Don't forget your phone security

It's common for people to rely on their personal phones to keep in touch at work.

That's not always the best idea, and there are lots of good reasons to provide company phones to your team (would you want to own the number and block access to sensitive data if somebody left?)

But whoever owns the device, you need to make security your top priority. Cyber criminals know how much valuable information lives on our mobiles, and they're making phones a target.

If you don't already have a mobile security and management strategy in place, it's time you did. **Here are our top 5 ways to keep phones secure:**

Set minimum upgrade requirements
Cyber crooks and device manufacturers both work in three-year cycles. That means that, as threats evolve, so do the protections that address them. Upgrade devices to follow this cycle, and even if you're using BYOD (bring your own device), enforce this rule if employees want to use their personal phone for work.

Implement Mobile Device Management
MDM allows you to track the location of devices, lock/wipe their data remotely, and can help you access remote support for any issues. That means your data stays safe, even in cases of a lost or stolen phone. You can also create a list of apps that are to be blocked for security reasons.

Set up MFA (Multi-Factor Authentication)
Make sure all devices have biometric locks requiring facial or fingerprint ID to open them, and that all apps require MFA to log in. Only allow employees access to the software and files they need for their job.

Always update everything
Like all your devices, phones need to have the latest updates installed as soon as they become available. If you have MDM in place, it's possible to schedule updates across the entire team at the same time – ask us for more info.

Regular awareness training
You should hold regular cyber security training for your team that includes mobile devices. Your people are your weakest link when it comes to security. Keeping them up to speed on security risks can improve compliance.

It's easy to overlook mobile devices when it comes to keeping your data secure, but it's a vital step in protecting yourself against cyber attacks. For any help or advice, get in touch.

Business gadget of the month

Smeg DCF02BLUS Drip Coffee Machine

An office without coffee is like a day without sunshine… it's a lot less productive, that's for sure.

This Smeg filter coffee machine has a great retro look, and keeps the coffee hot for up to 40 minutes, making it a quick job to grab a fresh cup (if the last person to use it remembers to refill it!) Time saving, productivity boosting coffee? **Yes please!** *Widely available, around $230*

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This is how you can get in touch with us:

CALL: (306) 933-3355 EMAIL: hello@rivercitytech.ca
WEBSITE: www.rivercitytech.ca

Book a meeting with us!

I've deleted an important file – can I get it back?

If you've checked your recycle bin and it's not there, don't panic. As long as you have a working backup, your file should be recoverable. Just don't do anything else… call an expert (we can help).

Why do I keep losing connection to the office Wi-Fi?

It may be that your router is overloaded. Restart your device and try again. If that doesn't work, try connecting on another device – this should tell you if it's a device or router issue.

I've noticed a new Admin account appear on my network. How did that happen?

If no one in the business has created this account, you may have an intruder in your network. Contact your IT support to investigate it immediately.

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MAY 2023

THE MONTHLY DOWNLOAD

Your monthly newsletter, written for humans not geeks

A four-day week doesn't mean four-day security

Are you one of the many companies around the world that's looking at a four-day working week? Perhaps you've already made the leap.

For lots of businesses, it's never going to work. But those that have tried it have generally found it to be hugely positive. It improves your employees' experience, making them more loyal, engaged, and productive. It can help to attract and retain better talent, while improving your brand reputation. And let's not ignore the cost savings of shutting down the office for an extra day.

But it has to be done right. Forcing people to cram the same amount of work into fewer hours could be a recipe for burnout and exhaustion.

That can lead to corners being cut, which in turn could lead to a cyber security disaster. Even if processes aren't being intentionally skipped, human error due to a lapse in concentration becomes inevitable. And according to the World Economic Forum's 2022 Global Risk Report, nearly all cyber security issues can be traced back to human error.

What does that mean for your business?

If you're considering a four-day week, work closely with your people to make sure they aren't experiencing additional pressure. And never assume that fewer office hours means you can relax your cyber security. You should reassess your measures to make sure they stand up to the change in working patterns, but also revisit your policies so that all routine tasks are still accounted for in the new working week.

Comprehensive security policies become even more important when you change a working routine, so you may also want to beef up your approach.

Consider introducing 'zero trust' strategies if you haven't already. These give people access to only the files, software, and systems they need to do their job – and nothing more.

Finally, refresh employees' cyber security awareness with regular training. If security practices are not followed, it's often because they are not fully understood.

There's a lot to think about, but professional advice is always on hand.

If it's something you're considering, just get in touch.

Exciting things for RCT this month…

- Our CEO, Mitch, is off to Nashville, Tennessee to brush up on his Cyber Security skills. In this ever-evolving field, staying up to date is key, and we're thrilled he's taking the time to do so.
- Welcome Adam! Adam will be joining RCT as a member of the Software Development team. We can't wait to see the amazing contributions he'll make in this role.

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Technology update

Are you wasting money every month on unused software licenses? Many businesses are, according to new research.

The study looked at more than 30 popular software tools and discovered that a huge 50% of all licenses were not being used. Some of the most commonly lapsed licenses are for Tableau, Trello, and Spotfire.

If you're not sure how to scan your network to check, get in touch and we'll help you.

> INSPIRATIONAL QUOTE OF THE MONTH
>
> *"Get closer than ever to your customers. So close that you tell them what they need well before they realize it themselves."*
>
> **Steve Jobs, Co-founder of Apple**

Tech Facts

1. **Nokia is famous for its phones,** but it started out as a paper manufacturer in 1865

2. **Think robots are androgynous?** Think again. 'Android' comes from the Greek for male-like. The female equivalent is 'Gynoid'

3. **NASA's internet speed is 91GB per second.** That's about 13,000 times faster than most business's speed

Check us out!

RIVERCITY TECHNOLOGY SERVICES LTD

About Rivercity Tech

The team at Rivercity Tech (RCT) is a mixture of cybersecurity experts and software developers. We take what we do very seriously, but bring an approachable and easygoing flair to our interactions. We always say we are forging a partnership, immediately becoming an extension of our client's team. We would love to show you what we are all about!

Our Services

- CYBER SECURITY
- BUSINESS PHONE SERVICES
- SOFTWARE DEVELOPMENT
- WEB DEVELOPMENT
- MANAGED IT

IT'S TIME FOR THIS MONTH'S TECH QUIZ

Yes, it's quiz time again!

What's the loser's forfeit this month?

1) What's the most widely used coding language for web development?
2) What do lots of people wrongly think Wi-Fi is short for?
3) What's the main function of a router?
4) What's the most widely used operating system in the world?
5) What do we use an IP address for?

The answer are below.

1) Javascript
2) Wireless Fidelity. (Apparently, it doesn't actually mean anything!)
3) To direct traffic between networks
4) Windows
5) To identify a device on a network

NEW TO MICROSOFT 365

Working hours and location

New options are coming to Outlook that allow you to set more flexible working hours each day and specify where you're working from.

Everyone can see this so there's no confusion over when you're working (and when you're not.)