

<b>Hints &amp; Tips</b>		<b>Job Done Right</b> 72a Inn Road Dollingstown BT66 7JW +44 7710 836 915 simon@jobdoneright.co.uk
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## Accounts

### *Your User account*

This is the account you use for all normal tasks, email, surfing, music etc, this is a standard account on the laptop and as such you will be prompted for an admin account password any time a change needs to be made to your system. This may seem like a hindrance, but steps like this will help prevent your machine being damaged by viruses, malware & other inadvertent damage. It is recommended that you configure a password on your account as soon as you get your laptop, this can be done by pressing ctrl-alt-del and select "Change Password"

### *The admin account*

Username: admin

Password: Rushure

You will be prompted for these details any time an application wants to change the way your laptop behaves, make sure you understand what program is asking to make the changes before entering the details.

## Internet Access

Your laptop is capable of connecting to the internet using many methods, including wired networks, wireless networks & dial-up modem. Should you have any problems getting connected, please don't hesitate to call and we can arrange telephone support or a visit. JDR would also be delighted to help if you need broadband setup in your home or office.

## Google Desktop

Google Desktop has been installed on your computer, this application indexes your email, documents and web history and many other items, to make it quick and easy to find information on your laptop. Tap ctrl twice to get the GDS Search Box to pop up and start typing what your are looking for, for example words from an email you are looking for or web page you've visited that you are trying to find.

## AVG Free 8.0

AVG Free 8.0 has been installed, this will provide you with free, basic anti-virus and malware protection. AVG should update itself regularly and will warn you if it has been unable to update itself. AVG Free is suitable for home & personal use, for you in a business environment, you should consider the full AVG product, which offers further protection and anti-spam tools.

## Mozilla Firefox 3.0

Firefox is an alternative to Microsoft's Internet Explorer web browser, it is considered a superior browser by many for several reasons, but one of the most important is that it's safer to use than Microsoft's product, being far less vulnerable to many types of information security threats (viruses, malware, spyware, fishing attempts etc)

It also has several great features you may not have used before, such as Tabbed Browsing, inline searching etc.

Tabbed Browsing is a great way to reduce window clutter when browsing or surfing multiple web sites.

- Ctrl-T Opens a new tab in the current window
- Ctrl-W Closes the current tab

Quick Search

- ctrl-f (or /) and start typing the phrase you want to find in the current page

## Email

There are several ways of accessing email from your laptop, Windows Mail and Microsoft Outlook 2003 have been installed, if you need any help setting these programs up or transferring your email from an existing computer, please contact us.

If you don't already have an email address, there are many ways of getting an email account, the easiest and most flexible being Google's Google Mail product, free for any user.

If you want help registering & using your own domain, please contact us.

## Backups

If you consider any of the data (documents, pictures, email, music) important, we strongly recommend you protect this information by creating regular backups, using either USB Disks or through one of the many online services like Mozy, Carbonite or JungleDisk.

Remember, if you need help, we're only a phone call away!

## About Job Done Right

Job Done Right offer the following services:

- Laptop/Desktop Installation & Configuration
- Home/Office Broadband & Networking Installation
- Email & Web Hosting support & services
- Remote Access support
- Data Recovery
- Web Application design & implementation
- General IT System Integration & Configuration
- Advice on Information Security (disk & email encryption)