



COMPUTER DEPOT BUSINESS SOLUTIONS

Tech Bits and Bytes to Help Your Business Run Faster, Easier and More Profitably

Computer Depot Inc. Business Solutions Newsletter

September 2023



Thomas Hill, President & Founder

“As a fellow business owner, I appreciate just how costly and stressful technology issues can be. Whether it’s attacks or downtime, interruptions will undermine your productivity, hurt your reputation and damage your bottom line.”



How To Safely Share Passwords With Employees

If you ask a security professional, you get by-the-book advice about sharing passwords: “Don’t share passwords.” But we know, in reality, that doesn’t work. Your office might be sharing a single password for apps like SurveyMonkey right now to save cash on buying additional users, and some social media accounts don’t even give you the option to have multiple log-ins. Sharing passwords in your office is sometimes necessary for collaboration, and the best way to do this is by using a password manager.

Affordable (some platforms even offer free versions), layered with security and simple to use, password managers are the safest and easiest way to store and share your company’s private passwords.

Reasons You Would Need To Share Your Passwords

Shared accounts are the biggest reason businesses share passwords, whether their employees work from a physical office or at home. It improves collaboration and makes employees’ jobs a lot easier. Medical leaves, turnover, vacations and “Bob isn’t coming in because he ate bad fish last

night but has our Amazon log-in” are other reasons passwords get handed around like a plate of turkey at Thanksgiving dinner.

However, unsafe sharing habits will put your private passwords in the hands of greedy hackers, who can fetch a high price for your data in dark web markets. IBM Security reported that in 2022, 19% of all breaches were caused by stolen or compromised credentials.

So, how do you share passwords safely?

First, Avoid These Common Password-Sharing Mistakes

When it comes to password sharing, remember:

1. Don’t send passwords via e-mail: E-mail is the #1 target of hackers, and many e-mail services aren’t encrypted. Those that are encrypted are still risky because e-mails are stored in several servers on their way to or from your account. That means your e-mail is sitting in a Sent folder, ripe for the taking by anyone who gets into your e-mail account, encrypted or not.



TRIVIA CONGRATULATIONS

Colleen Garrett,
Of CSK Cabinets



Who knew that Google’s first tweet on Twitter was a message encoded in binary that read
I’m feeling lucky .

**TURN TO PAGE 2 FOR
THIS MONTHS TRIVIA**

2. Never text or chat passwords: Like e-mails, SMS messages or messaging apps like Slack aren't secure. Once a text is sent, it is available for anyone to see.

3. Stay far away from storing passwords using pen and paper and shared documents: Sticky notes, memo pads, Google Docs – NEVER write down your passwords.

4. Avoid the temptation to store passwords on your device: If your device gets hacked, nothing stops that perp from taking every password you saved.

The Best Way To SAFELY Share And Store Your Passwords

We recommend using reliable password managers because they have multiple layers of encryption so only those with a key (your master password) can see it, AND they include more robust security and sharing features like:

- **Zero-knowledge architecture:** Not even your password manager service can see the information you save in your vault.

“IBM Security reported that in 2022, 19% of all breaches were caused by stolen or compromised credentials.”

- **Multifactor authentication (MFA):** For added log-in security.
- **Unique password generation:** Creates strong, random passwords to improve log-in security.
- **Fake log-in page warnings:** Warns you if a page is spoofed by hackers.
- **Breach or weak password notification:** Alerts you if one of your passwords was leaked or if your current password is weak.
- **Simple, secure built-in password sharing:** Some password managers let you choose which passwords your employees can see and keep others in a private vault. Others, like Keeper, let you share documents or records without exposing credentials.

To use password managers, you only need to remember one password – the master password. One downside is that whomever you share a password with needs an account for the same service.

However, most password managers have corporate accounts, so this shouldn't be a problem.

A Word To The Wise: Look out for password managers with a bad security track record, like LastPass, which was breached in 2022, 2021, 2016 and 2015.

Smart Businesses Use Password Managers

It's a good idea to avoid sharing passwords as much as possible, but when you have to, use a reliable password manager to ensure you have

“Every issue Computer Depot Business has handled extremely well. They have been very helpful and knowledgeable.”



ADVANCED
SPINE & PAIN

Jessie Mutz,
Advanced Spine,
Pain and Nerve

control over exactly who sees your credentials. Talk to your employees about safe password hygiene, host regular security-awareness training for employees and use MFA with every account. It's not just safe business – it's smart business.

If you're not sure which password manager to use, give us a call and we'll get you set up with one.



“SON, THERE'S THREE THINGS I WANT YOU TO NEVER FORGET...NEVER GIVE UP ON A DREAM...MARRY FOR LOVE...AND USE 8-DIGIT COMPLEX PASSWORDS!”

Free Report: What Every Small-Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems



Don't Trust Your Company's Critical Data And Operations To Just Anyone!

This report will outline in plain, nontechnical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills, and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Download your **FREE** copy today at

<https://www.ComputerDepotBusiness.com/7security>

or call our office at (865) 909-7606.

Get your **FREE** “Cyber Security Tip of the Week” at www.ComputerDepotBusiness.com/drip-tips/
Or Call Melissa at (865) 909-7606

**CONTACT US WITH
YOUR SPECIFIC
TECHNOLOGY
SERVICE NEEDS**
**COMPUTER DEPOT
Business Solutions**

**Call (865) 909-7606
To schedule a FREE
10 minute discovery call**

- Ask About These:**
- Flat Rate IT Support
 - 24/7x365 Network Monitoring
 - Secure Email Access from any web browser
 - Anti-Virus, Anti Spam Spyware Protection
 - Small Business Phone Systems
 - HIPAA Compliance Service
 - Data Back-Up Service
 - 24x7 Help Desk
 - Online Training
 - Encrypted VPN Solutions
 - Office 365

- We are Partners with:**
- Lenovo
 - Microsoft Certified
 - Sophos
 - Intel Technologies
 - HIPPA Secure Now
 - Seagate Certified
 - Xerox Business
 - Business Phones
- Phone: (865) 909-7606**
thill@ComputerDepotOnline.com

This Month's

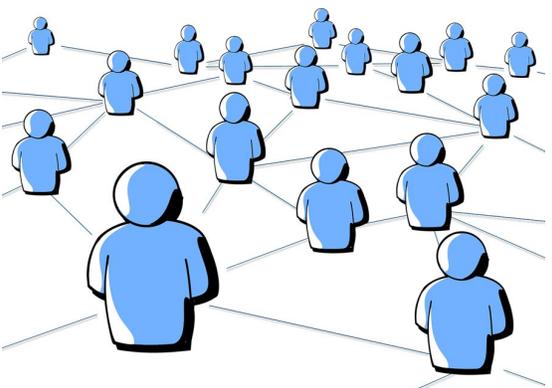
TRIVIA

What is the world's best-selling PC game?

Email your answer to
RHill@ComputerDepotOnline.com

Unlock The Power Of Workplace Connections

In the fast-paced modern work environments, the ability to establish meaningful connections with colleagues can be invaluable. Building friendships in the workplace not only enhances job satisfaction, but also cultivates a supportive network that can increase productivity and overall well-being. Here are some expert-backed tips on how to foster camaraderie and make friends in the office.



Initiate conversations: Break the ice by starting conversations with your colleagues. Whether it's during coffee breaks or lunchtime, engage in casual discussions about shared interests, hobbies, or current events.

Participate in social activities: Embrace team-building activities and after-work events. Attend office parties, happy hours, or volunteer initiatives.

Show empathy and support: Demonstrating genuine care and support builds trust and fosters stronger connections.

Seek common ground: Discover shared interests or hobbies with your colleagues. Join social or recreational clubs within the workplace or initiate group activities such

as lunch outings, book clubs, or sports events.

Maintain professionalism: While building friendships is important, it's essential to strike a balance between personal and professional boundaries. Respect workplace policies and maintain professionalism in all interactions. Avoid favoritism or exclusive cliques that may alienate others.

Experts emphasize that workplace friendships can enhance collaboration, teamwork, and job satisfaction. A study conducted by the Society for Human Resource Management revealed that employees who have a best friend at work are more likely to engage in their jobs and exhibit higher levels of productivity.

Client Spotlight

Congratulations
Jorge Sanabria
with Expoquip Inc. for being recognized as the "Legacy Business" during the SBA, Knoxville Small Business Development Center's 70th Anniversary Celebration. The SBA recognized Expoquip for their continued excellence, resilience, and their involvement in the Knoxville community over the last 25 years.



Autumn begins
September 22



September 2023



Look What's Inside...

- **How To Safely Share Passwords With Employees**
- **Hurry-You could WIN this month's Trivia and this**  **HAM'N GOODY'S**
- **Fun Fall Favorites**
- **Are your workplace connections invaluable?**
- **Honor and Recognition for this month's Client In The Spotlight**

COMPUTER DEPOT BUSINESS SOLUTIONS - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

Let The Good Times Fall

With the 90 degree temperatures, as of this writing, it's hard to believe that Fall is right around the corner. But Friday Night Lights have begun and Pumpkin Spice everything is everywhere so it must be time to start planning for those fall favorite activities. Here are some of ours:

Hiking, Biking, and Leaf Peeping

Motor Trails are great if you are short on time and want to cover more ground but still get that perfect fall picture. From Gatlinburg to the Blue Ridge Parkway, the dazzling colors do not disappoint. You really can't beat The Townsend area and Cade Cove for hiking and biking any time of the year but especially in the fall. If you have never biked the Virginia Creeper, you should know that this is NOT a well kept secret, so if you can go on a weekday, do so. It is one of our favorites and it is almost entirely downhill so be sure your bike's brakes are good. Anyone who can stay upright on a bike can do this bike trail.



Corn Maze, Pumpkin Patch, Hayrides and Agritourism

If you have littles, family fun on the farm with super cute pictures to boot is a must. For the big kids, getting lost in the corn is just good times. If you want to pick apples there are plenty of orchards to choose from and we generally head in the direction of Hendersonville, NC. Make sure the orchard you choose is one where you can actually pick apples from the trees, shoot rotten apples from a canyon, and all the other touristy things you want to enjoy.

Contact Us

COMPUTER DEPOT
BUSINESS SOLUTIONS
For over two decades
Serving Knox and
Sevier Counties

5416 S Middlebrook Pike
Knoxville, TN 37921
Phone: (865) 692-4247

or
10721 Chapman Hwy
Seymour, TN 37865

Phone: (865) 577-4775

Email:
thill@ComputerDepotOnline.com

Visit us on the web at
www.ComputerDepotBusiness.com