Commonwealth of Massachusetts
Windows 10 QuickStart Guide

A message from the Modern Workplace team:

We know that working from home is a big change. We have been working closely with Microsoft to ensure that you have the tools you need to properly get your work done while staying safe at home. Below, you'll find resources to help you get started using Windows 10.

The Basics

Learn these basic skills in Windows 10 to get you started. These tips should help you get comfortable with navigating around your new computer in no time.

The Start Menu

To display the Start menu:

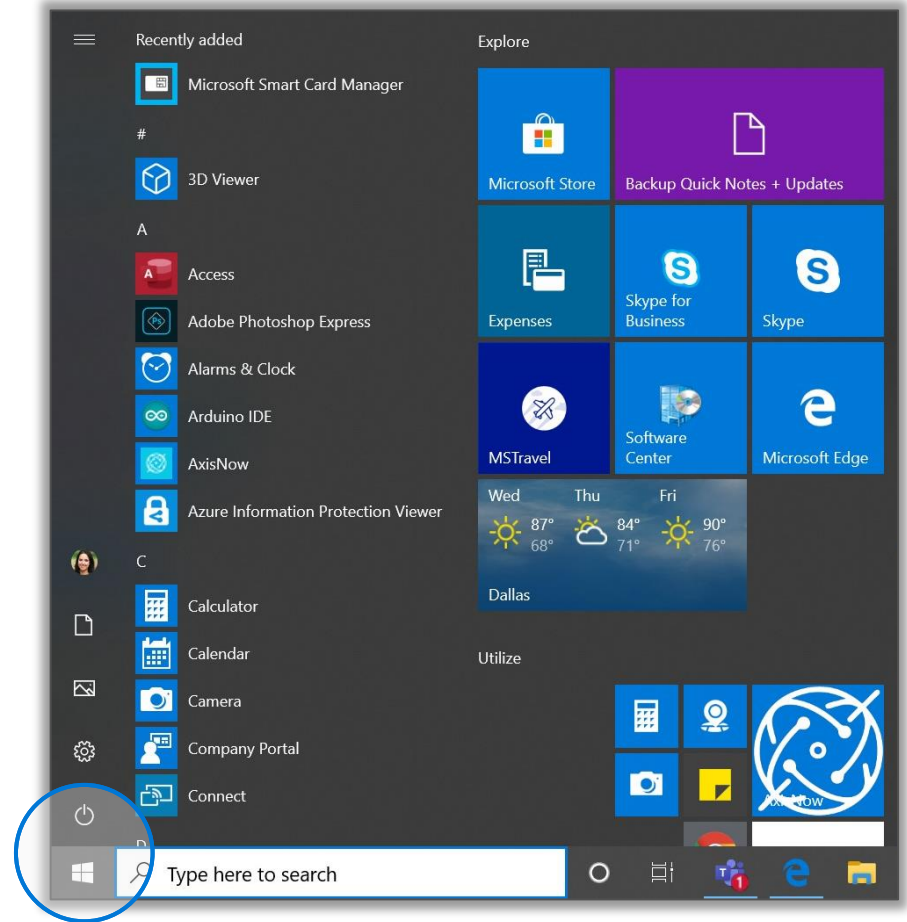Select the **Start** button on the far left of the taskbar.

—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**.

The Start Menu: Power, Account, Lock

In the left pane of the Start menu, you'll find:

- Your applications
- Settings
- File Explorer
- The **Power** button ⏻

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

1. On the **Start** menu, select your username.

2. Choose the option you want: **Change account settings**, **Lock**, **Sign out**, or **Switch account**.
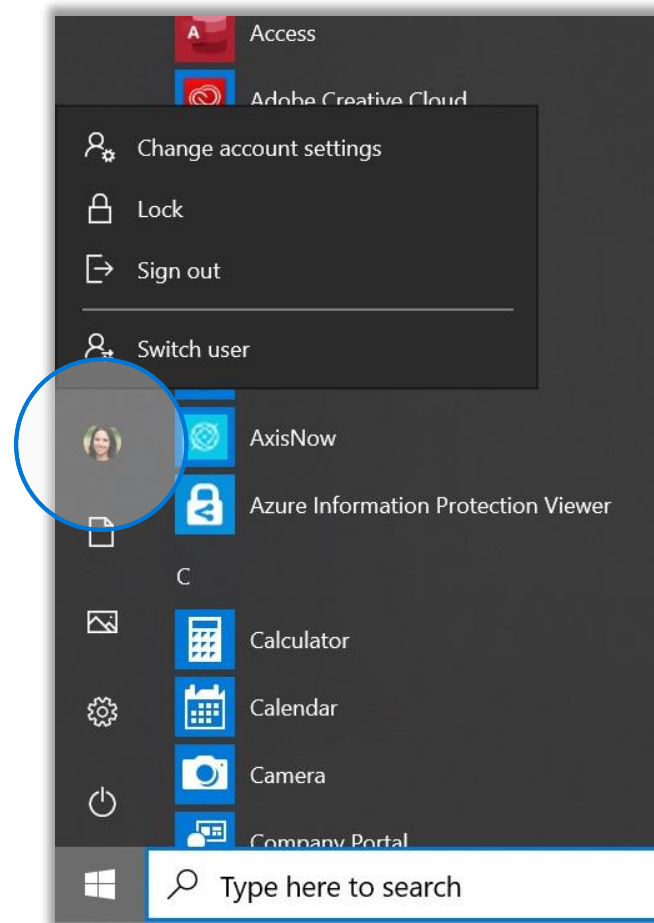
Using Tiles

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
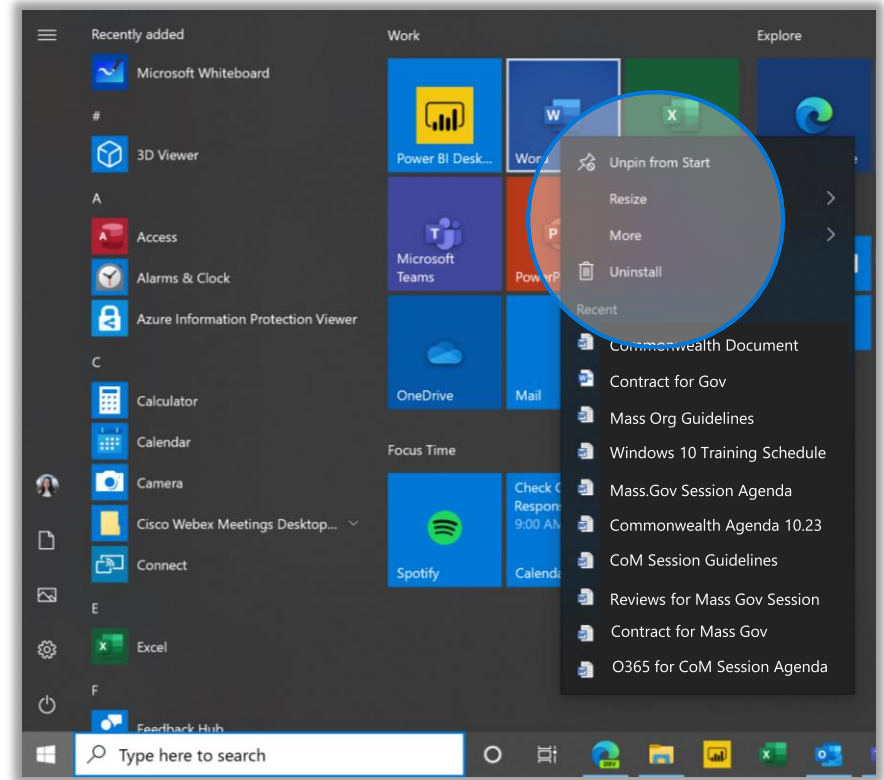
How to Search

From the Start menu, you can search for apps, settings, and files, and you can search across the web.

Click in the search box to the right of the Start ⊞ button and start typing a document name, setting, or app that you are looking for.

- Apps on your PC– for example, type in: "Word"

- Documents (includes documents, pictures, music, and videos) – for example, type in: "Status Report"

- The Web – for example, type in: "What is 499+48"

- Settings – you can type in a setting you are looking for right in the Search box. For example, type in: "Notifications" to be quickly led to the Notifications & Actions section of the Settings.

Click in the Search Box to see options:

- Select **Apps** to find results for apps or view your Top apps.

    - Select documents to see the documents you use most.

- Select **Web** to be taken to a full list of Bing search results.

- Quickly view your most recent documents.
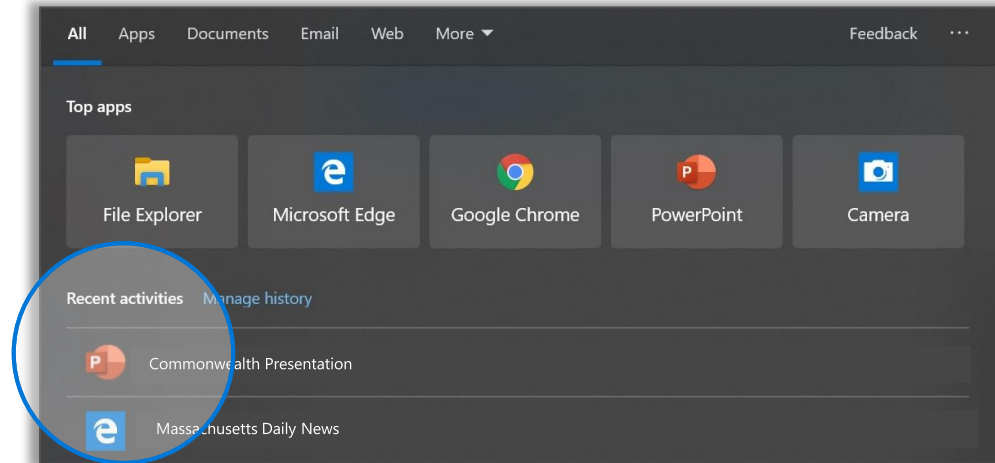
Quick Access Tools

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:

Right-click the **Start** button on the far left of the taskbar.

— OR —

Enter the **Windows key +X** on the keyboard.

Windows 10

| Apps and Features |
| Mobility Center |
| Power Options |
| Event Viewer |
| System |
| Device Manager |
| Network Connections |
| Disk Management |
| Computer Management |
| Windows PowerShell |
| Windows PowerShell (Admin) |
| Task Manager |
| Settings |
| File Explorer |
| Search |
| Run |
| Shut down or sign out |
| Desktop |
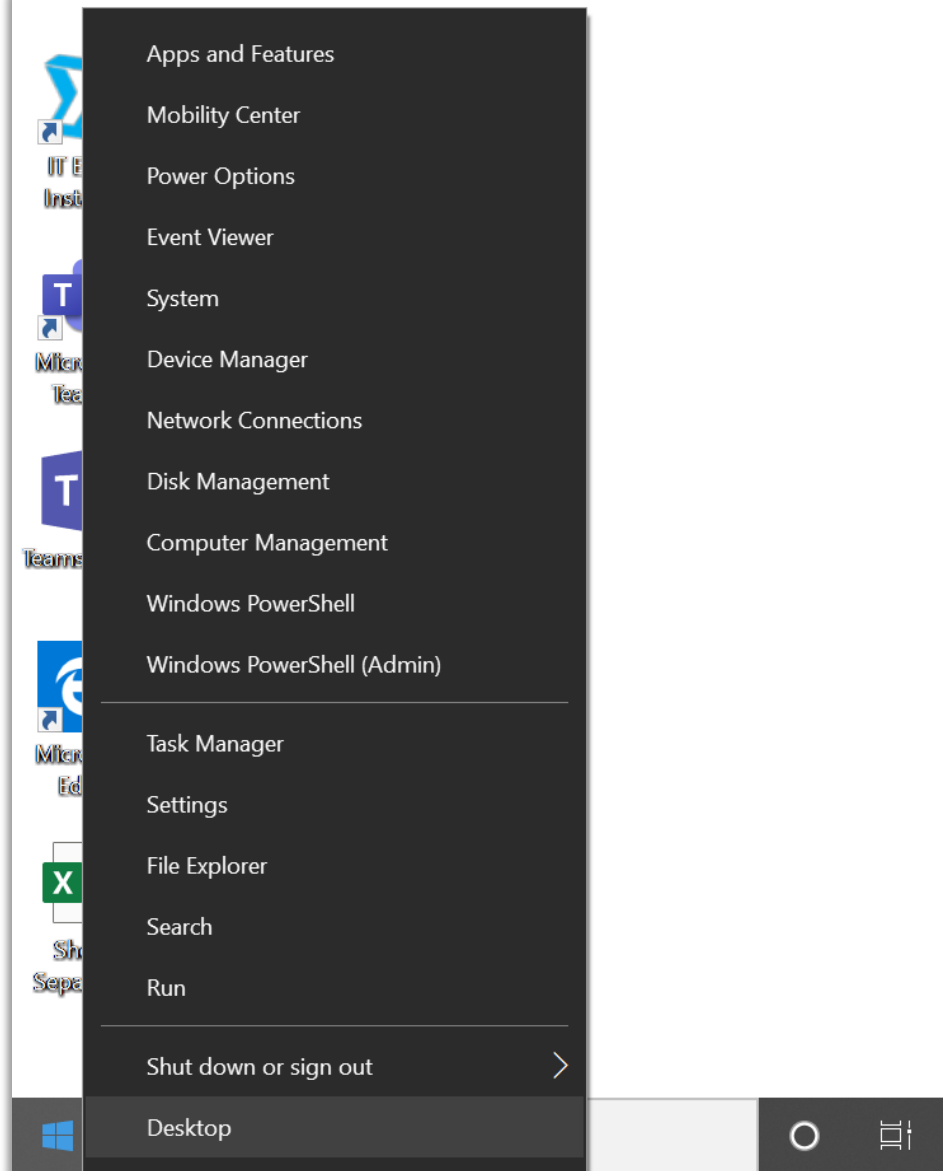
Personalization and settings—A new look

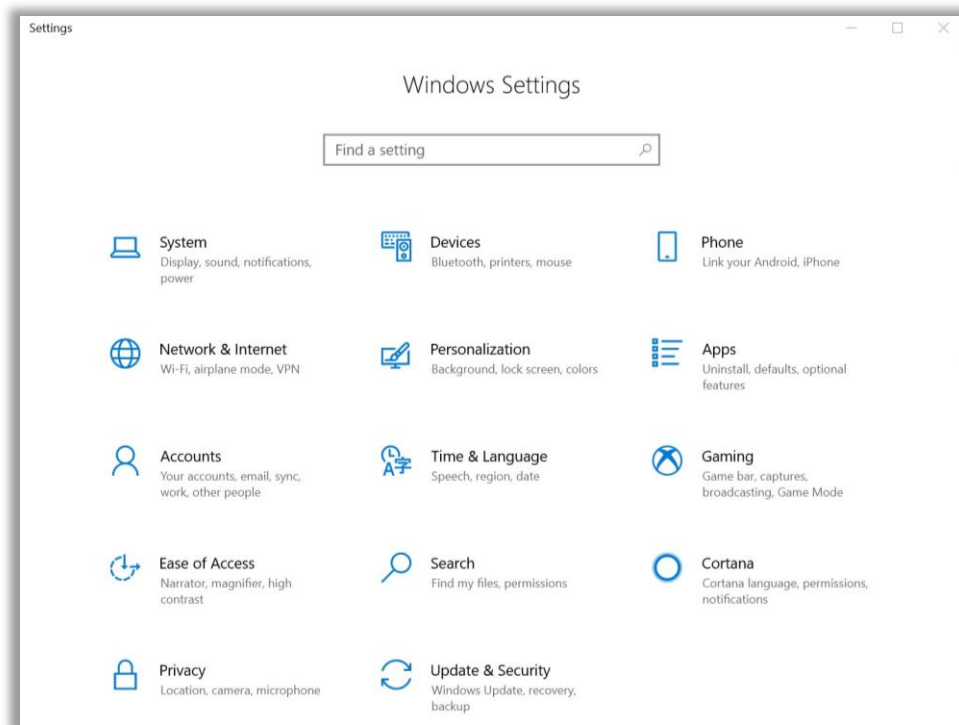Settings got a makeover—and dropped "PC" from its name.

To learn about settings:

Go to **Start** ⊞ > **Settings** ⚙

Have fun browsing the categories. Try using search to find something in one of your files or on the web and check out the advanced options in Control Panel.

Most apps have their own settings—look for the **Settings** icon ⚙ in the app.

Tip: You can change common settings (such as airplane mode and Wi-Fi) on the fly from the **Action Center** 💬 on the taskbar.

Settings

Windows Settings

Find a setting 🔍

💻 **System**
Display, sound, notifications, power

🖥 **Devices**
Bluetooth, printers, mouse

📱 **Phone**
Link your Android, iPhone

🌐 **Network & Internet**
Wi-Fi, airplane mode, VPN

🖌 **Personalization**
Background, lock screen, colors

☰ **Apps**
Uninstall, defaults, optional features

👤 **Accounts**
Your accounts, email, sync, work, other people

🕐 **Time & Language**
Speech, region, date

⊗ **Gaming**
Game bar, captures, broadcasting, Game Mode

⏱ **Ease of Access**
Narrator, magnifier, high contrast

🔍 **Search**
Find my files, permissions

◯ **Cortana**
Cortana language, permissions, notifications

🔒 **Privacy**
Location, camera, microphone

🔄 **Update & Security**
Windows Update, recovery, backup

Apps and the action center

Windows 10 keeps tabs of your notifications and important settings all in one, consolidated place. If a notification goes away too soon, don't worry; you can find that notification, along with others, in 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.

Snap Enhancements

Windows 10 includes several enhancements to Snap, making it easier to manipulate the layout of open windows on your desktop. These enhancements include:

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. Snap Assist will then display thumbnails of your other open apps. Choose the other app you want to occupy the other half of your screen.
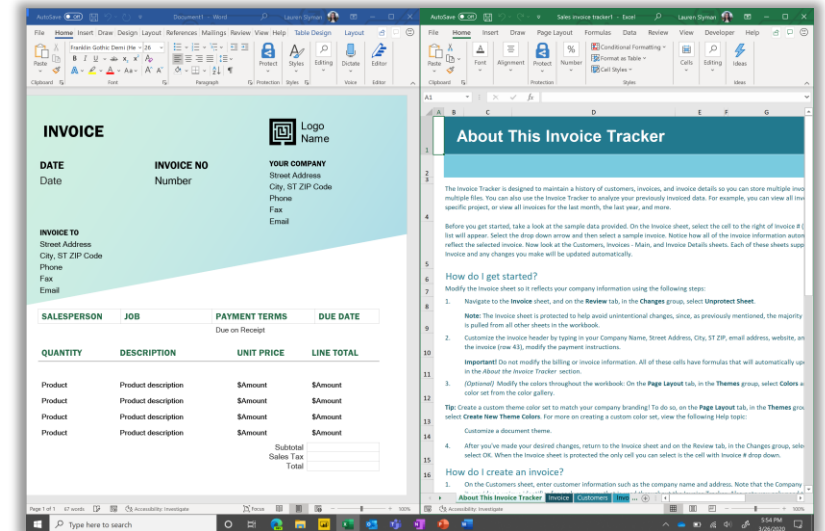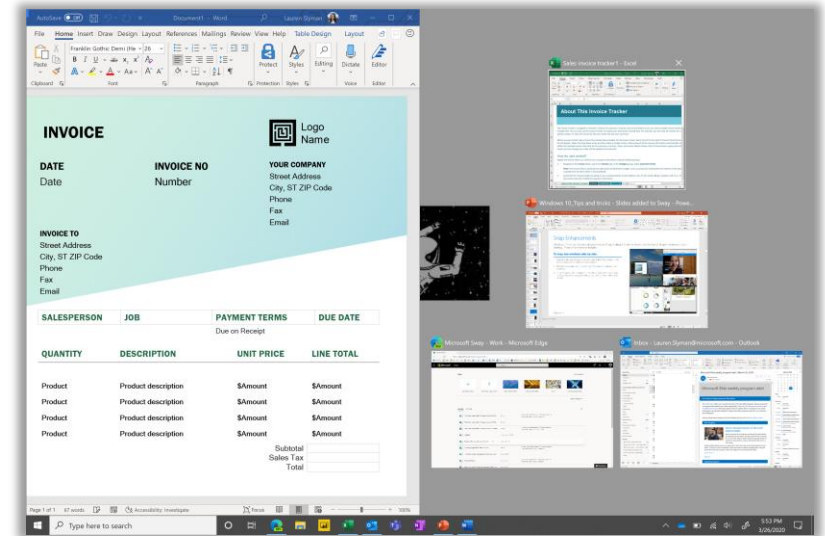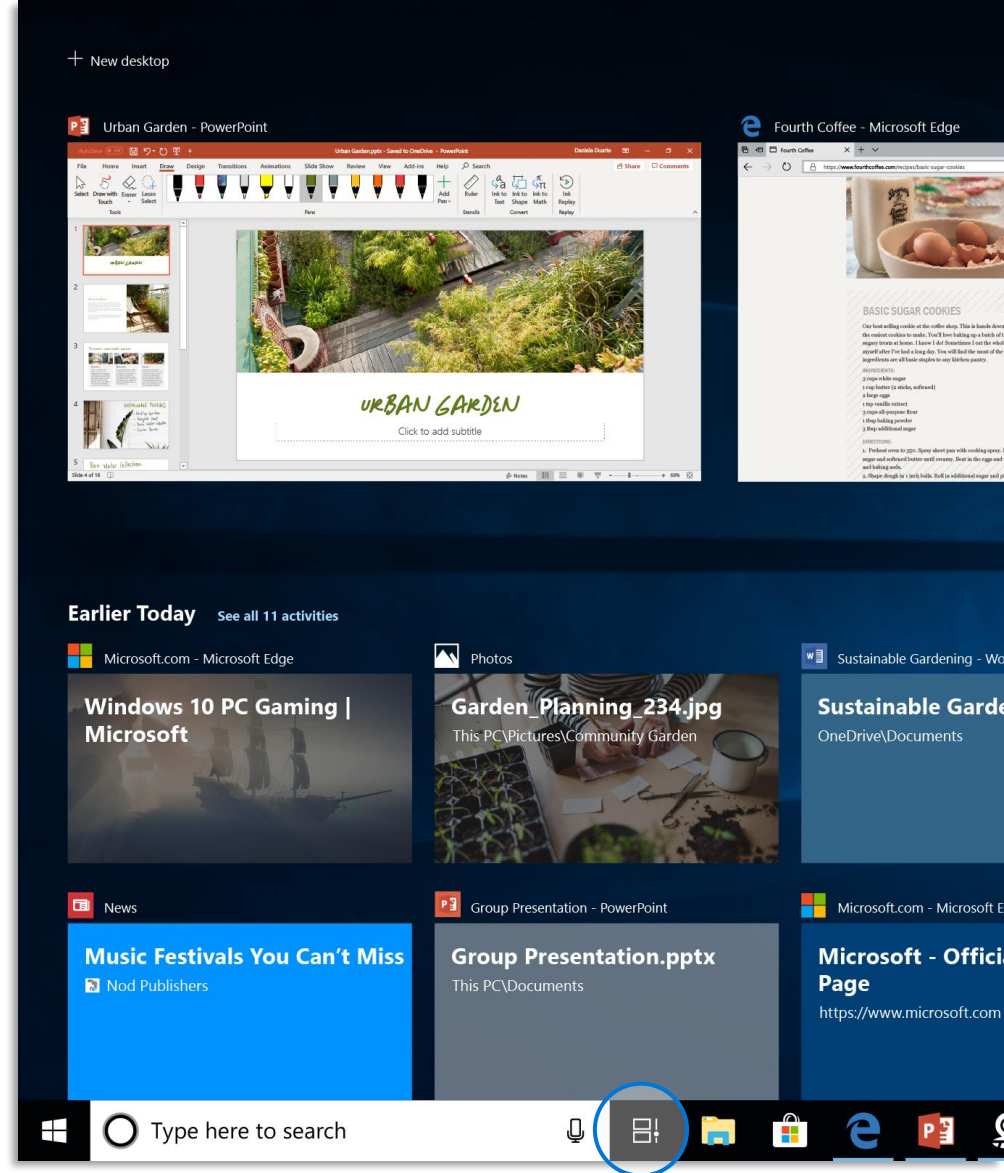
Task View

Many users know that you can press **Alt +Tab** to switch among running apps. In Windows 10, we added a **Task View** button to the taskbar to make this feature more discoverable.

Here, you can find your recent documents, web searches, and more.

To select an app:

1. Select **Task View** on the taskbar.

2. Select the app.

Old Versus New Ways of Working

Rather than lose track of notifications, use the Action Center to reference any notifications that you may have missed.

Rather than aimlessly searching through files or looking for a certain setting, use the search bar to quickly look up any file, app, go directly to a setting, or perform a quick web search.

Instead of guessing where your apps are, or cluttering your desktop with app icons, keep them organized as 'tiles' in the Start menu for a cleaner, more personalized setup.

Rather than getting lost in too many open applications, use Task View to see all of your open windows in one, quick glance.

Windows 10 Resources

Windows 10 Tips:

- **What it is**: What better way to learn about working at home than from the Microsoft experts who created the tools? This is a library of short tips to help you use Windows 10 efficiently.

- **Where to find it**: Microsoft Tips

- **How to use it:** This is for those who are simply curious! Although not necessary, this is a nice resource to have if you want to learn how to be efficient, organizational skills, some tips for fun, and more.

Modern Workplace Site:

- **What it is**: A hub provided to you, through the Commonwealth, where a variety of materials are hosted for self-learning purposes, information about the program, and frequently asked questions.

- **Where to find it**: Modern Workplace Program

- **How to use it:** Browse through the materials and find those which are applicable to your learning style. Before reaching out to the helpdesk, try searching through the FAQs for your question - someone else may have asked the same question!

MassGov ServiceNow:

- **What it is:** A support system for the Commonwealth to access resources and contact support for issues with hardware, software, password resets, and more.

- **Where to find it**: MassGov ServiceNow

- **How to use it**: If you are having technical issues, use this resource so a specialist can walk you through troubleshooting the problem.

Mass Telework Knowledge Base:

- **What it is:** Consider this your go-to support and learning hub for working remotely. It includes information on setting up your VPN, resetting your password, and how to access and use the Office suite including Outlook and OneDrive.

- **Where to find it**: Mass Telework Knowledge Base

- **How to use it**: When setting up your OneDrive account, you might find the directions under the telework site to be helpful. Before you use VPN, review the VPN guidelines. Unsure what MFA (Multi-Factor Authentication) is? There is an entire section dedicated to teaching you about MFA as well as other privacy tips.

Contact for Computer Problem:

- **What it is:** This resource provides you with a list of who and how to contact the right IT support, either by phone or email. Support specialists can help you resolve issues with things such as email, network, browser, and equipment specific to your secretariat.

- **Where to find it**: MassGov Request Help

- **How to use it**: Each secretariat has its own contact for IT support. Use this resource if you are running into issues such as not being able to connect to the network, having problems with your email, or have noticed issues with your laptop or computer.

Question about this document?

Contact the Modern Workplace Change Program team at
ModernWorkplace@mass.gov