

# Wishing you a happy and safe New Year

**Half the world's population is now online!** That's around **3.9 billion people** now using the Internet, meaning that for the first time more than half of the global population is online, the United Nations reported last month. That's great news for a lot of people, but it raises the need for even more security awareness.

**Stay protected online.** It goes without saying that you should ensure your computer security is up to date and working. If you have purchased ESET anti-virus or Internet Security from us in the past, you will get a pop up on your screen a few weeks before it is due for renewal, so just get in touch straight away. Other products should also give you a similar warning, so just check it regularly. Also please read [security central](#) at the end of this article

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

**Annoying advertising – we all get it!** When you've been looking at something online that you might be interested in purchasing, all of a sudden you get banner ads appearing in the middle of whatever else you are doing. This is known as targeted advertising, in other words the retailer knows you expressed an interest, so they will keep pushing their products in front of you in order to get a sale.

**Online flight prices going up.** Continuing the online shopping theme, some say that 'cookies' (see explanation below), planted on your computer cause flight prices to increase when a particular airline knows what you are looking for. There could be an element of truth in this, but then again prices can go down when they are looking to fill seats. It is worth trying to clear cookies and try again, or use a computer or tablet with a different internet connection; for instance a different Wi-Fi or another family member, friend's or office computer. Airlines use a very complicated algorithm to calculate fares based on supply & demand so it's not a simple process to crack! Apparently, you should avoid booking on a Thursday though, because that's the peak day for bookings being made!

**What are cookies?** These are small text files put onto your

computer when you visit websites. They store data about your preferences, but not personal information. There are lots of websites with an explanation, but a good one with information on how to control cookies go to: <https://blog.malwarebytes.com/101/2018/01/cookies-should-i-worry-about-them/>

**The woman who created world's first word processor has died aged 93.** Evelyn Berezin developed the 'Data Secretary' device, and her company *Redactron* launched and sold the product in 1971. She is also credited with building the first computerised airline reservation system.

**New Year new PC –** a bit contrived maybe! But this is the time when we think of new beginnings and replacing old stuff that has had its day. So a new PC can be a welcome start. Think of all the things you use a computer for: searching for answers, email, shopping, banking, family history, spreadsheets, even writing letters maybe. Most people's worry is that they might lose all their valuable files and photos etc., but fear not, it can all be transferred. Just get in touch for advice and a quote.

**For honest, unbiased advice & pricing on a new PC call RDM on 875666**

**If you don't want a PC, then for advice on purchasing a new laptop online or from a store,** please see our free article available on the website: [www.rdmcomputers.co.uk/news](http://www.rdmcomputers.co.uk/news)

## Question & Answer section

**Q:** I am still getting a message from ESET about webcam access, what do I do?

**A:** Unfortunately, this glitch is still not fixed, so just click block for now.

**Q:** My screen has turned upside (or right or left). What do I do?

**A:** On your keyboard hold down the Ctrl and Alt keys and the press the Left, Right, Up or Down arrow to rotate the screen

**Q:** My computer is still on Windows 7, is that ok?

**A:** Yes, but Windows 7 is scheduled for 'retirement' by Microsoft on January 14<sup>th</sup> 2020 (when there will be a collective sigh of sadness, like there was for Windows XP's passing!)

## Security Central:

**If you haven't already upgraded to ESET Internet Security,** now is the time to do it. Go to the website <https://www.eset.com/uk/home/free-trial/> and download a **free one-month** trial! Just make sure you uninstall any existing anti virus you may have, even if it has expired. For prices, upgrades and licences – just give us a call.

**Telephone scam – yes, I must mention this again.** There has been another spate of unsolicited calls to computer users in this area purporting to be from Microsoft or Windows (who they are not) offering to fix problems with your computer (which they won't) and then fraudulently taking money for their non-existent services. If you get such calls, and they can be very persistent, tell them you are not interested, or that you have a local computer specialist, or that you don't have a computer!

Remember to look on my website for copies of the current and two previous articles where they can be read, downloaded or printed.

*Best wishes for 2019 to all my readers – stay safe and well!*

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