

## BROWSER SHORTCUTS BY DESCRIPTION.XLS

### GENERAL SHORTCUTS

|                  |   |
|------------------|---|
| Ctrl + W         | Close window  |
| Ctrl + C         | Copy selected text  |
| Tab              | Cycle through the Address Bar, etc  |
| Ctrl + - (Minus) | Decrease the font size (Zoom Out)   |
| Ctrl + F         | Find a word or phrase on a page   |
| F11              | Full screen mode, display the current website in FSM. Pressing F11 again will exit this mode. |
| Ctrl + + (Plus)  | Increase the font size (Zoom In)  |
| Ctrl + 0 (Zero)  | Normal, font back to normal size (Zoom to 100%)   |
| Ctrl + P         | Print the page or selection   |
| Ctrl + A         | Select all items on a page  |

### NAVIGATION SHORTCUTS

|                                    |   |
|------------------------------------|---|
| Backspace <i>or</i> Alt+Left Arrow | Back, go back a page                      |
| Ctrl + End                         | End, go to bottom of the page             |
| Alt + Right Arrow                  | Forward, go forward a page                |
| Ctrl + H                           | History window, open                      |
| Alt + Home                         | Home, go to                               |
| Page Down <i>or</i> Spacebar       | Page down, moves down a page at a time    |
| Page Up <i>or</i> Shift + Spacebar | Page up, moves up a page at a time        |
| F5                                 | Refresh/reload current page, frame or tab |
| Ctrl + F5                          | Refresh/reload page and the cache         |
| Esc                                | Stop page or download from loading        |

## BROWSER SHORTCUTS BY DESCRIPTION.XLS

### TAB SHORTCUTS

|                    |                                      |
|--------------------|--------------------------------------|
| Ctrl + Q           | Quick tab view, open                 |
| Ctrl + F4          | Tab, close                           |
| Ctrl + Shift + Tab | Tab, moves to previous tab           |
| Ctrl + T           | Tab, open new tab                    |
| Ctrl + Tab         | Tabs, move forward through open tabs |
| Ctrl + Shift + Q   | Tabs, view list of open tabs         |

### ADDRESS BAR SHORTCUTS

|              |  |
|--------------|--|
| F4           | List, view list of previously typed addresses  |
| Alt + Enter  | Open the website address that is typed in the Address Bar in new tab w/o opening the tab first |
| Ctrl + Enter | Quickly complete address in Address Bar & opens site in already open tab                       |
| Alt + D      | Select text in the Address Bar   |

### INSTANT SEARCH BOX

|             |                                |
|-------------|--------------------------------|
| Alt + Enter | Open search results in new tab |
| Ctrl + E    | Select the Instant Search Box  |

### FAVORITES

|          |                               |
|----------|-------------------------------|
| Ctrl + D | Add current page to Favorites |
| Ctrl + I | Open Favorites                |
| Ctrl + B | Organize Favorites            |

## BROWSER SHORTCUTS BY KEY.XLS

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| Ctrl + A         | Select all items on a page  |
| Ctrl + C         | Copy selected text  |
| Ctrl + F         | Find a word or phrase on a page   |
| Ctrl + P         | Print the page or selection   |
| Ctrl + W         | Close window  |
| F11              | Full screen mode, display the current website in FSM. Pressing F11 again will exit this mode. |
| Tab              | Cycle through the Address Bar, etc  |

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| Ctrl + B | Organize Favorites            |
| Ctrl + D | Add current page to Favorites |
| Ctrl + I | Open Favorites                |

## About Your Credit and Credit Reporting Agencies

**Equifax:** 1-800-525-6285; [www.equifax.com](http://www.equifax.com); P.O. Box 740241, Atlanta, GA 30374-0241

**Experian:** 1-888-EXPERIAN (397-3742); [www.experian.com](http://www.experian.com); P.O. Box 9532, Allen, TX 75013

**TransUnion:** 1-800-680-7289; [www.transunion.com](http://www.transunion.com); Fraud Victim Assistance Division, P.O. Box 6790, Fullerton, CA 92834-6790

**Your credit reports.** Credit reports contain information about you, including what accounts you have and how you pay your bills. The law requires each of the major nationwide consumer reporting agencies to provide you with a free copy of your credit report, at your request, once every 12 months. If an identity thief is opening credit accounts in your name, these accounts are likely to show up on your credit report. To find out, order a copy of your credit reports.

Once you get your reports, review them carefully. Look for inquiries from companies you haven't contacted, accounts you didn't open, and debts on your accounts that you can't explain. Check that information, like your Social Security number, address(es), name or initials, and employers are correct. If you find fraudulent or inaccurate information, get it removed. See [Correcting Fraudulent Information in Credit Reports](#) to learn how. Continue to check your credit reports periodically, especially for the first year after you discover the identity theft, to make sure no new fraudulent activity has occurred.

### How do I get my free annual credit reports?

An amendment to the federal [Fair Credit Reporting Act](#) requires each of the major nationwide consumer reporting companies to provide you with a free copy of your credit report, at your request, once every 12 months.

To order your free annual report from one or all the national consumer reporting companies, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free 877-322-8228, or complete the Annual Credit Report Request Form and mail it to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. You can print the form from [ftc.gov/credit](http://ftc.gov/credit). Do not contact the three nationwide consumer reporting companies individually; they provide free annual credit reports only through [www.annualcreditreport.com](http://www.annualcreditreport.com), 877-322-8228, and Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

Annual Credit Report.com is the only FTC authorized source to get free annual credit reports. There are no hidden fees or trial memberships.

## BASIC INTERNET SEARCH

### **bass fishing** Word or Words

*What it does:* searches for those words

*What to type:* the words **bass fishing**

*What you'll get:* results with the words **bass** or **fishing**

### **-** Excluded Words (minus)

*What it does:* excludes search results with a particular word or phrase

*What to type:* **bass -fishing**

*What you'll get:* results about **bass** that are not related to **fishing**

### **OR** Multiple Words

*What it does:* searches for webpages that include either word

*What to type:* **Nascar Harvick OR Johnson**

*What you'll get:* results with the word **Nascar** and either **Harvick** or **Johnson**

### **-** All Forms (hyphen)

*What it does:* search results with a particular word or phrase

*What to type:* **year-end**

*What you'll get:* results that include the term spelled as a **single word**, a **phrase**, or **hyphenated**

### **define:** Find Meanings

*What it does:* defines a word or phrase

*What to type:* **define:expatriate**

*What you'll get:* links to definitions of the word from the web

### **define, what is, what are** Show a Definition

*What it does:* shows a definition for a word or phrase

*What to type:* **define expatriate, what is ipod, what are clowns (just the specific search, not all)**

*What you'll get:* a definition for the word or phrase searched

### **" "** Exact Phrase

*What it does:* searches for an exact phrase

*What to type:* **"we shall never surrender"**

*What you'll get:* results that include the exact phrase **we shall never surrender**

### **+** Included Words

*What it does:* searches for a specific connection

*What to type:* **Louis +I France**

*What you'll get:* results about **Louis** the First (**I**), weeding out other kings of **France**

### **~** Similar Words (tilde)

*What it does:* searches for a word and all its synonyms

*What to type:* **~wireless phone**

*What you'll get:* results with the word **phone**, as well as **cell, cellular, mobile**

### **...** Numerical Ranges (period)

*What it does:* searches for a range of numbers

*What to type:* **Kirk Gibson 1987...2000**

*What you'll get:* results about **Kirk Gibson** during this time period

### **site:** Site Specific

*What it does:* searches only specific websites

*What to type:* **global warming site:edu**

*What you'll get:* references to **global warming** found on **edu** websites

## BASIC INTERNET SEARCH (contd)

### **phonebook:** Residential Phone Listings

*What it does:* searches for phonebook listings

*What to type:* **phonebook:Pat Miller OR**

*What you'll get:* phone number of every **Pat Miller** in **Oregon**

### **link:** Linked Pages

*What it does:* searches for webpages that link to a particular website

*What to type:* **link:www.uoregon.edu**

*What you'll get:* websites that link to the UoO website

### **city1 city2** Book Flights

*What it does:* searches only related flights

*What to type:* **eug ord**

*What you'll get:* results with flights between **Eugene** and **Chicago O'Hare**

### **filetype:** File Type (or ext)

*What it does:* finds documents of the specified type

*What to type:* **Form 1040 IRS filetype:pdf**

*What you'll get:* the **Form 1040** in **pdf** format

### **book** Book Search

*What it does:* searches this book

*What to type:* **book Lost Symbol**

*What you'll get:* sites for sales, reviews, author, news, etc. for **Lost Symbol**

### **movie:** Movie Reviews

*What it does:* searches for reviews of the movie

*What to type:* **movie:fame**

*What you'll get:* reviews for **fame movie**

### **stocks:** Stock Search

*What it does:* given ticker symbol, shows stock information

*What to type:* **stocks:all**

*What you'll get:* finds **Allstate Corp** current **stock** price

### **weather** Weather

*What it does:* searches for weather information

*What to type:* **weather Florence OR** or **weather 97439**

*What you'll get:* current weather, forecasts for **Florence OR** or **97439** zip code

### **by a number** Search an identifying number

*What it does:* shows a definition for a word or phrase

*What to type:*

UPS tracking numbers example search: **1Z9999W99999999999**

USPS tracking numbers example search: **999999999999**

Vehicle ID (VIN) numbers example search: **AAAAA999A9AA99999**

Telephone area codes example search: **650**

Patent numbers example search: **"patent 5123123"**

FAA airplane registration numbers example search: **n199ua**

*What you'll get:* results which may be either the Google search results page or take you to a website

## Tech Support Tips

Calling for technical support does not have to be an unpleasant experience. Preparing yourself before you make that call, and knowing what to expect while talking to support representatives, can help ease the way.

1. Before you pick up the phone, have as much information at hand as possible. Any product serial numbers should be within easy reach and be prepared to answer these questions:
  - What version of Windows are you using?
  - What, if any, changes did you make to your system before the problem occurred? Include both hardware and software changes, and be honest!
  - What is the exact wording of any error message you receive?
  - What steps have you taken to try to resolve the issue on your own?
2. Make your call to tech support when you are relatively free from distractions. Being able to focus on what is discussed will go a long way to aiding both you and the tech you are talking to. Do not yell, insult or use profanity no matter how frustrated you are. Most companies advise their techs to hang up on any caller using abusive language. No matter how frustrated you are at the hold time before your call is answered, remember that the tech you are talking to was helping someone else, not ignoring you.
3. Be prepared to verify your address, phone number and even your e-mail address before moving on to your issue. The technician is not being nosy by asking, but rather doing their job. After all, verifying your statistics ensures that your computer is still in your hands and not those of a thief. Many companies require techs to log all calls. If you have called for support before, your statistics may be used to bring up your records and help the technician deal with your issue. Also, if you are using e-mail support, make sure your e-mail address is correct and complete so the tech can reach you, if necessary.
4. Be frank about your level of computer expertise. Support technicians talk to customers with vast differences in their skill levels, from the beginner to the expert. If the tech is moving too fast, ask them to slow down. If you don't understand something, ask them to clarify. Don't be embarrassed to admit you are in unfamiliar territory. Likewise, try not to second guess where the tech is leading you and jump ahead. Working together is the surest way to a resolution.
5. Listen carefully to everything the tech is telling you. Most techs have a wealth of knowledge they are more than willing to share with attentive callers.
6. Stick to the subject. Unless you are involved in a long procedure with lots of down time such as a complete Windows reinstall, avoid chit chat. There are many other people waiting to have their call answered (just as you were) and while you may not be working, the tech is.
7. Make sure you get all the help you need. If you have called for assistance with installing hardware, the technician should also help you install the drivers for that hardware. If you have more than one question, jot them down ahead of time so you don't forget them and have to call back.

8. Don't ask your support person to do something that is not their job. For instance, if you have called your computer manufacturer for assistance, don't also ask them to help you with an AOL problem. If you have called for help with installing software, remember it is not the technician's job to train you on that as well.

9. If your computer issue can not be resolved with one phone call, ask the technician to take ownership of it. Many techs are willing to go the extra mile for a friendly customer and will research your problem, then get back to you when they have the solution.

10. Say thank you. Support technicians are people too! If your tech has done an especially good job or kind act, ask if you can send an e-mail to their supervisor to express your appreciation, and then follow through.

Having to call for support on today's technology will probably never be a truly pleasant experience, but it doesn't have to be a painful one either. Don't be intimidated. Being prepared for the call and knowing what to expect ahead of time will make it easier for you and the technician on the phone. And you might just learn a tip or two along the way!