Self Help

You can fix most of your computer problems yourself. All you need to know is where to get help.

Fixing computer problems including printers, scanners, USB devices, etc.

Step One: Go to the manufactures web site and click on support. Most major manufactures (HP, Dell, Acer, etc.) Allow you to put in the product number and serial number and then scan your computer for problems and provide fixes. You can also enter a description of your problem in the search field and look for answers. Many also have a chat feature which put you in touch with their help desk.

Step Two: Use Google or another search engine to find a solution. The important skill to learn is how to enter your search. You need to write out your problem including as much detail as possible. Then review what you wrote and pick out the keywords you will enter. For example: "Every time I try to forward or reply to a message in Outlook Express, it causes the program to shut down and I have to restart. I'm using the Windows XP operating system."
Keywords: *Outlook Express (OE), Forward and Reply, Shut down, Windows XP*
Search string to enter: *Outlook Express Forward and reply cause shutdown Windows XP*
The third return from this search matches the problem exactly and tells you how to repair a corrupted Outlook Express using the System File Checked. You will also learn how to fix many Operating System problems using this same method.

Step Three: Use Microsoft Support. Microsoft provides free on-line support for all their products with detailed instructions for repair. This comes from Microsofts Knowledge Base (KB). Go to http://support.microsoft.com/, select the product (Windows XP, Visat, Outlook, etc. and then enter your keyword in the search box.

Need More Help? There are many free PC help site on the Internet. To find them, Google *Free PC help sites*.

Need to learn a new program or perform a task suck as making movies or transferring records to a CD. Find free tutorials on just about any topic by, you guessed it, doing a Google search.
For example, Google: *Free tutorial transfer records to CD*. The fourth return from PCtech guide.com, takes you through the process step-by-step including detailed pictures.

As a last resort, come to the Friday meeting and submit your question to the Gurus.