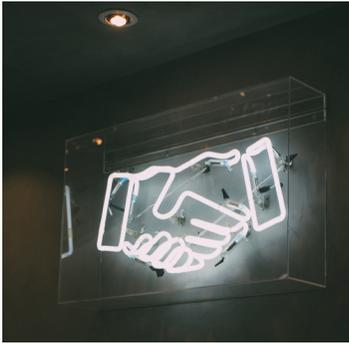


WHAT'S NEW?



What makes us different from others in our industry is our relationship with you - our customers.

To better our relationship, we started our Customer Service Reimagination journey 5 weeks ago and spent 120 human hours answering a primary question - how can we offer better customer service.

In the coming months, we hope you get to feel some positive improvements in our service.

ABOUT THE AUTHOR

This monthly publication provided courtesy of Andre Vittorio, President of Idealogical Systems Inc.

Our Mission:

To build a community of successful- minded entrepreneurs that inspires excellence, encourages collaboration and expands the capacity of all members to achieve great things.



Big Technology News: Office 2016 for Mac and Office 2010 End of Life October 2020

Microsoft is ending its support for two of its prominent products – Office 2016 for Mac and Office 2010 on October 31, 2020.

What Does It Mean?

There will be no extension and no extended security updates by Microsoft on Office 2016 for Mac and Office 2010. All of your apps will continue to function, but it will expose you to severe and potentially harmful security risks.

Microsoft will no longer provide technical support, bug fixes, security fixes, or vulnerabilities that may subsequently be reported or discovered. This includes security updates that can help protect your PC from harmful viruses, spyware, and other malicious software.

After October 31, 2020, you'll no longer receive software updates from Microsoft for Office 2016 for MAC and Office 2010.

There will be no phone or chat technical support.

No further updates to support content will be provided, and most online help content will be retired.

How do I check which version of Office do I use?

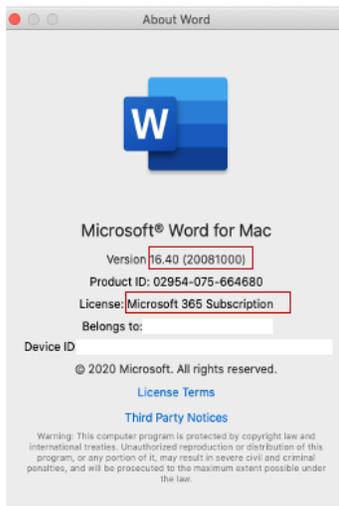
For MAC

1. Open any Office application, such as Word, PowerPoint or Excel and create a new document.
2. For example, go to Word and choose About Word.
3. A dialog box will open where

Continued on page 2

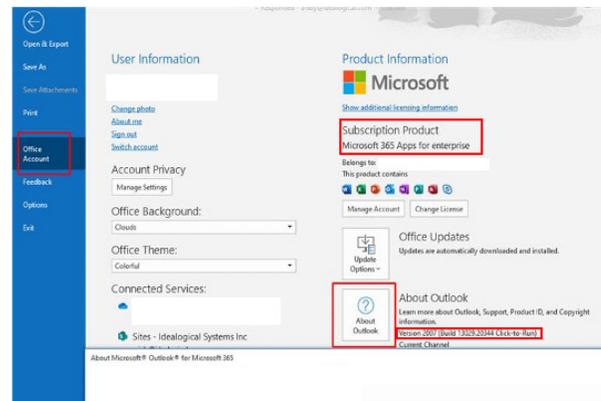
Continued from page 1

you can see the version number as well as the license type. In the example below, the version number is 16.40, and the license type is Microsoft Office 365 subscription for Mac.



document open, choose File from the menu, and then select either Account or Help from the list on the left.

2. Under Product Information, you can see product subscription and version. In the example below, the version number is 2007, and the license type is Microsoft Office 365 subscription.



For Windows

1. Open any Office application, such as Word, PowerPoint or Excel, and select Account. Please note: If you already have a file or

I am currently using Office 2016 for Mac, what should I do next?

For Work

We will be in touch with you to upgrade you to a newer Office version for Idealogical clients. If you are not an Idealogical client, contact your IT Helpdesk for more details. If you need help from us, contact us at 905-474-4332.

For Home

If you're using Office 2016 for Mac at home, you'll still be able to use it, but we recommend you upgrade to a newer version of Office so you can stay up to date with all the latest features, patches, and security updates.

“After October 31 2020, there will be no extension and no security updates for Office 2016 for Mac and Office 2010.”

Are You A Happy Idealogical Client Wanting To Tell Your Story?

We Are All Ears!



Are you one of our clients who have observed the improvement in our customer service in the last few months?

Contact us today to be featured in our next Newsletter! Contact us at ideas@idealogical.com

You can find the resources [here](#).

I am currently using Office 2010, what should I do next?

For Work

We will be in touch with you to upgrade you to a newer Office version for Idealogical clients.

If you are not an Idealogical client, contact your IT Helpdesk for more details. If you need help from us, contact us at 905-474-4332.

For Home

If you're using Office 2010 at home, you'll still be able to use it, but we recommend you upgrade to a newer version of Office so you can stay up to date with all the latest features, patches, and security updates. You can find the resources [here](#).

New Quick And Easy 'ONE STEP' Idealogical Service Surveys

Good news for Idealogical clients. You can now give your feedback to our Tech Team in just one step!

How Will It Work?



At the close of each ticket, you'll receive an email informing you that we've completed your ticket.

In that email, you will see a set of three smiley faces ranging from happy to sad. We would really appreciate it if you'd let us know how we did by selecting the one smiley that most represents your experience for that ticket. It'll only take a second!

You'll then be able to leave a comment if you'd like to provide comments for your rating.

Additionally, you have a choice to post your positive feedback to our Google Review.

At the closing of the ticket, we encourage you to take a moment to offer your 'one-click' feedback and comment on the service provided by the assigned Idealogical agent.

This will help us ensure that you're satisfied at the end of every service ticket and offer you the best possible customer service experience.

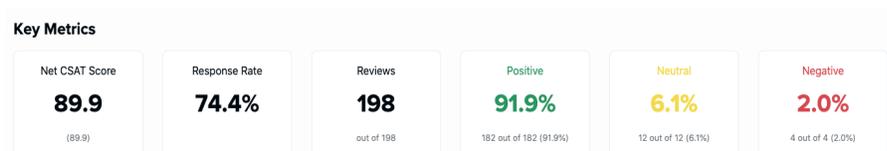


Image: Outcome of the new Survey program from Aug 04 to Sept 03, 2020.



Ria Is Our 'New Dispatcher' Superwoman!

We are delighted to announce that Ria Latchman has assumed the role of our new Helpdesk Dispatcher.

In the past 3 years, Ria has achieved great applause from our clients in providing exceptional customer support. Now, she is ready to bring her technical knowledge and personable skills to the dispatch desk. Ria is committed to smoothen our helpdesk's flow and offering frictionless solutions to our end users.

To receive a quick response from your Idealogical Helpdesk, notify Ria about your issues by sending an email to helpdesk@idealogical.com or call **416.410.5030 Option. 1.**

Did You Read About The Recent CRA Cybersecurity Incident?

During the week of August 10, 2020 Government of Canada announced encountering three different cyberattacks, which led to the shutdown of their online services for days.

Here is a breakdown of what happened with the CRA cybersecurity incident.

The officials claimed that the GC keys itself were not compromised.

But, the hackers used a sophisticated cyberattack practice commonly known as “Credential Stuffing” to infiltrate into the CRA systems.

Cyberattack 1: About 3,400 accounts were targeted through GC Key theft incidents

Cyberattack 2: Attempts were made to gain direct access for about 2000 direct taxpayers accounts (attempts were detected & immediately shut down)

Cyberattack 3: An (undisclosed) cyberattack attempt was made again on Saturday, August 16, 2020, which prompted the officials to shut down the CRA portal completely.

Around 2,800 other accounts were also targeted.

The officials confirmed that this cybersecurity incident might have impacted around 5,600 CRA accounts out of 15 million.

Additionally, the hackers were able to exploit a vulnerability in the security software configuration,

which allowed them to bypass the CRA security questions step and gain access to the CRA accounts.

What Is Credential Stuffing?

Credential stuffing relies primarily on the reuse of the same usernames or account IDs across different online services.

It is one of the most common practices among cybercriminals, where the hackers use previously acquired credentials from other 3rd party data breaches and run it against millions of other accounts and portals.

For Example: If you use the same email address and password for different accounts regardless of if they are mobile apps like Uber, TikTok, Amazon or online applications like Evite, SurveyMonkey or others. If any of these portals were to be breached at any point, the hackers acquire your credential and run it against other digital applications.

If you use the same credentials for more than one application, your vulnerability increases substantially for credential stuffing cyberattacks.

Top 4 Learnings From CRA Cybersecurity Incident

The only reason the attackers were successful with three different cyberattacks on CRA is because Canadians reused their credentials for various portals and undisclosed holes in CRA’s security infrastructure (unpatched configuration).

For small businesses, stalling

business operations for days is not an option.

Here are some of the precautions you can take to protect yourself from cyberattacks:

Have Mandatory Password Policy

Enforce a mandatory organization-wide password policy that includes guidelines for compulsory password resets, complex password rules and training on password hygiene.

Set-up Two-Factor Authentication

Two-factor authentication adds another layer of protection to your login systems, where you are required to add a secondary authentication on top of your username and password. Read more about 2FA [here](#).

It is proven that multi-factor authentication and encryption are the biggest hacker obstacles against hacker attacks that happen every 39 seconds.

Initiate 24/7 Dark Web Monitoring

One of the top defenses against credential theft or credential stuffing is to activate a 24/7 dark web monitoring for your organization. Where your IT security experts can proactively monitor, detect and investigate potential threats, and neutralize them as quickly as possible.

Prepare A Business Continuity Plan

At Ideological, we do not consider cybersecurity an IT issue but consider it a business risk. That is why we have a written Business Continuity Plan for all our clients which prepares us for ‘when’ a client is attacked we have a well-written plan ready to be deployed.