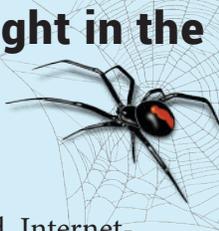


Don't Get Caught in the Dark Web



With all the latest technological advances at our fingertips, we tend to lead high-speed, Internet-connected, digital lives. From home, to our desks, to anywhere on the go, we work, learn and play online. Even when we are not directly connected to the Internet, our critical infrastructure—the vast, worldwide connection of computers, data, and websites supporting our everyday lives through financial transactions, transportation systems, healthcare records, emergency response systems, personal communications, and more—impacts everyone.

That's why cybersecurity is so important, your cyber-alertness can maximize or completely diminish your ability to grow via commerce, communications, community and content in a connected world.

Since this month is National Cybersecurity Awareness Month (NCSAM), we are raising awareness about the importance of cybersecurity and to ensure that you have the resources you need to be safer and more secure online.

In order to take proactive steps to enhance cybersecurity at home and in the workplace, I would like to offer you a complimentary dark web scan to determine if any of your data is for sale on any of its 600,000 sites. Visit: www.CTTSONline.com/dark-web-check/ and get your free dark web check now!



This monthly publication provided courtesy of CTTS, Inc.



3 Ways To Prevent Your Employees From Leaking Confidential Information

A lot of businesses need to come to terms with the fact that their employees are their greatest IT threat. As a business owner, you may be aware of cyberthreats to your business, but your employees may not. They might not know about the threat of cyber-attacks or malware. They might use unsecured WiFi on company equipment. As a result, your employees may be putting your business at serious risk.

What can you do to change that?

1 IT ALL STARTS WITH EDUCATION. One of the biggest reasons employees put their employer at risk simply comes down to a lack of education. They don't know about the threats targeting businesses or that small businesses

are a major target of hackers and scammers.

You need to do everything you can to train your employees. Give them the education and resources to be a line of defense rather than a risk. Develop a consistent training regimen. If you need to bring in IT professionals to help, do it. Don't make assumptions about critical IT security training if you aren't sure. Professionals can answer your questions and make sure you and your employees have everything you need to know to keep your business secure.

Another important thing is to hold this training regularly. Threats evolve and you need to stay ahead of the curve. Keep IT security on the

minds of your employees. When they forget about it, that's when the risk is highest.

2 SAY NO TO UNSECURED, PUBLIC WIFI. This is a big problem for businesses with remote employees, employees who work from home, or employees who use company technology outside of the business walls. According to a Spiceworks study, 61% of employees said they have connected to unsecured WiFi while working remotely.

This is cause for concern. Connecting to public WiFi is like leaving the front door of your home wide-open while posting on social media that you're going to be out of town for a week. You never know who is going to let themselves in and snoop around. Hackers use public hot spots to circulate malware and steal data. Sometimes they even set up fake hot spots with the same name as a legitimate hot spot to trick users into connecting to their WiFi, which makes data theft even easier.

“It's all about understanding the threats and taking a proactive approach to security.”

Discouraging your employees from using unsecured, public WiFi is a good step to take, but don't be afraid to take it further. Don't let them connect company equipment to unsecured WiFi at all. Place a bigger focus on endpoint security – make sure your equipment has up-to-date software, malware protection, local firewalls, as well as a VPN (virtual private network). The more layers of security, the better.

3 PROTECT ALL OF YOUR DATA.

Your employees should never save personal or business data on portable/ external hard drives, USB



drives or even as printed material – and then take that data out of the office. The theft of these types of devices is a real threat. An external hard drive is a tempting target for thieves because they will search the drive for sensitive data, such as financial or customer information that they can use or sell.

If you have remote employees who need to access company data, put a method in place to do just that (it should be discussed as part of your regular company IT security training). They need to know how to properly access the data, save the data or delete it if necessary. Many businesses go with a secure cloud option but you need to determine what makes the most sense for your business and its security.

While these three tips are great, nothing beats helping your employees develop a positive IT security mindset. It's all about understanding the threats and taking a proactive approach to security. Proactivity reduces risk, but you don't have to go it alone. Working with experienced IT security professionals is the best way to cover all your bases – and to ensure your employees have everything they need to protect your business.

IT'S JAMIE'S BIRTHDAY, COME CELEBRATE WITH US!



You're invited to celebrate Jamie's birthday with the CTTs Team and some of our closest friends and Clients on Tuesday, October 22, 2019.

at: 557 S. Interstate 35, Suite 201, Georgetown, TX 78626.
We will be kicking off the festivities at 12pm.

Happy Birthday!

Register Now to Reserve Your Plate at:
www.CTTsonline.com/Birthdays





**ANYTHING
AROUND THE HOUSE™**
HOME REPAIR/REMODELING
"ANYTHING MEANS EVERYTHING"

What began as small handyman projects and odd jobs for friends and family, Servando Varela III developed into a thriving business in south Austin.

Mainly self-taught in his discipline, Servando learned a lot from his grandfather and simply through experience. In 2004, after several handyman favors here and there for friends and family, Servando started charging for his excellent craftsmanship and expertise and Anything Around the House was born.



While he didn't plan to be a CEO, Anything Around the House has grown to 10 full time employees who pride themselves in their quality of workmanship, reliability, and professionalism.

Anything Around the House provides a wide range of home repair services, maintenance, remodeling and home improvements to the Austin, TX area. "We have a staff that is fully committed and invested" says Servando, and it shows. Featured on HGTV's show "House Hunters: Renovation," you can truly see their high-quality innovation and creative prowess in action.

You can also see their excellent quality and craftsmanship by viewing examples of previous projects on their website gallery. From bathroom remodeling to gutters, they do it all. Servando's favorite projects? The bath and kitchen remodels. The kitchen is a true gathering place where so



Client Spotlight: Anything Around The House

much is shared, and many memories are made. Servando says, "the bath and kitchen remodels really make a difference in the home and you can tell the homeowners truly appreciate the improvements."

For a hands-on type of business, you'd be surprised at how much technology plays a role. From scheduling, to bookkeeping, to finding materials, preparing statements, and sending invoices, the whole process starts and ends with technology.



Knowing how communication has evolved thanks to technology, you'd be hard-pressed to find a company that works well without reaching Clients through technological means. A lot of Clients have an easier time staying in touch via email. It's easier to make decisions, get updates, and communicate over the course of the project. This also gives Clients the time they need to make decisions, giving them more control, and helps everyone to easily visualize the project as it progresses, its final goals, and outcomes.

Since November of 2011, Anything Around the House has had CTTS manage their business technology. Servando says he's stayed with CTTS for several reasons but especially because of the value he finds in the recommendations to improve his business's technology. The rapid response to problems and concerns, is also very reassuring. Servando says, "CTTS is very responsive to our needs. We can call them anytime and have issues resolved immediately."

Client Spotlight: Anything Around The House

Being a managed services Client, Anything Around the House has SentinelOne endpoint security and Cisco Umbrella - which means they are protected from threats like ransomware and other data breaches with real-time forensics and proactive notifications.

Having recently transitioned to Microsoft 365, Servando says he already notices that things flow better, communication has improved, and email flows more suitably to their needs.

Microsoft 365 keeps them up to date on the latest software upgrades and patches to ensure security and business continuity. Before this transition they were using another, more expensive hosted email provider.

Now, with the Microsoft 365 email migration and device management using Azure Active Directory, the cloud service helps CTTS to keep a more granular control on their machine management. This allows for easy policy implementation and other remote management capabilities.

With Datto Workplace and Backupify, their business-critical data and email is professionally managed and backed up. This means that in the event of a disaster

situation, whether it be due to human error, natural disaster, or cybercriminal related, they can restore from one of the several save points that perform this business saving service behind the scenes.

They are also ready for the looming Windows 7 end of life phase coming up on January 14, 2020. When we moved Anything Around the House to Microsoft 365, we also updated every computer to the Windows 10 operating system, so they have no worries about the upcoming deadline, nor about software insecurities due to out-of-date machines.

In the future, we may see if there is an industry specific CRM to help them manage their ever-growing customer base, but for now Excel does the job and with Microsoft 365, their software is automatically updated regularly with the latest and greatest features, security patches, and updates.

If you'd like to learn more about Anything Around the House, or get an estimate for your next home remodeling or repair project, you can visit their website at www.anythingaroundthehouse.com/ or give them a call at (512) 577-9228.



TRICK OR TREAT?

Did you know that 91% Of cyberattacks start with a phishing email? The phishing email epidemic should not be taken lightly. If you want to keep your business secure, here are 5 tips to keep in mind when checking your email:

1. Remember that most of the organizations you deal with already know who you are.



Any electronic communication asking for personal identification information should be viewed with suspicion.

2. Always check who sent the email. Be sure to examine the "From" address field in the email you receive to see who is sending the communication.

3. Never click links found within a suspicious email. Links contained within phishing email will often take you to spoofed or redirected sites that appear legitimate, but are designed to steal your information.

4. Verify web site security. When filling out forms online, be sure to verify that the web site you are using is secure.

5. When in doubt, call. The company in question will be able to easily confirm or deny the validity of the communication.

The Power Of Punctuality



Personally, I am not a fan of people who are always late. Sometimes, things happen that we have no control over, such as car accidents, traffic jams and unexpected family emergencies, to name a few. I am not addressing those situations.

What I am addressing is how punctuality can do wonders for your success.

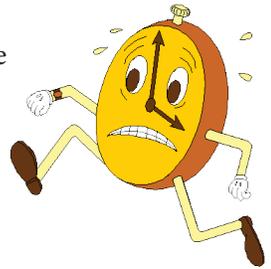
Have you ever thought about what being punctual says about you? It shows you are in control, disciplined, able to keep track of things, trustworthy, reliable and respectful of another person's time. Being late demonstrates none of those things. In fact, being late shows you are unreliable, disorganized, disinterested and inconsiderate. When you look at it from that perspective, you would never want yourself described that way.

Do you want to hire someone who is unreliable? Not me. How about disorganized? A disorganized person will make mistakes — and mistakes cost money. Let's take a closer look at disinterested. One of the definitions of disinterested is having or feeling no interest in something, unconcerned, uncaring and unenthusiastic. That sounds like someone you NEVER want to have on your team. Then that leaves us with inconsiderate, defined as thoughtlessly causing hurt or inconvenience to others, unthinking, selfish, impolite and rude.

Associates, bosses and customers have NO fondness for lateness. I heard one person express it this way: "If you are chronically late, you are chronically rude." If you are looking to be promoted to a

leadership position, it will be difficult to prove yourself reliable when people are having to wait for you to show up. Punctuality is a product of discipline, proper planning and respect for others. In simple terms, preparedness and punctuality are two of the most important qualities of a leader.

When you are late, you are saying, "My time is more valuable than yours." That is not a great way to start anything. The celebrated writer Charles Dickens once said, "I could have never done what I have done without the habits of punctuality, order and discipline." I feel that by being punctual, you are paying a courteous compliment to those you are about to see or serve; it's a respectful gesture of how you value their time.



Chronic lateness sets a tone about accountability. If you want a culture in which people are accountable to customers, associates and even to themselves, then make punctuality a priority. Start all meetings on time regardless of who is missing. The word will get out, and people will start showing up on time.

Being on time may seem a bit trivial to some people, but it's a good idea to start making accountability part of your corporate culture. Shakespeare once stated: "Better three hours too soon, than a minute late." There truly is power in being punctual.



Robert Stevenson is one of the most widely recognized professional speakers in the world. Author of the books How To Soar Like An Eagle In A World Full Of Turkeys and 52 Essential Habits For Success, he's shared the podium with esteemed figures from across the country, including former President George H.W. Bush, former Secretary of State Colin Powell, Anthony Robbins, Tom Peters and Steven Covey. Today, he travels the world, sharing powerful ideas for achieving excellence, both personally and professionally.

■ THESE ARE THE BIGGEST PRIVACY THREATS YOU FACE ONLINE TODAY

Webcam Access – While it's rare, there are known exploits that allow others to access your webcam (such as malicious software or software security flaws). Putting electrical tape over your webcam isn't a bad idea, but more webcams are coming with kill switches and shutters for peace of mind.

Phishing Scams – Don't ever expect these to go away. People still fall for them. NEVER click links in e-mails from anyone you don't know (and even if you do know them, verify that they sent you a link — e-mail addresses can be spoofed).

Web Browser Plug-ins – Vet every browser plug-in and extension you install. Many extensions collect your browsing history and sell it. Read the terms of service before you click install (a good rule of thumb for software in general).



Ad Tracking – Web ads (and web ad providers, such as Facebook and Google) are notorious for tracking users. They want to know what you like so they can cater ads directly to you in the hopes that you'll click the ad, which gives them ad revenue. It's one of the many reasons why people use ad blockers.

Device Tracking – If you have a smartphone, chances are it's being used to track your every move. Again, it comes back to delivering ads that are relevant to you so you'll click on them. For companies like Facebook and Google, users are the product.

Inc., 7/19/2019

■ CAPITALIZE ON THIS STRATEGY TO IMPROVE YOUR BOTTOM LINE

Want to boost your bottom line? The answer may be in cashless payments. It's all about taking your current systems and updating them to current trends.

Outside of the U.S., particularly in Europe and much of Asia, cashless payments are king. More people are relying on smartphones as payment processing tools (both in the consumer and business worlds). Of course, you don't want to rely on cashless — you want to be able to accept any money your customers are spending, whether it's cash, card or electronic.

Look at your point-of-sale system — is it ready for cashless? If not, look into it, research your options, ask around and see what option makes sense for your business (and bottom line).

Small Business Trends, 6/26/2019

Did you miss it? Check Out Last Month's Top Tech Tip:

Tech Tip #136: 5 Things to NEVER Send Via Email



Phishing email scams attempt to gain your trust so you will click on a link to a fraudulent website, share private information, or open an attachment. To protect yourself from identity theft or a data breach, here are 5 pieces of information you should NEVER send via email.



By Josh Wilmoth

Read it Here: <http://bit.ly/Tech-Tip-136>