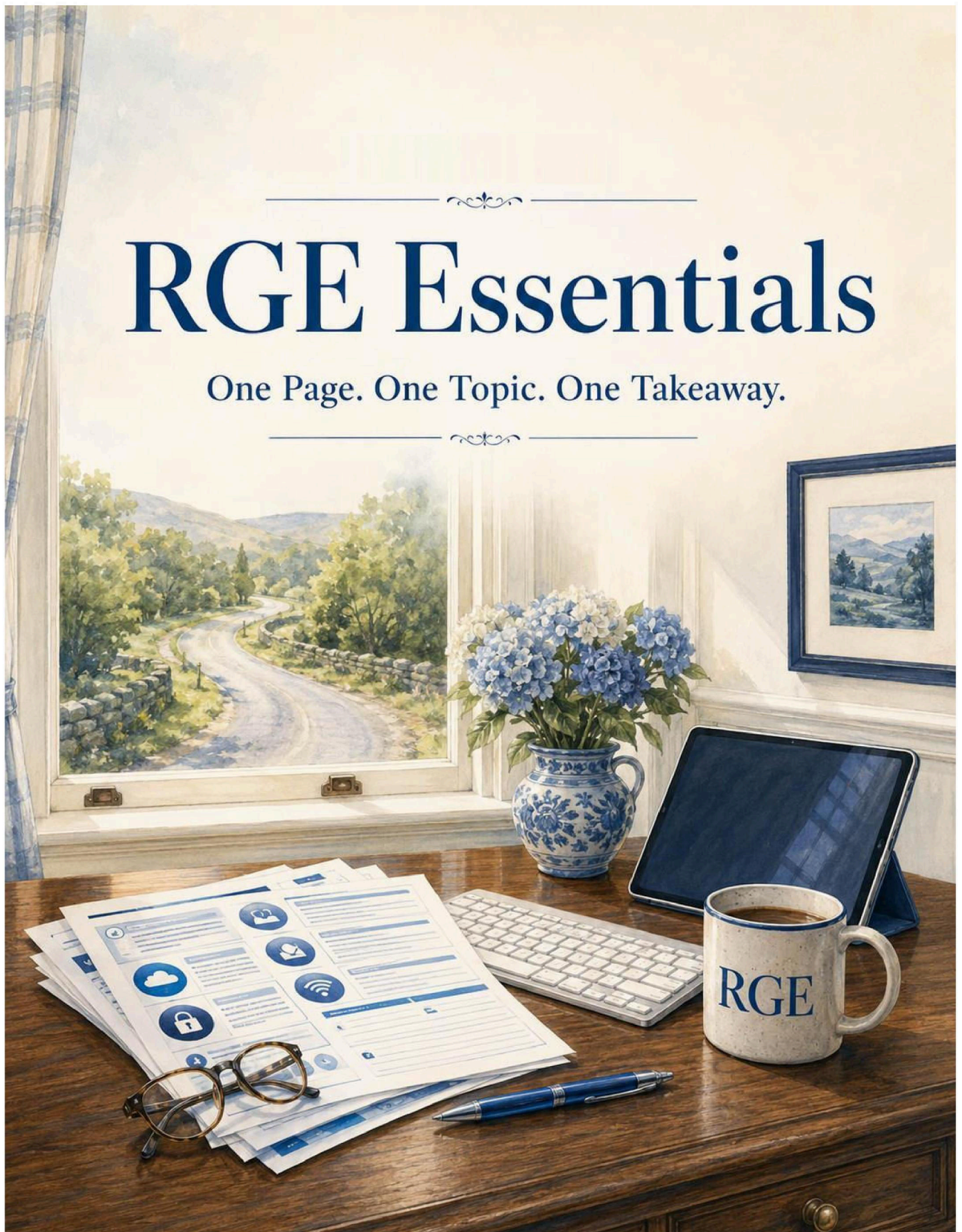

RGE Essentials

One Page. One Topic. One Takeaway.



RGE Essentials: All in One Place

One-page guides, collected for convenient downloading and printing

RGE Essentials are plain-English, one-page guides designed to make everyday technology easier to understand, use, and enjoy. This mini-workbook brings the complete collection together in one convenient PDF, ready to download, save, or print.

If you need only one or two Essentials, printing the individual guides from the RGE website is the better approach. Use this collection when you want the full set close at hand.

Browse by Category

Five categories. Twenty guides. Find what you need faster.

 1. Computer Basics Essential commands, keyboard shortcuts, file management, and system basics.	 2. Internet, Email & Cloud Browse, connect, communicate, and manage your email and cloud services.	 3. Safety, Security & Protection Protect your accounts, data, and devices with smart, simple safety practices.	 4. Phones & Tablets Get the most from your iPhone, iPad, and new devices with confidence.	 5. Everyday Digital Life Photos, printing, AI, and everyday tech that makes life easier and more useful.
 Windows Keyboard Combos	 Email	 Password Management	 iPhone Essentials	 Photos & Pictures
 Mac Keyboard Combos	 Web Browsers	 Backups	 iPad Essentials	 Printing
 File Explorer & Finder	 OneDrive & Cloud Storage	 Scareware & Malware	 New Phone Day Checklist	 AI & ChatGPT
 Windows Commands	 Windows Network Troubleshooting Commands	 Windows Security Essentials	 Android Tablet Essentials	 PDF & Scanning Essentials

Twenty practical guides. Five clear categories. One friendly place to begin.

RGE ESSENTIALS

Computer Basics

Essential commands, keyboard shortcuts, file management, and system basics.

ONE PAGE - ONE TOPIC - ONE TAKEAWAY





Windows Essentials: Keyboard Combos

The essential Windows keyboard combos you'll use every day.

BASICS

Ctrl + A	Select All
Ctrl + C	Copy
Ctrl + V	Paste
Ctrl + X	Cut
Ctrl + Z	Undo
Ctrl + Y	Redo
Ctrl + N	New
Ctrl + O	Open
Ctrl + S	Save
Ctrl + P	Print
Ctrl + F	Find
Alt + F4	Close Program

WINDOWS & DESKTOP

	Open Start Menu
+ D	Show Desktop
+ E	File Explorer
+ I	Settings
+ L	Lock PC
Alt + Tab	Switch Between Apps
+ Tab	Task View (Virtual Desktops)
Windows + ← / →	Snap Window Left/Right
Windows + ↑ / ↓	Maximize / Restore / Minimize

FILE EXPLORER

Ctrl + Shift + N	New Folder
Ctrl + Shift + T	Restore Closed Tab
Alt + Enter	Properties
F2	Rename
Delete	Move to Recycle Bin
Shift + Delete	Permanent Delete

SCREENSHOTS

PrtScn	Copy Full Screen
Alt + PrtScn	Copy Active Window
+ PrtScn	Save Full Screen (Pictures\Screenshots)
+ Shift + S	Snipping Tool (Select Area)
+ G	Xbox Game Bar (Record Screen)

SYSTEM & HELP

Ctrl + Shift + Esc	Task Manager
+ R	Run Dialog
+ .	Emoji Panel
F1	Help (in most apps)

★ RGE TIPS

- Start with the basics—build your speed over time.
- Use + **S** (Search) to find apps, files, settings, and more.
- Create a habit—use shortcuts daily to become faster.



GOLDEN RULE

Shortcuts save time and reduce frustration.
A few keys today can save you hours every week.





MAC OS ESSENTIALS: KEYBOARD COMBOS

Essential shortcuts to help you work smarter and faster on your Mac.



MAC NOTE: The **⌘ Command** key is the most used key on your Mac.
Learn a few shortcuts and you'll save time every day!



BASICS

Everyday shortcuts for common tasks.

KEYBOARD COMBO	RESULT
⌘ Command + A	Select All
⌘ Command + C	Copy
⌘ Command + V	Paste
⌘ Command + X	Cut
⌘ Command + Z	Undo
⌘ Command + H	Hide
⌘ Command + N	New
⌘ Command + P	Print
⌘ Command + F	Find
⌘ Command + G	Find Next
⌘ Command + M	Minimize
⌘ Command + ⌥ Option + M + H	Minimize All
⌘ Command + E	Eject
⌘ Command + D	Bookmark
⌘ Command + O	Open a File
⌘ Command + R	Reload Page
⌘ Command + S	Save
⌘ Command + ⇧ Shift + S	Save As
⌘ Command + W	Close Tab
⌘ Command + T	Open Tab
⌘ Command + + / -	Zoom In / Out
⌘ Command + 0	Reset Zoom
⌘ Command + ,	App Settings



SCREENSHOTS

Capture your screen in a snap.

KEYBOARD COMBO	RESULT
⌘ Command + ⇧ Shift + 3	Take Full Screen Picture
⌘ Command + ⇧ Shift + 4	Select Area to Capture
⌘ Command + ⇧ Shift + 5	Capture or Record Screen



SYSTEM & APP SWITCHING

Navigate, search, and switch with ease.

KEYBOARD COMBO	RESULT
⌘ Command + Space	Spotlight Search
⌘ Command + ⌥ Option + D	Show/Hide Dock
⌘ Command + ^ Control + Space	Emoji Picker
⌘ Command + ^ Control + Q	Lock Screen
⌘ Command + Tab	Switch Between Apps
⌘ Command + ⇧ Shift + T	Re-open Closed Tab
⌘ Command + ↑ (Up Arrow)	View Mission Control



FINDER SHORTCUTS

Quick access to important locations.

KEYBOARD COMBO	RESULT
⌘ Command + ⇧ Shift + C	Computer
⌘ Command + ⇧ Shift + H	Home
⌘ Command + ⇧ Shift + I	iCloud
⌘ Command + ⇧ Shift + A	Applications
⌘ Command + ⇧ Shift + F	Recents
⌘ Command + ⇧ Shift + G	Go to Folder



OTHER

Handy extra shortcuts.

KEYBOARD COMBO	RESULT
⇧ Shift + 2	@ Symbol



STARTUP OPTIONS (INTEL MACS)

Hold these keys at startup.

KEYBOARD COMBO	RESULT
⇧ Shift (hold at startup)	Safe Mode
⌥ Option (hold at startup)	Boot Manager
D (hold at startup)	Diagnostics
⌘ Command + R (hold at startup)	Recovery Mode
⌘ Command + ⌥ Option + P + R (hold at startup)	Reset NVRAM



STARTUP OPTIONS (APPLE SILICON M1+ MACS)

Hold or select from the Boot Menu.

KEYBOARD COMBO	RESULT
⏻ Power (hold 10 sec)	Boot Menu
⌘ Command + D (hold, from Boot Menu)	Diagnostics
⇧ Shift + Disk (from Boot Menu)	Safe Mode
Click "Options" (from Boot Menu)	Recovery Assistant

Hold the Power button for 10 seconds to reach the Boot Menu, then choose one of the options above.



FORCE QUIT, LOG OUT & SHUTDOWN

When an app won't quit or your Mac needs a reset.

KEYBOARD COMBO	RESULT
⌘ Command + ⌥ Option + ⇧ Esc	Force Quit an App
⇧ Shift + ⌘ Command + Q	Instant Log Out
⌘ Command + ⌥ Option + ^ Control + ⏻ Power	Force Shutdown



SYMBOL KEY

Know your Mac modifier keys.

⌘ Command	⌥ Option	^ Control	⇧ Shift	⏻ Esc	⏻ Power
-----------	----------	-----------	---------	-------	---------



RGE GOLDEN RULE

Learn a few shortcuts today.
Save time, reduce stress,
and stay in control.
Small steps. Big difference.



RGE TIP

Pick 3 shortcuts to learn
this week. Practice them
daily. Soon they'll become
second nature!



RGE PHILOSOPHY

Teacher first.
Technician second.
People always.



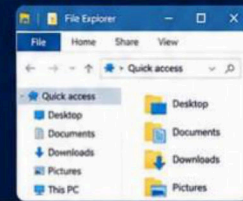
RED GLEN ELECTRONICS
"A Boomer Helping Fellow Boomers."



FILE EXPLORER & FINDER ESSENTIALS

SMART FILE MANAGEMENT FOR EVERY PC USER

Quick, simple skills to help you find, organize and protect your files.
These basics save time, reduce frustration, and help keep your files safe.



RGE TIP: Don't organize files until you know where they belong.
A minute of planning can save hours later. Take a moment now to think... it will save you hours!



MAC NOTE: The same concepts apply on a Mac. Use Finder instead of File Explorer; names and shortcuts differ slightly.



1. EVERYONE USES THESE (ESSENTIALS) • Everyday Tasks



New Folder

Create a new folder to keep things organized and grouped logically.



Rename

Click once on the name (or press F2) and type a clear new name.



Copy (Ctrl + C)

Duplicate files to another location while keeping the original intact.



Move (Ctrl + X)

Transfer files or folders permanently to a brand new location.



Search

Use the built-in search box to quickly find misplaced files by name.



Favorites / Quick Access

Pin your most frequently used folders for instant, one-click access.



Delete & Recycle Bin

Remove unwanted files. Check the Recycle Bin if something vanishes.



RGE TIP: If you might need it later, move it instead of deleting it.



2. USEFUL SKILLS (GOOD TO KNOW) • Do More



Compress (Zip)

Right-click > Send to > Compressed folder to save space or share easily.



View Properties

Right-click > Properties to see file size, location, dates, and details.



Change View

Switch between List, Details, Tiles, or Large Icons to suit your needs.



Sort

Click column headers (like Name or Date) to arrange items in order.



Filter

Use search filters or specific column attributes to narrow down lists.



OneDrive / iCloud

Keep your important files safely backed up and accessible anywhere.



RGE TIP: Back up important files—cloud or external drive. Your choice, your safety.



3. ADVANCED TOPICS (USE WITH CAUTION) • Control



Show Hidden Items

View system-hidden files. Primarily useful for deep troubleshooting.



File Extensions

Suffixes (like .jpg or .pdf) tell Windows the file type. Never change them!



Permissions

Control who can view or change a file. Crucial for shared networks.



Network Locations

Access shared files located on other connected computers or network drives.



Shortcut vs. Original

Shortcuts are just pointers. Do not delete or move the original by mistake.



RGE TIP: When in doubt, don't change it until you understand it. One wrong move can hide files.

HOW TO GET STARTED



Open
File Explorer
(Windows+E)
or Finder



Browse to
your desired
folder



Find or select
your target
file(s)



Use the
appropriate
command



Confirm
you're done!

1. Open File Explorer (Windows+E) or Finder.
2. Browse to your desired folder location.
3. Find or select your target file(s).
4. Use the appropriate command from the menu or shortcut.
5. Confirm the action is completed and you're done!

IMPORTANT SAFETY REMINDERS

- ✓ Use folders instead of storing important files on the Desktop.
- ✓ The Recycle Bin / Trash is not a secure backup location.
- ✓ Keep at least one automated backup of all important files.
- ✓ If something looks unfamiliar or confusing, stop and ask.



RGE GOLDEN RULE:

Know where your files are before organizing or moving them. Good habits today prevent headaches tomorrow.



RGE PHILOSOPHY:

Teacher first.
Technician second.
People always.

Learn. Explore. Don't fear Windows.

Practical Tech Solutions

Honest Advice

Simplifying Technology

● (ESSENTIALS) • Everyday Tasks

● (GOOD TO KNOW) • Do More

● (USE WITH CAUTION) • Control

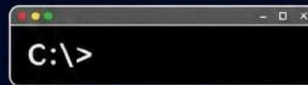
⌚ Estimated Reading Time 5 minutes



ESSENTIAL WINDOWS COMMANDS

HELPFUL TOOLS FOR EVERY PC USER

Quick Command Prompt (Admin) tools to help you diagnose, troubleshoot and optimize your Windows system.



HOW TO OPEN COMMAND PROMPT (ADMIN)

Press Windows Key , type cmd, right-click Command Prompt, and choose Run as administrator.



RGE TIP: Don't enable features or change settings just because they're available. Don't enable the feature until you've confirmed you need it. If your PC is working well, leave the others alone!



1. CONFIDENT PC USERS (RGE ESSENTIALS)

Everyone Should Know

Safe, simple and super useful. Great for everyday troubleshooting and keeping your PC healthy.



msconfig

View startup options and perform clean boots for troubleshooting.



resmon

Real-time view of CPU, memory, disk and network usage.



devmgmt.msc

Open Device Manager to check for driver or hardware issues.



control printers

Quick access to installed printers and printer troubleshooting.



optionalfeatures

View or manage Windows Features (turn components on or off).



RGE TIP

These commands are safe, simple and extremely helpful. You can explore and view settings without making changes.



2. ADVANCED USERS (GOOD TO KNOW)

Use Occasionally

Powerful tools for deeper diagnosis. Use these with a little know-how.



perfmon /report

Generate a full system health report. (Takes about 60 seconds)



eventvwr

Open Event Viewer to check system logs. Look for repeated errors around the time of a problem.



services.msc

View and manage Windows services. Change settings only if you understand them.



mdsched.exe

Run Windows Memory Diagnostic to check your RAM.



RGE TIP

These tools are powerful. Use them when needed, and change settings only if you know what they do.



3. IT PROS & POWER USERS (ADVANCED TOOLS)

Maximum control

For experts and technicians. Deep troubleshooting, maintenance and IT management.



msinfo32

Detailed system information: hardware, BIOS, Windows, secure boot and more.



appwiz.cpl

Open Programs and Features to install or remove software.



taskmgr

Open Task Manager to end processes and monitor performance.



ncpa.cpl

Open Network Connections to manage adapters and settings.



sysdm.cpl

Open System Properties (computer name, remote settings, advanced).



diskmgmt.msc

Open Disk Management to view and manage drives and partitions.



mrt

Run Microsoft Malicious Software Removal Tool. (Updated automatically.)



RGE TIP

These tools provide deep control and information. Best used by experienced users and IT pros.

HOW TO RUN THESE COMMANDS



Press Windows Key



2 Type cmd



3 Right-click Command Prompt



4 Choose Run as administrator

IMPORTANT SAFETY REMINDERS



Most commands are safe to run and only show information.



Change settings only when you understand the impact.



When in doubt, ask a professional (like RGE).



RGE GOLDEN RULE

Don't change what you don't understand. View first. Fix second. When in doubt, ask or research.



RGE PHILOSOPHY

Teacher first. Technician second. People always.

Learn. Explore. Don't fear Windows. | Practical Tech Solutions • Honest Advice • Simplifying Technology

RGE ESSENTIALS

Internet, Email & Cloud

Browse, connect, communicate, and manage email and cloud services with confidence.

ONE PAGE - ONE TOPIC - ONE TAKEAWAY





Email remains one of the easiest ways to communicate with family, friends, businesses, and organizations. It can also be one of the biggest targets for scams.

The good news? You don't need to be an expert. By learning a few good habits, you can enjoy email safely and confidently.



RGE Tip

Your Inbox is like your home mailbox.

- Open what you expect.
- Be cautious with unexpected mail.
- Throw suspicious items away without opening them.



Mac Note

Most ideas in this guide work the same whether you use:

- Gmail
- Outlook
- Apple Mail
- Yahoo Mail

The buttons may look different, but the concepts are nearly identical.

✓ EVERYDAY TASKS

Reading Email



- Open your Inbox
- Click a message once to read it
- Close it when finished

Replying



Reply

- Sends a response only to the sender.

Reply All

- Sends your response to everyone included.

Use Reply All only when everyone truly needs your response.

✎ Composing a New Email

A good email includes:

1. Subject – A short description of your message.
2. Greeting – "Hi Mary,"
3. Body – Keep it short and friendly.
4. Closing – "Thanks," or "Best regards,"
5. Your name

📎 Attachments



You can attach:

- Documents
- Photos
- PDFs

Always double-check that the attachment is included before pressing Send.

🔍 Searching Your Mail

Instead of scrolling endlessly...

Use the Search box.

Search by:

- Name
- Email address
- Subject
- Word inside the message

★ USEFUL SKILLS

Organizing Your Inbox



Create folders or labels for things like:

- Bills
- Travel
- Medical
- Family
- Taxes
- Important Receipts

Finding emails later becomes much easier.



Recognizing Spam

Delete messages that promise:

- Free money
- Urgent account problems
- Unexpected prizes
- Cryptocurrency riches
- "Act immediately!"

If it sounds too good to be true...
...it almost always is.



Before Clicking Links

Ask yourself:

- Do I know this sender?
- Was I expecting this?
- Does the email seem rushed or threatening?
- Would I rather visit the company's website directly?

When in doubt...

Don't click.

Large Attachments



Photos and videos can be very large.

Instead of attaching dozens of pictures, consider sharing them through:

- OneDrive
- Google Drive
- iCloud



★ ADVANCED TOPICS

Two-Factor Authentication (2FA)



2FA adds a second layer of protection. Even if someone learns your password... they still cannot access your account without your phone or authentication app. It's one of the best security upgrades you can make.



Phishing

Phishing emails try to fool you into giving away:

- Passwords
- Bank information
- Credit card numbers
- Personal information

Remember:

Legitimate companies rarely ask for sensitive information by email.



Managing Multiple Accounts

Many people have:

- Personal email
- Work email
- Shopping email

Keeping these separate helps reduce clutter and improves security.



HOW TO GET STARTED

This week, try these five tasks:

- ✓ Create one email folder
- ✓ Delete old spam
- ✓ Learn how to search your inbox
- ✓ Enable Two-Factor Authentication
- ✓ Slow down before clicking unexpected links

⚠ IMPORTANT SAFETY REMINDERS

- ✓ Never share passwords through email.
- ✓ Be suspicious of urgency.
- ✓ Verify unusual requests by phone.
- ✓ Don't open unexpected attachments.
- ✓ Keep your email app updated.



★ RGE GOLDEN RULE

Treat every unexpected email as a stranger knocking at your front door.

Be polite.
Be cautious.
Verify before opening the door.



❤ RGE PHILOSOPHY

Technology should help people stay connected—not make them anxious.

A few simple email habits can prevent hours of frustration and greatly reduce the risk of scams.



Bailey
Chief Security Inspector

📖 REMEMBER...

Email is a wonderful tool for connection, information, and convenience.

Use it wisely, stay alert, and enjoy the peace of mind that comes with good habits.





BROWSER ESSENTIALS

BROWSE SMART. STAY SAFE. GET MORE DONE.

Simple settings and good habits for a better, safer browsing experience.



RGE TIP: Your browser is your window to the internet. A few smart settings and safe habits can save you time, protect your privacy, and help you avoid problems.
Smart today prevents headaches tomorrow.



MAC NOTE: These tips apply to Safari, Chrome, Edge and Firefox on Mac, iPhone and iPad. Names may differ slightly, but the concepts are the same. Keep your browser updated for the best security and performance.



1. EVERYONE USES THESE (ESSENTIALS • Everyday Tasks)



Use Secure Websites
Look for <https://> in the address bar and a padlock icon.



Keep Your Browser Updated
Updates fix security problems and improve performance.



Bookmark Important Sites
Use bookmarks or favorites for quick and easy access.



Use the Search Bar
The address bar can search the web—just type and go.



Download With Care
Only download from trusted websites. Check before you click.



Watch for Ads and Pop-ups
Don't click suspicious ads or pop-ups. Close them out.



Sign Out When Finished
Especially on shared or public computers.



RGE TIP: When in doubt, don't click. Take a breath, check it out, and stay safe.



2. USEFUL SKILLS (GOOD TO KNOW • Do More)



Manage Tabs
Open new tabs for different sites and close the ones you're not using.



Organize Bookmarks
Create bookmark folders for Shopping, Banking, News, Health, and more.



View History
See sites you've visited and return to them easily.



Use Extensions Wisely
Extensions can add helpful features, but only install ones you trust.



Save Passwords Carefully
Let your browser save passwords only if you use a strong device lock or password.



Use Reader/Reading View
Remove distractions and read articles more easily.



Translate Web Pages
Most browsers can translate pages into your language.



RGE TIP: A tidy browser is a fast browser—close, organize, and simplify often.



3. ADVANCED TOPICS (USE WITH CAUTION • Control)



Clear Browsing Data
Clear cache, cookies, and history to protect privacy or fix problems.



Privacy & Tracking Protection
Turn on built-in privacy features to block trackers and ads.



Manage Site Notifications
Allow notifications only from sites you trust and want to hear from.



Payment Methods
Review saved payment methods and update or remove when needed.



Use Incognito/Private Mode
Browse without saving history (does not make you invisible).



Sync Across Devices
Sign in to sync bookmarks, passwords, history, and settings across your devices.



Reset Browser Settings
If problems continue, you can reset settings without losing your bookmarks.



RGE TIP: Change one setting at a time so you can see what helps and what doesn't.

HOW TO GET STARTED



Choose a browser you like.



Check for updates.



Review privacy and security settings.



Add bookmarks for important sites.



You're ready to browse smart!

IMPORTANT SAFETY REMINDERS

- ✓ Never share personal information on websites you don't trust.
- ✓ Beware of offers that seem too good to be true.
- ✓ Use strong, unique passwords for important accounts.
- ✓ Keep your browser and device updated.
- ✓ If something looks suspicious, stop and ask!



RGE GOLDEN RULE

Look before you click.
Think before you enter.
Smart browsing keeps you safe and in control.



RGE PHILOSOPHY

Teacher first.
Technician second.
People always.



Teacher first. Technician second. People always.

redglenelectronics.com

● (ESSENTIALS) • Everyday Tasks

● (GOOD TO KNOW) • Do More

● (USE WITH CAUTION) • Control

🕒 Estimated Reading Time

5 minutes



ONEDRIVE & CLOUD STORAGE ESSENTIALS

KEEP YOUR FILES SAFE, SYNCED & AVAILABLE EVERYWHERE

Understand the cloud without the confusion. Learn how OneDrive (and similar cloud services) protect your important files while making them available on all your devices.



RGE TIP: The cloud isn't a replacement for your computer—it's an extra layer of protection and convenience.
A little planning today can prevent a lot of frustration tomorrow.



MAC NOTE: The same concepts apply on a Mac using iCloud Drive instead of OneDrive.
The names differ, but the goals are the same: automatic syncing, backup, and easy access.



1. EVERYONE USES THESE (ESSENTIALS • Everyday Tasks)



Sign In

Use the same Microsoft account on all your Windows devices.



Sync Files

Changes made on one device automatically appear on your others.



OneDrive Folder

Save important files inside your OneDrive folder to keep them protected.



AutoSave

Microsoft Word, Excel and PowerPoint can automatically save your work while you edit.



Access Anywhere

View your files from another computer, tablet or smartphone.



Deleted Files

Deleted files usually remain in the OneDrive Recycle Bin for a limited time.



Share Files

Send a secure sharing link instead of emailing large attachments.



RGE TIP: If a file would upset you to lose, it belongs in OneDrive.



2. USEFUL SKILLS (GOOD TO KNOW • Do More)



Files On-Demand

See all your files without storing every file on your hard drive.



Pin Important Files

Keep frequently used files easy to find.



Organize Folders

Create folders for Taxes, Photos, Financial Records, Family, and Projects.



Search

Use Windows Search or OneDrive Search to quickly locate documents.



Version History

Restore an earlier version if you accidentally overwrite a document.



Sync Status

Learn the meaning of cloud icons:



Green Check = Available Offline



Blue Cloud = Online Only



Arrows = Syncing



RGE TIP: Organize your folders once. Let OneDrive keep everything synchronized automatically.



3. ADVANCED TOPICS (USE WITH CAUTION • Control)



Choose Sync Folders

Select which folders should automatically back up.



Stop Sync

Know how to pause syncing without deleting your files.



Shared Files

Understand the difference between Can View and Can Edit permissions.



Two-Factor Authentication

Protect your Microsoft account with an extra layer of security.



Local vs Cloud

Know whether a file exists:

- only on your PC
- only in the cloud
- or in both places



RGE TIP: Never delete a synced folder until you understand what happens to every connected device.

HOW TO GET STARTED



Sign into Windows



Open OneDrive



Save important files inside your OneDrive folder



Confirm the cloud icon shows syncing



You're protected!

IMPORTANT SAFETY REMINDERS



Cloud storage is not a complete backup by itself.



Keep important passwords in a secure location.



Never ignore repeated sync error messages.



Periodically verify your important files are actually syncing.



RGE GOLDEN RULE:

If it's important enough to keep, it's important enough to protect in more than one place.



RGE PHILOSOPHY:

Teacher first.
Technician second.
People always.

Learn. Explore. Don't fear Windows.

Practical Tech Solutions

Honest Advice

Simplifying Technology



(ESSENTIALS) • Everyday Tasks



(GOOD TO KNOW) • Do More



(USE WITH CAUTION) • Control



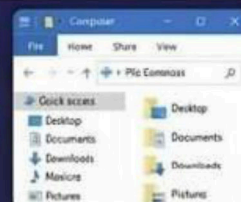
Estimated Reading Time 5 minutes



RGE ESSENTIALS #17: WINDOWS

NETWORK TROUBLESHOOTING COMMANDS

WHEN WI-FI SAYS "CONNECTED" ... BUT NOTHING WORKS



RGE TIP: You don't need to understand every line of the results. The goal is simply to answer:

Where did the connection stop working?

Computer → Router → Internet → DNS → Website.



PC NOTE: These exact commands are for Windows. To open:

1. Click **Start**.
 2. Type **cmd**.
 3. Select **Command Prompt**.
- Then type a command and press **Enter**.

1

1. EVERYONE USES THESE (ESSENTIALS) • Everyday Diagnostics



ipconfig

What it does: Shows your computer's basic network information.

Useful clue: Checking whether the computer received an IP address from your router.



ping 8.8.8.8

What it does: Tests whether your computer can reach the Internet.

Useful clue: If this works but websites don't, the Internet connection may be fine and DNS could be the problem.



ping google.com

What it does: Tests both Internet connectivity and whether DNS can translate a website name.

Useful clue: If ping 8.8.8.8 works but ping google.com doesn't, investigate DNS.



ipconfig /flushdns

What it does: Clears Windows' stored DNS information.

Try this when: Websites won't load correctly even though the Internet connection appears to



RGE TIP: Run these two pings first, in order. They tell you in under a minute whether the problem is your connection or something else.

2

2. USEFUL SKILLS (GOOD TO KNOW) • Do More



ipconfig /all

What it does: Shows detailed information about your network adapters.

Useful for: Finding the IP address, router (Default Gateway), DNS servers, and other connection details.



nslookup google.com

What it does: Asks your DNS server to look up a website's IP address.

Useful for: Checking whether DNS is working properly.



tracert google.com

What it does: Shows the path your connection takes across the Internet.

Useful for: Seeing where communication stops between your computer and its destination.



RGE TIP: If the ping tests point to DNS trouble, flush DNS first — it fixes more than you'd expect, and it's completely safe to run.

3

3. ADVANCED TOPICS (USE WITH CAUTION) • Control



tracert results

What they mean: A complex map of the Internet. Focus on where asterisks (***) start, and report that to support.



Changing network settings

What it can do: Can cause major problems. Avoid unless instructed by a qualified technician.



Other technician-level tools

Include netstat, arp, getmac, netsh, etc. For professional use, not essentials.



RGE TIP: If tracert results are confusing, that's normal—even technicians read them slowly. Note where the replies stop and describe that to support.

THE RGE TROUBLESHOOTING ORDER

1. **ipconfig** → Did the PC get a network address?
2. **ping 8.8.8.8** → Can we reach the Internet?
3. **ping google.com** → Can DNS find websites?
4. **ipconfig /flushdns** → Clear stale DNS information.
5. **nslookup / tracert** → Confirm and locate the break.

IMPORTANT SAFETY REMINDERS

- ✓ These commands only look at your connection — they don't change settings.
- ✓ Restarting your router fixes most problems before you even need this sheet.
- ✓ If a website is down for everyone, no command on this sheet will fix that.
- ✓ If a result looks unfamiliar or confusing, stop and ask — that's what support is for.



RGE GOLDEN RULE:

Know where your files are before organizing or moving them. Good holiday today prevent headaches tomorrow.



RGE PHILOSOPHY

Teacher first.
Technician second.
People always.

Learn. Explore. Don't Furr Windows.

Practical Tech Solutions

Honest Advice

Simplifying Technology

● (ESSENTIALS) • Everyday Tasks

● (GOOD TO KNOW) • Do More

● (USE WITH CAUTION) • Control

⌚ Estimated Reading Time 5 minutes

RGE ESSENTIALS

Safety, Security & Protection

Protect your accounts, information, and devices with smart, simple practices.

ONE PAGE - ONE TOPIC - ONE TAKEAWAY





RGE Essentials

One Page. One Topic. One Takeaway.

Password

PASSWORD ESSENTIALS

STRONG PASSWORDS. SMART HABITS. SAFE ACCOUNTS.

Simple steps to protect your accounts, your information, and your peace of mind.



RGE TIP: Your password is the key to your digital life. Protect it like you would your house keys or your wallet.
Strong habits today prevent big problems tomorrow.



MAC NOTE: These same password best practices apply on a Mac, iPhone and iPad. Use Keychain Access and iCloud Keychain to securely store and sync your passwords.



1. EVERYONE USES THESE (ESSENTIALS • Everyday Tasks)



Use Strong Passwords
Make passwords at least 12–16 characters long. Use a mix of letters, numbers, and symbols.



Use a Different Password for Each Account
If one account is hacked, the others stay protected.



Enable 2-Step Verification (2FA)
Add an extra layer of security whenever it's available.



Never Share Your Passwords
Legitimate companies will never ask for your password.



Be Aware of Phishing Scams
Don't click links or open attachments in suspicious emails or texts.



Keep a Secure Record
Keep a written list of important passwords in a safe place (not on your computer).



Log Out on Shared Computers
Always sign out when you're finished, especially on public or shared devices.



RGE TIP: If you wouldn't say it out loud in a crowded room, it's probably too easy to guess.



2. USEFUL SKILLS (GOOD TO KNOW • Do More)



Use a Password Manager
Tools like Bitwarden, 1Password, or Microsoft Authenticator can create, store, and fill passwords securely.



Update Weak or Old Passwords
Change passwords for important accounts at least once a year.



Sync Across Devices
Let your password manager safely sync across your computer, phone and tablet.



Use Passkeys When Available
Passkeys are easier to use and more secure than passwords.



Check for Breaches
Visit haveibeenpwned.com to see if your email has been in a data breach.



Set Up Account Recovery
Add a recovery email and phone number so you can get back in if needed.



Use Secure Challenge Answers
Avoid answers that are easy to guess or find online.



RGE TIP: A password manager remembers your passwords so you don't have to.



3. ADVANCED TOPICS (USE WITH CAUTION • Control)



Understand 2FA Options
Use authenticator apps, security keys, or trusted device notifications instead of SMS when possible.



Review Active Sessions
Check where you're signed in and remove devices or sessions you don't recognize.



Watch for Unusual Activity
Look for login alerts and address anything suspicious immediately.



Use Temporary Passwords
Create unique temporary passwords for trials, guests, or short-term use.



Avoid Common Mistakes
Don't reuse passwords, write them on sticky notes, or store them in plain text files.



Backup Your Password Data
Make sure your password manager is backed up or has recovery options in case of device loss.



Extra Caution for Sensitive Accounts
Use your strongest passwords and 2FA for banking, email, health, and financial accounts.



RGE TIP: Strong security is not about one perfect password—it's about many good habits.

HOW TO GET STARTED



Review your most important accounts.



Create strong, unique passwords.



Turn on 2-step verification where available.



Use a password manager to keep everything safe.



You're more secure!

IMPORTANT SAFETY REMINDERS

- ✓ No one from a legitimate company will ask for your password.
- ✓ Beware of emails or texts that create urgency or fear.
- ✓ Use strong passwords and 2FA for your most important accounts.
- ✓ If something doesn't look right, stop and ask.



RGE GOLDEN RULE

Make your password hard to guess, and your habits easy to follow.
Strong passwords + smart habits = peace of mind.



RGE PHILOSOPHY

Teacher first.
Technician second.
People always.



Teacher first. Technician second. People always.

redglenelectronics.com



RGE ESSENTIALS BACKUP ESSENTIALS

Protect What Matters. Preserve Your Peace of Mind.



**Your computer can be replaced.
Your memories can't.**

Backups protect your photos, documents, and irreplaceable memories. A little preparation today can save you from heartbreak tomorrow.



RGE TIP

Backups aren't just for problems. They're for peace of mind. The best backup is the one that runs automatically.



MAC NOTE

Your Mac has Time Machine built in. Use it with an external drive to back up your entire system automatically.

EVERYDAY TASKS



1 Know What's Worth Protecting

Focus on the things you can't replace: photos, videos, important documents, and personal files.



2 Save Important Files in OneDrive

OneDrive keeps your files safe in the cloud and in sync across your devices.



3 Back Up Your Photos

Use OneDrive or an external drive to keep your memories safe and accessible.

USEFUL SKILLS



1 Use an External Drive

Connect a USB drive and copy your important files. Do this regularly.



2 Understand the 3-2-1 Backup Rule

3 copies of your data
2 different types of storage
1 copy stored off-site
Simple. Effective. Essential.



3 Verify Your Backup Occasionally

Open a few files from your backup to make sure it's working. A backup you haven't tested is just a guess.

ADVANCED TOPICS



1 System Image / Full Backup

Create a full system image so you can restore everything—Windows, programs, settings, and files.



2 Create a Recovery Drive

A recovery drive can help you repair or reset your PC if it won't start.



3 Use File History or Windows Backup

These built-in tools automatically save versions of your files so you can go back if something changes or gets deleted.



THE 3-2-1 BACKUP RULE

A simple rule that protects everything that matters.

3

3 COPIES
Keep 3 copies of your data.

2

2 TYPES
Use 2 different types of storage.

1

1 OFF-SITE
Keep 1 copy in a different location (like OneDrive).



More than one way. More than one place. That's protection.

HOW TO GET STARTED

- 1 Choose what's important (photos, documents, etc.)
- 2 Save important files to OneDrive
- 3 Get an external drive (at least as large as your data)
- 4 Set a regular backup schedule
- 5 Test your backup periodically



Small steps today.
Big protection tomorrow.

IMPORTANT SAFETY REMINDERS



Don't rely on just one drive or one location.



Ransomware and hardware failure can happen without warning.



Keep your external drive disconnected when not in use.



Back up regularly. Set it and don't forget it.

**Backups are insurance.
Don't wait until it's too late.**

RGE GOLDEN RULE



If your data exists in only one place, it isn't backed up.

One copy is an accident waiting to happen.

RGE PHILOSOPHY



Backups aren't about expecting disaster—they're about making sure life can continue if disaster ever happens.

**Protect your today.
Preserve your tomorrow.
Enjoy your peace of mind.**



RED GLEN ELECTRONICS
TECHNOLOGY SOLUTIONS WITH HEART



Teacher first.
Technician second.
People always.



We don't just fix devices.
We help you feel confident using them.
That's the RGE difference.

Scareware & Malware

DON'T PANIC · DON'T CLICK · THINK FIRST

5 min
read

Learn how to recognize fake security warnings, respond confidently, and protect yourself before a scam becomes a real problem.

★ RGE TIP

Scammers don't hack your computer first — they hack your emotions first. A warning demanding immediate action is your signal to slow down.

📱 ON ANY DEVICE

Windows PCs, Macs, iPhones, iPads, and Android devices can all display scareware. The look changes — the scam doesn't.

1

Everyone Uses These

Essentials · Everyday Tasks



Learn the Warning Signs

Scareware pretends to be Microsoft, Apple, or your antivirus.



Never Call the Number

Real companies don't place support phone numbers inside browser warnings.



Don't Click Anything

Buttons like OK, Cancel, and Scan Now may all trigger the scam.



Close the Browser

Close the tab or force-close the browser if necessary.



Keep Everything Updated

Updates close security holes before scammers can exploit them.



When in Doubt...

Pause first. Fear is the scammer's favorite tool.

2

Useful Skills

Good to Know · Do More



Force-Close the Browser

Task Manager (Windows) or Force Quit (Mac).



Clear Browser Cache

Removes leftover scareware pages.



Run Windows Security

Or your antivirus — verify whether anything actually installed.



Restart the Computer

Many fake warnings disappear after restarting.



Know Who You'll Call

Find a trusted technician before you need one.



Fly swatter before bazookas: not every warning means malware. Closing the browser, restarting, and running a scan clears most scareware.

3

Advanced Topics

Use with Caution · Take Control



If You Called the Number

Stop immediately if you realize it's a scam.



Disconnect from the Internet

If remote access was given, disconnect Wi-Fi or unplug Ethernet.



Remove Remote Access Software

AnyDesk, TeamViewer, UltraViewer, etc.



Change Passwords

Use a different trusted device.



Contact Financial Institutions

If banking or credit card information was shared.



Have the Computer Checked

Especially if software was installed or remote access occurred.

KNOW THE DIFFERENCE



Scareware



Fake warning — usually just a webpage



Wants you to panic — an emotional attack



Malware



Real infection — installs software



Wants to stay hidden — a technical attack

HOW TO GET STARTED



STOP



Don't Click



Close Browser



Restart



Run Security



Back in Control

SAFETY REMINDERS



Microsoft and Apple do not display browser pop-ups telling you to call support.



Gift cards are never legitimate tech-support payments.



Never allow remote access unless you initiated the support session.



If something feels wrong, stop before doing anything.



It's always easier to prevent a scam than recover from one.

★ RGE GOLDEN RULE

If a computer tries to scare you into acting immediately... **slow down.** The scammer is in a hurry. You don't have to be.

"Teacher first. Technician second. People always."



Red Glen Electronics
We Make Technology Simple.

redglenelectronics.com
Reliable · Knowledgeable · Trusted



WINDOWS SECURITY ESSENTIALS

IS MICROSOFT DEFENDER ENOUGH?

Understand your PC's built-in defenses without marketing panic. Learn why Defender handles everyday protection, where extra tools fit, and how to avoid sluggish, overloaded systems.



RGE TIP: Real safety begins with clicking habits. Built-in protection works best when your browser stays updated and you avoid unexpected links and attachments.



MAC NOTE: Apple includes built-in safeguards (XProtect) in macOS. The golden rule applies anywhere: stacking multiple real-time antivirus engines causes severe conflicts.

1. CORE PROTECTION (ESSENTIALS • EVERYDAY TASKS)

Microsoft Defender
Pre-installed in Windows at no extra cost. Runs quietly in the background without nagging sales pop-ups or costly renewals.

Is Defender Enough?
Yes, for most home users. Delivers solid real-time defense against viruses, ransomware, and spyware.

Smart Habits
No software stops an authorized bad download. Avoiding shady email links remains your first and best line of defense.

Auto-Updates
Updates silently alongside regular Windows Updates to recognize new online threats automatically.

RGE TIP: Keep Windows updated and practice sensible clicking—Defender does the heavy lifting.

2. COMPANION TOOLS (GOOD TO KNOW • DO MORE)

Need Paid Antivirus?
Usually not. Reputable paid suites offer bundled extras (like VPNs), but aren't automatically safer or required.

Where Malwarebytes Fits
Specializes in catching annoying browser hijackers, adware, and potentially unwanted programs (PUPs).

Malwarebytes Free
Acts as an on-demand scanner. Runs only when opened—ideal as an occasional second-opinion checkup tool.

Malwarebytes Premium
Adds real-time shields. Must be configured properly so it doesn't fight Defender for scanning duties.

RGE TIP: Run Malwarebytes Free monthly or if your browser behaves strangely for an easy checkup.

3. COMMON PITFALLS (USE WITH CAUTION • CONTROL)

Stacking Antivirus Suites
Never run 2 real-time engines. They duplicate scans, slow down your PC, and trigger conflicting alerts.

Automated Adjustments
Installing third-party security automatically puts Defender into standby to prevent severe system collisions.

Subscription Panic Scams
Ignore scare pop-ups claiming collapse upon expiration. If a paid sub lapses, uninstall it and reactivate Defender.

Fake "PC Cleaners"
Avoid web ads for "PC Boosters" or "Free Registry Cleaners"—they are frequently malware or adware in disguise.

RGE TIP: Don't buy renewals out of fear. Defender is already waiting to protect you for free.

RECOMMENDED SETUP: PRACTICAL, ECONOMICAL & SAFE



IMPORTANT SAFETY REMINDERS

- ✓ Microsoft Defender is built-in, complete, and 100% free.
- ✓ Sensible clicking prevents what antivirus cannot stop.
- ✓ Never install multiple paid real-time antivirus engines.
- ✓ Use on-demand scanners for second opinions, not bloatware.



RGE GOLDEN RULE: Keep Microsoft Defender active, use Malwarebytes Free for occasional second opinions, and don't get trapped by scare-tactic renewal warnings.

RED GLEN ELECTRONICS
"A Boomer Helping Fellow Boomers"

RGE



RGE PHILOSOPHY
Teacher first. Technician second.
People always.

Learn. Explore. Don't Fear Windows.

• Practical Tech Solutions

• Honest Advice

• Simplifying Technology

■ [1. ESSENTIALS] - Everyday Tasks ■ [2. USEFUL SKILLS] - Do More ■ [3. ADVANCED / PITFALLS] - Control ⌚ Estimated Reading Time: 4 Minutes

RGE ESSENTIALS

Phones & Tablets

Get comfortable with mobile devices and make New Phone Day less adventurous.

ONE PAGE - ONE TOPIC - ONE TAKEAWAY



RGE[®] ESSENTIALS

One Page. One Topic. One Takeaway.



iPhone Essentials

Simple tips to help you call, text, take photos, stay safe, and get more from your smartphone.

RGE TIP

Your smartphone is one of the most powerful computers you'll ever own. You don't need to master every feature—just the ones that make your life easier.

ANDROID CORNER

Android phones offer nearly all of the same features. The names and menu locations may differ slightly depending on the manufacturer, but the concepts are the same.



EVERYDAY TASKS

- Make and answer calls
- Send texts and photos
- Connect to Wi-Fi
- Adjust brightness and volume
- Charge your phone correctly
- Find contacts quickly

USEFUL SKILLS

- Scan documents
- Create PDFs from photos
- Use Face ID or Touch ID
- Find your phone
- Use Siri
- Install and remove apps

ADVANCED TOPICS

- Back up your phone
- Manage storage
- Keep iOS updated
- Emergency SOS
- App permissions
- Block scam callers and texts

HOW TO GET STARTED

Want more details and step-by-step instruction? For a deeper dive, visit RGE's website under **Archives > Seminars: 3 Part Series**. You'll find our complete iPhone Series packed with tips, tricks, and real-world examples to help you get the most from your device. (Perfect for learning at your own pace).



IMPORTANT SAFETY REMINDERS

- Keep your phone updated.
- Download apps only from the App Store or Google Play.
- Never share verification codes.
- Think twice before tapping unfamiliar links.



RGE GOLDEN RULE

Your smartphone should simplify your life—not complicate it.

RGE PHILOSOPHY

The smartest smartphone users don't know every feature—they know the ones that help them most.

RGE[®]

- Reliable
- Knowledgeable
- Trusted

Technology Guidance You Can Count On.

We Make Technology Simple.®

★ You don't have to be a tech expert. You just need a trusted guide. That's what we're here for. ★



iPAD ESSENTIALS

BIG SCREEN. BIG POSSIBILITIES. BIGGER CONFIDENCE.

Simple tips to help you learn, create, connect, and stay safe on your iPad.



RGE TIP:

Your iPad is more than a bigger iPhone.

It's a powerful tool for learning, creating, staying connected, and having fun.

Explore it—one step at a time!



APPLE CORNER

- ✓ Runs iPadOS—made just for iPad.
- ✓ Use Apple Pencil to write, draw, and take handwritten notes.
- ✓ Multitask with Split View, Slide Over, and Stage Manager (on supported iPads).
- ✓ Keep iPadOS updated for the best features and security.



1.

EVERYDAY TASKS

(ESSENTIALS • Everyday Tasks)



Make Calls & FaceTime
Stay in touch with family and friends.



Send Messages
Text, share photos, links, and more.



Check Email
Use Mail or your favorite email app.



Connect to Wi-Fi
Tap Settings > Wi-Fi and choose your network.



View Photos & Videos
Relive memories and share your favorites.



Listen to Music
Use Apple Music or your favorite app.



Charge Your iPad
Use the right cable and avoid extreme heat.



RGE TIP:

Keep your iPad charged between 20% and 80% for the best battery life.

2.

USEFUL SKILLS

(GOOD TO KNOW • Do More)



Organize Your Home Screen
Move apps, create folders, and simplify.



Use the Dock
Keep your favorite apps just a swipe away.



Take Notes
Use Notes app or Apple Pencil for handwritten notes.



Scan Documents
Use the Camera or Files app to scan and save.



Create PDFs
Save web pages, notes, or documents as PDF files.



Use Split View
Work with two apps side by side.



AirDrop & Share
Share photos, files, and links quickly with others.



Search with Spotlight
Swipe down and type to find anything.



RGE TIP:

Shortcuts (Settings > Control Center) let you access helpful tools instantly.

3.

ADVANCED TOPICS

(USE WITH CAUTION • Control)



Manage Storage
Check what's using space and free up room.



Privacy & Permissions
Review app permissions in Settings > Privacy & Security.



Screen Time
Set limits and downtime to stay balanced.



Back Up Your iPad
Use iCloud Backup to protect your data.



Update iPadOS
Keep your iPad secure and running smoothly.



Use a Passcode / Face ID
Keep your iPad and data secure.



Beware of Scams
Don't click suspicious links or share personal info.



Reset When Needed
Settings > General > Transfer or Reset iPad.



RGE TIP:

When in doubt, don't tap it out—check it out!



LEARN EVEN MORE

Want step-by-step help, real-world examples, and practical demonstrations?

Visit RGE's website under **Archives > Seminars: iPad Series** (3 Part Series).

Learn at your own pace and get the most from your iPad.

RGE

Archives > Seminars: 3 Part Series

iPad Series (3 Part Series)

- Part 1: Getting Started
- Part 2: Tips & Tricks
- Part 3: Go Further



IMPORTANT SAFETY REMINDERS

- ✓ Keep your iPadOS updated.
- ✓ Download apps only from the App Store.
- ✓ Never share passwords or verification codes.
- ✓ Think twice before tapping unfamiliar links.



RGE GOLDEN RULE

Look before you click.
Think before you enter.
Smart browsing and smart choices keep you safe.



RGE PHILOSOPHY

Teacher first.
Technician second.
People always.



Technology Guidance You Can Count On.

We Make Technology Simple.®

- Reliable
- Knowledgeable
- Trusted



Teacher first. Technician second. People always.

redglenelectronics.com



Estimated Reading Time 5 minutes

• (ESSENTIALS) • Everyday Tasks

• (GOOD TO KNOW) • Do More

• (USE WITH CAUTION) • Control

New Phone Day

A Stress-Free Phone Upgrade Checklist

KEEP YOUR MEMORIES • KEEP YOUR APPS • KEEP YOUR CONFIDENCE

Buying a new phone should be exciting—not stressful. Today's transfer tools do an excellent job moving your digital life from one device to another, but a little preparation can prevent hours of frustration later.

RGE TIP

The hardest part of moving to a new phone isn't your photos — it's your digital keys.

Before upgrading, know how you'll access accounts that use two-factor authentication (2FA), and save recovery codes whenever possible.

WORKS WITH

- Samsung Galaxy
- Google Pixel
- Motorola
- iPhone
- most other modern smartphones

...the same preparation steps apply either way.

1 Prepare

BEFORE YOU BEGIN

- Charge Both Phones**
Get both devices to at least 80% before you start.
- Connect to Wi-Fi**
A strong connection makes everything faster and safer.
- Install Updates**
Run any pending software updates on both phones first.
- Know Your Passwords**
Apple, Google, Samsung, and Microsoft — have them ready.
- Confirm Cloud Backup**
Make sure your old phone's backup has finished.
- Save Recovery Codes**
Write down backup codes for your important accounts.

2 Transfer

DURING THE TRANSFER

- Use the Transfer Tool**
Smart Switch, Quick Start, or your maker's own app.
- Use a Cable if You Can**
A wired connection is the fastest, most reliable option.
- Keep Both Phones Plugged In**
Transfers can take a while — don't risk a dead battery.
- Be Patient**
Large transfers may take an hour or more. That's normal.
- Let it Finish Completely**
Don't use either phone until the transfer is fully done.

3 Verify

AFTER THE TRANSFER

- Calls**
Make and receive a test call.
- Texts**
Send and receive a message.
- Wi-Fi & Bluetooth**
Both connect the way they used to.
- Email**
Your inbox is there and working.
- Banking Apps**
Financial apps open and log in fine.
- Photos & Contacts**
Everything you expect is present.
- Watch & Earbuds**
Wearables pair the way they should.
- Authenticator (2FA)**
Your 2FA codes generate correctly.

⚠ DON'T FORGET 2FA

Authenticator apps deserve special attention. While most apps transfer easily, some require extra setup or account verification. Whenever possible:

- ✓ Enable cloud backup before upgrading
- ✓ Save recovery codes
- ✓ Keep your old phone until every account is verified

NEW PHONE DAY WORKFLOW**SAFETY REMINDERS**

- ✓ Never erase your old phone until you're satisfied the new one has everything.
- ✓ Test every important app before shipping your trade-in.
- ✓ **Photograph the phone (all sides) and record its IMEI or serial number.**
- ✓ Remove your accounts before performing a factory reset.
- ✓ Keep your shipping receipt and tracking number until the trade-in is accepted.

🔒 RGE GOLDEN RULE

Don't erase your old phone until you're **completely satisfied** that everything you need is safely on the new one.

"Teacher first. Technician second. People always."



Red Glen Electronics

We Make Technology Simple. • Essentials #16

redglenelectronics.com

Reliable • Knowledgeable • Trusted



ANDROID TABLET ESSENTIALS

A PLAIN-ENGLISH GUIDE TO SAMSUNG GALAXY TABS & ANDROID TABLETS

Understand your tablet without the confusion. Master core navigation, Quick Settings, app management, multitasking, and essential safety to keep your device fast, secure, and trouble-free.

Android & Galaxy Tab



RGE TAKEAWAY: An Android tablet is a large-screen Android phone without phone calls. Learn the Home screen, Quick Settings, and the Back/Home/Recent controls, and the rest becomes familiar fast.



SAMSUNG & BRAND NOTE: Samsung Galaxy Tabs use Samsung's custom "One UI" interface. The same core principles apply across Google Pixel Tablets, Lenovo, Motorola, and Amazon Fire tablets.



1. EVERYONE USES THESE (ESSENTIALS • Everyday Navigation)



Back Button / Gesture

Returns to the previous screen, page, or closes the on-screen keyboard.



Home Button

Instantly returns to your primary Home screen from inside any active app.



Recent Apps (Multitask)

Displays all open apps so you can quickly switch between them or swipe to close.



Swipe Down Once

Pulls down notifications to view recent emails, alerts, and calendar reminders.



Swipe Down Again

Expands Quick Settings: Screen Brightness, Wi-Fi, Bluetooth, Sound, and Auto-Rotate.



Press & Hold Shortcut

Long-press any Quick Setting button (like Wi-Fi) to open its complete settings page.



RGE TIP: Change between traditional 3 buttons and swipe gestures in *Settings > Display > Navigation bar*.



2. USEFUL SKILLS (GOOD TO KNOW • Do More)



Find Apps (App Drawer)

Swipe UP anywhere on the Home screen to view your complete list of apps.



Install from Google Play

Use the official Google Play Store (Galaxy Store is optional on Samsung).



Organize & Group Folders

Press and hold any app icon, then drag to Home or drop over another app.



Remove vs. Uninstall

"Uninstall" completely deletes the app; "Remove from Home" only deletes shortcut.



Split Screen Multitasking

Open Recent apps, tap the app icon at the top > choose *Open in split screen view*.



Landscape & Auto Rotate

Turn tablet sideways for wide-screen viewing; verify Auto rotate is ON.



RGE TIP: Samsung DeX mode converts supported Galaxy Tabs into a desktop PC with floating windows!



3. ADVANCED TOPICS (USE WITH CAUTION • Control & Care)



System Software Updates

Check *Settings > Software update > Download and install* monthly.



Update Installed Apps

Open Play Store > profile icon > *Manage apps & device* > Update all.



Storage & Memory Housekeeping

Free space in *Settings > Battery and device care > Storage*.



Screen Lock & Accounts

Use PIN or Fingerprint. Record Google & Samsung passwords safely.



Cloud Backup (Google & Photos)

Verify backup status:

- *Settings > Google > Backup*
- Photos back up in Google Photos



RGE TIP: Never call numbers or tap pop-ups claiming your tablet is infected. They are fake scams!

HOW TO GET STARTED & NAVIGATE



1. Unlock Screen
Enter PIN or Fingerprint



2. Quick Toggles
Swipe down for Wi-Fi & Sound



3. Open Apps
Swipe up to see all apps



4. Multitask
Split screen view for 2 apps



5. Protected!
Auto backup & secure

WHEN SOMETHING GOES SIDeways



Frozen App: Open *Recent Apps*, swipe the app up/away to force close, then reopen.



No Internet: Toggle Wi-Fi OFF and ON in Quick Settings; restart tablet and Wi-Fi router.



Hard to Read? Increase size at *Settings > Display > Font size and style*.



Still Stuck? Restart first. *Avoid Factory Reset* unless passwords and backups are verified.



RGE GOLDEN RULE:

If it's important to keep, it's important to protect in more than one place.

RGE

RED GLEN ELECTRONICS
"A Boomer Helping Fellow Boomers"

RGE PHILOSOPHY:

Teacher first. Technician second. People always.



RGE ESSENTIALS

Everyday Digital Life

Photos, printing, AI, PDFs, and the useful technology woven into everyday life.

ONE PAGE - ONE TOPIC - ONE TAKEAWAY





Photos & Pictures Essentials

Keep Your Memories Organized, Protected, and Easy to Find

Photos are some of the most valuable files on any computer or smartphone. Whether they're family vacations, grandchildren, holidays, or important documents you've photographed, a little organization goes a long way toward making them easy to enjoy and nearly impossible to lose.



RGE Tip

The best time to organize your photos is right after you take them—not years later.



Mac Note

Mac users will find many of these features inside the Photos app and Finder, while Windows users will use Photos and File Explorer. The ideas are the same regardless of which computer you own.



EVERYDAY TASKS



View Your Photos

- Open the Photos app on your computer or phone.
- Double-click or tap a picture to enlarge it.
- Use zoom to see details.



Delete Unwanted Pictures

- Remove blurry, duplicate, or accidental photos.
- Empty the Recycle Bin or Trash occasionally.



Create Albums

Group photos by:

- Family
- Vacations
- Holidays
- Pets
- Special Events

Albums make finding pictures much easier later.



USEFUL SKILLS



Rename Important Photos

Instead of:

IMG_4837.jpg

Try:

2026-Christmas-Family.jpg

Meaningful names make searching much easier.



Transfer Photos

- Move pictures between:
- Phone → Computer
 - Computer → External Drive
 - Camera → Computer

Always verify the copy before deleting the originals.



Share Photos Safely

Use:

- Email
- Text Message
- Shared Cloud Folder

Only share with people you trust.



Crop and Rotate

Simple edits can:

- straighten crooked pictures
- remove distractions
- improve framing

Save a copy if you may want the original later.



ADVANCED TOPICS



Back Up Your Pictures

Your photo collection deserves at least two copies.

Good choices include:

- External hard drive
- Cloud storage
- Both (best option)

Remember:

One copy is no copy.



Organize by Year

Many people find this simple system works well:

Photos

- 2024
- 2025
- 2026

Within each year:

- Birthdays
- Vacations
- Holidays
- Miscellaneous



Scan Old Photos

Old family photographs can be preserved forever by scanning them.

Store both:

- Original scan
- Edited copy



HOW TO GET STARTED

- ✓ Delete 10 unwanted photos.



- ✓ Create one album.



- ✓ Rename five important pictures.



- ✓ Make sure your photos are backed up.



IMPORTANT SAFETY REMINDERS

- Never rely on only one copy of important photos.
- Be cautious before deleting pictures from cloud storage.
- Verify backups regularly.
- Don't post personal photos publicly unless you're comfortable sharing them with everyone.



RGE GOLDEN RULE

Your photos tell your story. Keep them organized, backed up, and easy to enjoy.



RGE PHILOSOPHY

Technology should help preserve life's memories—not make finding them more difficult.

**RED GLEN
ELECTRONICS**

www.redglenelectronics.com



Printing Essentials

Print What You Need, When You Need It—Without the Headache



Printing should be simple—not stressful. Whether it's a boarding pass, a recipe, or an important document, a little know-how can save time, ink, paper, and frustration. These tips will help you get great results and keep your printer—and your sanity—happy.



RGE Tip

When printing doesn't work, slow down, check the basics, and solve one thing at a time.



Mac Note

Mac users will find print settings in the Print dialog box of most apps or in System Settings > Printers & Scanners. The ideas are the same no matter what computer you own.



EVERYDAY TASKS



Print a Document

- Click File > Print.
- Choose your printer.
- Click Print.

That's it!



Check Ink or Toner

Low ink = poor quality. Replace when low, not when empty.



Clear Paper Jams

- Turn off the printer.
- Open doors and trays.
- Gently remove paper.
- Close everything.
- Turn it back on.



Use the Right Paper

- Plain Paper for everyday documents
- Photo Paper for pictures
- Cardstock for cards, invitations, and crafts



Print a Test Page

Most printers have a "Print Test Page" option. Great for checking quality and alignment.



USEFUL SKILLS



Choose the Right Settings

- Draft – saves ink for rough copies
- Standard – good for most printing
- Best/High Quality – for important documents and photos
- Color or Black & White – choose what you need



Print Only What You Need

- Print specific pages
- Print only the part you need
- Preview before you print to avoid surprises



Save Ink and Paper

- Use "Print on Both Sides" (Duplex Printing)
- Choose "2 Pages per Sheet" when possible
- Print in Draft mode for everyday use



Add a Printer to Another Device

- Use your Wi-Fi connection
- Install the printer software if needed
- Test print to confirm success



Print from Your Phone or Tablet

- Use AirPrint (Apple)
- Use Mopria (Android)
- Or use your printer's app
- Great for photos, recipes, tickets, and more



ADVANCED TOPICS



Troubleshoot Common Problems

Printer won't print? Check these first:

- Is it turned on?
- Is it connected (USB or Wi-Fi)?
- Is there paper?
- Is there ink or toner?
- Try restarting the printer.
- Still stuck? Check the printer's display for messages.



Keep Your Printer Healthy

- Use your printer regularly
- Run cleaning cycles if quality drops
- Update printer software when prompted
- Dust the outside (and inside if you're comfortable)



Print Photos Like a Pro

- Use Photo Paper
- Choose High Quality
- Avoid Draft mode
- Edit your photo before printing if needed
- Let ink dry before handling



When to Replace a Printer

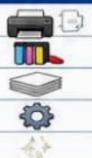
Consider replacing when:

- Print quality stays poor after cleaning
- Repair costs are high
- It's very slow
- It no longer works with your computer



HOW TO GET STARTED

- ✓ Print a test page to check quality.
- ✓ Check your ink/toner levels.
- ✓ Make sure you have enough paper.
- ✓ Learn one new setting (like Duplex) today.
- ✓ Keep your printer clean and updated.



IMPORTANT SAFETY REMINDERS

- Never force paper into the printer.
- Use the correct type of paper for the job.
- Replace ink or toner promptly for best results.
- Keep liquids away from your printer.
- Be cautious when clearing jams—move gently.
- If you smell smoke or see sparks, unplug and contact the manufacturer.



RGE GOLDEN RULE

Good printing starts with the right settings, the right paper, and a little patience.



RGE PHILOSOPHY

Technology should make life easier—not more complicated.

**RED GLEN
ELECTRONICS**



RGE ESSENTIALS

AI & CHATGPT ESSENTIALS

Your AI Assistant. Your Learning Partner. Available Anytime.



Hi! I'm ChatGPT. How can I help you today?

Technology doesn't stop teaching when the service call ends.

ChatGPT is like having a patient, knowledgeable tech coach ready to help you learn, solve problems, and get more from your devices.



RGE TIP

Ask questions in plain English—just talk like you would to a friend.

The more details you give, the better the answer.



MAC NOTE

ChatGPT works great on your Mac! Use Safari and add ChatGPT to your Dock for one-click access whenever you need it.

EVERYDAY TASKS



1 Ask Simple Questions

Get easy answers about any tech topic—Windows, Mac, iPhone, apps, and more.
"How do I take a screenshot on Windows?"



2 Understand Confusing Messages

Paste the message and ask what it means and what to do.
"What does this error message mean?"



3 Learn Your Devices

Ask how-to questions about your computer, phone, printer, or apps.
"How do I organize my Photos on iPhone?"



4 Get Step-by-Step Help

Get clear, easy steps to accomplish tasks at your own pace.
"Walk me through setting up a new printer."



5 Learn Something New

Explore new skills and build your confidence.
"How can I stay safe online?"

USEFUL SKILLS



1 Write Better Emails

Draft, improve, or respond to emails with confidence.
"Help me write a polite email to my doctor."



2 Summarize Documents & Information

Get quick summaries of long articles, PDFs, or webpages.
"Summarize this article in simple terms."



3 Plan & Organize

Plan trips, events, meals, or projects with ease.
"Help me plan a 3-day trip to Boston."



4 Compare & Decide

Compare products, services, or options before you buy.
"Compare these two laptops for a senior user."



5 Troubleshoot Problems

Describe the problem and get ideas to fix it.
"My Wi-Fi keeps dropping. What can I try?"

ADVANCED TOPICS



1 Use AI Safely

Understand what AI can and can't do. Use it as a helper, not a replacement.
"What should I know about using AI safely?"



2 Verify Information

AI can make mistakes. Always verify important information.
"Is this information accurate and up to date?"



3 Protect Your Privacy

Never share passwords, personal ID numbers, or sensitive financial details.
"What information should I never share with AI?"



4 Think Critically

Use common sense. You make the final decision.
"Help me understand the pros and cons."



5 Keep Learning

AI is a great teacher—use it daily and keep growing.
"Teach me something new about Windows."

HOW TO GET STARTED



1 Go to chatgpt.com on your computer or phone.



2 No account needed for basic help. Create an account to save your chats.



3 Type your question or just talk naturally. Be as specific as you can.



4 Read the answer and try the suggested steps at your pace.



5 Use it often! The more you use it, the more confident you'll be.

Think of ChatGPT as your patient technology coach—ready when you need it!

IMPORTANT SAFETY REMINDERS



Never share passwords, PINs, Social Security numbers, or bank details.



AI can be wrong. Always verify important information.



Use trusted websites and official sources for sensitive matters.



If something doesn't feel right, trust your instincts.

Stay smart. Stay safe. Stay in control.

RGE GOLDEN RULE



AI is a wonderful assistant—but you're still the decision maker.

Use AI for help and ideas. Use YOU for judgment and choices.

RGE PHILOSOPHY



Technology doesn't stop teaching when the service call ends. With ChatGPT, your learning partner is always available.

Keep learning. Keep growing. Keep enjoying technology.

RGE PROMISE



We teach so you can understand. We explain so you can feel confident. We support so you can stay independent.

Teacher first. Technician second. People always.



RED GLEN ELECTRONICS
TECHNOLOGY SOLUTIONS WITH HEART



Teacher first. Technician second. People always.



We don't just fix devices. We help you feel confident using them. That's the RGE difference.

PDF



PDF & SCANNING ESSENTIALS

SCAN IT. SAVE IT. FIND IT. SEND IT.

Handle everyday documents with confidence. Learn how to scan paper, save a clear PDF, fill and sign forms, print correctly, and share the right copy.



PDF

PAPER TO DIGITAL



RGE TIP: Save before you send.

A PDF opened from email may be temporary. Use Save As, name it clearly, and reopen the saved copy.



SAFETY NOTE:

Avoid unknown online PDF tools for medical, tax, banking, or identity documents. Use trusted apps and secure portals.



1. EVERYONE USES THESE (ESSENTIALS - Everyday Tasks)



Scan Paper

Use a phone, tablet, or printer/scanner. Crop edges, rotate pages, and check readability.



Save Clearly

Choose PDF, use a useful filename, and select a folder you will remember.



Find Downloads

Check the browser's Downloads list or the device's Downloads folder.



Print Correctly

Preview first. Check pages, orientation, paper size, color, and Actual Size versus Fit.



Share a Copy

Attach the saved PDF, verify the recipient, and keep the final submitted version.



RGE TIP:

A clear filename beats Scan0004.pdf every time.



2. USEFUL SKILLS (GOOD TO KNOW - Do More)



Multi-page Scans

Combine related pages into one PDF and place them in the correct order.



Fillable Forms

Click or tap a field and type. Save a completed copy before sending it.



Add a Signature

Use Fill & Sign only on documents you understand and intend to sign.



PDF or JPG?

Use PDF for forms and multi-page documents; JPG is best for individual photographs.



Email Attachments

Open the attachment before sending to confirm every page, entry, and signature.



RGE TIP:

Save As lets you choose both the name and the location.



3. ADVANCED TOPICS (USE WITH CAUTION - Control)



Not Fillable?

Use Add Text or Fill & Sign in a trusted app - or print, complete, and rescan.



Sensitive Files

Verify the recipient. Prefer a secure portal when an organization provides one.



Searchable Scans

OCR can turn a picture of text into searchable text. Always check its accuracy.



Actual Size vs Fit

Actual Size preserves form dimensions; Fit adjusts the page to the printer area.



Final Verification

Confirm the saved file opens correctly before deleting or mailing the paper original.



RGE TIP:

A perfect attachment of an unreadable scan is still unreadable.

HOW TO GET STARTED



Scan



Name & Save



Reopen



Complete



Verify & Send

IMPORTANT SAFETY REMINDERS



Use trusted scanning and PDF apps.



Verify the recipient before sending.



Keep the final submitted copy.



Never delete the paper original too soon.



RGE GOLDEN RULE:

If it matters enough to send, it matters enough to save and verify first.

RGE

RED GLEN ELECTRONICS

RGE PHILOSOPHY:

Teacher first. Technician second. People always.

Learn. Explore. Don't fear technology. • Practical Tech Solutions • Honest Advice