

End-User Troubleshooting: Demystifying Software & Hardware Problems

When and Where? Copperas Cove Economic Development Center, 201 S. Second Street in Copperas Cove. Series starts: Monday evening beginning August 23 at 6:00 p.m. or Tuesdays August 24 @ 10:00 a.m. (Class minimum is 4, Maximum is 12) CALL 877-759-5814

Pre-Registration Cost is \$20.00 per person per course title, OR \$160.00 per person for the entire nine-course series if payment is received on or before August 16th. (Add \$10.00 per title or \$100.00 per series for each additional family member attending at the same time.)

HURRY! After August 16th registration will be \$28.00 per person per course title, or \$252.00 per person for the entire series.

Intended For: The average computer user who wants a well-rounded understanding of how a PC works in a network or home environment in order to identify and resolve routine problems independently. Familiarity with Windows is recommended.

Description: Do you know what to do when your computer monitor is blank or when the document won't print or your network connection seems to have disappeared? Have you always wondered what a hard drive looks like or what that Windows error message means? Would you like to be able to solve everyday computer problems without having to ask your System Administrator or Help Desk?

Become an empowered and self-reliant PC end-user in this fun and interactive workshop. You will look inside a computer and learn about its basic parts. You will see graphic illustrations of how individual workstations are related to local area networks and the Internet. You will learn fundamental principles of networking, the theory of how email works, and how to use basic problem diagnostic tools. Participants will also receive a useful checklist for troubleshooting when they get back to their home workstations.

Write down your computer questions and bring your list to the first class!

Test cases will be set up so that you can practice diagnosing and resolving actual computer problems. You do not need to be a computer expert or specialist to take these classes.

Garner Management Services, Inc. Presents:
Central Texas Instructional Computer Users Group (CETI)

"Demystifying Your Home Computer" Series (PC101)

- ✓ "Demystifying Windows" (PC01)
- ✓ "Demystifying Hardware and Software"(PC02)
- ✓ "How to Add Peripherals"(PC03)
(What is a peripheral and why would I add one?)
- ✓ "The Office Suite Simplified" (PC04)
(Breakout series: Word, Excel, PowerPoint, Outlook, Access, Front Page)
- ✓ "How to Find Anything: Internet Search and Research" (PC05)
- ✓ "How to Love Your Internet Connection" (PC06)
(Wireless, Satellite, Cable, DSL and Dial-Up)
- ✓ "Demystifying E-Mail" (PC07)
- ✓ "Demystifying Viruses, Bugs and Spam" (PC08)
- ✓ "How to Survive (and Recover from) a Crash" (PC09)

**Desktop Application Instruction or PC Technical Support is also available at your home or office at the rate of \$25.00 per hour. Call toll free: 877-759-5814 or call Ron at 254-258-1668.

Complete and Return this registration form with payment (check or money order) to:

Garner Management Services, Inc.
402 W. Hwy 190 #112
Copperas Cove, TX 76522
Phone toll free: 877-759-5814

Central Texas Instructional Computer Users Group (CETI)

Number of participants: _____

Name(s): _____

Mailing Address: _____

City and Zip: _____

Daytime Phone: _____

Evening Phone: _____

e-mail address: _____

(janejoe@yahoo.com)

Are you at least 18 years of age? _____
(Students under 18 years of age are welcome to attend, but we will require a verifiable signed parental consent form.)

(Parent or guardian name and daytime phone number)

Registration is for Monday p.m. sessions: _____

Registration is for Tuesday daytime sessions: _____

(Please list course numbers (PC01, PC02, etc..) corresponding with the session time you prefer.)

In order to help us serve you better, please complete the brief questionnaire that follows:

Which of the listed course titles are you most interested in participating in? (In order of preference.)

Are there any class topics not listed that you would be interested in learning? (Graphics, web pages, databases, programming languages?) _____

What day(s) of the week is most convenient for you to attend a 3 to 4 hour session? _____

Morning? _____ Afternoon? _____ Evening? _____
(You may specify time frames, such as 9 - 11 or 1 - 6)

Do you have any special needs to be able to attend this class? (Childcare, transportation, payment arrangements or other considerations?) _____

Are you interested in customized lesson plans and technical support in your home or office? _____

Would you be interested in hosting an in-home party offering one or more CETI classes to your friends and neighbors? _____

IF YOU HAVE ANY QUESTIONS, PLEASE CALL (toll free 24/7) 877-759-5814, leave your name and number, and we will return your call the same or next business day.