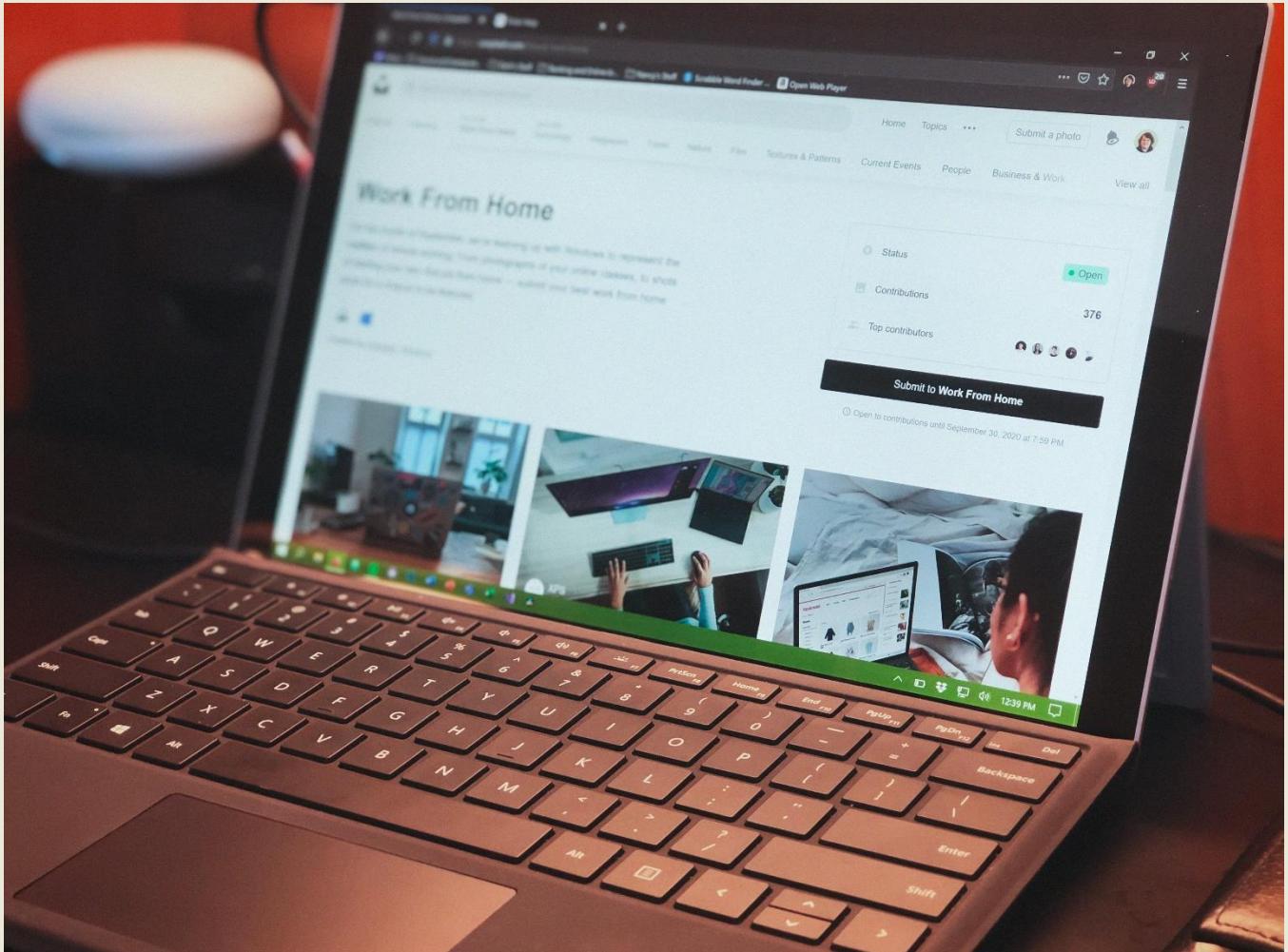




Hired Digital Literacy Series: Start-Up Guide for Windows 10



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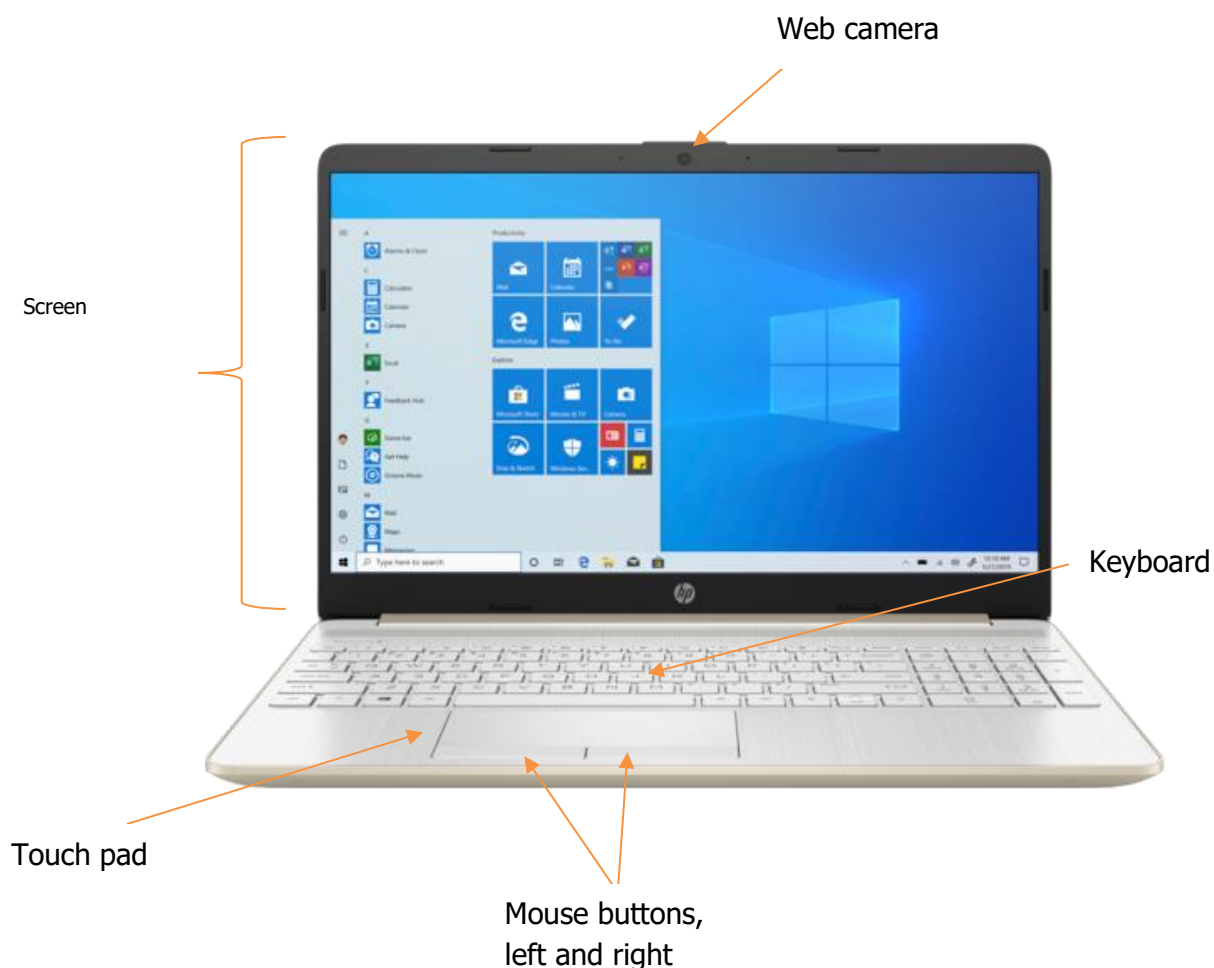
Introduction

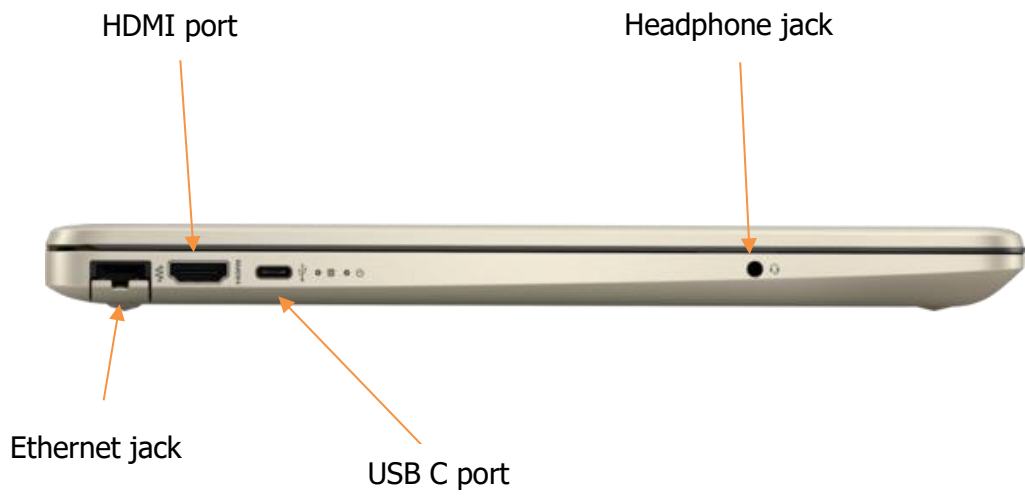
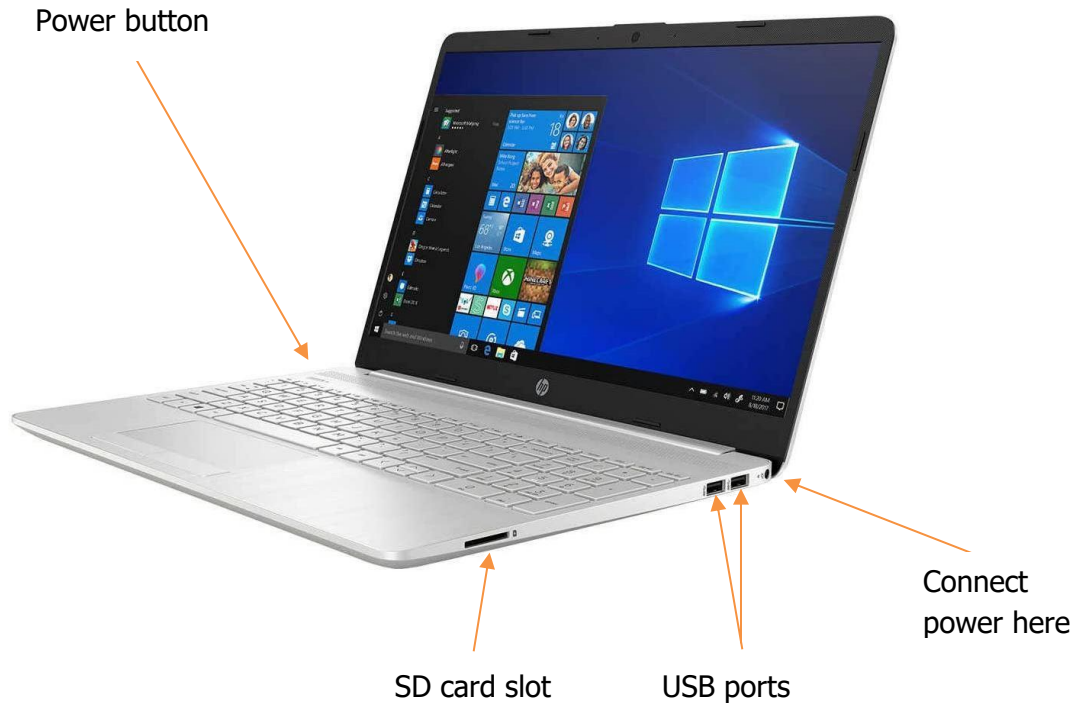
This guide will help you start up and use your personal computer. You will learn how to turn on and operate the machine, personalize its settings, and troubleshoot common issues.

Your computer runs on the Windows 10 operating system. An [operating system](#) is the software that helps run programs on your computer. Some common examples include Windows, OS X, and Linux. The number 10 indicates the version of Windows. Windows is the most used operating system in office environments.

How to Start Your Computer

1. Make sure your computer is plugged into a power source.
2. Get to know the main parts of your computer.
3. Press and hold the power button until the screen turns on. The power button is a small silver button located at the top left of the keyboard.





Touch Pad and Mouse Keys

Move the arrow (cursor) on your screen by moving your finger on the touch pad. When the cursor is over an icon or text field you would like to interact with, click or double-click the left-hand mouse button. To open a menu of options related to the item you want to interact with, click the right-hand mouse button – this is known as a “right click.”

Logging In to Your Computer

Note: You may have been given a username and password from your employer or a sponsoring organization. If not, create a secure and memorable username and password. DO NOT share this information with other people.

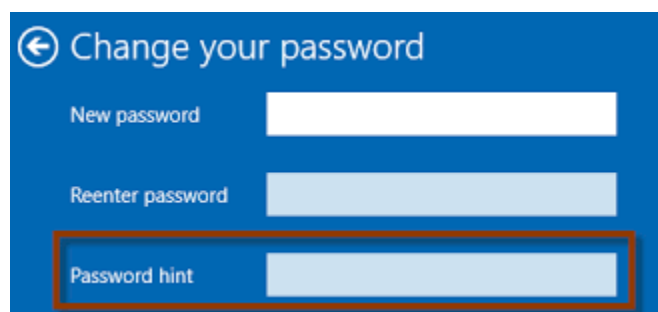
When the computer finishes the startup sequence, it will prompt you to enter a [username](#) and [password](#).

1. Click on the Username field and type in your username
2. Click on the Password field and type in the password
3. Click on the arrow in the password box. You are now logged into your computer!

Note: A password including a combination of upper- and lower-case letters, numbers, and special characters is harder to guess or break than a password with only one or two of those options. O1p#N45^ is an example of a strong password. ABC123 is an example of a weak password. Do not use personal information like your name, birthday or social security number in your password.

You can also set up a hint to help you remember your password:

1. To create a password hint, type **Settings** in the search bar.
2. Find and click on **Accounts**
3. Find and click on **Sign-In Options** then click **Password**
4. Type your **current password** and then, below that, the hint you want to provide under **Password Hint**

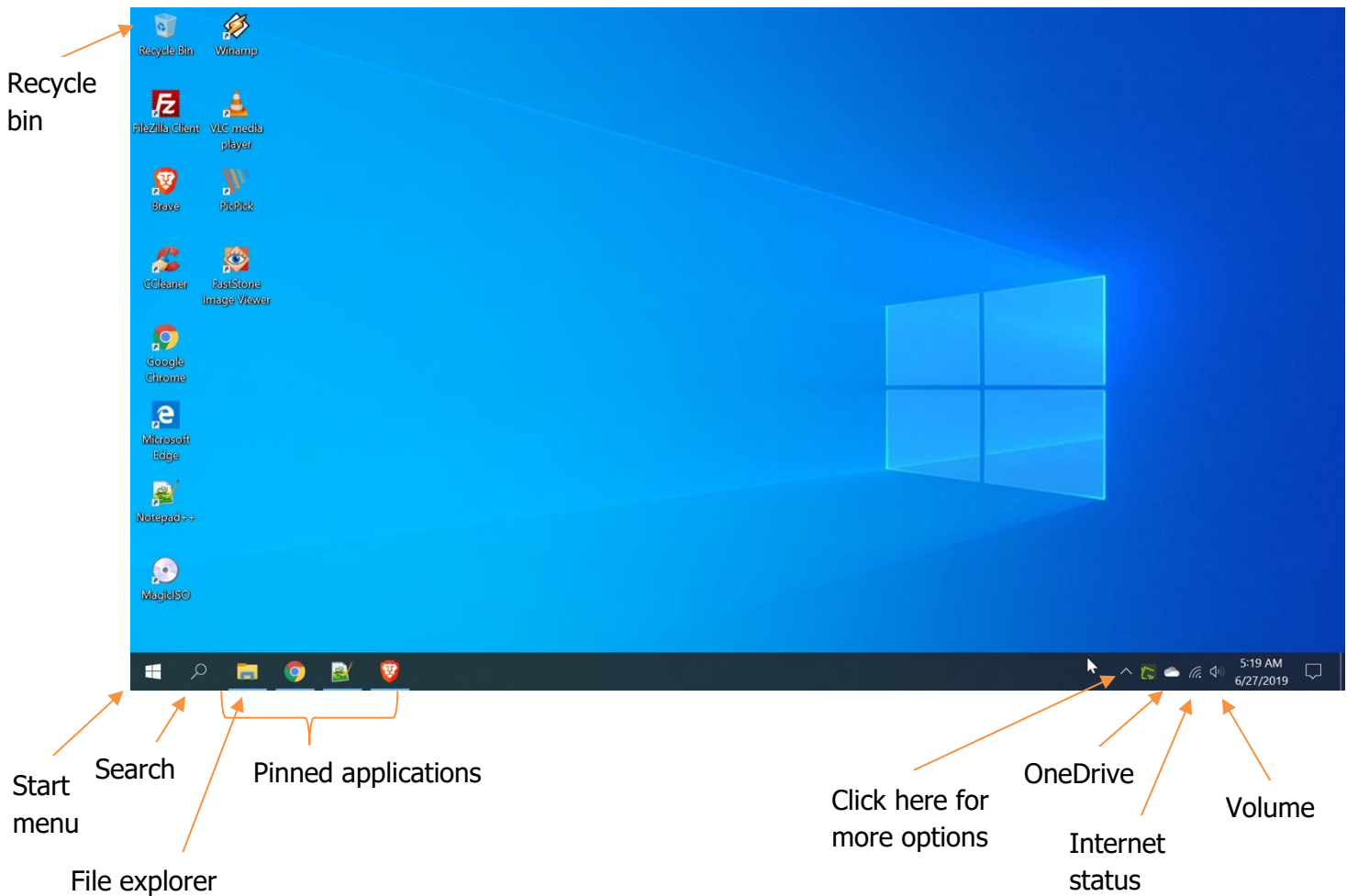


The image shows a screenshot of a Windows 'Change your password' dialog box. The dialog has a blue header with a back arrow icon and the text 'Change your password'. Below the header are three input fields: 'New password', 'Reenter password', and 'Password hint'. The 'Password hint' field is highlighted with a red rectangular border.



The Desktop

“Desktop” is the term for the main screen on your laptop. From this screen, you can access all of your programs or applications as well as basic settings and controls. Take a moment to familiarize yourself with the desktop before moving on.



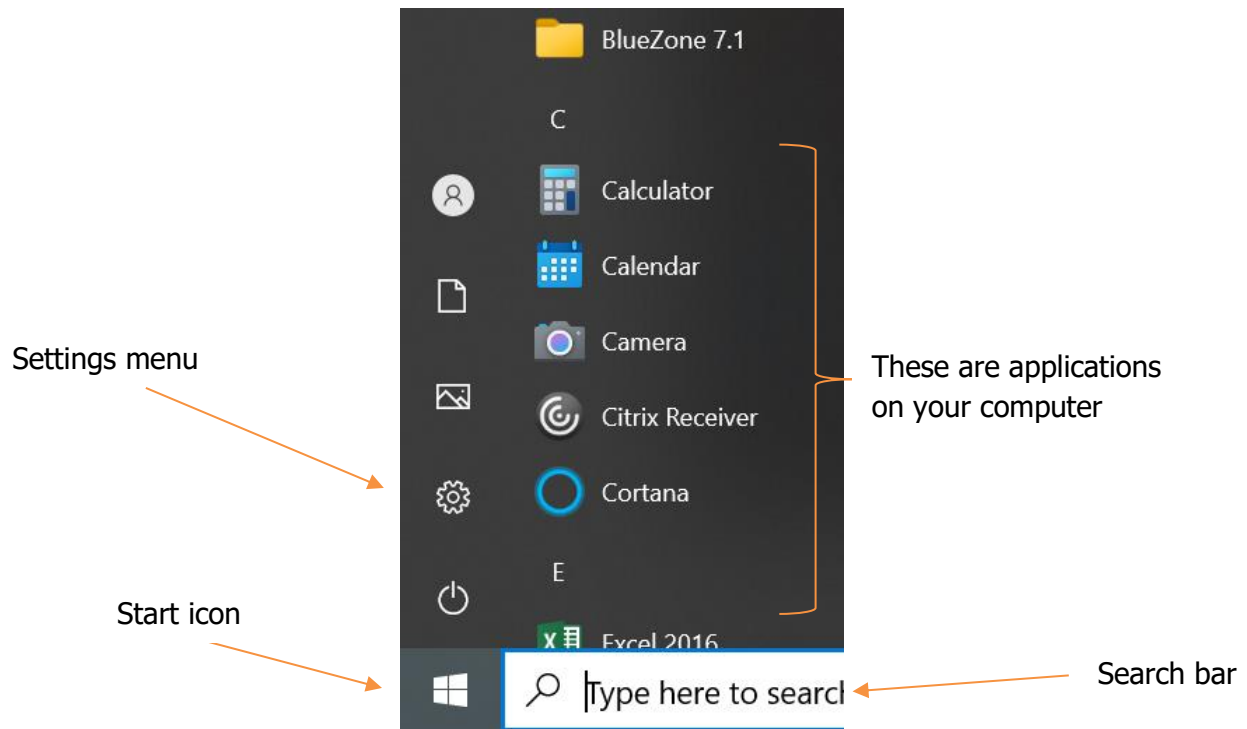
The other [icons](#) on the desktop are documents or applications that have been saved there. You can choose to keep applications or documents on your desktop, but it can get messy and unorganized.

Note: “Desktop” can also refer to a computer that stays in one place, like on or under a desk. It is the opposite of a laptop. In this guide, **desktop** will always refer to a screen like the one above.

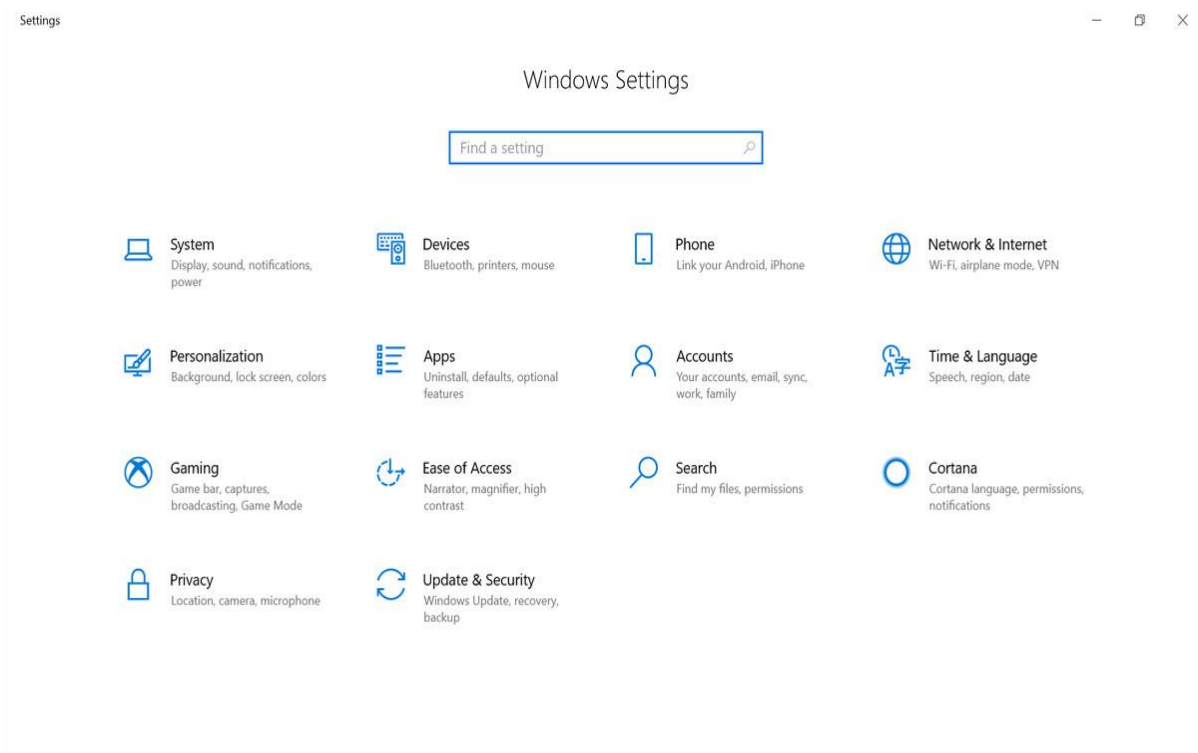
Basic Settings

Follow these steps to access the settings menu:

1. [Hover](#) the cursor over the start icon, which looks like a window with four panes and is located in the bottom left of the screen. The screen below will pop up.



2. Click the gear icon. The **settings menu** is where you go to change the basic setup of your computer – anything from changing the desktop background picture to checking for software updates to changing your password and more.

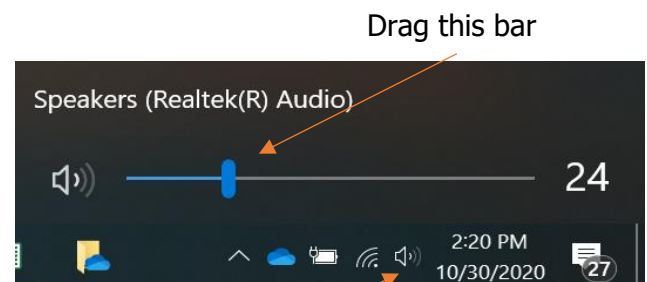


This is the [Settings menu](#). Explore the different sections and get to know this menu. It is important to be familiar with these options so you can personalize your computer and make it work best for you. Here are some common areas to start:

- System – Change display and sound options, adjust the size of icons on your desktop, or get info on your battery and storage status.
- Personalization – Change the overall theme colors on your computer, set a new desktop background picture, adjust the layout and contents of the tool bar and start menu.
- Ease of Access – Change size of text in applications to make it easier to read, explore closed captioning and speech to text options.
- Update & Security – Find software and operating system updates, check on virus blocking or other threats.

Adjusting Volume

1. In the bottom left corner of your screen, find the speaker icon and click on it.
2. A window will pop up with a speaker icon on the left and a number on the right. The number is the volume level.
3. Click and drag the vertical bar along the horizontal line to the right to increase volume or the left to decrease volume.



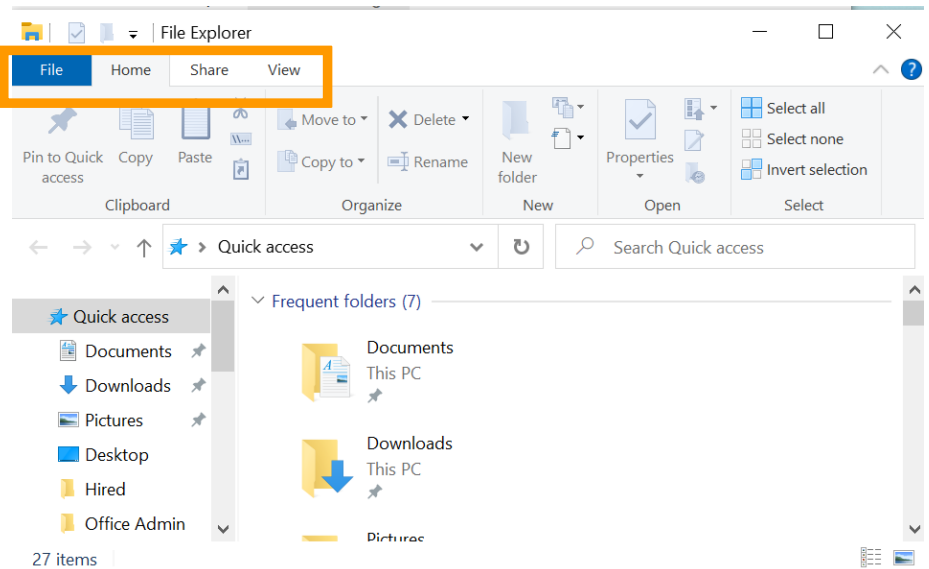
Speaker icon



File Explorer

Use the file explorer to organize and find all the files that are stored in the computer. It connects to the hard drive or external drives to check your memory. To open the file explorer, double click on the file icon located on the taskbar.

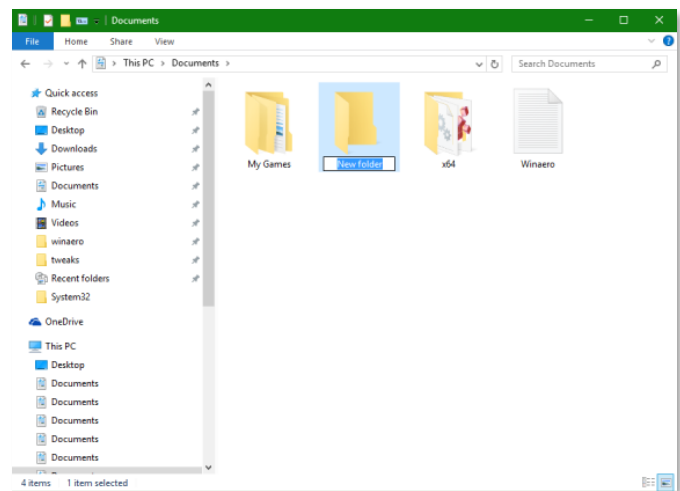
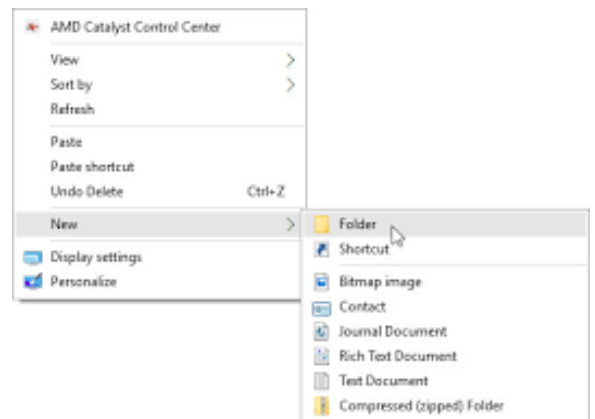
When you open the file explorer window, there are four tabs on the top of the window that are labeled: File, Home, Share, and View.



On those four tabs, click the small folder icon on to make a new folder. This is how you create a filing system on your computer to manage your documents. You can make different folders for different purposes, like a job search folder where you keep copies of your resume and cover letters.

To make a new folder, open file explorer and then follow the steps below:

1. Once file explorer is open, click on the area you want to create a new folder in. To access the folders easily, you can put them on the desktop.
2. Right click in the folder. A window should appear that looks like the picture below in file.
3. Once the window pops up, hover over **New** and select **Folder**.
4. A highlighted folder with the title **New Folder** should be on the screen.
5. Use the text box under the folder to name the folder so you know what is in it.

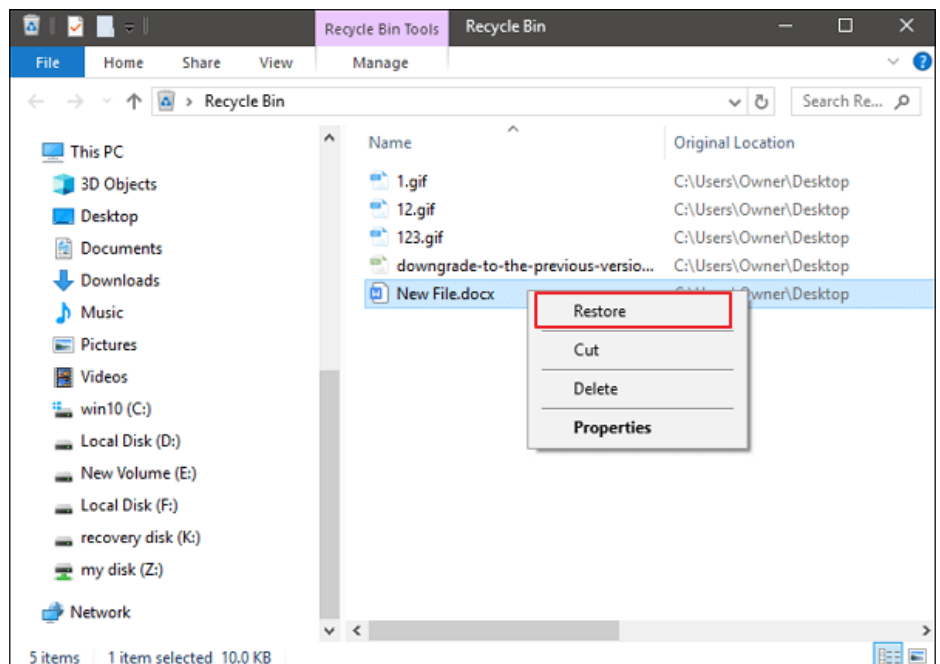
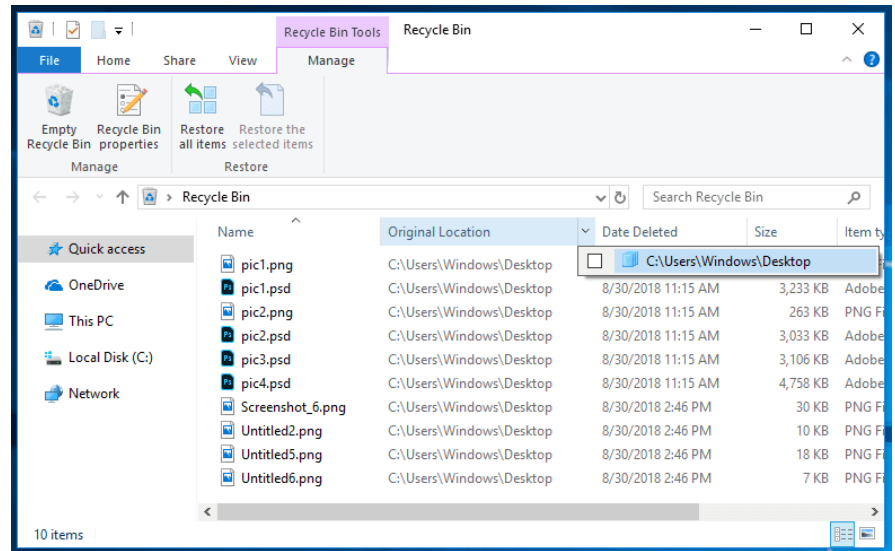


Recycle Bin

The [recycle bin](#) is a temporary storage place for things you want to delete. You can place items there by clicking and dragging the item into the bin, or by right clicking and selecting “move to recycling.” If you want to permanently delete items, right click the recycle bin and select “empty recycling.”

To move an item from the recycle bin back to a usable place on your computer – also called “restoring” – follow the steps below:

1. Double click the icon on your desktop that looks like a **recycling bin**. This window will appear:
2. Click on the item you want to restore so that it is highlighted.
3. Right click the highlighted item. A window like this will pop up:
4. Click restore. The document will then return to where you originally saved it.
5. Exit the recycle bin when finished restoring the files you want to keep.



Deleting Files and Programs

There is a limited amount of storage space on your laptop and your [OneDrive](#). To free up space, you can delete files or programs to save space. Movie files usually take up the most space, while text documents only take up a tiny amount.

To delete files and programs from the computer's storage, follow the steps below:

1. Hover over the file or program you want to delete and right click it.
2. Choose delete from the pop up menu that appears on your screen
3. You will see another screen pop up that will ask if you are sure that you want to delete the file or program you have selected. Click yes.

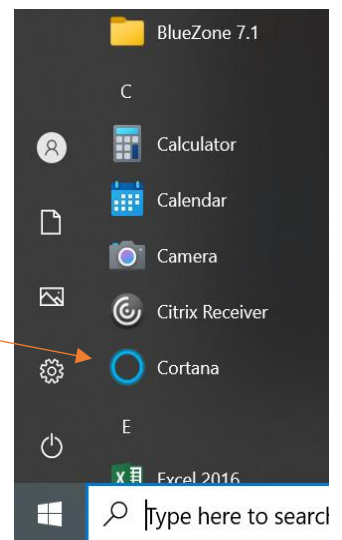
Note: *If you delete something, it is permanent. Be absolutely sure you want to delete it.*

Cortana

[Cortana](#) is the built in, voice-activated virtual assistant in the Windows environment. Think of Cortana as a friend of Siri or Alexa.

You can access Cortana by clicking on the Cortana icon in the Start menu or by saying "Hey, Cortana." Cortana is a great resource when you are unsure of what to do next. Simply open Cortana and ask or type your question.

Click here
for Cortana



Checking Internet Status

Now that your computer is running and you have successfully logged in, it's time to make sure the machine is connected to the internet. On the bottom of your screen is a taskbar with a series of icons.

On the far right there are several icons to the left of the date and time. These are your computer's volume level and [internet status icons](#).

To check if your computer is connected to the internet, click the icon that looks like a computer monitor. A window will pop up like this:



1. When you click on the internet icon, you will be directed to the network and internet status menu.
2. The Network & Internet Settings menu shows you information about your specific internet connection whether or not you are connected.
3. This menu is your first stop if you need to troubleshoot your internet connection or choose a wireless network in a public place like a library or coffee shop.

Internet Browsers

Once you have checked to see if your computer is connected to the internet, you can open an [internet browser](#) to surf the web. An [internet browser](#) allows you to access the internet so you can do things like send email, use Google search, play a video on YouTube, or access social media.

There are several different browsers that you can use to access the internet. Here are their [icons](#):



From left to right:

- Google chrome
- Safari
- Mozilla Firefox
- Microsoft Edge
- Internet Explorer

Each of these applications serves the same function – to access the internet. Your computer will be loaded with either Microsoft Edge or Internet Explorer. If you would rather use another browser, you will have to download the application from the internet.

Note: Internet explorer is an internet browser that will no longer be supported at the end of November 2020. This means it won't be updated to run with current software.

Storing Documents on Your Computer

When you work on a document on your computer and need to save it so you can come back to it later, it will automatically save in OneDrive. OneDrive is a cloud storage option, which means the document is not stored directly on the computer.

Cloud storage allows you to access documents from any device with an internet connection and protects your work if your computer is lost, stolen, or damaged. Other cloud storage services you may encounter are [Google Drive](#), Drop Box, and Box. The OneDrive cloud icon may be visible in the lower left corner of your desktop. If not, follow these steps to access OneDrive:

1. First, click the arrow/upside-down V at the bottom right of your screen. A new window will open.
2. Find the small cloud icon and click it.
3. Another option is to simply type "OneDrive" in the search bar in the Start menu in the left-hand corner.



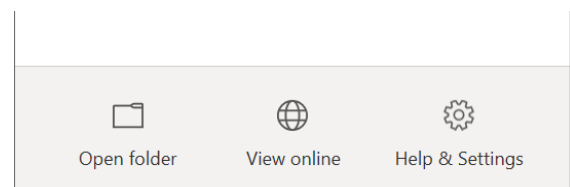
2. Click here for OneDrive

1. Click here first

Note: If you are ever unsure about the icon you are about to click on, simply hover your mouse over the icon and the name of the application will appear.

When you click on the cloud icon, you will be able to the files you have saved in OneDrive. If you click on **open folder**, your OneDrive folder will open in the file explorer.

Once OneDrive is open, you will be able to access any of the files saved there.



Useful Troubleshooting Tips for Windows 10

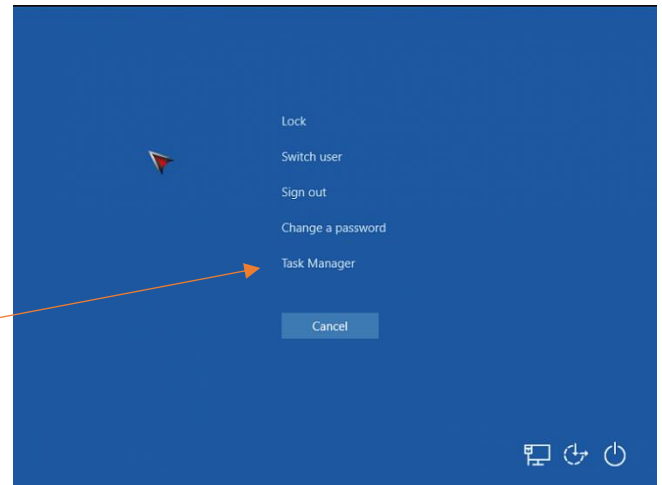
What to do when a program isn't responding

When a program or application freezes or stops responding, you can either wait for it to start responding again or take active steps to fix it.

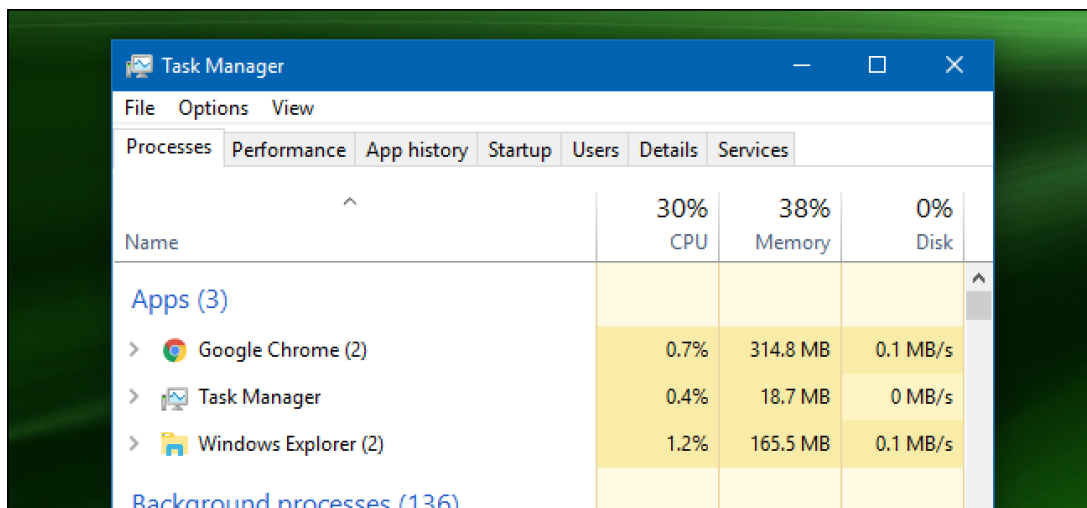
To fix a program that isn't responding, follow the steps below:

1. If you see a popup message that says the program isn't responding, or if you know that the program is frozen and not responding, press the CTRL + ALT + DELETE keys on your keyboard at the same time. This screen will appear

Click "Task Manager"



2. Click on the task manager option, and a window like this should pop up:



3. Click on the program that isn't working. You might have to scroll down to find it.
4. Once you've found the program, click on it so that it is highlighted.
5. At the bottom of the task manager window there is an **end task** button. Click on that button and then exit the task manager by clicking on the **X** located in the top right corner.

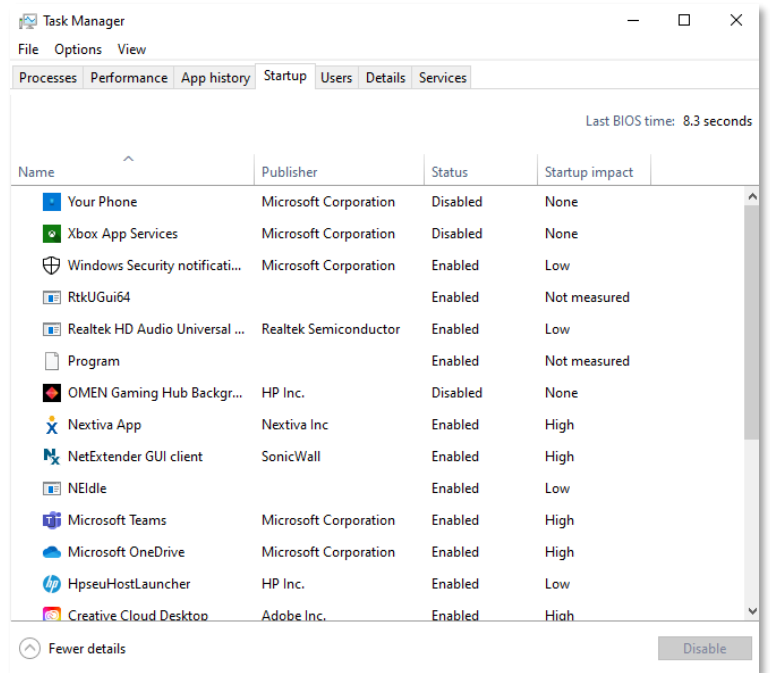
How to disable automatic application launches

Some applications may be set to automatically open when you turn on your computer. This can be a convenient way to have your frequently used applications start up right away, but it can also delay the start up process.

To disable automatic application launches, follow these steps:

1. Hit ctrl+alt+delete keys and then select **task manager** on the screen that pops up.
2. Click on the **startup tab**.
3. Then disable the things you **do not** want to turn on when you start your computer.

For example, if you do not want an internet browser to open automatically when the computer starts, you can disable that by following the steps listed above.



General Tips

- Click on the help icon located in any program at the top in the ribbon. This feature is built in to each program to help you search for answers to most of your questions.
- If you have a specific Windows 10 issue that can't be resolved easily without support, try searching Microsoft's support website for Windows 10. This can be found at this web address:
<https://support.microsoft.com/en-us/windows>
- If you have followed the steps under "Check Internet Status," and your computer says your internet is on and connected but you can't access the internet, it may be an issue with your modem or wireless router. These are two pieces of equipment, sometimes combined into one unit, that you receive from your internet service provider – like Xfinity, Century Link, or USI. When this happens, call your internet provider and tell them you are having connection issues. The internet modem or router provided by that company may need an update which will usually fix the issue.

Glossary

In order to access the embedded links in this document, you must (1) view it online, and (2) click on phrases underlined and in blue that look like this example: [welcome to zoom!](#)

1. **Power button:** The button that turns on the computer. It should be located at the top right or top left corners of the open computer.
2. **Operating system:** The operating system is the program that runs the computer. Example: Windows 10
3. **Log in:** This is where you sign in with your username and password.
4. **Username:** Your identity on the computer. This will either be an email or a specific combination such as your first letter of your first name and then your whole last name. Example: Bob Smith would be bsmith.
5. **Password:**
 - <https://youtu.be/VDEkEXMahH8>
 - This is what you enter in a separate field, after you have entered your username, when signing in. A strong password is a mixture of capital letters, lowercase letters, numbers and symbols.
6. **Icons:** Icons are the pictures of the programs and what you click on to access the programs or files.
7. **Internet status icon**



8. **Settings menu:** The settings menu is where to change things on the computer like the background image or to check if the computer needs updates.
9. **Cortana:** Cortana is the personal assistant on the Windows 10 computer. Cortana is similar to Siri or Alexa.
10. **OneDrive:** This is your computer's gateway to cloud storage from Microsoft, where your files are stored on the internet. You can sync the files on your computer to OneDrive, giving you access to your files even from another computer – as long as you have internet access.

11. **Google drive:** Google drive is similar to OneDrive in that it is cloud storage provided to you by Google when you sign up for a Google account.
12. **Internet browsers:** An internet browser allows you to access the internet so you can do things like send an email, use Google search, play a video on YouTube, use social media, or visit websites.
13. **Recycle bin:** Where anything you delete on your computer goes before it can be permanently deleted.
14. **Hover:** Moving the cursor to a specific file or program and letting the mouse icon stay in that spot but not clicking on that file or program is called hovering your cursor or mouse.



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