

### **To use the Citizens advice Chrome book computer**

1. Press the power button, bottom edge of the screen. You need to press it more at the back than the front.
2. Bottom left browse as guest

Click Google chrome green, red, yellow and blue bottom middle of screen if browser does not automatically open.

### **For advice by email**

1. Go on Google chrome to [www.citizensadvicecw.org.uk](http://www.citizensadvicecw.org.uk)
2. Click get advice under the phone number
3. Click Advice by email
4. Click contact form
5. Complete online form

### **To create an email address for a client to get a response if they don't have an email address**

1. Go to [www.google.co.uk](http://www.google.co.uk)
2. This will bring up the Google search screen. Top right of screen click sign in
3. Middle of the screen you will see creates an account.
4. Click for myself
5. Fill in online form just name; agree an email and a password. A DOB is needed

If the client does have an email its fine to log onto their personal email address online, just ensure they log out.

To do an information search, the recommended site to go are:

[www.citizensadvicecw.org.uk](http://www.citizensadvicecw.org.uk)  
[Www.citizensadvicecw.org.uk](http://Www.citizensadvicecw.org.uk)  
[www.livewell.cheshirewestandchester.gov](http://www.livewell.cheshirewestandchester.gov)  
[www.gov.uk](http://www.gov.uk)

But it's fine to use other websites, but please be aware it's a citizen's advice computer and all sites should be appropriate for the use intended.

### **To turn off pc**

1. Press power button
2. Log off as guest
3. Shut down

Always log off so information a client may have entered is removed from the pc for other uses to see