

**IT Services
Training Guide**

Microsoft Windows 7

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Starting and Exiting Windows

Objectives

- Start the computer and log on
- Restart the computer
- End your Windows session

Starting your computer and logging on

Microsoft Windows will start automatically when you turn on your computer. Depending on the speed of your computer, it may take a while.

The Welcome screen may be displayed.

If you only have one user account, and that account does not require a password, you will not see the Welcome screen.



If you see the Welcome screen, you need to log on by choosing your user name, and entering your password if one is required.

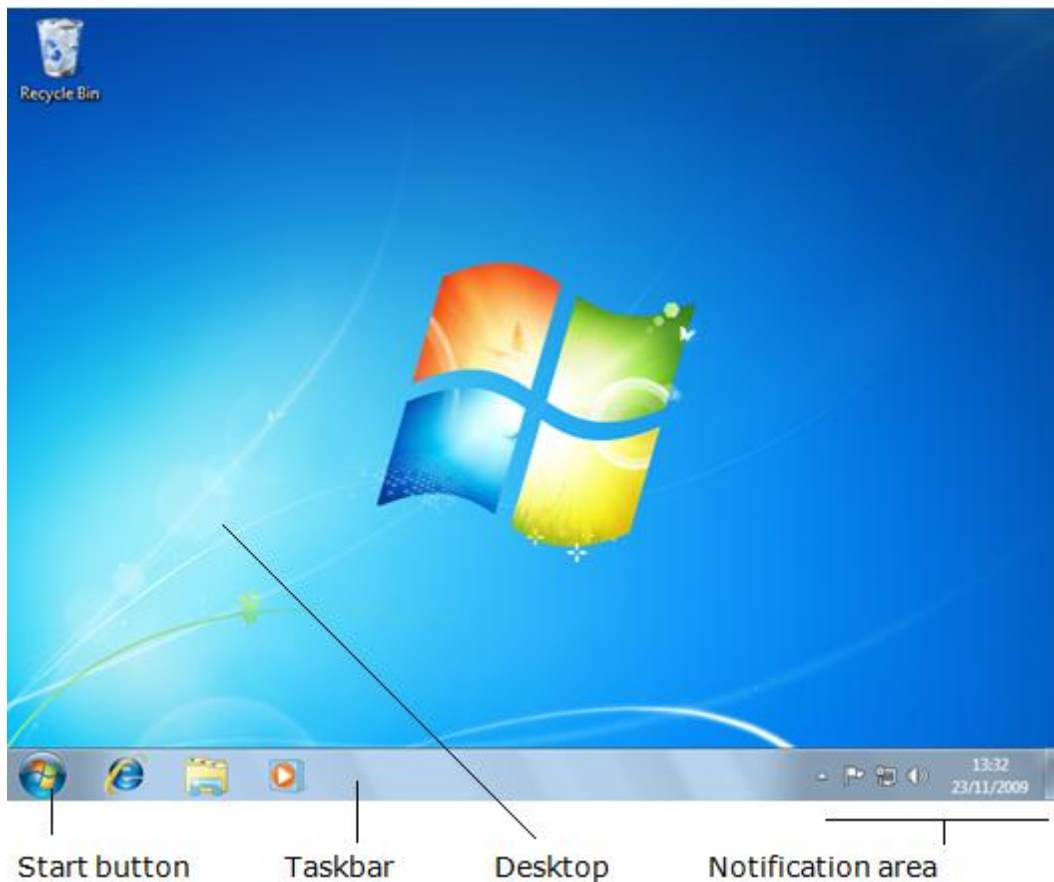
Passwords are case specific - for example, all the following passwords are different: mypassword, MYPASSWORD, MyPassword, mYpAsSwOrD.

To logon:

1. Click your user name.
2. In the **Password** box, enter your password.
3. Press Enter.

When Windows has started, and you have logged on, the Desktop is displayed.


The next picture shows a typical desktop naming the main components. It may look different on your system.

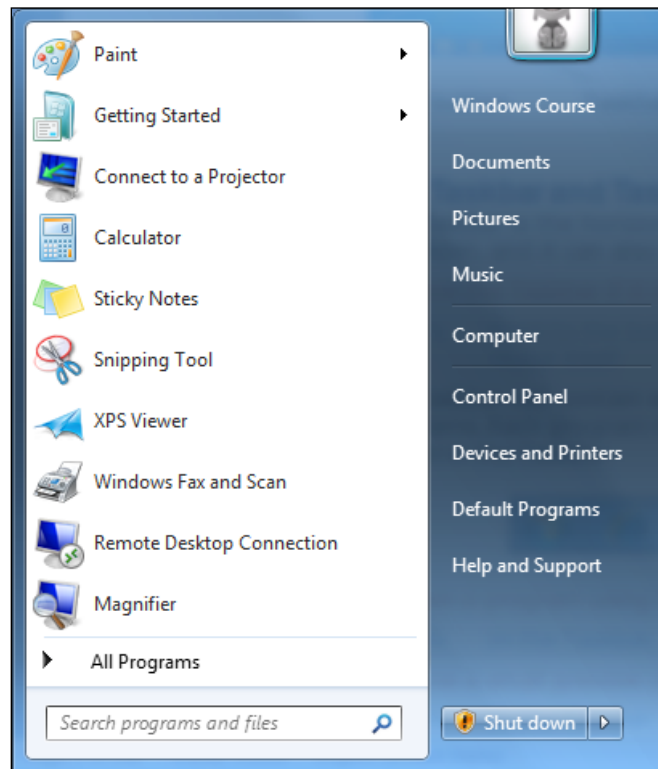


Restarting your computer


Occasionally you may wish to re-start your computer. You are sometimes required to do this after installing a new program.

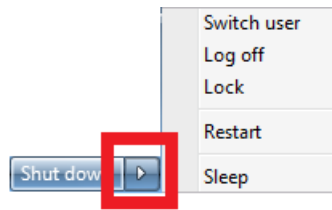
To re-start your computer:

1. Save any documents you are working on, and then exit any programs that you have running.
2. In the bottom left-hand corner of the screen, click the  **Start** button.
3. The Start menu will be displayed.



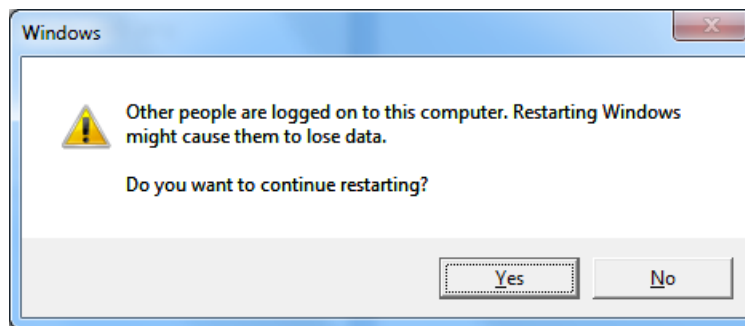
The items shown on the Start menu will be different on your system – don't worry about this now.

 *Towards the bottom right-hand corner of the Start menu, click the arrow on the **Shut Down** button – note that it may show something other than **Shut Down**.*



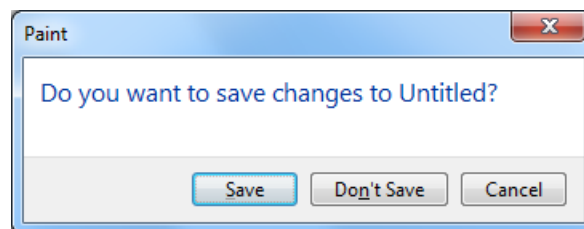
1. Choose Restart.

If other users are logged on to the computer, you will need to confirm that you still want to restart the computer.



2. Choose Yes to continue, or No to cancel.

If you have any unsaved data or documents, you may see a message box:



*If necessary, choose to **Save** , **Don't Save** or **Cancel** as required.*

If you have left any programs running, you may need to confirm your choice:



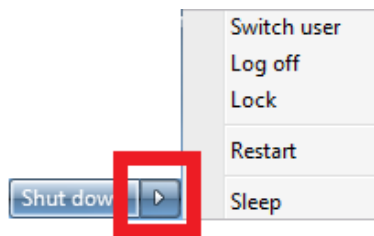
*If necessary, choose **Force restart**.*

If you choose Force restart, your computer will shut down, and then restart automatically.

Ending your Windows session

When you have finished working with your computer, there are several ways to end your session. These include turning the computer off, leaving it a low-power state ready to activate again, and locking it to stop other users accessing it.


All of the options are available via the **Start** menu by clicking the arrow on the **Shut Down** button.



Locking your computer

Locking the computer switches to the Welcome screen; no-one will be able to access your programs and files unless they know your password. This is useful if you need to go away from your computer for a period of time.

To lock the computer, choose any of the following methods:

1. Click the **Start** button or press the **Windows logo** key, click the arrow on the **Shut Down** button, and then choose **Lock**.
2. On the keyboard, hold down the **Windows**  **logo** key, and then press **L**.

Logging off

Logging off closes down all your programs and returns the computer to the Welcome screen ready for the next person to log on.

To log off:

1. Click the **Start** button or press the **Windows logo** key.
2. Click the arrow on the **Shut Down** button, and then choose **Log off**.

Putting the computer to sleep

When you put your computer to sleep, Windows automatically saves your work; there is no need to close any documents or programs that you are working on. The next time you turn on your computer, the screen will look exactly as it did with your programs and documents open.

To put the computer in sleep mode:

1. Click the **Start** button or press the **Windows logo** key.
2. Click the arrow on the **Shut Down** button, and then choose **Sleep**.

Shutting down your computer

To shut down Windows completely:

1. Click the **Start** button or press the **Windows logo** key.
2. Click the **Shut Down** button – if the button has been changed, you will need to click the arrow, and then choose **Shut Down**.

The Desktop

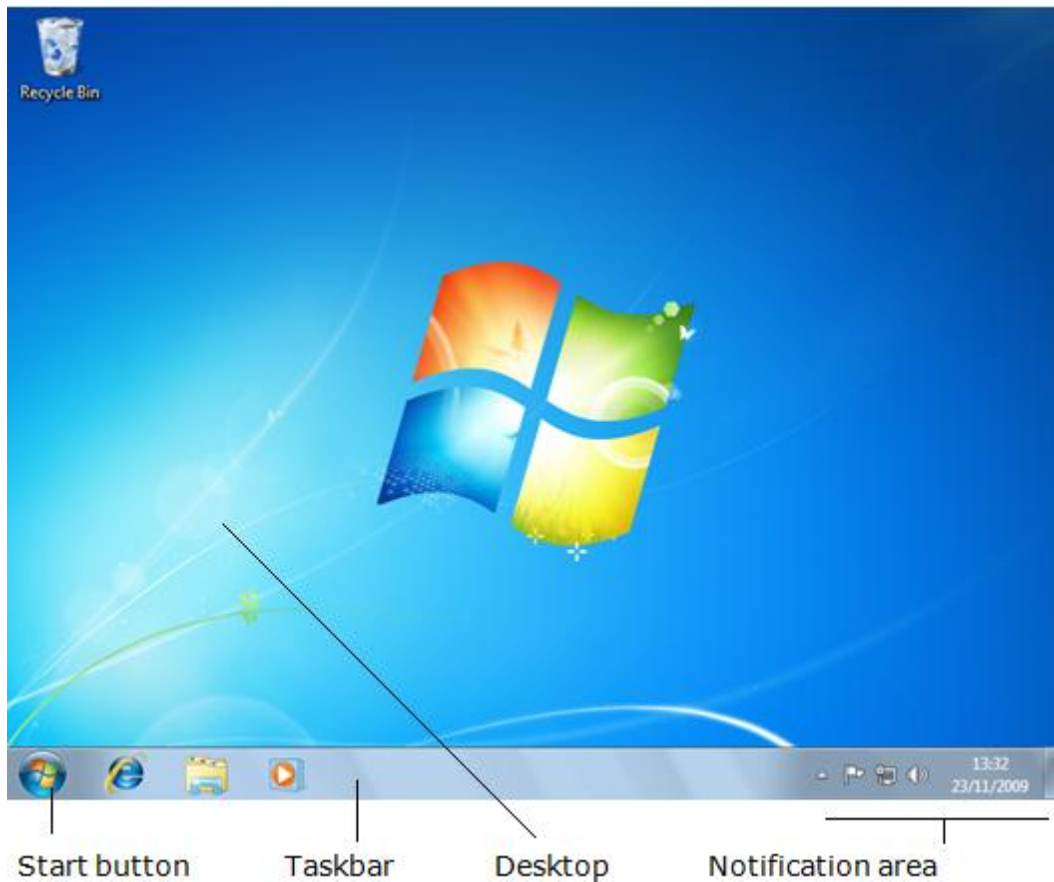
Objectives

- Recognise Desktop components.
- Learn about the Taskbar and Taskbar buttons.
- Learn about the Start menu.
- Learn about Internet Explorer and Windows Explorer buttons.

Recognising Desktop components

The Desktop is the main Windows screen area.

The next picture shows a typical desktop naming the main components. It may look different on your system.



The Taskbar and Taskbar buttons

The Taskbar is the horizontal bar along the bottom of the screen. It may be hidden, and it can also be moved to any edge of the screen.

To show the Taskbar if it is hidden:

- Point to the bottom of the screen – the Taskbar will slide up to reveal itself.

The Taskbar can contain several buttons used to launch programs or access programs that are currently running.



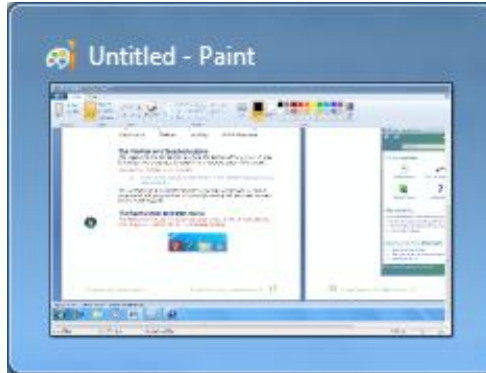
Using the Taskbar to open windows and programs

To open a program using the Taskbar:

1. Click the required program icon.

To show a small preview of an already open program window:

1. On the Taskbar, point to the required program icon.



To show a full preview of an already open program window:

1. In the Taskbar, point to the required program icon, and then point to the preview window.

To switch to an already open program window:

2. In the Taskbar, click the required program icon - if an application has multiple windows; you will see all available windows in the preview and will have to click the required one.

Jump lists

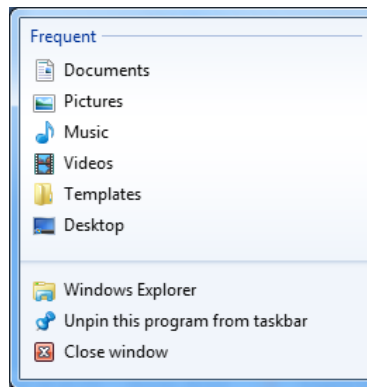
Windows 7 has a new feature called **Jump lists**. A jump list is a shortcut menu that lists recent or frequent items opened, and other options.

The jump list is different for each program button shown on the Taskbar – only documents opened with a particular program are shown in the jump list for that program.

To show the jump list for a program, choose one of the following methods:

- On the Taskbar, right-click the program button that you want to see the jump list for.
- On the Taskbar, drag the program button upwards off the Taskbar.

An example jump list is shown in the next picture.



1. Choose the required option, or press the **Esc** button to close the jump list.

Pinning items to the Taskbar and Start menu

Pinning is the term used in Windows 7 for placing a program button on the **Taskbar** or in the **Start** menu.

To pin a program to the **Taskbar** or **Start** menu:

1. Locate the program icon.
2. Right-click the program icon.
3. Choose **Pin to Taskbar** or **Pin to Start menu**.

You can also unpin program buttons from the **Taskbar** or **Start** menu. In the previous picture you will see a menu option in the jump list that says Unpin this program from the taskbar.

The Internet Explorer button

The Internet Explorer button, which is normally displayed on the Taskbar, gives you access to the Internet.

To start Internet Explorer:

1. On the Taskbar, click the **Internet Explorer**  button.

To preview the Internet Explorer window if it is already open:

1. On the Taskbar, point to the **Internet Explorer** button, and then point to the small preview window – there will be one for each open web page.

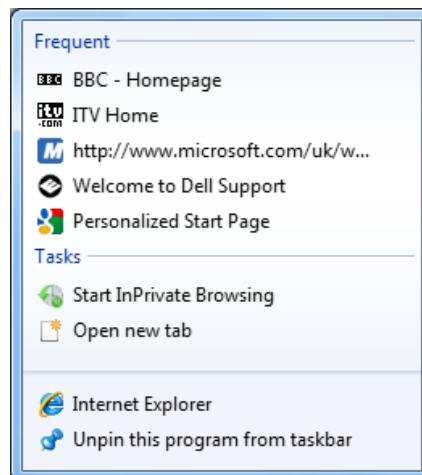


To switch to the Internet Explorer window if it is already open:

1. On the Taskbar, click the **Internet Explorer** button – if you have multiple pages open, you will need to choose which page to view.

To re-open a frequently visited web page:

1. On the Taskbar, right-click the **Internet Explorer** button, or drag the button upwards, and then choose the required page from the top of the list.



The Windows Explorer button

The **Windows Explorer** button, which is normally displayed on the Taskbar, gives you access to the drives, folders and files on your computer.



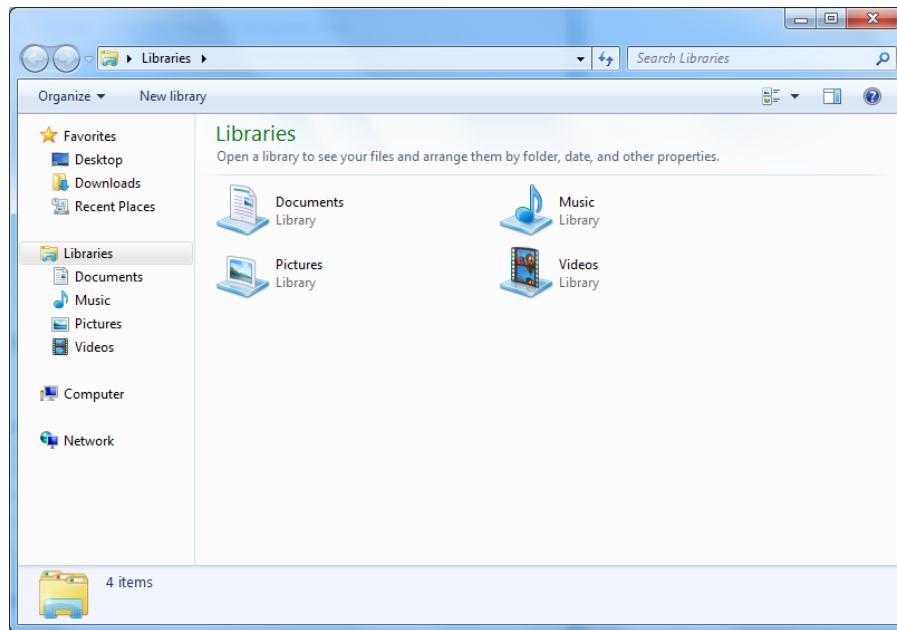
To start Windows Explorer:

1. On the Taskbar, click the **Windows Explorer** button.

Windows Explorer will start.

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Your files are stored in so-called **Libraries**, such as Documents, Pictures, Music and Videos.

To preview an already open Windows Explorer window:

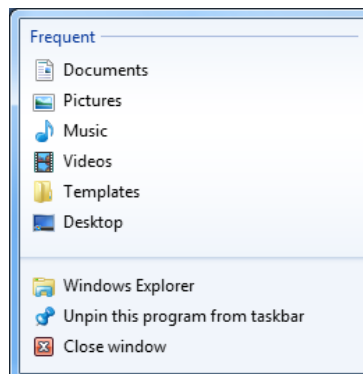
1. On the Taskbar, point to the **Windows Explorer** button, and then point to the required small preview window.

To switch to the Windows Explorer window if it is already open:

1. On the Taskbar, click the **Windows Explorer** button – if you have multiple windows open, you will need to choose which one to make active.

To open Windows Explorer with a particular library on view:

1. On the Taskbar, right-click the **Windows Explorer** button, and then choose the required menu option.



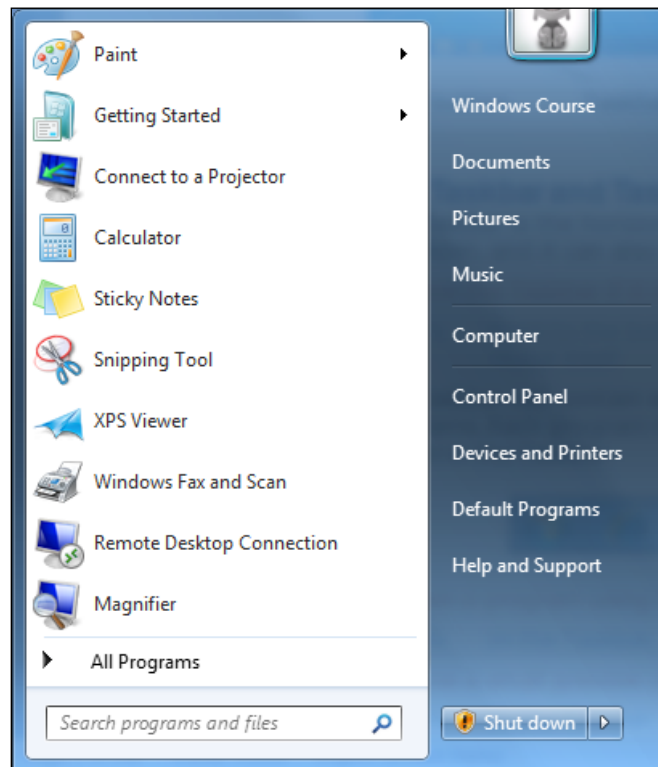
The Start button and Start menu

The Start button is used to open the Start menu, which is then used to start programs, search for files and access folders.



To open Start menu, choose one of the following methods:

- Click the **Start** button.
- On the keyboard, press the **Windows logo** key.



A variety of programs will be available – choose any of the following:

- Click an available program to start it.
- Click **All Programs** to show a list of programs and folders.
- Use the Search programs and files box to look for programs and files.

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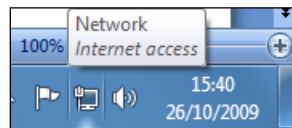
Click the Shut Down button, or the arrow beside it to shut down the computer or end your Windows session in a variety of ways.

The Notification area

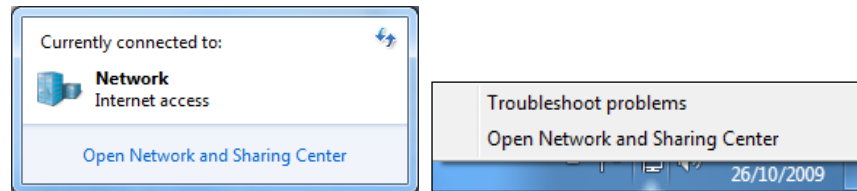
The Notification area displays small icons that can advise you of the status of certain programs and computer settings.



Pointing to these icons will display more details about the corresponding item.



Clicking and right-clicking these icons will show further information or present menu options.

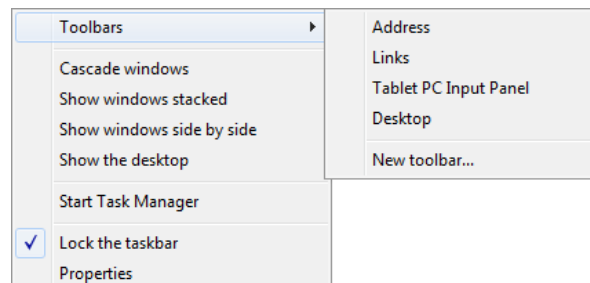


Taskbar and Start menu properties

Adding and removing toolbars

To add or remove toolbars from the Taskbar:

1. Right-click a free area on the Taskbar.
2. Point to **Toolbars**.
3. Choose which toolbar you want to show or hide.



Locking, unlocking and moving the Taskbar

The Taskbar can be locked or unlocked. When it is unlocked, you can move it to any edge of the screen.

To lock and unlock the Taskbar:

1. Right-click a free area on the Taskbar.
2. Click **Lock the taskbar** as required.



Ticked is locked, no tick is not locked.

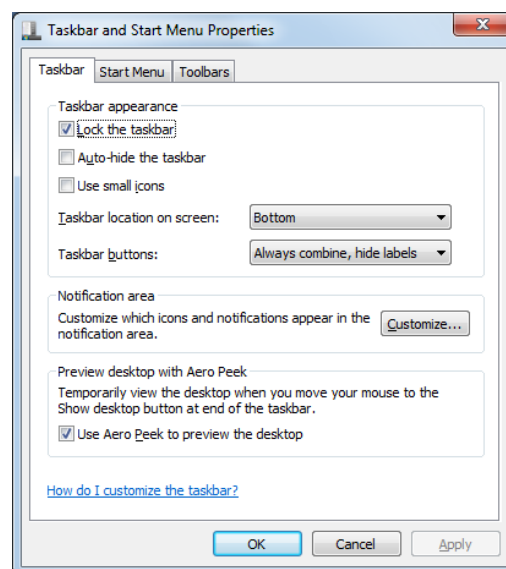
To move the Taskbar when it is not locked:

1. Point to a free area on the Taskbar.
2. Drag it to one of the edges of the screen.

Taskbar settings

You can use the Taskbar and Start Menu Properties dialog box to change various Taskbar settings.

1. Right-click a free area on the Taskbar.
2. Click **Properties**.
3. The Taskbar and Start Menu Properties dialog box opens.



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4. Click the **Taskbar** tab.

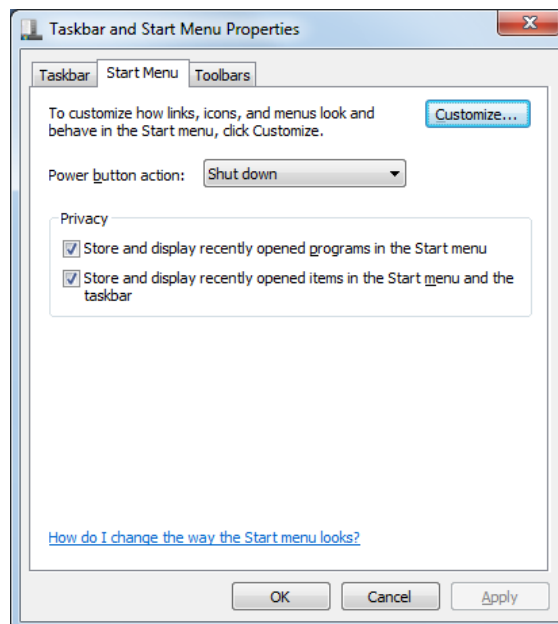
The following main options are available:

- **Lock the taskbar** – when ticked the Taskbar is locked.
- **Auto-hide the taskbar** – when ticked the Taskbar is automatically hidden; point to the edge of the screen to show it when you need it.
- **Use small icons** – when ticked, the Taskbar shows small icons.
- **Taskbar location on screen** – open the list box and choose where to position the Taskbar.
- **Taskbar buttons** - open the list box and choose how Windows should combine the program buttons in the Taskbar for applications that can have multiple windows open.

Start menu settings

You can use the Taskbar and Start Menu Properties dialog box to change various Start menu settings.

1. Right-click a free area on the Taskbar.
2. Click **Properties**.
3. The Taskbar and Start Menu Properties dialog box opens.



4. Click the **Start Menu** tab.

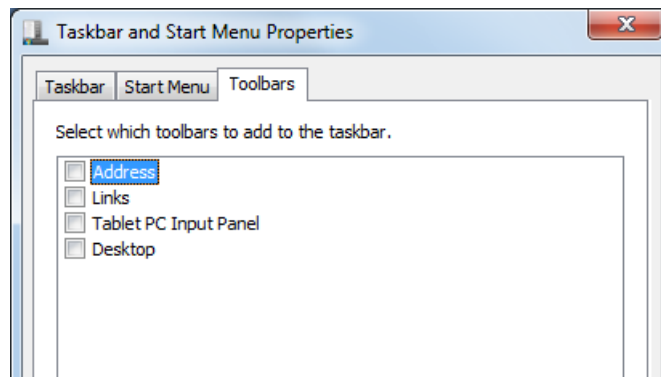
The following main options are available:

- **Power button action** – open the list box and choose which action should be shown on the Power button; for example, if you often put your computer to sleep, you will save time if you choose this action.
- **Store and display recently opened programs in the Start menu** – when ticked, Windows will automatically add program icons to the Start menu as you use them; this makes it quicker to find them next time.
- **Store and display recently opened items in the Start menu and taskbar** – when ticked, Windows will automatically add documents and files to the Start menu and Taskbar jump lists as you use them; this makes it quicker to access them next time.

Toolbar settings

You can use the Taskbar and Start Menu Properties dialog box to change various Toolbar settings.

1. Right-click a free area on the Taskbar.
2. Click **Properties**.
3. The Taskbar and Start Menu Properties dialog box opens.



4. Click the **Toolbars** tab.

The following main option is available:

Click the required toolbar option to show or hide the toolbar; when ticked the toolbar is shown in the Taskbar.

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Desktop Themes

Objectives

- Learn about Desktop themes.
- Choose, save and delete Desktop themes.
- Change the window colour and background picture.
- Choose a screen saver.

About Desktop themes

A Desktop theme is a set of desktop settings that control what your Desktop looks like. The individual components of a theme are:

- The background picture(s).
- The window colour.
- System sounds.
- The screen saver program.

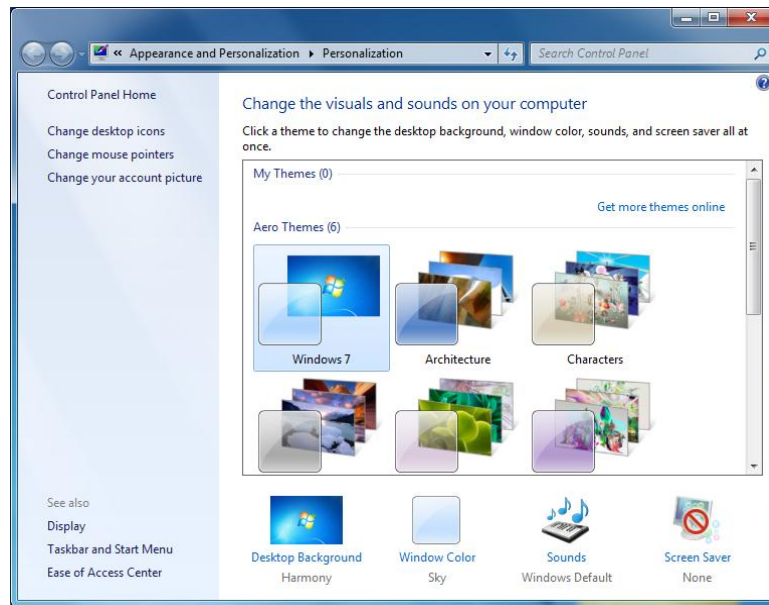
Windows has some pre-defined themes, but you can also set up your own themes and then save them.

Choosing a Desktop theme

To choose a theme:

1. Right-click the desktop.
2. Choose **Personalize**.

The Personalization page of the Control Panel will be displayed.



To choose an existing theme:


1. Scroll the list of themes.

 *They are shown in various categories.*

2. Choose a theme.

The changes are made immediately.

To close the Personalization window:

3. Click the **Close**  button, or press **Ctrl+F4** or **Ctrl+W**.

Changing the Desktop background

You can change the look of the desktop by choosing a background colour, or any picture. You can use the default pictures supplied with Windows, or use your own digital photographs.

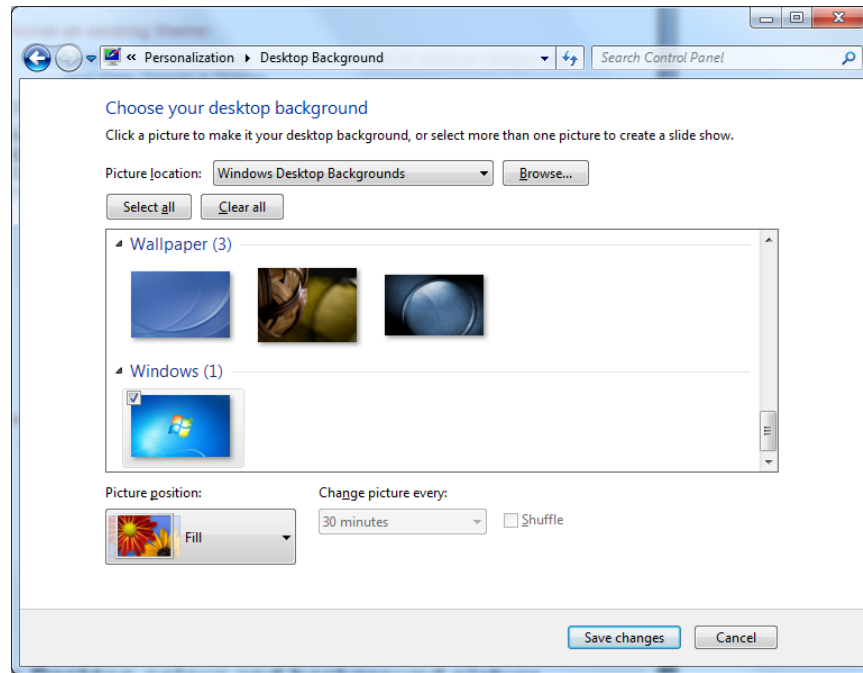
To change the desktop background to a colour or picture:

1. Right-click the desktop.
2. Choose **Personalize**.

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3. Click **Desktop Background** at the bottom of the Personalization page of the Control Panel window.



To choose one or more existing pictures as your background:

1. Open the Picture location list box.
2. Choose **Windows Desktop Backgrounds**, **Pictures Library** or **Top Rated Photos**.
3. If you want to choose a single picture as your background, click **Clear All**.
4. Click one of the available pictures.
5. If you want to choose multiple pictures - hold down the **Ctrl** key, and then click each picture that you want to add.
6. If you want to choose all available pictures, click **Select All**.
7. If you have chosen more than one picture, open the **Change picture every** list box, and choose how often you want to change the picture.
8. Optionally, click the **Shuffle** option to randomise the order that the pictures are used.

To choose a picture that is stored on your computer:

1. Click **Browse**, and then use the Browse for Folder dialog box to locate a folder with pictures in.
2. Use the process above to add pictures from the folder.

To choose how to fit the picture on the screen:

3. Open the **Picture position** list box, and then choose **Fill**, **Fit**, **Stretch**, **Tile**, or **Center** as required.

To choose a solid colour as a background:

1. Open the **Picture location** list box, and then choose **Solid Colors**.
2. Choose the required colour – to choose a different colour, click **More** and then use the Color dialog box to define your colour.

When you are ready, save the changes:

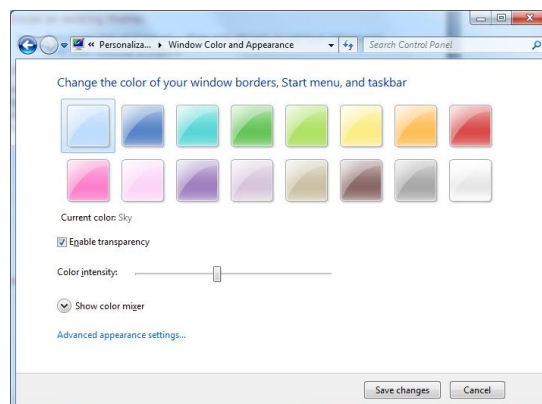
3. Click **Save changes**.

Changing the window colour

You can change the window colour – this is basically the colour of the border around each window.

To change the window colour:

1. Right-click the desktop.
2. Choose **Personalize**.
3. Click **Window Color** at the bottom of the Personalization page of the Control Panel window.

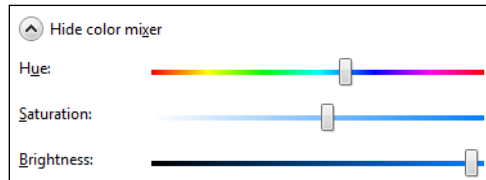


1. Choose the required colour.

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2. Optionally, click the **Enable transparency** option to set or unset it; if ticked, the window frames are transparent.
3. Optionally, use the **Color intensity** slider control to change the colour intensity.
4. Optionally, to create your own colours, click **Show color mixer**, and then use the slider controls.



When you are ready, save the changes:

5. Click **Save changes**

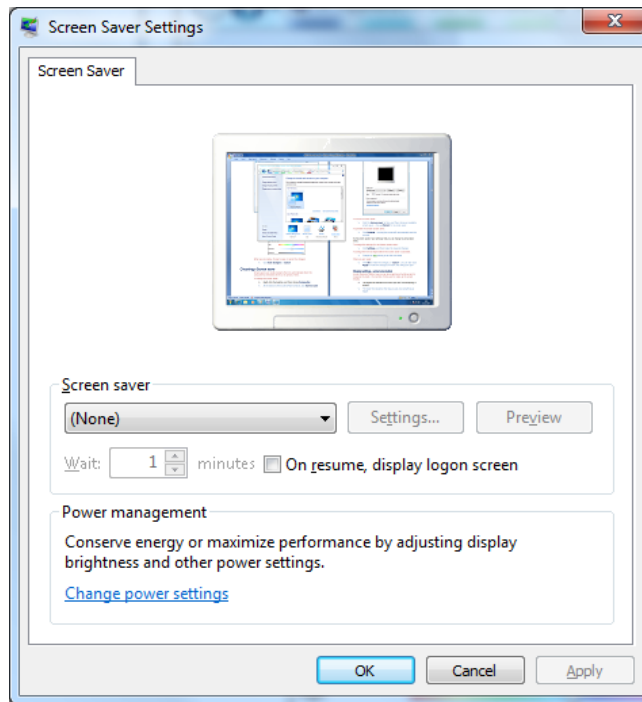
Choosing a screen saver

Screen savers are small programs that run automatically when the computer has remained idle for a set period of time.

To change the screen saver:

1. Right-click the desktop.
2. Choose **Personalize**.
3. Click **Screen Saver** at the bottom of the Personalization page of the Control Panel window.

The Screen Saver Settings dialog box will be displayed.



To choose a screen saver:

1. Open the **Screen saver** list box, and then choose an available screen saver – choose **(None)** for no screen saver.

To preview the chosen screen saver:

1. Click **Preview** - moving the mouse will automatically stop the preview.

Some screen savers have settings that you can change to personalise them. To change the settings for the chosen screen saver:

1. Click **Settings**, and then make the required changes.

To change the time to elapse before the screen saver is activated:

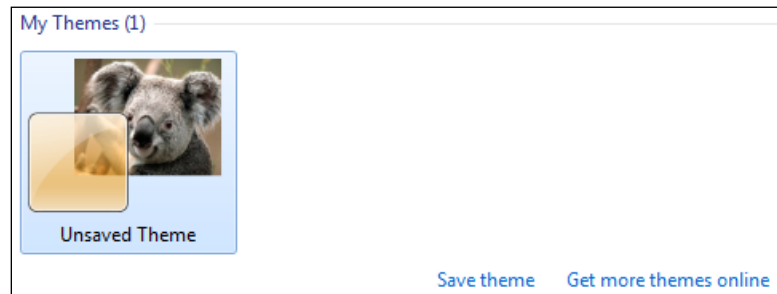
1. Change the **Wait** setting to set the time delay.

When you are ready:

1. Click **OK** to make the changes.

Saving a theme

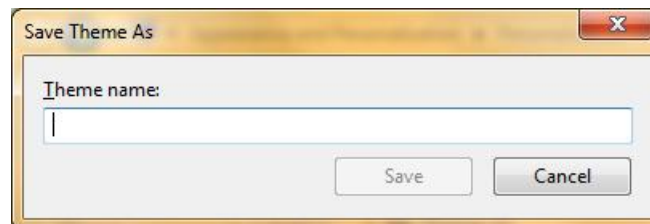
If you have made changes to individual components of a theme – the background picture, window colour, sounds or screen saver, you will see the current settings under My Themes. If the current settings have not been saved, the words Unsaved Theme will also be displayed.



To save the current desktop theme:

1. Right-click the desktop, and then choose **Personalize**.
2. Click **Save Changers**.

The Save Theme As dialog box is displayed.



3. In the **Theme name** box, enter a name for your theme.
4. Press **Enter**, or click **Save**.

Deleting a theme

To delete a theme:

1. Right-click the desktop, and then choose **Personalize**
2. Right-click the theme that you want to delete.
3. Choose **Delete theme**.

System Information and Settings

Objectives

- Learn about the Control Panel.
- View the basic system information.
- Change the screen resolution, time and date, and volume settings.
- Learn about adding and choosing keyboard layouts.

The Control Panel

Windows has a Control Panel that you can use to view information about your computer, and change all its settings.

Many of the options that you can access via the Control Panel also have alternative methods of access that are quicker, but still leave you with the same Control Panel page open.

To open the Control Panel:

1. Click the **Start** button.
2. Choose **Control Panel**.


The Control Panel will be displayed.



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To close the Control Panel:

1. Click the **Close**  button, in the top right-hand corner of the Control Panel window, or just press **Alt+F4**.

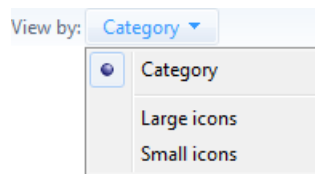
Control Panel views

There are three different Control Panel views:

1. **Category** (as shown in the previous picture) - clicking a category header will open that category and give you further options.
2. **Large icons** and **Small icons** – both views list all available options alphabetically, but with large or small icons respectively.

To switch views:

1. Open the **View by** list box, and then choose the required view.



Viewing basic system information

You can view basic information about your computer including the operating system, processor speed and installed memory.

Although you can use the Control Panel to view system information, there are other methods available.

To show system information using the Control Panel:

1. Click the **Start** button.
2. Choose **Control Panel**.
3. Click the **System and Security** heading.
4. Click the **System** heading.

Alternative method using the Computer folder:

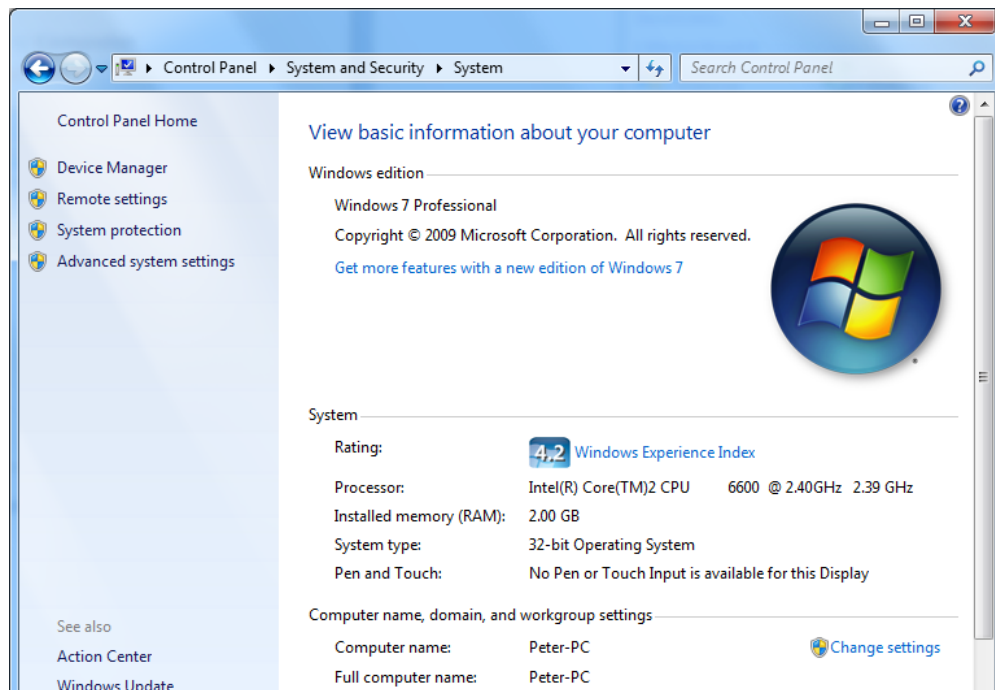
1. Click the **Start** button.
2. Choose **Computer**.

3. Click **System properties** from the Menu bar of the Windows Explorer window that is displayed.

Even quicker method using the **Windows logo** key:

1. Press the **Windows logo + Pause** keys.

The Control Panel will be displayed with the System page open.



You will see the Windows version, system information, and information about the computer name and workgroup.

Changing the screen resolution

Screen resolution is measured in pixels, which are the number of dots used to create the screen picture. Choosing a screen resolution affects the display:

- A higher resolution shows more on screen, but everything is smaller.
- A lower resolution shows less on screen, but everything is bigger.

For the best quality, if you have a flat screen, you should check the documentation that accompanied the monitor to find the native resolution of the screen, and then choose that setting. However, you may want to choose a different resolution to suit your eyesight!

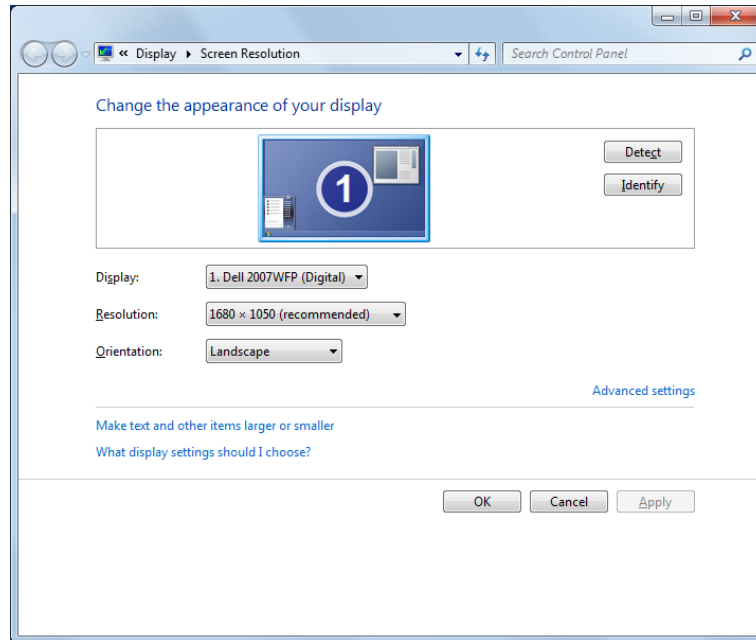
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To change the screen resolution:

1. Right-click the desktop, and then choose **Screen resolution**.

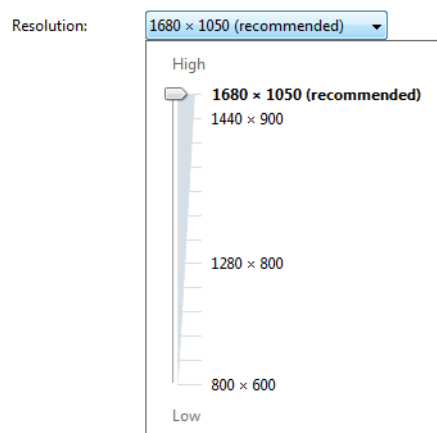
The Control Panel will be displayed with the Screen Resolution page open.



Although there are several settings that you can change, only the Resolution is considered here.

To change the screen resolution:

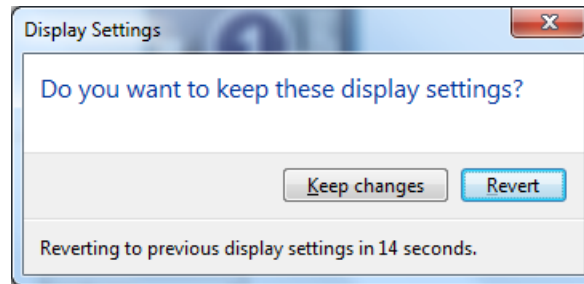
1. Open the **Resolution** list box, and then choose the required setting using the slider control, and then press **Enter**.



You should test the new resolution and decide whether to keep it or not.

2. Click **Apply**.

The screen resolution will be changed, and you will see a message box. You have 15 seconds to decide whether to keep the new resolution.



To keep the new screen resolution:

3. Click **Keep changes**.

To discard the new resolution and revert to the old one:

4. Click **Revert**, or just do nothing.

You will be returned to the Screen Resolution page. You will have already decided whether to keep the changes to the screen resolution or not, but can choose to save or discard changes.

5. Click **OK** to save any changes that you have made, or click **Cancel** to discard them.

Changing the date and time

To change the date and time shown on your computer:

1. Click the **Start** button.
2. Choose **Control Panel**.
3. Click the **Clock, Language, and Region** heading.
4. Under the **Date and Time** heading, click **Set the time and date**

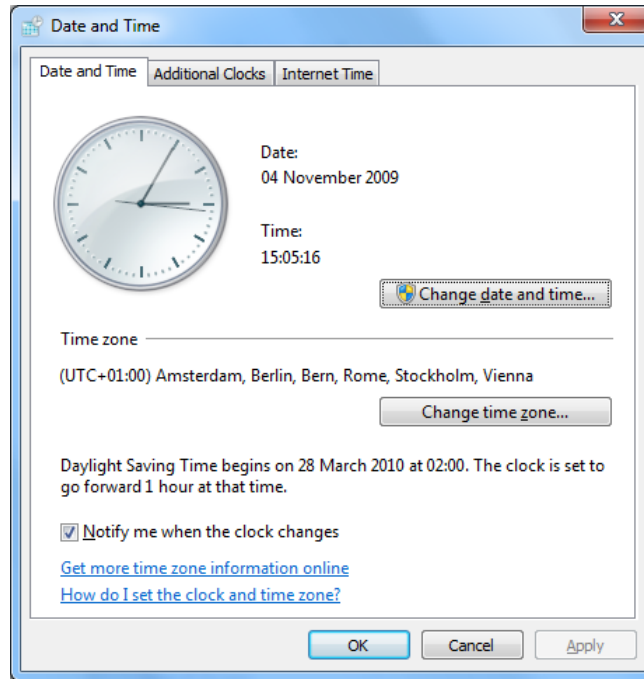
Alternative method:

1. In the right-hand corner of the taskbar, click the time, and then choose **Change date and time settings**.

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The Date and Time dialog box will be displayed.

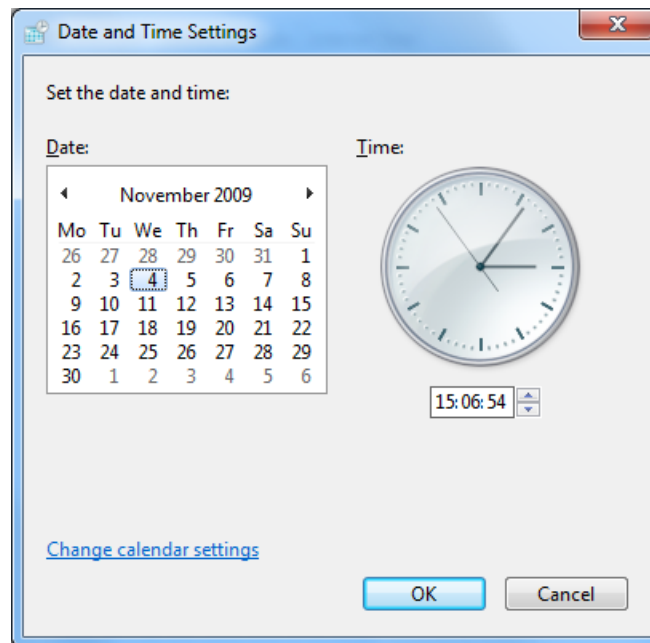


2. Click the **Change date and time** button.

At this point, if you are using a Standard user account, Windows may show the User Account Control dialog box and request the password of an Administrator account. This is because you are trying to make a change to restricted settings that affect all users. If the User Account Control dialog box is displayed:

3. Type the Administrator password, and then press **Enter**, or click **Yes**.
4. If you do not know the password, click **No** – you will not be able to change the time.

Assuming that you have sufficient permissions, the Date and Time Settings dialog box will be displayed.



The following options are available:

1. Click the required date in the calendar to change the date.
2. In the box under the clock, change the time as required.

When you are ready:

3. Click **OK** to close the Date and Time Settings dialog box.
4. Click **OK** to close the Date and Time dialog box

Changing the volume settings

The volume setting affects all sounds and music played through your computer. You can of course, if available, use the volume control on your speakers and the volume control keys on your keyboard, but changing the volume setting sets the default level.

To change the volume level:

1. Click the **Start** button, and then choose **Control Panel**.
2. Click the **Hardware and Sound** heading.
3. Under the **Sound** heading, click **Adjust system volume**.

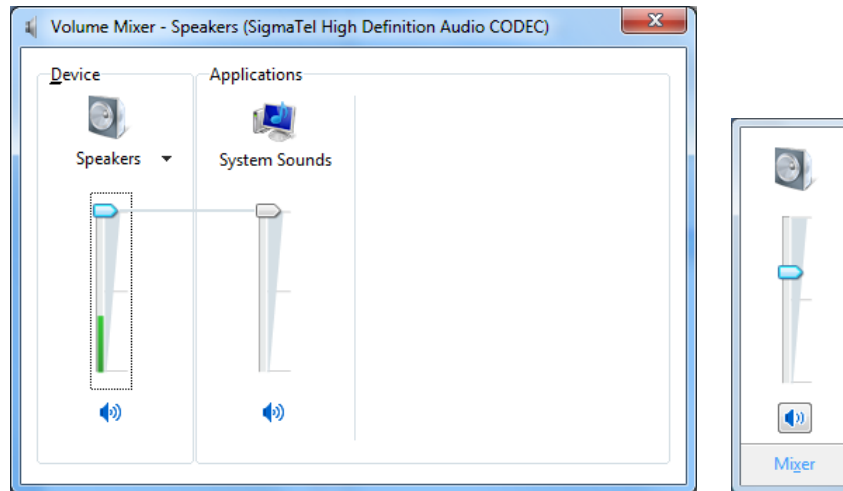
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Alternative method:

1. In the right-hand corner of the taskbar, click the **Volume**  icon.

Depending on the method that you use, either the Volume Mixer dialog box, or the volume slider control will be displayed.



To change the volume level:

2. Click on the scale, or drag the slider button up or down as required.
3. Press **Esc** to close the Volume Mixer dialog box or Volume control.

Keyboard layouts

Windows allows you to swap between different keyboard layouts for different languages and different types of keyboard.

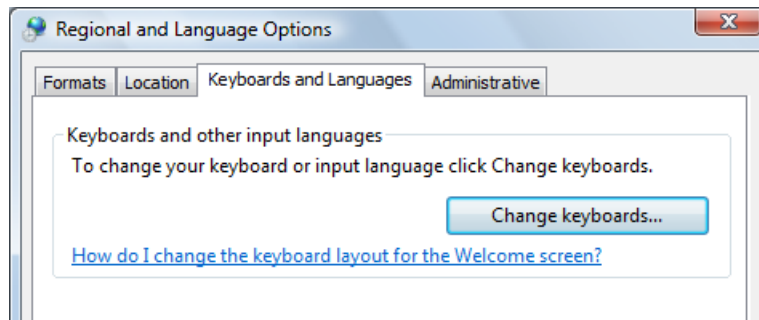
Before you can switch keyboard layouts, you need to install them.

Installing a keyboard language

To install a new keyboard language:

1. Click the **Start** button, and then choose **Control Panel**.
2. Click the **Clock, Language, and Region** heading.
3. Under the **Regional and Language Options** heading, click **Change keyboards or other input methods**.

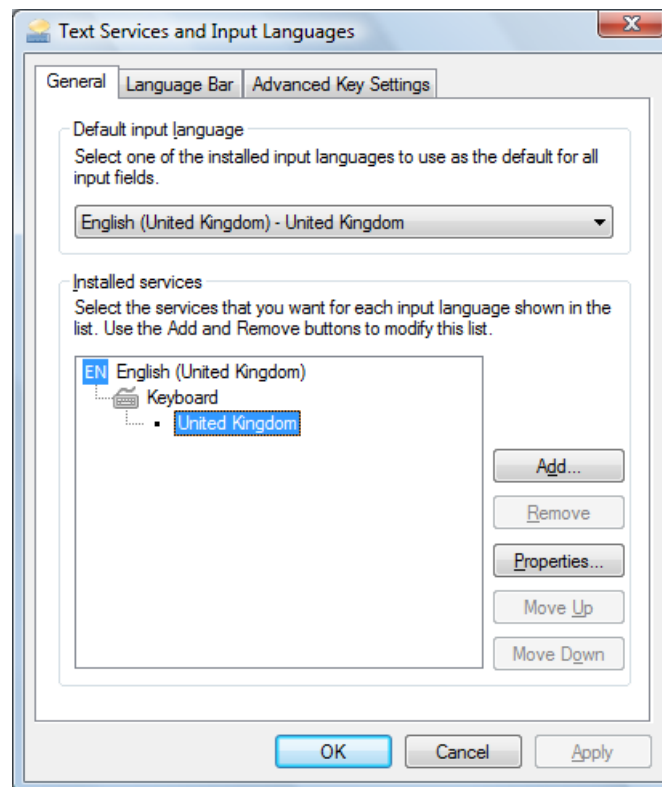
The Regional and Language Options dialog box will be displayed.



To change keyboards:

1. Click **Change keyboards.**

The Text Services and Input Languages dialog box will be displayed.



You can find a list of available keyboard layouts in the **Installed services** area. In the previous picture, the United Kingdom keyboard layout is selected.

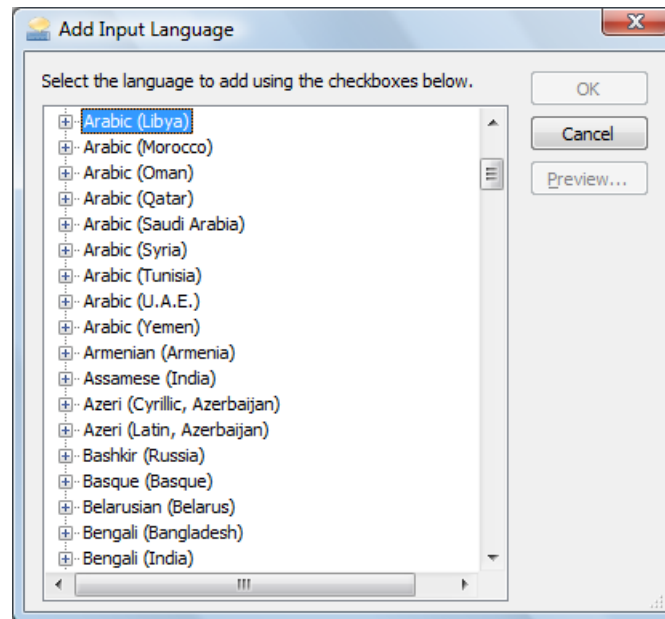
To add a new keyboard layout:

2. Click **Add.**

The Add Input Language dialog box will be displayed.

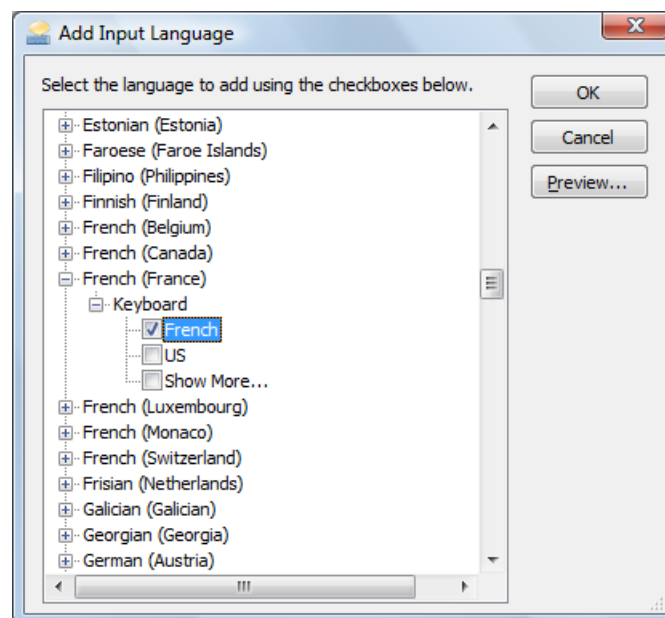
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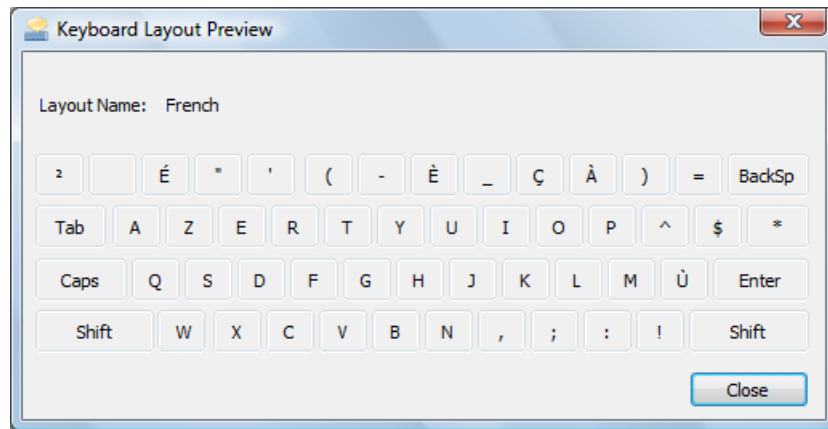
3. In the list of languages, double-click the required language, then double-click **Keyboard**, and then select the required keyboard layout.

In the next picture, a French keyboard layout is selected.



To preview the new keyboard layout:

4. Click **Preview**.



5. Click **Close**, to close the keyboard preview.
6. In the Add Input Language dialog box, click **OK** to confirm the new input language.
7. In the Text Services and Input Languages dialog box, click **OK** to confirm the addition.
8. In the Regional and Language Options dialog box, click **OK**.
9. Close the Control Panel.

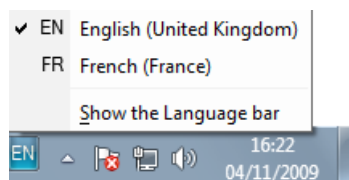
Once you have more than one keyboard language installed, the Language button will be displayed on the Taskbar.



Switching keyboard layouts

To switch between installed keyboard layouts:

1. On the Taskbar, click the **Language** button, and then choose the required layout.



User Accounts and Family Safety

Objectives

- Learn about user accounts.
- Edit the picture and password of your own user account.
- View the parental controls for your own account.
- Turn the Guest account on and off.
- Create, manage and delete user accounts.
- Set parental controls for user accounts.

About user accounts

User accounts let you share a computer with several people while keeping your own files and settings separate. Each person accesses his or her user account with a user name and password.

There are three types of user account - each permits a different level of control over the computer:

1. **Administrator** accounts provide complete control over a computer.
2. **Standard** accounts are suitable for everyday computing and allow you to perform most functions, but unless you can provide an Administrator password, will prevent you from making changes to system settings and installing or removing some programs.
3. **Guest** accounts are intended to give people temporary use of a computer and restrict what they can do.

The User Account Control (UAC) system controls which files and folders you can access and what changes you can make to the computer.

In a typical home scenario, one or both parents may set themselves up with Administrator user accounts and give other family members Standard user accounts.

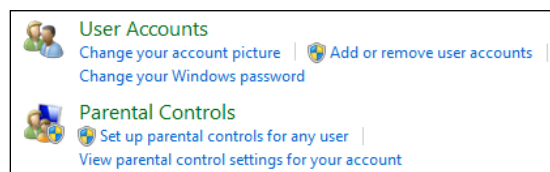
Accessing user accounts

User accounts can be added, edited and removed via the Control Panel.

You can change the picture and password for your own account, and view the parental control settings.

If you have an Administrator account, or access to the password of an Administrator account, you can add and delete users, and also edit any user account.

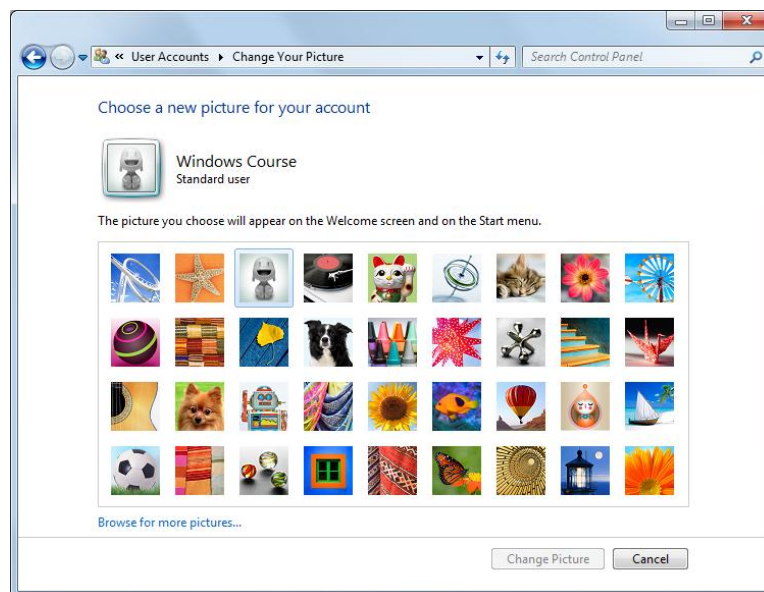
Items that are restricted and that require an Administrator password have a shield icon beside them, as seen in the next picture.



Changing the picture for your own user account

This section tells you how to change the picture for your own user account.

1. Click the **Start** button, and then choose **Control Panel**.
2. In the Control Panel, click the heading **User Accounts and Family Safety**.
3. Under **User Accounts**, click **Change your account picture**.



4. In the list of pictures, choose the required picture.
5. Alternatively, click **Browse for more pictures**, and then locate and choose the required picture.
6. Click the **Change Picture** button.

Creating a password for your own user account

This section tells you how to create a password for your own user account where no password is currently set.

1. Click the **Start** button, and then choose **Control Panel**.
2. In the Control Panel, click the heading **User Accounts and Family Safety**.
3. Under **User Accounts**, click **Change your Windows password**.
4. Click **Create a password for your account**.

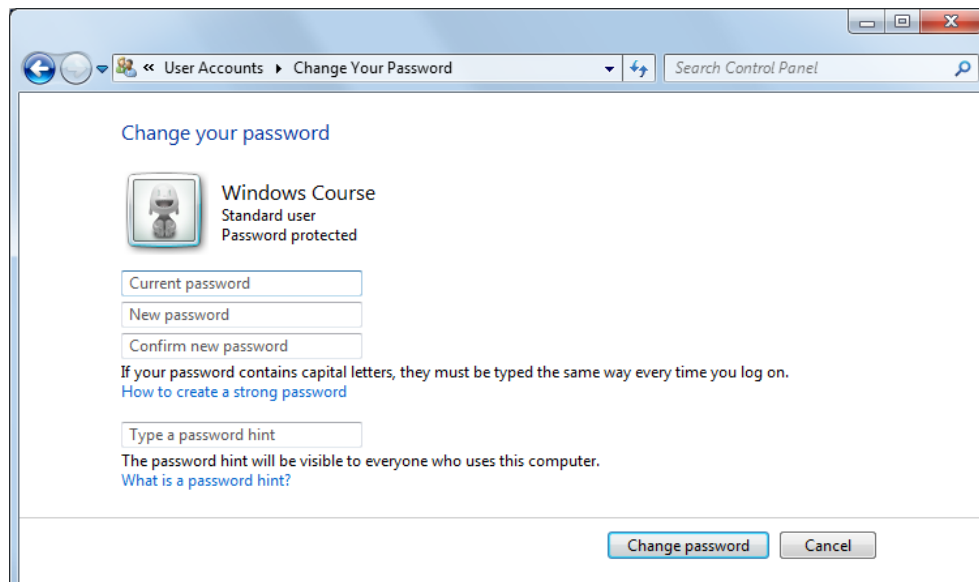


5. In the **New password** box, type the password that you want to use.
6. In the **Confirm new password** box, type the password again.
7. Optionally, in the **Type a password hint** box, type the hint for your password; this will be displayed as a reminder if you (or anyone else) enter your password wrongly when you try to logon to your account.
8. Click the **Create password** button.

Changing the password for your own user account

This section tells you how to change a password for your own user account.

1. Click the **Start** button, and then choose **Control Panel**.
2. In the Control Panel, click the heading **User Accounts and Family Safety**.
3. Under **User Accounts**, click **Change your Windows password**.
4. Click **Change your password**.

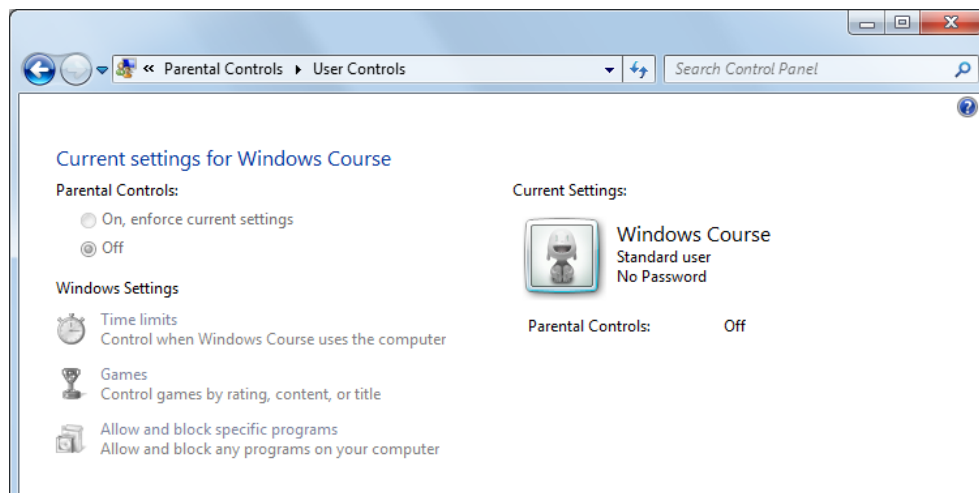


5. In the **Current password** box, type the current password for your user account.
6. In the **New password** box, type the password that you want to use; if you do not enter a new password, you are in effect removing the password.
7. In the **Confirm new password** box, type the password again.
8. Optionally, in the **Type a password hint** box, type the hint for your password; this will be displayed as a reminder if you (or anyone else) enter your password wrongly when you try to logon to your account.
9. Click the **Change password** button.

Viewing the parental control settings for your own Standard user account

This section tells you how to view the parental settings for your own Standard user account. Note that you cannot apply parental control settings to an Administrator account.

1. Click the **Start** button, and then choose **Control Panel**.
2. In the Control Panel, click the heading **User Accounts and Family Safety**.
3. Under **Parental Controls**, click **View parental control settings for your account**.



You will be able to read the current settings, but not change them.

Accessing all user accounts

This section shows you how to access all the user accounts on your computer. You will need to be logged into an Administrator account, or know the password of an Administrator account to do this.

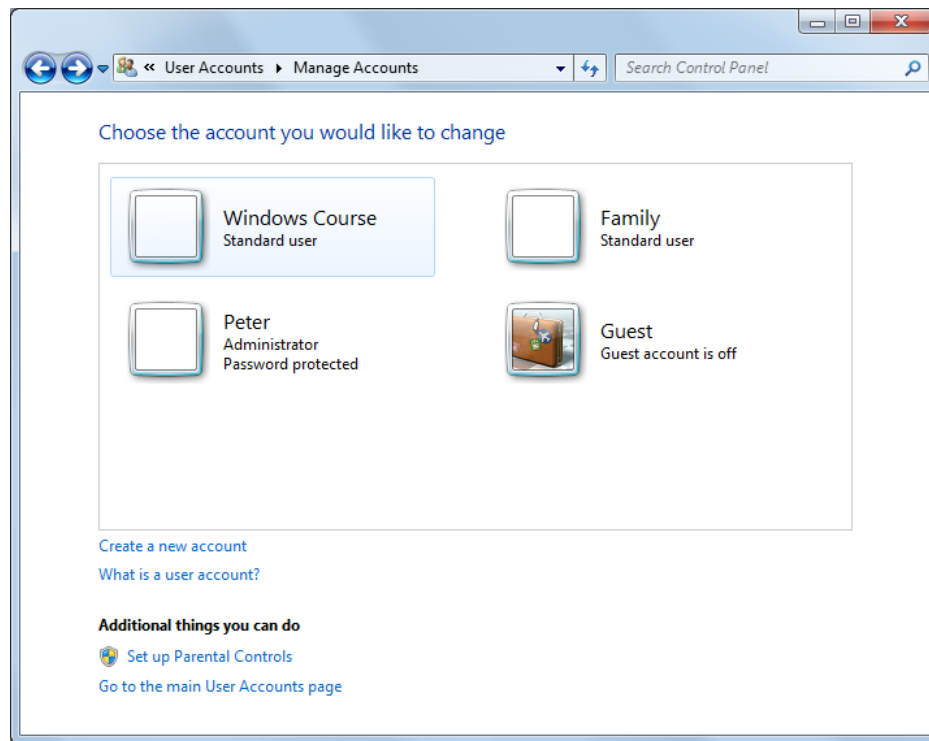
1. Click the **Start** button, and then choose **Control Panel**.
2. Under the **User Accounts and Family Safety** heading, click **Add or remove user accounts**.

At this point, Windows may display the User Account Control dialog box and request the password of an Administrator account. This is because you are trying to access restricted settings.

If the User Account Control dialog box is displayed:

3. Type the Administrator password, and then press **Enter**, or click **Yes**.
4. If you do not know the password, click **No** – you will not be able to continue.

Assuming that you have sufficient permissions, the Manage Accounts page will be displayed.



In the picture, there are four accounts:

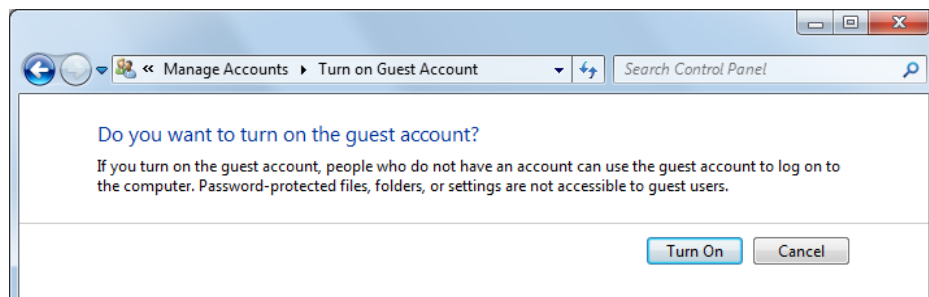
- **Windows Course** – a Standard user account.
- **Family** - a Standard user account.
- **Peter** - an Administrator account.
- **Guest** – a Guest account, which is currently turned off.

Turning the Guest account on and off

To turn the Guest account on or off, you need to have Administrator rights or know the password to an Administrator account.

To turn the Guest account on:

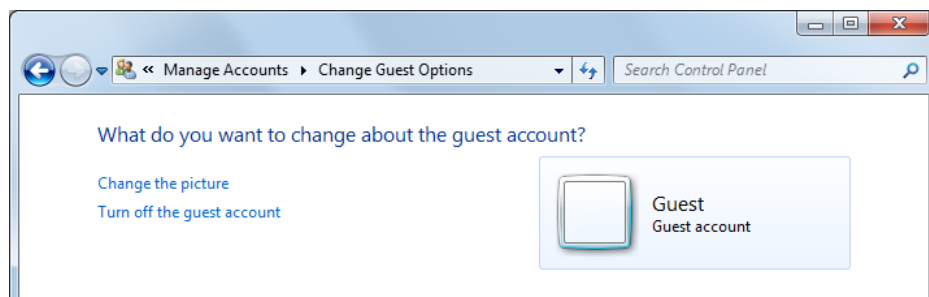
1. Open the Control Panel, click **Add or remove user accounts**, and if required supply an Administrator password.
2. In the Manage Accounts page of the Control Panel, in the list of accounts, click **Guest**.



3. Click **Turn On**.

To turn the Guest account off:

1. In the Manage Accounts page of the Control Panel, click **Guest**.



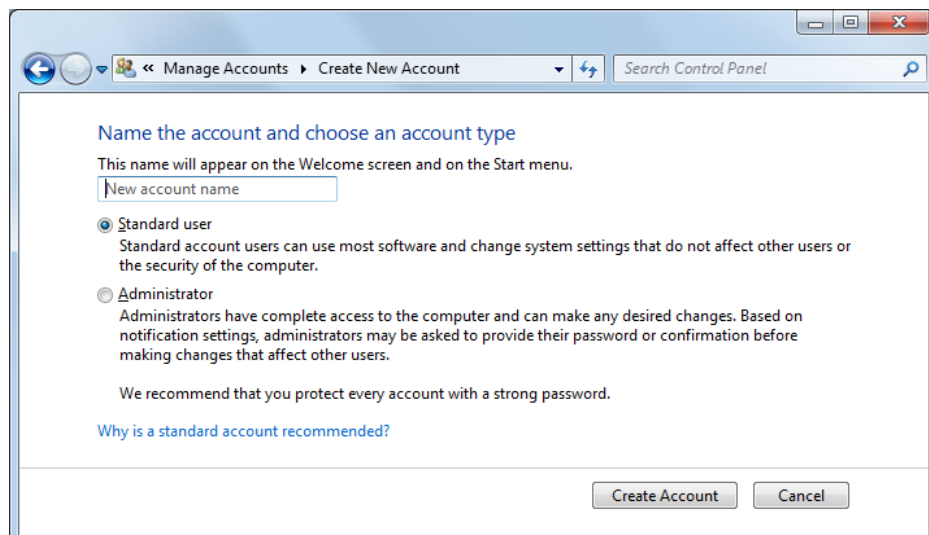
2. Click **Turn off the guest account**.

Creating a new user account

To create a new user account, you need to have Administrator rights or know the password to an Administrator account.

To create a new account:

1. Open the Control Panel, click **Add or remove user accounts**, and if required supply an Administrator password.
2. In the Manage Accounts page of the Control Panel, click **Create a new account**.



3. In the box provided, enter an account name; this will be shown on the Welcome screen for the user to login.
4. Choose **Standard user** or **Administrator** as required.
5. Click the **Create Account** button.

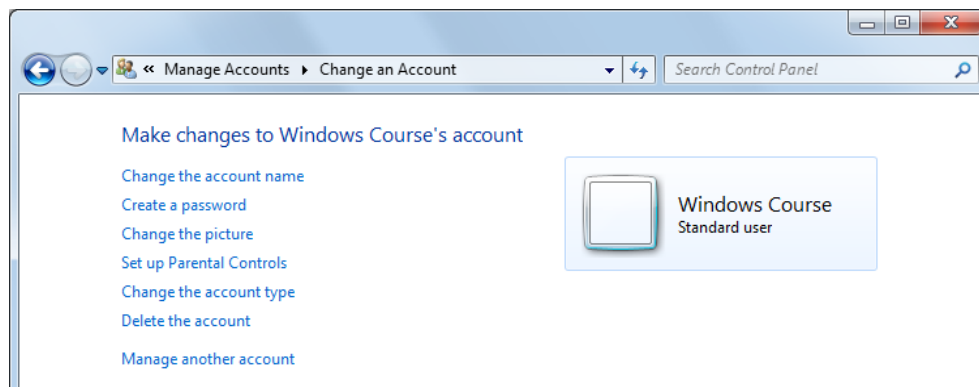
Windows will create the user account and it will be shown in the list of users. Note that at this point, there is no password set for the new user account. The user can add a password, or you can do it for them.

Editing a user account

If you have Administrator rights, or access to an Administrator password, you can edit any existing account.

To edit an existing account:

1. Open the Control Panel, click **Add or remove user accounts**, and if required supply an Administrator password.
2. In the list of user accounts, click the user that you want to change.



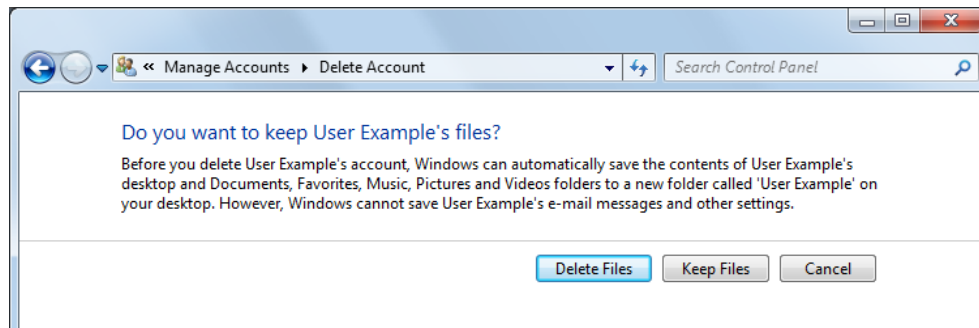
3. Choose the item that you want to change, and then make the required changes in the page that is displayed.

Deleting a user account

To delete a user account, you need to have Administrator rights or know the password to an Administrator account.

Although it is possible, you should not delete a user account that is logged on as this may result in loss of on-going work.

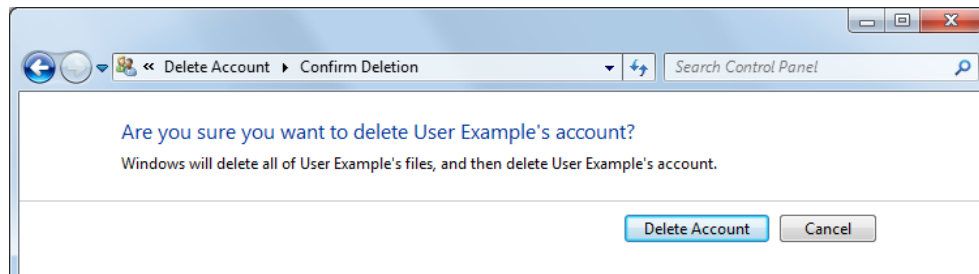
1. Make sure that the user account that you want to delete is not logged on; if necessary, switch to that user account, save any un-saved work and close any open programs, log off, and then switch back to your user account.
2. Open the Control Panel, click **Add or remove user accounts**, and if required supply an Administrator password.
3. In the list of user accounts, click the user that you want to delete.
4. Click **Delete the account**.



You need to decide what to do with the folders and files associated with the user.

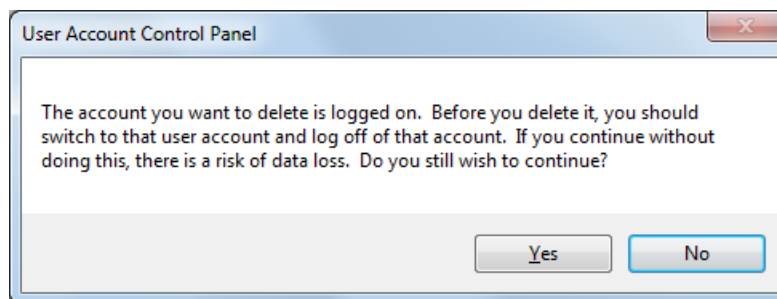
- **Delete Files** – this will delete all the folders and files for the user and delete the user account.
- **Keep Files** – this will save a copy of the user's files (excluding e-mail messages) in a special folder on your Desktop, and then delete the user account.
- **Cancel** – this will cancel the delete process.

If you continue, you will be asked to confirm the deletion.



5. Click **Delete Account** to delete the account, or **Cancel** to cancel the deletion.

If the user account that you are deleting is logged on, you will see a further message box:



6. Choose **Yes** to confirm the deletion, or **No** to cancel the deletion.

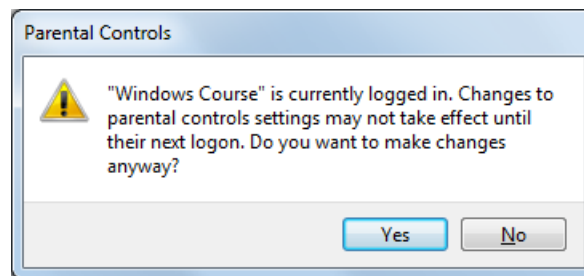
Setting parental controls

The parental controls allow you to control time limits for a user, use of games, and to allow and block specific programs. Note that content from Internet pages is not controlled here; if required, you should look for content controls in your web browser program.

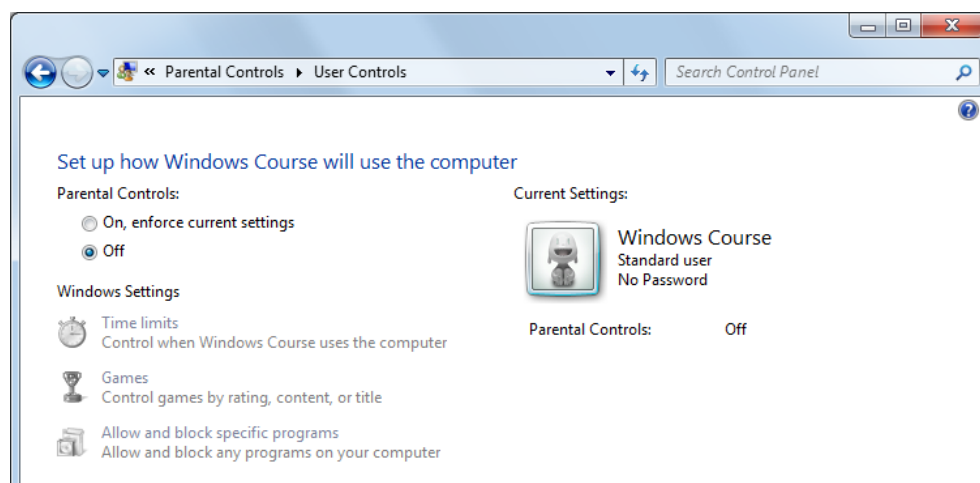
To change the parental controls for a user account, you need to have Administrator rights or know the password to an Administrator account.

1. Open the Control Panel, click Set up parental controls for any user, and if required supply an Administrator password.
2. In the list of user accounts, click the user that you want to change.

If the user account is currently logged on, you will see a message that any changes may not take effect until next time the user logs on, but you can still carry on.



3. Choose **Yes**.



To enforce the current parental control settings:

4. Choose **On, enforce current settings**.

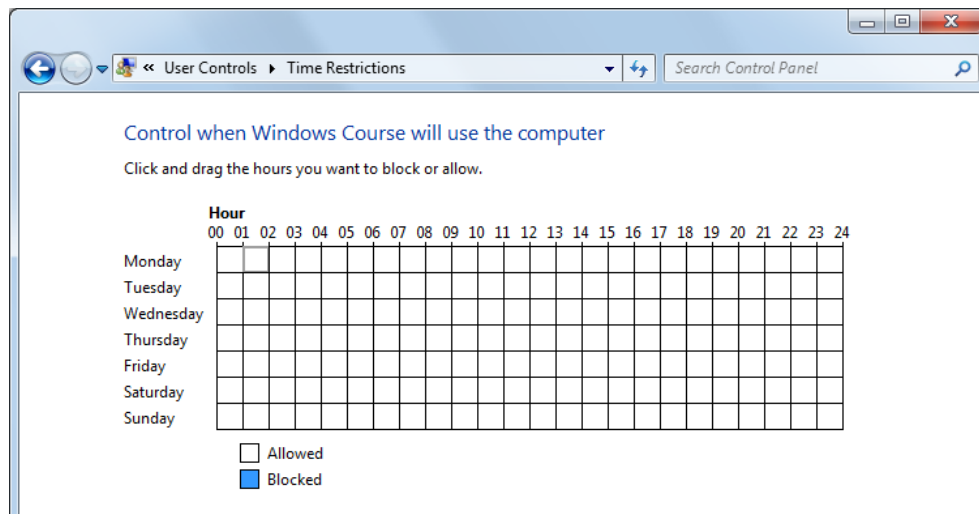
To stop enforcing parental control settings:

5. Choose **Off**.

To set a specific control:

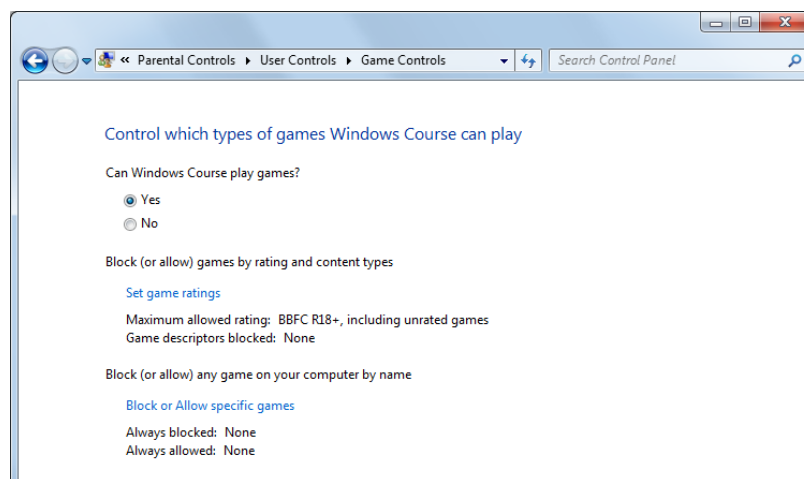
6. Choose **Time limits**, **Games** or **Allow and block specific programs** as required, and then make the required changes.

Time limits



1. Click or drag out days and hours to block time slots; clicking a blocked slot will allow it again.
2. When you are ready, click **OK**.

Games

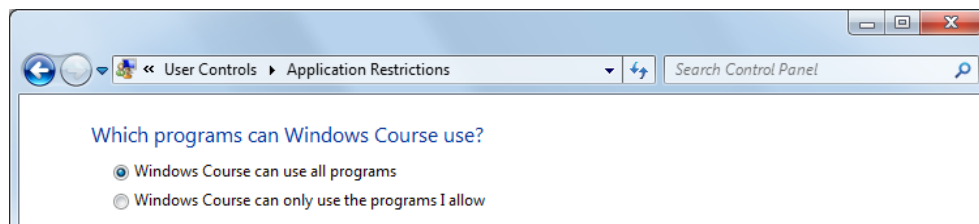


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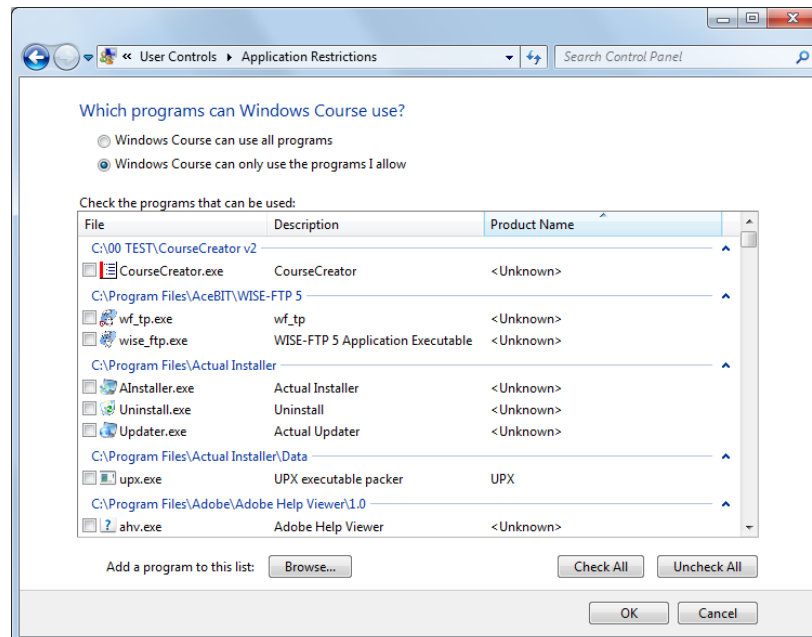
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1. Choose **Yes** to allow games, or **No** to stop all games; if you choose **No**, the other settings will be irrelevant and greyed out.
2. Optionally, click **Set game ratings** to decide the game rating level that is allowed; you will be able to choose official ratings, block games with no official rating, and stop specific content relating to language, sex, drugs etc.
3. Optionally, click **Block or Allow specific games** to choose individual games.
4. When you are ready, click **OK**.

Allow and block specific programs



1. Choose **Xxx can use all programs** to allow all programs.
2. Choose **Xxx can only use the programs I allow** to apply restrictions – wait while Windows creates a list of available programs, and then choose which to allow/disallow.



3. When you are ready, click **OK**.

Getting Help

Objectives

- Use the Help system.

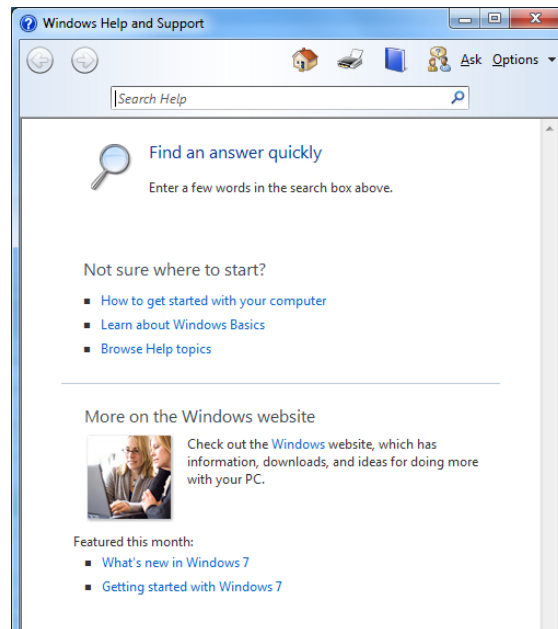
Windows Help and Support

Windows has a special Help and Support feature that provides you with information about using Windows. Most of the information is available on your computer, but extended help can also be obtained via the Internet.

To open the Windows Help and Support window:

1. Click the **Start** button, and then choose **Help and Support**.

The Windows Help and Support window will be displayed.



To search for help on a topic:

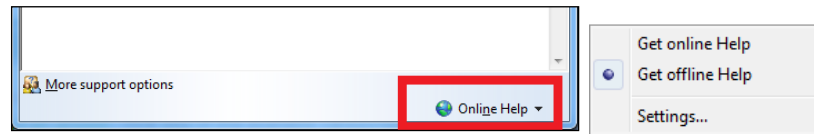
2. In the **Search Help** box, type a keyword or phrase, and then press the **Enter** key.
3. In the list of matching topics, click any link that you wish to investigate further.

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To switch between Offline Help and Online Help:

4. In the bottom right-hand corner of the Windows Help and Support window, click the **Offline Help** (or **Online Help**) button, and then choose **Get online Help** or **Get offline Help** as required.



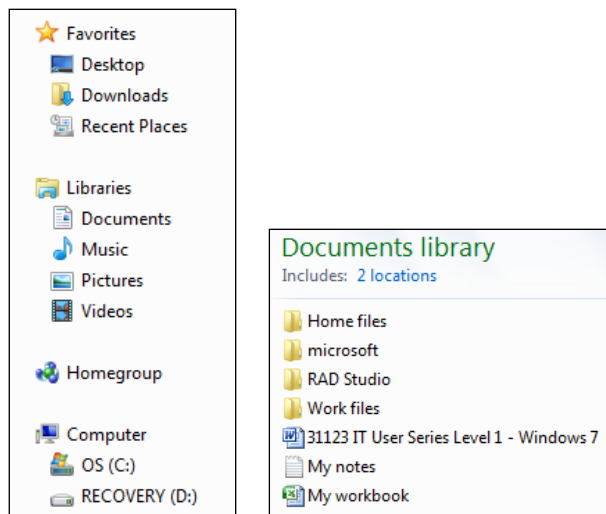
Windows Explorer

- Learn about Windows Explorer.
- Start Windows Explorer.
- Change the folder view and layout.
- Explore the drives, folders and files on your computer.
- Sort files by name, size, type, date modified.
- View file information and change the file status.

About Windows Explorer

Windows Explorer is the application used in Windows to explore the folders and files on your computer.

Although Windows stores your folders and files in small chunks all over the place on your hard disk drive, on-screen, it shows them in an organised structured way.



For example, in the first picture, you can see various groups; Favorites, Libraries, Homegroup and Computer.

Clicking any of the links will show the underlying structure of the chosen item. You can drill down into any folder to access the folders and files in it.

Starting Windows Explorer

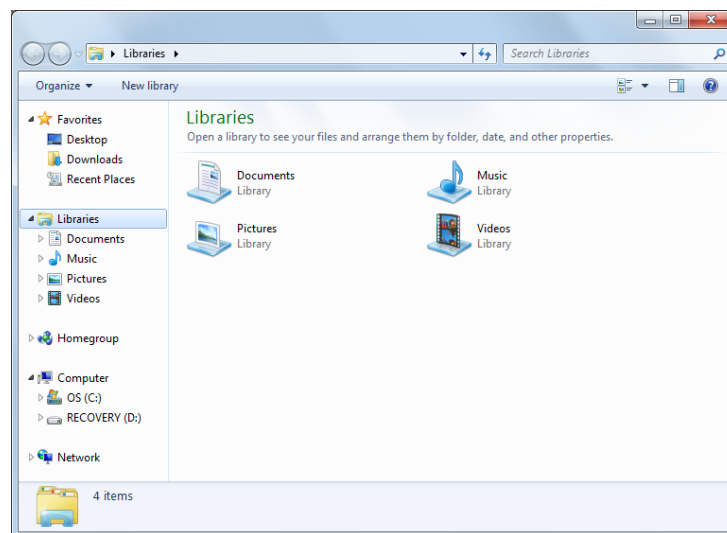
There are several different ways of starting Windows Explorer, which can also result in different folders being displayed.

By default, the Windows Explorer button is displayed on the Taskbar.

To start Windows Explorer:

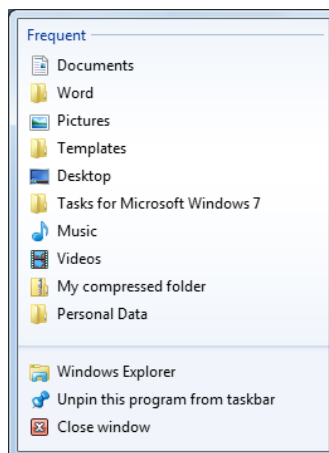
1. On the Taskbar, click the **Windows Explorer** button.

Windows Explorer will start.



Alternatively:

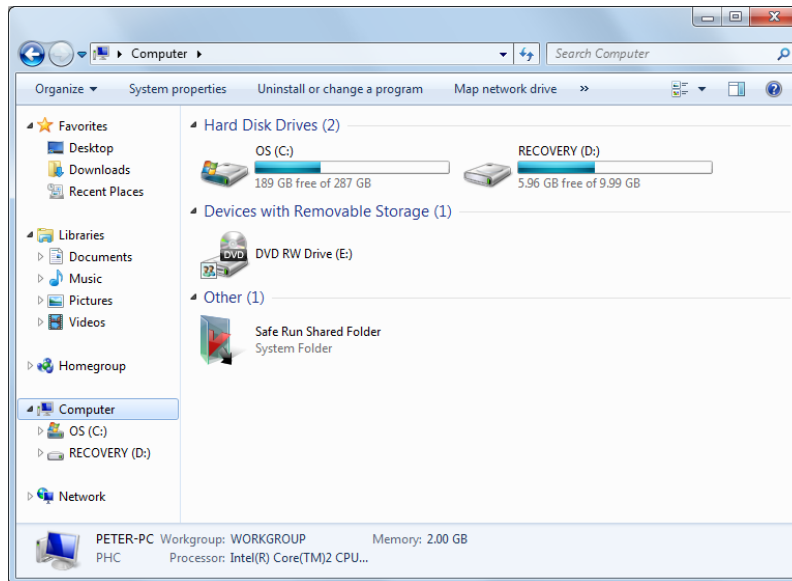
1. On the Taskbar, right-click the **Windows Explorer** button, and then in the jump list, choose an available folder – the list changes to show frequently visited folders.



Another method is available using the Start menu:

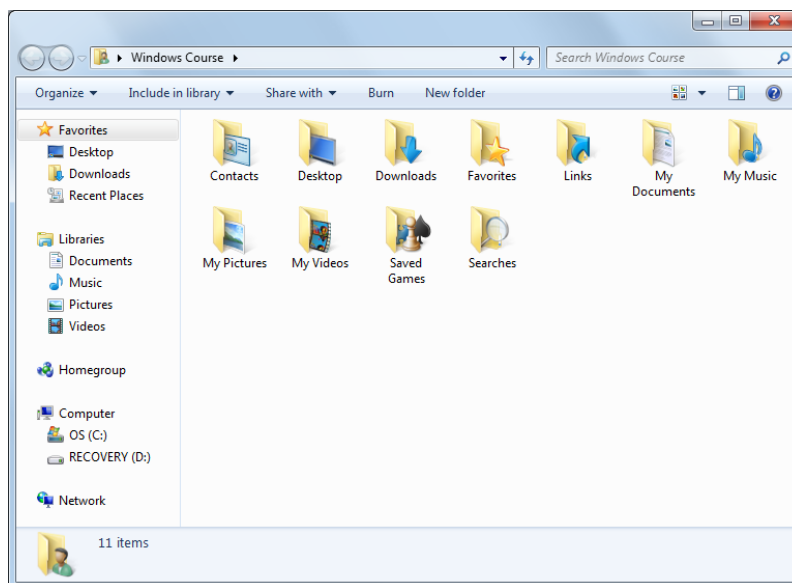
1. Click the **Start** button, and then choose **Documents**, **Music**, **Pictures** or **Computer**.

The next picture shows a typical Computer folder.



You can also use the Start menu, and choose the name of your user account – this will be the top menu option on the right-hand side of the Start menu – this shows all your folders.

In the next picture the user account name for the logged on user has been chosen.




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Note that the buttons available in the toolbar in Windows Explorer change depending on which folder is displayed.

Closing Windows Explorer

To close Windows Explorer, choose any of the following methods:

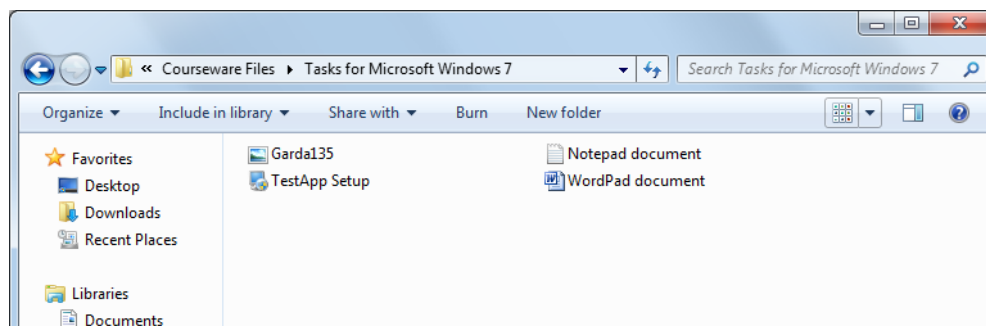
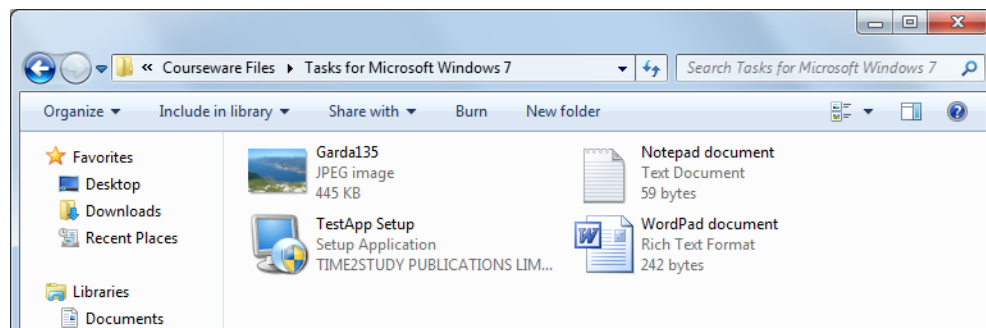
1. In the top right-hand corner of the window, click the **Close**  button.
2. Press **Alt+F4** or **Ctrl+W**.
3. On the Taskbar, right-click the **Windows Explorer** button, and then choose **Close window**.

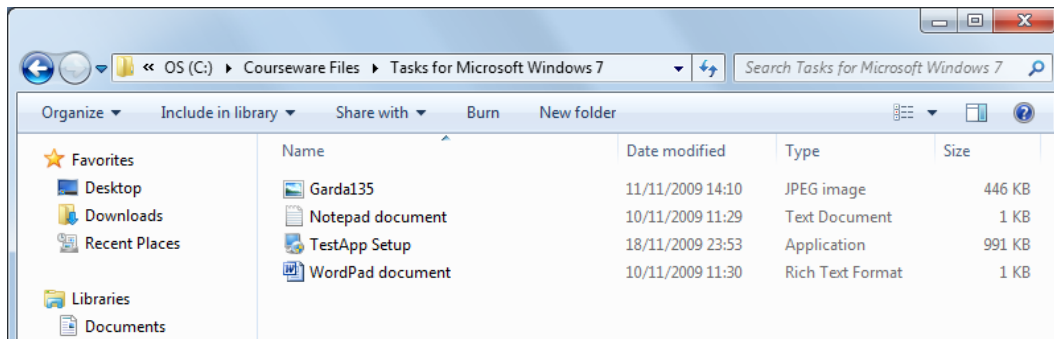
Folder views and layout

In the Windows Explorer window, the left-hand pane is called the **Navigation pane**, the list of folders and files is shown in the **Details pane**. There is a **Menu bar** along the top (hidden by default), a **toolbar** with buttons that change according to the folder shown. There is also a **Preview pane** (hidden by default).

The Detail pane has different views with different ways of presenting the same information: Extra Large Icons, Large Icons, Medium Icons, Small Icons, List, Details, Tiles and Content.

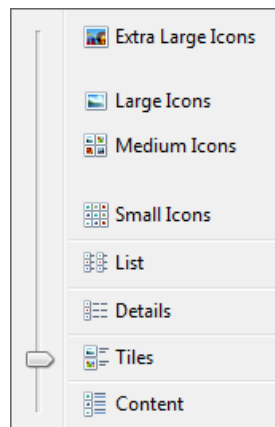
The Tiles, Small Icons and Details views are shown in the following pictures.





To swap between the different views:

1. Click the arrow on the **Change your view** button  button, and then choose the required view.



Alternatively:

1. Click the arrow on the **Change your view** button repeatedly until the required view is shown.

Showing and hiding the preview pane

Windows Explorer can also show a preview of many files. This can be useful if you are looking for something in particular – you can save time by not having to open the application program.

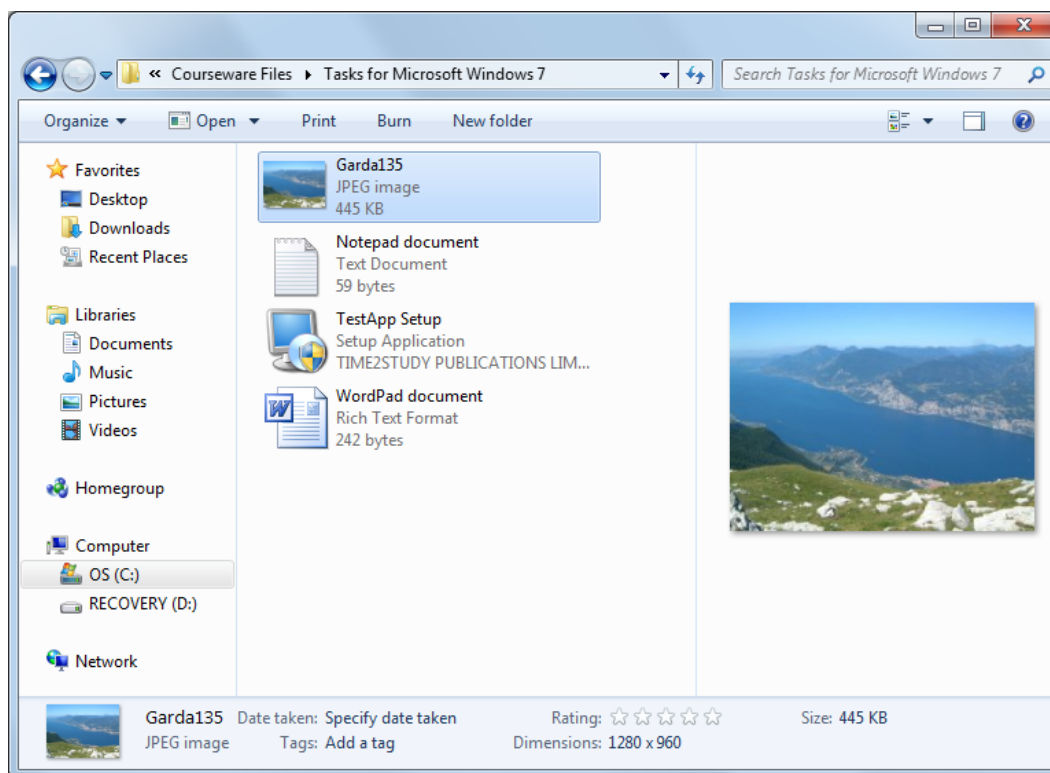
To hide and show the preview pane:

1. On the toolbar, click the **Show the preview pane** button .

The preview pane is displayed on the right-hand side of the Windows Explorer window. If you select an item in the list of files and folders, Windows will show a preview where possible.

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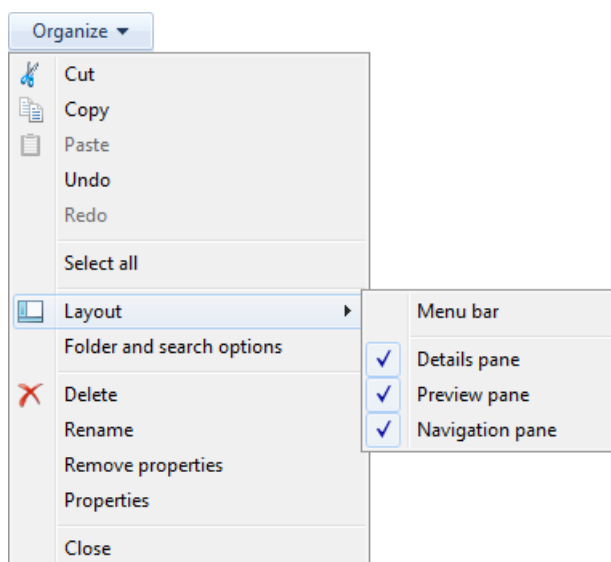
Windows 7



Changing the layout

To show and hide all the main areas of the Windows Explorer window:

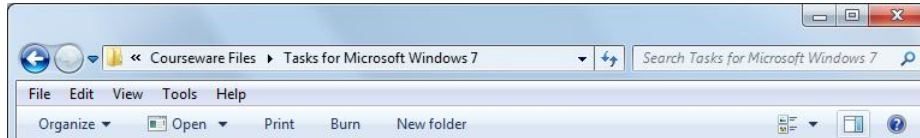
1. On the toolbar, click the **Organize** button, point to **Layout**, and then choose to show (ticked) or hide (not ticked) any of the layout components.



Showing the menu bar temporarily

To show the menu bar temporarily to access the menu options:

1. Press the **Alt** key – the menu will appear and you can click the various menu options, **File**, **Edit**, **View**, etc.



Folder types

The view can also change according to the folder type. The main folder types are: General Items, Documents, Pictures, Music and Videos.

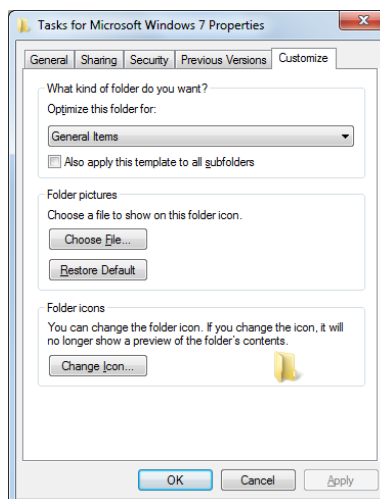
As an example, Document folders will show details including the date last modified; Pictures and Videos folders will show details such as Date taken and a rating. You can change the folder type if you need to.

To change the folder type:

1. Open the folder that you wish to change.
2. Make sure that no folder or file is selected – if necessary, click a blank area.
3. On the toolbar, click the Organize button, and then choose Properties.

The Properties dialog box will be displayed.

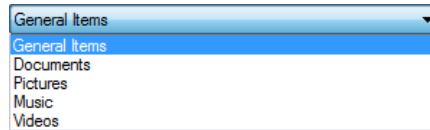
4. Click the **Customize** tab.



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5. Open the **Optimize this folder for** list box, and then choose the folder type – the type that best represents the files that you will store in the folder.



6. If you wish to apply the type to all subfolders of the current folder, click the **Also apply this template to all subfolders** option so that it is ticked.
7. Click **OK**.

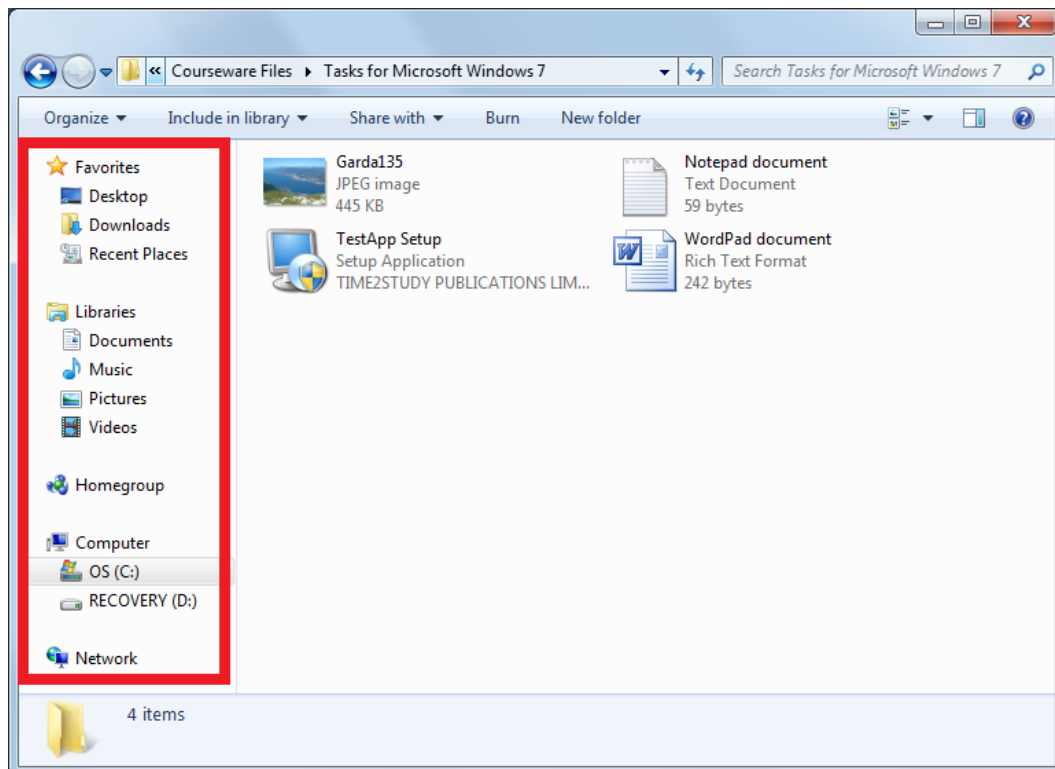
Navigating folders

Once you have opened a folder, you can use any of the following methods to navigating through the drives, folders and files:

1. If you can already see the folder that you want to open in the list of folders and files, double-click the folder icon to open it.

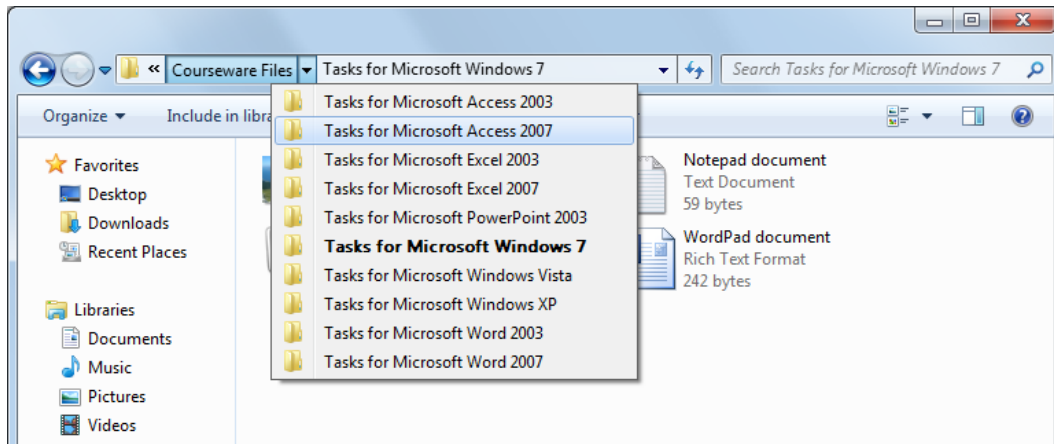
Use the Navigation pane, which includes common locations and a Favourites list:

2. In the Navigation pane, click the required folder.



Use the Address bar:

3. In the Address bar, click on any folder name to go to that folder, or click the arrow beside a folder name to show a list of subfolders to choose from.



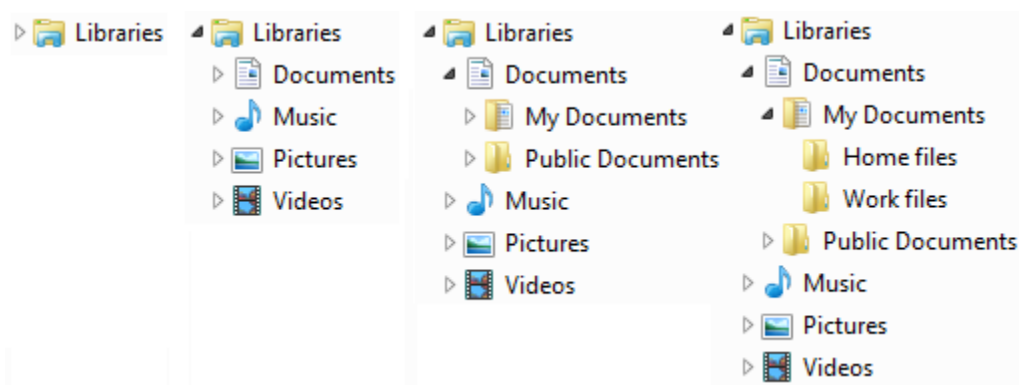
If you have already started navigating:

4. Click the **Back** and **Forward** buttons to move backwards and forwards between previous locations.



Expanding and collapsing folders in the Navigation pane

You can expand and collapse folders in the Navigation pane. When expanded, a folder will show its own subfolders.



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To expand or collapse a folder in the Navigation pane, choose one of the following methods:

- Double-click the required folder.
- Point to the required folder, wait for the small arrow to appear, and then click the arrow; the arrow may also be visible without pointing to it.

Adding a folder to the Favorites list

To add a folder to the Favorites list:

- Locate the folder, and then drag it onto the **Favorites** list heading.

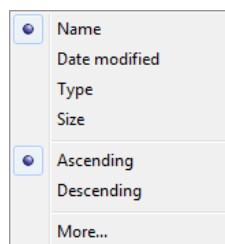
Sorting files

Lists of files and folders can be in ascending or descending order sorted by the following properties:

- **Name** - alphabetically by the filename.
- **Date modified** - in date order since the file was last changed.
- **Type** - alphabetically according to the type of file.
- **Size** - numerically by the size of the file.

To sort files in a folder, choose one of the following methods:

- In the list of folders and files, right-click any empty space, choose **Sort By**, and then choose the required sort method or sort order.



- When available, at the top of the list of folders and files, click any of the column headings – each time you click the sort order will change between ascending and descending.

Name	Date modified	Type	Size
------	---------------	------	------

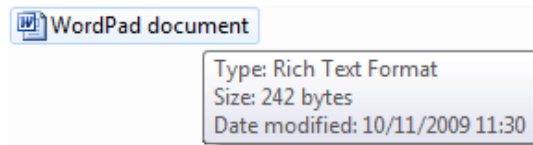
Viewing file information

To display information about file types, file sizes and modification dates for all files in a folder:

1. Choose the Details view.

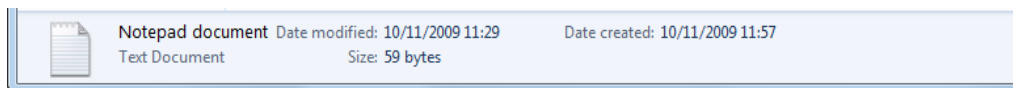
To briefly see details for one file only:

2. Point to the file, wait a second or two, and then read the information shown.



To see file details for any folder or file in any view:

1. Locate and click the file or folder to select it, and then view the file information at the bottom of the Windows Explorer window.

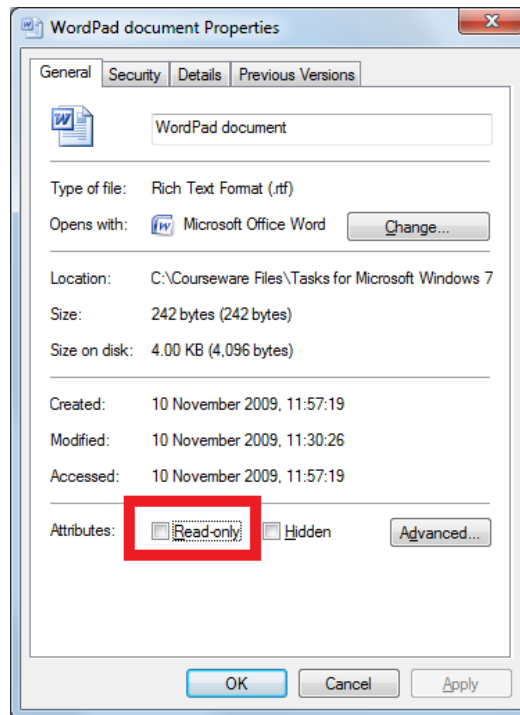


Changing a file status

Every file has a special **read-only** property. When the read-only property of a file is set, you can still open and view the file, but you can't save it with the same filename – if you change the file, you will need to use Save As to save a new copy of the file. In this way you have access to a minimal sort of file protection.

To change the read-only property:

1. Navigate to the required folder.
2. Right-click the file, and then choose **Properties**.
3. The Properties dialog box will be displayed.
4. In the **General** tab, click the **Read-only** option to set the property or clear it as required.



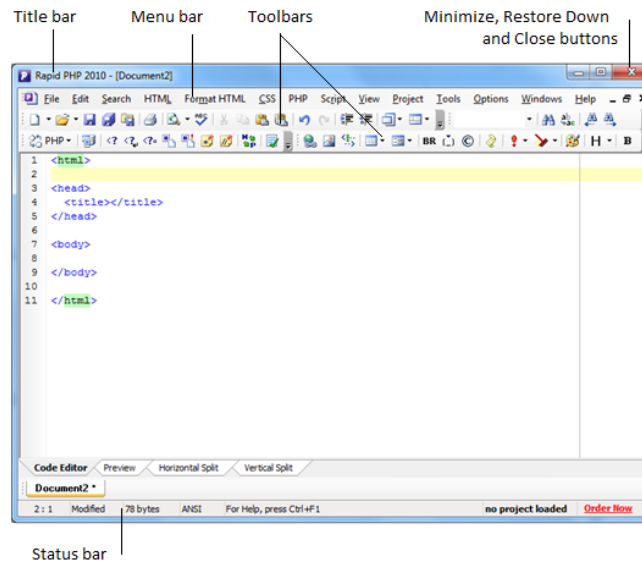
Working with Windows

Objectives

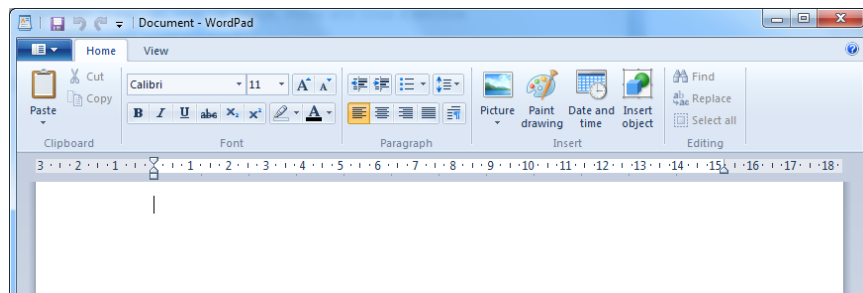
- Identify the different parts of a window.
- Switch between open windows.
- Minimise, maximise, restore, resize, move and close a window.

Identifying window components

Most program windows have a Title bar, Menu bar, Toolbar and Status bar as shown in the next picture.



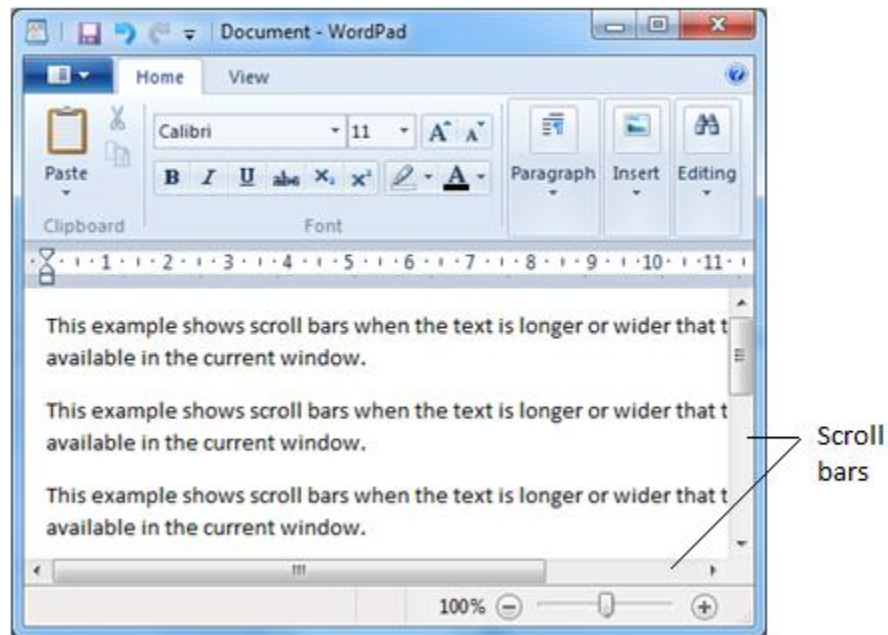
As shown in the next picture, many programs have replaced the Menu bar and toolbars with a combined so-called **Ribbon**.



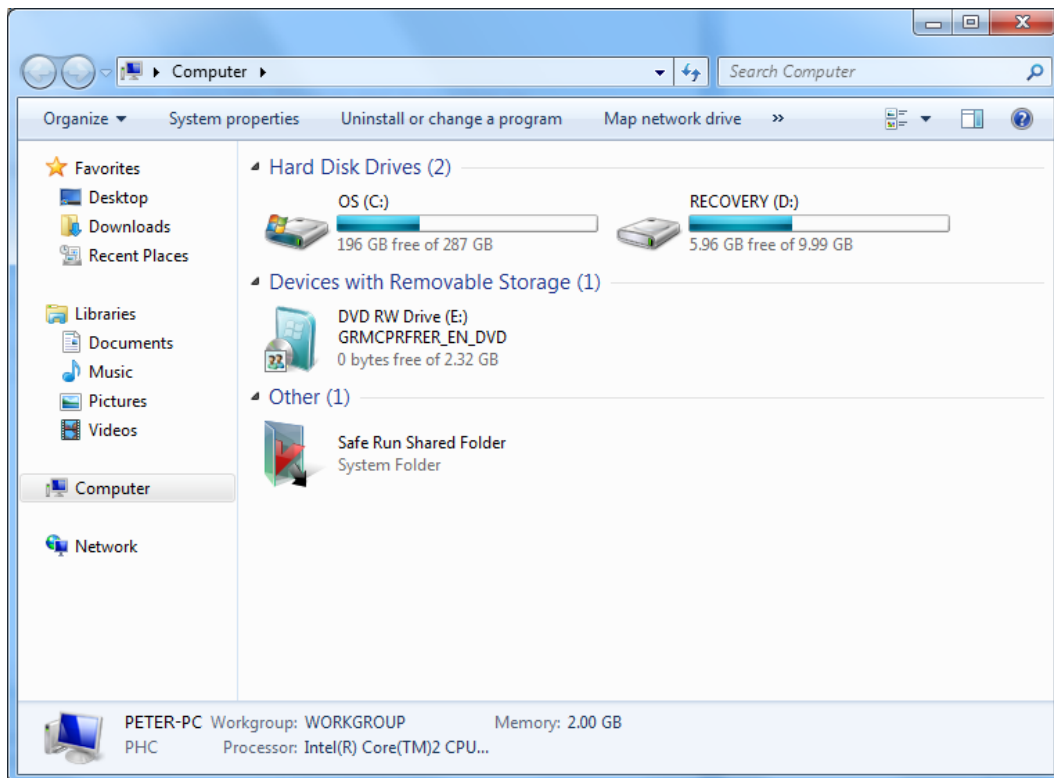
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When there is more information in the window than can be seen at once, scroll bars are displayed as shown in the next picture.



Some folder windows, like Windows Explorer in the next picture, may look different to program windows, but they still work in a similar manner.



Previewing and switching between windows

You can have several windows open at once and the windows can overlap or completely cover each other. The active window – the one that you are currently working on – will sit on top of any other windows. A window that is not currently active may be minimised, hidden or partly hidden.

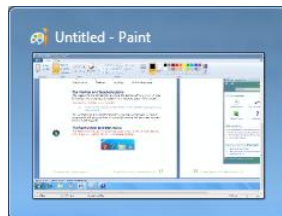
There are several methods available for choosing which window to switch to.

Using the Taskbar, you can also preview a window without switching to it. This is useful, for example, if you want to remind yourself of something from a different window to the one you are currently working with.

Previewing an open window

To preview an already open program window:

1. On the Taskbar, point to the required program icon, and then point to the small preview of the window – if multiple windows are shown, point to the required window.



A full preview of the window will be displayed. As soon as you move the mouse pointer away from the small preview window, the full preview will disappear.

Switching windows

To switch to a window that is partly visible:

- Click on the part of the window that you can see.

To switch to a window using the Taskbar:

- On the Taskbar, click the button for the required window.

To switch to a window using the Taskbar where a program has multiple windows open:

- On the Taskbar, point to or click the button for the window, and then click the small preview of the required window.

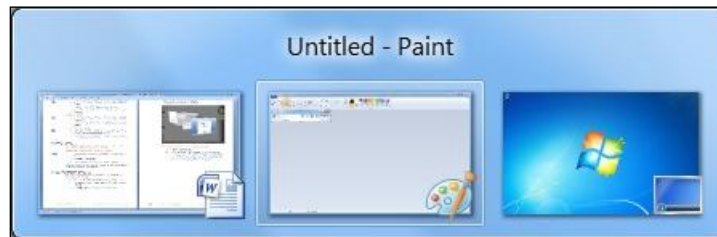
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To cycle through the available windows, and then choose a window:

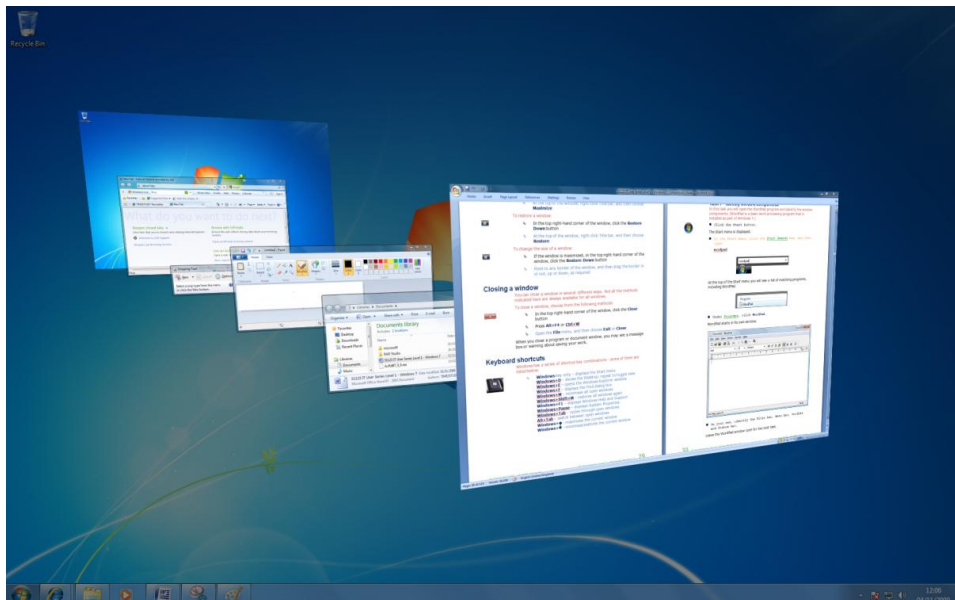
1. Hold down the **Alt** key, and then tap the **Tab** key – keep holding the **Alt** key down.



2. To select an available window, tap the **Tab** key, use the **←→** keys, or roll the central wheel on your mouse if it has one.
3. When the required window is selected, release the **Alt** key.

An alternative method to cycle through open windows is:

1. Hold down the Windows key, and then tap the Tab key – keep holding the Windows key down.



2. To select an available window, tap the **Tab** key, use the **←→** keys, or roll the central wheel on your mouse if it has one.
3. When the required window comes to the front, release the **Windows** key.

Resizing windows


Each window has a set of buttons in the top right-hand corner. They are slightly different according to the current size of the window.




You can resize windows in different ways:

- **Maximise** - the window fits the whole of the screen.
- **Restore Down** - the window is restored to its previous size.
- **Minimise** - the window is reduced to a button on the Taskbar.
- Change the size of the window manually.

To maximise a window, choose any of the following methods:

- Press **Windows+↑**.
- In the top right-hand corner of the window, click the **Maximize**  button.
- At the top of the window, double-click the Title bar.
- At the top of the window, right-click Title bar, and then choose **Maximize**.

To minimise or hide a window, choose one of the following methods:

- Press **Windows+↓**.
- In the top right-hand corner of the window, click the **Minimize**  button.
- At the top of the window, right-click the Title bar, and then choose **Minimize**.
- In the Taskbar, click the button for the window – if the program has multiple windows, you will also have to click the small preview of the required window.

To restore down a maximised window:


- In the top right-hand corner of the window, click the **Restore Down**  button.

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- At the top of the window, double-click the Title bar.
- At the top of the window, right-click Title bar, and then choose **Restore**.

To change the size of a window:

- If the window is maximized, in the top right-hand corner of the window, click the **Restore Down**  button.
- Point to any border of the window, and then drag the border in or out, up or down, as required.

Moving windows

You can move a window that is not maximised.

To move a window:

- Point to the **Title bar** of the window, and then drag it to a new position.

Shaking a window

Windows has a feature where if you shake a window, all other windows are minimized, leaving the shake window displayed.


To shake a window:

- Like dragging a window, use the Title bar, but shake the window left and right a few times.

Closing a window

You can close a window in several different ways. Not all the methods indicated here are always available for all windows.

To close a window, choose from the following methods:

- In the top right-hand corner of the window, click the **Close**  button.
- Press **Alt+F4** or **Ctrl+W**.
- Open the **File** menu, and then choose **Exit** or **Close**.

When you close a program or document window, you may see a message box or warning about saving your work.

Keyboard shortcuts

Windows has a series of shortcut key combinations - some of them are listed below:

- **Windows logo** key only – displays the Start menu.



- **Windows+D** – shows the Desktop; repeat to toggle view.
- **Windows+E** – opens the Windows Explorer window.
- **Windows+F** – displays the Find dialog box.
- **Windows+M** – minimises all open windows.
- **Windows+Shift+M** – restores all windows again.
- **Windows+F1** – displays Windows Help and Support.
- **Windows+Pause** – displays System Properties.
- **Windows+Tab** – cycles through open windows.
- **Alt+Tab** – switch between open windows.
- **Windows+↑** - maximises the current window.
- **Windows+↓** - minimises/restores the current window.

Working with Icons

Objectives

- Identify common icons.
- Icon sizes and views.
- Select and move desktop icons.
- Create and remove a desktop shortcut icon.
- Open a shortcut icon.

Identifying common icons

There are several types of icon that represent your folders and files, application programs, printers and other Windows components such as the Recycle Bin.

Folder icons

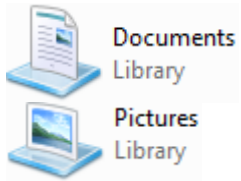
The following icons are typical for folders:



A folder for storing files – this folder is empty.



A folder for storing files – this folder contains some documents.



Default folders (called Libraries in Windows 7) such as Documents, Pictures and Music.

Application program icons

Each application program has its own program icon. A few example icons are shown below:



The Internet Explorer program icon.



The Microsoft Word 2007 program icon.



The Notepad program icon.



The Windows Live Messenger program icon.

Document and file icons

Many application programs also have their own icons to show which files and documents belong to that program. Double-clicking any of these types of icon opens the document and the application program to which it belongs. Some examples are shown here:



Plain text (.txt) document and
PDF document – shows page 1 thumbnail.



Microsoft Office Word 2007 document and
Microsoft Office Word 97-2003 document.



Microsoft Office Excel 2007 workbook and
Microsoft Office Excel 97-2003 workbook.



HTML and MHTML files for Internet Explorer.



Microsoft Office PowerPoint presentation –
show page 1 thumbnail.



Microsoft Office Access 2007 database and
Microsoft Office Access 2000-2003 database.



Audio and video files (.wav .mp3 .wmv etc)
picture files (. Bmp .jpg .gif etc.)
note: larger icons show a thumbnail of the file.



Executable (.exe) application programs -
each program will have its own icon.



Compressed (zipped) folder and
Temporary (.tmp) file.

Printer icons

The following icons are typical for printers:



A printer attached to your computer - the picture changes according to the printer attached; a shared printer will show a users icon as well.



The default printer - the green tick means 'default printer.'

Other Windows icons

The following icons represent other Windows components and features:



A computer available on your network.



A shared folder on a computer attached to your network.



Recycle Bin

The Recycle Bin - used to store deleted items.

Icons for storage locations

The following icons are typical for storage locations such as local hard disk drives and network drives:



A floppy drive, or diskette drive.



Your main hard drive, with the Windows system on it.



A local drive, or a removable drive such as a memory stick .



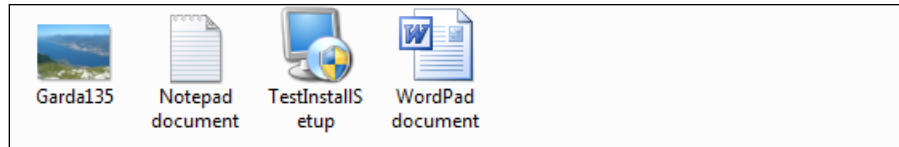
A network drive or folder available on a computer attached to your network.







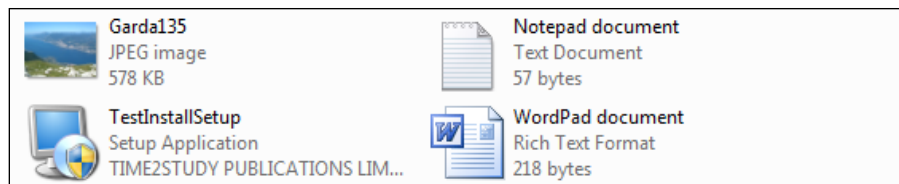
A CD or DVD drive.

Icon sizes and views

Icons can be displayed in different sizes and show different information, depending on the current view. The size of an icon does not affect how it works. Some examples of different views are shown in the next pictures.



Name	Date modified	Type	Size
 Garda135	11/11/2009 14:10	JPEG image	446 KB
 Notepad document	10/11/2009 11:29	Text Document	1 KB
 TestApp Setup	18/11/2009 23:53	Application	991 KB
 WordPad document	10/11/2009 11:30	Rich Text Format	1 KB



Some icons are shortcut icons and have a square and arrow in the bottom corner of the icon. A shortcut icon does not represent the actual file; it is only a link to the file. Deleting a shortcut does not affect the original file.



Selecting and moving desktop icons

Icons on the Desktop can be arranged different ways, but the biggest choice is whether you want to place icons anywhere you like, or line them up neatly using Auto arrange icons or Align icons to grid.



Auto arrange icons and Align icons to grid

Auto arrange icons and Align to Grid automatically help you line up all your icons on the Desktop.

 If neither **Auto arrange icons** nor **Align icons to grid** are turned on, you can freely position any icon anywhere on the Desktop.

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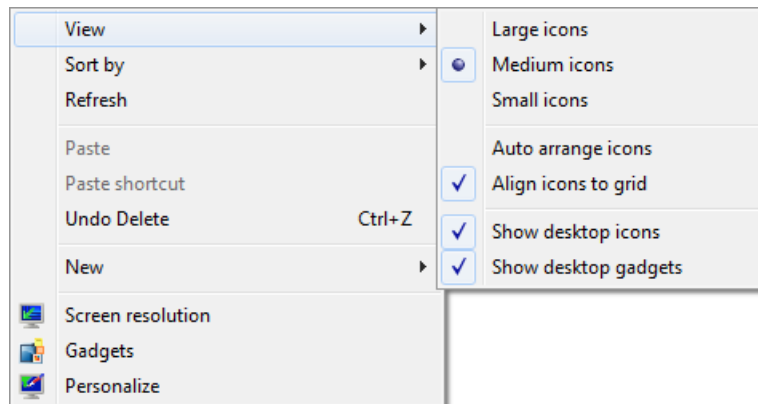
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-  If **Align icons to grid** is turned on, Windows will align icons to an imaginary grid, but you can still place them anywhere on the Desktop.
-  If **Auto arrange icons** is turned on, Windows will automatically line up all the icons in fixed positions from the left of the screen.

To turn Auto arrange icons and Align icons to grid on and off:

1. Right-click any empty space on the desktop, or window that you want to arrange.

A shortcut menu is displayed.



2. Point to **View**, and then choose **Auto arrange icons** or **Align icons to grid** as required.

Selecting icons

You can select one or more icons on the desktop, or in a folder, in order to move them, line them up, or perform some other operation. When clicking icons, be careful not to double-click them as this will open the associated document, program or sub-folder.

To select a single icon, choose any of the following methods:

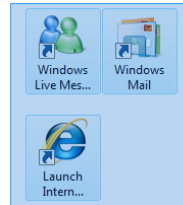
1. Click the icon that you want to select.
2. Press the **Tab** key until the required icon is selected.

To select multiple icons:

1. Click one of the icons that you want to select.
2. For each further icon you want to select, hold down the **Ctrl** key and click the icon – be careful not to drag the mouse as this will result in a copy of the file being created.

To select a group of icons:

1. Point outside the group of icons, hold down the left-hand mouse button, and then drag the mouse pointer across the group.



Moving icons

You can move icons anywhere on the desktop or current folder as long as the Auto Arrange feature is turned off.

To move an icon or icons:

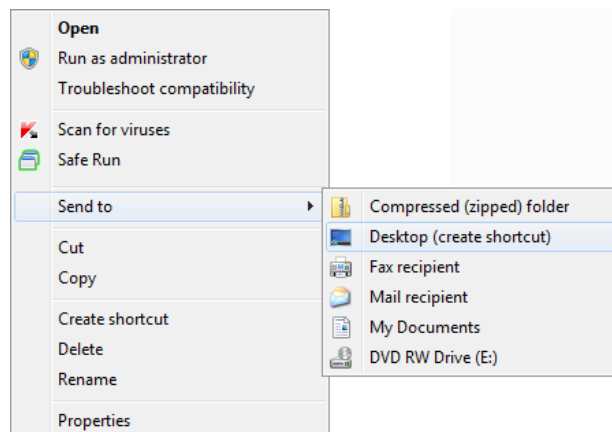
1. Select the required icon(s).
2. Point to any of the selected icons, hold down the left-hand mouse button, and then drag the icon(s) to the new position.

Creating desktop shortcuts

If you have a program, document or folder, that you use often, you may want to add a shortcut to it on the desktop. The easiest way to create a shortcut is to find the icon first.

To add a shortcut to the desktop:

1. Right-click the program, folder or file, point to **Send to**, and then choose **Desktop (create shortcut)**.

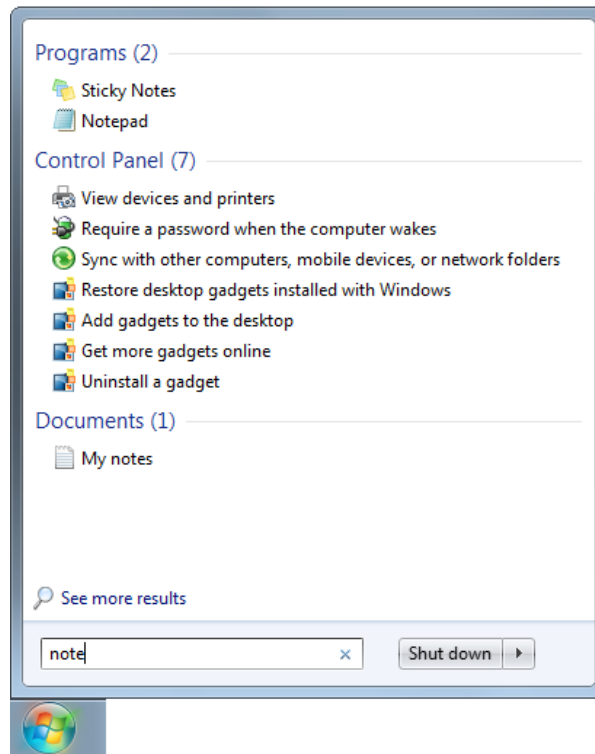


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If you have trouble finding the required icon, but know its name, you can use the Search feature in the Start menu.

1. Click the **Start** button.
2. In the bottom of the Start menu, click the **Search programs and files** box, and then type the name or part of it – an example is shown in the next picture:



At the top of the Start menu you will now see a list of matching programs, and further down any matching documents.

3. Right-click the required item.
4. Point to **Send to**.
5. Choose **Desktop (create shortcut)**.

Pinning an item to the Taskbar or Start menu

You can pin an item to the Taskbar or Start menu. The easiest way to do this is to create the shortcut on the desktop, and then drag it on to the Start button.

To add a shortcut to the Start menu:

1. Create the shortcut on the desktop.

2. Drag the shortcut icon on to the Taskbar or **Start** button.

When you drag the icon on to the Start button, if you wait a second or two, the Start menu opens up and as long as you keep the mouse button down you can drag the icon to any position in the top part of the Start menu.

Pinning a program to the Taskbar

If you pin a program to the Taskbar, you will be able to run it with a single click, so it is useful to do this if you often use a particular program.

To pin a program to the Taskbar:

1. Start the required program.
2. On the Taskbar, right-click the program button, and then choose **Pin this program to taskbar**.

Opening a shortcut item

To open a desktop icon, choose any of the following methods:

- Double-click the icon.
- Right-click the icon, and then choose **Open**.
- Select the icon, and then press **Enter**.

To open a **Taskbar** or **Start menu** icon:

- Click the icon.

What happens when you open an icon depends on the type of icon it is:

- A folder icon, such as **Documents** will open the folder.
- A program icon, such as **Microsoft Word** or **Internet Explorer**, will start that program.
- A document or file icon, such as a text document or spread sheet document, will open that document together with the associated program.

Deleting a desktop shortcut

To delete a shortcut icon, choose any of the following methods:

- Select the icon, and then press the **Delete** key.
- Right-click the icon, and then choose **Delete**.

In both cases, you will be asked to confirm the deletion of the shortcut icon. The deleted icon is sent to the Recycle Bin - the program or file to which it relates is not deleted. The shortcut icon can be restored.

Unpinning items from the Taskbar and Start menu

To unpin a program from the Taskbar or Start menu:

1. Right-click the item that you want to unpin.
2. Choose **Unpin this program from taskbar**.

To unpin items from the Start menu:

1. Right-click the item that you want to unpin.
2. Choose **Remove from this list**.

Working with Applications

Objectives

- Starting and closing application programs.
- Shut down a non-responding application.
- Use the Print Screen key to take a screen shot.
- Learn about the Snipping Tool and Sticky Notes programs.
- Install and uninstall an application.

Starting an application program

To start a program, choose one of the following methods:

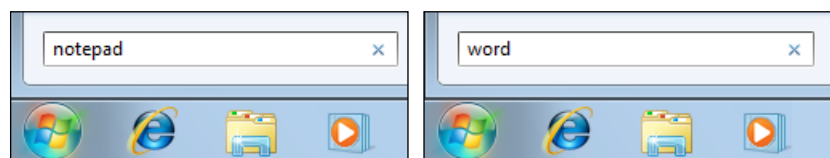
1. If you can see the program icon, double-click it

Or

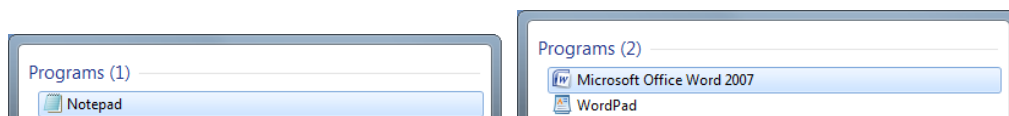
1. Click the **Start** button.
2. Look for the program icon in the Start menu.
3. Click it.

Alternatively:

1. Click the **Start** button.
2. Click the **Search programs and files** box at the bottom of the **Start** menu.
3. Type the program name, or part of it.



At the top of the Start menu you will see a list of matching programs.



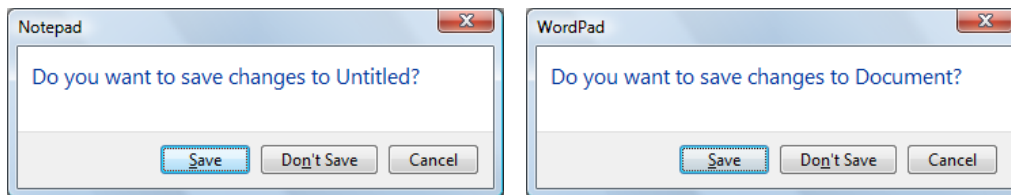
4. Under **Programs**, click the required program.

Closing an application

Most software applications are closed in a uniform way by choosing any of the following methods:

- Open the **File** menu and choose **Exit**.
- In some newer applications where there is no menu system, you can click the **Office** button, **WordPad** button, or similar in the top left-hand corner of the program window, and then choose **Exit**.
- Press **Alt+F4**.
- In the top right-hand corner of the program window, click the **Close** button.

If you are working on a document, for example, but have not saved the latest changes, the program will normally ask you if you want to do so before it closes down.



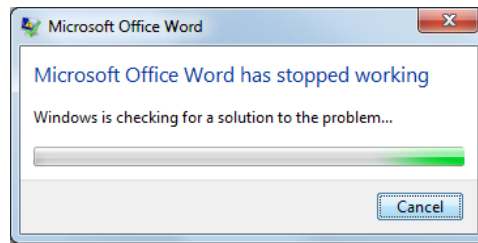
Make one of the following choices:

- **Save** – to save your document, and then exit the program.
- **Don't Save** – to just exit the program without saving the document.
- **Cancel** – to cancel closing down the program and return to your document.

Non-responding applications

On occasions a program will appear to stop working. Sometimes this means that the program is working more slowly than usual, because a problem has occurred in the program.

The problem may be temporary, and if you choose to wait, some programs will start responding again. If Windows recognises that a program has stopped working, it will try to find the problem and fix it automatically. You may see a dialog box telling you so.



You can close a program that appears to have stopped working using the Windows Task Manager.

When you close a program using the Windows Task Manager, all files or documents that you've opened using that program are closed, not just the one that you're viewing when the problem occurs. Some programs might try to save your information, but it depends on the program that you are using.

To close a program:

1. Right-click the Taskbar.
2. Choose **Task Manager**.

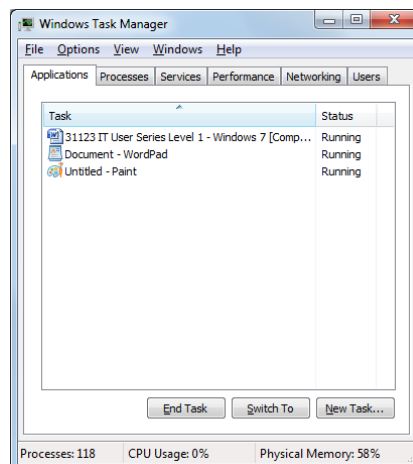
Or

- a. Press **Ctrl+Shift+Esc**.

The Windows Task Manager window will be displayed.

3. If necessary, click the **Applications** tab.

The next picture shows what the Windows Task Manager looks like, but the list of programs running will be different on your system.



If a program has stopped working it will have the text **(Not responding)** alongside it.

If you find such a program listed:

1. In the list, click the non-responding program.
2. Click **End Task** - the program will be closed down.
3. Click the **Close** button, or press **Esc**, to close the Windows Task Manager window.

The selected program will be shut down.

Using the Print Screen key

The Print Screen feature can be used to make a copy of what you see on screen as a picture. This is often referred to as a screen dump. You can then paste it into a document or program that you are working with.

To copy the whole screen:

1. Press the **Print Screen** key.

To copy only the current window:

1. Press **Alt+Print Screen**. Key.

The resulting picture is kept in memory in the Windows Clipboard ready for you to paste into a document.

To paste a copy of the picture into a document or program:

1. Make sure that the required window is active.
2. If relevant, position the insertion point as required.
3. Open the **Edit** menu.
4. Choose **Paste**, or press **Ctrl+V**.

The paste operation only work with programs and documents that can accept pictures from the clipboard. Notepad, for example, doesn't, but Microsoft Word and Paint do.

The Snipping Tool application

Windows has a Snipping Tool application that will allow you to capture any part of the current screen display, and copy it to memory, so that you can paste it in another document.

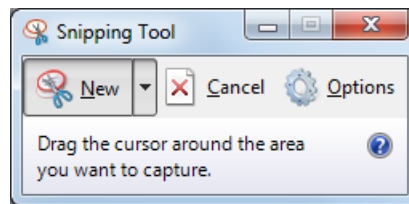
To start the Snipping Tool application:

1. Click the **Start** button.
2. Click the **Snipping Tool** program icon.

Alternative method if the Snipping Tool is not visible in the Start menu:

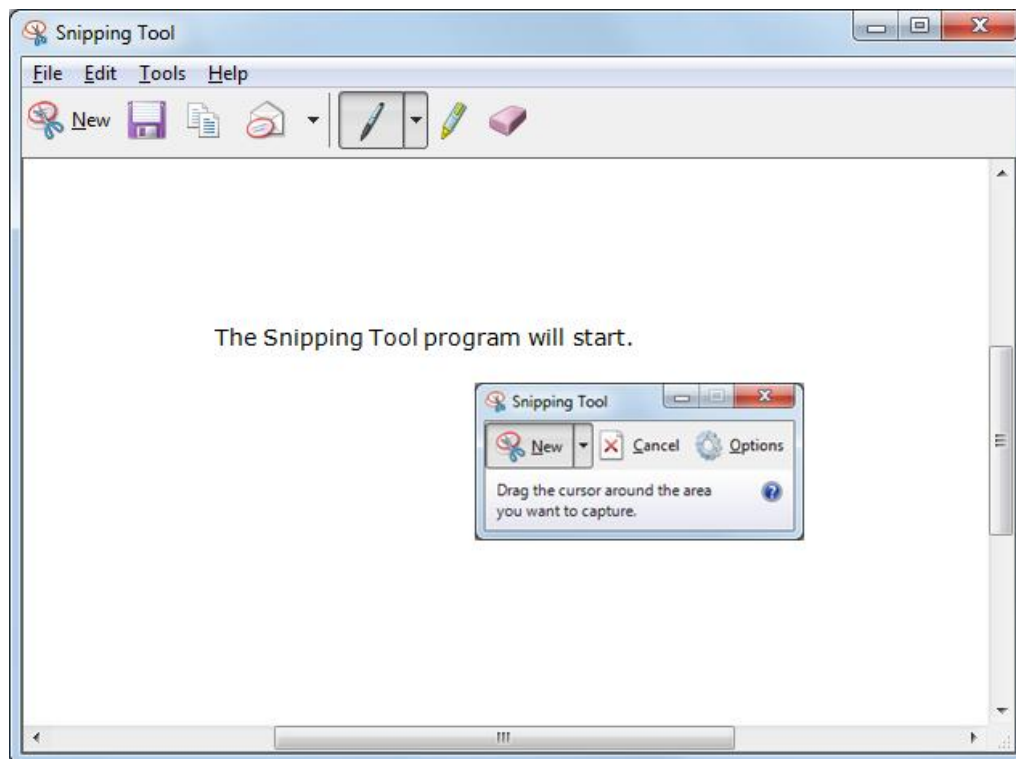
1. Click the **Start** button.
2. In the bottom of the Start menu, click the **Search programs and files** box, and then type **Snipping**.
3. In the list of matching programs, click **Snipping Tool**.

The Snipping Tool application will start.



1. Drag the mouse pointer around the area that you want to capture.

Your captured content will appear in an enlarged program window.



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At this point, various tools are available on the toolbar and in the Tools menu for you to edit the picture, but this is not covered further here.

By default, the snippet is automatically copied to the Windows clipboard ready for you to paste into other applications.

To paste the snippet in another application program:

1. Activate the required window.
2. If relevant, position the insertion point as required.
3. Press **Ctrl+V**.

To save the current picture as a file:

1. Open the **File** menu.
2. Choose **Save**, or just press **Ctrl+S**.
3. Use the Save As dialog box to choose a file name and location for the picture; this is not covered further here.

To close the Snipping Tool program, choose any of the following methods:

1. Open the **File** menu.
2. Choose **Exit**.

Or

1. Press **Alt+F4**.

Or

1. In the top right-hand corner of the program window, click the **Close** button.

The Sticky Notes application

The Sticky Notes application lets you add Post-it® style notes to your Desktop.

To start the Sticky Notes application:

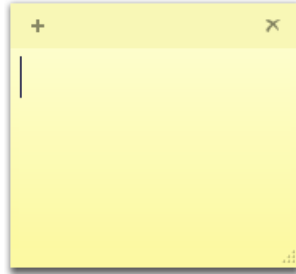
1. Click the **Start** button, and then click the **Sticky Notes** program icon.

Alternative method if the Sticky Notes application is not visible in the Start menu:

1. Click the **Start** button.

2. In the bottom of the Start menu, click the **Search programs and files** box, and then type **sticky notes**.
3. In the list of matching programs, click **Sticky Notes**.

The Sticky Notes application will start.



To add a new no note:

1. If necessary, click the yellow note to get an insertion point, and then type the note.

To add a new no note:

1. On any existing note, click the **New Note**  button, and then type the note.

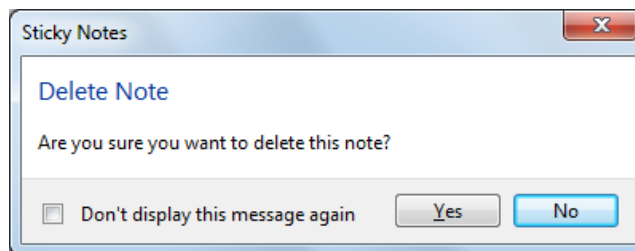
To move a note:

1. Using the top area of the note, drag it on the Desktop.

To delete a note:

1. On the required note, click the **Delete**  **Note** button.

You may need to confirm the deletion.



2. If necessary, click **Yes** to delete the note, or **No** to keep it.

Installing and uninstalling software applications

Installing and uninstalling software applications will invoke the User Account Control system unless this has been turned off.

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Generally speaking, you will need Administrator rights – either that you are logged on to an Administrator account, or you know the password for an Administrator account on your system.

If the User Account Control dialog box is displayed during the install or uninstall process:

1. Type the Administrator required password, and then press **Enter**, or click **Yes**.
2. If you do not know the password, click **No** – you will not be able to continue.

Assuming that you have sufficient permissions, the install/uninstall process will continue.

Installing software from a CD or DVD

Many programs are supplied on a CD or DVD that auto-starts when you insert it.

To install software from a CD or DVD:

1. Insert the CD or DVD in the CD/DVD drive and wait a few seconds.
2. After the CD/DVD auto-starts, there will usually be an **Install** option available.
3. Start the installation and follow the on-screen instructions – there may be several information screens, some with choices and settings; for most installations you can usually just accept the default settings.

Installing software from the Internet

It is quite common to download programs from the Internet. When you click a download link for an installation program, you will see a dialog box.



To run the installation program directly from the Internet without saving the installation program on your computer:

1. Choose **Run**, and then follow the on-screen instructions, which may include warnings about security issues associated with the installation.

To save the installation program to your computer:

1. Choose **Save**, and then in the Save As dialog box choose a location for the downloaded file.
2. When the download is complete, the **Run** option will be available again in case you want to run the installation program immediately.

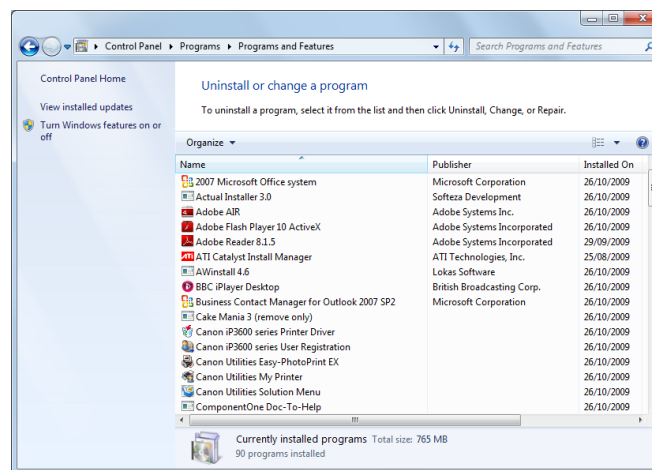
Un-installing software applications

The Control Panel has an Uninstall feature to help you remove unwanted software.

To remove a program:

3. Click the **Start** button, and then choose **Control Panel**.
4. Under the **Programs** heading, click **Uninstall a program**.

A list of installed programs will be displayed.



You will probably need to scroll the list of programs to find the required program.

5. In the list of programs, choose the program that you want to remove.

An Uninstall button will appear at the top of the list.

6. Click the **Uninstall**  or **Uninstall/Change** button, and then follow the on-screen instructions.

Working with Printers

Objectives

- Use the Print dialog box.
- View the progress, pause, re-start and delete a print job.
- Change the default printer.
- Install a USB or network printer.
- Share a printer.
- Printer maintenance.

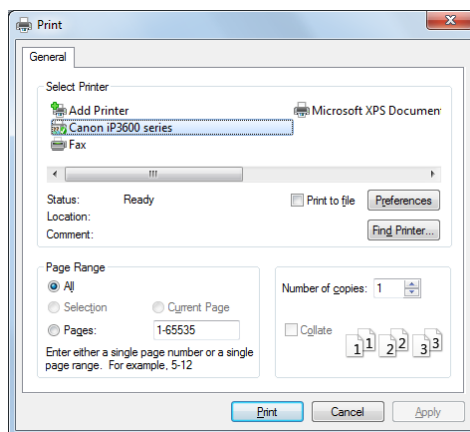
Using the Print dialog box

Most application programs have a print option so that you can print the file that you are working on. In most cases, when you choose to print a file, the Print dialog box is displayed.

To print a file from the current application program, choose one of the following methods:

1. Open the **File** menu and choose **Print**.
2. Click the **Print** button – in some cases this will bypass the Print dialog box, and automatically print one copy of the current file to the current printer.
3. Press **Ctrl+P**.

In most cases, the Print dialog box will be displayed.



The layout may differ slightly for different application programs, but the common options for you to choose from include which printer to use, the number of copies and the range of pages to print.

To start the printout:

4. Click **Print**.

Viewing print job progress

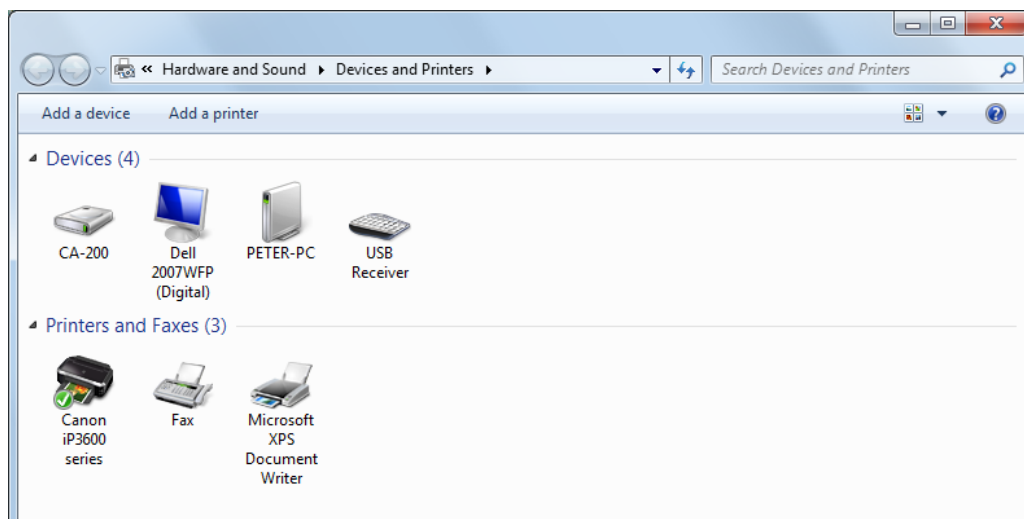
When you send a document to be printed, it actually goes through a print manager program. This places documents to be printed in a queue and prints them one after the other. All this happens automatically - you don't really need to know that it's happening. Often when you print individual documents, the print manager queues the document and prints it within a few seconds, so you wouldn't notice what is happening anyway.

If you print longer documents, several documents one after the other or share a printer with other connected computers, you may be able to view the print queue and see the print status for each individual document.

To view the print job progress for a specific printer:

1. Click the **Start** button, and then choose **Devices and Printers**.

The Control Panel will open with the Devices and Printers page displayed.

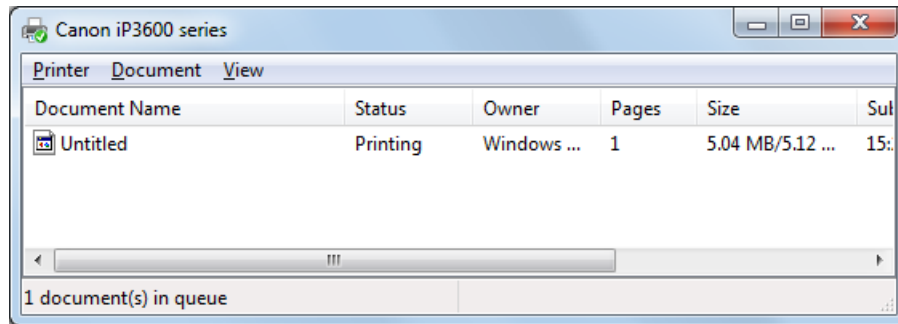


2. In the list of printers, click the required printer to select it.
3. In the toolbar, click the **See what's printing** button.


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The print jobs for the chosen printer will be listed. If nothing is currently being printed, the list will be empty.



To close the printer window:

4. Click the  **Close** button.

Pausing, re-starting & deleting print jobs

You can pause, re-start and delete any file in the list of print jobs.

To pause a print job:

- In the list of print jobs, right-click the required document name, and then choose **Pause**.

To resume a paused print job:

- In the list of print jobs, right-click the required document name, and then choose **Resume**.

To restart a printout from the beginning:

- In the list of print jobs, right-click the required document name, and then choose **Restart**.

To cancel a print job:

- In the list of print jobs, right-click the required document name, and then choose **Cancel**.

Changing the default printer

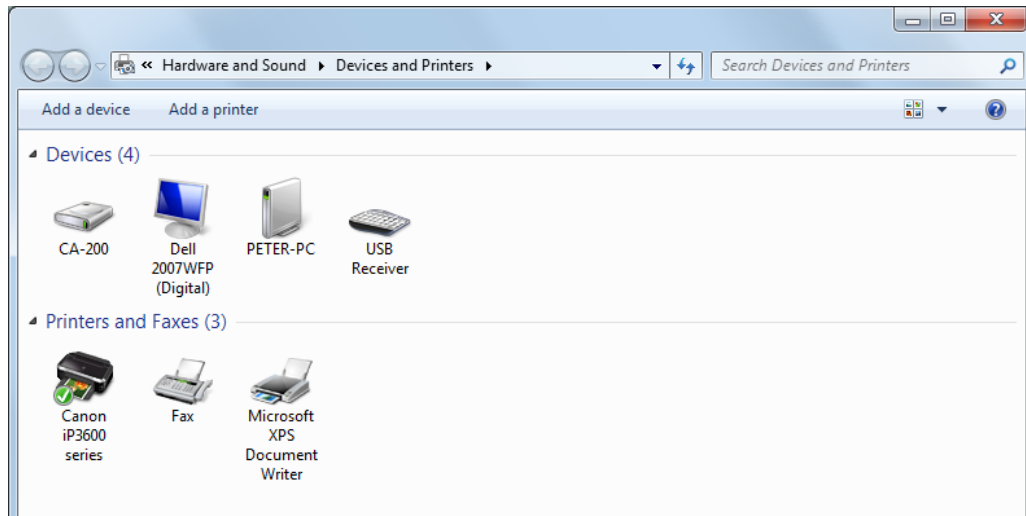
You may have more than one printer installed - this includes networked printers, as well as any printer physically connected to your computer. One printer is always marked as the default printer. All documents will be automatically sent to this default printer unless you choose a different printer in the Print dialog box for a particular print job.

The default printer can be changed via the Control Panel.

To change the default printer:

1. Click the **Start** button, and then choose **Devices and Printers**

The Control Panel will open with the Devices and Printers page displayed.



A list of installed printers is displayed - the printers on your system will be different to those shown in the picture, and the view may be different.

In the list of printers you may see different types of printer icons:



A printer attached to your computer - the picture changes according to the printer attached; a shared printer will show a users icon as well.



The default printer - the green tick means 'default printer.'

To choose a new default printer:

2. In the list of printers, right-click the required printer, and then choose **Set as default printer.**

Installing a USB printer

Installing a USB printer that you plug in to your own computer is a very simple process:

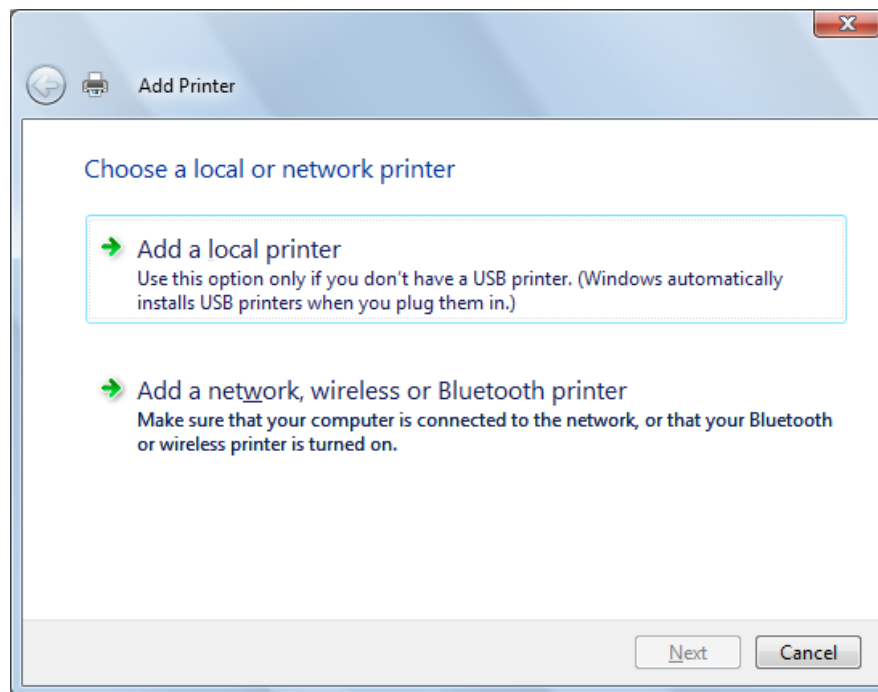
1. First, read the instructions that come with the printer – they may recommend that you install printer software first.
2. Plug the new printer to your computer and turn it on – Windows will detect the new printer automatically.
3. Follow the on-screen instructions.

Installing a network printer

To install a network printer:

1. Click the **Start** button, and then choose **Devices and Printers**.
2. In the toolbar, click the **Add a printer** button.

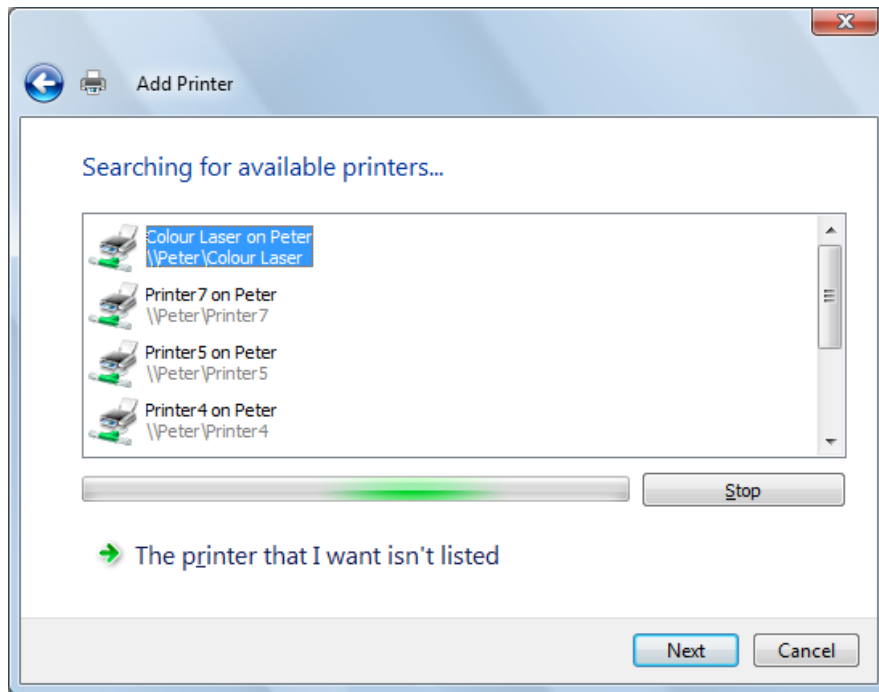
The Add Printer wizard will start.



You can choose to install a non-USB local printer or a network printer.

3. Click **Add a network, wireless or Bluetooth printer**.

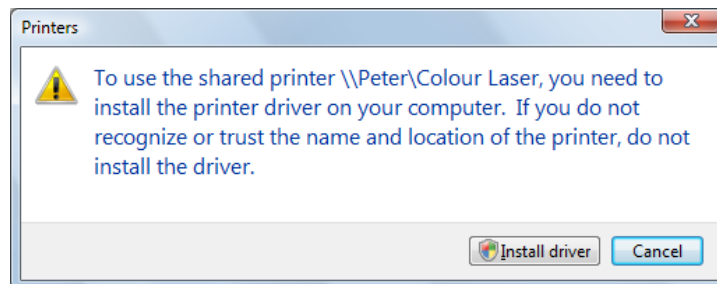
Windows will search for printers that are available through the network.



You can click Cancel at any time to cancel the process.

4. In the list of printers, choose the required printer, and then click **Next**.

It is likely that Windows will need to install the driver for the chosen printer.



5. If necessary, choose **Install driver**.

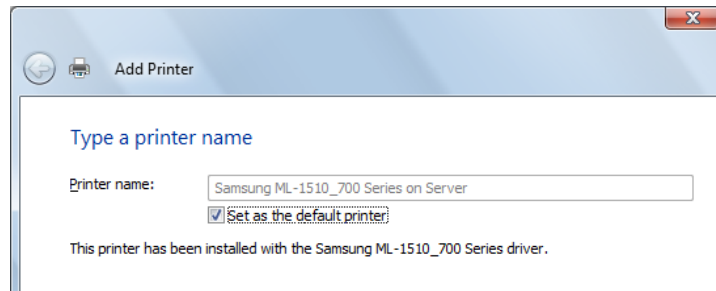
The User Account Control box may be displayed and you will need to confirm your action.

6. If necessary, in the User Account Control dialog box, enter the required password.
7. Press **Enter**.

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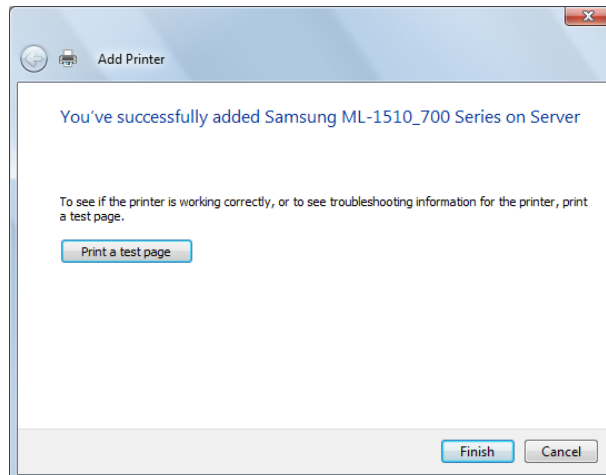
If the printer installs correctly, you will be given the option of setting the new printer as your default printer.



8. Click the **Set as the default printer** option so that it is ticked or not ticked as required.

9. Click **Next**.

Before closing the Add Printer wizard, you will have an option to print a test page.



To print a test page:

10. Click the **Print a test page** button, and then click **Close** when the page has printed.

When you are ready:

11. Click **Finish**.

12. Close the Printers window.

13. Close the Control Panel.

Sharing a printer

If your computer is connected to other computers via a network at home or at work, you may be able to share a printer that is connected to your computer. Other users will then be able to print on your printer as long as your computer is on.

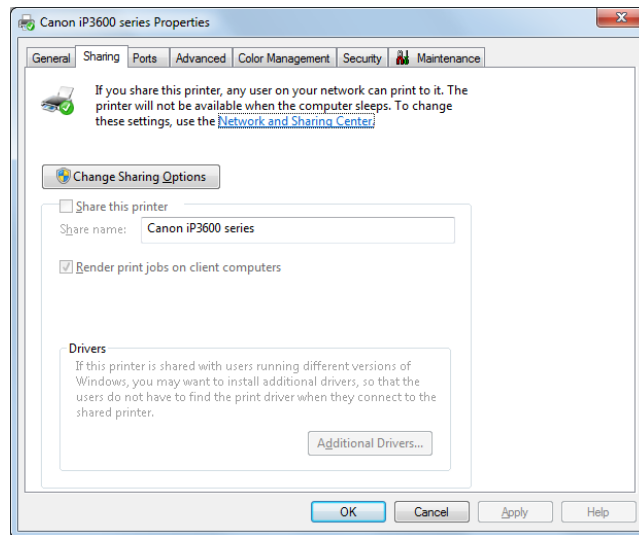
To change the sharing settings for a printer, you need Administrator rights.

To share a printer:

1. Click the **Start** button, and then choose **Devices and Printers**.
2. In the list of printers, right-click the required printer, and then choose **Printer properties**.

The Properties dialog box will be displayed.

3. Click the **Sharing** tab.



4. Click the **Change Sharing Options** button.

The User Account Control box may be displayed and you will need to confirm your action.

5. If necessary, in the User Account Control dialog box, enter the required password, and then press **Enter**.

In the Properties dialog box:

6. Click the **Share this printer** option so that it is ticked.

7. Optionally, change the name in the **Share name** box; this is what the others users will see when they try to connect to your printer.
8. Click **OK**.
9. Close the Control Panel window.

Printer Maintenance

For most printers, there are a few small tasks that you need to learn.

Simple tasks

The following tasks are usually quite simple; refer to the printer handbook if you need help:

- Fill up with paper.
- Unblock occasional paper jams.
- Replace the toner or ink cartridges.

Print a test page

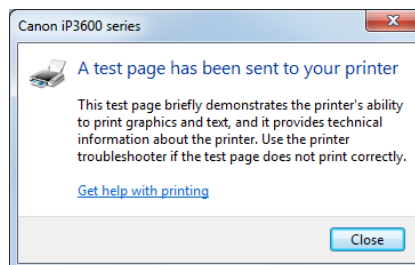
Occasionally you may want to print a test page on a printer:

1. Click the **Start** button, and then choose **Devices and Printers**.
2. In the list of printers, right-click the required printer, and then choose **Printer properties**.

The Properties dialog box will be displayed.

3. If necessary, click the **General** tab.
4. Click the **Print Test Page** button.

Windows will print a test page and show a message.



5. Click **Close**.

6. Close the Properties dialog box and the Control Panel window.

Align cartridges and clean the printer heads

If the print quality deteriorates, you may need to clean the printer heads, align the cartridges or both.

For some printers, this process may also start automatically after a pre-defined number of prints, or when cartridges are replaced.

To align cartridges or clean the printer heads:

- Follow the instructions in the printer handbook; this will usually involve accessing the menu system via the front of the printer.

File Management

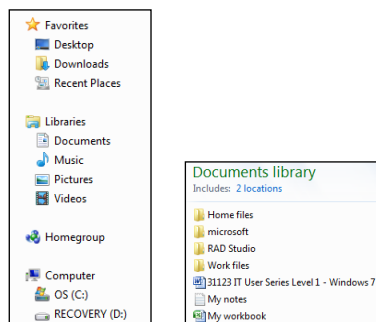
Objectives

- Understand how Windows uses hierarchical structure for files and folders.
- Learn about filenames.
- Learn about storage devices.
- Know how file sizes are measured: Kb, Mb, GB.

Drives, folders and files

Structure, libraries, folders and files

Windows stores your folders and files in small chunks all over the place on your hard disk drive. However, on-screen, it shows them in an organised structured way.



For example, in the first picture, you can see various groups: Favorites, Libraries, Homegroup and Computer.

Clicking any of the links will show the underlying structure of the chosen item. You can drill down into any folder to access the folders and files in it.

Folder and filenames

When you create or rename a folder or file, you have to choose a name for it. Note the following points:

- Use meaningful names for folders and files; Document1, Document2, Document3, etc. soon become meaningless when you have hundreds of documents.
- You can use letters, numbers, spaces and many other characters in your filenames, but do not use the following characters: ?"/\<>*:|:
- You cannot have two files with the same filename in the same folder.

Storage devices

As you create, change and save folders and files, Windows saves them on one of the storage devices available to your computer.

The most common storage devices are:

- The hard disk in your computer – you can have more than one hard disk, but a single hard disk can also be partitioned to look like several hard disks
- A stand-alone hard disk drive connected to your computer
- Writable and re-writable CDs and DVDs
- Flash drives such as small memory cards and USB memory sticks
- Network drives available through your network
- Online storage space that is accessed via the Internet
- Removable diskettes, sometimes called floppy disks, or ZIP disks

Memory size

Data is made up of so-called **bits**. Each bit takes the value 0 or 1. Bits are combined in strings of eight to form a **byte**. Each byte represents a character. For example, 01000001 represent the letter A.

In terms of computer memory, file size and storage capacity, it is normal to talk about kilobytes (Kb), megabytes (Mb), gigabytes (Gb) and Terabytes (Tb).

1 bit	the equivalent of a 0 or 1 in binary terms
8 bits	= 1 byte
1024 bytes	= 1 Kb
1024 Kb	= 1 Mb
1024 Mb	= 1 Gb
1024 Gb	= 1 Tb

The reason why 1024 is used instead of 1000 is because the whole of computers is built upon the binary system of numbers.

If you start with 1 and keep multiplying by 2 you get: 1, 2, 4, 8, 16, 32, 64, 128, 256, 512, 1024.

It is generally acceptable to round 1024 down to 1000 and say, for example, 1 Mb is equivalent to 1000 Kb etc.

Backing up files

Quite simply there is always a risk that you could lose some or all of the files stored on your computer. The more important your work, the bigger your loss will be.

A few possible causes or data loss are:

- Your computer may break down.
- Your hard disk may get damaged.
- Your files may get corrupted accidentally or by a virus.
- You may be the victim of theft, fire or flood.

You should take regular back-ups of important files to removable storage media such as a CD, DVD or magnetic tape.

It is not good enough to only store copies of important files on your own computer; you can lose your original files and the copies.

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Take your back-up copies off site and store them somewhere different to your computer.

How often depends on the type of work you do:

- If your files are at all important to you, you should take daily or weekly back-ups of at least your most important documents.
- Businesses should have processes in place for regular back-ups - daily for their customer databases and accounts.

By organising back-ups, in the event of a disaster you will save yourself:

- Time and money - although sometimes crashed hard disks can be rescued, you probably can't do it yourself.
- Time - imagine having to re-create all your important documents.
- Frustration, despair, embarrassment and other emotional effects.

Storing files online

A growing trend is to store a back-up of your files online. Large organisations may have their own system in place, but smaller organisations and home users can also purchase this service.

The wide availability of broadband and low cost of data storage have together made this service affordable to anyone who needs it. Some Internet service providers now even include a small online storage capacity as part of their package.

The process is normally simple and in some cases automatic with specified folders on your computer being synchronised with the online back-up copy when you are connected to the Internet.

Data sharing

Files can be stored online so that members of a user groups can all have access to the documents with suitable permissions to upload, download, read and edit.

Systems for sharing documents online also allow for version control and other document management features.

Working with Folders and Files

Objectives

- Select folders and files.
- Create and rename libraries and folders.
- Rename files keeping file extensions.
- Copy, move and delete folders and files.
- Learn about the Recycle Bin and restore deleted items.
- Burn a CD/DVD.

Selecting folders and files

If you want to rename, copy, move or delete folders and files, you need to select them first.

To select a single folder or file:

1. Click the folder or file.

To select a group of adjacent files:

2. Click the first file to select it.
3. Hold down the **Shift** key and click the last file.

To select more than one file, whether adjacent or not:

1. Click the first file to select it.
2. Hold down the **Ctrl** key, and then click each additional file that you want to select.

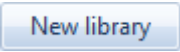
If you want to de-select a specific file from a group of selected files:

1. Hold down the **Ctrl** key, and then click the file to de-select it

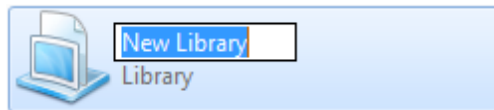
Creating libraries, folders and subfolders

A library is the name given to a top-level folder that will be displayed alongside your main Documents, Pictures, Music and Videos libraries.

To create a new library:

1. Open **Windows Explorer**, and then if necessary, in the Navigation pane, click **Libraries**.
2. On the toolbar, click the **New library**  button.


A new library is created and you are given the chance to name it:



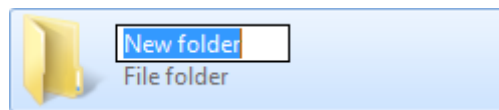
3. Type a name for the new library.

When you create a new folder it always becomes a subfolder of the current folder.

To create a new folder:

1. Open **Windows Explorer**, and then navigate to the folder in which you want to create a new folder.
2. On the toolbar, click the **New folder**  button.

A new folder is created and you are given the chance to name it:



3. Type a name for the new folder.

Renaming folders and files

To rename a folder or file in Windows Explorer, choose any of the following methods:

- Right-click the folder or file, and then choose **Rename**.
 - Click the folder or file, and then click again on the name part.
1. Click the folder or file, and then press **F2**.

The current name will be highlighted:



2. Type the new name

If the file extension is shown, you should be careful not to change it.

The importance of maintaining file extensions

Filenames can have up to 260 characters in total, but are usually much shorter.

The number of characters includes the full path to the file – so for example, C:\Users\Peter\Documents\notepad.txt uses 25 characters before you start the actual filename.

The filename always finishes with a full-stop followed by more characters, which are known as the **file extension**. Some examples are:

- Notepad text.txt.
- Order1056.doc.
- Myfinance.xls.

Windows makes use of the file extension to decide what type of file it is. If you change the file extension when you rename a file, you may no longer be able to access the file in the normal way.

You can choose to hide or show file extensions; it is normally better to keep them hidden – this is the default setting. If hidden, you should not have a problem when renaming files.

Copying folders and files

You can copy files and folders on your system. The copies can be saved on your computer, on removable storage media, or on another computer if you are connected to a network.

There is one rule that is important:



You cannot have two files with the same name in the same folder.

This means that when you make copy a folder or file you would normally do one of the following:

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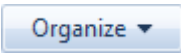
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- Store the copy in the same folder as the original, but with a different name – Windows will rename the copy automatically
- Keep the same name for the copy of the folder or file, but store it in a different folder or drive

When you copy a folder, any subfolders or files held within that folder are also copied.

Copying using Copy and Paste

To copy and paste folders and files:

1. Select the folder(s) or file(s) that you want to copy.
2. Click the **Organize**  button.
3. Choose **Copy**.

Or

- a. Right-click the selection.
- b. Choose **Copy**.

Or

- a) Press **Ctrl+C**.
4. Open the folder/drive where you want to store the copies.
 5. Click the **Organize** button.
 6. Choose **Paste**.

Or

- a. Right-click the selection.
- b. Choose Paste.

Or

- a) Press **Ctrl+V**.

Copying using drag and drop

Drag and drop is useful for copying files to another folder that is visible in the current screen.

To copy files using drag and drop:

1. Select the folder(s) and file(s) that you want to copy.
2. Hold down the **Ctrl** key, and then drag the selection onto the required folder.



*Note that if you don't hold down the **Ctrl** key, the files will be moved rather than copied.*

Copying using Send to

Send to can be used to send selected files to a different drive such as a CD or DVD drive or a memory stick.

To copy files using Send to:

1. Make sure that the target drive has suitable media, such as a writable or rewritable CD or DVD.
2. Select the file(s) or folder(s) that you want to copy.
3. Right-click the selection.
4. Choose **Send to**.
5. Choose the required drive.

Moving folders and files

Moving files and folders is similar to copying them, except that you cut the original files instead of copying them.

To move files and folders using Cut and Paste:

1. Select the folder(s) or file(s) that you want to move.
2. Click the **Organize** button, and then choose **Cut**, or right-click the selection, and then choose **Cut**, or press **Ctrl+X**.
3. Open the folder/drive to where you want to move the selected files.
4. Click the **Organize** button, and then choose **Paste**, or right-click the selection, and then choose **Paste**, or press **Ctrl+V**.

To move files using drag and drop:

1. Select the file(s) or folder(s) that you want to copy.
2. Drag the selection onto the required folder.

The Recycle Bin

Windows has a Recycle Bin that acts like a normal wastepaper basket.



When you delete files and folders, they are moved to the Recycle Bin, but you can rescue them, just like you retrieve things from your wastepaper basket.

Your folders and files are destroyed when you empty the Recycle Bin.

Deleting folders and files to the Recycle Bin

When you have selected files and folders that you no longer want, you can delete them.

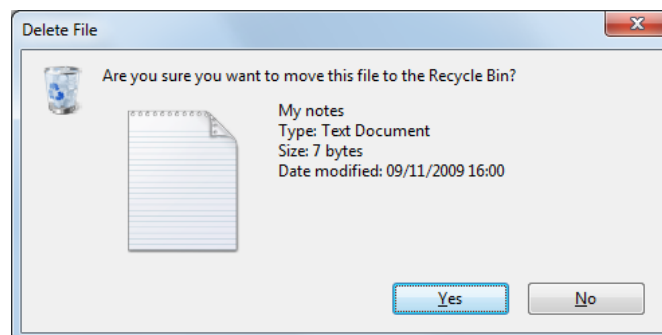
To delete files and folders and send them to the Recycle Bin:

1. Select the folder(s) and/or file(s) that you want to delete.

Then choose one of the following methods:

- In the toolbar, click the **Organize** button, and then choose **Delete**
- Press the **Delete** key
- Right-click the selection, and then choose **Delete**

Whichever method you choose, you will need to confirm the deletion.



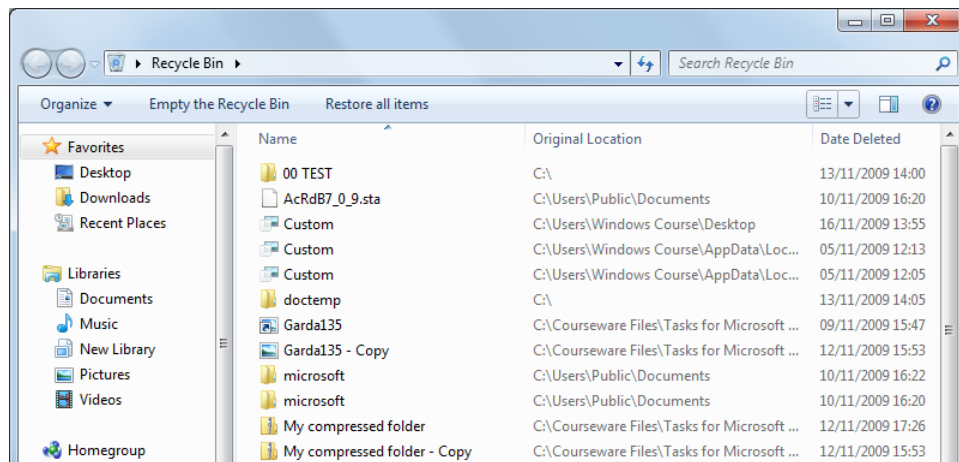
Restoring folders and files from the Recycle Bin

Any item in the Recycle Bin can be restored to its original folder.

To restore items from the Recycle Bin:

1. On the Desktop, double-click the **Recycle Bin** – note that the icon may be different on your computer.

The Recycle Bin folder will be displayed – it looks like any other folder.



Depending on the current view, you may be able to see the original location for each item, and the date that it was deleted.

1. Select the item(s) that you want to restore.
2. On the toolbar, click the **Restore this item** button or **Restore the selected items** button.

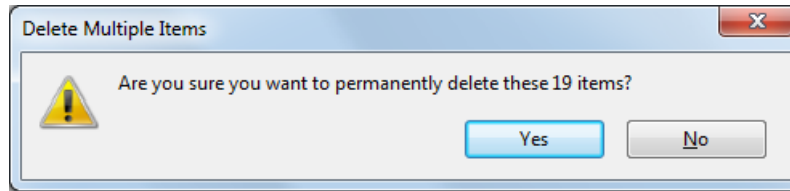
Note that you can also copy and move items from the Recycle Bin to any folder in the normal manner.

Emptying the Recycle bin

To empty the Recycle Bin, choose one of the following methods:

1. On the Desktop, right-click the **Recycle Bin**.
2. Choose **Empty Recycle Bin**.
 - a. Alternatively, to view the contents before emptying it, open the Recycle Bin, and then on the toolbar, click **Empty the Recycle Bin** button.

You will need to confirm your action.



3. If you are sure that it is okay, choose **Yes**, otherwise choose **No**.

The Recycle Bin is emptied – it may take a while if there is a lot in it!

Once you have emptied the Recycle Bin, the folders and files that were there are no longer available to you.

Burning files to a CD or DVD using Windows Explorer

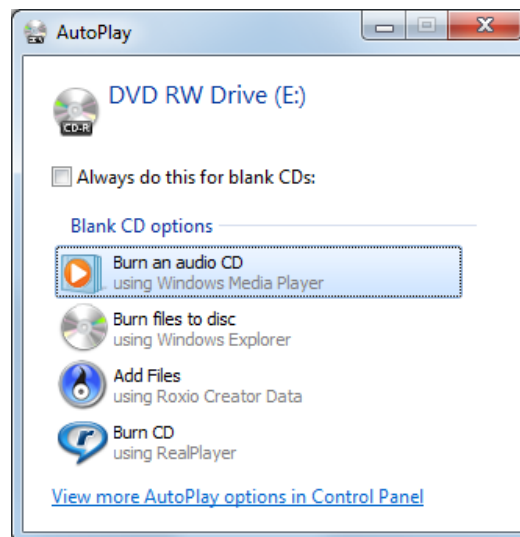
There are several ways to burn a CD by using Windows Explorer, Windows Media Player (for music files) or other software installed on your computer. Instructions are given for burning files using Windows Explorer.

Preparing a CD/DVD

To prepare a CD/DVD for use:

1. Insert the CD/DVD into the drive and wait a few seconds

The AutoPlay dialog box may be displayed.



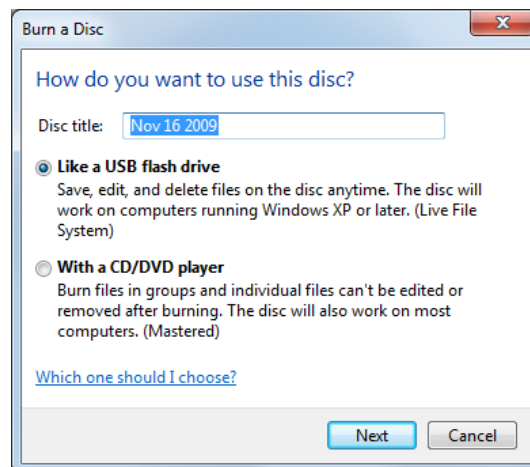
Typical options are:

- **Burn an audio CD** – copy music using Windows Media Player
- **Burn files to disc** – copy files to the CD using Windows Explorer
- **Add Files/Burn CD** – use other software installed on your computer to perform tasks

To burn files using Windows Explorer:

2. Choose **Burn files to disc**.

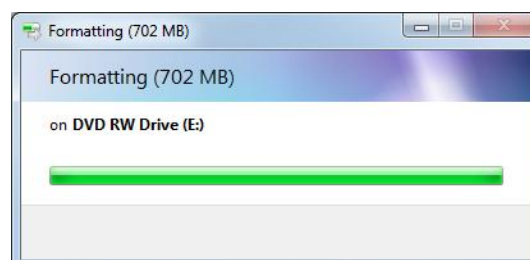
If the disk is new, Windows will need to prepare it.



Name the disc, and choose how to use it:

3. In the **Disc title** box, enter a name for the disk
4. Choose how you want to use the CD/DVD; **Like a USB flash drive** or **With a CD/DVD player**
5. Click **Next**

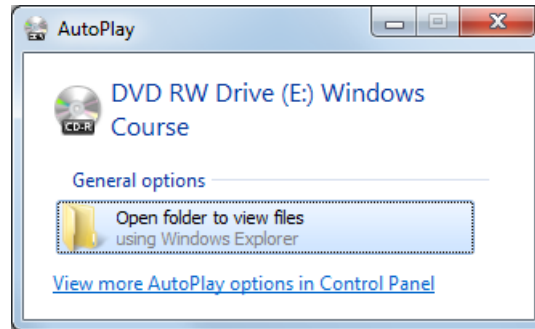
Windows will format the disc.



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When ready, you can choose to open Windows Explorer.



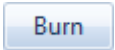
Choose one of the following alternatives:

6. To open Windows Explorer ready to start copying files, click **Open folder to view files**.
7. Alternatively, if you are not going to copy files immediately, or Windows Explorer is already open, just close the AutoPlay dialog box.

If you choose to open Windows Explorer, the CD/DVD drive will be displayed.

Choosing files to burn

The next stage is to choose the files to burn. You copy individual or selected files and folders, and repeat the process as many times as you want until the disc is full.

8. Using Windows Explorer, select any folder(s) and file(s) that you want to burn to the CD/DVD.
9. On the toolbar, click the  **Burn** button.
10. Repeat the above process to burn further items.





Windows will automatically copy the files to the disk.

Closing the session or ejecting the disk

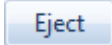
When you have finished copying files, you need to either close the session or eject the disc.

However, before you can use the CD/DVD in other computers, you must close the session.

Note the following:

-  *If you remove a disc from your burner without closing the session, you can close it later on.*
-  *After you close the session, you can normally still add more files to the disc, but you must close each additional session to be able to use the disc on another computer.*
-  *Some programs may **finalise** your disc rather than just closing a session; when a disc is finalised, you cannot make further changes to it, but can use it on other computers.*
-  *When you use Windows Explorer to burn a CD/DVD, it does not finalise the disc.*

To eject the disc:

11. On the toolbar, click the **Eject**  button.

To close the current session:

12. On the toolbar, click the **Close**  **session** button.

Searching Your Computer

Objectives

- Recent items.
- Search using the Start menu.
- Search using Windows Explorer and using criteria.

Recent items

Windows keeps track of recent items that you have accessed and groups them together with the program icons in the Start menu and on the Taskbar. Note, however, that this feature can be turned off and so appear not to work.

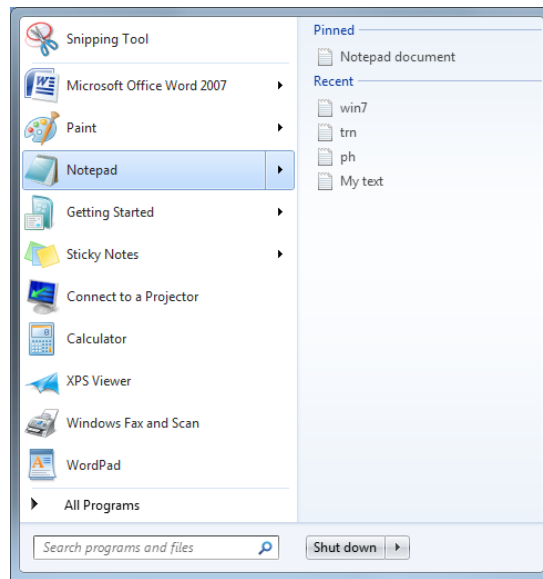
To see a list of recent items in the Start menu:

1. Click the **Start** button, point to the arrow beside the related program icon, and then if available, choose the required file.

In the next picture, recent items grouped under the Notepad program are shown.

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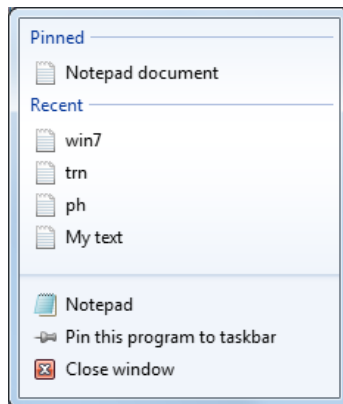


2. In the list of items, click any item to open it.

To see a list of recent items in the Taskbar:

1. On the Taskbar, right-click an available program icon.

The jump list for that program will be displayed. In the next picture, recent items grouped under the Notepad program are shown.



2. In the list of items, click any item to open it.

Turning the Recent Items feature on and off

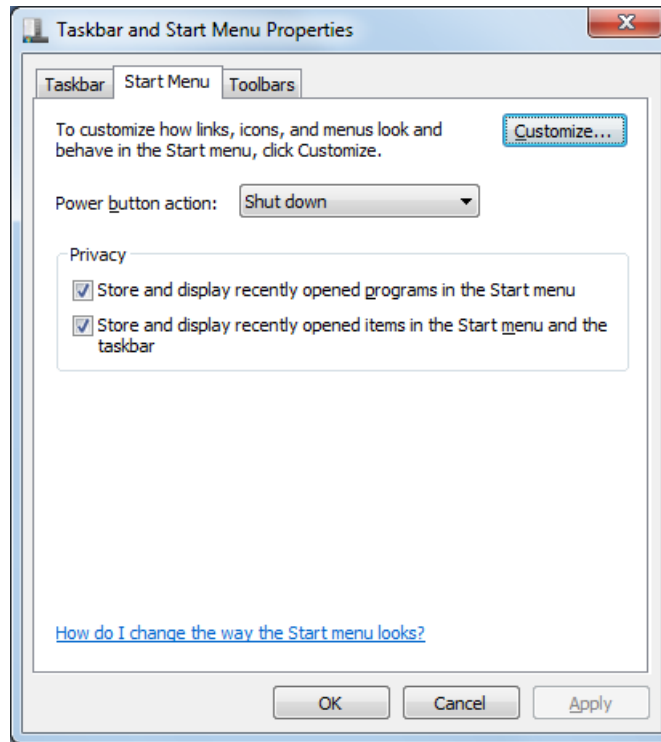
To turn the Recent Items feature on and off:

1. Right-click a free area on the Taskbar.

2. Choose **Properties**.

The Taskbar and Start Menu Properties dialog box will be displayed.

3. Click the **Start Menu** tab.



In the Privacy options you can choose whether to store and display recent files and recent programs.

4. Click the **Store and display recently opened programs in the Start menu** so that it is ticked or not ticked as required.
5. Click the **Store and display recently opened items in the Start menu and the taskbar** so that it is ticked or not ticked as required.
6. Click **OK**.

Searching using the Start menu

A quick way to search for a file is to use the Start menu.

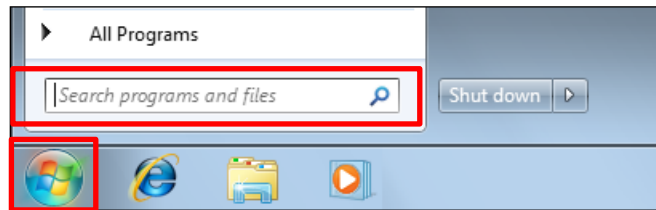
To search using the Start menu:

1. Click the **Start** button.

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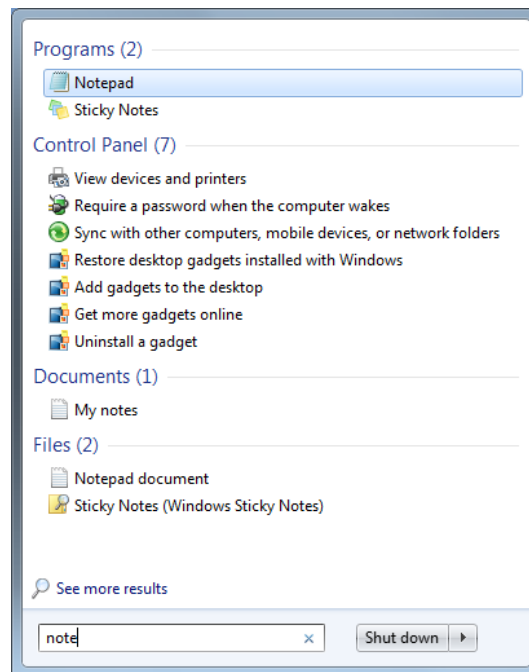
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2. In the bottom of the Start menu, click the **Search programs and files** box.



3. Type part of your search word – do NOT press **Enter**.

Windows will show a list of matching folders and files – in the example in the next picture, the search word **note** was used.



To open any of the matching files:

4. Click the icon for the required file.

Searching using Windows Explorer

Windows Explorer has a Search box to help you find folders and files. The Search box is in the top right-hand corner of the window.

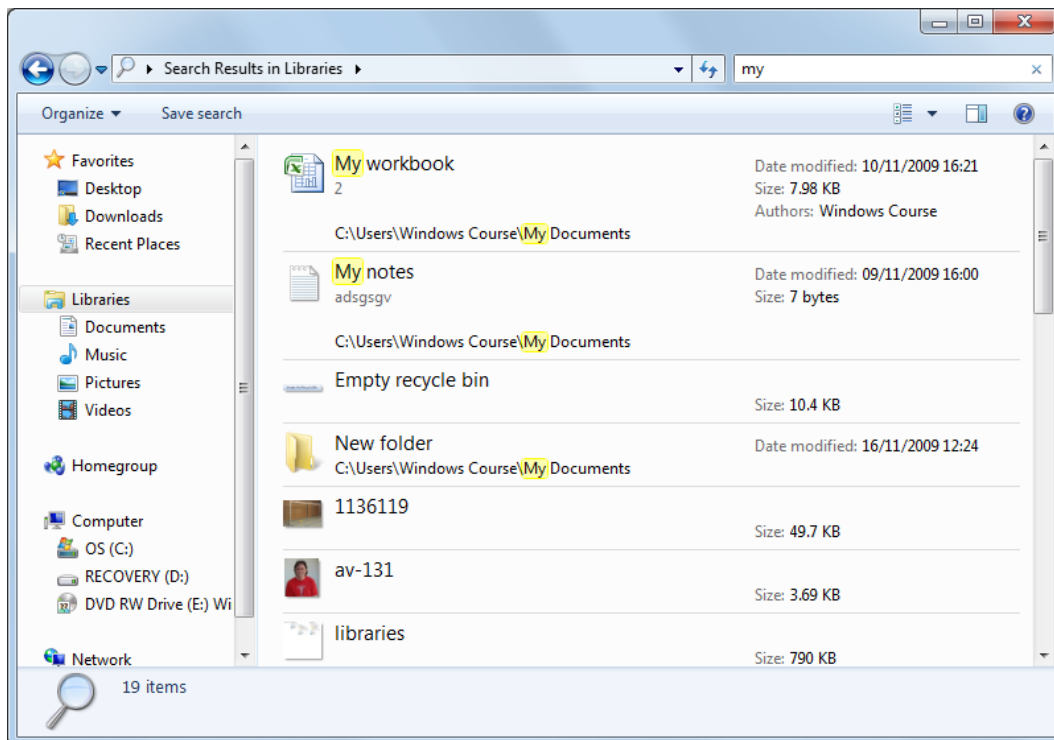


The default text shown in the Search box will change according to the current folder.

To start a search:

1. Open **Windows Explorer**, and then navigate to the folder that you want as the starting point for the search; for example, you can choose to search a whole drive, all your libraries, or a particular folder.
2. Click the **Search** box, and then type all or part of the required name.

Windows will immediately start searching for matching folders and files, and display them in a list. In the example below, the Libraries folder was the starting point, and the search text was "my".



To open any of the matching folders or files:

1. Double-click the icon for the required folder or file.

Searching using criteria

You can set various criteria to modify and limit a search.

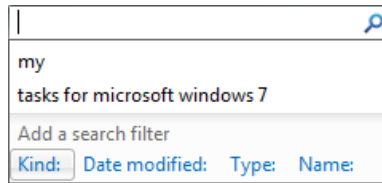
To start a search with criteria:

1. Open **Windows Explorer**, and then navigate to the folder that you want as the starting point for the search.

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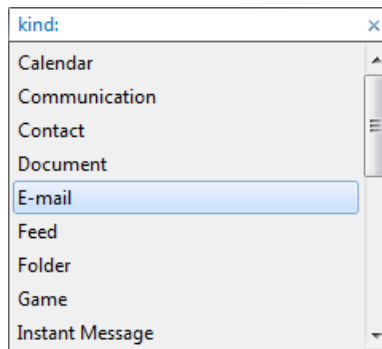
2. Click the Search box.



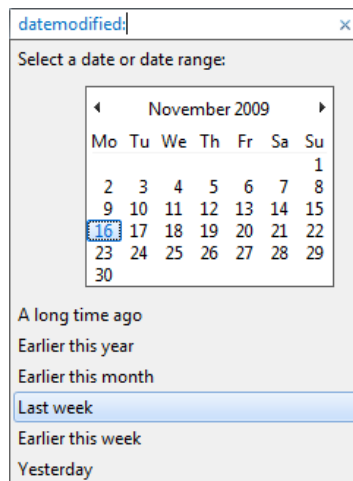
3. At the bottom of the Search list box, click **Kind**, **Date modified**, **Type** or **Name** depending on which criteria you want to set.

Depending on what you choose, the Search box will react in different ways:

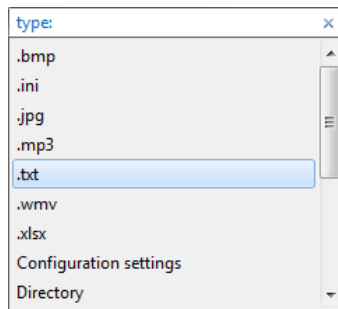
4. If you choose **Kind**, the text **kind:** is added and you can choose which type of items to search for.



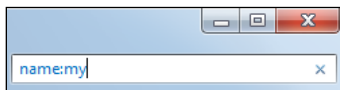
5. If you choose **Date modified**, the text **datemodified:** is added and you can choose a date or date range for the search.



6. If you choose **Type**, the text **type:** is added and you can choose a particular file type for the search.



7. If you choose **Name**, the text **name:** is added and the search will be limited to matching file names.



Note that you can also type in the criteria words **kind:** **datemodified:** **type:** and **name:** directly in the Search box.

After choosing the criteria type:

8. As necessary, add the search text to the search box.

Windows will immediately start searching for matching folders and files, and display them in a list.

Using wildcards in searches

Two “wildcards” can be used to replace unknown characters in a filename:

- A question mark (?) takes the place of any unknown single character, so searching for **ab?c** files would find **ab1c**, **ab2c**, etc.
- The asterisk (*) takes the place of any unknown string of characters, so searching for **ab*.txt** files would find all files that start with **ab** and have a **.txt** extension, for example, **ab1.txt**, **abcdef.txt** and **ab1ss.txt**.

When you have set up all the required options:

1. Click the **Search** button.

A list of matching folders and files will be displayed.

To open any of the matching folders or files:

2. Double-click the icon for the required folder or file.

Compressed Folders

Objectives

- Understand what file compression means.
- Compress files in a folder.
- Extract compressed files.

What is a compressed file?

A compressed file is a file that has been made smaller. A special process is applied to the file to make it smaller and the process is reversed to extract the original file again.

Compressed files take less space on your hard disk or CD, etc., and can be transferred more quickly.

You can combine several files into a single compressed folder, making it easier to share a group of files, since you only need to attach one folder to an e-mail message instead of several individual files.

Compressed folders and files are often referred to as **zipped** folders and files.

Note that the term compression can also be used to mean a reduction in quality, and hence file size, of picture files; this is not the same as zipping a file to make it smaller.

Compression software and Windows

In Microsoft Windows, you can quickly create compressed folders and send files to them. Any files sent to a compressed folder are automatically compressed.

There are also several software packages for managing compressed files, but Windows can do this for you. The most common ones are:

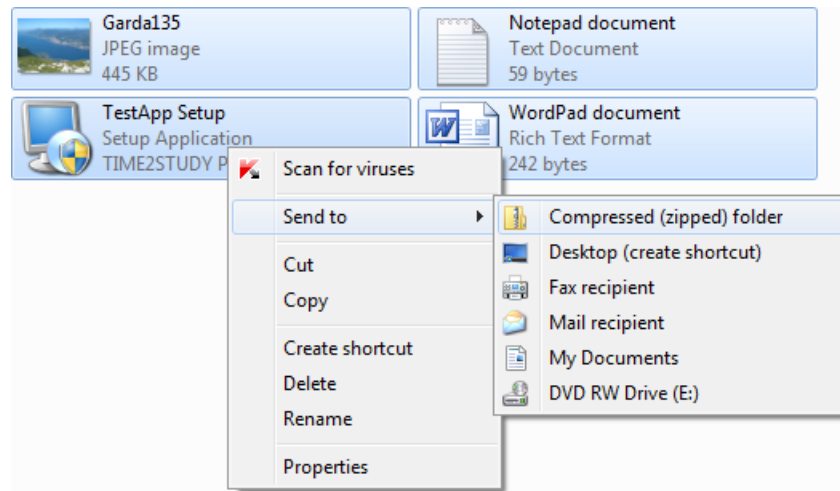
- WinZip
- PKZip

Using Windows to compress files and folders

You can compress individual files, or complete folders including their contents.

To compress a file, selected files or a folder:

1. Open Windows Explorer.
2. Locate and select the files or folder that you want to compress.
3. Right-click the selection.
4. Choose **Send to**.
5. Choose **Compressed (zipped) folder**.



A new compressed folder is created. You can rename the folder immediately, or at any time, in the normal way.

To add a file to an existing compressed folder:

1. Drag or copy the file into the existing compressed folder.

Extracting compressed files

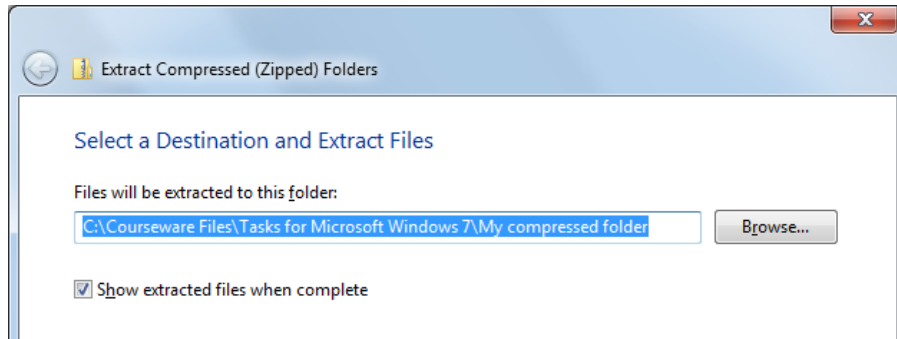
To extract individual files or folders from a compressed folder:

1. Open Windows Explorer, and then navigate to the compressed folder.
2. Drag or copy the file or folder from the compressed folder to the required location.

To extract the entire contents of the compressed folder:

3. Open Windows Explorer, and then navigate to the compressed folder.
4. On the toolbar, click the **Extract all files** button.

The Extract Compressed (Zipped) Folders dialog box will be displayed.



5. Choose a destination and name for the new uncompressed folder – use the **Browse** button to navigate.
6. When you are ready, click **Extract**.

Malware and Anti Virus Software

Objectives

- Short review of malicious software (malware).
- Use antivirus software to scan drives, folders and files.
- Understand why virus-scanning software needs to be updated regularly.

About malware and threats

The terms malicious software (malware) and viruses are generally used to describe small computer programs that get on to your system without your consent or knowledge.

Once a virus is activated it can infect any other program that you run. Active viruses can also infect programs across a network.

There are several main types of malware:

- **Malicious objects** such as viruses, trojans, worms and phishing emails and websites.
- **Adware** such as riskware, auto-dialers and spyware.
- **Other threats** such as network attacks, spam and banner and unwanted web content and pop-ups.

Malicious objects are mainly designed to damage your files, for example:

- **Viruses** that attach themselves to program files on your computer and then cause havoc when the program is run.
- **Worms** are programs that replicate themselves in memory and on your hard disk using up available space - this will slow down or even choke your computer.
- **Trojan horses** are programs that seem to perform useful tasks, such as screensavers or games - however, when run they may do something completely different like open up your computer to hackers via the Internet.

Adware presents a different kind of threat, for example:

- **Riskware** such as legal programs that include **keyloggers** that try to collect and send sensitive information about yourself, your identity and your credit cards leaving you vulnerable to the very modern crime called **identity theft**.
- **Spyware** is a different sort of threat that that sends information about your computer habits and web page visits to internet advertisers usually leading to a series of unsolicited emails, otherwise known as spam or junk mail.

Spreading malware

There are many ways of spreading malware for example:

- Sending and opening e-mail attachments that are infected.
- Swapping files with friends and colleagues.
- Downloading files from the Internet especially free software.
- Playing games on the Internet.

Anti-virus software and scanning for viruses

An anti-virus program starts up automatically when you start your computer, and constantly checks programs, documents, e-mails and web pages for viruses.

There are many anti-virus programs available. Most anti-virus software packages come in different versions ranging from just an anti-virus program to a full-blown internet security package.

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Some of the most common suppliers of anti-virus software are:

- Norton/Symantec
- McAfee
- Kaspersky
- Sophos

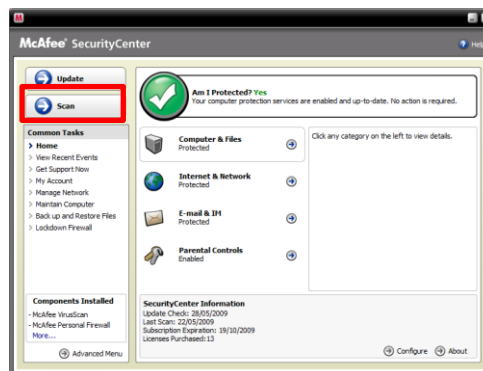
Although an anti-virus program will normally continually check for viruses, you can and should initiate virus scanning checks regularly.

To scan your computer for viruses:

1. Open your anti-virus program.
2. Start a full scan.

For example

- a. McAfee you would click **Scan**.

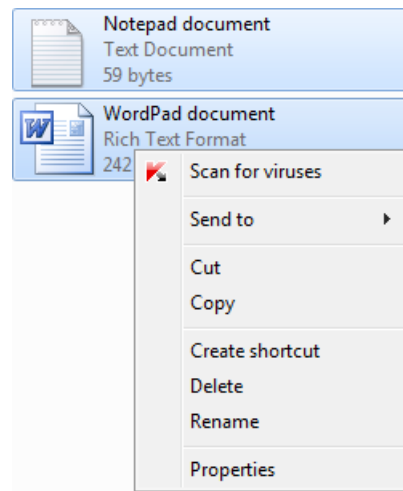


- b. Kaspersky you would click **Scan My Computer**.



To scan individual files and folders for viruses:

1. Using Windows Explorer, locate and select the file(s) and folder(s) that you want to scan.
2. Right-click the selection.
3. Choose the **Scan for viruses** (or equivalent) option to start scanning the selected files and folders.



Keep your virus scanner up-to-date

It is estimated that there are over 400,000 viruses in existence and new ones appear all the time.

You could scan your computer today and still get infected by a new virus that the anti-virus program doesn't recognise.

There are two parts to an anti-virus program that need to be kept up-to-date:

- Virus definition files - these are used by the anti-virus program to recognise viruses and should be kept up-to-date on a daily or weekly basis
- The anti-virus program itself - sometimes the program will need to change the way it looks for viruses and a new program version is required

Generally you should try to keep up-to-date with virus and security issues.

If you hear about a new virus spreading, check the web site of your anti-virus program - they often have small programs to download, and other advice to help you.

How do you keep up-to-date?

A good anti-virus program will automatically update its virus definitions. Every day you go on the Internet, the program will normally check for updates in the background without disturbing you.

In some cases you may wish to initiate an update. For this there is usually a live update option that you can start either via the Start menu, or once you have started your anti-virus program.