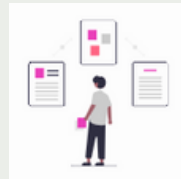


# Newsletter



## Welcome \*\*\*\*\*

We are very pleased to introduce another Trainee 1st line Engineer: \*\*\*\*\* - the newest member of our team. Jack will start to take calls and answer tickets from August.



Not only is \*\*\*\*\* our newest and youngest team member but probably also the fittest, with an impressive record of football and athletic achievements. I think we can safely assume that he will be pretty quick at answering the phone!

## Scam Alerts

Fake Windows 10 updates are being used to distribute the Magniber ransomware, in a massive cyber campaign. According to the technology news site: BleepingComputer, multiple users have reported infections after they installed, what they believed to be, a Windows 10 update.

Please do not be led into temptation - refer any and all updates to us for vetting.



Another Microsoft related issue causing trouble is: Follina - a Microsoft vulnerability which has been exploited by malicious actors to install malware/ransomware when an infected document is opened. Infected documents are

## A busy month

This month we would like to introduce another new recruit: \*\*\*\*\*, who will start as a trainee engineer and Help Desk ... er ... helper.

Also, we would like to invite you to give us your feedback on our monthly offerings. This Newsletter is for you, and is intended to be informative and light-hearted. You can click on the button below to send us your thoughts and suggestions for future issues. We want to know what it is you want to know!



# Newsletter

delivered as attachments in phishing email campaigns but can also be encountered when users open an infected document, after following a malicious link. Although the threat has mostly passed now, you should always be on the alert. Please be suspicious of any emails sent at weird times of the day, or that have poor grammar/spelling. Checking the senders email address is also a good indicator of authenticity.



Customers with our **Security Service Level Agreement\*** need not worry - precautions were put in place as soon as we became aware of the threat.

\*If you would like to know more about this service, please give us a call.

## So Many Reasons To Look Forward to July

Obviously there's Wimbledon .... but also it's a great month for foodies:

1st is World Chicken Wing Day - 7th is World Chocolate Day

15th is National Gummi Worm day - 17th is World Ice Cream Day - 25th is National Wine & Cheese Day

Presumably the whole of August will be Go On A Diet Day!



## Tips & Tricks

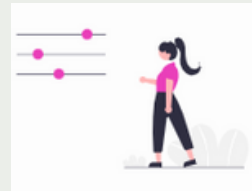
Ctrl-Shift-N: to browse the internet privately (incognito)

Chrome won't save:

- Your browsing history
- Cookies and site data
- Information entered in forms

Your activity might still be visible to:

- Websites that you visit
- Your employer or school
- Your Internet service provider



## Make sure the secrets you send/receive stay secret

When you need to send confidential or sensitive data, via email, we recommend that you put it in a Microsoft document and then protect it with a password. To do this click on: File, Info, Protect document, Encrypt with password, then create a strong password, confirm your password.

The really important part of this process is to remember your password! You will then need to share the password with the recipient and we recommend that you do this verbally or via text/Whatsapp.

No method can completely guarantee 100% protection but this will certainly ensure a higher level of security.