

Microsoft Digital Literacy (Windows 10 & Office 2016)



User Guide







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Introduction

Digital skills can play a powerful role in helping people connect, learn, engage with their community, and create more promising futures. There are six Digital Literacy courses that can help individuals gain the digital skills necessary to engage in a digital economy and improve livelihoods. These courses are used by individuals, non-profits, schools, and governments all over the world.

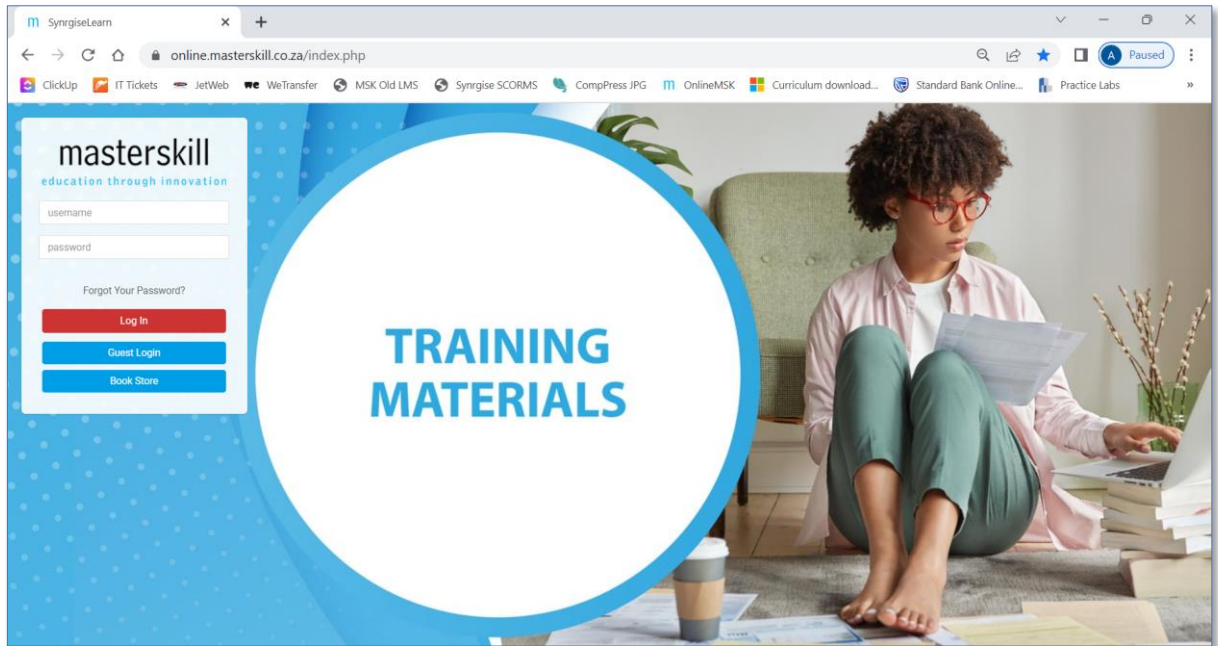
You will have access to the following courses:

	<p>Work with computers</p> <p><u>1 hour 9 minutes</u></p> <p>This learning path will introduce you to the different parts and types of the computer and their functions. You will also learn the difference between operating systems and applications and their functions. Peripherals, portable storage devices will be discussed as well.</p>
	<p>Access information online</p> <p><u>48 minutes</u></p> <p>In this learning path, you will become familiar with the concept of the internet and how to access it. You will be introduced to the World Wide Web and how to access it using a web browser. In addition to that, search engines will be covered, including how to use them effectively and how to evaluate the results.</p>
	<p>Communicate online</p> <p><u>33 minutes</u></p> <p>This learning path will show you how to communicate online effectively using email. You will be introduced to web applications that are used for instant messaging including voice and video calls.</p>
	<p>Participate safely and responsibly online</p> <p><u>26 minutes</u></p> <p>In this learning path, you will be introduced to the safety risks you can face while using the internet. You learn about online scams and how to avoid them. You will also learn about best practices for sharing information online. In addition, you will be introduced to cyberbullying.</p>
	<p>Create digital content</p> <p><u>1 hour 9 minutes</u></p> <p>In this learning path, you will be introduced to Microsoft Office. You will learn how to perform the basic functions in Microsoft Word. You will learn how to interact with text, pictures, lists and other types of objects. You will deal with PDF files.</p>
	<p>Collaborate and manage content digitally</p> <p><u>1 hour 5 minutes</u></p> <p>In this learning path, you will be introduced to the cloud services like OneDrive and how to apply their basic functions. You will also learn how to collaborate with others on Word documents. In addition, you will learn to use Microsoft Outlook to manage your tasks, time and contacts.</p>

This is a step-by-step guide which will enable you to register for these courses and show you how to get started.

Creating an Account (New Users)

1. Navigate to the following URL: <https://online.masterskill.co.za/>.
2. The following landing page is displayed:

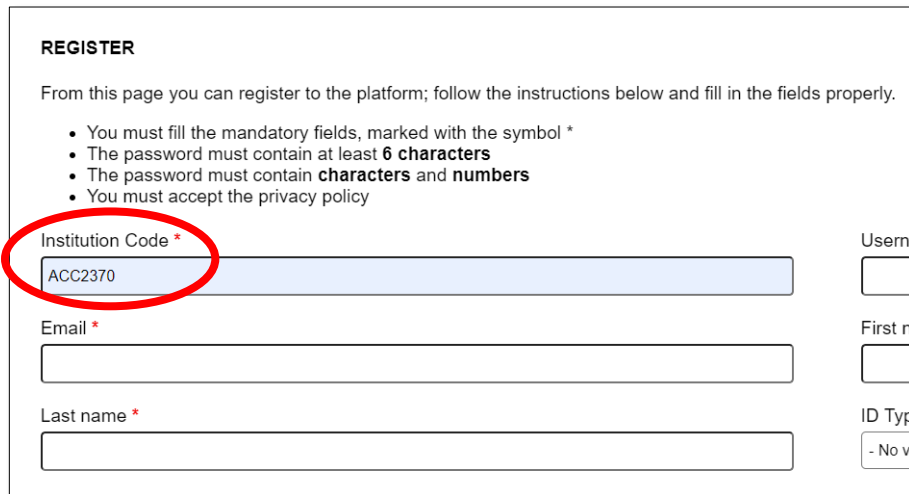


3. Click on the **GUEST LOGIN** button. The following page is displayed:

A screenshot of the Masterskill LMS registration page. The browser's address bar shows 'online.masterskill.co.za/index.php?modname=login&op=register'. The page has a header with the Masterskill logo and tagline 'education through innovation'. Below the header, there is a 'REGISTER' section with instructions and a list of requirements. The registration form consists of two columns of fields. The left column includes fields for 'Institution Code', 'Email', 'Last name', 'ID Number', 'Race', 'Company', 'Contact Number', 'Password', and 'Privacy policy'. The right column includes fields for 'Username', 'First name', 'ID Type', 'Gender', 'Institution', 'Cellphone Number', 'Language', and 'Retype the password'. At the bottom of the form, there is a 'Register' button.

4. Complete all the required fields on the **REGISTRATION PAGE**.

- Please ensure that you insert the correct Institution Code in the **INSTITUTION CODE** text field: **ACC2370** as shown below:



REGISTER

From this page you can register to the platform; follow the instructions below and fill in the fields properly.

- You must fill the mandatory fields, marked with the symbol *
- The password must contain at least **6 characters**
- The password must contain **characters** and **numbers**
- You must accept the privacy policy

Institution Code *

Email *

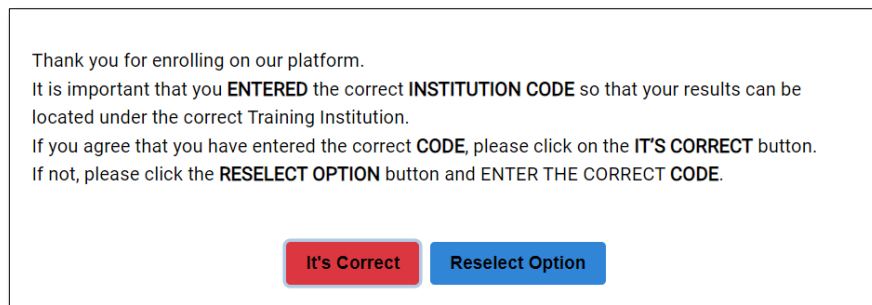
Last name *

User name

First name

ID Type

- Once you have completed all the requested details, check the **I ACCEPT THE TERMS OF THE PRIVACY POLICY** check box. The following pop-up will be displayed:



Thank you for enrolling on our platform.

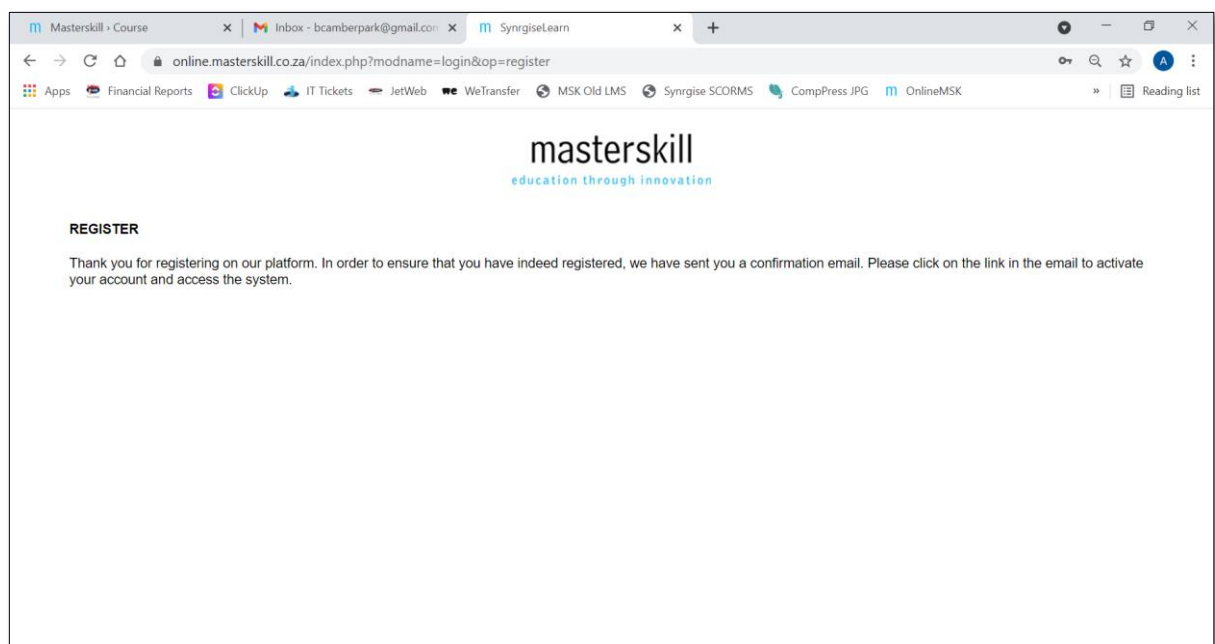
It is important that you **ENTERED** the correct **INSTITUTION CODE** so that your results can be located under the correct Training Institution.

If you agree that you have entered the correct **CODE**, please click on the **IT'S CORRECT** button.

If not, please click the **RESELECT OPTION** button and ENTER THE CORRECT CODE.

It's Correct **Reselect Option**

- Click on the **IT'S CORRECT** button to confirm the Institution Code that you typed in.
- The following page will be displayed:

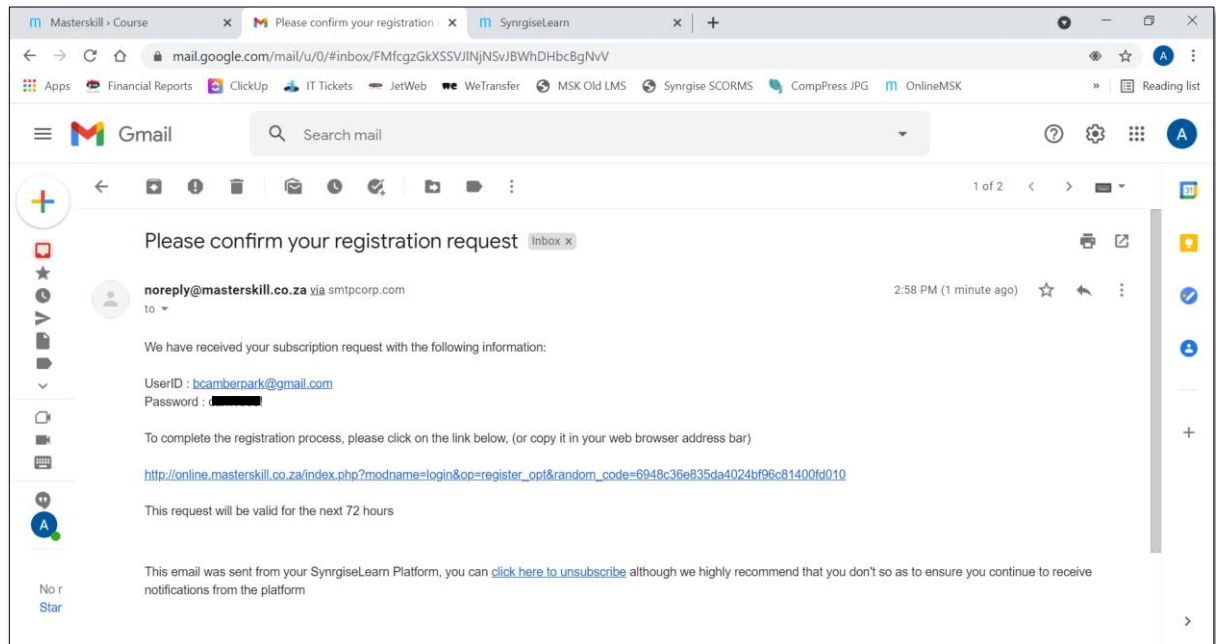


masterskill
education through innovation

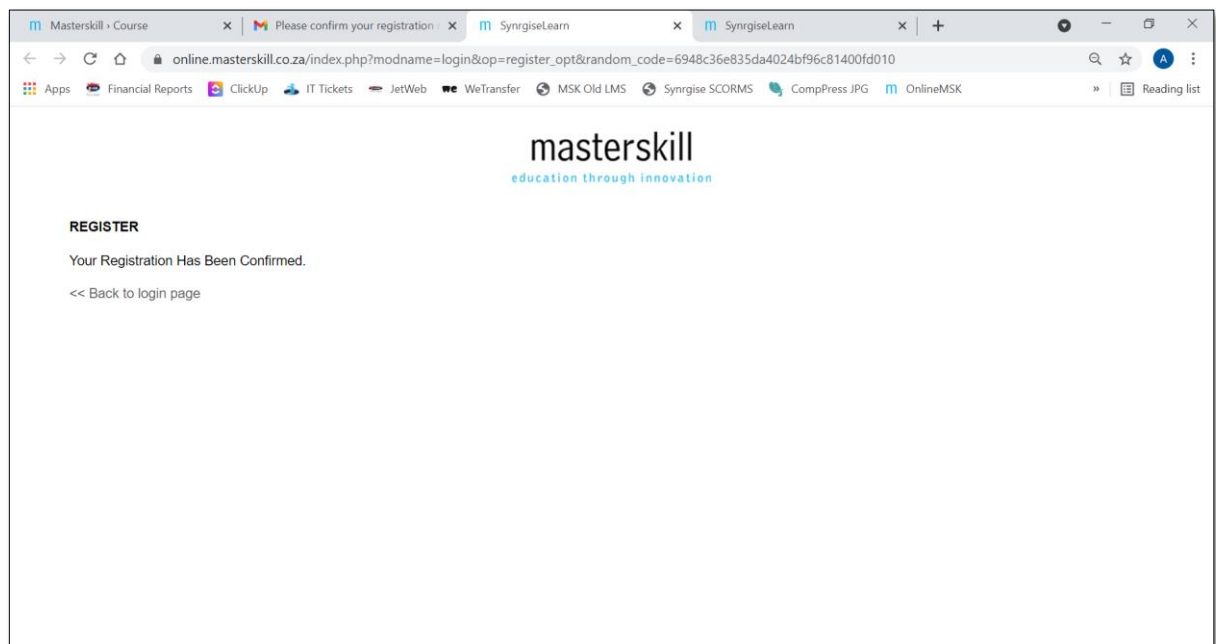
REGISTER

Thank you for registering on our platform. In order to ensure that you have indeed registered, we have sent you a confirmation email. Please click on the link in the email to activate your account and access the system.

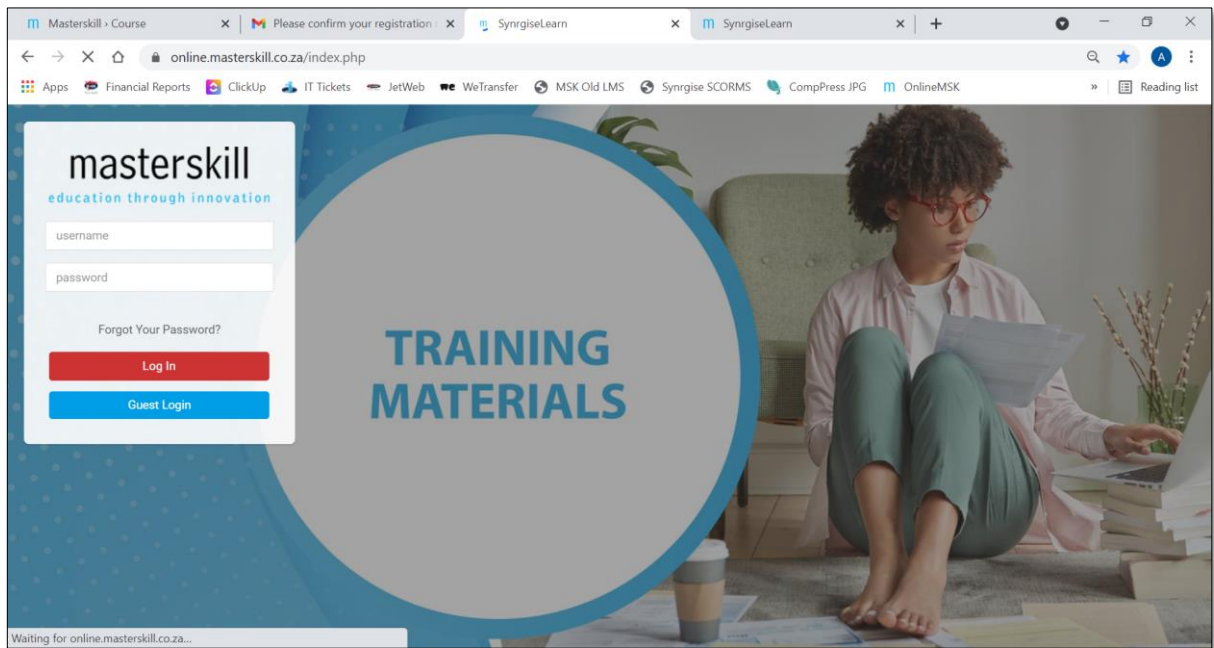
9. Navigate to your email account and look for the registration email. The email you receive will be like the sample below:



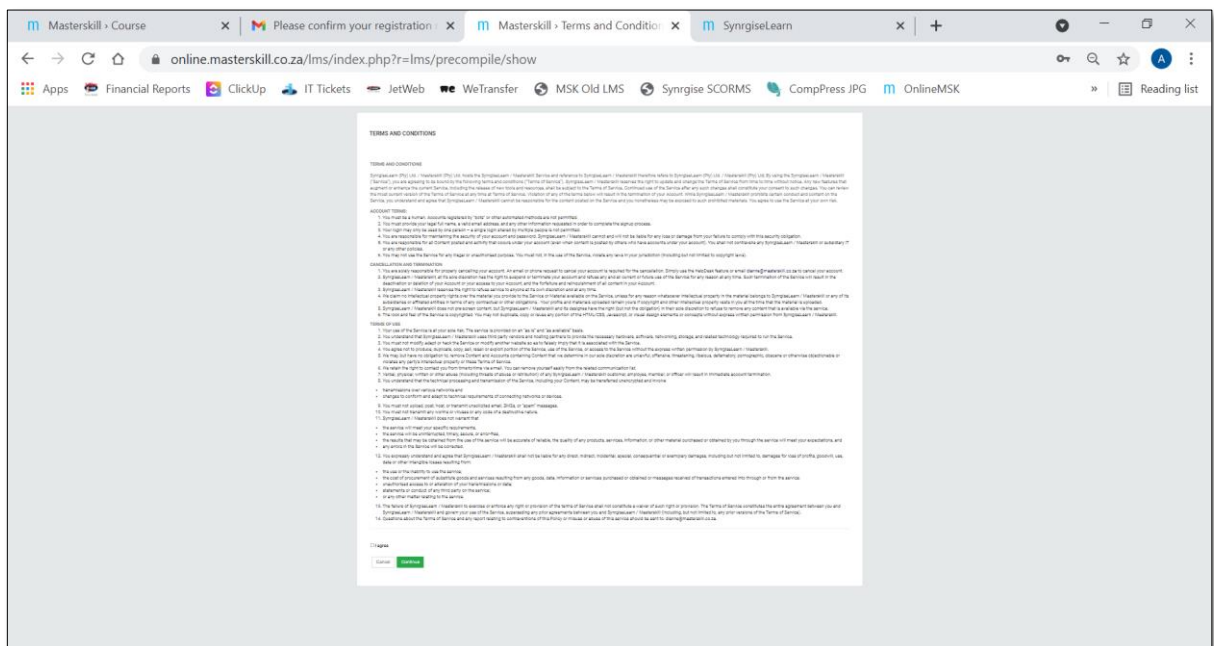
10. Click on the **REGISTRATION LINK** you received. The following page will be displayed:



11. Click on the << **BACK TO LOGIN PAGE** link. The following page is displayed:



12. Login in with your newly created **username** and **password** and click the **LOG IN** button. The **Terms and Conditions** page is displayed:



13. Click the **I AGREE** check box.

14. Click the **CONTINUE** button.

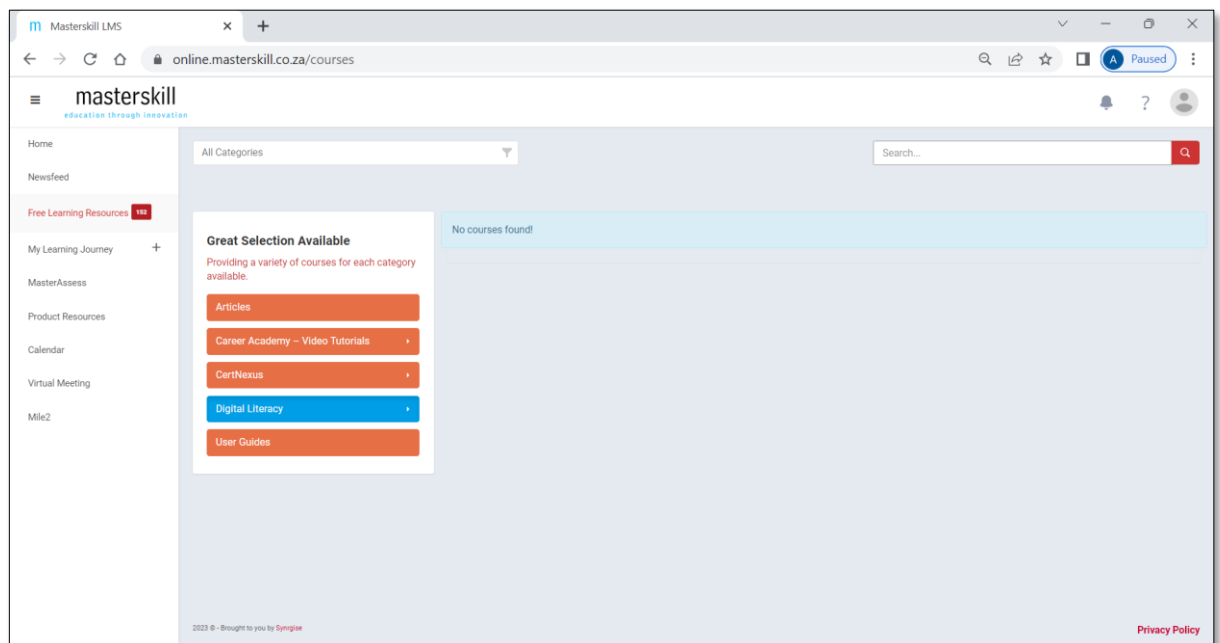
15. The Home Page will be displayed:



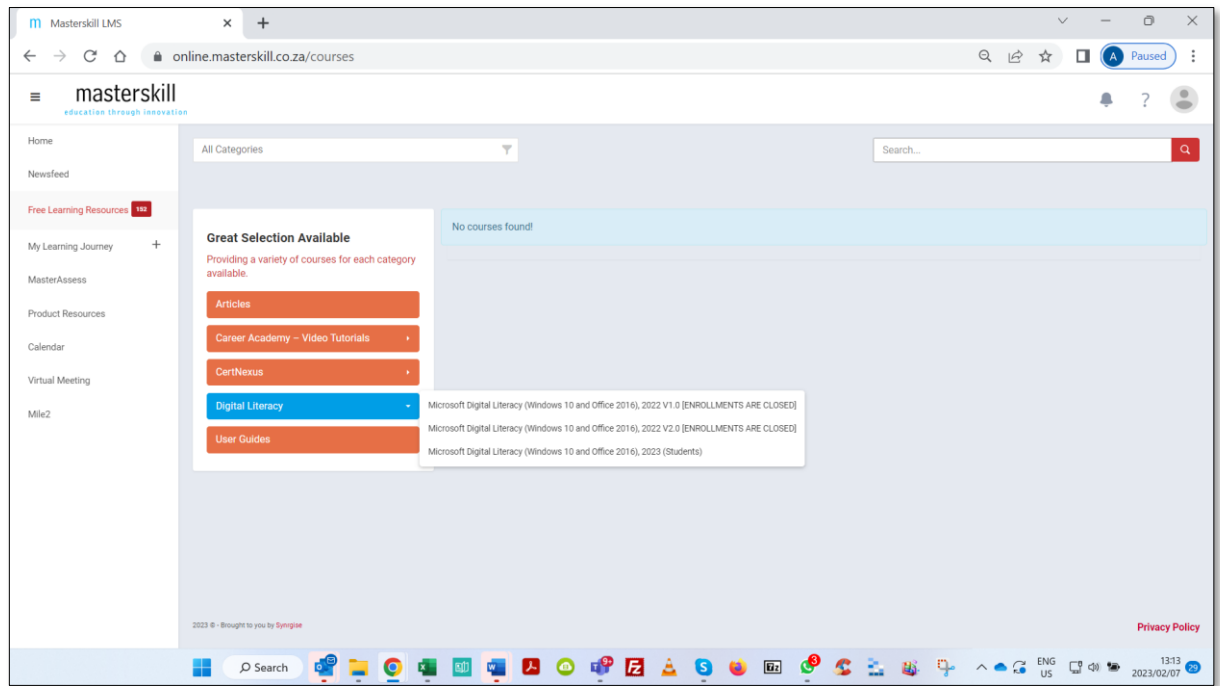
Finding Your Course(s)

To access your course(s), click one of the following options.

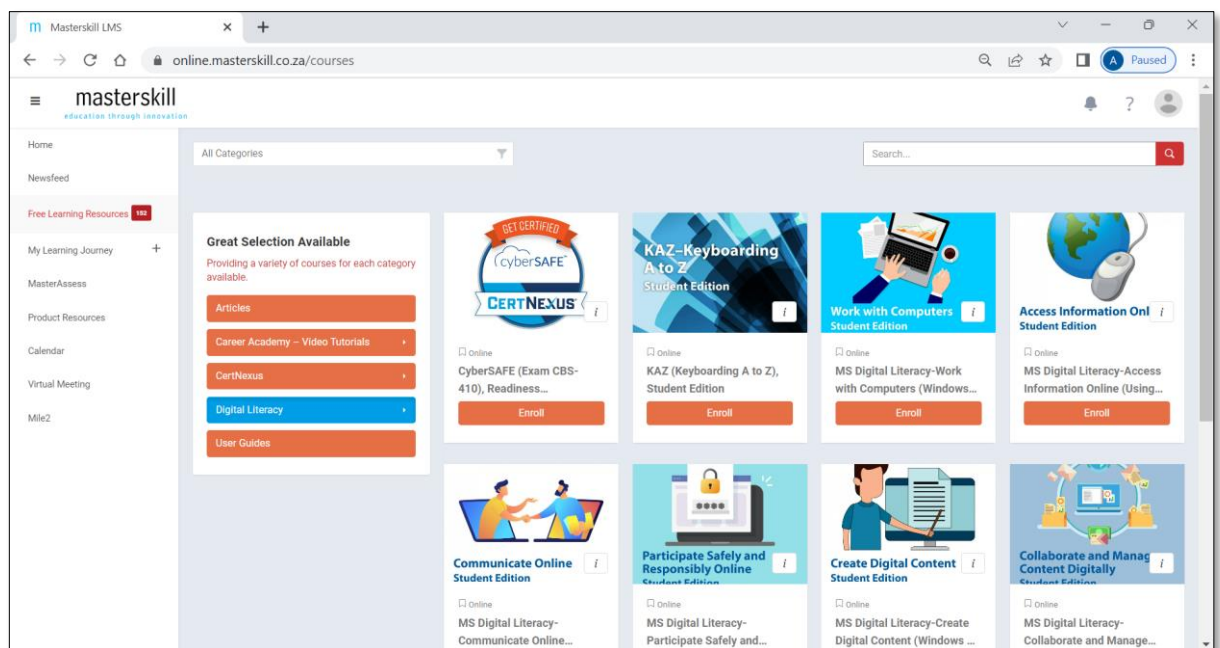
1. On the Navigation Pane on the left side of the page, click **FREE LEARNING RESOURCES**.



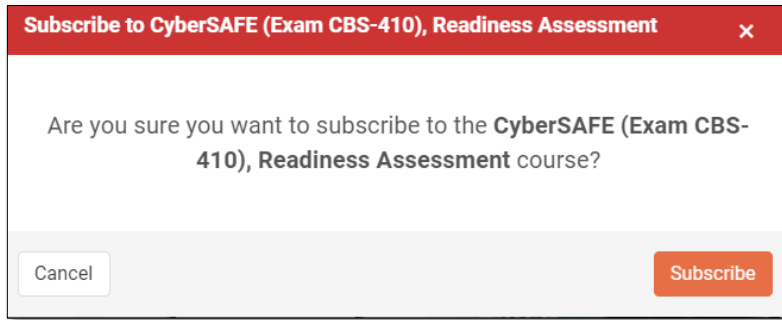
2. From the **GREAT SELECTION AVAILABLE** pane, click on **DIGITAL LITERACY**.



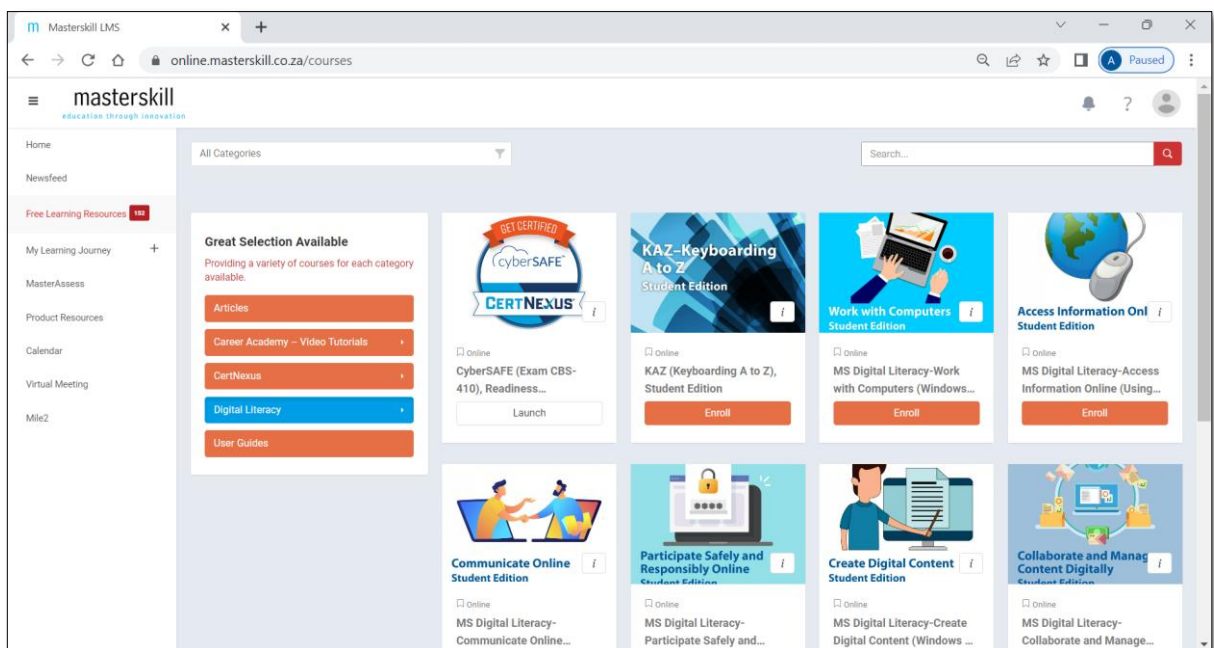
3. Click on **MICROSOFT DIGITAL LITERACY (WINDOWS 10 AND OFFICE 2016), 2023 (STUDENTS)**.



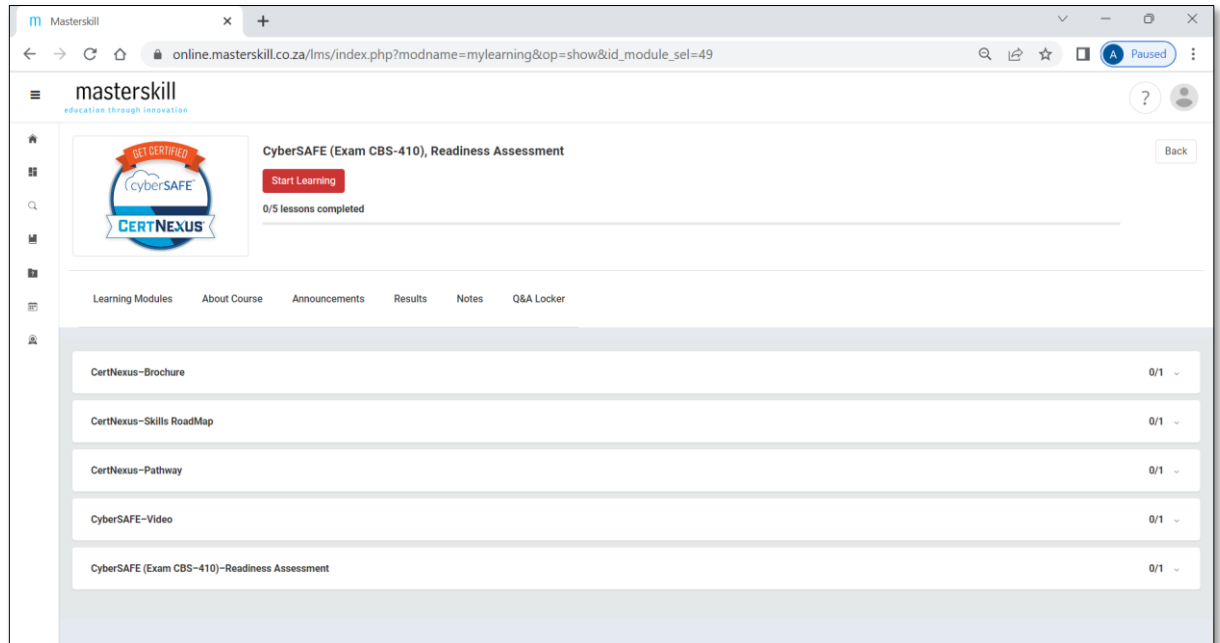
4. All the courses that you have access to will be displayed here. Please note that the order of the courses are displayed in the order that you can follow for your learning journey. You can either decide to follow the order of the courses or follow your own pathway.
5. Click on the **ENROLL** button to activate a course. A dialogue box will be displayed asking you to confirm your enrolment.



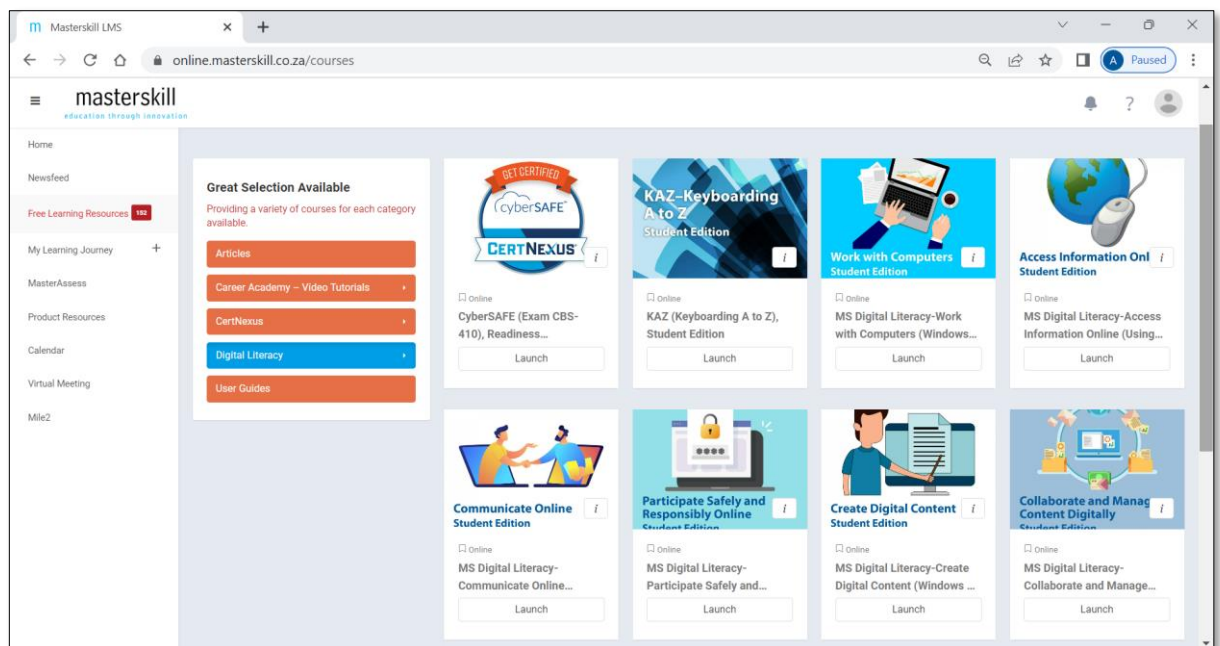
6. Click the **SUBSCRIBE** button to enroll on the course, or the **CANCEL** button to return to the previous page.
7. **REPEAT THE STEPS** from number 1 to number 3 above to return to the list of courses:



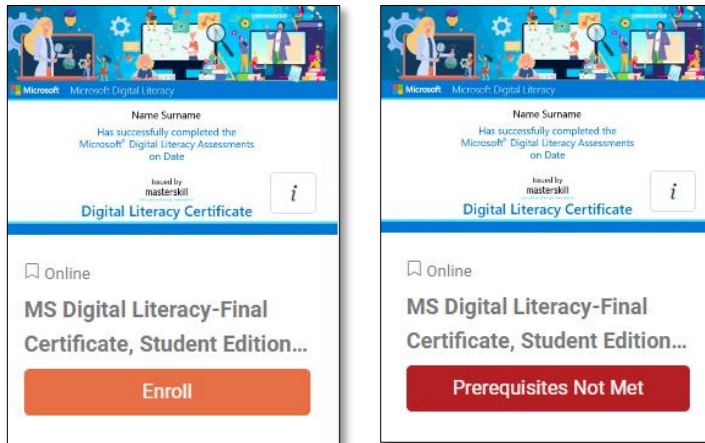
8. Click on the **LAUNCH** button to access a course.



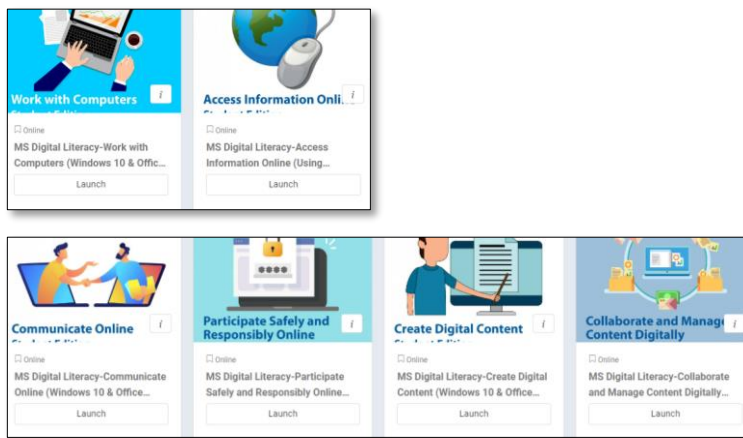
9. Repeat this process to **ENROLL** on the other courses. Once you have enrolled on all the courses, the **ENROLL** buttons will be replaced with **LAUNCH** buttons as show in the image below.



10. Please note the following about the **LAST TILE**. For you to access your Microsoft Digital Literacy Certificate, you must pass the 6 assessments within the 6 modules. Once you have passed the assessments the **PREREQUISITES NOT MET** button will change to a **LAUNCH** button so that you can access the final certificate.



11. The courses shown below must be completed:

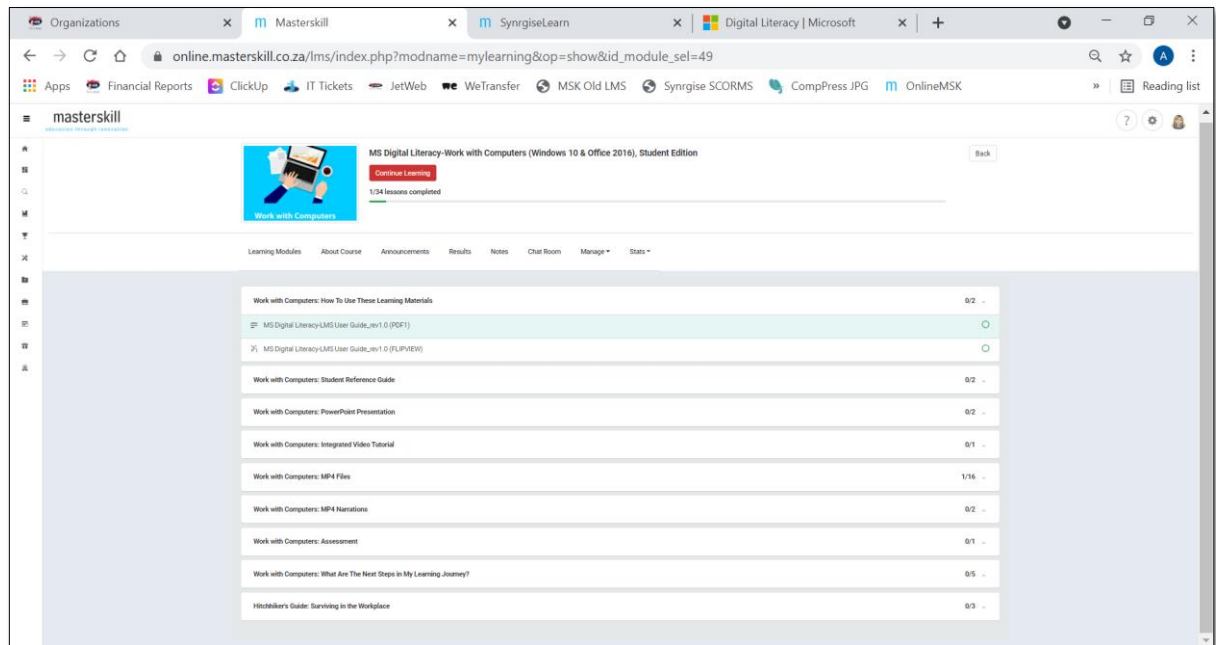


Accessing the Learning Materials

1. Click on any one of the **LEARNING TILES** to access a course.



2. The following sample page will be displayed; within each course, you have several items to access:



- **How to Use These Learning Materials**

This is the guide that you are currently reading. It will assist you with accessing the learning materials on the platform.

- **The Student Reference Guide**

The Student Reference Guide is your learning material.

- **PowerPoint Presentation**

The PowerPoint Presentation is a summary of the module topics and contains Knowledge Checks.

- **The Integrated Video Tutorial**

The integrated video tutorial contains all the video demonstrations, animations, simulations, and hands-on labs that allow for a rich learning environment to thoroughly explore each topic.

- **MP4 Files**

For your convenience, the MP4 videos have been extracted from the Integrated Video Tutorial so that you can access the videos individually, without having to navigate through the whole session again.

- **MP4 Narrations**

The video narrations or the audio content of the MP4 files have been extracted and placed in a PowerPoint presentation for you to read. You can either read the presentation slides on their own, or you can read them as you are watching the relevant video.

- **The Assessment**

The Assessments have been designed to assess your knowledge. A pass mark of 80% is required per module. You will receive a digital certificate for each module completed. Once all 6 modules have been completed, the Learning Management System will issue a Digital Literacy Certificate to show competencies for all the modules.

• What Are The Next Steps In My Learning Journey?

A learning journey is a designed learning experience that occurs over a period of time and involves a whole series of different learning elements and learning experiences involving different methods and channels. Once you have completed the Digital Literacy curriculum you might want to expand your skills set. The information contained within this section, will serve as the next step for designing your learning journey.

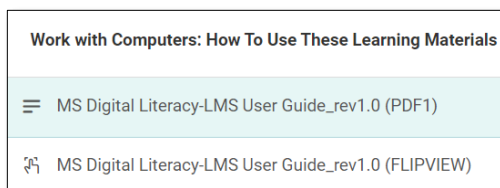
• Hitchhiker's Guide: Surviving In The Workplace

The content of this course covers the following topics:

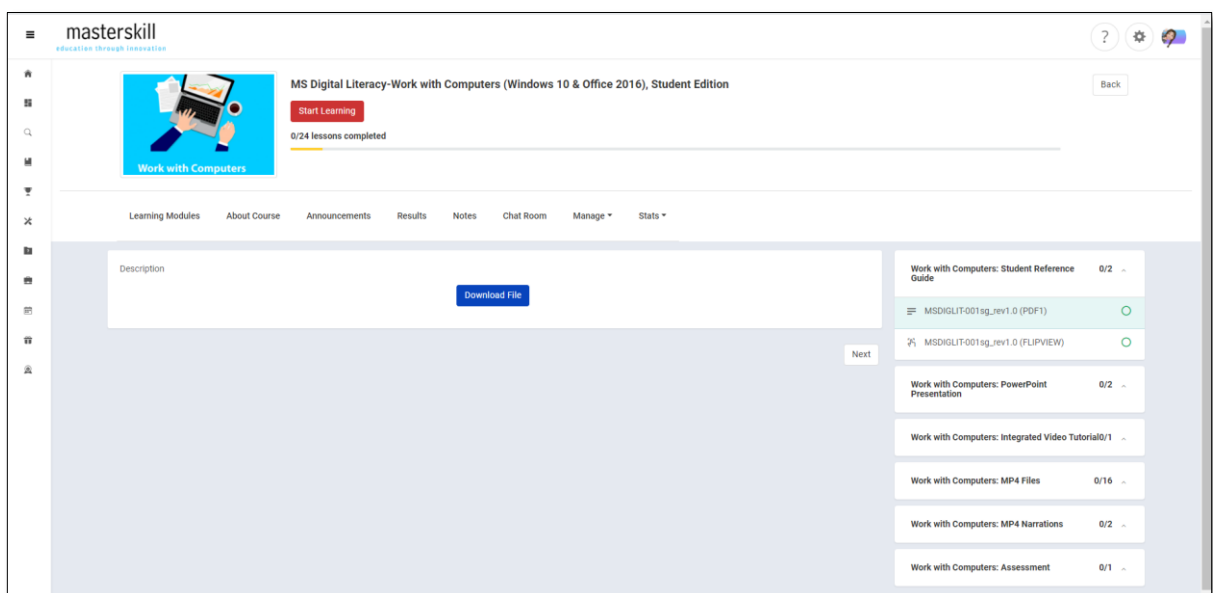
- Professionalism in the Office
- Attitude
- Plan Your Work/Work Your Plan
- Surviving Information Overload
- Business Ethics

How To Use These Learning Materials

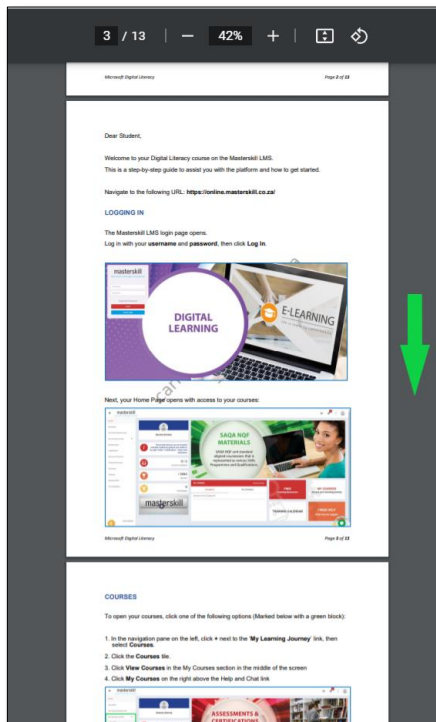
This is the guide that you are currently reading. It will assist you with accessing the learning materials on the platform. You have two options to open and view the LMS User Guide, i.e., in PDF format or FlipView format.



1. To download the digital book in **PDF** format, click the name of the book containing the wording (**PDF1**). Once you have downloaded the PDF document, you can copy the book onto a flash or thumb drive for you to use at a later stage.
2. Click the **Download** button to start the download. The downloaded manual will open in a new tab in your browser.



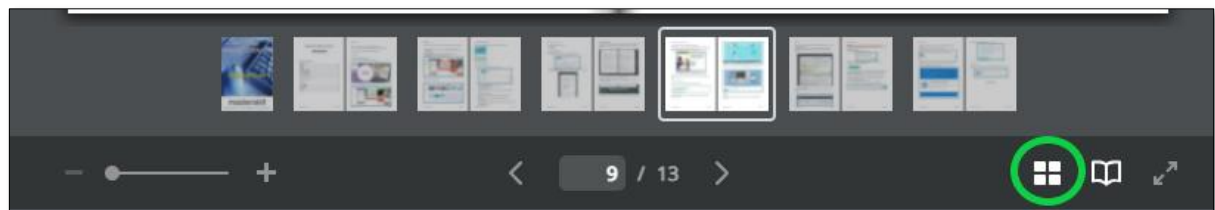
- The PDF manual displays the pages below one another. To read the PDF manual, scroll down to read the next page:



- When you are finished with your manual, close the browser tab to return to your lessons.
AND/OR
- To view the digital book in **FLIPVIEW** format, click the name of the book that contains the wording (**FLIPVIEW**). Please note that **FLIPVIEW** formats cannot be downloaded.
- The **FlipView** manual displays the pages as it would in a printed manual. To read the manual, click the right arrow (>) to the right of the manual, to page back, click the left arrow (<) to the left of the manual.



7. There are various buttons that you can use when reading the manual. Click the 4 squares at the bottom right of this section.
8. The option below the manual allows you to zoom in on the page, continue to the next page or jump to another section. You can also view the manual in full screen.



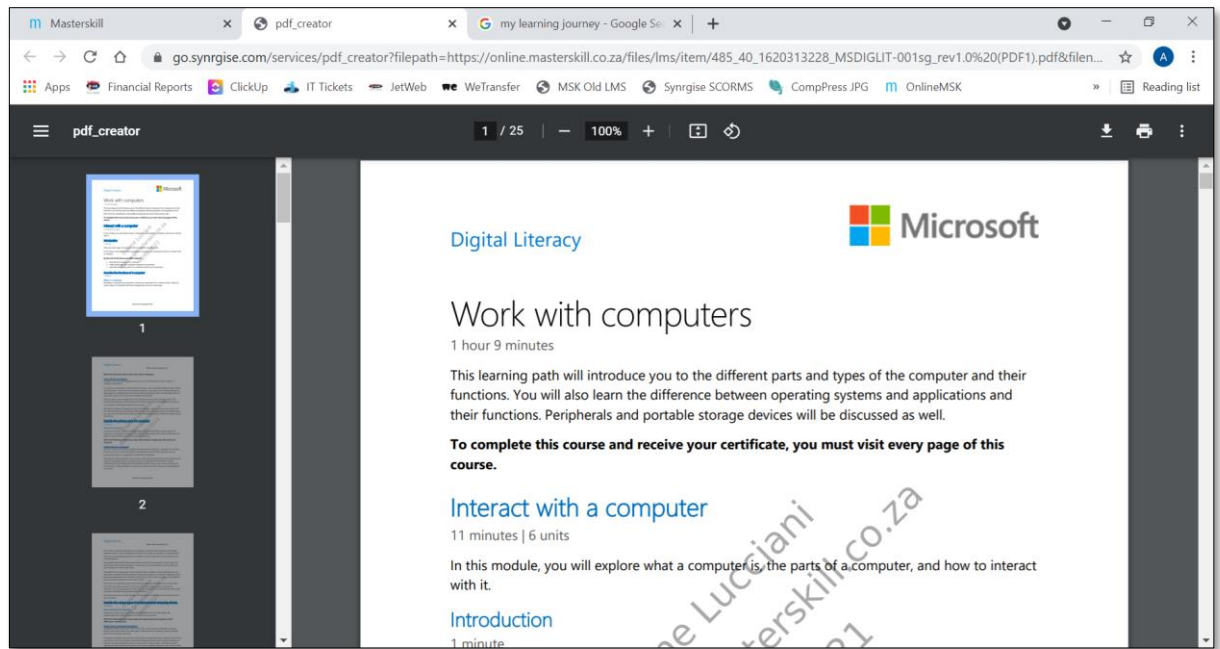
Student Reference Guide

The Student Reference Guide is your learning material. The guide provides you with theoretical information, references the various videos you can access and contains knowledge checks.

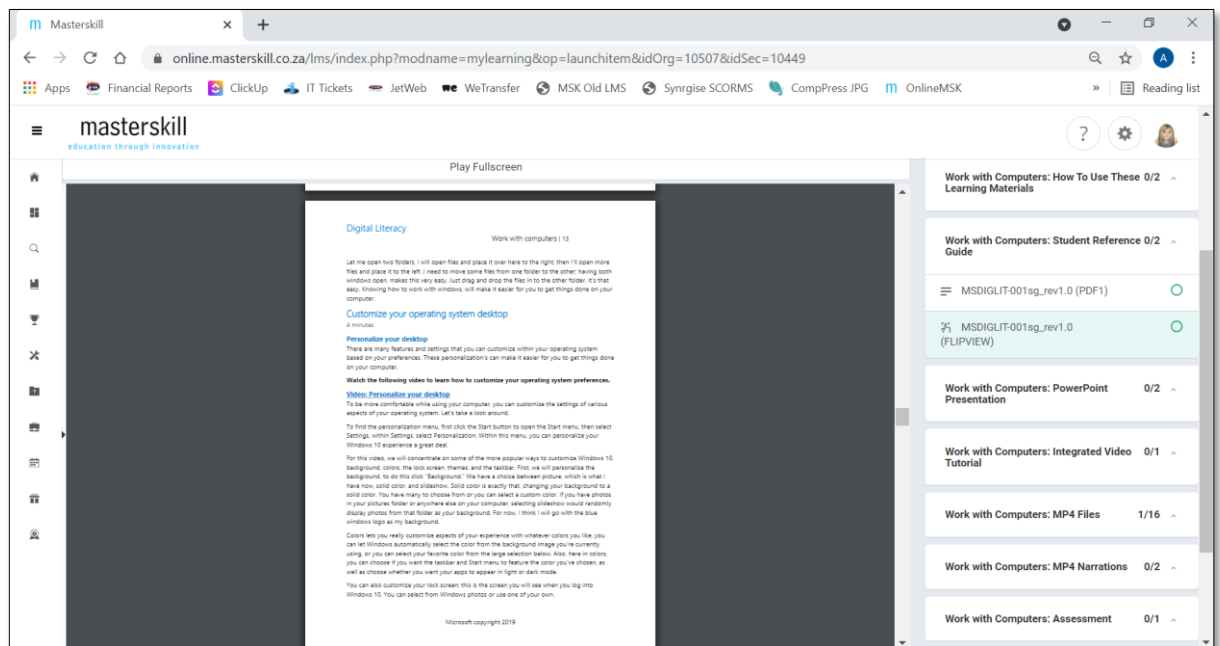
You have two options to open and view the Student Reference Guide, i.e., in PDF format or FlipView format. Please follow the steps as previously explained under the **How To Use These Learning Materials** section.

Work with Computers: Student Reference Guide	
☰	MSDIGLIT-001sg_rev1.0 (PDF1)
📄	MSDIGLIT-001sg_rev1.0 (FLIPVIEW)

The Student Reference Guide in PDF Format:



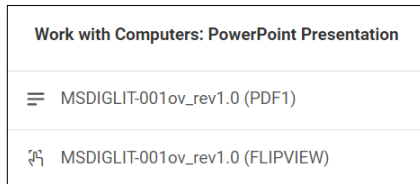
The Student Reference Guide in FLIPVIEW Format:



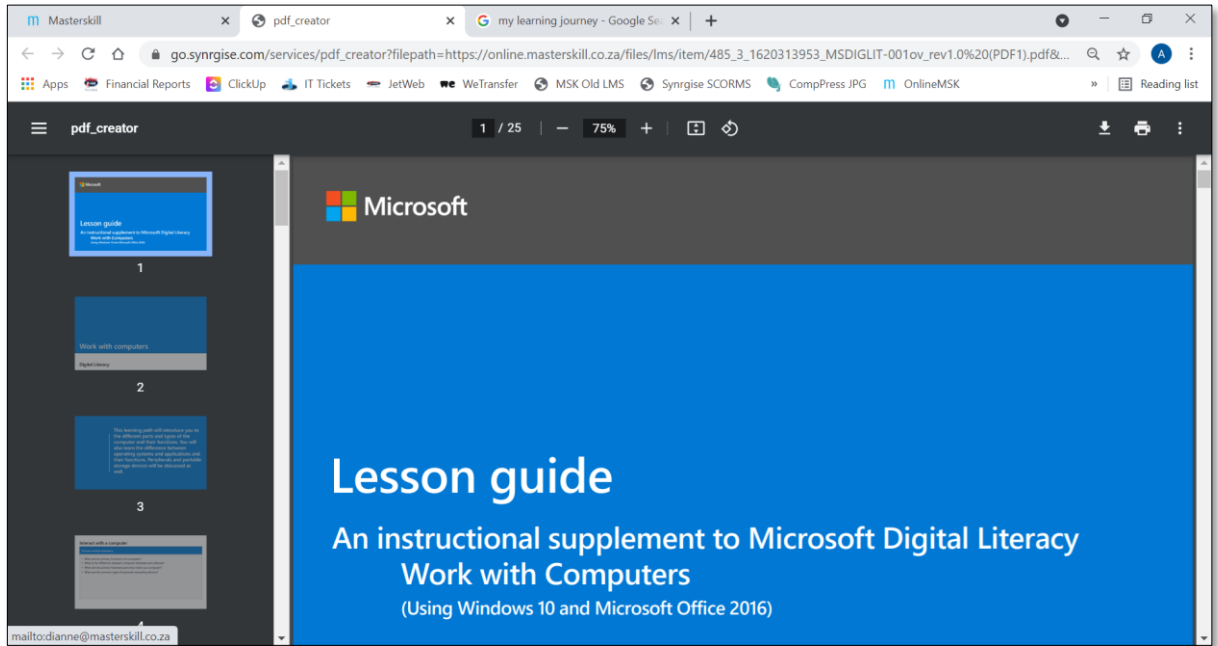
Using the PowerPoint Presentation

The PowerPoint Presentation is a summary of the module topics and contains Knowledge Checks.

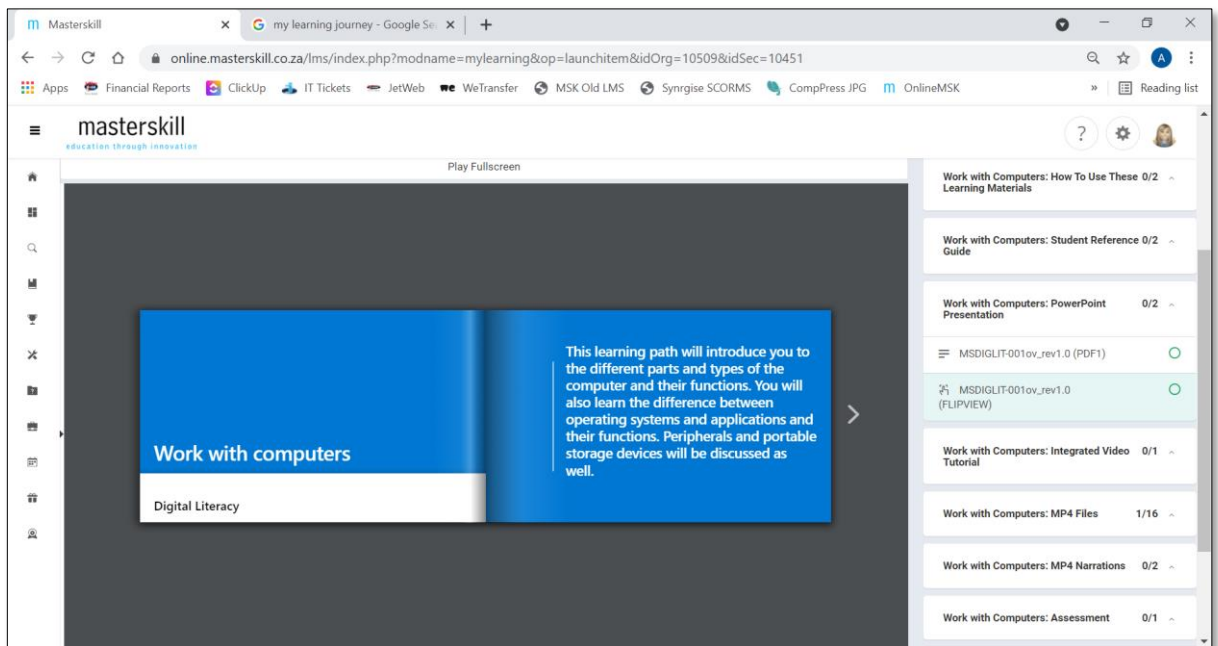
You have two options to open and view the PowerPoint Presentation, i.e., in PDF format or FlipView format. Please follow the steps as previously explained under the **How To Use These Learning Materials** section.



The PowerPoint Presentation in PDF Format:

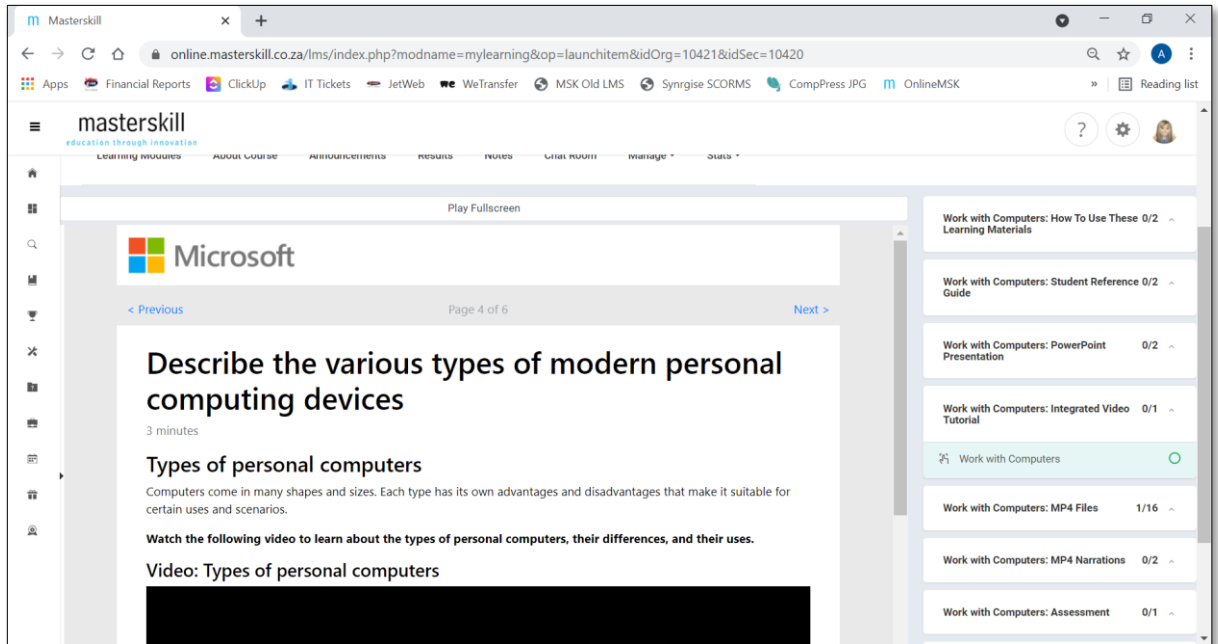
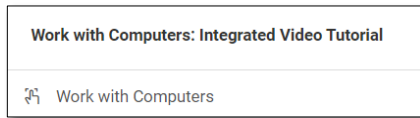


The PowerPoint Presentation in FLIPVIEW Format:



Integrated Video Tutorial

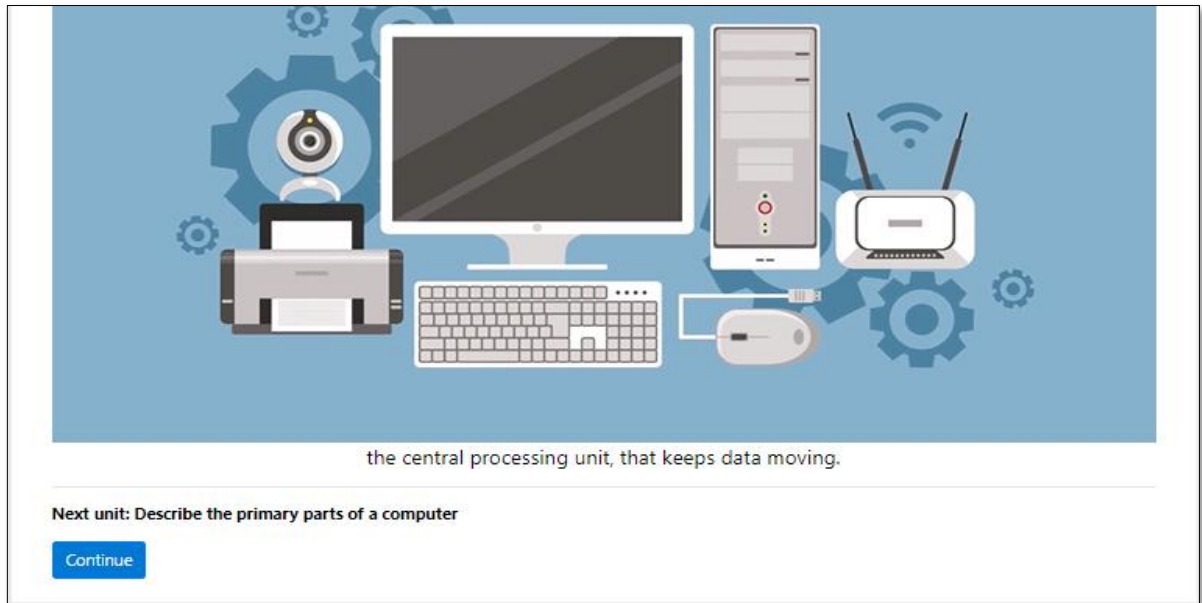
The integrated video tutorial contains all the video demonstrations, animations, simulations, and hands-on labs that allow for a rich learning environment to thoroughly explore each topic.



1. Listen and watch the videos. You can Pause (||) the video and replay the video again by click the play button (▶).



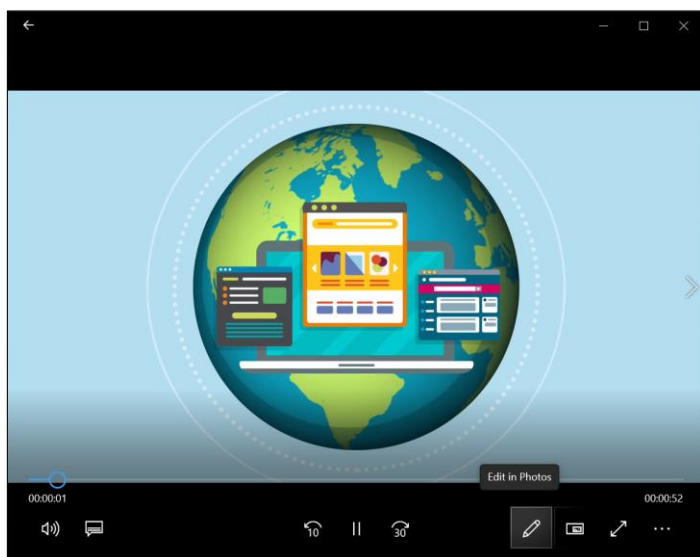
2. When the video is finished, scroll down to the 'Continue' button, to go to the next video.



MP4 Files

For your convenience, the MP4 videos have been extracted from the Integrated Video Tutorial so that you can access the videos individually, without having to navigate through the whole session again.

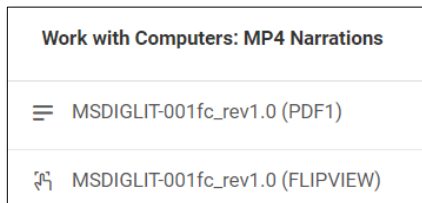
Work with Computers: MP4 Files
01-what-is-a-computer.mp4
02-parts-of-a-computer.mp4
03-types-of-personal-computers.mp4
04-what-is-an-operating-system .mp4
05-get-to-know-operating-system.mp4



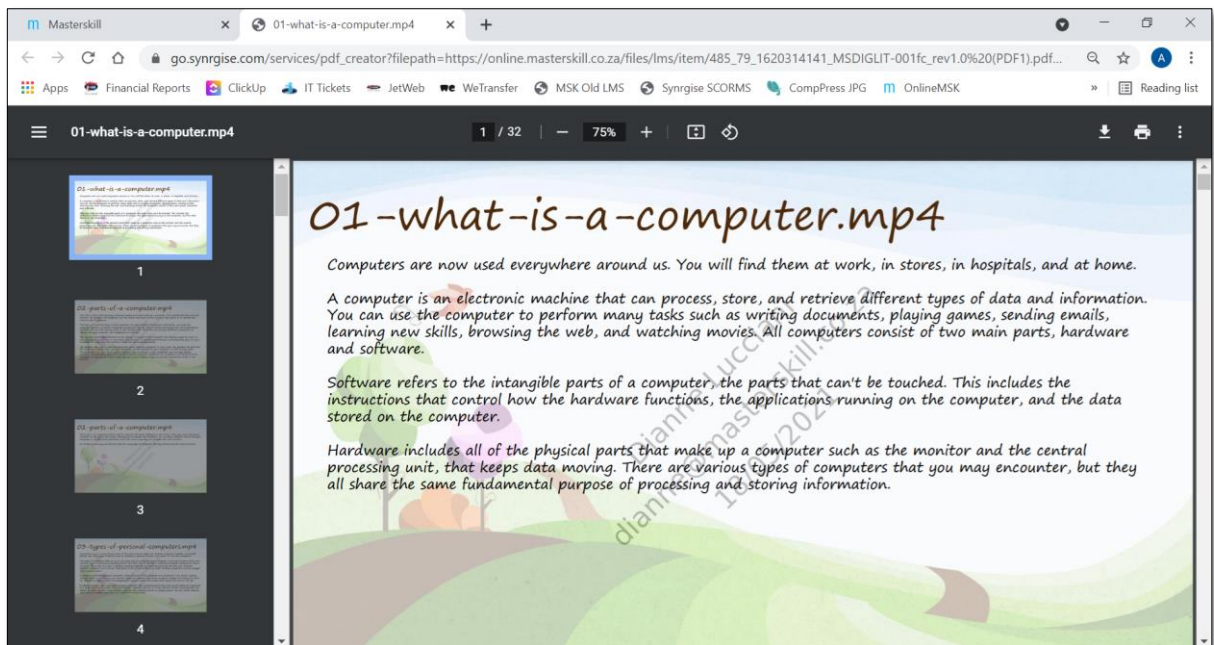
MP4 Narrations

The video narrations or the audio content of the MP4 files have been extracted and placed in a PowerPoint presentation for you to read. You can either read the presentation slides on their own, or you can read them as you are watching the relevant video.

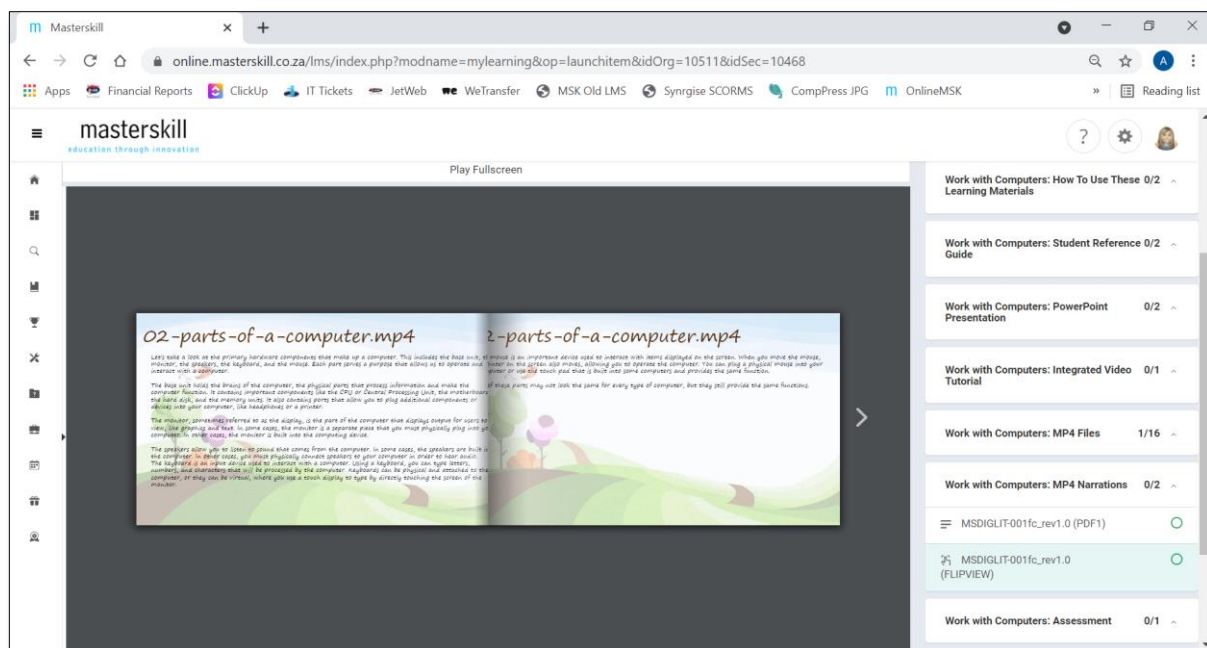
You have two options to open and view the MP4 Narrations, i.e., in PDF format or FlipView format. Please follow the steps as previously explained under the **How To Use These Learning Materials** section.



The MP4 Narrations in PDF Format:

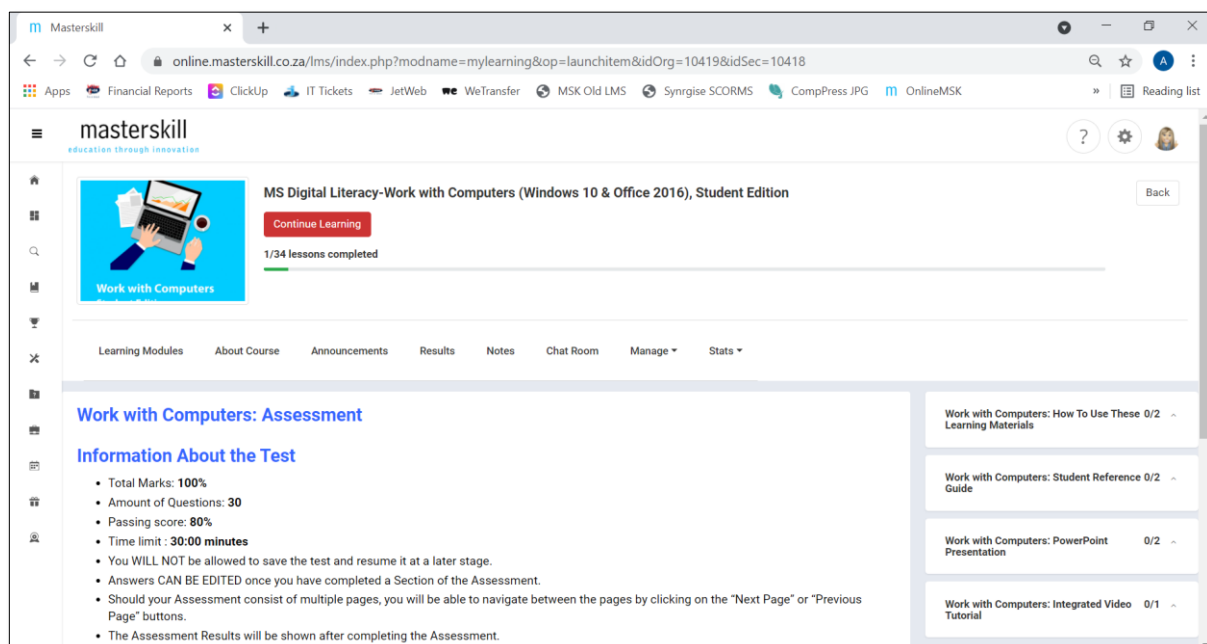
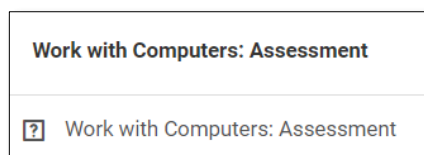


The MP4 Narrations in FLIPVIEW Format:

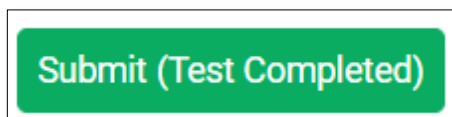


The Assessment

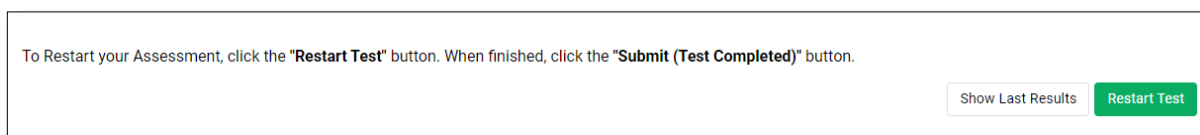
The Assessment has been designed to assess your knowledge. A pass mark of 80% is required per module. You will receive a digital certificate for each module completed. Once all 6 modules have been completed, the Learning Management System will issue a Digital Literacy Certificate to show competencies for all the modules.



1. The first page contains information regarding the assessment. When you have read the information, click the green **Click to Begin** button.
2. You need to achieve 80% to pass the assessments. Read the questions carefully and note that some questions require more than one answer selection. Answer all the questions before submitting the assessment.
3. Single answer questions have a circle (o) and the multiple-choice question have squares (□).
4. Once you have completed the assessment, click the **Submit (Test Completed)** button.

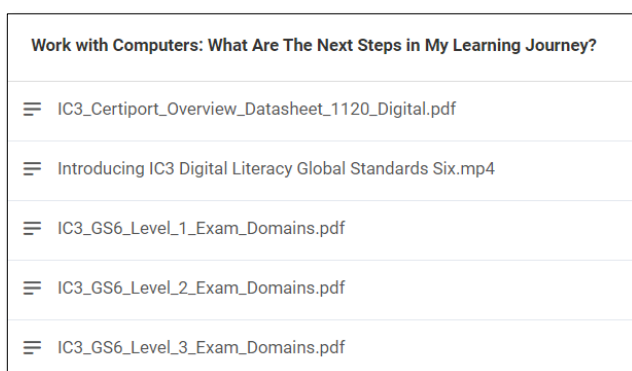


5. Your result is available immediately.
6. You can redo the assessment to increase your score. Two attempts are allowed.
7. Open the assessment from your **Learning Modules** and select the **Restart Test** button.



What Are The Next Steps In My Learning Journey?

A learning journey is a designed learning experience that occurs over a period of time and involves a whole series of different learning elements and learning experiences involving different methods and channels. Once you have completed the Digital Literacy curriculum you might want to expand your skills set. The information contained within this section, will serve as the next step for designing your learning journey.



IC3 Certiport Overview Datasheet

IC3 Digital Literacy is the foundation for information technology and the IC3 Digital Literacy certification program is dedicated to ensuring that learners of all ages can not only navigate our digital world but thrive in it. It not only validates a learners' ability to do more than simply consume technology, but it also enables them to comprehend the possibilities and form the foundational set of skills necessary to support our modern digital economy. The path to information and communication technology starts with IC3 Digital Literacy.

The IC3 GS6 Modules

Here is a breakdown of what each module will teach you:

Level 1

Know: The Level 1 exam certifies that candidates have the foundational knowledge and basic competencies of Digital Literacy across seven competency domains.

The objective of the level 1 course, is to teach you:

- Technology Basics
- Digital Citizenship

Level 2

Do: The Level 2 exam certifies a candidate's ability to do essential tasks in an online environment and within core applications across the seven objective domains.

The objective of the level 3 course, is to teach you:

- Information Management
- Content Creation
- Communication

Level 3

Lead: The Level 3 exam certifies a candidate's mastery of digital literacy and their ability to manage systems, collaborate, and troubleshoot while providing guidance to others.

The objective of the level 3 course, is to teach you:

- Collaboration
- Safety and Security

On completion of each of the Levels, you will receive individual certificates for IC3 Digital Literacy Level 1, Level 2 and Level 3.

These exams are delivered by Certiport Testing Centres.

When you successfully pass all three certification exams, you earn a Master Certificate and Badge to display a successful completion of the IC3 Digital Literacy Program Global Standard Six.

Introducing IC3 Digital Literacy Global Standards Six.mp4

Watch this informative video for more detail on what the IC3 GS6 course offers.

IC3 GS6 Level 1, Level 2 and Level 3 Exam Domains

These Exam Domains are the exam objectives to assist you with your preparation for the exams. Each exam Domain document outlines knowledge and skills required giving you an indication of what to expect in the exams.

Hitchhiker's Guide: Surviving in the Workplace

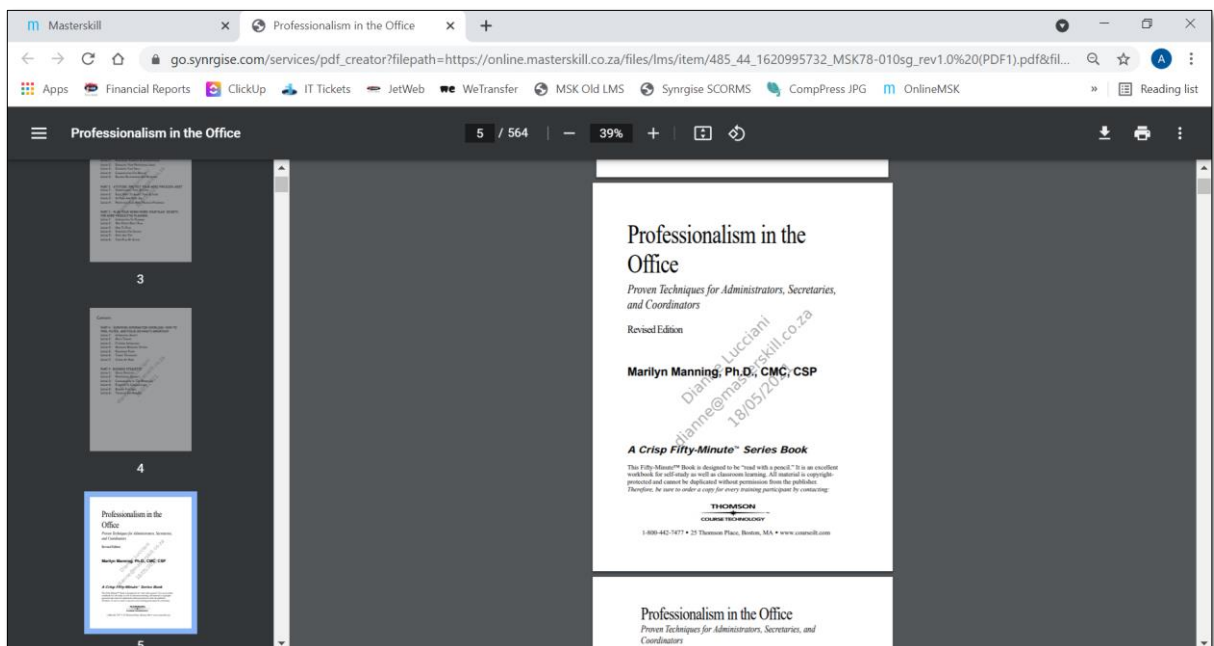
The content of this course covers the following topics:

- Professionalism in the Office
- Attitude
- Plan Your Work/Work Your Plan
- Surviving Information Overload
- Business Ethics

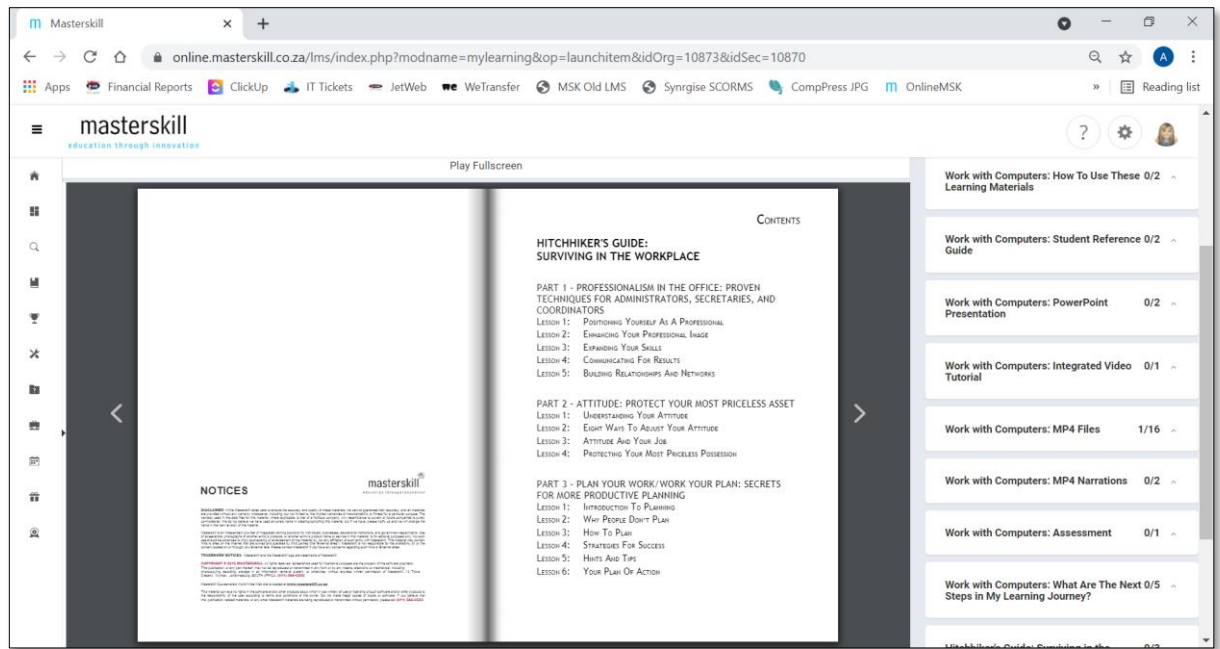
Hitchhiker's Guide: Surviving in the Workplace	
☰	oIMSK78-010_rev1.0-pdf.pdf
☰	MSK78-010sg_rev1.0 (PDF1)
📖	MSK78-010sg_rev1.0 (FLIPVIEW)

You have two options to open and view the **Hitchhiker's Guide**, i.e., in PDF format or FlipView format. Please follow the steps as previously explained under the **How To Use These Learning Materials** section.

The Hitchhiker's Guide in PDF Format:



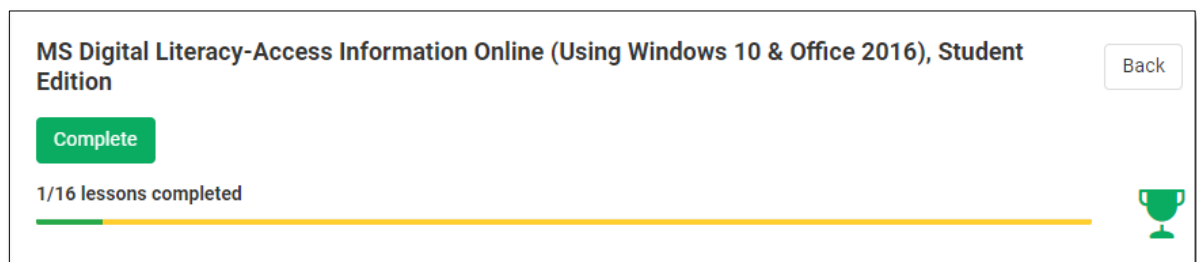
The Hitchhiker's Guide in FLIPVIEW Format:



This book will teach you how to position yourself as a professional in the workplace, how to enhance your professional image, provide you with ideas of expanding skills and responsibilities, teach you practical ways to communicate and tips for building relationships and networks. The course outlines will give you a summary of the topics.

Certificates

1. Once you have passed the assessment(s) you will receive the certificates for the modules completed. After submitting your assessment, click the **TROPHY** icon on the top right of the window:



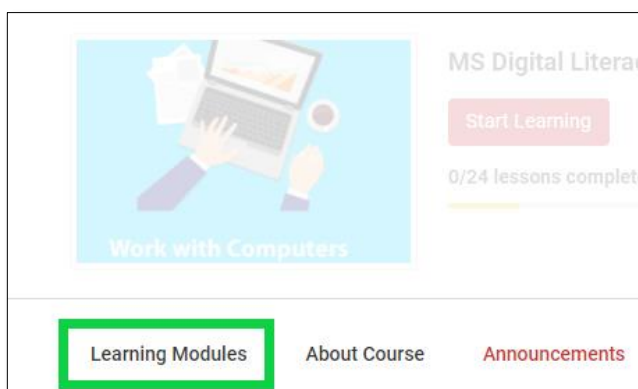
2. The certificate will download in a PDF format to be found in your **Downloads** folder.
3. Open the **Downloads** folder on your computer and print your certificate.



4. Once you have completed all six modules, you will receive a final certificate of completion:



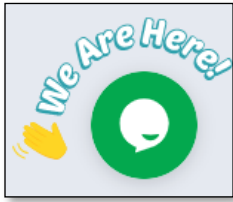
5. Click the **Learning Modules** link to return to your course.



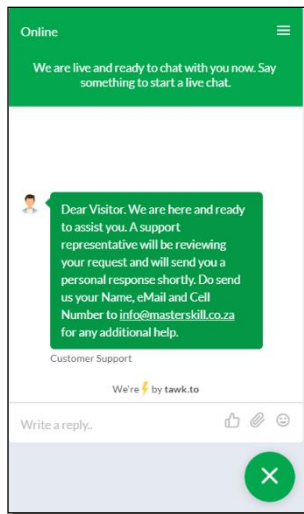
Getting Support on the LMS

Should you require any assistance, we have Agents on the platform to assist you.

1. Look for the following Icon on your page:




2. Click the **We Are Here** icon to display the following Messaging Text box:



3. Type in you support request and an Agent will respond to you as soon as possible.

Logging Out

1. At the top right of the window, click the user button  and from the list of options, select **Sign Out**.

