

Switching it all on

When you first get a computer, of any sort, take a few minutes to check for a list of the parts you should have. Then make sure they're there as you don't want to start and find out you are missing a really important part!

Where do all the cables go?

Most cables will **only fit in the right connection** so don't try to force something that doesn't fit, check if there is another socket.

One connection may be suitable for more than one thing, for example a mouse, keyboard or memory stick probably have the same connector. Check if there are several similar places to plug these in.



How do I connect to the internet?

If your computer says it connects to the internet wirelessly, with wi fi, you probably only have **2 wires for your internet connection**. One connects to the electricity and the other to a line splitter plugged into your telephone socket like in the picture.

Switching on

Sam O'Brien from Grand Union Housing group makes a good point: 'Make sure your device is charged before you turn on. Plug it in first'.

It shouldn't matter if you turn on the computer or internet first, but if you have any problems you can



always try **turning off then turning back on** - it works surprisingly often!

Not what you were looking for?

If you're not at the stage of wanting to know about switching it all on, try taking a look at the [choosing right internet packages](#) resource for more guidance.

Keeping your device clean

Once you are up and running you need to think about keeping your computer clean and tidy. The good news is there are lots of handy websites that will help you learn how to clean your computer safely.

Keeping your device clean and tidy will be slightly different depending on what you have. Below you will see that they have been separated into 3 sections.

Desktop computers

If you have a PC, the [Computer Hope website](#) will provide you with hints and tips about cleaning your computer. The Computer Hope website will ask you a few questions about how you use your computer, and will tell you how often you'll need to clean it and how to go about doing so.

Laptop computers

Although you may think a desktop computer and a laptop are quite similar, the way you clean it will change. [The Computer Cleaning Guide](#), which tell you which tools to use on your laptop to clean it safely, and which not to avoid damaging the device.

Tablet computers and mobile phones

The CNET website will give you some really handy tips about cleaning your smartphone or tablet. You can follow this link [Clean your Tablet PC](#) to read about ways you can keep the screen clean or get rid of stains or spillages.

Cleaning your devices electronically

As well as cleaning your device physically, you'll need to make sure it's up to date and doesn't have any nasty bugs on it.

Desktop computers and laptops

The way you clean a desktop computer or a laptop electronically are very similar. Although the devices look different, the way you use them can be very similar.

Toolbars

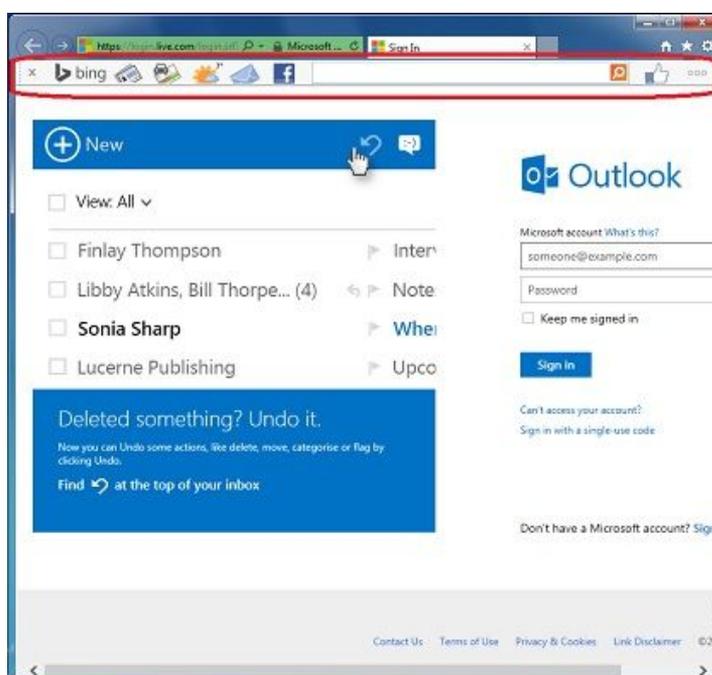
When you're using the internet, you'll see a strip at the top of your browser called a toolbar. Examples of browsers you might be using are Google Chrome, Internet Explorer and Mozilla Firefox

Toolbars can be really useful, but sometimes you'll find that unwanted toolbars appear.

Usually, this will happen because you've installed a programme that sneakily brought the toolbar with it.

These toolbars can have lots of different names, but some examples of the most common unwanted toolbars are:

- Ask.com toolbar
- Yahoo! toolbar
- Delta toolbar
- Snap.Do toolbar



The easiest way not to get an unwanted toolbar is to be careful when you install or agree to anything. Make sure you read what it's asking you and don't just click next to save time.

'You should always pay attention when installing anything onto your device.' -
Hannah, Tinder Foundation

You'll usually be able to recognise an unwanted toolbar because they may:

- Change your homepage and search engine without your permission.
- Slow down your browser
- Take up a lot of space inside the browser
- Display annoying ads

Don't worry! If a toolbar you don't want is installed, you can remove it. There are a few main steps you'll need to take to uninstall a toolbar.

There's a great [WikiHow article](#) about how to remove toolbars from different types of browser - check it out if you want to find out more.

Anti-virus software

Viruses are unwanted programs that can slow your computer down or even delete files. They can easily be avoided if you install Antivirus software on your computer.

There's loads of information about viruses and different types of antivirus software in the Staying Safe Online course on Learn My Way.

Use disk cleanup

All disk cleanup means is to get rid of any unneeded files on your computer. You don't need to search through your computer to find these, the computer will do it for you if you use the Disk Cleanup tool. You can find out how to use the Disk Cleanup tool on the [Microsoft website](#)

Use the recycling bin

You should delete anything you no longer need. When you do this, whatever you delete will go into the recycling bin. Once in the recycling bin you will need to empty it. If you don't empty the bin, the files will still be on your computer (which is good if you didn't mean to delete it).

Tablet computers and mobile phones

There are some different things that you should consider when thinking about how to keep your tablet computer or mobile phones clean and safe.

Anti-virus apps

Anti-virus apps are available for these kinds of devices and can not only help you stay safe, but also help you keep your device clean and tidy.

Avira Mobile Security, available for free on [iPhone](#) and [Android](#), how many unused apps you have installed, find your phone if it's lost and check your emails to make sure they're safe.

Once you know the apps you don't use, you should delete them. This will keep your device tidy and free up some memory.

Passwords/passcodes

Most modern phones will have a setting that lets you create a password or passcode and some will even have fingerprint scanner. Setting this up will stop others being able to access your phone or tablet device.

Still unsure?

If you are still unsure about devices or any of the information in these documents, try visiting the [Glossary](#) to find out more about any of the terms you are unsure of.