

# Survey of Windows Features and Support Tools

**After completing this chapter, you will be able to:**

- Use Windows 10 to interface with files and folders, applications, and hardware
- Use Windows 10 tools to explore, examine, and support the system
- Make network connections in Windows 10
- Manage local user accounts and Microsoft accounts in Windows 10

**W**indows 10 operating system (OS) is the most stable OS Microsoft has produced to date. What's more, it's clear that Microsoft let the needs of the end user drive the design of Windows 10. It shares its basic architecture with Windows 8 and Windows 7, but has a new user experience that draws on the best of Windows 8 and Windows 7. As a computer support technician, you should find it comforting to know that under the hood, all these operating systems are similar and have many common utilities, tools, and techniques used for troubleshooting. Supporting a Windows OS is becoming easier even as the underlying operating system is getting more complex and offering many new features.

Windows 10 has a few major versions or updates already released or announced:

- ▲ ***Anniversary Update.*** Version 1607 was released August 2, 2016.
- ▲ ***Creators Update.*** Version 1703 was released April 11, 2017.
- ▲ ***Fall Creators Update.*** Previously called Redstone 3, this update is expected to be released in the fall of 2017.

In this chapter, you first look at the interfaces offered to the user and explore the basics of using Windows 10. Then you learn to use several Windows tools and utilities that are useful for examining and managing a system. You also learn how Windows 10 connects to a network and accesses resources on a network. Finally, you learn about user accounts, including how to create and manage them.

**To Learn More** This text is about Windows 10, version 1703, also known as the Creators Update, released April 11, 2017. The text is intended to be used as a supplement to accompany *A+ Guide to IT Technical Support*, 9th edition, or *A+ Guide to Software*, 9th edition. These two core textbooks contain many concepts and explanations about supporting the Windows 8/7 operating systems that also apply to Windows 10. See one of these two core books for further explanations and concepts not covered in this text on Windows 10. In this text, we assume you're already familiar with Windows 8/7 and know how to support them.

**Notes** To find out if your system has the Creators Update installed, open a Run box, type **winver**, and press **Enter**. If the Creators Update is installed, the About Windows dialog box will indicate Version 1703 (OS Build 15063.250) or higher.

**Notes** Labs to accompany this chapter can be found in Appendix A at the end of this text.

**Notes** This chapter is written to follow Chapter 7 in *A+ Guide to IT Technical Support*, or Chapter 1 in *A+ Guide to Software*.

## **WINDOWS 10 INTERFACE**

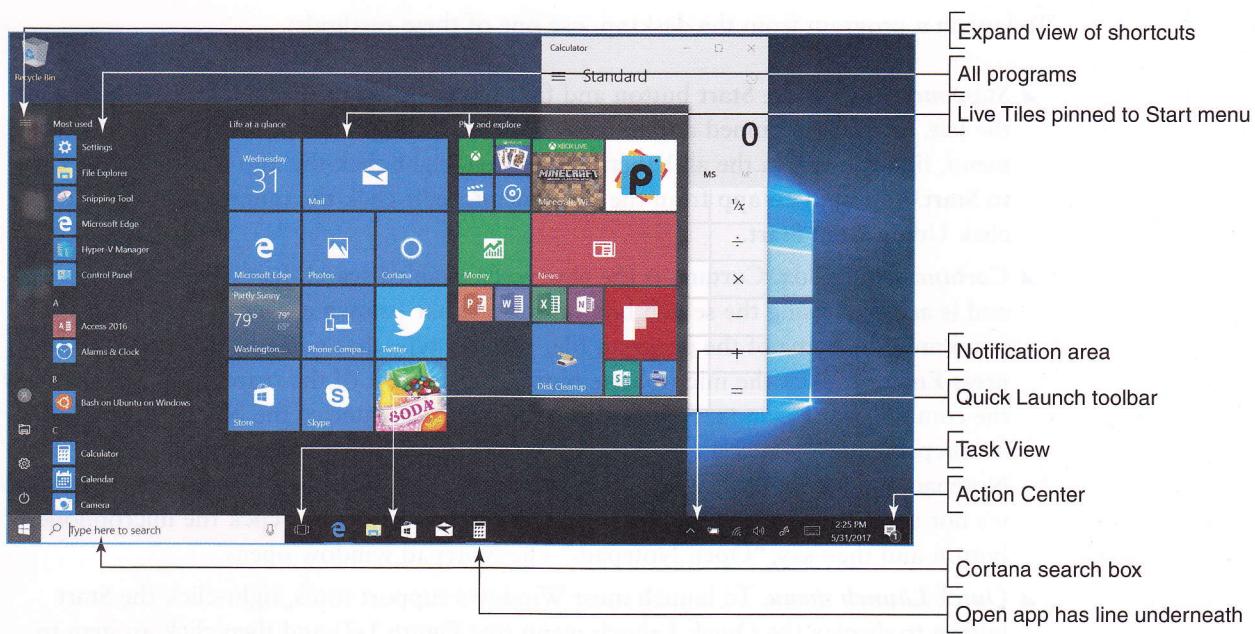
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Before you get started learning to use Windows 10, let's take a quick look at the new desktop and Start menu, as well as other features you'll find useful when supporting Windows 10.

**Notes** This chapter assumes Windows 10, version 1703, also known as the Creators Update, is already installed on your computer. If Windows 10 is not installed yet, read the chapter, "Installing and Maintaining Windows 10," and install Windows 10. Then you can return to this chapter to learn how to use the OS.

## **WINDOWS 10 DESKTOP**

Windows 10 abandons the Windows 8 Start screen, returning instead to a Start menu, as in Windows 7. However, the Start menu does include some features of the Windows 8 Start screen (see Figure 1-1). Tools used by technicians to support, secure, and troubleshoot Windows, as well as productivity software, such as Microsoft Office, QuickBooks, and Dreamweaver, can be accessed from the Start menu, desktop, and taskbar. The taskbar is normally located at the bottom of the Windows desktop, displaying information about open programs and providing quick access to others. By default, Windows 10 pins the Task View, Microsoft Edge, File Explorer, and Store icons in the Quick Launch toolbar on the left side of the taskbar. Click an icon to open the program. An open application displays a program icon in the taskbar to the right of the toolbar or underlines a pinned application.



**Figure 1-1** Windows 10 returns to the Start menu

The most noticeable difference in the Windows 10 Start menu are the Live Tiles on the right side of the menu. Similar to the tiles on the Windows 8 Start screen, they display useful information at-a-glance, and make frequently used apps easy to find and open. The left side of the Start menu includes lists of: (1) recently added apps (if there are any), (2) most used apps, (3) suggested apps for downloading from the store, and (4) an alphabetical list of all apps available on the computer. To expand the view of the links on the left side of the Start menu, click the three horizontal bars at the top left corner of the Start menu (as shown in Figure 1-1).

In the bottom-left corner of the Start menu are four icons that you can use to access important functions. Click the Account icon to change account settings, lock, or sign out of Windows. The other three icons allow you to access File Explorer, the Settings app, and the Power menu. Click the Power icon to put the computer in sleep mode, shut down, or restart.



**Notes** To customize the Start menu, use the Personalization group in the Settings app. If you prefer the Windows 8 Start screen, use the full screen Start menu option in the Settings app in the Personalization group.

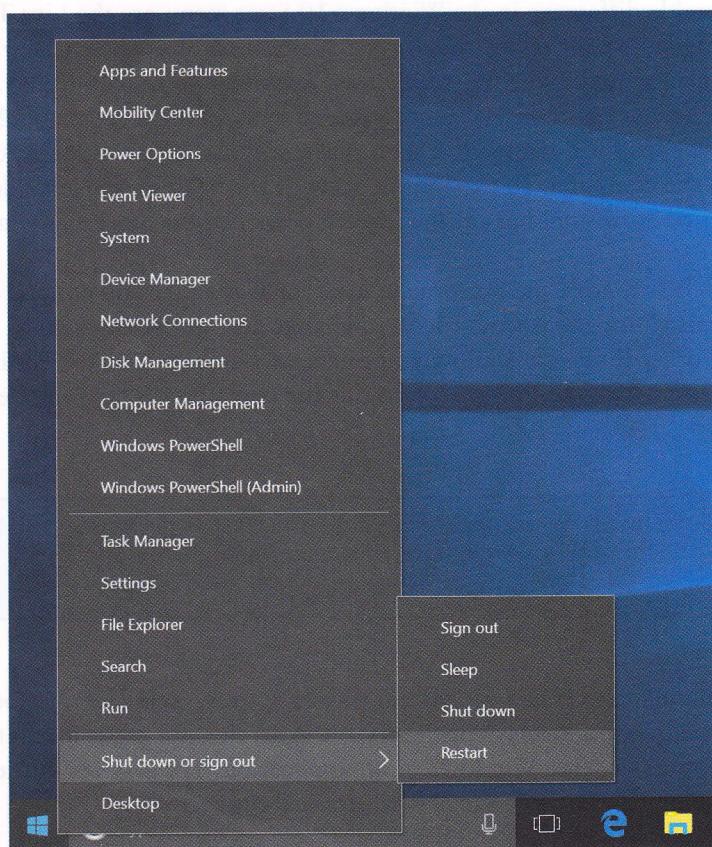
The notification area, also called the system tray or systray, is, by default, located on the right side of the taskbar and displays open services. A service is a program that runs in the background to support or serve Windows or an application. The services in the notification area include the volume or sound control and network connectivity.



**Notes** If you have a sluggish Windows system, it's helpful to look at all the running services in the notification area and then disable services that are consuming system resources. This is covered in Chapter 11 of *A+ Guide to IT Technical Support*, 9th edition, or Chapter 4 of *A+ Guide to Software*, 9th edition.

To launch a program from the desktop, use one of these methods:

- ▲ **Start menu.** Click the Start button and find the program in the list of all programs on the left, or find the pinned app or a Live Tile on the right. To pin an app to the Start menu, find the app in the alphabetical apps list, right-click the app tile, and click **Pin to Start**. To unpin an app from the Start menu, right-click the pinned app tile, and click **Unpin from Start**.
- ▲ **Cortana search box.** Cortana is the new voice-enabled search feature of Windows 10 and is accessed using the search box on the taskbar (shown earlier in Figure 1-1). If you know the name of the program file, you can type that name in the search box and press Enter, or click the microphone button to the right of the search box and then say the command to Cortana. For example, the program name of the Notepad text editor is notepad.exe. When you type **notepad** in the search box and press Enter, the Notepad window opens. (Windows assumes the file extension for a program is .exe, so it's not necessary to type the extension.) Alternatively, you can click the microphone button and then say, "Open Notepad." The Notepad window opens.
- ▲ **Quick Launch menu.** To launch most Windows support tools, right-click the Start button to display the Quick Launch menu (see Figure 1-2) and then click an item to open it. You can also press **Win+X** to launch the menu from anywhere in Windows 10. You will notice a few changes to the Quick Launch menu:



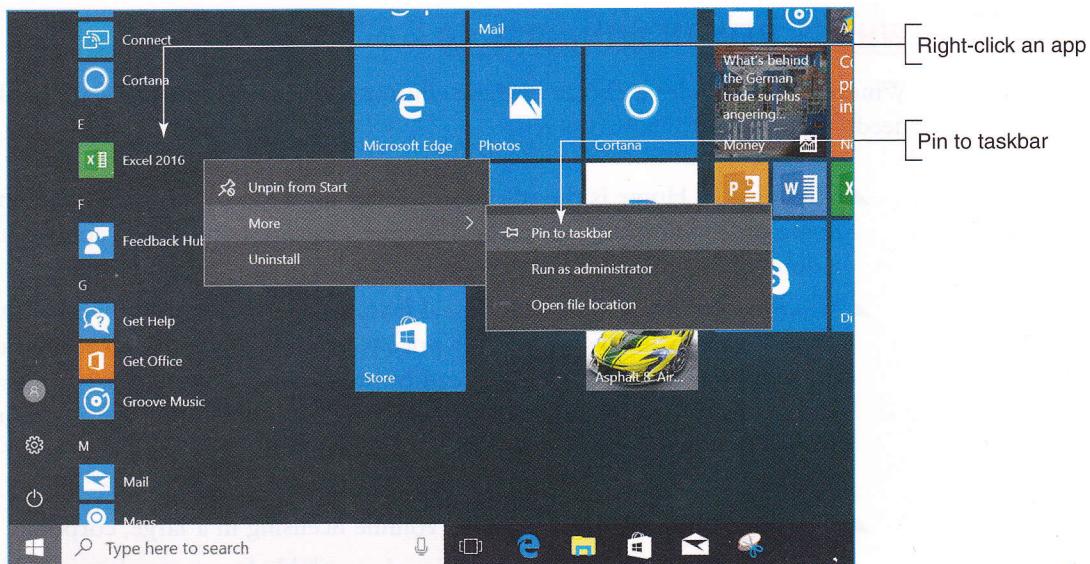
**Figure 1-2** Use the Quick Launch menu from anywhere in Windows to access useful Windows utilities and screens

- ▲ The Control Panel option has been replaced by the Settings app. Microsoft is discouraging the use of Control Panel in favor of the Settings app. You'll have a chance to explore the Settings app later in this chapter.

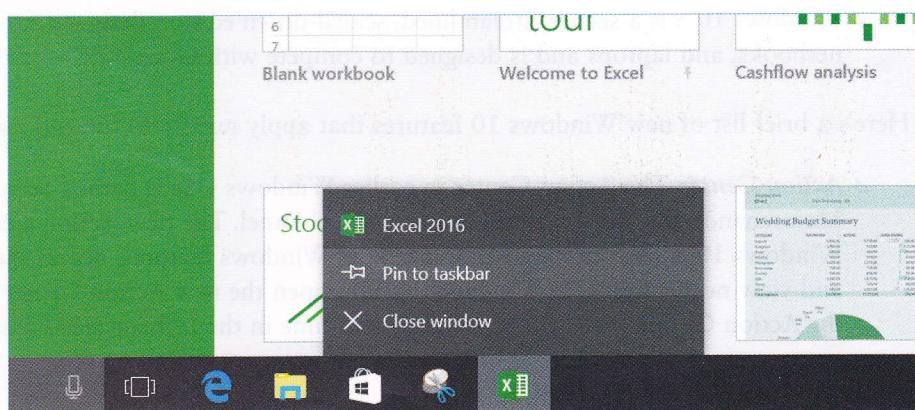
- ▲ For the most part, the Programs and Features window has been replaced by the Apps & Features window in the Apps group of the Settings app. To access the Programs and Features window, use the link at the bottom of the Apps & Features window or use the Control Panel.
- ▲ The System link opens the Settings app in the System group. It no longer opens the System window. To access the System window, use the Control Panel or type System in the Cortana search box.
- ▲ Windows PowerShell and Windows PowerShell (Admin) are included, but Command Prompt and Command Prompt (Admin) are not. To access the Command Prompt window, type cmd in the Cortana search box. To restore Command Prompt to the Quick Launch menu, open the Settings app, open the Personalization group, and then click Taskbar. Here you find the setting to replace the Command Prompt with Windows PowerShell. Turn this setting off to add Command Prompt to the Quick Launch menu.

Notice the *Shutdown or sign out* item near the bottom of the Quick Launch menu. When you point to it, you see submenu items that always include Shut down, Sign out, and Restart. Depending on your system configuration, you might also see Sleep or Hibernate.

- ▲ **Pin to taskbar.** For a program you use often, you can add, or pin, its icon to the taskbar. Right-click an app on the Start menu to see the app's shortcut menu (see Figure 1-3). If necessary, click More, then click Pin to taskbar. You can also open a program, right-click the program's icon in the taskbar, and then click Pin to taskbar (see Figure 1-4).



**Figure 1-3** Right-click an app to pin it to the taskbar from the Start menu



**Figure 1-4** Right-click an icon for an open app and then pin it to the taskbar

- ▲ **Double-click the program file name in File Explorer.** File Explorer allows you to view and manage files and folders on your computer or the network. To open File Explorer, click the File Explorer icon in the taskbar. You can launch a program by double-clicking the program file name in File Explorer. You learn about changes to File Explorer later in this chapter.
- ▲ **Shortcut on the desktop.** You can place a shortcut to a program on the desktop. This works the same in Windows 10 as it does in Windows 8/7.

Here are a few tips about managing windows on the desktop:

- ▲ Drag the title bar of a window to move the window. Use the buttons in the upper-right corner to resize, maximize, minimize, and close a window.
- ▲ Drag a window to the top of the screen to maximize it. Drag the window downward on the screen to return it to its original size. Drag a window to the right or left of the screen so that it snaps to the side of the screen to fill half the screen. Drag a window to a corner of the screen so that it snaps to a quarter size of the screen in that corner.
- ▲ Press and shake (drag back and forth quickly) the title bar of a window to minimize all other windows except the one you shake. Shake again to restore the size of the other windows.

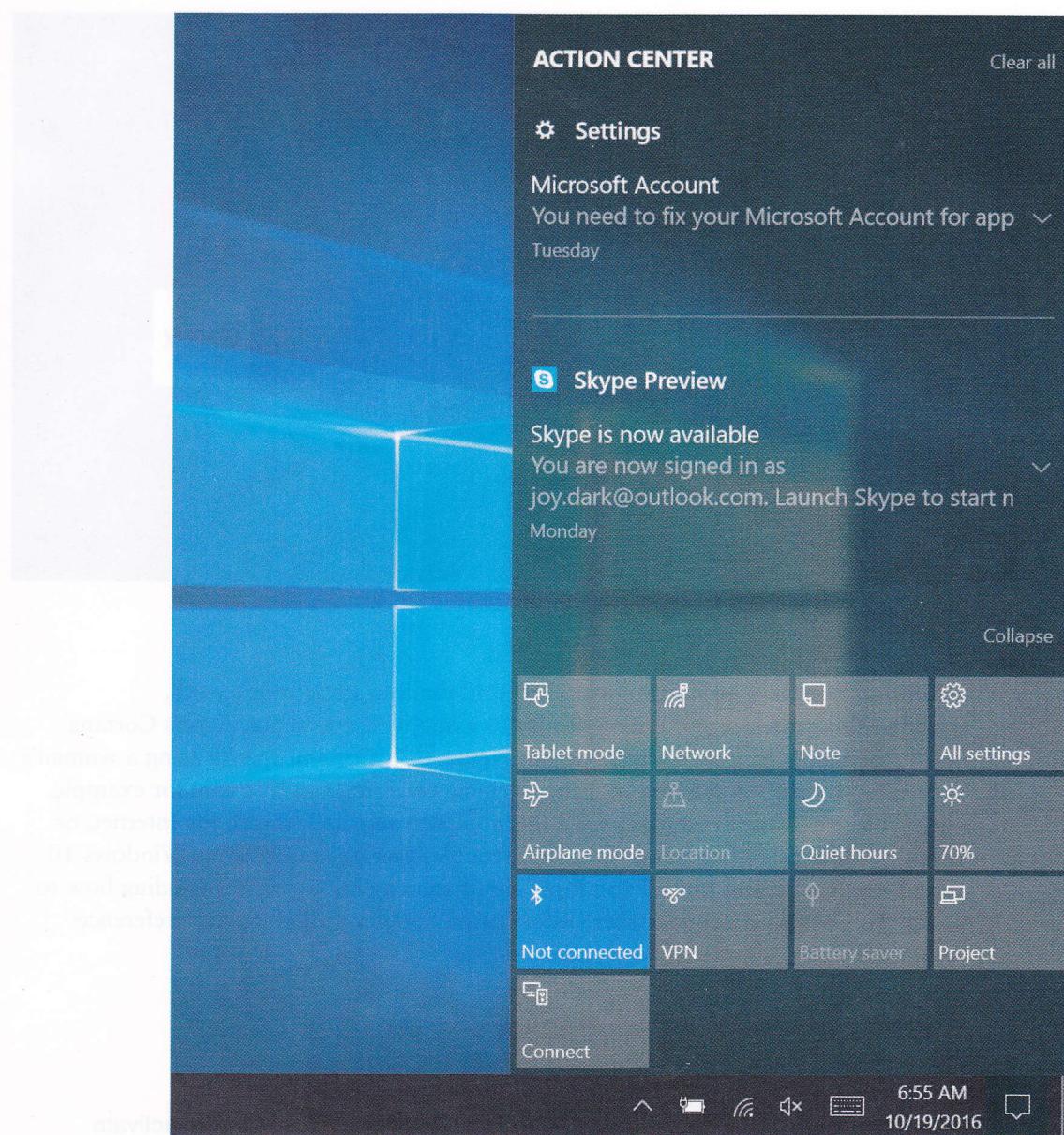
## **WHAT'S NEW IN WINDOWS 10**

Windows 10 provides a choice of these editions designed to satisfy a variety of consumer needs:

- ▲ **Windows 10 Home** is the edition of choice for a laptop or desktop computer used in a home or small office. This edition supports homegroups, but it doesn't support joining a domain or BitLocker Encryption.
- ▲ **Windows 10 Pro** includes additional features at a higher price, while **Windows 10 Education** is available for a lower price to students, faculty, and staff at eligible institutions. **Windows 10 Pro Upgrade** can be installed on a Windows 10 Home machine to add the functionality of Windows 10 Pro to the more basic Home edition. Windows 10 Pro supports homegroups, joining a domain, BitLocker, Client Hyper-V, Remote Desktop, and Group Policy.
- ▲ **Windows 10 Enterprise** allows for volume licensing in a large, corporate environment.
- ▲ **Windows 10 Mobile**, a lighter edition, is available for smart phones, tablets, netbooks, and other mobile devices and competes with iOS and Android operating systems.
- ▲ **Windows 10 S** is a secure, streamlined, scaled-down edition designed for tablets, netbooks, and laptops and is designed to compete with Google's Chrome OS.

Here's a brief list of new Windows 10 features that apply mainly to the end user:

- ▲ **Action Center.** The **Action Center** in earlier Windows OSs is named Security and Maintenance and can be found in the Control Panel. The new Action Center in Windows 10 is used to toggle on/off several Windows features, access the Settings app, and view notifications. In Windows 10, you open the new Action Center by clicking the Action Center icon next to the date and time in the taskbar (see Figure 1-5).



**Figure 1-5** The Action Center is used for accessing Security and Maintenance and other Windows features

▲ **Continuum.** Windows 10 is designed to easily switch between desktop mode and Tablet mode for touch screen devices via a feature called **Continuum**. When you are using a tablet with a detachable keyboard that is currently attached, the tablet behaves like a desktop with a Start menu in the bottom-left corner of the screen. When the keyboard is detached, a pop-up asks if you want to switch to Tablet mode. If you do want to use **Tablet mode**, the Start menu takes over the whole screen, displaying larger tiles that are easier to tap with a finger or stylus (see Figure 1-6). All Windows 10 systems have a Tablet mode option, but the touch screen only works when touch screen hardware is installed on the system. Note that the mouse and keyboard still work even when you are using Tablet mode on a desktop.

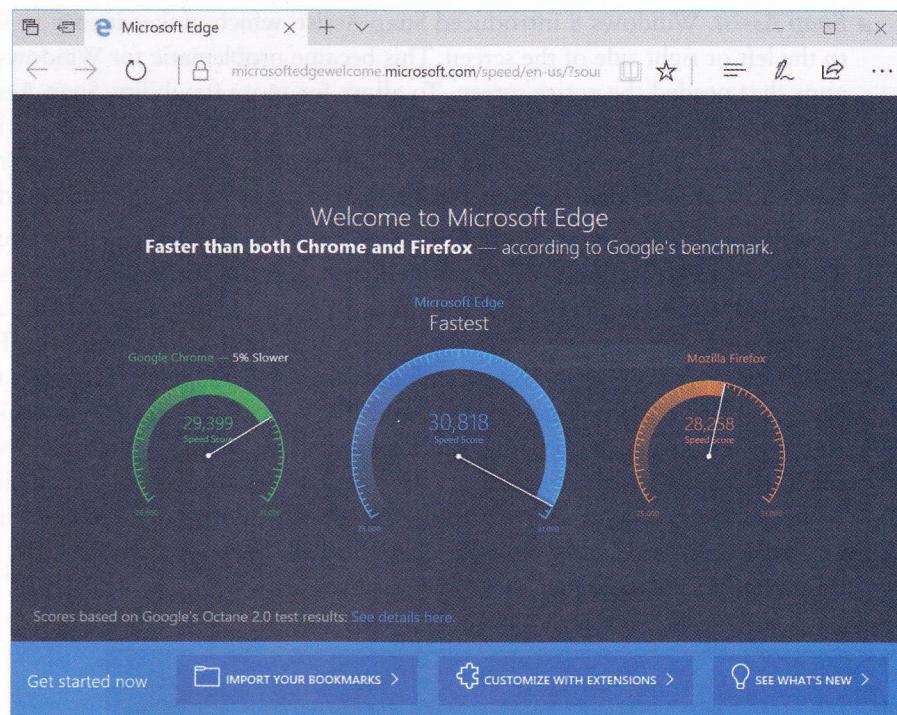


Figure 1-8 Microsoft Edge is a lean new browser

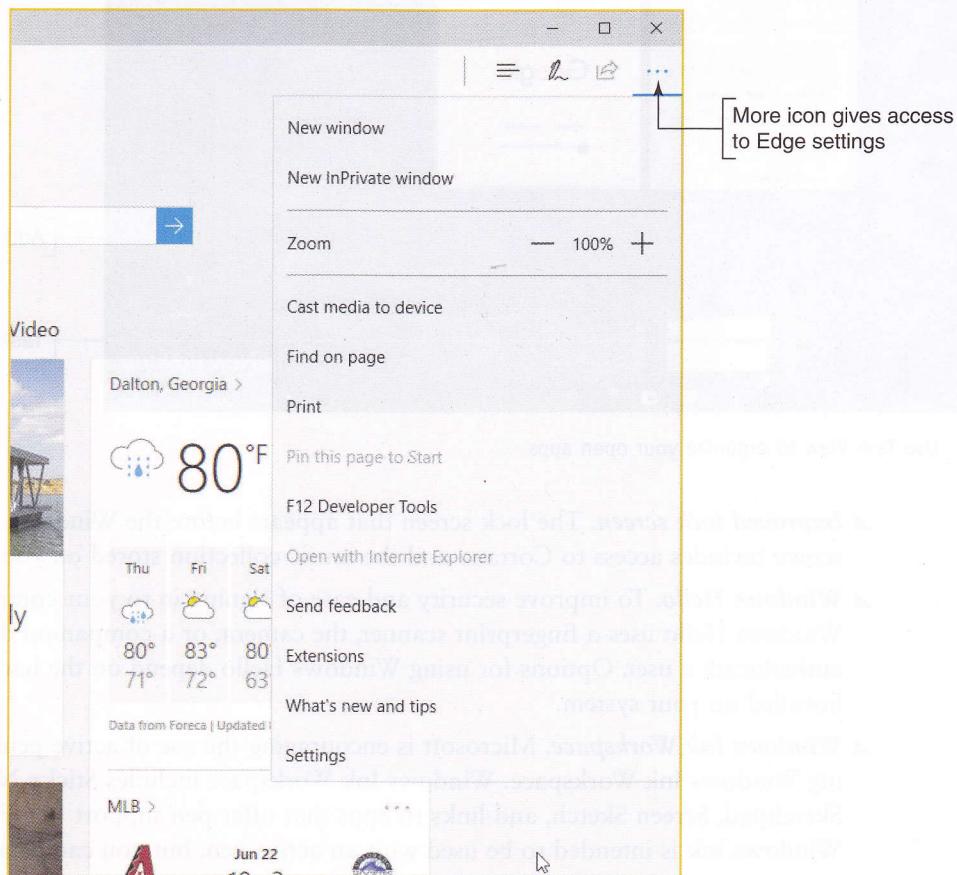
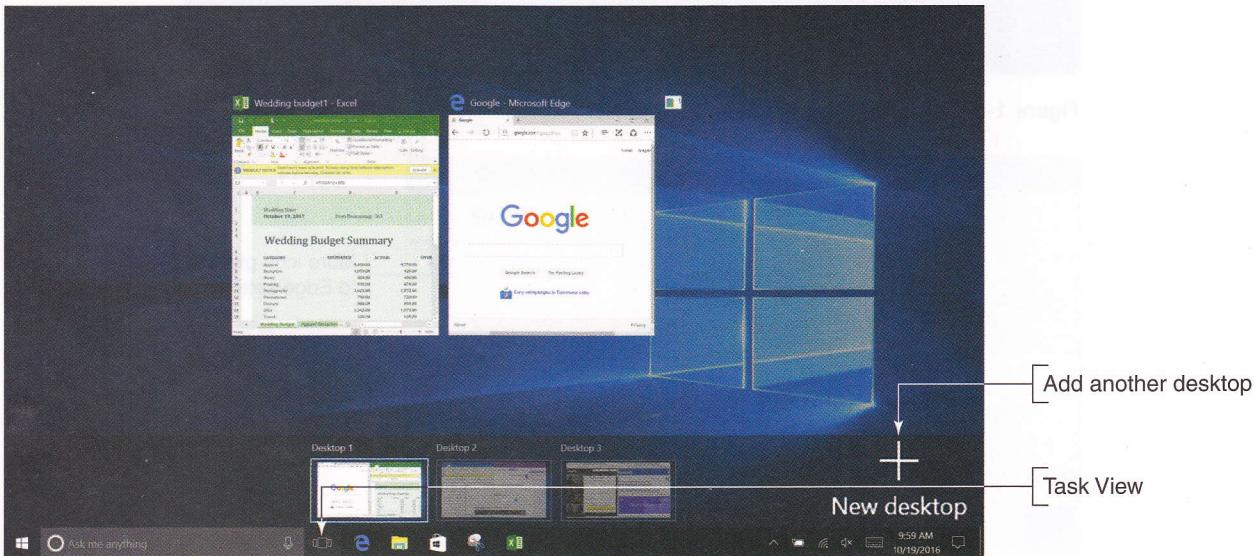


Figure 1-9 Pin a webpage in Edge to the Start menu

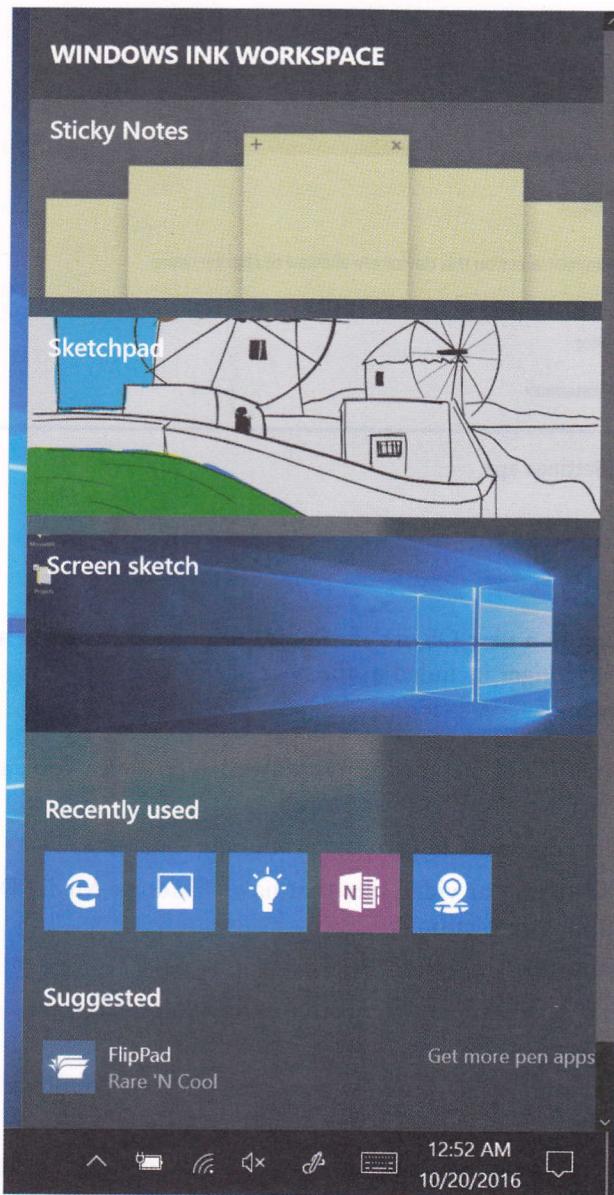
- ▲ **Snap Assist.** Windows 8 introduced Snap Assist, which makes it easy to snap windows to the left or right side of the screen. This became problematic for Windows 8 modern apps that needed the entire screen. To allow for more flexibility, Snap Assist in Windows 10 allows for half and quadrant snapping, so a window can take up all of the screen, or only a half, or a quarter of the screen. Windows 10 apps are now contained in windows that float on the desktop and can be snapped to an edge or corner.
- ▲ **Task View.** To help organize applications opened on the desktop, you can now use **Task View** to create multiple virtual desktops, and flip through to the desired desktop as needed (see Figure 1-10). For example, if you are paying bills, writing a paper, and surfing the Internet, you can put those three tasks on separate desktops. For example, on desktop 1, you can open your web browsers and budgeting software. On desktop 2, open Microsoft Word, OneNote, and web browsers for research. On desktop 3, open web browsers to keep up with social media and news. To open a new desktop, click the Task View icon on the taskbar (refer back to Figure 1-1), and then click **New desktop**. The keyboard shortcut to toggle your open desktops is **Ctrl+Win+arrow left** or **arrow right**. To close a desktop, click the Task View icon and close its Desktop thumbnail in the pane just above the taskbar.



**Figure 1-10** Use Task View to organize your open apps

- ▲ **Improved lock screen.** The lock screen that appears before the Windows 10 sign-in screen includes access to Cortana and the music collection stored on your computer.
- ▲ **Windows Hello.** To improve security and ease of signing in to your computer, **Windows Hello** uses a fingerprint scanner, the camera, or a companion device to authenticate a user. Options for using Windows Hello depend on the hardware installed on your system.
- ▲ **Windows Ink Workspace.** Microsoft is encouraging the use of active pens by introducing Windows Ink Workspace. **Windows Ink Workspace** includes Sticky Notes, Sketchpad, Screen Sketch, and links to apps that offer pen support (see Figure 1-11). Windows Ink is intended to be used with an active pen, but you can also use your

mouse or your finger if you have a touch screen. To enable Windows Ink Workspace, right-click the taskbar, and then on the shortcut menu, click Show Windows Ink Workspace button.



**Figure 1-11** Windows Ink Workspace includes Sticky Notes, Sketchpad, Screen Sketch, and links to apps that offer pen support

- ▲ **Find My Device.** The free service [Find My Device](#) helps you locate a companion device when lost. Activate this feature using the Settings app (see Figure 1-12). You must have already signed in on the device with your Microsoft account to use this feature. When Find My Device is enabled, your computer shows a map with your device's location. Find My Device can also ring or lock your device remotely. Finally, if you cannot get your device back, or if you have vulnerable sensitive data on your device, you can remotely erase it.

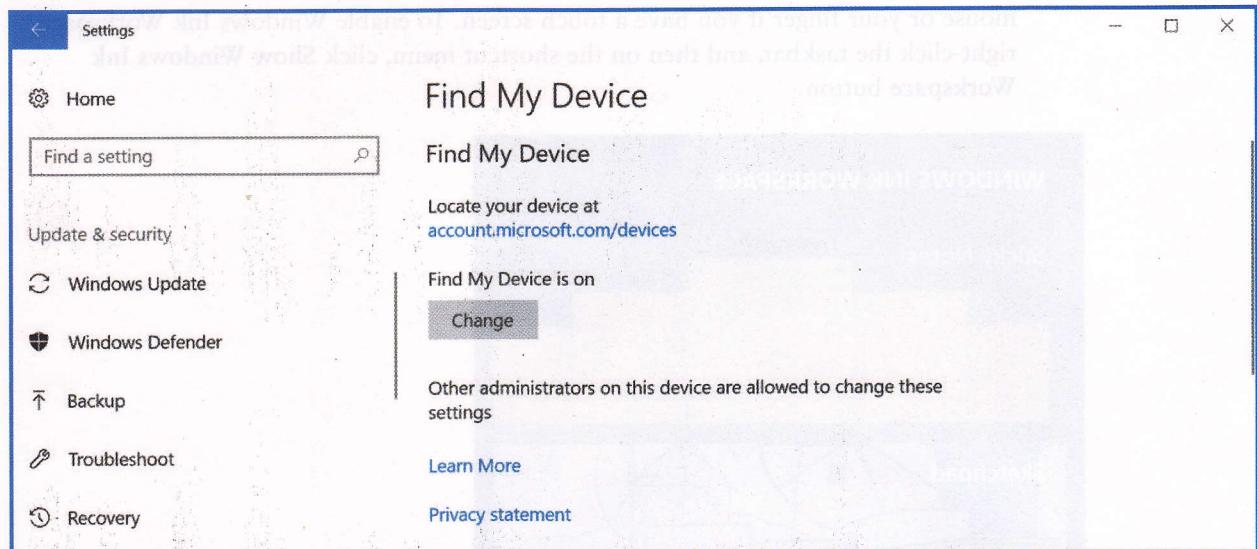


Figure 1-12 Turn on Find My Device using the Settings app

## FEATURE DEPRECATION

When considering upgrading to a new OS, it's important to note the features in your current operating system that are no longer included in the new one. When upgrading to Windows 10, keep in mind the following:

- ▲ Windows Media Center is not included in Windows 10; however, you can purchase Windows DVD Player from the Windows Store.
- ▲ Windows Journal is being retired in favor of promoting OneNote.
- ▲ Windows 10 can't play audio or video files that have Windows Media Digital Rights Management (WMDRM) protection.
- ▲ Windows 7 desktop gadgets are retired.
- ▲ Pre-installed Windows games are not included in Windows 10, but some can be downloaded from the Windows Store.
- ▲ Drivers for floppy drives must be manually downloaded from Windows Update or the manufacturer's website.
- ▲ While in Tablet mode, you can only snap two applications on the screen; by contrast, Windows 8 allowed three apps.

## APPLYING CONCEPTS

### SIGN IN TO WINDOWS 10 AND USE THE WINDOWS 10 INTERFACE

Windows 10 is designed to flow between touch screen and desktop interfaces. Follow these steps to learn how to sign in to Windows 10 and manage apps:

1. When you first start up a Windows 10 computer, you see the lock screen. Click anywhere on the screen and the sign-in screen appears (see Figure 1-13). To sign in, select a user account and enter the account password. The desktop appears.

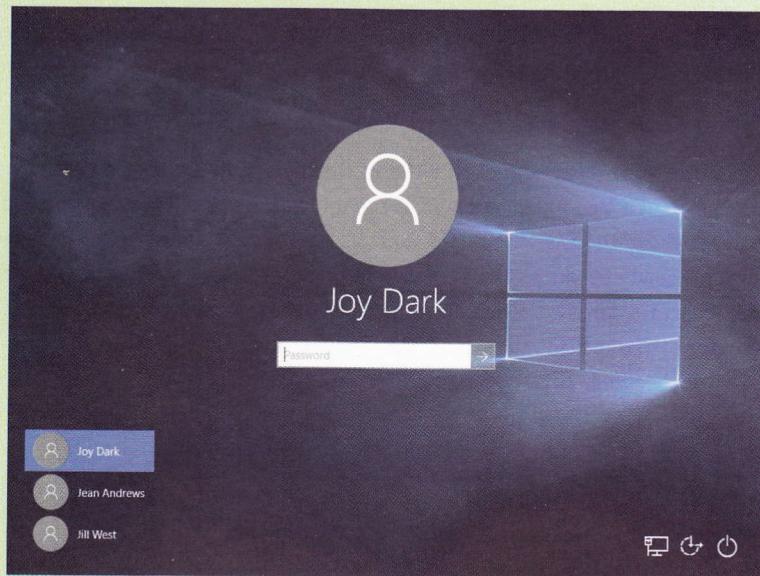


Figure 1-13 The Windows sign-in screen



**Notes** These instructions assume you are using a mouse and keyboard. If you're using a touch screen, simply tap instead of clicking; press and hold instead of right-clicking; double-tap instead of double-clicking; and swipe to scroll the screen to the right, left, up, or down.

2. To open an app, click the **Start** icon, and then click the app tile on the Start menu.
3. Using the Start menu, open a second app.



**Notes** In Windows, there are multiple ways to do the same thing. For example, to open the Start menu, (1) click the **Start** button or (2) press the Windows key on the keyboard.

4. Use Snap Assist to snap a window to the left or right side or one of the corners of the screen so a second window can share the screen. To snap a window, press and drag the title bar of the window to the left or right side of the screen. When you release the window, it snaps to the side, and then you can snap a second app to the other side of the screen. You can press and drag the vertical bar between the two windows to adjust the window sizes (see Figure 1-14).

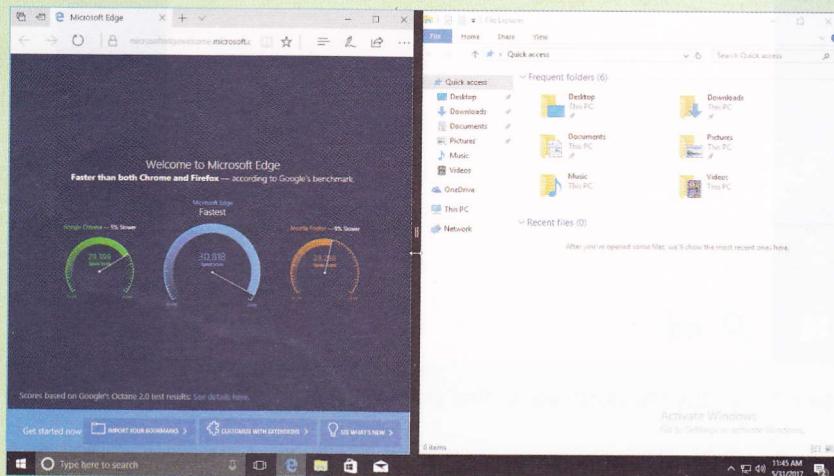


Figure 1-14 Two app pages on the screen



**Notes** To snap windows, your screen resolution must be at least 1024 × 768.

5. Open three other apps using these two methods:

- ▲ Open the Start menu and click a tile in the alphabetical list of programs on the left.
- ▲ In the Search bar, type the name of the app you want to open. As you type, search results appear above the Search bar. For example, in Figure 1-15, when **no** is typed in the Search bar, Notepad appears as the best match. Other possible search results are also listed. You can click any app in the search results to open it. By default, the Search feature searches for apps, Windows settings, files, web images, and web videos. If you click an item under the *Web* heading, Edge opens to search online.

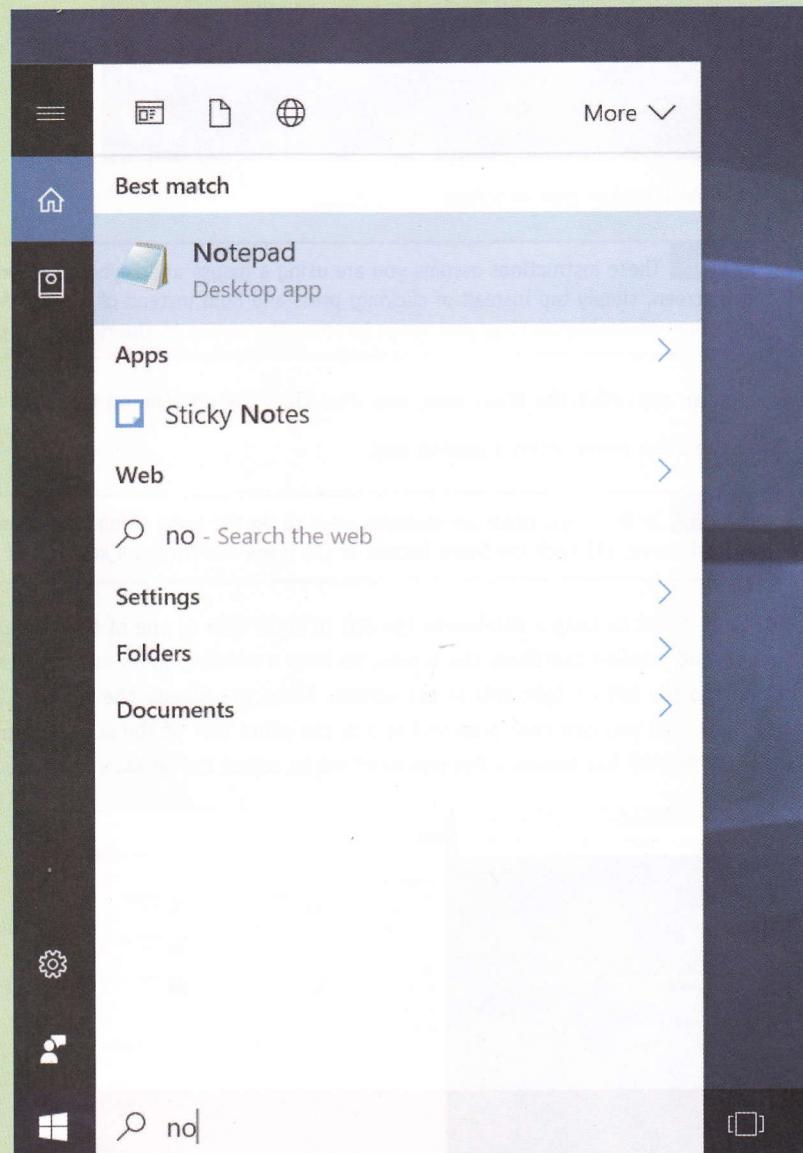


Figure 1-15 Use the search bar to find and open apps

6. To see thumbnails of open apps that are not visible on the screen, click **Task View** in the taskbar (refer to Figure 1-10).

7. To close a selected app, move your pointer to the top of the screen. A menu bar appears if it was hidden. Click the red X on the far right of the menu bar.
8. Close all open apps.

## >> HANDS-ON PROJECTS

### **PROJECT 1-1:** Explore Quick Actions in the Action Center

Do the following to explore quick actions in the Action Center:

1. Click the Action Center icon in the notification area to open the Action Center pane. Quick actions show as tiles at the bottom of the Action Center pane. Toggle the quick action tiles you can see by clicking Collapse or Expand at the top of the tiles.
2. Toggle the Tablet mode feature. When you turn on Tablet mode, how does your screen change? Turn off Tablet mode.
3. Toggle the Night light feature. When you turn on Night light, how does your screen change?
4. Click the Note feature. What app opens? Close the app.
5. Click anywhere on the desktop to close the Action Center. Later in the chapter, you learn to use the Settings app, which you can use to add, remove, and rearrange quick actions in the Action Center.

### **PROJECT 1-2:** Practice Using Cortana

Do the following to practice using Cortana:



**Notes** If you do not have a microphone available on your computer or device, you can type text into the search box instead.

1. Click in the Cortana search box to open the Cortana information pane. Click the Settings icon on the far left side of the pane to view a menu of settings for Cortana. What are some available settings?
2. Cortana collects information about searches performed on each device signed in to your Microsoft account. Click Clear my device history to clear Cortana's device history.
3. Play a song near your computer using another device. Click the microphone button in the Search box and ask Cortana, "What song is this?" Was Cortana able to identify the song?
4. Click the microphone button and say "weather." Cortana displays the weather of your current location as determined by your Internet connection.
5. Find out more about Cortana by using her Help feature. Click the microphone button and say, "Cortana help." This returns a Bing search in Edge. What are some things Cortana can do for you?

Now that you're familiar with the Windows interface, let's learn to use several tools that are helpful to both users and technicians.

## WINDOWS TOOLS FOR USERS AND TECHNICIANS

All users need to know how to use File Explorer. In addition, a technician needs to know how to use the Control Panel tools and the Settings app. You'll learn about all three in the following sections.

### FILE EXPLORER

In Windows 10, you can open File Explorer five different ways:

- ▲ Click the yellow File Explorer icon in the taskbar. If an Explorer window is already open, it becomes the active window. To open an additional instance of Explorer, right-click the File Explorer icon and click **File Explorer**. Having two instances of Explorer open makes it easy to drag and drop files and folders from one location to another.
- ▲ Open the Start menu then click the File Explorer icon in the bottom-left corner of the Start menu. If an Explorer window is already open, it becomes the active window.



**Notes** If the File Explorer icon does not appear in the Start menu, you can put it there. Right-click on an open space on the Desktop and select **Personalize**. Click **Start** in the list in the left pane. Click **Choose which folders appear on Start**. Here you can enable File Explorer shortcut on the Start menu.

- ▲ From the desktop, press **Win+X** or right-click the Start button to open the Quick Launch menu, and then click **File Explorer**. If an Explorer instance is already open, a new instance of Explorer is created.
- ▲ Open the Quick Launch menu, click **Run**, type **explorer** in the Run box, and press **Enter** (see Figure 1-16). This method can open multiple instances of Explorer.

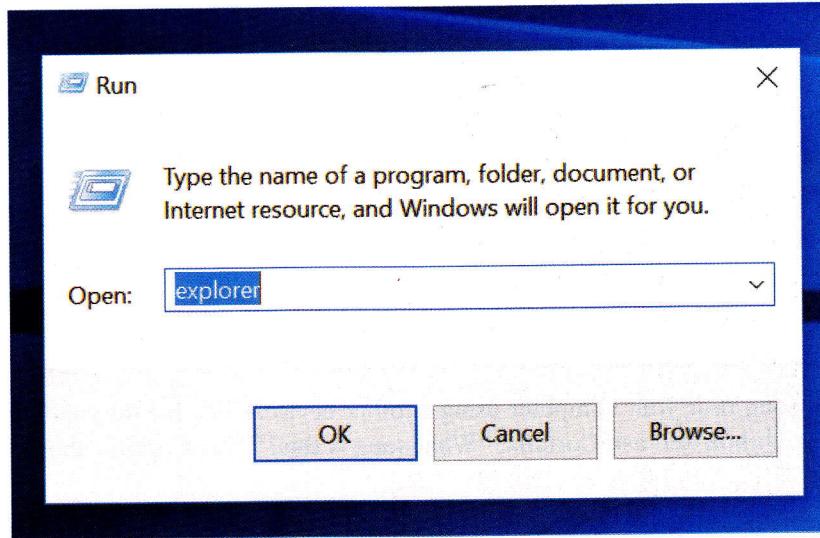


Figure 1-16 Use the run box to open an app

- ▲ Click the microphone button in the search box on the taskbar. Tell Cortana to “Open File Explorer.” If an Explorer window is already open, it becomes the active window.

Windows 10 File Explorer works the same as Windows 8 File Explorer. File Explorer has tabs near the top of the window (see Figure 1-17). These tabs can change depending on the

situation. You click a tab to see its ribbon or a dropdown menu that appears with more tools. The Home ribbon is shown in the figure. In the left pane, the former Favorites section is called **Quick access** in Windows 10.

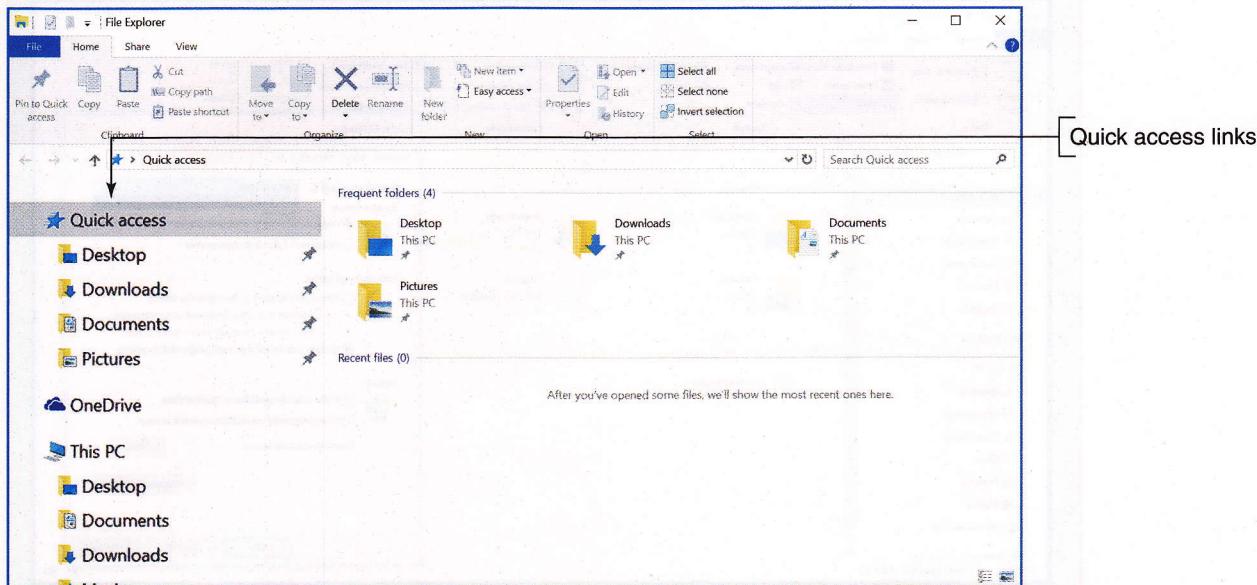


Figure 1-17 Windows 10 File Explorer window with the Home ribbon shown

## APPLYING CONCEPTS

## USE QUICK ACCESS IN FILE EXPLORER

Windows 10 has revamped Quick Access with a few new features. Shortcuts to Desktop, Downloads, Documents, and Pictures are pinned to the Quick access list by default in File Explorer. Pinned shortcuts remain in the list until you remove them. Shortcuts to recently used items appear in the list, and then disappear in time if they are no longer being used. If you want an item to remain in the Quick access list, you can pin it. Note that Music and Videos folders are included in the Quick access list by default, but are not pinned.

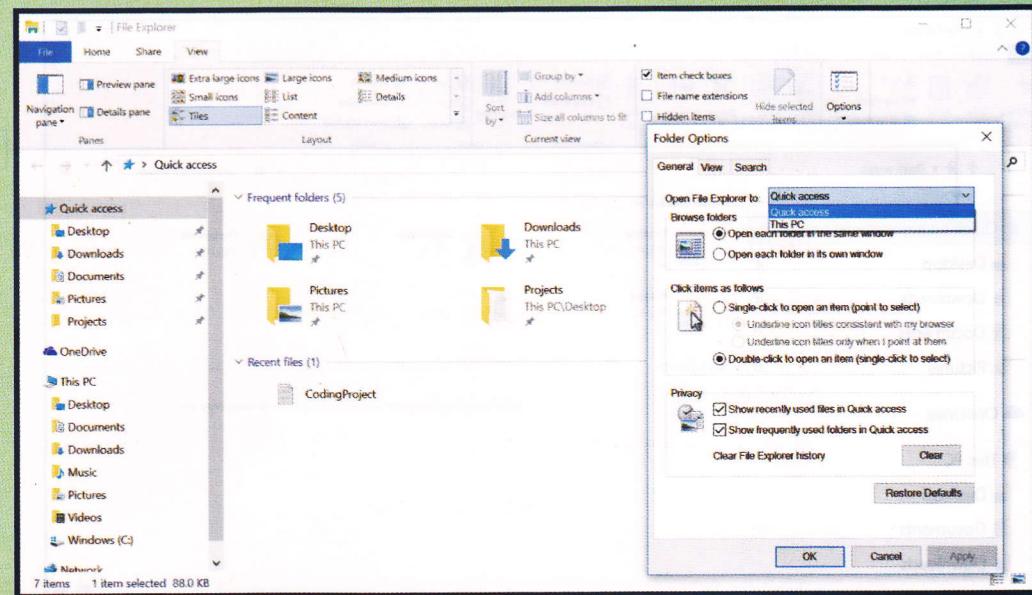
Follow these steps to pin a folder to the Quick access list:

1. Create a new folder on the Desktop, and change the folder name to **Projects**.
2. Open **File Explorer**. Click **Quick access** in the left pane to view Quick access items in the main folder window. The top section lists frequently used folders (Frequent folders) and the bottom section lists recently used files (Recent files). Notice Frequent folders are also listed in the left pane of the File Explorer window.
3. Drag and drop the **Projects** folder into the Quick access Frequent folders section. Notice that a shortcut to the **Projects** folder now appears under **Quick access** in the left pane, with a pin icon next to its name.
4. Right-click the **Projects** folder under **Quick access** in the left pane or in the Quick access view, and select **Unpin from Quick access**.

File Explorer tracks files that you frequently use or that you have recently used. You can turn this feature off and clear its history.

1. Open the **Projects** folder and create a new Text Document named **CodingProject**.
2. Return to the Quick access view in the File Explorer window. **CodingProject** now appears in the Recent files section of the Quick access view.

3. Open the View ribbon and click **Options**. On the General tab under Privacy, you can choose whether to show recently used files or folders in Quick access (see Figure 1-18).



**Figure 1-18** Windows 10 File Explorer Folder Options dialog box

4. To clear the history of files and folders accessed on your computer, click **Clear**.
5. Close the Folder Options dialog box and return to the Quick access view. Notice the Recent files section in File Explorer is empty.

When you open File Explorer in Windows 8, it opens the This PC view by default. In Windows 10 File Explorer, you can choose to set the default to This PC or Quick access. Follow these steps to view how File Explorer stores this information and to learn how to edit these settings:

1. Open the Folder Options dialog box. On the General tab, Quick access is the default selection for Open File Explorer to. Click the dropdown menu to select the traditional **This PC** and click **Apply**. Close and open File Explorer to view your change.
2. If you like, return the Folder Options setting to Quick access.
3. Close the Folder Options dialog box and File Explorer.

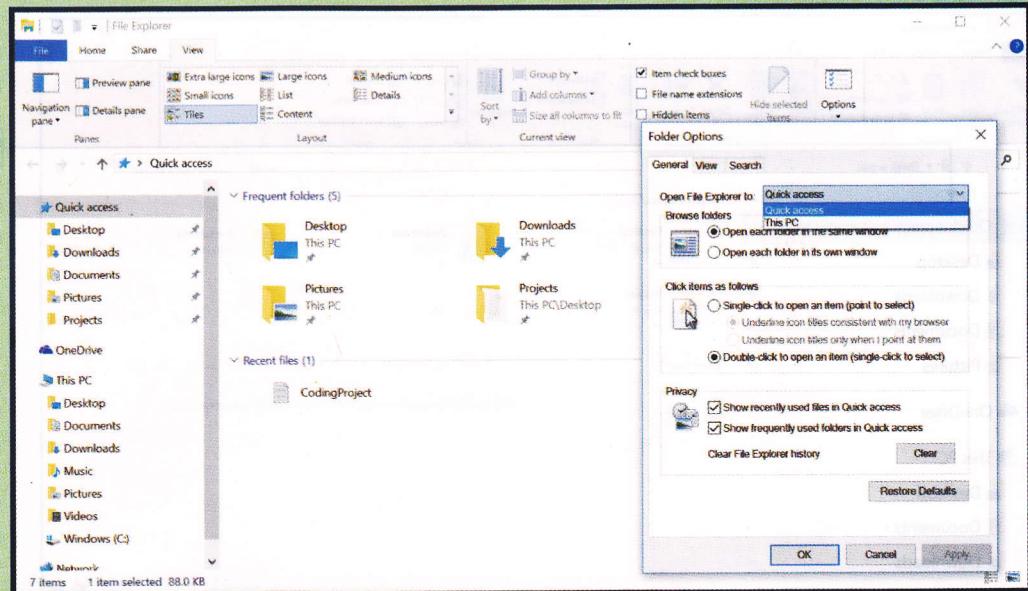


The Folder Options dialog box is called File Explorer Options in the Control Panel.

## CONTROL PANEL

In Windows 10, Control Panel has seen a few changes. Visually, you'll immediately notice the updated icons with a cleaner look. Organizationally, the introduction of the Settings app means you'll need to change where you look for some important settings. Here are the important changes to Control Panel in Windows 10:

3. Open the View ribbon and click Options. On the General tab under Privacy, you can choose whether to show recently used files or folders in Quick access (see Figure 1-18).



**Figure 1-18** Windows 10 File Explorer Folder Options dialog box

4. To clear the history of files and folders accessed on your computer, click **Clear**.
5. Close the Folder Options dialog box and return to the Quick access view. Notice the Recent files section in File Explorer is empty.

When you open File Explorer in Windows 8, it opens the This PC view by default. In Windows 10 File Explorer, you can choose to set the default to This PC or Quick access. Follow these steps to view how File Explorer stores this information and to learn how to edit these settings:

1. Open the Folder Options dialog box. On the General tab, Quick access is the default selection for Open File Explorer to:. Click the dropdown menu to select the traditional **This PC** and click **Apply**. Close and open File Explorer to view your change.
2. If you like, return the Folder Options setting to Quick access.
3. Close the Folder Options dialog box and File Explorer.



**Notes** The Folder Options dialog box is called File Explorer Options in the Control Panel.

## CONTROL PANEL

In Windows 10, Control Panel has seen a few changes. Visually, you'll immediately notice the updated icons with a cleaner look. Organizationally, the introduction of the Settings app means you'll need to change where you look for some important settings. Here are the important changes to Control Panel in Windows 10:

- ▲ Most importantly, the Control Panel link no longer appears in the Quick Launch menu. To open Control Panel, the easiest method is to type Control Panel in the search box on the taskbar.
- ▲ The former Action Center is appropriately renamed *Security and Maintenance*, and is now accessible through Control Panel. This should not be confused with the Action Center pane in Windows 10, which you can open by clicking the Action Center icon in the far-right edge of the taskbar (shown earlier in Figure 1-1).
- ▲ For backward compatibility with Window 7, Backup and Restore (Windows 7) has returned. It is not available in Windows 8.
- ▲ Family Safety is no longer accessible from Control Panel. Instead, you can access it online at [account.microsoft.com/family](http://account.microsoft.com/family).
- ▲ Folder Options now has the more precise name *File Explorer Options*.
- ▲ To configure icons in the notification area, open the Settings app, click **System**, and then click **Notifications & actions**.
- ▲ Windows Update is now located in the Settings app in the Update & security group.

## SETTINGS APP

The **Settings app** is a user-friendly interface that you can use to access numerous Windows settings. Open the Settings app using one of these methods:

- ▲ Click **Start** and then click the **Settings** icon in the far left side of the Start menu (see Figure 1-19).

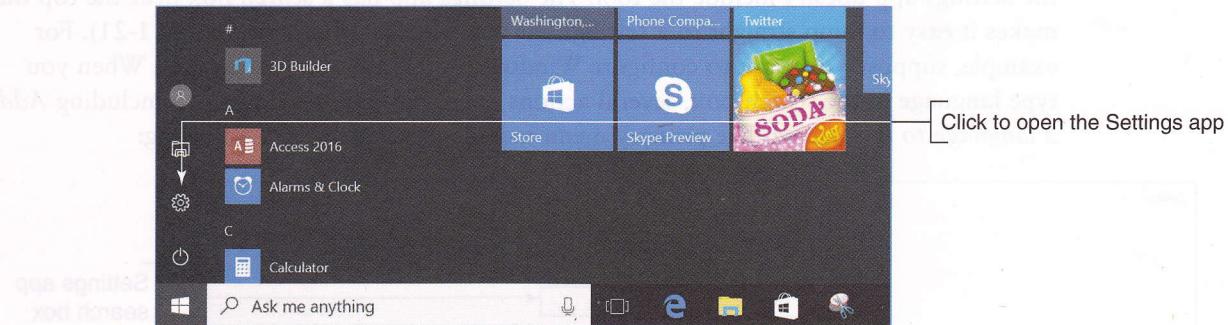
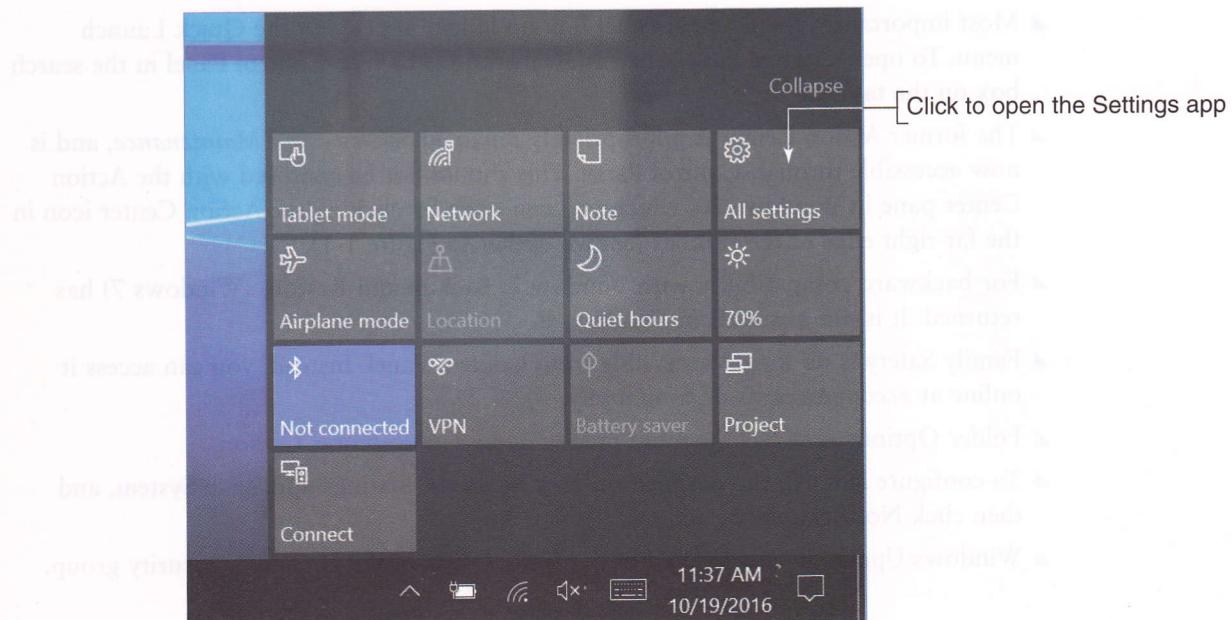


Figure 1-19 Access the Settings app from the Start menu

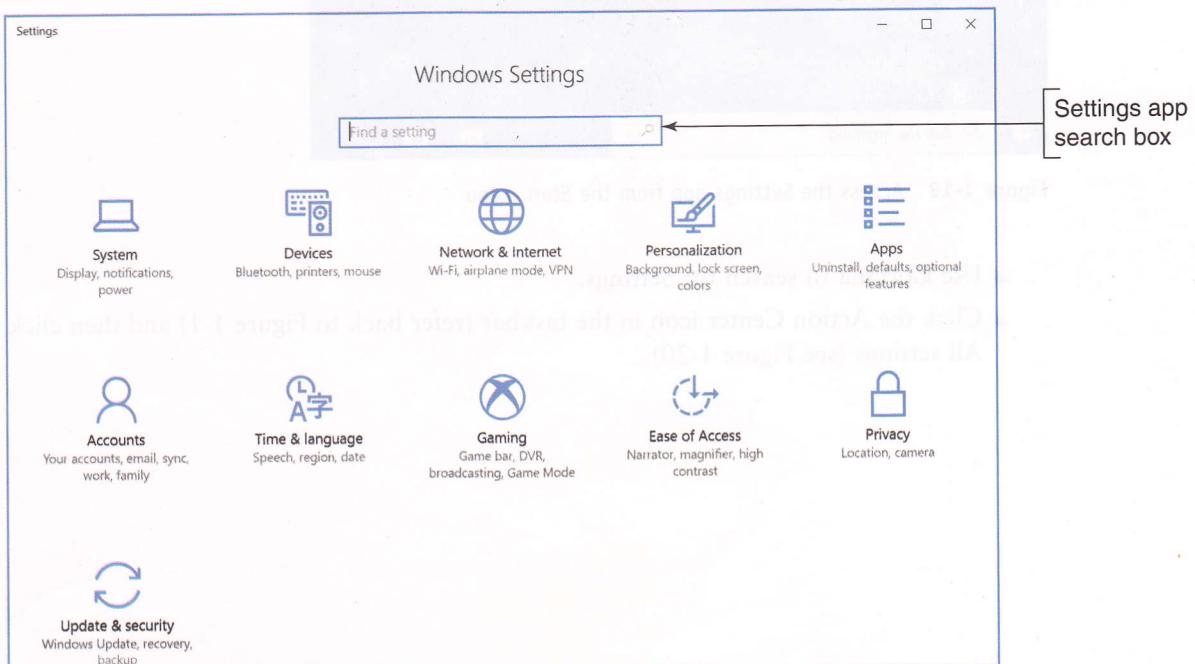
- ▲ Use Cortana to search for **Settings**.
- ▲ Click the Action Center icon in the taskbar (refer back to Figure 1-1) and then click **All settings** (see Figure 1-20).



**Figure 1-20** Access the Settings app from the Action Center

- ▲ Press **Win+X** or right-click the Start button and then click **Settings** in the menu.
- ▲ Use the hotkeys **Win+I** on the keyboard.

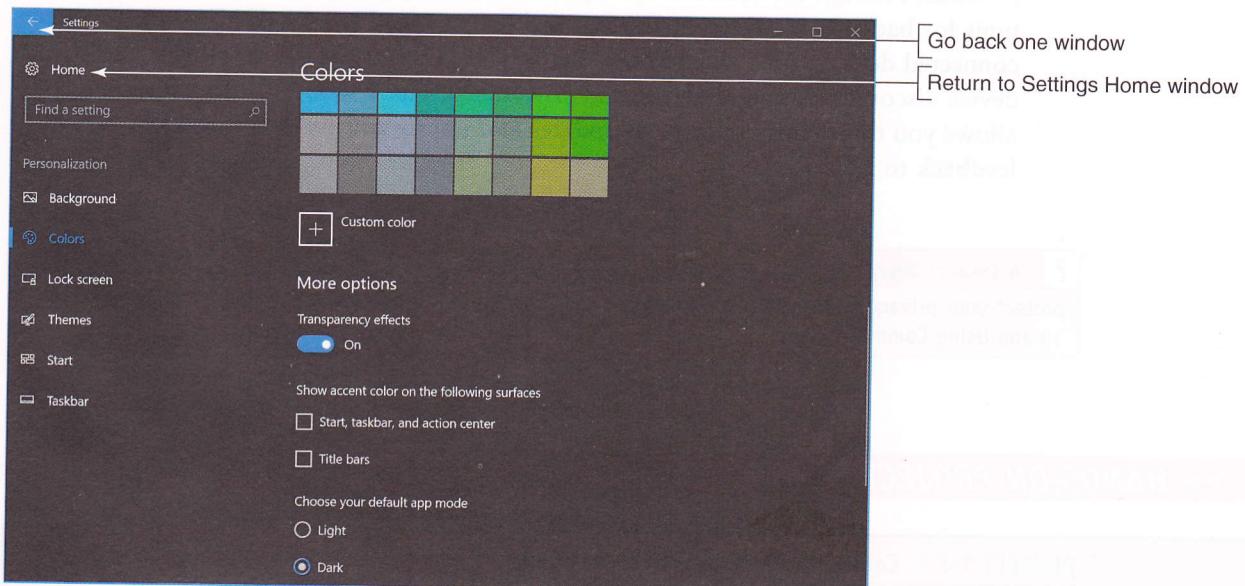
The Settings app is similar to the Settings charm in Windows 8.1. It is now the preferred location for many Windows settings that you might expect to find in Control Panel. The Settings app also includes links to Control Panel, so you can still find what you need even if the Settings app doesn't include the tool. The Settings app has a search box near the top that makes it easy to jump straight to a setting that you want to adjust (see Figure 1-21). For example, suppose you want to configure Windows to use a different language. When you type *language* in the search box, several actions appear in the dropdown list, including *Add a language to this device*. The primary menu includes settings for the following:



**Figure 1-21** The new Windows 10 Settings app

**Notes** Some items in the Settings app may be unavailable if you are logged in with a Standard account. Use an account with administrative privileges to view all available settings.

- ▲ **System.** The catch-all for information and settings that affect the function of your computer is the System group. Go here to adjust display, notifications, power, sleep, storage, and tablet-mode settings and more. When you click **About**, you get much of the same information you find on the System window, including links to related settings in Control Panel.
- ▲ **Devices.** The Devices group includes settings for printers and scanners, connected devices, Bluetooth, mouse and touch pad devices, typing, AutoPlay, and USB.
- ▲ **Network & Internet.** The Network & Internet group provides the network status, data-usage information, and settings for different connections, including Wi-Fi, Ethernet, dial-up, VPN, and mobile hotspot. Go here to set up new connections. Airplane mode and proxy settings are also available for mobile devices. The link to the Network and Sharing Center takes you to more connection settings.
- ▲ **Personalization.** The Personalization group is where you find the settings for the background, colors, lock screen, themes, Start, and taskbar. For example, to adjust your screen for working in low-light conditions, click **Personalization**, click **Colors** in the left pane, scroll down to **Choose your app mode**, and then click **Dark** (see Figure 1-22).



**Figure 1-22** Dark app mode is ideal for lowlight conditions

**Notes** To go back one window in the Settings app, click the left arrow in the upper-left corner of the Settings window. To return to the Settings Home window, click **Home** as shown in Figure 1-22.

- ▲ **Apps.** To uninstall applications, set default applications, and other application settings, use the Apps group. For example, to make Outlook the default app for email, click **Apps**, click **Default apps**, and then change the setting from Mail to Outlook.

- ▲ **Accounts.** To find your Windows account information or link your account to a Microsoft account, use the Accounts group. The Accounts group also includes email and app accounts, sign-in options, Microsoft account sync settings, options to sign in to work or school networks, and to add new user accounts to this computer. You will learn more about accounts later in this chapter.
- ▲ **Time & language.** The Time & language group provides settings for date and time, region and language, and speech.
- ▲ **Gaming.** The Gaming group contains settings for the Game bar, Game DVR, broadcasting, and Game Mode. When you turn on Game Mode, Windows improves the gaming experience by prioritizing system resources for the game being played on the computer.
- ▲ **Ease of Access.** This group provides all the standard access settings, such as narrator, magnifier, closed captions, and more.
- ▲ **Privacy.** Find the settings to restrict or allow app access to your information in the Privacy group. You can limit app access and use of your location, camera, microphone, notifications, speech, inking, typing, account information, contacts, calendar, call history, email, messaging, radios, and other devices. The Privacy group is also where you adjust settings for feedback, diagnostic, and usage data that is sent to Microsoft. You can also choose which apps are allowed to run in the background.
- ▲ **Update & security.** The Windows update status and settings, as well as the Windows Defender settings, are found in the Update & security group. Here you also find settings for backups, recovery, activation, and links to Find My Device if you lose your connected devices, such as a phone. Finally, you find settings for developers, such as device discovery, remote desktop, and PowerShell. The Windows Insider Program allows you to get early releases of updates and improvements to Windows to provide feedback to Microsoft.

**To Learn More** To learn more about settings in the Privacy and Update & security menus that help protect your privacy and secure your computer, see the chapter, “Troubleshooting and Securing Windows 10 and Using Command Lines.”

## >> HANDS-ON PROJECT

### PROJECT 1-3: Configure Windows Power-Management Settings Using the Settings App

In Windows 10, you can configure power-management settings in Control Panel just like you do in Windows 8; however, these settings are also easily available in the Settings app. For any settings not available in the Settings app, you can follow a link to Control Panel in the Settings app. Follow these steps to configure power in Windows 10:

1. Open the Settings app, click System, and then click Power & sleep in the System group. Figure 1-23 shows the Settings app power options for one laptop. The plans might be different for other laptops.

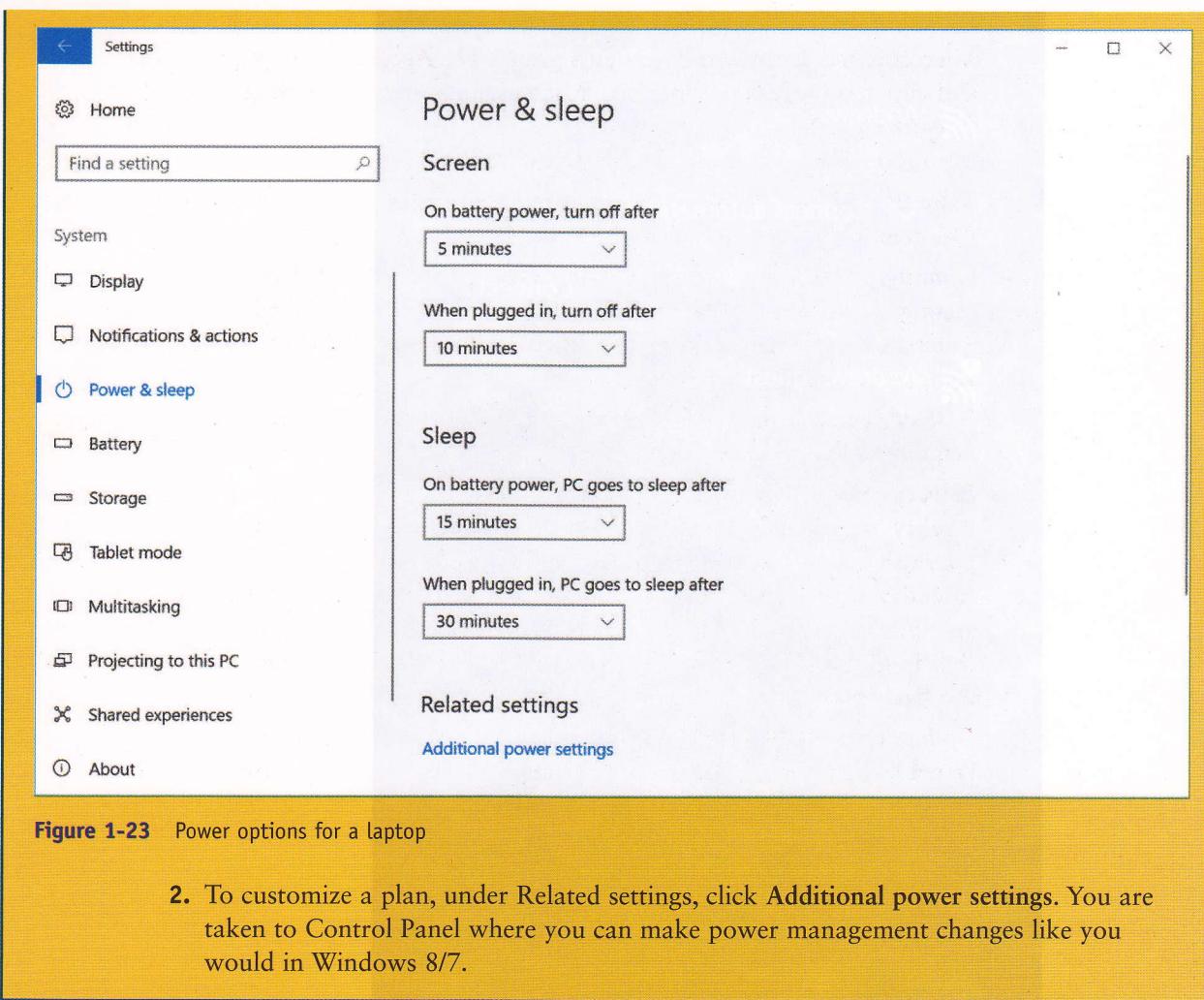


Figure 1-23 Power options for a laptop

2. To customize a plan, under Related settings, click Additional power settings. You are taken to Control Panel where you can make power management changes like you would in Windows 8/7.

## WINDOWS NETWORK CONNECTIONS

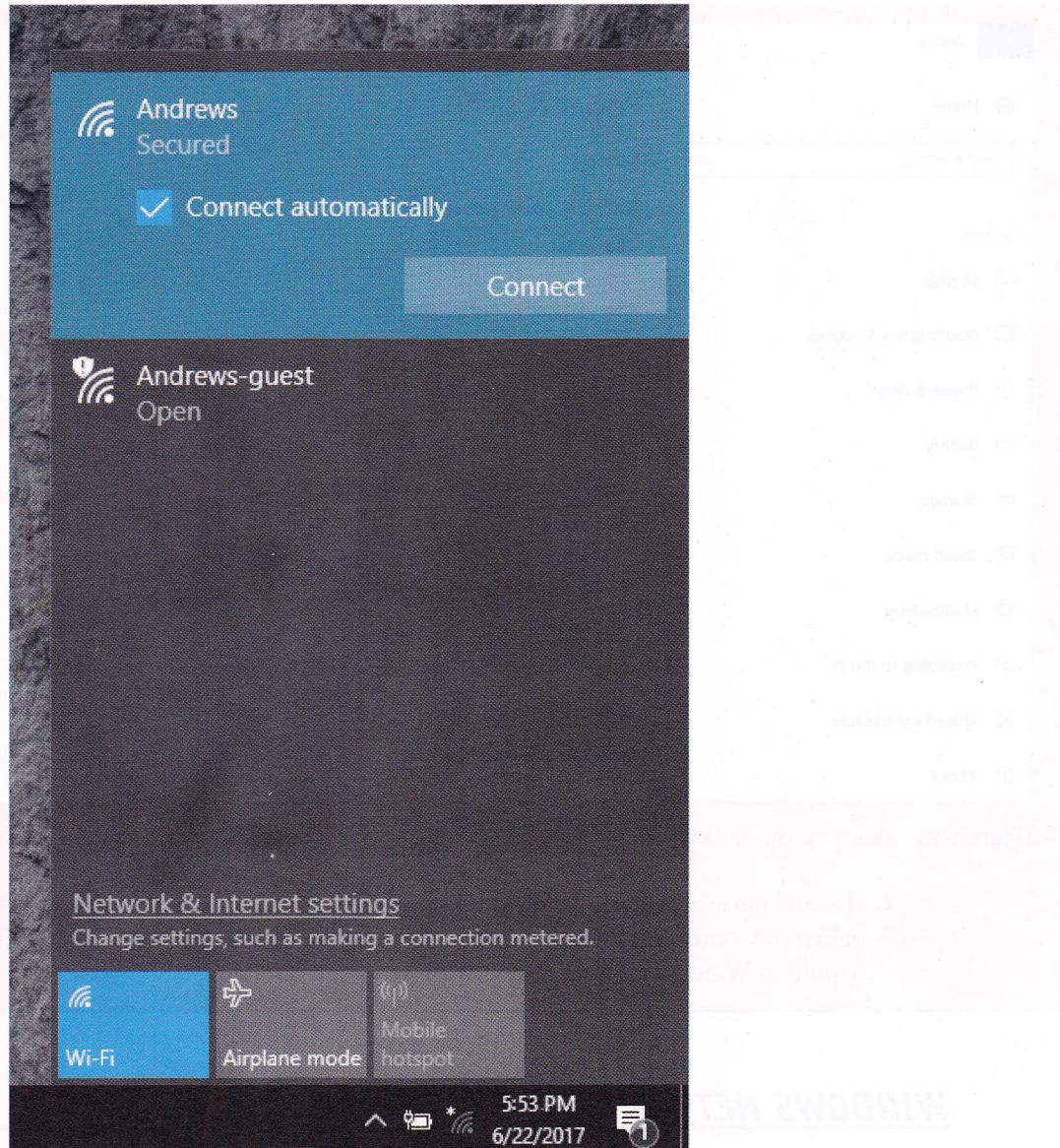
An essential task of IT technicians is to connect computers to a wired or wireless network and support these connections. Making a network connection in Windows 10 has changed a bit from Windows 8.

### CONFIGURE WINDOWS 10 NETWORK CONNECTIONS

To make a wired connection to a network, unless you have an unusual network setup, simply plug in the network cable and Windows does the rest.

To create a wireless connection in Windows 10, use the Settings app or the Network icon in the taskbar. The following steps explain how to use the Settings app to create a wireless connection:

1. Open the Settings app, and then click Network & Internet.
2. Click Wi-Fi, and then click Show available networks. A list of available wireless networks appears. Click one to select it, and then click Connect (see Figure 1-24).



**Figure 1-24** Select a wireless network to connect

3. If the network is secured, enter the security key to the wireless network.
4. Open your browser window and verify you have access to the Internet.

To view and change network security settings, open the **Settings** app, click **Network & Internet** group. If your connection is wireless, click **Wi-Fi**, or, if your connection is wired, click **Ethernet**.

When you click a connection in the right pane, you can view and change some of the properties for the connection. For example, Figure 1-25 shows settings and properties for a wired connection and Figure 1-26 shows a wireless connection. To set the network security for a Private network, turn on **Make this PC discoverable**. To set the network security to Public, turn this setting off.

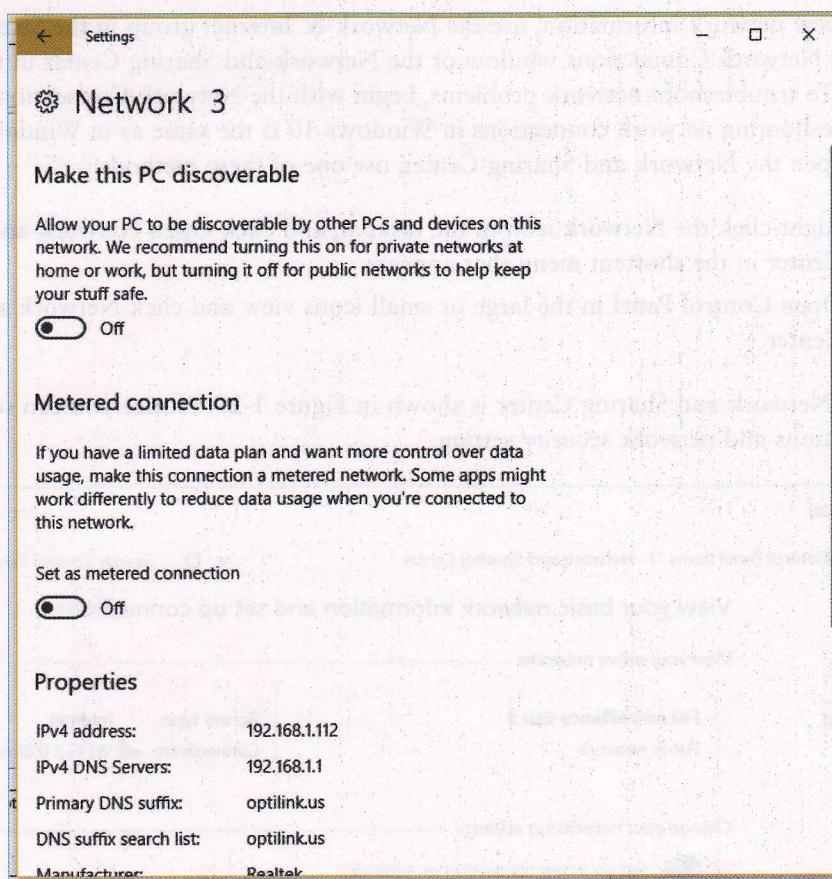


Figure 1-25 View and manage a wired network connection

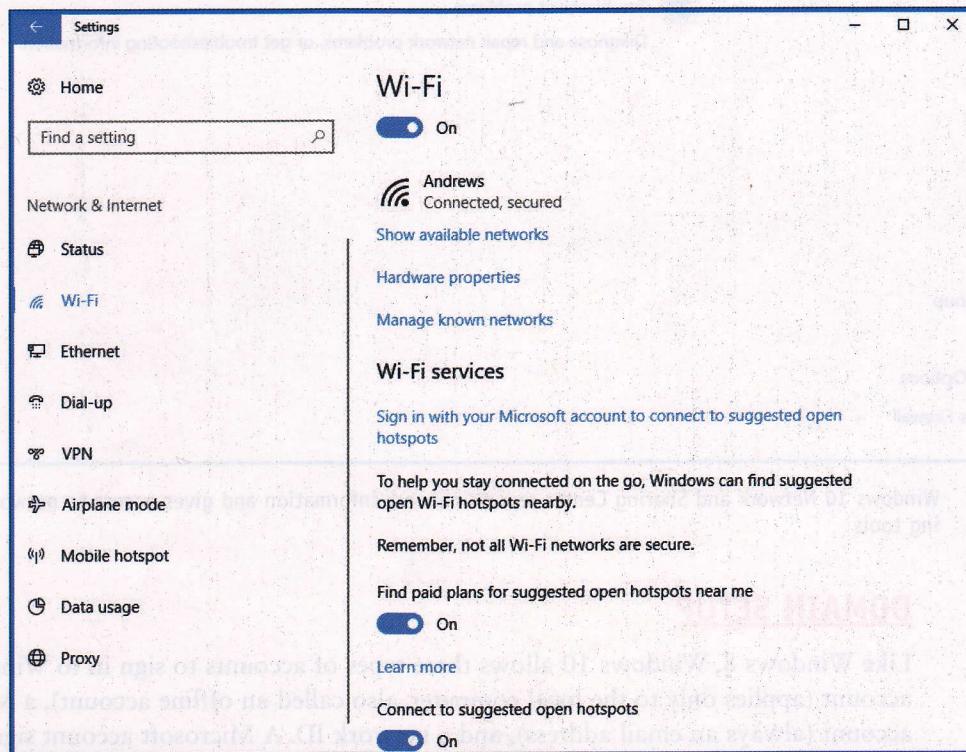


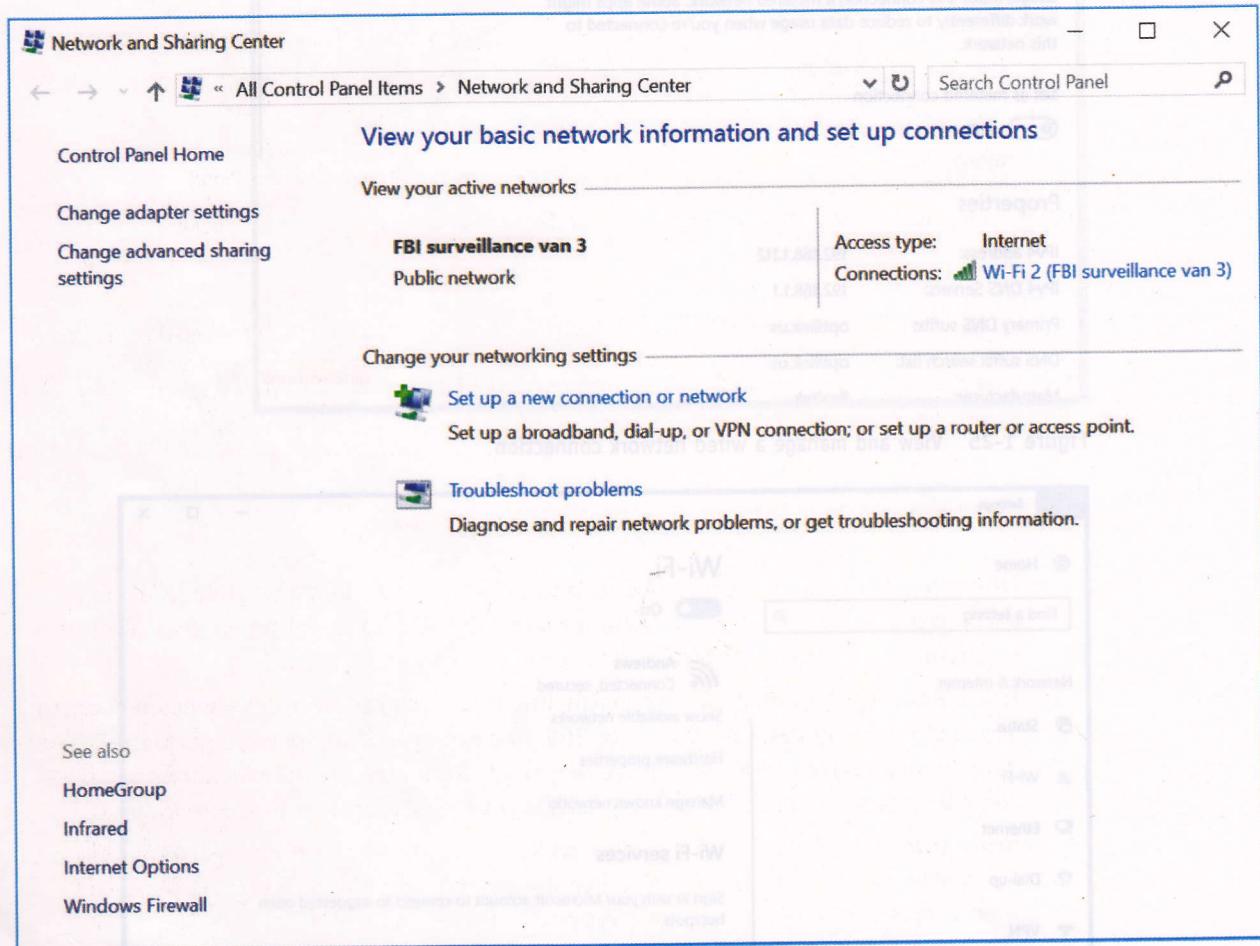
Figure 1-26 View and manage a wireless network connection

To view network information, use the Network & Internet group in the Settings app or use the Network Connections window or the Network and Sharing Center in the Control Panel. To troubleshoot network problems, begin with the Network Connections window. Troubleshooting network connections in Windows 10 is the same as in Windows 8.

To open the Network and Sharing Center, use one of these methods:

- ▲ Right-click the Network icon in the taskbar, and click Open Network and Sharing Center in the shortcut menu that appears.
- ▲ Open Control Panel in the large or small icons view and click Network and Sharing Center.

The Network and Sharing Center is shown in Figure 1-27. Notice you can see the active connections and network security setting.



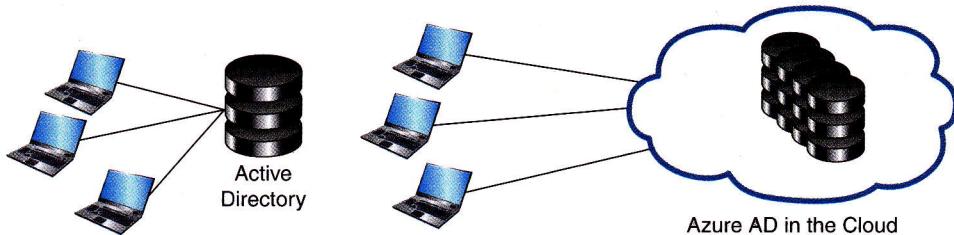
**Figure 1-27** Windows 10 Network and Sharing Center reports network information and gives access to network troubleshooting tools

## DOMAIN SETUP

Like Windows 8, Windows 10 allows three types of accounts to sign in to Windows: a local account (applies only to the local computer, also called an offline account), a Microsoft account (always an email address), and a network ID. A Microsoft account signs you in to the local computer as well as in to Microsoft resources in the cloud, such as OneDrive. A network ID signs you in to a Windows domain to which the local computer belongs.

Microsoft offers two options for managing a domain, Active Directory and Azure Active Directory (see Figure 1-28):

- ▲ Active Directory (AD) normally manages a domain for users on premises. Remote users can join the domain using a VPN or DirectAccess connection. (DirectAccess was new with Windows 7 and was designed to eliminate the need for a VPN.)
- ▲ **Azure Active Directory (Azure AD)** manages users in the cloud and creates a virtual network of users connected through the Internet. Whereas AD is managed by Windows Server installed on private computers on premises, Azure AD runs in the cloud from 28 Microsoft data centers around the world that offer Azure AD as a public service. Windows 10 allows for work-owned devices and personal devices to join Azure AD.



**Figure 1-28** Active Directory and Azure AD are two Microsoft options for managing a domain



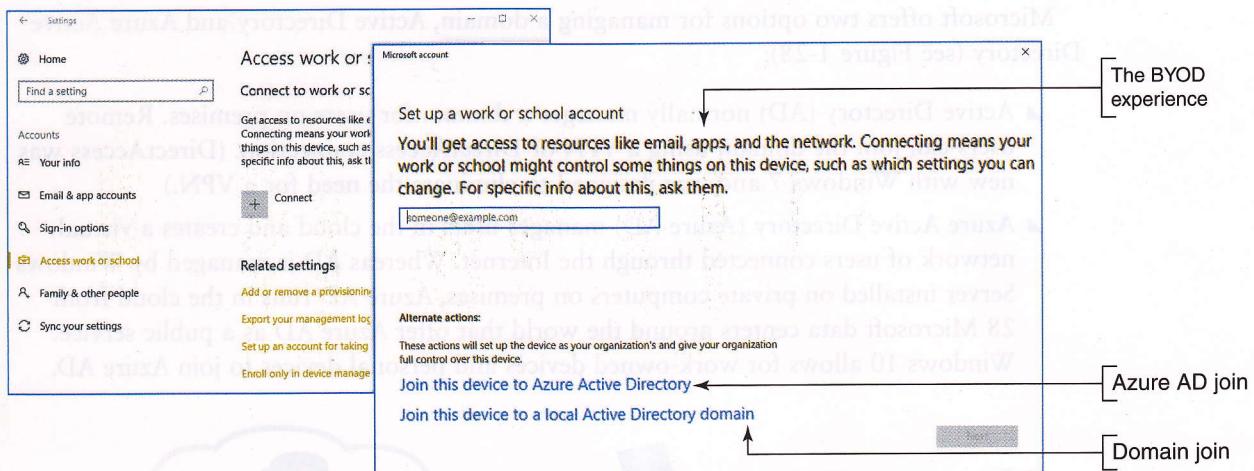
**Notes** Azure AD uses **mobile device management (MDM)** to manage the devices that connect to this service in the cloud, instead of Group Policy as used in AD. Windows 10 Home does not support mobile device management. An example of MDM software is Microsoft Intune, which can be installed on phones, tablets, or laptops to manage their connections to Azure AD.

Windows 10 offers three ways to connect to or join a domain:

- ▲ **Domain join.** This method is used in Windows 10/8/7 to join an Active Directory domain maintained by a corporation or school. This is the traditional way employees on premises access company resources on the corporate network.
- ▲ **Azure AD join.** This method is primarily intended as a way for work-owned devices to access cloud resources, such as Office 365. For example, a company might provide company-owned laptops to its sales force that work from many remote locations to access company resources in the cloud. Azure AD uses email addresses as account names.
- ▲ **Bring your own device (BYOD) experience.** Microsoft calls joining a personal device to Azure AD the *BYOD experience*. When a personal device joins Azure AD, you can access corporate resources, such as corporate databases, while still accessing personal resources, such as your personal OneDrive. It works by using a personal account to sign in to Windows, followed by a secondary sign-in to join Azure AD. A school might use the BYOD experience to allow students to access school resources using their personal devices via the Internet.

Here is how to connect to a domain using each of the three methods:

1. Sign in to Windows using an administrator account. Open the Settings app. Click the Accounts group, and then click Access work or school.
2. Under *Connect to work or school*, click Connect. See Figure 1-29.



**Figure 1-29** Three ways to join a domain

3. Do one of the following:

- ▲ For a domain join, click **Join this device to a local Active Directory domain**. Enter the domain name, and click **Next**. Follow the on-screen directions. The next time you sign in to Windows, use your network ID on the domain to sign in.
- ▲ For an Azure AD join, click **Join this device to Azure Active Directory**. Enter the email address for the work or school account you are accessing and click **Next**. Follow the on-screen directions. The next time you sign in to Windows, use this same email address to sign in.
- ▲ For the BYOD experience, enter your Azure AD email address and click **Next**. Follow the on-screen directions. You will then have access to organizational resources using SSO (Single Sign On) as well as to your personal resources, such as your personal OneDrive. The next time you sign in to Windows, use your personal account. You will automatically be signed in to Azure AD.

We now turn our attention to the various types of user accounts supported by Windows 10 and how to manage them.

## MANAGING WINDOWS USER ACCOUNTS

We begin the discussion of managing user accounts with how to create one in Windows 10.

### APPLYING CONCEPTS CREATE A LOCAL ACCOUNT

To create a local account, you must first sign in to Windows with an administrator account. In Windows 10, you can then create a new local account using the Settings app, or you can create accounts using the Computer Management console, which is one of the Administrative Tools in Control Panel.

To use the Settings app in Windows 10 to create an account, do the following:

1. Sign in to Windows 10 using an administrator account. Open the **Settings** app, and click **Accounts**. Click **Family & other people** to display the options shown in Figure 1-30.

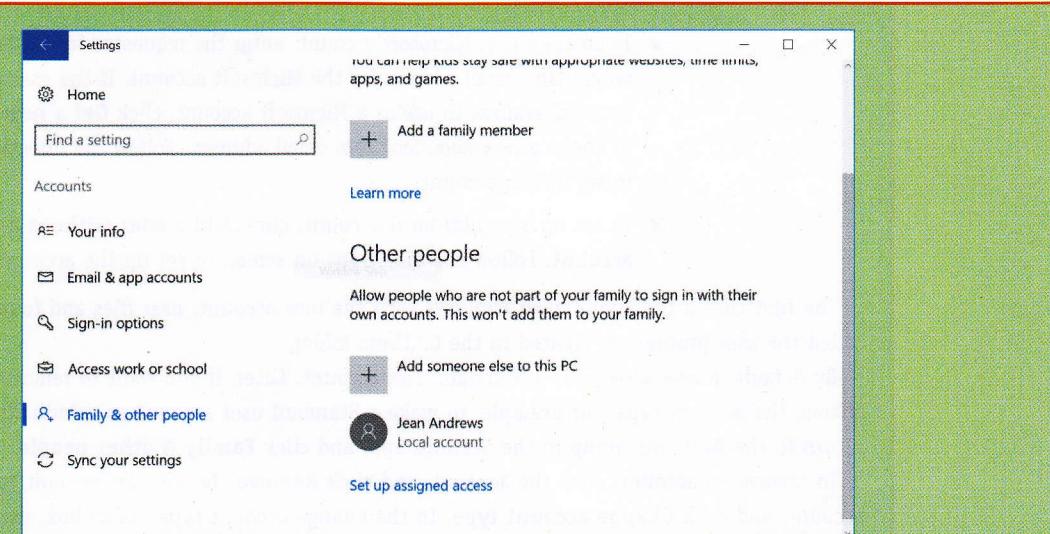


Figure 1-30 Set up a new user account

2. Click **Add someone else to this PC**. The *How will this person sign in?* screen appears (see Figure 1-31) where you have the following options:

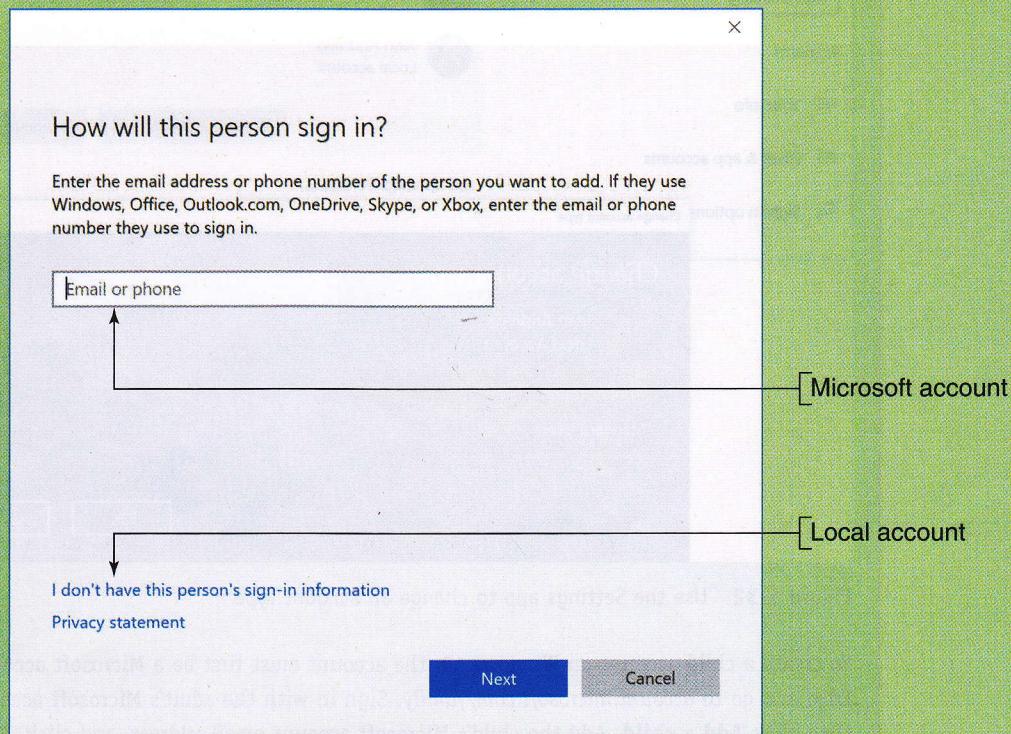


Figure 1-31 Choose how to set up a new user account

- To set up an existing Microsoft account on this computer, enter the email address or phone number for the account, and click **Next**.
- To sign up for a new email address that will also be a Microsoft account or a regular local account (not a Microsoft account), click **I don't have this person's sign-in information**. This opens the *Let's create your account* screen, where you have the following options:

- ▲ To create a new Microsoft account, enter the requested information using an existing email address for the Microsoft account. If the user does not have an email address to use as a Microsoft account, click **Get a new email address** to create a new @outlook.com email address. Follow the directions on screen to set up the account.
- ▲ To set up a regular local account, click **Add a user without a Microsoft account**. Follow the directions on screen to set up the account.

The first time a user signs in to Windows with the new account, user files and folders (collectively called the user profile) are created in the C:\Users folder.

By default, a new account is a Standard user account. Later, if you want to remove an account or change the account type (for example, to make a Standard user account an Administrator account), return to the Accounts group in the Settings app, and click **Family & other people**.

To remove an account, click the account, and click **Remove**. To edit the account type, select the account, and click **Change account type**. In the Change account type dialog box, you can change the account type to an Administrator or Standard User (see Figure 1-32).

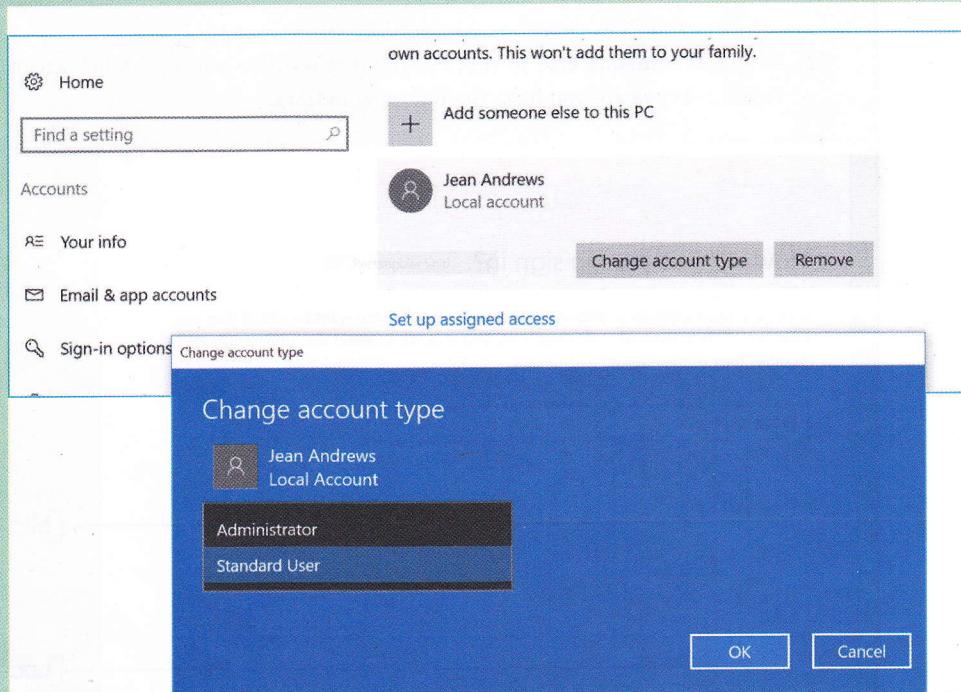
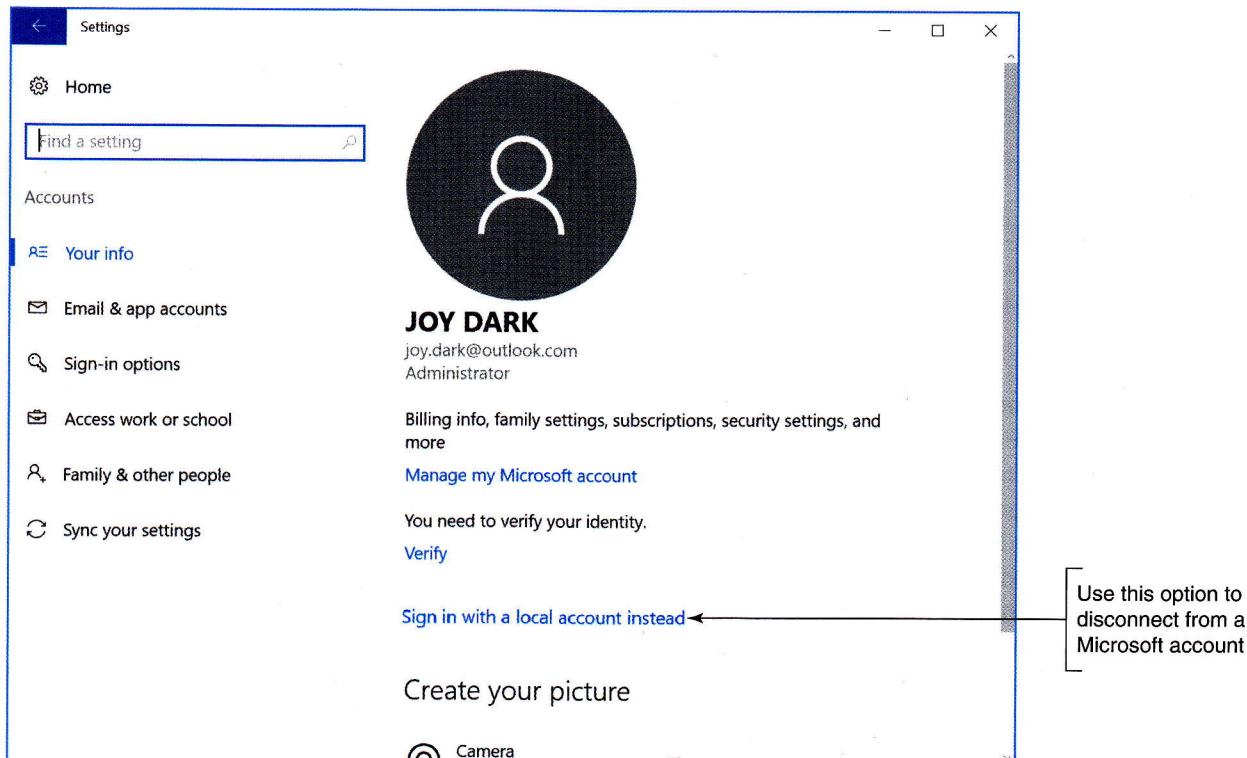


Figure 1-32 Use the Settings app to change an account type

To create a child account on Windows 10, the account must first be a Microsoft account. Open Edge and go to [account.microsoft.com/family](http://account.microsoft.com/family). Sign in with the adult's Microsoft account, and then click **Add a child**. Add the child's Microsoft account email address, and click **Send invite**. Then the child must respond to the emailed invitation.

You can connect an existing local account or network ID to a Microsoft account. To do so, open the **Settings** app, and then click **Accounts**. Under *Your info*, click **Sign in with a Microsoft account instead**. Follow the directions on screen.

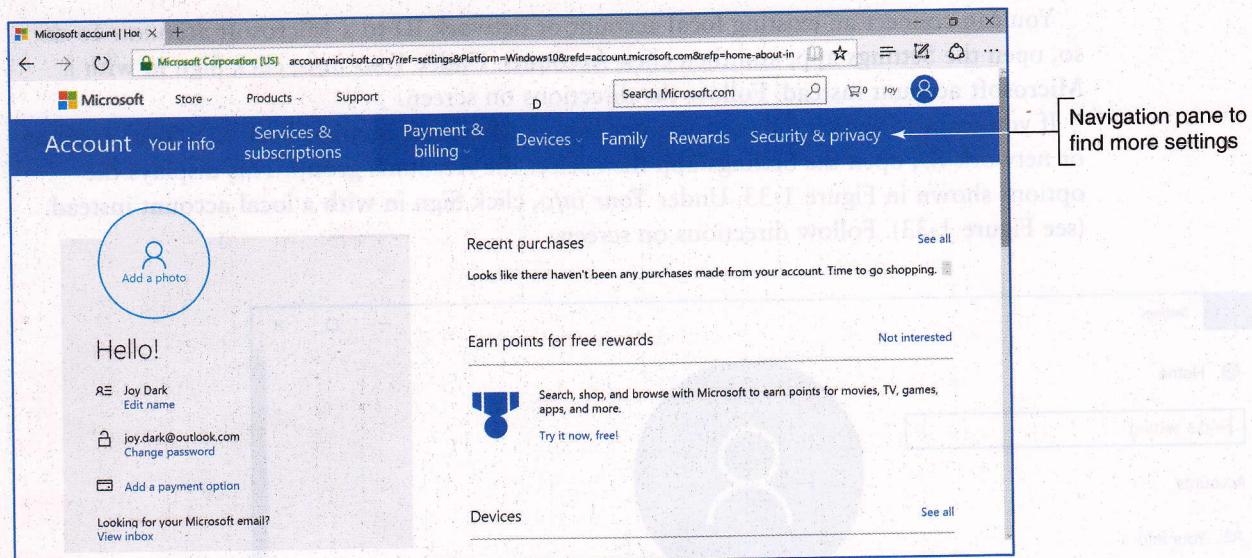
If you want to switch the user account from a Microsoft account back to a local account or network ID, open the **Settings** app then select the **Accounts** group. This displays the options shown in Figure 1-33. Under *Your info*, click **Sign in with a local account instead** (see Figure 1-33). Follow directions on screen.



**Figure 1-33** The Windows user account can be converted from a Microsoft account to a local user account

## CHANGE YOUR MICROSOFT ACCOUNT PASSWORD AND OTHER ACCOUNT SECURITY SETTINGS

If you sign in to Windows with a Microsoft account, your computer must be connected to the Internet to change your Microsoft account password and other account security settings because this information is kept online. One way to manage these settings is to use a browser to go to [account.microsoft.com](http://account.microsoft.com) and sign in to your Microsoft account (see Figure 1-34). You can then change security settings, including your password and the billing information used to purchase apps from the Windows Store. You can use this method on any computer connected to the Internet, including computers not running Windows 10, or Windows 10 computers signed in to a different Microsoft account.



**Figure 1-34** Use [account.microsoft.com](http://account.microsoft.com) to access many account settings

Another way to manage your Microsoft account settings is to use the Settings app in Windows 10. For this method, the Windows 10 computer that uses your Microsoft account must first be designated as a trusted device. A **trusted device** is designated as a frequently used device associated with a Microsoft account. With trusted devices, you won't be asked to verify your identity to access sensitive data as often as with a non-trusted device.

To reset a forgotten password for a local account other than your own, sign in as an administrator, press **Win+X**, and click Computer Management to open the Computer Management window. In the left-hand pane, expand System Tools if necessary, expand Local Users and Groups, click Users, right-click the user account, click Set Password, and then follow the directions on screen.



**Notes** Any encrypted data in a user's profile will be lost when the user's password is reset by an administrator.

## DESIGNATE A COMPUTER AS A TRUSTED DEVICE

There's no limit to the number of trusted devices that can be connected to your Microsoft account. However, any device not used for two months will automatically be removed from the trusted devices list. If your computer is not a trusted device, you make it a trusted device by following these steps:

1. Open the **Settings** app, and then click **Accounts** group. If the computer has not yet been designated as a trusted device, you see the **Verify** link as shown in Figure 1-35.

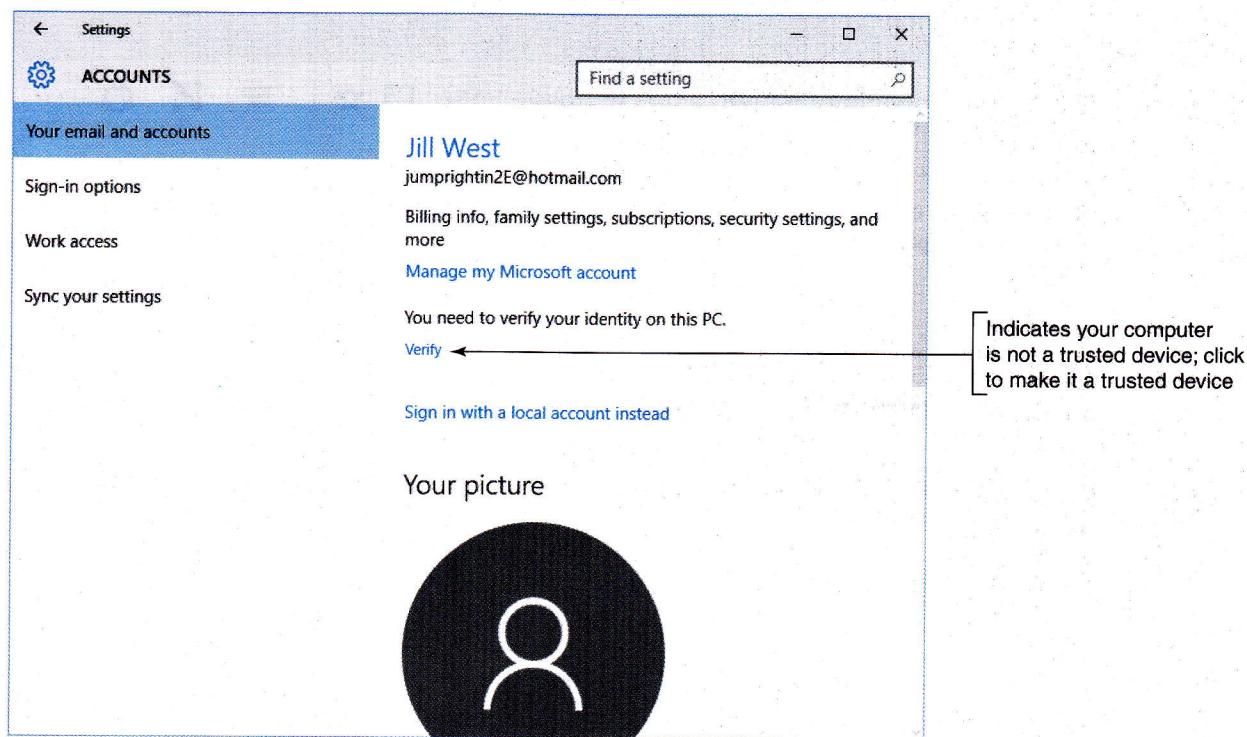


Figure 1-35 This Accounts screen indicates the computer is not a Microsoft trusted device

2. Click **Verify**, and then follow the directions to verify your identity on the computer by clicking a link in an email message sent to you or by entering a security code sent to your cell phone. When you are finished, you will no longer see the Verify link on the Your info screen, indicating that your computer is now a trusted device.
3. To edit the account settings, click **Manage my Microsoft account**. The *account.microsoft.com* webpage opens in Edge. Using the links on this webpage, you can change your password, personal info, security info, and billing information. You can also close the account. To remove all trusted devices associated with this account, click **Security** in the webpage's navigation bar, and click **More security options**. Follow the directions to enter your password again, which is necessary to access these more secured settings. On the Security settings page, scroll down under *Trusted devices*, click **Remove all the trusted devices associated with my account** as shown in Figure 1-36. Then follow the directions on screen.



**Notes** The Microsoft website might change over time, so the preceding steps might not be exactly correct.

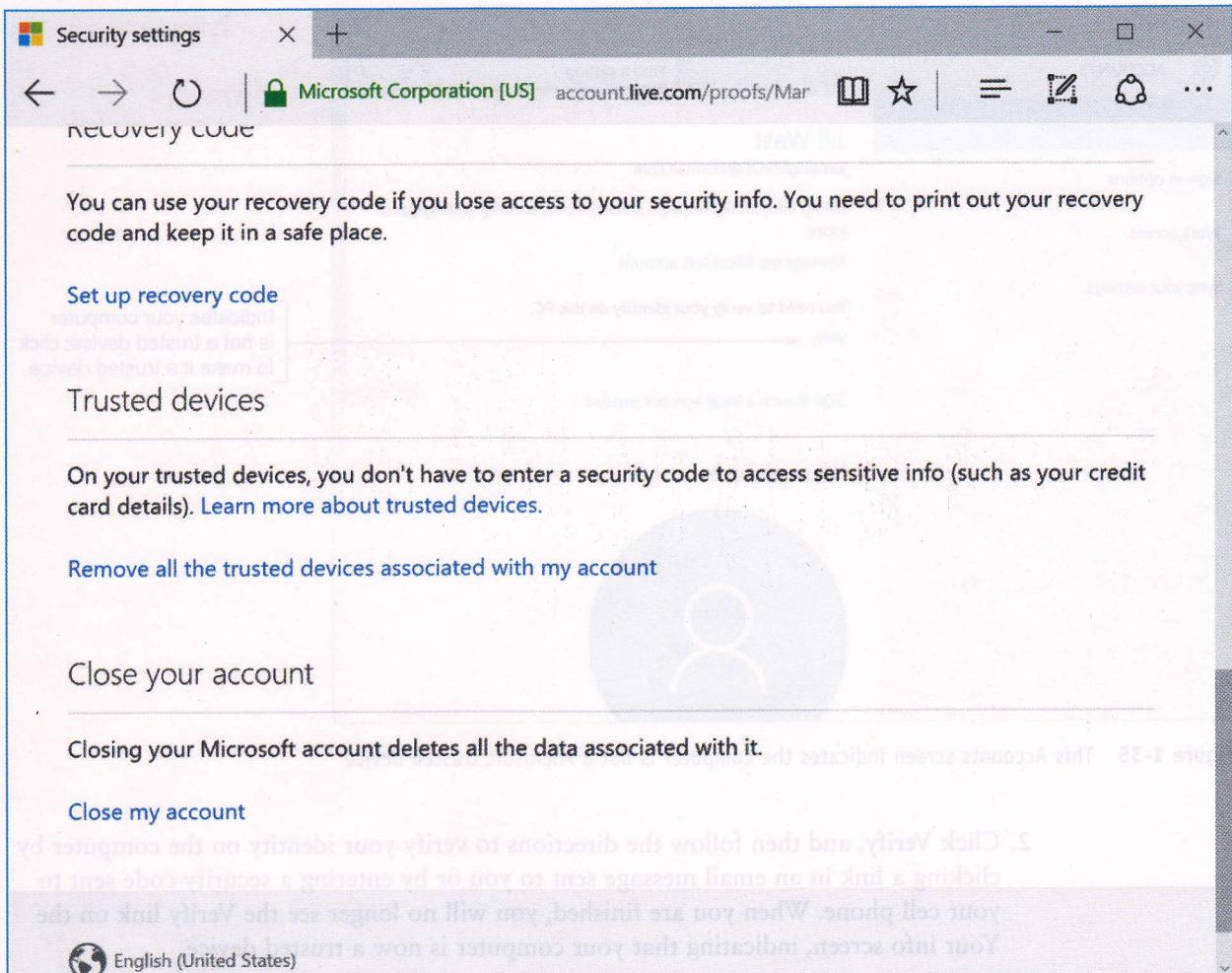
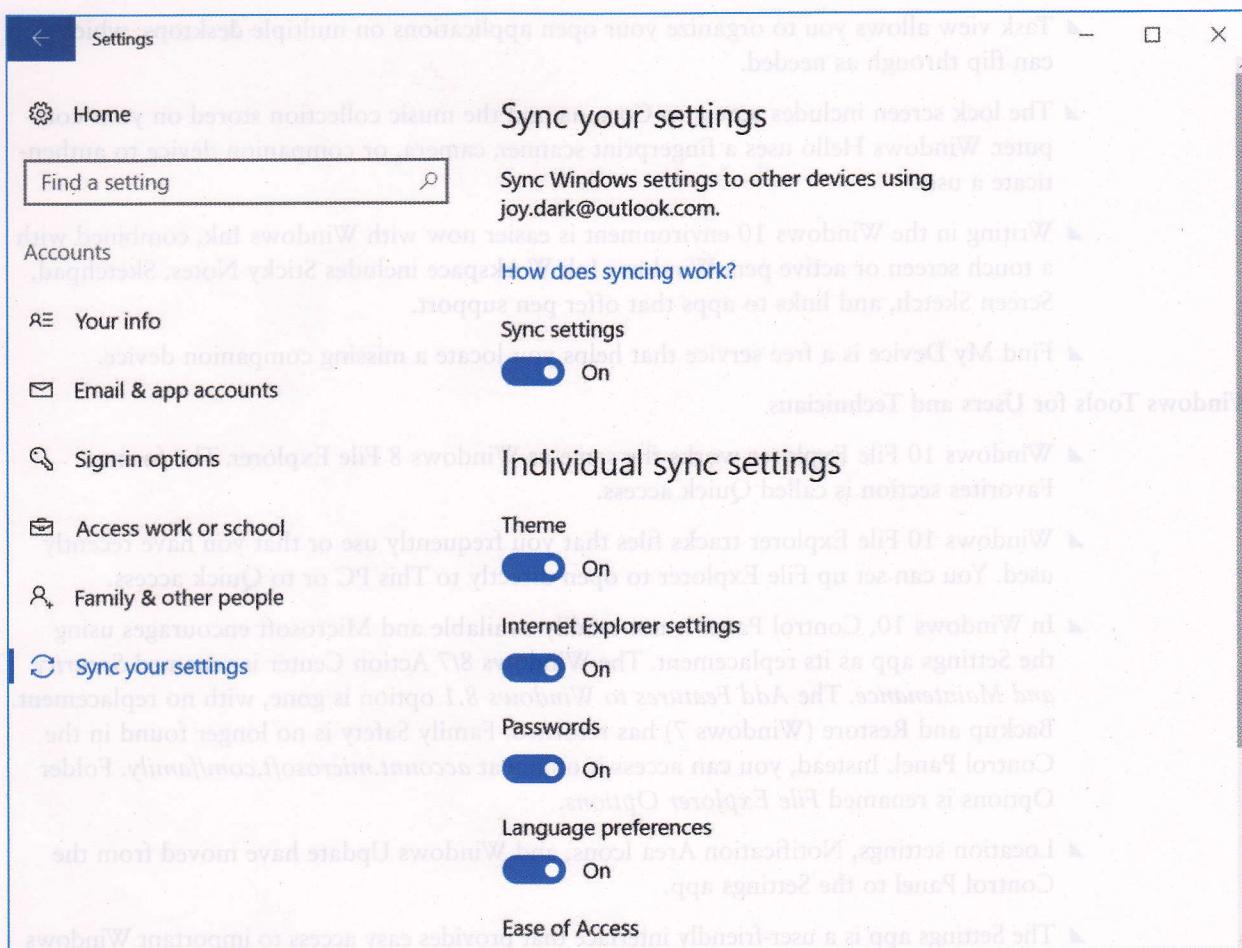


Figure 1-36 Use the *account.microsoft.com* webpage to access more security settings

**Caution** Don't designate a computer as a trusted PC unless you are its only user or you trust all users who have admin rights to the computer. If you share the PC with other users, be aware that they can reset your password and potentially hijack your Microsoft account.

## MANAGE MICROSOFT ACCOUNT SYNC SETTINGS

After a computer is designated as a trusted device, you can manage the sync settings for your Microsoft account. These settings apply to all devices that use your Microsoft account for signing in. Open the **Settings** app, and click **Accounts**. On the Accounts page, click **Sync your settings** (see Figure 1-37). Scroll down the page to see all the settings that can be synced among devices, including theme, Internet Explorer settings, passwords, language preferences, and ease of access.



**Figure 1-37** Decide what to sync on each computer that uses your Microsoft account

## >> CHAPTER SUMMARY

### Windows 10 Interface

- Windows 10 abandons the Windows 8 Start screen, returning to the Windows 7 Start menu and the Windows 7 desktop layout. However, the Windows 10 Start menu does include some features of the Windows 8 Start screen.
- Editions of Windows 10 include Windows 10 Home, Windows 10 Pro, Windows 10 Education, Windows 10 Enterprise, Windows 10 Mobile, and Windows 10 S.
- The Action Center has been revamped so that users can easily access user settings and notifications.
- Continuum allows Windows 10 to flow with both desktop and touch screen devices, automatically switching Tablet mode off and on as the hardware configuration changes.
- Cortana is a digital assistant that learns your speech, handwriting patterns, and typing history.
- Edge is a lean and fast web browser designed to replace Internet Explorer.
- In Windows 10, Snap Assist has half- and quadrant-snapping so windows can take up all of the screen, half of the screen, or a quarter of the screen.

- ▲ Task view allows you to organize your open applications on multiple desktops, which you can flip through as needed.
- ▲ The lock screen includes access to Cortana and the music collection stored on your computer. Windows Hello uses a fingerprint scanner, camera, or companion device to authenticate a user.
- ▲ Writing in the Windows 10 environment is easier now with Windows Ink, combined with a touch screen or active pen. Windows Ink Workspace includes Sticky Notes, Sketchpad, Screen Sketch, and links to apps that offer pen support.
- ▲ Find My Device is a free service that helps you locate a missing companion device.

### Windows Tools for Users and Technicians

- ▲ Windows 10 File Explorer works the same as Windows 8 File Explorer. The former Favorites section is called Quick access.
- ▲ Windows 10 File Explorer tracks files that you frequently use or that you have recently used. You can set up File Explorer to open directly to This PC or to Quick access.
- ▲ In Windows 10, Control Panel is not readily available and Microsoft encourages using the Settings app as its replacement. The Windows 8/7 Action Center is renamed *Security and Maintenance*. The *Add Features to Windows 8.1* option is gone, with no replacement. Backup and Restore (Windows 7) has returned. Family Safety is no longer found in the Control Panel. Instead, you can access it online at [account.microsoft.com/family](http://account.microsoft.com/family). Folder Options is renamed *File Explorer Options*.
- ▲ Location settings, Notification Area Icons, and Windows Update have moved from the Control Panel to the Settings app.
- ▲ The Settings app is a user-friendly interface that provides easy access to important Windows settings, including the following groups of settings: System, Devices, Network & Internet, Personalization, Accounts, Time & language, Ease of Access, Privacy, and Update & security.

### Windows Network Connections

- ▲ Use the network icon or the Network & Internet group in the Settings app to make a wireless network connection.
- ▲ You can join a domain in three different ways: (1) use a network ID when you sign in to Windows to join Active Directory on the local network or through some type of VPN; (2) use an email address and password when you sign in to Windows to join Azure AD in the cloud; or (3) use an email address and password to join Azure AD in the cloud as a secondary login after you have already signed in to Windows with your personal user account.

### Managing Windows User Accounts

- ▲ Windows 10 uses the same types of user accounts and privileges as Windows 8.
- ▲ Windows 10 allows you to create user accounts and reset user account passwords using the Settings app or the Computer Management console.
- ▲ Use the webpage [account.microsoft.com/family](http://account.microsoft.com/family) to create a child account for Windows 10. The parent and child accounts must be Microsoft accounts.
- ▲ Use [account.microsoft.com](http://account.microsoft.com) to access account settings, such as security, personal information, and billing.

- ▲ You can also manage your Microsoft account settings using the Settings app in Windows 10 if your Windows 10 computer is designated as a trusted device. Use the Settings app and [account.microsoft.com](http://account.microsoft.com) to make your computer a trusted device.
- ▲ Use the Settings app to sync settings for your Microsoft account on all devices you sign in to.

## >> KEY TERMS

[Action Center](#) – Revamped version of the Windows 8 Action Center that includes user settings and notifications.

[Azure Active Directory \(Azure AD\)](#) – A cloud-based active directory that manages resources and creates a virtual network of devices connected through the Internet.

[Continuum](#) – A new Windows 10 feature intended to be used with a tablet with a detachable keyboard. When the keyboard is detached, Tablet mode turns on.

[Cortana](#) – A digital assistant that familiarizes with your speech, handwriting patterns, and typing history.

[Edge](#) – A lean and fast web browser.

[Find My Device](#) – A free service that helps you locate a companion device when lost.

[mobile device management \(MDM\)](#) – Software that Azure AD uses to manage devices that connect to its domain and replaces the function Group Policy has in managing devices that connect to an AD domain.

[Quick access](#) – The replacement for the Favorites section in Windows 8 File Explorer with the ability to pin folders to this shortcut section.

[Settings app](#) – A user-friendly interface to access several Windows settings.

[Tablet mode](#) – A new feature that resembles the Start screen of Windows 8 where the Start menu takes over the whole screen with larger tiles that are easier to tap with a finger or stylus.

[Task View](#) – A new Windows 10 feature that creates multiple virtual desktops.

[trusted device](#) – A computer or personal device associated with a Microsoft account and validated by Microsoft to access the account's settings or secured data without having to always authenticate to the account.

[Windows 10 Education](#) – Similar to Windows 10 Pro, this edition is available at a lower price to students, faculty, and staff at eligible institutions.

[Windows 10 Enterprise](#) – The Windows 10 edition that allows for volume licensing in a large, corporate environment.

[Windows 10 Home](#) – The Windows 10 edition designed for laptop or desktop computers in a home or small office and does not support joining a Windows domain.

[Windows 10 Mobile](#) – A lighter Windows 10 edition available for smart phones, tablets, netbooks, and other mobile devices and competes with iOS and Android operating systems.

[Windows 10 Pro](#) – The Windows 10 edition designed for business or corporate use and supports joining a domain, BitLocker, Client Hyper-V, Remote Desktop, and Group Policy.

[Windows 10 Pro Upgrade](#) – The Windows 10 edition that can be installed on a Windows 10 Home machine to add the functionality of Windows 10 Pro.

[Windows 10 S](#) – A secure, streamlined Windows 10 edition designed for tablets, netbooks, and laptops and intended to compete with Google's Chrome OS.

[Windows Hello](#) – A new Windows 10 feature that uses a fingerprint scanner, camera, or companion device to authenticate a user.

[Windows Ink Workspace](#) – A new Windows 10 feature that encourages the use of active pens with apps including Sticky Notes, Sketchpad, and Screen Sketch.

## >> REVIEWING THE BASICS

1. What is the name of the first major update or version of Windows 10? The second major version?
2. Which edition of Windows 10 is designed for smart phones and tablets?
3. How does the Windows 10 Action Center differ from the Windows 8 Action Center?
4. Which Windows 10 feature is designed to make it possible to switch easily between desktop mode and Tablet mode for touch screen devices?

10. In which two locations can you find the system information?
11. Compare Windows 10 File Explorer with Windows 8 File Explorer.
12. How do you open the Control Panel in Windows 10?
13. Which settings have moved from Windows 8 Control Panel to the Windows 10 Settings app?
14. Where do you find the Windows update status in Windows 10?
15. Where are two places in Windows you can go to make a new wireless network connection?
16. Which setting do you use to set network security to Private?
17. What are the three different levels of privileges of a Windows account?
18. What information do you need to set up an existing Microsoft account on a computer?
19. Which webpage can you use to set up a child account in Windows 10?
20. What setting is required to use the Settings app to manage Microsoft account settings?

### >> **THINKING CRITICALLY**

1. Suppose you sign in to Windows with a local account, and then you go to the **Settings** app, click **Accounts**, and click **Sync your settings**. Why would the sync settings be gray and not available?
  - a. Sync settings apply only when a Microsoft account is used to sign in to Windows.
  - b. Sync settings are available only if enabled in Control Panel.
  - c. Sync settings apply only when a computer has joined a domain.
  - d. Sync settings can be viewed but not edited using a Standard user account. To edit them, use an Administrator account.
2. Which two Windows tools can you use to determine how much RAM is installed on your system?
3. Mary complains that her Windows 10 computer frequently asks her to authenticate using a security code when she edits sensitive info related to her Microsoft account, such as her credit card details. How can she make these settings faster to edit?
  - a. Tell Mary to use Control Panel to designate her computer as a trusted device.
  - b. Tell Mary to install a password keeper app on her computer to store the security code.
  - c. Tell Mary to use the *account.microsoft.com* webpage to remove all trusted devices for her Microsoft account.
  - d. Tell Mary to use the Settings app to verify her computer as a trusted device.

**>> REAL PROBLEMS, REAL SOLUTIONS****REAL PROBLEM 1-1: Learning a New App Available in Windows 10**

Sometimes you might encounter an application that you are not familiar with, and yet be asked to help a user answer questions about the application. In that case, you can search for the information you need in the application's Help system. In this Real Problem, you use the Help system and online tutorials for Sway, a new app available for free in Windows 10. Perform the following steps, looking up Help information as necessary to learn how to proceed. If you are already familiar with Sway, pretend you are not and rely on Help information instead. To practice using Sway, complete the following tasks:

- 1.** Create a new Sway story.
- 2.** Choose a design and layout.
- 3.** Add title, photographs, and text.
- 4.** Add focus points on photographs.
- 5.** Share the URL to your Sway story with another person and have them watch what you created using a web browser.

**REAL PROBLEM 1-2: Installing and Using the Mouse Without Borders App**

This Real Problem requires two computers on the same network, both with Internet access. Install the free Microsoft app Mouse Without Borders on both computers. This app allows one computer's mouse and keyboard to control up to four computers. The app is very useful when you frequently switch between two different computers, even when using both Windows 10 and Windows 8. Complete the following tasks:

- 1.** Open Edge and search for the Mouse Without Borders download. Make sure your system meets the minimum system requirements.
- 2.** Download and install the app from the Microsoft Download Center webpage.
- 3.** Use Mouse Without Borders to connect two computers on the same network.
- 4.** On the first computer, use the mouse and keyboard to control the second computer by opening an app on the second computer without touching the mouse or keyboard on the second computer.