Tech Savvy Seniors

INTRODUCTION TO THE INTERNET
QUICK REFERENCE GUIDE

For people who didn't grow up with computers, the internet can seem strange and overwhelming. The internet, however, is quite user-friendly, and anybody is capable of accessing millions of websites, sending emails, shopping and banking online, and much more.

HOW DO I CONNECT TO THE INTERNET?

To be able to access all the internet has to offer, you will need an internet account with an internet service provider (ISP). ISPs like Telstra BigPond provide these accounts usually for a monthly fee, much like a phone service.

You will also need what's called a modem (or modem router). It's a small box that converts data signals from your computer to something that can be sent across the internet. Your ISP will be able to sell you a modem when you set up an account with them.

TYPES OF INTERNET ACCESS

There are six major types of internet access:

1. Old fashioned dial-up, which makes telephone calls to an ISP and uses coded screeches and squeals to transmit data. You can't make or receive phone calls while connected via dial-up to the internet.

2. ADSL, which uses a special modem to transform your existing phone line into a high-speed phone line. You can chat on the phone at the same time you use the internet.

3. 3G/4G which uses mobile phone networks to connect you to the internet.

4. Satellite, which transmits data from satellites.

5. Cable, which uses pay TV cables for data.

6. NBN, which uses a mix of technologies

Not all services are available in all areas. Your ISP will tell you which ones are available to you.

TYPES OF INTERNET SERVICES

- Email

- Video and voice chat

- Enjoy movies, music and radio

- Surf the web

- Manage your finances

- Shopping

SPEED AND QUOTAS

There are different speeds and different monthly quotas available on different internet accounts.

- The speed of a connection determines how fast web pages appear. It also can affect things like the quality of video chats. Speed is measured in kilobits per second (Kbps) or megabits per second (Mbps), with 1mbps equal to 1000kbps.

- The monthly download quota determines the volume of data and media you can download before your ISP either cuts you off, slows down your connection or charges you extra (depending on the specifics of your internet account agreement). Volumes are measured in gigabytes (GB) and sometimes megabytes (MB), where one GB is equal to 1000MB.

NAVIGATING AROUND THE WEB

Using your web browser

Browsing the internet once you're connected is easy! Just follow these steps:

1. On computers using the Microsoft Windows operating system, start the Edge program by clicking on the Edge logo. On Apple Macintosh computers, start the Safari browser program.

2. Once the browser is started, you'll see an Address bar at the top of the window. This is where we will type the address of the site you want to visit. On most computers, there's a default website that the browser will automatically go to when it starts.

3. Take your mouse pointer and click on the Address bar. Now into the Address bar type the web address of the site you want to visit (eg. www.wikipedia.org), then press Enter on your keyboard.

MOVING AROUND THE WEB

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

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

2. Clicking on a link. When you visit a web page, you'll notice that some words on the page are highlighted in blue (and sometimes underlined). These are called hyperlinks – they take you to another page when you click on them. Pictures can also be hyperlinks. If a picture is a hyperlink, your mouse pointer will change when you move your mouse pointer over it.

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

You can also navigate using the Home and Favourites buttons, found in the browser bar.

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.

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

If you're on a Windows computer, you can also use the arrow keys on your keyboard, or the scroll wheel (that's the little wheel on your mouse; by spinning that wheel, you can move the page up and down.)

PERFORMING A WEB SEARCH

You're not expected to remember the address of every site you visit. To find pages relevant to a topic of interest to you, you just have to perform a search.

There are a number of popular web search tools, but the most popular is Google™ search engine.

1. To search the internet with the Google™ search engine, type www.google.com into the Address bar of your web browser.

2. The Google search engine main page will appear. In the middle of the page is the Google search bar.

3. Take your mouse pointer to the search bar, click on it, type in whatever it is you're interested in searching for information on, then press Enter. It can be several words or one, and you'll get better results the more specific you are.

4. The search results page will appear. The Google search will respond with pages it thinks are the most relevant to your search terms. The results page will have clickable blue links to a host of web pages.

5. At the top of the page are ads, which are highlighted in the page.

6. If a web page description looks right to you, move your mouse pointer to the blue link and click on it. You can always come back here by clicking on the Back arrow in your browser.

7. You can see more results by scrolling down and clicking on Next.

8. You can go back to www.google.com at any time to perform a new search.

USEFUL WEBSITES

- www.google.com
- www.youtube.com/telstra
- www.bbc.co.uk/webwise/
- www.abc.net.au
- go.bigpond.com
- www.bom.gov.au
- www.youtube.com
- www.flickr.com
- www.shopbot.com.au
- www.ebay.com.au

USING FAVOURITES

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 creates a quick link in your browser that you can just click on instead of retyping the address. In Edge, these are called Favourites. In other browsers, they're just called Bookmarks.

Adding a Bookmark

1. Go to a web page you'd like to bookmark.

2. Left-click on the Favourites icon.

3. Click on Add.

4. The web page will now be added to your Favourites list. Whenever you click on Hub (the half star icon to the right) again, you will see it.

To open a bookmarked website, just open up the Hub and left-click on it.

ENLARGING A WEB PAGE

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.

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 –)

DOWNLOADING

Using tabs

Browser tabs let you have more than one web page open at once.

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.

If you'd like to have others open, follow these steps:

1. Click on the plus symbol to the left of the tab already open.

2. A new tab will appear. You can go to any address you like in this new tab; it won't affect your original tab.

3. You can always switch between open tabs by just clicking on the tab you want to go to.

4. You can also always open more tabs by clicking on the plus symbol.

5. Click on the little X in a tab to close that particular tab.

STAYING SAFE ONLINE

The internet is not without its pitfalls. For any new user to the internet, knowing how to stay safe online is a key lesson. Some important things to remember:

• Don't open email attachments unless you know they're safe.
• Don't give out your personal information to strangers, either in email or on websites.

- People can lie about who they are on email. An email may say it's coming from your bank, but really it might be someone trying to rob you. If you're concerned, call your bank directly.
- Don't install programs downloaded from untrustworthy sources.
- Be very careful about who you give your credit card details to.
- Install internet security software to help protect your PC and your files.
- Always err on the side of caution!

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