

Helping your learner to use laptops and computers

A laptop or desktop computer can be a great way for your learner to access the online world: whether it's connecting with loved ones, online shopping and banking, finding entertainment or saving money, these devices are here to help.

*Instructions may vary according to your device model.

What you'll cover

1. Getting to grips with the device
2. Personalisation – making the device work for them
3. Key functions

Remember: This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

Setting up log-in details

When first setting up their laptop or desktop computer, your learner will likely be required to create a username and password. It is possible to set up a computer without one but good practice is to set up a password as a safety control.

A username can be kept simple, for example firstname.secondname.

When creating a password, make sure they choose something that is easy to remember, but difficult for other people to guess. Try to avoid them writing down the password if possible. A strong password will mean that no one else will be able to access your learner's computer.

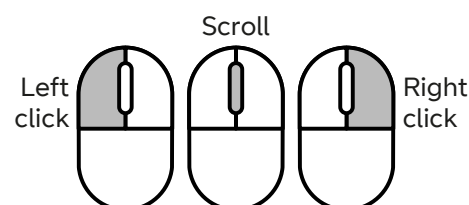
Moving around – the mouse or the trackpad

The mouse or trackpad allows your learner to move around their display screen, point, select and scroll.

Once logged onto their device, your learner will see a cursor  which will allow them to see the area of the page they are working on.

To move the cursor around the screen, they will need to use the mouse (if one is connected) or the trackpad (the black square built into their laptop below the keyboard area). The sensitivity (how quickly/easily the mouse or trackpads responds) can be changed in their device's settings.

With a mouse, your learner will also have the option to scroll (using the wheel in the middle of the device), left click to click, select, drag to highlight a word and right click to find out more information and open additional functions.



If using a trackpad, your learner can carry out the same functions by pushing down on the left or right of the pad.

Helping your learner to use laptops and computers continued

If your learner is struggling with the trackpad on their laptop, they could buy a mouse to connect with the device. There are also different types of mice to support with motor impairments. Making the mouse pointer larger or slowing it down can also help. These adjustments can be made via tweaks to the Settings.

Plugging in other devices to the machine

Your learner's device will have a series of ports built-in to the side of the laptop or desktop's computer case (the tower-like unit that connects to the monitor).

The main one to show to your user is the USB port . This allows your learner to plug in other devices into computers, for example a memory stick (which may contain photos).

Making the screen bigger

Screen magnification acts like an electronic magnifying glass on computers and laptops, allowing your learner to zoom in on the whole screen or sections of it. It is very useful if your learner has a visual impairment.

To magnify their screen, your learner simply needs to hold down the ctrl button  and move the middle mouse wheel forwards. To zoom back out, they'll need to hold down the ctrl button and move the middle mouse wheel backwards.

If they are using a trackpad, they will need to hold down the ctrl button and move two fingers upwards on the trackpad. To zoom back out, they'll need to hold down the ctrl button and move two fingers downwards on the trackpad.

It is also possible to make the icons on your learner's screen bigger by right clicking on their desktop, selecting 'view' and clicking on 'large icons'.

Making the text bigger

Text size is often a case of personal preference. Some users feel confident with smaller text, allowing more to fit on screen, others need it to be much bigger.

Should your learner want to increase the size of the text on screen they can follow the simple steps below:

1. Start
2. Settings
3. System
4. Display
5. Drop down to change the size of text

Opening programs

Your learner's laptop or desktop computer will have many brilliant programs already built-in to their device.

To access these programs, they will need to click on the start button in the bottom left-hand corner of their device.

Then they will be provided with a list of all the programs installed on their computer.

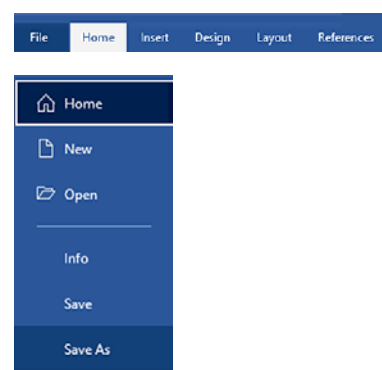
A quick left-hand click on the program's icon, and it will open as a new page on their device.

Saving files

It is important your learner saves any files or documents so that they do not lose them.

To do so, they will need to do the following simple steps.

1. Click 'File' within the program's top bar
2. Save As
3. This PC
4. Documents
5. Name file
6. Click save



To ensure that they can remember what the file relates to, your learner should always create a file name relevant to the work they are creating. For example – Shopping List or Letters.

Helping your learner to use laptops and computers continued

Creating folders

A folder lets your learner save files and documents on a similar topic in the same place. To create a folder, your learner can:

1. Open their computer's file explorer 
2. Once opened, click on the documents folder within the explorer
3. Click on the new folder icon, usually found in the top left of the window . Alternatively, they can right click and select 'New' and then 'Folder'
4. Click twice on the writing below the icon to rename the folder

A folder will then be created for them to save more similar files into when they create them. To save into this folder they will need to follow the below steps.

1. File
2. Save As
3. This PC
4. Documents
5. Click on new folder
6. Save

Shutting down safely

It is very important for the maintenance of your learner's device that they shut it down every time they are finished using it. They should also keep up to date with software updates.

This should always be done by following the below steps and never by switching off at the mains or pressing the power button.

Power	
Shutdown	

N.B. ensure all programs are closed and that documents are saved before your learner shuts down their device.

Sleep mode

Sleep mode is an additional option that allows your learner to keep their programs open but reduces the power of the device so that it appears to be off, but is still keeping the material needed open for when they return to the device.

Sleep mode is great for when your learner is going to be away from their device for a little while – such as a coffee break. Laptops and PCs often go into sleep mode when the lid is closed or if they are left unattended for a period of time. Your learner can set how much time passes before their device goes into sleep mood by going to Settings – System – Power & Sleep.

Troubleshooting

If your learner is having difficulty with a program and it is not responding, the best option is for them to try closing it and opening it again.

If they are still having issues, they can also restart the computer or turn it off and on again.



Links to further learning

Find out more about other handy adjustments your learner can make to their device here: mcmw.abilitynet.org.uk. They can either click this link or type it into their web browser.

Getting to know your laptop or desktop computer

A laptop or desktop computer can be a great way for you to access the online world and learn new skills: whether it's connecting with loved ones, shopping and banking online, finding entertainment or writing letters or messages, these devices are here to help.

But it can feel overwhelming to learn how to make a new device work at first.

This guide will show you how to make your new device work for you, and build your confidence with using it.

*Instructions may vary according to your device model.

What you'll learn

1. Understanding the basics of your device
2. Making the device work for you
3. Key functions

Setting up log-in details

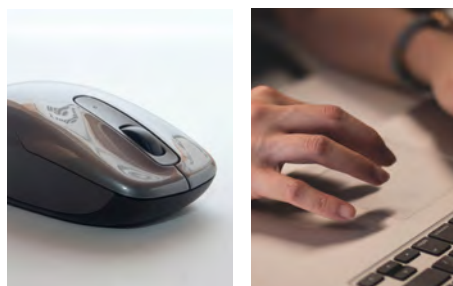
When first setting up your laptop or desktop computer you'll be required to create a username and password.

A username can be kept simple, for example firstname.secondname.

When creating a password, make sure you choose something that is easy to remember, but difficult for other people to guess. Try to avoid writing it down if you can. A strong password will mean that no one else will be able to access your computer.

Moving around – the mouse or the trackpad

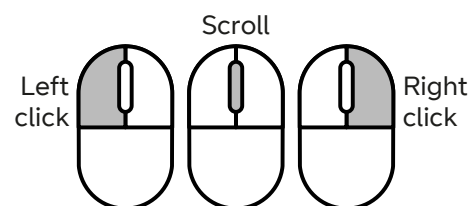
The mouse or trackpad allows you to move around your display screen, point, select, scroll and open and close programs.



Once logged onto your device, you will see a cursor  which will show you the area of the page you are working on.

To move the arrow around the screen, you will need to use the mouse (if using a desktop computer) or the trackpad (the black square built into your laptop).

Your mouse also provides the option to scroll (using the wheel in the middle of the device), left click to select, click and drag the mouse to the left or right to highlight a word and right click to find out more information and open additional functions.



If you are using a trackpad, you can carry out the same functions by pushing down on the left or right of the pad.

Getting to know your laptop or desktop computer *continued*

If you're struggling with the trackpad function on your laptop, you can buy a mouse to connect with your device.

Plugging in other devices to your machine

Your device will have a series of ports (holes) built into the side of the laptop or your desktop computer case (the tower-like unit that connects to the monitor).



The most important port is the USB port. This allows you to plug in other devices, for example a memory stick which may have files saved on it, like photos.

Increasing the screen and text size

Making the screen bigger

Screen magnification acts like an electronic magnifying glass for your computer or laptop, allowing you to zoom in on the whole screen or sections of it. It is very useful if you have a visual impairment.

To magnify your screen, simply hold down the ctrl button and move the middle mouse wheel forwards. To zoom back out, hold down the ctrl button and move the middle mouse wheel backwards.

If you are using a trackpad, hold down the ctrl button and move two fingers upwards on the trackpad. To zoom back out, hold down the ctrl button and move two fingers downwards on the trackpad.

It is also possible to make the icons on your screen bigger by right clicking on your desktop, selecting 'view' and clicking on 'large icons'.

Making your text bigger

Text size is often a case of personal preference. Some users feel confident with smaller text, allowing more to fit on screen, others need it to be much bigger.

If you want to increase the size of the text on screen, follow the simple steps below.

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Opening programs

Your laptop or desktop computer will have many programs already installed on the device.

To access these programs, you'll need to click on the start button in the bottom left-hand corner of your device.

Here you will find a list of all the programs installed on your computer.

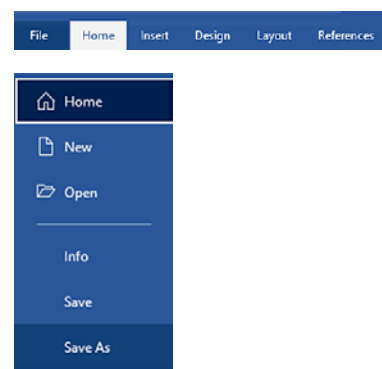
To open a program, left click on the program's icon and it will launch as a new page on the device.

Saving files and storing them

It is important to save your work or any files you have so that you do not lose them.

To do so, you'll need to take the following simple steps.

1. Click 'File' within the program's top bar
2. Save As
3. This PC
4. Documents
5. Name file
6. Click save



Always create a file name relevant to the work you are creating, to ensure that you remember what the file relates to. For example – 'Shopping list' or 'Letters'.

Getting to know your laptop or desktop computer *continued*

Creating folders

If you have lots of files relating to the same topic you may want to store them all in one place. To do this you will need to create a folder.

1. Open your computer's file explorer



2. Once opened, click on the documents folder within the explorer
3. Click on the new folder icon, usually found in the top left of the window . Alternatively, you can right click and select 'New' and then 'Folder'
4. Click twice on the writing below the icon to rename the folder

A folder will then be created for you to save as many similar files into as you want to as and when you create them.

To save into this folder you will need to follow the below steps.

1. File
2. Save As
3. This PC
4. Documents
5. Click on new folder
6. Save

Shutting down safely

To keep your device healthy, it's very important to shut it down properly every time you use it.

This should be done by following the below steps and never by switching off at the mains or pressing the power button.

Power

Shutdown

Note: ensure all programs are closed and that documents are saved before your shut down your device.

Every now and again, you will receive a pop-up message asking you to download a software update. You should do these as regularly as possible to ensure your device is working at its best. They may take a short while to complete, and your device may restart several times before the update is complete.

Sleep mode

Sleep mode is an additional option that allows you to temporarily shut down your device, but keep the programs you are working on open.

Sleep mode is great for when you're going to be away from your device for a little while – such as a coffee break, but should not be used instead of shutting down your PC or laptop. Laptops and PCs often go into sleep mode when the lid is closed or if they are left unattended for a period of time. You can set how long this is by going to Settings – System – Power & Sleep.

Troubleshooting

Sometimes our computers are just as temperamental as us humans. If you're having difficulty with a program and it is not responding, don't worry! Simply try closing it and opening it again. You might need to wait a while for this to work.

If after this, you are still having issues, why not try to restart the computer or turn it off and on again.



Links to further learning

Find out more about other handy adjustments you can make to your device here: mcmw.abilitynet.org.uk. You can either click this link or type it into your web browser.

You should ensure you have some AntiVirus software set up on your device. Ask your helper if you are unsure.