Howto VITA computers

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Trouble-shooting and survival guide for vita program computers

NOTE: If you have internet, please look first at newest version of this guide on web at bit.ly/vitahelp otherwise, read on!

- If no internet, try connecting a network cable. If no cables available, verify wifi is on: keys on top row (with radio-tower or airplane icon) may turn on or off wifi: typically one of F5, F7, F9. Some laptops also have switch on the front edge of the laptop to turn on/off wifi. On IRS HP laptops, the lighted radio tower above F5-key must be blue, not orange. Use "**DogwoodTech**" wifi if available & try to avoid "**Orange_Public_Wifi**" (slow).

- Many cleaning wipes will destroy the computer. Use only a slightly damp paper towel, then gently dry with a paper towel. NO DISINFECTING WIPES ARE ALLOWED -- except on your hands or table

- Do NOT write the password on labels on the computer. User: taxprep or KathyP (NOT Admin or volunteer). Password: (ask!)

- For TaxSlayer, only use Chrome browser (red, yellow, green circle) and not Internet Explorer (blue-e).

- Automatic software updates are turned off, but only for the network intended for VITA use. Manual updates can be performed of Google-Chrome, Adobe Acrobat Reader DC, etc. Please do not install additional software without asking me or other IT folks. VITA computers are not to be used for personal browsing, due to malware risks.

- When done using, click on "Shutdown". Then unplug power, and verify *no* lites anywhere are on before storing in case. *Loosely* wrap up the power cords and mouse cord (and tie up power cords with velcro strap).

- When typing, your palm might brush on the touchpad, which may frustratingly move the cursor elsewhere on the page so you end up typing in the wrong place! You may use an external keyboard. Or, below is how to disable the touchpad after you plug-in the mouse (and/or use red TrackPoint "nub", by H-key on some laptops)

Some laptops will automatically disable the touchpad while a mouse is in use. But if touchpad is still on when using a mouse (or red TrackPoint nub), you can always manually disable (or re-enable) the trackpad as shown in some examples below. Note: I've tried to ensure the touchpad is enabled on each reboot, but when are done, before you unplug mouse, you probably should "Enable Touchpad" and verify it works again once mouse is unplugged.

On any laptop, you should be able to find a checkbox to Enable/Disable the touchpad somewhere under: Settings (Windows-i) -> Devices -> Touchpad -> Additional Settings. An icon (gray or red) in tool-trays may also work:
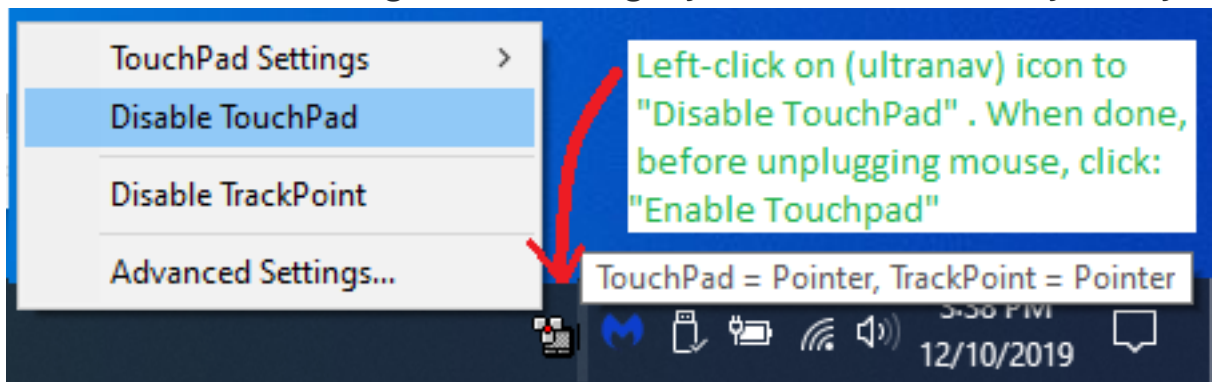
On some newer laptops, there is a keyboard-shortcut: each press of both

Fn+F6 keys will turn touchpad on or off.

- If your screen is dim, verify all power cords are connected firmly. Hover mouse over battery icon at bottom right and you should see "(plugged in)". And/or there may be an indicator light by the power-plug or front of laptop.

- If all else fails, shutdown and restart. Shutdown the pc first, then the printer (if any) and wait 10 seconds. Then power up the printer, and finally the pc. If any issues still persist with computer or printer, please report it to QR or site IT folks. If they aren't able to resolve it, call Bill Day 660-1514 which forwards to my cell, so you may get a call back from a 919-482-xxxx number if I am not at 660-1514.

And finally, again, you might want to check for any late-breaking advice at bit.ly/vitahelp This website lets you quickly find any recent changes and when they were made!

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`https://github.com/porteusconf/kiosk.wiki.git`