

January 2019 Newsletter from Seiretto Ltd

<https://www.seiretto.co.uk/>

Good Morning and a Happy New Year!

In this newsletter:

- Our privacy is being eroded, not just us but wildlife too, it has everything to do with tech
- How to authenticate a domain renewal email
- Contacting us - WHY login? Secure and efficient method

Our privacy is being eroded, not just us but wildlife too, it has everything to do with tech

Our privacy is disintegrating fast, and now even our DNA is not safe:

<https://www.schneier.com/crypto-gram/archives/2018/1115.html#cg1>

Wildlife is so under threat now with the continual exploitation of their habitat. Many new technological attempts to monitor and protect our endangered species, such as tigers and rhinos, are providing location beacons to poachers, read more:

<https://www.schneier.com/crypto-gram/archives/2018/1115.html#cg2>

How to authenticate a domain renewal email

We all receive many emails - some important and others just spam, or scams. When they are spam or a scam, quite often they use parts of your own personal data, leaked from many sources (from the many hacked websites around the World), to make the emails look real and ANNOYINGLY convincing.

So how do you check if an email is real and that you are not letting one of your prized domain names expire?

If the domain is **managed by us** then it is relatively easy:

login to your account:

<https://seiretto.co.uk/clients/login/>

When logged in:

- click the "Renewals" link to view all your domains and expiry dates.

NOT there?

Then you will need to **track down the company managing the domain**. To do this you use WHOIS here:

<http://www.seiretto.com/domains/whois/.gov.uk/>

enter your domain name and the company managing your domain name will be shown along with other useful details such as the domain expiry date.

Still not sure? Send us a support request and we will look into it for you.

login to your account to send us a support request:

<https://seiretto.co.uk/clients/login/>

When logged in:

1. select the relevant domain and click the button "Get Details" (top right)
2. then click the link "Helpdesk for [domain name]..." (bottom left)

Contacting us - WHY login? Secure and efficient method

Security and data protection are the main factors for us. As email is inherently an insecure method of communication, which is susceptible to spoofing, we need to authenticate your request. When a support request is created via our client area we know that the person contacting us is authorised to act on the account in question.

The majority of the support requests received via email do not have the information required to begin solving the problem and we then need to ask for additional information thus lengthening the resolution time. Our aim is to make our first reply the actual resolution. Therefore by insisting that requests are created via the client area, where we can gather the required data at creation time, it is likely we achieve this.

Therefore, if you need support PLEASE:

login to your account to send us a support request:

<https://seiretto.co.uk/clients/login/>

When logged in:

1. select the relevant domain and click the button "Get Details" (top right)
2. then click the link "Helpdesk for [domain name]..." (bottom left)

Thank you for reading, please let us know if you have any queries or questions?

Missed a newsletter? Copies of most of them are online here:

<http://www.seiretto.com/newsletters/>

Seiretto Sales.