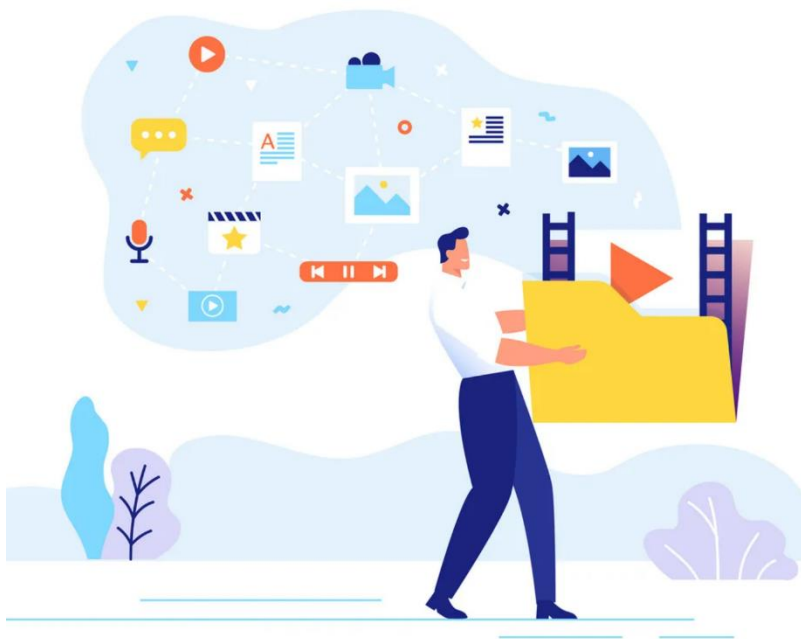


WorkVentures Refurbished Devices

Generic Computer Guide for Desktops



WorkVentures
social inclusion through technology



Welcome!

Congratulations on receiving a refurbished device from WorkVentures! By using a refurbished device, you're helping the environment by reducing digital waste. Not only this, but you're also helping our social enterprise make an impact through our digital inclusion strategies and programs for young people.

This handbook provides you with some helpful information so please take the time to read it.

6 Months Technical Support

Your device comes with 6 months technical support. This support is provided over the phone or via an online chat. Our team may request remote access to your system to assist with resolving your technical support issues.

If you are having trouble with the device you have received from us, you can get in touch with our Tech Support team:



Phone: 1800 112 205

Online Chat: www.workventures.com.au

Support Hours: Monday – Friday 9:00am to 4:30pm

Tech Support may not be able to resolve your issue straight away. However, they are there to help so please be patient with them. **When you call Tech Support, please ensure you have your invoice or order number ready.**

6 Months Return to Base Warranty

Your device comes with a 6 month, **return to base** warranty. If you are having any difficulty, please contact Tech Support (1800 112 205).

The warranty does not cover breakages or misuse of the device. Further details on our warranty are available at <https://shop.workventures.com.au/warranty-refund/>.

Note: If you received your device as part of a program with another organisation, your warranty & support terms may differ. Please discuss advise the techs when talking to them about any warranty or support related queries.



Getting to know your desktop

Desktops come with different ports – this section is to help you identify the ports so you can connect the power or other devices such as external monitors, USB devices and network cables. We recommend searching the internet for your desktop model for specific details on your desktop.

NEVER force a cable into a port. Forcing a plug into the incorrect port will damage the desktop and void your warranty.



Power Port

This is where you plug the power cable into your computer. Do not touch the red switch!



USB Port

Your desktop will usually have these on the front and back of the system. This is used to plug in external drives, printers, etc



Network Port

This port is used to plug your computer into a modem/network. If you want to connect by Wi-Fi, you'll need a separate adaptor



VGA Port

This is an older type of video port to plug in a monitor



HDMI Port

This is a modern type of port for plugging in a monitor



DisplayPort

This is a modern type of port for plugging in a monitor



Headphone / Mic / Line In Port

You may have either multiple ports or a single port to plug speakers or a headset into



Setting Up & Using Your Desktop

Note: The below images are a guide only. Your device may look different but will have similar ports.

1. First, start with the back of the monitor. You will notice that there is a step about halfway down the back of the monitor. You will see a socket with three metal pins in it. This is where the power cable will go. Plug the 'D' - shaped plug into the 'D' - shaped socket.



2. The VGA cable should be attached to the monitor. If not, you will see a socket for the VGA cable (2). Plug the VGA cable in by matching up the pins, then tighten the plug by the two screws.



3. The back of your monitor will look like the image shown. Make sure that you have two cables coming out of the back of the screen



4. Connect your mouse and keyboard to the back of the CPU using the USB connections. Align the plug to the socket. Any USB can go into any USB plug socket.





5. Connect the VGA cable to the CPU. By aligning the pins to the corresponding holes in the socket. Tighten the screws.



6. Connect the second power cable into the power socket by aligning the pins with the corresponding holes. Plug the other end of both power cables into a power outlet.



Plugging in Other Devices

Your desktop has several ports which can be used to plug in external devices such as an external mouse, USB storage drives or monitors. Please follow the instructions provided with those devices for installing onto your desktop.

Your Device

Your device is a refurbished desktop. There may be some blemishes and scratches on the device – this does not affect the operation of it. As a minimum, it comes preinstalled with:



Windows 10
Operating System



Microsoft Defender
to keep your device
clean of viruses and
spyware issues



Microsoft Edge
to access and browse
the internet



Turning your device on and accessing programs

Your device is setup with a full admin account – when you turn it on, you'll be logged directly into Windows.

IMPORTANT!

If you create a new account, please remember the details of any accounts you create. If you lose or forget them, you may not be able to log in later.



1. To start your device, press the power button on the desktop (on the front of the computer) & monitor (on the bottom right of the monitor)

2. The device will turn on and log in automatically



3. You will be taken to the desktop where you will see icons; these are shortcuts to programs that have been installed.

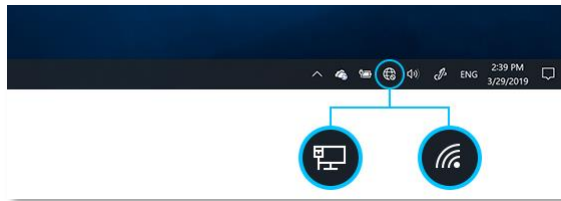


Connecting to the Internet

If you already have the Internet at home (or have been provided an Internet Package), you would normally be connecting by a Wi-Fi connection.

To connect your desktop to the Internet by Wi-Fi, use the following steps:

1. Find the Network Icon on the taskbar (see below). The icon that appears depends on how / if your desktop is connected to the Internet. If you see the icon of the globe, your desktop is not connected to the Internet. If you see the Wi-Fi icon (see picture below of icon right hand side), your desktop is connected by Wi-Fi and if you see the icon with the computer and cable (see picture below of icon on left hand side), your desktop is connected by a network cable



2. Clicking on the Internet icon will show a list of available Wi-Fi Networks. Find the one that matches the SSID of your connection.
3. When prompted, enter in the password (or key) – this will be provided on the device or form your Internet provider. The computer will now try and connect to the Internet. Once connected, it will show the Wi-Fi icon.

Connecting to the Internet – Physical Connection

To connect directly to a modem/router, you will require a network cable. This cable would be connected directly into a network port on the modem/router, and into the network port on the computer. After a few minutes, your computer should be connected to the Internet.



Computer Hints & Tips

Watch Out with Liquids!

Be careful with liquids and foods near computers. There is a lot of electronics in the devices - even a small coffee spill on the keyboard might result in permanent damage.

Keep it Clean!

There are special cleaners available for cleaning the screen and keyboard. These cleaning sprays can help to clean the computer properly but only do so when the computer is OFF! It is important to not use household cleaners as they may cause damage to the device.

Have You Tried Turning It Off and On?

Having issues with the computer? The first thing you should do is shut the computer down and turn it back on (after about 30 seconds). Do not do a restart! A shutdown starts the computer off properly and fixes a lot of issues.

If your computer is frozen, hold the power down until the screen goes blank (might take 10 – 20 seconds). Then turn it back on – the computer will usually go through a self-check and start-up normally if there are no issues found.

Unwanted Programs / Malware

Be careful of what you are downloading from the internet, always read what program you are accepting to and if you do not know the program click decline.

Stay Safe Online

Using your computer and the internet safely is crucial for you and your family. There is a lot of information online so choosing which sources to trust is difficult. We suggest the following for more eSafety information:



eSafety Commissioner

www.esafety.gov.au

A government website that has resources available for parents and kids.



Think U Know

www.thinkuknow.org.au

A wealth of resources and information for parents on how to help keep your children safe



Kids Helpline

Kids Helpline

www.kidshelpline.com.au

A wealth of resources for parents and kids



Got Email?

If you don't have an email address, there are several options out there. Services such as Gmail (www.gmail.com) from Google or Outlook (www.outlook.com) from Microsoft offer free email and services. The Outlook service from Microsoft also offers free “web based” versions of their Office applications, cloud storage and integration with Windows allowing you to utilise their family management services for example.

To create an Outlook account, simply open a web browser and enter in outlook.com. Click on Create Account and follow the steps provided.

Be Social

There are lots of social media services available online. The most common are:

Facebook – www.facebook.com

Instagram – www.instagram.com

Twitter – www.twitter.com

TikTok – www.tiktok.com

Pinterest – www.pinterest.com

All these services will require an email address to setup an account with them. You should be mindful about the information you provide any services online – especially social media services. The following site with the eSafety Commissioner provides great advice on having a safe experience with social media: <https://www.esafety.gov.au/key-issues/how-to/social-media-online-chat>

Not feeling tech Savvy?

There are several free online training options available. Two of our favourites are:

**Be Connected**

Every Australian online.

Be Connectedwww.beconnected.org.au**Tech Savvy Seniors**www.telstra.com.au/tech-savvy-seniors



Keeping Kids Safe Online

There are a things parents and carers can do to help keep kids safe online. These include:

- Talking to your kids while using some of the advice provided via the website noted previously
- Supporting practises that encourage a sensible use of technology. Having times and locations in your home free from electronics is one example
- Create age-appropriate guidelines for using electronics and going online. As an example, always get consent before downloading a new game
- Using devices such as smartphones, tablets or computers in a common area of the home. or instance, a living room or a place where the family gathers
- Setting an example for others by demonstrating that you can put your phone down and focus on spending time with your child without being distracted by the internet
- Informing your child that they may always turn to you for assistance if they encounter any difficulties online or come across something upsetting. For instance, if they are a victim of cyberbullying or are being asked to do something they don't feel comfortable with online.



Parental Controls

Parental controls let you monitor and limit what your child sees and does online. It's best to use them in combination with the other online safety strategies listed above.

They can be used to do things like:

- Set time limits, blocking access after a set time.
- Block your child from accessing specific websites, apps, or functions (like using a device's camera, or the ability to buy things).
- Filter different kinds of content — such as 'adult' or sexual content, content that may promote self-harm, eating disorders, violence, drugs, gambling, racism and terrorism.

Many social media sites, games and apps now come with parental controls. *The eSafety Guide* (www.esafety.gov.au/key-issues/esafety-guide) has advice on safety features that can be useful for parents and carers, including how to use the settings to protect personal information and report online abuse.

Setting up Parental Controls

The eSafety website has great advice on how to set up parental controls for different apps and devices on their *Taming Technology* page: <http://www.esafety.gov.au/parents/skills-advice/taming-technology>.

Windows Devices



Microsoft Family Safety provides options for families and parents to help protect their children when they go online. You can find out more about setting up parental controls on your computer by visiting the Microsoft Family Safety page (account.microsoft.com/family/about).



Keep It Safe & Secure

When using any services online, you'll usually need to set a password. We suggest the following:

- Use different passwords for different sites. Don't use the same password all the time. If a site gets hacked and the hackers get your password, they'll try using the same information to access other sites
- If a site has "Multi Factor Authentication (MFA)" or "Two Factor Authentication (2FA)", set it up! These systems will ask for your mobile number as part of the process. When you log into a site with MFA / 2FA turned on, after entering in your password, you'll then be prompted for a code which is sent your mobile phone – providing an additional level of security.
- Don't share your login information to anyone – especially banking information. A bank will never ask for this information.
- Do not allow anyone remote access to your computer, **unless you have verified that they are legitimate (such as WorkVentures Technical Support)**. Allowing unknown people to access your computer may result in your information being stolen!

Beware of scam callers

Beware of people calling your home unexpectedly saying they are from Microsoft or other organisations regarding a fault with your computer. These callers are scams looking to put viruses on your computer, steal your personal banking details or charge you money for no reason. Always be aware of people or websites asking for your personal information.

Be careful what you click on

Viruses, Trojan Horses, Adware and Spyware can infect your computer from many sources. Always be cautious when opening emails from people you don't know and stop and think before you click on any links anywhere online.

When using the internet or social media, be careful of advertising banners like "you are a winner" or "speed your computer up" for these are often not helpful for your computer and will cause more problems than they solve.



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Need More Help?

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Contact Us

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