Oakley.IT

maintain . IT
repair . IT
train . IT

NEWS

Happy Birthday Oakley.IT

Now ONE year old…

We'd like to thank everyone for welcoming us and making us so very busy. We are always ready and willing to help … which is partly why this issue of Oakley.IT News is a little late!

After reaching our first anniversary of trading, we scanned our list of completed jobs and were surprised at the high number which related to computer **MALWARE**. We have therefore decided to use this issue to explain what **VIRUSES** are (hopefully, in plain English); in the next issue, we will outline the best ways to defend yourself against malware.

Viruses
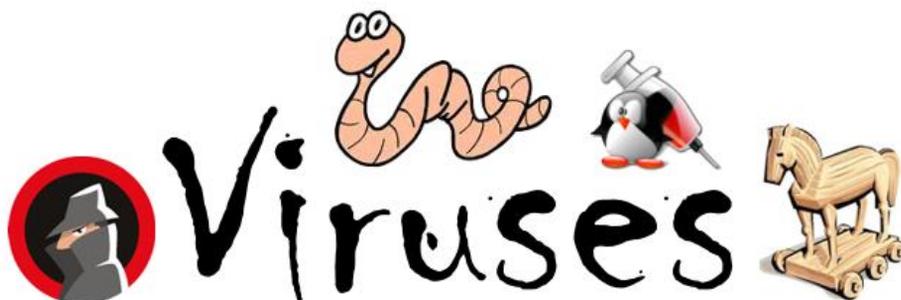
Spyware | Worms | Adware | Trojans!

Viruses Part 1 : What are viruses and do they matter?

Viruses belong to a family of nasty programs known as "malware" (stands for Malicious Software). A computer virus is a program which infects other computers by replicating itself. Most viruses are damaging in some way, but some merely play amusing tricks on users. **Turn to the back page to read more…**

Secure.IT

Burglaries continue to take place in Oakley.
In view of their number, we urge Oakley residents to visit **www.safer-beds.org** (the Safer Beds Community Website). By clicking on **Join Now**, you will receive **FREE** alerts from the online Ringmaster Community Messaging service about criminal activity in our area.

Back.IT Up

Oakley.IT has the PERFECT solution for your backups. Your chosen files or folders are copied silently and securely to the internet for **FREE!!** For **only £35**, we will set it all up for you and show you how it works quietly **"behind the scenes".** This gives you total protection against fire, theft and IT failure. **Backing up is totally FREE** unless you need over 2GB of space (you will need a broadband connection). Apart from the initial visit, we will give you up to 30 minutes of phone support free of charge, **so call us on 07401 250118** www.OakleyIT.co.uk/backitup

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KATHRYN STANIFORTH SAYS : Scareware! Jan removed what I would recognise as a virus very quickly and efficiently and, as a result, not only has the virus gone but the laptop is much quicker as a result. Thank you.

Download.IT NEWS - Issue 3
www.OakleyIT.co.uk

Just Received a new PC/Laptop?

Do you understand:

• All the jargon and technical bits?

• Internet security (viruses / child protection)?

• How to set it up (broadband, printers etc)?

Let Jan help you through the maze of selecting the right computer for you and installing the

software securely. Avoid the frustration of buying the wrong thing and potentially wasting

hundreds of £££££'s. Call Jan first and he can advise you on the best solution for you and

best value for money.   **Call Jan on: 07401 250 118 or email: help@OakleyIT.co.uk**

Maintain.IT / Repair.IT   (www.OakleyIT.co.uk/repair)

Don't throw your money away! Do you <u>really</u> need to buy a new PC/Laptop?
Is your current computer:

• Running too slowly?

• Faulty and could be fixed?

• Unable to play your favourite games?

Oakley.IT's principal, Jan Rymarz, is on hand with
a wide selection of some of the maintenance services:

• Protection from and removing viruses

• Speed up computers

• Free up disk space by decluttering

• Remove computer programs that are not needed

• Updating Windows - Microsoft releases frequent updates

• Install / update computer software

• Stop crashes and errors

• Broadband installation and fault finding

• Internet security / child protection

• Data recovery from mistakenly deleted or hard drive damage data

• Carry out repairs and upgrades

• Fitting replacement parts (i.e. screens & keyboards for laptops etc)

• **And much more, call Jan on 07401 250 118**

☑ No call out fees

☐ Friendly service and advice

☐ First MOT visit only £35

☐ 25% off subsequent MOT's

☐ Full CLEAR explanations

☐ Work completed ASAP

☐ Value for money*

*Hourly rate normally £35

Advertise.IT

At Oakley.IT we offer you the chance to connect with the local community.

At our extremely competitive rate, we welcome people / companies with

something special to offer our community.

Advertisers can be accessed via www.OakleyIT.co.uk

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recycleit in association with Cartridge World

Thanks to everyone who has given us their used cartridges and toners.

It's fabulous that so many of you have recycled your old toners and ink cartridges. Printer are now in constant demand, especially if you have young children, using more paper and ink, increasing the impact of recycling. So, **Oakley.IT have decided to make recycling (through Cartridge World) a permanent service** so please let us have any empty or unwanted ink or toner cartridges – we'll ensure that they're properly recycled. **See www.OakleyIT.co.uk/recycle**

Train.IT   (www.OakleyIT.co.uk/training)

Oakley.IT's principal, Jan Rymarz, offers friendly one to one training.

A small selection of training recently provided by Jan:

• **NEW** Introduction to buying and selling on eBay
• How to use your computer properly
• How to use email and attachments i.e. photographs, documents etc
• How to browse the internet effectively
• How to keep your PC running efficiently
• How to set up external hardware i.e. printers, wifi etc
• Using Microsoft Office software etc

Anything not in the list above? Call Jan on 07401 250 118

Training £35/hr

CAN'T YOU DO ANYTHING RIGHT?

Copyright 2003 Randy Glasbergen. www.glasbergen.com

DIANE TANSEY SAYS : Money well spent! Jan breathed new life into our tired laptop. Decluttering and a general MOT has saved us the money we might have paid for a new one. Lots of useful tips no-one had mentioned before and the 6 monthly revisit is such a good idea and exceptional value. Thanks again.

Market.IT (www.oakleyit.co.uk/market)

At Oakley.IT we offer you the opportunity to sell computer related items…

Dell Vostro PC

SOLD

£150

Dell 19" CRT Screen

£50
(Jon: 07802 721140)

4x HP IIP & IIIP Toner cartridges For HP 1200

SOLD

£10 each
£30 for all 4

Sell YOUR IT Kit HERE

Viruses (continued from front page)

People often refer to catching computer viruses when in fact, they have been infected by other types of malware. There are many examples of malware or viruses, but the most common include:

Viruses
Spyware | Worms | Adware | Trojans!

• **Spyware:** software which covertly loads itself onto a computer then enables information to be gathered secretly about a person's internet use, passwords, etc.

• **Adware:** software which covertly loads itself onto a computer then tracks a person's internet browsing habits or displays "pops up" advertisements while the computer is in use.

• **Computer worms:** these are a special type of virus. Worms take advantage of security vulnerabilities to copy themselves to other computers on a network (eg the internet).

• **Trojans:** on the outside, these appear as ordinary computer programs with a real / bona fide purpose, but secretly, they also do something else (eg change Windows system files or download other programs from the internet). For example, a person installs a game which secretly deletes all their music and videos.

Symptoms of infection vary, but typical ones include one or more of :

• A sudden drop in speed
• Files going missing
• Internet searches being redirected to strange websites
• Error messages
• Computers won't start.

NEXT ISSUE: How to protect yourself against viruses / malware

We hope this brief overview has been interesting and informative. If you think you may have been infected please email us on help@oakleyit.co.uk or phone Jan on 07401 250 118.

Request.IT
Is there anything in this newsletter you would like to know more about? Email: help@OakleyIT.co.uk

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ALLEN OFFORD SAYS : Better than I had dared to hope. Jan was always helpful and friendly with full explanations when requested. He gave his time generously with no shock at the end. The new part he fitted cost me less than half quoted elsewhere. He restored my insufferably creaky machine to its original dazzle. I live 20 miles from Oakley but would not look elsewhere for any further computer servicing.