



Your Computer Guide

Everything you need, in plain language.

Silver Care Computers

Computer help at your own pace.

This guide belongs with your computer — keep it nearby. It answers everyday questions in plain language, with pictures showing you exactly where to click. And remember our promise: **you cannot break this computer by clicking around.**

Questions? We're just a phone call away.

(804) 971-1894

Weekdays 9–5

What's Inside

1. Welcome — What Is This Computer?
2. Turning It On and Off
3. Your Desktop at a Glance
4. The Dock — Your Front Door to Everything
5. Connecting to Wi-Fi
6. Email
7. Video Calls — Seeing Family Face to Face
8. Facebook & YouTube
9. Printing
10. Games & Fun
11. Getting Help
12. Your Care Plan
13. When Something Seems Wrong

1. Welcome — What Is This Computer?

This computer was set up just for you by Silver Care Computers. We've removed the confusing clutter and arranged everything simply, so the things you use most are always one click away.

You don't need to learn "computers." You just need to know where your things are — and this guide will show you.

A promise: You cannot break this computer by clicking around. Explore freely. If something looks unfamiliar, close the window and start again. And if you ever get stuck, help is one phone call away.

2. Turning It On and Off

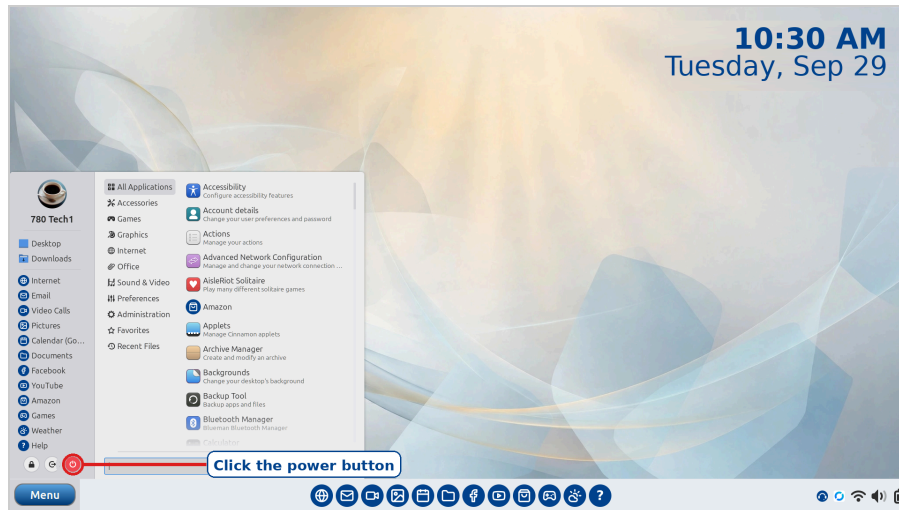
To turn on

Step 1. Press the power button once. It's usually on the front or side of the computer — your technician pointed it out during setup.

Step 2. Wait about a minute. You'll see your desktop appear with the familiar row of round blue icons at the bottom.

To turn off

Step 1. Click the **MENU** button at the bottom-left of the screen.



Step 2. Click the power symbol (⏻), then click **Shut Down**.

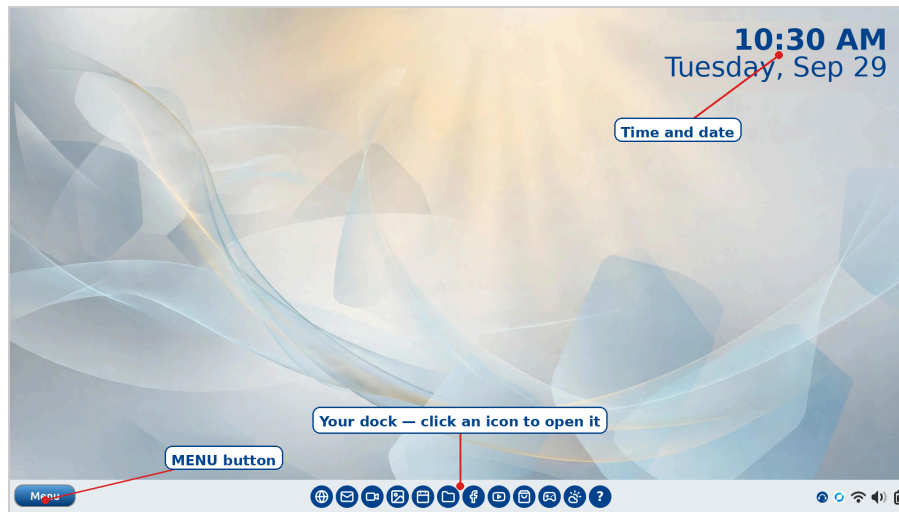


Step 3. Wait until the screen goes fully dark. The computer is now off.

Tip: There's no need to turn the computer off every night. It's fine to leave it on — it will go to sleep on its own and wake when you move the mouse or press a key.

3. Your Desktop at a Glance

When your computer is ready, you'll see a calm background with a row of round blue icons along the bottom. That row is called the **dock** — it's your front door to everything.



At the top-right you'll see the time and date. At the bottom-left is the **MENU** button, which opens the full list of programs — but you'll rarely need it, because everything important is already in the dock.

4. The Dock — Your Front Door to Everything

Each blue circle opens something useful. Here's what they do, in order:



Internet — Opens the web browser. This is how you visit websites, search for things, and shop online.



Email — Opens your email. Read messages, write to family and friends.



Video Calls — See and talk to family face to face, right on your screen.



Pictures — View your photos.



Calendar — See today's date and what's coming up.



Documents — Your documents and downloads live here.



Facebook — Catch up with family and friends.



YouTube — Watch videos on anything that interests you.



Favorites — Your saved favorite websites.



Games — Play solitaire, mahjong, and more.



Weather — Check the weather forecast.



Help — Opens help information and how to reach Silver Care Computers.

Tip: A single click opens everything in the dock. No double-clicking needed.

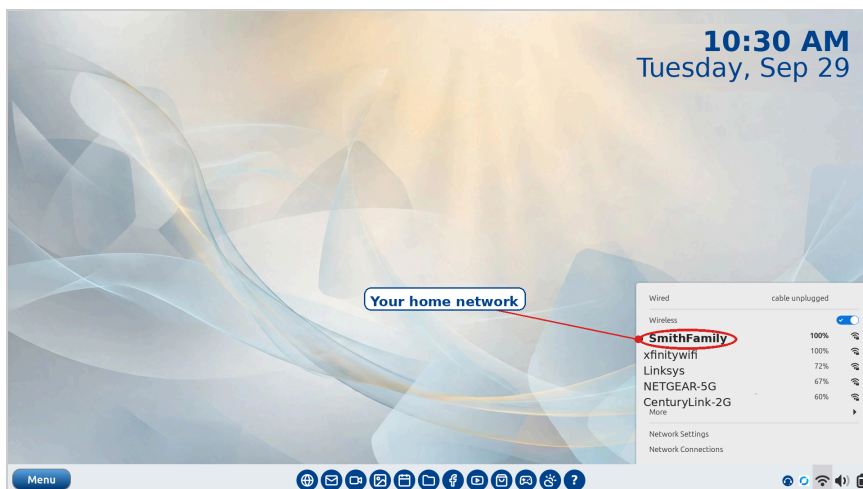
5. Connecting to Wi-Fi

Your computer was already connected to your home Wi-Fi during setup. If it ever disconnects, here's how to reconnect:

Step 1. Click the Wi-Fi symbol (📶) at the bottom-right of the screen, near the clock.

Step 2. Click your home network name in the list.

Step 3. Type your Wi-Fi password and click **Connect**.



Tip: Your Wi-Fi password is usually printed on a sticker on your internet router. If you can't find it, call us — we're happy to help.

6. Email

Step 1. Click the **Email** icon in the dock.

Step 2. Your inbox appears. New messages are at the top, in bold.

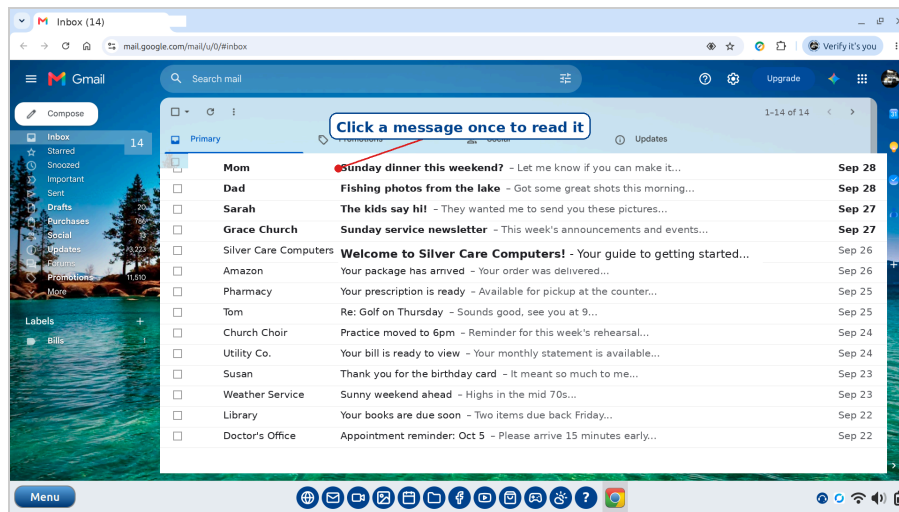
Step 3. Click a message once to read it.

To write a new message

Step 1. Click **Write** or **Compose** (usually at the top-left).

Step 2. Type the person's email address in the **To** box.

Step 3. Type your message, then click **Send**.



7. Video Calls — Seeing Family Face to Face

Step 1. Click the **Video Calls** icon in the dock.

Step 2. Follow the on-screen steps to join or start a call. Your camera and microphone are already set up.

Tip: The first time, someone may need to send you a link or invitation. Just click the link and your computer handles the rest. If it doesn't work, call us and we'll walk you through it together.

8. Facebook & YouTube

Facebook

Step 1. Click the **Facebook** icon in the dock.

Step 2. Log in with your email and password (your technician helped set this up).

Step 3. Scroll to see posts from friends and family. Click **Like** or write a comment to join in.

YouTube

Step 1. Click the **YouTube** icon in the dock.

Step 2. Type what you'd like to watch in the search box — a song, a how-to video, an old TV show.

Step 3. Click a video to play it. Click the X or back arrow when you're done.

9. Printing

Your printer was set up during your visit. To print:

Step 1. Open what you want to print (an email, a document, a web page).

Step 2. Press **Ctrl + P** on your keyboard (hold Ctrl, tap P).

Step 3. Click **Print**.

Tip: If nothing prints, check that the printer is turned on and has paper. Still stuck? That's what we're here for — give us a call.

10. Games & Fun

Step 1. Click the **Games** icon in the dock.

Step 2. A folder opens with your games — Solitaire, Mahjong, Mines, and more.

Step 3. Click a game once to play.

New games can be added any time — just ask during a visit or a support call.

11. Getting Help

You are never on your own with this computer. Here's how to reach us:

Option 1. Click the **Help** icon in the dock for help information.

Option 2. Call us at **(804) 971-1894**.

Option 3. If you have the Care Plan, we can connect to your computer remotely and fix most problems while you watch — no need to unplug anything or bring it anywhere.

Please don't feel embarrassed to call. Helping with exactly these questions is the whole reason Silver Care Computers exists. No question is too small.

12. Your Care Plan

(If enrolled — your technician will check the box that applies)

☐ **Yes, I'm on the Care Plan (\$35/month).** That means ongoing support, remote help whenever you need it, and regular check-ups to keep your computer running smoothly.

☐ **Not right now.** Help is still available weekdays 9–5 at \$75/hour, quoted before any work begins.

13. When Something Seems Wrong

The screen is frozen

Hold the power button for 10 seconds until the computer turns off. Wait 10 seconds, then turn it back on. Your files are safe.

No internet

Check the Wi-Fi symbol at the bottom-right. If it shows disconnected, follow the steps in Section 5. If your other devices (phone, tablet) also have no internet, the problem is your internet service, not the computer — try unplugging your router for 30 seconds, then plugging it back in.

Something looks different

Close all open windows (click the X in the top-right corner of each), and start fresh from the dock. Nine times out of ten, that sorts it.

A message says something is wrong / asks you to call a number

Do not call the number. Close the window. These pop-ups are scams. If you're unsure, call us at (804) 971-1894 and we'll tell you straight.

An email looks suspicious or threatening

Don't click any links in it, and don't reply. Just call us at (804) 971-1894 — we can connect to your computer remotely, take a look at it together, and tell you whether it's real or a scam. We'd always rather you check with us than worry about it alone.

The golden rule: When in doubt, call. That's what we're here for.



We're Just a Phone Call Away

(804) 971-1894

Silver Care Computers

Computer help at your own pace.

Silver Care Computers — (804) 971-1894