

RHD NETWORK CERTIFICATION

Module 1, Module 2a & 2b



**GOVERNMENT OF THE PEOPLE'S REPUBLIC OF
BANGLADESH**

**Ministry of Communications
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RHD NETWORK CERTIFICATION

MODULE 1 - WINDOWS NT/98/95

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WINDOWS NT

- What is Windows NT?
- The Desktop
- The Mouse
- The Start button and Taskbar
- Parts of a window
- Using Windows menus
- Using the keyboard
- Using a dialog box
- Shutting down your computer
- My Computer
- My Briefcase
- Documents menu



WHAT IS WINDOWS NT?

Windows NT is a Graphical User Interface (GUI) allowing you to issue commands with a mouse and manage your applications and files easily and efficiently

Windows NT will allow you to work with all of today's Office products in a multi tasking environment. It is an operating system that meets the needs of the modern office.

STANDARDISATION

One of the major benefits with using Windows NT is the standardisation across the applications. Many of the commands used (e.g. opening and saving files, printing and closing documents) are the same throughout Windows NT applications, therefore once you know how to save a file in one application you can save a file in all Windows NT applications.

MULTI TASKING

Another major benefit of Windows NT is that it allows you to run and work in more than one application at a time. When using multiple applications, the Windows can be resized to simultaneously view the information in both applications.

ACCESSORIES

Windows NT comes with a calculator, a drawing package called Paint and a basic word processor called WordPad.

DATA EXCHANGE

In Windows NT data can easily be exchanged between applications. This means that information from a spreadsheet can be incorporated into a report created in your word processing package. In many situations data can be linked between applications ensuring that any amendments made to the original data will also be made to the data in the linked application.

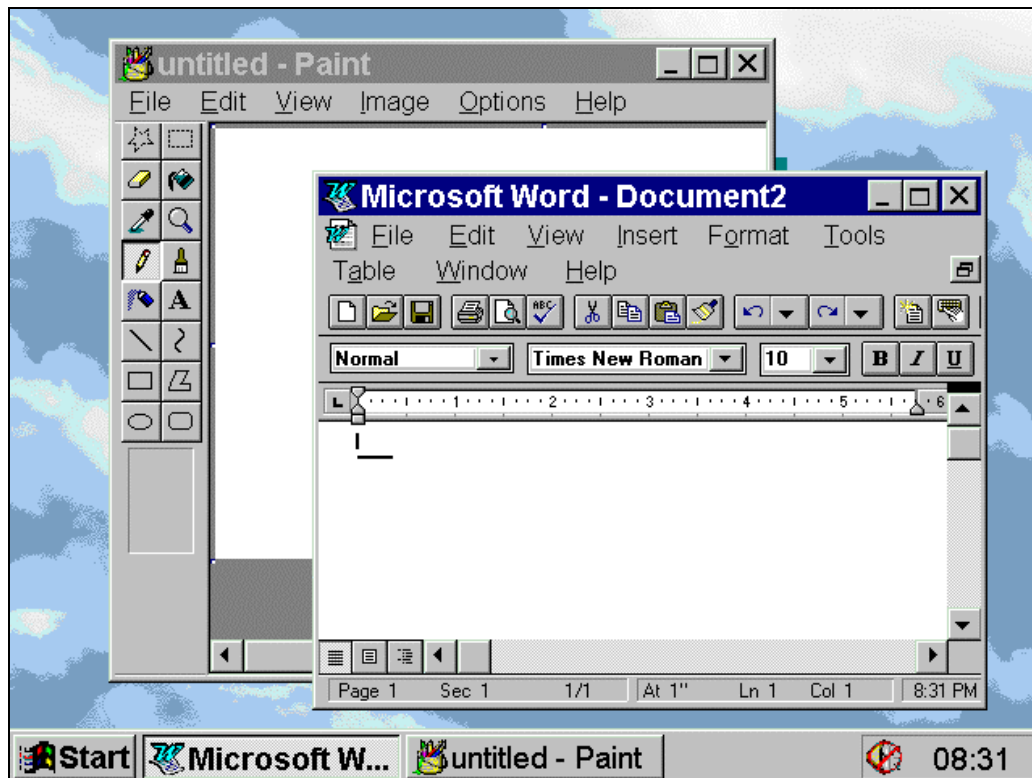


WORKING IN WINDOWS NT

When working in Windows NT your main work area is the **Desktop**. You can move items around on the **Desktop**, add new ones to it and remove those you do not need.

When you start an application it runs in an application window on the **Desktop**. You can reduce any open application window to the **Taskbar** freeing space on your **Desktop** without closing the application.

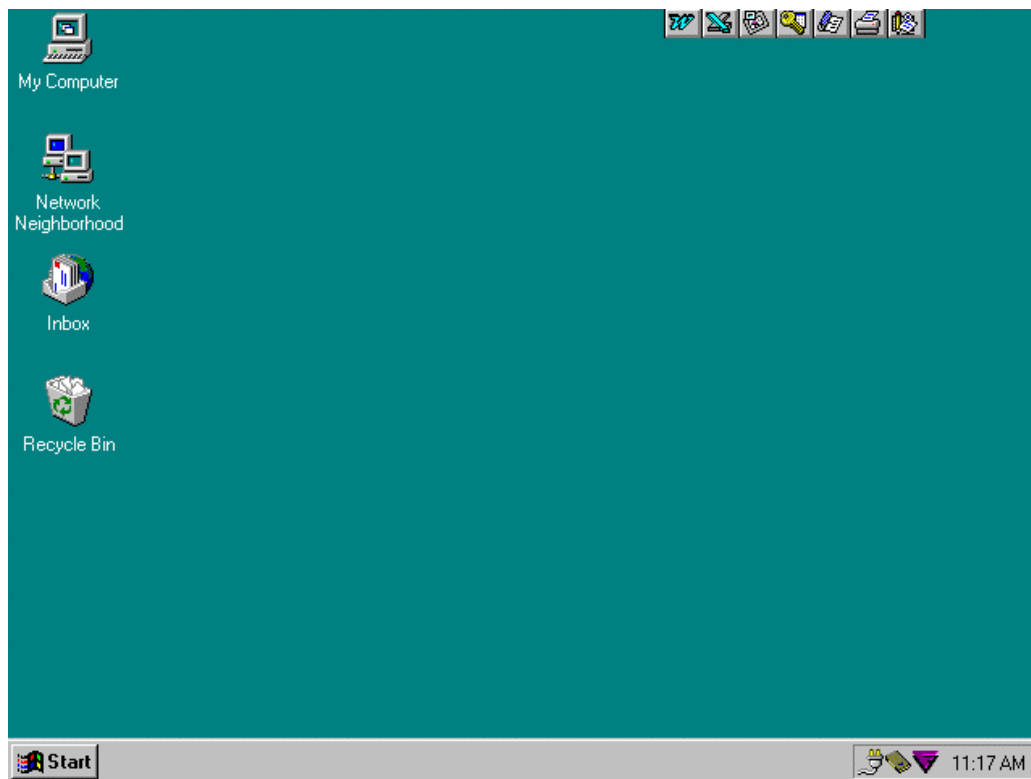
When using multiple applications, the windows containing the applications (i.e. word processor or spreadsheet) can be re-sized to allow you to simultaneously view the information held in the different applications.



THE DESKTOP

When you start Windows NT you are presented with the **Desktop**. The **Desktop** holds a variety of icons such as **My Computer**, the **Recycle Bin** and the **Start Button**. These give you access to your applications and files.

Note: You can customise the Desktop by adding shortcuts to your most frequently used programs, documents, and printers to allow you fast and easy access to them. This is covered later in this manual.



THE MOUSE



The mouse is a key component when using Windows. It is a pointing device which you use to issue commands. Mice have a rubber coated ball on their underside which senses your hand movements across the desk and replicates them on the screen by moving a symbol called the Mouse Pointer. The Mice have two buttons which are used to issue instructions to the computer.

LEFT BUTTON \RIGHT BUTTON

Both the left and right mouse buttons are used to issue commands in Windows NT. The right button being used to issue special commands or to access short cut menus

CLICK

Clicking the mouse means tapping the relevant mouse button once. Clicking is generally used to position the cursor or select a single item.

DOUBLE CLICKING

Double-clicking involves tapping the relevant mouse button twice in quick succession. This is a timed action and can be adjusted to suit individual needs. Double-clicking is usually used to issue a command such as opening an icon on the Desktop.

DRAGGING









Windows applications work on what is called a “select and issue” basis i.e. if you want to underline text you must first drag over the text to select it and then issue the command to underline. To select data using the mouse:

1. Position the mouse pointer in front of the text\item you want to select
2. Click the relevant mouse button and keeping it pressed in drag the mouse pointer to the end of the required text or item and release the mouse button



MOUSE SHAPES

The position of the mouse within Windows will determine its appearance. The shape will indicate the commands that are relevant within that area of Windows.

Mouse shape	Screen Location	Mouse Action
	In the Menu and Scroll Bars	Used to point, select and issue commands
	Within text	Click to place the insertion point where you want to start editing
	On window borders	Drag to size the window vertically or horizontally.
	On the corner of a windows	Drag to size the window diagonally
	In various positions within a windows depending upon the application	Unavailable
	Near centre of screen when you press Shift+F1 for help	Choose the command or click the area of the screen you want help on
	Any area of the screen	Busy
	Any area of the screen	Working in the background



THE START BUTTON AND TASKBAR

The Start Button appears at the bottom of your screen, though its position can be changed, and it is used to access all applications and programs in Windows NT.

1. Click on the **Start** button
2. Click on the required menu option

Hint - To access sub-menus point at the relevant menu option and click. The menus are "Sticky" and will stay on the screen once clicked allowing easier access to sub-menus. To clear the Start menu click away into the Desktop or press <Esc>.

OPENING APPLICATIONS

1. Click on the **Start** button
2. Select **Programs** and then the relevant application type i.e. **Microsoft Office** or **Lotus Applications**



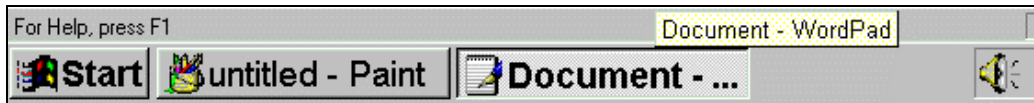
4. Select the desired application

Note: The open application appears on the Taskbar



SWITCHING BETWEEN APPLICATIONS

1. Click the application required on the **Taskbar**



CLOSING APPLICATIONS USING THE TASKBAR

1. Click with the right mouse button onto the application on the **Taskbar**
2. From the menu select **Close**

MOVING THE TASKBAR AND START BUTTON

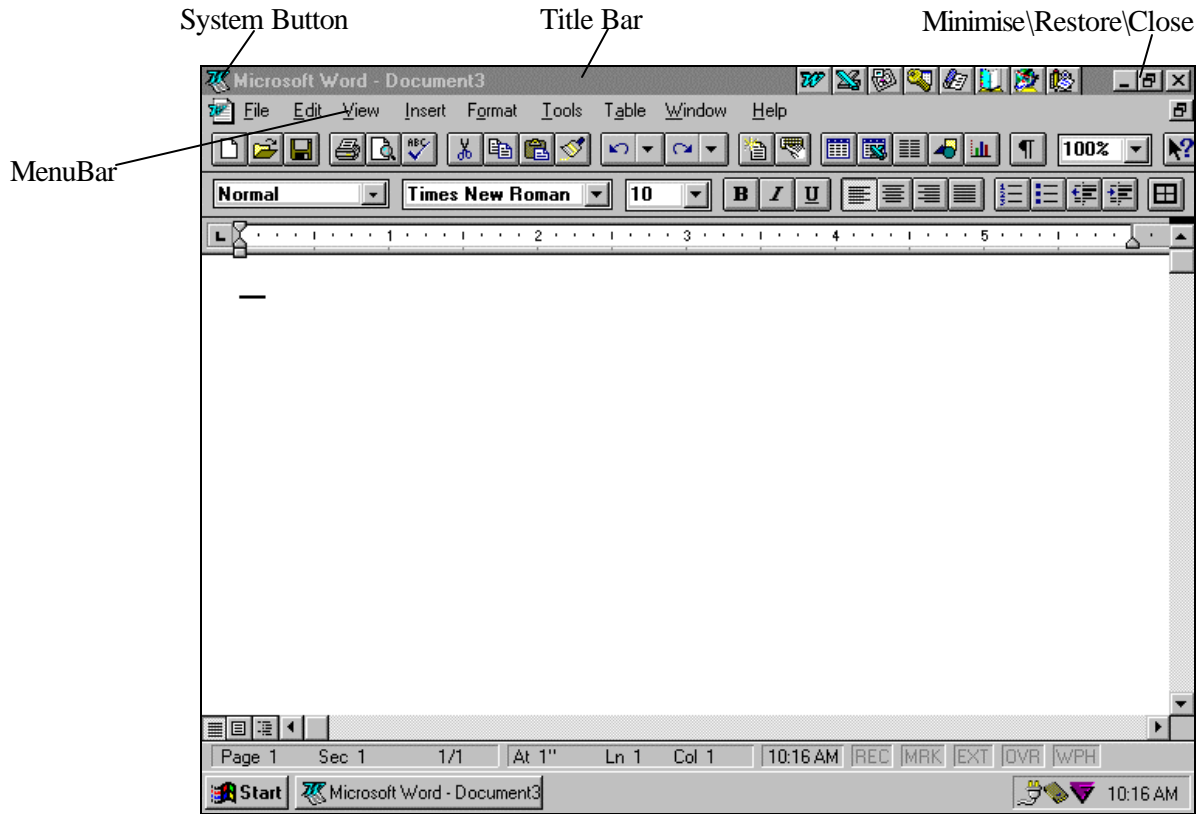
1. Position the mouse pointer in an unoccupied area of the **Taskbar**
2. Click and drag to the required position

*Note: You will only see where you are dragging the **Taskbar** to when it reaches the top, bottom or sides of the Desktop.*



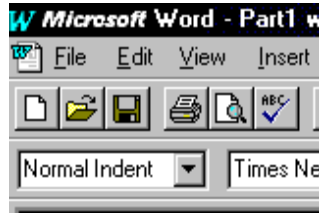
PARTS OF A WINDOW

Most windows have certain elements in common, such as a title bar and a menu bar. Not all windows, however, have every element.



SYSTEM BUTTONS

Double-clicking on a window's System Button will close that window, first prompting you to save any data in the window that has not been saved.



The System Button for Word



The System Button for a Word document

Note: *A different icon appears for each application*

TITLE BAR

The **Title Bar** shows the name of the application or document. If more than one window is open the title bar in the one in which you are working is blue unless you have changed the colour scheme from the default and then it will reflect your chosen colour scheme.

MAXIMISE, MINIMISE, RESTORE AND CLOSE



The **Minimise** button reduces the program to the **Taskbar**



The **Maximise** button will maximise the window to fill the **Desktop**



The **Restore** button replaces the Maximise button after you enlarge a window. The **Restore** button will reduce the window in size to its previous size.



The **Close** button will close the application



MENU BAR

The **Menu Bar** lists the available menus from which you can choose commands.

SCROLL BARS

The **Scroll Bars** enable you to move through a document or a list when the entire document or list does not fit in the window or the allotted space. Click the Scroll Arrows with the mouse to move through the document or list, one line at a time or hold down the left mouse to move faster. You can also drag the scroll box in the Scroll Bar to the position you want.



WINDOWS BORDER

The **Window Border** is the outside edge of a window. You can change the window size by lengthening or shortening the border on each side of a window.

Moving the **Window Corner** shortens or lengthens two adjoining sides of a window border at the same time.



USING WINDOWS MENUS

If you select one of the choices on the Menu Bar of a window it will access a pull-down menu.

1. Point to the desired command in the **Menu Bar** and click

or

1. Press <**ALT**> on the keyboard and the appropriate command's letter (underlined)

2. Point to the desired option in the sub-menu and click

or

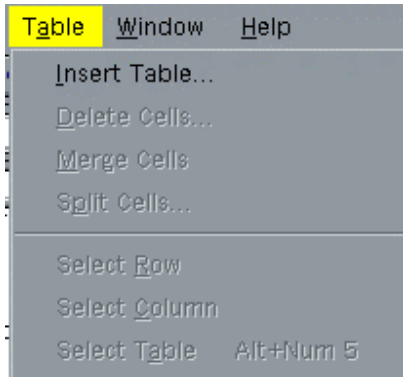
2. Type the letter that is underlined in the item name

or

2. Move the cursor to the option and press <**Enter**>

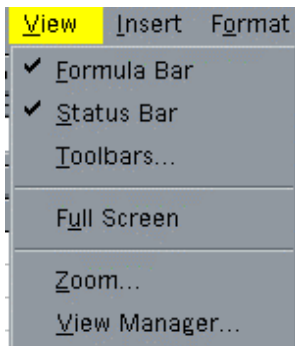
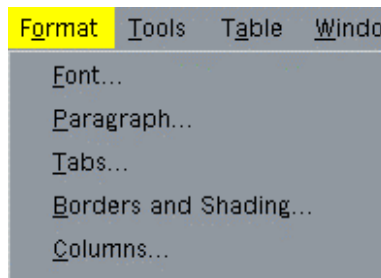


USING MENUS



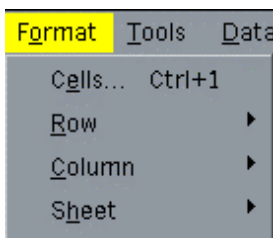
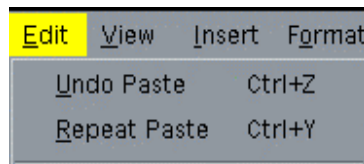
Dimmed: the option cannot be used at the current time.

... following an option: indicates you will be asked for further information.



✓ to the left of the option, the option is in effect, when you choose the command again, the command is no longer in effect.

A key combination to the right of a command shows the shortcut keys.



➤ to the right of an option: when you choose this command, another menu (a cascading menu) appears.



USING THE KEYBOARD

If the mouse on the computer is disabled or you are an experienced keyboard user then you can use the keyboard instead of the mouse for many common tasks. Below is a table of the keyboard operations that can be carried out.

Keys to press on the keyboard	Tasks performed when keys are pressed
CTRL+ESC	Opens the Start menu
ALT+ underlined letter	Equivalent to clicking on the item on a menu or dialog box
ALT+ESC or ALT+TAB	Switches between running programs
ALT+ F4	Closes a program
BACKSPACE	In Explorer, goes up one level in the hierarchy

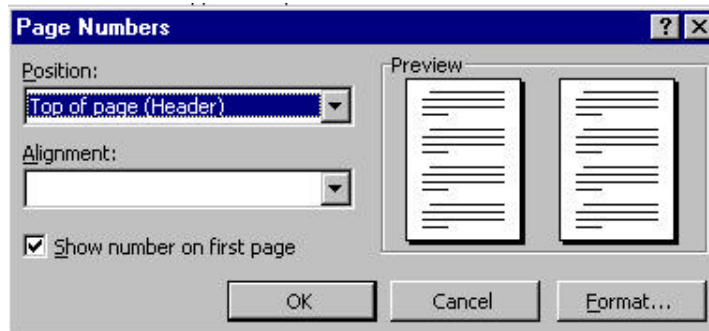


USING A DIALOG BOX

Windows displays a dialog box when it needs additional information. Most dialog boxes contain options you can select. After you specify options you choose a command button to carry out an instruction.

MOVING WITHIN A DIALOG BOX

Click the option you want or press **Tab** to move clockwise or **Shift+Tab** to move anticlockwise through the options



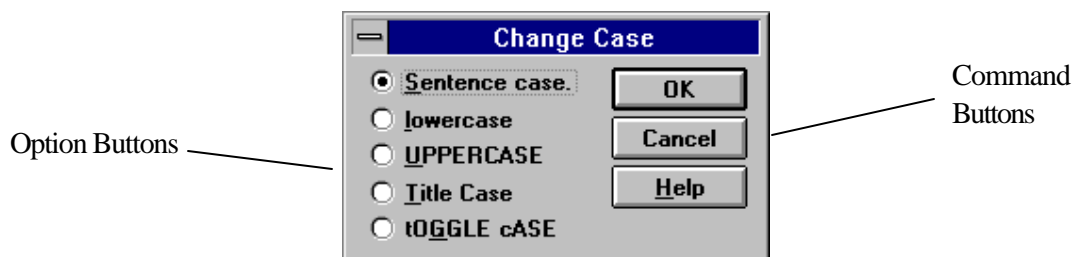
***Tip:** If the option, box, or button has an underlined letter in its name, you can choose that item by pressing the ALT key on the keyboard and typing the underlined letter.*

COMMAND BUTTONS

Command buttons initiate an instruction. **OK**, **Cancel** and **Help** are common command buttons.

OPTION BUTTONS

Option Buttons are mutually exclusive options. You can select only one option at a time. If you already have one option selected, your current selection replaces it. The selected option button contains a black dot.



TEXT BOXES

Information is typed into a text box. When you move to an empty text box, an insertion point (flashing vertical bar) appears. The text you type starts at that insertion point.

LIST BOXES

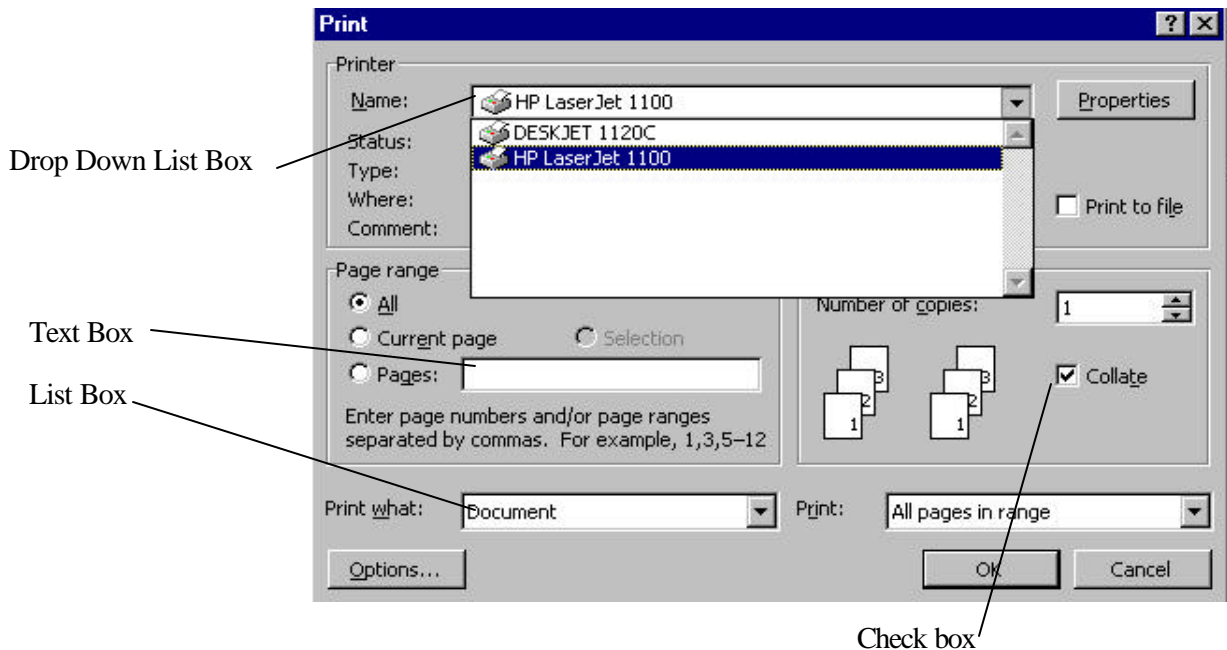
A List Box displays a list of choices. If there are more choices than can be displayed in the box Scroll Bars are provided so you can move quickly through the list.

DROP-DOWN LIST BOXES

A Drop-Down List Box appears as a rectangular box containing the current selection. When you select the down arrow in the square box at the right, a list of available choices appears. If there are more items than can fit in the box Scroll Bars appear.

CHECK BOXES

A check box means you can select or clear an option. You can select as many check-box options as needed. When a check box is selected it contains an X.



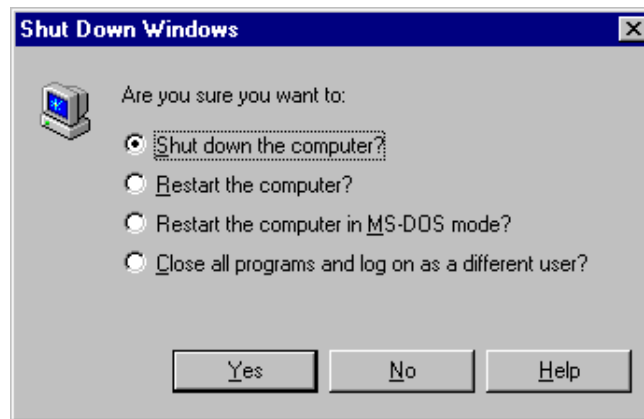
CLOSING A DIALOG BOX

When you choose a command button the dialog box closes and the command is carried out. You can also close the dialog box to cancel a command.

SHUTTING DOWN YOUR COMPUTER

Before closing down you should make sure you have closed all other open documents/windows first.

1. Click the **Start** button and choose **Shut Down**



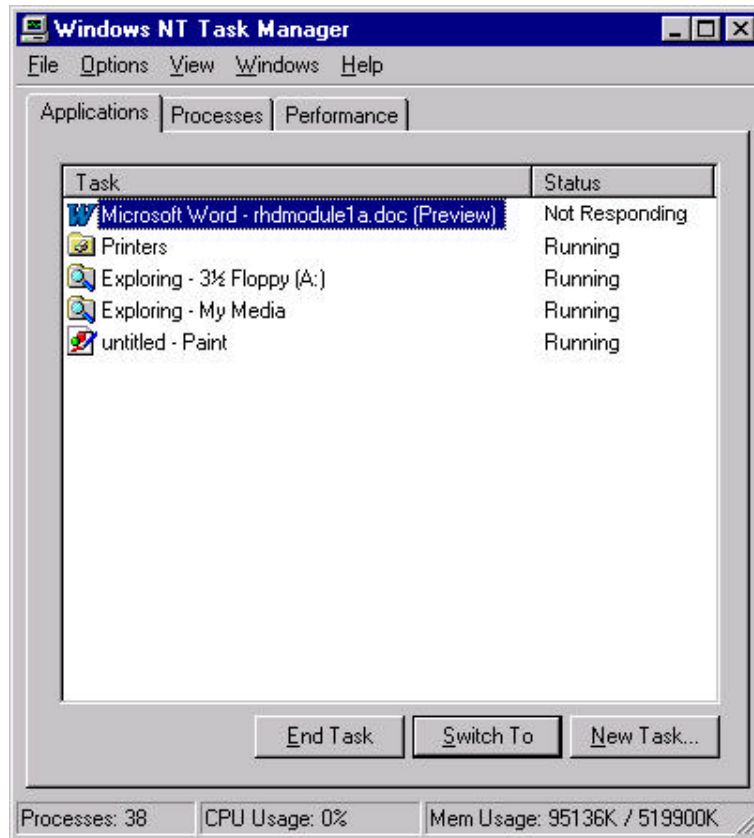
Click **Yes** and after Windows NT tells you it is safe, turn off your computer

IT IS VERY IMPORTANT IN WINDOWS NT TO SHUT YOUR COMPUTER DOWN IN THIS WAY. IF THE PC IS NOT SHUT DOWN CORRECTLY THE PC MAY BE DAMAGED AND FILES ARE CORRUPTED.



CLOSING DOWN NON RESPONDING APPLICATIONS

If you press <Ctrl>, <Alt> and Windows NT will present you with the Windows NT Security Options. If for some reason an application has stopped responding press “**Task Manager**” bring up the following dialog box.



If a program has stopped responding, the caption “**Not Responding**” will appear next to the program name. To manually end the program click the mouse on the name, and press the “**End Task**” button. This will force the program to close and free the system up.

Although programs may experience errors, Windows NT itself will never stop responding. Non responding programs should always be terminated in this way, removing the need to re-boot or turn off the computer.



EXERCISE 1

USING THE COMMON ELEMENTS OF THE WINDOWS NT SCREEN

This exercise will introduce you to the common elements of the Windows NT screen.

1. From the **Start** button select **Programs**
2. Select **Microsoft Word**
3. Repeat steps 1 and select **Microsoft Excel**
4. Make **Word** the active application by clicking it on the **Taskbar**
5. Type the following text

Expenses Guidelines!!

6. Minimise the **Word** to the **Taskbar**
7. Bring the document back up by clicking onto it on the **Taskbar**
8. **Restore** it down in size
9. Move to the window corner and make the window smaller
10. **Maximise** the window
11. From the **File** menu select **Save**
12. Click **Save**

Note: It will name the file Expenses Guidelines.doc we will name our files later in the course

13. Click into the text *Expenses*
14. From the **Format** menu select **Change Case**
15. Select **Uppercase** and then **OK**
16. Close Word using the **System Button** saving the changes as you go
17. Close Excel using the **Close Button**



ACCESSORIES

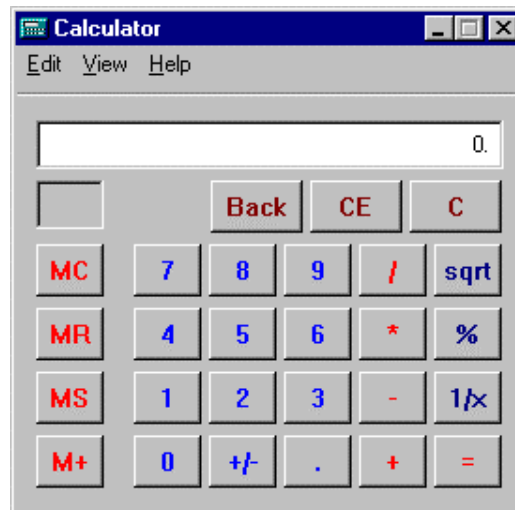
- Calculator
- Paint



CALCULATOR

Calculator includes both a standard and a scientific calculator. When you start Calculator for the first time, the standard calculator appears.

1. From the **Start** button select **Programs**
2. Select **Accessories** and then **Calculator**



3. Enter in your calculation by either clicking the calculator buttons with your mouse or press the desired numbers and symbols on the keyboard

MATHEMATICAL SYMBOLS

4. The computer uses different Mathematical Symbols to those that you are probably use to. This is not only in the calculator but all spreadsheets such as Excel.

Argument	Computer Symbol
Add	+
Subtract	-
Times	*
Divide	/






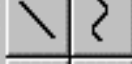
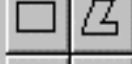





PAINT

Using **Paint** you can create simple or elaborate, black-and-white or colour drawings. After you have created a drawing, you can print it or use it in another document (see Object Linking and Embedding).

You use the tools in the **Paint** to create and change drawings.

The following list provides a brief description of each tool's function.

FreeForm Select		Select
Eraser/Colour Eraser		Fill with Colour
Pick Colour		Magnifier
Pencil		Brush
Airbrush		Text
Line		Curve
Rectangle		Polygon
Ellipse		Rounded Rectangle
		
		



<u>Tool</u>	<u>Effect</u>
FreeForm Select	To select an irregularly shaped area click the FreeForm Select tool and then drag the cursor around the area
Select	To select a rectangular area click the Select tool and then drag the cursor diagonally across the area
Eraser	Erases a picture using the selected Eraser shape
Fill with Colour	Fills a shape with the selected colour
Pick Colour	Picks up a colour from the picture for drawing
Magnifier	Changes the magnification
Line	Draws a line one pixel wide
Brush	Draws with a brush using the selected size and colour
Airbrush	Draws using an airbrush of the selected size
Text	Inserts text into the picture
Line	Draws a straight line with the selected width
Curve	Draws a curve with the selected width
Rectangle	Draws a rectangle with the selected line width
Polygon	Draws a Polygon with the selected fill
Ellipse	Draws an Ellipse with the selected fill
Rounded Rectangle	Draws a rounded rectangle with the selected fill



COPY/CUT/PASTE

- The Clipboard Viewer
- Copying
- Cutting
- Pasting



THE CLIPBOARD VIEWER

Copy, Cut and Paste is a function that can be applied within a single document, between two different documents within the same application, or between separate documents within different applications. Whenever information is copied or moved it is automatically stored on the Clipboard. It will remain on the clipboard until the **Paste** command has been selected or until you switch off your computer.

COPY

1. Select the information to be copied
2. From the Edit menu select **Copy**

or

2. Click the **Copy** button 

CUT

1. Select the information to be moved
2. From the **Edit** menu select **Cut**

or

2. Click the **Cut** button 

PASTE

Once a **Copy** or a **Cut** command has been issued, the Clipboard Viewer will hold a copy of the data. To transfer the data to its new location the **Paste** command is used.

1. Move the insertion point to where the information is to be placed
2. From the **Edit** menu select **Paste**

or

2. Click the **Paste** button 



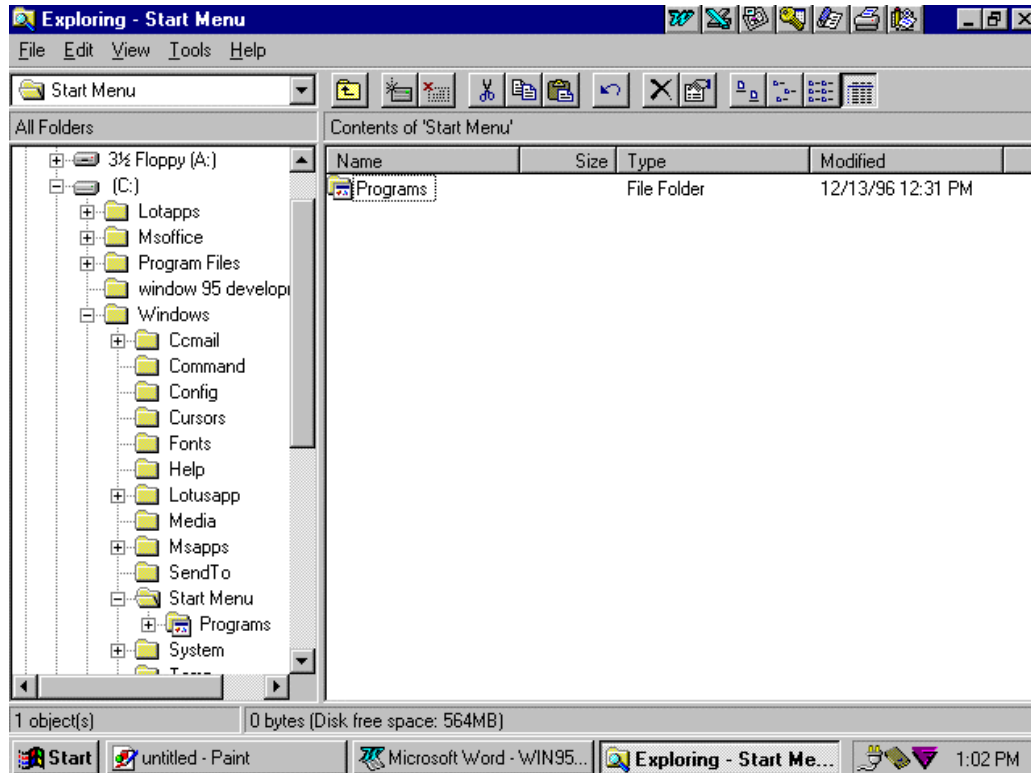
WINDOWS EXPLORER

- What is the Windows Explorer?
- Creating a new folder
- Copying a file or folder
- Deleting a file or folder
- Formatting a disk



WHAT IS THE WINDOWS EXPLORER?

The Windows Explorer is a powerful tool that helps you organise your files and Folders and see what files you have stored where. The Windows Explorer allows you to build or change your Folder structure and allows you to move files around within this structure.



Hint: Ensure you are viewing the Explorer Toolbar. From the View menu select Toolbar.



ACCESSING WINDOWS EXPLORER

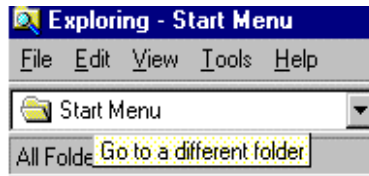
1. Click on **Start**
2. From **Programs** select **Windows Explorer**

or

1. Right click the **Start Button**
2. Select **Explore**

ACCESSING NETWORK DRIVES

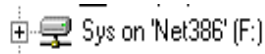
1. Select the drop down arrow next to **Go To Different Folder**



2. From the list select the desired drive

or

1. Scroll down the left hand side of the Window until you can see the required drive and double -click the drive icon



COLLAPSING AND EXPANDING FOLDERS

+ symbols represent the fact that Sub Folders are available  Excel

- representing that all Sub Folders are displayed



1. Click the + or - signs to expand or collapse the view

Note: Expanding the Folders does not open the Folder itself.



OPENING FOLDERS

1. Click the yellow Folder once  

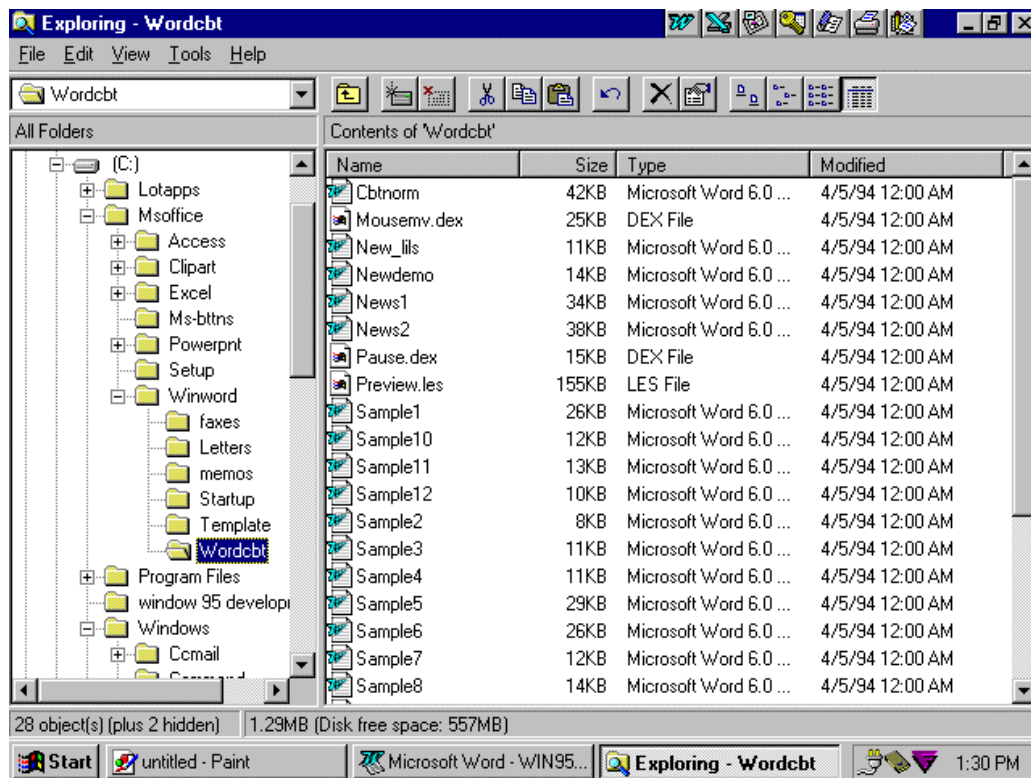
MOVING UP A LEVEL

To move up the Folders structure a level or branch at a time there is a button on the Toolbar to help you. The Up One Level button.

1. Click the **Up One Level** button 

or

1. Press **<Backspace>**



or

1. Press **Backspace**



CREATING A NEW FOLDER

1. Select the Folder or Drive off of which you wish to create the Folder
2. From the **File** menu select **New**
3. Select **Folder**



4. Type in the folder name and press <Enter>

Note: Windows NT will allow you to save Folders using up to 255 characters including spaces and case instructions. BUT when opening from the Folders inside an application it will only display the first 6 characters and then ~1.

RENAMING A FOLDER

1. Single click onto the Folder to select it
2. Click into the name of the Folder so a border appears around it
3. Type a new name
4. Press <Enter>



TO MOVE A FILE OR FOLDER

1. Select the file(s) or Folder(s) you want to move
2. Click and Drag to the desired Folder

or

1. Select the file(s) or Folder(s) you want to move
2. Click the **Cut** button
3. Select the destination Folder and click **Paste**

TO COPY A FILE OR FOLDER

1. Select the file(s) or Folder(s) you want to copy
2. Hold the <Cntrl> key down and click and drag to the desired Folder ensuring you let the mouse go first

or

1. Select the file(s) or Folder(s) you want to copy
2. Click the **Copy** button
3. Select the destination Folder and click **Paste**



DELETING A FOLDER OR FILE

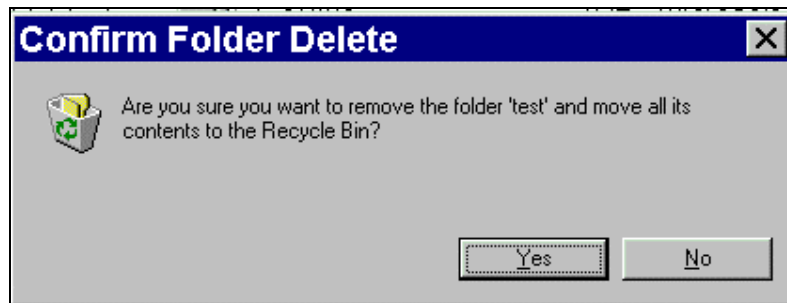
1. Select the file or folder you want to delete

2. Click the **Delete** button 

or

2. Press the key on the keyboard

3. Click **Yes** to confirm



EXERCISE 2

CREATING A NEW FOLDER

On completion of this exercise you will be able to access the Windows Explorer and create a new folder.

1. From the **Start** button select **Programs** and **Windows Explorer**
2. Maximise the window
3. Move to the F:\ drive
4. Scroll down to the **Winword** folder and select it
5. From the **File** menu select **New** and select **Folder**
6. Type *Memos* as the Folder name
7. Press <Enter>



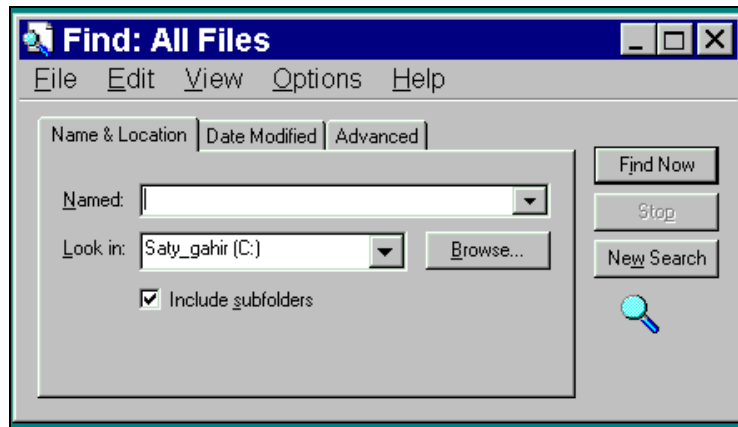
MANAGING FILES AND FOLDERS

- Using the Find File option
- Creating and using Shortcuts
- Placing an Object on the Start menu
- Removing an Object from the Start menu



USING THE FIND FILE OPTION

1. Click the **Start** button and select **Find**
2. Select **Files or Folders**



3. In the **Named** box type in the file or folder name

Hint - If you do not remember the full file name type as much as you can remember and it will find all the files whose name includes that text.

4. Select the option **Include Subfolders**
5. Choose the desired drive in the **Look In** box
6. Click the **Find Now** button

Hint: Windows lists all the files found. To open a file double-click it

Hint - To begin a new search, click the **New Search** button and select **OK** to clear the current search. You can narrow your search by choosing the **Date Modified** or **Advanced** tabs and specifying the appropriate file details.



EXERCISE 3

FINDING FILES

On completion of this exercise you will be able to use the Find File option

1. Click the **Start** button and choose **Find**
2. Select **Files or Folders** from the menu
3. Maximise the window
4. In the **Named** box type in *rh*
5. Select the option include **Subfolders**
6. Choose F:\ in the **Look In** box
7. Click the **Find Now** button

Note: *Windows lists all the files that have RHD in their titles.*

8. Double-click *RHDModule2a* to open it



CREATING SHORTCUTS FOR PROGRAMS

Shortcuts placed on the **Desktop** provide easy access to the documents and programs you use most often.

1. Double-click on **My Computer**
2. Ensure the window is restored
3. Select the desired program file
4. Click and drag onto the **Desktop**

CREATING SHORTCUTS FOR DOCUMENTS

1. Double-click on **My Computer**
2. Ensure the window is restored
3. Select the desired file
4. Using the **Right** mouse Click and Drag onto the **Desktop**
5. Select **Create Shortcut**

Note: If you Click and Drag a document using the left mouse it will move the file onto the Desktop. The right mouse ensures it is still stored in Explorer with additionally a Shortcut to it on the Desktop.

USING A SHORTCUT

1. Double-click on the Shortcut

Note: It will automatically open the file the Shortcut was created for.

*Hint - If you delete the Shortcut you do **Not** delete the file.*



RHD NETWORK CERTIFICATION

MODULE 2 – RHD NETWORK AND E-MAIL

2a- RHD NETWORK

2b- USING OUTLOOK EXPRESS

MODULE 2A

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THE RHD NETWORK

- What does the Network Do?
- How is the Network Set Up?
- The F Drive
- Logging on to the Network
- Saving Files on the Network
- Opening Files on the Network
- The MIS System



WHAT DOES THE NETWORK DO?

The Network connects all the users of the computers in RHD together, enabling them to communicate, share files and resources. The Network will serve all computer operations in RHD including e-mail, printing and the MIS system.

By using this network you will be able to work as a team with other staff, and obtain access to a whole range of facilities and information. By using a network like this, it is possible to save a great deal of time because all users can look in the same place for the same things.

Please refer to the network presentation that we have prepared for a visual demonstration of what the network will do. To look at this please click the icon on your desktop labelled “The RHD Network”. Your training officer will demonstrate this to you.

NETWORK USERS

Although every computer on the network has access to the Network, different users will have access to different parts depending on what type of work they need to do. When using the network you will only see the folders and files that you need to work with.

Different people can be given different access to the network. For example, a Director can look in certain parts of the network where other users cannot.

The network is controlled to make sure all the users work in the right place and that all the files are organised.

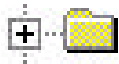
If you get a message saying that you do not have access to any part of the network (see below), this is because the files there are not necessary for your work.



HOW IS THE NETWORK SET UP?

The network contains many resources for users, the most important being the file server, called **RHD 1**. The file server is like a large filing cabinet, designed to store all the work that is produced on the computers. The good organisation of a network has very little to do with computers, it is simply about placing the right files in the correct places so that you and other users can find what you are looking for easily.

The network user a number of different areas to store information. On the network you will come across the following:



Folders – Folders are represented by a small icon as shown above. Folders are like very much like the paper folders we use in filing cabinets. A folder is where we can put files for storage, or other folders. The most important folders are found higher up in the order of the network.

There are many folders on the network. These have been set-up to store all the work that is produced. Make sure when you are using the network to store your work in the correct folders.



Files – Files are separate pieces of work on the network, and can be of many different types. For example, a typed piece of work is likely to be saved as a Microsoft Word document. Unlike folders, files on the network have a different appearance depending on what type of work they relate to. The pictures above show examples of a Word Document, Excel Spreadsheet and PowerPoint Presentation. When you begin to use the network you will eventually be able to automatically recognise files by their appearance.

When you save in any program you create a file. The type of file depends on the program you are working in. There are many more files than folders on the network.

Files are stored in folders, and storing the correct files in the correct folders is essential if the network is to be properly managed. If you are not sure where to put a file you have made, please ask the network administrator.

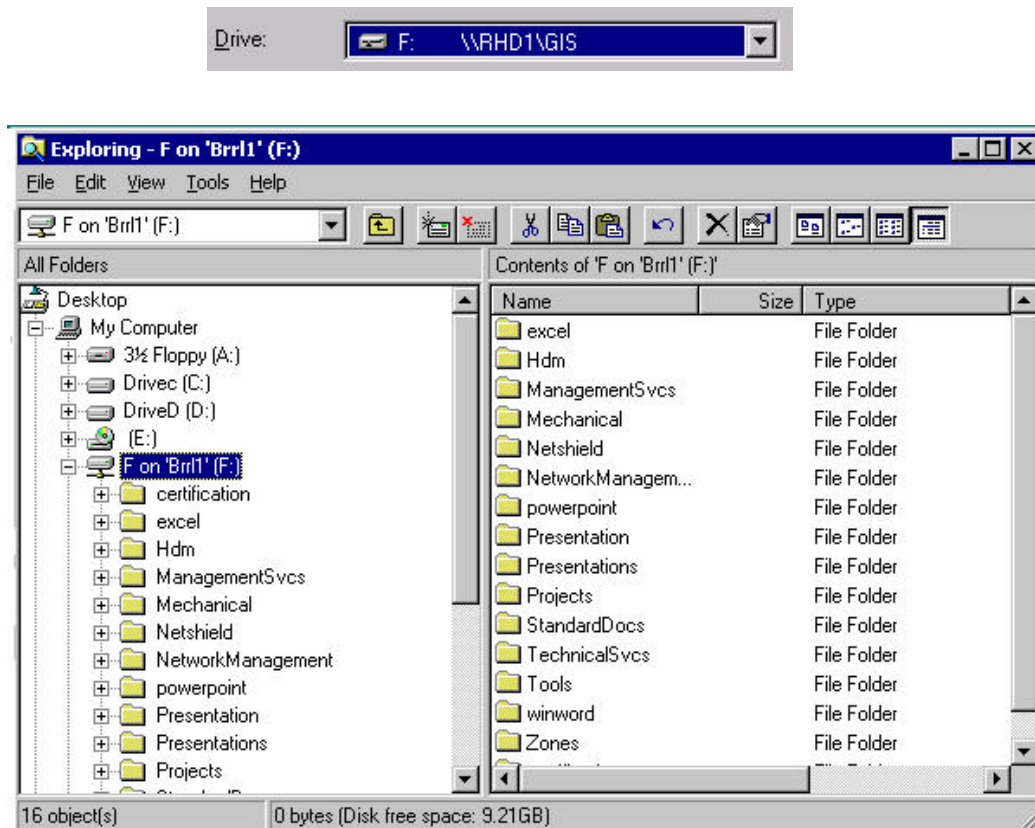
Files and Folders are the only two things you will find on the network. Although files can be of many different types, they are stored and organised in exactly the same way. To use the network well all you must do is learn how folders and files work. If you remember that folders are for storing files, and work just like an electronic filing cabinet, it should be easy to organise your work correctly.



THE F DRIVE

The main file server in RHD is known as the **F Drive**. The F Drive contains all the data for all of the computer users. Every computer user in RHD is connected to the F Drive.

In order to ensure that the F Drive is used correctly different people will be connected to different areas of the drive. For example, if you work within GIS, you will be connected to the GIS directory of the F Drive, as shown below:



When you access the F Drive, a list of folders will appear which are relevant to your work. The example above is work GIS users. By taking you straight to the correct place on the network, it will be easier and quicker for you to save and retrieve work.

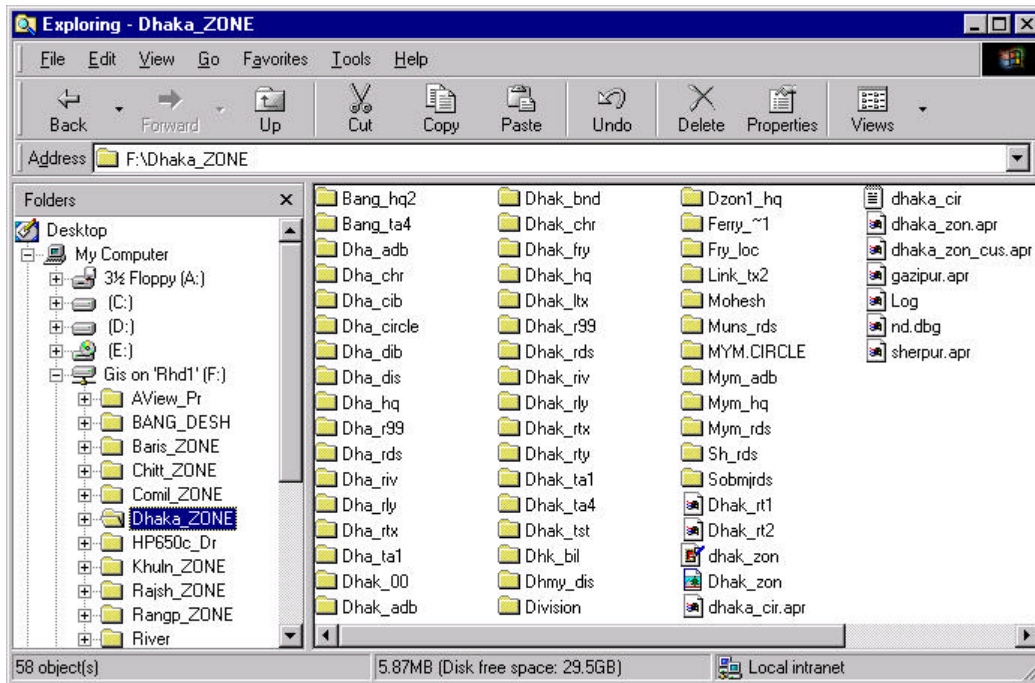
The network administrator will make sure that your computer looks at the right place on the network and that everything is set-up correctly.

If for any reason you feel you do not have access to folders or files which you need, please raise this question with the network administrator who will be able to review and modify your network access if necessary.



EXPLORING THE F DRIVE

When you are connected to the F Drive you may look at all the files and folders that are there. To look in a particular folder, you double click the mouse on the folder you wish to look inside. For example, in the GIS folder, if we wished to look at the contents of the folder Dhaka_Zone, we would double the click the folder :



As you can see, a list of further folders and files has now appeared. Clicking on another folder will then display the contents a further level deeper. If you wish to go back to look at the folders above, click the button shown here :



Learning how to look at the network properly is very important, and it is necessary to practice until you are able to move around properly.

BENEFITS OF THE F DRIVE

It is very important to save your files on the F Drive for a number of reasons. Firstly, by using the same drive it is possible for other users to access the same work so computer users are able to work as a team. You can be confident that work you save will only be accessed by those who have been given authorisation, and no-one will be able to access your files unless they have been allowed by the network administrator.

One of the most important reasons we use an F Drive is to make sure that work is not lost by mistake. Every day the files and folders on the drive are copied to a tape which safeguards against loss of any data. If you do not save on the network, your computer may fail and all your work will be lost. **It is very important to save on the network to ensure that data is safe.**



VIRUSES

In a country such as Bangladesh, where a great deal of pirated software is used and ISP's are in their infancy, there is a very real risk of damage to a network installation through viruses. It is essential that every precaution **MUST** be taken to prevent viruses entering the network. The chief dangers come in the form of e-mail and floppy disks.

Your computer has various checking software installed, which will look at all the files on your system and warn you if there are any viruses detected. This software is called **NetShield**. If you receive any warning from **NetShield** you **must contact your network administrator immediately**. Please make sure that in the right bottom corner of the screen (call system tray) any or all the following icons will appear all the times.



If you do not see any of these icons in the system tray or if they look as below you **must contact your network administrator immediately**.



If a virus infects your computer it can also infect the entire network, damaging the file and folders of ALL users. You must exercise extreme caution in relation to viruses.

If you receive any e-mail that has a file attached, please do not open the file unless you are 100% sure that the file is from a reliable source. E-mail is the main way viruses are transmitted and great care is necessary to stop this happening. You must also be very careful with floppy disks, which are another main source of viruses. If you have any doubts regarding a disk, please ask your network administrator to check the disk first.

It is the responsibility of all users to keep the network virus free and everybody has a role to play in this aim.

WHAT TO SAVE ON THE NETWORK

You should save all files and documents that are relevant to your work on the network. **You should not save any files of a personal nature.**

Please do not save very large files on the network unless it is essential. If you have a large file please alert your network administrator before storing it on the network. Large files that are saved randomly may be deleted if the network administrator cannot determine whom it belongs to.

Please use the F Drive responsibly and try to keep all files organised.



LOGGING ONTO THE NETWORK

In order to get access to the network you must log-on using a username and password. This username and password is given to you personally and will make sure that you can access the correct part of the network. A username will be given to you following your certification as a network operator. You will be able to decide on any password you like.

When you start the computer the system will load, and after a couple of minutes the NT log-on screen will appear. You must press **CTRL + ALT + DELETE** (at the same time) to proceed to the log-on dialog.

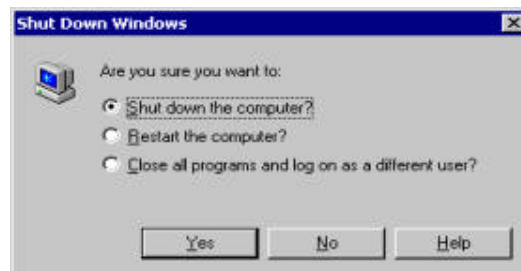
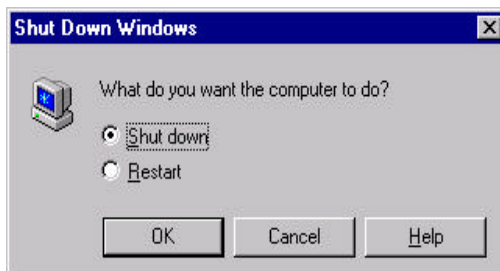
When the dialog appears you must now enter a username and password. The first time you log-on your password will be simply “password”. You will then be asked to change your password, confirming the new password twice. You are free to choose any password you wish. Next time you log-on you must enter this new password. **You must not give your password to any other user.** If you forget your password at any stage you must contact the network administrator you will be able to help you.

Note: When you log on to the network you must type your username and password in lower case. Make sure that the CAPS LOCK key is not on when you are typing.

Once the log-on process is complete you the computer will load some files before displaying your normal desktop. At this point you are free to begin your work. You will have been connected to the F Drive by the system.

SHUT DOWN

When you have completed your work and wish to close down your computer you must Shutdown. To do so please click on the **Start button**, and select **Shut Down...**





Click **OK** or **Yes** (which one is applicable) to shut the computer down. The computer will turn itself off automatically. It is very important to log off in this way and you should never just turn the computer off.

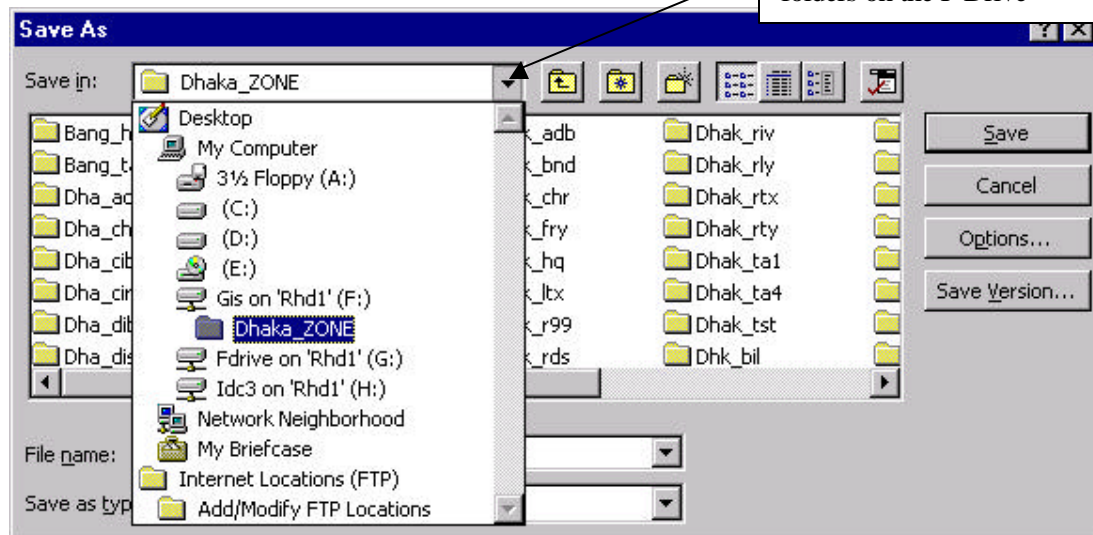


SAVING FILES ON THE NETWORK

When you are using the network it is very important to save your files in the correct place to keep things organised. When you are ready to save your work you use the **Save** command in whichever program you are using. For the purposes of training, we will assume that the user is trying to save a document in Microsoft Word.


1. Click on the **Save** button: 
- or From the **File** menu select **Save**.
2. Select the required drive and folder, then type a filename. If you need a new folder click the new folder button: 

Use this arrow to display the folders on the F Drive



3. When you have the right place to save your work Click **OK**. **If you are not sure where to save your work, or do not understand how to find the correct folder, please consult the network administrator.**


SAVING THE DOCUMENT WITH A DIFFERENT NAME OR TO A DIFFERENT LOCATION

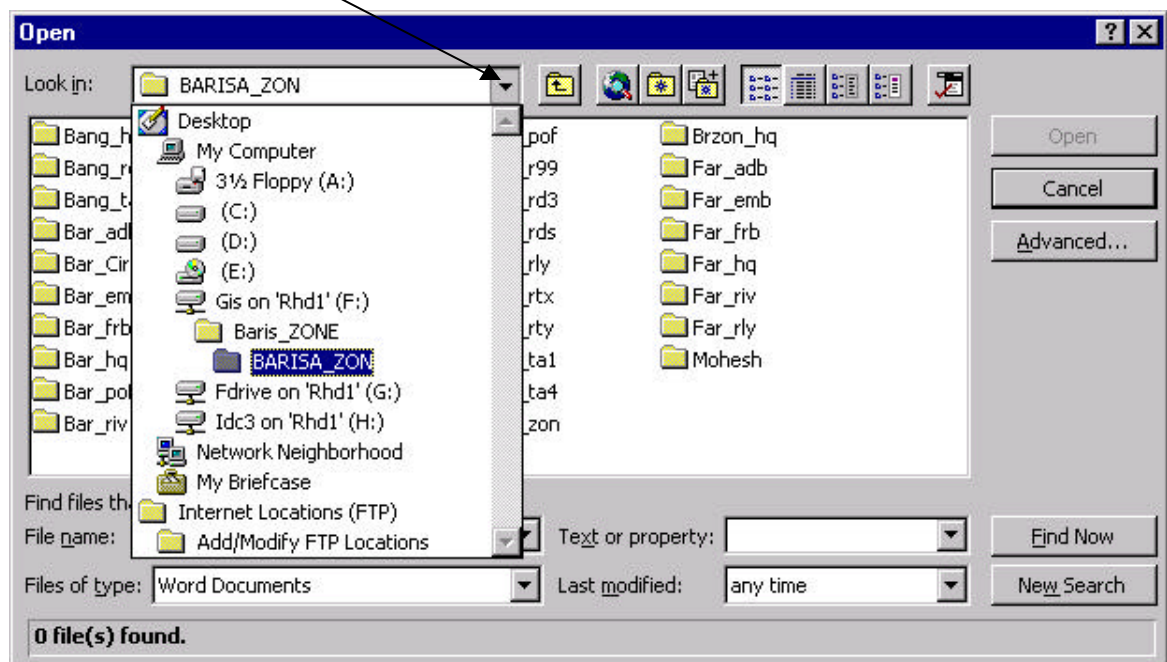
4. From the **File** menu choose **Save As**.
5. Follow the steps above to give the file a new name or to store it in a different location.
6. From now on (in this document) click on the **Save** button  to **update** the changes to your work.



OPENING A DOCUMENT ON THE NETWORK

This is a very similar procedure to saving a document. Again the example shown relates to opening a document in Microsoft Word.

1. Click the **Open** button: 
- or From the File menu select Open.
2. Select the folder in which your document is kept in the **Look In** box.



3. Click on the file name, and click OK
- or Double-click on the file name.

Type the first character of the filename and Word will jump to the files beginning with that letter



MIS (MANAGEMENT INFORMATION SYSTEM)

The MIS system is available to all users of the network and provides many facilities. There are many components to the system.

- The system includes a wealth of information, including:
 - road network information
 - organisation structure
 - staff records
 - road and bridge management systems
 - mechanical plant information
 - equipment and ferries information
 - contract reporting system
 - financial reporting system
 - asset management system
 - access to GIS maps
 - standard documents and presentations
 - external publications

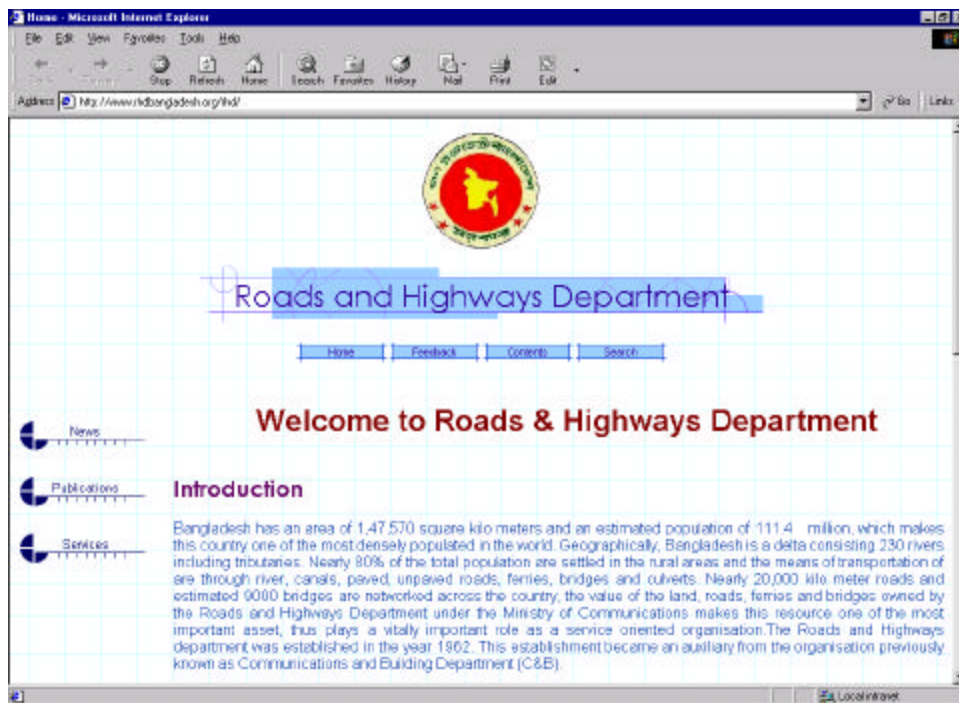
You will be able to access all parts of the system that are relevant to your work.

To access the MIS click on the logo on your desktop which looks like this:



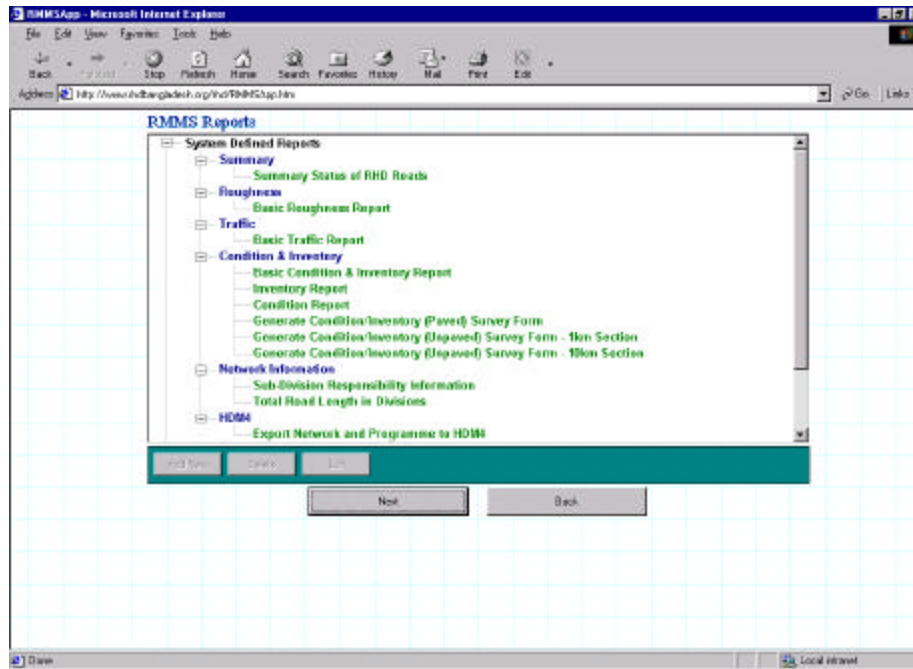
The MIS system is web based and you access it through the Internet Explorer.

To find what you are looking for in the system you must simply click on the correctly

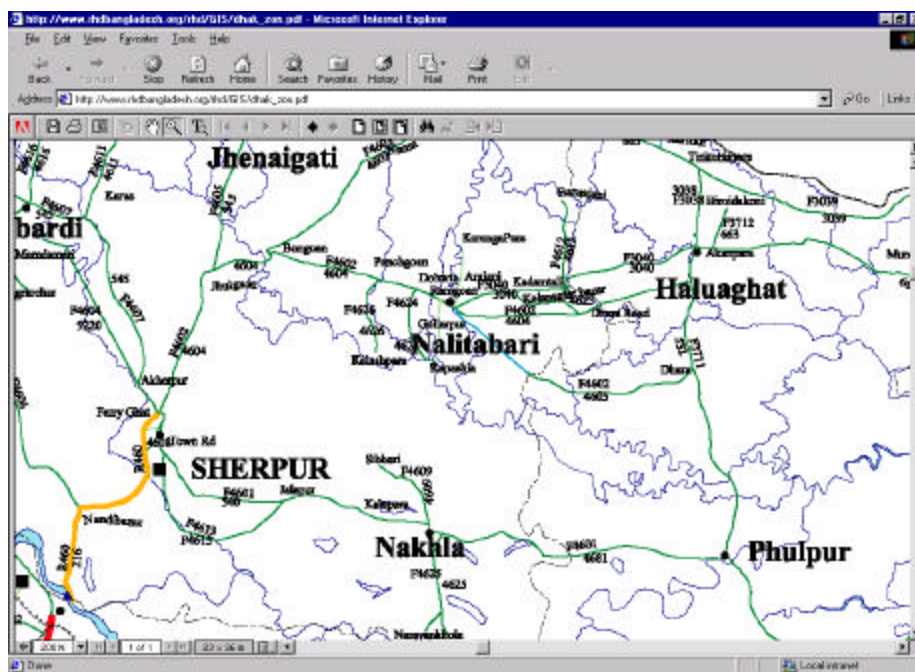


labelled buttons.

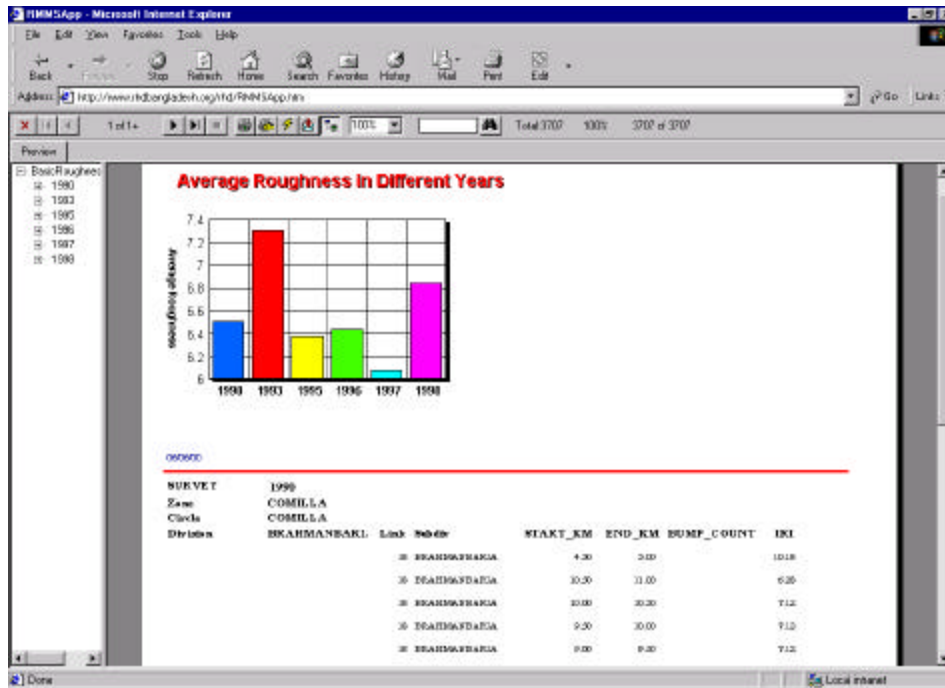
You can generate reports on screen and on the printer by selecting criteria :



You can also access maps which you can click to show you more detailed maps for each division.



It is also possible to create graphs to analyse data which can also be printed from your own computer.



The MIS offers many resources and will be useful for all RHD staff. The system is being constantly developed and as the network grows will assume even more importance.

As the MIS develops further training will be available to illustrate the many features and functions of this resource.



MODULE 2B

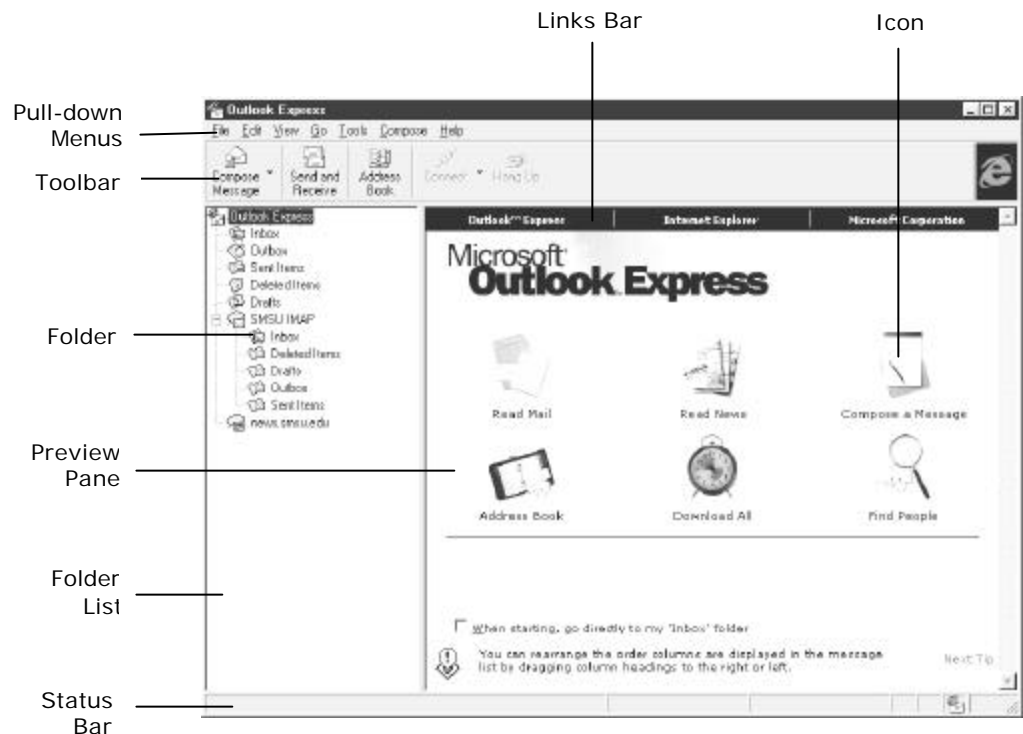
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INTRODUCTION

E-mail is a very important part of using the network. It allows you to send messages quickly and easily both to all other users of the network, and also to anyone in the world with an e-mail address. E-mails are the most widely used form of communication in business today, and one of the main reasons we have a network in RHD.

Exploring Outlook™ Express

The Outlook™ Express environment is the screens and layout you use to work. You can work with Outlook™ Express' default environment or customize it to suit your needs.



When you start Outlook™ Express a similar screen appears:

You can customize how this screen looks by changing its layout. To do this, click the **View** pull-down menu and select **Layout**. Check off items to appear or not appear on your screen. You can also add groups and folders to the Folder List (see *Add Folders to Folder List* in this section for more information).

You can use keyboard shortcuts for everything from selecting menu commands to moving between the Folder List and the Preview Pane. For more information, look up **Keyboard Shortcuts** in **Help Contents and Index**.



Folder List

The Folder List contains folders like Inbox, Outbox, Sent Items, Deleted Items, and Drafts, and can be customized to include others.

Folders

There are five default folders in the Folder List: The below images are much larger than they will appear in your Folder List.



Inbox

Stores new email until you remove it.

The Inbox stores all email that is on the server and can be accessed from any configured computer.



Sent Mail or Sent Items

Stores a copy of each sent email item.

Outlook™ Express uses the Sent Items in the Outlook™ Express section of the Folder List.



Outbox

Temporarily stores mail after clicking the **Send** button on a new email.

To send stored mail to its destination, you may need to click the **Send and Receive** button in the toolbar.

Outlook™ Express uses the Outbox in the Outlook™ Express section of the Folder List.



Deleted Items

Stores deleted items you empty it.

To empty the Deleted Items folder, right-click it and select **Empty Folder**.

Outlook™ Express uses the Deleted Items in the Outlook™ Express section of the Folder List.



Drafts

Stores drafts of unfinished email messages until you can finish them.

Outlook™ Express uses the Drafts in the Outlook™ Express section of the Folder List.

Note: To permanently delete an item from the server, first mark it for deletion (click **Delete** in the toolbar). This marks the item for deletion. From the **Edit** pull-down menu, select **Purge Deleted Messages**.



Expand Folder List

When you click the plus sign next to a folder, a drop-down list of subfolders appears and the plus symbol becomes a minus symbol to show the folder is open. The following illustration displays this feature.



Drop-down Folder List

Preview Pane

When you first open Outlook™ Express, the Preview Pane contains icons similar to those in the toolbar. These icons include Read Mail, Read News, Compose Message, Address Book, Download All, and Find People.



Initial view of the Preview Pane



Read Mail





Opens your Inbox folder. If you have not yet set up Outlook™ Express to run email, it will take you to an email setup process.



Read News

Opens your newsgroups folder. If you have not yet set up Outlook™ Express to run news, it will take you to a newsgroups setup process.



	Compose Message	Brings up a new email message for you to compose.
	Address Book	Keeps track of email addresses, contact information like street addresses and phone numbers, notes, and web page addresses.
	Download All	Downloads email and news from all your accounts.
	Find People	Helps you find individuals in your Address Book or the Internet.

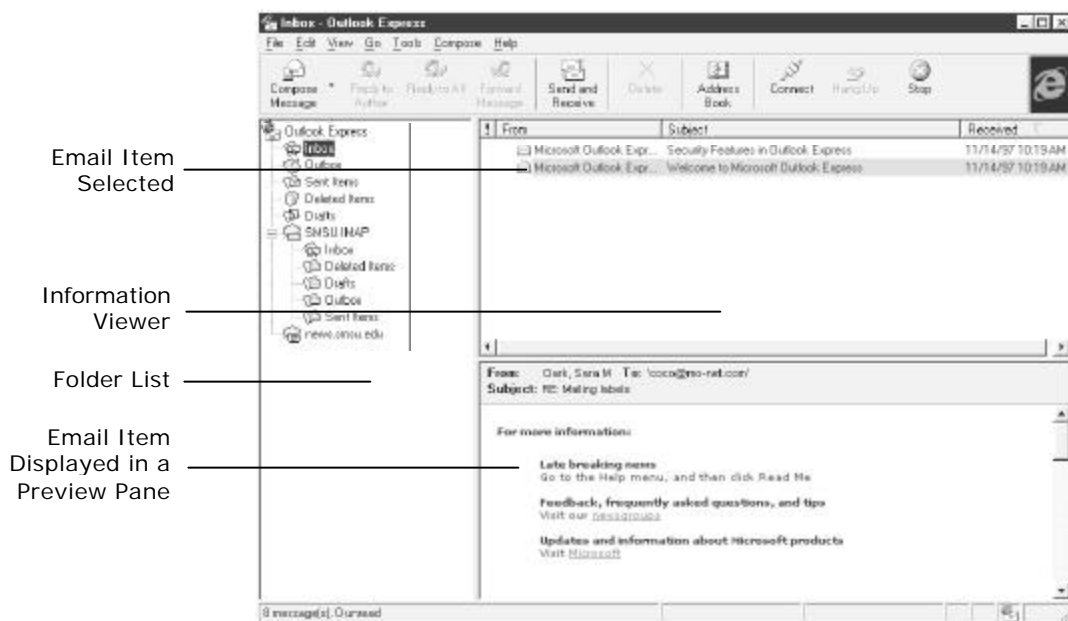
When viewing messages in the Preview Pane, you can press the **Tab** key to move between the Preview Pane and the Folder List.

You can split the preview pane horizontally, vertically, or not display it at all. In the **View** menu, click **Layout** and choose the Preview Pane options you want.

The initial view of the Preview Pane (with the above icons) will disappear when you click out of it or perform an action. To retrieve this menu view, click **Outlook Express** in your Folder List.

Information Viewer

When you click a folder in the Folder List its contents are displayed to the right in the Information Viewer.



Toolbar

The standard Outlook™ Express toolbar allows quick access to many Outlook™ Express features. The active buttons shown on the toolbar depend on your current activities. Forwarding and Receiving, for example, are only available when viewing email messages. The following is a list of common buttons.



Compose a Message

Brings up a new email message for you to compose.



Reply to Author

Responds to an email message.



Reply to All

Responds to an email message and all recipients of the original message.



Forward Message

Sends a received email message to someone else.



Send and Receive

Checks for new email messages and sends off any email messages contained in the Outbox.



Delete

Deletes an unwanted email message.



Address Book Book

Keeps track of email addresses, contact information like street addresses and phone numbers, notes, and web page URLs.

To configure the buttons you see in your toolbar, right-click a button and select Buttons. Follow the directions for changing the buttons in your toolbar and click Close.

USING EMAIL

With Outlook™ Express you can easily send, forward, and reply to email; use the Address Book; and print your email

Reading Email

Outlook™ Express stores your incoming mail in your Inbox. You may need to click **Send and Receive** in your toolbar before your Inbox can be updated.

To access your email, click the **Inbox** folder in the section of your Folder List. The Inbox displays headers to your email messages in the Information Viewer. Click a header, or highlight it, and the email message will be displayed at the bottom of the window. To see an



email message displayed in a separate window, double-click its header.

A torn paper icon next to an email header indicates that the message body has not been downloaded. A whole paper icon indicates that the message is available for reading, even if you are off-line (not connected to the Internet).



Send and Receive



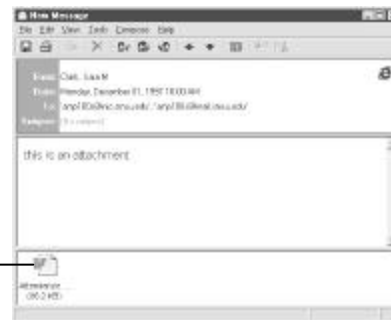
Attachment

New Mail Arrival

To check for new email you may need to click the **Send and Receive** button in your toolbar. This sends any pending messages in your Outbox, and checks for new email. New email is stored in the **Inbox**.

Read Attachments

Attachments are files that are sent with email messages. If your email header includes a paper clip symbol, double-click the message header to open the email. At the bottom of the email message will be the attached file. Double-click the file; it opens in the associated program. An example of an attached file is given below:



Attached File

Sending Email



Compose Message

Tip: To make creative messages, click the down arrow to the right of **Compose Message** and select an option. It adds a stationary image behind the email body.

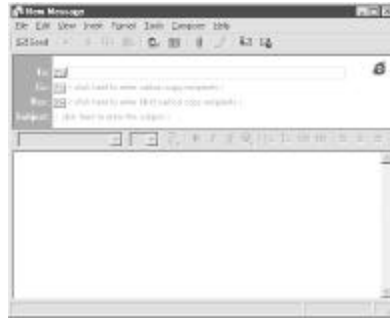
Outlook™ Express can help you send email to anyone with an email address.

Create a New Email Message

Send an email message to someone:

1. Be sure your **Inbox** folder is open. Click the **Compose Message** button. A blank message appears. Your screen should look similar to the illustration on the next page.
2. Fill in a topic title for *Subject* and type your message in the open message area.





Blank Message



Enter the email address in this field

Address an Email Message

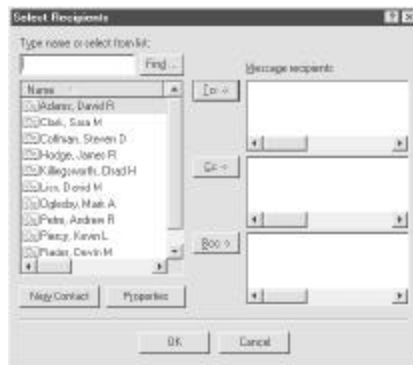
Once you have created an email message, you can address the message in the following ways:

- **Type the Email Address**
Enter the email address (such as mcarrick@stewarts-solicitors.co.uk) into the **To:** field of a message.



Click this icon to choose an e-mail address from the *Select Recipients* window (your Personal Address Book).

- **Type the Email Recipient’s Name**
Enter the name of the person whom you are sending email. If the person’s name is included in a personal address book, or if it is in a directory service set to check names, Outlook™ Express will underline the name to show it recognizes the email address.



Select Names

Note: Selecting a name and clicking the **To** button sends the email message to the selected person. Selecting a name and clicking the **CC** button sends a “carbon copy” to someone in addition to the original person. Selecting a name and clicking and clicking the **BCC** button sends a “blind carbon copy” to someone in addition to the original person without the original person knowing.

- **Retrieve Name from Your Personal Address Book**
The personal Address Book contains personal addresses. Use your Personal Address Book for adding names to messages:
 1. While composing a message, click the icon next to the **To:** section of the message.
The **Select Recipients** window appears (see picture below).
 2. Highlight and select the desired name and click the **To:** button. Click **OK**. Your message is now addressed with the selected name.



Attach a file

Once you have created an email message, you can attach a file with the following steps:

1. Click the **Insert** pull-down menu and select **Insert Attachment**.
2. Find and highlight the file you would like to send via email. Click **Attach**. The chosen file is added to the email message area.

**Send Email**

Once you have the email message written and addressed, click the **Send** button to deliver the message. The message may first be stored in the Outbox. If the message is sent to your Outbox, click the **Send and Receive** button in the main toolbar for Outlook™ Express to send the email to its destination.

Summary**To send an e-mail message**

1. On the toolbar, click the **New Mail** button.
2. In the **To** and/or **Cc** boxes, type the e-mail name of each recipient, separating names with a comma or semicolon (;).
To add e-mail names from the Address Book, click the book icon in the New Message window next to **To**, **Cc**, and **Bcc**, and then select names.
To use the **Bcc** box, click the **View** menu, and then select **All Headers**.
3. In the **Subject** box, type a message title.
4. Type your message, and then click the **Send** button on the New Message toolbar.

Tips

- To save a draft of your message to work on later, click the **File** menu, and then click **Save**. You can also click **Save as** to save a mail message in your file system in mail (.eml), text (.txt), or HTML (.htm) format.



Responding to Email

When you receive email messages, you may choose to reply (send a response) or forward (send received mail to someone else). You can do this by selecting or opening a message and using the toolbar to direct your response.



Forward Message

Forward a Message

1. Select or open the email message to forward.
2. Click the **Forward Message** button.
A new mail message appears.
3. Address the message and click **Send**.
The message is forwarded.



Reply to Author

Reply to the Author of a Message

1. Select or open the email message to which you are replying.
2. Click the **Reply to Author** button.
A new mail message appears.
3. Address the message, type your response, and click **Send**.
The message is sent to the author of the original message.



Reply to All

Reply to the Author and Recipients of a Message

1. Select or open the email message to which you are replying.
2. Click the **Reply to All** button.
A new mail message appears.
3. Address the message, type your response, and click **Send**.
The message is sent to the author and all recipients of the original message.

Saving Email

You may want save your email messages into folders, either in OutlookTM Express or on your hard drive. An easy way to save email messages is by dragging them to a folder in your Folder List (to create folders see *Add Folder to Folder List* in the Exploring OutlookTM Express section in this guide).

Save an Email Message to a Folder

1. Make sure your information viewer shows the message you want to save.
2. Make sure you can see the folder where you want to save the message.
3. Click the email message and drag the message to the folder.
The email message is copied to the folder.



You can also save an email message by highlighting the letter header then dragging it to your desktop or to an open folder.

Save Email Message Text

To save text from an email message to use in a word processor or other program, you need to save the message text in another format

1. From the information viewer, double-click the email message header.
The email message opens.
2. Click the **File** pull-down menu and select **Save**.
The *Save As* window appears.
3. Name the file and click **Save**. The file is saved in Rich Text Format, which maintains the format of the text. It can be opened in word processors and other programs.

Printing



Print

You may want to keep a paper copy of an item rather than saving it to a folder.

To print an item, highlight the message header or open the item. If the **Print** button appears in your toolbar, click it. If it does not, click the **File** pull-down menu and select **Print**.

Managing Sent Mail



You may need to view messages you have already emailed. If you have sent the email, but do not know if it has actually been sent to the person(s) yet, check the **Outbox** in your Outlook™ Express section of the Folder List. Items are stored here until you click the **Send and Receive** button in the toolbar. **Sent Items** (found directly under the Outlook™ Express section of the Folder List) stores a copy of the sent item.



Outbox

The Outbox folder contains all pending email items. Click the **Send and Receive** button in the toolbar to send items in the Outbox to their destinations. To view items in the Outbox, click the **Outbox** folder in the Outlook™ Express section of the Folder List. The items are listed to the right in the Preview Pane.

Sent Items

The Sent Items folder contains all email successfully sent to other people. To view items you have sent, click the **Sent Items** folder in the Outlook™ Express section of the Folder List. The items are listed to the right in the Preview Pane.

If you think an item should be in your Sent Items box but it is not, check your Outbox. Items may be stored in your Outbox until you click the **Send and Receive** button in the toolbar.

Adding to Personal Address Book

You can add to your personal address book manually

add names manually, click **Address Book** in the toolbar and choose:



New Contact

- To add an *individual* to your Address Book, click the **New Contact** button in the toolbar of your Address Book.



New Group

- To add a *group* to your Address Book (for sending to more than one person at a time) click **New Group**.



RHD NETWORK CERTIFICATION

**MODULE 3 - CERTIFICATION
QUESTIONS**

EXERCISE 1

LOGGING ON TO AND SHUTTING DOWN YOUR COMPUTER

The training officer will supply you with a username and password for the purposes of this exercise. Following your certification you will be given your own username and password to use from now on. Using your test username and password, complete the following steps.

1. Turn on the Computer using the appropriate button.
2. Wait for Windows NT to load
3. When the system has stopped loading, press log-on using your username and password.
4. Wait for the system to load.
5. Shut-down the computer using the correct procedure.



EXERCISE 2

ACCESSING THE F DRIVE

This exercise will let you access the main F Drive.


1. From the **Desktop** select **My Computer**
2. Maximise the window
3. Move to the F:\ drive
4. Move into the **Winword** folder
5. Double click on the file **rhdword.doc**
6. Microsoft Word will load the file
7. Close Microsoft Word



EXERCISE 3

SAVING A FILE

This exercise will involve saving a MS Word file on the network.

1. From the **Start** button select **Programs** and **Microsoft Word**
2. Maximise the window
3. Type the Text : **Word File to be Saved!**
4. Click on the Save Button 
5. Save the document in the following folder: **f:\certfication\exercises** with the filename **wordfile.doc**
6. From the **File** menu select **Save As**
7. Save the document in the following folder: **f:\winword\exercises** with the filename **wordfile1.doc**
8. From the **File** menu select **Close**

You have now created the file and saved it in two different places



EXERCISE 4

DELETING FILES

Using **My Computer**, this exercise involves deleting files from the network:

PLEASE NOTE YOU SHOULD NOT DELETE FILES FROM THE NETWORK WITHOUT AUTHORISATION FROM YOUR NETWORK ADMINISTRATOR.

1. From the **Desktop** select **My Computer**.
2. Move to the folder the **F Drive**
3. Move to the folder **f:/certification/exercises**
4. Click on the file called **wordfile.doc**
5. Press the **delete** button, or click the on the delete icon
6. Press **Yes** to confirm the delete
7. Repeat the process to delete the file **f:/winword/exercises/wordfile1.doc**



You have now deleted the file from two different places.



EXERCISE 5

E-MAIL (MICROSOFT OUTLOOK)

Using **Outlook Express**, this exercise involves sending e-mail:

1. From the **Desktop** select **Outlook Express**.
2. Click on the New Mail icon to start an e-mail.



3. Create a simple e-mail, to the address given to you by the training officer.
4. Attach the file called **f:/certification/exercises/attach.doc**
5. Click the following icon to send the message



6. Move to **Sent Items** to confirm the e-mail has been sent
7. Check for new mail using **F5**



EXERCISE 6

MIS (MANAGEMENT INFORMATION SYSTEM).

This exercise will involve using the MIS (Management Information System).

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1. From the **Desktop** select **MIS**.
 2. Click on **Services**
 3. Use the system to look at a detailed map of **Dhaka Division**.
 4. Print the map using the software.
 5. Close the system down in the appropriate way.



Note :



RHD NETWORK CERTIFICATION