



#### VIRUSES

##### Helpful Hints

- Don't open emails having 'exe' executable files\*; delete them
- Always scan attachments before opening
- Don't download from the Internet without scanning the files first
- Don't open emails from unknown senders
- Empty the deleted emails folder immediately after deleting an email having a suspected virus

##### Troubleshooting

- Don't forward the folder or email that had the virus
- Delete the virus file unless it is important enough to attempt a clean & repair
- Call us for Help (Gold Canyon Computer Repair 480-262-9598)

#### E-MAIL

##### Helpful Hints

- Clean out Inbox on a regular basis
- Download and save attachments
- Create filing system of folders to easily store and retrieve email messages
- Create filters to reduce junk mail
- Only use delivery notification when absolutely necessary

##### Troubleshooting

- Is your internet operational?
- Send a test message
- Verify message address

#### COMPUTING

- Don't use backgrounds
- Turn off screensaver
- Save early and often
- Minimize number of applications that load at startup
- Minimize number of open windows
- Use shutdown feature
- Don't block cooling fan

#### TROUBLESHOOTING

- Check for loose connections
- Check power strip (may have kicked it loose)
- Check monitor power button
- Check batteries in wireless mouse/keyboard
- Shut down program, then reopen
- Reboot (CTRL+ALT+DEL)

\* An **exe file** (pronounced as letters E-X-E) is a computer file that ends with the extension ".exe" otherwise known as an *executable* file. When one clicks on an exe file, a built-in routine automatically executes code that can set several functions into motion. Exe files are used to install and run programs and routines. Because of the potential harm, when downloading any exe file it's a good idea to scan it with a reputable virus scanner before clicking on it.

#### INTERNET BROWSER

##### Helpful Hints

- Periodically clean out history and Internet temp folders
- Set the days to keep the History to 1 day
- Add frequently visited sites to you favorites folder

##### Troubleshooting

- Check connection settings
- Check with Internet Service Provider (ISP) (e.g., Mediacom, Qwest, etc) to verify they are not experiencing connectivity/downtime problems.

#### PRINTER

##### Helpful Hints

- Use proper paper and don't overfill the paper tray
- Fan the paper before loading

##### Troubleshooting

- Allow printer to warm up
- Ensure printer is online and check printer power
- Run test print
- Turn printer off, then on
- Check connections
- Try another application (Microsoft Word document, PDF, Image)

#### USER NAMES & PASSWORDS

- To log on to your computer, email accounts, websites (Facebook, Forums, Twitter, Skype, stumble upon, etc), you will need to enter your user name and password. Be sure to keep a copy of this list handy. We recommend keep your log in something easy to remember, but it's equally important to make it difficult for others to guess. Try combining alpha & numeric (i.e. pw: \*M8tee!). We recommend changing your password every 90 days or so.