

NOVEMBER 2022



TALKING TECH

HELPING YOUR BUSINESS



FROM DAMIEN'S DESK:

Welcome to November, we are nearly at the end of the year and I am sure you are looking forward to a break and spending some time in the Sun.

Hopefully by now you have registered your .au domain name, can I remind you to activate it and get that new domain hooked up to your email systems and website. Registering it is step one, activating is the logical next step.

In your organisation have you started to think about rolling out Windows 11, there is plenty of time but you should start to plan. There will be a number of machines that potentially won't be able to be upgraded as they are missing the vital TPM 2.0 security feature that Microsoft are making mandatory to upgrade. We can of course help you out with working through your hardware inventory and confirming which ones can be upgraded. The cut off of support for Windows 10 is 14th October 2025. Start the process early.

With next month being December and the start of the holiday period, we will have a holiday technology checklist available for you. In this checklist we will point out what you should do prior to leaving the office on Christmas Eve.

Recently I put together a book called "**CYBERSECURITY ESSENTIALS FOR BUSINESS OWNERS**" to which I am happy to send over a copy to you for **FREE**, no obligation, no hard sell, just plain old **FREE**. To get your hands on a copy please go to <https://www.dspit.com.au/cybersecurity-essentials/>

Stay vigilant and safe out there.



Damien Pepper - Managing Director
dsp IT Solutions

DID YOU KNOW?



Google's Android mascot is unofficially known as Bugdroid

WE LOVE REFERRALS

The greatest gift anyone can give us is a referral to your business colleagues/friends. Referrals help us keep costs down so we can pass the savings to our clients.

Simply introduce me via email to damien@dspit.com.au or (03) 9001 0817 and I'll take it from there.

I personally promise we'll look after your colleague's/friend's business with a high level of care and attention, (just like we do with all our clients).

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HELPFUL TIPS FOR KEEPING YOUR SHARED CLOUD STORAGE ORGANISED



Cloud file storage revolutionised the way we handle documents. No more having to email files back and forth. No more wondering which person in the office has the most recent copy of a document. But just like the storage on your computer's hard drive, cloud storage can also get messy. Files get saved in the wrong place and duplicate folders get created. When employees are sharing the same cloud space it's hard to keep things organised. Storage can be difficult to keep efficient.

Disorganised cloud storage systems lead to problems. This includes having a hard time finding files. As well as spending a lot of extra time finding needed documents. Has your office been suffering from messy cloud storage? Does it seem to get harder and harder to find what you need?

Here are several ways to tidy up cloud storage spaces and save time:

Use a Universal Folder Naming Structure

When people use different naming structures for folders, it's harder for everyone.

They often can't find what they need. It also leads to the creation of duplicate folders for the same thing.

Map out the hierarchy of folders and how to name each thing. For example, you might have "departments" as an outer folder and nest "projects" inside.

With everyone using the same naming system, it will be easier for everyone to find things. You also reduce the risk of having duplicate folders.

Keep File Structure to 2-3 Folders Deep

When you have too many folders nested, it can take forever to find a file. You feel like you must click down one rabbit hole after another. When people need to click into several folders, it discourages them from saving a file in the right place.

To avoid this issue, keep your file structure only two to three folders deep. This makes files easier to find and keeps your cloud storage more usable.

Use Folder Tags or Colours for Easier Recognition

Many cloud file systems allow you to use color tagging on folders. Using this can make a folder or group of folders instantly recognisable. This reduces the time it takes to find and store files.

Don't Create Folders for Fewer Than 10 Files

The more folders people have to click into to find a document, the more time it takes. Folders can quickly add up as employees create them, not knowing where a file should go.

Use a rule for your cloud storage that restricts folder creation to 10 files or more.

This avoids having tons of folders with less than a handful of files in them. Have someone that can act as a storage administrator as well. This can then be the person someone asks if they're not sure where to store a file.

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Promote the Slogan - "Take time to save it right"

We're all guilty from time to time of saving to something general, like the desktop on a PC. We tell ourselves that we'll go back at some point and move the file where it should be.

This issue multiplies when you have many people sharing the same cloud storage space. Files that aren't where they belong add up fast.

This makes it harder for everyone to find things.

Promote the slogan "take time to save it right" among the staff. This means that they should take the extra few seconds to navigate where the file should be to save it. This keeps things from getting unmanageable. If you use a file structure that's only 2-3 folders deep, then this should be easier for everyone to abide by.



Given the variety of threats imposed by attackers on VoIP systems, it's necessary to optimise your VoIP security ASAP.

Here are 6 valuable tips to get you started:

Tip 1. Set Up a Firewall

If spam or a threat comes your way, the firewall will identify and gain control over it, shielding your system shielded from the attack. A good set-up will allow the data packets you send to travel unhindered.

Tip 2. Use Strong Passwords

Use randomly generated passwords consisting of at least 12 characters including numbers, upper- and lower-case letters and symbols. Most VoIP phones come with pre-set passwords, often available publicly, change these immediately.

Tip 3. Restrict Calling

Many VoIP attacks happen due to toll fraud. So, if your business runs locally, there's no need to have the international call option enabled. You should also block 1800 numbers to avoid toll fraud.

Tip 4. Encourage Your Team to Report Suspicious Behaviour

You should hold periodical Cybersecurity Training to keep your environment safe at all times. Train your employees how to spot unusual network activity and report suspicious behaviour.

Tip 5. Deactivate Web Interface Use

Unless it's absolutely necessary for you to use the web interface, be sure to secure it very strictly. It's enough for a single phone user falling prey to leave the whole system exposed to an external party. All your data can be stolen in text format as a result.

Tip 6. Use a VPN for Remote Workers

Virtual Private Networks (VPNs) are great software that encrypts traffic regardless of your employee's location. You can set up such a network for your remote staff to prevent data leaks and breaches. A well configured VPN won't degrade the call quality.

TAKE ADVANTAGE OF GOOGLE REVIEWS



When you are deciding on a restaurant to dine at, you might check the Google reviews to help with your decision. The same thing goes for your business.

Before people come in to buy your product or services, they might check your Google reviews – so it's important that your reviews positively reflect your business. If you own a company, you should understand how Google reviews work and do everything you can to encourage customers to leave positive ratings and comments.

If you haven't already claimed your Google business profile, you should do so immediately. It will allow you to add pictures and a description so customers know what to expect from your business.

When customers have completed a purchase with you, encourage them to leave a review if they had a positive experience. Some customers may need help with the review process, so teach them how to leave a review if they have never done it before.

Make sure you thank customers who leave positive reviews and try to fix the issues explained in your negative reviews. Being a responsive owner will reflect positively on your business. When you use Google reviews to your advantage, you will see a boost in clientele.

SECURITY TIPS FOR ONLINE HOLIDAY SHOPPING

The holiday shopping season is taking off. This means that scammers have also revved up their engines. They're primed and ready to take advantage of all those online transactions.

Here are some of the most critical safety tips to improve your online holiday shopping:

- Check for Device Updates Before You Shop
- Don't Go to Websites from Email Links
- Use a Wallet App Where Possible
- Remove Any Saved Payment Cards After Checking Out
- Make Sure the Site Uses HTTPS (Emphasis on "S")
- Double Check the Site URL
- Never Shop Online When on Public Wi-Fi
- Be On High Alert for Brand Impersonation Emails & Texts
- Enable Banking Alerts & Check Your Account



NEED A LAUGH?

How do trees make use of the internet?



They just log in!

WIN A \$30 AMAZON GIFT CARD!

The winner of last month's trivia question was Rod from Primacy Group Australia. The answer was a) Minecraft.

You could be the winner of this month's trivia, we are now offering an Amazon \$30 Gift Card as the prize, just contact us with the answer to the question below, Good Luck!



Approximately how many metres of tape fits inside a standard T-120 VHS tape?

- a) 36 metres
- b) 73 metres
- c) 156 metres
- d) 248 metres

Call us with your answer (03) 9001 0817 or email jo@dspit.com.au