Tech 101 Computer Basics Workshop
Career Seeker Workbook
Welcome!

Remember the “good old days” (for you youngsters, 25+ years ago) when you could stop by an employer’s office/shop/factory and fill out an employment application. If you were qualified and the receptionist liked the way you looked, you might even get an interview within the hour. The dynamics have certainly changed; the computer is now the receptionist.

Computers, software, and the internet are now part of our way of life. Employers rely on the internet and online applications to locate qualified candidates for open positions.

If you need further practice in this digital world, then you are in the right place! This hands-on workshop utilizes computer hardware and software to navigate the internet searching for jobs and e-mail to correspond with potential employers.

Workshop Objectives:

Upon completion of this workshop you will be able to:

Day 1 – Tech 101

- Differentiate between hardware & software
- Use the mouse to open programs, minimize, maximize, & close the program
- Be familiar with Windows Desktop terminology
- Copy/Cut and paste text within/between documents and between programs
- Save a Word document on the Desktop
- Be familiar with common items found on an online form
- Use a browser to connect and explore the internet
- Review the components of an e-mail account
- Know the difference between cc & bcc
- Send a reply to an e-mail
- Attach a file to an e-mail message
Cell Phones: Please turn them off or to silent during the session.

E-mail Requirement: You MUST have an e-mail account before the beginning of the workshop.

Agenda

Welcome & Overview - Computer Tech 101 Class

Brief Introduction to Computer Hardware & Software
   Hardware = Equipment
   Software = Programs/Instructions - Windows Operating System
Use of keyboard and mouse
Understanding the desktop & the icons
Creating a document & manipulating different commands on the ribbon.
Creating a file and saving it in a folder/desktop
Copy & Paste Exercise

Welcome & Overview – Computer Tech 102 Class

Discuss the Internet
Using Internet Explorer to Explore the Web
Entering information in an online form
   - Text boxes, drop down lists, buttons: Next, Back, Continue, Submit
   - Using the tab key and the mouse to move around the online form
Describe purpose of e-mail boxes
Use of e-mail to communicate with potential employers
Difference between cc & bcc
Appropriate formatting of e-mails
Open reply from instructor
Sending attachments using e-mail
The Basics – Computer Hardware & Software Q & A

What is computer hardware?

Equipment! Examples of computer hardware are the monitor, keyboard, mouse, hard drive, and processing unit. When you watch TV, you need equipment to view your favorite programs. Similar with computer hardware, you need the computer equipment in order to use a program to access your e-mail account, navigate around the internet, and write a document such as a resume.

What is computer software?

Instructions! Programs! Instructions organized into programs coordinate the activities of the computer. Just like in TV, the reason you use television equipment is because you want to watch your favorite programs. Programs are the reason you use computers. Programs are used to navigate around the internet looking for job openings. Most employers list their open positions in an online format. You apply for most jobs online. Programs can help you locate, apply for jobs, contact employers, track your expenses, writer resumes/cover letters.

What is Windows?

Windows is a software program created by Microsoft to coordinate the activities the computer hardware and application programs. Windows is referred to as an operating system. It is like the air traffic control tower at an airport, trying to coordinate the take-offs and landing of planes. An operating system tries to prevent data and instructions from bumping into each other. As you know sometimes that prevention does not work and your computer can crash.

What is an application program?

Again, application programs are the reason you use a computer. These programs help you accomplish a specific task such as sending an e-mail to family/friends, applying for a job, writing a letter, or tracking your expenses. Microsoft Office is a bundle of application programs that are widely used in business and personal use. Popular Microsoft Programs are Word, Excel, PowerPoint, and Outlook.
Why is it called the QWERTY keyboard?

What is the purpose of the Shift key?  Where is the space bar?

What is the purpose of the Enter key?  Where is the backspace key?

Mouse

What happens when you move the mouse?

What is the purpose of the three moving parts on the mouse?  Left button, scroll wheel, right button.

What is the difference between single and double clicking?

How do you drag and drop using the mouse?
Windows 7 Reference

This is your opportunity to become familiar with the Windows 7 Operating System. The pictures below identify some of the Window components. Please review these items and keep for your reference.

Windows Desktop

Start Menu

Typical Window Components

1. Menu bar
2. Title bar
3. Minimize button
4. Maximize button
5. Close button
6. Scroll bar
7. Border
Mouse and Window Activity

1. Open the Microsoft Word program. Using your mouse, move the arrow on top of the Microsoft Word icon located on the left side of the screen. Double click the left button of the mouse to open the Word program.

2. Maximize the window if Word does not cover the entire screen.

3. Buttons have labels. Using your mouse, move the arrow to the Minimize button in the upper right corner of the screen and just place the arrow on top of the Minimize button (do NOT click). What happens? Label appears.

4. Move your arrow to the middle button in the upper right corner of the screen. What label appears?

5. Move your arrow to the button in the upper right corner of the screen. What is the name of that button?

6. Move your arrow to some of the other buttons on in Word to display the label for those buttons.

7. Using your mouse, click on the Minimize button to remove the Word program from the Desktop. Is the program closed? Answer is NO. It is not on your Desktop but, it is located on the Task Bar in the lower left corner.

8. Display the Word program so it is back on your desktop. Click the Restore Down button to display the Word program in a window that does not cover the entire Desktop.

9. Using your mouse, move the arrow on the word Document1 that is displayed on the top center of the window.

10. While the arrow is on the Word Document1, hold down the left button of the mouse and move the mouse around. What happens to the window containing the Word program?

11. Now, you are going to practice re-sizing a window using your mouse. Move the arrow to the right border of the window and stop when it the arrow turns into a double arrow. ⬤
Mouse and Window Activity continued …

12. Once the double arrow appears, hold down the left button on the mouse and move the mouse left and right. What happens?

13. Grab one of the other window borders and re-size the window.

14. Now, you are going practice moving and re-sizing multiple windows on the Desktop. Minimize the Word program.

15. Open the Microsoft Excel program by double clicking the left button of the mouse on the Microsoft Excel icon.

16. Move and re-size the Word and Excel programs so they both appear on the Desktop but, do not overlap or cover the icons on the left side of the screen. Below is approximately what your screen should look like when you are done.

17. After you have moved and re-sized the windows as displayed above, close both programs and return to the Desktop.
Create and Save a Word Document

1. Open the **MS-Word** program:
   
   a. Double click on the **MS-Word icon** on your computer desktop (left side of the desktop).

2. Once the Word program is open, if it does not cover the entire screen.
   
   a. Press the **Maximize button** in the upper right corner.

3. A white blank sheet representing a piece of paper will appear on your screen.

4. You will see a blinking bar on the left side of the blank page called the insertion point. Text will be entered on the blank page beginning at the insertion point.

5. Using your keyboard to enter the following text into the Word document, don’t worry about the format (how it looks):

   **This is a fake resume file used for the e-mail attachment exercise.**
6. After entering the text, you want to save the file in the document folder. The file name will be Resume Your Name. Example for John Smith the file name is: Resume John Smith

7. If you are saving the file on the Desktop, the appropriate steps are below in Step 8 OR if you are saving the file in the document folder the appropriate steps skip 8 and follow the instructions in Step 9:

8. Save File on the Desktop
   a. Using the left button on your mouse, click the Office Button in the upper left corner of the screen.
   b. Click on the Save option.
   c. Using your keyboard, enter the file name Resume – YOUR NAME
   d. Click on the word Desktop located in the upper left corner of the screen
      i. The file will be saved on your Desktop.
   e. Press the Save button in the lower right corner of the box.

9. Save file in the Documents folder.
   f. Using the left button on your mouse, click the Office Button in the upper left corner of the screen.
   g. Click on the Save option.
   h. Using your keyboard, enter the file name Resume – YOUR NAME
   i. Press the Save button in the lower right corner of the box.
      The file will be saved in your Document folder.
10. To close the MS-Word program:

   j. Click on the Close button in the upper right corner of the screen. (white x with red background.

11. You will use this file later as an attachment to an e-mail.

12. The file will now be displayed as an icon on the Desktop. Make sure it is displayed on your screen.

**Copy/Cut and Paste Exercise**

Four Steps you will always follow to Copy/Cut and Paste Text

*The following four steps should be followed whether you copy/cut and paste within a document, between documents or between programs.*

1. Highlight (select) the text you want to copy/cut and paste

2. Press the **Copy or Cut button** in upper left corner of the screen

3. Set (left button on mouse) your insertion bar (blinking bar) at the location where you want to paste the copied/cut text

4. Press the **Paste button** in the upper left corner of the screen
The following steps will allow you to practice your Copy/Cut and Paste skills.

1. Open the fake resume file from your desktop.

2. Make sure the blinking insertion bar is at the end of that first line. If necessary, move your arrow to the end of that line and press the left button. The blinking insertion bar should now be at the end of the line.

3. Press the **Enter Key** fifteen times. That will insert 15 blank lines into your document.

4. Select (highlight) the sentence that begins with *This is a fake resume .....*

5. Press the **Copy button** in the upper left corner of the screen (ribbon menu). The line is now copied to the Clipboard.

6. Move the blinking insertion bar to any of the 15 blank lines you inserted in step 3.

7. Press the **Paste button** in the upper left corner of the screen (ribbon menu). The copy of that first line will be pasted to the location of the blinking insertion bar.

8. Paste that same line to another blank line in your document.
9. Select (highlight) one the lines on your screen. Now change the size and color of that line. The size and color options for text are listed in the **Font section** of the ribbon located on the top left side of your screen.

10. Copy and paste the larger and colored line to another location in the document.

11. Select just part of the larger and colored line and copy/paste it to another location.
12. Select a line on your screen and press the **Cut** option in the upper left corner of the screen. Paste it somewhere else in the document. How is that different than copying text?

13. Continue copy/cutting/pasting text around your document until you feel comfortable with the process.

14. Next you are going to copy and paste some text from this document to a new blank document. Open a blank document by pressing the **Office Button** in the upper left corner of the screen and press the **New** option (first one in the menu).

15. Copy and paste some of the text from the original (Fake Resume) into the new blank document. The copy/paste process is the same, just need to have the document with text on your screen when you copy and the blank document when you paste.
16. You can also copy text to a new program. Open the Excel program (green X icon on the desktop) and copy the text into Excel (spreadsheet program).
The Internet

The telephone (hint: like a cell phone for those under 30) allows individuals to communicate verbally over long distances with the use of equipment and a network. The Internet allows individuals to communicate not only verbally but, through the use of video, e-mail, other forms of social media.

Without being technical, the internet connects computers together to share information. Again, like the telephone, it has expanded the ways individuals share information. When you make a phone call, you call an individual using a device (phone). When you use the internet, you are using a device (computer, smart phone) to connect to another computer.

Internet Q & A

How do I connect to the Internet?

In basic terms, you need a computing device, a browser program, network equipment, and an internet service provider (ISP). If your computing device is connected to a network, you can open a browser program like Internet Explorer. Sometimes, people use other browser programs like Chrome, Fox Fire, Mozilla, and others instead of Internet Explorer.

What is meant by the address of a website?

Just like you live at a residence that has an address, every website resides at an address on a computer. The US Postal Service indicates that format for your address should be:

John Smith
1234 Venice Avenue
Sarasota, FL 34234

The order of the information is important. You would not format an envelope address like this:

Sarasota, Smith
34234
John 34234, FL
Venice Avenue

The US Postal Service would probably not deliver mail to the address above even though all of the necessary information is present. It is not in the correct order.
Look at the following website address:

The **http://** stands for Hyper Text Transfer Protocol. Knowing the name is not important. You need to know that http:// represents the rules we are going to follow to write and deliver the address.

**www** stands for World Wide Web which refers to the technology that will be used to transfer not only text but color, graphics, pictures, music, and video.

The **period (dot) .** after the www is used a qualifier (space) between parts of the address. You can’t use a space because the program thinks that is the end of the address. That is why a dot (period) is used instead of a space.

The **suncoastworkforce** refers to the name of the website.

The **org** is the category (technically called the domain) of the website. Org stands for Organization. What do you think the following abbreviations represent: **.gov .edu .net .com**

**How is a search engine website different than a normal website?**

If I told you to go to the library and locate books about Albert Einstein, you would not just walk into the library and start scanning the stacks of books. You would go to the card catalog to locate the stack/area that contains books on Albert Einstein.

Similar with the Internet, there is information concerning Albert Einstein available, but you may not know the location of the websites containing this information. You would use a search engine website such as Google, Bing, and Yahoo to mention just a few to locate the addresses of websites containing information on Albert Einstein.
Internet Q & A Continued …

Is my personal and financial information protected on the internet?

Yes, most websites that accept your personal/financial information will use encrypted software to protect your personal information. How you can tell is by looking at the address bar of the website.

Normally, you will see the http:// at the beginning of the website address. If the website is using encrypted technology you will see an $ added to the http://. Example: https://

Many websites will not display the $ at their home page, but it will appear when you have to enter financial information. Look at the following websites:


When the pointing arrow on a website changes to a hand, what does that mean?

When the arrow changes to a symbol of a hand with a finger pointing up it means that additional information is connected to that text or picture. Using your mouse, left click the text or picture when the hand appears and another webpage or document will appear on the screen.
Common Elements of an Online Form Reference Guide

The following examples are of common elements that may be displayed when filling in an online form.

Text Boxes

Enter text in box, could be name, address, phone, etc…

Label — Display name:

Text box

Won’t display if text box used for password

Drop down lists

Any time you see Drop-down button, it contains a Drop-down list. Select option.

Radio buttons (will only select one option)

Display as a link
Display as a menu
Don’t display this item

Check Boxes (may select one or more of the options)

Clock
Volume
Network
Power
Typical Buttons (just some of the possible buttons)

Accept or Cancel operation

Submits, Sends, or Saves data that was entered

Search Button to locate information or website

Browse button searches for files to upload

Used when sending an e-mail message
Internet Explorer Activity

Complete the following exercise by locating the necessary web addresses and briefly answer the questions. Make sure you have Internet Explorer open on your desktop.

1. Go to the www.fbi.gov website. Find the “Most Wanted” link and go to the list of the Ten Most Wanted Fugitives. Write down the name of one fugitive and what he/she is wanted for in the space below.

2. Go to the www.cnn.com website. Write down a few words to describe one of the major stories occurring today.

3. Go to www.weather.com and find/write down the weather for tomorrow in your Zip Code. Select another city and write down the weather for tomorrow.

4. Go to www.historychannel.com and select the “This Day in History” tab on the top of the page. Look at the right panel and select “What happened on your birthday?” (hint: look for the birthday cake) Using your mouse, left click on the red arrow to find your birthday month and then left click on the date. A major event will be listed in the middle of the page and other events are located in the panel on the left side of the web page. Find/write down an event that happened on the month and day of your birthday.

5. Go to www.google.com and using quotes, Google your name “first-name last-name”. Were there links that referenced information about you? Circle Yes or No.

YES       NO
6. Again, using **www.google.com**, search Florida State Parks. Locate a state park that is close to your home. What is the name of the park and what are the hours of operation? Write below.

7. Go to **www.mapquest.com** Select (press the left button on the mouse) the Get Directions link in the upper left portion of the screen. Use your address as the starting point and enter a destination address of a location you could or would want to visit, (it could be any destination such as Disney World). How many miles will you have to travel? According to Mapquest, how long will it take to drive that distance? Write the information below.

8. Go to **www.google.com** In the Search box, enter Florida Unemployment Compensation. Select the link to the Florida Unemployment Compensation website. Find out what you need to file a claim. Write a few of those items below.

9. Go to the **www.suncoastworkforce.org** website. Under the heading “Career Seekers”, click on the “Search for a Career” link and find a job that sounds interesting. Write a brief description below.

10. Go to **www.snagajob.com** and locate a job you would be interested in. Write the information (title and salary range if listed) below.
E-mail

In order to use a phone, you must have an account with a company that will provide you with the service. Also, in order to use Electronic Mail (E-mail) you must have an account with a company that will provide you with the e-mail service. Sometimes the company that provides you with Internet service such as Verizon, Comcast, Brighthouse, just to mention a few, will provide you with an e-mail account.

Otherwise, you can register for an account with companies such as Google, Yahoo, Microsoft or other companies that will provide you with an e-mail account. If you do not have an e-mail account, please talk to your Tech 101 facilitator. He/she will help you obtain an e-mail account.

In order to access your e-mail account, you will need to open the e-mail website in order to login. Some examples of these sites are: www.yahoo.com, www.gmail.com, www.hotmail.com

You need two components to logon to your account. One is the **Username/ID** and the second part is a **password**. Username/ID is not case sensitive, but passwords are case sensitive. No spaces are allowed in the Username/ID or password. You definitely want to keep the password secret and difficult for someone to guess just because they know you. It is best NOT to use family members, names or birthdays.

**Username/Id Examples:** RBrzycki@Suncoastworkforce.org, JohnS@gmail.com, DoeJohn@yahoo.com

**Password Examples:** T3ch101rB 76Trombones GreenBay66

**E-mail Account Components**
Most e-mail accounts have the same components/boxes.

- **Inbox**: Receives mail sent to you
- **Draft**: Contains e-mails you have not yet sent or finished
- **Sent**: Copies of e-mails you have sent
- **Spam/Junk**: Advertising you did not solicit; like junk mail delivered by the US Postal Service
- **Trash**: Deleted e-mails from your Inbox
E-mail Exercise

1. Open Internet Explorer

2. Enter www.yahoo.com or the name of your company for e-mail on the address bar and press the Enter key or green arrow

3. On the upper left side of the window under Yahoo Sites (like the picture below), single click on the Mail link. (the example below is for Yahoo.com other company websites will be similar)

4. The login screen should appear like the picture below. Make sure you have your login information in front of you. (on business card)
5. On the right side of the login screen you will see a blinking bar. That is where you can insert your Yahoo ID. Enter your **Yahoo ID** in the textbox, press the **Tab key** and the blinking bar will move to the **Password** textbox.

6. Enter your password into the **Password** textbox.

7. Single click the **Sign In** button below the **Password** textbox.

A message may appear asking if you want Internet Explorer to save your Password. Press the **No button**.

8. Single click on words **Inbox** on the left side of the screen.

9. You should have one Welcome message in your Inbox. Single click on the **Welcome Message**. The e-mail will open.
10. After reading the e-mail, you can single click the **Delete button** above the message.

11. Now you are going to send a brief e-mail message to someone in class.
   a. Single click the **Compose Message button** in the upper left side of the screen. This will open an e-mail message box that will allow you to send an e-mail message.

   b. Enter the message listed below to another student in class. Make sure you enter the correct e-mail address, not the ????? listed in the example.
c. After entering the message above, single click on the **Send button** located above the **TO:** box.

d. You will receive an e-mail from someone in class. Open and read the e-mail message and then press the **Reply button** located in the upper left middle part of the screen.

e. Enter a reply message to the individual that sent the message. Single click the **Send button** after you finish writing the reply message.

12. You are now going to send an e-mail message to your instructor. When you done entering the e-mail information, it will look like the screen printed below:

Complete the following steps in order to compose this e-mail:
a. Single click the **Compose Message button** in the upper left side of the screen. This will open an e-mail message box that will allow you to send an e-mail message.

b. Enter the e-mail address of your instructor

c. Enter Responding to Job Opening in **Subject textbox**

d. Single click in the **Message** section (below the Subject textbox)

e. Enter the following message to your instructor as if you were inquiring about a job opening.

```
Dear Sir/Madam:

This e-mail is in response to your job opening placed on the Snag A Job website. The position requirements and my skills are a perfect match.

As you’ll see on my attached resume, I have the educational background, experience, and track record for which you are searching. In addition, I am motivated and enthusiastic, and would appreciate the opportunity to contribute to your company’s success.

I can promise that meeting with me will not be a waste of your time—and I will make myself available at your convenience, during or outside of normal business hours.

Thank you for your time and consideration.

Sincerely,
YOUR NAME
YOUR PHONE NUMBER
```

f. Now, you need to attach your file to the e-mail message. Single click the **Attachments** tab just below the Subject box.

g. Single click the **Attach Files button**. Your Documents folder should appear.

h. Locate the file named **Resume – Your Name**. Single click on that file.

i. Single click the **Open button** in the lower right corner of the window. The file name will appear under the Attach Files button.

j. After attaching the file, single click on **Send button** located towards the left top of the screen. You have now sent the e-mail to your instructor with the attached file.

13. You can check to see if it was sent by looking in your **Sent e-mail box**. Single click the **Sent button** located on the left panel of the screen.
14. To close your e-mail account, single click the **Sign Out button** located in the upper left corner of the screen.

15. Close the Internet Explorer program. You should remember how to do this.

**My Action Plan**

While the Tech 101 Computer Basics Workshop teaches the mechanics of using the computer to search for jobs. You will want to modify your resume to emphasis your skills to a specific job opening. If you are not comfortable with Microsoft Word to modifying your resume, the **Tech 102 Word Basics Workshop** will guide you through the process of using Word to modify your resume.

One thing I will do immediately to improve my computer skills…
Additional next steps I am going to take for my career search campaign...