

Computer Bytes – August 2023 – Bugs & Stuff

Provided By: Harv Oliver, HANDS-ON Consultations

Summer greetings Friends & Associates! I hope you're all staying safe and 'cool' in this warm stretch of summer we're having. Run from one AC building to the next is my strategy!

I always dislike having to expound on the cautionary updates, but it's required due to the negative practices out there. The positive updates, features, etc. are generally more productive. However, the negative issues are so prominent it's important to point them out.

We've often shared about using caution to avoid security breaches and costly impacts. Emails and web pages are the most currently 'popular' features for these problems. As we've shared before, it used to be watching for an "attachment" to an email was key. I'm not saying you don't still want to be aware of that, but nowadays, it's more likely to be a 'link' in an email OR a 'link' you click on a website.

Sometimes it's the heart of the email messages themselves. This is what prompted me to address currently. There's always SOME kind of scam going on, and they'll often represent themselves as big vendor/service names, i.e. Microsoft, Norton, Geek Squad, etc. Many users HAVE these services so it can make your ears perk up. A common practice by these crooks, yes that's exactly what they are, is to say they've charged your card for services and if you have no objections, you don't need to call. This freaks people out as of course no one wants such a charge! Currently, the most prominent scams are the Microsoft emails (always happening) and notice stating they're the "Geek Squad". Some helpful tips for your computer toolbox.

DO NOT call the numbers provided! They're going to sound legit, then request access to your computer and then the problems really start... Use common sense. If you bought Norton for \$59 and they're saying they charged HUNDREDS of dollars, IT'S NOT REAL. DELETE these messages! If you actually think you use the product, and the cost is reasonable, **DO NOT CALL THE NUMBER** in the email. Look up the vendor's actual contact information and call them there. Most reputable vendors will not do such and 'fake emails'. This is not to say some services do not have annual "auto renewal". This is generally to a credit card and you should be able to verify by dates. **ALSO**, again, you can call the true vendor contact info for verification. **DO NOT** provide ANY credit card or bank account information!

Just be as safe and smart as you can being "online"!

I also wanted to take this time to thank all of our business friends and associates for your continued support. In July of 2023, we celebrated our 25th anniversary as a full-time computer support business in Ventura County! We're so happy to have reached this milestone and look forward to many more years of service to our friends and clients. **THANK YOU!**

NOTE: Our sharing of information within articles includes suggestions and tips. USE AND/OR APPLY AT YOUR OWN RISK. If you have any questions or concerns, please contact our offices for professional service/guidance.

Until next time, don't forget your backups! For more information, contact Harv Oliver, HANDS-ON Consultations, (805) 524-5278, www.hocsupport.com