

Windows 10: FAQs

Click on a topic below – e.g. File Management – to find answers to common questions about Windows 10. Alternatively, you can search this document by pressing **CTRL + F** and typing a keyword. If you don't find the answer to your question here, please contact the IT service desk servicedesk@abdn.ac.uk.

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The Start Menu

Question

1. The Start Menu layout has changed. What's new?

Answer

The Windows 10 Start Menu has a list of applications (apps) on the left and a selection of tiles on the right. You can choose which tiles you want (if any) and arrange them to suit your own preferences (see below).

2. How do I shut down or restart my computer?

Click the **Start** button then click the **Power** button. Options to **Shut down**, **Restart** or **Sleep** appear in a pop-up menu. Click the one you require.

3. How do I lock my PC?

There are several ways to do this:

- Press [**Windows key**] +L
- Click the **Start** button then click your user icon. Click **Lock**.
- Press **Ctrl + Alt + Del** and select **Lock**.



4. How do I log off (sign out) from my computer?

There are several ways to do this:

- Click the **Start** button then click your user icon (at the left of the Start menu). Click **Sign out**.
- Press **Ctrl + Alt + Del** and select **Sign out**.
- **Right-click** the Start button and hover the mouse pointer over **Shut down or sign out**. Click **Sign out** from the pop-up menu.

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| 5. I share a PC with other people. How do I switch between users when logging in? | <ul style="list-style-type: none">• If the PC is showing the Windows 10 lock screen, press Ctrl+ Alt + Delete then click the Other user icon at the bottom left of the screen.• If another user is already logged in, press Ctrl+ Alt + Delete and choose Switch user. You will return to the lock screen where you can follow the step above to log in. |
| 6. Can I change the size of the Start Menu? | Yes, by clicking the Start button then hovering the mouse over the top edge or the right edge of the menu. When the mouse pointer changes to a double-headed arrow , click and drag the mouse to increase/decrease the size of the menu. |
| 7. How do I find the applications on my PC? | You can find applications by looking in the Apps list in the Start menu, or by clicking the Start button on the task bar and typing the name of the application you are looking for. |
| 8. The Apps list is very long. Is there a quick way to jump to a particular area? | Yes. The Apps list is grouped alphabetically, with your most-used apps listed at the top. Click on an individual letter heading e.g. 'A', or the 'Most used' heading to display a grid of all letters. Click the starting letter of the app you want in order to jump to it in the list. |
| 9. How do I add an app to the Start menu so I can find it quickly and easily? | Find the app you need, then right-click its icon. Click Pin to Start to add a tile to the right-hand side of the Start menu. |
| 10. How do I remove a tile from the Start menu? | Right-click the tile you want to remove and click Unpin from Start . |
| 11. I've added lots of tiles to my Start menu. How do I arrange them into groups? | Drag a tile to an empty area of the Start menu. Once in place, hover the mouse in the area just above the tile – the words Name group appear. Click Name group and type a new name then press Enter . You can also drag and drop tiles between groups. |
| 12. I'd prefer to pin an app to the Task Bar instead. How do I do that? | Find the app you need, then right-click its icon . Click Pin to Taskbar from the shortcut menu. |

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File Management

Question

1. I used to click 'Computer' in the Windows 7 Start menu to view my files and network drives. Where has that gone?
2. How do I search for files on my computer?
3. Where do I find the Search Tools in File Explorer?
4. How do I map a network drive in Windows 10?
5. When I open File Explorer, the main window contains a list of Frequent folders and Recent files instead of my Home drive and shared network drives. Why is this?
6. I want to choose the default view for File Explorer when it opens. How do I do that?
7. How do I pin folders to my Quick Access area?

Answer

It's now called **File Explorer**. To access it, either click the **File Explorer icon** on the Task Bar or click the **Start** button and type **Explorer** to search for the app.



Click the **Start** button and type the name (or part of the name) of the file. If you can't find what you're looking for, click the **File Explorer** icon on the task bar and use the **Search Tools**.

Click into the **Search box** at the **top right** of the File Explorer window and type the name of the item you are looking for. The **Search Tools tab** will appear on the Ribbon, offering more detailed search options.

Click **This PC** in the list of items at the left of File Explorer to display the Computer tab on the Ribbon. Use the **Map Network Drive** button in the **Network** section.

This happens when File Explorer is set to default to the **Quick Access** area when opening (Quick Access is like a Favorites area where you can pin your frequently-used folders so you can find them quickly and easily). You will find your Home drive and any shared network drives listed under **This PC** further down the list of items at the left-hand side.

In File Explorer, click the **View** menu, then click **Options**. Click **Change folder and search options** and click the drop-down list beside **Open File Explorer to:**. Choose **Quick Access** or **This PC** then click **OK**.

Right-click the folder you want to pin. Click **Pin to Quick access** from the shortcut menu. You can also pin folders to your Start menu via the right-click shortcut menu, but choose **Pin to Start** instead.

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Edge

Question

1. What is Edge?
2. Where is the Favorites menu?
3. What is the Reading list in Edge?
4. Where is my browsing history?
5. Where is the Internet Options setting?
6. How do I clear the browser cache?
7. I need to turn off/on the pop-up blocker. How can I do that?

Answer

Edge is the new default browser for Windows 10. Occasionally you may visit a website which is not compatible with Edge, so Internet Explorer is still available.

You can access Favorites by clicking the **Favorites** icon (**a star with lines**) at the **top right** of the Edge window. (or press **Ctrl + I**).

As well as Favorites, you'll find your **browsing history**, a list of the **items you have downloaded**, and your **Reading list**.

When browsing, click the **Star** icon in the address bar to add a website to your Favorites or Reading list.

It's a place to store articles you want to keep to read later, similar to your Favorites area in Internet Explorer.

It's in the **Favorites** pane. Click the **Favorites** icon (Star with lines or press **Ctrl + H**) to open the pane, then click **History** from the menu at the left of the pane).

This is now known as **Settings**. Access it by clicking the **ellipsis** (three lines) icon at the top right of the Edge window to display the menu. Choose **Settings**.

Click the **ellipsis** (three dots) at the top right and choose **Settings**. Click **Privacy & Security** in the menu at the left of the pane. Click **Choose what to clear**. Tick the items you want to clear and click the **Clear** button.

- Click the **ellipsis** (three lines) at the top right of the window, and choose **Settings**.
- Click **Privacy & security** in the menu at the left of the pane. Scroll to the **Security**

Question

Answer

8. When I search in Edge, the default search engine is Bing, but I'd prefer to use Google (or another search provider). How can I change it?

section and click the **On/Off** button under **Block pop-ups**.

- Click **On/Off** as appropriate under **Block pop-ups**.

9. Can I pin websites I use regularly to the taskbar or Start menu?

- Navigate to the web page of the search engine you want to use as the default.
- Click the ellipsis (three dots) or press **Alt+ X** and choose **Settings**.
- Click **Advanced** in the menu at the left.
- Scroll down to the **Address bar search** section.
- Click **Change search provider**.
- Click the search provider from the list and click **Set as default**.

Yes. Navigate to the page then click the **ellipsis** (three lines) at the top right of the window or press **Alt +X**.

- Click **Pin this page to the taskbar** to create a shortcut on your taskbar.
- Click **More tools > Pin this page to Start** to create a tile in the Start menu.


10. Are there any other handy new features in Edge?

Edge includes a set of **Annotation tools** to help you mark up a web page with highlights or notes.

- Click the **Pencil** icon at the top right of the Edge window to open the annotation toolbar.
- You can then save the annotated page to OneNote, Favorites or your Reading List so you can refer to it later.

Use the **Read aloud** feature to read web pages to you.

- Click the Ellipsis > **Read aloud** or press **Ctrl +Shift + G**

Use **Reading view** by clicking the Reading View icon in the Address bar or  pressing **Ctrl +Shift +R** to customise the appearance of the text and colours of the screen.

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Task View

Question

What does the Task View icon on the Taskbar do?



Answer

Clicking it opens the **Task view** screen. It shows thumbnail pictures of the applications that are currently running on your PC and a timeline of documents and websites you have been working with during the last 30 days. You can also activate Task View by pressing the **Windows key** + **[Tab]**. Click a thumbnail to switch to that application.

How do I close the Task View?

Click on the Task View icon, or on the desktop, to return to normal view.

Can I still use [Alt] + [Tab] to switch between applications?

Yes. When you press and hold the **[Alt]** key and tap the **[Tab]** key you will see the thumbnails for the open applications. Tab to the one you want and release the [Alt] key to switch. You won't see the timeline with Alt + Tab..

I can't see a thumbnail for my desktop when I use [Alt] + [Tab]. How can I quickly return to the desktop?

Press the **Windows key** + **D**.

When I'm using Task View there is a button in the top left corner called **New Desktop**. What does that do?

It lets you set up a new version of your desktop called a **Virtual Desktop**. This can be useful if you regularly have lots of applications switched on at the same time, as you can open them on separate desktops and switch between them easily by clicking the Task view icon or pressing **[Windows key] + [Tab]**. Virtual desktops will appear as thumbnails at the bottom of the Task View screen - click on a thumbnail to switch between desktops.

Can I move an application from one virtual desktop to another?

Yes. Click the **Task View** icon then right-click the application thumbnail you want to move. When the shortcut menu pops up, hover over **Move to** and click the name of the desktop you want to move it to.

Can I change the name of my virtual desktops?

No, you can't. Virtual desktops will be named as 'Desktop 1', 'Desktop 2', etc.

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