

# Tech Support Cheat Sheet

## Resetting a Forgotten Password

- **Step 1:** Go to the website or app login page.
- **Step 2:** Click on "Forgot Password?" or "Reset Password."
- **Step 3:** Enter your email address or phone number.
- **Step 4:** Follow the instructions sent to your email or phone to reset the password.
- **Tip:** Make sure to write down your new password in a safe place!

## Clearing the Cache on Your Browser

- **For Google Chrome:**
  - Click on the three dots in the upper right corner.
  - Select "More tools" > "Clear browsing data."
  - Choose "Cached images and files" and click "Clear data."
- **For Safari:**
  - Click "Safari" in the top menu bar, then "Preferences."
  - Click the "Privacy" tab, then "Manage Website Data."
  - Click "Remove All" to clear the cache.
- **Tip:** Clearing the cache can speed up your browser and fix display issues.

## Updating Your Apps or Phone's Operating System

- **For iPhones:**
  - Go to "Settings" > "General" > "Software Update."
  - If an update is available, tap "Download and Install."
- **For Android Phones:**
  - Go to "Settings" > "System" > "Software Update."
  - Tap "Download and Install" if an update is available.
- **Tip:** Keep your device up to date to ensure you have the latest security features.

## Managing Apps on Your Phone

- **Deleting an App (iPhone/Android):**
  - Tap and hold the app you want to delete until it starts wiggling.
  - Tap the "X" or "Delete" button to remove the app.
- **Reinstalling an App:**
  - Go to the App Store (iPhone) or Google Play Store (Android).
  - Search for the app, then tap "Install" or "Get" to reinstall it.
- **Tip:** Organize your apps into folders for easier access.

## Setting Up Two-Factor Authentication (2FA)

- **Step 1:** Go to your account settings (e.g., Google, Facebook, or your email provider).
- **Step 2:** Look for "Security" or "Account Settings."
- **Step 3:** Enable Two-Factor Authentication and choose your verification method (text, email, or an app).
- **Tip:** 2FA adds an extra layer of security by requiring a second step when logging in.

## How to Block Spam Calls or Texts

- **For iPhones:**
  - Go to "Settings" > "Phone" > "Call Blocking & Identification."
  - Tap "Block Contact" to block specific numbers.
- **For Android Phones:**
  - Go to "Settings" > "Call Settings" > "Block Numbers."
  - Add numbers you want to block.
- **Tip:** Use a spam-blocking app for additional protection.

## How to Take a Screenshot

- **On an iPhone:** Press the side button and the volume up button at the same time. Release quickly. The screenshot will appear in your Photos app.
- **On an Android:** Press the power button and the volume down button at the same time. Release quickly. The screenshot will appear in your Photos or Gallery app.

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