



Tech Inner Circle



Members' Handbook

7th Edition

THE
HELPFUL BOOK
COMPANY

An Employee-Owned Company

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Welcome from the team

First of all, thanks for joining and welcome to our Tech Inner Circle!

You've done the right thing by joining. We think you'll find it useful and we really want to make using your PC, tablet or smartphone easier and less stressful for you. And to help you get the most out of your membership, we've written this little booklet to make sure you know all the things you get and how to use them.

It's only a *little* booklet – that way you don't have lots of instructions to wade through. But it covers the things people tend to ask about. If there's something else you want to know, just ask (see page 13 for how to get in touch).



*You need a short handbook,
not one like this...*

Feel free to get involved – if you see a question on the Clubroom (see page 5) that you know the answer to, go ahead and answer it. Or if you're just thinking "I'd like to know that, too" – say so! Or even if you're just wondering "I wonder what everyone thinks of such and such" – put up a question asking what everyone else thinks. If you're thinking about something, chances are some other members are too, so it all helps make the Inner Circle better for everyone else!

So, thanks again for joining and we hope you find it interesting, helpful and even, who knows, fun!

Yours,

*Mike, Jess,
Kathryn and Tom*



Introducing the team...

"Hey, I'm Mike, and I'll be answering your questions and writing Journal posts on the Inner Circle. When I'm not busy with the Inner Circle, you'll find me tinkering with various IT related things in the office.



I really enjoy walking in The Lakes or along a nice beach, or to anywhere that sells chips actually... I love taking photos and listening to the radio."



"Hi I'm Jess, and I'm kept pretty busy here at The Helpful Book Company. I started out in Customer Services, but now I'm an editor. I do a bit of book-keeping and I'm always on hand to help with the Inner Circle too!

In my spare time I love going on long walks on the beach with my two springer spaniels, Sam and Leeland. I also do a bit of sea fishing too!"

"Hi I'm Kathryn - one of the editors here at Helpful Books. I'll be helping out answering your Clubroom questions, and you'll hear my dulcet tones on most of the Video Guides in the Library.

I fell in love with swing dancing at university, and have become a huge fan of the lindy hop, charleston, collegiate shag (steady there... it's a type of dance!) and balboa."



"Hi, I'm Tom, the newest addition to the Inner Circle team here at the Helpful Book Company. I'll be answering your questions on the Clubroom.

In my spare time, I like to write sci-fi novels and I've even published a few and won awards for them. I also love taking my dog Colin for walks, though he has a habit of not listening to me when we're out, but it's better than him chewing my sofa!"



Here's how it all works...

The Inner Circle website is at:

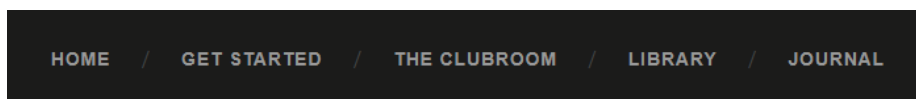
www.TechInnerCircle.co.uk

...and that's the hub of it all. There are three different sections of the website – you can read articles and ebooks in the Library, ask questions or leave comments in the Clubroom and read regular news and tips from the team in the Journal.

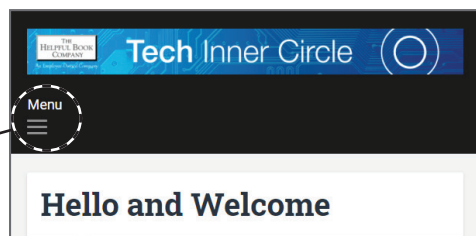
So, how do you use it?

To use a particular part of the Inner Circle, first go to www.TechInnerCircle.co.uk. The first bit you'll see is the Home page, where you'll find the most recent additions to the Library and the Journal.

If you're on a PC or large tablet, you'll see a set of options along the top of the screen, like this:



On a smartphone or small tablet, you'll need to tap on this little menu button to bring them up:



To ask a question or read what other people are asking, click on "The Clubroom".

If you want to read one of our Quick Guide articles, download an eBook, or watch a short video tutorial, click or tap on "Library" to have a browse. We'll tell you more about the Library on page 10.

Or to read our latest snippets of news, opinion and advice, click or tap on "Journal".

And there's also a "Get Started" section with an eBook copy of this book, a welcome video, and some tips for if you get stuck or aren't sure how to find something.

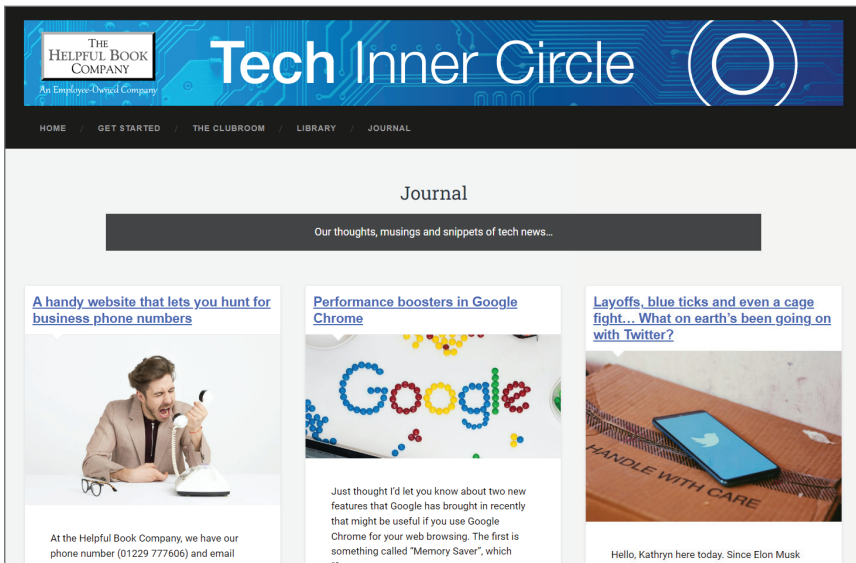
The first time you open an article, video or journal post on the website, it'll ask you for the password. You should have this in an email when you first joined and it'll change every month – we'll email you the new one each month, a few days before it changes. Just type that in where it asks and press enter.

By the way, it might remember the password for a while, so you won't need to type it in every time. If you have any problems with the password, see page 14.

Here's what you'll find in each part:

The Journal

Here you'll read recent thoughts and news from the team. It might be a tip that one of us has found out about a new piece of software, news of a particularly nasty virus to beware of, or changes to the Inner Circle.



Here's a picture of the Journal (after the password is typed in)

We update the journal often, so you can keep right up to date just by reading it.

The Clubroom

This is the place you can ask questions, answer them and make general comments. So if you have a technical question, you can ask it here. You'll get an answer from one of us, depending on who's covering the Clubroom that day.

Other Inner Circle members can answer as well. If, for example, you want to ask what a particular make of printer is like, the more answers from different people who've used it, the better!

You can answer other people's questions here as well - or just say "That problem happened to me, too. I'm looking forward to hearing what to do about it!"

You can read questions other people have asked and the answers - several people have told me they'd had the same problem as someone else without even realising it.

The more detail you include in your question, the quicker it is for us to answer it for you. We like to make sure we have as much detail as possible so we can really get to the bottom of your problem and help you fix it.

By the way, there's a video in the "Get Started" section of the website, explaining how to use the Clubroom. You might want to watch that before getting stuck in.

On the next page, I'll show you what it looks like, how to find out what other people have asked already and how you ask your own question...

Asking a question:

When you open the Clubroom page, there's a little bit of information at the top (and a search box that I'll come back to shortly), then you'll see a section like this:

Ask Your Question Here

Got a technical question? Just click on the blue "Ask Your Question" button below, then fill in a little form for us – we'll do our best to help:

1. Type your **name** and **email address** at the top of the form.
2. Then give us a brief summary of the problem - like the **subject** line of an email.
3. Let us know **which device** you're struggling with, e.g. a tablet/iPad or a printer. And if you can, please also tell us the make and model of your device. (Don't worry too much about this bit, but we've put together a [quick guide](#) here to help you figure it out.)
4. Then use the big box underneath to describe your problem **as fully as you can**.
5. When you've finished, click or tap the blue button in the bottom right corner.

Ask Your Question

Click here to open up a question form.

The question form looks like this:

The screenshot shows a form with several fields and a submit button. Annotations with arrows point to specific parts of the form:

- Your Name ***: An annotation says "Type your name here – whatever you'd like us to call you." The field contains "Your name".
- Your Email Address**: An annotation says "Type your email address in this box here. It won't be displayed – no one else will be able to see it (including us!) It'll only be used to send you an email to tell you when we've replied to your query." The field contains "sample@sample.com".
- Question subject ***: An annotation says "Give your question a brief 'subject', and tell us what device you're struggling with." The field contains "Tell us your problem in just a few words".
- Device Type, Make and Model:**: An annotation points to the field which contains "e.g. Tablet, Samsung Galaxy Tab 10, Android 9".
- Describe your issue in as much detail as you can...**: An annotation says "Type your query in this box here. Make sure you include as much detail as you can so we can get to the bottom of your problem and hopefully help you sort it." The field is empty.
- Just for us**: A small section with a sub-field "Details for" and a value "in64; x64) AppleWebKit/537.36 (KHTML, like Ge".
- Get an email when someone replies**: A checkbox that is checked.
- Ask Your Question**: A blue button at the bottom right. An annotation says "Click here to post your question to the Clubroom." with an arrow pointing to the button.

Searching the Clubroom:

Near the top of the Clubroom page, you'll see a search box something like this:



You can use it in two ways:

1. You can type in a key word, like “screen” or “printer” to find any questions that have been asked about that thing. Just click in the search box, type in what your looking for and press the enter key on your keyboard.
2. You can also type in your own name to find questions that you've asked on The Clubroom previously. (Make sure you use the name you gave us when you asked the question – if it's not finding your question, try typing in just the first part of your name).

Your search results will look something like this:

Return to The Clubroom ← Click here to go back to the main Clubroom screen.

Search result for: **screen**





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#	Post Title	Relevance	Date	User	Forum
	Following an online scam my son suggested that my screen by "wiped" for extra safety. >	6 relevance	1 day ago	Anonymous	Ask Your Question Here
	Understand that a new disc was put into my computer, but the old one is retained so nothing is completely lost. My screen looks different now and I don't like it. The person who set up my computer to look more like Windows 7, although it is Windows 10 can't help at the moment as he is on holiday. I find that various things are missing and I would love to get back my screen as it was before it was "wiped" for security reasons. Can I get back my first screen. Some of my photos which I sorted and put keytags on are not there, although I gather they hav ...				
	Screen flickering >	3 relevance	16 hours ago	Anonymous	Ask Your Question Here
	screen flickering, how can I fix it. Gillian				
	RE: My computer screen is upside down >	3 relevance	4 days ago	Jess	Ask Your Question Here
	Hi William, There's a keyboard shortcut that flips the screen, quite easy to do but can be worrying when it happens. To flip it back, press Ctrl + A It + downwards arrow key at the same time and it should go back to normal. Thanks Jess				
	My computer screen is upside down >	3 relevance	4 days ago	Anonymous	Ask Your Question Here
	I was typing and suddenly my computer screen flipped upside down, please help!				

Here are your search results – for each one, you can read a snippet of the full comment or question. Click or tap on the blue “subject” line at the top of the search result to go to that comment.

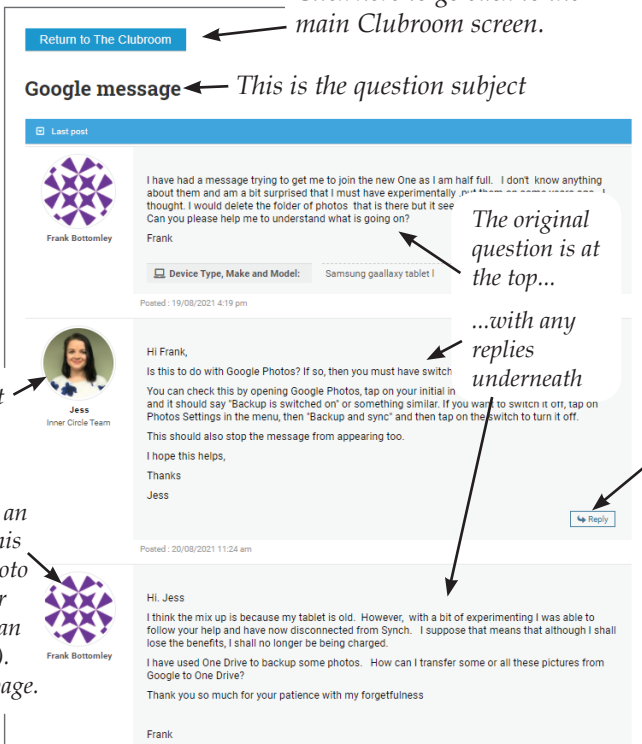
Reading and replying to comments:

On the main Clubroom page, under the search box and the “Ask Your Question” button, you’ll see a list of topics:

Topic Title	Posts	Last post
 can't find an old spreadsheet Dee Osborne, 4 days ago	2	59 mins ago
 Download Failed Charles Nisbet, 2 hours ago	1	2 hours ago
 Screen flickering Gillian, 16 hours ago	1	16 hours ago
 Download query Mrs+Christine+O'Neill, 20 hours ago	1	20 hours ago

You can browse through this list to see what other people have been asking, and click or tap on one to read more if it looks interesting. The page you’ll go to looks something like this:

Click here to go back to the main Clubroom screen.



The screenshot shows a message thread in a Clubroom. At the top, there is a blue button labeled "Return to The Clubroom". Below it, the message subject is "Google message". The thread consists of several messages:

- A message from Frank Bottomley asking for help with a message trying to get him to join the new One as he is half full. He mentions deleting a folder of photos and asks for help to understand what is going on.
- A reply from Jess, who has a profile photo (an avatar), asking if he has switched Google Photos. She provides instructions on how to check this in the Google Photos settings.
- A reply from Frank Bottomley explaining that the issue is because his tablet is old and he has disconnected from Sync. He asks how to transfer photos from Google to One Drive.

Annotations on the screenshot include:

- An arrow pointing to the "Return to The Clubroom" button with the text: "Click here to go back to the main Clubroom screen."
- An arrow pointing to the "Google message" subject with the text: "This is the question subject"
- An arrow pointing to the top of the first message with the text: "The original question is at the top..."
- An arrow pointing to the reply from Jess with the text: "...with any replies underneath"
- An arrow pointing to the "Reply" button at the bottom of the thread with the text: "If you'd like to post a reply, there are 'Reply' buttons on each comment. Or scroll down to the bottom of the screen to 'Leave a reply'. Either way, your comment will appear at the bottom of the list."
- An arrow pointing to Jess's profile photo with the text: "This comment has a photo of Jess, who it's from (the photo's called an 'avatar'). This one has no photo - that member hasn't set up an 'avatar' (yet). See the next page."

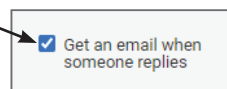
If you click or tap “Reply”, or scroll down to the bottom of the page, you’ll get a form to fill in a bit like the question form. Just type in your name and email address and add your comment in the big box underneath. Don’t forget to click “Add reply” when you’ve finished to post your comment.

Automatic emails from the Clubroom

Whenever someone replies to a comment or question you’ve left on the Clubroom, you’ll get an automatic email from our computers to let you know. That way you don’t have to keep checking back to see if there’s a reply.

If you don’t seem to be getting these emails, it could be that your computer thinks they’re spam (junk emails) and is putting them in a spam or junk folder. We’ve written a help article about this on the “Get Started” section of the website – there are some things you can change that might help.

You also need to make sure you leave this box ticked when you ask a question or leave a reply.



A slightly fancy feature – Avatars

You might have noticed that some of the comments on the Clubroom have a little photo of a person next to them, and others have a sort of pattern in different colours.

Techies call these “Avatars” and the idea is you can see at a glance who’s replying to you – a bit like in some newspapers, where they have a little photo of the columnist.

We started it off so you could easily see where Mike, Jess, Kathryn or Tom had replied to a question... but if you’d like, you can have your own photo, too.

You don’t need to. If you don’t, it’ll just put a little coloured pattern where the photo would go.

But if you want to, go to the “Get Started” section of the website and look for “Set Up Your Own Gravatar”. Follow the instructions and every time you put up a question or comment, it’ll have a photo of you next to it.

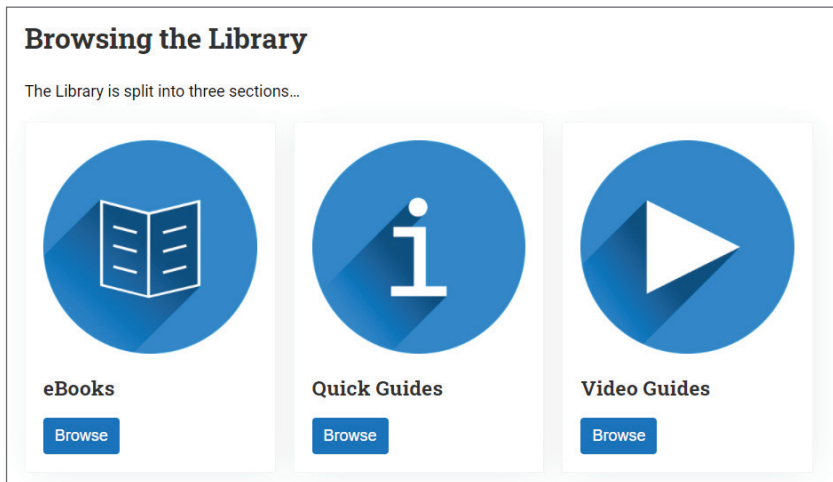
Oh, and it doesn’t have to be a photo of you. You might use a photo of your town or favourite car or whatever you like. (Though anyone looking suspiciously like George Clooney may not be believed...)

The Library – a good place to go if you’re stuck

In this section you can read articles that we’ve written specifically for the Inner Circle. These aren’t available anywhere else. We’ve filled them with plenty of detail (without getting into confusing technical stuff) and pictures of the screen to make it all nice and clear.

The Library is a good place to start if you’re stuck on your PC, tablet or smartphone. We just might have written an article about the very problem you’re having! We keep these guides up to date and we add new articles here fairly often.

The Library is split into three sections: eBooks, Quick Guides and Video Guides.



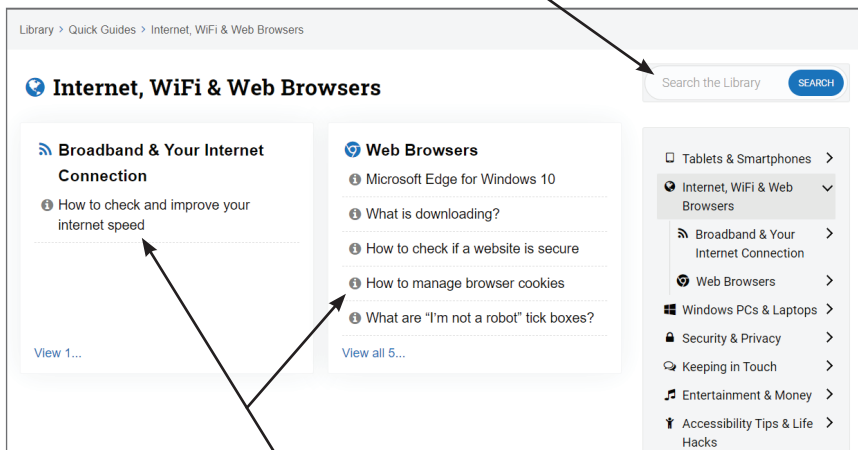
In the **eBooks section**, you find all our eBooks – all in one place, so you don't have to go hunting for them. Some will be ones you can get elsewhere, but we've put them here so it's convenient for you.

Others aren't available anywhere else – they're only for Inner Circle Members. For example the 50 page ebook "Speed up your PC" is only for Inner Circle Members. No one else can get it, no matter how much they pay. You can download the book and either print it out or read it online.

We'll be adding more ebooks here from time to time – but not as often as we'll add new videos or articles. We'll only write a new ebook when something needs explaining in a fair amount of detail. But when it does – this is where to come to get it.

The **Quick Guides** section is where you'll find the bulk of our articles, neatly organised by topic:

Click here to search the full Library.



Click or tap on one of these article titles to read it. If there are more than five articles in a section, they won't all display here, but you can click on "View all..." to see a full list.

You can switch to a different section of the Library using this menu over on the right.

Written articles are all well and good, but sometimes it's just easier to show you – and that's where our **Video Guides** come in. These are short video tutorials to guide you through the trickier bits.

They show you exactly how to do different things with your PC or tablet and solve various problems that come up. These videos range from 5 minutes to quarter of an hour or so. Make sure you've got your speakers turned up!

If the video plays OK but you'd like to make it bigger so you can see it more clearly, just double-click on the video itself and it'll resize to fill your screen. We'd definitely recommend this way of doing it – it's much easier to see what's going on. When it's finished you can simply press the Esc key on your keyboard to get back to normal.

Searching the Library

You can either browse the Library by topic, or search all our eBooks, Quick Guides and Video Guides using the Library search box. You can search the Library directly from the Inner Circle Home page or from the Library home page.

There's also a little search box that appears in the top right of the Library, either while your browsing or reading an article. This only appears on larger screens, though, so don't worry if you can't see it. To get to the search box, just click or tap on "Library" in the top menu to go back to the Library home page.

Don't worry that you have to use everything

Phew – it already sounds like there's quite a lot. But don't feel you have to use every last thing on the Inner Circle website.

The idea is you find the articles, videos and so on that are useful to you. And as we add more, you can pick out the bits you want to use. You don't have to read it all – certainly not right away.

Right that's it – time to get stuck in

Have a go at the different parts of the website. If you get stuck, you can always come back and have another read of this handbook.

Want to ask a question or get in touch?

If you want to ask a technical question, the best way is to put it on the Clubroom. Between us, we check that every working day, so it's the quickest way to get an answer. It also means the questions & answers are there for everyone to see – good if anyone has the same problem.

But for some things you might not want to use the Clubroom. For example if you've changed your email address and need to let us know, you might not want to put the new one up there for everyone to see (though all our members are very nice and wouldn't do anything dodgy with it!)

The best way is probably to email us at queries@techinnercircle.co.uk. Between us we make sure that email address is checked each working day, even if one of us is not in the office.

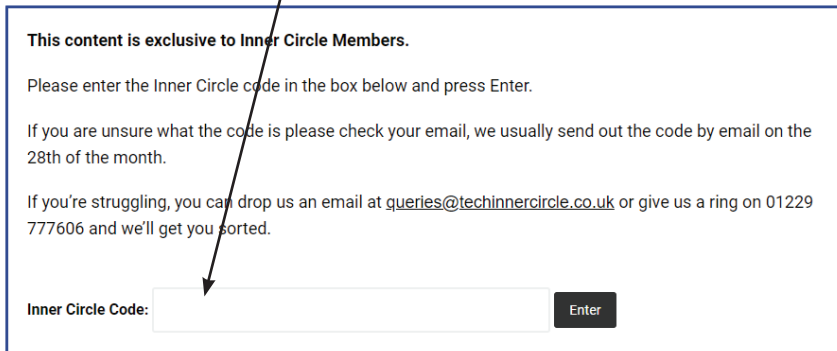
We're not really set up to give technical help over the phone but if you need to ring up about anything to do with your membership (for example if the credit card you joined with is now out of date) you can ring us on 01229 777606 – Jade, Shanice, Shannon and Emma are the best people to talk to about your Inner Circle membership, payments, passwords and so on.

Or if you like, you can write to us at The Helpful Book Company, 13B Devonshire Road Estate, Millom, Cumbria LA18 4JS. Nothing wrong with good old pen and paper!

The passwords and how they work

The Inner Circle is all kept private to you and the other members by a password. Every month the new password will be emailed to you, a few days before it changes. Once it's changed, and you go onto the Inner Circle website, you'll be asked to type in the new password.

You type it in here:



This content is exclusive to Inner Circle Members.

Please enter the Inner Circle code in the box below and press Enter.

If you are unsure what the code is please check your email, we usually send out the code by email on the 28th of the month.

If you're struggling, you can drop us an email at queries@techinnercircle.co.uk or give us a ring on 01229 777606 and we'll get you sorted.

Inner Circle Code:

Sometimes it'll remember that you know it, so you might not have to type it in again every time, but it's a good idea to keep the password somewhere safe each month.

If you have trouble with the password...

Three things to check:

First, make sure you have the most up to date password – it changes every month, on the 1st (unless that's a weekend, in which case it's the next working day).

Secondly, make sure your web browser is set up to allow cookies – your computer uses a cookie to “remember” that you've just got the password right (more help on this on the next page).

Thirdly, make sure you aren't using any capitals and

that caps lock is turned off (tap it again and see if the caps lock light turns on or off – you want it off). You also need to type the password in with no spaces and no full stop after it.

A bit more help on number 1

We send out the new password by email a few days before it changes over. If you can't find the password, have a look to see if you have a spam or junk folder – the email might have ended up in there.

If you can't find it, just email us at queries@techinnercircle.co.uk and we'll send you it again. Or give us a call and we'll give you the password over the phone if it's urgent.

Sometimes, the company you get your email from might think the password is spam and not let it through. Even if you can't see a junk or spam folder, there is probably one that you can only access through webmail.

If you're not sure about all this, the best thing to do is 1) email us for the password and then 2) when you get it, go to the "Help Receiving Emails" article in the "Get Started" section – it'll tell you how to add the email address the password comes from to your webmail address book, which should help it get through in the future.

A bit more help on number 2

For more on cookies and how to make your PC allow them, read the article called "How to Allow Cookies" in the "Get Started" section of the website.

(We've made sure that none of the "Get Started" content is password protected so you can still get to it if you're having trouble.)

If you type the password in and it doesn't say it's wrong but just takes you straight back to the screen where

you type it in, chances are that your web browser isn't set up to allow cookies.

One more important thing...

Oh, don't forget, you need to keep us up to date with any changes to your email address, so we can send you the new password each month!

Just email queries@techinnercircle.co.uk with any changes... or if you prefer ring 01229 777606 to tell us over the phone.

A Few Questions People Sometimes Ask

Do I need to print everything out for later?

No, you don't have to. Some people like to read articles on paper instead of on screen, which is fine if you prefer it. But the articles in the Library will be there permanently, so as long as you're a member, you'll be able to access them. The same goes for the videos, Journal posts and Clubroom questions and answers.

What if I change my email address?

Best let us know so we can make sure we send the monthly password to the right email. The easiest way is to send it to queries@techinnercircle.co.uk – or you can ring 01229 777606 if you'd prefer to talk to someone!

My card details have changed, what should I do

If you have a monthly membership (most people do), we'll need the new details to take your subscription. It's not a good idea to email the new details, just in case someone hacks into your email (it doesn't happen very often at all but it's possible). Best ring 01229 777606 instead and we'll sort it over the phone.

What if I decide to leave, how do I go about it?

Just let us know – email, call or write to us. Don't worry, we won't make it hard, as soon as you let us know, we'll sort it all out for you.

I'm having trouble with the password - help!

See pages 14-15 - there's lots of help there!

I put up a question on the Clubroom a while ago and want to have another look at the answer – how can I find it again?

The easiest way is to dig out the email we sent you when one of us replied to your comment. There'll be a link in the email that takes you straight to your comment in the Clubroom.

Or you can search the Clubroom, either using the name you gave us when you left your question, or by question topic (see page 7 for more on how to search the Clubroom).

Legal bit:

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