

Introduction, 1 Day

Course Description

This course looks at all of the things every personal computer user in an office environment should know.

Prerequisites

Before taking this course you should already be familiar with Windows Introduction topics and already using other programs on your computer.

Topics Covered

Basic PC Overview

- Hard Drives
- Floppy Drives
- CD Roms (Read & Write)
- DVD Drives
- Computer Memory
- Setting Screen Resolution
- Adding Printers

Basic Networking

- Mapping Drives
- Adding Network Printers
- Sharing Your Folders

Basic Windows

- Selecting Folders and Drives in any Program (for example, to attach file in an email message)
- Efficient use of Window Size (min/max/restore)
- Tiling Several Programs
- Efficient use of the Taskbar
- Efficient use of the Task Manager
- Adding Shortcuts to the Desktop and customizing them
- Useful Generic Tips

Basic Troubleshooting

- Ideas to Try Before Contacting Your IT Department for Help