Narrator: Mary has been set some work, to write an assignment about business. Always studious and keen to do well, she is getting on with it in the peace and quite of the library.

Mary: So good business needs a good plan.

Daniel: Hi, Mary, beavering away?

Mary: Well, we have got an assignment to write.

Daniel: Yes, but we've still got three days, and I work best when the pressure is on. Blimey, you laptop is a bit ancient, isn't it?

Mary: It's a new one, actually, and it does me just fine. Look at what I’ve done so far. It's frozen! If I push the arrow here, nothing moves, oh dear, I haven't saved it yet.

Daniel: Prove my point. I have got one of those Macpad Fabs, brilliant, fast processor, huge memory, almost does the assignment for you, look, what you're going to do is just reboot, press this button here, wait a few seconds.

Mary: Nothing, everything is disappeared. Daniel, what have you done?

Narrator: What has he done indeed? Idiot. You have been so diligent, you have worked hard to get this assignment done. I think you are going to need some help to get it back.

Mary: Yes, but I know nothing about technology. What questions should I ask?

Narrator: Don't panic, you need to find someone who knows a bit about technology and say “I seem to have lost my work, what can I do” or “do you think you can restore my work” or “I turned my computer off and didn't back up my work, is there anything you can do” even if it was Daniel’s fault, Go and see if you can get some help.

Mary: Look, there’s that technology student over there, I’ll ask him.

Daniel: I don't think he is going to know what to do.

Mary: Do you remember me from the study skills session?

Student: Yes, I do. I never forget anyone who uses Acorn Fastbook 5.4 laptop.

Mary: Well, I’ve got a problem. Daniel has turned off my computer, and I seem to have lost my work, what can I do?

Daniel: I just want to reboot it.

Student: That’s a silly thing to do. Let me have a look.

Mary: Do you think you can restore my work?

Student: Did you back up your work?

Mary: No, not before Daniel switched if off. Is there anything you can do?

Student: Oh dear. If I do this, oh, there bingo! Luckily, it was saved on the laptop memory. An impressive 24 gigabytes of RAM in fact. I would advice you to back it up onto this memory stick.

Daniel: It's alright, mate, she can use mine.

Student: Malcolm, you're welcome. How about have a drink tonight?

Mary: Sorry, I can't, I’ve got to study.

Narrator: Well done, you got yourself out of tricky situation by asking these questions.

So, two days later, Mary has been working earnest to complete her assignment and now she has finished. It looks like someone else needs some help.

Daniel: Mary, my laptop is broken and I haven't started my assignment. I don't know what happened but it won't turn on. I couldn't borrow yours, could I? And that memor stick I lent you.

Mary: OK, just to help a friend. But look after it and remember to back up your work.

Daniel: Yes, of course, what wouldn't I? You sure you won't need it tonight?

Mary: Sure, go ahead. I am going for a drink with Malcolm tonight.