

# Table of Contents

Preface ..... vi

## UNIT 1

### Windows Basics

**Chapter 1: Getting Your First Look** ..... 3

Logging In to Windows ..... 5

    Passwords ..... 5

    What Happens During the Startup Process? ..... 6

The Windows Desktop ..... 8

    Basic Computer Components ..... 8

    Start Button ..... 11

    Icons ..... 11

    Notification Area ..... 12

    Network Connection ..... 12

Using a Mouse ..... 12

    Mouse Motions ..... 13

Passwords and Account Settings ..... 15

    Accessing Account Settings ..... 15

Signing Out and Switching Users ..... 16

    Switch Users ..... 16

    Locking the Computer ..... 17

The Start Menu ..... 18

    Commands ..... 18

    The Pinned and Recommended Lists ..... 21

    Pinning Commands to the Start Menu ..... 21

    Moving Apps on the Start Menu ..... 22

    Adding Folders to the Start Menu ..... 22

    Deleting a Start Menu Folder ..... 24

Shutting Down ..... 24

    Shut-Down Methods ..... 24

    Sleep ..... 25

    Shut Down ..... 25

    Restart ..... 25

Self-Assessment ..... 27

Skill Builders ..... 28

Try This at Home ..... 29

**Chapter 2: Starting and Controlling Apps** ..... 31

Controlling App Windows ..... 33

    Quick-Sizing Buttons ..... 33

    Moving and Resizing App Windows ..... 36

Touch Controls ..... 39

    Touch Gestures ..... 40

    Touchpad Controls ..... 41

Working with the Taskbar ..... 41

    Notification Area ..... 42

    Pinning and Unpinning Apps ..... 43

Action Center (Notifications) ..... 44

    Notifications ..... 45

    Actions ..... 47

Multitasking ..... 48

    App Switching ..... 49

    The Flip Command ..... 51

    Show Desktop and Task View ..... 52

    The Usefulness of Multitasking ..... 53

Self-Assessment ..... 54

Skill Builders ..... 55

**Chapter 3: Creating an Online Account** ..... 57

Why Online? ..... 58

    The Cloud ..... 59

    Office for the Web ..... 59

Creating Your Microsoft Account ..... 60

    Account Verification ..... 60

    Making Connections ..... 63

Logging In to OneDrive and Microsoft 365 for the Web ..... 65

    Online Messages ..... 65

    Always Logged In ..... 68

    Opening Microsoft 365 for the Web Apps ..... 68

Self-Assessment ..... 70

**Chapter 4: Working with Apps** ..... 71

App Commands ..... 73

    Menu Commands ..... 73

    Commands in Programs with Ribbons ..... 75

Saving Your Work ..... 77

    Where Your Work Is Located ..... 77

    Files and Folders ..... 78

    Choosing a Storage Location ..... 78

    Filenames ..... 79

    Save Versus Save As ..... 80

The Work Area ..... 83

    Mouse Pointers ..... 84

    Tool Galleries ..... 84

    Scroll Bars ..... 87

Typing with the Word Online App ..... 89

    Word Ribbon ..... 89

    Simplified Ribbon Mode ..... 90

    The Cursor and the Mouse Pointer ..... 91

    Special Keys on the Keyboard ..... 91

Editing Text ..... 93

    Selecting Text ..... 93

    Formatting Text ..... 95

    Printing a Document ..... 97

    Saving as a PDF File ..... 98

Cut, Copy, and Paste ..... 100

    Keyboard Shortcuts ..... 101

    Advanced Cut, Copy, and Paste ..... 101

Self-Assessment ..... 104

Skill Builders ..... 105

**Chapter 5: Using Email** ..... 107

What Is Email? ..... 109

    How Does Email Work? ..... 109

    Email Address ..... 110

The Outlook Online App ..... 110

    The Outlook Screen ..... 112

Sending Messages ..... 113

    Address Line ..... 115

    Subject Line ..... 115

    Writing Your Message ..... 116

    Attachments ..... 118

Receiving and Replying to Messages ..... 120

    Replying ..... 120

    Deleting ..... 122

Saving Emails ..... 122

    Creating and Deleting Folders ..... 122

    Moving Emails ..... 124

    Saving Email Addresses ..... 126

Email Safety ..... 126

    Understanding the Threats ..... 127

    Protecting Yourself ..... 130

    Deleting Spam in Outlook ..... 131

Self-Assessment ..... 132

Skill Builders ..... 133

**UNIT 2**

**File Management**

**Chapter 6: Finding Files** ..... 141

About Storage Media ..... 143

    Types of Storage Devices ..... 143

    Viewing Storage Drives ..... 144

    Drive Designations ..... 146

    Plugging In and Unplugging a Flash Drive ..... 147

File Explorer ..... 149

    Common Folder Window Tasks ..... 149

    Locating Folders ..... 150

    Navigating Your Drives and Folders ..... 150

    The Address Bar ..... 151

    The Back and Forward Buttons ..... 153

    Units of Measure for Computer Storage ..... 154

    The View Tab ..... 155

    Identifying the Contents of a Folder ..... 157

    The Folders Pane ..... 158

    Multiple Tabs in File Explorer ..... 159

Searching for Files ..... 161

Self-Assessment ..... 163

Skill Builders ..... 164

**Chapter 7: Storing Files** ..... 167

- Creating Folders ..... 169
  - Creating New Folders ..... 169
  - How Files Are Stored in Your Computer ..... 170
  - Renaming Files and Folders ..... 171
  - Creating Subfolders ..... 173
- Moving and Copying Folders and Files ..... 176
  - The Cut, Copy, and Paste Method ..... 176
  - How the Commands Work ..... 176
  - The Drag-and-Drop Method ..... 179
  - Selecting Multiple Files ..... 181
- Deleting and Restoring Folders and Files ..... 184
  - The Recycle Bin ..... 184
  - Deleting Folders and Files ..... 184
  - Restoring Folders and Files ..... 185
- OneDrive File Storage ..... 186
  - Creating OneDrive Folders ..... 187
  - Navigating Between Folders ..... 189
  - Uploading Files to OneDrive ..... 190
  - Downloading from OneDrive ..... 191
- Self-Assessment ..... 193
- Skill Builders ..... 194

**UNIT 3**

**The Internet and More**

**Chapter 8: Using the Internet** ..... 199

- The Internet ..... 201
  - The World Wide Web ..... 201
  - Equipment Used to Connect to the Internet ..... 202
  - Connection Types ..... 204
  - Web Browsers ..... 206
  - Uniform Resource Locators (URLs) ..... 207
  - Basic Navigation ..... 209
  - Hyperlinks ..... 210
  - Tabbed Browsing ..... 211
  - Printing a Web Page ..... 213
  - Favorites ..... 214
    - Favorites Bar ..... 216
    - Creating Folders in Favorites ..... 218
    - Removing Favorites ..... 220
  - History ..... 221
  - Downloads ..... 221
- Self-Assessment ..... 222
- Skill Builders ..... 223
- Try This at Home ..... 226

**Chapter 9: Researching on the Internet** ..... 227

- Performing a Basic Web Search ..... 228
  - How Search Engines Work ..... 229
  - Basic Search Techniques ..... 229
  - Improving Your Search Results ..... 232
  - The World of Search Engines ..... 233
  - The Hidden Web ..... 234
  - Difficult Searches ..... 234
  - Searching for Images ..... 235
- Defending Yourself from Web Threats ..... 236
  - Threats While Surfing ..... 236
  - Protection Software ..... 237
  - Using Social Media Sites Safely ..... 238
  - Steps You Can Take ..... 239
- Self-Assessment ..... 240
- Skill Builders ..... 241

**Chapter 10: Using Settings and Help** ..... 245

- Searching Windows and the Web ..... 247
  - Choosing a Search Link to the Internet ..... 248
  - Getting Help ..... 249
- Using Settings ..... 250
  - Working with Web-Based Simulations ..... 250
  - Settings Versus the Control Panel ..... 251
- Controlling the Screen ..... 252
  - Screen Resolution Settings ..... 252
  - LED Monitors and Aspect Ratios ..... 252
  - Changing the Background Image ..... 254
- Power Options ..... 255
  - Battery Saver ..... 255
  - Power and Sleep ..... 255
  - Additional Power Settings ..... 256
- Windows Update ..... 257
  - The Trend Toward Automatic Updates ..... 258
- The Store ..... 259
  - What’s in the Store? ..... 259
  - Downloading Apps ..... 260
- Self-Assessment ..... 261
- Skill Builders ..... 262
- Try This at Home ..... 263

Self-Assessment Answer Key ..... 267

Glossary ..... 271

Index ..... 273