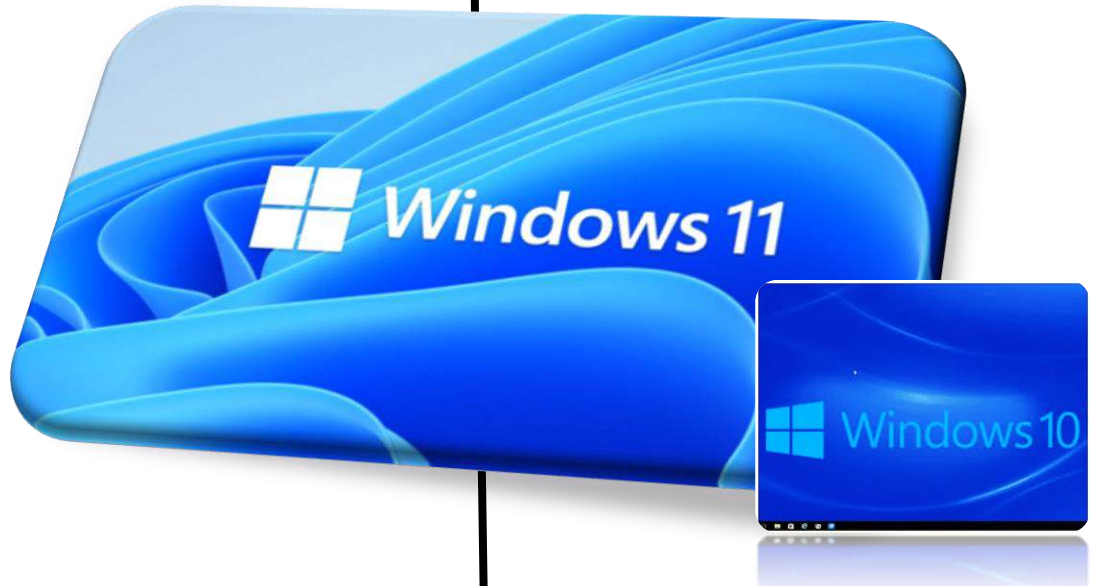


# Windows 11 User Group Tips



***“Windows 10” users:  
These Windows 11 tips may apply***

**Dan Hubing**

**Email:** [raceway-stoves09@icloud.com](mailto:raceway-stoves09@icloud.com)

**Document version date:**

June 11, 2024 v2

# Navigate to a tip using the Table of Contents

## Table of Contents

Windows 11 User Group Tips .....	1
Navigate to a tip using the Table of Contents .....	2
Windows 11 - What are the Major changes from Windows 10 .....	5
Version and OS Build #s of Windows 11 .....	5
Useful website links: .....	6
Tips and Tricks websites: .....	6
For Windows Tutorials: .....	6
Settings window navigation features:.....	6
Tips: .....	7
The “Tips” app:.....	7
Taskbar: .....	7
Widgets:.....	7
Copilot: (AI Assistant chatbot) .....	8
Windows 11 Whiz – a custom ChatGPT .....	8
File Explorer: .....	9
Photos Storage Locations .....	9
Disk Cleanup: How to delete previous Windows version files: .....	10
Disk Storage settings .....	10
Renaming a group of Files – using File Explorer .....	11
Change your “Default” Apps.....	11
Notifications – control what you see.....	12
Show Open Windows “side-by-side” on the Desktop.....	13
Snap Window screen – using keyboard shortcuts .....	13
Window Border Color .....	13
Clipboard History and Emojis - Displayed .....	13
Rotate screen display .....	13
Make Colors more Vibrant .....	13
Mouse pointer & Text Size .....	14
Quick Settings .....	14
Night Light.....	14

Windows System Diagnostic reports (Display, Sound, and Input) .....	15
Browser Tips: .....	16
Snipping Tool (screen capture app) .....	18
Adding Text to a Snipping Tool screenshot .....	19
Full Website Capture using your browser .....	19
Keyboard Shortcuts.....	20
Move a Window using the Keyboard .....	20
Minimize all windows except your current one .....	20
Maximize a window “vertically” without making it wider .....	20
Start Menu tips .....	21
Group similar apps into one folder .....	21
Folder app Tips:.....	21
List all apps; alphabetically .....	22
Other Start tips:.....	22
<i>Quick Link</i> menu (Right-Click Windows icon) .....	23
Start Menu - Remove Items.....	24
Start Menu - Pin a Chrome website Shortcut to Start: .....	24
Start Menu - Pin an Edge website Shortcut to Start: .....	24
Start Menu - Pin a Firefox website Shortcut to Start:.....	24
Backup .....	25
Learn more from Microsoft Support .....	25
Recovery options for Windows 11, 10 and 8.1:.....	25
A Backup “app” in Windows 11 version 23H2 .....	25
“Make a plan” for backing up individual files and the Windows OS itself:.....	25
File History (from Microsoft) .....	25
Fix Problems and Recovery options within Settings: .....	25
“Create Recovery Drive” - Window’s own program to troubleshoot itself .....	26
“Media Creation Tool” – a tool to reinstall Windows.....	26
“Veeam” – A free easy complete Backup/Restore program .....	27
Security.....	29
Malware Detection & Removal.....	29
Other Microsoft malware removal tools:.....	29
Internet Browsers – anti-malware extensions .....	29
Run a “Full Scan” using Windows Security (Defender) .....	30

Glossary of Terms (security and computer): .....	30
Reliability Monitor for system’s performance.....	30
Troubleshooting.....	31
Bootup Options: Safe Mode, Restore Point, UEFI (BIOS).....	31
Windows Troubleshoot Settings.....	31
Safe Mode – What is it? Why use it? .....	31
Launch Save Mode when Window is running; select Shift+Restart power button:.....	31
Launch Safe Mode from the Settings screen.....	32
Launch Safe Mode from the Sign-In screen:.....	32
If you can’t get to Windows after restarting from Safe Mode! .....	32
Launch Safe Mode from the “blank” Windows screen: .....	33
Frozen Display or App? .....	34
Restore Points (System files backup procedure) .....	34
Windows suddenly starts “Talking” .....	35
WiFi home network troubleshooting.....	35
Using the System File Checker (to fix Windows OS files).....	35
Task Manager.....	36
“Old” Computer? - To Do List .....	37
“New” Computer? – To do List .....	38
Quick Tips from previous Windows User Group classes.....	39
Windows 10 Feature Tips: .....	40
PC Repair Businesses in Missoula .....	41

# Windows 11 - What are the Major changes from Windows 10

This website focuses on the biggest differences between Windows 11 and Windows 10

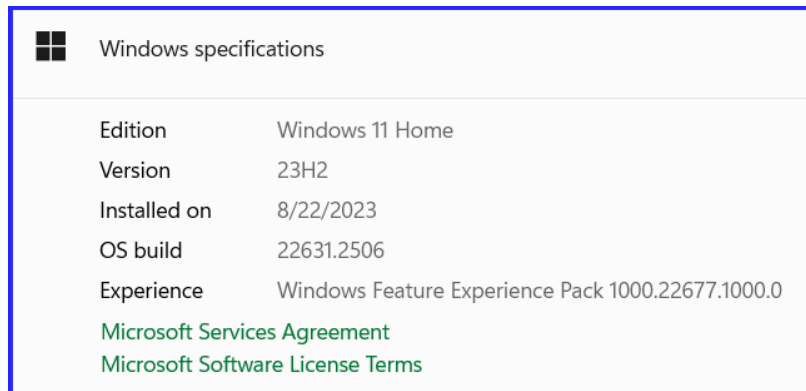
<https://www.techtarget.com/whatis/feature/Windows-11-vs-Windows-10-What-are-the-differences>

## Version and OS Build #s of Windows 11

This is important information if you are troubleshooting your Windows computer.

Here's how to find the Version of your Windows 10 Operating System software.

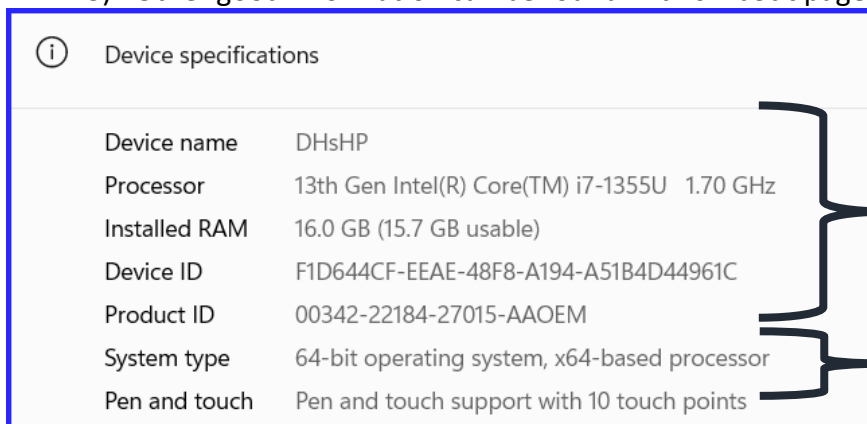
- 1) Open the **About** settings window using one of the following two methods:
  - a. Method 1: Right-click on the *Start* icon in your taskbar and then select *System*
  - b. Method 2: Select the *Settings* button. Then select the *System* group and then select the *About* option.
- 2) On the right panel in the **About** option, scroll down until you see the **Windows specification** information:



The above example came from Dan Hubing's computer:

- **Edition** = Windows 11 Home (other editions are available such as Pro & Enterprise)
- **Version** = 23H2 - This release is decoded as: second half (H2) of 2023 (23)
- **Installed on**: This is the date Windows was installed.
- **OS Build** = This is a "minor" release number that comes out periodically from Microsoft. This is not a vital piece of information, other than for "Computer Geeks".

- 3) Other good information can be found in this **About** page. Scroll up to the **Device specifications**:



My laptop hardware information.

My Windows 11 is the 64-bit version, other folks may have the 32-bit version.  
(it's hardware dependent on what you would have.)

## Useful website links:

### Tips and Tricks websites:

- From **Microsoft**:  
<https://www.microsoft.com/en-us/windows/tips-and-tricks>
- From **TechRepublic** website (A respectable website)  
<https://www.techrepublic.com/article/windows-11-cheat-sheet-everything-you-need-to-know/>

### For Windows Tutorials:

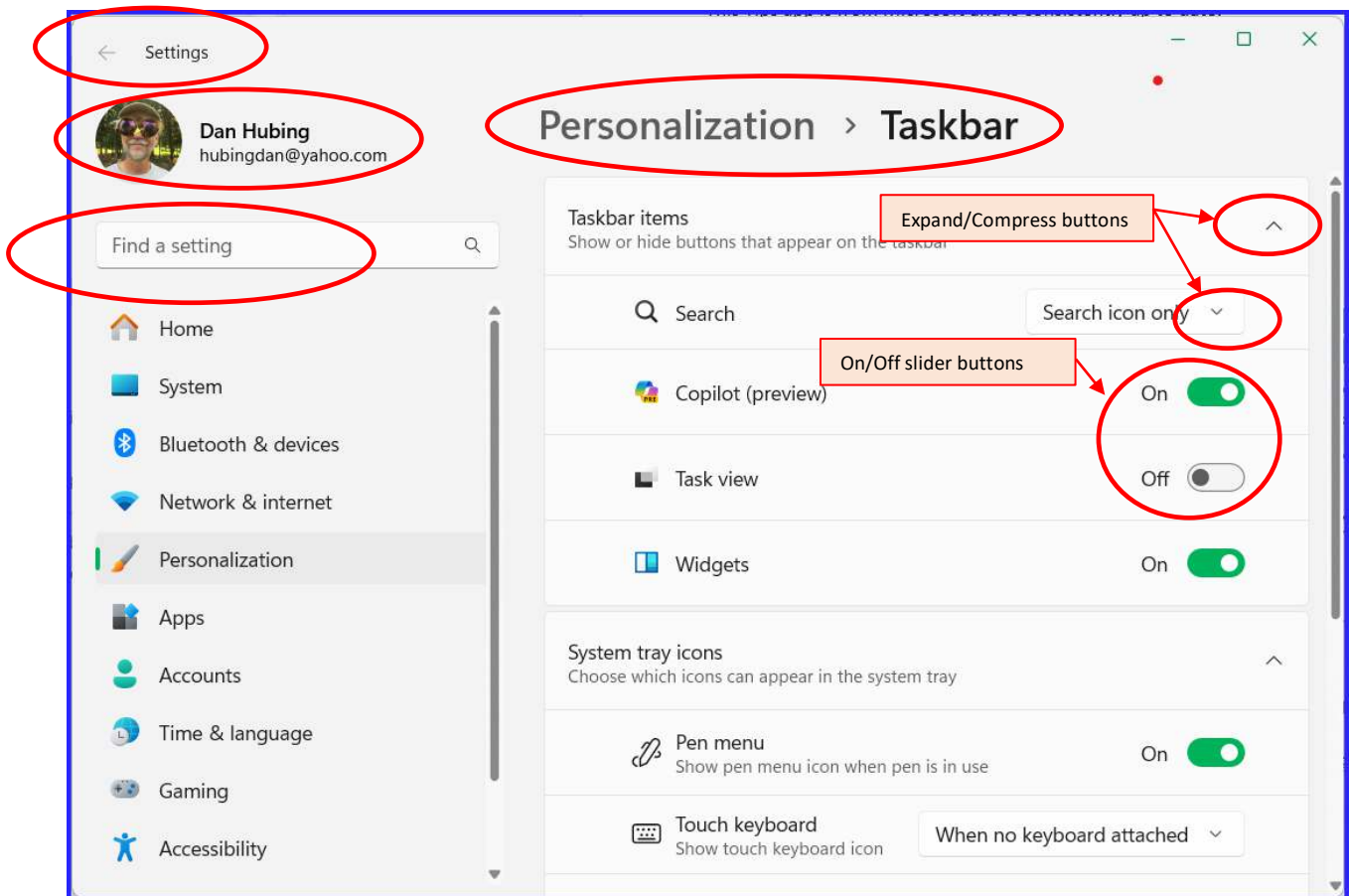
- From Microsoft: <https://support.microsoft.com/en-us/meetwindows11>
- From Major Geeks: [https://www.majorgeeks.com/content/page/top\\_freeware\\_picks.html](https://www.majorgeeks.com/content/page/top_freeware_picks.html)
- From: Help Desk Geek has Windows 11, 10, 8, 7 & even XP guides  
<https://helpdeskgeek.com/category/windows-11/>
- From **YouTube** and **internet searches**; be aware of different Windows versions

### Settings window navigation features:

The example below is from the “Taskbar’s” settings.

The Taskbar settings are found by following this path: **Settings > Personalization > Taskbar**.

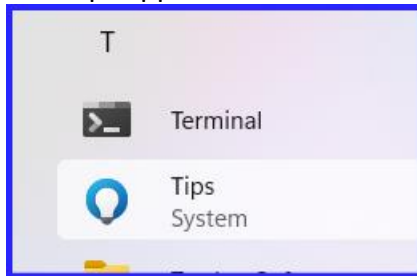
All Settings windows contain your **Microsoft Account** link, a **Find a settings** feature which is very handy and the left side navigation panel. The **Home view** displays commonly used settings.



## Tips:

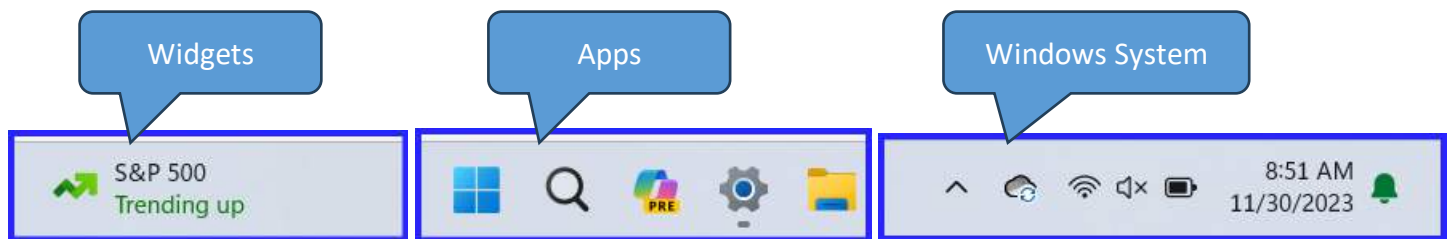
### The “Tips” app:

This Tips app is from Microsoft and is consistently up to date.



### Taskbar:

The Taskbar is divided into three areas: Left, Middle & Right



**Right-click on taskbar** to display the Taskbar Settings and launch the Task Manager.

- **Taskbar Settings** opens the Settings windows related to the Taskbar and its options
- **Task Manager** opens a window showing all the tasks (programs) running in Windows.
  - The Processes window shows you what’s running and allows you to Stop a stuck app
  - The Startup apps window to control what apps launch when Windows starts up.

### Widgets:

Widgets are on the left side of the Taskbar if the Apps section is Centered. If you have the Taskbar apps moved to the left side, then the Widgets is mixed in with the Apps.

- The actual Widgets are Weather, news and other interests you can choose. .
- Turn the taskbar Widget on/off from **Settings > Personalization**.

## Copilot: (AI Assistant chatbot)

This is the AI Assistant Microsoft is embedded in Windows and located in the Taskbar. The name, Copilot, is used for all Microsoft apps, like in Bing, Edge, and Microsoft 365 office software.

One thing nice about these AI Assistant programs, like ChatGPT and Copilot, is that you don't need to worry about capitalization, punctuation, or any other niceties in your prompts.

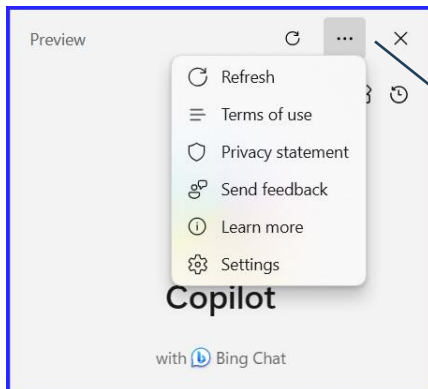
When you get a response from your prompt, you can have a "conversation" with Copilot to refine or add to the response. If you have a new topic prompt, you will need to click the New Topic plus icon.

If the answer you get is too chatty for the topic, consider changing Copilot's conversational style to "More Precise".



Copilot's capabilities will be expanding overtime.

Turn the Copilot icon on/off from *Settings > Personalization*.



Under the More 3-dot button, the Learn more option goes a Copilot tutorial webpage.

## Prompts

The trick to a successful session with these AI chatbots; like Copilot or ChatGPT or Bard is the quality of your prompt. For example, tell Copilot to: "Write your prompt like you're talking to a friend that's helping you out. Give them details of your request. When they give you their response, chat with another prompt for more details or shift the direction of the prompt."

Act like a teacher. I am writing a [number of words]-word [type of exercise] about [topic]. Help me structure it and tell me what to include in each section of the [type of exercise].

Act like a teacher. Break down the concept of [your chosen topic] using everyday language. Imagine you're simplifying it for a 10-year-old friend with no background in the subject, ensuring clarity and accessibility.

Here's some good Prompt tip videos:

<https://youtu.be/Jtb6Ztxfy9I?si=6WJZwqBjQtwG2iuA>

<https://youtu.be/wBAnCMA98Is?si=FfPS1ZuYJaZjSyob>

## Windows 11 Whiz – a custom ChatGPT

Sometimes all you want is a ChatGPT, or a Copilot, to just know everything about Windows 11. Then you could ask it any question you want. If you go to <https://ChatGPT.com> and log into OpenAI, you can "Explore GPTs" for **Windows 11 Whiz** or even *Windows 10 Wizard*. It's an easy way to learn.



## File Explorer:

- “**Undo**” file deletions, moves or copies
  - If you delete a file or move it by accident; you can “undo” your mistake.
  - Perform the Undo immediately after you realize your mistake, or it may forget it in the future.
  - Right-click anywhere on an open area in File Explorer. Then select “Undo...” in the menu.
- “**Backspace**”: This key moves you back one folder structure, if you moved forward.
- File Explorer **Options**, click **••• > Options**
  - Edit the **Open File Explorer to**: locations to one of these three:
    - a. **Home**: This displays the Quick Access, Favorites and Recent files.
      - The **Quick Access** lists. These allow quick access to frequently used folders.
      - Pin folders with a right-click and choose Pin to Quick Access.
    - b. **This PC**: This displays the devices and drives in “This PC”.
    - c. **Your Name - Personal**: This is used to display your OneDrive, if you signed into Windows with a Microsoft account. Otherwise, you’ll see OneDrive in File Explorer as well.
  - In the **View** tab:
    - Check the “Display the full path in the title bar”
    - Uncheck the “Hide extensions for known file types.”
    - Click the “Apply to Folders” button if it’s bold.
    - Click OK to apply and close the dialog box.
  - **Open folders** in different views: *Right-click on a Folder*
    - Open in New Tab – There are Tabs on top, similar to browsers
    - Open in New Window – This is handy to compare the contents of different folders
  - Display **Filename extensions** – Like: \*.docx, \*.jpg, \*.pdf and so on. Doing so is easy:  
**File Explorer > View > Show > File Name Extensions**
  - **Batch file rename**: Highlight files you want mass renamed, with sequence numbers. Then select Rename and rename them. Don’t forget that “Undo” will return the files to original names if you don’t like the results.
  - **Preview** a file before opening it – here’s how:  
<https://theintelligence.com/30007/how-to-see-your-files-in-file-explorers-sidebar/>

## Photos Storage Locations

You’d think there would be one place photos are stored in Windows: well, you’re wrong. There are many.

### From File Explorer / C: Drive > Users > YourUserName > Pictures folder:

- Camera Roll = pictures taken from your laptop’s camera, or other camera connected to your computer.
- Screenshots = Screen captures taken by the Snipping Tool (Clipboard History may have access to a few of these... Not sure!)

### From File Explorer / Libraries:

- Camera Roll = pictures taken from your laptop’s camera, or other camera connected to your computer. (A mirror image of the Camera Roll folder under C: drive...)
- Saved Pictures = (Not sure what the true purpose of this folder is.)
- Pictures = A location for you to save pictures. (It may be a mirror image as the Pictures folder in OneDrive; it depends on your OneDrive settings.)

### From OneDrive:

- Pictures = A location for you to easily drag over to save pictures.
- <https://photos.onedrive.com/> = Log into Windows to view photos stored in your online OneDrive. It may contain more than what you see in the Pictures folder under Explore’s OneDrive.

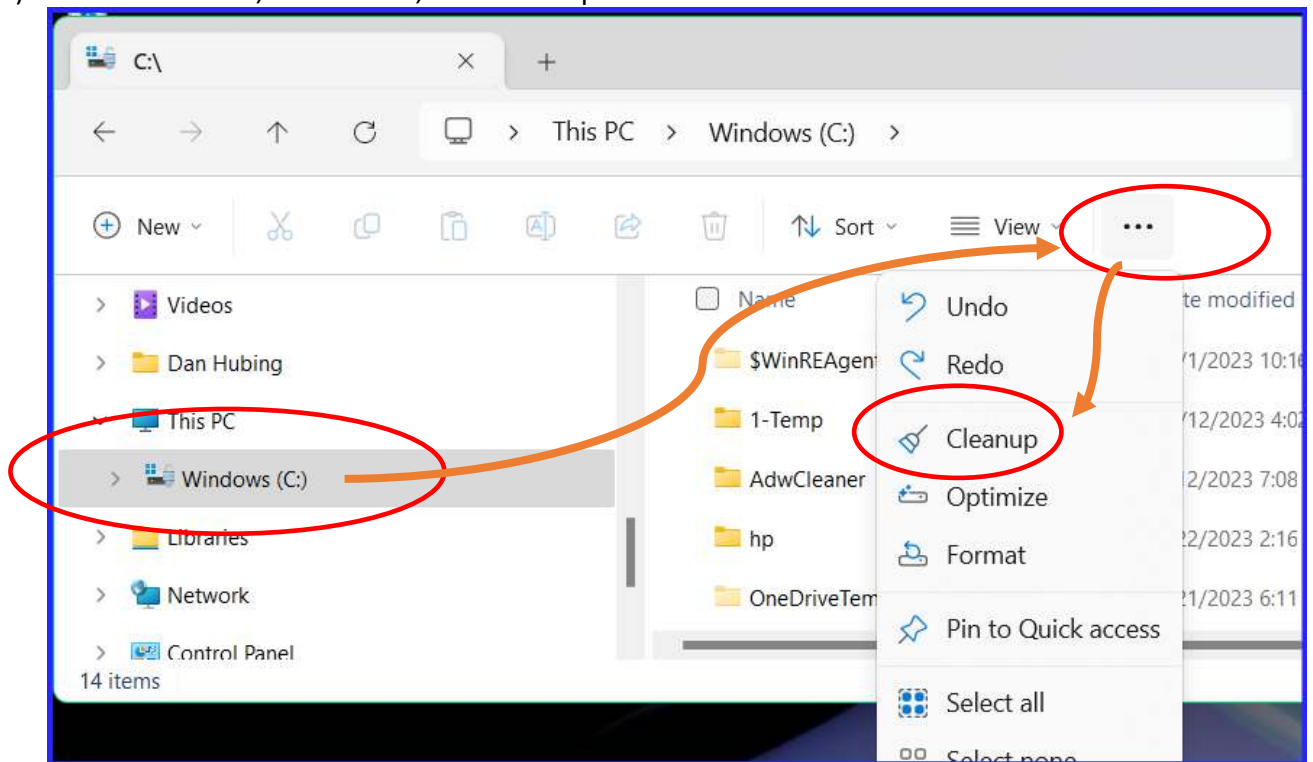
## Disk Cleanup: How to delete previous Windows version files:

After you upgrade or update your Windows OS, Windows automatically creates its own backup of your previous version of Windows on your hard drive. It's put there in case something goes wrong where you need to roll Windows back prior to the update.

To remove these backup files, freeing up disk space, run the Cleanup application.

In Cleanup, click the button, "**Clean up system files**", and wait for the program to scan your hard drive. From the list of file categories, put a check by "**Previous Windows installation(s)**" and "**Temporary Windows installation files**," and click the "**OK.**" This can take a few minutes to complete.

- 1) Launch **File Explorer**
- 2) Left click on your **C: drive** to highlight it.
- 3) In the Menu bar, select **...**, then **Cleanup**.



- 4) The Disk Cleanup window will open.
- 5) Click the button, "**Clean up system files**", and wait for the program to scan your hard drive.
- 6) Put a check by "**Previous Windows installation(s)**" and "**Temporary Windows installation files**," and click the "**OK.**" (This can take a few minutes to complete.)
- 7) Done.

## Disk Storage settings

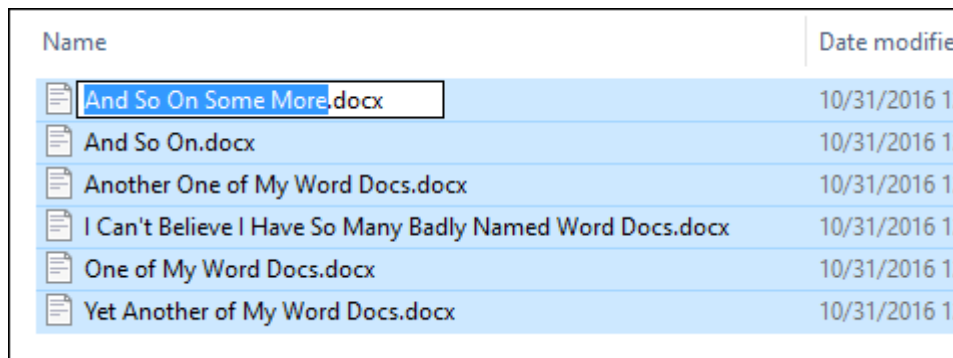
Windows has a complex storage system with your local drive and OneDrive along with all the Apps. To learn about your storage and control it, go to: **Settings > System > Storage**.

## Renaming a group of Files – using File Explorer

Got a bunch of files you want to rename, but don't want to go through them each one by one? Below is a method of doing a "batch" renaming.

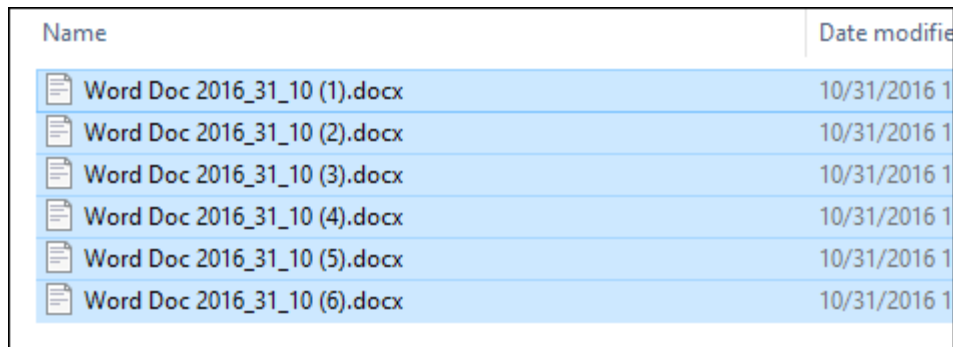
If you're renaming a bunch of files in the same folder and those files don't need completely different names from one another, Windows provides an easier way to rename those files in batch.

- 1) Launch File Explorer and display the folder that has the group of files.
- 2) Select a bunch of files to be renamed—you can hold down the Ctrl key to select multiple files at once or Shift to select a range of files.
- 3) Use one of the "rename" commands—the button on the Home menu, or just press F2.
- 4) You'll see that all the files remain selected, but the first one in the group gets its name highlighted so you can type a new name.



Name	Date modified
And So On Some More.docx	10/31/2016 1
And So On.docx	10/31/2016 1
Another One of My Word Docs.docx	10/31/2016 1
I Can't Believe I Have So Many Badly Named Word Docs.docx	10/31/2016 1
One of My Word Docs.docx	10/31/2016 1
Yet Another of My Word Docs.docx	10/31/2016 1

- 5) Type a new name for the file and then hit Enter or click somewhere else in the window. All the selected files are renamed using the name you just typed and are appended with a number in parentheses to differentiate them.



Name	Date modified
Word Doc 2016_31_10 (1).docx	10/31/2016 1
Word Doc 2016_31_10 (2).docx	10/31/2016 1
Word Doc 2016_31_10 (3).docx	10/31/2016 1
Word Doc 2016_31_10 (4).docx	10/31/2016 1
Word Doc 2016_31_10 (5).docx	10/31/2016 1
Word Doc 2016_31_10 (6).docx	10/31/2016 1

## Change your "Default" Apps

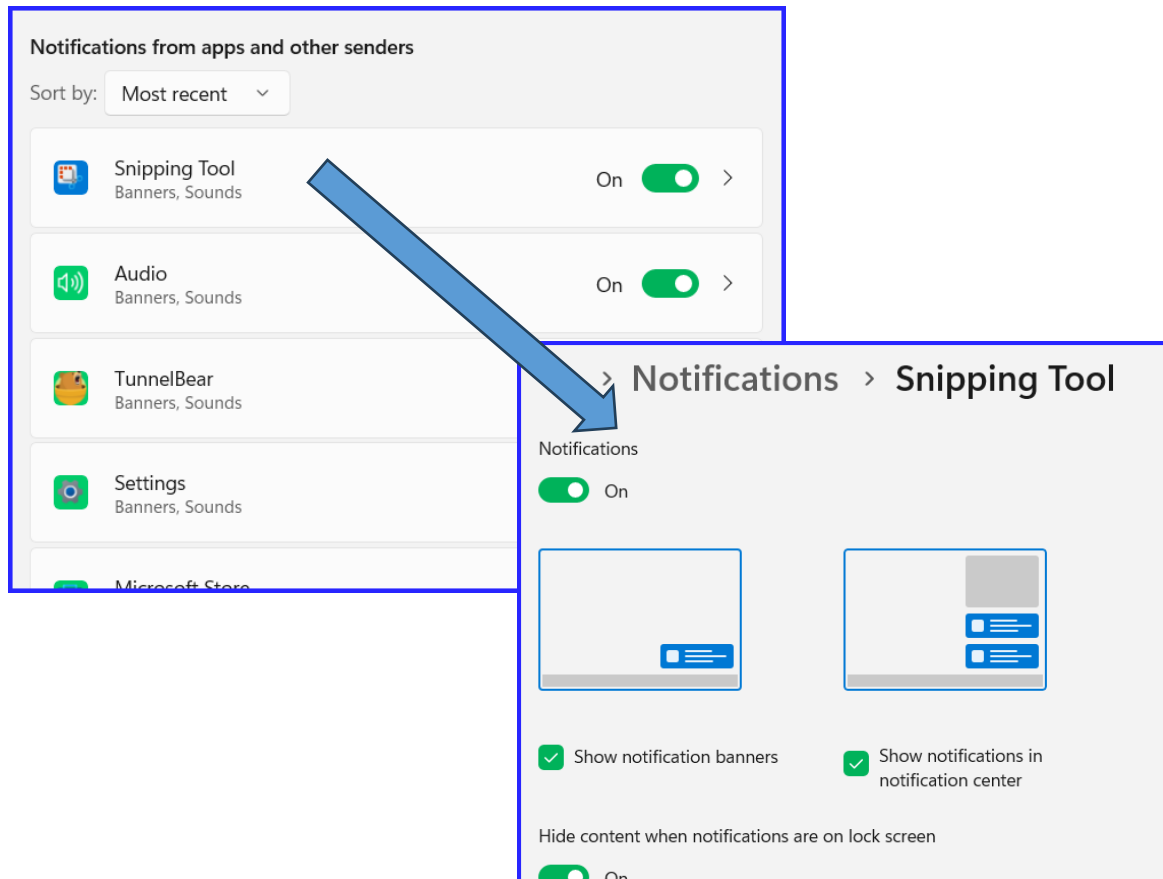
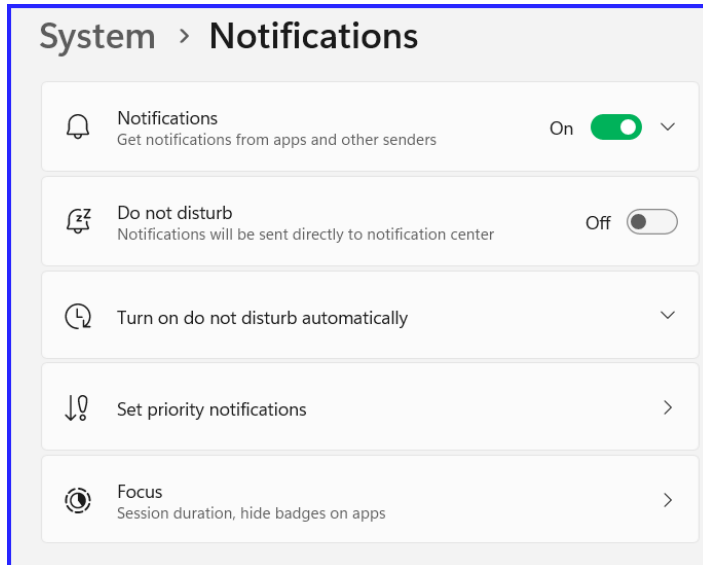
This can be a little complex, since you need to know the file type or link type that apps use. For example, the internet browsers use .HTM and .HTML. (This task was much easier in Windows 10!)

Go to: **Settings > Apps > Default Apps**

## Notifications – control what you see...

Notifications can be annoying or very informative.

- 1) Carefully read the details of Notifications when they popup. You decide what to do.
- 2) Notifications settings are found here: **Settings > System > Notifications**
- 3) Scroll down until you see these options. These are just examples; your settings may be different:



## Show Open Windows “side-by-side” on the Desktop

This feature has been moved to Snap Layouts. Hover over the maximize button of a Window, choose your layout, and stack the apps by your desire. In addition, there is a snap groups feature too, you can read here.

Another option is simply drag one of your open windows to a corner of the screen. Observe the blurred location of the window if you drop it there.

If you wish to control the Snap options; go to **Settings > System > Multitasking**. Then click the drop-down arrow by Snap windows. Then select your options.

For more details on the Snap Layouts feature; follow this link:

<https://answers.microsoft.com/en-us/windows/forum/all/how-to-use-snap-layouts-and-snap-groups-in-windows/3213a6b6-5a33-4d40-bbce-e01388a40976>

## Snap Window screen – using keyboard shortcuts

**Enable:** Settings > System > Multitasking > Slide “Snap windows” On.

- **Windows** key + **Left or Right Arrow** Keys (Snap left or right side of display)
- **Windows** key + **Up or Down Arrow** Keys (Snap to corner after snapping it.)

## Window Border Color

With lots of windows open, it is convenient that the “active” window have a different border color. Select *Settings > Personalization > Colors*.

In the “Accent Color” section, turn on the button: *Show accent color on title bars and windows borders*. Finally, select the color you like for your active window border.

## Clipboard History and Emojis - Displayed

Use standard screen capture keyboard keys: like the Ctrl + C to copy and Ctrl + V to paste. You can use anything, like the Snipping Tool to do screen captures; all copies will save items in Clipboard. Use the **Win + V** keyboard shortcut that allows you to see your Clipboard History.

From the history display, if you double-click on a capture, it will automatically be inserted into your document. If you want to paste “as plain text”; select the 3-dots > Paste as Text. With Clipboard history enabled, it stores a list of the 25 most recent items you’ve copied to the Clipboard, and images smaller than 4 MB in size. However, unless an item is pinned to the Clipboard, the history list gets erased every time you restart your device.

**Note:** Enable this History feature; go to: Settings > System > Clipboard then turn it **On**.

## Rotate screen display

If you wish to rotate the display, you can by going to: **Settings > System > Display > Display orientation**

## Make Colors more Vibrant

Depending on the type of display you use, this setting may or may not make your display colors more vibrant. It’s worth a try. *Settings > System > Display > Advanced display*.

Turn on the button: *Automatically manage color for apps*.

## Mouse pointer & Text Size

### Locating the mouse trick using the CTRL key:

- 1) Go to: *Settings > Bluetooth & Devices > Touchpad (or select Mouse)*
  - a. If you select Touchpad: click on More touchpad settings.
  - b. If you select Mouse: click on Additional mouse settings
- 2) The Mouse Properties window opens; select the Pointer Options tab
- 3) Click the checkbox: [ ] **Show Location of pointer when I press the CTRL key** Select OK.

**Text & Cursor size:** *Settings > Accessibility > Text Size and Text Cursor.*

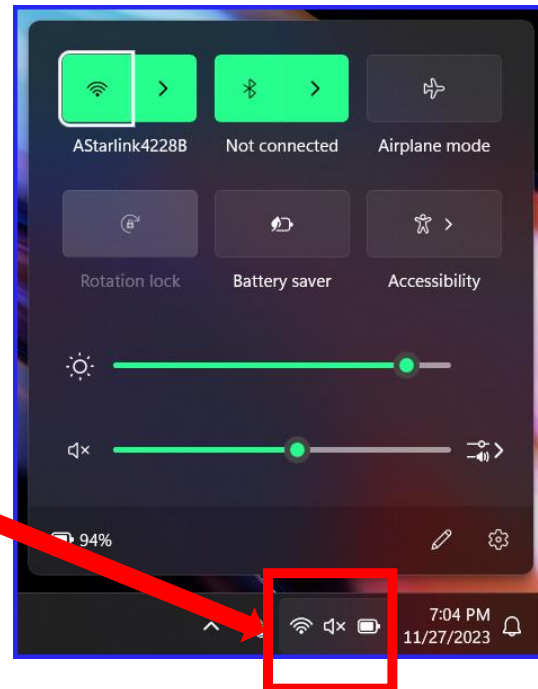
**Cursor color & size:** *Settings > Accessibility > Mouse Pointer*

## Quick Settings

The Quick Settings provides quick access common system settings, such as Network, Bluetooth, Airplane Mode, Volume, Power, Display and Speaker settings. On the bottom of the popup window is battery level, editing of popup window and the All Settings button.

Launch the Quick Settings popup by clicking on one of these taskbar icons.

Click the pencil icon to go into Edit Quick Settings.



to

## Night Light

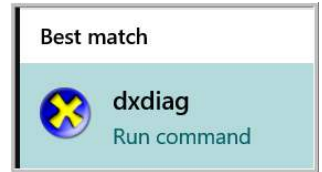
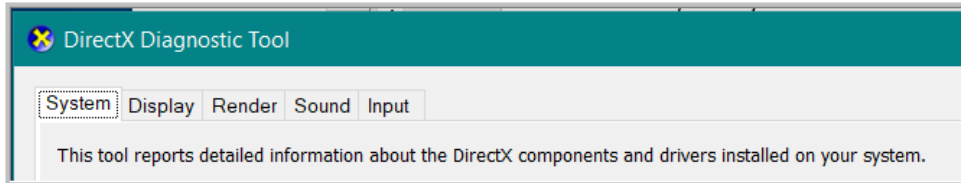
There is a special display mode that dims out “blue light”. This is like smartphone and tablets. To adjust your Night Light, go to **Settings > Systems > Display > Night Light**

**Tip:** The Night Light can be added to the **Quick Settings** popup. Open the Quick Settings popup, then click on the “pencil” icon; this launches the Edit Quick Settings. Click the + Add button and select Night Light. (To remove entries in Quick Setting; go into Edit Quick Settings and then click the “crossed out Pin icon”).

## Windows System Diagnostic reports (Display, Sound, and Input) (using DxDiag and Task Manager)

**To use DxDiag** (the DirectX Diagnostics Tool) for technical information on your System, Video and Sound settings and drivers, run the **DirectX Diagnostic Tool**. (known as DxDiag)

- 1) Click your **Windows** button to open the Start menu
- 2) Type in **DxDiag** in the Search window
- 3) Select the result “**dxdiag**”. (this is the DirectX Diagnostic Tool program.)
- 4) It runs in a couple seconds. Examine results or save as a text file.



**Use Task Manager** to see lots more than just System reports.

**Tip:** An easy way to launch **Task Manager** is right-click on **Taskbar**.

Name	Status	CPU	Memory	Disk	Network
Desktop Window Manager		1.4%	101.9 MB	0 MB/s	0 Mbps
Task Manager		1.1%	83.1 MB	0 MB/s	0 Mbps
OMEN Gaming Hub		0.6%	46.7 MB	0.1 MB/s	0 Mbps
wsappx		0.4%	5.9 MB	0 MB/s	0 Mbps
Windows Explorer		0.3%	170.7 MB	0 MB/s	0 Mbps
Service Host: DCOM Serve...		0.3%	9.3 MB	0 MB/s	0 Mbps
System		0.2%	0.1 MB	0.1 MB/s	0 Mbps
Microsoft Edge (11)		0.2%	226.9 MB	0 MB/s	0 Mbps

**Select each tab to see what you have in your computer. Interesting, right?**

For example, the **Startup** tab shows what programs automatically launch when you startup your computer. Make sure you keep any antivirus or other important programs. But you can safely “Disable” programs like Adobe reader. When “disabled”, the program will not automatically startup but will be perfectly available later when you launch the program directly.



## Browser Tips:

### **Browsing Tips**

***How does an internet search work?*** This link answers that question and other good things to know:  
[What is a search engine and why does anyone care which one you use? | Malwarebytes Labs](#)

### **Browser - keyboard shortcut keys:**

**CTRL+TAB:** Allows you to scroll through your tabs.

**CTRL+SHIFT+T:** Allows you to reopen deleted tab.

**CTRL +/-:** Zooms in on your website. (If it doesn't work try CTRL+SHIFT +/-)

**Backspace:** This may or may not work. It allows you to backup on the links you've selected.

(Tip: This Backspace trick work in File Explorer as well; reverse direction of opened folders.)

**Spacebar:** Allows you to automatically move down a website one display screen page at a time. To reverse direction; click **SHIFT+SPACEBAR.**)

**CTRL + F:** Allows you to search for words in your website. (This feature is common in many Windows programs.)

**Browser Extensions:** Extensions are “add on” programs to add browser features.

**What are Extensions:** <https://www.howtogeek.com/718676/what-is-a-browser-extension/>

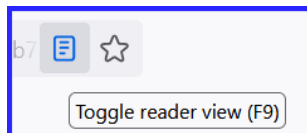
**Common Extensions Used:**

*Malwarebytes Browser Guard* = Checks site for malware, *Microsoft Editor* = spellcheck, *uBlock Origin* = ad blocker

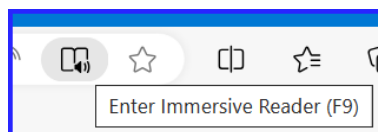
**Tip:** Before adding an Extension, you should do some research on it. Do an internet search to make sure it's safe and is really what you want to extend your browsers functionality

**Browser “Reader Views”:** This view makes reading the text from an internet site by removing most ads and photos from an internet site:

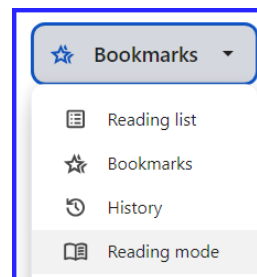
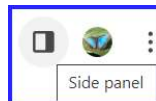
**Firefox:**



**Edge:**



**Chrome:** First display the “Side Panel”. Then select “Reading mode” in the Bookmarks list.



(**Apple Safari:** On the iOS **Safari** browser you can click on the **AA** icon in the address bar.)



### **Clear Browser Cache (also known as “Clear Browser Data”):**

Cache contains website logins, and your personal settings... so it may be wiser to just keep it. If you're having problems with websites, then clearing the cache is a good troubleshooting tip.

**Edge:** Click ●●● > *Settings* > *Privacy, search, and services*. Carefully select “Clear browsing data” options

**Chrome:** Click ●●● > *Settings* > *Privacy and security*. Carefully select “Clear browsing data” options

**Firefox:** Click ≡ > *Options* > *Privacy & Security* > *Clear History...*

### **Browser Hijacker- Malware:** It may be an “Potentially Unwanted Program”; known as a PUP.

Browser hijacking is the process of changing the default homepage or search engine in your web browser by a malicious program without your permission.

(Example of a browser hijacker programs: *ASK* and *Quick Forms* browser hijacker)

**Do an internet search to find out what it is. (Tip: use a different device to do an internet search.)**

It may describe what the potentially uninstalled program is and how to remove it.

**If it's an “extension”, then it may be easy to remove.**

- 1) Click the “*More*” icon, then go to *Settings*
- 2) Look for *Extensions*. (Edge has *Extensions* under the *More* icon)
- 3) First, turn off and then *Remove* the extension. **Tip:** Reboot the computer to verify that it's been removed.

**If not an extension then try this “free” malware cleaner: *AdwCleaner***

Download from Malwarebytes: <https://www.malwarebytes.com/adwcleaner>

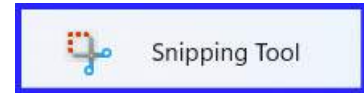
### **Up-to date?** Browsers usually update themselves, but you can manually check:

**Edge:** Click ●●● > *Settings* > *About Microsoft Edge*

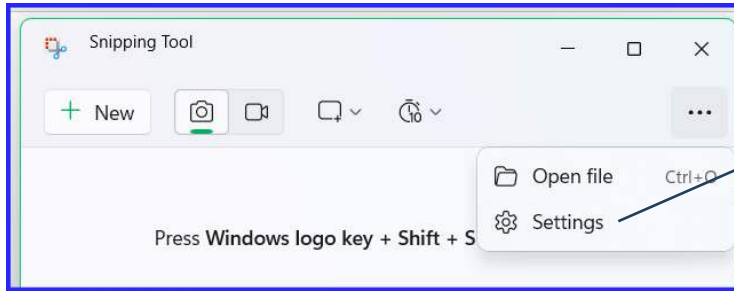
**Chrome:** Click ●●● > *Settings* > *About Chrome*

**Firefox:** Click ≡ > *Help* > *About Firefox*.

## Snipping Tool (screen capture app)



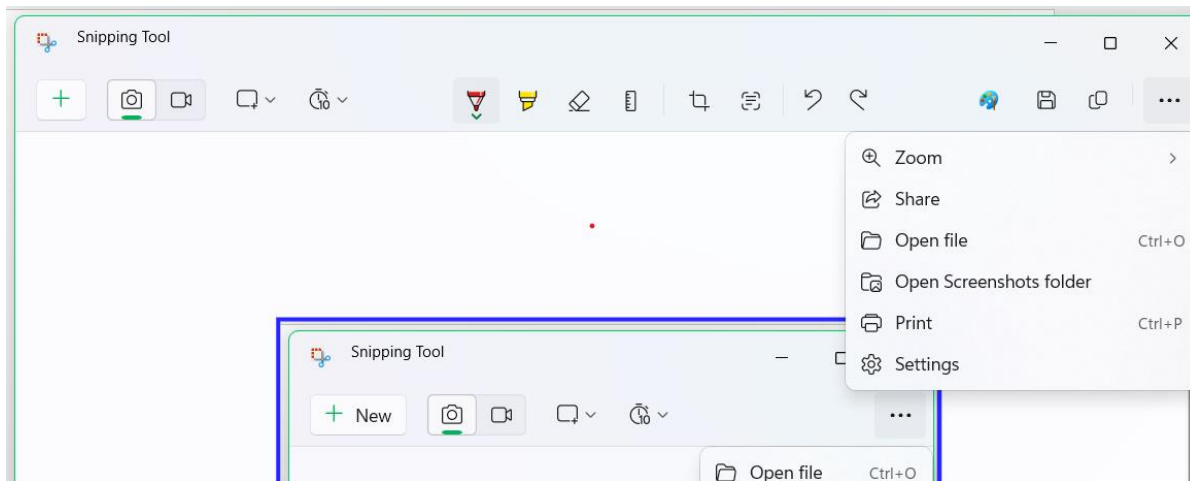
An excellent screen capture program included in Windows is the **Snipping Tool**.



The Snipping Tool is an “add on” app to Windows. Therefore, it has no Settings, from Windows Settings; it’s settings are only found within the app.

First figure out if you want a screen capture, video capture, Type of capture, or Timed capture. The Settings menu, under the 3-dot icon, can be used to edit different options, such as adding a border.

With all the icons in the Snipping Tool, just over each on to get its name.



Once your capture is made you can do some edits to it; like drawing tools, Text Action (copy or redact specific text) use the Paint app, save your capture as a \*.jpg file from the diskette icon in the tool bar and more under the More 3-dot icon.

Don't forget the screen captures go into Windows clipboard. Windows does keep a history of clipboard entries called, **Clipboard History**. To view your clipboard history, click **Windows key + V**. It may need to be enabled in Settings if it does not launch.

In the Snipping Tool Settings, you can enable the Print Screen button to automatically launch the screen capture action.

Here's a link to what's new in the Snipping Tool for Version 23H2.

<https://www.windowscentral.com/software-apps/windows-11/whats-new-with-snipping-tool-on-windows-11-september-2023-update>

## Adding Text to a Snipping Tool screenshot

- 1) Launch *Snipping Tool* and make your capture or open an existing file.
- 2) Select *Paint*, then OK
- 3) *Paint* now opens with your screen capture
- 4) In the *Paint*'s Home tab, select the Text "A" tool button.
- 5) Set the font and text parameters before typing your text
- 6) Type in your text.
- 7) Select *File > Save As*:
  - a. Select a file type, such as JPEG Picture.
  - b. Select a Folder on your computer where you wish to save it and type in a good file name
  - c. Click OK, then Exit the Paint program (*File > Exit*)

## Full Website Capture using your browser

### **Edge browser:**

- Select the 3-dot Settings button (top right-hand corner)
- Select Web Capture; then select Capture Full Page
- After a few seconds, you can Save your capture or draw on it first.
- Select Save, to display the capture in the Photo's app, where cropping is available; saved a \*.jpeg file
- Select ●●● > Copy, to copy to the Clipboard

### **Chrome browser:**





You need to add a Screen Capture extension or go into the Developer Tools. Too complex for this class.  
I would use Edge to go to your website to capture.

### **Firefox browser:**

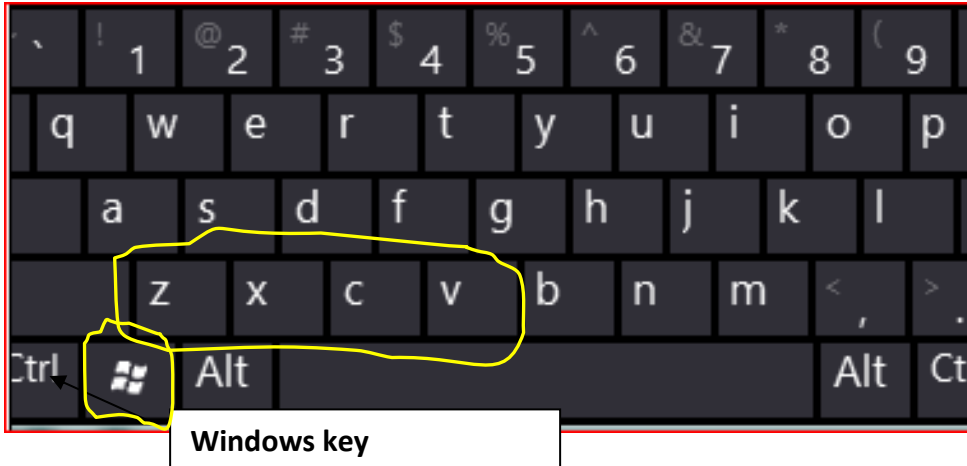
- Right-click on your webpage
- Select Take Screenshot
- Then choose Save Full Page.

## Keyboard Shortcuts

### Useful shortcuts:

-  = Open/Close the **Start Menu**.
-  + E = open **Windows Explorer**
-  + I = open a **Windows Settings**
-  + S = open **Search**

Windows Key



- Ctrl + Z** = Undo,
- Ctrl + X** = Cut to clipboard
- Ctrl + C** = Copy to clipboard
- Ctrl + V** = Paste from clipboard
- Win + V** = Clipboard History
- Alt+Tab** = toggles between open windows
- Alt+F4** = Close an active window or Power Down dialog box

### Zoom In (+) or Out (-)

- Win + Plus key (+) Opens Magnifier
- Win + Plus key (+ to zoom in)
- Win + Negative key (- to zoom out)
- Win + Esc Closes Magnifier

## Move a Window using the Keyboard

If you have a window that you can't move with your mouse, try using the keyboard arrow keys. Here's how to do it.

- 1) Make sure the window you want to move is "active", so just click on it.
- 2) Select **Alt+Spacebar** (this drops down a dialog box)
- 3) Use the **Down-arrow** to get to "**Move**", then select **Enter**
- 4) Use the **Up/Down arrows** to move the window.
- 5) When done, just click outside the window

## Minimize all windows except your current one

With your current window selected, click the **Win+Home** keys.

## Maximize a window "vertically" without making it wider

It can be difficult to raise a window to enlarge it, without maximizing it, so select **Win+Shift+UpArrow**.

## Start Menu tips

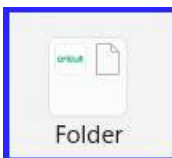
### Group similar apps into one folder

Here's how to do it:

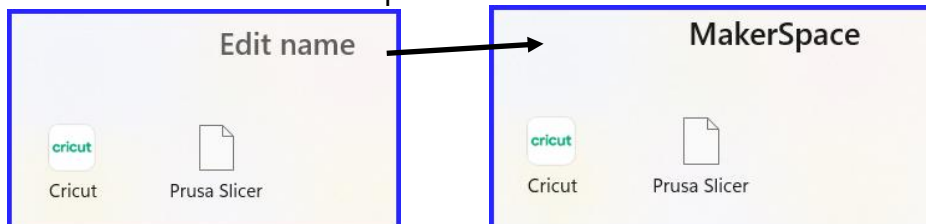
- 1) In Start, choose two apps that you want to put in a folder. In this example we're wish to have *Prusa Slicer* and *Cricut* to in one "MakerSpace" folder.



- 2) Begin by selecting and holding the cursor on one of the apps.
- 3) Now drag it "slowly" over the other app. Once it's over the other app, let go of the mouse button. This joins the two apps into one "Folder".



- 4) Rename the new Folder: open the folder and click on *Edit name*.



### Foler app Tips:

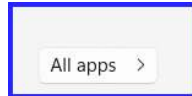
- To launch an app in a folder; click on the folder to open it and then select the app.
- To add more apps to the folder; just drag an app over the folder.
- To remove an app from a folder, just drag out of the folder.

## List all apps; alphabetically

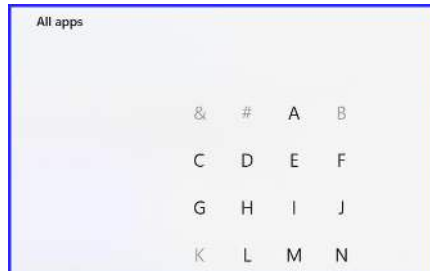
This tip will allow you access to the alphabetically listed Apps in the Start menu, without scrolling up and down. Here's how this tip works:

Let's say you want to open Malwarebytes app.

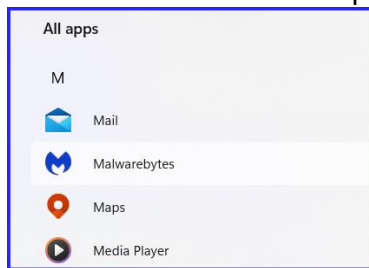
- 1) In the Start menu, click on the **All apps >** button



- 2) This will automatically open a complete alphabet list of apps. Select any letter of the alphabet. The closest letter will do fine. Letters that are grayed out don't have any apps.)



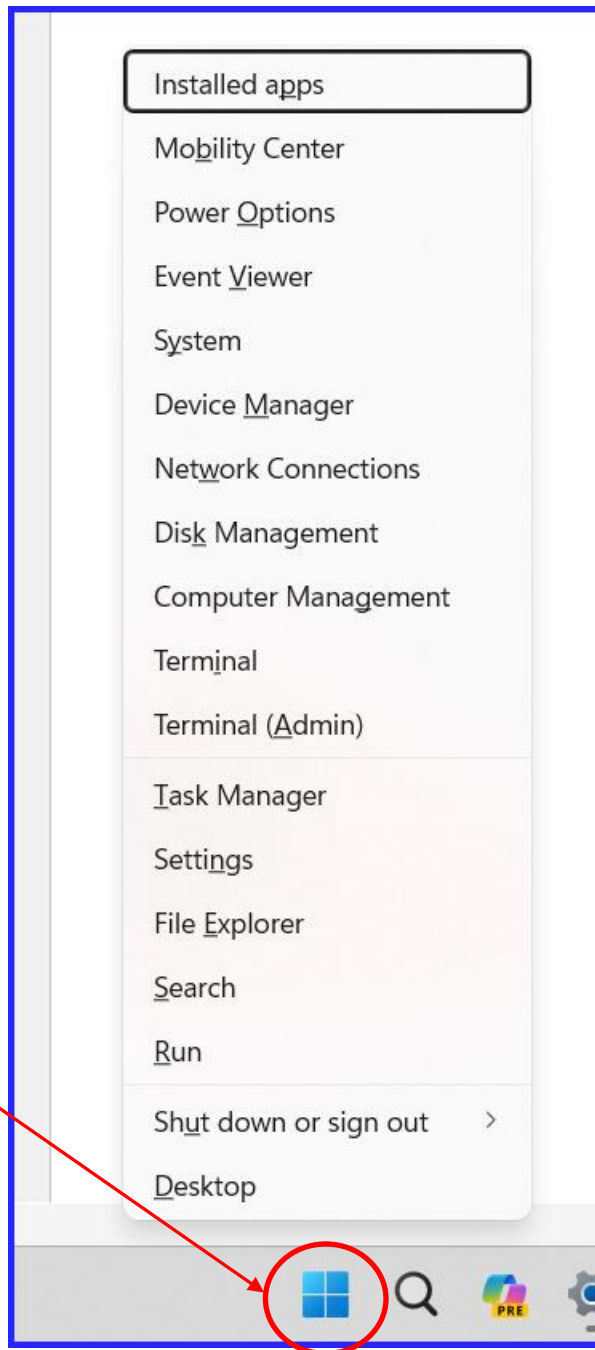
- 3) Click on the letter **M** to display the apps that begin with the letter M, such as **Malwarebytes**.



## Other Start tips:

- **Control layout** Go to **Settings > Personalization > Start**
- **Right-click on open area in Start** quick link to the Start Settings
- **Rename a Start menu app** name; right-click on it and select Open file Location. This takes you to the Start app listings in File Manager. Here you can "rename" the shortcut as it appears in Start. Note that this has no affect the workings of the App; only its name.
- **Add shortcuts:** If you want to add a shortcut to one of your own folders to the Start menu, find it in a File Explorer window, right-click it and select **Pin to Start**. (This only works on the folders found on the lefts side of File Explorer.)

## Quick Link menu (Right-Click Windows icon)



Easy way to get to a great set of Tools that some of you may have used in previous versions of Windows

To display this menu list: Right-click on the Start button.

## Start Menu - Remove Items

Open the Start menu:

- 1) Remove from Start but keep app: Right-click on program
  - a. Select Unpin from Start
- 2) Delete a program; Right-click on program
  - a. Select Uninstall – to remove the app or its Uninstall window opens
  - b. When completed, check to see if it's still in the Start menu
- 3) If an uninstalled program is still listed in Start:  
(Uninstall does not always remove all the program files)
  - a. Right click on the program
  - b. Select: Open File Location (File Explorer open to that program's shortcut name)
  - c. Delete the "folder" that contains any remnants of the program
  - d. When completed, check to see if it's still in the Start menu
  - e. If it's still there, try restarting the computer.

## Start Menu - Pin a [Chrome](#) website Shortcut to Start:

- 1) Launch the Chrome browser and go to the website you want to add to Start
- 2) Click the 3-dots icon, select More Tools > Create Shortcut option
- 3) Keep the name, or rename it here, then click the Create button
- 4) A pop-up notification window may open to ask if you want the shortcut in the Taskbar. Answer yes if you wish it. Otherwise just select No, thanks.
- 5) On your Desktop will be the shortcut. Right-click on the and select Pin to Start.
- 6) You can rename your shortcut in Start by right-clicking on it and select Open file location. Rename it there.
- 7) To remove the shortcut from Start; right-clicking on it and select Open file location. From there delete the shortcut.

## Start Menu - Pin an [Edge](#) website Shortcut to Start:

- 1) Launch the Edge browser and go to the website you want to add to Start
- 2) Click the 3-dots icon, select More Tools > Pin to Start option
- 3) To remove the shortcut from Start; right-clicking on it and select Unpin from Start.

## Start Menu - Pin a [Firefox](#) website Shortcut to Start:

Note that I can't find a way to "Pin" a Firefox website easily to the Start menu. (There may be ways that you know of; please let me know. Thanks; Dan)



## Backup

### Learn more from Microsoft Support

Recovery options for Windows 11, 10 and 8.1:

<https://support.microsoft.com/en-us/help/12415/windows-10-recovery-options>

### A Backup “app” in Windows 11 version 23H2

The **Windows Backup app** is available through the Start menu, and it allows you to configure a backup for your files, settings, credentials, and apps to your OneDrive account. Although the app is new, users have been able to access these features from the "Windows Backup" page in the Settings app for a long time. It's a good description of the procedure for those who use it though.

<https://www.windowcentral.com/software-apps/windows-11/how-to-get-started-with-the-windows-backup-app-on-windows-11-september-2023-update>

### “Make a plan” for backing up individual files and the Windows OS itself:

Your Individual data Files:

- *Manually drag files* to USB drive (size depends on number/size of files)
- *Manually drag files* to a cloud service (such as Microsoft's own OneDrive)
- Use *Windows File History* feature (see below for details)

The whole Windows Operator System with all C: drive files:

- Backup Windows C: drive image with *Create Recovery Drive* to a USB drive (> 8Gb)
- Reinstall Windows OS using the *Media Creation Tools* from a USB drive (> 8Gb)
- Use 3<sup>rd</sup> party disk imaging software (i.e.: Veeam)

### File History (from Microsoft)

What is File History? Do you really need it?

- It's an easy way to back up your working files and folders.
- It's not a “Windows” system image backup though, it's only for your working files.
- It allows you to recover files you might have accidentally deleted
- To use it, you'll need an external hard drive or a large capacity USB flash drive. You can set it up to use a network location too. File History will back up Favorites, Contacts, Desktop ....

You do need to enable and setup File History prior to using it;

- 1) Open Settings > Update & Security > Backup > File History
- 2) Turn On automatically backup my files
- 3) Select More options
- 4) From here you need to enable an external drive, select what folders you want to backup and select how frequently. (You must keep this external drive plugged in to allow File History to backup files. If this gets complex, follow the tutorial link below.

A full tutorial on using File History: [How to Set Up and Use File History on Windows 11 \(makeuseof.com\)](https://www.makeuseof.com/how-to-set-up-and-use-file-history-on-windows-11/)

### Fix Problems and Recovery options within Settings:

These recovery options may not be what you need; so, read them carefully. You may even want to do an internet search on some that you don't fully understand. **Settings > System > Recovery**

## “Create Recovery Drive” - Window’s own program to troubleshoot itself

This creates a bootable USB drive that give troubleshooting tools or reinstall Windows if it comes to that.

- 1) Open Start menu and type: *Create a Recovery drive*; select **Create a recovery drive**.
- 2) Ensure the “Backup system files” is checked. Then, select Next - then wait...
- 3) Select the drive that has your USB flash memory stick. (Size needs to be greater than 8 GB)
- 4) Select Create. This takes about an hour to finish. When finished. Remove and label your USB stick.

Instructions for Creating a Recovery Drive - click this link:

<https://support.microsoft.com/en-us/windows/create-a-recovery-drive-abb4691b-5324-6d4a-8766-73fab304c246>

## “Media Creation Tool” – a tool to reinstall Windows

It is recommended to download a new Media Creation Tool program, from the Microsoft website, a few weeks after a new Windows major release comes out.

(This gives Microsoft time for any fixes needed in the new version.)

This “tool” is an executable file that you will download from Microsoft. When it’s executed, it’ll write files to a USB drive that you can use in the future, when you need to reinstall Windows.

### **Download the Media Creation Tool:**

(**Note:** Make sure to turn off “Ransomware protection’s Controller folder access” option in Windows Security > Virus & Threat protection, prior to running the Media Creation Tool.)

To download the “Create Windows 10 Installation Media”. Go to this website and select the **“Download Tool Now”** button. <https://www.microsoft.com/en-us/software-download/windows11>

It will download a “MediaCreationToolxxxx.exe” (xxxx = current version of Windows) to your Downloads folder on your hard disk. While it’s downloading, make sure you have a USB flash disk with a size of at least 30 GB, inserted. When it’s running, it’ll over right what you have on that USB drive, so there’s no need to format it.

When it’s finished downloading, run the file. In the “What do you want to do? Window; select the Create installation media option. Select the “Create installation media (USB...) option and then Next. When it’s finished (45 minutes), safely remove your USB drive and label it.

### **“Reloading Windows using the Media Creation Tool” (only if needed!):**

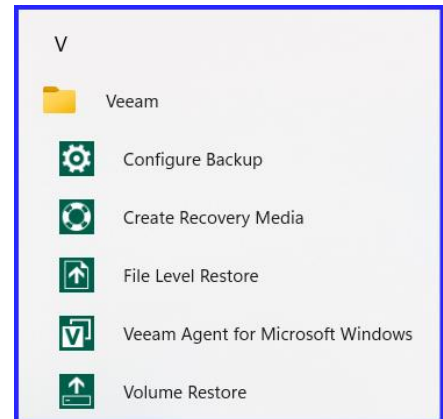
1. Insert your USB drive created by Media Creation Tool into your computer.
2. Restart the computer, it should boot from the USB drive.
3. (If your computer does not boot from a USB drive you may need to hit F2 or F12 when the PC starts up. Check your manufacturer for details.)
4. Once the USB software runs, you will be prompted with choices: (follow the prompts.)
  - o **Upgrade:** Install Windows and keep files, settings and applications. This option should work for most users and should save most personal files. If you attempt this and run into errors, we suggest the next option.
  - o **Custom:** Install Windows only (advanced) This option allows you to determine the location where you want to install Windows. Using this option will erase all personal data.
5. **When finished**, remove and label your USB stick.

## “Veeam” – A free easy complete Backup/Restore program

### **To obtain the Veeam free software, go to:**

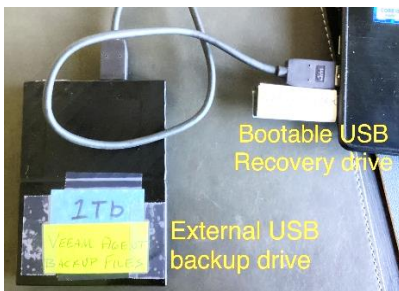
At this website, scroll down until you see the “Veeam Agent for Microsoft Windows Free”. Select **Download Now**. <https://www.veeam.com/downloads.html?hvt=free&ad=menu-products>

- 1.) Download the zip file – it defaults to Windows’s Download folder. (I moved it to a personal folder on my C: drive.)
- 2.) Unzip the zip file. It will ask you to make a “Recovery USB media”. Do it now or later. Use Create Recovery Media before using your first Configure Backup.
- 3.) After the unzip, here’s what’s on the **Start** menu:



### **Backup C: Drive using Veeam:**

- The option: “**Create Recovery Media**”, automatically ran upon unzipping the installation file.  
**Plug in a USB drive.** (A “Recovery” disk is made bootable, in case of an emergency restore.)
- For your very 1’st backup: Select **Configure Backup**



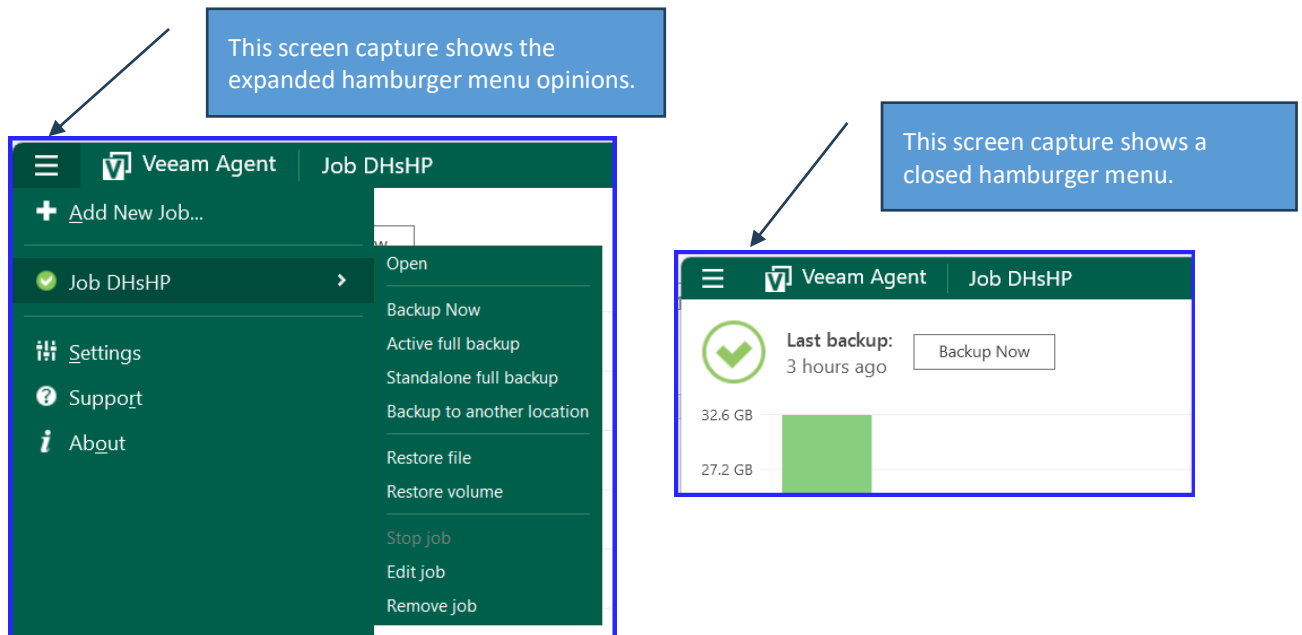
- i. **Plug in an External USB** Hard drive (I use an external USB harddrive.)
- ii. Name of backup = This will be your “Job” name in Veeam. The name won’t change, but a timestamp will be appended to it with each consecutive backup.
- iii. Backup mode = Select “Entire Computer” but not the External USB drive.
- iv. Destination = Local storage is my selection since the External USB drive is local.
- v. Local Storage = Select your storage media; for me it’s the External USB drive.
- vi. Schedule = I deselected “Daily” since I don’t know when my next backup will be. All the checkboxes were deselected. (I usually backup every 6 months or so.)
- vii. Summary = Review the entries in the Summary window. It describes your selections from the previous steps. It’s a good review to make sure your backup will be as you expected.

Then click the  **Run the job when I click Finish** checkbox; unless you want to run the backup later; but do it now!. Click **Finish**

- The backup will now begin since you checked the “Run the job when I click Finish checkbox”.
- On your external backup drive, a **VeeamBackup** folder will automatically be created. Below that will be a folder with your Named backup in the following format: **Job <computer name>**. Within that job name folder are the two backup files. (These two files are needed for a restore operation.)

For subsequent backups, select **Veeam Agent for Microsoft Windows**

- Recommend to create a new Recovery Media USB especially if Veeam has updated.
- Select **Backup Now** (It immediately starts backing up using parameters from your 1'st backup)



### **Restore C: Drive using Veeam:** -

Using your USB Recovery disk and your external harddrive (with the backup file)

- 1) Insert both, your USB Recovery USB disk and your External drive.
- 2) Reboot (or power up) your computer
- 3) The 1'st screen is the Veeam Recovery Media window; click on "**Bare Metal Recovery**" (weird name!)
- 4) Backup Location = click on **Local Storage** (I have the External drive connected directly; hence "local")
- 5) Restore Point = click on the latest one (There may be more options as you backup more often)
- 6) Restore Mode = Click **Entire Computer**, since the entire C: drive is being restored from an entire C: drive backup file. (That's what I did anyway. Your options may be different.)
- 7) Summary = Look at the list in the Summary window. It should make sense to you.
- 8) Progress = Just an interesting dynamic display of the restore process. It will say Finished when done.
- 9) **Reboot your computer**; it should be at the state of the restore point. (I recommend leaving the computer sit for an hour, with it hooked up to the internet. That way Windows updates can come in and file structures have time to resync if they need to. Other updates will come in in the next few days. That's normal. **Congratulations.....**

# Security

## Malware Detection & Removal

### Tips to prevent Malware / Viruses

- Practice “Safe Surfing”. Don’t go to sites that you know you should not go.
- Don’t click on links that are suspicious, only trusted links.
- Take your time.
- Do not allow anyone to “Remote Connect” to your computer unless you started the conversation or a service that you trust.
- Keep your software up to date. Frequent updates are a good thing.
- Don't click on an email that comes from UPS or FEDEX, almost always a malware link. You can always call UPS or FedEx to determine if you really have a package.

**Anti-Virus/Malware Software** protects against Viruses that infect your computer.

- Free and very good and it’s on your computer already: **Windows Security**
- **Bitdefender** is very good and offer a free option
- **Malwarebytes** has a free version with manual execution or a paid version that offers realtime monitoring. It also works in parallel with Windows Security
- Other Pay services are available. Do some research prior to purchasing these products.

How to detect Malware and Viruses

- 1) Run **Windows Security** full scan occasionally  
(Perform an “Microsoft Defender Offline Scan for tough malware removal.)
- 2) Run **Malwarebytes** weekly (Upgrade to Premium to get “real-time” protection- \$30 per year)  
(May need to boot into Safe Mode first to remove Malware.)

### Other Microsoft malware removal tools:

Microsoft also offers two other virus removal tools:

- 1) Microsoft Safety Scanner  
[Microsoft Safety Scanner Download - Windows security | Microsoft Docs](#)
- 2) Windows Malicious Software Removal tool (MSRT)  
[Download Windows Malicious Software Removal Tool 64-bit from Official Microsoft Download Center](#)

If you are using Windows Security from Windows 10/11 then you don’t need to use these two other tools. They are available for folks that don’t use Windows Security. In fact, Windows Security is more advanced than these two. It uses “Cloud based protection” and “Automatic Sampling” for current threats.

### Internet Browsers – anti-malware extensions

- Many folks add “extensions” to their browser to make it more secure.
- By default, these two are more secure browsers: like **Firefox** or more secure yet **DuckDuckGo**.
- Chrome and Edge do not automatically stop Trackers or check for malware.
- I would recommend: Malwarebytes Browser Guard and DuckDuckGo Privacy Essentials.
- Some people recommend using an Ad Blocker extension in your browser (This helps prevent you from clicking on something you really don’t need, and it may be a link that launches malware.)

## Run a “Full Scan” using Windows Security (Defender)

Every couple of months, run a “**Full scan**” instead of the standard Quick Scan.

- 1- Open Windows Security from Settings > Privacy & Security
- 2- Select Virus & Threat Protection
- 3- Select Scan Options
- 4- Select Full Scan, then the Scan now button. (It scans every single file on your computer!)

## Glossary of Terms (security and computer):

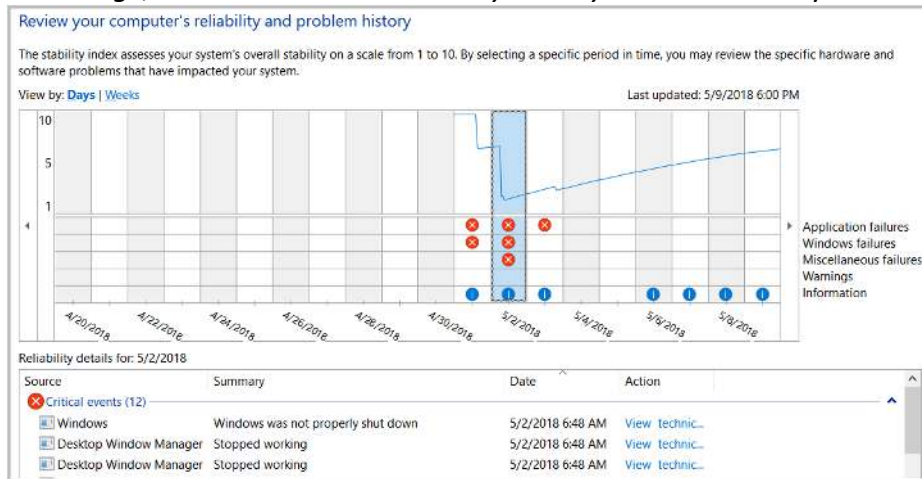
- **Viruses** have the ability to damage or destroy files on a computer system and are spread by sharing an already infected removable media, opening malicious email attachments, and visiting malicious web pages.
- **Worms** are a type of virus that self-propagates from computer to computer. Its functionality is to use all of your computer's resources, which can cause your computer to stop responding.
- **Trojan Horses** are computer programs that are hiding a virus or a potentially damaging program. It is not uncommon that free software contains a Trojan horse making a user think they are using legitimate software, instead the program is performing malicious actions on your computer.
- **Malicious data files** are non-executable files—such as a Microsoft Word document, an Adobe PDF, a ZIP file, or an image file—that exploits weaknesses in the software program used to open it. Attackers frequently use malicious data files to install malware on a victim's system, commonly distributing the files via email, social media, and websites.
- **Ransomware** will take over your computer and others on the network and will encrypt every file making them impossible to open, unless you pay the ransom amount.

This website contains more security terms of interest:

<https://www.microsoft.com/en-us/wdsi/help/antimalware-security-glossary>

## Reliability Monitor for system's performance

In Settings, search for “View Reliability History”. The Reliability Monitor window opens.



A “**red X**” icon is not good. In this case, the group of red Xs happened when Windows went through the April 2018 Update. The **Yellow ! warning triangle** icon (non in the above screen capture) would indicate a Warning. The **Blue !** icons represent Information events.

Click any icon type to see information in the “Details” table.

This Reliability Monitor window will be helpful if you wish to see if anything needs to be checked out or if you are having problems and may not know it.

Do a Google search on anything of interest.



## Troubleshooting

### Bootup Options: Safe Mode, Restore Point, UEFI (BIOS)

- If Windows is running, you can hold *Shift* key then select *Start > Power > Restart*
  - Select: Troubleshoot > Advanced Options > Select what you want to do:
  - UEFI Firmware Settings (previously known as BIOS Settings)
  - Startup Settings (this takes you to the **Safe Mode** options)
  - System Restore (allows you to select different Restore Points)
- If Windows does not launch, you may be able to get to the Troubleshoot screen just by powering up

### Windows Troubleshoot Settings

There are some pretty good troubleshooting tools that are built into Windows. Give them a try if your having difficulty with your computer system.

To locate the Troubleshooter: **Settings > System > Troubleshoot**

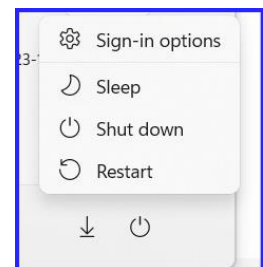
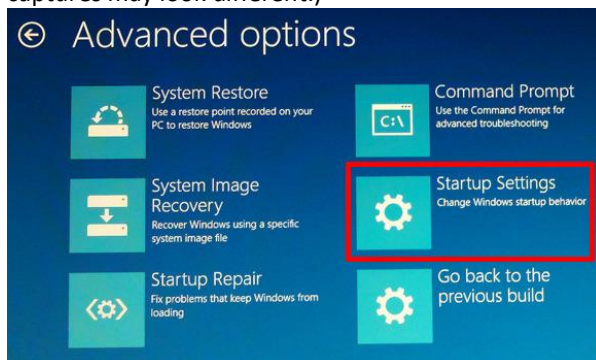
### Safe Mode – What is it? Why use it?

Safe Mode is a basic state of Windows where a limited set of files and drivers are used. It's used when troubleshooting Windows. If the problem doesn't happen in Safe Mode, you'll know the default settings and basic device drivers aren't causing the issue.

Launch **Save Mode** when **Window is running**; select **Shift+Restart** power button:

- 1) Click or tap the **Windows** button, then select the **Power** button.
- 2) Hold down the **Shift** key while selecting the **Restart** option.
- 3) In the resulting full-screen menu, select **Troubleshoot > Advanced** (May need to click on the "See more recovery options" link) **Settings**.

(captures may look different.)



**options >**  
**Startup**  
(Screen

- 4) In the **Startup Settings** screen, tap the **Restart** button.  
The PC will reboot and bring you to a **Startup Settings** screen.
- 5) Use the number keys on your keyboard to select **Enable Safe Mode** or other options.
- 6) Log into Windows. (You now should be in **Safe Mode**; as stated in the top left corner.)  
When finished doing what you wanted to do in **Save Mode**; exit **Safe Mode** by restarting your computer.

### Launch Safe Mode from the [Settings](#) screen

(Assuming you can get to the Settings window)

- 1) Launch the **Settings** menu
- 2) Select **System > Recovery**
- 3) Under **Advanced startup**, select the **Restart Now** button
- 4) After the PC restarts to the **Choose an option** screen, select **Troubleshoot > Advanced Options > Startup Settings > Restart**
- 5) After the PC restarts, you'll see a list of options. Select the number for **Enable Safe Mode** or some other option you wish. You will then be in Safe Mode.

If a BitLocker key needed,  
follow the instructions

### Launch Safe Mode from the [Sign-In](#) screen:

- 1) At the Sign into Windows screen, hold the Shift key down while you select the Power icon and while selecting Restart.
- 2) After the PC restarts to the **Choose an option** screen, select **Troubleshoot > Advanced Options > Startup Settings > Restart**
- 3) After the PC restarts, you'll see a list of options. Select the number for **Enable Safe Mode** or some other option you wish. You will then be in Safe Mode.

If a BitLocker key needed,  
follow the instructions

### If you can't get to Windows after restarting from Safe Mode!

Don't worry, here's how to boot into normal Windows when in Safe Mode:

- 1) Right-click on Start > select Task Manager
- 2) Select the Run New Task button on top of screen
- 3) Select the Boot tab to display its contents
- 4) Uncheck the Safe Boot option (This disables the Safe Mode from booting up again.)
- 5) Restart your computer. It should go to normal Windows.



## Launch Safe Mode from the “blank” Windows screen:

This method has you use the computer’s power button (or unplug it) 3 or 4 times.  
(I found this information surfing the internet; so, it may or may not work)

- 1) Hold down the power button for 10 seconds to turn off your computer.
- 2) **Press the power button again to turn on your computer.**
- 3) At the first sign that Windows has started (for example, some devices show the manufacturer’s logo when restarting) hold down the power button for 10 seconds to turn off your computer.
- 4) **Press the power button again to turn on your computer.**
- 5) At the first sign that Windows has started (for example, some devices show the manufacturer’s logo when restarting) hold down the power button for 10 seconds to turn off your computer.
- 6) **Press the power button again to turn on your computer.**
- 7) Allow the device to fully restart this time. It will display the “**Recovery**” window. (If not redo the previous steps again.)
- 8) After the PC restarts to the **Choose an option** screen, select **Troubleshoot > Advanced Options >** (may need to click “See more recovery options) **> Startup Settings > Restart**
- 9) After the PC restarts, you’ll see a list of options. Select the number for **Enable Safe Mode** or some other option you wish. You will then be in Safe Mode.

### **About** the automatic **Safe Mode** above, when standard Windows and normal **boot up is failing**:

If Windows fails to normally boot three times, the fourth time it enters by default in an Automatic Repair mode. Using this mode, you can boot into Safe Mode. To trigger the Automatic Repair mode, you must interrupt the normal boot process three consecutive times: use the reset or the power button on your Windows PC to stop it during boot, before it finishes loading Windows. If you use the power button, you might have to keep it pressed for at least 4 seconds to force the power off. When your Windows 10 PC enters the Automatic Repair mode, the first thing you see is a screen that tells you that the operating system is “Preparing Automatic Repair.”

## Frozen Display or App?

If your Windows PC Display is frozen, try these tricks:

- ➔ Select Windows key + R, then type in *explorer.exe*, OK. This relaunches File Explorer and may help. Or try *Ctrl+Shift+Esc*; this opens Task Manager; then click Run new Task.
- ➔ If you can't shut down Windows, try holding the Power button for several seconds.

If your Apps are frozen, try these tricks:

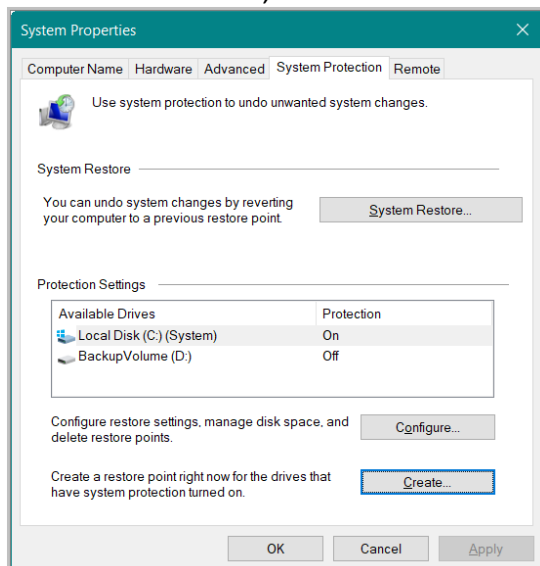
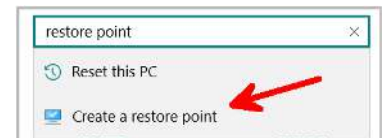
- ➔ Alt + Tab to switch to another program
- ➔ Alt+Spacebar and then C for Close
- ➔ Ctrl + Shift + Esc to launch Task Manager; right-click the frozen App; select End Task

## Restore Points (System files backup procedure)

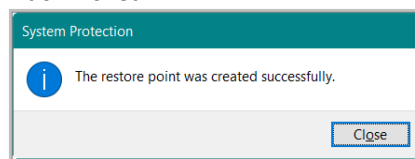
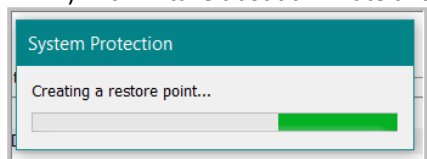
The System Restore Point, allows you to take your PC back to a point in time where everything correctly worked if there are problems due to a recently installed update, driver, or app.

Typically, the operating system will create a new restore point before changes are made to your computer, and you can also [create restore points manually](#). Follow these steps to manually create a Restore Point.

- 1) Open **Settings**.
- 2) In the “*Find a setting*” search box, type in **Restore Point**.
- 3) Select: **Create a restore point**
  - a. Make sure the *Local Drive* is “*On*” in the *Protection Settings*.
  - b. Then, click the **Create** button. Follow the prompts.



- 4) It will take about a minute and then it's finished.



If you need to restore Windows to one of these Restore Points, you will select the System Restore button and follow the prompts.

## Windows suddenly starts “Talking”

You're not sure why but for some reason Windows 10 has suddenly started announcing everything you touch via voice. You start typing and the voice reads every character you type aloud. The user experience couldn't be more annoying.

What happened is that you probably by clicking **CTRL + Windows Key + Enter**, you launched Narrator, a feature which reads text on the screen aloud so that visually-impaired users can navigate more easily.

To turn Narrator off, you can either hit the keyboard combination again or open the Narrator Settings app that appears on your taskbar and click Exit. To stop accidental launches permanently, open Settings > Ease of Access > Narrator. Make sure “Use Narrator” is off.

## WiFi home network troubleshooting

Home WiFi networks sometimes seem very complex, but a necessity for normal life.

In most cases; try unplugging the router, wait a couple minutes, plug it back in; now wait a few minutes for all your wireless devices come back online.

Here are two an articles to assist you in troubleshooting your home WiFi system.

- 1) [Connected to Wi-Fi, but No Internet Access in Windows? What to Do \(makeuseof.com\)](https://www.makeuseof.com/connected-to-wi-fi-but-no-internet-access-in-windows-what-to-do/)
- 2) <https://support.microsoft.com/en-us/windows/fix-wi-fi-connection-issues-in-windows-9424a1f7-6a3b-65a6-4d78-7f07eee84d2c>

## Using the System File Checker (to fix Windows OS files)

“**Sfc /scannow**” is a command of System File Checker, a utility built in the Windows operating systems. System File Checker scans critical system files and verify their versions. If this utility finds any files that has the wrong versions, it replaces them with the correct, verified ones.

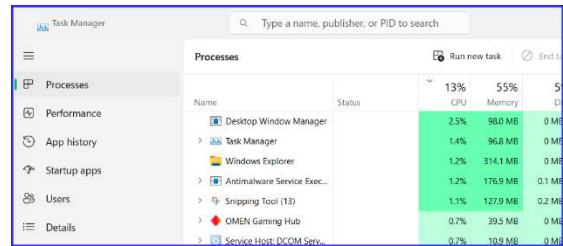
Check your Windows system files with this Command prompt sequence.

- 1) Right-click on Windows Start icon to open the extra Windows options list
- 2) Click on **Terminal (Admin)** [In Windows 10, select Windows PowerShell (Admin)]
- 3) Type in: **SFC /SCANNOW** Then hit the **Enter** button.
  - a. The scan can take a few minutes.
  - b. It will now scan and verify and attempt to replace damaged system files.
- 4) The results may say “**it found corrupt files**” which is common in Windows. Hopefully, it also states that “**it successfully repaired them**”.
- 5) Type EXIT to close the terminal window.

## Task Manager

The tool known as **Task Manager** is used to see what's going on inside Windows; such as the apps, programs, and services running on your computer.

It can be daunting to look at, but we'll break down the three reasons to use the Task Manager.



Name	Status	CPU	Memory	Disk I/O
Desktop Window Manager		2.5%	98.0 MB	0 MB/s
Task Manager		1.4%	96.8 MB	0 MB/s
Windows Explorer		1.2%	314.1 MB	0 MB/s
Antimalware Service Exec...		1.2%	176.9 MB	0.1 MB/s
Snipping Tool (13)		1.1%	127.9 MB	0.2 MB/s
OMEN Gaming Hub		0.7%	39.5 MB	0 MB/s
Service Host: DCOM Serv...		0.7%	10.9 MB	0 MB/s

Launch **Task Manager** options:

(If it opens in a simple window, select "More Details" link.)

- 1) Rt-click on the Taskbar
- 2) Select Win+X > Select Task Manager

Three reasons to know the Task Manager

- 1) Click **Processes** – **see what apps are taking up your CPU time.**
  - You can see how busy your computer is under the CPU column.  
(If it's at 100% you may have a program hogging your whole computer - not good!)
  - You can shutdown (known as End Task) by rt-click on the program.  
(Here you can shut down a program that's misbehaving.)
- 2) Click **Performance** - **See some cool graphs on your computer performance**
- 3) Click **Startup apps** - **You can control what launches on Startup.**  
(Disable apps you don't need to run at startup.)

Here's a detailed guide to Windows 11 Task Manager

<https://helpdeskgeek.com/windows-11/windows-11-task-manager-in-depth-guide-and-overview/>

## “Old” Computer? - To Do List

### Things you should do if selling or donating your old computer:

- a. Save your files to an external hard disk or USB drives
- b. Remove device from your Microsoft Account.  
*Settings > Accounts > Email & Accounts > on the bottom, click on Microsoft account line, then select Manage; This opens your Account website; locate your Device*
- c. “Reset” the pc (this removes all your user files) *Settings > System > Recovery > Reset this PC*

### This website has all the details when gifting your old computer:

<https://support.microsoft.com/en-us/help/10547/microsoft-account-selling-gifting-windows-10-device-xbox-one>

### Here are some places in Missoula, MT that provide computer electronic recycling services:

1. [GreenTek Solutions LLC<sup>1</sup>](#)
2. [ZERO by FIFTY Missoula<sup>2</sup>](#)
3. [Yellowstone E-waste Solutions \(YES\)<sup>3</sup>](#)
4. [uBreakiFix® by Asurion and Asurion Tech Repair & Solutions™](#)
- 5.

Check Staples for recycling printer ink and other electronic devices

## “New” Computer? – To do List

### 1) Update Windows

Many new computers are usually not at the latest Windows version. Let Windows perform its update and any security updates as well. Leave it alone until all is completed.

### 2) Uninstall unwanted programs

Many new computers are loaded with 3<sup>rd</sup> party software or “free trial” software. *You may want to* uninstall the ones you don’t use.

### 3) Run a Quick Scan using Windows Security (Windows’ own antivirus program)

*Settings > Privacy & Security > Windows Security > Virus & Threat Protection > Quick Scan*

Later you should do a “Full Scan” to have it look at every file in you PC.

### 4) Verify your Local computer and Microsoft accounts.

*Settings > Accounts > Sign-in Options*

Your “local” login account will get you into Windows each time you start your computer.

Your Microsoft Account Login should be a complex/unused password, since it’s used by many online Microsoft’s programs, such as Microsoft Store, OneDrive, Office and others.

### 5) Unhide File Extensions and Hidden Files (only if you want to see these)

Open File Explorer > Select the View tab > Show > check the boxes for File name & Hidden items

### 6) Internet browser options

Use Microsoft’s Edge or download your favorite 3<sup>rd</sup> party browser, such as Chrome or Firefox... If you’re not planning on using Edge; change the Default App “Web Browser” to your favorite browser

*Settings > Apps > Default Apps (Search for Edge and then select your preference browser)*

### 7) Backup strategy options

You really need to have a backup strategy. Here is a website that explains many backup options.

<https://www.windowscentral.com/software-apps/windows-11/how-to-get-started-with-the-windows-backup-app-on-windows-11-september-2023-update>

Use an external harddrive for your Windows backup

### 8) Check your Privacy settings

*Settings > Privacy & Security*

(Select Windows Permissions and App Permissions. Edit or verify the settings are what you want.)

### 9) Cloud storage options

Microsoft’s OneDrive is easy since it’s available right from File Explorer, but you do need to use your Microsoft Account login. Of course, other clouds work such as: Dropbox, Google Drive or even iCloud.

### 10) Turn on “System Protection” (formerly known as System Restore)

Open Settings, then search for **System Restore Point**. Select **Create a Restore Point**. When the window opens, select the tab: **System Protection**. Then in the Available Drives window, select your **C:** drive, then click the **Configure** button and select the **Turn on system protection** option

### 11) Review and clear any Notifications in the Action Center.

The Action Center is the little box in the lower right-hand corner of the Taskbar. As you use your computer there may be Notifications that pop up. Try to select an option that doesn’t show them again, or just OK it.

## Quick Tips from previous Windows User Group classes

### **Desktop:**

- Keep the desktop clean with only current project
- Create custom folders of the projects you are working on
- Use Shortcuts to files (This help if you accidently delete a desktop shortcut file)

### **Window sizes:**

- Drag window edges to resize the window
- *Snap* a window to the display edge
- Move a window with your keyboard (Alt+Spacebar on the window; select Move)

### **Start:**

- Navigate with the “alphabet letters” (You need to know the first letter of the App name.)
- *Tips* app (easy way to learn more about Microsoft Windows)
- Move groups around to create logical groups
- Rename a Group or app (*Open file location* – then rename highlighted shortcut)
- Pin to Start options (right-click on App in the App list)
- Pin a File Explorer “folder” to Start to add it to the Start menu

### **File Manager:**

- Reclaim disk space (Select Disk drive > *3-Dots* > *Cleanup*)
- View the file’s “extension” name – (*View* > *File name extensions*)

### **Settings:**

- Text size (*Settings* > *Accessibility* > *Text Size*)
- Cursor (*Mouse Pointer*) size and color ((*Settings* > *Accessibility* > *Mouse Pointer*)
- Control Notifications (*Settings* > *System* > *Notifications*)
- Clipboard History (*Settings* > *System* > *Clipboard*) View with *Win + V*, it clears out at reboot
- Locate the mouse pointer easily by tapping the *Ctrl* key – notice the “ping” rings:
  - 1) Go to: *All Settings* > *Devices* > *Mouse*
  - 2) Look for *Related settings* > *Additional mouse options* link
  - 3) A Mouse Properties window opens; select the Pointer Options tab
  - 4) Click the checkbox: [ ] *Show Location of pointer when I press the CTRL key* Select OK

### **Keyboard Shortcuts link; for Windows 10 & 11:**

[https://support.microsoft.com/en-us/windows/keyboard-shortcuts-in-windows-dcc61a57-8ff0-cffe-9796-cb9706c75eec#WindowsVersion=Windows\\_11](https://support.microsoft.com/en-us/windows/keyboard-shortcuts-in-windows-dcc61a57-8ff0-cffe-9796-cb9706c75eec#WindowsVersion=Windows_11)

### **Photos**

Blur or remove the background in pictures:

<https://theintelligence.com/29993/how-to-remove-and-blur-image-backgrounds-with-ai-on-windows/>

### **Tips from other User Group members:**

- RESTART. (Not shut down). I use it rather often. When things go a bit wonky-for example, it gets rid of glitches once in a while.
- I like that you can use the little box on the lower right to bring up the desktop anytime.
- Windows Key-Shift-S for screen snip... my favorite!

## Windows 10 Feature Tips:

### 1) Login:

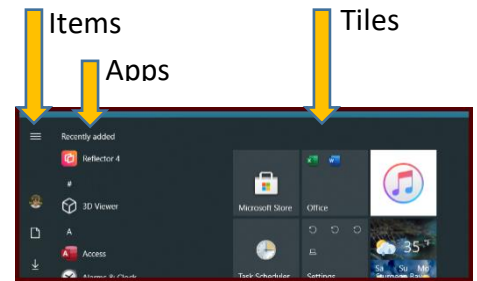
- Into your Windows computer. Use a simple password or Windows Hello (PIN #, camera, finger reader...)
- Into your full Microsoft account: (Used by other Microsoft tools, such as OneDrive, Office...)

### 2) Desktop layout:

- Desktop icons - apps, shortcuts, just about anything. **TIP:** Right-click on open area > View...
- Taskbar – Left = Start menu and your apps. Right = Notification area. **Tip:** drag to move taskbar to edges
- Start menu – Launch Options: (1) On Taskbar: left side Win icon (2) Tap the Win keyboard key

### 3) Start menu:

- Launch options: (1) Keyboard, press Win key; (2) Taskbar, click Win icon
- [Right] Tiles = Pin or unpin Tiles as you wish, tiles are just app shortcuts. Right click on Tiles to view options for that app
- [Center] Installed Apps = **Tip:** Right-click on app and select Pin to Start
- [Left] Windows 10 Items = Hover on item to auto-expand. Right-click on one to “Personalize the whole list”, with more or less items.



### 4) Taskbar:

- Left side = Apps from System, plus your apps that were “Pinned to Taskbar”
- Right side = Running apps & Notification icon / Settings
- Only a Single click needed to launch apps in Taskbar.
- To see App’s “Properties”, right-click to see app options and then right-click on app name
- To see options, right-click on open Taskbar area:
  - View multiple open Apps, select a “Show” option
  - To edit taskbar contents, select Taskbar Settings

### 5) File Explorer:

- File Explorer lets you access all files, data, folders and, if used, OneDrive (Microsoft’s cloud storage)
- Top side: Ribbon area: Here are a few usage tips:
  - View > Layout group = Select icon size options, Preview Pane (toggle on/off)
  - Home = Copy/Paste, Rename, and New folder are commonly used.
  - (?) = Help button found on top right-hand corner; go here to find help information on File Explorer
  - Search for a file = Searches in the highlighted folder. **Tip:** Select “This PC” to search in everything
- Left side is for folder navigation; Right side is usually the contents of what’s selected on left side
  - Quick Access = a location for your frequently used folders
  - Desktop = This top level’s Desktop is for your Account, your App Data plus Windows folders
  - This PC = Everything on “your” computer. **Tip:** This Desktop is for “your” Desktop apps

### 6) Settings:

- Launch steps: (1) Open Start menu, (2) In left column, click on the “Gear” icon.
- Search for anything you are interested in finding by using the “*Find a setting*” search field.
- Text size to small for you? Search for “*Text size*”; then select the option.
- Check for any Viruses? Go to: *Settings > Update & Security > Windows Security > Open Windows Security button > Virus & Threat Protection button > Quick Scan* (or select Scan Options for a “full scan”.)

### Tips & Websites for the Basics:

- **Mouse** tips: *Hover* = usually the name, *Left-click* = select, *Double left-click* = launch, *Right-click* = option menu
- **Start menu, Quick App find** tip: Click a letter in the App list; select the first letter of the app
- **Taskbar** tip: To add app shortcuts; right-click on the app in Start menu, and select More > Pin to Taskbar

<https://www.thewindowsclub.com/basic-windows-10-tips-tutorials-how-to-for-beginners>



## PC Repair Businesses in Missoula

(As of June 5, 2024)

(If anyone knows more about these businesses or others not listed, please email me. Dan)

Name	Phone	Address	Website / Notes
<b>Brians PC Repair</b>	406-381-2501	➔ Only does in-home service	<a href="http://www.brians-pcrepair.com">www.brians-pcrepair.com</a> Call for information Also supports <u>Apple</u> devices
<b>Computer Guys</b>	406-542-2800	1724 Fairview Ave	<a href="http://www.computerguysmt.com/">http://www.computerguysmt.com/</a> Also supports <u>Apple</u> devices
<b>TechWorks</b>	406-543-0181	Daniel Cernick; 401 West Broadway St.	<a href="http://www.techworksmt.com">www.techworksmt.com</a> Call for an appointment
<b>Missoula Local Tech Squad</b>	406-203-6973	➔ Only does in-home service	<a href="https://missoulalocaltechsquad.com">https://missoulalocaltechsquad.com</a> Call for information
<b>Best Buy's Geek Squad</b>	406-829-0409	2640 N Reserve St	<a href="https://www.bestbuy.com">https://www.bestbuy.com</a>