



Starting Your Computer

Your username is **USER** and you have no password.

The Administrator account password is **c4kuser**

You are set up as an **administrator** of your computer, and this will let you install new programs.

If you want other people who use your computer to **not** be able to install programs, they should **not** be setup with administrator privileges.

Viruses are a serious problem. You **MUST** maintain and protect your computer from viruses. This is very important especially if you surf the Internet.

BEFORE you bring your computer to be repaired, do these steps:

- ❑ **Make sure all cables are plugged in securely**
- ❑ **Restart your computer**
- ❑ **Run Disk Check, Disk Cleanup and Disk Defragmenter**
- ❑ **Run AntiVirus**

Protecting against Viruses and Spyware

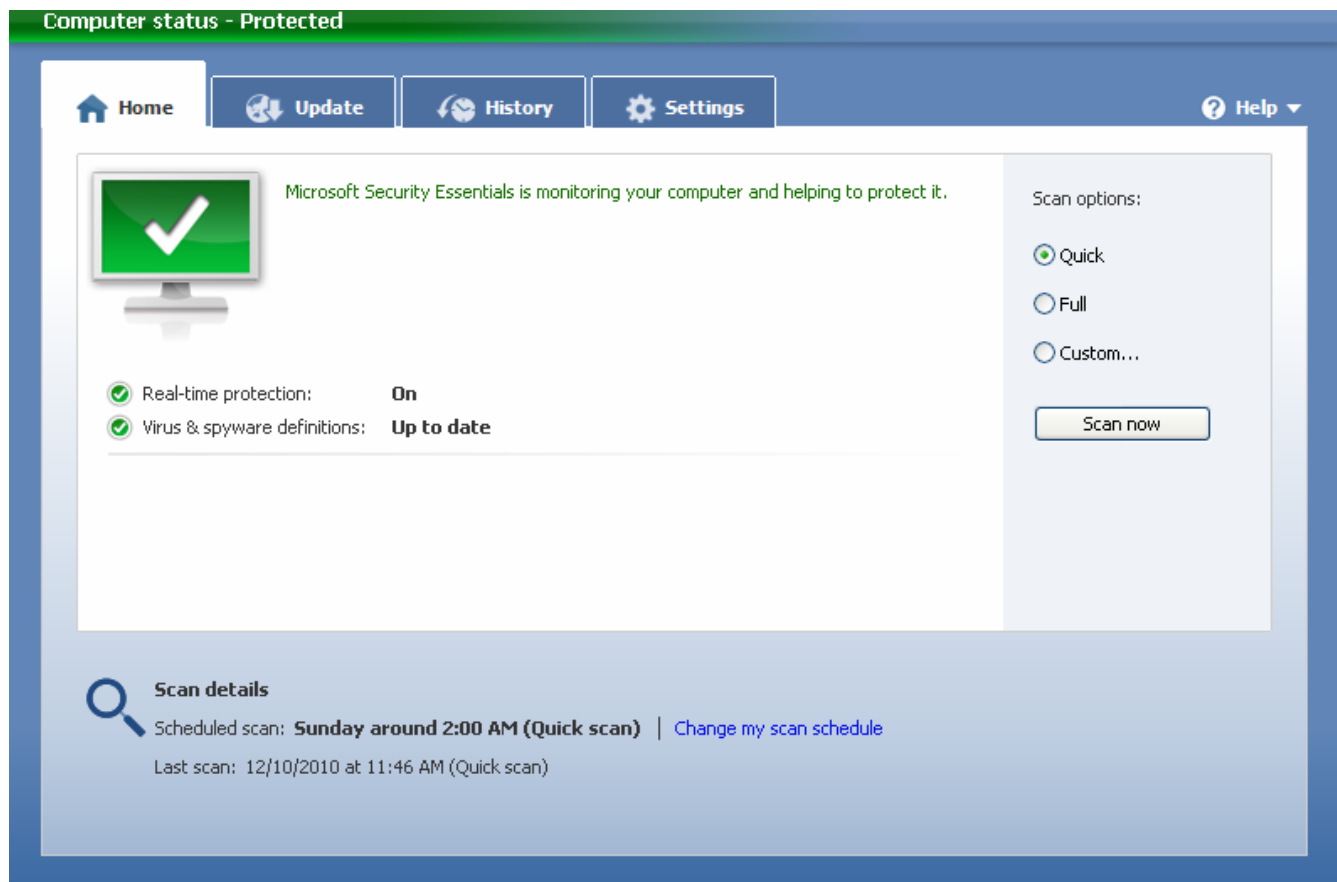
Using an **AntiVirus / AntiSpyware** program can help prevent problems due to computer viruses and other “malware.” In most cases it will protect your computer.

Do NOT install another AntiVirus program. Do NOT pay for AntiVirus. C4K has installed MSE. We think it is the best program at this time. It is free and effective. We have scheduled it to run once a week. You can change when it is run, but it should always run at least once a week.

Using MSE

When MSE is operating normally, it will show a green icon in the toolbar at the bottom right-hand corner of your screen. It will automatically update and protect your computer.

C4K has done a “full scan” of your computer, before sending it home. You should normally only have to do a “quick scan”. If you feel you are having problems with a virus you can run a full scan which is more thorough, but takes longer.



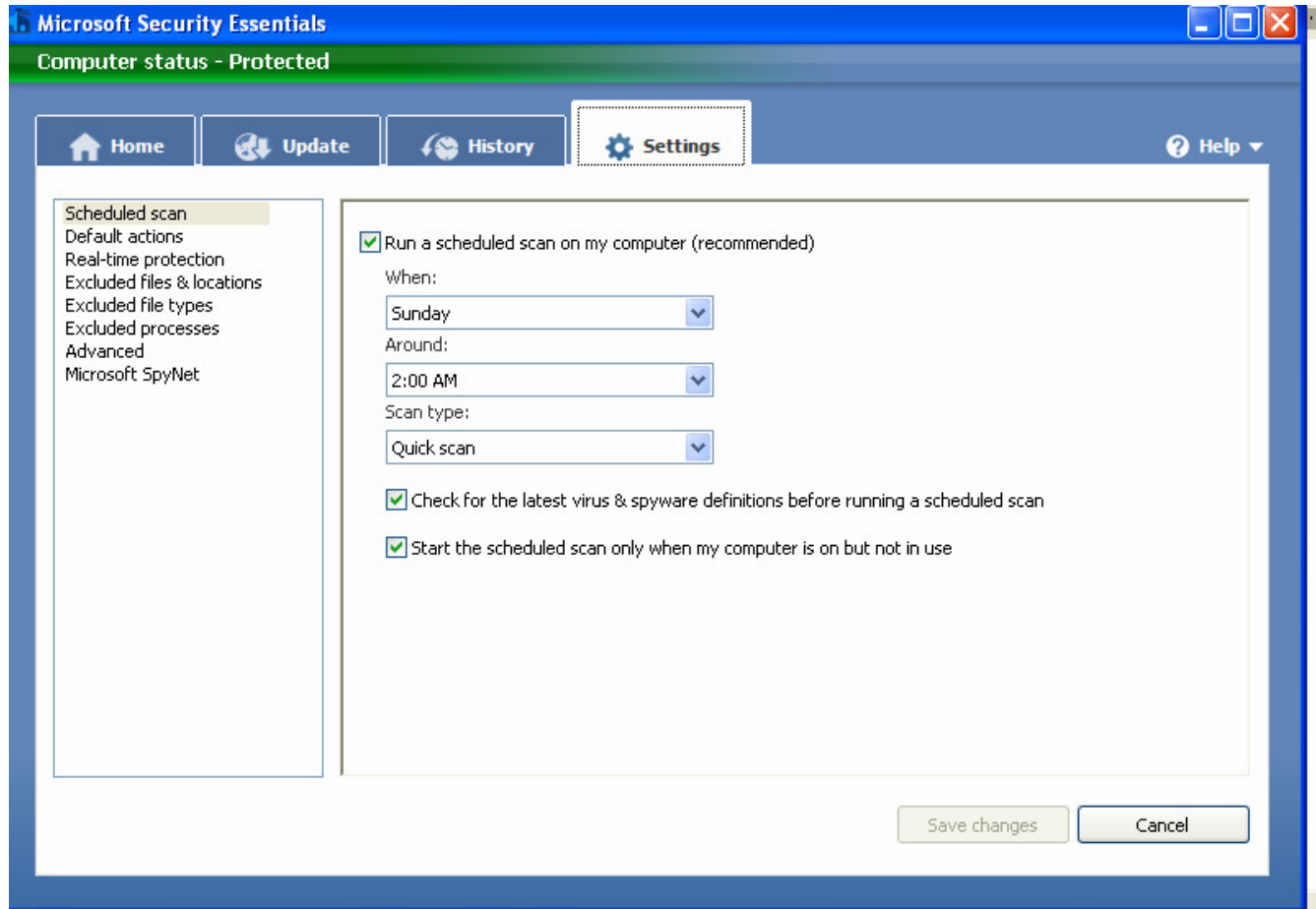
When your MSE icon is orange, it means that the update is out of date. It should correct itself within the week. When your MSE icon is red you should immediately update the virus definition and then run a full scan.

To update your virus definitions, click twice on the MSE icon,, click the ‘Update’ tab, and then click the ‘Update’ button at the right.

When your virus definitions are up to date, click the Home tab, click 'Quick.'

After you have scanned your computer, a menu will come up, letting you know whether there are any problems with your system. Follow the instructions to find out what you should do if you have a virus. C4K has set MSE to quarantine any viruses/spyware found automatically.

You can change the settings of your MSE AntiVirus/AntiSpyware program by visiting the 'Settings' tab. We recommend you always make sure the program is set to update daily, and do a quick scan no less than once per week.



Backing up Data

You should save any important data on a device outside of your computer. You can burn materials to CD or DVD or purchase an external hard drive. Do not use a Flash drive as your only back up device. If Computers4Kids has to fix your computer, we may have to erase all of your files.

Regular Maintenance

Regular maintenance will help prevent problems and avoid the loss of your data.

Tasks that you should do on the first and fifteenth day of every month:

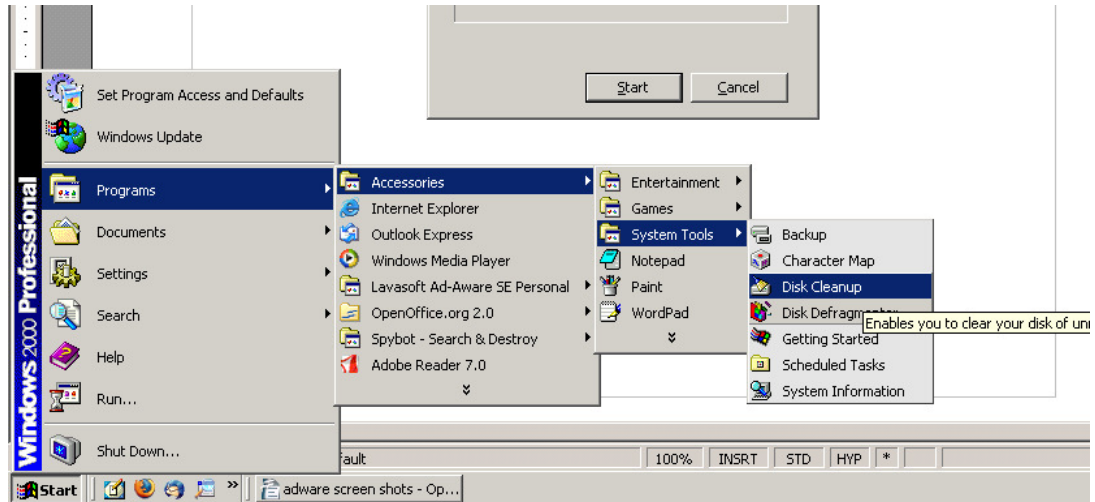
- 1) Check the condition of your computer's hard drive. Use the "**Check Disk**" program built into Windows.
- 2) Get rid of old files that you no longer need. Use the "**Disk Cleanup**" program in Windows. Do this after running Check Disk. This will free up space on the drive.
- 3) Use the "**Disk Defragmenter**" program in Windows to make your files unfragmented. Run this program after the two previous ones. You may want to back up your data before running this program.

If you have problems with any of these programs being interrupted by something running on the computer, you should run them in "Safe Mode". To enter safe mode, hold down F8 while the computer boots up. When you are through with the maintenance, reboot and it will start in Normal mode.

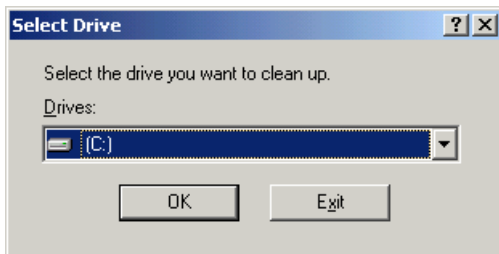
Using the Disk Cleanup feature on your computer

This will allow your computer to get rid of files that you don't need. You should run this program after running Check Disk and restarting your computer.

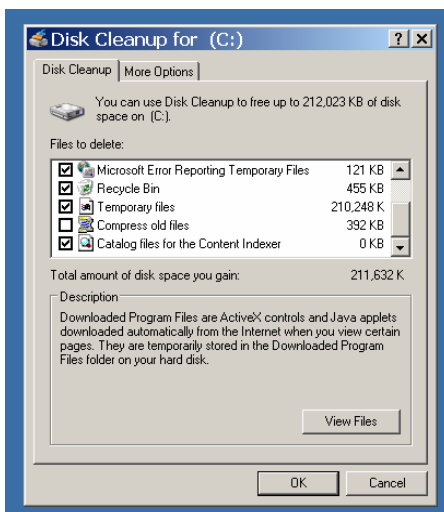
1. Close all open programs.
2. Click the "Start" button, then Programs, then Accessories, then System Tools, and last Disk Cleanup.



3. Choose any disk where files are stored.



4. Click OK, and the following screen will appear after a few minutes; (be patient! :)



5. Place a check in all the boxes EXCEPT "compress old files," and then, click on OK and it will delete all of the unnecessary files.

Using the Disk Defragmenter

This will allow your computer to use its hard disk space efficiently. If you have installed and uninstalled a lot of programs, or if you notice your computer is running more slowly than it used to, defragmenting your hard disk is a good option. It's a good idea to back up all your files before defragmenting your hard disk.

1. Close all open programs.
2. Click the "Start" button, then Programs, then Accessories, then System Tools, and last Disk Defragmenter.
3. Select the C drive, click the Analyze button.
4. Click the Defragment button.
5. When you get the "completed" message, you can view the report and then close the window.

