IT Radix Resource
We make IT work for you

Tech Travel Safety in the Summertime

"In the Summertime" is a 1-hit wonder from 1970 by a band called Mungo Jerry. It reached #1 in the charts around the world selling 30 million copies. It has remained popular over time, used in numerous soundtracks, and shows that folks from many generations know the song. Many people thought lead singer Ray Dorset who composed the song was named Mungo Jerry, but alas it was just a band name. The first cut of the song was only about two minutes long, so to make it long enough to be marketable they played it twice placing the memorable sound of a motorcycle in the middle. Dorset claims the song took ten minutes to write. Not bad!

Summer is fully upon us here in August and the song tells us that it is time to "Go out and see what you find." As you travel this summer, you will likely bring along your laptop, tablet, and phone to keep you somewhat tethered to your regular/work life. Here are some tips on how to keep these devices safe and working in the summertime!

Before you go, consider the electronics you are carrying and backup your files locally to stay at home, remove any sensitive data not needed on your trip and update all security software such as antivirus, etc. Additionally, charge all batteries and pack your electronics last so you have easy access to them to view and use.

- **Email** – As you may be traveling and linking back in many public places and spaces during your sojourn, consider setting up a "trip-only" email address to communicate so that your main email account will not be compromised.

- **Wi-Fi** – Do not do any banking or shopping online using free Wi-Fi service. Consider setting up a VPN connection to your work network.

- **Airports** – Always bring electronics with you as a carry on. Consider signing up for TSA PreCheck to avoid having your laptop screened and potentially lost or stolen at the airport.

- **Charging** – Remember to bring all necessary chargers and possibly a small power strip or plug adapters if travel is taking you abroad. Also, think about a power pack to charge devices on the fly if necessary.

- **Privacy** – In some countries, travelers should have zero expectations of any privacy, so beware. Working with a laptop in a public space using a privacy screen allows you to keep prying eyes from seeing

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Take Note

September 18
WEBINAR
Tech Talk:
Instant Replay: Boost Your Microsoft 365 Security
www.it-radix.com/webinar
Starts @ 12:10pm sharp

Introducing ConnectBooster
A new online payment portal is here! In addition to being a super easy way to make payments, this brings our clients increased security and transparency. Watch your email for more info!

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com
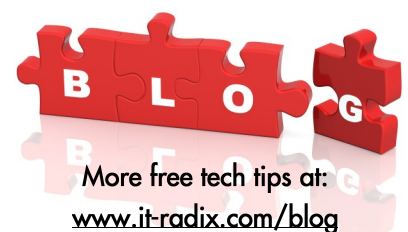
More free tech tips at:
www.it-radix.com/blog

Tech Travel Safety

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what you are doing or watching on your video screen, eliminating the possibility of a visual hack!

- **Headphones** – We are big fans of noise cancelling headphones. They are not vital, but they sure can improve your travel experience by allowing you to better enjoy audio and video on your journey.
- **Wires** – Sometimes we must bring a gaggle of wires and that can be a problem. Think about using a small pouch like an eyeglass case to secure all your extraneous wires.

When you return, immediately change your password. Then, take the time to give your electronic device to your IT department or outside resource so they can scan your equipment to determine if the devices have been tampered with in any way and/or if malware has been installed.

As the song says, "life's for living, yeah, that's our philosophy." Using this advice should make your trip enjoyable, safe, productive, and fun.

Introducing… Rhuan

Rhuan, our first international employee, comes to IT Radix with his degree in Network Engineering from Centurion Academy in Victoria, South Africa. He is also a Microsoft Certified IT Professional. Rhuan has over 15 years of experience in helpdesk support, system administration, andIT management. Rhuan has a vast array of expertise, from Windows to Apple, Office 365 to firewalls. His background and experience make him a welcome addition here at IT Radix.

Rhuan's greatest asset is his clear and concise troubleshooting skills. He provides friendly service with a smile that comes across to each client that he works with! Despite his long-distance work location, Rhuan has seamlessly integrated himself into the IT Radix family—a demonstration of his professionalism and adaptability!

Rhuan is not all work and no play. During his free time, Rhuan enjoys many hobbies including walking around his beautiful hometown of Cape Town, South Africa, playing video games, practicing his guitar and singing. One of his dreams is to perform Queen's "Bohemian Rhapsody" live! Rhuan is also an astrology buff.

Rhuan's favorite quote:

"Two things are infinite, the universe and human stupidity,
and I'm not sure about the universe."

— Albert Einstein

Rhuan's personal philosophy: Always give people your respect first, and then work with what is returned.

Security Spotlight: Managed Detection and Response (MDR) for M365

The #1 cyberthreat to businesses today is a compromised email. You need **Managed Detection and Response (MDR)**! It is the most effective cybersecurity service combining sophisticated technology with informed human expertise. It literally hunts for and investigates each threat, neutralizing and remediating in real time.

Special Offer: Enjoy 50% off installation charges for MDR for M365 through 8/31/24 (www.it-radix.com/mdr)

Work-From-Home (Anywhere) Strategies That Actually Work

We all value work and family balance. But during the holidays, that seesaw tends to teeter more toward family, even when end-of-year deadlines hang over our heads. No one wants to be the office jerk who says NO to flexible working routines. Saying YES may open up your business to lowered productivity and increased security risks—unless you have clear Work-From-Home (WFH) strategies.

A recent study by Tenable found that 67% of business-impacting cyberattacks targeted remote employees. Working remotely is like having your cake and eating it too. Still, it's entirely appropriate to ask your employees (and yourself) to eat the cake at the dinner table. What we mean is that to support your employees' productivity and company security, make sure you're implementing some Work-From-Anywhere (WFA) best practices. Just as they can't eat the cake off the floor, if your employees are going to work from home or Grandma's basement, they need to check that their setup meets simple expectations.

WFH/WFA Best Practices:

A Decent Internet Connection

Most video calls require at least 5 Mbps, but 50 to 100 Mbps ensures that multiple people can stream at once without issues.

Access Shared Company Resources

Make sure employees have tested their connection off your company's network BEFORE they leave. Can they access the VPN? Are their login credentials stored safely in a password manager?

A Place to Work

Preferably a room with a door (that closes…and locks). Nobody wants Grandma crashing a Teams meeting. Noise-canceling headphones are also an excellent idea.

Agree on Core Working Hours

If your employees are working remotely (not taking vacation), make sure they've agreed to be available at certain times, including team meetings. Yes, this means they can't watch their kids and should have childcare set up.

Have a Project

Especially for short-term WFH situations, having a clearly outlined deliverable is an easily tracked productivity metric. They either got it done or they didn't.

Have A Cybersecurity Policy

According to Tenable's survey, 98% of remote workers use a personal device for work every single day. A cybersecurity policy includes all aspects of your company, not just remote work. However, remote work is unique, and you may need to take extra steps to protect your business if remote work is happening at your company.

This includes installing security software on devices and enforcing multi-factor authentication on their device, work applications, and when accessing the company's network. Train your team on at-home security, like how to spot phishing emails, create strong passwords and keep kids or other family members away from work devices.

Remember…

Nobody wants to get tied up in a security snafu or lose productivity over remote work. Make remote work policies a core pillar of your company so that whenever an employee requests time off, you have a policy in place to ensure they can do their best work and do it safely!

Reach out to us at IT Radix to set up a short call about the three most important things needed for a secure WFH environment.

IT Radix

We make IT work for you

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- Travel tips to keep your mobile devices safe and working in the summertime

- Work-from-home (anywhere) strategies that actually work

- Meet our newest team member— Rhuan

IT Radix Family and Friends
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Geekville, NJ USA

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*"Don't hide your scars.
They make you who you are."*

— Frank Sinatra

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off the mark.com   by Mark Parisi

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From the desk of Cathy Coloff

When I worked at Exxon, I had the good fortune to travel a bit both domestically and overseas. I am amazed at how much travel has changed since those days. Back then, I had to be sure to print at least two copies of my itineraries, emergency phone numbers, and calling card, to actually make a phone call. Laptops didn't exist; so, I had to make sure my destination had a machine available for my use. Fast forward to today… now, I just print one hard copy in the event my phone is not working or worse, lost.

Speaking of lost phones… I have actually experienced this, and I was absolutely amazed at the accuracy of the "Find My" feature in the Apple phone. After 5 days and several trips to Newark Airport (it's a long story), I retrieved my iPhone without missing a beat. While it was inconvenient, I rested easy because I knew that I had the appropriate level of security on not only my phone but all our systems to prevent unauthorized access.

As for working remotely… I enjoy easy but secure access to our systems from anywhere in the world that has internet access. I hope everyone is enjoying some rest and relaxation this summer; and if you must work remotely, be sure to use the tips included in this edition to stay safe online.

Cathy