IT Support Service

Level I

Learning guide #24

Unit of Competence: Operate Personal Computer

Module Title: **Operating Personal Computer**

LG Code: **ICT ITS1 M07 L02-LG-24**

TTLM Code: **ICT ITS1 TTLM07 1019v1**

LO2: Access basic information system

Instruction Sheet 1	Learning Guide # 24

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Inserting user name and password to access computer desktop environment
- Navigating operating system to access system information
- Using On-line get help functions

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to: -

- Insert user name and password as prompted and noted access, privacy, security and related conditions of use displayed on introductory screens
- Navigate **operating system** to access **system information** to identify system configuration and application versions in operation
- Use **on-line help functions** as required

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information "Sheet 1, Sheet 2, Sheet 3" **in page - 3, 8 and 16** respectively.
4. Accomplish the "Self-check 1, Self-check t 2 and Self-check 3" **in page -7, 15 and 19** respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet 2 and Operation Sheet 3" **in page -20 and 22** respectively**.**
6. Do the "LAP test" **in page – 23** (if you are ready).

➢ Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.

Information Sheet 1	Inserting user name and password to access computer desktop environment

1.1. Getting familiar with the desktop environment

1.1.1. Using the mouse

One of the most useful tools for working on a computer is the mouse. The mouse is used to move a pointer or cursor around the screen, in order to select a button or icon to perform a particular task, or to access, move or copy data. When you create your own files using application software (like a word processor) you'll use the mouse to help you write and edit text or other data.

So before you start to navigate around the computer, make sure you are comfortable with using the mouse. It may take some time and practice to get this.

Mouse pointer: On the screen, the mouse usually appears as a small white or black arrow. When you move your mouse on a flat surface, the arrow will match the movement on the screen.

To move the mouse pointer, move the mouse across the mouse pad and watch the pointer on the screen move in the same direction. Practice moving the mouse now.

Doing tasks with the mouse

There are a variety of mice available. Apple computers have a single button, while PCs can have either two buttons (a left and a right button) or three buttons (left, middle, right). The left and right mouse buttons, however, are commonly used by PC operating systems.

Some common ways that you can use a mouse with two buttons include:

- **Left-click**: One click of the left mouse button allows you to choose something on the screen.
- **Right-click**: One click of the right mouse button will often open up a shortcut menu.
- **Double-click**: Quickly clicking the left button twice allows you to open a selected file or folder.

- **Click-drag**: Left-click on an item, such as a file icon, and keep holding the mouse button down, then drag the item to move it to a new location. Another common function that click-drag performs is with text. For example, when you are inside a word document, left-click at the start of a sentence and drag to the end of the sentence to select that sentence.

Figure 1: A mouse with two buttons and a scroll wheel

A mouse may also have the additional feature—a scroll wheel—that enables you to use the mouse to scroll up and down a window instead of using the window's **scroll bars**.

1.1.2. Desktop windows

The desktop is the background screen that appears as soon as the computer has finished starting up. The desktop is part of the operating system software, so its appearance is controlled by system settings. There are several useful items on the desktop including:

Icons: An icon is a small picture that may appear on your desktop. Double left-clicking on an icon is an easy way to open a program, files or other items (such as storage drives). Icons allow you quick access to all of these items.

It is very important to become familiar with how to work with **windows** on the computer. A window is an area on the screen that displays programs or information. For example, windows are a device the operating system uses to display a list of the contents of a folder. A window can be moved, resized, opened and closed. Many operating systems allow you to have several windows open at any time, so you can easily move around between areas. Windows are also used in application programs to display a document when it is open.

There are several features of windows including:

- **Title bar**: This is a bar that appears at the top of the window. It often includes the name of the program or folder.

- **Minimize**: This option shrinks the window to its smallest size. It will now only appear as an option on the task bar. The program is still open; left-clicking on it in the taskbar will restore it to its regular size.

- **Maximize**: This options makes the window expand to its largest size.

- **Close**: This will close the window. If you need to save your work, a program will usually ask you to save before closing.

- **Scroll bar:** This is a slider on the right-hand side of the window that allows you to move down the contents of the window, in the same way you might have scrolled down a website page. Left-click and drag the slider, or left-click on the down and up arrows in order to move up or down the window contents.

| **Minimize** | **Maximize** | **Close** |

Figure 2: Buttons that appear in Microsoft Windows operating system windows—to minimise, maximize and close a window. These buttons sit at the top right-hand corner of every window.

1.1.3. The task bar

The **Task bar** is a horizontal bar at the very bottom of the desktop. It shows any applications or windows that are open. If there is more than one document open in an application, it will show the name of the application and the number of files open. It also shows the time and short cuts for any other items open on the desktop.

1.1.4. The Start menu

You can left-click the **Start** button on the Task bar to see the **Start menu**. This menu allows you to:

- access information about the computer system you are using
- access controls for changing the way that information is displayed
- access application programs that are installed on the computer.

Next we'll look at the settings you can access in the **Control Panel**. The Control Panel can be selected in the **Start menu**.

Figure 3: The Start menu where you can access system information and change display settings (in the Control Panel), and open the application programs

Self-Check -1	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. An ___ is a small picture that may appear on your desktop.
   - A. Scroll bar
   - B. Title bar
   - C. Task bar
   - D. Icons
   - E. Minimize:

2. This is a bar that appears at the top of the window
   - A. Scroll bar
   - B. Title bar
   - C. Task bar
   - D. Icons
   - E. Minimize

3. This option shrinks the window to its smallest size.
   - A. Scroll bar:
   - B. Title bar
   - C. Task bar
   - D. Icons
   - E. Minimize

4. This is a slider on the right-hand side of the window that allows you to move down the contents of the window
   - A. Horizontal Scroll bar
   - B. Title bar
   - C. Task bar
   - D. Vertical Scroll bar
   - E. Minimize

5. The _____is a horizontal bar at the very bottom of the desktop. It shows any applications or windows that are open.
   - A. Scroll bar:
   - B. Title bar
   - C. Task bar
   - D. Icons
   - E. Minimize:

Note: **Satisfactory rating - 3 points   Unsatisfactory - below 3 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Information Sheet 2	Navigating operating system to access system information

2.1. Accessing system information and settings
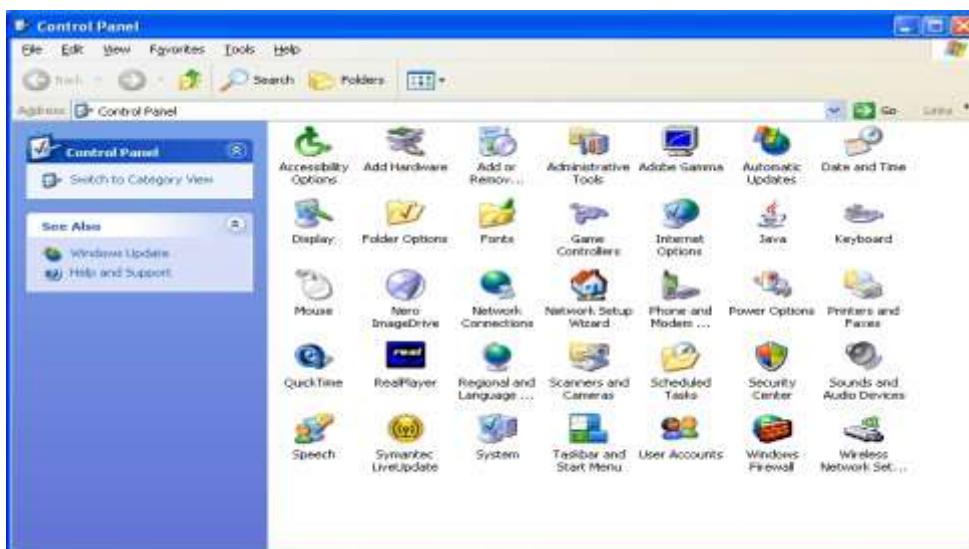
2.1.1. The Control Panel

The **Control Panel** enables you to view and change settings to things like:

- The display—screen savers, patterns, appearance, wallpapers.
- Date and time
- The system—resources that the system has available such as devices listed in the hardware tab.
- Printers and faxes—shows printers and faxes and their settings. There are other options that you could use once you are more confident.

The **Control Panel** window contains many icons that represent different controls, players or information about the computer system. You can access any of these by double left-clicking on an icon.

Look at **Figure 4** on the next page. Find the icons for:

1 Date and time

2 Display

3 Folder options

4 Printers and Faxes.

Figure 4: The Control Panel window where you can access information and system settings by double-clicking on the icons

1.

2.1.2. Customize the desktop

It is possible to **customize** your desktop, for example, to change the background pattern and the style of the text displayed by the operating system. You do this through the **Control Panel** through the **Display** icon.

Now, on your own computer, follow the steps below to customize the desktop on your computer.

1   Left-click on **Start** on **Task bar**.

2   Left-click on **Control Panel**.

3   Double left-click on the **Display** icon.

The **Display Properties** box will appear.

Figure 5: The Display Properties box (in Windows XP)

Notice the tabs across the top of the box—these provide options for changing display properties:

- Themes

- Desktop

- Screen Saver

- Appearance

- Settings. Click on each tab to see the different options.

2.1.3. Appearance

Figure 6. below show the options under the **Appearance tab**.

Change the color scheme and font size

Note: From now on the word 'click' refers to the left mouse button.

1. Select 'Windows style' from the **Windows and Buttons** option. To do this, click on the arrow to see a drop-down menu which lists the options. Then move the mouse pointer down the list to select the option you want.

2. Select a **Colour scheme** in the same way you changed the **Windows and Buttons** option. Notice how the colour scheme changes on your desktop as you choose different options.

3. Now change the font size, for example, try 'Large'.

4. Click on **OK** to save the changes you have made OR click on **Cancel** if you don't want to save the changes.

Figure 6: Options under the Appearance tab

2.1.4. Change the date and time

Follow these steps to change the date and time on your computer clock.

1. Click on **Start** on the **Task bar**.
2. Click on **Control Panel**.
3. Double-click on the **Date and Time** icon.

The tabs here give you options for how the time and date is displayed and allow you to set the correct time on the computer's clock if necessary. Check the following options are set on your computer:

1. Click on the **Time Zone** tab.
2. Select 'Aus Eastern Standard Time' from the drop-down menu.
3. Click on the **Date & Time** tab.
4. Click on the drop-down menu and select the correct month.
5. Use the up and down arrows to select the year.
6. Click on the date in the calendar to select the day.
7. Under the clock, use the up and down arrows to select the correct time.
8. Click on **OK** to save the changes you made OR click on **Cancel** if you don't want to save the changes.
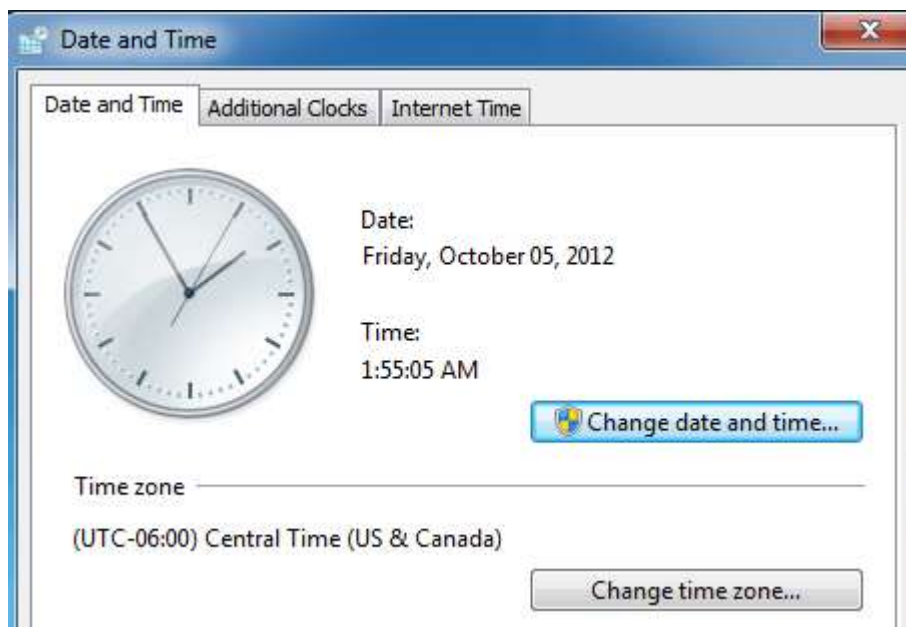
Figure 7: Date and Time properties box (in Windows 7)

2.1.5. Check printers and faxes

Now we'll look at how to check the settings for the printers that are connected to your computer.

1.   Open the **Control Panel**.
2.   Double-click the **Printers and Faxes** icon.

Figure 9: Printers and Faxes options (in Windows 7)

1. Click on a printer to see the corresponding list of **Printer Tasks** listed to the left. To perform any of these tasks, click on the task name in the list.
2. Right-click on the printer icon to see a drop-down menu with additional options. (See **Figure 9** below. Note you may have different printer names on your computer.)
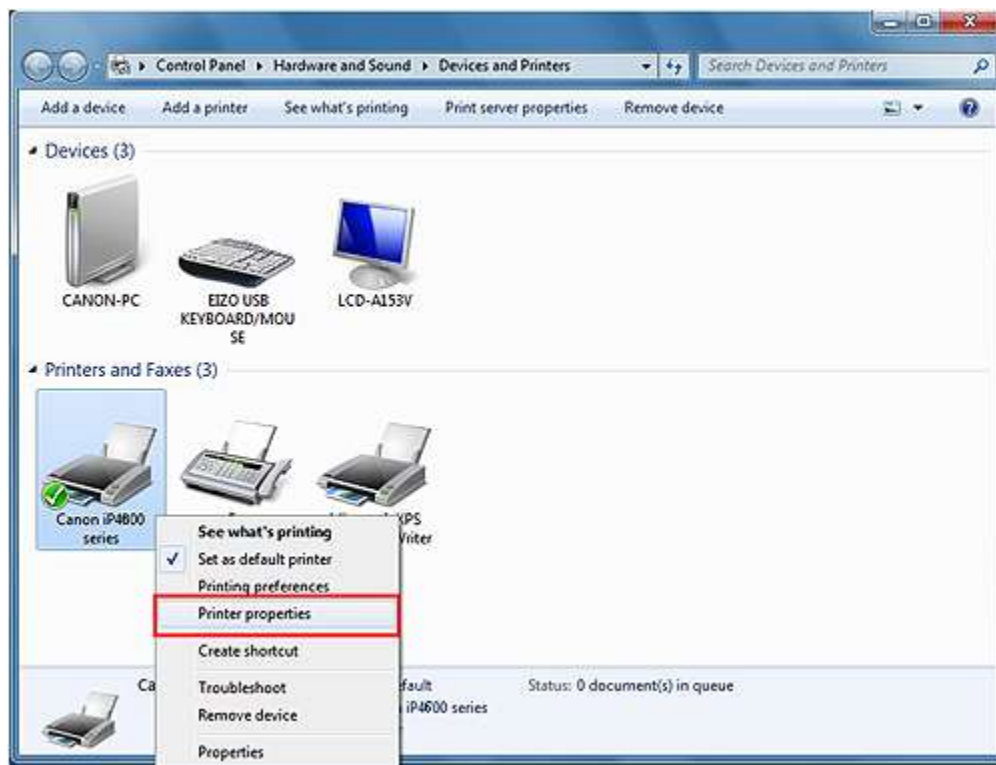
Figure 9: A drop-down menu appears when you right-click on a printer icon
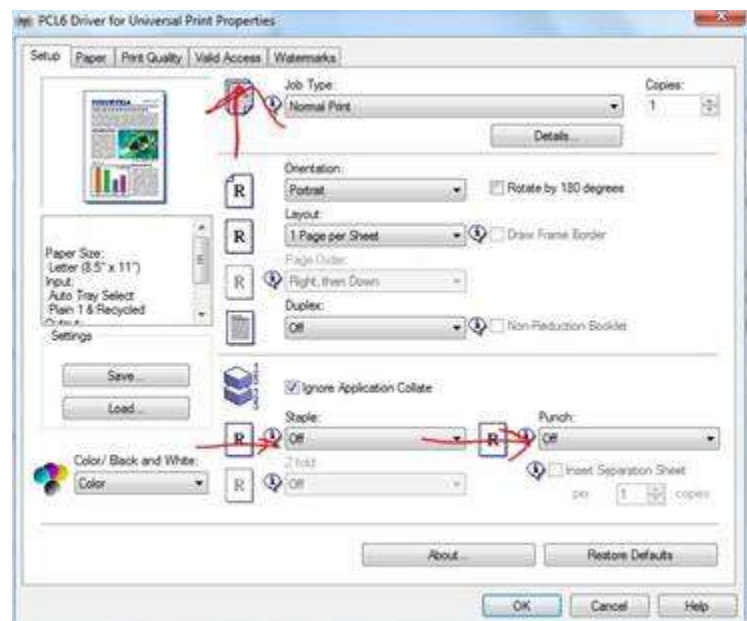
2.1.6. Change printer preferences
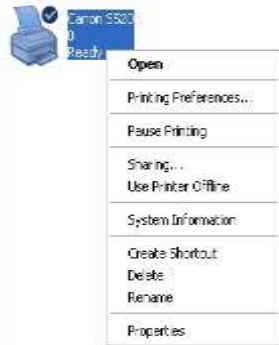
Follow these steps to see the options available for your printer.

1 Right-click on a printer icon and select (with a left-click) **Printing Preferences** from the drop-down list.

2 In the Preferences box, click on each of the tabs and notice the options that are available. You can change the paper size or paper orientation under the **Page Setup** tab (see

Figure 10 below). Features that your printer does not have will be greyed out (faded) and you won't be able to use these options.

3. Click on **Cancel** to close the preferences box without saving any changes.
4. Click on the **Close** button to close the **Control Panel**.

Figure 10: Printer preferences box for printer

### 2.1.7. Open and close an application program

Follow these steps to see what programs are installed on your computer and to open one of the programs.

1. In the **Start menu**, click on **All Programs** to see a list of all the application programs on the computer.

2. Move the mouse across to the list of programs and then up or down the list to the program you want to use. Click on the name of the program to open it.

3. Note that if a name has a small arrow next to it, a sub-menu appears when you click on the name. See **Figure 11**.

4. If your computer has *Microsoft Office* listed under **All Programs**, click on *Microsoft Office*. Then move the mouse across to the sub-menu and click on *Microsoft Office Word*.

5. The program will take a few moments to open. A new blank document will be displayed in the Microsoft Word window.

Figure 11: Click on Microsoft Office then move the mouse across to the sub-menu and click on Microsoft Word

Close the program

To close the program click on the Close button ❎ **at the top right of the window.**
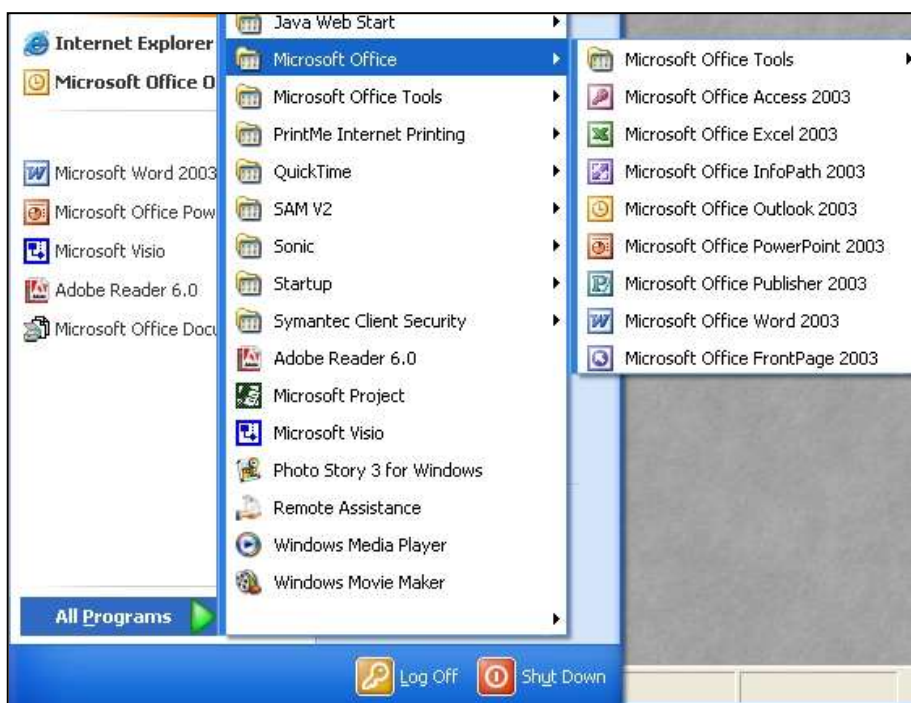
Self-Check -2	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. The _____ enables you to view and change settings
    A. Date and time
    B. Printers
    C. Folder options
    D. Control Panel

2. One is deferent from others
    A. Themes
    B. Desktop
    C. Screen Saver
    D. Appearance
    E. Fax

3. In the **Start menu**, click on **All Programs** to see a list of all the application programs on the computer. (**True/False**)

Note: **Satisfactory rating - 3 points   Unsatisfactory - below 3 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Information Sheet 3	Using On-line get help functions

3.1. Getting online help

Online help is a facility provided with most application programs and operating systems. It gives you assistance with all of the functions and features of the product you are using. If you are using later versions of the software you can also connect directly to the software website for further tutorials, definitions and assistance.

Using online help in Windows 7

Follow these steps to use online help in Windows 7 Professional.

1. Under the **Start menu**, select **Help and Support**.

Figure 12: Help and Support in Windows 7 can be accessed under the Start menu

2. At the Help and Support Centre there are Help topics you can browse through, or you can use the Search field to enter a keyword and find help.

3. Figure 13: Help and Support Centre in Windows 7

4. In the Search field, type in the word 'printers' and click on the green arrow. Look at the tasks and topics in the search results. If you want to get help for any task or topic, click on the item in the list.

5. To try another search, click inside the search box and press the Delete key on your keyboard to delete the word 'printers'. Then type in a new word or phrase.

To go back to the **Help and Support Centre** home screen, click on the **Back button** at the top left-hand side of the window.

Getting online help in an application

All the popular programs also have an inbuilt help facility. This facility might include tutorials for learning the program.

For example, there are two ways you can access the Help options in *Microsoft Word*:

6. Click on the **Help menu** to see the Help-related items, including the Microsoft Office website. OR

Press the **F1** key on your keyboard. This is the first 'F' key on the very top row of the keyboard. Click on some of the choices and look at the help that is available. Get help for printing a document You can use the **Word Help** to search for help topics or browse topics under the

Table of Contents.

Figure 14: Microsoft Office Word Help

3.2. To search for help to print a document:

1. Under the Help menu click on Microsoft Office Word Help OR press the F1 key to open Help.

2. Type the word 'printing' in the Search for: box.

3. Click on the green arrow. The computer will search the Microsoft Help site and provide a list of tasks and topics that might be useful. Click on any item to get the help information.

4. Scroll down the list of items and click on any you think may be useful.

3.3. To browse for help to print a document:

1. Click on **Table of Contents** (directly under the **Search for:** box).

2. Click on **Printing**. A sub-list of topics for 'printing' appears.

3. Click on any of the topics that may be helpful.

To close the Help facility click on the **Close** button ❌.

Type a question for help

In Microsoft Word, you can also type a question for help on the main menu bar. At the top right-hand corner of the window (on the menu bar) there is a box where you can type a question for help.

Figure 15: In Microsoft Word you can type a question for help on the main menu bar

1. Click inside the box (where it says 'Type a question for help').

2. Type in your question. For example, try 'How do I save a document?' Look at the items that appear in the results. Click on one that sounds most relevant to your question. Now try your own question.

Self-Check -3	Written Test

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. _____ is a facility provided with most application programs and operating systems?

2. Write the procedure to search printer installation process from w7 ?

_____

_____

_____

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Operation Sheet 2	**Navigating operating system to access system information**

Task1: steps below to customize the desktop on your computer.

1   Left-click on **Start** on **Task bar**.

2   Left-click on **Control Panel**.

3   Double left-click on the **Display** icon.

Task2: Change **the color scheme and font size**

1.   Select 'Windows style' from the **Windows and Buttons** option.

2.   Select a **Colour scheme** in the same way you changed the **Windows and Buttons** option.

3.   Now change the font size, for example, try 'Large'.

4.   Click on **OK** to save the changes you have made OR click on **Cancel** if you don't want to save the changes.

Task3: steps to change the date and time on your computer clock.

1. Click on **Start** on the **Task bar**.

2. Click on **Control Panel**.

3. Double-click on the **Date and Time** icon.

OR

options are set on your computer:

1. Click on the **Time Zone** tab.

2. Select 'Aus Eastern Standard Time' from the drop-down menu.

3. Click on the **Date & Time** tab.

4. Click on the drop-down menu and select the correct month.

5. Use the up and down arrows to select the year.

6. Click on the date in the calendar to select the day.

7. Under the clock, use the up and down arrows to select the correct time.

8. Click on **OK** to save the changes you made OR click on **Cancel** if you don't want to save the changes.

Task4: **Check printers and faxes**

    1.   Open the **Control Panel**.

    2.   Double-click the **Printers and Faxes** icon.

OR

1. Click on a printer to see the corresponding list of **Printer Tasks** listed to the left. To perform any of these tasks, click on the task name in the list.

2. Right-click on the printer icon to see a drop-down menu with additional options.

Task5: Steps to see what programs are installed on your computer and to open one of the programs.

1. In the **Start menu**, click on **All Programs** to see a list of all the application programs on the computer.

2. Move the mouse across to the list of programs and then up or down the list to the program you want to use. Click on the name of the program to open it.

3. *Note that if a name has a small arrow next to it, a sub-menu appears when you click on the name.*

4. *If your computer has Microsoft Office listed under* **All Programs***, click on Microsoft Office. Then move the mouse across to the sub-menu and click on Microsoft Office Word.*

5. The program will take a few moments to open. A new blank document will be displayed in the Microsoft Word window.

Operation Sheet 3	Using On-line get help functions

Task1: Follow these steps to use online help in Windows 7 Professional.

1. Under the **Start menu**, select **Help and Support**.
2. At the Help and Support Centre there are Help topics you can browse through, or you can use the Search field to enter a keyword and find help.
3. In the Search field, type in the word 'printers' and click on the green arrow. Look at the tasks and topics in the search results. If you want to get help for any task or topic, click on the item in the list.
4. To try another search, click inside the search box and press the Delete key on your keyboard to delete the word 'printers'. Then type in a new word or phrase.

Task2**: To browse for help to print a document:**

1. Click on **Table of Contents** (directly under the **Search for:** box).
2. Click on **Printing**. A sub-list of topics for 'printing' appears.
3. Click on any of the topics that may be helpful.

Task3: Microsoft Word you can type a question for help on the main menu bar

1. Click inside the box (where it says 'Type a question for help').

2. Type in your question. For example, try 'How do I save a document?' Look at the items that appear in the results. Click on one that sounds most relevant to your question. Now try your own question.

Lap Test	Practical Demonstration

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Task 1: Change display settings

From the Control Panel, make the following changes to your Display settings.

- **Desktop**
  Change the desktop pattern to "Ripple"

- **Screen saver**
  Change the screen saver setting to "Marquee".
  Select the slowest speed

- **Text style (Settings)**
  Change the Font to "Courier".
  Set the font size to 48
  Set the font color to Aqua

Task 2: Add a printer

Task 3: Copy your computer Basic system information

Task 4: Access online help and application software.
- Show how to get windows online help

- Show to get application online help
  - MS Word

➢ *Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your trainer shall advice you on additional work. But if satisfactory, you can proceed to the next topic.*

List of Reference Materials

1. **http://www.euro.who.int/data/assets/pdf_file/0007/115486/E77650.pdf**

2. **https://www.slideshare.net/catherinelvillanueva1/ict-83930037**

3. Microsoft Office step by step guide

4. Fundamentals of Computing

5. Introduction to computer

6. TTLM or modules and journal of ICT

7. Computer Fundamentals: Pradeep K. Sinha & Priti Sinha

8. Good Practice in Occupational Health Services by WHO

Experts

The development of this Learning Gide for the TVET Program Information technology support service Level I.

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