



# BeckTek Journal

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“As a business owner, I know you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems once and for all!” - **Scott Beck, President**

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## Broken Hearts and Stolen Data

While many people buy their significant other a box of decadent chocolates, a dozen red roses or an oversize teddy bear for Valentine’s Day, there are a few people who are going to go home with a broken heart as their personal information is stolen right from under them. It’s a harsh reality, but both individuals and businesses are constantly targeted by fraudsters and hackers who want to steal any bit of data that will make them money.

You may have taken all the precautions to protect yourself and your business – but what do you do if it does happen? Just as when a lover breaks your heart, you have to move on, get back on your feet and work your way through this unfortunate circumstance.

Once your data is stolen, it’s gone. Credit cards can be canceled, but other information, such as your name, address, social insurance number and more, can be more difficult to control.

In 2014, social media accounts, such as Twitter and Facebook, became more valuable to hackers than credit cards. These types of accounts are hot commodities on black markets.

Does that mean you should be worried with all the information you have stored online? Absolutely not!

### If you do fall victim to a data breach, you can still protect yourself!

**Contact your credit card companies.** Let them know you suspect your credit card info has been compromised. They will work with you to ensure you don’t face financial losses.

**Keep a close eye on all your accounts.** Watch for suspicious activity and report it when you see it.

**Change your passwords.** This is particularly critical if you used a single password for multiple services.

**Use a credit-monitoring service.** They aren’t designed to prevent data from being stolen, but in the event of a breach, you’ll be notified immediately so you can take action.

Give us a call at 506-383-2895 and we’ll help put together a plan to keep your company’s data secure.

Get More Free Tips, Tools, and Services At My Web Site: [www.becktek.ca](http://www.becktek.ca)



“Sure, it’s all fun and games until someone loses an iPhone.”

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## Win With BeckTek Trivia

January—we stumped those that responded. The correct answer to last month's question:

To ring in the New Year in Spain, it is traditional to do what on each chime of the clock?

a) Eat a grape

**Now, here's this month's trivia question. The winner will receive a \$25 Pre-Paid Credit Card card.**

Cupid is the son of which goddess?

a) Aphrodite

b) Venus

c) Juno

**Email your answer to:  
newsletter@becktek.ca**

**\*\*Winner determined by random draw on the third Friday of the month and announced in next months newsletter. \*\***

### Meeting Michael Oher

Scott and Wendy had the opportunity to meet the real life person the movie "The Blindside" was based upon. Be watching for Scott's blog post about lessons learned from Michael. Will also have more details about their latest trip to Atlanta and Nashville in next month's Newsletter.

[www.becktek.ca/blog](http://www.becktek.ca/blog)



## HOW TO GROW STAR PERFORMERS

A study of computer programmers at Bell Laboratories showed that the star performers outperformed moderate performers by a margin of 8 to 1. If that holds true in your organization, the conversion of five of your moderate performers into star performers would be the equivalent of adding 35 moderate performers to your workforce. Where are you going to find the five additional star performers? You don't find them. You develop them.

The Bell Labs study identified nine work strategies that characterize star performers. All of them are qualities that can be inculcated through a good corporate education system. According to researchers Robert Kelly and Janet Caplan, these qualities are: Taking initiative: accepting responsibility above and beyond your stated job, volunteering for additional activities and promoting new ideas.

**1) Networking:** getting direct and immediate access to coworkers with technical expertise and sharing your own knowledge with those who need it.

**2) Self-management:** regulating your own work commitments, time, performance level and career growth.

**3) Teamwork effectiveness:** assuming joint responsibility for work activities, coordinating efforts and accomplishing shared goals with workers.

**4) Leadership:** formulating, stating and building consensus on common goals and working to accomplish them.

**5) Followership:** helping the leader to accomplish the organization's goals and thinking for yourself rather than relying solely on managerial direction.

Perspective: seeing your job in its larger context and taking on other viewpoints, like those of the customer, manager and work team.

**6) Show-and-tell:** presenting your ideas persuasively in written or oral form.

**7) Organizational savvy:** navigating the competing interests in an organization, be they individual or group, to promote cooperation, address conflicts and get things done.

Star performers considered initiative, technical competence and other cognitive abilities to be core competencies. Show-and-tell and organizational savvy were on the outer edge of their circle of importance. Middle performers placed show-and-tell and organizational savvy at the center. While star performers were focused on performance, middle performers were focused on impressing management. Star performers and middle performers also showed marked differences in their attitudes toward networking. The middle performers waited until after they had encountered problems before looking around for someone who could provide help and support. The star performers built a network of helpers and supporters in advance, so they could call on them immediately when needed.

The study concluded that "Individual productivity... depends on the ability to channel one's expertise, creativity and insight into working with other professionals."

Star performers emerge from educational systems tailored to the individual company and the individual job. They don't want to become clones. Too many companies today are content with training programs that provide people with knowledge and expertise, but skimp on educational processes that teach them to apply what they learn. You can't train them to seek excellence. You change that attitude through consistent input that appeals to an individual's self-interest and organizational spirit.



Dr. Nido Qubein is president of High Point University, an undergraduate and graduate institution with 4,300 students from 40 countries. He has authored two dozen books and audio programs distributed worldwide. As a business leader, he is chairman of the Great Harvest Bread Company, with 220 stores in 43 states. He serves on the boards of several national organizations, including BB&T (a Fortune 500 company with \$185 billion in assets), the La-Z-Boy Corporation (one of the largest and most recognized furniture brands worldwide) and Dots Stores (a chain of fashion boutiques with more than 400 locations across the country). As a professional speaker, Dr. Qubein has received many distinctions, including the Golden Gavel Medal, induction into the International Speaker Hall of Fame and as the founder of the NSA Foundation in Arizona.

To learn more about Dr. Qubein, go to: <http://www.nidoqubein.com/>

## Shiny New Gadget Of The Month:



### Prizm

This month's gadget is so new, it isn't even off the assembly line. Meet Prizm — a small, pyramid-shaped device designed to make your home-audio experience as hands-off as humanly possible. The device was recently backed on Kickstarter this past November. The French company behind the audio device wanted to create an intuitive music experience that brings users new music, while learning what they really love to listen to.

The device streams music from cloud services such as Deezer, Spotify and SoundCloud, with more services planned in the future. It works by accessing your WiFi network. It doesn't contain any speakers, so you'll have to supply your own (it connects via Bluetooth, 3.5 mm stereo jack and optical audio). And despite being called hands-off, the device sports buttons to let you like or skip songs to customize your listening experience.

It can currently be pre-ordered from [www.meetprizm.com](http://www.meetprizm.com) for \$139.

## How To Keep Your Laptop Secure When Using Public WiFi Hotspots

They are everywhere these days. WiFi hotspots for checking e-mail and hopping on the Internet can be found in airports, coffee shops and even most fast-food joints. But have you ever wondered, just how safe is it to connect? With the proliferation of hackers, viruses and identity theft at an all-time high, you are smart to be concerned. Unfortunately, it is easy for a hacker to set up a WiFi spot to access your laptop, called an "evil twin." An evil twin is a wireless hotspot that is used to lure people from a nearby, legitimate hotspot. For example, when logging in at your favorite coffee shop, you may have inadvertently logged in to an evil twin Internet connection set up by the person working on a laptop at the next table.

Just like legitimate sites, evil twins allow you access to the Internet, but in the background they record everything you are typing. Log on to your e-mail, investment web site or bank account, or buy something online, and they are recording your keystrokes.

**Tip:** *Do you want an easy way to securely access your network and the Internet from anywhere? Call us today at 506-383-2895 about setting up a VPN for your office!*

You may be asking, "How do I protect myself at WiFi hotspots?" First you need to make sure the hotspot is legitimate. You can do this by asking someone who works at the WiFi location; in fact, some businesses will give you printed instructions that include the hotspot name. Even here you need to be careful. Many times, in an attempt to make you feel comfortable, the hacker will use an evil twin name that mimics the legitimate hotspot and, on some occasions, the fake site may even show up at the top of your network list by having a stronger signal than the legitimate site.

### The best protection you can have is connecting via your company's VPN (virtual private network).

A VPN protects your online information by encrypting your data and activity even if you're connected through an evil twin. If you don't have a VPN, the best protection is to surf the net, but never type in password, credit card, social security, bank account or other sensitive information when connected to a public WiFi hotspot.

### Tip Of The Month Mouse Operations

- To **maximize a window**, drag its title bar to the top of the screen.
- To **minimize a window**, drag its title bar off of the top of the screen.
- To **dock a window** on the left or right side of the screen, drag it to the left or right edge.
- To **un-dock a window**, drag it off of the left or right edge.
- To **minimize all windows except the current one**, grab its title bar and shake it.



## The Lighter Side: Valentine Funnies



Q: What do squirrels give for Valentine's Day?

A: Forget-me-nuts.

Q: Knock, Knock,

A: Who's there?

Olive

Olive who?

Olive you!

Q: Why did the banana go out with the prune?

A: Because it couldn't get a date.

Q: What travels around the world but stays in one corner?

A: A stamp.

Q: What happens when you fall in love with a French chef?

A: You get buttered up.

Q: What is a vampire's sweetheart called?

A: His ghoul-friend.

Q: What did the valentine card say to the stamp?

A: Stick with me and we'll go places!

Q: What did the light bulb say to the switch?

A: You turn me on.

## Protect Yourself From Online Credit Card Fraud



The past couple of years have been a rough ride for anyone who relies on a credit card to make purchases. Data breaches have plagued retail stores in the U.S. and Canada. Credit card providers are set to roll out new, more secure credit cards to consumers this year, catching up to Europe and much of Asia in terms of credit card security. The U.S., in particular, has lagged behind in credit card security due in part to the cost of upgrading both the cards themselves and the pay terminals. In Canada, most Credit Card companies have already moved to a "Chip" system.

If you are concerned about your credit card information falling into the wrong hands, there are several steps you can take to protect yourself:

**Only give your credit card information to secure and trusted web sites.** Never enter any personal or financial information on a non-secure web page. If you don't see "https" in the web address, move along.

**Monitor all activity.** Regularly check your credit card and bank statements. The simplest way to spot fraud is to monitor all your financial activity. Many credit card providers have custom alerts you can set to notify you if certain purchases are made.

**Never save credit card information.** Many online retailers and shops now ask if you would like to save your credit card information for future use. While it may seem convenient, skip it.

**Delete your cookies and auto-fill data.** When you enter information on a web page, that data is stored in your web browser. After you complete a transaction, go into your browser's options, settings or history tab and delete the data.

### FREE Report: The Business Owners' Guide To IT Support Services And Fees

You will learn:

The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.

A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.

Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.

How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

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