are at risk. These cyber-criminals will then sell the data on the cards to others so that they can either clone your debit card or wipe out your bank account.

5 Tips To Prevent ATM Skimming

Cover your hand as you type. Obstructing the view of your pin from any cameras will render your data useless.

Pay attention to the area around the ATM card slot. If anything looks loose or out of place, pull to see if you can remove it.

Be aware of surroundings. Be extra careful of ATMs in dark or isolated places.

Does the machine look different? If anything looks out of place (extra signage, mirrors, etc.) then avoid the machine.

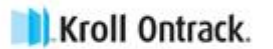
Notify the bank. If you find or suspect an ATM has been compromised, notify your bank and law enforcement immediately.



“Is there an app that can warn me if a phone call is going to be a total waste of time?”

Taking Referrals

Do you have anyone you would like to refer to us! We have a referral program that we would love to share with you. Please email Cathy today to find out more information.



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