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# PC MedEvac Monthly News

1 October 2005

Dear Theresa,

## I'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Then write to me! We are always looking for new and useful content to add to our newsletter.

Since most of our customers are referrals, we would appreciate you forwarding this newsletter to friends or co-workers that you feel could benefit from our services. Just click on the "forward" button at the bottom and send it with a quick note.

- **If Disaster Strikes, Is Your Company Safe?**
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**PC MedEvac will be closed on 10 October 2005 which is Columbus Day!**

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**Matt Carter**

## *If Disaster Strikes, Is Your Company Safe?*

### **Hurricane Katrina Is A Grim Reminder**

You hear it all the time from us—back up your data, keep your virus protection current, and install and maintain a firewall to protect yourself from hackers and other online threats.

However, with the recent and horrible devastations that hurricane Katrina created for businesses and home owners alike, you can see that anti-virus software isn't

enough to protect your technology investments or your company's critical data and records; that is why natural disasters also need to be taken into consideration when writing your company's disaster recovery plan.

### **Do You Have A Disaster Recovery Plan?**

We all know that an ounce of prevention is worth a pound of cure; yet, disaster recovery planning often takes a distant second to the daily deadlines and pressures of running a business. According to a recent survey commissioned by AT&T, about one-third of 1,200 respondents said they have no business continuity plan in place. Of those who do, nearly a quarter of the companies surveyed said they hadn't updated their plans in the past 12 months, and nearly as many hadn't tested them during that time either.

That means that most businesses, including your own, may be completely vulnerable to even a bad lightening storm. Studies have also shown that most companies do not recover from a major catastrophe that involves loss of company data. Here's something else to consider if you think that you don't need a disaster recovery plan for your business: disasters can also take the form of office fires or terrorist attacks, not just storms, earthquakes, floods and tornados. If an electrical problem caused a fire in your building, the parts that weren't burned beyond recovery would probably be destroyed by the firemen's efforts. Another common disaster is water damage caused by ruptured water pipes.

If Katrina has you re-thinking your own disaster recovery plan or wondering what you would do in the same situation, you should take action and start protecting yourself now. The following tips will help get you started in the right direction.

### **Disaster Recovery Questions You Need To Answer**

Most business owners shy away from creating a disaster recovery plan because they don't know where to start, or because they think it will cost them a lot of time and money. For large financial institutions or companies maintaining mission critical data or software, this may be true; however, most small and mid-size businesses only need to take a few precautionary steps to ensure their businesses will continue running in the event of a natural disaster. First, ask yourself the following questions...

1. Do you back up your company's data daily?
2. Do you keep a copy of your back up off site?
3. Would you have access to your data remotely if you couldn't get to the office?
4. Do you know how long it will take the IT department to retrieve a server back up? In many cases it takes days and often weeks; what would you do during that period of time?
5. Do you regularly test your back up system to make sure it is a good copy and not corrupted?
6. Do you store critical program passwords in a secure place that company officers can access if you are unavailable?
7. Do you require several data entry stations to be running to keep up with your orders?
8. Do you have a UPS (uninterruptible power supply) device in place to keep your network and other critical data operations running during a power outage?

These are just a few of the questions you need to answer. Obviously, other issues like insurance coverage and operational plans should also be integral elements of your

plan.

### **Our FREE Disaster Recovery Plan Helps You Prepare For Catastrophes and Aides Hurricane Victims**

In an effort to help our clients and the victims of hurricane Katrina, we are giving away free disaster recovery plan audits to any company in the Triangle area that donates money to a hurricane Katrina relief effort.

All you have to do is contact our office and show that you've donated \$500 or more to a charity benefiting the victims of hurricane Katrina and we'll audit your disaster recovery plan for free. Our company has already donated a considerable amount to the victims of hurricane Katrina and we hope to encourage others to do the same.

To be clear, we are not collecting money or selling any services; all you have to do is show us proof that you directly donated \$500 or more to one of the many relief efforts for this recent disaster and we'll give this service to you for free.

In doing so, we are hoping to not only help our clients and friends protect themselves from these types of disasters, but also encourage charitable donations. For more information, please contact our office at 369-7800 and speak to Joy, or e-mail us at [service@pcmedevac.com](mailto:service@pcmedevac.com)

### *10 Easy Ways To Protect Your Laptop From Being Stolen*

Laptops are becoming a hot ticket item for thieves looking for an easy hit. When your laptop gets stolen, you lose a lot more than your computer and the cost of purchasing a replacement; you lose your documents, photos, e-mails, and database files. That is why it makes sense to take these simple steps to protect it.



1. Don't let it out of your sight. Wi-Fi hotspots like coffee shops can be distracting and are prime hangouts for laptop thieves. Don't leave it on a table to get a refill, and don't put it on the floor behind your chair.
2. Don't leave it on the seat of your car. Hide it under the seat or in the trunk or you could end up with a stolen laptop AND a broken car window.
3. Don't leave it in your hotel room. If it doesn't fit in the hotel room's safe, take it with you or ask hotel management to lock it up.
4. Don't advertise your laptop by keeping it in a computer bag. Instead, carry it in a briefcase, backpack, or large handbag.
5. Carve your name into the plastic shell.. This will make it less attractive for resale and may deter thieves.
6. Write your laptop's serial number down and store it safely. It will help the police recover your laptop if it is stolen.
7. Get a laptop alarm. One alarm, TrackIT, offers a portable, two-piece anti-theft system that uses a keychain and a miniature receiver with a sonic alarm. TrackIT's siren will sound when separated more than 40 feet (12 meters) from the transmitter on your keychain. This proximity alarm will protect against security check-in theft, distraction theft, and ordinary carelessness.
8. Get a laptop cable lock. For around \$50, you can purchase a cable and lock that will anchor your laptop to a heavy desk or piece of furniture and prevent it from being stolen by grab-and-run thieves when it is out of your sight.
9. Get a tracking device installed. Computrace or CyberAngel can be purchased for

about \$60 a year and will track your laptop's location using a stealthy piece of tracking software if it is stolen. Many even offer a guarantee.

10. Encrypt your files. A start up password will not protect someone from accessing your data since many thieves know how to bypass it. To protect your personal information from identity theft, use a program like BestCrypt or PC Encrypt to secure your personal information.

And finally, don't forget to back up your files and keep a copy of the backup in a separate location away from your laptop. Having a back up disk in your computer bag is no good if it gets stolen with your laptop.

### *Beware of "Fun" Web Surveys!*



Tell me 10 things about your favorite pet or answer these 20 questions to discover your personality type. You might think this kind of e-mail or web form is a fun way to learn about yourself or communicate with friends, but beware! Spammers and hackers often use these forms to solicit personal information, steal your e-mail address, and spread viruses.

Part of the problem is that people forward these surveys including their friends' e-mail addresses in the text of the email. This allows hackers and spammers to steal your e-mail address and the e-mail addresses of your friends to spread viruses or simply annoy you with endless spam. Best bet: Don't fill out surveys on a web site or an e-mail unless it's with a reputable company for a legitimate reason and never forward them to others.

### *Meet PC MedEvac's Client of the Month*



This month we'd like to recognize a previous Client of the Month. [Errico's Ristorante](#), our favorite family owned restaurant, is holding a raffle to raise money to aid those ravaged by recent hurricanes. Each month, Greg Lewis (with some volunteer chefs in training) hold a [wine tasting dinner](#). This month the event will be 23 October and will include a raffle to raise funds to be donated to the American Red Cross. All proceeds from the wine tasting as well as the raffle will be donated. How can you help? You can attend the wine tasting dinner, you can donate items or services for the raffle or you can purchase a raffle ticket. Click on the link below to check out the great items already donated for the raffle. Question, contact [Greg Lewis](#) or call 481-0883.

[More information about the Raffle](#)

### *Refer A New Client To Us In October .....*

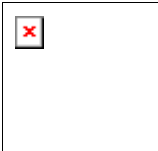


We love getting referrals from our loyal clients, and we're not afraid to show it! Refer a new client to us during October, and we'll give you a 512 mb USB thumb drive and your referral a **FREE**

## SECURITY AUDIT.

Everybody Wins! You get a cool new thumb drive and the person you refer gets the peace of mind with the security audit (they also get introduced to an honest, reliable technician who is dedicated to solving their computer problems). Just tell your friends to mention your name when they call so we can reward your loyalty and make sure they get their FREE audit.

### *Collaboration Allows PC MedEvac to Extend Its Services*



PC MedEvac has recently formed a collaboration with Technology Business Partnership. What this means for you is access to additional services. One of those services is one-on-one and group training.

Chief trainer, Tricia Santos, provides the training you need, when you need it. Her basic philosophy is:

"If you're going to do something once, let someone else do it. If you need to do it repeatedly, learn to do it yourself."

Here's some "Tips and Tricks" from Tricia:

Microsoft Word Tips & Tricks Since just about everyone uses Word (even those on the Mac), here are a few of my favorite Word tips and tricks to help you work smarter, not harder. Most of these work on both the Windows and Mac versions.

- First, no set of Word tips would be complete from me without a mention of tabs. So, set tabs! They take less than 10 minutes to learn and will save you hours and hours of formatting frustrations. Contact me if you want help with this.
- Have Office XP or 2003? Now, if you want to highlight various paragraphs throughout your Word document (that aren't together, called non- contiguous), you can hold down the Control (Ctrl) key while highlighting each paragraph (or any passage of text).
- Take control of the Paste feature. When I copy and paste text into a Word document from another source (another document, a web page, etc.), the formatting is all wrong. Fixing this is simple. After you paste you should get a little drop-down menu appear at the end of what you pasted. If you click on it, you'll see several choices. The default is to keep the original formatting. Instead, you can choose to match the destination formatting or keep text only (this will strip out any graphics).
- You can put the date, time, author, subject, and other document information into headers and footers. Click on View, Header and Footer. In the toolbar there are different icons for page numbering, date and time, etc., and there is a button for Insert AutoText. That will list other document information you can insert.
- If you're like me, you occasionally add a word to your dictionary by mistake when you're spell checking a Word document. To remove it, click on Tools, Options, then the Spelling & Grammar tab. Click on the Custom Dictionaries button, then Modify and delete any words that don't belong there. The good news is, the other Office applications (PowerPoint, etc.) use the same dictionary. Now, while you're at it, you may want to explore some of the other options available.
- Sometimes you have a document that is just a little more than a page. If you want it to be on one page, instead of making the changes yourself, you can have Word shrink it for you. Click on the File menu, then Print Preview. In the preview screen, there is an icon called "Shrink to Fit" that will do that.

- Have you accidentally figured out what the Insert key does? It switches you to Overstrike mode where instead of inserting text it overwrites it. I can't think of a time when I wanted that to happen (and find it most annoying!). So, I've changed it so that key actually inserts, or pastes, whatever is in the clipboard. To do that, click on the Tools menu, choose Options, then the Edit Tab. Put a checkmark next to "Use the INS key for paste" and press OK.
- If you want to save several documents at once, hold down the Shift key when you click on the File menu. You'll get an option to Save All.
- If you open Word and everything is out of whack (toolbars missing, etc.), the likely culprit is a corrupted normal template. The simplest thing to do is get rid of it. Close Word and use the Find/Search feature in Windows to locate normal.dot. You can either delete it or rename it to something like normalold.dot. When you reopen Word it will create a new template with default settings.
- Do you have a few Word files you use all the time? If so, you can add them to their own drop- down menu and open them with 2 clicks. To add the menu to your toolbar, click on the View menu, Toolbars, then Customize. In the Customize dialog box, click on the Commands tab, then scroll down the list on the left until you find Built-in Menus and click on it. On the right side, scroll until you see Work. Click on it and drag it up to where you want it on your toolbar. When you're done, click on the Close button.

If you're interested in training, either one-on-one, or for your employees as a group, call Technical Business Partnership at 369-1719 or email [Tricia](#) directly.

### *Did You Know PC MedEvac does.....*

You know what types of services we provide for you or your company, but did you know that PC MedEvac also provides these other services?

- General Network Repair and Troubleshooting
- Network Design and Implementation
- Disaster Recovery
- Virus Protection and Removal
- Network Security
- Remote Monitoring and Solutions
- Wireless Networking
- Thin Client Computing
- Storage and Backup Solutions
- and many, many more, just ASK!!!

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### Quick Links...

- [More About PC MedEvac](#)
- [Interested in Growing Your Business With Referrals?](#)
- [Try an Electronic Newsletter Service free for 60 days!](#)

email: [theresa@pcmedevac.com](mailto:theresa@pcmedevac.com)  
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web: <http://www.pcmedevac.com>

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