

Guides & Documentation from Wiseserve

Setting Up Your New PC or Laptop

- Unbox and inspect your device carefully.
- Connect to power and complete the initial Windows or macOS setup.
- Install antivirus and run system updates.
- Set up user accounts, passwords, and backups.
- Install required software and connect peripherals.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Data Backup & Recovery Essentials

- Always maintain at least two backup copies — local and cloud.
- Use automated backup software to schedule regular saves.
- Test your recovery process periodically.
- Label and date backup drives to stay organized.
- Encrypt sensitive data before storing it.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Cybersecurity Best Practices for Businesses

- Use strong, unique passwords for every account.
- Enable two-factor authentication wherever possible.
- Train employees to recognize phishing attempts.
- Keep all systems updated with security patches.
- Regularly review access controls and permissions.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

How to Protect Your Email from Phishing Attacks

- Check sender details before opening any links.
- Avoid downloading suspicious attachments.
- Use spam filters and report phishing emails.
- Keep your email software updated.
- Educate your staff on recognizing fake emails.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Troubleshooting Network & Wi-Fi Issues

- Restart your router and devices first.
- Check for loose cables or damaged hardware.
- Run the Windows or macOS network troubleshooter.
- Update your router firmware regularly.
- Contact your IT support if issues persist.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Maintaining Your Computer for Peak Performance

- Clean your system regularly using trusted tools.
- Uninstall unused programs and clear cache files.
- Keep antivirus and operating system up to date.
- Defragment drives (for HDDs) or optimize SSDs.
- Schedule regular maintenance checks.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Introduction to Cloud Storage & Microsoft 365

- Access files from anywhere using OneDrive or SharePoint.
- Collaborate in real-time with Microsoft Teams and Office apps.
- Enable multi-factor authentication for added security.
- Regularly back up cloud data externally.
- Monitor account usage and storage limits.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)

Safe Remote Work Setup Guide

- Use secure VPN connections when accessing company resources.
- Keep work devices updated and protected with antivirus.
- Avoid public Wi-Fi for sensitive tasks.
- Back up files daily and store them securely.
- Lock your screen when away from the computer.

For professional IT support and assistance, contact Wiseserve at 01865 451 177 or visit [wiseserve.net](https://www.wiseserve.net)