

## TELUS- Fixing basic online problems

[TELUS® Wise]

[TELUS Wise online basics]

[8. Fixing basic online problems]

[TELUS Wise employee] One of the most common reasons that some people don't want to use the internet is because they're worried that something will go wrong.

The good news is that most of the time it's pretty easy to fix a mistake.

When you're using a browser and you go somewhere you didn't mean to clicking on the “Back” button will bring you back to the last page you are on.

Android devices and some programs like Microsoft Word also have an “undo” button that looks like this ].

Clicking on it will undo the last thing that you did.

You can usually undo several things by clicking on it more than once.

If a window opens a page that you didn't want clicking on the “X” at the top right will close it.

On phones and tablets you can usually leave app without closing it, by pressing the “Home” button. [Cell phone with the “Home” button (located at the bottom center of the screen) being pressed.]

If you want to close an app on the iPhone or iPad push the “Home” button twice, then use your finger to swipe the app you want to close off the screen.

If you have a more recent iPhone or iPad with no “Home” button- swipe your finger halfway up from the bottom of the screen and then lift your finger. This will open a new window, where you can close apps by swiping them up and off the screen.

On an Android device- tap the square next to the “Home” button, then swipe the app off the screen. Sometimes this is on the right, sometimes on the left. [Android phone with an arrow pointing left, a circle, and a square at the bottom of the screen showing the square selected and then swiping and app off the screen, closing it.]

If you're using a computer that runs the Windows OS and a program is frozen, or doesn't close with the “X” button, you can press the “Control” [CTRL] “Alt” [ALT] and “Delete” [DEL] buttons on your keyboard at the same time. That will bring up the “Task Manager” window where you can click on the program that you want to close and press “End task”.

If you're using a Mac- press “Command” “Option” [OPT] and “Escape” [ESC], instead.

[TELUS® Wise logo] For more information on online basics, check out the other videos in the series. Visit our website at [telus.com/WiseOnlineBasics](https://telus.com/WiseOnlineBasics).