At the end of this chapter you will be able to:

1. Understand the importance of doing a technical support course at school.
2. Discover the features that make Windows 7 an efficient and independent operating system for users.
3. Anticipate to the features that the technical support team must have and that you’ll learn throughout the course.
This chapter welcomes you to the Technical Support Course for Schools offered by Windows 7.

If you are starting to explore these pages, you will turn into an active member of your school to help maintain a safe computing lab for everyone and teach them to correctly use the technology they have at their fingertips.

Because the aim of this course, for the ones who do it, is to help introduce the New Technologies to everyday life and, thus, maximize teaching and learning processes.

Besides, it approaches to the ones that complete the itinerary proposed by the different chapters and turn into leaders for teachers and students, in order to improve the user experience and solve possible issues that may arise when performing usual tasks in PCs.

In this chapter that we call "Gateways" - as a course welcoming and beginning - you will be introduced subjects to dig into and simple knowledge to efficiently use New Technologies at school.

Here you start your journey towards becoming a member of your school's technical support team. Start now!
CONCEPTUAL MAP OF THE CHAPTER

Maximize teaching and learning skills

Issues that may arise when using New Technologies.

Responsibility for maintenance and troubleshooting shared between teachers and students.

Who can learn with this course?

School’s capacity and autonomy when troubleshooting.

Why do you need a technical support course?

Features and possibilities of Windows 7 for technical support. For instance, auto-correction tools (activities center, troubleshooting with engine).

Instalación y Mantenimiento del sistema operativo Windows 7.

Who can learn with this course?

Once the group has completed the tech support course, it will acquire the following abilities:
- Support HW by assuring the devices’ maintenance
- Support SW (installation, running, and OS and application upgrades).
- Understand security system, maintain updated antivirus and protect HW (breakages, cleaning, electricity).
- Install networks and troubleshoot network connections.

(Not only teachers from the computing area) Anyone that wants to:
- Learn about technology.
- Help others to solve their technical issues.
- Imagine and design new potentials.

Issues that may arise when using New Technologies.

Responsibility for maintenance and troubleshooting shared between teachers and students.

School’s capacity and autonomy when troubleshooting.

Why do you need a technical support course?

Features and possibilities of Windows 7 for technical support. For instance, auto-correction tools (activities center, troubleshooting with engine).

Instalación y Mantenimiento del sistema operativo Windows 7.
NEW TECHNOLOGIES AT SCHOOL

Let’s start thinking why a technical support course is important for schools.

Nowadays, using New Technologies turns PCs in daily-use devices for most professionals, and part of this world includes not only students but also teachers that go to school. Perform a mental exercise and imagine who uses a PC in their daily tasks: doctors, engineers, secretaries, college students, telephone operators, librarians, sellers, etc.

Did you know...?

...that by doing this course you will not need to frequently contact your educational center’s tech support?

Dare to be part of this technical support and helping action that will change the way you relate with technologies at school.
That is why it is important to learn these technologies to get the most of them and show all your potential in the classroom.

You surely have imagined more. Because no matter which task they perform, currently there are few people that do not have PCs as part of their work or entertainment tools.

Whether to organize agenda, organize client contacts, prepare medical cards, perform student lists or lists of products to be sold: PCs simplify all tasks.

At schools, the introduction of New Information and Communication Technologies (ICTs) changed the teaching and learning concepts generated by teachers and students as regards content.

Teachers are no longer the only experts on the subject they teach: they need to generate learning activities for students by processing information and building knowledge.

Besides, the PC has turned into a very useful tool when doing assignments, researchs, contacting people from other countries, knowing different cultures and solving learning and teaching situations at school.

The new ICTs (Information and Communication Technologies) have changed learning and teaching concepts, presenting to students and teachers several challenges that enrich educational practices.
GET READY TO FACE POTENTIAL ISSUES!

You surely have experienced facilities offered by technologies and how they make some tasks easier. You surely have also experienced an issue that you could not solve and contacted the technical support to do so.

Many students and teachers are proud of the new projects they have performed with the introduction of PCs at school: group tasks, share stuff with students from other countries on the Internet, create databases and many other experiences.

But they also talk about the challenges they have faced so that all tasks can be done without conflicts and without the need to constantly ask the computing teacher in order to solve potential problems.

This course is specially designed to help you with these challenges: the proposal consists of strengthening teacher and student skills so that PCs good operation is not the experts’ exclusive responsibility and everyone has a great experience when using a PC everyday.

PCs are used to develop daily tasks such as spreadsheets, exercises, text documents, information search, data processing. Due to the huge number of users that share PCs at school, their responsibility is to use them correctly and carefully. Thus, you need to know some simple strategies that, thanks to Windows 7, can avoid issues when we work with them.

In this way, by attending the tech support course at school, the users will have the chance to discover features offered by the new technologies when performing school activities, from administrative tasks to classroom activities.
As mentioned before, the audience of this technical support course is everyone that is interested in new technologies and wish to use them as their own learning tool for their students or to optimize their daily activities.

If you are part of this group and complete this course, your tasks as member of the Help Desk will significantly help the school in the following: you will help activities on PCs to be efficient and you’ll be ready to solve unexpected situations easily and efficiently. Also, you will have time to exclusively develop and deploy new features offered by Windows 7.

Help Desk
It refers to Tech Support’s first level and its aim is to solve regular issues that users may encounter and encourage a better use of technologies.

Technical Support in Windows 7
W7 includes features such as self-correction tools, the possibility to recover previous file versions, a troubleshooting center with a smart search engine, and other activities that streamline support tasks and allow to manage PCs easily and efficiently.
What do I have to know to get started?

There are several strategies that can be applied to foster the correct use of technologies and promote the optimal health of PCs at school. Each Help Desk generates its own style and plans according to their computing labs’ needs. However, you must know that there are two ways to provide tech support: in a reactive way or in a proactive way.

What does it mean?

When working in a reactive way, it focuses on the user’s troubleshooting and joint project organization. In other words, it focuses on solving a specific issue that may arise when using the PC.

On the other hand, the proactive task is preventive: it consists of teaching users to efficiently use PCs, optimizing their features and minimizing issues that may arise.

Thus, a technical support proactive strategy is performed on the long term, because it teaches end users to better use the PCs they own and it assists them when troubleshooting daily situations.

Tech support team should assist these two modes, and it needs to provide troubleshooting and preventions as complementary services.
Start the course and have fun!

Break the code and find the key words of this introductory chapter.

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A B C D E F G H I J K L M N
Ñ O P Q R S T U V W X Y Z

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4. One hint to convert magnitudes online
FREQUENT ISSUES

There are multiple issues that may arise when using PCs and this happens due to several reasons. Here we mention some examples:

- The user wants to print a job and the printer doesn’t respond.
- A teacher doesn’t save the changes of a file and needs to recover it.
- Devices do not work.

- Some peripherals – such as mouses or keyboards - are dirty and do not work properly.
- Students download content from unsafe sites and viruses enter the system.

The kind of issue, though, can be classified according to software, hardware, issues related to the user or the network. You must know how to classify issues because this knowledge will let you find the solution as part of the school’s tech support team.

Through the following chapters you’ll learn about these frequent issues, the support areas which they belong to and the tools offered by Windows 7 to solve them, so that you can quickly recognize them and proceed to solve them immediately.

You will see how tech support also needs training!
DO YOU WANT TO KNOW WHAT YOU WILL LEARN ON THE FOLLOWING CHAPTERS?

In chapter 2 you’ll find information about the origin of PCs and you’ll learn which parts are necessary to make them work. You’ll also be able to know the functions of their components and the current PCs.

Chapter 3 is focused on the knowledge of the operating system so that you can completely install Windows 7 in your school’s computers.

On the other hand, chapter 4 will introduce key subjects that will be developed in the following chapters, focusing on the need to have a technical support team at school:

- how to recognize and solve issues regarding PCs software and hardware (chapter 5).
- how to support the operating system (chapter 6).
- how to support the networks (chapter 7).
- how to protect the information that is stored in files and programs against potential virus attacks and other risks (chapter 8).

And chapters 9 and 10 will refresh what was learned to think about strategies and consolidate the school’s tech support team.
SHARING EXPERIENCES
"Learn with others and empower yourself with technologies"

In Tunja, capital of the department of Bocayá (Colombia), María José - a young teacher - has a brilliant gaze and a big smile and she dared to learn new technologies in order to maximize her teaching skills. And she tells us how she’s felt at the beginning: “I was scared, just like when you learn how to drive a car, and I grew awareness... The world advances and the children are the future; they’re born with innovation.” Little by little she started to learn the multiple possibilities offered by the technological tools for learning resources. However, not only the learning spaces offered her the opportunity to be trained, but she also learned through her own child - who is very interested in computers, as she tells us - about certain guidelines in order to use the PC; thus, she could pass on those guidelines to her colleagues in a rich peer-to-peer experience. In this way, this Colombian teacher has been her child’s student and her colleagues’ teacher, generating spaces where she could share her knowledge. Technology enables that: learn with others, redefining traditional concepts about education and maximizing relations, such as understanding. This experience proves this: in a rural school, located in the mountains surrounded by white and thick fog, teachers and students leverage the technology, discovering new paths to their future.

More entertainment and learning!

Complete the support area’s title by reading its definition

D R
This is the area that refers to PC’s physical devices.

S T
It involves issues related to data protection and the system in general.

E
It deals with problems related to Internet or shared resources between different PCs.

R Y
It refers to issues related to a PC’s main program.
Green Tip

As member of your school’s tech support team, you should turn into an example of someone that cares about the environment. With this course you will learn different strategies associated with the computing world to protect the environment. By adopting daily behaviors, you will see how you can obtain "environmental savings". Just as an example... Think about how many kilograms of paper you can save if you store your documents in your hard drive or portable devices, instead of printing them unnecessarily. And how many other kilograms you can save if you read the news on the Internet instead of buying the newspaper... You can also imagine how much energy you would save if everyone remembered to turn off the PCs when they finish working, thus reducing the environmental impact of carbon emissions to the atmosphere. There are lots of behaviors we need to change in order to protect the environment:

We only need to be informed and dare to change!
Do these exercises to prepare yourself as a tech support member of your school

A. Why are you interested in doing this course?

___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________

B. Define what you know about technical support

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___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________
___________________________________________________________________________________________________________________________________________________

C. Find out who has been dealing, until now, with tech support tasks at school. Prepare an interview to know more about the state of the issue and to prepare a diagnosis in order to make a plan for the future team.

Sample Questions:
- Which are the most frequent questions that you make to the tech support team?
- Have you implemented any communication action so that students and teachers take care of the PCs?
D. Meet with those who will be part of the tech support team and prepare a list of functions that they should perform. You can also prepare an operating statement of principles to promote a better group organization: for instance, who will be in charge of registering issues? Who will be in charge of solving them? How will you communicate among each other? By email? By two-week meetings? Will you specialize in different support areas?

PC Features

Operating Aspects