

CRAIG'S LAW:

"A restart fixes 85% of all IT related problems."

This applies to your computer, printer, phone, router, email and more.
It sounds obvious — but more than likely, it will work!

Situation	What to do
Suspicious email	Hover over sender name. If address looks wrong — delete.
Urgent email asking for details	Stop. Call the organisation directly. Never click links.
Pop-up virus warning	Close browser (Ctrl+W). Never call the number shown.
Phone call about your computer	Hang up. Microsoft/Telstra never cold-call you.
Asked for your password	Refuse. No legitimate organisation asks for your full password.
Clicked something suspicious	Don't enter details. Close browser. Run Windows Security scan.
Gave remote access to someone	Disconnect internet. Call bank. Call Craig. Don't use computer.
Think you've been scammed	Call bank immediately. Change passwords. Report to Scamwatch.
Computer acting strangely	Restart first (Craig's Law!). Run Windows Security scan.

THE GOLDEN RULE OF ONLINE SECURITY

If something feels wrong — stop. You can always verify later. Criminals rely on urgency and panic. A legitimate bank or company will never mind if you hang up and call back on a number you find yourself.

Need more help? Call Craig on 0411 147 909 | seniorsguide.net.au

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