



PEOPLE ARE BEHIND WEBSITES

Have you ever run across someone and wanted to know whether you could trust them? Face-to-face, we rely on clues in a person's behavior to decide how much trust to give. When using the internet, there is not a person right there for you to see. However, you may be able to pick up clues about the people behind those websites if you pay close attention to the way they present themselves online.

- Does a website have a lot of advertising on it? This suggests a strong profit motive.
- Are you being asked to provide private or personal information in exchange for a download? Decide first if you are willing to provide this information to a stranger.
- Do you just have a "gut feeling" that something is not right in what you're doing online? Does something seem too good to be true? Maybe that's a real clue about the intentions of the person on the other end.
- Remember this: You can purchase a product or get one free. If it is free, usually *you* are the product. This means that your personal information is often handed over as payment. There is no free lunch.

MORE THAN JUST REPAIR

Thank you for choosing Mi-Tec Computer Solutions' repair services. Did you know that we can also help your business or organization grow?

In addition to computer repair, we offer:

- Proactive maintenance
- Backup & recovery
- Servers & networks
- HIPAA consulting



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MI-TEC COMPUTER
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Information technology for small business

CARING FOR YOUR COMPUTER



*Some best practices
for keeping
your computer
happy and healthy*

Caring for Your Computer

YOUR COMPUTER IN THE SHOP

Take a deep breath. Like cars, computers sometimes need to go into the shop for repairs. In our shop, there are people who are very skilled at putting yours back in good working order.

If you're feeling anxious or nervous because your computer needs repair, you already know how much a part of our lives computers can become. They can be important tools for work and recreation, and sometimes we even get emotionally attached to them. If this sounds familiar, don't worry! There are steps you can take to keep your computer humming.

ASK THE TECHS

Q: Does my computer need regular upkeep?

A: Yes, it does. When your computer is new out of the box, it usually works like a charm, but it needs help to stay that way. Make sure you keep the operating system up-to-date with the latest security patches, and use caution when downloading anything from the internet.

Q: It's important to have antivirus and anti-malware programs installed, right?

A: Yes, this is true. Make sure your computer has one, and only one, antivirus program installed and running on it. Free programs such as Avast and AVG are fine. If you paid for your antivirus, make sure the license is not expired.

Install an anti-malware program such as Malwarebytes. If your computer is running slower than usual, run a scan and follow the program's directions for removal of any malware.

Q: Can I install a program that will make my computer run faster?

A: No, you can't. Your computer's speed is mostly based on the physical components it is built from. It may sound funny, but the best way to keep your computer fast and clean is *not* to install programs that claim to speed up or clean up your computer. Learn to distinguish between a genuine antivirus program alert and a scam notice attempting to get you to install software.

Q: When I install software, should I install everything that comes in the package?

A: Don't assume so. If you download software from the internet, be aware of what you're installing. Even if you are sure you want to install the main program, other programs sometimes "hitch a ride" in. The internet economy is set up where people make money by tricking computer users into installing software that is unneeded or even harmful.

Carefully read the description of any options you are presented with during the installation process. If you are given the option to install a browser **toolbar**, always un-check the box or push the *decline* button.

Q: Will Microsoft, another company, or a government agency call me to let me know about security issues with my computer?

A: No, but a scammer might. Never give out private information to someone who cold calls you. Even if the person claims to have your information already, do not "confirm" anything. If you think a company is really calling you with a legitimate issue, hang up the current call and dial the support number on the company's website.

YOUR COMPUTER'S LIFESPAN

Computers have a lifespan. Technologies are constantly changing, and the older a computer gets, the less likely it is to work well with modern software and websites.

Sometimes a computer can be rejuvenated through hardware or software upgrades, but sometimes not. If your computer is getting on in years (say, 4, 5, or more), and you are having difficulty using it in today's technology environment, it may be time to buy a new computer. This is especially true if the computer is running Windows XP, an operating system for which Microsoft has discontinued security patches and support.

If you decide to upgrade or replace your computer, our team can advise you about current technologies and assist you in migrating your data.

