**Getting Help**

Objective

To use the screen reader's help system, Windows help, and the Internet to find answers to questions and troubleshoot problems

Key Concepts

Help system structure, tree views, context sensitive help

Skills

* Using a program’s help Window
* Navigating tree views and changing between panes in a window
* Locating and adjusting screen reader settings
* Choosing keywords and navigating Q&A and forum sites

As technology progresses, operating systems undergo upgrades, and new applications are developed, it will be important for you to stay up to date so that you can continue to use the computer when these developments occur. At this point, you probably have stacks and stacks of note cards with all kinds of written notes. Then again, you may have a single document with notes on all you have learned in class thus far. The following lessons will focus on tools for obtaining help and advice using various sources including built-in help, manuals, and internet research.

Why so much research? Learning how to teach yourself new skills and figure out new situations will be more important for your future endeavors than any specific skills you have learned thus far. You cannot plan now for everything you would want to do on the computer for the rest of your life, nor do you have the time in class to learn everything there is to know.

What happens when something is not working? Do we stand up and scream for help? Tempting, but probably not the best.

Do we curse at our computer when the key we press does not do what we thought it would do? Again, quite tempting, maybe even therapeutic. Unfortunately, not so good in an office setting, for example.

Researching how to change settings on your own can be intimidating, especially if you don’t understand all the words and concepts involved, or if you are afraid of breaking something. While it is important to be careful what web sites you visit or download information from, it is relatively difficult to permanently break a computer. As long as you pay attention and ask questions, learning to do this is more like a fun adventure, where the worst that could happen is that you temporarily get lost. Exploring and playing with computer settings is a lot of fun!

Now might be a good time to increase your Screen reader speed a few points. If you don’t remember how to do this, ask your instructor.