



Our mission is to deliver outstanding IT support to your business in order to improve uptime, productivity, and profitability.

**You take care of running your business, we'll take care of your technology.**



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*"Say but little  
and say it well."  
~Old Irish  
Proverb*

## LastPass Data Breach

**If You or Someone You Know Uses LastPass-  
You Should Change All Your Passwords Now!  
And Do Not Store Them in LastPass!**

If you have a LastPass account, or you used to have one before August, your password vault is most likely in hackers' hands.

LastPass, a leading password management application, suffered a breach on August 26th. In November, they released an update stating there had been an "intrusion" that let someone "gain access to certain elements" of customer information. On December 22nd, LastPass announced that the "certain elements" were a backup copy of your vault data. Unfortunately, the vaults are where your passwords and personal info are stored.

Using the stolen data from August, a hacker was able to use a third party cloud service utilized by LastPass to gain access to customer information. Hackers now have your data vaults. The data taken includes customer names, addresses, and IP connection info. According to LastPass, as long as you have a "strong password," the hackers "shouldn't" be able to crack your master code. However, if you have a weak master password or less security, in that case, the company says, "as an extra security measure, you should consider minimizing risk by changing passwords of websites you have stored."

*Here's what we suggest:*

01

**Change all of your passwords for every website you trusted LastPass to store.**

02

**Change your password manager and delete your LastPass account.**

03

**Be very careful with emails that say they are from LastPass, and be prepared for a lot of phishing-type emails.**



It is important to know that LastPass will never call, email, or text you and ask you to click on a link to verify your personal information. Other than when signing into your vault from a LastPass client, LastPass will never ask you for your master password.

Chuck and Michelle both use LastPass and have to go through the process of changing their passwords for every site they log into. Start with the most important sites – your financial sites – and just get it done!

## How to Respond to Bad Online Reviews



It's no secret that negative online reviews can be a

headache for businesses. Not only can they hurt your reputation, but they can also cost you customers. According to a survey by BrightLocal, 88% of consumers read online reviews to determine the quality of a local business. This statistic highlights the importance of managing negative reviews, which can significantly impact your business's reputation and success.

Here are five tips on effectively responding to negative feedback, minimizing the damage, and even turning a bad situation into a positive one.

### **1. Don't take it personally.**

Remember that not everyone will have the same opinion as you do. No matter how great your business and services are, there will always be someone that won't agree and will leave a one or 2-star review. As a business owner, I know it can be challenging to remain calm and objective when someone leaves a negative review online. I'm not talking about the trolls who are just downright nasty because they think it's fun. I'm talking about real everyday customers.

While difficult, instead of internalizing the criticism and viewing it as personal, take the high road and strive to understand their point of view. Even if this individual doesn't remain a customer, refraining from taking things personally will help maintain your professionalism and positive online presence.

### **2. Respond to the review professionally and politely.**

Handling negative online reviews can be tricky, and it is essential to respond in a way that shows respect, even if the review itself is less than professional. Being professional and courteous in your response can help diffuse any hostile feelings in the situation, and more importantly, it shows potential customers that you aren't just ignoring complaints. When responding it's a good idea to have someone else read your response before you post it.

### **3. Always thank the reviewer for their feedback.**

After taking the negative review into account, which may include speaking with your staff about their experience with this customer and what happened, the next step is to thank the reviewer for taking the time and effort to provide feedback. This simple action can go a long way in improving relationships.

### **4. Use the opportunity to improve your business or product.**

As frustrating as negative online reviews are, they can provide an opportunity for improvement. You can use these reviews to take proactive steps to improve operations.

Some examples include examining customer interactions, organizing tasks more efficiently, or addressing underlying policy issues that may have led to the customer's negative response. By taking the time to evaluate how the bad experience happened and correcting shortfalls, you will create a better experience with customers.

### **5. Take it offline.**

If you're going to offer a discount or refund a purchase, contact the customer privately. Do not put this in your public response. Offering discounts, refunds, or your cell phone number/direct line publicly can lead to other people unnecessarily creating problems trying to get the same special treatment. Hence, do so discreetly.

Suppose you've resolved the customers' issues (or given a refund). In that case, there is nothing wrong with asking your customer to revise/update their review or asking them to remove it entirely. I would tread lightly on asking someone to remove their review, as this request may be taken the wrong way. However, asking someone to update their review showing that your company addressed the issue and they are now happy with the outcome is not unethical.

You could gently mention to this customer that if someone posted something about their reputation and they cleared up the issue, they would also want an update posted. Most people will understand this and will gladly revise their

Here are a few real examples of negative reviews on the following page...



**One star**

"More like 'Mediocre Canyon.'"

– *Grand Canyon National Park review (yelp.com)*

**One star**

"Just a brown lump of metal. Nothing special."

– *Eiffel Tower review (tripadvisor.com)*

**One star**

"The ice cream was too cold."

– *McDonald's restaurant review (yelp.com)*

## Attention Microsoft Office 365 Users: Hackers are Using a New Trick to Deliver Phishing Attacks



According to an analysis by Proofpoint, there's been a rise in cybercriminals attempting to deliver malware using OneNote documents, the digital notebook with the .one extensions, part of the Microsoft 365 office suite.

As more people move to use Office 365, these types of attacks are likely to increase because they can more easily bypass threat detection. This type of phishing email was first seen in December 2022 and targeted specific industries. A few sectors, manufacturing and industrial, received sophisticated phishing emails with attachment names related to machine parts and specifications, indicating a high level of research was put into crafting the "bait."

In January 2023, the frequency of these emails rose significantly, was more generic, and did not target specific organizations or verticals. The criminals knew they had created something that worked, so now it was time to "mass" deploy and catch as many fish as possible.

The emails attempt to deliver malware designed to steal sensitive information, including user-names and passwords.

## Gadget of the Month: Timekettle M3 Language Translator Earbuds

*3-in-1 Translator Earpieces with  
Music Playing and Phone Calling Functions*



The translator earbuds meet your everyday needs to explore the world freely **without language barriers.**

- High-precision Active Noise Cancellation(ANC)
- 95% Accuracy in 40 Languages and 93 Accents
- 25-hour Battery Life and Ergonomic Design
- 0.5 Seconds Fast Translation Speed
- Offline Translation for 8 Languages

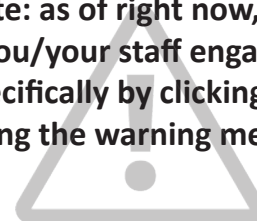
Get yours today at <https://www.timekettle.co>

However, based on current research, forensic engineers believe that a ransomware payload is in the works and will be deployed next.

The current email phishing themes and attachments have been invoices, remittances, shipping, and seasonal themes, such as information on Christmas bonuses and vacation schedules.

One thing to keep in mind with this phishing attack is that it relies on the victim (you/your staff) opening the email, opening the OneNote attachment, and clicking on malicious links. OneNote does offer a warning message about suspicious links. Still, users who've been sent a deceptive and wellcrafted email (think vacation schedule or payroll/ bonus issue) could attempt to bypass this warning.

**Important Note: as of right now, an attack is only successful if you/your staff engages with the attachment, specifically by clicking on the embedded file and ignoring the warning message displayed by OneNote.**





# 3 Kids, 3 Dogs, 3 Locations, 3 Decades Later...

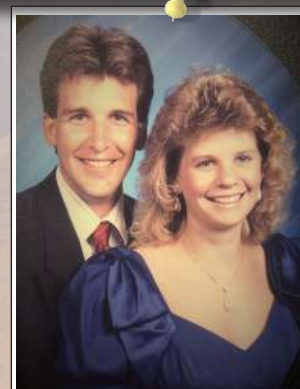
Chuck and Michelle launch Computer Services as a part-time sole proprietorship storing parts in the basement of their condo in Burke, VA

1991

start



*CSU's Birthplace - 1991*



*Chuck and Michelle Sherman - 1991*

1992



*Sherman Family Home  
1992-2021*

Chuck and Michelle move to their home in Chantilly, VA. Chuck refinishes the basement so they have an official office space for young CSU.

1993

Chuck takes on CSU full-time

**It has been a journey, but even after all the bumps in the road, CSU is stronger than ever and continuing to grow in our new space!**



*CSU Team today!  
(Plus Alyssa + Nina)  
2023*



*CSU Rebuild After  
Smoke Damage - 2023*

2023

finish



*February 2022*

2022

A fire starts in the unit behind CSU and the damage was enough to uproot the entire team for 1 year!



## Taking a Trip Down Memory Lane with Chuck and Michelle Sherman in honor of National Mom and Pop Business Owner's Day on March 29th





## A Word from Michelle...



*Chuck & Michelle then-  
1991*

It's true- time does fly! Look at those two youngsters!  
No wonder my parents were worried when we announced that we  
were quitting our jobs and starting our own business!

We started CSU with \$3,000. That's it. We had been married one year and I had the utmost  
confidence in Chuck's ability to fix absolutely anything!  
His brain just works that way.

I continued to work my full-time job with the Department of the Navy and Chuck pounded  
the pavement drumming up service calls for CSU. Then I would come home at night and do the  
paperwork.

We have certainly had ups and downs over the years. Family has stepped in many times to  
ease the burden and we have hired friends and family many times to ease their burden.

One of the first "big" bumps that we had to over come was getting ripped off for \$17,000. I  
took a phone call from a University in Texas that told me they needed 500  
color printer cartridges and could I get them a price. This was very exciting!  
*A University calling me for pricing! Mind you* – this was back in 1997, I was young and trusting.

I got the pricing to them and they sent me a check. I called the bank to make sure there was money  
in the account and deposited the check. Then they told me that they needed the cartridges sent to  
Uganda for their overseas program. Still no red flags. I ordered the cartridges, boxed them up, did  
all of the export paperwork and off they went. Woo-Hoo!  
We were big time now! We had a university as a client!

Three months later I got a call from the FBI.  
"Mrs. Sherman, you deposited a forged check into your bank account in the sum of \$17,000, can you tell us  
how you came about that money?"  
**WAIT, WHAT?**

I proceeded to tell them how a client ordered printer cartridges and that was the payment. They  
proceeded to tell me that the check had been stolen and manipulated  
and that they would be taking that money out of my account.  
**WAIT, WHAT?**

That was it. There was nothing I could do. I wasn't the criminal, but no  
one could help me. Not my lawyer, not my banker, not the local  
authorities, not the FBI. Boom, we were out the \$17,000.  
That was a huge chunk of change – gone.

That was a big life lesson. *Do not throw caution to the wind!*

So many people tell me that they can't believe that Chuck and I work  
together! They could *never* work with their spouse.  
Chuck has a very calm personality. He takes everything in, thinks on it  
and takes the best course of action. Me, I am a people pleaser.  
I want everyone to be happy all the time.  
If that means that I have to have poor Chuck work until 2:00am  
to get something done, so be it. Luckily, he hasn't killed me yet...





## March 29th- National Mom and Pop Business Owner's Day

### Ways you can support Mom&Pop Businesses:

#### 1. Shop Local



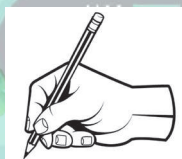
Support the small businesses in your area by searching them out and frequenting them often. Hear about an interesting local spot? Go on an adventure to check it out and tell all your friends!

Most small businesses are happy to get a little extra attention. Make sure to follow your favorites on all their social media platforms and promote them whenever possible.

#### 2. Use Social Media



#### 3. Write a "thank you" note



Running a small business is really hard work. If there's a special Mom & Pop shop you care about, take a moment to write a note and let the owners and employees know how much you appreciate all the effort and care they put into making your experience wonderful.

According to *National Today*, "our economy couldn't run without small mom and pop businesses".

**They create economic growth and provide almost 70% of all new jobs in the country.** That's why every year on *March 29th* we acknowledge the more than **27 million small businesses** in this country by celebrating National Mom and Pop Business Owners Day! The holiday was established by Rick and Margie Segel in honor of their parents and the successful hat shop they opened in 1939 and grew into a 10,000 square foot, \$2 million dollar clothing shop. It is a special day to appreciate the long hours, hard work and dedication it takes to run a small business. So on March 29, head to your favorite small business to say thank you!

Read more at <https://nationaltoday.com/national-mom-pop-business-owners-day>

# What's happening at CSU?

## March 12th- National Girl Scouts Day



...lots of cookies.



## Coffee Break



Join us for this month's coffee break to learn *what to do if your business undergoes a **ransomware attack!***

**A four-leaf clover might work for leprechauns... but when it comes to **ransomware**—you'll need more than luck!**

***Are you protected?***

Find your resources for this month, (as well as last month's **Phishing 101**), at <https://csuinc.com/coffee>

## It's Luis' birthday month!!



Happy Birthday to our awesome team member, Luis! Thank you for all you contribute to the CSU fam! We appreciate you :)

## Our Services:

We believe that experienced, reputable and fast responding IT support should be the standard.

- Data Backup & Recovery
- Managed Services
- IT Consulting
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- Cloud Computing
- Remote IT Services
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