WorkVentures Refurbished Devices

**Computer Guide for
ThinkPad x240/x250 Series Laptop**

WorkVentures
social inclusion through technology
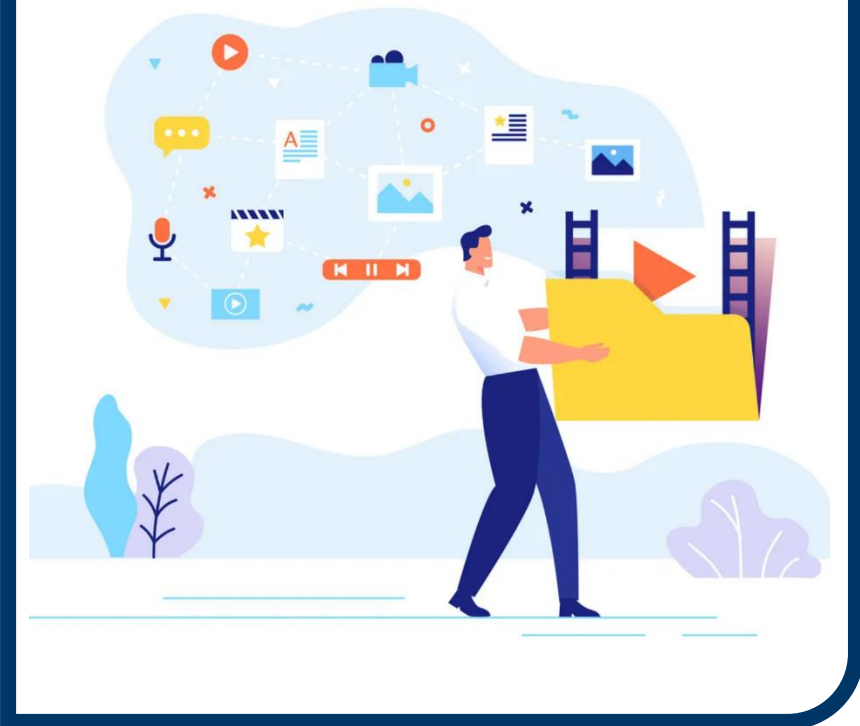
Welcome!

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 Month 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 laptop

1   Webcam

2   Power Button

3   Network Port

4   SD Card Reader

5   USB Port

6   Headphone / Microphone Port

7   Accupoint Mouse

8   Trackpad

9   Power Port

10   VGA / Monitor Port
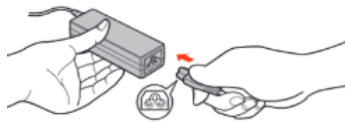
11   USB Port & Display Port
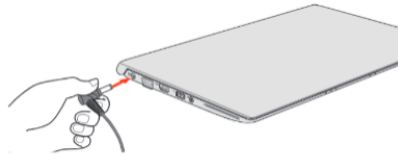
Setting Up & Using Your Laptop

Connect the Power

Note: The below images are a guide only – your power pack may differ from these images. Please review the previous page for where your power pack plugs into the laptop.

1. Connect the power cord to the power pack

2. Connect the power pack cable (round) into the power port on the laptop

3. Plug the power cable into a power point and turn the power on

Plugging in Other Devices

Your laptop 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 laptop.

Your Device

Your device is a refurbished laptop. 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	**Microsoft Defender**	**Microsoft Edge**
Operating System	to keep your device clean of viruses and spyware issues	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 (usually at the top right of the keyboard)

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.

Internet Package

Note: This section is only applicable to those who have received an Internet Service as part of a package from another organisation.

The Internet Package you receive will have an allocated amount of data – this will be advised by the organisation who provided the package to you. You will receive a 4G MiFi (a portable router) that is connected via Wi-Fi or USB Cable for your device to access the internet. If you are a student receiving an Internet Package, your internet service will be registered with your parents' name, email, and mobile number.

To see how much data, you have left for the month, send the word 'Bal' via text message to the number **0490439833**. You will also receive SMS and email alerts once you've reached 50%, 75%, 90%, and 100% of your data allowance.

Your 4G MiFi comes with a cable that can be connected to the laptop to charge it (via the USB port). When the MiFi screen is on, you will see an indicator showing the device charging. **Your MiFi will need to be regularly charged.**

If you lose or damage your MiFi or the SIM card inside your MiFi, please let us know. You will need to cover the replacement costs to replace these items.

Managing the data plan

Your internet data plan comes with an allocated amount of data per month. It is up to you to manage how this is used.

You will use your data very quickly if you:

- Stream movies and songs (e.g., Use Netflix or Spotify)
- Play online games, downloading movies and songs from the internet
- Watch YouTube videos
- Download and upload lots of photos or videos to Facebook or Instagram

If you reach 100% of usage the internet will stop working. You will not be able to access the internet until it resets each month.

Note: if your internet is first connected on the 15th of the month, it will re-start on the 15th of every month. It can help to write this down on a piece of paper and place it somewhere visible to help you keep track of where you are in the month.

What happens to my internet package at the end of the supplied period?

At the end of the period in which you have been allocated an Internet Service, you will receive an email informing you that your internet access has come to an end. The email will also let you know what you can do if you wish to continue the internet. You may want to consider pre-paid internet, a lower data plan or think about another type of service.

There are so many options and providers available it can be confusing. There are several resources available to help you decide the best plan for you. One resource that you may find helpful is: accan.org.au/talking-telco/your-internet-and-home-phone/choosing-an-internet-plan.

Using your MiFi Device for Internet Access

The internet you received uses the Telstra network. You can connect to the Internet by either plugging the device directly into the computer by the USB cable, or by Wi-Fi.

Charging Your MiFi Device

There are two ways of charging your MiFi Device:

| **Method 1**	**Method 2**
Connecting the MiFi Device to the computer by the USB cable. This will also connect you to the Internet by USB	Plugging the MiFi device into a USB Charger

Turning on Your MiFi Device

To power on your MiFi Device simply hold down the power button on the side until the LCD screen lights up. Once it is ready to go, you will see that the mobile connection is active.


Data type and signal strength

MTN

MTN
12:20
273MB
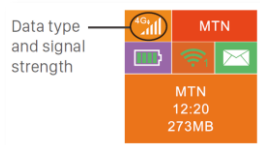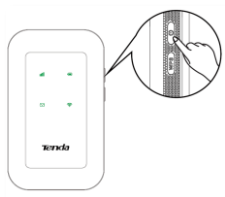
Connecting to the Internet by Wi-Fi (Internet Package with MiFi)

Your MiFi device also can allow you to connect by Wi-Fi – others in the household can also connect to the same device by Wi-Fi! However, you will need the following information:

- The SSID of the Wi-Fi Hotspot
- The Password (or key) of the Wi-Fi Hotspot

You can get this information from the MiFi device:

1. Press the WPS button on the MIFI device
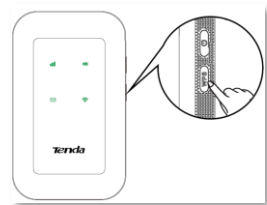
2. The screen will display the SSID & Password

ssid: Tenda_012345
key: 123456789

3. Finally follow the instructions on the next page for connecting to Wi-Fi

Tips for using your MiFi hotspot:

- Make sure you have a password on your hotspot so other people can't use it
- Turn off your hotspot once you have finished using it

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 laptop 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 laptop is connected to the Internet. If you see the icon of the globe, your laptop is not connected to the Internet. If you see the Wi-Fi icon (see picture below of icon right hand side), your laptop 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 laptop is connected by the USB cable
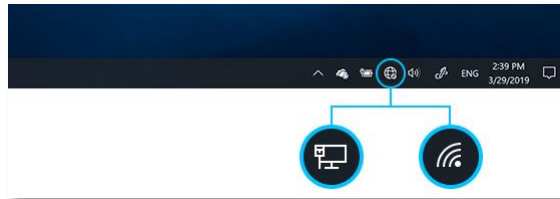
2. Clicking on the Internet icon will show a list of available Wi-Fi Networks. Find the one that matches the SSID of your connection.

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.

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 it 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	**Think U Know**	**Kids Helpline**
www.esafety.gov.au	www.thinkuknow.org.au	www.kidshelpline.com.au
A government website that has resources available for parents and kids.	A wealth of resources and information for parents on how to help keep your children safe	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.pintrest.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:

Australian Government **Be Connected**
Every Australian online.

Be Connected
www.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.

Contact Us

Don't forget – if you need assistance we're here to help!

Phone: 1800 112 205

Online Chat: www.workventures.com.au

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