

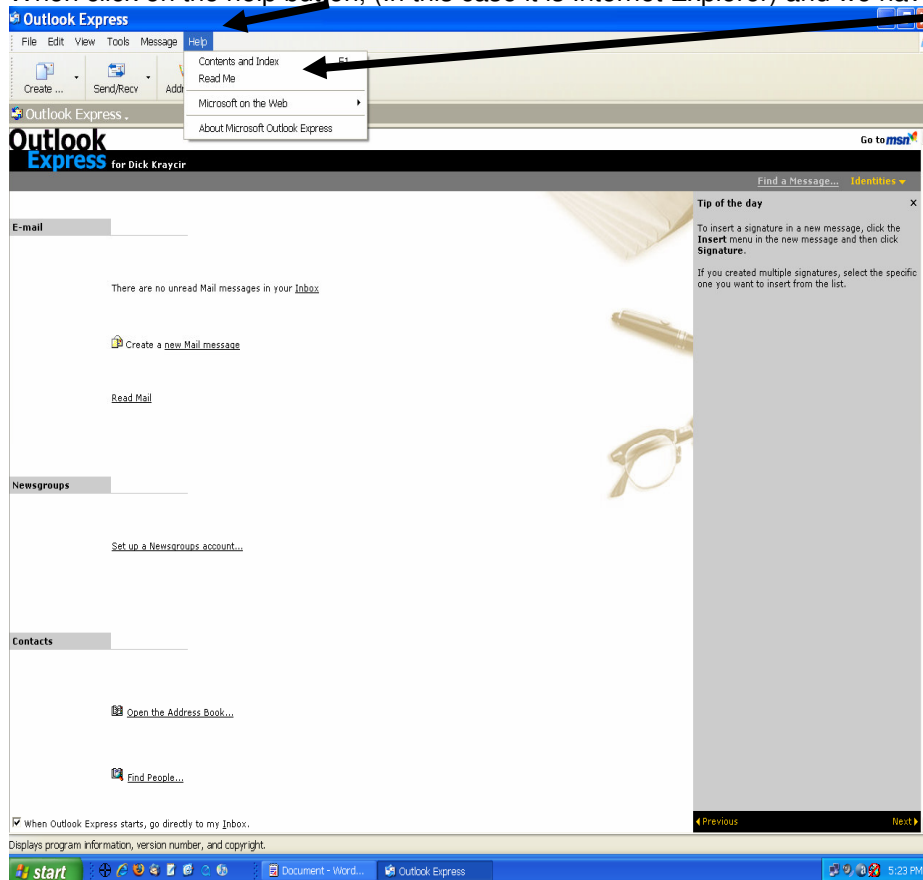
COA Computer Center

A Special on using the Help menu
(F1 or a left Mouse click on 'Help' on the Menu Bar)

HELP !

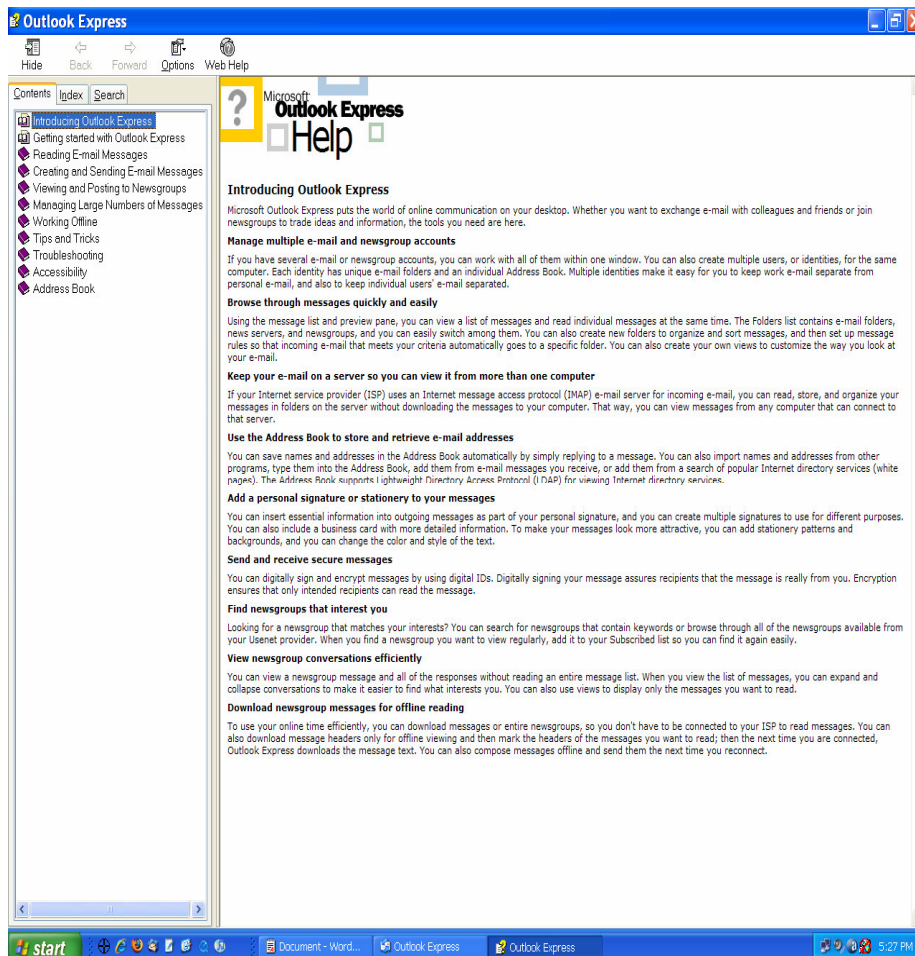
Using the Help Menu or using Google to answer your questions can be as valuable as having a computer professional sitting right on top of your Video Monitor!! It is often the last place we go, but should be the first. I am one of those people who refuses to ask for directions so help is not on my Radar Screen at all, until someone reminds me to use it. It is worthwhile to review use of the help menu and some of the other help functions that are available to us.

When click on the help button, (In this case it is Internet Explorer) and we have several options



A Menu comes up offering several options (for this example we are using the help screen for Microsoft Outlook Express). Each program will have some unique differences and they are worth looking at on a day you are exploring your computer.

In Outlook Express , **Contents and index** is the top line and the one we normally use (if we fail, we would then use the 'Online' option). That gets us to a screen that has three tab options

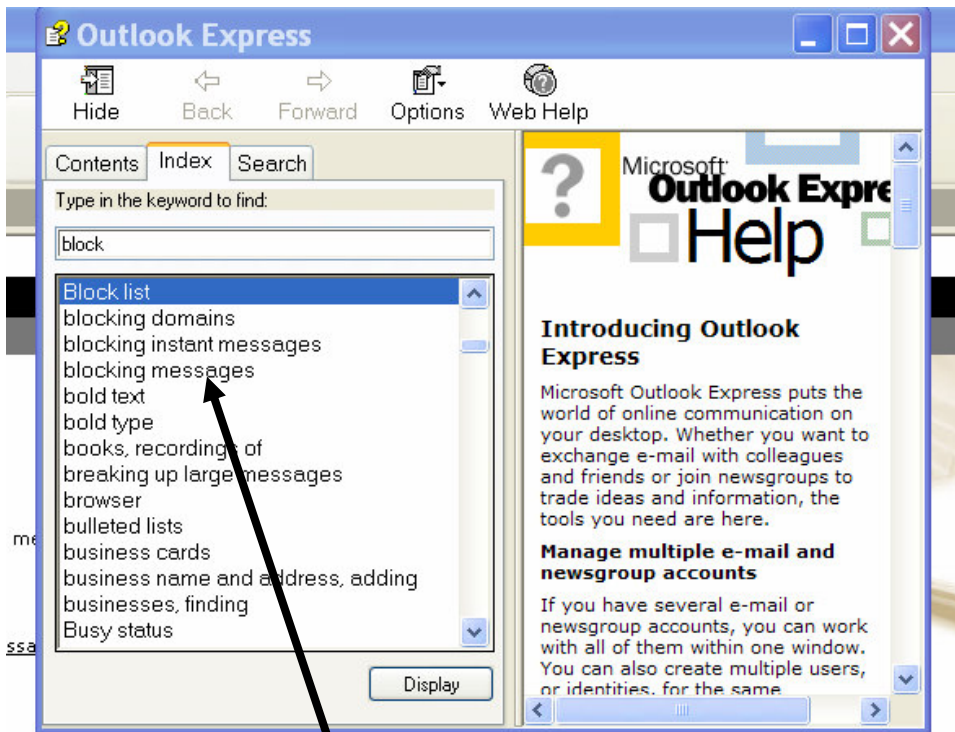


Contents:

A good place to go to get general instructions about the program. It includes some Troubleshooting guides and some accessibility information. The section 'Getting Started with Outlook Express' is good reading. Other Programs will have similar sections when you get into the help section.

Index:

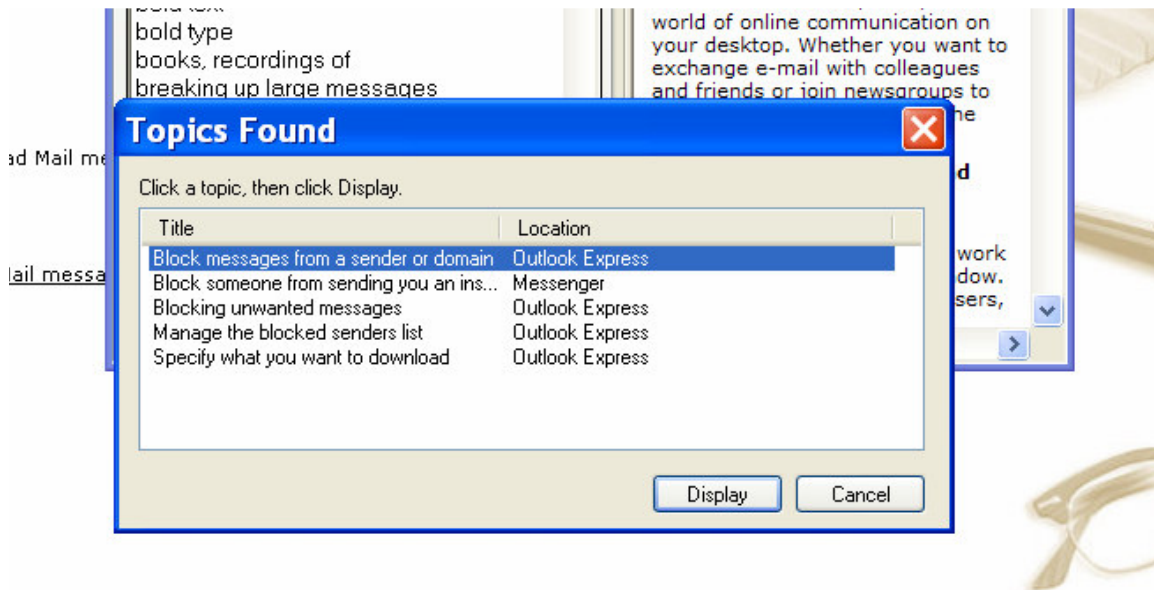
This tab is very much like the index of a book. Type in a word related to the area you need help and it will take you there when you click on the display box at the bottom. Let us say we want to block mail from a particular sender. Type in the word 'block' click on Display and you get:



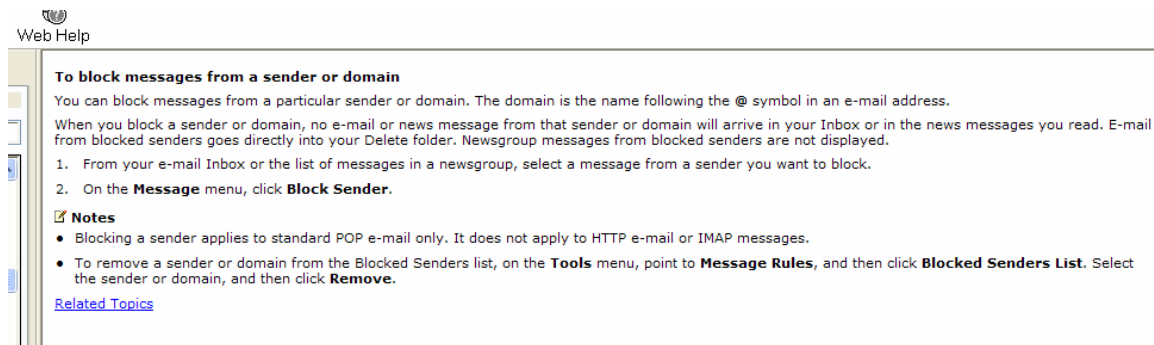
This shows us several choices:

Block list
blocking domains
blocking instant messages
blocking messages

Blocking messages seems to be the closest match so click on 'blocking messages' to make it be highlighted in blue and then press the Display Button. This opens another dialog box with all Topics related to the subject.



After selecting '**Blocking messages from a sender or domain**' and clicking display we get some very clear instructions about how to do this:



Don't be concerned that you do not get to the right area of the Help! screen on the first try, like any sort of research, it might be necessary to try different words or a different phrase.

Search:

The third tab on the help menu allows typing a word that might be in the text of the help instructions rather than in the title. When typing the word **Block** some additional areas come up. Try it and see what happens.

Good luck!!

If all else fails, type your question into Google and you will get many references to the question...some good, some not so good! Worth a try if the Help! screen does not give you the information you need.