

# Basic Internet Training



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## Glossary of Terms

**CHAT ROOM:** A “place” on the Web where two or more people chat. Chat rooms usually have a specific topic, such as a particular TV program, issue or interest. People go to chat rooms to discuss their favorite topic with others on the Web.

**CHAT:** to “talk” with another person by typing at your computer. What you type, they see, and what they type, you see.

**CLICK & DRAG:** to select an object with the mouse and move it to another part of the screen.

**CLIENT:** A computer that receives information from a server.

**E-MAIL:** Electronic mail; messages and letters sent via the Internet.

**HACKING:** Gaining access to a computer illegally.

**HOMEPAGE:** The first web page of a particular website that provides links to all other pages of the website.

**ICON:** A small picture used to represent some thing or action. Clicking on the icon performs that action. Examples include forward/back arrows and printing.

**INTERNET SERVICE PROVIDER (ISP):** A company you pay to provide a connection from your computer to the Internet. Examples include America On Line (AOL), Microsoft Network (MSN), Fort Wayne Internet, and Verizon Online.

**INTERNET:** Generally, another term for the WWW. More accurately, the connections or network of computers making up the WWW.

**LINK (also HYPERLINK):** Any text or picture that allows you to jump to another web page when you click on it. Text links are usually displayed in a different color than the surrounding text. If the mouse arrow turns into a hand, you are on a link.

**MODEM:** A piece of computer hardware that allows your computer to connect to the phone line and “dial up” your ISP.

**POINT & CLICK:** Move the mouse until the arrow looks like a hand; Once it looks like a hand, click with the left button of the mouse.

**SEARCH ENGINE:** A website designed to organize the information available in the WWW. Examples include Yahoo!, and Google.

**SERVER:** A computer that stores and “serves up” the Web pages and other information you request over the Internet.

**SPAM:** Common term for unsolicited e-mail.

**URL:** An abbreviation for **U**niversal **R**esource **L**ocator. Commonly known as a web address. Similar to the way your postal address locates your residence, a URL pinpoints the location of a particular document on the World Wide Web.

**WEB BROWSER:** A program that you can use to navigate the World Wide Web. The browser controls how web documents look and provide tools for jumping from one document to another. The two most common are Internet Explorer and Netscape Navigator.

**WEB PAGE:** Any WWW document that can be displayed by a web browser.

**WEBSITE:** A collection of web pages put on the web by a specific company, individual or organization. Examples include the ACPL, ABC News and The Weather Channel.

**WORLD WIDE WEB (WWW or the Web):** Collection of interconnected documents stored on computers all over the world. Documents may contain text, pictures, movie clips, sounds and links to other documents or combinations of the above

## The Desktop



## Icons

### How to use the Mouse

The mouse is what you use to move around on the screen. By placing the mouse pointer on an icon or hyperlink, you can click on it to open a file, perform an action (like printing) or go to another web page.

There are several different ways to operate a mouse.

1. **Single click:** Click once with the left mouse button – use this technique to highlight an icon or access a link.
2. **Double click:** Click twice (quickly) with the left mouse button – use this technique to open an icon or start a program.
3. **Right click:** Click once with the right mouse button. This opens a drop-down or context menu of actions, such as Cut, Copy and Paste.
4. **Click & Drag:** Click once on an object with the left mouse button, then hold it down while dragging the object to another part of the screen. Very useful with scroll bars to reach the bottom or top quickly.

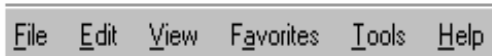
**Important note:** After you have moved the mouse to the particular spot you want it, be careful not to move the mouse while you are clicking. If you do, the click(s) won't work. Try gently pinching the mouse between your thumb and 3<sup>rd</sup> finger, or gently pressing your hand on the back of the mouse to prevent movement. It may take some practice, but you'll get on to it!

## The Internet Browser Window

**Important note:** The following examples use Internet Explorer, the browser used here at the ACPL. Other browsers may look somewhat different, or use different commands. However, they all perform the same basic functions. If you are having trouble doing something, the browser's Help command is a great place to look.



**Title Bar:** Shows title of current website and name of browser



**Menu Bar:** Shows common commands. When you click on a command, it will display a menu of related options you can select from.

**File:** this menu may not be enabled on all library computers

**Edit :** options for cutting, pasting, finding and preferences

**View:** options for toolbars, font sizes and page information

**Favorites:** where one can list his or her favorite web addresses

**Tools:** menus for mail & news, synchronize, windows update, show related links, and internet options. A potpourri of options.

**Help:** options for help, product support and updates



**Tool Bar:** Shows the most basic browser tools in a graphic format, such as the Forward and Back buttons.

**Back:** moves back one page

**Forward:** moves forward one page

**Stop:** stops current download

**Refresh:** reloads the web page; used if first attempt is slow or incomplete

**Home:** takes you to your home page

**Search:** opens a basic search window

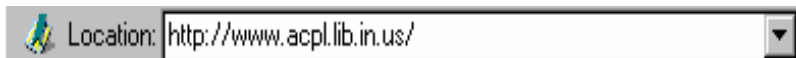
**Favorites:** where one can list his or her favorite web addresses

**History:** shows web addresses visited in the recent past

**Mail:** links directly to pre-specified email

**Print:** prints the current webpage

**Discuss:** provides access to discussion server



**Address Bar:** Shows you the address of the current web page. You can also type in a web address here.

**Note:** In the Menu Bar and Tool bar, you may see items that are “grayed out” – appearing gray instead of the usual black text. This means that the option is unavailable or does not apply to the current webpage. This also applies to menus that drop down from the Menu Bar.

### **Anatomy of a Web Address:**

**Domain** (or zone): indicates the general category and/or geographical location of the website. Categorical domains have three letters; the most common domains include:

- .com – commercial, for-profit organizations. By far the most common.
- .org – indicates service or non-profit organizations
- .edu – educational institutions
- .gov – governmental bodies and departments
- .lib – libraries
- .net – networking organizations. Many ISP’s have a .net domain.

**Geographic domains** have two letters. Some examples are:

- .uk – United Kingdom
- .au – Australia
- .jp – Japan
- .nz – New Zealand
- .ca – Canada
- .mx -- Mexico

There are many other domains, and a number of new domains have been added over the years. Several geographic domains can be used together, such as in the ACPL’s address: <http://www.acpl.lib.in.us> This tells you that it’s a library located in Indiana and the United States, to distinguish it from Allen County libraries in other states.

**Note:** Since the http:// protocol is so common, it can be omitted when you type in a web address; the browser assumes you are using http:// and will automatically add it to the address you have typed.

**Scroll Bars:** These allow you to view the entire web page, which is usually too large to display all at once. They are located on the bottom and right side of the screen. There are three ways to use scroll bars.

1. Left-click the arrows (triangles)
2. Click & drag the solid bar.
3. Use the Page Up, Page Down and arrow keys on the keyboard.

**Links** (also Hyperlinks): Links allow you to jump to another website or web page. They are usually colored black or blue and underlined. When your mouse pointer turns into a hand, you are on a link. Just click, and another web page will open.

## How to find information on the Internet

There are two basic ways to find things on the Internet.

1. If you know the web address, simply type it into the Address bar.
2. Use a search engine.

## Search Engines

There are many search engines to choose from. They are simply websites that allow you to search the Internet for whatever topic you want, or to locate a specific website. To begin a search, enter the topic into the Search box and press Enter. The search engine will display a list of websites that are most related to your topic. Below is a list of the more popular and useful search engines on the Internet.

Google	<a href="http://www.google.com">www.google.com</a>
Yahoo	<a href="http://www.yahoo.com">www.yahoo.com</a>
Yahooligans *	<a href="http://www.yahooligans.com">www.yahooligans.com</a>

\* These search engines are designed for kids and provide filtered content and parental controls.

## Search Engine Tips

1. Be specific. Try to define your topic as best you can, and use those terms in your search.
2. Use quote marks. If your topic is Osama bin Laden, typing in "Osama bin Laden" will instruct the search engine to look for the exact phrase and return more accurate results. Without the quote marks, the search engine will find everything it can about Osama *and* bin *and* Laden, not all will refer directly to the person.
3. Use the advanced search options. An advanced search allows you to narrow the search to a specific date, title, links and other factors. Each search engine has different advanced search options, so try them out.
4. Use more than one search engine. Search engines vary in size and capabilities. If your favorite isn't producing the results you want, try another.
5. Use the help. Most search engines have a help section that can give you more pointers on how to best use their system. They may also have examples.

## Evaluation of Information

1. Be Choosy about the sites you take information from
2. Who sponsors the site? Is it the Mayo Clinic or John Smith from Anytown, USA?
3. When was the site last updated? If you want information on product recalls, a web site last updated in 1998 is probably not going to help you.
4. Check the domain (.gov, .com, .org). Information found on [www.seniors.gov](http://www.seniors.gov) is published by a governmental department and therefore, the information is most likely reliable.

## A Note on Security

E-mail is not a secure environment. Your message passes through many servers, any of which could be hacked. Also, there are people who run scams, attempting to solicit personal information. These are similar to the various phone and mail scams, and demand similar precautions.

1. Never send your social security number, credit-card number or other personally identifiable information (such as your postal address) to unknown persons. Even if the person is known, be extremely careful.
2. Don't reply to solicitations, "spam" or offensive messages. Doing so simply confirms your e-mail address and you will receive more. Even if they offer an "unsubscribe" link or address, it just confirms you received the message and you will to get more.
3. If you receive "spam" or offensive messages, forward the entire message to your ISP. Often, they can identify the offender and block or disable his/her account. Typically, you would send it to [abuse@your-isp.com](mailto:abuse@your-isp.com). Example: [abuse@hotmail.com](mailto:abuse@hotmail.com)
4. If your kids have Internet access, make sure they are aware of these guidelines. Supervise them if necessary.
5. On a public computer, such as those at the Library, always select the enhanced security option when using your free e-mail account. This will clear your mail from the computer when you log out, preventing the next person from reading it.

Have you purchased products from internet companies like amazon.com or ebay? Have you wondered how safe it is to send your credit card information over the internet?

1. Be choosy about the sites you order from. Use well-known and well established sites and companies like amazon.com or online ordering from companies like J.C. Penney or L.L. Bean.
2. Most sites use SSL (Security Sockets Layer) software that scrambles information being sent. Only the intended party has the capability to unscramble your information.
3. Consider the security of telephone ordering.

### **Internet Service Providers**

Check the phone book or online to find ISP's. Prices, services, connection speeds and features vary widely. Experiment and find the provider that best suits your needs.

Free ISP's, such as NetZero, require that you view a large number of ads in exchange for the service. They may also collect and sell your personal information to marketers. Make sure that you are aware of their practices before you sign up. Free ISP's tend to have less technical support as well.

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