1. **Alt** - Short for **Alternate**, **ALT** is a key generally located by the space bar on IBM compatible computer keyboards. This term may be used to describe a key combination such as:

   ```
   CTRL + ALT + DEL
   ```

   The above combination means press and hold on the keyboard **CTRL** and **ALT** and **DEL** to perform the function, in this case reboot the computer or open the ‘close program window / task manager’ window.

2. **Ctrl** - Short for **control**, **CTRL** is a key found on IBM compatible computer keyboards. This term is commonly used to refer to a keyboard shortcut key such as:

   ```
   CTRL + ALT + DEL
   ```

   The above combination means press and hold on the keyboard **CTRL** and **ALT** and **DEL** to perform the function; in this case, reboot the computer or open the ‘close program’ window.

   Many times documentation and/or information from Computer Hope and other computer related documentation may list commands such as ^X, ^C, ^Z, etc. this means **CTRL-X, CTRL-C, CTRL-Z**, etc. In other words, a user would want to press and hold the **CONTROL** or **CTRL** key and then press the letter following the caret.

3. **Delete** - **DEL** is also a common abbreviation for **delete** and is a description of a keyboard key commonly used when describing shortcut keys. For example, **ALT + CTRL + DEL** indicates press the alternate, control and delete key all at once. Pressing the delete key once in a word document or email deletes the last character typed. Holding this key down in a word document or email will delete several characters, until it is released.

4. **Shift** - A keyboard key that allows a user to type a single capital letter. For example, pressing and holding the **shift key** while pressing the letter "a" key would generate a capital "A". The shift key is commonly located on both the left and right-hand of the
keyboard and is commonly located below the caps lock key and the enter or return key on US keyboards.

5. **Spacebar** - A long horizontal key on the lower edge of a keyboard. When the user presses this key it creates an empty space, also known as a space character, to help separate words and sentences.

6. **Tab** - An indentation at the beginning of a line to signify a new paragraph in a document. Usually about five spaces, tabs are primarily used to help create equal spacing between multiple lines or to start a new paragraph.

7. **Esc** - Short for escape, esc is a key located on a computer keyboard that allows a user to cancel or abort operations.

8. **Enter** - Also known as a return key, the enter key is used to return a cursor to the next line or execute a command or operation. It is common for most standard keyboards to have two enter or return keys, one on the keyboard and another on the numeric keypad.

9. **Backspace** - Sometimes referred to as the rubout key, the backspace key is a keyboard key used to delete any character before the current position of the cursor.

10. **Arrow Keys** - Also known as cursor keys, arrow keys are keyboard keys located in-between the standard keyboard and the numeric pad on the majority of all keyboards. These four keys are the left arrow (back arrow), up arrow, down arrow, and the right arrow (forward arrow). Some examples of how these keys can be used are:

    1. Move the text cursor on the screen.
    2. Use in combination with other keys for shortcut keys. For example, pressing the Alt key and the left arrow key in Microsoft Internet Explorer will take you back one internet page.
    3. Move a character in a computer game.
    4. Select text.
    5. Move the mouse with the keyboard instead of the mouse.

11. **Caps Lock** - Computer keyboard key that enables or disables all the letters from being typed in uppercase. When the caps lock key is enabled, a user would "TYPE LIKE THIS" and when it is disabled, a user would "type like this". Users who keep their caps lock enabled and type in all uppercase are often considered to be YELLING when they are typing.
12. **Function Keys** - Keys that act as shortcuts for performing certain functions such as saving files or printing data. **Function keys** usually are lined along the top of the keyboard labeled F1 through F12, although some keyboards have fewer and others may have more.

13. **Num Lock** - Short for numeric lock or number lock, the **Num Lock** key is located on the **numeric keypad** of the **keyboard** and enables and disables the numeric pad. Turning the Num Lock on will allow the user to use the numbers on the keypad and turning the Num Lock off will enable the keys for their secondary functions (which are the symbols on those keys located below the numbers). The other functions include using the keypad as an arrow pad and turning the period key into a Delete key.

14. **Print Screen** - Sometimes abbreviated as PRTSC or Prt Scrn, the **print screen key** is a **keyboard key** found on most computer keyboards. When pressed, the key either sends the current screen image to the computer clipboard and/or the computer printer depending upon the **Operating System** and/or software program the key is pressed in.