

Phone Support:
(855) 536-5052 x1

Email Support:
supportrequest@digetek.com

Remote Support:
www.digetek.com




Even if a technician is on-site, don't hesitate to submit a ticket if you have an issue/work request. Please feel free to call the help desk line or submit a ticket via email to ensure ticket logging and routing as displayed on yellow sticky to the left.

Bank of America Data Breach

Personal information of clients of Bank of America who applied for the Paycheck Protection Program (PPP) could have been exposed. The information was viewable by other Small Business Administration authorized lenders and their vendors for a short period of time. Although there is no indication that the information was viewed or misused by these lenders or vendors, Bank of America has offered any affected clients 2 years of identity theft monitoring.

Staying Secure While Working from Home

Shane Brown recently wrote an article featured in Forbes Technology Council about working securely from home. Locking your system, keeping your system up to date, and securing your home network are just a few of his suggestions. The full article can be found online at www.Forbes.com.

If you are interested in discussing any of the ideas from Shane's article, please feel free to reach out to anyone on our team. We would love to discuss how we can help keep you and your employees safe and secure while working remotely.

Should You Pay a Ransom After a Ransomware Attack?

Should you pay a ransom? Criminals have no incentive to be honest, and there is no honor among thieves. A recent study found that paying cybercriminals after a ransomware attack can double the cost of recovery. The same study found that over half of the companies that reported an attack were able to recover their data with backups instead of paying the ransom.

DigeTekS can help with a Disaster and Recovery Plan! We also have options for cloud-based backups to help protect you in the event of an attack. Feel free to reach out to anyone on your friendly IT team if you have any questions!

A New Alternative to Zoom

Did you know Google released a new video conferencing tool? Google Meet is now available on most platforms and is free for anyone with an email address. Meet was originally designed for Enterprise users, but Google made the decision to make Meet easily accessible after some of the serious security concerns with other free or low-cost options currently available.

Please don't hesitate to submit a ticket if you have an issue!

You can call our help desk support line, reach out to us through our remote support link on our website, or send us an email at supportrequest@digetek.com.

PC Tips & Tricks:

1. Always lock your devices if you're not directly in front of them. Quickly lock your PC by using the shortcut:

Windows Key + L = Lock

2. Try using speedtest.net to verify your network speeds if you feel your internet is running slowly.

3. Is your PC giving you issues? Try a simple restart! Restarting is often one of the first troubleshooting steps.



Do you know how complex your password should be when creating passwords to access company information?

Do you know your company's Password Complexity Policy? If you're trying to create a new password and the system isn't taking it, you may need to add more characters, a special character, a number, and/or an upper-case letter. In general, it's always a good idea to employ all of the above to create a strong and secure password. If it helps, sometimes it is better to use a phrase or sentence, after all: the longer the better.