

Hey, I have a computer question...

Hey ...

If we had a dollar for every time we've heard something like, "Hey, I have a computer question..." in casual conversation, we could probably each buy our next techie gadget with the proceeds! That's great, though, because we want to be your "friends in the business". We want to be the ones you ask when you have these questions. And we want you to know you are not alone. We decided to share some of the common questions and sources of confusion that we hear from our friends, so we can all benefit and learn together.

Keep trying. Keep asking.

Enjoy!

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The Art of War Against PC Intruders

Viruses, spyware, adware, blah blah blah ... what can I do to protect my computers from all these things, if I don't even understand what they are?!?

Great question! There are things you can do to protect your computers, and you don't have to speak Geek to do them! Here are some key lines of defense:

Up-to-date antivirus software: Make sure you have up-to-date antivirus software (e.g., Norton Antivirus, Computer Associates' eTrust, McAfee Antivirus, just to name a few options) and KEEP IT UP-TO-DATE! Configure your antivirus software to check for updates daily. It is

CRITICAL to stay up-to-date, and also to keep it running in the background to protect your PC as you go about your daily business. Run antivirus scans regularly to keep your PC virus-free – schedule them to run at night while you sleep or at lunchtime while you're away from your desk.

Up-to-date anti-spyware software: Make sure you have up-to-date anti-spyware software (Microsoft's Antispyware Beta, Lavasoft's Ad-Aware SE, Sunbelt Software's CounterSpy, for example). Each has the ability to scan your PC for spyware and also has the ability to monitor

and protect your PC as you go about your business. Again, it is CRITICAL TO KEEP IT UP-TO-DATE! Configure the application to check for updates automatically for you.

The antivirus and antispyware software makers are constantly

(Continued on page 2)



Is your PC speaking a language you do not understand?

Lost in Email Space

I know I saved this email I received from an old friend last month. Now I can't find the message. I use Outlook, and I KNOW it's in there somewhere. Any suggestions?

Sure, open Outlook and we'll walk through a few ideas I'd try

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Sorting: Start by going to your inbox. Across the top of your inbox, you should see headers such as "From",

"Subject", and "Received". Left-click once on the word "From" in that header to sort all messages in your inbox alphabetically by the sender. Scroll to look for your friend's name – by first name and by last name. Or, if you remember the subject of the message or when it was received, you can click on the relevant header to sort

by these items instead. If you know that your friend included an attachment with the message, you can also click on the paper clip  column in the header to sort by which messages have attachments. Do you organize your messages in folders (besides your inbox, sent items, and deleted items)

(Continued on page 2)

Intruders, continued ...

(Continued from page 1)

reacting to new culprits, figuring out what they do, how to detect and remove them, and then creating updates for their software to catch and/or remove the new viruses. These are the updates you download in order to stay protected.

Windows updates: Make sure you download and install Windows updates and Microsoft Office updates regularly. In Control Panel you can configure "Automatic Updates" to download and install Windows updates automatically. Look for the icon

of the globe with the Windows logo:



. Office updates can be downloaded from www.microsoft.com - look for the "Office Updates" link on the home page, under "Product Resources".

Due diligence: If you receive an email from someone you do not know and did not expect, do not open it, and especially please do not open any attachments. If you get an unexpected popup, do not click on any links in it. If you're unsure whether it is legitimate, play it safe and do not click on it.



Can somebody help me with this #@\$*(@! PC !?

Firewall: A firewall will protect you from unwanted intruders, and can be software on your PC or a separate hardware device. If you think of your PC as a castle with a moat surrounding it, the firewall would be the drawbridge which you only let down to admit invited or friendly guests, or to leave your castle at your discretion. You are the queen or king of your castle, and you get to decide who gets to cross the drawbridge and who gets to see you. Microsoft has included firewall functionality in Windows XP Service Pack 2, so if you are a Windows XP user and have downloaded your Windows updates, you will find this in your Security Center. Remember that you have to configure who gets to see you, so if you are part of a local area network, you may have to make changes in order to share resources with others in your workgroup. KC

Lost, continued...

(Continued from page 1)

in Outlook? If you do not find it in your inbox, you can try this same technique in other folders (including sent items and deleted items) as well. Note: Usually our inboxes are sorted by the date and time they are received, so the most recent messages are at the top - so if you sort by other columns (like name) to find a message, remember to click on "Received" when you are done in order to leave your inbox sorted like you are used to seeing it or you may miss new messages when they arrive.

Contacts: If your friend has been added as a contact, open his contact record. To do this, go to the Contacts section of Outlook. Locate your friend's name and double-click on it to open the record.

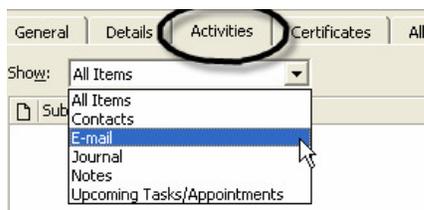
In this window that opens, you will see several tabs across the top. Left-click on the tab labeled "Activities" and select "Email"



I miss paper ... :(

The biggest hurdle that we have to overcome in learning to use our technology is to learn that we can, in fact, learn to use our technology.

from the dropdown list.

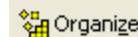


Outlook will search for all email messages to and from this contact. Then you can see what folder it is stored in and double-click on the message to open it.

Find: Still haven't located it? Try the "Find" feature. You may see a "Find" button your toolbar. If not, you will find it in the "Tools" menu, along with "Advanced Find". If you want to search by "From" or "Subject" or text in the message, "Find" will be sufficient. If you want to further define your search (which folders to search, recipients,

dates, or categories, for example), you can use "Advanced Find".

Organize: This suggestion may help you find the message in question and, more importantly, may help you keep your email messages organized to avoid this challenge in the future. You may see the "Organize" button on your



toolbar - if not, you'll find it in your "Tools" menu. You can organize whatever folder you have open at the time you click "Organize". Using this function, you can create new folders to organize your messages, or color-code messages from specified senders, or use the "Rules Wizard" to create rules to automatically take certain actions on messages when they arrive (like automatically moving them to a specific folder). All of these functions can make it easier to manage your email workload and work more efficiently. TH