

IT Consulting

| Managed Services

| Network Security

| Hosted Services



**Phone Support:**  
(855) 536-5052 x1

**Email Support:**  
supportrequest@digetek.com

**Remote Support:**  
www.digetek.com



**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. Whether it's to the cloud or an external drive, backup your computer's data regularly to safeguard data loss in the instance of a ransomware attack or hardware disaster.
2. Hover over hyperlinks within emails to display the actual link location. Hyperlinks can be faked to look like they'll take you somewhere safe!
3. To search for specific words in documents and web pages try using **CTRL + F**

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#### TECHNICAL SUPPORT SERVICES



"Sometimes a computer just wants to feel appreciated. Pick up some roses and a card during your lunch break."



You might notice a change to the Remote Support option on our website. When you click on remote support, you will now download and run the new SOS application. When it has started, a code will be displayed on your screen. Simply call us with the code, and one of our technicians will be happy to assist you!

#### Several high-profile Twitter accounts HACKED

Over 100 high-profile Twitter accounts were hacked last week. Hackers convinced a Twitter employee to provide log in credentials for a customer service portal where they then accessed an admin account to gain access to other high-profile user accounts. The mastermind behind the scheme was a 17-year-old boy. The scheme was designed to trick users to sent bitcoin with the promise of doubling their investment. Twitter noticed the unusual posts quickly and shut down the hackers. Authorities were later able to trace the bitcoin transactions and use the information to identify the hackers.

#### Couch Surfing Data Breach

The personal information of 17 million users of CouchSurfing has been compromised. The company is currently investigating the breach even though it seems to be milder than others since passwords were not included. The breach was discovered when the information was listed for sale on several popular hackers' locations. A current theory states that the data originated from a misplaced back up file.

If you need help deciding on a back up solution that is right for you or your company, feel free to reach out to you friendly DigeTekS team to discuss your options!

#### What app store do you use for your Android phone?

Do you use any 3rd party app stores for your Android phone? If so, you might want to reconsider. A new virus is lurking within in the app downloads and updates from 3rd party sources. Google Play Store has been able to prevent the virus from slipping through it's defenses. The best way to protect yourself is to download your apps and updates from an official source, and to install antivirus software.

#### Have you seen our social media posts lately?

Have you ever wondered about the team you work with? We have started a new weekly post on social media to introduce our team to yours. Each Tuesday we will post a photo and short bio for one of our team members. We have already introduced Shane, Logan, and Linh! Be sure to follow us on social media to learn a little more about each of our team members!

#### Do you know how to identify a spoofed email?

Email spoofing occurs when someone sends you an email that appears to have come from another person (such as your boss or coworker). These types of emails are intended to trick your trust into clicking on a link or attachment.

If you aren't sure an email you received is legitimate, review with your manager.