



HANDBOOK

Computer Skills and Security Handbook

Essential digital skills and safe use of the computer

Companion material for the training course:
"Computer Skills and Security"

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1. Introduction

The computer is a basic tool in everyday work. A good command of the essential skills not only increases your productivity, but also your security.

This handbook is intended for everyone — from those who are just starting out, to those who want to refresh the basics. We will cover the essential computer skills with a special emphasis on safe use.

No prior technical knowledge is required. The goal is for you to feel confident and safe in your everyday work with the computer, and to avoid the most common mistakes.

Why it matters. A good understanding of the basics helps you work more efficiently and more safely. Many security problems stem from insufficient knowledge of the fundamental concepts.

2. Basic parts of the computer

To use the computer confidently, it helps to understand its basic parts.

2.1 Hardware

Part	Function
Processor (CPU)	The "brain" — performs calculations and commands
Memory (RAM)	Temporary storage for current tasks
Disk (HDD/SSD)	Permanent storage of data and programs
Monitor	Displays information
Keyboard and mouse	Entering commands and data

2.2 Software

Software is the programs that run on the computer — the operating system, the applications and the tools you use for everyday work.

3. Operating system and applications

The operating system is the fundamental software that manages the computer and allows other programs to run.

3.1 What the operating system does

- Manages the hardware and resources;
- Enables applications to run;
- Provides security functions;

- Manages files and users.

3.2 Applications

Applications are programs for specific tasks — word processing, spreadsheets, email, browsing. It is important to use only approved and legitimate applications.

Warning. Do not install unapproved software. Pirated software or software from unknown sources often contains malicious code and creates security risks.

4. File management

Organized file management saves you time and prevents data loss.

4.1 Basic operations

- ✓ Creating folders to organize your documents
- ✓ Logical naming of files
- ✓ Copying and moving with care
- ✓ Safely deleting unnecessary files

4.2 Good organization

Maintain a clear folder structure. Group related documents, use descriptive names, and regularly clear out unnecessary files.

Tip. Keep work documents in the designated locations (network drives) rather than only locally, so they are included in the backups.

5. Safe use of the internet

The internet is a powerful tool, but it requires caution.

- ✓ Check that the address starts with "https" for sensitive pages
- ✓ Do not download files from untrusted sources
- ✓ Watch out for suspicious links and ads
- ✓ Do not enter personal data on unverified pages
- ✓ Keep your browser updated

6. Email for beginners

Email is a basic business tool. The essential security rules are simple but important.

- ✓ Check the sender's address
- ✓ Do not open attachments from unknown people

- ✓ Do not click suspicious links
- ✓ Watch out for messages demanding urgent action
- ✓ Use a strong password for your email

Remember. Legitimate institutions never ask for a password by email. Any such request is a sign of fraud.

7. Protecting data

Data is valuable. Protecting it is your responsibility.

- ✓ Keep sensitive documents protected
- ✓ Do not share confidential data unnecessarily
- ✓ Pay attention to whom you send things and what you send
- ✓ Dispose of sensitive materials securely
- ✓ Lock your screen when you step away

8. Passwords and logging in

Passwords are the first line of defense of your accounts.

- ✓ Use long passwords (at least 12 characters)
- ✓ Combine letters, numbers and symbols
- ✓ A different password for every account
- ✓ Do not write passwords in visible places
- ✓ Enable two-factor authentication where available

Tip. If passwords are hard to remember, use a password manager — a tool that securely stores all your passwords, so you only need to remember one master password.

9. Updates and maintenance

Regular updates are key to security. They fix security vulnerabilities that attackers can exploit.

- ✓ Install security updates promptly
- ✓ Do not postpone operating system updates
- ✓ Keep your applications updated
- ✓ Restart when the system asks, so that the updates take effect

Why it matters. Unpatched systems are like unlocked doors. A large share of attacks exploit known vulnerabilities that have already been fixed by updates.

10. Backups

Backups protect you from losing data due to a failure, an error or an attack.

- ✓ Make regular copies of important documents
- ✓ Keep work documents on network locations
- ✓ Follow the IT Department's recommendation on archiving
- ✓ Verify that the important data is included in the copies

11. Common mistakes and how to avoid them

Mistake	How to avoid it
A weak password	A long, complex, unique password + 2FA
Clicking suspicious links	Check before clicking, healthy skepticism
Ignoring updates	Install them promptly
An unlocked computer	Lock it every time you step away
Unapproved software	Only legitimate, approved applications
No backups	Regular archiving

12. Practical tips

Tip 1: Lock your screen

Whenever you step away from the computer, lock the screen. It is a quick habit (a keyboard shortcut) that prevents unauthorized access.

Tip 2: Work in an organized way

Maintain a tidy structure of folders and files. It saves you time, prevents mistakes, and makes it easier to find the documents you need.

Tip 3: Be cautious with the unknown

When you come across something unfamiliar — a message, a link, a request — stop and check before acting. Healthy skepticism is your best friend.

Tip 4: Ask for help

There is no shameful question. If you are not sure how to do something safely, ask the IT Department. It is better to ask than to make a mistake.

13. Frequently asked questions

What if I accidentally delete an important document?

First check the recycle bin. If the document was on a network location with backups, the IT Department can help restore it. That is why backups matter.

Why does the computer ask me to restart for an update?

Some updates, especially security ones, take full effect only after a restart. Do not postpone it — it ensures your protection.

Is it safe to save passwords in the browser?

For less critical accounts it is acceptable, but for important business accounts it is better to use a dedicated password manager recommended by the IT Department.

What is the difference between saving and a backup?

Saving keeps your current changes. A backup is a separate copy that protects you if the original is lost or damaged. Both matter.

How do I know whether an application is safe?

Install only approved applications through the IT Department or official sources. If you are not sure, ask before installing.

14. Glossary and checklist

Term	Meaning
Operating system	The fundamental software that manages the computer
Application	A program for a specific task
File	A unit of stored data (a document, an image)
Folder	A container for organizing files
Update	An upgrade that fixes problems and adds features
Backup	A separate copy of data used for recovery
Password manager	A tool for securely storing passwords

Daily checklist

- ✓ I lock the screen when stepping away
- ✓ I am careful with email and links
- ✓ I install updates promptly
- ✓ I use strong, unique passwords
- ✓ I keep important documents in safe locations
- ✓ I ask when in doubt

Ergonomics and healthy work

Safe computer use also includes taking care of your health. Long sitting and computer work can cause strain if you are not careful.

A proper setup

- ✓ The monitor at eye level, at an arm's length away
- ✓ The chair adjusted to support your back
- ✓ Your feet flat on the floor
- ✓ The keyboard and mouse in a comfortable position

Healthy habits

- ✓ Take short breaks every hour
- ✓ Rest your eyes — look into the distance from time to time
- ✓ Stretch and move around
- ✓ Maintain good lighting to protect your eyes

Productivity and health. Taking care of your health while you work is not a luxury — it helps you work better and longer without fatigue. Small breaks and a proper setup make a big difference.

Shortcuts that save time

Knowing a few basic keyboard shortcuts speeds up your work considerably. Here are the most useful universal ones:

Action	Benefit
Copy	Copying selected text or a file
Paste	Inserting the copied content
Cut	Moving instead of copying
Undo	Reversing the last action
Save	Quickly saving the document
Lock screen	Quick protection when stepping away
Find	Locating text in a document or page

Tip. You do not have to learn them all at once. Start with a few that you use most often, and gradually add new ones. Over time they will become automatic and your work will be much faster.

Learn gradually

Computer skills develop through practice. Do not be discouraged if something seems difficult at first. Every expert was once a beginner. What matters is to keep learning and not to be afraid to ask for help.

15. Conclusion

A good command of the basic computer skills and security habits makes you more efficient and safer. You do not need to be an expert — it is enough to apply the basic principles every day.

Key message. Security starts with the basics. Every good habit you develop contributes to your protection and that of the organization.