Don't Call a Phone Number on Your Computer Screen

The frequency of tech support scam messages on computer systems is increasing, and we hear more and more cases where people have called a phone number displayed on their computer claiming to be from Microsoft, Apple or a tech support company.

These messages and companies are not legit. They are trying to get your credit card number. Do not let them remotely connect to your computer. They may cause irreparable damage if they connect to your machine.

The best thing to do in these cases is to:
#1 - Close and relaunch your Web browser.
#2 - Reboot the computer if that doesn't help.
#3 - Scan for viruses and malware protection.
#4 - Call or drop off the computer to a reputable company for assistance.

Typically the pop-up messages are just from an advertisement. Whether that ad is from an accidentally clicked link, a bad ad that slipped through a legitimate website or coming from malware\adware on your PC, the pop-up alone doesn't necessarily mean your computer is infected. Attempt the steps above and make sure you have good, updated virus and malware protection on the computer, and you should be fine. If you know someone who has called and given a company like this their credit card, have them cancel the card immediately and contact an IT company to remove any remote control software installed on the computer.

If you have spoken with them and let them connect to your PC, shut down immediately before they can do any damage to the system. We have seen instances where they've encrypted the Windows registry and locked people out of their computers.

Tech Tip:
Security Takes Time & Effort

We know that having to confirm actions, allow programs access, type administrator passwords, etc. is a minor inconvenience when using a computer, but these extra steps are critical in preventing unwanted software and modifications to your computer. Using a laptop with no login password for an administrator account with no firewall and UAC turned off is a great way to get viruses or let anyone with access to the computer browse or manipulate any of the files on it. Each security step does take a moment to enter the password or confirm an action, but these small steps can prevent having to format the computer to start over, losing all your pictures to an encryption virus, or having that Excel spreadsheet with all your account passwords and credit card numbers copied and uploaded to pastebin (please don't actually keep a spreadsheet like that). Keep those security measures turned on, and stay safe.

Featured Accessory:
External Hard Drive Enclosure

External Hard Drive Enclosures are used to make an internal hard drive external by enclosing it in a case. Hard drive enclosures can provide many benefits; one such benefit is giving traditional internal hard drives portability. You can take the hard drive of a non-functioning computer (assuming the HD is fine), and use it externally. Using an external hard drive will also reduce the probability of data loss or data corruption. In addition, data can be backed up and archived on an external hard drive so that it doesn't take up any additional space on your primary hard drive.

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Windoes 10 Tip:

Recently many devices have wireless issues with IP not configured showing up on the screen. In these cases, restart the computer, or turn off\on a few times. Usually the connection will come back up without needing to be serviced in shop.

From the Blog!
Last Time on the Blog:
Q & A: User Questions, Tech Answers! 2016 Year End

"In our ongoing mission to help make your technology easier, we like to provide you with tools and knowledge to make your computer interaction more "user friendly." This edition will showcase some of the most popular questions asked throughout 2016, and also include some that we haven't covered yet. So without further adieu…." [More...]

Next Time on the Blog:
Security: Windows 10

"UAC in general is a decent security feature because it prevents system changes and program installs from happening silently on the system..Basically it's the modern equivalent of having a computer admin account and a lower-level user account for day-to-day usage.. ."