

# CHAPTER TWO

# USING WINDOWS XP

## Looking at Operating Systems

An operating system or environment is a collection of programs designed to control the computer’s interaction and communication with the user, performing two important functions on the computer:

- managing the input devices, output devices, and storage devices
- managing the files stored on the computer and recognizes the file types to complete tasks.

Every computer requires an operating system to function. A computer must load the operating system into memory before it can load any application program.

Examples of operating systems include DOS, Windows, Unix, Linux, and the Apple Operating System.

## DOS

Stands for Disk Operating System

Difficult to use due to the display and having to type in commands to perform a task

```
C:\>d:
Invalid drive specification
```

Northcoast Machines Ltd. Jan 01 1997

Add/Modify/Delete Batches

Batch	[ ]	Entry mode	<Normal entry>	Entries:
Description	[ ]			Debits:
				Credits:

Entry [ ] Period [ ]

Line [ ]

Source code: -[ ]

Date [ / / ]

Reference [ ] Description [ ]

Account [ ] Dept. [ ]

Debit [ ] Credit [ ]

Line	Reference	Description	Acct.	Dept.	Debit	Credit

Entry totals:  
Out of balance by:

BLANK=New Batch ESC=Exit F1=Help

# Microsoft Windows

operating system for PCs, using a WYSIWYG (“What You See Is What You Get”) screen display.

uses a Graphical User Interface (GUI) where you use a mouse or other devices to point and select functions.

# Mac OS

designed for the Apple Macintosh computers

provides a graphics interface that makes working on the computer much easier and faster

# UNIX

- designed with flexibility in mind and used one of the more popular programming languages readily available on most computers
- main drawback is that it is based on one-line commands controlling the functions
- very popular with universities and scientific or research organizations

# Linux

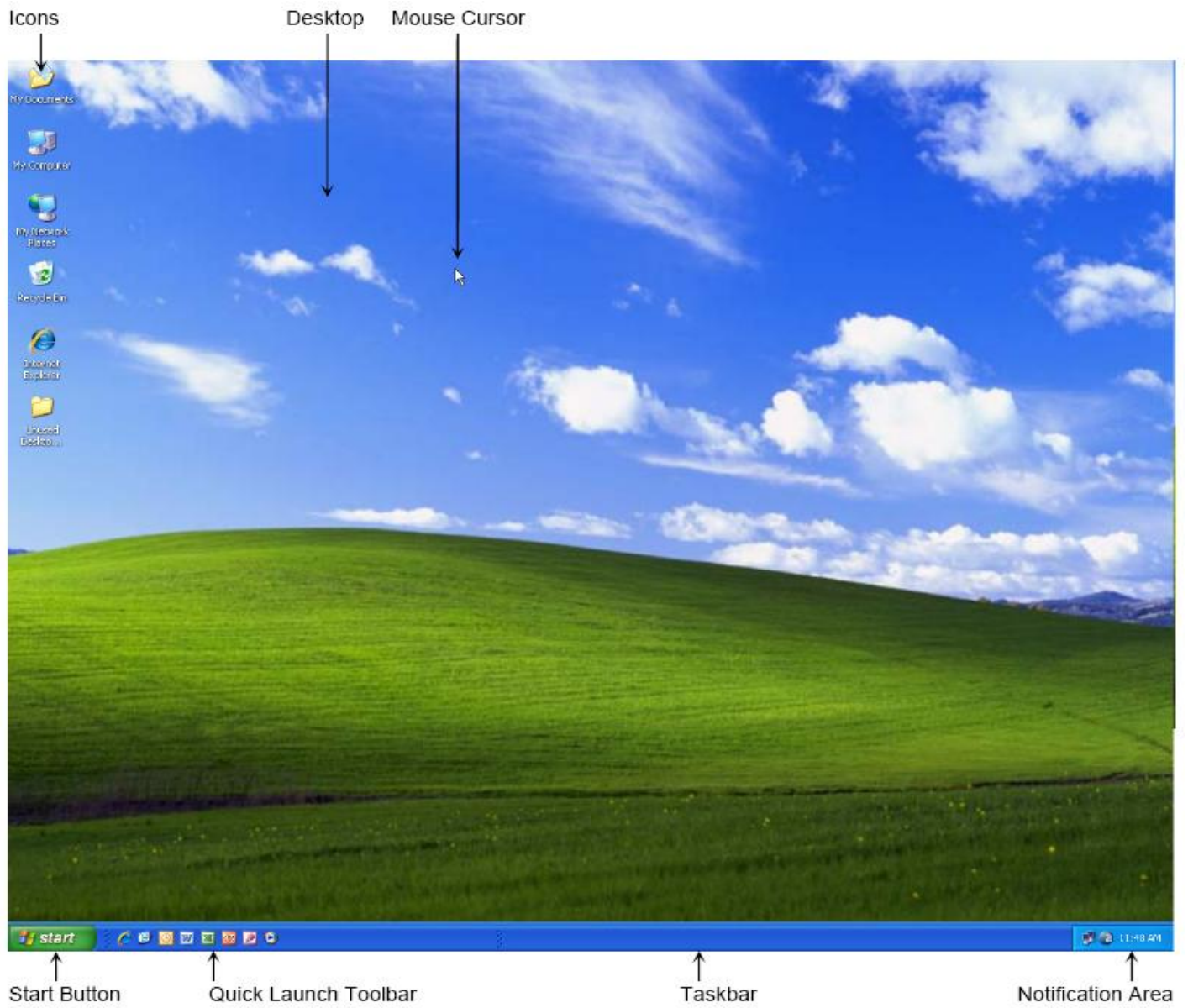
- based on Unix and provides more of a graphics user interface.
- readily available and very popular for use with high-end servers, and entrepreneurial software developers.

## Looking at Windows

Windows is an operating system from Microsoft Corporation. It is a graphics based environment, allowing users to easily integrate data and graphics, and easily manoeuvre between applications.

## Looking at the Desktop

Once Windows loads, the desktop will look similar to the following. You will notice several objects or icons on the desktop.




The number of icons or folders on your screen will depend on who had access to this system last or the user id being used.

<b>Desktop</b>	The work area where windows, icons, menus, and dialog boxes appear and may contain shortcuts to frequently used files, programs, or Web pages.
<b>Taskbar</b>	By default, this is located at the bottom of the screen and contains the Start button, notification area, and may display the Quick Launch bar or other toolbars.
<b>Start Button</b>	Use this to start programs, open documents, find items on your computer, get help, as well as log off and shut down your computer.
<b>My Documents</b>	By default, this folder contains documents or files you save on the computer.
<b>My Computer</b>	This folder displays the storage devices that you have access to on your computer or network.
<b>My Network Places</b>	This displays the shared resources available on your network, or can be used to install a network printer.
<b>Recycle Bin</b>	This is a temporary storage place for deleted files.
<b>Internet Explorer</b>	This is a Web browser that allows you to access the Internet and the World Wide Web (WWW) services or your company's Intranet.
<b>Mouse Cursor</b>	The pointing arrow symbol represents the movement or action of the mouse.

## Using the Start Button

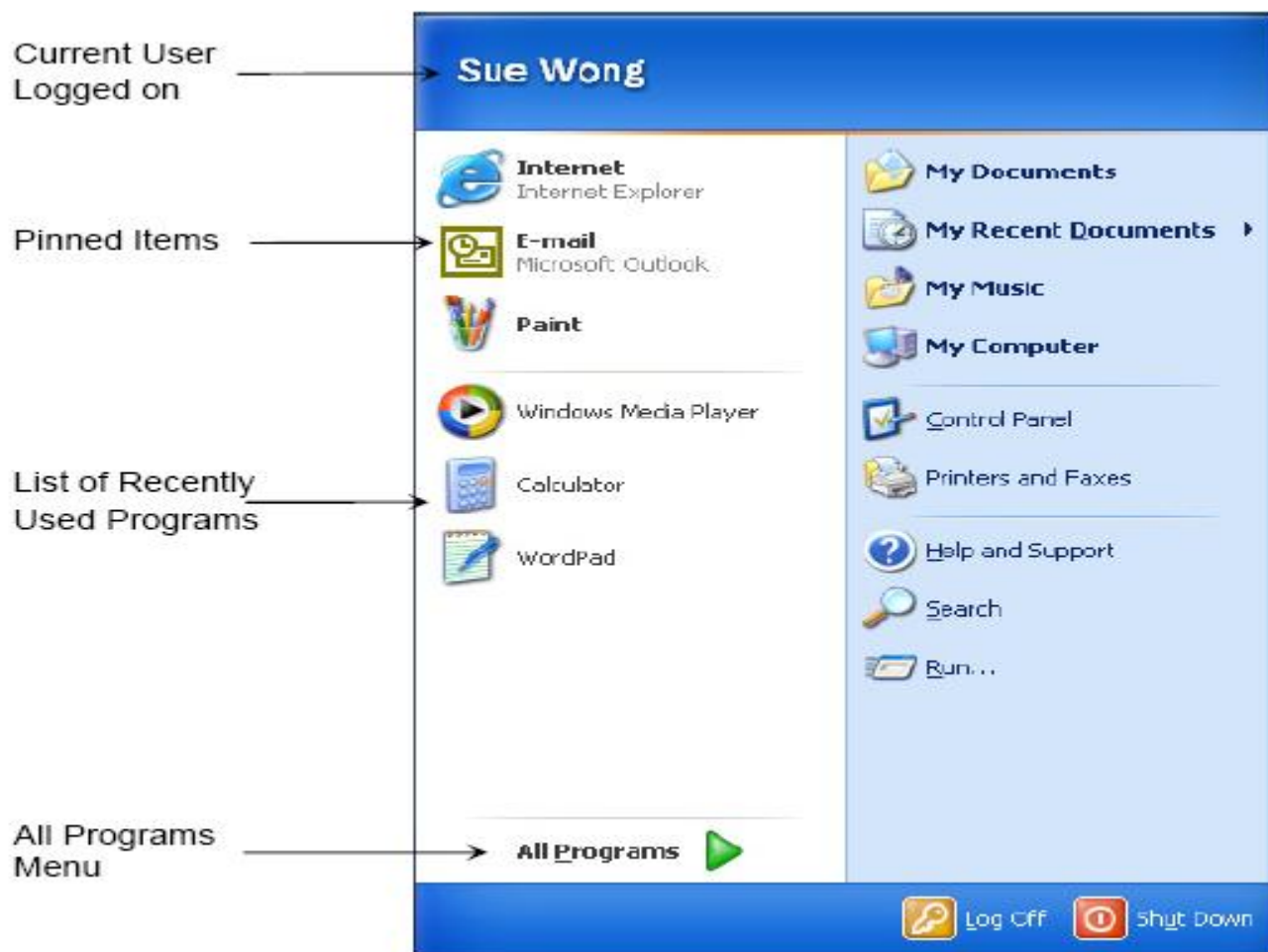
The **Start** button is the primary means of starting programs, finding files, accessing online help, logging off the network, switching between users, or shutting down the computer. You can use the mouse or keyboard to navigate through the **Start** menu.

Whenever you see a triangle ( ▶ ) symbol pointing to the right, this indicates that a submenu will be displayed when you select the item with the triangle.

A more menu items (  ) symbol may be displayed at the bottom of the **All Programs** menu, indicating hidden programs that have not been recently used.




To display the Start menu:

- Click the **Start** button on the taskbar.
- Press the  key on the keyboard.



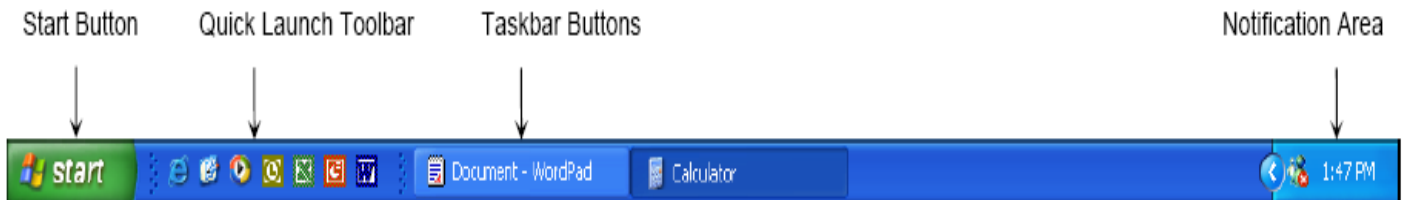
## Selecting Items in the Start Menu

Items can be selected from the **Start** menu using the mouse or the keyboard.





- If using the mouse, click the **Start** menu once. Then click the appropriate command to display another menu or activate that command.
- If using the keyboard, press the  key to display the **Start** menu. Then either press + the underlined letter for the required command, or the first character of the command you want to access. Alternatively, press the arrow keys to move up, down, left, or right to navigate to the appropriate command and then press .

## Using the Taskbar

By default, the taskbar is at the bottom of the Windows desktop and contains the Start button, toolbars, a notification area, the clock, and displays a taskbar button for each open program.



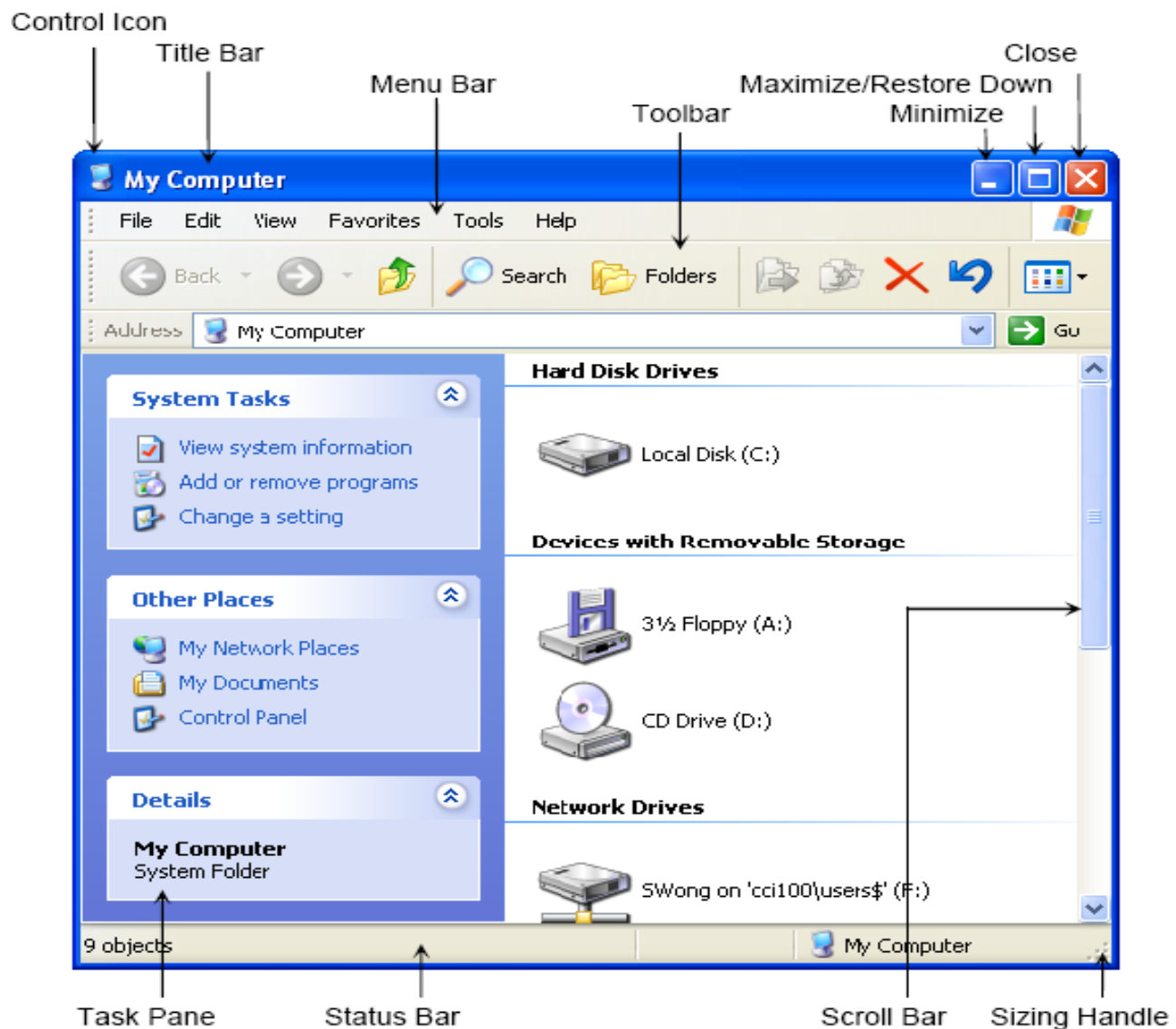
The *Notification Area* displays the time and quick access to programs such as the volume control or an anti-virus program. It can also show shortcuts with information about the status of activities. You can choose which icons to show or hide.


- To move the taskbar, place your mouse cursor in a blank area of the taskbar and drag it to any of the four sides of the screen.
- Position your cursor on the toolbar handle (  ) at the beginning of the taskbar to show more or less of the taskbar. The mouse cursor changes to ; as you drag the toolbar, it changes to .
- To change the size of the taskbar, position the mouse cursor on an edge of the taskbar, and when the cursor changes to , drag the taskbar to the desired height.
- To keep the taskbar from being changed or moved, right-click a blank area of the taskbar and click **Lock the Taskbar**. All handles and symbols will disappear.
- To change (customize) the properties for the taskbar, right-click the appropriate area or the **Start** button, and then click **Properties**.






## Working with Windows

When programs or folders are opened, they appear on the desktop in individual windows. You can have multiple windows displayed on the screen. Each window shares similar features:





- Control Icon** When active, displays commands for manipulating the window, i.e., Restore, Move, Size, Minimize, Maximize, or Close.
- Title Bar** Displays the name of the feature or application program currently active (e.g., My Computer).
- Menu Bar** Displays the command names for each menu that can be pulled down for further action.
- Toolbar** A row of buttons for commonly accessed commands, sometimes with names below or beside the icon used to represent the command, e.g., .

 <b>Minimize/</b>	Always at the top right of an application window. The <b>Minimize</b> button temporarily suspends the window and puts it as a button on the taskbar, the <b>Maximize</b> button displays the window full screen, the <b>Restore Down</b> button restores the window to the size it was before it was maximized, and the <b>Close</b> button closes the application window. If the window only has the Close or the  ( <b>Help</b> ) button, then a feature window displays for further action.
 <b>Maximize/</b>	
 <b>Restore Down/</b>	
 <b>Close</b>	
<b>Task Pane</b>	Displays common actions, locations, or general information about the window as links.
<b>Status Bar</b>	Appears across the bottom of the window and displays the status of any request being made, such as Ready, # Objects, etc.
<b>Scroll Bar</b>	Appears at the far right or bottom of the window when there are more items than can be shown in the current window size.
<b>Sizing Handle</b>	Resize the window by the bottom and right sides at the same time.

## Exiting Windows

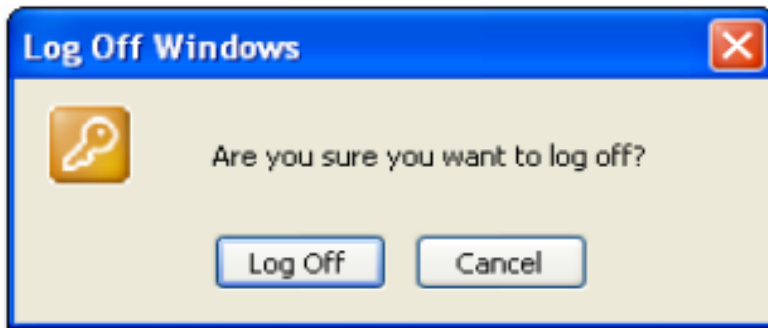
From a security perspective, it is extremely important to log off the computer when you have finished working on it to prevent unauthorized access to your files and more importantly, to your company's network.

Whenever you have finished working on the computer, save your files, close the programs, and log off the computer.

Alternatively, shut down the computer completely using the **Shut Down** command to prevent others from using your computer. Never turn off your computer without closing your files and any software program in the correct manner to protect the software and your data files from being inadvertently corrupted or lost.

1. The options to exit Windows are at the bottom of the **Start** menu:
  - Use the **Log Off** command when someone else wants to log on to your computer with their name and password for full access to their own files.





- Use the **Shut Down** command to shut down or to restart the computer.
- Use the **What do you want the computer to do** drop-down list to choose whether to shut down or reset the computer. Depending on how the power options were set up by the Network Administrator, you may also see a **Hibernate** and/or **Standby** option.



## Restarting the Computer

On occasion, you may find that the computer doesn't respond to a request made. This requires you to reboot or restart to reset the computer.

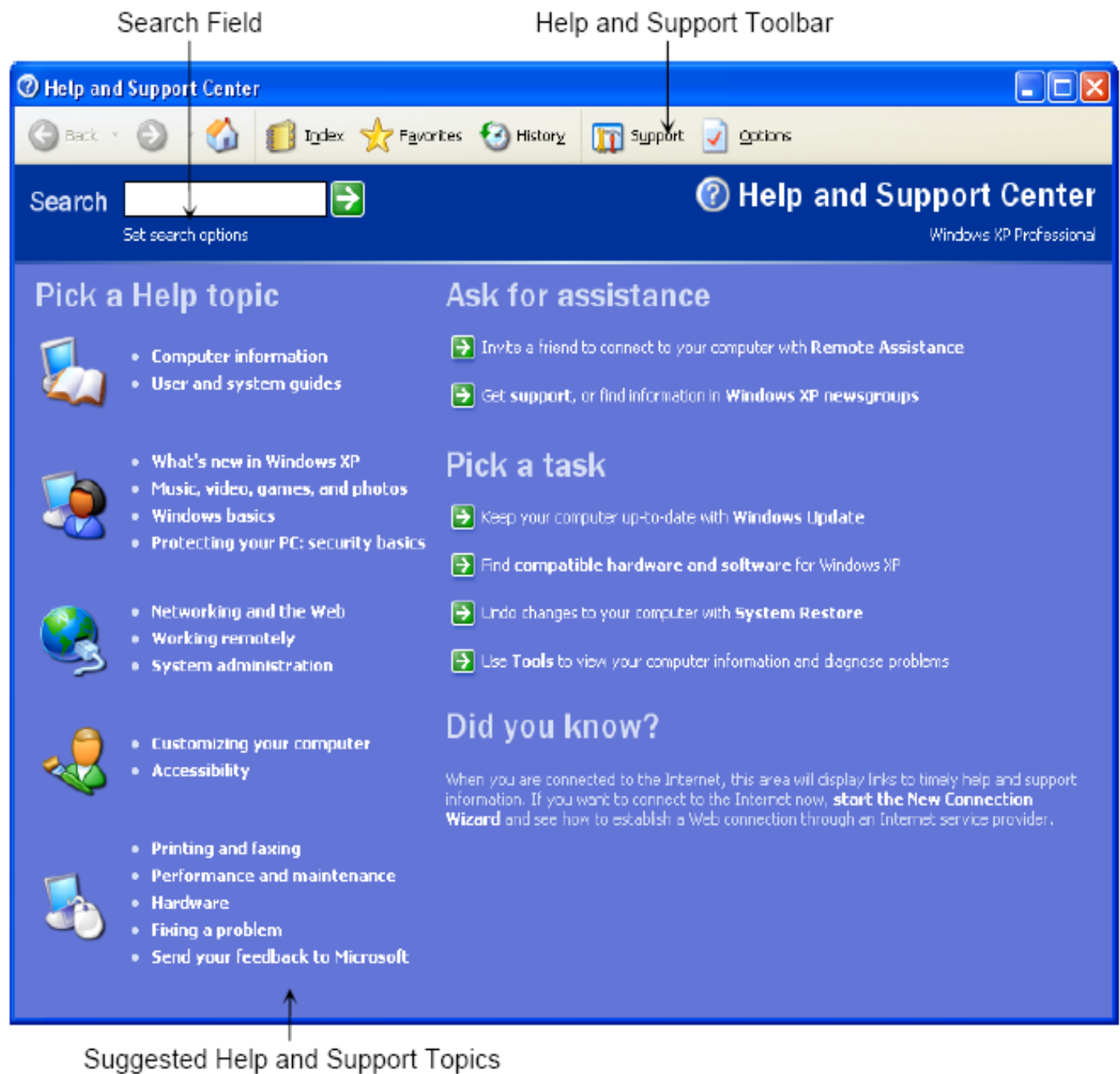
1. Press the **Ctrl+Alt+Delete** combination in Windows to display the Task Manager window with information on the status of the active application programs.

# Using Windows Help and Support

Windows provides an extensive online Help system that can display step-by-step procedures, definitions for terms or offer hypertext links to other related topics. Web Help is also available for additional online support via the Internet.

1. To activate Help:
  - select **Help and Support** from the **Start** menu
  - press **F1**
  - click the **?** (**Help**) button in any dialog box, if available

On the taskbar, Windows Help is shown as . The icon is a blue rectangle with a white question mark and the text 'Help and Support'.

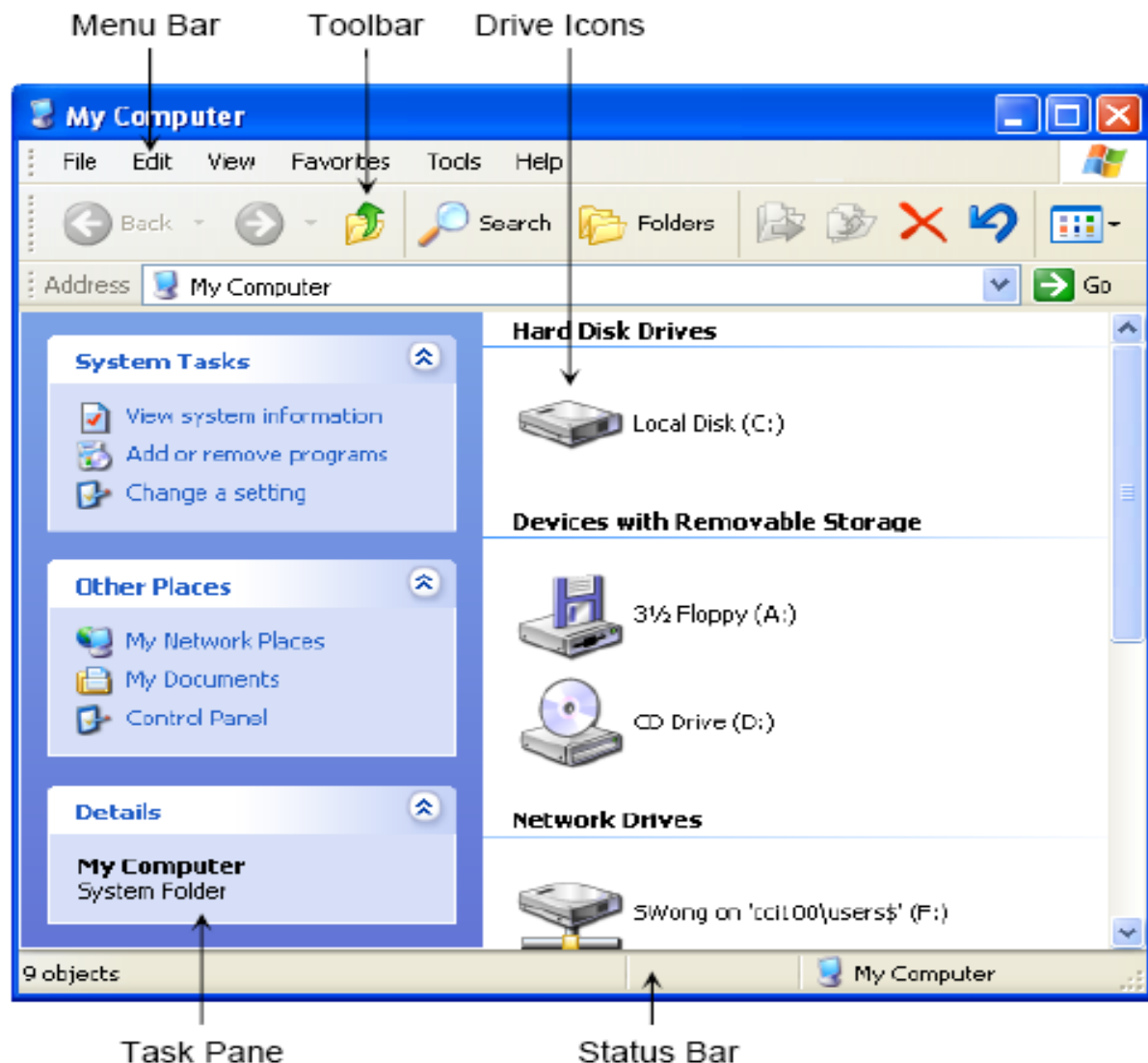


# Using the My Computer Feature



The primary purpose of the My Computer feature is to view or access the contents of different storage devices, e.g., the local hard drive(s), CD or DVD drive, etc. Once activated, to open a storage device, select it from the list and then double-click.

1. To start the My Computer feature, use one of the following methods:
  - Click **Start** and then **My Computer**.
  - Activate the **My Computer** icon on the desktop, if applicable.




<b>Toolbar</b>	Contains buttons or icons to quickly perform common tasks by using the mouse.
<b>Drive Icons</b>	Represent the drives available for storing or accessing files.
<b>Status Bar</b>	Displays information such as the amount of free space and capacity of a selected disk.
<b>Task Pane</b>	Contains specific tasks for that folder or hyperlinks to other places on the computer such as My Network, My Documents, or the Control Panel.

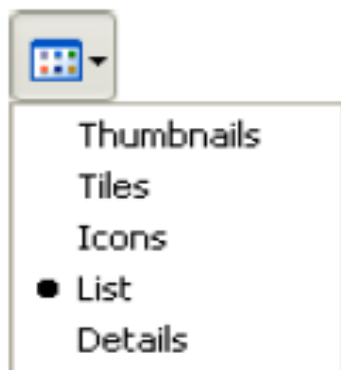
Another method to see the files and folders on a drive or the computer is with the Windows Explorer feature. Both Windows Explorer and My Computer share the same options and features used to manage files or folders; the main difference is that you can only view the contents of one drive at a time per window using My Computer.

To keep your system running properly, do not modify the contents of the Local Disk drive except for data files. This drive contains all the operating system and program files; they should only be modified by an experienced user or a networking professional.

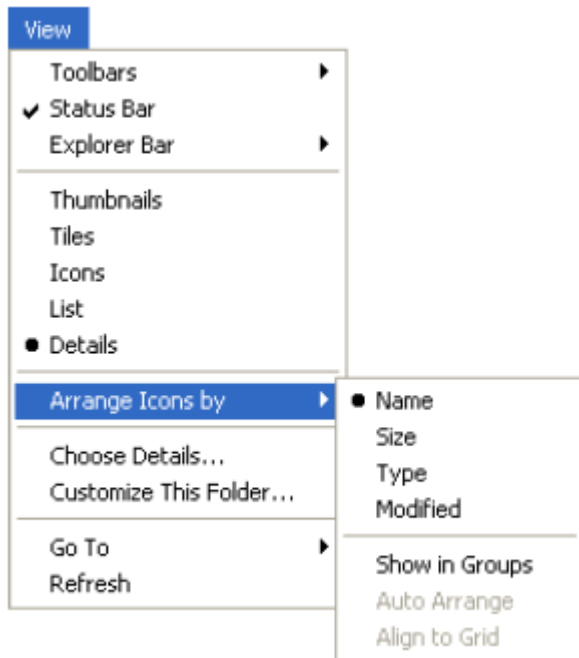
## Changing the View

There are different ways to display the information for files or folders. Occasionally you may want to sort files in a specific order, or to see more information for the files or folders.

- Activate the view options using the  (Views) button on the toolbar, or use the **View** menu to see more available options.



- Use the options available in the **View, Arrange Icons** by submenu to select the sort order, or change the view to the **Details** view to use the column headings as the sort order.

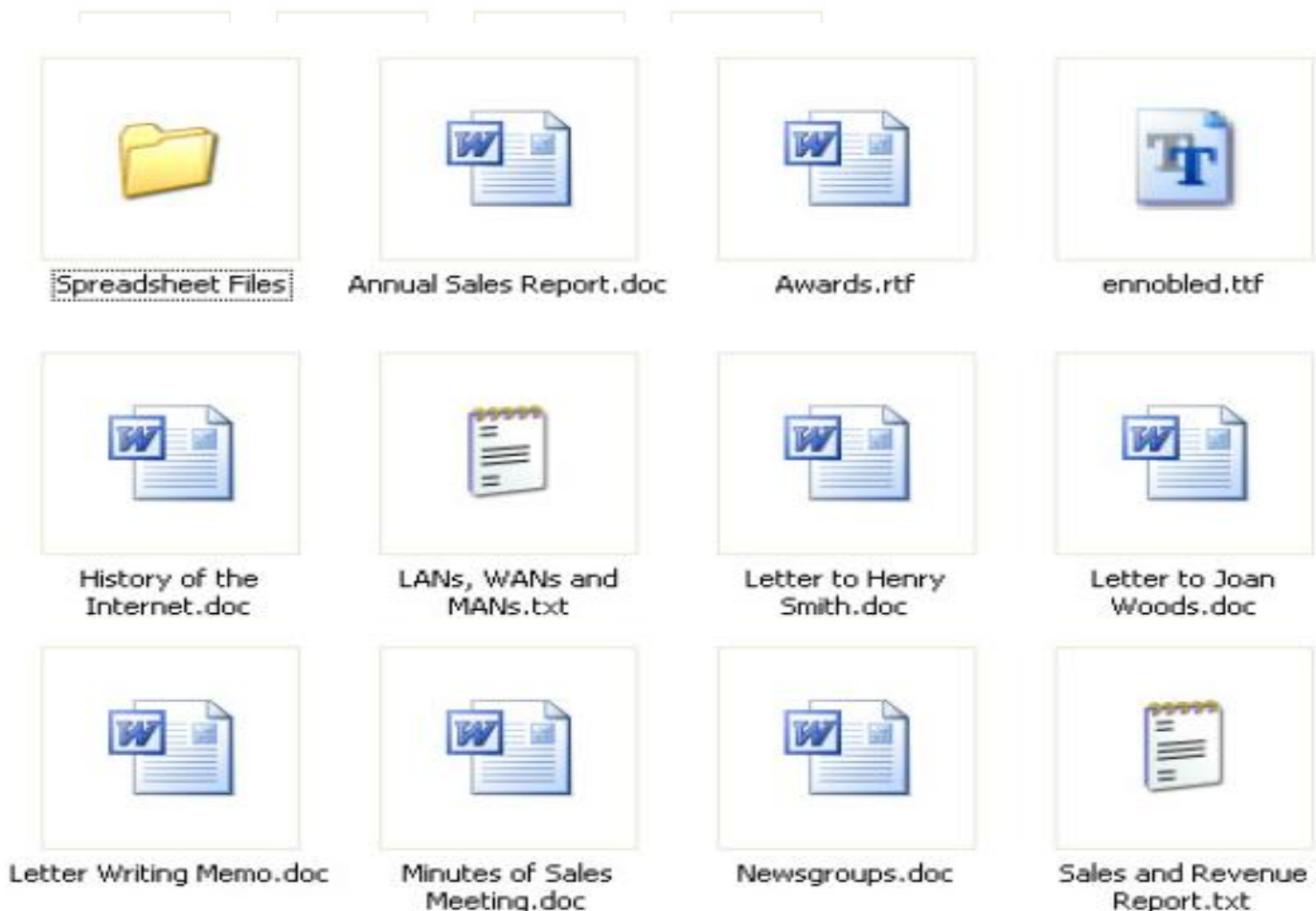


- Use the **Show in Groups** feature to group files by details such as name, size, type, or date modified. **Show in Groups** can also be set up using the **Arrange Icons by** command in the **View** menu. This option works with every view except List.

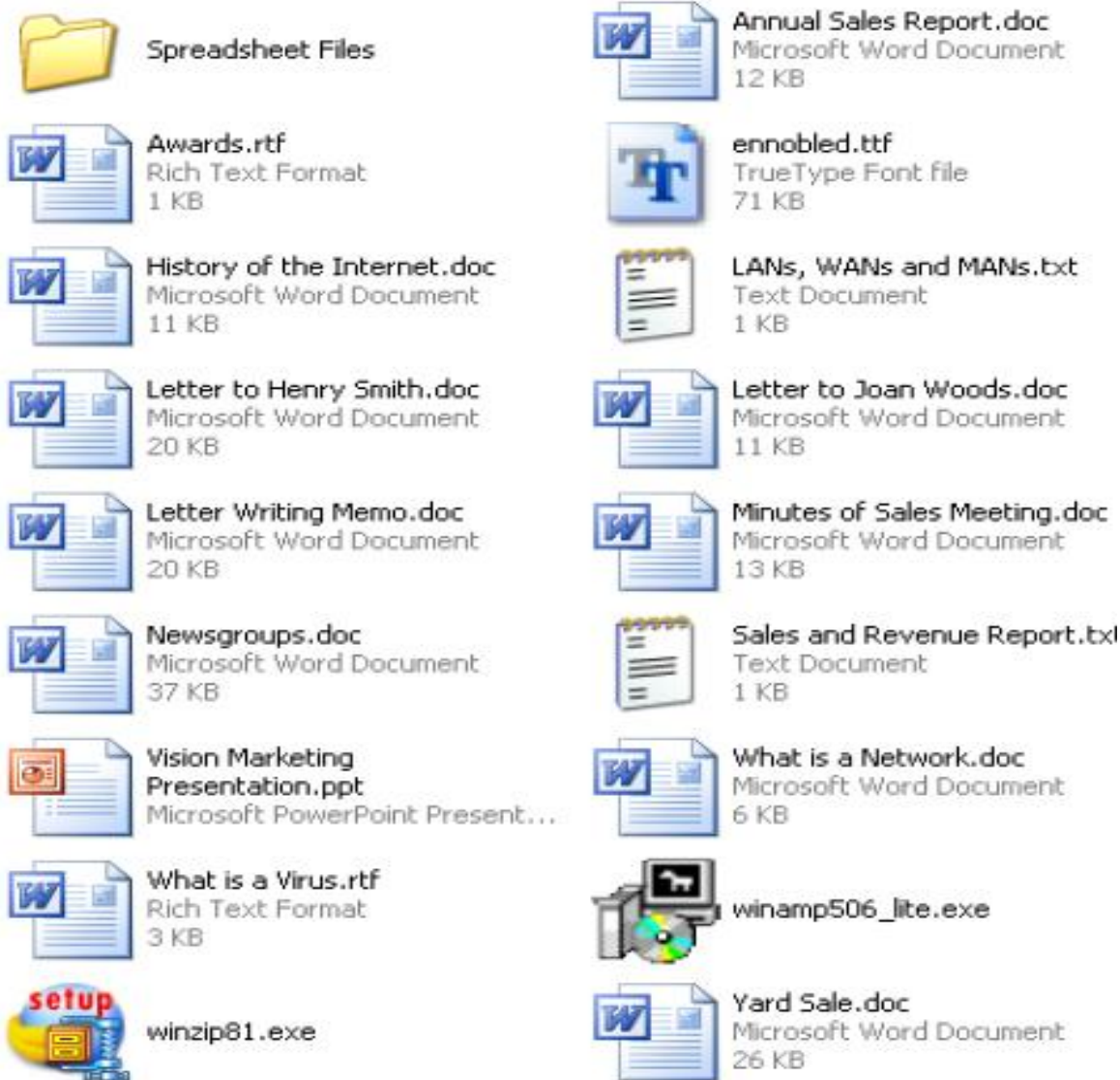




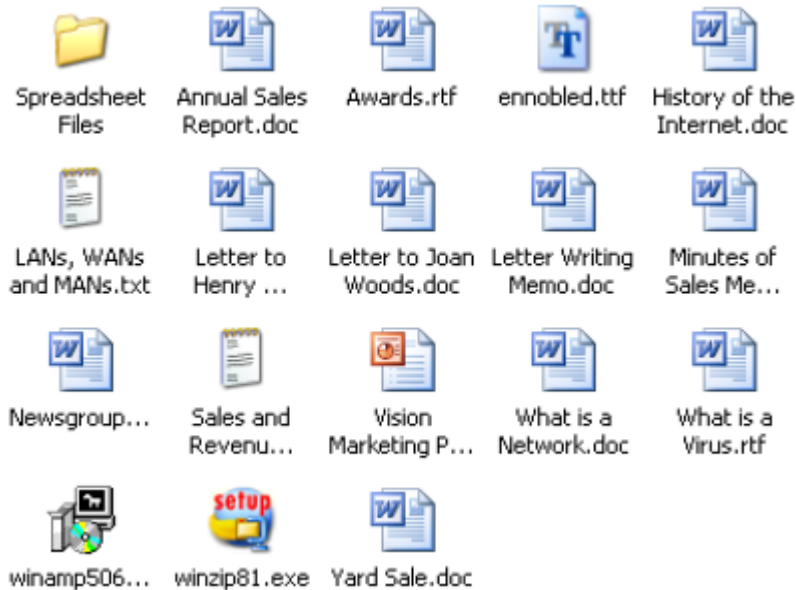
- The Thumbnails view displays the files and folders as images, with a small preview of the contents. If picture files exist in a folder, a small preview of the files display. Thumbnails view is advantageous when you want to see a quick preview of any picture files.



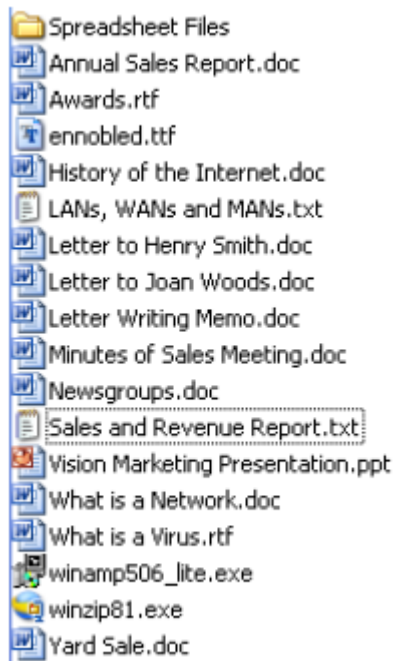
- Tiles view displays files and folders with large icons and some general information for files such as the size or file format. Arrange the sort order using the View menu. Our example shows the files sorted by the file name.



- Icons view displays files and folders using medium sized icons with the name displayed under the icon; sort information is arranged by the icons or file names. The screen shows the files arranged by file name.



- The List view displays the names of folders and files as a list preceded by small icons. This is useful if you want to scan the list for a specific file or folder name. Files and folders can be arranged in the same options as with other views.

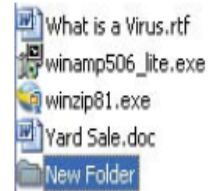


- Use the Details view to list the contents of the open folder and provide detailed information about the files and folders, including name, type, size, and date modified. In this view, you can show your files in groups.

# Creating Folders

Most files are created within the programs you use; you may also want to create a folder at the same time. When creating folders, you can create them at any level, depending on the complexity of your filing system.

1. To create a folder, use one of the following methods:
  - Select **File, New, Folder**.
  - Click **Make a new folder** from the File and Folder Tasks area of the task pane.
  - Right-click in a blank area of the drive window and then click **New, Folder**.



## Renaming a Folder

The name of a folder can be as long or short as required; the longer the name, the entire title may not be visible with certain views.

1. To change a folder's name, use one of the following methods:
  - Click on the folder icon to select it and then press **F2** to activate the Edit mode.
  - Click to select the folder icon, and then click inside the folder name to activate the Edit mode.
  - Right-click on the folder and then click **Rename** from the shortcut menu.



Whenever a folder name appears highlighted as shown here, you are in Edit mode. You can then type in a new name for the folder, or use the mouse cursor or arrow keys to move to where you want to insert or delete characters for the folder name.

## Selecting Files or Folders

As you work with programs and files, you may want or need to reorganize your files so you can quickly find documents. Before performing any actions such as copying, moving or deleting, the file or folder must be selected first.

Consider the following methods of selecting files or folders:

- To select one file or folder, point to that file or folder.
- To select all the files and folders in this location, select **Edit, Select All** or press **Ctrl+A**.
- To select multiple files or folders that are consecutive, point to the first file or folder in the list, press and hold down the **Shift** key, and then point to the last file or folder in the list.
- To select files using the /asso method, point at the right of the first file or folder to be selected, then click and drag up or down to select the rest of the files or folders in the selection. A box will appear as confirmation of the selection, along with the files or folders being highlighted.
- To select multiple files or folders that are non-consecutive, point to the first file or folder to be selected, press and hold the **Ctrl** key, and then point at each file or folder to be selected.
- At any time files or folders are selected, if you need to change any part of the selection, you can use either the **Shift** or **Ctrl** key to deselect specific parts of the selection.




To turn off the selection on any files or folders, click anywhere away from the selection.

## Copying and Moving Files or Folders

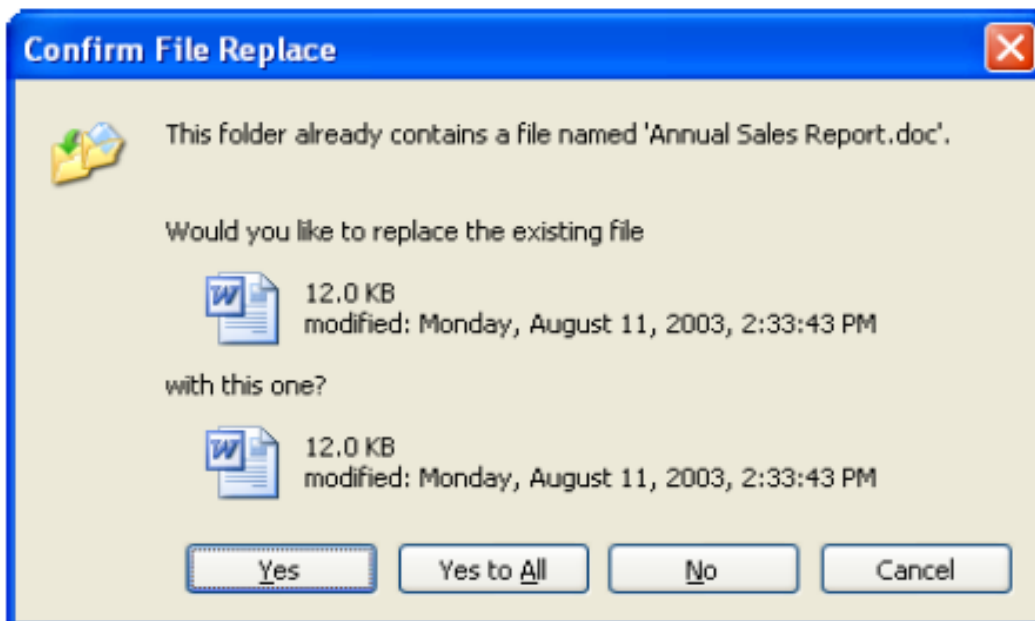
Files or folders may be copied or moved from one drive location to another, from one folder to another, or to the desktop. Use the Folders pane to see the hierarchical structure of the folders and subfolders and to quickly navigate between the different folders or drives.

## Copying Files or Folders

When a file or folder is copied, the original remains in the source location and a copy is placed in the destination location. The same information will be in two locations; this is important to remember when updating files.

- 1 You must select the files or folders first prior to copying. To copy a file or folder, use one of the following methods:
  - Select **Edit** and then **Copy**. Move to the new location and then select **Edit, Paste**.
  - Press **Ctrl+C**. Move to the new location and then press **Ctrl+V**.
  - Right-click the selection and then click **Copy**. Navigate to the new location, right-click and then click **Paste**.
  - If using My Computer, click **Copy the selected items** from the File and Folder Tasks pane. Move to the new location in the Copy Items window and then click the **Copy** button.
  - If buttons have been set up on the toolbar, click the  (**Copy**) or the  (**Copy To**) button. When using the Copy button, move to the new location for the file or folder, and then click the  (**Paste**) button.
  - If copying files from one drive to another, Windows will automatically set up the selection to be copied as you drag the selection to the new location.
  - If copying files in the same drive, press **Ctrl** as you drag the selected file or folder to the new location.

If you copy a file to another location that has a file with the same name, Windows prompts you with a message similar to the following:






Before choosing **Yes** or **Yes to All**, double-check that you do want the new file to be copied to save over the existing file.




## Moving Files or Folders

When a file or folder is *moved*, it is physically moved to the destination location. If you move a folder, all content in that folder (i.e., subfolders, files) are moved as well.

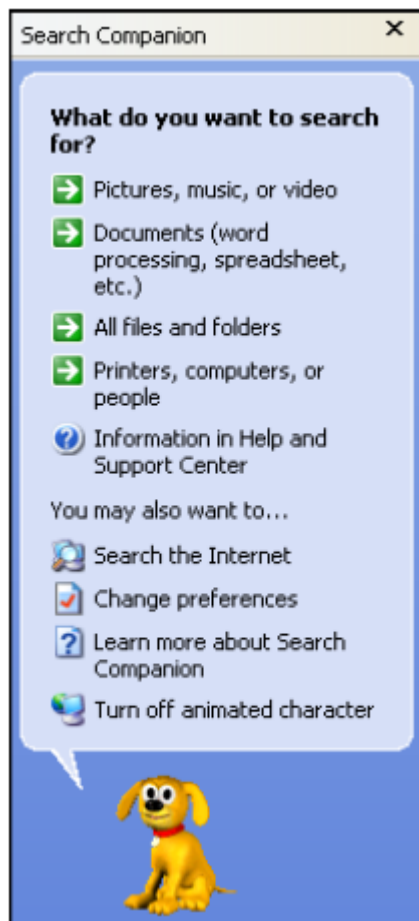
1. After selecting the files or folders to be moved, use one of the following methods to move a file:
  - Select **Edit** and then **Cut**. Move to the new location and then select **Edit**, **Paste**.
  - Press **Ctrl**+**X**. Move to the new location and then press **Ctrl**+**V**.
  - Right-click the selection and then click **Cut**. Move to the new location, right-click and then click **Paste**.
  - If using My Computer, click on **Move the selected items** from the File and Folder Tasks pane. Move to the new location in the Copy Items window and then click the **Move** button.
  - If buttons are set up on the toolbar, click the  (**Cut**) or  (**Move To**) button. With the Cut command, move to the new location for the file or folder and then click the  (**Paste**) button.
  - Drag the selected files or folders to the new location on the same drive. For different drives, Windows will automatically copy the selection unless you press the **Shift** key as you drag.

## Finding Files

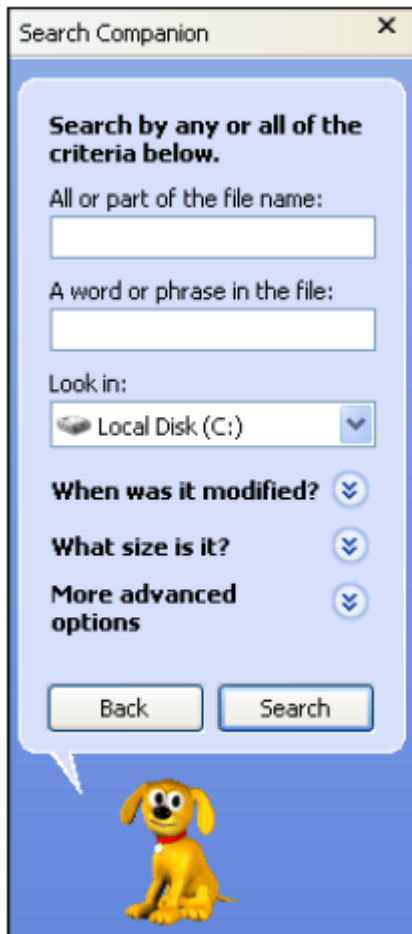
You can search for a file or folder by searching the various disk drives or folders on your system using search criteria, e.g., name, type, size, date created or modified, etc.

1. You can activate the Search feature using one of the following methods:
  - Open My Computer and select **File, My Computer, Search**.
  - Click the  button from the toolbar in My Computer or Windows Explorer.
  - Click the **Start** menu and then click **Search**.

Windows displays a number of options for searching.



2. Once you select what you want to search for and/or where to search, Windows then displays a new pane to enter the search criteria:



- **All or part of the file name:** type the name or partial name of the file or folder to be located. Use the \* (asterisk) to represent any character or length of characters in the file or folder name, or use the ? (question mark) to search for one character in a specific part of the file or folder name.
- **A word or phrase in the file:** type the document text to find in all files, and any documents matching the search criteria are then displayed in the search results window.
- **Look in:** specify the location for the search, e.g., My Documents, My Computer, local or network disk.
- **When was it modified?:** search for files modified, created or accessed within a specified time, e.g., within the last month, day, specific date, etc.
- **What size is it:** specify the approximate size of the files you are searching.
- **More advanced options:** List additional choices for the search criteria, e.g., search subfolders or hidden files or folders, search for case sensitive text, etc.

# Using the Recycle Bin

The Recycle Bin is a temporary storage area for files and folders deleted from the hard disk. Files and folders deleted from a floppy disk or a network drive are not sent to the Recycle Bin. The Recycle Bin is an icon on the desktop for easy access, or is accessible from within My Computer or Windows Explorer. It appears as:



There is something in the Recycle Bin that can be restored or emptied.




The Recycle Bin is empty.

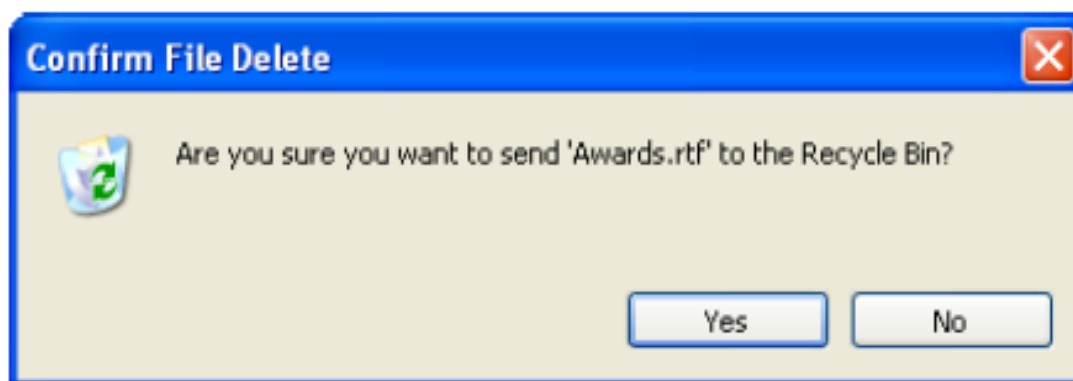
If the computer is shared by multiple users, a Recycle Bin is maintained for each user set up on this computer.

## Deleting Files & Folders

When you no longer need files or folders, or want to save disk space, delete these items.

Always check the contents of a folder before you delete the entire folder. This is especially crucial if the folder was stored on a network drive or floppy disk as they are not deleted to the Recycle Bin.

1. To delete a file or folder, select the required file or folder and then use one of the following methods:
  - Select **File** and then **Delete**.
  - Click the  (**Delete**) button in the toolbar, if available.
  - Press **Delete**.
  - Right-click and click **Delete** from the shortcut menu.
  - If the item to be deleted is on the desktop, drag it overtop the Recycle Bin to delete it.
2. Once a file or folder is selected for deletion, Windows prompts you with a message similar to:

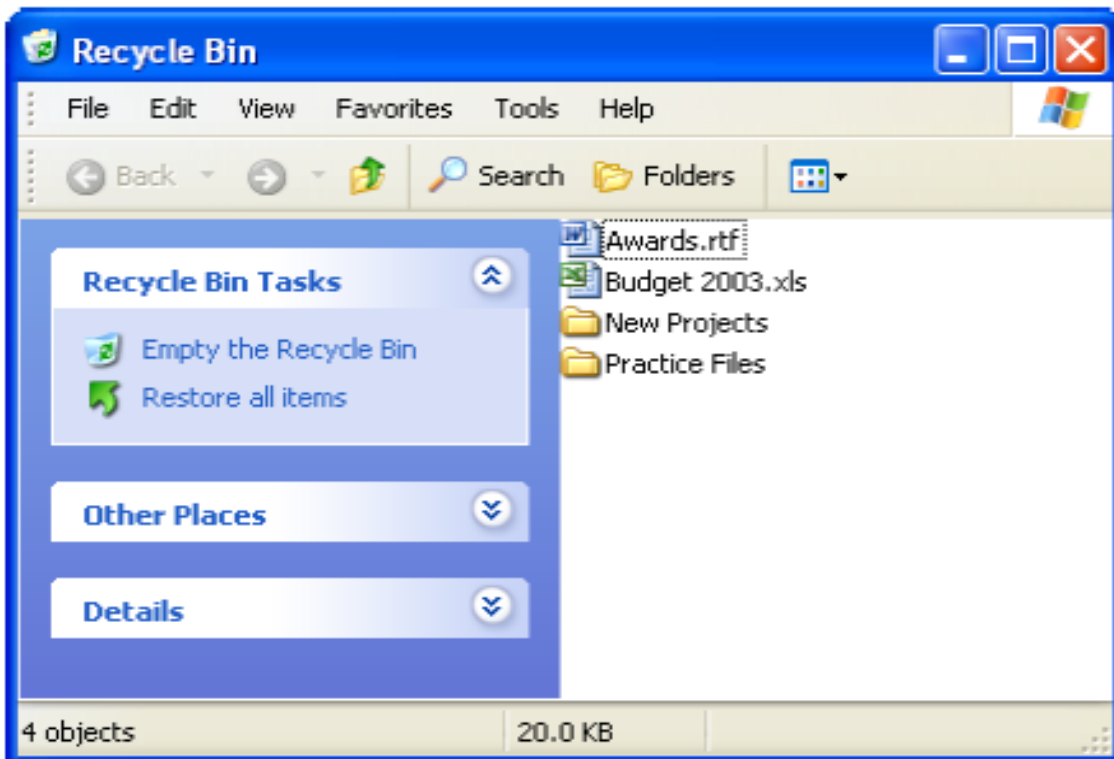


This gives you an opportunity to change your mind if you are unsure whether this file can be deleted.

3. Click **Yes** to continue the deletion or click **No** to return to the previous screen.
  - To permanently delete a file and bypass the Recycle Bin, press and hold the **Shift** key while deleting the file.

# Restoring a File or Folder

You can “undelete” or restore a deleted file or folder to its original location, or restore the contents of a folder.



1. To restore a file or folder from within the Recycle Bin feature, use one of the following methods:
  - Select the file or folder to be restored, and then click **Restore this item** in the Recycle Bin Tasks area.
  - If multiple files or folders are to be restored, select the appropriate files or folders, and then click **Restore the selected items** in the Recycle Bin Tasks area.
  - If all items are to be restored, click **Restore all items** in the Recycle Bin Tasks area.
  - Select **File** and then **Restore** to restore the selected item(s) in the Recycle Bin.
  - Right-click the selected files or folders, and then click **Restore**.
2. Continue restoring files or folders, or close the Recycle Bin window.

# Emptying the Recycle Bin

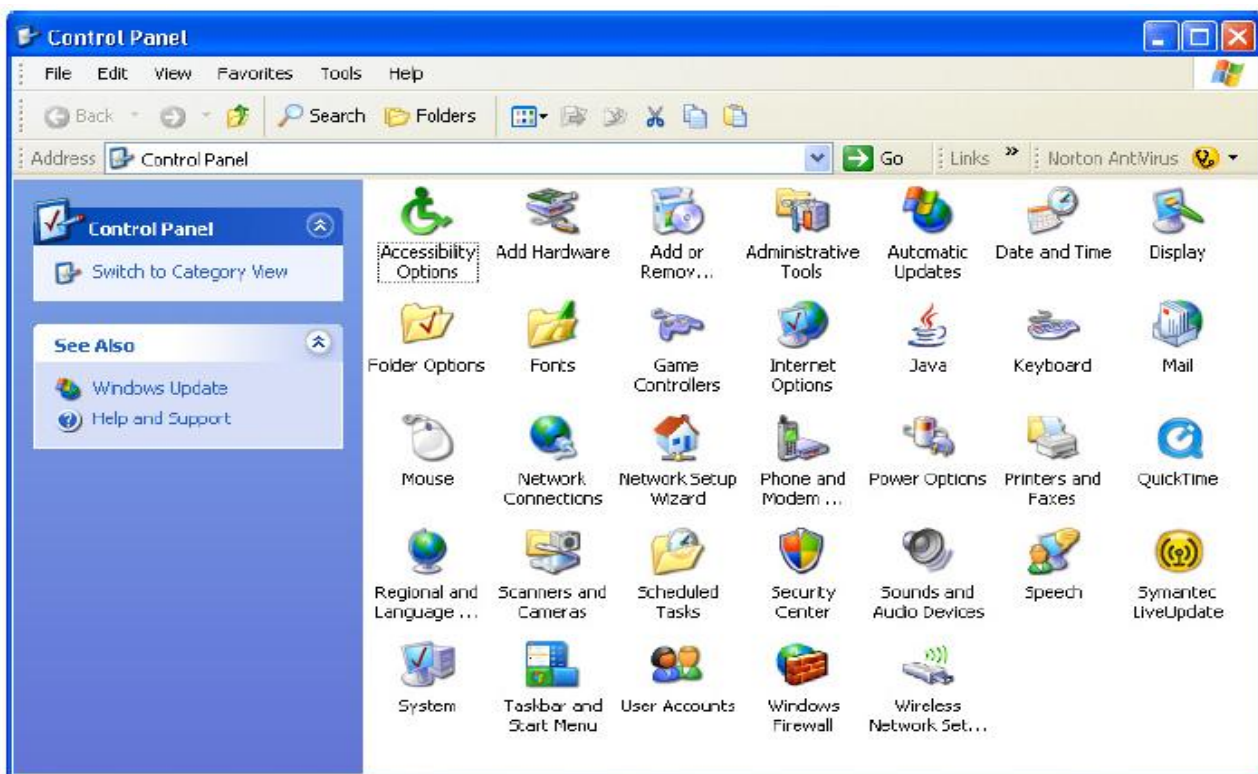
Deleted files remain in the Recycle Bin until you empty it or if it fills up, in which case Windows will automatically delete older files and folders to free up enough space for new items being deleted. Once you empty the Recycle Bin, the files and folders are permanently deleted.

1. To empty the Recycle Bin, use one of the following methods:
  - Click the **Empty the Recycle Bin** option in the Recycle Bin Tasks area.
  - Select **File** and then **Empty Recycle Bin**.
  - Right-click in a blank area of the Recycle Bin window and click **Empty Recycle Bin**.
  - Right-click the Recycle Bin icon on the desktop and then click **Empty Recycle Bin**.
2. Close the Recycle Bin window.

# Using the Control Panel

Install or customize settings for devices on your system. Access this feature using one of the following methods:

- Click **Start, Control Panel**.
- If the system is activated for Windows Classic, click **Start, Settings, Control Panel**.
- Click the **Control Panel** link in the **Other Places** area of the task pane in My Computer.





The Control Panel has a number of features that you should not use unless you are very comfortable with the computer. Making changes to these features can be easily done but may not be easily fixable; always work with a technical person with advanced knowledge or experience as a reference.

Some of the more commonly used features in Control Panel include:

- Changing the display, e.g., background colour, size of the icons, etc.
- Choosing a screen saver
- Changing the options for your mouse or keyboard
- Changing the date or time
- Changing the sounds for specific actions in Windows
- Changing the volume of any audio devices

## **Customizing the Desktop Display**

Customizing the desktop display includes changing the background, screen saver, desktop appearance or the screen resolution.

1. To change the display, use one of the following options:
  - Click Start, Control Panel, Display.
  - Right-click a blank area of the desktop and then click **Properties** in the shortcut menu.



**Themes** Pre-designed colours or images provided with Windows for a specific theme.

**Desktop** Select a background picture for the desktop, or choose a colour or pattern instead.

**Screen Saver** Select a screen saver to appear when not using the computer for a period of time.

**Appearance** Choose a particular pre-designed colour scheme or design one of your own.

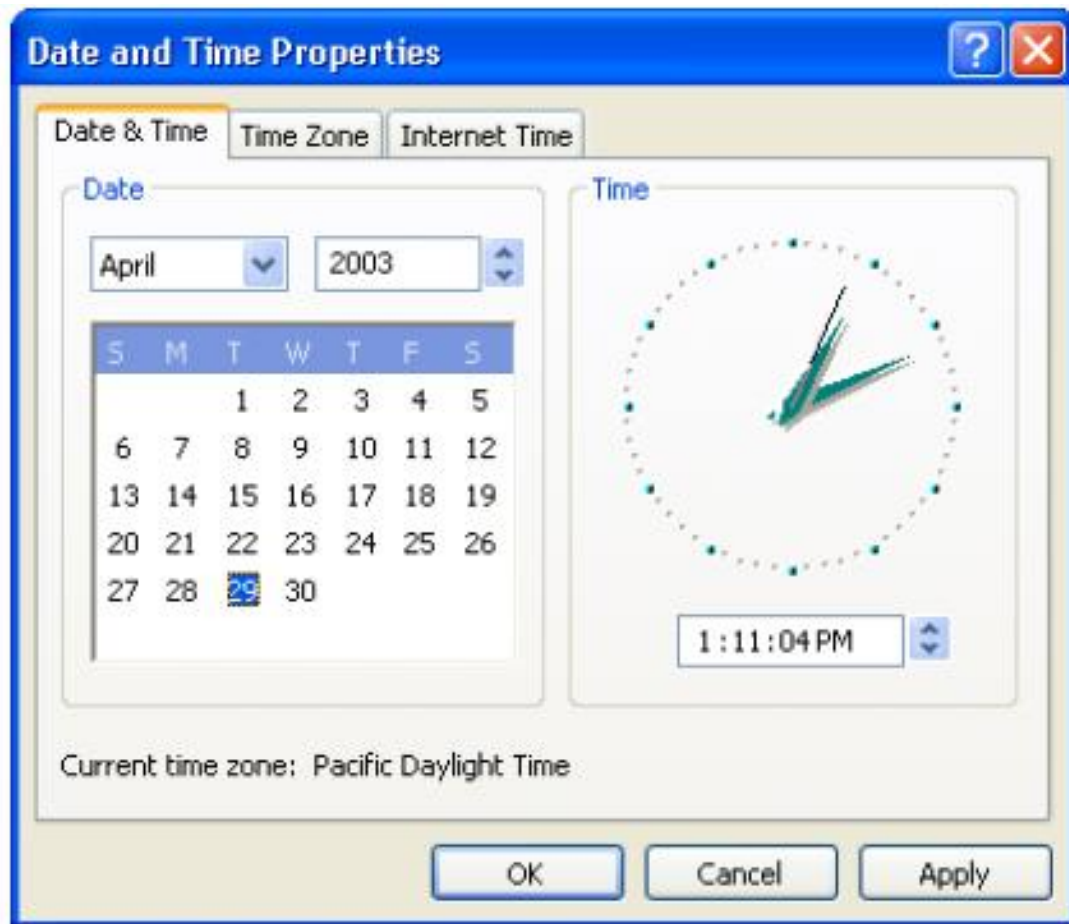
**Settings** Select the resolution size or colour quality for the monitor installed on your system, or change the video card.

4. Scroll through the list of options for each feature you may want to change for the desktop display.
5. Click **OK** twice to apply the changes.

# Changing the Date & Time

The current time displays in the notification area of the taskbar; when you hover over the time, a screen tip displays the current day and date. The operating system uses the date and time settings to identify when files are created or modified. These date and time settings are set using a battery inside the computer (internal clock) that should be current.

1. Change the date or time by using one of the following methods:
  - Click **Start, Control Panel** and then **Date and Time**.
  - Double-click on the time in the Notification Area.

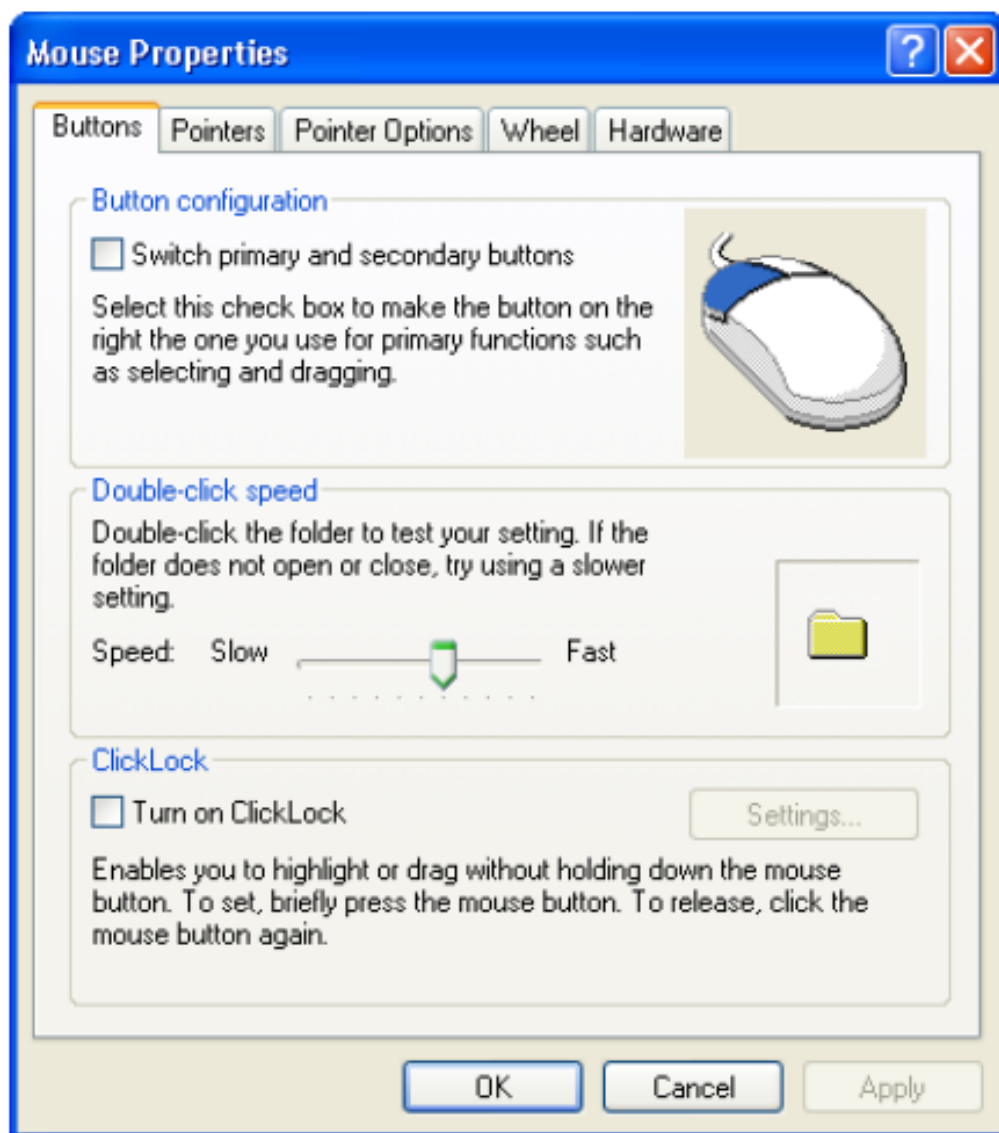


2. To change the date or time, choose from one of the following methods:
  - Month** Click the down arrow, and then select the month.
  - Year** Click the increment/decrement buttons or type the year.
  - Day** Click the date in the calendar.
  - Time** Click in the time field in the hour, minute, seconds, or AM/PM location and type in the data.

# Customizing the Mouse

You can customize features for the mouse such as changing the double-click speed, motion speed, or changing the mouse pointers. These options will vary, based on the type of mouse or pointing device installed.

1. Click on **Start, Control Panel, Mouse**.



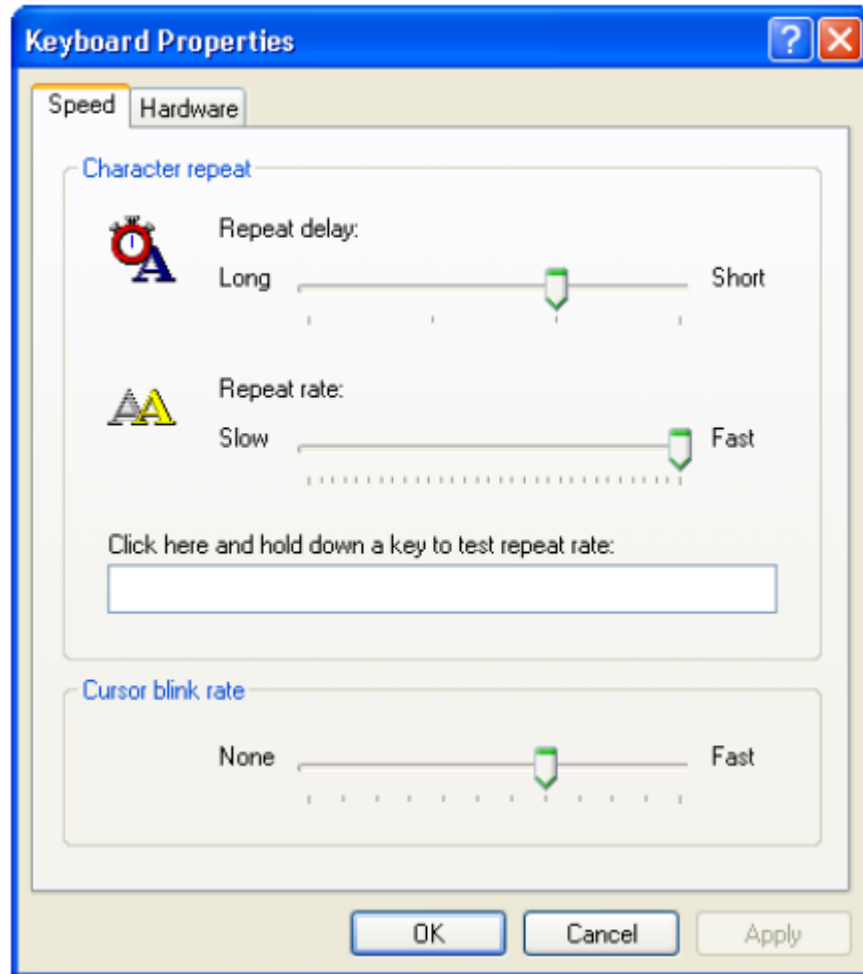
2. Choose the features you want to change for the pointing device you are using, and then click **Apply**.

# Customizing the Keyboard

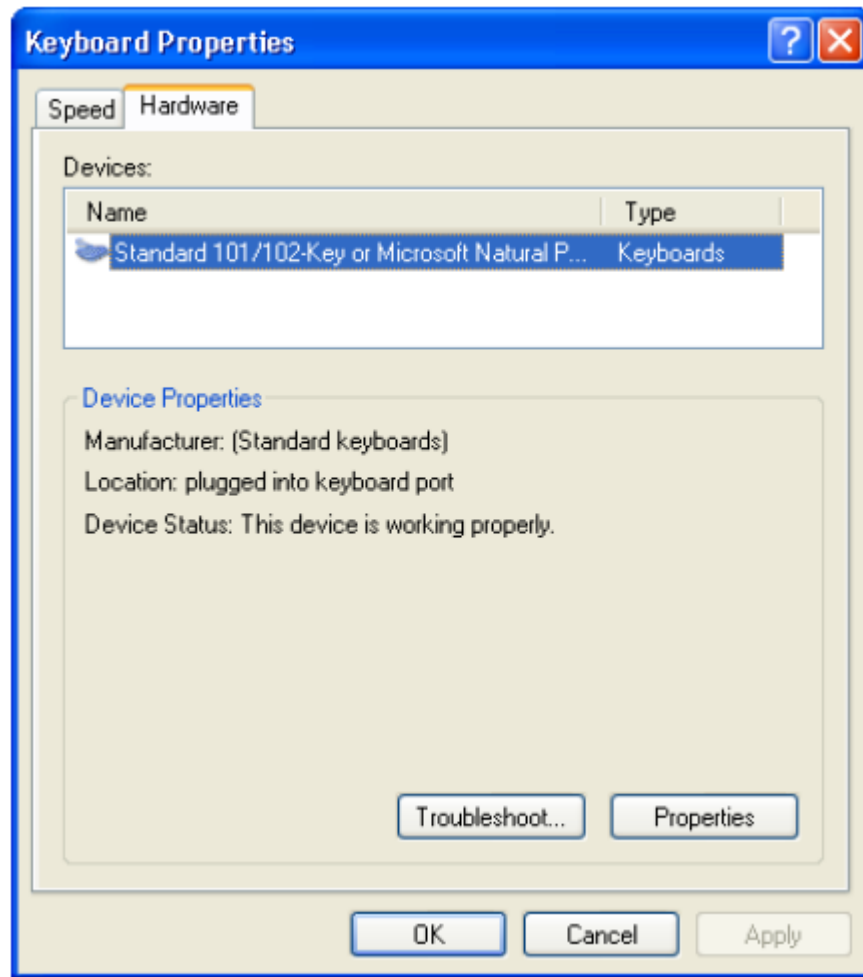
You can customize the keyboard if you have a different keyboard than the one provided with the computer such as a cordless keyboard or a keyboard for a different language. Windows provides options for users with special needs when entering information into the computer or performing some troubleshooting for the keyboard.

The type and number of options that appear in this dialog box may vary depending on what type of keyboard you have installed on your system.

1. Click **Start, Settings, Control Panel, Keyboard**.



3. Choose the options you want to use for the keyboard. Then click **Apply**.
4. To change the driver for the keyboard, click the **Hardware** tab.




Use this to determine whether your keyboard is working properly. If not, click on the **Troubleshoot** button to diagnose the problem.

Alternatively, click on the **Properties** button to see the driver associated with this keyboard and then use the **Troubleshoot** button here.

5. When done, click **OK** to leave the keyboard options.

## Changing the Volume

If your system has a sound card and speakers hooked up, a speaker icon () appears in the Task Notification area.



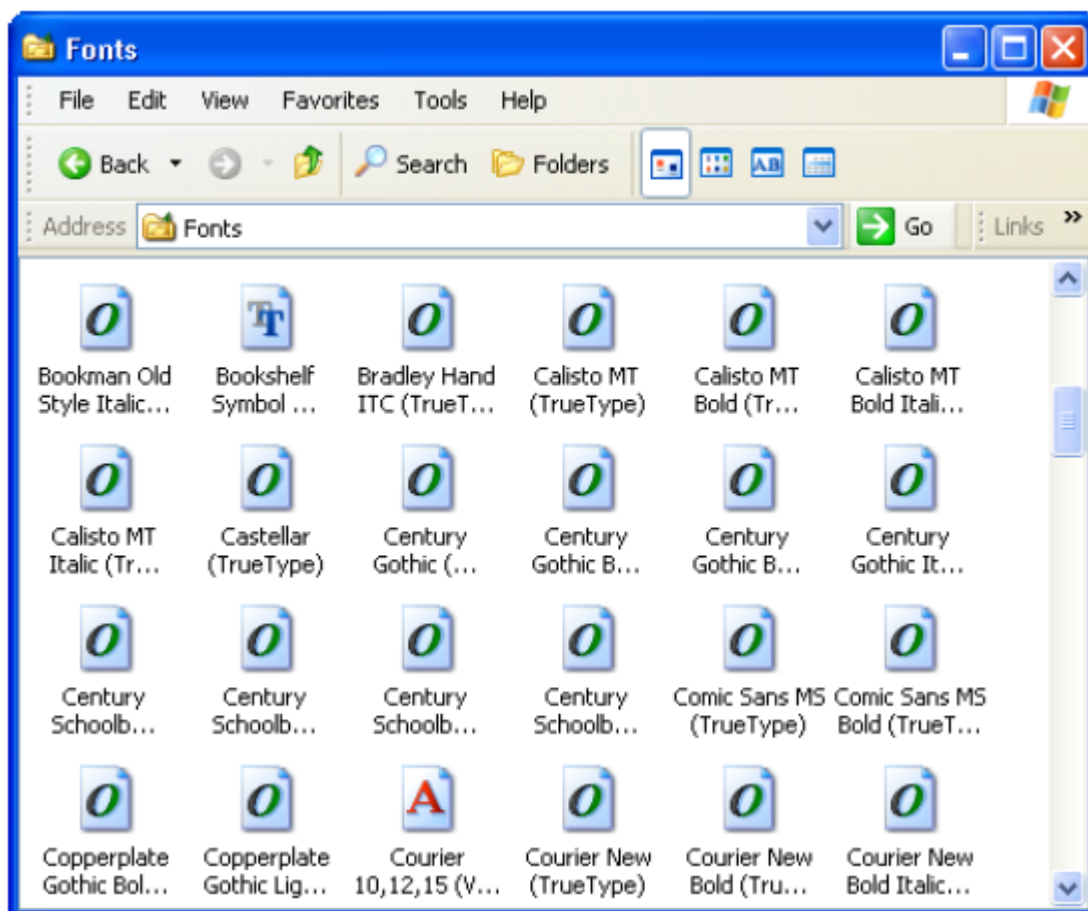
1. To adjust the volume when playing sounds or to mute any sounds click the speaker icon and then drag the slider.



## Using Fonts

Fonts or typefaces are used to display text on the screen; what you see on the screen is what you will get in the printed copy. Additional fonts may be obtained from numerous vendors or Web sites.

There are a lot of fonts or typefaces available, with the differences being very subtle. As the font used imparts a visual message to the reader, the choice of fonts is important to a document's design.





Include *Type 1* designed for PostScript printers, Vector fonts for plotters such as Modern, Roman, or Script, and *Raster* fonts such as Courier, MS Serif, or Symbol which are bitmap images and cannot be scaled or rotated.



*OpenType* fonts incorporate the TrueType technology and Type 1 technology.



*TrueType* fonts are scalable (i.e., set for any size) and can be used on all printers.

1. Click **Start, Control Panel, Fonts**.
2. Click on a font to see how the characters appear.
3. When finished viewing this font, click **Done**.

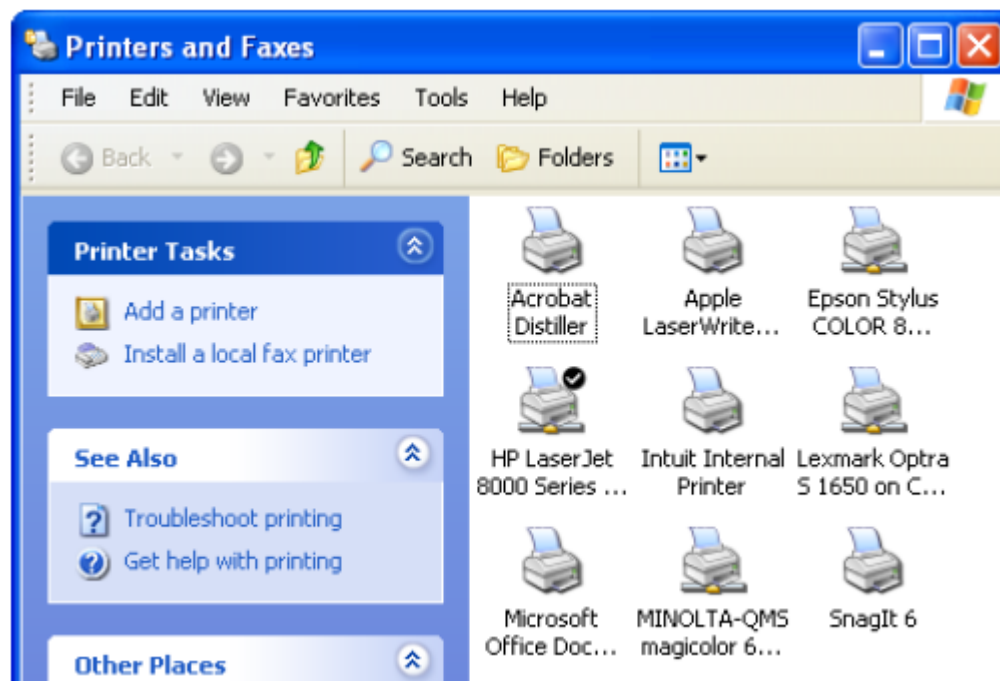
## Getting Ready to Print

When you print a document, the software program or Windows sends the document to print in the background so you can continue to work on the document or with different programs.

Once a document is sent to print, you can use the print queue to check the printing status of documents or to cancel a print request.

Each printer varies slightly from another, with some having more options available than others. The quality may vary as well with each printer.

1. To view the printers available for use on your system, click **Start, Printers and Faxes**.



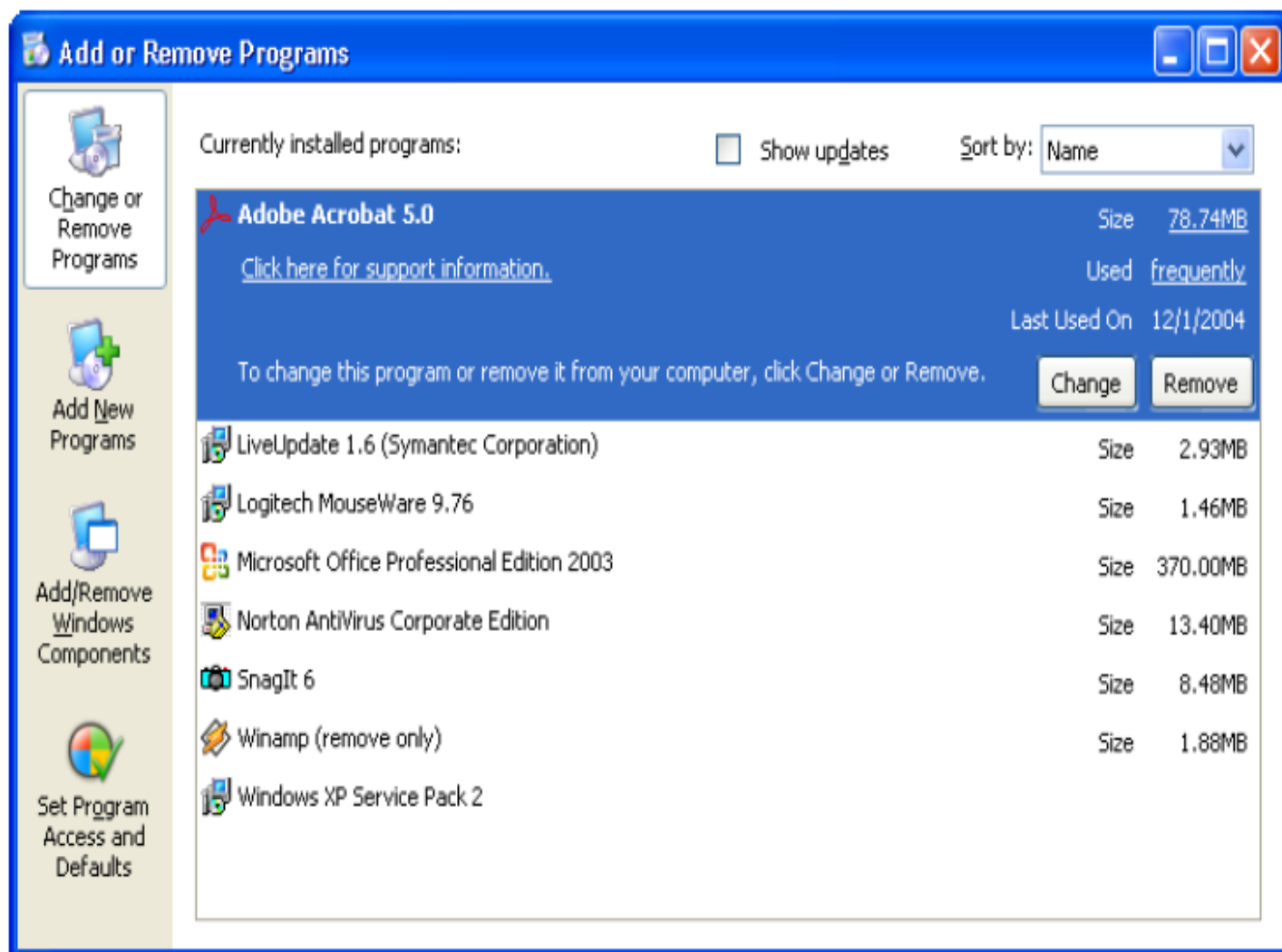
The printer with the check mark is set as the default printer.

You can add a printer using the **Add a printer** command, which prompts you with screens for each step required to add the new printer.

# Installing and Uninstalling Programs

Windows guides you through the process for installing and removing programs.

Before you install a program, check your system to see if the program is already installed. A program may not appear in the Start menu based on how the program was installed previously or it may have been deleted from the Start menu. Use **Add or Remove Programs** in the Control Panel to check if the program is on the list.



If the program exists in this list, then you can then add a shortcut to the Start menu or on the desktop.