

# GO-TO FIX I.T.

Weekly Community Computer  
and I.T. Help Clinic



[www.gotofixit.uk](http://www.gotofixit.uk)

The Roy Fletcher Centre (Registered Charity No. 1065777 )

## Windows 10 has a handy power menu

Right-click on the Start button in the very bottom left corner of the screen for quick access to useful areas like the Control Panel, File Explorer and the Task Menu

## Stitch-together your panorama photos for free with ICE

If you don't have Adobe Photoshop, you can download and install Microsoft's free Image Composite Editor (ICE) for joining photographs and creating professional panorama images. Search Google for "Microsoft ICE"

## Anonymous, disposable email addresses

Need a one-off, random email address in order to register for a website or fill out a form you don't trust? Services like Mailinator ( [www.mailinator.com](http://www.mailinator.com) ) or My Temp Email ( [www.mytemp.email](http://www.mytemp.email) ) allow you to immediately use a made-up, anonymous email without any registration or password

## Do you have a Microsoft Windows installation disc?

You may have upgraded to a new version of Windows or your new computer may not have been supplied with a Windows installation disc. It is always worth having one in your draw for emergencies. You can download and create Windows installation discs (or USB media) using Microsoft's Media Creation Tool

## Website of the week: YouGov

[www.yougov.co.uk](http://www.yougov.co.uk)

If you enjoy completing surveys and have an interest in British politics and lifestyle, why not get paid for your opinions? By registering with YouGov, you can take part in national surveys and polls and eventually earn enough points to claim £50

## Windows 10 incorporates free anti-virus protection

Windows 10 comes with Defender built-in. Installing other anti-virus programs does nothing more than slow your computer down. Let Microsoft take care of things and don't waste your money on placebos

## Speed-up your computer with a solid state drive

Investing in a solid-state hard drive (SSD) will significantly boost the performance of your computer. An SSD runs much faster than a conventional hard drive and you can buy one for £30-£100. A solid-state drive can hold your operating system and your main applications while your data can be left on your existing drive. Windows will start up and perform much faster when installed on an SSD

## Need to extract music or video from YouTube?

You can rip a music track or an entire video from YouTube to make a standalone MP3 music file or MP4 video file by copying and pasting YouTube URLs into free programs like 4K Downloader ( [www.4kdownload.com](http://www.4kdownload.com) )

## A browser is a computer program that displays webpages

There are lots of different browsers, they all free and do the same thing. Microsoft Edge is provided as part of Windows 10 and Internet Explorer was provided with earlier versions of Windows. Google's Chrome is a very popular alternative along with Mozilla's Firefox and Opera. On Apple systems, Safari is the default browser

## Website of the week: Quick, Draw! [quickdraw.withgoogle.com](http://quickdraw.withgoogle.com)

Help Google's neural network learn how to recognise your doodles. Great fun

## Do you have many duplicates of your photos?

There are a number of free programs that will help you identify duplicate copies and offer to safely remove them. Duplicate Photo Cleaner ( [www.duplicatephotocleaner.com](http://www.duplicatephotocleaner.com) ) is one example

## Make use of your free online storage

Microsoft's OneDrive ( [www.onedrive.com](http://www.onedrive.com) ) and Google Drive ( [www.googledrive.com](http://www.googledrive.com) ) offer free internet-based storage so that you can share and access your documents, music and pictures using your various mobile devices

## Is your computer at the edge of your wi-fi signal?

A great way of connecting outlying areas like sheds, garages and granny flats is to use a power-line adaptor. Just plug one into a domestic power socket near your router and another in a power socket outside of your wi-fi range

## Website of the week: GE.TT

[www.ge.tt](http://www.ge.tt)

A really, really quick and easy way to send/share a file(s) with someone or a simple way to transfer a file(s) to your phone/tablet/computer

## Worried about Windows 10?

If you have upgraded to Windows 10 but don't like it, you can revert to your previous version of Windows (within a month of upgrading)

Click on *Start -> Settings -> Update & security -> Recovery*

Saying the abbreviation "www" requires nine syllables. It is actually quicker to say the full phrase "world wide web" which requires just three syllables

## Don't forget that you can undo most actions

The keyboard shortcut *Ctrl + Z* (hold the Ctrl key and tap the Z key) can be used to revert most accidental actions and clicking mistakes like deleting or moving a file

## Website of the week: Worldometers [www.worldometers.info](http://www.worldometers.info)

A fascinating collection of live statistics about the world around us. How many people have been born today? How many people have died today? How many megawatts of electricity have we used today? How many cigarettes have we smoked? How many days left before we run out of oil?

## Google's special functions

Apart from searching, Google can do many features and functions on the fly, like currency conversions. Type your required conversion into the Google search box, e.g. "100GBP in USD" (100 pounds in dollars) or "50EUR in GBP" (50 euros in pounds)

## Pay attention when installing new software

When installing new applications, read the prompts and questions carefully to avoid unwanted additional software. Clicking too quickly on default buttons like *Next* and *Accept* often opens the door to extra junk. To install just the application you intended, you might need to click counter-intuitive buttons like *No* or *I do not accept*

## Laptop shutdown etiquette

Rather than shutting-down, laptop users tend to simply close the lid to put their computer into hibernation. On opening the lid, the computer is quicker to start up and continues from exactly where you were

## Multitask whilst surfing the internet by making use of tabs

Using tabs allows you to have many webpages open at the same time. If you are reading a webpage and want to follow a link to a new webpage without forgetting about your current webpage, click the link using the middle mouse button (wheel). The new webpage will open in a new tab without discarding your current webpage

## Don't want to buy Adobe Photoshop?

Use a free equivalent like Pixlr, Lunapic or FotoFlexer or Gimp. Pixlr ( [www.pixlr.com](http://www.pixlr.com) ) works within a webpage so there's no software to install. The layout, features and photo tools are almost identical to the industry standard Photoshop package. Gimp is a free photo-editing package that offers most of the features of Photoshop

## Website of the week: Grammarly [www.grammarly.com](http://www.grammarly.com)

Copy and paste or upload your written work to Grammarly. It will check your work for commonly misused words, plagiarism, punctuation mistakes and of course, grammatical errors

## Jammed CD/DVD?

If a CD / DVD will not eject, unfold a paperclip and push the end firmly into the pinhole on the front of the CD / DVD drive

## Screen recording

With Windows 10 you can record a video of your desktop usage. Hold the *Windows logo key* and tap *G*, then click on *Yes, this is a game*, and finally click on the fourth button on the bar that pops up. The recordings are saved in the *Videos -> Capture* folder

## Multitasking applications

Holding down the *Windows logo key* then pressing the *Tab* key is a great way to see all the applications you have running. You can then click on any of the tiles to switch to the corresponding application. Holding down the *Alt* key then tapping the *Tab* key provides a quick method of switching between applications

## Website of the week: YouTube

[www.youtube.com](http://www.youtube.com)

YouTube is not just a collection of pets doing silly things on camera, it can be a great source for 'how to...' guides, recipes, DIY tutorials, equipment repair videos, art and craft demonstrations and visual computer help. If you have a computer problem, don't just Google it, YouTube it too

## Getting back to your desktop

The quickest way to minimise all windows and see your desktop is to click in the very bottom right corner of the screen or use the keyboard shortcut by holding-down the *Windows logo key* and then pressing *D*

## Taking screenshots of your desktop or applications

All versions of Microsoft Windows have a very useful program called The Snipping Tool. It is used to take photographs of your computer screen

## Empower yourself with the right mouse button

Clicking the right mouse button always brings up a pop-up menu with extra options. When dragging files or folders, you can also use the right mouse button to give more options when you release it, like being offered the choice of moving or copying the files (or making a desktop shortcut)

## Getting things to fit nicely onto a page

When text doesn't quite fit onto a page, there are a number of ways to squash it in:

- Reduce the font size
- Reduce the line spacing
- Reduce the character spacing
- Reduce the page margins

## Website of the week: BBC News

[news.bbc.co.uk](https://www.bbc.com/news)

It is consistently voted the best news website in the world

## The simplest way to speed up your PC is to give it more RAM

If your computer has 1 or 2Gb of RAM (memory), consider boosting it to 4 or 8Gb. Windows 10 needs a minimum of 4Gb. Right-click on This PC (or My Computer) and click Properties to find your current amount of RAM

## Special laptop function keys

The function keys on your laptop (top row) perform handy secondary functions like turning the brightness and volume up and down. Hold down the *Fn* key (bottom left) and tap the relevant function key *F1* to *F12*

## Using a separate mouse, keyboard or screen

Laptop users who predominantly work at one desk typically find it beneficial to use a separate mouse, keyboard or even an additional screen. If you don't have a separate mouse for your laptop, go to Poundland where you'll also find card readers, blank disks, USB lights and cables (all for £1)



Nine out of ten computers in movies are Apple despite nine out of ten computers in real life being PCs

### Website of the week: IMDB

[www.imdb.com](http://www.imdb.com)

The Internet Movie Database is the most comprehensive collection of film reviews, actor information and film and TV trivia. Never visit the cinema without checking IMDB first

### Multitasking with webpages

Clicking on a webpage link with your middle mouse button opens the next webpage in a new tab. In most browsers you can also switch between tabs by holding down the *Ctrl* key and tapping the *Tab* key

### Highlighting and selecting

A quick way of highlighting/selecting a word is to double-click on it. A quick way of highlighting/selecting a paragraph is to triple-click on it

### Forcing your PC to switch off

If your PC freezes and will not respond at all, you can always force it to switch off by pressing and holding the on/off button for 4 seconds

### Remote assistance

AnyDesk ( [www.anydesk.com](http://www.anydesk.com) ) is a brilliant free program that allows you to let your computer-savvy family members help you from afar. Phone a friend and let them link-up to your PC to help you

### More multitasking

The fastest way to switch between applications (multitasking) is to make use of the keyboard shortcut *Alt + Tab*. Hold down the *Alt* key, tap the *Tab* key until the desired application is highlighted then let go

## Google Maps and street view

Google Maps ( [maps.google.co.uk](https://maps.google.co.uk) ) is amazing. See your house from above, fly down the Grand Canyon or just take a walk down your street. The webpage can also be used for directions and route planning amongst many other things

## Updates

Updates are good and not be feared. It is important and helpful to give your computer permission to update anything

## Stop blaming viruses for your computer problems

Describe the symptoms of your problem to Google to find real, practical answers (you won't be the only person in the world to have your specific problem)

## Selecting everything

The keyboard shortcut *Ctrl + A* (select everything) is one of the handiest shortcuts in the universe. It is used to highlight all items in the current window. This shortcut is frequently used before copying (*Ctrl + C*) and pasting (*Ctrl + V*)

## Anti-virus programs

Never pay for an anti-virus program (and only use one), the best ones are free or in-built. For Windows XP and Windows 7, download and install Microsoft's Security Essentials. For Windows 8 and Windows 10, Microsoft's Defender or Windows Security is already there for free. Anti-virus products like Norton and McAfee place a significant burden on your computer - get rid of them

## Don't want to buy Microsoft Word or Excel?

LibreOffice ( [www.libreoffice.org](http://www.libreoffice.org) ) is a free and compatible equivalent to Microsoft's Office (Word, Excel, PowerPoint, etc). Google also provide web-based equivalents of the common Microsoft Office applications

## Help menus

Use a program's Help menu to find the specific answers you are looking for. Help menus are the modern equivalent of user manuals. The more I.T. literate you become, the more you will make use of the various help menus (often accessed by pressing the F1 key)

## Don't be scared of emails

Familiarise yourself with phishing emails (yes! It is safe to read any email) and learn how to identify scams and cons:

- Scam emails are usually generically addressed (i.e. "Dear valued customer" or "Dear Sir/Madam")
- They typically include a sense of urgency (e.g. "you must act within 48hrs")
- Hover your mouse over the links and check the bottom-left corner of your browser window to see the real link addresses
- If you investigate a link further, double-check the address of the website to which you are taken

**Never take I.T. advice from anyone who uses the word "defrag" or "defragging"**

# GO-TO FIX I.T.

## Community Computer & I.T. Help Clinic

At GO-To FIX I.T., we will provide you with one-to-one support and fix your computer and I.T. problems

**Computers ● Laptops ● Tablets ● Phones ● Cameras ● Gadgets**

FIX I.T. is a drop-in style clinic

**Every Thursday**

**10:00am to 1:00pm**

The Roy Fletcher Centre

Cross Hill, Shrewsbury SY1 1JE

**[www.gotofixit.uk](http://www.gotofixit.uk)**



At FIX I.T., we will do everything *with* you and wherever possible, encourage you to learn how to do it yourself. We are experts at fixing your problems and helping you get the best out of your I.T. equipment. We are here to answer all your questions and show

you how to solve your problems, like:

- I think I have a virus...
- I can't get into my email...
- I can't connect to the internet...
- My laptop doesn't work anymore...
- I'm being bombarded by adverts...
- Ever since Windows 10 did an update...
- I've lost my documents...

We ask for  
donations  
of £5



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