e-CourtReporter Presents:

e-Tips Newsletter

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Robert Denos: Beware of Identity Phishers
Keith Vincent: Audio Backspace

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Don't Get Hooked by Identity Phishers

By now we are all too familiar with Junk E-mail. We've all won that trip to Disney World or had the opportunity to get rich quick or enlarge every part of the anatomy possible or purchase prescription drugs online cheap or refinance our house at the "lowest rate available." And the list goes on …

Well, now we have to worry about e-mails that try and trick us into giving out private information. Identity theft is on the rise and these guys/gals are getting very elaborate in what and how they are doing it. The latest thing is to send out thousands of e-mails a day pretending to be a company they are not and even having a website that looks identical to that of a company they are pretending to be. What company you ask? Well, Citibank, eBay, and Paypal are just a few. Account holders from these companies are just some who have been attacked by Fishers or Phishers. A Fisher or Phisher is someone who is fishing for identity/account information, not fresh fish.

Here is how it works:

The e-mail you receive will say that there has been a "change in your account" or it will tell you that they want to protect you from a "security glitch in our system" and have you click on a link within the e-mail to "verify" your information. Whatever the wording, the trick is to get you to click on the link they have provided for you to correct the issues.

Sometimes the e-mail will ask you to change your password and log-in name. So goes the bait on the hook! Of course, in order to do so, they will also askyou for your "old" log-in and password. If you click on the link they give you, it will lead you to a website that looks "official." You will be asked to input all the private information the fisher needs to steal your identity and/or account information. Then they either empty your account(s) or start that early Christmas shopping with your money until you are maxed out on credit charges. And, yes, they even get sky miles and take a trip on your behalf. Aloha, everyone!

On the average, one fisher will send 100,000 e-mails a day and get five people (fish) to fall for this scam. That equals 1,825 people a year who will have their identity stolen from just one person. That is a lot of shopping and a huge potential of cash for the fisher. Now figure that there

are many thieves doing this and it's not just one person. MANY fishers are doing this as a full-time job. So don't get hooked into this.

If you receive an e-mail and you question whether or not it is valid, the best thing to do is to call customer support from the known phone number of the company (NOT the phone number or link on the e-mail in question) or go directly to the company website and contact them about the e-mail you received. Never fill out private information such as your Name, Social Security number, address, phone number, account numbers, passwords, or log-in names unless you know for a fact that it is in the correct hands. Don't trust anything in that e-mail! In those cases where you are unsure about an e-mail, the best thing to do is to DELETE IT. If your bank or any other account needs to contact you, believe me, they will find you!

Yeah, I know, Great! One more thing to worry about!

Keith's e-Tip

Audio "Backspace"

Have you ever been a bit slow to start writing after a break and found it difficult to play back the audio? Perhaps the first words that were spoken after the break were very technical or unusual terms that simply caught you off guard. There should be a name for this.   Perhaps "stenophobia" or "steno-catatonia" or "momentary steno-mortis."

Eclipse uses the timecodes of your translated text to reference the WAV file that is created if you record audio during realtime translation. So if you're slow to start writing after a break, it can be a little tricky to play back the audio that was recorded just before you started writing. However, *IF you have not paused your recording during the break*, there's now an easy way to add to the "timecode offset," much as you would increase the "backspace" setting on a transcriber's audio cassette player.

When Eclipse 3.1 was released in August 2003, it included several additional speedkeys and macros for audio playback. Each of these use the arrow keys on your computer keyboard. Also, these are available at all times, not just when Hyperkeys are turned on. I hope you'll find them handy. They're a part of the Keyboard Setup that can be imported from the Eclipse.set file. In addition, I'll make them available as a macro that can be imported from my website: www.KVincent.com.

Alt+Up = Play - Back 1 sec. more

Shift+Alt+Up = Play - Back 10 sec. more

Alt+Down = Play - Forward 1 sec. more

Shift+Alt+Down = Play - Forward 10 sec. more

Alt+Left = Playback: Slow Down 5%

Alt+Right = Playback: Speed Up 5%

Thus each time you press Shift+Alt+Up, you increase the "backspace" by 10 seconds. Pressing Alt+Up two times would add two more seconds to the timecode offset. Once you've heard what you need, you can press Shift+Alt+Down or Alt+Down as many times as it takes to get back to your normal timecode offset.

If you purchased Total Eclipse after August 1, 2003, these key commands should already be installed for you. If you've used "Import Settings" to bring in the most recent Keyboard Setup from the Eclipse.set file, these key commands should already be installed for you.

However, if you've customized your keyboard and created macros of your own, you can simply import the macros that are involved. They're available in a single file that's on the E-Tips page of my website: http://www.KVincent.com. Just go to the description for E-Tip #31, where you'll see it says: "To download macro, right-click here and 'Save Target' as a file on your Windows Desktop."

Once you've downloaded the portable macro file, you can go to the "Edit" section of User Settings and press the "Macros" button. Then click "Import" and find the macro file that you downloaded from the website. You can then select one of the macros listed above, "Edit" it to assign a speedkey, and repeat the process for the remaining macros.

Who Are We?

Wil Wilcox is a freelance court reporter in Los Angeles, California, and has been a technology consultant for reporters since 1995. Since 1998, he and Robert Denos have been the Advantage Software representatives for Southern California.

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