ITdesk.info -
project of computer e-education with open access -
handbook for digital literacy

Using Computer and Managing Files

*Handbook*

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Main title:
ITdesk.info – project of computer e-education with open access, handbook for digital literacy
Subtitle:
Using Computer and Managing Files, handbook
Expert review:
Surojit Chakraborty
Cover:
Silvija Bunic
Publisher:
Open Society for Idea Exchange (ODRAZI), Zagreb
Expert review of Croatian version:
Infokatedra, center for adult education, Zagreb
ISBN:
978-953-56758-8-4
Place and year of publication:
Zagreb, 2011

Education and Teacher Training Agency in Croatia has approved the use of this publication as official additional teaching resource in all the primary schools in Croatia
Class: 602-09/14-01/0418
Reg: 561-03-03/10-15-4
Zagreb, April 2015.

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PREFACE

Today’s society is shaped by sudden growth and development of the information technology (IT) resulting with its great dependency on the knowledge and competence of individuals from the IT area. Although this dependency is growing day by day, the human right to education and information is not extended to the IT area. Problems that are affecting society as a whole are emerging, creating gaps and distancing people from the main reason and motivation for advancement-opportunity. Being a computer illiterate person today means being a person who is unable to participate in modern society, and a person without opportunity; and despite the acknowledged necessity and benefits of inclusive computer literacy from institutions like the European Commission, UNESCO, OECD, there are still groups of people having difficulties accessing basic computer education viz. persons with disabilities, persons with learning difficulties, migrant workers, unemployed persons, persons that live in remote (rural) areas where IT education is not accessible.

This handbook, combined with other materials published on ITdesk.info, represent our effort and contribution to the realization and promotion of human rights to education and information considering the IT area. We hope that this education will help you in mastering basic computer skills and with that hope we wish you to learn as much as you can, and therefore become an active member of modern ICT society.

Sincerely yours,

ITdesk.info team

Expert review of Croatian version:

ITdesk.info

infokatedra
Centar za obrazovanje

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OPERATING SYSTEM - OS

MAIN ACTIONS

Turn on your computer
- The computer turns on by pressing the power button which is located on the computer case.
- If necessary, enter the username and password.

The proper procedure for restarting the computer:

The Start menu is the starting point of the system. Through this menu you can access programs, open frequently used folders, configure settings on the computer, access the Help function, shut down the computer, log off from Windows, and so on.

The system can be restarted via Start menu: click the arrow next to the Shut Down button and then select the Restart command.
Shutting down a non-responding application (End Task)

If the application "freezes" and stops responding, the situation, in most cases, can be solved by pressing the key combination Ctrl + Alt + Del. Pressing these keys will open the Windows Task Manager. To close an application that does not respond, select it and press the End Task button.

![Windows Task Manager](image)

The Reset button is used when the computer does not respond to our instructions ("freezes" or "locks up"). The Reset button is usually the button below the Start button on the computer case. After you have pressed it, the computer shuts down and immediately starts again.

Correct procedure for turning off the computer:

The computer shuts down via Start menu, by clicking the Shut Down button.

![Shutting down](image)

Using the Help function

The Help function can be accessed from the computer desktop, by pressing the F1 key on the keyboard. Windows Help and Support opens with a search box in which you can enter terms that are of interest to you or terms you need help on. If you press F1 while in an active window or program (e.g. Microsoft Word), the Help function will relate to that program specifically. Another way to access the Help function is through the Start menu ➔ Help and Support
GENERAL INFORMATION AND ADJUSTING COMPUTER SETTINGS

System Information

- In the Start menu → right click on Computer, then choose the Properties command from the pop-up menu, or
- Right-click on icon found on your desktop → choose the Properties command from the pop-up menu, or
- Start → Control panel → System, or
- The key combination Windows + Pause

It will open a window that shows information about the operating system installed on your computer and some basic information about the computer (processor, installed memory etc.).

Date and Time

To change the time and date you need to click on the Date and Time button found on the right corner of the taskbar at the bottom of the screen. Click on Change date and time settings in the window opened (Figure 6).

Fig. 5 Help function

Fig. 6. Date and time
Speaker Volume

In order to change the speaker volume, you need to click on the icon in the notification area on the right corner of the taskbar. By moving the vertical scroll bar you can change the volume. Pressing the Mute Speakers and Headphones button turns off the sound.

*Fig. 7. Adjusting the speaker volume*

Desktop Background

The appearance of your desktop background can be changed in the following manner: position your cursor over the desktop, press the right mouse button and select the command Personalize from the pop-up menu. In the opened window, click on Desktop Background and choose from any of the listed files, or click the Browse button and choose another image stored on the computer.

It is also possible to select multiple background images that, in a given period of time, change on the screen, similar to screen saver. Just mark the images you want to display and then in the drop-down menu Change picture every, select the change interval.

*Fig. 8. Changing the background*

Screen Saver

To set the Screen Saver, position the cursor over the desktop and press the right mouse button (the desktop context menu or pop-up menu will open), and choose the option Personalize. In the opened window select the Screen Saver icon.
Resolution

To change the screen resolution, right-click on the desktop and select the **Screen resolution** command from the pop-up menu.

Control Panel

The Control Panel is a special folder in which you can adjust the system settings through various system setting options (install and uninstall programs, adjust the keyboard, mouse, sound and so on) which can be viewed by category or in the form of small/large icons.
The Control Panel is accessed via Start menu → Control Panel.

Selecting and adding the keyboard language

In the Control Panel, open the Region and Language icon and select the Keyboards and Languages tab, and then select the Change Keyboards button. In the group Installed services click on the Add button. Select the language you want to add and double-click on the Keyboard. Confirm by pressing the OK button.
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**Fig. 14 Add input language**

**Change the input language of the keyboard**

On the **Language Bar**, click the **input language** button (in this case Croatian is chosen) and then select the input language you want to use.

**Fig. 15 Change input language keyboard**

**Program management**

**Installing new programs:**

- From CD, DVD, Internet, network
- When installing from a CD or a DVD, in most cases a dialog box will automatically open up from which the **Run AutoRun.exe** option can be selected to start the **Setup Wizard**.
- If the installation of the program does not start automatically, you can start the installation manually by double-clicking on the file typically called **Setup.exe** or **Install.exe**.
- After the Wizard installation has started, follow instructions and go to next steps by pressing the Next, Yes, and other such buttons. You will usually have to accept license terms, choose a location where the program will be installed, possibly choose components of the program you want to install etc. At the end press the **Finish** or **Close** button.

**Uninstalling the programs**

In the **Control Panel**, click on the **Programs and Features** icon, choose the software you want to uninstall and click the **Uninstall** button.
Using the «print screen» key on the keyboard

By pressing the Print Screen key, the image currently on the screen is temporarily stored in the buffer (clipboard). To see the image and edit it, open any software for image editing like the Paint program and simultaneously press the Ctrl and V keys on the keyboard in order to paste the image in the imaging software. If you want to capture only active windows, use the keyboard key combination Alt + Print Screen and the rest of the process is the same.

The Paint program comes with windows and can be accessed via Start → All Programs → Accessories → Paint.

ICONS

Icons are small pictures (pictograms) on a computer screen and they all represent programs, folders, files and shortcuts.

A double-click on a program icon will start the appropriate program.

A double-click on the folder icon will open a window that shows files and folders contained in that folder.

A double-click on the file icon will start the appropriate program and open that file in the appropriate program.

Shortcuts are files that point to other programs, program files or folders found somewhere on the computer. A double-click on the shortcut icon will start either the appropriate program, or the appropriate file and corresponding program, or appropriate folder.
Select and move (one or more) icons.

An icon can be selected clicking on it with the left mouse button. To select multiple icons at once:

- press and hold down the left mouse button, then drag the mouse across the icons and release the mouse button, or

- select an icon, press and hold down the Shift key, press the last icon in a row and release the Shift key (selecting consecutive icons), or

- press and hold down the Ctrl key and select the non-consecutive icons using the left mouse button.
Icons are moved via the drag-and-drop method – press and hold down the left mouse button over the icon, drag the mouse (with the icon) to a new location, and release the mouse button (which places the icon in the new location).

**Desktop shortcuts**

To create a shortcut:

- right-click on the desktop
- from the pop-up menu choose **New \(\rightarrow\) Shortcut**
- click on the **Browse** button and search for a folder, program or file the shortcut is being made for
- press the button **Next** to confirm
- enter the name of the shortcut (or leave the existing one) and end this action with the **Finish** button

*Fig. 18. Create a shortcut*

e.g. if you want to create a desktop shortcut for the folder **Music**:

- open the **Start** menu
- press the right mouse button over the folder **Music**
- on the quick menu choose the **Send to** option
- choose the **Desktop (create shortcut)** option

*Fig. 19. Create a shortcut*

**Using icons**

In order to open an icon:

- double-click on it with the left mouse button, or
- select it and press the **Enter** key on the keyboard

Shortcut is an icon with a recognizable arrow \(\rightarrow\) in the lower left corner. The shortcut links you with the file or program. It opens like any other icon; double-click on it with the left mouse button.
BASIC ACTIONS WITH WINDOWS

You can have several windows opened at the same time, but only one will be active:

- The active window has a highlighted border and the inactive window is grayed out
- The opened window becomes active if you left-click on it, or
- The opened window becomes active if you left-click on its section on the taskbar

We can move windows using the drag-and-drop method: press and hold down the left mouse button on the title bar, drag the window to where you want to move it and release the mouse button.

Recognizing different elements of a window: title bar, menu bar, toolbars, status bar, scroll bar.

![Fig. 20. Window elements](image)

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Dialog box

The dialog box is a specific type of window that offers choices related to a certain task. Confirm an action by clicking the OK button, or cancel it by clicking the Cancel button. Unlike regular windows, their size is fixed.

![Fig. 21. Dialog box](image)
**Title bar buttons** for manipulating the window are located on the upper right corner of the window’s title bar.

- The **Minimize** button – minimizes the window to the taskbar
- The **Restore Down** button - restores the window to the size before maximization
- The **Maximize** button - spreads the window over the entire desktop
- The **Close** button - closes the window

**Resizing the window:**

Place the cursor over the window’s border and when the mouse pointer changes its shape into , press and hold down the left mouse button and drag the mouse. Using this method you can resize the window according to your needs.

**Switching between a number of open windows:**

- Use the left mouse button to select and activate the desired window - this is possible only if the desired window is at least partially visible.
- Use the left mouse button to select and activate the desired window from the taskbar – the selected window appears above all others and becomes active.
- Use the key combination **Alt + Tab** to open a pane showing all opened windows (Fig.22). Hold down the Alt key and press Tab consecutively to move between opened windows. When the desired window is selected, release the Alt key.

*Fig. 22. Switching between multiple open windows- Alt + Tab*
WORKING WITH FILES

BASIC CONCEPTS

A **File** is a set of digital data. Each file has a name, an icon (assigned by the operating system) and an extension. Files are placed within folders (for easier reference). To browse computers for files and folders we use Windows Explorer. It displays a hierarchical view of folders and files.

**Run Windows Explorer:**

- position the cursor over the **Start** button, press the right mouse button and select the command **Open Windows Explorer**, or
- from the **Start** menu select **All programs**, in the folder **Accessories** find and click **Windows Explorer**, or
- in the search box (within the **Start** menu) type "Windows Explorer" and click on it when it appears in the results, or
- click on \* in the Taskbar, or
- click on the Windows Explorer shortcut on the desktop

There are four types of libraries:

- The **Documents** library – this library is used for organizing and saving documents (text files, workbooks, presentations etc.)
- The **Pictures** library – it is used for organizing and saving pictures
- The **Music** library – it is used for organizing and saving music
- The **Videos** library – it is used for organizing and saving video materials

Each file and folder has its path – an address of its location.
Create a new folder in the Music library:

- open Windows Explorer
- open the Music library
- press the **New Folder** button on the toolbar
- enter a name for this folder

![Create a new folder](image)

**Fig. 25. Create a new folder**

**Storage devices and hierarchical display of files and folders.**

Each device has an icon, name and letter in the parentheses (A, B, C, D, E,...)

There can be one or more Hard Disk Drives on the computer, or there can be one HDD divided into partitions.

**A  Floppy Disk**

<table>
<thead>
<tr>
<th>When the hard disk is not divided into partitions and the DVD-ROM is connected</th>
<th>When the hard disk is not divided into partitions and the DVD-ROM and CD-RW are connected</th>
<th>When the hard disk is divided into two partitions and the DVD-ROM and CD-RW are connected</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Hard Disk Drive</td>
<td>C</td>
</tr>
<tr>
<td>D</td>
<td>DVD-ROM</td>
<td>D</td>
</tr>
<tr>
<td>E</td>
<td>CD-RW</td>
<td>E</td>
</tr>
<tr>
<td>F</td>
<td>CD-RW</td>
<td></td>
</tr>
</tbody>
</table>

Devices used by the operating system for data storage are marked with capital letters (e.g. Floppy (A:); Local Disk(C:); Removable Disk(E:) etc.) and are available in **My Computer**.
Data storage devices are:

- Floppy Disk
- Hard Disk – the device for permanent storage
- Network Drive – the hard drive that can be accessed through the network
  - to access it open the folder **My Network Places**
- USB stick
- CD-RW (Compact Disc Re-Writable)
- DVD-RW (Digital Versatile Disc Re-Writable)

**Measurement unit, size of files and folders**: KB, MB, GB

1 KB (kilobyte) - 1024 bytes

1 MB (megabyte) - 1024 kilobytes

1 GB (gigabyte) - 1024 megabytes

**Why is it necessary to make additional copies of important files on removable storage devices?**

It is recommended to create back-up copies of important files in case the original files become inaccessible, either due to drive failure, accidental deletion or other reasons. If you have a back-up, you can restore original files. Backup is done mainly on removable storage devices.

**The advantages of storing data on network devices**

If the computer is connected to a network, you can access shared data (shared with other users on the network). To access network disks, open the **My Network Places** folder usually found on the desktop or within the Start menu.
FILES AND FOLDERS

Folder properties dialog box

Click the right mouse button over the folder and choose the Properties command from the quick menu. In the opened dialog box under the tab General you can find information about the name, size and location of the folder.

Fig. 26.DIALOG BOX - FOLDER PROPERTIES

Manipulating window size

Sometimes when the window is not maximized you can’t see all the information about the devices, folders or files. You can use vertical and / or horizontal sliders to slide through and see complete contents of the window. You can also customize the window size (height and / or length) so that the entire content is visible. To adjust the window size place the cursor (mouse pointer) over the edge of a window and when the mouse pointer changes shape, press and hold the left mouse button, drag the edge of the window, and release the left mouse button.

Changing height and width of the window simultaneously can be done by positioning the mouse pointer over any corner of the window and using the method “drag-and-drop” to achieve the desired window size.
Using Windows Explorer

Navigation pane (left side of the window) - displays the entire folder structure. To expand maps press \; folders with \ are already expanded. If you wish to see the contents of a certain folder, select it in the left pane, and in the right part of the window the folder content will be displayed. You can also navigate through folders displayed in the right part of the window using the left mouse button, double click and address bar.

Creating a folder and subfolder

To create folders on the desktop: press the right mouse button on the desktop and from the pop-up menu choose the commands New \Folder\ enter name \press Enter key.

To create a subfolder using Windows Explorer: in the navigation pane, select the folder you want to create a subfolder in; and on the toolbar, choose: New Folder \ enter name \ press Enter key, or press the right mouse button in the right part of the window and choose: New \Folder\ enter name \press Enter key
WORKING WITH FILES

A file is defined by a name and an extension. The extension indicates the file type (text, multimedia etc.) and tells the computer which application is appropriate for that file type.

File extensions of some frequently used files are:

- .exe – executable files
- .sys, .dll - system files
- .tmp, .temp – temporary files
- .rar, .zip, .7z – compressed files
- .jpg, .jpeg, .gif, .png – image files
- .mp3, .wav, .wma – audio files
- .avi, .wmv, .mpg, .mp4 – multimedia files
- .txt, .odt, .doc, .docx – text files
- .ods, .xls, .xlsx – spreadsheet files
- .odp, .ppt, .pptx – presentation files
- .dbf, .mdb, .accdb – database files
- .pdf – (Portable Document Format)
- .htm, .html, .asp, .aspx, .php – web pages

Notepad

The Notepad is a simple text editor with limited options for text formatting.

The Notepad can be accessed via Start menu and then clicking on All Programs → Accessories → Notepad.

Fig. 30. Notepad
To save a file for the first time, select **Save As** from the **File** menu. In the dialog box that appears specify the location you want to save the file in (Save in field) and the file name (File Name field), or just click the **Save** command. Saving can be done using the keyboard key combination **Ctrl + S** or the icon 🔄 located on the Toolbar.

**File attributes**

To change a file / folder status, you need to access the file / folder attributes. Right-click over the file and select **Properties** from the pop-up menu. In the lower part of the dialog box there are options for **Read Only** and **Hidden**. If you select the **Read only** attribute option, the file can be opened and changes can be made, but when you try to save the file you will only get the **Save As** dialog box. Saving the file is possible only under a different name and the original file will not be changed due to the **Read Only** attribute.

If you select the **Hidden** attribute, the file or folder will become invisible in Windows Explorer, provided that the OS is set not to display hidden files or folders (this option is found in Windows Explorer toolbar: Organize -> Folder and search options -> tab “view” -> “show hidden files, folders and drives”).

![Dialog box Properties – option Hidden is marked](image)

If marked, hidden files and folders will be visible in Windows Explorer, but they will also be transparent. If this option is not marked, files or folders will be invisible, and therefore hidden. When you have selected the desired attributes, you confirm them by clicking the **OK** button.

**Option view**

You can choose among available views using the 📊 button found on the window toolbar:

- Extra Large Icons
- Large Icons
- Medium Icons
- Small Icons
- List
- Details
- Tiles
- Content

![View files](image)
Files can be sorted (**Arrange by**) according to name, length, type and creation date.

When naming files or folders you should choose meaningful names: names that indicate their content.
Renaming files and folders

Renaming a file/folder:

- right-click on the file/folder and from the pop-up menu, select the Rename command. Type in the new name and press the left mouse button next to the icon or just press Enter.
- select the file/folder and press F2
- select the file/folder and after a few moments press the left mouse button

**ACTIONS WITH FILES AND FOLDERS**

Select files or folders

Select files/folders with a left-click of your mouse.

- If you want to select consecutive files/folders:
  - press and hold down the left mouse button, drag the mouse over the files or folders until the group of files/folders is highlighted, or
  - for selecting consecutive files/folders, select the first file with a left-click, hold down the Shift key and select the last consecutive file or folder with the left mouse button. All files or folders in between will be selected, or
  - for selecting non-consecutive files or folders, select the first file with a left-click, hold down the Ctrl key and then select other files one by one. After you have selected all of the desired files, release the Ctrl key.

To select all files in a specific folder: Click Edit on toolbar and then click on Select All, or use the keyboard shortcut Ctrl + A.

To copy files / folders, open Windows Explorer and:

- in the navigation pane find and select the file/folder you want to copy
- right-click on the file/folder and from the pop-up menu, choose Copy (Ctrl + C)
- via navigation pane find and select the folder you want to copy the file or folder into
- right-click on that particular folder and from the pop-up menu, choose Paste (Ctrl + V)

Copying using the drag-and-drop method:

- select the file/folder you want to copy
- over the selected file/folder, press and hold down the left mouse button, and then press and hold down the Ctrl button
- drag the mouse pointer (with file or folder) to a new location
• release the mouse button prior to releasing the Ctrl key. The file or folder will be pasted to the new location.

To move files or folders open Windows Explorer and:

• in the navigation pane find and select the file/folder you want to move
• right-click on the file/folder and from the pop-up menu, choose Cut (Ctrl +X)
• via navigation pane find and select the folder you want to copy the file or folder into
• right-click on that particular folder and from the pop-up menu, choose Paste (Ctrl + V)

To move files/folders via the drag-and-drop method use the same steps as for copying, except without using the Ctrl key.

**Delete files and folders by moving them into the Recycle Bin:**

via Windows Explorer:

• in the navigation pane select the location the files/folders you want to delete are in, then in the right window select the files/folders you want to delete and from the Organize menu on the toolbar, choose Delete, or
• press the right mouse button over the file/folder and from the pop-up menu, choose Delete
• select the file/folder you want to delete and press the Delete key

via the drag-and-drop method (on the Desktop):

• press and hold down the left mouse button over the file/folder/shortcut you want to delete, then drag the mouse cursor to the Recycle Bin and release the mouse button

To **Restore** deleted items from the Recycle Bin:

Deleted items (files/folders/shortcuts) can be restored from the Recycle Bin to their original location on the computer prior to deletion. After opening the Recycle Bin (by double-clicking on the Recycle Bin icon) use the following commands on the toolbar:

- **Restore all items** – restores all items from the Recycle Bin to their original location on the computer
- **Restore this item** – to make this command available, first select the file/folder you want to restore
Empty the Recycle Bin

- via Recycle Bin window toolbar – the **Empty the Recycle Bin** command permanently deletes files/folders from the computer, or
- right-click on the Recycle Bin icon found on the desktop and from the pop-up menu, choose the **Empty Recycle Bin** command

SEARCHING DATA STORAGE DEVICES

Use Windows **Search** function to find files, folders and programs. In the search parameters, you need to enter data you know about the item (name, part of the name, file type (extension), creation date etc.).

You can search for a file via:

- Start menu by entering part of the text in the search box. While entering the text in the Start menu, items that match the input text appear
- search box found in the upper right-hand corner of any opened window

Search data storage devices using the date of modification or creation, or using the size criteria:

In the upper right corner of the opened window, click on the search box and add a search filter.

- **Date modified** – searches for files according to the date they were modified
- **Size** – searches for files according to their size
Search data storage devices using wildcards (file types, or the first letter of the file name):

If you cannot remember the name of the requested files, use wildcard characters: asterisk (*) and a question mark (?) instead of letters. While question mark (?) can be used as a wildcard for a single character, an asterisk (*) can be used as a wildcard for any number of characters. In the All or part of the file name field enter the extension of the document you want to find:

- *.txt  lists all files with the extension .txt,
- *.bmp  lists all files with the extension .bmp, etc.

You can also search by using some of the file names letters:

- b*.*  lists all files whose name begins with the letter b
- *t.*  lists all files whose name ends with the letter t

List of recently used files

The required documents can often be found on the list of recently used files. It is necessary to access the Start menu and click on the arrow next to the application you have used, and the list of recently used files will be shown.
UTILITIES

WORKING WITH COMPRESSED FILES

By zipping (compressing) files, space occupied by data on the disk is reduced. Programs for compressing files are also used for compressing a large number of files and folders into a single compressed file. Some of the popular programs for compressing files are WinZip, WinRar and 7-zip.

Adding files to a compressed folder

Right-click on a file or folder and from the pop-up menu, choose the command Send to → Compressed (zipped) Folder. At the location you are currently at, a zipped file will be created with the same name and .zip extension. If you want to add a file or a folder to the compressed file, just drag it over the compressed file using the drag-and-drop method.

Decompressing / extracting a compressed folder

Click the right mouse button over the compressed folder, select the Extract files command and specify the location you want to extract and store them in.

VIRUSES AND ANTI-VIRUS SOFTWARE

A virus is a malicious program with the possibility of auto-replication. It searches for files within the computer trying to infect them, and its ultimate goal is to spread to other computers. Depending on what malicious code it contains, it can cause more or less damage to your computer. Viruses are usually spread by e-mail attachments, infected files on removable media etc.
For example, if you want to examine (scan) a device, a folder or a file by using the Avira AntiVir Personal antivirus software, you can do so by selecting it, pressing the right mouse button over it, and selecting the command **Scan selected files with AntiVir** from the pop-up menu.

![Scan selected files with AntiVir](image)

**Fig. 40. Scan selected files with antivirus software**

**Antivirus software** (Norton, McAfee, Sophos etc.) is used to find and remove malicious software. Antivirus software needs to be updated regularly (it is best to set it to update automatically when connected). If you do not do so, your antivirus program becomes useless because it cannot detect new types of malware.

There is generally an icon of the installed antivirus program on the taskbar and also in the notification area: right-click on this icon and you will see the option for **Update**.
MANAGING PRINTING

Select a printer from the list of installed printers found in the Start menu → Devices and Printers.

If there are multiple printers, only one is set to default which is automatically used for printing unless specified otherwise. You can change the default printer via Start menu → Devices and Printers. Select the printer you want to set as default printer and right-click on it, and from the pop-up menu, select the Set as default printer command.

Install/add a new printer to the computer:

- via Start menu → Devices and Printers - on the command bar, choose Add a printer
- use the installation CD provided with the printer when it was purchased

Print a text document from a word processing software:

From the File menu, select the Print command. Once you've set the print options (number of copies, print certain pages, and so on), press the OK button.

Controlling the printing process:

If you want to check what is currently in print, from the Start menu select Devices and Printers and right-click on the printer icon, and from the pop-up menu, select the See what's printing command.

To stop the current document from printing, right-click over the document name in queue, and from the pop-up menu, select the Pause command. To continue printing the document, choose the Resume command. If you want to stop printing the document – in the pop-up menu, click on the Cancel command and confirm the action by clicking the Yes button.
This handbook is intended for learning in conjunction with materials published on the following links:

*Notes:

http://www.itdesk.info/Basic computer use notes.pdf

*Video presentations showing basic computer use and managing files:

- Using Windows XP - presentation 1
- Using Windows XP - presentation 2
- Using Windows XP - presentation 3

*Sample exam:

http://www.itdesk.info/sample exam/sample exam module 2.pdf

*Solution for this sample exam:


*Quiz for self-evaluation:

- using the computer and managing files - quiz

(to open the link contained within the .PDF document, just press the left mouse button on one of links above. The web page the link points to will open in a browser that you have installed on your computer.)
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Publisher:
Open Society for Idea Exchange (ODRAZI), Zagreb

ISBN: 978-953-56758-8-4