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# Tech Talk

"Insider Tips to Make Your Business Run Faster, Easier and More Profitable"

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We love technology and we love helping people.

Give me a call today for a quick (non-salesy) chat to find out whether my team and I can help you better secure your data and get more out of your existing Technology!

**Mark Giles**

# HOW HACKERS KEEP ACCESS TO YOUR EMAIL AFTER YOU CHANGE THE PASSWORD

Changing the password is one of the first things to do when someone gets into a business email account. It stops the old password from being used for a new login, but it may not remove other access the attacker set up while they controlled the account.

They may still be signed in through a browser or email app. They could have created a forwarding rule, connected an outside application, added a recovery method, or given another account permission to use the mailbox.

Until those settings are checked, the attacker may still be able to read messages, receive copies of new email, or regain access later.

**Sign out active sessions**

Email services use sessions so you do not have to enter your password whenever you open the inbox. Depending on the provider, a session may continue working until it expires or an administrator revokes it.

Ask your IT provider to revoke the account's active sessions and sign-in tokens through the email administration tools. If the employee's computer may contain malware, start the recovery from a different device and have the affected computer checked thoroughly before anyone signs in again.

**Check mailbox rules and forwarding**

An attacker can create a rule that forwards incoming email to another address. The rule may send every message, or it may only target words such as "invoice," "payment," or "password reset." Another rule could hide security alerts or customer replies in a folder the employee rarely opens.

Review forwarding addresses, inbox rules, filters, and automatic replies. Microsoft 365 administrators should also check for hidden inbox rules through the administration tools.

**Review connected apps and mailbox access**

Scheduling tools, mobile apps, and customer systems can be given permission to use an email account. These connections often work through OAuth, so the application does not need the user's password.

Remove any connected application the business does not recognize or use. Check mailbox delegates and sending permissions too. Because a delegate signs in through their own account, changing the mailbox owner's password does not remove that access.

**Check recovery and sign-in methods**

Ask the employee to confirm every phone number, recovery email address, authenticator app, passkey, security key, and registered device. Remove anything they cannot identify.

Then review sent, deleted, draft, junk, and archived messages, along with sign-in logs and security alerts. Look for password resets, unusual payment requests, and messages the employee did not send.

If false messages went to customers, suppliers, or employees, contact them through a trusted channel. Tell them which messages were fraudulent and whether they need to ignore a payment request, delete a file, or change a password.

**How to Reduce the Risk of Another Compromise**

Ask your IT provider to block automatic forwarding to outside addresses unless your business has a reason to allow it. Microsoft 365 and Google Workspace also provide controls for limiting which third-party applications employees can connect.

Employees should report unexpected MFA prompts, unfamiliar login alerts, mailbox changes, and messages sent from their account that they do not recognize. Report these signs as soon as they appear so your IT provider can check the account before more email is sent or deleted.




## DATASHUR PRO+C

USB drives are useful, but they're easy to forget in a café or coworking space. With a normal drive, whoever finds it may be able to open every file.

The datAshur PRO+C keeps your files encrypted until you enter a PIN on its built-in keypad. It works without extra software, so you can use it on different computers.

If you carry client records or financial documents, that extra protection makes sense to help limit exposure if the drive is lost or misplaced.

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# HOW TO MAKE SURE YOUR BUSINESS OWNS ITS DOMAIN NAME

Customers use your domain name to reach your website and email your staff. The registration may go untouched for years while everything continues working.

Problems arise when the domain sits in an account controlled by an employee or supplier. If that relationship ends, your business may depend on them to renew, change, or transfer the domain.

Check it now, while the website and email are working normally.

**Find the registrar**

The registrar is the company that maintains the domain registration. For most generic domains, such as .com, .net, and .org, you can identify it through the ICANN Lookup tool. Country-code domains may use their local registry's lookup service.

Your registrar may be different from your website host, DNS provider, and email provider. Record which company handles each service.

**Confirm the business controls the account**

Someone inside your business should be able to sign in to the registrar account and see the domain. Check that the company can update its contact details, payment method, renewal settings, and nameservers.

Access to WordPress or a website hosting account does not necessarily include control of the domain registration. Sign in to the registrar account itself.

The recovery details should belong to the business. Store the password and recovery codes in the company password manager and require multifactor authentication.

**Check the registration and renewal details**

A domain registration gives the registrant the right to use the name for a set period. Confirm that the registered organization and contact information are correct.

Check the expiry date, auto-renewal setting, and payment method. Renewal reminders should reach a monitored address. Automatic renewal will fail if the saved card has expired.

**Review DNS access**

DNS settings direct visitors to your website and tell email services where to deliver messages. A change to those records can interrupt both services, so DNS access needs to remain under company control.

Record where the DNS is managed and who can change it. Ask your IT provider before editing any records.

**If a supplier controls the domain**

Ask the supplier to move the domain into a registrar account controlled by the business. Plan the transfer with your IT provider, who can monitor the website and email during the change.

Keep contracts, invoices, payment records, and registration emails that connect the domain to your company. The registrar may request this evidence, and an ownership dispute may require legal advice.

Review the account every year and whenever access changes. Recheck the expiry date, payment method, and recovery options. Run the same check when you change IT providers or vendors.

# WHAT TO ASK A SOFTWARE VENDOR AFTER THEY REPORT A DATA BREACH

A breach notice from your payroll provider, accounting platform, CRM, or another software vendor may arrive before the company has finished its investigation. You still need enough information to decide what your business should do next.

First, confirm that the notice is genuine. Go to the vendor's website or customer portal using an address you already know. Criminals sometimes send fake password-reset or support messages after a public breach announcement.

Once the notice is confirmed, ask whether your business was affected and what information was involved. Find out when the unauthorized access began, when the vendor detected it, and when the vendor contained it. Ask whether the person could view, copy, change, or delete information.

Also ask whether API keys, access tokens, single sign-on connections, or integrations with your email, accounting, payment, storage, or backup systems need to be reset.

If the vendor says there is no evidence that information was copied or misused, ask what logs support that statement and whether they cover the full period under investigation.

Get the vendor's instructions in writing. You may need to install an update, reset certain accounts, review transactions, disconnect an integration, or warn employees about related scams.

Keep the original notice, later updates, your questions, the vendor's answers, and a record of what your business did. Depending on the information involved and where your business operates, you may also need advice from your IT provider, insurer, privacy specialist, or legal adviser.

If the vendor repeatedly avoids reasonable questions or cannot explain how it has secured the service, you may need to reconsider whether you're comfortable trusting it with your data.

# WHY SHARED LOGINS ARE A SECURITY RISK FOR YOUR BUSINESS

A shared login may seem convenient when several employees need the same software, mailbox, or website account. But if a payment changes, customer information is downloaded, or the account signs in from an unfamiliar device, the account history may show every action under the same username.

Give each employee their own account wherever and whenever the software allows it. Individual accounts let you remove one person's access, apply multifactor authentication properly, match permissions to the employee's work, and trace activity to a named user.

If an older system only provides one login, keep the password in a business password manager. Limit access to the employees who need it, name an owner for the account, and change the password whenever someone leaves the authorized group.

# HOW TO PROTECT YOUR BUSINESS SOCIAL MEDIA ACCOUNTS FROM HACKERS

Business social media accounts often pass through several employees and agencies. Years later, the recovery email may belong to someone who has left, while former suppliers still have permission to post or run advertising.

List every company page, profile, channel, and advertising account. Record who owns it, who has administrator access, which business email and phone number are used for recovery, and which outside applications can publish content. Require multifactor authentication on the recovery email account too.

Review access and connected apps regularly. Keep the platform's official recovery instructions and your advertising account details somewhere your team can find them if an account is compromised.

# HOW TO MOVE OFFICES WITHOUT DISRUPTING YOUR IT

Moving the computers is only one part of an office move. Your staff will also need working internet, Wi-Fi, phones, printers, cloud applications, payment systems, and any network-connected security or building equipment.

Involve your IT provider before the move date is fixed. Ask them to inspect the office, check cabling and power, plan Wi-Fi coverage, and confirm where the network equipment will go. Keep the old connection until the new service has been installed and tested.

Back up important data before any equipment is disconnected, and check that the latest backups can be restored. Label computers, monitors, cables, phones, power supplies, and adapters so the correct parts arrive together.

Test the new office before employees arrive. Sign in to key applications, make calls, join a video meeting, print and scan, and check payment or booking systems. Arrange support for the first working day, when staff may need help connecting to the network or finding shared equipment.

## TECHNOLOGY TRIVIA

Each month you have a chance to win a $50 Amazon Gift Voucher by being the first person to email us with the answer to our Technology Trivia Question of the Month!

**The Question This Month is:**

*What was the first social media platform?*

The first person to email me at mark@phrixus.com with the correct answer gets a $50 Amazon Gift Card!




Last month's answer was *Portable Document Format*.