



Everything You Always Wanted to Know About Computer Problems, But Didn't Know Whom to Ask

by Donna Hanson

Prime Solutions Training & Consulting Pty Ltd

www.primesolutions.net.au

Liability disclaimer

The material contained in this e-book is general and is not intended as advice on any particular matter. Prime Solutions Training & Consulting and the author expressly disclaim all and any liability to any persons whatsoever in respect of anything done by any such person in reliance, whether in whole or in part, on this e-book. Please take appropriate legal advice before acting on any information in this e-book.

You Own the Reprint Rights

I believe this e-book contains vital information, so I'm giving you free electronic redistribution rights. Yes, it's yours free!

This means that you can give it away to other people. You can send it to your mailing list (but no spam, please)! You can give it away on your Web site. You can even sell it for any price you'd like and you get to keep 100% of the profits! Or you can use it as a free bonus in a product bundle. It's up to you.

The only restriction is that you must not change it in any way, which means that you must distribute it in its original PDF format in its entirety.

Introduction

Mention the word computer and many people break into a sweat! “It would be great just to have my questions answered” many say. Others say “I just don’t know where to start.”

Since 1985 when I first started using computers, I’ve experienced my fair share of problems! But each time, I solve a problem, I take away some valuable knowledge. The key to understanding computers is to be open. Open to what they do, open to how they work, but most of all open to learning about them.

In this e-book, I’m going to share with you the 15 most common problems people have with their computer.



A handwritten signature in black ink that reads "Joanna Hanson". The signature is written in a cursive, flowing style.

Question 1

“How do I get rid of SPAM?”

Answer:

Use Rules in your Email Program.

Rules will allow you to send mail messages from specified addresses directly to deleted items.

An alternative is to install SPAM Filtering software which can be purchased from any office supply or computer store.

For more information, grab a book from the local library on your email program and look up rules. Alternatively visit the vendor (IBM, Microsoft etc) web site and do a search on rules or SPAM blocking.

Question 2

“How do I get rid of pop up boxes when I am on the Internet?”

Answer:

Purchase Internet Security Software.

Many internet security software packages block pop up boxes from coming up on your computer.

Software can be purchased from any computer retailer or office supply store.

Make sure you read the box or ask if it the package will block pop ups.

Question 3

“What do I do when things go wrong with my computer?”

Answer:

Have a support system in place.

Because problems always happen with your computer when you don't need them. Be prepared by having the name and number of a reliable company who can provide you with hardware support if you need it.

Ask friends, family members or colleagues if they know of anyone they can recommend.

Having a resource means you won't be stuck with having to search the yellow pages or local papers in desperation for someone to help get you out of trouble.

Question 4

“What should I do when my program freezes?”

Answer:

Press Control + Alt + Delete Keys.

This brings up a Task Manager screen (or if you use Windows 2000, you can select Task Manager).

The task manager allows you to end the task that is not responding by clicking on it and choosing End Task

This should allow you to restart the application without having to restart the computer

Question 5

“I have virus checking software on my computer, why do I still get viruses?”

Answer:

The software might not be up to date.

When you buy a computer or load virus checking software on your computer it is current at the time. You must regularly update it to ensure you are protected from new viruses.

Do this by registering your product with the vendor ie Norton, VET. Request downloads by mail or download updates directly from the vendor website.

Ideally to protect yourself you should update everytime you access the Internet.

Question 6

“What is the best way to back up my computer?”

Answer:

One great way is a memory stick.

A memory stick can be plugged straight into your computer or plugged into another computer.

Once recognized by your computer, the memory stick allows you to drag and drop files you want to back up.

Check the size you require, then a memory stick can be purchased from any office or computer supplier – shop around as prices vary!

Question 7

“How do I learn more about my computer software without going to a course?”

Answer:

Look at your other options.

Because adults learn in different ways, there are many mechanisms for gaining computer knowledge.

The local library will have books on common applications, Prime offers some e-books with great shortcuts or you could check out vendor websites. Many of these have some computer based training on line. Try www.microsoft.com, or computer training in GOOGLE search.

Question 8

“Which search engine do I use to search the Internet for everything on Financial Planning?”

Answer:

Sorry but at this stage there is no one search engine that does it all.

Web sites get registered with search engines they believe will provide the most traffic or “hits” to their site.

As one organisation might register with Google, but not with Yahoo, if you look for their information, you will find it on Google, but not Yahoo.

Whether you in fact find them or not also depends upon keywords they have listed with an engine. Their details then only appear when you enter a keyword they have selected.

Question 9

“Why should I use Broadband and not Dial Up for my Internet?”

Answer:

Broadband is faster and more reliable.

Because broadband internet access is a constant connection with the internet you generally will not experience “drop outs”. It also allows much faster downloading, and unlike dial up broadband offers the ability to utilise the phone line whilst surfing the internet. It also means you aren’t making constant calls to you Internet Service Provider each time you connect.

Make sure you investigate different providers and find the option to suit you prior to committing to a contract.

Question 10

“I use Excel all the time, but have trouble with graphs. Is there an easy way to create one?”

Answer:

Highlight the information you want to graph and Press F11 on the keyboard.

This will create a quick bar graph which you can modify by double clicking on it.

The graph can then be modified further by clicking on Chart on the menu and choosing Chart Options

Question 11

“My mouse won’t roll, what can I do?”

Answer:

Clean It!

Often the mouse roller catches dirt and fluff in the chamber.

Turn the mouse over, twist the circle surrounding it. Close your eyes and blow into the hole.

Place the ball back in the mouse and twist the circle back on.

Question 12

“I have a document that is perfect, but it won’t fit on 1 page. How can I quickly reduce the size of it?”

Answer:

Shortcuts.

Rather than having to select everything and change the font size, try this:

Select all the text in your document by holding down the Control key and pressing the letter A at the same time. This will select all.

Hold down the Control key on the keyboard and press the left square bracket key [on the keyboard.

This will reduce the select font size down by 1 point. Continue until the text fits on the page.

Question 13

“How do I remind myself to respond to an email?”

Answer:

Set a reminder.

Providing you have your computer on and email open, it will prompt you at a designated date and time.

Most emailing applications have some sort of flagging or reminder system. In Microsoft Outlook there are flags. If you right click on a message from the Inbox, there is an option to flag and further options to set reminders.

Question 14

“How do I know when I need a new computer?”

Answer:

If it is more than 4 years old and runs slow, you need to consider a new one.

As new software is released, more computer resources are required to operate them and you need more hard drive space to store the data you build up over time.

Make a list of your requirements ie. do you need to store photos from your digital camera? Then shop around to find a computer with the specifications and price you want to pay.

Question 15

“My screen has frozen and the Task Manager doesn’t work. When I try to switch my computer off nothing happens – What do I do?”

Answer:

Hold the power button on the computer in and count to 6.

Because this overrides the computer software and allows you to shut the computer down.

DON'T USE THIS AS A NORMAL WAY OF TURNING YOUR COMPUTER OFF. THIS IS FOR TROUBLE SHOOTING ONLY!

Count to 10, and then switch it back on again.

Conclusion

Computers are– and will continue to be – one of the most important communication tools of the 21st century. The more you know how to use them effectively, the better they will serve you.

Find Out More ...

Find out more about the products and services offered by visiting www.primesolutions.net.au.

Also sign up to our e-mail newsletter at www.primesolutions.net.au. It's free and full of great computer training related information.

About Donna Hanson

Donna Hanson is a consultant, speaker, trainer and author who assists clients to leverage computer software and increase productivity. Her company Prime Solutions Training & Consulting serves clients throughout Australia.

Donna has also written numerous e-books on various tools within computer applications to assist in increasing productivity.

You can contact Donna at:

Prime Solutions Training & Consulting
P O Box 100
Lower Plenty Vic 3093
Australia

Within Australia: 0412 073 316

Outside Australia Phone: +61 412 073 316

www.primesolutions.net.au



Can we help you?

Here are some of the things that people say about our services:

“Training conducted by Prime has reduced time spent on some daily /weekly duties allowing staff to be more efficient in their roles. From an organiser’s perspective, Donna makes the whole training process simple, straight to the point and with minimal disruption to staff, at the same time looking for the most cost effective options for the company”

- BMW Financial Services – Motor Vehicle Finance Company

“I would definitely recommend Prime Solutions and Donna to other organisations, due to her professional and personal approach. Donna takes the time to follow up with customers to make sure they are satisfied with the outcomes. By requesting feedback and continually looking for ways to improve the services she provides, Donna ensures her customers will always be provided with the best possible product.”

– AGL – Gas & Electricity Company

If you’d like us to work with you, visit our Web site at www.primesolutions.net.au