The Computer & Technology Resource Center
Your Bay Area Non-Profit E-Waste Collector
www.ewastecollection.org   placements@ewastecollective.org
user name: ctrc / no password
Questions? Text or call 510 367-1717

Your One Year Exchange Warranty
If your computer malfunctions before one year from the date you received it, CTRC will exchange your computer or monitor. We do NOT fix systems or retrieve data. We recommend that you regularly backup your files. Call or text 510 367-1717 to make an appointment to exchange your computer or monitor.

We reserve the right to refuse to exchange your computer if it fails due to misuse and/or extreme operator error. Attempting to exchange a computer other than the one we gave you would result in permanent program disqualification. After the one year warranty, you have the option to reapply for another refurbished computer.
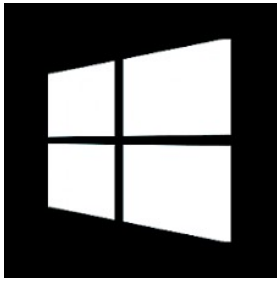
MOST FREQUENTLY ASKED QUESTIONS
These instructions may differ, depending on the computer and/or operating system you have.

Your computer may look different than the one featured here.

WHAT KIND OF COMPUTER DO I HAVE? You have a PC desktop computer installed with Windows 10. Compare this information against system requirements when choosing new hardware, peripherals and software.

HOW DO I SET UP MY COMPUTER? Your computer came with a computer, a monitor, two power cords, a keyboard and a mouse. Check the picture (left) to see how to set up your computer properly. The USB keyboard and mouse are interchangeable. You can plug them into any available USB port. Install the other power cable into your monitor *(not featured here).* Attach the blue monitor cable to be to the monitor **and** the computer. The two remaining cords in the picture are for your speakers *(not provided)* and your Internet connection *(a cat5 cable is usually provided by your Internet Service Provider)* You will need to purchase an USB WIFI adapter to access a wireless signal. (see page 5 for more information).

HOW TO SETUP A WINDOWS LOGIN PASSWORD?
- Open the START menu located in the bottom left corner of your desktop
- Open the SETTINGS menu
- Open the ACCOUNTS menu
- Open the SIGN-IN OPTIONS menu
- Open the PASSWORD menu – set up a new password with a HINT and SAVE your new password.

IMPORTANT REMINDER: We do not fix systems now can we help you get into your computer if you lose your password. We recommend writing down your password in a safe place. Also, do not give your passwords to anyone you do not know or do not trust.

AVOID SYSTEM MALFUNCTIONS BY PROPERLY TURNING YOUR COMPUTER ON & OFF
How to turn it ON: Press the power ON button on the front of the **monitor**. Then press the power ON button on the front of your **computer**.

HOW TO TURN OFF YOUR COMPUTER:
- Open the START menu
- Open the POWER menu
- Choose SHUTDOWN to properly turn off your computer.

After your computer completely shuts down - turn off your monito**r.** Place your computer to SLEEP if you are stepping away for awhile and "SHUT DOWN" your computer when not in use. Use a computer surge protector to avoid electrical surges that can cause serious damage. Turn off your computer before unplugging any cables or installing or UN-installing components. To save energy, you can also turn off your surge protector.

HOW DO I FIND PROGRAMS? The programs on your computer are accessible under the START menu. You can scroll down the list or you can use the search field

WHERE CAN I TYPE A LETTER? Open the LibreOffice icon on your desktop to create documents, spreadsheets and more. Here is a Youtube tutorial on how to use LibreOffice.

Libre Office 7 Writer - Ultimate Beginners Tutorial

HOW CAN I OPEN MY MICROSOFT WORD FILES? Use a storage device like a flash drive or external hard drive or download the file through email. Open a blank document under LibreOffice. Click FILE, Click OPEN. Navigate to the file you wish to open

and click OPEN. The program will attempt to translate the file and open it. **Warning:** Some files may not be compatible with LibreOffice. You can also save LibreOffice documents as Word documents. Under the SAVE AS menu click ALL FORMATS. Choose the file type: Microsoft Word version that you prefer. You can open files in your flash drive by plugging it into your USB port and opening the FLASH DRIVE icon by name on your desktop.

A little more on LibreOffice: To move documents from one system to another, we recommend purchasing a USB flash drive which can be read by most computer systems. You can also attach the document by email or use Google Drive if you have a GMail account.

Images can be imported from the INTERNET into your LibreOffice Writer document using the SAVE AS function. Go to www.images.Google.com and search for an image you would like to place in your document. Right click on the image you want and choose SAVE IMAGE AS. Save the image to your desktop or picture folder. Then from within your document go to the INSERT menu, choose IMAGE and navigate and choose the image you would like to insert. Click several times on the image to open the editing menu. Another way to insert images is to right click on the image, choose COPY and right click in the document and choose PASTE.

HOW DO I OPEN MEDIA ON MY CD/DVD? Push the OPEN CD button located by the CD ROM Drive on your computer. Place your CD-ROM (face up) in the CD slot. Your computer will read the CD and place an icon on your desktop. Most CD's will activate the right program and start automatically or you will be asked to choose a program to open it. All systems come with a sound card installed but you may need to plug in speakers or earphones which are not provided with your donation.

HOW DO I SEE AND EDIT MY IMAGES? You can view pictures in JPEG or PNG format. You can also download the files from your email, from a CD and a flash drive.

CAN CTRC RESTORE MY DATA IF MY COMPUTER MALFUNCTIONS? CTRC does not provide back-up or data restoration services. Computers can fail, so it is important to make copies of important files or documents. An easy way to back up a single document is to email it to yourself. Another way to back up a multiple files is by copying them to a flash drive or an external hard drive. If you have a Gmail account you can also upload a limited number of files including photos, videos, documents, spreadsheets and presentations to your Google Drive. We are NOT recommending that you pay for these services because there are free options availible.

WHAT KIND OF PRINTER CAN I GET? You can purchase a USB printer designed for PCs. Physically install your printer while your system is turned off. We recommend printers from Hewlett Packard, Canon and Epson printers. Follow the installation instructions that came with your printer. You can also search for installation instructions online.

HOW DO I LEARN MORE ABOUT THE WINDOWS OPERATING SYSTEM?
The HELP menus on your computer are located under the menu and within each program. You can also search your local library and bookstores for publications for beginners. Your local community college and adult schools typically offer basic to advanced computer literacy classes.

You can also search Youtube for tutorials. Your desktop may look different from what is shown but most of the information will help you learn to navigate Windows and programs.
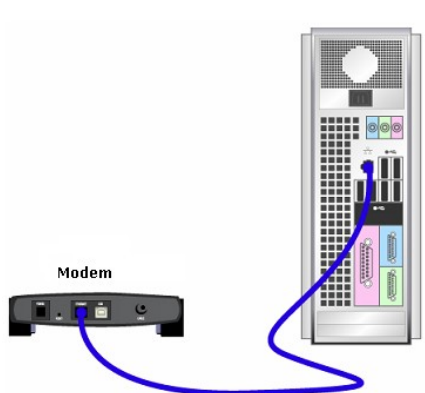
WIndows 10 for Seniors Tutorial

Windows 10 for Dummies, Newbies, and other Fine Beginners

The Pros and Cons of Using a Microsoft Account With Windows (makeuseof.com)

(415) Computer Basics: Protecting Your Computer - YouTube

Basic Computer Skills: Getting Started with Your First Computer (gcfglobal.org)

CAN I UPGRADE MY COMPUTER? Yes, but it would be wise to research your computer system, (specifically your motherboard limitations) before you upgrade or add other components. You will need additional details and instructions than what we have supplied. We recommended seeking technical assistance and researching best options.

HOW TO GET ON THE INTERNET? Your computer has the ability to access the Internet after you subscribe to an Internet Service Provider. You would need to put the computer close enough to physically connect the modem to your computer using a CAT5 Ethernet Cable (not included with your donation, but usually comes with your modem).

Use the written installation instructions to install your modem and connect it to your computer. If you have trouble getting online:

◆ Call your Internet Service provider.

◆ Your computer comes pre-installed with Microsoft Edge and Google Chrome.

◆ If you are still experiencing issues getting or staying online, ask to speak to a higher level technician

◆ For persistent problems text or call 510 367-1717.

HOW TO ACCESS A WIRELESS INTERNET SIGNAL?
To connect to a wireless service, you will need to purchase an USB WiFi adapter. (photo on the left) We recommend devices from Belkin or Netgear that are available on Amazon and your local electronics store. Plug in the adapter into an available USB device in the BACK of your computer, not the front.

◆ **HOW DO I BROWSE THE INTERNET?** You should be able to open your existing email accounts like Gmail or Yahoo using the Firefox Web Browser of Google Chrome.

◆ **If you need an email account,** try Gmail which is user friendly, free email provider. Enter mail.google.com into your browser to get started.

Low Cost Internet Plans (not a complete list)

AT&T ACCESS Program	www.att.com/internet/access/
Comcast Internet Essentials	https://internetessentials.com/
Discount Program	https://www.educationsuperhighway.org/acpbenefit/

HOW TO USE ZOOM OR OTHER VIDEO CONFERENCING SOFTWARE

If you would like to share video on zoom you would need to purchase a video cam. We recommend the Logitech camcorders which work as a camera and mike. You will also need to purchase computer speakers. These are recommendations. your experience may differ. To access ZOOM click open the ZOOM icon on your desktop. Here is a Zoom tutorial for beginners:

Joining a Zoom Call for the First Time;

BEWARE OF INTERNET SCAMS

HOW DO I PROTECT MY COMPUTER FROM SCAMS, VIRUSES AND TROJAN HORSES?

Practice common sense:"if it is too good to be true, it probably is. If it feels off, it probably is." There are numerous Internet scams to be aware of. They are designed to trick you into revealing passwords, get your sensitive information, buy a prepaid credit card or gift cards, urge you to send money or attract you to click on unsafe websites. The following information may help you avoid these situations.

DO NOT CLICK ON SUSPICIOUS LINKS or EMAILS
Be careful. Many scammers will use names and logos of legitimate companies. If in doubt contact the company directly. Do not click on links in suspicious emails or popups. We strongly recommend not opening unsolicited emails from unknown persons/entities and not clicking on unsolicited pop-ups. **UNSOLICITED means you did ASK TO BE CONTACTED.**

DO NOT RESPOND TO STRANGE MESSAGES FROM FRIENDS IN TROUBLE
Watch out for emails or phone calls from friends or acquaintance that request money. The person may say that your friend is stuck in a faraway country and needs money fast. Or they may ask you to download software or to visit a link. Consider it a scam. **CALL** your friend immediately. Do not email them, their email may have been hacked.

BEWARE OF FAKE TECHNICIANS

Clicking on unsolicited pop-ups can lead to a virus that cause your computer to crash or freeze. Scammers may call you or a pop up will direct you to call a number for tech support. Do not call these fake technicians. They are scammers. Do not send money or purchase gift cards. Try restarting your computer even though the ERROR MESSAGE says DO NOT TURN OFF YOUR COMPUTER. If problems persists, **ask a person you trust for help.**

DO YOU APPRECIATE YOUR FREE COMPUTER? Please send a thank you letter to support our program to Computer & Technology Resource Center, Placement Dept. 42 Digital Drive #3, Novato CA 94949 or send an email to info@ewastecollective.org.

Also, please "like" our page at facebook.com/ewastecollective. And let your social network know about our computer donation and free e-waste recycling program. Send a photo of you with your free computer to placements@ewastecollective.org giving us permission to post it to our social media page...thank you for allowing us to be of service.
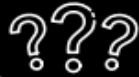
Choose CTRC as your e-waste recycler. www.ewastecollective.org

BEWARE!!!

Senior Scams are on the Rise

Make sure you know about the following!!

DO NOT GIVE AWAY PRIVATE INFORMATION

Do not give away information such as your address, phone number, or credit/debit card numbers unless you are buying something directly from a trusted website, or if you are communicating with a healthcare and/or a trusted provider.

IGNORE UNKNOWN EMAILS AND LINKS

If you get an email from an unknown address, delete the email and make sure you don't click on any links.

You can also report the email as "spam," so as not to receive them in your inbox anymore.

PROTECT PASSWORDS

Ensure that all of your devices and accounts are password protected.

Do not share your password with anyone, and write your passwords down in a safe place so you don't forget them.

ONLY VISIT TRUSTED WEBSITES

Look for the "https" in the web address at the top of your screen.

Don't click on links or pop-ups on pages that will lead you to another website. Always go directly to the website you want to order from.

DO NOT CLICK ON POP-UPS

Unsolicited pop-ups are usually scams, especially if they say that you have a virus or can make your computer run faster. If your computer locks up or the pop-up cannot be ignored, restart your computer. *Do not call the number or speak to fake technicians.* For persistent problems have a trusted technician service your device.

DO NOT RESPOND TO UNKNOWN TEXTS, CALLS OR EMAILS

If you get a text message from an unknown number claiming that something is wrong or urgent, or that someone you know is in trouble, *delete the message and do not click on any links.* This is most likely someone trying to scare you for your money.

BEWARE OF FAKE TECHNICIANS!

*Clicking on unsolicited pop-ups can lead to a virus that causes your computer to crash or freeze. Scammers may call you or there will be a number for you to call for tech support. Do not call these scam technicians. Do not send money or purchase gift cards to fix or unlock your computer. Try restarting your computer. If problems persist, take your computer to a person you trust.

BEWARE OF MEDICAL AND HEALTHCARE SCAMS !!

If you get these or similar documents in the mail, do **NOT** fill out your personal information. **THROW IT AWAY** or if you have questions please contact your healthcare provider or someone at SMC

ATTENTION: Medicare and Medicaid Recipients
California Residents

This notice is to ensure all individuals with Medicare are receiving all they are entitled to. The changes to Federal and State programs may create new or increased opportunities for health subsidies, transportation, dental, vision, and hearing.

To ensure you have the maximum benefits, contact us or send this postage paid card back. This information is at no cost and there is no obligation.

It is important that you **contact us immediately** to schedule your 2022 Plan Review.

Please have your Red, White, and Blue Medicare card available when calling.

You will be directed to a licensed advisor to complete your review.

T-2

2022 BENEFIT INFORMATION FOR CALIFORNIA RESIDENTS ONLY

2022

As a resident of California, you are entitled to more benefits provided by government funds. You now have access to a 2022 federally regulated program which may assist in paying for many of your medical and wellness expenses. Return this postage paid card within 5 days, or **call (855) 500-1430** TTY TDD, to request a free benefit review with a licensed benefit advisor.

Please Respond by April 30th, 2022

Complete and return the information below today:

NAME

SPOUSE'S NAME — AGE

STREET ADDRESS — AGE

PHONE (With area code)

Unified Health is not affiliated with or endorsed by any government agency

"Unified Health is not affiliated with or endorsed by any government agency" - written at the bottom of this document and a good way of knowing that this is a scam!

Also beware of...
AMAZON.COM SCAMS

Ignore all phone calls and texts that claim there is **FRAUD** or activity involved with your account.

Scammers will claim someone made a large purchase on your account (aka an iphone for hundreds of dollars).

If you **do not have** an amazon account, *it is clearly fake*. If **you have an amazon account**, do not call the scammer. Check with your bank first.