

I seem to be getting quite a few calls both MAC and WINDOWS from people with limited computer skills finding difficulty accessing the on-line services they need.

I may be able to help, even though of course I cannot visit at the moment.

Over the past few days I have managed to provide assistance to a number of people who were finding difficulty - one was unable to get their Macbook to start. Another was to do with upgrading from Windows 7 and the provision of links to the appropriate source for the upgrade process.

It takes a while but given increasing vulnerabilities in Windows 7, due to the withdrawal by Microsoft of update support, it is worth doing. People who do online banking or food ordering and who are concerned about continuing to run Windows 7 therefore have a path forward which will not cost them anything.

People with Macs may be frustrated with the loss of older versions of MacOS from the Apple Mac Store. It is particularly frustrating for those with machines up to mid 2013. The upgrade images are however widely available but not all are safe; I have sources which are.

I am patient and can determine fairly quickly whether a problem may find a telephone solution. I have never charged for phone advice so people can be confident that they will not receive a bill!

Bill's phone number is 01588 640812 and email charles.blake@btconnect.com