Your Free AI IT Guy Guide

Three ways to get a computer problem solved with AI, starting with the one that takes a minute.

This is the setup from our $27 course, ChatGPT IT Guy. You asked for it, so it's yours free. Keep it by your computer.

1. Start here: our free AI tech helper

Nothing to install and no account. It works on your phone, so it helps even when the computer won't.

1. Open **brainroad.com/help** on your phone or computer.
2. Type what's wrong in your own words, or tap the microphone on your phone's keyboard and say it. You can add a photo of the screen.
3. Follow the steps it gives you. They're written for your exact problem, easiest first.
4. Still stuck? Tap **Have us take it from here**. We get what you told it and what it suggested, so you explain it once.

2. Want AI to do the clicking for you?

The helper tells you what to click. The ChatGPT and Claude apps can go further: with your permission they open the settings on your Windows or Mac computer and work through the problem while you watch.

ChatGPT (page 2)	Has a free plan that includes limited use on the computer app. Start here if you're new to both.
Claude (page 3)	Needs a paid plan (Pro is $20 a month). A good choice if you already use Claude.

Already use one of them? Set up that one. You only need one.

3. Or hand it to us

You now have an IT company to call. The diagnosis is free, a home-computer remote fix is $99 flat, and you pay only when it's fixed. Call or text **(573) 687-9015**, or email support@brainroad.com. In mid-Missouri we also repair computers in person.

Set up ChatGPT to do the clicking

About ten minutes, one time. Made by OpenAI.

Install it and sign in

1. On your computer, go to **chatgpt.com/download** and download ChatGPT for desktop. It has to be the app; the website in a browser tab can't use your computer.
2. Open the app and sign in, or create a free account with Google, Apple or your email.

Turn on Computer use

1. At the top of the app, choose **ChatGPT** (not Codex), then switch from **Chat** to **Work**.
2. Open **Settings**, then **Computer use**. Under **Control**, find **Any App**. If it says **Install**, click it and follow the prompts. If it's a switch, turn it on.
3. **On a Mac:** allow **Screen Recording** (so it can see) and **Accessibility** (so it can click) when your Mac asks.
4. Type your first request in Work. Try this one:

> Use my computer to check how much storage space is left, and tell me in plain words whether I need to worry. Don't change anything.

ChatGPT asks before it uses each app. Click **Allow** and watch it work. On Windows it uses your pointer and keyboard, so sit back until it finishes.

What it costs

The free plan includes limited Work on the computer app. If you run out, or you want it on your phone too, ChatGPT Plus is $20 a month, paid to OpenAI. Computer use is still rolling out, so a few accounts and regions won't see it yet.

Fewer questions, if you want them

Under the message box, OpenAI gives you a choice of how actions are approved:

- **Ask for approval** is where it starts. It checks with you first.
- **Approve for me** has ChatGPT review each action itself and stop only for the ones it finds possibly unsafe.
- **Full access** lets it work without stopping, anywhere on your computer and the internet.

OpenAI built these in because the feature is powerful and they make it easier to use. The choice is yours, and you can change it back at any time.

Don't see Work or Computer use? Update the app (download it again from chatgpt.com/download) and look again. Still missing? Call us and we'll look with you.

Set up Claude to do the clicking

About ten minutes, one time. Made by Anthropic.

Install it and sign in

1. On your computer, go to **claude.com/download** and click **Download** beside Windows or macOS. Open the file it downloads.
2. Open Claude from the Start menu (Windows) or the Applications folder (Mac) and sign in.
3. This part of Claude needs a paid plan. **Pro** is ${CLAUDE_PRO_PRICE} a month, paid to Anthropic. See the plans at **claude.com/pricing**.

Turn on computer use

1. Open **Settings**, then **Capabilities**. (If there's no Computer use section there, look in **Settings**, then **System**, under **This computer**.)
2. Turn on **Enable computer use**.
3. **On a Mac:** allow **Accessibility** (so it can click) and **Screen Recording** (so it can see) when your Mac asks.
4. In the message box, choose **Cowork**. (No Chat and Cowork choice? You have the newer version, so skip this.) Then type your first request:

> Use my computer to check how much storage space is left, and tell me in plain words whether I need to worry. Don't change anything.

Claude asks before it uses each app. Approve it and watch it work. Keep the computer awake and the Claude app open while it does.

Fewer questions, if you want them

In the message box, Anthropic gives you a choice of how much Claude checks with you:

- **Manual** asks you before each action.
- **Auto** has Claude review each action for safety itself and block the unsafe ones. It's the usual setting on Pro.
- **Skip** lets it work without stopping to ask.

Anthropic built these in because the feature is powerful and they make it easier to use. The choice is yours, and you can change it back at any time.

Computer use in Claude is new and still labeled a beta by Anthropic. Don't see it? Update the app from claude.com/download. Still missing? Call us and we'll look with you.

What to say, and what stays yours

Works the same in ChatGPT and Claude.

Say what's wrong, then hand it over

Skip the technical words. Describe it the way you'd tell a friend, then add: **"Use my computer to figure out what's wrong and fix it. Ask me before you change anything important, and tell me what you did."**

Printer says "offline"	"My printer says it's offline and I need to print today. Use my computer to find out why and fix it."
The sound is gone	"I can't hear anything. Use my computer to check where my sound is going and fix it."
Computer is crawling	"My computer is very slow. Use my computer to find out why. Ask me before you remove anything."
Wi-Fi keeps dropping	"My Wi-Fi keeps cutting out. Use my computer to find out why and tell me what you find."
Can't find a download	"Use my computer to find the file I just downloaded and open the folder it's in."
A scary pop-up	"Look at what's on my screen. Is this real or a scam? If it's a scam, help me close it safely."

When it says it's done, check for yourself. Click **Stop** any time. To undo a change, ask: "What did you change, and how do I put it back?"

These stay yours

- Passwords and codes. Type them yourself, into the real sign-in box.
- "Do you want to allow this app to make changes?" You click Yes.
- Close your banking, email and anything private before you hand it a job.

The scam pop-up rule

- A pop-up that tells you to call a phone number is a scam. Every time.
- Close the browser. If it stays stuck, hold the power button until the computer turns off.
- Not sure? Read it to us. The scam check is free.

Call a real person when

The computer stays dark, clicks, grinds, got wet or was dropped. Files you need have gone missing. Or you'd simply rather have it done for you.

BrainRoad Computer Repair & IT • (573) 687-9015 (call or text) • support@brainroad.com
Free diagnosis. You know the price before we touch anything.

ChatGPT and Claude are made by OpenAI and Anthropic, not BrainRoad. Their apps and prices change; we checked this guide against their instructions in November 2026. An AI fix is not guaranteed.