



## Introduction to the Internet

### **Agenda:**

1. Introduction
2. What is it and how do you get on it?
3. Browsers and search engines
4. Customizing your browser
5. Search tips
6. Surfing the Web and navigating between websites
7. Computer safety
8. Questions & practice

*In order to keep computer literacy programs running in the future, we must demonstrate its positive impact on our community. We would be extremely grateful if you would share with us the experiences you have had attending our training sessions and how our program has impacted your life. Please send your responses via e-mail or regular mail. Responses may be used to promote Utica Public Library and Mid York Library System as part of grant reporting.*

**E-mail: [sschultz@uticapubliclibrary.org](mailto:sschultz@uticapubliclibrary.org)**

**Mailing Address: Sarah Schultz, Utica Public Library, 303 Genesee St., Utica, NY 13501**

## Table of Contents

What is the Internet? .....	3
Internet Browsers .....	3
What do I need to connect to the Internet? .....	3
Search Engine Overview.....	4
Navigation buttons.....	4
Scrolling Tips: .....	4
Mozilla Firefox – Windows 7.....	5
URL .....	5
Search Engines and Strategies .....	6
Specialized Searches .....	7
Tabbed browsing.....	7
Helpful Websites for Seniors.....	8
Health.....	8
Adding Bookmarks .....	9
Choosing your Homepage.....	9
Downloading files and saving images .....	10
Computer Safety Tips.....	10
Think you have a virus?.....	10
Build up your computer’s defenses .....	11
Additional Resources .....	11
Glossary.....	11

## What is the Internet?

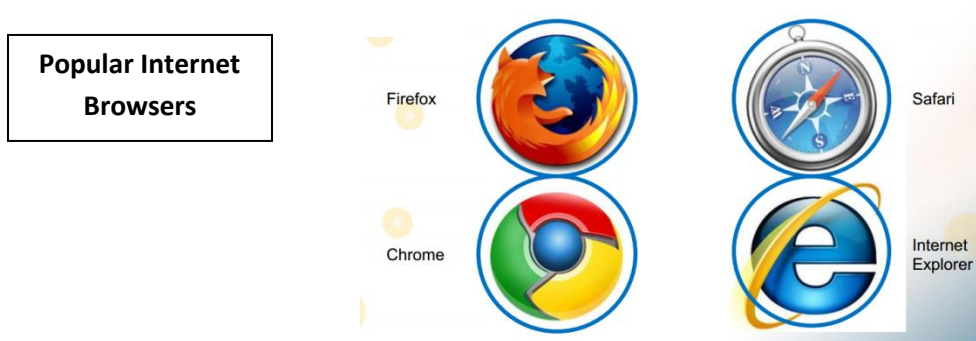
The origins of the Internet start in the 1960s by the Advanced Research Projects Agency (ARPA) of the U.S. Department of Defense laying the groundwork for what became the ARPANET and, much later, the Internet. What we think of as the Internet today became popular in the mid-1990s.

Basically the Internet is a network of computer networks that all communicate in a standard protocol language.

Our lab computers are part of the library's computer network. They are connected to each other, and ultimately to computers all over the world; there is not *one* computer that is, or contains, the entire Internet! The World Wide Web (or simply the Web), is one of many possible ways to use the Internet. The Web uses HTTP protocol, only one of the languages spoken over the Internet, to transfer data.

## Internet Browsers

The Web uses browsers to connect you to web pages that are linked together with hyperlinks. The most popular browsers are shown below. Browsers provide a friendly user interface to view data transmitted over the Web. In order for your browser to display a web page, it requests the data from the server where the page is stored. The server processes the request, then sends the data to your browser, where it is displayed.



## What do I need to connect to the Internet?

You need an Internet service provider (ISP), a browser, and some hardware to connect to the Internet.



A) Computer



B) Modem/Router



C) ISP

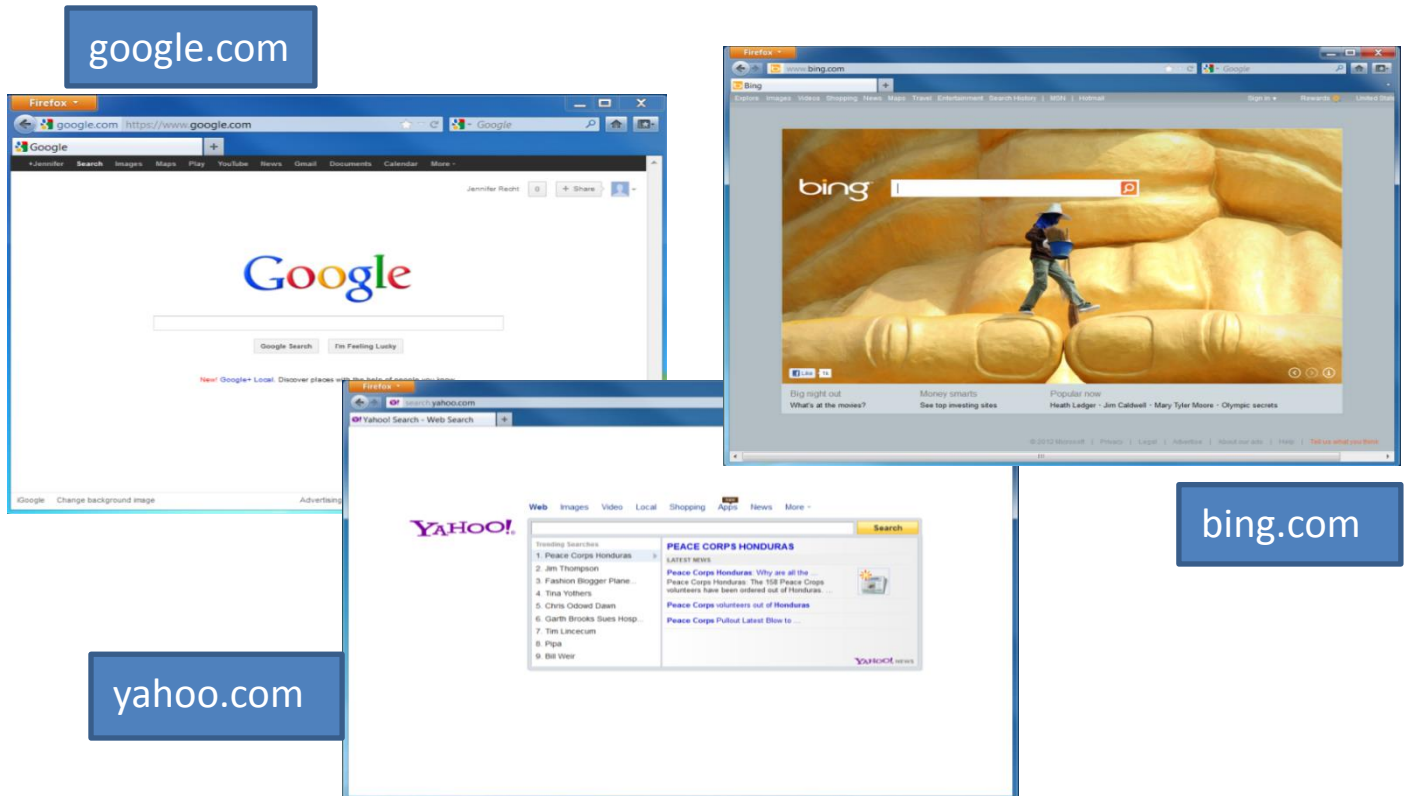


D) Internet Browser

- **ISP** - An Internet Service Provider provides access to the Internet. You sign up for an account with an ISP just as you do for telephone service or utilities.
- **Hardware.** For a broadband connection, such as Digital Subscriber Line (DSL) or cable, you need a DSL or cable modem. This might be included as part of the start-up hardware from your ISP when you sign up for a broadband account. If you plan to set up a network in order to share Internet access with multiple computers, you'll also need a router. For a dial-up connection, you need a dial-up modem.

## Search Engine Overview

If you need to find information on the Web and don't know which website to go to, then a search engine will be your best friend. A search engine (like Google, Bing, or Yahoo!) is a program that searches the Web. No search engine searches the entire Internet – there are just too many web pages! Instead, search engines have automated programs called “spiders” that crawl through the Web collection information on websites then return to the search engine's database. It is all quite mysterious the algorithms that calculate which websites appear on top of search engine searches. Each search engine has their own algorithm and databases so that is why you may get different search results depending on which search engine you use.



Navigation buttons

Sometimes after you click on a link, you may want to go to the previous page. You can go back to the page you were before by clicking on the back button. The forward button will take you to the link again.

### Scrolling Tips:

You can use the scroll bar to view parts of the web page not seen. You can also press the “Page Down” or “Page Up” buttons on your keyboard. If you have a mouse, there is sometimes a scroll ball in the center in between the left and right buttons.

## Mozilla Firefox - Windows 7



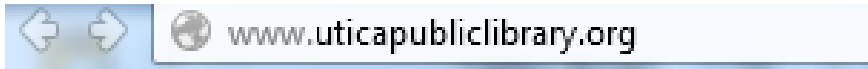
### Mozilla Firefox Layout

<b>1</b>	Firefox Menu button	Opens a menu to print, save the page, open a new tab, etc.
<b>2</b>	Tab – web page	Click on a tab to open a separate window/web page
<b>3</b>	Click + to open more tabs	You can have multiple pages open at once. Each tab will have its own close button (the x).
<b>4</b>	Address bar	Insert a website address here. You no longer have to type www at the beginning. Example: type <b>google.com</b> to go to Google’s website.
<b>5</b>	Star, history, refresh buttons	Star: clicking on the star will bookmark the web page you are currently on. The triangle will show previous websites visited. The refresh button (circular arrow) will reload the current web page.
<b>6</b>	Search engine search box	Type keywords into this search box to reveal the search engine’s “hits”
<b>7</b>	Bookmark, download, and home buttons	The bookmark button will save the web page you’re currently on. The download button (down-pointing-arrow) will show your recent downloads. The home button will take you back to the internet browser’s home page.
<b>8</b>	Minimize, Restore Down/Maximize, Close buttons	Minimize will shrink the window to the bottom task bar. The program is still running – it is just out of the way. Restore Down/Maximize will either shrink the window to a smaller size that you can move and resize or restore it to full screen. The close button (the red button with the white X) will close the internet browser and all of the open tabs.
<b>9</b>	Bookmark’s toolbar	All bookmarked pages that are saved to your toolbar are shown here. There are shortcuts to web pages.

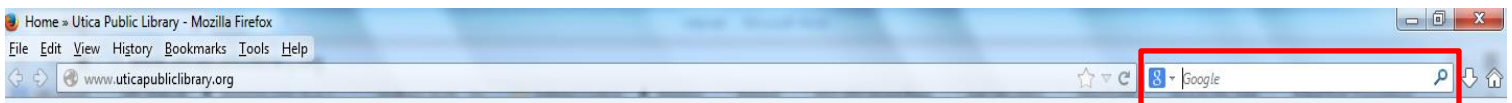
## URL

To get to a web page you can enter a URL (Uniform Resource Locator), also known as a web address. The URL tells the web browser where to find a web page. Most people find a web page by search terms in a search engine.

### Example of a URL



## Search Bar



Some browsers have a built-in search engine search box to perform web searches. Other browsers have combined the URL address bar and the search engine search box into one so you can search with a website address or search terms in one box.

## Search Engines and Strategies

You can either enter search terms in the search bar (like the one shown on the previous page) or go to a search engine's website and enter terms into their search box. Many new browsers like Chrome allow you to enter search terms in the address bar and take you directly to a search engine's list of results.

The image shows a Google search results page for 'crockpot recipes'. The search bar at the top contains the text 'crockpot recipes'. Below the search bar, there are navigation tabs for 'Web', 'Images', 'Maps', 'Shopping', 'Recipes', and 'More'. The search results are displayed in a list format, with each result including a title, a URL, and a brief description. Annotations with arrows point to various parts of the page:

- Search box – type keywords for a new search**: Points to the search bar containing 'crockpot recipes'.
- Search results – click on the blue title to visit**: Points to the blue titles of the search results, such as '31 Simple Slow-Cooker Recipes | Spoonful'.
- Scroll bar – click and drag to view top and bottom parts of page**: Points to the vertical scroll bar on the right side of the page.
- Ads: Google has to pay the bills too**: Points to an advertisement for 'Tasty Crock Pot Recipes'.

Search engines cannot read your mind. If you are not receiving helpful results, try different search terms and be specific. Use terms that your ideal website would use. If you are looking for a comfy office chair to buy, try “buy ergonomic chairs” instead of “comfy office chairs”. The search engine cannot tell the difference between the language Polish and polish you use on a shoe.

### Search tips

- **Search phrases.** Put quotes around a phrase so each word in the phrase isn't searched for separately.
- **Take suggestions.** As you are typing search terms, the search engine will try to guess what you're looking for based on popular related searches. A list of search suggestions will appear as you are typing in the search box. These suggestions can provide ideas of what terms to use that you may not have thought of before. It also may give you spelling suggestions.

The image shows a search bar with the text 'cookie recipes' entered. Below the search bar, a list of suggestions is displayed:

- cookie recipes
- cookie recipes **from scratch**
- cookie recipes **without butter**
- cookie recipes **without eggs**

An annotation box labeled 'Suggestions' points to the list of suggestions.

**Keep it simple.** Don't use sentences. Search with specific keywords or phrases.

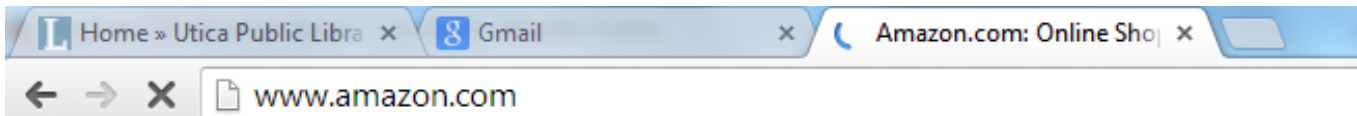
## Specialized Searches

The screenshot shows a Google search for "christmas lights". The search bar at the top contains the text "christmas lights" and a search icon. Below the search bar, a navigation bar includes links for "Web", "Images", "Maps", "Shopping", "Patents", "More", and "Search tools". A red box highlights these navigation links. To the right of the navigation bar, a settings gear icon is also highlighted with a red box. Below the navigation bar, the search results show "About 604,000,000 results (0.31 seconds)". There are two main sections: "Ads related to christmas lights" and "Shop for christmas lights on Google". The "Ads related to christmas lights" section features a video thumbnail for "Christmas Lights - Install Thousands in 5 Minutes" from www.sparklemagic.com/. The "Shop for christmas lights on Google" section displays four sponsored product listings: "Fairy Lights .60 LEDs, 20 foot... \$21.95", "Set of 100 Multi-Color S... \$27.99", "Set of 15 White Pearl G50 Gl... \$21.99", and "Set of 10 Pink Victorian Ros... \$29.99".

Are you looking for pictures, maps, shopping, or another specialized search? After you search, you can narrow down your results by clicking on one of these categories.

Click here to do an Advanced Search

## Tabbed browsing



Working on multiple tabs allows internet users to multi-task and have more than one web page open at once without crowding their screen.

To open a link in a new tab, **right-click** the link and click **Open in new tab** (the wording may vary from browser to browser). To close a tab, click the "X" on the tab.

You can also use the keyboard shortcut command **Ctrl T** to open a new tab. To do this, hold down the Ctrl button and press the letter T on your keyboard.

## Helpful Websites for Seniors

**AARP:** [aarp.org](http://aarp.org)

Almost anything you wanted to know related to AARP is on their website. Check out their discounts for members, care giving resources, Social Security & Medicare Q & A, and you can also join AARP online, renew your membership, and print your membership card.

**Oneida County Office for Aging & Continuing Care:** <http://ocgov.net/ofa>

This is a great resource for local incentives and help for seniors.

**The Savvy Senior:** <http://savvysenior.org/seniorresources.htm>

The Savvy Senior website covers a variety of issues relevant to baby boomers and seniors. Topics include: health resources, insurance, assistive devices, legal issues, transportation, finances and retirement, care giving and support resources, volunteering, and much more.

## Health

**Medline Plus:** [nlm.nih.gov/medlineplus/](http://nlm.nih.gov/medlineplus/)

Medline Plus was developed by the National Institutes of Health. It provides health information that is reliable, free, and without all the annoying ads. It has text, audio, and video information on medical symptoms, conditions, and research as well as information about prescription drugs and supplements. There is also a dictionary and a section on understanding medical terms.

**NIH SeniorHealth:** [nihseniorhealth.gov/](http://nihseniorhealth.gov/)

NIH Senior Health has information on the major health topics affecting seniors. It also has videos containing health tips and stories from older adults coping with conditions of aging. If you are looking to stay active, check out the exercise stories section.

**Go4Life:** [go4life.nia.nih.gov/](http://go4life.nia.nih.gov/)

The National Institute on Aging offers tips and encouragement for older adults so they can keep active and healthy throughout their life time.



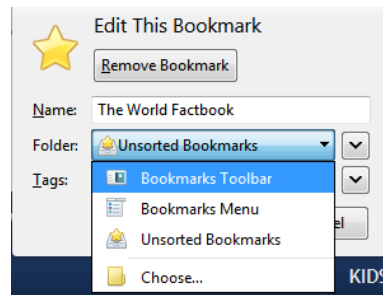
## Adding Bookmarks

If you found a web page you like and want to return to later, you can bookmark it (also called Favorites). Bookmarks are shortcuts that make pages easy to return to at another time. You can save a bookmark to your bookmark's toolbar or to a bookmark's folder.

Simply go to the web page you would like to bookmark, and click on the star shown on the right.



It is important to remember where the bookmark is stored. To edit the location of a bookmark, click on the star again to view which folder or toolbar the bookmark is located. The Bookmarks Toolbar is the most visible location and easiest to navigate to.



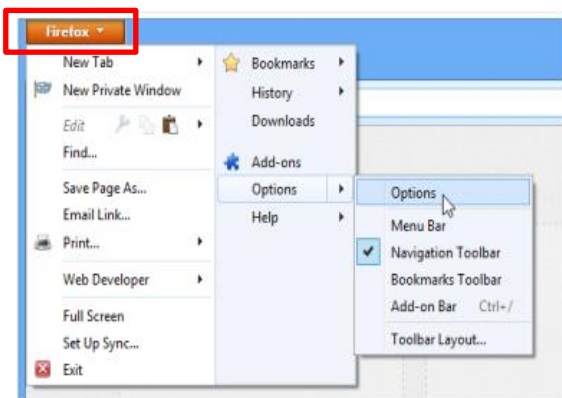
## Choosing your Homepage

Firefox will by default have their start page as the homepage, but you can make whatever website you want as your homepage. The homepage is the first page that opens when you start your web browser.

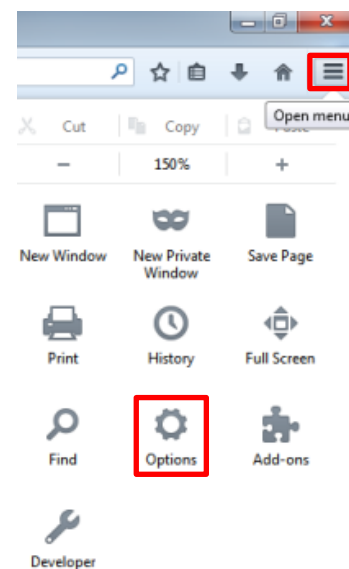
To change your homepage:

1. Click on the Firefox menu button. In older versions the menu button is an orange Firefox button in the top left corner. In newer versions, it is a button with three horizontal bars located in the top right corner.

Menu button in the older version of Firefox



Menu button in the newest version of Firefox



2. Click on Options
3. Type the desired URL address in the Home Page field, or if you are currently at the webpage, select "Use Current Page".

## Downloading files and saving images

Downloading a file enables to you save web content onto your computer. For example, there is a government form you would like to fill out, you may download it, print it, and sometimes edit it in another program like Microsoft Word.

Sometimes a file downloads automatically by clicking on a link, but sometimes the file may open in your browser. To download it and prevent it from opening in your browser, right-click on the link to the file and select **Save Target As** (some browsers called it simply Save As or Save Link As). You will be able to save the location of the file onto your computer.

Some sites do not allow you to download content (for copyright reasons for instance). As an example, YouTube will not allow you to download videos to your computer.

If there is an image you would like to save from the Internet, **right-click** on it and select **Save Image As**. You will be able to choose what folder the image is saved. Like downloading files, some sites do not allow you to save images.

## Computer Safety Tips

### What is a computer virus?

A computer virus is a program that was written to intentionally harm your computer. Viruses are spread through email or other infected files, sometimes even from just visiting a web page.

### How to prevent a computer virus

There are several things you can do to protect your computer from a virus. One is install anti-virus software on your computer and keep it up to date. Also, do not open suspicious emails that have attachments or that come from people or organizations you do not know. Before you download files to your computer be sure you know where the file is coming from and what it is.

### Think you have a virus?

Don't panic! Even careful Internet users can accidentally get viruses. You don't necessarily have to go to Best Buy for an expensive anti-virus software program or buy a new computer. There are several options that will take care of most problems.

Microsoft Windows PCs:

Go to Microsoft's Safety and Security Center and download the Microsoft **Safety Scanner** - <http://www.microsoft.com/security/default.aspx>

The Microsoft Safety Scanner is not a replacement for using an antivirus software program that provides ongoing protection.

For on-going protection, guard your PCs against viruses, spyware, and other malicious software, download **Microsoft Security Essentials** - <http://windows.microsoft.com/en-us/windows/security-essentials-download>

## Build up your computer's defenses

- Never download anything in response to a warning from a program you didn't install or don't recognize that claims it will protect your PC or offers to remove viruses. It is likely to do the opposite.
- Get reputable anti-malware programs from a vendor you trust.
  - Windows 8 includes antivirus protection called **Windows Defender**. It's turned on by default.
  - If your computer is not running Windows 8, download **Microsoft Security Essentials** for free.
  - Choose security software that is compatible with your PC. Visit <http://www.microsoft.com/windows/antivirus-partners/windows-7.aspx> to see reputable security software that is compatible with Windows 7, Vista, and XP.

## Additional Resources

### Basic Computing Skills:

<http://www.bbc.co.uk/webwise/>

<http://www.gcflearnfree.org/computerbasics>

### Typing:

<http://www.powertyping.com/>

<http://www.gcflearnfree.org/typing/play>

### Practice using the Mouse:

Mousercise: <http://www.pbclibrary.org/mousing/mousercise.htm>

## Glossary

<b>Apps</b>	Stands for Applications. Applications are software programs.
<b>Back up</b>	Make copies of files
<b>Blog</b>	Short for Web log, a blog is a Web page that serves as a publicly accessible personal journal for an individual.
<b>Boot</b>	Startup computer
<b>Browser</b>	Program for reading information on the Internet: Internet Explorer, Mozilla Firefox, or Safari
<b>Cursor</b>	Movable indicator used to indicate the insertion point
<b>Database</b>	Collection of related data organized for convenient access

<b>Desktop</b>	Starting screen for Windows or Mac
<b>Dock</b>	The bar of icons that sits at the bottom or side of your screen. It provides easy access to some of the Apple applications on your Mac
<b>Download</b>	Transfer information from one computer or website to your computer
<b>Drop-down menu</b>	A menu of commands or options that appears when you select an item with a touchpad or mouse
<b>Email</b>	Electronic mail send through the Internet
<b>File</b>	Any amount of information stored together as a single entity
<b>Flash drive</b>	A removable file storage device
<b>Folder</b>	Storage unit for one or more files
<b>Hardware</b>	The physical machinery and devices that make up a computer system.
<b>Home page</b>	First page of a website
<b>Icon</b>	Symbol or picture depicting a command or application. Usually a short cut.
<b>Internet</b>	A global network connecting millions of computers and users
<b>Invisible web</b>	Also referred to as the <i>Deep Web</i> , the term refers to either Web pages that cannot be indexed by a typical search engine or Web pages that a search engine purposely does not index, rendering the data "invisible" to the general user.
<b>Keyword</b>	Descriptive word used to locate information
<b>Links or hyperlinks</b>	A link to move from one web page to another or to include a web address in an E-mail
<b>Log off</b>	Closing a session on a computer, Internet or website.
<b>Log on</b>	Typing in a username and password to gain entry to a computer or the Internet. Also many websites require users to log on as well.
<b>Menu bar</b>	A row of commands usually in the top left hand corner of hte screen, which are specific to the program you are using.
<b>Mouse</b>	A pointing device, which controls the cursor
<b>Online</b>	Connected to the Internet

<b>Operating system</b>	The software that allows computer users to run applications with the hardware of a specific system. Microsoft® Windows® or Apple® Computer's OS are examples of operating systems.
<b>Reboot</b>	Restart computer, usually after a problem
<b>Scroll bars</b>	There may be vertical and horizontal scroll bars. Scroll bars allow you to view information that does not fit on the screen.
<b>Search engine</b>	Online software used to search for information on the Internet, for example Google
<b>Sleep</b>	An energy-saving mode of operation in which all unnecessary components are shut down
<b>Software</b>	The programs and other operating instructions used by a computer
<b>Task bar</b>	Open programs or applications appear in the Task bar, located at the bottom of the screen. You can use the Task bar to switch between open programs. When you close a program the name button for that program disappears from the Task bar.
<b>Tool bar</b>	Consists of rows of icons or buttons used to carry out specific and commonly used commands, such as printing.
<b>Touchpad</b>	A computer input device for controlling the pointer on a display screen by sliding the finger along a touch-sensitive surface
<b>Upload</b>	To transmit data from a computer to a bulletin board service, mainframe, or network.
<b>URL</b>	Stands for "Uniform Resource Locator." Identifies the address for a website
<b>Username</b>	Name assumed to identify oneself.
<b>Web page</b>	A document connected to the World Wide Web and viewable by anyone connected to the Internet who has a web browser
<b>Web site</b>	Sets of web pages on the Internet
<b>Windows</b>	The Microsoft operating system
<b>windows</b>	An enclosed, rectangular area on a display screen.
<b>World Wide Web</b>	Sets of interconnected multimedia documents on the Internet