**Task 5 - Email 2­­**

**From:** Rob Tanner <rtanner@hotmail.com>

**To:** admin@ramemberus.com.au

**CC.:**

**Subject:** Protecting my computer

The Manager

RAMemberUS It Services

I found your business through a web search and was hoping that you might be able to help me.

I have recently started a small business selling custom made wooden rocking horses and restoring antique wooden ones. I have all my financial accounts and customer details on my computer. I am worried about what would happen if I get a virus on my computer. What Antivirus programs would you recommend? I believe there are there are some free ones. Are they any good or should I be buying a commercial Antivirus program. Can you please advise me?

I also plan to do my banking over the Internet and am worried about someone hacking into my computer and getting my passwords. I am told that there is a much greater risk when on Broadband because the Internet connection is always active. Is this correct and if so, what can I do to stop this? Is there software that will stop hackers?

Some days, I get huge numbers of emails and it takes ages to go through them because of all the junk mail that I get. I am told that there are programs to stop junk mail. Can you please tell me what is available and give me costs for these.

I am also told that spyware is a problem but really don't know what this is - I do know that I don't want it though! Can you help me here as well?

As a small business owner with a unique product, I would also like to start using the social media that I keep hearing so much about through other business colleagues to promote my business. I would like you to develop a simple review for me on what social media options are available and what recommendations might be suitable for a small business such as my own. If you could include for me details about:

* what social media is
* social media types and examples of these
* advantages and disadvantages of each type
* recommendations of what sites you would recommend for a small business like mine
* an overview of each recommended social media site
* links to each recommended site.

I am happy to pay for your time as I know that there will be a bit of work in putting it together for me.

Thanks for your time and help and I look forward to working with you.

Regards,

Rob Tanner