

## Cheat Sheet for Public Access Computer Setup

- To show file extensions throughout the computer:
  1. Right-click the **Start** button, choose **Windows Explorer**.
  2. In Windows Explorer, click on the **View** menu, choose **Details**.
  3. Click on the **Tools** menu, choose **Folder Options**.
    - a. Click on the **Apply to All Folders** or **Like Current Folder** button.
    - b. Click on the **View** tab and *remove* the checkmark in the box next to **Hide extensions for known file types**.
    - c. *Place* a checkmark in the boxes that say: **Display the full path in the title bar** AND **Display the full path in the Address bar** and close the dialog box by clicking the **OK** button to save the changes.
- Setup toolbars and menus for public access computers
  1. In Word, Excel and Powerpoint, right-click on ANY toolbar and choose **Customize**, then click on the **Options** tab.
    - a. Set the standard and formatting toolbars so they stay on two rows.
    - b. Set the menus to show all menu options all the time.
- Set the “Recently Used Files” list in MS Office applications to 0. This setting is found in **Tools/Options**.
- Set the History kept by the web browser to 0 and know where to clear the cookies, cache and temp files. (Found in **Tools/Options**).
- Consider a software or hardware solution that allows users to have free rein during their time on the computer but has all settings revert to a pre-defined state on reboot.
- Consider reservation software so library users can sign themselves up for computer time.
- Consider session management software so the computer automatically notifies users of time limitations without library staff intervention.
- Consider allowing use of USB storage devices so computer users can save large files.

## Cheat Sheet for Supporting the Public

- For people new to typing, to using a mouse or to using a computer or new to the Internet, go to the Training section of <http://infopeople.org/resources/>. There are also resources here for new computer users in Spanish.
- If you have trouble printing web pages or images from the web, try cutting and pasting the text or image into Word and working with it in Word.
- If you don't see a file where you expect to see it when using a File/Open dialog box change the "Files of type" box to All Files (\*.\*)
- If someone is on an older Mac or isn't sure if they own Microsoft Word, have them save their file as .rtf
- Know where a library user can store a file on the web for free
- If a user needs to save something but doesn't have a disk or USB drive, have them send the file to themselves as an attachment using a free email account. (This requires a place on the library computer to save the file before it can be attached to an email. If library users can use USB storage devices, you could have a library USB storage device to allow temporary saving.)
- Troubleshooting Steps
  1. Close and re-open the program
    - a. If problem is with a website, try connecting to other web sites. Check nearby computers for an Internet connection before calling tech support to give them an idea of the scope of the problem.
  2. Reboot
  3. Check for loose cables
- Sites to use for many occasions
  1. Quick answers to factual queries - [answers.com](http://answers.com)
  2. Free encyclopedia – [wikipedia.org](http://wikipedia.org)
  3. Librarian selected Internet resources - [lii.org](http://lii.org)
  4. Links to 1500 health related organizations - [healthfinder.gov](http://healthfinder.gov)
  5. Best place to start consumer-level legal research - [findlaw.com](http://findlaw.com)
  6. Access to all government information - [www.firstgov.gov/](http://www.firstgov.gov/)
  7. A searchable directory of online world newspapers, magazines, and news sites in English -[www.world-newspapers.com/](http://www.world-newspapers.com/)
  8. Small Business Resources - [smallbiz.infopeople.org/](http://smallbiz.infopeople.org/)
  9. Product Reviews - [www.consumersearch.com/www/](http://www.consumersearch.com/www/)
  10. Better Business Bureau - [bbb.org/](http://bbb.org/)