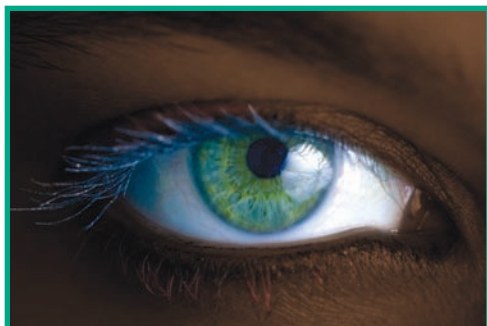


MAY 2006

# BEWARE SPYWARE!!



Spyware is software designed to monitor a person's computer activity covertly and transmit their information over the internet. It gathers user information and activity without the user's knowledge. Spy software can also record your keystrokes, passwords, credit card numbers, sensitive information, where you surf, chat logs, and can

even take random screenshots of your activity. Essentially whatever you do on your computer, it is viewable by whoever is behind the spyware. You do not have to be connected to the Internet to be spied upon. This is also referred to as "data mining".

While you should only run one anti-virus tool on your computer, some more sophisticated consumers actually use a few anti-spyware tools. The challenge for consumers is that the threat presented by worms, viruses and spyware (a.k.a. "malware") tends to change quickly. The perpetrators of these programs are consistently trying to find new ways to get into your computer. Therefore, it is extremely important

to make sure that anti-virus and anti-spyware products are installed correctly and kept up to date regularly.

Don't download files from sites you don't know or trust, read the EULA (end user license agreement) for any software that you install, don't use P2P file sharing software (which includes all music sharing software), use a firewall, do not open e-mail attachments unless you are expecting the file and you trust the source of the attachment, never click "agree" or "OK" to close a window. Instead, click the red "x" in the corner of the window.

Visit our website for symptoms your computer may exhibit if it's infected with spyware.

## BIOMETRIC POD

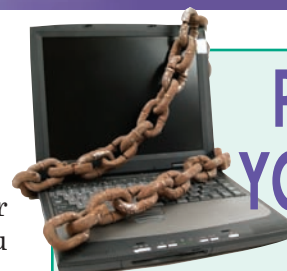


As online security concerns continue to grow, so do the number of passwords you use. The Biometric Password Manager provides

users an easy and secure way to manage multiple passwords. The BioPod identifies users by their fingerprints and gives them convenient access to their passwords. It is PC compatible and allows up to 20 individual users. The Biopod is similar to a mouse in size and simplicity; available as a stand-alone pod, or integrated with a mouse.

## Annual Reviews

It's that time of year again for Annual Reviews. For those of you who are not familiar with them, these are yearly complimentary visits that give us an opportunity to review the past year and look forward to the future. If we haven't already called you to schedule one, please call our office to take advantage of this valuable service.



## PROTECT YOUR FILES

If you or your employees are using **Google Desktop Enterprise Edition**, either disable or carefully manage the feature **Search Across Computers**. The feature, allows individual users to store a virtual copy of their hard drives on Google's servers so they can search the data from a second computer. This feature can compromise the privacy of your company! It also makes the data accessible via a subpoena.



## BENEFIT CHANGES/ANNOUNCEMENTS

- Due to gas price increases, our shipping costs have increased. We can no longer afford to offer free ground shipping to all of our clients. We will, however, continue to extend this benefit to our Service Plan clients.
- Travel benefits for our Service Plan clients will change at their next renewal for those with the Bronze or Gold plan (25% discount for Bronze, 75% discount for Gold).
- Our off-hours client phone requests have increased to the extent that we have instituted answering service coverage. Callers not needing immediate attention received outside our business hours will be able to leave a message. We will respond to all messages at the beginning of the business day. Someone from our office will be paged for emergency calls. All Service Plan clients receive emergency phone support at no additional charge. Non-Plan clients can receive emergency support at 1.5x rate.

*Note: Please see our website under "Support Plans" for more details.*

## MEET CHRIS AND ROD

*Our regular clients already know these friendly faces.*



### CHRISTINE KING

Chris joined Network-IT in October and has really got our office in order. She takes care of everything from quoting and invoicing, to website administration and remote desktop support, and so much more it couldn't all be listed here! Chris' experience includes working 10 years in the areas of both administration and technical support.



### RODERICK WILSON

We couldn't ask for a more dedicated Network Engineer. Joining us in June, he embodies our values by providing prompt support and communicating to our clients in real English, not "technogeek." But don't get him going, he speaks that language too!! Rod has been supporting the IT infrastructure of companies for over 17 years. When he's onsite troubleshooting a problem, his experience really shows.

## CONVERSATION: COMPUTER TIPS

### Change the page that opens when you access the internet.

In Internet Explorer select Tools/Internet Options. Type in the page you want to open to each time you log onto the internet. Click Apply and OK.

### Set a password on your screen saver to secure your desktop.

Right click your desktop, select

properties/screen saver. Select the screen saver you want, modify the settings and check on "on resume/password protect".

**To quickly print multiple spreadsheets in Excel at the same time, select the tabs by clicking on them while holding the Ctrl key — then print them by hitting Ctrl-P.**



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