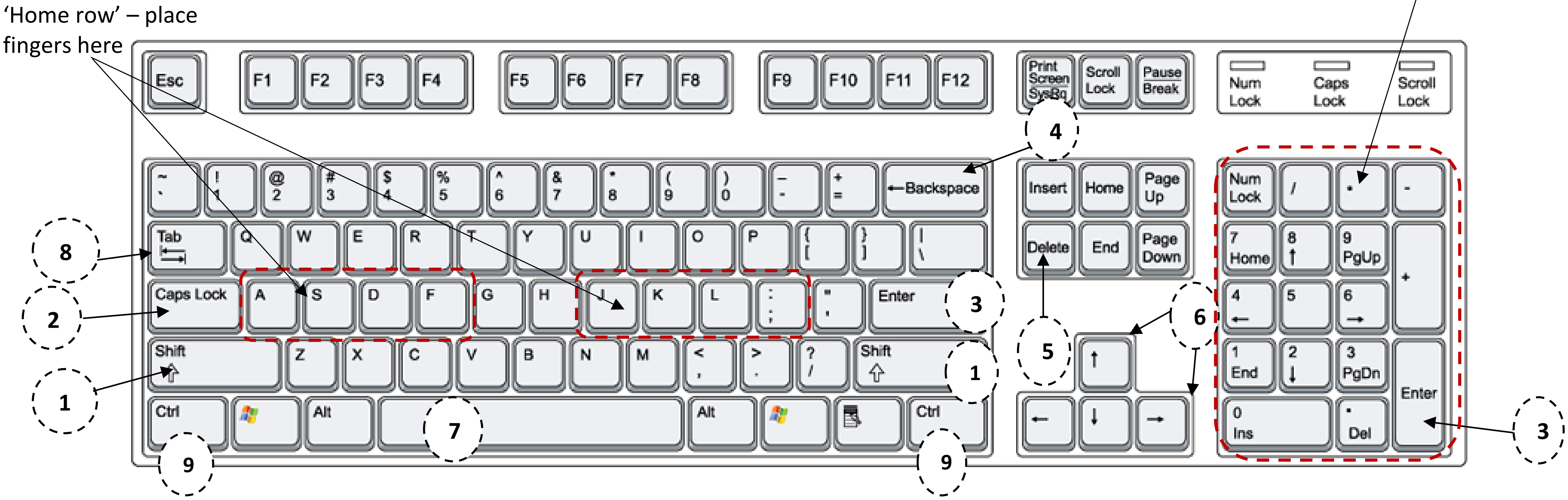
THE KEYBOARD:

Press keys on the keyboard to type letters, numbers and symbols on the computer screen.

’10 Key’ pad – press NUM LOCK to use the numbers



‘Home row’ – place fingers here

Esc
F1
F2
F3
F4
F5
F6
F7
F8
F9
F10
F11
F12
Print Screen SysRq
Scroll Lock
Pause Break
Num Lock
Caps Lock
Scroll Lock
Backspace
Tab
Caps Lock
Enter
Shift
Ctrl
Alt
Insert
Home
Page Up
Delete
End
Page Down
Num Lock
Home
PgUp
End
PgDn
Ins
Del
Enter
1
2
3
4
5
6
7
8
9

PRESS KEYS TO TYPE:

- Letters (CAPITAL or lowercase)
- Numbers (1234567890)
- Symbols (!@#$%^&*)

PRESS KEYS TO PERFORM COMMANDS:

- Select and open files
- Move your cursor in a document
- Perform actions (cut, copy, paste)

WITHOUT the mouse!

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LEARNING THE KEYS:

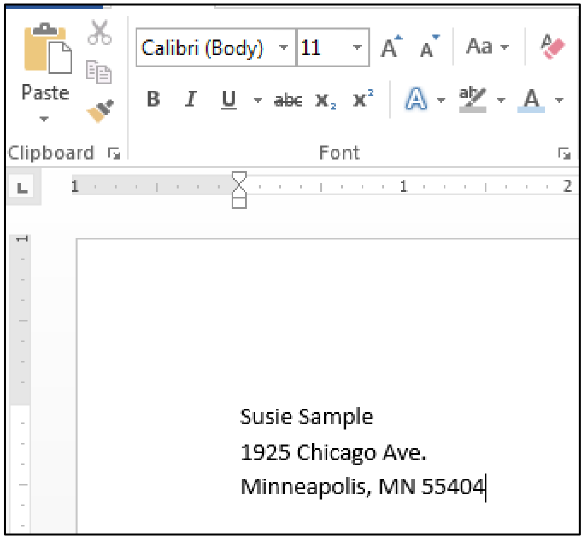
OPEN MICROSOFT WORD

1. CLICK on the Start Menu **2.** Type “Word” in the search box **3.** CLICK Word 2013 to open the program

KEY	FUNCTION	PRACTICE ACTIVITY
1. SHIFT	Hold the SHIFT key as you press a letter or number key to type CAPITAL LETTERS or symbols (!@#$%^&*?)	Hold down the SHIFT key. Press the ?/ key. Which symbol is typed?
2. CAPS LOCK	Makes all letters capital letters until you press it again (like an on/off switch) light on the keyboard glows if CAPS LOCK is on	Press the CAPS LOCK key. NOW TYPE YOUR FIRST NAME. Press the CAPS LOCK again. Type your first name again. What happens?
3. ENTER	Will help you start typing on a new line	Click at the top of the page to place your cursor. Press ENTER twice.
4. BACKSPACE	Erases letters and numbers to the LEFT of the cursor	Type the word “renewal.” Place your cursor between the ‘e’ and the ‘w.’ Press the BACKSPACE key. Which letter is removed?
5. DELETE	Erases letters and numbers to the RIGHT of the cursor	Type the word “renewal.” Place your cursor between the ‘e’ and the ‘w.’ Press the DELETE key. Which letter is removed?
6. ARROW KEYS	Moves the cursor around the screen without using your mouse	Type the word “expenses.” Use the LEFT arrow to place your cursor between the ‘x’ and the ‘p.’ Use the RIGHT arrow to place your cursor at the end of the word.
7. SPACE BAR	Puts one space between words	Press the SPACE BAR three times. Type the letter ‘x.’ Press the SPACE BAR one time. Type the letter ‘k.’
8. TAB	Moves to cursor to the next ‘tab stop’ Tab stop: occurs every half inch across the page. Helps line text up.	Press TAB, then type the letter ‘p’ at each tab stop across the page. Use the BACKSPACE to delete each ‘p.’
9. CONTROL	Hold CTRL as you press letter keys for shortcuts	** see Keyboard Shortcuts below**

PRACTICE: TYPING

1. Type your first and last name
    - Capitalize the first letter of each (hold down the SHIFT key as you type the letter)
2. Press ENTER on your keyboard
3. Type your address
    - Capitalize the street name using the SHIFT key
4. Press ENTER. Type the city you live in.
5. After the city, type a comma and then the state's abbreviation
    - CAPITALIZE both letters in the state abbreviation
6. Click to the left of the first letter in your first name. Press ENTER. What happened?
    - You will need to get your cursor very close to the letter before you click.
7. Click to the left of the first number in your address. Press ENTER. What happened?
8. Click to the left of the first letter in your city. Press TAB three times. What happened?
9. Press BACKSPACE three times. What happened?



Susie Sample
1925 Chicago Ave.
Minneapolis, MN 55404

KEYBOARD SHORTCUTS:

Copy	1. Hold Ctrl 2. Press **C**	Print	1. Hold Ctrl 2. Press **P**
Cut	1. Hold Ctrl 2. Press **X**	**Bold**	1. Hold Ctrl 2. Press **B**
Paste	1. Hold Ctrl 2. Press **V**	*Italics*	1. Hold Ctrl 2. Press **I**
Select All Text	1. Hold Ctrl 2. Press **A**	Underline	1. Hold Ctrl 2. Press **U'**

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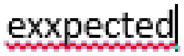
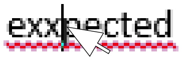
CORRECTING COMMON TYPING ERRORS:

1. The red underline shows that a word is typed incorrectly

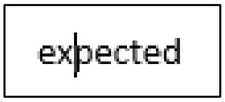

exxpected

2. CLICK to the RIGHT of the extra letter


exxpected

   - It may take a few tries to click in the correct place

3. Press the BACKSPACE key

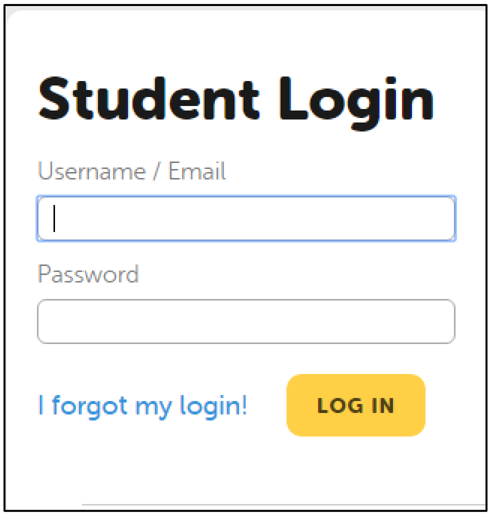

expected

LOGGING IN

USERNAME: a unique name you choose; this name allows you to access ("log in to") a computer or website

PASSWORD: a unique set of letters, numbers (123…), and symbols (!@#$%) that matches your username; when you use it with the correct username, you can log in to a computer or website

CORRECT USERNAME + CORRECT PASSWORD = ACCESS



1. CLICK inside the Username box
2. TYPE the username
   - Watch CAPITAL LETTERS, symbols (!@#$%) and numbers—these must be typed correctly
3. CLICK inside the Password box
4. TYPE the password
   - Watch CAPITAL LETTERS, symbols (!@#$%) and numbers—these must be typed correctly
5. CLICK 'Login' or PRESS the Enter key

'I CAN'T LOG IN!' - COMMON ISSUES:

- CAPS LOCK key is pressed
- CaPiTaL and LoWeRcAsE letters not typed correctly
- Forgot username or password
- Using username or password on the wrong website

Typical places to 'log in:'

- Computer
- Email account
- Online shopping
- Job application

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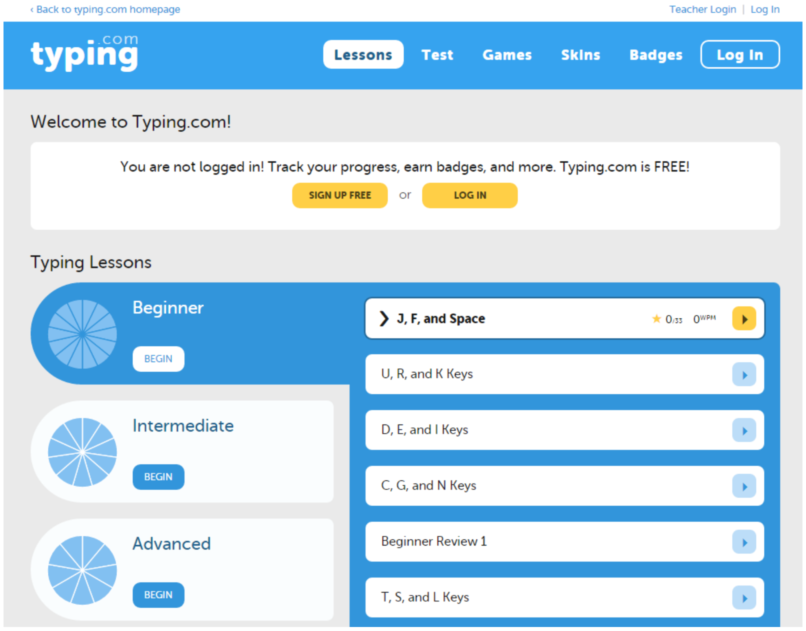
INCREASING TYPING SPEED & ACCURACY:

PRACTICE OPTIONS:

www.typing.com

1. CLICK on the Google Chrome icon on the desktop
2. CLICK once in the address bar
3. TYPE www.typing.com in the address bar
4. Press the ENTER key
5. CLICK ‘Typing Lessons’
6. Choose from any of the following activities to practice:


‹ Back to typing.com homepage
Teacher Login | Log In
typing.com
Lessons
Test
Games
Skins
Badges
Log In

Welcome to Typing.com!

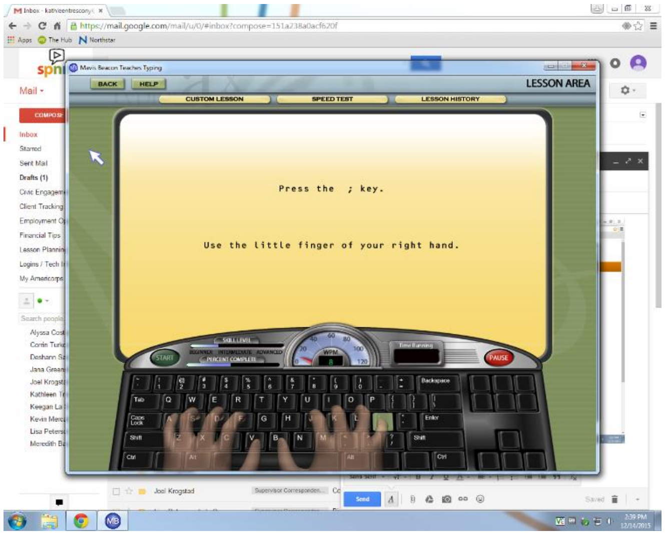
You are not logged in! Track your progress, earn badges, and more. Typing.com is FREE!

SIGN UP FREE
or
LOG IN

Typing Lessons

Beginner
BEGIN
Intermediate
BEGIN
Advanced
BEGIN
J, F, and Space
0:33 0WPM
U, R, and K Keys
D, E, and I Keys
C, G, and N Keys
Beginner Review 1
T, S, and L Keys

Mavis Beacon:


Mavis Beacon Teaches Typing
BACK
HELP
LESSON AREA
CUSTOM LESSON
SPEED TEST
LESSON HISTORY
START
PAUSE
WPM

Press the ; key.

Use the little finger of your right hand.

1. CLICK the Mavis Beacon icon on the desktop
2. CLICK ‘Student Area’
3. CLICK Access Lab 1 and SCROLL to find your name
   - Repeat with Access Lab 2 and Lab 3 until you find your name
4. DOUBLE-CLICK your name
5. CLICK “Lessons” to start or continue a lesson

If you would like to set up a Mavis Beacon account, let the instructor know during the break or after class.

TYPING FOR EMPLOYMENT: TRAIN-TO-WORK at PPL

The work training programs at PPL require the following typing speeds (in words-per-minute, or WPM):

TRAIN TO WORK		
Program Description	**Requirements**	**Employer Partners**
Banking Class Three-week program in banking specific soft-skill training and other banking topics, setting students apart from other job applicants. Students have the opportunity to participate in a panel interview with US Bank & Wells Fargo.	☐ HS Diploma/GED ☐ 6 months cash handling experience within last five years ☐ 20 WPM Typing assessment ☐ 3000 KPH ten-key assessment ☐ TABE (A&D levels, over 6) ☐ Staff interview (w/Robert) ☐ Criminal background check & drug screen ☐ Reference checks	• US Bank • Wells Fargo Bank • TCF Bank • Bremer • Guaranty • Associated • Wings • BMO Harris
CNA Healthcare Five-week program to get updated on professionalism in the workplace, 25 hours of Medical Terminology & Electronic Health Records training, and First Aid/AED/CPR certification. Two-week ***CNA*** internship in a hospital or clinic setting.	☐ HS Diploma/GED ☐ Registered CNA; prior experience preferred ☐ >80% CNA assessment ☐ TABE (A&D levels, over 6) ☐ Staff interview (w/Randy) ☐ Proof of immunizations ☐ Criminal background check ☐ Reference checks	• Abbott Northwestern Hospital • Allina Commons/Clinics • Children's Hospitals and Clinics • North Memorial Hospital • Augustana Health Care Center • Ebenezer (Fairview Health Services) • Episcopal Church Homes • Catholic Elder Care
Clerical Healthcare Five-week program to get updated on professionalism in the workplace, 25 hours of Medical Terminology & Electronic Health Records training, and First Aid/AED/CPR certification. Two-week ***Clerical*** internship in a hospital or clinic setting.	☐ HS Diploma/GED ☐ 1 year office experience ☐ 40 WPM Typing assessment ☐ >70% Northstar Assessment: MS Word/Excel/Windows 7 ☐ TABE (A&D levels, over 6) ☐ Staff interview (w/Randy) ☐ Proof of immunizations ☐ Criminal background check ☐ Reference checks	• Abbott Northwestern Hospital • Allina Commons/Clinics • Children's Hospitals and Clinics • North Memorial Hospital • Augustana Health Care Center • Ebenezer (Fairview Health Services) • Episcopal Church Homes • Catholic Elder Care
Hennepin County Office Specialist Six-week program focused on professionalism and clerical skills, preparing students for the Office Specialist III position at Hennepin County. Two-week job shadow at Hennepin County and a "career conversation" with OSIII supervisor.	☐ HS Diploma/GED ☐ 1 ½ years office experience ☐ 30 WPM Typing assessment ☐ >80% Northstar Assessments: MS Word & Excel ☐ TABE (A&D levels, over 6) ☐ Staff interview (w/Randy) ☐ Criminal background check ☐ Reference checks	• Hennepin County

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CAREER PATHWAYS

Program Description	Requirements	Employer Partners
Building Operations Technician A 10 month, customized credit (11) program in partnership with MCTC, Adult Education, and Hennepin County. Focus on creating a pipeline of skilled workers for the facilities, operations, and maintenance sector. Work experience with an employer partner included.	☐ HS Diploma/GED ☐ Minimum 1 year maintenance experience ☐ >70% on all Northstar Assessments ☐ TABE (A&D levels, over 6) ☐ **No** academic or financial holds at a MnSCU school ☐ Register/re-register at MCTC ☐ Accuplacer (READ1300, ENGL1110; ESOL0043) ☐ Staff interview (w/Conrad) ☐ Criminal background check ☐ Attend orientation session	• Hennepin County • City of Minneapolis • Minneapolis Public Housing Authority • Aeon • PPL's PMD department
Health Advocate An 8 ½ month, customized credit (8) program in partnership with MCTC, Adult Education, and Hennepin County. Focus on creating a pipeline of skilled workers for the Health sector, specifically a Health Advocate position. Two-week work experience with an employer partner.	☐ HS Diploma/GED ☐ Minimum 1 year customer service experience (*non-retail*) ☐ 40 WPM Typing assessment ☐ >70% on all Northstar Assessments ☐ TABE (A&D levels, over 6) ☐ No academic or financial holds at a MnSCU school ☐ Register/re-register at MCTC ☐ Accuplacer (READ0200, ENGL1110) ☐ Staff interview (w/Conrad) ☐ Criminal background check ☐ Attend orientation session	• Hennepin County • Metropolitan health Plan • HCMC • Optum (?)
Healthcare PLUS A five-month, customized credit (1.5) training program in partnership with MCTC & Abbott Northwestern Hospital. Prepares participants to fill Patient Assistant Coordinator (PAC) positions. Focus on medical terminology & records, communication and customer service in healthcare, & Nursing Assistant skills review. Two-week job shadow at Abbott Northwestern Hospital and one PAC shadow day.	☐ HS Diploma/GED ☐ Previous CNA experience (*current registered CNA preferred*) ☐ 1 year office experience (*medical office preferred*) ☐ Desire to work as Patient Assistant Coordinator w/Abbott NW ☐ 30 WPM Typing assessment ☐ >70% Northstar Assessments: World Wide Web, MS Word, & Excel ☐ TABE (A&D levels, over 6) ☐ Register/re-register at MCTC ☐ Accuplacer (READ0200) ☐ Staff interview (w/Alana & Ric) ☐ Proof of immunizations ☐ Criminal background check	• Abbott Northwestern Hospital

	☐ Attend orientation session	

CAREER PATHWAYS

Human Services Pathways An 8 ½ month, customized credit (8) program in partnership with MCTC, Adult Education, and Hennepin County. Focus on creating a pipeline of skilled workers for the Human Services sector, specifically the Human Service Representative (HSR) position. Two-week work experience with Hennepin county and opportunity to interview for HSR position.	☐ HS Diploma/GED ☐ Minimum 2 years customer service experience ☐ Desire to work as Human Service Representative w/Hennepin County ☐ 30 WPM Typing assessment ☐ >70% Northstar Assessments: Computer Basics, World Wide Web, Windows 7, & Email ☐ TABE (A&D levels, over 6) ☐ No academic or financial holds at a MnSCU school ☐ Register/re-register at MCTC ☐ Accuplacer (READ1300, ENGL1110) ☐ Staff interview (w/Alex) ☐ Criminal background check ☐ Attend orientation session	• Hennepin County
Public Sector Office Administration An 8 ½ month, customized credit (9) program in partnership with MCTC, Adult Education, and Hennepin County. Focus on creating a pipeline of skilled workers for the Clerical sector, specifically the Office Specialist position. Two-week work experience with an employer partner.	☐ HS Diploma/GED ☐ Minimum 6 months office experience ☐ 30 WPM Typing assessment ☐ >70% on all Northstar Assessments ☐ TABE (A&D levels, over 6) ☐ No academic or financial holds at a MnSCU school ☐ Register/re-register at MCTC ☐ Accuplacer (READ1300, ENGL1110) ☐ Staff interview (w/Gary) ☐ Criminal background check ☐ Attend orientation session	• Hennepin County • City of Minneapolis • Minneapolis Public Schools

St. Kate's MAT (Medical Administrative Technician) Program

17 credit program, covering Spring, Summer, and Fall semesters 2016. Prepares students for a wide variety of healthcare clerical positions (HUC, PAC, patient registration, billing/coding). REQUIRES TUITION. About $5000, financial aid eligible.	☐ HS Diploma/GED (official transcript) ☐ 25 WPM Typing assessment ☐ >70% Northstar Assessments: Basics, World Wide Web, Email, Word, & Excel ☐ TABE (A&D Levels, over 6) ☐ Staff interview (w/Alana) ☐ Criminal background check ☐ Apply @ St. Kate's ☐ Attend Orientation @ St. Kate's	• N/A *****not a PPL program, recruitment & employment services only*****