



# COMPUTER DEPOT INC.

## BUSINESS SOLUTIONS

### Tech Bits and Bytes to Help You with Your Business

Computer Depot Inc. Business Solutions Newsletter

May 2021



Thomas Hill, President & Founder

*"We will always strive to proactively contribute to our clients success."*



*Happy Mother's Day to All the Special Moms in Our Lives*



*May 9th*

## Is Your Cyber Security Policy (Or Lack Of One) Leaving You Wide Open To Attacks?

Every business, big or small, should have a cyber security policy in place for its employees. Employees need to know what's acceptable and what isn't when it comes to all things IT. The policy should set expectations, lay out rules and give employees the resources necessary to put the policy to work.

Your employees represent the front lines of your business's cyber security defense. You may have all the antivirus software, malware protection and firewalls in the world, but if your employees aren't educated about IT security or don't understand even the basics, you're putting your business at MAJOR risk.

What can you do to remedy that? You can put a cyber security policy in place. If

you already have one, it's time to update it. Then, once it's ready, put it into action!

**What does a cyber security policy look like?** The specifics can look different from business to business, but a general policy should have all the fundamentals, such as password policy and equipment usage.

For instance, there should be rules for how employees use company equipment, such as PCs, printers and other devices connected to your network. They should know what is expected of them when they log into a company-owned device, from rules on what software they can install to what they can access when browsing the web. They should know how to safely access the work

## TRIVIA

Congratulations

**Janet D. Spencer**

from

**Heartland Services**

who knew that **Buzz Aldrin's mother's maiden name was Marion Moon**

**TURN TO PAGE 3 FOR THIS MONTHS TRIVIA**



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network and understand what data should be shared on that network.

Breaking it down further, many cyber security policies include rules and expectations related to:

- E-mail use
- Social media access
- General web access
- Accessing internal applications remotely
- File sharing
- Passwords

Policies should also break down IT roles within the organization. Who do employees call, text or e-mail if they need IT support? What is the hierarchy they are expected to follow? Do they have internal support? Do they contact your managed services provider (MSP) or IT services partner?

It's important for employees to have resources in order to effectively execute policies. This can come in many forms. It may be a guidebook they can reference

**“Putting a cyber security policy in place isn't easy, but it's necessary, especially these days. More people are working remotely than ever.”**



or a support phone number they can call. It might be ongoing training on cyber security topics. Or it might be all of the above (as it often is!).

**Break down every rule further.** Passwords are a great example of an area of policy every business needs to have in place. Password policy often gets overlooked or simply isn't taken as seriously as it should be. Like many cyber security policies, the stronger the password policy is, the more effective it is. Here are a few examples of what a password policy can include:

- Passwords must be changed every 60 to 90 days on all applications.
- Passwords must be different for each application.
- Passwords must be 15 characters or longer when applicable.
- Passwords must use uppercase and lowercase letters, at least one number, and at least one special character, such as @, #, % or &.
- Passwords must not be recycled.

.....  
*“They return calls in a timely manner and show up when scheduled. We really enjoy working with Wes!”*

**Stacy Pfeffer, VP**  
 Diversified Enclosure & Screen, LLC



.....  
 The good news is that many apps and websites automatically enforce these rules. The bad news is that not ALL apps and websites enforce these rules – meaning it's up to you to define how employees set their passwords.

Putting a cyber security policy in place isn't easy, but it's necessary, especially these days. More people are working remotely than ever. At the same time, cyberthreats are more common than ever. The more you do to protect your business and your employees from these cyberthreats, the better off you'll be when these threats are knocking at your door.

If you need help setting up or updating your cyber security policy, do not hesitate to call your MSP or IT services partner. They can help you put together exactly what you need for a safer, more secure workplace.

## GET A PHONE SYSTEM YOU LOVE AND TRULY WORKS FOR YOU!

VoIP is VERY popular with small business owners for their business phones FOR GOOD REASONS. This is especially true for businesses that have employees working from home full or part time. Our VoIP phone system allows you to receive and make calls as if you were at your desk. The phone number will show your business number and NOT an employee's cell phone number.

**No more missed calls, missed opportunities or annoyed customers.**

Right now, we are offering a FREE phone demo to small business owners. This is a great way to determine if a new updated phone system would greatly improve functionality and professionalism of your office environment.

**To schedule a FREE phone demo, go to :**

[www.computerdepotbusiness.com/phonedemo/](http://www.computerdepotbusiness.com/phonedemo/)



or call us at **865-909-7606**

## Top 7 Reasons to Choose COMPUTER DEPOT Business Solutions

### 1. Prompt Response Time

We begin working on your issue in 20 minutes or less during normal service hours.

### 2. Phones Are Answered

by Us. Your call will never leave Big Orange country! Ever. Not to mention, when you have a problem WE ACTUALLY PICK UP THE PHONE!!!

### 3. We Have Been Serving Knox and Sevier County for 20 years.

As a locally owned and operated business, you are our neighbor!

### 4. We Are Your IT Service Department

WE take care of it. No blaming, no finger-pointing. We Focus on the Fix.

### 5. Freedom of Choice

There are No Long-Term Contracts to sign.

### 6. 90-Day Test Drive

What is better than risk-free?!

### 7. A Package Tailor-Made To Fit You

We address *your* unique technology needs.

**CALL 909-7606**

**TO SCHEDULE A FREE 10 MINUTE CONSULTATION**

or learn more at

[www.ComputerDepotBusiness.com](http://www.ComputerDepotBusiness.com)



## Zoom Getting You Down? Here's Why And What To Do

Zoom burnout is real, but with remote work becoming more prevalent than ever, it's here to stay. There are several reasons why Zoom burnout is happening, but there are things you can do to stop it in its tracks.

**Stay Structured.** Like traditional meetings, Zoom meetings can eat time. But more than that, they can be tiring. In larger Zoom meetings, you may have to take in a lot of information. Plus, you have to pay attention to a screen and everyone on it. This can quickly lead to information overload, which can then turn into burnout. Small Zoom meetings can be just as disruptive, especially to the productive flow of your day. So, like traditional meetings, if it can be an e-mail, make it an e-mail.

**Stay On Track.** Strive to keep meetings succinct. If you're hosting a Zoom meeting, it's your job to keep things on topic. If it goes off the rails and you can't get it back, this disrupts everyone's day, including yours. Disruptions are hard to come back from and seriously hurt productivity, which leads to burnout. *Inc., Feb. 11, 2021*

## The One Group That Loves People Who Are Working From Home: Hackers

With employees working at home, many companies have issued employees guidance on how to establish home internet security. It's guidance worth following. Remember these three things:

**1 Change the locks.** That means update your software. You might have noticed that software frequently has security updates. That's because smart hackers figured out how to break the software. But what you may not know is that there is a second wave of dumb hackers who just read the security update for tips on how to get the folks who don't update. It's like they have a key. Your mission is to change the locks and update.

**2 Use a secret code.** Implement two-factor identification. Yes, it is a second step. You will have to put in a new secret code every time you do certain tasks. But it is better than a hacker walking out with your briefcase.

**3 Use a mask.** Meaning, mask your internet activity with a personal VPN. It protects your privacy. It doesn't protect you from phishing, malicious software, or digital viruses, but at least you aren't accessing your company website in cyber-public.

### 3 New Words We Have Now

1. Quaranteam: a small group of people you agree to socialize with during and social distancing
2. Doomscrolling: when you can't stop looking at social media, even though everything is terrible and sad
3. Blursday: the day of the week when time has ran together and lost all meaning



"Facts of life? No, but I do think you're old enough to start an internet conspiracy theory."

## This Month's TRIVIA

Here is your next chance to WIN!  
**What famous mother and daughter won Nobel Prizes for their work in the field of radioactivity?**

Email your answer to  
[RHill@ComputerDepotOnline.com](mailto:RHill@ComputerDepotOnline.com)



May 2021



## Look What's Inside...

- **Is Your Cyber Security Policy (Or Lack Of One) Leaving You Wide Open To Attacks?**
- Hurry-You could WIN this month's Trivia and this 
- [Words That Can Go Away Now](#)
- All Zoomed Out
- Steer Clear of Hackers with These 3 Tips?
- **A Time to Remember and Honor**
- Get A PHONE SYSTEM that works!



COMPUTER DEPOT BUSINESS SOLUTIONS - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

## May 31, 2021: Memorial Day: Remembering the service of the fallen

On Memorial Day, we take time to honor the ultimate sacrifice made by those who fought for our country. Many are known to us personally and they are not forgotten. Veterans groups walk the old graveyards to place flags on the tombstones of those who died in battles long past, but are still remembered. Their great sacrifices and honorable service helped our country become the nation it is today. We can never forget. Their names are on tombstones in our own country and in cemeteries across the globe. However, some cannot be named specifically, and they are honored in a special way: at the Tomb of the Unknowns. It is guarded by faithful sentinels night and day. The importance of this duty is expressed in the "Sentinel's Creed":

My dedication to this sacred duty is total and wholehearted. In the responsibility bestowed on me, never will I falter. And with dignity and perseverance my standard will remain perfection. Through the years of diligence and praise and the discomfort of the elements, I will walk my tour in humble reverence to the best of my ability.

It is he who commands the respect I protect, his bravery that made us so proud. Surrounded by well-meaning crowds by day, alone in the thoughtful peace of night, this soldier will in honored Glory rest under my eternal vigilance.

-- Sentinel's Creed of the Guard of the Tomb of the Unknown Soldier.



## Contact Us

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