

Triangle Tech Times

*"Insider Tips To Make Your Business
Run Faster, Easier, And More Profitably"*

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"As a business owner, I know 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!"

—Rob Downs, Managed IT Solutions

A Peek Inside!

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The 5 Most Dangerous Pieces Of Information To Give In An E-mail

In the book *Spam Nation*, investigative journalist and cybersecurity expert Brian Krebs revealed the single most effective (and relied upon) way cybercrime rings gain access to your bank account, credit cards and identity. Ready for it? E-mail.

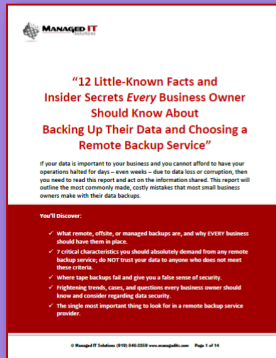
Whether it's opening an attachment infected by a virus, or a phishing scam where you unknowingly give up your login to a critical web site, e-mail still remains the most popular and reliable way digital thieves can rob you blind, steal your identity and wreak havoc on your network. Worst of all? You're INVITING them in! While there are a number of things you need to do to protect yourself, here are five pieces of information you (and your team) should NEVER put in an e-mail.

1. **Your social security number.** Think of this as your "bank account" number with the government. You should never e-mail this to anyone because it can be used to open credit cards and steal your identity.
2. **Banking information.** Your bank account numbers, routing number and online banking login credentials should never be e-mailed. Further, avoid sending a voided, blank check as an attachment to an e-mail.
3. **Your credit and/or debit card information.** NEVER update a credit card via an e-mail! If you need to update a card with a vendor, there are two safe ways to do this. The first is to log in to your vendor's secured site by going to the URL and logging in. Do NOT click on a link in an e-mail to go to any web site to update your account password or credit card! Hackers are masters at creating VERY legit-looking e-mails designed to fool you into logging in to their spoof site, which LOOKS very similar to a trusted web site, to enter your username, password and other financial details, thereby gaining access. Another way to update your account is to simply CALL the vendor directly.
4. **Login credentials and passwords.** You should never share your passwords or answers to security questions with anyone for any site, period.
5. **Financial documents.** An ATTACHMENT that includes any of the above is just as dangerous to e-mail as typing it in. Never e-mail any type of financial documents (or scans of documents) to your CPA, financial advisor, bank, etc.

Remember: Banks, credit card companies and the government will never ask you to click a link to provide them with any of the five items above. If you get an e-mail requesting you to update any of the above information, there's a good chance it's a phishing e-mail from a hacker. Don't be fooled!

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Free Report Download: 12 Little-Known Facts Every Business Owner Must Know About Data Backup, Security And Disaster Recovery



If you are a business owner relying on tape drives, external hard drives or USB devices to back up your data, you probably think you are safe... Our assessment can let you know for sure. As a bonus, you'll receive our informative white paper.

You'll learn what most IT consultants don't know or won't tell you about making sure your company's critical data is safe from loss, corruption, cyber criminals, natural disasters and employee sabotage, in addition to this:

- The only way to know for SURE your data can be recovered if lost, corrupted or deleted—yet fewer than 10% of businesses have this in place
- 7 critical characteristics you should absolutely demand from any offsite backup service; do NOT trust your data to any company that does not meet these criteria
- Where tape backups fail and give you a false sense of security
- The #1 cause of data loss most businesses don't even think about until their data is erased

Get Your Free Report Today
www.managedits.com/bdr/

An Urgent Security Warning For Businesses Running Microsoft Server 2003 (And A Limited Free Assessment Offer)

On July 14, 2015, Microsoft is officially retiring Windows Server 2003 and will no longer be offering support, updates or security patches. This means any server with this operating system will be completely exposed to serious hacker attacks aimed at taking control of your network, stealing data, crashing your system and inflicting a host of other business-crippling problems you do NOT want to have to deal with.

This is a threat that should not be ignored; if you don't want cybercriminals running rampant in your company's server, you **MUST** upgrade before that deadline. To assist our clients and friends in this transition, we're offering a **Free Microsoft Risk Assessment And Migration Plan**. At no cost, we'll come to your office and conduct our proprietary 27-Point Risk Assessment — a process that's taken us over 13 years to perfect — to not only determine what specific computers and servers will be affected by this announcement, but also to assess other security, backup and efficiency factors that could be costing you in productivity and hard dollars.

After performing this Assessment for multiple companies like yours, we're confident we will not only be able to expose a number of security risks and issues you weren't aware of, but also find ways to make your business FAR more efficient and productive. **To request this Free Assessment, call us directly or e-mail us today. Due to staff and time limitations, this offer will only be available until the end of July or to the first 10 people who contact us. (Sorry, no exceptions.)**

Did you have a great experience in hiring us for your IT Solutions?
We want to hear about it!

Write us a personal testimonial and we will reward your time with a \$25 Starbucks gift card!





Want to make \$25-\$500 In easy money?!

Refer us to a company with 10 or more computers and you will get a \$25 VISA Gift Card after we have an appointment with them!

If your referral becomes a client, we will reward you with an additional \$50-\$500!

Call us today for more information!

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MITS Featured Client Of The Month Gad Consulting Services



Dr. Shayne Gad

It started with a vision nearly 23 years ago, a spare bedroom and one dog. Today, a few dogs since, Gad Consulting Services calls its North Raleigh office 'home,' and eight, full-time employees 'staff.'

Since 1994, Gad Consulting Services has been a pillar to the pharmaceutical and medical device industry in the US and around the world, helping people develop new drugs and medical devices through private and public funding, and grants. The company has been instrumental in paving the way for Investigational New Drugs (INDs) in the areas of analgesia, antiviral, cardiovascular, hematology, neurology and oncology, to name but a few.

Dr. Shayne Gad developed the functional observational battery (FOB) for both rodents and nonrodents, a tool used in neurotoxicity evaluations. A teacher and well-known figure in the lecturing circuit, he's also published widely in the areas of drug and medical device safety and development.

He faces the ever-present challenge of managing growth and change while keeping current in his field and staying abreast of ever-evolving regulations in the biotechnological capital of the southeast. Assisting him at the helm is daughter Samantha, a chemical engineer with extensive experience in CAPA safety evaluations, analytical testing, GMP auditing, and expertise in material science.

The 2008 ACT Lifetime Achievement awardee ranks the opportunity to teach and learn high on his list of plaudits. Dr. Gad credits biotechnology as one industry where the spirit of collaboration and cooperation is the rule rather than competition. Gad Consulting Services also flexes its global muscle, doing business with clients in over 30 countries.

When he's not building model airplanes or ships, Dr. Gad enjoys travelling with his wife, and occasionally treating the staff to lunch or holiday dinner. On Fridays, the staff trades chemicals for a different kind of potion – craft beer. Craft beer Friday afternoons, the entire office heads out to sample a fun beer or cider.

Security Briefing—Internet Safety On Vacation

Practice Internet Safety this summer! Here's a list of 9 safety tips for safe travel and happy, secure computing on your vacation.

1. **Password-protect all devices with strong passwords.** Then, set up (and test) the "find my device" feature if your provider offers one.
2. **Back up and synchronize all of your devices.** Consider removing any sensitive or work-related files before the trip. (You'll also have more room for photos that way.)
3. **Perform system updates in advance.**
4. **If traveling internationally, optimize your calling plan.** Check with your smartphone provider to see if they offer overseas voice and data packages.
5. **Do not announce your travel plans,** or post your embarkation pictures, or show off your sunburned selfie on social media until you are safely home.
6. **Use 3G/4G instead of Wi-Fi for sensitive transactions.**
7. **Choose your network carefully.** Any hacker can set up his own hotspot, name it Starbucks, and hope you won't notice the spelling.
8. **Disable unneeded wireless features** on your mobile devices, such as file-sharing and Bluetooth connections.
9. **TURN IT OFF!** Relax and soak up the sun for a while instead. It's summer!

Source taken from Soutionsary.com

Did You Know That Managed IT Solutions Offers...



**Complete Computer Network
Maintenance and IT Management
Support for Businesses**

More Commonly Known As Managed Services

Is your technology unreliable and slow? Why can't I get IT support that doesn't cost a fortune? Have you ever thought this about your technology?

If the answer is yes, Managed IT Solutions can give you the IT Support and IT Management to stabilize your technology.

Managed Services from Managed IT Solutions means we will:

- Spend the time necessary to fully know your business, your budget and exactly what you expect, so we can deliver the IT Support Services YOU want, NOT what we want.
- Provide computer support that will prevent disastrous data loss and down time from happening, instead of reactively dousing the fire.
- Back up all the Technology Services we recommend, by producing 100% satisfaction guaranteed results.

Managed IT Solutions provides the technology you need to get ahead of the competition. Our strategic computer network maintenance solutions and IT Management can help you get the highest return on your technology investment.

Whether your business is in need of network consulting and systems management services, network maintenance services, IT support, computer wireless networking installation, network and server support, remote & on-site support, or IT management services, you can count on us.

As experts in the technology industry, we can help you optimize your IT investment, reduce technology-related stress and bring your focus back to your core business. When you don't have to think about computer network maintenance and IT Support, you can concentrate on achieving your goals.

To Learn more about our Managed Services or to sign up for a FREE Network Assessment:

Call us: 919-848-3259 mention the newsletter

Visit us: www.managedits.com/services

Email us: info@managedits.com



“It Never Hurts To Ask”

We often hear that said. But is it true? Recently someone asked me for a favor. The request came in an impersonal form e-mail. I had some business dealings with this person many years ago. Since then, I had heard from them only once when they asked another favor.

I was being asked to promote something on my social media network. The request did not offer an excerpt, a preview, a sample or any compelling reason why I should offer my assistance and ping the people on my e-mail list.

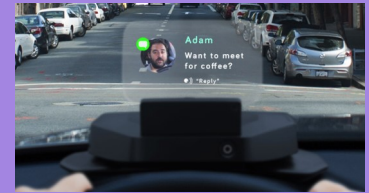
I thought, “Why should I help?” The implied assumption that I owed this individual something, or that I should help for no reason other than that they asked, seemed a bit off-putting. Have I helped an unfamiliar person before? Yes, there have been circumstances where I was glad to do so. But “Do this for me because our paths crossed” is not a good reason. Sometimes it *does* hurt to ask. Sometimes it comes across as inappropriate or entitled. Asking someone for a favor when you have no relationship with them *is* a bad idea. Naturally, most people like to help — but very few people like to waste their time or energy. And *nobody* likes to feel someone has taken advantage of them.

There’s nothing wrong with asking for a favor or assistance. Just make sure you ask the right person for the right reason in the right way. Otherwise, you might damage your reputation and your relationships.



Mark Sanborn, CSP, CPAE, is president of Sanborn & Associates, Inc., an idea studio dedicated to developing leaders in business and in life. Mark is an international best-selling author and noted authority on leadership, team-building, customer service and change. Mark is the author of 8 books, including the best seller *The Fred Factor: How Passion in Your Work and Life Can Turn the Ordinary into the Extraordinary*, which has sold more than 1.6 million copies internationally. Learn more about Mark at www.marksanborn.com.

Shiny New Gadget Of The Month:



Navdy

Many of us realize how dangerous it is to check e-mail or text messages while we’re driving, but we don’t feel like we can afford to ignore our phone. Brand-new product Navdy to the rescue!

Navdy is a transparent Head-Up Display (HUD) that projects information as if it’s floating six feet in front of you. It’s very similar to what commercial airline pilots use. Navdy works with any car, and with all iPhones and Androids.

Using the apps you already have on your phone, and with no service plans required, Navdy allows you to focus on the road and not on your phone.

As a phone call comes in, Navdy’s built-in camera allows you to simply swipe in midair to answer calls (or dismiss them), so you no longer have to fumble with buttons or touch screens. Plus, Navdy’s voice recognition uses the voice commands you’re already familiar with, whether you use Google Now or Siri.

Any notification on your phone (such as text messages or social media) can be played, read aloud or disabled, based on your preferences. Navdy even allows you to keep your teenagers safe by giving you parental controls.

The product is rumored to retail at \$499, but is available now for pre-order for \$299. Just visit their web site at: www.navdy.com

The Lighter Side: Great Starting Salary



Fresh out of business school, the young man answered a want ad for an accountant. Now he was being interviewed by a highly agitated, arrogant little man who ran a small business that he had started from scratch.

"I need someone with an accounting degree," the man said. "But mainly, I'm looking for someone to do my worrying for me."

"How's that?" the would-be accountant asked.

"I worry about a lot of things," the man said. "But I don't want to have to worry about money. Your job will be to take all the money worries off my back."

"I see," the accountant said. "And how much will my position pay?"

"I'll start you at 85,000," responded the owner decisively.

"Eighty-five thousand dollars!" the accountant exclaimed. "How can such a small business afford a sum like that?"

"That," the owner said, "is your first worry. Now get to work."

Vacation Alert!

The ONE Thing You And Your Employees Should NEVER Do When On Vacation

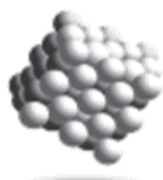
'Tis the season when you and your team will be taking a little time off to head to the beach or your favorite vacation spot. While we know we *should* completely disconnect from work, most of us will still check e-mail and do a little work while away — and this could cause some issues if you're not careful while working remotely.

So before you head off to have a little fun with your laptop tucked under your arm, keep this in mind: never automatically connect to "any available network." Not all Internet connections are secure, so if you're going to log in to the company's network, e-mail or other critical cloud apps that are hosting sensitive information, **ONLY** do so on a trusted, secured WiFi and **NEVER** a public one. We recommend investing in a personal MiFi device that acts as a mobile WiFi hotspot IF you're going to be traveling a lot and accessing company info.

Second, turn off the ability to automatically connect for all of your mobile devices and laptops. You will still be able to connect manually, but it will prevent your laptop or device from connecting to a questionable network without your consent or knowledge.

Finally, disable all printer and file-sharing options on your mobile devices. This is another way hackers can gain access to your network. In an ideal world, you and your employees would take a true break from work, but if you aren't able to completely detach yourselves, then at least require everyone to stay safe using the above tips.

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