DIGITAL NAVIGATOR

TRAINING CURRICULUM

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computer reach
digital literacy for all

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01 DIGITAL INCLUSION ECOSYSTEMS

Description:
Introduction to the concept and importance of digital inclusion ecosystems and lifelong skills training at the national and local level.

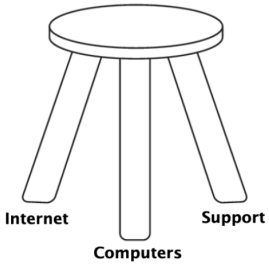
Learning Objective:
The ability to explain the concept of digital inclusion ecosystems to audiences ranging from new users to professionals.

Resources: (NDIA Digital Inclusion Ecosystem Model) (Computer Reach Digital Navigator Ecosystem Model) (NDIA Terms Defined)

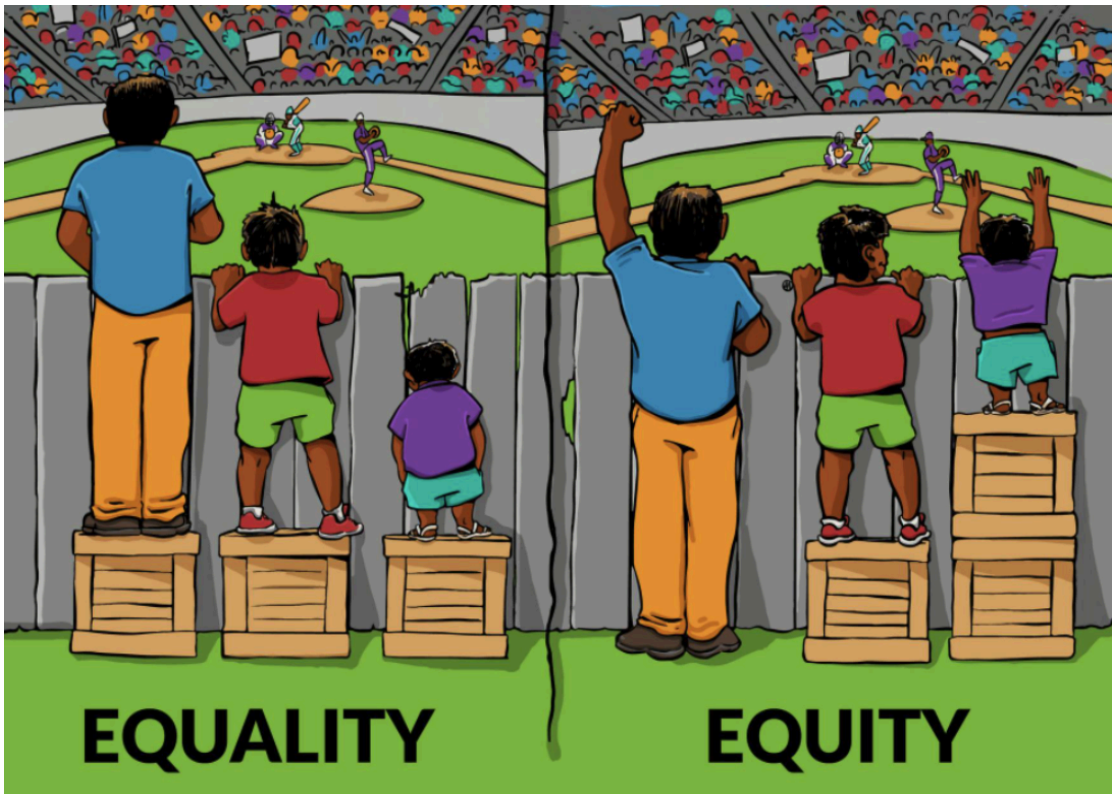
Digital Inclusion Ecosystems includes a combination of programs and policies that meet a geographic community's unique and diverse needs. Coordinating entities work together in an ecosystem to address all aspects of the digital divide, including affordable broadband, devices, and skills with programs and policies addressing all aspects of digital equity with affordable and/or subsidized:

1. **Internet** broadband service that is affordable.
2. **Computers** owned by the user.
3. **Support** for inclusive digital literacy, which includes digital skills trainings, and hardware and software technical support.

Three-legged Stool - A simple image used by many people to explain to the public the need for all components of Digital Inclusion.



Equality and Equity - An illustration of the comparison between equality efforts and more tailored equity focused outreach.



02 COMMUNITY-BASED DIGITAL NAVIGATOR PROGRAMS

Description:
A team of trained, local Digital Navigators, who assist community members in navigating the entire digital inclusion process and provide personalized, at-home digital literacy training and tech support. Digital Navigators partner with community anchor organizations (e.g., libraries, community centers, social service agencies), workforce development and local government entities.

Learning Objective:
Understand the implementation of Digital Navigator services through local community outreach, development of relationships with end users and community partners.

Resources: (NDIA Asset Mapping for Digital Inclusion) (Connected And Empowered: A Digital Equity Plan For The Commonwealth Of Pennsylvania PBDA January 2024)

Asset Mapping and Partner Identification
Digital Navigators work with community anchor organizations to identify resources, end user needs, and potential community partners. These relationships are typically documented in spreadsheets and CRM (customer relationship management) databases for group access.

Community Partner Needs Assessment
Conduct meetings and research to assess and understand the specific digital inclusion needs of local community partners and their constituents.

Program Customization
Tailor Digital Navigator services to meet specific community economic needs, including device distribution, digital literacy training, affordable internet solutions, workforce development, incarcerated reentry, healthcare access, language barriers and much more.

Program Deployment
Roll out services with the help of community partner organizations, ensuring that target populations are reached effectively.

Community Referrals
Digital Navigators work to refer residents to appropriate local and online services, leveraging the relationships of local and national networks of community support.

Asset Mapping Best Practices

Decide What to Include

Digital equity organizations, such as nonprofit device refurbishers, digital inclusion coalitions, and community technology centers

Organizations running digital inclusion programs, such as public libraries and senior and community centers

Organizations serving covered populations, such as public housing authorities, returning citizen programs, and university agricultural extension programs

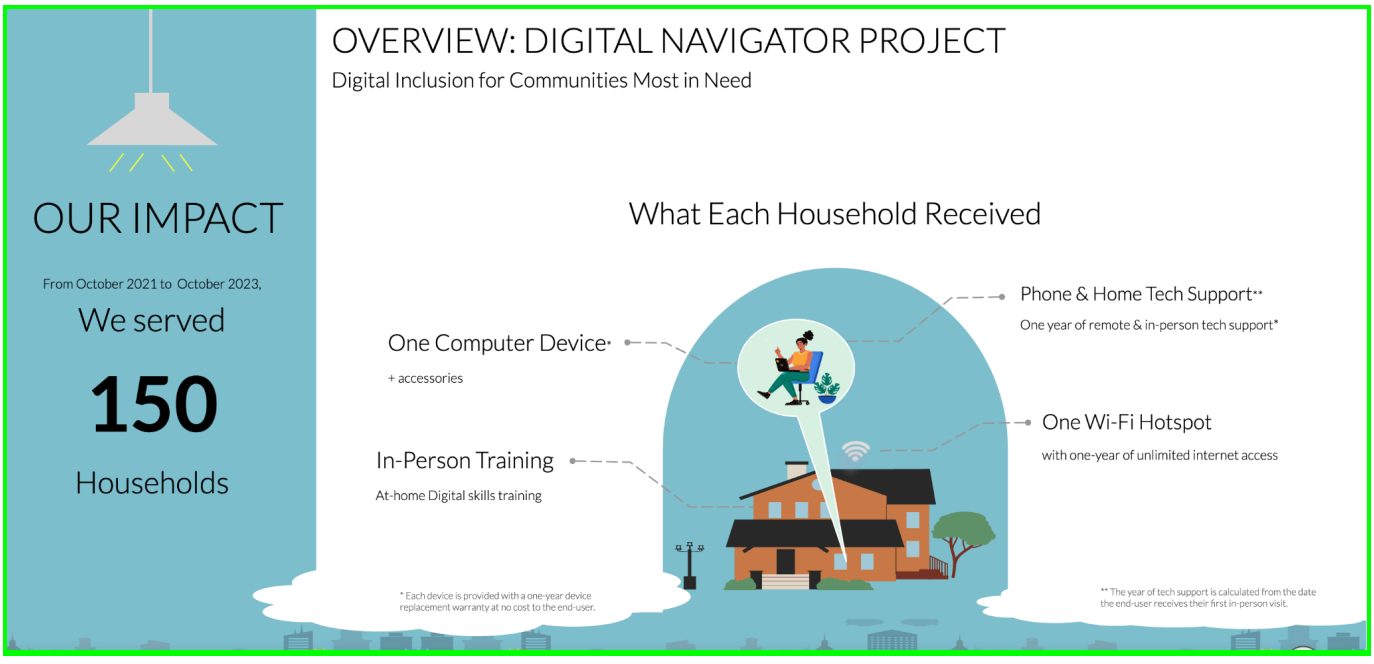
Other community assets, such as anchor institutions, ISPs, gathering spaces, and policymakers

03 IMPACT REPORTING

Description:
Reporting to funders, community partners and the public is crucial to sustainability. Beginning with your first interactions with community partners, Digital Navigators will need to keep track of all important reporting requirements to build out the story to be told through organized and specific data collection and personal testimonies from end users, community partners, and Digital Navigator's feedback.

Learning Objective:
Clear, meaningful, impactful, readable, simple, to-the-point reporting to multiple audiences**.**

Resources: (Hillman-funded Digital Navigator Project) (End User Testimonial Success Stories) (Wilkinsburg Digital Inclusion Project) (Cokeburg Volunteer Fire Department) (2023 Computer Reach Impact Report)



04 SOFTWARE MANAGEMENT

Description:
Digital Navigator daily work planning, implementation, and reporting requires the mastery of multiple online platforms and the ability to manage time in person with end users, manage time on the phone with support calls, and manage time in the office recording all of the work. A basic knowledge of all operating systems is essential.

Learning Objective:
Understand the common tools used by Digital Navigators and be able to explain to partners the need to work within established protocols to keep efforts streamlined and simple to avoid duplication and burnout. Basic awareness of all popular software management platforms is essential.

Resources: (Airtable demo) (Hubspot demo) (Salesforce demo) (Google Workspace demo) (WordPress demo) (DialPad demo) (GFC Global Operating System Basics demo)

Each logo below has a link to the basic descriptions of the software applications. Be prepared to identify customer relationship management platforms, productivity suites, computer operating systems, utilities, design and other functions by researching each logo link and the video demo links in the resources above.

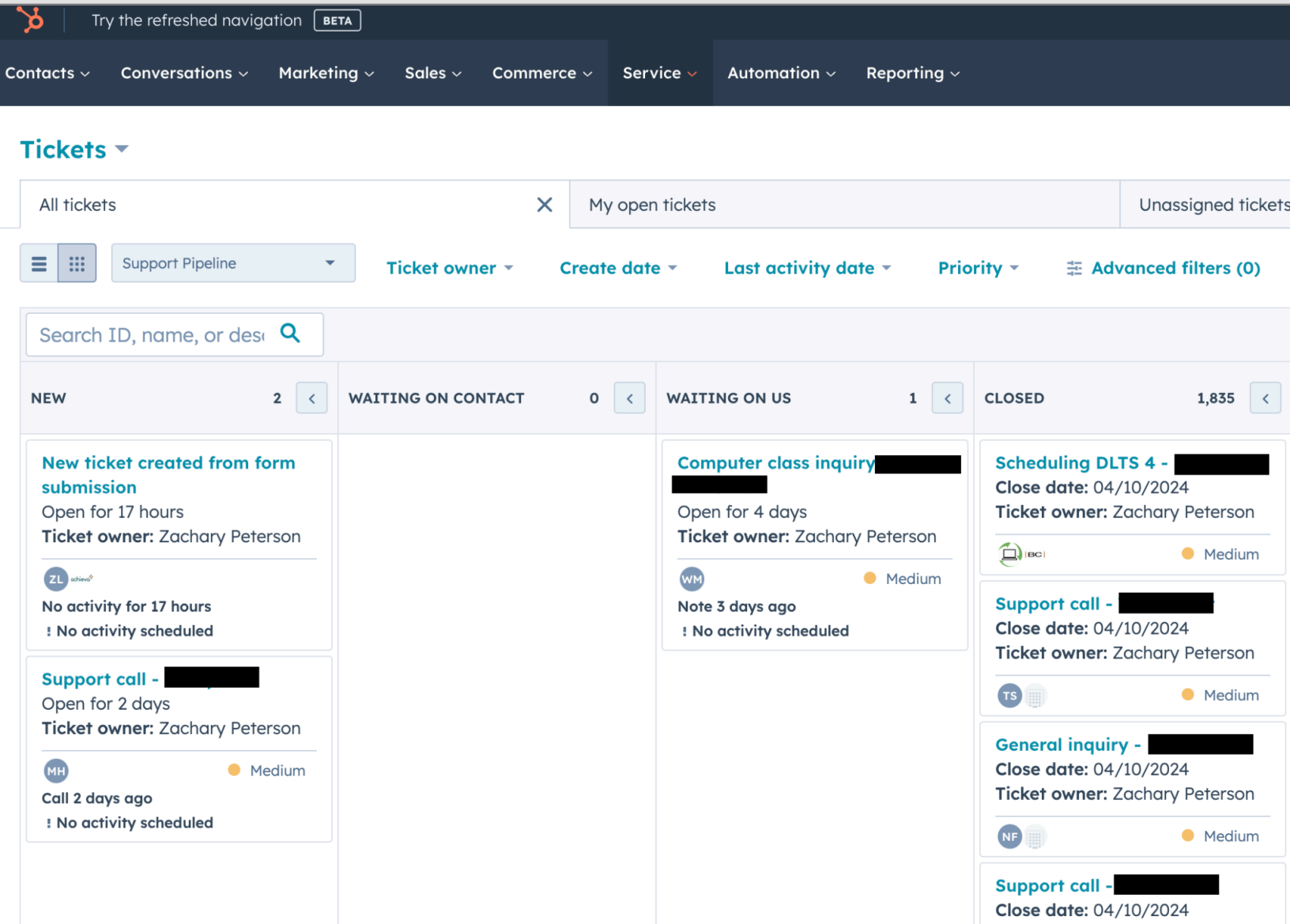
05 HUBSPOT TRAINING

Description:
The primary service tool for management of all tasks with end users.

Learning Objective:
Overview of HubSpot for end user management.

Resources: (HubSpot Glossary)

1. HubSpot Introduction
2. HubSpot Academy
3. HubSpot Knowledge Base
4. HubSpot Fields, Contacts, Companies, Imports
5. HubSpot Forms, Automations
6. Hubspot Tickets, Pipelines, Support Calls



06 SALESFORCE TRAINING

Description:
The primary equipment inventory management software.

Learning Objective:
Overview of Salesforce for equipment management.

Resources: (Salesforce Glossary)

1. Salesforce Basic Navigation
2. Salesforce Equipment Inventory
3. Salesforce Equipment Refurbishing Audit Shipping Processes
4. Salesforce Equipment Service Terms and Conditions

CRID	61301
Incoming Donation	Wilkinsburg School District laptops & iPads Dec 2023
Date Arrival CR	12/13/2023
Equipment Stock Master	Generic Laptop
Equipment Detail	HP ProBook 4540s
Serial Number	2CE33502Z7
Storage Location	Warehouse
Status	Shipped
Tech	TG
Tech Credit	Terry Golightly
Date Sign-off	3/1/2024
SKU	
Stock Price	$99

Computer Equipment Details

CPU Speed+Type	Intel(R) Core(TM) i3-3110M CPU @ 2.40GHz
RAM(GB)	8
Storage(GB)	500
Battery Health	100.0%
Adapter Watts	65
USB	4
Screen Size	16.0
WiFi present	☑
Ethernet present	☑
Firewire present	☐
Optical Drive present	☐
Webcam present	☑
TouchScreen Present	☐
Video Ports	VGA;HDMI
Final Operating System	22.04 Kubuntu

Ship Price	$105.00
Site Served	
Site Contact	
Outgoing Donation Notes	Harbor Light #2. Feb. 9, 16, 23, March 1, 2024
Date Departure CR	3/1/2024

07 END USER MANAGEMENT

Description:
Overview of the tools and processes used in making management decisions with end users.

Learning Objective:
Develop a comprehensive understanding of end user management forms and processes, including intake, skills assessment, and scheduling forms.

Resources:

1. Collecting Intake/Skills/Needs Assessment Form from Community Partners Intake Example
2. Scheduling Log scheduling calls/emails/SMS Scheduling Example
3. Updating the Partner Tracker shared Google Spreadsheet with the scheduled session information Tracker Example
4. Updating the HubSpot Ticket Example
5. [Device Distribution] Form - Device Distribution Example
6. [Device Replacement] Form - Device Replacement Example

IN-PERSON "DLTS" DIGITAL LITERACY TRAINING SESSIONS

1. **Use the designated Digital Navigator Program phone number** in place of personal phone numbers. Computer Reach provides a special phone number for all communications with end users. This number goes to voicemail with incoming calls and can be used for placing outgoing calls. Encourage end users to save the designated number.
2. **Discuss the preparation of a working environment** for in-home session visits. This includes having access to an electrical outlet and sufficient space for setting up the laptop computer and spare chair for the Digital Navigator to sit next to the user.
3. **Appointment confirmation calls to the end user** on the day of the appointment to confirm their availability is critical to managing your time and a major accommodation in our Digital Equity efforts to meet people where they live and on their time schedules. Inform end users often that you will require confirmation via phone or SMS Text for all at-home/in-person appointments prior to travel to their site. We remind users this is common across all service industries, "people forget"!
4. **Arrival procedure at the end user's home** or the agreed meet-up location, call the end user to announce your arrival and arrange for entry or meeting. There are often animals at homes that may not be friendly to strangers.
5. **Home entry is the responsibility of the end user** because apartment buildings often have broken doorbells and call systems, so check first by calling before arrival if this communication barrier exists. You should have this information in hand during your arrival prep call. If you are unable to gain entry, document the situation and consider the appointment canceled.
6. **Cancellation policy** is in effect if you are unable to reach the end user or confirm the appointment within one hour of the scheduled time, you may cancel the session at your discretion.
7. **Rescheduling appointments** with end users is common and needs to be clearly documented and tracked in HubSpot.

08 SERVICE AND SUPPORT

Description:
Service and support after a device is awarded to an end user are critical and the cornerstone to successful relationship building.

Learning Objective:
Understand the limitations of resources, time, and patience needed to provide empathic and effective tech support to end users.

Resources (see each list item)

1. **Be familiar with Computer Reach Equipment Service Terms and Conditions** and all support including addressing hardware and/or software issues. Equipment Service Terms and Conditions
2. **All end users must have the CRID (**Computer Reach ID) available to begin any in-person or remote tech support.
3. **Each computer awarded does have a hard copy "Quick Start Guide"**included as a reference that should be reinforced and kept close to the end user for notes and reminders. Linux Laptop, Linux Desktop, macOS Desktop, macOS Laptop
4. **After two years, end users are generally not eligible** for technical support, with exceptions made on a case-by-case basis by the Digital Navigator.
5. **Phone support sessions longer than 25 minutes** to resolve, consider suggesting an in-person visit for more effective resolution. In-person support is often faster and less stressful for the end user than phone support and to be encouraged.
6. **Feedback Surveys** are an integral part of our service delivery process, designed to gather valuable feedback from end users who have received phone or in-person training sessions. Aggregate Survey Reports, Follow Up Forms
7. **Use the** Computer Reach Knowledge Base as a key reference tool for users.

Knowledge Base Examples:

What is Google Docs and how to use it
This article explains the basics of how to use Google Docs for document creation, editing, and collaboration.

How to Set Up Your Xubuntu Computer
We no longer use Xubuntu on the computers, but the setup process is still very similar.

User settings in Kubuntu: Changing passwords and adding users
How to add and remove user accounts and change account passwords.

A guide to printing in Kubuntu
Printers can be finicky and complicated. This guide aims to walk you through the basic process and perform basic troubleshooting for common problems.

How to use Google Drive
This article explains how to upload files to Google Drive, how to download them, and how to organize and share them.

How to install apps on Android
This article explains how to install apps from the Google Play Store on an Android smartphone or tablet.

Installing and Updating Software in Kubuntu
This tutorial will explain how to manage software in Kubuntu, the version of Linux included on computers distributed by Computer Reach.

How to keep your information safe while shopping online?
This article explains how, by following only a few rules of thumb, you can safely and confidently shop and pay bills online.

09 FIRST SESSION VISITS

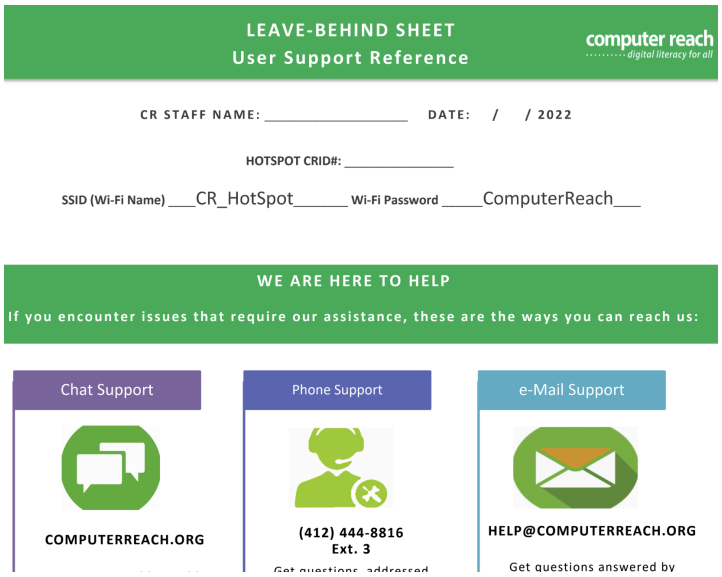
Description:
Overview of processes involved in planning and conducting in-person visits**.**

Learning Objective:
Develop Digital Navigator skills for empathetic and effective communication during support sessions and plan for future sessions**.**

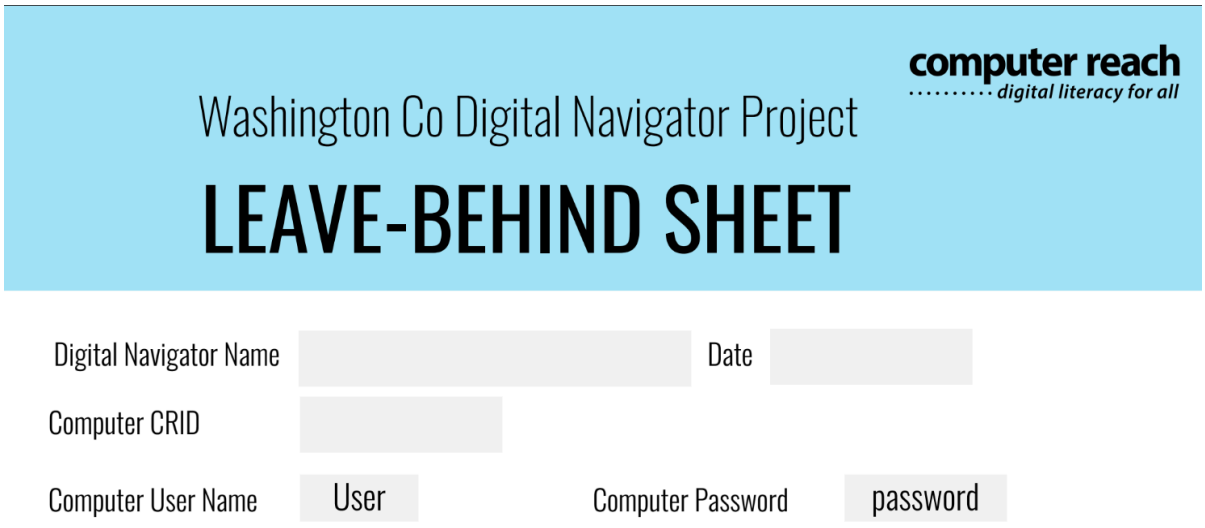
Resources: (First Session Form Example #1) (First Session Form Example #2)

1. The standard duration for all First Sessions conducted by Digital Navigators is approximately one hour, unless specified otherwise. It is essential to manage time efficiently to cover the necessary topics and provide a valuable experience for the end user. Younger and older end users require different approaches in our quest for Digital Equity, so use your judgment.
2. The Digital Navigator is encouraged to note the need for additional training and schedule a follow-up training session to ensure continuity in learning and support.
3. Document the need for additional training in the session notes and update the relevant tracking systems accordingly.
4. Leave Behind Sheets:

Wilkinsburg Leave Behind



WashCo Leave Behind



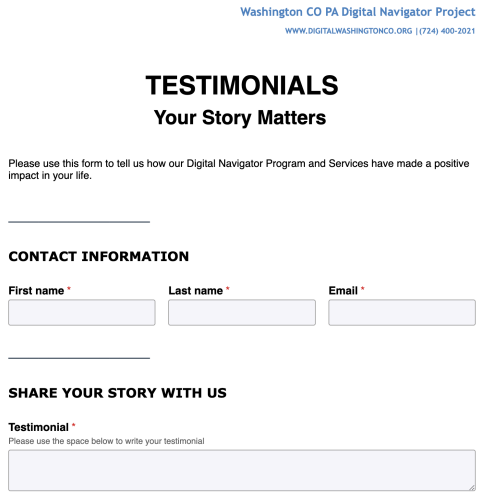
10 TESTIMONIALS

Description:
Testimonials play a crucial role in showcasing the transformative effects of our Digital Navigator program on the lives of our end users. By collecting and sharing these powerful stories, we not only highlight the individual successes but also amplify the broader impact of our services to community stakeholders at both local and national levels. A single testimonial can resonate deeply, fostering community buy-in and enhancing the impact of data reporting.

Learning Objective:
Identifying end users with compelling and unique stories, it is essential for Digital Navigators to thoroughly review the data profiles generated from each end user's intake information. This step, coupled with the Digital Navigator's ongoing interactions with the end user, provides a comprehensive understanding of their journey and the program's impact. By intentionally seeking out these stories, we can continue to illustrate the meaningful change our program brings to individuals and communities.

Resources (see each list item)

Testimonial Form



Washington CO PA Digital Navigator Project
WWW.DIGITALWASHINGTONCO.ORG | (724) 400-2021

TESTIMONIALS
Your Story Matters

Please use this form to tell us how our Digital Navigator Program and Services have made a positive impact in your life.

CONTACT INFORMATION

First name * Last name * Email *

SHARE YOUR STORY WITH US

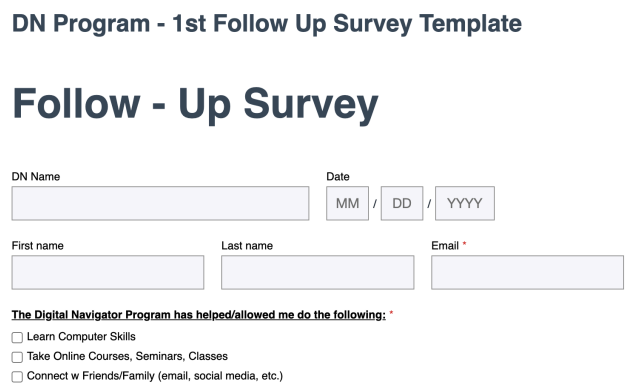
Testimonial *
Please use the space below to write your testimonial

Success Stories at Computer Reach

Feedback surveys are a vital tool in understanding the long-term impact of our digital services on the lives of our end users. By collecting data through these surveys, we can analyze the overall effectiveness of our Digital Navigator services and make informed decisions to enhance our programs.

Typically end users are asked to complete feedback surveys 3 to 6 months after receiving our training services and devices. However, the frequency and timing of survey collection may vary based on the specific structure and timelines of each program.

Follow-up Survey Form



DN Program - 1st Follow Up Survey Template

Follow - Up Survey

DN Name Date MM / DD / YYYY

First name Last name Email *

The Digital Navigator Program has helped/allowed me do the following: *

- ☐ Learn Computer Skills
- ☐ Take Online Courses, Seminars, Classes
- ☐ Connect w Friends/Family (email, social media, etc.)

11 STORYTELLING ETHICS

Description:
A well-executed cartoon is powerful and highly effective if you're creating a message to educate, inform, or persuade. It has been proven that if you're trying to convince the public to change their stance on a topic such as wind energy, you may be more successful if you use a cartoon rather than a photograph.

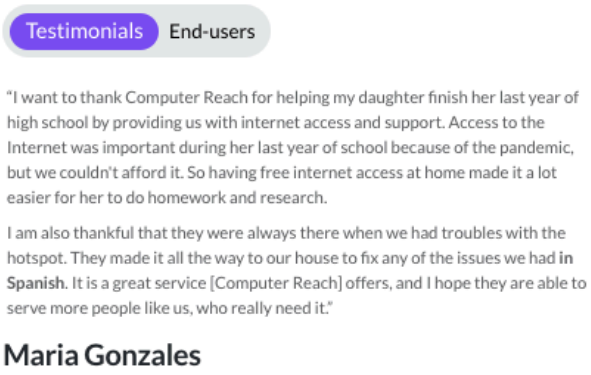
Learning Objective:
Understand the hesitancy of people to tell their stories and to have their photo taken. Consider cartoons and illustrations to promote inclusion and diversity that you may not see in a photo.

Resources: (Ethical Storytelling Communication Without Exploitation) (Ethical Storytelling Pledge) (Photos vs. Cartoons)

Computer Lottery

Digital Navigator Services

Computer Classes



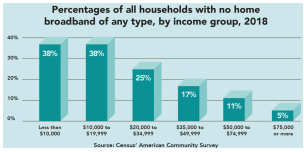
12 PROGRAM EVALUATION

Description:
Overview of methods for evaluating program effectiveness and managing program data.

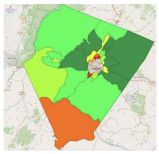
Learning Objective:
Develop a comprehensive understanding of methods for evaluating program effectiveness and managing program data.

Resources: (Computer Reach 2023 Annual Impact Report)

1. Limiting Broadband Investment to "Rural Only" Discriminates Against Black American - NDIA

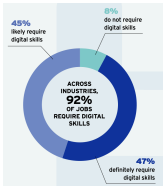


2. The Broadband Accessibility and Affordability Office of Albemarle County, TX - The (ACP) Bridge

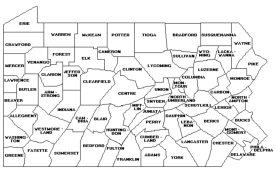


Analysis by BAAO of ability to afford broadband by census tract in Albemarle County (red least able to afford, green most able to afford).

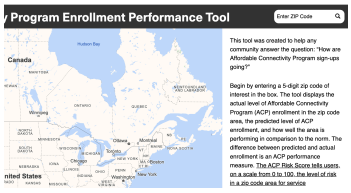
3. Closing the Digital Skills Divide - The National Skills Coalition



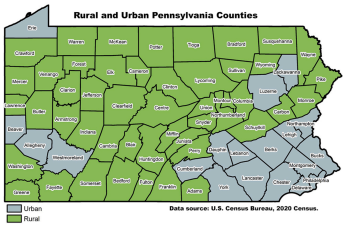
4. Pennsylvania General Assembly - House and Senate District Maps



5. The Affordable Connectivity Program Enrollment Performance Tool



6. The Center for Rural Pennsylvania Rural - Urban Maps



13 SHADOWING STAFF

Description:
Following experienced Digital Navigators in the field inside people's homes is the best way to learn and gain confidence. The standard profile of most Digital Navigators is **80% social work and 20% tech support**.

Learning Objective:
Develop empathy for the struggles many unserved and underserved communities face every day. Develop your awareness of accommodations you might employ for meeting family needs in the field. See the impact one good Digital Navigator can make.

Resources: Computer Reach 2023 Annual Impact Report

14 BENCH ROOM SKILLS

Description:
Training on essential computer hardware and software skills is required for Digital Navigators to effectively provide training and tech support to end users. While most of your job at Computer Reach will not be spent in the bench room, it is still an important part of the job from time to time. Knowing the process of how computers are refurbished will prove an extremely useful skill.

Learning Objective:
Demonstrate hands-on full understanding of essential computer skills for Digital Navigators and acquire proficiency in utilizing these skills to effectively assist end users in navigating digital environments, troubleshooting common technology issues, and promoting digital literacy and inclusion.

Understanding Computer Hardware and Specs:

The basic components of the computer that require servicing during the refurbishment process are the random access memory (RAM) and the storage Hard Disk Drive (HDD) or Solid-State Drive (SSD). Other components, such as the Central Processing Unit (CPU), motherboard, and power supply, are not changed during refurbishment; if something is wrong with those components, the computer is considered not refurbishable for our purposes.

Generally, projects will come with prescribed specs for computers distributed through that project. These specs will include storage and memory.

- Storage: A HDD or SSD, meant to store files, programs, and other data for long term use. This is non-volatile, meaning information stored here is retained when the power to the computer is turned off. Most projects call for 500 GB of storage for Digital Navigator projects.

- Memory: RAM is the part of the computer that stores data for immediate use. It is volatile, meaning that information stored here requires an active supply of power and the memory is cleared when power is turned off. RAM usually comes in the form of dedicated “RAM sticks”, which are chips that can be inserted into a special slot on the motherboard. Most projects call for 8 GB of memory.
-

Refurbishing computers:
Refurbishing refers to the physical preparation of the computer for imaging and distribution. This involves thoroughly cleaning both the inside and outside of the computer, replacing the hard drive, ensuring the computer is up to proper specifications (RAM, HDD, SSD, CPU, Wi-Fi), and documenting the health of the computer in Salesforce.

How to Clean the Computers:
The visible cleanliness of the computer has a huge impact on the way our program is perceived by our end users. The perception that the computer is a modern, desirable machine, and not somebody’s garbage, is as important for the overall success of the program as the functionality of the computer.

While it may seem counterintuitive, you should begin by gently cleaning the outside. This is because, if the outside is damaged beyond repair, there is no sense in repairing the inside, as the computer cannot be distributed. Be very thorough and be sure to remove all stickers, residue, dust, glue, glitter (this really does happen), etc. The goal is to make the computer look as close to new as possible.

You should use Simple Green® or other similar solution, sprayed onto a microfiber cloth (never directly on the computer!), to clean the case and body of the computer. Use Windex® or similar solution to clean the screen. For tough stickers and glue, use a small amount of Goo-Gone®on a cloth to gently scrub the residue away. Never spray Goo-Gone® onto the screen! It will seriously damage it. Never spray any solution directly onto any part of any device.

In preparing a computer or evaluating one for potential distribution, you should ask yourself if you would feel comfortable receiving this computer as your only device.

To clean the inside, the only thing we really need to worry about is dust and debris. This can usually be removed with an air compressor or canned air. Do not scrub anything inside the computer.

Replacing the Hard Disk Drive (HDD) or Solid State Drive (SSD):

When we refurbish a computer, we *always* erase the HDD or SSD and Non-Volatile Memory Express (NVME) if present.

Replacing the RAM:

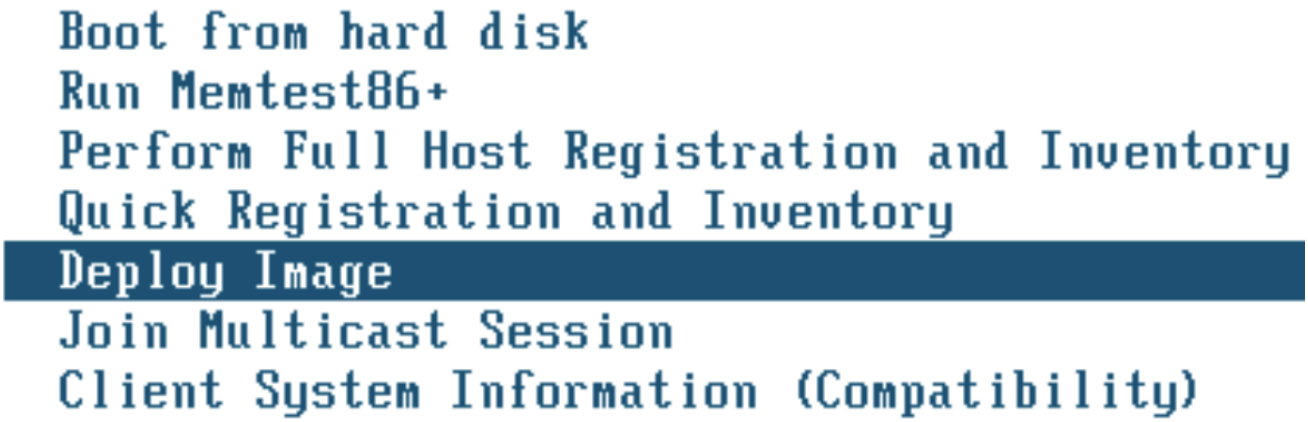
If the RAM is not at spec, then RAM will either need to be added or removed.

Generally, computers will have space for either two or four sticks of RAM. Depending on the computer model and the availability of parts in the warehouse, you may be able to use only a single stick of RAM, or you may need to use two to four sticks to add up to the desired specification. In the latter case, it is important to ensure that the RAM sticks you are using match each other; if they are different, there may be a noticeable performance loss, or the computer may not work at all.

Note that improperly installed RAM is the most common reason a computer will fail to boot. You will usually hear a harsh beeping sound (usually two or three beeps depending upon the model of the computer) when you turn on a computer with improperly installed RAM. In that case, power the computer off and try again. Ensure the RAM sticks are firmly inserted into the slot. (You might feel like you're about to break something when you put it in; this is normal and you probably won't. The clips on the side of the RAM socket should firmly click into place when the RAM is installed correctly).

Imaging:

See: Imaging PCs with FOG



Testing and Salesforce Documentation:

It is best to enter the data in the Salesforce database fields as you are working on the computer. Refurbish the computer in the exact order as the data fields are listed as a step-by-step guide.

Begin by entering the CRID into Salesforce. Make sure you are searching for the CRID and not the "SF-ID", which is Salesforce's internal number. Because you will not generally be involved in entering newly-donated computers into Salesforce, every machine you handle should already have several fields filled out.

In the top few fields, the only one you need to worry about is "Status". This should always be adjusted whenever a change is made to the computer. **Be sure to set this value based on the results of the test.**

Your options are:

- **Needs Triage** – For newly-acquired machines which have not been tested yet.
- **Refurbished** – For when the computer has been refurbished and has passed all tests. The computer is ready to ship.

- **Shipped** – For when the computer has been given or sold to an end user and is no longer in our possession.
- **FAIL audit** – For when the computer has not passed all of its tests, but may be repairable.
- **Demanufactured** – Also called “de-man”, this is used for a computer that has been or is about to be recycled. These can be used for parts while they are still in the warehouse. They are shipped away to a recycler every few weeks.

The table below shows the options that are the **Computer Equipment Details**. These may have already been entered, but are not always correct. It is best to double check them and update them if needed. There are typically many people working on the same computer.

Field	Explanation	Action
CPU Speed+Type	The manufacturer and model name of the CPU, followed by ‘@’ and the CPU clock speed. Example: “Intel Core i5-2400 @ 2.5GHz”	In KDE, this is found in the Info Center program.
RAM (GB)	The amount of system memory, in GB. This should be rounded to the nearest whole number of gigabytes, and should match the manufacturer’s measures, not the computer’s, which will be slightly different. The answer will usually be a power of 2—e.g., 2, 4, 8, 16, etc.	In KDE, this is found in the System Monitor program, under the label “Memory”. Round to the nearest power of 2.
Storage(GB)	The size of the hard drive or SSD, rounded to conventional numbers of gigabytes. This will usually be 250, 500, or rarely, 1000.	In KDE, this is found in the System Monitor program, under the label “Disk”. Round to the nearest round number.
USB	The number of USB ports on the computer.	Count the number of USB ports on the computer.
Screen Size	Only applicable to laptops. The screen size should be measured diagonally in inches. Round to the nearest whole number, as screens are almost always sold in whole numbers of inches.	Measure the screen diagonally with a tape measure.
Wi-Fi present	If the computer has Wi-Fi, (they generally do). If it does not have Wi-Fi built in, you should plug in an adapter and then check this box.	Make sure Ethernet is unplugged and try to connect to Wi-Fi. If it says no adapter was found or you don’t see networks, when you know you should, you probably don’t have one.
Ethernet present	If the computer has an Ethernet port. Almost all of the computers we distribute will have one.	Check the back or sides of laptops. Check the rear of a desktop computer.
Firewire present	If the computer has a Firewire port present. This is only found on certain older Macs, and is no longer manufactured. You will likely never see a Firewire port.	No action needed.
Optical Drive present	If the computer has an optical drive (DVD drive). These are rare on laptops these days, but are still occasionally found on desktops.	Check if the computer has a place you could plug in a DVD or a CD for testing.
Field	**Explanation**	**Action**
Webcam present	If the computer has a built-in webcam. You should only see this on laptops and all-in-ones.	Check if the computer has a webcam attached to it.

Touchscreen Present	Some laptops and all-in-ones have touchscreens.	Touch the screen and try to open a program to determine if it has a touchscreen.
Video Ports	Determine the video ports of the computer by identifying the common video shapes and functions such as VGA, DVI, DisplayPort, and HDMI.	These are usually on the back or the sides of the computer.
Final Operating System	Determine the operating system that is currently installed on the computer and be sure that it has the necessary updates.	We commonly install “22.04 Kubuntu” for 90% or more of our PC machines. You may also occasionally install MX Linux, Windows 10, macOS, iOS, Android, and other operating systems. These change often.

The table below outlines the **Audit Process** used to test the components of the computer.

Field	Explanation	Action
Keyboard Works	If all the keys on the keyboard work as expected, with no noticeable lag or stickiness.	On the computer you are testing, go to keyboardtester.com, launch the test, and then press every single key on the keyboard. The corresponding key on the website will light up and you should hear a click when your keypress has registered. If every key works as expected, the keyboard passes.
Trackpad Works	Trackpads are usually only found on laptops.	Move your finger over the trackpad and see if the mouse cursor responds as expected.
Onboard Speakers Work	Test if the onboard speakers work and produce sound as expected, without any noticeable distortion or noise.	Play some music or a video. If you also need to test the optical drive, then load a CD or DVD into the computer and make sure it plays.
Optical Works	Test if the optical disk drive (DVD drive) can successfully read a disk.	Put a CD or DVD into the disk drive. VLC or another media player should open automatically after a few seconds. If the contents of the disk load, then the drive works.
Webcam Works	Test if the built-in webcam or a USB webcam works.	Plug in a webcam if one is not built-in and open the program called “Cheese”. You should see a video feed from the camera if it is working properly.

Field	Explanation	Action
Data Ports Work	Test if all of the USB ports on the computer work correctly.	Any port with a peripheral plugged in that has already proven to work has already been tested. Plug a USB mouse into the remaining ports, one-by-one, and see if the mouse still works. If the mouse continues to work in each port, then the data ports all work as expected.
Wi-Fi works	If the computer is able to transmit and receive data over Wi-Fi	Try to connect to Wi-Fi. You can further test it by running updates over Wi-Fi, but this is not usually necessary and will slow down your updates. If you are able to successfully connect to a network, the Wi-Fi works

If the computer has passed all applicable tests, then the computer has passed its audit and is ready to be distributed. Make sure you update the Status field in Salesforce to reflect that it has passed the audit and the status can be updated to **Refurbished**.

15 KNOWLEDGE BASES

Description:
Reference to in-house and public knowledge based tools, tech support model, protocols, best practices, and management of tech support for end users.

Learning Objective:
Develop a comprehensive understanding of the tech support model and acquire proficiency in using tools, following protocols, and implementing best practices to effectively manage and provide tech support to end users.

Resources: (Computer Reach Support Center Knowledge Base) (Google Search)

Tech support policies:
While we all want to help as many people as we possibly can, the reality of limited resources, time, and patience, means that it is important to place limits on the type and amount of support we are able to offer. It is important to be aware of Computer Reach's support policies and warranties, and always be aware of what kind of support an end user is entitled to when engaging with them. While it can be difficult to deny help to someone who is asking for it, it is sometimes necessary to politely decline to provide assistance.

It is important to identify the CRID before beginning any support to verify that the end user is within their warranty period.

End users receive two years of phone support following the date they received their computers. This phone support covers hardware or software issues. After two years, they are generally not entitled to technical support, and exceptions are made on a case-by-case basis by the DN manager.

If the end user is part of a Digital Navigator project, they are also entitled to **one year of in-person support**. This is often preferable to phone support as it is faster and usually less stressful for all parties. If the support issue is taking too long (over 25 minutes) to resolve over the phone, you may suggest an in-person visit if you believe you will be better able to resolve the issue in-person. For lottery end users, if the issue cannot be resolved over the phone and they are still within their one year warranty, you may opt to replace the computer, provided they are able to bring their original computer to our warehouse or other agreed-upon location for the exchange. Note: while replacement is always an option, it should be an option of last resort, only when it has proven impossible or overly difficult to resolve the issue over the phone. This is ultimately your judgment as a Digital Navigator.

HubSpot tickets and documentation:

- **Ticket name:** A basic description of the call followed by the end user's name. Eg, "Support call - John Doe".
- **Category:** "General Inquiries" if no support request; "Scheduling" if it involves scheduling a session; "DN - Phone Support", "DN - Home support" for DN project end users; "Lottery Support" for lottery; and "Computer Sales Support" for sales.
- **Ticket description:** Can be copied from Ticket Name, but you can put something more descriptive, as you may eventually have dozens of "Support call - John Doe" tickets, and it will become difficult to distinguish between them at a glance. This can be something descriptive, like "Internet connection issues" or "Computer won't turn on."
- **Source:** "Phone" if from an incoming call; "Email" if from an email; "Form" for anything else.
- **Priority**: Generally set to "Medium."
- **Create date:** The date the support began, generally the same day the ticket was created.
- **Associate ticket with**: Select the option to associate with timeline activity if the ticket creation was prompted by a phone call or email that is logged in HubSpot. Choose an appropriate length of time.
- **Call Duration:** The approximate length of time you were on the phone. If the ticket encompasses multiple calls, add the times up.
- **Support hours:** The amount of time you spent on the ticket overall. Generally, this goes in 15 minute increments (0.25 hours). So the minimum time will usually be 0.25.
- **Resolution:** Select an appropriate resolution when the ticket is closed.
- **Close all tickets:** after the issue is resolved or once the ticket has been left on "Waiting on contact" for more than two days without a response. Tickets can be reopened or create a new one if and when the end user calls back.

Call notes:
Document the details of the problem, what solutions were suggested, how they worked, any questions raised by the end user, and any complications or notable details from the call. It is generally better to document too much than not enough, though you don't need to go overboard. Documentation helps you and your coworkers. Many of the people you talk to will call again, and you may find yourself needing to refer back to your notes to address further issues.

Most common support calls

Password and login issues:

You should always refer to the end user's **Leave Behind, Quick Start Guides** and our **Support Center Knowledge Base.**

Computer won't boot:

If the computer does not turn on at all, check to ensure that everything is plugged in and powered. If the end user has a desktop especially, it is possible that they have not plugged everything in correctly. If the computer is a desktop, turns on, but nothing comes onto the screen, check to make sure the monitor is plugged in and set to the correct input. It is possible that everything else is working correctly.

If the computer does turn on but fails to boot into the operating system and the end user is looking at a black screen or one with warnings on it, it is likely an issue with a corrupt filesystem, an improper installation, or a misconfigured BIOS, or some fatal damage has occurred to the computer. You will not be able to solve this over the phone, and the computer will likely need to be replaced entirely.

Reassuring the end user, who may be feeling that they have done something wrong or may have existing prejudice against the computer that they may feel is confirmed by this experience (eg, "This just isn't for me"). Reassure them that sometimes, things just break, particularly with older, refurbished computers, which is why we have a warranty. You can explain to them that the space around them is filled with trillions of particles radiating off of the sun, called cosmic rays, and sometimes they hit things, including small computer components, and damage them. There is nothing you can do to prevent it. (This is not necessarily what happened to their computer, but it is often reassuring nonetheless.)

Wi-Fi connection:
These are usually caused by misconfigurations. Guide the end user through setting their Wi-Fi up again
If the Wi-Fi seems to be *truly* not working, it will probably call for a home visit or replacement, though there are ways to resolve most issues. It is important to know if the problem is with the computer or with the Wi-Fi itself, or possibly even with the end users' router
You can test if it is an issue with their router by asking them if they are able to connect with other devices, such as a smartphone.
The issue may be caused by a poor signal or radio interference. Sometimes moving the computer or router by as little as 6 inches in a certain direction can completely fix the issue. If you are not able to fix the Wi-Fi issue, we will need to replace the computer.

Tips for support calls:

It is usually advisable to allow incoming support calls to go to voicemail and respond later in the day. If the end user describes their issue, this allows you to get an idea of what you are dealing with before the call and prepare accordingly. For example, if they say they are having audio issues, you can explore the KDE menus to find audio settings, or **Google search particular issues** to find solutions before the call.

Phone support can be challenging and stressful. Things that are easy to do in-person can be nearly impossible to explain to someone over the phone, particularly when they do not know how to do certain basic tasks on the computer. It is still important to remain friendly and patient with the end user, as the experience is likely even more stressful for them.

Our Computer Reach Support Center Knowledge Base on HubSpot is an important resource that you should be familiar with. There are solutions to common issues end users face already written, which you can refer to or even send to end users as needed. Additionally, if you are finding yourself encountering the same issue over and over and there isn't an article in the **Computer Reach Support Center Knowledge Base**, you should consider writing one. Other Digital Navigators will no doubt experience similar issues in the future.