

Solutions Guide

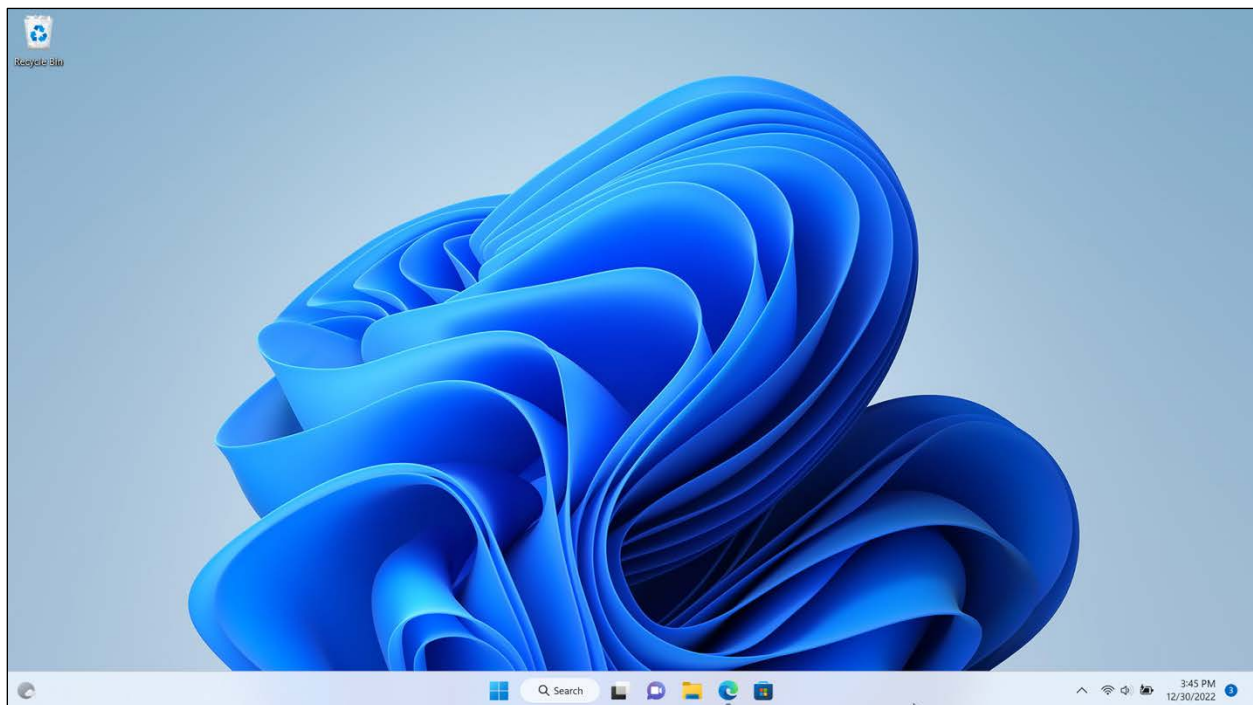
Use this file to check your work on the exercises in this course. Both images and descriptions are provided.

Chapter 1: Getting Your First Look

Hands-On Exercises

HO 1.1 Log In to Windows

The Windows Desktop will appear. The appearance may vary slightly on different computers.



HO 1.2 Use the Mouse

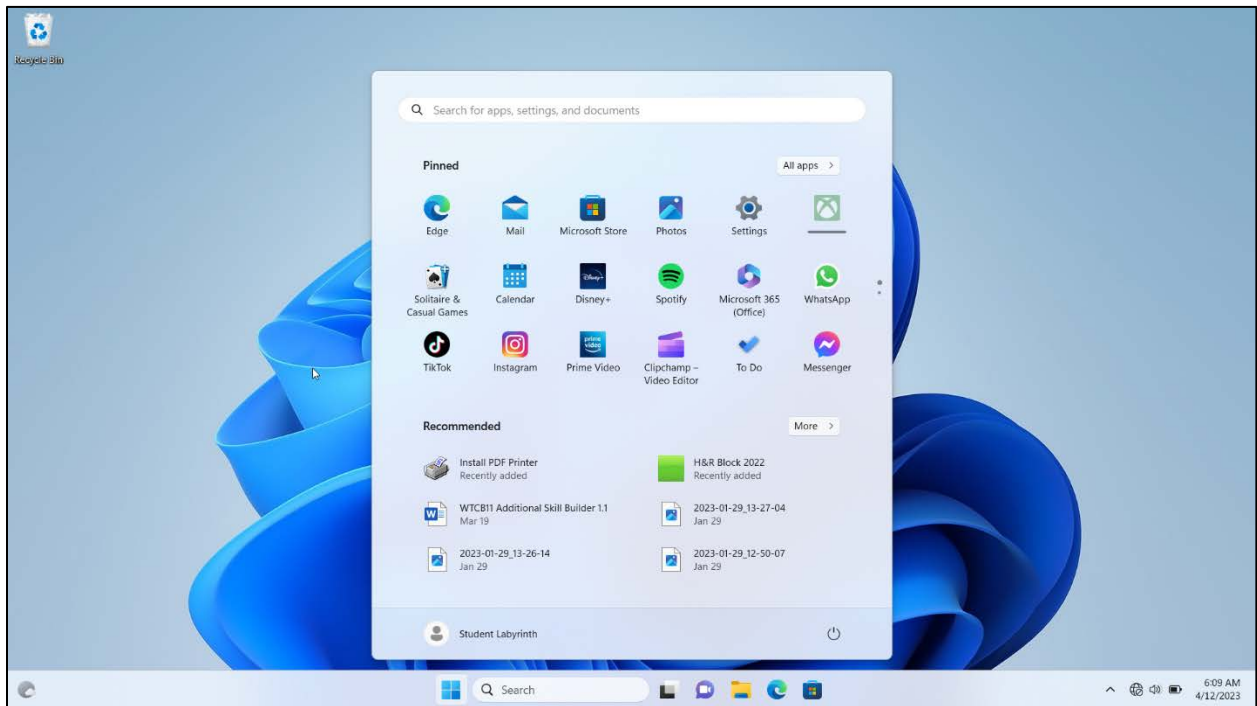
Results will vary according to Desktop properties. Learners use the mouse to select and deselect the Recycle Bin as well as to move it to the right of the screen and then back to its original location. At the end of the exercise, the Desktop is displayed.

HO 1.3 Lock the Computer

Learners use the lock command and then log back in using their username and password. At the end of the exercise, the Desktop is displayed.

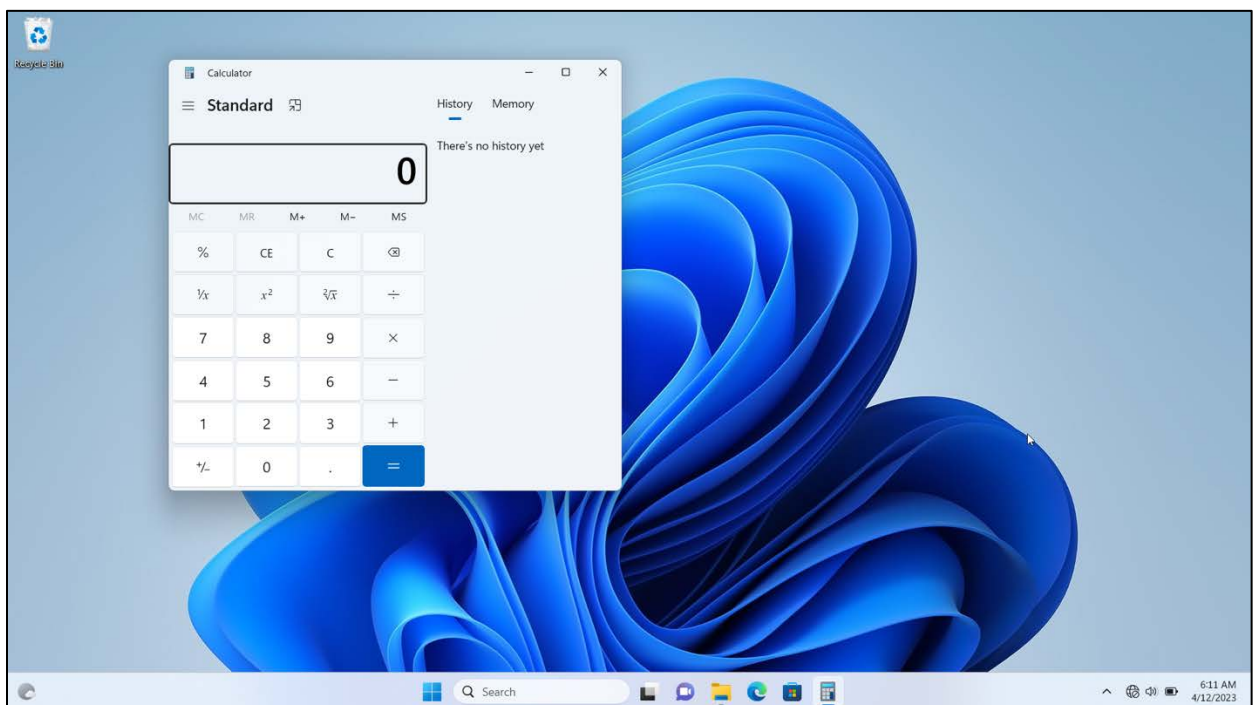
HO 1.4 Display and Dismiss the Start Menu

Learners display and dismiss the Start menu using both the mouse and the keyboard. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3:



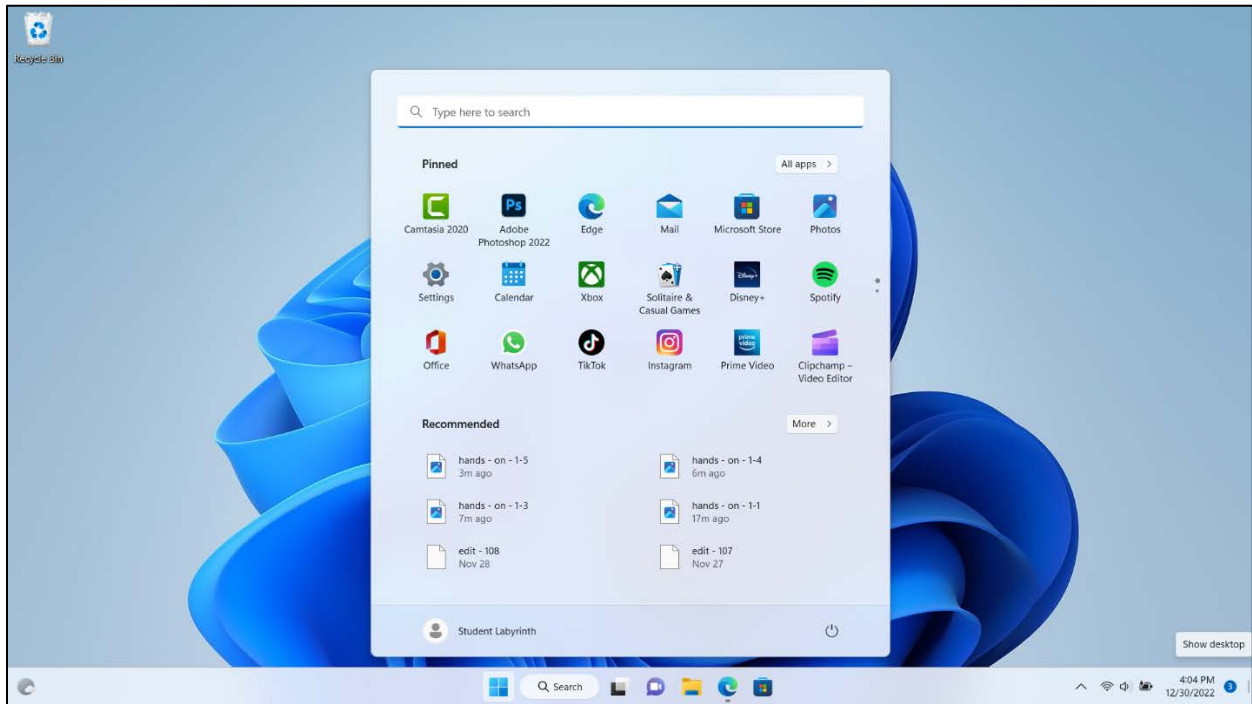
HO 1.5 Launch a Program from the Start Menu

Learners launch the Calculator app from the Start menu. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 2:



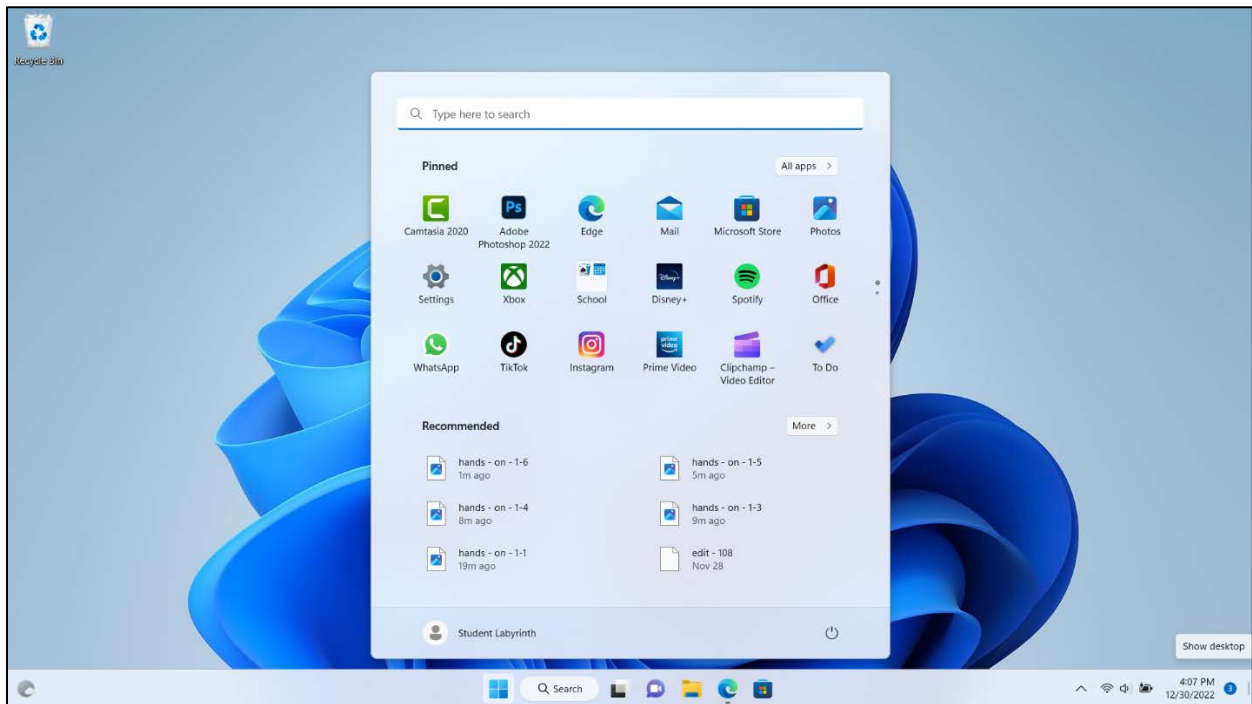
HO 1.6 Customize the Start Menu

Learners add an app to the Start menu and then move it so it's the first app showing.



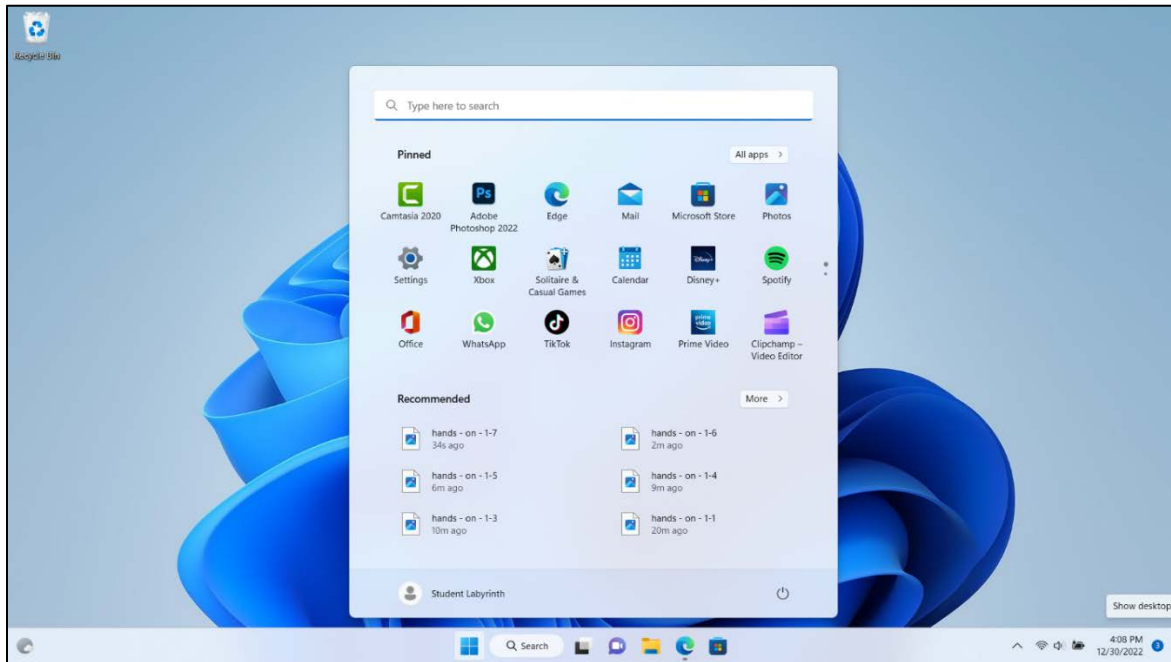
HO 1.7 Customize the Start Menu

Learners add a folder to the Start menu and give it a custom name.



HO 1.8 Delete a Folder

Learners remove an icon from a folder in the Start menu, which automatically deletes the folder.



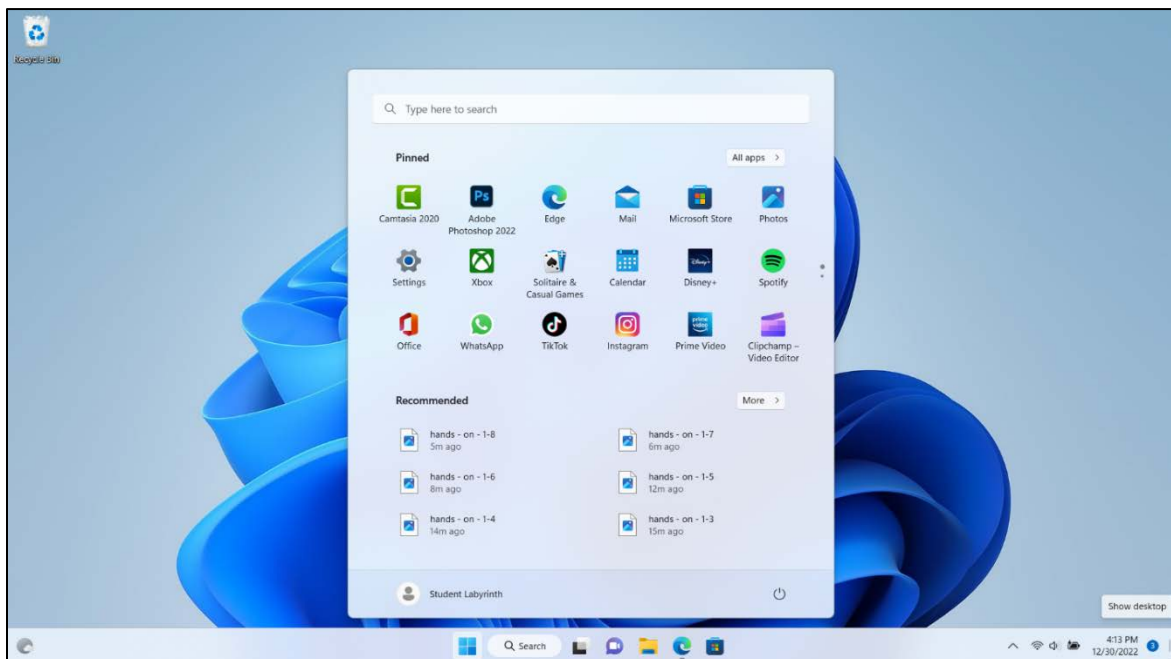
HO 1.9 Use Sleep Mode and Shut Down

Learners put the PC in sleep mode, return it to working mode, and then shut it down.

Skill Builder Exercises

SB 1.1 Organize the Start Menu

Learners add app icons to the Start menu and then organize the menu.

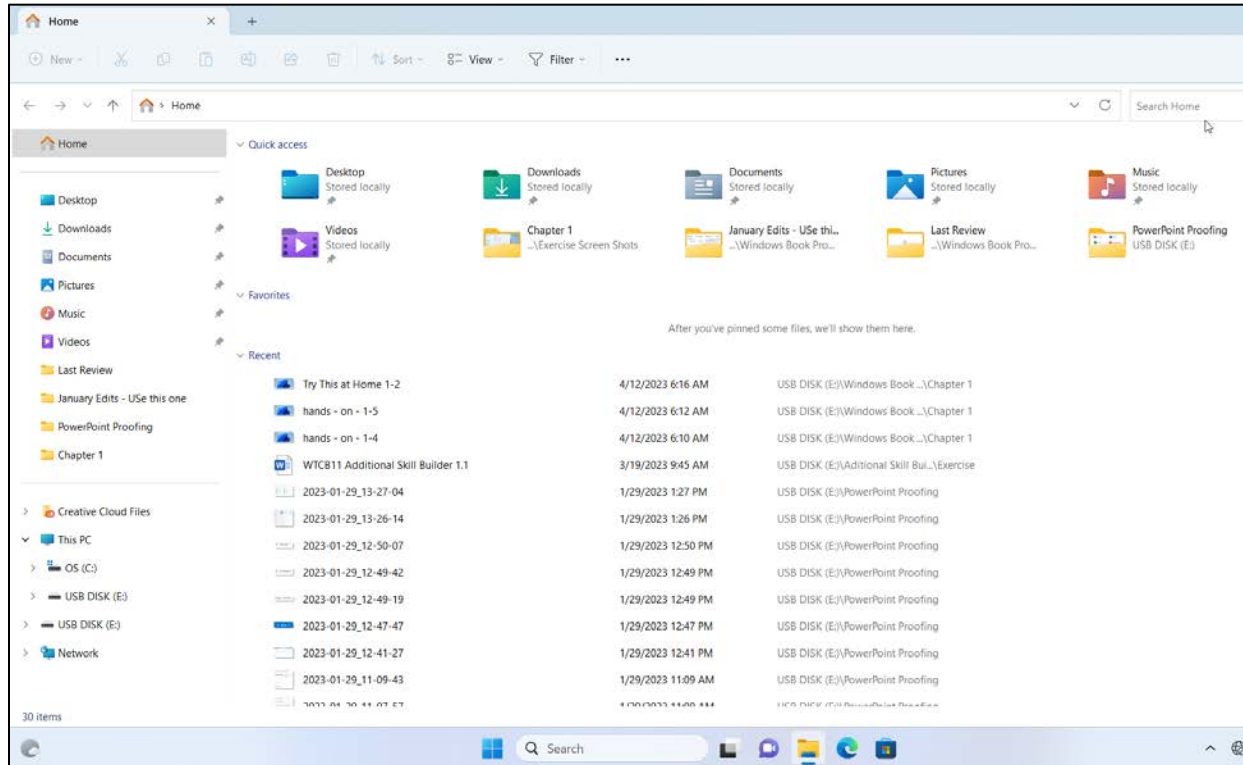


Chapter 2: Starting and Controlling Apps

Hands-On Exercises

HO 2.1 Use Quick-Sizing Buttons

Learners open the File Explorer and use the quick-sizing buttons to maximize, restore down, and minimize the app window. They then use the File Explorer app button to restore the program onto the Desktop. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5:

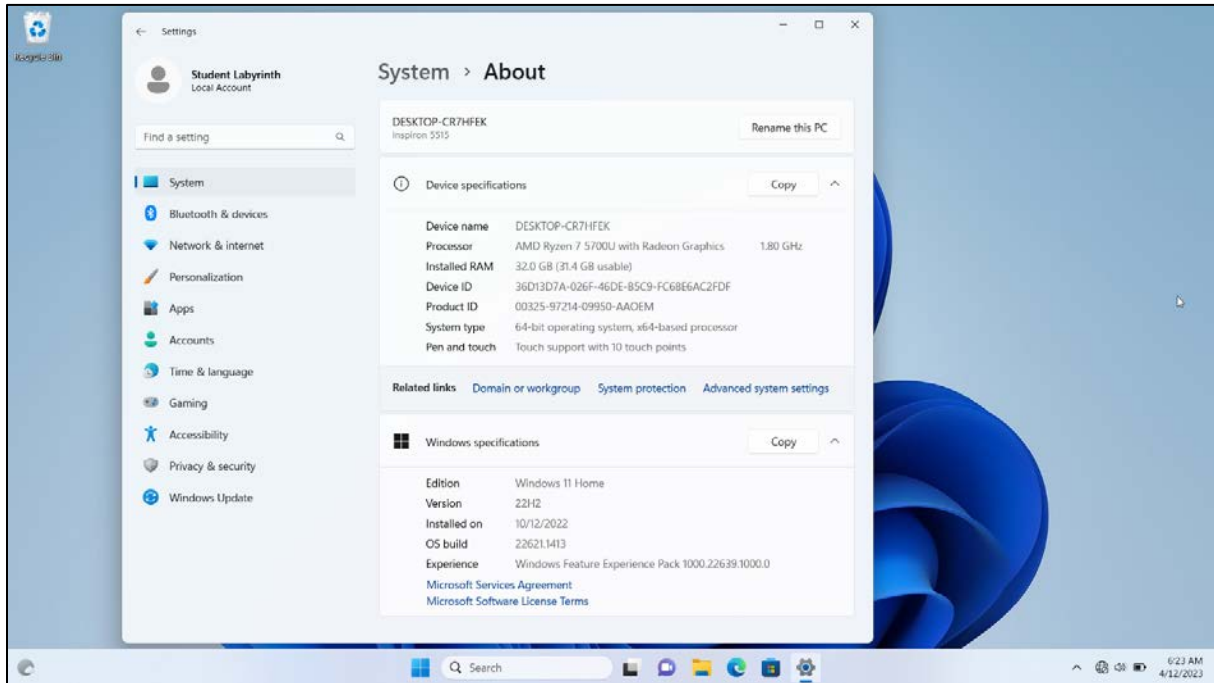


HO 2.2 Move, Resize, and Snap a Window

Learners move, resize, and snap the File Explorer app window before closing it. At the end of the exercise, the Desktop is displayed.

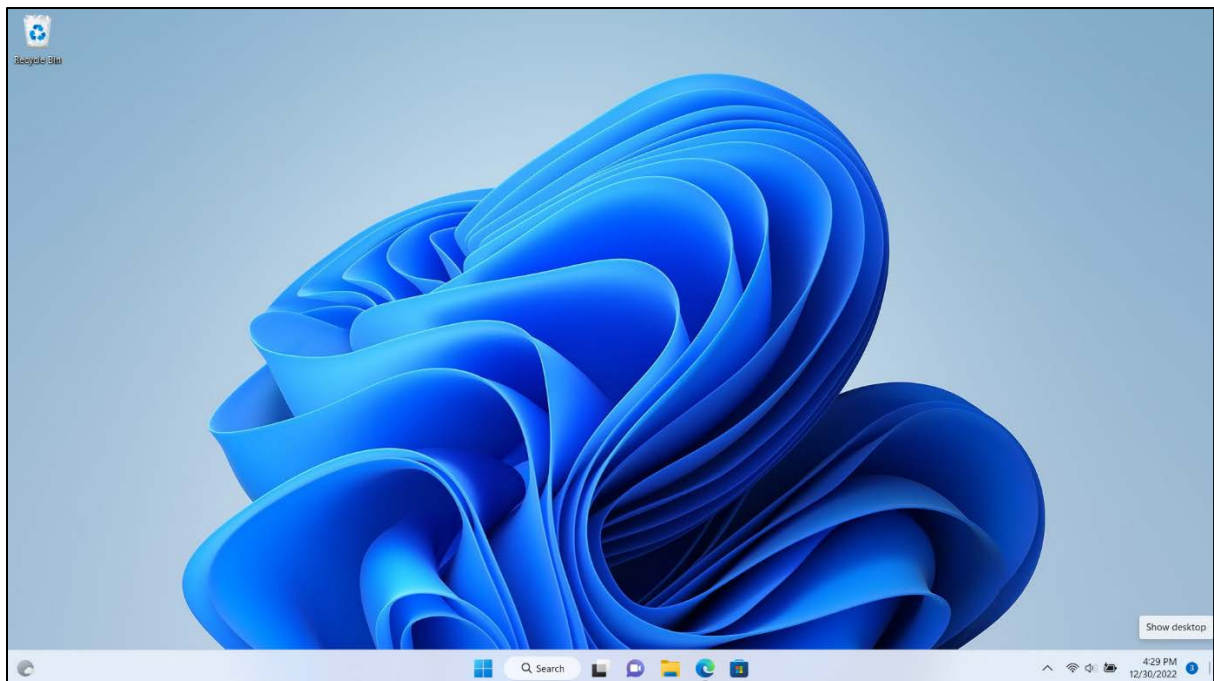
HO 2.3 Determine If You Have a Touchscreen

Learners check to see if their Windows computer has a touchscreen. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3:



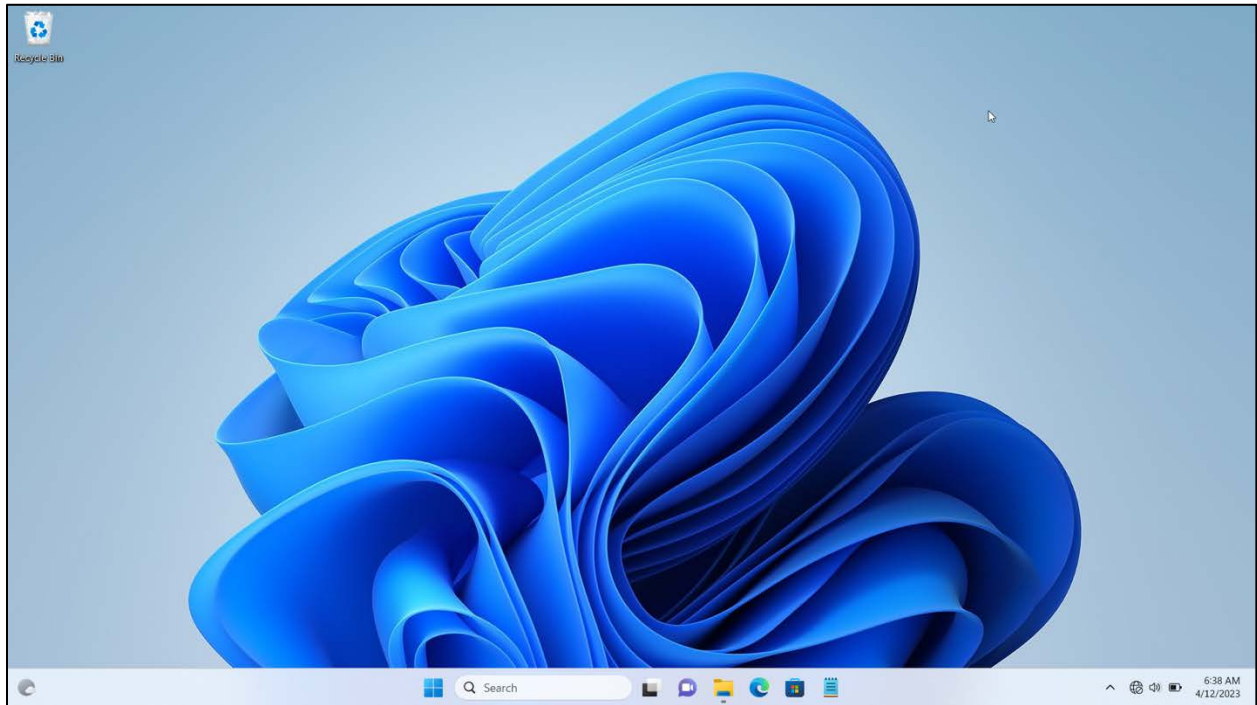
HO 2.4 Change Taskbar Settings

Learners open the taskbar and Start menu Properties dialog box to observe setting options and to make changes to the taskbar settings. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3:



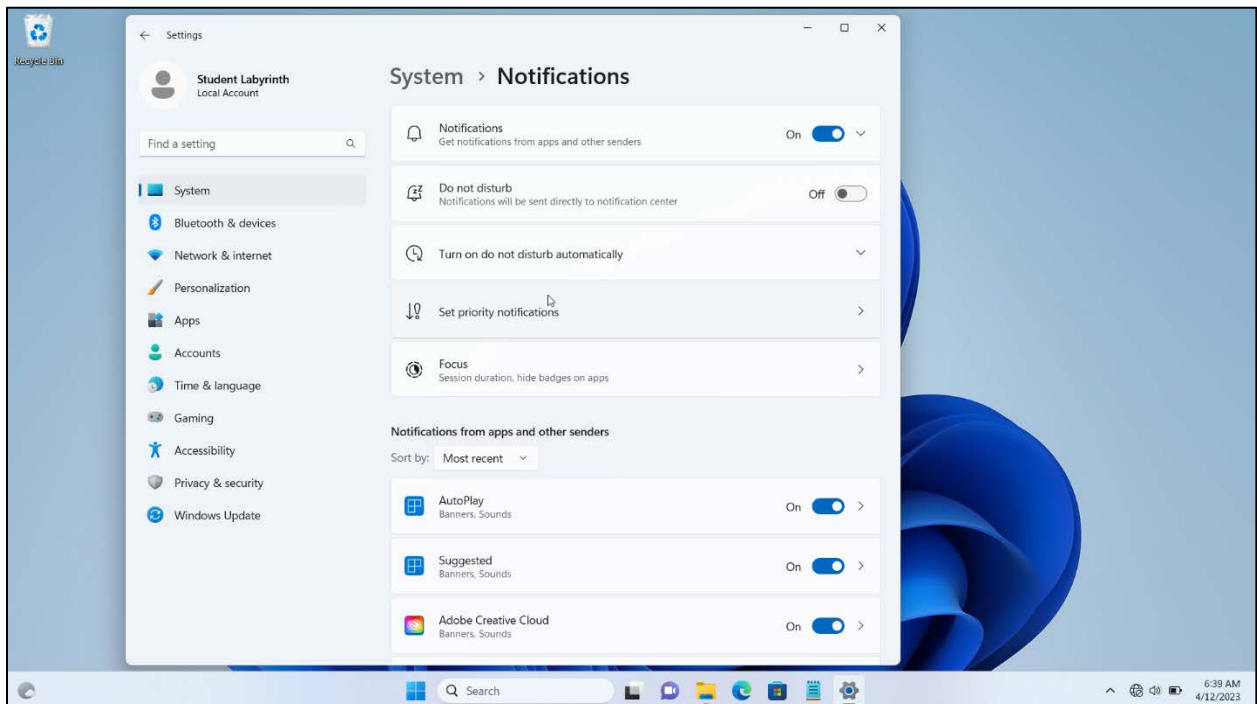
HO 2.5 Pin and Unpin an App

Learners open Notepad, pin the app to the taskbar, and then unpin the app from the taskbar. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3:

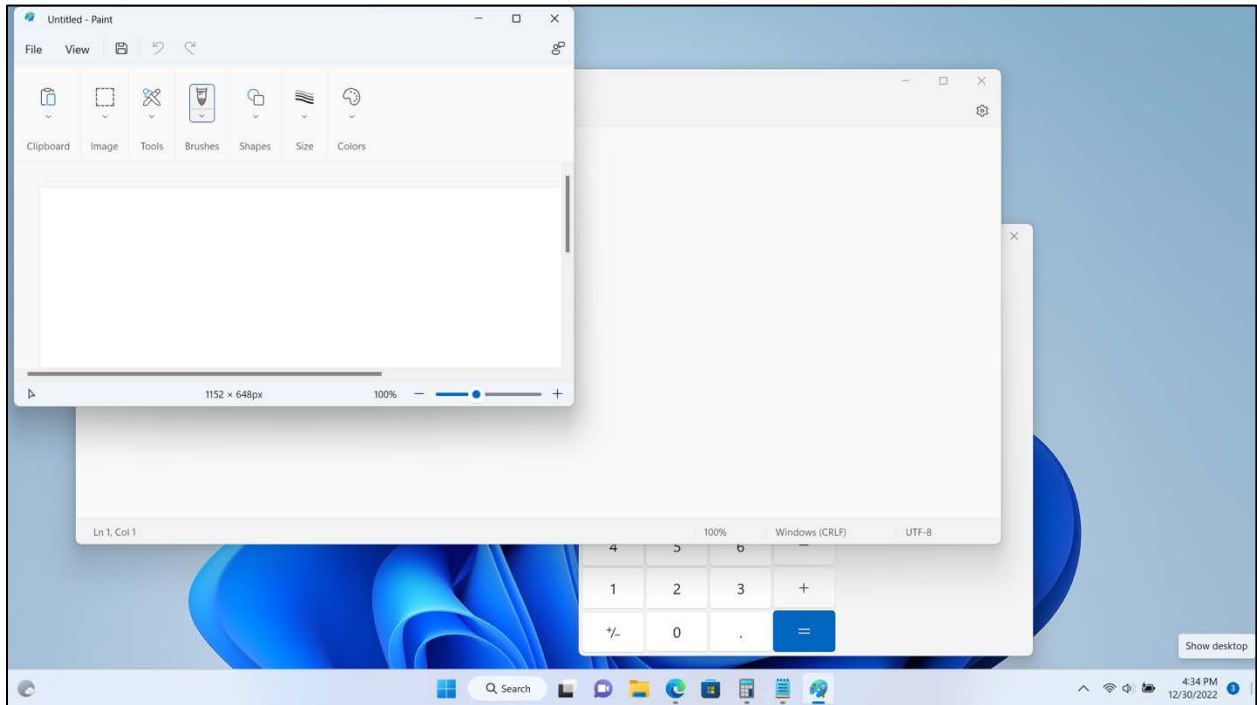


HO 2.6 Set Notifications

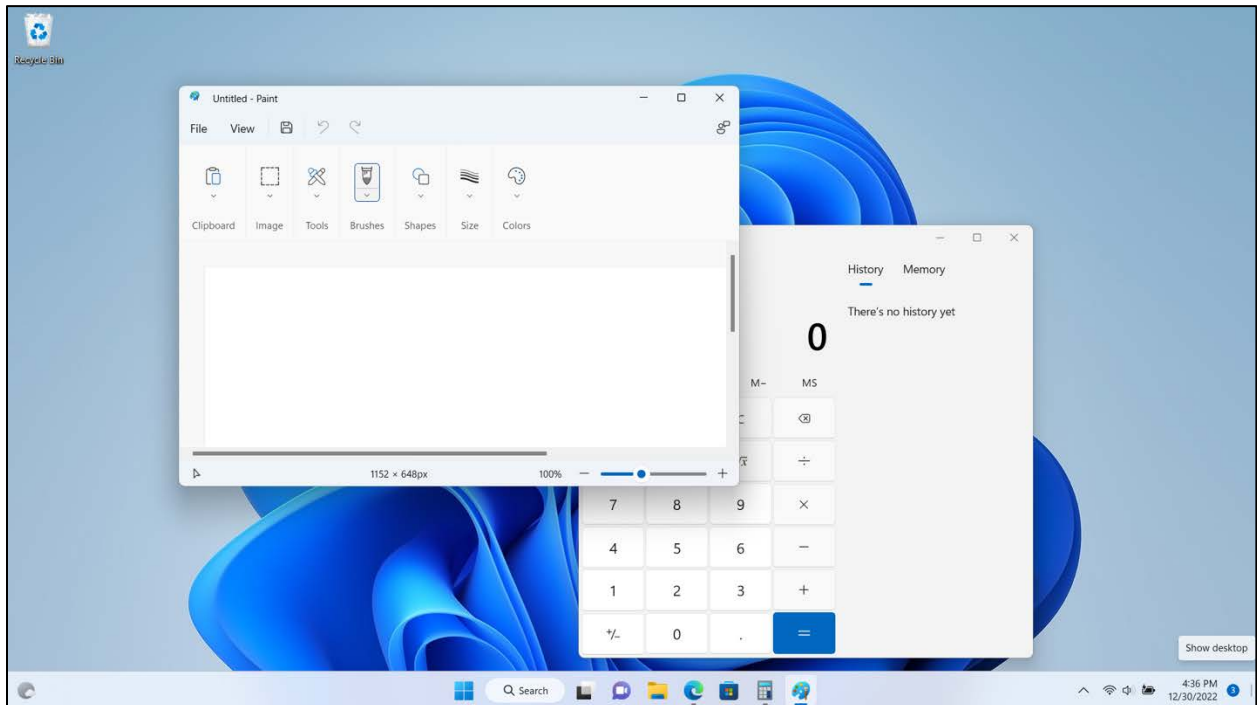
Learners turn notifications off and then back on before closing the Settings window. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 4:



HO 2.7 Open Multiple Programs

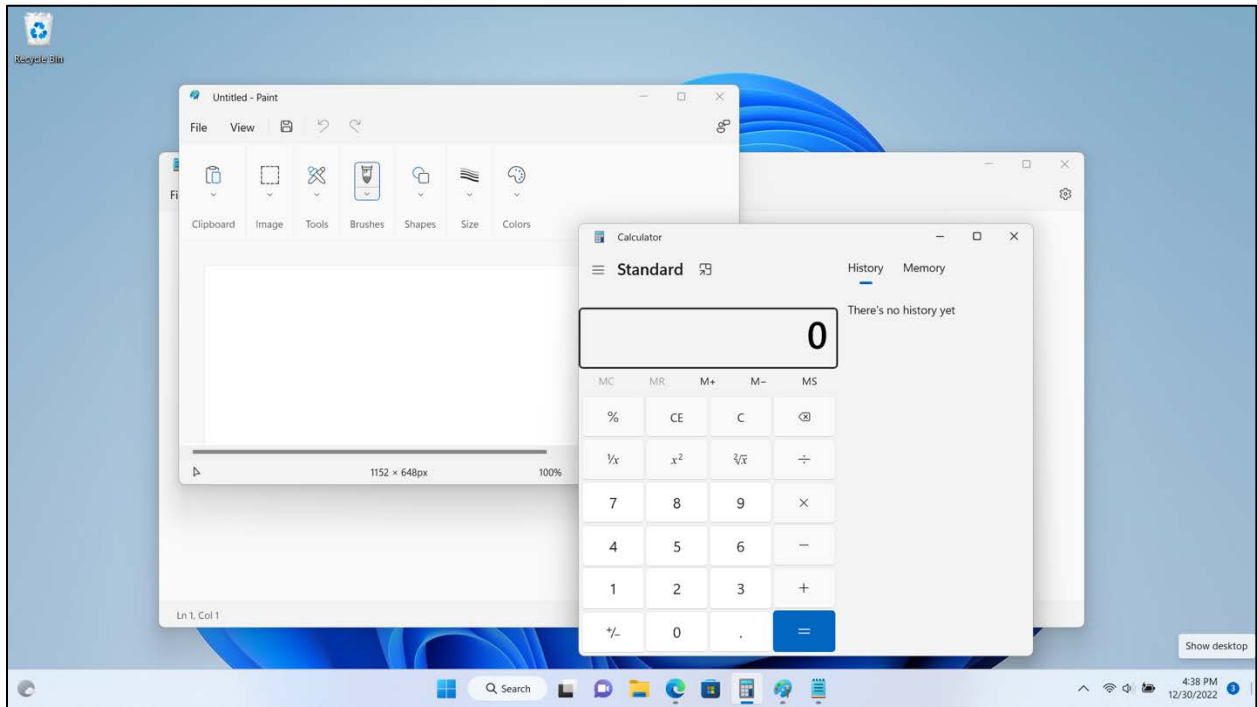


HO 2.8 Switch Programs



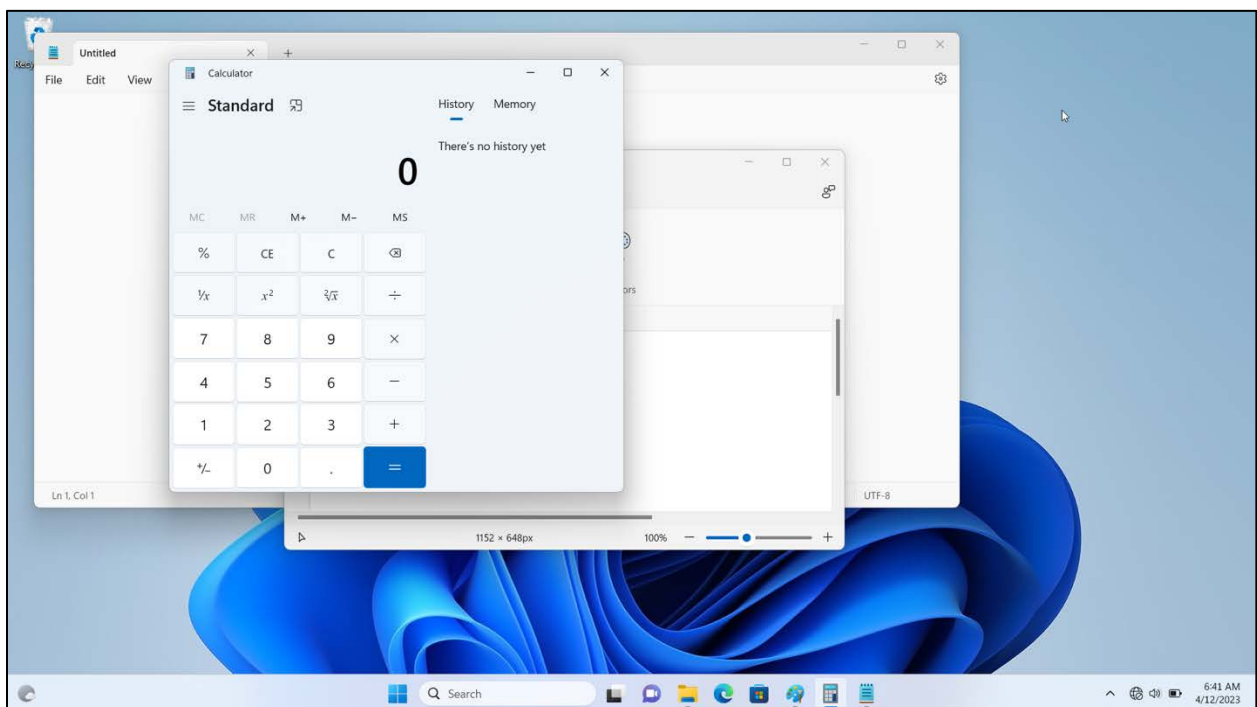
HO 2.9 Flip Between Active Programs

Appearance may vary depending on which program the student flips to last.



HO 2.10 Use Task View

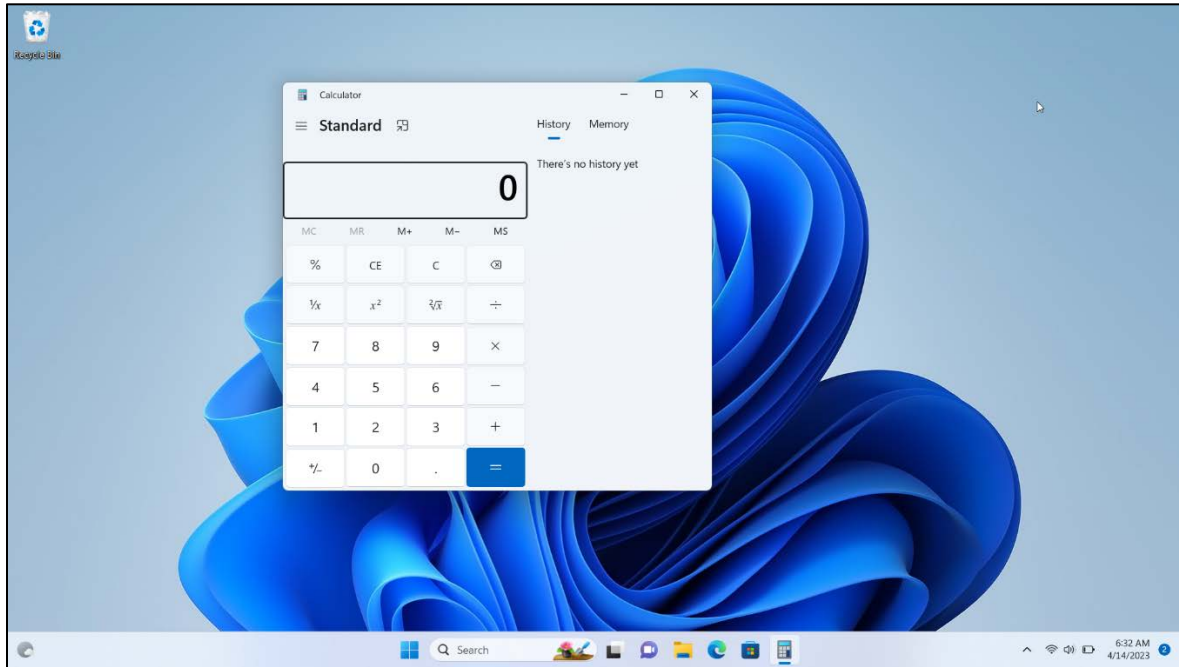
Learners use the Task View button to switch between running apps. At the end of the exercise, the students close all three open apps, and the Desktop is displayed. The screenshot below shows the appearance after step 3:



Skill Builder Exercises

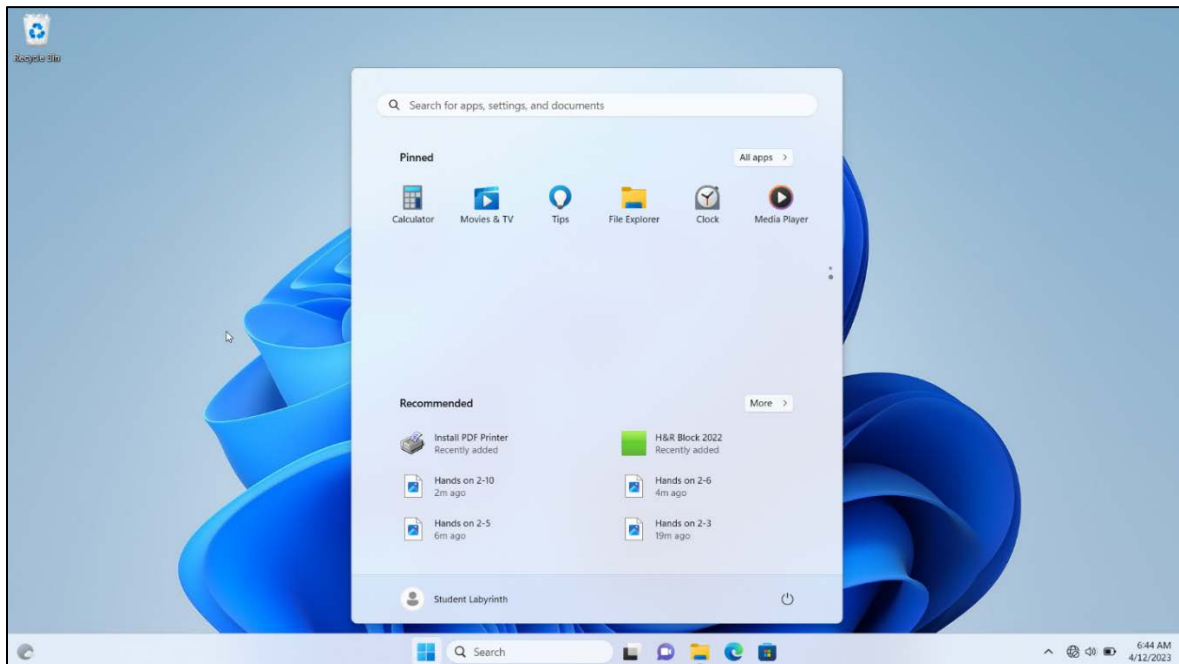
SB 2.1 Resize and Move Apps

Learners resize and move the Calculator on the Desktop. At the end of the exercise, Calculator is closed, and the Desktop is displayed. The screenshot below shows the appearance after step 3:



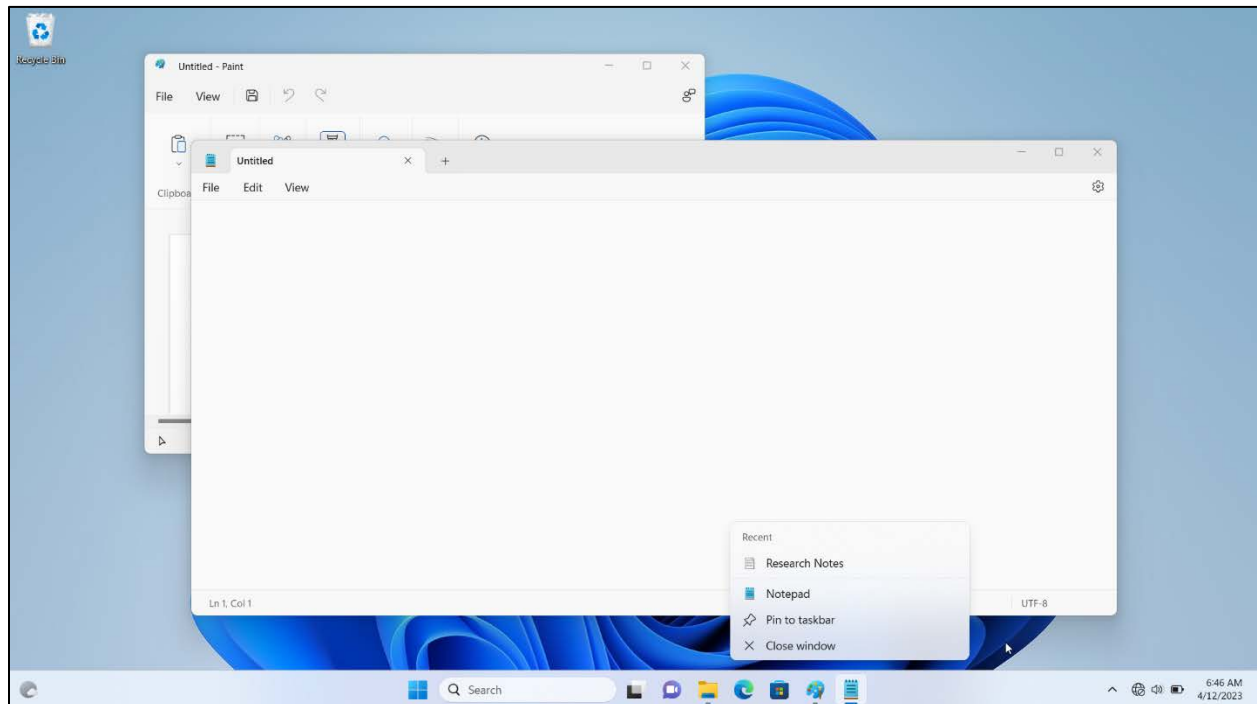
SB 2.2 Pin and Unpin Apps

Learners pin/unpin apps to the Start menu and launch apps. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6:



SB 2.3 Multitask

Learners multitask by using the control features discussed in this chapter. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 8:

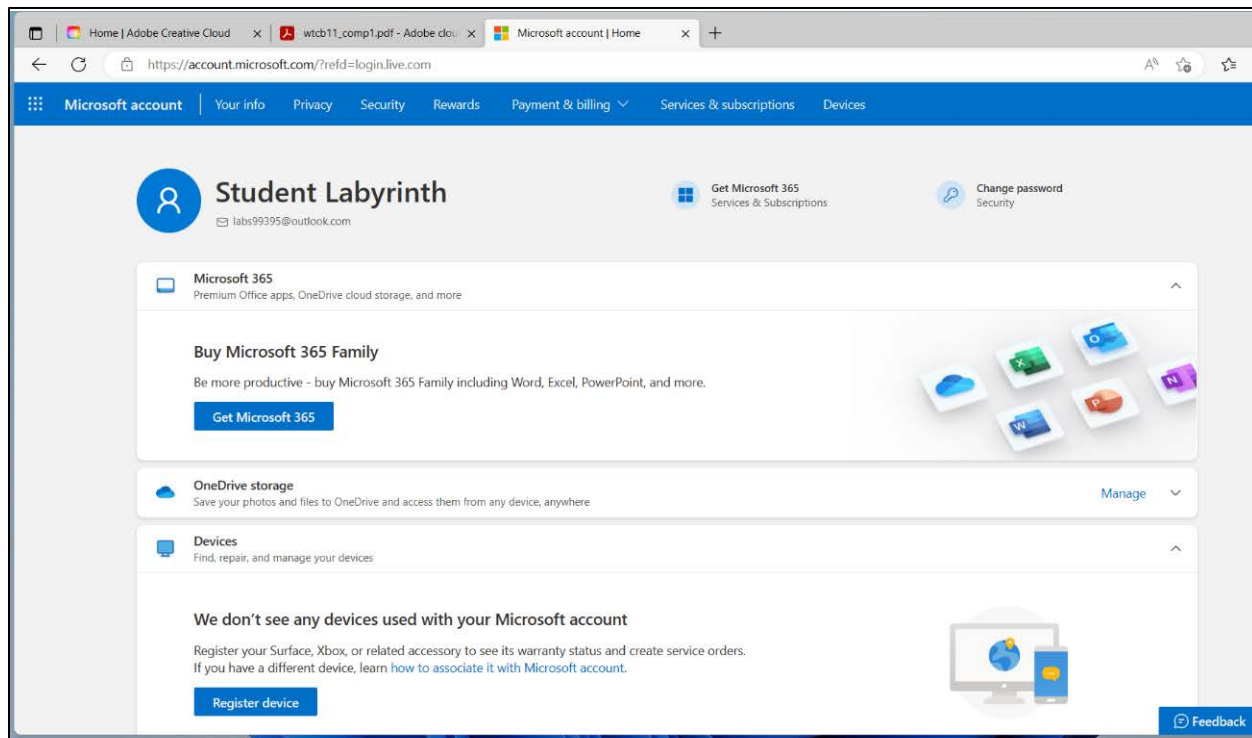


Chapter 3: Creating an Online Account

Hands-On Exercises

HO 3.1 Create a Microsoft Account

Learners create a Microsoft account that will be used throughout this book. At the end of the exercise, the Microsoft account screen is displayed.

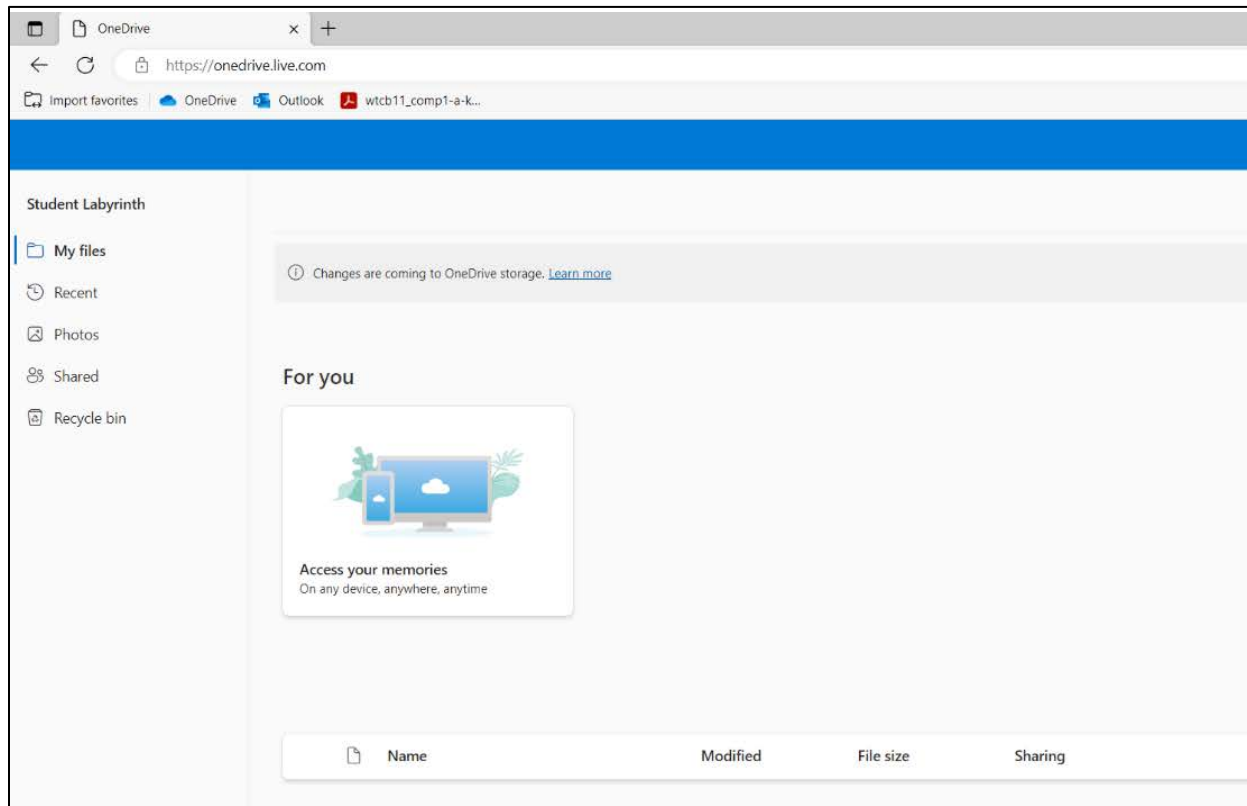


HO 3.2 Connect Accounts

Learners connect their newly created Microsoft accounts to their Windows 11 logins. Learners then close the Accounts window. At the end of the exercise, the Desktop is displayed.

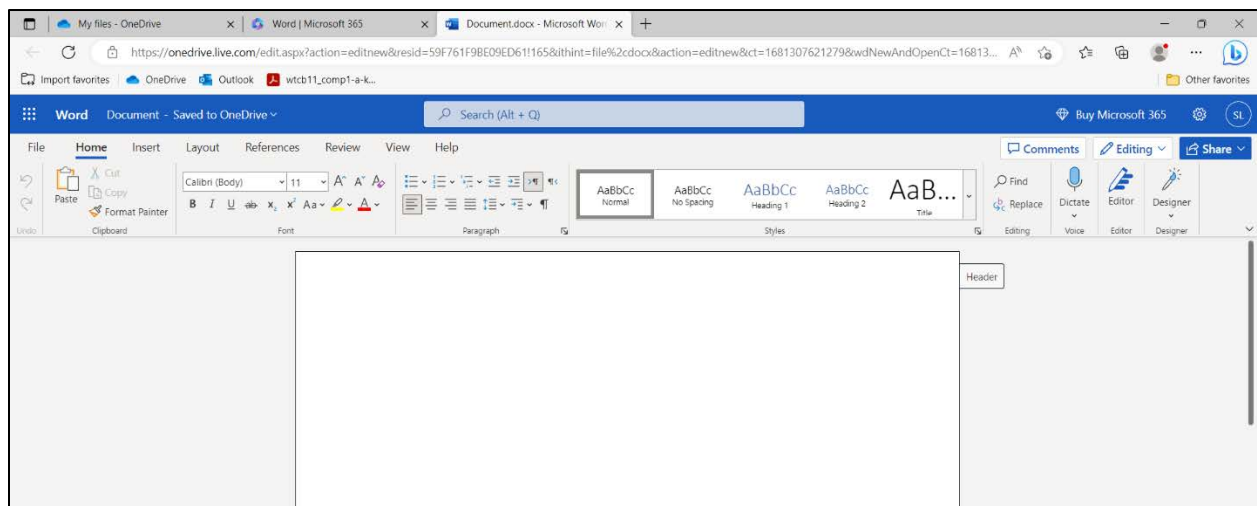
HO 3.3 Log In to OneDrive

Learners use Microsoft Edge to log in to OneDrive. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 8:



HO 3.4 Start the Word Online App

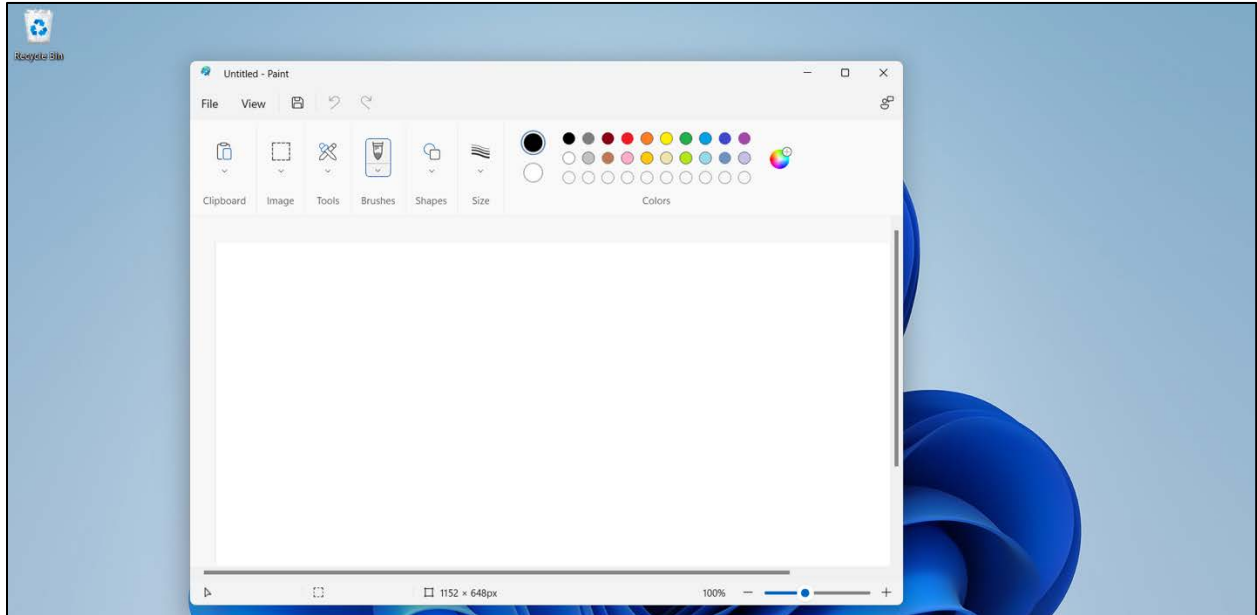
Learners go to OneDrive online and start the Word online app. They then close Microsoft Edge, which also closes Word. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6:



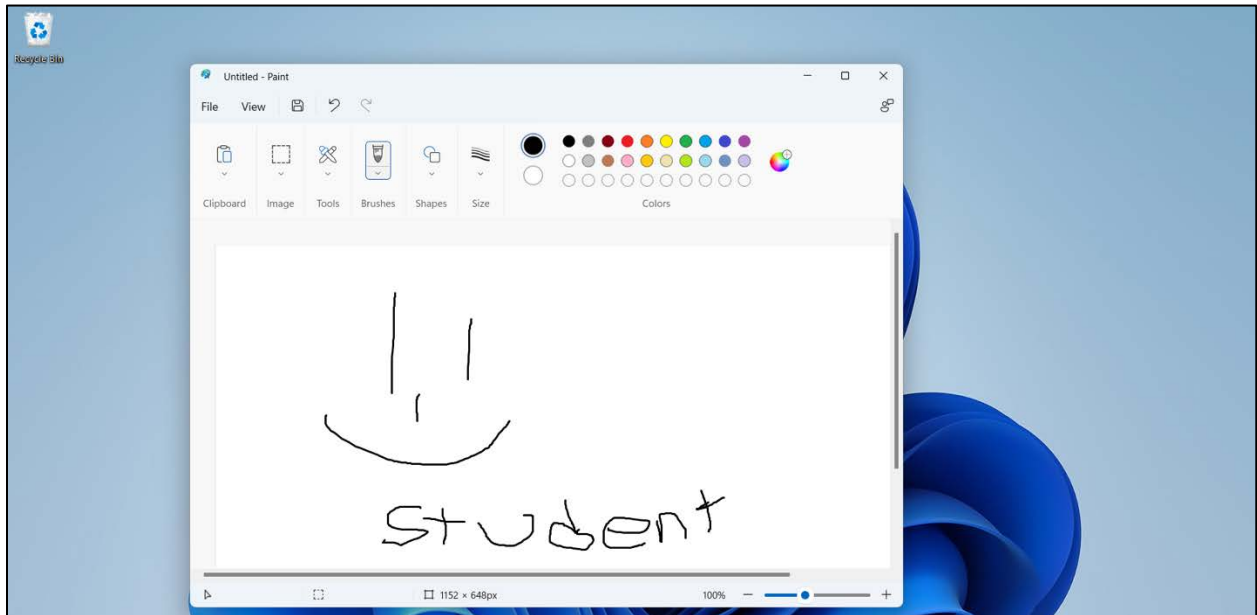
Chapter 4: Working with Apps

Hands-On Exercises

HO 4.1 Compare Drop-Down Menus



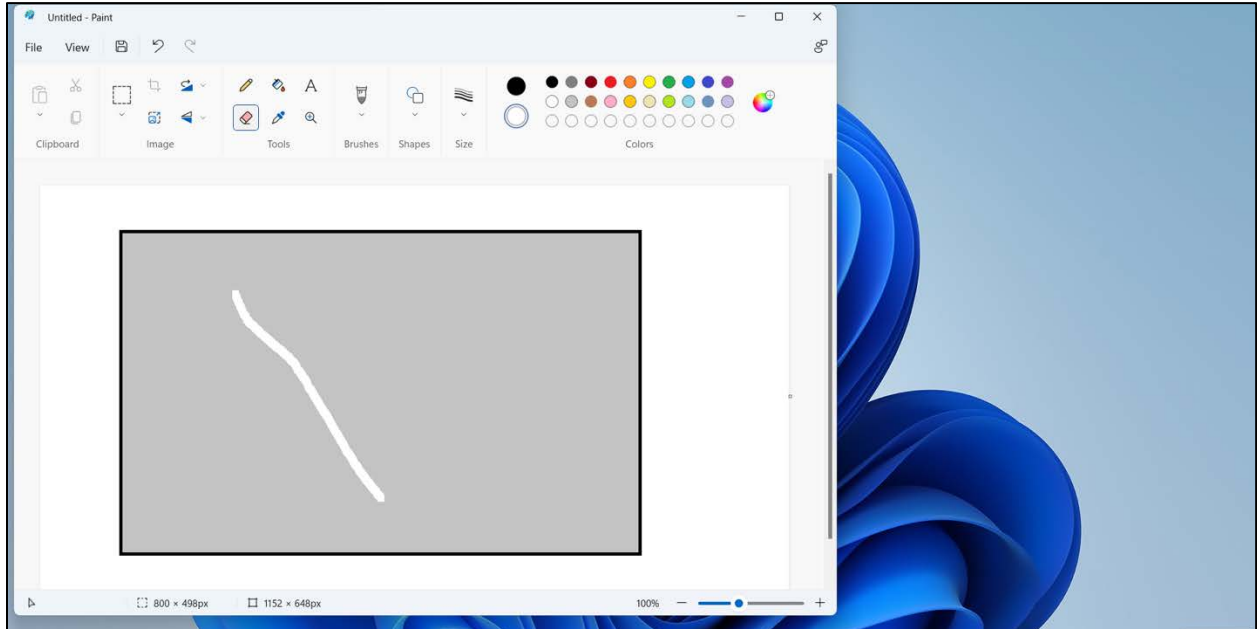
HO 4.2 Draw in the Paint App



HO 4.3 Save a New Document

Learners save their Paint picture to their hard drive, to their USB flash drive, and to OneDrive. At the end of the exercise, the Desktop is displayed.

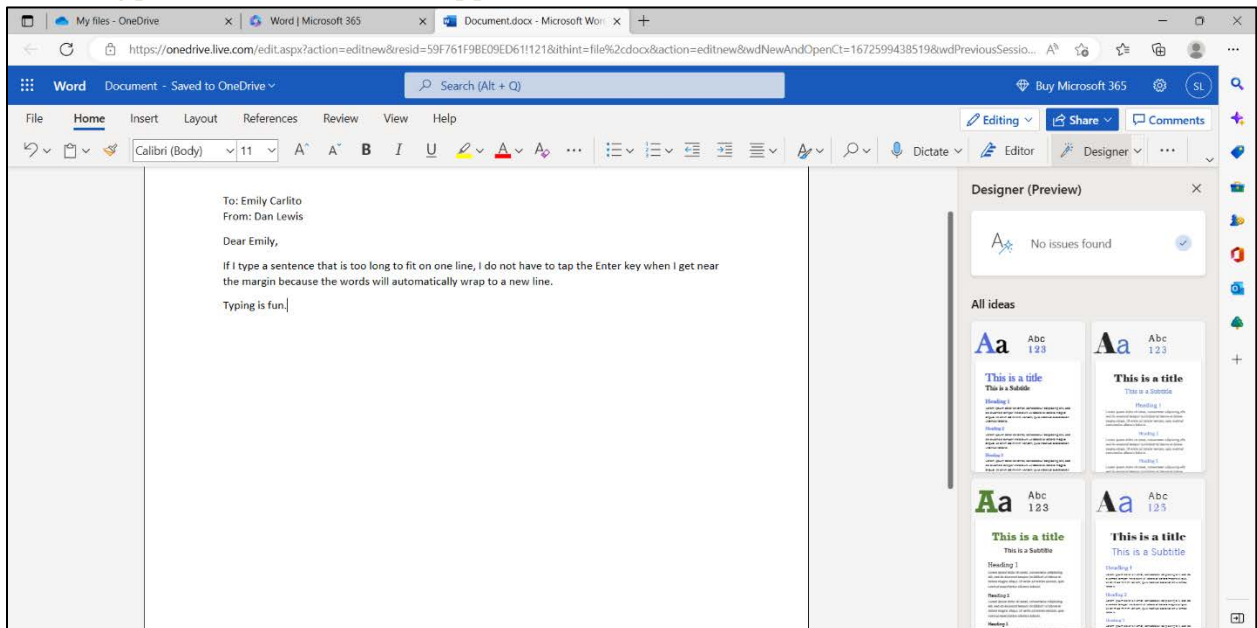
HO 4.4 Change Mouse Pointers in Paint



HO 4.5 Use Scroll Bars

Learners resize the Paint window to see scroll bars and then use the scroll box, scroll button, and scroll bar to scroll vertically and horizontally before closing Paint. At the end of the exercise, the Desktop is displayed.

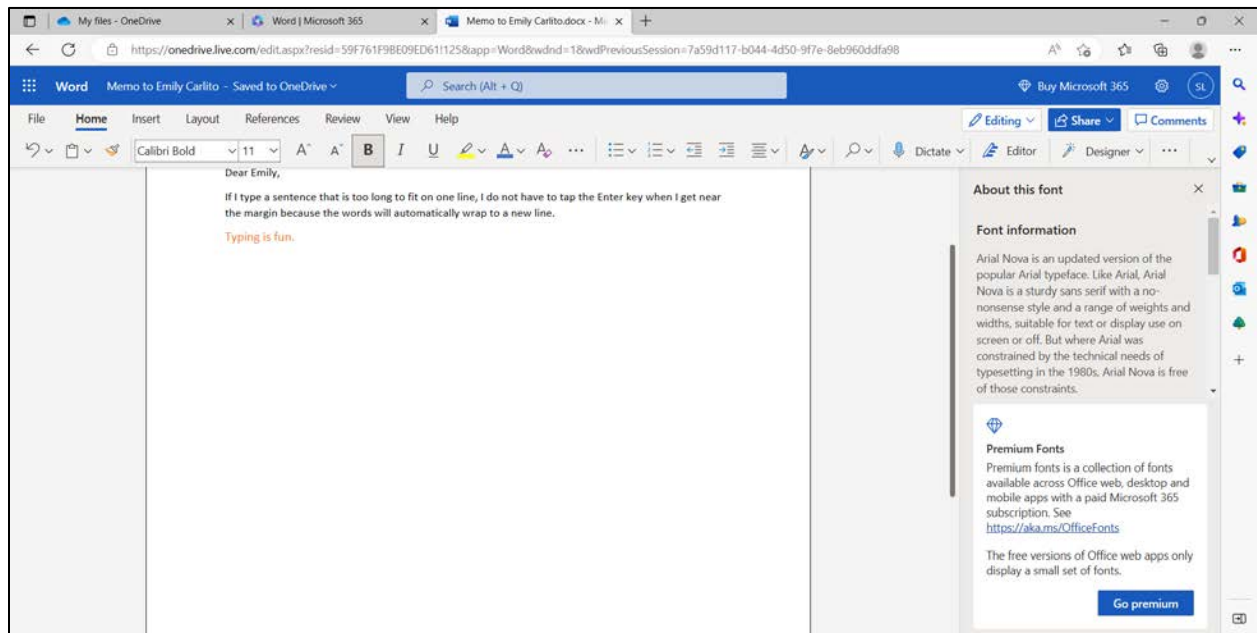
HO 4.6 Type in the Word Online App



HO 4.7 Select Text

There is no screenshot for this exercise.

HO 4.8 Format Text



HO 4.9 Print a Word Document

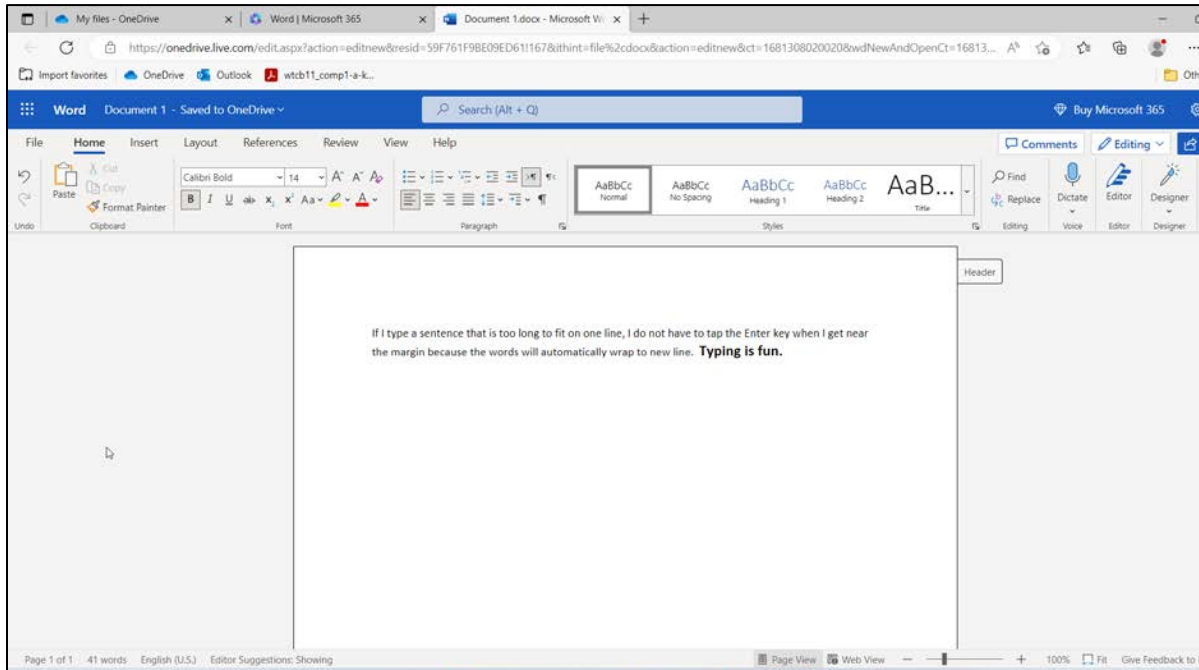
There is no screenshot for this exercise.

HO 4.10 Save a PDF File in Word

There is no screenshot for this exercise.

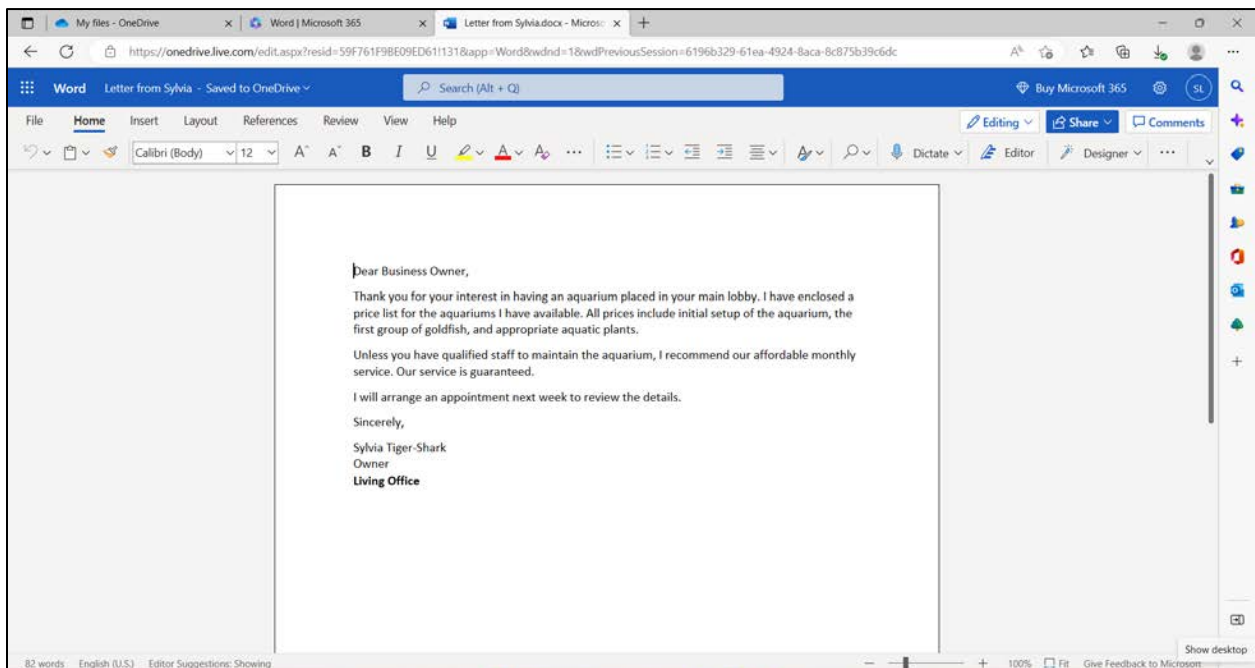
HO 4.11 Use Cut and Paste

Learners use Cut and Paste within the existing Word document using the command buttons on the Home tab. They then close Microsoft Edge, thereby also closing Word. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3:



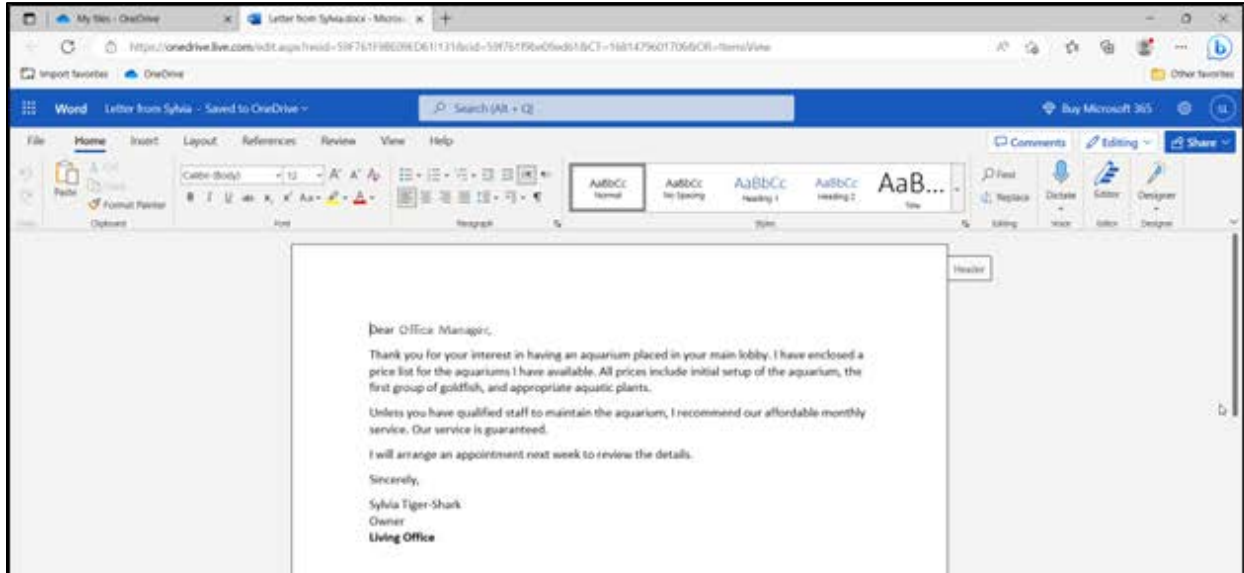
Skill Builder Exercises

SB 4.1 Create and Save a Letter from Start to Finish



SB 4.2 Create a Copy of Your Letter

Learners create a copy of Letter from Sylvia and address it to a specific person. They then save it as a PDF, view the PDF, and then close the download bar, the Word dialog box, and Microsoft Edge. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 8:

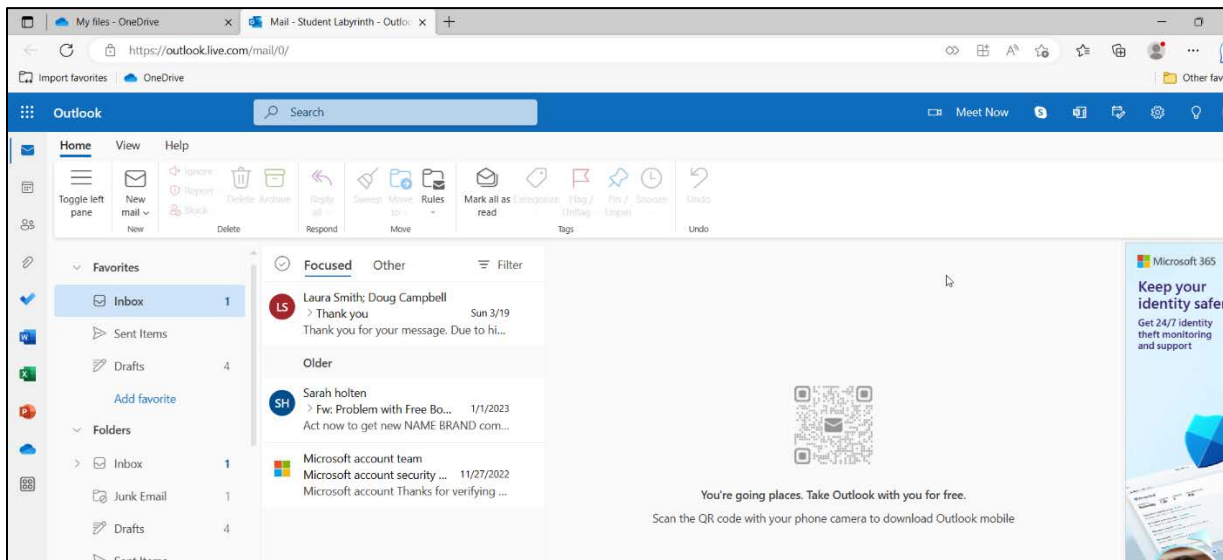


Chapter 5: Using Email

Hands-On Exercises

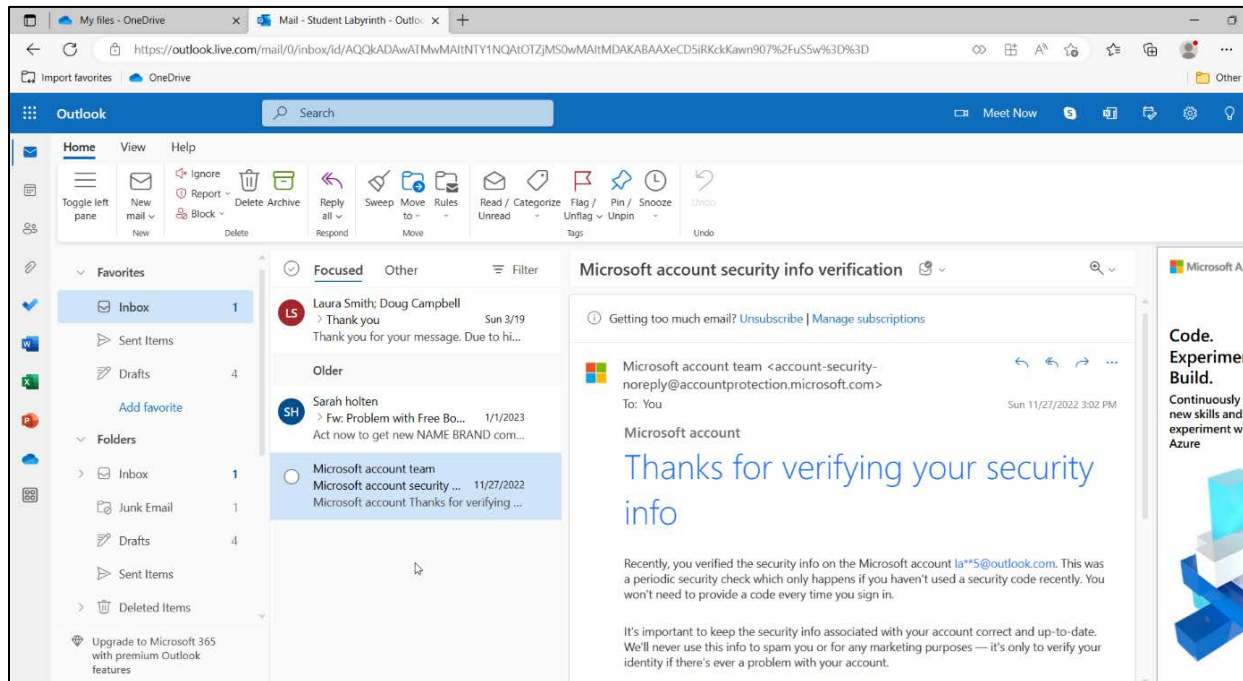
HO 5.1 Log In to Outlook

At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5:



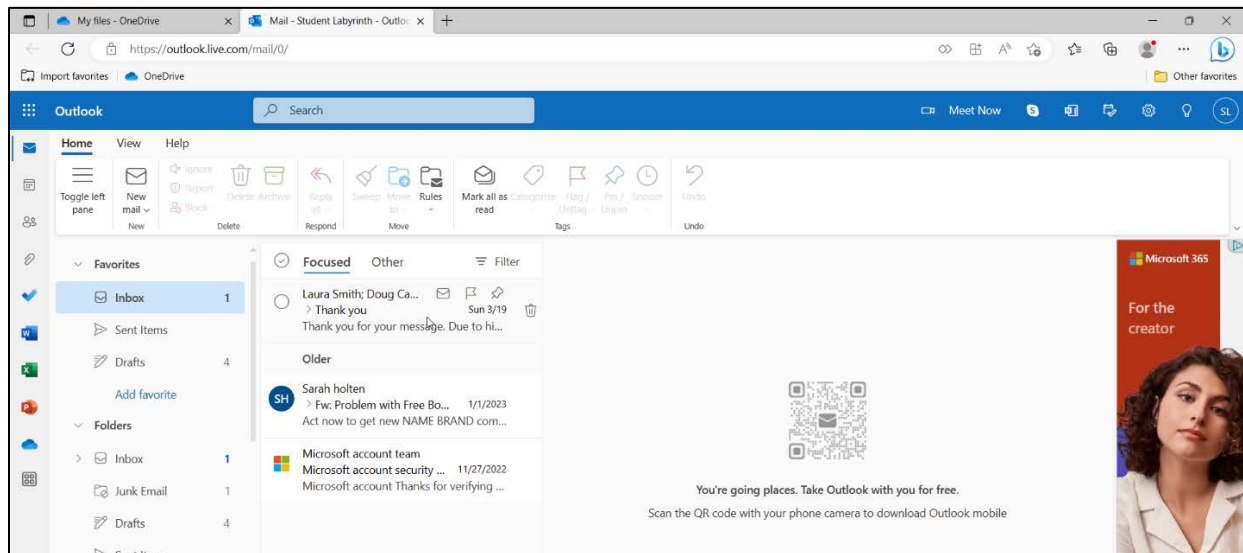
HO 5.2 Read an Email

Learners open and read the email message from the Outlook Team. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 2:



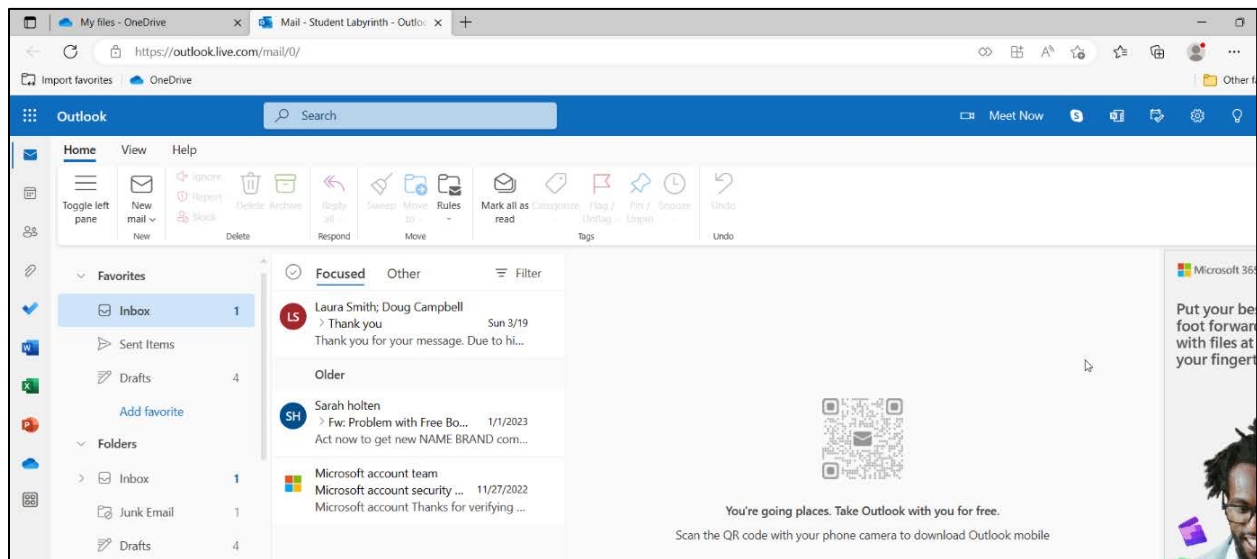
HO 5.3 Send an Email Message

Learners send an email message and then close Outlook. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 8:



HO 5.4 Send an Email with an Attachment

Learners send a file they have previously created as an attachment. At the end of the exercise, OneDrive is displayed. The screenshot below shows the appearance after the first part of step 9:

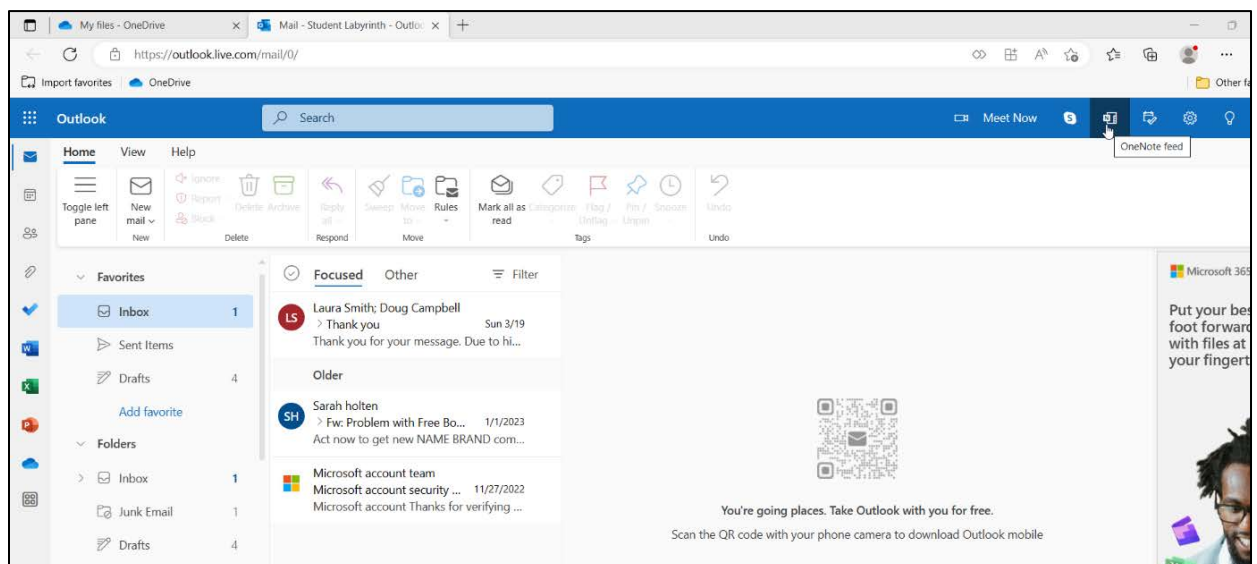


HO 5.5 Reply to an Email

Learners reply to an email sent to them by a friend or family member. At the end of the exercise, the Desktop is displayed.

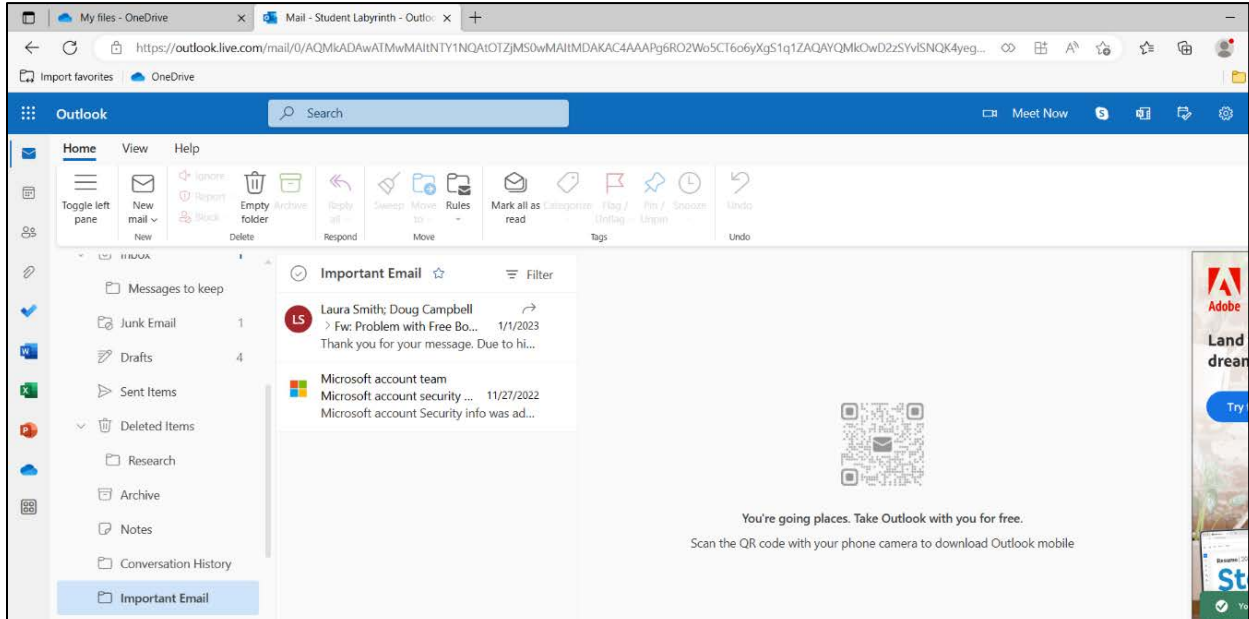
HO 5.6 Create an Email Folder

Learners use Outlook to insert and name two new folders before deleting one of them. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6:



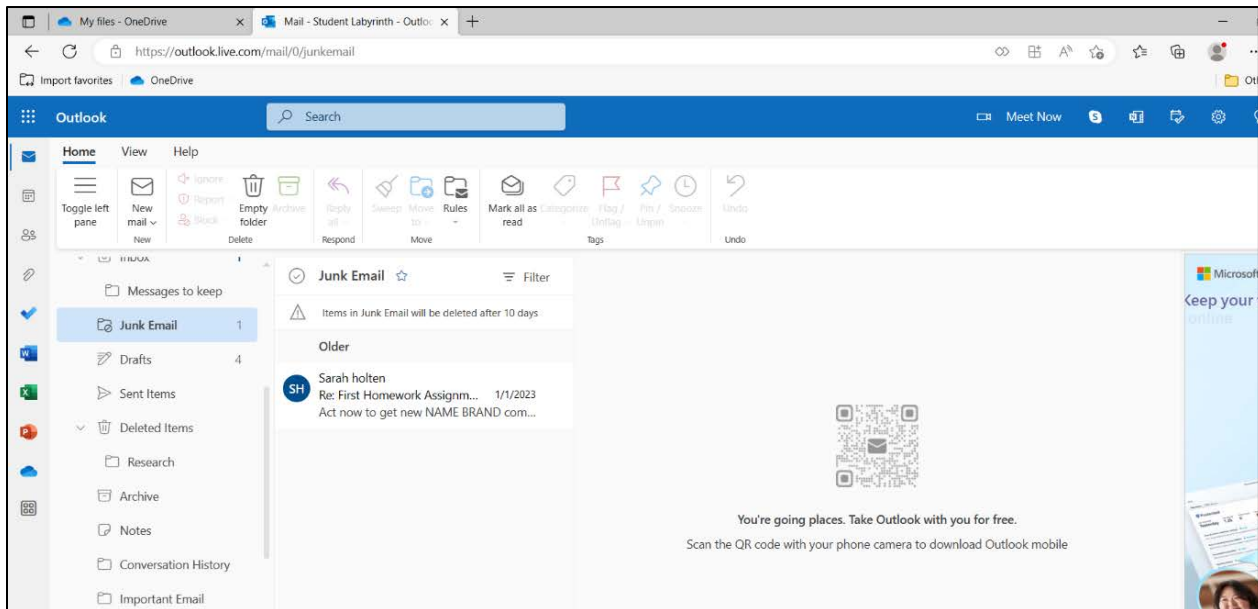
HO 5.7 Move Emails

Learners move emails to the Important Email folder using both the Move To method and the drag-and-drop method. At the end of the exercise, learners close Outlook, and the Desktop is displayed. The screenshot below shows the appearance after step 7:



HO 5.8 Remove a Spam Message

Learners remove a spam email using the Report Junk command. They then close Outlook. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5:



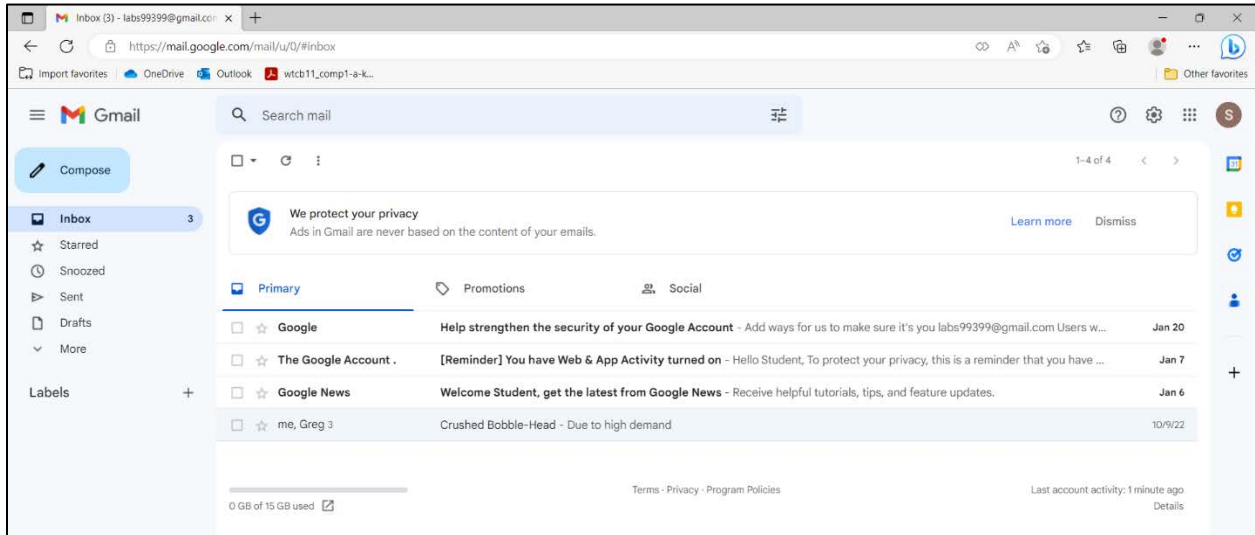
Skill Builder Exercises

SB 5.1 Save Files from Links

Learners save images to their USB drives that were sent to them as links. At the end of the exercise, the Desktop is displayed.

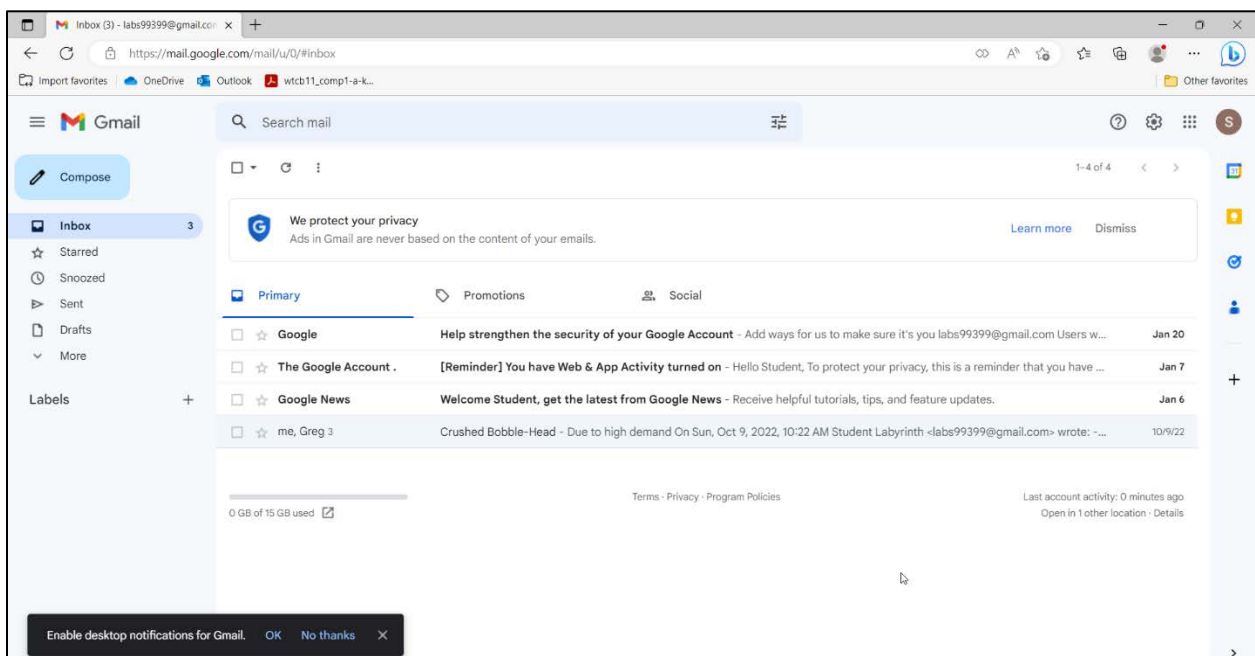
SB 5.2 Create a Gmail Email Account

Learners create a free Gmail email account. At the end of the exercise, they close Microsoft Edge, and the Desktop is displayed. The screenshot below shows the appearance after step 7:



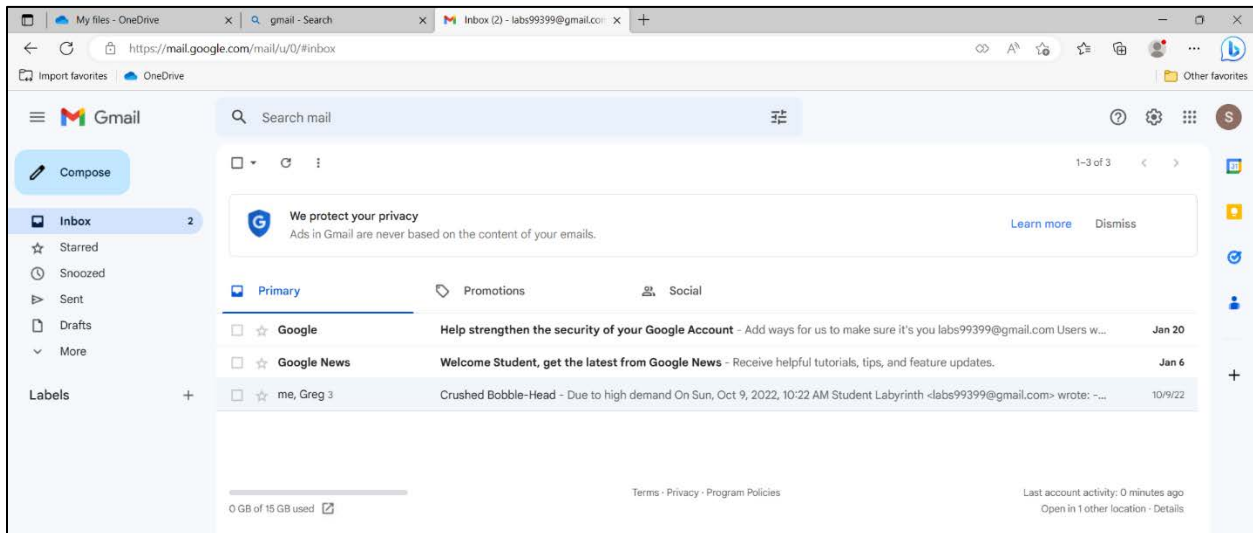
SB 5.3 Send and Read Email in Gmail

The appearance may vary depending on how quickly Gmail is updating at the time.



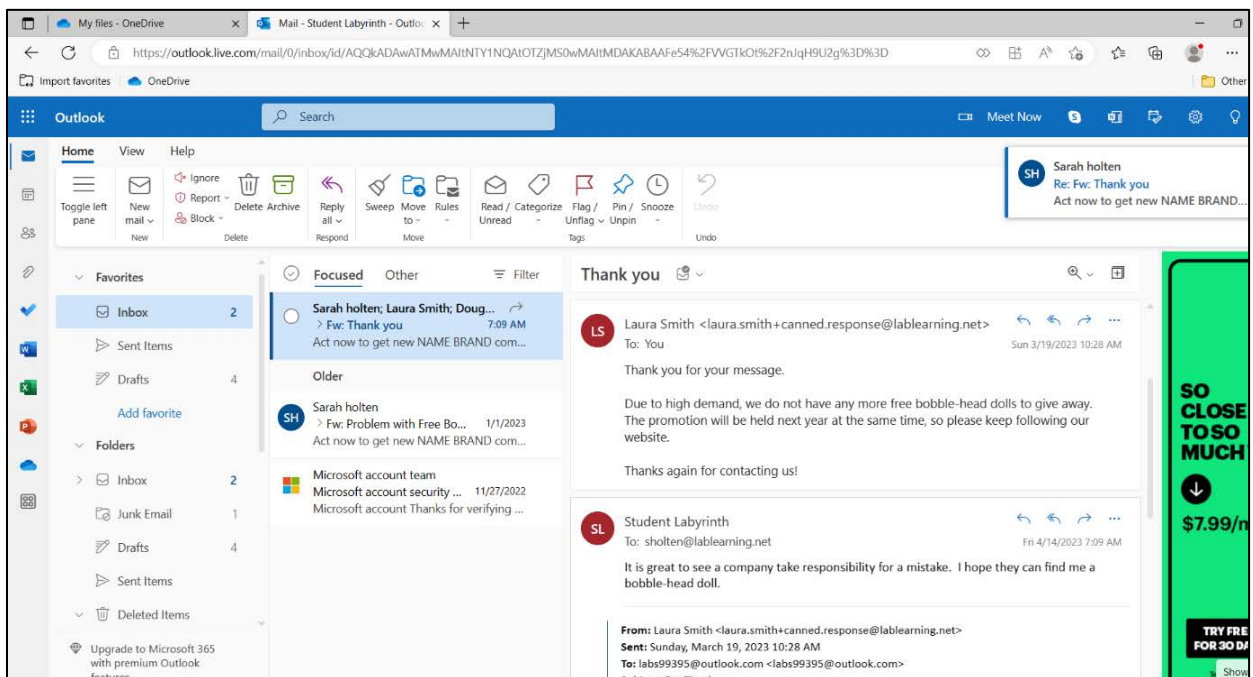
SB 5.4 Delete and Archive Emails in Gmail

Learners use Gmail to delete and archive messages. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 4:



SB 5.5 Forward an Email

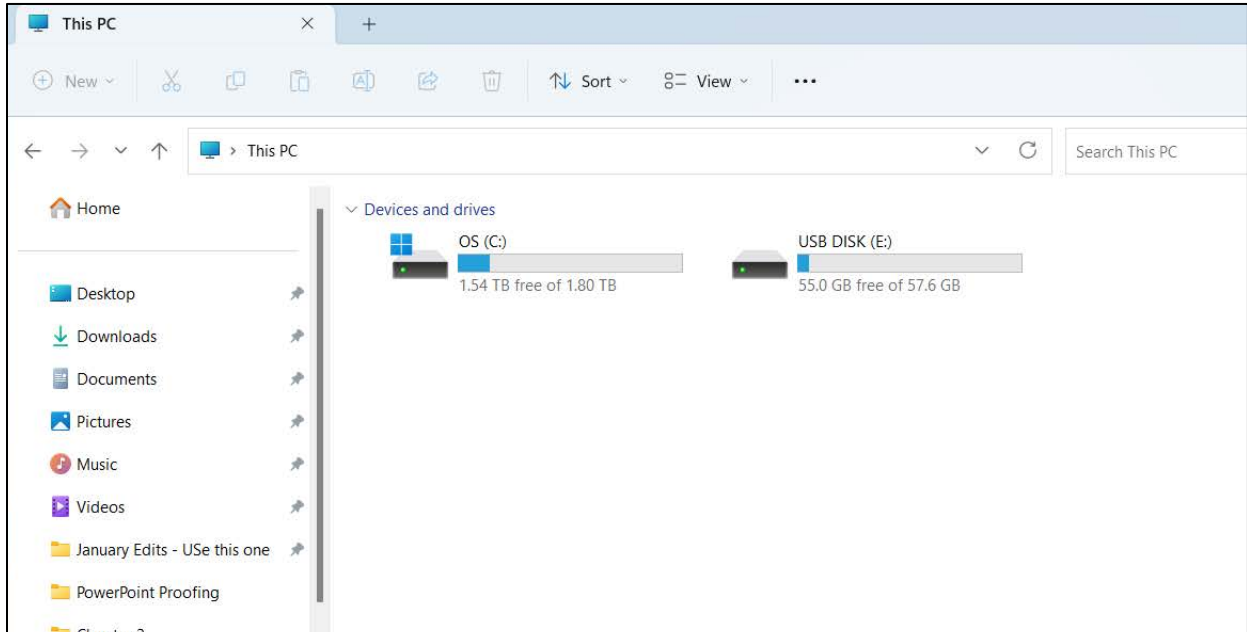
Learners forward an email to a new recipient. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5:



Chapter 6: Finding Files

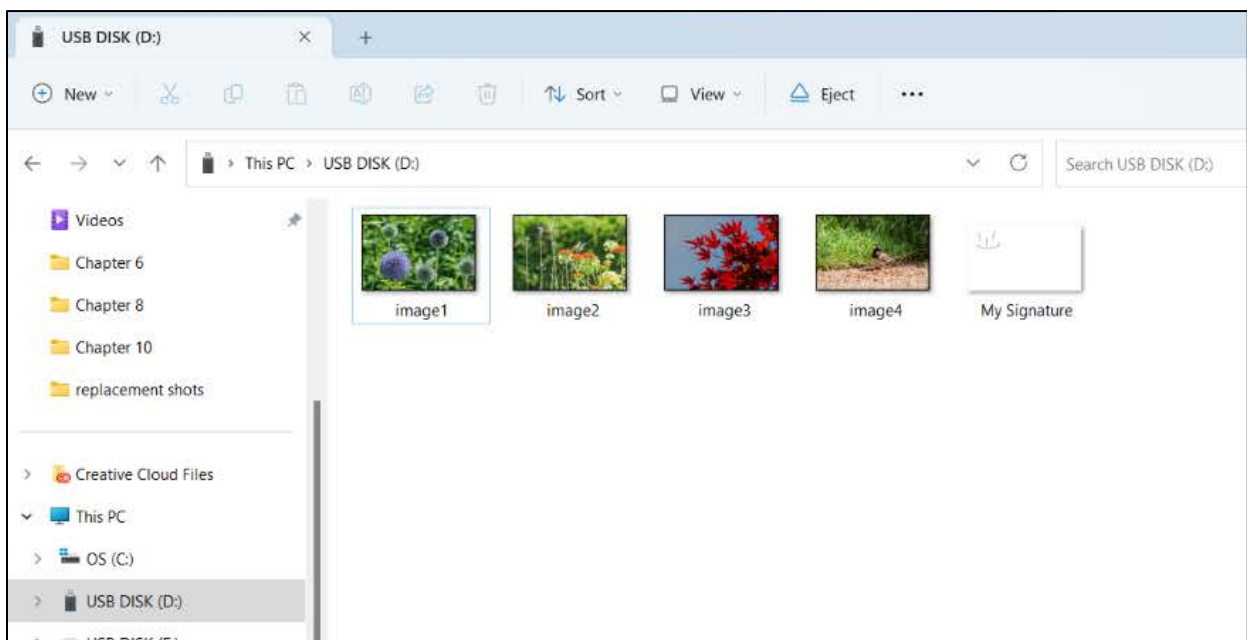
Hands-On Exercises

HO 6.1 View Drives on Your Computer



HO 6.2 View Your USB Flash Drive

Learners plug their USB drives into their computer, open and close a file, and then safely unplug the flash drive. At the end of the exercise, the File Explorer is displayed. The screenshot below shows the appearance after step 4:



HO 6.3 Navigate Using the Address Bar

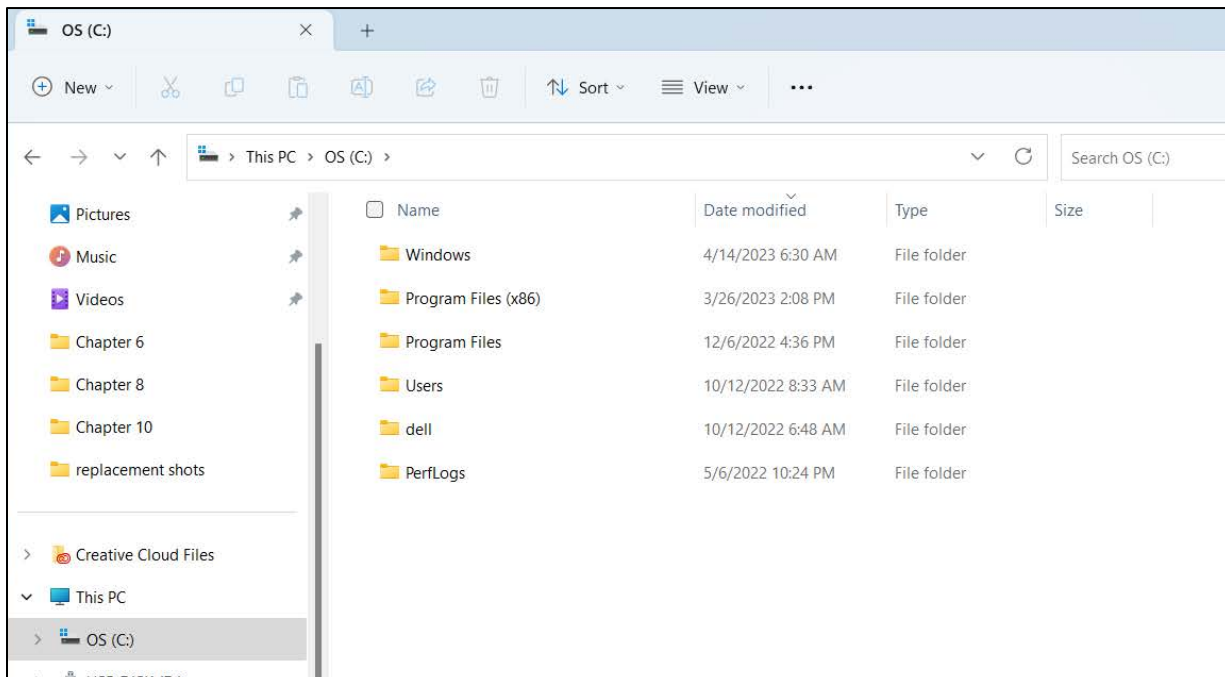
Learners use the address bar to navigate within their personal folders. At the end of the exercise, the Desktop is displayed.

HO 6.4 Use the Back and Forward Buttons

Learners use the Back and Forward buttons in a folder window to navigate folders. At the end of the exercise, the Desktop is displayed.

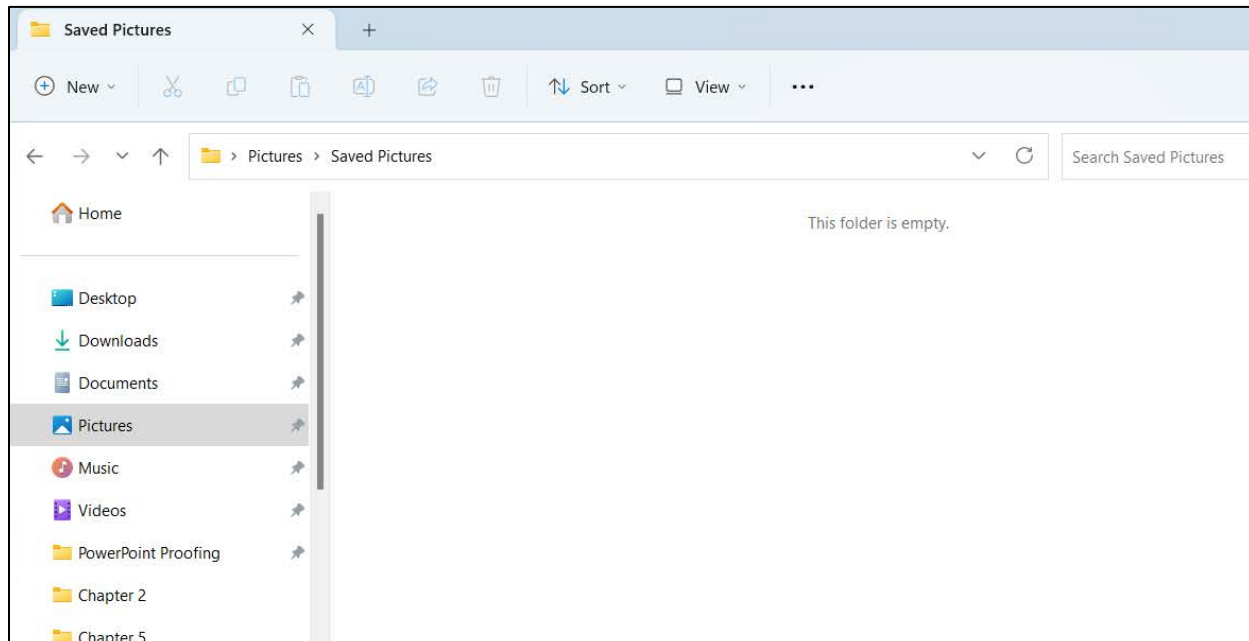
HO 6.5 Sort Folders

Learners sort the folders on the local disk (C: drive). At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6. The appearance may vary slightly.



HO 6.6 Navigate Using the Folders Pane

Learners use the Folders pane to navigate among folders. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3. The appearance may vary slightly.

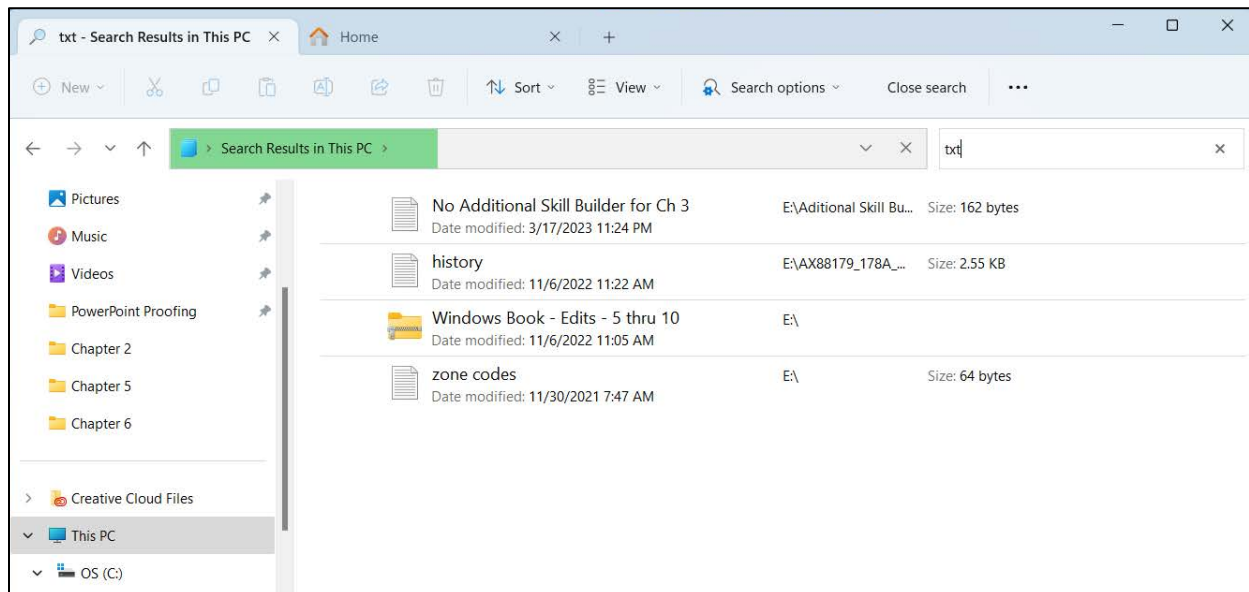


HO 6.7 Open Multiple Tabs in File Explorer

Learners open multiple tabs in File Explorer.

HO 6.8 Find a File with Windows Search

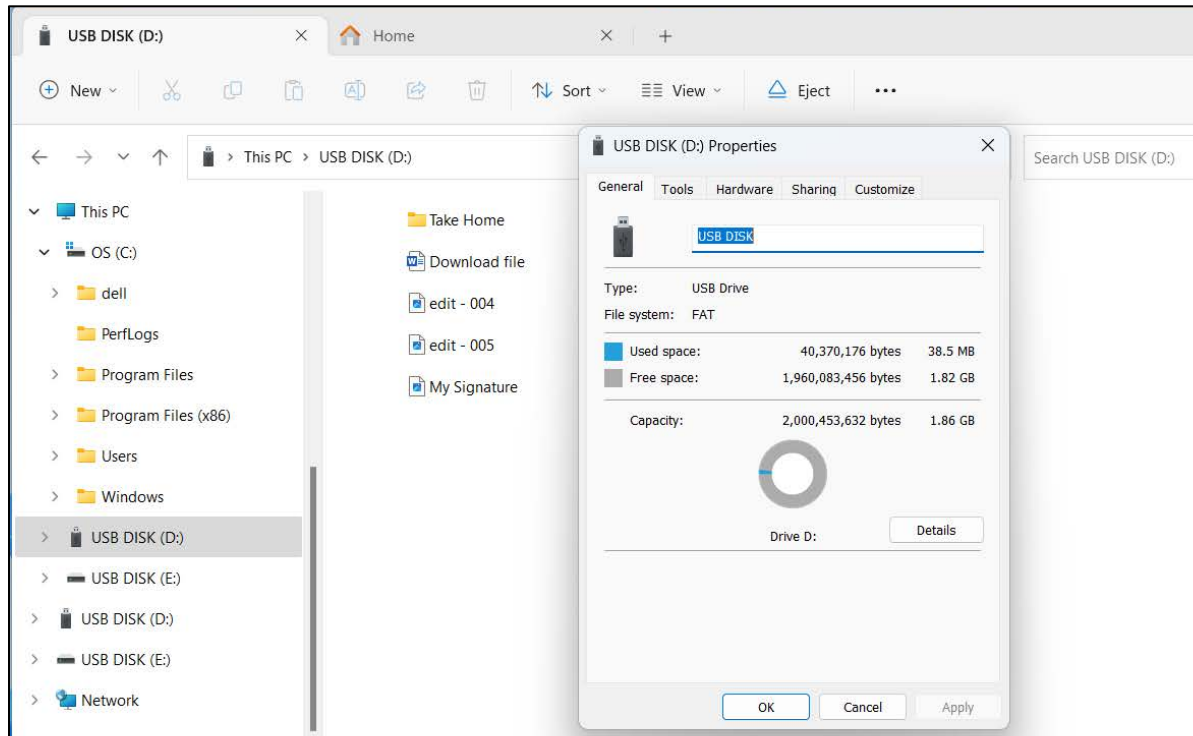
Learners use Search to locate all text files on This PC. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 4. The appearance may vary slightly.



Skill Builder Exercises

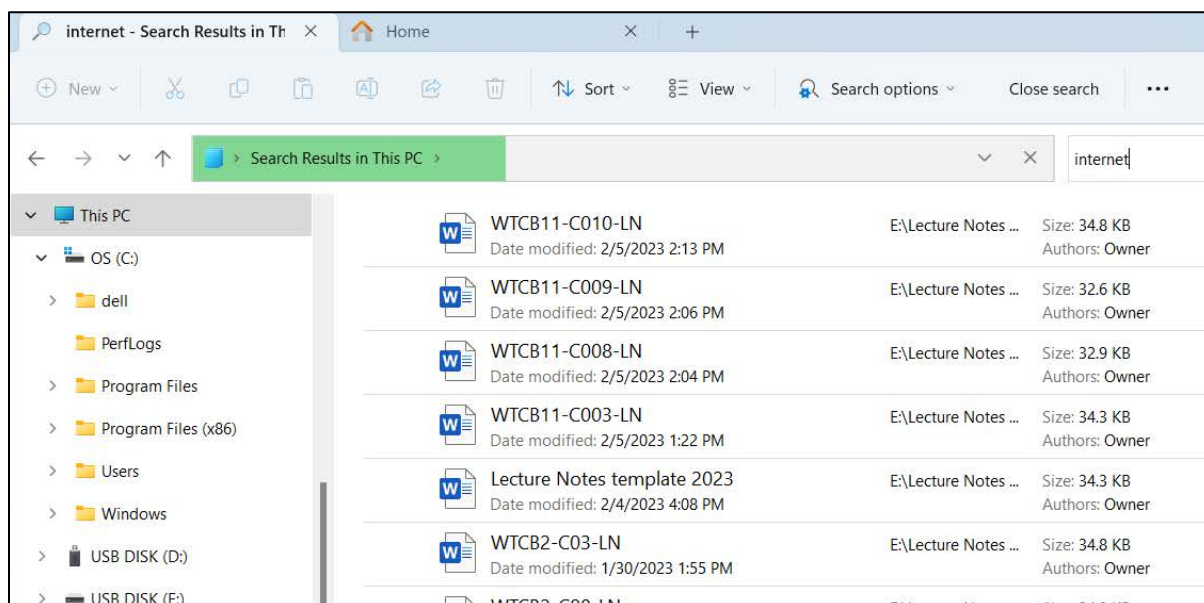
SB 6.1 Find the Remaining Capacity of a Drive

Learners explore their USB flash drives. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 7. The appearance may vary slightly.



SB 6.2 Search the Contents of Files

Learners find files by looking for content within the file itself. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance may vary slightly.

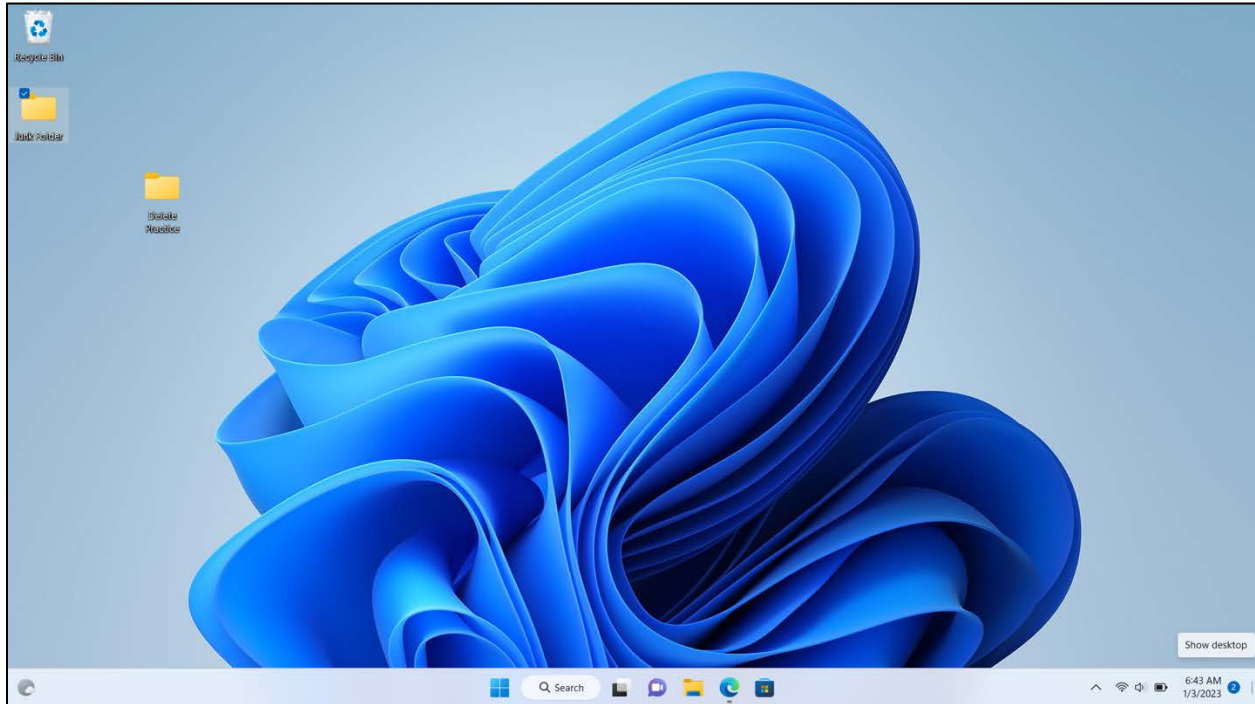


Chapter 7: Storing Files

Hands-On Exercises

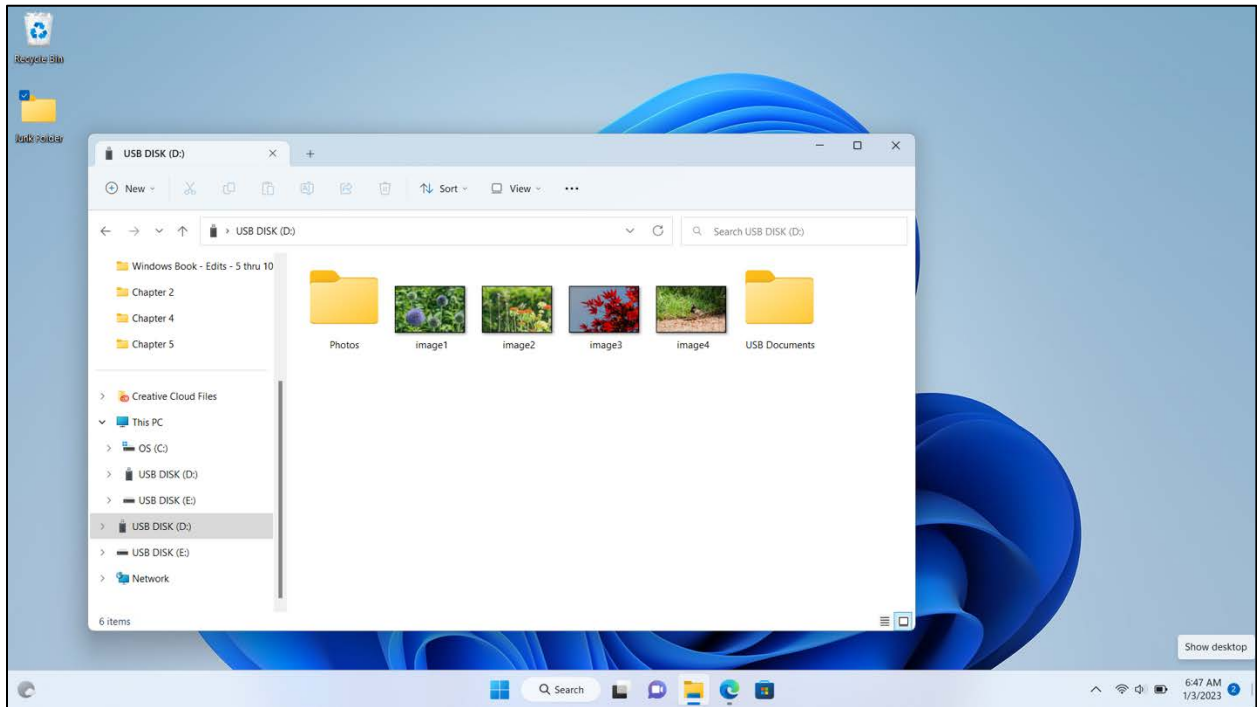
HO 7.1 Create a New Folder on the Desktop

The appearance may vary slightly.



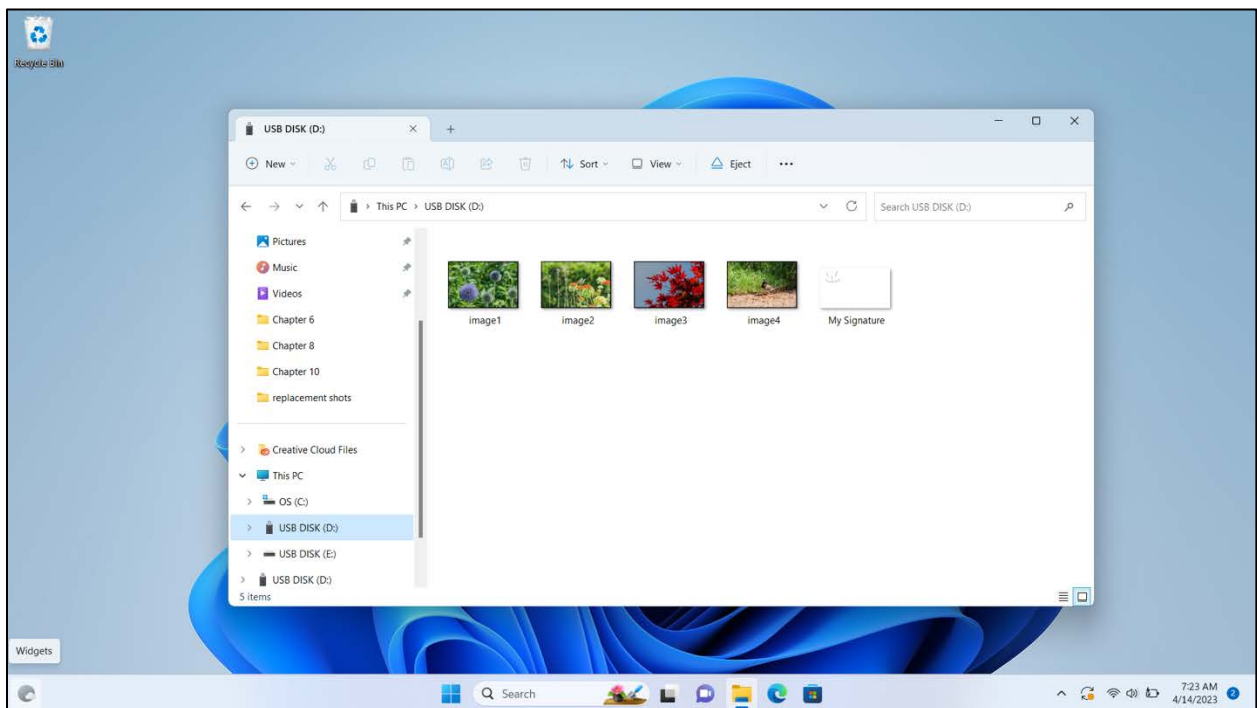
HO 7.2 Create Folders on Your Flash Drive

The appearance may vary slightly.



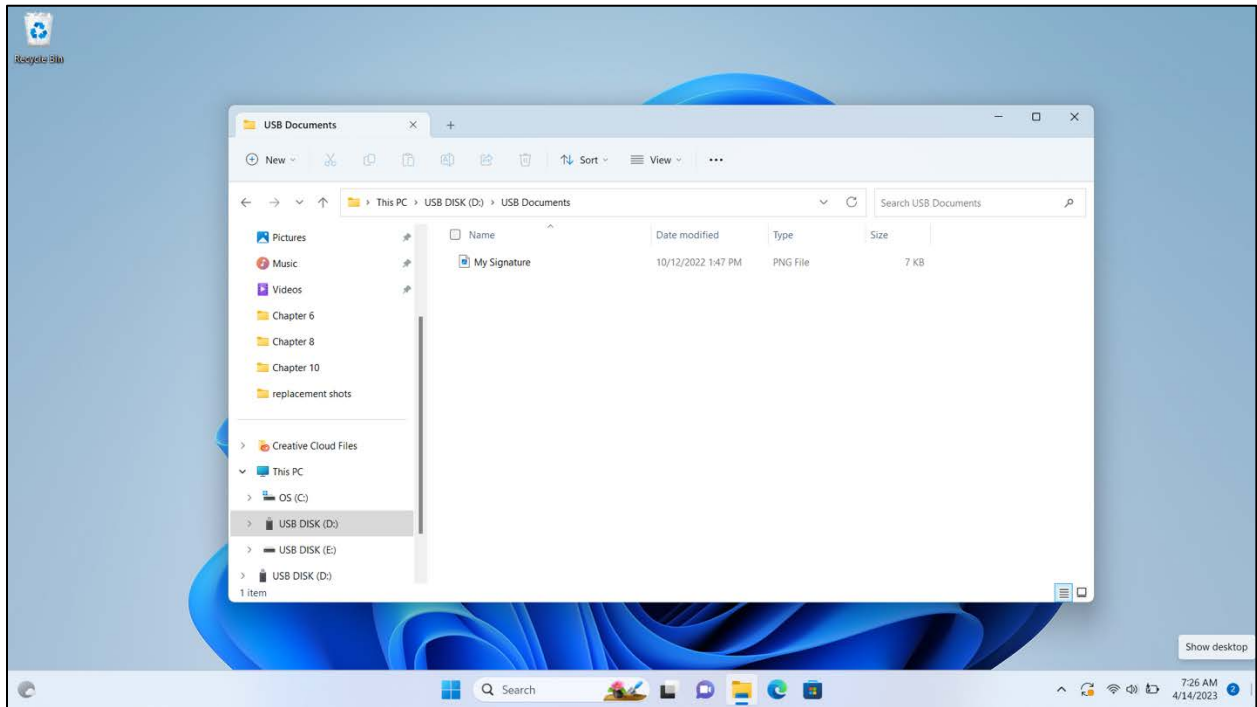
HO 7.3 Organize Folders Using Cut, Copy, and Paste

The appearance may vary slightly.



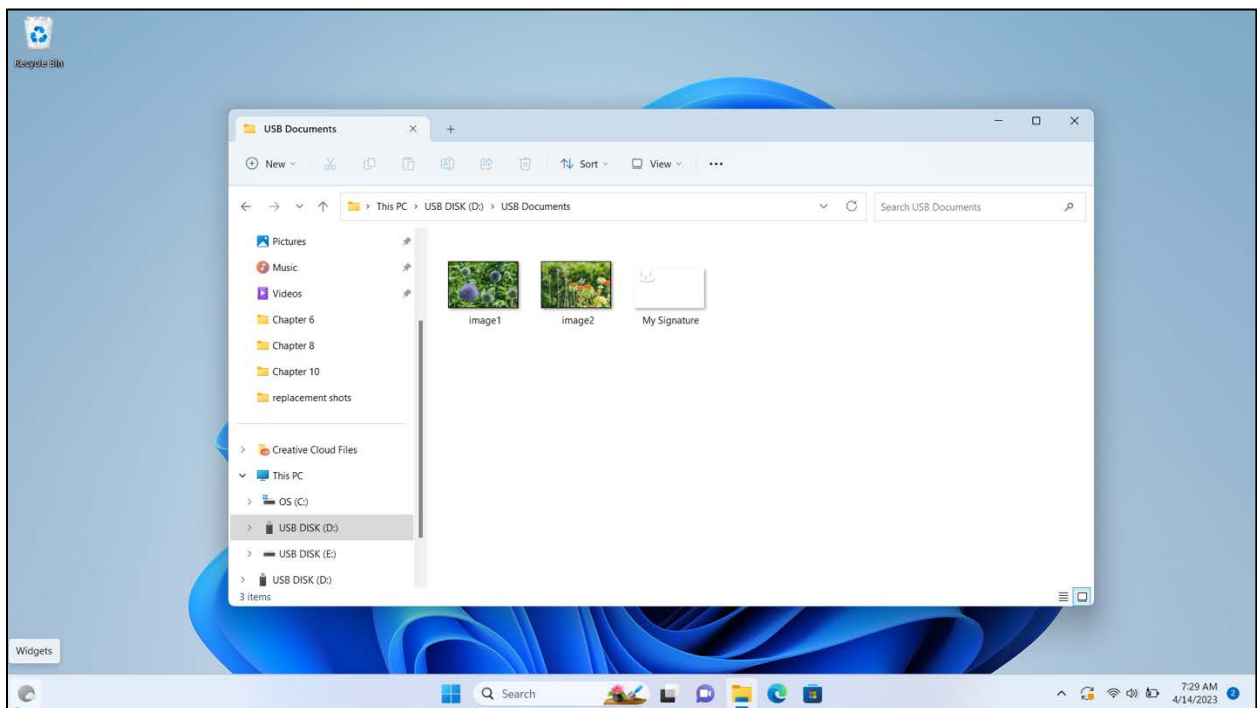
HO 7.4 Copy and Move Files Using Drag and Drop

The appearance may vary slightly.



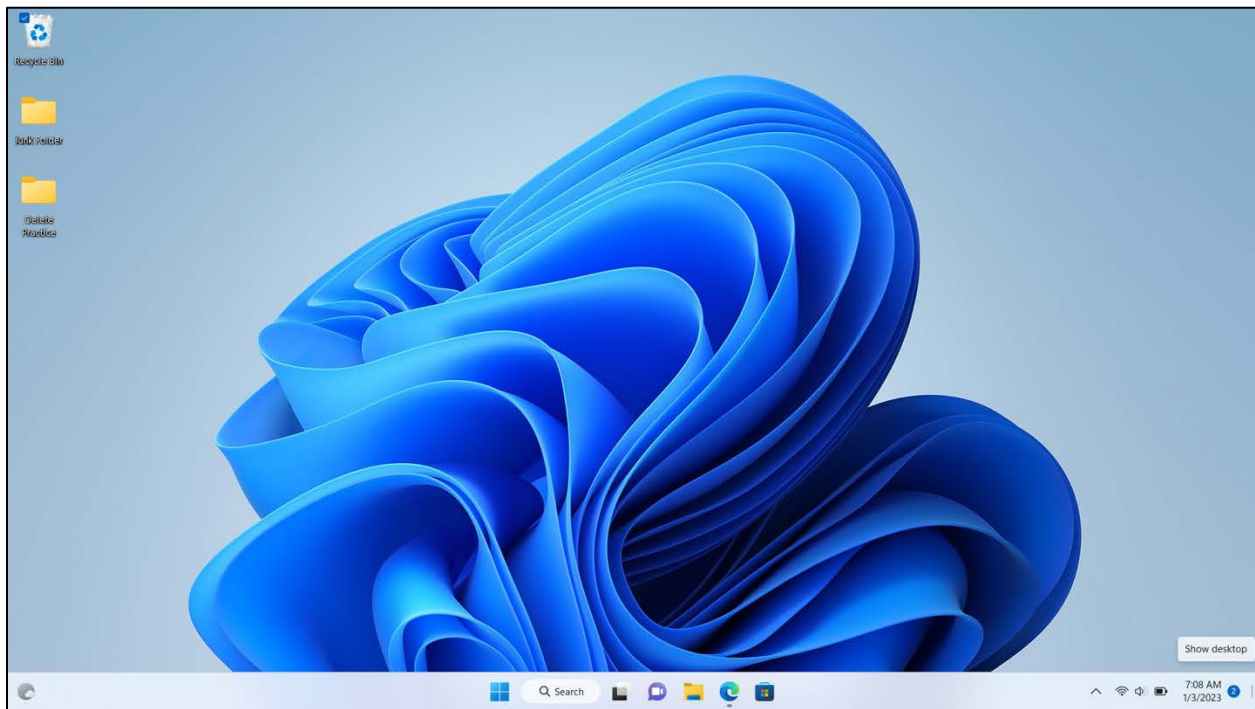
HO 7.5 Select and Move Multiple Items

The appearance may vary slightly.



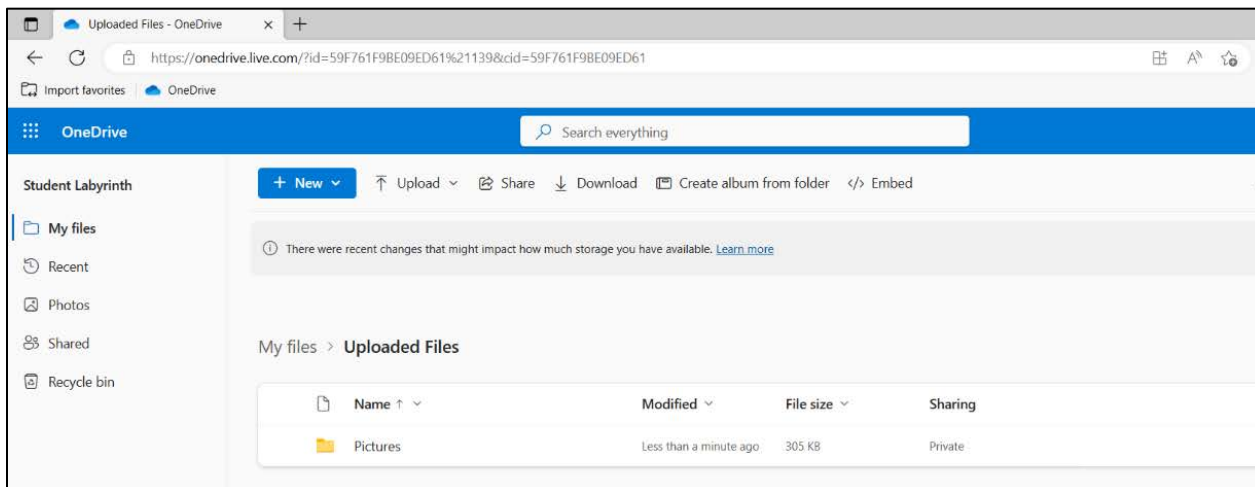
HO 7.6 Delete and Restore Folders or Files

The appearance may vary slightly.



HO 7.7 Create a OneDrive Folder

Learners create a folder in OneDrive. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5:

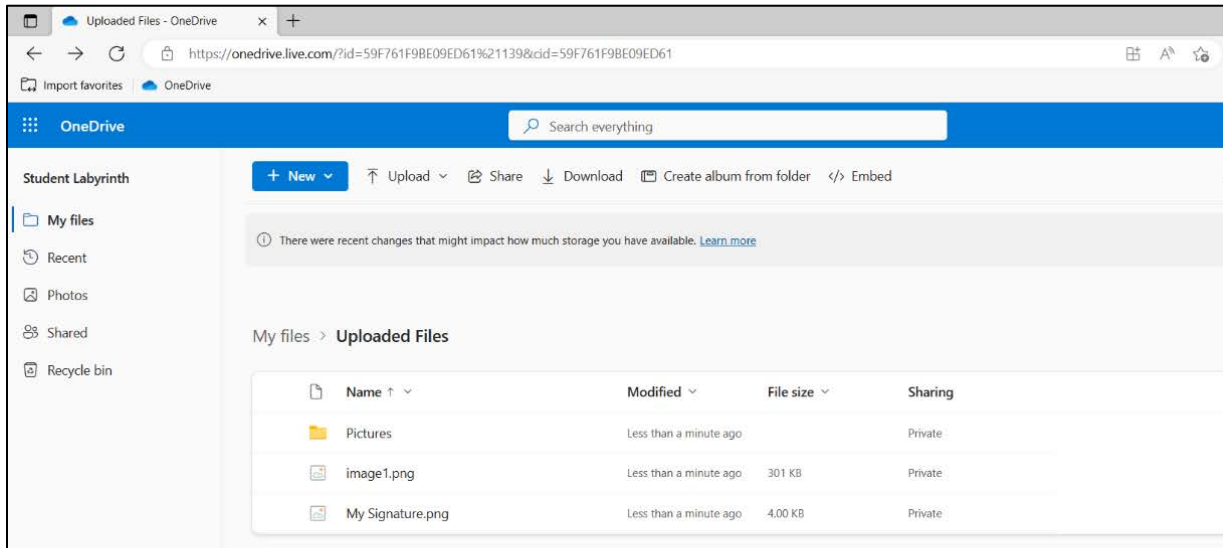


HO 7.8 Move Between Folders

Learners move around between folders on OneDrive. At the end of the exercise, the Desktop is displayed.

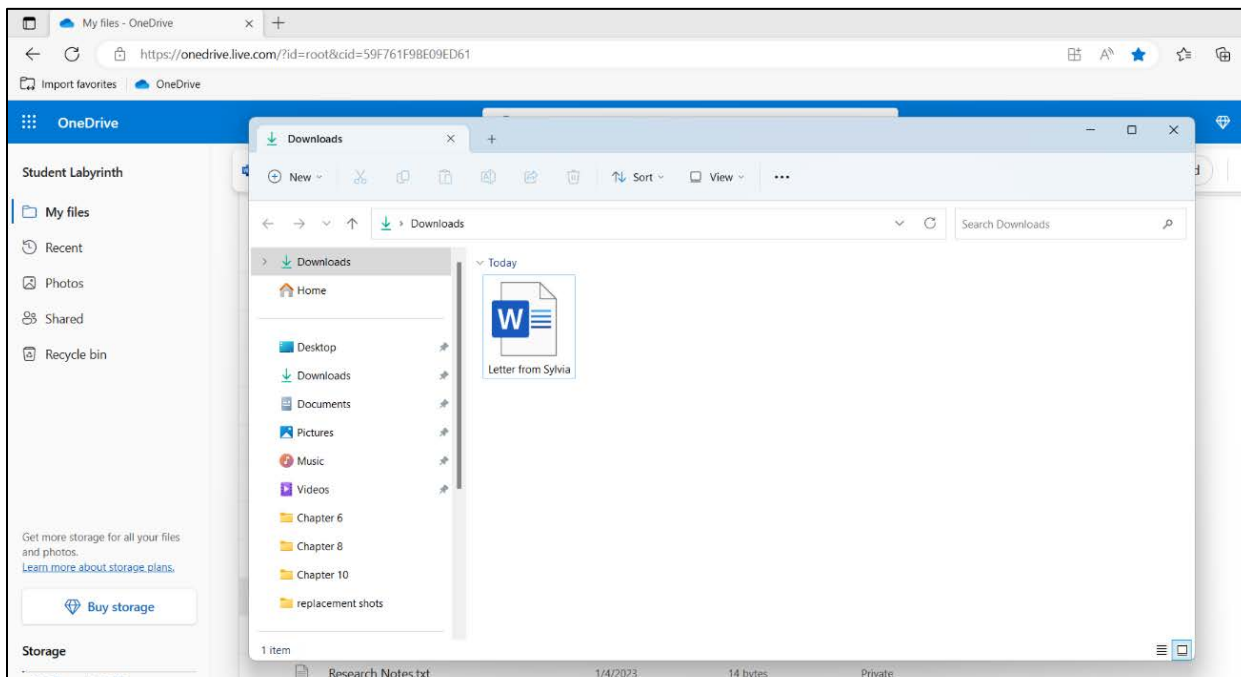
HO 7.9 Upload to OneDrive

The appearance may vary slightly.



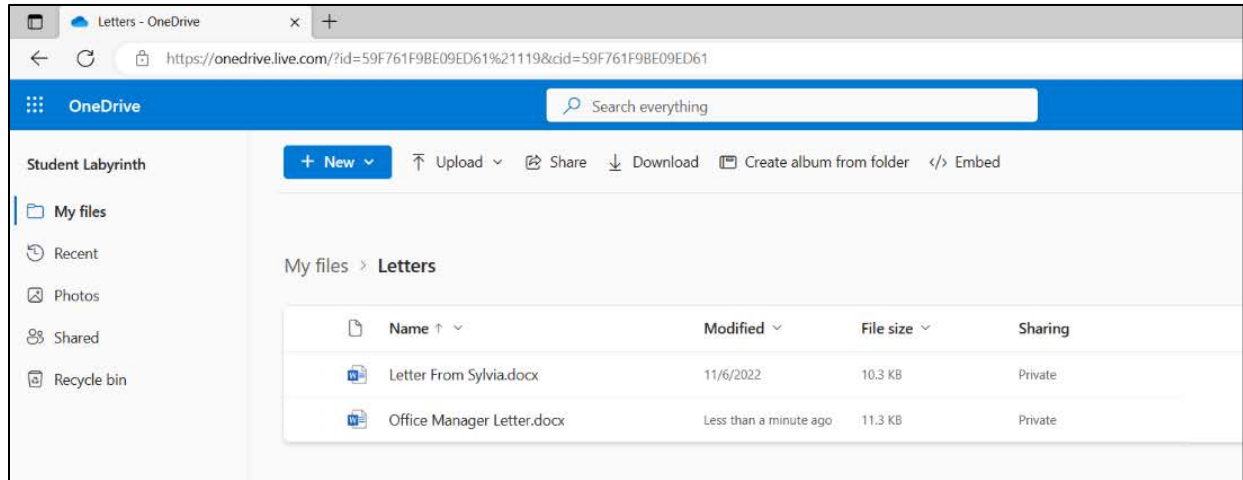
HO 7.10 Download from OneDrive

Learners download the Letter from Sylvia from OneDrive to their computers and then close OneDrive. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6. The appearance may vary slightly.



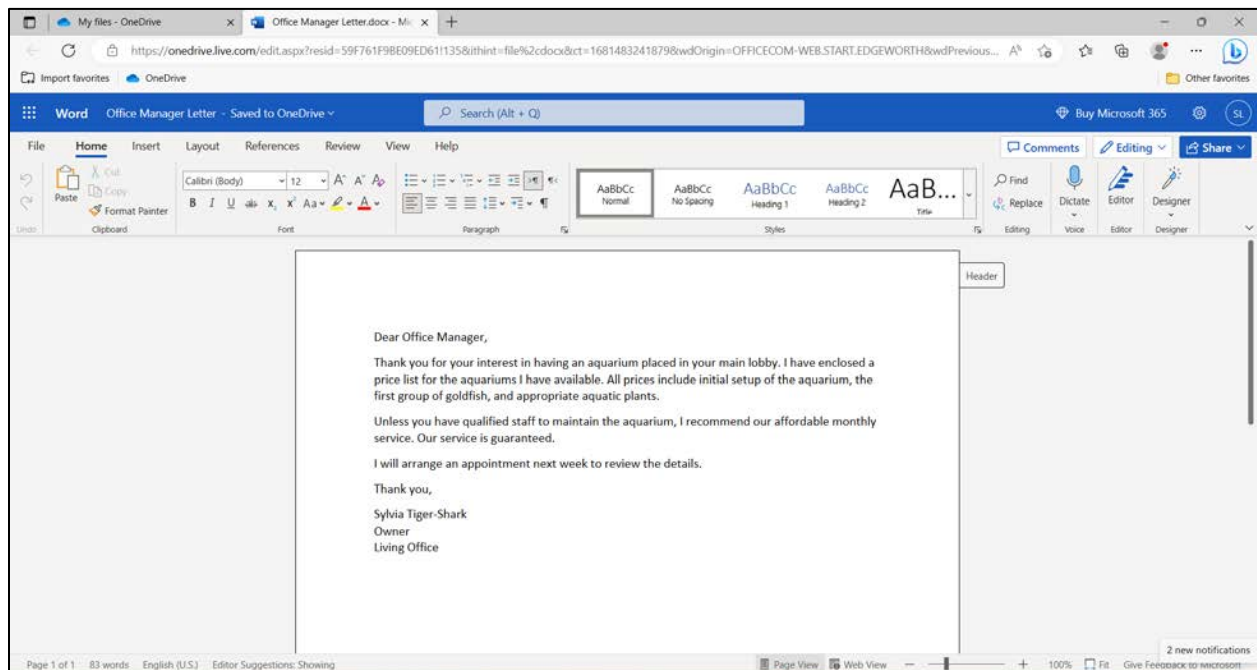
Skill Builder Exercises

SB 7.1 Find and Copy Files



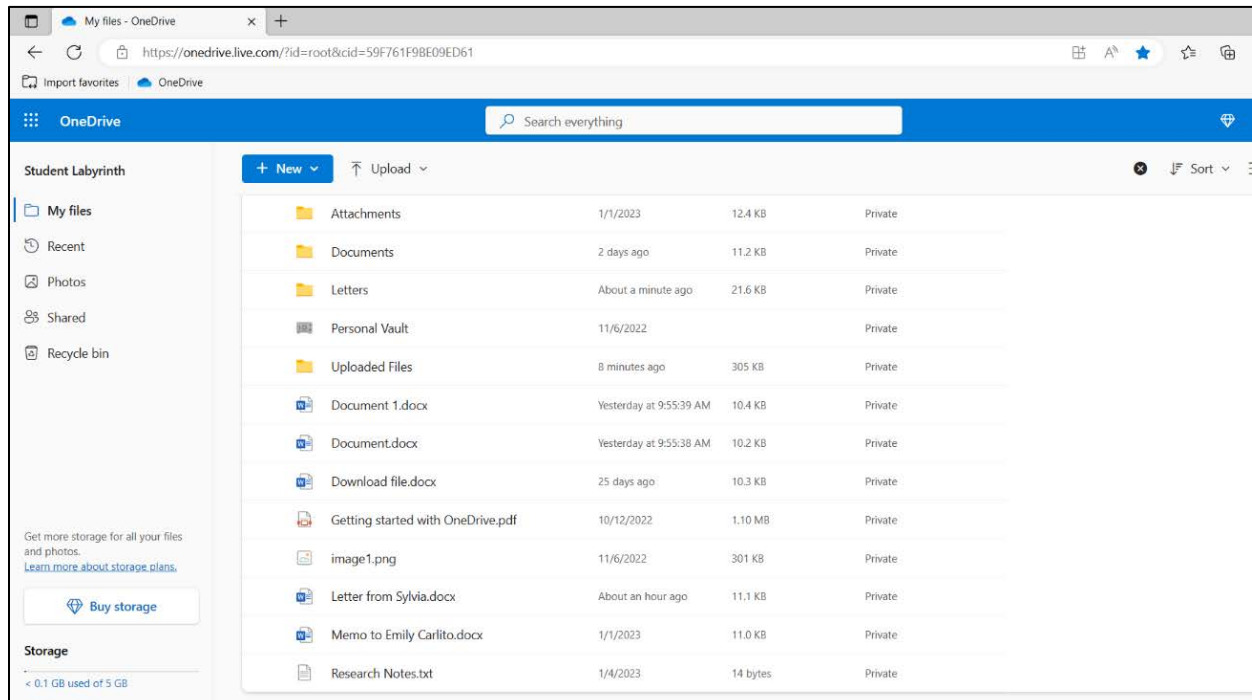
SB 7.2 Open a File Directly from OneDrive

Learners open a Word document from OneDrive and view and edit it in the Word online app. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 2:



SB 7.3 Create a File and Upload to OneDrive

Learners create a basic file on their Desktop and upload it to OneDrive. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 9:

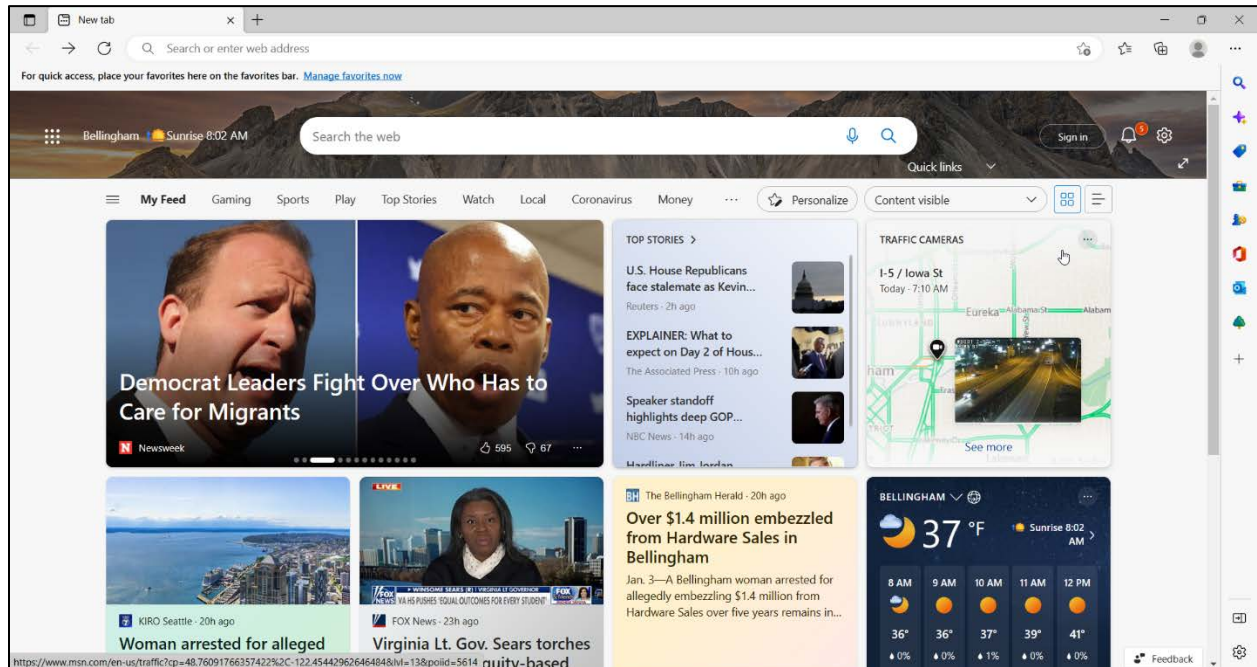


Chapter 8: Using the Internet

Hands-On Exercises

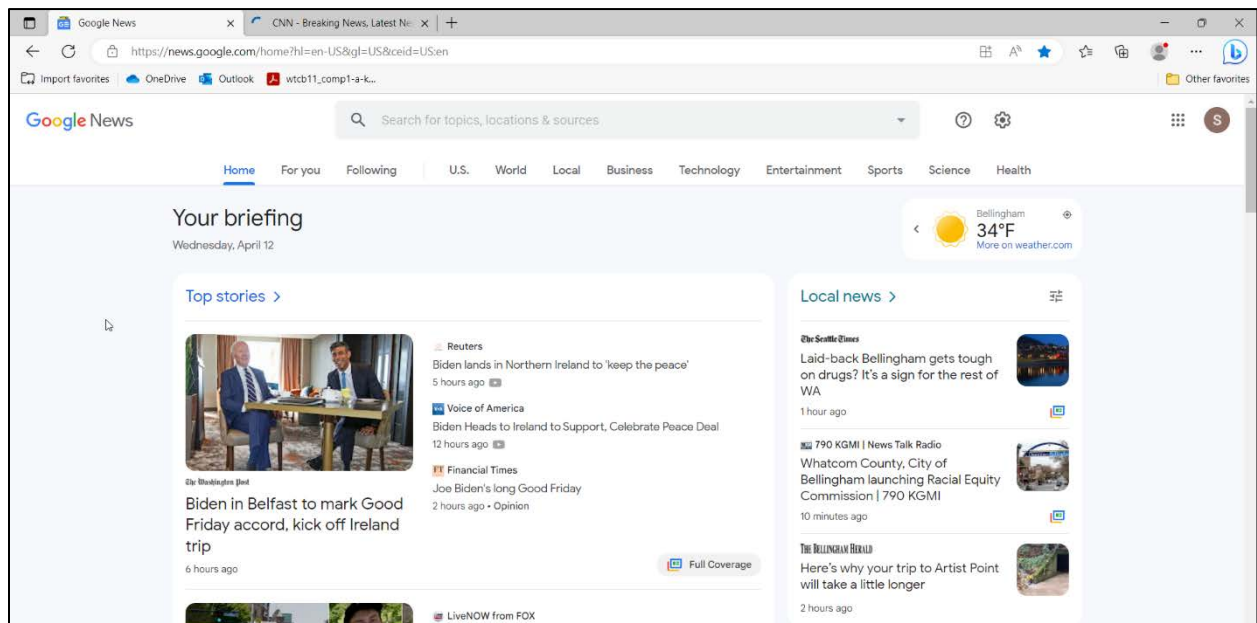
HO 8.1 Navigate to a Web Page

The appearance may vary on different computers.



HO 8.2 Use Tabbed Browsing

Learners open two web pages in Microsoft Edge. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6. The appearance may vary slightly.

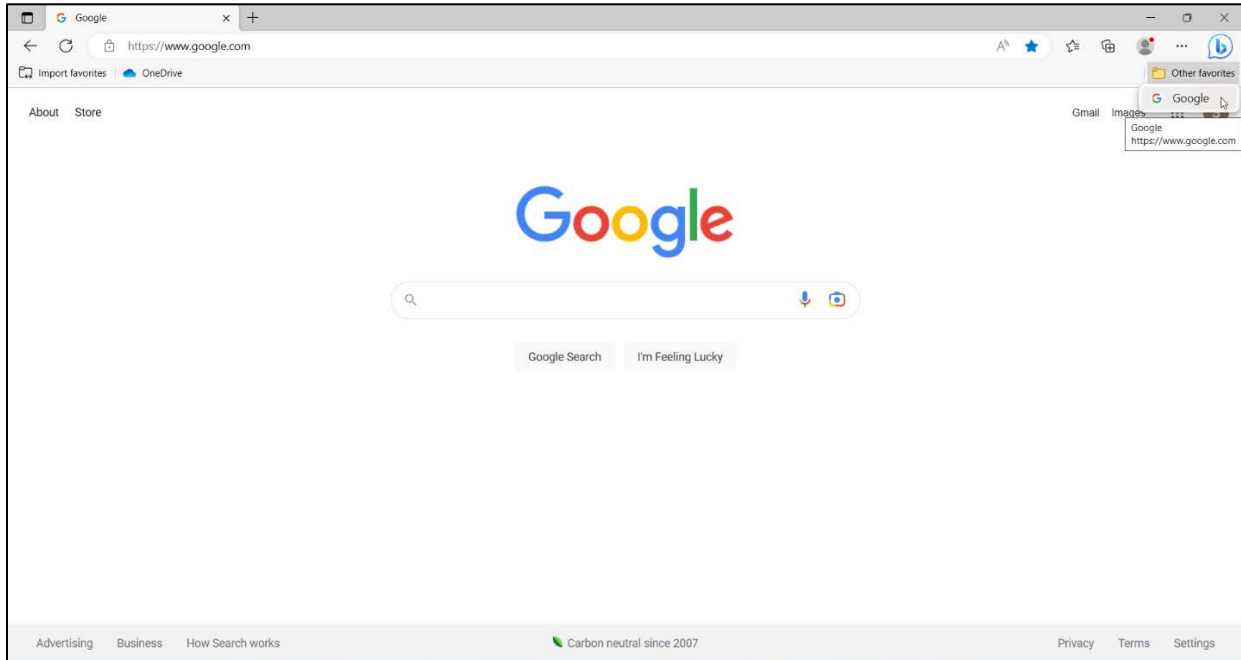


HO 8.3 Print a Web Page

Learners go through the steps to print a web page but then cancel the printing. At the end of the exercise, the Desktop is displayed.

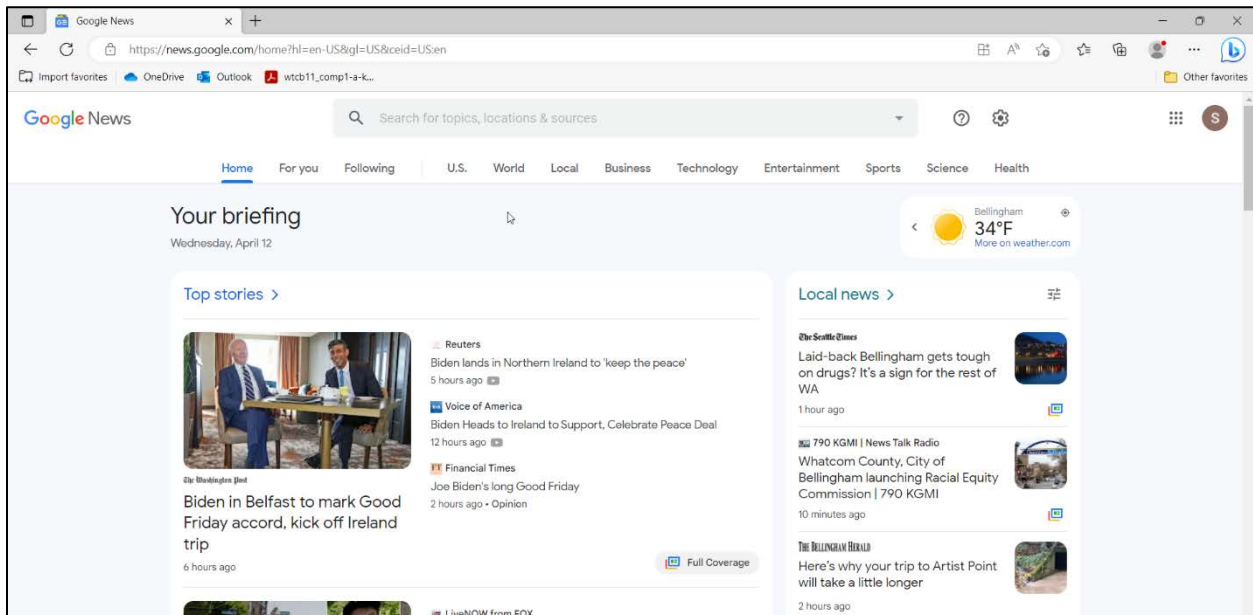
HO 8.4 Create a Favorite

Students create a favorite in Microsoft Edge. At the end of the exercise, the Desktop is displayed.



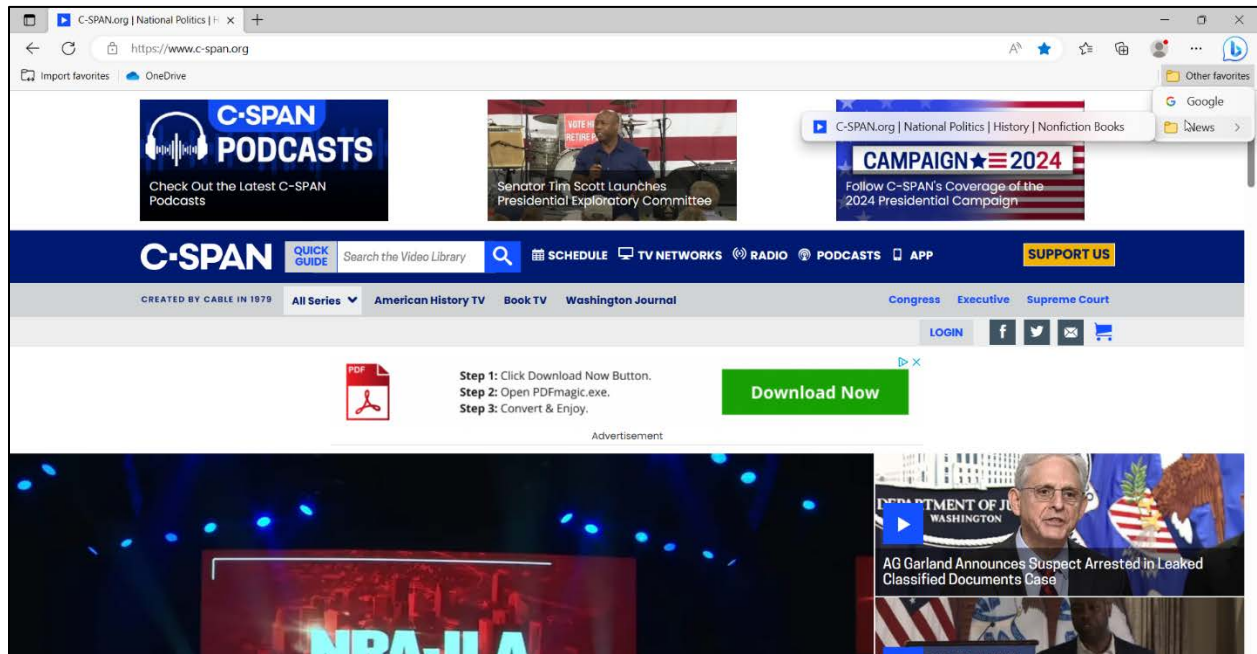
HO 8.5 Enable the Favorites Bar

Learners turn on the Favorites Bar and add favorites to the Favorites Bar folder. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 9:



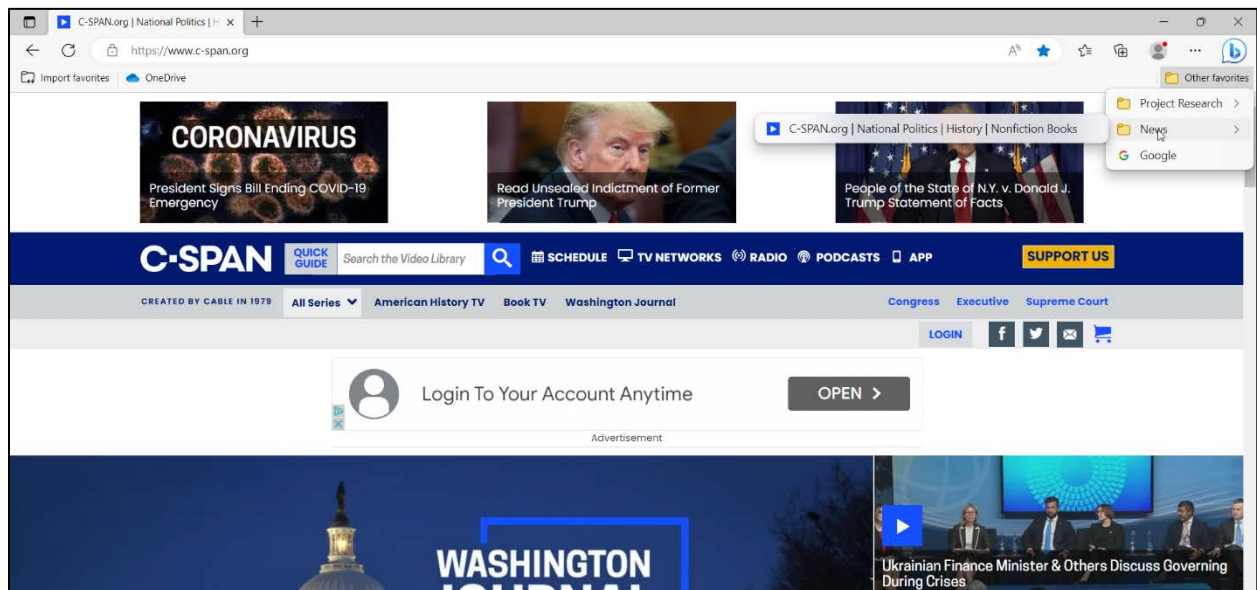
HO 8.6 Create a Folder to Sort Favorites

Learners create a folder to sort their news links into. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 7. The appearance may vary slightly.



HO 8.7 Remove a Favorite

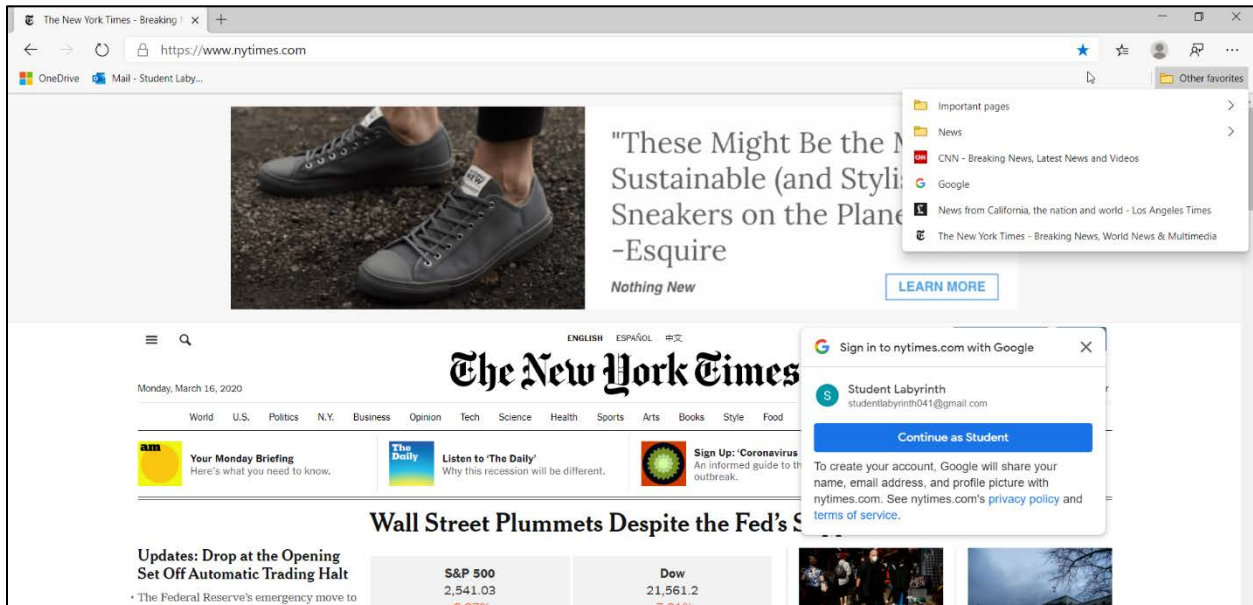
Learners delete a favorite from the Favorites menu. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance may vary slightly.



Skill Builder Exercises

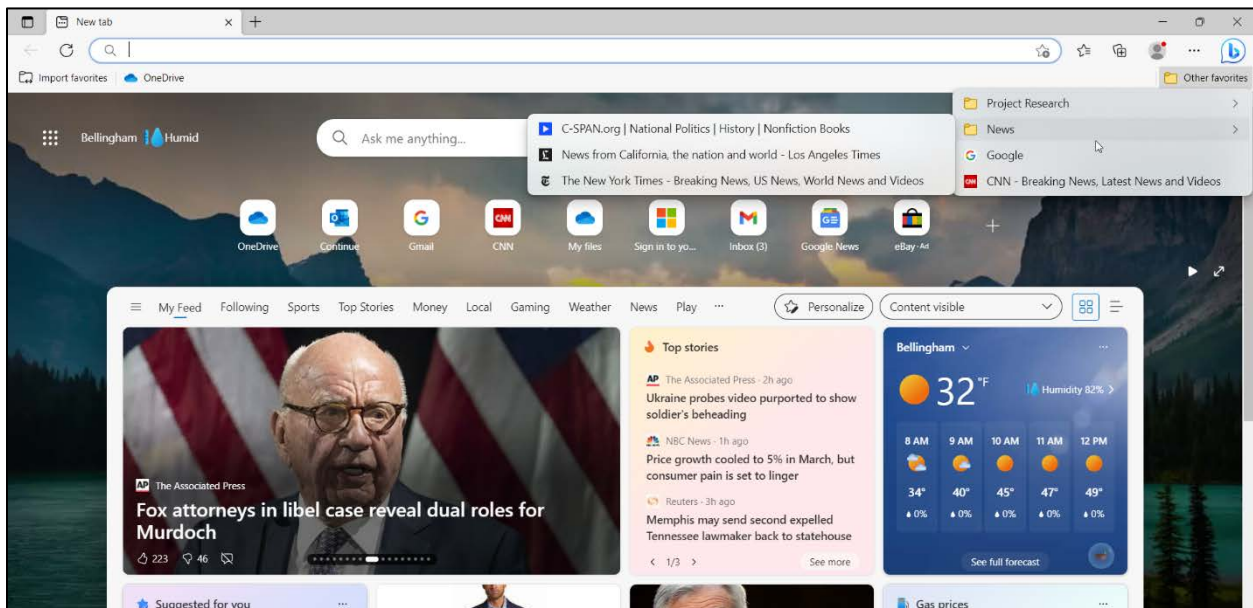
SB 8.1 Create a Favorite

Learners create favorites for some popular news sites. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance may vary slightly.



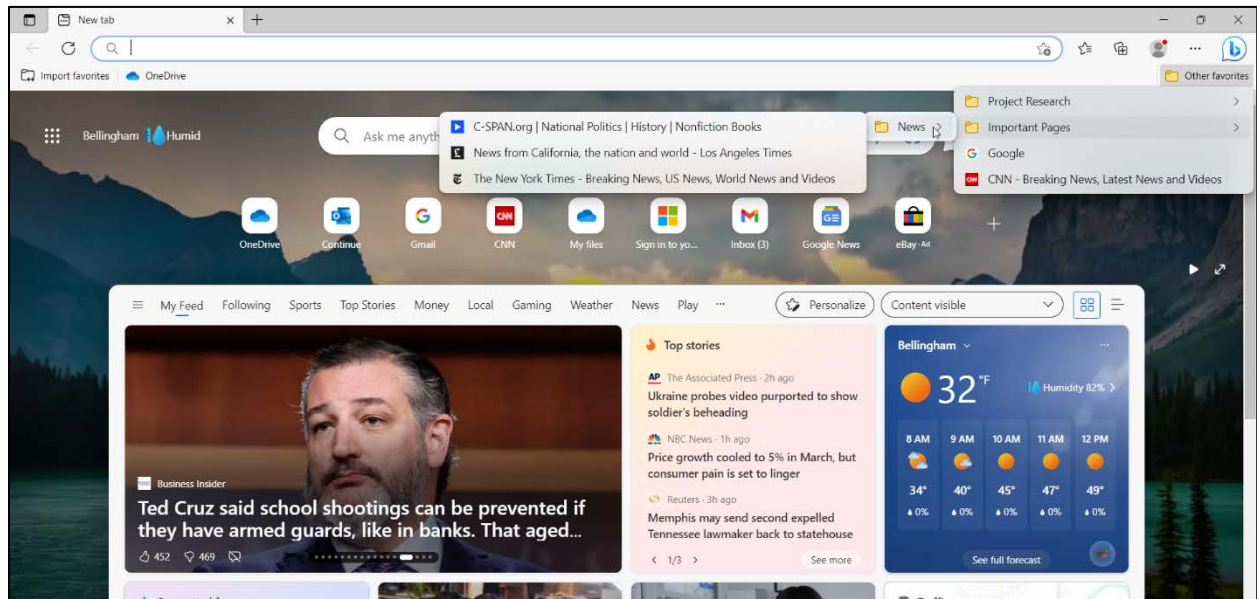
SB 8.2 Drag Favorites to Folders

Learners organize their news favorites by dragging them into the News folder. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance may vary slightly.



SB 8.3 Move Favorites and Folders

Learners create a folder in the Favorites Bar folder. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance may vary.

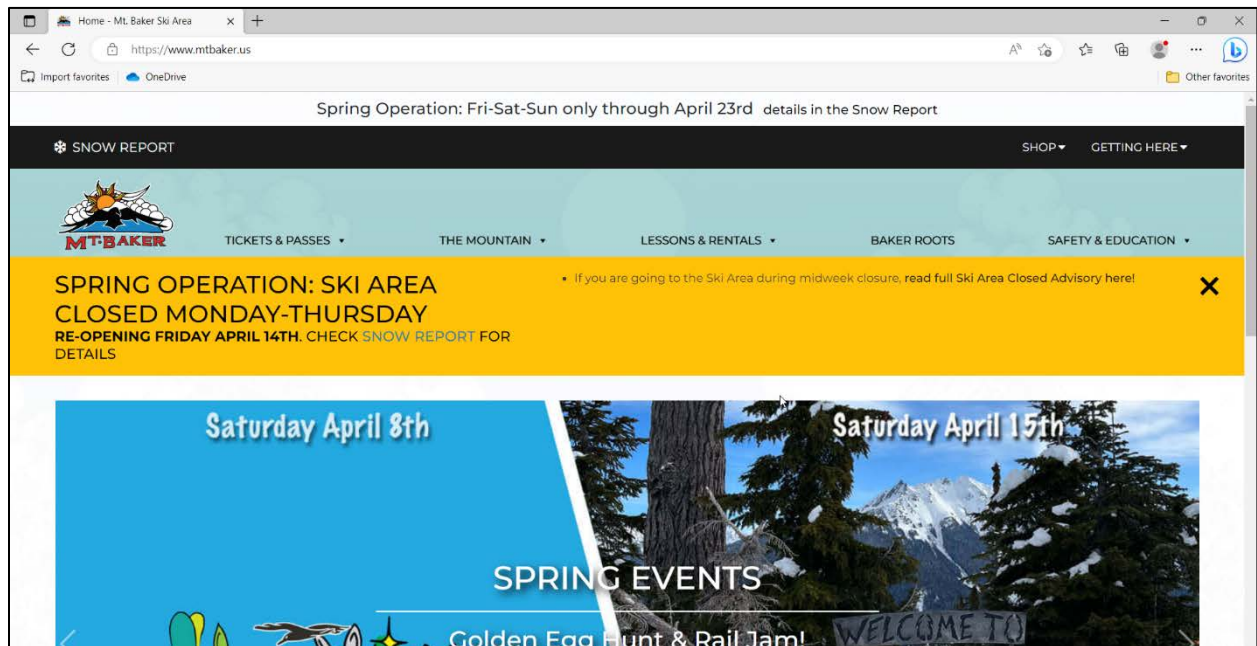


Chapter 9: Researching on the Internet

Hands-On Exercises

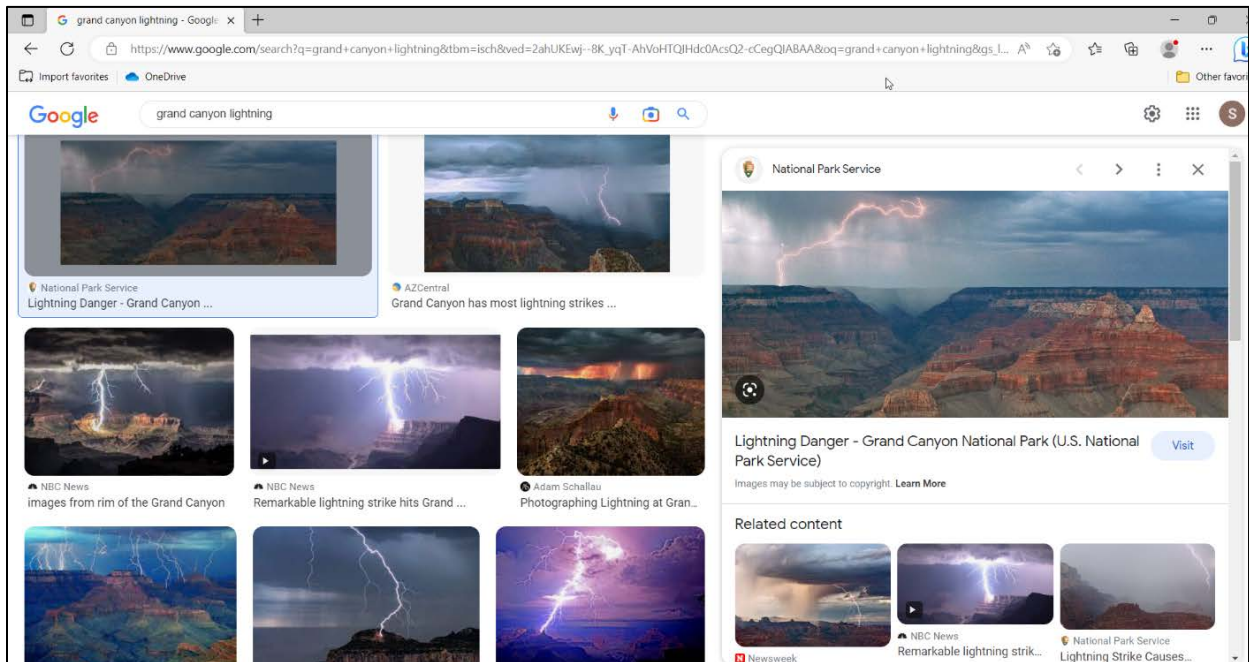
HO 9.1 Search with Google

Learners perform a basic search using Google. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6. The appearance may vary slightly.



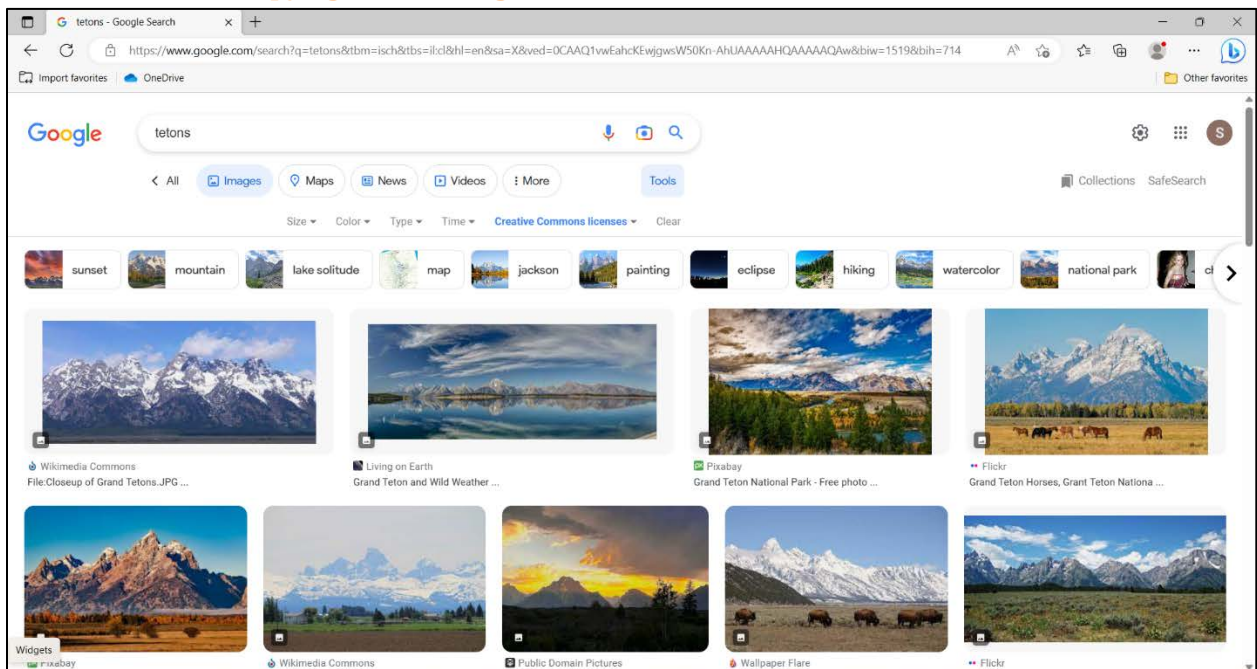
HO 9.2 Do a Google Image Search

Learners use Google to find images of the Grand Canyon. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 6. The appearance may vary slightly.



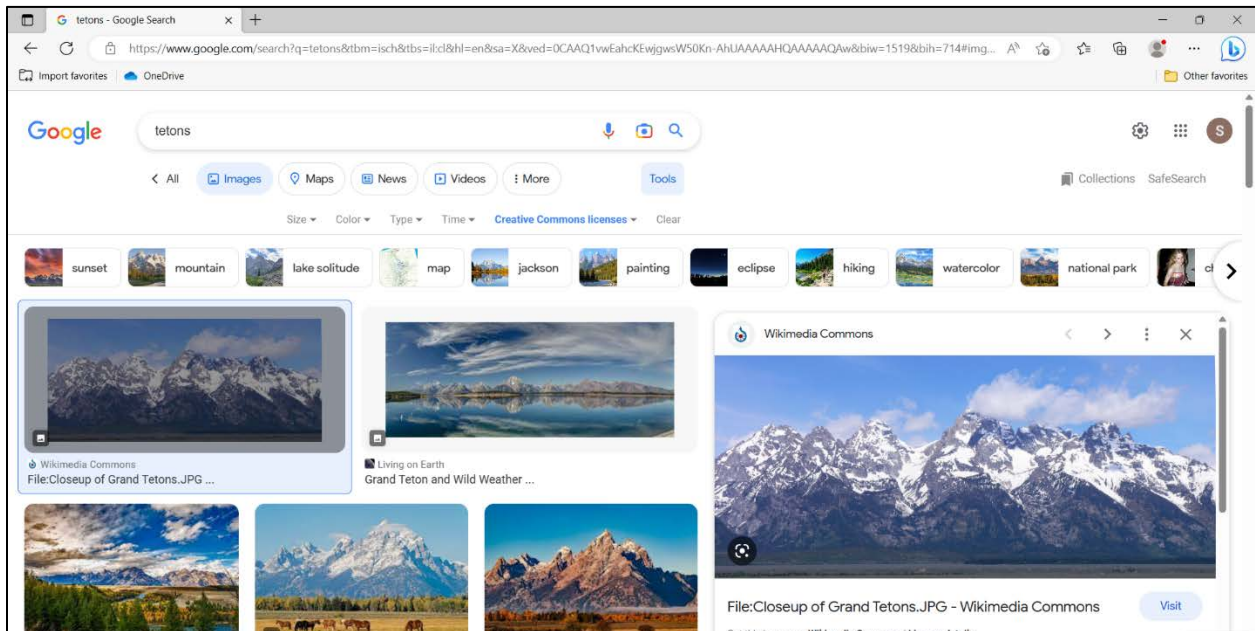
Skill Builder Exercises

SB 9.1 Search for Copyright-Safe Images



SB 9.2 Save an Image

Learners download an image to their computers. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 4. The appearance may vary slightly.

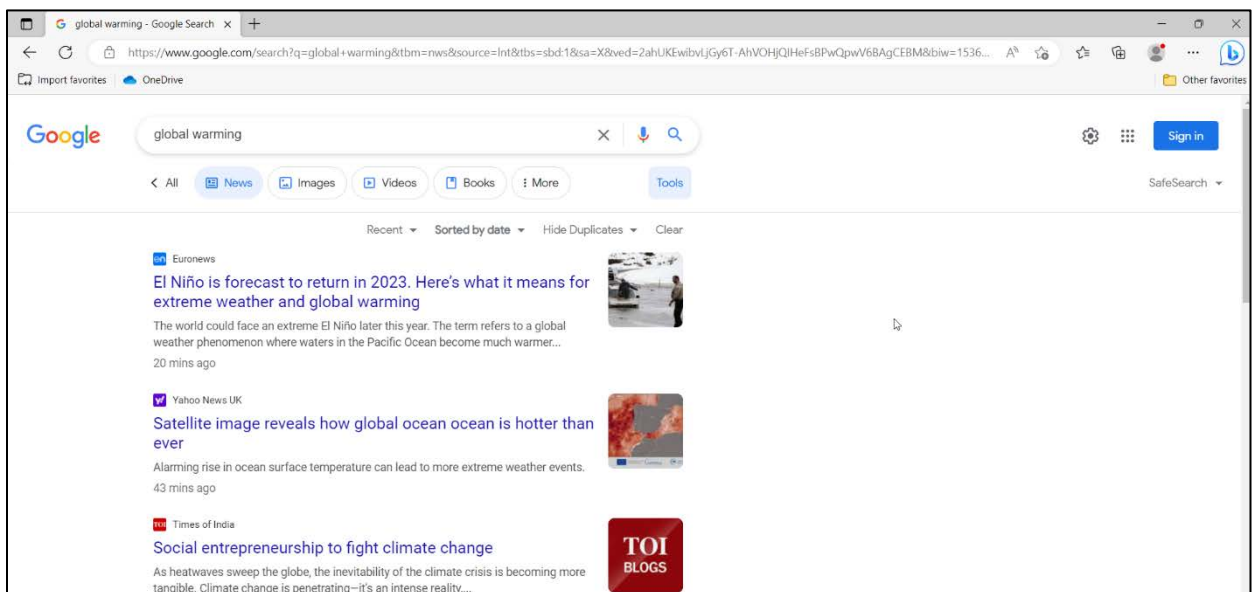


SB 9.3 Clear Browsing Data

Learners clear their browsing data from Microsoft Edge. At the end of the exercise, the Desktop is displayed.

SB 9.4 Search for News

Learners use Google to search for articles on global warming. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 5. The appearance will vary.

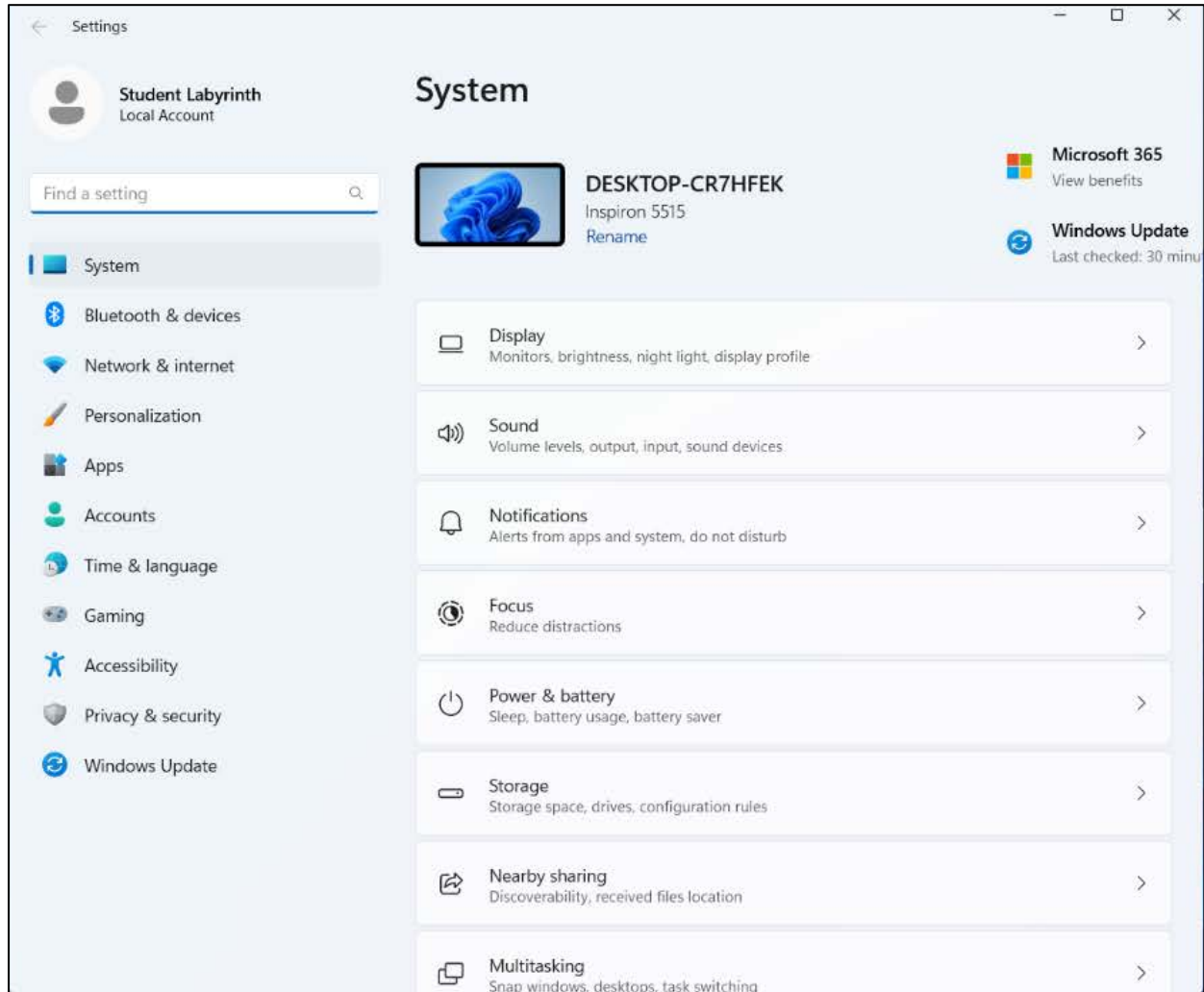


Chapter 10: Using Settings and Help

Hands-On Exercises

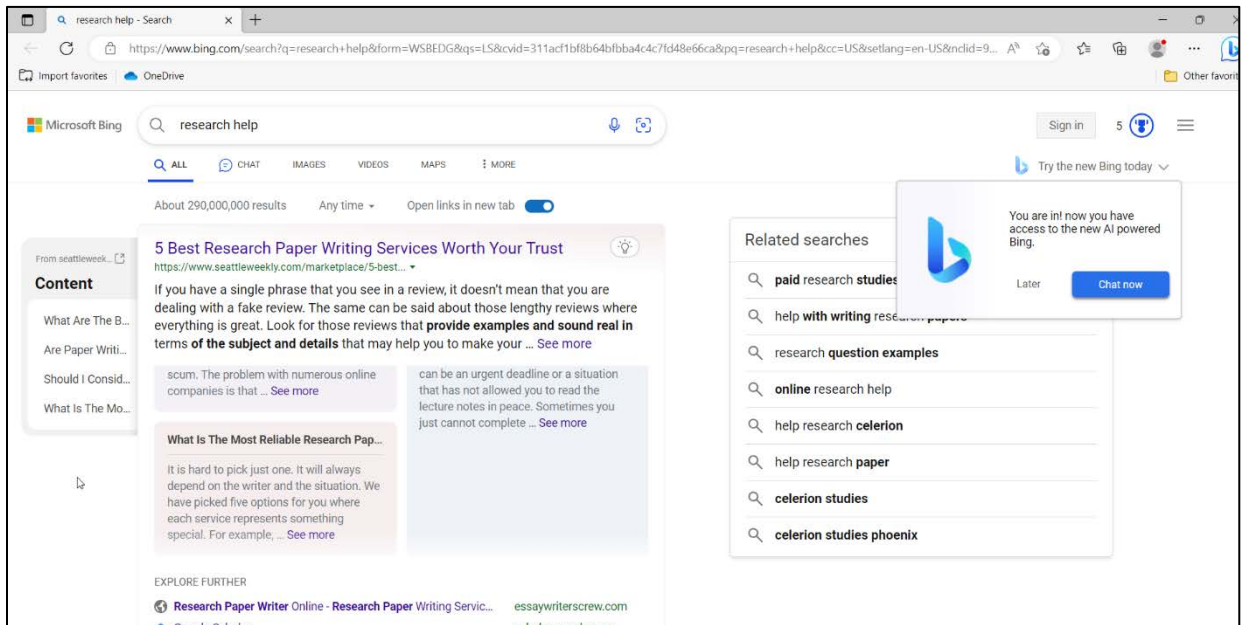
HO 10.1 Perform a Basic Search

Learners do a basic search using the Search box. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3. The appearance may vary slightly.



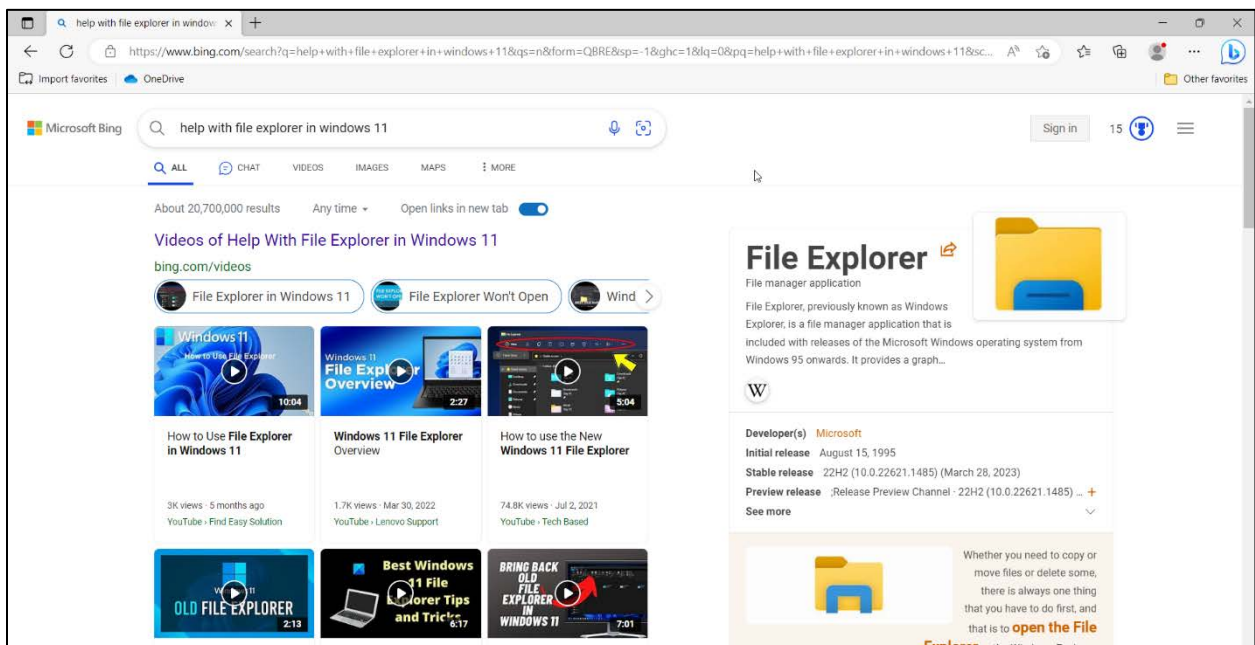
HO 10.2 Use Windows to Search the Web

Learners use the Search box to find help on the web. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 2. The appearance may vary slightly.



HO 10.3 Search for Help

Learners use the Search box to get help for File Explorer. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3. The appearance may vary slightly.



HO 10.4 Change the Time and Date in the Control Panel

Learners use a WebSim to check that the automatic date and time settings are turned on using a category search and a word search in Settings.

HO 10.5 Change Power and Battery Options

Students use a WebSim to set the power and battery options of a typical laptop.

HO 10.6 Change the Power Plan

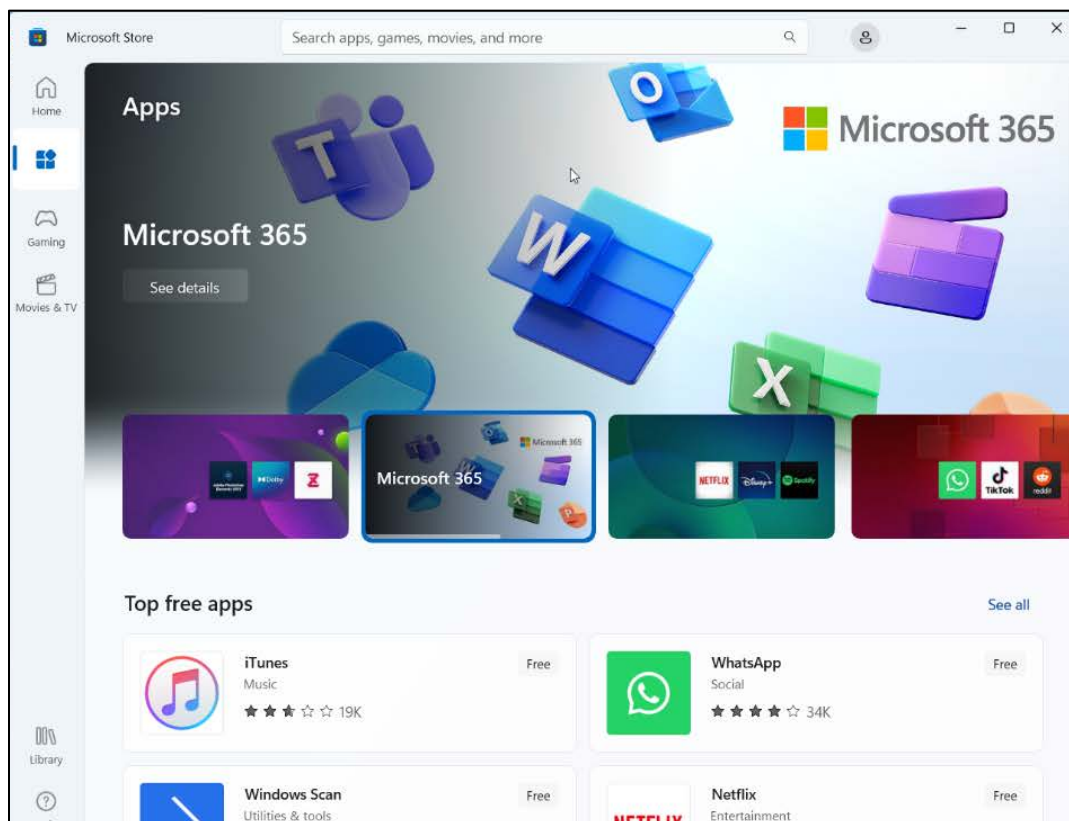
Students use a WebSim to change the power plan on a PC.

HO 10.7 Set Update Options

Students use a WebSim to set the options for Windows Update.

HO 10.8 Look at Apps

Learners review some apps in the Store. At the end of the exercise, the Desktop is displayed. The screenshot below shows the appearance after step 3. The appearance may vary slightly.



HO 10.9 Download the Netflix App

Students use a WebSim to download the free Netflix app.

Skill Builder Exercises

SB 10.1 Change the Screen Resolution

Students use a WebSim to change the resolution of their PC screens.