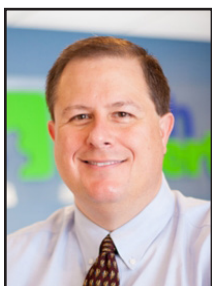# How To Protect Your Business From Phishing And Spearphishing

Thomas Fox is president of Tech Experts, southeast Michigan's leading small business computer support company.

One of the best ways to protect your business against these types of attacks is by educating your employees on the methods these criminals exploit to gain access to your employees and your sensitive information. But beyond that, there are some methods you can use in conjunction with education to help protect your business.

Pre-delivery

Using filters can help prevent malicious emails from reaching your employees' inbox and is effective for preventing indiscriminate attacks but not targeted ones.

More useful, however, are solutions that not only filter emails before reaching the inbox but incorporating virus scanners, real-time intent analysis, reputation checks, URL checkers, and other assessments before any email reaching your employee. We have an offering that can help you prevent an attack before it even starts.

Post-delivery

If a user flags an email as suspicious, manually review each email as well as run it through a machine learning filter.

After an incident has occurred

If a user does accidentally and unknowingly fall victim to a phishing email, stay calm. Call us immediately to develop a plan of action to secure your network and ensure no harm comes to your data.

Biggest risk? Uninformed team members

Outside of attempting to download free software from torrent sites, one of the most common ways ransomware gains access to your network is through phishing and spearphishing. The three most commonly used strategies to gain access to your employees are:

Deceptive linking

This is the most commonly used and reliable strategy. By disguising an infected link as a legitimate source, the attackers coerce recipients into clicking and exposing your network.

Things to look out for are misspelled URLs, subdomains, or using subdomains with a very similar domain. For example, the uppercase "i" and lowercase "l" in look very similar.

A hacker could create a domain name of www dot googIe dot com, replacing the l with the uppercase I, and at first glance, you wouldn't be able to tell the difference.

Cloning, forging or covert redirecting

By exploiting vulnerable cross-site scripting, or XSS, these attacks can be used by cyberhackers to insert their malicious content into the actual website of the trusted resource. This can also result in the XSS being used to harvest the username and password fields of the compromised website, again putting your network at risk.

Voice or text phishing

This type of attack is the same as sending the link via email, except the victim is contacting on their phone with a voice message or text message. The infected link is usually buried in texts sent to consumers that their banking account access has been disabled and asking the victim to call or submit information to a phone number or website set up by the hackers, and harvesting their confidential information.

Don't react, prevent!

Despite the prolific number of ransomware and attacks that are affecting businesses across the globe, not all hope is lost. While brilliant minds are being used to harm, others are being used to protect those same businesses. Our team has over 35 years experience in securing and managing networks just like yours, and we can help you develop a plan to keep your business safe from these malicious sources.

If a user does accidentally and unknowingly fall victim to a phishing email, stay calm. Call us immediately to develop a plan of action to secure your network and ensure no harm comes to your data.

Windows Core OS: The Future of Windows

> *"Windows Core OS is a new project underway by Microsoft. Windows Core OS would create a base version of Windows that could be installed on any type of device. This is great for users and developers alike."*
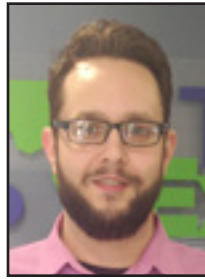
Jason Cooley is Support Services Manager at Tech Experts.

Microsoft Windows has been the leading PC OS for as long as I can remember. There have been many different versions through the years.

There have been favorites like Windows 3.1, XP, and Windows 7 – and less well-received versions, like ME (Millennium Edition) and Vista.

Windows tried a new approach with Windows 8, something they envisioned would take over mobile device platforms, and designed an OS that would be similar across many devices.

This never truly came to be as Windows 8 was generally not well received, and the mobile version wasn't exactly a hit either.

Enter Windows 10. While there are problems from a technical standpoint, Windows 10 (as it currently stands) is a pretty user-friendly OS and continues to make improvements and security enhancements with the user in mind. Windows 10 spans many devices.

Smart TVs, cell phones, laptops, desktops, tablets, Microsoft's Xbox One, and so many other devices have a version of Windows 10.

I stress the fact that these devices have a version of Windows 10 for a reason. These operating systems look and function very similarly, but each is a uniquely programmed version of Windows 10. Essentially, each device type has a custom operating system developed to look and run like Windows 10.

These operating systems are fine-tuned for the type of device they are running on. You wouldn't have a great experience using Windows 10 for desktops on a cell phone. It would be much too resource-

intensive and create a real battery use issue.

So what is Windows Core OS?

Windows Core OS is a new project underway by Microsoft. Windows Core OS would create a base version of Windows that could be installed on any type of device. This is great for users and developers alike.

While it will be a long time before Core OS is available, Microsoft is already using it for testing their new Hololens and other devices they're currently showcasing. It is also a huge part of the develop-

ment for operating systems that will thrive on foldable devices and mobile devices with more than one screen.

Currently, when a new type of device comes out, like a foldable screen phone, an all-new version of Windows 10 is written specifically for the phone.

It's programmed from the ground up and works around the device specifications and limitations to create the closest thing to a normal Windows 10 experience as possible.

While many users who use Windows 10 on multiple platforms may not notice many differences, each version requires a lot of work and each device gets a lot of attention.

Windows Core OS would change everything. Microsoft is developing Core OS to be buildable and scalable.

It would allow for a base version of Windows that would run on any device.

Whenever devices are launched with new capabilities, features can be added instead of creating an entirely new operating system. This lightweight operating system will be used on every kind of device you could think of in the not too distant future and – sooner than you think – it will also be running on a lot of devices that you probably couldn't dream of.

Top Reasons To Jumpstart Your Paperless Initiative

Want to "go paperless" with your company? See the many benefits of paperless business and learn how to jumpstart this initiative for effective results.

Many businesses toy around with the idea of "going paperless," but what's actually in it for the companies who decide to go through with it? To be sure, not all businesses are cut out to go paperless.

Certain documents in certain industries simply must be in paper form. Therefore, depending on your industry and unique company needs, you may end up unnecessarily complicating affairs if you try to do everything digitally.

At the same time, a great many companies will benefit significantly from making this change. Below, we'll go over the specific reasons why it might be a good idea for your company. First, though, let's define what going paperless actually means.

What does it really mean to "go paperless?"

The term "going paperless" simply refers to the shift from printed documents to digital documents. For example, instead of printing invoices, order forms, and tax documents, a company would issue all of these documents digitally, sending them via email or storing them as files.

What are the top reasons to "go paperless?"

You'll save money. Cloud data storage is a lot less expensive than on-premise data storage. Moreover, on-premise data storage forces you to pay for the maximum amount of storage you may need upfront. With cloud storage, you can easily scale your storage capacity up or down, depending on your needs.

You'll have document access from everywhere

Most businesses who go paperless store their documents in the cloud. When you do this, access to these documents is available wherever you can find an Internet connection.

This makes it easier to hire remote workers, send employees on work trips, and access important information even when you're away from the office.

You'll save time

Consider the time it takes to print, scan, copy, collate, organize, and store all of your paper documents. Additionally, remember that when you have a huge number of documents to contend with, protocols and systems must be developed, instituted, and monitored. Lastly, think about how long it takes to find a specific document within your files. All of these tasks are time-consuming, and in any business, time is money.

When you switch to a digital system of document storage, you'll be saving an immense amount of time. Documents can be digitally created, copied, sent, edited, and stored.

There's no need to run to the printer or search through endless boxes for the paper file you need. When searching for files, you can simply pop a few keywords into the search bar of your data storage system, and voilà — it will appear!
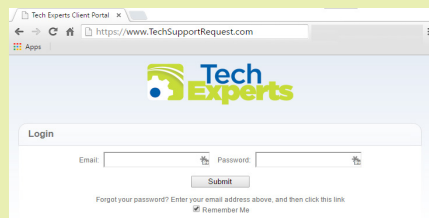
You'll save space

Consider how much space you currently use to store paper documents. From old tax returns and invoices to printed data and memos, an accumulation of individual sheets of paper can actually take up quite a lot of room. Digital documents, on the other hand, are virtually invisible. As long as you have enough data storage capacity available, you'll gain tons of physical space when you make the switch to a paperless system.

> *"Many businesses toy around with the idea of 'going paperless,' but what's actually in it for the companies who decide to go through with it? To be sure, not all businesses are cut out to go paperless."*

10 Tips For Navigating Microsoft Excel

Learn 10 tips to improve your mastery of Microsoft Excel, including tricks for navigating, adding, deleting, renaming and grouping worksheets within a workbook.

Microsoft Excel has become a powerful tool used in businesses of all types. What started (and is still used) as an accounting tool, the product now is ever-present in offices around the world. Mastering some key functions in Excel can help your users work more efficiently.

Here's a look at 10 top navigation tips.

Use the arrow

If you have lots of worksheets open (Excel lets you have as many as 1,000) in your workbook, it can be difficult to find the one you need. On the bottom left are two black arrows that can be used to scroll through the different worksheets to find the one you need. Click on it and it becomes the active sheet.

You can also use the Ctrl key with the arrows to move to the first or last sheet. Right-clicking on either of the arrows brings up a pop-up window with a complete list of your worksheets. Click on the name and brings you to that worksheet.

Use the shortcuts

The following shortcuts can save you time moving through your workbook:

• Ctrl + Page Down: Go to the next worksheet

• Ctrl + Page Up: Go to the previous worksheet

Right-click to manage worksheets

Right-clicking on any worksheet brings up a list of helpful options. Here you can quickly change the worksheet color, rename a worksheet, or copy or delete it.

Insert a new worksheet

There are four ways to add a new worksheet to your workbook.

• Right-click on any worksheet tab and select the Insert option
• Shift + F11
• Click on the plus sign in a circle on the bottom right of the tab listings
• Go to the Home menu, go to the Cells section, click on Insert and select Insert Sheet

Delete a worksheet

Right-clicking provides you with the option to delete a worksheet. If there's data in the worksheet a warning will appear.

You can also go to the Home tab in the Cells group and click on Delete and select Delete Sheet. A word of warning about deleting sheets. You cannot undo a sheet deletion.

Rename a worksheet

There are three options, from slowest to fastest:

• Go to the Home tab, click on the Cells group and the Format option. You'll see a choice to Rename Sheet. This will activate the name box for the sheet

• Right-click on the worksheet tab and choose the rename option
• Double-click on the worksheet tab

Add a tab color

Large workbooks can make it difficult to organize and find a needed worksheet. Adding color tags to the worksheet tabs is a big help. Right-click on the tab, select Tab Color and choose the shade you want.

Move a worksheet

This is a simple tip. To move a worksheet, click the tab and hold. A mouse pointer will appear and you can move the tab to the spot you want.

Copy a worksheet

When you need to copy a worksheet within the same workbook, copying and pasting is not the best option. The copied data often does not look the same and can require a lot of time to fix.

Another option is to again click and hold the tab you want to copy, and hit the Ctrl key. Move to the spot you want to add the copied worksheet and a new tab will be added.

Group worksheets

When you want to add headers and footers or formatting to multiple worksheets, Excel does not have an intuitive solution. Using the Grouping function lets you handle several key tasks that apply to more than one sheet.

These tips will accelerate how fast work is done and give your employees more confidence and control of their Excel work.