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 3

INTERMEDIATE GUIDE

IT'S HOW WE CONNECT

SENIORS CARD

AGE FRIENDLY PARTNERS PROGRAM

NSW GOVERNMENT

TOPIC	**INTRODUCTION TO THE INTERNET – PART 3**
DOWNLOADING PROGRAMS AND MEDIA	For many people, CDs , DVDs, books, tapes and other physical media are becoming a thing of the past. Today you can download movies, music, television shows and books from the internet without leaving your home. You can also get new programs and games for your computer very easily, without ever having to step into a store. This workshop walks you through how to join that revolution.
WHO IS THIS WORKSHOP FOR?	You may want to build on what you've learned in the first two Introduction to Internet workshops by completing the series with this session, or maybe you've heard that you can find music, books and movies online, but aren't sure where to look or what you need to access entertainment content and save it to your computer. This workshop shows you how.
WHAT YOU'LL NEED	▶ An internet-connected laptop/notebook or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop. ▶ An email address; either the Gmail account created in the *Introduction to Email Part 1* workshop, or another email account. ▶ A credit card for setting up an iTunes account. (If you already have an iTunes account, you won't need this.)
WHAT YOU'LL LEARN	We'll learn how to install and use iTunes, one of the most popular online stores for media. We'll also look at some of the alternatives to iTunes, how to play the media you've downloaded, and how you can download new programs for your computer.

TIMETABLE

This session is divided into sections, with a short break in between. Remember, ask questions at any time.

SUBJECT	DURATION
Introduction and review	10 minutes
Downloading and installing iTunes	40 minutes
Break	15 minutes
Choosing and downloading your media*	25 minutes
Viewing or listening to your downloads	20 minutes
Downloading other programs	20 minutes
Summary	10 minutes
TOTAL	140 minutes

SUBJECT	**INTRODUCTION AND REVIEW**
TIME 🕐	10 minutes
RECAP	If you've attended our previous Introduction to the Internet sessions, you should be pretty comfortable with a web browser. In those sessions, we covered: ▶ What the internet is, and how to connect to it ▶ What a web browser is and how to use some of its features like bookmarks and tabs ▶ How to navigate websites and search the internet ▶ How to download programs and files with your computer. If you have any questions or need a refresher, feel free to ask! You presenter should be able to quickly go back over some of those earlier lessons. In our last *Introduction to the Internet* (Part 2) workshop, we took our first look at downloading. This workshop, we're going to take that to the next level. We're going to look at downloading media, including TV shows, movies and books. We'll also go further into installing programs that can add extra capabilities to your computer. Much of our focus this session will be on **iTunes***, a popular service from Apple that lets you download movies and music to your computer. If you have an iPhone (a smartphone), iPad (a tablet) or iPod (a music player), you might already have some familiarity with iTunes. iTunes is designed to work with these products, and can be used to upload media directly to them, but you certainly don't need them to use iTunes. iTunes is not the only online market for media, of course, and we'll also look some of the alternatives at the end of the session. We'll also take a look at places where you can get new programs for your computer.

* To view and download media from iTunes, Apple requires you to create an Apple ID and iTunes account using personal information and credit card details. For workshop activities involving setting up an Apple ID and iTunes account; you should ensure your personal and financial information are protected, and not share their computer screen with others. Note, that setting up an iTunes account does not oblige you to purchase media from Apple's online store during the workshop or at any time in the future.

|	
SUBJECT	**DOWNLOADING AND INSTALLING ITUNES**
TIME 🕐	40 minutes
OVERVIEW ①	iTunes is a program that can be downloaded from the iTunes website. You first have to download the program, install it, then create an account with iTunes. There is both free and paid media on iTunes. If you want to download any paid media, you will need a credit card. This workshop, we'll show you how you can pay for media, although you won't have to actually buy anything!
DOWNLOADING AND INSTALLING ITUNES	Our first task is to download and install iTunes. To buy media from the iTunes online store, you need to have this program. Go to **www.apple.com/itunes/** in your web browser. This is where we'll be downloading the program from. Click on the link where it says **Free Download**. You'll be taken to the iTunes download page. The site will likely ask you for your email address and whether you'd like to email news and updates on Apple products. You don't have to enter your email address (unless you do want the emails). You can just click on the **Download** button. Your web browser will pop up its regular download dialog box, asking if you'd like to **Save** or **Run** the program. You can click on **Run**.

DOWNLOADING AND INSTALLING ITUNES

When the download is complete, the iTunes install process will begin. You'll see a page that looks like this:
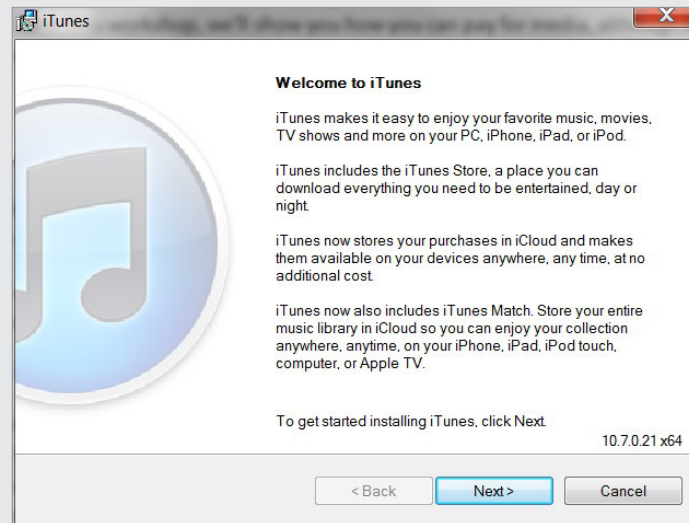

Click **Next**. This takes you to your options.
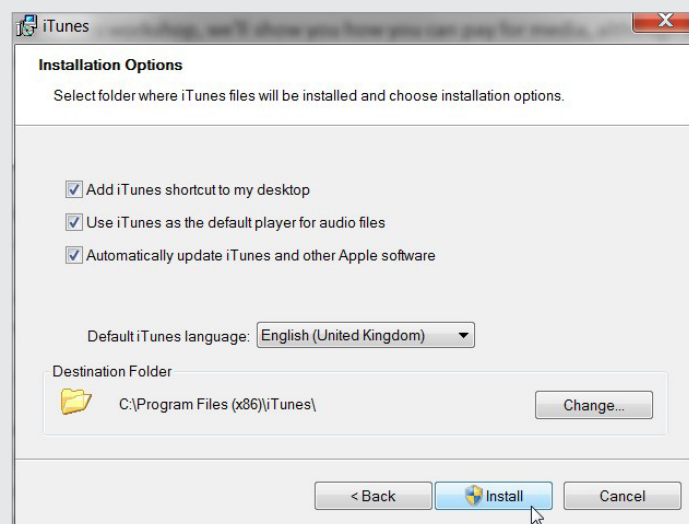
You can leave the defaults as is, and just click Install. One thing you might want to change, however, is the default language, which is **English** (**United States**); you can change it to **English** (**United Kingdom**) if you prefer British spelling.

Depending on the security settings on the computer you're using, you might be asked if you want to let this program install software on your computer. Choose to allow it do so.
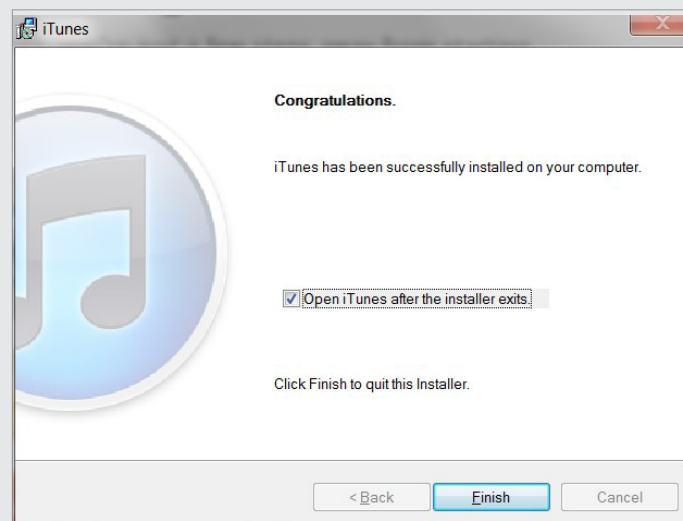
DOWNLOADING AND INSTALLING ITUNES

You'll see the install screen, with a progress bar as iTunes is installed.
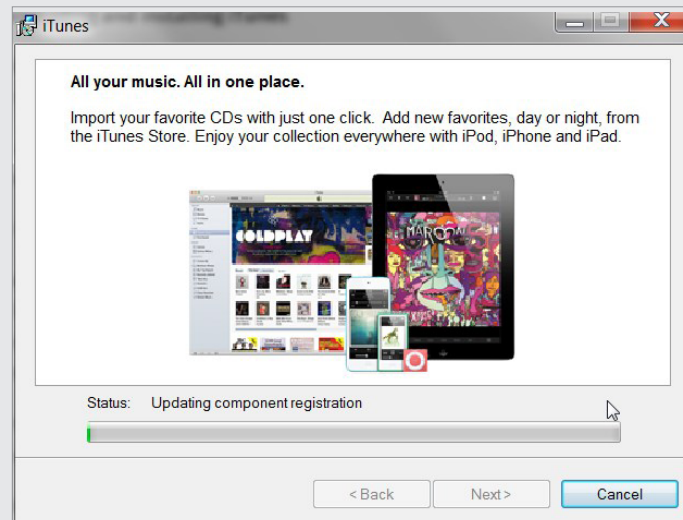
When it's done, you'll see the completion screen. Leave **Open iTunes** checked, click on **Finish**.


If you use Windows, you can later start iTunes by clicking on the **Start** button, then **All Programs**, then **iTunes**. You can alternatively double-click on the link embedded in your Windows desktop.

DOWNLOADING AND INSTALLING ITUNES

Next, the iTunes window will appear. A tutorial window will likely pop up, we're going to skip that for now (click **X** to close the window), but later you can go through the tutorials. There's a lot of great material in there; including tutorials on how to turn your CD music collection into a digital collection, how to upload (**sync**) your media to an iPod/iPhone, and much more. To go back to it later, click on the **Help** menu at the top of the **iTunes** window, and select **iTunes Tutorials**.
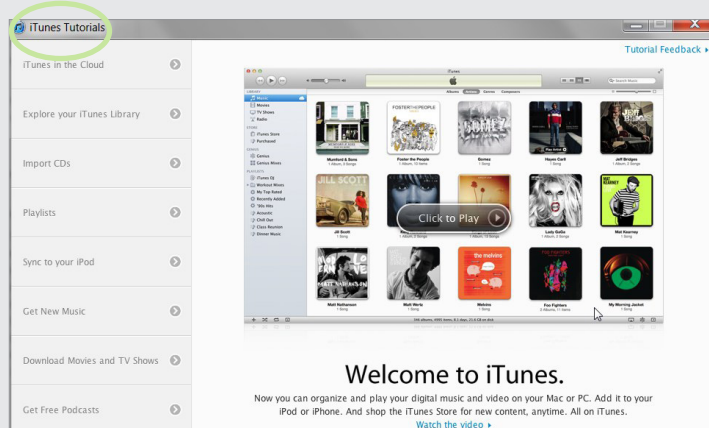
iTunes Tutorials window

CREATING AN ITUNES ACCOUNT

Before we go hunting for things to download, it's time to create an account!

To download media from iTunes, you need to have an **iTunes account**. This isn't just for payment purposes; it remembers what you've downloaded in the past and remembers your preferences.

Having an account also allows you to log in from other computers and devices and download your media to them, too. For example, you can set up iTunes here in the Everyone Connected workshop, go home and install iTunes there. Once you log into your account, you'll be able to download any media you've selected or purchased there, too. If you're paying for media, you only need to pay once – that media will be accessible on any device with iTunes installed.

When this workshop is over, you can go home, install iTunes and sign in with the **Apple ID** you've created in the workshop. Everything you've done here will be reflected at home.
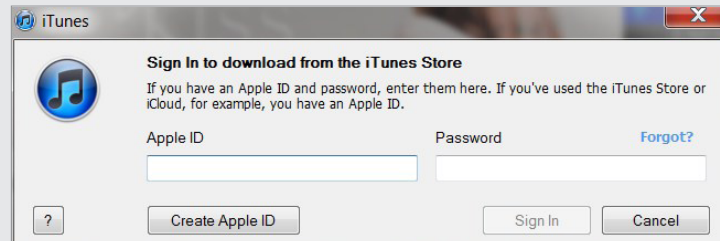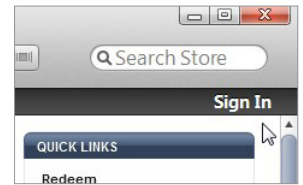
CREATING AN ITUNES ACCOUNT

You can create an account in iTunes by clicking on Sign In.

A box will appear, into which you can type your email address (which is your Apple ID) and Apple ID password. Since we don't have those yet, click on **Create Apple ID** instead.

In the main part of the window, you'll now see a description of the **Apple ID**. This is what the account you are creating is called (since it can be used for other Apple products as well). Have a quick read, then click **Continue**.
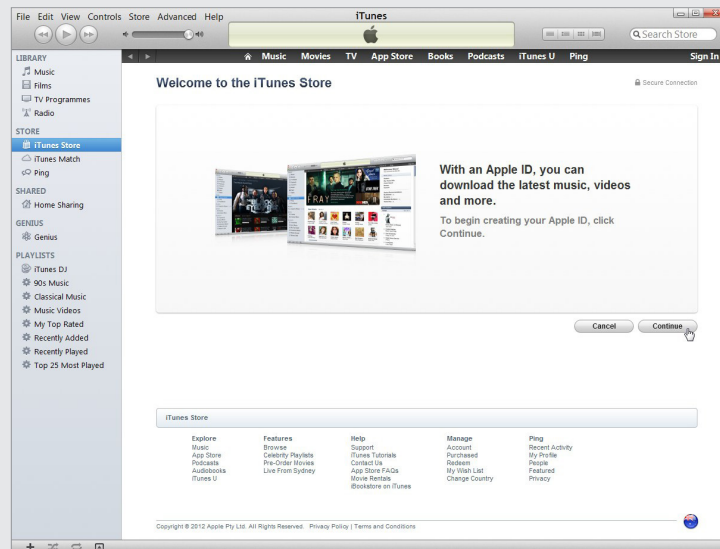
On the next page, you have to enter your details:

- First your **email address**, which is also your Apple ID.

- Then a **password** for the Apple ID (which you have to confirm in a second box). It has to be at least eight characters long and include both a number and at least one upper-case letter, otherwise it will be rejected. Remember to take a note of it!

Next we have security questions. These are additional questions that will be used if a special security check is ever required. Click on the selection box, then select a question from the list. After that, type your answer into the field.

You need to also enter your birthday, by choosing the day, month, then typing the year.

CREATING AN ITUNES ACCOUNT

You can also choose to uncheck the boxes for receiving emails from Apple if you don't want to.

Now you'll be asked for financial information. You need a credit card to purchase items on iTunes*. You can enter your card type, number, expiry date, security number (that's the 3-digit number of the back of the card) and your billing details. Whenever you buy something, your card will automatically be charged. Enter:

▶ Your credit card type

▶ Number, expiry and security code

▶ Your billing address and information

▶ Click on **Create Apple ID** when you're done.

iTunes payment screen

A notice will appear that your Apple ID is done and ready to use. We're ready to start downloading!

* When entering personal and credit card information for the purpose of the Creating an iTunes Account activity, take care to protect your personal and financial details and do not share your computer screen with other participants. Remember, you are not required to take part in this activity, nor are you required to purchase media from Apple's online store during the workshop or at any time in the future.

SUBJECT	**CHOOSING AND DOWNLOADING YOUR MEDIA**
TIME 🕐	25 minutes

BROWSING FOR MEDIA

Now that we've created an iTunes account, we can start searching for media we'd like to download.

iTunes has music, movies, TV shows, books and podcasts available for download. (Podcasts are audio files, like radio programs, that you can download from iTunes). Most cost money, though a handful are free.

Click on the **iTunes Store** button in the left-hand panel to head to the iTunes store.

Across the top of the window, you'll now see a list of categories for media.

Click on any one of those to take you to the main page for that particular type of media.

Click on **Music**, for example, to take you to the Music page.

You'll see the page; it's very busy, with lots of elements. At the top you have featured downloads; on the right you have **Quick Links** and current top downloads. In the main section you have suggestions.
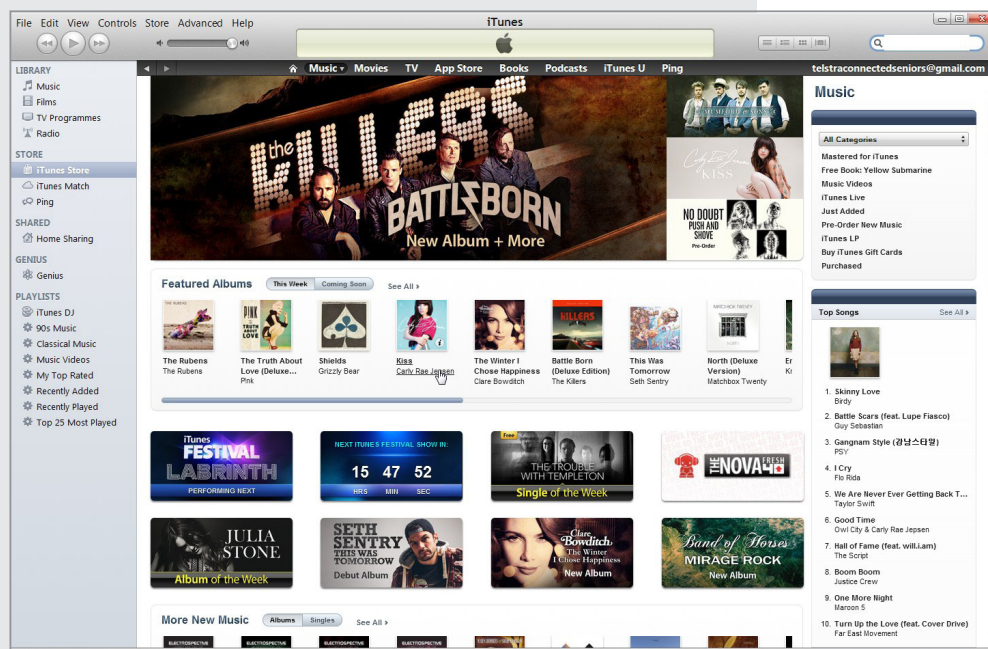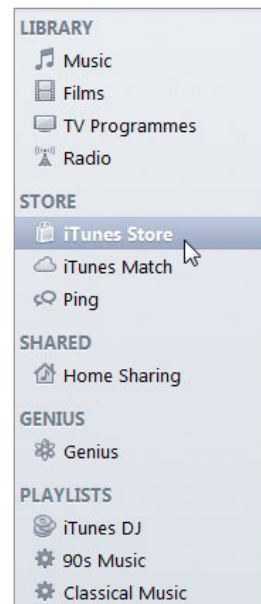
Clicking on any link will take you to a description page and purchase page for that particular item.
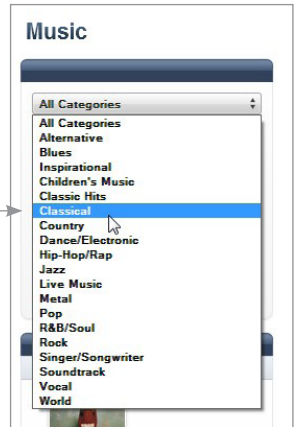
BROWSING FOR MEDIA

But what if it has nothing you like? Well, you can filter it down to just the music genres you like. One the top right-hand side of the page, you'll see a quick bar. Click on where it says **All Categories**. A drop-down list of genres will appear. Find one you like and click on it. Let's say **Classical**.

Now the main page will only show classical music. Find any one that you think is interesting and click on it. Don't worry - you won't be charged. That only happens when you click on a **Buy** button.

If you click on the name of an artist, it will show you all the albums and songs by that artist. Each will have a little **Buy** button next to it. You can purchase entire albums or individual songs, as you please.

If you click on an album name, it will show details of the album and the song within it.

Browsing is fun, but you want a specific song or a specific artist. That's what the Search bar is for. You'll see it at the top right of the iTunes window.

Music

All Categories
All Categories
Alternative
Blues
Inspirational
Children's Music
Classic Hits
Classical
Country
Dance/Electronic
Hip-Hop/Rap
Jazz
Live Music
Metal
Pop
R&B/Soul
Rock
Singer/Songwriter
Soundtrack
Vocal
World

SEARCHING FOR MEDIA

Click on the **Search** field, and type in the name of the song, the artist, the movie, the TV show, the book or the podcast you're interested in.

For example, you can type **Mozart** into the field and press **Enter**.

A page will appear showing all the result related to that search. That includes music, videos and smartphone applications.
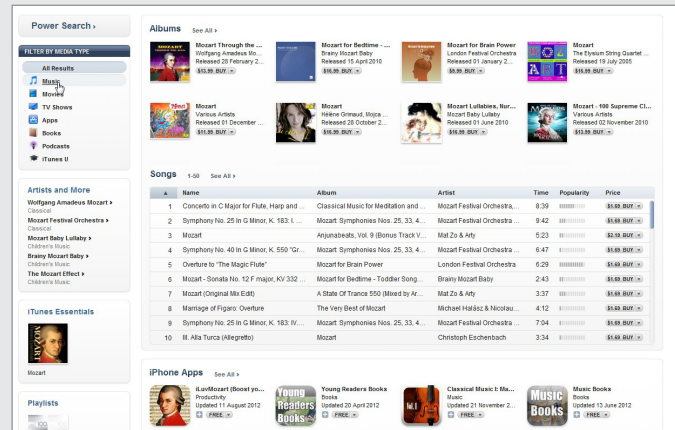
Search Results page for 'Mozart', showing Albums, Songs and Apps

Let's filter it down a bit. We just want music from Mozart, so under **Filter by Media Type** click on **Music**.

Now you'll see the individual songs and albums relating to the search. Click on an album or song name to get a full description and to listen to a preview. You could also just click on the **Buy** button to purchase it with the credit card details you've entered.

LET'S DOWNLOAD SOMETHING!

Now we'll try actually downloading something to iTunes. We'll grab something free. So click on **Podcasts** in the top banner on the **iTunes** main page to go to the podcasts page. Most podcasts are free.

Pick a podcast that takes your fancy. It doesn't matter which one. If the subject matter interests you, click on it.


iTunes Podcast main page

LET'S DOWNLOAD SOMETHING!

This will take you to that podcast's page, with a list of episodes. If it's a free podcast, each episode will have a **Free** button next to it. You can click on the name of an individual episode to bring up a pop-up description of that episode if you want.
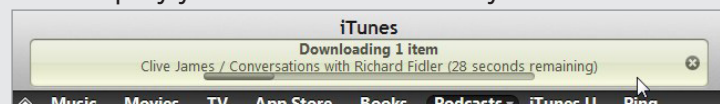
Click on the **Free** button to download the episode. (This is the same as clicking on the **Buy** button of a paid item of media).
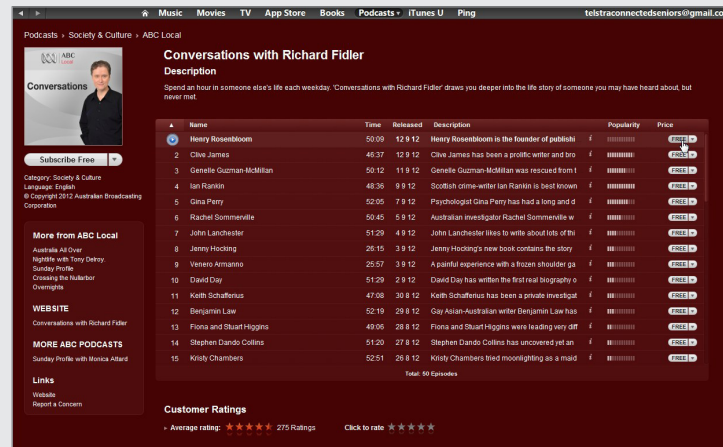
Select Podcast episodes to download, or click Subcribe to download them all

Now up the top of the window, you'll see a downloading notification and progress bar.

When it's complete, it will disappear, and you'll be able to play your media immediately.


Note that podcasts also have a special button, just under the main title – a **Subscribe** button. If you want, you can click on this. If you do, iTunes will automatically download every episode of that podcast as it becomes available.

INTERNET RADIO

If you click on the **Radio** button you'll see a special feature of iTunes: Internet radio. These are literally radio stations that are broadcast over the internet. You can double-click on the categories and see the thousands of radio stations broadcasting over the internet. Double-click on the name of the radio station, and that station will start playing from your computer. Even many local stations are available.

SUBJECT	**VIEWING OR LISTENING TO YOUR DOWNLOADS**
TIME 🕐	20 minutes

PLAYING MEDIA

This part is easy, as soon as you download something, it appears in your library. All you have to do is play it!

In the left-hand panel, you'll see a banner called **Library**, with a series of different media types listed under it. This is where all the media you've downloaded can be found (as well as any music CDs you might have ripped).

We've downloaded a podcast, so next to the **Podcast** heading you'll see a number, indicating that there's a new podcast to listen to.

Click on **Podcasts** in that library panel now.

You will see the podcast you've downloaded represented by an icon. When you move your mouse over it, you'll see a **Play** icon appear. Click on the podcasts icon to make it play.

The play bar will appear at the top of the window (the same place where the download bar appeared), and the podcast will begin.

You can jump ahead by clicking at any point in the

Play bar

progress bar. This will leap ahead in the podcast.

There are also play controls at the top left of the iTunes window. You can use these to pause, fast forward or rewind the track.

You can actually go and do other things in iTunes, even while an audio track is playing (this is true for both music and podcasts). You could head back to the iTunes store to find more things, for example.

Other sections work on a similar principal. You can download music, movies and TV shows and view them by clicking on their respective labels.
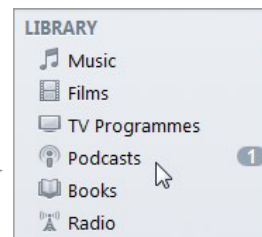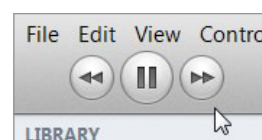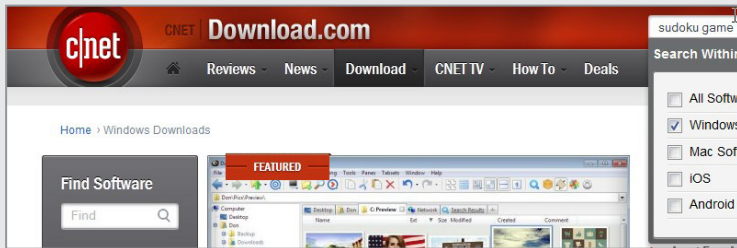
BUT I DON'T WANT TO WATCH AND LISTEN ON MY COMPUTER!

iTunes is designed to let you play all the media you download on your computer, but it can also talk to an iPod music player, an iPhone or an iPad if you have one. If you plug one of these into the computer while iTunes is running, a new option will appear in the **File** menu to sync with those devices. That copies all your downloaded media to your device, so you can take it on the road with you.

SUBJECT	**DOWNLOADING OTHER PROGRAMS**
TIME 🕐	20 minutes
OVERVIEW ①	Now that you have your first taste of downloading internet media, we'll change tack a little and look at downloading extra programs you can use on your PC. We had a taste of this in the *Introduction to the Internet Part 2* workshop, and it's very similar to the way we downloaded and ran iTunes in this workshop. There are sites on the internet where you can get literally thousands of different programs; there's a list of some at the end of these materials. We're going to head to **www.download.com** for now. You can close iTunes for now. We don't need it for this activity!
THREE FREE GAMES	We're going to download three different games for your computer, all from www.download.com. The three games are: Everyday Jigsaw, Pure Sudoku and Sliding Block Puzzle. They are all free. The first step is to open up your browser. In the **Address** bar, type **www.download.com**. This takes you to Cnet Download.com, one of the web's most popular download sites. Now, once each for each game: ▶ Go to the **Search** bar at the top of the page.

Type in the name of the game you're searching for.

▶ Find the name of the program in the results page and click on the **Download Now** button next to it.

THREE FREE GAMES

- The download page will appear.
- A second later a small bar will appear asking you what you'd like to do with the file you're trying to download.
- Click on **Run** and have the program start automatically when the download is complete.
- Either way, a download progress bar will appear, until the download is complete.
- Walk through the installation process for each game.
- Click on the **Start** button in Windows, then on **All Programs**, and then find the name of the game you just installed and click on it.
- Play!
- Later, you can go back to **www.download.com** and browse or search for more games you'd like to download. There are literally thousands of them there!

SHAREWARE AND TRIALWARE

These are terms you might come across when you're downloading new software for your computer. They refer to commercial programs that you can download and run on a trial basis, and you can unlock the full program by paying for it. With **shareware**, it's often the case that some crucial function or feature is missing, and you'll only unlock it when you pay for the full license. With **trialware**, the program is fully functional, but will cease to function after a certain period of use.

There's a third type of downloadable program as well: **freeware.** That's software that is simply free to use and own.

SUMMARY

Well done, you've finished our *Introduction to the Internet* series! By now you should be a master of the web browser and fully capable of accessing much of what the internet has to offer.

TIME 🕐

10 minutes

RECAP

In this session we covered specifically how to use iTunes to download music, movies, television and books from the internet. We also looked at how you can get new games and other programs for your PC. But there's much more to explore yet! We recommend going back and watching the iTunes tutorial videos by clicking on the **Help** menu at the top and then on **Tutorial Videos**.

You can also explore much more of what the internet has to offer with respect to downloads. Below we've listed some alternative sites for software downloads, as well as other sites and services apart from iTunes where you can get hold of media.

OUR FAVOURITE SOURCES FOR DOWNLOADING MEDIA

Amazon: www.amazon.com.
Amazon is best known for selling electronic books – as well as tablets and ebook readers to read them on – but it also sells movies, music and TV shows too.

Apple iTunes: www.apple.com/au/itunes
The internet's biggest seller of music, movies and TV shows.

Google Play: play.google.com
This is Google's rival to iTunes, selling both books and movies online (as well as applications for Android smartphones). There is much more free content here than on iTunes, and you don't need to install any software on your computer; you can watch movies and read books in your web browser. But if you have an Android tablet or smartphone, you can also download books and movies to it.

OUR FAVOURITE SOURCES FOR DOWNLOADING MEDIA

Other stores where you can buy electronic books online include **www.dymocks.com.au**, **www.bookworld.com.au** and many other online bookstores.

You should also check out Project Gutenberg, **www.gutenberg.org**, a massive collection of free ebooks, comprised of thousands of out of copyright and other free works.

Other sources of downloads

Cnet Download.com: www.download.com.

A massive repository of free and commercial software for your computer.

Tucows: www.tucows.com.

Like Cnet, this site links to tens of thousands of programs for Windows and Macintosh computers, all searchable.

Softpedia: www.softpedia.com.

It's a little less friendly than Download.com and Tucows, but it has software for more computer platforms and a very comprehensive collection.

USEFUL WEBSITES

www.apple.com/support/itunes/
Apple's iTunes support site.

www.greypath.com
basic computing help and tips for people over 50.

www.youtube.com/telstra
for 'know how' video demonstrations.

www.bbc.co.uk/webwise/
a great site for internet beginners.

GLOSSARY

TERM	EXPLANATION
ADOBE FLASH	An add-on for your browser that lets it play online videos (as well as other things).
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 webpage's unique code that allows you to find it among the billions of other webpages on the internet.
DOWNLOAD	To transfer information (data) from the internet to your computer.
EBOOK	Short for 'electronic book'. A book in digital form, that can be opened and read on a computer, smartphone, tablet or dedicated ebook reader.
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.
ITUNES	A popular service for downloading media online. Also the name of the software that accesses that store.
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=1000MB=1000000KB.
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.
PODCAST	A recorded radio-style broadcast, available for download. It can be either a professional broadcast or an amateur one.
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.

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