

TECH SAVVY SENIORS

The NSW **Tech Savvy Seniors** program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Literacy Strategy.

'Victorian Tech Savvy Seniors' is a Seniors Card Age Friendly Partners program with Telstra delivering training through rural and remote libraries across Victoria.

INTRODUCTION TO THE INTERNET

Part 2

BEGINNERS GUIDE



TOPIC	INTRODUCTION THE INTERNET - PART 2
WELCOME TO THE INTERNET!	<p>So you have an internet connection, a computer with a web browser and know the very basics of hyperlinks and search. Now it's time to make the most of what you've learned.</p> <p>There are literally millions of internet sites to explore, and Part 2 of our <i>Introduction to the Internet Workshop</i> will walk you through how to make the most of them.</p>
WHO IS THIS WORKSHOP FOR?	<p>You may be looking to extend what you learned in the <i>Introduction to the Internet Part 1</i> workshop with some practical activities, or perhaps you just want some hands-on experience to see if a home broadband connection is worthwhile. Either way, this session will get you surfing the internet.</p>
WHAT YOU'LL NEED	<p>An internet-connected laptop or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop.</p>
WHAT YOU'LL LEARN	<p>This session expands on what was covered in Part 1 of our <i>Introduction to the Internet</i> workshop.</p> <p>First, we'll go through some of the features of your web browser that can make navigating the web much easier.</p> <p>Second, we'll look at important browser add-ons that will let you see all the web has to offer, including videos and music.</p> <p>Then we'll get you started with some of the best sites for common things you might like to do on the internet.</p> <p>Finally, we'll provide some tips for keeping yourself safe online.</p>

TIMETABLE

This session will be broken into ten parts, with a 15 minute break in the middle. As always, feel free to ask questions at any time.



SUBJECT	DURATION
Introduction and review	10 minutes
Scrolling and navigating	15 minutes
Downloading	15 minutes
Using tabs	15 minutes
Using favourites	15 minutes
Changing your home page	10 minutes
Break	15 minutes
Enlarging a web page	10 minutes
Watching movies and listening to music: add-ons and players	15 minutes
Some of our favourite things: travel, maps, genealogy and news	15 minutes
Staying safe online	10 minutes
Summary	10 minutes
TOTAL	155 minutes

SUBJECT	INTRODUCTION AND REVIEW
TIME 	10 minutes
RECAP 	<p>If you attended Part 1 of our <i>Introduction to the Internet</i> workshop, you should already be familiar with the basics of accessing the web. In that session we covered:</p> <ul style="list-style-type: none"> ▶ How to get connected to the internet ▶ Starting up your web browser ▶ How to load a web page and use the Scroll bar to move up and down the page ▶ What hyperlinks are, and how to navigate using them ▶ How to perform a basic internet search ▶ How to go backwards and forwards through pages you've already visited. <p>This session builds upon those early sessions, but if you feel you need to recap some of the lessons, just ask your presenter to walk you back through their key points.</p> <p>Much of today's session will explain the additional features of your browser. We'll also get you started with some of the web's best sites, and give you some quick tips about staying safe while browsing.</p>

SUBJECT

SCROLLING AND NAVIGATING

TIME 

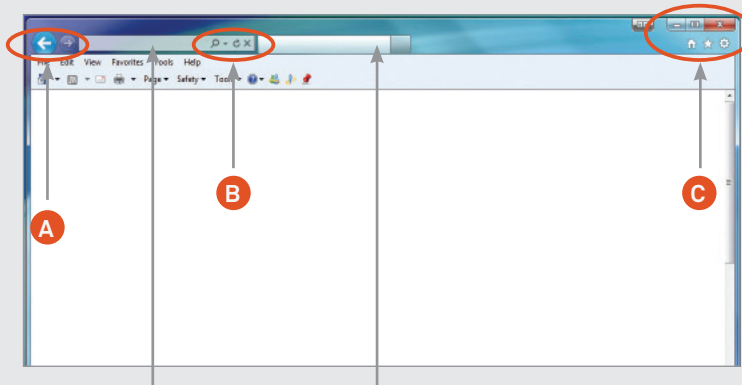
15 minutes

MOVING BETWEEN WEB PAGES



We touched on some of the basics of navigating and moving around a web page in Part 1 of our *Introduction to the Internet*, but we'll look into it a bit further here.

First, you need to open the web browser. On a Windows computer, that means clicking the Internet Explorer icon. When the browser opens, you'll see buttons, icons and headings representing various features, tools, search and navigation controls.

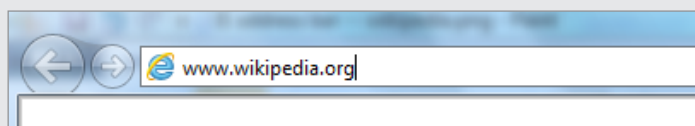


Address bar Enter a website address or a search term here to find what you're looking for

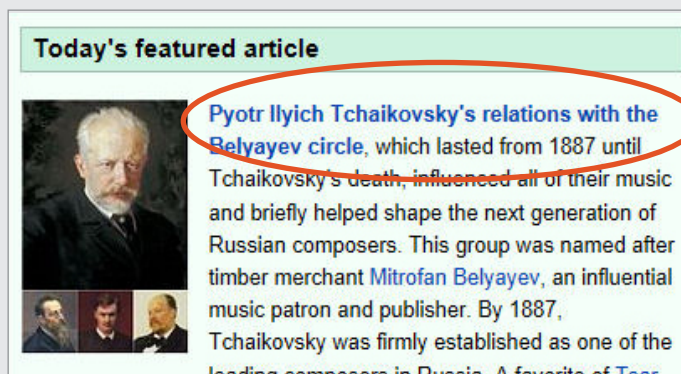
Tab Shows the title of the website in the open window

When it comes to moving around the web, the three main ways include:

1. Typing the address of a webpage in the **Address bar**



2. Clicking on a **link**



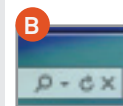
Links can be text or images. Text links will be highlighted, typically in blue, and often underlined.

From left to right



Back Go back to a previously viewed web page

Forward Go forward to a previously viewed web page



Search engine selector Click the adjacent down-arrow to choose preferred search engine (google, bing, yahoo)

Refresh Reloads web page, so you know you're looking at the most current version

Stop Stops current page from loading

From left to right (from the top)



Minimise Shrinks the web browser window into the Start bar

Maximise Expands the browser window to fill your monitor

Close Shuts down web browser

Home Reverts to web browser's home page, the one you see when you first start Internet Explorer

Favourites Displays websites saved as favourites

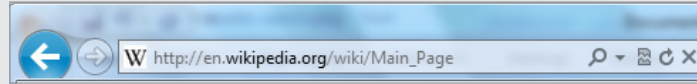
Tools Access zoom, print and other functions

MOVING BETWEEN WEB PAGES

When you move the mouse pointer over a link, text or image, the cursor will change. (In Internet Explorer, it will change from an arrow to a hand with a pointing finger).

When you move your mouse over a link, you'll also see, at the bottom left of the browser window, what address the link points to.

3. Using the browser buttons



The browser arrow buttons allow you to go back to a previous page, or forward again if you've already been to a page.

There are also **Home** and **Favourites** buttons in the browser bar that can be used to navigate; we'll be looking at them in more detail shortly.

MOVING AROUND THE PAGE

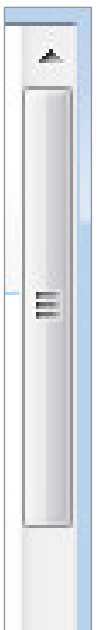


Most web pages are too big to fit on the screen all at once. Many are too long, some are too wide.

If a page is too long, a **Scroll** bar will appear on the right-hand side of the window. If it's too wide, a bar will appear at the bottom of the window.

You can move the page up and down (and left and right) by moving your mouse pointer to the Scroll bar. Then (left) click on it and hold down the mouse button and move the bar up and down.

The Scroll bar lets you move up and down a web page




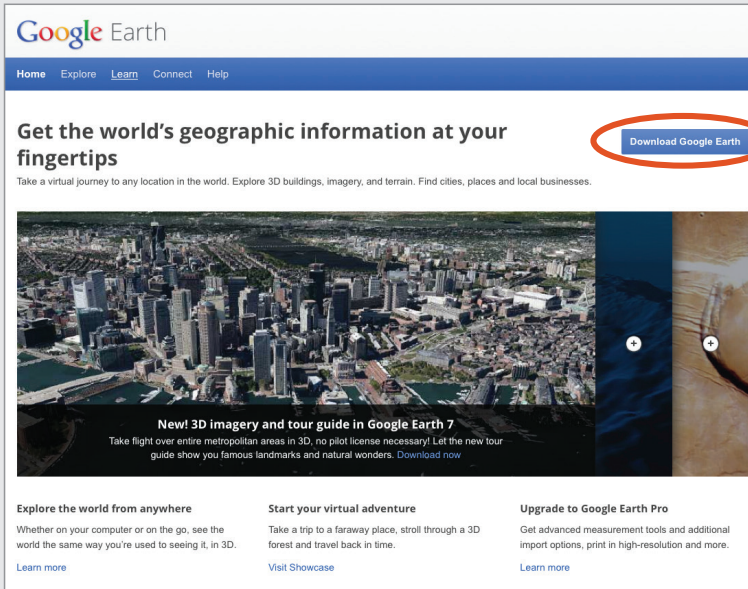


THE SCROLL WHEEL AND ARROW KEYS

Using the Scroll bars can be a little slow, but there are alternatives.

If you're on a Windows computer, you probably have a mouse with a scroll wheel on it. That's the little wheel between the left and right mouse buttons. By spinning that wheel forward or backward, you can move the page up and down.

You can also use the arrow keys on your computer's keyboard to scroll the page up and down (and left and right).

SUBJECT	DOWNLOADING
TIME 	15 minutes
OVERVIEW 	<p>Sometimes you come across a link that doesn't point to another web page, but to a file. This is a download link.</p> <p>When you click on that link you'll be given the option to save the file to a folder on your computer.</p> <p>Using this method, you can download information, music and other media to your computer, as well as get new games and programs you can install on your computer. Let's run through a quick example to see how this works.</p>
DOWNLOADING A PROGRAM 	<p>Google Earth is a program you can download from the internet that lets you view satellite images from all over the globe, including landforms, buildings, oceans, cities and even your own house. Here's how to get it.</p> <p>Open up your browser.</p> <p>Type www.earth.google.com into the Address bar.</p> <p>Click Download Google Earth from the Google Earth home page, then click Agree and Download on the next page to accept Google Earth's privacy policy.</p> <div data-bbox="446 1182 1212 1769">  <p>The screenshot shows the Google Earth homepage with a navigation bar (Home, Explore, Learn, Connect, Help). The main heading is 'Get the world's geographic information at your fingertips'. A red circle highlights the 'Download Google Earth' button in the top right corner. Below the heading is a large image of a city skyline with a 'New! 3D imagery and tour guide in Google Earth 7' banner. At the bottom, there are three columns of text: 'Explore the world from anywhere', 'Start your virtual adventure', and 'Upgrade to Google Earth Pro'.</p> </div> <p>A box will appear asking you what you'd like to do with the file you're trying to download. Click Save and OK.</p> <p>That will save the Google Earth file to your computer's Downloads directory.</p> <p>A download progress bar will appear, until the download is complete.</p>

DOWNLOADING A FILE

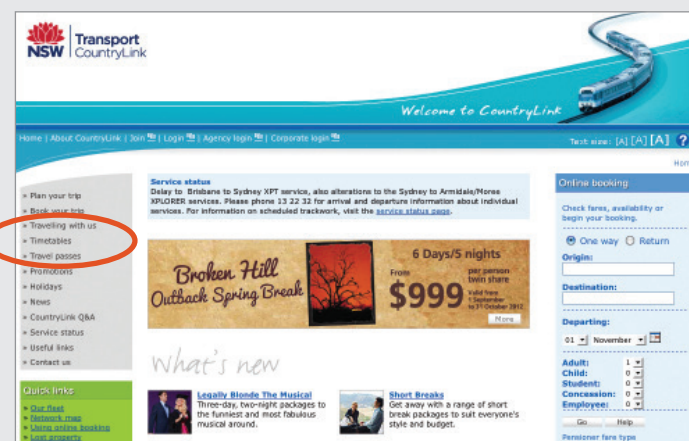


Many transport websites provide route and timetable information that you can download to your computer and refer to whenever you need to, without having to be online. You can even print copies to take with you when you leave home.

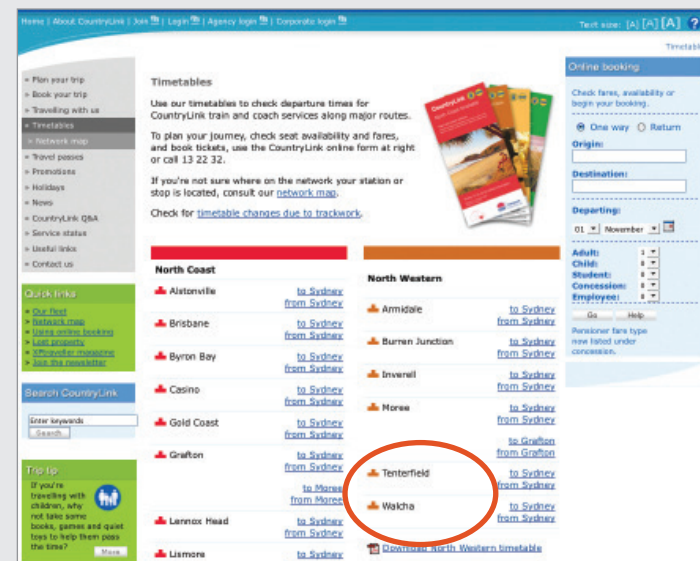
Open up your **browser**.

In the Address bar, type **www.countrylink.info**

Click **Timetables** in the top left of the page.



Select a route from the drop-down menu in the centre of the page, then click **Timetable**.



A box will appear asking you what you'd like to do with the file you're trying to download. Click **Save**, then **OK**.

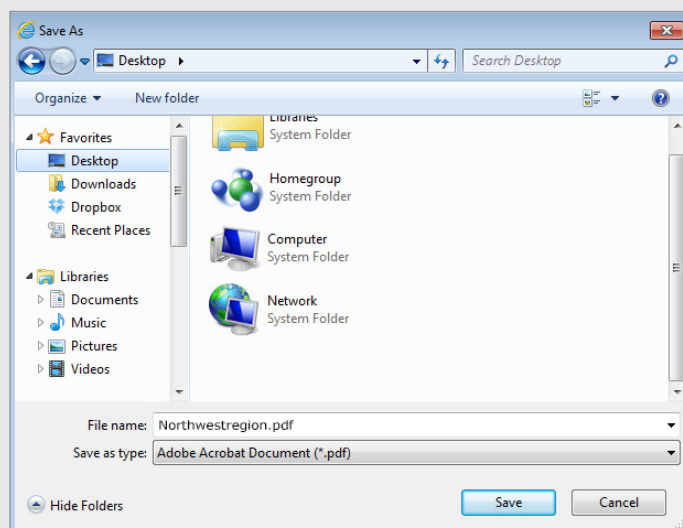
- » Travelling with us
- » Timetables
- » Travel passes

- » Tenterfield to Sydney from Sydney
- » Walcha to Sydney from Sydney
- » Download North Western timetable

DOWNLOADING A FILE



That will save the file to your computer's **Downloads** directory. You can also click on the little arrow next to **Save** and select **Save As**. If you do that, you'll be asked where on your computer you want to save the file. Choose **Desktop**, then **Save**.





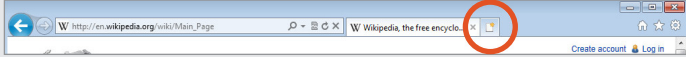



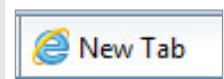
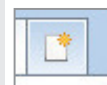
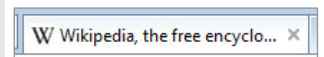
A download progress bar will appear, until the download is complete. (If the file is very small, the bar will disappear very quickly!)

BE CAREFUL ABOUT WHAT YOU DOWNLOAD

Downloading programs and files from the internet can be dangerous, as they may contain viruses that can spy on or control your computer.

We'll cover more on this in our cyber safety session, but if the source of the download seems suspect, don't download the file. Major sites like Sydney Buses or Google are generally safe, but more obscure ones may not be.

SUBJECT	USING TABS
TIME 	15 minutes
OVERVIEW 	<p>Browsers can actually have more than one web page open at a time. In fact, you can have an infinite number of web pages open at once.</p> <p>This is really useful if you want to keep a page open for reference later. It's also handy if you're reading an article and you see a link you'd like to follow but don't want to stop reading the article to do so. You can just open the link in the background and go back to it later.</p>
TABS IN ACTION 	<p>You can see the tabs at the top of your browser Window. By default there's only one. It's the box with the web page description in it.</p>  <p>Next to that tab you'll see a little box. Move your mouse over it and you'll see the new tab icon appear. Click on that icon.</p>  <p>A new tab will appear. You can go to any address you like in this new tab.</p>  <p>You can always switch between open tabs by just clicking on the tab you want to go to.</p> <p>You can also always open more tabs by clicking on the New Tab button.</p> <p>Click on the little X in a tab to close that particular tab.</p>

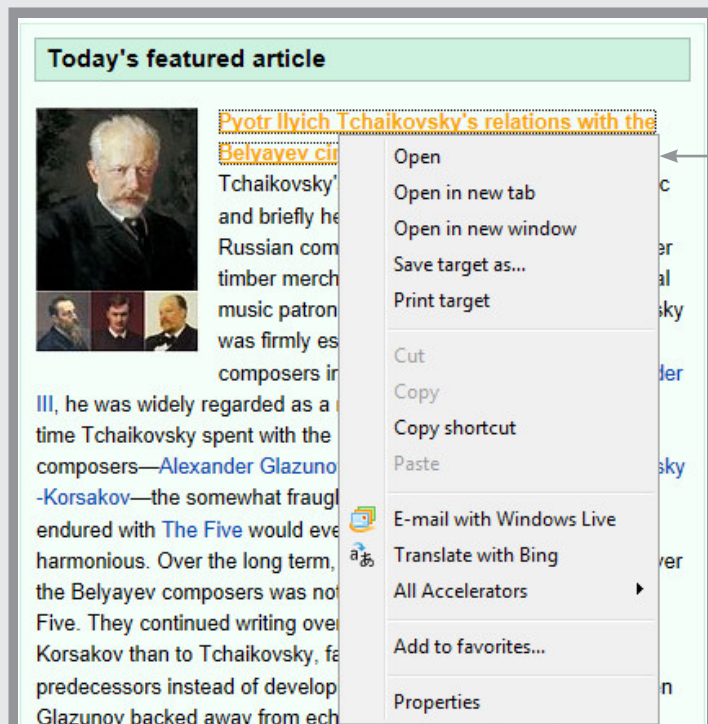


TABBING WHILE READING



So you're reading an article, and want to follow a link, but don't want to leave the article just yet. You can have your browser open a tab in the background and load the page ready for you to read it later.

To do this, instead of left-clicking on a link, right-click on it instead. What will appear is called the **Context Menu**.



In Internet Explorer, right-click a link to view the Context Menu and open a new tab

One of the options in the context menu is **Open in New Tab**. Left-click on that. A new tab will open in the background and the page will start loading.

If you have a mouse with three buttons, you can also just use the third or middle mouse button when clicking on a link. This will also open in it a new tab.




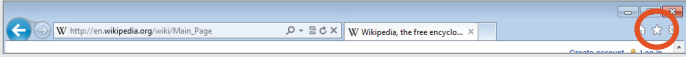
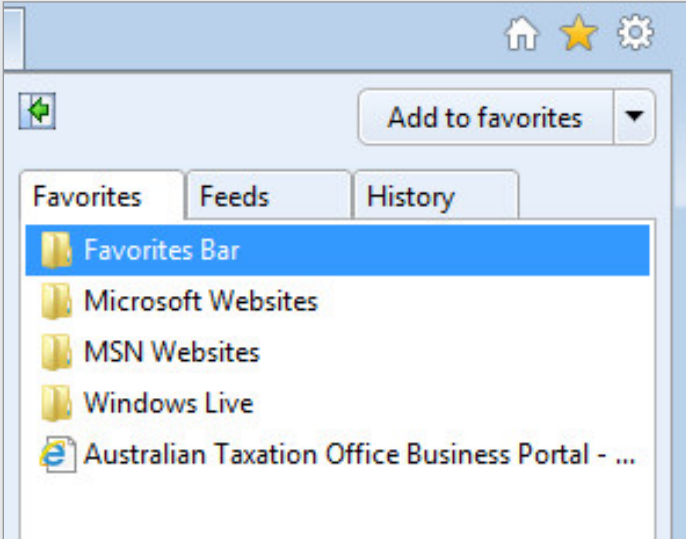
If you have a Mac computer, hold down the **Command** button on the keyboard while clicking a link to open it in a new tab.



If you're using a Windows PC, you the scroll wheel on your mouse can be used to open a new tab



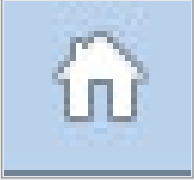

THE MIDDLE BUTTON




Most mice connected to Windows computers have three mouse buttons, but the third button is often cleverly hidden. In many cases the scroll wheel is actually the third mouse button. If you push it down (rather than spinning it), it will open a link in a new tab.

SUBJECT	USING FAVOURITES
TIME 	15 minutes
OVERVIEW 	<p>It's likely you'll end up with a number of web pages you like to visit a lot. Instead of having to always type in their address, you can bookmark them instead. That creates a quick link in your browser that you can just click on instead of retyping the address.</p> <p>In Internet Explorer, these are called Favourites. In other browsers, they're just called Bookmarks.</p>
ADDING A BOOKMARK 	<p>In Internet Explorer, the Favourites button is the star icon on the top right.</p>  <p>Go to a web page you like. It can be any web page.</p> <p>Left-click on the Favourites icon.</p> <p>This shows your current list of favourites. All browsers come with a few favourites built in.</p>  <p>Click on Add to Favourites.</p> <p>The web page will now be added to your Favourites list. Whenever you click on Favourites again, you will see it.</p> <p>To open a bookmarked website, just open up the Favourites bar and left-click on it.</p>



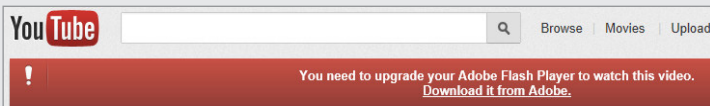


Favourites

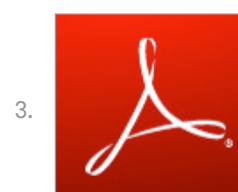
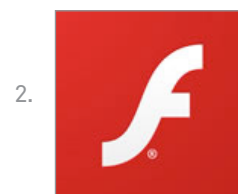
SUBJECT	CHANGING YOUR HOME PAGE
TIME 	10 minutes
OVERVIEW 	<p>Your browser Home page is like a super bookmark. It's the page that the browser opens to whenever you start it up. It's also the page the browser goes to whenever you left-click on the Home button (in Internet Explorer, that's the button that looks like a little house).</p>  <p>← Home button</p> <p>Most browsers come with a default Home page. On Internet Explorer, for example, the default Home page is usually NineMSN's news page.</p> <p>You can change that, however. A lot of people, for example, set www.google.com as their Home page, because it's the page they use the most. Some people like to start their browser with a blank page.</p>
SETTING A NEW HOME PAGE 	<p>In Internet Explorer, it's easy to change your Home page. First you go to the web page that you'd like to set as your home.</p> <p>Now right-click on the Home button. A drop-down menu will appear.</p> <div data-bbox="448 1178 1129 1648"> </div> <p>Move your mouse to Add or Change Home Page and left-click.</p> <p>Select Use this Web Page as Your Only Home Page.</p>

SUBJECT	ENLARGING A WEB PAGE
TIME 	10 minutes
HOW TO ZOOM 	<p>Sometimes you just come across a web page that's really hard to read. If you find the text is too small, it's really easy to zoom in.</p> <p>On your keyboard, hold down the Control (Ctrl) key and press the + button to zoom in and make the text bigger. (You can zoom out again by holding down Ctrl and pressing -)</p> <p>Another way you can do it is to left-click on the Tools icon at the top right in Internet Explorer, move your mouse over Zoom (100%) (but don't click), then select the percentage you'd like to zoom to. </p> <p>The browser will remember your zoom level, so you don't need to change it for every page.</p>

Tools icon






SUBJECT	WATCHING MOVIES AND LISTENING TO MUSIC
TIME 	15 minutes
ADD-ONS AND PLAYERS 	<p>Many sites have embedded content that you can only see if you have the right browser add-on.</p> <p>Most commonly, this is for multimedia sites that have video or music that plays as part of the site.</p> <p>A good example is the popular video site YouTube (www.youtube.com), which requires an add-on to play the videos embedded in the site. Without the add-on, you can't watch videos.</p> <p>If you come across a site like this, a link embedded in the site will tell you which add-on you need to play the media.</p> <p>An add-on is program that you download and install (we covered downloading earlier on pages 6–8). Once you've done that, the add-on 'upgrades' your browser so that it can view the content that required it. Once you have an add-on installed, it works for all sites.</p> <p>Two major add-ons work for the vast majority of sites: Adobe Flash and Java. Don't worry about installing them straight away – when you go to a site that needs the add-on, a banner will indicate that you need it and provide a link to where you can download it.</p> <div data-bbox="445 1207 1158 1312">  </div>

Common add-ons





1. Java
2. Flash
3. Acrobat

Websites will indicate when you need to download an add-on

SUBJECT	SOME OF OUR FAVOURITE THINGS
TIME 	15 minutes
LET'S EXPLORE 	<p>You should now have all the tools you need to be an expert web browser. You might now be looking for a good place to start your browsing, however. Below we've listed some of our favourite sites; you can try visiting some of them while the session is on, and try even more when you get home.</p> <p>Just type in the web address (the bold text) into your browser Address bar to head to the site.</p>
SEARCH 	<p>www.google.com The home page of Google, the world's largest search provider.</p> <p>www.bing.com Bing is Microsoft's alternative to Google.</p>
HELP 	<p>www.greypath.com Basic computing help and tips for people over 50.</p> <p>www.youtube.com/telstra For 'know how' video demonstrations.</p> <p>www.bbc.co.uk/webwise/ A great site for internet beginners.</p>
NEWS 	<p>www.abc.net.au Home of the ABC. You can even watch episodes from ABC television and listen to ABC radio.</p> <p>www.fairfax.com.au A portal to all the sites of Fairfax media, including the <i>Sydney Morning Herald</i> (www.smh.com.au) and <i>Melbourne Age</i> (www.theage.com.au).</p> <p>www.news.com.au The web page of News Corp, which owns <i>The Australian</i>, <i>The Telegraph</i>, <i>Courier Mail</i> and many more.</p>

WEATHER 	<p>www.bom.gov.au Go straight to the source with the Bureau of Meteorology.</p> <p>www.weatherzone.com.au Another great weather site.</p>
VIDEO AND PHOTOS 	<p>www.youtube.com Where people can post their homemade videos for sharing with the world.</p> <p>www.flickr.com A site for photo sharing.</p>
TRAVEL 	<p>www.travel.com.au A great site for finding travel information and deals.</p> <p>www.expedia.com.au Another site with extensive travel and weather information.</p>
GENEALOGY 	<p>www.familysearch.org If you're looking to find out more about your family history, this is an excellent place to start.</p>
SHOPPING Most shopping starts with a Google search for the specific item you want (since there are tens of thousands of online stores), but you can also try: 	<p>www.shopbot.com.au A site that automatically compares prices for specific goods across hundred of online stores.</p> <p>www.ebay.com.au A site where you can bid in online auctions, and even auction your own stuff off.</p>
GOVERNMENT 	<p>www.gov.au The main page of the Australian government, which has link to all sorts of federal and state government services, including the Taxation Office (www.ato.gov.au), voting and registry services and much, much more.</p>

SUBJECT	STAYING SAFE ONLINE
TIME 	10 minutes
OVERVIEW 	<p>Now that you have the tools to confidently explore the internet, we should finish with a word of warning: you need to be careful who to trust.</p> <p>There are no rules about who can publish a website and very few regulations about what can be published online. Also people can say they are whoever they want, so you need to be wary of scammers.</p> <p>Therefore you need to be careful about who you give your personal information to, where you buy things and what you download.</p> <p>You should not give personal information to strangers or buy things from stores you don't trust. You should also not download and install software from flaky sites.</p> <p>We'll cover this in more detail in our <i>Introduction to Cyber Safety</i> workshop.</p>

SUMMARY

Congratulations, you're now a master of the web browser. You can now start to really see all the web has to offer. Here's a quick review of the topics covered in today's workshop.

TIME

10 minutes

RECAP



- ▶ How to navigate web pages using your browser's scroll bar, back and forward buttons
- ▶ How to download a file from the internet
- ▶ How to use tabs, add favourites, set a Home page and zoom in on a web page
- ▶ What add-ons and players are, and why you need them.

ADDITIONAL WORKSHOPS

If you really want to know how to get the best of the internet, we have further Everyone Connected sessions as well. When you complete the rest of the Beginners course, you should be able to:

- ▶ Know how to stay safe online
- ▶ Know how to compose and send emails
- ▶ Do all your banking and shopping online
- ▶ Share photos and stay in contact with loved ones
- ▶ Use smartphones and tablets to make calls and access the internet.

GLOSSARY



TERM	EXPLANATION
ADOBE FLASH	An add-on for your browser that lets it play online videos (as well as other file types).
BROADBAND	A fast, always-on internet connection.
BROWSER	A program used for viewing web pages. Internet Explorer, Safari, Chrome and Firefox are examples of browsers.
DIAL-UP	A type of internet connection in which a modem dials a phone number to connect to the internet.
DOMAIN NAME, ADDRESS OR URL	A web page's unique code that allows you to find it among the billions of other web pages on the internet.
DOWNLOAD	To transfer information (data) from the internet to your computer.
HOME PAGE	This can either refer to your home page, which is the page that your browser opens to, or the home page of a specific web site, which is the 'base' page that links to all the others and the first page you generally see when you visit that site.
INTERNET	A worldwide network that allows computers to exchange information with each other.
KILOBITS PER SECOND (Kbps), MEGABITS PER SECOND (Mbps)	A way of measuring how much data an internet connection transfers every second. 1Mbps=1024kbps.
KILOBYTE (KB), MEGABYTE (MB), GIGABYTE (GB)	A way to measure an amount of data transferred or stored (the same as your computer's hard disk or memory). 1GB = 1024MB = 1048576KB
LINK (OR HYPERLINK)	A shortcut that connects one web page to another.

GLOSSARY



TERM	EXPLANATION
TAB	A web page that you have open in your browser. You can have multiple tabs open, each with a different web page.
ONLINE	Connected to the internet.
WEB PAGE	A document on the internet.
WEBSITE	A collection of web pages about the same subject that are published by the same person or organisation.

VICTORIAN TECH SAVVY SENIORS

Everyone can benefit from being connected and online irrespective of their age, income, ability or geographical location. The Victorian Tech Savvy Seniors Program is a Seniors Card Age Friendly Partners Program in partnership with Telstra.

DISCLAIMER

The information contained in this publication and any accompanying materials is strictly for educational and informational purposes. The publication and any accompanying materials do not constitute the promotion, endorsement or approval of any product or service referred to, shown or demonstrated in the publication and any accompanying materials.

The publication and any accompanying materials are designed to be used as an initial reference only. They are not intended to be a comprehensive guide or to apply in all situations.

Reasonable endeavours have been made to ensure that information appearing in this publication and any accompanying materials was correct at the time of production. However, the authors, producers and presenters of this publication and any accompanying materials (the Relevant Persons)* make no representation or warranty as to the accuracy, reliability, completeness or currency of the information in this publication and any accompanying materials.

The information and any advice provided in this publication and any accompanying materials is provided solely on the basis that the audience will be responsible for making their own assessment of the matters discussed herein and are advised to verify all relevant representations, statements and information.

* The Relevant Persons:

- exclude, to the maximum extent permitted by law, all express or implied warranties of any kind in relation to any information in this publication and any accompanying materials;
- are under no obligation to update any information in this publication and any accompanying materials or correct any inaccuracy on this publication and any accompanying materials which may become apparent at a later time; and
- reserve the right, in their absolute discretion, to delete, alter or move the publication (and any accompanying materials) and any of the contents therein (including the terms and conditions of this disclaimer) at any time without notice.

* The Relevant Persons include any individual, company, partnership or government department involved in the making of the publication and their respective officers, employees and agents.

TRADEMARK NOTICE

All product names or websites referred to in this instructional publication may be the trademarks of third parties.

INTELLECTUAL PROPERTY NOTICE AND DISCLAIMER

Copyright© Telstra Corporation Limited (ABN 33 051 775 556) and the New South Wales Office of Ageing. All rights reserved. Third party copyright and trademarks reproduced with consent by Telstra Corporation Limited (ABN 33 051 775 556). The material is protected by copyright under the laws of Australia and, through international treaties, other countries. No part of these materials may be released, distributed, reproduced, copied, stored, or transmitted in any form or by any means whether electronic, mechanical, recording or otherwise except for your own information, research or study.