



CYBER SECURITY & YOU

NOVEMBER 2019

QUICK TIP

Are you concerned about packages being stolen from your doorstep? There are several **video doorbells** available to help you keep an eye on your packages. Spend a little time reading about the options before making your purchase. Some doorbells interface with Amazon Alexa, some with Google Nest, and others have their own system. Choosing wisely will save you from starting over after making a poor initial decision. There are other cameras, floodlights, even budget cameras like the Wyze for \$20, and other devices to expand the visibility of your system.

WHAT SHOULD I DO IF AN ONLINE PURCHASE TURNS OUT POORLY?

Call the store first and make certain they understand your transaction did not meet your expectations. Most stores will gladly work out any troubles. As a result of you using your credit card, you have a powerful ally that can force difficult stores to behave well or refund your money.

Happy Holidays from your LASERS IT Department!



ONLINE SHOPPING CAN BE SAFE.

Here are several tips to follow when shopping online:

- That bargain in the SPAM email may be tempting, but NEVER use the link provided. If it is actually a good deal and you trust the store, go to the site yourself by typing it in your browser or just Google it.
- If you have not shopped at an online store before, make sure it is a viable business and not a scam. The store's website should begin with **https://**, otherwise your credit card information may be intercepted (even if you are on a secure connection).
- If you are using an app, make sure you download it from a reputable App Store, such as the Apple Store, Android Play Store, or Microsoft Store.
- Use a secure network connection. Your home is the best bet. If you find yourself on public Wi-Fi, switch to cellular data before entering passwords. You never know who sees your traffic.
- ALWAYS use a credit card and NEVER wire money when shopping online. I do not often use these terms when giving advice, but if a shopping experience turns out to be fraud (or even just horrible customer service), your credit card company will be your only defense. If you wired someone money, you have no leverage to make the seller live up to their promises.
- Do not give online stores more information than they need. If you are ever asked for a social security number or anything that does not make sense, it is a signal to end the transaction right away.
- Check your credit card statements often. If anything appears that you can't easily explain, call the credit card company. They will help you determine where the charge originated and cancel the charge if it is found to be fraudulent.