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Computer Training Workshops

Basic Computer Terminology

TERMINOLOGY

- Hardware:** The parts of the computer that you can touch and see: Tower, Monitor, Keyboard, Mouse, and CD DRIVE.
- Software:** Consists of information or programs that tell the computer's hardware what to do. Computer software includes programs like Microsoft Windows, Word Processing, and Internet Explorer.

HARDWARE

- CPU:** CPU stands for Central Processing Unit. It is the horizontal or vertical box component sometimes referred to as the tower, console or as the computer itself. It is inside this box that all the software components are stored. When you turn on the computer, the software components will be activated.
- You will notice that at the front of the Computer Tower a CD drives. The computer can transfer software or documents to and from these CD's when they are inserted in the drive.
- At the back of the computer you will see different plugs. This is where other hardware components can be plugged in, for example the keyboard and mouse.
- Monitor:** This component is similar to a television. The computer displays images on this screen.
- Keyboard:** The keyboard is like a typewriter. It is used to communicate with the computer.

Mouse: The mouse was given its name because it is actually shaped like a mouse. It fits in your hand and is used to communicate with the computer. When you move the mouse with your hand, the pointer (or cursor) on the computer screen will mimic this movement. This allows you to navigate or move on the computer screen. By moving the mouse to a certain location on the computer screen, and clicking on different items, you are giving the computer instructions on what to do.

Hard Drive: This is where the computer stores all of its information. It is hidden inside the computer.

CD Drive: The **C**ompact **D**rive is located on the front of the computer tower. On most computers, the CD drive will have a tray that extends out, where you place the CD. For example, if you place a music CD in the CD drive, you can tell the computer to transfer the information from the CD to the computer and play the music. On the other hand, you can only transfer information from the computer to the CD if you have a CD burner or writer.

Software

Operating System: The operating system of a computer is the most important piece of software. It is what manages all aspects of the computer. It organizes the computer's files and it controls the hardware components, such as the printer and mouse. Your computer operates with the Windows operating systems created by Microsoft. The other common operating system is Mac OS created by Apple.

Applications: Applications are software programs that allow you to complete useful tasks on your computer. The software programs tell the computer's hardware what to do and how to accomplish a specific task. Applications are often referred to as a "computer program" or simply a "program". Different programs accomplish different tasks. For example, Word Processing Applications allow you to create letters or essays. Other applications allow you to search the Internet for information. These programs are known as "web browsers", the most common being Microsoft Internet Explorer. There are other applications that are used to keep track of personal accounting or to play card games.

Basic Computer Functions

Turning your computer ON:

1. Locate the power button located on the CPU box.



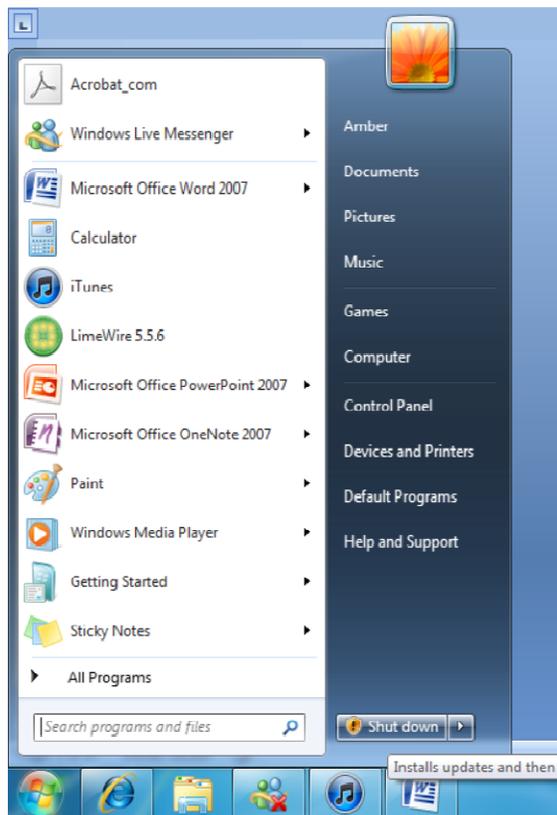
This is what the Power symbol looks like.

Note: The Power button is different on every computer. It may have the words *Power* on it or it may be represented by the symbol above.

2. If your monitor is still black after a few seconds, you may need to press the button located on the monitor
3. A picture will show up on your screen displaying the name of the operating system that your computer is using. This picture indicates that the computer is now loading the operating system.
4. Once the operating system has been loaded, your computer will display what is known as the desktop.

Turning your computer OFF

1. Click once on the **Start** button located on the Taskbar in the bottom left corner of the screen. A menu will pop up.
2. Click once on the **Shut Down** button.
3. A window will open asking you *What do you want the computer to do?*
4. Click on *Shutdown*.
5. Your computer will begin the process of shutting down. This may take a minute or two.
6. Your computer will turn off automatically, however, if you have an older computer a message on the computer screen will appear stating *It is now OK to turn off your computer*.
7. If you see this message, press the Power button to turn the computer off.
8. Press the monitor power button to turn the monitor off.



Using the Mouse

- The mouse is equipped with two buttons: one on the left and one on the right. These buttons are used to communicate with the computer.



- On the computer screen, you will see an arrow. The arrow will be either white or black. This arrow is known as the pointer or cursor. It is connected to the movements that you make with the mouse.
- Moving your mouse up, down, left or right will move the pointer on the computer screen in the same direction. At first it may be difficult to move the pointer on the screen; however after a bit of practice it will become much easier.

Single Click

- The single mouse click is the most common command when using the mouse, and is often referred to as simply *click* or *single click*. When you are told to *click* on an object, use the mouse to move the pointer over the object and click once with the left mouse button.

Double Click

- A double click is a quick succession of two clicks in the same spot. If you do not do this succession quickly enough or if you accidentally move the mouse in between the clicks, the computer will not acknowledge the double click.
- Double clicking is only used with the left mouse button, and for this reason the double click is commonly referred to as *double click*. When you are told to *double click* on an object, use the mouse to move the pointer over the object and click twice in rapid succession with the left mouse button.
- Double-clicking is usually done when you want to open a file, folder or application.

Right Mouse Click

- The right mouse button is not used as frequently as the left mouse button. For this reason instructions will always specify when to click with the right mouse button.
- When you are told to “right click” on an object, use the mouse to move the pointer over the object and click with the right mouse button.
- In most cases clicking with the right mouse button will trigger a menu to appear.

Click and Drag

- Using the mouse to *click and drag* is very useful. It can be used to select and move objects to a different place, as well as to select text or multiple objects at once.
- To *click and drag*, click and hold down the left mouse button. Move or *drag* the mouse’s pointer to the appropriate location.

Moving an Object by Clicking and Dragging

1. Position your cursor over an object.
2. Press and hold down the left mouse button.
3. Move the pointer to where you want to put the item (make sure that the left mouse button is pressed down.) You will notice that the cursor may *pick up* the object and *drag* the item along with the mouse.
4. Release the mouse button. The item will now be dropped in this new location.
5. Click anywhere on the screen to deselect the object.
6. Practice to *click and drag* by moving the icons on the desktop.

Selecting Text

1. Move the pointer to the location of the first word of the text or the first object you would like to select.
2. Click and hold down the left mouse button.
3. Move the pointer to the location of the last word of the text or last object. As the pointer moves over the text or objects, they will change colour.
4. Release the mouse button. The objects or text will remain selected until you click elsewhere on the screen.

Note: The pointer or arrow changes shape and is called *cursor*

Example:

Insert a cursor before the I  I want to select this sentence.

Insert a highlighted text with the cursor positioned after the period.  I want to select this sentence.

Practice Exercise

- Play the game of Solitaire. This is a fun way of developing your ability to use the mouse.
 1. Click on the Start button on the bottom left corner of your screen. A menu or list will appear.
 2. Move the pointer to Programs and another menu or list will appear.
 3. Move the pointer to Accessories and yet another menu or list will appear.
 4. Move the pointer to Games and choose Solitaire.
 5. Play the game.

Using The Keyboard

- The computer keyboard is very similar to a typewriter. The computer keyboard has a key for every letter in the alphabet, as well as for each single digit number and for other commonly used characters.
- You will notice that the letters on the keyboard seem to be randomly placed; they are not in alphabetical order. This format is standard for all keyboards. It may be difficult to remember where each letter is when you first use the keyboard; however over time you will become more familiar with the location of keys on the keyboard.
- There is a proper technique for typing; however for first time computer users it is often faster to type in whichever fashion is most comfortable. Most beginner computer users use their index fingers to press the keyboard buttons.
- The diagram on page 9 shows the typing technique where all ten fingers are assigned a series of keyboard keys. Practice is required to be able to become proficient in this technique. Internet tutorials will assist you in developing typing skills.

Practice: <http://www.typeonline.co.uk/lesson1.html>



Control Key

- On most keyboards the *Control Key* has the word *Control* or the letters *Ctrl* written on it. It is generally located in the bottom left corner of the keyboard.
- The Control Key usually does not do anything by itself, but has many functions when used with other keys. For example, if the computer is not responding to any of your commands, you can hold down the *control*, *alt* and *delete* keys at the same time to force the computer to restart.

Alt Key

- The Alt key has the word *Alt* written on it. It is generally located in the bottom left corner of the keyboard. As with the Control key, the Alt key doesn't initiate any tasks unless it is used with other keys.

Tab Key

- The Tab key usually has the word *Tab* written on it. It is usually located in the upper left corner of the keyboard. The Tab key has several different functions.
- In a word processing program, such as Microsoft Word, the Tab key is used to indent text. In a web browser, such as Internet Explorer, the Tab key can be used to move from one field to the next. This function can be very useful if you are filling out information and need to move from one section to another.

The Arrow Keys

- There are 4 arrow keys, one pointing left, one pointing right, one pointing up and one pointing down. The arrow keys are usually located in the bottom right corner of the keyboard.
- The arrow keys are used to move the cursor in a window or menu. For example, in a word processing program, the arrows can be used to move the cursor to where you want to type. When a menu is open, the arrow keys can be used to move the cursor to the desired menu heading.

The Function Keys

- The Function keys are named *F1*, *F2*, *F3* and so on all the way up to *F12*. They are located at the top of the keyboard.
- Each function key is associated with a specific task, such as opening the help window. When you press a function key you are telling the computer to complete a task. It is not necessary to remember what each function key does. In most cases the computer will tell you if you need to press a function key to accomplish a task.

The Delete and Backspace Keys

- The delete and backspace keys are used to erase both text and objects on the computer. They are usually located on the top right corner of the keyboard.
- The Delete key erases text located directly to the right of the cursor.
- The Backspace key erases text located directly to the left of the cursor.

The Shift Key

- There are two Shift keys located on the second row to the right and left of the keyboard. By pressing the Shift key in conjunction with any letter, you will type a capital letter.

The Enter Key

- The Enter key is located on the left side of the keyboard above the right hand Shift key. One of the uses of the Enter key is to allow you to change line before you get to the end of a line at which time it is done automatically.

The Cap Lock Key

- The Cap Lock key is located above the left hand Shift Key. This key allows you to type every letter as a capital. If you press Cap Lock, you do not need to press the Shift key in order to obtain a capital letter.

Practicing Your Typing

1. Open Notepad.
2. Practice your keyboarding skills by typing the following paragraph.
Remember: Speed is not important.

Visiting North Bay

A short three and a half hour drive from either Toronto or Ottawa, this friendly and inviting city is a popular year round destination. Offering plenty of activities, amenities and services to meet your needs, North Bay's vibrancy is only exceeded by its hospitality! Whether planning an activity filled getaway or more of a "time out" from your hectic life - we've got what you're looking for ...

- City of North Bay

Keyboard Tutorial

- You can learn to use the keyboard by doing some tutorials available on the Internet.

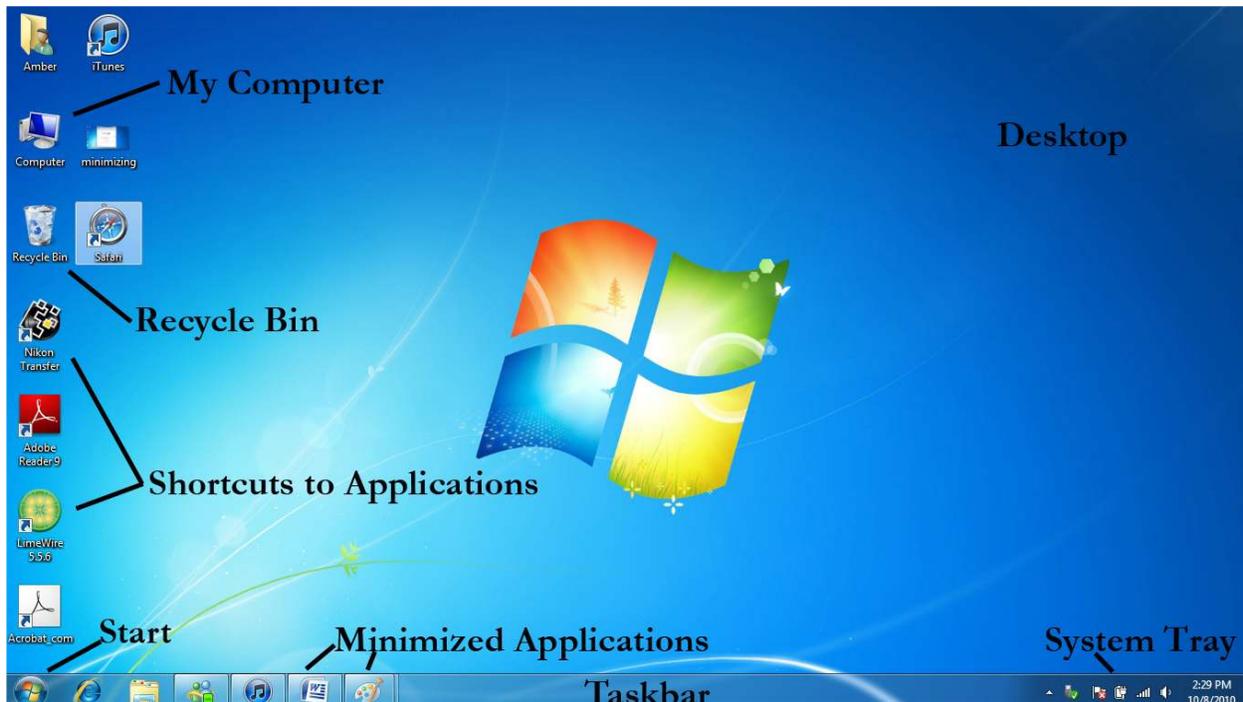
Visit: <http://www.typeonline.co.uk/lesson1.html>

Basic concepts of using Windows

- All computers use a software program called an *Operating System*. An Operating System manages all aspects of the computer. It organizes the computer's files and it controls the hardware components, such as the printer and mouse. The Operating System also directs the computer on what to do, based on your commands. While the computer provides a place to store and access parts of your computer, the Operating System is what manages them.
- The majority of PC computers use the *Microsoft Windows* operating systems. These systems include *Windows 98*, *Windows 2000*, *Windows XP*, *Windows Vista* and most recently *Windows 7*. The concepts used by the Windows operating systems are very easy to understand.

What is a desktop?

- The desktop is the screen that will appear once your computer has completed the start up process. The desktop has a main background colour, or in some cases a picture, that fills the majority of the screen.
- Located on this backdrop are several different pictures, or icons. At the bottom of the screen you will notice a horizontal bar that has various different pictures on it. This is called the taskbar.
- The desktop of a computer is similar in concept to the top of a real desk. For example, on a real desk, you may have paper and pens used to write letters, a phone to make a phone call or folders to sort various documents. You would go to your desk to use these items. Similarly, you would go to your computer's desktop to access and use the various tools that are located on your computer. From the desktop you can access programs that allow you to type letters, search the Internet and create e-mail messages.
- Page 14 shows an example of what a desktop will resemble.



The Taskbar

- The taskbar is located on the horizontal bar at the bottom of the computer screen. All open applications will have a button on the taskbar. You can use these buttons to switch from one application to another. When you click on the application button, the application will be brought to the front of the screen and become the *active window*. This is similar to moving the book you are reading to the top of the pile. This action does not put the other books way; it just places the active one on the top of the pile. The active window will have a taskbar button with a lighter shade and will appear to be *pushed in*.

The Start Button

- The *Start* button is located in the bottom left hand corner of the screen, on the gray horizontal bar. The Start button is used to start all of the applications on the computer. It is also used to change the computer's accessibility settings and turn the computer off.



The Quick Launch Bar

- The *Quick Launch Bar* is located at the bottom of the screen on the horizontal bar, next to the Start button. The Quick Launch bar is used to easily open frequently used applications. If a program icon is located on the Quick Launch bar, you can start the application by clicking once on the icon.



The System Tray

- The *System Tray* is located in the bottom right corner of the screen, on the taskbar. The icons located on the System Tray represent the programs that your computer is using as a part of its operating system. You can open any of the applications located on the system tray by double clicking on the icon. Only advanced computer users generally use these tools, however the clock located on the far right is a useful feature for any user.

The Application Taskbar Buttons

- Every open application will have a corresponding button on the taskbar. These buttons can be used to switch from window to window when there are multiple windows open.

The Icons and Shortcuts

- The little pictures that are located on the desktop are called *Icons*. Each icon represents a different file, folder or application on the computer. These icons are similar to the cover of a book. As with the cover of a book, the icon tells you the name of the program. You can open a program by double clicking on the icon located on the desktop.
- Some icons are also called *Shortcuts*. These icons will have a small black arrow located in their bottom left corner. They are called "shortcuts" because they do not represent the actual program, but a quick way for the computer to find the program. They are used when you want to file a program away, but always want to be able to get back to it quickly. In essence, the shortcut is like a directional sign for the computer to find the real program.



My Documents



My Computer



Recycle Bin

My Computer

- *My Computer* is the application used by Windows to manage all the files and folders located on the computer. It is similar to a big filing cabinet that you would use at a real desk.
- *My Computer* is used to view where the drivers, folders and files are located or "filed". It is also used to move or copy files or folders, create new folders, and perform other file management functions. To access *My Computer* double click on its icon, the gray computer.

My Documents

- *My Documents* is a folder used to save and manage your files. It is conveniently located on the desktop so that you can easily find the documents you have been working on.
- Since the computer has many different files, it is important to know where you saved (or filed) the documents that you created. By using the *My Documents* folder for every document that you create, it will be easy to find the document later.

Recycle Bin

- The *Recycle Bin* is similar to the trash bin that sits next to a real desk. This is where you put files that you no longer need and want removed from your computer. Files that are placed in the Recycle Bin are not always deleted immediately; however it is important to be certain that you no longer need a file before putting it into the Recycle Bin.

Application Shortcuts

- There may be several other icons located on the desktop. These icons represent different applications such as Internet Explorer, Outlook, and Word. Double clicking on any of these shortcuts, located on the desktop, will start the corresponding application.

Maximizing and Minimizing Active Windows

- When you are not using a program or file on the computer, it will be closed and stored in its proper spot, just as an unused book is closed and stored in its proper spot on the desk. If you need to work with a program or file you can open it. It will open in its own “window”, just as if you took a book out and opened it up on your desk.
- Just as you may have multiple books open on a desk, the windows operating system allows you to have more than one program or file open at a time. Each opened program or file will have its own window, as well as a corresponding button on the taskbar.
- You can open multiple windows and spread them out, so that you can see more than one window at a time. However, just as you can only read one book at a time, you can only use one window at a time. The window that you are using is called the *active* window. When a window is active it will move to the front, as would an open book that you move to the top of the pile of other open books. The Active Window’s taskbar button will also appear to be “pressed in”



- Sometimes the active window will take up the full screen and will cover up smaller windows that are hidden behind it. This is similar in concept to having a large book on top of a pile of smaller books. You cannot see the smaller books because they are hidden underneath the large book, however the small books are still there.
- **NOTE:** If you are using a larger active window, it is important to remember that the smaller windows have not disappeared. The smaller windows are simply hidden underneath the active window and their corresponding taskbar button will still be located on the taskbar button at the bottom of the screen. To access a window that is hidden, you simply have to click once on its taskbar button. The program or file’s window will be brought to the front on the screen.

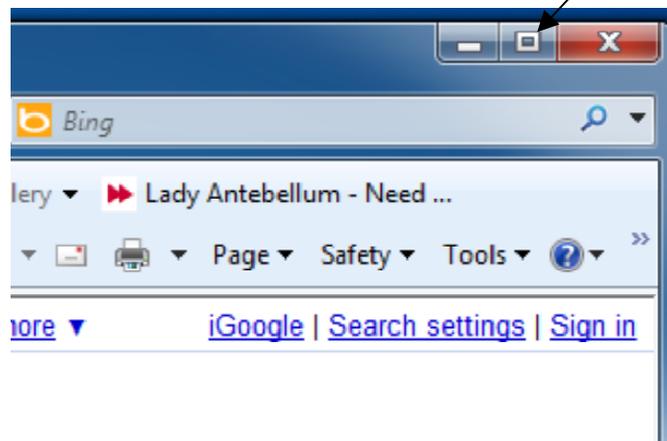
Maximizing a Window

- All windows can be opened so that they fill the entire screen. This feature is called "Maximize". It is convenient to work in a window that is maximized, as it is easier to view the contents located within the window. If a window is not open to its full size, it will have a "maximize" button located in the right corner. This button is used to "maximize" a window so that it will fill the entire computer screen.

To *maximize* a window that is not open to its full size:

1. Click once on the "maximize" button, located in the top right corner of the window. This button will have a square in the
2. The window will *grow* so that it fills the entire screen.

Note: When you maximize a window, it will cover all other windows that are open. These windows have not disappeared; they are simply hidden behind the maximized window. The hidden windows can be accessed by clicking on their corresponding button located on the taskbar, at the bottom of the screen.

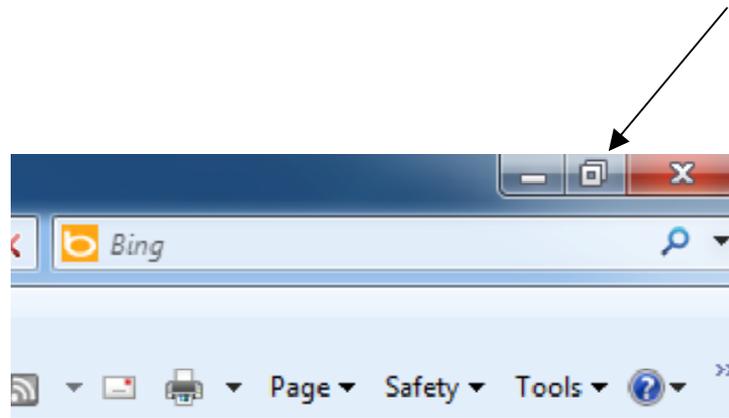


Reducing a Window's Size

- All windows can be reduced in size so that they don't fill the entire screen. This feature is called "Restore Down". It is convenient to work in a window that is restored down if you need to view more than one window at once, or if you need to view an item on the desktop. All windows that fill the entire screen will have a "restore down" button located in the top right corner. This button is used to reduce the size of a window so that it does not fill the entire computer screen.

To *reduce* the size of a window so that it doesn't fill the whole screen:

1. Click once on the Restore Down button, located in the top right corner of the window. This button will have two squares in the middle of it.
2. The window will reduce in size so that it doesn't fill the entire screen.



Moving Windows

- A window that is “restored down” or doesn’t fill the whole screen can be moved to different positions on the screen. Moving windows is useful if you need to see other areas of the computer screen while a window is open.

To move a window:

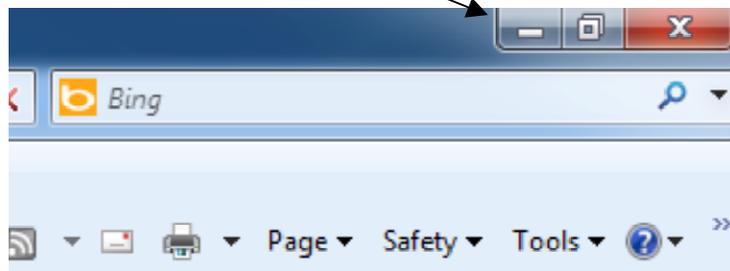
1. Move the pointer to the blue title bar located at the top of the window.
2. Click and hold down the mouse button. The pointer will “grab” the window.
3. While holding down the mouse button, use the mouse to move the window until it is where you want it.
4. Release the mouse button.

Minimizing a Window to the Taskbar

- The “minimize” button is the box with a - in it. It is located in the upper right corner of a Window.
- The minimize button is used to reduce a Window to a button on the Taskbar located at the bottom of the screen. This feature is useful if you are not currently using a Window, but would like to keep it open without it filling up your computer screen.
- When a Window is minimized it will still be open and available for use, but it won’t fill up your computer screen.
- A minimized Window can be changed back to its original size by simply clicking once on its taskbar button.

To minimize a Window to a taskbar button:

1. Move the pointer to the minimize button located in the upper right corner of the Window. The minimize button is the square box with the dash “-” in the middle of it.
2. Click once on the minimize button.
3. The Window will shrink into its taskbar button, located at the bottom of the screen.



Turning Taskbar buttons into Windows

To change a minimized window back to its original size:

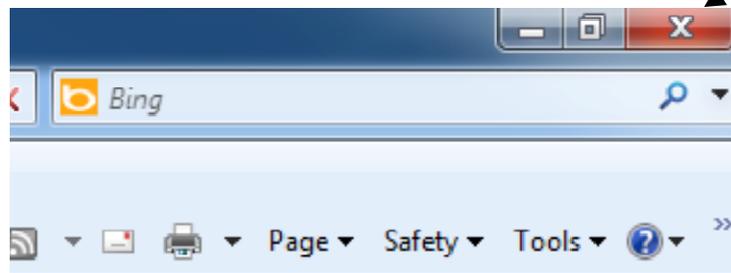
1. Click once on the Window's corresponding taskbar button, located at the bottom of the computer screen.
2. The selected Window will "grow" back to its original size.

Closing a Window

If you are no longer using a document or program, you can close the Window that it is located in.

To close a window:

1. Click on the "Close" button located in the top right corner of the Window. The close button is the box that has an "X" in it.
2. The Window will close and its corresponding taskbar button will be removed from the taskbar. If the Window is an application, it will close the active document and exit from the program.



Changing the Size of a Window

- When a window is restored down it can be resized. Changing the size of a window is useful when multiple items or windows on the desktop need to be viewed at the same time. For example, you can change the size of two windows so that they both take up half the screen, allowing you to see both of them at the same time.

To change the size of a window

1. Ensure that the window is *restored down*. If a window is restored down, you will see a maximize button located in the upper right corner of the window.
2. Move the pointer to any edge or corner of the window.
3. When the pointer is positioned over the edge of the window, the pointer will turn into a black arrow with two ends.
4. Click and hold down the mouse button. The pointer will grab the edge of the window.
5. Use the mouse to move the edge of the window until it is the size you want.
6. Release the mouse button.

Scroll Bars

- Sometimes the contents inside a window will cover more than the viewable area of the window. In order to see the area located above or below the viewable area, the page must be “scrolled” vertically, or moved up and down. If a document is wider than the viewable area of the window, then the page must be “scrolled” horizontally, or moved from side to side. The scroll bars are located on the right and bottom sides of a window.

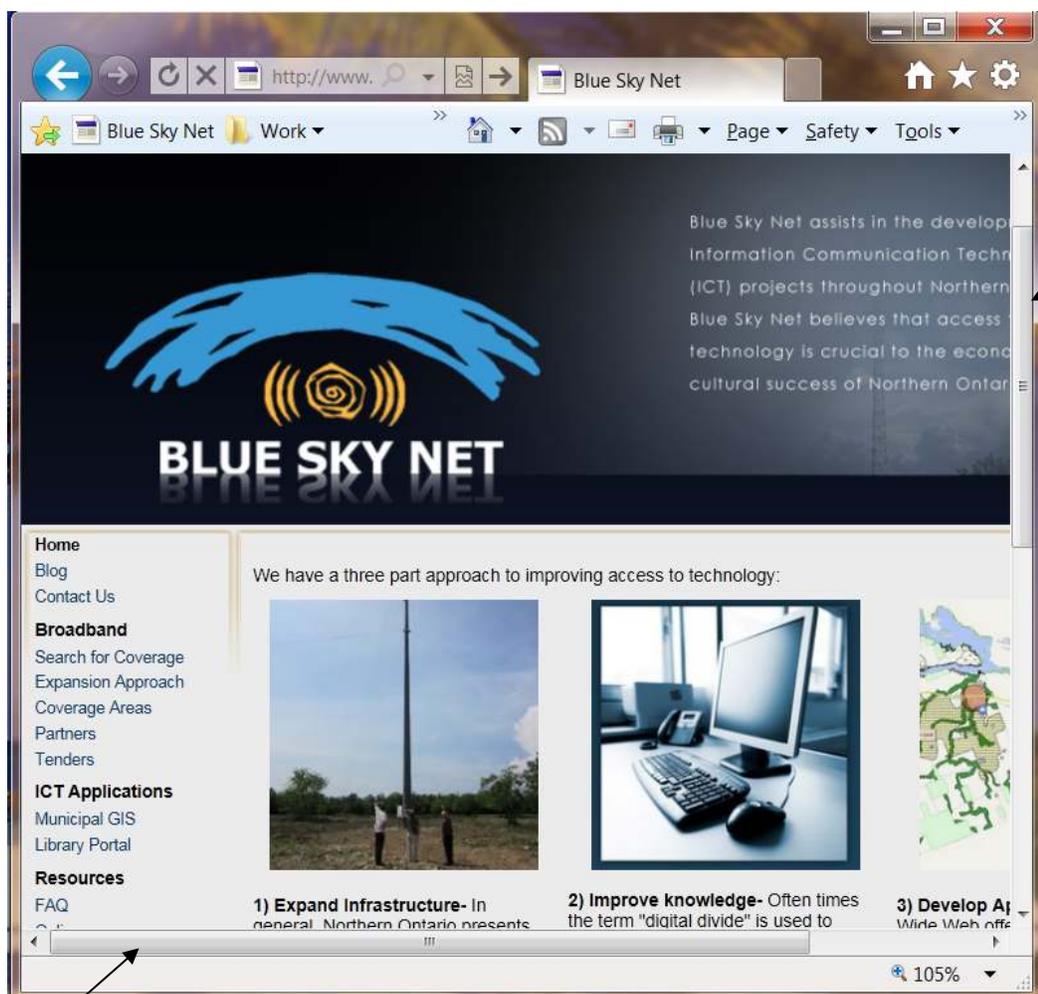
Using the Vertical Scroll Bar

A window can be scrolled vertically using the following methods:

- There is a “scroll box” in the scroll bar that can be moved up or down. Place the pointer in the box, click and drag the scroll box to view the area located above or below the current viewable screen.
- There are single arrows at the top and bottom of the scroll bar. If you click once on the arrow, the window’s page will move in that direction one section at a time. If you click and hold down the single arrow, the page will scroll continuously.

Using the Horizontal Scroll Bar

- The *scroll box* in the horizontal scroll bar can be moved right or left. Place the pointer in the box, click and drag the scroll box to the right to view items located to the right of the viewable screen. If you move the scroll box to the left, the area located to the left of the viewable screen will become visible.
- There are single arrows at the right and left of the scroll bar. If you click once on the arrow, the document will move in that direction by one section at a time. If you click and hold down the single arrow, the document will scroll continuously.



Opening Computer Applications

Starting an Application

- There are millions of different computer applications available that can do everything from creating word processing documents and sending e-mails to creating birthday cards or organizing your favorite recipes.
- Each application that is located on your computer can be started in one of two ways.

To Open an Application using the Start button:

1. Click once on the *Start* button located on the taskbar in the bottom left corner of the screen. A menu will pop up.
2. Move the pointer over the word *Programs*. A second menu will appear on the right. This menu contains a list of all the programs (or applications) that are located on your computer.
3. Some programs may be contained within another sub-folder. If you move the pointer over the names of these folders, another menu will pop up with a list of the programs contained in that folder.
4. Click once on the name of the application that you would like to open. The application will open in its own window.

To Open an Application using a Shortcut:

Some applications will have shortcuts located on the desktop. If the program does have a shortcut you can start by following this step:

1. Double click on an application's shortcut icon that is on the desktop. The program will open in its own window.

What is the Internet?

The Internet is the worldwide, publicly accessible network of interconnected computer networks that transmits data by packet switching using the standard *Internet Protocol (IP)*. It is a "*network of networks*" that consists of millions of smaller domestic, academic, business, and government networks, which together carry various information and services, such as electronic mail, online chat, file transfer, and the interlinked Web pages and other documents of the World Wide Web.

Contrary to some common usage, the Internet and the World Wide Web are not synonymous: the Internet is a collection of interconnected computer networks, linked by copper wires, fiber-optic cables, wireless connections, etc. The Web is a collection of interconnected documents, linked by hyperlinks and URLs. The World Wide Web is accessible via the Internet, as are many other services including e-mail, file sharing, and others described below.

What can you do on the Internet?

- Electronic mailing (e-mail)
- Surfing or "travelling" around the world (computer to computer)
- Sharing information with other people who have the same interests
- Researching just about any topic
- Learning more about your favorite public institutions (like the CBC or the Public Library)
- Online Shopping
- Conducting financial transactions (Online Banking)
- Playing games with others online

What is a browser?

A *browser* is a type of software program used to explore the World Wide Web. A *browser* is a program that knows how to send, receive and display Internet information. The most common browser and the one that you will be using is called *Internet Explorer* and is made by Microsoft. Another well-known browser is called Netscape. These programs are free programs that usually come installed on your computer when you purchase one.

As with all software, Internet Explorer is constantly being updated. The number that follows the name of the Program as you open it identifies the version. Internet Explorer 6.0 was the most recent version when these notes were written.

How do I recognize a web address?

- The technical term for a web address is *URL* (Uniform Resource Locator). In simple term the web address not only identifies a resource, but provides a means of locating this resource by describing its network location.
- A website is hosted on a computer system known as a web server, also called an HTTP server.
- A web page is a document, typically written in *HTML* (Hyper Text Markup Language) that is almost always accessible via HTTP, a protocol that transfers information from the website's server to display in the user's web browser.

Websites

- A website is a collection of web pages, typically common to a domain name. For example: www.weather.ca
 - www — world wide web
 - weather — subject matter of the website
 - ca — Identifies it as a Canadian site
- A website may be the work of an individual, a business or an organization, and is typically dedicated to some particular topic or purpose. Any website can contain a *hyperlink* to any other website.

To Open an Application using a Shortcut:

Some applications will have shortcuts located on the desktop. If the program does have a shortcut you can start by following this step:

1. Locate the Icon
2. Click on the Icon for Internet Explorer to Open
3. Take note that Internet Explorer always opens at the same page. This is called the *Home* Page. The *Home* page can be any page you want. Most often the *Home* page is set to *Google*.

Website Address

- Locate on the home page where the address is printed. Look for a box in front of which is written: Address.
- The components of a web address include the following:

http:// - This part of the address does not need to be typed in because Internet Explorer will automatically put it in.

www. — This stands for *World Wide Web*.

google — This is the name of the location.

.com — This is called a suffix.

Here are some common Internet suffixes:

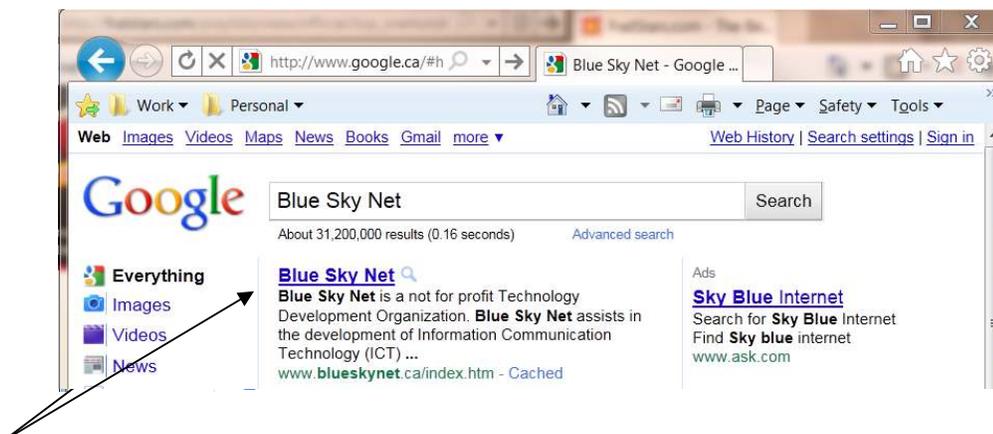
Common Internet Suffixes
com – commercial
net – network
org – not for profit organization
gov – government
edu – educational institution
Common Country Suffixes
ca – Canada
uk – United Kingdom
de – Germany
fr - France

Where do I find website addresses?

- Newspapers
- Magazines
- Flyers/Broachers
- Business cards
- Phone books (Yellow Pages)
- Word of mouth
- On the Internet
- At *www.resourcentral.ca*

What is a link and how do I recognize it?

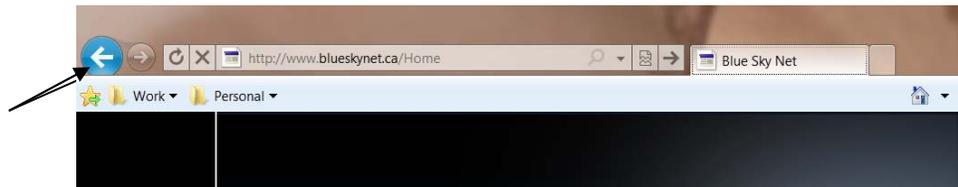
- Web pages contain *links* to more information. When you click on a link, you will be taken to a new page. Links can appear as a text, an image or a picture.
- To find a link, move your pointer over the screen. 
- When the pointer is over a link to more information, it changes into a hand with a pointing finger that looks like this: 
- Many sites that use text as links will display an underlined text.



- A *link* can also be a picture. Move your pointer over some pictures on a website. If your pointer changes to a hand over that picture, then it is a link to more information.
- Practice finding and clicking on *links*. Notice the address in the Address Bar when you are taken to a new link.

Back Button

- To return to the previous web page, click on the *Back* button once. The Back button is located at the upper left area of your screen.
- Click the Back button once to return to the previous page.
- Click the little black arrow beside the word "Back" to see a list of the web sites you have visited.
- Move your mouse down the list and click on one of the websites and Internet Explorer will return you to that website.



Typing a Website Address

Steps to Typing a n Address

1. Open Internet Explorer
2. Click once in the address bar. The address that is already there will be highlighter
3. Type the new address. The address will overwrite the old one.
4. Press the *enter* key on the keyboard
5. Internet explorer will begin to search for that address. When it is found, the website will be displayed on the screen.



Exploring the Internet

- Practice visiting different websites. What follows is a list of website addresses that you might be interested in visiting.

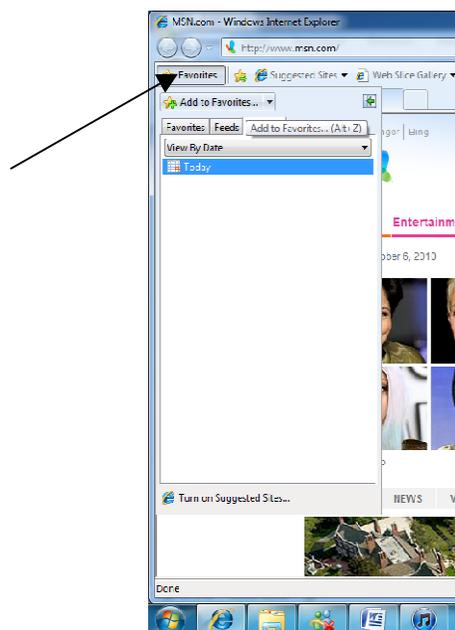
www.cbc.ca *www.canoe.ca*
www.seniornet.org
www.50plus.com
www.Canada411.ca
www.hgtv.ca
www.allrecipes.com
www.nationalgeographic.com
www.resourcentral.ca

Favorites Tab

How to Create a Favorite

You can ask Internet Explorer to remember your favorite web pages, which allows you to return to them easily.

1. Open Internet Explorer.
2. Go to one of your favorite websites
3. Click on *Add to favorites*.



Using Favourites

1. Click on the Favourites menu heading. A list of your favourite websites will appear.
2. Move your mouse to that website and click on it. Internet Explorer will Find it and appear on the screen.

Google Search Engine

- There are literally millions of web sites. Several web sites specialize in searching other web sites for information. One of the best websites for searching the Internet is *www.google.com*.
- Your computer may have Google as a Home page. If not, type *www.google.com* in the address bar.
- The Google screen looks similar to the one below. Since website designs change frequently, the image you see on your screen may be a little different.



- Locate the box above the *Google Search* button. Click in the rectangular box and a flashing vertical bar will appear. Type the key words that describe the information you are searching for.
- Click the *Google Search* button to begin the search.

Introduction

- E-mail stands for electronic mail. E-mail software allows you to create, send and receive messages to/from other e-mail users over the Internet. E-mail is the technological alternative to traditional paper mail. One of the advantages of using e-mail is that when a message is sent it travels to the recipient in seconds.
- In most cases, the writing style used in e-mail is quite informal compared to the style used in letters written on paper. It is more like jotting down a quick note to someone. There is, however some e-mail etiquette to observe when using this new method of communication.

E-mail Etiquette

- Always put a subject in the subject line. This gives the person receiving the message a chance to know what the message is about quickly. This can be especially important for busy people who may get 30-50 e-mail messages each day.
- Typing in CAPITALS is considered the equivalent of shouting.
- Don't develop the habit of sending copies to everyone. If you do send someone a copy of your e-mail, it generally means you don't expect him or her to reply.
- Don't forward chain letters to others. It is the equivalent to sending someone flyers in the mail.
- It is difficult to put inflection or tone into a typed message. Be aware that the receiver might misunderstand a comment meant as a humorous quip since they cannot see your face or hear your tone of voice.

Comparing Outlook and Hotmail

- There are many different e-mail programs on the market today, but they fall into two general categories:

Programs that are installed on your computer.

- With e-mail programs that are installed on your computer, like Microsoft Outlook, your mail messages are downloaded or moved, from your Internet Service Provider's (ISP's) computer to your computer. This means that you do not have to be connected to the Internet to read, reply to or create messages. Messages that you reply to or create while you are not connected to the Internet will sit in an "outbox" until you connect to the Internet. The next time you connect to the Internet, the messages in your Outbox will be sent out. The most common e-mail program of this type is *Microsoft Outlook*.

Programs that are located on the Internet. These programs are called *web-based e-mail*.

- The most common e-mail program that is located on the Internet is called *Hotmail*.
- Hotmail is a free web-based e-mail program offered by Microsoft. To use it, you must be connected to the Internet and your mail is actually stored on one of Hotmail's computers, called a server.
- An advantage of using Hotmail is that you can access your e-mail using any computer that has a connection to the Internet from anywhere in the world, for free. A disadvantage is that you have to read, reply and create messages while you are connected to the Internet. If you have a computer that is always connected to the Internet (as is the case with a high-speed connection) this is not an issue.

E-mail Address

- When you receive paper mail, the post office knows to deliver it to your home because of the street address and postal code on the envelope. To receive e-mail you will require an e-mail address, which must be different from any other e-mail address in the world. Your e-mail address is made up of two parts with an @ symbol in between known as an *at* symbol.
- Example: blueskygis@gmail.com or luc.marion@blueskyregion.ca

Spam or Junk Mail

- *Spam* is the equivalent of the junk mail that you get in your paper mailbox every day. Some of it can contain some quite nasty material. Spammers (people who send out spam or junk mail) use computer programs to collect e-mail addresses from web sites where you might have entered your e-mail address. They also use a computer to generate guesses at your e-mail address. For instance, they know the names of the Internet Service Providers (ISP) that are commonly used. They will then pick a last name, for instance Smith, and start sending e-mails to *asmith*, *bsmith*, *csmith*, *dsmith*, *esmith*, etc. Spam is becoming an increasing problem and most e-mail software has some scheme for trying to block spam.

Viruses

- A computer virus is a computer program that is made by a malicious person wishing to harm your computer. These viruses can attach themselves to e-mails and get spread much like a cold or flu might spread among humans. Unfortunately, they are quite common and they spread among computers very quickly. If these programs are downloaded with your e-mail, they can begin to damage the function of your computer. They can also attach themselves to your e-mails to be spread to your friends, without your knowledge.
- For this reason, it is a good idea to delete any e-mails from people you are not familiar with. This is particularly true if the e-mail has an attachment. Attachments will often appear as icons or pictures in an e-mail message. Even if the message comes from someone you know, but you don't know what the attachment is, **DON'T OPEN THE ATTACHMENT** until you know what it is.

Starting a Hotmail account

- You will now pick an e-mail address. This can be a combination of letters or numbers. This address will not include spaces. Be aware that someone else may already take your choice of address in the world. Hotmail will then give you some alternatives.
- Choose a Password with a minimum of 6 characters. This can be a combination of letters and numbers with no spaces.

Starting Hotmail

To open the Hotmail Web page:

1. Click on the icon Internet Explorer.
2. In address bar insert www.hotmail.com

Signing up for New Account or E-mail Address

How to Sign Up for the First Time

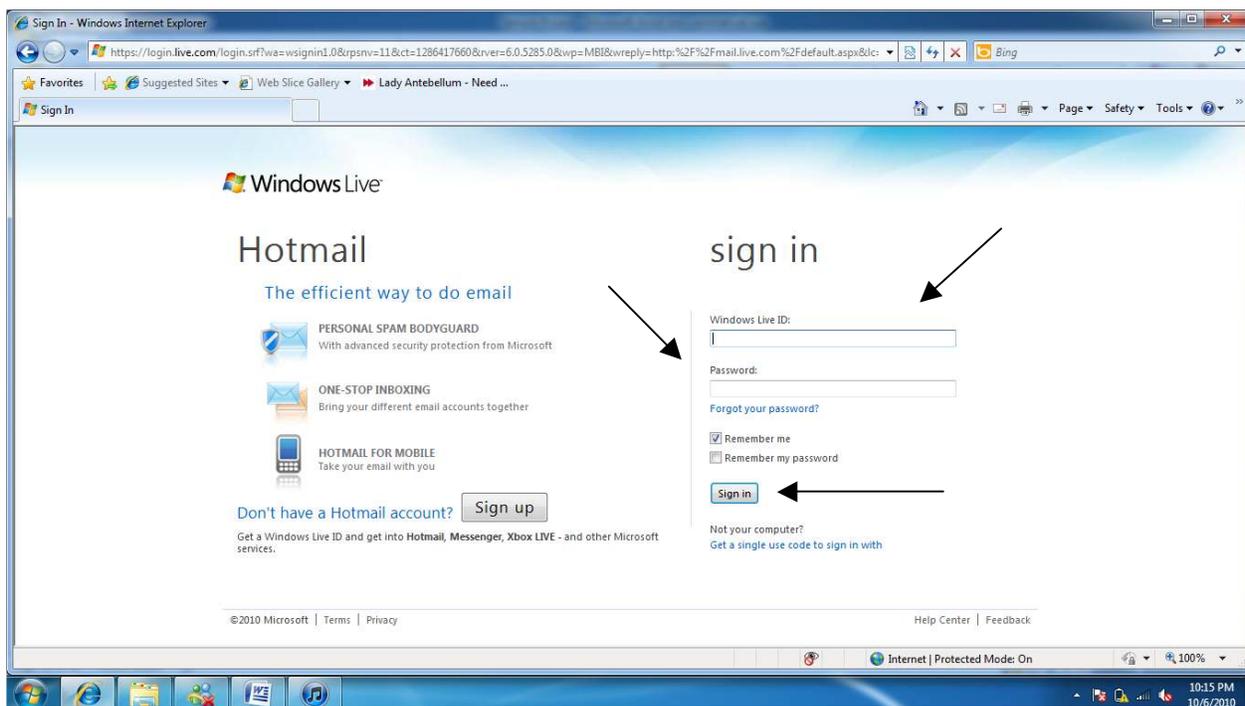
1. Once the Hotmail Web page is open, find the button that says *Sign Up* and click on it. This will open up a new window.
2. You will see advertising with various types of e-mail accounts; click on the button the option that is *free*. A new window will open on which you will need to enter some information.
3. The first question it asks you is to create a Window ID. This is the name of your e-mail address. Click on the box where it says *Windows Live ID* and type in your choice of e-mail address. To make sure that no one has chose the same e-mail ID, click on the box that says *check availability*. **Write down your ID in a safe place**
4. Locate the section that says *Choose your Password*. Click in the box and type a password. Whenever you type a password, as a safety precaution the computer will not show the word on the computer screen. Instead it will be represented with an asterix (*). You will need to retype your password as a precaution to ensure you have typed the password correctly the first time.
5. Fill out the *Password Reset Information*. This is incase you forget your password; Hotmail will ask you the secret answer to a question of your choice.
6. Click on the box underneath where it sais *secret answer*. Type in the answer to the question you have selected.
7. Next you will enter your personal information. Click in each box and type the information requested. First Name – Last Name – Gender - Birth Year – Province and Country.

8. The next section is called *Type the Characters you see in this picture*. This is designed by Hotmail to ensure that it is an actual person that is signing up and not a computer. Your instructor will help you decipher the characters that are specific to your application if needed.
9. Scroll to the bottom of the page and click the button *I Accept*. By clicking this you are accepting to abide by the rules of Hotmail.
10. Congratulations! You now have an email address.

Note: It is important to remember to sign out of hotmail after every use.

How to Sign In to Hotmail

1. Click on the Hotmail icon on the desktop.
2. Locate the box titled « Sign In ».
3. Click in the box that says « Email Address » and type in your e-mail address. For example: johnsmith@hotmail.com
4. Press the Tab key on your keyboard. Notice that the cursor has moved to the next box that says: Password. Type in your password exactly.
5. Click *Sign In* button.
6. You are now in your mailbox.



Exploring the Hotmail Mailbox

- Click on the tab named *Mail*. Locate your Folders that are listed on the left hand side. There are five folders:
 1. *Inbox*: This will contain the messages that you receive.
 2. *Junk E-Mail*: This will contain the messages from advertisers and other e-mail that is considered Junk. Note that junk mail will also come to your Inbox.
 3. *Drafts*: This folder will hold messages that you have started to create but have not completed. Note that the draft messages will not have been sent.
 4. *Sent Messages*: This folder holds all the messages that you have sent.
 5. *Trash Can*: This folder holds all the messages that you have deleted. Note that Hotmail empties your trash can every day.
- When you receive messages that you have not read, the Inbox folder will appear in bold letters and a number will be displayed beside it. This indicates that you have mail and the number of messages that you have received.

How to Read your E-mails

- In the middle of your screen are listed all your email messages. Before opening them, you can identify from whom the message has been sent and the Subject.
- Move your mouse pointer over Hotmail Staff. Notice that it becomes underlined and the pointer changes to a hand.
- Click on *Hotmail Staff*. A new window opens with a newsletter with tips on how to use e-mail.
- Use the above steps to open all your messages.

Returning to Inbox after reading a message:

There are two ways to do this:

1. Click on *Inbox* located at the top right corner of the message.

Or

2. Click on the *Back Arrow* which is located at the top left corner of the screen.

What do you do with the Message after you read it?

1. Delete:

There are different ways of deleting a message

- In your Inbox, notice that there is a small square box in front of each message. With your mouse, click in the box. A "✓" appears. This means that you have selected that message to be deleted.
- Click on the Delete button.
- The message has disappeared from the Inbox. Notice that the Trash folder is now bold.
- Click on *Trash*. You will notice that your message appears on the screen. You can repeat the steps above to delete the message permanently or let Hotmail empty your trash on a daily basis.

2. Save a message in a Personal Folder

If you wish to keep the message, create a folder in which you can file your message. It will be taken from the Inbox and placed into this new folder.

How to Create a New Folder

1. Click on *Put In Folder* button in the middle of the screen.
2. A new window opens with a box. Type the name of the new folder. For example you may want to have a folder to save messages from Family members.
3. Type *Family* in the box. Notice that in the list of folders, there is now a folder named *Family*.
4. With your mouse place a "✓" by clicking in the small box in front of the message that you want to put in the Family Folder.
5. Then click on the *Put In Folder* button.
6. Scroll down and click on *Family*.

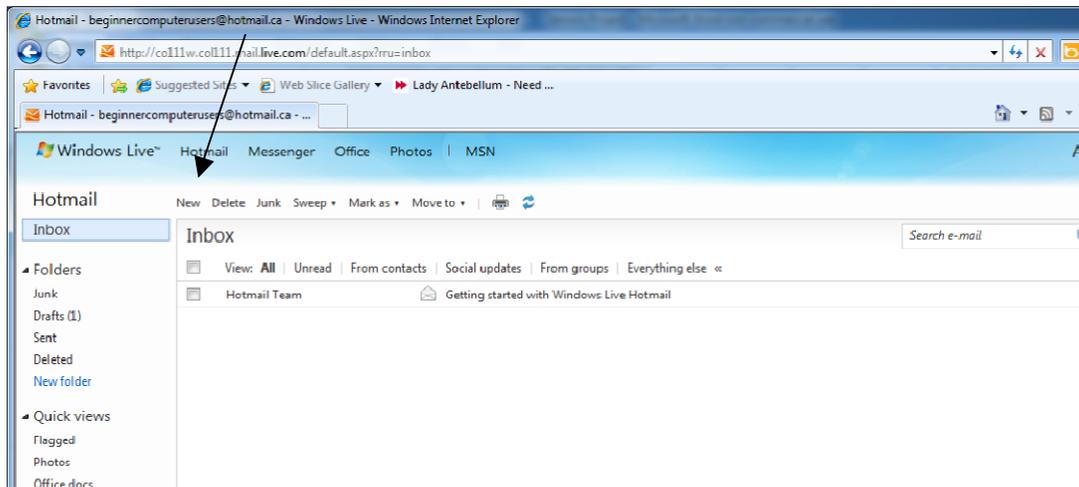
Printing E-Mails

How to Print your E-Mails

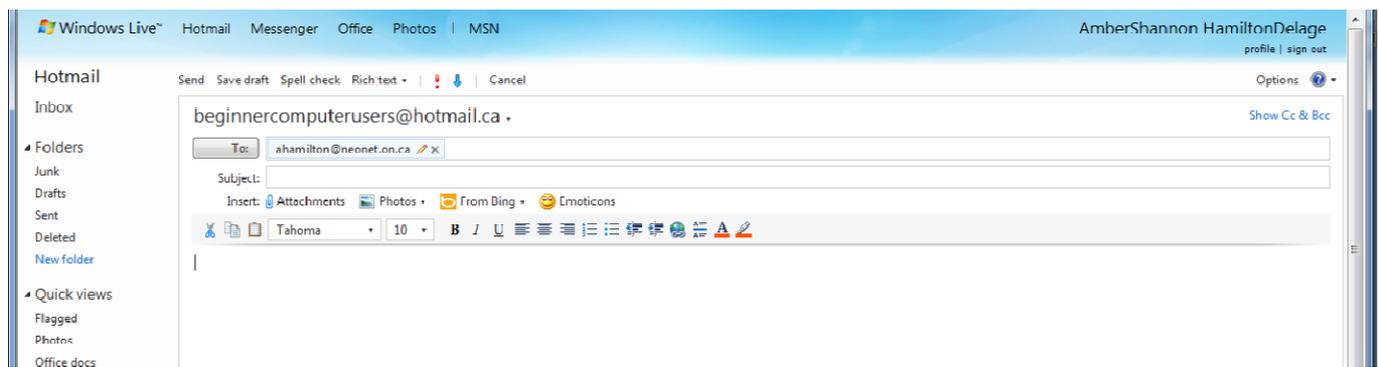
1. Open the E-Mail you wish to print.
2. Locate the button at the top of the message that says *Print View*. Click on it. A new window will open.
3. On the Internet Explorer menu bar, click on File and move the mouse down to *Print*.
4. Click on *Print*. Your E-mail should now be printing

How to Compose and Send an E-mail message

1. Open your Hotmail Account.
2. Click on the *New* button located at the top left corner of your Mailbox.



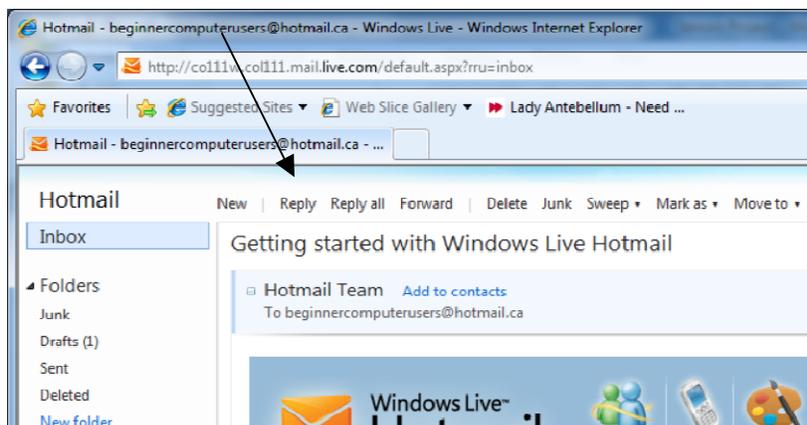
3. When you click on the *New* button, a menu appears. Click on *Mail*. A new window opens.



4. Click in the box marked *To:* and type the e-mail address of a friend or family member. If you do not have an e-mail address ask the instructor for his/her e-mail address. **Note:** It is important that the address be typed exactly.
5. Tab to the next box. *Cc* means Carbon Copy. If you wish to send a copy of your message to someone, you would type their address here. Usually you do not expect a reply from a *Cc*.
6. Tab to the next box. *Bcc* means Blind Carbon Copy. If you wish to send a copy of your message to someone without the knowledge of the person you are writing to, type the address here. This feature is rarely used.
7. Tab to the next box. The *Subject* box is very important. This helps the recipient of your message to identify immediately what the message is about. With friends and family members, you could use something like "Keeping in Touch" or "The Latest News" or identify the specific reason you are writing. Never leave this box blank.
8. Tab to the next box. This is the biggest box and you will compose your message in this box. Remember to be informal. You may want to start simply with "Hello John" or "Good Morning Everyone". Start typing.
9. When you are finished, sign your message. Before you click the *Send* button located at the top left corner of your e-mail, check the box that says Save a copy.
10. Click on the *Sent* folder and you will see your message displayed.
11. If you do not have time to finish composing your message and want to save what you wrote for the next time you are back on the computer, click the button that says *Save Draft*. It is located beside the "Send" button. This action will save your message in the Draft Folder and you can complete it at your next session.

Replying to a Message

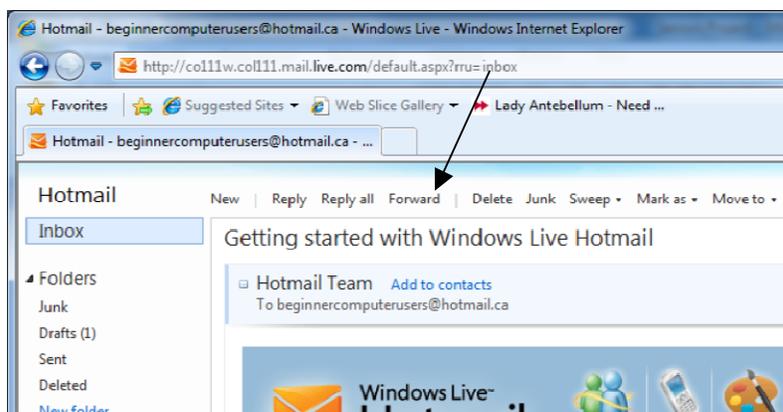
1. Double click on the message that you want to reply to.
2. On the top left corner of the message there is a button that is named *Reply*. Locate it and click on it.



- . In the window that opens, notice that the address of the person you are replying to is already inserted in the To: box and the Subject box also has an insert. Compose your reply and check box to save a copy.
- . Click "Send".

Forward a Message

- . Double click on the message that you want to forward.
- . At the top of the e-mail message, locate the button named *Forward*. Click the button.



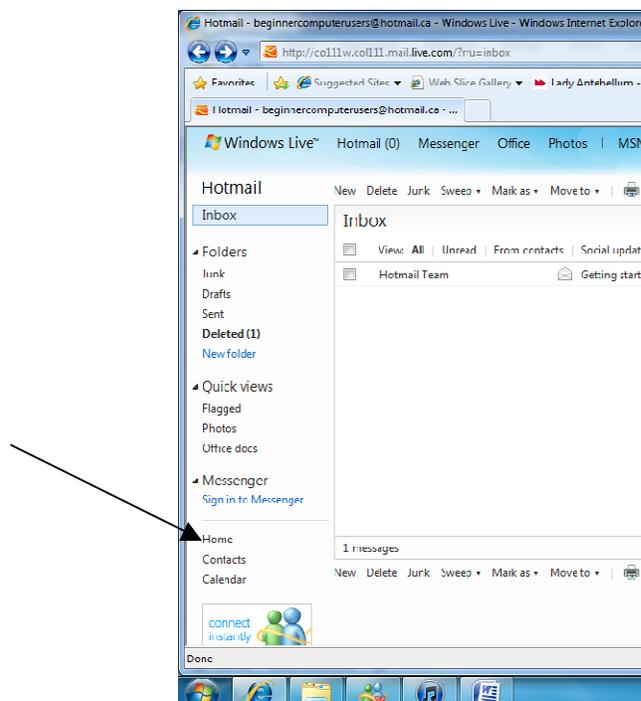
3. In the window that opens, click the To: box and enter the e-mail address of the person or persons you wish to forward the message to.
4. You may want to add your own message above it. Locate the flashing cursor, click and start typing your message.
5. Click *Send*.

Retrieving a Saved Message in Draft Folder

1. From the list of Folders at the left of your mailbox, use the mouse to highlight the Draft folder.
 2. Double click on the folder. A list of saved messages will appear.
 3. Choose the message you wish to retrieve, and double click on it.
 4. Finish composing your message and check the box to save a copy.
 5. Click *Send*.
- or**
6. Select the message by placing a "" in the small box in front of the message and click the delete button to send it to the trash can. This message will not be sent.

Storing addresses in the Contact List

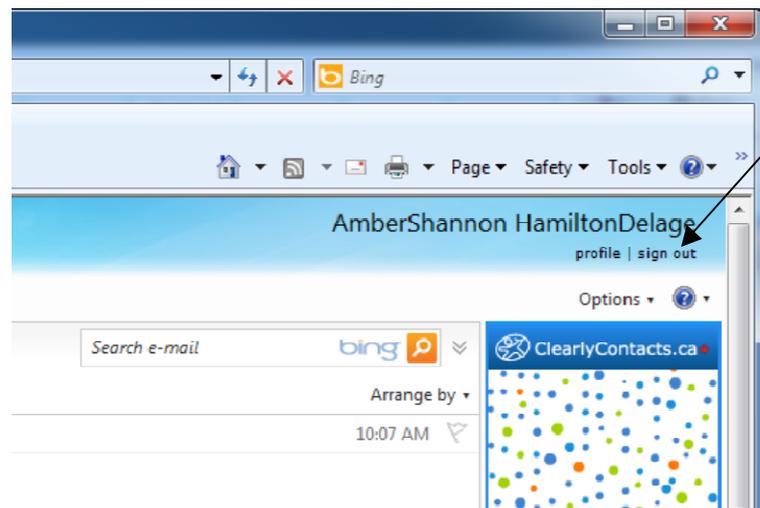
1. Open Hotmail.
2. Click on the tab *Contact* located at the lower right side of the mailbox.



3. The Address book opens.
Note: On the top right corner of the Address book are located all the letters of the alphabet. Your Contact List will automatically be filed alphabetically by last name of the person.
4. On the top right corner, click on "New" button. A menu will appear. With your mouse, select "Contact" and double click.

5. A window will open with different boxes in which you will enter information about your contact. Use the Tab key to go from one box to the next.
6. When you have finished entering the information about one contact, click the Save button at the top left corner.
7. If you have another contact to enter, click the Save and Add Another Contact button.
8. Using your current Address book, enter the contact information of your friends and family. Remember to Save after every Contact.

Reminder: Always *SignOut* of hotmail when finished.



Social Networking

- Any website designed to connect multiple users and allow them to publish content themselves. The information may be on any subject and may be for consumption by (potential) friends, mates, employers, employees, etc. The sites typically allow users to create a "profile" describing themselves and to exchange public or private messages and list other users or groups they are connected to in some way



- Global social networking website
- Over 1 billion users worldwide.
- Originally open to University students, gradually opened to highschool, now is open to all individuals
- Facebook is a great way to get in touch with friends and family and keep up to dates on what they are doing. Once you add a *friend* to your Facebook friend list you will always know when they are adding things to their blog or updating their profile. Join Facebook groups to meet people like you, or browse the profiles to find new friends. Facebook's classmates and co-worker search is good for finding friends too.
- Users can create a personal or business profile
- Add unlimited number of photos and view others photos
- Live facebook chat

A screenshot of a web browser displaying the Facebook profile for "Callander Public Library". The browser's address bar shows the URL "http://www.facebook.com/?ref=home#/group.php?gid:". The Facebook interface includes a search bar, a profile picture of the library building, and tabs for "Wall", "Info", "Photos", and "Discussions". The "Info" tab is selected, showing "Basic Info" and "Contact Info".

Basic Info	
Name:	Callander Public Library
Category:	Organizations - Community Organizations
Description:	Mon 10am-8pm Tue 10am-8pm Wed 10am-5pm Thur 10am - 8pm Sat 10am-3pm Sun 11am- 3pm
Privacy Type:	Open: All content is public.

Contact Info	
Email:	apeden@ontera.net
Website:	http://mycallander.ca
Location:	30 Catherine Street Callander, ON



Windows Live Messenger

- Windows Live Messenger (formerly named MSN Messenger) is an instant messaging client created by Microsoft.
- Allows you to add friends and family through a simple e-mail address
- Enables you to chat with anyone
- Share information and pictures
- Chat in real time on webcam
- Challenge friends or family to online card games

twitter

- Asks one question: *What are you doing?*
- Twitter lets you write and read messages up to 140 characters
- Need to sign up to receive messages - those who are not subscribes can search to see what has been posted but access to tweets are limited.
- To receive messages on Twitter, you follow other people and companies you are interested in, which mean you get their messages as they post (put another way, their messages show up in your incoming timeline on your Twitter home page). Conversely, people get your messages by following you.
- Users control whose updates they receive, when they receive them, and on what device



- LinkedIn is a business-oriented social networking site.
- Founded in December 2002 and launched in May 2003, it is mainly used for professional networking.
- LinkedIn had more than 60 million registered users, spanning more than 200 countries and territories worldwide.
- Interconnected network of experienced professionals
- Allows users to create a profile, form a network of connections
- Network consists of your connections, your connections and the people they know

