

FAQ

Basics

1. My computer screen is black. How do I turn on my computer?

For Apple Computer users:

- Press the “on” button, which is located behind the computer screen.

For Personal Computer (Compaq, Dell, HP, etc.) users:

- Press the power button on the front of the computer (the “box”). You should hear the computer turn on.
- Press the power button on the front of the monitor (the screen). The light on the monitor will turn green.

2. When do I double-click and when do I single-click?

You should double-click on an icon (mini-picture) when you are opening a program. Double-clicking will allow you to select the program and open it. Note, however, that the mouse must remain steady for double-clicking to be successful. If you find double-clicking not to be successful after about 30 seconds, try again.

You should single-click on an object to select a file, folder, or icon. After you single-click, you can then move it to a new location, copy it, and/or paste it.

Note that the verb “to click” refers to the action of single-clicking **not** to the action of double-clicking.

3. How do I activate a program?

If the program you wish to access already has a shortcut on the desktop, simply double-click on the shortcut to launch the program. Otherwise:

- click the **Start** Button at the bottom left hand corner of the screen to display the **Start** Men.
- click on either **Programs** or **All Programs** (depending on your operating system) and the Program Menu will appear.
- Move your mouse pointer to the program you wish to use and single click on it. This will launch the program.

4. How do I close a program?

- click the **Close** icon at the top right hand corner of that window.
-The **Close** icon appears as a red “X” in the top right hand corner.

OR

- click on **File** (top left corner), move the mouse down, and single click on **Quit** or **Exit**.

5. What is the cursor?

The cursor is the movable, sometimes blinking symbol that keeps track of where you are typing on the computer. As you type, the cursor will move with you from left to right.

6. What is the difference between the **Backspace** and **Delete** keys?

- The **Backspace** key will erase text to the left of the cursor.
- The **Delete** key will erase text to the right of the cursor.

NOTE: Both the **Backspace** and **Delete** keys will erase text for as long as your finger holds down the key. Be careful!

7. How do I print a document?

- Click on **File** in the top left corner of the page.
- Click on **Print**.
- Select the correct settings and the correct printer.
- Click on **Print**.

Internet

1. How do I access the Internet?

To access the Internet (also called the World Wide Web), do one of the following:

- Click on **Start** in the bottom left hand corner of your screen.
- Click on Internet Explorer (the blue, lower cased 'e')

OR

- Double-click on Internet Explorer (the blue, lower cased 'e') on your Desktop.

NOTE: Internet Explorer is one of a few common Web browsers. Others include Mozilla Firefox, Safari, Opera, and Netscape. They can be accessed using the same methods discussed above.

2. How do I access a specific web page?

- Click on the white bar at the top of screen. This white bar is called the **Address Bar**.

- After you click on the **Address Bar**, this will make the original text highlighted in blue or black.
- Type in the URL, or the web address of the web site you would like to visit.
- Press the **Enter** key on your keyboard.

3. What is a Search Engine?

A search engine is a web site that searches on the World Wide Web, for a specified word or words and provides a list of other web sites in which they can be found. The favorite Search Engine of **TS Connect's** tutors is Google. Google's website is www.google.com.

E-mail

1. What is e-mail?

E-mail (abbreviation for Electronic Mail) is a system for sending messages from one individual to another via the Internet. Think of it as sending a letter to a friend across the country. However, instead of taking a few days to reach your friend, an e-mail reaches your friend instantaneously and the service is free.

2. How do I establish an e-mail account?

The preferred e-mail account of **TS Connect** tutors is Gmail, another application run by Google. To establish a Gmail account, follow these instructions.

- Double click on Internet Explorer (the blue, lower cased 'e').
- Click on the white address bar.
- Type in www.gmail.com.
- Click on "Pick a Name" or "Sign up Here" and follow the instructions.

3. How do I sign out of my e-mail account?

Signing out of your e-mail account will close your e-mail account and insure that other individuals won't have access to your Inbox. This feature is especially important if you are using a public computer.

To sign out of your e-mail account, single click on "Sign Out." This button is usually located in either the top right corner or the top left corner of the window.

4. Will Gmail or other web-based e-mail providers ask me for my Credit Card number?

No. Web-based e-mail accounts such as Gmail, Yahoo! Mail, AOL Mail, etc. are completely free. They will not ask for your Credit Card number.

5. How do I check my e-mail?

After you have established your e-mail account, you will be able to access your Inbox, send e-mails, and check your e-mail as often as you like. Follow the following steps to check your e-mail:

- Double click on Internet Explorer (the blue, lower cased 'e')
- Click on the white address bar
- Type in the address of your E-mail provider.
 - if you have Gmail, type in www.gmail.com.
 - if you have Yahoo mail, type in www.yahoomail.com.
 - if you have AOL mail, type in www.aolmail.com.
- Type in your Username and Password.
- Press the **Enter** key on your keyboard.
- Click on **Inbox**.
- Now you can view your e-mails.
 - if you have a new, unread e-mail, it will be **bolded**, as the word bolded appears on this page.

6. I have a new e-mail! How do I read the e-mail?

- Double-click on the subject of the e-mail.
 - the Subject of the email generally appears to the right of the sender's name.
- You may now view the e-mail.

7. How do I reply to an e-mail?

Replying to an e-mail will send your typed message to the original sender. To reply to an e-mail, do the following:

- Double-click on the subject of the e-mail to view the e-mail.
- Click on **Reply**.
 - The **Reply** button's location differs with every e-mail provider.
 - usually it is located either at the very bottom of the page or at the top left corner of the e-mail.
- Type the message in the space provided.
- Click on **Send** when you finish.

8. How do I forward an e-mail?

Forwarding an e-mail will send the message you received to an unlimited amount of friends, family members, etc. To forward an e-mail, do the following:

- Double-click on the subject of the e-mail to view the e-mail.

- Click on **Forward**.
-The **Forward** button's location differs with every e-mail provider.
-usually it is located either at the very bottom of the page or at the top left corner of the e-mail.
- Type the message you would like to appear before the forwarded message.
- Click on **Send** when you finish.

9. How do I delete an e-mail?

- Click on the empty box beside the e-mail.
-this will insert a check mark next to the message.
- Click on **Delete**.
-the **Delete** button's location differs with every e-mail provider.
-usually it is located directly above the window where the Sender and Subject of your e-mails are displayed.

10. How do I add a name to my Address Book?

An Address Book is a device that will remember the e-mail addresses and names of the individuals which you enter into your address book.

- Gmail Users:
-Click on **Contacts**.
-Click on **Create Contact**
-fill in the information you know about your New Contact.
-Click on **Save** when you finish.
- Yahoo! Mail Users:
-Click on **Addresses**.
-Click on **Add a new contact**.
-fill in the information you know about your New Contact.
-Click on **Save** when you finish.
- AOL Mail Users:
-Click on **Contacts**.
-Click on the arrow to the right of **New**.
-Click on **New Contact**.
-fill in the information you know about your New Contact.
-Click on **Save** when you finish. **Save** is located above New Contact.

11. How do I open an attachment?

An attachment is a document that an individual has saved to his/her computer that he/she sent to you. If you have received an attachment, an icon of a paper clip will preside next to the subject, sender, or date of the e-mail (in your Inbox).

- Gmail Users:
-Double-click on the subject of the e-mail to view the e-mail.

- Scroll down and select **Download** next to the name of the document.
- Click on **Open**.
- Yahoo! Mail Users:
 - Double-click on the subject of the e-mail to view the e-mail.
 - scroll down.
 - Click on the bolded name of the attached document.
 - Click on **Download Attachment**.
 - Click on **Open**.
- AOL Mail Users:
 - Double-click on the subject of the e-mail to view the e-mail.
 - Click on the bolded name of the attached document.
 - Click on **Open**.

12. How do I save an attachment onto my computer?

If you would like to save the attachment to your computer after you have downloaded it, follow these steps (after you've opened the document):

- Click on **File**.
- Click on **Save As**.
- Select the folder in which you would like the document to be saved.
- Type in the name you would like to call your new document.
- Click on **Save**.

Games

1. How do I access Solitaire, Free Cell, Spider Solitaire, etc.?

To access these games, follow these steps:

- Click on **Start**.
- Click on **Accessories**.
- Click on **Games**.
- Click on the game you would like to play.

Internet Greeting Cards

1. What are Greeting Cards?

Internet Greeting Cards are greeting cards that often feature sound and animation that can be sent for all holidays, 365 days of the year, to anyone in the world, instantaneously.

2. How do I find them?

TS Connect recommends that you type in “Free Internet Greeting Cards” to Google. *123 Greetings* is one of the favorite free greeting card websites of **TS Connect** tutors. To access it, click on the second link that Google finds and click on the event of the card you are looking for (i.e. Anniversary, Birthday).

After you have found an appropriate card, click on **Personalize** and follow the directions.