

## Beginners sessions

### Starting up a PC or laptop

- Power up the hardware
- Wait for the software to load
- Put in your password
- Start working

### What is a computer?

- Desktop PC
- Laptop
- Chromebook
- Tablet
- Smart phone
- Smart TV
- Smart Speaker
- Ring doorbell
- CCTV camera

### ICONS

When the computer starts, generally the screen will display little pictures called Icons. Each Icon represents an action, usually starting a software application. You double click the Icon to launch the software.

### Interacting with your computer

You interact with the computer in a number of ways.  
On a Desktop you use a Keyboard and a Mouse  
On a Laptop you might use a Keyboard and a Touchpad or pointer  
Generally with a Mouse, you point at something and then click to select that item.  
If you click twice (Double click) generally this causes the software to load.

### Touchscreen gestures

Your device might have a Touch Sensitive screen  
On a Phone or Tablet you move your finger right or left quickly – Called Swiping  
Generally this will dismiss something  
Dragging is slowly moving your finger left or right, generally this is used to move icons  
Pinching will generally make something smaller  
Expanding your fingers will generally make things larger  
If you rest your finger over an icon or text, this will generally select it and allow an action  
A virtual keyboard can be shown on the screen for entry of information

### Safe practices with computers

Never share passwords with anyone

Have secure, robust passwords

If you think someone knows your password, change it immediately

Write down all your accounts and passwords in a book and keep it safe.

Do Not share private information in a public place

Do not keep sensitive personal information on your computer, eg Bank account details, Credit card details, **this particularly applies to your phone**

You are the Administrator of your computer. Protect Administration rights from anyone else.

Always install software updates as soon as they are published.

Try NOT to do online banking on your phone, despite what the banks tell you.

Do not click on a link on an email or text unless you are CERTAIN that it is safe to do so,

This is called Phishing and can be dangerous.

A useful site is called Sosafe which has examples and a demo

If a message looks suspicious, it probably is, even if appears to come from a trusted friend.

### Passwords, PINs and 2FA

A password is simply a string of characters used to protect access to something

A strong password is composed of at least 10 Characters.

You can use a Passphrase as a password, eg AnyOldIron

The convention is that it includes at least one Capital letter, One number, and one special character, eg ?,@, \*

A PIN is a Personal Identification Number and can serve as a password, but less secure

2FA is Two Factor Authentication. This means you need two separate bits of information in order to access the software. This generally regarded as being more secure.

There is software called a Password safe which you can use to store all your passwords.

The downside of a Password safe is that you are putting all your eggs in one basket. It needs a REALLY strong password.

Be careful about allowing you web browser to store your passwords, it's too easily hacked.

Google Chrome stores all your passwords in plain text that can easily be looked at.

### Managing Logins and accounts

Keep a written record of all the accounts and logins that you create

Always set a strong password

Always create an Account for every user on your computer

Do not give anyone access to your password.

In Windows you can have an Administrator Account and a Normal User Account

Set up both and use the Normal User Account for day to day work

### Anti virus software, dos, and Don'ts

Most computers need Anti-virus software

Microsoft Windows comes with built in Anti-virus, but it may not be enough

ALWAYS keep your Anti-virus software up to date

Do NOT run more than 2 different Anti-virus software products on the same computer

Many Broadband suppliers will give you free anti virus software, eg BT

#### How do I get online? - Connecting to the internet

You need a Broadband connection for a computer, but not a mobile phone  
Broadband comes down the phone line, but you need a Router to access it.  
Your phone company will sell you a broadband connection and they will supply the Router.  
Many companies sell broadband, so you don't have to use your phone company, (unless it's a smart phone).  
You need Browser software installed on your computer to be able to see things online

#### How do I find things online?

You need a searching program, eg  
Google  
Yahoo  
Bing  
Duck Duck go

#### What is a Router?

It's a clever box that does a number of things.  
It connects to your phone line  
It converts phone signal to Broadband (ADSL or Fibre)  
It protects your home broadband from the global internet  
(Network Address Translation)  
It broadcasts a WiFi signal in your home  
It provides a means of plugging your computer into the Broadband.

#### Social media

Be careful with putting too much information on social media like Facebook or Instagram  
The criminals look at social media  
Don't check in whilst on holiday, the crooks know that you are away.  
Make sure that your privacy settings are correct so that only friends see your information  
Be careful about information you see on social media, it may be false  
Be careful about buying things advertised on social media, they could be counterfeit or illegal.  
Scams are often lurking on social media

#### On-line banking

Best done at home on a desktop PC or a laptop  
If you use a tablet connected by WiFi, then do it at home  
Public WiFi in Cafes, hotels, etc is just not safe  
Do not use your mobile phone for banking unless you really have to. Imagine what would happen if your phone was stolen or you lost it.

#### A word about Cookies

No not the American biscuits!  
As soon as you go on the internet, any web site you visit will try to install Cookies.  
They should ask you first, but sometimes they are a bit cunning and install them without you knowing.

#### What is a Cookie

A Cookie is a piece of data which is installed on your computer to record information about you. It allows the web site owner to keep a track of who visited the site and what they looked at. Virtually all web sites have Cookies.

#### Should I reject all Cookies?

Unfortunately NO, because you may stop the web site from providing the functionality that you want to use.

#### It's best to tailor Cookie permissions

Allow all Essential and Functional Cookies, but Disallow Marketing or Personalisation Cookies

#### Keeping your data safe (Backup), where's my data stored?

Data storage is a bit of a nightmare.

You can store your data locally on YOUR device, or you can store it in the Cloud on somebody else's system, or BOTH.

Getting your head around where to find your data will take time

Often when you think that you have lost your data, it's just stored somewhere else than where you thought it was.

It's important to have more than one copy of important data, this is called a Backup

You can store your Backup locally or in the Cloud.

Examples of Cloud storage:

- Microsoft OneDrive
- Dropbox
- Google
- Amazon Web Services
- Microsoft 365

#### What is email?

Email is a means of exchanging messages with anyone on the internet. A bit like electronic post.

Remember that email is NOT secure

Just because you sent an email, it doesn't guarantee that it will get delivered.

#### Setting up an email account

Usually get an email address with your broadband

There are other free email providers, eg

Gmail.com, Outlook.com, Hotmail.com

You can have as many email addresses as you like.

It is often better to have at least two different ones, eg

One for personal contacts

One for buying things online

#### How do I install software -Downloading and installing applications

Get your software from a trusted source such as an Appstore, Eg Microsoft Store

Search for the software in your browser and find the link to download it.

Click the download link and wait for the installer to download

Once the installer is ready, permit the installer to install the software.

The installer will tell you when the software has been installed.

Be careful about Licencing. Just because you can download the software, it doesn't mean that it is free to use. Often software is free for personal use, but not for business use.

Once software is installed on a machine, often it can only be used on that machine

– Called OEM software

#### Video Calls

You can use your computer to make video calls.

You use special software called videoconferencing software

There are a number of products on the market. The popular ones are:

Zoom

Microsoft Teams

Skype

WhatsApp

FaceTime

They are basically free for personal use, but you have to pay to use for Business.