

# Resource Center Tips

Training and Helping



# When to Train and When to Help?

## **Train when**

- The problem is specific
- The answer is simple
- The member is trainable

## Example

*“I need help formatting my club roster.”*

## **Help (fix) when**

- The problem is general
- The solution may be complicated
- The member wants a solution, not a learning moment

## Example

*“My PC is running very slowly and I am getting all these pop-ups!”*

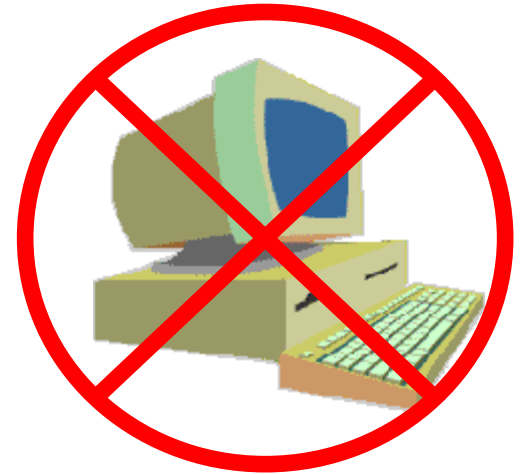
# Process we follow

- Understand the member's problem
  - Have the member show the problem/question
  - Be sure to find out **WHEN** the problem started
- Decide if it is training or helping
  - If it's training
    - Set your mindset on **patience!**
    - Keep the keyboard and mouse in the members hands
    - Expect the member to make mistakes \ resist the temptation to grab the mouse!
    - When you are done, point to some tutorials such as those on [GCFLearnFree.org](http://GCFLearnFree.org)
  - If it's helping (fixing)
    - Set the members expectations – you will try but the member may need to get paid help
    - Set your mind on **Don't leave the device in worse shape than you found it!**



# Fixing a problem (PC centric)

1. Understand what you are dealing with
  - Right click on MY COMPUTER and go to properties
    - Check on the Operating System and Service Pack level
    - **The rule of 2 : dual core processor, 2 GB RAM, 2 GHz processor**
2. If the PC is “good enough” continue diagnostics
  - Start with a reboot - This is the most frequent fix!
  - If the problem started at a specific point in time and it causes something to “just not work”, you may do a restore to a previous “restore point”
  - If it is a slowing down over time, Look for the most common problems first
    1. Too many startup programs – Memory is overcommitted
    2. Too many “helping” programs running
    3. Malware or virus



# 1. Too Many Startup Programs

- Look in the System Tray
  - Hover over each icon and understand what it is
  - If it isn't absolutely needed, right click and try and set it to not start on startup
- Use msconfig (Pre Windows 8) or Task Manager to manage startups
  - Run / msconfig / Startup
  - Task Manager / Startup
- Disable anything that isn't absolutely needed

## 2. Remove all Redundant Helping Programs

- Look in the system tray for programs that are running and supposedly helping performance or looking for bad stuff
  - Make sure there is only one anti virus
  - Make sure there is only one anti malware
  - Either delete everything else or set it to not run at startup

### Example

Malwarebytes free is wonderful, Malwarebytes Pro runs in startup and will slow the PC down.

Register cleaners and other stuff are really PUPs

# Malware and Viruses

- Go to Control Panel / Uninstall Programs
  - Scan the list for bad stuff!
  - Sort the list by install date and see what happened when the problems started
  - Attempt to uninstall programs that are bad or installed when the problem started and are not needed by the member
- Go to the Browser's "manage add-ons"
  - Look at Toolbar, Search and Accelerator add-ons
  - Disable any that are not known and needed
- If "Bad Stuff" is found, even if you seem to be able to disable or uninstall it, run Malwarebytes **FREE** - Do it in safe mode after you have run the "update" and run it twice

# The Bad Guys

Examples of “Potentially Unwanted Programs”

Web Assistant

MyPcBackup

MySearchDial

Safe Search

Incredibar

PCSpeedUp



MyWebSearch

Mindspark Interactive

Conduit

Outfox TV

SeverWeatherAlerts