

Getting the Most Out of the Mac Operating System

A Workshop for San Diego State University Students

BATS
Baseline Access,
Training & Support



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Where to Find Help When You Need It

Student Computer Help Web Site

The computer help web site for students provides information about the type of help you can get and locations where help is available. To find this information, look to:

<http://rohan.sdsu.edu/~students>

Help from the BATS Web Page

BATS (Baseline Access, Training and Support) is a California State University initiative to provide all students, faculty, and staff with "baseline" access to information resources via networks, training in the uses of baseline hardware and software systems, and ongoing professional and technical support for utilization of computer resources at San Diego State University. You can access the BATS Web Page by pointing your browser to: <http://rohan.sdsu.edu/~bats/>

Help in the Love Library Student Computing Lab

The Student Computing Lab's purpose is to facilitate students in completing assigned class work, as well as provide assistance to students having computer problems relating to the Internet, Netscape, SPSS, File Transfers, PC Operating Systems, Microsoft Office Software and Business Databases.

Location: 2nd floor of the Love Library building in LL-224

Hours: 10:00am – midnight Sunday
7:00am – midnight Monday - Thursday
7:00am - 6:00pm Friday
10:00am - 6:00pm Saturday

Help from the Student Computing Help Desk

Phone: 594-3189

Location: Love Library 220

Hours: 8:00am – 4:30pm Monday
8:00am – 4:30pm Tuesday
8:00am – 7:30pm Wednesday
8:00am – 7:30pm Thursday
8:00am – 4:30pm Friday

E-mail: problems@rohan.sdsu.edu

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WHAT IS AN “OPERATING SYSTEM”?

This workshop will cover some of the most basic features of Apple Computer’s Operating System (OS) for the Mac.

When you use your computer, you sit facing some of your computer hardware. Basic hardware consists of the keyboard and mouse, the screen you use to view your work, and the Central Processing Unit (CPU), which is the box that houses all the inner workings of the computer.

You use computer applications when you create your spreadsheets, word processing documents and graphics. Some popular applications are Microsoft Excel, Word and PowerPoint.

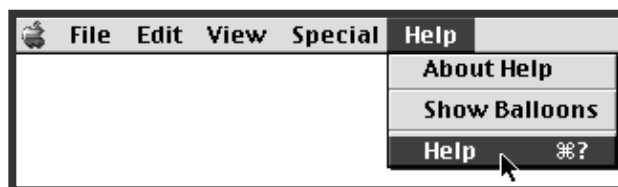
You cannot directly use computer applications with computer hardware. Instead, you need a translation system between the hardware and the applications. This translation system is called the operating system. The Mac OS works "behind-the-scenes" to run your computer. It tells the computer what to do when it starts up and keeps track of your documents, files, and other software. It also provides the standard user interface component (like menus and the desktop) that you see when you look at your computer screen.

The Mac OS operating system uses a graphical interface (pictures or icons instead of text) and it allows you to immerse yourself in multitasking (accessing multiple applications and files simultaneously). You work with “windows” in this interface. These windows are a series of boxes that can be opened and closed as needed.

Onscreen Help

The onscreen Help menu is your main source of “how to” information about the Mac OS. Most of the software programs (also called applications) you will be using will also come with onscreen help.

To view onscreen help, point to the word Help on the desktop menu bar and press the mouse button. The Help menu will pull down. Point to the word Help and release the mouse button on the word “Help.” If you would like the computer to give you a short description of any location you are pointing at with your mouse, release the mouse button on the words, “Show Balloons.”



Help in the Mac User's Manual

You can also use the Mac User's Manual that came with your computer to help you answer questions and find solutions to problems.

Help in the Mac OS "Info Center"

If the Mac OS Info Center was installed when the system software was loaded, you can find answers to questions in three areas: Show Me What I Can Do; Help Me Solve a Problem; Help Me Explore the Internet. The icon for the Mac Info Center is shown below.



Help on the WWW

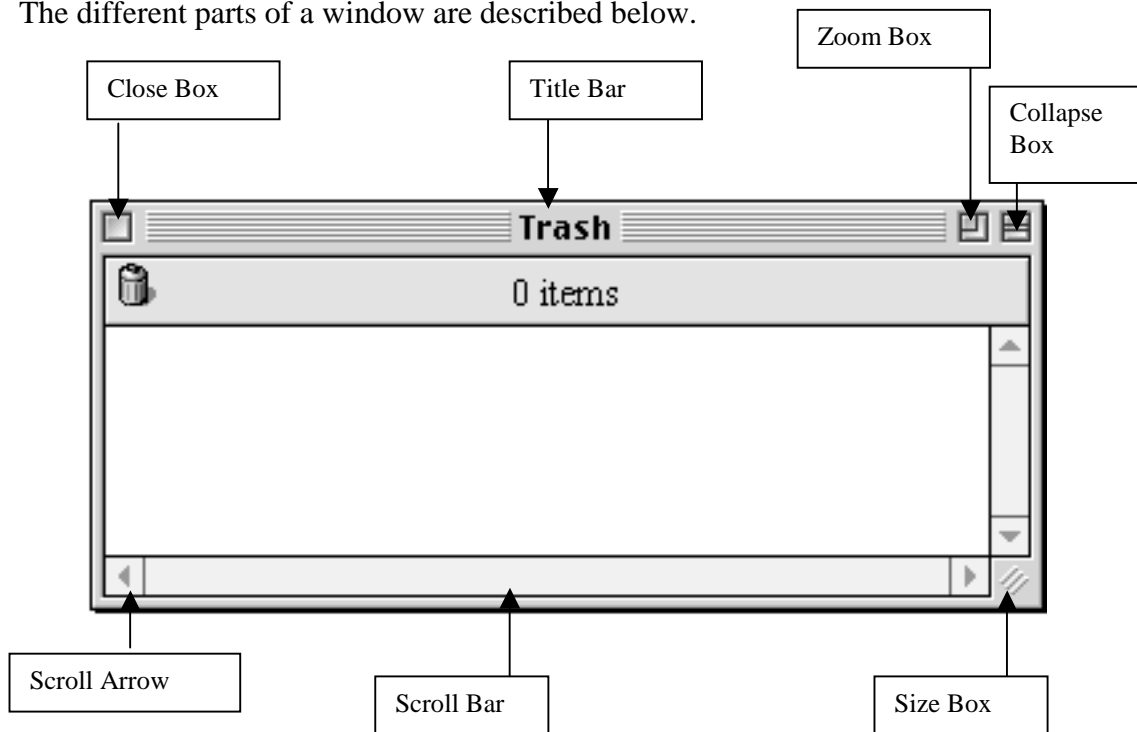
Additionally, Apple offers Help for "frequently asked questions" (FAQs) support website located at:

<http://www.apple.com/support/>

WORKING WITH WINDOWS

Working with “windows” gives you the ability to “look at” something. It allows you to look into a document, or a folder, or a disk. To move a window on the screen, simply drag it around by its title bar.

The different parts of a window are described below.



Close Box Clicking once on the Close Box in the upper left-hand corner of the window closes the window.

Title Bar The title Bar shows the name of the window.

Scroll Bar By clicking on the Scroll Arrows, you can view different parts of the window contents. Clicking on the Scroll Arrow one click at a time allows you to view the contents of the window a little bit at a time.

Size Box To resize the window, click on the Size Box in the lower right hand corner of the window and drag the window to be the specific size most convenient for you.

Zoom Box The Zoom Box allows you to change the size of the window with one click. With the Zoom Box, you can toggle between two different sizes, either zoom-in or zoom-out.

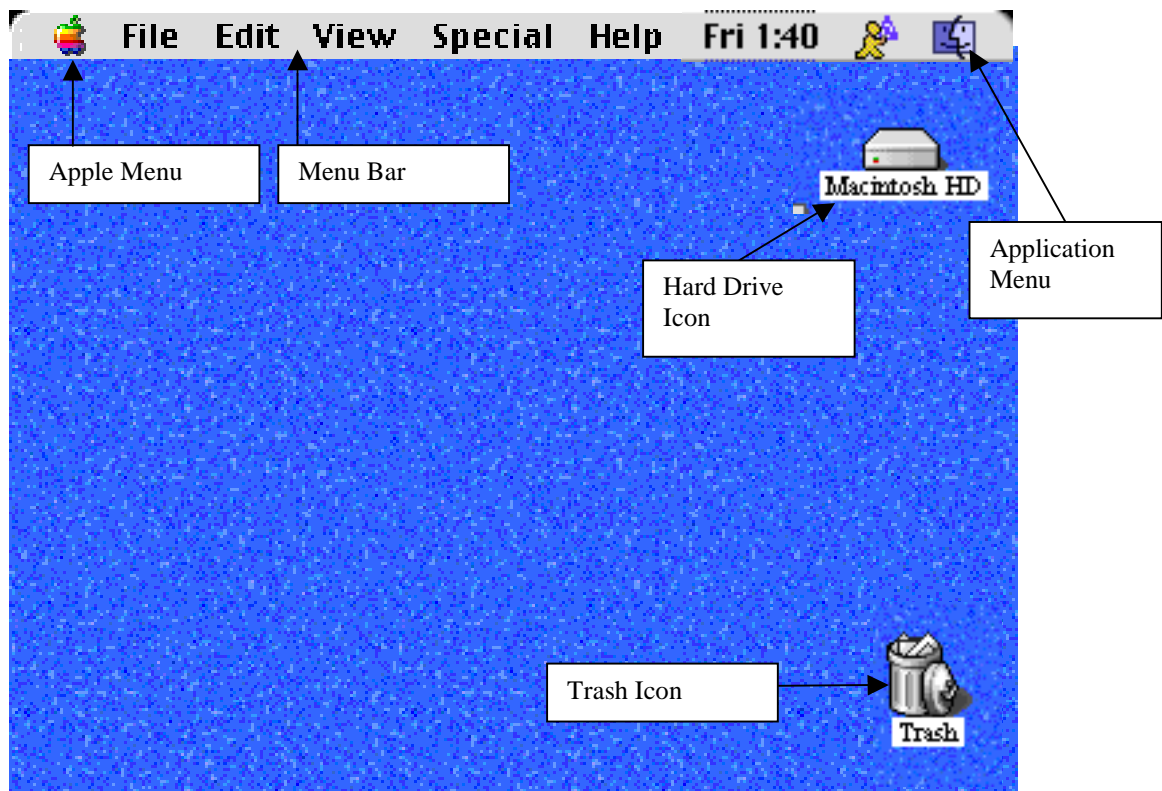
Collapse Box To collapse a window so that only the title bar appears, click the Collapse Box at the upper-right corner of a window. Clicking the box again returns the window to normal.

THE FINDER (THE DESKTOP)

The Finder is the program that displays the desktop. It also opens and closes windows and keeps track of the files on your disks. The Desktop opens automatically every time you start up your Mac. It is your “home base” on the computer. While your Desktop may “look” different from the one pictured below, every Mac has at least three common menus and two common icons.

The three common menus are: the apple menu, the menu bar, and the application menu. Each menu contains a list of commands. A dimmed item on a menu cannot be used. If you put the mouse pointer on a menu title and hold down the button, a menu drops down over the desktop.

The two common icons are: the Macintosh Hard Drive Icon and the Trash Icon.



THE (APPLE) MENU

Once you have turned your Mac on, many of your initial commands will most likely begin at the Apple menu. In this sense, it is a nice “starting point.” The Apple menu contains many “set” commands that are similar to all Macs. Some of these commands are the following: Control Panel; Find File; Recent Documents; Recent Applications; Chooser.

You can also, however, “customize” the Apple menu so that it gives you access to those things which are specific to your needs. To add something to the Apple menu you will need to put it into the Apple Menu Items sub-folder.

To select a command on the Apple Menu, click once on the Apple, then slide the pointer down the Apple Menu, and release the button at the command you would like to select. Note that some of the commands have keyboard equivalents listed next to them on the menu. These commands are “shortcuts,” or another way of invoking commands.

Items in the Apple menu are always listed alphabetically.

About This Computer

The first item on your Apple menu will always be **About This Computer**. Selecting About This Computer will tell you what version of the Mac OS is installed on your Mac, how much memory you have, and how much memory your open applications are using. Note that this information changes (to About _____), depending on what application is running.

Control Panel

The Control Panel gives you the ability to check and adjust system settings. Many of these settings are complicated and adjustment is unnecessary. Some, however, like adjusting how fast you have to click the mouse for it to be a double-click instead of two single clicks, are really convenient and simple.

Below are some of the controls you will want to check or adjust most often.

Date & Time

To adjust the date & time, go to the Apple menu, Control Panel, and select **Date & Time**. To change the Date, position your cursor within the current date box, and click once. Use the up/down arrows to select the current date. Be sure that the time zone is set correctly.

To adjust the time, position your cursor within the current time box, and click once. Use the up/down arrows to select the current time. Note that within this window, you *can* also decide if you would like the date & time to appear on the menu bar on your desktop. To save your settings, click on the **Close Window** box in the upper left-hand corner of the window.

Desktop Pictures

You may want to change the picture, or background displayed on your desktop. By selecting the **Desktop Pictures** command on the Control Panel, you are able to change the background on your desktop to a picture or a pattern. If you have a picture of your own you would like to use as your background you can select that here, as well.

Memory

Sometimes you may find that your applications are running slowly. This may be because not enough memory is allocated to running that application. The memory window accessible through the Control Panel gives you the ability to “allocate” memory so that both your RAM and Virtual Memory (memory borrowed temporarily from your Hard Drive) are allocated optimally. You can set these allocations in this window. You should consult your Mac Users Guide before changing “default” memory allocations.

Monitors & Sound

The Monitors & Sound control allows you to adjust the color depths, resolution of your monitor, and the types of sounds your Mac uses to alert you to certain actions. For example, you may want to change the simple “beep” your Mac gives you when a new piece of e-mail arrives to a deep-throated duck “quack.”

Mouse

To adjust how fast your pointer moves across the screen, and how quickly you have to double-click your mouse to invoke a command, go to the Control Panel, and select “Mouse.”

Find File

The “Find File” command, gives you the ability to search your hard drive for a particular file, or files based on a set of criteria determined by you. To use this command, go to the Apple Menu, and select **Find File**. From the Find File window, you can choose where you would like your Mac to look for the computer, and then choose by what criteria. For example, you may want to search for all files created on, or after August 1, 1998. You could do this with the Find File command.

Recent Documents

The recent documents command allows you to immediately access those documents and files which you have accessed most recently. Generally, this command is set to show the last ten files accessed by you. Thus, by going to the Apple menu, clicking on **the Recent Documents** command, then selecting the document of your choice, you can immediately open the document, and the application within which that document was created.

Recent Applications

Much like the Recent Documents command, the Recent Applications command allows you to directly access those applications that you have accessed most recently. Generally, this command is set to show the last ten applications accessed by you. Thus, by going to the Apple menu, clicking on **Recent Applications** command, then selecting the Application your choice, you can immediately and conveniently open those applications that you use most often.

Chooser

The Chooser command allows you to “Choose” your “default” printer (that printer to which your Mac prints to every time, unless told otherwise), or choose the “Talk Zone” network connection you would like to connect to. If you would like to connect to a computer on the other side of campus, you can select the Talk Zone you know that computer is hooked up to, then select the specific computer which you would like to “talk” to.

THE MENU BAR

The menu bar at the top of the screen on your desktop displays five menus: File; Edit; View; Special; Help. Each menu has a list of commands. A dimmed item on a menu can not be used. For example, on the Edit menu, the Paste command will be dimmed if you have not previously cut or copied something.

To select a command from a menu, pull the menu down by pointing to the menu you would like to use and clicking once. Slide your pointer down the menu and click once on the command you would like to invoke. To get out of a menu without choosing anything, just slide the pointer off the menu in any direction and let go of the mouse button.

File Menu

The following commands may be available to you from the File menu on the desktop: New Folder; Open; Print; Move to Trash; Close Window; Get Info; Label; Sharing; Duplicate; Make Alias; Put Away; Find; Show Original; Page Setup; Print Desktop. Of particular importance are the New Folder; Get Info; Label; and Make Alias commands.

New Folder

By selecting this command, you can create a “untitled folder” on the desktop, which you can then rename and put files in. This folder can then be located on your hard drive, or remain on your desktop.

Get Info

This command allows you, when a folder is selected, to view information (file size) and add comments to a particular folder's description, or change the icon of a folder.

Label

This command allows you to designate a color for a folder. For example, you could decide that all of your "very important" folders should be labeled red.

Make Alias

This command allows you to create a copy of a file's icon. The alias serves as a "pointer" to the original file. It is not a copy of the original file. Note that when you make an alias of an item, the item's name will always turn to *italics*. This is a good way to know whether or not you are working with the original item, or a pointer to the original item.

Edit Menu

The following commands may be available to you from the Edit menu on the desktop: Undo; Cut; Copy; Paste; Clear; Select All; Show Clipboard; Preferences.

Undo

The command allows you to retrace your steps if you have made a mistake. If you have second thoughts about an action you have just completed, you can "undo" that action by selecting the Undo command from the Edit menu.

View Menu

The following commands may be available to you from the View menu: as Icons; as Buttons; as List; as Window; as Pop-Up Window; Clean Up; Arrange; View Options. The Arrange command gives you the ability to arrange items on your desktop by name, date, size, kind, or label. This is helpful if you have many items on your desktop.

Special Menu

Six commands are available from the Special menu: Empty Trash; Eject; Erase Disk; Restart; Shut Down.

Empty Trash

This command gives you the ability, when an item has been placed in the trash, to completely erase it from your Mac's Hard Drive. Do not use this command unless you are sure you will no longer need the files you are emptying from the trash. Once you select this command, files in the Trash are gone forever.

Eject

This command gives you the ability to eject a floppy from the floppy drive on your Mac. To eject a floppy select the floppy disk icon on your desktop, then go to the Special menu, and select Eject. Alternatively, to eject your floppy disk, you

may also drag the icon of the floppy disk into the Trash. This will also eject the disk.

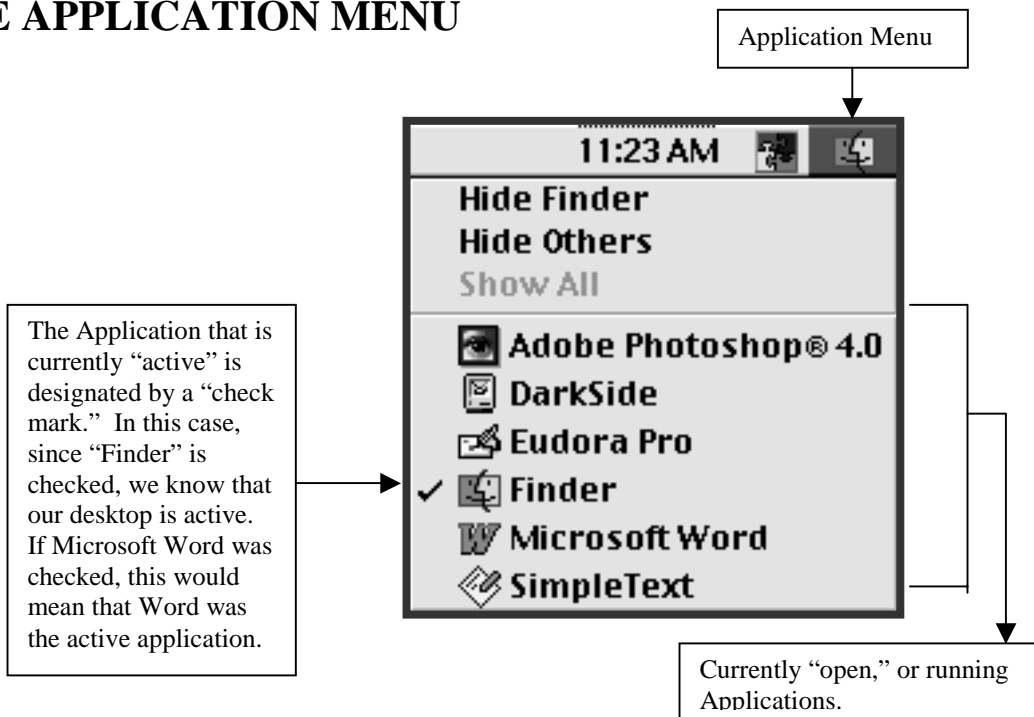
Restart

This command will shut your Mac down, then restart it.

Shut Down

This command should be used at the end of the day to shut your Mac off. To start your Mac again, use the button in the upper-most right hand corner of your keyboard.

THE APPLICATION MENU



The Application Menu gives you the ability to see what applications (software or programs) are currently open. When you pull the Application menu down, you will know which application is "active" because there will be a "check mark" to the left of the open application.

If you have two applications open, you can switch between them by clicking once on the Application menu, sliding the pointer down the menu, releasing the button on the application you would like to switch to. Note that on some Macs you can use the Control+Tab buttons on your keyboard to accomplish the same task.

It is important to note that when an Application is "checked," the Menu Bar becomes specific to the active application. The Apple and Application Menus, however, remain the same across active applications.

THE TRASH ICON

When you drag something into the Trash on your desktop, the icon fattens to show there is something inside. You cannot trash a file that is in use. You can put the file in the Trash, but it cannot be erased completely with the Empty Trash command.

If you have put an item in the Trash that you would like to take back out of the trash, open the Trash icon and drag the icon back out.

The Trash also serves as an eject mechanism for floppy disks and CD-ROM disks. Simply drag the icon for these items into the Trash and they will be ejected.

THE MACINTOSH HARD DRIVE ICON

The Macintosh Hard Drive Icon is your window to what is stored on the computer's permanent hard disk. Applications, folders, and files are stored on the hard drive. Every computer has a different amount of hard storage space, depending on the size of its hard drive.

WORKING WITH FOLDERS AND FILES

Conceptually, your hard drive is just a large filing cabinet. You create and name folders within this filing cabinet to keep your materials organized. Some folders automatically are created when you install the Mac OS. It is best to leave these folders alone. You can also put folders within folders, to create sub-folders. You place all of your files (word processing, spreadsheet documents) into folders. Note that your folders are arranged alphabetically.

Files are what you create when you have saved a document (word processing; spreadsheet; database) that you are working on. You can tell the Mac where to save your file. Generally, you can save your files in two places: either to the desktop, or within a file on your hard drive. It is a good idea to have your folders organized in such a way that files can be simply saved to existing folders.

Creating Folders

Creating a folder is easy. You can create folders from the File menu on the desktop, or you can create folders from within your hard drive.

To create a folder from within your hard drive, start by accessing your hard drive. You can do this by double clicking on the hard drive icon. With the hard drive open, go to the Menu bar and select File, New. This action will create an "untitled folder." The untitled folder will automatically be located alphabetically on your hard drive under the letter "u." You can rename this folder by pointing at the words "untitled folder" and clicking once. This will allow you to type in the file name box so that you can give the folder a name of your choice. Once you give the folder a name, press the Return key on your keyboard, this will automatically place your folder alphabetically among the existing folders on your hard drive.

Copying & Moving Files and Folders

As you organize your work, you will probably need to copy folders/files and move files/folders between folders. When you move a copy of a folder you will be moving or copying all of the files and folders within the moved or copied folder at the same time.

To move a folder, click on the folder and drag the folder to the new location. When you release the mouse button, the folder will be moved.

To copy a file or folder, click on the item, and select from the Menu bar, Edit, Copy. Highlight the new location where you would like to place the copied item, and select Edit, Paste.

Removing & Deleting Folders

To remove or delete a folder from the hard drive, select the item you would like to delete, and while holding the mouse button down, drag the item into the Trash.

WORKING WITH FLOPPIES

When you insert a floppy disk into the Mac floppy disk drive, an icon of the floppy disk will appear on your desktop. To view the contents of this floppy disk, double click on this icon.

If you using a floppy disk that has not been “formatted” or “initialized” your Mac will ask you if you would like to format your floppy desk. Choose “yes” and the Mac will make it usable.

To eject a floppy disk, select the floppy disk by pointing to the floppy disk icon and clicking once. While holding down the mouse button, drag your floppy to the Trash. Alternatively, you can point to the floppy disk icon and click once. Go to the Menu bar and select, Special, Eject.

KEYBOARD SHORTCUTS

“Shortcuts” are a combination of keyboard strokes that accomplish a task quickly. Sometimes a shortcut can combine two or three steps using the point and click method. For example, to close a program, you would have to go to the File Menu, then select Quit. You can accomplish this same task, by using the Command + Q key at the same time.

The following is a list of some of the most frequently used shortcuts. A full list of shortcuts is available from the Mac OS Info Center. To find these shortcuts, open the Mac OS, and click on the “Show Me What I Can Do” link. Select, “Keyboard Shortcuts.”

Apple Key + . (period)	Cancels and operation in progress
Apple Key + Option + esc	Forces a program to quit. Unsaved work will be lost.
Apple Key + Option + Shift + Start Button	Restarts or Shuts down the Computer. Unsaved work will be lost.
Apple Key + Control + Start Button	Forces the computer to restart when the pointer is frozen. Unsaved work will be lost
Apple Key + Option	Rebuilds the Desktop file
Option + Click close box	Closes all disk and folder windows
Apple Key + Shift + 3	Creates a picture file of the entire screen.