Overview

The purpose of this document is to walk users through the major operations of Windows 10, which has been somewhat customized from the version publiclly available.

New Features in Windows 10

• The **Start menu** is back, putting all your apps, settings, and files just a few keystrokes, click away. There's also a space on the menu you can personalize with your favorite apps, programs, people and websites.

• **Cortana,** your personal digital assistant, helps make things easier for you and keeps you up to date. Cortana is your personal digital assistant in Windows 10. She's always at the ready, bringing you exactly what you need without disturbing the conversation. Cortana gets to know you over time, using your search information to help you get things done and becoming more useful every day. (**Note:** on the version of Windows 10 available to ITS clients, Cortana's voice command function and some web functionality have been disabled).

• **Microsoft Edge**, the new browser in Windows 10, is designed to deliver a better web experience.

• It's also easier to find and switch among open apps, keep them organized, resize and reposition them, keep track of notifications, and access frequently used system settings.

• **Snap enhancements** (The "snap," feature makes it easier to manipulate the layout of open windows on your desktop

• A Safer and More Secure Windows Experience, thanks to **Windows Defender** and **Windows Firewall**. When you start Windows 10 for the first time, they are both on and working to protect your PC by scanning for malicious software. There may be situations in which you need to turn off Windows Defender or Windows Firewall temporarily, such as while installing certain applications or software updates. However, be sure to check with your network administrator before doing so.

• **New and Improved Action Center to Replace the Notification Center**. Windows 8.1 enabled you to see notifications from apps, which appeared as "toasts" above the notification tray at the lower right corner of the screen. However, after a notification timed out, it was lost forever. Windows 10 remedies this with its new action center, which is similar to the notification center that was introduced in Windows Phone 8.1.

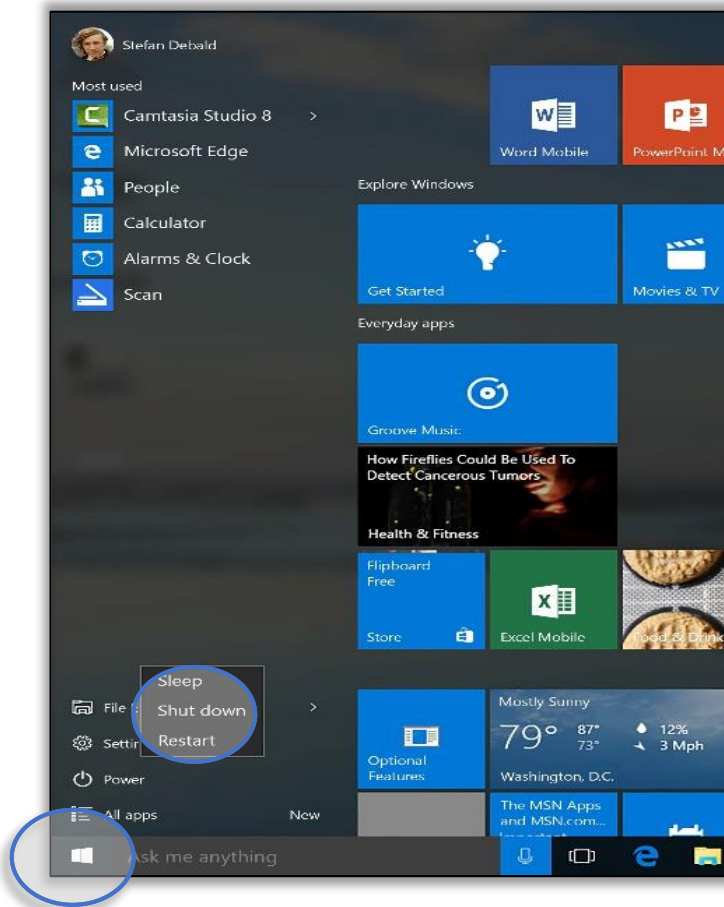## Navigating the Start Menu

To display the Start menu:

Select the **Start** button on the far left of the taskbar.

—OR—

Press the **Windows logo key** on the keyboard.

To shut down, restart, or put your computer to sleep:

1. On the **Start** menu, select Power.

2. Select the option you want: **Sleep**, **Shut down**, or **Restart**.

To Lock your computer, change your account settings, sign out, or switch your account:

1. On the **Start** menu [windows icon] select your user name.

2. Choose the option you want:
   **Change account settings, Lock,** or **Sign out.**
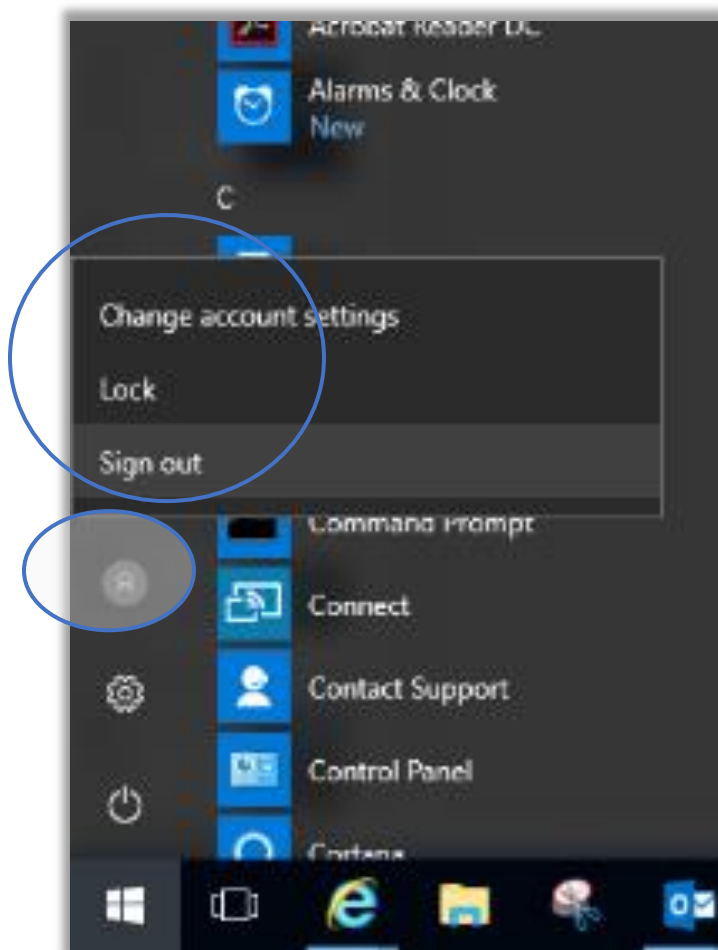
How to Search

1. On the Start menu, ⊞ click on the Cortana ◎ icon (applications are listed in alphabetical order). Type into Cortana's search bar to search for apps, files, and settings.

2. When initial search results are displayed, you can:

- Select **Apps** to find results for apps.
- Select **documents**, including your documents, pictures, music, and videos
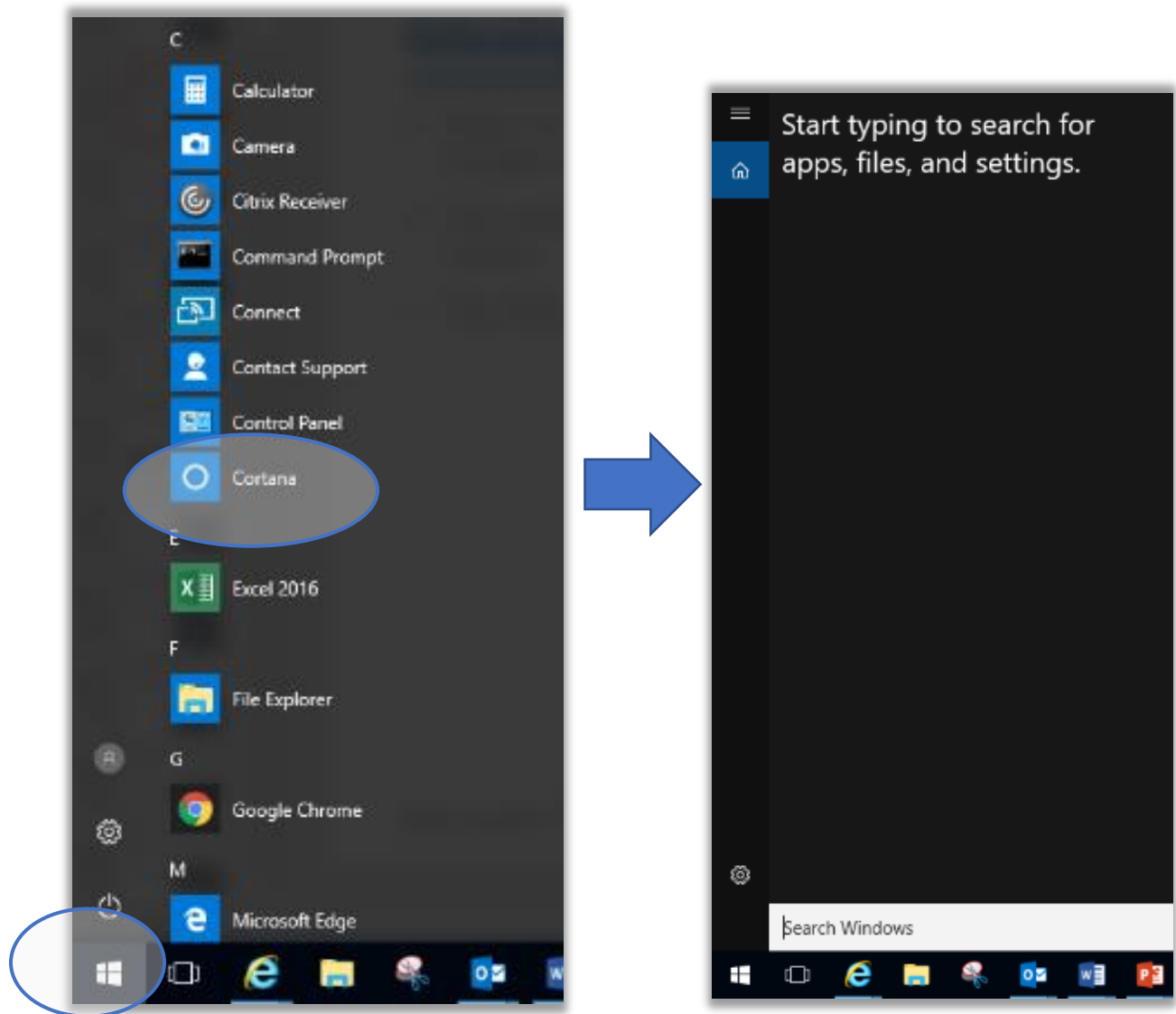
Creating Desktop Shortcuts

1. On the Start menu, [⊞] click the Cortana [◯] icon.

2. Type the name of the application you'd like to create a shortcut for into Cortana's search bar.

3. When the application appears, right-click on it and select from the following options:

   • **Pin to Start,** which will place the application conveniently in the panel next to your Start menu. (**Note:** This panel will include three sections auto-named **"Office Apps," "Browsers,"** and **"System Utils."** Anything you pin will go into the fourth, unnamed section. We recommend you name this section "Favorites."

   • **Pin to Taskbar,** which will place the application shortcut on the toolbar that is visible on the bottom of your screen
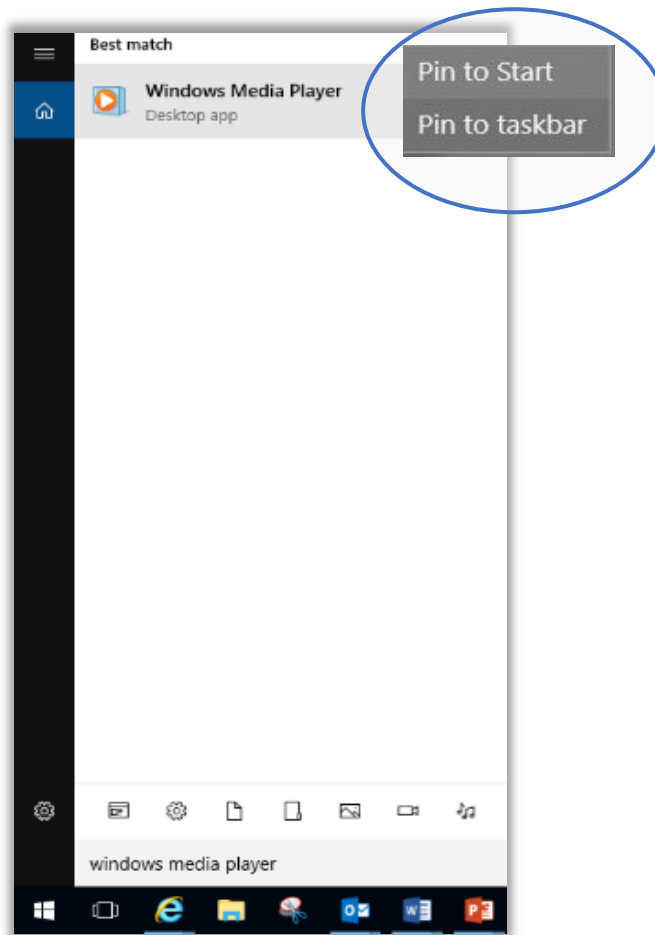
Using Tiles

In the right pane of the Start menu, you'll find tiles for some common apps. To move a tile, just drag it to another position. You can rearrange them within the pane. You can also drag apps between the tile view and the app list view.
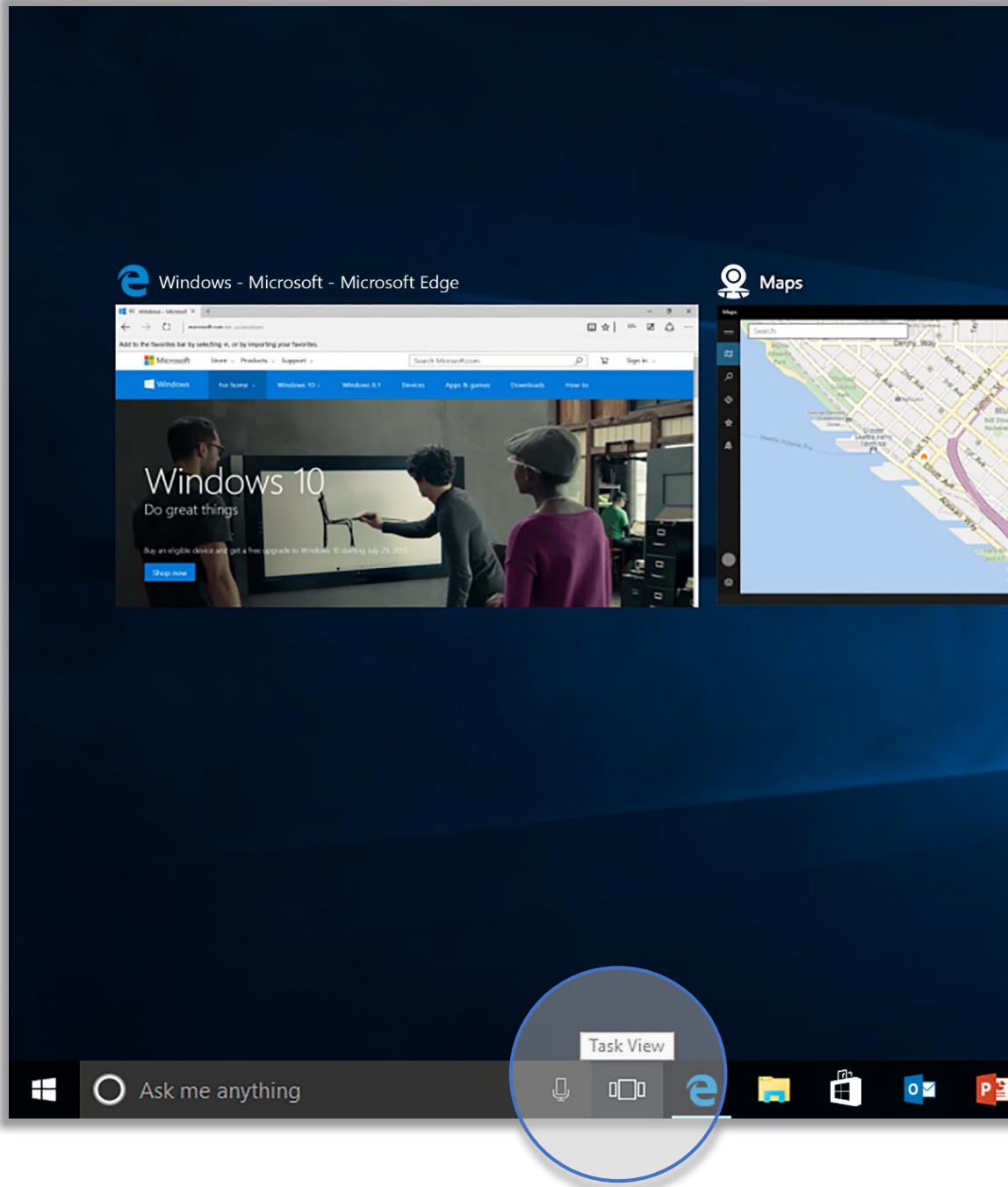
Right-click a tile to display a menu for performing other actions with that tile, which may include:

- Unpin from Start
- Resize
- Uninstall
- More
- Open recent files with the app
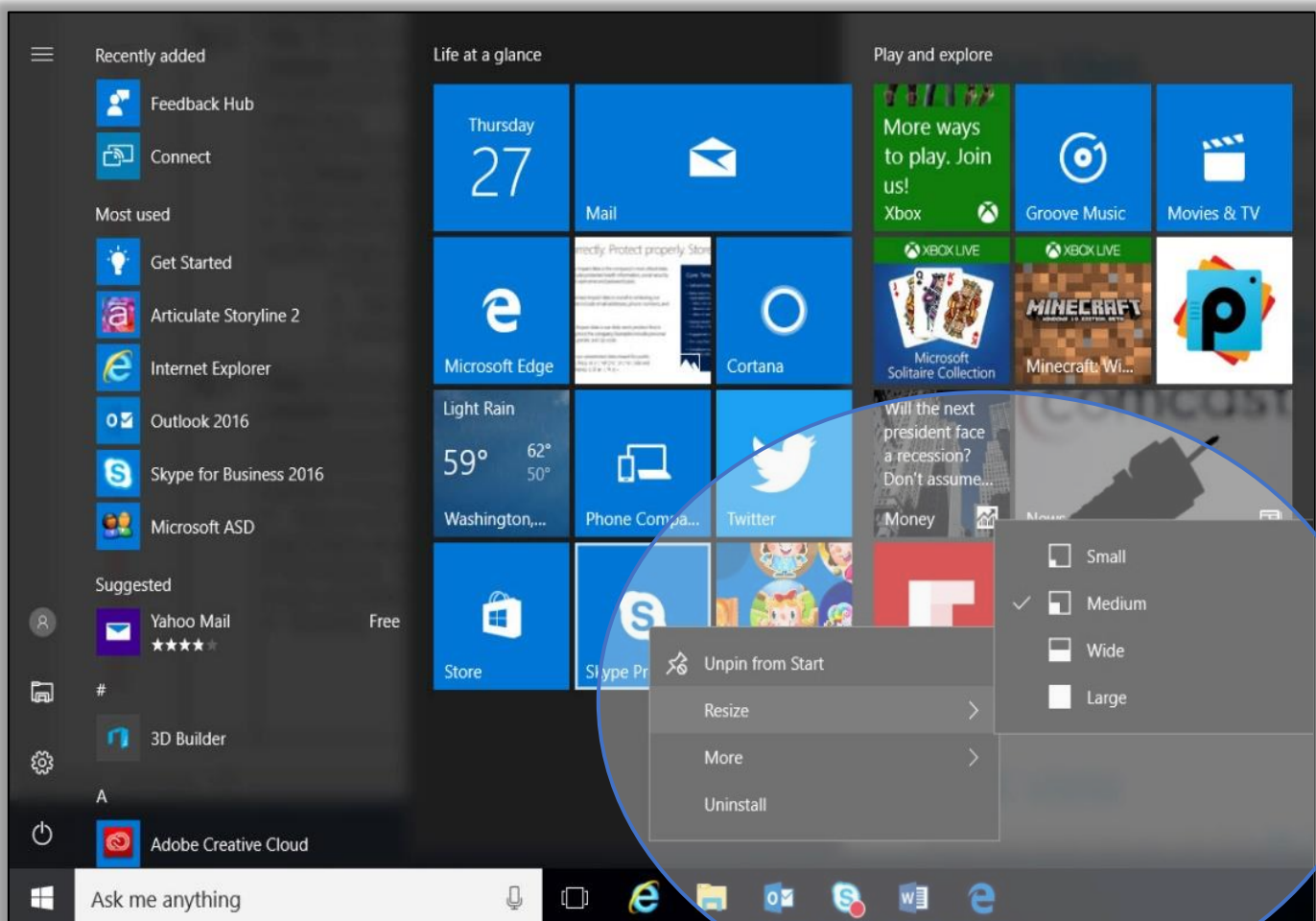
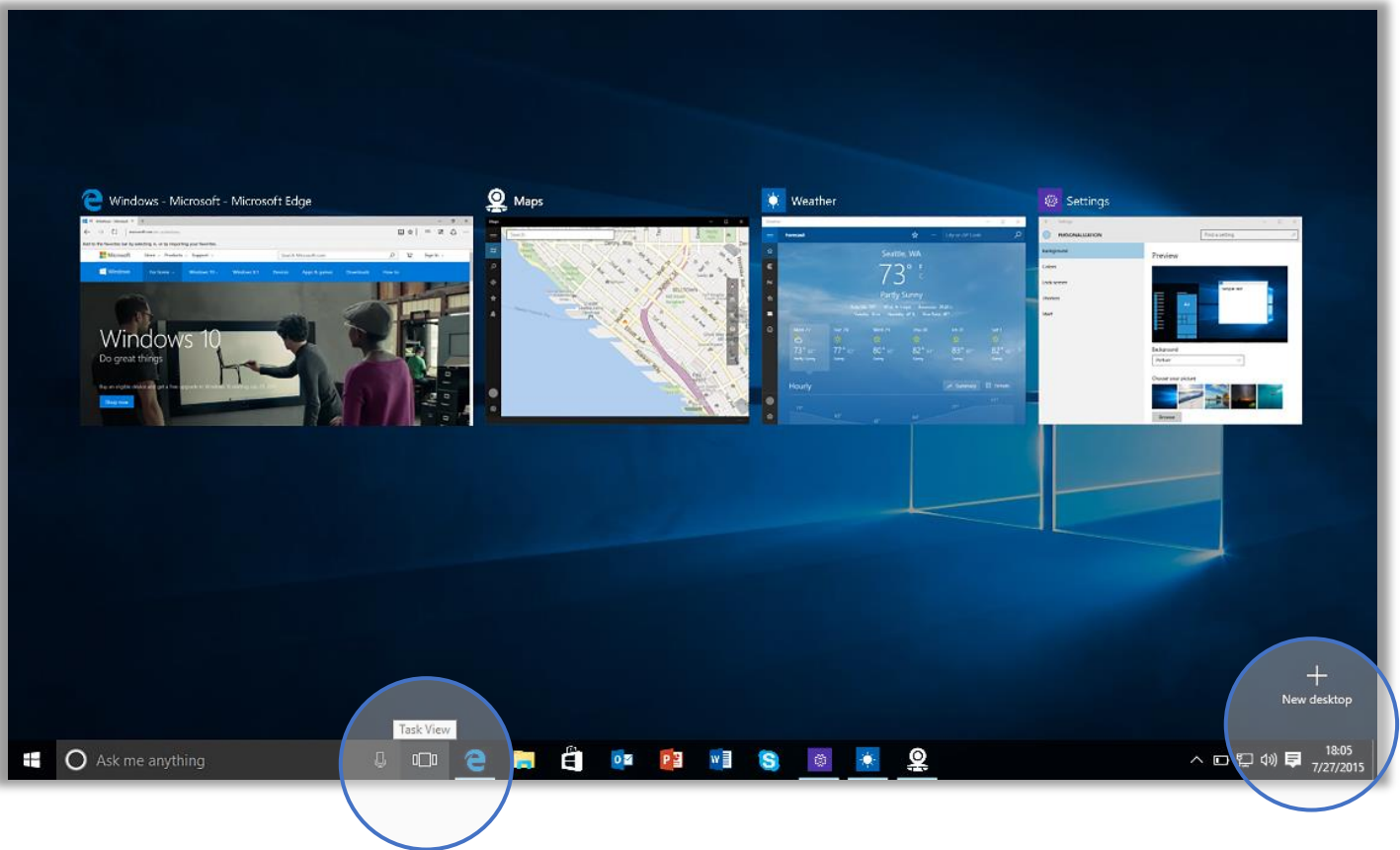## Switching Among Running Apps

1. Select **Task View** on the task bar (bottom left hand corner).

2. Select the App you would like to view.

Managing Virtual Desktops

Windows 10 treats VDIs much like apps. To create a new virtual desktop:

1. Select the **Task View** button on the taskbar.
2. Select **New Desktop** near the lower-right corner of the screen.

To switch among VDI interfaces, select the Task View button on the task bar, then select the thumbnail for the virtual desktop you want, as if you were choosing an app.

Accessing Application Commands

In Windows 10, you simply have to select the Menu button ▤ on the upper left to do things like search, print, or change app settings. (The options you will see will vary by application).
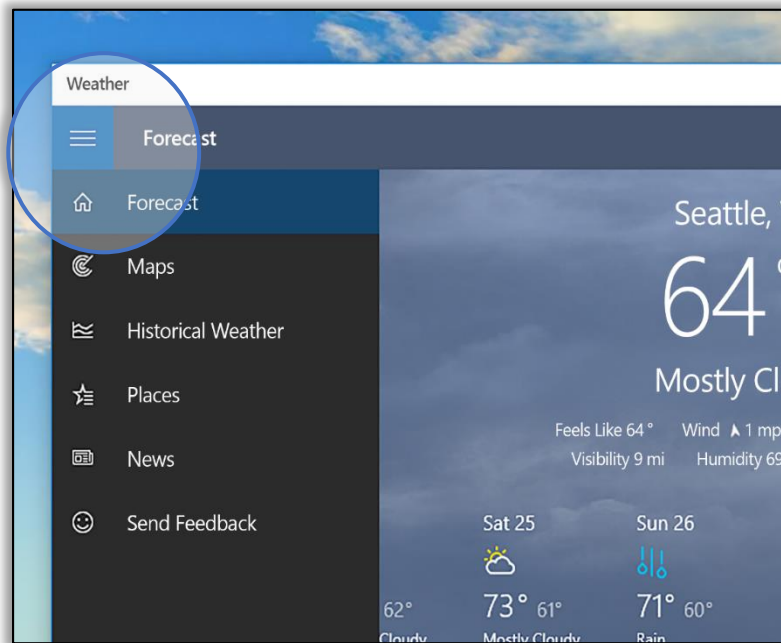
Using the Snap Feature to View Multiple Windows on One Screen

- **To snap two windows side by side:**

  1. Drag the title bar of one window to one side of the screen, until a half-screen outline of the window appears.

  2. Release the mouse (or lift your finger) to snap the window into position.

  3. Repeat steps 1 and 2 for the other window, using the other side of the screen.

  When you snap an app to the left or right, Snap Assist displays thumbnails of your other open apps. Select a thumbnail to snap that app to the other half of your screen.

- **To snap 4 windows in a two-by-two configuration on your screen:**

    1. Drag the title bar of the first window to the left or right side of the screen near a corner, until a quarter-screen outline of the window appears.


    2. Release the mouse (or lift your finger) to snap the window into position.

    3. Repeat steps 1 and 2 for the other three windows, using the other corners of the screen.

Displaying the Quick Access Menu

The Quick Access menu provides access to advanced system tools such as Power Options, Task Manager, and Control Panel. To display the Quick Access menu:

1. Right-click the Start button on the far left of the task bar.
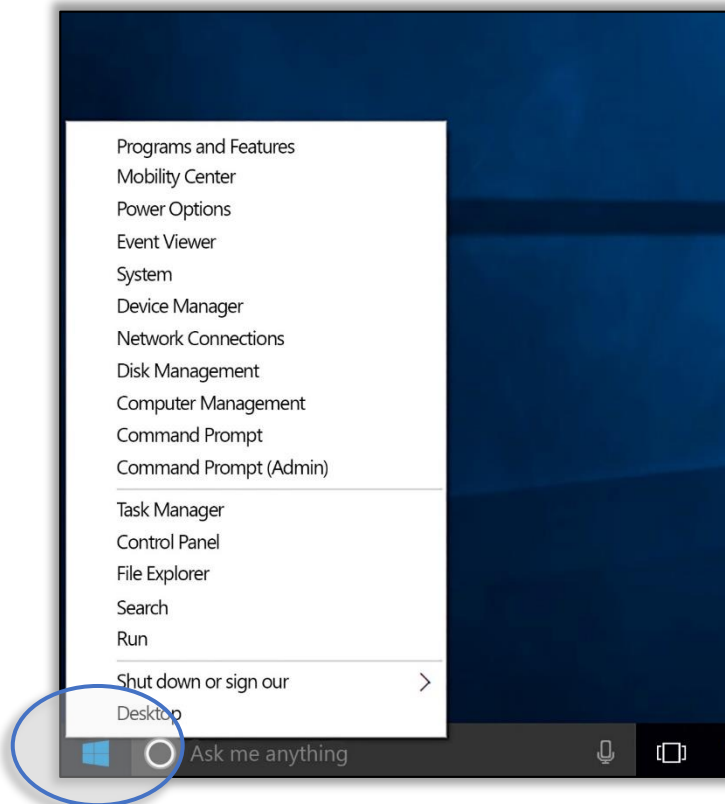
Syncing Your Email and Calendar to Windows 10's Apps

Windows 10 has Mail and Calendar apps already built in. Make them useful by adding your account. To find the Mail or Calendar app:

1. Go to **Start** and point to the **Mail** or **Calendar** tile. ⊞, or enter **mail** or **calendar** in the search box on the taskbar.

2. Select **Get Started.**

3. Select **Add account**, choose your account type, and then follow the on-screen instructions. Bot your mail and your calendar start syncing as soon as your account is set up.
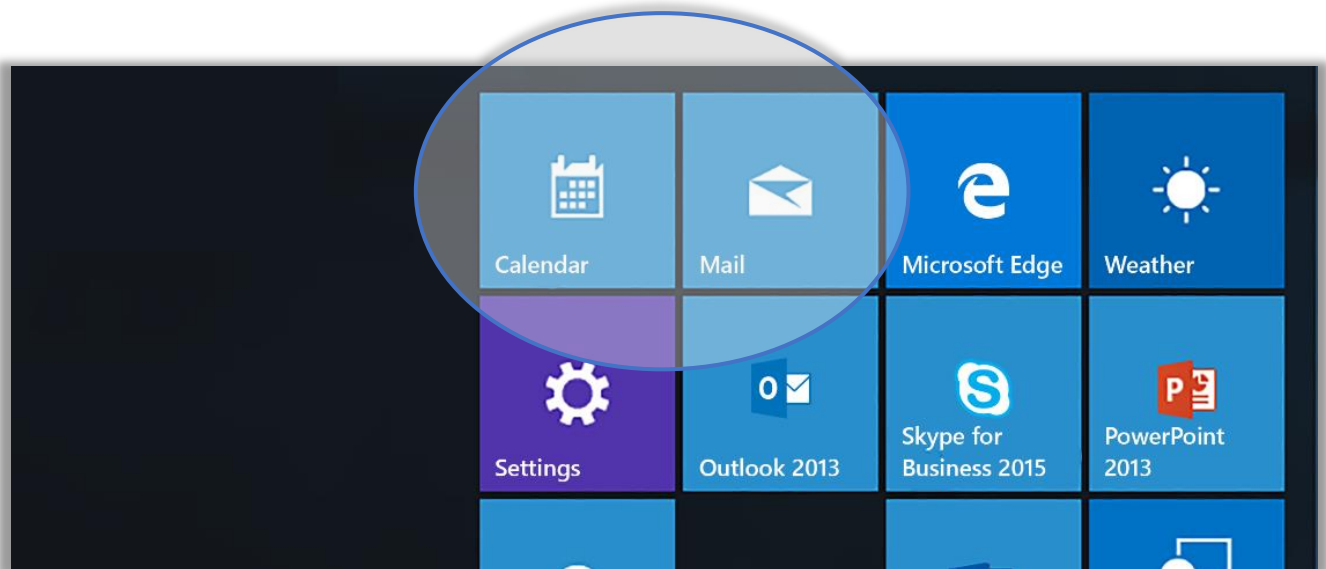
Changing Your Account Picture

1. Go to **Start**, and then select **Settings > Accounts.**

2. Under **Create your picture**, select **Browse** for one.

3. Find the picture you want to use, select it, and then select Choose picture.

If you prefer to take a new account picture, select the **Camera** button.
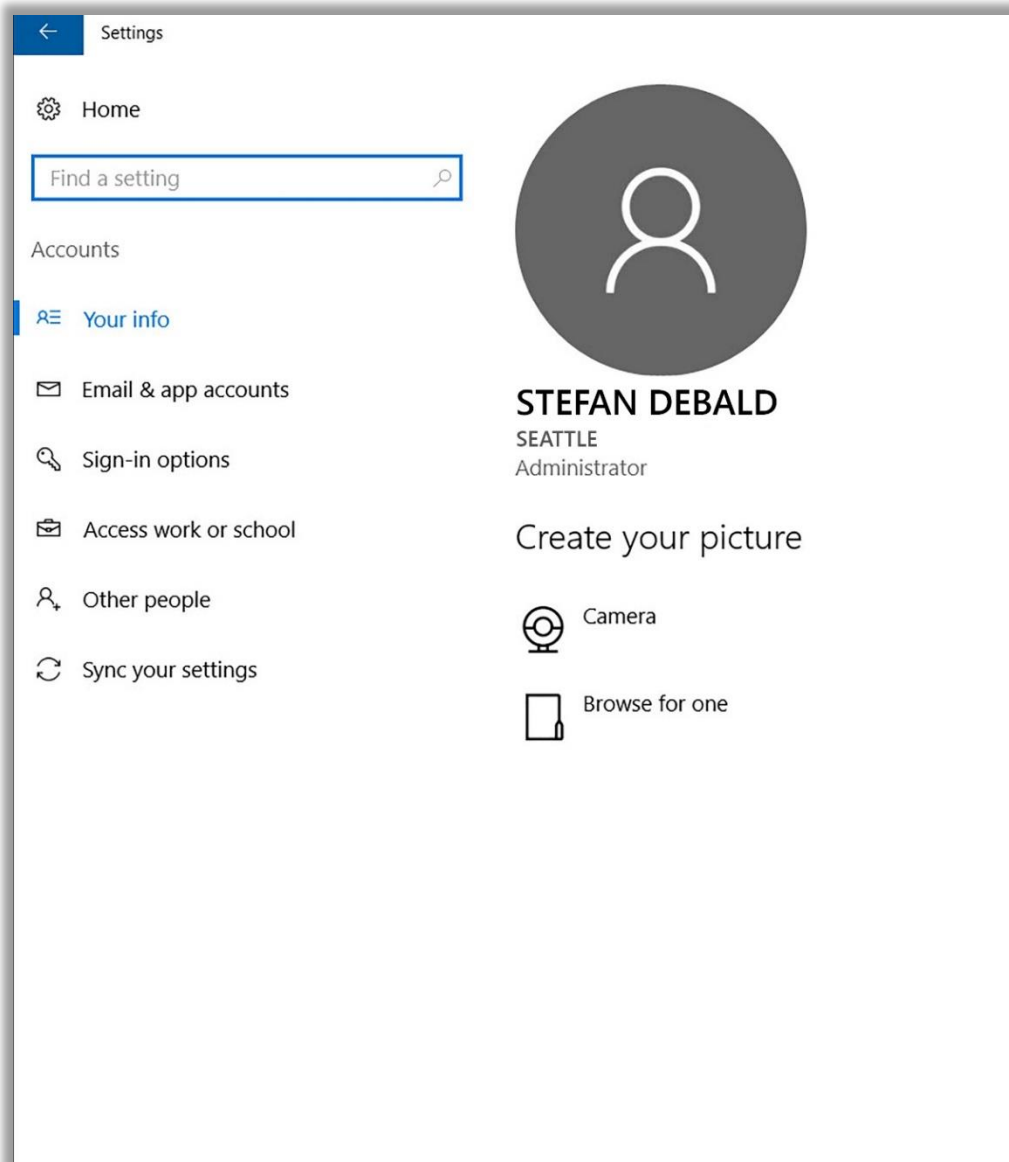
Opening the Action Center

Within the action center, you'll find:

- A persistent list of notifications, so that you can view and address them at times of your choosing.

- Links for performing quick actions, such as turning Wi-Fi on or off.

To open the action center, select the **Action Center** icon in the notifications area at the far right of the taskbar.
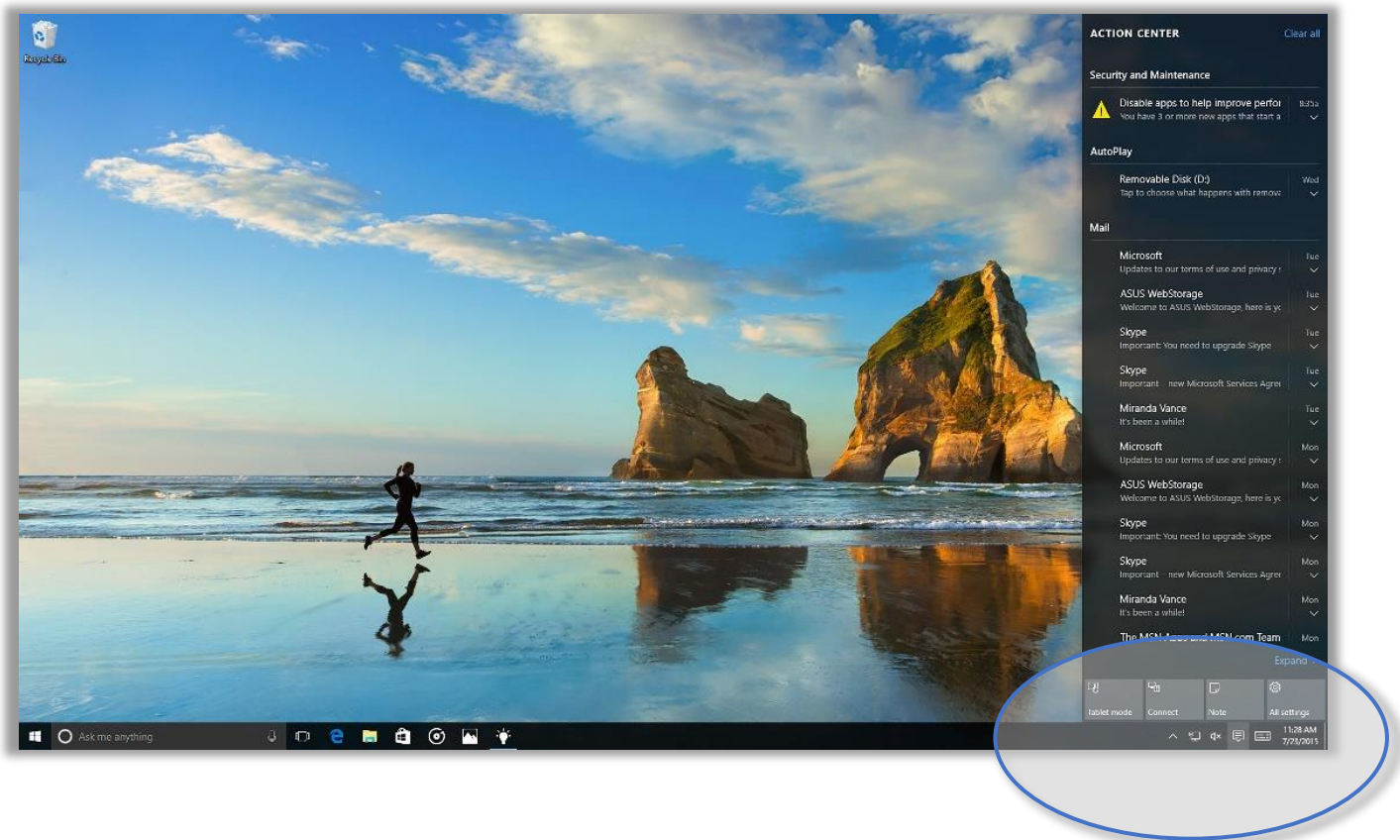
Still Need Help?

Please contact the Enterprise Service Desk by phone at 1-844-891-1786, by email at fixit@its.ny.gov, chat online with a Service Desk Representative at chat.its.ny.gov/, or contact your local Help Desk or LAN Administrator (where applicable.)