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Monday - Friday: 8:30 - Noon / 1:00 - 5:00

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Quietech Protection Report May 2023

16,933

infections blocked for our
Malwarebytes Anti-Virus/
Malware/Ransomware clients

9

of our Carbonite/Backup
clients were
protected from losing their data

14

unprotected clients
came in for virus removal

9

clients without backups
lost everything



Latest Scam Info

Last month, our clients lost over \$100,000 to scammers (that we know of!) :-{(

Last week, our technician Will was dispatched to a house because the client's computer had been compromised. Their internet provider, Smarter Broadband, had thankfully caught that there was dangerous and erratic activity coming from their network and shut off the scammer's access. Unfortunately, the criminal who did this accessed our client's bank account and stole over \$70,000 before they were stopped. Although SOME viruses, scammers, and hackers can bypass really solid antivirus, most cannot, and this particular client had no protection running. Some of the best protection costs only \$99/year. If you aren't running any protection on your computer, PLEASE reconsider that choice! It breaks our hearts to hear about the massive losses that are happening in our community!

In more positive news, our client Denise was paying attention and stopped a scammer before he got to her! Here's her story:

"I got a text the other day, allegedly from Wells Fargo (WF), asking for verification of a payment of \$3500 to Zelle. Thinking it was WF I responded "no." Almost immediately I received a phone call from a guy saying his name and he was from WF. He said the charge originated in Georgia, and was in Georgia. Again "no." This conversation went on for a while and got a little further involved. I never gave him any personal info or account numbers. He said he was going to have to walk me through a process to delete a wire transfer. Still thinking it was WF I began to comply. It was taking a long time and I had to leave for a doctor's appt. He began to hurry me along and said it would only take two minutes. I was irritated because I had to leave. Two more minutes he said. Says I, "Why are you in such a hurry?" Two more minutes! Finally I fumbled something on the keyboard and said I have to go and I will call Wells

Fargo when I got home. He wanted to call me back and asked for a good time. I kept saying no, no, no and finally hung up.

Within an hour I had called WF fraud department, and made a report. There was nothing amiss with my account. Here's what I want everyone to know: I asked the rep how to determine whether or not it was a valid text and learned that when WF sends a text there is NEVER a phone number attached to it, only a series of five digits. This guy's texts (and repeated texts) included phone numbers. So even a smart person like myself can get caught up in this. I never should have responded and should have called WF immediately. But the info about the five digits was very important to know. I was lucky this time because of the doc appt. I was trying to get to. Just this morning I received another text from the scammer! And, he has also tried to call me on the phone."

Thanks to Denise for sharing her story!

We heard from [the Greater Grass Valley Chamber this month that their email had been spoofed](#). It can happen to anyone! Thanks to Robin at the Chamber for passing this along.

For all the Mac users that think they can't get viruses (even though we see more viruses on Macs than on PC's now!), [here's a recent development in the Mac malware world](#)! Thanks to Larry for this!

And lastly, [here is some useful info from Capital One about scams](#)!

Have a story you want to share with us about scams/viruses, etc.? Reach out! We would love to share your story :)

Summer Heat Warning for All Your Electronics

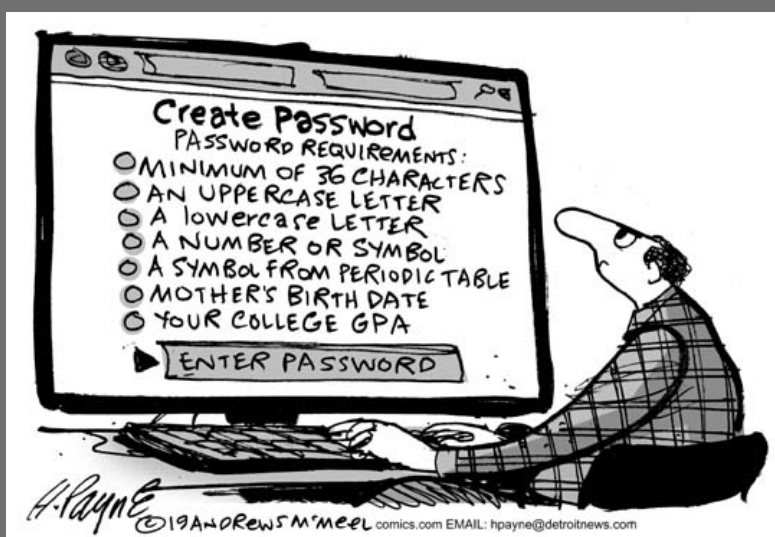


As the weather is heating up, this is your reminder that heat and electronics don't mix!

The number 1 rule is do not leave any electronics in a hot car. But if you must, here are some tips to mitigate damage:

- 1) Turn the device completely off. Not just to sleep, but totally off.
- 2) Put the device somewhere out of direct light.
- 3) When you return to the device, allow it to cool down BEFORE you turn it on.

Password Madness Melissa's Musings



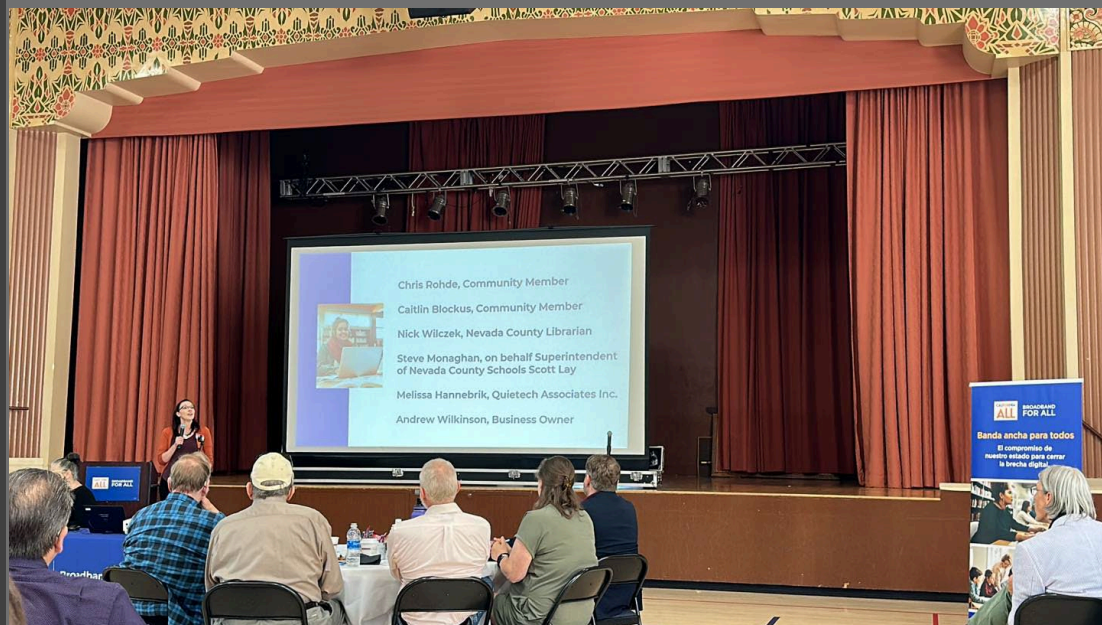
We get asked a ton of questions about passwords here at Quietech like:

- *"How can I keep track of my passwords?"*
- *"What's a passkey?"*
- *"Do I really need to use a secure password? I have nothing to hide..."*
- *"What the heck is two-factor authentication?"*
- *"Is it safe to let Google Chrome save my passwords for me?"*

And much more... Passwords are definitely a hot topic!

[Read on...](#)

Gold Country Broadband - Event Report



Melissa speaking at the Gold Country Broadband for All event

On May 12th, Quietech attended the Gold Country Broadband for All event. This was a great workshop designed to capture information from locals about what areas need better internet access, and what challenges and barriers we are facing here in Nevada County preventing that access! There were breakout groups designed to brainstorm solutions, local residents got up and shared their stories, and representatives from internet providers, as well as government agencies who are tasked with distributing \$2 BILLION towards this challenge, were present. We learned that 20% of Californians lack access to high-speed internet (WOW!) so this was definitely a much needed event!

We've heard from event organizers that the event was tremendously helpful as a discovery tool, and further events are in the works! We are so hopeful that this is just the beginning of greatly expanded high-speed internet access in our community!

Quietech's Latest Website Launches



Wendy Riley has developed an AWESOME program called Moms on the Move which provides a complete blueprint for how to put together a "fundraising adventure". Her program has successfully helped schools raise over \$1 Million (so far!)!

momsonthemove.org



Greg & Bobbie Cane wanted a basic site for their California Hydrogen Car Owners Association. They recently took their Hydrogen vehicle on a tour of nine National Parks, and shared information about alternative fuel along their journey. Neat people with a cool story! Check out their site at:

h2tonps.org

The Importance of E-Wasting



Here at Quietech, we take e-waste seriously! We accept computers, monitors, cell phones, and computer cables for e-waste, and we take a huge load of electronics to the e-waste division of the Nevada County Transfer Station each week. We also are always on the lookout for computers in good shape that are under five years old, so sometimes a customer will bring in what they think is e-waste and we are even able to offer them \$ for it!

Unfortunately, not everyone takes e-waste as seriously as we do. Worldwide, less than 20% of electronic waste is properly disposed of. And because the world relies more and more on electronics, that average is expected to go down as more electronics are introduced into the world. According to ERI (the largest fully integrated IT and Electronics Asset Disposition Provider in the US), "E-waste is a major pollutant, so it must be processed responsibly to limit the impact on water, air, and soil." So here at Quietech, we are trying to do our part! Please help us by properly disposing of your electronic waste as well :)

One quick note: *Don't forget to remove your personal information from any electronic devices you recycle! Your data can usually be easily accessed unless it is destroyed correctly. Need help? We offer a safe data destruction service for just \$20. We can also help you retrieve the data you wish to keep prior to recycling your devices.*

More Information: The State of California Department of Toxic Substances Control offers [some helpful guidelines about e-waste here](#).

Computer Companions

What better companion can you ask for when using your computer than a pet?! We are partnering with Sammie's Friends to get the word out about some lovely adoptable pets! Have room in your home and heart for a new friend?

Here are their featured pets for this month:



Stuffing

Stuffing is THE SWEETEST (I've met her 😍). [Here's all her info](#)



Jarvis

Look at that face! [Here's all Jarvis's details.](#)

Great Tech Articles and Resources

[From Scams to Music, AI Voice Cloning Is on the Rise](#)

[83% of Americans' Passwords Can Be Hacked in Less Than a Second, Study Shows](#)

[Google passwords will be replaced by passkeys. Here's how they differ](#)

[Google says Gmail is getting blue checkmarks to improve email security](#)

[What Causes Hard Drive Clicking?](#)