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Summer 2017 Newsletter

Welcome to the Summer 2017 edition of the PC ASSIST @ HOME newsletter

REBOOTING YOUR COMPUTER

I have had a lot of support calls recently relating to problems such as internet not working, updates not installing or various error messages - in some cases these have been fixed just by rebooting the computer

Most customers think that by shutting down the computer each evening and then turning it back on the next day that they have effectively "restarted" it

But with Windows 10 comes a new feature called "Fast Startup (often also called Hybrid Sleep)" which allows a computer to boot up even faster, saving valuable seconds every time you turn your machine on, basically it is a combination of a shutdown and a sleep/hibernate

The downside of this is that sometimes updates are not able to install, and programs/services are not completely closed, so any problems you had can carry over to the next time you start your computer

So if you are having any issues at all with your computer the first thing to do every time is to RESTART your computer, this can be achieved easily with Windows 10 by right mouse clicking on the start menu button and choosing **Restart** from the **Shut down or sign out** menu

If the problems still persist then call or email me with more information and I will investigate further

SOCIAL MEDIA AND IDENTITY FRAUD

Fraudsters need just three pieces of personal information to steal your identity, most of which can be found on your Facebook profile

All it takes is your name, date of birth and address for fraudsters to be able to steal your identity and access your bank accounts, take out loans or take out mobile phones in your name

A high proportion of social media users risk identity theft by giving fraudsters easy access to this type of personal information, as they include their full name and date of birth on their profile pages

Even if you don't publicly show your age on your Facebook profile, fraudsters can still work out your age from people wishing you well on your timeline. Once they have your date of birth, they can find out where you live too

Also remember that photos you post online also contain sensitive information, photos taken using a modern smartphone (and many digital cameras) embed GPS location information in them and using this information it is easy to work out where the photo was taken - so an innocent photo of you in your back garden can easily be used to work out your exact location

Fraudsters that get hold of this type of information can impersonate an individual, either by setting up accounts in their name or accessing existing accounts and stealing from them. The extent of damage can run to thousands of pounds worth of debt being racked up in your name

My advice is to be social savvy - avoid unnecessarily sharing personal details and risking your identity on platforms that can so easily be exploited

SCAM WARNINGS

Current scams include pop-up messages appearing on some websites informing you that you have problems with your computer and asking you to call a number, as well as the long running telephone scam where they phone you up pretending to be from Microsoft about a problem detected with your computer, this scam has recently also been targeting BT and TalkTalk customers with the caller saying they are phoning on behalf of these companies and can fix problems or provide discounted services – like all these scams the main purpose is to gain access to your computer and/or to obtain personal and financial information

NEVER allow anyone to connect to your computer – and **DON'T** give out personal or financial information over the phone to anyone you don't know

Please always be aware of the latest scams by keeping an eye on the news page of my website which can be found [here](#)