

# Microsoft Windows 7

## 16 – Help and support



# HELP AND SUPPORT

## INFOCUS

There will be times when you need help to complete a task in Windows 7, and there may not be other people around to help you, nor can you always easily locate the information you need in the large range of literature available on the subject.

This is where Windows Help and Support can help you. Windows Help and Support is designed to give you information on pretty much anything Windows and Windows-related, as well as providing step-by-step instructions for completing almost any task in Windows 7. The Help and Support Centre should be your first stop when you need help to complete a task.

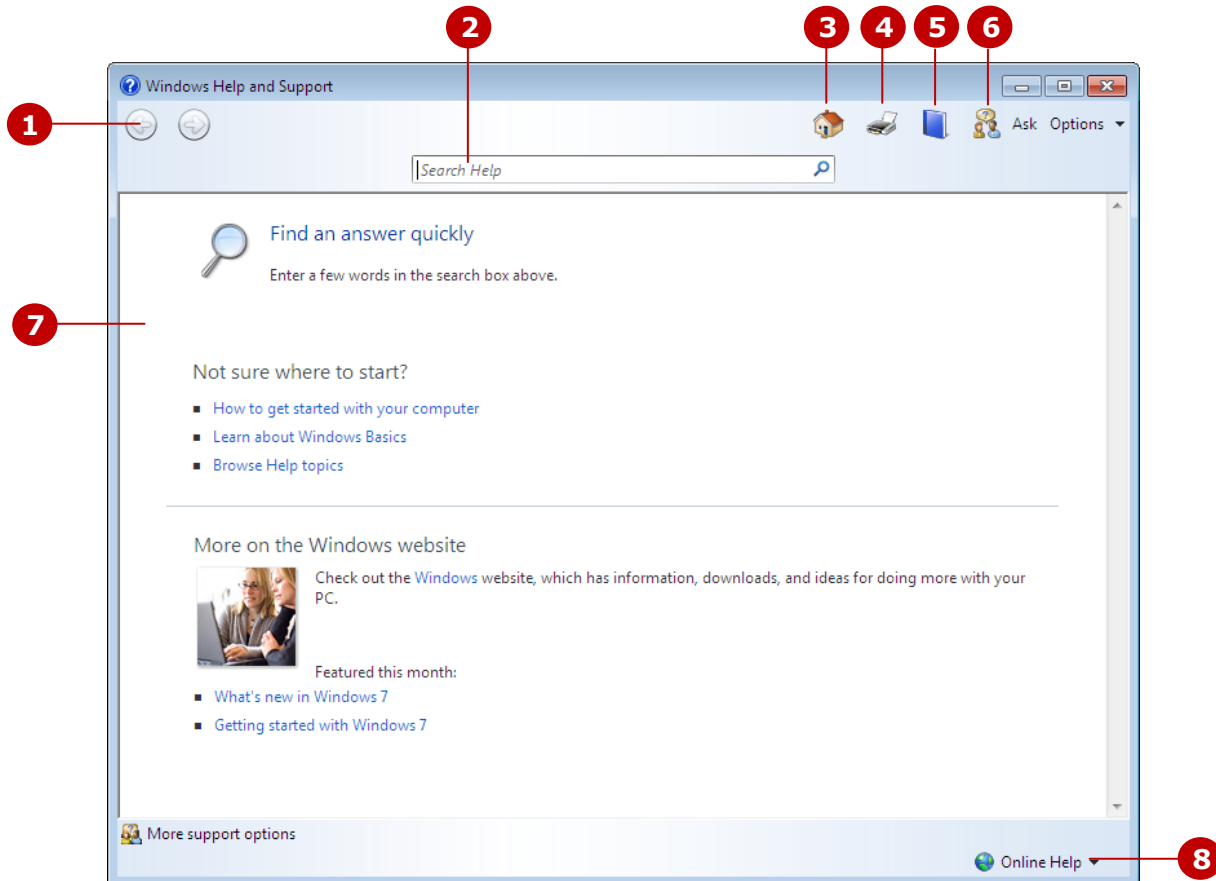
### **In this booklet we will show you how to:**

- gain an understanding of the Help and Support Centre
- search help
- browse help
- print a help topic
- use in-built help.

# THE HELP AND SUPPORT CENTRE

There will be times when you need help to complete a task in Windows 7, and either you have forgotten how to do it, or you are not sure how to do it at all. For the most part, printed reference manuals will give

you the answers you need. However, what better way to get help using Windows 7 than from the very source itself – Windows Help and Support.




- 1 Forward and Back** Use these to navigate back to a previous page that you have already accessed, or to move forward a page that you have already viewed.
- 2 Search box** Your search starts here. Enter a search term, such as a keyword or phrase, and then press **Enter** to locate relevant help topics. For example, type **help** in the **Search** box to display a list of results that contain the word **help** either in the topic title or the topic content.
- 3 Home** Click here to return to the Help and Support home page (shown) no matter where you've ended up.
- 4 Print** Print the help topic.
- 5 Browse Help** Here you can browse for the help you need when you're not quite sure what you're looking for.
- 6 Ask** When Help and Support does not provide the help you need, click on this to learn about other help and support options.
- 7 Home page** When you enter a search term and press **Enter**, a list of results will appear in this window. Also clicking on the hyperlinks (blue text) will take you to other areas of Help and Support. For example, click on **Learn about Windows Basics** to display a list of help topics aimed at Windows 7 beginners.
- 8 Online Help** Turn online help settings on or off. Online help is turned on by default, allowing you to receive the latest help updates from Microsoft's website (as they become available and when your computer is connected to the internet).

# SEARCHING HELP

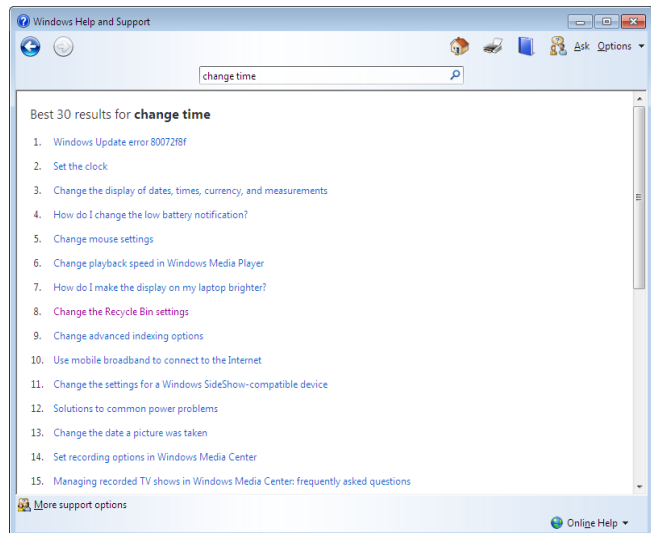
If you know what feature you are looking for help on, you can type a search term, such as a keyword or phrase, in the Help and Support **Search** box. When you type in a search term, Help and Support will

return a list of results. You can then browse the results to locate the most relevant help topic. In this exercise, you will use help to find out how to change the computer's time.

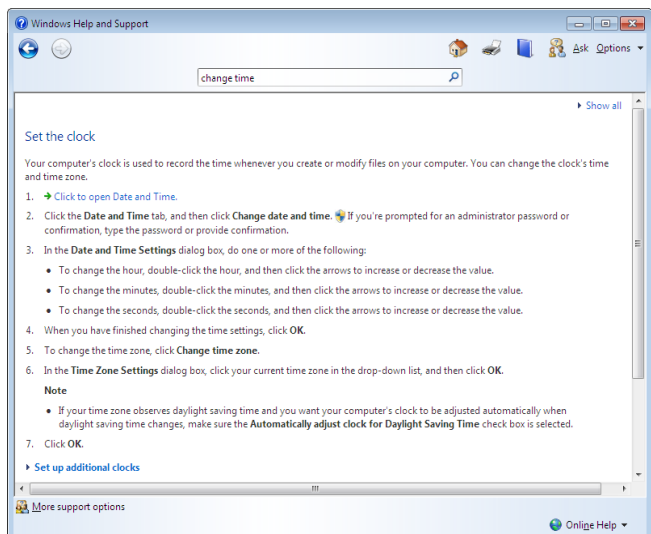
## Try This Yourself:

- 1** Select **Start > Help and Support** to open **Help and Support**
- 2** Type **change time** in the **Search** box and press   
*Help and Support displays the 'best' (most relevant) results based on your search term...*
- 3** Click on the result for **Set the clock**  
*The help topic appears with step-by-step instructions to set the clock...*
- 4** Click on **Click to open Date and Time**  
*The Date and Time dialog box opens. This enables you to work through the instructions...*
- 5** Click and hold down the left mouse button on the **Title** bar of the **Date and Time** dialog box, and drag until it appears beside the **Help and Support** window  
*You can now read the help topic and complete each step as required...*
- 6** Click on **close**  to close the **Date and Time** dialog box
- 7** Click on **Home**  to return to the **Help and Support Home** page

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## For Your Reference...

To search **Help and Support**:

1. Select **Start > Help and Support**
2. Type a search term in the **Search** box and press
3. Browse the results and click on the most relevant result

## Handy to Know...

- If you are not connected to the internet when you perform a search, you will receive a message in the **Help and Support** window advising you of this. For most searches this is not an issue, however, if you want ensure you're getting the latest information, make sure you're connected to the internet.

# BROWSING HELP

It's all very well to type in a search term if you know what you're looking for. For many users, however, and especially beginners, you may not know the name of the feature you need help with, or

Windows may not recognise the search term you have entered. In cases like this, it's best to browse a list of general topics and to narrow your search from there.

## Try This Yourself:

*Before starting this exercise ensure you have the Help and Support Home page displayed...*

- 1 Click on **Browse Help topics** in the main window

*You will browse Help to learn about adding a program icon permanently to the Taskbar...*

- 2 Click on **Customising your computer**


*This subject seems to relate most closely to what we want to do with the computer...*

- 3 Click on **Taskbar**

*We seem to be getting closer...*


- 4 Click on **Start a program from the taskbar**

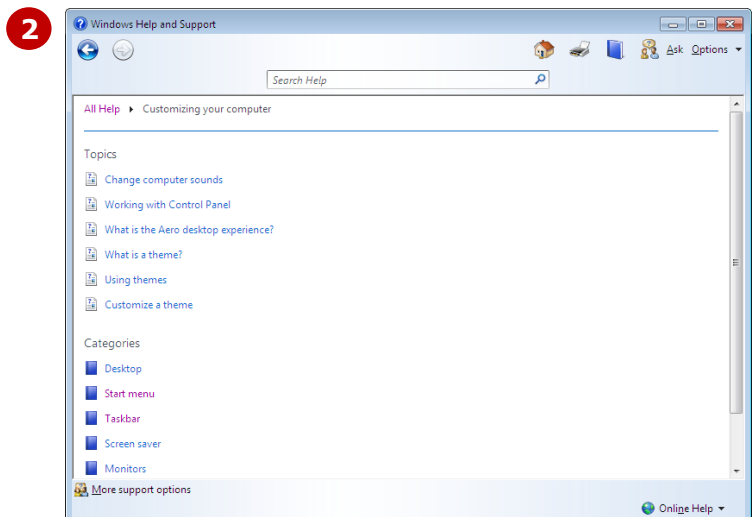
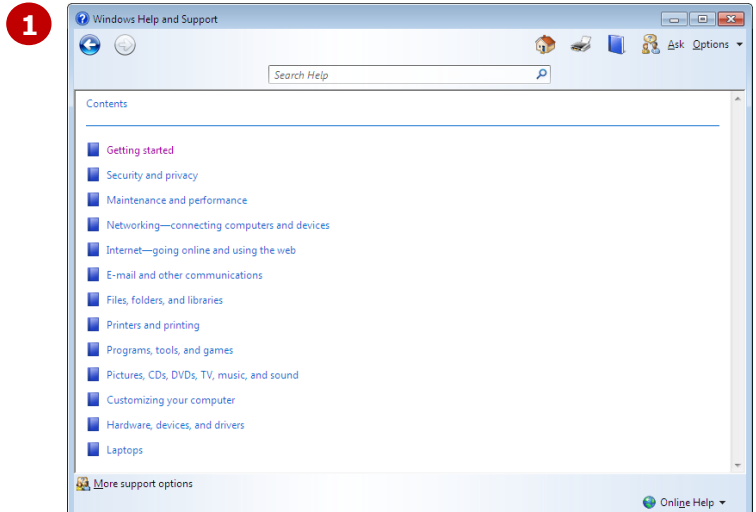
*A quick read of this topic reveals it's not quite what we're looking for...*

- 5 Click on **Back**  to return to the previous page

- 6 Click on **Pin a program to the taskbar**

*The relevant help topic is displayed, along with step-by-step instructions for completing the task...*

- 7 Click on **Home**  to return to the home page



## For Your Reference...

To browse **Help and Support**:

1. Select **Start > Help and Support**
2. Click on **Browse Help topics**
3. Click on a general topic most relevant to the task you want to perform
4. Repeat as necessary to locate specific topics

## Handy to Know...

- For basic information about your computer and Windows, click on **How to get started with your computer** and **Learn about Windows Basics** in the **Home** page of Help and Support. These general topics contain a wealth of useful information that will turn you into a computer expert in no time.

# PRINTING A HELP TOPIC

Although Windows makes it easy to work through a help topic on-screen, you may prefer to simply print the help topic instead. Note that when you print a help topic, you are printing the entire topic, that

is, you cannot choose which sections of the topic you want to print. As a result, you could end up printing pages upon pages. In other words, print only when absolutely necessary.

## Try This Yourself:

*Before starting this exercise ensure you have the Help and Support Home page displayed...*

- 1 Type **camera** in the **Search** box and press **Enter**

*You will get help to find out how to get your pictures from your camera onto the computer...*

- 2 Click on **How do I get pictures from my camera to my computer?**

*The help topic is displayed...*

- 3 Drag the slider down until you reach the bottom of the page

*More hyperlinks appear...*

- 4 Click on **What about flash memory cards?** to expand this heading and display further information

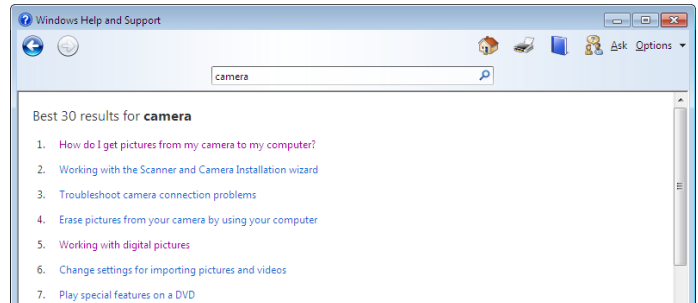
*You have to expand headings before you can print the information within, otherwise only the hyperlink will appear in the printout...*

- 5 Click **Print**  in the toolbar to open the **Print** dialog box

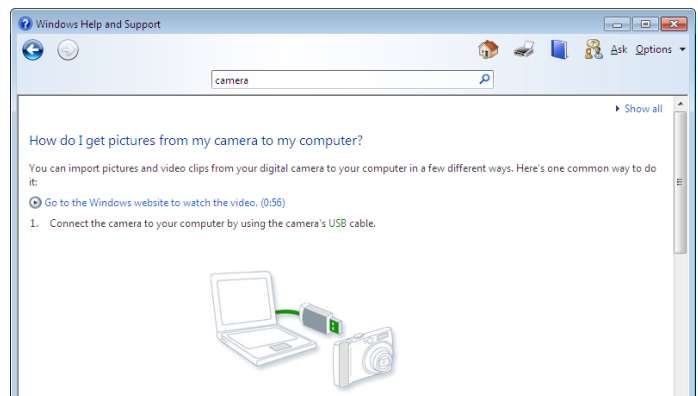
*Make sure your printer is connected and switched on...*

- 6 Click on **[Print]** to print the topic

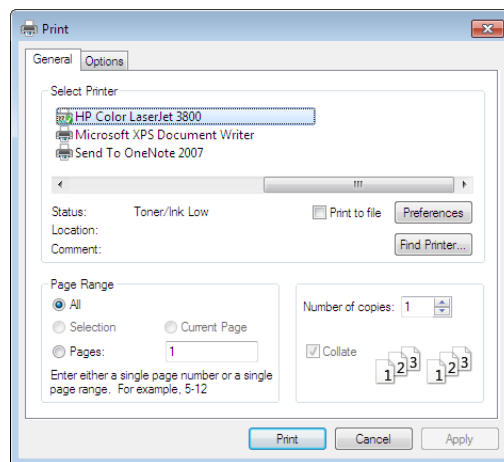
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## For Your Reference...

To print a help topic:

1. Display the help topic
2. Click on **[Print]** in the toolbar
3. Click on **[Print]**

## Handy to Know...





- Right-click in the **Help** window and select **Print** to display the **Print** dialog box.
- Click on **Show all** at the top of the topic window to expand all headings and display further information.

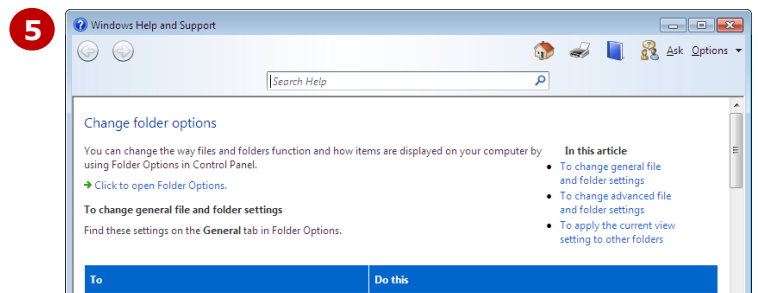
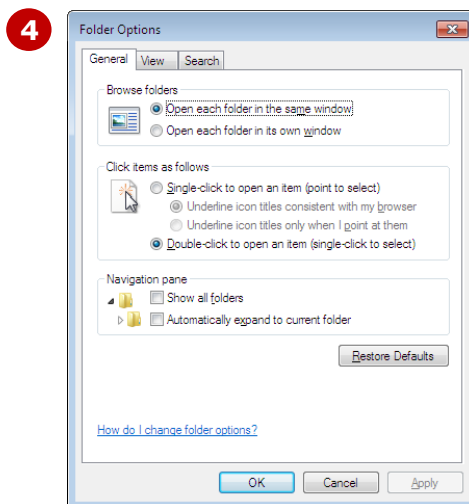
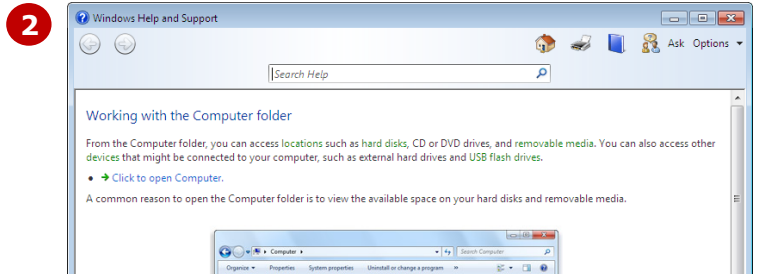
## USING IN-BUILT HELP

The Help and Support Centre is the central repository for information to help you do pretty much anything in Windows 7. Windows 7 also provides an in-built help system to use within programs, windows,

dialog boxes and the like. This is particularly useful as it will only display help topics relevant to the feature, option, window, and so on, that you are using at the time.



### Try This Yourself:

- 1** Select **Start > Computer** to open the **Computer** window
- 2** Click on **Get help**  in the toolbar  
*The Help and Support window opens and you are taken directly to a help topic related to using Computer...*
- 3** Click on **close**  to close the **Help and Support** window
- 4** Click on **[Organise]** and select **Folder and search** options  
*The Folder Options dialog box is displayed...*
- 5** Click on the **How do I change folder options?** hyperlink at the bottom of the dialog box  
*The Help window is displayed and navigates directly to the Folder options help topic...*
- 6** Click on **close**  to close the **Help and Support** window
- 7** Click on **[Cancel]** to close the **Folder Options** dialog box
- 8** Click on **close**  to close the **Computer** window



### For Your Reference...

To use Windows' in-built help:

- Click on **Get help**  in the toolbar, or
- Click on a hyperlinked question in a dialog box, or
- Click on a **Help** icon  in the window

### Handy to Know...

- Windows Help and Support is available only for Microsoft products (such as Windows 7 and WordPad). If you require help for a non-Microsoft product, you will need to use the Help feature within those programs (usually located in the Help menu).

# CONCLUDING REMARKS

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## **Congratulations!**

You have now completed the **Help and support** booklet. This booklet was designed to get you to the point where you can competently perform a variety of operations as outlined in the task list on page 2.

We have tried to build up your skills and knowledge by having you work through specific tasks. The step by step approach will serve as a reference for you when you need to repeat a task.

## **Where To From Here...**

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the application's commands. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it - small is a good way to start.
- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go - these step-by-step notes were designed to help you in the classroom and in the work place!

Here are a few techniques and strategies that we've found handy for learning more about technology:

- visit CLD's e-learning zone on the Intranet
- read computer magazines - there are often useful articles about specific techniques
- if you have the skills and facilities, browse the Internet, specifically the technical pages of the application that you have just learnt
- take an interest in what your work colleagues have done and how they did it - we don't suggest that you plagiarise but you can certainly learn from the techniques of others
- if your software came with a manual (which is rare nowadays) spend a bit of time each day reading a few pages. Then try the techniques out straight away - over a period of time you'll learn a lot this way
- and of course, there are also more courses and booklets for you to work through
- finally, don't forget to contact CLD's IT Training Helpdesk on **01243-752100**