

Ratsupport.com News Letter

Date: 09/02/2015

News Letter #28 September 2015

This news letter is intended to help the people that I enjoy doing business with and anyone else that happens upon this news letter.

If you don't want to get this news letter on a regular basis then feel free to email me at support@ratsupport.com and tell me you don't want to be on the list. I will remove you from the news letter list.

1. Well it is finally my Birthday and that means I only have 29 days until I move to Idaho. I want to thank all that have helped and supported me. For those who have not joined my Ratsupport.com Members Only Area : [Register for Ratsupport.com Members Only Area](#) , It does not have any cost involved. I hope you think about Registering and using the fantastic communication tools that I built into my Website. The reason for the Members Only Area is Security and only Security and I put the tools into the site that allow me to continue to help with your computer problems. I will have a post on the [Contact Us](#) page with my new address and you will still be able to use my current mobile phone number. Those of you that have the Google Voice number will not be able to contact me with that, you will need to use my Mobile Phone Number: 707-318-5897.

2. I have been busy working on my [Ratsupport.com](#) website and have made many improvements. I have also been busy making presentations that could help your computer experience. Some of the new presentations are on how to Connect your Sound System, Remote Desktop Connections and Using Email clients like Thunderbird and why I think that is a good idea and more I am adding new presentations on a regular basis. These presentations can be found on the Education page of the Members Only Area. I have also created a Computer Vocabulary Database for you to look up terms that you might not be familiar with. I have also added a Unsubscribe from my Email system at [Ratsupport.com](#). As before, if you don't want this news letter just let me know and I will gladly take you off my mailing list. [Contact Us](#).

3. There are a number of new items on my [News Page](#) and I will be keeping it up to date with regular postings. Be sure to check out the information on Windows 10.

4. Libreoffice V5 is out and if you are using this office suite, it might be time to upgrade to Version 5. [Libreoffice Website](#) Although I have the Microsoft Office suite on my computer, I use Libreoffice for 98% of all my documents. It gives me the ability to make the presentations that I produce and all the documents, even .pdf's.

5. Windows 10 has a Secret Start Menu. To use it all you have to do is right click on the Start Icon (White Window) and the Menu will appear giving you links to things like Control Panel, Task Manager , Device Manager and Network Connections. This is fantastic and is a quick way to get to the settings you might need to use.

Ratsupport.com News Letter

6. In today's world of Junk Mail (Spam) and Adware and Spyware a couple of things are important. Have updated Malwarebytes and Superantispyware on your computer and use them on a regular basis. I do mine every Friday. To try to combat the spread of Junk Mail most if not all of the Mail Services us Black Lists to limit the email sent to their customers. The problem is that these Black Lists do get many Legit emails too. One thing to suggest is that you add all business and friends email address to your contacts (Address book) in your email client or Webmail. Most of the Junk Mail filters look for your contacts and allow them to get to you. I know that my support@ratsupport.com is being blocked by Comcast and I have done all I can do on my side to get my mail through to you, Please put support@ratsupport.com in your address book if you are a member of the [Ratsupport.com Members Only Area](#) because the Message system uses that email address to send information to you.

7. I currently have around 30 members in the [Ratsupport.com Members Only Area](#) and about 30% have not gone to the Edit Profile page and filled in their contact information and Profile Picture. If you look around the area you will see that having an Image is a good Idea and helps me to find you when I need to send a message or contact you.

8. Oh My MY !! please **don't** do this: **Email Reply-All**. Story on [Email Reply-All Problem](#), Reply All can start a big problem as it starts a chain and others will try to comment or reply but it is already Reply All and can send emails to everyone again. If you ever get one. Don't reply to it, but create a new email to whom you want and that will break the chain.

9. I have some Members using my messaging system. Thank you very much. Please realize if you have not used the messaging system that there are instructions on the use of the Messaging System. The messages will do two things, 1. send a message to the addressed persons members page, and if email is not unsubscribed send an email from support@ratsupport.com with the message. On the message page you can see who is online.

10. If you want to chat with me then we will have to get on the chat page at the same time. It takes at least two to be on the chat page for the chat to work. If you want to chat with me, please use the message system to tell me that you want to chat. I will get an email and will try to hop on the chat page with my phone or on a computer and communicate with you.

11. I know this has been a long News Letter from me but I had bunches and bunches of information to pass along to you. Please feel free to [Contact Us](#) if you have questions, complaints or you are interested in me creating a presentation on a subject you would like to know about. Of course you can always request to be taken off this mailing list. By the way I am updating the Vocabulary Database on a regular basis also and if there are words you want included, please let me know.