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FREE EBOOK

COMPUTER AND OFFICE SKILLS

Windows, Internet and Email Study Book

The complete study notes, practice questions and glossary for Windows, Internet and Email

INSIDE THIS BOOK

- The Windows Desktop
- File Explorer, Files and Folders
- Keyboard Shortcuts
- Web Browsers and Searching
- ...and 3 more chapters, practice questions and a glossary

Beginner

Anyone learning Windows, files and safe use of the internet

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Windows, Internet and Email Study Book

Use Windows confidently, manage files and folders, browse and search the web, write proper emails, stay safe from online and UPI fraud, and keep files in the cloud.

WHO IT IS FOR	Anyone learning Windows, files and safe use of the internet
LEVEL	Beginner
SUBJECT AREA	Computer and office skills
WHAT IS INSIDE	7 chapters, practice questions with answers, and a glossary

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The Windows Desktop

Your first screen

After you sign in, Windows shows the **desktop**: a background picture (wallpaper), a few icons and the **taskbar** along the bottom of the screen. The steps in these lessons apply to Windows 10 and Windows 11; where the two differ, both are mentioned.

- **Icons** are small pictures for files, folders and apps. Double-click an icon to open it.
- A **shortcut** icon has a small arrow on its corner. It is only a link to the real file or app, so deleting a shortcut does not delete the original.
- The **Recycle Bin** holds files you delete normally (with the Delete key) from the computer's own drive. You can open it and choose **Restore** to bring a file back, or **Empty Recycle Bin** to remove everything permanently.

The Start menu and taskbar

Click the **Start** button (the Windows logo) or press the Windows key to open the Start menu. It shows pinned apps, a way to see all your installed apps, and the power button with **Sleep**, **Shut down** and **Restart**. Your account picture there lets you lock the computer or sign out.

The taskbar shows pinned apps and every app that is open. In **Windows 11**, the Start button and taskbar icons sit in the centre by default, and they can be moved to the left in Settings. In **Windows 10**, the Start button is at the left end.

At the right end of the taskbar is the **notification area**, also called the system tray. It shows the clock and date, volume, network and battery icons, and small icons for programs running in the background. In Windows 11, clicking the network, volume or battery icons opens **Quick Settings** for Wi-Fi, Bluetooth, brightness and more.

Working with windows

Every app opens in a window. The **title bar** at the top shows its name, and three buttons sit at the top-right corner:

Button	What it does
Minimise	Hides the window to the taskbar without closing it

Button	What it does
Maximise or Restore	Fills the whole screen, or returns to the earlier size
Close	Closes the window or app

Drag the title bar to move a window, and drag any edge to resize it. Dragging a window to the left or right edge of the screen **snaps** it to fill that half, which is handy for comparing two documents. In Windows 11, resting the pointer on the Maximise button shows **Snap layouts** for arranging several windows.

Settings and accounts

The **Settings** app (Windows key + I) is where you change the wallpaper, connect to Wi-Fi, add a printer, update Windows and manage accounts. The older **Control Panel** is still present in Windows 10 and 11 for some settings.

Each person who uses a computer can have their own **user account** with a password or PIN, so their files and settings stay separate. When you step away from a shared computer, lock it so that nobody else can use your account.

Always use Shut down from the Start menu instead of switching off the power at the plug. Windows needs a few seconds to save settings and close files properly.

KEY POINTS

- The taskbar holds pinned and open apps; the notification area shows the clock and status icons.
- Deleting a shortcut does not delete the original file.
- Files deleted normally from the computer's own drive go to the Recycle Bin and can be restored.
- Windows 11 centres the taskbar icons by default; Windows 10 places Start at the left.

TRY THESE EXERCISES

1. Open an app that is not yet on the taskbar, such as Notepad or Calculator, right-click its taskbar icon and choose Pin to taskbar; close it, check that the icon stays, then right-click it and choose Unpin from taskbar. Also create a desktop shortcut to a folder (right-click the folder, choose Send to, then Desktop (create shortcut); in Windows 11, Send to is under Show more options), delete the shortcut, and check that the folder itself is still there.
2. Open three apps and practise Minimise, Maximise and Restore on each; snap two of them side by side by dragging them to the left and right edges of the screen, and finally Close all three.
3. Delete a practice file with the Delete key, open the Recycle Bin, choose Restore, and check that the file is back in its original folder; then lock the computer from the Start menu and sign in again.

CHAPTER 2

File Explorer, Files and Folders

Opening File Explorer

File Explorer is the Windows app for managing files and folders. Open it by clicking the yellow folder icon on the taskbar or by pressing **Windows key + E**. Its main parts are:

- **Address bar**: shows where you are, such as This PC, then Documents, then Accounts. Click any part to jump back to that folder.
- **Search box**: finds files inside the current folder and its subfolders.
- **Navigation pane** on the left: shortcuts to Home (called Quick access in Windows 10), OneDrive, This PC, your drives and the network.
- **Content area**: the files and folders inside the selected location.
- **Command bar** (Windows 11) or **ribbon** (Windows 10): buttons for New, Cut, Copy, Paste, Rename, Share, Delete, Sort and View.

Creating and organising

- **New folder**: press **Ctrl + Shift + N**, or right-click an empty area and choose New, then Folder. Type a name and press Enter.
- **Rename**: select the file and press **F2**, type the new name and press Enter.

- **Select several items:** hold **Ctrl** and click each item to pick separate files; click the first item, hold **Shift** and click the last to pick everything in between; press **Ctrl + A** to select all.
- **Copy:** Ctrl + C, then open the destination and press Ctrl + V. The original stays.
- **Move:** Ctrl + X, then Ctrl + V. The file leaves its old place.

Dragging also works. By default, dragging a file to another folder on the **same drive moves** it, while dragging it to a **different drive**, such as a pen drive, **copies** it.

Deleting safely

Press **Delete** to send selected items to the Recycle Bin. **Shift + Delete** removes them permanently without using the Recycle Bin, after asking you to confirm, so use it with care. Files deleted from a pen drive or memory card usually do not go to the Recycle Bin at all.

Views, sorting and file extensions

Use **View** to show items as large icons, a list, or **Details**, which shows the name, date modified, type and size in columns. Click a column heading to sort by it, for example to find the newest invoice or the largest video.

Windows hides file extensions such as .docx and .pdf by default. Showing them helps you recognise file types and spot fake files, such as "photo.jpg.exe".

- **Windows 11:** View, then Show, then tick File name extensions.
- **Windows 10:** View tab, then tick File name extensions.

Zip files and properties

To send many files together, select them and compress them into one zip file. In Windows 11, right-click the selection and choose **Compress to**, then **ZIP File** (earlier Windows 11 updates show a single **Compress to ZIP file** command); in Windows 10, right-click and choose **Send to**, then **Compressed (zipped) folder**. To open a zip file you received, right-click it and choose **Extract All**.

Right-click any file and choose **Properties** (or press **Alt + Enter**) to see its size, location and dates.

Keep a simple folder plan, such as one folder per year with subfolders for each month or client, and stick to it.

KEY POINTS

- Windows key + E opens File Explorer; Ctrl + Shift + N creates a new folder; F2 renames.
- Ctrl + click picks separate items; Shift + click picks a range.
- Delete sends items to the Recycle Bin; Shift + Delete removes them permanently.
- Turn on file name extensions to recognise file types and fake files.

TRY THESE EXERCISES

1. Open File Explorer with Windows key + E, create a folder named Practice with Ctrl + Shift + N, add three subfolders inside it, and rename one of them with F2, using the mouse as little as possible.
2. Select separate files with Ctrl + click and a range of files with Shift + click, copy them to a pen drive, then switch the view to Details and sort the files by size and then by date modified.
3. Turn on file name extensions, copy three or four practice files into the Practice folder, compress the Practice folder into a zip file, check the zip file's size with Alt + Enter, and then use Extract All to unzip it into a new folder.

CHAPTER 3

Keyboard Shortcuts

Why shortcuts matter

A keyboard shortcut is a combination of keys that does a job instantly, without hunting through menus with the mouse. Hold down the first key (such as Ctrl), then press the second key, then release both. A few dozen shortcuts can save an office worker a lot of time every day.

Everyday shortcuts

These work in most Windows programs, including Microsoft Word, Excel and web browsers.

Shortcut	Action
Ctrl + C	Copy
Ctrl + X	Cut
Ctrl + V	Paste

Shortcut	Action
Ctrl + Z	Undo the last action
Ctrl + Y	Redo (in most programs)
Ctrl + A	Select all
Ctrl + S	Save
Ctrl + P	Print
Ctrl + F	Find text
Alt + Tab	Switch between open windows
Alt + F4	Close the active window or app
F2	Rename the selected file

Windows key shortcuts

Shortcut	Action
Windows key	Open or close the Start menu
Windows + D	Show the desktop, or bring the windows back
Windows + E	Open File Explorer
Windows + L	Lock the computer
Windows + I	Open Settings
Windows + R	Open the Run box
Windows + V	Clipboard history (turn it on the first time)
Windows + Shift + S	Capture a screenshot of an area
Windows + full stop	Emoji panel
Windows + Left or Right arrow	Snap a window to half the screen
Ctrl + Shift + Esc	Open Task Manager

If a program freezes, press Ctrl + Shift + Esc to open Task Manager, select the program and click End task. Any unsaved work in that program will be lost.

Text editing shortcuts

- **Shift + arrow keys:** select text one character or line at a time.
- **Ctrl + Left or Right arrow:** jump one word at a time.
- **Ctrl + Backspace:** delete the whole word before the cursor (works in most modern programs).
- **Home and End:** jump to the start or end of a line.
- **Ctrl + Home and Ctrl + End:** jump to the start or end of the document.

Browser shortcuts

These work in Google Chrome, Microsoft Edge and Mozilla Firefox:

- **Ctrl + T:** new tab; **Ctrl + W:** close the tab.
- **Ctrl + Shift + T:** reopen the tab you closed by mistake.
- **Ctrl + Tab:** go to the next tab.
- **Ctrl + L:** jump to the address bar.
- **Ctrl + D:** bookmark the page.
- **F5:** reload the page.
- **Ctrl + plus** and **Ctrl + minus:** zoom in and out; **Ctrl + 0** resets the zoom.

How to learn them

Do not try to memorise every shortcut in one day. Pick three new shortcuts each week, use them deliberately until your hands remember them, and then add three more. Begin with copy, paste, undo, save and Alt + Tab, because you will use them in every program.

KEY POINTS

- Ctrl + C, Ctrl + X and Ctrl + V copy, cut and paste; Ctrl + Z undoes.
- Alt + Tab switches windows; Windows + L locks the computer.
- Windows + Shift + S captures part of the screen.
- Ctrl + Shift + Esc opens Task Manager to close a frozen program.

TRY THESE EXERCISES

1. Open Notepad and type a short paragraph; then, without touching the mouse, select a word with Shift + arrow keys, cut it with Ctrl + X, paste it at the end with Ctrl + V, undo with Ctrl + Z and save with Ctrl + S.
2. Open three apps and switch between them with Alt + Tab, show the desktop with Windows + D, capture part of the screen with Windows + Shift + S, and paste the screenshot into Paint or a Word document.
3. Write a small card with three new shortcuts for this week, keep it beside the keyboard, and use each shortcut at least ten times a day until you no longer need to look at the card.

CHAPTER 4

Web Browsers and Searching

The internet and the web

The **internet** is a worldwide network of connected computer networks. The **World Wide Web** is one service that runs on it: billions of linked pages that you open with a web browser. Email, video calls and UPI payments also use the internet, but they are not web pages.

Popular browsers include **Google Chrome**, **Microsoft Edge** (built into Windows 10 and 11), **Mozilla Firefox** and Apple's **Safari**.

Reading a web address

Every page has an address called a URL:

```
https://www.example.com/courses/typing.html
```

https	protocol (the s means the connection is secure)
www.example.com	domain name
/courses/...	path to the page on that website

The ending of the domain gives a hint about the site. For example, .in is India's country ending, sites ending in .gov.in belong to the Government of India and state governments, and .ac.in is used by Indian academic institutions.

HTTPS

means the connection between your browser and the site is encrypted, and browsers show it with a padlock or a similar icon beside the address. It does not prove that the site is honest; fraudsters can use https too.

Useful browser features

- **Tabs** let you keep several pages open in one window.
- **Bookmarks** (Ctrl + D) save pages you visit often.
- **History** lists pages you have visited; **Downloads** lists files you have saved.
- A **private window** (Incognito in Chrome, InPrivate in Edge, Private Window in Firefox) does not keep your history, cookies or form entries on that computer after you close it. It does not hide your activity from the websites you visit, from the network you are using, or from your internet provider.
- **Clear browsing data** (Ctrl + Shift + Delete) removes history, cookies and stored files.
- Keep the browser updated, and install extensions only from the browser's official store.

Searching smartly

A **search engine** such as Google or Bing finds pages that match the words you type. These tips work on both:

To do this	Type this
Find an exact phrase	"income certificate"
Exclude a word	mango recipes -pickle
Search inside one website or domain	scholarship site:gov.in
Find a particular file type	GST invoice format filetype:pdf

Use a few important keywords instead of a long sentence, and add details if the results are too broad, for example "laptop battery draining fast Windows 11".

Judging what you find

- Results marked **Sponsored** or **Ad** are paid advertisements and are not necessarily the best answer.
- For government services such as Aadhaar, PAN or passports, use the official government website, not a look-alike site that charges extra.

- Never trust a customer care number from search results, social media comments or unknown websites. Fraudsters post fake numbers. Find the number in the official app or on the company's own website.
- Check the date of an article and compare two or three reliable sources before believing a claim.

KEY POINTS

- The internet is the network; the web is the collection of pages you open in a browser.
- https means an encrypted connection, not an honest website.
- Quotes find an exact phrase, a minus sign excludes a word, and site: searches one site.
- Private windows do not hide your activity from websites or your network.

TRY THESE EXERCISES

1. Search for the same topic three ways, as plain keywords, as an exact phrase in quotation marks, and with a minus sign before a word to exclude it, and note how the results change each time.
2. Use the site: operator with the government domain ending from this lesson to find an official page about a scholarship or a certificate, read the page address carefully, and bookmark it with Ctrl + D.
3. Open a private window (Ctrl + Shift + N in Chrome and Edge, Ctrl + Shift + P in Firefox), visit two pages, close the window, and then open your browser History with Ctrl + H to confirm that those pages were not recorded on the computer.

CHAPTER 5

Email: Etiquette and Attachments

Parts of an email

An email address has two parts joined by the @ sign: the user name and the domain, as in rahul.verma@example.com. When you write a new message, you fill in:

- **To:** the main recipients.
- **Cc** (carbon copy): people who should be kept informed. Everyone can see who is in To and Cc.
- **Bcc** (blind carbon copy): recipients whose addresses are hidden from everyone else. Use Bcc when emailing many people who do not know each other, to protect their privacy.

- **Subject:** a short summary of the message.
- **Body:** the message itself, ending with your **signature** (name, designation, phone number).
- **Attachments:** files added with the paperclip icon.

Reply answers only the sender. **Reply all** answers the sender and everyone in To and Cc, so use it only when everyone needs your answer. **Forward** sends the message, including its attachments, to someone new. A normal reply does not include the original attachments.

Mailboxes have folders such as Inbox, Sent, Drafts, Spam (or Junk) and Trash (or Deleted items). Check the Spam folder if an expected email does not arrive.

Email etiquette

- Write a **clear subject**, such as "Leave application for 12 and 13 March - Riya Sharma", not "Hi" or "Urgent!!!".
- Start with a greeting, keep paragraphs short and end politely with your name.
- Do not type in ALL CAPITAL LETTERS; it reads like shouting.
- Avoid SMS short forms and emojis in formal emails.
- Use a professional email address, ideally based on your name.
- Check spelling, the recipient's address and the attachment before clicking Send.
- Reply within a reasonable time, even if only to say you will answer soon.

To: accounts@example.com
Subject: GST invoice for March 2026 - Sharma Traders

Dear Sir or Madam,

Please find attached our GST invoice for the goods supplied in March 2026 (Invoice No. ST-0457). Kindly confirm receipt.

Regards,
Neha Sharma
Sharma Traders

Sending attachments well

- Send documents as **PDF** when the reader only needs to read or print them, so the layout looks the same on every device.
- Give files clear names, such as "Invoice-ST-0457-March-2026.pdf", not "scan001.pdf".
- Combine many files into one **zip** file.

- Email services limit the size of attachments, commonly to around 20 to 25 MB per message. For larger files, upload them to cloud storage and share a link instead. Gmail, for example, offers a Google Drive link automatically for files that are too large.
- Mention the attachment in the body, and check that it is really attached.

Attachments you receive

Be careful with unexpected attachments, even from known names, because an account may have been hacked. Never open program files such as .exe, or zip files from unknown senders. If an Office file asks you to "Enable content" or "Enable macros" for no clear reason, close it. When in doubt, confirm with the sender by phone.

KEY POINTS

- Bcc hides recipients' addresses from each other; Cc does not.
- Reply all goes to everyone in To and Cc, so use it only when needed.
- A clear subject, polite tone and checked attachment make a professional email.
- Share files larger than the attachment limit as a cloud link.

TRY THESE EXERCISES

1. Write a formal leave application email with a clear subject, a greeting, two short paragraphs and a signature, save it as a draft first, check it, and then send it to your own email address.
2. Send yourself an email with one PDF and one zip file of three documents attached, mentioning both in the body; then forward it and also reply to it, and note which of the two keeps the attachments.
3. With three classmates, send one test message with one classmate in To, one in Cc and one in Bcc, and compare each person's copy to see whose addresses every recipient can see.

CHAPTER 6

Online Safety and UPI/OTP Fraud Awareness

Strong passwords and two-step verification

- Use a **long passphrase**, for example three or four unrelated words with a number and a symbol. Twelve or more characters is a good habit.

- Use a **different password** for each important account, so one leak does not open all of them. A password manager can remember them for you.
- Turn on **two-step verification** (also called two-factor authentication). Even if someone steals your password, they also need the code sent to your phone or shown in an authenticator app.
- Never save passwords on a shared or cyber cafe computer, and always sign out after use.
- Keep Windows, your browser and apps updated. Windows 10 and 11 include **Windows Security** (Microsoft Defender), so keep it switched on.

Spotting phishing

Phishing messages pretend to come from a bank, a delivery company, an employer or a government office to trick you into clicking a link, sharing details or installing an app.

Warning signs:

- **Urgency or fear:** "Your account will be blocked today", "Your electricity will be cut tonight".
- **Rewards that are too good:** lottery wins, prizes, cashback, easy part-time jobs that pay for "liking" videos.
- A sender address or link that is slightly misspelt, or a shortened link.
- Requests for your OTP, PIN, CVV or passwords.
- App files (APK) sent over WhatsApp or SMS. Install apps only from the official app store.

Instead of clicking, open the official app or type the official website address yourself.

UPI and OTP safety rules

1. **You never need your UPI PIN to receive money.** Entering the PIN approves money going out of your account (apps also ask for it when you check your balance). Anyone who asks you to enter your PIN "to receive" money is cheating you.
2. **Scanning a QR code is for paying.** Nobody needs you to scan a QR code to send you a refund or prize.
3. A **payment request** (also called a collect request) that appears in your UPI app takes money out of your account if you approve it with your PIN. Read every request, and decline any you did not expect.
4. **Never share an OTP,** UPI PIN, card CVV or net banking password. Banks and genuine companies never ask for them. Read the OTP message fully: it usually says what the OTP is for.
5. Never install a **screen-sharing or remote-access app** because a caller asks you to.

6. "Digital arrest" is a scam. Police, CBI, customs or courts do not arrest anyone over a video call or ask for money to "verify" your account. Disconnect and report.

If something goes wrong

Act quickly; the first hours matter most.

- Call the national cybercrime helpline **1930**, or report the complaint on the National Cyber Crime Reporting Portal at cybercrime.gov.in.
- Call your bank to block your card, UPI or net banking.
- Change your passwords, starting with email and banking.
- Keep screenshots, phone numbers and the transaction ID (UTR number) as evidence.

Avoid banking or shopping on open public Wi-Fi. Use your mobile data for anything involving money.

KEY POINTS

- Use long, unique passwords and turn on two-step verification.
- Entering your UPI PIN approves a payment; you never need it to receive money.
- Never share an OTP, PIN or CVV with anyone, including callers who claim to be from a bank.
- Report cyber fraud quickly on 1930 or at cybercrime.gov.in.

TRY THESE EXERCISES

1. Turn on two-step verification for your own email account, write down which method you chose, such as a code by SMS or an authenticator app, and save the backup codes the service offers in a safe place in case you lose your phone.
2. Collect three suspicious SMS, email or WhatsApp messages, or examples given by your teacher, without clicking any link, opening any file or replying, and list the warning signs in each, such as urgency, a misspelt link, an APK file or a request for an OTP.
3. Make a family safety card in English or Hindi with the six UPI and OTP rules from this lesson and the cybercrime helpline number 1930, and explain it to one family member.

Cloud Storage and Sharing

What cloud storage is

Cloud storage keeps your files on a provider's servers, reached over the internet. You sign in to your account from any computer or phone and your files are there. Uploading copies a file from your device to the cloud; downloading copies it back.

Common services include:

- **Google Drive**, which comes with every Google account; its free space is shared with Gmail and Google Photos.
- **Microsoft OneDrive**, which is built into Windows 10 and 11 and works with a Microsoft account.
- **Apple iCloud**, used on iPhones, iPads and Macs.
- **DigiLocker**, the Government of India's platform where you can keep and fetch official documents such as Aadhaar, PAN, driving licence and marksheets issued by government departments and boards.

Advantages and limits

Advantages	Limits
Open files from any device	Needs an internet connection for files not stored offline
Files survive if your laptop is lost or damaged	Free space is limited; more space usually costs money
Easy sharing without large attachments	Your files are only as safe as your account password
Several people can edit one document together	Slow internet makes large uploads slow

With Google Docs or Microsoft 365 on the web, a team can edit the same document at the same time and see each other's changes.

Syncing with your computer

OneDrive and Google Drive can **sync** a folder on your computer with the cloud. Any change you make in that folder, on any device, appears everywhere. In OneDrive, a cloud icon beside a file means it is online-only, while a green tick means it is also available on this device without internet.

Remember that sync copies **deletions** too. Deleting a file from your synced folder deletes it from the cloud as well, though it usually stays in the cloud's own recycle bin for a limited time. Sync is therefore not a complete backup; keep a separate copy of truly important files.

Version history lets you open or restore an earlier version of a file, which is useful when someone saves wrong changes over a good document.

Sharing safely

When you share a file or folder, choose who can open it and what they can do:

- **Viewer:** can only read.
- **Commenter:** can read and add comments (Google Drive).
- **Editor:** can change the file.

You can share with specific people by entering their email address, or create a link. "Anyone with the link" means anybody who gets the link can open the file, even if it is forwarded. For personal documents such as Aadhaar, mark sheets or bank statements, share only with named people, give view-only access, and remove access when it is no longer needed.

Protect your cloud account with a strong password and two-step verification, because one account may hold years of photos and documents.

KEY POINTS

- Cloud storage keeps files on internet servers that you reach by signing in.
- DigiLocker is the Government of India's platform for official documents.
- Sync copies deletions too, so it is not a full backup.
- Share sensitive files only with named people and give view-only access.

TRY THESE EXERCISES

1. Sign in to Google Drive or OneDrive, create a folder for this course, upload a document from your computer, and then download it again into a different folder on the computer.
2. Share a practice document with a classmate as Viewer, then change their access to Editor, and finally remove their access, asking them after each step what they can and cannot do.
3. Edit one Google Docs or Word for the web document together with a classmate at the same time, then open its version history and restore an earlier version.

CHECK YOURSELF

Practice questions

Choose the best answer for each question. The answers, with a short explanation, are in the next chapter.

1. In Windows 11, where are the Start button and taskbar icons placed by default?
 - a) In the centre of the taskbar
 - b) At the left end of the taskbar
 - c) At the top of the screen
 - d) On the right side of the screen
2. What happens to the original file when you delete its shortcut from the desktop?
 - a) The original file stays where it is
 - b) The original file is also deleted
 - c) The original file moves to the Documents folder
 - d) The original file becomes read-only
3. Where can you usually restore a file that you deleted from your computer's own hard disk or SSD?
 - a) The notification area
 - b) The Start menu
 - c) The title bar
 - d) The Recycle Bin
4. What is the area at the right end of the taskbar, showing the clock, volume and network icons, called?
 - a) The address bar
 - b) The navigation pane
 - c) The notification area
 - d) The title bar
5. Which shortcut creates a new folder in File Explorer?
 - a) Ctrl + N
 - b) Ctrl + Shift + F
 - c) Alt + N
 - d) Ctrl + Shift + N

6. What does Shift + Delete do to a selected file in File Explorer?

- a) It deletes the file permanently without sending it to the Recycle Bin
- b) It copies the file to the desktop
- c) It renames the file
- d) It restores the file from the Recycle Bin

7. How do you select several files in a folder that are not next to each other?

- a) Hold Shift and click each file
- b) Hold Alt and double-click each file
- c) Press F2 on each file
- d) Hold Ctrl and click each file

8. By default, what happens when you drag a file from your C: drive to a pen drive?

- a) The file is moved, and removed from C:
- b) The file is copied, and the original stays on C:
- c) The file is deleted
- d) A shortcut to the file is created on the pen drive

9. How do you show file extensions such as .docx and .pdf in Windows 11 File Explorer?

- a) Open the Recycle Bin and choose Restore
- b) Right-click the taskbar and choose Task Manager
- c) Press Windows key + L
- d) Choose View, then Show, then tick File name extensions

10. What does the shortcut Alt + Tab do?

- a) Closes the active window
- b) Switches between open windows
- c) Opens the Start menu
- d) Takes a screenshot

11. What does pressing Windows key + L do?

- a) Opens File Explorer
- b) Locks the computer
- c) Opens Settings
- d) Shows the desktop

12. Which shortcut undoes your last action in most programs?

- a) Ctrl + Y
- b) Ctrl + U
- c) Ctrl + Z
- d) Ctrl + X

13. Which shortcut lets you capture a screenshot of a selected area of the screen in Windows 10 and 11?

- a) Windows key + D
- b) Ctrl + Shift + Esc
- c) Windows key + Shift + S
- d) Alt + F4

14. A program has stopped responding. Which shortcut opens Task Manager so you can close it?

- a) Ctrl + Alt + Tab
- b) Ctrl + Shift + Esc
- c) Windows key + R
- d) Ctrl + Shift + N

15. What is the difference between the internet and the World Wide Web?

- a) The internet is the worldwide network; the web is the collection of pages opened through it in a browser
- b) They are two names for exactly the same thing
- c) The web is the network of cables; the internet is the collection of pages
- d) The internet works only on computers, and the web only on phones

16. What does https at the start of a website address tell you?

- a) The website is guaranteed to be honest
- b) The connection between your browser and the website is encrypted
- c) The website has been approved by the government
- d) The website has no advertisements

17. Which statement about a private (Incognito or InPrivate) window is correct?

- a) It hides your activity from every website and your internet provider
- b) It protects your computer from all viruses
- c) It does not keep your history on the computer, but websites and your network can still see your activity
- d) It makes downloads faster

18. How do you search for an exact phrase in Google or Bing?

- a) Put a minus sign before the phrase
- b) Put the phrase inside double quotes
- c) Type the phrase in capital letters
- d) Add filetype: before the phrase

19. What does adding site:gov.in to a search do?

- a) It shows results only from websites whose domain ends in gov.in
- b) It removes all government websites from the results
- c) It shows only PDF files
- d) It opens the first result automatically

20. What is the purpose of the Bcc field in an email?

- a) To send the email at a later time
- b) To attach large files
- c) To send a copy to people without the other recipients seeing their addresses
- d) To mark the email as urgent

21. When you click Reply all, who receives your reply?

- a) Only the sender
- b) Everyone in your contact list
- c) The sender and everyone in the To and Cc fields
- d) Only the people in the Bcc field

22. Why should you avoid typing an email in ALL CAPITAL LETTERS?

- a) Email services cannot send capital letters
- b) It makes the attachment larger
- c) It reads like shouting and seems impolite
- d) It removes the subject line

23. You need to send a 300 MB video, but your email service has a much smaller attachment limit. What should you do?

- a) Attach it anyway and send it several times
- b) Rename the file with a .txt extension
- c) Print the video and post it
- d) Upload it to cloud storage and share a link

24. You receive an unexpected email from an unknown sender with an attachment named invoice.exe. What should you do?

- a) Open it to see what the invoice is for
- b) Forward it to all your contacts as a warning
- c) Do not open it; delete it or report it as spam
- d) Rename it to invoice.pdf and then open it

25. In which of these situations do you never need to enter your UPI PIN?

- a) Paying a shopkeeper by scanning their QR code
- b) Sending money to a friend's UPI ID
- c) Approving a payment request from a merchant
- d) Receiving money from a friend

26. A caller says he is from your bank and asks for the OTP you just received to "stop your account from being blocked". What should you do?

- a) Share the OTP quickly so the account is not blocked
- b) Refuse, hang up and contact the bank through its official number or app
- c) Share only half of the OTP
- d) Share the OTP but not your PIN

27. What is the national cybercrime helpline number in India for reporting online financial fraud?

- a) 100
- b) 1930
- c) 108
- d) 1098

- 28. Someone on WhatsApp asks you to scan a QR code with your UPI app to receive prize money. What is this?**
- a) A fraud, because scanning a QR code in a UPI app is used to pay money
 - b) A safe way to receive money quickly
 - c) The normal way banks send refunds
 - d) A way to check your account balance
- 29. What does two-step verification add to your online account?**
- a) A second check, such as a code on your phone, in addition to your password
 - b) A second password that replaces the first
 - c) Automatic backups of all your files
 - d) Faster login without any password
- 30. Someone on a video call claims to be a police officer and says you are under "digital arrest" until you transfer money. What should you do?**
- a) Disconnect and report it, because genuine officers do not arrest people over video calls
 - b) Stay on the call and transfer the money to prove your innocence
 - c) Share your bank details so they can verify your account
 - d) Install the app they suggest for questioning
- 31. What is cloud storage?**
- a) Storing files only on a pen drive
 - b) A special part of RAM used for large files
 - c) Storing files on a provider's internet servers so you can reach them by signing in from any device
 - d) A way to make the hard disk spin faster
- 32. What is DigiLocker?**
- a) A tool for compressing files into zip format
 - b) A Windows feature that locks the computer
 - c) An antivirus program built into browsers
 - d) The Government of India's platform for keeping and fetching official documents
- 33. You delete a file from the OneDrive folder on your computer, which is synced. What happens?**
- a) It stays in the cloud forever, because sync never copies deletions
 - b) It is deleted from OneDrive in the cloud as well, usually going to the cloud recycle bin for a limited time
 - c) It is moved to your pen drive
 - d) It is converted into a shortcut

34. What is the safest way to share a scan of your Aadhaar card using cloud storage?

- a) Share it only with the specific person, with view-only access, and remove access later
- b) Share it with "Anyone with the link" and edit access
- c) Post the link in a public social media group
- d) Share your cloud account password with the person

35. What does version history in cloud storage let you do?

- a) Find out which version of Windows you are using
- b) Increase your free storage space
- c) Update your web browser
- d) Open or restore an earlier version of a file

ANSWER KEY

Answers

- 1. **(a) In the centre of the taskbar.** Windows 11 centres the Start button and taskbar icons by default; they can be moved to the left in Settings. Windows 10 places the Start button at the left end.
- 2. **(a) The original file stays where it is.** A shortcut is only a link to the real file. Deleting the shortcut removes the link, not the file it points to.
- 3. **(d) The Recycle Bin.** Files deleted from the computer's own drive go to the Recycle Bin, where you can select them and choose Restore.
- 4. **(c) The notification area.** The notification area, also called the system tray, shows the clock, status icons and programs running in the background.
- 5. **(d) Ctrl + Shift + N.** Ctrl + Shift + N creates a new folder in the current location. Ctrl + N opens a new File Explorer window instead.
- 6. **(a) It deletes the file permanently without sending it to the Recycle Bin.** Shift + Delete skips the Recycle Bin and removes the file permanently after you confirm, so use it with care.
- 7. **(d) Hold Ctrl and click each file.** Ctrl + click adds or removes one item at a time. Shift + click selects every item between the first and the last one clicked.
- 8. **(b) The file is copied, and the original stays on C:.** Dragging to a different drive copies the file by default. Dragging within the same drive moves it.
- 9. **(d) Choose View, then Show, then tick File name extensions.** In Windows 11 the option is under View, then Show. In Windows 10 it is a tick box on the View tab of the ribbon.

10. (b) Switches between open windows.

Holding Alt and pressing Tab shows your open windows and moves between them. Alt + F4 closes the active window.

11. (b) Locks the computer. Windows key + L locks the computer so nobody can use your account while you are away. Windows key + E opens File Explorer.

12. (c) Ctrl + Z. Ctrl + Z undoes the last action. Ctrl + Y usually redoes it, and Ctrl + X cuts.

13. (c) Windows key + Shift + S. Windows key + Shift + S lets you drag around the area you want to capture. The image is copied so you can paste it.

14. (b) Ctrl + Shift + Esc. Ctrl + Shift + Esc opens Task Manager directly, where you can select the frozen program and choose End task.

15. (a) The internet is the worldwide network; the web is the collection of pages opened through it in a browser. The internet is the global network of networks. The World Wide Web is one service that runs on it, alongside others such as email.

16. (b) The connection between your browser and the website is encrypted. https means the data travelling between you and the site is encrypted. Fraudulent sites can also use https, so it does not prove a site is genuine.

17. (c) It does not keep your history on the computer, but websites and your network can still see your activity. A private window only avoids saving history, cookies and form data on that device. Websites, your network and your internet provider can still see what you do.

18. (b) Put the phrase inside double quotes.

Double quotes make the search engine look for those words together in that exact order. A minus sign excludes a word.

19. (a) It shows results only from websites whose domain ends in gov.in. The site: operator limits results to one website or domain ending, which is useful for finding official government pages.

20. (c) To send a copy to people without the other recipients seeing their addresses. Addresses in Bcc (blind carbon copy) are hidden from everyone else. Cc addresses are visible to all recipients.

21. (c) The sender and everyone in the To and Cc fields. Reply all sends your answer to the sender and all visible recipients. Use it only when everyone needs to read your reply.

22. (c) It reads like shouting and seems impolite. Text in all capitals is read as shouting, which seems rude in professional communication. Normal sentence case is easier to read.

23. (d) Upload it to cloud storage and share a link. Attachment limits are commonly around 20 to 25 MB. Larger files are shared by uploading them to cloud storage and sending a link.

24. (c) Do not open it; delete it or report it as spam. An .exe file is a program and could be malware. Unexpected program attachments from unknown senders should never be opened.

25. (d) Receiving money from a friend. The UPI PIN approves money leaving your account. Receiving money never needs it, so anyone who asks for your PIN to send you money is a fraudster.

- 26. (b) Refuse, hang up and contact the bank through its official number or app.** Banks never ask for your OTP. Anyone who asks for it is trying to use it to take money or access your account.
- 27. (b) 1930.** 1930 is the national cybercrime helpline, and complaints can also be filed at cybercrime.gov.in. The other numbers belong to emergency and child helplines, not to cybercrime reporting.
- 28. (a) A fraud, because scanning a QR code in a UPI app is used to pay money.** Scanning a QR code and entering your PIN sends money from your account. Nobody needs you to scan a code to send money to you.
- 29. (a) A second check, such as a code on your phone, in addition to your password.** With two-step verification, someone who steals your password still cannot sign in without the second factor, such as a one-time code.
- 30. (a) Disconnect and report it, because genuine officers do not arrest people over video calls.** So-called digital arrest is a scam. Police and other agencies do not arrest people or demand money over video calls, so disconnect and report it on 1930 or cybercrime.gov.in.
- 31. (c) Storing files on a provider's internet servers so you can reach them by signing in from any device.** Cloud storage keeps your files on servers on the internet. You can open them from any computer or phone by signing in to your account.
- 32. (d) The Government of India's platform for keeping and fetching official documents.** DigiLocker is a government platform where you can keep and fetch official documents such as Aadhaar, PAN and marksheets issued by departments and boards.
- 33. (b) It is deleted from OneDrive in the cloud as well, usually going to the cloud recycle bin for a limited time.** Sync mirrors changes, including deletions, so the file is removed from the cloud too. This is why sync is not a complete backup.
- 34. (a) Share it only with the specific person, with view-only access, and remove access later.** Sharing with one named person and view-only access limits who can open the file and stops changes. Removing access later stops them opening it from your cloud, although a copy they downloaded stays with them.
- 35. (d) Open or restore an earlier version of a file.** Version history keeps earlier saved versions of a file, so you can go back if wrong changes were saved over a good document.

Glossary

Attachment

A file, such as a PDF, photo or zip file, sent along with an email message.

Bcc

Blind carbon copy, an email field whose recipients are hidden from everyone else who receives the message.

Cc

Carbon copy, an email field for people who should be kept informed, whose addresses every recipient can see.

Cloud storage

A service that keeps your files on a provider's servers on the internet, so you can reach them from any device by signing in.

DigiLocker

The Government of India's platform where you can keep and fetch official documents such as Aadhaar, PAN and marksheets issued by government departments and boards.

File Explorer

The Windows app for browsing, opening, copying, moving and deleting files and folders, opened with Windows key + E.

HTTPS

HyperText Transfer Protocol Secure, the encrypted form of HTTP, the protocol browsers use to fetch web pages; it protects the connection between your browser and a website but does not prove that the site is honest.

Internet

The worldwide network of connected computer networks, which carries the web as well as email, video calls and UPI payments.

Keyboard shortcut

A combination of keys, such as Ctrl + C to copy, that does a job instantly without going through menus.

OTP

A one-time password, a short code sent to your phone or email to confirm a login or payment, which must never be shared with anyone.

Phishing

A trick in which a fake message pretends to come from a bank, company or government office in order to steal your details or money.

Private window

A browser window, such as Incognito in Chrome or InPrivate in Edge, that does not keep your history, cookies or form entries on that computer after you close it.

Recycle Bin

The Windows folder that holds files deleted normally from the computer's own drive until you restore them or empty it.

Search engine

A service such as Google or Bing that finds web pages matching the words you type.

Shortcut

An icon with a small arrow on its corner that links to a file, folder or app, so deleting it does not delete the original.

Snap

A Windows feature that resizes a window to fill half or another part of the screen when you drag it to a screen edge or choose a Snap layout.

Sync

Keeping a folder on your computer and its copy in cloud storage the same, so that every change, including a deletion, appears in both places.

Task Manager

The Windows tool, opened with Ctrl + Shift + Esc, that shows running programs and can end a program that has frozen.

Taskbar

The bar along the bottom of the Windows screen that holds the Start button, pinned apps, open apps and the notification area.

Two-step verification

A sign-in protection, also called two-factor authentication, that asks for a second proof such as a code on your phone as well as your password.

UPI PIN

The secret 4- or 6-digit number you enter in a UPI (Unified Payments Interface) app to approve money going out of your account or to check your balance; it is never needed to receive money.

URL

Uniform Resource Locator, the full address of a web page, made up of the protocol, the domain name and the path to the page.

Web browser

An app such as Google Chrome, Microsoft Edge, Mozilla Firefox or Safari that opens and displays web pages.

World Wide Web

The collection of billions of linked pages that runs on the internet and is opened in a web browser.

Zip file

A compressed file that packs one or more files and folders into a single, usually smaller, file that is easier to email or upload.



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