



Introduction



It's no secret that more and more the internet is becoming an integral part of our everyday lives. But if you are new to the online experience, it may be a bit overwhelming. You may be wondering, "What exactly is the internet, and how does it work?"

In this lesson, we will give a **brief overview** of the internet, and we will talk about some fundamental concepts such as **networks**, **servers**, and **clients**.

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The Internet Today

In the early days, most people just used the internet to search for information. Today's internet is a constantly evolving tool, that not only contains an amazing variety of information, but also provides **new ways of accessing, interacting and connecting with people and content**. As a result, new terms are constantly appearing as new technologies are introduced.



Click the buttons in the interactive below to learn about a few common terms that you might encounter online.





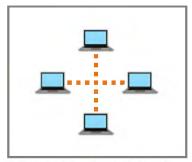
What is the Internet?

The internet is the largest **computer network** in the world, connecting millions of computers. A **network** is a group of two or more computer systems linked together.

There are two main types of computer networks:

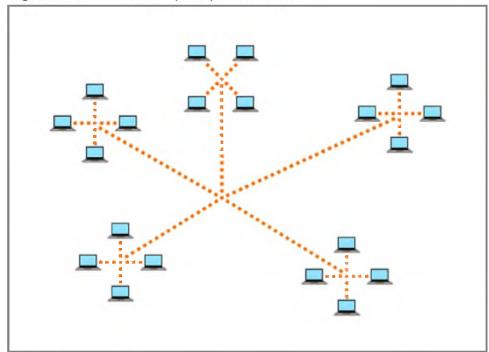
Local Area Network (LAN): A LAN is two or more connected computers sharing certain resources in a relatively small geographic location, often in the same building. Examples include home networks and office networks.





A Local Area Network (LAN)

Wide Area Network (WAN): A WAN typically consists of two or more LANs. The computers are farther apart and are linked by telephone lines, dedicated telephone lines, or radio waves. The internet is the largest Wide Area Network (WAN) in existence.



A Wide Area Network (WAN)

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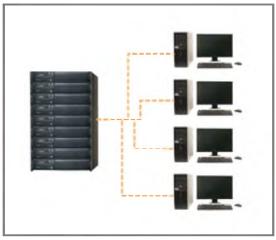
Servers and Clients



You may have heard someone say something like "The server is down" or "We're having problems with the e-mail server." A server is a computer that "serves" many different computers in a network by running specialized software and storing information. For example, web pages are stored on servers.

When you access a web page, your computer is acting as a **client**. A client runs familiar software such as **web browsers** or **email software**, and it communicates with the server to get the information it requires.

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.



A server with multiple clients

In **peer-to-peer** (P2P) networks, each computer acts as **both a server and a client**. Examples of P2P software include Skype and BitTorrent.

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The World Wide Web (WWW)

When most people think of the internet, the first thing they think about is the **World Wide Web**. Nowadays, the terms "internet" and "World Wide Web" are often used interchangeably—but they're actually not the same thing.

- 🕏 The **internet** is the **physical network** of computers all over the world.
- The World Wide Web is a virtual network of web sites connected by hyperlinks (or "links"). Web sites are stored on servers on the internet, so the World Wide Web is a part of the internet.

HTML

The backbone of the World Wide Web is made of **HTML files**, which are specially-formatted documents that can contain links, as well as images and other media. All **web browsers** can read HTML files. In addition to HTML, it's also very common for websites to use technologies like **CSS (Cascading Style Sheets)** and **JavaScript** to do more advanced things.





HTML code

URL

To get to a web page, you can type the **URL** (**Uniform Resource Locator**) in a browser. The URL, also known as the **web address**, tells the browser exactly where to find the page. However, most of the time, people get to a web page by following a **link** from a different page or by searching for the page with a **search engine**.

blog.gcflearnfree.org/2012/01/23/mobile-device-safety-for-kids/

An example of a URL

The World Wide Web was created in 1989 by **Tim Berners-Lee**, a software engineer. Before then, computers could communicate over the internet, but there were no web pages.

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Did you know?

- The foundation of the internet began in 1969, when the US Department of Defense created **ARPAnet**, a project to allow military personnel to communicate with each other in an emergency.
- By 2012, the number of internet users worldwide reached
 2.4 billion—about one third of the world's population.
- To store all of the information on the internet, you would need over 1 billion DVDs or 200 million Blu-ray discs.





Introduction



As the internet has grown, it has developed into a multifaceted tool with a vast range of uses. It's now easy to **keep in touch with friends**, publish your own **articles**, or even watch your favorite **TV shows** using the internet.

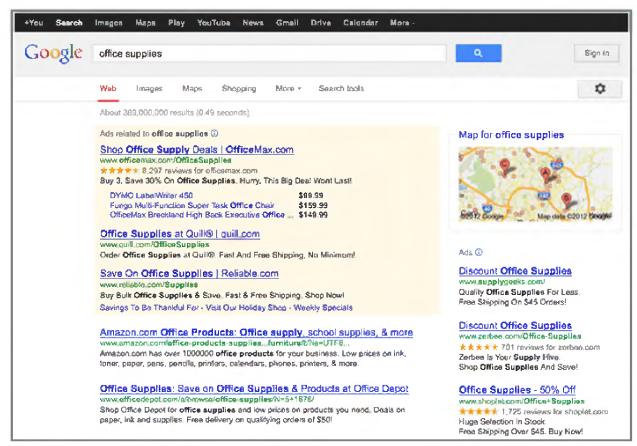
In this lesson, we'll talk about some of the ways the Internet is used today, including blogs, social networking, instant messaging, VoIP, and media.

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Finding Information Online

The most common way to find information online is with a **search engine**. All you have to do is type in a few words, and the search engine will give you a list of results that you can click on. There are many different search engines that you can use, but **Google** is the most popular one.





Using Google to search the web

Intelligent Personal Assistants

If you're using a mobile device, there are some situations where it's not convenient to type a search into a search engine. Instead, you can simply **talk** to your device's **intelligent personal assistant**. One example is **Siri**, which comes pre-installed on the **iPhone 4S** and the **iPhone 5**.

With Siri, you can ask a question like "What's the weather today?" or "Are there any Thai restaurants nearby?" Siri will then try to give you an answer. You can also use Siri to do other things on your device such as setting up reminders. For example, you could say, "Remind me to go to the dentist on Thursday."



Asking Siri a question

>>>> For more information, you can go to Apple's <u>Learn more about Siri</u> page.



Using the Internet to Communicate

The internet isn't just about finding information. It's also about connecting with friends, family, and people you've never met before. Today, there are many different ways to communicate online, including **social networking**, **chat**, **VoIP**, and **blogging**.

Social Networking

Social networking has become one of the main ways people keep in touch. Below are a few of the most popular social networking sites:

- Facebook is used by about one billion people. If you have family or friends that live far away, you can use Facebook to keep up with their lives. You can also share things you've found online that interest you.
- Twitter lets you share brief messages (or "tweets") with the entire world, or with just your circle of friends. By following people with similar interests, you can discover new things that you wouldn't have found otherwise.
- LinkedIn is a site that you can use for business networking. It allows you to connect with other people in your field and find out about new job opportunities.



A Facebook News Feed

Chat and Instant Messaging

Chat and instant messaging programs allow you to have conversations with your friends or just write them a quick note. Two examples are Yahoo! Messenger and Microsoft Messenger. Some sites, such as Gmail and Facebook, allow you to chat within your browser.





A conversation using Gmail's built-in chat

VoIP

VoIP (Voice over Internet Protocol), allows you to have **telephone service** through your internet connection. Some services also let you do **video conferencing**, such as **Skype** and **Facebook Video Calling**. Many of these services are free or very inexpensive, and some people use them as a replacement for a landline, or just to save minutes on their mobile phones.



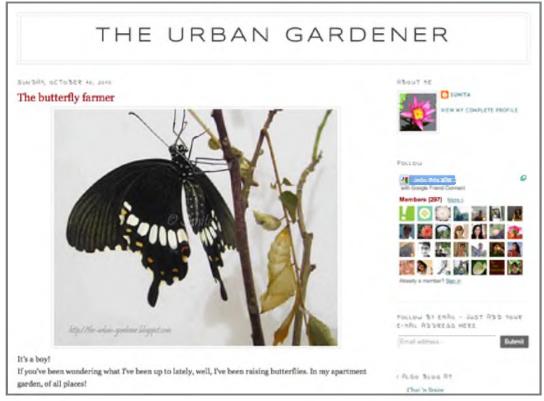
Using a video conferencing program

Blogs

Today, the average user has the ability to shape the web by **adding** to it. If you have knowledge or interests that you're passionate about, you can **create your own blog** and share your thoughts with the world.

There are many sites like <u>blogger.com</u> and <u>wordpress.com</u> that let you create a blog for free. You don't need any web design experience—most of the technical stuff has already been created for you, and you can choose a predesigned template that has the look and feel that you want.





An example of a blog

>>>> To learn more about communicating online, check out our <u>Bevond Email</u> tutorial.

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Media on the Internet

TV, **radio**, and the **internet** used to be completely separate things, but that's no longer true with today's technology. You can now watch TV shows on your computer, and you can connect to the internet on many TVs and DVD/Blu-ray players. In addition, you can listen to online radio from all over the world, thus granting you greater access to a more diverse range of media.



iTunes radio

Streaming Media

TV and radio on the internet are examples of streaming media, which means the media downloads while it's



playing so you don't have to wait for it to download first.

Not all media is streaming. If you've ever bought music on the iTunes store, you probably had to wait for it to download before you could listen to it.

Media Players and Embedded Media

Media is often **embedded** in a web page, which means that it plays within the web browser. Other times, you'll use a separate program called a **media player** to play it. Examples include **Windows Media Player** and **iTunes**. An **iPod** contains built-in media player software that can play various types of files.



Windows Media Player

Online Media on Your TV

You can now access online TV shows, movies, and music on your TV. Many newer TVs are able to connect to an existing internet connection. If yours doesn't have this feature built-in, you can buy a separate **digital media receiver**, which is a small device that connects to your TV. Apple TV and Roku are two examples of digital media receivers. Many game consoles, such as the Xbox 360 and PlavStation 3, can also be used to access online content.





Browsing movies with Apple TV

Using the Internet in the Future

The internet is **always changing**, and the ways in which we access it will also continue to change. Current trends will become more common and integrated into our everyday lives. In addition, we'll see many technologies and devices in the future that will allow us to use the internet in **new** and **exciting** ways.









Introduction



So you're interested in getting an internet connection in your home, or maybe you'd just like to upgrade to a faster service. There are a lot of factors to consider, such as **how much speed** you need and **where you live**.

In this lesson, we'll talk about **bandwidth**, different types of **internet service**, wireless internet (Wi-Fi), home networking, and mobile phone internet access.

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How Do I Connect to the Internet?

Once you've set up your computer, you'll probably want to get **internet access** so that you can send and receive email, browse the web, watch movies, and more. Before you can access the internet, there are three things that you need: **internet service**, a **modem**, and a **web browser**.



Watch the video to learn about connecting to the internet.



Watch the video (3:38). Need help?

Choosing an Internet Service

Which Service is Best for Me?

It all depends on where you live and how much speed you need. Internet Service Providers usually offer different levels of speed based on your needs. If you're mainly using the internet for e-mail and social networking, a slower connection might be all you need, but if you want to download a lot of music or watch streaming movies, you'll want a faster connection. You'll need to do some research to find out what the options are in your area.



Types of Internet Service

Review the following interactive to see a few of the more well-known types of internet service.

Choosing an Internet Service Provider

Once you have decided which type of internet access you are interested in, you can determine which ISPs are available in your area that offer the type of internet access you want. Then, you will need to purchase internet service from one of the available ISPs. Talk to friends, family members, and neighbors to see what ISP they use. Below are some things to consider as you research ISPs:

- Speed
- Price
- Ease of Installation
- Service Record
- Technical Support
- Contract Terms

Although dial-up has traditionally been the cheapest option, many ISPs have raised dial-up prices to be the same as broadband. This is intended to encourage people to switch over to broadband. Generally, you should only use dial-up if it's the only option available.

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Hardware Needed

Modem



A DSL modem

Once you have your computer, you really don't need much additional hardware to connect to the internet. The primary piece of hardware you need is a modem.

The type of internet access you choose will determine what type of modem you need. Dial-up access uses a telephone modem, DSL service uses a DSL modem, cable access uses a cable modem, and satellite service uses a satellite adapter. Your ISP may give you a modem (often for a fee) when you sign a contract with them, which helps to ensure that you have the right kind of modem. However, if you would prefer to shop for a better or cheaper modem, then you can choose to buy one separately.



Router

A **router** is a hardware device that allows you to connect **several computers** and **other devices** to a single internet connection, which is known as a **home network**. Many routers are **wireless**, allowing you to easily create a **wireless network**.

You **don't necessarily need to buy a router** to connect to the internet. It's possible to connect your computer directly to your modem using an Ethernet cable. Also, many modems now include a **built-in router**, so you have the option of creating a network without having to buy more hardware.

Most routers also act as a **hardware firewall**, which helps prevent people from gaining access to your computer through the internet.



A wireless router

Network Card



A network card

A **network card** is a piece of **hardware** that allows computers to communicate over a computer network. Most newer computers have a network card built into the motherboard, so it probably is not something you will need to purchase. The network card will either have an **Ethernet** port, a **wireless** connection, or **both**.

If you have a **laptop** with a wireless connection, you can access the internet at any place that offers a **Wi-Fi** connection. Many **restaurants**, **coffee shops**, **bookstores**, **hotels** and other businesses offer free Wi-Fi. In addition, many cities provide free Wi-Fi in public areas such as **parks** and **downtown areas**.

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Web Browsers



A web browser is the tool that you use to access the World Wide Web. The browser's main job is to display web pages. It also lets you create Bookmarks (sometimes called Favorites) for sites you like, so that you can easily find them again later.

The World Wide Web is a virtual network of web sites connected by hyperlinks (or "links"). Web sites are stored on servers on the internet, so the World Wide Web is a part of the internet.

Your computer probably came with a browser **pre-installed**. **PCs** come with <u>Internet Explorer</u>, and **Macs** come with <u>Safari</u>. If you prefer to use a different browser, you can download <u>Firefox</u>, <u>Google Chrome</u>, or Opera. All of these browsers are **free**.



internet Explorer

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Setting Up Your Internet Connection

Once you have chosen an **ISP** and purchased the appropriate **modem**, you can use the instructions provided by your ISP (or included with the modem) to set up your internet connection. Depending on what type of service you have, your ISP may need to **send a technician to your house** in order to turn the connection on.

After you have everything set up, you can open your **web browser** and begin using the internet. If you have any problems with your internet connection, you can call your ISP's **tech support** number.



Opening Internet Explorer

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Internet on Mobile Devices



With tablet computers and mobile phones, it's possible to have full internet access, allowing you to **check your e-mail** and **browse the Web** away from home. To do this, you'll need a **data plan**, which adds an additional monthly fee to your mobile phone bill. Data plans are also available for **laptops** and **e-readers** such as the Kindle.

Just like regular cell phone service, it's important to choose a provider that has **good coverage in your area**. You may want to ask your friends, family, or coworkers which provider they use.

With some devices, such as the iPad, you can choose not to buy a data plan, and you'll still be able to access the internet whenever you are connected to a **Wi-Fi** network. If you set up a **home wireless network**, your device can automatically connect to it whenever you're at home. Also, many restaurants, libraries, and downtown areas offer free Wi-Fi.



Using mobile internet

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Mobile data plans are often referred to as **3G**, which means it's the **third generation** of wireless standards. Many companies now provide **4G** (**fourth generation**) data services, which allow you to have **broadband** speeds on your mobile device.

Home Networking

If you have multiple computers at home and want to use all of them to access the internet, you'll probably want to create a **home network**. In a home network, all of your devices connect to your **router**, which is connected to the **modem**. That means everyone in your family can use the internet **at the same time**, and you don't have to purchase a separate internet service for each computer.

How is a Home Network Used?



Using multiple computers on a home network

Each computer on a network doesn't just connect to the internet - it also connects to the **other computers and devices** on the network. That means you can easily **share files** with other computers. Some programs even let you **stream music and movies** from one computer to another. One example of this is the **Home Sharing** feature in **iTunes**. These types of features are easy to set up, but it's up to you whether you want to use them.

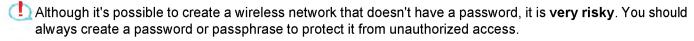


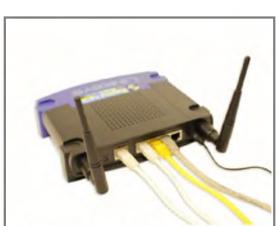
Home networks aren't just for families! Even if you live alone, you may have multiple devices that can connect to a network. Many **phones**, **printers**, **mp3 players**, **video game consoles**, and **Digital Video Recorders** (**DVRs**) are equipped with wireless cards and often require very little setup to connect them to your home network.

Wireless Security

A home network can be **wired** (using Ethernet cables) or **wireless** (using Wi-Fi). It may also be a **mixture** of the two, with some devices connecting with Ethernet and others connecting wirelessly. Wireless is generally more convenient; however, you'll need to think about **wireless security**. Below are some important security terms that you'll need to know:

- SSID: A service set identifier, commonly called the SSID, is the name of a wireless network. You should change the default SSID to something unique that you'll remember. You may not want to use your actual name, but you can use a hobby or other interest (for example, rockclimbing1).
- Encryption password: An encryption password is a series of characters that is used to control access to the network. For even greater security, some people use a passphrase, which is longer (and therefore more secure) than a password. You should choose a password or passphrase that's easy for you to remember, but hard for other people to guess.
- * Encryption: Encryption prevents unauthorized people from reading the data that is transmitted over your wireless network. The data is **coded** into an unreadable form, and it can only be **decoded** by a computer that has the correct **password** (or passphrase). The most common types of encryption for wireless networks are WPA (Wi-Fi Protected Access) and WPA2.





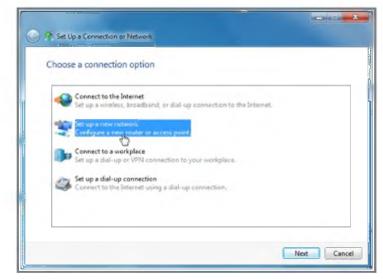
Setting Up a Home Network

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Before you set up your home network, you'll need to have a **working internet connection**. The exact process of creating a network will vary depending on what type of computer you have, as well as what type of internet service you have. You should use the instructions provided by your **ISP** (or the ones included with your **router**) when setting up your network. The following steps will give you an idea of what to expect:

- If you have a separate router, connect it to the modem, and make sure it has power through the power adapter. If you have a combined router/modem, you won't have to do this.
- Connect all non-wireless devices to your router using Ethernet cables. You may also need to connect your computer to the router until setup is complete, even if your computer has a wireless card.



Setting up a network

- 3. From your computer, you will need to create the **SSID** and **password** (or passphrase) for your router. You now have a **wireless network** that you can begin connecting wireless devices to.
- 4. On each **wireless device**, you will need to go to your network settings and select the name (SSID) of the network that you just created. You will then be prompted to type in your password.

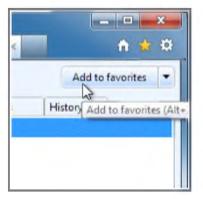
At this point, your home network setup is complete. If your network isn't working, the instructions from your **ISP** should include some troubleshooting tips. You can also call your ISP's **tech support** number if you're still having trouble.

To learn how to safely use a wireless network, check out <u>Wireless and Mobile Device Safety</u> in our Internet Safety tutorial.





Introduction



A **web browser** is the tool that you use to access the **World Wide Web**. In order to get the most out of the Web, it's important to understand the various features of a browser.

In this lesson, we'll talk about **navigating** the Web with a browser, **downloading** files, **bookmarking** your favorite web sites, **tabbed browsing**, **plug-ins** and more.

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Browser Basics

To get the most out of your web browser, there are some basic **concepts** that you need to be familiar with, including navigation, downloading, bookmarking, tabbed browsing, and plug-ins.



Watch the video to learn some of the basics of using a browser.



Watch the video (2:20). Need help?

Common Web Browsers

Today, **Chrome** and **Internet Explorer** are the most popular web browsers. Other browsers include **Firefox**, **Safari**, and **Opera**. Each one has its own look and feel, but they have the same goal: to display web pages correctly. For most web pages, any well-known browser will work.





Chrome



Internet Explorer



Firefox

Like most modern programs, browsers use a **Graphical User Interface (GUI)**, which means you can navigate by pointing and clicking with a mouse instead of just typing. Some devices such as mobile phones use different types of GUIs, such as **touchscreens**. However, many of the principles remain the same.



Point-and-click interface



Touchscreen interface



For tips that are more specific to your browser, you can check out our tutorials on Internet Explorer 8 and Chrome.

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Navigating to a Web Site

To get the most out of your web browser, there are some basic **concepts** that you need to be familiar with.

Watch the video to learn some of the basics of using a browser.



Watch the video (2:20). Need help?

Address Bar

Browsers have an **address bar** that shows the web address (also called a URL) of the page you are on. To go to a different page, you can type an address in the address bar and then press **Enter** (or **Return**).



The address bar

Links

Most of the time, you will get to a different page by clicking on a **link**. A link can be **text** or an **image**, and it's usually formatted to stand out so you know to click on it. Many text links are **blue**, and they may also be **underlined**.

For example, this is a link. It will open a web page in a new window, and you can close it to come back to this page.

A link may lead to another web page, or it could lead to a document, video, or any other type of file. If you're not sure if something's a link, hover the mouse over it. **The pointer should change to a hand symbol**.





Hovering over a link

Navigation Buttons

Sometimes, after you click on a link, you might want to go back to the previous page. You can do this using your browser's **Back** button. Once you've pressed the Back button, you can press the **Forward** button to follow the link again.



The Back and Forward buttons

When you use the **Back** and **Forward** buttons, your browser may use its **web cache** to display the page. The web cache stores recently-viewed web pages so that they don't need to be downloaded again. That's usually good because it speeds up your web browsing, but sometimes you want to see the most up-to-date information on the page. You can use the **Refresh** button (sometimes called **Reload**) to tell the browser to load the page again.



The Refresh button

There are some instances where you don't want to use the navigation buttons. For example, in some online stores, you shouldn't refresh the page after purchasing an item, as it could cause you to purchase the item twice.

Search Bar

Some browsers have a built-in **search bar** for performing web searches. However, many browsers have combined the address bar and the search bar into a single bar where you can type web addresses or search terms. We'll talk more about web searches in the next lesson.





The Search Bar in Firefox

Some websites may track your activities online, usually for marketing purposes. It's also possible to encounter malicious sites that could harm your computer. For more tips, check out Staying Safe While Browsing in our Internet Safety tutorial.

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Adding Bookmarks

If you've found a page you'd like to go back to later, you can add it to your **bookmarks** (sometimes called **favorites**). Bookmarks make it easier to find a page later on. Instead of having to remember the exact **web address**, you can just **scroll through your bookmarks** until you see the name of the page.

• In Internet Explorer 9, you can add a bookmark by clicking the **star icon** and then selecting **Add to Favorites**. Other browsers are similar, but they may use different wording.



Adding a bookmark

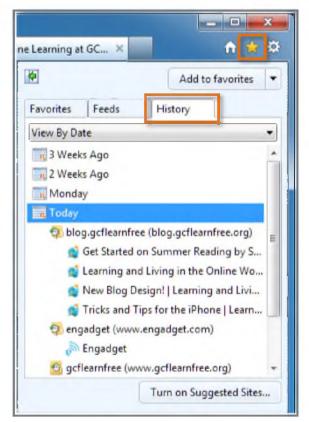
Browsing History

Suppose you visited a page a few days ago but forgot to bookmark it. You can find the page again by using your **history**, which is a list of web sites you've visited. Usually, pages will stay in the history for a certain number of days. To maintain privacy, you can **delete your history** at any time.

Viewing Your History

• To view your history in Internet Explorer 9, click the **star icon** and then select the **history** tab.

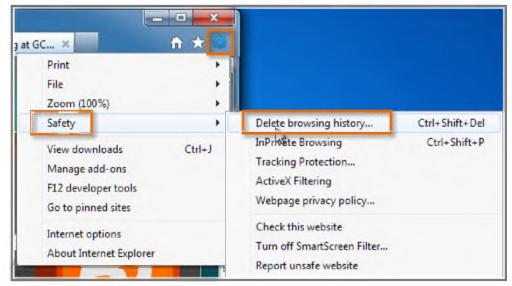




Browsing history

Deleting Your History

- 1. In Internet Explorer 9, click the **gear icon** to open the **Tools** menu.
- 2. Click Safety and then select Delete browsing history....



Deleting browsing history

If you're using a browser other than Internet Explorer, the process of viewing and deleting history will be a little bit ©1998-2013 Goodwill Community Foundation, Inc. All rights reserved.



different.

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Tabbed Browsing

Many browsers allow you to open a link in a new tab. This allows you to keep the current page open instead of going directly to the new page. For example, if you're reading an article that has a link in it, you can open the link in a new tab so that you can finish reading the article. Then, you can go to the new tab to view the link.



A browser window with three open tabs

Tabs are designed to make browsing **more convenient**. You can open as many links as you want, and they'll stay in the **same browser window** instead of cluttering up your screen with multiple windows.

• 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.



Opening a link in a new tab



Downloading Files

Your browser can display many different types of documents, media, and other files. But there are times when you'll want to access a file **outside your browser**. **Downloading** enables you to do this by putting the file **on your computer** so that you can access it.

For example, suppose you needed to complete and print a form that you found online. You could download it to your desktop, then open it with the appropriate program (such as **Microsoft Word**) to edit it.

How to Download a File

If you click on a **link** to a file, it may download automatically, but sometimes it just **opens within your browser** instead of downloading. To prevent it from opening in the browser, you can **right-click** the link and select **Save Target As...** (different browsers may use slightly different wording). You'll be able to choose the folder where the file is saved.

Since the process of downloading a file varies from site to site, it may require some trial and error.



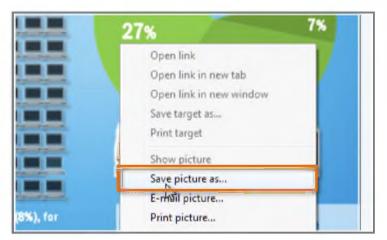
Downloading a file

For various reasons, many sites **do not allow** you to download content. For example, YouTube does not offer a way to download its videos.

Saving Images

Sometimes you might want to save an image to your computer. To do this, right-click the image and select **Save Picture As...**





Saving a picture

Some sites do not allow images to be saved to your computer.

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Plug-ins

Plug-ins are programs that are installed in your browser that enable it to play various types of media, such as video. Examples of plug-ins include **Quicktime Player** and **Flash Player**. If you don't have the correct plug-in, the site will usually provide a link to download the plug-in.

Once you have the necessary plug-ins, you'll be able to enjoy **streaming video** from sites such as <u>Hulu</u>, and play **games** on sites such as <u>Newgrounds</u>.





Playing a Flash game in a browser

Your browser may have come with some plug-ins already installed.



Introduction



With **billions** of web pages on the World Wide Web, how can you find exactly what you're looking for? By using a search engine.

Search engines are specialized web sites that help you find what you're looking for on the Web. All you have to do is type in one or more keywords, and the search engine will look for matching web sites from all over the Web.

In this lesson, you'll learn the basics of using a search engine, as well as some techniques you can use to get better search results.

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Performing a Search

There are numerous search engines out there, but the most popular ones are Google, Yahoo, and Bing. Each one has its own unique features, but the process of doing a search is very similar



Check out the video to learn how to do an effective search. using Google.



Watch the video (3:36). Need help?

Using the Search Bar

Many browsers have a built-in **search bar**, located to the right of the address bar. To do a search, just type what you're looking for (known as the search terms) in the search bar, and then press Enter. Your browser will then take you to the search engine's web site to show you the search results, which is a list of all of the web sites that contain your search terms.





Firefox's built-in search bar

Many browsers allow you to add to or change the search engines used by the search bar.

Assessing the Search Results

After you do a search, **glance over the first page** of search results. Did it return what you are looking for, or is it just a lot of unnecessary "junk"?

If your search results don't seem very good, you may need to try different search terms. Remember, the search engine **can't read your mind**; it just looks for matching words. For example, if you just search for the word **polish**, the search engine doesn't know whether you're looking for **shoe polish** or a history of the **Polish language**!

You could improve your search results by searching for **shoe polish**. However, that still may return a wide variety of web sites, such as:

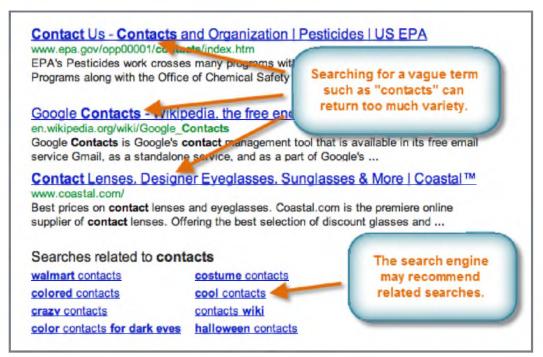
- Stores that sell shoe polish
- Guides on how to polish shoes
- The **history** of shoe polish
- And probably much more

To get the best results, ask yourself: What exactly am I looking for? Specific terms usually return better results.

Related Searches

A search engine will often recommend **related searches** that may be more **specific** than the search terms you used. Related searches are usually listed at the bottom of the page. **Bing** also lists them to the left of the search results.





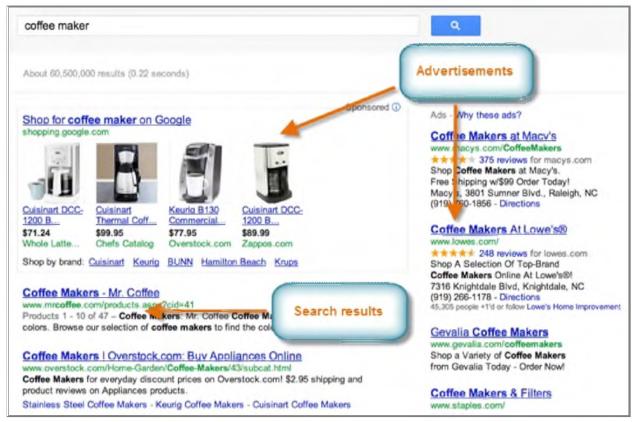
Using related searches to narrow down a search

Advertisements

Search engines may include **advertisements** along with the search results. These ads are picked by the search engine based on your search terms, and they look a lot like the actual search results. While they may be useful in some cases, it's usually more effective to focus on the "regular" search results.

Google puts its ads at the top and to the right of the search results.





Ads and search results

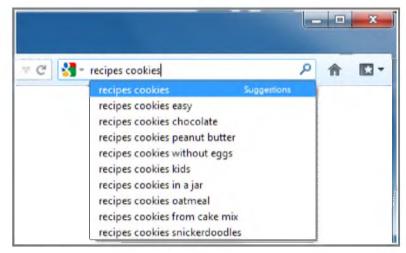
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Improving Your Searches

As you gain experience with search engines, you'll be able to do better and better searches, which means it will become quicker and easier to find what you are looking for. Here are a few tips for improving your searches:

Take suggestions. As you're typing your search terms, the search engine will try to guess what you're searching for, and it will show a list of search suggestions (which are similar to related searches, except they happen while you're typing). These can give you ideas for search terms that you may not have thought of.





Search suggestions

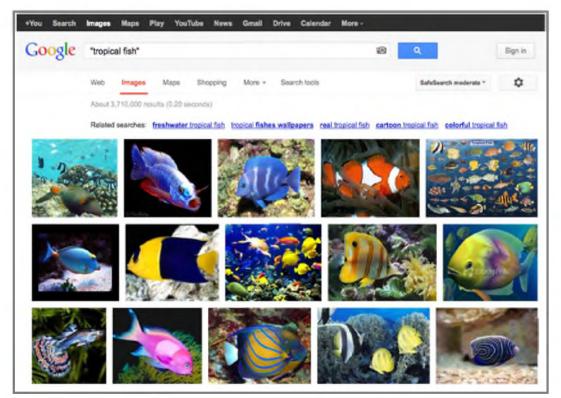
- Search phrases. Put quotes around a phrase so each word in the phrase isn't searched for separately. For example, if you put quotes around "sugar cookies", the search engine searches for that entire phrase in a web page. However, if you simply type sugar cookies, the search engine searches for each of the words individually, and it will find recipes for other types of cookies that have sugar in the ingredients.
- Exclude words. Use a hyphen (-) at the beginning of a word to exclude search results containing it. For example, macaroni -cheese. Note that there is a space before the hyphen, but not after it. In many search engines the word NOT (in all caps) is used, as in macaroni NOT cheese.
- ❖ Use OR. You can use OR (all caps) to include either of two search words. For example, soup recipe tofu OR fish should return recipes for soup that contain tofu or fish (or both). You could also search for soup recipe tofu OR fish OR chicken OR beef.
- Set Help. Go to your search engine's Help page for more tips.
- >>>> For more search tips, check out our <u>Search Better</u> tutorial.

Specialized Searches

Are you looking for **news articles**, **images**, **videos**, or **online stores**? You can use a **specialized search** to search for a specific type of content. For example, if you do an **image search**, the search will find and display images for you, instead of finding links to pages that may or may not have relevant images.

Generally, a search engine will include links at the top of the page to go to the specialized searches.





Searching for images





Introduction



Do you ever feel like the only person who doesn't use email? You don't have to feel left out. More than ever, email is easy to understand and use.

In this lesson, you will learn **what email is**, how it compares to **traditional mail**, and **how email addresses are written**. We'll also discuss various **types of email providers** and the **features and tools** they include with an email account.

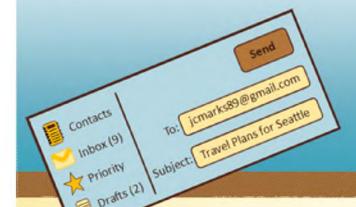
Page 2

Getting to Know Email

You may know that **email** (electronic mail) is a way to **send and receive messages** across the internet, but do you know how individual emails are sent or what they cost or how email compares to traditional "snail" mail? To get a better idea of what email is all about, review the infographic below and consider how you might benefit from its use.



UNDERSTANDING EMAIL



What is Email?

Email is a way to send and receive digital messages and content over the internet.

Snail Mail vs. Email

Address	Michelle Garcia 202 Cedar Lane Raleigh, NC 27601	mgarcia212@yahoo.com
Delivery	 Your envelop or package is delivered by a mail carrier Received in a home mail box or post office box 	 Your digital message is delivered electronically across the internet through various servers Received online in the Inbox of your email service provider (Gmail, Yahoo, Hotmail, etc.)
Time	 Average of 2 days for letters Average of 3-10 days for packages 	Instantly or within a few minutes if servers are busy
Contents	May include packets with documents or packages with larger items	May include attachments for digital documents, files, images, video and more
Costs	The price of stamps or	Free with internet connection

snipping for larger items

Email Advantages



Productivity Tools

Email is usually packaged with a calendar, address book, instant messaging and more for convenience and productivity.



Access to Web Services

If you want to sign up for accounts like Facebook, or order products from services like Amazon, you will need an email address, so you can be safely identified and contacted.

Easy Mail Management

Email service providers have tools that allow you to file, label, prioritize, find, group, and filter your emails for easy management. You can even easily control spam, or junk email.

Communicate with Multiple People

You can send an email to multiple people at once allowing you the option of having a conversation with several people or sending out a message to a hundred.

Private

You email is delivered to your own personal and private account with a password required for accessing and viewing emails.

Access Anywhere at Anytime

You don't have to be at home to get your email. You can access it from any computer or mobile device that gets an internet connection.





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Understanding Email Addresses

To receive emails, you will need an **email account** and an **email address**. Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly, because if you do not enter them exactly right, your emails will not be delivered or they might be delivered to the wrong person.

Email addresses are always written in a standard format that includes a **username**, the **@** (at) symbol and the **email provider's domain**. The **username** is the name you choose to identify yourself and the **email provider** is the website that hosts your email account.

Review the graphic for examples of how email addresses are written.



Sample Email Addresses



Page 4

About Email Providers

In the past, people usually received an email account from the same companies that provided their internet access. For example, if AOL provided your internet connection, you'd have an AOL email address. While this is still true for some people, today it's increasingly common to use a **free web-based email service**, also known as **webmail**. Anyone can use these services, no matter who provides their internet access.

Webmail Providers

Today, the top three webmail providers are **Yahoo!**, Microsoft's **Hotmail**, and Google's **Gmail**. These providers are popular because they allow you to access your email account from anywhere with an internet connection. You can also access webmail on your **mobile devices**.

>>> Visit the links below to compare the features of the three top webmail providers:

- Yahoo Features
- Hotmail Features
- Gmail Features



Top Webmail Providers

Other Email Providers

Many people also have an email address hosted by their company, school, or organization. These email addresses are usually for professional purposes. For example, the people who work for this website have email addresses that end with @gcflearnfree.org. If you are a part of an organization that hosts your email, they'll show you how to access it.

Many hosted web domains end with a suffix other than .com. Depending on the organization, your provider's domain might end with a suffix like .gov (for government websites), .edu (for schools), .mil (for military) or .org (for non-profit organizations).

information Management Software

Many companies and organizations use an information management application, like **Microsoft Outlook**, for communicating and managing their email. This software can be used with any email provider, but is most commonly used by organizations that host their own email.

>>>> Visit our Outlook 2010 tutorial to learn more about using this application.



Email Productivity Features

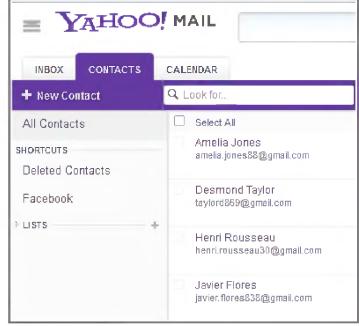
In addition to email access, webmail providers also offer various tools and features. These features are part of a productivity suite—a set of applications that help you work, communicate, and stay organized. The tools offered will vary by provider, but all major webmail services offer the following features:

• Instant messaging, or chat, which lets you have text-based conversations with other users. Check out our <u>Beyond Email</u> lesson to learn more about the basics of instant messaging.



Gmail's instant messaging client

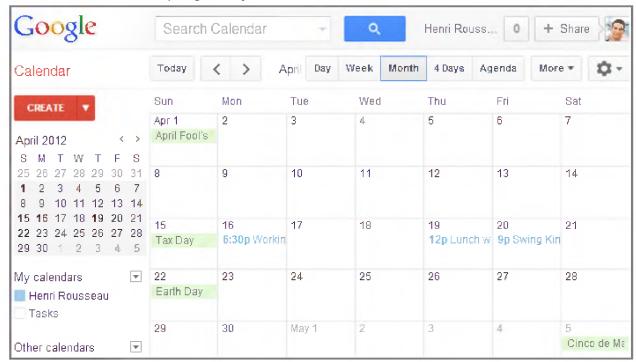
An online address book, where you can store contact information for the people you contact frequently.



Yahoo! Contacts

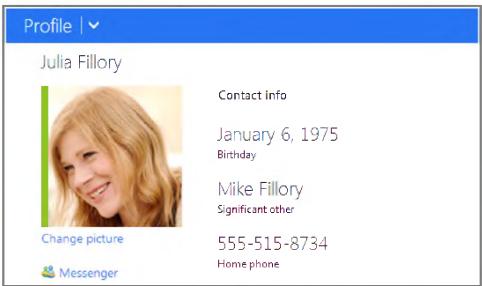


An online calendar to help organize your schedule and share that schedule with others.



Google Calendar

• A **public profile** that contains your name and basic contact information.



A Microsoft (Hotmail) profile

In addition, each provider offers some unique features. For instance, when you sign up for Gmail, you get access to a full range of Google services, including **Google Drive**, **Google Docs**, and more. Hotmail, on the other hand, offers connectivity with **SkyDrive** and **Microsoft Office Web Apps**. You can visit our tutorials on <u>Google Drive</u>



and Docs and SkyDrive to learn more.

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Getting Started With Email

You should now have a good understanding of what email is all about. Over the next few lessons, we will continue to cover essential **email basics**, **etiquette** and **safety tips**.



When you're ready, you can try one or both of the following:

Get Your Own Email Account:

If you want to sign up for your **own email account**, we suggest choosing from one of the three major webmail providers.

>>>> Follow the links below to sign up for an email account:

- Yahoo! Mail: Click Create New Account
- Hotmail: Click Sign Up Now.
- Gmail: Click Create an account. You can visit our lesson on Signing Up for a Gmail Account for help.

Learn How to Use an Email Program:

Keep in mind that **Email 101** will not show you how to use a specific email account. For that, you will need to visit our <u>Gmail</u> topic. It's a useful course for learning the basics, even if you ultimately end up choosing an email provider other than Gmail, such as Yahoo! or Hotmail. There, you will learn how to:

- Sign up for an email account
- Navigate and get to know the email interface
- · Compose, manage, and respond to email
- · Set up email on a mobile device

Beyond Email: More Ways to Talk Online

Once you've completed the lessons in this topic, you may wish to explore other popular ways of communicating and sharing online. Check out our <u>Beyond Email</u> topic to learn more about **online chat**, **text messaging**, **video chat**, **social networking** and more.







Page 1

Introduction



No matter what email service you choose, you'll need to learn how to interact with an **email interface**, including the **inbox**, the **Message pane** and the **Compose pane**. Depending on the email provider, the interface may look and feel different, but they all function in essentially the same way.

In this lesson, we'll talk about using an **email interface** to send and receive messages. We'll also discuss various **terms**, **actions** and **features** that are commonly used when working with email.

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Understanding the Email Interface

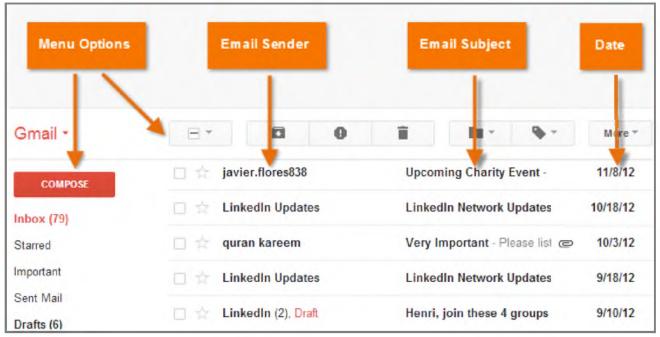
Below are some examples of different **email interfaces** from the top webmail providers: **Gmail**, **Yahoo!** and **Hotmail**. Review the images below to become familiar with various email interfaces.

Keep in mind that these examples will only provide a general overview. You can visit our <u>Gmail</u> topic to learn how to use an email application in detail.

Inbox

The **inbox** is where you'll view and manage **emails** you receive. Emails are listed with the name of the **sender**, the **subject** of the message and the **date received**.

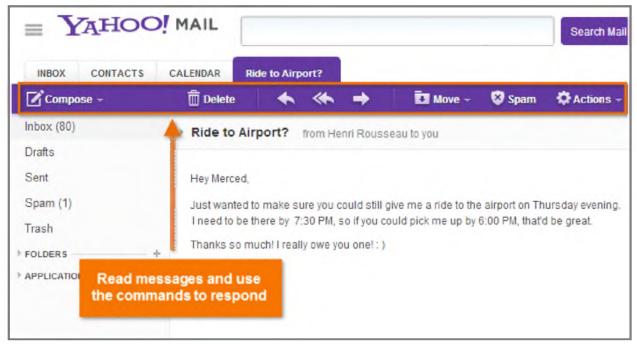




Gmail inbox

Message Pane

When you select an email in the inbox, it will open in the **Message pane**. From here, you can **read the message** and choose **how to respond** with a variety of commands.

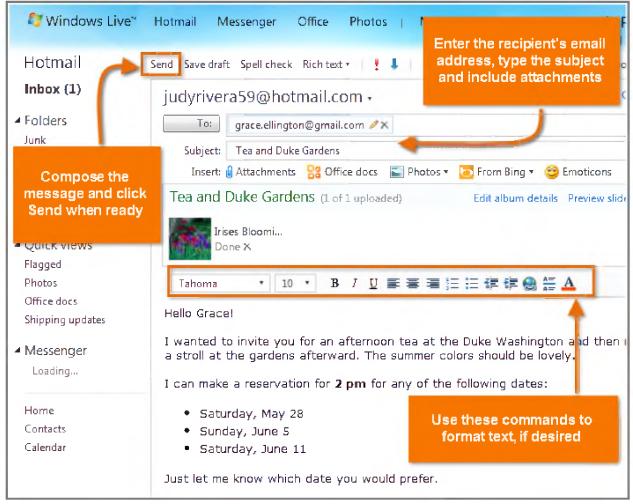


Yahoo! Message pane



Compose Pane

You can click the **Compose** or **New button** from your inbox to open the **Compose pane** to create your own email message. From here, you'll need to enter the **recipient's email address** and a **subject**. You'll also have the option to upload files (photos, documents, etc.) as **attachments** and **add formatting** to the message.



Hotmail Compose pane

A Compose pane will also appear when you select **Reply** or **Forward**. The text from the original message will be copied into the Compose pane.

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All email applications use certain **terms** and commands that you will need to understand before using email. Click the buttons in the interactives below to learn more about basic email terms and commands.

The examples below use **Gmail's Compose pane** and **Message pane** to introduce basic email terms, but these will still be applicable for Yahoo! or Hotmail.

