

There are 5 PC functions that require updates:

1. Windows
2. Browsers (Firefox and Chrome)
3. LogMeIn
4. Microsoft Office (Word, Excel, Outlook and PowerPoint)
5. Windows Defender
6. Drivers and BIOS


1. Windows Updates

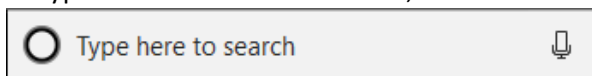
1. Click on the Start Menu button in the lower left
2. Click on the “Gear” icon, this will open PC Settings
3. Click on the Update & Security button:
4. Click on Check for updates button:
5. Restart or schedule a convenient time



Check for updates

2a. Browser (Firefox)

1. Click on the Firefox Icon  on the taskbar; if it doesn't appear on taskbar, do the following:
2. Type 'Firefox' in the search box, located on the lower left, next to the Start Menu button



3. Click on the Firefox Desktop App

4. Once Firefox is open, Click on the three horizontal lines icon on the upper right corner



5. On the drop-down menu, Click on the Help button

Help

6. Click on 'About Firefox'

About Firefox


7. If there's an update you will see a 'Restart to update Firefox' button

Restart to update Firefox

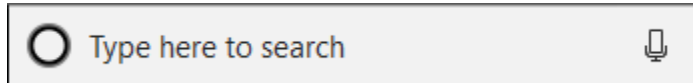
8. Firefox will re-launch once update is completed

PRACTICAL TECHNOLOGY SOLUTIONS PC UPDATE INSTRUCTIONS

2b. Browser (Chrome)

1. Click on the Chrome Icon  on the taskbar; if it doesn't appear on taskbar, do the following:

1. Type 'Chrome' in the search box, located on the lower left, next to the Start Menu button



2. Click on the Chrome Desktop App

3. Once Chrome is open, Click on the three dots icon on the upper right corner



4. On the drop-down menu, Hover over the Help button

Help

5. Click on 'About Google Chrome'

About Google Chrome

6. If there's an update, Chrome will automatically start updating and will ask to relaunch when finished

7. Click on Relaunch


RELAUNCH

3. LogMeIn

1. **Double Click** on the LogMeIn icon in the system tray located on the lower right corner



2. On the LogMeIn window, Click on About on the left

 About

3. Click on the Check for Updates button

Check for Updates

4. LogMeIn will request an update if needed

PRACTICAL TECHNOLOGY SOLUTIONS PC UPDATE INSTRUCTIONS

4. Office

1. Open Microsoft Word and open a blank document

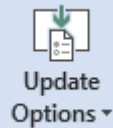
2. Click on File on the upper left corner

A blue rectangular button with the word "File" in white text.

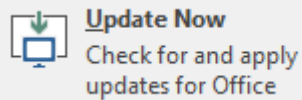
3. Click on Account on the middle left section

A blue rectangular button with the word "Account" in white text.

4. Click on the Update Options button

A light blue button with a white icon of a document with a green arrow pointing down, and the text "Update Options" with a small downward arrow.

5. Click on Update Now from the drop-down menu

A light gray button with a white icon of a computer monitor with a green arrow pointing down, and the text "Update Now" followed by "Check for and apply updates for Office".

6. If there is an update, Office will download the update in the background. Once the download is finished, you will need to close all Office programs for the update to install.

7. You will need to wait a few minutes before restarting any Office programs.



Save your work before continuing


We need to close the following apps:

Microsoft Outlook
Microsoft Word

Continue

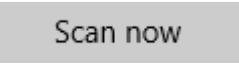
Cancel

5. Windows Defender Updates and Full Scan

1. Click on the Windows Defender icon in the system tray located on the lower right corner 
2. Click on Virus & threat protection
3. Confirm that the “Protection updates” at the bottom reports that Protection definitions are up to date.
3. Click on **Advanced Scan**, located below the Quick Scan button

Quick scan

Run a new quick scan
Advanced scan

4. Make sure the radio button is in the “Full Scan” option
5. Click on the ‘Scan now’ button 
6. This can take up to an hour and will only slightly slow down your computer while the scan runs in the background.
7. If any problems are found at the end of the scan, please send the details to support@practicaltechs.com or call us on 203-322.4554.

6. Driver and BIOS Updates

1. Each vendor has their own proprietary application for updating drivers and BIOS.
2. If your PC is under warranty the vendor’s support is free.
3. PTS would be happy to apply these updates or train you if you prefer.

Keeping your PC up to date is a very important way you can protect yourself from viruses, spyware and even ransomware!