DigeTekS LLC

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persons well versed in computer use and technology

IT Consulting	Managed Services	Help Desk Support	Hosted Services

Regardless if a technician is on site, don't hesitate to submit a ticket if you have an issue/work request. You can call the help desk line, reach out to us through our remote support link on our website, or submit a ticket via email to ensure ticket logging and routing.

Phone Support:
(855) 536-5052 x1

Email Support:
supportrequest@digeteks.com

Remote Support:
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REMOTE SUPPORT

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PC Tips & Tricks:

1. Never click on pop-ups that claim you have won a prize. The only "prize" you will win by clicking on the pop-up is a big box of regret as your PC and data within is infected by malware.

2. If an online shopping deal seems too good to be true, it probably is.

3. Use a strong password (combination of upper and lowercase letters, numbers, and special characters) for each account you may have. Don't reuse passwords.

4. Regardless of your machine's operating system, be sure to install desktop antivirus protection.

I'm trying to drag the file to my desktop, but it won't go past the edge of the screen!

New MegaCortex Ransomware

Newly discovered ransomware MegaCortex is targeting corporate networks and the workstations on them. Once a network is penetrated, the attackers infect the entire network by distributing the ransomware using Windows domain controllers.

Got Backups? Having reliable offline backups available can combat the consequences of a ransomware infection. After all, it's typically quicker and cheaper to do a restore than paying a ransom or losing all your data.

Citrix Breach Update

Hackers went undetected in the internal network for 6 months and removed files. Stolen information may have included names, Social Security numbers and financial information.

Got a Strong Password & MFA? Citrix notes that a weak password and lack of two-factor authentication was the likely culprit of the breach. Two of the easiest account protection measures include using a strong password (not being used by any other acct.) and multi-factor authentication (MFA)!

Experiencing Windows 10 Web Browsing Lag?

Windows 10 users, if you've been having browsing speed issues lately, the issue could be the recent Windows update. Microsoft has identified an issue with its recent May update that can cause performance issues for Google Chromium-based browsers (such as Chrome and Edge). The issue will hopefully be fixed in the next patch.

Robocalls: FCC Consumer Tips

If you receive a one ring call from a number you don't recognize, be weary. The Federal Communications Commission (FCC) issued a warning after detecting a surge in "one ring" scam robocalls from foreign area codes. The scam calls are trying to get people to call back, often resulting in charges.

1. Do not call back numbers you do not recognize, especially those appearing to originate overseas.
2. File a complaint with the FCC if you received these calls: www.fcc.gov/complaints
3. If you never make international calls, consider talking to your phone company about blocking outbound international calls to prevent accidental toll calls.
4. Check your phone bill for charges you don't recognize.

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). These types of emails are intended to trick your trust into clicking on a link or attachment. If you receive an odd request/unsolicited email, ask yourself: What does the display name say? What does the email address say?

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

DigeTekS Is Partnered With: SEP · CITRIX · Microsoft · MICRO FOCUS · SUSE · NetIQ · McAfee