



## Technical “How To” Handout

### How to tell what version of your operating system and which browser you are currently using:

1. Click on this link:: <https://www.whatsmybrowser.org/> It will tell you the browser name and version along with your operating system etc.

### If you have Windows 10 operating system:

#### How to tell how much RAM you have:

1. Go to the very bottom left corner of your screen - Click on the window icon - 4



2. Click on the gear icon Just above the window icon - this icon indicates “settings”



3. You will see a screen with a bunch of blue and white icons - Click on the first one:



4. Go down on the left hand side to About - the last menu item on the list
5. See Device Specifications - Installed RAM - GB
6. May also check processor - GHZ

#### How to tell what kind of internet connection you have:

1. Go to lower right hand of screen where you will see several small icons. Click on



2. Your connection will be highlighted in blue - click on PROPERTIES
3. Scroll Down to PROPERTIES - DESCRIPTION

#### How to test the speed of your internet connection:

1. Go to this website: <http://speedtest.xfinity.com/>
2. Click on START TEST

3. Note Download and Upload speeds.

### How to close unneeded programs:

1. Go to the very bottom left corner of your screen - Click on Windows icon - 
2. go to the gear icon Just above the window icon - click on that- this icon indicates "SETTINGS" - 
3. You will see a screen with a bunch of blue and white icons - click on PRIVACY padlock icon: 
4. Scroll down to the bottom of the list and select "Background apps." You'll see a list of apps that have permission to run in the background with an "On/Off" toggle. The default setting for each app is "On," allowing each app to run in the background if it likes.
5. Set any apps you don't want to run in the background to "Off."

### How to Clear Cache and Cookies:

#### IE Edge:

1. Go to far upper right corner of screen to three horizontal dots: 
2. Go down to last menu item: SETTINGS
3. Middle of menu - CLEAR BROWSING DATA
4. Make sure 3 first boxes are checked of and shaded blue:  
BROWSING HISTORY, COOKIES AND SAVED WEBSITE DATA

#### CHROME:

1. Go to far upper right corner of screen
2. Under x see 3 dots in a vertical row: 
3. Click on dots will bring up a menu go to SETTINGS towards the bottom
4. Scroll down to bottom to ADVANCED
5. Go to CLEAR BROWSING DATA - opens a smaller window
6. Make sure 3 boxes are checked: BROWSING HISTORY, COOKIES AND OTHER SITE DATA, CACHED IMAGES AND FILES

#### FIREFOX:

1. Go to far upper right hand corner of your screen -
2. Click on 3 horizontal lines: 



3. Click on that go to OPTIONS - small gear icon in the middle of the menu:
4. Look to the far left of screen - click on PRIVACY AND SECURITY
5. Under HISTORY - see in blue letters "You may want to clear your recent history, or remove individual cookies."
6. Click on both of those and hit CLEAR NOW in the history window and REMOVE ALL in the cookies window.
7. Go down to CACHED WEB CONTENT - hit CLEAR NOW

### How to reboot or restart your computer:

1. See window icon in bottom left hand corner of your computer screen - 4 squares looks like a window. Click on that . 
2. Then you will see a round icon with a notch in it directly above the window icon. Click on that. 
3. 3 choices will come up: Sleep, Shutdown or restart. Click on restart.
4. Wait and don't do anything until you see the login screen again.

### How to enable Flash in your browser and, if possible, add the following URL to the Flash settings: <https://training.bluehouseenergy.com>

#### CHROME:

1. Go to far upper right corner of screen
2. Under x see 3 dots in a vertical row 
3. Click on dots will bring up a menu go to SETTINGS towards the bottom
4. Scroll down to bottom to ADVANCED
5. Go to CONTENT SETTINGS
6. Go to FLASH
7. ALLOW then ADD
8. Copy and Paste URL above into the form. Hit ADD.

#### FIREFOX:

1. Click the menu button . 
2. Click Add-ons 
3. Click the Plugins panel. 
4. Find Flash on the list and click Options.
5. Remove the checkmark next to **Block dangerous and intrusive Flash content.**

## IE Edge

Look at this [informative help file](#) from Adobe

### Enable Flash on Edge

Use the following steps to allow Flash content in Microsoft Edge:

- 1 On your computer, open **Microsoft Edge**.
- 2 On the top right-hand corner, click the  icon.
- 3 Click **Settings** near the bottom of the menu that appears
- 4 Click **View advanced settings** under the **Advanced Settings** header
- 5 Toggle **Use Adobe Flash Player** to On
- 6

### Allow Flash content for a website

- 1 In Microsoft Edge navigate to the website that is missing Flash content
- 2 On the top right-hand side of the address bar you may notice  icon
- 3 Click  icon which will display a flyout **Adobe Flash content was blocked**
- 4 Click **Allow once** or **Always allow** to allow Flash content to run on that page for just one time or forever respectively

## If you have Mac operating system:

### How to tell how much RAM you have:

1. Go to the very top left corner of your screen - Click on apple icon 
2. From the Apple menu, select ABOUT THIS MAC. A window appears -
3. See MEMORY - Installed RAM - GB
4. May also check processor - GHZ

### How to tell what kind of internet connection you have:

4. Go to upper part of screen where you will see several small icons. Click on this



icon:

5. In the left hand column it will tell you if you are on Ethernet - directly wired in or on a WiFi connection.

### How to test the speed of your internet connection:

4. Go to this website: <http://speedtest.xfinity.com/>
5. Click on START TEST
6. Note Download and Upload speeds.

### How to close unneeded programs:

Open programs on a MAC have a black dot below the icon on the dock.



Right click on the program icon and choose "Quit" at the bottom to close it

### How to clear your cache and cookies in Safari

Go to Safari on the top menu

From the Safari menu click on "Clear History"

