# Tech Haven

Concierge Mac, iPhone & Tech consulting and support

# ABOUT US

**Personalized concierge Technology service that's secure, discreet, and available whenever and wherever in the world you need our assistance**


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# TECH HAVEN TALKS TECH • AGENDA

The Essentials

- Passwords = Where you online life begins
- Exercise online smarts - Keep vital information secure
- Data backup - it's more vital than ever
- The importance of general maintenance
- Apple September 2017 Keynote - What's new?
- Q&A
- Resources


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# PASSWORDS & ENCRYPTION

More than ever before, passwords are the keys to privacy

# MAKING SECURE **PASSWORDS**

Uncrackable passwords are a necessity today

- Every week we hear news reports of new hacks with billions of accounts compromised annually
  - Don't use duplicate logins across sites & services
  - Hackers attack someplace weak, and use hacked logins somewhere strong.
- Strong passwords are key
  - Hackers now have lists of over 1 billion passwords
  - **Change** important passwords on a regular basis
- 1 Password is your new best friend
  - Creates & saves strong passwords, enters them when needed
  - **Watchtower** alerts you to compromised websites and accounts


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# SECURE PASSWORDS

Complexity is key

- Qm2i?6fJNo/A]KyqopA8
- inkwell-platypus-frolic-bedevil


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# ENABLE 2-FACTOR AUTHENTICATION

An additional layer of security to lock down accounts

- Many, if not most accounts have this option now.
  - Banking, social media, communication, the all offer it.
  - It's an added step, but worth it.
- Something you know, combined with something you have
  - Texted unlock code
  - **Authenticator** app generates code
- Save backup codes somewhere safe
  - **This is VITAL** as a fallback for access
- 2-Factor Authentication is highly recommended
  - A second device is needed to login to certain services (Google, iCloud, Twitter)


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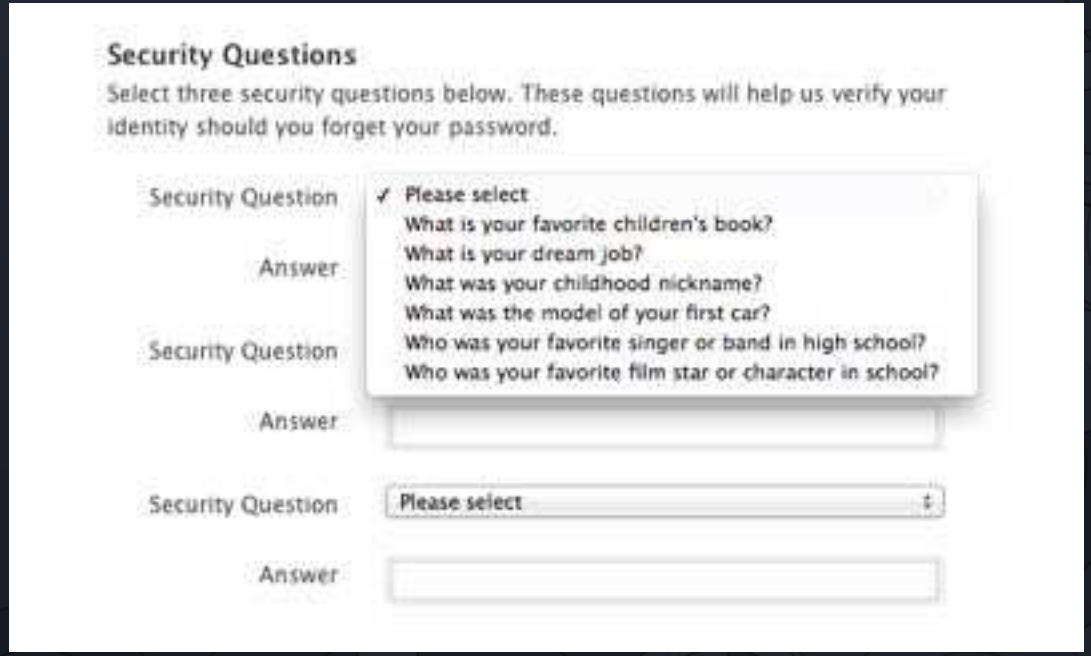
# BEWARE **SOCIAL ENGINEERING**

Don't aid hackers in cracking your passwords

- Many "hacks" aren't actually hacks but social engineering
  - Using educated guesses to determine passwords
  - Researching answers to security questions
- Your employer's Wikipedia page could have answers
- **LIE** when answering the questions & retain "answers"
- **Hang up** on phone calls seeking unusual personal info
- These types of breaches can be avoided





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# ESSENTIAL APP

Password management

Mac App Store

# 1PASSWORD

- Stores all your passwords in a military-grade encrypted database
- Stores credit card data, secure notes, contacts, documents, whatever
- Generates secure passwords
- Auto-fills login-in fields so you don't need to remember passwords anymore
- Syncs via cloud between Macs, iPads, iPhones, Android, Windows PCs
- Alerts you of weak and duplicate passwords
- Checks websites & passwords for Watchtower vulnerability
- Allows creation of Teams to share/revoke passwords as needed


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# EXERCISE ONLINE SMARTS

You have more control than you realize if you just act smart,

# SECURITY **BEST PRACTICES**

Security guidelines

- The fact is you work for people who are high-value targets for hackers
  - While everybody **should** have privacy online, the sad fact is certain people can't
  - It becomes their responsibility (and by extension yours) to defend themselves by being informed
- Phishing emails
  - **Never click** on links in emails regarding security settings, financial information or login information
  - Manually go to the site or service in question and login - if there's a problem, you'll be alerted
- Avoid torrent files
  - Increasingly a vector for malware and viruses
  - **Buy** legitimate content, apps, adult entertainment, etc.


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# SO MANY **THREATS**

What do they all mean?

- **Adware** - changes the homepage of your web browsers, changes your default search engine, puts in alternate advertisements.
- **Ransomware** - encrypts the contents of your device until a ransom is paid.
- **Malware** - Nefarious software installed on a device with ill intent. Track keystrokes, steal data, hijack your internet connection, eavesdrop on webcam or microphone.


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# HOW DOES MY DEVICE GET **INFECTED?**

What do they all mean?

- **Visiting infected websites** - Not just torrent sites, but also sites that have been taken over by hackers. Previously safe sites, suddenly are dangerous.
- **Downloading infected software** - either via deception (phony Flash updates), using pirated software, or even compromised legitimate software
- **Downloading infected media** - Illicitly obtained music, movies and images can all be infected with malware. Pirated software isn't just illegal, it's dangerous.


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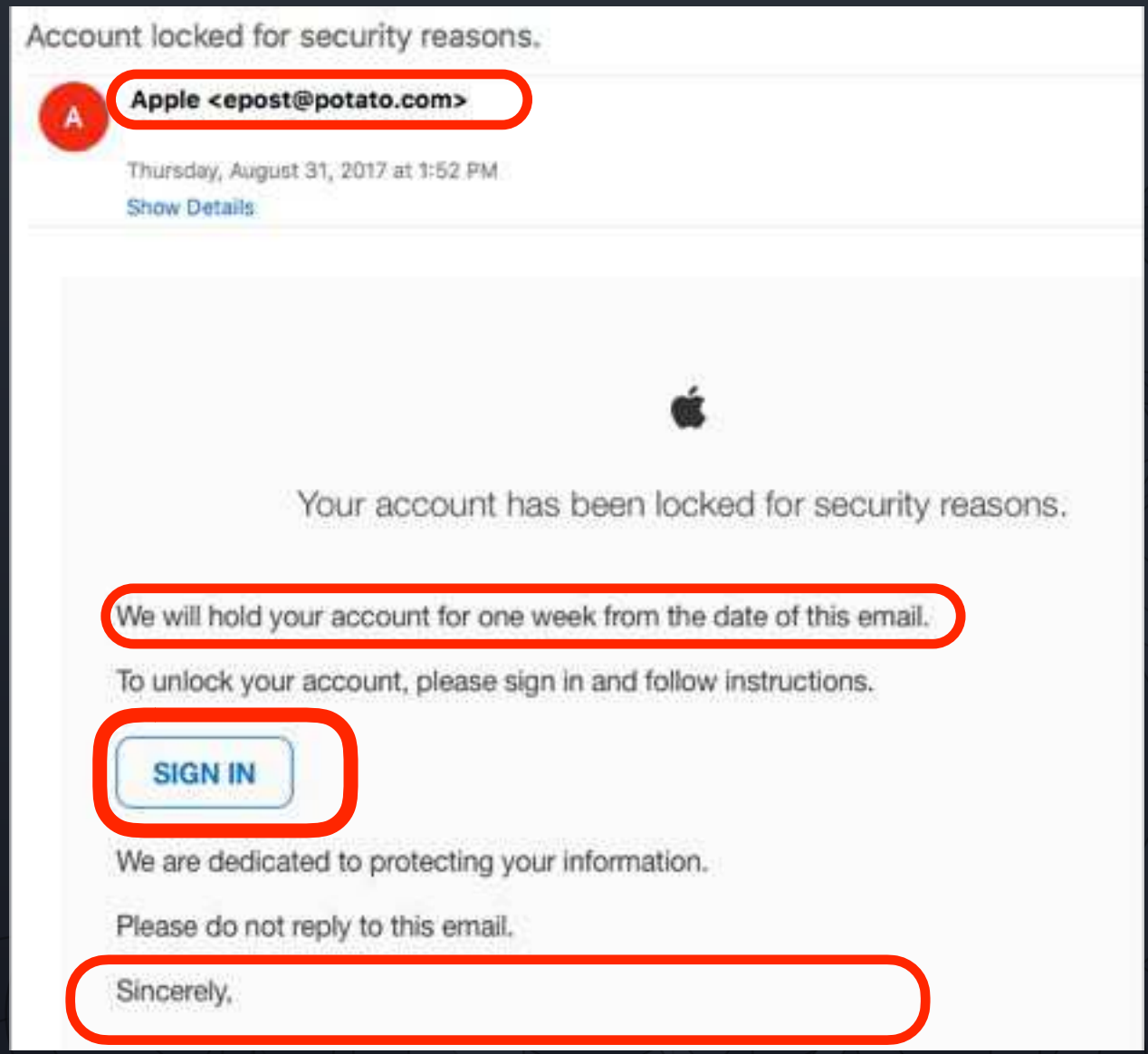
# ANATOMY OF **PHISHING**

Vigilance is key

- Check the sender's email address - Apple emails don't come from **potato.com**
- False urgency to get you to act hastily and make a bad decision
- Sloppy work. "**Sincerely,**" - there's no "person" or anybody that it's from
- The ubiquitous **SIGN IN** button. It might as well read **DANGER**, because if you click that, that's how they get you.





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# WHAT DO I **LOOK FOR?**

Act Smart!

- **Attachments from strangers** - If you're not expecting an attachment, be wary of opening attachments from strangers
- **Do I have an account there?** - If you get an email notifying you of an issue with your Citibank account, ask yourself, do I *have* a Citibank account?
- **Go to the source** - **Never** click on links in suspect email. Always take the time to go to your browser and manually enter the URL.


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RE: Foreign copyright royalties due to Gary Gray

Helmetcam

**Chris Redwine <CRedwine@wga.org>**
info@GoTechHaven.com
Monday, September 18, 2017 at 5:19 PM
Show Details

You replied to this message on 9/19/17, 9:37 AM. Show Reply
Attachment "w-9form.pdf" was removed on 9/19/17, 11:19 AM.
A copy of this message is on the server. Delete from server

Dear Mr. Gray,

The Writers Guild of America, West, Inc. (WGA) has received foreign levies (copyright royalties) which are payable to a Gary Gray for his writing work on " *McDonalds.*" We are trying to locate this writer and wondering if this is you.
Below, you'll find the necessary steps to declare foreign levies for this title.
*Foreign levies are monies originated as a tax placed on blank media in mainland Europe, and are used to remunerate the 'Authors' of titles which have distributed there. Pursuant to the European Statutes and an agreement between the Motion Picture Producers, the DGA, WGA and the European collecting societies, which collect and allocate the levies pursuant to European laws, directors and writers, are entitled to a share of these 'Author' levies. The WGA is the disbursing agent for writers.*
**In order to authorize this disbursement, the WGA is requesting the following declaration to be completed:**

1. **Please go to:** http://www.wga.org/the-guild/levies-payments/foreign-levies-program

RE: RE: subpoena

**Larry Forman <larry@larryformanlaw.com>**
gary@
Tuesday, September 19, 2017 at 10:10 AM
Show Details

A copy of this message is on the server.

Hello. My client, Mr. WALKER got this in his mail.
http:// larryformanlaw.com/documents/subpoena_858653.doc
He said you'll know what this is.
If you are in trouble give me a call.

Larry Forman
Larry Forman Law, PLLC
The Wolf Building
138 South 3rd Street, Ste. 209
Louisville, KY 40202
(C) (502) 931-4270
(W) (502) 561-2376
(F) (419) 574-4801
Email: larry@larryformanlaw.com


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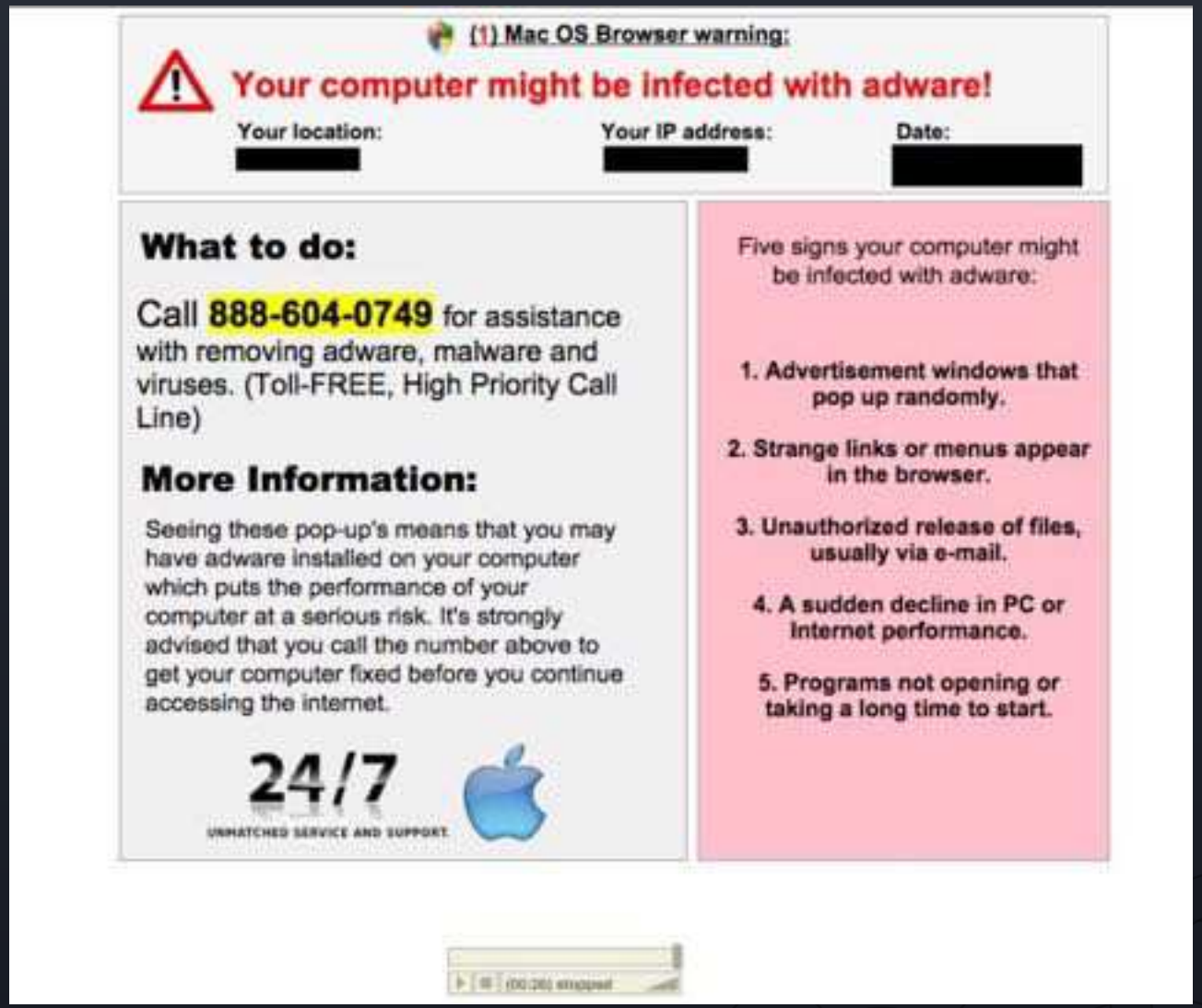

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# BE WARY OF **ADOBE FLASH**

The scourge of the internet

- What is Adobe Flash
  - Media encoding software
  - Increasingly phased out, but still used on some sites
  - CNN.com, others
- Malicious & fake Flash "installers" are rampant
  - Leads to **malware, adware & ransomware**
  - Often not truly malicious, but certainly disruptive
- Flash can and should update itself
  - Go to **System Settings** to enable auto-update
  - No site will prompt you to update
  - **Remove** Flash if not needed

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# ESSENTIAL APP

Device Security

iOS App Store

# FIND MY IPHONE

- An absolute must
- Doesn't kill battery
- Locates missing Macs, iPhones, iPads and iPod Touches
- Remote locking & erasing
- Associated with Apple ID


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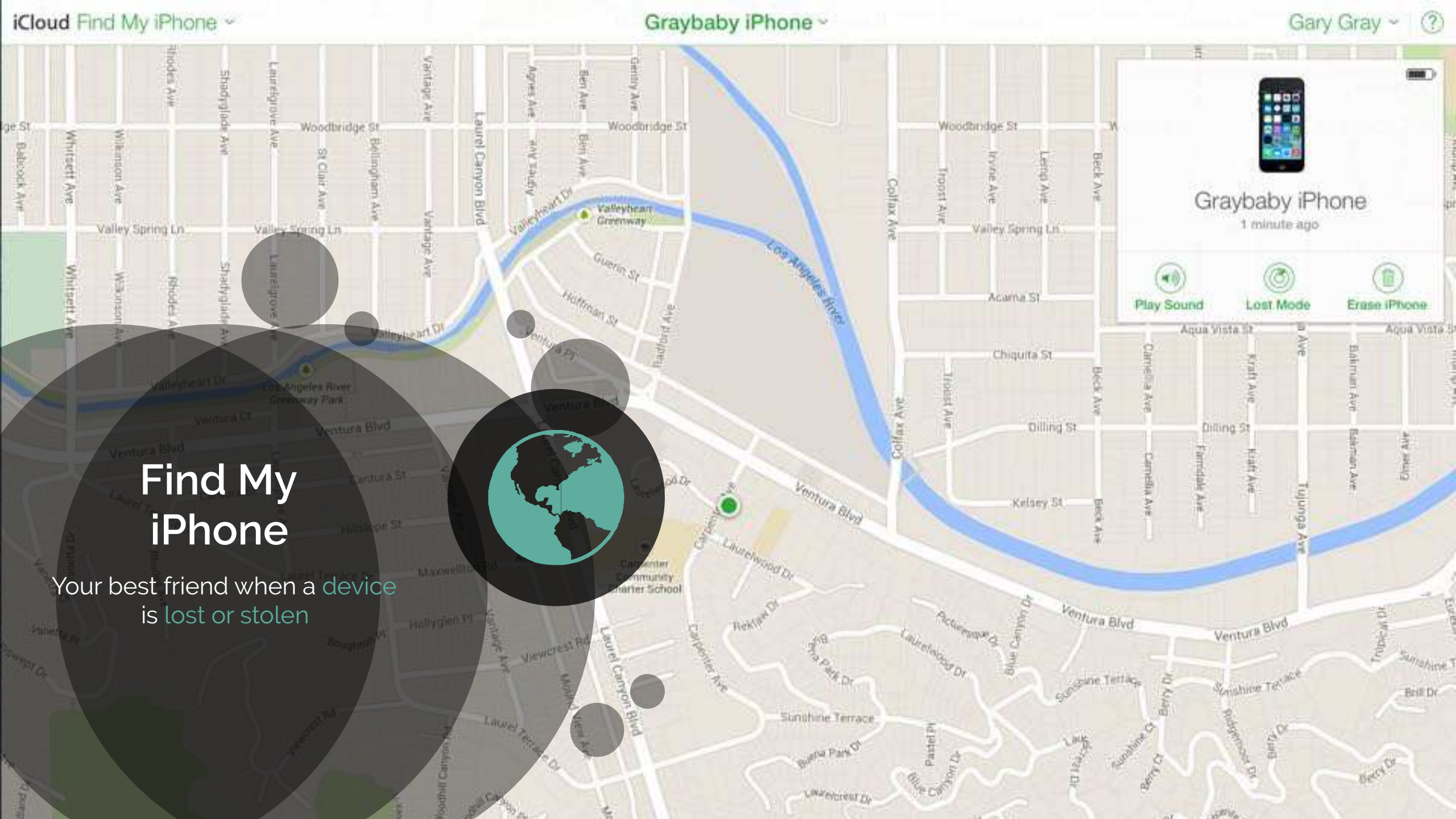
iCloud Find My iPhone
Graybaby iPhone
Gary Gray
Graybaby iPhone
1 minute ago
Play Sound
Lost Mode
Erase iPhone
Find My iPhone
Your best friend when a device is lost or stolen

# USING FIND MY iPHONE

How it works

- If an iPhone or iPad is lost in the mall or misplaced in the den
  - Launch **Find My iPhone** app on iPhone or iPad
  - Go to **www.iCloud.com** other devices
- Login with Apple ID account credentials
  - The service will now search for all **registered devices** associated with that Apple ID
  - FMi service **must be activated** on all devices you want to track
- Once the missing device is located you can
  - Play a **sound** to locate it
  - **Lock** the device
  - **Erase** the device

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# DATA BACKUP IS VITAL

The ONLY way to protect your data is to BACKUP regularly.

# BACKUP YOUR **DATA**

It's essential

- Every day thousands of hard drives crash, devices get lost or stolen, accidents happen, ransomware infects
  - Backing up regularly insulates you against these problem and enables you to recover quickly.
- If you take away only one thing tonight let it be this: backing up your data is crucial
  - No Excuses. No Delays. Go home and do it tonight, or wake up and do it tomorrow.
- With employer's data this is even more crucial
  - You **DON'T** want to be the one who never took care of backing up…
- Best practices advise that you have an onsite backup, an offsite backup and a cloud backup.
  - A TimeMachine backup on your desk doesn't help if your office burns down or is looted
- Fortunately with Macs and iOS devices, backing up couldn't be easier these days.


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# LOCAL BACKUP WITH **TIME MACHINE**

Built into every modern Mac

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# CLOUD BACKUP WITH **BACKBLAZE**

Encrypted, automated cloud backup

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# NETWORK BACKUP WITH **DROBO**

Redundant wireless backup of your iPhone & computer

- **WIRELESS** - Hooks up in your network closet.
- **REDUNDANT DRIVES** - Duplicate internal drives insulate from a drive dying
- **PERPETUAL BACKUP** - Encrypted TimeMachine backup of Macs, automated backup of PCs
- **DROBO PIX** - Fully automated backup of iOS pictures & videos immediately upon connection to your home WiFi network.


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# General Maintenance

Regular maintenance is key to maximizing performance of your devices

# WHAT CAN I DO? **REGULAR MAINTENANCE**

Essential steps to optimize your devices & data

- **Update! Update! Update!** - more than just new features, updates also have the latest security patches.
  - Patch vital security like latest WiFi exploit
  - Enable automated updates
- **Restart Weekly** - restarting runs assorted maintenance routines, clears out stale data, and allows you to start fresh.
- **Clean Up** - Dust & crumbs impede airflow and functionality. Turn shake out your keyboard, vacuum up dust, encourage good airflow.


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Apple September Keynote
New iPhones, Watch and TV announced
• iPhones 8 & 8 Plus
• iPhone X
• Watch Series 3
• TV 4K

# iPhone 8 & iPhone 8 Plus

What's New

- Preorder now
- Available in stores Friday 9/22
- Major difference is size, and camera
- Wireless Charging
- Water Resistant
- Faster Processor
- Better Screen with More Accurate Colors

# iPhone X

What's New

- Preorder 10/27
- Available in stores Friday 11/3
- Pronounced "iPhone 10"
- "All Screen" Design
- FaceID replaces TouchID
- No More Home Button
- Wireless Charging
- Water Resistant
- Faster Processor
- Better Screen with More Accurate Colors

# Watch Series 3

What's New

- Preorder Now
- Available in stores Friday 9/22
- LTE/Cellular capable
- $10/month & uses same phone number
- Can make calls
- Works great with AirPods
- No iPhone needed

# TECH TALK **OPEN Q&A**

What's on your mind?

You ask, I answer...


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# TECH TALK **RESOURCES**

Dedicated web page to apps & services I discussed

## www.GoTechHaven.com/acpa


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# TechHaven

Concierge Mac, iPhone & Technology consulting and support


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