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chtsi  
INVESTING IN TECHNOLOGY & THE FUTURE

# TECHNOLOGY INSIDER



Your monthly newsletter,  
written for humans not geeks

## DID YOU KNOW?



### Did you know... about man-in-the-middle attacks?

A man-in-the-middle attack is when a hacker intercepts communication between you and a service you normally use.

For example, they may send you an email pretending to be from your bank. And when you click to login, you're not on the real login page... you're on a fake one that looks real.

By entering your login details, you are handing them to the hacker without even realising it.

We got our friendly certified ethical hacker to do a man-in-the-middle attack. He filmed both sides so you can see what to look out for. Watch this video now at [www.chtsi.uk/hackers-toolkit](http://www.chtsi.uk/hackers-toolkit)

## If you've ever reused a password to sign up to something new, you have a problem...

**It's something many people admit to doing: They reuse the same password across a few different services.**

*Not judging you if you've done it. It's easy to see why thousands of people do this every day. It feels like an easy way to get signed up to something. If you reuse a password, you won't have to go through the hassle of trying to remember it, and needing to reset the password in the future.*

However. You only have to do this once, and you're at big risk of something called **credential stuffing**.

This is where hackers get hold of millions of real usernames and passwords. These typically come from the big leaks we hear about in the news.

And then they try all those details to see if they can login to other digital services. They use bots to stuff the credentials into the login box, hence the name.

Because it's automated, they can sit back until their software manages to log into an account... and then they can do damage or steal money.

Stats suggest that 0.1% of breached credentials will result in a successful login to another service.

The best way to protect yourself against this kind of attack is to never, ever reuse passwords.

Use a password manager to generate long random passwords, remember them for you and auto fill them. The less hassle for you, the less likely you are to reuse a password. Consider giving a password manager to each of your staff as well.

**And if you know you have reused passwords in the past, then you should really change all your passwords on all active services, just to be safe.**

## Technology update



## INSPIRATIONAL QUOTE OF THE MONTH

*"If you're competitor-focused, you have to wait until there is a competitor doing something.  
Being customer-focused allows you to be more pioneering."*  
Jeff Bezos

Did you know that sales of PCs are at an all-time high right now? And the types of computers people are buying is changing.

Partly that's been driven by businesses investing in better mobile technology for their teams, to make hybrid working even easier.

An increase in desktop sales is being driven by consumer demand for top end gaming PCs.

I've been reading a market intelligence report (I do this so you don't have to 😊), and it says:

- Ultra slim laptops now dominate the market with 44.3% of sales
- Traditional laptops are next at 26%
- Traditional desktops make up 18.1% of sales

One thing that's starting to bite is the worldwide chip shortage. Have you heard about this? There's so much demand for chips in all devices, not just computers. Yet supply is down. It's

starting to affect many manufacturers, especially those making computers.

So if you're thinking of upgrading your business's technology, you need to work ahead more than usual.



### FUN TECH QUIZ

The person with the lowest score makes the coffees  
Can you beat our technology quiz?

1. Who first came up with the idea of a reprogrammable computer?
2. What does the term LASER stand for?
3. In what kind of room did computer brands Apple, Dell and Microsoft first get started?
4. What does the acronym OS stand for?
5. What do you call software that's designed to be modified and improved by others?

The answers are below.

- 1) Mathematician Charles Babbage first came up with the concept of a digital programmable computer in the 19th century
- 2) Light Amplification by Stimulated Emission of Radiation
- 3) In the Founders' Garages
- 4) Operating System
- 5) Open source software

### Tech Fact#1

one Petabyte (PB) = 1,024 Terabytes  
= 1 million Gigabytes. To put this in perspective, a 50PB drive could hold the entire written works of mankind from the beginning of recorded history... in all languages

### Tech Fact#2

On average, there is one reply for every 12 million spam emails sent

### Tech Fact#3

NASA's internet speed in their Washington D.C. HQ is 91GB per second. To put that in context, that's 13,000 times faster than the speed your business currently enjoys

## NEW IN MICROSOFT 365

### Pin a chat message in Teams

Now, any member of a chat can pin or unpin a message to the top of a chat header for everyone to see.

People in the chat can click the pinned message. They'll jump straight to the original message in that thread. Clever and useful.

# HOW MUCH DO YOU THINK ABOUT YOUR BROWSER?



## Probably not that much.

We know this, because 75% of Internet Explorer and Edge browsers are out of date.

These are normally updated when your operating system is updated. When you update Windows, Edge gets updated. When you update MacOS, Safari gets updated.

So if you have an out-of-date browser, this either means that you're not updating your operating system, or you're using a browser that's not native to your operating system (such as Chrome or Firefox).

Either way, please take a moment to check that you don't have any updates waiting to be installed.

Running a browser that hasn't been updated puts you at increased risk of security issues. Updates are there to keep you and your data safe. It also means that your browser runs faster, and gives you additional features that can help with productivity.

It's really simple to check for updates, so there's no excuse! Just go to [www.whatismybrowser.com](http://www.whatismybrowser.com). It'll instantly tell you at the top if you need to apply any updates.

**It takes seconds to check if you're running the latest version of your browser. Check it today and ask your team to do the same. Alternatively, speak to your IT partner (or us if we are your partner) and they can reassure you they're checking and updating on your behalf.**

## Business gadget of the month

If you tend to switch between your phone and tablet, but also appreciate a full-size keyboard, this is the device for you.

The Logitech K480 Bluetooth multi device keyboard can be connected to several devices at once. It has a little dial to switch between devices. And a cradle built into the keyboard to hold your device at the perfect angle to read while you type.



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**This is how you can get in touch with us:**

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**WEBSITE:** [www.chtsi.uk](http://www.chtsi.uk)



### QUESTION

**Oh no... I've sent an email to the wrong person... can I get it back?**

### ANSWER

Yes, don't panic! In Outlook open the message in **Sent Items**, select **Actions > Recall this message**, then **Delete unread copies of this message**.



### QUESTION

**Is there an easier way to add appointments to my Outlook calendar?**

### ANSWER

If you're scheduling a meeting or appointment via email, simply drag that email to your calendar and it will create an appointment for you.



### QUESTION

**I'm trying to send a photo via email, but it's telling me the file is too large.**

### ANSWER

This one is easy. Select the photo file you'd like to send. Right click it and select **Send To > Mail Recipient**. A pop-up window will open which allows you to select the picture size. Click **Attach**, and it will resize the image and attach it to your message.