

CWS

community workshop series

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INTERNET BASICS

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View our full schedule, handouts, and additional tutorials on our website:
www.lib.unc.edu/cws

GETTING STARTED

Prerequisites:

It is assumed that the user is familiar and/or comfortable with computer hardware, software and the operating system Microsoft Windows.

- This workshop is intended for new Internet users.
- We will be using PC desktop computers running the Microsoft Windows XP Operating System. Our web browser will be Microsoft Internet Explorer or Mozilla Firefox.
- It is important to note that the "Internet," the "Net," and the "Web" are all, for our intents and purposes, the exact same thing. These terms are used interchangeably in popular culture.

Please let the instructor know if you have questions or concerns prior to starting class.

What You Will Learn:

Locate and open a web browser	Use the browser's menu and toolbar	Use the browser's help feature
Recognize and navigate to a web address (URL)	Identify and follow links on a web page	Change the size of text on a web page
Use a search engine and refine your search	Understand error messages	Copy text from a web page
Navigate a variety of web pages	Preview and print a web page	Manipulate and alter multiple windows and tabs
Identify advertisements on a web page	Understand virus safety and protect personal info	Beyond the World Wide Web

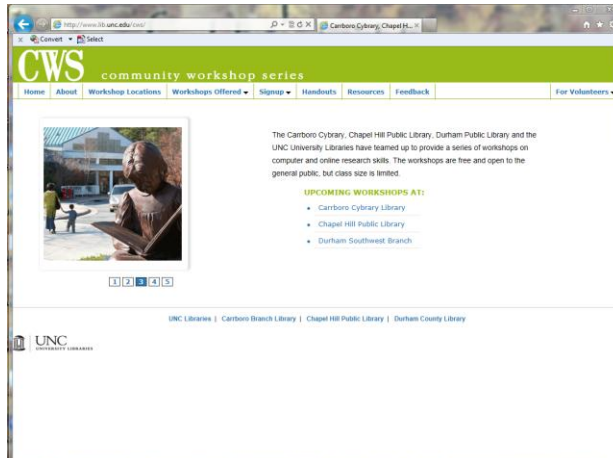
Basic Web Skills/Using a Web Browser

The Web, also known as the World Wide Web (WWW), is essentially a collection of an uncountable number of pages of information displayed on the Internet. It is an information-sharing tool that is growing at an unbelievable rate. According to a Google study, there are over a trillion unique web pages and over 4.5 million new websites are registered each month! You can view this information with the help of a "web browser"—a window that allows you to view web content (e.g., Internet Explorer, Mozilla Firefox, Safari, and Google Chrome). Because there is so much information on the Internet, and so many individual sites and pages, it would be nearly impossible to find what you were looking for by just “browsing” or flipping through sites, not only because of the sheer size of the collection, but also because you wouldn’t know what address to go to! To deal with this, we use a web browser to access a search engine, such as Google, which allows us to search for a particular topic, word, or phrase.

The internet is a communications network that connects computers from all around the world. For our purposes, think of the Internet as a very large library. It would be nearly impossible to find what you’re looking for by just walking through the book shelves (though you might find some interesting things by chance!). And so, you use the library catalog (search engine) to search for a given topic, which gives you a call number (web address) for the book so that you can find it. You can find information on the web about virtually anything, and from almost anyone – including companies, organizations, branches of government, schools and colleges, as well as individual people just like you!

Locate and Open a Web Browser:

A web browser is a program that lets you see information and images on web sites. A browser reads the information on a web page and displays it on your computer screen. The two most popular web browsers are called "Microsoft Internet Explorer" and "Mozilla Firefox." You should be able to use both of these browsers at your local public library.



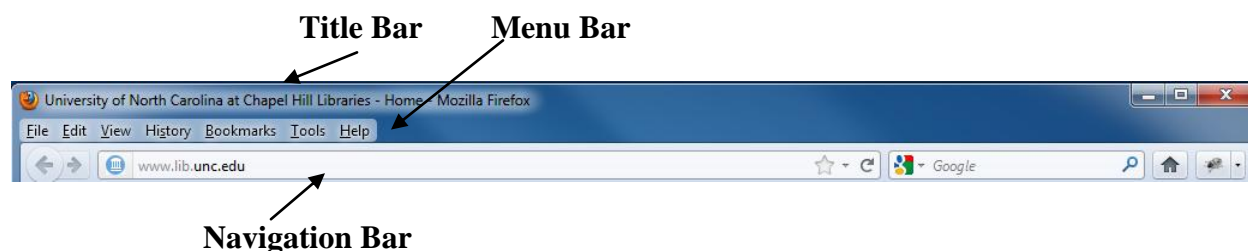
To open one of these browsers:



Point to the browser's icon on the desktop (see images at left) with your mouse and double-click on it with the left mouse button (alternatively, left-click once, and then press the “Enter” key). A window like the one pictured below should come up on the screen.

Using the Browser's Menu Bar:

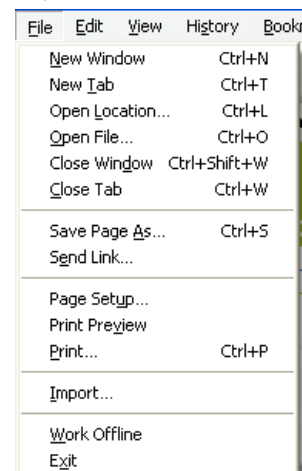
The Menu bar is directly below the Title bar (which is where you see the name of the webpage you are viewing and the web browser you are using to view it displayed). The Menu bar displays the menus available to you. For the purpose of this workshop, we will use the Firefox browser, but once you know how to use one browser, it is easy to learn how to use another—they all function in a similar way. If you feel more comfortable using Internet Explorer, please feel free—you can do all of the same things in IE!



You can click on each of the words to see a menu of the tasks you can perform.

To see a menu:

1. Point with your mouse to a menu option (e.g., File).
2. Click the left mouse button once to open a drop-down menu.
3. Point with your mouse to a particular item.
4. Click once with the left mouse button to select the item.



Using the Browser's Navigation Bar:

The Navigation bar is directly below the Menu bar and contains buttons that provide shortcuts to frequently used navigation and menu options, such as **forward**, **back**, **stop**, **refresh**, and **home** (we will cover what each of these terms mean later). Below are some examples of what the different icons mean. If you hover your mouse over the icons (tiny images), you will see a description (in a tiny pop-up window) of the tasks that they perform.

Firefox Navigation Bar:



Internet Explorer Navigation Bar:



The following is a description of the most frequently used Navigation bar buttons:



The **Back** button takes you back to the previous web page that you viewed.



The **Forward** button takes you forward to the web page that you viewed *before* you clicked “Back.”



The **Refresh** button will reload the web page that you are currently viewing. Web pages (especially news sites) will change throughout the day, so it is important to refresh them periodically to see the most recent changes.



The **Stop** button will stop a web page from loading. If a page is taking a particularly long time to load, you can try clicking Stop, then Refresh.



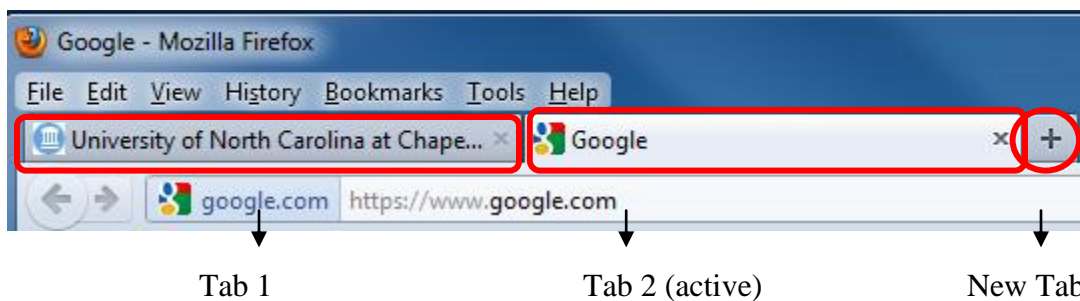
The **Home** button will take you to the webpage that opened when you first opened your browser window. If you are at a library, this is most likely the library’s home page. It is possible to change your web browser’s settings to open a different Home site.

The Address Bar

The **address bar** will appear either below or above the toolbar. This is a long, white box where you will type the address of the site you wish to go to. We will learn more about web addresses and the address bar in a little bit.

Using Tabs

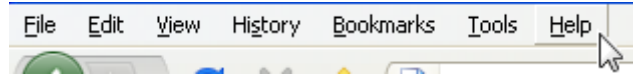
One of the new features in Mozilla Firefox and newer versions of Internet Explorer, is **tabs**. Tabs work just like tabbed dividers in a filing cabinet or a binder—they allow you to organize different pages while keeping them all accessible. You can open a new tab by going to **File→New Tab**, *OR* by clicking the small button with the plus sign (+) to the right of the last tab, *OR* by holding down the control key and typing the letter ‘**T**.’



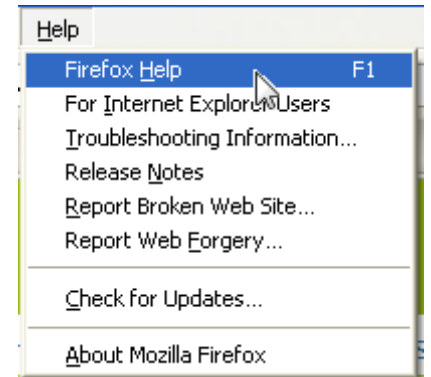
The benefit of using tabs, instead of new windows, is that you can view multiple tabs *within one window*, and can switch between tabs very quickly by simply clicking on the tabs. In the example above, if I wanted to view the Google page, I would simply click the tab that says “Google.” To switch back to the Wikipedia page, I would click the tab that says “Wikipedia.” It is possible to have multiple windows open, and for each window to have more than one tab open.

Using the Browser's Help Feature:

As with many other programs, web browsers have **Help** features that you can use if you ever need a hand. The help feature can be found in the browser's Menu bar.

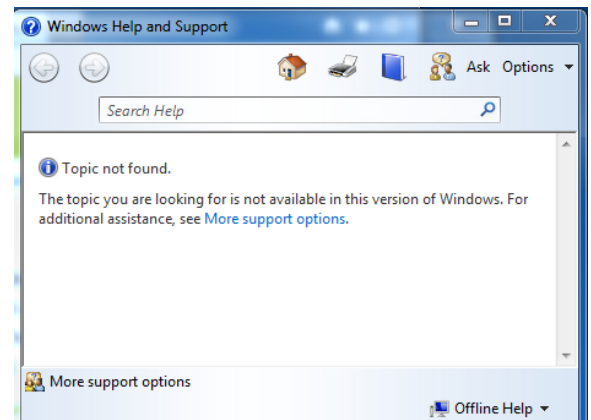
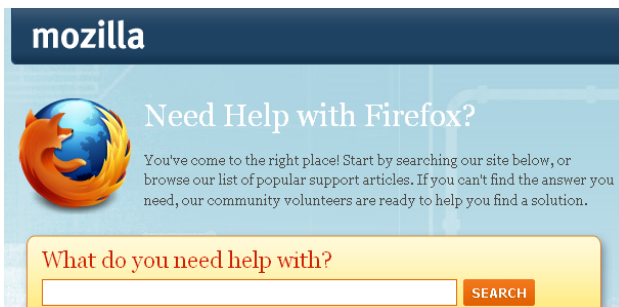


1. Point with your mouse to the "Help" option on the browser's menu bar.
2. Click once with the left mouse button.
3. Slide the mouse down to "Firefox Help" ("Contents and Index" for Internet Explorer).
4. "Firefox Help" will become highlighted.
5. Click once with the left mouse button.



*It is important to note that all web browsers are not the same. Like television sets, they all browse the same Internet, but can be designed differently. The "Help" feature on many web browsers may not be found the way it is shown here, but there is very often a "Help" menu option, or a "Help" button at the top of the browser window.

A Help window (in Firefox this may open in a new "tab") like the one below will appear on your screen.



Feel free to explore the help features. You can even search for a particular item if it does not appear to be in the index. In fact, you can also search the Internet for help on a variety of topics using a search engine—your instructor can tell you how to do this!

WEB ADDRESSES/URLS

Go to a Specific Web Address:

Web site addresses are everywhere! Just about every company and organization now has a website. You can recognize website addresses because they will start with “www” or “http,” and/or will end with “.com” or “.org” (this ending part is called an “extension”—we will learn about other extensions later). A website address is also sometimes (though less frequently) referred to as a URL (Uniform Resource Locator).

Here is an example of a typical web site address: www.google.com

This is what you would type into the address bar in your web browser to get to Google’s site.

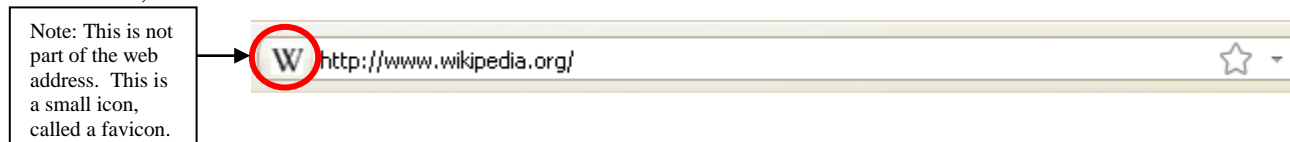
This is how a web site address is formed:

- A web address generally starts with "www" or “http://www,” which means World Wide Web. This is usually followed by the name of the web site, which in this example, is Google. Notice that a period or “dot” separates these two parts.
- At the end of this address, you will notice ".com." This is called an extension. It tells us where the web site has been registered (“com” stands for commercial). Other common extensions include: .net, .org, .edu, .gov, and .mil.
- If you see a forward slash or bar like this one / after the domain name, it means that it is taking you to a specific area and web page on that web site. In the case below, it is taking you to the web site's "WORLD" news page.

<http://www.cnn.com/WORLD/>

Now that you know what a web site address looks like, you can go to a specific site by typing it in the browser's address bar, which is located just below the toolbar. Other popular websites include www.amazon.com, www.wikipedia.org, and www.youtube.com.

In Firefox, the address bar looks like this:



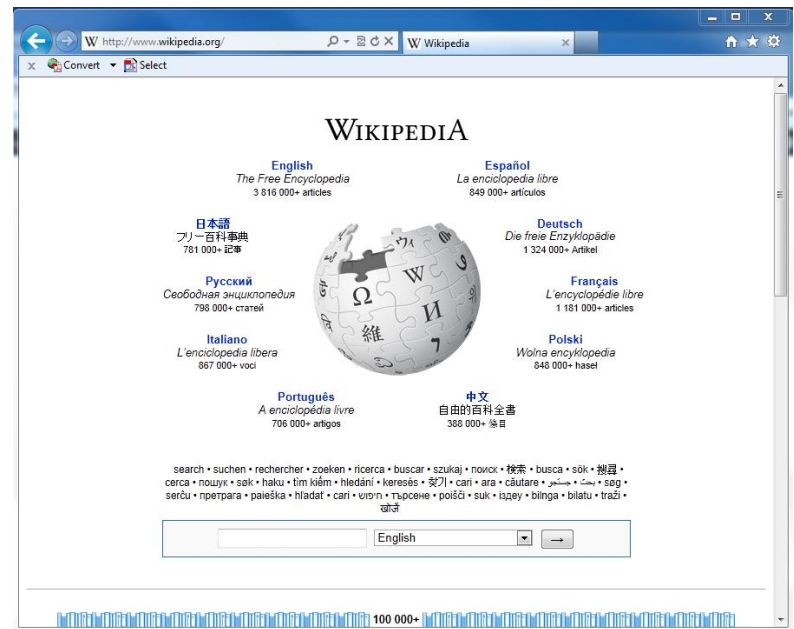
If you want to go to a specific web site, perform the following tasks:

1. In a web browser, **click once** with the left mouse button **in the white area of the address bar** – this will highlight any text in the address bar (if you accidentally click more than once, you will need to either click three times quickly to re-highlight the address, or manually highlight the address by clicking and dragging your mouse across the address from the very left side to the very right side).

2. Press the **delete** key on your keyboard once to delete the current address (you can also simply start typing the address to delete the current address if it is highlighted).
3. Type the address **www.wikipedia.org** in the address bar (or anywhere else you want to go).
4. **Click** on the "Go" button on the far right side of the address bar (usually a green button, or a button with an arrow) or **press Enter** on the keyboard. (With some browsers there may not be a "Go" button, and you will just need to press Enter.)

This will bring you to Wikipedia's website:

*Note: there is an "http://" that appears in front of the web site address. This is just how the web browser fetches the web site for you to view, and is added automatically. You do not need to put this in when you are typing a web site address. The browser will know what to do on its own – in fact, the "http://" may soon be phased out by web browsers altogether.



Identify and Follow Links on a Web Page:

A **link** (also called a **hyperlink**) is an underlined word or phrase or an image on a web page that links to either another place on the same page, or to an entirely different web page.

You can tell that you are on a link when you slide the mouse over some text or an image and your mouse pointer becomes a hand with a pointing finger.

Go ahead and type a topic into the search box on the Wikipedia site (for example, search for “North Carolina”), and then press **Enter** on your keyboard.

Run your mouse over the Wikipedia page that comes up. You'll notice that as you hover your mouse over any of the blue words, the words become underlined, your mouse arrow changes to a pointing hand, and (if you allow it to hover for a few seconds) a small description will appear below the link. This should also happen if you hover over any of the images on the page.

Let's follow a link! Try clicking one of the blue words that appears on the Wikipedia page that you are looking at—your instructor can assist you if you need help.

Here is how to do it:

1. Slide the mouse down to a word that is blue, or an image that causes your mouse pointer to turn into a hand.
2. When the pointer turns into a hand, click once with the left mouse button.

You should now see a *new* page with text and other links. You can go back to the previous page by clicking on the "Back" button on the browser's toolbar.

Practice going to different links! Remember that you can use the "Back" button to go back to the previous page or use the "Forward" button to return to the page you were looking at before you clicked "Back."

Manipulate a Web Page:

If you are not comfortable with the text size on a web page, you can change the size that the text is displayed in.

To change text size:

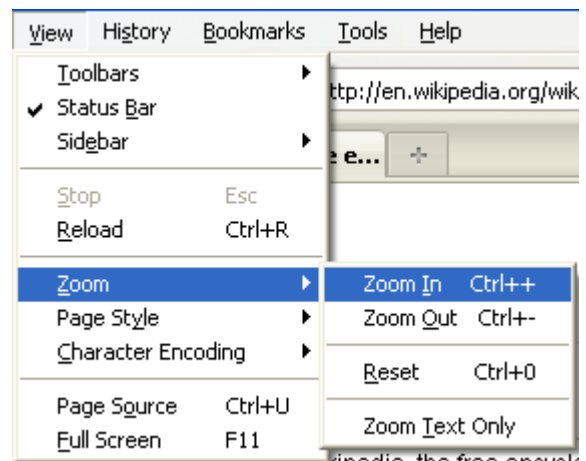
1. Move your mouse pointer over the word "View" in the browser's menu bar.
2. Click once with the left mouse button.
3. Slide your mouse down to "Zoom."

You will see another little menu pop up on the right hand side of "Zoom."

4. Slide the mouse to the right and left-click once on "Zoom In" or "Zoom Out."

5. You can repeat these steps to continue to make the text incrementally larger or smaller.

The text on the web page you are currently looking at should change according to what you have chosen. To change the text size back, just repeat the previous steps, but this time select "Reset." This tool can be very useful, considering that web pages come in all shapes and sizes—it essentially magnifies or "zooms in" on the text so that it becomes easier to read!



USING SEARCH ENGINES

Finding Information with a Search Engine:

To find information on the web, you will need to use a search engine. A search engine goes out and finds information for you on the World Wide Web. There are many search engines out there. Google is currently the most popular search engine, but there are many others, such as Yahoo.com, Bing.com, and Ask.com. Let's go to Google.

To open the Google search engine:

1. Go to your web browser's address bar and type the address:
www.google.com

2. Click the "Go" button or press the **Enter** key on your keyboard. (Google is now open and should look like the picture above.)

3. Click once with the left mouse button in the search box.

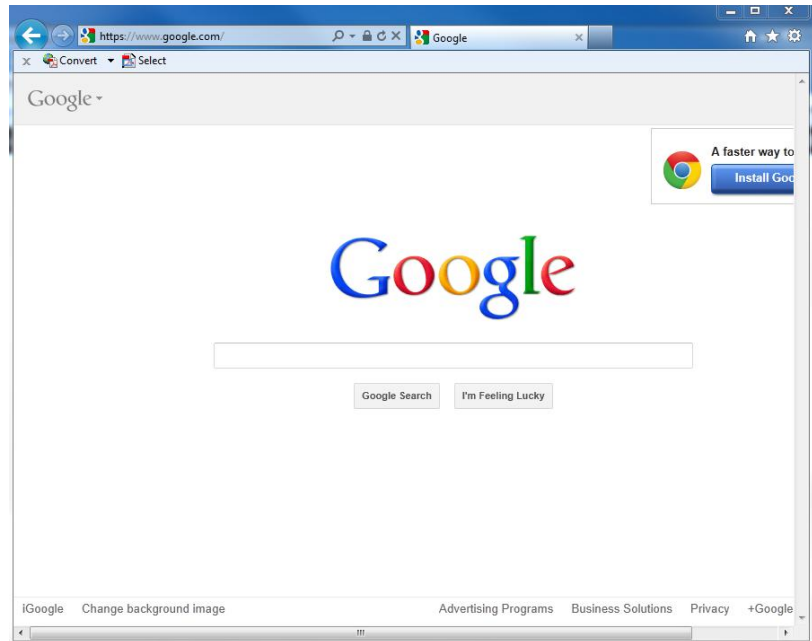
4. Type a word or a phrase that describes the information that you are looking for (the fewer words, the better—no need to use complete sentences!).

5. For example, type the word "Spain" to see what Google will find on this topic.

NOTE: Google will now suggest words or phrases to you to aid you in coming up with search terms (see image at right).

6. Click once with the left mouse button on the **Google Search** button, or press **Enter** on your keyboard.

Google immediately provides you with many websites that have to do with "Spain."



Refining Your Search:

Try the following steps in order to refine your search:

- If you get too many "hits" (listed websites), try adding extra words that describe what you want – if that gives more instead of fewer results, put "and" between each word. For example, "spain **AND** vacation" will find only pages where both of those words are included.
- Put phrases in quotation marks, e.g. "historical sites in spain," "John Smith" or "american association of social workers." This will find only those pages that contain these exact phrases.
- If you're looking for a company like Microsoft or Lexus or Coke, try typing the name in the address box at the top of your browser - it might take you directly there!

Understanding Error Messages:

Sometimes you will type a web site address but an error page comes up instead of the website. This happens from time to time. The most common cause for this is that you have typed the web address incorrectly. You can also sometimes get an error message when you click on a link on a web page. This often means that either the link is “broken,” or the page no longer exists. An error page can mean a variety of things, including any of the following:

- The web site is temporarily down
- The web site does not exist anymore
- The link you clicked is broken (the link was created incorrectly)
- Your program can't open the web site because of some restrictions
- There may be too many people trying to access the site at the same time

There may be nothing you can do to rectify the situation. In this case, you might just have to move on and go to another website or choose another link. In this day and age, major websites are usually never down for a very long period of time. It is the equivalent of a major television network going down – you can rest assured that many, many people are working very hard in order to bring it back up as soon as possible!

The following are screenshots of "down" websites:



COPYING INFORMATION FROM THE WEB

Saving Images, Documents and More:

You may want to keep information you find on a web site but you don't necessarily need to print a whole page. You can accomplish this by copying and pasting information from the web site to a word processing program.

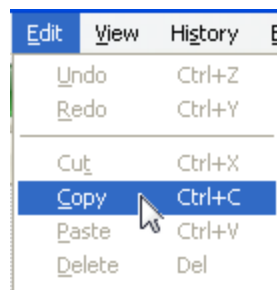
Here is how you highlight the text:

1. Let's go to the web browser's "Home" site. Click the house icon to navigate to the page you first saw when you opened the browser.
2. Place the cursor before some text you wish to highlight. Try to highlight a whole paragraph if possible (your instructor may need to help you navigate to a page with more text if there isn't much text on this site).
3. Hold down the left mouse button.
4. Move the mouse down and to the right until all of the text you wish to copy is highlighted, then let go of the mouse button.



To copy the text:

1. Click on the word **Edit** in the browser's menu bar.
2. Slide the mouse down to **Copy**.
3. Left-click once.



This has copied the text you have highlighted onto the “Clipboard,” which stores it for you to paste somewhere else. You will now need to open Microsoft Word so you can paste this text into a blank document.

Now open **Microsoft Word**:



1. Double-click on the **Microsoft Word** icon on the desktop.

Once Word opens,

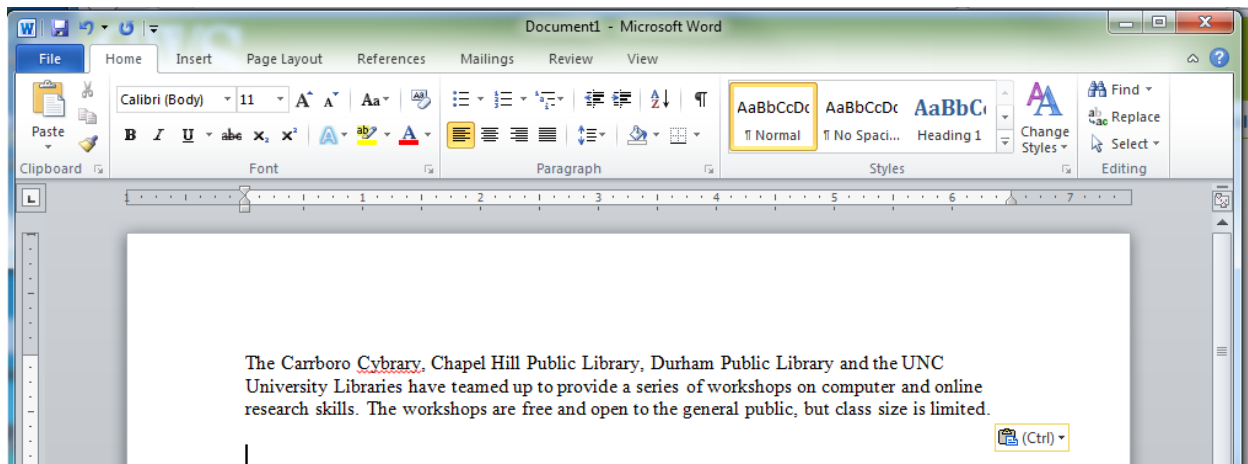
2. Click on the **Edit** option of Word's menu bar.

3. Slide the mouse down to **Paste**.

4. Left-click once.

*Note: You can also use "Ctrl-C" to COPY and "Ctrl-V" to PASTE instead of accessing these options from the menu bars in your browser and Microsoft Word. Ask your instructor if you have questions about this.

The text should now be pasted into the blank Word document!



NAVIGATING THE WEB

Identifying Advertisements:

It is common to find advertisements on web sites. A lot of these advertisements are traps. They get you to enter your personal information and tell you that this is for a chance to win money or prizes, but most of the time it's just to get your email address so they can send you junk mail. In extreme cases, malicious websites may try to steal personal information such as your social security number or your credit card number to steal money from you or even your identity.

Some other advertisements will pop up and tell you that you need to "Click Here" because you have a virus and you need to clean up your computer or something similar. Again, these are just ways the company tries to access your personal information or sell you something.

REMEMBER: You can always ignore advertisements, just like you can change the television channel at home. You are not forced to do anything on the Internet!

Viruses and Personal Safety:

For your own safety, **NEVER** give out your personal information over the web to unsolicited advertisements or unknown websites. These are most likely not secure. If you are applying for or buying something from a legitimate organization or company, it will be done on a secure site. You can tell if it is a secure site because you will see a little padlock displayed.



In addition, the web address should begin with **https://**. The addition of the **s** means that this site is secure. It is a good idea to only make purchases on widely-known, well-regarded sites (e.g., Target.com or Amazon.com). Regardless of the site on which you are making a purchase, you should always check out their privacy policy. [If you are interested in learning more about making purchases online, you can sign up to take our online shopping class.]

Viruses are malicious programs that are loaded onto your computer without your knowledge. They can destroy or delete everything on your hard drive, such as your file and folders, or extract personal information. Your computer can become infected when you download pictures and files from the web or email messages, so avoid downloading files from the Internet unless you are *sure* it is safe. If you receive an email from a friend with an attachment, always verify that they intended to send you the attachment before you open it.

Your home computer should be protected against viruses. You can equip it with virus protection software that stops viruses from attacking the computer's hard drive and your files. When you try to download something from the web, the virus protection software will scan the downloaded file or image to make sure that it does not contain any viruses.

If you have any additional questions about navigating the web, using a web browser, or using a search engine, please feel free to ask your instructor!

Glossary

Here are some definitions of terms that appear in this tutorial, as well as terms you might come across when you're browsing the World Wide Web.

- **Attachment:** a file that someone sends you in an email document. It's a good rule to only open attachments from people you know and trust.
- **Back button:** a button on the navigation bar, usually in the shape of a backward pointing arrow, which takes you back to the last page you viewed.
- **Download:** to save files from the internet to your computer.
- **Forward button:** a button on the navigation bar, usually in the shape of a forward pointing arrow, which advances you to the next page in the list of pages you've viewed.
- **Interface:** the point of interaction between a computer and a human user.
- **Internet:** a communications network that connects computers from all over the world.
- **Link / Hyperlink:** a word, phrase, or image that will lead you to a different page or area on the web. When you slide your mouse over a link, your cursor changes from an arrow to a hand with the pointer finger extended. Links are also called hyperlinks.
- **Malware:** "malicious software," including viruses, worms, spyware, and Trojan horses.
- **Menu bar:** the bar located beneath the navigation bar on your web browser. This bar contains a number of important menus that will help you as you navigate the Web.
- **Minimize:** to replace a window on a computer display with a small icon which will restore the window when selected. A window can be minimized by clicking on the minimize button (which looks like a minus sign) in the top right-hand corner of the window.
- **Navigation bar:** also called the toolbar. This bar includes the buttons that will help you navigate the web, such as the Back button, the Forward button, the Refresh button, the Stop button, and the Home button.
- **Refresh button:** this button brings the web page you're viewing up again so that you can see if any information has changed.
- **Stop button:** this button stops the current web page from loading.
- **Title bar:** the blue bar in your web browser that shows the title of the page you're viewing.
- **Toolbar:** also called the navigation bar. This bar includes the buttons that will help you navigate the web, such as the Back button, the Forward button, the Refresh button, the Stop button, and the Home button.
- **URL:** URL stands for uniform resource locator. This is the address of a page or site on the World Wide Web.
- **Web browser:** a program that allows you to access information available on the World Wide Web. It reads the information on a web page and displays that information on your computer screen.
- **Web page:** also written often as webpage. This is a single document, or page of information, on the World Wide Web. Each web page has a specific web address (URL).
- **Web site:** also written often as one word, website. This is a collection of web pages.
- **World Wide Web:** one part of the internet. It is often referred to as simply "the web." It was developed to make the internet easier for the average person to use.