

Free Computer Lessons

THE QUICK VERSION

- 1 Open a web browser and go to gcfglobal.org — no account or payment needed.
- 2 Pick a topic: computer basics, internet, email, Word, spreadsheets, phones and more.
- 3 Read the short lessons or watch the little videos, in order or by what you need.
- 4 For typing, practice a few minutes a day on a free site such as typing.com.
- 5 Repeat any lesson as often as you like — nothing is graded and nothing expires.
- 6 No device or internet at home? Use the library's free computers, wifi and classes.

Stuck? Call or text Bill — real help, no rushing.

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Free Typing & Computer-Skills Lessons (GCFGlobal)

GCFGlobalandfreetypingpractice--learnthecomputer
,theinternetandemailatyourownpace,fornothing

————— An Extended Guide · No. 1904 · NO. LE-14 —————

Tech Made Simple. Service Made Personal.

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WELCOME

1. Read this first — it is free, and you cannot break anything

GCFGlobal is a free, no-account website that teaches computer skills in plain steps, at your own pace.

Here is the one idea this whole guide rests on: there is a free, friendly website whose entire job is to teach ordinary people how to use a computer, the internet, e-mail, and everyday programs — one small, plain lesson at a time. It is called GCFGlobal, and it does not cost a penny, does not want a credit card, and does not even make you sign up to start learning.

It is run by a nonprofit, the Goodwill Community Foundation, as a public service. There is nothing to buy and nothing being sold to you, and you can go as slowly as you like, repeat a lesson as many times as you want, and stop whenever you please. Nobody is watching or grading you.

I am Bill, from Bill's Home Tech here in Portage County, Ohio. When someone tells me they feel left behind by computers, this is often the first place I send them, because it is gentle, it is free, and it meets you exactly where you are. If you only remember one thing, remember the name: GCFGlobal.

TIP

You truly cannot break anything by reading lessons and practicing. GCFGlobal is just a website with articles and short videos — clicking around it is as safe as reading a newspaper online.

THE SHORT VERSION

2. The short version

Open the site, pick a topic, and start learning — no sign-up.

If you want the whole thing in a nutshell before we take it slowly, here it is.

- 1 Open a web browser and go to gcfglobal.org.
- 2 Pick a topic from the menu — computer basics, internet, e-mail, Microsoft Word, and more.
- 3 Read the short lessons or watch the little videos, in order or by picking what you need.
- 4 For typing, try a free practice site like Typing.com and do a few minutes a day.
- 5 Come back whenever you like — there is nothing to log into and nothing to pay.

That is the entire routine. The rest of this guide simply shows you what is there, how to get the most from it, and where free typing practice fits in.

GOOD TO KNOW

Many libraries, Portage County District Library among them, also hold free in-person computer classes. GCFGlobal is the at-home companion to those — use both.

WHAT IT IS

3. What GCFGlobal actually is

A free online school for everyday computer life.

GCFGlobal is a website full of short, plain-English lessons on the things that trip people up: using a mouse and keyboard, getting around the internet safely, sending e-mail, writing a letter in a word processor, making a simple spreadsheet, using a smartphone, and dozens more. Each topic is broken into bite-sized pages with pictures and often a short video.

It was built for exactly the person who feels a step behind — no jargon, no assumptions, no rush. You do not need to know anything to begin, and you will never be made to feel foolish. It is, quite simply, one of the kindest corners of the internet.

You may see it called GCFLearnFree, which was its older name, or GCF Global. It is all the same free service. The address to remember is gcfglobal.org.

TIP

Bookmark gcfglobal.org in your browser the first time you visit, so you can always find your way back with one click.

WHY FREE

4. Why it is free — and whether there is a catch

A charity pays for it, so you do not have to.

People are right to be wary of anything labeled 'free' online, so let us settle it plainly. GCFGlobal is paid for by the Goodwill Community Foundation, a charity, as a gift to the public. There is no trial that turns into a bill, no credit card, and no upsell to a paid version. The lessons are simply there, free, for anyone.

There are no annoying advertisements breaking up the lessons, either, and you are not being signed up for anything by reading. It is about as clean and honest as the internet gets, which is why libraries and senior centers across the country point people to it.

GOOD TO KNOW

If a site claims to be 'GCFGlobal' but asks for a credit card or a payment, you are in the wrong place. The real one, at gcfglobal.org, never asks for money.

COMPUTER BASICS

5. Computer basics — the true starting point

Mouse, keyboard, windows, files — explained from zero.

If computers still feel like a foreign country, start here. GCFGlobal's computer-basics lessons cover the very first things: how to hold and move a mouse, what a click and a double-click are, how the keyboard is laid out, what a 'window' is, and how files and folders work. These are the quiet skills everything else is built on.

There is no shame in beginning at the beginning. A great many capable, intelligent people never had anyone sit down and explain these basics, and a half-hour here fills in gaps that have nagged for years. Take it one page at a time.

If you prefer to watch rather than read, many of these lessons come with a short video that shows the mouse moving and the buttons being pressed, which a lot of people find clearer than words alone.

THE INTERNET

6. Getting around the internet safely

What a browser is, how to search, and how to stay safe.

Once the basics feel steadier, the internet lessons are where a lot of daily life lives. GCFGlobal explains what a web browser is, how to type an address, how to search for something and judge the results, and — importantly — how to spot the scams and fakes that prey on people online.

That safety angle is worth the visit all on its own. The lessons walk through recognizing a suspicious e-mail, avoiding fake 'your computer has a virus' pop-ups, and keeping your information to yourself. Learning to be a calm, skeptical internet user is one of the most

valuable skills there is.

WATCH OUT

No honest website or pop-up will ever tell you to call a number because your computer has a virus. GCFGlobal teaches you to recognize exactly these tricks — that lesson alone can save real money.

EMAIL

7. E-mail, step by step

Setting up, reading, writing, and attaching — plainly.

E-mail is how a lot of the world still reaches us — family, doctors, companies — and GCFGlobal has patient lessons on all of it: what an e-mail address is, how to read and reply, how to write a new message, and the mysterious business of attaching a photo or a document.

If you have an e-mail account you are nervous about, or none at all, these lessons walk you through the common free services step by step. Once e-mail stops being scary, a surprising amount of staying-in-touch gets easier.

TIP

Practice by sending an e-mail to yourself, or to me. Writing one you cannot embarrass yourself with is a lovely, low-pressure way to get comfortable.

WORD & DOCUMENTS

8. Writing letters and documents

Microsoft Word, Google Docs, and the basics of typing things up.

Whether it is a letter, a list, a flyer for the church bulletin, or notes for yourself, writing things up on a computer is a core skill, and GCFGlobal covers the common programs that do it. There are full, step-by-step courses on Microsoft Word and on Google Docs, the free alternative.

You will learn how to start a document, make the text bigger or bold, save your work so you do not lose it, and print it out. These are the everyday moves, taught without assuming you already know the words for them.

If you are not sure which program you have, the lessons help you tell, and both Word and Google Docs do the same everyday jobs, so learning either one carries over to the other.

SPREADSHEETS

9. Spreadsheets without the fear

Excel and Google Sheets for simple, useful lists and sums.

The word 'spreadsheet' scares people off, which is a shame, because a simple one is just a tidy grid for a list or a budget that can add itself up. GCFGlobal's Excel and Google Sheets lessons start from the very beginning: what the little boxes are, how to type in them, and how to make a column of numbers total itself.

You do not need to become an accountant. Even the first few lessons are enough to keep a simple household budget, a list of medications, or a record of who owes what at the family gathering. Learn a little, use a little.

GOOD TO KNOW

A spreadsheet is really just an electronic version of a ruled notepad that can do the adding for you. That is the whole idea — the rest is extra.

SMARTPHONES & TABLETS

10. Phones, tablets, and everyday apps

The pocket computer, explained as gently as the desktop.

GCFGlobal is not only about desktop computers. It has lessons on using an iPhone or an Android phone, getting comfortable with a tablet, and understanding apps — what they are, how to get them, and how to arrange them so your screen is not a jumble.

For many people the phone is now the main computer, so these lessons are some of the most useful. They cover the settings worth changing, like bigger text, and the basics of texting, photos, and video calls with the grandchildren.

TIP

If a phone is your only device, start with GCFGlobal's smartphone lessons rather than the desktop ones. Learn the gadget you actually hold every day.

MONEY & LIFE SKILLS

11. Money, safety, and everyday know-how

Beyond buttons — practical lessons for modern life.

GCFGlobal reaches past pure computer skills into the practical corners of modern life: online banking safety, shopping on the internet without getting burned, understanding your money, even reading and job-hunting skills. It is less a software manual than a quiet course in getting by in a digital world.

These are the sorts of things nobody formally teaches adults, yet everyone is expected to know. Browsing this part of the site is a fine way to shore up a skill you have always meant to firm up, at no cost and no pressure.

TYPING

12. Free typing practice

A few minutes a day builds real speed and comfort.

Hunting and pecking at the keyboard with two fingers works, but it is slow and tiring. Learning to type more comfortably is one of the best time-investments there is, and there are excellent free sites for practicing. Typing.com is a popular free one, and there are others like keybr and typingclub that cost nothing to use.

These sites give you little lessons and games that gradually teach your fingers where the keys are, with no need to look down. You do not have to become a champion typist — just getting to where you are not fighting the keyboard makes e-mail and writing far more pleasant.

The trick is little and often: five or ten minutes a day for a couple of weeks does far more than one long, frustrating session. Treat it like a gentle daily exercise.

TYPING HOW-TO

13. How to practice typing, in plain steps

Pick a free site, do a short daily lesson, and let your fingers learn.

- 1 Open a web browser and go to a free typing site such as typing.com.
- 2 You can start as a guest; making a free account simply saves your progress.
- 3 Begin with the first lesson — it starts with just a few keys, not the whole keyboard.
- 4 Rest your fingers on the 'home row' as the site shows, and try not to look down.
- 5 Do five to ten minutes, then stop — a little every day beats a marathon.
- 6 Repeat the same lesson until it feels easy before moving on; there is no rush.

WATCH OUT

Do not start by trying to type fast. Speed comes on its own once your fingers know where the keys are. Pushing for speed early just builds bad habits and frustration.

HOW TO USE IT

14. How to work through the lessons

In order, or by picking exactly what you need.

There are two happy ways to use GCFGlobal. You can work through a course in order, like a class, which suits people who want to build from the ground up. Or you can dip in for the one thing you need — 'how do I attach a photo to an e-mail' — read that lesson, and get on with your day.

Both are fine. The site is laid out as tidy menus of topics, each topic a list of short lessons. Nothing locks; you can jump around freely. If a lesson loses you, there is no harm in reading it twice or watching the video version.

TIP

Keep this habit: when something on the computer stumps you, search 'GCFGlobal' plus what you are trying to do. There is very often a clear little lesson on exactly that.

AT YOUR OWN PACE

15. Going at your own pace — and repeating

No clock, no grade, no one watching.

The great gift of learning this way is that there is no pace but yours. You can spend a week on one lesson, walk away for a month, or do three in an afternoon. Nothing expires and nothing judges you. If a concept does not stick the first time, you simply read it again.

That freedom matters, because the biggest barrier for most people is not ability — it is the fear of being rushed or of looking foolish in front of someone. Here there is no one to look foolish in front of. It is just you, a cup of coffee, and a patient website.

DEVICE

16. What you need — and using it at the library

Any computer or tablet with internet; or use the library's.

To use GCFGlobal you need a device that gets on the internet — a computer, a laptop, a tablet, even a phone — and a web browser, which every one of them already has. There is nothing to install. For typing practice, a real keyboard helps, so a computer or laptop is ideal, though tablets with an attached keyboard work too.

If you do not have a device or internet at home, the library has you covered. Portage County District Library's branches offer free public computers and wifi, and the staff can get you to these sites and started. Some libraries even run free in-person computer classes that pair beautifully with GCFGlobal's at-home lessons.

GOOD TO KNOW

Learning on the library's computer is a fine plan — you get the device, the internet, and a helpful human at the desk, all free.

GOOGLE & ACCOUNTS

17. Google, Gmail, and online accounts

The lessons that make the rest of modern life click.

A great deal of everyday life now runs through a Google account or an e-mail login — photos, documents, maps, and the sign-ins for countless other services. GCFGlobal has gentle lessons on setting up and using a Google account, Gmail, and the free Google tools for writing and storing files, all explained as if you have never seen them before.

Understanding how one account can tie your e-mail, your photos, and your documents together takes a lot of the mystery out of a phone or computer. These lessons are a calm place to learn it, with no salesperson hovering and nothing you can break.

GOOD TO KNOW

If accounts and logins confuse you, you are in very good company. A short lesson here on Google and Gmail clears up more confusion than almost anything else.

SEARCHING WELL

18. Searching the web and finding good answers

How to ask the internet a question and trust the answer.

Knowing how to search is a skill in itself, and a freeing one. GCFGlobal teaches how to type a good question into a search box, how to read the results, how to tell a trustworthy page from a junk one, and how to avoid the ads dressed up to look like answers. Once you can search with confidence, you can teach yourself almost anything.

It also covers the small practical things — opening a new tab, using the back button, bookmarking a page you want to find again. None of it is hard once someone shows you plainly, which is exactly what these lessons do.

TIP

Learning to search well is the one skill that unlocks all the others. Spend a little time on the 'internet basics' lessons before anything else.

PHOTOS & FILES

19. Photos, files, and keeping track of things

Where things live on a computer, and how to find them again.

One of the most common worries I hear is 'where did my photo go?' GCFGlobal has plain lessons on files and folders — what they are, how to save something so you can find it later, and how to move photos off a camera or phone. Once the idea of a folder clicks, a computer stops feeling like a place where things vanish.

There are also friendly lessons on viewing and lightly editing photos, printing a document, and saving a file to a flash drive or the cloud. These are the small, practical skills that make the difference between dreading the computer and feeling at home on it.

STAYING SAFE LESSONS

20. The lessons on scams, passwords, and safety

Plain, calm teaching on staying safe online.

Some of the most valuable lessons on the site are about safety: how to build a password you can remember but a stranger cannot guess, how to spot a scam e-mail or a fake 'your computer has a virus' pop-up, and what to do if something feels wrong. This is taught in the same gentle, no-jargon way as everything else, which is exactly how safety should be taught.

Learning to recognize the common tricks is the best protection there is, far better than any gadget. A quiet hour with these lessons leaves most people markedly harder to fool.

WATCH OUT

No real company e-mails to say your computer is infected, and no honest site asks for your password out of the blue. The safety lessons here teach you to recognize these tricks on sight.

MATH & MONEY

21. Math, money, and everyday know-how

Brush up on the practical skills, free.

GCFGlobal is not only about computers. It carries friendly refreshers on everyday math, on money skills like budgeting and reading a bank statement, and on practical life topics. For anyone who would like to shake the rust off a skill, or help a grandchild with homework, it is a patient, free tutor that never sighs.

Because it is all written in the same plain style, you can jump to whatever you need — fractions one day, how a credit card works the next — and leave the rest. There is no course to finish and no order you must follow.

PRINTING LESSONS

22. Printing lessons and following along

Keep the steps beside the keyboard as you practice.

A nice habit with these lessons is to print the page you are working from, or keep it open on a tablet beside you, so you can follow the steps on your computer without flipping back and forth on one screen. Seeing the instruction and doing the action side by side is how it sinks in.

Each lesson is short and self-contained, usually a page or two with simple pictures, so printing one does not use much paper. Build a small binder of the ones you found most useful and you have your own plain-English computer manual.

HELPING GRANDKIDS

23. A tool for the whole family

The same free lessons help every generation.

These lessons are not only for older adults. The typing practice is wonderful for grandchildren, the Office and Google lessons help a teenager with schoolwork, and the safety lessons are worth every family member's time. Sitting down together over a lesson is a pleasant way to learn side by side, each at your own level.

If you are the family's 'computer person,' pointing a relative at GCFGlobal is a kindness — it gives them a patient teacher for the basics so that your help can be saved for the trickier

things.

MAKING IT STICK

24. Making the lessons stick

A little and often beats a marathon.

The folks who get the most from GCFGlobal do a little at a time — one short lesson, once a day or a few times a week — rather than trying to swallow it all at once. The site remembers nothing and demands nothing, so you are free to go at the gentlest pace that suits you and still make steady progress.

Pick the one topic that would help you most — e-mail, perhaps, or staying safe — and work through just that first. The confidence from finishing one small area carries you naturally into the next.

There is no finish line to race for and no certificate at stake. The aim is simply to feel a little more at home with your computer each time you sit down, and GCFGlobal is built to make that feel easy rather than daunting.

GOOD TO KNOW

One short lesson a day, on the topic that would help you most, is plenty. Steady beats fast, and nothing here is ever lost if you take a break.

NO FEAR

25. You truly cannot break anything

The biggest barrier is worry, and there is nothing to fear.

If there is one thing I wish every nervous beginner knew, it is this: you cannot break the computer by reading a lesson and trying a thing. GCFGlobal is just web pages you read and practice exercises you click through. Nothing you do there changes your own computer, deletes your files, or costs a penny. The worst that can happen is you close the page and open it again.

So much of the difficulty people have with technology is really just fear of doing the wrong thing. A safe, patient place to practice, where mistakes cost nothing and no one is watching, is exactly the cure for that fear. Give yourself permission to poke around and get it wrong.

GOOD TO KNOW

Reading a lesson and trying the practice exercises cannot harm your computer or your files. The only real risk is talking yourself out of starting.

OTHER FREE SITES

26. Other free places to learn computer skills

GCFGlobal is the friendliest, but it is not the only one.

GCFGlobal is my first recommendation for its plain, calm style, but it is worth knowing it has good company. Many public libraries offer their own free computer classes, both online and in person, and a few other nonprofits run free, senior-friendly technology lessons. We cover some of those in separate guides in this series.

The point is that help learning the basics is genuinely everywhere and genuinely free. If one teacher's style does not suit you, another will. You are never stuck, and you never need to pay to learn how to use the device you already own.

GOOD TO KNOW

If GCFGlobal's style does not click for you, your library and other free programs teach the very same basics. Keep looking until you find the teacher that suits you — they are all free.

TWO WAYS IN

27. Two ways people come to this — and both are fine

Starting from scratch, or filling in the gaps.

Some folks come to GCFGlobal as true beginners; others know plenty but have a few stubborn gaps. Either way it fits you — so it helps to know which you are, because it changes where to start.

If you are starting from scratch

Computers still feel like a foreign land and you want to begin at the very beginning.

- Start with the Computer Basics course and go in order, one lesson at a time.
- Add a few minutes of typing practice a day so the keyboard stops fighting you.
- Pair it with a free in-person class at the library if you like learning alongside others.

If you just want to fill in gaps

You get by fine but there are a few things you have never quite understood.

- Use the menus to jump straight to your trouble spot — e-mail attachments, say, or spreadsheets.
- Keep the site bookmarked and search it whenever something new stumps you.
- Treat it as a free reference you dip into, not a course you must finish.

GOOD TO KNOW

Whichever you are, there is no wrong way in. Start where you are curious, and let the rest follow.

HELPING A RELATIVE

28. Using it to help a parent learn

A patient, free teacher you can learn alongside.

If you are the family's unofficial tech-helper, GCFGlobal is a gift to you too. Instead of explaining the same thing over and over, you can sit a parent down with the matching lesson and go through it together, or point them to it for the next time the question comes up. It never loses patience, and it never sighs.

Learning alongside them — rather than doing it for them — builds real confidence. Pick one skill they want, work through that lesson together, and let them drive the mouse. A parent who learns to do a thing themselves, once, is far happier than one who has it done for them ten times.

TIP

Resist the urge to grab the mouse. Let the person you are helping do the clicking while GCFGlobal supplies the steps — that is how it actually sticks.

STAYING SAFE

29. Staying safe while you learn

The real site, and a healthy caution about the rest.

GCFGlobal itself is perfectly safe — it is just lessons to read and watch. The caution is only about making sure you are on the genuine site, gcfglobal.org, rather than a copycat, and about the general internet-safety habits the site itself will teach you.

As you practice, you may be tempted to try things out on the live internet. That is good and healthy, but keep the site's own safety lessons in mind: never give a credit card to a pop-up, never call a number a scary message tells you to, and when in doubt, close the

window and ask someone you trust.

WATCH OUT

Learning sites and typing sites never need your Social Security number or bank details. If any 'free lesson' site asks for those, close it at once.

COMMON MISTAKES

30. Common mistakes

Avoid these and the learning goes smoothly.

The stumbles I see are rarely about brains and almost always about approach. Here are the common ones, all easy to sidestep.

- Trying to learn everything at once instead of one small lesson at a time.
- Giving up after a single confusing lesson rather than reading it twice or watching the video.
- Pushing for typing speed too early, which builds frustration instead of skill.
- Letting someone 'just do it for you' so the skill never actually takes root.
- Landing on a copycat site — always use the real address, gcfglobal.org.

TIP

Keep a little notebook beside the computer and jot down what you learn in your own words. Writing it down once helps it stick far better than reading it twice.

COMMON QUESTIONS

31. Common questions

The questions I hear most about learning computers for free.

Here are the ones that come up most at the kitchen table.

If yours is not here, it is likely a quick answer — call the library, or call me, and we will sort it.

QUESTIONS

32. Is GCFGlobal really free, with no account?

Yes — free to read, and no sign-up needed to start.

Completely free. It is paid for by a charity as a public service, there are no ads breaking up the lessons, and you do not need to create an account or enter a credit card to read and watch. You simply open the site and begin.

QUESTIONS

33. I am not good with computers — is it too advanced?

No — it is built for true beginners.

It is made for exactly the person who worries about that. The Computer Basics course assumes you know nothing and starts with the mouse and keyboard. There is no jargon you are expected to already understand, and you can go as slowly as you need.

QUESTIONS

34. Do I have to type well to use the internet?

No — but a little practice makes everything easier.

You can get by hunting and pecking, and plenty of people do. But a couple of weeks of a few minutes' daily practice on a free site makes e-mail and writing far less tiring. It is worth the small effort, though it is never required.

QUESTIONS

35. What is the difference between the free sites and paid classes?

Mostly whether a live teacher is in the room.

Free sites like GCFGlobal and the typing sites teach you on your own, at your pace, at no cost. Paid classes or tutors add a live person to answer questions in the moment. Many libraries offer free in-person classes too, which is the best of both — a teacher, and no cost.

QUESTIONS

36. Can I learn on my phone or do I need a computer?

Either works — but a keyboard helps for typing.

GCFGlobal works on a phone, tablet, or computer, and it has lessons aimed specifically at phones and tablets. For typing practice, though, a real keyboard — on a computer or an attached tablet keyboard — is much better than tapping glass.

QUICK RECAP

37. The quick recap

The whole guide in one glance.

- GCFGlobal (gcfglobal.org) is a free, nonprofit website that teaches computer and internet skills in plain steps.
- No account, no credit card, no ads — read lessons and watch short videos at your own pace.
- It covers computer basics, the internet, e-mail, Word, spreadsheets, phones, and online safety.
- For typing, practice a few minutes a day on a free site like Typing.com — little and often.
- Go in order like a class, or dip in for the one thing you need; nothing locks or expires.
- No device or internet at home? Use the library's free computers, wifi, and classes.

GOOD TO KNOW

The whole internet of learning is open to you for nothing — gcfglobal.org for the skills, a free typing site for the fingers, and the library for a helping hand.

BILL'S HERE TO HELP

38. You do not have to do this alone

You just have to remember that a friendly, patient person is one call away.

I hope this guide made learning computer skills feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and do not worry for a moment about memorizing anything.

When you would rather have a hand, that is exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat \$99, and for the parts that do not need me on-site I can often help right on your screen for \$49. Every visit comes with a 30-day, come-back-free guarantee. I am a patient tech helper, so I

will happily sit with you and work through the lessons until it clicks.

GOOD TO KNOW

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County. 30+ years of patient, plain-English tech help — and if you are ever not 100% happy with a visit, I will make it right or refund it. That is a promise. — Bill

AT A GLANCE

A Picture to Follow Along

From Nervous to Confident

How free lessons work



Free, no account, no ads -- repeat any lesson as often as you like.

AT A GLANCE

A Second Look

What You Can Learn Free

GCFGlobal topics and free typing practice

	Where	What it teaches
Computer basics	GCFGlobal	Mouse, keyboard, files
Internet & email	GCFGlobal	Browsing, safety, mail
Word & sheets	GCFGlobal	Letters, simple budgets
Typing	Typing.com, keybr	Finger practice, free

All free -- and the library offers free in-person classes too.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.