



# Executive IT Insider

The Exclusive Edge to Today's Technology

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## Computer Joke



What is a computer's least favorite snack?

**Cheese & hackers!**

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## November 2019



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Don't forget that the **End of Life** date for **Windows 7** is right around the corner!

After **January 14, 2020**,

any Windows 7 systems in your office are **not safe** to operate and are **vulnerable** to attacks.

For the safety of your business, you **need** to upgrade to a newer version of Windows.

Careful planning now can create a smooth transition later, and help you budget appropriately.

Contact your IT consultant, call us directly, or submit a ticket to get started!



## Don't Get Reeled in by Common Phishing Email Subject Lines

Attackers want to trick victims into opening and responding to emails. To increase the success of their attacks, they design emails to look like they came from someone the target knows. **Business email compromise** is a rapidly growing type of phishing scam where the attacker will try to impersonate or spoof CEO, executive, or coworker email addresses!

Cyber criminals are aware that people receive and respond to dozens of emails a day. Using strategic subject lines increases the attacker's success to trick victims into clicking on links, downloading malware, or unknowingly sharing sensitive information.

Below are some of the most common subject lines used in business email compromise attacks:

- Request
- Follow up
- Urgent/Important
- Are you available?
- Are you at your desk?
- Hello
- Purchase
- Invoice Due
- Re:
- Direct Deposit
- Payment Status

These subject lines are used to **convey urgency** and **spark curiosity**. If your manager or CEO sends you an email saying it's "*Urgent*" chances are you're going to open that email the second you see it in your inbox and immediately act upon it.

Many of these subject lines also refer to finances. If the recipient thinks they might lose money or that they forgot to pay for something, they'll act quickly and pay without thinking twice.

### Warning Signs

Some common warning signs of a business email compromise attack include:

- Receiving an email from a higher-up ordering you to quickly perform a task. Tasks can include processing an invoice, changing the recipient of a payment, or providing sensitive documents.
- The message is short, urgent, and encourages you to ignore policies and procedures.
- The sender says they are traveling or in a meeting, and the email signature looks like it came from a cell phone.

From instilling a sense of urgency, spoofing email addresses, and personalizing emails, attackers are improving emails attacks. When it comes to phishing emails, you need to fight the urge to panic. **If something doesn't seem right about the email, don't act on it.**

Always closely examine the email address. Attackers may slightly vary a genuine address, adding a letter or changing punctuation.

Don't reply to a suspicious email. Call that person directly to speak with them about the task or request. **It's always better to take the extra time to ask for permission than to try and ask for forgiveness if you jeopardize the company.**

And as always, don't click on any links or open attachments from suspicious emails.

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## IT Support RI Joins the Rhode Island Joint Cyber Task Force



IT Support RI is now a member of the **Rhode Island Joint Cyber Task Force!** Formerly known as the Cyber Disruption Team, the RI Joint Cyber Task Force was formed in 2009 to respond to threats and protect the state's cyber infrastructure.

The Task Force is the state's **primary cybersecurity incident response team.** They monitor and prevent cyber disruptions caused by natural hazards and widespread virus or cyber-attacks.

As a member, we will work closely with the Task Force to identify, assess, and mitigate cyber security risks. This open dialogue between government and private business allows information and cyber intelligence to be shared easily.

By uniting law enforcement, cyber security experts, the business community, and educational institutions, we can "secure the technology upon which the state's critical infrastructure relies."

This is another reason to reassure you that your IT and data are in the right hands!

## Expert of the Month: The Team at Wright's Dairy Farm

For over 100 years, **Wright's Dairy Farm & Bakery** has been a staple throughout Northern Rhode Island. From its humble beginnings, Wright's has grown into being four businesses in one: the dairy farm, milk processing plant, bakery, and retail store. With several generations of family members working here, producing quality dairy and baked goods is a **family tradition**, which is why they're our new *Expert of the Month!*



Wright's Dairy Farm & Bakery is rich with history—*almost as rich as their milk!* The farm can be traced back to 1896, with the first recorded deed. In the early 1900's, Wright's delivered fresh milk in cans to local houses. Years later when pasteurization became necessary, the Wright family built a dairy processing plant and continued their home delivery route, storing milk and cream in glass bottles.

In the 1970's, Edward Wright stopped the milk deliveries and opened a retail farm store to sell milk and eggs. It was then that the idea of a bakery started to take root. Claire Wright, Ed's wife, began using their milk and eggs to make goods to sell in the store. The official Wright's bakery opened in 1976, and over the next 40 years, the bakery steadily grew to what it is now. Today, Wright's includes everything from "Claire's Classics" desserts to a full line of baked goods, pastries, and decorated cakes.

Over the years, Wright's has grown from being a dairy farm with a dozen cows to having over 120 cows! The dairy farm is a unique feature of Wright's because they not only care for and milk their cows but they also pasteurize and bottle their own milk on-site within 24 hours. When it comes to their milk, they do everything the *Wright* way. They keep their milk as natural as possible. They don't use any synthetic hormones on their cows or fortify their milk with Vitamin D. They know that the key to great milk is happy cows!

Wright's Dairy Farm & Bakery has been with us for more than 10 years. Office Administrator Elizabeth Dulude explains that "we started with IT Support RI because they were close and local; we stayed with them because they're always there when we need them." Elizabeth continues "Whenever we've had an issue or growing pain, they're right there taking care of it. Having formed a personal relationship with the team over the years has been terrific. It makes my job so much easier to be able to work with a team like that."

Wright's Dairy Farm & Bakery now offers online orders for pickup! Whether you want to order your everyday favorites or your desserts for Thanksgiving dinner, you can order ahead and select the time you'd like to pick up your goodies. Visit [www.WrightsDairyFarm.com/](http://www.WrightsDairyFarm.com/) or call them at **401-767-3014** to learn more!

## Add Extra Security to Your Office 365 Inbox

With phishing emails on the rise and getting harder to recognize, everyone needs an extra layer of security. **IRONSCALES** is an advanced anti-phishing threat protection add-on for **Outlook!** It will help to **reduce** the threat of phishing emails from landing in employee inboxes and jeopardizing the business.

This is an *exclusive offer* for customers with **our Office 365 package**. Act fast because our **free upgrades are limited**—the **first 10 people** to claim this offer will receive **IRONSCALES!**

Are you interested in increasing your email's defenses? Claim this offer **before November 29<sup>th</sup>!**

Simply call us at **401-522-5200**, e-mail us ([support@ITsupportRI.com](mailto:support@ITsupportRI.com)) or visit [www.ITsupportRI.com/monthly-special](http://www.ITsupportRI.com/monthly-special) and enter promo code: **PHISH**



# IRONSCALES

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