

JR-Tech Helpdesk Priority / Glossary / Guidelines



- Emergency = "No one can work! Please help!"**
All systems & all users down. Call JR-Tech Helpdesk immediately 24/7 - 951-319-4060
- High = "Many of us are having computer problems and cannot work!"**
Many users or business critical functions down. Call JR-Tech Helpdesk 951-319-4060
- Normal = "My computer is having problems and I cannot work."**
Single user issue with no reasonable workaround. Call or email support@jr-tech.com
- Low = "My computer is having problems, but I can still work."**
Single user issue with a reasonable workaround. E-mail through the  icon.

Inquiring Minds...

"We make all of your computer problems go away without adding additional full-time I.T. staff!"

Cutting The Cord With Our Old Ways. A Pew Research Center study published in December shows that 24 percent of Americans do not subscribe to cable or satellite television. Young adults are most likely not to have a cable or satellite subscription. In fact, 16 percent have never had a television subscription. About 75 percent of young adults without a cable subscription say they access information online. What's going on these days to push this kind of new trend?

A new generation. Today, when you walk into a shopping mall, restaurant, or even a park you see many people with their noses glued to a device. Whether it's a tablet, smart phone, or laptop they are engulfed in media. With the invention of the Internet and wireless technology, we can access what was once only available in a library on the go.

The Internet sure has changed us. While all of these things existed before the Internet, being online sure has pushed us into more deep seeded habits. Here are a few ways we've all started relying on technology a bit to much.

1. We multitask more. Mothers were the queens of multitasking before technology took over. Now, everyone texts, posts, or messages all day. Scientists have proven that the Internet-enabled multitasking is actually making us less productive at times.

2. No down time. We never go offline. The Internet is always awake so why shouldn't we be responsive? A google study showed that nearly 40% of us actually use our smartphones in the bathroom. We are filling our every minute to breathe with information.

3. We permanently lost our watches. Even children don't see a need to wear a watch. Everyone seems to look at the time on a computer or smartphone. There are clocks everywhere on public displays, billboards, even grocery store advertisement screens. We will never lose a minute.

Slow down world. Give yourself a bit of a breather. Try leaving your phone on the charger while you go to the bathroom. Schedule time to visit your mother or grandmother and leave your device turned off. Really listen to the birds when you walk in a park. Take a few moments to recognize the beautiful landscape of your life.

Cut the cord with your technology at times. With the information age upon us, we also sleep, socialize, listen to music, and relax less too. If you feel exhausted after sitting all day at the office, remember that your brain has been around the world and back so it's time to unwind and put away your device.



Go Ahead... Disrupt Your Business

As a child I'm sure you were better off seen and not heard. Now, we're here to tell you to be a disruption. Yes, really! Setup a sting to disrupt your business. See if your company's proven processes are really being followed everyday. Send a friend or acquaintance into your place of business and ask them to cause a disturbance. Little disruptions like this can show you what vulnerabilities you may have in your office. Aside from external vulnerabilities, review your internal data security too.

Give us a call today for your **FREE Network Security Disruption Assessment**. We will visit your office, conduct a full assessment, and present you with actionable items to boost security.

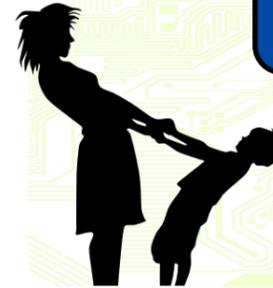
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Happy Mother's Day!

JR-Tech Times



FREE Business Book:

"Business IT 101: The Business Owner's Guide For Finding Hassle-Free Computer Support"

Call us at 951-319-4080 or visit: www.jr-tech.com/business-it-101

5 Unacceptable Business Security Risks And What You Can Do You Change Them

Mothers always seem to have a knack for telling what is unacceptable. So, here is a little motherly advice from our IT guys advising you about business security risks you can fight.

Risk 1: Unpatched programs or devices. Surely you've seen the information online about Windows not supporting specific versions of their software. What does this really mean? Well, your programs keep working, but they're no longer technicians working on ways to keep that specific program safe. There are no patch releases from the manufacturer which could leave your company exposed. Unpatched programs are an unnecessary and unacceptable security risk for businesses.

How can you fight this #1 risk? The leading culprit for this risk is Microsoft. Unfortunately, Windows Server 2003 and other aged Microsoft products have left many companies unsupported. With millions of Windows 2003 servers still online today, these businesses are a prime target for malicious attacks. How can you fight this? Upgrade please! Start by identifying all of the vulnerable machines in your office and get them

onto a new platform. Make sure to put a patch management program in place too so you can see when programs and devices are outdated.

Risk 2: Mobile devices Data and device theft is a high-risk vulnerability for every business. Employees often walk around with a connection to their office on their computers or mobile devices. Malware or Trojans that are installed with software programs or applications can actually access the device's network and cause harm.

How can you fight these mobile threats? Carefully spell out a Bring Your Own Device (BYOD) policy for your organization. Educate your employees about possible threats and company expectations for their personal devices. Monitor e-mail and documents that are downloaded to your employee devices. Having a policy and monitoring your company's usage of mobile devices will help you quickly identify exposure sites if a device is stolen or lost. Some monitoring software even

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Work-Life Balance

Any mother will tell you her work is never done. So, this Mother's Day, we're sharing a few tips about work-life balance that many working mothers so gracefully employ.

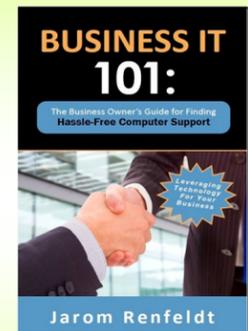
Work it! Like many of you, we all have families and full lives to go home to each night. The whole idea of balancing your work load and your home life is not a new concept. However, finding the right balance is important. Take a look at these tips for a better work-life balance.

Build in some down time. When you plan your week, make sure to work in some time with your family and friends. Activities outside your work can help you stay healthy and recharge mentally. Try incorporating date night with your spouse or a outing with your family.

Let go of activities that drain your time. Do you have a special coworker that becomes a time vortex with gossip and venting? Do you often check your bank

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The Insider's Guide To IT!



Get a free insiders book! Call JR-Tech at 951-319-4080 or go online at www.jr-tech.com/business-IT-101

\$1,000 Referral Program

We strive to provide exceptional customer service and as a natural result, we hope business owners who know us, would refer JR-Tech to other business owners in their community.

That's why when you refer a business owner to us and they become a client, we will give you **\$1,000 off your next project!**

For more information about our referral program, please visit our website:

JR-Tech.com/about-us/1000-dollar-referral-offer/

5 Unacceptable Business Security Risks...

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allows for a remote wipe of the device so you can rest assured your company data is 100% secure.

Risk 3: Uninformed employees.

We are only as good as our workforce. Unfortunately, it is difficult to get everyone rowing in the same direction sometimes. Uninformed workers cause a large amount of compromising situations for organizations and the clean up from these exposures can be very expensive. For example, leaving your iPhone unlocked on your desk when you leave your workstation allows anyone walking by to dive into your inbox.

How can reduce this risk?

Train your employees in standard security best practices. Make sure everyone knows what is expected of them and the exposure risk their neglect can radiate through your company. The truth is, some employees may not think about the risks at all or understand how to keep themselves safe online. Hold training sessions to help them learn how to manage passwords, avoid hacking, and identify malicious content like phishing scams. Make sure your employees use a

strong password for every login and store them in a secure format. It is also essential to explain the importance of changing their passwords every 60 days.

Risk 4: Disgruntled employees.

Recently, a client of ours had a very emotional break-up with an employee. To say this lightly, they parted ways abruptly and unfortunately the company wasn't able to verify the safety of their data on the employee's personal devices.

How can you fight this risk when you don't have the device?

Thankfully, we had a monitoring program in place that helped manage each employee's privileges and credentials. With this program we were able to squash their concerns by wiping the mobile devices without ever laying hands on them. Make sure your organization has a back-up plan or at the very least a strong employment agreement that covers your assets when an employee parts ways.

Risk 5: No planned security policy.

Every company in the world should have some prearranged strategy for security. There are many industry standards that help to hold us all accountable, but ultimately security starts with a set policy. Think of your company's security policy as the backbone of your business. This policy identifies the rules and procedures that everyone should follow when accessing your company data. All too often we find ourselves discounting these functions and responsibilities. However, the truth is, we just can't anymore.

Security is essential to conducting good business with your clients.

IT security policies offer guidance for running daily operations and developing your business. Over time, your security policies will become second nature for everyone. This type of policy will also help you and your employees handle incidents swiftly and appropriately which will lower the costs of recovery.

Questions? Give us a call today! We will conduct a full network evaluation and supply you with real solutions that will help you banish these unacceptable security risks once and for all.

Elements Of A Sound Security Policy

Here are a few key points to check for in your new or existing security policy.

Security accountability.

Who is responsible for oversight? Define the security roles like general users, key staff and management. Classify your data and organize your expectations for each classification.

Network access policies.

Define the rules for remote access and implement a network intrusion program to stay safe.

Behavior and acceptable use policies.

Make sure everyone in your company knows what's expected. Have each person read and sign your acceptable use policy.

System policies and physical security.

Layout your network with a set structure explaining the functions for your equipment and make sure each piece is physically secure too.

Security training.

Never underestimate the importance of training your staff. Talk about standard procedures, best practices and incident handling techniques. Remember, everyone in your office is responsible for your company safety.

Work-Life...

(Continued from page 1)

balance, make personal calls or review your social media? Take a personal inventory of the tasks that don't enhance your career or personal life and minimize the time you spend on them. Carve out time to review hot topics with your vortex coworker to limit the time spent and make the time more productive. Set time aside with your morning coffee to thumb through your personal accounts and take care of social calls.

Rethink your errand habits.

Consider outsourcing for your personal life. You will save a bundle of time if your household chores or errands are done when you get off work. Try ordering groceries or stamps online, have a kid on your block mow the lawn, or arrange delivery services for your dry cleaning. Trim down your errand time.

Get moving.

Exercise is a great way to boost energy and help you focus. Research shows that exercising regularly can help you be more alert and reduce your sick days throughout the year. Pencil in time to keep your body fit.

Work-life balance.

Find the right recipe for your happy life and stick to it. Consistency is the key to success. And remember, you're worth it!

Hot QuickBooks Software Support Scams

We recently had a client who was concerned about their computer because they were taken by a QuickBooks scam. Take a look at this crafty support scam floating round the Internet.

Your QuickBooks file is corrupt, what do you do? Freak out, right?

Many of our clients are crushed when QuickBooks takes a dive and rightfully so. This software is a monster! There are so many in's and out's that it is too difficult to diagnose and repair the problem on your own. Often times, the data housed in QuickBooks is not duplicated in any other programs, so you're forced to contact Intuit for support. Immediately hit your web browser to call for help when there is an issue, right?

Beware of the Intuit QuickBooks tech scam.

When you search online for QuickBooks support there are a number of sites that popup. Generally, the handful of paid advertisements shown on Google and Bing are just QuickBooks certified technicians. Be aware of the scams flooding the Internet these days. They may look like the genuine QuickBooks sites.

How can you tell if you've found the right site?

Go directly to the source. Visit www.intuit.com for assistance or call the support phone number at (866) 340-7237. If you are a regular QuickBooks user, you probably have a registered copy of your software with an

annual support plan. Often scam site support technicians will tell you your support is out-of-date. You may even hear that your support plan doesn't cover your needs and an additional fee is necessary to process your support request. These scammers only want money and often transfer you directly to the real QuickBooks support office for services after they receive your payment.

QuickBooks support standards, what to look for.

- ◆ QuickBooks technical support will always ask you for your account number first to look up your plan and verify your identity.
- ◆ They cannot connect to your computer without verifying your account status first.
- ◆ Their technicians use a branded chat window with the Intuit logo in the upper right corner to connect to your computer for support.
- ◆ QuickBooks support techs will always give you a case number. This is the documentation of the work they did for you.

Worried? Were you taken by a scam or did you have a scare? Give us a call today. We will run a full network audit to ensure your company is safe and offer real solutions to keep it that way.

Why You Should Be Afraid Of The Dark

My mother always said, "You shouldn't be afraid of the dark, it's just the absence of light." Sure that's true, but in the new information age I've proved her wrong. You should be afraid when darkness hits your computer screen.

Flashing monitors. Do your monitors flash dark here and there? Ever wondered what could be going on? Your monitor cable or monitor adapter may need an upgrade. This is a fairly simple and inexpensive fix to try before diving into other possibilities.

Completely in the dark? When your screen goes completely black and won't

respond, check the power cable and connection cables first. If you do get it to come on again quickly, check the power settings and screen saver settings on your computer. Your power settings may be set to "turn off the display" after a specific time frame putting you in the dark. If your screen saver is set to "no screen saver" this could make your monitor just black when it times out too.

Rarely, darkness is horrible.

So, my mother was right, I shouldn't be to afraid of the dark. It is rare for flashing or dark screens to be a huge issue, but on occasion you may find the need for a new video card or CPU fan.

The Perfect Gift for Mom

Don't know what to get for your mom this Mother's Day? Try the new Amazon Fire HD 8.

What's new on the Fire 8?

The Fire 8 is the thinnest tablet yet which means it fits nicely in any purse or shoulder bag. This Fire offers an 8" display that houses over a million pixels so your mom will love the rich colors and accessibility options.

Starts at just \$150 The Fire 8 gives you quite a bundle for your money. This tablet comes with a standard quad-core processor, rear-facing 5 MP camera, and front-facing HD camera for fast and clear video chatting.

Storage for family photos.

My mother saves a ton of pictures and this tablet is perfect. You can use a microSD card if you need after you fill up the 128 GB storage on the device.

Durable too.

According to Amazon, the Fire 8 is 2x more durable than the iPad Mini 4.



"Honesty is the best policy, but the Dishonesty policy has lower premiums."

