

# Desktop icons

## Loaded on your computers



OLS

----- **OLS:** Takes user directly to K12 Online School login page.



K12 Start

----- **K12 Start:** Takes user directly to K12 Start site, designed to help new users.



Customer Support

----- **Customer Support:** Takes user directly to [help.k12.com](http://help.k12.com), customer support site.



Who to Contact

----- **Who to Contact:** Takes user directly to matrix of resources to contact for different types of issues.



Student

----- **Student:** Folder where students should store their work files and contains a document to help track materials shipments.



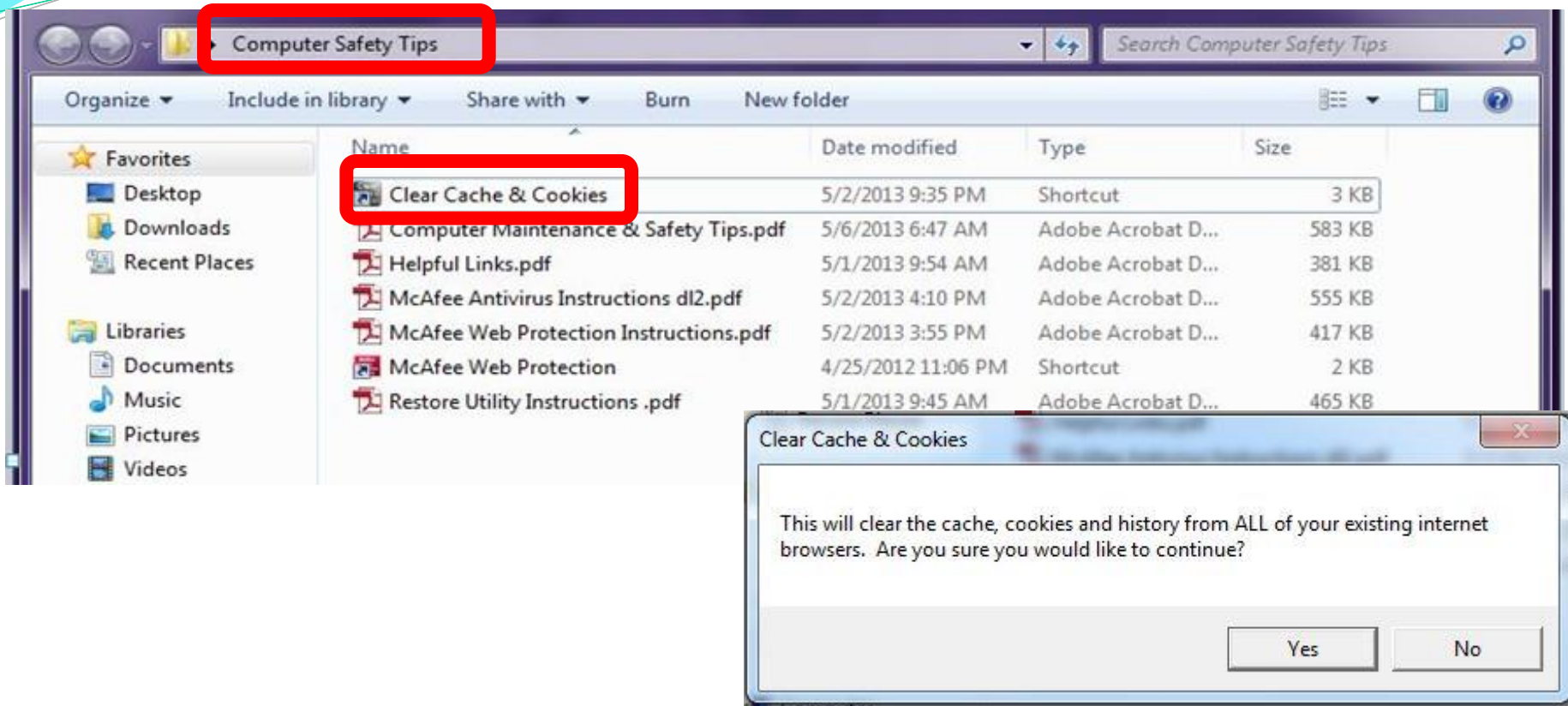
Computer Safety Tips

----- **Computer Safety Tips:** Contains tips to keep your computer healthy, and includes helpful tools and documents.



Recycle Bin

----- **Recycle Bin:** Folder where all deleted files are stored before being permanently deleted.



This tool is located in the Computer Safety Tips folder and it will clear the cache and cookies for all the currently installed browsers. This will help the browsers run more efficiently.

# Start Menu icons



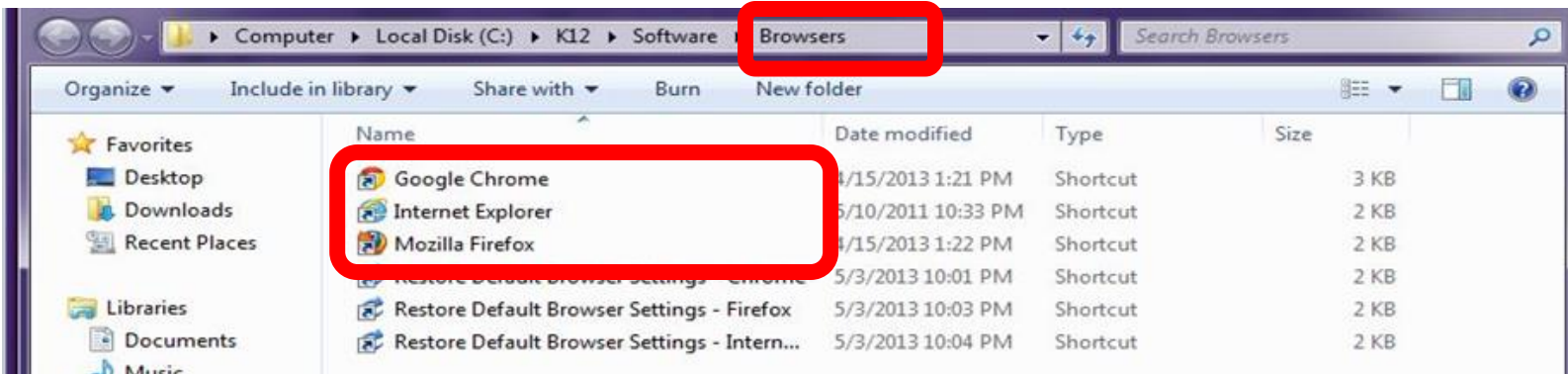
By clicking this icon, the welcome slides will open

Shortcuts to MS Office programs

**You Must Be connected to the internet when you activate These, otherwise they will look like 30 day trials**

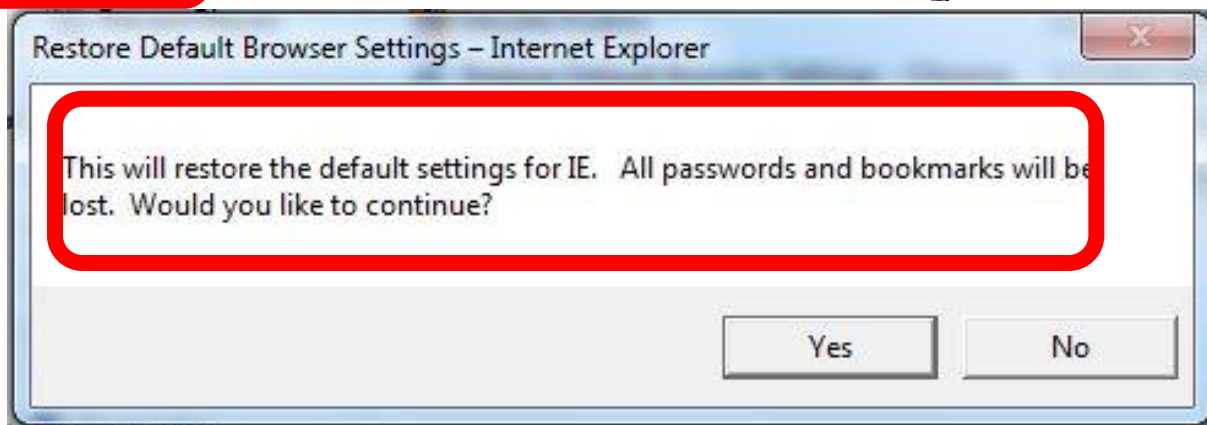
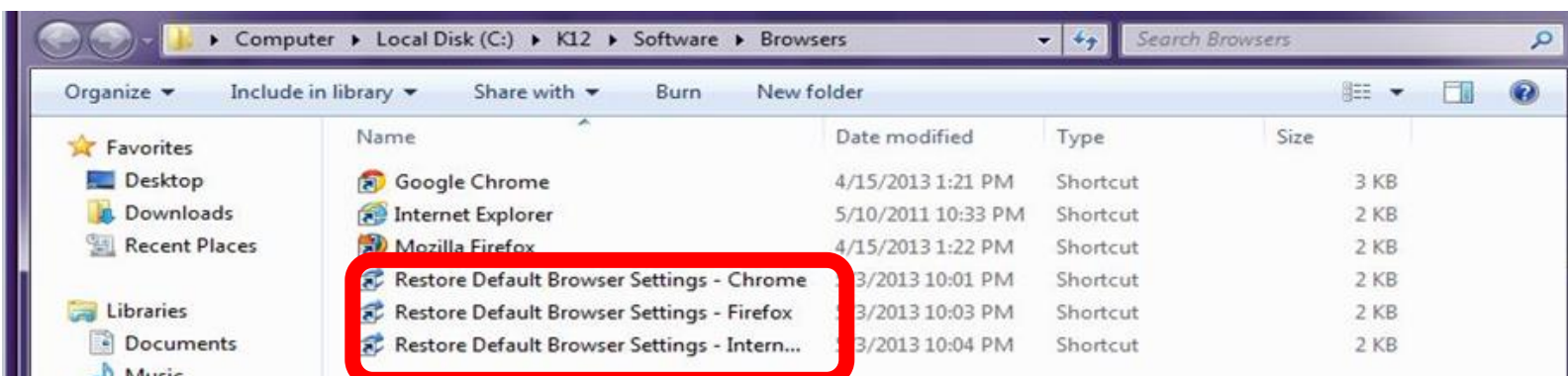
Folder contains shortcuts to Browsers & tool to restore settings

# Under Browsers



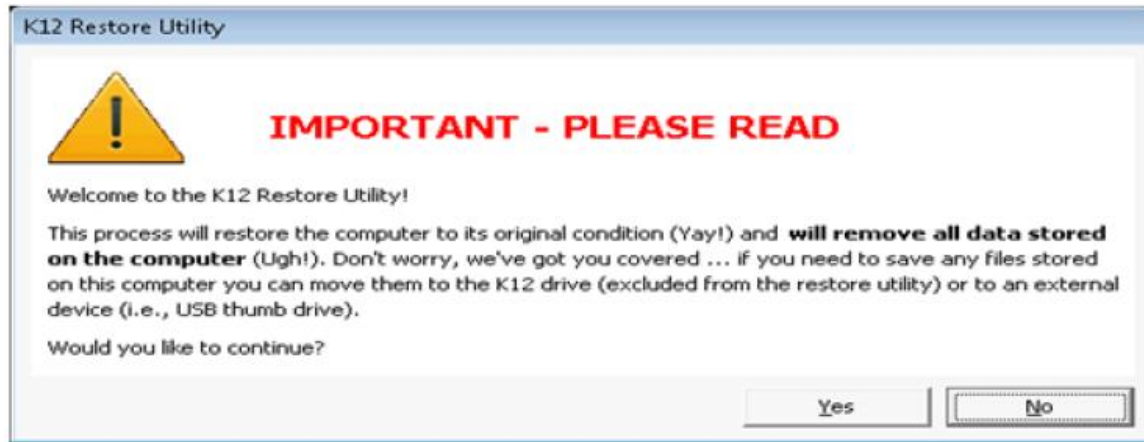
**Short Cuts to Download Browsers  
We Recommend you use Firefox**

# Also Under Browsers



To restore a browser to its original factory settings, the user can double-click the browser restore tool in the Browsers folder.

# Recovery Partition – This will give you these warnings



Every time the computer starts up, the user can press “F3” on the keyboard to initiate the K12 Restore Utility.



# Creating Files

- It's Important that you decide where you are saving your work and documents.
- Desktop Folders: You can create these in your my documents or on your Desktop!
- Save documents with names you will REMEMBER!  
( Example - Orientation)
- Back-up your files weekly.
- Use a flash drive in case you need to transport work to a back-up computer or Save it in the File we created for you or **Both**.



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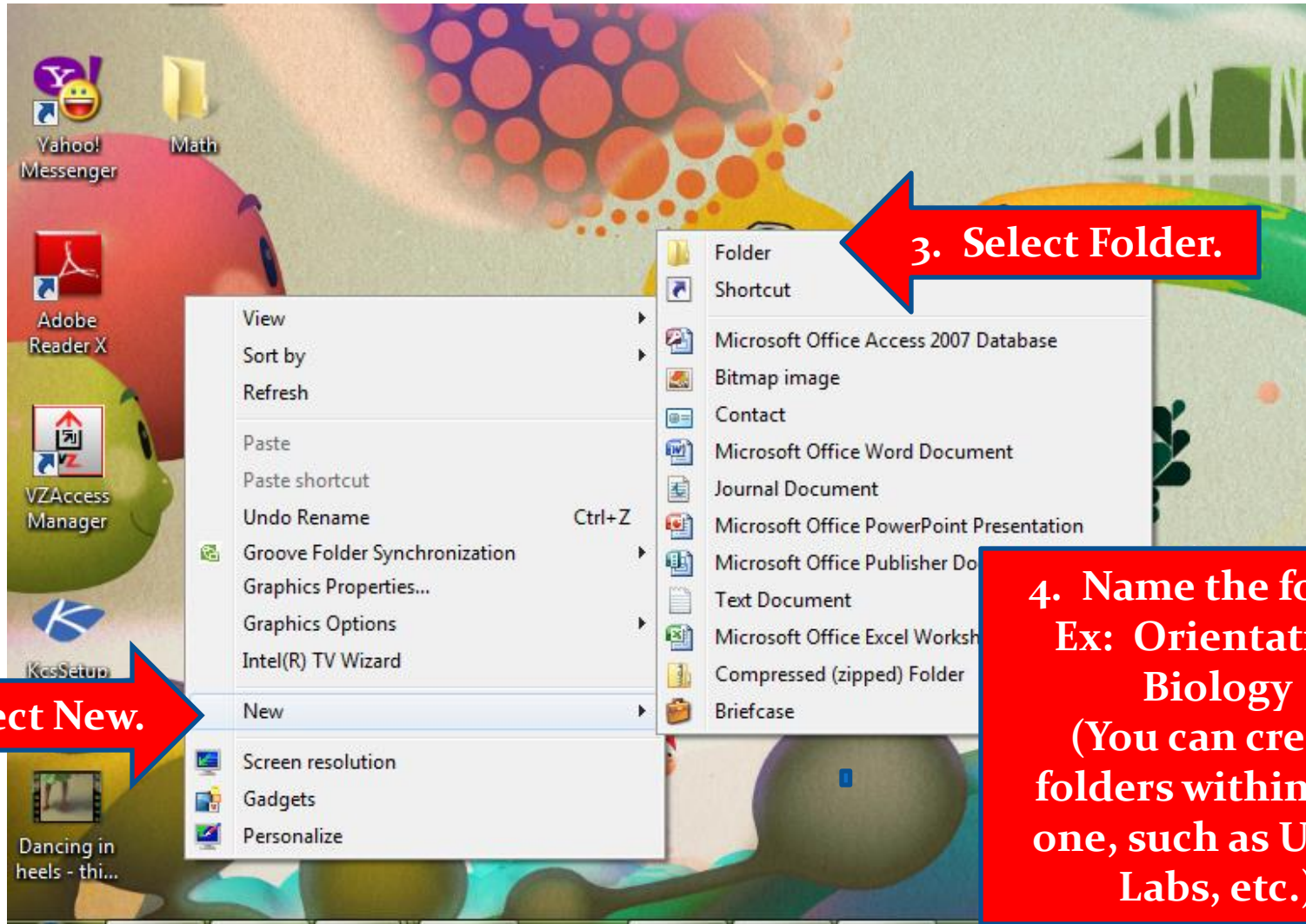
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# Create Desktop Folders

**1. Right click on your desktop.**



**3. Select Folder.**

**4. Name the folder.**  
**Ex: Orientation, Biology**  
**(You can create folders within that one, such as Unit 1, Labs, etc.)**

**2. Select New.**

# K12 Help Line and Customer Support

- **K12 Helpline**

If you encounter any technical problems during the school year, please call this number: 1-866-K12-CARE (1-866-512-2273).

- **K12 Customer Support Center**

The support center has a lot of helpful information about a variety of topics: returning materials, materials lists for classes, technical information, trouble shooting tech issues, AND you can even request on line assistance.

<http://help.k12.com/> or 866-512-2273.