

# **ECDL<sup>®</sup>**

**European Computer Driving Licence<sup>®</sup>**

**ECDL Computer Essentials  
BCS ITQ L1 IT User Fundamentals**

**Using Microsoft<sup>®</sup> Windows<sup>®</sup> 10**

**Syllabus Version 1.0**

*This training, which has been approved by BCS, The Chartered Institute for IT, includes exercise items intended to assist learners in their training for an ECDL Certification Programme. These exercises are not ECDL certification tests. For information about Approved Centres in the UK please visit the BCS website at [www.bcs.org/ecdl](http://www.bcs.org/ecdl).*

Release ECDL305v1

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# **Section 1**

# **Basics of ICT**

**By the end of this section you should be able to:**

**Understand the term ICT**

**Recognise the differences between hardware and software**

**Use different input, output and storage devices**

**Know how to connect peripheral devices**

**Appreciate the factors affecting device performance**

**Spot important health and safety issues when using ICT**

**Select the right software program(s) to complete a task**

**Work accurately, safely and securely**

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

# Driving Lesson 1 - ICT Concepts

## Park and Read

The term **ICT** stands for **Information and Communication Technology**. Pretty much any device or computer program that creates, stores or uses digital information can be considered an ICT system, including:

- Hardware such as desktop computers, laptops, netbooks, tablets and games consoles.
- Software programs such as web browsers, word processors, spreadsheets, databases, e-mail systems, graphics programs and games.
- Internet technologies such as *Google, Twitter, Facebook* and *Instagram*.
- Mobile devices such as smart phones, GPS systems, media players, digital cameras, iPads and iPods.
- Peripheral items such as printers, scanners, keyboards and mice.



*You will learn more about hardware, software, peripheral devices and Internet technologies later in this guide.*

Computing and mobile technologies have completely transformed how people live their lives – at home, in education and at work. They have changed how people communicate with each other, how they store and access information, how they work, and how they spend their spare time. In fact, ICT systems allow people to better explore ideas, handle lots of information, find answers to questions, solve problems, and become more productive in their personal and professional lives.

If you want to be an active member of your own society and succeed in education and a future career, your ability to fully understand and use ICT technology safely and effectively will be an essential skill.



*ICT systems are used in more places than you may realise: car engines, vending machines, home heating systems. Even some “smart” refrigerators have built-in Internet connections that automatically reorder groceries.*



## Manoeuvres

1. Does the term ICT just refer to computers such as desktop, laptop and tablet PCs?
2. Consider all of the ICT devices you own or the Internet services you use. You will be surprised how many different types of technology you interact with on a daily basis.

## Driving Lesson 2 - Using ICT Safely

### **P** Park and Read

Before you start working with equipment of any kind, you first need to know how to use it safely and responsibly. ICT devices are no different, and whether you use them at home, in education, or as part of your job, you are required by law to take reasonable care of your own safety and the safety of others.



*In both education and work, the people in charge of you are legally required to make sure you are well-protected and well-trained. For ICT users, this means providing you with equipment that is safe, secure and comfortable to use.*

Modern ICT systems present a number of health and safety hazards that you must be aware of. Whenever you use an electronic device of any sort, no matter where it is, you should always watch out for the following hazards:

- Electrical injuries and fires from damaged wires or incorrect connections
- Electrical injuries and fires from overloaded power sockets (too many plugs connected to one outlet)
- Injuries and fires caused by badly stored materials (paper and other items piled up and around equipment)
- Breakdowns and breathing problems due to poor ventilation (many ICT devices need to be kept cool and some types of printer can produce unhealthy fumes)
- Trips due to trailing cables or problems accessing your work area
- Injuries caused by incorrect equipment handling (heavy or large devices)

When you use ICT on the move you need to be even more alert for dangers. For example, watch out for any hazards that could trip you up or cause a serious fall, and never use a mobile device (such as a telephone or tablet computer) when driving or operating dangerous machinery.



*Try not to eat or drink when using an ICT device. Food and liquids can easily be dropped or spilled which can damage equipment or cause electrical injuries.*

## Driving Lesson 2 - Continued

Depending on your age, level of ability and where you study or work, there may also be other health and safety hazards to be aware of. For example, you may need to wear protective clothing and keep out of areas where dangerous materials or machinery are stored. Watch for warning signs and follow any health and safety information given to you.



*Always tell someone in charge about any health and safety concerns you have. If you do hurt yourself or damage a piece of equipment, you must report it.*



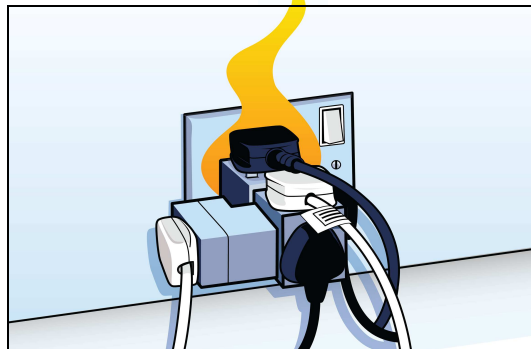
### Manoeuvres

1. Look around you. Check that there are no cables lying across the floor that you or somebody else could trip over.
2. Check that there are no cables hanging down behind your desk that could tangle with your feet as you work. This includes power cables and Internet connection wires.



*Take care when adjusting cables. Always make sure your computer equipment is turned off and unplugged from the wall before you start.*

3. Look out for and immediately replace worn or frayed cables. Never examine a damaged wire or device until it has been turned off and unplugged.
4. Check for sockets or power extensions that have too many plugs in them. Overloaded electrical sockets can easily cause fires or injury.



5. Remove any unnecessary clutter from your work environment and avoid storing items where they could fall and cause injury or damage.
6. Finally, check your surroundings for any other dangers, obstructions, trip hazards (e.g. wires, boxes, bins and bags), fire hazards, and so on.



*In every building in which you study or work, you should always know where the emergency exits and fire extinguishers are located.*



## Driving Lesson 3 - Your Workspace

### **P** Park and Read

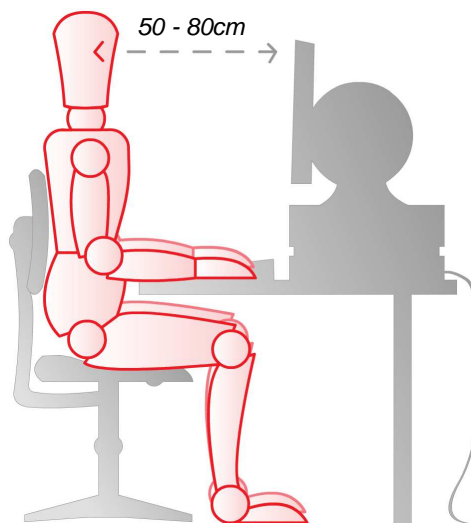
If you sit at a computer or use ICT equipment for long periods of time, it can start to get uncomfortable and – in severe cases – cause injury. To stay safe and well you need to learn how to avoid these problems *before* they start. Remember: prevention is always better than cure!

When using ICT equipment always remember the following simple precautions:

- Take regular breaks away from all of your ICT devices (one or two minutes every hour).
- Look away from screens regularly (and remember to blink often).
- Vary your work activities so that you do not perform the same task for too long.
- Do not sit with a poor posture or hold heavy ICT devices for long periods of time.
- Use simple stretching exercises to relax your muscles and stay active.

If you use a desktop or laptop computer for any length of time, it is also important that you set up your work space correctly. The following advice will help:

- Position your computer monitor directly in front of you with the top of the screen at roughly the same height as your eyes.
- Adjust the position of your chair so that you can sit upright at your desk about one arm's length away from your screen (50 to 80 centimetres is recommended).



- Adjust the screen to reduce glare and reflections from lights or windows.

## Driving Lesson 3 - Continued

- Set up your chair so that it fully supports your back and make sure your feet rest firmly on the floor. Foot and wrist rests can be used to help.
- Place your keyboard and mouse directly in front of you and do not stretch to reach them. Your forearms and hands should always remain parallel with the floor.



### Manoeuvres

1. Adjust your chair so that your back is straight and your hands are placed comfortably over the mouse and keyboard. Your feet should lie flat on the ground.
2. Check that the computer screen you are using is positioned at a comfortable height and angle so that you can see it without straining.
3. Make sure there is no glare or reflection from other light sources (i.e. windows or ceiling lights).
4. Adjust the position of the screen, keyboard and mouse so that you are comfortable operating the computer.

## Driving Lesson 4 - Computing Hardware

### **P** Park and Read

ICT devices come in a variety of forms: digital cameras, smart phones, MP3 players, and desktop, laptop and tablet computers. All of these devices are known as **hardware**, which is a term that refers to any piece of physical technology you can touch.



Two of the most popular types of Personal Computing (**PC**) device are the **desktop computer** and the **laptop computer**. Smaller, cheaper versions of laptops known as **netbooks** are also quite common, but these simply allow users to connect to the Internet and often suffer from poor performance. Gaining in popularity are **tablet computers** which are smaller again and usually feature a touch screen. Of course, one of the most popular ICT devices in the world today is the **mobile phone**.

Hardware	Advantages	Disadvantages
<b>Desktop PC</b>	High performance; easy to upgrade and repair; lots of peripherals to attach; large monitor sizes	Large and can't be moved easily; requires a lot of dedicated desk space
<b>Laptop PC</b>	High performance; easy to move and use "on the go"; wireless network access	Usually more expensive than a desktop; higher chance of being lost, stolen or damaged; harder to upgrade and repair; short battery life; often causes poor posture
<b>Netbook</b>	Cheap, small, light and portable; wireless network access	Chance of being lost, stolen or damaged; low performance; hard to upgrade and repair; short battery life; causes poor posture

## Driving Lesson 4 - Continued

<b>Tablet</b>	Very light and portable; easy to use; wireless network access	Slower than a laptop; almost impossible to upgrade; small screen and lack of features reduce productivity; short battery life
<b>Mobile Phone</b>	Very light and portable; <b>smart phones</b> have lots of communication features; 3G and 4G network access	Easy to lose or break; small screen size limits usefulness; very short battery life

Nearly all ICT computing devices share two important internal hardware components that work closely together: a **processor** and **memory**. The processor is the “brains” of a device and performs all of the basic calculations and functions that make it work. The memory is used to *temporarily* store programs of instructions and “active” data as they are being worked on by the processor.



*A processor is also known as a **CPU (Central Processing Unit)**. It is a small microchip that can get very hot when in use and needs to be kept cool.*

A device’s memory is often referred to as **RAM (Random Access Memory)**. Unlike other ICT storage devices that take a small amount of time to access and store information, RAM memory works very quickly. This allows the CPU to read instructions and work with data at high speed.



*Many ICT devices have built-in “**boot**” instructions stored on special **Read Only Memory (ROM)** chips. These are used to start the device and begin loading its basic operating system software.*

To be saved long-term, data needs to be recorded on a storage device such as an internal hard disk drive or an external USB memory stick. You will learn more about storage devices later in this section.



*It is important to realise that RAM is not the same as storage. A device’s memory temporarily holds data as the processor works on it; a storage device stores it permanently (or at least until it is manually deleted).*

Finally, most professional computing devices feature one or more **optical disc drives** for reading from and writing to CD and DVD discs. These drives typically eject a tray into which a disc is placed; when the tray is closed the device will automatically recognise the new media and open it.

# Section 2

# Getting Started

**By the end of this section you should be able to:**

**Start, restart and close down a device**

**Log on and log off Windows**

**Recognise and use the Desktop**

**Open, resize, reposition and close windows**

**Identify parts of a window**

**Understand the Start Menu and Taskbar**

**Start and close programs**

**Find help**

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

# Driving Lesson 12 - Starting your Computer

## **P** Park and Read

Although there are many different types of ICT hardware available, this guide focuses on the use of traditional computing devices such as desktop, laptop and tablet computers. To start such a device, it must be turned on using its main on/off power button.

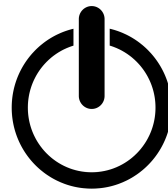


*Before switching a computer on, briefly check for any lights – usually found on the front of the device – that show it is already activated. When left for a period of time, an ICT device can go into a dormant power-saving mode. Either move the mouse or press a key on the keyboard to “wake it up”.*



## Manoeuvres

1. Locate your computer's power button. This is usually marked with the following symbol:



2. If your computer is currently switched off (i.e. there are no lights on the front, the screen is blank and interacting with the mouse/keyboard has no effect) press the power button now. The computer starts.
3. If you are using a separate monitor, this also needs to be turned on. If there are no lights on the front of it and the screen is blank, locate and press the power button now.



*Computing devices go through a short start-up (or “boot”) process that detects all connected hardware and loads the operating system.*



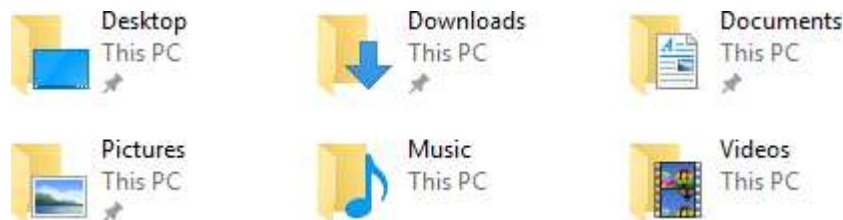
*This guide assumes you are using Windows 10.*

4. After a moment the *Windows 10* operating system is loaded. Please continue to the next lesson.

## Driving Lesson 13 - Logging On

### **P** Park and Read

*Windows* allows more than one person to securely “sign in” and use a computer. Each person has their own settings and private storage **folders** in which to keep and organise their files.



To access your own files and folders and start using the computer, you first need to **log on** to *Windows*. This involves entering a **username** and a **password** that is known only by you.



*Together, a username and password prove a person’s identity and right to access files and shared devices. If a device is lost, stolen or left unattended for a time, passwords will act as your own personal entry codes and stop unauthorised use.*



*If you don’t know your own username or password, ask the person in charge of your computer or network for help. If you log on using a Microsoft account, you can reset your password online at [www.live.com](http://www.live.com).*



### **Manoeuvres**

1. When *Windows* starts, a **Lock Screen** is displayed. This shows the time and date and appears when nobody is logged on (or the computer has been locked). Click the mouse or press a key to log on.



*If your computer is connected to a network you may be prompted to log-on by pressing <Ctrl Alt Del>. You will need to press and hold the <Ctrl>, <Alt> and <Delete> keys down together to do this.*

2. You will now be invited to identify yourself. Select your username from the list of registered users (if it is not selected already).



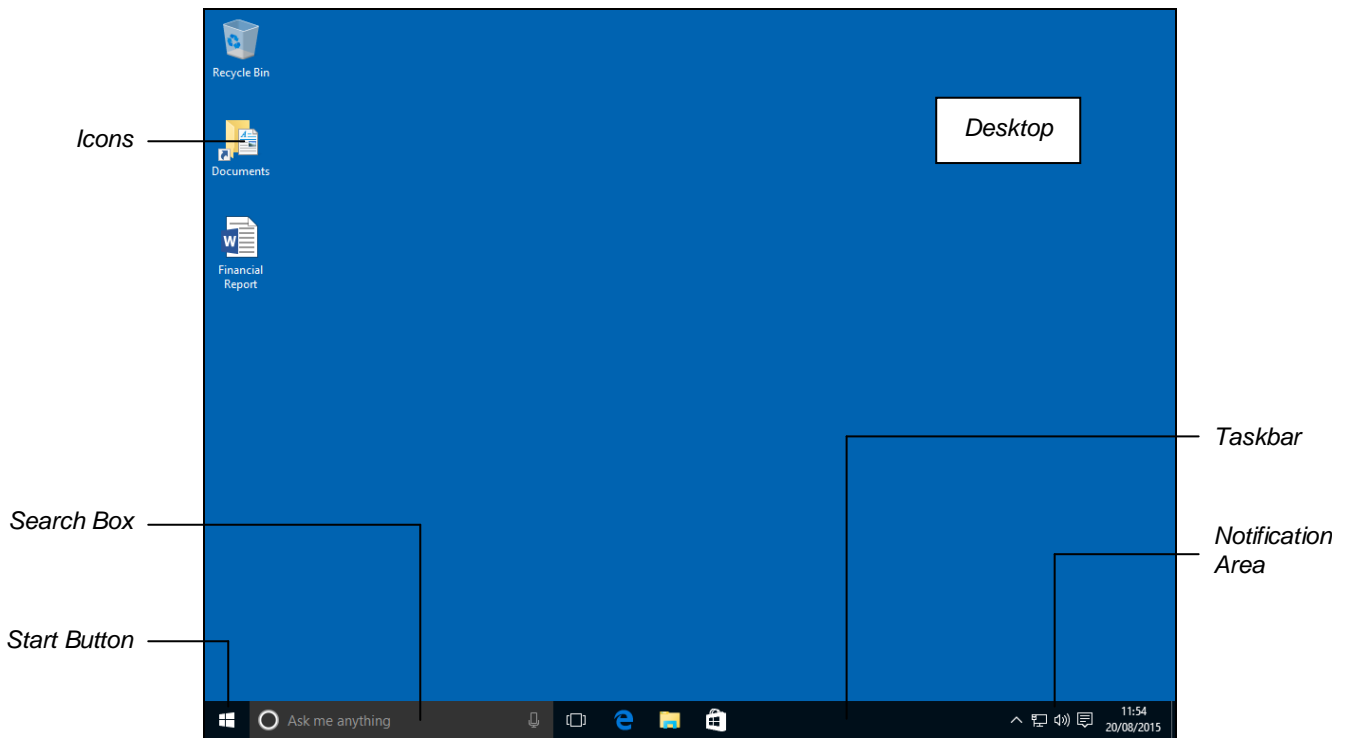
*If your username does not appear, click **Other user** and then type your username in the **Username** box.*

3. Next, type your password in the **Password** box and press <Enter>.
4. After a moment the *Windows Desktop* is displayed. Please continue to the next lesson.

# Driving Lesson 14 - The Windows Desktop

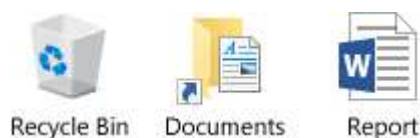
## **P** Park and Read

The **Desktop** is where you will do all of your work in *Windows*. Similar to the top of a real desk, you can place things on it such as files and folders. All of the programs you start will also appear here.



*Windows can be customised according to your own preferences and that of the organisation which licenses it. Nearly every aspect of its appearance can be changed. For this reason, the screenshots shown in this guide may not exactly match that of your computer. The basic layout and functionality, however, should be the same.*

The **Icons** that appear on the **Desktop** represent a small selection of the programs, folders and files stored on the computer. As you will learn later in this guide, they are small pictures that you “double click” to start or open. Most icons are accompanied by a short label to help you identify them.



Along the bottom of the **Desktop** is an area known as the **Taskbar**. This is used to start, access and manage running programs and usually remains on screen at all times. The **Start** button – on the left of the **Taskbar** – is used to start nearly all programs and *Windows* features.



## Driving Lesson 14 - Continued

More than one program can run at the same time (this is known as **multi-tasking**). As each program is started, it becomes active and a button for it appears on the **Taskbar**. If the same program is opened many times, *Windows* will group buttons together to save space.

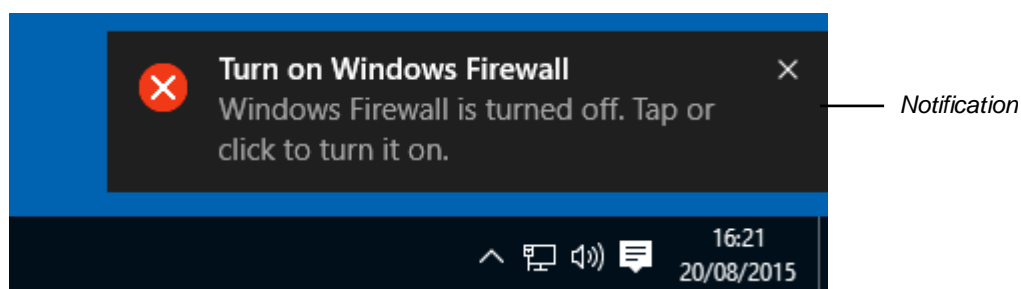



The background of an active program button is lighter than inactive ones and appears with a small coloured bar at the bottom.



You will start a number of programs later in this section. When you do, notice how their buttons appear on the **Taskbar**.

The **Notification Area** on the right of the **Taskbar** displays the date and time. Short messages, program updates and important alerts from *Windows* may also appear here. These are called notifications.



If you miss a notification, you will find it in the **Action Centre** panel. This is shown when you click the notifications icon, , in the **Notification Area**.

Some programs also add small icons in the **Notification Area** to provide status updates and allow you to quickly access settings (which you can do by “double-clicking” them – quickly clicking the left mouse button twice).



The **Search** box on the **Taskbar** can be used to find files, folders and programs on your computer. It can also be used to search the web and access **Cortana**, a virtual “personal assistant”. When set up, *Cortana* can be used to search for information or interact with apps by simply speaking to it.



### Manoeuvres

1. Examine your **Desktop** and locate the **Recycle Bin**, **Taskbar**, **Start** button, **Search** box and **Notification Area**.

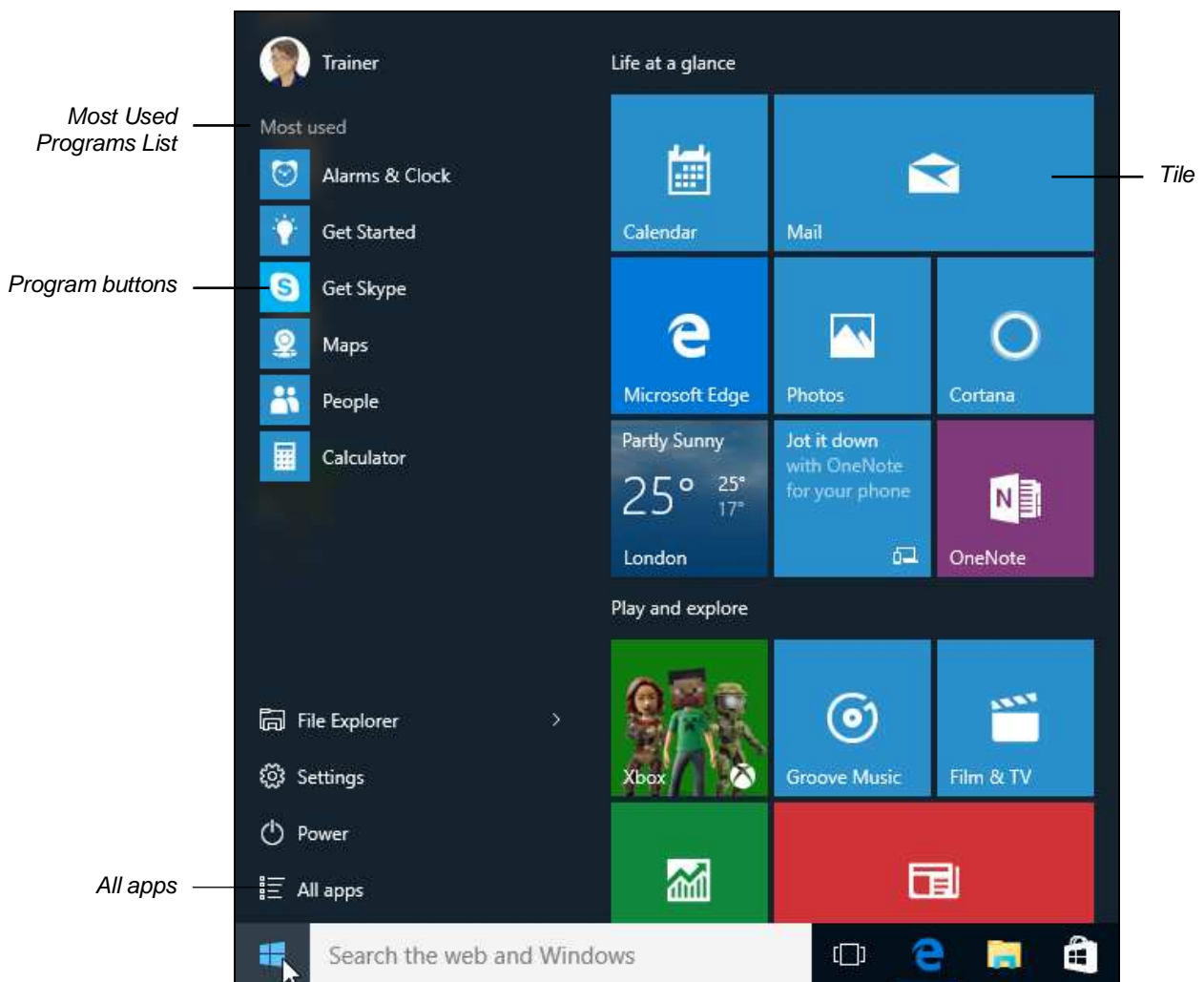
# Driving Lesson 15 - The Start Menu

## **P** Park and Read

At the left of the **Taskbar** is the **Start** button. Clicking the **Start** button opens the **Start Menu** which can be used to “run” any desktop program or app installed on your computer. The **Start Menu** can also be used to access private files and folders, find help and support, and control your computer’s settings.

## Manoeuvres

1. From the *Windows Desktop*, click the **Start** button. The **Start Menu** appears.



**i** **Start Menu** colours and designs may change depending on your device and setup options. Due to this, it may not appear exactly as shown.

2. Take a look at the **Start Menu**. A list of your **Most used** desktop programs and apps appears on the left.

## Driving Lesson 15 - Continued

3. Notice the buttons in the bottom left corner of the **Start Menu**. These provide fast access to your private files, folders and computer settings. You can also turn off or restart your computer using the power options.
4. On the right of the **Start Menu** is a grid of coloured squares known as **tiles**. Each tile represents a program or app that can be clicked to start.



**Start Menu** and **Taskbar** buttons only need to be clicked once to start or open them.

5. Without clicking, try and locate the following buttons and tiles. Some of these will be used later in this guide.

<b>File Explorer</b>	opens a window that allows you to explore the files and folders stored on your computer.
<b>Settings</b>	allows you to adjust your computer's basic settings
<b>Power</b>	can be used to turn off or restart your computer.
<b>Mail</b>	starts a useful e-mail program
<b>Calendar</b>	starts a program that allows you to view and manage upcoming appointments/events
<b>Microsoft Edge</b>	starts a useful web browsing program



By default, you will also find buttons for the popular **Microsoft Edge** and **File Explorer** on the **Taskbar**.



The **Live Tile** feature in Windows 10 shows useful information on tiles without needing to open the full program. For example, **Mail** will show unread e-mail messages, **Weather** will show the current temperature, and **News** will show regional headlines.

6. Click **All apps** towards the bottom left corner of the **Start Menu**. A list containing all of the desktop programs and apps installed on your computer is shown in alphabetical order.



You will get the chance to further explore the **Start Menu** as you progress through this guide.

7. For now, click the **Start** button again to close the **Start Menu**. Alternatively, simply click away from the **Start Menu** to close it.

# Driving Lesson 16 - Window Features

## **P** Park and Read

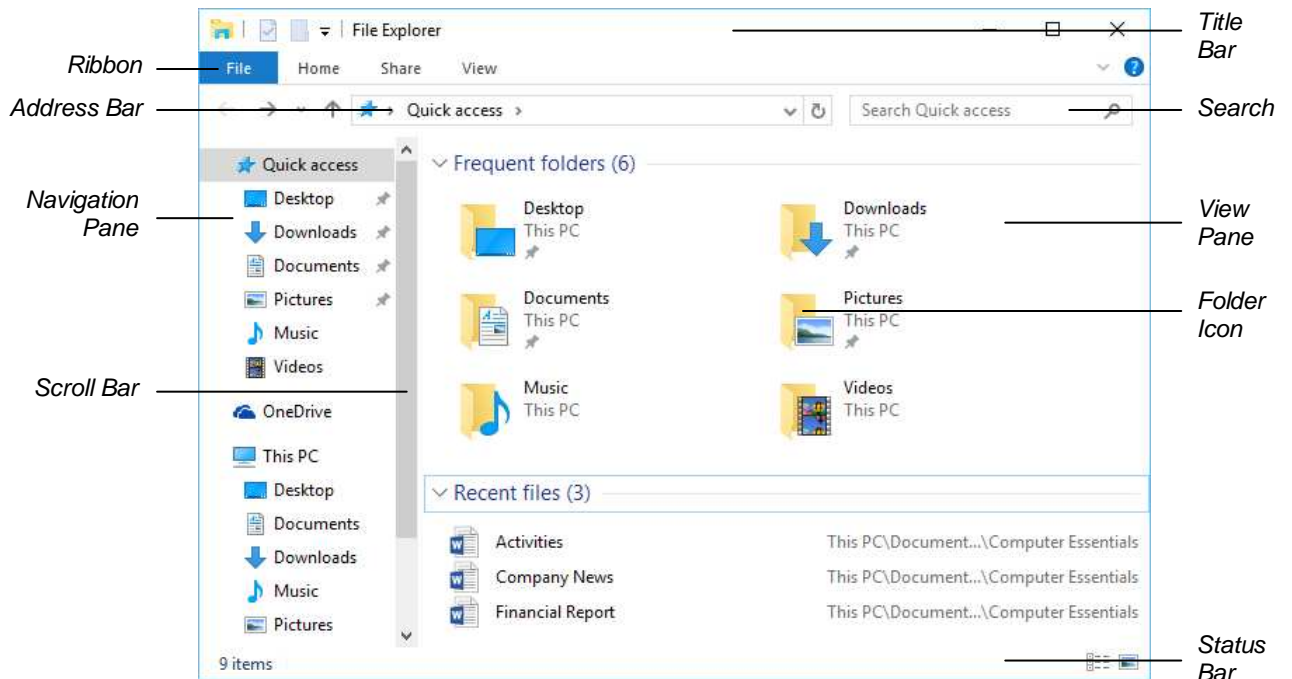
Windows are rectangular boxes that appear on the **Desktop**. They can be *dragged* (clicked and moved) to any position and size you like. Inside a window, you can interact with programs, adjust computer settings, and manage files and folders. Many windows can be open at the same time and each can perform a variety of different, simultaneous tasks.

## Manoeuvres


1. Click the **File Explorer** button on the **Taskbar**.



2. A **File Explorer** window opens. This type of window allows you to navigate through the storage devices and folders on your computer.

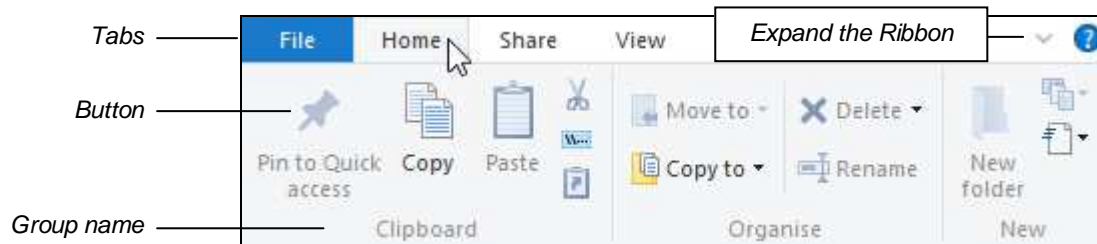


3. **File Explorer** starts by showing you a number of popular “Quick access” folders together with a list of recently opened files. Spend a moment finding all of the features shown above.

 The **Title Bar** shows the name of the folder or program that appears inside of the window. The **Address Bar** displays the location of the folder shown in the **View Pane**.

## Driving Lesson 16 - Continued

4. Notice the **Navigation Pane** on the left of the window. This can be used to explore the folder structure of your computer. The contents of the selected folder will appear in the **View Pane**.
5. Locate the **Ribbon**. This consists of a range of **tabs** (currently labelled **File**, **Home**, **Share** and **View**) which change depending on the type of folder or device displayed in the **View Pane**.
6. Click the **Home** tab and examine the options that appear on the expanded **Ribbon**. Notice that all of the buttons are organised into groups.

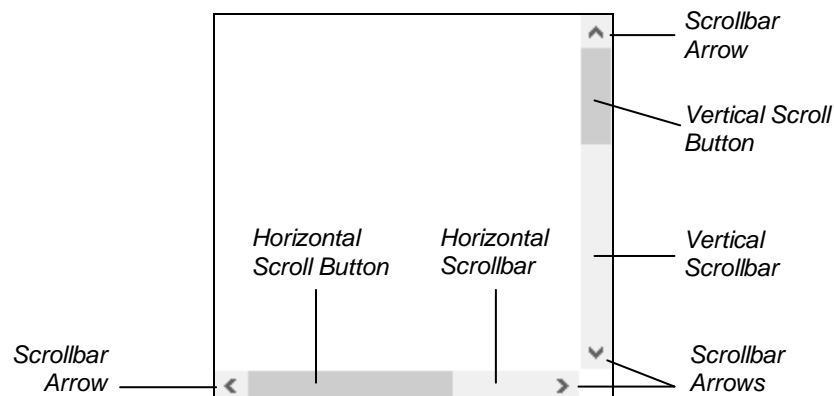


7. Click the **View** tab and examine the options. Click **View** again and the **Ribbon** is minimised (but the tab headers remain).
8. Next, click the **File** tab and examine the options that appear. Click the **File** tab again to close it.



You can “pin” the **Ribbon** open by clicking the **Expand the Ribbon** button, .

9. Find the **Search** box to the right of the **Address Bar**. This feature allows you to search for files and folders stored on your device.
10. Finally, whenever a window’s contents are too big to view in one go, **scrollbars** are used. A vertical scrollbar allows you to move your view of a window’s contents up and down; a horizontal scrollbar allows for side-to-side scrolling.



The window’s view can be moved by clicking the scrollbar arrows or by dragging the scroll button.



You will learn more about all of the features described in this lesson later.

# Driving Lesson 17 - Closing Windows

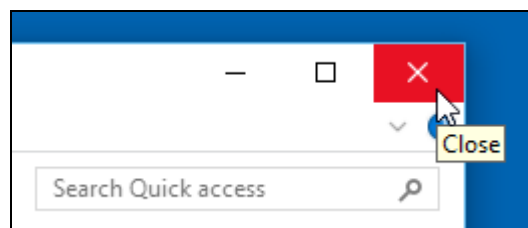
## **P** Park and Read

The **Close** button, **X**, found towards the top right of every window, closes that window. Any processes running *within* it are also stopped. For example, closing a program will stop it from performing any more actions.



## Manoeuvres

1. Click the **Close** button, **X**, in the top right corner of the **File Explorer** window.



2. The window is closed. Notice that the **File Explorer** button is no longer active on the **Taskbar**.
3. Start **File Explorer** again.



*Windows can also be closed by right clicking their buttons on the **Taskbar** and selecting **Close window**.*



*The keyboard shortcut **<Alt F4>** will also close the currently active window.*



*Clicking **Close** on the **File** menu will close a window.*

4. Using any of the three methods described above, close the **File Explorer** window again.

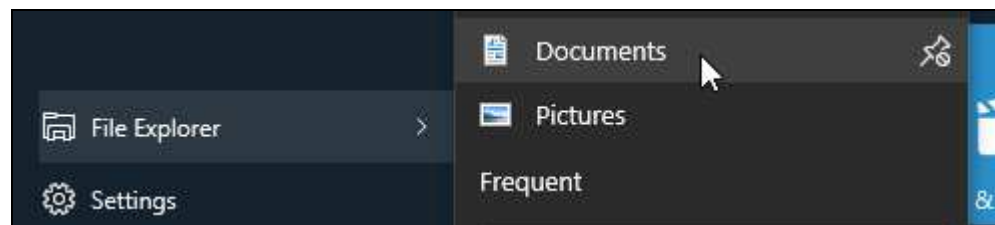
# Driving Lesson 18 - Working with Windows

## **P** Park and Read

A window can be **maximised** (filling the whole screen), **minimised** (appearing only as an active icon on the **Taskbar**), or **restored** (to any size in-between). If a window is *not* maximised, the size and position of it can be changed.

## Manoeuvres

1. Click the **Start** button to display the **Start Menu**. Notice that a button for **File Explorer** appears here too.
2. Click the arrow to the right of the **File Explorer** button. A list of popular folders appears (called a “jump list”). Select **Documents**.



3. **File Explorer** opens showing the contents of a folder called **Documents**. You will learn more about the different folders on your computer later.



The **Title Bar** and **Address Bar** now show the name of the selected folder.

4. Notice the three **Window Control Buttons** at the top right of the **Documents** window: **Minimise** (—), **Maximise** (□), and **Close** (×).



5. The **Maximise** button increases the size of a window to the maximum size available. If the **Documents** window is not maximised already, click the **Maximise** button now.



If the window is maximised, the **Maximise** button is replaced by the **Restore Down** button, (◻). This restores the window to its last (non-maximised) size.

6. The **Documents** window now fills the screen. Click the **Restore Down** button, (◻), to reduce the size of the window.
7. The **Minimise** button hides a window completely, leaving only its active button on the **Taskbar**. Now click the **Minimise** button, (—).

## Driving Lesson 18 - Continued

8. When a window is minimised, the program or task inside the window continues to run. The **Documents** window can be restored by clicking the **File Explorer** button on the **Taskbar**. Do that now.



9. Next, let's try moving a window. Move the mouse pointer over the **Title Bar** of the **Documents** window. Click and drag the window to a new location in the middle of the screen.

10. The size of the window can also be changed manually. Move the mouse pointer over the right edge of the window until the pointer changes to a double headed arrow.



11. Click and drag to increase or decrease the width of the window. This technique can be used to increase or decrease the size of the window in all four directions.

12. The size of a window can also be changed in two directions at once. Place the mouse pointer over a corner so that it changes to a two headed diagonal arrow.

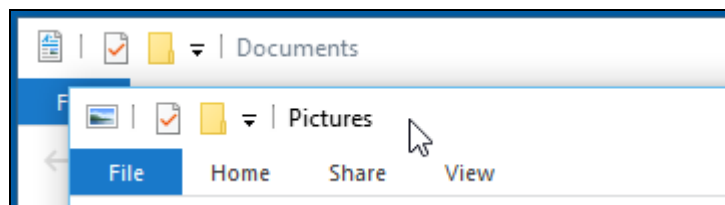


13. Click and drag to increase or decrease the size of the window.



*More than one **File Explorer** window can be open at a time.*

14. Display the **Start Menu**, click the arrow to the right of **File Explorer** and select **Pictures** from the jump list that appears. A second **File Explorer** window opens showing the contents of a folder called **Pictures**.
15. Drag the **Pictures** window so that it appears on top of the **Documents** window (if it is not already).



16. Notice that the **Taskbar** has automatically “grouped” the two **File Explorer** buttons.



17. Click the grouped **File Explorer** button and a pop-up appears allowing you to select which window you would like to activate.

18. Select **Documents** to activate that window and bring it to the front. Click anywhere on the **Pictures** window behind to bring it to the top again.