



ERGONOMICS: What It Is - How It Can Help You

You may have heard the word, but not really know what it means or how it applies to you, your safety and comfort. Ergonomics describes how the design, use and placement of the pieces in your technology environment work with what you need and how you feel. Is your chair comfortable and is it supporting you as it should so you stay healthy and fit? Is your monitor at the right height and at the correct distance from you for optimal viewing, causing the least stress to your eyes? Is your mouse shaped correctly to reduce stress on your hand, wrist and arm?



When you are working at your computer, 3 main physical areas that affect your productivity, comfort and health are your sitting position, how you see what is on the monitor and how your hands/arms are positioned.

When you are sitting, you should also be moving. Use a chair that automatically, without any manual adjustments throughout the day, allows you to move, shift your weight, sit back, move forward, place your arms on the desk at a correct angle, etc. If you move while you are sitting you will not have that stiff feeling in your back and legs when you stand up. Place your monitors at a slight downward angle of view and as far away from you as possible, while still maintaining easy readability. If you have a laptop, think about getting an external monitor so you can control the positioning and help reduce eye strain.

Using well designed items in your workplace will help you be more productive and healthier at the same time. A great combination.

**** CYBER SECURITY ****

Social Engineering Attacks: What Does This Mean?

In a social engineering attack, an attacker uses human interaction (social skills) to obtain information about you, your business or your computers. An attacker may seem unassuming and respectable, possibly claiming to be a repair person or researcher and even offering credentials to support that identity. However, by asking questions, this person may be able to piece together enough information to gain access to your computers and personal information.

Phishing is a form of social engineering. Phishing attacks use e-mail or malicious web sites to solicit personal information by posing as a trustworthy organization. For example, an attacker may send e-mail, seemingly from a reputable credit card company or financial institution, that requests account information, often suggesting that there is a problem. When users respond with the requested information, attackers can use it to gain access to the accounts.

Phishing attacks may also appear to come from other types of organizations, such as charities. Attackers often take advantage of current events and certain times of the year, such as natural disasters, health scares, economic concerns, or holidays.

Social Engineering Attacks: How Do You Avoid Being A Victim?

Be suspicious of unsolicited phone calls, visits, or e-mail messages from individuals asking for information. If an unknown individual claims to be from a legitimate organization, try to verify his or her identity directly with the company.

****Do not provide personal information unless you are certain of a person's authority to have the information.**

****Do not reveal personal or financial information in e-mail, and do not respond to e-mail solicitations for this information. This includes following links sent in e-mail.**

****Do not send sensitive information over the Internet before checking a web site's security. (See last month's newsletter)**

****Pay attention to the address of a web site. Malicious web sites may look identical to a legitimate site, but the URL may use a variation in spelling or a different address.**

****If you are unsure whether an e-mail request is legitimate, try to verify it by contacting the company directly. Do not use contact information provided on a web site connected to the request; instead, check previous statements for contact information.**

****Install and maintain anti-virus software and firewalls: this applies to all computers, all operating systems.**

These are just some suggestions. For more in depth assistance, contact the Zebis help desk.

Great, easy to understand Data Protection Tips:
<http://www.zebis.com/dataprotectiontips.pdf>

Do you have questions about a specific computer or technology issue? Chances are Zebis has addressed the issue or researched how to deal with it. Start by using our web site: www.zebis.com. The White Papers section is full of interesting articles about a wide range of topics, many suggested by readers.

If you want more information, call or e-mail us. We are here to help.

GREEN TIP FOR APRIL

Being more "green" means doing what you can to reduce everyone's impact on our planet. A great way to help reduce gas consumption is to replace your normal on-site computer and technology support with "remote" support. Remote support provides you the same superior service with the people you know, at the time of your choosing, without anyone having to drive to your location. And you can use your support team even when you are away from southwest Florida. You help reduce the population's fuel usage while receiving top notch service. What a great choice!