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July 2023

**Celebrating over
 TWENTY TWO
 YEARS
 of Service and
 Satisfied
 Customers!**



“As a business owner, 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 finally and forever!”

**Fred Holzager,
 IT Director**

**Holzager Technology Services
 and
 Publisher of
 The Tech Insider**

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Snapple Real Fact #1453

“Yawns are contagious to dogs as well as humans.”

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The Tech Insider

“Insider Tips To Make Your Business Run Faster, Easier and More Profitably”



Don't Settle For Less

5 Questions Every IT Professional Should Say “Yes” To

Business owners have a wide variety of responsibilities. In many cases, they oversee the hiring process, ensure operations run smoothly and find the best third-party vendors to help benefit their business for years to come. One problem many business owners face when hiring a third party is knowing whether they’re the right fit for their business. Making the wrong choice can be detrimental to your business, so how can you ensure you make the right decision? You ask essential questions.

Knowing which questions to ask is easier said than done though. Most business owners are convinced to use a third party, thanks to the persuasive skills of an excellent salesperson or representative. Still, many of these salespeople hold their cards close to their chest. They only tell you what you want to hear, leaving out anything that might make you

doubt their expertise or abilities. We’ve seen this with many IT “experts,” so we wanted to help you by providing you with some questions you should ask before they get anywhere near your network.

Here is what you should ask any IT professional before hiring them to oversee your network, IT and cyber security practices. These are simple yes-or-no questions; if you get a no from the “expert” for any of them, you’re probably better off finding a different option.

Are They Monitoring Your Network At All Times To Ensure Security Settings And Security Patches Are Current?

For many businesses, the whole purpose of hiring an IT team or individual is to keep

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“We Love Referrals” 2023 Offer

Keeping with the spirit of helping others, if you refer a business to us and they become our customer, we will donate \$100 to your favorite charity.

At Holzager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!

For more information, please see our website at www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050

Quotations

“Without continual growth and progress, such words as improvement, achievement and success have no meaning.”

—Benjamin Franklin

“We must learn to live together as brothers or perish together as fools.”

—Martin Luther King, Jr.

“Prejudice is a great time saver. You can form opinions without having to get the facts.”

—E. B. White

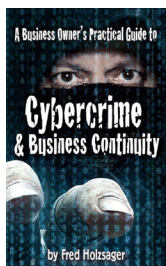
“Patience, persistence and perspiration make an unbeatable combination for success.”

—Napoleon Hill

“The first lesson in civics is that efficient government begins at home.”

—Charles Evans Hughes

Read Fred's Book!



If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at www.tech4now.com/cybercrime

“We make all of your computer problems go away without the cost of a full-time I.T. staff”

Ask us about our fixed price services HTS Insight Hassle-Free Agreements— Computer Support at a flat monthly fee you can budget for just like rent!

(Continued from page 1)

their cyber security protected. They might work with sensitive data that, if compromised, could harm their clients and the business’s reputation. You need to make sure any IT expert you hire is going to stay up-to-date with the current security patches so they can ensure all holes are covered to keep your business protected. There should not be gaps when they aren’t monitoring your network.

Do They Provide Detailed Invoices That Clearly Explain Everything You’re Paying For?

Some IT “experts” believe the business owners they work with are clueless about the IT and cyber security industry. They’ll try to overcharge for simple tasks without fully explaining what they did, and their invoices are as basic as it gets. This shouldn’t fly with you. Every third party you work with should provide detailed invoices so you can see exactly what you’re paying for. It’s a huge red flag if they refuse to do this.

Will They Be Proactive And Provide You With Regular Updates?

If you’re hiring someone to oversee your IT needs, you don’t want them to be another responsibility you must manage. You want to trust them and know they’re doing everything possible to assist your business. If you have to continually go to them to see how they’re doing on certain projects, you’re better off with someone else.

You need to make sure any IT expert you hire is going to stay up-to-date with the current security patches so they can ensure all holes are covered to keep your business protected.

Do They Answer Their Phone Live?

If you have an issue and you know you cannot wait for a response, calling a vendor that routes you through a phone menu or tells you, “Your call is important to us. Please leave a message and we will respond to you at our next opportunity,” — would you be satisfied with such a response. When interviewing your next prospect for support, consider how you want to be treated when an urgent matter emerges. Do you want to wait or do you want to know it is immediately being addressed for a faster resolution and peace of mind.

Do They Have Set Rates For Each Project?

Before hiring them to assist with your IT needs, you should know how much everything costs. You should be cautious if they say they won’t know how much something will cost until they start working. There’s no telling how much they’ll try to charge you, and it could be difficult to know if you’re getting bamboozled or not.

It’s important to have IT assistance for your business, as it helps keep your company, employees and customers protected. These are just a few questions you should ask before hiring an IT expert. If they answer no to any of the above questions, then continue your search and find someone who is a better fit and has your best interests in mind.

QUICK SECURITY TIP:

If you use two-factor authentication (2FA) and your system is configured to prompt you with “Accept” or “Deny” as a response, let this be a serious reminder for you **NOT** to Accept it if YOU did **not** request access. Scammers count on you to get fatigued by repeatedly requesting access. Do **NOT** click accept if it's not you!

“I DIDN’T KNOW”

Unfortunately, That Excuse Doesn’t Replenish Your Bank Account, Resolve A Data Breach Or Erase Any Fines And Lawsuits.



It’s coming ...

- That day a hacker steals critical data, rendering your office useless
- That day when your bank account or credit card is compromised
- Or that day when your customers’ private lives are uprooted

Cybercriminals and hackers are constantly inventing NEW ways to infiltrate your company, steal your assets and disrupt your life. The **ONLY** way to STOP THEM is this:

You Must Constantly Educate Yourself On How To Protect What’s Yours!

Now, for a limited time, we have the perfect way to help reduce your risk and keep you safe! Simply sign up to receive our FREE “Cyber Security Tip of the Week.” We’ll send these byte-size quick-read tips to your e-mail inbox. Every tip is packed with a unique and up-to-date real-world solution that keeps you one step ahead of the bad guys. And because so few people know about these security secrets, every week you’ll learn something new!

Get your FREE “Cyber Security Tip of the Week” at <https://www.tech4now.com/cyber-security-tip-of-the-week/>

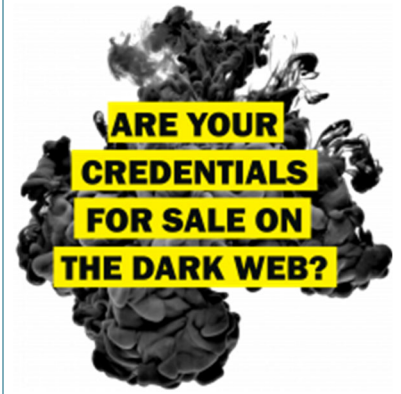
Ponderings...

Sometimes, the words we use have a double meaning or sound like a different word which can be used to make a humorous comment.

- ☉ If “tomb” is pronounced “toom” and “womb” is pronounced “woom,” why shouldn’t “bomb” be pronounced “BOOM!”?
- ☉ *Murphy’s Law* states “Anything that can go wrong, will go wrong” and *Anderson’s Corollary* cites “The odds of the bread landing jelly-side down on the floor is directly related to the cost of cleaning the carpet.” But, what is *Cole’s Law*? It’s thinly sliced cabbage and carrots with mayo.
- ☉ If a bottle of poison reaches its expiration date, is it more poisonous or is it no longer poisonous?
- ☉ Which letter is silent in the word “Scent”? Is it the ‘S’ or ‘C’?
- ☉ Do twins ever realize that one of them was not a planned birth?
- ☉ As I’ve grown older, I’ve learned that pleasing everyone is impossible, but pissing everyone off is a piece of cake!

- ☉ Every time you clean something, you just make something else dirty.
- ☉ The word SWIMS upside-down is still “swims.”
- ☉ Over 100 years ago, everyone owned a horse and only the rich had cars. Today, everyone has a car, but only the rich can afford to have horses.
- ☉ If people evolved from monkeys, then why are there still monkeys around?
- ☉ Why is there a ‘D’ in fridge, but not in refrigerator?
- ☉ I’m responsible for what I say, not for what you understand.
- ☉ Common sense is like deodorant. The people who need it the most, never use it.
- ☉ My tolerance for idiots is extremely low these days. I used to have some immunity built up, but obviously, there’s a new strain out there.
- ☉ As I’ve gotten older, people think I’ve become lazy. The truth

- is, I’m just being more energy efficient.
- ☉ I’m not saying I’m old and worn out, but I make sure I’m nowhere near the curb on trash day.
- ☉ It’s hard to believe, I once had a phone attached to the wall and when it rang, I picked it up without knowing who was calling.
- ☉ As I watch this generation try and rewrite our history, I’m sure of one thing: it will be misspelled and have no punctuation.
- ☉ I haven’t gotten anything done today. I’ve been in the Produce Department trying to open this stupid plastic bag.
- ☉ If you find yourself feeling useless, remember: it took 20 years, trillions of dollars, thousands of lives and four presidents to replace the Taliban with the Taliban.
- ☉ My mind is like an internet browser. At least 18 open tabs, 3 of them are frozen, and I have no clue where the music is coming from.



Find Out with a Complimentary Dark Web Scan
Did you know...?

- Cyber-attacks have continued to grow in cost, size, and impact—causing 60% of SMBs to go out of business within 6 months of a cyber incident.
- Over 80% of data breaches leverage stolen passwords as the principal attack vector—often acquired on the *Dark Web*.
- Far too often, companies that have had their credentials compromised and sold on the Dark Web don’t know it until they have been informed by law enforcement—but then, it’s too late.
- To help keep your critical business assets safe from the compromises that lead to breach and theft, we are offering a complimentary, one-time scan with **Dark Web ID™ Credential Monitoring**.

If you are interested in learning more about the risks involved in ignoring your password security, give us a call at (201) 797-5050 or visit our website at <https://www.tech4now.com/dwid> or www.tech4now.com/bullphish



Quick Tech Productivity Pointers

On May 4, 2023, we celebrated **World Password Day**. Please visit our website to get your free **Password Protection 101** PDF handout. Visit https://www.tech4now.com/files/2023/04/Password_Protection_101_Infographic.pdf to view and download it. **It’s still valid info.**

1
2

Document Formatting with the Ruler Feature. Microsoft Word has long been a staple for creating professional documents, from essays and reports to business proposals and resumes. While most users are familiar with basic text editing functions, some of Word’s more advanced features often go unnoticed. One such powerful tool is the Ruler feature, which can significantly enhance the formatting and layout of your documents. In this article, we will explore the Ruler feature in Word and discover how it can help you create visually appealing and well-structured documents.

The Ruler in Word is a versatile formatting tool that appears at the top of the document window. It consists of two components: the horizontal ruler and the vertical ruler. The horizontal ruler helps you control the alignment, indentation, and tab settings of your text, while the vertical ruler allows you to adjust the position of objects, such as tables and images.

Aligning and Indenting Text: The horizontal ruler is invaluable for aligning text precisely within your document. By default, the Ruler displays left alignment, but you can easily modify it by clicking and dragging the small blue rectangle known as the First Line Indent marker. This marker adjusts the indentation for the first line of a paragraph,

providing a consistent and professional appearance for your text.

To indent an entire paragraph, use the Left Indent marker. By dragging it to the right or left, you can control the margin for all lines of the selected paragraph, creating an organized and visually appealing layout. Additionally, the Hanging Indent marker adjusts the indentation of all lines except the first line, which is useful for creating bulleted or numbered lists.

Setting Tabs: Tabs are crucial for creating clear and well-structured documents, particularly when dealing with lists, tables, or columns. Word offers various tab options, such as left, right, center, decimal, and bar tabs. With the Ruler, you can set and modify tab stops with ease.

To set a tab stop, simply click on the desired position on the horizontal ruler. You can also adjust existing tab stops by clicking and dragging them to the desired location. By combining different tab types, you can create sophisticated layouts, aligning content precisely along the tab stops to achieve a professional look. *Depending on the version of Word or Publisher you are using, the **View** menu option may look different.*

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**IT Solutions for
YOUR Business!**

Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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5 Reasons To Choose A Hosted VoIP Phone System

1. COST SAVINGS
2. ANSWER CALLS ANYWHERE
3. ON-DEMAND SCALABILITY
4. WORLD-CLASS FEATURES
5. ENHANCED PRODUCTIVITY

As a small business, you need every advantage to be as efficient and productive as possible. Holzager Technology Services is proud to provide our clients with a cost-effective, feature-rich, world-class phone system that is easy to use and sure to enhance your business productivity.

For more information order our:

FREE REPORT

"The Ultimate Guide to Choosing the RIGHT VoIP Phone System"



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Services We Offer:

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- ✓ Mobile and Hosted "Cloud" Computing
- ✓ General Network Repair and Troubleshooting
- ✓ Onsite and Offsite Backup
- ✓ Disaster Recovery and Business Continuity Planning
- ✓ Virus Protection & Removal and Dark Web Monitoring
- ✓ Network Security and Online Employee Security Training
- ✓ E-mail & Internet Solutions
- ✓ Wireless Networking
- ✓ Spam Filtering and E-mail Archiving & Encryption Solutions
- ✓ Storage Solutions and File Sharing
- ✓ System Audits, Network Documentation, and Dark Web Scans
- ✓ Voice over IP phone systems

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

"Some companies approach you with a we know it all position, but in working with Holzager Technology Services, we have found that they listen to us to learn about how we work, what we do, and what the problem may be. This partnership in maintaining our business has raised them from "IT Guys" to "Trusted Advisors."—Bob Weissman, P.E., L.S., Weissman Engineering Co., P.C. Midland Park, NJ

July 2023

The Lighter Side...

For Entertainment Purposes ONLY!

The Library

In the public library, a man with his new library card questioned the pretty librarian.

"Do you mean to say," he asked, "that with this card I may take out any book I want?"

"Yes," she answered.

"And may I take out record albums, too?"

"Yes, you may."

"May I take you out?" he ventured.

Drawing herself up to her full height, she replied, "The librarians, sir, are for reference only."

An IQ Test:

A farmer has 15 sheep. All of them except 9 go into the forest. How many of them are left in the field?

A Court Case

At the trial, the engineer insisted that he had given the driver ample warning by waving his lantern back and forth for nearly a minute. He even stood and convincingly demonstrated how he'd done it. The court believed his story, and the suit was dismissed.

"Congratulations," the lawyer said to the engineer when it was over. "You did superbly under cross-examination."

"Thanks," he said, "but the plaintiff's lawyer sure had me worried."

"How's that?" the lawyer asked.

"I was afraid he was going to ask if the lantern was lit!"

Dad Jokes:

Scientists have invented a car that runs on parsley. Now, they hope to use the same technology to get trains to run on thyme. ~

My Dad quit his job to pursue his dream in archeology... His career is now in ruins! ~

Singing in the shower is fun until you get soap in your mouth, then it's a soap opera. ~

Transparency at Work

My boss was honest with me today. He pulled up to work with his sweet new ride this morning. I complimented him on it. He replied, "Well, if you work hard, set goals, stay determined and put in long hours, I can get a better car next year."

The Child's Challenge

A young boy is at a newspaper stand. The owner turns to a patron and whispers to him, "Watch this. This boy must be the dumbest kid in the world!" He holds out his hands to the boy. In one hand were two quarters, in the other, a one dollar bill. The man said to the boy, "Which one do YOU want?"

The boy takes the two quarters, says thank you and goes off. The newspaper man shows this to a few of his patrons each time he sees the boy walking past.

Finally, he decides to ask the boy, "Young man, may I ask you a simple question?" The boy agrees, the man continues, "Why do you always take the quarters and not the dollar bills when I offer them to you?"

"That's easy," said the boy. "I know the day I take the dollar bill, the game will be over."

Country Road Trip

My husband and I decided to take a long, leisurely ride out to the country when we had to pull over to get some gas and check the tires. He was shocked to see the gas station charged a fee to put air in our tires. He turned to me and said, "Why in the world would they charge us for air?!"

I responded, "Isn't it obvious? Inflation."

IQ Test: All but 9 go into the forest, thus 9

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