# Windows Tips
by Lenny Bailes

Tip 1: Always make sure you have a current Windows System Restore Point enabled.

These tend to disappear after you create them within one to three days, leaving you unable to revert to a previous working Windows configuration. What I do is that anytime I restart my computer, I enter *Sys* in the Windows search box, which is generally enough letters to pop up a "Create System Restore Point" prompt.

You can click on that prompt, click the *System Restore* button on the following screen and verify whether a current Restore Point has been saved. If none are showing, click the "Create" button near the bottom of the screen and create a new Restore Point.

These are the first line of defense if anything goes wrong with your Windows setup (such as suddenly losing all your Desktop Settings if your computer has locked up during some operation and your Windows Account Profile has been corrupted).

Running *System Restore* will bring those Desktop Settings right back, as well as dealing with problems where a previously recognized hardware device suddenly doesn't work, or something worse happens.
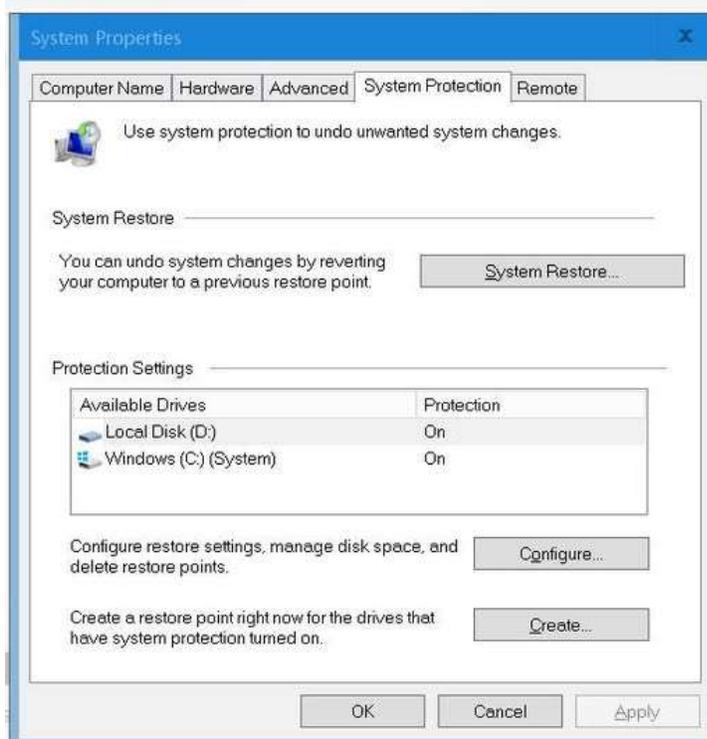
Tip 2: Contacting a live Microsoft Support Agent for Windows or MS Office.

Many Windows users are unaware of this fact: Microsoft offers a live support site online for users of Windows, Microsoft Office, and some of their other products.

Here's how you can at least establish contact with a live agent and get them to read your complaint:

1. Enter https://support.microsoft.com/en-us/home/contact?SourceApp=smc2&ContactUsExperienceEntryPointAssetId=login.live.com in the URL box.
2. Under *We're Here to Help* type in a complaint or question about Windows or MS Office, then click the **Get Help** button.

Search Request history

We're here to help

Tell us your problem so we can get you the right help and support.

🔍 Example: Can't install Office

80 characters remaining   Privacy & Cookies | Support policy

Get Help

3. Read through the suggestions about running Windows Troubleshooters if you wish, or scroll down to the "Did This Solve Your Problem" prompt and choose NO.
   Read past the apology and follow the displayed instruction to "CONTACT SUPPORT."
   (Scroll down to the blue CONTACT SUPPORT button and click it.)
4. A new screen prompt will say "Tell Us A Little More About Your Problem." Select the Microsoft Product that's driving you crazy under that, followed by "Technical Support,": and click CONFIRM.

← Back

Tell us a little more about your problem

Once you select your product or service, we may ask you to make a few more selections so we can get you the right support.

Products and services

Windows   ⌄

Category

Technical Support   ⌄

Confirm

Give us feedback

5. Then click "Chat with a support agent in your web browser," and confirm your email address. (You do need to have an active Microsoft account in order to use this option. If you don't have one, go to the Microsoft login.live page before starting all of this and create one.)

Note: If you're cautious, be sure to state your complaint to the technician when he/she comes online and make it clear that you will give them access and permission to look around in your Windows installation, but that before making any actual change to your configuration, they should tell you exactly what they're going to do. You can ask them if the change is reversible, and what consequences it might have. Be careful about letting them change any setting that they can't reverse if it makes things worse.

**Tip No. 3: Restoring lost web browser tabs or old web browser sessions.**

There are two browser plugins you can install for any of the major web browsers (Chrome, Edge, Firefox, Opera, Brave, etc) to insure that you will never again open the browser and find that all your open tabs have vanished, or you've lost your web browsing history.

These plugins are called **TAB SESSION MANAGER**, and **SESSION BUDDY**. Either one of them, when installed, will save a copy of every web browser session you ever run in regular or private windows, allowing you to do searches by site, or session and restore an old session. **SESSION BUDDY** has the simpler interface, but **TAB SESSION MANAGER** is more powerful.

To install one of these Extensions, simply search the Internet for the Extension you wish to add by name, and click the "Add" or "Get" button when the Extension's web page opens in your web browser.
**Note: You must be in a regular Browser Window rather than an Incognito/Private window to add an Extension**.

Use the *Manage Extensions* option in your Web Browser to pin the icon for the plugin to the top of your web browser and configure the Options as you wish to specify the maximum number of sessions that can be saved, whether private sessions are saved, etc. Your current session will be saved every time you close the web browser.
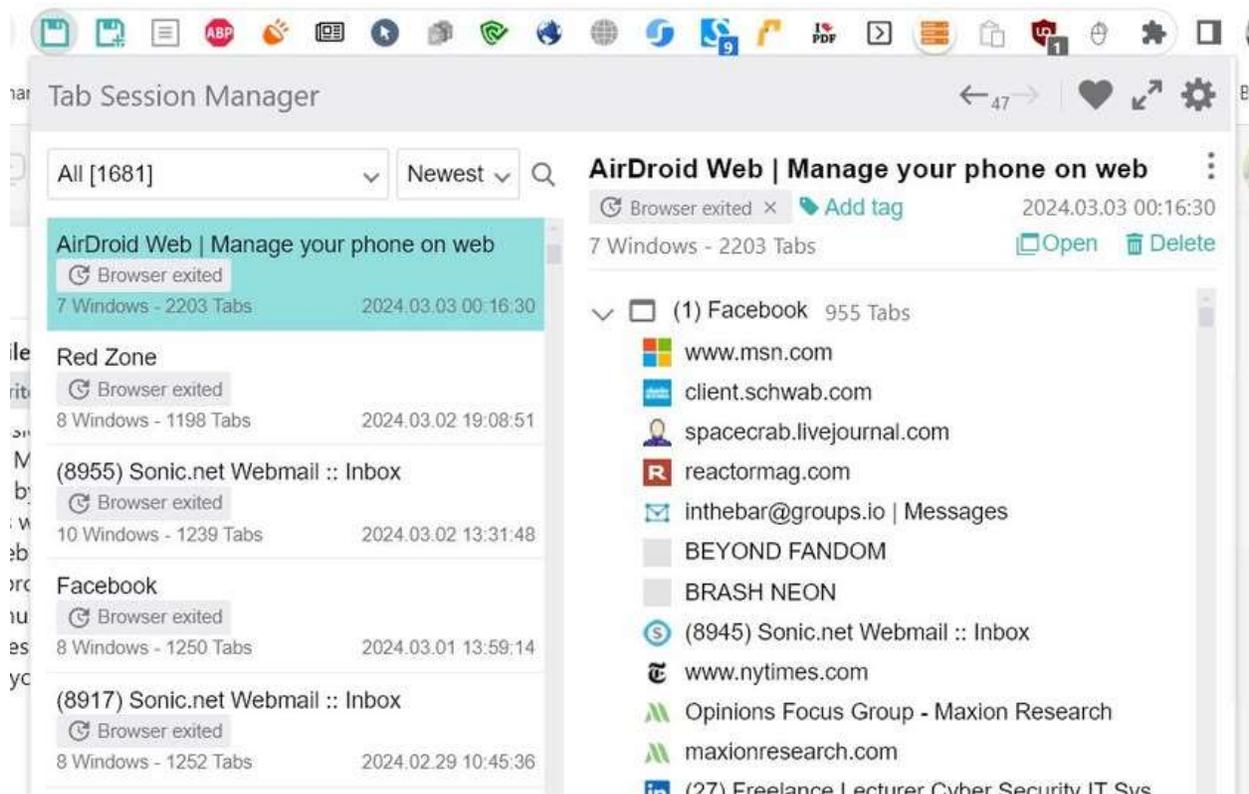
Tips for Using Tab Session Manager

1. You can control how many sessions will be saved and the frequency with which sessions are saved through the Options menu. Right-click on the Tab Session Manager icon after you've pinned it to your browser window and choose Options. Select the Settings tab to specify how many sessions will be saved and how often.
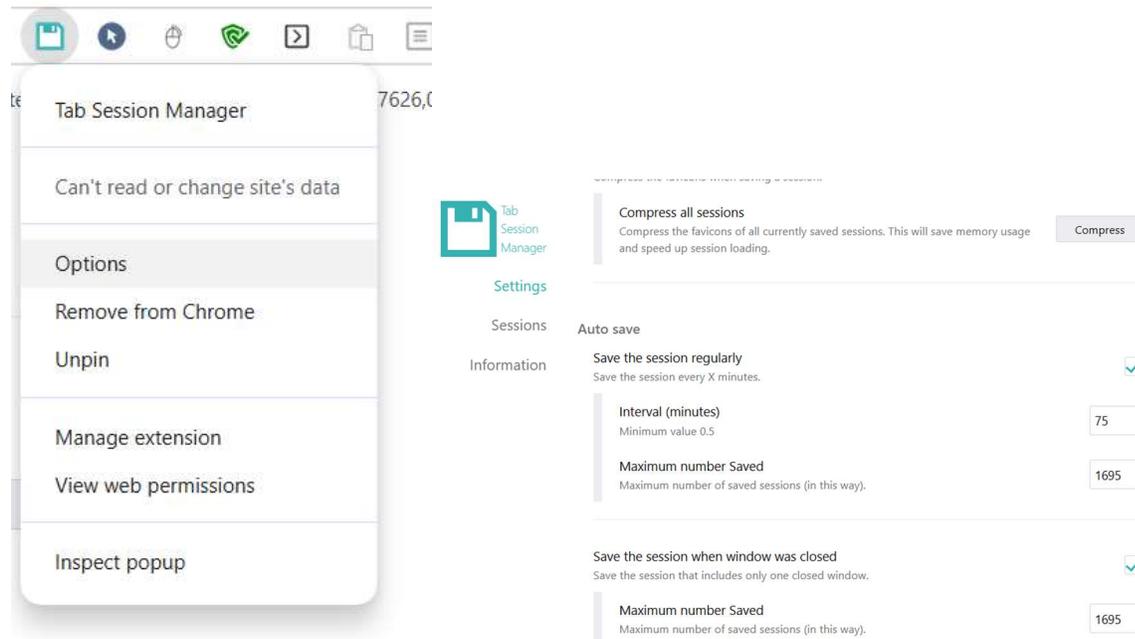
2. If you wish Tab Session Manager to save private (incognito) browsing sessions, this feature can be enabled in the Session Options settings.
3. Sometimes, if you have a large number of windows and tabs open in your browser session, Tab Session Manager will not open properly or display previously-saved sessions. This can easily be remedied opening the Manage Extensions settings for your web browser, temporarily disabling Session Manager by sliding the radio button to the left, then re-enabling it by sliding the radio button to the right again.