



Customizing Windows for Low Vision Help and Troubleshooting

Help Centers are websites and call centers created specifically to assist users with various operating systems and software programs. Examples include Microsoft Disability Answer Desk, Apple Accessibility, Google Disability Support Team, and Freedom Scientific Tech Support.

Contact a Hadley learning expert for a list of Assistive Technology Support Resources.

Accessing help options that are built into your operating system or application

Keyboard Shortcut

1. From your desktop, press the **F1** key. Your browser will open to the search results for **How to get help in Windows**.
2. Type your search term in the edit field and press **Enter**.
3. Select from the list of results related to your question.

Start Menu Search

4. Press the **Windows** key. Your cursor is blinking in the **Search** box.
5. Type your topic into the **Search** box and press **Enter**.

Microsoft Word Help Index

6. Press **Alt + Y** to open the **Help** ribbon at the top of the screen.
7. Press **H** to open the **Help** pane. The focus is in the **Search Help** edit field.
8. Type in a search topic and press **Enter**.
9. Select a **Help** topic from the list of results.
10. Select the **X** in the top right corner of the pane to close the **Help** pane.

To Contact Microsoft Word Support

11. Press **Alt + Y** to open the Help ribbon at the top of the screen.
12. Press **C** to open the **Contact Support** pane.
13. The focus is in the **How can we help?** edit box.

14. Type your question and press **Enter**, or select the **Get Help** button.
15. **Recommended help** solutions are listed below the **How can we help?** edit box.
16. Select the **X** in top right corner of the pane to close **Contact Support** pane.

Context Specific Help

Context Specific help is online help that is specific to your software and addresses the current situation within a software program.

17. **Mouseover Pop-ups:** Information that pops up when you hover your mouse pointer over an icon on the screen.
18. **Embedded and Pop-up Chats:** Website help tools that allow users to interact with both automated and live support. Often appears as a small bubble or box at the bottom of the screen.
19. **Walk-throughs:** An interactive experience that takes you through the steps to complete key tasks within a product.

20. **Instructions on interface:** Built-in instructions for using an application, usually found under Help.
21. **Keyboard shortcut F1:** Help pane opens for whatever Microsoft program you are using.