

FREQUENTLY ASKED QUESTIONS - CONCERNING LIBRARY COMPUTERS

Q: Why do I keep getting this message "**The page cannot be displayed**" when trying to connect to a web page.

A: There are two possible reasons:

- The server is down so try a little later.
- You may have mistyped the web address.

Q: What can I access on the library computers?

A: You are able to access the World Wide Web and email facilities, produce office documents and use other learning packages from the library computers.

Q: If I have a problem can I get help?

A: Yes library staff will be able to offer some basic computer assistance.

Q: If I save a file in **My Documents** can I retrieve the file the next time I log on to the same computer?

A: All files are lost when you log off the computer.

Q: Can you right click in all applications?

A: You are not able to right click in Microsoft Word, Microsoft Excel or Internet Explorer.

Q: Can I save web sites to **Favourites**?

A: Adding web sites to **Favourites** is not permitted in the libraries.

Q: What is the best format for saving pictures?

A: The **jpg** file extension is the best format for saving pictures.

Q: I am trying to email a picture as an attachment, however, nothing is happening when I attach the file.

A: The reason maybe that the picture file is too large, and anything over this limit is ignored. Try saving your file with the **jpg extension** to reduce the file size.

Q: Is it possible to print from the library computers?

A: Yes you can print from the library computers, however, a word of warning, some documents on the Internet can be very lengthy, so be sure to ask staff to show you how to use the "Print Preview" button before sending the document to the printer. This will show you how many pages you may be printing. There will be a charge for printing.