

TECH TIPS

WITH CRAIG PIKE



Agenda

- Email Address Options
- Is Best Buy Any Good?
- Enhanced Support
- Click This, Not That
- Backup Solutions
- Device Picks

Email Address Options

@ROGERS.COM, @GMAIL.COM, @SYMPATICO.COM... WHICH ONE?

Email Address Options

- Gmail, Outlook (Hotmail), Rogers, Bell, etc.
- Rogers, Bell & friends lock you into a service
- Gmail & Outlook benefits:
 - Greater mobility
 - Check other accounts
 - Domain options

Gmail vs Outlook

- Depends on how you like to organize
- Archive vs Folders
 - Gmail's search functionality is robust
 - Outlook's Folder structure is traditional
- Email clients (Windows 10 Mail, MS Office Outlook, etc.)
 - Eliminates Archive vs Folders argument
 - Different interface across devices

Gmail vs Outlook

VISUALLY COMPARED

Inbox - pikecraig@gmail.com x

← → ↺ 🏠 <https://mail.google.com/mail/u/0/#inbox> 🔍 ⭐ 📧 👤 ☰

Google

Gmail ▾

COMPOSE

Inbox

- Starred
- Important
- Chats
- Sent Mail
- All Mail
- Spam

⌵ **Circles**

- Deleted Items
- Notes
- Sent Items
- More ▾

Craig 🔍

Jacob Meiller
Video is by the bridge v

Julia Michienzi
You were in a video

Jonathan Michienzi
You: Yeah, they have H

Scott Bowden
Glad to hear it man. Co

Primary Social Promotions +

Rebecca, me, Rebecca (3) 1:44 pm
Swimming Lessons
Hahahaha I'll call today. From: Craig Pike [ma

Rebecca Webster Apr 13
FW: Refund for Carter
Thoughts? From: The Little Gym of London C

Deborah Nalywaiko Apr 1
April calendar and newsletter
Dear Families: Please find the April calendar :

Danielle Hamilton Mar 23
Sweat for strong kids
Hey everyone, Sweat for Strong Kids is only ε

Sesame Jan 8
Welcome to the Parent Portal on Sesame!
Hi Parent/Guardian of Carter Pike, Sesame ci

Webster, Marc 10/14/15
FW: polo catalogue
Marc Webster Associate Golf Professional, P

Sweat for strong kids

Danielle Hamilton
to Amanda, rozsaam, brynen, Buffy, chadwickhull, chantellebra

Hey everyone,

Sweat for Strong Kids is only a month and a bit away, so we h
that need some refreshers ☺

More than anything, it's a great opportunity to let members
personally, it made a huge difference in my little brothers life
came back completely changed.

Q: What is YMCA Sweat for Strong Kids?
A: The YMCA Sweat for Strong Kids charity cycling event is
minimum of \$100 to participate in a giant community cycling
YMCA. There are four 45-minute classes to choose from at e

Q: When is YMCA Sweat for Strong Kids?
A: Saturday, April 30th 2016 across the following 5 event loc

London (Covent Garden Market)
Strathroy (Gemini Sportsplex)
St Thomas (St Thomas YMCA)
Woodstock (Woodstock YMCA)

Primary 🔍

Rebecca, me 3 1:44 PM
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Outlook.com - pikecraig@... x

Microsoft Corporation [US] https://col131.mail.live.com/?tid=cmfZ20vFEC5hGqsQAhWtf3PA2&fid=flinbox

Outlook.com (+) New Reply | Delete Archive Junk | Sweep Move to Categories ... Craig Pike

Search email

View: All Arrange by

Folders

- Inbox
- Family
- Friends
- Sony
- Archive
- Junk
- Drafts
- Sent
- Deleted
- New folder

Craig Pike Family Birthdays 11:01 AM

Family Birthdays

Craig Pike 11:01 AM
To: pikecraig@outlook.com

We are celebrating family birthdays on May 18th.

Craig Pike | Technical Consultant
BridgeForce Financial Group

(866) 963-8075

Page 1 Go to

© 2016 Microsoft Terms Privacy & cookies Developers English (United States)

Inbox All Accounts

FILTERS

CP Craig Pike Family Birthdays 11:01 AM

We are celebrating family birthdays...

One conversation.

✎

✉ 12 📎 👤

Is Best Buy Any Good?

FOR MOST THINGS, IT'S GREAT

Best Buy

- No warranties
- No Geek Squad
- No computers
- Yes to everything else



Enhanced Support

NEED HELP WITH YOUR PHONE? I GOT YOU COVERED!



Craig



Session



Unattended Support



Screen Sharing



Ctrl-Alt-Delete



File Transfer



Diagnostics



Mobile Profiles



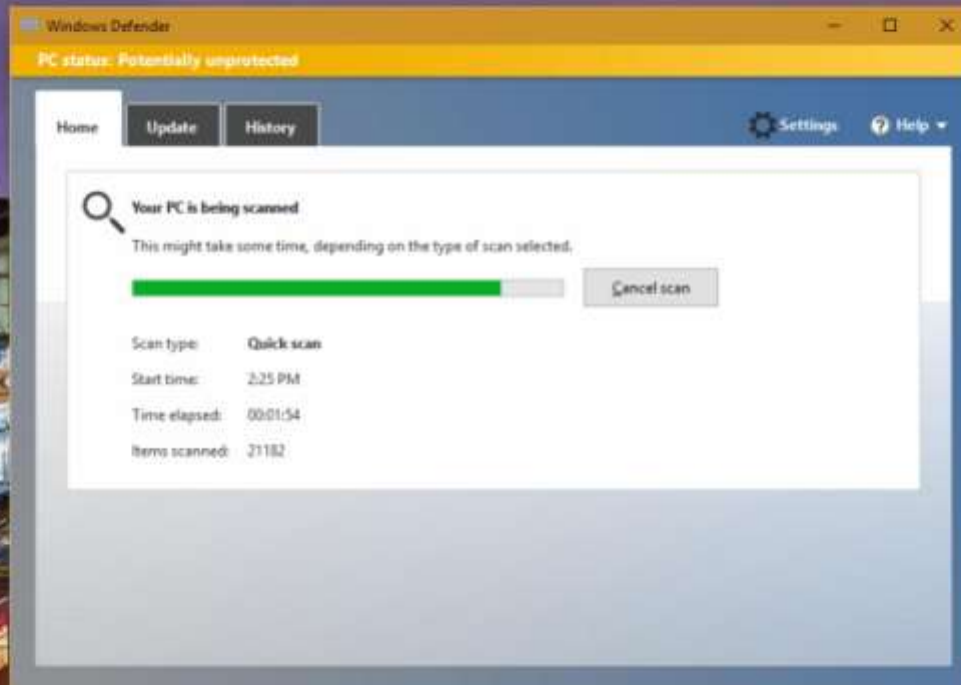
Chat



Notes



Recycle Bin

GoToAssist
Customer

Your desktop is currently shared with pikecraig@gmail.com

Stop Sharing





GoToAssist

Session Unattended Support Screen Sharing Ctrl+Alt+Delete File Transfer Diagnostics Mobile Profiles Chat Notes Service Desk

2:35

Google Say "Ok Google"

21 mins to home
Light traffic on Wonderland Rd S and Sarnia Rd

Yankees
Blue Jays
Today at 7:07 PM

London 9° THU FRI

More cards

Facebook Messeng... Apps Instagram Twitter

Chrome Mail App Messages Photos

CITRIX

<cpike@bfgon.com>

83%

Click This, Not That

KEEPING YOUR INFORMATION SAFE



Reply



Reply all



Forward



Delete



Set flag



Mark as unread



PayPal@PayPal-intl.com

3/27/2016 7:23 PM

Your account has been limited. 27/03/2016

To: Craig Pike



Access_Informacion.shtml

177 KB

**Dear Client,**

Temporary Information Confirmed Thanks for use PayPal! We sent you an email sometime ago asking for your help to resolve an issue with your PayPal account. Since we haven't heard back from you and we need you to provide some informations, your account is temporarily limited :

- Some informations on your account appears to be missing or incorrect. Please update your account promptly so that you can continue using all the benefits of your PayPal account.

1- Download the attached document and open it in a secure browser.

2- Follow the verification process and give us your correct information. Our new verification measures have been put in place in March 2016 to protect our customers.

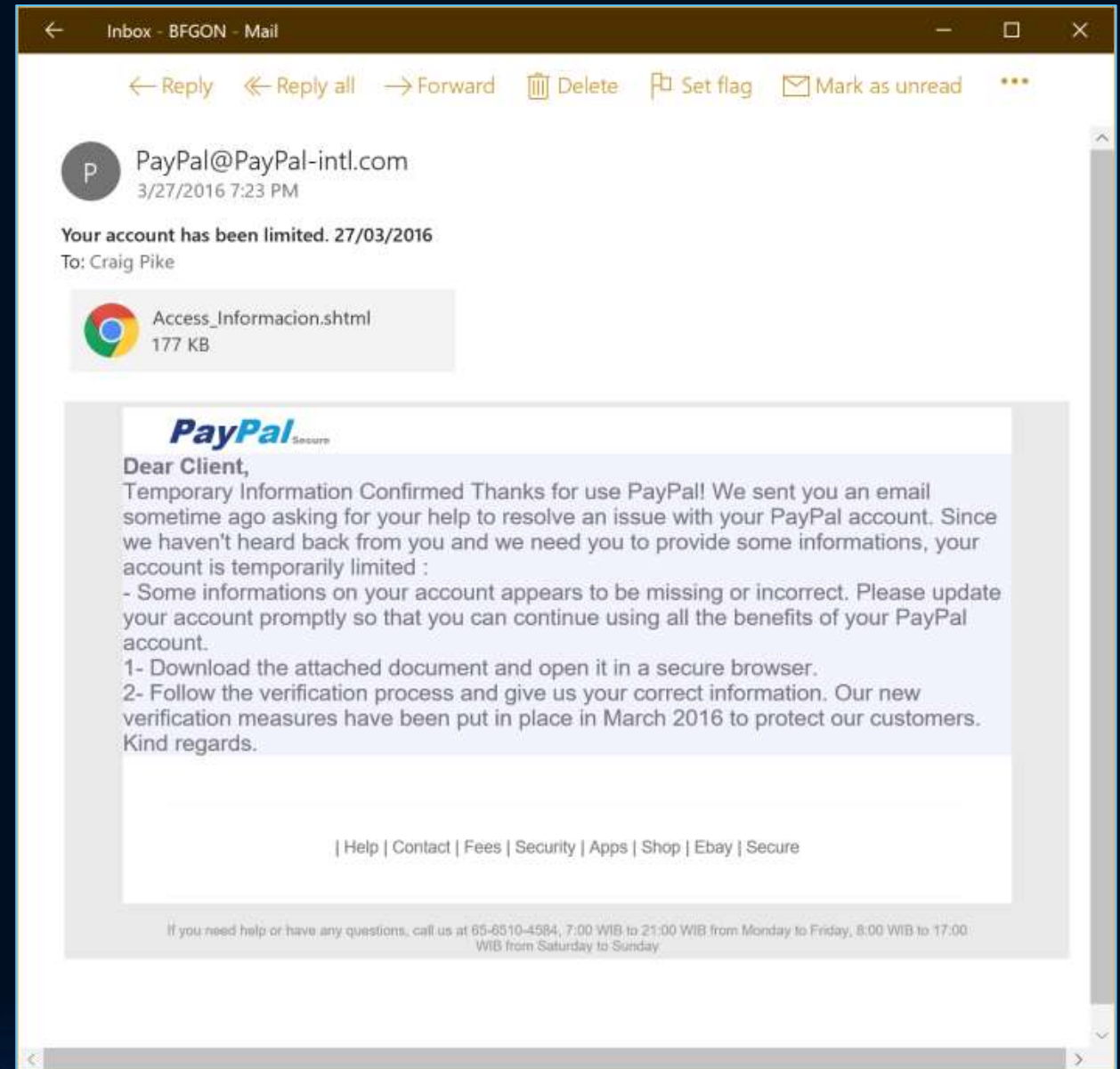
Kind regards.

[| Help](#) | [Contact](#) | [Fees](#) | [Security](#) | [Apps](#) | [Shop](#) | [Ebay](#) | [Secure](#)

If you need help or have any questions, call us at 65-6510-4584, 7:00 WIB to 21:00 WIB from Monday to Friday, 8:00 WIB to 17:00 WIB from Saturday to Sunday

PayPal

- Formatting
- “Dear Client”
- Language
- Fake links
- Attachment
- Attachment file extension



Phone Call from VISA

- Account compromised
- \$600 out of account
- Feeling vulnerable
- I'm in control here
- Which VISA?
- Hung up



How to handle these things

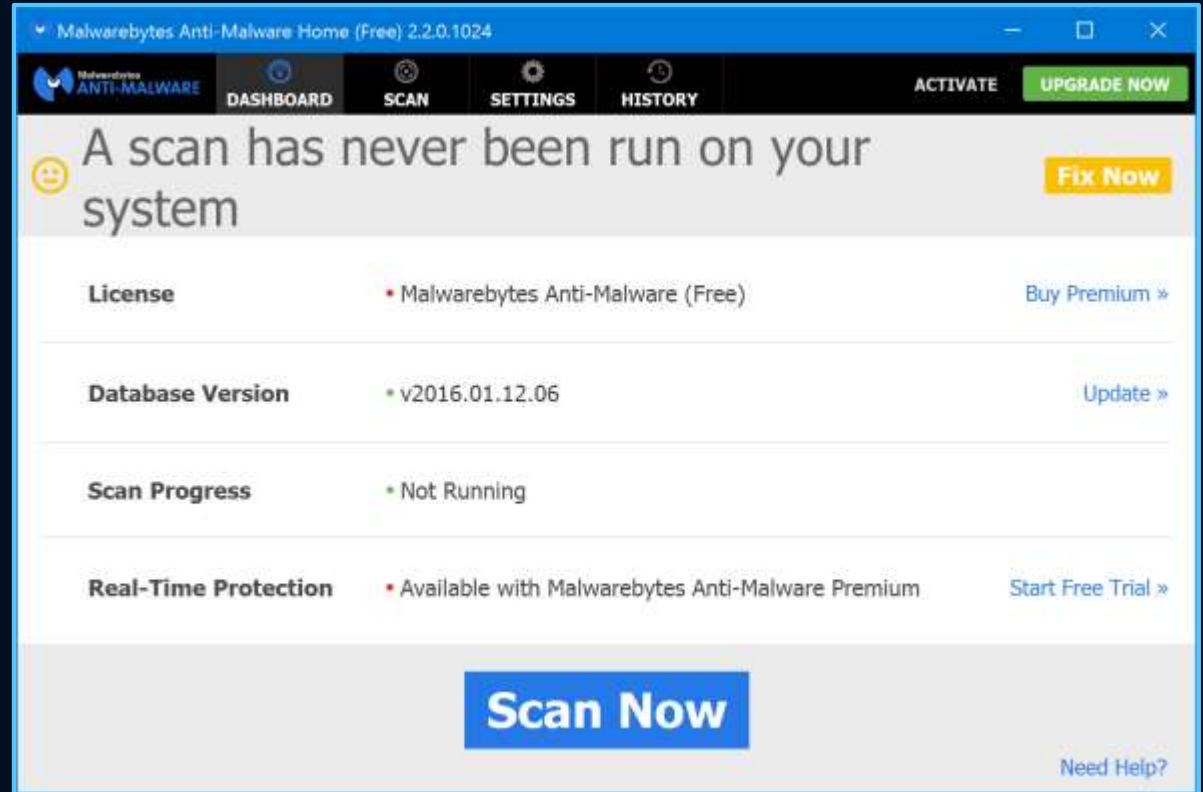
- You are in control
- Forget fear of the unknown
- Breathe
- Listen / read carefully
- **DO NOT PROVIDE INFORMATION**
- Call them back / Log in yourself

How to protect yourself

- Modern operating system
- Windows Update
- Anti-virus / Anti-malware
- Think before you click
- Backup, backup, backup, backup, backup and backup again
- Contact me

Malwarebytes

- Use Malwarebytes
 - Anti-Malware Free for Home
 - Premium: US \$24.94 / year / PC
- Free vs Premium
 - Always-on protection
 - Malicious website blocking
 - Auto updates and scans



Backup Solutions

YOU GOTTA BACK IT UP TO GET IT BACK

NovaBACKUP PC

- Highly rated backup software
- Automatic scheduling (incremental changes)
- Completely secure
 - Military-grade, 256-bit AES encryption
- \$50 Canadian
- www.novastor.com (Products -> NovaBACKUP PC)



Physical Drives

- Buy from a Big Box store (Best Buy, Staples, etc.)
- Top rated brands:
 - Seagate, Western Digital, LaCie
- 1 – 5 TB is great
- Buy 2



Device Picks

WHAT SHOULD YOU BUY?

Computers

- **ONLY** buy from the **Microsoft Store**
 - Online: www.microsoftstore.com
 - In Person: Square One, Eaton Centre or Yorkdale Mal



Microsoft vs Everyone Else



After 30 days without Signature



After 30 days with Signature

Dell Inspiron 15

- 15.6 inch touch display
- 5.34 lbs
- \$640* (Sale price)



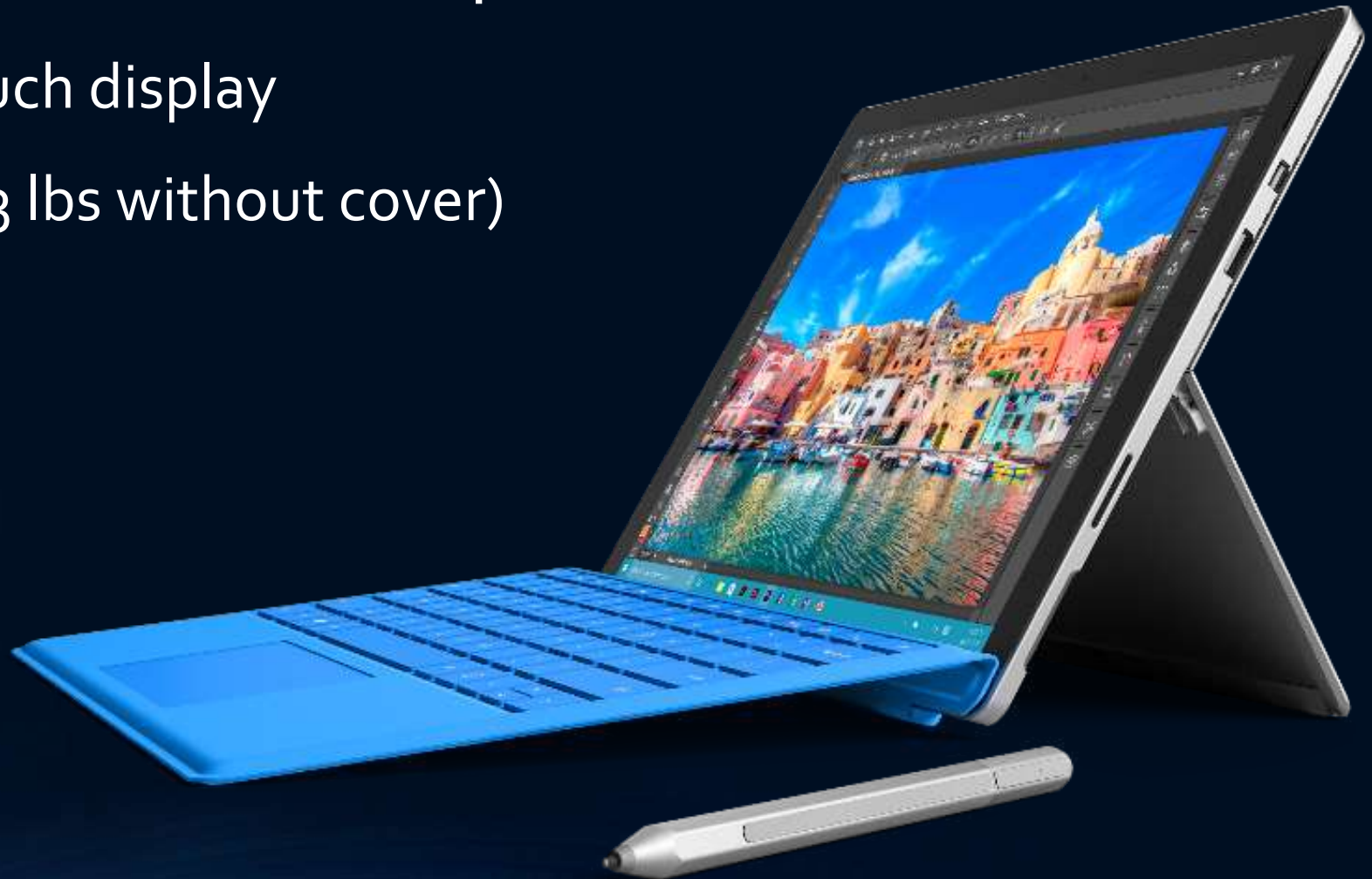
Dell Inspiron 13

- 13.3 inch touch display
- 3.44 lbs
- \$1,130* (Sale price)



Microsoft Surface Pro 4

- 12.3 inch touch display
- 2.38 lbs (1.73 lbs without cover)
- \$1,640*



* Taxes included

HP Spectre x360

- 13.3 inch touch display
- 3.26 lbs
- \$1,695*



* Taxes included

Phones

THE GOOD, THE BAD AND THE BLACKBER... ER... I MEAN UGLY

Apple iPhone (64 GB)

iPhone SE

- 4 inch display, \$230 / \$709

iPhone 6s

- 4.7 inch display, \$530 / \$1,030

iPhone 6s Plus

- 5.5 inch display, \$660 / \$1,160



Google Nexus (32 GB)

Nexus 5X

- 5.2 inch display, \$50 / \$500

Nexus 6P

- 5.5 inch display, \$200 / \$700



BlackBerry Priv (32 GB)

- 5.4 inch display, \$400 / \$800
- Runs Android not BBOS
- Rumor for more



The background is a deep blue gradient. On the left, there are faint, vertical columns of binary code (0s and 1s). On the right, there are curved, concentric lines that create a sense of depth and movement, resembling a tunnel or a stylized eye.

Craig Pike

CPIKE@BFGON.COM

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WITH CRAIG PIKE

