

Welcome to the November 2012 Newsletter

As a valued customer of ours, we'd like to welcome you to the latest Oxford Home IT Support Newsletter. We hope you enjoy it and always value your feedback, so please feel free to email us with your comments or ideas. Don't forget to enter our free competition below...



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We can now take payments for all bills, including one-offs and regular payments securely by Direct Debit, see homeitsupport.biz/howtopay for details.

November Focus: Online security and passwords

Quick Password Tips

Always use a very secure password

However tempted you are never pick an easy to remember password

Always store your passwords securely

Use a proper encryption system (see main text) and never store them in Word/text files or emails and address books

Always use long passwords

Use the longest password you can, if you use our recommended storage systems you won't have to worry about remembering them

Always use more security if possible

Systems like PayPal and Google offer additional security, like sending you a one time code by SMS when you login, or a mobile app security device

Never use words in a dictionary

Never include words in your passwords that can be found in a dictionary

Never use the same password twice

Never use exactly the same password for more than one account, otherwise if one is breached, hackers can access everything

Never share your login details

Keep your logins to yourself, don't share them with family and work colleagues, their systems might not be as secure as yours



Use Passwords Carefully

More and more people are having their online accounts "hacked" and broken into simply because they are not using passwords wisely.

More than 60% of online accounts can be logged into just by using a list of the most popular passwords used, which can be easily downloaded. Hackers won't do more work than they need to, so anyone using these passwords can have their accounts stolen and information taken with very little effort by hackers.

Follow the Quick Password Tips to help avoid being a victim and quite literally having your money, identity and life stolen right from under your feet.

We're seeing this happen more and more often and nearly always due to treating passwords and logins with little respect, sharing them with others, always using the same password and even storing passwords in a Word document, in an email or in a plain text note!

Use very secure, complicated passwords and then use special software to store them in an encrypted file, safe from prying eyes. Such software can also even enter them securely on forms for you when surfing, so you don't even have to remember them.

Never link your accounts together

Lots of systems offer to link your accounts, for example with your Google account, but never link accounts and always use a unique login for each online account

Never respond to "security" emails

Never respond to the emails claiming to be from PayPal or "your bank" with a link to "confirm" your security details

If your online service offers extra security features (like PayPal & Google) that send you a one time code by text message every time you login, then use them, it makes a big difference in keeping your account safe.

We would recommend:

[1Password](#)
[SplashWallet/ID](#)
[RoboForm](#)

Customer Focus: Public WiFi at The Victoria Pub

This month we look at providing public WiFi without compromising security

People these days expect free WiFi to be available wherever they choose to eat and drink, from coffee shops to pubs, clubs, bars and guest houses, it's becoming a way of life, however, for most small business owners this can be expensive and a big security risk.

Some businesses that use BT for their business broadband will opt to offer their customers access using the system that's built into the BT router, called BT Openzone. However, this has several downsides. Customers have to pay for access to BT Openzone, which can be expensive unless they also have BT broadband at home. Businesses often advertise this as "free WiFi" when in fact it's not at all. Also, the business owner has no control over how it's used.

The next option, which is very common, is for the business to simply share their WiFi key with the public. This is a huge security risk as everyone who connects has access to the business network, all the PCs, devices and files on the network. This also provides no control over what people can do on the network and once they have the key, you'll find neighbours and anyone nearby connecting and taking advantage.

This is exactly the position The Victoria Pub in Jericho, Oxford were in when they wanted to offer free WiFi to customers. They wanted them to have free access to their internet, but securely and under their control, so they approached us for a solution. Public WiFi solutions are available that do all this aimed at big businesses, but costs can range from £1,000 upwards for equipment, then monthly support and maintenance fees, which puts it outside the budget of most small to medium sized businesses.

As we specialise in solutions for home users and small businesses we were able to offer a solution that had a one off purchase, setup and installation cost of under £350, with no ongoing fees, rental or support costs, but which provide a very secure public WiFi system that puts the business back in control. The system is suitable for up to 50 simultaneous users and can be setup to provide access just the way you want it.

The public WiFi they have is now totally secure, users cannot access anything on the local network, just the internet and they cannot access other users computers, tablets and phones. The system automatically turns the WiFi on and off during opening hours, so nobody can use it when the business is closed.

When users connect they get a personalised welcome and login page and are asked to enter a code, which is written up on the blackboard each day, so only people using the pub can get access, but they won't be able to use it after hours and the code changes every day. Everything from how much data is used to how long people can stay online can be controlled, all with total security, but in a unit that doesn't require maintenance contracts and regular support.

The pub now has cost effective, customer friendly, controlled and secure public WiFi with no ongoing costs and without having to sign up to extra, or expensive broadband contracts and systems. It's a win-win for the pub and the customers!

Why not try it out for yourself by visiting The Victoria Pub at 90 Walton Street, Jericho, Oxford, which is open every day from 12-12 for pints and pies! For more details visit <http://victorianpub.co.uk/>

Look out for another customer focus in the next issue. In the meantime, if you would like to know more about providing public wifi, or need cost effective solutions for your home or business then just call us or drop us an email, we're here to help.

Thanks for reading this newsletter, look forward to seeing you in the next issue.

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