

CAPTURE

BASIC SOFTWARE TOOLKIT OUTLINE



THIS PROJECT, CAPTURE, HAS BEEN DEVELOPED WITH THE SUPPORT OF THE BERLIN SENATE DEPARTMENT FOR ECONOMICS, ENERGY AND PUBLIC ENTERPRISES. IT IS A COLLABORATIVE INITIATIVE BETWEEN THE CITY OF WINDHOEK, BGZ (BERLIN INTERNATIONAL COOPERATION AGENCY MBH) AND THE NID (NAMIBIA INSTITUTE FOR DEMOCRACY)

ALL RESULTS AND OUTPUTS OF THIS PROJECT ARE MADE AVAILABLE AS OPEN-SOURCE MATERIALS. USERS ARE FREE TO ACCESS, USE, AND BUILD UPON THEM, PROVIDED THAT PROPER CITATION IS GIVEN TO THE ORIGINAL AUTHORS AND THE CAPTURE PROJECT.

**Course Outline:
Software Toolkit
Training (Basic)
CAPTURE project.**





Computer Essentials

Module 1: Using Devices

Learning Objectives:

- Familiarize with device types, operating systems, and core functionalities.
- Learn how to navigate and troubleshoot basic issues.

Content:

1. Introduction to Devices:

- Overview of different computing devices: desktops, laptops, tablets, and smartphones.
- Hardware components (CPU, RAM, storage types, and peripherals).

2. Operating Systems (OS):

- The OS (e.g., Windows, macOS, Linux, iOS, Android) is the software that manages hardware and software resources. Understanding the basic layout and navigation is essential, as each OS has unique features and commands.
- Understanding different OS (Windows, macOS, Linux, Android, iOS).
- Key OS functionalities: file explorers, task managers, and settings.

3. Installing & Using Software:

- Installing applications, updating software, and managing storage are core skills. Users should be able to download, install, and remove applications and know how to update programs to enhance performance and security.
- Familiarity with common applications (e.g., Microsoft Office, browsers, antivirus software) and understanding their basic functions can greatly improve efficiency.
- Steps to download and install applications.
- Understanding file extensions and associated software.

4. Device Troubleshooting:



- Basic troubleshooting can help resolve issues without needing professional assistance. Skills like restarting devices, force-closing unresponsive applications, and knowing how to manage battery and storage can solve many common problems.
- Learning about resources like Task Manager (Windows) or Activity Monitor (Mac) can help diagnose performance issues.
- Common problems and basic fixes: restarting, managing storage, checking system updates.
- Safely handling peripherals and accessories.

5. **Power Management:**

- Tips for managing battery life on mobile devices.
- Understanding power settings for desktops and laptops.

Module 2: File Creation & Management

Organizing digital files is essential for productivity and ensures that data is easily accessible and secure.

Learning Objectives:

- Gain proficiency in creating, organizing, and managing files and folders.
- Learn best practices for storage and data organization.

Content:

1. File Creation:

- Understanding how to create files in different applications (e.g., Word documents, Excel sheets, PDFs) and save them to specified locations on a device is a fundamental skill.
- Users should be familiar with basic file functions: creating, renaming, saving, and closing files.
- Basics of creating documents, spreadsheets, presentations, etc.



- Different file types (e.g., .docx, .pdf, .jpg) and their uses.

2. File Management:

- Organizing files into folders by category, project, or date keeps data structured and easy to find. Users should know how to create folders, move files, and delete or archive old files.
- Consistent file-naming conventions help to quickly identify and sort files, especially in shared environments.
- Organizing files into folders, subfolders, and labeling conventions.
- Using search functions and filters to locate files.

3. File Formats and Compatibility:

- Understanding different file formats (e.g., .docx, .pdf, .jpg) and which applications open them is essential for ensuring compatibility across devices and software.
- Converting files to different formats (e.g., saving a Word document as a PDF) is useful for sharing and protecting data from unintended edits.

4. File Naming Conventions:

- Best practices for file names: clarity, consistency, and simplicity.
- Avoiding special characters and using dates/tags for version control.

5. Storage Options:

- Difference between local storage (e.g., hard drives, SSDs) and cloud storage (e.g., Google Drive, Dropbox).
- Backing up data and understanding redundancy.
- Using cloud storage solutions (e.g., Google Drive, Dropbox, OneDrive) allows for secure file storage and access from multiple devices.
- Backing up files, either locally (e.g., external hard drives) or through cloud options, is important to prevent data loss in case of device failure

6. Using Compression & Archiving Tools:

- Understanding compressed files (.zip, .rar).



- How to use software like WinZip and 7-Zip to save space and share files.

Module 3: Network Basics

Learning Objectives:

- Understand basic networking principles, connectivity, and online communication tools.
- Develop foundational knowledge of network types and configurations.
- Knowledge of networks underpins many of the functions that connect devices, enable internet use, and allow data sharing.

Content:

1. Understanding Networks:

- Basics of network types: LAN (Local Area Network), WAN (Wide Area Network), and PAN (Personal Area Network).
- Difference between wired (Ethernet) and wireless networks (Wi-Fi).

2. Internet Connectivity:

- Understanding the basics of internet connections (e.g., Ethernet vs. Wi-Fi) and how to connect to networks, troubleshoot connectivity issues, and configure settings is essential for staying connected.
- Knowledge of Wi-Fi network protocols, such as knowing when to connect to public vs. private networks, can enhance security and connectivity.
- Understanding how the internet works: IP addresses, routers, and ISPs (Internet Service Providers).
- Troubleshooting common connectivity issues (e.g., restarting routers, checking connection).

3. Local Area Networks (LAN):

- LANs allow devices within a small area, like a home or office, to connect to each other and share resources like printers and files.



- Basic knowledge of how LANs work and how to connect to them can facilitate resource sharing and collaboration in small spaces.

4. **Wi-Fi Security Basics:**

- Importance of setting strong passwords on networks.
- Using encryption (WPA2, WPA3) to protect network data.

5. **Online Communication Protocols:**

- Familiarity with protocols like HTTP, HTTPS, and FTP helps users understand how data is transmitted across the internet. HTTPS, for example, ensures that data exchanged between a user and a website is secure.
- Learning about IP addresses and DNS (Domain Name System) basics can help in understanding how internet connections work behind the scenes.

6. **Using Online Communication Tools:**

- Basics of email and instant messaging.
- Introduction to video conferencing tools (e.g., Zoom, Teams, Google Meet).

7. **Cloud Computing & Online Collaboration:**

- Understanding cloud-based services (e.g., Google Workspace, Microsoft 365).
- Real-time collaboration features in cloud applications.

Module 4: Data Security

Data security practices protect personal and professional information from unauthorized access, theft, or damage.

Learning Objectives:

- Build foundational data security practices.
- Learn to protect personal information and device data against common threats.

Content:

1. Password Management:



- Using strong, unique passwords and regularly updating them is the first line of defense against unauthorized access. Password management tools (e.g., LastPass, 1Password) can securely store and generate strong passwords.
- Multi-factor authentication (MFA) adds an extra layer of security by requiring more than one form of verification.
- Creating strong passwords: length, complexity, and uniqueness.
- Using password managers to keep track of multiple passwords.

2. Antivirus & Firewall Basics:

- Antivirus software protects against malware, spyware, and other malicious programs, while firewalls monitor and control incoming and outgoing network traffic based on security rules.
- Regularly updating antivirus software and firewall configurations is essential to adapt to evolving threats.
- Purpose and function of antivirus software (e.g., Norton, McAfee, Windows Defender).
- How firewalls help protect network security by filtering traffic.

3. Data Privacy Principles:

- Understanding data privacy and practicing safe internet habits, like checking for HTTPS before entering sensitive information on a website, prevents unauthorized access.
- Avoiding public Wi-Fi networks for confidential tasks (e.g., banking) and using VPNs (Virtual Private Networks) for secure browsing further protect data.
- Understanding personal data and why it needs protection.
- Recognizing phishing and social engineering attacks.

4. Safe Internet Practices:

- Importance of using secure (HTTPS) sites for sensitive transactions.
- Avoiding suspicious links and attachments in emails.

5. Backing Up Data:



- Regular backups protect data in case of accidental deletion, device loss, or system crashes. Knowing how to set up and restore from backups, whether on cloud services or physical devices, ensures data recovery in emergencies.
- Importance of regular data backups (cloud-based, external drives).
- Basics of data recovery and what to do in case of data loss.

6. Summary

These computer essentials provide foundational knowledge and skills for confidently navigating today's digital landscape. Mastering these areas allows users to maintain devices efficiently, organize and secure data, understand networks, and protect sensitive information, enhancing both productivity and security.

Assessment & Practical Application

- **Quizzes and Tests:** To assess understanding of terminology and concepts.
- **Hands-On Labs:** File creation, folder organization, and using cloud storage.
- **Network Setup Simulations:** Configuring basic Wi-Fi settings and practicing data security measures.
- **Security Practice:** Using a mock setup for phishing detection and password management.

QUESTIONS

Using Devices

1. What is an operating system, and why is it important for a computer?
 2. Name three types of computing devices and give a brief example of how each might be used.
 3. How do you start and shut down a computer properly?
 4. What is the purpose of the Control Panel (or Settings) on a computer?
 5. Explain how you would connect a printer or other peripheral device to your computer.
-

File Creation & Management



6. **What is a file, and what is the difference between a file and a folder?**
 7. **How do you create a new folder on your computer?**
 8. **What is the purpose of “Save” and “Save As” when working with a document?**
 9. **Explain what a file extension is and give two examples of common file extensions.**
 10. **What is the Recycle Bin (or Trash), and how can you use it to recover deleted files?**
-

Network Basics

11. **What is the internet, and how does it differ from a local network?**
 12. **Explain the difference between Wi-Fi and Ethernet connections.**
 13. **What is a router, and what is its role in connecting devices to the internet?**
 14. **How would you connect to a Wi-Fi network, and what information do you need?**
 15. **Describe the importance of having a strong password for your Wi-Fi network.**
-

Data Security

16. **What is a password, and why is it important to have a strong one?**
17. **Name two things you can do to protect your computer from viruses.**
18. **Explain what phishing is and how you can recognize a phishing attempt.**
19. **What is two-factor authentication (2FA), and how does it enhance security?**
20. **Why is it important to regularly back up your data, and name one method to do so?**



Online Essentials

Module 1: Web Browsing Basics

Learning Objectives:

- Familiarize with browser features, navigation tools, and customization.
- Understand how websites and URLs work.

Content:

1. Introduction to Web Browsers:

- Overview of popular web browsers (Chrome, Firefox, Safari, Edge).
- Browser interface: address bar, tabs, bookmarks, history, and settings.

2. Navigating Websites:

- Understanding URLs (Uniform Resource Locators), hyperlinks, and site navigation menus.
- Using tabs to manage multiple pages and bookmarks to save favorite sites.

3. Browser Customization:

- Adding extensions or plugins for enhanced functionality (e.g., ad-blockers, note-taking tools).
- Customizing browser settings for preferred search engines, themes, and privacy settings.

4. Common Browser Issues & Troubleshooting:

- Clearing cache and cookies, resetting browser settings, and managing extensions.
- Basic troubleshooting for slow or non-responsive browsers.

Module 2: Effective Information Search

Learning Objectives:

- Learn to conduct accurate and effective searches on the web.



- Develop skills for evaluating sources and distinguishing reliable information.

Content:

1. Using Search Engines:

- Overview of search engines: Google, Bing, DuckDuckGo, and others.
- Types of search queries: keywords, questions, phrases, and advanced search techniques.

2. Refining Search Results:

- Using filters (e.g., by date, location, file type) to narrow down results.
- Leveraging advanced search operators like quotes for exact matches and minus signs to exclude terms.

3. Evaluating Information:

- Criteria for assessing source credibility: authority, accuracy, objectivity, and timeliness.
- Identifying reputable domains (e.g., .gov, .edu, .org) and cross-referencing information.

4. Avoiding Misinformation:

- Recognizing signs of unreliable sources: bias, lack of citations, sensational language.
- Verifying information by checking multiple reliable sources.

Module 3: Online Communication

Learning Objectives:

- Become proficient in various online communication tools and platforms.
- Understand netiquette and effective digital communication skills.

Content:

1. Types of Online Communication Tools:



- Overview of popular platforms for messaging (WhatsApp, Messenger), social networking (Facebook, LinkedIn), and video calls (Zoom, Teams, Google Meet).
- Differences between synchronous (e.g., video calls) and asynchronous (e.g., emails) communication.

2. Digital Etiquette (Netiquette):

- Best practices for respectful and clear online interactions.
- Importance of tone, brevity, and clarity in digital messaging.

3. Effective Online Communication:

- Tips for active listening in video calls: muting/unmuting, using chat functions, and hand-raising features.
- Effective messaging techniques: being concise, organizing thoughts, and acknowledging responses.

4. Security & Privacy in Communication:

- Understanding the privacy settings in communication apps.
- Avoiding oversharing and recognizing potential phishing or suspicious messages.

Module 4: Email Essentials

Learning Objectives:

- Develop essential email skills for professional and personal use.
- Learn email etiquette and best practices for managing emails effectively.

Content:

1. Introduction to Email Platforms:

- Overview of popular email providers: Gmail, Outlook, Yahoo, etc.
- Understanding inbox, folders, labels, and other organizational tools.

2. Composing & Sending Emails:

- Structuring emails: subject lines, greetings, body, and sign-offs.



- Attaching files, adding CC (Carbon Copy) and BCC (Blind Carbon Copy), and setting priority levels.

3. Email Etiquette:

- Maintaining professionalism in tone, avoiding all-caps, using appropriate language.
- Guidelines for responding promptly, using “Reply All” cautiously, and double-checking attachments and recipients.

4. Email Management Techniques:

- Organizing emails with folders, labels, and filters.
- Using tools like archiving, snoozing, and flagging important messages to prioritize and manage the inbox efficiently.

5. Email Security & Phishing Awareness:

- Recognizing and handling phishing emails: warning signs like unknown senders, urgent language, and suspicious links.
- Using two-factor authentication for added email security.

Assessment & Practical Exercises

- **Quizzes and Practice Scenarios:** Test knowledge on browser navigation, search techniques, and email etiquette.
- **Hands-On Labs:** Practice advanced searches, evaluate sources, compose emails, and manage an inbox.
- **Online Communication Role Play:** Engage in video call simulations, practice messaging with netiquette, and assess privacy settings.

QUESTIONS

Web Browsing Basics

1. What is a web browser, and name two examples of popular browsers?



2. **How do you enter a website address (URL) in a browser to visit a website?**
 3. **What is a “tab” in a web browser, and how can you use it to open multiple websites?**
 4. **Explain how to bookmark a webpage and why it might be useful.**
 5. **What is “incognito mode” or “private browsing,” and when would you use it?**
-

Effective Information Search

6. **What is a search engine, and name two examples of popular search engines.**
 7. **Explain how using specific keywords can help you get better search results.**
 8. **How would you refine your search results by using filters (e.g., by date or location)?**
 9. **Why is it important to check the credibility of a website when looking for information?**
 10. **Describe one way to tell if an online source is trustworthy.**
-

Online Communication

11. **What is digital etiquette (or “netiquette”), and why is it important?**
 12. **Name two popular online messaging platforms or apps.**
 13. **Describe how to mute or turn off notifications in an online messaging app.**
 14. **What are the benefits of using video calls for online communication?**
 15. **Explain what “emojis” and “GIFs” are and how they can be used in online messaging.**
-

Email Basics

16. **What is the difference between “To,” “CC,” and “BCC” when sending an email?**
17. **Why is it important to use a clear subject line in an email?**
18. **Describe how to attach a file to an email.**
19. **What is “spam,” and why should you be cautious with emails from unknown senders?**
20. **Explain how you can organize emails into folders to keep your inbox organized.**



Microsoft Essentials

Microsoft Office is a suite of productivity software designed to help users perform various tasks related to document creation, data management, presentations, and communication. For beginners, here's an overview of the main packages within Microsoft Office and their basic functions:

1. Microsoft Word

Purpose: Word processing software for creating documents.

Key Features:

- **Document Creation:** Used for writing and formatting documents like letters, resumes, and reports.
 - **Text Formatting:** Offers tools for font styles, colors, alignment, and bullet points.
 - **Templates:** Pre-made templates for various document types (e.g., cover letters, reports).
 - **Spell Check & Grammar:** Built-in tools for correcting spelling and grammar errors.
 - **Inserting Images & Tables:** Allows you to add pictures, tables, and other media.
-

2. Microsoft Excel

Purpose: Spreadsheet software for data organization, analysis, and visualization.

Key Features:

- **Data Entry and Management:** Organize data in rows and columns within a spreadsheet.
- **Formulas and Functions:** Basic math and statistical functions (SUM, AVERAGE) for calculations.
- **Charts and Graphs:** Visualize data with bar charts, pie charts, and line graphs.
- **Sorting and Filtering:** Organize and view specific data within large datasets.
- **Conditional Formatting:** Highlights cells based on certain conditions to make data easier to interpret.



3. Microsoft PowerPoint

Purpose: Presentation software for creating slideshows.

Key Features:

- **Slide Creation:** Add and arrange slides in a sequence for presentations.
- **Text and Image Insertion:** Add text, images, and shapes to make slides visually appealing.
- **Transitions and Animations:** Apply effects between slides and animations within slides.
- **Templates and Themes:** Use pre-designed templates for professional-looking presentations.
- **Speaker Notes and Presenter View:** Add notes to guide presentations and use Presenter View to see notes while presenting.

4. Microsoft Outlook

Purpose: Email and calendar software for managing communication and scheduling.

Key Features:

- **Email Management:** Send, receive, and organize emails into folders.
- **Calendar:** Schedule and organize meetings, set reminders, and view events.
- **Contacts:** Save and manage contact information.
- **Task List:** Create and track tasks with due dates and priorities.
- **Email Filtering and Rules:** Automate inbox organization by setting up rules.

5. Microsoft OneNote

Purpose: Digital note-taking app for organizing and storing notes.

Key Features:



- **Notebook Organization:** Organize notes in sections and pages.
 - **Free-form Text and Drawings:** Type, draw, or insert images on pages for flexible note-taking.
 - **Audio and Video Recording:** Record audio or video notes directly within the app.
 - **Collaboration:** Share notebooks and collaborate with others in real time.
 - **Search and Tagging:** Easily locate specific notes with a search function and tags.
-

6. Microsoft Access (typically for more advanced users)

Purpose: Database management system for creating and managing databases.

Key Features:

- **Database Creation:** Store, organize, and manage large amounts of data.
 - **Tables and Forms:** Use tables to store data and forms to input or view data.
 - **Queries:** Filter and retrieve specific data using criteria.
 - **Reports:** Generate reports based on data in the database.
 - **Integration:** Connects with other Microsoft Office programs for data sharing.
-

7. Microsoft Teams (included in many Office packages)

Purpose: Collaboration and communication platform for team collaboration.

Key Features:

- **Chat and Messaging:** Real-time messaging with individuals or groups.
- **Video Meetings:** Set up video calls for virtual meetings.
- **File Sharing and Collaboration:** Share and co-edit files in real time.
- **Channels:** Organize conversations and workspaces by topic or project.
- **Integration with Office Apps:** Collaborate on Word, Excel, and PowerPoint files directly within Teams.



Microsoft Word for Beginners

Overview: Microsoft Word is a word processor used to create, edit, and format documents.

Key Areas:

1. Document Basics:

- **Starting a New Document:** Select from a blank page or templates.
- **Saving Files:** Save documents in different formats (.docx, .pdf) and learn how to save to OneDrive for online access.

2. Text Formatting:

- **Font Styles and Sizes:** Change font, size, and color.
- **Paragraph Alignment:** Adjust alignment (left, right, center, justify) and spacing.
- **Lists and Bullet Points:** Create organized lists with bullets or numbering.

3. Inserting Elements:

- **Images and Shapes:** Insert images, shapes, and adjust their layout.
- **Tables:** Create tables to organize information, merge cells, and format table styles.

Microsoft Excel for Beginners

Overview: Microsoft Excel is a spreadsheet program used for data organization and analysis.

Key Areas:

1. Basic Navigation:

- **Cells and Worksheets:** Understand cells, columns, and rows; add or rename sheets within a workbook.
- **Data Entry:** Enter data, use Autofill, and format cells for readability (bold, color).

2. Simple Calculations:



- **Formulas and Functions:** Basic calculations like SUM, AVERAGE, and COUNT.
- **Formula Bar:** Enter and edit formulas directly in the formula bar.

3. Charts and Visualization:

- **Creating Charts:** Turn data into bar charts, pie charts, or line graphs for easy visualization.
- **Conditional Formatting:** Apply color rules to highlight important data (e.g., values above or below a threshold).

Microsoft PowerPoint for Beginners

Overview: Microsoft PowerPoint is a presentation software used to create slideshows.

Key Areas:

1. Creating Slides:

- **Using Templates:** Start with a themed template or a blank slide.
- **Slide Layouts:** Add title slides, text slides, image slides, and content layouts.

2. Text and Image Tools:

- **Formatting Text:** Use font styles and align text for readability.
- **Inserting Images:** Add images, shapes, and icons; adjust size and position.

3. Transitions and Animations:

- **Slide Transitions:** Apply effects when moving between slides (e.g., fade, zoom).
- **Text and Object Animations:** Add animations to emphasize points within slides.

Microsoft Outlook for Beginners

Overview: Microsoft Outlook is an email and calendar application for communication and scheduling.

Key Areas:



1. Email Basics:

- **Composing and Sending Emails:** Write, attach files, and add CC or BCC recipients.
- **Inbox Organization:** Create folders, archive, and search for emails.

2. Calendar and Scheduling:

- **Adding Events:** Schedule meetings or appointments on the calendar.
- **Inviting Attendees:** Send invitations and track responses for events.

3. Contacts and Tasks:

- **Managing Contacts:** Save and organize contacts with names, email addresses, and notes.
- **Creating Tasks:** Keep track of to-do items with due dates and reminders.

Microsoft OneNote for Beginners

Overview: Microsoft OneNote is a digital notebook for organizing notes and ideas.

Key Areas:

1. Creating Notebooks:

- **Sections and Pages:** Organize information by creating sections and pages within a notebook.
- **Adding Content:** Type, draw, or insert images to enrich notes.

2. Organizing Information:

- **Using Tags:** Add tags for reminders, important information, or questions.
- **Search and Navigation:** Use the search tool to find notes by keywords.

3. Collaboration:

- **Sharing Notebooks:** Share notebooks with others to collaborate on content in real time.
-



Microsoft Access for Beginners

Overview: Microsoft Access is a database management tool for storing, organizing, and retrieving data.

Key Areas:

1. Database Structure:

- **Tables:** Create tables to store data in fields (columns) and records (rows).
- **Forms:** Design forms for data entry that streamline and standardize input.

2. Querying Data:

- **Creating Queries:** Use queries to search and filter data based on criteria.
- **Using Filters:** Apply simple filters to view specific records.

3. Reports:

- **Generating Reports:** Create formatted reports for data summaries and printouts.
- **Customizing Layout:** Adjust the look and structure of reports for readability.

Microsoft Teams for Beginners

Overview: Microsoft Teams is a communication platform used for chat, video meetings, and collaboration.

Key Areas:

1. Team Communication:

- **Chat and Channels:** Organize conversations into channels for projects or topics.
- **Video Calls and Meetings:** Set up video calls, share screens, and record sessions.

2. File Sharing and Collaboration:

- **Document Sharing:** Share files and collaborate directly within Teams.
- **Real-Time Editing:** Co-edit Word, Excel, and PowerPoint files with others in real-time.



3. Notifications and Settings:

- **Managing Notifications:** Set up notifications to keep up with conversations.
- **Privacy and Security:** Adjust settings for private channels and manage permissions.

QUESTIONS

Microsoft Word

1. What is the purpose of Microsoft Word, and how is it commonly used?
 2. How do you change the font style, size, and color in a Word document?
 3. Describe the difference between "Save" and "Save As" in Microsoft Word.
 4. How can you add bullet points or a numbered list to a document?
 5. What are templates, and how can they be helpful in Microsoft Word?
-

Microsoft Excel

6. What is a cell in Microsoft Excel, and how are cells organized within a worksheet?
 7. How do you create a simple formula to add numbers in Excel (e.g., summing up values in cells A1 to A5)?
 8. What is the purpose of a chart, and how would you create one in Excel?
 9. What is conditional formatting, and why might it be useful when working with data in Excel?
 10. Explain the function of filters in Excel and how they help manage data.
-

Microsoft PowerPoint

11. What is Microsoft PowerPoint used for?
12. How do you add a new slide to a PowerPoint presentation, and what are slide layouts?
13. Describe how to insert an image onto a slide in PowerPoint.



14. What are transitions in PowerPoint, and how can they improve a presentation?
 15. How would you add speaker notes to a PowerPoint slide, and why might they be useful?
-

Microsoft Outlook

16. What is Microsoft Outlook, and what are its primary uses?
17. How do you schedule a meeting on the calendar in Outlook?
18. What is the difference between "CC" and "BCC" in an email?
19. How can you organize your emails in Outlook to make them easier to manage?
20. Explain how to add a contact in Outlook and why it might be useful.



Module 1: Getting Started with Windows 10

Learning Objectives:

- Familiarize with the Windows 10 interface and basic navigation.
- Understand the Start menu, taskbar, and desktop.

Content:

1. Windows 10 Interface Basics:

- **Desktop:** Explanation of icons, shortcuts, and the Recycle Bin.
- **Taskbar:** Overview of taskbar icons, pinned applications, and notification area.
- **Start Menu:** How to open the Start menu, find applications, and access settings.

2. Customizing the Taskbar:

- Pinning and unpinning apps to the taskbar for quick access.
- Managing the notification area and customizing taskbar settings.

3. Basic Navigation:

- Opening, minimizing, maximizing, and closing windows.
- Using multiple windows with Snap Assist for multitasking.

Module 2: Working with Files and Folders

Learning Objectives:

- Learn how to create, organize, and manage files and folders in Windows 10.
- Understand file naming, folder structures, and file types.

Content:

1. File Explorer Overview:

- **Opening File Explorer:** Accessing folders like Documents, Downloads, and Pictures.



- **Navigation Pane:** Overview of the sidebar for quick access to common folders and drives.

2. **Managing Files and Folders:**

- Creating new folders, renaming files, and organizing content.
- Moving, copying, and deleting files using drag-and-drop or right-click options.

3. **Understanding File Extensions and Types:**

- Explanation of common file types (.docx, .jpg, .pdf) and how they work with specific applications.
- Using "Open with" to select a program to open a file.

4. **Using the Recycle Bin:**

- Sending files to the Recycle Bin and restoring deleted files.
- Permanently deleting files from the Recycle Bin.

Module 3: Personalizing Windows 10

Learning Objectives:

- Customize Windows 10 to suit individual preferences, including display settings, themes, and accessibility options.

Content:

1. **Changing the Background and Theme:**

- How to set a desktop background and choose a Windows theme.
- Customizing colors and adjusting the lock screen.

2. **Display and Sound Settings:**

- Adjusting display resolution and scaling for readability.
- Managing volume settings and setting up audio devices.

3. **Accessibility Features:**



- Enabling features like Magnifier, Narrator, and high-contrast mode.
- Using On-Screen Keyboard and adjusting keyboard and mouse settings.

4. **Managing Notifications:**

- Turning notifications on or off for specific apps.
- Using Focus Assist to reduce distractions.

Module 4: Using Built-In Apps and Tools

Learning Objectives:

- Discover the main built-in apps and tools in Windows 10, including the Edge browser, Calendar, and Snipping Tool.

Content:

1. **Microsoft Edge Browser:**

- Basics of web browsing with Edge: opening, bookmarking, and managing tabs.
- Using InPrivate mode for private browsing.

2. **Windows 10 Apps:**

- Introduction to pre-installed apps: Mail, Calendar, Weather, and News.
- Setting up and syncing an email account in the Mail app.

3. **Snipping Tool and Screenshots:**

- Using the Snipping Tool and Snip & Sketch for screenshots.
- Saving, annotating, and sharing screenshots.

4. **Calculator, Alarms, and Clock:**

- Using Calculator for basic and advanced calculations.
- Setting alarms, using the timer, and world clock features.

Module 5: Basic System Settings and Maintenance



Learning Objectives:

- Learn how to manage system updates, storage, and basic troubleshooting in Windows 10.

Content:

1. Windows Update:

- Accessing Windows Update in Settings.
- Checking for updates and understanding the importance of regular updates.

2. Storage Management:

- Viewing storage usage and clearing up space with Storage Sense.
- Managing installed apps and programs, including uninstalling unnecessary apps.

3. User Accounts and Security:

- Setting up a user account and adding a PIN or password.
- Using Windows Defender for basic virus protection and security.

4. Troubleshooting Basic Issues:

- Using Windows 10 Troubleshooters for common issues (e.g., internet, audio).
- Restarting and resetting Windows 10 if necessary.

Module 6: Introduction to Windows 10 Shortcuts and Tips

Learning Objectives:

- Get comfortable with useful shortcuts and tips to navigate Windows 10 more efficiently.

Content:

1. Keyboard Shortcuts:

- Basic shortcuts: Copy (Ctrl+C), Paste (Ctrl+V), and Undo (Ctrl+Z).
- Windows-specific shortcuts: Windows Key + D (show desktop), Windows Key + L (lock screen), Windows Key + Tab (Task View).



2. Using Cortana and Windows Search:

- Accessing Cortana and the Windows search bar for quick searches.
- Tips for using Cortana for reminders, tasks, and quick answers.

3. Task View and Virtual Desktops:

- Using Task View to see open windows and create virtual desktops.
- Managing multiple desktops for different tasks.

4. Basic Tips for Performance Optimization:

- Tips for maintaining performance: restarting periodically, managing startup apps, and clearing cache.

Assessment & Practical Exercises

- **Quizzes:** Short quizzes to assess understanding of basic Windows 10 functions.
- **Hands-On Labs:** Practice creating folders, managing files, changing settings, and using built-in apps.
- **Project:** A practical task requiring learners to personalize their desktop, organize files, and set up notifications.

QUESTIONS

Basic Navigation & Interface

1. What is the Start menu, and how do you access it?
2. Describe the purpose of the taskbar and name two items you can find on it.
3. How do you open File Explorer in Windows 10?
4. What is the difference between “minimizing” and “closing” a window?
5. Explain how you would pin an application to the taskbar for quick access.

File Management

6. How do you create a new folder in File Explorer?



7. **What is the Recycle Bin, and what happens to files when you delete them?**
 8. **Describe how to rename a file or folder in Windows 10.**
 9. **What does “drag-and-drop” mean, and how can it be used to move files?**
 10. **Explain how to permanently delete a file from your computer.**
-

Customization & Settings

11. **How can you change your desktop background in Windows 10?**
 12. **What is the purpose of Focus Assist, and how do you enable it?**
 13. **Where can you find and adjust the volume settings on your computer?**
 14. **How would you access Display settings to adjust screen resolution or scaling?**
 15. **What are accessibility options, and name one feature available in Windows 10 to assist users with disabilities.**
-

Built-In Apps & Tools

16. **What is the Microsoft Edge browser, and what can you use it for?**
17. **Explain how to take a screenshot using the Snipping Tool or Snip & Sketch.**
18. **What is the purpose of the Windows 10 Mail app, and what do you need to do before you can use it?**
19. **Describe how to use the Calendar app in Windows 10 to add an event or reminder.**
20. **What is Cortana, and how can it help you in Windows 10?**



INESSA TECHNOLOGIES CC
IT Management Consultants
info@inessatec.com

Nguni Street 22, Northern Industrial Area
P.O. Box 80559, Olympia
Windhoek, Namibia
(+264)81-3526544 or (+264)812304946

