

By Jo Becker, BA

Following are a number of quick and simple computer tips you can use to improve your computing performance.

### **Trouble with logins and passwords?**

If you're having trouble logging into programs or websites and you know you have remembered your account information correctly there may be some reason behind the madness.

Now, if you're just having trouble remembering your various account logins and passwords, that's a different matter all together! And for those of you using Internet Explorer's feature that tries to help you out by remembering your passwords for you, good luck! It's given me nothing but grief and makes it harder for me to retain my account info in my own memory! But, let's assume that's not the case because other than writing them down, which you're not supposed to do for security reasons, I don't know how to help you there.

If you're certain that you have remembered the username and password correctly, be sure that the following keys are *not* turned on: Caps Lock, Num Lock, and Scroll Lock.

Many usernames and passwords are case sensitive and having any of these keys activated can cause you real grief! Activating them is quite easy to do by bumping them unknowingly (my cats are real good about helping me with this unwanted little chore). Many times it's hard to tell whether these buttons are on or not. Therefore, I would suggest hitting JUST ONE of them one time, then trying to log into your program or site again. If that didn't do it, go back and hit that same button one more time to turn it off, then choose another button and hit it just once. Try logging in... etc.

### **Printing out web pages**

For many of us, our most frequent need for logins is online; here's another online tip for you. Have you ever printed out a web page and found that just a portion of the page printed. This can take a number of forms and related causes but arguably the most common has to do with sites that use frames.

A frame is a division in a web page that allows for formatting control over the look of the page. The most common use of frames is a narrower left-hand column for navigation buttons and a wider right-hand column where the 'body' of the site is displayed. You might also see frames running along the top and / or bottom of a website. If you hit print when the website loads on your screen, your computer may tell your printer to print one of the frames by default—commonly the navigation button frame along the left-hand side of the screen, which is often quite useless printed out by itself.

If this happens to you, LEFT click ONCE in the body of the site (that is, the larger frame) or whatever portion of the site you want to print. Then go File / Print to request a printout. Some sites are not prepared properly to be able to easily print all frames together on one piece of paper the way they appear on the screen. Luckily, the coding behind many pages is smart enough to avoid this hassle, but some aren't and it's handy to know why your printouts are sometimes goofy and how to work around it.

If it's essential that you have a good print out of the whole page, as it appears online, Adobe Acrobat (the full version) can come in handy. Print to PDF (portable document format) then print the PDF file out on paper. As mentioned in earlier articles, the full version of Acrobat that allows you to create PDFs is quite expensive. For a discussion of alternatives, read the May 2006 *Principal Broker* article entitled "Paperless Offices, Portable Drives, and PDFs" on pages 13-15 at [http://www.principalbrokernorthwest.com/pdfs/PB\\_05-06.pdf](http://www.principalbrokernorthwest.com/pdfs/PB_05-06.pdf).

As always, if this seems overwhelming ask for help, but keep trying! Before long you'll get the hang of it. In the meantime, *hang in there!*

Jo Becker  
BA, *former*GRI

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Jo Becker has eight years of licensed real estate experience. As a former broker, she knows how important, and sometimes scary, technology and self-promotion can be. Jo has provided personalized one-on-one marketing consultation and computer software training to the industry since 2002.

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