

## TECH SUPPORT

Tech Support team members here at Management Feedback Systems, Inc. have some important thoughts and information to share with all of our shops. *Tech Support can help you with many tech issues in your shop including backing up your data, adding free anti-virus software, anti-ransomware, printers and other software you wish to integrate to run your shop more safely and efficiently!*

**818-546-5800 or [techsupport@easyworks.com](mailto:techsupport@easyworks.com)**

### Back Up Your Shop Management Software Everyday

Computer crashes, power outages, natural disasters, viruses, ransomware and theft can leave your shop without your most important data! Can you operate without your customers' information and history? Will you lose money if you can't find out who still owes you money? Backing up your systems everyday will ensure your data is always safe and available to **re-install** should you experience any of the above situations.

***If you need any help backing up your data and/or adding anti-virus software, please do not hesitate to call 818-546-5800 or email [techsupport@easyworks.com](mailto:techsupport@easyworks.com)***

### Viruses, Malware and Ransomware

As you probably already know, viruses, malware and ransomware are constantly trying to infect all of our computers and company servers.

In order for your shop management system to run correctly it must be protected from viruses, malware and ransomware.

### Top 4 Ways Your Shop Management Software Becomes Infected

- \* A pop-up window shows up on your computer screen saying they are from Microsoft and you need to call the number on your screen. This is a SCAM! Microsoft will NEVER send a pop-up screen window to you. Once you give them your information they will lock you out and demand ransom. They almost NEVER unlock your data after you pay.
- \* You don't have any anti-virus software loaded onto your computer(s)
- \* You only have anti-virus software on the main computer
- \* You have employees that may be surfing the net and visiting sites that load viruses onto your computer and/or have not been trained to not click on **ANY** zip files unless you are expecting the file and know who it is from.

There are many anti-virus, anti-malware and anti-ransom ware software products available for purchase. There are also anti-virus software products available that are **FREE**. Remember to scan all computers daily either 1<sup>st</sup> thing in the morning or at the end of each day!

**Please note that once you install anti-virus software on your computers, you will need to update the settings to allow your shop management software to run!**

### UPDATING YOUR COMPUTER HARDWARE TO MEET TODAYS' REQUIREMENTS

Most of us will keep using our current computer and accompanying systems until they die or no one will continue to support or repair the systems.

**ALERT! If you are currently using Window's XP program we strongly encourage you to upgrade to Windows 7 or Windows 10! Microsoft has stopped supporting Window's XP thus making your computer VERY vulnerable to potential external attacks and devastating malware infections.**

Once you decide it's time to upgrade your shops' computers, programs, printers, etc., please contact TECH SUPPORT for a **FREE** consultation to avoid any unnecessary purchase or incompatible software with your MFS shop management software system.

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