

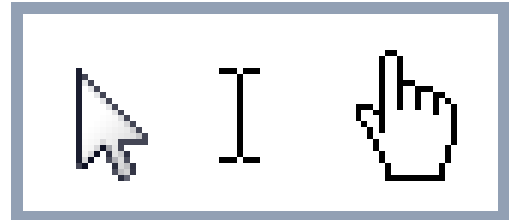
I. Getting Started

Don't panic!

- Computers are not very easy to break and almost everything can be undone
- Experiment and learn
 - There is always more than one way to do things
- Try using the mouse, short-cut keys or menus
 - Ask questions and try things out
- Use Help functions (accessible through pressing the **F1** key or by selecting **Help** from the menu bar) to get some answers
- Try the "Esc" key on your keyboard (upper left) to regain access to controls
- Recruit friends and relatives to troubleshoot

II. Using the Mouse

The mouse lets you move around the screen, drag icons and position your cursor. Clicking or double-clicking a mouse button lets you start a program or view a menu.



Cursor: The cursor is an image that tells you where you are currently pointing the mouse on the screen (aka pointer). Usually, it will appear as an arrow or hourglass (in text, the cursor or “caret” is commonly a vertical bar)

Clicking – make a selection or launch an application: A click is a single press of a button on the mouse. Typically, if someone says “*click*” they are referring to a left-click, which means to quickly press and release the left mouse-button

Double-Clicking – launch an application on your desktop: Double-clicks are two quick presses and releases of the left mouse-button, and are usually used to open a program, folder or file

Drag & Drop – move things around: Press and hold the left mouse button, move the mouse until your cursor is where you want whatever you're moving to go and release the mouse button

Select: highlight a piece of text to make changes to a small part of a document by left clicking and dragging across the text you want to change

Right-Clicking – show hidden options: A single press of the right mouse button, which usually opens a menu. Mac computer mice have only one button; to get the right-click effect, press control, then click

Hover – get additional information: put the cursor on an icon or file without clicking, to get more information

III. Important Terms

Desktop: The main screen on your computer. You can arrange the icons on the electronic desktop as you can arrange objects on a real desktop; moving them around, putting one on top of another, reshuffling them and throwing them away.

Folders: An object that contains multiple files; used to organize information into related sections. Folders on a computer operate much like folders in a filing cabinet.

Files: A collection of data or information stored in one place –similar to a paper document. Different types of files store different types of information.

Icons: Tiny pictures that represent programs, folders, utilities and the like. Clicking or double-clicking on an icon causes the represented program, folder or file to open.

Menu: A list of commands or options for you to choose from. Menus open most often when you click on the menu bar in programs or right-click using the mouse.

Operating System (OS): The software that's in charge of the computer – think of it as the "desk." Acts as a filing cabinet to store folders and programs and keep everything neat and accessible.

Programs: Software that lets you take action – play a game, send email, type a letter or surf the Internet. Programs are also often called **applications (apps)**.

Start menu: In Windows, this is the list of programs and such that pops up when you press the **Start** button. The **Start menu** is always accessible by clicking on the **button** on the lower left of the **task bar**.

Task bar: The bar found at the bottom of the desktop, which acts as a tool to control windows. The **task bar** holds the **start button**, **icons** and the system tray (where the clock is). It also holds windows buttons that let you move between open programs or windows.

Windows: Windows with a small "w" are the boxes that display information on different parts of the screen. You can have multiple windows open at the same time and they can be resized, closed and minimized (using the window control widgets at the upper right of the window). **Windows** with a capital "w" is short for Microsoft Windows Operating System.

IV. Tricks and Tips

Copy and Paste

Using the **copy** and **paste** commands is a great way to transfer text or images between programs and to avoid re-typing information again.

- Highlight what you want to copy by clicking and dragging the mouse
- Press Ctrl+C **OR** select **Copy** from **Edit** menu
- Move the cursor/pointer where you want to paste
- Press Ctrl+V **OR** select **Paste** from **Edit** menu

See other keyboard shortcuts below

Folders

Folders allow you to group files (documents, pictures, etc.) on your computer into related categories so you can find similar information quickly. Think of these as file folders in a filing cabinet. They can be created within a program when saving a file

(click on the **Create New Folder** button) or from within the folder (select **New > Folder** from the **Edit** menu).

- You can move files into and out of folders by clicking on the file or folder to move, dragging it to where you want it to be and releasing the mouse button.

Desktop Wallpaper (Windows 7)

The picture that displays as the background of your desktop is called wallpaper and it's pretty easy to personalize.

- Click on the **Control Panel** option in the **Start Menu**
- Under **Appearance and Personalization**, click **Change Desktop Background**
- Scroll through the themes presented and click on your selection.
- **OR** click on **Browse** to find a picture somewhere else on your computer
- When you've found a picture you like, click on **OK**

If you're looking at a picture saved on your computer, you can set it as your desktop wallpaper in two short steps:

- Right-click on the image you want to set as your wallpaper
- Select **Set as Background** from the menu

V. Dealing with Annoyances

Computer Freezes

At some point every computer freezes up and refuses to respond. These freezes are almost always not your fault and they're usually easy to handle.

Windows:

- Press **Ctrl + Alt + Delete** (or DEL) keys at the same time
- Click on **Task Manager** in the window that pops up
- Select an application that says **Not Responding** and click the **End Task** button
- Alternately, click the power symbol in the lower right and click **Restart**

Mac:

- Click on the apple symbol in the upper left, then select **Force Quit**
- Click on the application that is causing the problem and click the **Force Quit** button

Warding Off Freezes and Keeping Your Computer Healthy

- Be patient → sometimes computers need more time than we want to give them
- Close programs and windows you don't need → computers have a limited amount of memory and power and are sometimes overwhelmed
- Save work frequently → pressing **Ctrl+S** will save documents in Word and other Microsoft programs
- In Windows, run disk cleanup, disk defragmenter and disk scan every few months (under **System Tools** in **Accessories** from **Start menu**)
- Use anti-virus software if you're on the Internet

VI. Learn More about Basic Computing

At North Vancouver City Library

- Browse for books about computing in Row 26, Dewey # 004.16 →
- Look for books about Windows Operating System in Row 25, 005.446
- Take more courses offered by the library (check out our calendar online)
- Set an appointment with a library staff member: techconnect@cnv.org

Online

- Take a free online course: <http://www.gcflearnfree.org/computerbasics>
- Lynda.com: www.nvcl.ca > Research & Learn > Databases A-Z > Lynda.com
 - Sign in with your library card, search for "How to use a computer"

Microsoft Keyboard Shortcuts

Keyboard command	Word	Access	Excel	PowerPoint
Ctrl-A	Select entire document	Select all	Select all	Select all
Ctrl-B	Bold	Bold	Bold	Bold
Ctrl-C or F3	Copy	Copy	Copy	Copy
Ctrl-F	n/a	Find	Find	n/a
Ctrl-G	Go to	n/a	n/a	n/a
Ctrl-H	n/a	Replace text	n/a	n/a
Ctrl-I	Italics	n/a	n/a	Italics
Ctrl-M	n/a	n/a	Format number	Add (create) slide
Ctrl-N	New document	New document	New document	New presentation
Alt-N	n/a	Create new object	n/a	n/a
Ctrl-O	Open	Open	Open	Open
Ctrl-P	Print	Print	Print	Print
Ctrl-Q	Quit	Quit	Quit	Quit
Ctrl-R	n/a	New record	Fill Right	n/a
Ctrl-TAB	Save as	Display Page	Save as	n/a
Ctrl-S	Save	Save Query	Save	Save
Ctrl-U	Underline	n/a	Underline	Underline Text
Ctrl-V	Paste	Paste	Paste	Paste text
Ctrl-X	Cut	Cut	Cut	Cut
Ctrl-Z	Undo	Undo	Undo	Undo
Ctrl-1 (one)	n/a	n/a	Format Cell	n/a