



Windows 10

Microsoft®

Windows 10

Your Organization's Name Here

CustomGuide
Interactive Training

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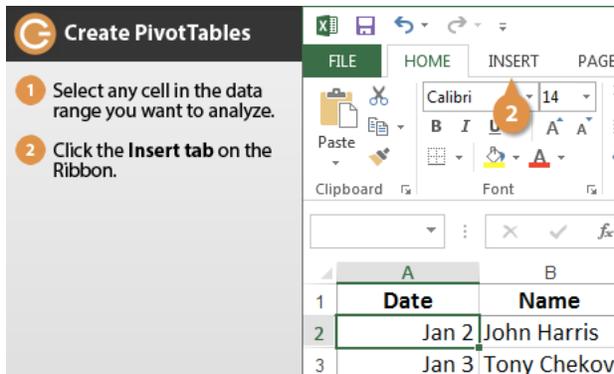
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Welcome to CustomGuide

Some companies offer videos, some offer courseware, some an LMS. Only CustomGuide gives you everything you need to train. We offer:

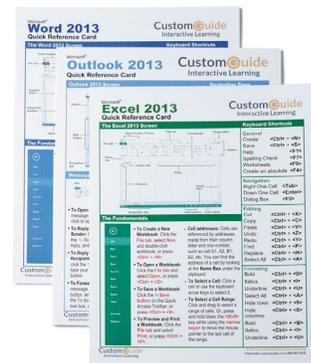
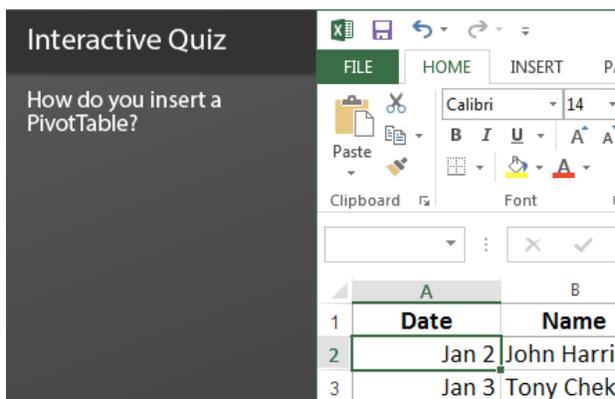


Interactive Tutorials

Get hands-on training with bite-sized tutorials that recreate the experience of using actual software. SCORM-compatible lessons!

Customizable Courseware

Why write training materials when we've done it for you? Training manuals with unlimited printing rights!



Interactive Quizzes

How much do your users really know? Test skills, identify deficiencies, and measure learning.

Quick References

Over 100 handy "cheat sheet" with tips, tricks, and shortcuts.

Over 3,000 Companies Rely on CustomGuide



How Does CustomGuide Compare?

CustomGuide creates the best courses on the Internet. Here's how we compare to everyone else:

Feature	CustomGuide	Competitors	Why It's Important
Online Learning Format	Simulations (doing) View Example PivotTable 1.40m	Videos (watching) View Example PivotTable 9.35m	<i>I hear, I forget; I see, I recall; I do, I understand.</i> Michael Jordan didn't become an NBA star by reading about basketball. With CustomGuide you learn by doing, not watching.
Lesson Time	1 to 2 minutes	5 to 12 minutes	Users have short attention spans—if their question isn't answered quickly they won't complete the lesson.
Includes Courseware	Yes	No	Why write your own training materials when we've done it for you? Quality training materials with unlimited printing rights.
Create Custom Courses	Yes	No	Create your own custom courses from PowerPoint, Word, Video, Web pages, and SCORM files.
Includes Assessments	Yes	No	Important for measuring existing skills, training needs, and learning. CustomGuide uses interactive simulations for more accurate test results.
Learning Management	Advanced	Basic	Create groups, assign courses, and view detailed reports and analytics.
Includes Quick References	Yes	No	Cheat sheets with frequently-used commands and shortcuts—with unlimited distribution rights.
Rebranding	Yes	No	Brand our platform with your organization's name and logo.
SCORM Compatible	Yes	Usually No	You can use CustomGuide content in your LMS.
File Format	HTML5	Usually Flash	HTML5 works on mobile platforms, Flash doesn't.
Spanish Versions	Yes	No	Most of our courses are available in both English and Spanish.

Course List

Office 2016 for Windows

Access 2016*

- The Fundamentals
- Create & Work with a Database
- Find, Filter, & Format Data
- Work with Tables & Fields
- Create Relational Databases
- Work with Queries
- Work with Reports
- Advanced Topics

Excel 2016*

- Getting Started
- Edit a Workbook
- Format Worksheets
- Build Formulas
- View and Manage Worksheets
- Charts
- Print Worksheets
- Data and Tables
- Collaborate with Excel
- PivotTables

Outlook 2016*

- The Fundamentals
- Mail
- Advanced Mail
- People
- Calendar
- Tasks
- Managing Information

PowerPoint 2016*

- Getting Started
- Work with Presentations
- Organize a Presentation
- Formatting & Themes
- Pictures
- Graphics
- Transitions and Animations
- Self-Run Presentations
- Deliver a Slide Show

Project 2016*

- The Fundamentals
- Tasks
- Resources
- Manage Projects
- Project Views
- Reports

Word 2016*

- The Fundamentals
- Work with and Edit Text
- Format Text and Paragraphs
- Format the Page
- Tables
- Graphics
- Styles, Themes, and Templates
- Collaborate with Word
- Long Documents
- Mailing Documents

Office 365

Office 365

- Office 365

OneDrive for Business

- OneDrive for Business

Skype for Business

- Getting Started
- Contacts
- Instant Messages
- Calls
- Meetings
- Collaboration Tools

*Also available in Spanish

Office 2016 for Mac

Excel 2016 Mac

- Getting Started
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Office 2013 for Windows

Access 2013*

- The Fundamentals
- Create & Work with a Database
- Find, Filter, & Format Data
- Work with Tables & Fields
- Create Relational Databases
- Work with Queries
- Work with Reports
- Advanced Topics

Excel 2013*

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- Edit a Workbook
- Format Worksheets
- Build Formulas
- View and Manage Worksheets
- Charts
- Print Worksheets
- Data and Tables
- Collaborate with Excel
- PivotTables

Office 2013 What's New

- New Features for Graphics
- New in Excel 2013
- New in Outlook 2013
- New in PowerPoint 2013
- New in Word 2013

OneNote 2013

- The Fundamentals
- Notebook Basics
- Add Notebook Content
- Format Notebooks
- Templates
- Use OneNote with Office
- Share and Collaborate

Outlook 2013*

- The Fundamentals
- Mail
- Advanced Mail
- People
- Calendar
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PowerPoint 2013*

- Getting Started
- Work with Presentations
- Organize a Presentation
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Project 2013*

- The Fundamentals
- Tasks
- Resources
- Manage Projects
- Project Views
- Reports

SharePoint 2013

- The Fundamentals
- Managing Lists and Library Apps
- Working with Documents
- Collaborating
- Using Office 2013
- Using OneDrive
- Stay Organized
- Manage Sites and Content

Word 2013*

- The Fundamentals
- Work with and Edit Text
- Format Text and Paragraphs
- Format the Page
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- Graphics
- Styles, Themes, and Templates
- Collaborate with Word
- Long Documents
- Mailing Documents

*Also available in Spanish

Office 2011 for Mac



Excel 2011 Mac

- Getting Started
- Edit a Workbook
- Format Worksheets
- Build Formulas
- View and Manage Worksheets
- Charts
- Print Worksheets
- Data and Tables
- Collaborate with Excel
- PivotTables



Outlook 2011 Mac

- The Fundamentals
- Mail
- Advanced Mail
- People
- Calendar
- Tasks
- Managing Information



PowerPoint 2011 Mac

- Getting Started
- Work with Presentations
- Organize a Presentation
- Pictures
- Graphics
- Transitions and Animations
- Self-Run Presentations
- Deliver a Slide Show



Word 2011 Mac

- The Fundamentals
- Work with and Edit Text
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Office 2010 for Windows

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- Create Relational Databases
- Work with Queries
- Work with Reports
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Outlook 2010*

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- New in Excel 2010
- New in Outlook 2010
- New in PowerPoint 2010
- New in Word 2010

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- Format Text and Paragraphs
- Format the Page
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- Graphics
- Styles, Themes, and Templates
- Collaborate with Word
- Long Documents
- Mailing Documents

*Also available in Spanish

Operating Systems

Windows 10*

- What's New
- The Fundamentals
- Work with Apps
- Files and Folders
- Personalize Windows
- Maintain Your Computer

Windows 8*

- The Fundamentals
- Work with Apps
- Files and Folders
- Personalize Windows
- Maintain Your Computer

Windows 7*

- The Fundamentals
- Work with a Window
- Work with a Program
- Files and Folders
- Taskbar and Desktop
- Personalizing Windows
- Windows Accessories
- Work with Hardware
- Maintain Your Computer
- Networking

Windows 10: What's New?



Windows 10 is one of Microsoft's biggest updates ever to Windows. It's not a secret that Windows 8 was a failure in the market, so Microsoft had to get things it right with Windows 10. Judging from the positive reviews and high adoption rate, Microsoft did and Windows 10 is a success.

No matter if you're moving from Windows 7 or 8, a lot has changed. This course covers the biggest changes, including:

- How to use the new Start menu.
- Understand notifications and the Action center.
- How to use Windows's digital assistant, Cortana.
- Microsoft Edge, Windows new web browser.
- How to use multiple desktops.
- How to use Windows 10 on a tablet.
- Understanding Windows 10 settings.

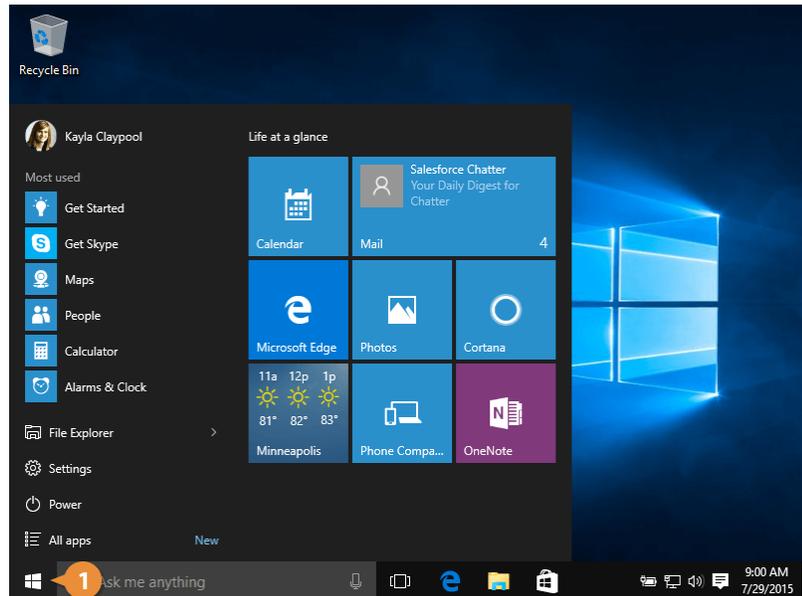
The Start Menu

Open the Start Menu

Although Windows 8 replaced the old Start menu with the Start screen, the Start menu is back and better than before in Windows 10.

1 Click the **Start button**.

Some apps can be displayed as Live Tiles, which can show information from that app. For example, Mail messages will be summarized in the Mail app's tile, while the Weather app's tile will show your weather forecast.



View Account Commands

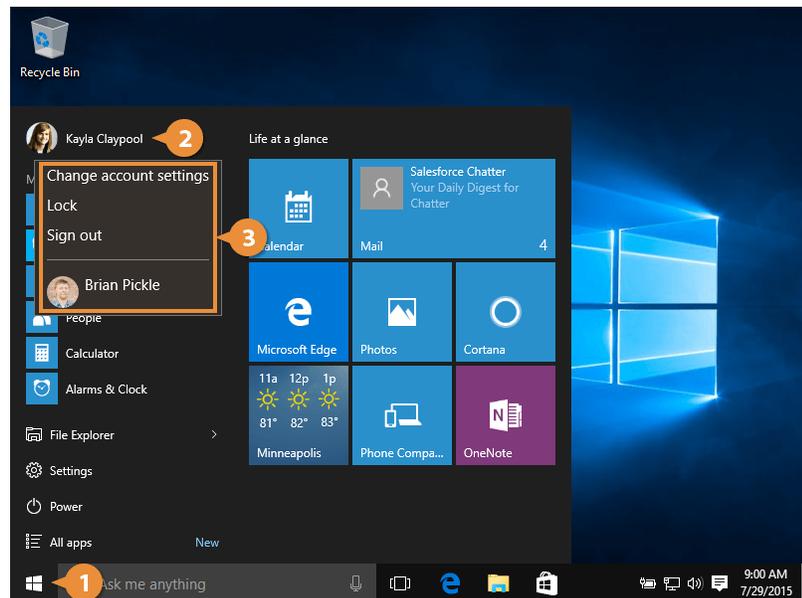
Up in the upper left is your picture and username. Click it to view commands related to your Microsoft account:

1 Click the **Start button**.

2 Click your **user name**.

3 Select the desired command:

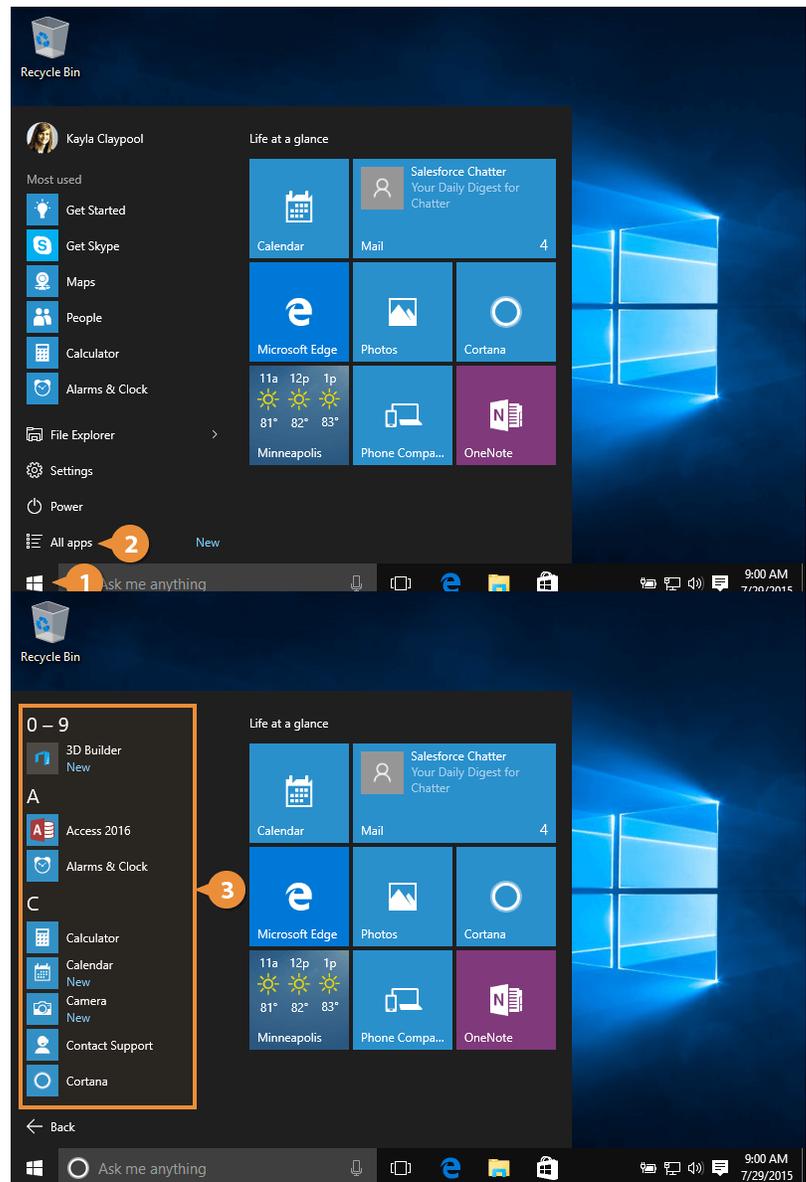
- **Change account settings:** Lets you make changes to your Microsoft account, including your picture, password, and other options.
- **Lock:** Locks your computer, requiring a password to use it again.
- **Sign out:** Signs your account out of Windows, so another user can login.



View and Start Apps

Here's how to view and start an app:

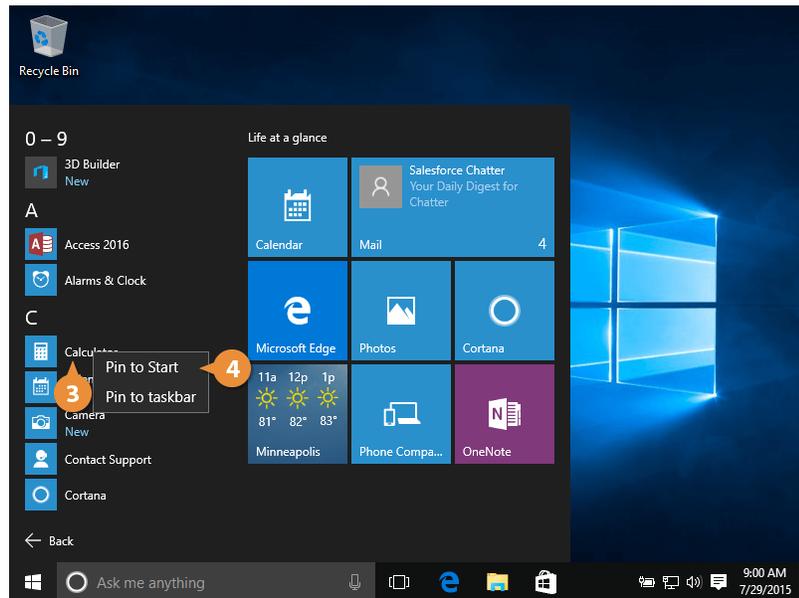
- 1 Click the **Start** button.
- 2 Select **All apps**.
Every app on your computer is listed here. Just scroll through them until you find what you're looking for.
- 3 Find and select the app you want to run.



Pin Apps to the Start Menu

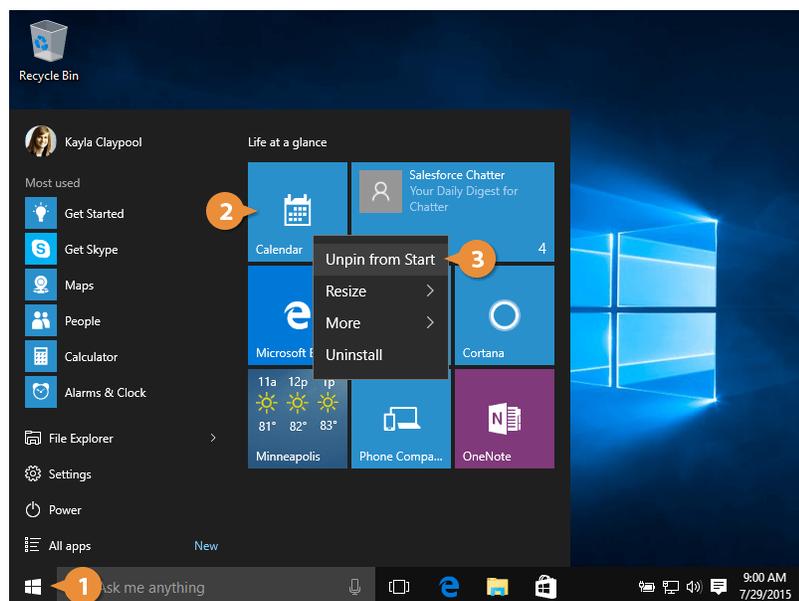
You can add or “pin” frequently used apps to the start menu for quick access.

- 1 Click the **Start** button.
- 2 Select **All apps**.
Every app on your computer is listed here. Just scroll through them until you find what you're looking for.
- 3 Find and right-click the app you want to pin.
- 4 Select **Pin to Start**.
The app is pinned to the start menu.



Remove a Pinned App

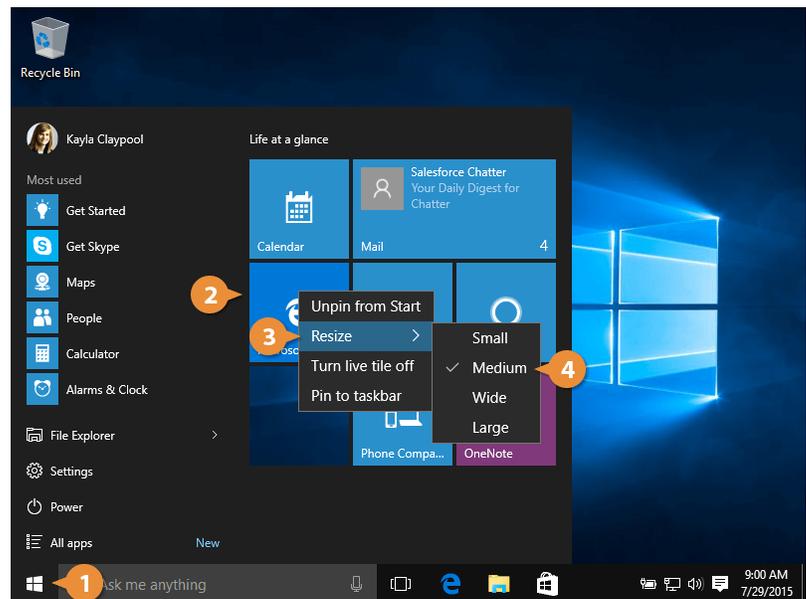
- 1 Click the **Start** button.
- 2 Right-click the app tile you want to remove.
- 3 Select **Unpin from Start**.
Note: Unpinning an app only removes it from the Start menu; it doesn't uninstall it.



Resize an App Tile

If there's a live tile we like, but want to see a bit more information—like with the Weather app—we can make a tile bigger.

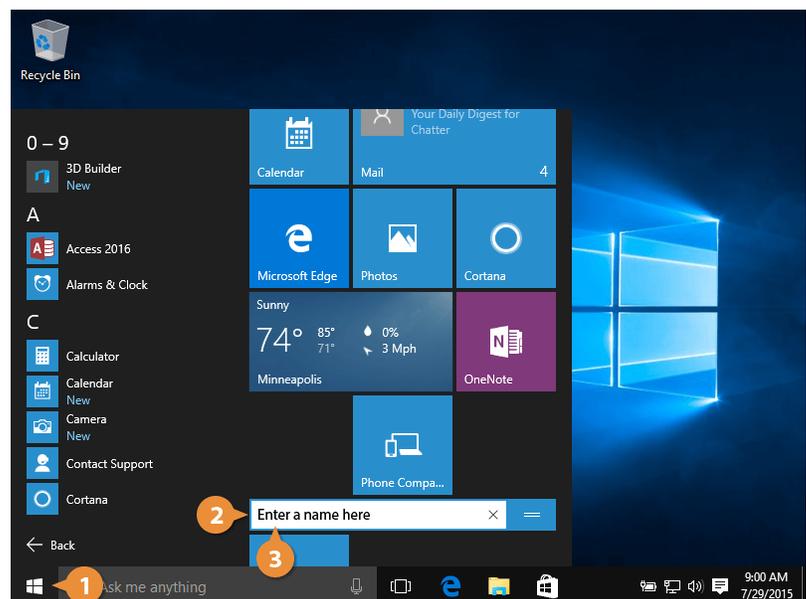
- 1 Click the **Start** button.
- 2 Right-click the app tile.
- 3 Select **Resize**.
- 4 Select a size.
The tile is resized.



Rename a Tile Group

You'll notice a gap between tile groups, where you can add a group title. If you want to change or add one, you can just click the space...

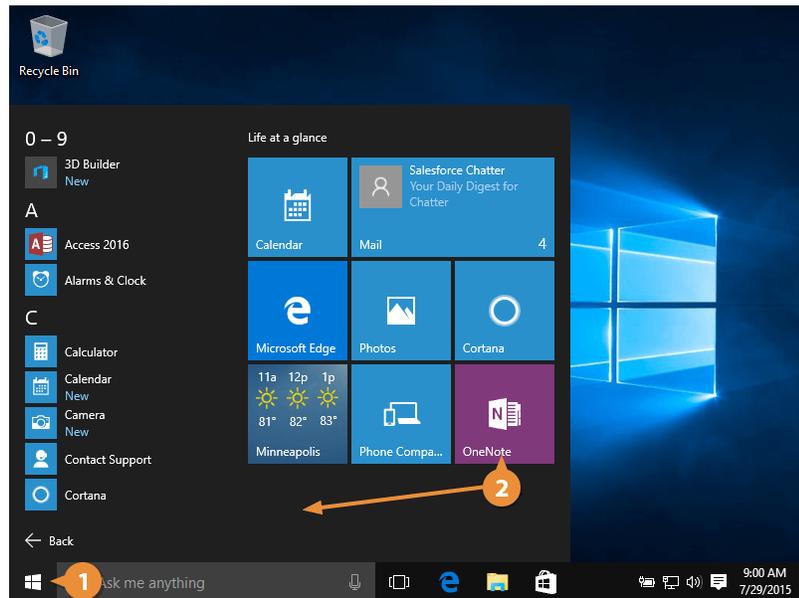
- 1 Click the **Start** button.
- 2 Click in an empty name area on the Start menu.
- 3 Enter a new group name and press **Enter**.



Move an App Title

Finally, if you don't like how the tiles are arranged, you can move them around.

- 1 Click the **Start** button.
- 2 Click and drag the desired tile to a new location on the Start menu.

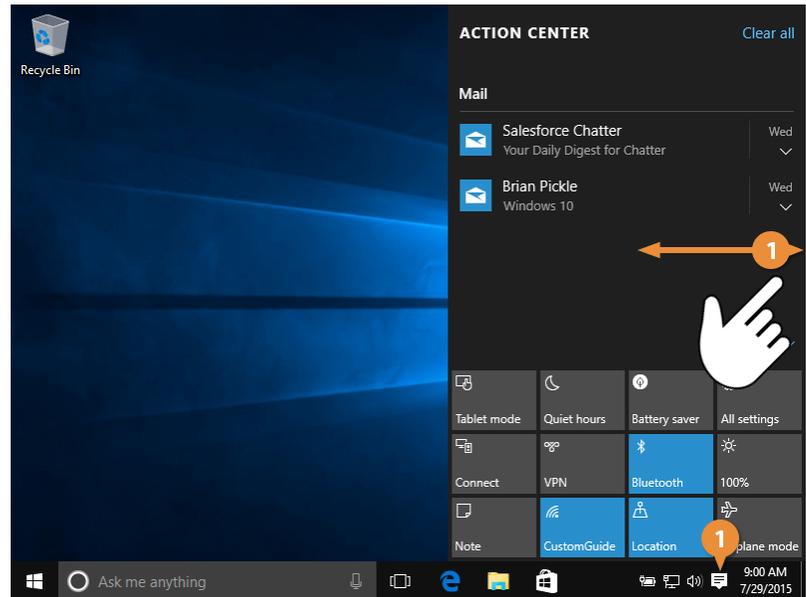


Notifications Pane and Action Center

The Action Center is a united place for all system notifications, such as incoming emails, and quick access to various system settings.

Open the Action Center

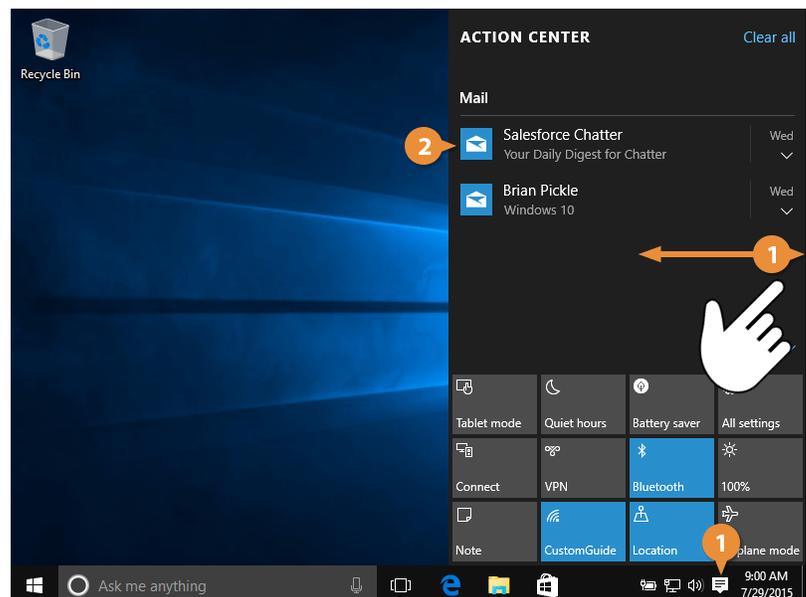
- 1 Click the **Action Center button** on the taskbar.
Note: If you're on a touchscreen you can also open the Action Center by sliding your finger in from the right side of the screen.
- 2 Click anywhere outside the Action Center to close it.



View and Open a Notification

Here's how to view and open a notification:

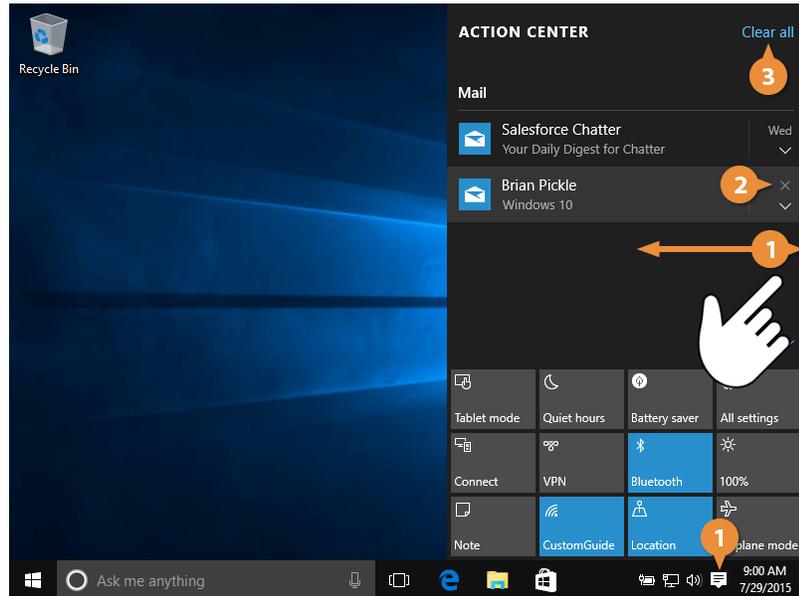
- 1 Click the **Action Center button** on the taskbar.
- 2 Click any notification to open it.
The app that triggered the notification opens.



Dismiss a Notification

You can also dismiss notifications without opening them.

- 1 Click the **Action Center button** on the taskbar.
- 2 Click a notification's **Close button** in the upper right.
- 3 You can also click the **Clear All button** to clear all of your notifications at once.
There! All gone!

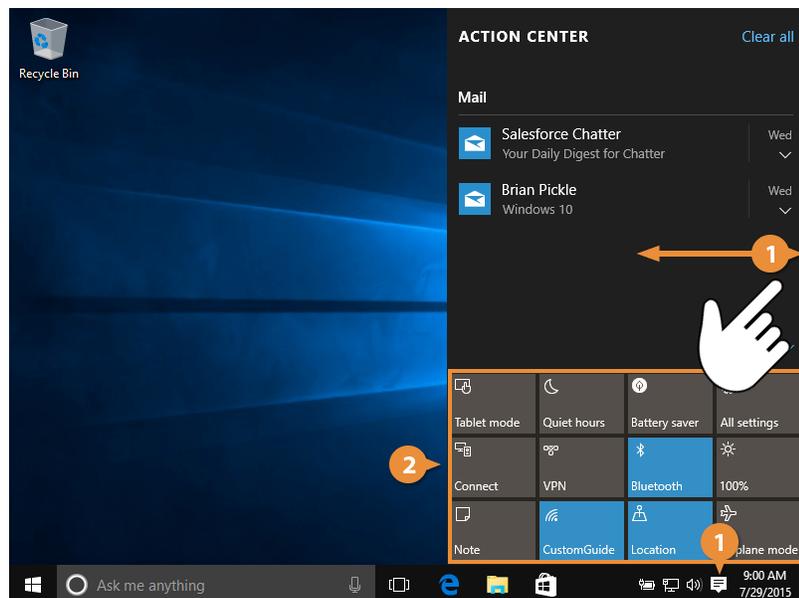


Use Actions

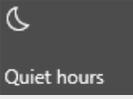
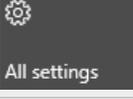
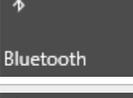
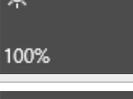
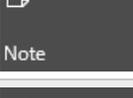
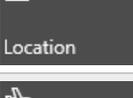
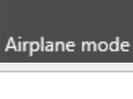
At the bottom of the Action Center is a grid full of buttons. These quick toggles let you do a lot with just a few clicks. Some icons will open a Settings screen; others will simply toggle a function on or off.

Here's how to use an action:

- 1 Click the **Action Center button** on the taskbar.
If necessary, click **Expand** to view all available actions.
- 2 Click the action you want to use.



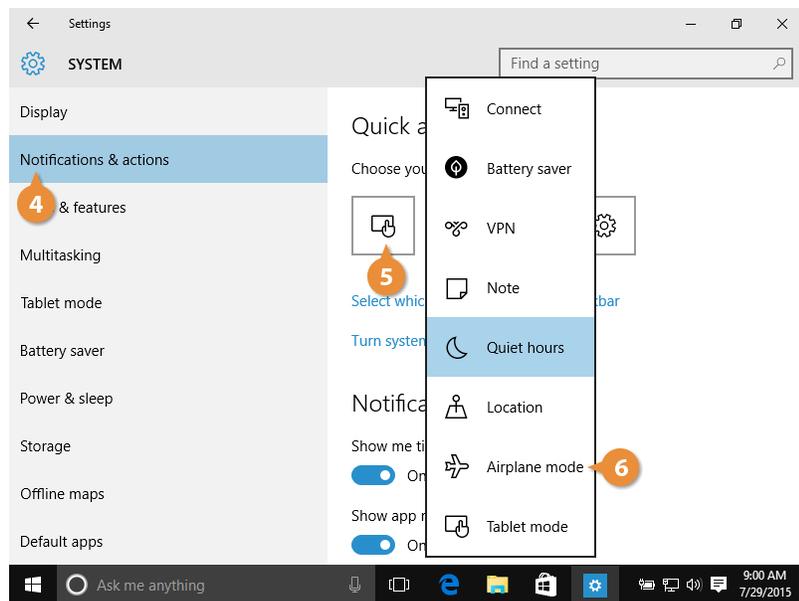
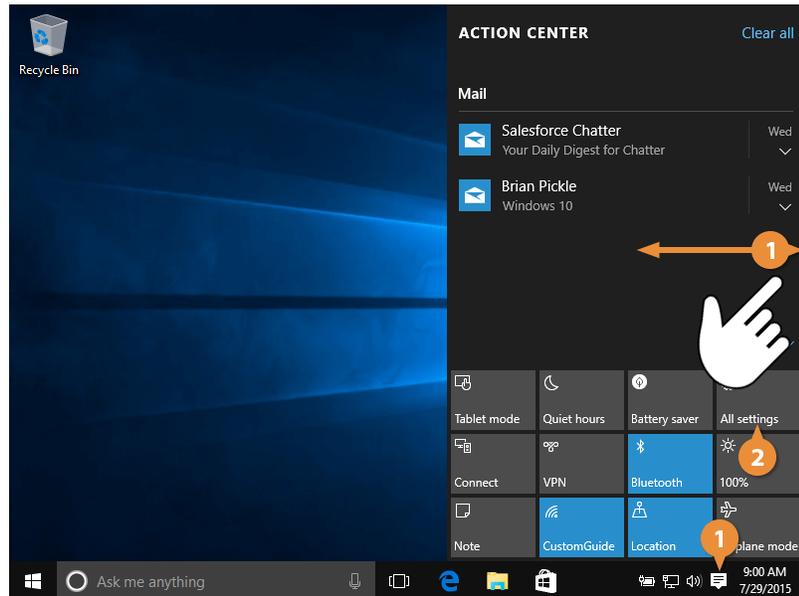
This table lists common actions that appear in the Action Center. Your Action Center may contain different buttons, based on your computer's configuration.

Action Item	Description
 Tablet mode	Tablet Mode Toggles between tablet and desktop mode.
 Quiet hours	Quiet Hours Temporarily disable notifications.
 Battery saver	Battery Saver Turns on battery-saving features, at the cost of performance.
 All settings	All Settings Opens the All Settings screen.
 Connect	Connect Connect to a Bluetooth device.
 VPN	VPN Connect to a Virtual Private Network.
 Bluetooth	Bluetooth Manage Bluetooth devices.
 100%	Brightness Adjust your screen brightness.
 Note	Note Create a note in Microsoft OneNote.
 Wi-Fi	WiFi Toggles WiFi.
 Location	Location Toggles location services on and off.
 Airplane mode	Airplane Mode Turns off WiFi and Bluetooth.

Customize Quick Actions

You can also customize the layout of your actions:

- 1 Click the **Action Center** button on the taskbar.
- 2 Click **All settings**.
- 3 Click **System**.
- 4 Click **Notifications & actions**.
The four actions up top under the Quick Actions header are the four that will appear on the first row, and remain when the actions are collapsed.
- 5 Click a **Quick Action slot**.
- 6 Select the action you want to appear in this slot.



Cortana

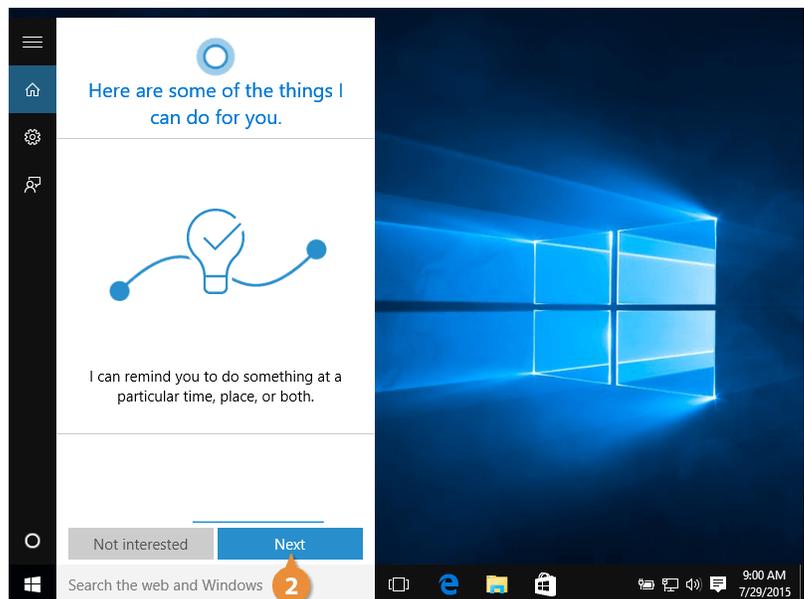
Set Up Cortana

Cortana is the new digital assistant in Windows 10, and integrates search on both your computer and the internet with the ability to quickly ask questions and issue commands.

The search field on the taskbar is where you get started.

- 1** Click in the **Search field**.
The first time you click in the search field, you'll be asked whether you want to use Cortana's help. You can decline, if you just want to use the search field for searching, or accept to let her have a bit more power.
- 2** Click **Next**.
Cortana needs access to some of your personal data to be most effective, and outlines it all so that you can opt in or out.
- 3** Click **I Agree**.
You can also have Cortana call you by your name, or a nickname. Just specify it here, then click Next.
- 4** Enter your name, and click **Next**.

Once Cortana is all set up, you can do a lot with her help.

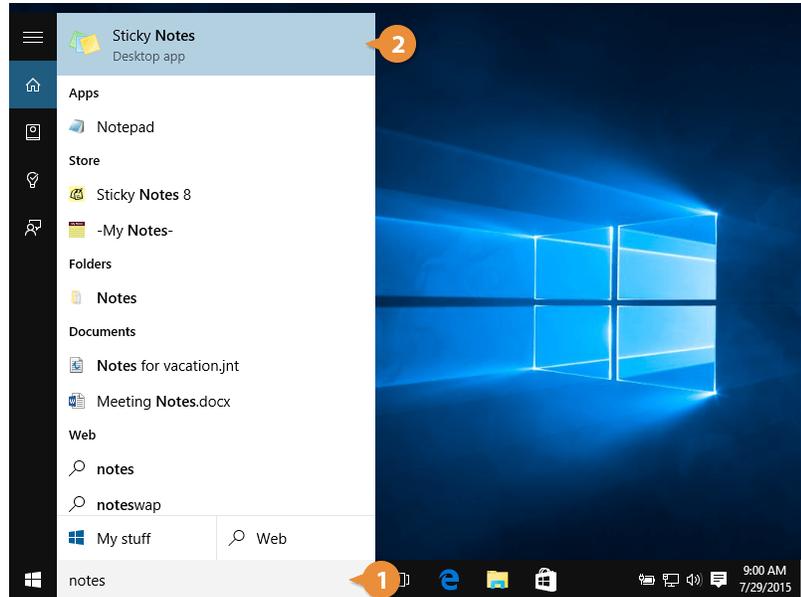


Search with Cortana

When you open Cortana, she displays the weather, any calendar events or reminders, some news articles, and other things you may be interested in. If you've used Apple's Siri or Google Now before you'll be familiar with Microsoft Cortana.

You can use Cortana to search for anything, either on your computer or on the internet. Just type what you're looking for.

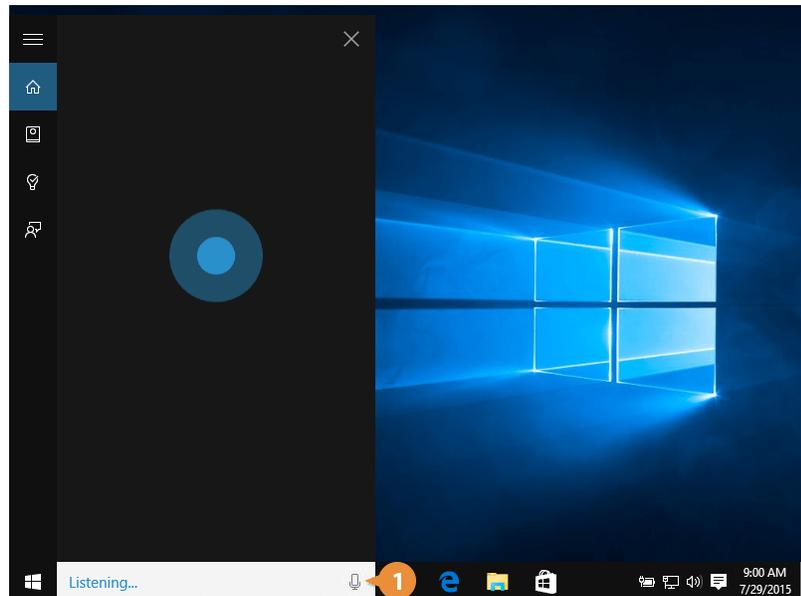
- 1 Enter a search or command in the Search field.
...and search results appear.
- 2 Click the item you want to open.



Speak to Cortana

If your computer has a microphone, you can get Cortana's help by talking instead of typing. Just click the Microphone button and tell Cortana what you want to do.

- 1 Click the **Microphone button**.
Note: You can also simply say "Hey Cortana" and what you want her to do, if you've enabled this feature.
Cortana starts listening, so just talk away.

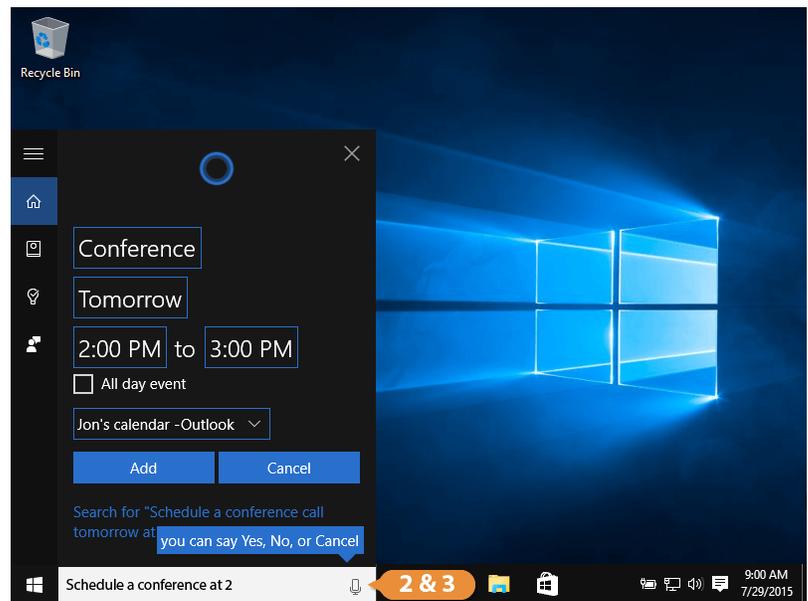


2 Say your command.
For example, you could tell Cortana “Schedule a conference tomorrow at 2”.

3 Speak any additions, changes, or corrections.

4 Say "Yes" when finished.

In addition to adding or editing calendar events and reminders, Cortana can set alarms, send emails, get directions, do calculations, and look up facts and information.



Type or Say This...	...to do This
Open Excel	Open Microsoft Excel
Find my Marketing Budget	Search for files that contain the file name “marketing budget”.
Schedule breakfast tomorrow at 9am	Create an appointment for 9:00am tomorrow.
Remind me to call Lucy	Set a reminder to call Lucy.
What’s 365 times 40?	Calculates 14,600.
Set an alarm for 4:30pm today.	Sets an alarm for 4:30pm.
What’s the weather like?	Display a weather forecast for your location.
How are the Vikings doing?	Display the great season the Minnesota Vikings are having.

Customize Cortana

Finally, let's take a look at Cortana's Notebook, which is where we can find information Cortana has learned, and control what appears when Cortana opens.

1 Click in the **Search field**.

2 Click the **Notebook Icon**.

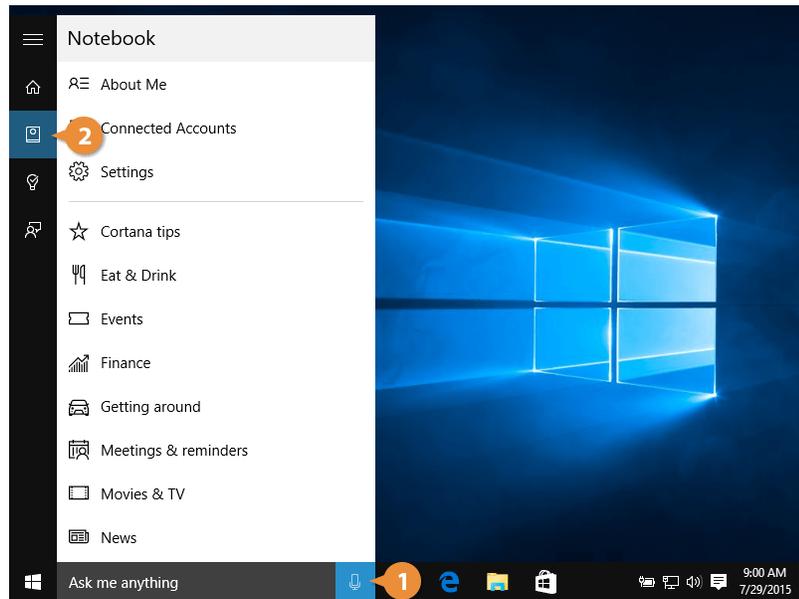
The top section of the notebook controls Cortana's settings. You can change your name and favorite locations in the About Me section, allow Cortana access to connected accounts, such as Office 365, or control other settings, such as whether she can send you messages or if she's always listening.

The bottom section controls mostly what shows up when you first open Cortana.

2 Select a category.

3 Change the settings as needed.

4 Click **Save**.



Here are the Cortana categories you can configure:

Category	Description
About Me	Change your name and favorite places (home, work, etc.)
Connected Accounts	Connect to Office 365.
Settings	Specify how Cortana works.
Cortana Tips	Toggle tips on how to use Cortana.
Eat & Drink	Customize restaurant recommendations.
Events	Specify suggestions for local events you might be interested in.
Finance	Pick stocks you want to track.
Getting Around	Customize driving directions.
Meetings & Reminders	Customize appointment and reminder settings.
Movies & TV	Toggle show times for movies and television.
News	Customize news headlines on topics that interest you.
Packages	Toggle tracking package shipments.
Sports	Add sports teams you want to follow.
Travel	Toggle flight statuses and trip plans.
Weather	Customize your weather forecast.

Microsoft Edge

Windows 10 includes a new web browser, called Edge. Compared to Internet Explorer, Edge is faster, more secure, and more compliant with common web standards.

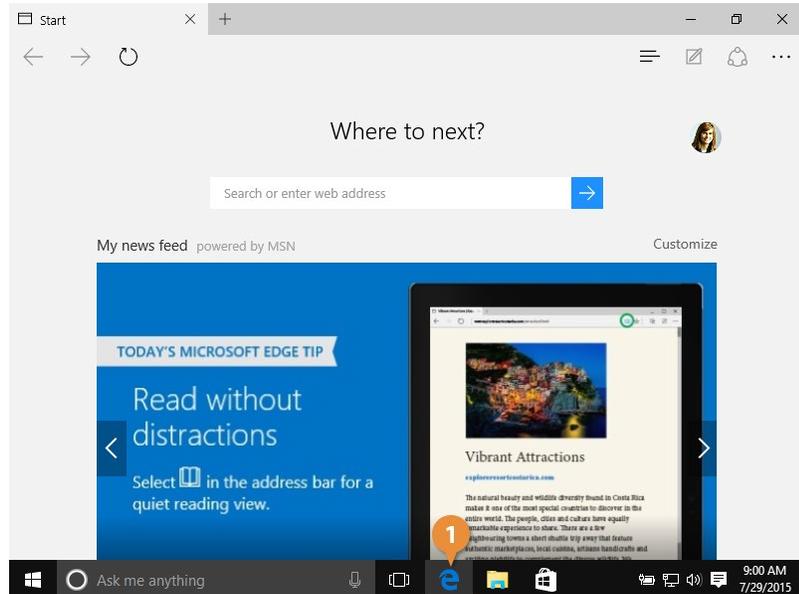
Edge replaces Internet Explorer as the first app that's automatically pinned to the taskbar.

Open Edge

- 1 Click the **Edge icon** on the taskbar.

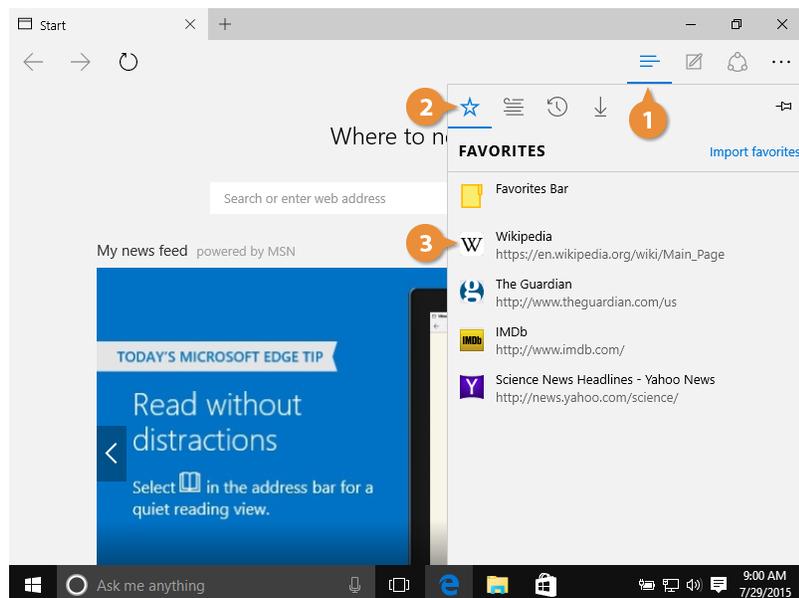
Edge opens to its own start screen, which includes news headlines and weather for your location.

The single text field near the top is where you can search for something or enter a website address directly.



View Favorites

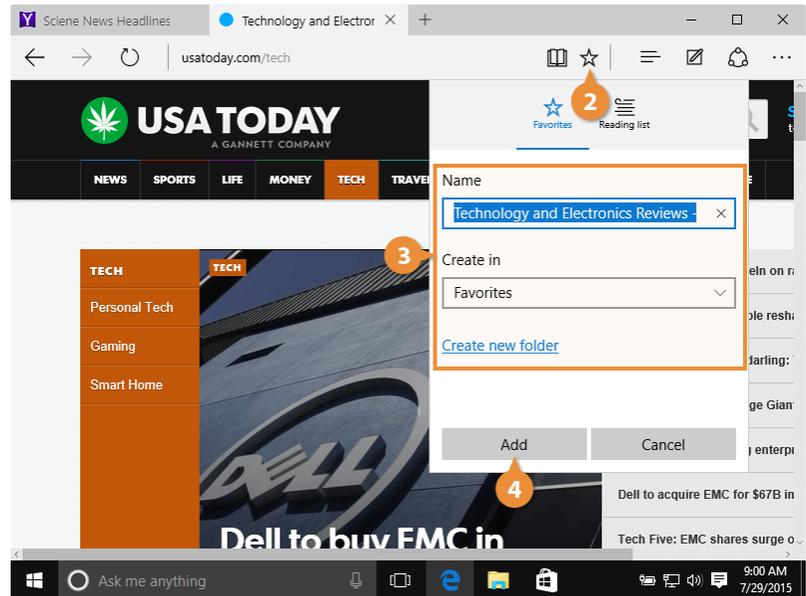
- 1 Click the **Hub button**.
- 2 Click the favorites tab.
- 3 Click the favorite site you want to open.



Add a Webpage Favorites

It's easy to add sites to your Favorites:

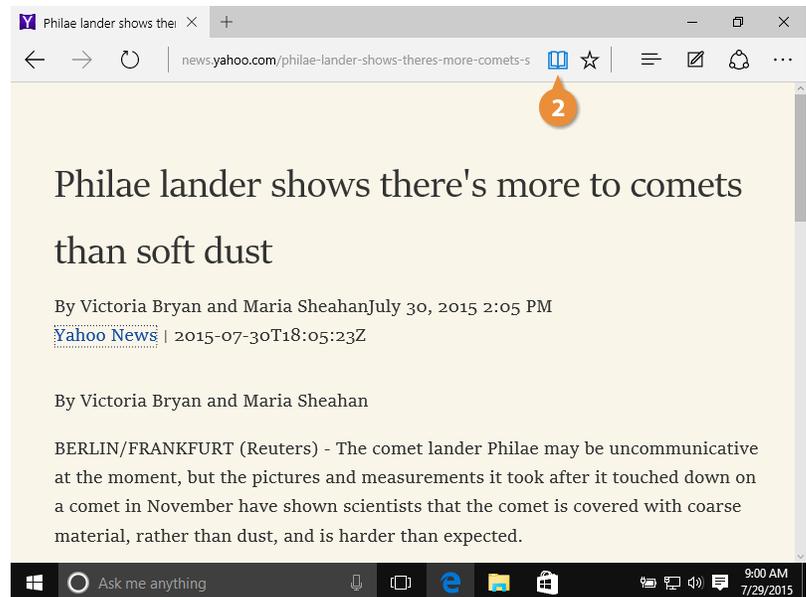
- 1 Go to the site you want to add.
- 2 Click the **Star** button.
- 3 Specify a name and location for the webpage.
- 4 Click **Add**.
The webpage is added to your favorites.



Use Reading Mode

Edge also introduces a distraction-free reading mode, that takes an article and displays only the relevant text. Here's how to use it:

- 1 Open a web page.
- 2 Click the **Reading Mode** button to turn on Reading Mode.
Now there are no headers, sidebars, ads, or anything else to distract you from the article, just the text in a larger, easier-to-read font.
- 3 Click the **Reading Mode** button again to turn off Reading Mode.



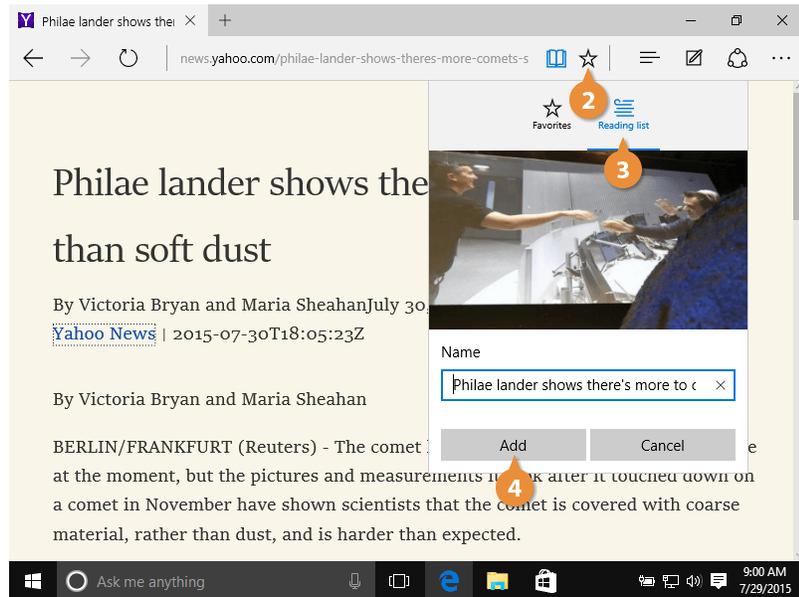
Add a Webpage to the Reading List

Edge also includes a Reading List that you can use to save an article for later.

- 1 Go to the site you want to add.
- 2 Click the **star button**.
- 3 Click the **Reading list tab**.
- 4 Click **Add**.

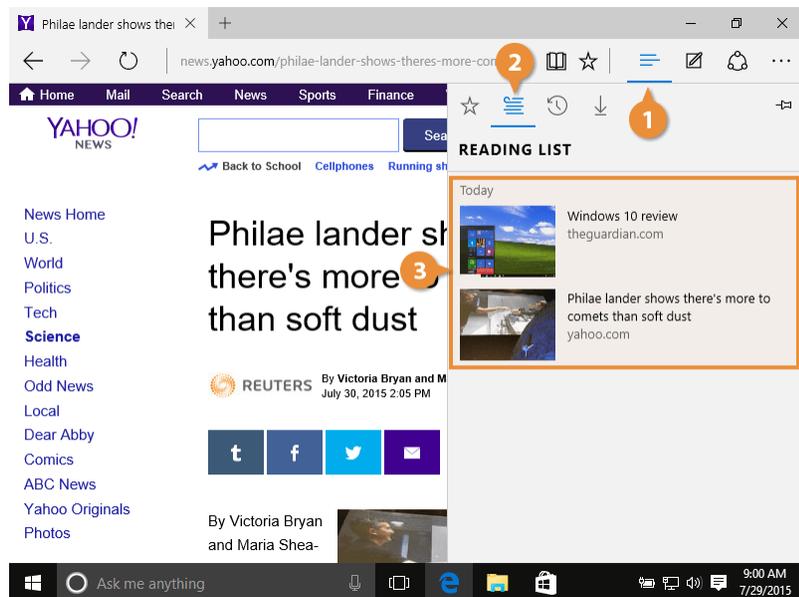
Now you can come back to the article later.

Currently you need to be online to view the reading list, but Microsoft promises to make offline reading available a feature in a future update.



To View the Reading List

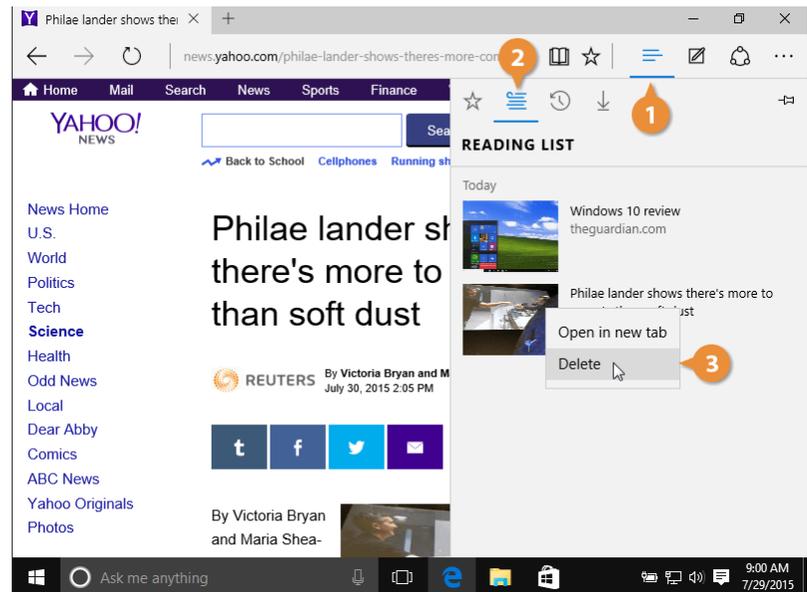
- 1 Click the **Hub button**.
- 2 Click the **Reading list tab**.
Everything we've added to our reading list shows up here. Just click a saved article to load it.
- 3 Select the article you want to read.



Remove a Favorite or Reading List Article

It's easy to remove favorites and reading list articles:

- 1 Click the **Hub** button.
- 2 Click one of the following:
 - **Star tab:** To delete a favorite.
 - **Reading list tab:** To delete a reading list article.
- 3 Right click the favorite or article and select **Delete**.



Create a Web Note

Edge has another feature that separates it from Internet Explorer—the ability to mark up a page as a web note and share it.

- 1 Click the **Make a Web Note** button.
- 2 Use the drawing tools in the toolbar to markup the page.
- 3 When you're done writing on the page click **Save**.
- 4 Specify where you want to save your notes:
 - OneNote
 - Favorites
 - Reading list
- 5 Click **Send**.
Your notes are saved for later.



Here are the drawing tools available to you and what they do:

Note Tool	Description
 Pen	Draw on the page.
 Highlighter	Highlight text on the page.
 Eraser	Erase markup.
 Add typed note	Add a typed note on the page.
 Clip	Copy a portion of the page.

Use Multiple Desktops

Another new feature in Windows 10 is Task View, which lets you have several desktops open. A desktop is a set of apps that are saved on the same page. If you have a lot of apps that you're switching between, you can group them into a few different desktops and then switch between desktops instead of constantly minimizing one window to get to another.

View Windows and Desktops

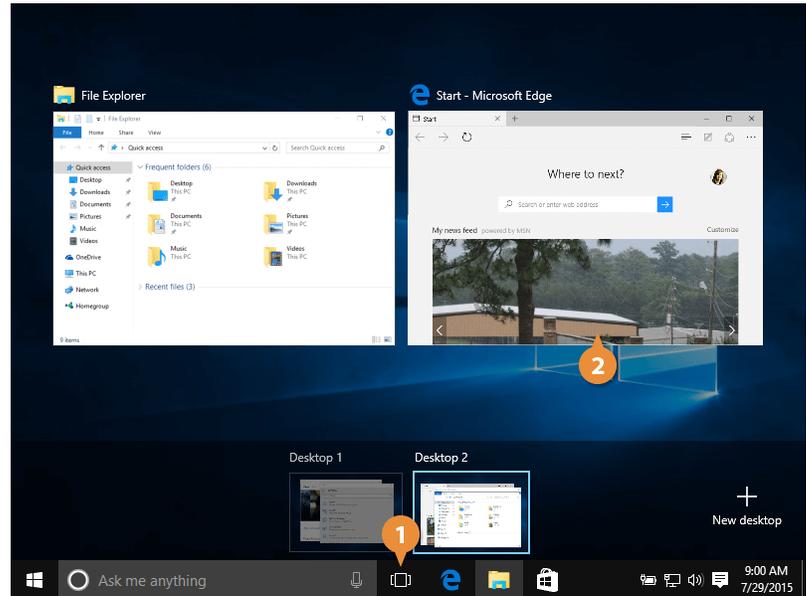
Here's how to view your open windows and desktops:

- 1 Click the **Task View** button on the taskbar.

Note: You can also press  + D.

All the windows you have open are reduced to thumbnails, letting you switch between apps quickly.

- 2 Click the window or desktop you want to view.



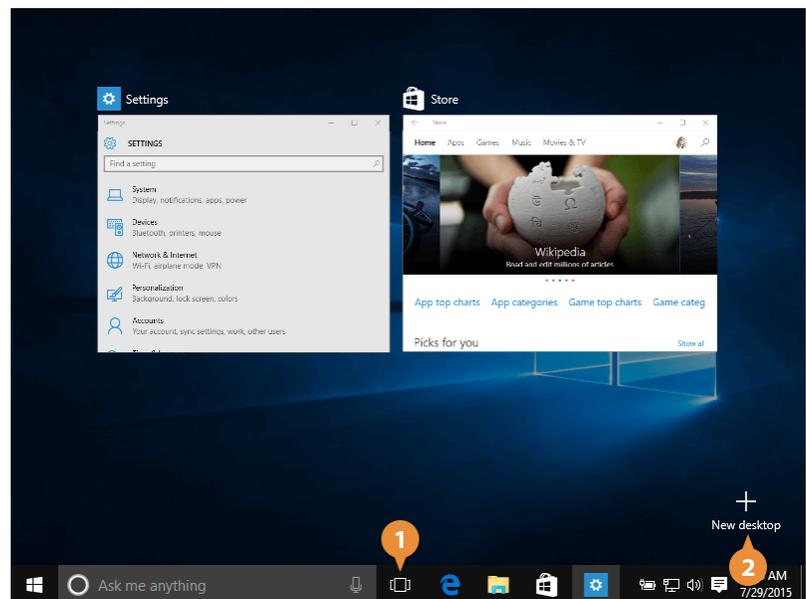
Add a Desktop

Here's how to add a desktop:

- 1 Click the **Task View** button on the taskbar.
- 2 Click the **New Desktop** button.

A new desktop is added, with nothing on it yet, but any apps you open while this desktop is selected will be added to it.

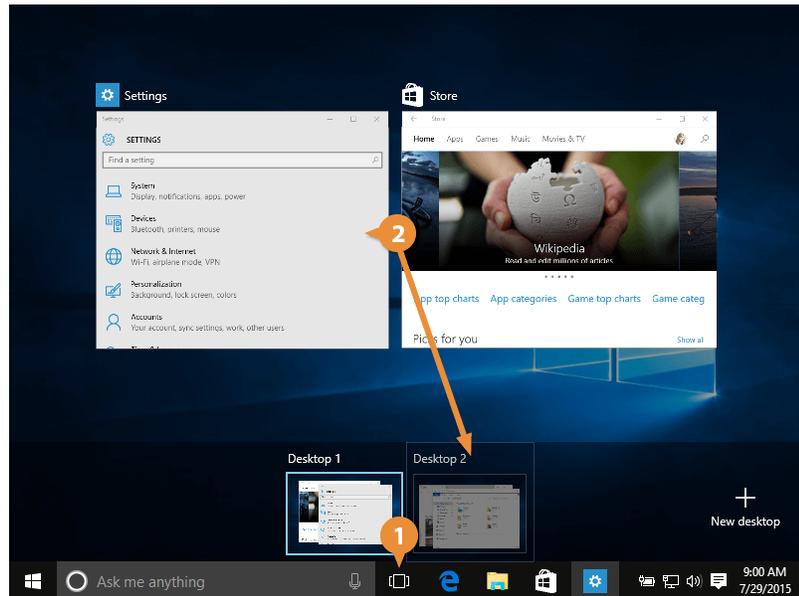
- 3 Open the apps and windows you want to appear on the new desktop.



Move Windows between Desktops

We can also move windows between the different desktops.

- 1 Click the **Task View** button.
- 2 Click and drag a window thumbnail to another desktop's thumbnail.

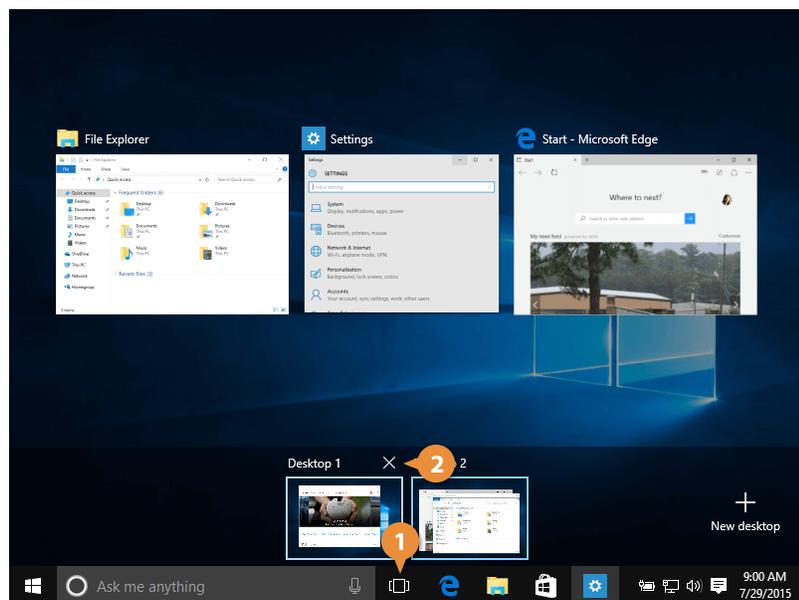


Remove a Desktop

Once you're done with a desktop, you can get rid of it.

- 1 Click **Task View** button.
- 2 Click a desktop's **close** button.

That desktop closes. If you had any apps still running on that desktop, they'll move over onto the next available desktop.



Tablet Mode

Enable Tablet Mode

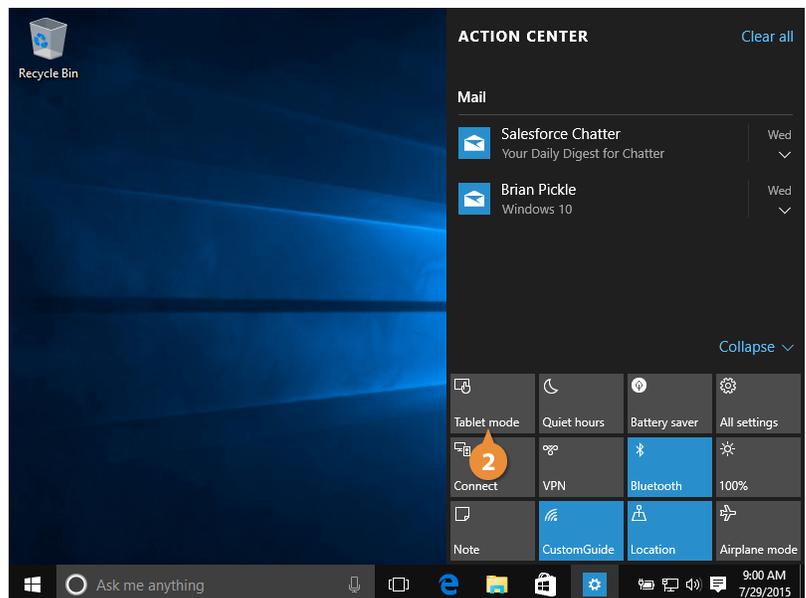
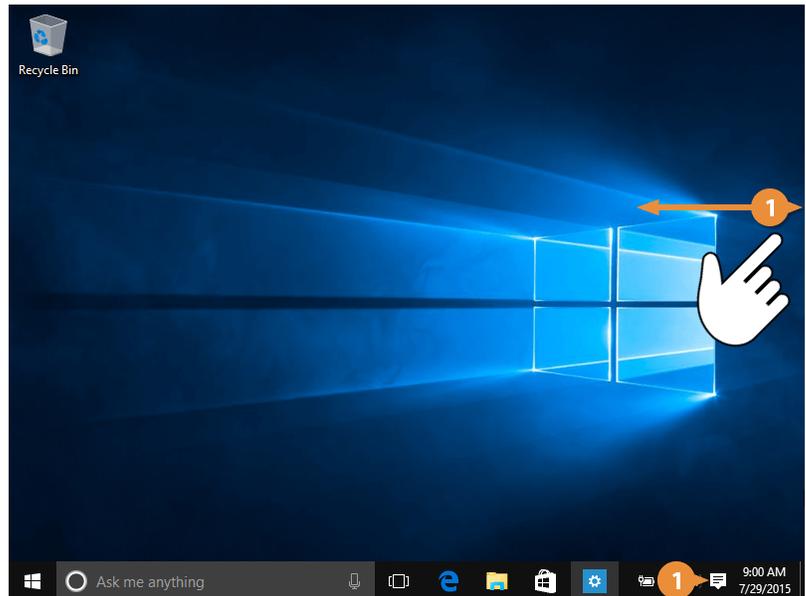
If you're using Windows 10 on a hybrid computer, consisting of a touchscreen with a detachable keyboard, you can use Tablet Mode to make it easier to use.

- 1 Swipe in from the right side of the screen or click the **Action Center** icon in the task bar.

Note: You can also press **Windows + A**, or if you're using a detachable keyboard simply detach it.

- 2 Click the **Tablet Mode** button.

Once Tablet Mode is engaged, apps will run full-screen. The taskbar changes, and most parts of the interface will be optimized for touch instead of a mouse and keyboard.



View the Start Menu in the Tablet Mode

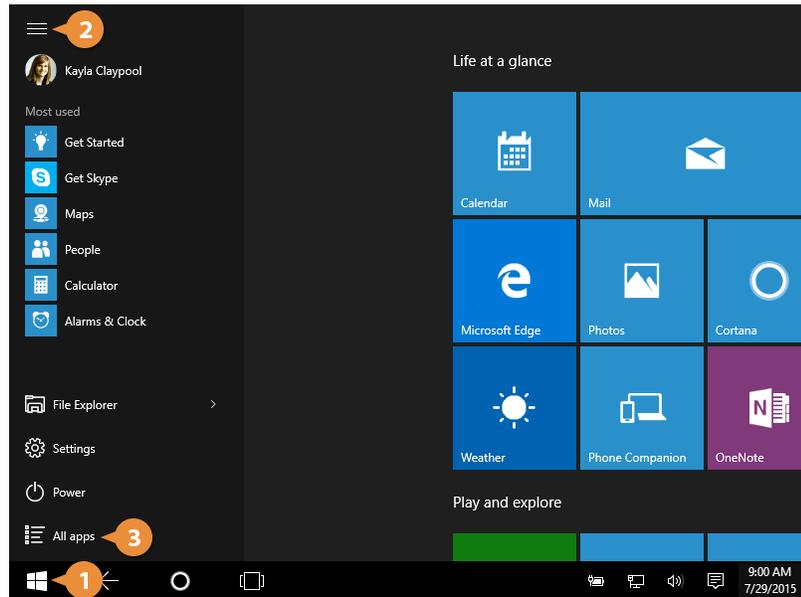
While in Tablet mode, a few things are done differently. For example, the Start menu is replaced with the Start screen and your live tiles now fill the whole screen.

Use the Start Menu

Here's how to use the Start menu in Tablet mode:

- 1 Tap the Start menu.
The Start screen appears and displays your live tiles.
- 2 Tap the **Menu** button in the upper right of the screen to view the Start menu.
- 3 Tap the **All Apps** button in the lower right of the screen to view all your apps.
- 4 Tap the app you want to open.

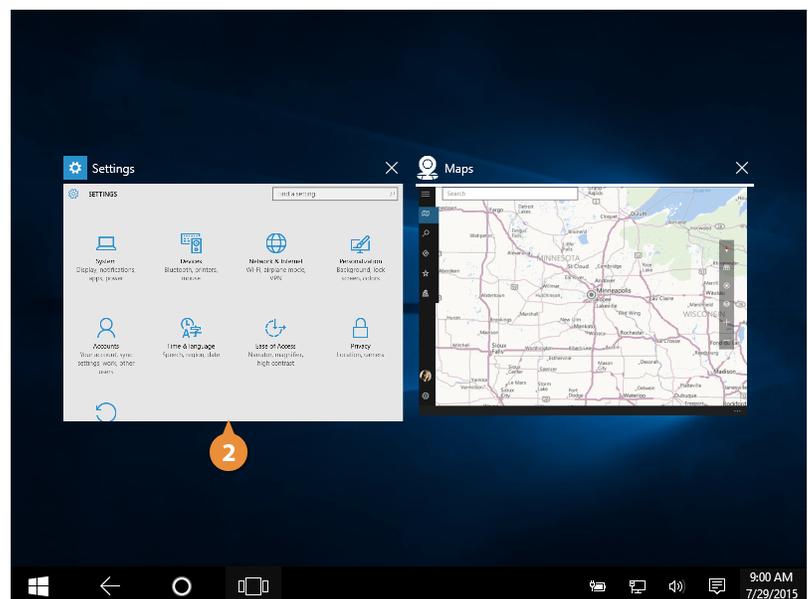
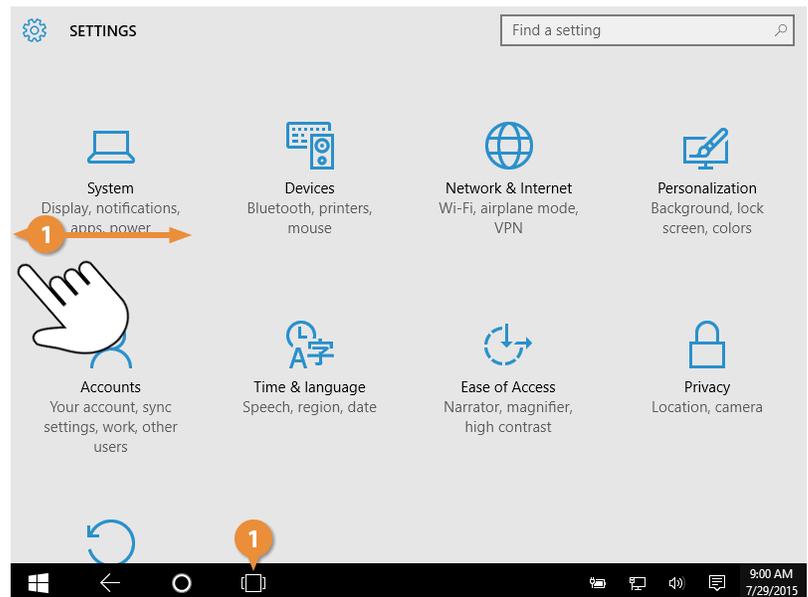
Note: You can also press view all apps clicking the All Apps button in the lower right of the screen on the desktop.



To Switch Between Apps

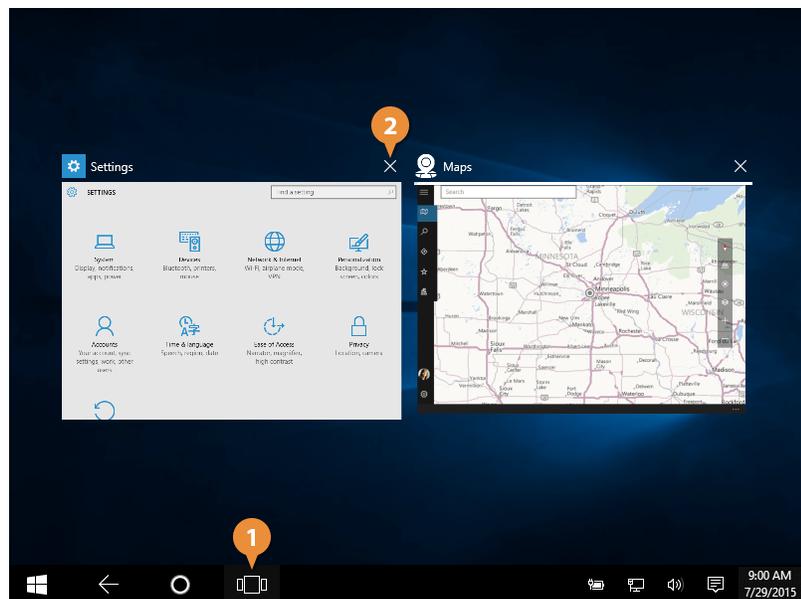
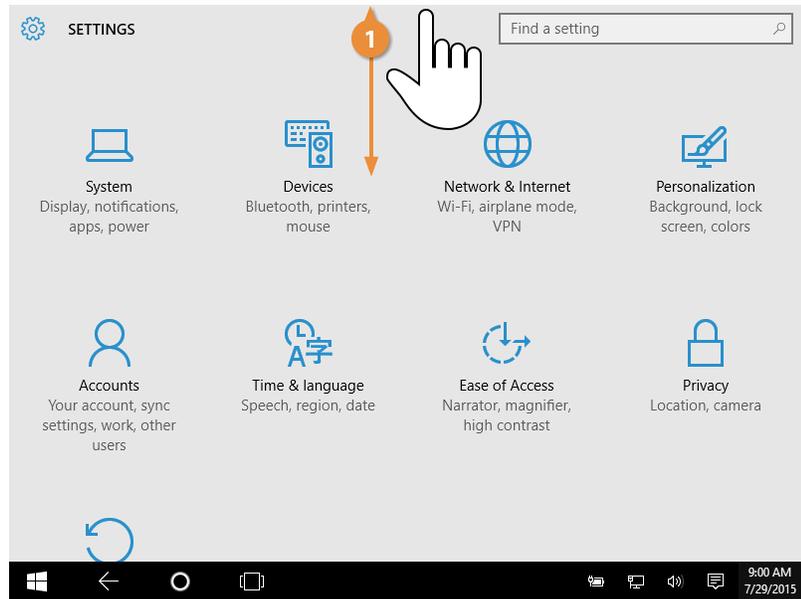
Here's how to switch between open apps:

- 1 Swipe your finger in from the left or tap the **Task View** button.
- 2 Tap the app you want to open.



To Close an App

- 1 Do any of the following:
 - If the app has a Close button, click it.
 - Swipe your finger from the top to the bottom of the screen.
 - 1. Click the **Task View** button.
2. Click the app's **Close** button.

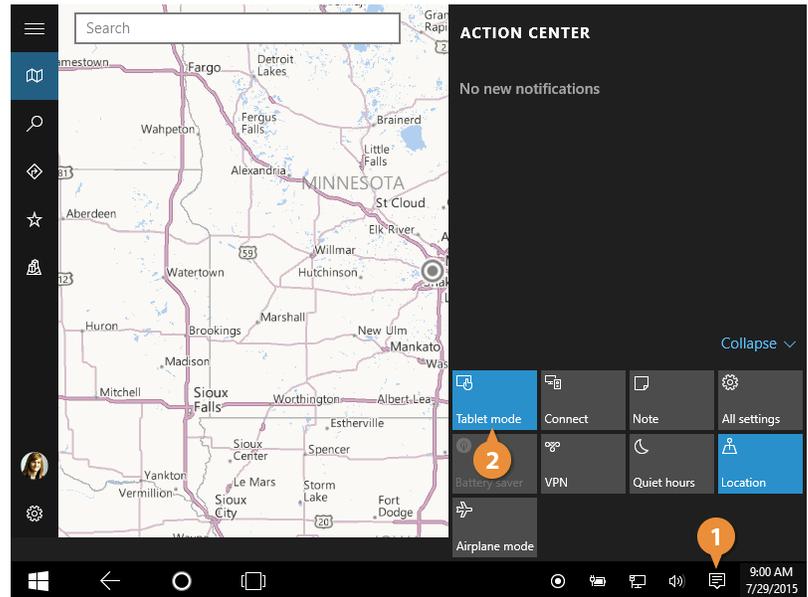


Turn Tablet Mode Off

Here's how to disengage Tablet Mode:

- 1 Swipe your finger in from the right OR tap the Notifications button on the taskbar.
- 2 Tap the **Tablet Mode** button.

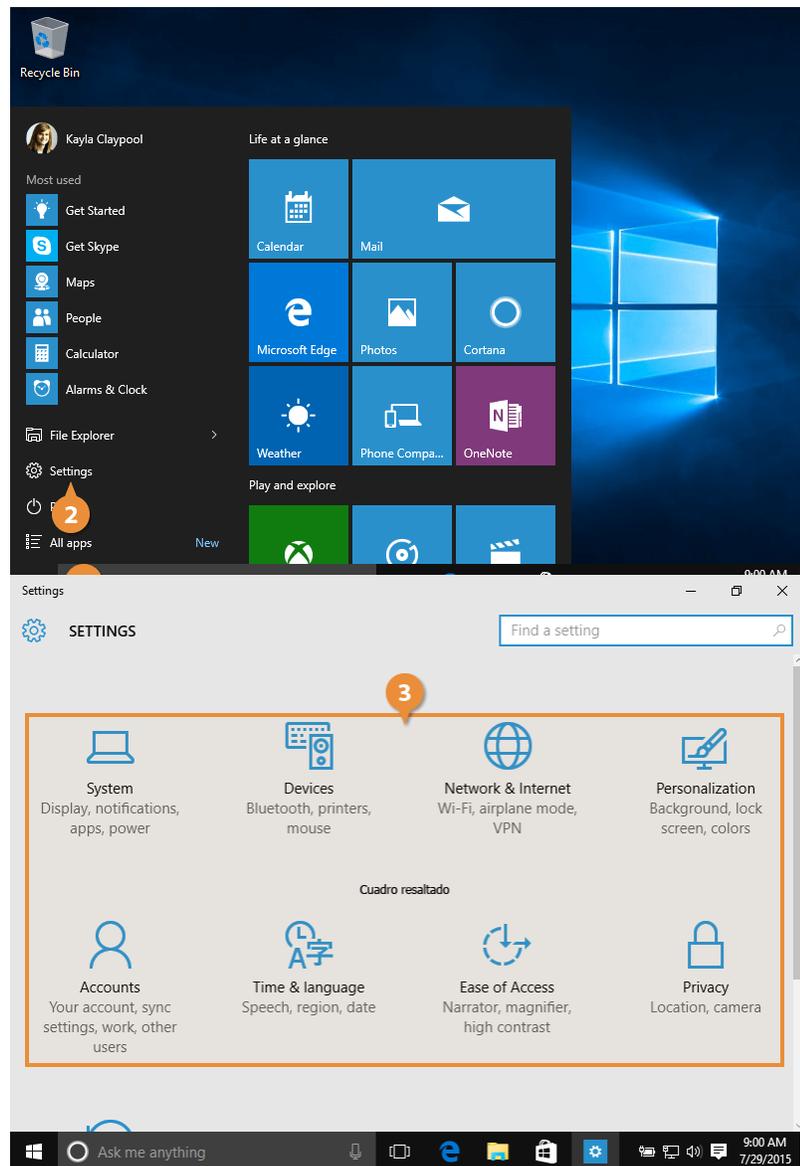
Tablet Mode disengages, and the apps that were all running separately in full-screen now appear as windows on your desktop.



The Settings App

Windows 10 has reorganized a lot of system settings into a brand new Settings app.

- 1 Click the **Start** button.
- 2 Select **Settings**.
Here in the Settings app, there are a number of categories that encompass most of your computer's settings.
- 3 Click a setting category.
- 4 Click a setting subcategory.
Each category has some subcategories within it, listed in the navigation pane on the left. Click one of the subcategories, such as Notifications and Actions, to view it.
- 5 Customize settings as desired.
- 6 Click the **gear icon** to go back to the main settings page.
- 7 Click **Close** when you're finished.



Setting	Description
 System	Configure your display, notification, and power settings.
 Devices	Configure hardware and devices connected to your computer.
 Network & Internet	Configure your network settings.
 Personalization	Change the background, lock screen image, and colors.
 Accounts	Configure your connected Microsoft accounts.
 Time & language	Change the time, date, language, and regional settings.
 Easy of Access	Configure accessibility features for those with disabilities.
 Privacy	Configure which apps can access your hardware and data.
 Update & security	Update Windows and configure security settings.

Quick Access

Windows 10 adds a new feature to the File Explorer called Quick Access, that displays your frequently used folders and recent files. Quick Access replaces the favorite folders list in older versions of Windows. Let's take a look at Quick Access view:

- 1 Click the **File Explorer Icon** on the taskbar.

Note: You can also click the Start button > File Explorer.

You can easily pin folders to the Quick Access pane to the left.

- 2 Find and select the folder you want to add to Quick Access.

- 3 Click the **Home** tab.

- 4 Click the **Pin to Quick Access** button.

The folder appears in the Quick Access group, with an icon indicating that it's been pinned.

- 5 To remove a pinned folder, right-click it and select **Unpin from Quick Access**.

