

Sample Chapter

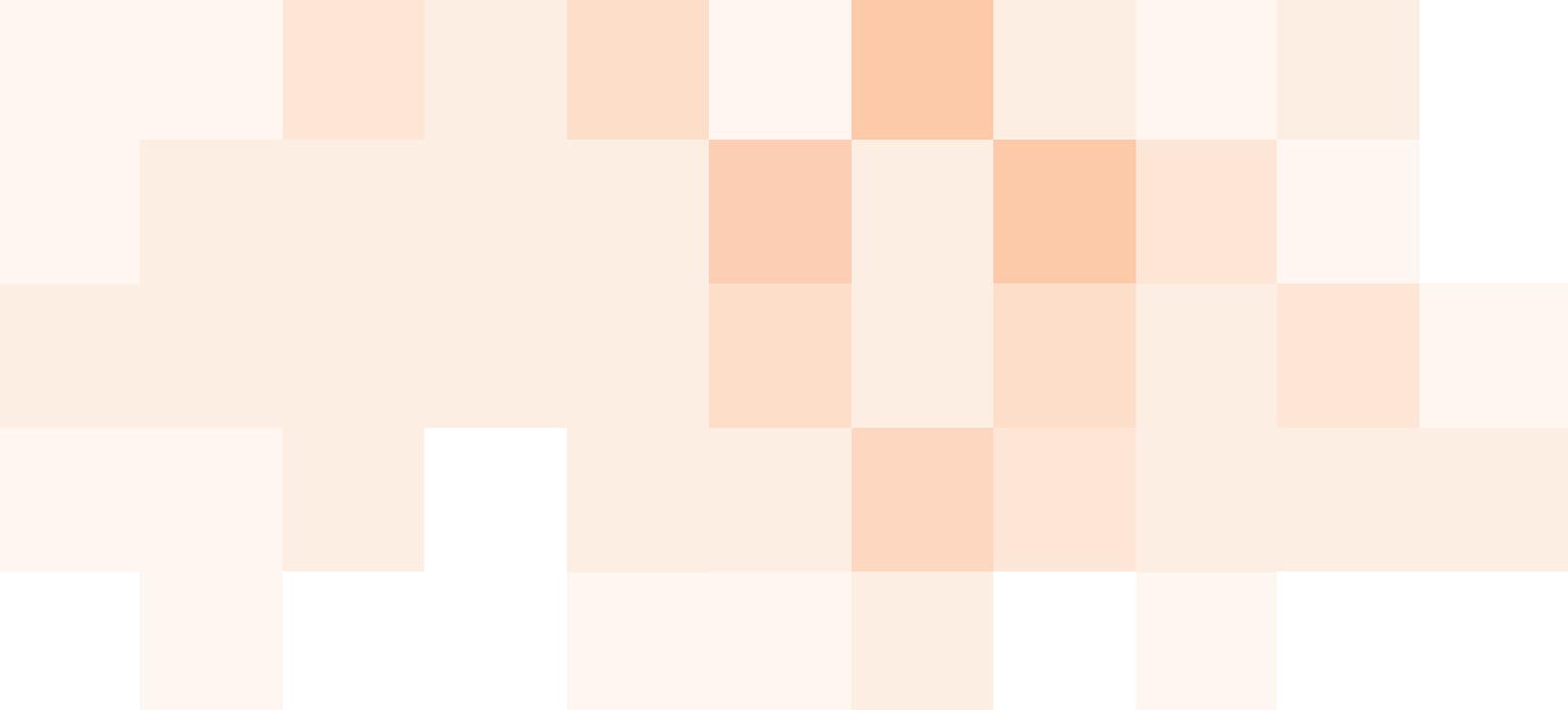
Level Up

Through **Digital Discoveries**

4



For Review Purposes Only



LevelUp

Through **Digital Discoveries**

4

For Review Purposes Only

Contents

	1. Learning the basics	6
	Lesson 1 My desktop	9
	Lesson 2 Files and folders	20
	Lesson 3 Computer settings	31
	Lesson 4 Protect my computer	40
	2. Working with text	54
	Lesson 1 Format a paragraph	57
	Lesson 2 Working with images and graphics	68
	Lesson 3 Editing and grammar check	80
	Lesson 4 Views and print	86
	3. Communicating online	96
	Lesson 1 My friends	99
	Lesson 2 Forward an email	106
	Lesson 3 Sending files	112
	Lesson 4 Email rules	123
	4. Working with media	132
	Lesson 1 Use capture devices	134
	Lesson 2 View images and videos	150
	Lesson 3 Create a movie	157
	Lesson 4 Transitions and animations	169
	5. Working with numbers	186
	Lesson 1 What is a spreadsheet?	188
	Lesson 2 Row - Column - Cell	194
	Lesson 3 Inserting numbers and text	200
	Lesson 4 Simple calculations	206
	6. Coding with Scratch	218
	Lesson 1 How to design a program	222
	Lesson 2 Sprites in Scratch	234
	Lesson 3 Conditions	249
	Lesson 4 Movement in Scratch	263

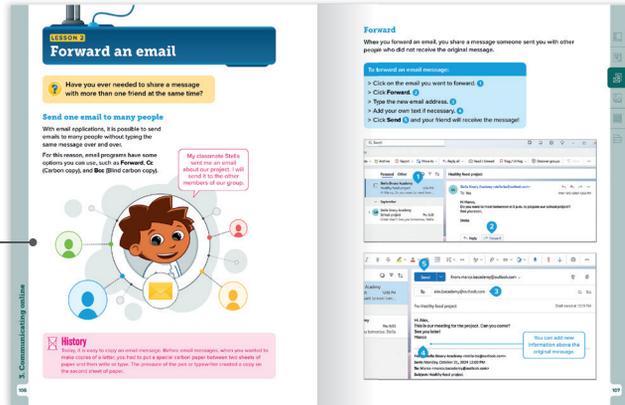
Hi! I'm Marco. I will help you learn how to use your computer. Together we will explore new technologies. Turn on your computer and follow me!



Key Features

An innovative approach to building digital competencies, developed by expert educators.

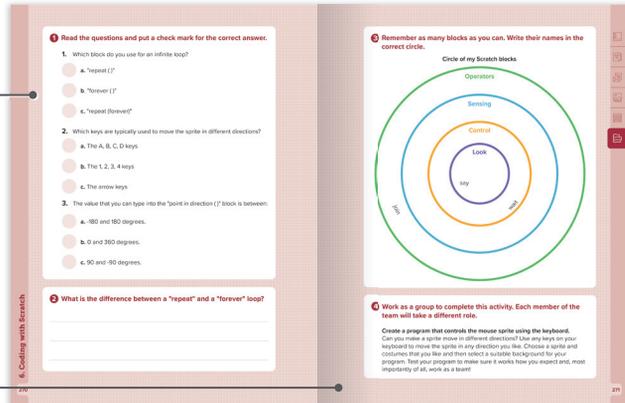
Each unit offers straightforward explanations and contemporary examples, making technology concepts accessible and relevant.



Curriculum aligns with the latest industry standards, preparing students for certifications and future careers.

Every unit includes a variety of tasks and activities designed to help students build essential digital competencies.

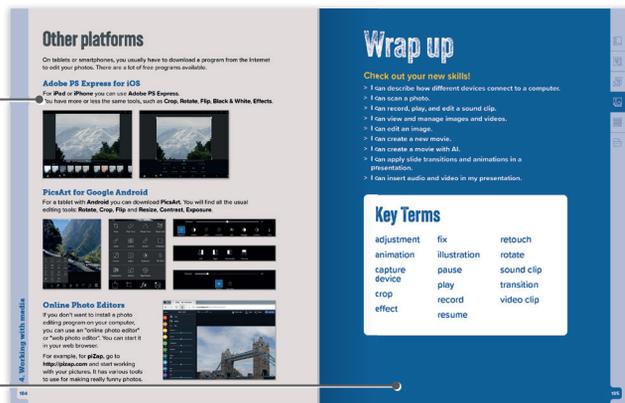
Projects and exercises throughout the course reinforce students' understanding and practical application of digital skills in real-world scenarios.



Well-defined learning goals and hands-on, applicable digital skills.

Students learn about platform diversity, expanding their digital toolkit and adaptability.

Each unit organizes key terms that are crucial for digital literacy, equipping students for today's technology-driven workplace.



1. Learning the basics



Keeping a computer organized and secure helps you work faster and keeps your files safe from damage. This unit focuses on learning how to create shortcuts, organize files, adjust settings, and protect computers from viruses.

Learning Objectives

In this unit, you will:

- > search for a file or a folder on your computer.
- > create shortcuts.
- > manage shortcuts to access files quickly.
- > compress and unzip files and folders.
- > change computer settings, like date, time, and screen resolution.
- > protect your computer from malware using antivirus software.
- > identify why it is important to update software regularly.

Tools

- > **Microsoft Windows**

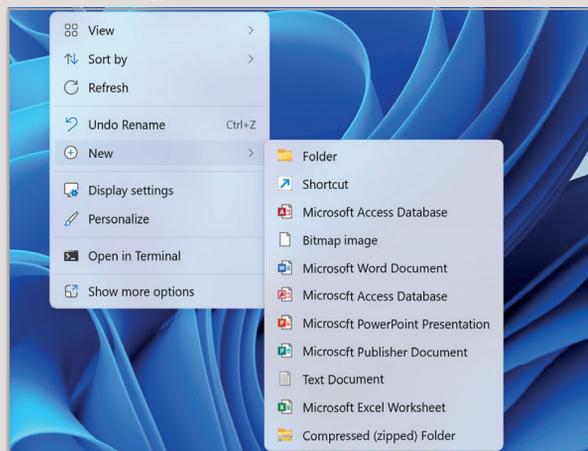
Do you remember?

Folders

A folder is a location on your computer where you can save your files.

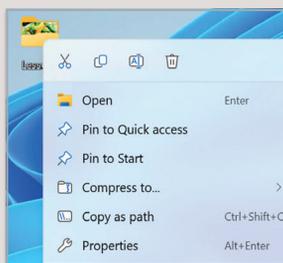
How to create a folder

- Choose where you want to create a new folder, for example, on the desktop.
- Right-click an empty area, point to New, and then click Folder.
- Type a name for the new folder, and then press **Enter ↵**.



How to move or copy a folder

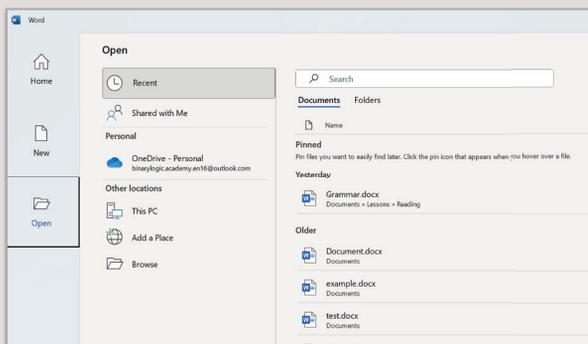
- Right-click the folder and click Cut or Copy.
- Right-click the location you want to move it to.
- Click Paste.



How to open a file

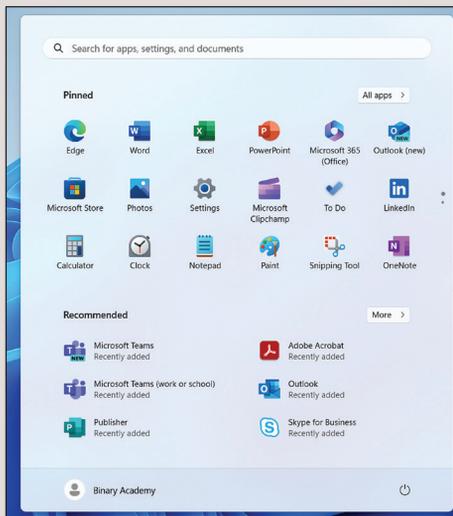
There are two ways:

- Find the file and double-click the icon. The file that you need will open.
- Start the program for working with the type of file you want (for example, Microsoft Word for a text document), and then, on the **File** menu, click **Open**.



How to start a program

- Click the All apps button and scroll down the sidebar with the applications.
- Find and click the program you want.



LESSON 1

My desktop



Where should we keep the files we use most often?

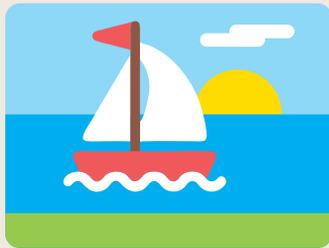
Files

The main function of a computer is to manage data and information. The stored data and information on your computer are called files. There are many types of files. A file can be text, a photo, an audio track, a presentation, or a video. Each type of file has a specific icon, which helps you recognize what kind of file it is.

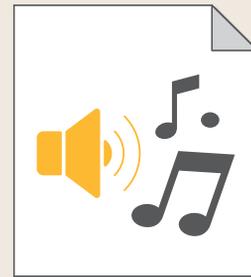


Different programs are used to create various types of files. For example, with Microsoft Word, you can create a document, while with Paint, you can create an image.

Image file



Sound file



Document file



Presentation file



Transferring files

Files are stored on your computer and even on smartphones, digital cameras, and other digital devices.

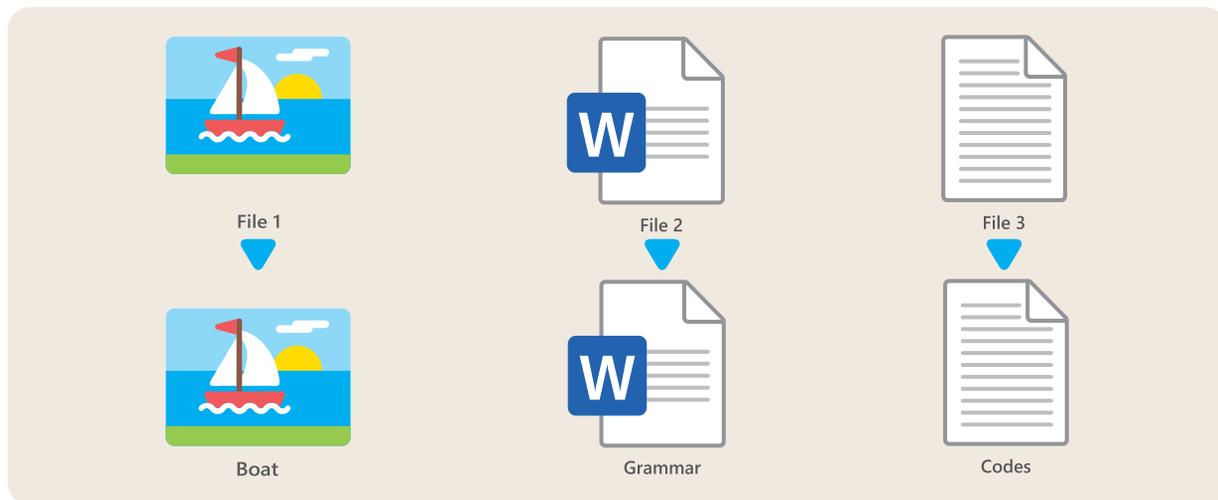
You can **transfer**, or move, files from your computer to a device and vice versa, just by connecting the device to your computer.



Filenames

On your computer, there are many files. In order to know which file is which, give them unique names. The name of the file is called a **filename**.

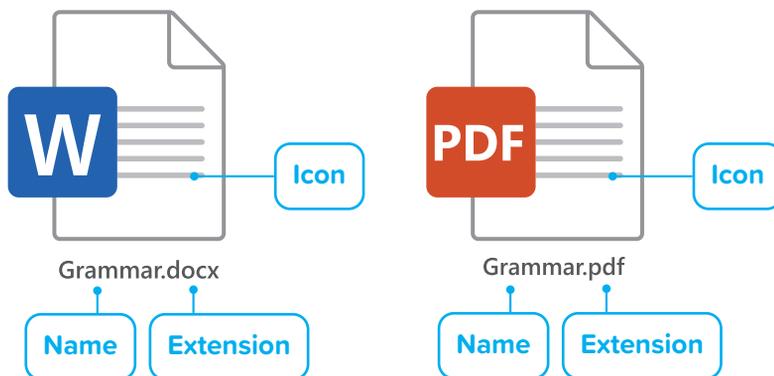
To find your files more easily, it's a good idea to give them a filename that is related to their contents. Don't use filenames like File 1, File 2, File 3, etc., but choose names that describe the file's contents.



Extensions

Apart from its icon and its name, each file has an **extension** that indicates the type of the file.

This is an example of a filename:



There is always a dot between the name and the extension!



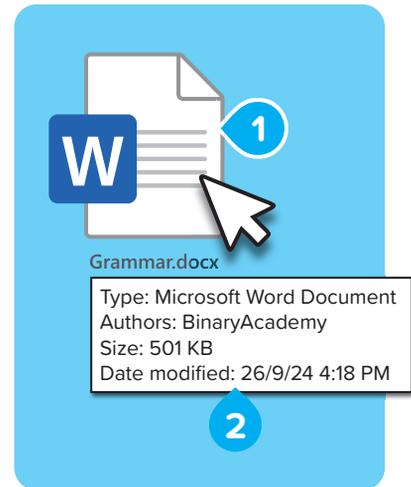
File size

A file takes up storage space on your computer. This space is the file size and is counted in bytes.

One kilobyte (KB) is 1,024 bytes and 1 megabyte (MB) is 1,048,576 bytes.

To check the size of a file:

- > Find the file and point to it with your mouse. 1
- > Check the size in the box that is displayed. 2

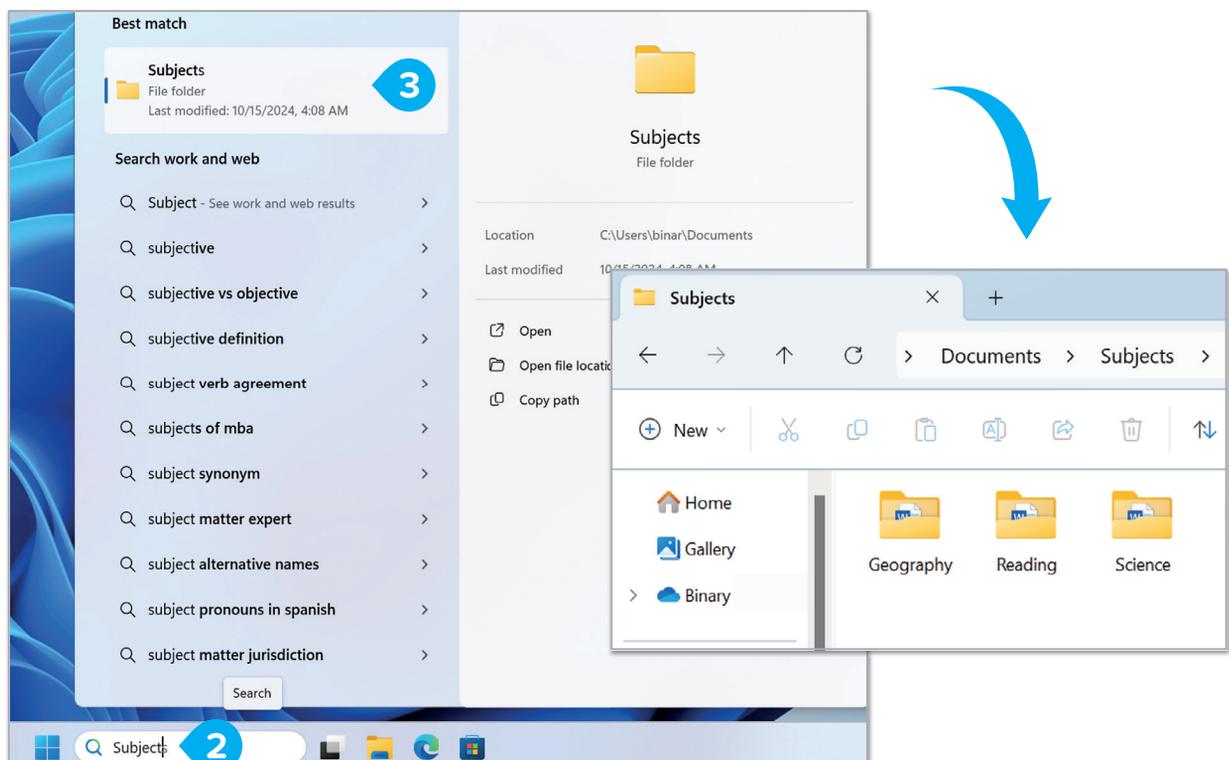


Search using the search button

You can search for a file or folder anywhere on your computer.

To search for a file or a folder:

- > On the Taskbar, click the **Search** button. 1
- > Type a word or part of a word that you want to search for in the **Search box**, for example, **Subjects**. 2
- > Find the file or folder in the search results.
- > Click a search result to open it. 3

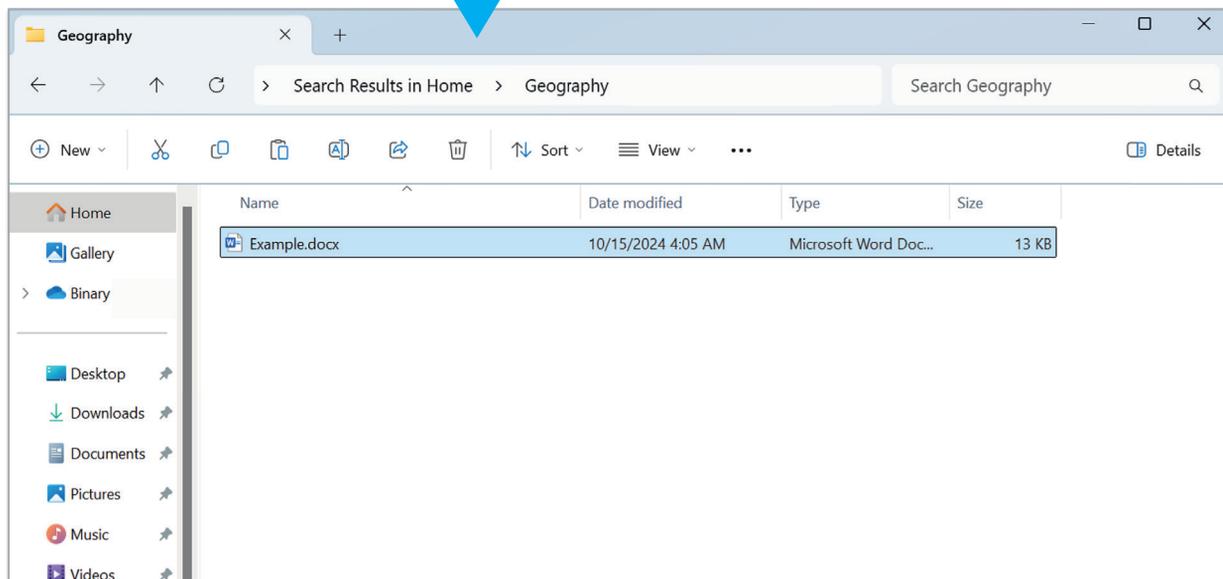
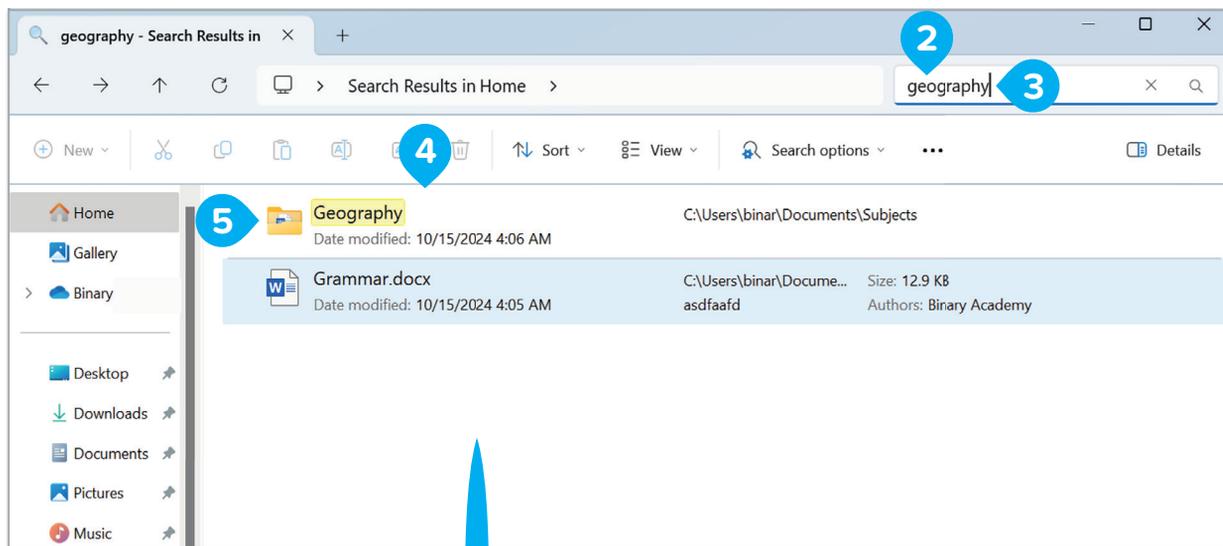


Search using File Explorer

With **File Explorer**, you can search in a specific file or folder. This will make your search much faster, because you are searching only in one place.

To find a file or a folder:

- > Click **File Explorer** **1** and click the **Search box** (in the top right corner of the window). **2**
- > Type the name of the file or folder you are searching for, for example, **geography**. **3**
- > A list of results containing the name of your folder or file will come up. **4**
- > Double-click a search result to open it. **5**



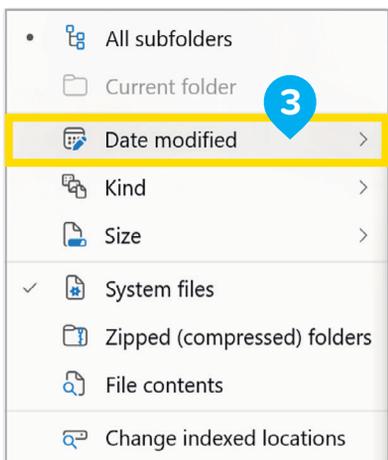
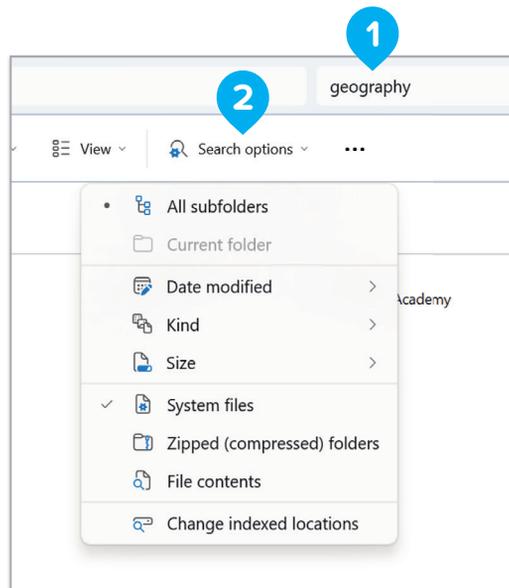
For Review Purposes Only

Using search filters

Search filters allow you to search for a file or folder using details such as its size and the date it was last modified.

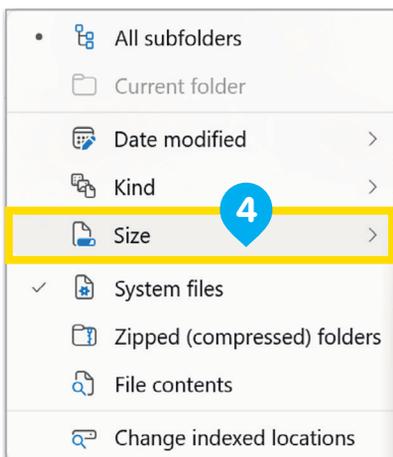
To apply search filters:

- > Click the **Search box**, **1** type the folder's name and click on the **Search options**. **2**
A drop-down list with filters will be displayed.
- > Click a filter. There are a few options, such as **Date modified** and **Size**.
- > Point to **Date modified**, and click an available option. **3**
- > Alternatively, point to **Size**, and click a size value to only search for files or folders of that size. **4**



Today
Yesterday
This week
Last week
This month
Last month
This year
Last year

If you don't know the exact name of the file you are searching for, use a wildcard. The asterisk (*) is a wildcard, which represents any character or number in the filename. For example, if you type *ology, the results will be words that end in these letters, such as biology, geology, or physiology.



Empty (0 KB)
Tiny (0 - 16 KB)
Small (16 KB - 1 MB)
Medium (1 - 128 MB)
Large (128 MB - 1 GB)
Huge (1 - 4 GB)
Gigantic (>4 GB)



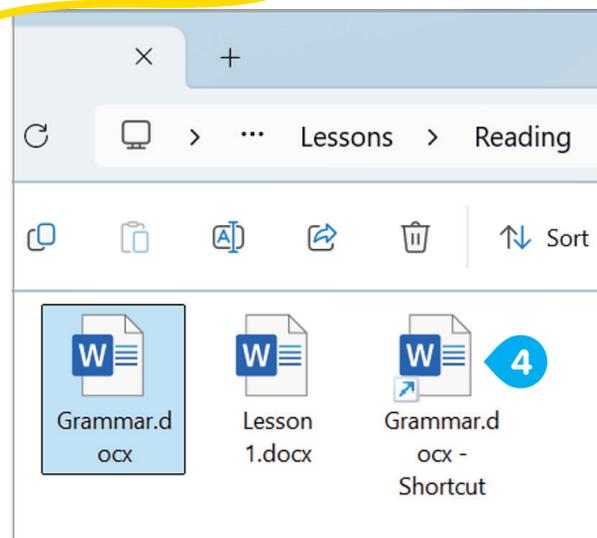
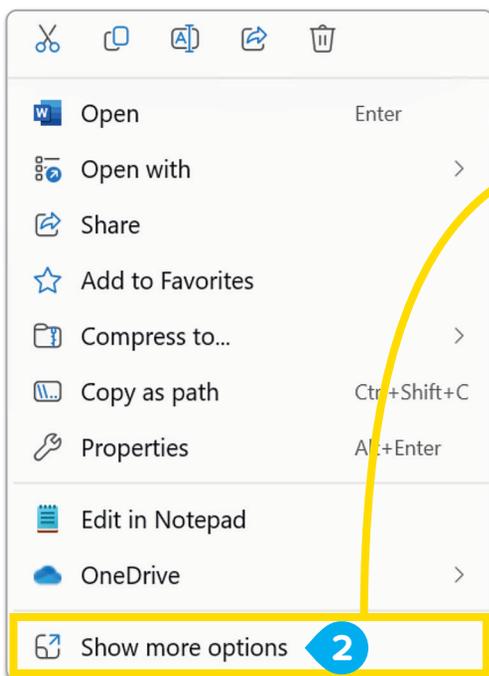
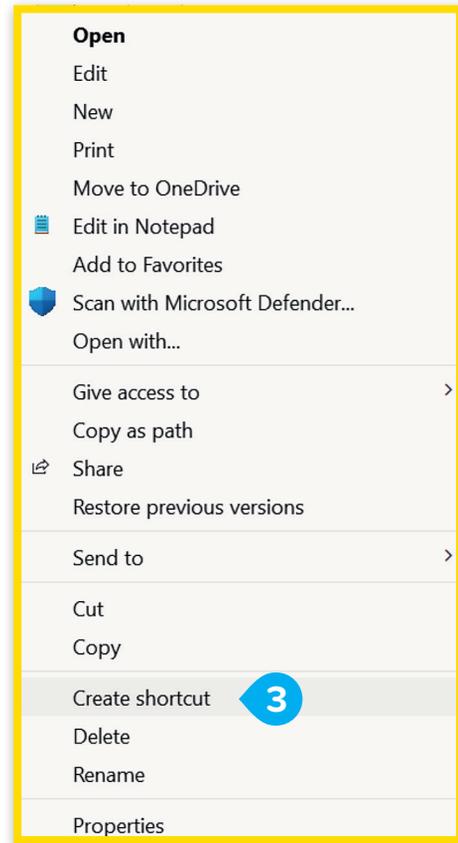
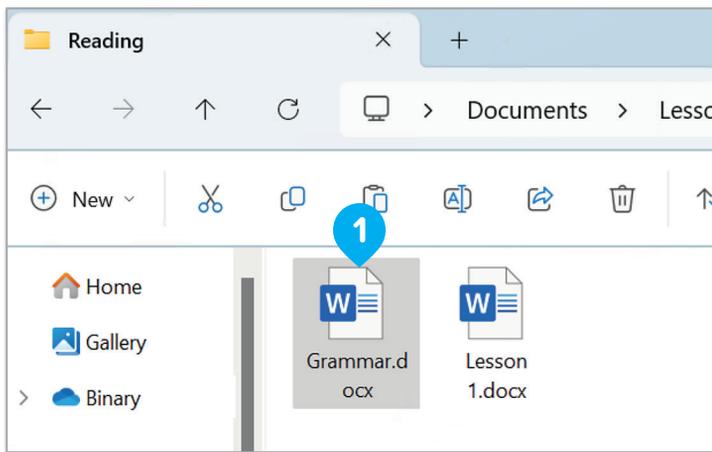
Creating shortcuts

There may be certain files or programs that you use more often than others. But what if they are hard to find every time you need them?

A **shortcut** is a "link" to a folder, file, or program to help you access it easily and quickly. Let's find out how you can create a shortcut.

To create a shortcut:

- > Find the file or program you want to create a shortcut to. **1**
- > Right-click it and click **Show more options**. **2**
- > Click **Create shortcut**. **3**
- > The shortcut will be created. **4**

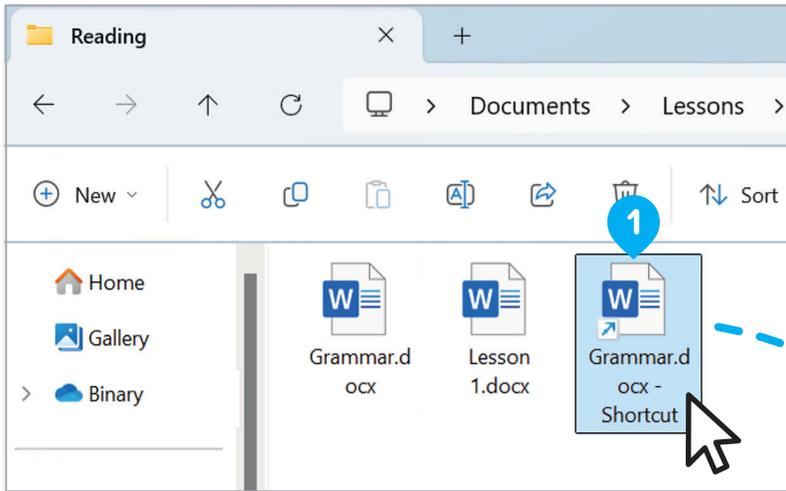


For Review Purposes Only

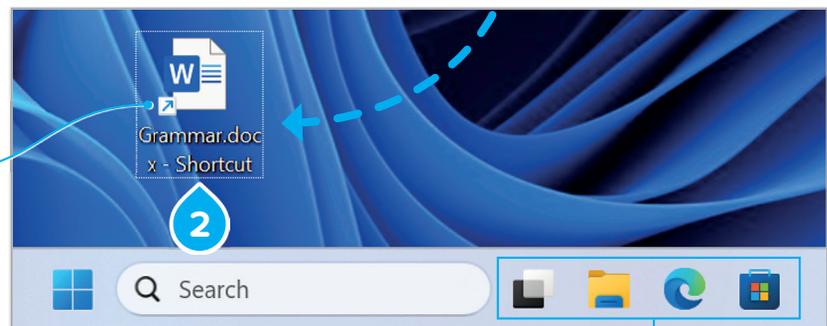
After you make a shortcut, you can move it anywhere you want.

To move a shortcut:

- > Select the shortcut. **1**
- > Click and hold the mouse and move the mouse pointer to the new location, for example, to your desktop. Release the mouse pointer. **2**
This is called "dragging and dropping."



A shortcut has a small arrow at the bottom left corner of the icon, but not always. All the icons on the Taskbar at the bottom of your screen are shortcuts, and they don't have an arrow.



You can pin programs and files on the Taskbar by dragging and dropping their icons on the Taskbar. To delete shortcuts from the Taskbar, just right-click them and click **Unpin from taskbar**.



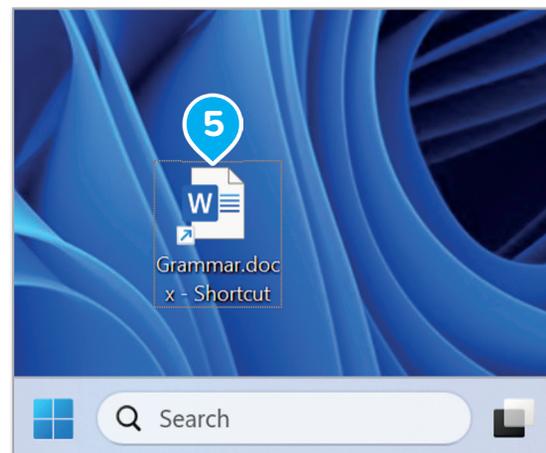
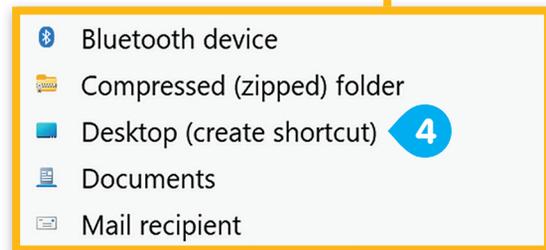
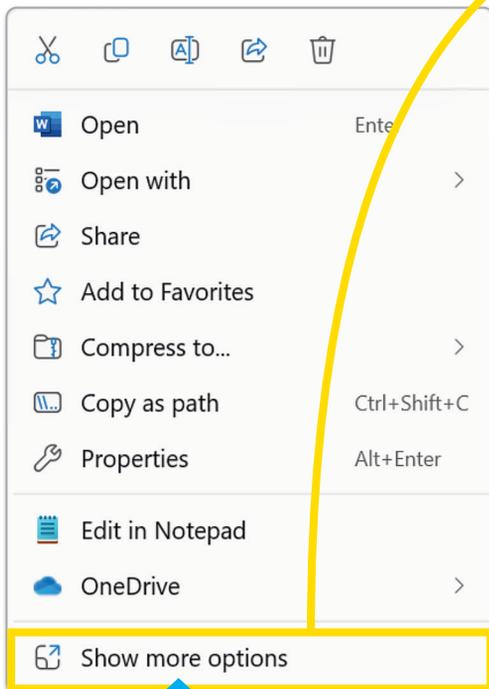
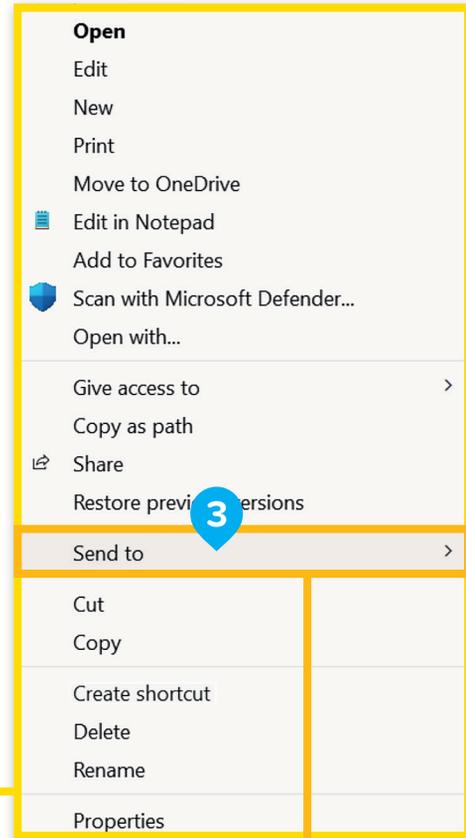
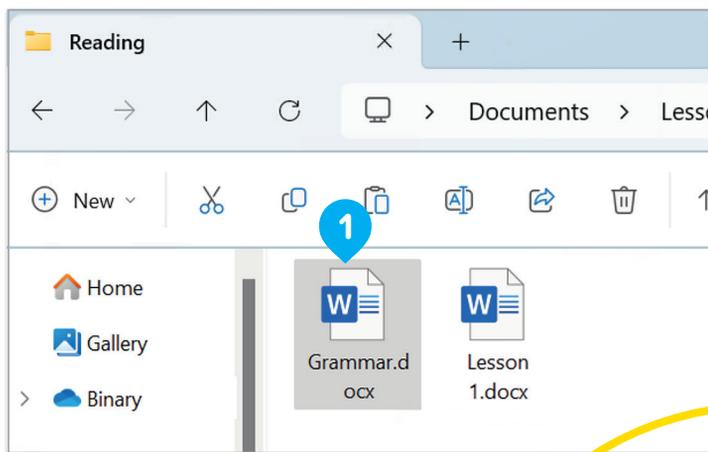
History

On early computers, users had to know where programs and files were stored and go to the correct folder to open them. This changed with the idea of shortcuts, or grouping programs and files by task. The first shortcuts appeared in Apple MacOS System 7 in 1991 and then in Microsoft Windows 95 in 1995.

Now that you know how to move a shortcut, it is time to learn how to create a shortcut directly on the desktop.

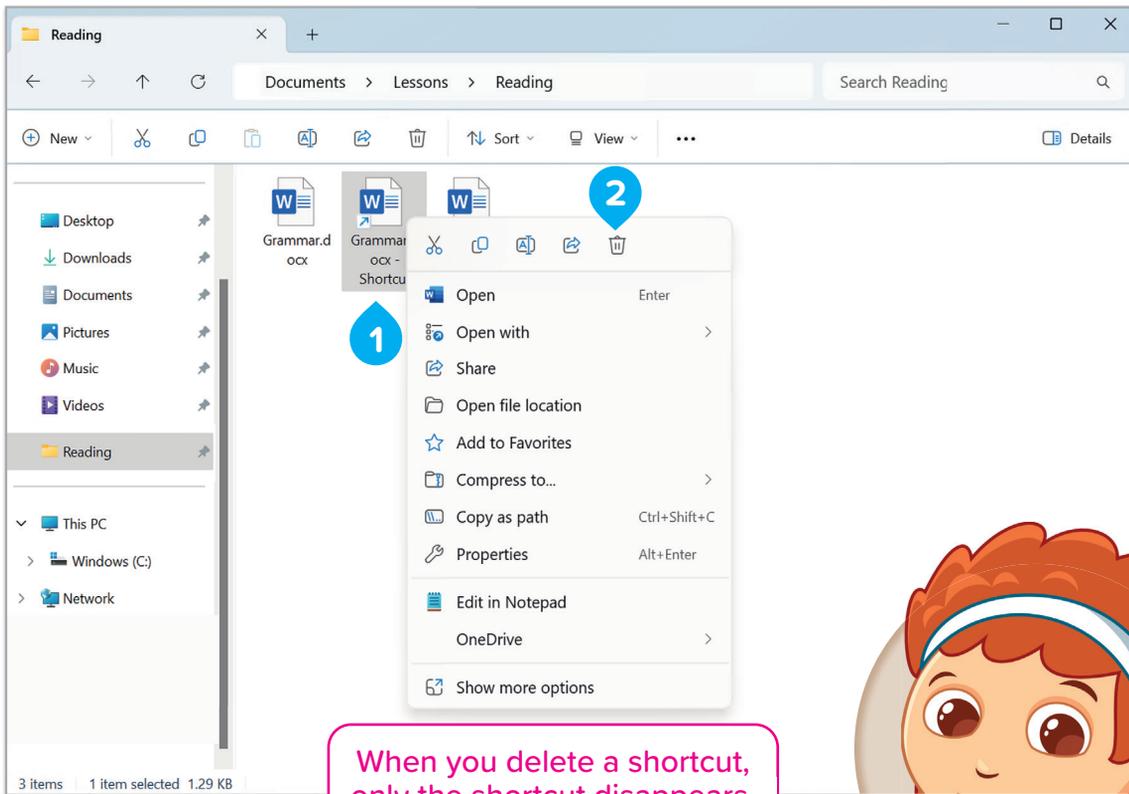
To create a shortcut on the desktop:

- > Find the file or program you want to create a shortcut to. **1**
- > Right-click it and click **Show more options**. **2**
- > Point to **Send to**. **3**
- > Click **Desktop (create shortcut)**. **4**
- > A shortcut will be created on the desktop. **5**



To delete a shortcut:

- > Right-click the shortcut. **1**
- > Click **Delete**. **2**



When you delete a shortcut, only the shortcut disappears. The original file, folder, or program is not deleted.



Why do you think deleting a shortcut does not remove the original file or program?



Be Safe

You should always work in an area with enough lighting. Use natural light or lamps with soft light.

Hands on!

1 Read the sentences and circle True or False.

- | | | |
|---|------|-------|
| 1. A file's size is measured in bytes, with 1 KB being equal to 1,024 bytes. | True | False |
| 2. You can use the "Search" button on the taskbar to find files and folders on your computer. | True | False |
| 3. A shortcut is a "link" to a folder, file, or program which helps you access it quickly. | True | False |
| 4. You can create a shortcut by dragging the file or program directly to the desktop. | True | False |
| 5. Moving a shortcut also moves the original file to a new location. | True | False |
| 6. Deleting a shortcut will delete the original file or program as well. | True | False |

2 Fill in the blanks.

shortcut

show more options

search

drag

right-click

icon

1. Each type of file has a specific _____ that helps you recognize what kind of file it is.
2. To search for a file or folder, click the _____ button on the taskbar.
3. A _____ is a link that allows you to open a file or program quickly without searching for it.

For Review Purposes Only

4. To create a shortcut, right-click the file, select _____, and then click "Create shortcut".
5. To move a shortcut to your desktop, click and _____ it to the desktop.
6. To access the "Show more options" menu, you need to _____ on the file or program.

3 Explain how organizing shortcuts into folders can keep your desktop clean and help you find things more easily.

4 Work with folders and shortcuts:

1. Open the "Pictures" folder.
2. Move two pictures from your desktop into the "Pictures" folder.
3. Now create a shortcut to each picture.
4. Then create two more shortcuts directly on the desktop.
5. Delete the last two shortcuts from the "Pictures" folder.
6. Can you still find the original pictures?

LESSON 2

Files and folders

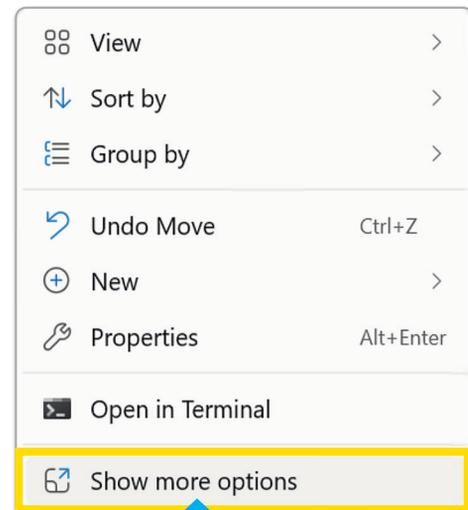
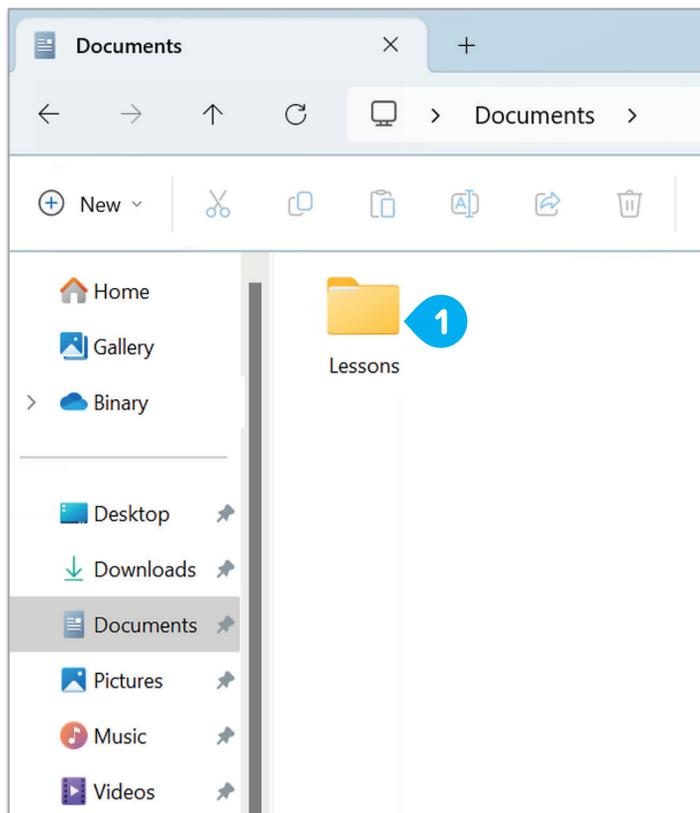
Compressed files and folders

Sometimes, files or folders take up too much space on your computer and you may want to make them smaller. Compressed files and folders take up less storage space, and you can easily copy them to another computer or send them by email.

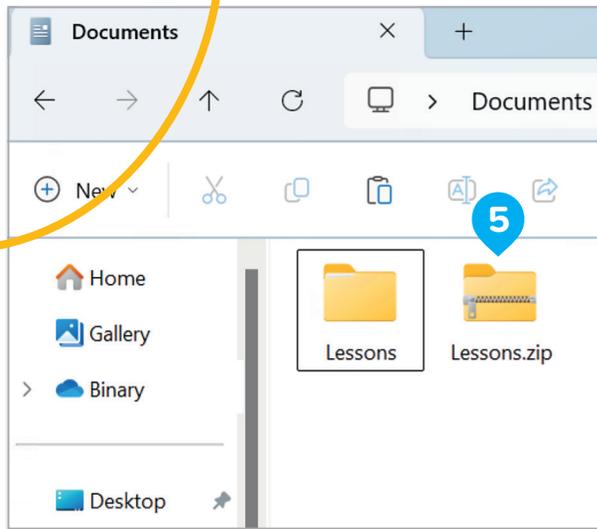
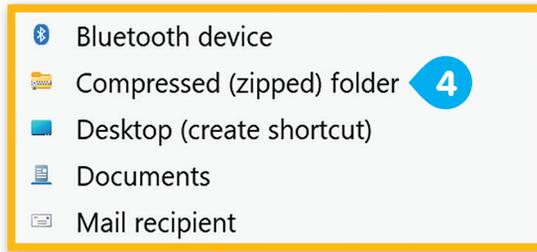
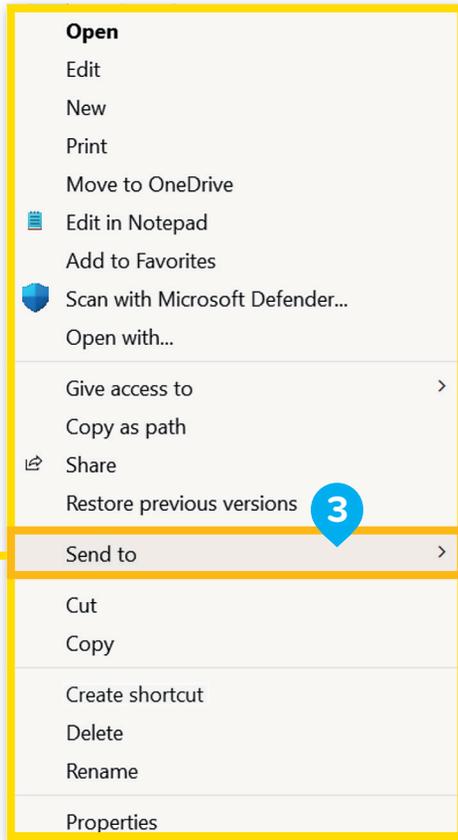
Compressed files or folders can be copied and moved in the same way as files. You can also use them like a folder. You can add more files to them, or you can delete files from them.

To compress a file or folder:

- > Find the file or the folder that you want to compress. **1**
- > Right-click it and click Show more options. **2**
- > Point to **Send to**. **3**
- > Click **Compressed (zipped)** folder. **4**
- > A new compressed file is created in the same location and with the same name. **5**



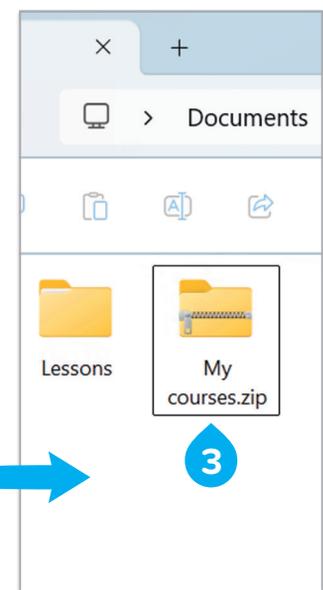
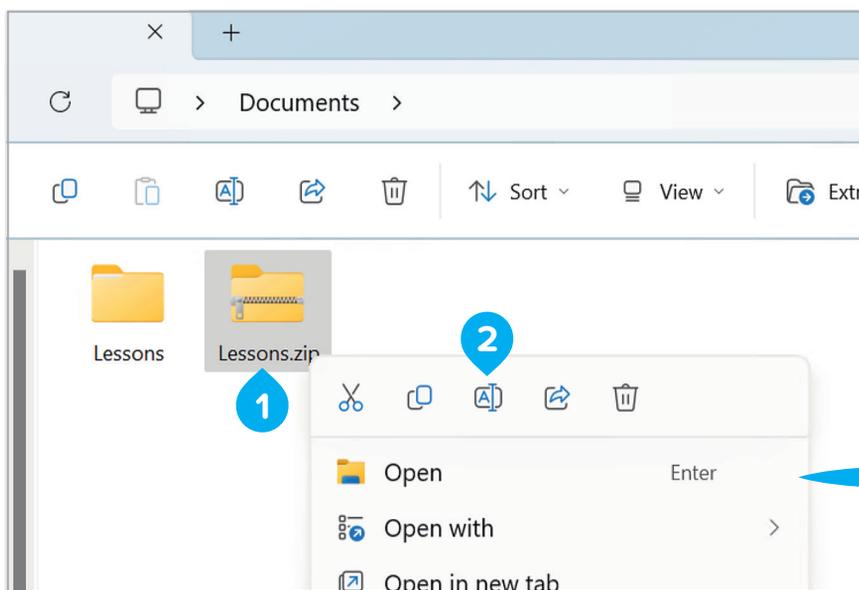
For Review Purposes Only



To rename the file:

- > Right-click it. **1**
- > Click **Rename**. **2**
- > Type the name you want and press **Enter ↵**. **3**

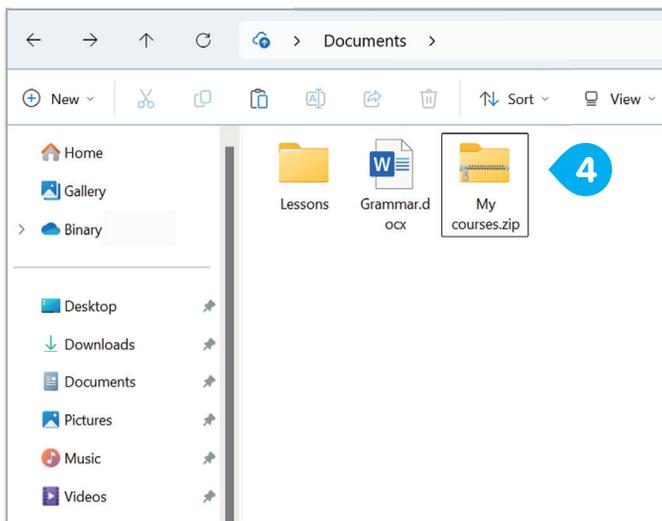
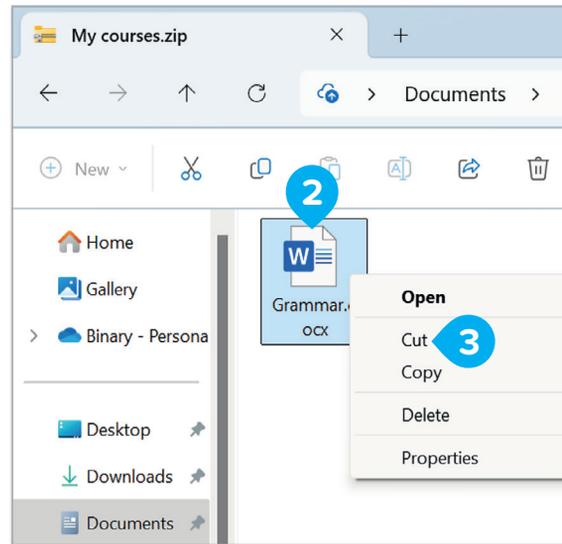
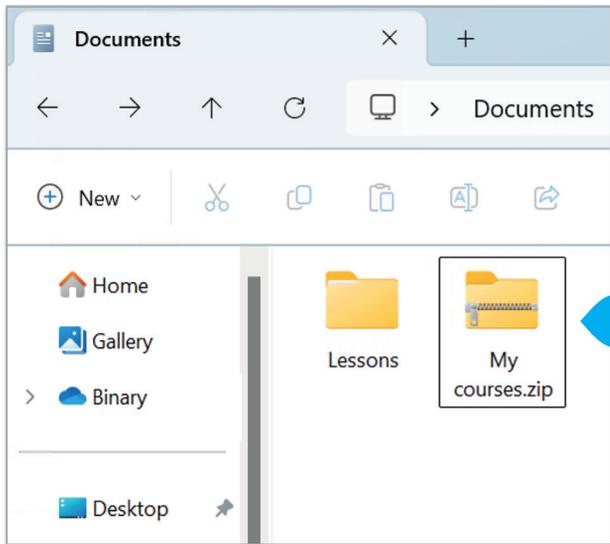
In Microsoft Windows, compressed folders are also called zipped folders.



For Review Purposes Only

To extract (or unzip) a file from a compressed folder:

- > Double-click the compressed folder to open it. **1**
- > Right-click the file that you want. **2**
- > Click **Cut** **3** and move it to the location you want. **4**



To move a file or folder to another location, use **Cut** and **Paste** or drag and drop with your mouse.

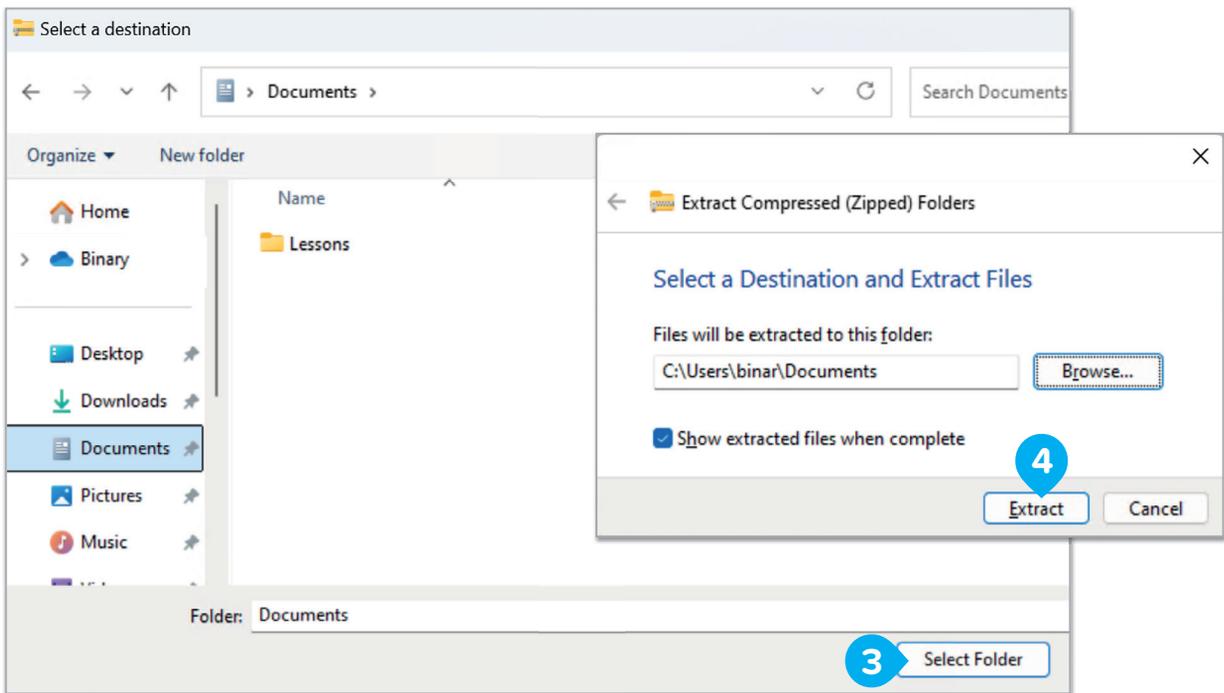
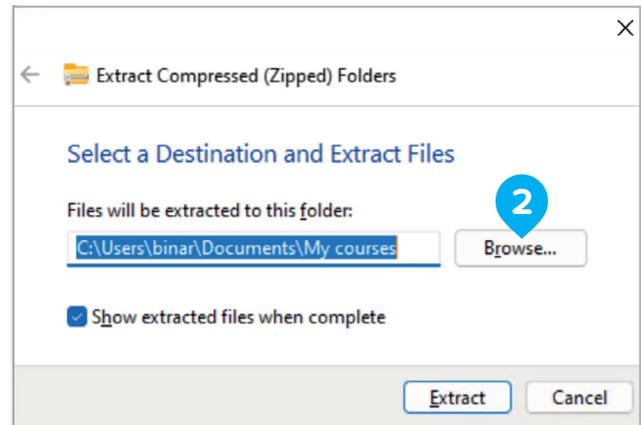
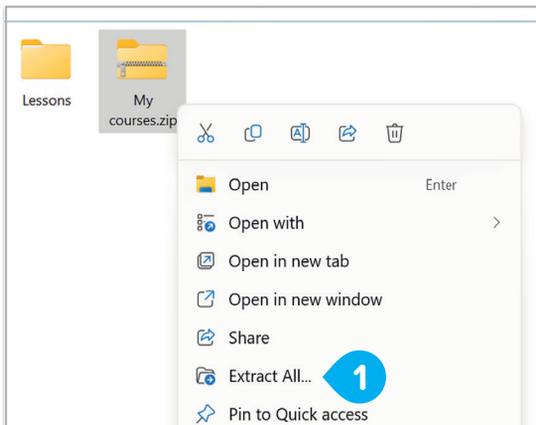


History

Robert Mahoney and Phil Katz created ZIP compression technology. "Zip" is the name for something that encloses items in a single package. It also means "to move quickly." Mahoney and Katz wanted to show that ZIP was faster than other compression programs.

To uncompress all the files in a compressed folder:

- > Right-click the folder icon and click **Extract All**. 1
- > In the **Extract Compressed (Zipped) Folders** window, click **Browse**. 2
- > In the **Select a Destination** window, select the location where you want to put your files and click **Select Folder**. 3
- > Then click **Extract**. 4



Smart Tip

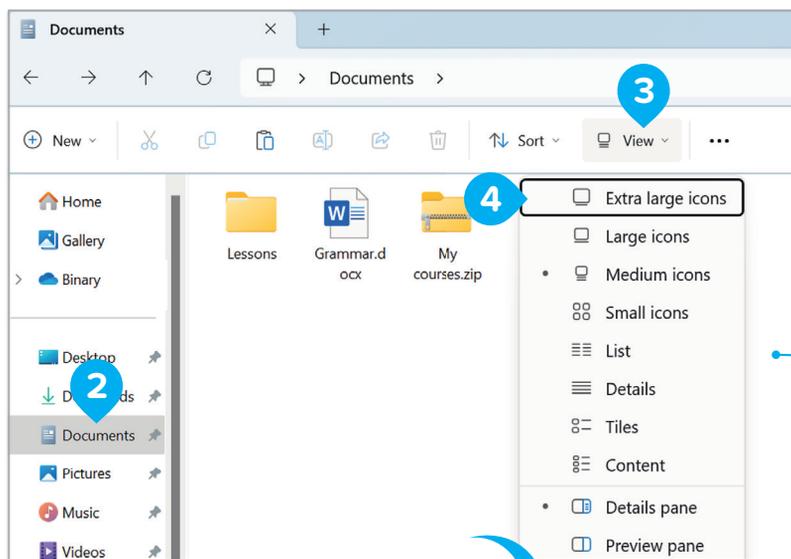
The amount of compression is different for different file types. For example, an image can't be compressed as much as a text file. Usually, images like JPEG files are already highly compressed, so you won't notice any difference if you compress them.

Appearance of a list of files

There is a variety of ways in which a list of files can be displayed in a folder.

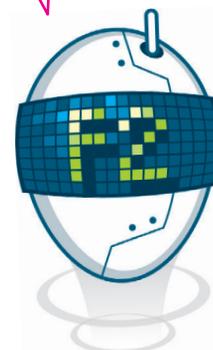
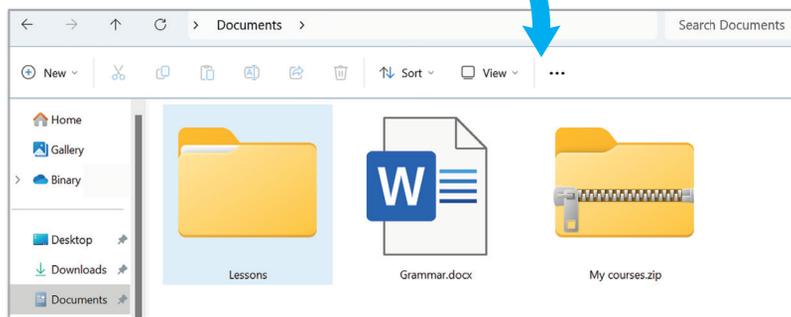
To check the size and file details:

- > Open **File Explorer** by opening a folder. **1** Click on **Documents**. **2** The list of files in this folder will be displayed.
- > Click the **View** button. **3**
- > Choose from the options, for example, **Extra large icons**, to change your view. **4**



You can change the view to **Extra large Icons, Large icons, Medium icons, Small icons, List, Details, Tiles, or Content.**

To rename a file, you can also select the file and press **F2** on your keyboard.



Smart Tip

For pictures, use Extra large icons, Large icons, and Medium icons, which will give you a preview of each picture. Use Details and Tiles when you want to access extra information about the files.

For Review Purposes Only

To display more information about your files:

- > Go to the **Documents** folder.
- > In the toolbar at the top of the window, click **View**. **1**
- > From the drop-down list, you can select different viewing options, such as **Details**, **List**, or **Large Icons**. To check more detailed information about each file, choose **Details**. **2**
- > To customize the columns displayed in the **Details** view, right-click anywhere in the header row (where you notice the labels **Name**, **Date modified**, etc.). **3**
- > Choose columns to open a window where you can pick more details, such as **Size**, **Date created**, **Tags**, and more. **4**
- > The file list has been customized with more details. **5**

The image shows a sequence of five steps to customize the Windows File Explorer 'Details' view. Step 1 shows the 'View' button in the toolbar being clicked. Step 2 shows the 'Details' view selected from the dropdown menu. Step 3 shows a right-click on the header row of the file list. Step 4 shows the 'Context menu' for the header row, with 'Size' and 'Date created' checked. Step 5 shows the resulting file list with columns for 'Type', 'Size', and 'Date created'.

Type	Size	Date created
File folder		10/3/2024 2:44 AM
Microsoft Word Doc...	13 KB	10/3/2024 10:38 AM
Compressed (zipped)...	11 KB	10/3/2024 7:07 AM



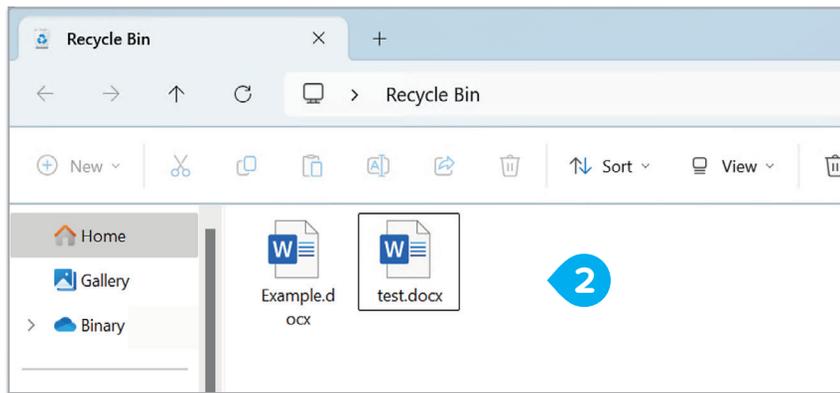
How can the "Details" view help you find a file you created last week?

The Recycle Bin

Can you find the **Recycle Bin** on your desktop? When you delete something from your computer, it's not deleted permanently. It goes into the Recycle Bin. If you delete something by accident you will find it there.

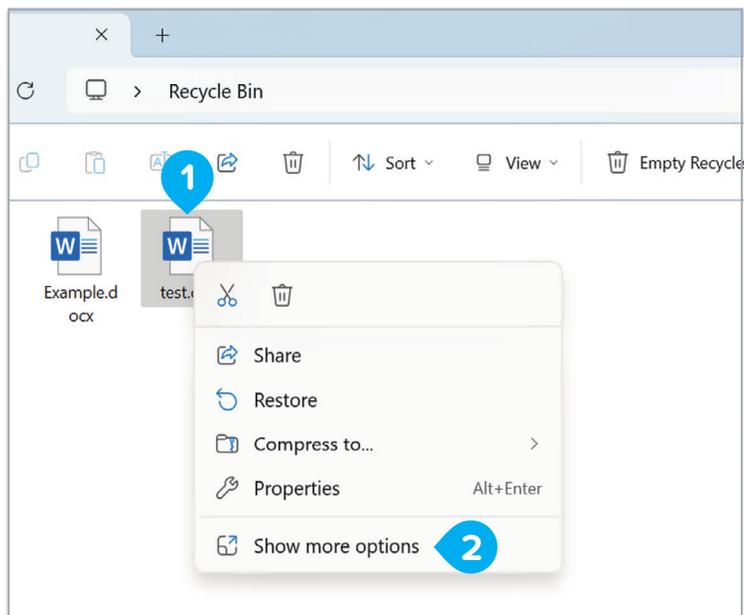
To check what's in your Recycle Bin:

- > Double-click the **Recycle Bin** icon **1** and a window will be displayed with all the files you have deleted. **2**

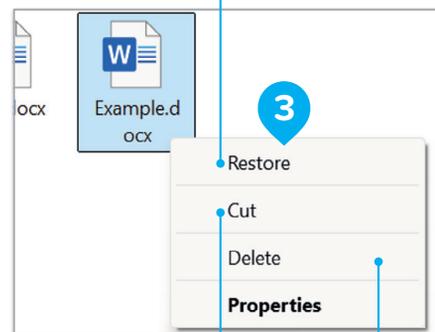


To restore, cut, or delete a file in the Recycle Bin:

- > Right-click a file or folder. **1**
- > Click **Show more options**. **2**
- > Then, choose **Restore**, **Cut**, or **Delete**. **3**



Restore: The file or folder will return to its previous location.

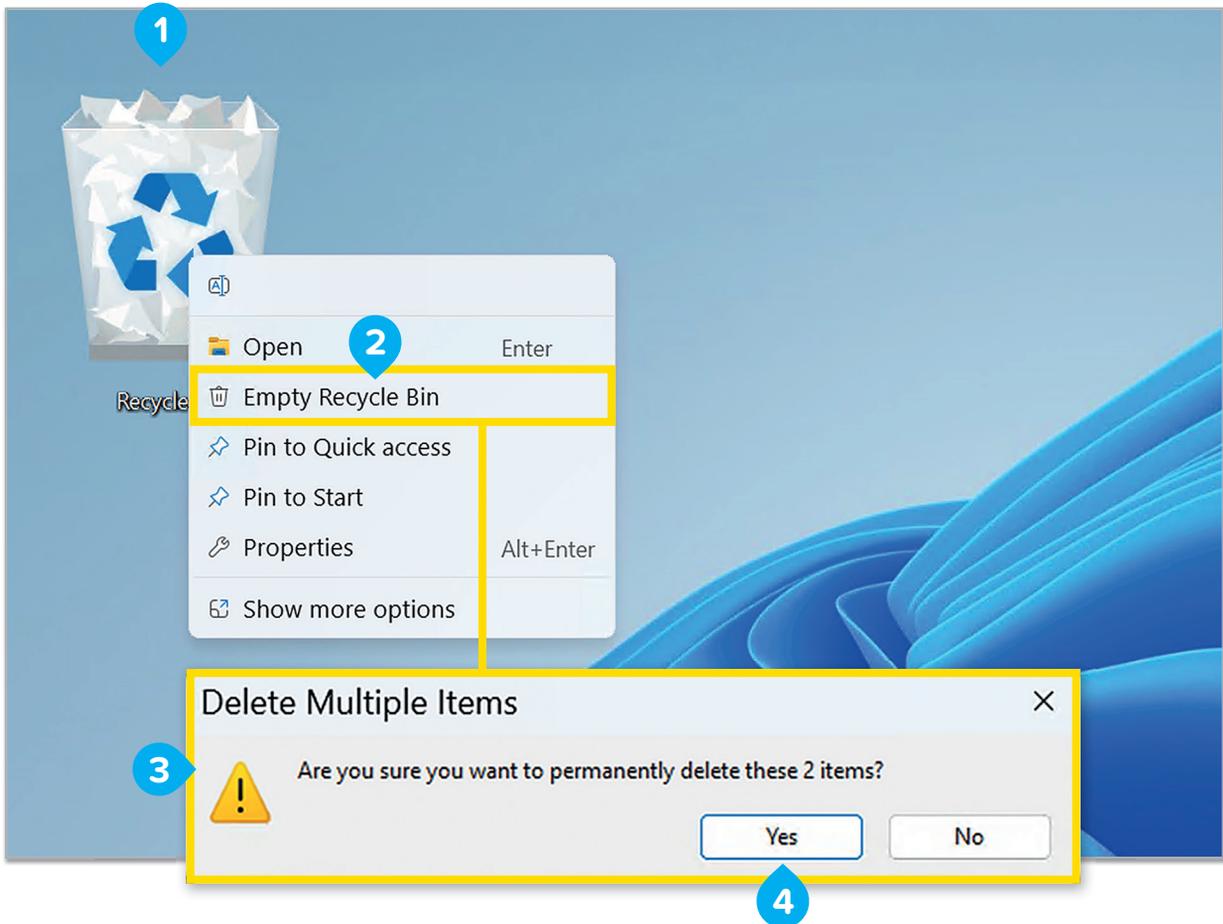


Cut: Now you can move it to another place.

Delete: Delete it from your computer forever.

To delete all the items in your Recycle Bin:

- > Right-click the **Recycle Bin** icon on the desktop. 1
- > Click **Empty Recycle Bin**. 2
- > A confirmation message will be displayed. 3
- > Are you sure? If you click **Yes**, all the items will be deleted forever. 4



Why should you check the Recycle Bin before emptying it?

Hands on!

1 Fill in the blanks.

compress

extract

rename

right-click

delete

zip

details

File Explorer

1. To save space, you can _____ a folder into a _____ file.
2. If you want to check the files inside a compressed folder, you need to _____ the contents.
3. To change the name of a file, _____ on it and select the _____ option.
4. You can open _____ to view, move, or _____ files on your computer.
5. To access more information about your files, such as their size or type, use the _____ view in File Explorer.

2 Read the questions and put a check mark for the correct answer.

1. What is the purpose of compressing a file or folder?

- a. To rename it
- b. To reduce its size and make it easier to share
- c. To delete it permanently

2. Which option should you select if you want to change the name of a file?

- a. Compress
- b. Extract
- c. Rename

3. Where do you go to manage and view all your files and folders on a Windows computer?

- a. Control Panel
- b. Task Manager
- c. File Explorer

4. How can you unzip (extract) a compressed folder?

- a. Double-click the folder and drag files out
- b. Right-click the folder and select "Extract All"
- c. Rename the folder

- 3 Why do you think it is important to organize your files into folders on your computer? How can this help you when you are working on a big project with many documents and pictures?**

- 4 Open Microsoft Word and type the paragraph:**

Gondolas — Venice, Italy

When people think of Venice, they think of the canals and the long black boats, called gondolas. Gondolas take people around the city. They were the most common means of transport in the 18th century. However, today, they are mainly used by tourists. Riding in a gondola is an excellent way to explore this beautiful city.

1. When you are ready, save your work in the "Documents" folder.
2. Change the file view to "Details" and write down the size of the file.
3. Compress the file you created and write down the new size of the compressed file.

- 5 Open Paint and draw a gondola.**

1. Save your work in the "Pictures" folder.
2. Go to "Detailed" view and write down the size of the file.
3. Compress the file you created and write down the new size of the compressed file. Is there a difference in the file size?
4. Delete the files permanently from your computer.

LESSON 3

Computer settings



Why do you think it is important to keep your computer's date and time correct?

Understanding hardware and software

Hardware

Before we dive deeper into adjusting settings, it's important to understand that a computer is made up of two main parts: **hardware** and **software**.

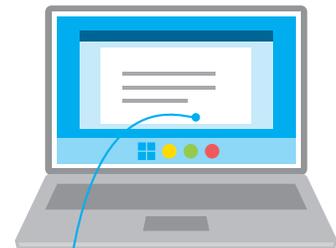
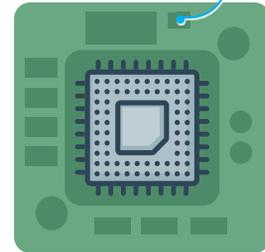
Hardware is the physical parts of a computer. This includes the parts you might see or touch, such as the monitor, keyboard, and mouse, as well as parts inside the computer, like the hard drive and processor. All these parts work together to make the computer work.

Software

Software is the set of instructions that tells the hardware what to do. Examples of software are programs like Microsoft Word, games, and the operating system (for example, Microsoft Windows). Software makes it possible for us to complete tasks on the computer, like writing documents, browsing the Internet, or playing music.

When you change the date and time or adjust the screen resolution, you are interacting with the software part of the computer. This means you are telling the computer what to do. When you do this, it affects how the hardware displays information. Knowing the difference between hardware and software helps you better understand how a computer works.

This is a RAM memory card, which is a type of hardware.



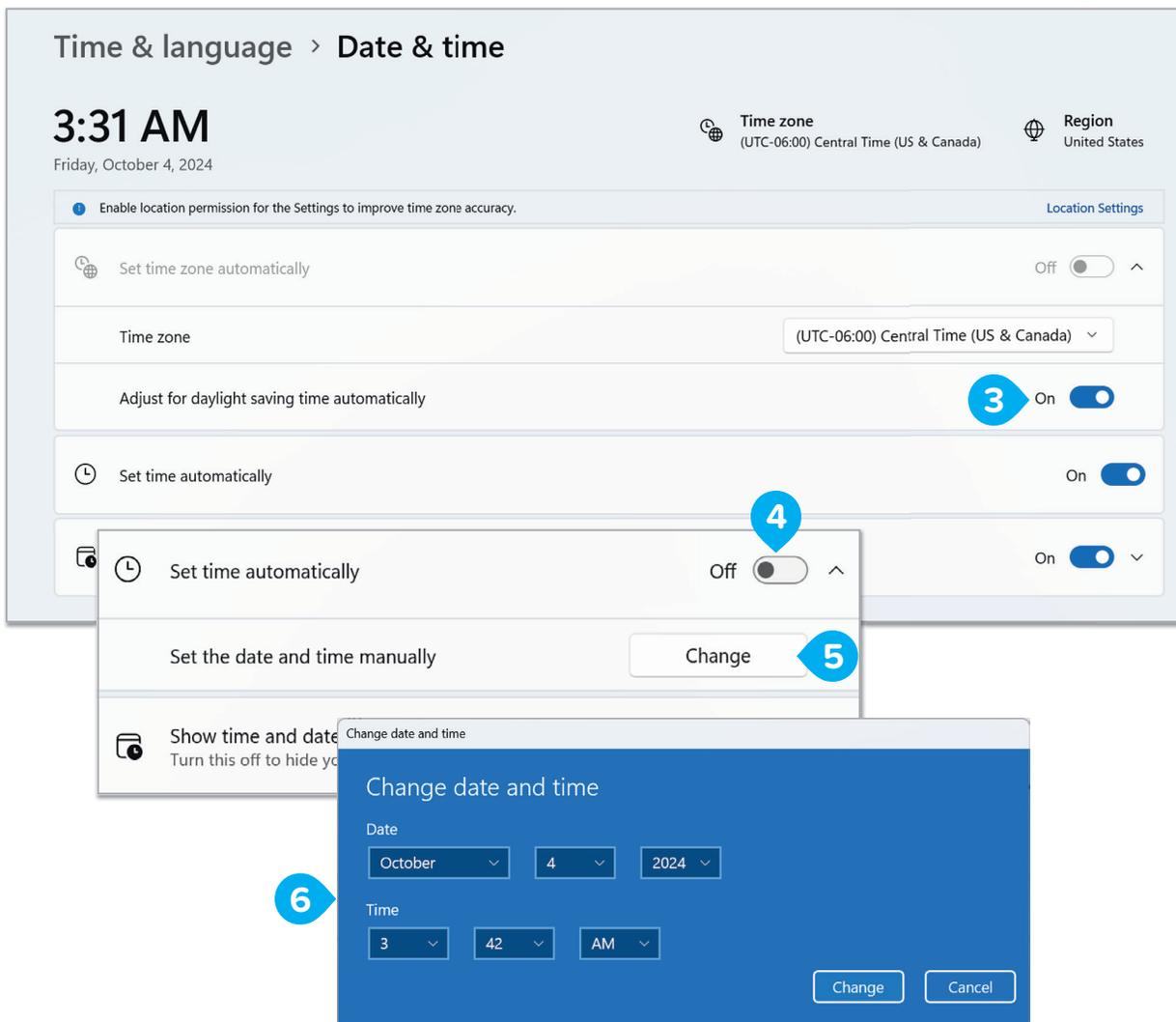
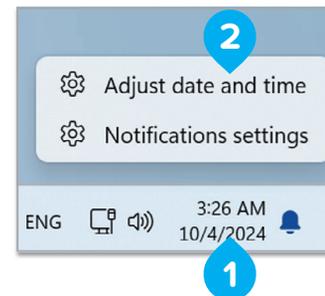
This is a computer program, which is a type of software.

Date and time

If you click the date and time on the right side of the Taskbar, you will notice a clock and a calendar of the current month. If you want, you can change the date and time on your computer.

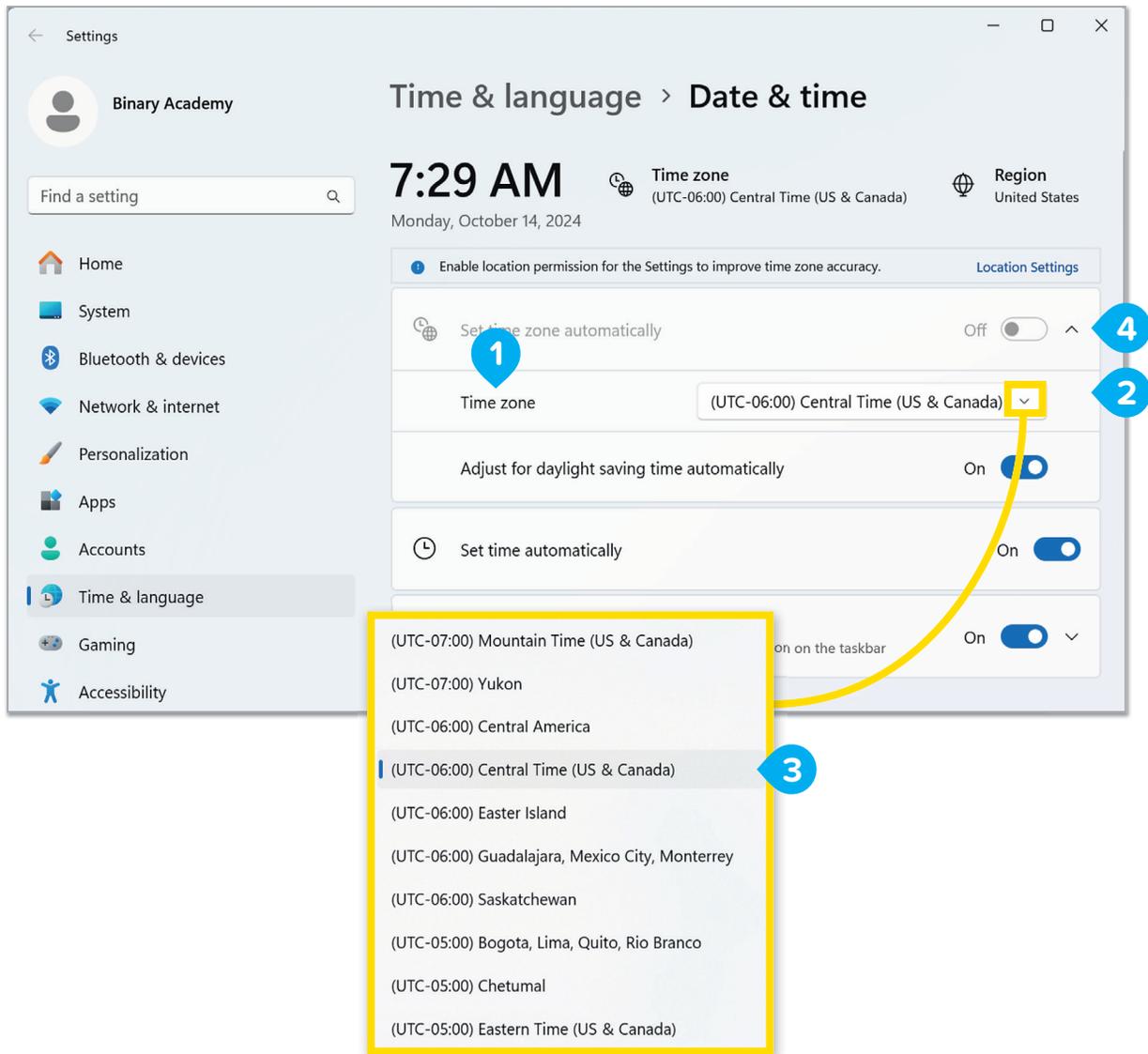
To change the date and time:

- > Right-click the clock in the taskbar at the bottom right corner of your screen. **1**
- > In the window that opens, click **Adjust date and time**. **2**
- > In the **Date & time** window, you can toggle the option **Set time automatically**. **3** If you'd like to manually adjust the time, set this to off. **4**
- > Click the **Change** button next to **Set the date and time manually**. **5** Set the correct date and time, then click **Change** to apply the changes. **6**



To set the time zone:

- > In the same **Date & time** settings window, scroll down to the **Time zone** section. **1**
- > Click the drop-down menu **2** and select your time zone. **3**
- > If you want your system to adjust the time zone automatically, toggle **Set time zone automatically**. **4**

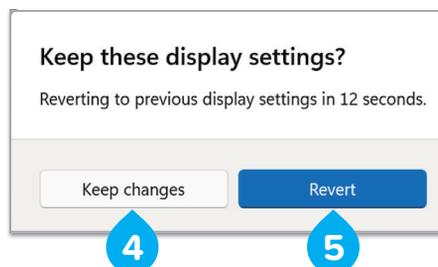
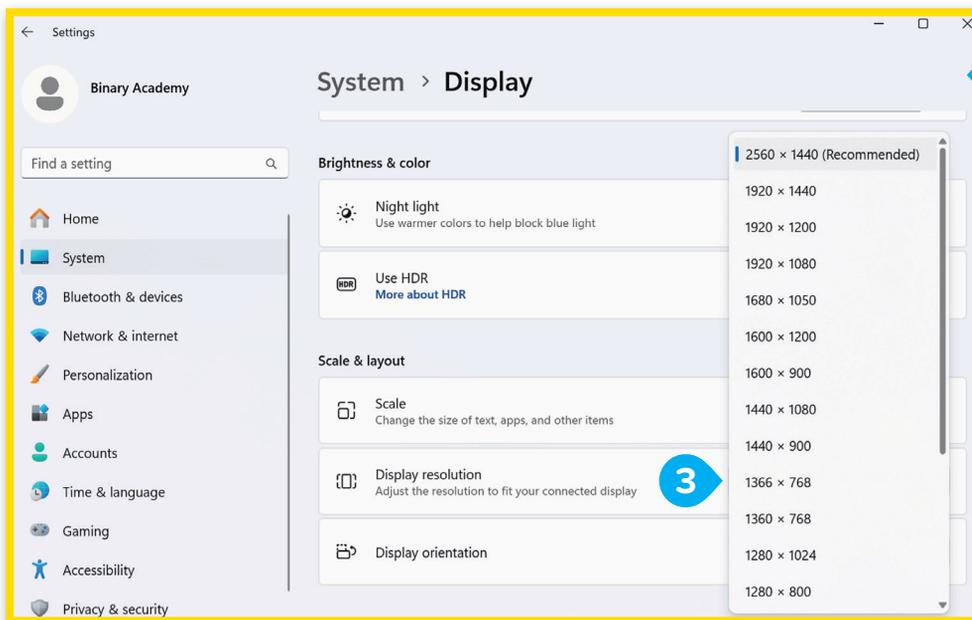
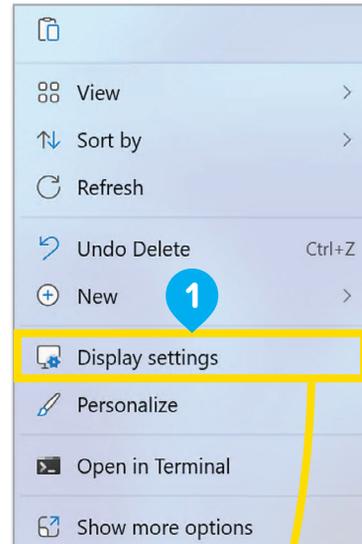


Screen settings

Computers use pixels, or tiny dots, to create the text and pictures that are displayed on the screen. The screen resolution is the number of pixels on your screen. A higher screen resolution presents texts and pictures more sharply, but they are also displayed smaller on the screen. If you use a lower screen resolution, texts and pictures are displayed larger.

To change the screen resolution:

- > Right-click an empty space on your desktop and a pop-up menu will be displayed.
- > Click **Display settings**. **1**
- > The **Settings** window will be displayed. **2**
- > Scroll down the side bar and in the **Scale & layout** section, click the arrow next to **Display resolution**. **3**
Move the slider to choose the resolution you want for your screen.
- > Click **Keep changes** to use the new resolution **4** or click **Revert** if you don't like it. **5**



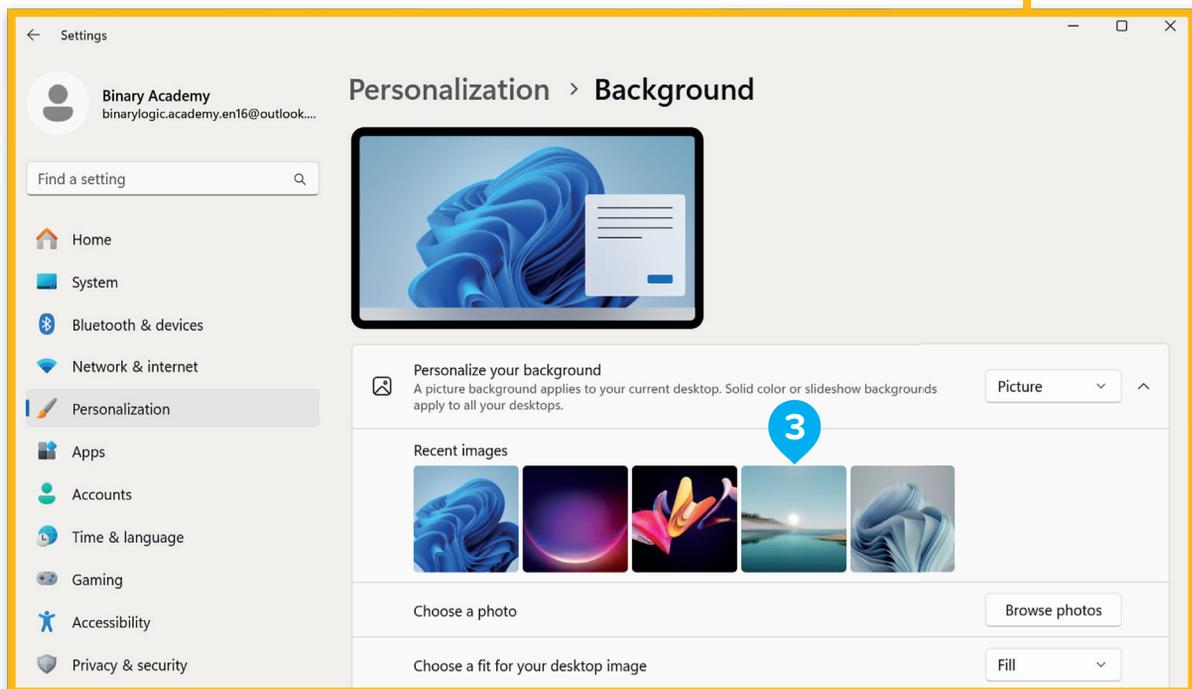
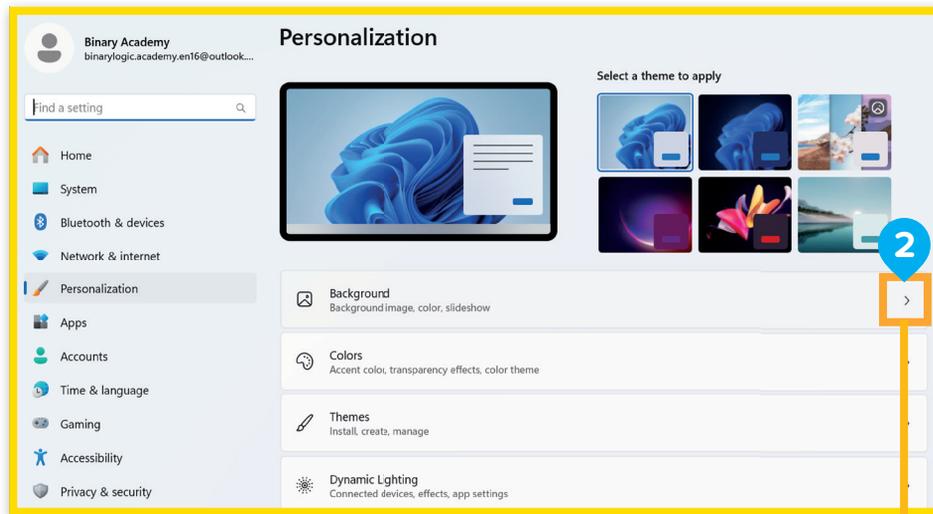
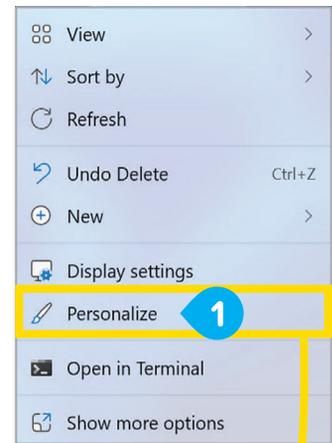
Higher resolution doesn't always mean better graphics. Every monitor works best with a specific screen resolution.

Personalizing your desktop

Every computer has a desktop, but every desktop doesn't have to be the same. You can have your own personal desktop with a different picture or window colors.

To personalize your desktop:

- > Right-click an empty space on your desktop and a pop-up menu will be displayed.
- > Click **Personalize**. **1**
- > In the **Settings** window, click **Background**. **2**
- > In the **Background** section, click the picture you like. **3**



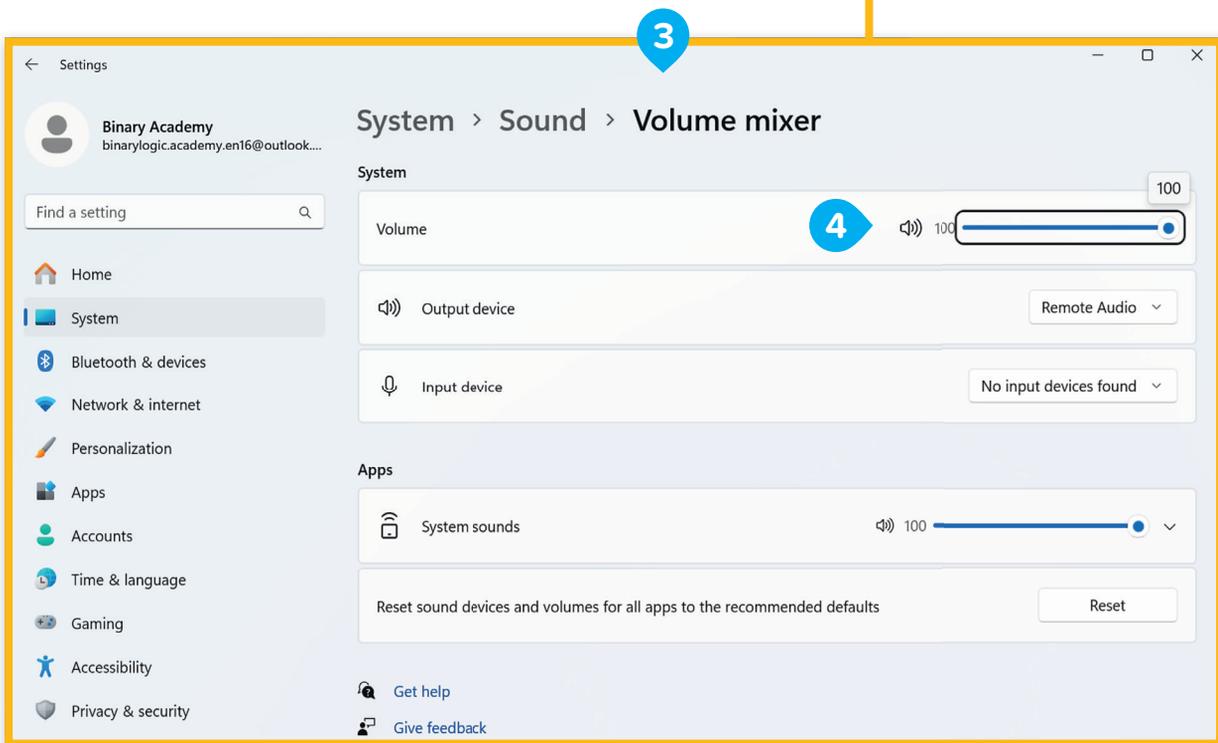
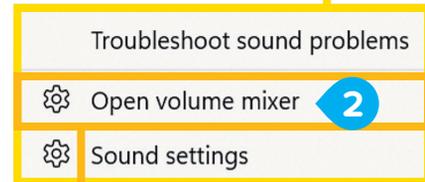
For Review Purposes Only

System sounds

You may want to make the sound louder or quieter on your computer. You can do this by adjusting the volume.

To adjust the volume:

- > Right-click on speaker icon on the taskbar. **1**
A pop-up menu will be displayed.
- > Click **Open volume mixer**. **2**
- > The **Volume mixer** window will be displayed. **3**
- > Drag the slider right or left to change the volume. **4**



If you have a mouse with a wheel, open the volume slider again and move the wheel up or down to change the sound volume.

For Review Purposes Only

Hands on!

1 Fill in the blanks.

time zone

Display

software

Date & Time

hardware

clock

speaker

Personalization

1. To change the date and time on your computer, right-click the _____ in the taskbar and select "Adjust date and time".
2. In the Date & Time settings, you can change your _____ to ensure the correct time is displayed for your location.
3. If the screen resolution is too high or too low, you can adjust it by going to the _____ settings and choosing a different resolution.
4. To change the sound volume, you can right-click the _____ icon on the taskbar and select "Open volume mixer".
5. The _____ section allows you to change your desktop background and color scheme.
6. If you want your system to automatically adjust for daylight saving time, make sure this option is toggled on in the _____ settings.
7. The physical parts of a computer, such as the monitor, keyboard, and hard drive, are called _____.
8. Programs like Microsoft Word, games, and the operating system are examples of _____ that tell the hardware what to do.

2 Read the questions and put a check mark for the correct answer.

1. Which option allows you to adjust the screen resolution?
 - a. Hardware and Sound
 - b. Display settings
 - c. System and Security

2. What are the two main parts of a computer?
 - a. Software and applications
 - b. Hardware and software
 - c. Applications and tools

3. How can you change the screen resolution on your computer?
 - a. Turn off your computer and restart it.
 - b. By clicking on the speaker icon.
 - c. By opening Display settings and selecting Display resolution

4. Which option would you select to change your computer's desktop background and theme?
 - a. Appearance and Personalization
 - b. Device Manager
 - c. Internet Options

3 Why is it important for your computer to have the correct time and date? What could happen if the time on your computer is wrong?

4 Now it's time to explore and customize your computer.

1. Check your screen resolution: Find your computer's screen resolution. Write down what it is. Then, change the resolution to 800 x 600. What happens to the size of the icons on your desktop? After that, change the resolution back to what was recommended.

2. Make your desktop awesome: Choose a picture or a color you really like and use it as your new desktop background. Make it your own!

3. Set the clock for a friend's country: Pretend you have a friend who lives far away in another country. Change the time settings on your computer to show what time it is where your friend lives.



LESSON 4

Protect my computer



Did you know that there are viruses that can harm your computer?

Basic troubleshooting strategies

Sometimes, computers do not work the way we expect, and knowing how to troubleshoot (find and fix) common problems can save you time and frustration.

Here are a few simple strategies you can use when things go wrong:



Restart the device.

If your computer is acting strangely, restarting the device can fix many issues by refreshing the system.



Check for power.

Always make sure your device is plugged in or fully charged if it is running out of battery.



Check network availability.

If you are having trouble accessing the Internet or using online programs, check if your Wi-Fi or network connection is working properly.



Close and reopen a program.

If a specific program is not working, try closing it completely and then reopening it. This can help reset the program and solve temporary problems.



By using these troubleshooting techniques, you can often solve problems on your own without needing help. Learning these skills will help you become more confident in managing your computer.

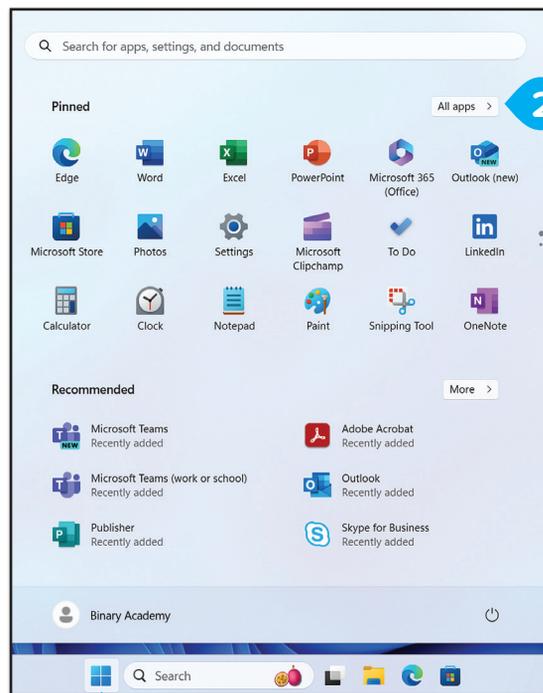
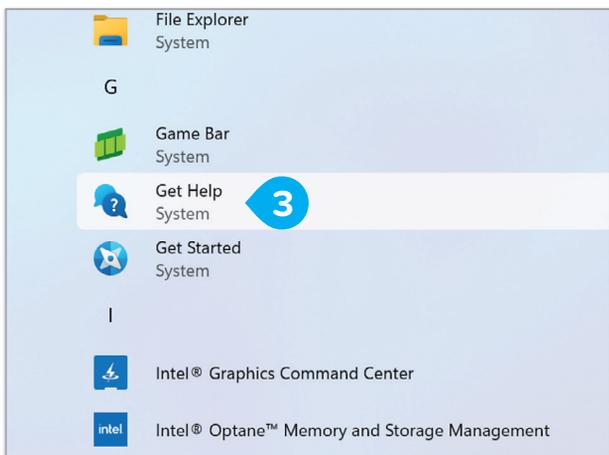
For Review Purposes Only

I need help!

Sometimes, when using a computer, you might run into a problem or have a question about how to do something. You can use the Get Help feature in Microsoft Windows to get help with troubleshooting issues or get answers to your questions.

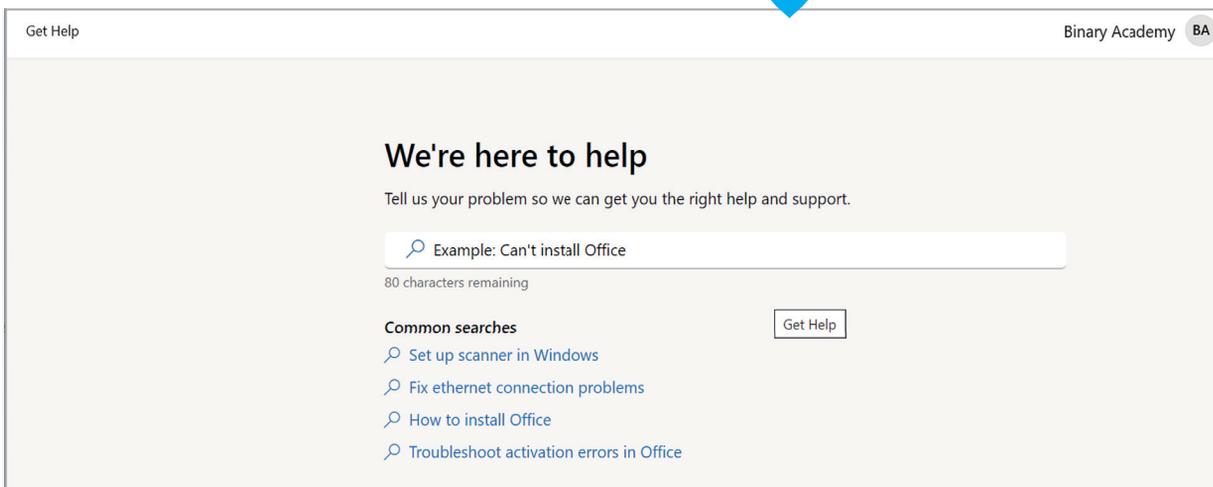
To search for help:

- > Click the **Start** button. **1**
- > Click the **All** button. **2**
- > Scroll down the sidebar with the applications and click **Get Help**. **3**
- > The **Get Help** application will open. **4**
- > Describe your issue, for example, "cannot print", **5** and press **Enter**. **6**
- > Read the results carefully. **7**
- > Follow the steps provided to solve your problem. **8**



1

4



For Review Purposes Only

cannot print
68 characters remaining

Printer troubleshooter

We are sorry to hear that you are experiencing printer problems. In the next steps we will try to help you fixing the problem.

Note: During this process we will run some diagnostics in your PC to detect the problem you are experiencing and run some automated steps to try to fix it.

Tip: You can always click on the "pencil" icon in the blue box to change your choices.

Do we have your consent to proceed with the diagnostics and try automated steps to fix the problem?

Yes

No

More help

[Fix printer connection and printing problems in Windows](#)
MICROSOFT SUPPORT
Windows 11 Windows 10 Windows 8.1 Windows 7. Step 1. Unplug and restart your printer. Sometimes power cycling your printer can resolve the issue. Turn off your printer and unplug it,...

[Troubleshooting offline printer problems in Windows](#)
MICROSOFT SUPPORT
Open Get Help. If the Get Help app is unable to resolve your printer issue, try the possible solutions listed: Windows 11 Windows 10. 1. Check to make sure the printer is turned on and...

[How to troubleshoot printing problems in Windows 10](#)
COMMUNITY ANSWER
Here are three ways to find and install a driver: 1. Use Windows Update. Windows Update might have an updated version of your printer driver. To update your drivers using Windows Update...

Checking for viruses

Malware

In order to enjoy the Internet safely, you have to protect your computer from dangers known as malware (for example, viruses). **Malware** is any program that can harm your computer, destroy your files, or copy your personal data. Malware can also harm phones, tablets, and other digital devices.

What to do for protection

You must have an **antivirus** program installed on your computer and make sure that it is always updated for new malware. You can either buy an antivirus program, or you can download a free program, like Windows Defender, from the Internet.

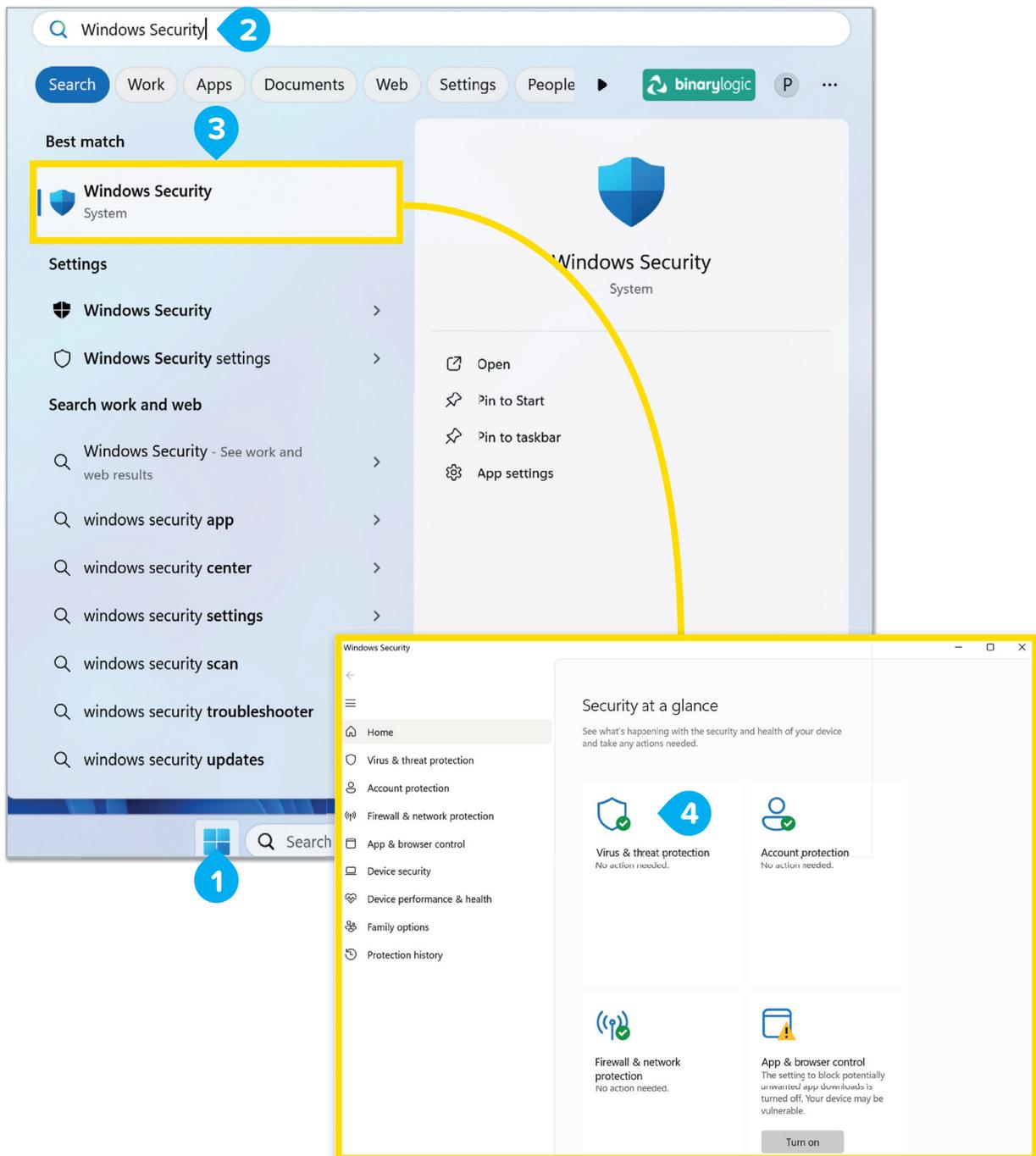
How to use an antivirus program

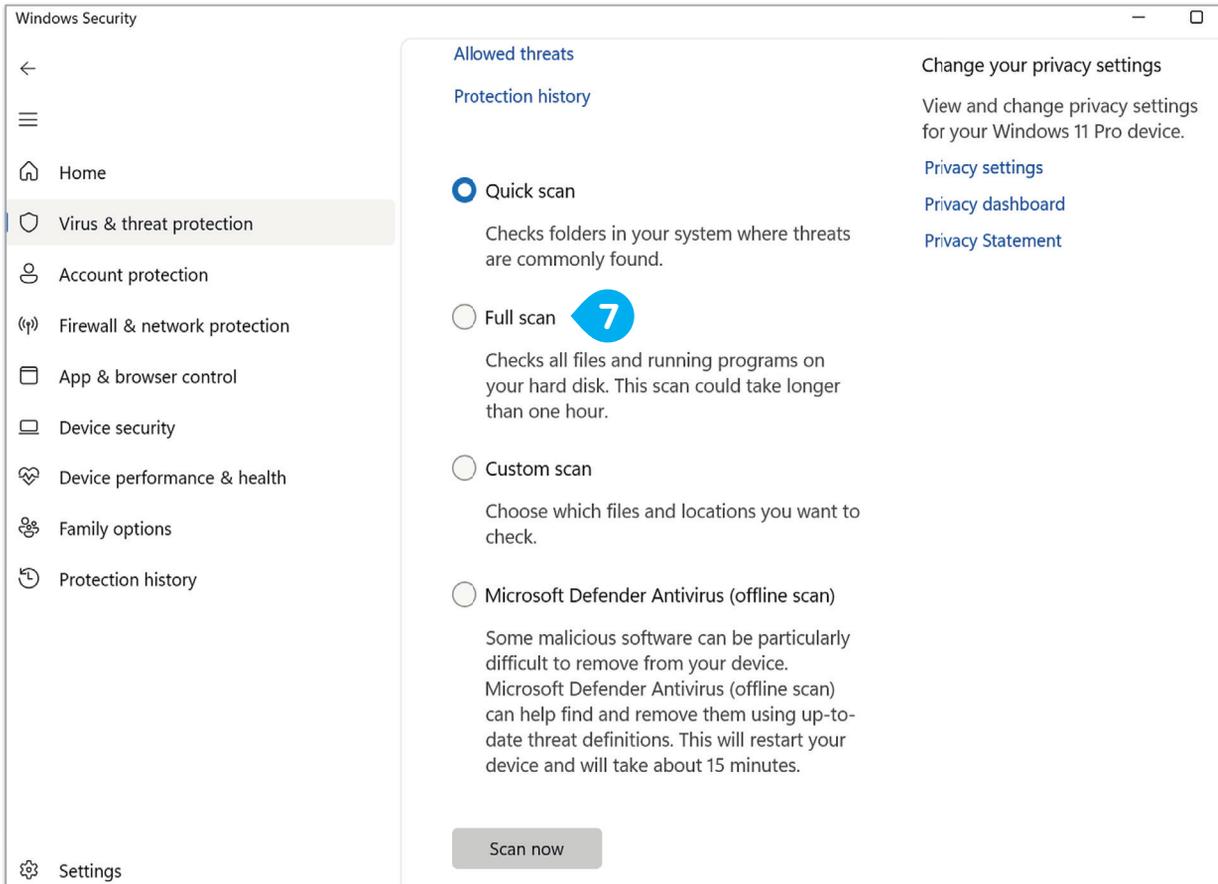
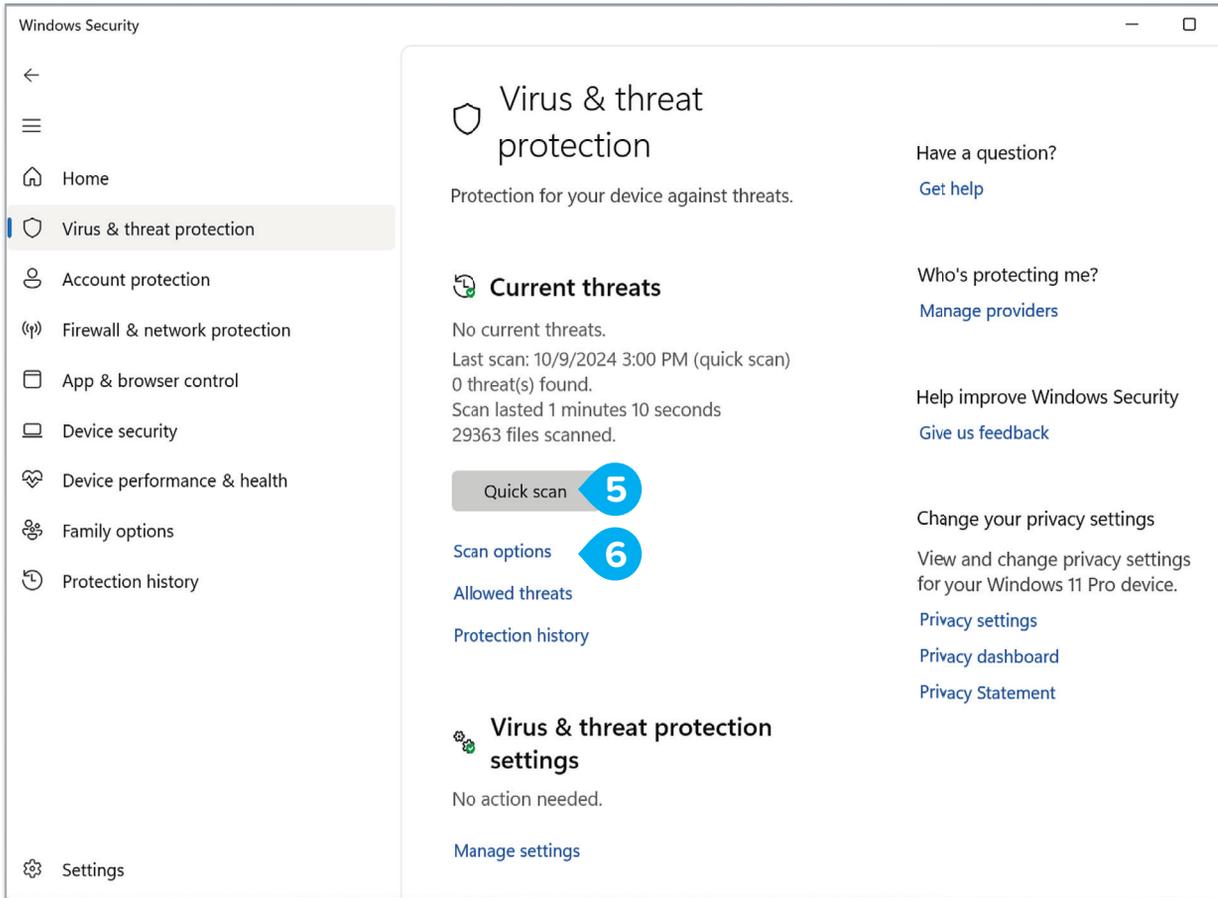
An antivirus program automatically checks for malware that tries to infect your computer. You can also perform a scan to make sure your computer is clean and safe.

For Review Purposes Only

To scan your computer for viruses:

- > Click the **Start** button, **1** and in the search box type, **Windows Security**. **2**
Select **Windows Security** from the search results. **3**
- > In the **Windows Security** window, click **Virus & threat protection**. **4**
- > To run a quick scan, click the **Quick scan** button. Windows will scan your system for any malware or threats. **5**
- > If you want to perform a more complete scan, click **Scan options** **6** and select **Full scan**. **7**



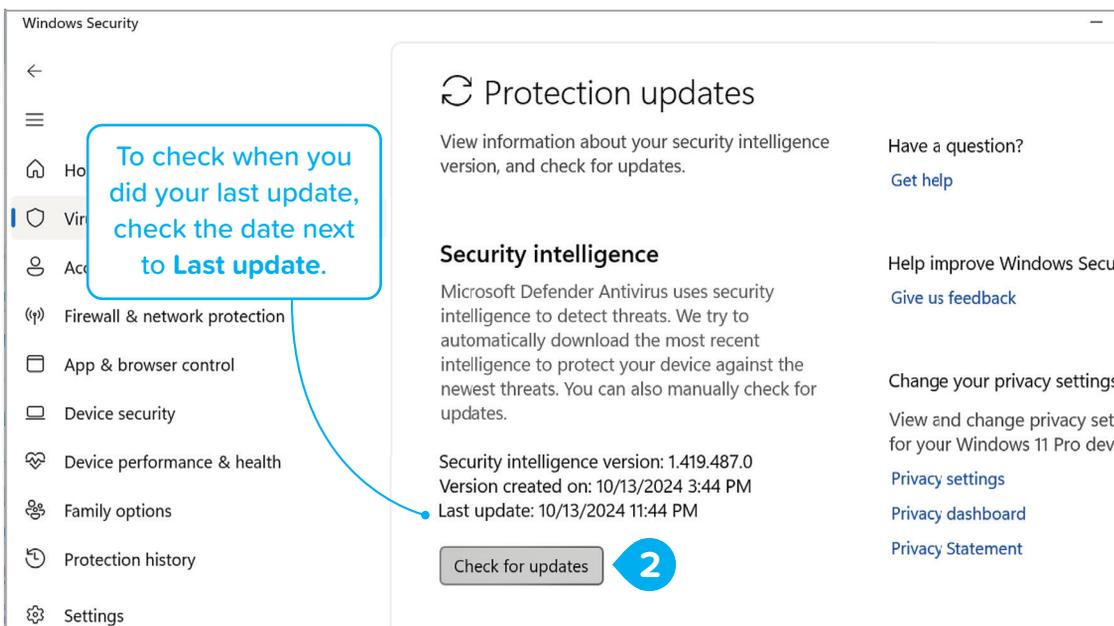
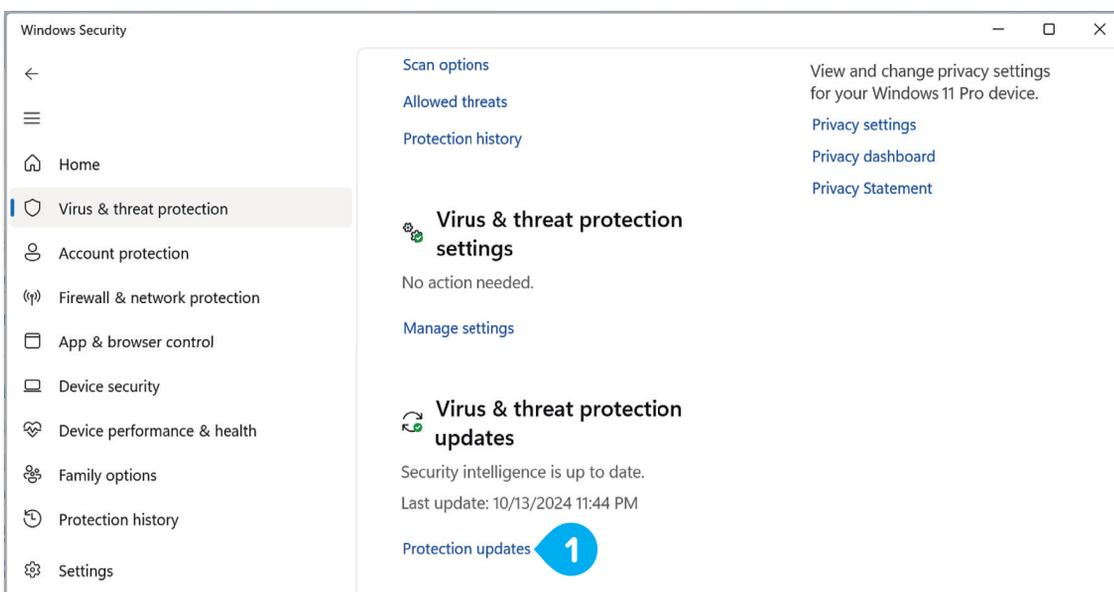


How to update an antivirus program

An antivirus program can only protect against malware if it knows about it. Every day, new viruses are created. To protect your computer, you should download updates to your antivirus program very often.

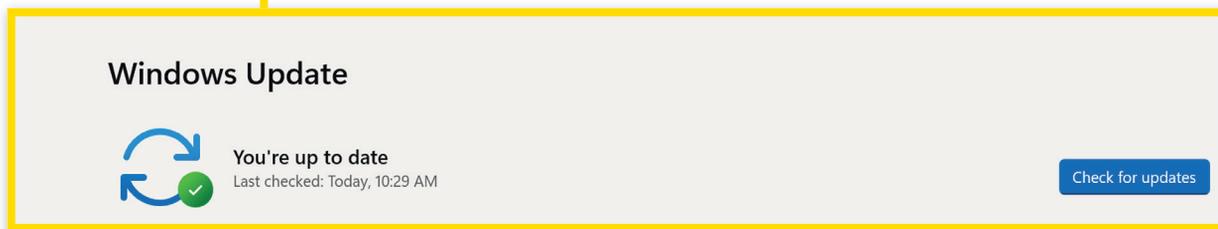
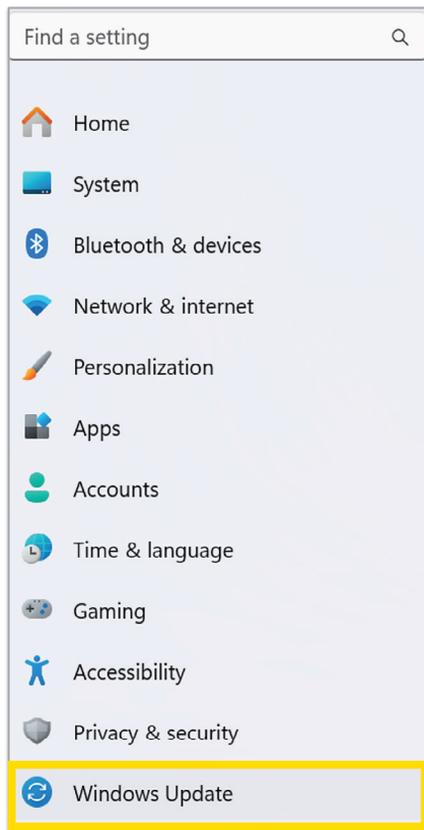
To update your antivirus program:

- > In the **Virus & threat protection** section, under **Virus & threat protection updates**, click **Protection updates**. 1
- > In the **Protection updates** window, click the **Check for updates** button. 2
- > Your computer is now protected.



What else should I know?

Always keep your computer updated. All programs on your computer and the operating system may need updates to fix problems and improve their protection. Always say yes to updates!



Don't open email messages from an unknown sender. They may contain viruses. Any type of attachment can also be dangerous. Be careful!

For Review Purposes Only

Hands on!

1 Fill in the blanks.

antivirus

malware

scan

update

threats

restart

sender

secure

software

1. When a computer is not working as expected, one of the simplest troubleshooting strategies is to _____ the device, as this can often resolve many issues by refreshing the system.
2. An _____ program is designed to detect and remove _____ from your computer.
3. It is important to _____ your antivirus software regularly to ensure it can protect your system from the latest _____.
4. Running a _____ helps check your computer for any harmful files or programs.
5. Do not open email messages from an unknown _____.
6. To keep your computer _____, always download _____ only from trusted sources.

2 Read the questions and put a check mark for the correct answer.

1. What is the main purpose of antivirus software?

- a. To organize files and folders
- b. To detect and remove malware
- c. To increase the speed of the computer

2. What should you do to keep your antivirus software effective?

- a. Uninstall it every month.
- b. Disable it when using the Internet.
- c. Update it regularly.

3. Which of the following is an example of malware?

- a. A file manager
- b. A spreadsheet application
- c. A computer virus

**3 Why is it important to keep your computer safe from viruses?
How can checking for updates help protect your computer?**

4 Your computer screen suddenly freezes while playing a video.

Follow the steps to troubleshoot the problem

1. Use Get Help to solve the problem:
 - Open your computer, find the Get Help application, type your question, and follow the instructions.
 - Write down what you learn.

2. Check for viruses:
 - Open Windows Security.
 - Perform a quick scan to check for any malware or threats. If you have extra time, run a full scan.
3. Update your antivirus program:
 - Check for antivirus updates.
 - Write down the last update date.



Project

Virus explorers!

Create a personalized and organized workspace on your computer about viruses, how they work in the human body, and how they work on computers.

- 1.** Create a folder named "Viruses" on the desktop. Inside this folder, create subfolders (for example, "Human body" and "Computers").
- 2.** Open Microsoft Word and create two documents, one for each subfolder. In one of these documents, you would write a short paragraph defining what a virus is in the human body. In the other, you would write a definition of a virus on a computer.
- 3.** Rename the files to reflect their content clearly (for example, "Virus_Computer.docx").
- 4.** Add shortcuts for frequently used programs (for example, Word) to the "Viruses" folder.
- 5.** Change the desktop background to an image related to viruses.
- 6.** Adjust the screen resolution and icon size for better visibility.
- 7.** Compress the "Viruses" folder and document the size difference between the original and compressed folders.
- 8.** Extract the compressed folder into a new location.
- 9.** Update the antivirus software.
- 10.** Scan your computer with an antivirus program to ensure it is safe.

Reflect



1. How did creating shortcuts help you save time and stay organized?

2. Why was compressing your folder useful, and how would this help if you needed to share your files with someone else or save space on your computer?

3. Why do you think scanning your computer with antivirus software is important? Do any of the tasks in this project, for example, creating shortcuts and downloading images, increase the risk of viruses infecting your computer?

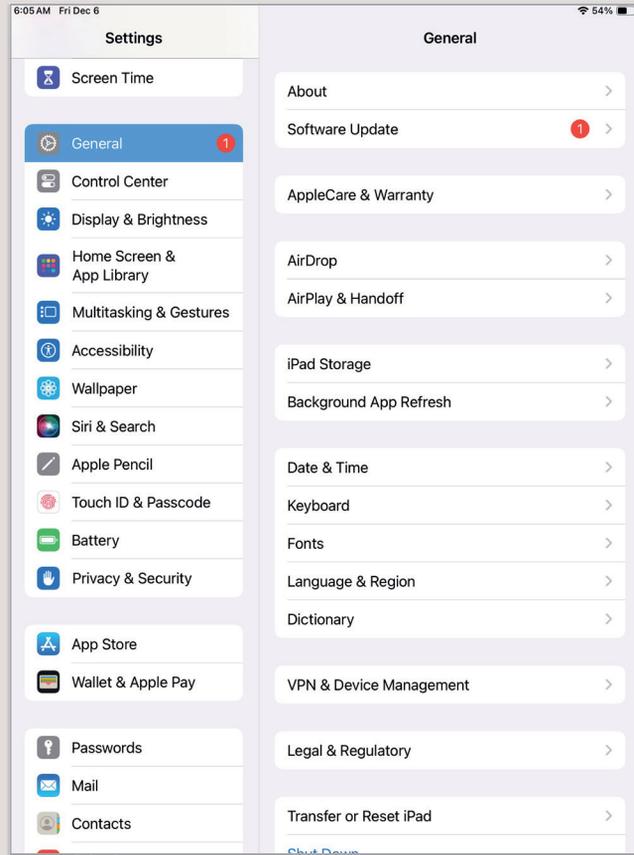


Discover more

Apple iOS

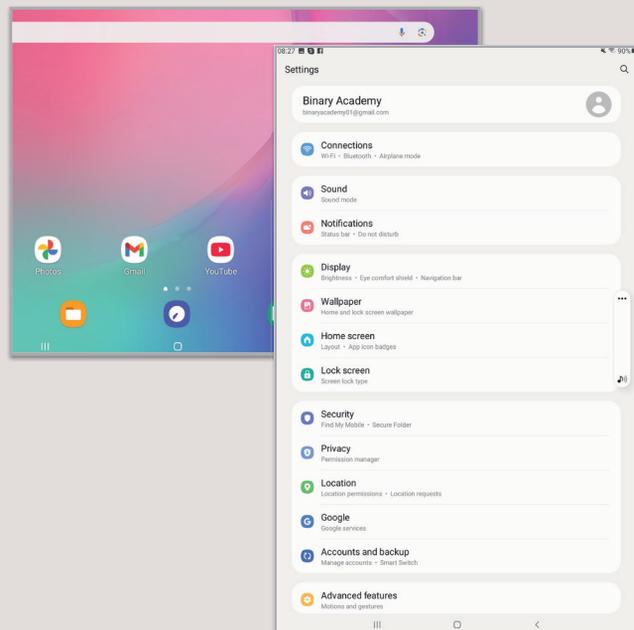
You can create shortcuts for apps using the Shortcuts app, which comes pre-installed on iOS. The Shortcuts app allows you to edit, organize, and manage shortcuts. You can also add shortcuts to the Home Screen.

Additionally, the Files app on iOS allows you to compress and unzip files. You can also change date and time settings in the device settings.



Google Android

Android allows you to search for files or folders stored on the device using File Manager. It also allows you to organize shortcuts on the home screen for quick access. Apps like File Manager can help create and manage shortcuts for specific files, folders, or apps. Last, Android supports compressing and unzipping files.



Wrap up

Check out your new skills!

- > I can create and delete shortcuts.
- > I can manage shortcuts to access files faster.
- > I can compress and extract files to save space on my computer.
- > I can change my computer's settings, such as the screen resolution and time zone.
- > I can run antivirus scans to protect my computer from malware and keep it safe by updating my antivirus program regularly.

Key Terms

antivirus

scan

compress

screen resolution

file

shortcut

folder

software

hardware

speaker

malware

update

personalization

virus

Recycle Bin

zip