

BSBITU101

Operate a personal computer

Release 1

Learner guide

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Aspire Version 1.1

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Before you begin

This learner guide is based on the unit of competency *BSBITU101 Operate a personal computer*, Release 1. Your trainer or training organisation must give you information about this unit of competency as part of your training program. You can access the unit of competency and assessment requirements at: www.training.gov.au.

How to work through this learner guide

This learner guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the learner guide you need to read, and which practice tasks and learning checkpoints you need to complete. The features of this learner guide are detailed in the following table.

Feature of the learner guide	How you can use each feature
Learning content	Read each topic in this learner guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.
Examples and case studies	Examples of completed documents that may be used in a workplace are included in this learner guide. You can use these examples as models to help you complete practice tasks and learning checkpoints. Case studies highlight learning points and provide realistic examples of workplace situations.
Practice tasks	Practice tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which practice tasks to complete.

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Feature of the learner guide	How you can use each feature
Video clips	<p>Where QR codes appear, learners can use smartphones and other devices to access video clips relating to the content. For information about how to download a QR reader app or accessing video on your device, please visit our website: www.aspirelr.com.au/help</p> 
Summary	<p>Key learning points are provided at the end of each topic.</p>
Learning checkpoints	<p>There is a learning checkpoint at the end of each topic. Your trainer will tell you which learning checkpoints to complete. These checkpoints give you an opportunity to check your progress and apply the skills and knowledge you have learnt.</p>

Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

The following table outlines specific foundation skills noted for your learning in this learner guide.

Foundation skill area	Foundation skill description
Reading	<ul style="list-style-type: none"> Recognises textual information within internal procedures and technical documents to determine and complete work requirements
Writing	<ul style="list-style-type: none"> Inputs information using familiar text types and records numerical and textual information for file naming conventions
Oral communication	<ul style="list-style-type: none"> Asks simple questions and comprehends answers that contain short and explicit information
Navigate the world of work	<ul style="list-style-type: none"> Recognises and follows organisational procedures and legislative responsibilities, with particular reference to health and safety
Interact with others	<ul style="list-style-type: none"> Uses appropriate communication practices to seek guidance from more experienced work colleagues
Get the work done	<ul style="list-style-type: none"> With guidance, is beginning to understand and use the specific functions and features of digital systems and tools

What do you already know?

Use the following table to identify what you may already know.

This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1 Start a computer and use system information and features	1A Make your workspace safe	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Work safely	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Start up the computer	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1D Know about basic functions and features	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1E Organise your desktop	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1F Use Help functions	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
Topic 2 Use the desktop environment	2A Use desktop icons	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Work with the desktop windows	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Create shortcuts	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 3 Organise files and folders	3A Create folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Save files in folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3C Rename files and folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
	3D Find file and folder attributes	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3E Move files and folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3F Save files and folders to other media	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3G Search for files and folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3H Delete and restore files and folders	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic	Key outcome	Rate your confidence in each section
Topic 4 Print information	4A Print information from an installed printer	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	4B View printing progress and delete print jobs	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	4C Change the default printer	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 5 Shut down the computer	5A Close applications	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	5B Shut down the computer	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident

Topic 1

Start a computer and use system information and features

Computers are used for many daily tasks in an office. These include typing documents, such as letters, memos and reports; storing data, such as phone numbers and addresses and calculating financial information. Many people also have home computers. They might use them to write letters, record financial information, send email messages and look up the internet.

If you have not used a computer before you must learn:

- the different parts of a computer
- how to start the computer and how to use the Help function if you are unsure how to do something
- the basic functions, such as organising your work into files and folders and printing from your computer
- how to shut the computer down.

It is important to practise using all these functions. The more you practise the quicker you will become on a computer.

In this topic you will learn how to:

- 1A Make your workspace safe
- 1B Work safely
- 1C Start up the computer
- 1D Know about basic functions and features
- 1E Organise your desktop
- 1F Use Help functions

1A Make your workspace safe

In many workplaces you may be sitting at your computer for most of the day so it is very important to know how to sit correctly and use your computer safely.

The workstation is the area where you work. This includes your computer, keyboard, desk and chair. Every staff member should know how to set up their workstation safely.



Understand legislation

Work health and safety (WHS) is important to your work role. Under state WHS legislation your employer is obliged to provide you with a safe workplace. Equally, you are obliged to work in a safe manner; for example, make sure you follow safety directions when using equipment; set up a safe workstation; notify your supervisor if work demands are causing you stress.

Other legislation that might be relevant to you in your work is anti-discrimination legislation, which asks that you treat everyone the same regardless of age, gender or background.

These and other requirements will be part of your workplace policies and procedures, so if you follow these, then you are complying with the legislation. However, when you are carrying out your work requirements, always check to ensure you have considered these aspects.

The parts of your computer

The most important item in your workstation will be your computer. The computer hardware consists of a monitor, keyboard, computer case and mouse. A description of each of these components is outlined in the following information

Monitor



The monitor has a screen like a television. It lets you view the information you type on the keyboard.

Keyboard



The keyboard is attached to the computer. The keys have letters, numbers, punctuation and command marks on them. You use the keyboard to type:

- information and data using the letters, numbers and punctuation keys
- commands using the command keys to tell the computer what to do.

The information you type shows up on the monitor screen.

The keyboard may be connected to the computer by a cord or may be cordless.



Computer case

The computer case houses all the main parts that run the computer, including:

- the central processing unit (CPU), which is the 'brain' of the computer
- the hard disk drive, which stores all your data and information. The hard disk drive is connected to the CPU
- other devices that store data and information (you can put DVDs and Blu-rays into these drives, store information on them and transfer the information on to another computer)
- universal serial bus (USB) ports for connecting other devices such as USB storage devices, scanners and printers
- the power switch to turn the computer on.



Mouse

The mouse is connected to the computer. It may have a cord, or may be cordless. It allows you to give the computer commands. The mouse moves the cursor around the screen. The cursor is a mark that blinks on and off to show where you are typing.

Adjusting your workstation

The area where you work is often called a 'workstation'. This includes your computer, keyboard, desk and chair. You should know how to set up your workstation so it is safe. Although an office may not seem to be a dangerous place, working in a poorly set up workstation for long periods can cause a number of health problems which can be very difficult to correct.

Setting up a safe workstation means:

- adjusting the height of your chair to suit your body
- adjusting your chair so you can sit comfortably
- placing the computer so you can see the screen clearly
- placing the keyboard and mouse pad so you can work comfortably
- arranging your desk for everything to be within easy reach
- ensuring you have enough light to see clearly
- tidying and keeping all the computer cords and plugs out of the way.

Example: Linda's story

Throughout this unit you will read about Linda as she learns to use a computer in her job at Super Lees.

Linda Cheung has started work at the head office of Super Lees in Glen Mountain. Super Lees is a supermarket chain with five stores. Linda's supervisor is Roman Chaudhry. The manager is Merrin Wilson. There are also three other staff members in the office. They are Trisha, Costa and Jean.

At Super Lees, everyone has a computer on their desk. All the desks, chairs and computer screens can be adjusted to suit each person's body shape and size. Linda's supervisor, Roman, explains that the way you sit is called your 'posture'.

Roman helps Linda adjust her chair to make it more comfortable. He tells her that it is important to have your feet flat on the floor. He has to adjust the backrest of the chair so it supports the curve of Linda's back. This is necessary because the last person to use the desk was much taller than Linda.

Linda tests her chair. She then tests the position of her keyboard to see if it is comfortable. She makes sure she can easily reach her mouse without having to stretch.

She arranges her desk so that the things she uses regularly, such as the keyboard, are close. She places her in-tray in the far right-hand corner of her desk because she doesn't often use it.

Roman and Linda make sure that:

- her keyboard is close to the front of the desk
- nothing is placed between the keyboard and the computer monitor
- she can easily switch his hands between the mouse and the keyboard
- she is not bending over his keyboard.

Example: Linda's workstation

Roman gives Linda a picture of a comfortable workstation. He explains that this shows the correct way to sit for typing. He suggests that Linda pins the picture up on the wall above her desk as a reminder to type safely.

This is the diagram that Roman gave to Linda which highlights the features of an ergonomic workstation.



Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.
Top line of sight	The viewing distance should be between 400 mm and 700 mm.

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Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.
Head	Keep your head erect.
Shoulder	Have your upper arms hanging freely.
Elbow	Have your forearms approximately horizontal.
Above knee	Ensure there is clearance between the lower edge of the desk and your legs.
Below knee	Ensure there is clearance between the front edge of the seat and the lower leg.
Footrest	Use a footrest if needed.
Back of chair	The back support should be adjusted to support the small of your back.
Under chair	Adjust the seat height to suit your furniture and equipment.
Chair legs	Use a chair with a five castor base.

Check that the area is safe for working

There are a number of checks that can be regularly undertaken to ensure that an area is safe for working. The following list describes four checks that are appropriate for a computer workstation.

Cleanliness

Once you have set up your workstation, remember to keep it clear and clean. Don't eat or drink near your keyboard. If you spill a drink on your keyboard it can be permanently damaged. Keep your desk free of any papers and pens you are not using. Place them in special containers to keep them tidy and easy to find when needed. Make sure the computer cords are not tangled up.

Radiation

Computer screens emit very low levels of electromagnetic radiation, just like televisions, microwave ovens and hairdryers. While there is no evidence that this is dangerous, make sure you are not working too closely to the back of another computer screen.

Light

The area in which you are working must have enough light so you can work comfortably. The light you have depends on your workplace. For example, your workstation may be placed in the middle of a room or against a window. There may be artificial light from fluorescent tubes. You may have a desk lamp. The important thing is that the available light helps you see your work clearly. You should not have to squint.

Noise

Noise is any sound that annoys or disturbs you. Noise can make it difficult to work well. If your workstation is near a noisy machine, such as a photocopier, you should tell your supervisor or the person in charge of health and safety. They may be able to move you to a quieter area. Or, they may be able to place soundproof screens near you.

Example: light glare on Linda’s screen

Linda had trouble with too much light.

Linda’s workstation is near a window. A lot of light comes on to the screen and after a while, she realises it is giving her eyestrain. She is always screwing up her eyes to stop the glare. With the help of another staff member, Linda moves her desk to reduce the glare, but in the afternoon the light is still bright. Roman arranges to get an anti-glare screen for her computer. The screen fits on to her computer screen to cut down the glare.

Practice task 1

1. Read again the things that Linda did to set up her workstation and look carefully at the diagram again. Now check your workstation at your learning centre, workplace or home. Use this table to list the things that are okay and the things that you need to adjust.

Item	Requirements	Adjust Yes/No
Top of screen	The screen angle should be adjustable between 85 and 125 degrees to the horizontal.	
Centre of screen	Minimise screen reflection and glare by using an anti-glare filter.	
Bottom of screen	Place a document holder beneath or beside the screen at the same viewing distance as the screen.	
Top line of sight	The viewing distance should be between 400 mm and 700 mm.	
Bottom line of sight	A relaxed viewing angle is approximately 35 degrees.	

... continued

... continued

Item	Requirements	Adjust Yes/No
Head	Keep your head erect.	
Shoulder	Have your upper arms hanging freely.	
Elbow	Have your forearms approximately horizontal.	
Above knee	Ensure there is clearance between the lower edge of the desk and your legs.	
Below knee	Ensure there is clearance between the front edge of the seat and the lower leg.	
Footrest	Use a footrest if needed.	
Back of chair	The back support should be adjusted to support the small of your back.	
Under chair	Adjust the seat height to suit your furniture and equipment.	
Chair legs	Use a chair with a five castor base.	

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2. Think about your workstation at your learning centre or workplace. Is your work-station properly set up for the tasks you are expected to do? Do you have any problems with the light, noise or power cords? Use this table to write down what you have found.

Issue	Details
Light	
Noise	
Power cords	

1B

Work safely

If you sit at a computer for most of the day, your body may become stiff and sore. This will happen especially if you are not sitting correctly. If you are doing a lot of typing, your fingers and wrists may become tired and even begin to hurt. Your muscles might become strained.



When this happens, it could develop into a condition called Occupational Overuse Syndrome (OOS) or Repetitive Strain Injury (RSI). To reduce the chance of this happening to you, be as comfortable as possible when typing.

A good idea is to vary your work as much as possible. This means you could do a bit of typing, and then do some photocopying. Then do another task where you have to walk around the office.

Tips for safe work

Mouse pads are available with a raised section that supports your wrists. You might like to ask your supervisor whether you could have one of these.

If your neck aches because you are bending down to look at work you are copying, ask your supervisor for a document holder. It attaches on to the side of your monitor. You put your paper there. Because it is level with your eyes, you don't have to bend your neck.

Your workplace will have policies and procedures for working safely. These are based on work health and safety legislation (law). Ask your supervisor about this if you are unsure.

Tips for working comfortably include:

- stop typing every 20 minutes
- look out the window to rest his eyes
- walk around the office to stretch his legs
- do some exercises to ease the muscles in his body.

Example: Linda's exercises

Later, as Linda gets well into her work, her fingers and wrists start to get sore. She knows she should do some exercises. First she exercises her wrists and fingers, then the rest of her body.



Wrists

- └ Linda places her forearms and wrists flat on the desk. Keeping her wrists on the table, she gently bends her hands and fingers back. She does this four times.

Fingers

- └ Linda places her hands down, spreading her fingers into a fan. She counts to five, then relaxes. She does this four times.

Exercising the arms

- └ Linda stands, raising her arms straight out to the sides at shoulder level. She rotates her arms forward in small circles four times, then she rotates them backward four times.

Exercising the mid and upper back

- L Linda places the inside of her right arm behind her head. She puts her left hand on her right elbow to gently pull her elbow behind her head. She counts to three, then repeats for the other side.

Exercising the neck

- L Looking straight ahead and keeping her shoulders still, Linda moves her head. First she moves her left ear to her left shoulder then her right ear to her right shoulder. She drops her chin to her chest then raises her chin to look at the ceiling. She turns her head to the left then to the right. She repeats this set of actions three times.

Practice task 2

1. Even if you have not been doing any computer work, try some of the exercises from the previous example. Do they make you feel more relaxed? Which one do you think would help you the most?

2. At your learning centre or workplace, look at any different types of mouse pad. Try them out. Do some feel more comfortable to use than others?

1C

Start up the computer

Before we start, you may find that the spelling of many words in computer programs that you use is different to the spelling here. The spelling here is Australian English, and the other spelling is often United States English. For instance, you may see colour spelled 'color' on some computers.



Most computers have an 'On' button on the computer case. To turn on the computer you need to press this button. Make sure that the DVD or Blu-ray drive and USB ports are empty. Otherwise the system may not start up properly.

You may also need to turn on the power switch on the monitor.

Logging on as a user

If your computer is connected to other computers on a workplace network, the first thing you will see is a dialog box asking for a user name and password. A dialog box will appear on the screen with an instruction or set of instructions.

Typing your name and password in the dialog box is called logging on. Computers not on a network, such as your home computer, may not require a password.

When you type in your name and password be sure to use the correct case. Lower case means small letters and upper case means capital letters. In a workplace you may be told to change your password regularly. For example, you may have to change it every month.

After logging on, a large coloured area will appear on your screen. This is called the desktop.

Example: Linda logs onto a computer

All staff at Super Lees have their own user names and passwords.

After Linda starts her computer in the morning she needs to type in:

- her name: lcheung
- her password: cheung028



When Linda types the password, she can't see the actual letters. Each character (keystroke) appears as an asterisk (*). Her password therefore appears as *****. Roman explains that this is so nobody can look over her shoulder and see her password.

Linda keeps her password in a safe place so she won't forget it.

Practice task 3

1. If you are at work, do you need to log on with a password? How often do you have to change the password? Do you ever forget your password?

2. If you are at a learning centre ask your trainer how the staff must log on. Do they have to change their password often?

3. If you are new to computers, ask your trainer whether you could practise logging on to a computer.

1D Know about basic functions and features

Computers can perform many different functions. The basic functions of a computer involve a user inputting information using the keyboard and mouse, processing information using the computer's software and outputting information onto a storage device or printout.

Example: Linda's computing tasks

One of Linda's tasks is to type letters and memos to suppliers using Microsoft Word, a word processing program. To do this, she needs to know how to use the computer.

Linda has not used a computer before. Roman has already explained the parts of a computer when they set up Linda's workstation. He says he will teach her how to use the basic functions of a computer.



Operating system

The instructions in this learner guide refer to Microsoft Windows. This is an operating system. A computer has an operating system so it can carry out your commands. If you are using another operating system such as, or the Apple's OS X, the instructions are similar.

The three main functions of an operating system are to:

- manage the computer's resources, such as the central processing unit, memory, disk drives, and printers
- manage the user interface through the monitor, keyboard and mouse
- execute and provide resources to run software applications.

Network

In an office, several computers are usually connected to the same system. They share information and printers. This grouping of computers is called a network.



Example: Linda's workplace computer network

The main office at Super Lees has five computers. A cable joins them together. This is so the staff members can share files and also the printer. The files that appear on Linda's computer are the same as those that appear on Roman's computer. Sharing files is useful because staff often need to work on the same files.

Software programs

The operating system 'talks' to computer programs. This allows for many different functions. These programs are called software. A program is the list of instructions that tells a computer how to do a job.

Software programs have to be installed. That is, they are loaded on to your computer from a disc or they may be downloaded from the Internet. Some common Windows software programs are described in the following information.

Microsoft Word

└ A word processing program used to type documents, letters and memos.

Microsoft Excel

└ A spreadsheet program used to type lists of numbers and do calculations.

Microsoft Access

└ A database program used to store lists of information, such as customer details and sales figures.

Use the mouse

You use the mouse and the keyboard to give the computer commands. The mouse is a pointing device. It lets you move the cursor around the computer screen. At first you might find it hard to get the cursor in the right spot. But, with practice, it will become easier.

Here are the common functions of a mouse.

Left-click

Use the left button of the mouse to click on something on the monitor. Press and release (let go of) the button without moving the mouse.

Instructions sometimes say 'click on the mouse', this usually means left click.

Right-click

Use the right mouse button to click on a file, picture or icon. This brings up a shortcut menu. You can use this as a quick way to give commands or check the details of a file.

Double-click

To open a file or folder on the computer you need to click twice quickly on the left mouse button.

Drag

To move an object on the screen, keep the left mouse button pressed down and move the object. Let go of the mouse and the object will drop into that spot.

Example: Linda's software

As Linda types many letters to suppliers, she uses a word processing package – Microsoft Word. She also uses the database program Microsoft Access to look up the suppliers' contact details on a database.

A menu is a list of choices. Sometimes the menu leads to a sub-menu, which contains another list of choices.

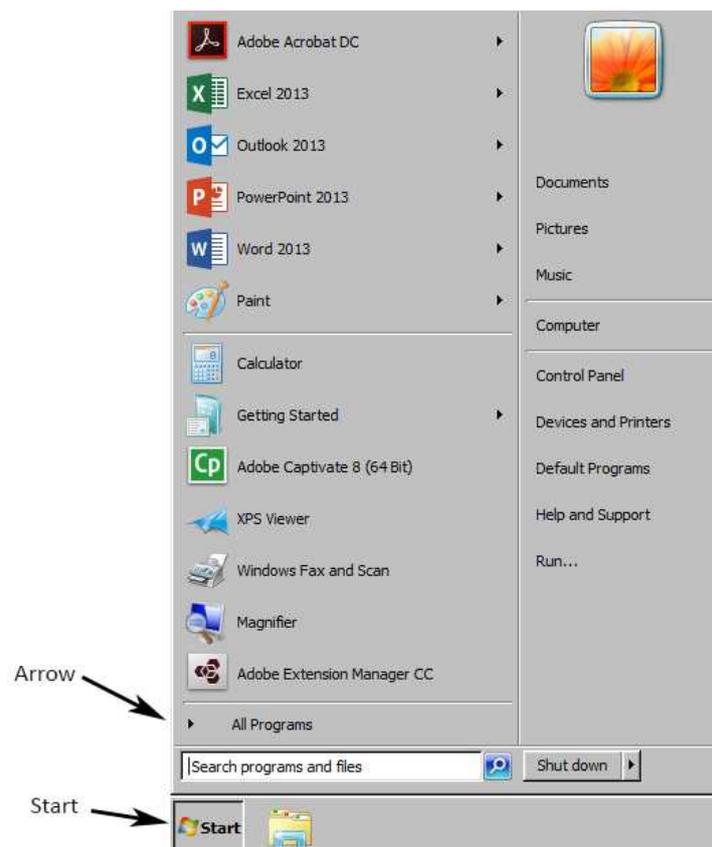


Opening a program from the Start menu

Follow these instructions to open a program from the **Start** menu:

1. Use the mouse to click the Start button in the left-hand corner of the screen.
2. Slide the mouse up to **All Programs**.
3. Slide up to click on a program; for example, Microsoft Word.

The following illustration shows what you should see on your computer when you look at the **Start** menu.



Notice that some options on the **Start** menu have a small arrow to the right.

This arrow means that these options lead to a sub-menu with more choices. Menus and sub-menus have lists of functions or programs. To find a program and start it, you just look through the choices from the **Program** sub-menu. When you click on your choice, it will open up into a window. If you get confused going through the sub-menus and want to get out of them, click on an empty spot on the desktop. Then, start again.

Practice task 4

1. How big is the network at your workplace or learning centre? That is, how many computers are connected?

2. Have you used any of the programs mentioned? If so, was it at home, in the workplace or at your learning centre? What tasks did you use the program for?

3. If you have never used a program, ask your trainer and classmates what programs they use. Ask what tasks they use them for.

1E

Organise your desktop

When you turn your computer on, the first thing that comes up on the monitor is the large background area. You already know this is called the desktop.

Often the desktop is dark blue with a Microsoft Windows logo. However, you can change its colour. Some people put pictures of favourite people or places on the desktop.

You will notice a few small pictures on the desktop. These are called icons. Each icon represents a program you can use and make it quick and easy to access these programs. You doubleclick on an icon with the mouse and its contents show up in a window. You will learn more about icons in Topic 2. Some common icons are shown here.

**Outlook Express**

An email program that sends messages electronically.



My Computer

Displays the contents of each computer.



Recycle Bin

Where deleted files go.

Customise the desktop

Many people have a lot of fun customising their desktop and changing it to suit how they want to work.

Customising your computer may make it quicker and easier for you to use your computer or it may just change the way things look.

Follow these instructions to customise your desktop:

1. Using the mouse, right-click on an empty space on the desktop.
2. Select **Personalize** from the shortcut menu that appears. A screen with customisation options will open.

Some of the options available for customising the desktop are described in the following information.

Desktop Background

You can choose wallpaper. Wallpaper is the graphic that appears as the desktop's background. Choices include a plain colour, pattern or picture.

Screensaver

You can set your computer to go into screensaver mode after a set time if you are not using the computer. This is to save power and make the screen last longer. You can choose from various patterns. You can choose how quickly you want the screensaver to turn on. You can also set a screensaver password so other people cannot access your computer if you are not there but have forgotten to log off.

Window color

This includes the colour and appearance of dialog and instruction boxes.

Sounds

This option allows you to change the default sounds that occur in the operating system when certain actions are performed.

Example: Linda's desktop

Linda notices that Costa has a picture of a beach in Thailand on his desktop and Roman's desktop is plain purple. At first, Linda doesn't know why they are all different. Roman explains that each person can make their own desktop more personal and pleasant. Linda decides to put a picture on her desktop.

Arrange icons

You can arrange the icons on the desktop so it is easy to find them. You can group programs that you use a lot.



The long way to do this is to drag each icon with the mouse to a place on the desktop. You read about this earlier. A quicker way to arrange icons is to let the computer do it for you.

Follow these steps to arrange the icons on the desktop:

1. Right-click an empty space on the desktop. A shortcut menu will appear.
2. Select **Sort by** from the menu.
3. Click on **Name**.

The icons will arrange themselves neatly in alphabetical (A–Z) order. You can also arrange them by size, type or date modified.

Practice task 5

Steps for changing your desktop wallpaper:

- Using the mouse, right-click on an empty space on the desktop.
- Select **Personalize** from the shortcut menu that appears. A screen with display options will appear.
- Choose **Desktop Background**. Look at the different wallpaper options, and select one. Select **Save changes** to save your choice of background image.

1F

Use Help functions

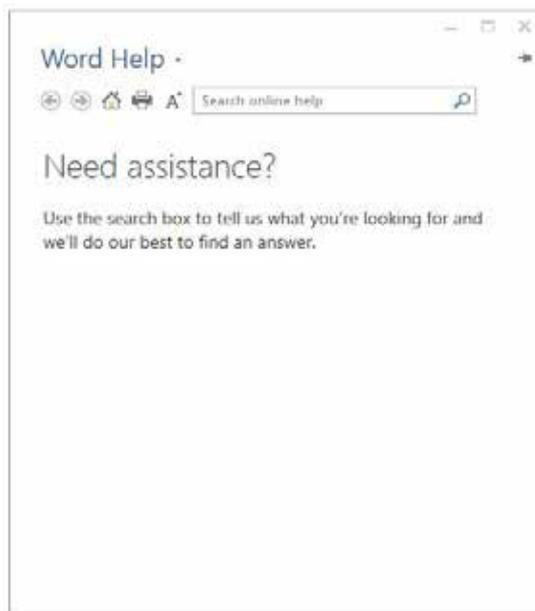
It is a good idea to get used to the **Help** function in the programs you are using, such as Microsoft Word. It gives some very useful tips. You can view the **Help** function in just about every program you use in Windows. Just select **F1** on the keyboard.



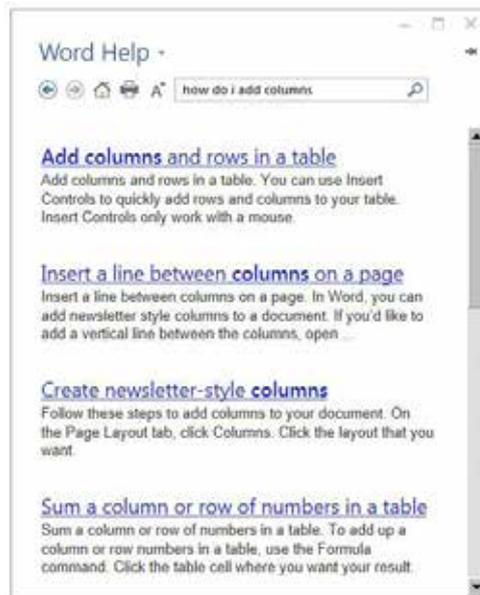
Use the help function

Imagine you want to know how to add columns to a document you are typing in Microsoft Word. Select **F1**.

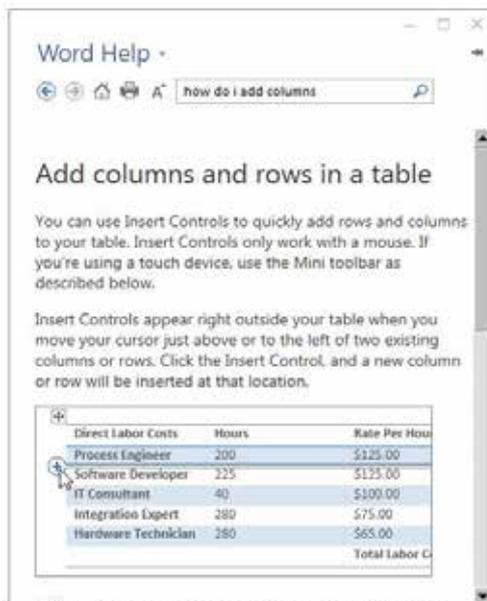
The following dialog box will appear.



Then just type in what you want to know and a list of options appears.



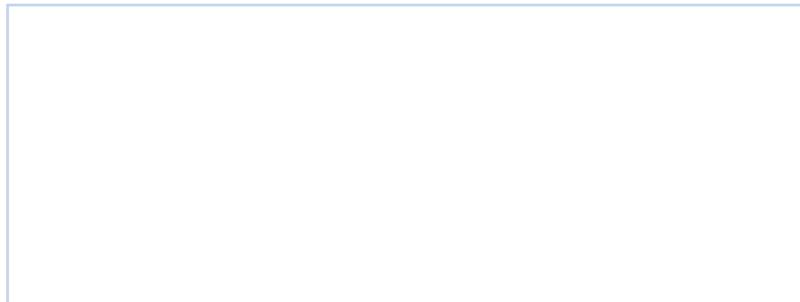
Then you choose from the options listed. Let's say you choose the top option. The following instructions appear.



Practice task 6

How to use Help in Microsoft Word:

- Start up your computer.
- Open the Microsoft Word program.
- Select F1.
- In the question box, type 'Change fonts'.
- Choose one of the options from the list.
- What did you learn about changing fonts from this exercise?



Summary

1. Workspace furniture and equipment must be adjusted so you can work comfortably.
2. Work health and safety requirements state that you should take regular breaks and do exercises when working on a computer.
3. When you start up a computer in a workplace, you may need to log on using a password.

4. Computers in most workplaces are connected. This is called a network.
5. Computers use an operating system such as Microsoft Windows, or Apple OS X.
6. You can customise a computer desktop to make it more personal.
7. There are help functions in all computer programs.

Learning checkpoint 1

Start a computer and use system information and features

This learning checkpoint allows you to review your skills and knowledge in starting a computer and using system information and features.

Where observation is required, either have your trainer observe your actions or make a recording of yourself to show your trainer later.

Part A

1. Use the following checklist to see how well you have set up your workstation.

Setting up your workstation	Place a tick in the square if you have done this
I have adjusted my desk to suit my body.	<input type="checkbox"/>
I have adjusted my chair to suit my body.	<input type="checkbox"/>
I have positioned my screen to suit my posture.	<input type="checkbox"/>
I make sure that I have adequate light.	<input type="checkbox"/>
I have checked the noise around me and it is easy for me to work.	<input type="checkbox"/>
I have arranged my desk so it is neat and I can reach things easily.	<input type="checkbox"/>

2. Use the following checklist to see whether you are working safely.

Safe working practices	Place a tick in the square if you do this
I take regular breaks from my work.	<input type="checkbox"/>
I rest my eyes frequently.	<input type="checkbox"/>
I vary my tasks.	<input type="checkbox"/>
I exercise regularly.	<input type="checkbox"/>

Read the case study. Write down, or tell your trainer, the answers to the questions.

Case study

Linda was doing a lot of copy typing. She had the documents she was copying on the left side of her desk. She found she was getting a sore neck, as she had to turn her head to read from the original document and then back to the screen as she typed.

1. What condition might Linda get if she doesn't do something about the muscle strain in her neck?

2. What are some things Linda could do to stop this neck strain?

Part B

1. Answer the following questions about your computer at your workplace, learning centre or home.
 - a) Which operating system are you using?
 - b) What type of computer are you using?
 - c) Do you have a DVD drive?
 - d) Do you have USB ports?

2. Carry out the following instructions. Your trainer or supervisor will watch you.
 - a) Turn on your computer.
 - b) Type in your user name and password (if you need to).
 - c) Move around your desktop using the mouse.
 - d) Open Microsoft Word. Close it.
3. Go to the **Start** menu. Slide the mouse to **All Programs**. List three programs that you can see.

Part C

1. List three icons that are on your desktop.

2. Write down, or tell your trainer, the ways in which the computer can arrange icons.

3. Using the mouse, right-click on an empty space on the desktop. Select **Personalize** from the shortcut menu that appears.

- a) List three different types of screen savers stored on your computer.

- b) Change the background on your desktop.

Part D

1. Go to the **Help** function in Microsoft Word. Choose a topic that you need to know more about.

2. Open some other programs. Do they all have a Help function? Click on one to see how it opens and what options it gives. What did you find?

Topic 2

Use the desktop environment

Knowing how to use your computer desktop well is important. In Topic 1, you learnt about organising your desktop. This included moving the icons around so they are easy to see. You must also know what each icon represents so you can select the correct icon for your work.

Another important part of using a computer is understanding how to work with windows on a computer screen. Windows are the screens that open up when you double-click on a program or icon. In Microsoft Windows operating system, you can have many programs open at once. Each window you open appears in front of the window that is already open. You have to know how to open and close a desktop window and how to change its size.

We talk about the desktop and the windows and icons you use on it as the desktop environment.

In this topic you will learn how to:

- 2A Use desktop icons
- 2B Work with the desktop windows
- 2C Create shortcuts

2A Use desktop icons

Icons are small pictures on the computer desktop. Each icon is linked to something. For example, they can be linked to a program, file, folder or printer. To open the program or file that you want, just point to the icon with your mouse and double-click (click twice). This will then open the file or program.



When you start a new job; your desktop may only have a small number of icons on it. These are likely to be the Recycle Bin, Computer, Microsoft Word and My Documents. You may also have Outlook Express (an email program) and Internet Explorer (a program that helps you look at the internet).

As you begin to do your job, you will probably want to add other icons to your desktop. You may want to add an icon so you can open a folder quickly. A folder is also called a directory. You can create folders to keep files neat, tidy and organised. They make files easier to find.

Desktop icon functions

Some icons relate to the network. Remember that a network is a system that allows several computers to share files. One common kind of network is a LAN. This stands for Local Area Network. It is common in small offices. This network allows people in the office to share files and to share such things as printers.

An important icon on your desktop is the Recycle Bin. When you delete a file or folder it goes into the Recycle Bin. However it is not deleted. It stays there until you open the Recycle Bin and delete it from there again. This is very useful. It means that if you

have deleted something by mistake you can still get it back later from the Recycle Bin when you realise your mistake. Mistakes like this can easily happen if you are busy or tired. It has probably happened to everyone working on a computer!



If you want to get the file or folder back from the Recycle Bin, you just right-click on it with your mouse and choose Restore from the menu. It then goes back to where you had it saved.

Sometimes folders are too big to be stored in the Recycle Bin. If this happens a warning sign will pop up on your desktop.

Practice task 7

Go to a computer at your learning centre or workplace.

1. What icons are on the desktop?

2. Are they the ones mentioned above?

3. Do you know what they all represent?

2B Work with the desktop windows

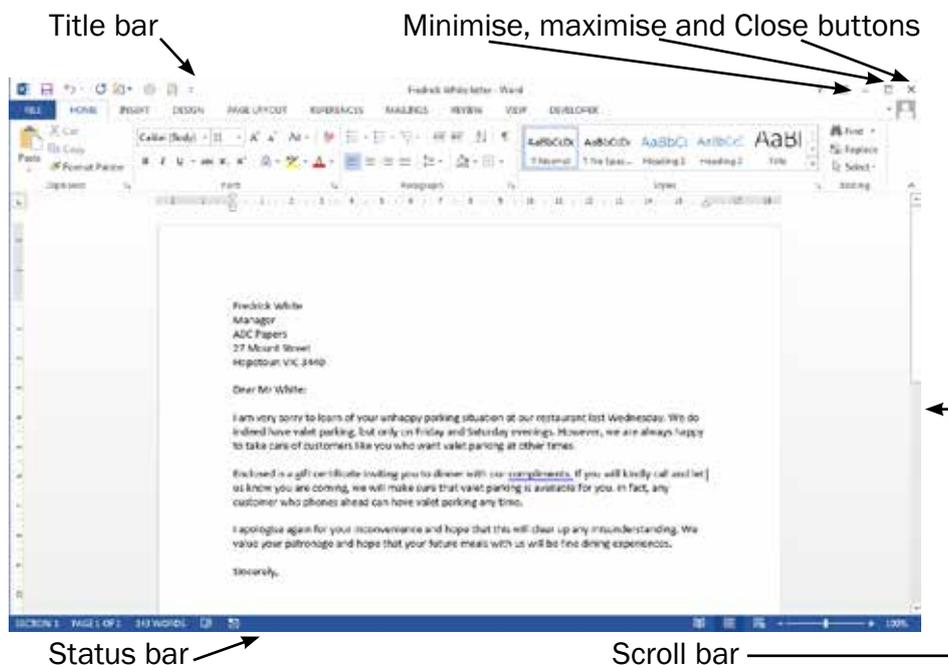
Remember that windows are the screens that open up when you double-click on an icon or program. Most windows have similar features.

There are four main features of a window that you need to learn about. These are the:

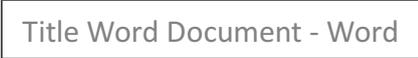
- title bar
- scroll bars and buttons
- status bar
- taskbar.

You also need to know which is the active window; that is, the one that you are currently using.

The following picture is an example of a window in Microsoft Word.

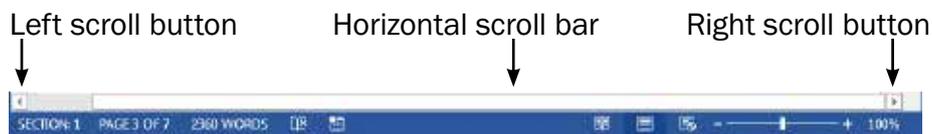


Title bar



All windows have a title bar. This shows the name of the program running inside the window. It also shows the **Minimise**, **Maximise**, **Restore** and **Close** buttons for the window. You will learn more about these buttons shortly.

Scroll bars and buttons



Most windows have scroll bars and scroll buttons on the bottom edge and right edge of the window. You can use the scroll bars to move around, or scroll, within your document.

You have to use the scroll button when there is too much information to fit into the window at one time. For example, you may be typing a document that is two pages long. The information will not all fit on the screen at once.

Status bar



The strip along the bottom of a window is the status bar. This bar displays information from the program that is in the window. In the previous example, this person is working on page one of a one-page document.

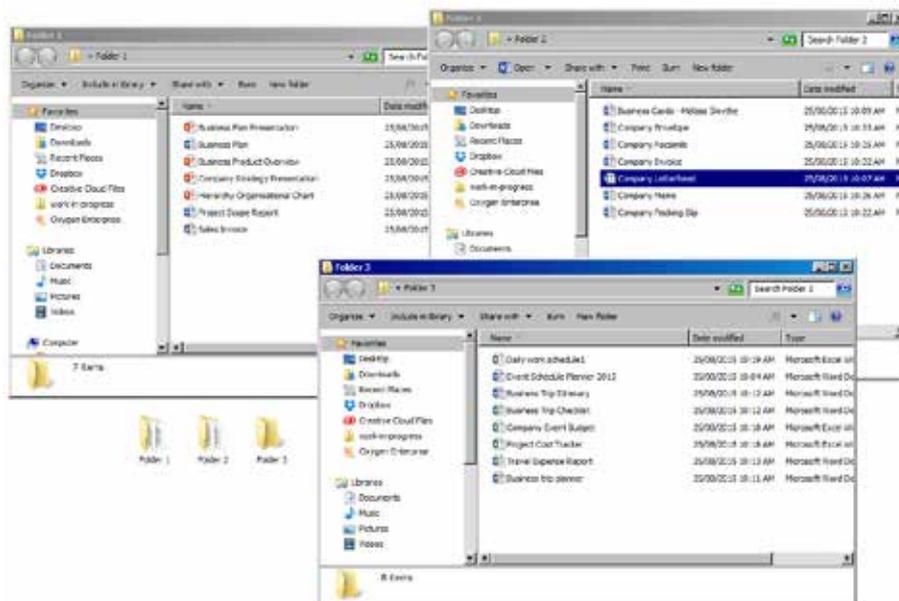
Taskbar

Every program or file you open will also display its own button on the taskbar at the bottom of the screen.

In the image below the person has three programs and several folders open on the desktop. These show up in the bar at the bottom of the screen.



Active window



Although the person in the example above has three windows open at once on the desktop, only one is the active window. The active window is usually shown in a darker colour.

Change the size of a window

If you are working on two or more programs at once, you may want to change the size of the window. Then you can swap between them more easily.

You can use the buttons on the title bar near the upper-right corner of the window.

When you click on the **Minimise** button , the window disappears. Only the title remains on the taskbar. When you minimise a window, the program is still open.

When you click on the **Maximise** button  the window takes up the full screen. It is also becomes the active window. Select this button when you are working on a document. It will take up the whole screen.

When you click on the Maximise button it turns into a **Restore** button  showing an icon of two windows. Clicking on the **Restore** button returns the window to its previous size.

Example: Linda's taskbar

When Linda is working on letters for her workplace she sometimes wants to check her emails. She does not want to close the letter document in case she needs to make changes. So she clicks the **Minimise** button. Her letter shrinks to just the name on the taskbar. She now has a clearer desktop for when she is checking her emails.

When she goes back to make changes to the letter, she just clicks on the name of her letter in the taskbar to restore it as the active window.



Close a window

To close a window, click on the **Close** button  on the top right corner of the window. If you haven't saved your work a dialog box will appear. It will ask whether you want to save or not. This is a useful warning. If you close it without saving, you will lose your work.

To close a window, you can also:

- press the **Alt+F4** keys on the keyboard to close the active window
- choose **File** from the tool bar at the top of the window and select **Close** from the menu.

Different software packages, such as Microsoft Office 2013, will have different ways to close files.

Example: Linda's method of closing windows

Sometimes Linda opens a program from the desktop or the **Start** menu by accident. The first time she did this she was a bit worried about what she should do.

She didn't know the program and there were commands she was not familiar with. However, she soon learnt that no matter what the window was, she could click on the **Close** button in the top right corner.



Practice task 8

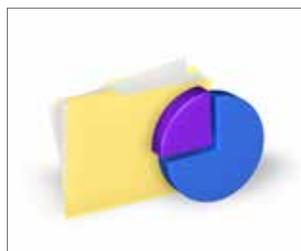
Go to a computer at your learning centre, home or workplace.

- Open up the program used to send emails.
- Check what is written in the title bar.
- Check the scroll bars on the open email program window. You will need to open an email message to get the horizontal scroll bar.
- Look at the status bar. It should show how many messages there are on the screen and how many are unread.
- Practise maximising, minimising and restoring the email program window.

2C

Create shortcuts

When someone installs Windows or another operating system, some icons automatically appear on the desktop. As well, when you start a job the supervisor or technical person may place icons on the desktop for you.



A shortcut is a special kind of icon. A shortcut links you to a particular file, program or folder that is stored elsewhere on your computer. You may wish to create your own shortcuts or links to files or programs. An icon is a symbol for a particular file or program. All shortcuts have a little arrow in the lower-left corner of the icon. This indicates that the icon is a shortcut. A shortcut is a quicker way to get to a file or folder.

You can create shortcuts to any file, folder or program on your computer. They should be used for the files or programs that you use often.

Example: Linda's desktop shortcuts

Linda's workmate Jean has a lot of shortcuts on her desktop. She has them for most of the programs she uses. She also has them for a lot of files. Costa says he doesn't like to create many shortcuts. He says it makes the desktop very crowded.

As Linda uses Internet Explorer a lot she decides to place it on the desktop. She also regularly sends a template letter to suppliers. She decides it would be easier to open the letter from the desktop, so adds a shortcut to it.

Create a shortcut on the desktop

Follow these steps to create a shortcut on the desktop.

1. Open the **Start Menu** and go to **All Programs**.
2. Right-click on the program or file you want to create a shortcut for and scroll to **Send to**.
3. Select **Desktop (Create Shortcut)**.
4. A shortcut to the program will appear on the desktop.

This method will also work for files in Windows Explorer. If you decide you have too many shortcuts on your desktop, just click on the shortcut with the right mouse button. Choose **Delete** from the menu. The shortcut will go to the Recycle Bin but the program will remain intact on your computer.



Practice task 9

Practise making and deleting a shortcut to a file, folder a program:

- Create the shortcut.
- Send that shortcut to the Recycle Bin.
- Open the Recycle Bin and delete the shortcut from there.

Summary

1. Icons are small images that link the user directly to programs, folders or files.
2. Double-clicking an icon with the left mouse button opens the program, folder or file.
3. The size of the desktop window can be changed using the **Maximise** and **Minimise** buttons at the top right-hand corner of the window.
4. Shortcut icons can be created for files, folders or programs.
5. Shortcuts give quick easy access to files, folders or programs you use regularly.

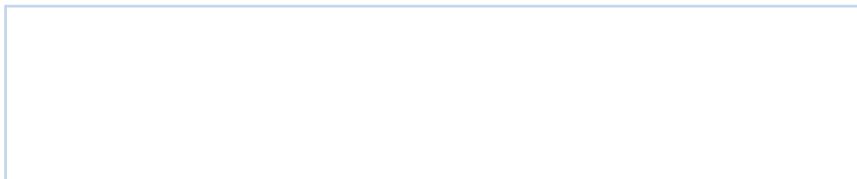
Learning checkpoint 2 Use the desktop environment

This learning checkpoint allows you to review your skills and knowledge in using the desktop environment.

Where observation is required, either have your trainer observe your actions or make a recording of yourself to show your trainer later.

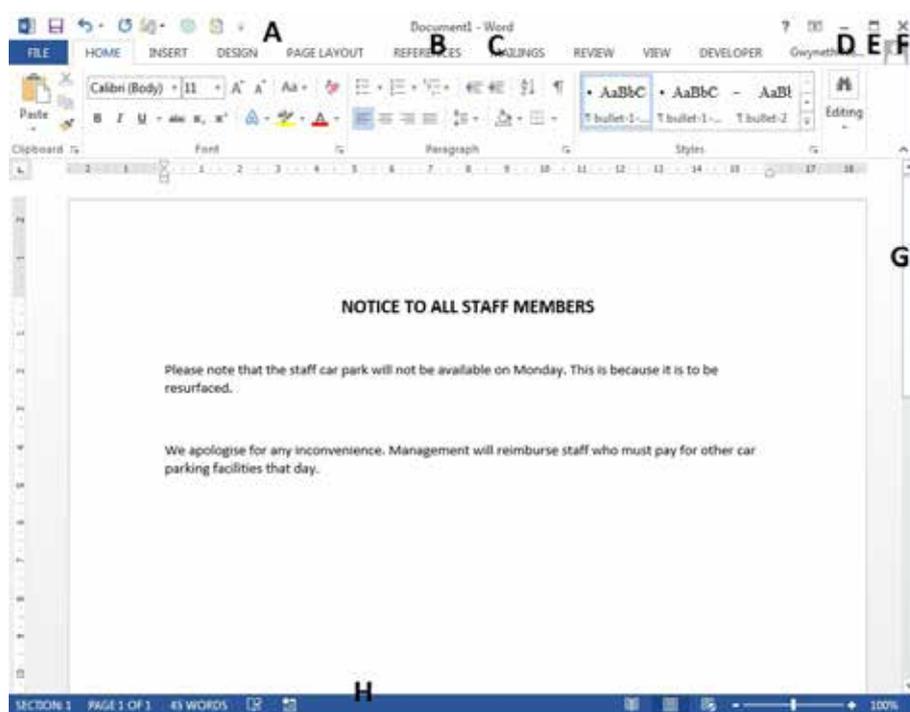
Part A

1. Demonstrate to your trainer that you are able to open two programs by selecting two icons on the desktop. Close the programs correctly.
2. Choose a program that you think you would use a lot. Create a shortcut for that program. Check that the shortcut works.
3. Check whether your desktop has shortcuts for Outlook Express or Microsoft Word. If not, create a shortcut for one of them.
4. Explain why the documents you delete stay in the Recycle Bin.



Part B

Look carefully at the screenshot below and note which program feature is represented by each letter in the table that follows.



Letter	Feature
A	
B	
C	
D	
E	
F	
G	
H	

Part C

Do the following tasks:

- Open a program window.
- Open a second program window.
- Look at the taskbar to see how the active window is shown. Is it a different or brighter colour?
- Minimise one window.
- Restore the window to its original size.
- Close one window using the **Close** button.
- Close the other window using **Alt+F4** or **File** on the menu bar.

Topic 3

Organise files and folders

On your computer at home or at work you will have a number of files. Some files are also called a documents. Folders are a way of organising your files so it is easy to find them. Folders are also called directories.

Folders are like a paper filing system. In a paper filing system, documents are organised into folders that describe what is in them. For instance, a folder called Power Bills may include gas and electricity bills and payments. You use a folder on your computer to group files that relate to a subject. For example, you might keep copies of any letters you type in one folder. Or, you might keep any documents to do with your study in a folder.

Folders can also have subfolders. These are just folders inside another folder. These are useful if you have a very large number of files in a folder. To use a computer effectively, you need to know how to create, move, copy, rename and delete files and folders. You also need to know how to get information about the file and save it to another kind of media such as a USB memory stick.

In this topic you will learn how to:

- 3A Create folders
- 3B Save files in folders
- 3C Rename files and folders
- 3D Find file and folder attributes
- 3E Move files and folders
- 3F Save files and folders to other media
- 3G Search for files and folders
- 3H Delete and restore files and folders

3A Create folders

Folders are used for organising files. So, first we need to look at how to create a file.

Files can be created the following ways:

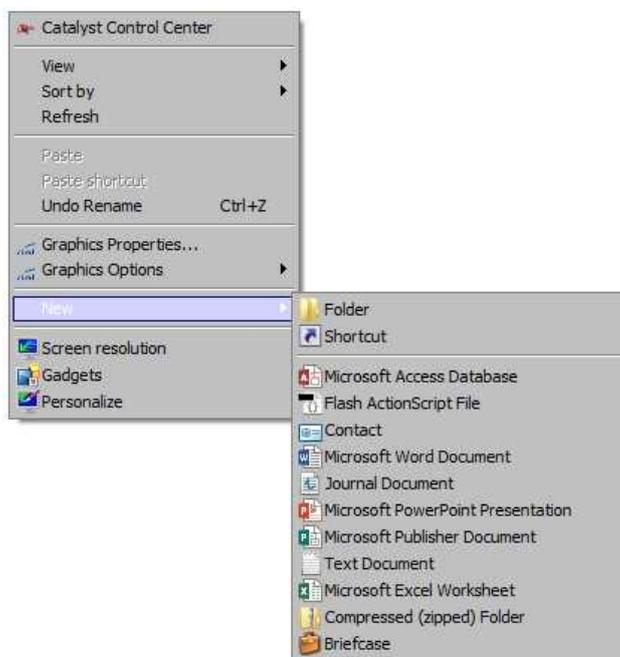
- the desktop
- Microsoft Word, or any other program you have opened.

Create a file from the desktop

Follow these steps to create a file from the desktop.

Go to your desktop.

1. Right-click anywhere on the desktop.
2. Select **New** from the shortcut menu that appears. The following diagram shows what it will look like on the desktop.



3. Select the type of file you would like to create from the shortcut menu; for example, if Microsoft Word Document was selected, a **New Microsoft Word Document** icon will appear on the desktop.
4. Type in the name of the new document. Then double-click to open it.

Create a new file in Microsoft Word

Follow these steps to create a file in Microsoft Word.

1. Open Microsoft Word.
2. A new blank document will open up automatically for you.



Save a file

As you work in the file, you need to save it. To save a document in Microsoft Word:

1. Click on the **File** tab.
2. Select **Save As**.
3. Choose where you want to save it from the drop-down list.
4. Give your file a suitable name. (See the following section for more information.)
5. Click **Save**.

File names

You name a file at the same time that you create it. File names can contain up to 255 characters (any keystroke on a keyboard). They can have spaces, commas and semicolons. They can be in upper and lower case. However, file names cannot contain the following characters:

\ / : * ? " ' < > .

File types

There are some different types of files. You will notice that in Microsoft Word 2013 the file usually comes up with the ending '.docx'; for example, 'Job Application.docx'. This is called a file extension. Regardless of how the file is created or saved, Microsoft Windows always gives it an extension. This identifies the 'type' of document. For example, if you create a spreadsheet in Microsoft Excel 2013, the extension is '.xlsx'.

Some common extensions are outlined below. These identify the type of file or the program in which the file was created.

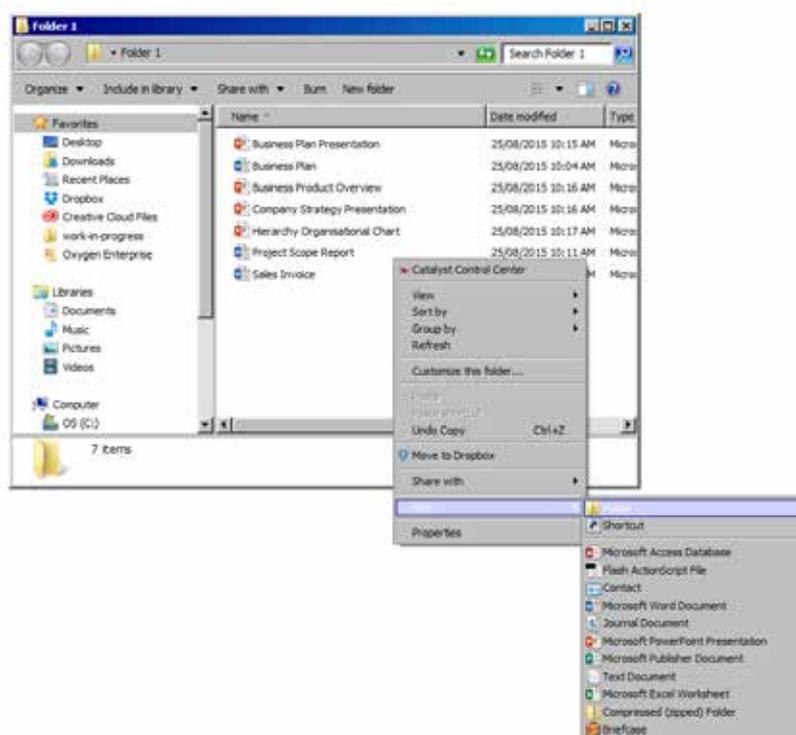
Program that produces file	Extension	Meaning
Microsoft Word 2013	.docx	document
Adobe Acrobat	.pdf	portable document format
Microsoft Excel 2013	.xlsx	spreadsheet
Many cameras and photo programs	.jpg	image

Create a new folder

As you have already learnt, folders can also be referred to as directories. They are a way of keeping files in groups. It is similar to the way people keep files in folders in their filing cabinets

Follow these steps to create a new folder:

1. Double-click on a folder where a new sub-folder is to be created
2. Right-click in the folder and select **New** on the popup menu.
3. Click on **Folder** from the sub-menu.
4. Give the folder a name.
5. Then you can just drag the files you want into the subfolder. Remember you can drag by holding down the left mouse button.



Example: Linda organises her work

After Linda has been at Super Lees for more than a month, Roman asks her for a letter she typed to Sweet Peas Company, one of their suppliers. Linda forgets where she has saved it. She needs to make some quick changes to it before it is sent out and she does not have time to re-type it.

She realises just how much typing she has already done when she looks through all her files. There are letters to suppliers of many different products such as spices, washing powders, frozen and fresh food and meat. She has to get more organised.

Roman has arranged his folders according to each type of food or category of product. This makes it easy for him to find files relating to different suppliers. He suggests that Linda do the same. For example, meat is the main heading of one folder. Its subfolders are called sausages, steak, chops, veal and liver.

Roman stresses that it is important to set up the system in a correct and logical way. Then Linda will be able to find her files easily.

Linda thinks about all the different types of products. She also thinks about her own visits to the supermarket and how the goods are displayed on the shelves. There are sections for Asian food, washing powders, cakes, tea and coffee and so on.

She does a sketch of the some of the product categories. It looks like this.

Frozen foods	Meat	Asian food
Peas	Sausages	Spices
Pies	Steak	Rice
Pizzas	Chops	Soy sauce

Linda is going to have to create subfolders for the product categories she listed. Subfolders are just folders within folders. If you have many files in a folder, you may want to divide the files into subfolders.

Practice task 10

1. Complete these steps:
 - Open Microsoft Word.
 - Create a new Word document.
 - In this new file, type a short list of your favourite films.
 - Now save the file. Name it **Good films**. Save it in the **My Documents** folder.

2. Complete these steps:
 - Create a new folder in the **My Documents** folder.
 - Name the folder **Things I like**.

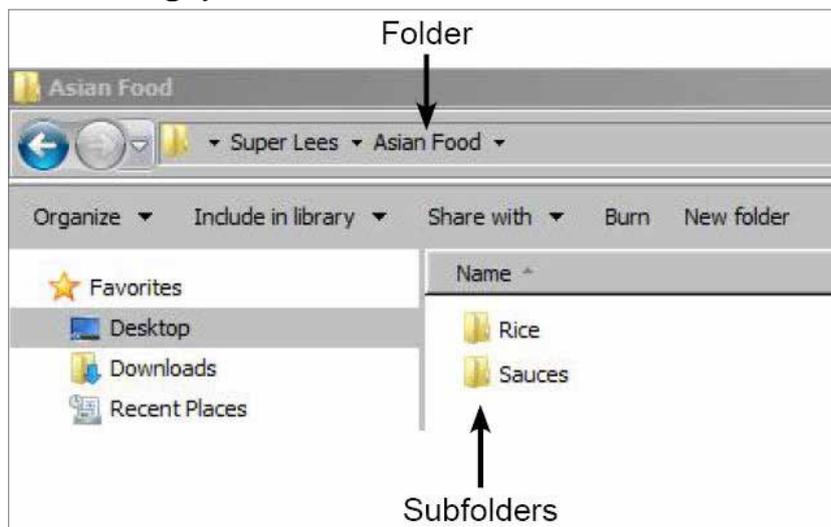
3B Save files in folders

It is important to give folders names that are clear and tell you exactly what is in the folder. When you are in a workplace you must give folders names that other staff members can easily recognise. In the following example, Linda tries to come up with some folder names so other staff members can easily identify the files they contain. The staff members share folders through the computer network.

Example: Linda organises her files

Linda decides to organise her files by creating some new folders. She looks at the **Frozen food** folder and decides that it is hard to find the files.

She creates subfolders inside the **Frozen food** folder. To do this Linda clicks on **Frozen food**. She right-clicks in the folder and selects **New** and then **Folder**. She creates folders such as **Carrots**, **Pastas** and **Pies** in the same way. She creates subfolders for **Asian Food** too. She names these **Rice** and **Sauces**. She then moves her files into these new folders. This is what her filing system looks like when she has finished:



Moving files into folders

To move a file into a folder, you can do one of the following.

1. If it is a new file, as soon as you have finished typing, click in **File**.
2. Select **Save As**.
3. Select the folder you want the file to go in.
4. Click **Save**.



OR

If the file has already been saved in Windows Explorer or My Documents, you can just drag it into the folder. Hold down the left mouse button as you drag.

Practice task 11

Complete these steps:

- Move the file named **Good films** into the folder named **Things I like** that you created previously.
- Double-click on the folder to open it. Now create a new subfolder named **Good books**. This is now a subfolder inside the folder **Things I like**.

3C

Rename files and folders

You can rename files, folders and subfolders at any time. This is useful if you decide the name is not easy for other people to identify.

Follow these steps to rename a file or a folder:

1. Find the file, folder or subfolder you want to rename and right-click on it.
2. Click on **Rename** from the shortcut menu that appears.
3. Type the new name on top of the old name. As you type the old name will disappear.
4. Press **Enter** on your keyboard, or click outside the file name.

Example: Linda renames a file

Linda has a file named **Toms P and P**. She thinks other people might not know what the P and P meant. She decides to change it to **Toms Pizza and Pasta**. She right-clicks on the file with her mouse and selects **Rename** from the menu. She then types in the new name and presses **Enter**. The name is now changed.



Practice task 12

Complete these steps:

- Right-click on the folder you created called **Things I like**.
- Select **Rename**. Give it the new name **Some things I like**.
- Click anywhere on the screen or press **Enter**.

3D Find file and folder attributes

Sometimes you might need to know information about a file, especially if there are two similar files. For example, one might be a draft. You might want to see the most recent version.

You can find out quite a lot of information about each file. The information is referred to as the file's attributes or details. The Microsoft Windows operating system uses the term file properties.

File attribute information is useful if you need to know how much space a file is taking up on your computer. Or, you may want to save it to a USB thumb drive and need to know whether it is too big for the storage space available.

The properties for each file are displayed in a special **Properties** dialog box. You cannot change this information.

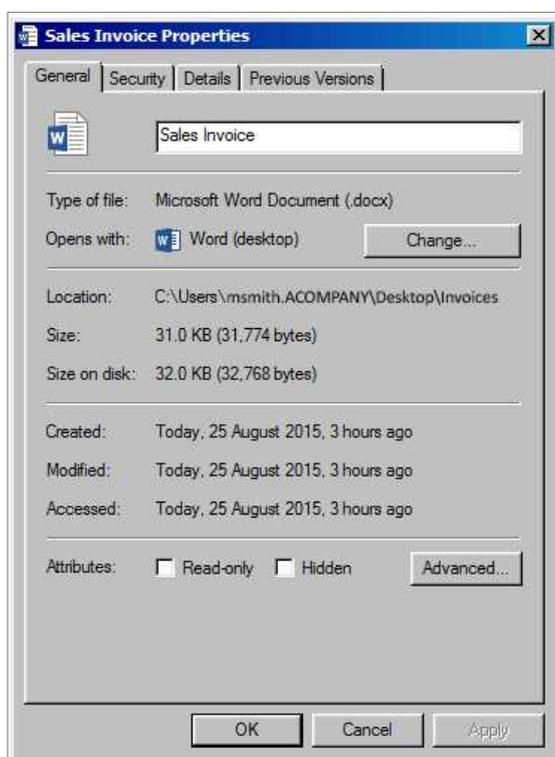
The attributes of a file can include:

- the size of the file
- who wrote it
- what date it was set up
- when it was last changed (modified).

Viewing the attributes of a file

Follow these steps to view file properties.

1. Select the folder the file is in, and then left click to open it.
2. Right-click the file.
3. Click on **Properties** from the shortcut menu that appears. A dialog box will appear.



Folder attributes

You can also find information about the folder attributes.

Information about the size of a folder is useful. You may want to save the folder to another media such as a USB drive so you need to know if it will fit. You will learn about saving files onto other media later in this chapter.

The folder information includes:

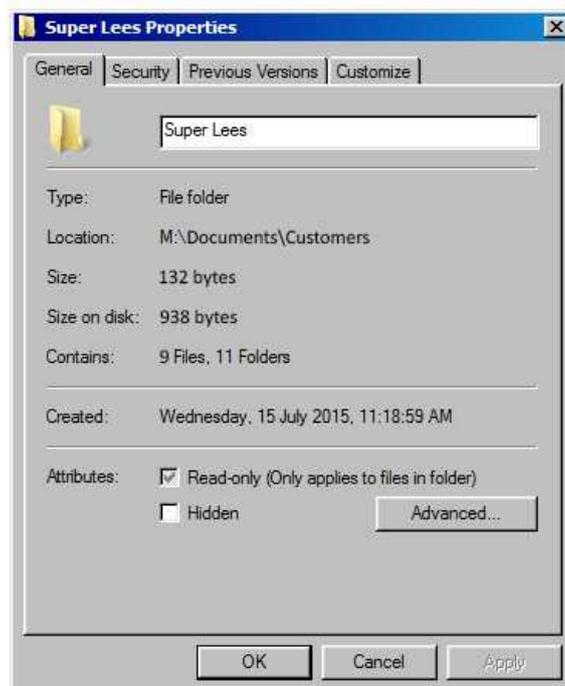
- the folder type
- its location
- its size
- the number of subfolders and files it contains
- the date it was created.

Viewing folder attributes

Follow these steps to view a folder's properties.

1. Right-click on the folder.
2. Click on **Properties** from the shortcut menu that appears.

In the Super Lees folder you can see that it contains one file and one folder. It was created on the 15th of July 2015. Its size is small because the folders have just been set up and the current files contain very little information.



Practice task 13

Complete these steps:

- Right-click on your folder named **Some things I like**.
- How many files and folders are listed?
- When was the folder created?

3E Move files and folders

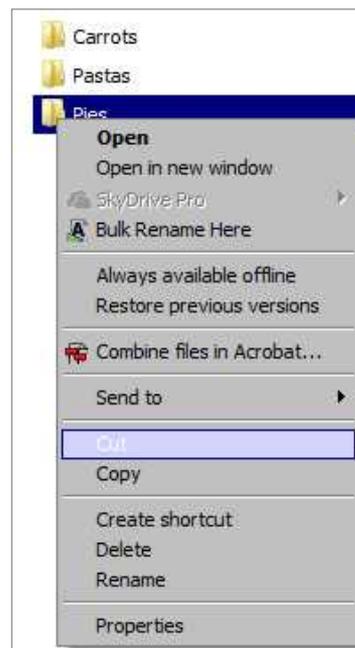
On the computer, you can copy or move a file (or a folder) in a number of ways. This helps to keep files organised. You may also need to move a file or folder because you have accidentally saved it in the wrong place.



Move files or folders using 'Cut' and 'Paste'

Follow these steps to move a file.

1. Locate the file or folder you want to move.
2. Right-click on the file or folder you want to move.
3. Select **Cut** from the shortcut menu that appears.
4. Right-click on the folder you want to place it in.
5. Click on **Paste** from the menu. (If you are moving a folder, it will become a subfolder in the folder you have moved it to.)



You may want to keep a file in its original place and also have a copy in a new place. To do this, you follow the steps above, but you choose **Copy** from the shortcut menu instead of **Cut**.

Move files by dragging them

Files and folders can be moved by dragging them from one location to another. Follow these steps to drag a file or folder to a new folder.

1. Find the correct folder and click on it to open it.
2. Find the file you want and click on it.
3. Hold the left mouse button down when selecting the file,
4. Use the left mouse button to drag and drop the file into the new folder. You have to keep the left mouse button pressed down until you reach the folder. The file being dragged is usually in a lighter colour.

Example: Linda moves a folder

Occasionally Linda sets up subfolders in the wrong place and wants to move them. For instance, Linda discovers that the **Brooms** folder is under the **General items** folder instead of the **Laundry** folder. She decides to move it to its correct place. Linda selects the folder and using the mouse, drags it to the **Laundry** folder. Once the **Laundry** folder is highlighted she drops it in the folder. The **Brooms** folder becomes a subfolder of **Laundry**.



Practice task 14

Complete these steps:

- Open **My Documents** and create a new folder named **Good food**.
- Use the mouse to drag your new folder into the folder named **Some things I like**, you previously created.

3F

Save files and folders to other media

So far you have looked at saving files and folders on your hard drive. You may want to save them in other ways so you can take them to another computer, post them to someone or keep them in storage away from your computer.

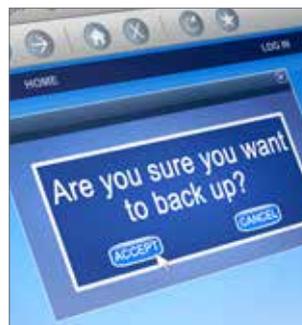
Do regular file backups

Often offices do a regular file backup. This means all the files are saved on to another hard drive DVD, or uploaded each night. This is just in case something should happen to the office computer system. For example, there might be a power failure and the system crashes. If this happens, everyone's documents may be lost.

Example: Linda backs up her files

At Super Lees the computer department does a regular backup. All files are saved at the one time.

Linda also learns how to backup some files on other drives. This is useful if she needs to take her files to another department or if she does not want to keep them on her hard drive.



Use other drives

Apart from the hard drive computers may also have:

- Firewire ports
- a DVD or Blu-ray drive
- USB ports.

You can use these drives and ports to save files and folders to other media; for example: flash drives, memory sticks, USB sticks or thumb drives connect to the computer via the USB port. Other computer peripherals, such as digital cameras and mp3 players, also connect to the computer via the USB port.

Portable hard disk drives

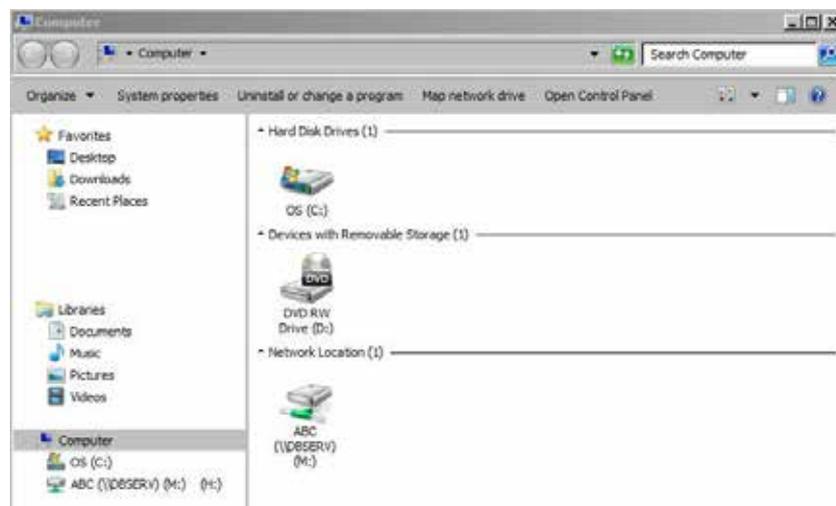
Portable external hard disk drives are commonly used to store files and folders, as are flash drives and DVD drives. They are small, fast, hold a lot of information and are strong.

If you go to **Computer** (or **My Computer**) directly you will usually see the following drives listed:

- the hard disk drive is (C:) drive
- the DVD drive is (D:) drive
- when you insert an external hard disk drive into a USB port it may show as another drive number such as (F:) drive.

You do not need to turn the computer off before you insert any external drive device into the USB port.

The following is an example of the view in **Computer** showing the different drives.



Save to a USB flash drive

Remember that the same USB device might be called a flash drive, a memory stick or a thumb drive. To access a USB drive:



1. Insert the flash drive into a USB port.
2. Select the file or folder you want to save.
3. Click on **File**.
4. Click on **Save As**.
5. Select the USB drive (often F:)
6. Select **Save**.

Always close the file or folder before you remove the flash drive from the USB port or you may lose your data.

Save to a portable disk drive

Saving to a portable hard disk drive uses the same techniques as saving to the computer's main internal C: drive.

1. Attach the external disk drive to the USB port.
2. Once the computer recognises the drive it will appear in Windows Explorer with a separate drive letter.
3. Create and copy files using standard file creation and copying procedures.
4. To disconnect the external drive, right-click on its drive letter and select **Eject**. Do not disconnect the drive until the drive letter disappears.

Zip files

Sometimes it may be necessary to collect files or folders together into an archive file, commonly known as a Zip file. Files may be moved into a Zip file in order to make them easier to transport digitally. To create a Zip file:



1. Select the file/s or folders you wish to put into the Zip file (hold down the **Ctrl** button if you want to include more than one file or folder).
2. Right-click on a selected file or folder.
3. Select the **Send to** option and then **Compressed (zipped) folder**.
4. A new file will appear, containing all the files you had selected.
5. By default, this Zip file will have the name of the file you right-clicked on. The file name can be changed in the same way discussed earlier in this topic.

Practice task 15

1. Do you need to turn off your computer before inserting a flash drive?

2. What must you do before taking a flash drive out of the USB port?

3G Search for files and folders

There might be times when you cannot remember where you have stored a file or what you have named it. One way to find a file you have created on your computer is to scroll (with the mouse) through all your documents. Luckily, there's also a quicker and easier way.



Find a file or folder

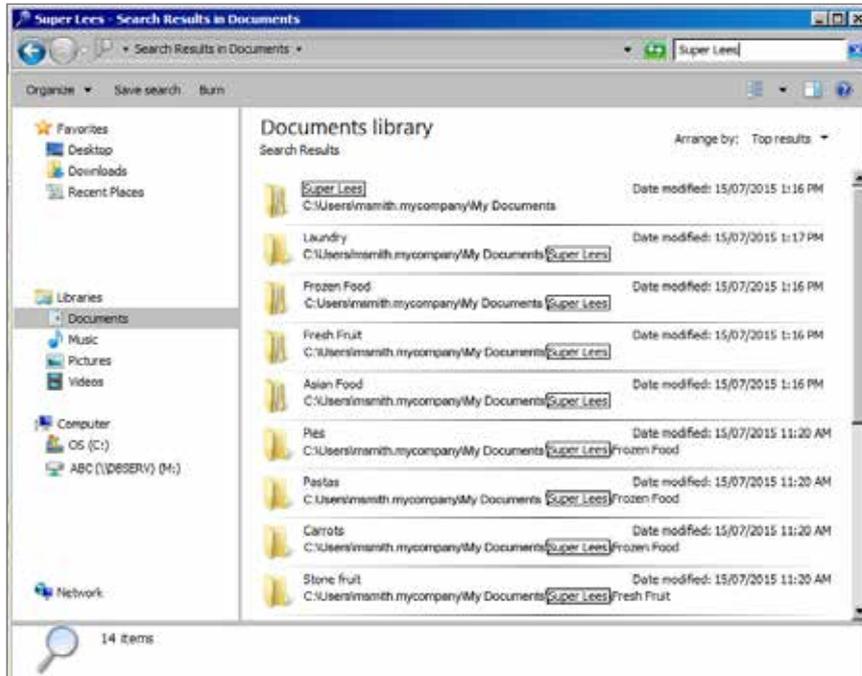
It is possible to perform an search for a file in Windows

1. Either click on the Start button and type the file or folder name or, open the location you wish to search and type the name of the file or folder into the search bar here.



For example, this might be the (C:) drive or My Documents. In the illustration below the name of the folder is Super Lees. The person is looking for it in My Documents.

2. Click the Search button or enter.



3. When the Computer has found the file or folder it will display a list of files and folders with the name you entered into the search, in the above example, 'Super Lees'.

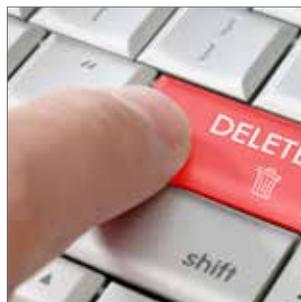
Sometimes you might forget the exact name you had given to the file or folder. If that happens, you can search by typing a keyword into the search box.

Practice task 16

Practise searching for the folder **Some things I like** that you previously created.

3H Delete and restore files and folders

You must know how to delete files that you no longer need. When there are a lot of files stored on a computer, it is slower to operate. It is also harder to find files.



Sometimes you can delete files once you have printed out a copy and put it in the paper filing system. At other times, you may need to keep the file on your computer so you can make changes to it.

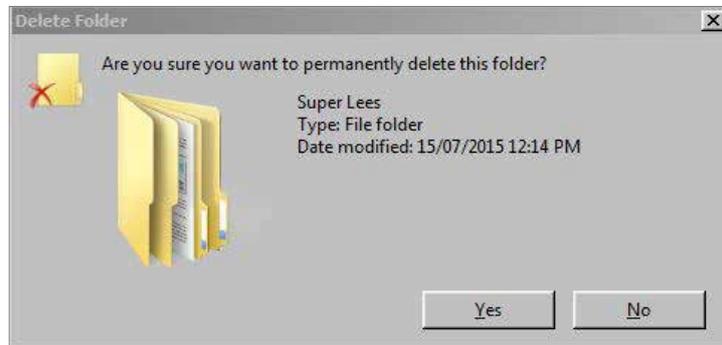
When you are not sure if you should delete a file, ask your supervisor. There are usually rules about what to keep and what to delete. You should regularly tidy your computer filing system.

You are more likely to keep a folder for a longer period than a separate file. You may just want to delete files within the folder and keep the folder itself. This also helps to clean up the amount of data on your computer.

Delete files and folders

Here is how to delete a file, subfolder or folder.

1. Right-click on the file or folder you want to delete.
2. Click on **Delete** from the shortcut list.
1. Before the file or folder goes into the Recycle Bin, you will get a message on the screen asking whether you are sure you want to delete it. You must then click **Yes** or **No**.



If you have saved a file or folder to your desktop, you can simply click on it with your left mouse button and drag it into the Recycle Bin.

Restore a file or folder

You might send a file or folder to the Recycle Bin by mistake. You may realise afterwards that you need it for some reason. You might want to get it back (restore it).

Here is what you do to get a file or folder back from the Recycle Bin.

1. Double-click on the Recycle Bin icon on the desktop to open it.
2. Right-click on the file or folder you would like to restore.
3. Click on **Restore** from the shortcut menu that appears. The file or folder will go back to its original location in your computer.

You can also just click on the file and then choose **Restore this item** from the left-hand menu.

If you want to restore everything in the Recycle Bin you just click on **Restore all items** on the left-hand menu.

Practice task 17

Complete these steps:

- Open My Documents.
- Right-click on your folder Some things I like.
- Select Delete.
- Select Yes from the dialog box that opens.
- Double-click on the Recycle Bin.
- Right-click on the Some things I like folder.
- Select Restore.
- Check the folder is back in My Documents.
- Don't delete the folder again.

Summary

1. Files and folders can be created from the desktop, or from within programs, such as Microsoft Word.
2. Files and folders should be given clear names to indicate their contents.
3. Subfolders are folders inside other folders.
4. It is possible to find out the attributes of a file or folder, rename it, delete it and restore it to its original location.
5. Files and folders can be moved using Cut and Paste, or by dragging them with the mouse.
6. Data can be saved to the hard drive and also to DVDs and memory devices such as flash (USB or thumb) drives.
7. There is a search option for finding files or folders if you forget where you have saved them or what you named them.

Learning checkpoint 3

Organise files and folders

This learning checkpoint allows you to review your skills and knowledge in organising files and folders.

Where observation is required, either have your trainer observe your actions or make a recording of yourself to show your trainer later.

This assessment activity has 10 tasks. Your trainer will give you advice about when to do them. You may not be able to do them all at once.

1. Create a Word document file. Type in the names of some sports. Give the file a suitable name.
2. Save the file to your folder named **Some things I like**. (You should have kept this from the practice tasks in this chapter and it should be located in **My Documents**.)
3. Create a new folder within the **Some things I like** folder. Give the folder the name **What I like watching**.
4. Select the file named **Good films**, and rename it **Best films**.
5. Move the file named **Best films** to the folder named **What I like watching**.
6. Find out what the attributes are of the folder named **Some things I like**.
7. Rename the folder **What I like watching** and give it the new name **Things to watch**.
8. Search for the file named **Good Food**.
9. Save one of your folders to a flash drive (also known as thumb drive, memory stick or USB drive).
10. Delete one of your folders. Then **Restore** it. Check that it has returned to the correct location.

Topic 4

Print information

There are many features and functions on a computer. One that you will use frequently is the print function.

In most workplaces, there will be more than one computer connected to the same printer. You need to know how to use this printer from your computer.

In this topic you will learn how to:

- 4A Print information from an installed printer
- 4B View printing progress and delete print jobs
- 4C Change the default printer

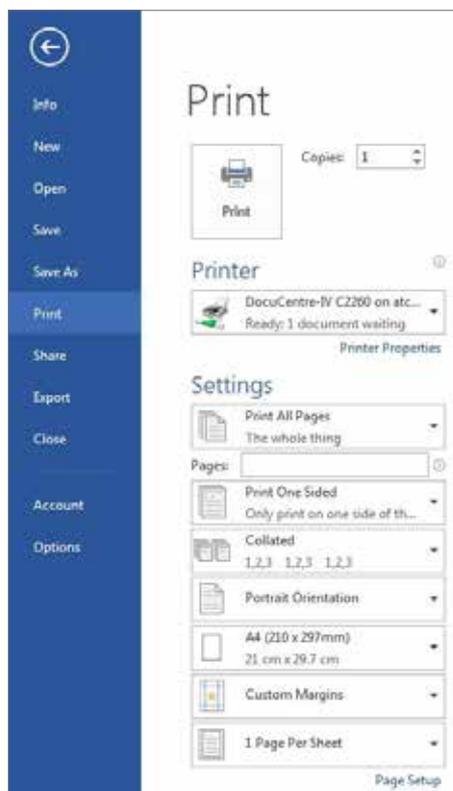
4A Print information from an installed printer

Whenever you need to print a document from Microsoft Word, choose the **Print** command from the **File** tab.

You should be able to:

- select a printer
- choose the number of copies you want to print
- choose which pages you want to print.

You print a document using the shortcut key **Ctrl+P**.



Practice task 18

Open up a document on your computer. If you don't have one to open then just open Microsoft Word. You will have a blank screen.

Use the shortcut **Ctrl+P** to print. Find the area on the screen where you select the number of pages you want. Find the area on the screen where you choose how many copies you want.

4B View printing progress and delete print jobs

There may be times when it seems that your printing is taking a long time. It might be because several other people in the office are also sending work through to the printer.

You can find out where your job is in the printing queue.

1. Click **Start** in the bottom left corner of your computer.
2. Click on **Devices and Printers** (this can also be accessed through **Control Panel**)
3. Double-click on the printer you are using. You will see the queue listed.

Cancel a print job

If you realise there are some errors in a document that you have sent to print, you may be able to cancel it rather than waste paper. Follow these steps to cancel a print job.



1. Click the **Start** button.
2. Click on **Devices and Printers** (this can also be accessed through **Control Panel**)
3. Double-click on the printer you are using.
4. Right-click on the job you want to cancel.
5. Select **Cancel** from the shortcut menu.

Practice task 19

Ask your trainer or supervisor to show you whether there is currently a queue in your workplace or learning centre printer. If possible, view the queue and discuss what the information provided is describing.

4C Change the default printer

More than one computer can be connected to a printer. For each computer this will be the default printer. That is, all the print jobs will go directly to that printer, unless you deliberately choose another one. Any other printers are like spares. If the default printer breaks down, you may be able to select another printer as the default printer.



Change the default printer

Follow these steps to change the default printer:

1. Click the **Start** button in the left corner of the screen.
2. Click on **Devices and Printers** (this can also be accessed through **Control Panel**)
3. Right-click on the printer you want to set as the default printer.
4. Choose **Set as default printer** from the sub-menu that appears (like the one shown).



Practice task 20

Find out how many printers are connected to the network at your workplace or learning centre that you are able to access. To do this, follow the first three steps described previously. How many are there? Which printer is currently the default printer?

Summary

1. You can choose several options when you print a document from an installed printer. This includes what pages you want printed and how many copies you want.
2. Several computers are often connected to the same printer in a network. Sometimes documents can be in a queue but it is possible to check a document's place in this queue.
3. A print job can be cancelled before it has finished printing.
4. If the default printer in a network breaks down you can set another printer as the default printer.

Learning checkpoint 4

Print information

This learning checkpoint allows you to review your skills and knowledge in printing information.

Where observation is required, either have your trainer observe your actions or make a recording of yourself to show your trainer later.

This assessment activity has four tasks. You can do them at your learning centre or workplace.

1. Open a document file. If you do not have one yet, just open Microsoft Word and type a few sentences into the new document. Save it to your desktop. Then print the document. Choose to print three copies.
2. Demonstrate to your trainer or supervisor what you would do if the document took a long time to print out.
3. Open the document again. Choose **Print** and then cancel the print job.

OR

4. If this is not possible at your learning centre, you may tell your trainer what you would do to cancel a print job.
5. Change the default printer at your workplace or learning centre. If you are in a workplace, make sure you check with your supervisor before you do this.

Topic 5

Shut down the computer

Some workplaces have rules about when you should turn computers off and when they should be left on.

You need to check what the rules are at your workplace. Whatever the rule, you need to know how to turn off a computer safely so that you do not corrupt or lose any of your work.

In this topic you will learn how to:

- 5A Close applications
- 5B Shut down the computer

5A Close applications

An application is just another name for a program that you use to do something useful on the computer. Adobe Photoshop, Microsoft Word, Microsoft Outlook Express and Apple iTunes are examples of applications. You can start and stop applications. There are other programs on computers which start and stop automatically. Usually you don't even know they are there.



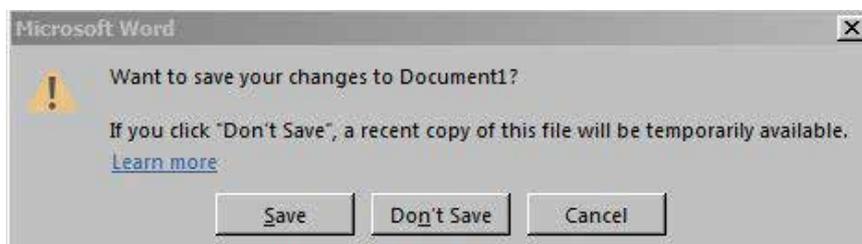
When you shut down a computer, it is important to close all files and applications first. Sometimes programs become corrupted; that is, lose data or information, if you don't close them properly.

Close a file

To close a file in Microsoft Word 2013, follow these instructions:

1. Click the **File** tab.
2. Select **Close**.

A dialog box will appear on the screen asking if you want to save changes you made to your file.



3. Select **Yes**. If you have not saved your file to a location you will be prompted to do so now. If you have already saved the file to a location, the computer will save the work you have recently done on the file. If you chose **No** you would lose either the file or all the last work you did on it.

A much quicker way is just to click on the  button in the top right hand of your computer. It will also ask whether you want to save your work.

Close an application

To close Microsoft Word 2013, follow these instructions:

1. Click the **File** tab.
4. Select **Exit**.

The computer will again ask whether you want to save your work.



Practice task 21

Complete the following steps:

1. Open Microsoft Word. Type a few words into the new document. Click on the File tab. Choose Close. When prompted to save, choose Yes. Save your work to the desktop.
2. Open the document you saved on the desktop. Type a few more words. Click on the  button. Choose Yes. The computer will save your changes.

5B Shut down the computer

A computer should not just be turned off at its power switch or at the power point. If it is, then you could lose your files or some of their contents. You must follow a special procedure called shutting down. This lets the computer make sure that all files are saved correctly, that all programs are closed correctly and also lets it save information about how you may have customised it. This means it will start up much more quickly next time.



Shut down a computer

Follow these instructions to shut down the computer:

1. Using the mouse, click the **Start** button in the left-hand corner of the screen.
2. Click on **Shut down**. A dialog box will appear. This will ask you, 'What do you want the computer to do?' If you are sure you want to shut down, click **OK**.

Some computers will shut down completely at this point. You don't even need to turn off the power switch on the computer. If it does not shut down completely, the screen may display a message: 'It is now safe to turn off your computer'. Follow any instructions that appear on the screen. Turn off the power switch on the computer as well as any other equipment such as printers and monitors that have their own switches. The Off switch is usually the same as the On switch, located on the computer case.

Remember to find out workplace rules about turning off equipment.

Practice task 22

Complete the following steps:

1. Close down any files or applications that are open on your computer. Remember to save any changes to open files before closing them.
2. Shut down your computer.

Summary

1. You must close down all open files and applications before shutting down the computer.
2. The computer will give you a message about saving your files before closing them.
3. Workplaces have different rules about shutting down computers. You must follow their procedures.

Learning checkpoint 5 Shut down the computer

This learning checkpoint allows you to review your skills and knowledge in shutting down the computer.

Where observation is required, either have your trainer observe your actions or make a recording of yourself to show your trainer later.

Complete the following steps:

1. Open Microsoft Word with a new blank document. Type a few words onto this new document. Minimise the document.
2. Open the email program on your computer.
3. Close the file that you minimised.
4. Close both the applications you have opened.
5. Shut down your computer.