

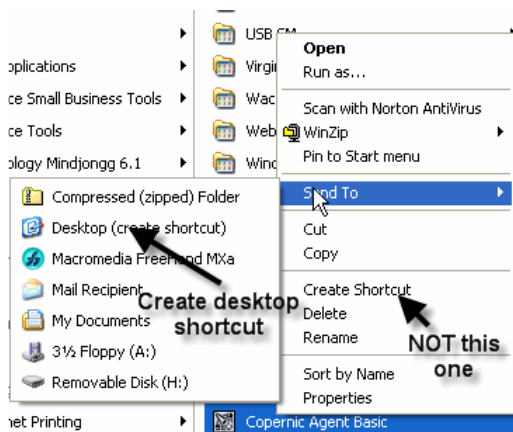
# Chapter 12 – Getting Help

## Skills needed:

Mouse and keyboard (Chapter 5)

### Desktop Shortcuts:

It can become rather tedious opening the Start menu, selecting Programs and scrolling around to locate regularly used programs. It is far easier and faster to create a shortcut on the desktop itself. To do this open up the Start menu, choose Programs and navigate your way to the program in question in the normal way but then **right** drag the program onto the desktop below, release the right button and a menu will appear –



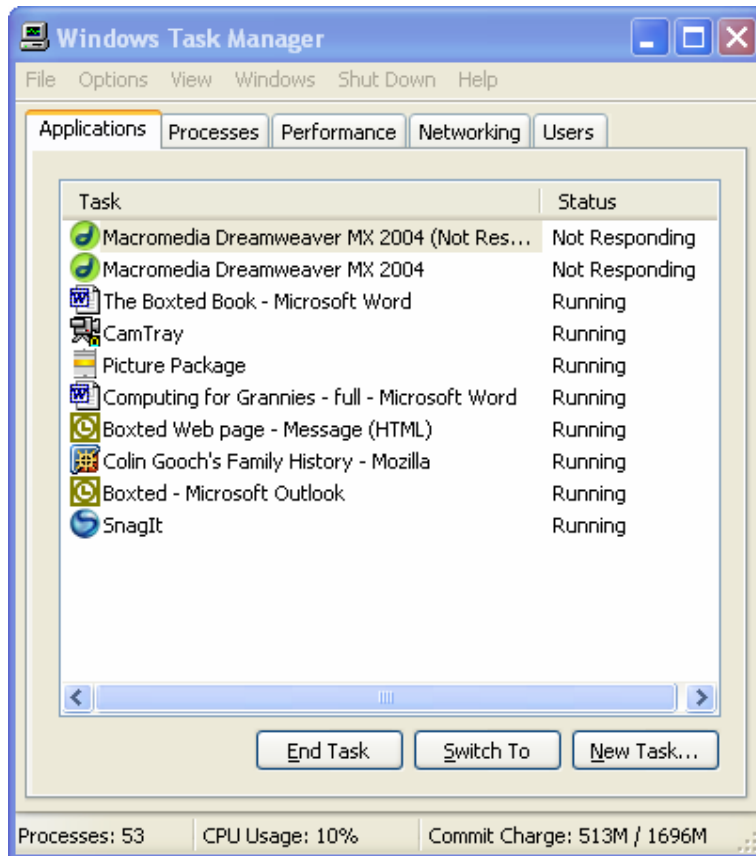
Left click on Send To and choose Desktop (create shortcut) by clicking on it. Do **not** choose the Create Shortcut on the initial dropdown menu as this will only create a shortcut in the list of Programs. Close the Programs menu by clicking anywhere on the visible desktop underneath and you will see the shortcut icon added to your desktop. From now on you simply double click on this icon to start the program.

If you want to make the access one click faster you can drag the icon onto the QuickLaunch bar just to the right of the Start button.

### Emergency action:

#### Ctrl>Alt>Delete

There will be times when, for no apparent reason, a program simply stops working. Wherever you click, whatever key you press, however long you wait – nothing happens. Technical term for this situation is “hung”. There is a way out of this frustration by using Ctrl>Alt>Delete. This means press and hold the Control key, Press and hold the Alt key and, while holding these two keys down, press the Delete key. In 9 times out of 10 this action will raise another window –



### **The Task Manager**

This shows all the programs running on your computer. If you are lucky, the problem program will show the status of Not Responding. Click on the program name to highlight or select it and click on the End Task button. Even if the Task Manager says that the program is running I would suggest highlighting it and choosing to End Task. You may often find that once the Task Manager has looked at it again it will agree with you that the program is not responding and offer you the confirmation to end the program.

### **Warning:**

I would like to sound a note of caution here. Computers do work very fast but we sometimes expect them to work instantly. There will be times when you have to be patient and allow the machine to do its work. Depending on the speed of your machine I would suggest a time of between 2 and 5 minutes of no apparent activity implies that the program has "hung".

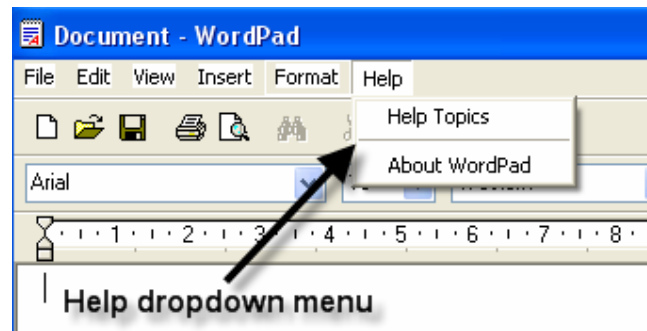
### **Help Files:**

With almost every program there is a help facility and while many of them are invaluable there are a few that are not worth even the little effort that seems to have been put into them.

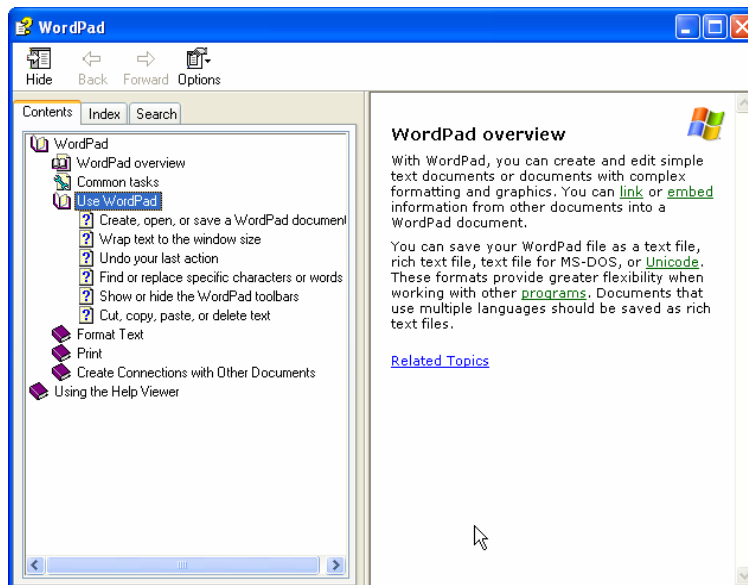
### **WordPad Help:**

The Help menu is always found at the right hand end of the Menu Bar. Go to WordPad and click on the word Help at the end of the Menu Bar. The help system of almost all programs accept that the use of the function key F1 will also bring up the help menu for

that program.



Click on Help Topics and a second window will open giving you the option to choose Contents, Index or Search. The Contents tab takes you to a manual for WordPad, Index allows you to search for a particular topic while Search finds a specific word.



The above example shows the Contents tab open with the Use WordPad book chapters offering instructions on the right hand side. Left clicking on them and then clicking on a subject opens the various books.

Let us take an example of the sort of problem you may come across. We have not discussed the ability of WordPad to insert a picture into a document so let us use the WordPad Help facility to find out.

1. Click on Help in the menu bar.
2. Choose Help Topics by clicking on it.
3. Click on the Index tab
4. Type the word 'picture' in the box
5. Oops! All we get is "pasting text" or "point size" – neither of which is a great deal of help. Let's think again.
6. Type the word 'insert' in the box -



And as you type the first words reflecting your choice appear in the box below. We do not want 'bullets' or 'date and time' but inserting 'objects' might help.

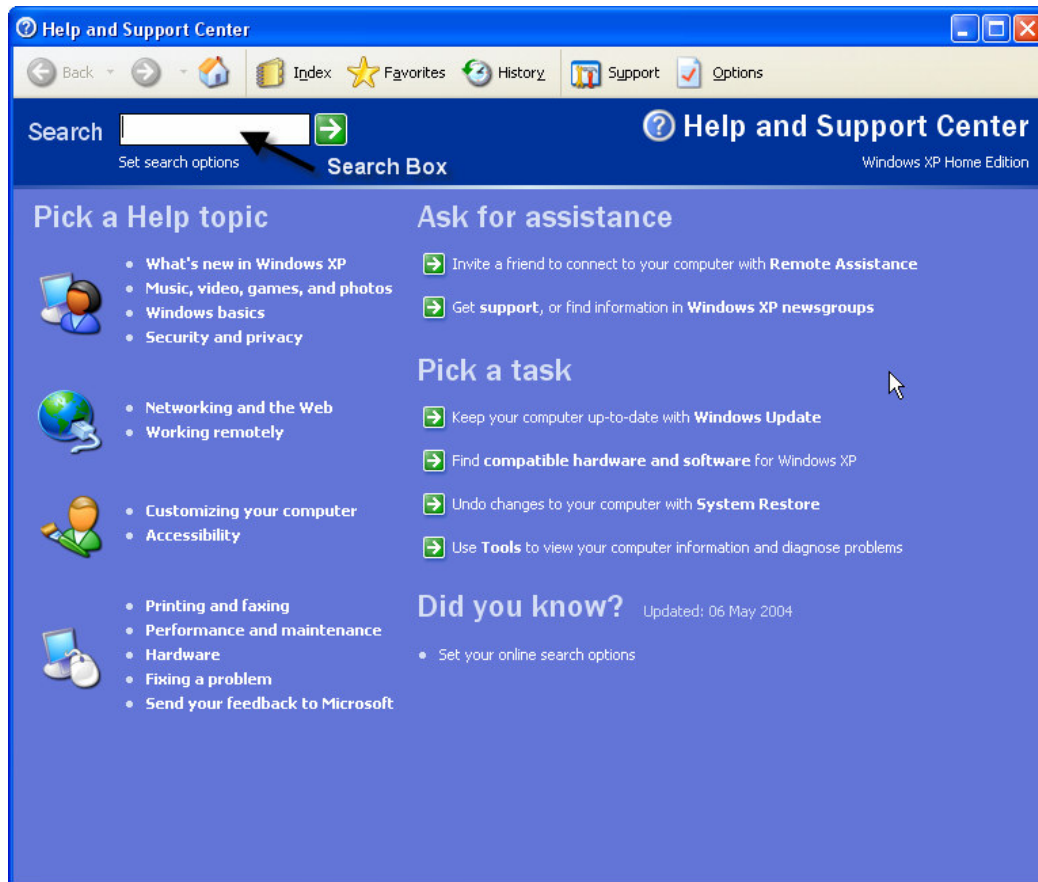
1. Choose 'inserting objects in text' and click on Display
2. Guidance on this topic is shown in the box on the left and although it is not long it might be an idea to print it out so that you can refer to a printed page rather than switching back and forth to remind your self of what to do next. Click on options and choose Print.
3. Follow the instructions (Insert > Object) and chose Microsoft Clip Gallery. Choose a category and select an image by clicking on it. A further menu will appear – click on the top icon and the image will be inserted.

You can also use the Search tab to find words that do not appear in the index.

### **Windows Help:**

The WordPad help system is very basic indeed whereas the main Windows help facility is enormous. To get help with the main Windows system, open the Start menu and click on Help and Support. This offers a wide range of support options as well as a search facility.

This Help facility operates as a web page in that moving the mouse pointer over the various options underlines the type that denotes that the phrase or word is a link to the specific help page. Click on the words that you think are best suited to your problem and explore the library. You will never know everything about the Windows systems so do not try – use it for specific queries.



**Windows Help page**

Personally, I find that I rarely find what I am looking for on the initial Help page and I have to enter the keywords of my query into the Search box. For instance, if I wish to be reminded how to use the Defragmenter facility in Windows Me and XP I would not know whether to click on Performance and maintenance, Customising your computer, Hardware or Fixing a problem. But, if I type in the word “defragment” into the Search box, the answer to my query will be found very quickly.

Having said that, the Windows Help facility is a great way to expand your knowledge of your computer. Just click on any topic that interests you and you will get a useful tutorial on the subject that you can print out and read at your leisure. Let us imagine that you want to brush up on your basic Windows skills, you would click on Windows basics where, under the ‘See Also’ panel, you will find an overview of the Keyboard Shortcuts. There are over one hundred of these shortcuts and while we do not really need to know that ‘Left Alt +left Shift +Print Screen’ will switch High Contrast on and off, it is useful to remember that Ctrl>Z undoes the previous action or that Ctrl>F raises the Find facility.

**Windows basics**

- Core Windows tasks
  - Customizing your desktop
  - Customizing your Start menu
  - Working with files and folders
  - Working with programs
  - Managing windows
  - Logging on and off Windows
- Searching for information
- Protecting your computer
- Keeping Windows up-to-date
- Tips for using Help

**See Also**

- Windows Glossary
- Windows keyboard shortcuts overview**
- Tools
- Go to a Windows newsgroup

**Windows keyboard shortcuts overview**

Use shortcut keys as an alternative to the mouse when working in Windows. You can open, close, and navigate the Start menu, desktop, menus, dialog boxes, and Web pages using keyboard shortcuts. Keyboard shortcuts may also make it easier for you to interact with your computer.

Click a heading, or press TAB to highlight a heading, and then press ENTER.

**General keyboard shortcuts**

Press	To
CTRL+C	Copy.
CTRL+X	Cut.
CTRL+V	Paste.
CTRL+Z	Undo.
DELETE	Delete.
SHIFT+DELETE	Delete selected item permanently without placing the item in the Recycle Bin.
CTRL while dragging an item	Copy selected item.
CTRL+SHIFT while dragging an item	Create shortcut to selected item.
F2	Rename selected item.
CTRL+RIGHT ARROW	Move the insertion point to the beginning of the next word.
CTRL+LEFT ARROW	Move the insertion point to the

## Keyboard Shortcuts:

The keyboard shortcuts that many people use are listed below:

Ctrl>C	Copy
Ctrl>X	Cut
Ctrl>V	Paste
Ctrl>Z	Undo
Ctrl>Y	Undoes an 'Undo'
Ctrl>P	Print
Ctrl>A	Select all
Ctrl>F	Find
Ctrl>O	Opens a file
Ctrl>N	Starts a new file
F1	Help
Alt>F4	Close program
Esc	Cancels current action