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ITS

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Tip of the Week

QUESTION:
My Anti-Virus/Spyware Software is Up to date. So, why is my computer infected with Viruses and Spyware?

ANSWER:
These get through to your computer by way of what's called a TROJAN. Here's how they usually work.
  - Clicking on **ANY part** of a **POPUP** that is not part of your regular programs
  - Clicking on a **bogus link** in your Internet Browser or email (Sometimes known as PHISHNG)
  - Opening or **even** Viewing **SPAM** email
It is a Tedious and sometimes very expensive process to get rid of such infections.
Here are a few tips to help prevent such infections by these TROJANS:

<u>**POPUPS**</u> - When the Popup occurs, NEVER, NEVER, NEVER click on **ANY PART** of the Popup.
Not the "X", Not the Buttons (EXIT, CLOSE, NO). *REMOVE your hand from the Mouse. lol :)*

<u>You must follow one of these steps. This will allow the Operating System to Kill the Process:</u>
While the Popup is the TOP or Active Window, Hold down the "ALT" key and Press the "F4" key - [ALT + F4]
OR if that doesn't close the Popup, Hold down the "CTRL" key and Press the "W" key - [CTRL + W]

If the Popup comes back or shows another message, DO NOT click on that message either.
Keep your hand away from that Mouse. lol :)
Press the [ALT + F4] or [CTRL + W] keys again until NO more messages Popup

If you need to bring the Popup windows back to the front as the TOP or Active Window, Use the [ALT + TAB] key combination. *Don't use the mouse…*
This will allow the Operating System to toggle between your running programs.

<u>**BOGUS Links in Browsers or emails**</u> - Usually, if you put the mouse over a Link (DON'T Click on it), you can look at your browser's Status bar (bottom left corner of your browser's window) to see where the Link is pointing to.

If you are NOT on a Website that you Opened,   DO NOT Click any links on that page.   Press the [ALT + F4] or [CTRL + W] keys to close the Browser. Never click on Links in emails for which you DO NOT know the Sender.
As I state below, you should never even open or view the email.

<u>**SPAM Mail**</u> - You should NEVER open or View Spam Mail.   Doing so simply informs the Spammer that they have found a good email address and you will now get more and more Spam mail. This is because your email address will be put on a List and sold to any Spammer who will pay the price to get it.   Once this happens, you may as well change your email address.

The following Folders in your Outlook or other email program should be set to: **Reading Pane = OFF.** This will stop the Program from Auto viewing the email, which is the same as opening it yourself.   To do this, follow these steps for each of these folders (Deleted Items, Junk E-mail, Spam Mail/Folder & maybe even your Inbox, Remember some Spam does get through).

- Click on the Folder
- On the Menu bar, click: [**VIEW - READING PANE - OFF**]   Repeat for each of the other folders.

NOW, for those who choose to open these emails anyway. **NEVER, NEVER, NEVER** click the **Unsubscribe Link**.
This is another way that Spammers are informed that they have a good email address.

To Permanently Delete any email (That is, to delete it without it going to your Deleted Items folder):
Before you click or Press DEL or the "X", hold down the SHIFT key.
Remember, when you Hold down SHIFT first, the email is gone for Good (well, in most cases).