BILL'S HOME TECH
Home & Small Business Tech Solutions

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Files & Folders

Saving, finding, moving and organizing your documents — explained in plain English, one step at a time

Nothing is ever as lost as it feels

Take your time — you can't break it

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For Windows 11, Mac and Chromebook · facts current November 2026

What's Inside

This is your files and folders manual. Read it in any order and at your own pace — there is no test, and you can't fall behind. If you're here because something is missing right now, jump straight to Part 5, "Finding Lost Things." Each topic covers Windows 11 and the Mac side by side, with slow step-by-step directions. If a screen looks a little different on your computer, the idea is still the same.

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PART 1

Getting Your Bearings

What files and folders really are, which computer you have, and the handful of folders where nearly everything you own ends up. Start here.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've ever typed a long letter, closed it, and then had no idea where it went, you are in very good company. "I lost my document" is one of the most common things people say to me, and in almost every case the document wasn't lost at all. It was sitting quietly in a folder nobody thought to look in.

I'm Bill. I've spent more than 30 years working with computers professionally, and these days I help folks here in Portage County, Ohio, feel at home with their technology. I wrote this guide the way I'd explain it sitting next to you at the kitchen table: slowly, in plain English, with every new word explained the first time it shows up.

You can't break it

Let's get this out of the way first. Opening folders, looking around, and searching for things will never harm your computer. Even deleting a file usually isn't final, because the computer keeps a safety net (the Recycle Bin or the Trash) for a while. So poke around. Click on things. The worst that usually happens is you close a window and start again.

WHAT THIS DOES FOR YOU

What this guide does for you

Once you understand where your computer puts things, you stop losing them. You'll save letters, photos and forms where you can find them again, find the ones that wander off, and stop worrying every time a file "disappears." It's one small skill that makes everything else on a computer easier.

How this guide is laid out

- **Windows 11 and Mac side by side.** Most topics show the Windows way first, then the Mac way. Read the one that matches your computer and skip the other.
- **Chromebook owners** get their own short chapter near the end, Chapter 32.
- **In a hurry?** If something is missing right now, go straight to Chapter 21, the five-minute search plan.

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042** and we'll find it together, with no judgment and no rushing.

— Bill

CHAPTER 2

Files, Folders & Drives in Plain English

Computers borrowed their words from the old office filing cabinet, and the comparison still works beautifully. Once these four words make sense, the rest of this guide will too.

Word	What it means
File	One thing you've saved: a letter, a photo, a recipe, a tax form, a song. Each file has a name, like *Christmas Letter 2026*.
Folder	A container that holds files (and other folders), just like a manila folder in a drawer. On screen it usually looks like a little yellow or blue folder.
Drive	The storage inside your computer where all the folders live. Think of it as the whole filing cabinet. A USB stick or an external drive is a second, portable cabinet.
The cloud	Storage on a company's computers that you reach over the internet, such as Microsoft **OneDrive**, Apple **iCloud Drive**, or **Google Drive**. Your files can live there as well as, or instead of, on your own computer.

Folders inside folders

A folder can hold other folders. You might have a **Documents** folder, and inside it a folder called **Taxes**, and inside that one called **2026**. That's all a "path" is: the route from the big folder down to the little one. You'll sometimes see it written with arrows or slashes, like **Documents > Taxes > 2026**.

GOOD TO KNOW

A shortcut is not the file

Sometimes you'll see an icon with a tiny curved arrow on it (Windows) or a little arrow in the corner (Mac). That's a **shortcut** (Apple calls it an **alias**): a signpost pointing to the real file somewhere else. Deleting a shortcut doesn't delete the real file, and copying a shortcut to a USB stick copies only the signpost, not your document.

Why things seem to "disappear"

Files almost never vanish on their own. When one goes missing, it is nearly always one of these:

- It was saved to a different folder than you expected (often **Documents** or **Downloads**).
- It was saved with a name you don't remember.

- It's in the cloud (OneDrive or iCloud) rather than where you looked.
- It was deleted and is waiting in the Recycle Bin or Trash.

Every one of these has a simple fix, and Part 5 walks through them all.

CHAPTER 3

Which Computer Do You Have?

The ideas in this guide are the same on every computer, but the buttons have different names. Take one minute to figure out which kind you have, so you know which directions to follow.

Computer	How to recognize it
Windows 11 PC	Made by HP, Dell, Lenovo, Acer, ASUS, Microsoft Surface and others. There's a **Start** button (four little squares) in the strip along the bottom of the screen. Your filing cabinet is called **File Explorer**.
Mac	Made by Apple: a MacBook Air, MacBook Pro, iMac or Mac mini. There's an Apple logo in the top-left corner of the screen and a row of icons (the **Dock**) along the bottom. Your filing cabinet is called the **Finder**.
Chromebook	Runs Google's ChromeOS. You sign in with a Google account, and the filing cabinet is an app called **Files**. See Chapter 32.

Which version this guide covers

- **Windows 11**, including the current 25H2 update. Windows 10 is very similar, but Microsoft ended regular support for it in October 2025.
- **macOS Tahoe 26** and **macOS Golden Gate 27**, Apple's newest version, released in September 2026. The Finder works the same way on both for everything in this guide.

TIP

Not sure of your version?

On Windows, click **Start**, then **Settings**, then **System**, then **About**. On a Mac, click the **Apple menu** in the top-left corner and choose **About This Mac**. Jot the answer in the Cheat-Sheet at the end of this guide; it helps anyone who helps you.

CHAPTER 4

Where Your Stuff Lives: The Main Folders

Every Windows PC and every Mac comes with the same handful of ready-made folders. Nearly everything you ever save lands in one of them. Learn these six and you've learned where to look first.

Folder	What usually goes there
Desktop	The background of your screen. Anything you save "to the desktop" shows up as an icon right there. Handy, but it gets cluttered fast.
Documents	The main home for letters, forms, spreadsheets and anything you type. Word, Pages and most other programs suggest this folder when you save.
Downloads	Where things from the internet land: email attachments you save, forms from websites, programs you install. More on this in Part 3.
Pictures	Photos and images. On a Mac, the Photos app keeps its own library inside this folder.
Music	Songs you've saved or bought as files.
Videos (Windows) / Movies (Mac)	Home movies and video files.

GOOD TO KNOW

Your own private set

If more than one person signs in to the computer with their own account, each person has their own Documents, Desktop and Downloads. If your spouse can't find a file you saved, that's often why: it's in your folders, not theirs.

Where to find them

On Windows 11, these folders are pinned on the left side of File Explorer and on its **Home** page. On a Mac, they appear in the left-hand column of every Finder window. Chapters 5 and 6 give you the tour.

HEADS UP

If Desktop and Documents look empty

If you open Documents and it's suddenly empty, don't panic and don't delete anything. On many computers, OneDrive (Windows) or iCloud Drive (Mac) has quietly moved Desktop and Documents into the cloud. Your files are almost certainly safe. Part 6 explains exactly what happened and how to see them.

PART 2

Your Filing Cabinet

A friendly tour of File Explorer on Windows and the Finder on a Mac, how to change what you see, and how to open a file in the program you want.

CHAPTER 5

File Explorer on Windows 11: A Tour

File Explorer is the Windows filing cabinet. Every file on your PC can be reached from here.

Opening File Explorer

1. Look at the taskbar, the strip along the bottom of the screen.
2. Click the **yellow folder** icon. That's File Explorer.
3. No folder icon? Click **Start** and type **File Explorer**, then press **Enter**.
4. Keyboard shortcut: hold the **Windows key** (the key with the Windows logo) and press **E**.

The parts of the window

Part	What it does
Navigation pane (left)	Your list of places: **Home**, your pinned folders (Desktop, Documents, Downloads, Pictures, Music, Videos), **OneDrive** if you use it, and **This PC**, which shows your drives and any USB stick you plug in.
Address bar (top)	Shows where you are, like **This PC > Documents > Taxes**. Click any word in it to jump back to that folder.
Back and Up arrows	To the left of the address bar. **Back** returns to the last folder you were in; **Up** goes to the folder that contains this one.
Search box (top right)	Type part of a file's name to look for it in the folder you're in. See Chapter 23.
Command bar	The row of buttons under the address bar: **New**, cut, copy, paste, rename, share, delete, **Sort**, **View**, and **See more** (three dots).
Tabs	Like a web browser, File Explorer can have several tabs open at once along the very top.

Home: your starting page

File Explorer opens to **Home**. Microsoft renamed the old "Quick access" page to Home in Windows 11. It shows your pinned folders at the top and, below them, files you've opened recently and files you've marked as favorites. It's often the fastest way back to something you were just working on.

TIP

The right-click menu has icons now

In Windows 11, when you right-click a file, the most common commands (**Cut**, **Copy**, **Rename**, **Share**, **Delete**) appear as small icons along the top or bottom of the menu. Hover over an icon to see its name. If you need an older command you remember from Windows 10, choose **Show more options** at the bottom of the menu.

CHAPTER 6

The Finder on a Mac: A Tour

The **Finder** is the Mac filing cabinet. It's always running, and its icon is the blue-and-white smiling face at the left end of the Dock.

Opening a Finder window

1. Click the **Finder** face at the left end of the Dock.
2. A window opens. If one was already open, it comes to the front.
3. Want a second window? With the Finder in front, press **Command-N** (hold the Command key, marked "cmd," and press N).

The parts of the window

Part	What it does
Sidebar (left)	Your list of places. **Favorites** holds Recents, Applications, Desktop, Documents and Downloads. **iCloud** holds iCloud Drive. **Locations** shows your Mac, USB sticks and external drives. **Tags** shows colored labels.
Toolbar (top)	Back and forward arrows, buttons to change the view, a **Share** button, and a magnifying glass for searching.
Main area	The contents of the folder you're in.
Path bar (bottom, optional)	Shows where this folder sits. Turn it on from the **View** menu at the top of the screen: choose **Show Path Bar**.

GOOD TO KNOW

Recents is not a real folder

The **Recents** item at the top of the sidebar is a running list of files you've opened or saved lately, gathered from wherever they actually live. It's wonderful for finding things, but the files aren't stored "in" Recents. More in Chapter 22.

TIP

Make the sidebar show what you need

If something you expect is missing from the sidebar, click **Finder** in the menu bar at the top of the screen, choose **Settings**, then click **Sidebar**. Tick the boxes for the items you want, such as Desktop, Documents, Downloads and your home folder (the little house with your name).

CHAPTER 7

Changing the View: Icons, Lists & Details

The same folder can look like a page of big pictures or a tidy list. Neither is right or wrong; pick whatever is easiest on your eyes. Changing the view never moves or changes your files.

On Windows 11

1. Open File Explorer and go into any folder.
2. Click **View** on the command bar.
3. Choose **Large icons** or **Extra large icons** to see pictures of your photos, or **Details** for a list with the date each file was changed.
4. To sort, click **Sort** and choose **Date modified** (newest first is very handy) or **Name**.

On a Mac

1. Open a Finder window and go into any folder.
2. Click the **View** menu at the top of the screen.
3. Choose **as Icons**, **as List**, **as Columns** or **as Gallery**.
4. In list view, click a column heading such as **Date Modified** to sort by it. Click again to flip the order.

WHAT THIS DOES FOR YOU

Why "Details" and "List" are worth trying

When you're hunting for something you worked on last week, a list sorted by date puts it right at the top. It turns "where did that go?" into a two-second glance.

TIP

Make everything bigger

In Windows File Explorer, hold the **Ctrl** key and roll the mouse wheel to make icons bigger or smaller. On a Mac, in icon view, choose **View** > **Show View Options** and drag the **Icon size** slider. You can also make the names larger there with **Text size**.

CHAPTER 8

Opening a File (and Choosing the Program)

To open a file, **double-click** it: two quick clicks with the left mouse button (or two quick taps on a trackpad). The computer picks the right program for you based on the file's type.

When it opens in the wrong program

Sometimes a photo opens in a program you don't like, or a document opens in something unfamiliar. You can choose once, or change it for good.

Windows 11

1. Right-click the file.
2. Choose **Open with**.
3. Pick a program from the list. To always use it for this kind of file, choose **Choose another app**, select the program, and click **Always**.

Mac

1. Hold the **Control** key and click the file (or click with two fingers on a trackpad).
2. Choose **Open With** and pick a program.
3. To change it for every file of this type: click the file once, press **Command-I** to open the Info window, choose a program under **Open with**, then click **Change All**.

STAY SAFE

Don't open what you weren't expecting

A file you didn't ask for, especially one that arrived by email from a stranger, or one whose name ends in **.exe**, **.msi**, **.bat** or **.scr**, can be a trap. If in doubt, don't double-click. Chapter 33 explains the warning signs.

GOOD TO KNOW

"Read-only" or "Protected View"

Files that came from the internet or an email sometimes open with a yellow bar that says **Protected View** or **Read-Only**. That's a safety feature, not a problem. If you trust the file and need to type in it, click **Enable Editing**. Then save it somewhere sensible with **Save As** (Chapter 9).

PART 3

Saving & Downloading

Save versus Save As, where your computer puts things when you don't choose, how to name files so you can find them, and the Downloads folder where internet things land.

CHAPTER 9

Save vs. Save As (and "Save a Copy")

Most "lost document" calls start right here, in the moment of saving. Two minutes of understanding these commands will save you hours of hunting later.

Command	What it does
Save	Keeps your changes in the **same file, same place, same name**. The first time you save a brand-new document, Save asks you where to put it and what to call it. After that it just quietly updates the file.
Save As	Makes a **new copy** with a new name or in a new place. The original stays as it was. Use it when you want to keep last year's letter and make this year's from it.
Save a Copy	In Microsoft Word, Excel and PowerPoint, when a file lives in OneDrive and **AutoSave** is on, the File menu shows **Save a Copy** instead of Save As. It does the same job.

Where to find them

- In almost every program, click **File** at the top left, then **Save** or **Save As**.
- Keyboard shortcut for Save: **Ctrl+S** on Windows, **Command-S** on a Mac.
- On a Mac, some Apple apps (Pages, TextEdit, Preview) show **Duplicate** in the File menu instead of Save As. Hold the **Option** key while the File menu is open and **Save As** appears.

AutoSave: saving without asking

Newer versions of Microsoft Word save your work every few seconds when the file is stored in OneDrive. You'll see an **AutoSave** switch in the top-left corner of the window. Apple's Pages, Numbers and TextEdit also save as you go. This is a lifesaver if the power flickers, but it means every change goes into the file right away.

HEADS UP

Editing last year's letter? Copy it first

With AutoSave on, if you open last year's Christmas letter and start typing this year's news, you are changing last year's letter. Microsoft's advice is to use **File** > **Save a Copy** *before* you start making changes, so the original stays untouched.

TIP

If you saved over something by mistake

Don't panic, and don't keep typing. Both OneDrive and the Mac keep earlier versions of many documents, so the original can often be brought back. Close the file and give me a call if you're unsure.

CHAPTER 10

The Save Box, Step by Step

The first time you save something new, a box pops up asking two questions: **where** and **what name**. Slow down here and you'll never lose the file.

On Windows 11

1. Click **File**, then **Save As** (or press **Ctrl+S** for a new document).
2. In Word and other Microsoft 365 apps you may first see a short panel. Click **Browse** or **More options** to get the full Save box with folders down the left.
3. On the left, click the folder you want, such as **Documents**. Double-click a folder in the middle to go inside it.
4. Click in the **File name** box at the bottom and type a clear name.
5. Click **Save**.

On a Mac

1. Click **File**, then **Save** (or press **Command-S**).
2. Type a name in the **Save As** box at the top.
3. If you only see a short box with a single **Where** menu, click the small **arrow button** next to the name to expand it into a full window with your sidebar.
4. Choose a folder, such as **Documents**.
5. Click **Save**.

WHAT THIS DOES FOR YOU

The two-second habit that prevents most lost files

Before you click Save, read the folder name the box is pointing at, out loud if it helps. "Documents." Then you'll know exactly where to look tomorrow.

TIP

Make a new folder right from the Save box

Both Windows and the Mac have a **New folder** button inside the Save box. Click it, type a name like **Medical**, press Enter, and save straight into it.

CHAPTER 11

Where Things Go When You Don't Choose

If you clicked Save without looking, or something saved itself, here is where it most likely went. Check these places first.

What you saved	Usually lands in
A new Word document	Documents, or the Documents folder inside OneDrive. Newer versions of Word may save new documents to OneDrive automatically.
A Pages, Numbers or TextEdit document (Mac)	iCloud Drive, often in a folder named after the app, or Documents.
Something from a website or email	Downloads (Chapter 13).
A photo from your phone	The Photos app, and the Pictures folder (or OneDrive Pictures, or iCloud Photos).
A screenshot	Windows: Pictures > Screenshots. Mac: the Desktop.
A scan from your printer	Often Documents or Pictures, or a folder named for the printer's app.

GOOD TO KNOW

Word and the cloud

In late 2025 Microsoft began changing Word for Windows so that brand-new documents are saved to OneDrive automatically, with a date-based name instead of "Document1." Whether you see this depends on your version and account. If a Word file seems to have vanished, always check your OneDrive folder.

Ask the program where it put it

If the document is open right now, the program can tell you exactly where it lives:

- **Word on Windows:** click **File**, then **Info**. The location appears under the file name. You can also click the file name at the top of the window.
- **Mac:** hold the **Command** key and click the document's name at the top of its window. A little list drops down showing every folder it's inside.

TIP

Word's Recent list

In Word, Excel and PowerPoint, click **File**, then **Open**. The **Recent** list shows the documents you've worked on lately, wherever they're stored. Click one to open it.

CHAPTER 12

Naming Files So You Can Find Them Later

A good name is the cheapest filing system in the world. "Document1" and "Scan_0043" mean nothing next month. "Furnace Receipt 2026" means something forever.

A simple naming recipe

- **What it is:** Furnace Receipt, Letter to Aunt Ruth, Medicare Card.
- **Who or where, if it helps:** Dr Patel, Kent State, Ohio Edison.
- **When:** the year, or year and month written as numbers, like **2026-11**. Writing dates year-first makes them sort in order.

Put together: **Ohio Edison Bill 2026-11** or **Christmas Letter 2026**.

Characters to avoid

Windows won't allow these in a name: **\ / : * ? " < > |**. A Mac is more relaxed, but if you share files with Windows users or keep them in OneDrive, it's safest to stick to letters, numbers, spaces, dashes and underscores.

HEADS UP

Leave the ending alone

Many file names end with a dot and a few letters, like **.docx** or **.pdf**. That ending tells the computer what kind of file it is. When you rename a file, change only the part before the dot. Chapter 26 explains these endings.

CHAPTER 13

The Downloads Folder: Where Internet Things Land

When you click **Download** on a website, or save an attachment from an email, the file goes to your **Downloads** folder unless you choose otherwise. Think of it as the mail tray by the front door: things land there first, and it's up to you to file them.

Finding Downloads

- **Windows:** open File Explorer; **Downloads** is pinned on the left.
- **Mac:** open a Finder window; **Downloads** is in the sidebar. It also appears on the right side of the Dock, near the Trash.
- **In your web browser:** press **Ctrl+J** in Microsoft Edge or Google Chrome on Windows to see a list of recent downloads. In Safari on a Mac, click the **Downloads** button (a down arrow) in the toolbar.

Choosing where downloads go (Microsoft Edge)

1. In Edge, click the **three dots** (Settings and more) at the top right, then **Settings**.
2. Click **Downloads**.
3. Next to **Location**, click **Change** to pick a different folder.
4. Or turn on **Ask me what to do with each download** so Edge asks you every time.

TIP

Safari and Chrome

In Safari, choose **Safari** > **Settings** > **General** and look for **File download location**. In Chrome, open **Settings** and choose **Downloads**. Most people are best off leaving it on the Downloads folder and simply knowing to look there.

WHAT THIS DOES FOR YOU

One place to look

Once you know that "anything from the internet goes to Downloads," half of all lost-file mysteries solve themselves. The bank statement, the recipe, the church bulletin: Downloads.

CHAPTER 14

Opening and Tidying Your Downloads Safely

Downloads fills up fast and can grow to hundreds of files. A little tidying every month or so keeps it useful. Nothing bad happens if you leave it, though; it just gets harder to find things.

Sort by date to find the newest

1. Open your Downloads folder.
2. Windows: click **Sort**, then **Date modified**. Mac: choose **View** > **as List**, then click the **Date Added** or **Date Modified** column.
3. The thing you downloaded a minute ago is now at the top (or the bottom; click the column again to flip it).

A five-minute tidy

1. Look for anything worth keeping: statements, forms, photos, letters.
2. Move each keeper into its proper home, such as Documents > Bank (Chapter 17 shows how).
3. Program installers you've already used (names ending in **.exe** or **.msi** on Windows, **.dmg** or **.pkg** on a Mac) can go in the Recycle Bin or Trash. The program stays installed.
4. Leave anything you're unsure about. There's no prize for an empty folder.

STAY SAFE

Before opening something you downloaded

Only open downloads you meant to get from a site you trust. Windows and macOS check downloads for known dangers and will warn you; take those warnings seriously. If a website suddenly downloads a file you didn't ask for, don't open it. Delete it, and if you're worried, give me a call.

GOOD TO KNOW

Chromebook note

On a Chromebook, Downloads lives inside the computer and isn't backed up to Google Drive. Move anything important into Google Drive. See Chapter 32.

CHAPTER 15

Zip Files: Opening and Making Them

A **zip file** (also called a **compressed** or **zipped folder**) is a bundle: several files squeezed into one package, like putting papers into a single envelope. People use zips to send a bunch of photos or documents at once. Its name ends in **.zip**, and on Windows its icon looks like a folder with a zipper.

Opening a zip on Windows 11

1. Find the zip file, usually in Downloads.
2. Right-click it and choose **Extract All**.
3. Windows suggests a new folder with the same name, right beside the zip. Click **Extract**.
4. A regular folder opens with everything inside. Work from **that** folder, not from inside the zip.

Making a zip on Windows 11

1. Select the files or folder you want to bundle (Chapter 19 shows how to select several).
2. Right-click, choose **Show more options**, then **Send to**, then **Compressed (zipped) folder**.
3. On recent updates you may also see **Compress to** > **ZIP File** right on the first menu. Either works.
4. A new zip appears in the same place. Type a name and press **Enter**.

On a Mac

- **To open a zip:** double-click it. A normal folder appears right next to it.
- **To make a zip:** Control-click a file or folder (or a group you've selected) and choose **Compress**. One item becomes *name*.zip; several items become **Archive.zip**.

GOOD TO KNOW

Zipping doesn't shrink photos much

Photos (JPEG files) are already compressed, so zipping them won't make them much smaller. Zips are mainly for bundling many files into one tidy package.

HEADS UP

Typing inside a zip can lose your work

If you double-click a document inside a zip on Windows, it may open "read-only" from a temporary spot, and changes may not save where you expect. Always **Extract All** first, then open the file from the new folder.

PART 4

Organizing Your Stuff

Making folders, moving and copying files, renaming them, handling several at once, and a simple filing plan you can actually keep up with.

CHAPTER 16

Making a New Folder

A new folder is like a fresh manila folder with a label. Make as many as you like; they take no space.

On Windows 11

1. Open File Explorer and go to where you want the new folder, such as **Documents**.
2. Click **New** at the left end of the command bar, then **Folder**. (Shortcut: **Ctrl+Shift+N**.)
3. A folder appears named **New folder**, with the name highlighted.
4. Type the name you want, like **Taxes**, and press **Enter**.

On a Mac

1. Open a Finder window and go to where you want the new folder.
2. Choose **File** > **New Folder** from the menu at the top. (Shortcut: **Shift-Command-N**.)
3. A folder appears named **untitled folder**, with the name highlighted.
4. Type the name and press **Return**.

TIP

Folder with things already in it (Mac)

On a Mac, select several files, Control-click one of them, and choose **New Folder with Selection**. The Mac makes a folder and puts them all inside in one step.

HEADS UP

Named it wrong?

If you pressed Enter before typing, you'll have a folder called "New folder." No harm done. Rename it any time (Chapter 18).

CHAPTER 17

Moving vs. Copying

Moving a file picks it up and puts it somewhere else; there's still only one. **Copying** makes a duplicate; now there are two. Knowing which one you're doing prevents a lot of confusion.

The safe, clear way: Cut or Copy, then Paste

Windows 11

1. Right-click the file.
2. Click the **Cut** icon (scissors) to move it, or the **Copy** icon (two pages) to copy it.
3. Go to the folder where you want it.
4. Right-click an empty spot in that folder and click the **Paste** icon (a clipboard).

Mac

1. Control-click the file and choose **Copy**.
2. Go to the folder where you want it.
3. Control-click an empty spot and choose **Paste Item** to make a copy there.
4. To **move** instead: after copying, open the **Edit** menu at the top and hold the **Option** key. **Paste Item** changes to **Move Item Here**. Click it.

Dragging with the mouse

You can also drag a file onto a folder. It's quick, but the rules are a little sneaky:

- Dragging to a folder on the **same** drive **moves** the file.
- Dragging to a **different** drive, such as a USB stick, **copies** it. The original stays put.
- Hold **Ctrl** (Windows) or **Option** (Mac) while you let go to force a copy.

> **TIP**
>
> **Oops, wrong folder?**
>
> Right after a move you regret, press **Ctrl+Z** on Windows or **Command-Z** on a Mac. That's "undo," and it puts the file right back.

GOOD TO KNOW

Copying to a USB stick or another computer

For getting files onto a USB stick or an external drive, and ejecting it safely, see the **Backing Up Everything** manual. It covers drives in detail.

CHAPTER 18

Renaming Files & Folders

Renaming is how "Scan_0043" becomes "Car Title." It doesn't change what's inside the file, only the label.

On Windows 11

1. Right-click the file or folder.
2. Click the **Rename** icon (a letter I in a box). Or click the file once and press **F2**.
3. The name is highlighted. Type the new name; the ending (like .pdf) stays as it is.
4. Press **Enter**.

On a Mac

1. Click the file once to select it.
2. Press **Return**. The name becomes editable. (Or Control-click and choose **Rename**.)
3. Type the new name.
4. Press **Return** again.

HEADS UP

"The file is open in another program"

You can't rename (or move) a file while it's open. Close the document first, then try again.

TIP

Renaming a pile of photos at once (Mac)

Select several files, Control-click, and choose **Rename**. The Mac offers to rename them all in one go, for example "Beach Trip 1, Beach Trip 2," and so on.

CHAPTER 19

Selecting Several Files at Once

Moving twenty photos one at a time is tiresome. Select them all, then move, copy or delete them in one go.

To select	Do this
A few, here and there	Hold **Ctrl** (Windows) or **Command** (Mac) and click each one. Click one again to un-select it.
A whole run in a row	Click the first, hold **Shift**, and click the last. Everything in between is selected.
Everything in the folder	Press **Ctrl+A** (Windows) or **Command-A** (Mac).
With a box	Click on an empty spot and drag a box around the files you want.

TIP

Checkboxes make it easier (Windows)

If holding keys is fiddly, turn on checkboxes. In File Explorer, click **View**, then **Show**, then **Item check boxes**. A little box appears next to each file; tick the ones you want.

HEADS UP

Careful with Delete after selecting

If several files are highlighted and you press Delete, they all go to the Recycle Bin or Trash. If that happens by mistake, press **Ctrl+Z** or **Command-Z** straight away to undo.

CHAPTER 20

A Simple Filing System You'll Actually Keep

You don't need a complicated system. A few well-named folders inside **Documents** will hold almost everything a household needs. Here's a starting point you can adapt.

Folder in Documents	What goes in it
Medical	Test results, insurance cards, Medicare letters, medication lists.
Money	Bank and credit card statements, tax returns (with a folder per year), receipts.
House	Deed, insurance, warranties, manuals, contractor quotes.
Car	Title, insurance card, service records.
Family	Letters, recipes, family history, school projects from the grandkids.
Important Papers	Will, power of attorney, birth and marriage certificates (scanned copies).

Three habits that keep it working

- **Save straight into the right folder** when the Save box appears (Chapter 10).
- **Empty the in-tray monthly:** move keepers out of Downloads and off the Desktop.
- **Name things clearly** as you go (Chapter 12).

WHAT THIS DOES FOR YOU

Why it's worth an afternoon

When the doctor's office asks for last year's test results, or the insurance company needs a receipt, you'll know exactly where to look. And if family ever needs to help with your affairs, a tidy Documents folder is a real gift to them.

FROM BILL

Back it up, too

A tidy filing system is only half the job. If the computer fails, the files go with it unless there's a copy elsewhere. The **Backing Up Everything** manual walks through simple ways to keep a spare copy. If you'd like a hand setting up folders or a backup, I'm glad to help: (330) 200-8042.

PART 5

Finding Lost Things

A calm, five-minute plan for the document that went missing, plus Recent files, searching, the Recycle Bin and Trash, and what those little endings on file names mean.

CHAPTER 21

"I Lost My Document": The Five-Minute Search Plan

Take a breath. In my experience, the file is nearly always still on the computer. Work through these steps in order; most people find it by step 3.

1. **Check the program's Recent list.** Open the program you used (Word, Pages, Excel) and look at **File** > **Open** > **Recent** or **File** > **Open Recent**. Chapter 22.
2. **Check Home or Recents.** Windows: File Explorer's **Home** page lists recent files. Mac: click **Recents** in the Finder sidebar.
3. **Look in the usual three places:** Documents, Downloads and the Desktop. Sort by date so the newest is on top.
4. **Search for a word from the name**, or even a word you typed inside the document. Chapters 23 and 24.
5. **Check the cloud.** Look in the OneDrive folder (Windows) or iCloud Drive (Mac). Part 6 explains why.
6. **Check the Recycle Bin or Trash** in case it was deleted. Chapter 25.
7. **Check whether it was an email attachment** you never saved. Go back to the email and open it from there.

TIP

Search for words inside the document

Can't remember the file name? Search for a word you know is *in* the letter, like the person's name or a street. Both Windows and the Mac can search inside documents, not just their names.

FROM BILL

Before you retype the whole thing

Please call before you spend an evening retyping something. Nine times out of ten we can find the original together in a few minutes. (330) 200-8042.

CHAPTER 22

Recent Files: What You Opened Lately

Your computer quietly keeps a list of files you've opened or saved recently. It's the fastest way back to something you were working on yesterday.

Windows 11

- **File Explorer Home:** open File Explorer. The **Recent** section on the Home page lists files you've opened lately. Double-click one to open it.
- **Start menu:** click **Start**. The **Recommended** section shows recently opened files. On the newest updates, Microsoft is renaming this section **Recent**.
- **Inside programs:** in Word, Excel and PowerPoint, **File** > **Open** shows a **Recent** list.

Mac

- **Recents in the Finder:** click **Recents** at the top of the Finder sidebar for a list of files you've opened or saved, newest first.
- **Apple menu:** click the Apple menu, then **Recent Items**, for recent documents and apps.
- **Inside programs:** most apps have **File** > **Open Recent**.

HEADS UP

Removing from Recent doesn't delete anything

If you remove a file from a Recent list, only the list entry goes away. The file itself stays exactly where it was.

GOOD TO KNOW

"Can't find the file" from a Recent list

If you click something in a Recent list and get a message that it can't be found, the file has been moved, renamed or deleted since you last opened it. Search for it by name (Chapters 23 and 24) or check the Recycle Bin or Trash (Chapter 25).

CHAPTER 23

Searching on Windows 11

Windows has two search boxes. Either one can find a lost file; pick whichever you remember.

From the taskbar (searches the whole computer)

1. Click the **Search** box or magnifying glass on the taskbar, or click **Start** and start typing.
2. Type part of the file's name, such as **furnace**.
3. Results appear as you type. If you see a **Documents** or **Files** heading or filter, click it to show only files.
4. Click the file to open it. To see which folder it's in, right-click it and choose **Open file location**.

From File Explorer (searches one folder and everything in it)

1. Open File Explorer and go to a likely starting place. **Home** searches your PC and your signed-in cloud accounts; **This PC** searches the whole computer.
2. Click in the **Search** box at the top right.
3. Type part of the name and press **Enter**.
4. Wait a moment for results. Sort by **Date modified** to bring recent ones to the top.

TIP

Search by type

Remember it was a PDF? Type **.pdf** in the search box to see every PDF. Type **.docx** for Word documents or **.jpg** for photos.

GOOD TO KNOW

Searching OneDrive files too

Microsoft says File Explorer Home can search your cloud files too, if you've signed in to your Microsoft account under **Start** > **Settings** > **Accounts**.

CHAPTER 24

Searching on a Mac: Spotlight & the Finder

Spotlight: search the whole Mac

1. Press **Command-Space bar**, or click the **magnifying glass** in the menu bar at the top right.
2. Type part of the file's name, or a word inside it.
3. Use the arrow keys to move through results, then press **Return** to open one.
4. To see where a file lives, select it in the list and hold the **Command** key; the folder path appears at the bottom.

GOOD TO KNOW

On macOS Golden Gate

On macOS Golden Gate (version 27), Apple combined Spotlight with Siri in one search-or-ask panel. Press Command-Space as usual and type the name of your file; Spotlight still finds files the same way.

Searching in a Finder window

1. Open a Finder window and press **Command-F**, or click the **magnifying glass** in the toolbar.
2. Type what you're looking for.
3. Just under the toolbar, choose **This Mac** to search everywhere, or the folder name to search just there.
4. Not finding it? Choose **Name matches** from the little menu that pops up as you type, to search only names.

TIP

Search by kind

In a Finder search, click the **+** button under the search bar, choose **Kind**, then **Document**, **PDF** or **Image** to narrow things down.

CHAPTER 25

The Recycle Bin & Trash: Deleting and Getting Things Back

When you delete a file, it isn't destroyed right away. It goes to the **Recycle Bin** (Windows) or the **Trash** (Mac), a holding area where it waits until you empty it. That's your safety net.

Getting a file back on Windows 11

1. Double-click the **Recycle Bin** icon on the desktop.
2. Find your file. Click **Sort** and choose **Date deleted** if there are lots.
3. Right-click the file and choose **Restore**.
4. It goes back to the folder it was deleted from.

Getting a file back on a Mac

1. Click the **Trash** at the right end of the Dock.
2. Find your file.
3. Control-click it and choose **Put Back** (or select it and choose **File** > **Put Back**).
4. It returns to where it was. You can also simply drag it out of the Trash into a folder.

Emptying it

Right-click the Recycle Bin (Windows) and choose **Empty Recycle Bin**, or Control-click the Trash (Mac) and choose **Empty Trash**. After that, the files are gone for good. Apple says so plainly: items emptied from the Trash are permanently deleted.

HEADS UP

Things that skip the safety net

Files deleted from a USB stick, files deleted with **Shift+Delete** on Windows, and files that lived only in the cloud usually don't go to your computer's Recycle Bin or Trash. Cloud files go to the cloud's own recycle bin on the OneDrive or iCloud website instead.

GOOD TO KNOW

Automatic emptying on a Mac

In **Finder** > **Settings** > **Advanced**, a setting called **Remove items from the Trash after 30 days** empties old items for you. Items you delete from iCloud Drive are removed after 30 days whatever that setting says.

CHAPTER 26

File Types & Endings in Plain English

Most file names end with a dot and a few letters, like **letter.docx**. That ending is called the **extension**, and it tells the computer what kind of file this is and which program should open it. Windows and macOS hide the endings by default, which is why you may never have noticed them.

Ending	What it is	Usually opens in
.docx / .doc	A Word document	Microsoft Word (or Pages on a Mac)
.pdf	A PDF: a document that looks the same everywhere, often forms and statements	Edge, Preview, Acrobat Reader
.xlsx	An Excel spreadsheet	Excel (or Numbers)
.jpg / .jpeg / .png	A photo or picture	Photos, Preview
.heic	A photo taken on an iPhone	Photos and Preview on a Mac; Windows may need an add-on
.mp4 / .mov	A video	Media Player, QuickTime
.zip	A bundle of files (Chapter 15)	Built into Windows and Mac
.pages	A Pages document from a Mac	Pages; Windows can't open it directly
.exe / .msi	A Windows program installer	Runs a program: be careful
.dmg / .pkg	A Mac program installer	Runs a program: be careful

Showing the endings

- **Windows 11:** in File Explorer, click **View**, then **Show**, then **File name extensions**.
- **Mac:** choose **Finder** > **Settings**, click **Advanced**, and tick **Show all filename extensions**.

WHAT THIS DOES FOR YOU

Why turn them on

Seeing the endings helps you spot the difference between **Report.pdf** and **Report.docx** in the same folder, and it helps you spot fakes: a file called **invoice.pdf.exe** is a program pretending to be a PDF.

HEADS UP

Changing the ending doesn't convert the file

Renaming **photo.heic** to **photo.jpg** doesn't turn it into a JPEG; it just confuses the computer. To convert a file, open it and use **Save As** or **Export** to choose a new type. For PDFs, see the **PDFs** manual.

PART 6

"My Files Moved!": The Cloud Confusion

Why Desktop and Documents sometimes seem to empty out, what OneDrive and iCloud Drive are really doing, and how to tell whether a file is on your computer or only in the cloud.

CHAPTER 27

OneDrive and Your Desktop & Documents (Windows)

OneDrive is Microsoft's cloud storage. Every Microsoft account gets a small amount free, and Microsoft 365 subscriptions include much more. On many Windows 11 computers, OneDrive offers (or is set up) to **back up** your Desktop, Documents and Pictures folders. Microsoft calls this **folder backup**.

What actually happens

When folder backup is on, your Desktop, Documents and Pictures folders now live *inside* your OneDrive folder, and their contents are copied to the cloud. That's why the address bar may say **OneDrive > Documents**, and why your files show up on OneDrive.com and on your other devices. Nothing was deleted; the folders simply have a new home.

Checking whether folder backup is on

1. Click the **OneDrive cloud** icon near the clock at the bottom right of the screen. (If you don't see it, click the small **up arrow** there first.)
2. Click the **gear** (Help & Settings), then **Settings**.
3. Click **Sync and back up**, then **Manage back up**.
4. You'll see Desktop, Documents, Pictures and other folders, each with a switch showing whether it's backed up.

If you turn it off

When you switch a folder off, OneDrive asks where the files should stay: **only in OneDrive**, removing them from your computer, or **only on my PC**, removing them from OneDrive. Read this choice slowly. If you pick the wrong one, the files can seem to vanish from where you expect them.

> **FROM BILL**
>
> **Please don't flip these switches in a panic**
>
> If your Desktop suddenly looks empty or your files "moved," leave the settings alone and call me. Turning backup on and off in a hurry is the most common way people make this confusing situation worse. It's usually a fifteen-minute fix together: (330) 200-8042.

HEADS UP

"Your OneDrive is full"

The free OneDrive allowance is small. If your Desktop, Documents and Pictures are larger than that, OneDrive will warn you and may ask you to buy more storage. You don't have to. Ask yourself whether you want cloud backup at all before paying. The **Backing Up Everything** manual compares the options and prices.

CHAPTER 28

iCloud Drive and Your Desktop & Documents (Mac)

Apple's version of the same idea is called **Desktop & Documents Folders**. When it's on, your Mac stores your Desktop and Documents folders in **iCloud Drive**, so they show up on your other Macs, your iPhone and iPad (in the Files app), and at iCloud.com.

Where the folders appear when it's on

In macOS Tahoe and later, Desktop and Documents appear under **iCloud Drive** in the Finder sidebar rather than in their usual spot. They still contain all your files.

Checking the setting

1. Click the **Apple menu** and choose **System Settings**.
2. Click **your name** at the top of the sidebar, then **iCloud**.
3. Under **Saved to iCloud**, click **Drive**.
4. Look at the **Desktop & Documents Folders** switch. On means those folders live in iCloud Drive.

If you turn it off

Apple explains that when you turn it off, your files **stay in iCloud Drive**, and new, empty Desktop and Documents folders are made on your Mac. That's why people turn it off and then think everything was deleted. It wasn't. The files are in iCloud Drive, and you can drag them back into the new local folders.

HEADS UP

Plenty of iCloud storage needed

Apple gives every account 5 GB of free iCloud storage, which fills quickly. If Desktop & Documents is on and your storage is full, new files may stop syncing. Think it over before paying for more; the **Backing Up Everything** manual explains iCloud+ plans and prices.

FROM BILL

Same advice as for Windows

If files seem to have moved after an update or a new Mac, don't flip switches. Call me and we'll look together. It's almost always all there.

CHAPTER 29

Is It on My Computer or Only in the Cloud?

To save space, OneDrive and iCloud Drive can keep a file's name on your computer while the actual contents stay in the cloud until you open it. Little symbols next to each file tell you which is which.

OneDrive symbols in File Explorer

Symbol	What it means
Blue cloud outline	**Online only.** The file is in OneDrive but not stored on this PC. It downloads when you open it, so you need the internet.
Green check mark (outline)	**On this PC.** It was downloaded when you opened it and works without internet.
Solid green circle, white check	**Always on this PC.** You chose to keep it here for good.
Circling arrows	**Syncing.** OneDrive is busy copying it. Leave it be.

1. To keep a file on your PC for sure (say, before a trip with no Wi-Fi), right-click it and choose **Always keep on this device**.
2. To make room on your PC, right-click a file and choose **Free up space**. It stays safe in OneDrive.

iCloud Drive on a Mac

A small **cloud with a down arrow** next to a file in the Finder means it's stored in iCloud and will download when you open it. Control-click a file and choose **Download Now** to fetch it ahead of time, or **Remove Download** to free up space while keeping it in iCloud.

HEADS UP

Deleting a cloud file deletes it everywhere

With OneDrive or iCloud Drive, a file you delete on one device is deleted on all of them, including your phone and the website. "Free up space" and "Remove Download" are the safe ways to save room.

GOOD TO KNOW

Sync is not the same as a backup

Because changes and deletions copy everywhere, syncing alone isn't a full backup. The **Backing Up Everything** manual explains why and what to add.

PART 7

Sharing, Chromebooks & Staying Safe

Attaching a file to an email, what to do when it's too big, a short guide to the Chromebook Files app, and the tricks scammers play with files.

CHAPTER 30

Attaching a File to an Email

An **attachment** is a file you send along with an email, like slipping a photo into an envelope with a letter. Every email program has a **paper clip** button for this.

Gmail (in a web browser)

1. Click **Compose** and write your email as usual.
2. At the bottom, click the **paper clip** (Attach files).
3. A window opens showing your folders. Find the file, click it once, then click **Open**.
4. Wait until the file's name appears at the bottom of the email, then click **Send**.

Outlook (Outlook.com or the Outlook app on Windows)

1. Start a new email with **New mail**.
2. Click the **paper clip** (Attach file). You may see a list of recent files; choose one, or click **Browse this computer** to look through your folders.
3. Pick the file and click **Open**.
4. Once the attachment shows above your message, click **Send**.

Mail on a Mac

1. Click the **New Message** button (a pencil on paper).
2. Click the **paper clip** (Attach Files) in the toolbar, or drag a file from a Finder window right into the message.
3. Choose the file and click **Choose File**.
4. Click the **Send** button (a paper airplane).

> **TIP**
>
> **Dragging works almost everywhere**
>
> In nearly every email program, you can drag a file from File Explorer or the Finder and drop it onto your message. Arrange the two windows side by side first.

GOOD TO KNOW

Saving an attachment someone sent you

Clicking an attachment usually just opens a preview. To keep it, look for a **Download** or **Save** button (often a down arrow). It goes to Downloads; move it to its proper folder from there.

CHAPTER 31

When a File Is Too Big to Email

Email has a size limit. Big videos, or a whole album of photos, often won't fit. Here are the limits and the simple ways around them.

Email service	Attachment limit	What happens if it's bigger
Gmail (personal)	25 MB in total	Gmail automatically turns it into a Google Drive link instead.
Outlook.com	20 MB, including the message	Outlook can share it as a OneDrive link instead.
Apple Mail with Mail Drop	Up to 5 GB	Mail Drop sends it through iCloud; the recipient has 30 days to download it.

One **MB** (megabyte) is a measure of file size. A typical phone photo is a few MB; a minute of phone video can be 100 MB or more. To check a file's size, right-click it and choose **Properties** (Windows), or click it once and press **Command-I** (Mac).

Ways to send something big

- **Send a link instead.** Put the file in OneDrive, iCloud Drive or Google Drive and share a link. The person clicks the link to see or download it.
- **Zip it** (Chapter 15). This helps for documents, though not much for photos and videos.
- **Send fewer at a time.** Five photos per email instead of fifty.
- **Use Mail Drop on a Mac.** When a file is too large, Mail offers to use Mail Drop if you're signed in with your Apple Account.

STAY SAFE

Sharing links: who can see it?

When you share a link from OneDrive, iCloud or Google Drive, check who can open it. For family photos, "anyone with the link" is usually fine. For tax returns or medical records, share only with specific people, or hand the information over in person.

CHAPTER 32

A Note for Chromebook Owners: The Files App

A Chromebook keeps things simpler than Windows or a Mac, but files still need a home. Your filing cabinet is the **Files** app.

Finding your files

1. Click the **Launcher** (the circle at the bottom left of the screen) and open **Files**.
2. On the left you'll see **Recent**, **My files** (with **Downloads** inside), **Google Drive**, and any USB stick you plug in.
3. Click **Recent** to see what you've used lately.
4. Type in the search box at the top to look for a file by name.

What to know

- **Downloads is local.** Google describes Downloads as a temporary folder on the Chromebook itself. It isn't backed up. Move anything important to **Google Drive**.
- **Saving to Google Drive:** when you save, choose **Google Drive**, then **My Drive**, in the left column. Google Docs and Sheets save to Drive automatically.
- **Deleted files:** look for **Trash** on the left of the Files app to restore something. If you don't see Trash, deleting from Downloads may be permanent.
- **Recent, Images, Videos and Audio** are just views. To delete or move a file, go to the folder where it actually lives.

GOOD TO KNOW

More in the Chromebook manual

The **Chromebook** manual covers the Files app, Google Drive and USB sticks in more depth.

CHAPTER 33

Scams That Use Files

Crooks know people open attachments and download things. Here are the tricks to watch for. None of them can hurt you if you don't open the file or call the number.

SCAM ALERT

"Invoice attached" emails from strangers

An unexpected email says you owe money or a package couldn't be delivered, and asks you to open an attached invoice or zip file. Real companies rarely send surprise zip files. Don't open it. If you're worried, sign in to the company's website yourself or call the number on your statement.

SCAM ALERT

Programs dressed up as documents

A file named **Statement.pdf.exe** or **Photos.scr** is a program pretending to be a document. Turning on file name extensions (Chapter 26) makes these much easier to spot. Never open a file ending in .exe, .scr, .bat or .js that came by email.

SCAM ALERT

"Your files are locked" or "your computer is infected" pop-ups

A frightening message fills the screen, says your files are infected or locked, and gives a phone number to call. It's fake. Real warnings from Windows or Apple never ask you to phone anyone. Don't call. Close the browser; if you can't, restart the computer.

SCAM ALERT

"Your storage is full, pay now" emails

Fake messages claim your iCloud, OneDrive or Google storage is full and your photos will be deleted unless you pay through a link. Check your storage yourself in **Settings** or **System Settings**, never through a link in an email.

STAY SAFE

If you already opened something

Don't panic and don't pay anyone. Disconnect from Wi-Fi, don't type any passwords, and call someone you trust. The **Windows 11** and **Mac** manuals have more on staying safe from pop-ups and scams.

PART 8

Getting Help & Your Cheat-Sheet

When to call, how to reach me, and a one-page summary to keep by the computer.

CHAPTER 34

When to Call Bill

This guide will carry you a long way. But some file problems are quicker and safer to solve together. Here are good reasons to pick up the phone.

- Your Desktop or Documents folder suddenly looks empty, or files "moved" after an update.
- OneDrive or iCloud says it's full and you're not sure whether to pay.
- You saved over an important document and need the earlier version.
- You emptied the Recycle Bin or Trash and need something back.
- You'd like help setting up a simple folder system or a backup.
- You opened an attachment and now something seems wrong.

SCAM ALERT

Real help never cold-calls you

Microsoft, Apple and Google will never phone you out of the blue about your files or your computer. Anyone who calls, texts or pops up on your screen offering to "fix" or "unlock" your files is a scammer. Hang up and call someone you know and trust.

How to reach me

- **Call or text:** (330) 200-8042. If I'm with another client, my assistant **Sophie** answers the main line and will get you scheduled.
- **Book online:** billshometech.com/book
- **Cost:** $49 remote · $99 in your home. These guides and manuals are free to read and share.

A remote visit means I connect to your computer over the internet, with your permission and while you watch, and we fix it together. For many file problems, that's all it takes.

— Bill

CHAPTER 35

Your Files & Folders Cheat-Sheet

Print this page and keep it handy near the computer.

I want to...	Windows 11	Mac
Open my filing cabinet	Windows key + E (File Explorer)	Click the Finder face in the Dock
See what I used lately	File Explorer > Home > Recent	Finder sidebar > Recents
Find a file by name	Search box in File Explorer or taskbar	Command-Space (Spotlight)
Make a new folder	New > Folder, or Ctrl+Shift+N	File > New Folder, or Shift-Command-N
Rename a file	Click it, press F2	Click it, press Return
Copy / Paste	Ctrl+C / Ctrl+V	Command-C / Command-V
Undo a mistake	Ctrl+Z	Command-Z
Save a new copy	File > Save As (or Save a Copy)	File > Duplicate, or hold Option for Save As
Get a deleted file back	Recycle Bin > right-click > Restore	Trash > Control-click > Put Back
Open a zip	Right-click > Extract All	Double-click it
Find my downloads	File Explorer > Downloads	Finder > Downloads

Write these down

Item	Mine
My computer is	Windows 11 / Mac / Chromebook: _____
Version	_____
My important files live in	_____
OneDrive or iCloud Desktop & Documents?	On / Off
My cloud account email	_____
Where my backup is	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book