

Tips for getting the most out of your time at Windsor Senior Computer Users Group Help Desk sessions

To help us help you more efficiently, there are a few things you should bring with you when you come to the Senior Center.

Firstly, please be sure to sign in (it's a first come first served situation).

Secondly, list your email address.

Thirdly, check the column for what kind of device you need help with. Each one of our help desk volunteers has the technical knowledge to help you but has stronger skills in different areas. Knowing what kind of device you need help with will allow the correct person to help.

If you are having problems with:

- 1- an Android phone or tablet, you will need to bring the email address/username and password of the account that is associated with your phone.
- 2- an Apple device, please bring your Apple ID and password.
- 3- with an email account, bring the email address and password for that account.
- 4- A particular app or website, bring the username/email address and password for that site. I.e. Facebook, your banking website, etc.
- 5- Your email and your cell phone is associated with that email address, bring your phone along as well as any other device you are having the same problem with. Verification codes may be sent to your phone or email address depending on how it is set up.
- 6- Email and you have a recovery email address for the account you are having problems with, remember to bring the email address/username and password of the recovery account.

(If you don't know your passwords we can help you reset them but we will need any device which you have set up as your recovery device. That is, if you can't remember your email password but set up your cell phone as your recovery device you will need to bring it. Similarly a phone password problem may require your computer.)

- 7- Try to be sure your device is up to date so we don't have to wait while an update installs and reboots.
- 8- Try to be sure your browser is also up to date, so we don't have to wait while an update installs.
- 9- If you are more comfortable with a mouse, be sure to bring it.
- 10- If your battery life is limited be sure to bring a charger.
- 11- If you are having an intermittent problem with a program, take a screenshot and save it so we will know what happened if we can't get it to repeat. Or take a photo of the screen with the error message/problem with your smartphone and bring it with you