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Northern Computer Connection

Our computers always seem to break down at the wrong time and we usually need to have them back up and running right away. Depending on whether your systems problems are hardware or software related, fast help can be found with our remote support services. Andrea discusses below what what remote support is all about and if you are shopping for a new system and trying to decide on whether to get a desktop or a laptop, Dave will explain the pros can cons of each.

I Need Help - Fast Computer Support

Your are plugging away, getting work done and suddenly your system crashes. You could bring your system in to get looked at or there may be another option.

Remote technical support has become a valuable and efficient tool for technical professionals as well as their clients. Whether you are a home user or part of a business' network , there are many advantages to this type of support . Remote support allows a technician to troubleshoot and resolve software related problems for



their clients from anywhere in the world using remote desktop software. Remote desktop software lets the technicians take control of a computer in a different location, transfer diagnostic and repair tools onto the

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Northern Computer & Nidana Networks have merged. Click [here](#) to read more.

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Monthly Special

user's desktop and uses these tools to perform the tasks needed to resolve the user's issue. And all that is needed is an Internet connection (and the user's permission)!

??Click [here](#) to finish reading the article.

- Andrea P, Service Coordinator

Should I Buy a Laptop or Desktop?

When it comes time for you to buy a new computer, you may find yourself torn between a desktop computer and a



laptop. There are good reasons for both, so the final decision should be based on your specific needs. You may want to consider the following factors when making your purchase.

Generally speaking, you're going to pay more for a laptop than a comparable desktop computer. Smaller components and portability are more expensive and you will see that reflected in your price. Additionally batteries are still quite expensive and account for a large portion of the cost of the laptop. If the computer is used mainly for word processing and internet use, a laptop might be a practical choice. However, video games, video editing and even desktop publishing require...

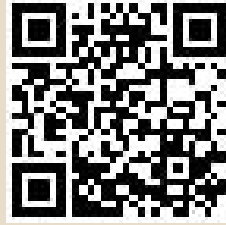
Click [here](#) to finish article.

- Dave P, Senior Account Manager

Tips and Tricks

Password Protection for User Accounts

If your computer is used in a multi-user environment, such as a workplace, home, or shared dorm-room, you may want to consider password protecting your user account.



[What's a QR code?](#)

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Phone Scam



Phone scam - Fraudulent protection software for your computer. See the full story on castanet. <http://t.co/po25eqc>

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For most users, privacy is essential - which is why assigning a password to your computer's user-account is an excellent option for everyone. Windows 7 makes account password protection an easy process. To create a password for your account in Windows 7:



1. Open User Accounts by clicking the **Start** button, clicking **Control Panel**, clicking **User Accounts and Family Safety**, and then clicking **User Accounts**.
2. Click **Create a password for your account**. Note: If your user account already has a password, you can change your password by clicking **Change your password**.
3. Type the password in the **New password** box, and then type the password again in the **Confirm new password** box.
4. If you would like to use a password hint, type the hint in the **Password hint** box.
5. Click **Create password**.

Click [here](#) to read how to password protect a document.

- Clay P, Network Support Technician

Remote Support

Need Help?



We provide online help from
8AM to 5PM Monday to
Friday.

Contact us at:

250-762-7753 Option 3

or

service@northerncomputer.ca