


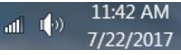


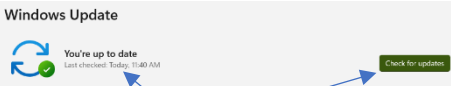

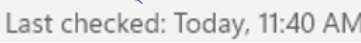



1. ARE YOU CONNECTED TO THE NETWORK?

- After logging into your computer wait for all the icons to show up in the system tray
- Look into the “System Tray” in the bottom right. Check to see if you are connected by WIFI  or ethernet 
- If it looks like this  you are not connected and you need to either restart your computer, or restart your network **Learn how to restart your network*
- Wait for your system tray to load before clicking on anything. It’s located at the bottom right by the time.  Each computer may have different icons in the system tray. By waiting you are allowing the system to finish being busy.

2. CHECK FOR WINDOWS UPDATES ONCE A DAY PERFERABLE AT STARTUP


- In W10 and W11 click on the Start Button  on the bottom left or center
- Then click on Settings Button 
- Then click on Updates and Securities 
-
-
- Then click Check for Updates 
- When it’s done it will show the date and time. 
- If you see an “Install” button on the right of the update. Click “Install”.
- Normally if you have to click Install a Reboot(Restart) is required after it installs.
- You can minimize and let it run in the background but come back to it to check to see if you need to restart your computer if the Status shows “Restart Now”. Close everything out before restarting your computer.
- If you don’t see “Restart Now” then the updates have installed automatically and didn’t need a Restart.






Note: By pushing in the updates yourself you will know what is going on and be up to date daily. When you leave the updates in the hands of the automatic mode you let the system be in control of you and that’s how updates fail and restarts happen when you don’t expect it. Also, Windows Updates may not even start downloading until you are shutting down which causes longer shutdown delays and possible failed updates.

NOTE: FYI no AntiVirus will protect you against popup infections only you can prevent from clicking on them and letting them in. You are the actual AntiVirus. I personally only use the one that came with W10 & W11 operating system called  “Windows Defender”. Windows Defender it gets its updates from the “Windows Updates”.


NOTE: FYI if you are using a paid for or free AntiVirus you need to uninstall it every 11 months, reboot your system and reinstall with the newer version. If it’s a paid for AntiVirus you will need to log into your AntiVirus website and download the newer version. I don’t recommend Upgrading the version from the AntiVirus program. When uninstalling the AntiVirus use the tool made for uninstalling it not the uninstaller from “Programs and Features”, unless directed by the AntiVirus website.

3. CHECK IF YOUR BROWSERS ARE UP TO DATE

- For Chrome  click in the top right corner on the 3 dots ⋮ this is called a “Hamburger”
 - i. Hoover on “Help” located at the bottom of the dropdown window
 - ii. Click on “About Google Chrome”
 - iii. The “About Google Chrome” page will open and Chrome will begin checking for updates and downloading them automatically

- iv. When new updates have been installed, click on Relaunch. Otherwise simply close the tab if the browser shows it's up to date or click on the home button  or back button 
- For Mozilla Firefox  click on Help in the Menu Bar and then "About Firefox"
- If the Menu Bar is not showing you can either right click in a blank spot by the tabs and put a check mark next to "Menu Bar", or you can click on this icon  in the upper right, then click on Help at the bottom of the dropdown window, then click on "About Firefox"
- i. The "About Firefox" window will open and Firefox will begin checking for updates and downloading them automatically
- ii. When the updates are ready to be installed, click "Restart Firefox to Update"
- iii. If it's up to date just close the window
- Edge  updates automatically with Windows Updates

4. DON'T CLOSE POPUPS

- If a small window pops up while you are on an internet page and is **ANNOYING** you, just click the refresh/reload  icon. Depending on which browser you are in it will be located at the beginning or at the end of the Address Bar at the top
- If the pop-up **IS SCARRING YOU** by trying to get you to call an 800/877/866... number and it may say something like "Don't turn off your computer or you'll lose your data", "We are Professional from Microsoft"
 - X DO NOT call the number**
 - X DO NOT try to close the page**
 - ✓ DO restart your computer by clicking on the start button and restart**

NOTE: At this point you are still in control of your computer. If you click on the internet page to close it or try to refresh/reload the page you will freeze up your browser and maybe your computer too. Know the difference between how the popup makes you feel **ANNOYED or **SCARED**?**

RESETTING YOUR NETWORK THE RIGHT WAY

If you have a separate modem and router (2 separate devices)

1. Turn off your computer
2. Unplug the power to your router then unplug the power from the modem
3. Wait for 3 minutes
4. Plug the power back into the modem
5. Wait for 3 minutes
6. Plug the power back into the router
7. Wait for 3 minutes
8. Then turn on your computer
9. Follow the startup instruction and check to see if your network icon shows connected

If you have an all-in-one modem/router (1 device)

10. Just unplug the power cord to the all-in-one
11. Wait for 3 minutes
12. Then restart your computer
- 13.** Follow the startup instruction and check to see if your network icon shows connected

EMAIL

Don't click on links from your email unless you are expecting it like from a Title company, Accountant, etc. If you get a link from a store or Facebook don't click on the link just sign into it online. If it's from Facebook go to www.facebook.com, or from Walmart go to www.walmart.com. Just type it into the URL at the top of the browser page. The browser is either going to be Edge, Chrome, or Firefox.

If the email is from a friend but you don't know who actually created the original don't open it. If there are a bunch of names in the TO: line I would call the person who sent the email and have them put everyone into the BCC: line if its from an organization, or just to you. When you get an email with a bunch of people in the TO: line you end up sharing all their spam with you and their email addresses are exposed.

Do not reply to emails that have been forwarded to you that are just propaganda. Don't forward emails that are just propaganda. If you want to continue getting emails from that person that sent the propaganda, then tell them to copy and paste the content into an email that is just for you. Don't click on any links from forwarded email that you don't know who created it. If someone sends you an email saying that you are the only person in the TO: line and there is only a link on the page call them up and ask them if they sent it to you. Don't assume the link is safe. Do not reply to the email with the link unless you have confirmed its safe.

Do not opt out of email from the link provided in the email. If you did not sign up then this is a fishing email and you are not opting out when you click the opt out link. To opt out of a subscription you log into the website for the subscription and go into your account and unsubscribe. Otherwise just Spam or Junk the email in question if you actually subscribed.

CONTACTS

Just typing the email address into the TO: line or Replying to an email does not save the contact. This is memory or cache in the browser or email product. You need to add the contact by hovering over the email address and adding the contact to your address book or people list or you actually go to Contacts and click the add button and create it yourself.

Too many times people move to a new computer and find out that their contacts did not move with the email. If you get your email by opening a web page then don't worry about it. If you get your email from an email product like Microsoft Office 365, Windows Mail, or Thunderbird you need to add the contact to be able to save it.