



Insight From Innovation

Working Remotely: Necessity Was the Mother of Invention

I was unable to find on Google when someone first remote controlled a PC, but I'm guessing it was invented by some poor IT person who didn't want to get up in the middle of the night to see what was going on with his or her server or PC. But thank goodness someone figured it out. With the Stay-At-Home order in New Jersey, many would be in dire straits without the ability to work remotely. We recently had a webinar that reviewed best practices for working remotely and we decided to recap some of the main concepts here. If you're a visual or audio person, you can watch the webinar on our YouTube channel.

Most organizations were so focused on how to keep working that they did not take the time to formalize their Work-From-Home (WFH) policies or even educate their team about maintaining the organization's privacy and security when remote. No matter how strong your security system is, a single mistake from an employee can cause a significant breach. Working remotely only increases these risks because when the user is no longer in the office, some or all of the security layers in place are gone. We encourage you to take a moment and evaluate your WFH risks and put measures in place to protect yourself. If you opt to let employees use their own PCs, you may wish to establish some basic usage requirements such as Windows 10 or higher, reputable anti-virus software, no shared machines, and the like.

Next, you'll want to evaluate what technology your team needs to access—email, files, business specific software—as well as their communication needs. Based on what your team needs to be able to do remotely, you'll want to decide if a person's home computer is viable or if a company-issued laptop is in order. Don't forget about things such as printing and scanning. In a pinch, a smartphone can act as a scanner; however, do you want company sensitive information floating around with employee photos? Depending upon your phone system, your team may be able to make calls from home using the company's main phone number. However, each situation will vary.

Once you've identified what folks need to be able to do when working from home, you'll next need to evaluate if a secure connection back to your office location is required or if they can work directly using cloud-based applications. In the former situation, most organizations will leverage a virtual private network or VPN technology built into their network security infrastructure. Often this is desirable because it makes it possible to directly remote control the users' office PCs which is just like working at their desk.

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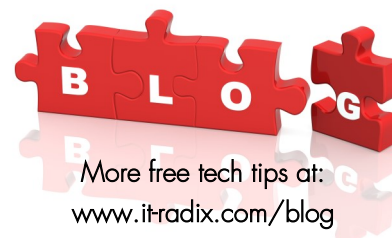
What's New

Recorded Webinar:
Best Practices for Working Remotely, Safely and Securely

What's your "keep working" plan? More and more of us are faced with the unexpected challenges of working from home.

IT Radix recently offered a 30-minute webinar focusing on the best practices for working remotely. 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



More free tech tips at:
www.itradix.com/blog

Working Remotely

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A quick note about passwords... Some may not have access to their usual machines or resources, and therefore, may not know necessary passwords. It'll be tempting to use poor passwords as a temporary measure or save the password in their machine's web browser. IT Radix strongly recommends against this practice. Instead, it's a great time to implement a Password Management system. Ask us how!

Other security practices to keep in mind... Enforce multi-factor authentication whenever possible. The bad guys are going to take advantage of the general chaos to sneak in unnoticed. Implement idle time logouts and disconnects to prevent someone from inadvertently accessing a user's remote session. Be sure to encrypt sensitive email. Working from home is no time to push security aside.

Leverage technology to ensure communications, both internal and external, stay strong. Instant messaging, chat, group collaboration and video conferencing solutions abound. If you're already using Office 365, take advantage of Microsoft Teams which is built in.

Need help getting up and running to work from home. We're here to help. Give us a call today.

Taking a Look at Cloud Challenges

Since the days of early astronomy man has been looking for ways to view distant objects more clearly. This desire is what drove Hans Lippershey to assemble what is generally accepted as the first set of binoculars back in 1608.

If only there were a similar device that would allow us to clearly see what challenges we might face when moving our data to the cloud. There are many obstacles to overcome when deciding on a move to the cloud. Cost, security, ease of access, reliance on vendors and changes in workflow are just a few of the challenges you may face.

The fact is, there is no one-size-fits-all solution for companies moving to the cloud, and the challenges you face may be unique to your organization. The size of the datasets you work with, for example, will drive some of your decisions. A company that works mainly with relatively small Microsoft Word documents and spreadsheets will not use the same solution as a company that works with extremely large graphics or design files.

Security will be another concern for those making a move to the cloud. While most cloud vendors have many safeguards in place to keep your data secure, some of these security protocols will need to be weighed against ease of access for your users. After all, what good is keeping your data so secure that you can't access it when you need it.

While we are talking about access and security of your data, you should think about what happens to that data if you decide you want to change vendors. How do you get your data back or migrated to a new platform? This is something you should ask going into a relationship with a cloud vendor—not afterwards.

Cost is another challenge. In many cases, a move to the cloud will change the way your company pays for service. Trading the more traditional, up-front capital expense of servers and software purchases for the ongoing operating expense of cloud services and licensing.

As you can see, there are many challenges you may face when moving to the cloud. Let IT Radix help you see those challenges clearly. Much like those binoculars did for Hans Lippershey so many years ago.



Our Clients Speak Out!

"One of the best parts about IT Radix is you can feel it is owner operated through and through. As a customer we have noticed every member of their team has a specific role to play and it results in seamless communication and tremendous service. Our company has over 35 users and hiring IT Radix has been a game changer for us...complete peace of mind and they take the 'complicated' out of IT!"

Larry and Liz Balfour, Owners — Pemco Dental Corp.

Top 3 Things that Need MFA

Multi-Factor Authentication (MFA) is a secondary form of authentication that helps make all your accounts more secure. MFA translates to two or more forms of validating that you are who you say you are. It's commonly used in the form of a 6-digit verification code in an MFA application like Google Duo. At a minimum, the top three things that absolutely need the extra security that MFA provides are:

1. **VPN:** VPNs allow multiple users access to a company network. This is great for working remotely but involves a high risk of being breached by a hacker if the passwords are not secure. MFA creates a second layer of defense—greatly reducing the risk of data breaches and stolen company information.
2. **Email:** Email attacks are becoming far more frequent now that nearly all companies have some form of a company email account. Hackers will only need access to one email account in order to scam and phish other accounts both within and outside a user's organization.
3. **Website:** A company's website is representative of the core values, goals, and services that they provide. However, hackers could get in and change all the information that has been meticulously curated for that website: services, products, contact info, etc.

Bonus: Banking!

We know this doesn't fit on our list of top three, but there are so many things to MFA that we can't choose just three! Bank accounts hold all your personal information: addresses, phone numbers, banking account/routing numbers, credit card numbers, etc. It's of utmost importance to make sure your bank account is safe from potential breaches; most mobile banking apps offer a second form of authentication, so be sure to utilize it!

Need help incorporating MFA best practices into your organization? Give IT Radix a call today. We're here to help you stay safe online.

Transform: PC to TV

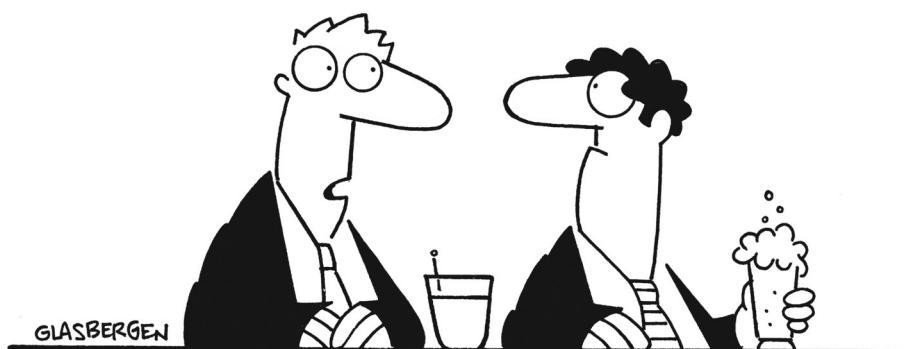
With streaming on PCs becoming more popular, people are getting rid of their cable TV subscriptions. However, there are some networks and shows that you cannot get from streaming.

Fortunately, we have a great way to transform an old computer into a TV—saving you money as well as reducing electronic waste! Here's how to do it:

1st—Install a TV Tuner: Channels like CBS, PBS, NBC and FOX all air for free. Installing a TV tuner card and an external TV tuner box will provide you with a clear connection to free TV channels.

2nd—Install TV Tuner Software: Install the TV tuner software that comes with your tuner. This will allow you to control the channels, volume, and even allow you to record live TV shows.

Now you're ready for an earth-friendly way to repurpose old electronics and enjoy some channel surfing too!



“While I was thinking outside of the box, someone changed the password and now I can't get back in!”

April 18 International Juggler's Day!

Juggling is a skill and form of entertainment that has been around for thousands of years. The best jugglers can juggle up to ten balls at a time. Some might suggest that office workers are seasoned jugglers as they multi-task and keep several balls (projects) going at the same time. Nothing is more evident than today as many of us are learning how to juggle the unexpected challenges of working from home.



From the desk of Cathy Coloff

Cathy

As we enter a new norm as a result of the COVID-19 crisis, I'm grateful for the knowledge and technology that we have available today, and I'm sure even more new and wonderful inventions will come out of this experience.

We've spent the last few weeks of March assisting our clients getting up and running to work from home while at the same time keeping their security in mind. I can only imagine how things would be different if we did not have the option to leverage technology to enable social distancing and self-isolation. I am so proud of our team and how we handled the influx of support requests from worried and concerned individuals. Quite frankly, we worked our butts off to handle each and every one with our usual positive and helpful approach. I know that we succeeded by the wonderful client feedback that I received so far.

At one point, I stumbled on a fascinating simulator that shows how this approach could dramatically flatten the curve and save lives. If this had been one hundred years earlier, there would have been no flattening the curve; and many would have suffered or died. Now as we settle into the new norm, my team and I will be turning our attention to how we can help our clients be even more productive and give back to our community in some way—either by offering our services to those in need or just simple things like reading a book to a child via Teams to a tired parent who needs a break. Whatever it might be, we're here to lend a helping hand.

Take care and be safe...Cathy

SPECIAL OFFER

Sign up for a year of IT Radix Management and Support during the months of **April, May** and **June** and receive a free one-time Dark Web Scan. Offer for new managed service clients only. Some restrictions may apply.

"What is now proved
was once only imagined."

— William Blake

Enter and Win Trivia Contest

The first person to send an email to resource@it-radix.com with the correct answer to our trivia question will win an Amazon gift card.

Q: Of all Benjamin Franklin's inventions, which one gave him the greatest personal satisfaction?

— — —

January Trivia Challenge

Q: What unique facial feature do Jane Seymour and Dan Aykroyd share?

[Answer: Heterochromia (different colored eyes)]

Congratulations to Alex Brattstrom of Studio One Architecture and Bill Treloar of Rank Magic, recipients of an AMC gift card.

See the World Through New Lenses

Virtual Reality (VR) and Augmented Reality (AR) technology have been on the rise for years and is about to hit mainstream. As tech giants like Apple prepare to throw their hat in the ring and offer AR glasses, we expect to see a significant increase in their popularity.

Google developed their own version of AR glasses, known as *Google Glass*. Currently, Google Glass is geared towards enterprises and has found preliminary success with warehouses, high-tech production lines, and even for doctors. For example, warehouse workers might use their AR glasses to find the location of a particular part or determine what material was needed for a specific task.

Previously, AR-based glasses faced a low adoption rate but with virtual technology on the rise in the entertainment and gaming industries, we can expect to see more people eager to give them a try. While this does raise certain privacy concerns, augmenting reality with helpful information has the potential to impact businesses and drive more innovative solutions in areas such as quality assurance. If AR glasses become as much of a household staple as smartphones, the glasses also will open new markets for better logistic management and entertainment companies alike.

What do you think about AR glasses? What potential advantages are you most excited about for the burgeoning technology? Drop us a line and let us know!