



“Local service, global strength”

**Henderson
Mark Argent**

PHONE:
(027) 284-0479

FAX:
(09) 836-2345

E-MAIL:
mark@ctshenderson.co.nz

See us on the Web!

at:

www.ctshenderson.co.nz

“Thousands of businesses around the world depend on Computer Troubleshooters”



Newsletter produced by
Pat Chesters

www.computertroubleshooters.co.nz

Where’s my file gone?

How many times have you heard one of your colleagues or friends call out in horror “where’s my file gone”. They have worked on it for days, it was there when they opened Word yesterday, now its gone and they are in panic mode.

So many of us today (especially the older ones like me) were not brought up in the “PC on your desk age”. What we know about the goings on of these machines is with any luck enough to get by, or more than likely not quite enough to get by. Things just seem to happen when you least expect them and you often waste a lot of valuable time re-doing what you have already done, looking for lost files or throwing your hands up in horror and grabbing the nearest pencil and paper.

So what’s the answer?
– **TRAINING** –

We regularly upgrade PCs to the latest operating system and this is usually quite a jump, from Win 95 to Win XP for instance. The customer is happy to buy the new system or upgrade. They are happy to pay for the latest software to get the

job done, but bring up the word ‘training’ and it seems like you come from another planet. And yet if you think about it training is just another piece of cost effective maintenance. If you or your staff are wasting 10 hours per month because you don’t understand your PC properly, the cost in time will out weigh the training costs many times over.

The most common issue we come across is customers just not knowing where the software puts the files they are working on. If they want to back them up, delete them or find them when they are no longer in the recently opened files list, they are stuck.

Training does not have to be difficult or expensive; the cheapest way to train is train yourself! All software systems have help available, if you are having trouble with your standard Microsoft applications you will find that often a lesson learnt in one application will be relevant for all other Microsoft applications. I can hear you say “I’ve tried that help before and got nowhere”. That is usually because you are in panic mode at the time and under



pressure. You must plan your training, make notes over a week or so of the things that are taking more time than they should or the regular pain the !@*! problems that you have. Put some priority against the most troublesome issues and then set aside time to look for solutions. If you are using the help system, try to express your problem in a variety of ways, usually finding the right terminology will make a big difference.

Alternatively, talk to your local computer service company for training advice. You could go for one on one training, or if you have a few colleagues or friends with similar problems you may want to arrange short group sessions with an in house trainer.

There are standard rules for getting the most from your training, by far the 2 most important rules to remember are:

- Do your preparation and select the problems that are real to you
- Ensure whatever you have learnt will be used within one day of the training – even if you have to make up practice

“Looking for a better understanding of your PC - talk to your local Computer Troubleshooters”



Australia



Hong Kong



New Zealand



South Africa



Canada



Kuwait



Portugal



United Kingdom



Dominican Republic



Mexico



Singapore



USA