



# Bell Ringer

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## LET ITC MANAGE YOUR “IT” NEEDS

Deuel County Farmers Union (DCFU) out of Toronto, SD, was the first customer to sign up for ITC's Managed Service. For the past three years, ITC's Managed Services team has been working with the staff at DCFU to upgrade and maintain their internal network. Daryl Feilmeier, General Manager of DCFU, said, "When deciding to go with ITC's Managed Services, I appreciated that we already had an established relationship with ITC as our Internet and phone provider, so it made sense to also work with them for IT support."

Daryl discussed a recent example of working with ITC. "We felt we had a good handle on daily backups of our system, but after an analysis by ITC, we learned we weren't performing a complete full backup." ITC's team worked to transition DCFU to ITC's backup service that included remote redundancy of their information. Daryl added, "Without ITC's analysis, this would not have been discovered until it was potentially too late. I know that our network is safer and more secure because of working with ITC."

Another benefit Daryl mentioned was that they receive recommendations from the ITC staff on what computer hardware to purchase. "There are so many options out there, and to have someone with their level of knowledge able to review the information and give us a recommendation is very beneficial." Ashley Gouws, Kathy Kurtenbach, and Beth Overby from DCFU typically reach out to ITC if there are issues during the work day. Ashley said that everyone at ITC is very responsive. "It is easy to get support, we can text photos of our errors, and they will get back to us quickly on a resolution."

DCFU installed ITC's Anti-Virus End Point protection on their computers this year. This service works to prevent, detect and remedy threats. Another service that DCFU recently added is ITC Hosted Voice. Kathy said, "It was time to upgrade our phone system, and it made sense to continue working with ITC. We have found this new system to have added features and be very user-friendly."

Daryl concluded, "Things just run smoothly because our support is just a phone call away, but they are also local, so they can also come onsite. We can concentrate on our daily business here while they take care of the network; it is a great partnership."

Instead of working with multiple vendors, ITC offers a streamlined approach to managing your IT tasks. In the end, this can save on staff time and be more cost-effective. ITC's team dedicated to these products is trained, qualified, and certified to be your one call for support.

Whether you run a large or small business, ITC has several solutions to assist you with all your IT needs. The Managed Services offered by ITC will allow you to focus on your business, leaving the IT work to ITC.

### Managed Services Include

- Hosted Voice
- IT Support
- Managed Firewall

- Managed Wi-Fi
- Endpoint & Anti-Virus Protection

- ITC Backup
- Email & Web Hosting

For more info on the Managed Services, use your phone's camera to scan the QR code to the right. Give ITC a call today at 1.800.417.8667 to review our Managed Services portfolio and see what solutions fit your business.



Truly Cooperative



## MAKE STRONG PASSWORDS

*By Michael Martinell, Network Broadband Technician*

In past articles, I have discussed the importance of creating a strong password, not reusing passwords, and even touched on the utility of password managers. A strong password that is unique for every website is essential to Internet security. The number of high-profile security breaches in 2021 set a record, and there is no reason to think that the problem will decline soon. Although you might be unable to stop your information from getting out, you can find out what information has been taken.

The Firefox Monitor is located at <https://monitor.firefox.com> and has information on public data breaches as far back as 2007. To use the tool, enter your email address into the box and click the “Check for Breaches” button. After clicking the button, you are taken to a page that displays the breaches in which your email address has been involved. For example, I learned that I was involved in 13 known data breaches using my email address. Examples of leaked information include phone numbers, email addresses, passwords, IP addresses, and even partial credit card data.

Another good tool is Google Password Manager. It is located at <https://passwords.google.com/intro> and allows you to check the strength and security of passwords saved to your Google account. This will require you to sign in using your Google credentials for Gmail, YouTube, or another Google-owned service. Once logged in, click the “Go To Password Checkup” button to see which of your passwords may be compromised. The results will show you where you have reused passwords, are using weak passwords, and most importantly, where you have compromised passwords.

Another interesting tool is located at <https://haveibeenpwned.com/Passwords> that will allow you to check a password you are considering using to see if the password has ever been involved in a data breach. This database contains a list of around 600 million passwords that have been stolen and made publicly available. Type the password you’re considering and click the “pwned” button. Criminals use password lists like this when trying to guess passwords, so using these passwords isn’t a good idea.

If you are wondering what passwords are good, there are a few tools to help you create strong passwords, such as <https://randompasswordgen.com/>, which can create a completely random password locally on your computer. You can even have your browser suggest a strong password. The problem is that passwords can be challenging to remember, which leads to reusing them in the first place. There are a variety of password managers that can help with this issue, including those built into your web browser.

If you use the tools and find that your information has been exposed, the best action you can take is to change your passwords, fix your weak passwords, and don’t reuse them anywhere.

## E-STATEMENT

*By Holly Storno, Marketing Communications Specialist*

The E-Statement promotion is still going on! Sign up for both auto-pay and go paperless with E-Statement now, and we will give you a one-time **bill credit of \$20**. The best part about signing up for both services is you never have to leave home to pay your bill or worry about being late. If you only sign up for one of these services, we’ll still give you a one-time \$10 bill credit.

When you sign up for Auto-Pay, your monthly bill amount is deducted from your account. If you pay using your checking account, your bill will be deducted on the 10th or the 17th of the month. If you pay with a credit or debit card, you can choose the date (from the 1st to the 17th of the month). Call ITC’s offices at 1.800.417.8667 to sign up.

When you sign up for E-Statement and go paperless, ITC will notify you via email that your bill is ready each month. You can log in to see the information, save it, or print it if you want a paper record. To go paperless, sign in to [www.itcebills.com/estatement/login](http://www.itcebills.com/estatement/login) and follow these instructions:

1. Log into E-Statement.
2. Go to “Settings” & click the “General” tab.
3. Under “Invoice Preference, choose “Web Bill Only.”
4. Then click “Change Preference.”

## TWO NEW EMPLOYEES

ITC is happy to welcome Taylor Olson to the ITC team! In August, Taylor joined the customer service department working out of the Brookings office.

Taylor attended Southeast Technical College and received a degree in business. She previously worked remotely in the participant services department of WEX out of Fargo, ND.

Taylor resides in White with her husband, Cameron, and their son. Her hobbies include crafting on her Cricut and hanging out with family.



ITC also congratulates Mason Bandemer on becoming a full-time construction technician. Mason has worked as a seasonal employee for a couple of years.

Mason attended Lake Area Technical College for Ag Production. Before ITC, Mason worked as an operator for Brookings/Deuel Rural Water.

Mason enjoys farming and ice fishing.

He currently lives in Toronto.

If you see Taylor or Mason out and about, say “Hi!”

**Happy Thanksgiving!**

ITC will be closed on Thursday and Friday,

November 24 and 25 for the holiday.

