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## TEKKIE HELP NEWS

### NEW WEBSITES

We are delighted to have launched our fresh new website. It has added functionality to book an appointment on line, trade-in used Macs and to view our virtual "Shop" – where there are lots of refurbished Apple computers at great prices!

We have also launched a new brand and associated website called Tekkie Help.Biz which is specifically targeted to our business customers.

Check out [www.tekkiehelp.com](http://www.tekkiehelp.com) and [www.tekkiehelp.biz](http://www.tekkiehelp.biz)

### BLUE PHISH PARTNERSHIP

We have partnered professional coach and training company, Blue Phish. Blue Phish delivers a wide range of services to help businesses and educational institutions promote cyber awareness. Together we can work with residential and corporate customers to provide interactive training sessions and ensure your IT infrastructure is secure.

<https://bluephish.org>



## This issue

Online threats to kids & prevention steps  
How to access BBCiPlayer & US Netflix  
Outsourcing your business' IT  
Importance of computer maintenance

## Top 5 dangers kids face online & steps to prevent them

Children are among the most active Internet users, and are unfortunately subjected to a number of risks. If you allow your children to spend time online, it's important to know what threats they face so you may deal with them accordingly. Here are some of the most common online threats to children and steps to take to try to reduce the risks and educate our children to become responsible digital citizens:

### 1. Inappropriate Content

The Internet is full of "inappropriate content." It's very easy for children to find websites containing potentially mind warping and disturbing content. They may try searching for such content, or they may stumble upon it accidentally. Be cautious of YouTube, even in the kid's version. It is easy to keep clicking through video links which can quite quickly get way off subject as these are driven by "bots" and advertising. There are also thousands of videos that look like popular cartoons (i.e. Peppa Pig) but in fact have been edited and contain disturbing content.

**Prevention:** You may wish to set up parental control

software to block websites you don't want kids to browse.

Another option is to use a child-friendly browser that automatically blocks websites unsuitable for kids. It also helps to keep a close eye on your kids while they're online, or check their recent search histories so you have an idea of what sites they're visiting. Placing your computer in a room the whole family uses regularly is also a good idea and always check the age ratings of apps and video games. As an alternative to YouTube, "Jellies" is an app in which video content is fully reviewed by human beings and not "bots".

### 2. Chat Room "Friends"

The Internet is a perfect forum to meet new people, but some with malicious intent can use it to "befriend" your child.

Most prey on a teen's desire to be liked, their desire for romance, or their sexual curiosity. These can then turn into offline relationships or, in extreme cases, opportunities for kidnapping or abduction. Be aware that younger children can be targeted through what appear to be harmless apps, such as "RoadBlocs".

**Prevention:** Education is key here. Emphasize the dangers to your children. Go over the warning signs, and stress that they can always come to you if concerned. Encourage your kids to interact online only with those they know, such as friends and relatives. We always recommend changing the default privacy settings of Social media sites to make profiles private so that no random stranger can view their profile. Also let them know that meeting anyone they met online presents very real, very scary dangers. Be cautious of apps like "Monkey" and "Yellow" – these are effectively teen dating apps!

### 3. Cyber bullying

Bullying happens on both the playground and in the digital world on social media. Hurtful words are exchanged. Rumors start easily and spread quickly. Profiles and e-mails are hacked. This is arguably one of the most challenging threats to deal with.

**Prevention:** Though a solution is to prevent your children from creating social media profiles in the first place. Let them know they can create theirs when they're older (the recommended age is actually 13). If they do already have an account, remind your children that they can always come to you if they're being bullied, whether online or not.

You can also set up parental controls to monitor some social media activity, although the older children are the more IT savvy and may overcome these controls. Also there are so many forms of online chat that it is unlikely that there is no parental control software that can monitor them all.

#### 4. Online Scams

While adults are often thought of as the main targets of online scams, children are very vulnerable to them as well. Common scams include emails claiming you've won large sums of money and requesting payments to receive said "winnings," websites offering something for a low price but never explaining what it is exactly; and essentially anything that's extremely cheap or free. Children can also be very trigger-happy and may click on links they shouldn't do.

**Prevention:** Again, education is the key in preventing online scam issues, so be sure to let your children know what the signs are. Also emphasize that they should never, ever purchase something online without checking with you, and discourage them from clicking on suspect links. The more they know, the better—you don't want them accidentally infecting the family computer with a virus or otherwise costing you a large chunk of money.

#### 5. Posting personal information

Children do not yet understand social boundaries. They may post personal information online, such as on their social media profile. This might be anything from images of awkward or private personal moments, to their home addresses and contact details. In addition, anything your child puts online is nearly impossible to remove later. But teenagers in particular are not thinking about how a future

boss—or, one day, a prospective spouse—might respond to "amusing" images or other personal content that they post to their social media profiles or other websites.

**Prevention:** If your children are posting in public view, you can also see it and there is no harm reminding them that if you can see it, so can everyone else. Talk to them about public boundaries and change the default settings on social media accounts to make their profiles private. It is also important to explain to them that they may change how they wish to portray themselves online and that the Internet won't let them!

#### The bottom line

The Internet can pose dangers to children. However, it can also open doors of wonder for them that previous generations could not even have dreamed of. Help make sure that your children experience the joys of an online world, not its hazards.

Whilst there are tools to control Internet usage, it is important to recognise that perhaps the most effective way to help raise a digitally responsible generation is through open communication and education, both by parents and schools.

If you would like assistance with setting up parental controls, Tekkie Help can certainly help do this. Working with our partner Blue Phish, we can arrange either one-to-one or group training sessions (with or without your children) to run through warning signs and steps for prevention in greater detail. Please call us on 81138682.

**blue  
phish**  
Demystifying Cybersecurity

## TEKKIE HELP'S Q&A CORNER

### Q: How do I watch BBCiPlayer, US Netflix and other International content?

A: One of the common things people miss living in a foreign country is access to their favourite TV shows from back home. Content Providers such as BBCiPlayer, US Netflix, ITVPlayer, Hulu, HBO etc block streaming video abroad due to digital rights restrictions. There are however, ways to work around these restrictions. We can help you to install Virtual Private Network (VPN) or Domain Name Server (DNS) software which lets you connect through a 3<sup>rd</sup> party server and makes it look, to the external world, like your computer is located in the region you set the IP address to i.e. UK or US. Set up depends on which devices you use and what content you want to access.



One option is to install a VPN on your iPad/ computer and manually turn it on whenever you wish to watch TV (you can then stream the content to your big TV). With a DNS you can install it on a specific device such as AppleTV, iPad or computer and have it permanently set to a region of your choice. The other option is to put the VPN or DNS on a router. We would recommend setting up a separate VPN/ DNS router as opposed to using your main router as you may experience slower speeds due to all the traffic being tunneled via a different region.

Our Tekkie Specialists can come and advise which is the most suitable solution for you. Set up will take approximately one hour.

## THE APP ZONE

A quick review of the apps we are loving at the moment.

### QUSTODIO

A full suite of parental Controls to help keep Your kids safe online

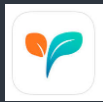


**What it does:** One of the most comprehensive parental control apps around, enabling you to set rules and time schedules, block unsuitable content. The paid for version also provides SMS and social media monitoring.

**Why we love it:** Its free, easy to configure and works on multiple Windows, Mac, Android, iOS and Kindle devices.

### OUR PACT

A simple family locator and parental control app that allows parents to locate family members and limit screen time.



**What it does:** You can remotely block Internet and apps on demand or as per a schedule. You can set app rules too to block certain distracting apps whilst still enabling educational apps.

**Why we love it:** You can manage multiple children and devices from one central dashboard. It has a free version for managing 1 device and the paid version for multiple devices is only \$2.60 per month.

# Launch of our new brand: Tekkie Help.Biz

## Optimised to provide support to small & medium sized businesses

Tekkie Help was originally created to help people at home with their IT. Increasingly over the years we have been asked to provide support for businesses. Due to the demand we have optimised our service offering and significantly invested in recruiting technicians with the expertise to support business specific IT requirements. As part of this we have created a new sister brand called Tekkie Help.Biz under which we now deliver these services.

We are able to deal with a diverse range of technology ranging from entire network installations and hardware/software troubleshooting and repairs, to consultancy, IT training and hardware procurement. If you are interested in IT support for your business, give us a call on 81138682 or click here to [book a free consultation](#).



## 4 Reasons why computer maintenance is so important - and how we can help!

Computers and other IT equipment work well when they are taken care of. You could have the best device money can buy, yet without regular IT maintenance and servicing you may not get best out of your investment. Here are 4 good reasons to why it's a good idea to maintain your IT equipment and how we can help:

### 1. Detect issues early, before they become problems

Whether your equipment is new or old, problems can pop up at any time. By regular IT servicing, we are able to run hardware tests on your devices and run repair programs if necessary (i.e. Disk Repair Utility on a Mac).

### 2. Prevent against viruses & malware

When your computer is infected a number of symptoms may be experienced, from annoying slowdowns to pop up messages or contacts emailing you about a strange email you apparently sent them. If your IT system is compromised you are at risk of breaches in privacy and loss of data. We are able to run malware scans, update any security patches and check security settings on your devices and email.

### 3. Speed up your computer

Over time, files that are stored on your computer can become disorganized and fragmented, this results in slow loading times and delayed access to programs and files. By regularly running speed checks and smart optimization, we can optimise the speed up your devices.

### 4. Physically clean your computer

It is really important to keep your laptops, desktops, Network Attached Storage devices (NAS) and routers free from dust and well ventilated. Dust has a tendency to clog up the internal fans, which can cause overheating, and ultimately device failure. This is especially important here in Singapore! Whilst you can do your bit at keeping the external vents free from dust and keeping equipment well ventilated, we can come and open up your computer/dismantle the equipment to provide a thorough internal physical clean to keep it running smoothly and maximizing the equipment lifespan.

## Annual Maintenance plan

Receive bi-annual checks of your computer to implement any software updates and security patches, run hardware tests and check your backup. We will also perform a physical internal clean out.

### What's included:

- 1 x onsite visit
- 1 x remote session
- 30 minutes of free remote support for your device

\$195