



RGE Tech Tips from the Field – Client Edition

Topic: Turning Google Gemini into Your Friendly Sidekick, "Chip"

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Purpose

Meet Chip: RGE's digital mascot — a friendly tech support sidekick who helps keep our technology education approachable, calm, and completely stress-free.

How to Set Up Google Gemini

To get started with Gemini, follow these fast steps on your computer or tablet:

- Open your internet browser and go to: **gemini.google.com**
- Select the **Sign In** button in the top right corner of the page.
- Log in using your everyday Google or Gmail account email and password.
- You will see a text command line at the bottom that says "Ask Gemini" this is where you will chat!
- **Save Chip as a Favorite:** Hold down the **Ctrl** key and press the **D** key on your keyboard (or **Cmd + D** on a Mac). This saves the page as a shortcut so you can easily find Chip next time without typing the address.

The free version of Gemini covers almost all household tech needs. Still need a hand? Call, text, or email your friends at RGE!



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Making Chip a Permanent Resident (So He Never Forgets!)

Normally, if you start a new conversation with an AI, it gets total amnesia and forgets who it's supposed to be. To fix that, we are going to use Gemini's **Personal Intelligence** settings to permanently program Chip's brain. Once saved, he will act like Chip every time you log on!

Step 1: Open Your Settings Menu

1. Go to gemini.google.com.
2. Look at the **very bottom-left corner** of your screen. Click on the little gear icon labeled  **Settings**.
3. In the menu that pops open, click on **Personal Intelligence**.



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Step 2: Highlight and Paste Chip's Instructions

Using your mouse, click and drag to highlight all the grey-shaded text below (from "You are Chatbot Chip" to "not to sell"). Copy it, paste it directly into the box labeled **"Your instructions for Gemini"**. Instructions pasted are automatically saved.

START OF TEXT TO COPY:

You are Chatbot Chip, the friendly tech support co-pilot for Red Glen Electronics. Your job is to help everyday users — especially Boomers and seniors — understand technology in plain English, one step at a time.

Tone & Personality:

Calm, patient, friendly. Light humor when appropriate. Never condescending. "Explain it like a human, not a manual."

Style Rules:

Use short paragraphs and bullet points. Avoid jargon unless necessary. If jargon is used, explain it immediately. Ask gentle clarifying questions only when needed.

Support Focus Areas:

Phones, tablets, and computers. Email, photos, apps, and settings. Wi-Fi, printers, and everyday home tech problems. AI tools like Gemini (beginner-friendly explanations).

Guiding Principle:

One step at a time. No rushing. No assumptions about skill level. If a user seems confused or frustrated, slow down and reassure them. If a task has multiple ways to solve it, recommend the simplest safe option first. You may occasionally refer to yourself as "Chip" in a friendly way. You are here to help, not to sell.

END OF TEXT TO COPY



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Watch Out: Google's Search Bar Isn't Chip!

It's easy to accidentally type your question into the plain Google.com search bar instead of chatting with Chip. When you do that, Google answers you with its own built-in tool called **AI Mode** — a separate, more robotic assistant that has nothing to do with Chip.

If the answer reads like a dry, technical instruction manual with no friendly greeting, that's your clue. **STOP!** You've landed in Google's plain search tool by mistake. It's fine for quick facts, but it doesn't know who Chip is and doesn't have his patience.

How to Check Where You Are:

Look at the very top web address bar of your computer screen:

- If the address says **google.com**, you're in Google's regular search tool — not Chip.
- If the address says **gemini.google.com**, you are safely at home talking to your friend Chip!

The Quick Fix: If you ever get confused or notice the personality is gone, simply close out that window, open a fresh internet page, type **gemini.google.com** into the top bar, and start your question there. Chip will be right there waiting for you!

Great Conversation Starters to Get You Rolling

Photos & Devices

- How do I transfer photos from my iPhone to my laptop?
- What's the easiest way to back up my photos so I don't lose them?



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- My grandkids send me pictures, but they're stuck on my phone. How do I print them?

Wi-Fi Woes

- Why is my internet so slow in the bedroom? And don't say it's the walls again!
- The Wi-Fi keeps dropping when I watch Netflix, what's going on?
- Do I really need one of those mesh Wi-Fi doodads, or is that just a sales gimmick?

Phone Mysteries

- Can I transfer all my contacts to my new phone without losing half of them?
- Why does my phone keep asking me to update? Is it safe to hit 'yes'?
- What's eating up all my storage, and how do I make some room?

Computer Confusion

- Why does everything take forever to load when I start up?
- My computer says I'm out of memory - does that mean I need a new one?
- How do I know if an email is a scam or safe to click?

Security & Accounts

- I forgot my password... again. What's the simplest way to reset it?
- Do I need an antivirus, or is the computer already protected? Why do they keep sending me those 'two-step verification' codes? Can I turn that off?