



**CITY OF BAYSWATER**



**MagooiT**  
Seniors Tech Support

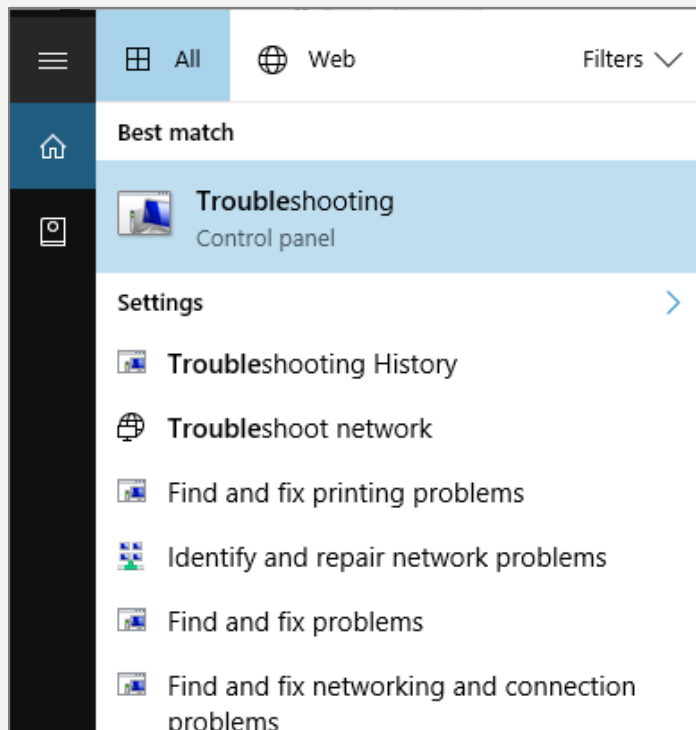
# DO YOU HAVE A PROBLEM?

- Usually, we don't think about tune-ups until we have a problem
- Is your PC running slower than usual?
- Are things not working like they should or used to?
- Although there can be many reasons for problems, we can easily identify and fix the most common



# TROUBLESHOOTING TOOLS

Windows has some built-in Troubleshooting Tools



Often Windows will detect a problem and suggest a Troubleshooting Tool to help fix it, but you can access these tools from the menu

## Troubleshoot computer problems

Click on a task to automatically troubleshoot and fix common computer problems. To view more troubleshooters, click on a category or use the Search box.



### Programs

Run programs made for previous versions of Windows



### Hardware and Sound

[Configure a device](#) | [Use a printer](#) | [Troubleshoot audio recording](#) | [Troubleshoot audio playback](#)



### Network and Internet

[Connect to the Internet](#) | [Access shared files and folders on other computers](#)



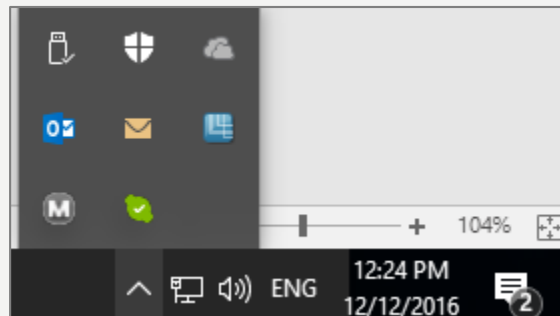
### System and Security

[Fix problems with Windows Update](#) | [Run maintenance tasks](#) | [Improve power usage](#)

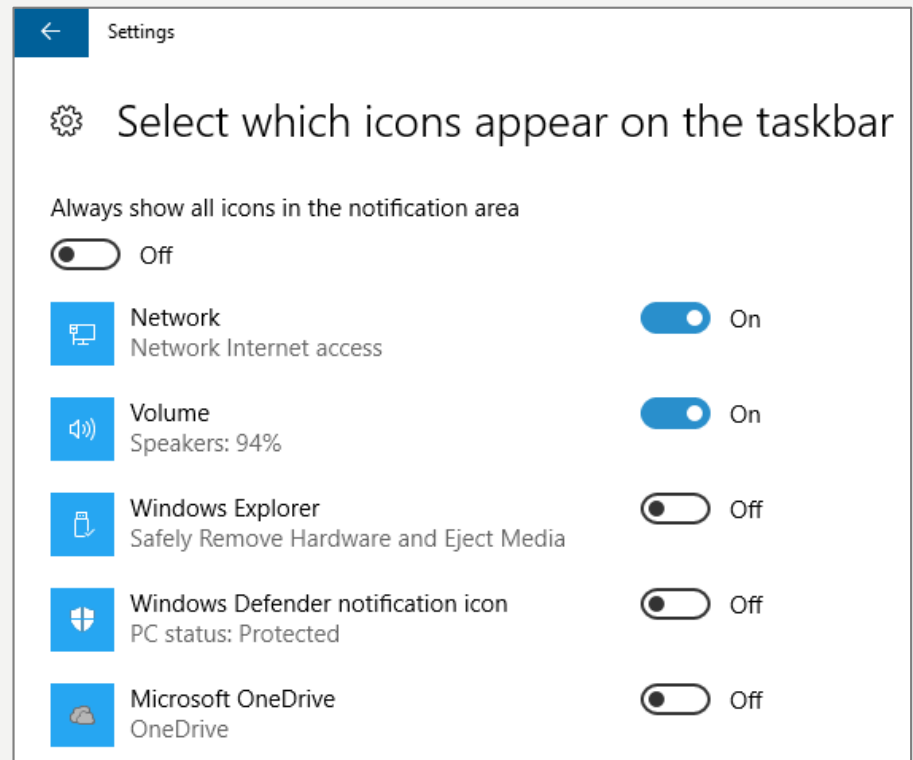
# STARTUP PROGRAMS

Windows will have a number of programs that start-up automatically – many of which are trial or limited edition programs installed by the PC manufacturer. These are often not needed and can be safely removed.

These programs appear in your system tray



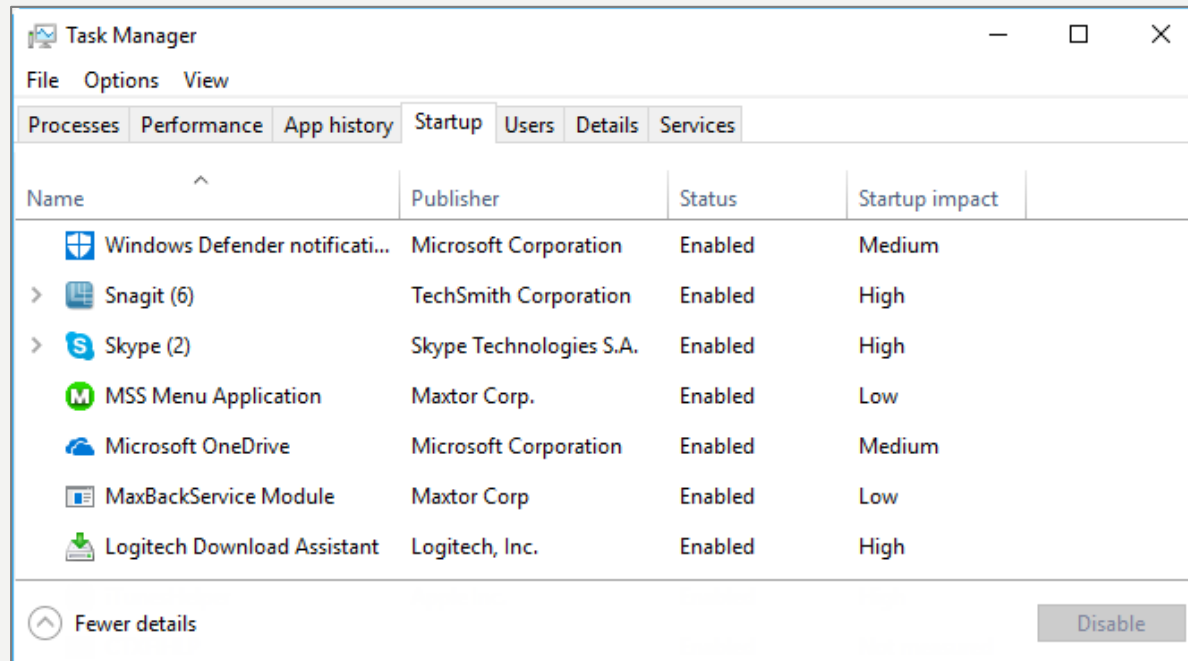
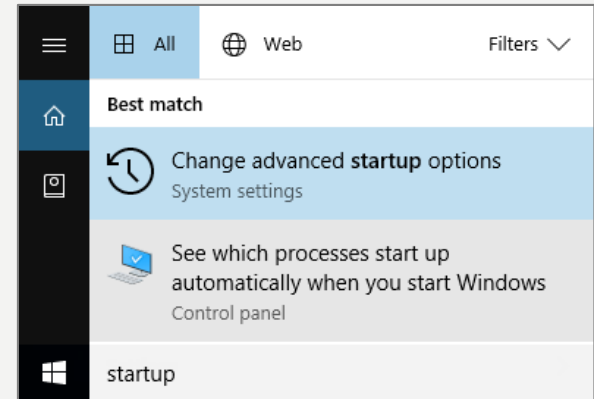
Properties of system tray  
(Settings) - right click to  
access



# SHOW STARTUP PROGRAMS

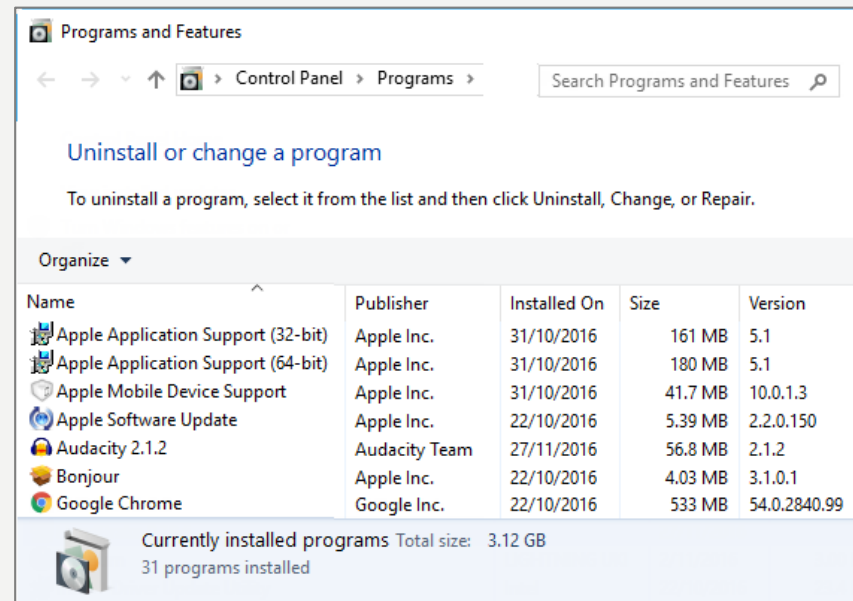
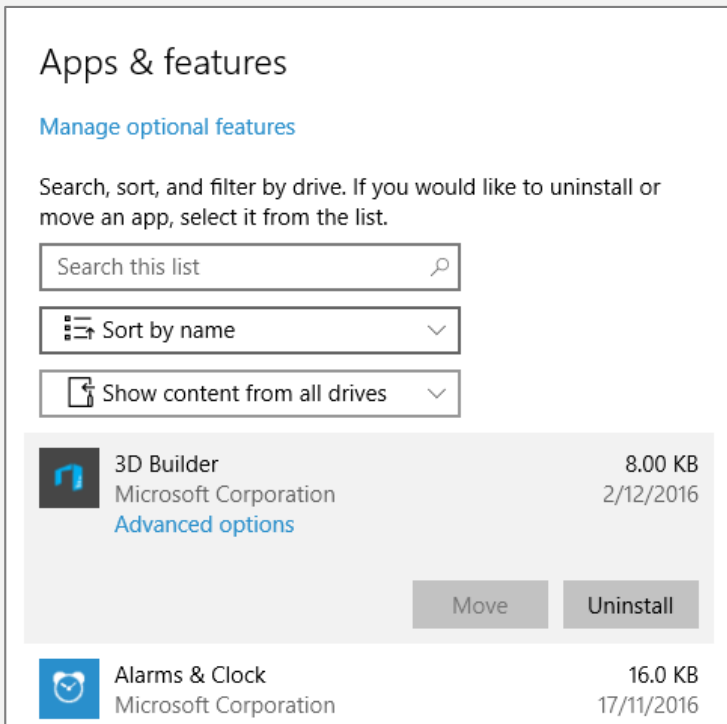
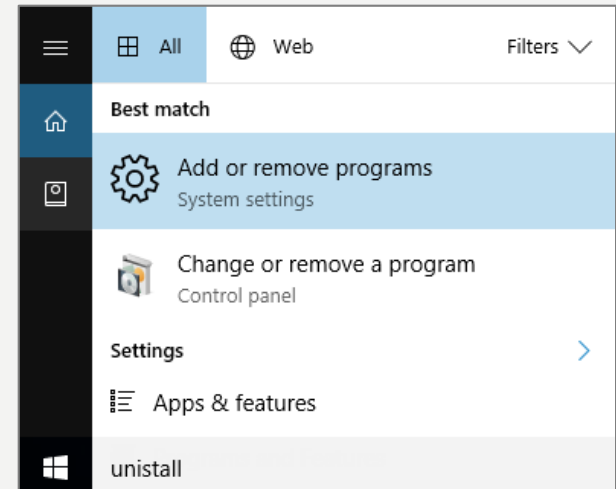
You can view and temporarily disable start-up programs from Task Manager.

If you identify a program you no longer need you can Uninstall it from Control Panel.



# UNINSTALLING PROGRAMS

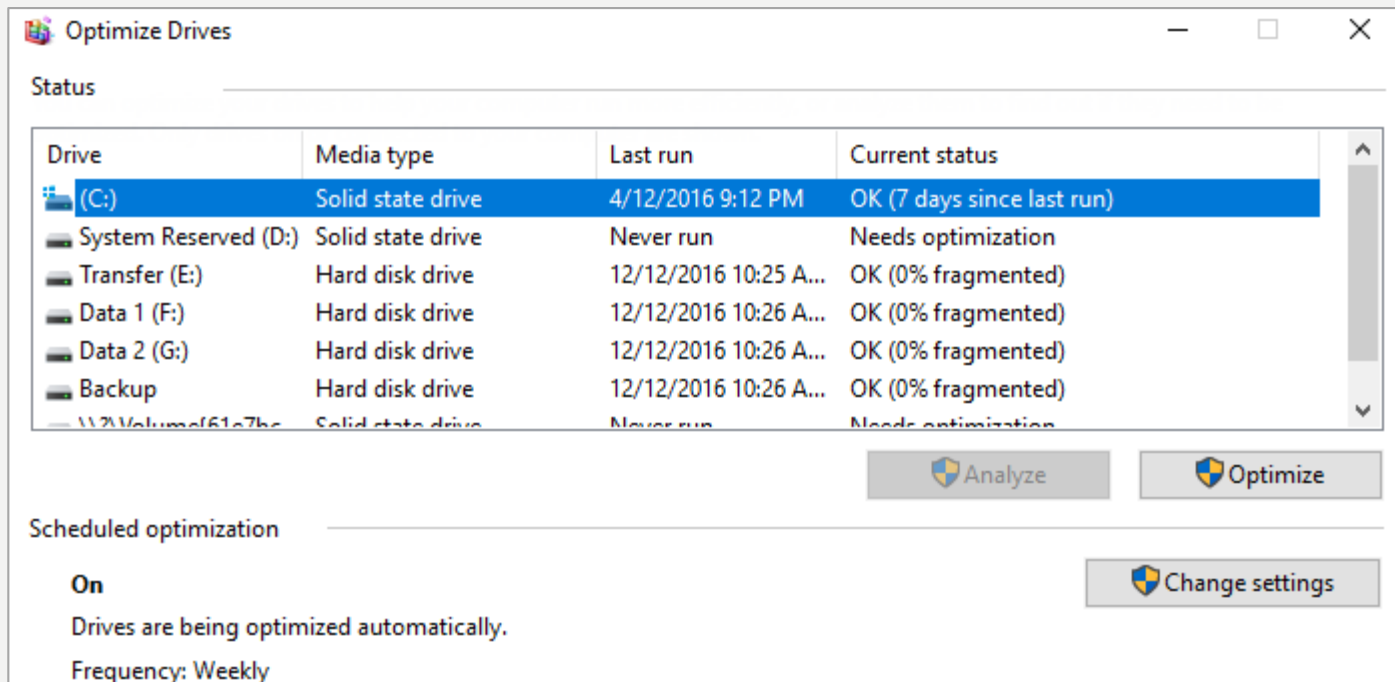
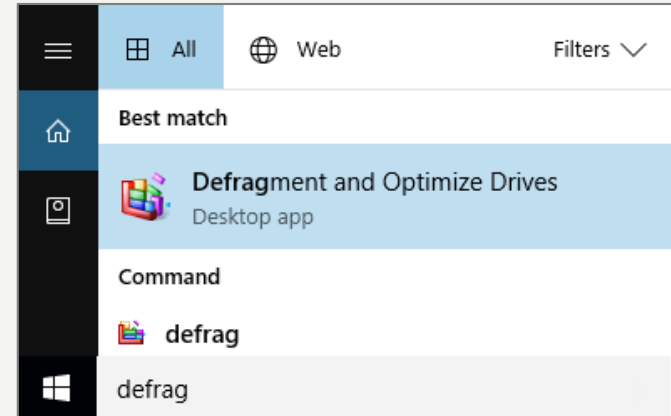
Unwanted or expired software can be removed from Apps and Feature or Control Panel – Programs and Features.



# DEFRAGGING

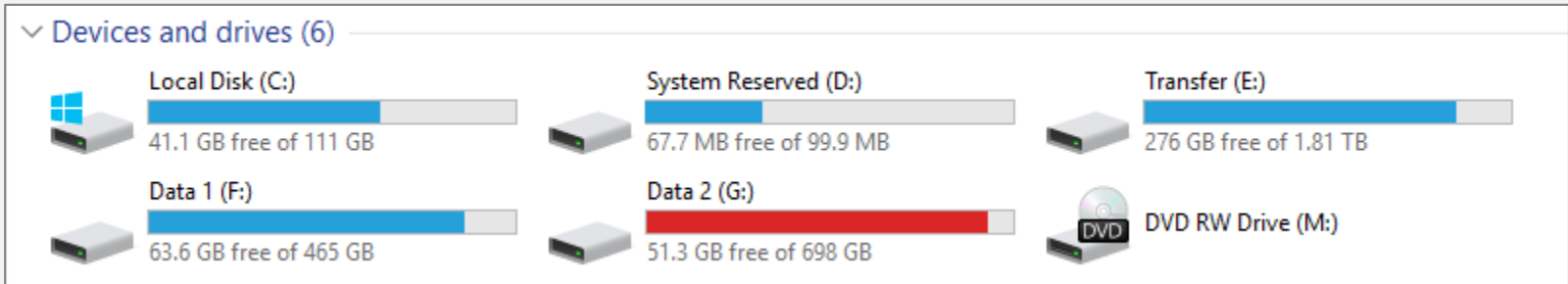
Disk fragmentation is not that much of a problem with modern systems as the process is generally automated and the speed of hard drives is much faster.

SSD drives should not be defragmented.

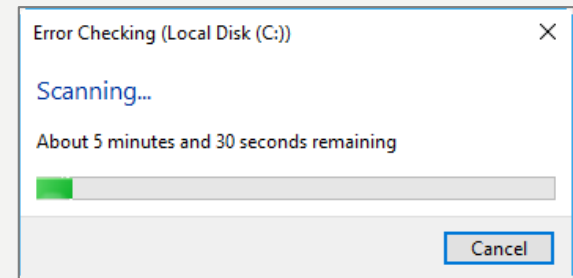
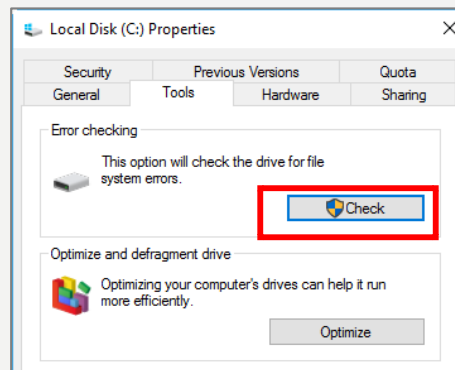
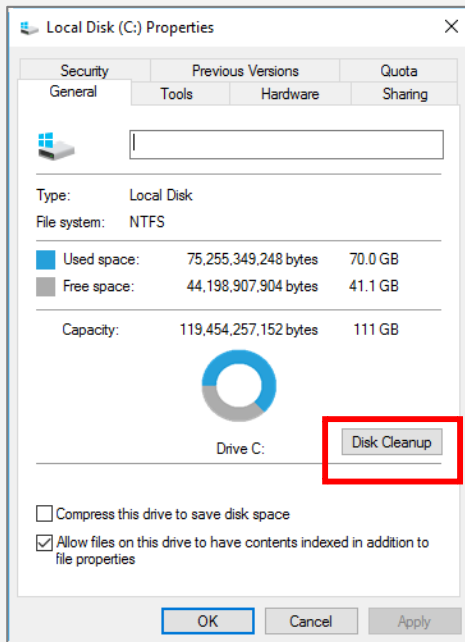


# HARD DRIVE FREE SPACE

Windows needs free space on the system drive to operate efficiently



## CLEANUP & ERRORS





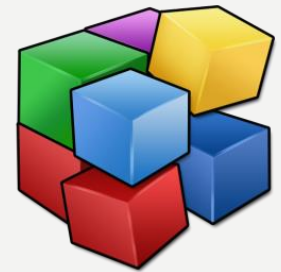
# **THIRD PARTY TOOLS**

**WINDOWS PROVIDES TUNE UP TOOLS BUT  
THERE MAY BE BETTER OPTIONS**

# TUNE UP TOOLS

Consider Portable versions for utility software. They are not installed and can be run from USB stick or CD/DVD

- CCleaner
- Defraggler
- IObitUninstaller
  
- MalwareBytes
- ClamWin Portable





**“A COMPUTER PROGRAM THAT CAN  
REPLICATE ITSELF AND SPREAD FROM ONE  
COMPUTER TO ANOTHER” - WIKIPEDIA**

# FILES SPREAD VIRUSES

- Beware what you download
- Beware of file attachments in emails
- Think before you click!
  
- A virus cannot be activated by just downloading it. It must be triggered to run by opening the program file
  
- Emails that contain harmful attachments cannot harm your computer unless you open or execute the attached file.
  
- Web pages can trick you into installing browser addons and programs which may slow your computer down... or worse

# ANTI VIRUS SOFTWARE

**Antivirus Software is available in many different flavours with differing abilities (free and paid)**

## **Paid Versions**

- Bit Defender
  - Kapersky
  - Norton
  - F-Secure
  - McAfee
- 
- Update virus definitions

## **Free Versions**

- Avast
- AVG
- Windows Defender
- Panda Cloud Antivirus
- Avira AntiVir Personal Edition

# **MALWARE**



**“MALWARE, SHORT FOR MALICIOUS SOFTWARE, IS ANY SOFTWARE USED TO DISRUPT COMPUTER OR MOBILE OPERATIONS, GATHER SENSITIVE INFORMATION, GAIN ACCESS TO PRIVATE COMPUTER SYSTEMS, OR DISPLAY UNWANTED ADVERTISING” - WIKIPEDIA**

# MALWARE DETECTION AND REMOVAL

**Malware detection and removal software is often overlooked**

## **Paid Versions**

- Bit Defender AV Plus
- Kaspersky
- Norton AV Plus
- F-Secure
- Avast Pro

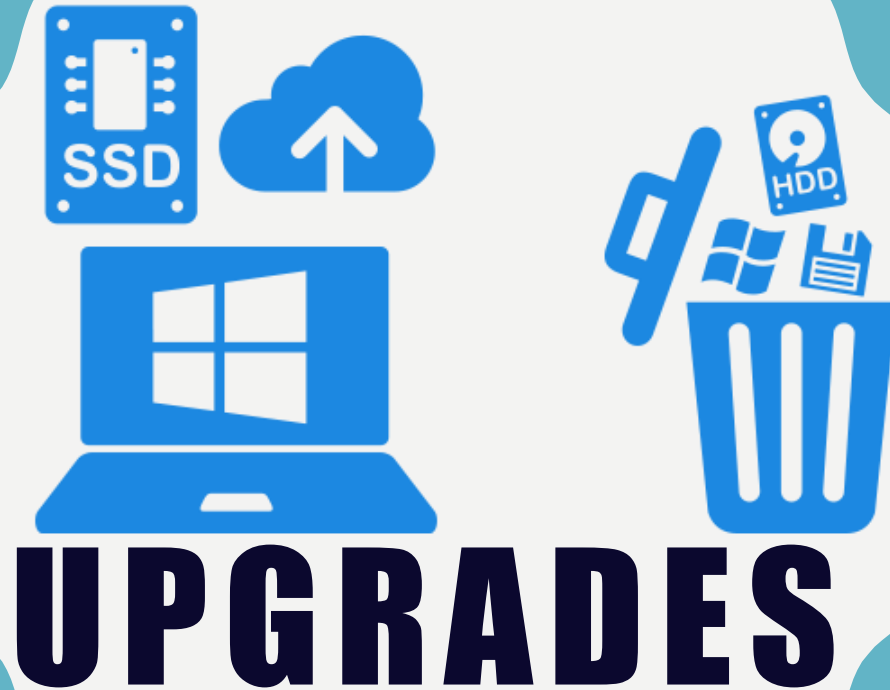
## **Free Versions**

- Malwarebytes
- Hitman Pro
- Microsoft Malicious Software Removal Tool
- Norton Power Eraser
- Ad-Aware
- SpyBot Search and Destroy

# PREVENTION IS KEY – FAILURE IS INEVITABLE

- Your computer will eventually crash due to hardware failure, virus, theft, act of God, etc...
- It WILL happen!
- Backup your data to minimise loss
- Regularly backup to multiple devices
- Perform regular system maintenance
- Update your software regularly





**IF YOUR CURRENT SYSTEM PERFORMANCE  
DOES NOT IMPROVE AFTER A TUNE-UP**

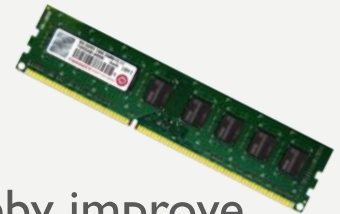
# UPGRADE YOUR HARD DRIVE

Solid State Drives (SSD) are cheap and fast and will make a vast improvement in overall performance.



# ADD MORE MEMORY

It may be possible to increase system memory and thereby improve performance. Microsoft says 2GB min, but more is better.



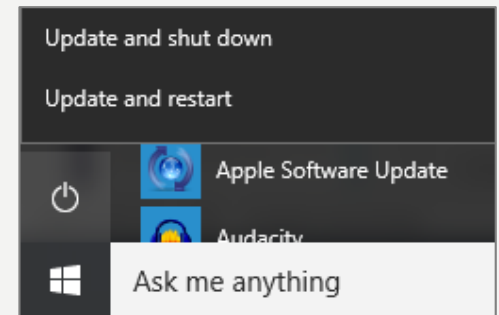
# REINSTALL WINDOWS

If you just can't sort out the problem, remove that persistent virus or Windows is terminally ill, you can reinstall from scratch. It's relatively straightforward and there are Wizards to step you through the process, but remember to backup your data!



# RESTART REGULARLY

Restarting creates a clean slate for everything to run on and it's a good idea to restart regularly (once a week).



# THANK YOU

The screenshot shows the Magoo IT website homepage. At the top, there is a navigation menu with links for Home, About, Events, Blog, Training & Topic Choices, Contact, and Resources & Links. The 'Events' menu is open, showing options for Past Events 2015, 2014, and 2013. The main content area features the Magoo IT logo, which includes a cartoon laptop character with arms and legs, and the text 'Magoo IT Seniors Tech Support'. To the right of the logo is a dark blue sidebar with the text 'Help is on the way...' and 'ASK US NOW !'. Below the logo is a cartoon illustration of a pink rotary phone and two mobile phones, with a speech bubble saying 'GRANDMA!'. To the right of the cartoon is a section titled 'Magoo IT: helping Seniors with technology' with a paragraph of text and the link 'Training • Advice • Support'.

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[www.magooit.com.au](http://www.magooit.com.au)