

## QUICK LOOK

### 5 Survival Tips

#### 1. Keep your Credit Card in Your Pocket

If a screen pops up claiming they can remove a virus for a fixed cost – Don't buy it – Chances are it IS the virus.

#### 2. Trust Your Instincts

If something appears on your screen that doesn't look right or seems a little off, trust your gut and don't respond. Instead, press the ALT and F4 keys simultaneously to close the window or reboot immediately.

#### 3. Think before you Click

One virus will often invite others, including ID theft software to infect your system at the same time. Virus removal can cost over \$200. Add the cost of downtime and your next weekend getaway may have to wait.

#### 4. Social Networking Sites

While the convenience of staying in touch real-time is great, so is the chance of infection – be especially careful of unknown links, they can easily infect your computer.

#### 5. Read the Small Print

If a download offers an add-on or new tool bar, select no to reduce the risk of infection and promote optimum performance.



Since 2002

# VIRUS PROTECTION

## Guidelines for Protecting Your Equipment and Privacy

### Active Virus Protection and User Awareness: Key to System Integrity

#### Virus Protection Cannot Guarantee 100% protection. Here's why:

- 1. Virus protection updates not loaded on your PC:** Updates from your anti-virus vendor need to be downloaded regularly to your computer. If the updates are not loaded, you are not protected with the most current safeguards available.
- 2. New viruses:** New viruses are introduced all the time. As soon as your virus protection vendor has a solution they send it to users. Prior to getting the update, your system can be infected with the new virus.
- 3. Misdirection:** Some infections can look like legitimate websites. When you download the link, you invite the virus to bypass your virus protection. Often they pretend to find a virus on your system and offer to clean it for a fee, when in fact, they are the virus.
- 4. Microsoft updates not loaded:** In order to patch security holes in your software it is always important to keep your system current with the most recent Microsoft updates.

Most attempts to infect your computer will not be successful if you keep your Windows and anti-virus software updated.

### Minimize Your Risk of Infection

Your best protection is to load an anti-virus program on your computer and leave your system on so it can receive updates as they become available. Multiple protection programs will not increase your security. Instead, they will conflict with one another and often reduce the performance speed of your system. If you do not have an anti-virus program on your computer, please call PC Help Services for assistance.

### Most "Free Software" Comes with a Cost

- 1. Spyware:** Many free programs come bundled with spyware that will slow down your system, add pop-up advertisements, or limit internet access.
- 2. Unfamiliar Files:** Peer-to-peer software can infect your computer as well. Do not open any files without being certain of what is in them and where they are from.
- 3. The Mom Test:** Avoid questionable web sites and use "The Mom Test" as your guide: If your mother wouldn't approve of the website you want to visit – chances are good it may be infected. The creators of a virus will count on your embarrassment regarding where you got the infection, and your delay in getting it fixed will allow the infection to become well established in your system.

Free software sites that offer games, modified Windows software and more - may install malware on your system just by visiting the site. This is especially true of sites that target young children, pirated software sites, and adult content sites. The safest way to protect your system is to only visit internet sites that are trustworthy and respected.

### Your Anti-Virus Software

Pay Attention to messages from your Anti-virus Software and accept updates as they become available. Be able to recognize the logo, colors and software name of your anti-virus vendor. Virus creators will try to fool you with something that may look similar.

If your Antivirus program notifies you that a site may put you at risk – Don't risk it!

**Questions? Please Call PC Help Services. We are here to help!**