

# CTTS TECH TALK

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Not Geeks!*

Your resource for the latest technology updates and opportunities for your success.

## What Are Managed Services, And Why You Should Demand This From Your IT Company

Central Texas  
Technology Solutions

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Your Tech Tip of the Month

Would You Know If You Were  
Being Smished?

Did You Know You Can Block 99%  
Of Account-Based Hacks?

Going Strong Or Burning Out?

Please Welcome Your Newest  
Support Technician, James Holm!

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We all want to protect our businesses. They're a part of who we are, and it would be devastating if anything bad happened — including an unexpected cyber-attack. But it happens. Businesses are attacked every single day. Some businesses are left in ruin. Some can pick up the pieces, but at a great cost. Then there are businesses that are back up and running in a matter of hours, almost as if nothing happened at all.

These are businesses that said "yes" to managed IT services and made the commitment to protect their business.

### What is Managed Services Exactly?

Full-time access to network and technology experts without having to pay a full-time team. In other words, you save money and you have someone keeping a close eye on your network. The good

news is that the IT company you currently work with may already offer managed services — you just have to ask for it! (If you don't work with an IT support company or managed services provider, it's highly recommended that you do!)

### Here Are A Few Reasons Why Managed Services Should Not Be Ignored:

#### 1. It's A Proactive Service You Can't Find Anywhere Else.

Proactive IT support is HUGE. You have to be proactive because, guess what? Hackers and cybercriminals are proactive. They're smart people and they're relentless. Managed services will give you access to your own outside team of exceptionally smart people and systems that can identify IT problems before they actually become problems.



On top of that, proactive managed services ensure your network – and everything connected to your network – receives regular updates, security patches and routine maintenance. Basically, they help keep your business protected while minimizing downtime that can cut into your bottom line.

**2. It Helps You Save Money.** Hiring in-house IT experts is expensive. It's one of the most common reasons why many small to medium-sized businesses don't invest in good IT support. The sticker shock is too much. But managed services take away the sticker shock.

Instead, you get the exact support you need, and you pay a set fee every month. It makes it MUCH easier to set a quarterly or yearly budget. And because managed services are customizable, you can put together a specific plan for your business and pay only for those specifics — there are no fluff or padded fees. Managed IT is also scalable, so as your business grows or changes, your managed IT services can change as well.

**"Having managed IT services means your network is up-to-date with all the fine print."**

**3. It Protects You In Many Different Ways.** You can count on your MSP to minimize malware, spyware, ransomware, phishing scams and other exploitative hacks. You're protected by advanced software, hardware and old-fashioned human knowledge and

experience. But the protection doesn't stop there – far from it! Managed services providers can also protect you against potential natural disasters, such as fire or flood, or hardware failures – things that are impossible to predict yet possible to prepare for.

They can also protect you when it comes to compliance. There are many industries where compliance is a big deal, from banking to health care. If you operate in one of these industries, you know how important this is. Having managed IT services means your network is up-to-date with all the fine print. You don't have to worry about anything slipping through the cracks or breaking compliance, which can lead to all kinds of costly headaches.

**4. It Gives You TIME.** This is the most precious commodity of all. If you're running around dealing with network issues yourself – or trying to – you're spending a lot of time doing everything you DIDN'T want to be doing when you started your business. Wouldn't you rather be focused on taking care of the things you intended to focus on, like growing your business and taking care of customers?

When you bring managed IT into the fold, you have so much less to worry about. No, it's not set-it-and-forget-it, but it's close. At CTTS, we handle your IT, while you handle your business — and you collaborate when you need to.

These few points only scratch the surface of why managed services are so important. Are you ready to protect the future of your business? Stop putting it off and make the phone call now: (512) 388-5559.

## Your Tech Tip of the Month

## Split Your Screen In Seconds



Have you ever wanted to view two windows on your computer screen at the same time? It can be difficult to get them just right. Here's a quick and easy way to enjoy dual windows on one monitor:

1. Click and drag one window to the side of your computer screen until you see a circle flash around your cursor.
2. On the other side, you will then see your other window choices. Click the one you want to view and voila!
3. Two windows should now perfectly take up half of the screen.

Of course, if you want one a little bigger or one a little smaller, then just click and drag in between the windows. If you need 3 or 4 more windows on each screen, drag to the upper or lower corner instead. Watch Kyle split his windows in the short video here: [bit.ly/Tech-Tip-212](http://bit.ly/Tech-Tip-212)

# Would You Know If You Were Being Smished?

Ooof... you'd hope so, right? Sounds uncomfortable, but push away whatever image that word has put in your head and turn your attention to your mobile phone. Smishing is the text message version of phishing.

**What's phishing again?** It's where criminals send you an email, pretending to be someone else (like your bank), to try to get sensitive information from you.

Yes, these cybercriminals really are resourceful. The more ways there are to try and infiltrate your data, the more they'll use different platforms. Just like with phishing, smishing attempts are not always as easy to spot as you might think.

Most of them pretend to be sent from a well-known business; like your network provider, for example - rather than just a random number. Some look like

they've come from someone you know personally.

They'll ask you to click a link to take an action like checking your monthly bill, updating your account information, or maybe to pay a bill. It's usually the kind of message you would expect to see from that business.

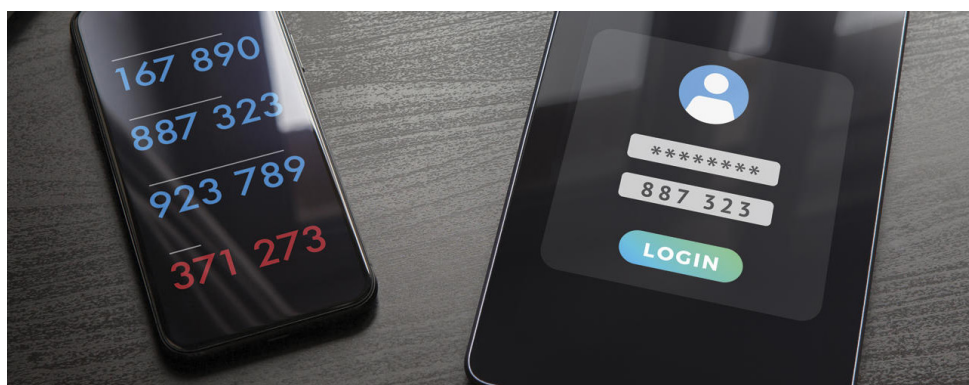
But if you click that link... you've potentially given them access to your device. And that means they may have access to your data, passwords, and any other information stored on your phone. Terrifying.

Protecting yourself is really similar to the way you'd deal with a phishing attempt on your email:

- Never click on any links unless you're certain the sender is who they say they are
- If you're unsure, contact the company (or person) on their usual number to check
- If an offer seems too good to be true, it usually is (sorry, you didn't really win that competition)

**Consider this our number one most important golden rule:**

Never click a link if you're not expecting it. Wait to verify it with the sender first.



## Did You Know You Can Block 99% Of Account-Based Hacks?

A great way to help protect yourself against phishing and smishing, and probably a few other "shings" as well, is by enabling Multi Factor Authentication (MFA).

What is MFA exactly? This added layer of protection secures your personal and business data by producing a one-time code on a separate device to prove it really is you logging in. A multi-layered defense strategy makes it more difficult for unauthorized persons to access your computing device, network or database. If one factor is compromised or broken, the attacker still has at least one more barrier to breach before successfully breaking in.

Check your application security settings now to see if MFA or two-factor authentication (2FA) is an option for your cybersecurity.





# Going Strong Or Burning Out?

"Burnout is what happens when you try to avoid being human for too long." – Michael Gungor



## What Is Burnout?

Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.

It is characterized by:

- Physical and emotional exhaustion or lack of energy.
- Feeling sad or hopeless.
- Lack of joy from things that used to bring you joy at work.
- Feeling like you are not contributing anything.
- Increased mental distance from one's job or feelings of negativism or cynicism.

Those who are highly engaged in their work are more likely to experience burnout. Just because you're productive, does not mean you aren't at risk.

## Why do I keep putting myself in stressful situations?

It sounds strange, but stress can

be an addiction. When stressed, we feel needed and important, but often there's a sense of guilt and fear of not doing enough.

As long as stress is satisfying those needs, you will not get rid of that behavior. Start by finding healthy ways to satisfy your needs.

## What Is The Solution?

Low Demands + High Resources  
= Value Driven Professional

### Low Demands:

- Distributed workload
- Low bureaucracy
- Minimize interruptions

### High Resources:

- Supervisor support, not micromanagement
- Rewards and recognition
- Self-efficacy and work acknowledgment
- Opportunities for recovery from stress

## Can I retrieve a deleted email in Outlook?

If you've already checked your deleted folder and can't find the email, click on 'Recover deleted items'. This will open a new window and display recently permanently deleted emails. Find the email in question and click 'Recover'.

## How should we dispose of old devices?

Never just throw your old devices away. First, ensure they are fully wiped of any data that may have once been stored on them. Then, if any components are not fit for use, you should recycle it.

## Why does my router keep prompting a reset?

This has become all too common. It's usually because it's overheating, or there are too many people using it. But it may also need replacing. Contact your internet provider if it's happening regularly and they may send you a new one.

**Submit Your Question Here:**  
[Marketing@CTTOnline.com](mailto:Marketing@CTTOnline.com)

## Please Welcome James Holm!



James is the newest member of the Team here at CTTS, coming to us from the frozen tundra of Minnesota in the spring of 2021!

After obtaining his Associate Degree in Network Administration in 2017 and beginning his professional career that same year, James went on to work at small, medium, and enterprise-sized companies northwest of the Twin Cities, solving a wide range of technical problems as a technician in the field, and on the help desk. After helping move his brother down to Corpus Christi – and eventually up to the central Texas area – James quickly realized Texas was where he wanted to plant his roots.

When he's not working, James enjoys fishing, going on road trips with his soon-to-be fiancé, video games, and practicing guitar.

## This is how you can get in touch with us:

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