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Summer 2020 Newsletter

Welcome

Welcome to the Summer 2020 edition of my newsletter, what a strange year it has been!

Coronavirus Update

Firstly I would like to thank you all for continuing to support my business during these troubling times, it is much appreciated and has managed to allow me to keep working throughout.

Where possible I have been doing as many jobs as I can remotely, and I will continue to do this for the coming weeks/months that that virus is still circulating.

For jobs that cannot be done remotely I am happy for customers to drop off computers to me here in Flordon (by prior arrangement), where I have a safe drop off point in my porch to avoid human contact, all equipment is then sterilized before and after I work on it.

If you prefer a home visit then I am quite happy to do so as long as we adhere to the current social distancing recommendations whilst I am on-site, all tools and equipment I use on-site is sterilized between each job, and I clean my hands before and after each job.

If you would also prefer me to wear a mask when doing a home visit then please let me know at the time of booking, I am more than happy to do this if required.

Any of this is obviously subject to change if the number of cases starts to increase again or government advice / rules change.

Microsoft Edge – Now Rolling Out

As covered in the last newsletter the new version of Microsoft Edge (Microsoft's internet browser) is not being automatically rolled out to all customers.

Once it has been installed you may get asked if you would like to use this as your default browser and if you would like to import your existing browsing data e.g. history, bookmarks/favourites from your current browser such as Google Chrome. For now my advice would be to say no and to stick with Google Chrome

Google Chrome is still currently the most secure and stable web browser available. The new Microsoft Edge which is based on the same technology is certainly an improvement on Microsoft's previous options but my recommendation for now is still Google Chrome, I will review this in time and update my advice if and when it changes.

If however you are currently still using Internet Explorer or the old version of Microsoft Edge then using this new version would definitely be a good choice and would be much safer and secure for you, especially if you are still using the long since obsolete and insecure Internet Explorer!

More details on Microsoft Edge can be found on my website [here](#).

"Corona" Related Scams

Please be extra vigilant as there are currently a higher than usual number of scams being reported, as unfortunately criminals and hackers are making the most of the fact that all our lives are different at the moment and more of use may be spending more time at home than usual.

Along with the usual ones which I have covered in previous newsletters and are always on the news page of my website e.g. calls pretending to be from Microsoft saying you have problems with your PC, or from BT/TalkTalk about problems with your broadband, there are also quite a few "corona" related scams where they pretend to be NHS Staff, health workers or workers for "test and trace" trying to obtain personal information.

As always be very careful and do not give information to anyone over the phone if you are not certain who they are, and never allow anyone to remotely access your computer if you don't know who they are!

Changing Passwords

Over the last few months I have had several customers whose email accounts have been hacked, in some cases when asked if they changed the password recently I have been told that either it has never been changed or it was last changed years ago!!

Now I realise we all have so many passwords to remember, but it is really important that you remember to change your passwords regularly and make them as secure as possible e.g. upper case, lower case, numbers and symbols, and not using things such as pet names, grandchildren's names etc, as information like this can so easily be gleaned from looking at a person's Facebook page etc.

The reason your email password is so important is that once a hacker has access to your email they can then look through all of your recent emails to find out what other online accounts you may have. For example they could see you have regular emails from Amazon so they can then try and logon to your Amazon account (which in most cases stores your bank card details!) using same password (never a good idea to use same password for multiple websites), or they can then go through password reset / forgotten password link because that usually sends a new password or a reset link to your email account they have already accessed, and voila they now have access to all your different accounts!

So remember – change passwords regularly, especially for email and any websites which stores your financial information!

PDF Assist

Some of you may also know be aware that as well as providing support and assistance for all my fantastic home customers I also do quite a lot of software development (programming) writing useful tools such as my Backup Wizard for home users, and other software for corporate clients.

One tool recently produced that may be of interest to all customers is called PDF Assist, this was initially created for a corporate client who needed a more secure method of redacting content from PDF documents because it turned out that a lot of tools didn't actually remove the confidential information they simply covered it up, meaning it could still be recovered.

This tool quickly grew into a fully featured PDF manipulation tool that allows you to view, annotate, redact, merge, split, watermark, convert and do much more with PDF files.

More information on this product can be found on my software website [here](#).

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