

As you may be aware, there is a widespread malware attack known as the “WannaCry” ransomware virus that your computer may be vulnerable to. I’d like to provide you with information and instructions to help you protect yourself from this malware attack or other viruses that may compromise your security. I’d also like to remind our clients to scrutinize links and attachments in emails and only click on the link if the email is coming from a trusted source.

What is the “WannaCry” Ransomware Virus?

The “WannaCry” ransomware virus encrypts a Windows user’s files, making them inaccessible, and demands a ransom for the files to be recovered. The virus requests payment within three days of the initial alert to the user, and threatens to double the ransom price after that. The virus threatens that if the requested payment is not made in seven days, the files will not be recovered.

How do I protect myself against this virus?

The best way to protect your computer from this or any other virus is to install all available Windows security updates. Please ensure that Windows Automatic Updates are turned on, as this guarantees you are getting the latest patch updates from Microsoft.

How do I turn on Windows Automatic Updates?

1. Click the Start button or the Windows icon in the lower left corner of your screen
2. Type “services.msc” in the search box and a “Services” option will appear automatically or by pressing Enter
3. Click services and a Services window will appear
4. Scroll down to “Windows Update” in the Services window
5. Right click on Windows Update and choose Start (if Automatic Updates are already active, you will not be able to choose this option)

How do I install Windows Updates?*

1. Click the Start button or Windows icon in the lower corner
2. Select Settings
3. Select Update & Security
4. Select Windows Update
5. Select Check for Updates (updates will download and install if they are available)

**Updates can only be made by the computer’s administrator.*

What do I do if my computer has been affected?

Turn your computer off immediately. Then, take your computer to get fixed by a local IT service professional.

It's very important to take caution with emails and the internet as computer viruses can compromise your computer's safety and all of your important information contained within it. I hope this email will help inform and arm you on how to take action.

All the best,

From the desk of Debbie Hall



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