

Issue at a Glance

Take a Break : 1
Dillon Dunnington : 1
iTip: Save your Eyes : 2
Treat Yourself : 2
Secure Email : 3

CN Updates

URGENT: for important tech updates, please see below and page 3.

We've got two great new technicians! Dillon Dunnington started in January (featured right). Dylan Bruesch started in March—look for his feature in May.

Tech News

[Good News! 90 Percent of Windows 7 Flaws Fixed by Removing Admin Rights](#)

[First iPad Reviews](#)

Quote of the Month

"Ray, Rick and John took care of all my requests in a timely, courteous and professional manner. A very easy and pleasing experience."

-Doug Bartells
Holiday Inn
Downtown Everett

Take a Break

Dear [contactfirstname],

Why don't you get a spring break after college? You work hard and deserve a break just as much as the next guy. We want to remind you to take good care of yourself this April...even pamper yourself...because everyone deserves a little down time.

See page 2 for several ideas about how to have a mini spring break in the Treat Yourself column. Complementing this column, the Links we Love section offers tips on creating your own spa experience at home.

Be sure to check out our iTip for ways to protect your eyes from their biggest enemy: your computer screen. And in Cheap Eats, to honor our out-of-town clients, we're featuring deals that you can enjoy all across the nation.

On a separate matter, please see our news about the latest malware threat (below) and the latest system updates (page 3).

We hope you have a wonderful spring. Even if you aren't taking a spring break, don't forget to give yourself a break at home. Have a great April!

Beware of Fake Antivirus

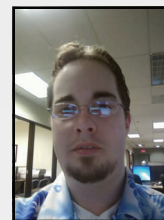
There's a serious new malware threat that poses as antivirus software. Here's what you need to know.

It starts as a pop-up, usually telling you that your computer or system is infected. **DO NOT CLICK ON IT.** If you do, even to close it, then pop-up ads will sprout up and your screen will freeze. Then you may be prompted to buy fake antivirus software.

[Check out this site](#) for examples of what the pop-ups can look like. Be careful—the pop-ups can show up from regular sites, like The New York Times and White Pages, and they've been designed to look like credible alerts and anti-virus ads.

If you see anything like this, **DO NOT CLICK ON IT.** Call your Convergence support team and we will be happy to help.

Employee Spotlight



Name: Dillon Dunnington

Job Title: Service Desk Technician

Education: B.S. Industrial Technology, Univ. of Idaho

Favorite thing about my job:

If I had to pick one thing it would be the interactions with the clients we have in Pod Bravo.

Favorite place in the world:

From my limited travels, either Cannon Beach or Newport.

Favorite memory:

Outside of getting married/birth of child I would say graduating college, because I was the first to graduate on my dad's side of the family.

Favorite toy: My workstation at home.

If I could only choose one food to eat for the rest of my life, it would be: My homemade

General Tso's Chicken, because it's awesome.

iTip: Save your Eyes

It only takes two hours a day in front of a computer screen for people to start developing Computer Vision Syndrome (CVS). CVS is a temporary condition known for causing eye strain, headaches, dry eyes and difficulty focusing. Here are some ways to prevent CVS and protect your long-term health.

- Position your monitor so you can look just over the top of it. Looking slightly downward makes it easier to focus.
- Keep eye drops on hand, and don't forget to blink. Focusing on a screen causes us to blink less. Try to blink more instead!
- Take an eye break several times throughout the day. Focus on something other than a computer.
- Adjust the brightness of your screen to match the brightness of your surroundings. The less contrast, the better.
- Consider using an [anti-glare screen protector](#).
- If your eyes still feel strained, try [Gunnar glasses](#). They are basically computer sunglasses, yellowing the harsh blue light of your screen. Check out this great description of [how they work](#), but if you want to buy them, be sure to visit the actual [Gunnar Web site](#) for the best variety of styles.



Treat Yourself for Under \$10

For the Sweet Tooth:

- Enjoy a bag of mini candy bars. Complement it with a homemade cup of hot chocolate.
- Go to your local bakery and get a delicious treat of your choice. Some of our favorites: [Saint Cupcake](#) and [Helen Bernhard Bakery](#) in Portland, [Villagio Bakery](#) in Vancouver and [Krispy Kremes](#) everywhere. P.S. Saint Cupcake delivers to out-of-town folks.

For the Entertainment Seeker:

- Check out a \$3 movie at a [McMenamin's movie theater near you](#).
- Go to the library and pick up a fun book or magazine.
- Support your local high school's theatre department...their productions can be surprisingly good or surprisingly bad, but either way it's entertaining.

For the Spa Lover:

- Find a buddy and take turns giving each other a back and neck massage.
- Feeling wild? Go to your local beauty school for a mani/pedi or new hair style.
- Take a long bubble bath, complete with candles and music. This is best when followed by a leisurely nap.
- Give yourself an at-home facial: wash your face, pull your hair back, and gently rub honey onto your skin (but, just to be clear, please don't rub the honey into your eyes or ears). Let it sit for 15 minutes and then rinse. You will have healthier, tighter pores.

Calendar of Events

4/8: Women in Business Awards Luncheon at Hilton Hotel

4/13: Dreamgirls at Keller Auditorium

4/17: Portland's Largest Garage Sale at Expo Center

4/21: Admin. Professionals Day

4/22: Earth Day

4/29: Power Breakfast at Governor Hotel—join us!

To see more events, click [here](#).

Links we Love

[eHow.com](#) is the "how to do just about everything" site. Check out these spa-related eHow links:

- [Bubble Bath Basics](#)
- [How to Massage](#)

Cheap Eats Nat'l

[Red Robin](#): Sign up for the eClub and get a free burger on your birthday. Sign up the whole family to get free burgers year-round!

[Claim Jumper](#): Their happy hour menu includes chicken wings, nachos and sliders for \$5 or less.

[Chili's](#): Check out their fresh pairings menu to choose an appetizer and entrée for just \$9.99.

CEO Corner: Protect Confidential Data with Deverra™ Secure Email

Ten years ago, private data was usually transmitted by paper, and business managers rarely had to worry about protecting data online. Nowadays, people have gotten used to the convenience of email. Many of us expect to receive documents in a hurry.

For businesses that deal with highly confidential or protected information, this can be challenging. You want to provide your customers with efficient service, rather than making them wait for days to receive simple documents that could be emailed in minutes. But sending confidential data by email could put your business at risk.

What if someone hacks into the email? What if the email gets forwarded to someone who should not see it? Leaving your company's or customers' data unprotected could be costly and damaging to your business. That's why Convergence is now offering Deverra Secure Email.

What it Is

Secure Email (also known as email encryption) is the process of transforming email content to make it unreadable to anyone except those authorized to access it.

How it Works

Deverra scans all of your outgoing emails and automatically encrypts those with confidential data, such as Social Security numbers, credit card numbers, or Protected Health Information. Recipients of your encrypted emails have just a few quick steps to retrieve their messages. They will receive an email with a link, which will take them to a secure message center online. Then they will simply sign in to retrieve their emails.

The implementation process is simple. You choose the email accounts, we enable email encryption for those accounts, and then Deverra does all the work.

Why use Secure Email?

- Best business practices and protection of company and customer data
- Legal compliance with regulations, such as The HITECH Act of HIPAA
- Immediate delivery of sensitive documents, with reduction in paper use
- Low-cost solution with no contracts, scalable to your needs

Contact your Convergence TSD to discuss how a Secure Email solution could benefit your business.



System Updates

Security is a top priority at Convergence. That's why we have a detailed process for deploying Windows security patches, antivirus scans and application updates to your servers and workstations.

For us to keep your systems fully protected, we must have access to them for maintenance. It is our goal to minimize disruptions to your workday, so we work hard to schedule the myriad of scans, updates, checks and audits—required to keep your workstations healthy—to occur outside of business hours.

As there are more security threats than ever before, we have more work to do on a daily, weekly and monthly basis to keep your systems protected. You can help us keep your system secure, as well as minimize your disruptions, by leaving your machine powered on overnight.

While you sleep, rest assured that Convergence has your back as we work to install the latest security patches from Microsoft, plug the latest Adobe Flash vulnerability and run anti-virus scans on your system.

