

## New security updates, and more tips and information . . .

**F**irstly, I have to say that after many, many years of writing this article I have decided that this will be my final one. I would like to thank all my loyal customers and so many regular readers who have always been so complimentary about these my articles, and I am glad that you have found them so useful and informative! I will still be working, so I invite you to keep my contact details by cutting out this page or just the advert below. I will also be posting news updates and helpful information on my website: [www.rdmcomputers.co.uk](http://www.rdmcomputers.co.uk)

**Make RDM your first call for home computer support – call us on: 875666**

**New ESET version 13 now available** – Anyone with an up to date licence will have had a notice on their computer that there is a product update available. It is quite safe to go ahead with this and take advantage of all the very latest security features.

**New Malwarebytes version 4.0** – yet another product update. Again, it is safe to go ahead with this one.

**Downloading – how does it work and where do the files go?** Downloading is the term used for bringing files from the internet (or any external device like a DVD) onto your computer. This could be anything like email attachments, photos, or some software from the internet. As soon as you click to download, the file/s go into the Download folder already set up on your computer.

**Tip! Windows 7 retirement date is getting closer – 14 January 2020**

**Tip!** Look here for advice on buying a new laptop: <http://www.rdmcomputers.co.uk/news>

**Make RDM your first call for home computer support – call us on: 875666**

**Kcom webmail** – may users have experienced problems accessing the Kcom webmail service since a change in the system some time ago. Just to explain how this works,

'webmail' is just a way to go directly to your inbox from any computer or device **regardless** of where you are at the time. As opposed to using a program like Windows Live Mail, emClient, Outlook etc to do it all for you, but **which will only work** whilst you are located in the Kcom area. Here is a link to the Kcom Webmail user guide: <https://webmail.kcomhome.com/UserGuide.pdf> (which will open and/or download using Adobe Reader).

**Account & Email passwords** – everyone's least favourite subject is passwords – or at least trying to remember them! This always comes up whenever I set up a new computer for a customer. To set up or access email requires a valid password, so if you are thinking of changing your computer or buying an additional device, it will be worth checking now if you have a note of all the necessary passwords. Your *Microsoft* account will be the most important for any new *Windows* computer, or if you plan to use *Microsoft Office*. If you have never had an account before (like *Hotmail*, *Live* or *Outlook.com*) then you can sign up for a new one. Then we come to *Kcom* - if you can't find your *Kcom* email password (you **will** have one, which was on the letter when you first signed up, so it could have changed), then a call to their support number 01482-606101 will establish what it is.

**iCloud password** – this another case in point. If you buy a new Apple iPad or iPhone, the first thing you'll need is your Apple ID and password. The ID will be whatever email address you used when you set up your Apple iCloud account originally and this will be shown in the Settings icon of your iPad or iPhone. But the password won't of course be shown, and this will be made up of at least eight characters including a capital and a number etc. To get online help on checking your details go to: <https://support.apple.com/en-gb/HT201354>

**Beware of Scam websites** – Do not just search online help on passwords or drivers, or installation instructions etc., as there are many disreputable firms who pay to be at the top of search results list. These will purport to represent companies Like *Microsoft*, *Apple*, *HP* etc but in fact will just be trying to extort personal information and your credit card number for their 'assistance'.

**Scam telephone calls** - I would again like to remind everyone, to NEVER let an unknown caller take over your computer remotely, even if they say they are from *Microsoft* or *Windows*. These companies, or any other reputable firm, will NEVER make unsolicited calls to home users.

**Make RDM your first call for home computer support – call us on: 875666**

**Eset 'is the new King of antivirus'** according to *Which?* Magazine that has awarded Eset Internet Security its best buy award. A fitting award for an excellent product that I am pleased to have been promoting and selling for over 11 years now. **For prices, upgrades and licences and renewals – just give us a call.**

And finally, thanks again to everyone for their favourable comments over the years, and do keep an eye on my website for news updates.

🌿 Best wishes for Christmas and New Year to you all! 🌿

**Richard Mills**  
RDM Computers  
Cottingham  
01482 875666 or 07850 105424  
Web: [www.rdmcomputers.co.uk](http://www.rdmcomputers.co.uk)  
Email: [richard@rdmcomputers.co.uk](mailto:richard@rdmcomputers.co.uk)  
All branding & trademarks acknowledged

### Stress free Computing



Your local specialist!

Supporting local customers since 2002



- New PC sales
- Home visits
- Computer set-up service
- Computer security and virus removal
- Broadband/wireless and email set up
- Data transfer

T. (01482) 875666 M. 07850 105424  
sales@rdmcomputers.co.uk [www.rdmcomputers.co.uk](http://www.rdmcomputers.co.uk)