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Spring 2026 Newsletter

Welcome

Welcome to the Spring 2026 edition of my newsletter.

Several areas to cover this time so slightly longer newsletter than usual.

Small Price Increase

As all customers who have been with me for many years know, I very rarely raise my prices, trying to instead provide a quality service which is affordable to all.

However, due to increasing costs I do need to make a slight change to my on-site charges, these will increase from £25 per hour to £30 per hour (charged in 30-minute intervals after first hour).

This will not affect remote, drop-off or collect/return pricing which will remain at £20 / £25 respectively.

Passwords

Ensure you change your passwords regularly, especially for websites or services which contain personal or financial information e.g. Email, Shopping websites where card details stored and Online Banking.

- Make your password as complex as possible to avoid hacking
- Include upper case, lower case, numbers and symbols
- DO NOT use children or pet names as these can easily be found out by anyone trying to hack you

When customers have had email accounts hacked and I ask when the last time was you changed the password, I often hear that it hasn't been done for years!

For guides on how to change password for most major email providers see [this](#) page on my website.

Spam / Scam Emails

If you receive an email that you believe may be a spam or scam email, and you are unsure of the content then before clicking on any of the links or replying to it, please feel free to forward it to me so I can check it out for you.

You can also find information on my website [here](#) on some of the key areas to look for.

And any recent examples I receive I will put on [this](#) page to assist others in avoiding any risks.

AVG Pop-ups / Upselling Messages

Further to my previous email about these annoying messages:

- I have made a complaint to AVG about this which has been escalated and am currently in a discussion with them, will update further on this later.
- I am also testing various other protection products to see if potentially a better or alternative solution could be provided but believe me some of the ones tested so far have been a lot worse than AVG for annoying pop-up messages received, and more importantly a lot of them also offer a lot less protection. This remains in progress as if I did supply anything else it needs to be thoroughly tested to ensure it meets my high standards

for protecting you, as I didn't choose to supply AVG based on how much money I can make off it etc, but based solely on its level of protection, as anything I supply to customers I also actively use and trust myself.

- Rest assured I do take the complaints of the upselling / pop-up messages seriously and they annoy me as much as they do you, but the reason for sticking with AVG (so far) is because the protection itself is very good and it consistently scores well in all the official virus testing roundups.
 - It is worth noting that the level of annoying pop-up messages can be lessened by changing some of the settings, I will update [this](#) page on my website with some tips relating to this.
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Email Support

One of the services I offer which some customers find invaluable is my Email Support Service – more details below and also on my website [here](#).

If you need some technical advice, support or just to have the reassurance there is someone to ask if it all goes wrong then email based support is right for you.

It enables you to have email access to a fully qualified computer engineer who can lend a hand and help you through those troublesome computer issues.

Easy to follow email instructions guide you through helping to make your computer experiences stress free, and without the huge support line costs offered by some companies.

This service also includes limited (at my discretion) remote support session time, so if a problem is easier for me to quickly fix remotely for you rather than going back and forth with email instructions then I will offer to connect remotely instead for no additional cost.

Emails are responded to 7 days a week, usually within a few minutes, both during the day and often late into the evenings.

N.B. Despite the name of the service I also respond to messages sent via Text or WhatsApp 😊

Quick links

- [Buyers Guide](#)
- [Safe Computing](#)
- [Reference Guides](#)
- [Virus Protection](#)
- [Data Backup](#)
- [Windows 10](#)
- [Windows 11](#)
- [Basic Troubleshooting](#)