How to become your own computer expert!

Phil Bock
Lake County Area Computer Enthusiasts

Introduction

- This presentation was originally developed to help inexperienced personal computer users gain knowledge and confidence. However, the suggested approach should be helpful for any computer user.

- There are many types of personal "computers" (desktops, laptops, tablets and smartphones) and a variety of operating systems (Windows, OSX (Apple), Linux, iOS (Apple), Chrome and Android).

- While this presentation was prepared with Windows PCs in mind, it is intended to be general enough to apply to other personal computers and operating systems as well.

"Expert" is a relative term!

- Unless we are passionate about a subject, most of us only bother to learn enough to complete the task(s) at hand.

- There are two kinds of knowledge – personal knowledge and knowing where to find relevant information that you don't know.

- To become your own computer expert you do not need to know everything there is to know about computers; you need only develop a knowledge base and identify how to access external knowledge when you need it - **for those tasks you wish to accomplish.**

Approach

- We'll start out by taking stock of where you are now in your personal computer "world".

- Next, we'll encourage you to look ahead – to identify new / additional computer-related topics that interest you.

- Collectively, these two exercises will lay the groundwork for becoming your own computer expert.

- Then, we'll offer suggestions about how to acquire the knowledge you will need to achieve your goal(s) , and how to enlist the help of others along the way.

The Process

- Understand your level of competence
- Identify knowledge gaps
- Develop a plan to close those gaps
- Identify supportive resources
- Work your plan
- Evaluate your progress
- Recognize changing circumstances
- Adjust your plan as needed
- Success!

Levels of Competence

- Unconsciously Incompetent – you don't know what you don't know

- Consciously Incompetent – you do know what you don't know

- Consciously Competent – you are able to complete the desired task(s), with thought, attention and references

- Unconsciously Competent – you are able to complete the desired task(s) with little thought or difficulty

First Step

- Assess where you are today:
  - What computer hardware and software do you have?
  - What do you know about your hardware and software? What can you do with them?
  - Are you able to accomplish your current computing goals on a regular basis?
  - If you do run into a problem, are you able to solve it on your own?
  - Do you understand current security risks, and how to avoid them?
  - Let's look at some of these areas in more detail....

First Step

- Let's start with your hardware....
  - Do you have access to computer hardware?
  - How old is it? What are the specifications?
  - Does it work properly?
  - Do you have the user manuals ?
  - Do you have an acceptable Internet connection? If not, what alternatives are available to you?
  - Does your hardware meet your present / anticipated needs (i.e., portability, utility, size, flexibility, etc.)? If not, what shortfalls must you address?

First Step

- What about your software?
  - Take an inventory of the software installed on your computer(s). Document, for future reference.
  - Go into your Control Panel and select "Uninstall a program", to see a list of installed programs.
  - If running Windows 8.1 or above, look at the Apps listed on your Start Screen.
  - What does your software do? Do you need it? Should any be removed or replaced?
  - Are some programs on subscription? What is the expiration date and renewal process?

First Step

- Software (cont'd.)

  - What process do you use to keep your software up-to-date, for performance reasons?
  - Do you need to add new software for a particular task?
  - How about extensions for your browsers? What are installed? Are they enabled, or disabled? Do you need to add or delete any?

- Security

  - Is all your software up-to-date (see above)?
  - Is a process in place to back up all your personal files, separate from your computer?

First Step

- Security (cont'd.)
  - Do you have robust security software installed on your computer, running automatically?
  - Have you informed yourself about "safe computing" practices? Do you follow them?
  - Do you have a browser extension and/or security software that screens websites / search results?
  - Have you created a Standard account, that you use when web surfing?
- Other
  - Are there any other "loose ends"?

Second Step

- You now have a list of potential "to-do's", to address your current situation.
- Are there new / additional things you would like to do with your computer?
    - Social (Facebook, Twitter, Instagram, other?)
    - History / genealogy?
    - Creative (writing, art, other)?
    - Photo (editing, copying, restoring, printing, sharing, etc.)
    - Gaming? Video-calling?
- Let's add these to your "to-do" list…..

Review & Prioritize

- Go through your "to-do" list and make sure each entry is clear and specific.

- What is the relative importance of each item on your list?

- Based on your assessments, develop your prioritized approach to learning / action – a "game plan", if you will.

- In the following slides, we'll suggest ways in which you can get the information you will need, and the allies you can enlist as you proceed through your plan.

- **Accept that you will be shooting at a moving target!**

Where can I turn?

- **Computer reference books**
  - General computing books (see examples)
  - More specific guides, focused on Operating Systems, application software, etc.
  - Check out online book sellers; use reviews as a guide. Then check your local library.
  - **Things may have changed since publication!**
  - (Note that some of these books may offer online updates and/or "cheat" sheets.)
  - Take notes; save questions – for further investigation.

Some possibilities.......
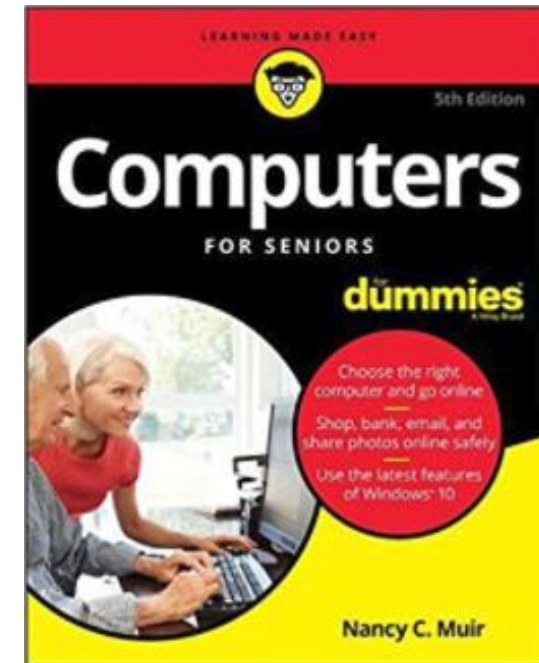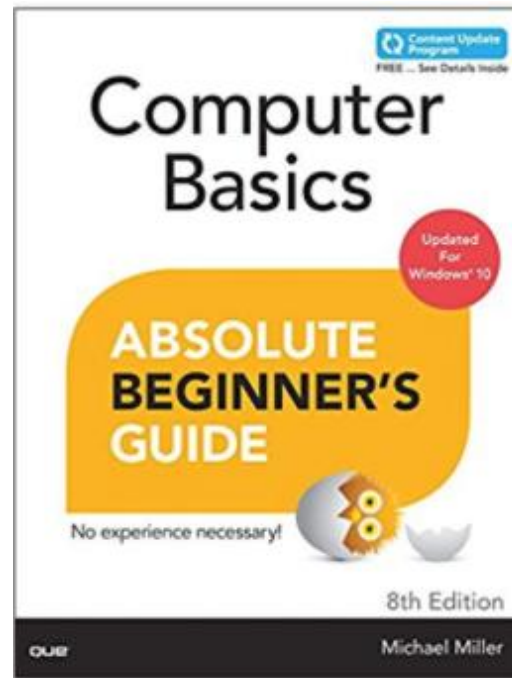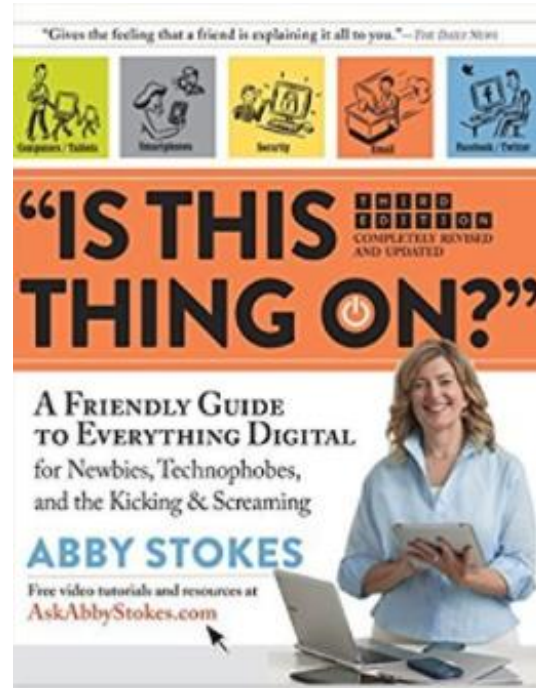
Where can I turn?

- **Computer newsletters / emagazines**
  - Newsletters include Kim Komando (who also offers a radio show) and How-To Geek. (See example.)
  - emagazines include PC World and PC Magazine. These may be available free through your library (RBDigital), otherwise by subscription (Zinio).
  - These offer current information about hardware, software, security and related topics.
  - Check out tech websites when something good (or bad) happens in the tech world….
  - These are all good sources for both general knowledge and specific topics.

What's Coming in Windows 10's Redstone 4 Update, Available March 2018

by **Chris Hoffman** on January 29th, 2018
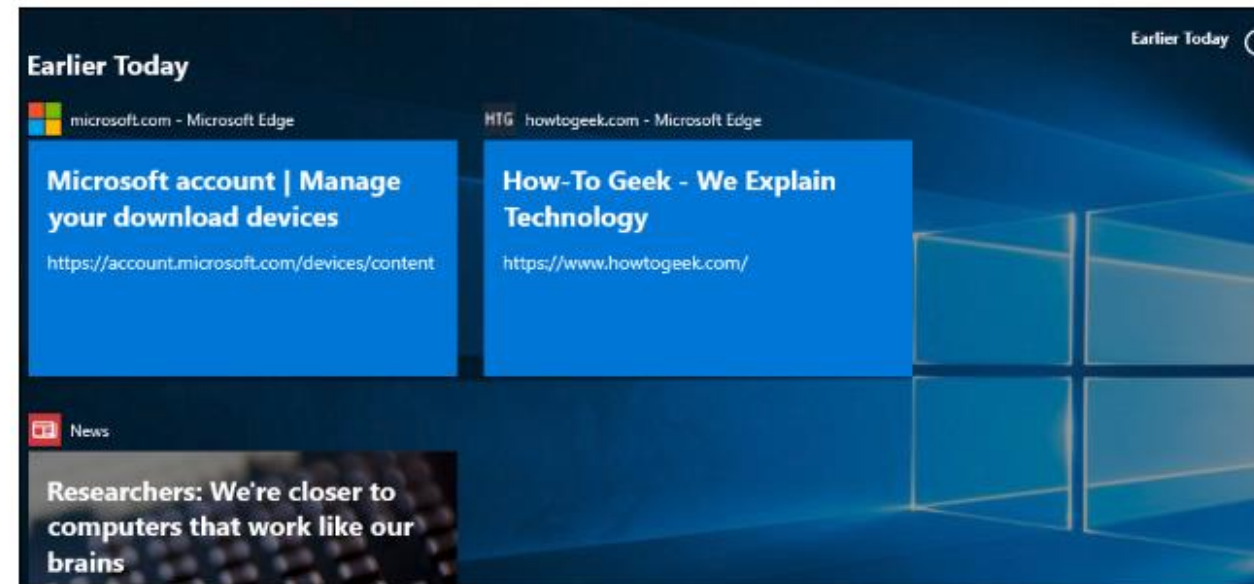
Microsoft is hard at work on Windows 10's next update, codenamed "Redstone 4". This is Windows 10 version "1803", which means it will likely launch sometime in March 2018.

This article contains features that have arrived through Insider Preview version 17083, which was released on January 24, 2018.

Where can I turn?

- **Participate in training sessions / programs**
  - Manufacturer tutorials (see example)
  - Library tech presentations
  - Local adult education programs
  - lynda.com (subscription) (may be available through library)
  - udemy.com (online courses / $$)
  - gcflearnfree.org (online courses / free) (see example)
  - Computer club presentations

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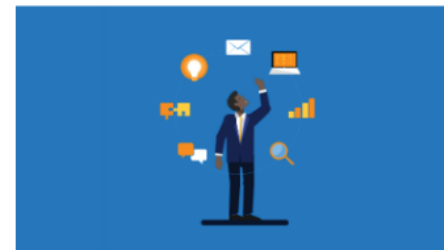
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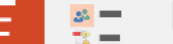
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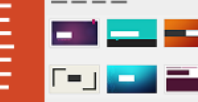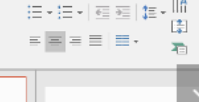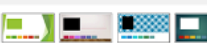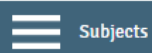Goodwill Community Foundation International

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Staff Picks
What is a Computer?
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All Topics

Global

figuring out the amount of money you deposited, the amount you spent, and the amount you have left. Basic accounting software such as **Quicken** can also help you ...

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Money Basics: Managing a Checking Account - Full Page
https://www.gcflearnfree.org/moneybasics/managing-a-checking.../1/
This tool usually comes with your checkbook. When your bank statement arrives, compare it with your check register. Balance or reconcile your account by figuring out the amount of money you deposited, the amount you spent, and the amount you have left. Basic accounting software such as **Quicken** can also help you ...

Free Word 2016 Tutorial at GCFLearnFree
https://www.gcflearnfree.org/word2016/
Microsoft Word 2016 is the word processing application in the MS Office 2016 suite. Get help producing and sharing documents here. For more information

Where can I turn?

- **Search YouTube for computer-related videos**
  - Past APCUG videos
  - Product videos (software, hardware, etc.)
  - "How-to" video training
  - (See examples)
- **Utilize "Help" functions built into your software.**
  - (See examples)

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**Tune Up Your Windows PC - Jere Minich, ProgChair, Lake-Sumter CS,
APCUG VTC 5-6-2017**
APCUGVideos · 171 views · 8 months ago

Clean off the junk files & improve your Windows PC performance. How to perform maintenance tasks,
updating apps and security

Tune Up Your Windows PC
Presented by Jere Minich
Spring 2017 Virtual Technology Conference Recording
May 6, 2017
49:06

Chromebooks Are For Seniors - RonBrown - APCUG VTC - 8-19-17
APCUGVideos · 468 views · 4 months ago

Are you looking for a computer that isn't complicated to use? How about one you can't ruin by making a
mistake from the keyboard?

Chromebooks Are For Seniors
Presented by Ron Brown
Summer 2017 Virtual Technology Conference Recording
August 19, 2017
49:21

**Social Media for the Non-Tweeter - Pam Holland, CEO, TechMoxie -
APCUG VTC 2/11/17**
APCUGVideos · 97 views · 10 months ago

Even if you have not yet ventured into the world of Social Media, there is much to learn about how it is
shaping communication in

Social Media for the Non-Tweeter
Pam Holland, President
TechMoxie
Winter 2017 Virtual Technology Conference Recording
February 11, 2017
49:46

APCUG Summer 2017 VTC Track 1
David Williams ✔ 29 views · Streamed 5 months ago

Any questions?
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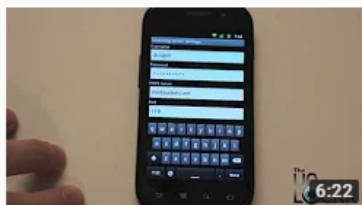
How to setup your email

About 5,790,000 results

FILTER

How to set up email on the latest iPhone 6s or iPad - POP or iMAP - Step by Step Tutorial
Touch Technology Review • 186K views • 2 years ago

In this tutorial, i'll show you **how to set up your** personal or business **email** on **your** iPhone or iPad. This is a step by step guide that

5:22

Android 101: How To Setup Email
TheUnlockr • 83K views • 6 years ago

Want to get your email on your new Android device but don't know where to start? Let us help. We'll show you **how to setup your**

6:22

How To Set Up A Gmail Account
Invisible People • 706K views • 7 years ago

These days, you gotta have an **email** account. It's simply the way the world communicates. Whether you're looking for a job, trying to

3:19

How to Set Up an Email Account On Your iPhone
Lifehacker • 100K views • 6 years ago

This video is part of the Lifehacker Emailable Tech Support series (http://lifehacker.com/emailabletechsupport), which features

6:28

How To Create a Gmail Email Account
retechtips • 1.7M views • 6 years ago

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`Ad` Online Business • 15M views

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How to Use Facebook

Techboomers • 41K views • 6 months ago

Get a guided tour of the **Facebook** website and learn **how to use** it with this helpful tutorial video. We'll show you how to add friends,

10:05

Updated Beginners Guide to Facebook (2015)

Social Media 4 Beginners • 241K views • 2 years ago

Join our membership site at https://socialmedia4beginners.com and start learning **Facebook**, Skype and YouTube Today! Watch this

20:04

The Beginners Guide To Facebook

The Beginners Guide To • 21K views • 2 years ago

Hello and welcome. In this beginner's tutorial you will learn **how to use Facebook**. 1. Open a Facebook account 2. Setting up your

9:12

Facebook Basics Tutorial for Beginners & Seniors

Jeff Meland • 36K views • 1 year ago

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Mail merge

Give your document a makeover

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N

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Cast...	
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| Exit | Ctrl+Shift+Q |

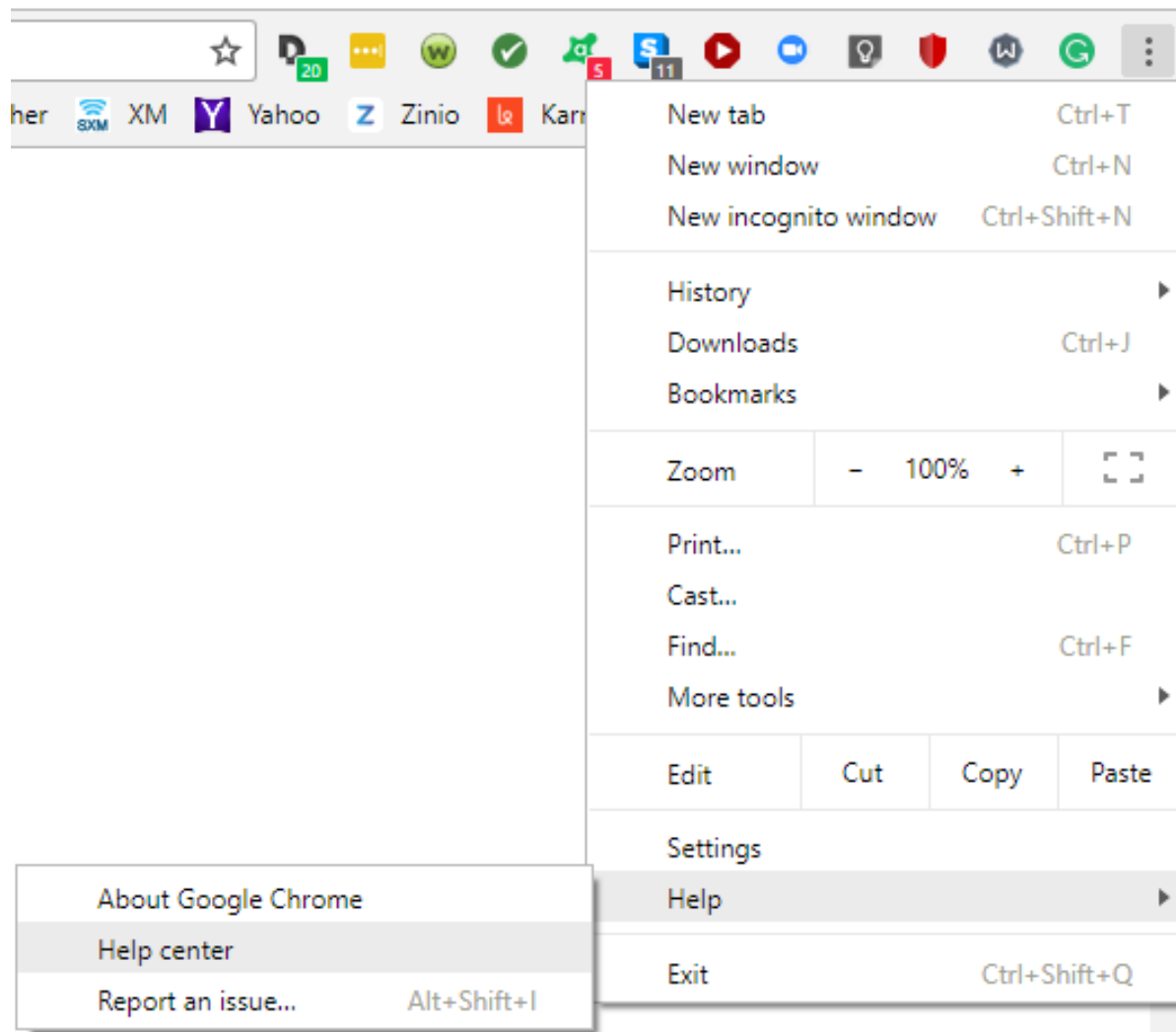| About Google Chrome |
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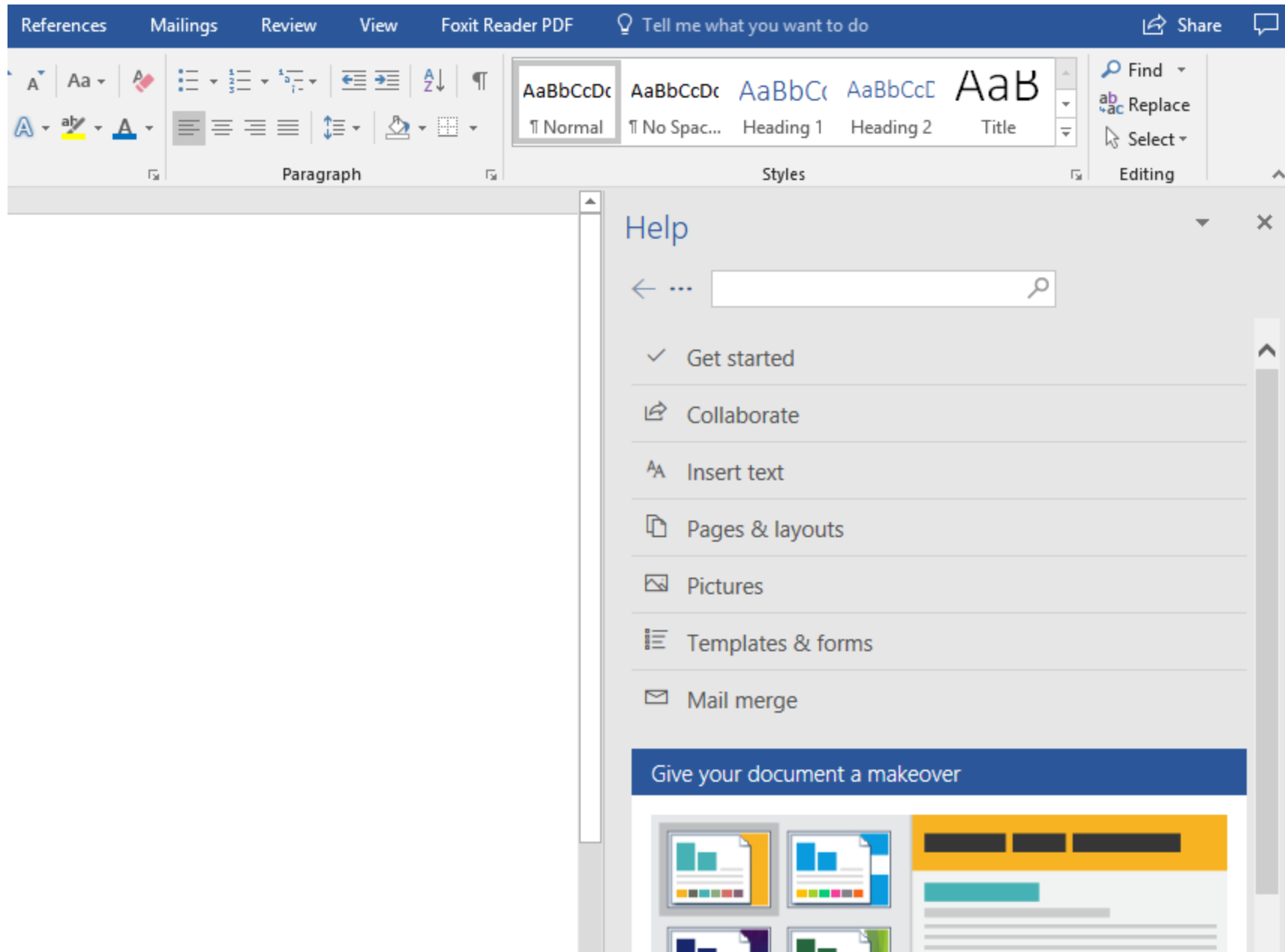
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− **Popular articles**

Update Google Chrome

Remove unwanted ads, pop-ups & malware

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Fix "Aw, Snap!" page crashes and other page loading errors

Use or fix Flash audio & video

+ Get started with Chrome

+ Browse the web

+ Create & personalize a profile

Where can I turn?

- Ask questions
  - of knowledgeable friends, family and co-workers
  - of computer club members
  - of presenters at training programs
  - of volunteers at your library, senior center, etc.
  - of total strangers that you encounter in your travels
  - of manufacturer Customer Service
  - on Community Forums (see example)
  - of the Internet (see example)
  - **Do not assume that every answer will be correct!**

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Community   Categories ⌄   Participate ⌄

AG   A G Rosai started on August 4, 2016 ⌄

Discussion

Windows 10 Anniversary update for 32GB eMMC budget laptops? ✉

Hi,

I have two budget laptops (a Lenovo S21e-20 and a HP Stream 11 Pro) that both have non-expandable, non-replaceable 32GB (30GB usable in real life) eMMC storage. Windows 10 won't upgrade to the Anniversary Edition on these laptops as there isn't 20GB available space on them (64bit systems). This means there is no upgrade in Windows Update when I trigger a manual check, and the upgrade app you can download from https://support.microsoft.com/en-us/help/12387/windows-10-update-history says there isn't enough free space.

That's right, I uninstalled all non-vital apps, disabled the hibernation file, disabled the swap file, disabled system restore and deleted all the restore points, cleaned up all files (including system files, temp files etc.), cleaned browser cache, used CCleaner, etc. I can't get more than 15GB free space. *It's mission impossible to have 20GB free space on a 30GB drive with Windows 10 installed on...*

keyboard shortcut for snipping tool windows 10

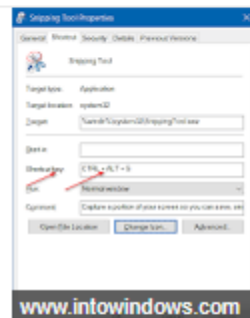All   Images   Videos   News   Shopping   More   Settings   Tools

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Capture parts of **Windows** 8 Start Screen. In **Windows** 8, to capture a part of your start screen, open **Snipping Tool**, press Esc. Next, press Win key yo switch to Start Screen and then press Ctrl+PrntScr. Now move your mouse cursor around the desired area. Nov 17, 2012

www.intowindows.com

✓ Snipping Tool for Windows 10/8/7: Tips & Tricks - The Windows Club
www.thewindowsclub.com/snipping-tool-capture-screenshots-windows-8-tips

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People also ask

How do I get Snipping Tool on Windows 10?   ⌄

How do I get the snipping tool on my desktop?   ⌄

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Snipping Tool in Windows 10/8/7: Tips & Tricks to capture screenshots

RECOMMENDED: Click here to repair Windows problems & optimize system performance

Like Windows 7 and Windows 8, Windows 10 too includes the **Snipping Tool** which lets you take screenshots in Windows 10 computer. This Snipping Tool or *SnippingTool.exe* is located in the *System32* folder but it (shortcut) can also be accessed via the following location:

> C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Accessories

Snipping Tool for Windows

Lets us have a look at ways to use the Snipping Tool in Windows 10/8/7, effectively.

Capture screenshots in Windows

When on the Metro UI or **Start Screen**, you can click on the Snipping Tool tile to open it. The tool will open and you will find yourself immediately on your desktop. When in the **Desktop mode**, you can open it by typing Snipping Tool in the Charms Bar Search. If you use it regularly, you can also create its **desktop shortcut** to access it easily.

To pin it as a Tile, when on the Windows 8 Start Screen, right click on the screen (not the tile). Click on the 'All App' option. In the bar that pops up at the bottom of the screen, you will see Snipping Tool in All apps. Simply right-click on it and choose the 'Pin to Start' option to put it on your Start screen as a Tile.

Security

- **Security deserves a presentation of its own!**
  - With the Internet, security has become a major issue!
  - The security questions asked in the "First Steps" address a variety of security enhancements.
  - Many of the sources listed in this presentation offer security / privacy tips and recommendations .
  - You can search the Internet for security-related websites and advice (see example).
  - Keeping safe on the Internet involves a combination of security settings / software AND behavior (yours).
  - Learn what you should and should not do!

CONSUMER INFORMATION

Search 🔍

- MONEY & CREDIT
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- JOBS & MAKING MONEY
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  - Limiting Unwanted Calls and Emails
  - Online Security
  - Protecting Kids Online
  - Identity Theft
- BLOG
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SCAM ALERTS ⚠

Privacy, Identity & Online Security

Vea esta página en español

Your personal information is a valuable commodity. It's not only the key to your financial identity, but also to your online identity. Knowing how to protect your information — and your identity — is a must in the 21st century. Here are some tips to doing it effectively.

KIDS & computer security

Limiting Unwanted Calls & Emails

Some phone calls and emails are important, some can be annoying, and others are just plain illegal. Learn how to reduce the number of unwanted messages you get by phone and online.

Protecting Kids Online

The opportunities kids have to socialize online come with benefits and risks. Adults can help reduce the risks by talking to kids about making safe and responsible decisions.

Online Security

The internet offers access to a world of products and services, entertainment and information. At the same time, it creates opportunities for scammers, hackers, and identity thieves. Learn how to protect your computer, your information, and your online files.

Identity Theft

While identity theft can happen to anyone, there are some things you can do to reduce your risk. If you think someone is using your

Related Items

Five Ways to Help Protect Your Identity
● ●

- Identity Theft
- Credit Freeze FAQs
- How to Keep Your Personal Information Secure
- Spam
- Kids and Socializing Online

Recent Blog Posts

- FEMA impersonators and identity theft
  February 6, 2018
- Company collected kids' info without permission
  February 5, 2018
- New deadline for Western Union settlement requests
  February 1, 2018

Problems?

- **Plan in advance! What will you do when..?**
  - Organize all your information / sources so that you can easily access it / them in case of a problem.
  - Develop a contact list for trusted human "helpers". Set up a group email, for ease in posting a question.
  - Use your search engine as a key source of helpful information, by itself or to confirm other sources.
  - Take advantage of "help" desks (clubs, stores, etc.)
  - Be sensitive to dates; information may be obsolete!
  - **"Measure twice, cut once!"** (Verify solutions.)
  - Be willing to try again if your first effort fails!

The Process

- Understand your level of competence
- Identify knowledge gaps
- Develop a plan to close those gaps
- Identify supportive resources
- Work your plan
- Evaluate your progress
- Recognize changing circumstances
- Adjust your plan as needed
- Success!

In Closing

Keep pulling on the string!

Chances are, each new discovery will lead to another…

Thoughts, comments, suggestions?

- Please help improve this presentation! Your thoughts, comments, and suggestions will be appreciated!

  Phil Bock

  LVPHIL048-LCACE@YAHOO.COM

  Thank you!

Questions?

How to become your own computer expert
Phil Bock
Lake County Area Computer Enthusiasts (LCACE)
LVPHIL048-LCACE@YAHOO.COM

An International
Association of Technology
& Computer User Groups