

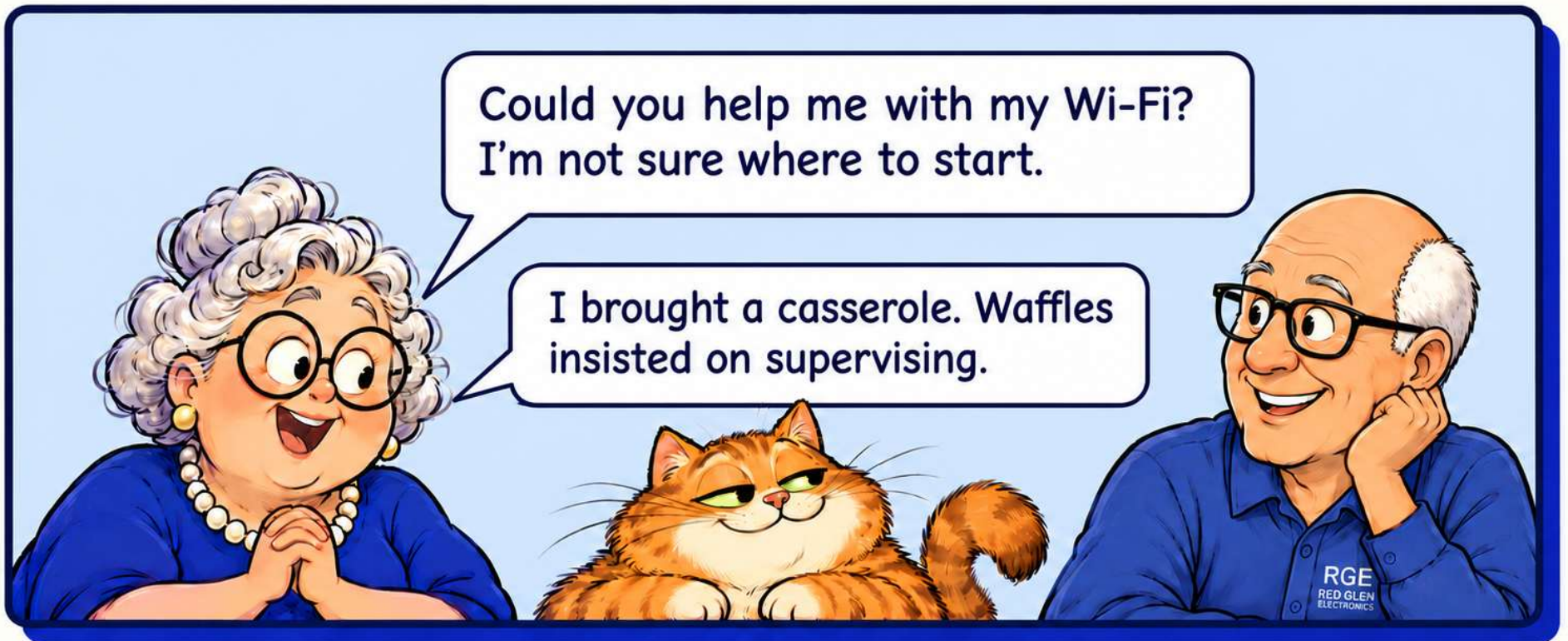
Friendly help. Shared laughter.

Fixing Tech The RGE Way

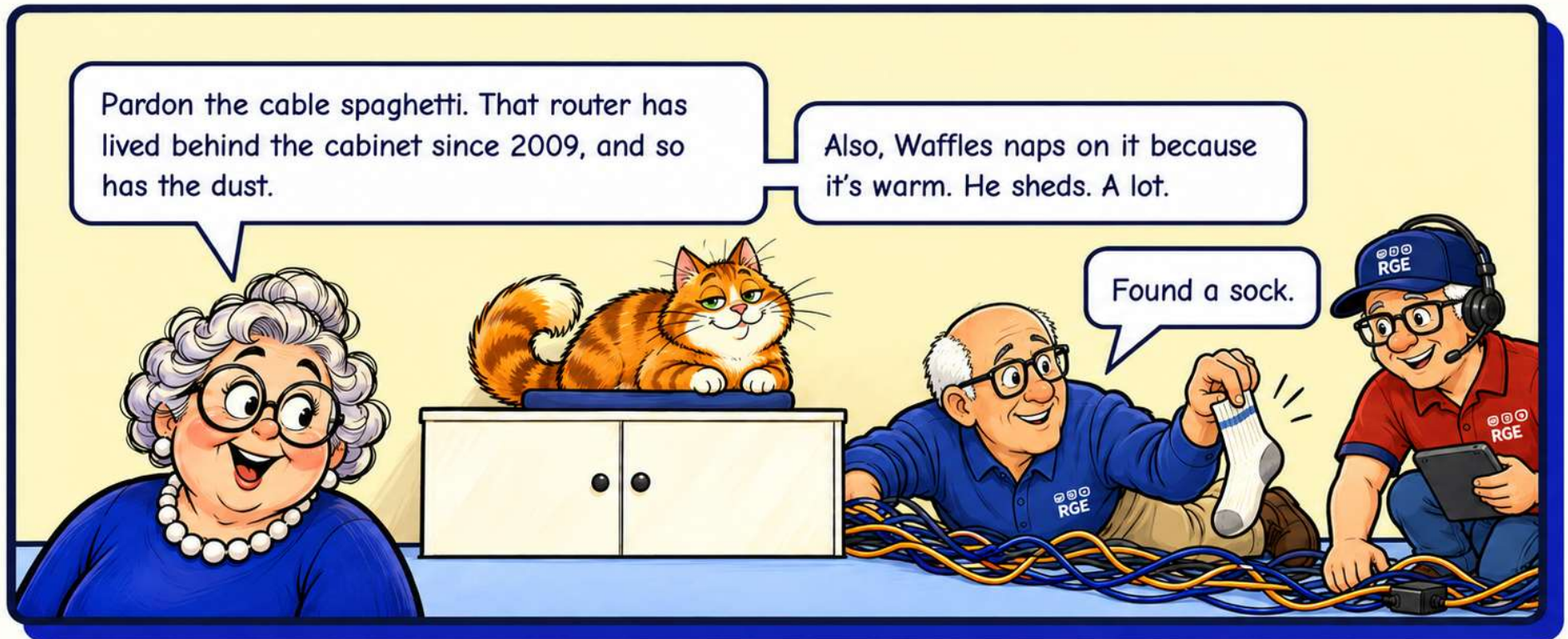
A Boomer helping fellow Boomers,
with Waffles and the RGE team.



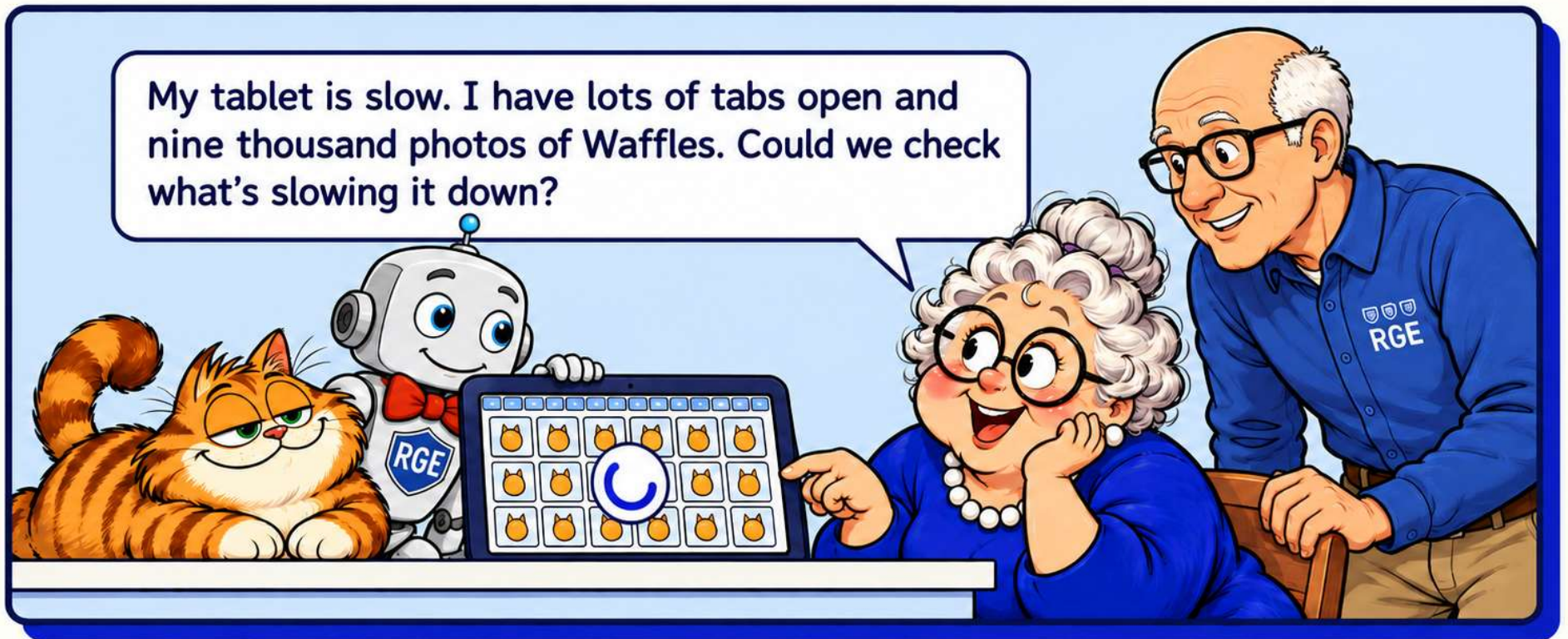
A little help starts with a conversation



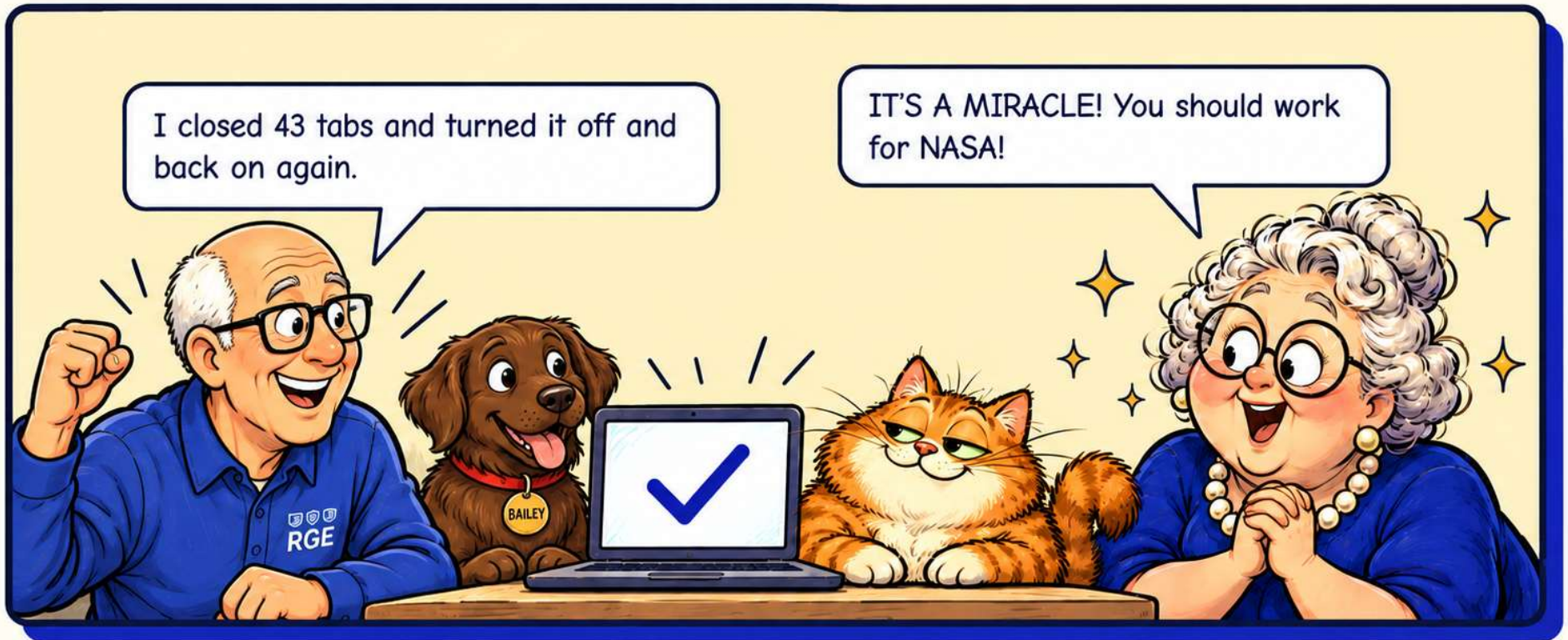
It usually starts with one small favor



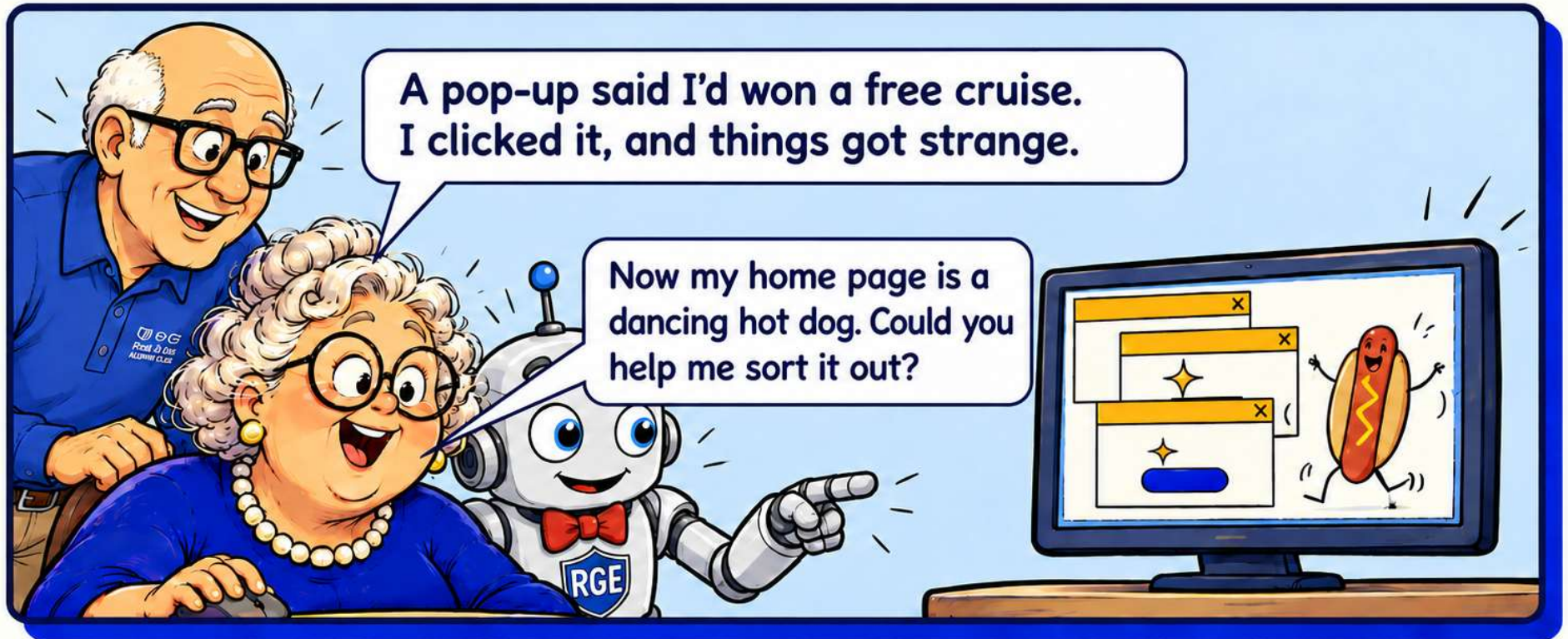
Sometimes a device needs a little attention



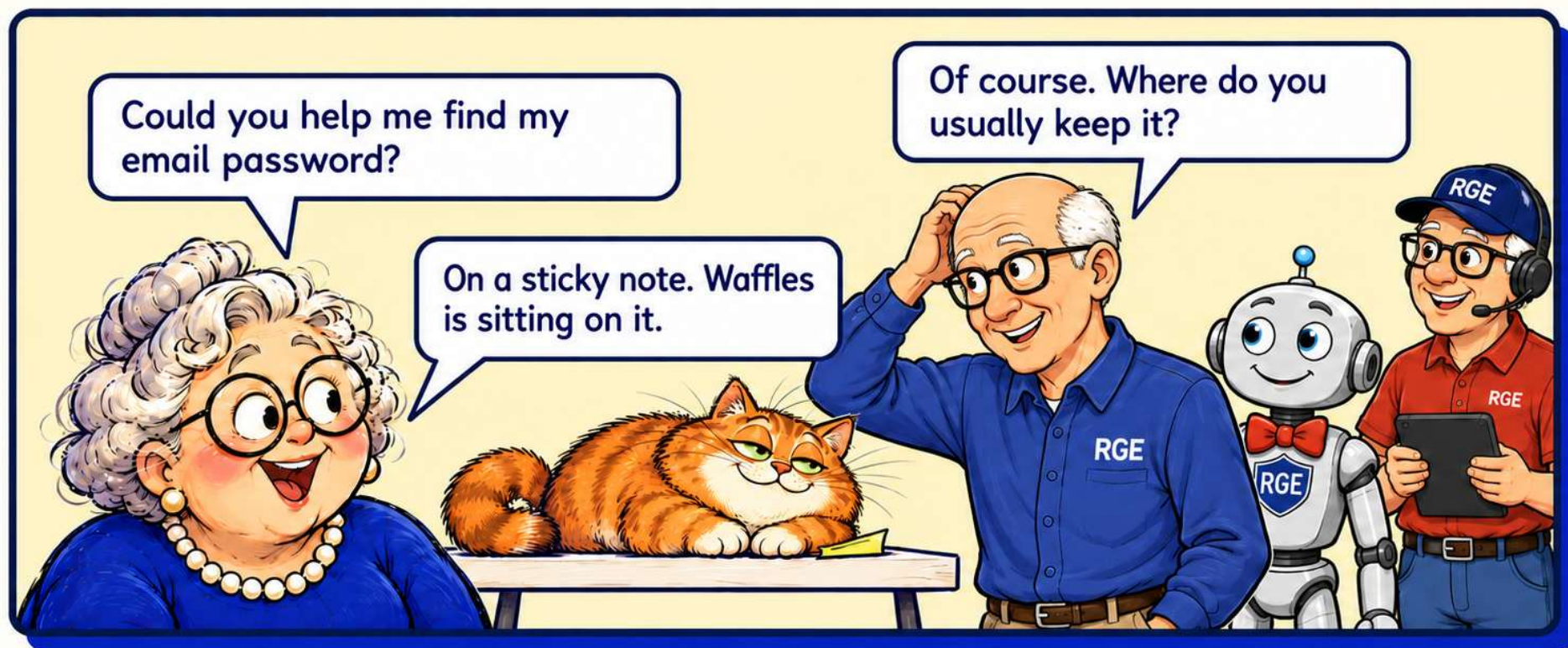
A little help earns a lot of applause



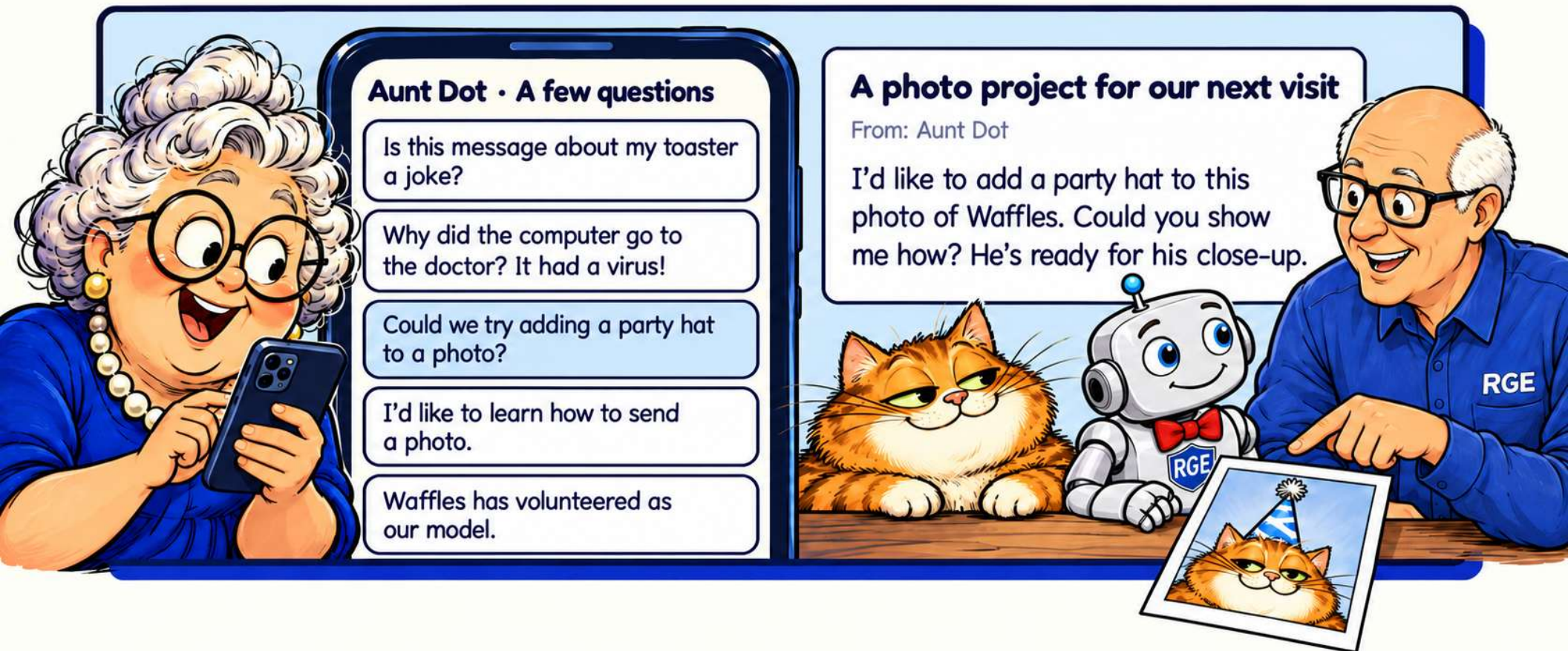
Then the pop-ups arrive



A little help finding the right password



Questions are part of learning



Aunt Dot • A few questions

Is this message about my toaster a joke?

Why did the computer go to the doctor? It had a virus!

Could we try adding a party hat to a photo?

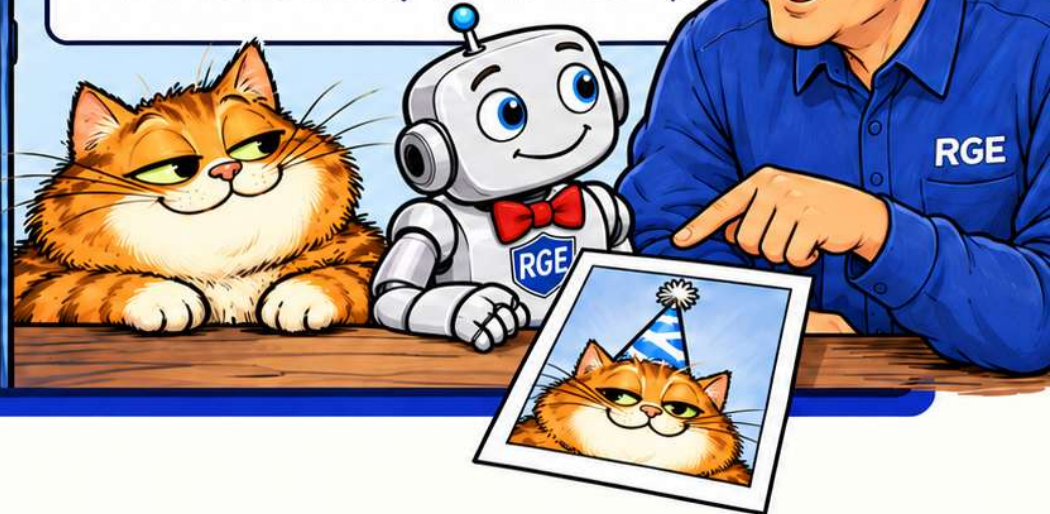
I'd like to learn how to send a photo.

Waffles has volunteered as our model.

A photo project for our next visit

From: Aunt Dot

I'd like to add a party hat to this photo of Waffles. Could you show me how? He's ready for his close-up.



New ideas give us something to plan



Even the remote has a few surprises

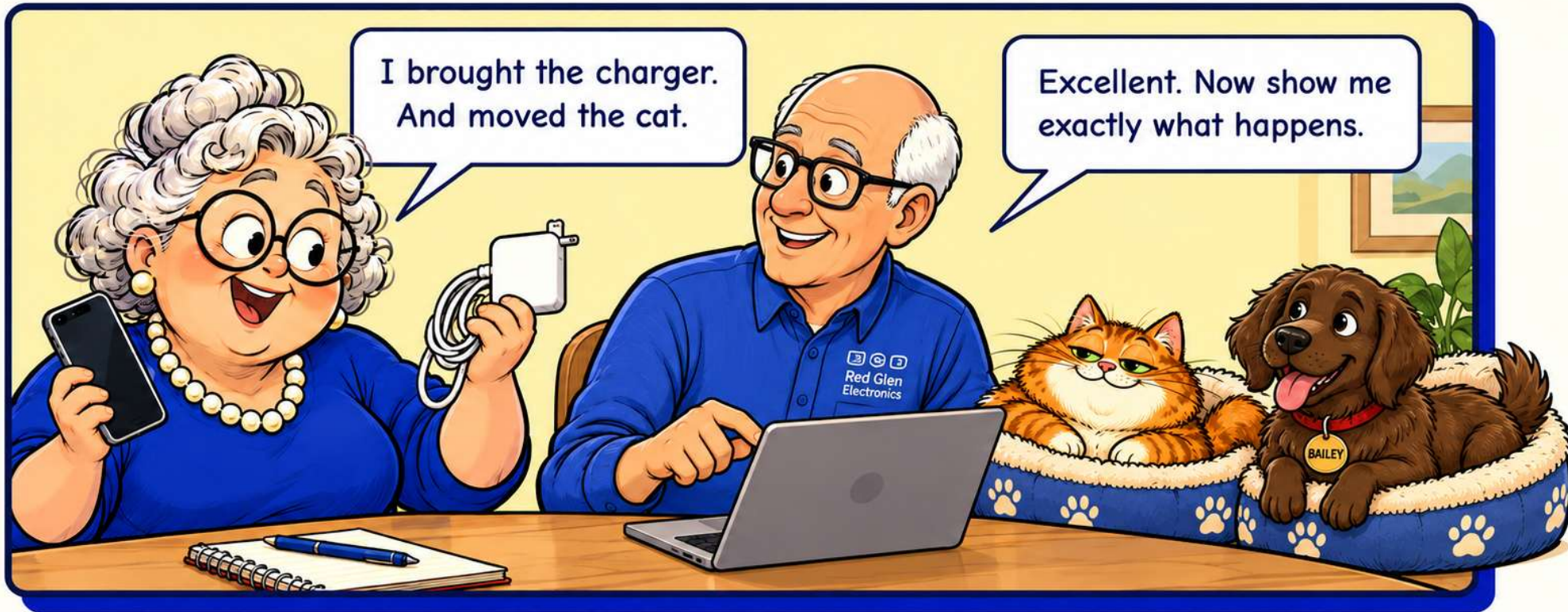


A better ending: the RGE Way



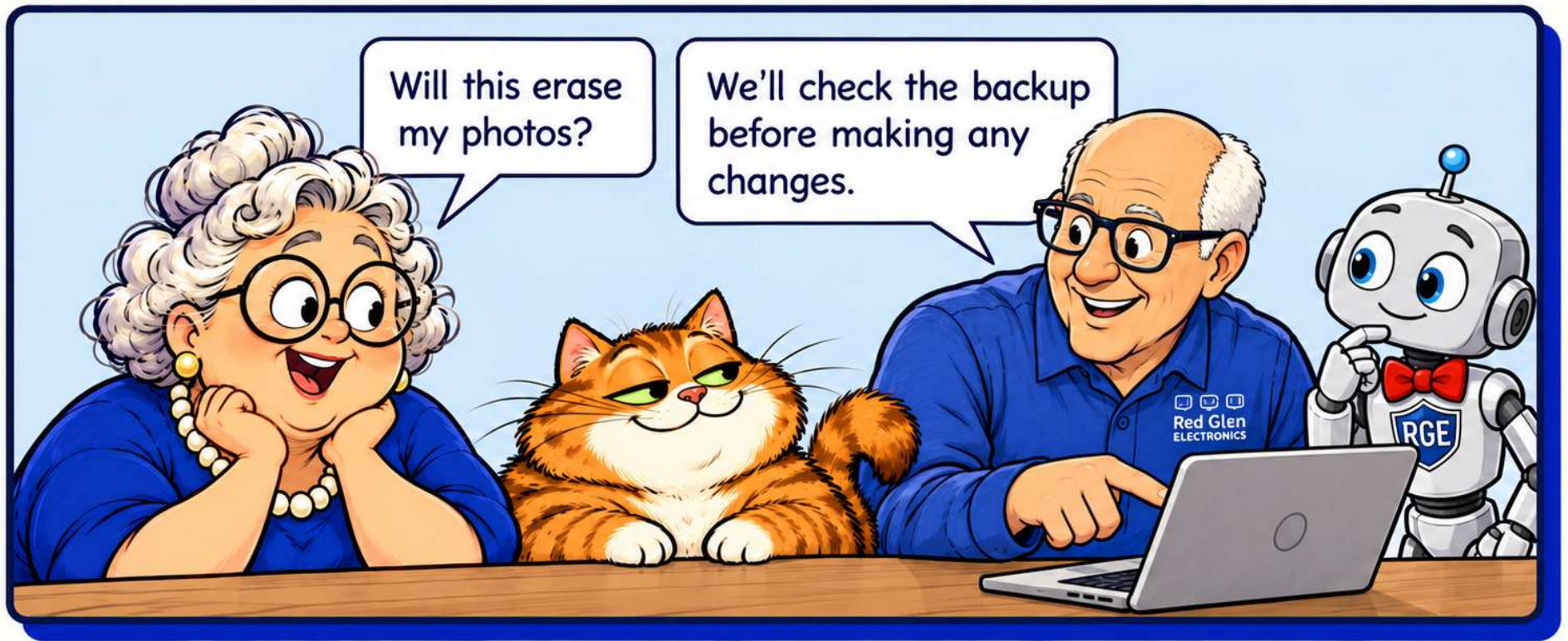
Agree on one issue, one goal, and a time limit before you start.

A little preparation saves a lot of crawling



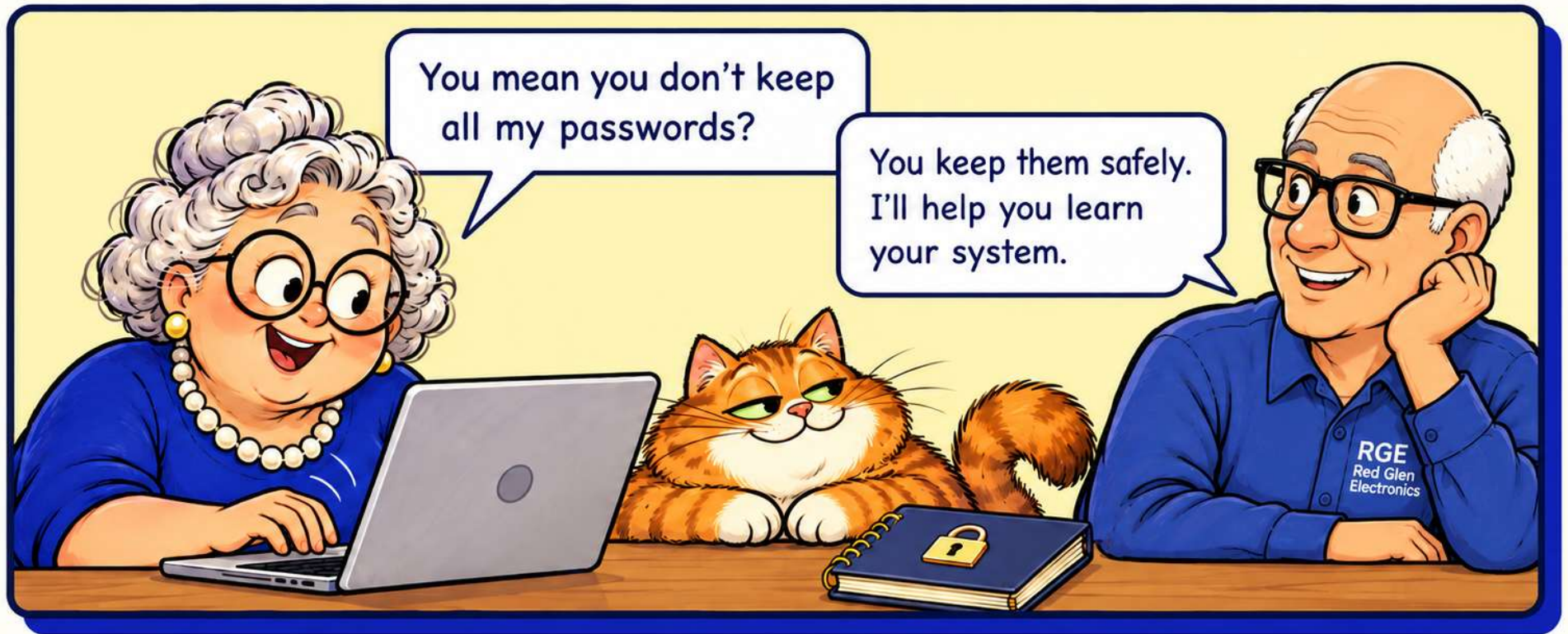
Bring the device, charger, and exact error message. Clear the workspace.

The owner stays in charge



Explain the fix. Ask before deleting, resetting, buying, or changing access.

Passwords belong to their owner



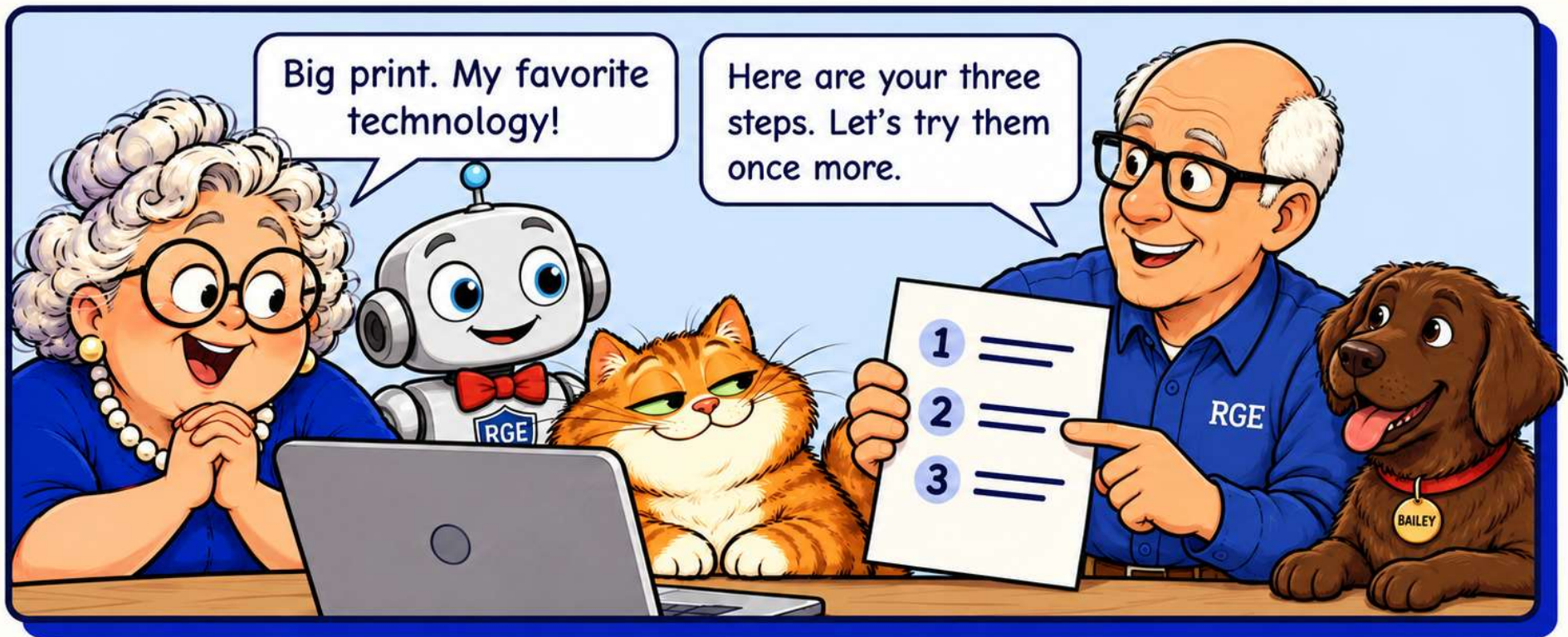
Let the owner sign in. Help them find their password system and recovery options.

Fix it together. Then let them try.



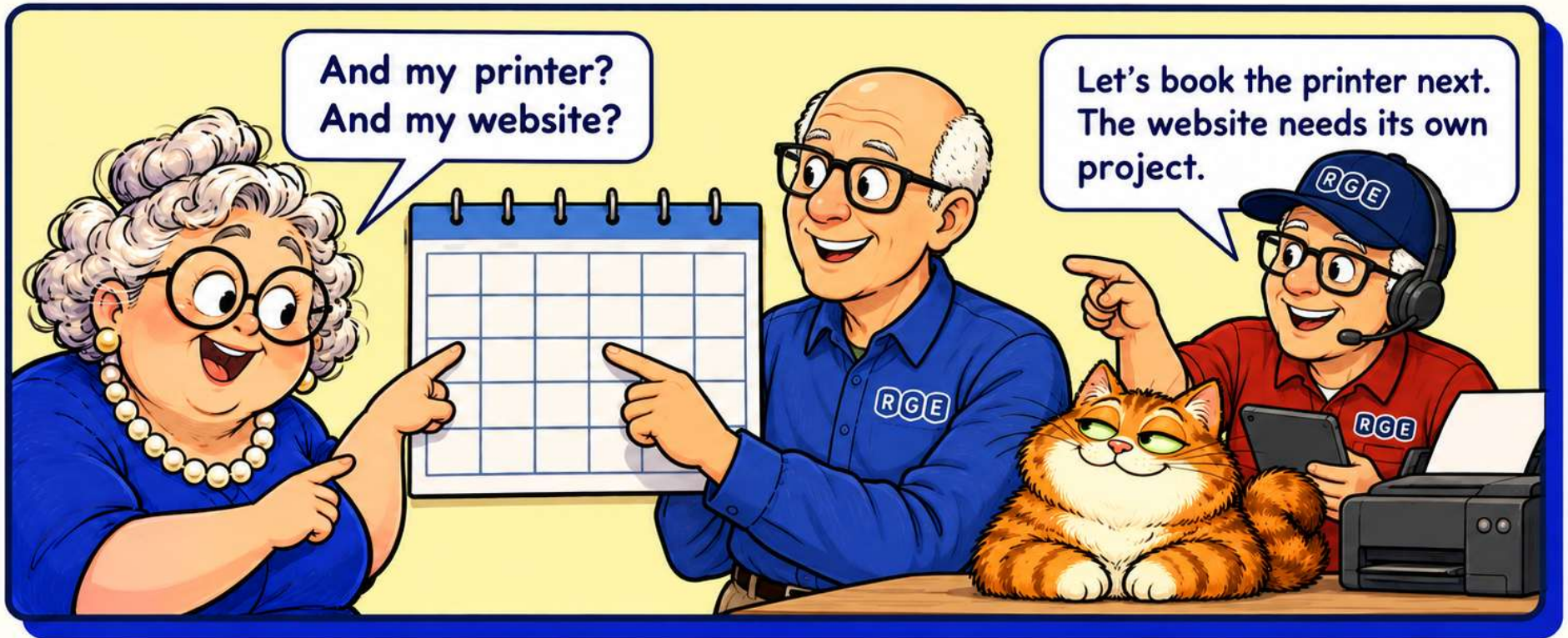
Demonstrate one useful skill. Have the owner repeat it in their own words.

Leave a small plan they can actually use



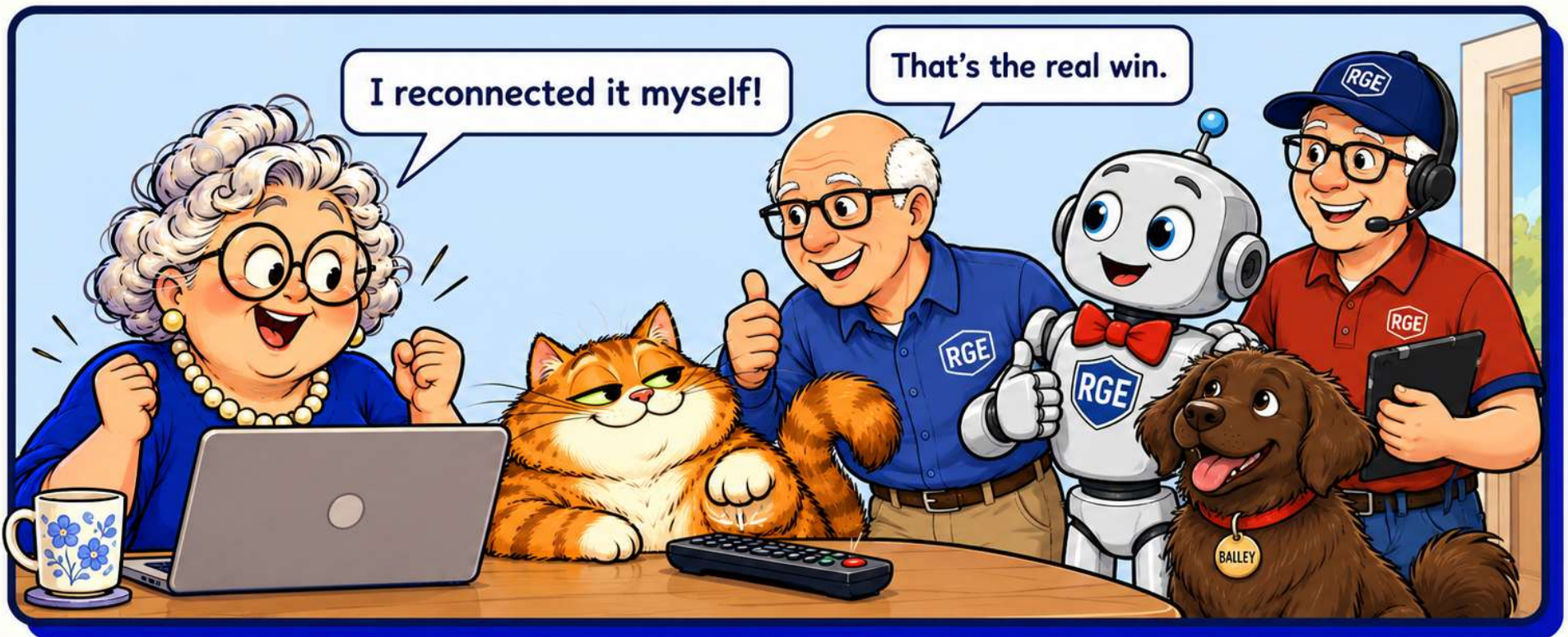
Write the steps in plain English. Test the fix and agree on the next step.

Kind help still needs clear boundaries



Agree on contact hours. Schedule new issues. Refer work beyond your skills.

Success is a fix they can use tomorrow



The RGE Way: Fix & Teach. Leave people more confident and capable.