

The Computer & Technology Resource Center  
**Your Bay Area Non-Profit E-Waste Collector**  
[www.ewastecollection.org](http://www.ewastecollection.org) [placements@ewastecollective.org](mailto:placements@ewastecollective.org)  
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. After February 2024, you will receive a desktop computer with the Linux Xubuntu operating system as an exchange. 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.

We reserve the right to refuse to exchange your computer if it fails due to misuse and/or extreme operator error including returning equipment with missing parts. 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.

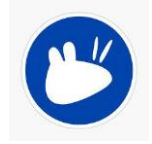


*Your computer may look different than the one featured here.*


**WHAT KIND OF COMPUTER DO I HAVE?** You have a PC desktop computer installed with the Xubuntu Operating System. 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).

## SETTING A PASSWORD ON YOUR SYSTEM



### Navigate to Users and groups

To create or make changes to Users or Groups on your system, navigate to the mouse head menu **located in the upper left hand corner** →  **Settings are located on the right side of the drop down list** → **Users and Groups are on the left side of the drop down list.**

You need to add a new user through the Managing Users menu

To add a new user:

- Click the **Add** button
- Enter you password
- Fill in the *Name* and *Username*
- Click the **OK** button

If you want to give a user administrative rights to the system:

- Select the user whose account type you want to change and press the **Change...** button
- Enter your password if prompted to do so
- Select the *Administrator* option (or select *Desktop User*)
- Press **OK** to apply the selected changes

To remove a user from the system, select the user you want to delete and click the **Delete** button.

**IMPORTANT REMINDER:** We do not fix systems nor can we help you get into your computer if you lose a password you created. We recommend writing down your password in a safe place. Also, do not give your password(s) 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 monitor. 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 electricity, you can also turn off your surge protector.

**HOW DO I FIND PROGRAMS?** The programs on your computer are accessible under the MOUSE menu, You can scroll down the list or you can use the search field, look under the categories or click on All Applications to see the programs in alphabetical order.

**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](http://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. The VLC Media Player is the program that will open to play CD-Roms and DVDs.

**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.



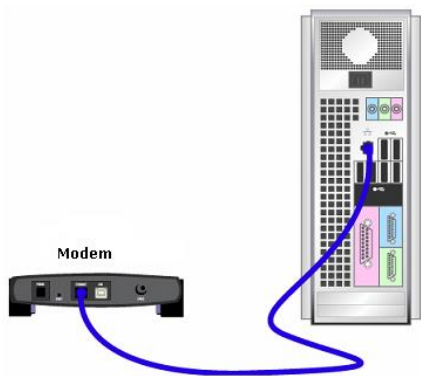
**CAN CTCR RESTORE MY DATA IF MY COMPUTER MALFUNCTIONS?** CTCR does not provide back-up or data restoration services. Computers can fail, so it is important to make copies of important files or documents. A way to back up a single document is to email it to yourself. Another way to back up multiple files is by copying them to a flash drive or to 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 many free options are available to you.

**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. Be sure to download the correct LINUX driver to operate your printer.

### **HOW DO I LEARN MORE ABOUT THE XUBUNTU OPERATING SYSTEM?**

The HELP menus on your computer are located under the menu and within each program. You can search your local library and bookstores for publications for beginners. You can also search Youtube for tutorials specific to your needs.

**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 Firefox Web Browser 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 Linksys, 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 or Google Chrome.

- ◆ **If you need an email account**, try Gmail which is a free, user friendly email provider. Enter [mail.google.com](mailto: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/](http://www.att.com/internet/access/)

Comcast Internet Essentials

<https://internetessentials.com/>

### **HOW TO USE ZOOM OR OTHER VIDEO CONFERENCING SOFTWARE**

If you would like to share video and audio on zoom you would need to purchase a video cam. We recommend the Logitech camcorders which work as a camera and a mike. You will also need to purchase computer speakers or headphones. 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 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. Hang us, 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.**

## **HELP US SPREAD THE WORD!**

**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 #2, Novato CA 94949 or send an email to [info@ewastecollective.org](mailto:info@ewastecollective.org).

Also, please “like” Facebook our page at [facebook.com/ewastecollective](https://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](mailto:placements@ewastecollective.org) giving us permission to post it to our social media page...thank you for allowing us to be of service.



# BEWARE OF MEDICAL AND HEALTHCARE SCAMS !!

## 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.

**2022 BENEFIT INFORMATION FOR CALIFORNIA RESIDENTS ONLY**

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	AGE
SPOUSE'S NAME	AGE
STREET ADDRESS	
PHONE (with area code)	

United Health is not affiliated with or endorsed by any government agency.

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

"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.