BBC

FirstClick

EXPLORING THE INTERNET THROUGH HOBBIES AND INTERESTS.

LEARN HOW TO KEEP IN TOUCH WITH FRIENDS AND FAMILY USING THE INTERNET

"In these busy times it's easy to lose touch with people. Family and friends can live and work all over the country or even the world.

You don't need to miss out on their news though. The internet is a brilliant tool for staying in touch.

When I'm away working I like to keep in contact with my family online. I use email to share my news or photos and talk to people face-to-face using internet calling. There are lots of other ways to stay in touch online too. It's great fun, and easy when you know how."
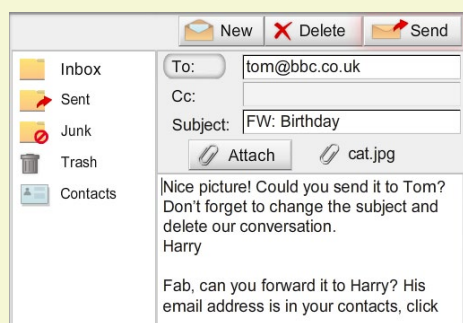
Julia Bradbury

This guide will help you learn to:

- Create an email account and address
- Use internet calling
- Sign up for a social networking website

These skills can also be used across the internet.

Email

Electronic mail or **email** is a quick way of sending messages to people using the internet. It's just like sending a letter to someone, but instead of posting it, you send it via the internet.

| New | Delete | Send |

Inbox
Sent
Junk
Trash
Contacts

To: tom@bbc.co.uk
Cc:
Subject: FW: Birthday
Attach   cat.jpg

Nice picture! Could you send it to Tom? Don't forget to change the subject and delete our conversation.
Harry

Fab, can you forward it to Harry? His email address is in your contacts, click

There are many benefits to sending an email:

Speed - Emails typically arrive within seconds or minutes of being sent to anywhere in the world.

Convenience - You can type your email message, save it for later and send it at any time without having to worry about envelopes and stamps.

Sending files - You can share photos and files by attaching them to an email.

Cost - With the exception of your internet bill, sending and receiving emails is free.

Signing up for an email account

If you've recently installed an internet connection on your own computer, you may find your internet service provider (ISP) has provided you with an email address already.

You don't need a computer or internet connection at home though. There are places you can go to access the internet if you don't have it installed at home - the local library for instance.

To send an email you first need an email account. Getting started is easier than you think. There are many free email accounts available on the internet. The most popular are:

- Gmail (run by Google)
- Microsoft's Hotmail (now part of Windows Live)
- Yahoo! Mail

There are lots more to choose from. If you're not sure about which service to use, ask a friend or family member to recommend one to you.

The sign-up process

The sign-up process for most email accounts is quite similar. On the homepage there will usually be a link asking if you would like to **signup** or **create an account** - you may have to look carefully.

1. Click on **sign-up** or **create an account**. This will open a new page.

You will now be required to complete a **registration form**. The form contains boxes you need to fill in to create a **username** and **password**. It will also tell you if the username you've chosen is already being used by someone else and whether your password is secure enough – rating it weak, medium or strong.

2. Click on the box and type the required information using the letter and number keys on your keyboard.

Do this until you have filled in all the required boxes. If you make a typing mistake, press the delete key enough times to remove the error, and try again.

Email address:	_____ @ Example.com ⇕
Create a password:	_____
	6-character minimum; case sensitive
Retype password:	_____
Alternate email address:	_____
	Or choose a security question for password reset
First name:	_____
Last name:	_____

Examples from Hotmail

Continued...

3. Some of the boxes have small **arrows** next to them. Click on the arrow to reveal a **drop-down menu** of questions. For example, what is your country of residence? What year were you born? This is an extra security measure. Select a question from the menu that only you know the answer to.

4. To select a question, move your cursor over it and click once. It will automatically appear in the box. Click in the box below to type your answer.

5. At the bottom of the form you may also see a box containing a strange sequence of letters and numbers.

This is a called a **verification code**. It is a security measure to ensure that a real person is filling in the form and not someone trying to open lots of accounts using a computer programme.

Secret Question 1   - Select One -
Your Answer   - Select One -
Secret Question 2   What is the first name of your favourite uncle?
Your Answer   Where did you meet your spouse?
                   What is your eldest cousin's name?
                   What is your youngest child's nickname?
                   What is your eldest child's nickname?
                   What is the first name of your eldest niece?
                   What is the first name of your eldest nephew?
                   What is the first name of your favourite aunt?
                   Where did you spend your honeymoon?
                   - Type your question below -

Enter the characters you see
New | Audio | Help

edform   person

Type the letters and numbers exactly as you see them in the box.

6. Before you can complete and submit the registration form, you will need to agree to the website's **Terms and Conditions and Privacy Statement**. This often appears as a **link**.

7. Click on the link. This will open a new page. It contains conditions you will need to read and accept. To close the page, click on the cross in the top right corner.

8. Check that all the information in the boxes is correct. To submit your registration form, click on the link or button at the bottom of the page. It might say **Create your account** or **I agree** (to the terms and conditions).

By clicking on 'I accept' below you are agreeing to the Terms of Service above and both the Program Policy and the Privacy Policy.

Google Terms of Service

Welcome to Google!

1. Your relationship with Google

1.1 Your use of Google's products, software, services and web sites (referred to collectively as the "Services" in this document and excluding any services provided to you by Google under a separate written agreement) is subject to the terms of a legal agreement between you and Google. "Google" means Google Inc., whose principal place of business is at 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States. This document explains how the agreement is made up, and sets out some of the terms of that agreement.

1.2 Unless otherwise agreed in writing with Google, your agreement with Google will always include, at a minimum, the terms and conditions set out in this document. These are referred to below as the "Universal Terms".

1.3 Your agreement with Google will also include the terms of any Legal Notices applicable to the Services, in addition to the Universal Terms. All of these are referred to below as the "Additional Terms". Where Additional Terms apply to a Service, these will be accessible for you to read either within, or through your use of, that Service.

1.4 The Universal Terms, together with the Additional Terms, form a legally binding agreement between you and Google in relation to your use of the Services. It is important that you take the time to read them carefully. Collectively, this legal agreement is referred to below as the "Terms".

1.5 If there is any contradiction between what the Additional Terms say and what the Universal Terms say, then the Additional Terms shall take precedence in relation to that Service.

2. Accepting the Terms

2.1 In order to use the Services, you must firstly agree to the Terms. You may not use the Services if you do not accept the Terms.

2.2 You can accept the Terms by:

(A) clicking to accept or agree to the Terms, where this option is made available to you by Google in the user interface for any Service; or

(B) by actually using the Services. In this case, you understand and agree that Google will treat your use of the Services as acceptance of the Terms from that point onwards.
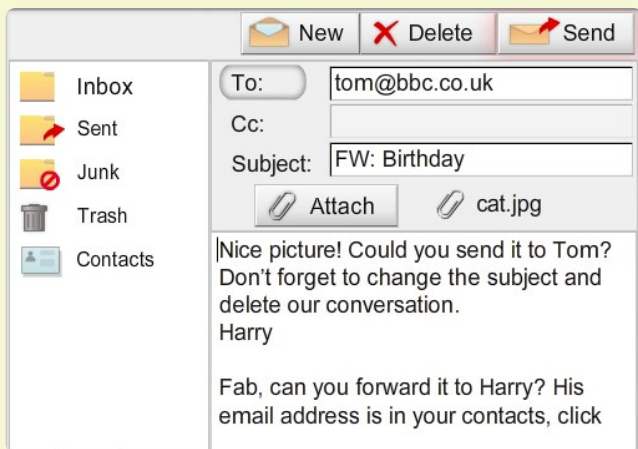
I accept. Create my account.

Creating an email address

When you sign up for an email account you will be asked to **create an email address**. As with a postal address, an email address is made up of different parts, for example:

tom@bbc.co.uk

- tom is your name, or **username**.
- the @ symbol stands for the word **at**. The company who provides your email address comes after the @ symbol.
- **.co.uk** shows that the email address is for someone in the United Kingdom. Email addresses can also have other endings such as **.com**

An email address is written in lowercase with no spaces.

	New	Delete	Send
Inbox	**To:** tom@bbc.co.uk		
Sent	**Cc:**		
Junk	**Subject:** FW: Birthday		
Trash	Attach	cat.jpg	
Contacts			

Nice picture! Could you send it to Tom? Don't forget to change the subject and delete our conversation.
Harry

Fab, can you forward it to Harry? His email address is in your contacts, click

Email example.

Choosing a password

Your password should be something you will remember but that other people won't guess easily. The best type of password is one that combines **letters and numbers**.

Bad examples of a password:
- password
- tomsmith

Good examples of a password:
- he770mum
- Tom35th

Some websites will show you how weak or strong your choice of password is.

Weak

Strong

Logging in

Now you have set up your email account and created an **email address** and **password**, you can **login** or sign into your new account and start sending and receiving emails.

To practice sending, replying to and forwarding an email visit BBC WebWise **www.bbc.co.uk/webwise/ courses/internet-basics/lessons/using-email/**

sign in

Live ID:
hotmail.com
Forgot your password
Keep me signed in
Sign in
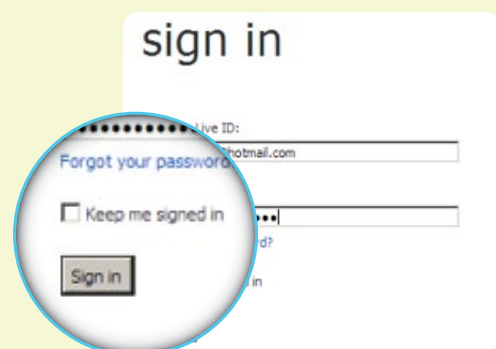
There are other ways to stay in touch online

Like something from a science fiction film, you can actually have a free face to face conversation with someone on the other side of the world!

There are many ways to speak and see people via your computer, it may be possible by using pre-installed software on your computer. If you have a PC, you can use Windows Live Messenger. Find out more here at **http://explore.live.com/ windows-live-messenger**

For Apple Mac users the system is called Apple iChat. It comes as standard and allows audio, text messaging, video chat and screen sharing.

Another common way for people to do this is via a system called Skype. It is free to use, you simply need to download the software programme for it onto your computer. You will find lots of useful guides and tools and how to download Skype software on the website **www.skype.com**.
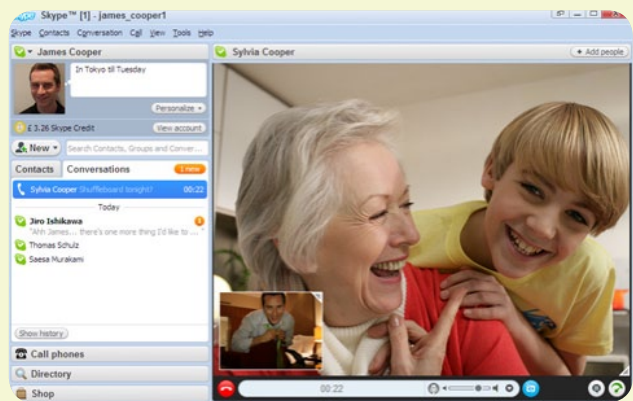
If you want to download software, there are other companies offering similar features to Skype.

- Gmail has an audio/video chat system: **http://www.google.com/support/ chat/bin/answer.py?answer=159499**

- Yahoo Messenger: **http://uk.messenger.yahoo.com/ features/**

Before you can start you need to:

- Have a **broadband connection**. Broadband is just a word to describe a kind of fast internet connection.

- Make sure that your computer has a **microphone** and **speakers**. Many laptops and computers will already have them.

- Know how to use a **Search engine**.

- Check that the person you are calling also has internet calling software on their computer as they need it to be able to respond to your call. Perhaps you could **email** them to ask.

- Check whether your computer or laptop has a **webcam**. Webcams are small cameras that usually sit on top of your computer screen. Many laptops will already have a webcam installed and don't need a separate camera. If your computer hasn't, visit the **WebWise** website for more information **www.bbc.co.uk/webwise/guides/ setting-up-webcams**

You will probably have heard the term **social networking**. Despite what you may have heard or think, online social networking is not complicated, scary or exclusively for young people. It is simply a way of using your computer to communicate with people you know, (or would like to get to know).

There are many social network websites on the internet. One of the most popular social networking websites is **Facebook**.
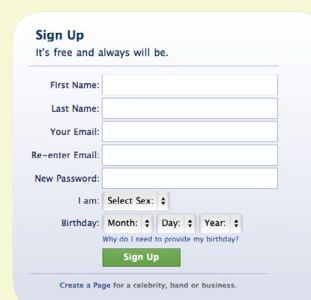

Facebook allows you to find friends and family, share photos, plan events, send emails and see what your friends are doing.

Creating a Facebook account

1. Type **www.facebook.com** into your web browser and press enter.

2. As when creating an email account, you will be required to create a Facebook account.

3. You will need to complete an online registration form. Follow the instructions and prompts on the screen to complete boxes.

4. You will need an **email address** to register successfully.

5. Make sure you have read the terms and conditions and filled in the **verification code** before clicking on 'sign up'.
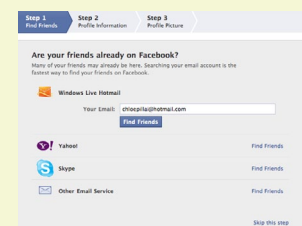
Privacy on Facebook

Lots of people are concerned about how private the information they put on Facebook is. Facebook has developed a guide to help users increase their privacy settings and find out exactly who can see their information. Visit **www.facebook.com/about/privacy/** to read more. Click on the **Interactive Tools** web link on the right hand side of this page to find tools for checking your own privacy settings.

6. You will be sent a confirmation email. You will need to open it and read the email and follow the instructions within to verify your registration.

7. Once you've logged or signed in on the Facebook website, you can search for friends and family. You will be guided through this process. If you would like to add them as a friend, click 'Add friend'. A message will be sent to the person asking them to confirm that they want to be your friend on Facebook.

SIGN UP

STEP 1

STEP 2

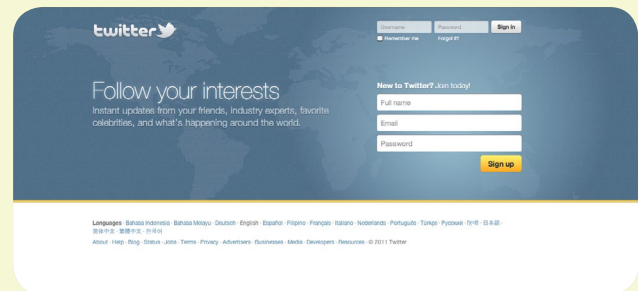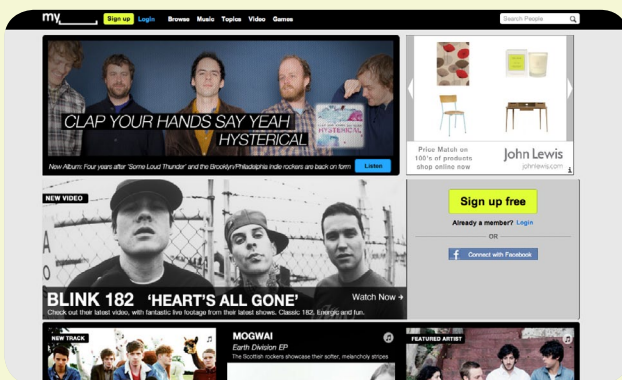**STEP 3**

twitter

Twitter is great for asking quick questions, following news and telling people where you are and what you're doing. You can also follow your favourite celebrities or people of interest. It works by exchanging brief text-only messages, limited to 140 words and based on the question – 'What's happening?'
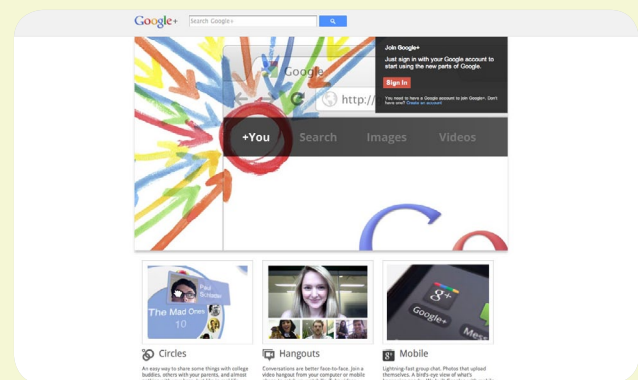
www.twitter.com

BillSPatterson Bill Patterson
First time on twitter. Keep an eye out for future tweets.
1 hour ago

You might also like to try...

My Space
www.myspace.com

googleplus
www.plus.google.com

and photo sharing websites such as...
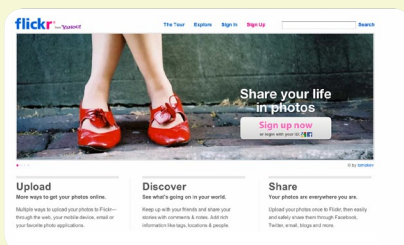
Flickr
www.flickr.com

Photobucket
www.photobucket.com

Kodak Gallery
www.kodakgallery.co.uk

Use a search engine to find even more websites

Jargon buster

Address Book

Part of your email software where you store details of your 'friends and contacts' email addresses so you don't have to remember them!

Cursor

The flashing vertical line on the screen that shows you where you are and where the next character you type will appear.

Homepage

The 'front page' of a website, where you're told what's on the site, how to get around it and how to search for things that'll interest you.

Inbox

The folder in your email program / webmail where you get your incoming emails.

ISP Internet Service Provider

An ISP is the company that provides internet connections.

Junk email

Direct marketing sent by email rather than by the post.

Laptop

A small, portable computer which can be battery operated as well as run from the mains.

Link

Words or pictures you can click on which take you from somewhere, (an internet page, an email message etc.) to somewhere else. (another page, a picture etc.).

Logging in

Using a username and password to prove your identity so that you can enter your computer or internet account.

Online

Describes when your computer is connected to the internet.

Password

A series of letters, numbers and characters that you enter to get into your computer, internet connection, email or websites that you are registered with.

Register

Some websites ask you to give your name, email address and other personal information in order to view pages. This is called registering.

Software

Any programs such as word processors, email applications or internet browsers.

SPAM

Junk email sent to many people at once, usually involving advertising or offering services. SPAM is very deeply frowned upon by most internet users, and where it involves advertising or a false return address it is particularly disliked.

URL

Stands for Uniform Resource Locator, the technical term for the address of a website or document on the web (e.g. www.bbc.co.uk).

Username

A series of letters and numbers you type into your computer, email account or other computer network service to tell it who you are.

Web browser

Software which allows you to surf the internet.

"Don't miss out on what's happening with family and friends. Being online is brilliant for keeping in touch. Go on - get online and stay in touch."

Julia Bradbury

Internet safety

And finally, a word of warning. You'll notice that there are **privacy options** available on the websites and software you will be using. It is well worth reading this information carefully.

Visit **www.getsafeonline.org** for a beginner's guide to safety online.

Useful Links

www.bbc.co.uk/firstclick

www.bbc.co.uk/webwise

http://learn.go-on.co.uk

www.facebook.com/help

Feeling inspired to get online?

There are lots of places you can go to get started with using computers and the internet. Call the freephone **BBC advice line** to find a beginner's computer course near you.

08000 150 950
8am to 10pm, 7 days a week

BBC First Click

If a course isn't for you why not ask a friend or family member to help you use this handy guide.

People with hearing impairments can call:

Text Relay **18001 0800 100 900**
Minicom **08000 568 865**

Please note: Calls are free from most landlines however some networks and mobile operators will charge.   © BBC 2011

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