

Email & the Internet

ECDL 5.0 BCS UK Edition - Level 1

Microsoft Office 2007 Edition



CHELtenham
COURSEWARE



The
Chartered
Institute
for IT

SAMPLE



ECDL Foundation
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Tutor Setup Information

- Prior to running this course, please make sure that the Outlook Inbox on each computer to be used in the class is empty.
- Copy the sample files to the **Documents** or **My Documents** folder.
- Issue each person using a computer in the class with their own email address to be used within the classroom.
- Issue each person taking the course with a short list of all the other email addresses that are used by all the other computers within the classroom.
- At the end of the course, remove all files modified or created during the course, prior to re-running the course.
- At the end of the course, reset all program and operating system defaults that may have been modified during the course, prior to re-running the course.

SAMPLE

Internet Terminology and Concepts

The Internet

- The Internet was designed to be decentralized and in fact was originally designed by the US military to allow it to 'survive a nuclear war'.

The Internet is a network of computer networks forming a vast worldwide networking infrastructure. The Internet connects millions of computers together, forming a network which allows any computer to communicate with other computers connected to the Internet.

World Wide Web (WWW) vs. the Internet

- The World Wide Web (WWW) is just a small part of the Internet as a whole. The Internet, relates to all the hardware and software involved, and as well as including the WWW, also includes FTP (File Transfer Protocol – more about this later), email and newsgroups.

The WWW is basically the text and pictures that you can view using your Web Browser, such as Microsoft Internet Explorer.

URL (Uniform Resource Locator)

- The URL (Uniform Resource Locator) is just another name for a Web address. The URL consists of the name of the protocol (usually HTTP or FTP) followed by the address of the computer you want to connect to, e.g. a URL of **http://www.microsoft.com** would instruct your Web Browser to use the HTTP protocol to connect to the Microsoft Web site.

Hyperlinks

- A hyperlink is a piece of text (or a picture) on a Web page, which when clicked on will automatically: -
 - Take you to a different part of the same page
 - Take you to a different page within the Web site
 - Take you to a page in a different Web site
 - Enable you to download a file
 - Launch an application, video or sound

Text which is underlined normally indicates a hyperlink. By default these text links are normally displayed in blue.

- When you move the mouse pointer over a hyperlink, it changes to the shape of a hand.



ISP (Internet Service Provider)

- If you want to connect to the Internet, you need to subscribe via an Internet Service Provider. The ISP gives you a connection to the Internet either via your telephone line or via a special digital high speed line. An example of a popular ISP is AOL (America On-Line).

Web sites and URLs

- A Web site is simply data which is stored on a WWW server and which can be freely accessed by people 'surfing the Web'. For instance Microsoft has a Web site, from which you can download information and software. The trouble is that you need to know the address of the Web site; in much the same way as if you want to phone someone you have to know his or her phone number. The address of a Web site is given by something called its URL (Uniform Resource Locator).
- The structure of the URL is very precise. For instance, if you wish to use your Web Browser to visit the Microsoft Web site you would have to use the URL:
<http://www.microsoft.com>

Thus if you wish to visit the Web site of the company that produced this training material you would use the URL:

<http://www.cheltenhamcourseware.com>

Due to the very large number of organizations who now have Web sites, you can also use a search engine, in which you can enter a word or phrase connected with what you wish to find and it will then display sites which match the information which you have entered. The results can be overwhelming however. A recent search using the search words "PC courseware" displayed a list of a million sites containing these words!

Structure of a Web Address

- The Web Address (URL) has a very specific structure. Look at the following example.

<http://www.cheltenhamcourseware.com/index.html>



Service:

The first part of the URL is the service specifier, such as HTTP or FTP, which specifies the access method.

Host:

The second part of the URL is the server internet address in this case: www.cheltenhamcourseware.com

Folder and file structure:

The last part of the URL details the folder containing a particular file as well as the file itself. The starting file for a web site is often called the **Index** file.

Web Browser

- The Web Browser allows you to view Web pages. Microsoft Internet Explorer looks like the illustration below.



- Web browsing applications include 'Internet Explorer' (from Microsoft), Opera and Firefox. In each case there are many different versions, you will find that the later versions offer much more versatility, as well as a better range of built-in features. Another example is the Apple Safari web browser. For more information, try surfing the web and search for 'web browsers'.

Podcasts

- A podcast is a way of providing content such as radio programs in a form which can be easily downloaded and listened to later on a the PC or mobile devices such as an Apple iPod.
- The term "podcast" is a combination of the words "iPod" and "broadcast".
- Many web sites allow you to manually download content.
- The thing that makes a podcast different is that once you subscribe to a podcast it will be downloaded automatically for you. The illustration below

shows a typical page allowing you to subscribe to a podcast.

The screenshot shows a web browser window displaying the BBC Radio 4 podcast page for 'Friday Night Comedy'. The browser's address bar shows the URL 'BBC - Radio - Podcasts - Friday Night Comedy from BB...'. The page layout includes a left sidebar with navigation links: 'Radio Home', 'Ways To Listen' (with sub-links for Podcasts, DAB Digital Radio, Analogue Radio, Digital Television, Internet, and Mobile Phone), 'Site Usage' (with sub-links for About BBC Radio and Help), and 'Contact Us' (with links for 'Like this page?' and 'Send it to a friend!'). The main content area is titled 'Podcast / Friday Night Comedy from BBC Radio 4' and includes a 'More podcasts' link. Below the title is a large image of a woman holding a newspaper, with the text 'BBC RADIO 4' and 'Friday Night Comedy'. To the right of the image is a description of the podcast: 'Friday Night Comedy from BBC Radio 4 BBC Radio 4. Bringing you both The News Quiz and The Now Show from BBC Radio 4. Enjoy a satirical take on the week's news with the cream of UK comedy talent. Currently offering The News Quiz. The Now Show will return on 30th November.' Below this is a 'Subscribe to this podcast' section with a 'Feed URL' field containing 'http://downloads.bbc.co.uk/podcasts/radio4/fricomedy/rss.xml' and 'One-click subscriptions' buttons for '+ iTunes', '+ My Yahoo!', '+ Google Reader', and an 'RSS' link. To the right of the subscription section is a green box titled 'How to subscribe' explaining how to use the feed URL and providing a 'More help with subscribing' link. Below the subscription section is a 'Latest Episode' section titled 'NewsQuiz 16 Nov 07' with a brief description of the episode. To the right of the latest episode section is another green box titled 'How to download' explaining how to download individual episodes.

SAMPLE

Using Internet Explorer

Opening the Microsoft Internet Explorer program

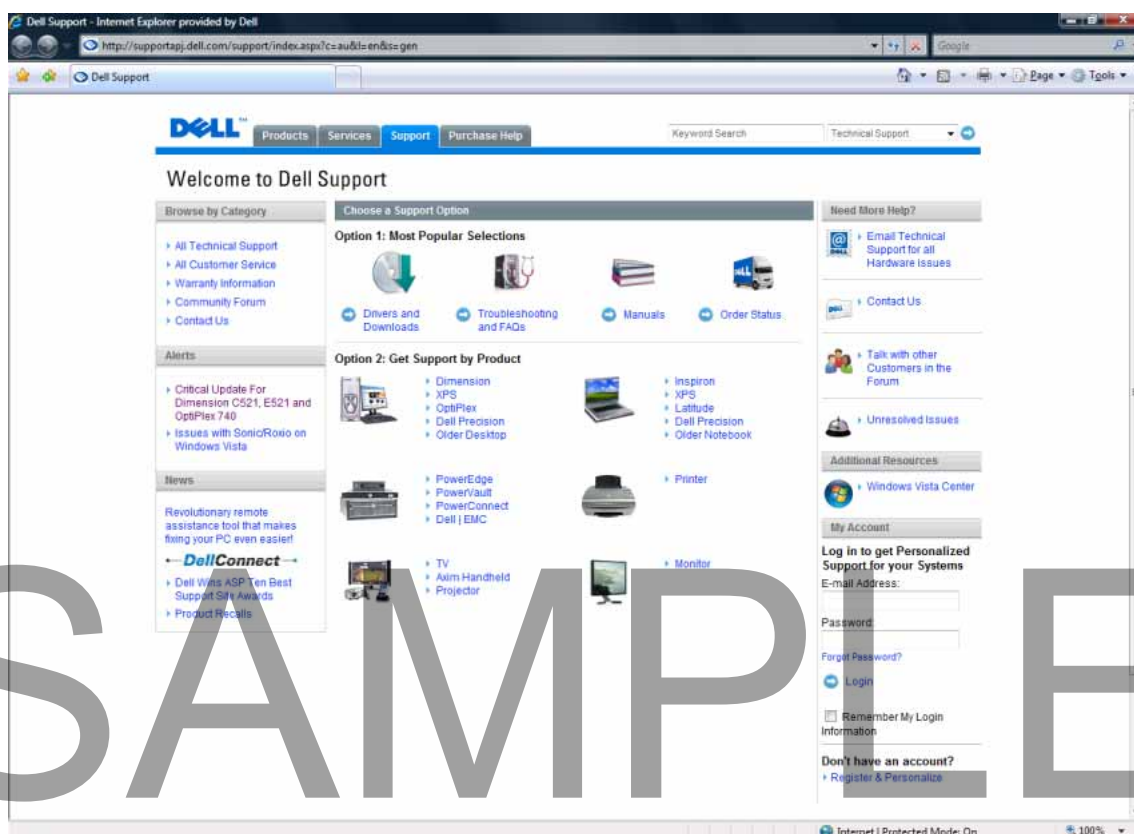
- The Internet Explorer icon is usually displayed at the bottom-left of your screen.



On many computers you may also see the Internet Explorer icon displayed on your Desktop (the empty Windows screen).



- Click on the icon and you will see the Internet Explorer window displayed on your screen.



- When the Internet Explorer opens it normally displays what is called the 'Home Page'. This is the default Web page that the program is set to display. In the example shown, the computer was a Dell PC, and not surprisingly, Dell had set the Home Page to display a Web page relevant to Dell. As we will see you can easily change the Home Page of your particular copy of Internet Explorer.

- If you want to close the Internet Explorer you would click on the **Close** icon at the top-right of the program window.

Entering a URL into the Address Bar

- There is an address bar towards the top of the screen. Type in the Web address (URL) for Microsoft **www.microsoft.com** and press the **Enter** key. You will see the Microsoft Web page displayed. It will look different, as Microsoft changes the look and content of their Web site on a regular basis.



Minimizing, maximizing, restoring and closing icons

- These buttons act in the same way as every other standard Windows program and are displayed at the top-right of your screen.

Clicking on the **Minimize** button will minimize the Program window down to the Windows Task Bar (the bar that runs along the bottom of your screen).



Clicking on the **Restore Down** button will run the program within a window.



Clicking on the **Maximize** button will maximize the program if you are

viewing it within a window.



Clicking on the **Close** button will close the program.

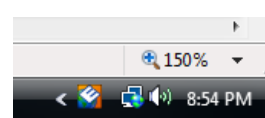
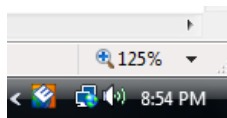
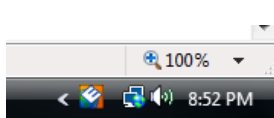


Zoom

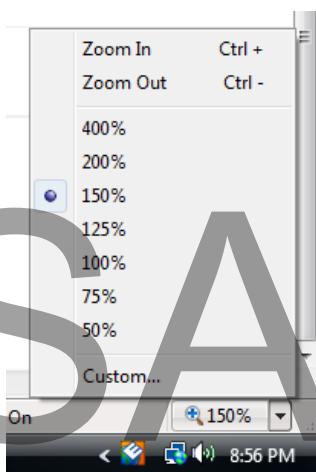
- The zoom control is displayed at the bottom-right of your screen. In the example shown the zoom is set to 100%.



- Try clicking on the percentage zoom number a few times and you will see it cycles around preset zoom levels, as illustrated.



- Click on the **down arrow** next to the **zoom percentage level** and you will see more zoom options displayed. Try viewing the Web page at **400%**, **200%**, **75%** and **50%**.



TIP: To zoom in press down the **Ctrl** key and while keeping it pressed keep pressing the **+** key. Let go of the **Ctrl** key when you have zoomed in the required amount. To zoom out, use the same technique but press **Ctrl** and the **-** key.

- Before continuing set the zoom level to **100%**.

Hyperlinks

- Slowly move the mouse pointer over the Web page displayed on your screen. You will notice that if you point to certain text or pictures, the mouse pointer changes to the shape of a small hand.



- When the pointer changes to this shape it means that you are pointing to a hyperlink. When you click on a hyperlink you will jump to a new location. That location could be a different location on the same page. It could be a different Web page of the same Web site. It could even be a different Web page on a different Web site.

TIP: Hyperlinks may also allow you to download files from the Web site.

- Try clicking on a few hyperlinks and see what happens.

Navigating through Web sites

- Normally when you first view a Web site you see what is called the Home Page for that Web site. The Home Page is the starting page for a Web site and you use hyperlinks within that page to visit other pages within the Web site. See if you can see a link called Home Page on the pages you visited within the Microsoft Web site. Not all Web pages will have this link, but most well designed Web pages will have some sort of link to allow you to quickly jump back to the home page.

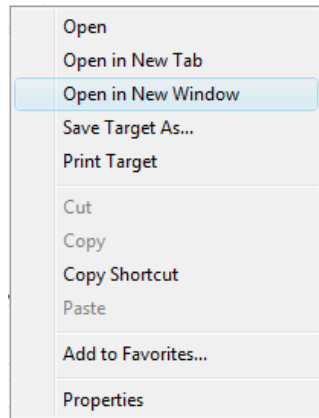
Back and Forward buttons

- The **Back** button allows you to go back to the last Web page you displayed on your screen. Having gone back, the **Forward** button allows you to go forward to the next page that you visited. Experiment with using these buttons.



Forcing a Web page to display within a new window

- Sometimes you may want to open the page that the hyperlink links to, within a new, separate window. To do this right click on a hyperlink and from the pop-up menu displayed, click on the **Open in New Window** command. You will now see two copies of the Internet Explorer displayed. One displays the original page while the second displays the page that you hyperlinked to.

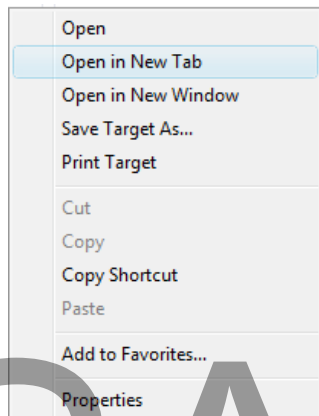


TIP: To open a hyperlinked Web page within a new window, hold down the **Shift** key and then click on the hyperlink.

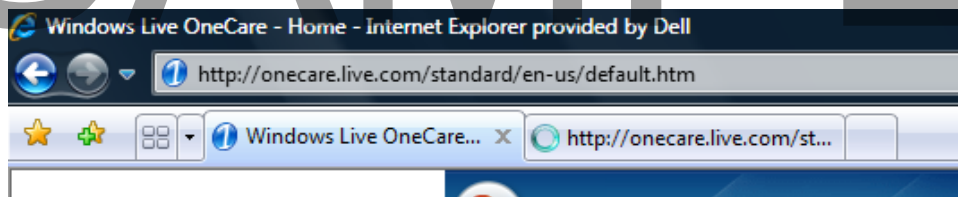
Try this now.

Forcing a Web page to display within a new tab

- Sometimes you may want to open the page that the hyperlink links to, within a new tab (i.e. a new tab within the existing copy of the Internet Explorer). To do this right click on a hyperlink and from the pop-up menu displayed, click on the **Open in New Tab** command.



- Try this now and you will now see two tabs displayed within your Internet Explorer window.



Switching between tabs

- To switch from one tab to another simply click on the tab. Try this now.

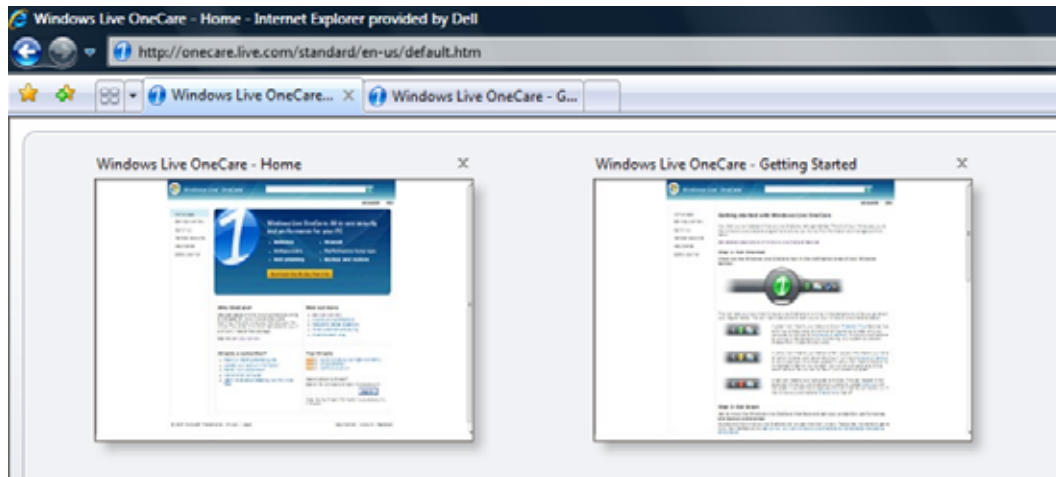
TIP: The tab switching keyboard shortcut is **Ctrl+Tab**.

Quick Tabs

- Click on the **Quick Tabs** icon (top-left of the screen).



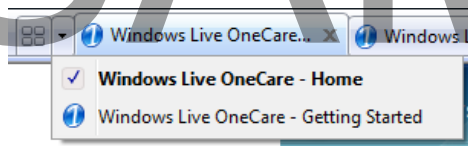
- You will see the Web sites in your tabs, displayed as thumbnail previews.



- Click on the preview Web that you want to view and you will switch to that Web site.

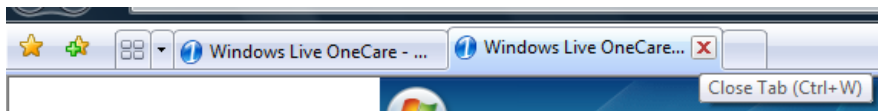
Tab List

- If you click on the **down arrow** next to the **Quick Tabs** icon you will see the **Tab List**. Clicking on an item in the list will display the selected Web page.



Closing a tab

- To close a tab within the Internet Explorer, click on the **Close** icon displayed at the top-right of each tab.



Stop button

- Sometimes you may want to stop a page from continuing to download once you have clicked on it. It may be a very slow loading page and you get fed up waiting for all the pictures within the Web page to be displayed. To stop a page from continuing to download, click on the **Stop** button.



Refreshing Web pages

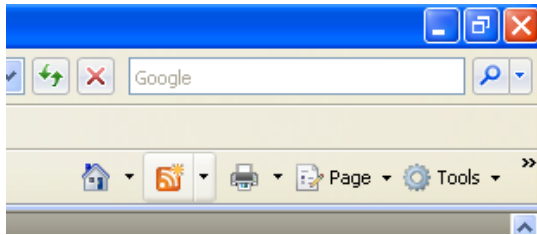
- Sometimes you may want to refresh a page. This means reloading the page. For instance you may be looking at a news page and after leaving the page on your screen for an hour, you might want to refresh the page, to display the latest version of the page. To refresh a page click on the **Refresh** icon.



TIP: Many Web pages, such as news pages use special techniques to refresh themselves automatically.

Really Simple Syndication (RSS) feeds

- RSS (Really Simple Syndication) is a method used to publish information that needs to be frequently updated. Such as news headlines, tickertapes or podcasts. A RSS document is called a "feed" or "channel".
- You need software called an RSS reader to read and update RSS content. You can then subscribe to a feed using the RSS reader. The RSS reader regularly checks for updated content and then displays the new content. Most good news websites will have the option of an RSS feed. In most cases to subscribe, you need only click on a button within the site. Once you subscribe the content will update automatically without the need to keep pressing the refresh button.



- Try visiting news web sites and see if you can subscribe to their RSS service. To help you a few news sites are listed below:

www.bbc.co.uk/news

www.cnn.com

www.abc.net.au/news

Internet Explorer icons

- Towards the top-right of the Internet Explorer window you will see a number of icons displayed.



Home.

Clicking on this icon will display the Home Page for your copy of the Internet Explorer.



Feeds.

We will see more about feeds later.



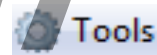
Printer.

Lets you print your Web page.



Page.

Lets you select page related options.

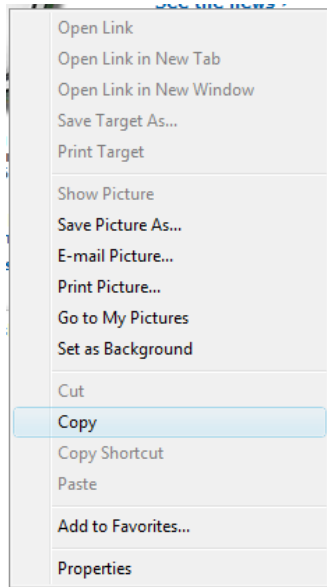


Tools.

Displays a range of Internet Explorer tools.

Copying a picture from a Web site page

- Display a Web page within the Internet Explorer, such as **www.intel.com**, right click on a picture within the Web page, and select the **Copy** command.

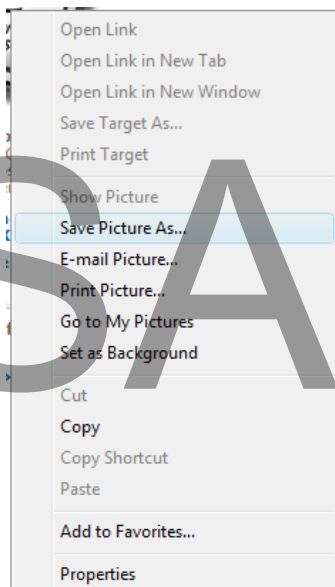


This will copy the image to the Clipboard. The image can then be pasted into a document using the normal **paste** command.

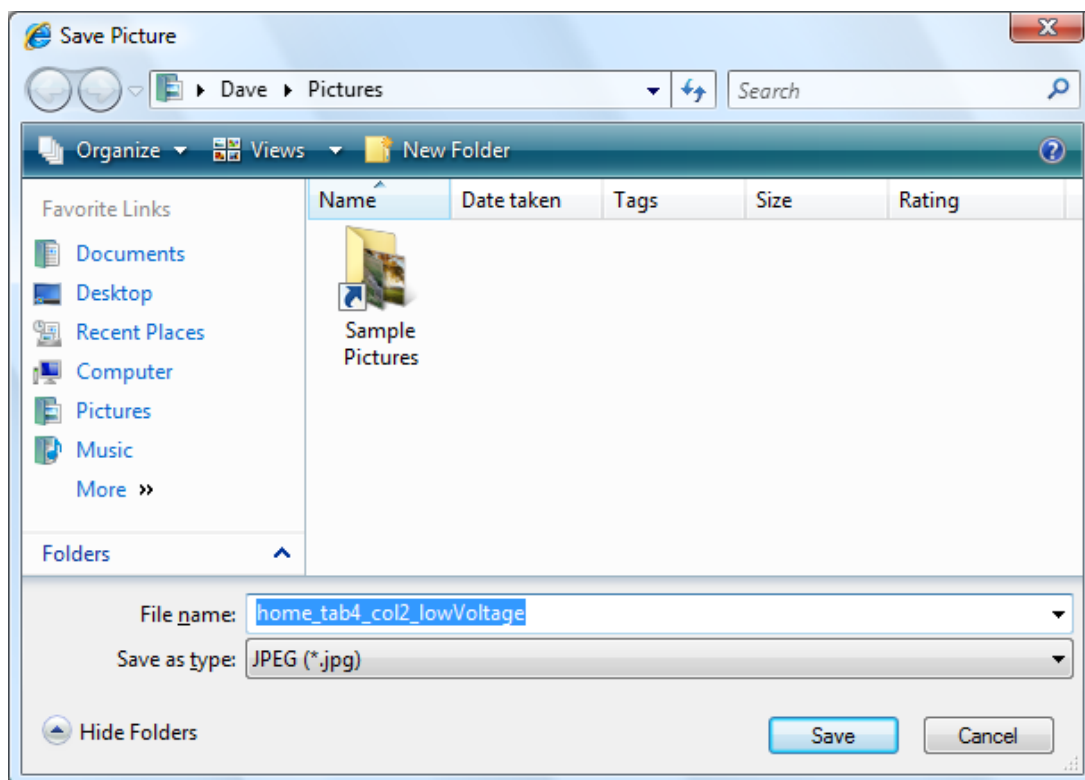
- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**. Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window. Close the WordPad program without saving your document.

Saving a picture on a Web page as a picture file

- Display a Web page within the Internet Explorer, such as **www.intel.com**, right click on a picture within the Web page, and select the **Save Picture As** command.



- This will display the **Save Picture** dialog box.

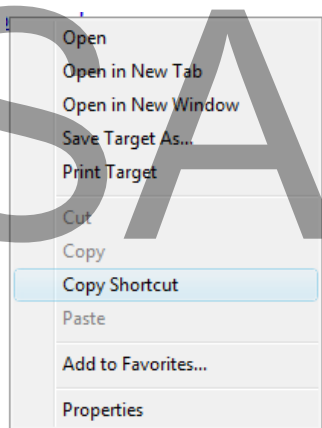


- You can then save the picture as a JPEG file to your hard disk. This picture can then be used in any documents that you create.

WARNING: Most pictures that you will see on Web pages are subject to copyright and you may need permission to use them within any documents that you create.

Copying a Web address link (URL) from a web page to a document

- Display a Web page such as **www.google.com**. Right-click over a hyperlink and from the pop-up menu displayed, select the **Copy Shortcut** command. The hyperlink URL has been copied to the Clipboard.



- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**.

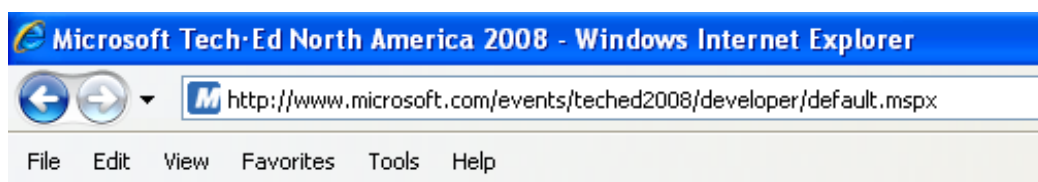
Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window. Close the WordPad program without saving your document.

Copying a URL from a non linked area, such as the Address Bar

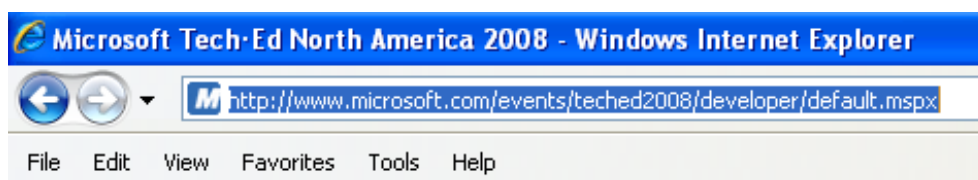
- If necessary start the Internet Explorer program and type the Microsoft Home Page URL into the address Bar, as illustrated below.



- Press the **Enter** key and the Microsoft Home page will be displayed within the Internet Explorer.
- Click on a few links with the Microsoft Web site. The URL addresses of these pages will be displayed within the Address bar. An example is illustrated below.



- Move the mouse pointer over the URL within the Address Bar and click once. The URL will be selected, as illustrated below.



- Press **Ctrl+C**. This is the keyboard shortcut to copy selected items to the Clipboard.
- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**. Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window.

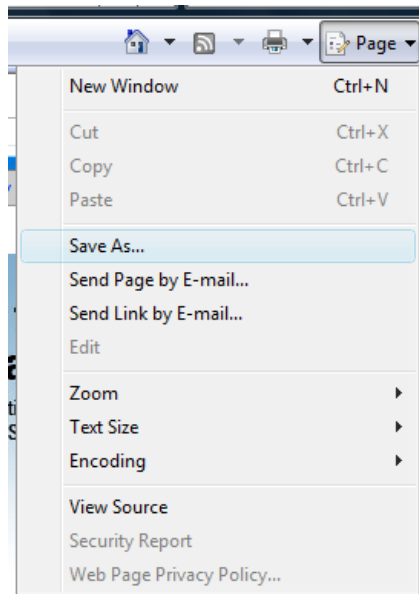
You should now see the URL displayed within the WordPad program

- Close the WordPad program without saving your document.

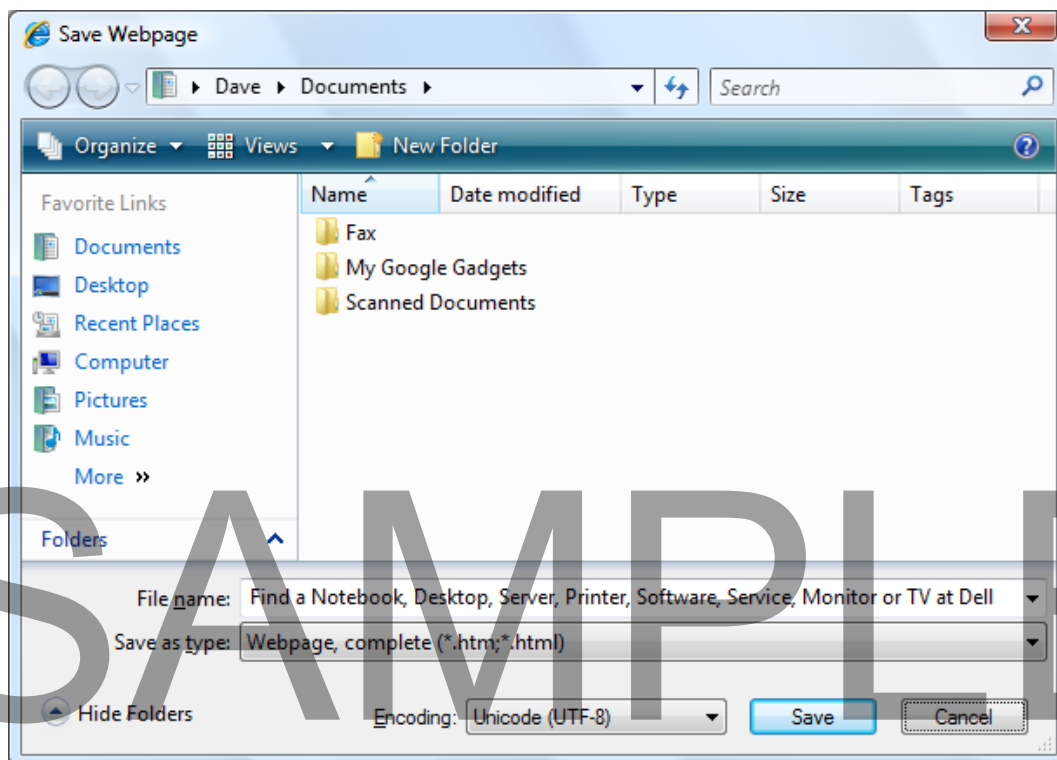
Saving a Web page

- Display the Web page that you wish to save to disk, such as **www.dell.com**.

- Click on the **down arrow** to the right of the **Page** button (displayed on the toolbar) and select the **Save As** command.



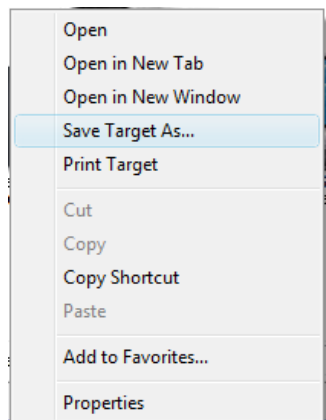
- You will see the **Save Webpage** dialog box.



- You can use this dialog box to specify a file name and a folder location. Clicking on the **Save** button will save the Web page to your hard disk.

Downloading files from a Web page

- Some Web pages give you the option of clicking on a hyperlink to download a file. This file might be a program or a document. Many documents will be available as either Microsoft Word formatted files or Adobe Acrobat PDF formatted files. To download a file you would right click on the hyperlink, and from the pop-up menu displayed, select the **Save Target As** command.



- You will then see a dialog box allowing you to specify the folder in which you want to save the file.

Adobe Acrobat files

- This has become a very popular format for documents that you can download from Web site pages. The format is called PDF or Portable Document Format. It was developed by a company called Adobe. The great thing about documents formatted in Adobe Acrobat format is that they can be viewed using a free Adobe Acrobat reader program and can be viewed by people using different types of computers which are running different types of software. For more information about Adobe Acrobat files, and to download the free Adobe Acrobat Reader program, visit **www.adobe.com**.
- Many sites will display an icon similar to the one below.



Clicking on this will link you directly to the Adobe Acrobat download site at:

<http://www.adobe.com/products/acrobat/readstep2.html>

Searching the Web

Search Engines

- A search engine holds information about pages on Web sites throughout the Internet. It only has information about Web sites which have been reported to it, or ones that it has found out about automatically. It is important to realize that a search engine does not have complete information about all Web sites on the Internet! There are a number of different search engines, run by different organizations. Within a search engine you can enter a search phrase, such as **film reviews**, and the search engine will then search through its database and after a short pause, should display a list of sites that fit your search parameters.

Searching using Instant Search

- You can enter a search word or phrase into the Instant Search box. This is normally displayed at the top-right of the Internet Explorer window, as illustrated.



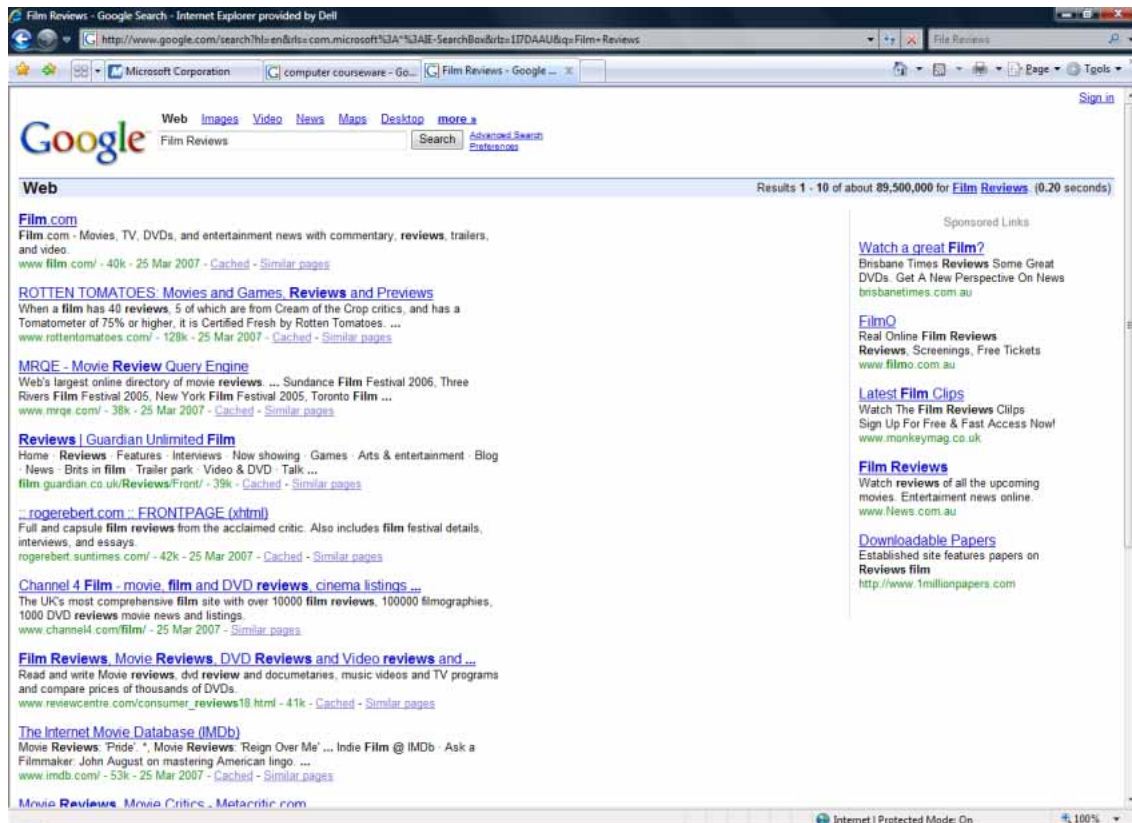
- Type in the phrase **Film reviews** and press the **Enter** key.



TIP: If you press **Alt+Enter** rather than **Enter** then the search results will be displayed within a new tab.

You will see a page of search results displayed, as illustrated.

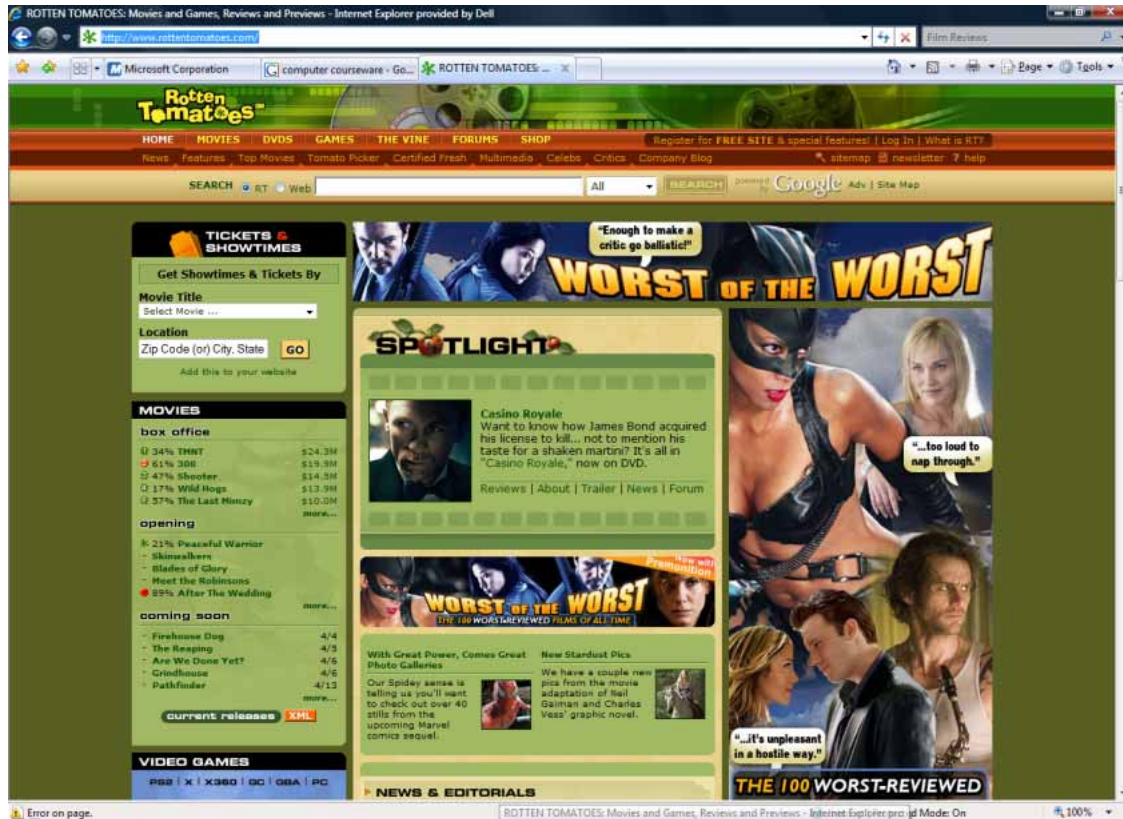
SAMPLE



- Clicking on one of the search result links will display the relevant Web site. In the example we clicked on the '**Rotten Tomatoes**' Web site link. This is a well known site containing film reviews.

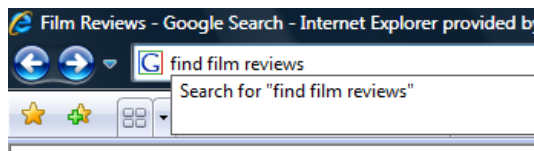
TIP: When you see a page of search results, clicking on a link will display that Web site, and replace the page of search results. If you want the Web site link to open within a new window, press the **Shift** key while you click on the link. The Web page will then open within a separate window, and you can still access the page of search results.

SAMPLE



Searching using the Address Bar

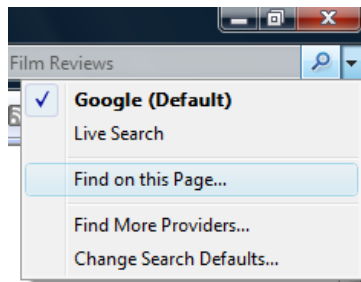
- Click within the Internet Explorer **Address Bar**. Type in the word **Find** followed by the search phrase. In the example we are searching for **Film reviews**.



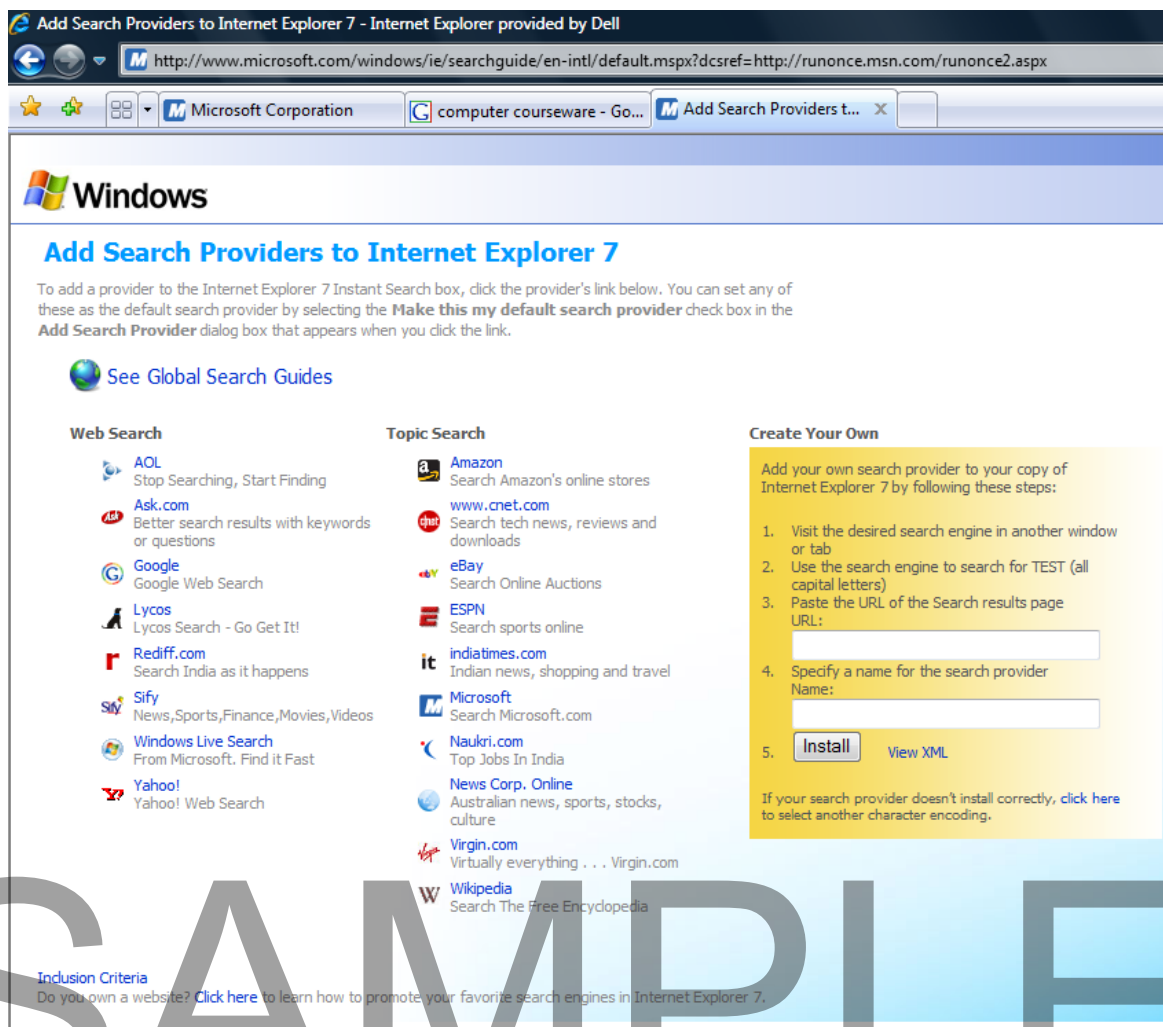
- Pressing the **Enter** key will display a page of search results.

Adding new search engines

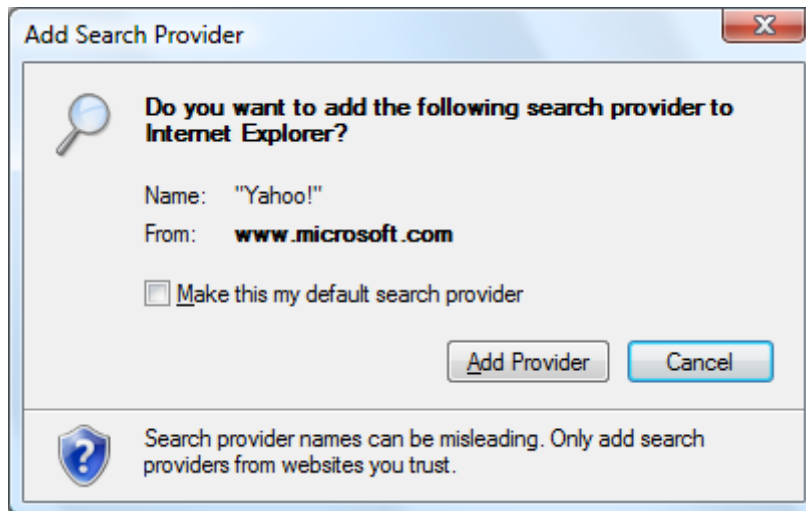
- Click on the **down arrow** to the right of the **Search Box** and you will see a drop down list.



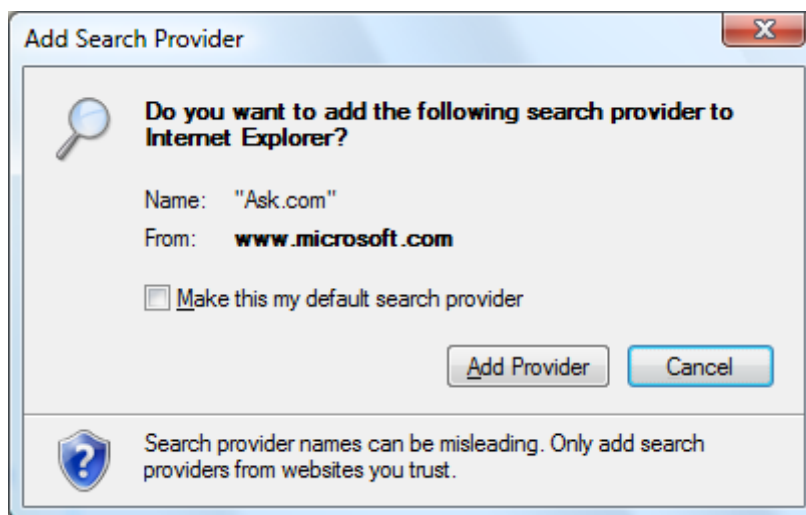
- Click on the **Find More Providers** command. You will see a page displaying other search engines.



- Click on the search engine you wish to add, in this case, click on **Yahoo**. You will see the **Add Search Provider** dialog box.

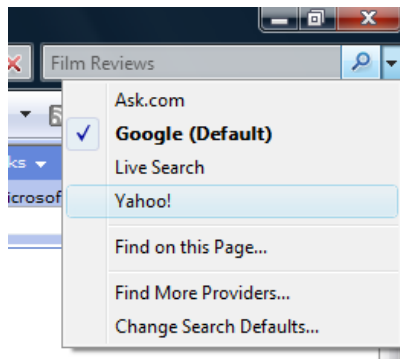


- Click on the **Add Provider** button.
- We can add another search engine at the same time. Click on the **Ask** link. Again you will see a dialog box. Click on the **Add Provider** button.



Temporarily changing the search engine

- Click on the **down arrow** to the right of the **Search Box** and from the drop down displayed select the search engine you wish to use. In this example select Yahoo.



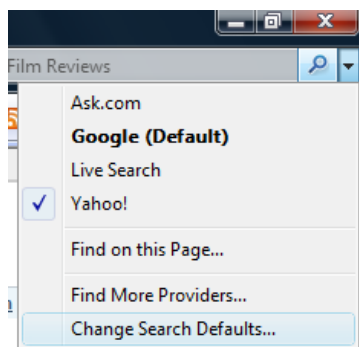
- Type the search phrase **Film reviews** into the **Search Box** and then press the **Enter** key. As you will see, different search engines return different search results.



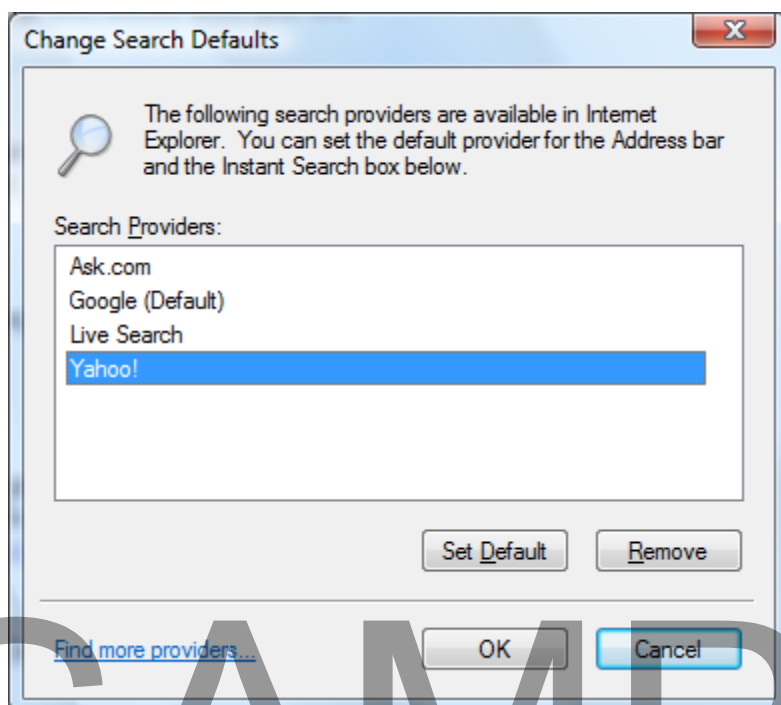
TIP: This search engine will only be used until you select another search engine or until you close Internet Explorer. When you reopen the Internet Explorer, the default search engine will be used again.

Changing the default search engine

- Click on down the **arrow** to the right of the **Search Box** and from the drop down displayed click on the **Change Search Defaults** command.



- This will display the **Change Search Defaults** dialog box. Select the search engine that you want to set as the default, such as **Yahoo**, click the **Set Default** button and then click on the **OK** button.



- Before continuing set the default to the **Google** search engine.

Search Engine Web sites

- If you want you can visit a search engine Web site directly using any of the Web addresses listed below.

Google - www.google.com

MSN Search - <http://search.msn.com>

Ask Jeeves - <http://www.askjeeves.com>

Yahoo - <http://www.yahoo.com>

AOL Search - <http://search.aol.com>

HotBot - <http://www.hotbot.com>

TIP: A good site that lists many more search engines is called Search Engine Watch. Have a quick look at this site and see what other search engines are available. www.searchenginewatch.com

Using keywords and phrases

- Many people think that when you use a search engine, such as Google, it will magically search the entire Web and find the information which you require. The first thing to understand is that a search engine like Google will only search through a list which it maintains of sites that have been registered with that particular search engine. This accounts in part for the widely differing results you sometimes get when you search using different search engines. Also each search engine has different criteria for ranking search results, i.e. the order in which search results are displayed on your page. These search results are often displayed 10 per page, with a brief description about each site which it has found matching your requirements. In general it is better to use two or more words, or a short phrase when searching.

Don't use a single search word!

- Normally you should use two (or more) words or a short phrase rather than a single word when using a search engine. Try to use unique words which directly relate to what you are searching for. For instance if you are searching for information about film reviews then search for **film reviews**, not just **reviews** which would include all sorts of reviews.

Searching using specific words

- If you search using two words such as **film reviews**, then often a search engine will go off and find all the pages which it knows about relating to **film**, **reviews** and **film reviews**. This could include all types of reviews, not just film reviews.

To get round this problem many search engines allow you to insert a + symbol between your words, this means that you only want to find pages containing all your words.

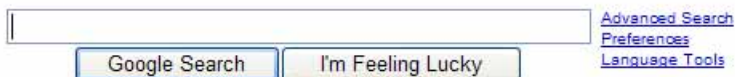
Searching using an exact phrase

- Sometimes you would be better enclosing your search phrase with quotation (") symbols. This will then mean that you want to find the exact phrase which you have entered. Thus if you search for **"film reviews"**, using the quotation marks, then you should see more relevant search results.

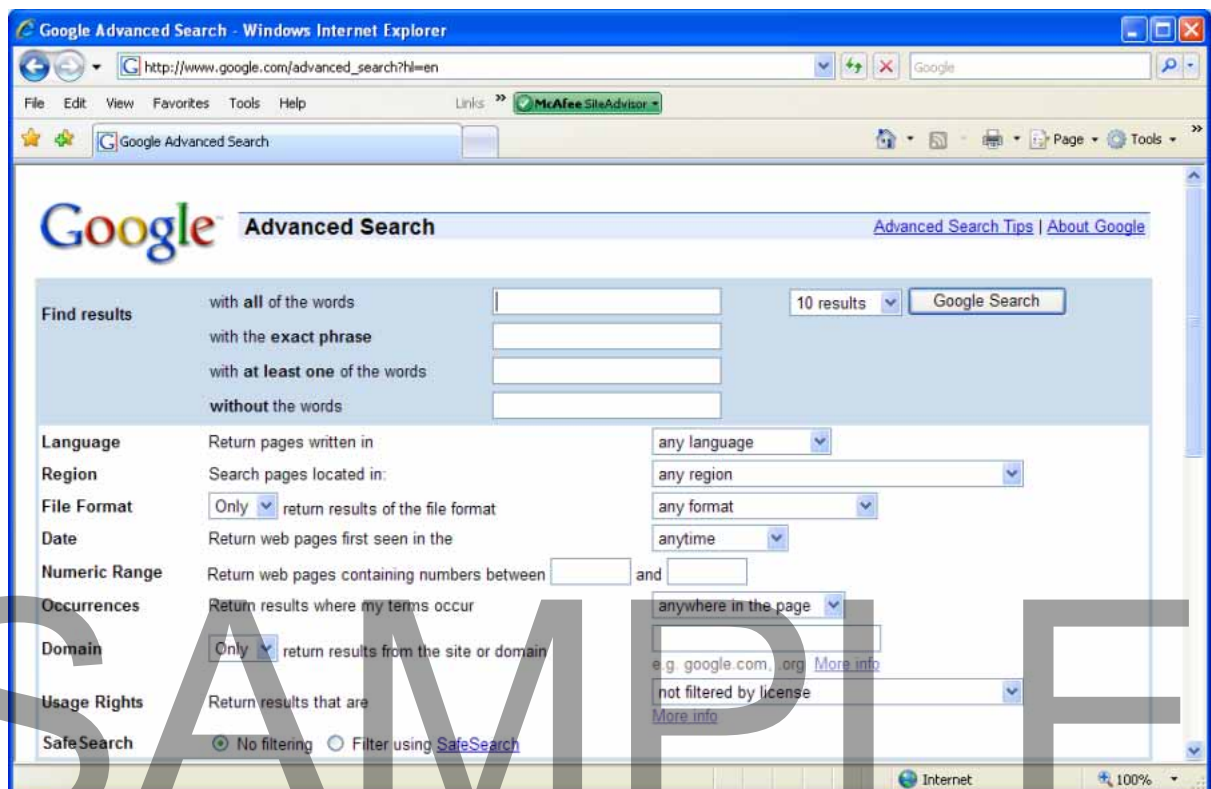
NOTE: Search engine options will vary from one search engine to another. Always use the on-line Help available!

Searching by excluding a word(s)

- Some search engines will let you search for certain words, while excluding other words from the search. To try this in Google, first type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



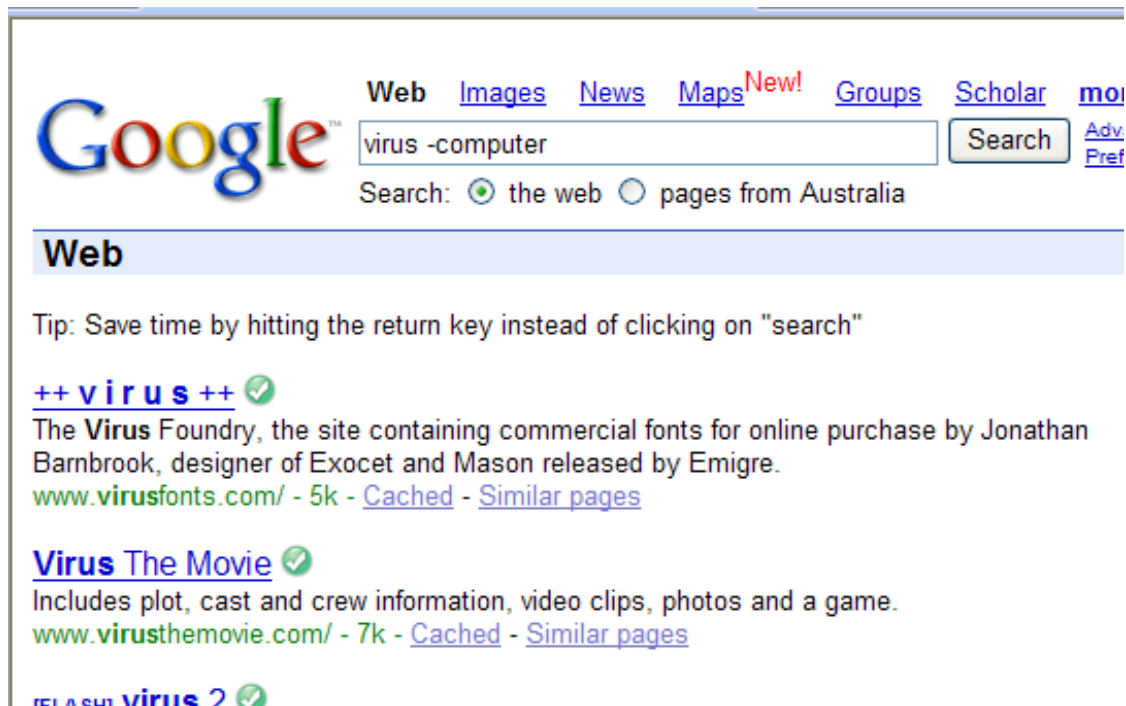
- Click on the **Advanced Search** link and you will see the following (remember that the Internet is constantly evolving so what you see might not be exactly like the illustration below).



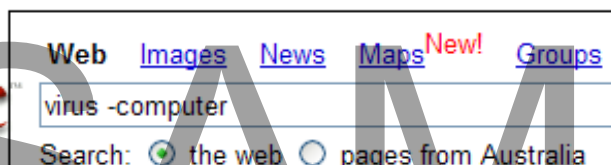
- In the example illustrated let's say we wanted to find information about viruses but wanted to exclude the word computer from our search. We would type in the following.

with all of the words	<input type="text" value="virus"/>
with the exact phrase	<input type="text"/>
with at least one of the words	<input type="text"/>
without the words	<input type="text" value="computer"/>

- Click on the **Google Search** button will then display the search result as required.



- If you look carefully at the search page that is displayed you will see that the syntax for excluding a word is displayed, as illustrated below.



I.e. in this case **virus -computer**

Searching by date

- Type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



[Advanced Search](#)
[Preferences](#)
[Language Tools](#)

- Click on the **Advanced Search** link.
- Within the “**with all these words**” section we can type in our search phrase, such as **computer viruses**.
- As you can see clicking on the drop down arrow within the **Date** section allows you to search for pages posted during a specific time period, ranging from the last 24 hours through to the last year.

TIP: If you are trying this after experimenting with the previous section make sure to remove any words from the “**without the words**” section.

Google Advanced Search

Find results with **all** of the words
 with the **exact phrase**
 with **at least one** of the words
without the words

Language Return pages written in
 Region Search pages located in:
 File Format return results of the file format
 Date Return web pages first seen in the
 Occurrences Return results where my terms occur
 Domain return results from the site or domain
 Usage Rights Return results that are
 SafeSearch ☒ No filtering ☐ Filter using [SafeSearch](#)

- Click on the **Google Search** button will then display the search result as required.

Searching by file format

- Type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



[Advanced Search](#)
[Preferences](#)
[Language Tools](#)

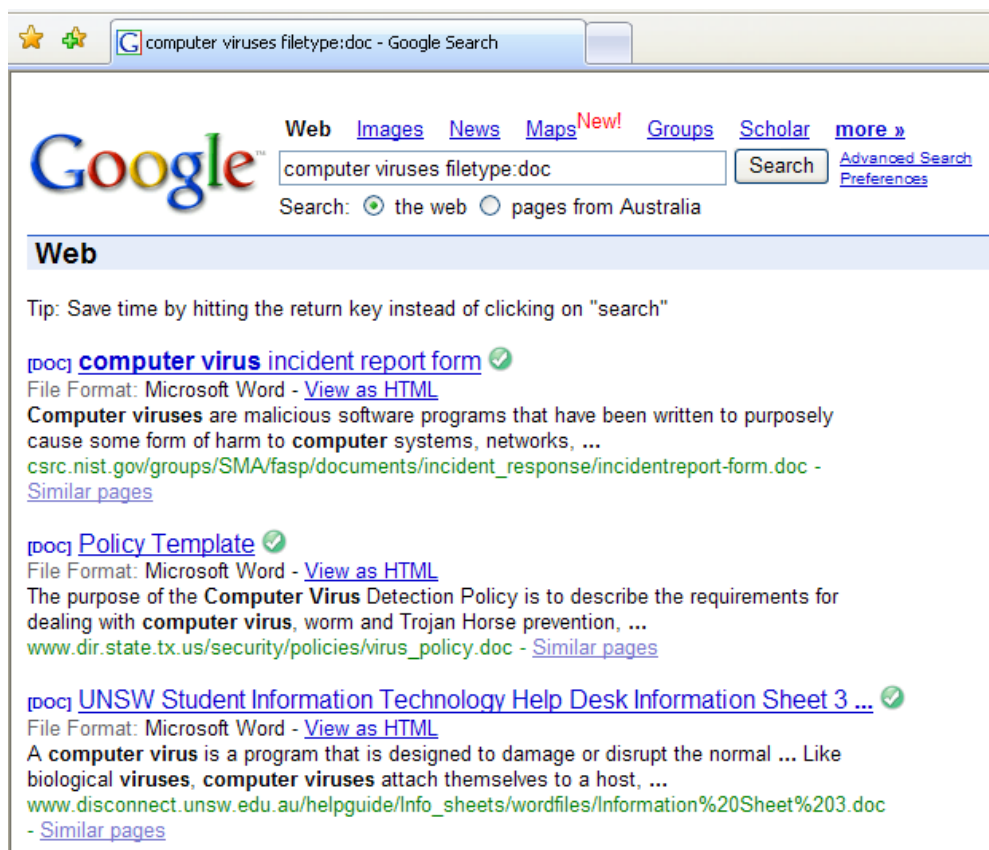
- Click on the **Advanced Search** link.
- Within the “**with all these words**” section we can type in our search phrase, such as **computer viruses**.
- As you can see clicking on the drop down arrow within the **File Format** section allows you to search for information in a range of different formats, such as Adobe Acrobat PDF, Microsoft Word and Rich Text Format (RTF). In the example shown we have selected only documents in **Microsoft Word** format.

TIP: If you are trying this after experimenting with the previous section make sure to remove any restrictions from within the **Date** section.

Google **Advanced Search**

Find results	with all of the words	<input type="text" value="computer viruses"/>	10 results
	with the exact phrase	<input type="text"/>	
	with at least one of the words	<input type="text"/>	
	without the words	<input type="text"/>	
Language	Return pages written in	any language	
Region	Search pages located in:	any region	
File Format	Only <input type="button" value="v"/> return results of the file format	any format	
Date	Return web pages first seen in the	any format	
Occurrences	Return results where my terms occur	any format Adobe Acrobat PDF (.pdf) Adobe Postscript (.ps) Autodesk DWF (.dwf) Google Earth KML (.kml) Google Earth KMZ (.kmz) Microsoft Excel (.xls) Microsoft Powerpoint (.ppt) Microsoft Word (.doc) Rich Text Format (.rtf) Shockwave Flash (.swf)	
Domain	Only <input type="button" value="v"/> return results from the site or domain		
Usage Rights	Return results that are		
SafeSearch	<input checked="" type="radio"/> No filtering <input type="radio"/> Filter using SafeSearch		

- Your search results will look something like the illustration below. As you can see only Word documents have been listed.



NOTE: Word documents may contain virus like code, so you should be careful when opening documents unless you have confidence in the source from which you download them.

Online encyclopaedias

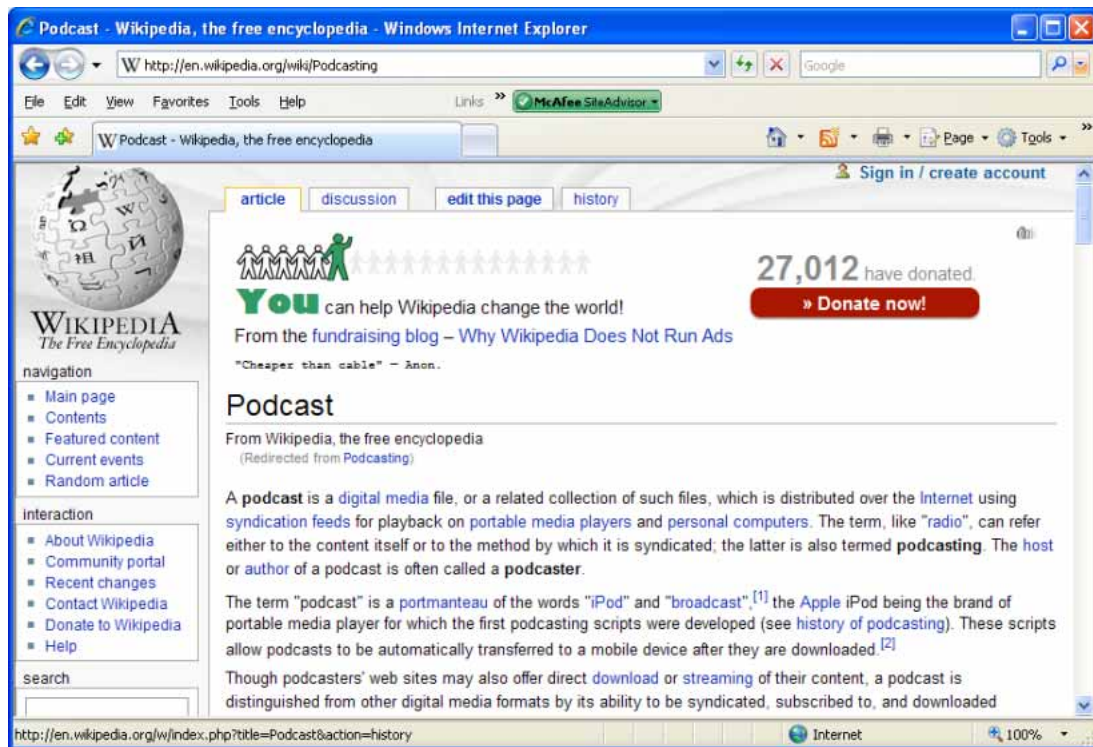
- The Internet contains a number of online encyclopaedia, the best known of which is Wikipedia which you can investigate at: **<http://wikipedia.org>**

SAMPLE

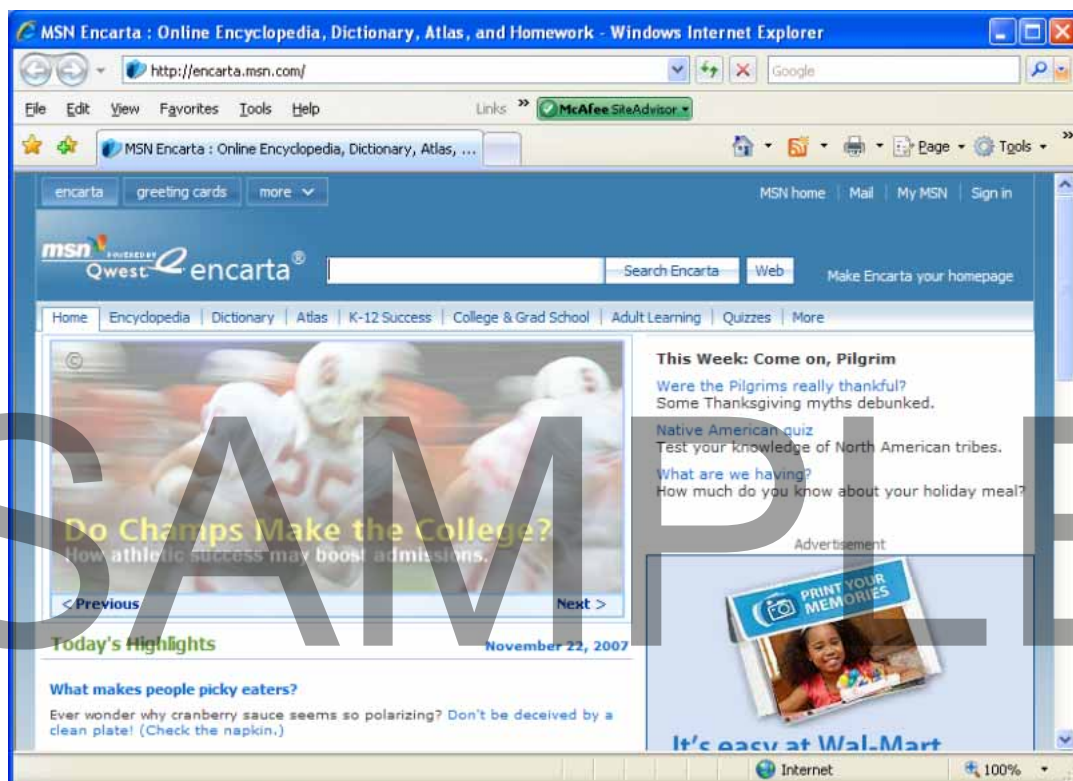


- As you can see it is multilingual and has up to date information on a range of subjects. For instance try searching this encyclopaedia for information about Podcasting. You will find lots of information, links and references, as illustrated.

SAMPLE



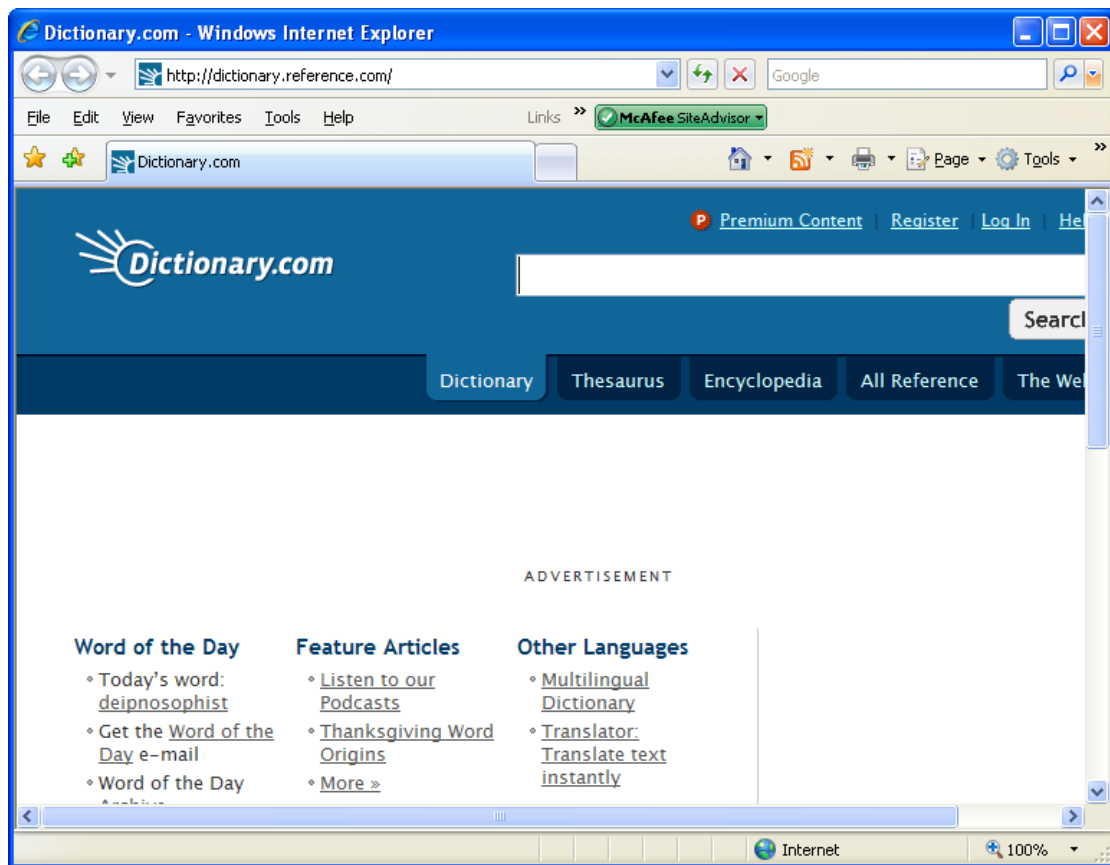
- There are many other examples such as Microsoft Encarta site which you can view at: <http://encarta.msn.com>



- Try searching the web for other free online encyclopaedias.

Online dictionaries

- The Internet contains many online dictionaries, you can find an example at: <http://dictionary.reference.com>



- Try searching the web for other free online dictionaries.

SAMPLE

Getting Help Within Internet Explorer

Displaying Help

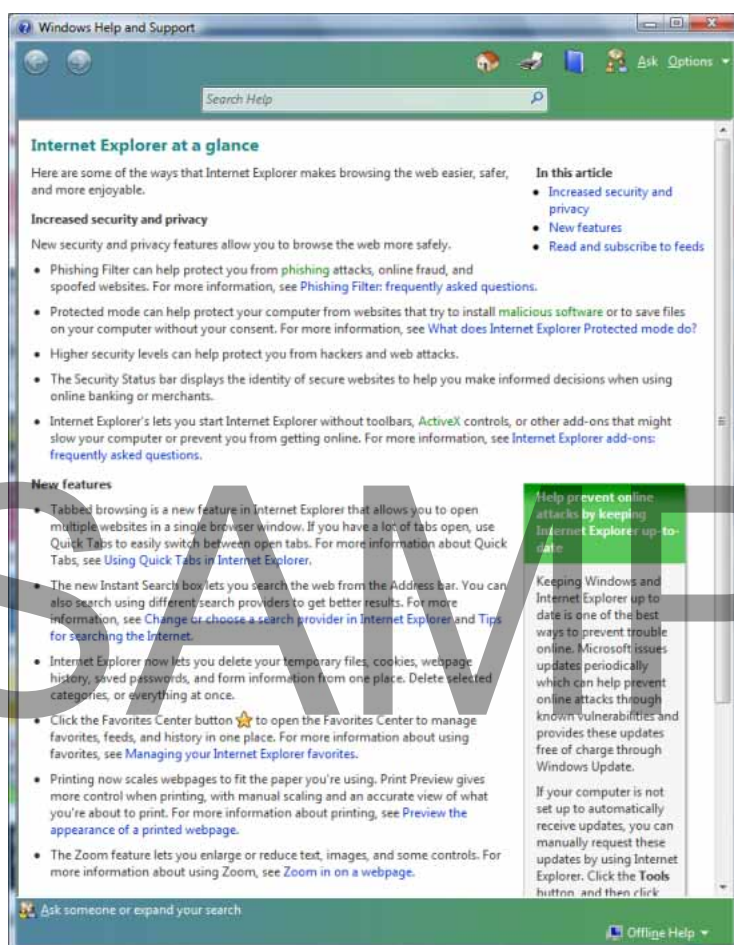
- With the Internet Explorer window open, press the **F1** key. This will display the Internet Explorer help window. Within this window you can see information on topics including:

- **Increased security and privacy**
- **New features**
- **Read and subscribe to feeds**

Towards the bottom of the windows are further links to items such as:

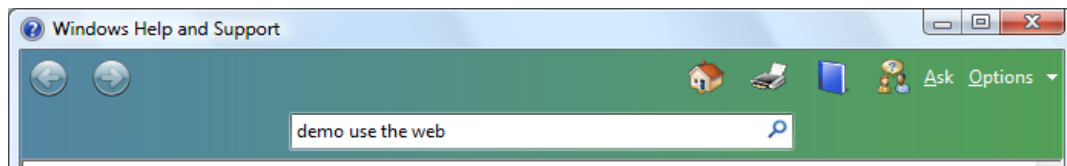
- **Internet Explorer keyboard shortcuts**
- **Fill in website forms and passwords automatically**
- **How to know if an online transaction is secure**
- **Internet Explorer browser settings**

Take a little time reading up on the new features available within this version of Internet Explorer.

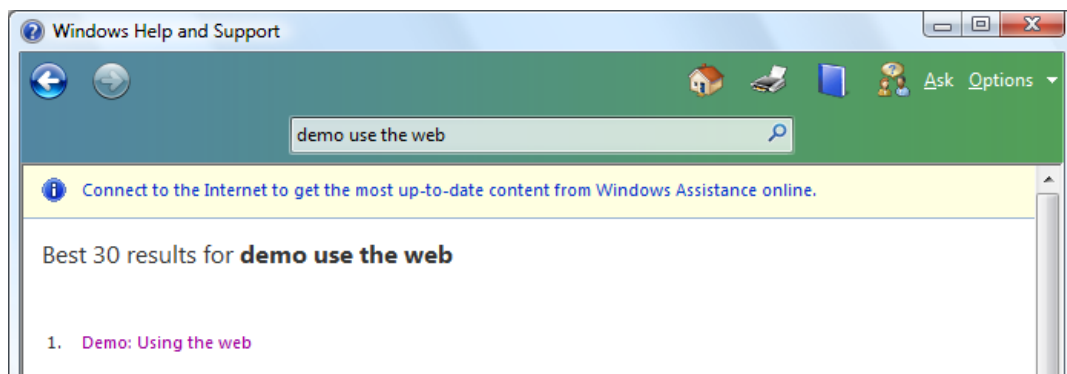


Help Demos

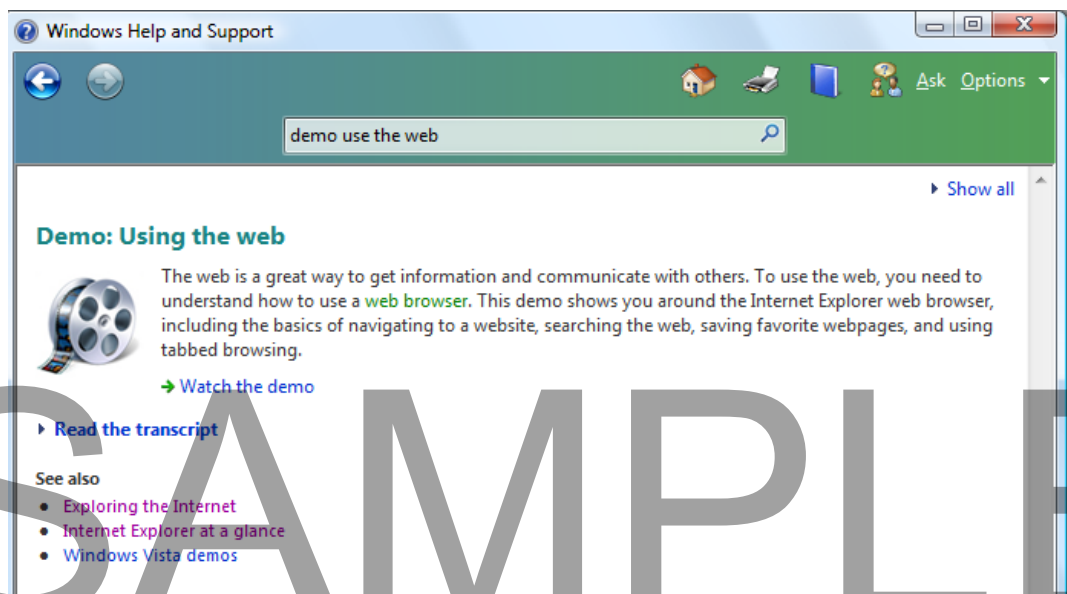
- Within the Help search box, type in the words **Demo use the Web**, as illustrated below, and then press the **Enter** key.



- You will see the demo link illustrated below.



- Click on this link and you will see the following.



- Click on the **Watch the demo** link. Note there is sound as well as pictures, so make sure that your speakers are connected up.



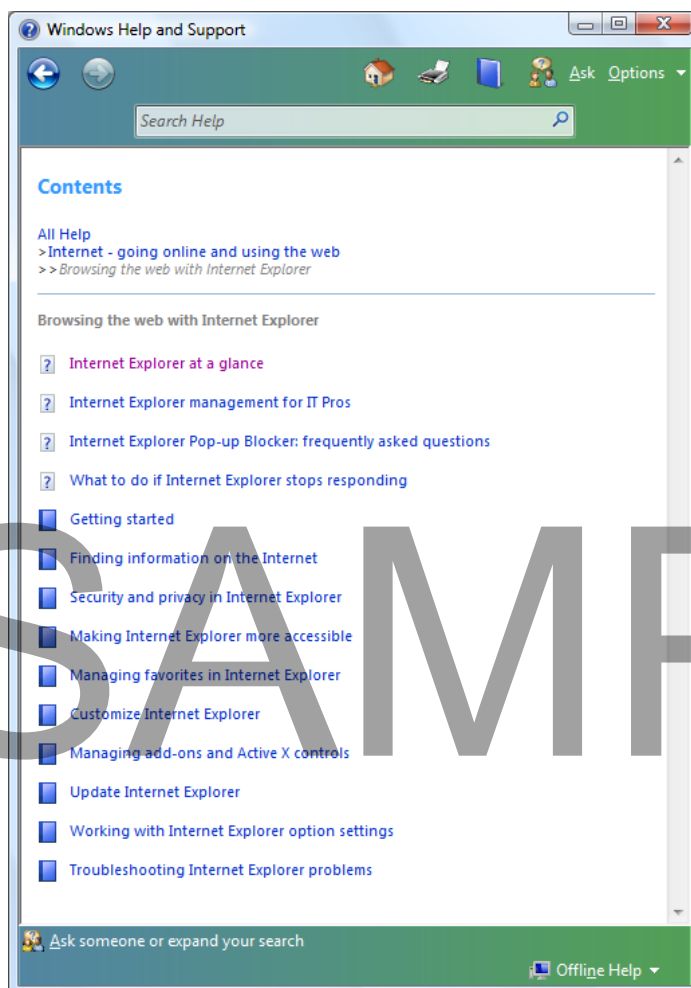
- Close the demo window when you have finished watching the presentation.

Browsing for Help

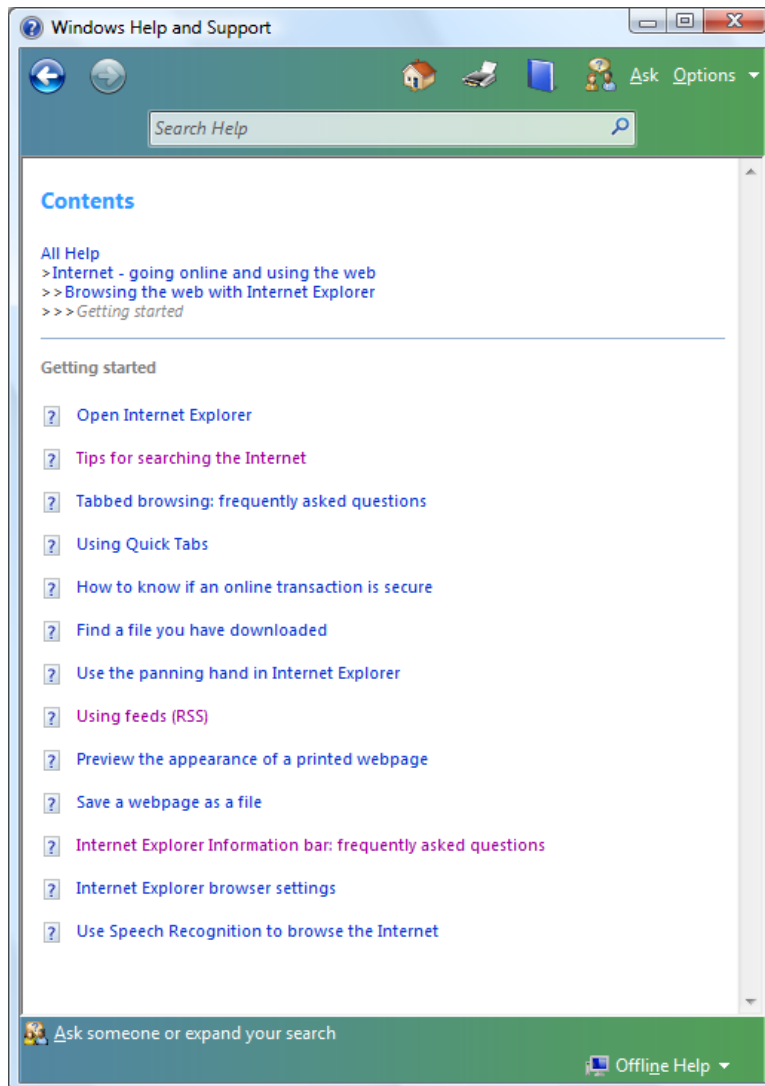
- Click on the **Browse Help** icon.



- This will display a window, as illustrated below.



- You can use this window to browse for topics of interest. For instance clicking on the **Getting Started** item, will display the following.



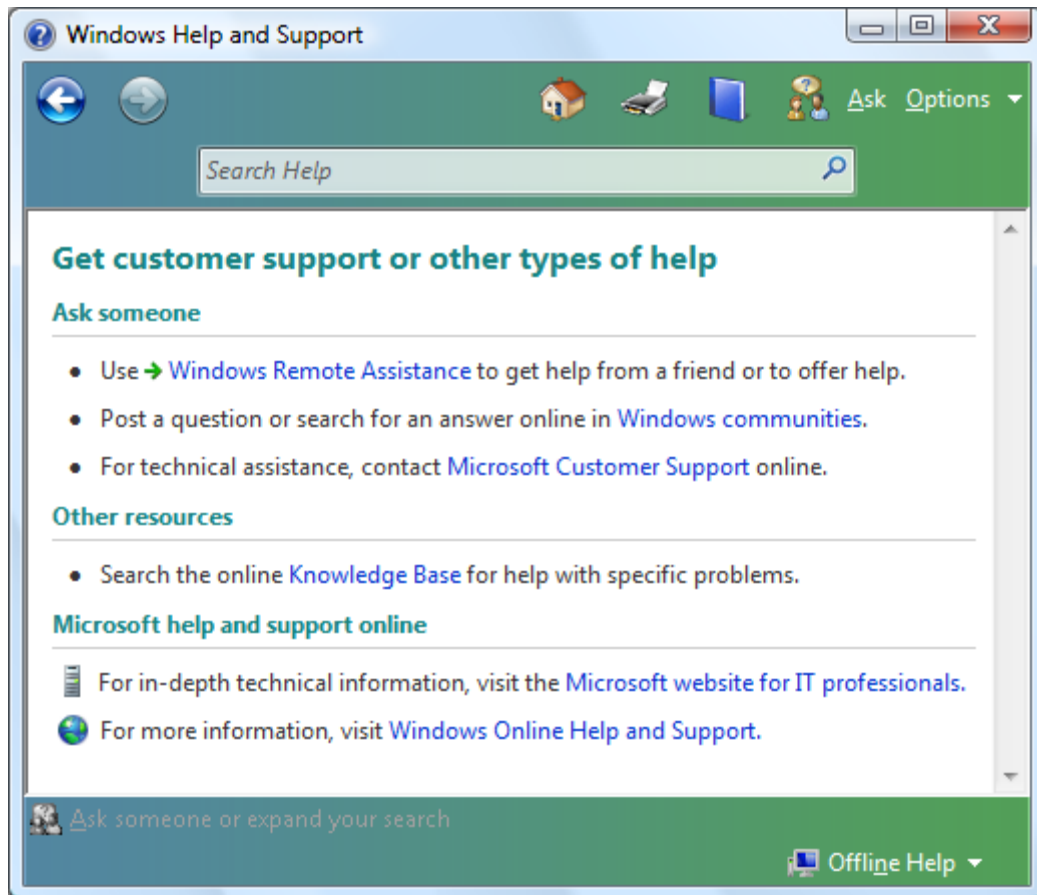
- Experiment by clicking on some of these links and seeing what sort of help is available.

Asking for Help

- Click on the **Ask** icon.



- This will display the following window.



- You can use this to get help online or search the **Knowledge Base** which is a technical database which can be very useful for solving particular problems.

Printing Help sheets

- Display a page of help information and then click on the **Print** icon to print that page of information.



SAMPLE

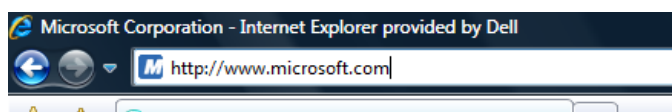
Customizing Internet Explorer

Setting your Home Page (stating page)

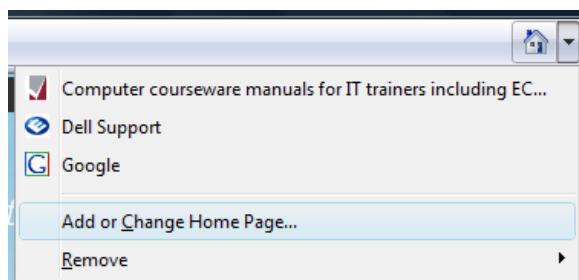
- You can set your Home Page to any Web page you like. Once set this means that the page you select will be displayed automatically within the Internet Explorer each time you start the program.
- Display the Web page that you would like to set as the home page. In this case type the following into the address bar and then press the **Enter** key:

www.microsoft.com

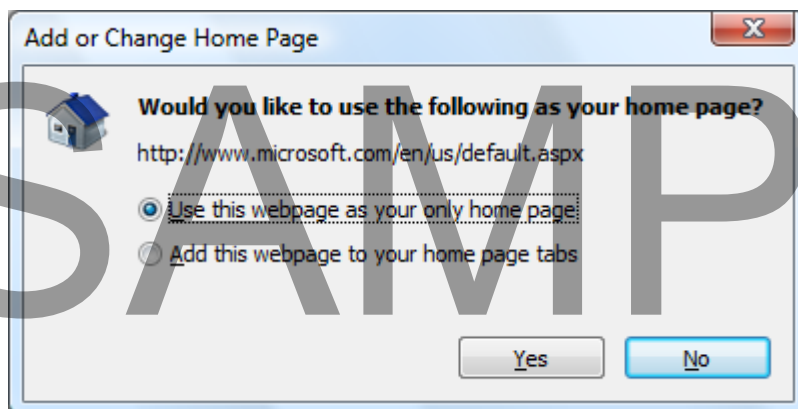
You will see the following



- Once the Microsoft Home is displayed, click on the **down arrow** next to the **Home** icon. This will display a drop down menu. Select the **Add or Change Home Page** command.



- This will display the **Add or Change Home Page** dialog box, as illustrated.



- Click on the **Use this webpage as your only home page** option. Click on the **Yes** button. You will not see any changes, but the home page has been changed.

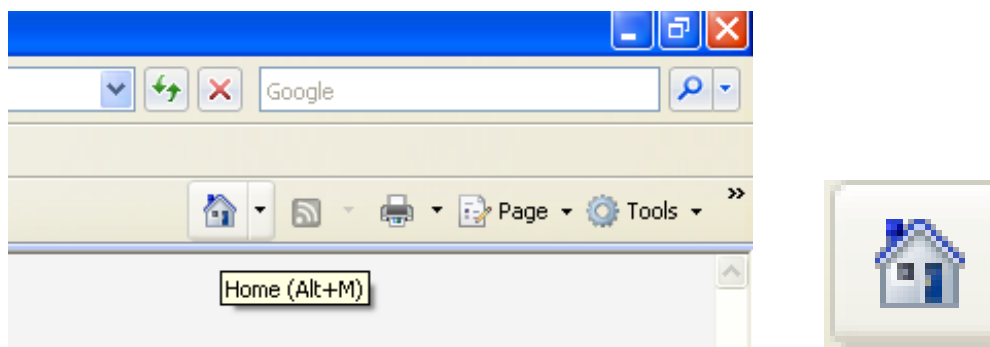
NOTE: You may see a pop-up from your anti-virus checker asking if you

really want to allow your home page to be changed. The reason for this is that some malicious virus type programs often try to change your home page to a page selling you a product or service you do not want.

- Close the Internet Explorer program and then restart the Internet Explorer program. You should see that the Microsoft page now opens up automatically.

Visiting the Home Page

- To visit the Internet Explorer Home Page, click on the **Home** icon within the toolbar, as illustrated.

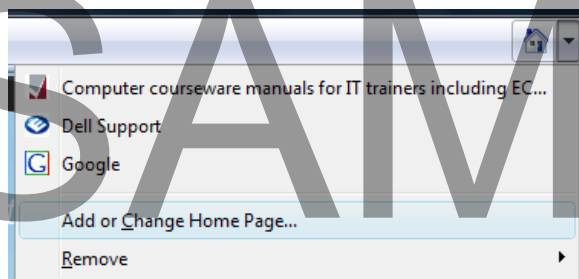


Setting multiple Home Pages

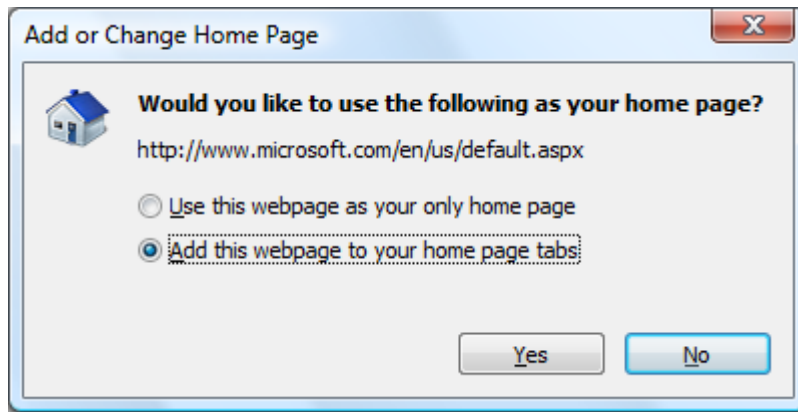
- Display the Web page that you would like to set as a home page on another of your tabs. In this case type the following into the address bar and then press the **Enter** key:

www.intel.com

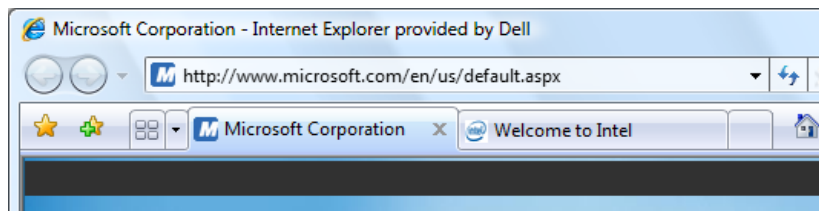
- Once the Intel Home is displayed, click on the **down arrow** next to the **Home** icon. This will display a drop down menu. Select the **Add or Change Home Page** command.



- This will display the **Add or Change Home Page** dialog box, as illustrated.

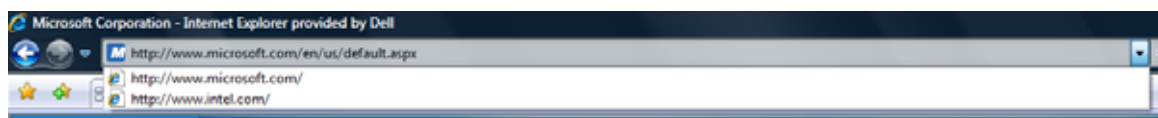


- Click on the **Add this webpage to your home page tabs** option. Click on the **Yes** button. You will not see any changes, but the home page has been changed.
- Close the Internet Explorer program and then restart the Internet Explorer program. You should see that the Microsoft Web site and the Intel Web sites both now open up automatically, as illustrated.



Revisiting Web pages via the address bar

- If you click on the **down arrow** to the right of the **address bar** you will see a list of recently visited Web pages. Try clicking on one of these and you will display that page within the Internet Explorer.

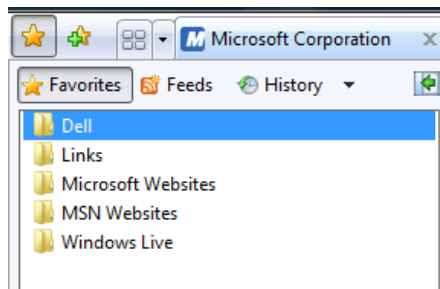


Displaying your viewing history

- Internet Explorer keeps a log of the Web sites you have visited. You can display this list and click on a Web site within the history list to revisit it. To view your history, click on **Favorites Center** icon (top-left of your window).

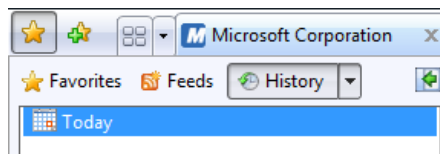


This will display the following drop down.

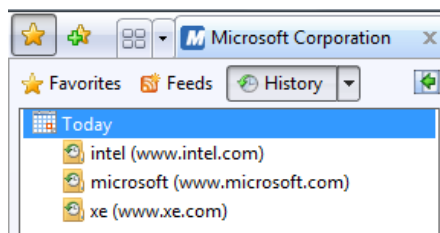


TIP: The keyboard shortcut to display this drop down is **Alt+C**.

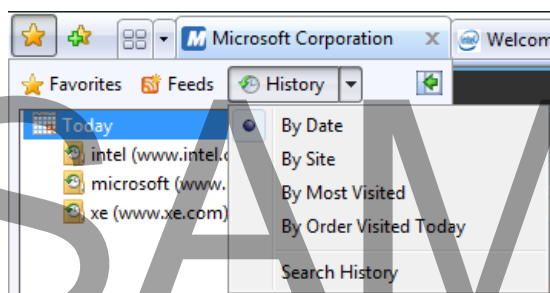
- Click on the **History** button. You will see the following.



- Click on the **Today** icon and the list will expand to display all the Web sites you have visited today. Clicking on an item in the list will display that Web site.

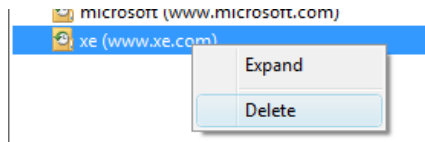


TIP: Clicking on the **down arrow** next to the **History** button will allow you to sort the history by specified criteria, such as **date**, **site name**, **most visited sites** and by **order visited today**.



Deleting a history item

- To delete a history item, right click over the item in the history list and from the pop-up menu displayed, select the **Delete** command.

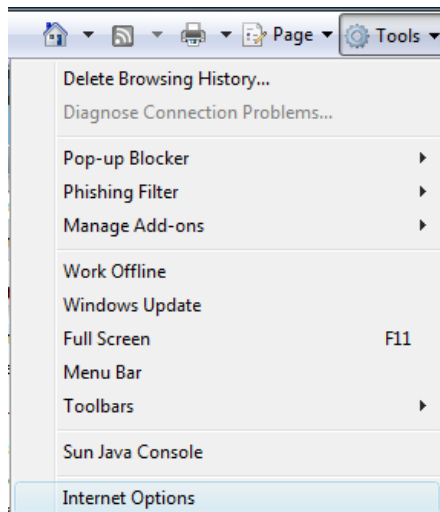


Deleting the entire browsing history and temporary files

- Click on the **Tools** button (top-right of your screen).

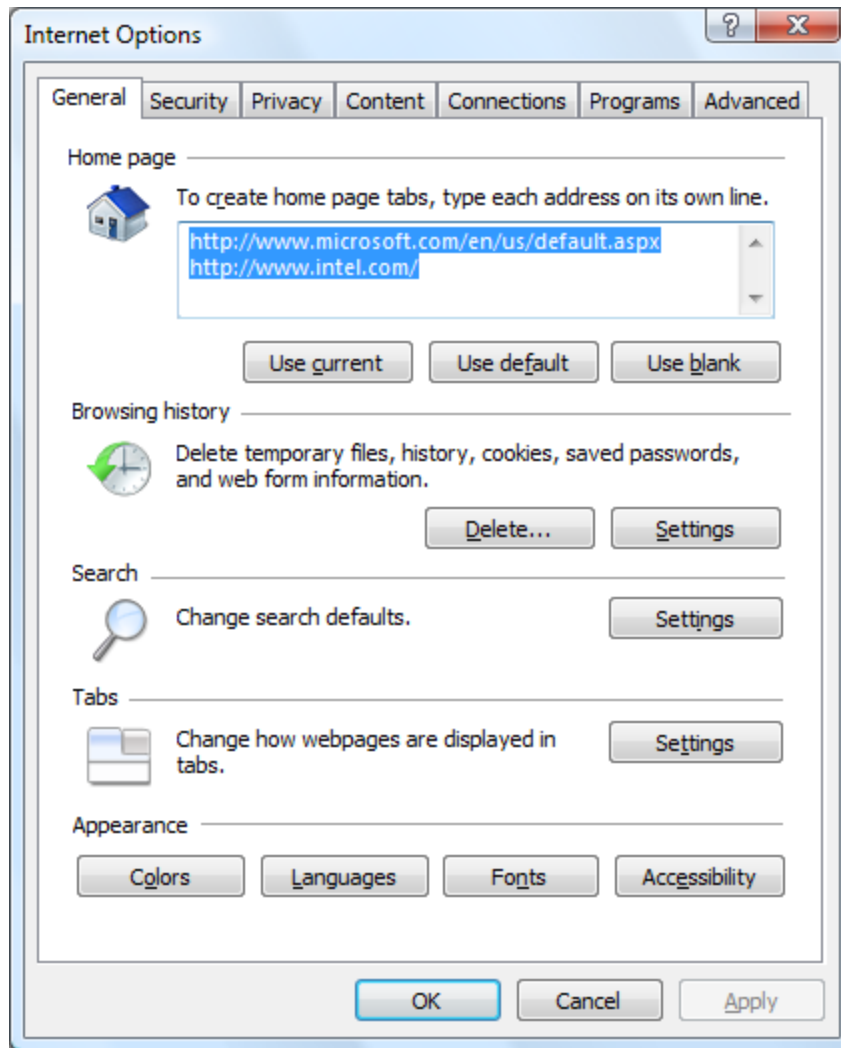


- From the drop down list displayed, select the **Internet Options** command.

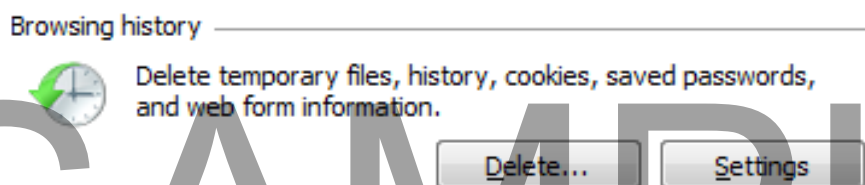


- This will display the **Internet Options** dialog box.

SAMPLE



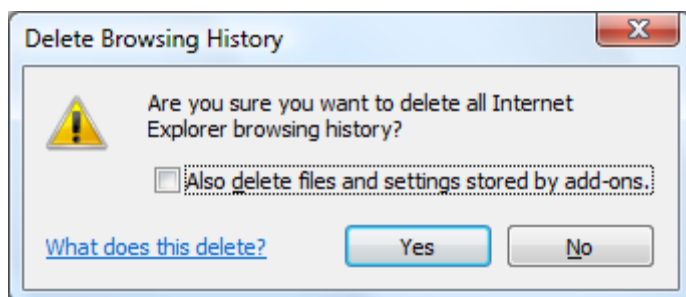
- Within the **Browsing history** section of the dialog box, click on the **Delete** button.



- This will display the **Delete Browsing History** dialog box.



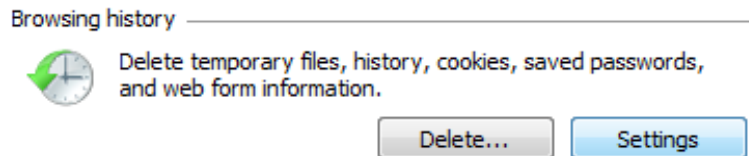
- You can choose to delete only particular types of files or you can click on the **Delete all** button displayed at the bottom of the dialog box. Click on this option and you will see the following dialog box.



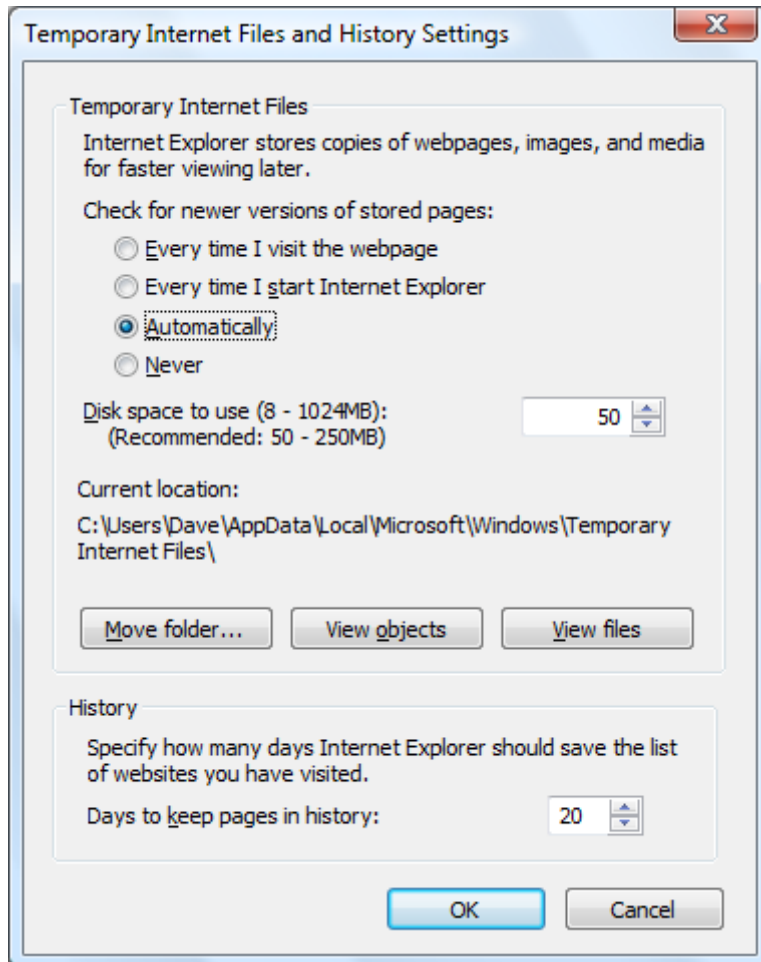
- Click on the **Yes** button to delete your entire browsing history, along with any temporary files that may have been downloaded.

Customizing history options

- Click on the **Tools** button (top-right of your screen). From the drop down list displayed, select the **Internet Options** command which will display the **Internet Options** dialog box. Within the **Browsing history** section of the dialog box, click on the **Settings** button.



- This will display the **Temporary Internet Files and History Settings** dialog box.



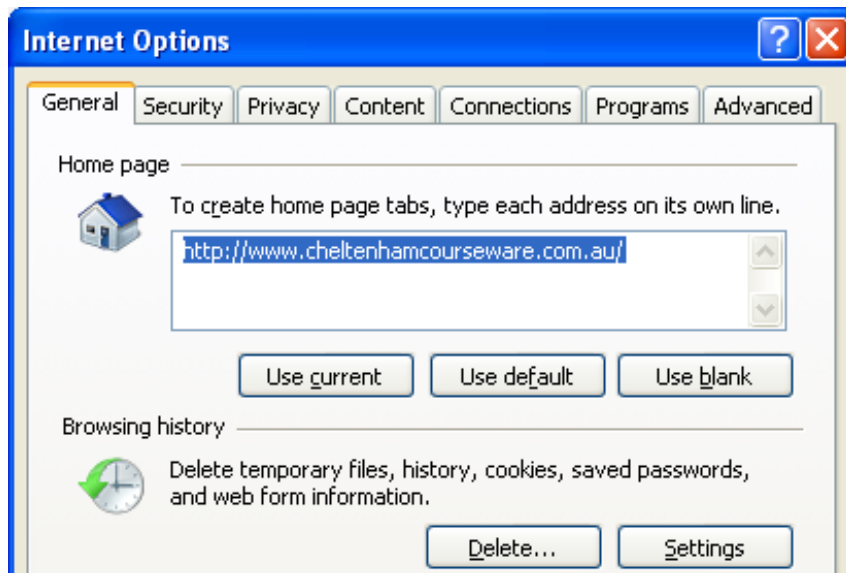
- You can use the settings within this dialog box to specify how many days are recorded within the History tracking system.

Internet cache

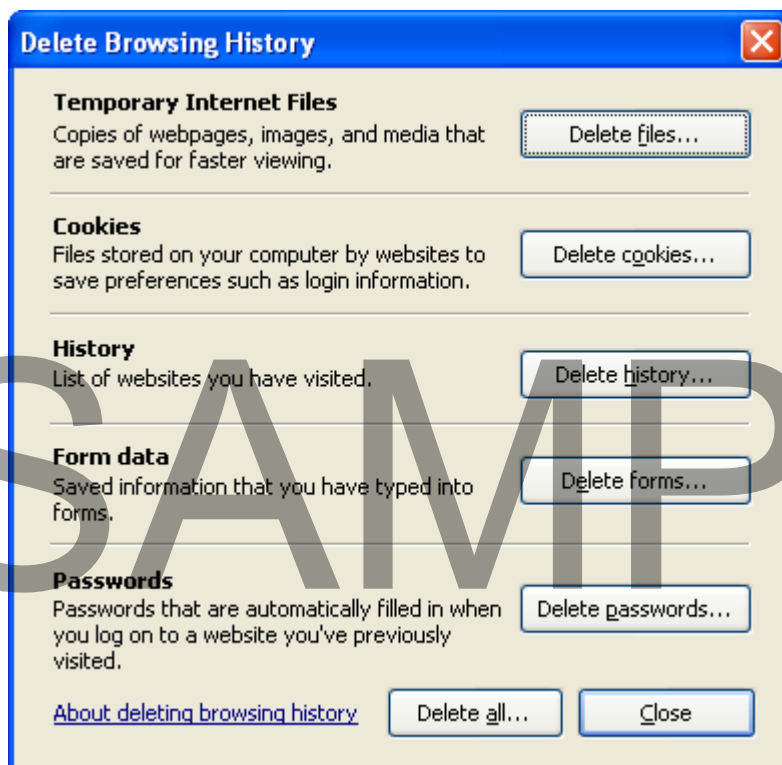
- Each time you display a Web site within your Web Browser, a copy of the information (both text and pictures) is saved on your hard disk. The reason for this is that the next time you want to re-visit the site; the information is quickly loaded from the copy on your hard disk, rather than slowly from the actual Internet site.
- As pictures are stored in the cache, if you are visiting a site which has many separate Web pages, with say a company logo on each page, then all subsequent pages from that site will load a little faster as the logo graphics will load from the cache, not via the Internet.

Emptying the cache and deleting temporary Internet files

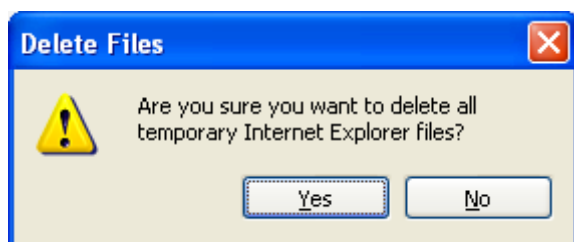
- Click on the **Tools** button (top-right of your screen). From the drop down list displayed, select the **Internet Options** command which will display the **Internet Options** dialog box. Make sure that the **General** tab is selected.



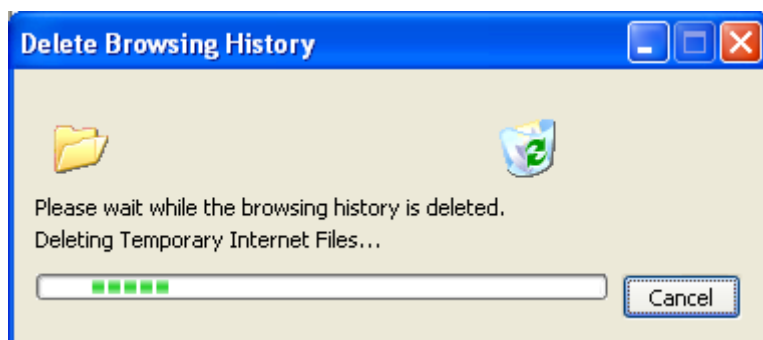
- Click on the **Delete** button and you will see the following.



- Click on the **Delete files** button. You will see a warning dialog box displayed.



- Click on the **Yes** button. You will see the temporary files being deleted, as illustrated.



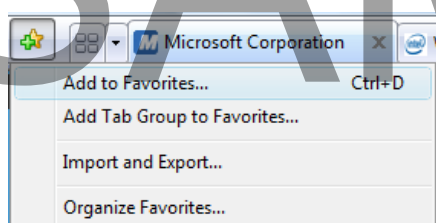
- Close the dialog box once all the temporary files have been deleted.

Adding a Web page to your favourites

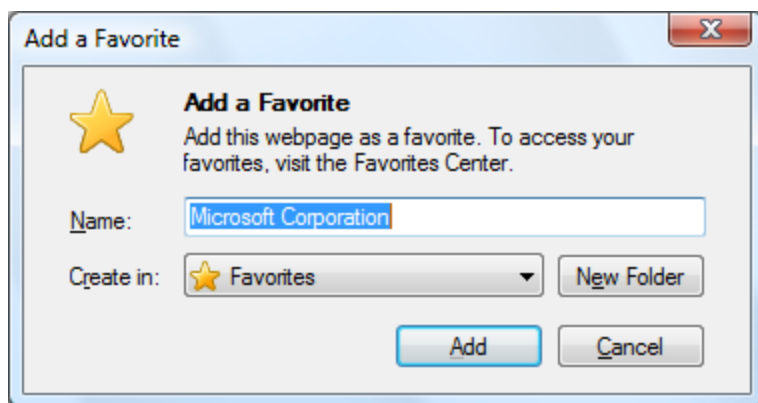
- Favourites are also called bookmarks, and act in the same way that you would use a bookmark to mark a place in a book you are reading. You can set a bookmark and later use the bookmark to redisplay a particular Web page. This means that you do not have to remember the Web address of a Web page, just click on the favourite that you have saved for that particular page.
- Display the Microsoft home page. To add a bookmark for the Microsoft home page, click on the **Add to Favorites** icon (top-left of your screen),



- From the drop down list displayed, select the **Add to Favorites** command.



- This will display the **Add a Favorite** dialog box.



- Click on the **Add** button and you have created a bookmark for the page that is currently displayed within the Internet Explorer.

Opening a favorite (bookmark)

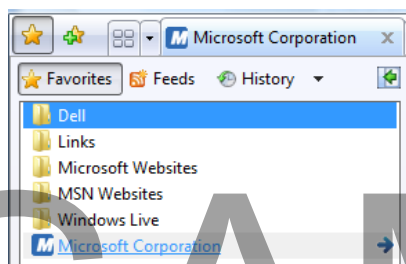
- First type in the address of another Web site, so that we can use the favorites list to display the favorite Web site we have just added. Type in the following Web address and press the **Enter** key:

www.dell.com

- Click on the **Favorites Center** icon.



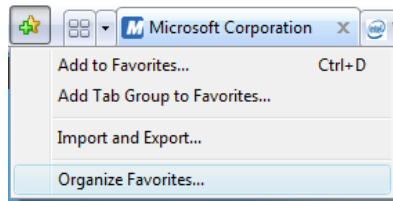
- Within the drop down displayed, click on the **Favorites** button.



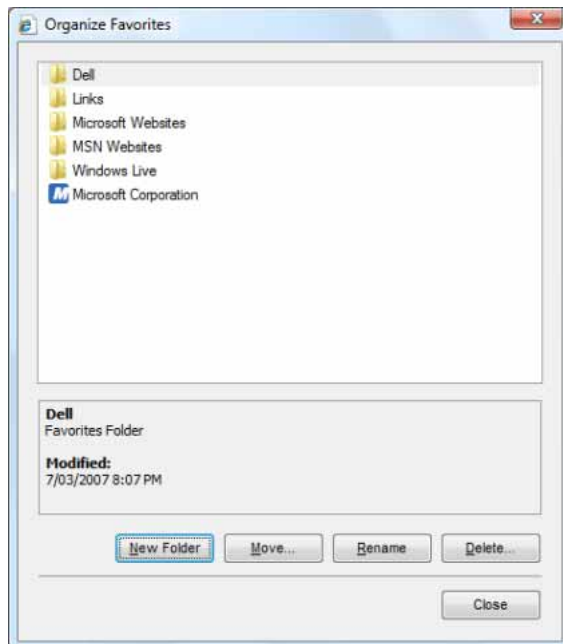
- Click on the required item within the favorites list and that Web site will be displayed on your screen.

Creating a new favorites folder

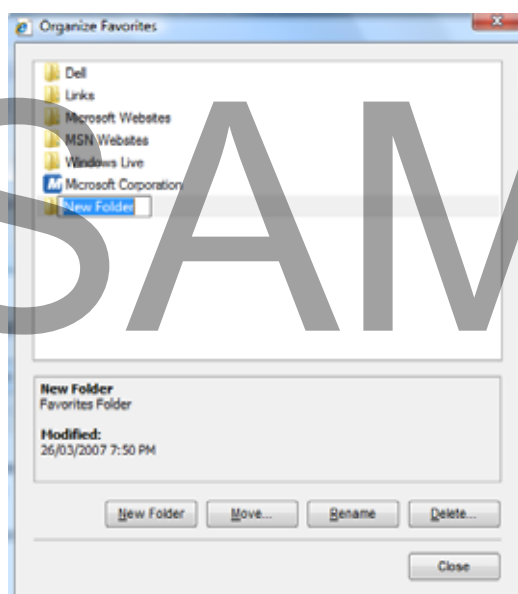
- You can easily create a folder in which you can organize your favorites. A particular favorite can be moved from one folder to another so that your favorites can be grouped to make them more accessible.
- Click on the **Add to Favorites** icon and from the drop down displayed, select the **Organize Favorites** command.



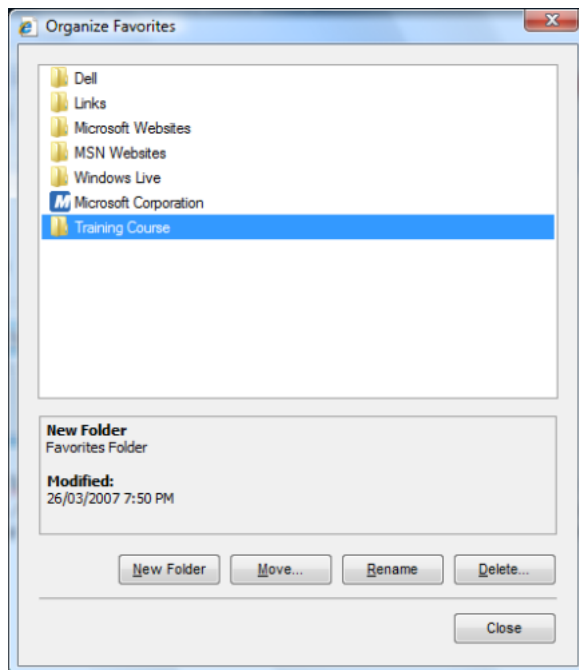
- This will display the **Organize Favorites** dialog box.



- To create a new folder click on the **New Folder** button. You will see a new folder is created, called **New Folder**. This is displayed in editing mode, so you can now type in a new name for the folder such as '**Training Course**'. Then press the **Enter** key.

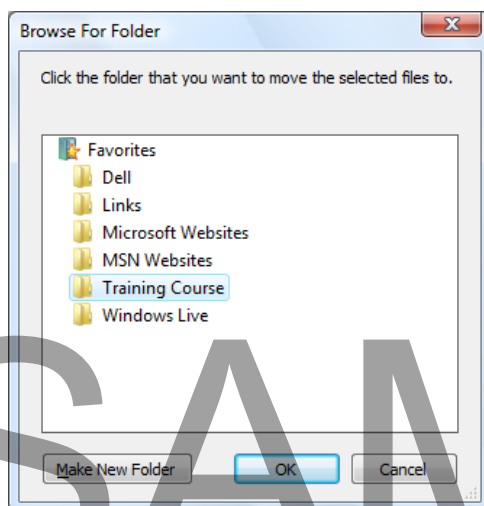


- You will now see the new folder displayed, as illustrated.



Moving a favorite to a folder

- Click on a favorite, such as the **Microsoft** favorite. Click on the **Move** button. You will see a dialog box displayed.



- Select the folder that you want to move the favorite to, in this case the **Training Course** folder. Click on the **OK** button and the favorite will be moved to the folder as requested.

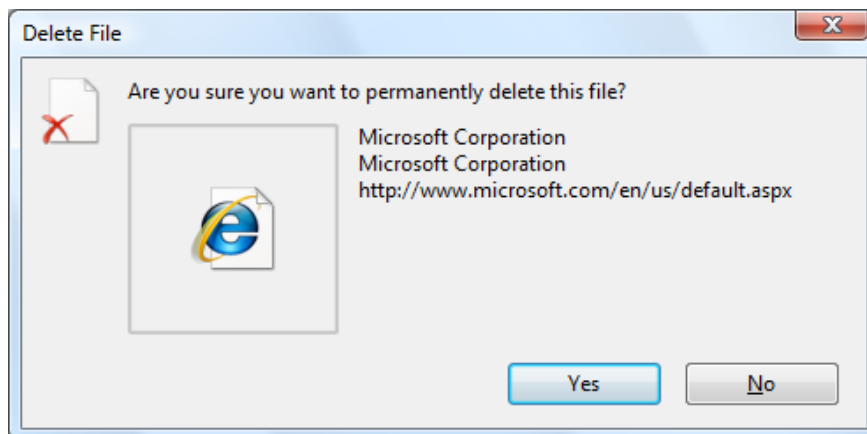
Renaming a bookmark

- Your favorite is now in the **Training Course** folder. Click on this folder to display the favorite. To rename the favorite, once selected, click on the

Rename button. Type in a new name, in this case **Microsoft Web Site**. Press the **Enter** key and the favorite is renamed.

Deleting a bookmark

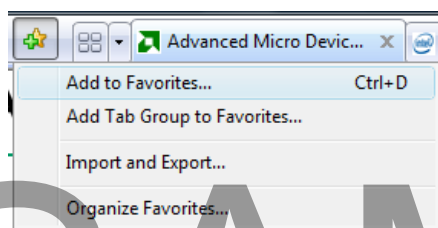
- Select your Microsoft favorite and click on the **Delete** button. You will see a warning dialog box.



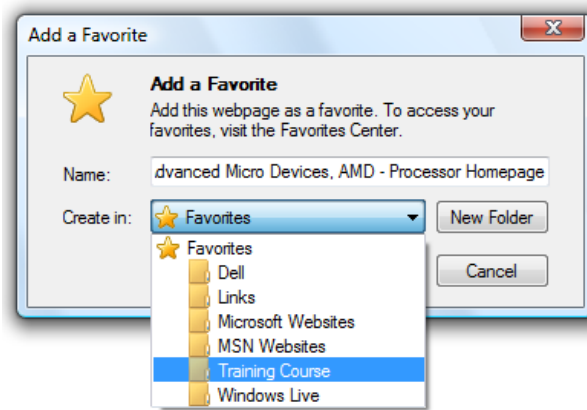
- Click on the **Yes** button.

Adding a Web page to a specified bookmark folder

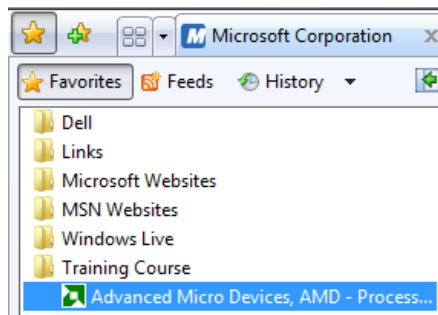
- You can add a new favorite directly to a folder within your favorites.
- Visit a Web page at **www.amd.com**. We shall create a favorite for this Web page. Click on the **Add to Favorites** icon. From the drop down displayed, click on the **Add to Favorites** command.



- This will display the **Add a Favorite** dialog box. Within the **Create in** section of the dialog box, click on the **down arrow** next to **Favorites**. In this case select the **Training Course** folder.



- Click on the **Add** button and the favorite will be created.
- Click on the **Favorites Center** icon and verify that the favorite has been added to the **Training Course** folder.

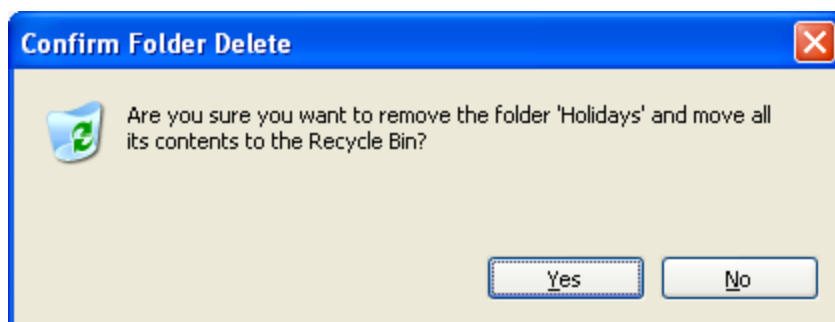


Deleting a favourites folder

- Use the techniques described above to create a favourites folder called **Holidays**.
- Display the favourites and select the **Holidays** folder, as illustrated.



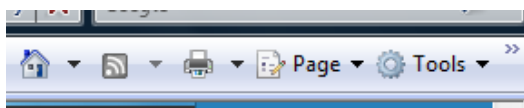
- With the Holidays folder selected, press the **Del** key. You will see the following.



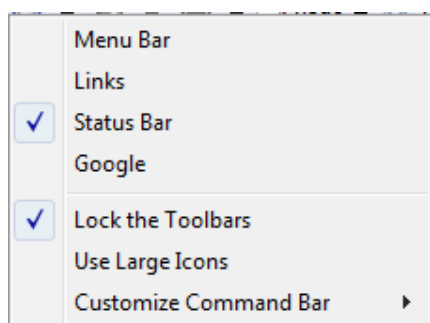
- Click on the **Yes** button to delete the favorite folder.

Toolbars

- There are a number of different toolbars that you can display. Move the mouse pointer over one of the icons in the toolbar, as illustrated below.



- Right click and you will see other toolbars that you can display.



- Click on the **Menu Bar** command and you will see drop down menu items displayed to the left of your toolbar. This gives you quick access to a range of commands and customization options.

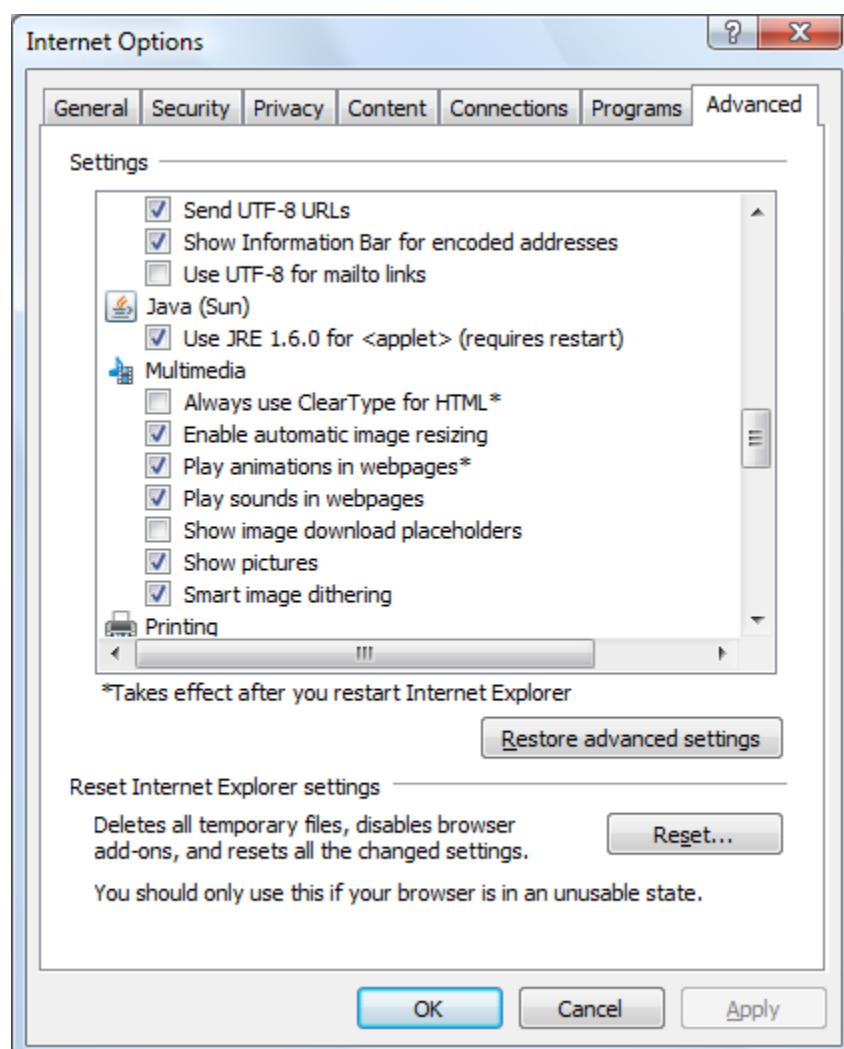


TIP: These drop down menus are very similar to the options displayed within earlier versions of Internet Explorer, so if you have some experience of using a previous version you may find this option useful.

Disabling picture display

- If you set the Internet Explorer not to display pictures, then Web pages will load much faster. However the whole point of a Web page is the ability to display text and pictures. You are missing out on a lot by not seeing

pictures. In some cases a Web site may consist of only pictures (with even the text on the Web site, actually being a picture of the words). To disable the displaying of pictures, click on the **Tools** button within the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command. Click on the **Advanced** tab and then scroll down to the **Multimedia** section, as illustrated below.



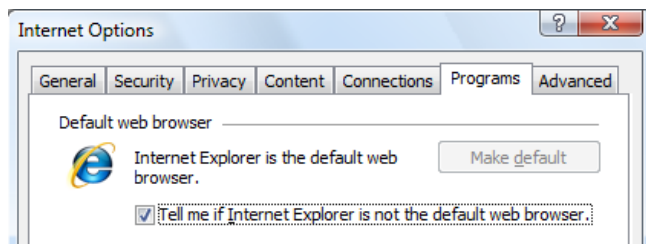
- To disable the display of pictures, remove the tick next to the **Show Pictures** option. Do not actually do this; just remember how to do it.

TIP: With modern high speed broadband connections it is very unlikely you would ever need to do this. However if you find yourself far from home with a very limited Internet connection, then it is a trick that may one day come in useful for speeding up your Internet access.

Setting your default browser

- Microsoft Internet Explorer is a Web Browser. There are many other Web Browsers available and if you install another browser you may need to set the default browser from one program to another.

- Click the **Tools** button within the Internet Explorer toolbar. From the drop down menu select the **Internet Options** command. This will display a dialog box.

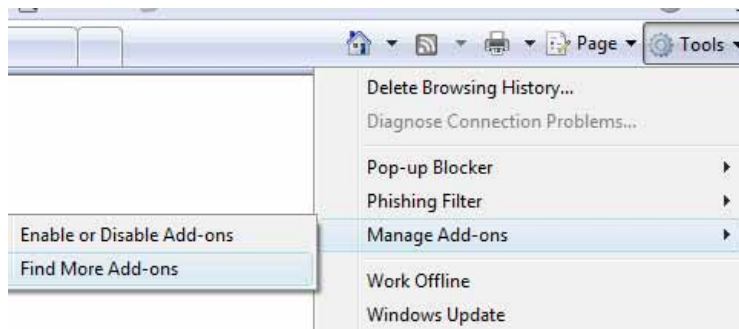


- Click the **Programs** tab and then click on the **Make default** button and click on the **OK** button to close the dialog box and save your changes.

TIP: If you installed another Web Browser, it will normally be set to be the default browser automatically.

Installing Add-ons

- You can add extra functionality to the Internet Explorer. To do this click on the **Tools** button and click on the **Manage Add-ons** command. From the submenu displayed, click on the **Find more Add-ons** command.



- You will see a page displayed within the Internet Explorer explaining more about add-ons and what add-ons are available.

SAMPLE



- Do not actually install any add-ons, but take a look around and see what is available. You may wish to install some of these after the course on your own computer.

TIP: In a business environment you may be prohibited from installing add-ons on your business computer. Always check with your computer support department before installing anything on your computer.

SAMPLE

Feeds

What are feeds?

- Feeds let you view Web page content and have it update automatically for you. This is ideal for organizations such as news broadcasters, as it means 'breaking news' can be displayed automatically on a Web page. Without this technology, you might have to keep pressing the Refresh button to see when new news is available. A common type of feed is called RSS which is short for "**Really Simple Syndication**". Internet Explorer automatically looks for feeds within a Web page and if it finds one the **Feed** icon will change colour, from grey to orange (and also play a sound to get your attention).
- It is also possible to subscribe to a feed so that content updates are downloaded automatically allowing you to read them later.
- There are many alternative names to describe feeds including RSS, news feeds, XML feeds, Web feeds and syndicated feeds.

Viewing Web pages containing feeds

- Open the Internet Explorer program.
- Display a page containing feeds. Try the following.

<http://news.bbc.co.uk/2/hi/help/3223484.stm>

- You will see that the **Feed** button is displayed in orange.



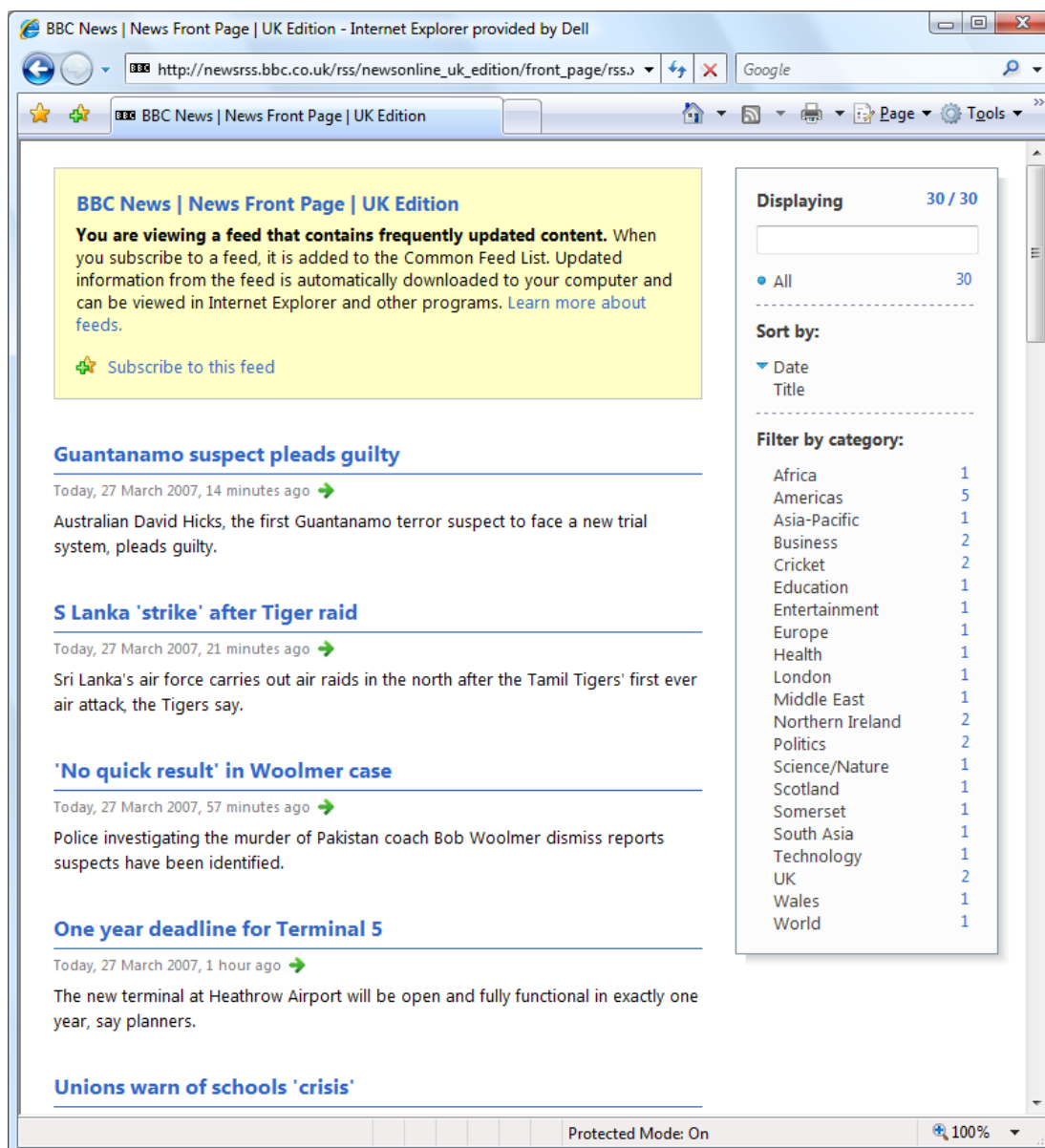
- You should see one or more feed icons displayed within the Web page. In the example shown below, there are multiple feed icons displayed towards the bottom of the page. Click on one of these **Feed** icons.

SAMPLE



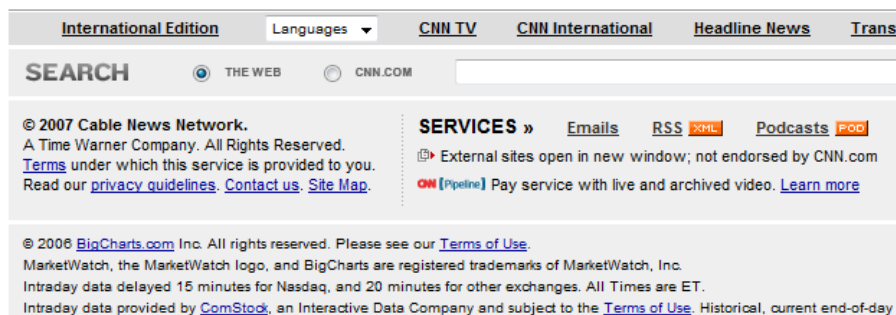
- You will see something like this.

SAMPLE



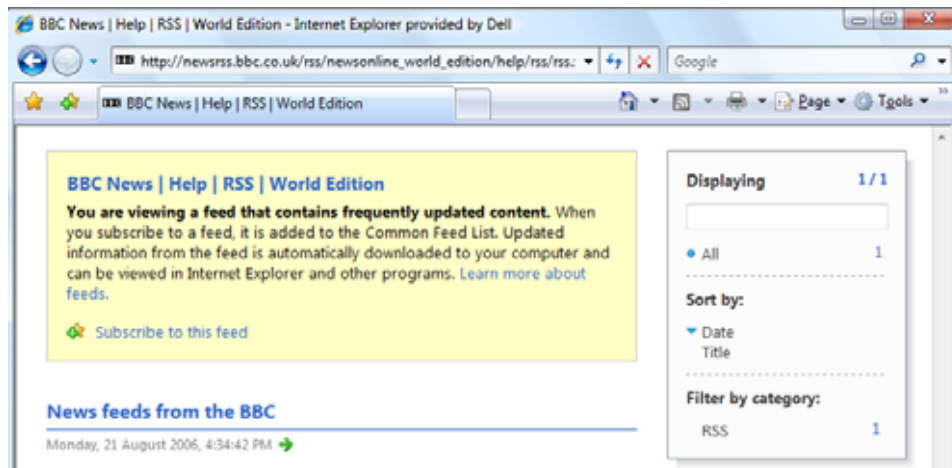
- For another example visit the CNN site at **www.cnn.com**. You will see something like this at the bottom of the page. Clicking on the **RSS** button will display information about the RSS feeds.

NOTE: Web pages change on a regular basis so you may find these examples are no longer available exactly as illustrated when you try viewing the example Web sites.

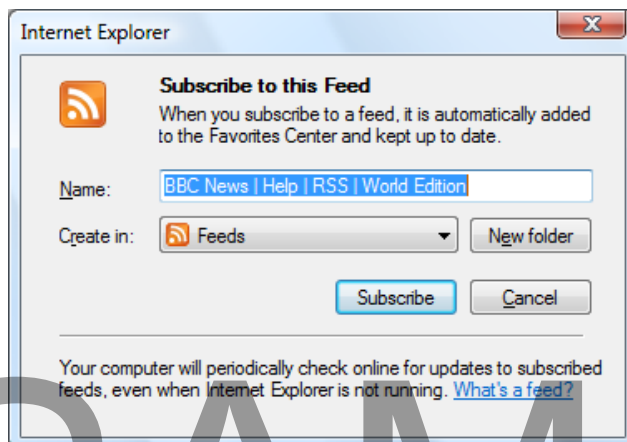


Subscribing to feeds

- If you subscribe to a feed then updated contents will be automatically downloaded to your computer.
- Display a Web site containing a Web feed.
- Click the **Feeds** button on the Internet Explorer toolbar and you will see something similar to the following.



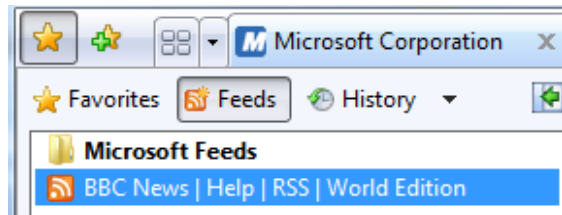
- Click on the **Subscribe to this feed** button. A dialog box is displayed.



- Type in a name to be used to describe the feed (or use the name offered by default). Click on the **Subscribe** button.

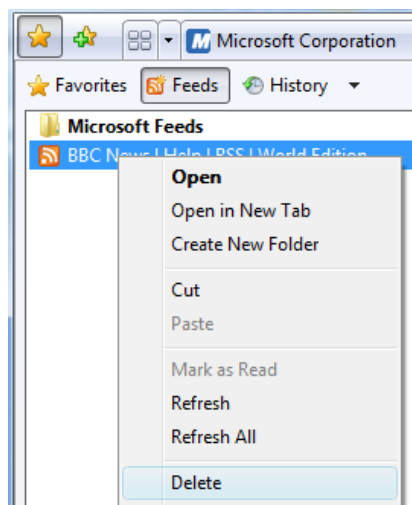
Viewing subscribed feeds

- Click on the **Favorites Center** icon within the Internet Explorer toolbar. Click on the **Feeds** tab and you will see a list of subscribed feeds. Click on the feed you wish to view.

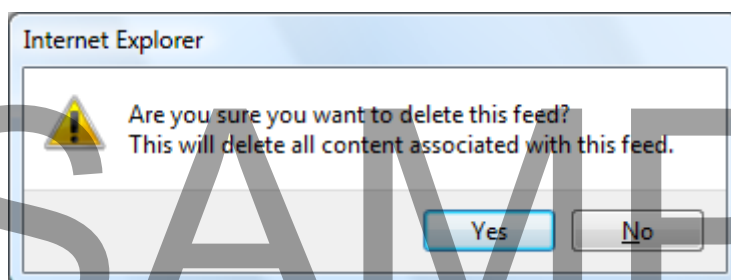


Unsubscribing from Feeds

- Click on the **Favorites Center** icon within the Internet Explorer toolbar. Click on the **Feeds** tab and you will see a list of subscribed feeds. Right click on the feed you wish to unsubscribe from and from the pop-up menu displayed select the **Delete** command.



- You will see a warning dialog box. Click on the **Yes** button to delete this feed.



Security issues

Internet security & password logons

- When your Internet connection is setup for you there is normally a logon ID and a password issued to you. You should keep these details private and secure. Many PCs will remember these details for you and log you in and issue the correct password automatically. If you connect to a different network you may need to enter different details.

Risks associated with online activity

- As well as all the benefits there are dangers linked to online activity.

Unintentional disclosure of personal information:

Many web sites ask you to register in order to access all the features of the site. Often registration can require you to provide details about yourself such as name, date of birth, address or telephone number. Before you hand over your details consider if the web site is reputable? Do they publish a privacy policy? Can they be trusted to store your details in a secure manor, safe from hackers?

Bullying or harassment:

Bullies have started to exploit the Internet allowing them to continue harassing their victims. Often they send abusive or threatening emails, more technically able bullies will also produce web sites to circulate vicious rumours.

Targeting of users by predators:

The internet can allow everyone a certain level of anonymity, unfortunately there are people that abuse this, pretending to be someone they are not in order to gain your trust. Never reveal details about yourself in chat rooms. Never arrange to meet someone you have met through the Internet.

Parental control options

- Many parents are worried about what their kids get up to when on the web. Some issues to consider are:

Supervision:

Set-up the computer in a family room. This will enable you to watch and participate in your child's Internet activities.

Web browsing restrictions:

There are many software products on the market which will block access to web sites that you consider inappropriate. Type searching for "cyber patrol" or "net nanny" for details. Internet Explorer includes some basic parental

control options which are covered elsewhere in this course.

Computer games restrictions:

Computer games are now age rated in much the same way as films. This can help you decide if a particular game is appropriate. The latest generation of games consoles incorporate parental control options allowing you to prevent the play of games intended for an adult audience.

Computer usage time limits:

Set limits for the length of time spent using the computer. Excessive amounts of time spent online may indicate a problem.

Submitting & resetting Web based forms

- In most cases a Web based form will look similar to the equivalent printed form. You can enter data in the normal way, sometimes selecting options from drop down menus. An example form is illustrated below.

The screenshot shows the 'Secure Online Ordering' page of Cheltenham Courseware Ltd. The page has a header with the company logo and name, a navigation menu, and a sidebar with various links and promotional banners. The main content area contains the 'Secure Online Ordering' form, which is divided into 'Billing Details' and 'Delivery Details (if different)' sections. The form includes fields for personal and company information, contact details, and a 'VIEW PRICING INFORMATION' button. A large 'SAMPLE' watermark is overlaid on the form.

CHELTENHAM
COURSEWARE LTD
The Computer Courseware Specialists

Home About us Samples Products ECDL / ICDL **Ordering** FAQs Contact us

Secure Online Ordering Courseware Pricing School Discounts

Secure Online Ordering [VIEW PRICING INFORMATION](#)

Billing Details

Name:
Position / Title:
Company:
Address:
Post / Zip Code:
Country:
Existing Site License Number: (if applicable)
Telephone:
Fax:
Email:

Delivery Details (if different)

Name:
Position / Title:
Company:
Address:
Zip Code:

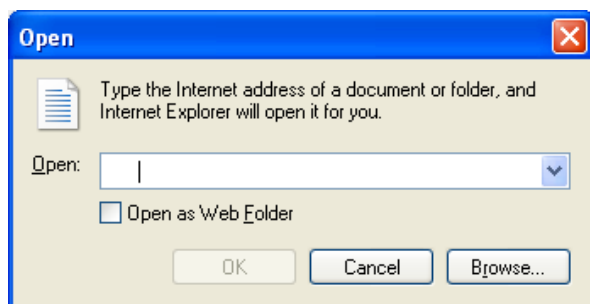
- Normally you need to use the **TAB** key (not the **ENTER** key) to move from field to field within the form.
- When you have finished, there is often a button at the bottom of the form called **Submit**, or something similar. Clicking on this button will transmit the form across the Internet.

Many forms also have a **Reset** or **Clear** button. Clicking on this button will clear any information that you have entered into the form.

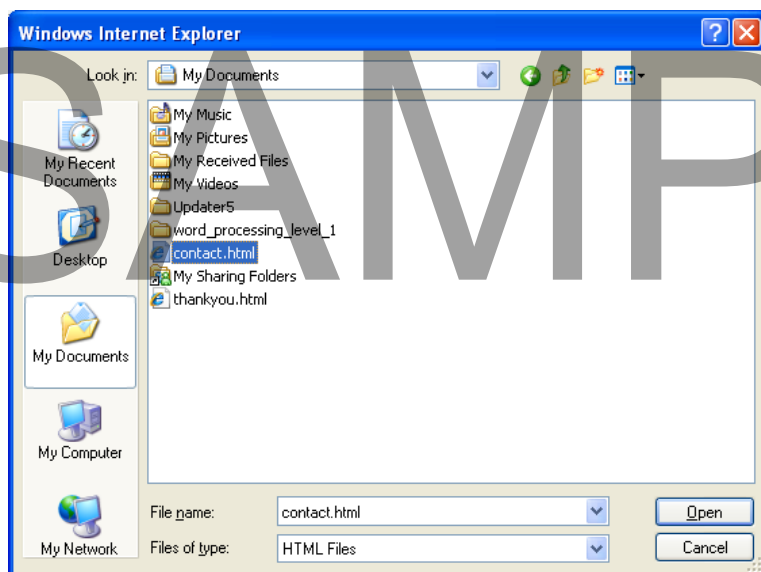
TIP: Be very careful when sending your personal information via a web site form. Always read the Privacy Policy of the organization providing the form.

Practice using a fill-in form

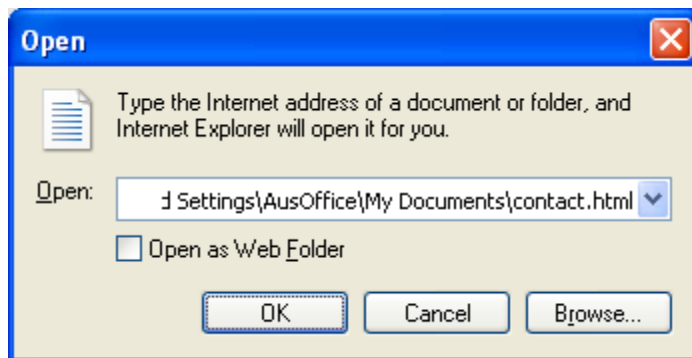
- If necessary open the Internet Explorer program. Normally you use the Internet Explorer program to view files on the Internet. In this case we will open a sample file containing a form, which is actually contained on your hard disk. To do this press **Ctrl+O** to display the **Open** dialog box, as illustrated below.



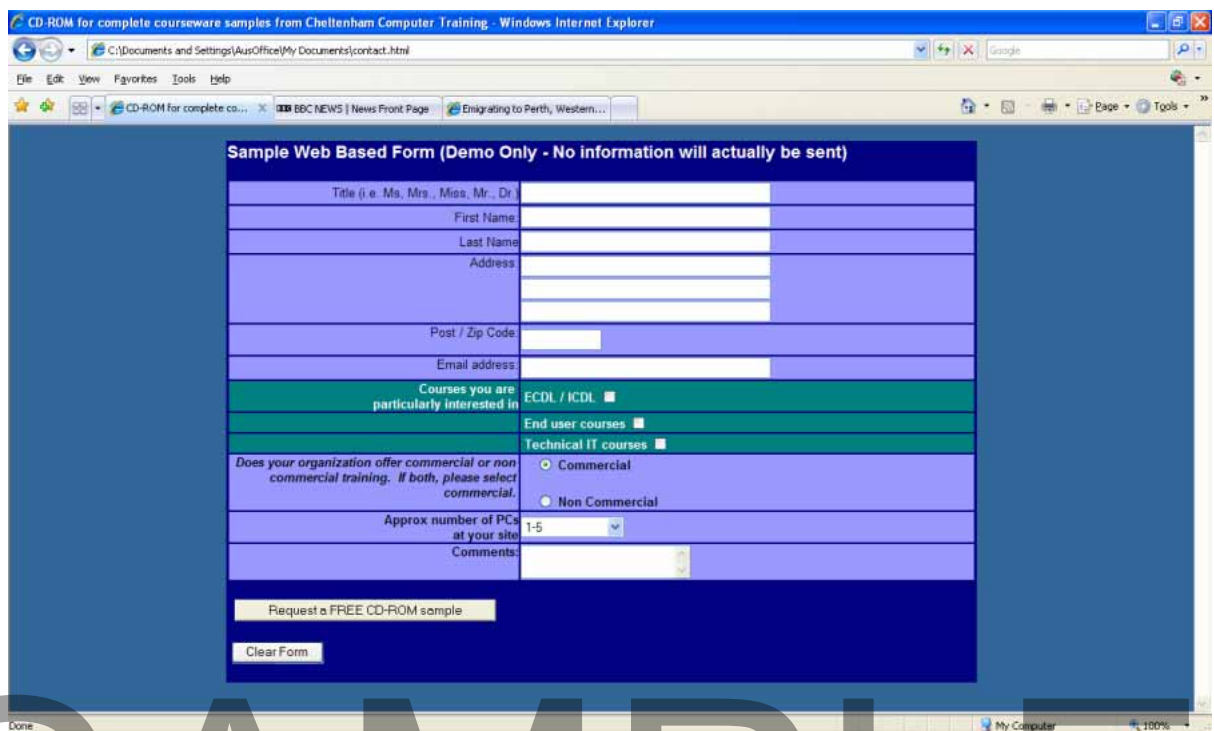
- Click on the **Browse** button. Select the **My Documents** or **Documents** button, displayed down the left side of the dialog box. Then select a file called **Contact**, as illustrated.



- Click on the **Open** button and you will see the following displayed.



- Click on the **OK** button and this will open the file within the Internet Explorer program, as illustrated below.



- Click within the **Title** box and enter a title, as indicated on the form. This type of box is called a 'Text Box'.
- Press the **Tab** key which will take you to the next part of the form.
- Enter your **First Name**.
- Press the **Tab** key which will take you to the next part of the form.
- Enter your **Last Name**.
- Press the **Tab** key which will take you to the next part of the form.
- Enter the first line of your address.

- Carry on entering information and pressing the **Tab** key until you come to the part of the form asking which courses you are particularly interest in. This type of form control is called a 'Check Box'. In this case there are three check boxes and you can select one, two or all three of these, as you wish. Selecting one option, does not de-select an alternative option. Try clicking on these options and then try re-clicking on some of these options. As you can see you can change you mind and make changes.

Courses you are particularly interested in	ECDL / ICDL <input type="checkbox"/>
	End user courses <input type="checkbox"/>
	Technical IT courses <input type="checkbox"/>

- The next section contains controls called '**Option buttons**'. The older name for these is '**Radio Buttons**'. This type of control is mutually exclusive. This means that selecting one will automatically de-select the other option. They are used for Yes/No type responses. Try experimenting within clicking on these now.

Does your organization offer commercial or non commercial training. If both, please select commercial.	<input checked="" type="radio"/> Commercial
	<input type="radio"/> Non Commercial

- The next control is called a 'Drop down' menu.

Approx number of PCs at your site	1-5	▼
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- Click on the down arrow next to the control and you will see a drop down list of options displayed. Select **31-50**, as illustrated.

Approx number of PCs at your site	1-5	▼
Comments:	<div> <div>1-5</div> <div>6-10</div> <div>11-20</div> <div>21-30</div> <div>31-50</div> <div>51-100</div> <div>101-150</div> <div>151-200</div> <div>More than 200</div> </div>	

- The next control in the form is called a 'Scrolling Text Box'. Unlike the other text boxes that you have used which were only single lines, this control allows you to enter much more information, covering a number of lines. Type in some random text to see how it is displayed within the form.

- The **Submit** or **Clear** buttons. As you can see these buttons can have different names but the function remains the same, clicking on a **Submit** button, which in this case is called '**Request a FREE CD-ROM sample**' will normally send the information to the organisation that created the form. In this case no information will be sent, as this form is a demonstration only. Click on this button. A thank you page should be displayed.



- Use the link on the thank you page to return to the form. Enter some information such as your first and last name. Then click on the **Clear Form** button. As the name suggests this clears the form of any data that was entered, allowing you to start over.
- Close the Internet Explorer program, then restart it.

Protected sites

- A protected site is a site which allows only restricted access. In many cases sites are restricted via a password. If you do not supply the correct password when you access the site, you are not allowed to view the site's contents. Many companies may use the restrictions to allow information to be widely distributed, but in a controlled manner to its employees. Other examples are sites operated by commercial companies which are selling some type of information such as stock market movements.

Digital certificates

- A digital certificate is used to encrypt information for secure transmission across the Internet. A digital certificate can be used to create a digital signature for an email, the signature guarantees the identity of sender, and it also ensures that the message cannot be tampered with in transit. A digital certificate can be purchased from a certificate authority such as **www.verisign.com** who will verify your identity. Digital certificates are used by Internet based shopping Web sites to encrypt your credit card details so they cannot be intercepted as they travel the Internet. You can view the digital certificate for a secure Web site by double clicking on the padlock in the Web Browser address bar, e.g. **https://www.paypal.com**
- When you are purchasing from a web site there are a range of trust logos that may be displayed and clicking on these should authenticate the site. The **Verisign Secured** logo is illustrated below.



Encryption

- Encryption is a means of 'scrambling' a message or web page. It is used to make a transmission more secure, so that only the intended recipient of the message will be able to read the message. There are many means of enabling this encryption, both via hardware and software. A famous encryption program is called PGP.
- Modern encryption programs are becoming so secure now that some governments are insisting that the manufacturers of the programs build a 'back-door' into the program which will enable the government/police/intelligence communities to easily read the messages. This is so that criminals who use the Internet do not have access to unbreakable encryption.
- There are different levels of encryption, which is often described by the number of bits used within the encryption. Thus a system using 128 bit encryption would be much more secure than one using 32 bit encryption.

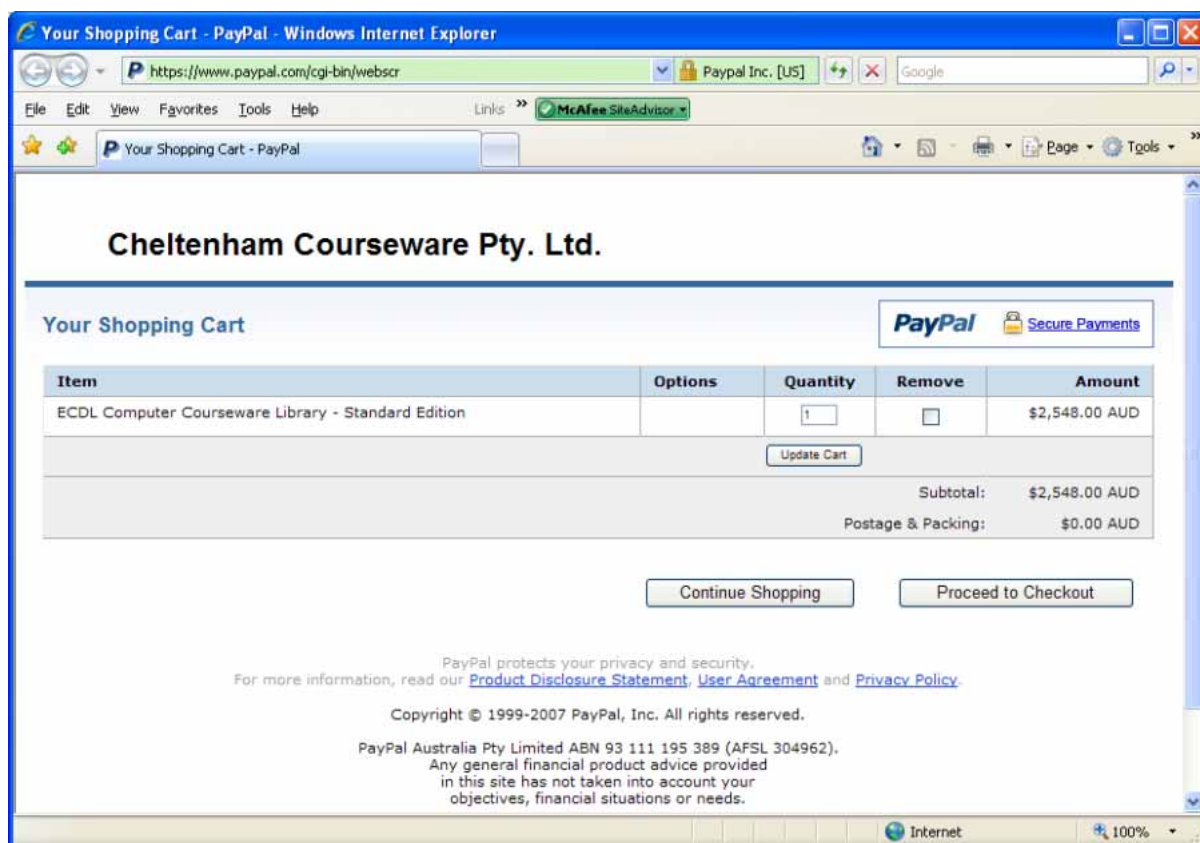
Secure web sites and https

- If a web page uses encryption you will see a padlock displayed in the Internet Explorer toolbar. If you do not see this padlock on a page requesting your credit card details you should not enter your credit card details.



- Pages that are secured for the acceptance of credit cards normally have a web address that starts with https:// instead of http://, as in the example illustrated below.

SAMPLE



Viruses

- Surfing the Internet can provide you with an incredible source of information. There are however dangers! If you download anything from the Web (even a document file), there is the possibility that the downloaded item may have been infected with a computer virus.

Virus checkers

- To give yourself some protection against virus attack, you should have a virus checker installed (such as Norton Anti-Virus, or McAfee). If an item that you download from the Internet is infected the virus checker program will detect it immediately. The other important point to remember is to update your virus checker on a regular basis, so that it knows about more recent viruses. Many antivirus programs have an auto-update feature which allows them to update themselves automatically as required. You can also run a manual update as illustrated below for the McAfee antivirus program.



Malware

- The word Malware is a combination of the words "malicious" and "software". Malware is software designed to install itself and run without your consent and without your knowledge. Sometimes when you download free programs from an internet site, they come bundled with hidden programs that you did not ask for and will not want. Often these hidden programs send back marketing information to companies. Sometimes they may have more sinister purposes, such as sending your credit card details to criminals intending to steal from you.
- When installing free programs you find on the net always read the licensing terms, as often the malware content is hidden away within this long document.

Spyware

- This is different from a virus. Details such as your online browsing habits can be sent, without your knowledge, to marketing companies, or even criminal organizations that will try to get information such as your credit card details or access passwords.

Worms

- A computer worm is a self-replicating computer program that sends copies of itself to other computers via a network. It can copy itself from computer to computer without your knowledge.

- It is different from a virus because it has no need to hide itself within another program. Many worms can reduce your available bandwidth due to their copying activities, but otherwise do not actually damage your files. However there are also destructive worms that will attack or compromise your data.

Trojans

- A Trojan horse (often just called a 'Trojan') is a type of software which you normally expect to do one thing, but in fact it does something else that you did not intend.
- A Trojan is not a computer virus and does not try and copy itself across your network. It is basically just a program which you need to run. The name comes from the classical story of the wooden Trojan Horse.

Spam

- Be very careful about entering your email address into forms on Web sites which you are not familiar with. You may later get unsolicited emails (called spam) from that Web site. Even worse, your email address may be passed on to companies which sell lists of email addresses to advertisers, after which you will receive spam on a daily basis!

Fraud

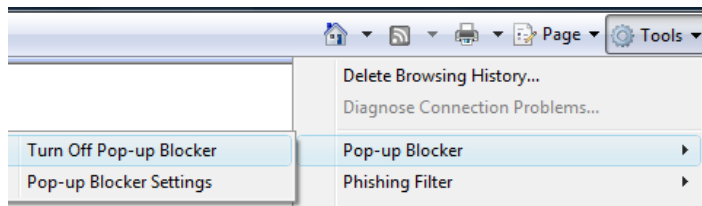
- Never give your credit card details to anyone or any company unless you know that you are dealing with a reputable organization. You may find that the items you purchase are never delivered or worse that your credit card details are used fraudulently to make other purchases.

Firewall

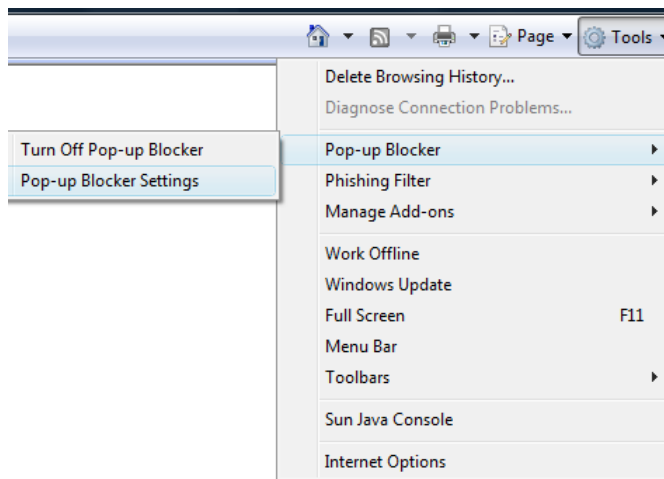
- A firewall consists of software and hardware protection against invasion via the Internet. In most large companies any connection to the Internet automatically goes through a firewall which would have been installed and customized by the companies' technical IT team. In most cases you will be unaware of the firewall's existence.

Pop-Up blocking

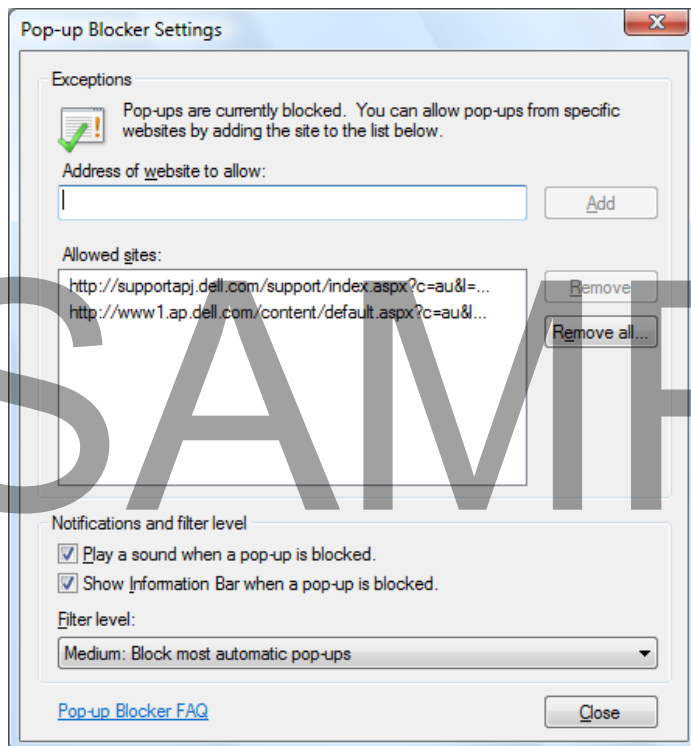
- Pop-ups are annoying little windows or messages that pop-up when you visit certain sites. They are mostly used for marketing purposes but sometimes may be used for surveys or other purposes. It is a good idea to make sure that your computer is setup to block pop-ups. To do this click on the **down arrow** next to the **Tools** button within the Internet Explorer toolbar. From the drop down list displayed, click on the **Pop-up Blocker** command. From the submenu displayed, make sure that pop-up blocking is enabled.



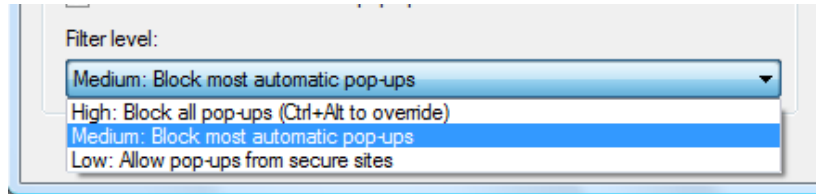
- Click on the **down arrow** next to the **Tools** button within the Internet Explorer toolbar. From the drop down list displayed, click on the **Pop-up Blocker** command. From the submenu displayed, click on the **Pop-up Blocker Settings** command. This will display the following.



- This will display the **Pop-up Blocker Settings** dialog box.

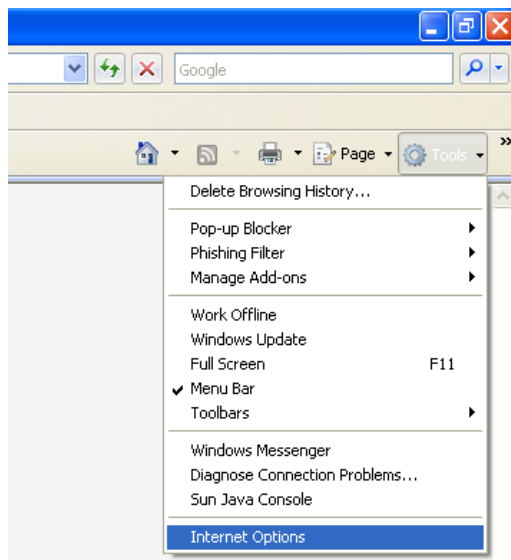


- If you want to allow pop-ups from trusted sites, you can enter the Internet address (URL) into the **Allowed sites** section of the dialog box. You can also remove any sites that have been listed there.
- You can use the **Filter level** section of the dialog box to set the strength of pop-up blocking.



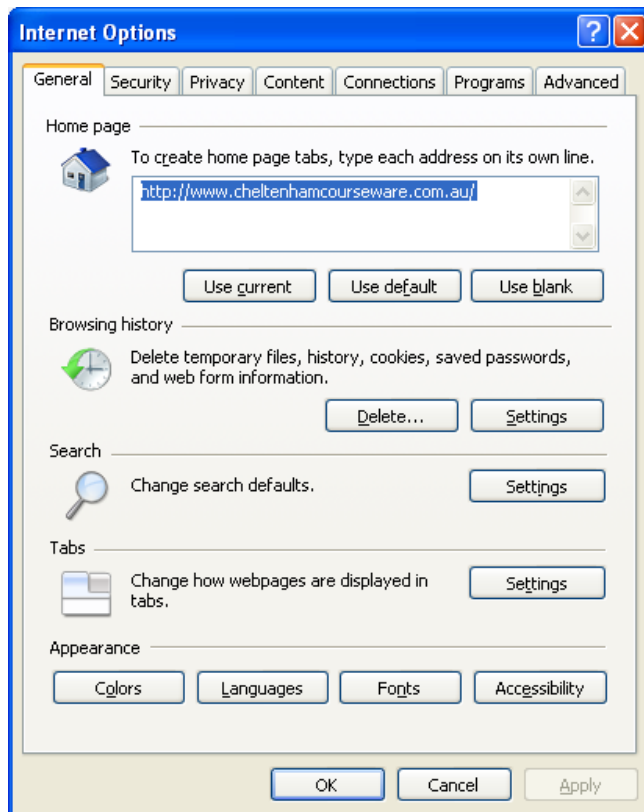
Turning off popup blocking

- To do this click on the **Tools** button in the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command.

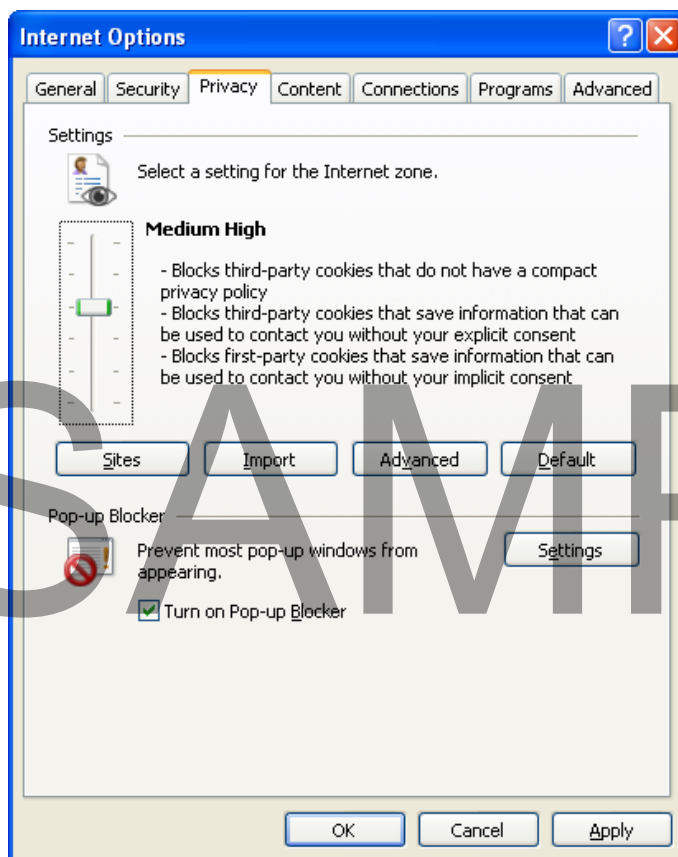


- This will display the **Internet Options** dialog box.

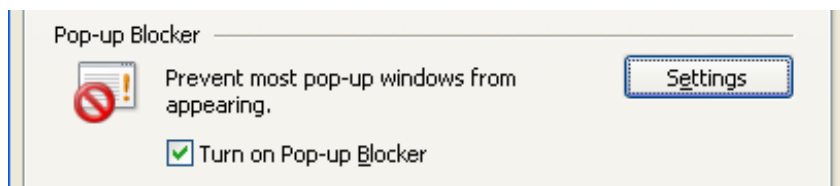
SAMPLE



- Click on the **Privacy** tab, to display the following.



- Remove the tick from the **Turn on Pop-up Blocker** tick box and then click in the **OK** button to close the dialog box.

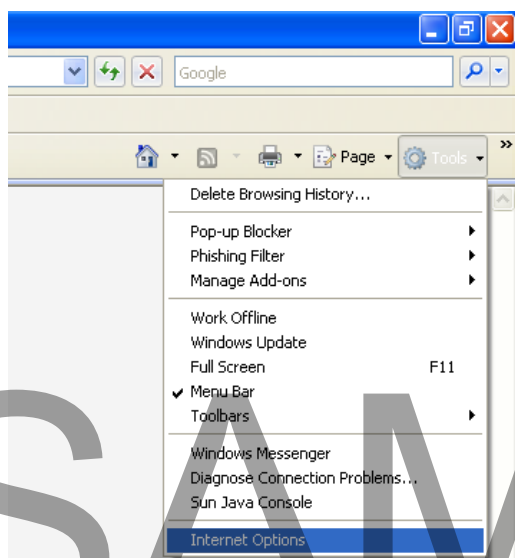


Cookies

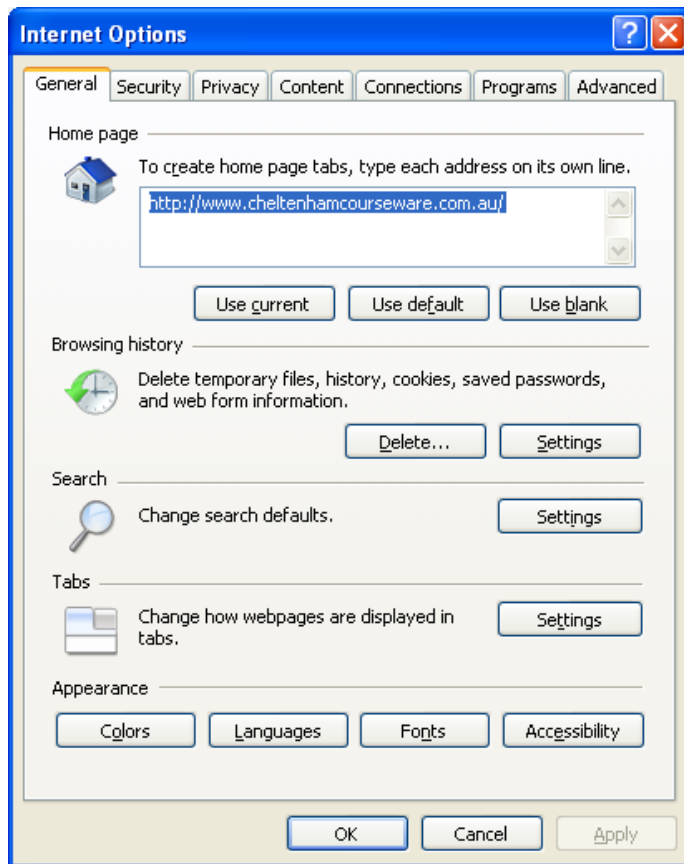
- Some Web sites can store hidden information about you on your hard disk using cookies. This information is stored in small text file. Cookies can be useful, for instance, a site may store your preferences about a Web site, so that when you re-visit the site your preferences can be accessed automatically. Cookies are used by some Web sites to identify you; this saves you having to “log in” to the Web site each time you visit.

More information: <http://www.cookiecentral.com>

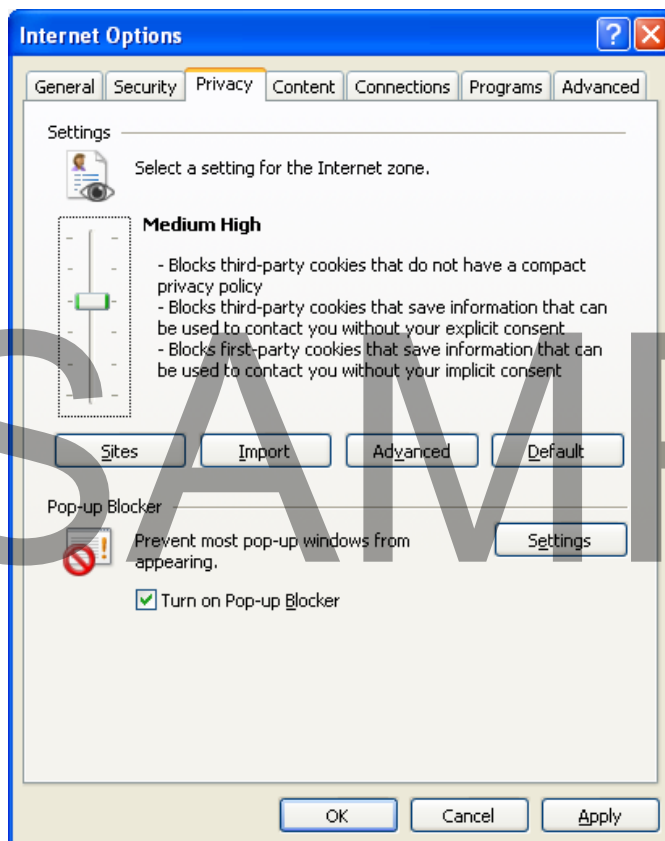
- You can totally prevent the downloading of cookies or you can limit the type of cookies that are downloaded to your computer. To do this click on the **Tools** button in the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command.



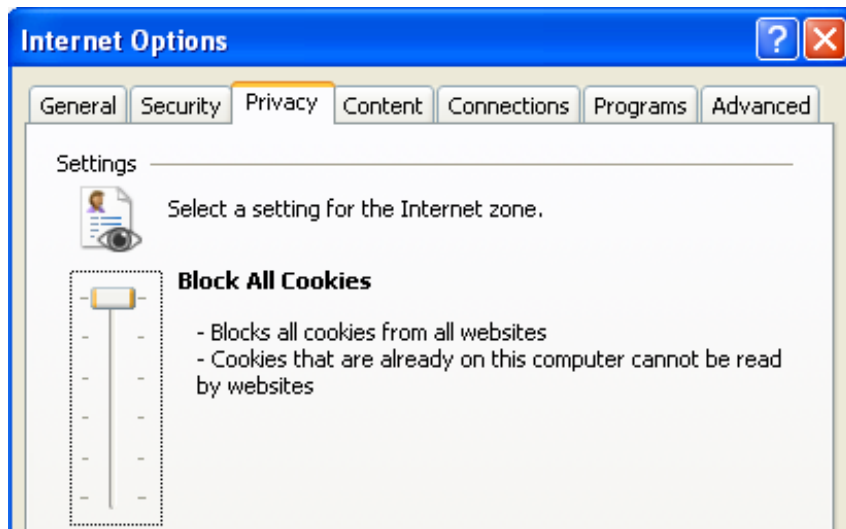
- This will display the **Internet Options** dialog box.



- Click on the **Privacy** tab, to display the following.



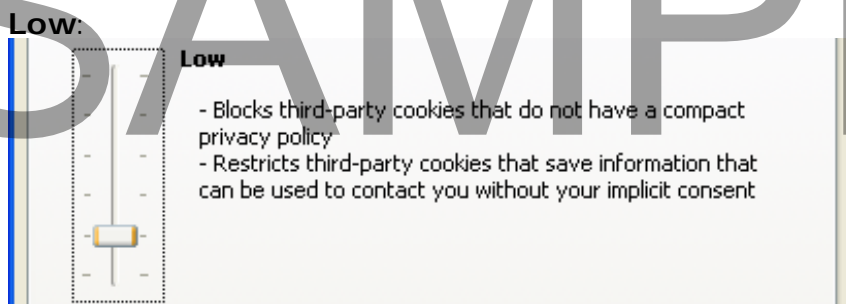
- You can use the slider to control the way cookies are handled. If you drag the slider to the top you will see the following. All cookies are blocked.



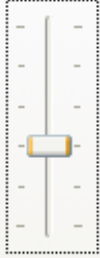
- If you drag the slider to the bottom, all cookies are allowed.



- In-between these two extremes, you have the following settings.



Medium:



Medium

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent


Medium High:



Medium High

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Blocks first-party cookies that save information that can be used to contact you without your implicit consent

High:



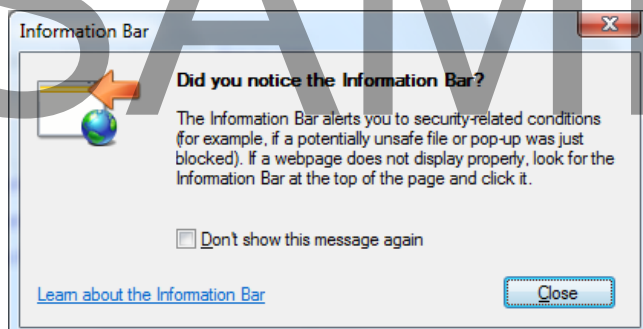
High

- Blocks all cookies from websites that do not have a compact privacy policy
- Blocks cookies that save information that can be used to contact you without your explicit consent

- Select the desired privacy level and click on the **OK** button to close the **Internet Options** dialog box.

Information Bar

- The Information Bar is displayed, when needed, just above a Web page and is used by Internet Explorer to display information relating to security, file downloads and blocked pop-up windows.
- In the example illustrated, we visited the CNN Web site (www.cnn.com) and the following dialog box was displayed.

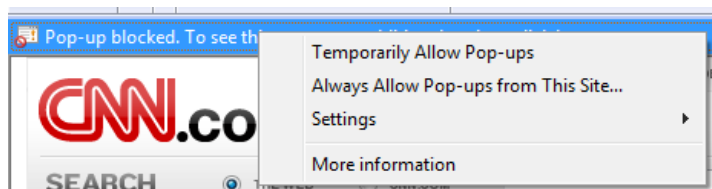


TIP: As Web sites are always changing, you may not see this pop-up if you try visiting the CNN web site.

- After reading the Information Bar window, clicking on the **Close** button will close the window. A message is displayed within the Information Bar.



- Clicking on the **Information Bar** displays a list of options.



Temporarily Allows Pop-ups.

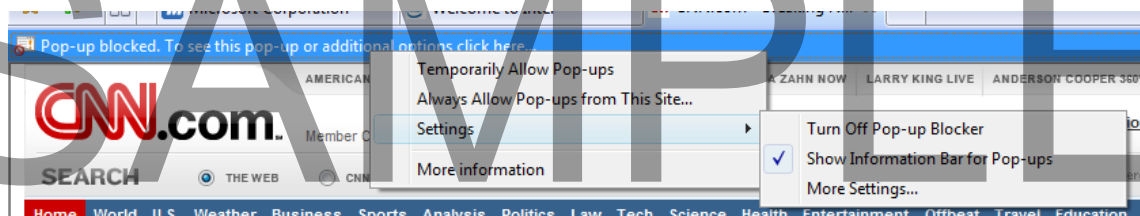
Allows pop-ups while you are currently viewing this site. If you later come back to this site the pop-ups will again be blocked.

Always Allows Pop-ups from this Site.

This option will always allow this site to display pop-up messages. Be very sure about this before using this option.

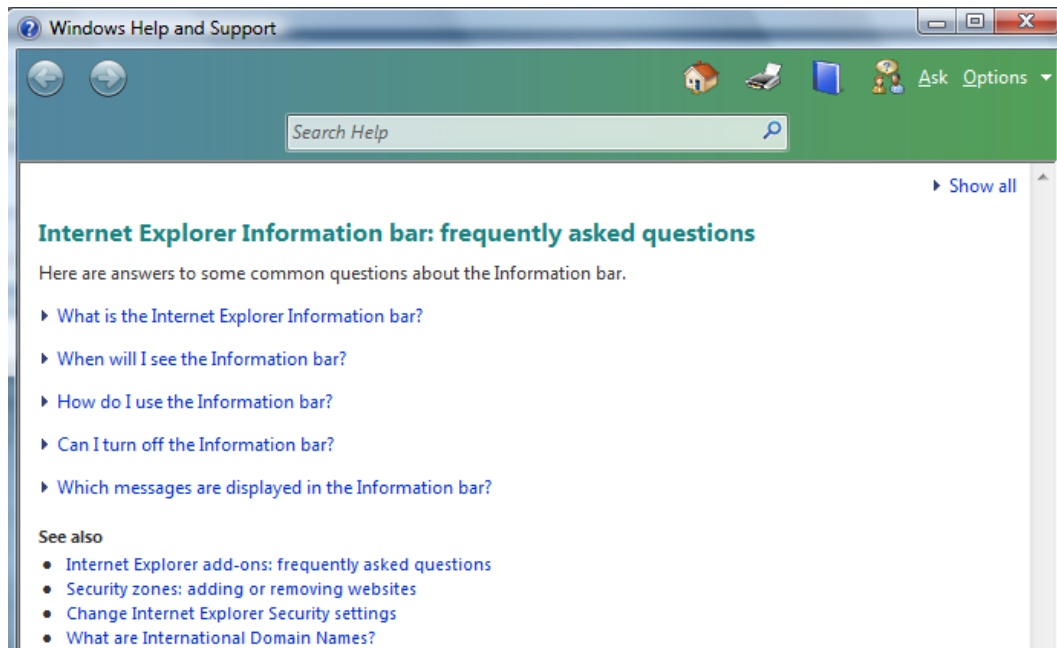
Settings.

Clicking on this option will display a submenu of additional options, allowing you to turn off pop-up blocking or specify which sites you will allow pop-ups to be displayed from.



More Information.

Clicking on this option displays Help about pop-up blocking

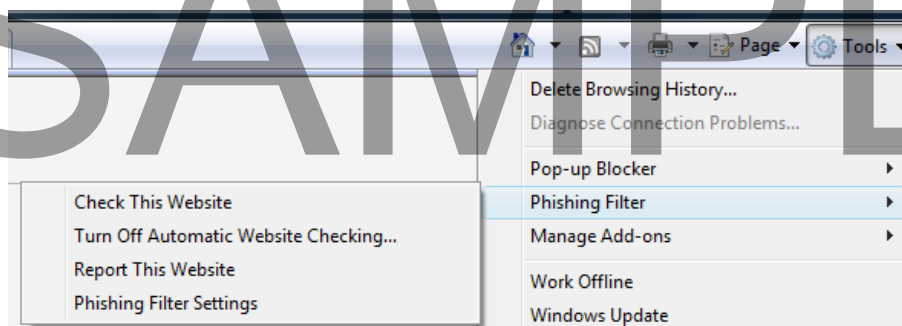


Phishing Filter

- Phishing refers to efforts to trick you into revealing your personal or financial information. This is often done by sending out millions of emails at random claiming to be from your bank or similar organizations and then requesting that you update your details, using a link provided within the email. When you click on this link you are taken to a web site that looks just like the real thing but is in fact a copy of a banks web site. When you type in your details, you have just given the information to criminals who will use that information in identity theft related crime.

TIP: If you get an email requesting that you update your details never respond. Bank and credit card companies never send out this type of email.

- Click on the **down arrow** to the right of the **Tools** button. From the drop down menus displayed select the **Phishing Filter** command. This will display a submenu containing further commands.



Check This Website

Clicking on this option will check the Web site you are visiting against a list

held by Microsoft of reported phishing websites.

Turn Off Automatic Website Checking

This is not a good idea and if you select this command you will see a warning dialog box displayed.

Report This Website

This option allows you to report a suspect site to Microsoft.

Phishing Filter Settings

Lets you customize your settings.

SAMPLE

END OF THE SAMPLE PREVIEW.

This sample represents approximate half of the full course. Please see the Table of Contents at the beginning of this document to see the full list of topics covered.

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