



CDoS NEWSLETTER APR 2026 Edition 6.

PLEASE SEE OUR HELPFUL SECURITY HINTS AND TIPS THAT ANSWER SOME OUR SUPPORT CONTRACT CLIENT'S QUESTIONS THAT KEEP COMING UP...

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Here's our IT Newsletter Edition 6, packed with practical tech tips for everyday users. Each item includes a helpful link so you can take action right away.

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The scammers are out in force!

Here is the latest one. From Birmingham City Council. I received a statutory notice informing me I had been reported for parking on Double Yellow Lines which is something I would not do. There had been no notice stuck to my window. But I was almost conned. Had it not been for my iPhone that warned me of a potential scam. A few things did not add up. The link I did not click but did go to the statutory notice section on BCC website. I then manually added the reference and my Registration number. But having tried several times it knew nothing of the case.

1. It was very genuine looking
2. It utilised the real website link this added to the genuineness of the scam!
3. Only when I bypassed the urge to click the link and go direct to the site did the "Conn" fall over.

Moral of the story. BE ON YOUR GUARD

It doesn't matter how many times I say the words "NEVER, EVER, speak to strangers who call you on the phone asking for information, surveys, solar panels, bank information bogus security warning it seems that the "Trusting over 60's" being good decent people from an earlier perhaps simpler time KEEP on trusting what's being said by complete scam artists. Over the last few weeks over £50,000 to my knowledge has been pilfered from the unsuspecting and trusting souls in Sutton Coldfield. The answer is always SHOOT FIRST AND ASK QUESTIONS LATER! This means be on your guard, never get involved in any conversion that pops up out of the blue from your bank, building society, pension provider. Very rarely will they ever approach you directly unless their algorithms suspect that you are actively involved in being scammed. Watch out for doorstep scams armed with credit card machines mysteriously refusing cash... as well from tradesmen advising they've seen a loose tile on your roof. Search BBC Sounds for "Scams" for more information. We are in the middle of BBC Scam week EVERY week! Boy are the fraudsters out and about at present.

And there's more...

Helpful Computer Hints & Tips

🔗 OneBrowser Virus / One Browser Search Hijacker

Look for this in your Programs and Features in the Control panel – If you see it REMOVE it. Its tracking your activity and sends it to the dark web....

This is NOT a legitimate browser. It's a PUP (potentially unwanted program) that hijacks your search engine, shows pop-ups, and redirects you to unsafe sites.

Symptoms

- **Search engine changed without permission**
- **Pop-ups and redirects**
- **Slower browsing**
- **Data tracking**

CDoS PCDoctor can walk you through safe removal steps.

If you have our remote unlimited support on Option 2 £(currently £140 pa including our Powerful AV Cloud antivirus protection. The call Paulette in the office and she will book you in a remote support call (Free! Normally £25)

Make Your Screen Easier to See

- **Increase text size: Settings → Accessibility → Text size**
- **Try high-contrast mode for clearer colours**
- **Use Night Light in the evening to reduce eye strain**
- **Zoom any webpage with Ctrl + Plus**

Make the Mouse Easier to Use

- **Slow the pointer speed if it feels too fast**
- **Turn on “single-click to open” if double-clicking is tricky**
- **Choose a larger mouse cursor for better visibility**

Stay Safe Online

- **Keep a notebook or password manager for logins (an A to Z address book keeps things organised)**
- **Turn on two-step verification for important accounts**
- **Don't click suspicious links or pop-ups**
- **No real company will ask for your password by phone or email**

Keep Your Computer Running Smoothly

- **Restart once or twice a week**
- **Allow Windows to install updates automatically**
- **Save important photos and documents to OneDrive for backup**

Browse the Web with Less Hassle

- **Bookmark favourite websites for quick access**
- **Use Reader Mode to remove clutter from articles**
- **Increase page size with the browser zoom controls**

Stay Connected with Family

- **Use WhatsApp, FaceTime, or Teams for simple video calls**
- **Ask family to set up a shared photo album so pictures appear automatically**

Make Your Computer Fit You

- **Pin your most-used apps to the taskbar**
- **Use voice typing with Windows key + H**
- **Turn on Sticky Keys if holding multiple keys is uncomfortable**

Useful Keyboard shortcuts

Keyboard Shortcuts Cheat Sheet (Windows & Browsers)

Windows Essentials

- **Win + D** — Show desktop
 - **Win + E** — Open File Explorer
 - **Win + L** — Lock PC
 - **Win + I** — Settings
 - **Win + S** — Search
 - **Win + R** — Run dialog
 - **Win + V** — Clipboard history
 - **Win + Shift + S** — Screenshot (Snipping Tool)
 - **Win + .** — Emoji picker
 - **Alt + Tab** — Switch apps
 - **Win + Tab** — Task View
 - **Ctrl + Shift + Esc** — Task Manager
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Browser Shortcuts (Edge, Chrome, Firefox)

Tabs & Windows

- **Ctrl + T** — New tab
- **Ctrl + Shift + T** — Reopen closed tab
- **Ctrl + W** — Close tab
- **Ctrl + N** — New window
- **Ctrl + Shift + N** — New private/incognito window
- **Ctrl + Tab** — Next tab
- **Ctrl + Shift + Tab** — Previous tab

Navigation

- **Alt + Left Arrow** — Back
 - **Alt + Right Arrow** — Forward
 - **Ctrl + L** — Focus address bar
 - **Ctrl + + / -** — Zoom in/out
 - **Ctrl + 0** — Reset zoom
 - **Ctrl + C** — Copy
 - **Ctrl + X** — Cut
-

- **Ctrl + V — Paste**
- **Ctrl + Z — Undo**
- **Ctrl + Y — Redo**
- **Cursor Movement**

- **Ctrl + Left/Right Arrow — Jump by word**
- **Ctrl + Up/Down Arrow — Jump by paragraph**
- **Home — Start of line**
- **End — End of line**
- **Ctrl + Home — Start of document**
- **Ctrl + End — End of document**

Selection

- **Shift + Arrow Keys — Select text**
 - **Ctrl + Shift + Arrow Keys — Select by word**
 - **Shift + Home/End — Select to start/end of line**
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File Explorer

- **Alt + Up Arrow — Go up one folder**
 - **Ctrl + Shift + N — New folder**
 - **F2 — Rename**
 - **Alt + Enter — Properties**
 - **Ctrl + L — Address bar**
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Power User

- **Win + X — Quick Admin Menu**
 - **Win + Ctrl + D — New virtual desktop**
 - **Win + Ctrl + Left/Right — Switch desktops**
 - **Win + Ctrl + F4 — Close virtual desktop**
 - **Win + Pause/Break — System info**
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A Quick Guide to Staying Safe ONLINE

- 1. No multinational company or BT or your Bank will ever call you out the blue.**
- 2. Do no engage in passing ANY information to any caller simply put the phone down**
- 3. If you do get sucked in please use the following words. “Thank you for calling, all my IT related matters are managed by CDoS PCDoctor Nick Bache our Personal IT manager his number is 07838199007” Then put the call down**
- 4. If it is apparently the bank and you want to reassure yourself. ONLY call the bank back on the number on your debit card for fraud enquiries. Please do it from another phone as they tend to not disconnect the call then play recordings of dial tones and pick up but it’s the same people.**
- 5. In random emails asking you to spend, do, help a friend out of a tight spot – even a member of your family. Check first the following...**

** Check the email address it is coming from if you are worried it might be a scam*

** Beware of false websites when doing a Google search – The top three can often be redirectors to dodgy sites. Make sure the web site link you are clicking is really the correct site for the company you are connecting to.*

** If you are asked for a redelivery charge and your card details it is ALWAYS a scam. Remember shoot first ask questions later is the best policy now adays*

PCDoctor Note! If you have been scammed and you are unsure what to do next we offer a fixed fee £75 service where we will come round and gently lead you back to safe ground. Secure your PC and your wallet. I know this seems like adding salt to the wound, but you know us - we are local and to be honest you should have called us with your concerns first. The most important thing is we do not make you feel worse than you do and will provide the guidance to recover the money from your bank, get it properly reported and show you exactly what they have stolen. Password lists are their target and they operate quick and fast so please don't sit on this – call us 01213084394 we are here to help not strip you unnecessarily of any more money.

You are not the first to be conned and won't be the last!