Gadgets Made EaZy
Don't Wait For Your Kids, Call Us !

Happy New Year!

This month marks the first anniversary of the EaZy Tech Talk Newsletter! Over the past year, it has been our privilege to make your tech "EaZy", and we hope our monthly tips have become a valuable part of your routine. As we head into a new year, we remain dedicated to providing the expert assistance, guidance, and education you need to master your technology with confidence. Thank you for being part of our community and we look forward to another year of education, growth and discovery together!
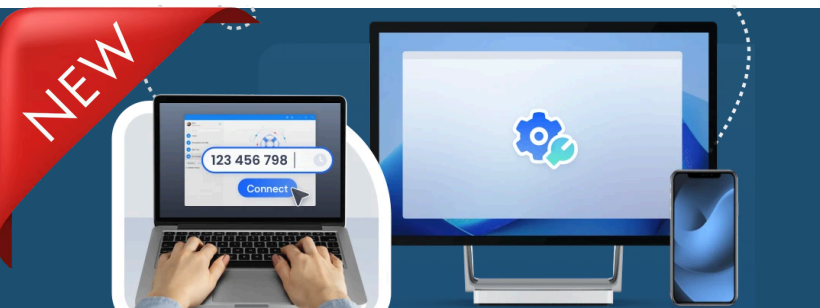
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Remote Support Now Available!

Whether you're traveling, wintering elsewhere, or in person is not possible, Gadgets Made EaZy is still here for you! It doesn't matter why an in-person visit isn't convenient, remote support is the perfect solution. It's a powerful tool that allows us to securely troubleshoot and fix your tech issues from anywhere. Best of all, it's not just for problems, we can also provide personalized tech tutoring right on your screen!

Remote appointments are available for any service that does not require hands-on hardware work. If access to a device other than the computer is needed, we will require an on-site visit. Computer tutoring and software related issues are great candidates for remote support.

Our remote setup is straightforward. We provide the necessary software link via our website and guide you through the installation. Only with your permission can we securely access your system to provide assistance. This ensures you receive secure personalized service or tutoring on your computer, regardless of your location. Our technicians can virtually sit down at your machine and provide you with the support you need.

What devices can we remotely access?
Windows or Mac computers we can connect to and remotely control to best assist you. Chromebooks, cell phones and tablets only allow a 'view-only' session meaning we cannot take control.

How does this work?
- **Secure Connection**: The secure and encrypted remote connection cannot start unless you provide your unique ID and click "Accept" to grant access.
- **Hands-On Control**: We can control your mouse and keyboard, allowing us to fix or teach. While doing this, we will explain what is being done.
- **Tutoring**: You can learn new skills or get help with something you're having difficulty with. We can see your screen and guide you through the steps as if we were sitting next to you.

Winter is upon us and a remote session to help you with your computer may be the perfect solution!

Passkeys - What Are They?

Instead of a password you have to remember, a passkey is a digital key that lives inside your hardware. This key is made of two unique parts, one stays locked on your phone or computer, while the other is stored by the website. Your account only unlocks when these two halves are paired together.

When you set one up, your device and the website agree on a secret code (the two parts of the passkey). To sign in, you simply scan your fingerprint or face which "activates" your half of the key. This is paired with the website's half to verify your identity. The process confirms it's you without ever transmitting your actual private data over the internet, making it virtually impossible to phish or steal.

To start using passkeys, the first step is to have a reputable cross-platform password manager in place to ensure you do not get locked out of your accounts.

Why a passkey is better:

- **Phish Proof**: Hackers can't trick you into giving away a password you don't even know.
- **Breach Proof**: If a company's database is stolen, your account remains safe.
- **Immune to Guessing**: Passkeys are long, complex codes that can't be guessed by a human and extremely difficult to hack with a computer.
- **No Compromised Passwords**: Since every passkey is unique to every site, a leak at one company never puts your other accounts at risk.

Why a passkey may be problematic:

- **Device Bound**: Without a reputable cross-platform password manager, your passkey lives only on the device that created it.
- **Passkey Management Silos**: Keys saved in Apple's ecosystem don't play nicely with Windows or Android, potentially making logins on other devices a headache.
- **No Safety Net**: If you lose your primary device and do not have a password manager to save your passkeys, you could be permanently locked out of your accounts.

If you are interested in using passkeys, give us a call. We provide more information, help you get started, and ensure you've got the appropriate password manager.

Do Not Delete Junk Email

Just deleting junk and spam will not ever make it stop. Instead, when you see a suspicious or unwanted email, select Mark as Spam or Junk instead. It will make it go to spam or junk and not to your primary inbox.

- **Why it works**: Deleting only removes that one message. Marking it as spam or junk "teaches" your email provider to automatically block similar messages in the future.
- **Unsubscribe**: Never click "Unsubscribe" inside a suspicious email. This actually tells scammers your email address is active, leading to more junk.
- **Protect the Community**: When you report spam and junk, you help your email provider identify the fraud and potentially block it for everyone else, too!

How to do this varies depending upon your email provider and how you choose to view your email (online, Outlook, Apple Mail). If you're unsure of how to do this or have questions, please call!

From the Gadgets Watercooler

Apple Watch Flashlight

In the dark without your phone? Don't forget your Apple Watch has a flashlight. Press the side button (the flat oval button below the digital crown) to open Control Center, then tap the flashlight icon. You can adjust the brightness up and down by turning the digital crown.

Bonus tip: Cover your watch face with the palm of your hand to easily turn the flashlight off.

PayPal Scam Alert!

If you receive an official-looking PayPal email claiming you've purchased a high-ticket item, like a $1,400 iPhone, please remain calm. Scammers are currently exploiting PayPal's subscription system to send fraudulent alerts directly from PayPal's own servers, allowing them to bypass most spam filters. These emails often include a fake "support" number to cancel the order. Do not call this number. Instead, verify your account status by logging in directly to PayPal's official website or app.

AI Searches Return Fake Phone Numbers

Scammers love to flood the internet with fake customer service numbers in order to lure in unsuspecting victims who are just trying to fix something wrong in their life. They have done it to search engines for years, so it makes sense that they've moved on to the latest space where people are frequently searching for information - AI chatbots.

The most common version of this is planting the spam content on user-generated platforms like YouTube and Yelp or other sites that allow reviews. The scammers use their phone numbers but include all of the likely search terms that would allow the number to find their intended target, such as "Delta Airlines customer support number" and countless variations. By posting the likely search terms in the summarization formats that AI loves to deliver, it has a higher chance of success as these AI chatbots scour the internet for an answer.

Always visit the official company website for the correct customer support phone number.

We appreciate you being a part of the Gadgets Made EaZy community. Together, we can achieve amazing things!

Thank You

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