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Computer Safety & How to Troubleshoot

How to be safe with your computer

- Trusted computer antivirus and protection programs
- What can be safely downloaded
- Web browsers and programs to help keep you safe
- Keeping up to date
- Firewalls
- Parental Control

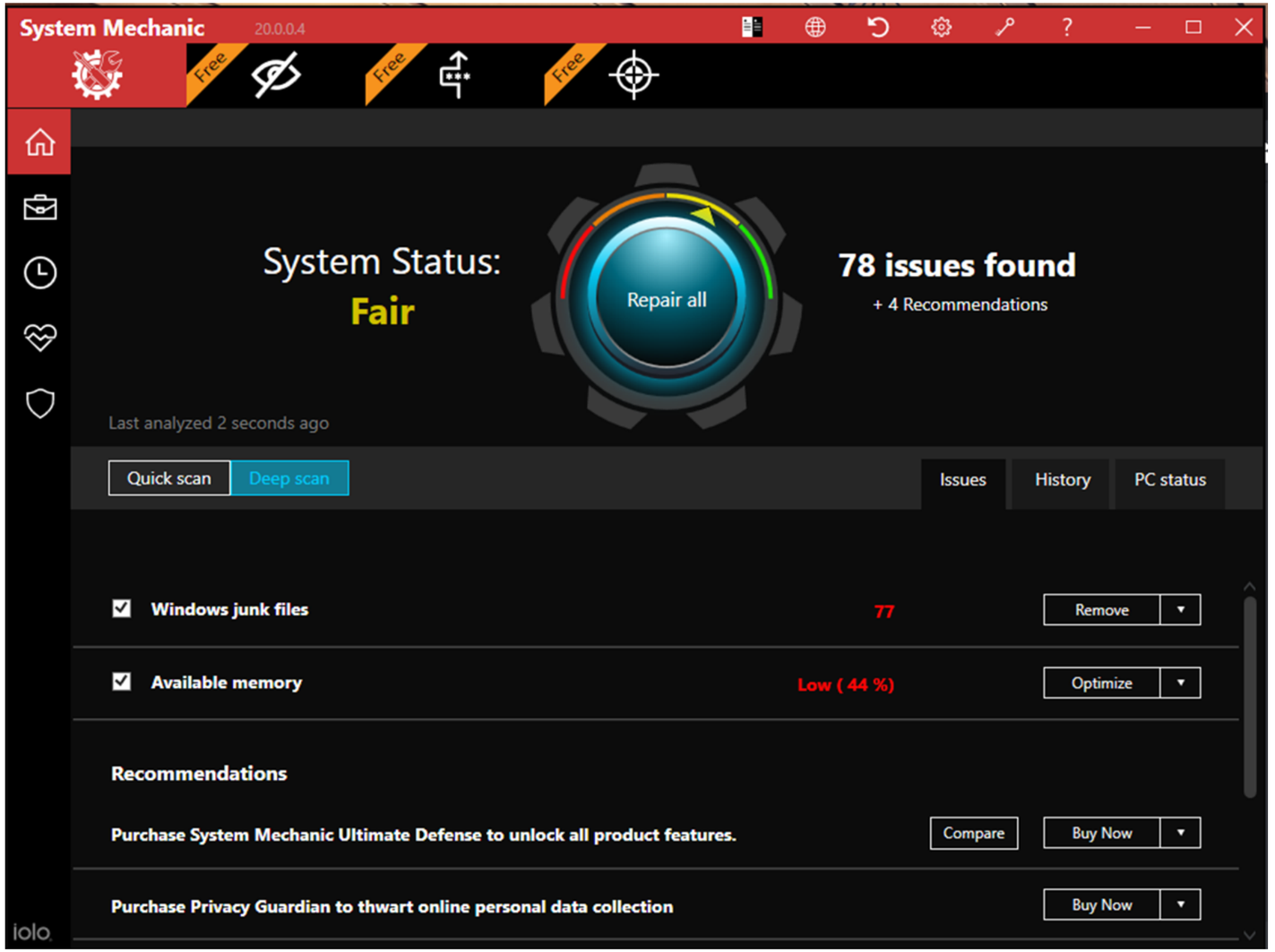
Trusted computer antivirus and protection programs

- There are many types of software out there for protecting yourself from viruses as well as online, each of them offer different services and like many services, some are better then others.

- Bitdefender is a suggested program to help defend from any issues, it does require payment. But some people may not want this kind of service, there are free ones out there.

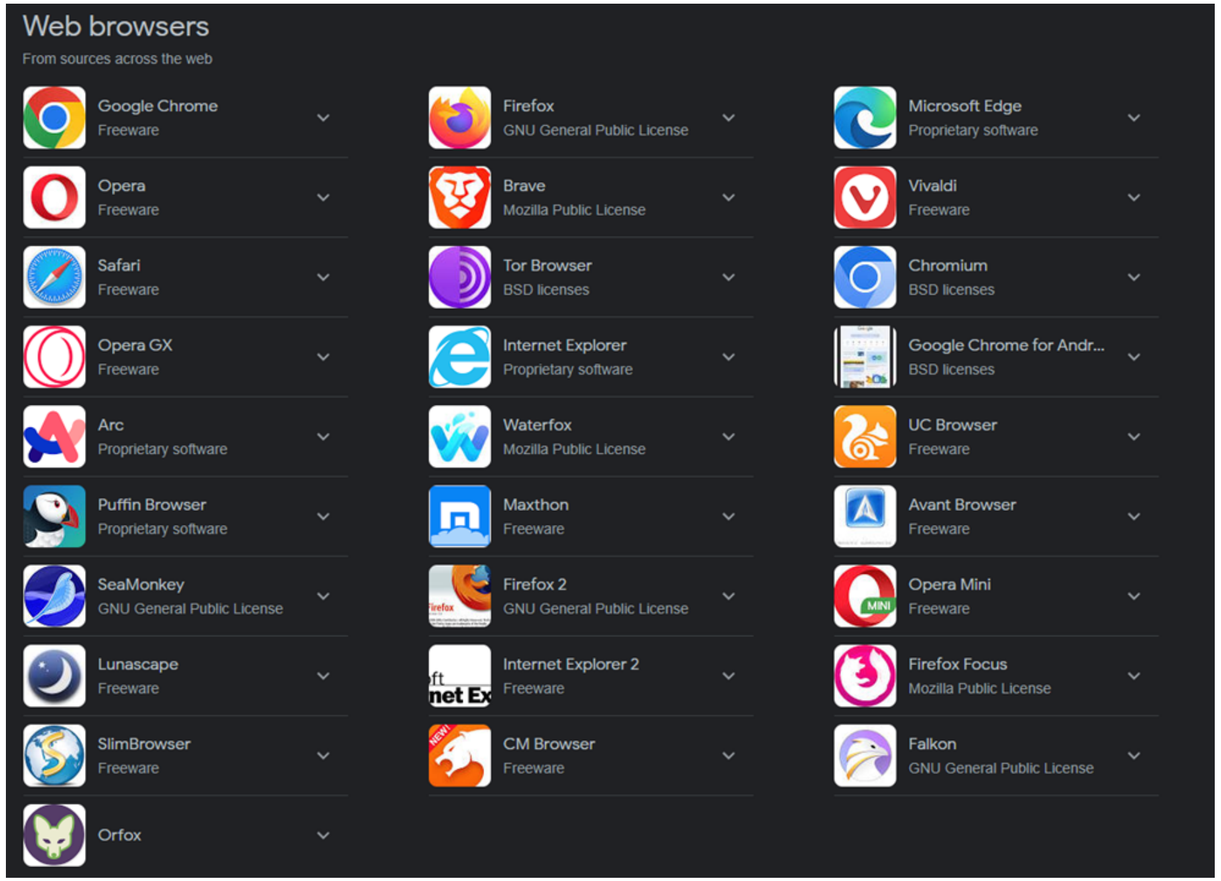
- It is best that you check out each one, check the reviews and choose the one that best suits you. They will help block websites, save you from downloading potential viruses and give you further protection on your devices.

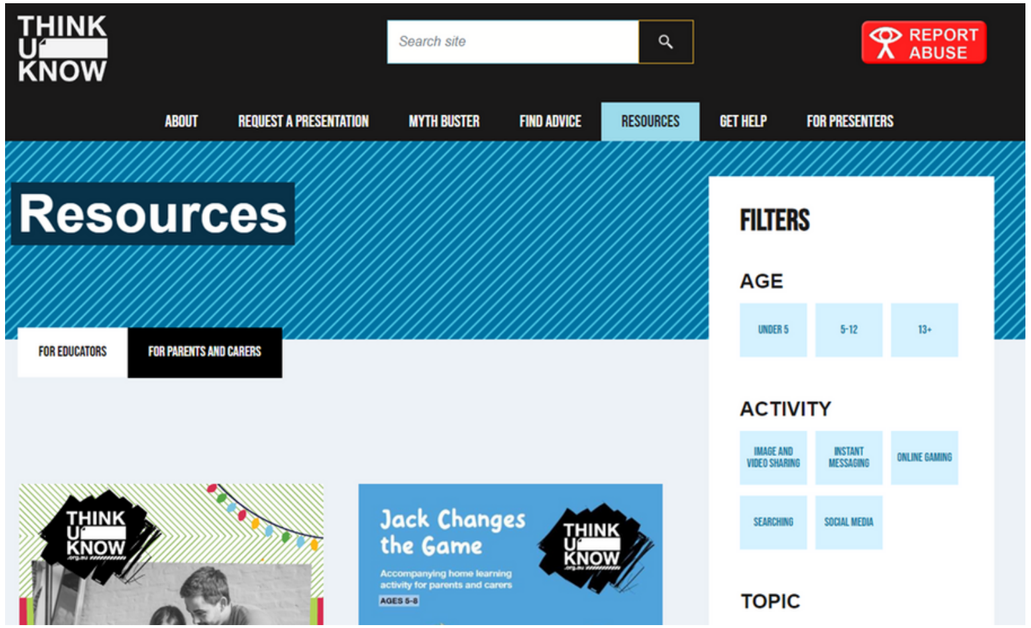
Computer health software



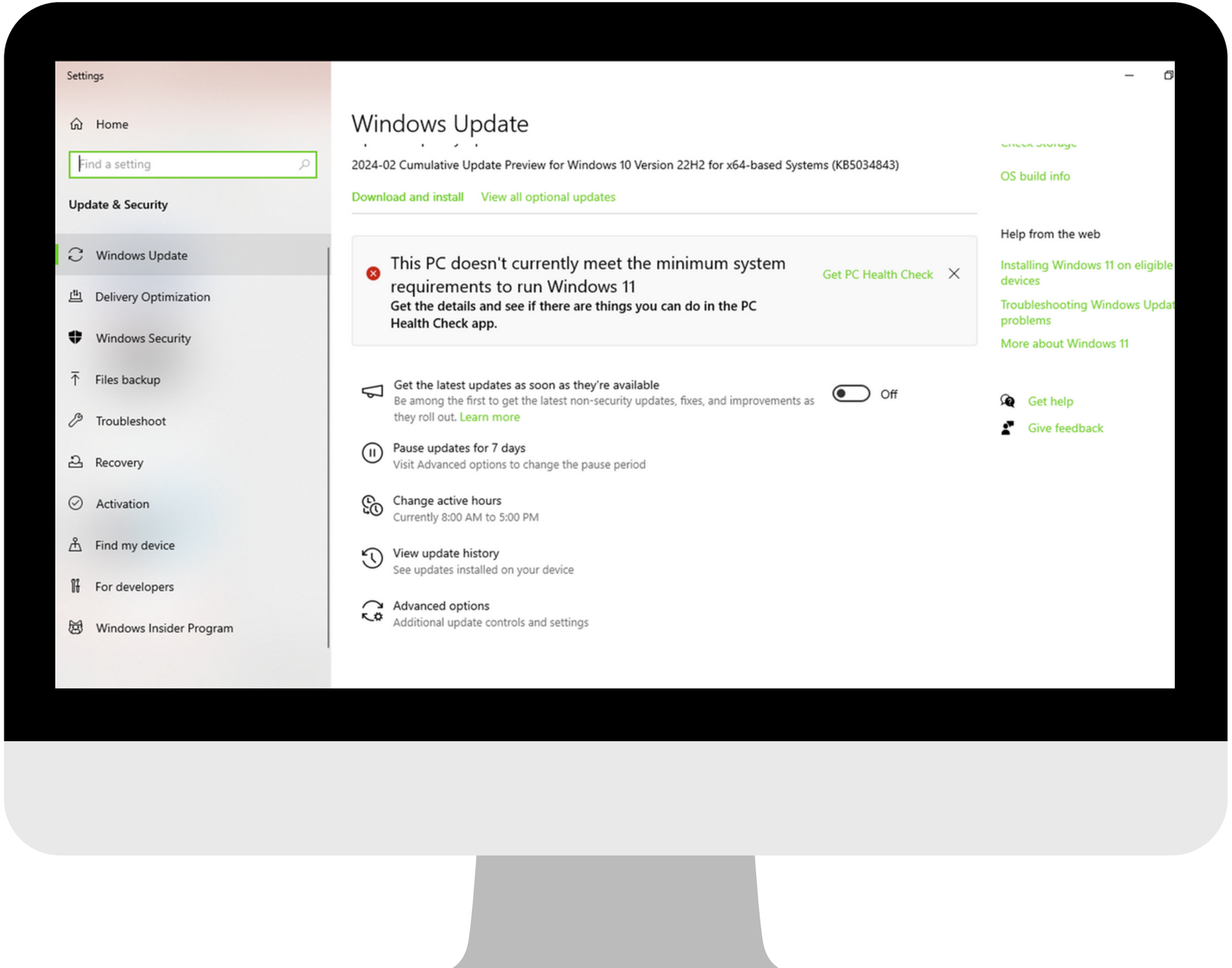
When buying from sites look out for

Web Browsers & websites

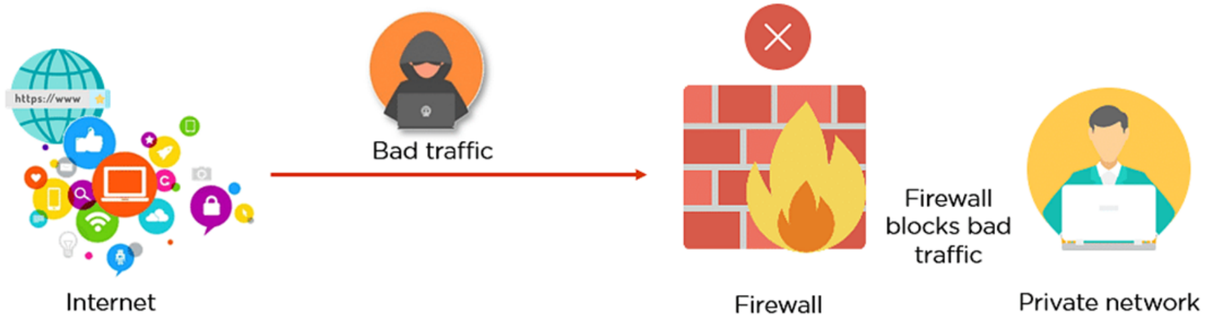


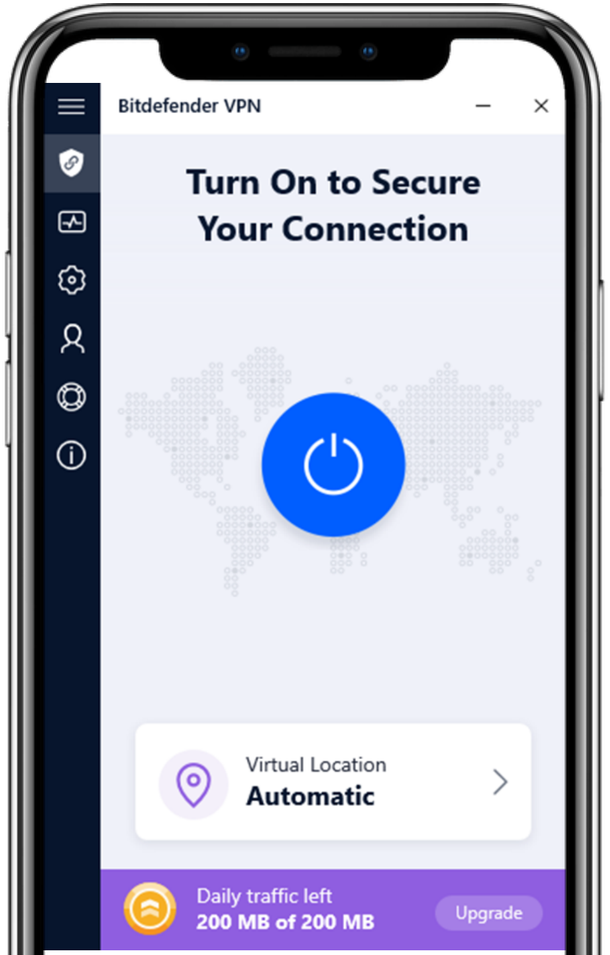


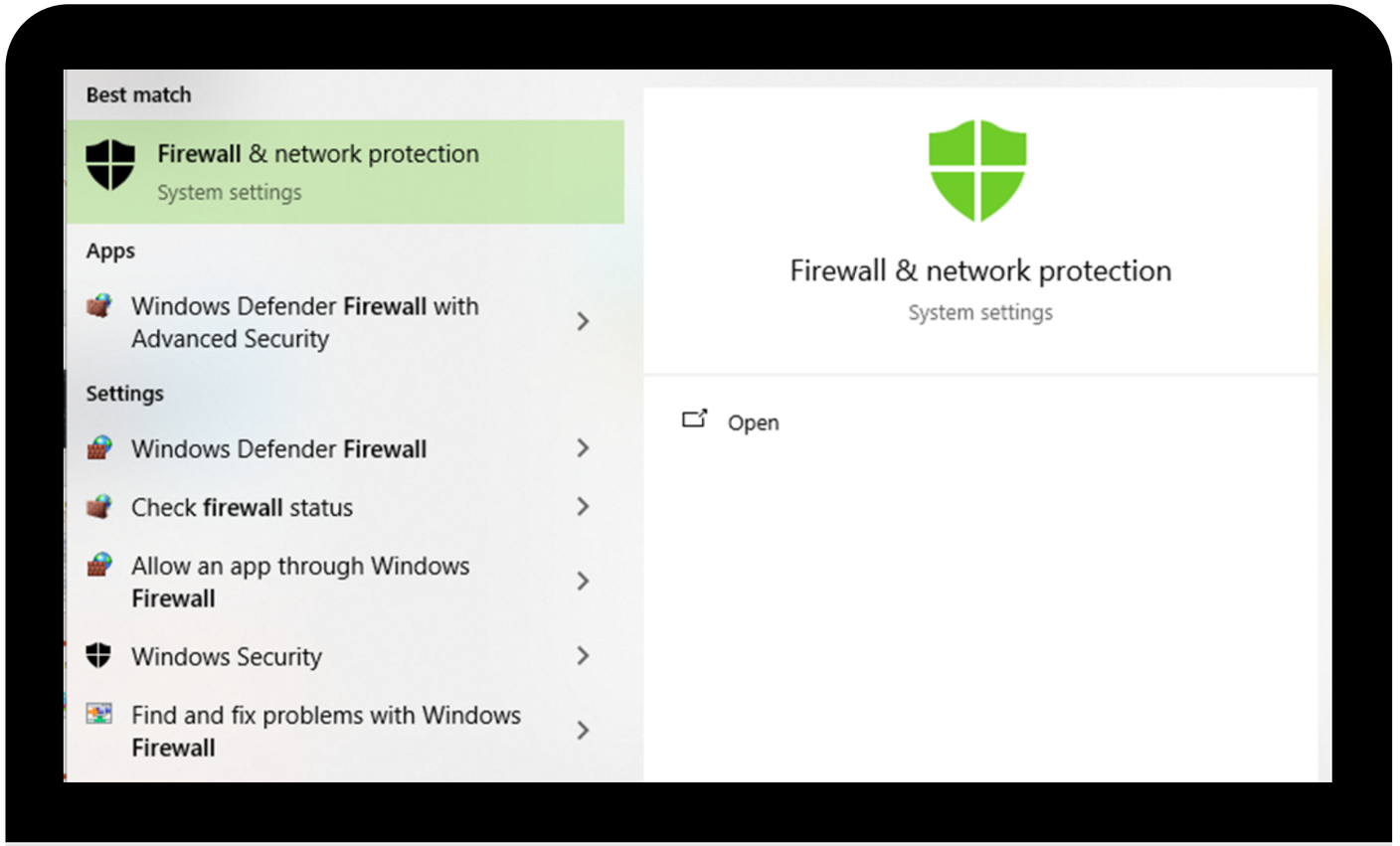
Keeping up to date



Firewalls & VPNs





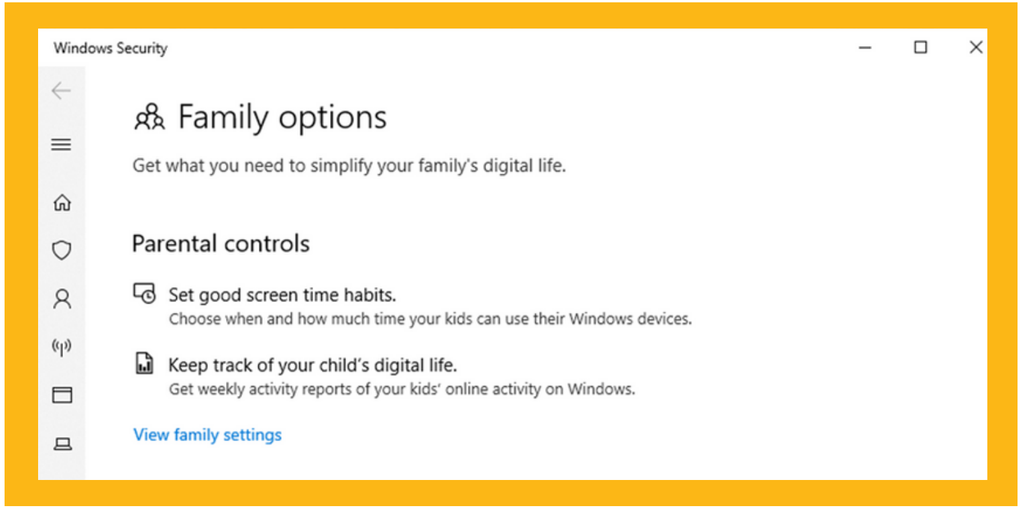


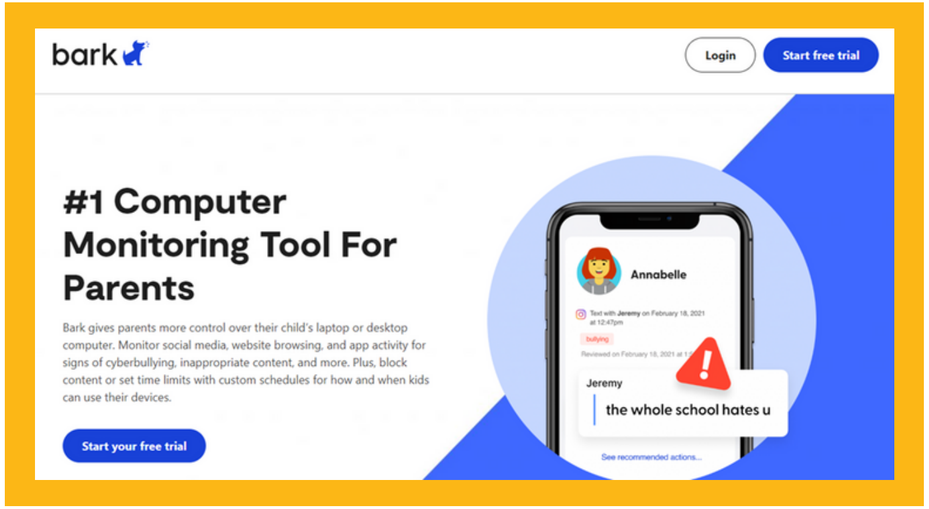
- Firewalls provide protection against outside cyber attackers by shielding your computer or network from malicious or unnecessary network traffic. Firewalls can also prevent malicious software from accessing a computer or network via the internet.

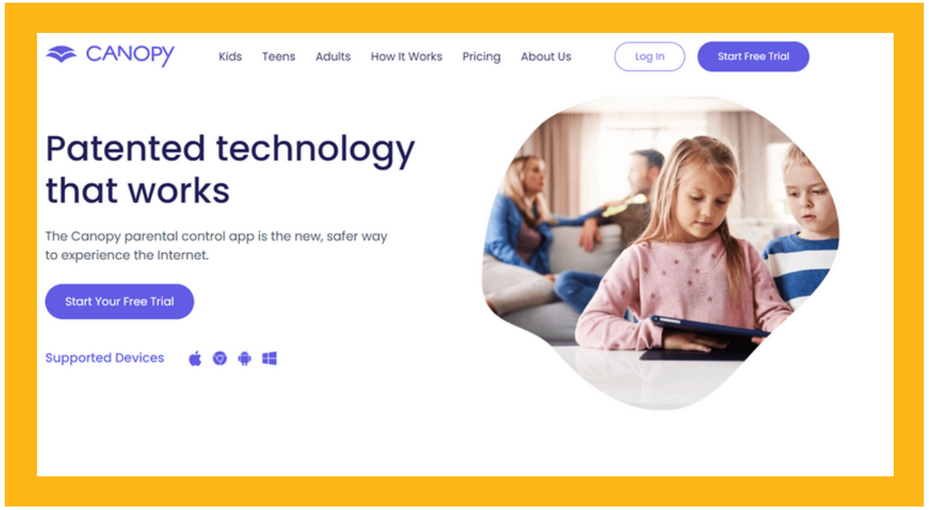
- A VPN works by creating a secure encrypted connection between your device and a remote server. This way, your data can travel in secrecy instead of through your internet service provider. A VPN hides your real IP address and encrypts your internet connection to make your browsing safer and more private.

- It is important to understand the benefits of firewalls as well as VPNs and the benefits they can provide to you and your safety. Many programs listed before with Internet security and antivirus will also provide these services. All of these are about keeping your information and personal files safe on your own computer.

Parental Control







- The world of the internet is a big place, and it can be a lot to trust and monitor. Luckily there are many programs you can download and programs already on your computers that you can use to help track, limit and keep your child safe.

- There are a few examples on the slide, but once again it is about what you are after, whether its free or you want to pay and what you think you want to get out of it.

- If it sounds like something you would want to use to monitor your kids and their usage, it will probably be best for you.

Common troubleshooting problems

- General tips to keep in mind
- Using the process of elimination
- Simple solutions to common problems
  - Problem: Power button will not start computer
  - Problem: Power button will not start computer
  - Problem: An application is frozen
  - Problem: All programs on the computer run slowly
  - Problem: The computer is frozen
  - Problem: The mouse or keyboard has stopped working
  - Problem: The sound isn't working
  - Problem: The screen is blank
- Solving more difficult problems

Troubleshooting is a systematic approach to solving a problem. The goal of troubleshooting is to determine why something does not work as expected and explain how to resolve the problem. The first step in the troubleshooting process is to describe the problem completely.

General tips to keep in mind

- **Write down your steps:** Once you start troubleshooting, you may want to **write down** each step you take. This way, you'll be able to remember exactly what you've done and can avoid repeating the same mistakes. If you end up asking other people for help, it will be much easier if they know exactly what you've tried already.

- **Take notes** about error messages: If your computer gives you an **error message**, be sure to write down as much information as possible. You may be able to use this information later to find out if other people are having the same error.

- **Always check the cables:** If you're having trouble with a specific piece of computer **hardware**, such as your monitor or keyboard, an easy first step is to check all related cables to make sure they're properly connected.

- **Restart the computer:** When all else fails, **restarting the computer** is a good thing to try. This can solve a lot of basic issues you may experience with your computer.

Using the process of elimination

If you're having an issue with your computer, you may be able to find out what's wrong using **the process of elimination**. This means you'll make a list of things that could be causing the problem and then test them out one by one to eliminate them. Once you've identified the source of your computer issue, it will be easier to find a solution. This will depend on your knowledge and capabilities with using a computer.

Simple solutions to common problems

Most of the time, problems can be fixed using simple troubleshooting techniques, like **closing** and **reopening** the program. It's important to try these simple solutions before resorting to more extreme measures. If the problem still isn't fixed, you can try other troubleshooting techniques. Listed in the next few slides are common issues.

Problem: Power button will not start computer

Solution 1: If your computer **does not start,** begin by checking the power cord to confirm that it is plugged securely into the back of the computer case and the power outlet.

Solution 2: If it is plugged into an outlet, make sure it is a **working outlet.** To check your outlet, you can plug in another **electrical device,** such as a lamp.

Solution 3: If the computer is plugged in to a **surge protector,** verify that it is turned on. You may have to **reset** the surge protector by turning it off and then back on. You can also plug a lamp or other device into the surge protector to verify that it's working correctly.

Solution 4: If you are using a **laptop**, the **battery** may not be charged. Plug the **AC adapter** into the wall, then try to turn on the laptop. If it still doesn't start up, you may need to wait a few minutes and try again.

Problem: An application is running slowly

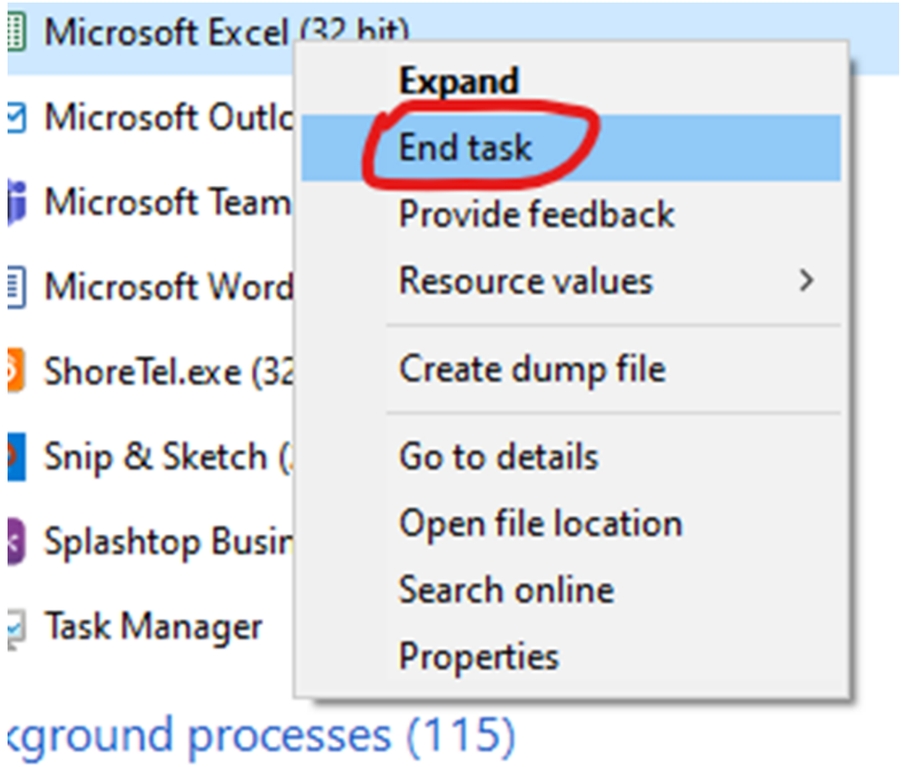
- **Solution 1:** Close and reopen the application.
- **Solution 2:** Update the application. To do this, click the **Help** menu and look for an option to check for **Updates**. If you don't find this option, another idea is to run an online search for application updates.

Problem:
An application is frozen

Sometimes an application may become stuck, or frozen. When this happens, you won't be able to close the window or click any buttons within the application.

- **Solution 1:** Force quit the application. On a PC, you can press (and hold) **Ctrl+Alt+Delete** (the Control, Alt, and Delete keys) on your keyboard to open the **Task Manager**. On a Mac, press and hold **Command+Option+Esc**. You can then select the unresponsive application and click **End task** (or **Force Quit** on a Mac) to close it.

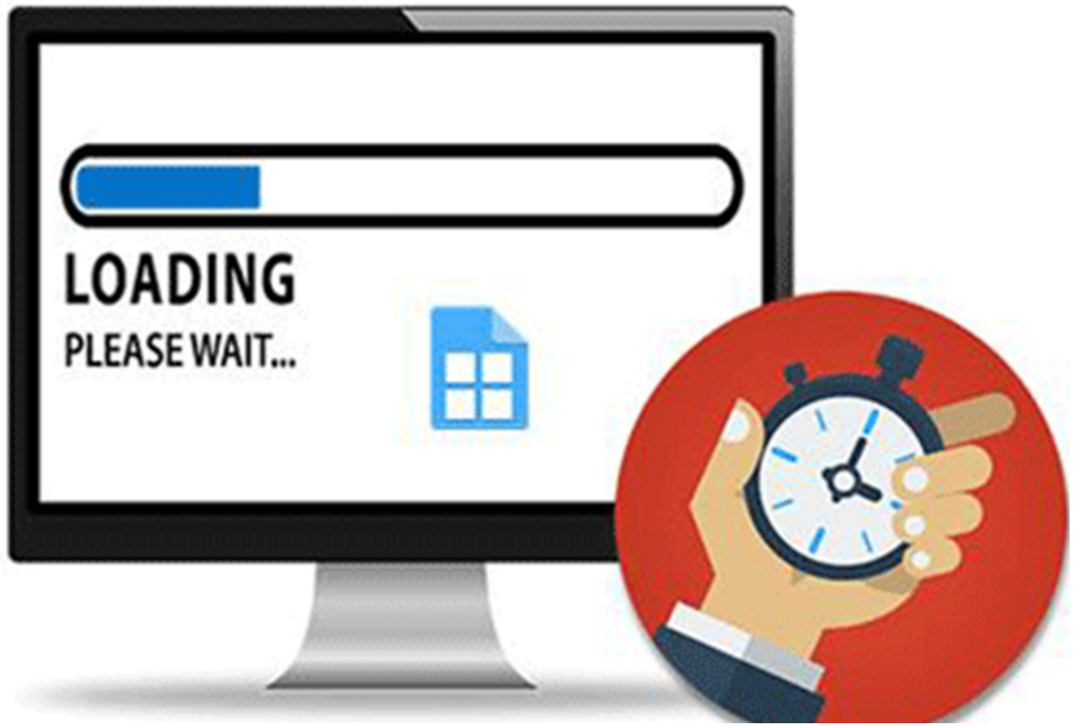
- **Solution 2:** Restart the computer. If you are unable to force quit an application, **restarting** your computer will close all open apps.



Problem:
All programs on the computer run slowly

- **Solution 1:** Run a **virus scanner**. You may have **malware** running in the background that is slowing things down.

- **Solution 2:** Your computer may be running out of hard drive space. Try **deleting** any files or programs you don't need.



Problem:
The computer is frozen

Sometimes your computer may become completely unresponsive, or frozen. When this happens, you won't be able to click anywhere on the screen, open or close applications, or access shut-down options.

- **Solution 1: (Windows only)**: Restart Windows Explorer. To do this, press and hold **Ctrl+Alt+Delete** on your keyboard to open the **Task Manager**. Next, locate and select **Windows Explorer** from the **Processes** tab and click **Restart**. You may need to click More Details at the bottom of the window to see the Processes tab.

Problem: The computer is frozen

Solution 2: Press and hold the Power button. The Power button is usually located on the front or side of the computer, typically indicated by the **power symbol.** Press and hold the Power button for **5 to 10 seconds** to force the computer to shut down.

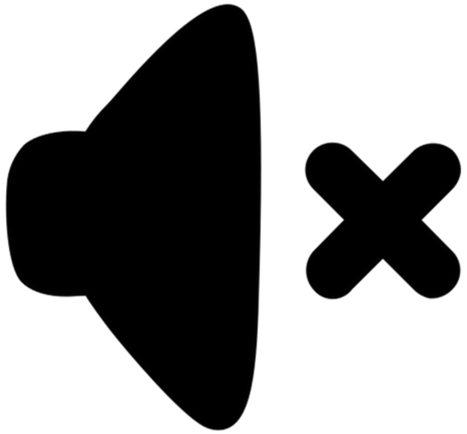
Solution 3: If the computer still won't shut down, you can **unplug the power cable** from the electrical outlet. If you're using a laptop, you may be able to remove the battery to force the computer to turn off. **Note:** This solution should be your **last resort** after trying the other suggestions above.

Problem:
The mouse or keyboard has stopped working

Solution 1: If you're using a **wired** mouse or keyboard, make sure it's correctly plugged into the computer.

Solution 2: If you're using a **wireless** mouse or keyboard, make sure it's turned on and that its batteries are charged.

Problem: The sound isn't working



Solution 1: Check the volume level. Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.

Solution 2: Check the audio player controls. Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the player.

Solution 3: Check the cables. Make sure external speakers are plugged in, turned on, and connected to the correct audio port or a USB port. If your computer has **color-coded** ports, the audio output port will usually be **green**.

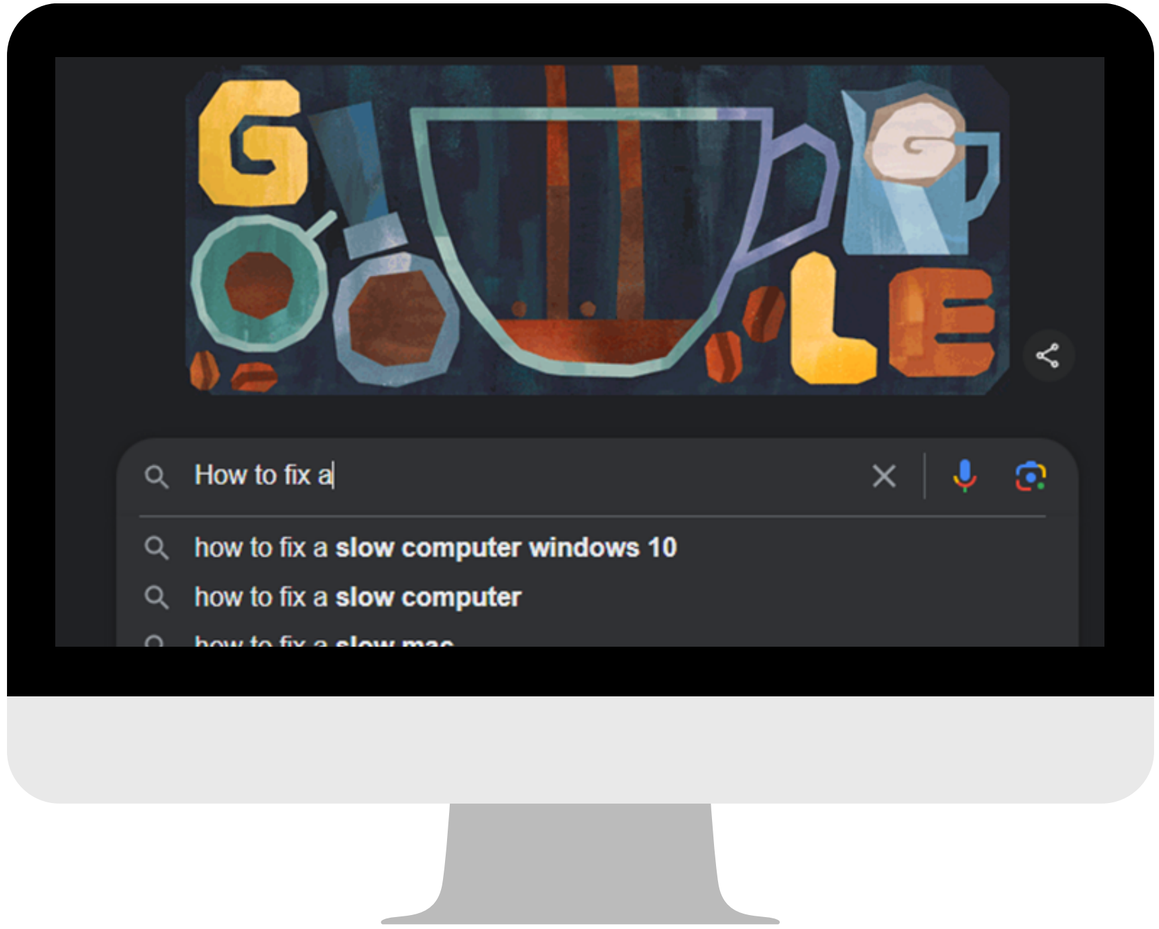
Solution 4: Connect headphones to the computer to find out if you can hear sound through the headphones.

Problem:
The screen is blank

- **Solution 1:** The computer may be in Sleep mode. Click the mouse or press any key on the keyboard to wake it.
- **Solution 2:** Make sure the monitor is plugged in and turned on.
- **Solution 3:** Make sure the computer is plugged in and turned on.
- **Solution 4:** If you're using a desktop, make sure the monitor cable is properly connected to the computer tower and the monitor.

Solving more difficult problems

If you still haven't found a solution to your problem, you may need to ask someone else for help. As an easy starting point, we would recommend **searching the Web**. It's possible that other users have had similar problems, and solutions to these problems are often posted online. Also, if you have a friend or family member who knows a lot about computers, they may be able to help you.



Keep in mind that most computer problems have simple solutions, although it may take some time to find them. For difficult problems, a **more drastic solution** may be required, like reformatting your hard drive or reinstalling your operating system. If you think you might need a solution like this, we recommend **consulting a professional** first. If you're not a computer expert, it's possible that attempting these solutions could make the situation worse.

Any Questions?

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