



Getting to know the Computer

Windows XP



Getting to Know the Computer

Course Series Overview:

These courses are designed to help you get acquainted with the computer. It is assuming that you have never been in contact with a computer before. It will introduce you to the components of a computer, allow you to turn it on and off; and receive and send electronic messages among other things.

Course Details	Description
Audience Description	This series is intended for anyone who wants to learn how to use a computer.
Prerequisites	None
Objectives	<p>At the completion of this series you should be able to:</p> <ul style="list-style-type: none">▪ Turn on and off a computer▪ Know basic computer terminology▪ Familiarize with the mouse and other computer components▪ Get acquainted with the contents of the Desktop or initial computer screen▪ Access electronic mail using Internet Explorer▪ Send and receive electronic mail▪ Register in the Elevate Miami Program▪ Browse the Web and use of search engines▪ Get used to the Elevate Miami Portal▪ Use of Web resources▪ Find out the contents and how to use Digital Literacy online Microsoft curriculum
Contents	<p>The series contains six courses:</p> <ol style="list-style-type: none">1. Hardware/Software Basics2. The Desktop3. Working with Files and Folders4. Navigating the Internet and using the Elevate Miami Portal5. Electronic mail6. Using Microsoft's "Digital Literacy" Curriculum

Course 1: Hardware/Software Basics

A. Introduction / Welcome

1. Instructor
2. Participants
3. Signup sheet

B. Introduce the **hardware** (*without turning on the computer*)

1. Peripherals - (*show them all*)

- a. Input Devices - mouse, keyboard, microphone, scanner & camera



- b. Output Devices - monitor, printer & speaker/headphones



- c. CPU and memory - processor, Random Access Memory (RAM) and Read Only Memory (ROM)

- d. Motherboard - main circuit board

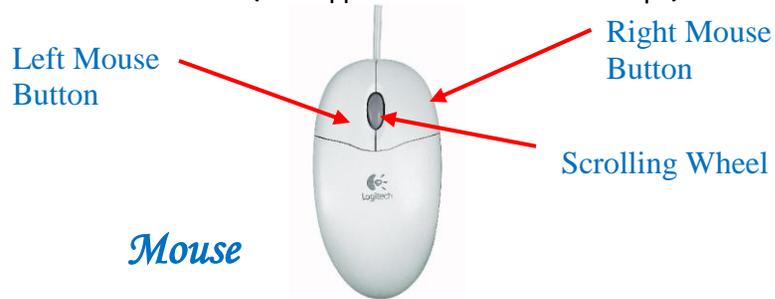


- e. Storage Devices - hard disk, floppy, CD, DVD and flash drive

C. Introduce **Software**

1. Different types of software (to write letters, to make presentation, spreadsheets (compare to accounting tablet), etc.)
2. Operating System - functionality and importance

D. **Introduce the Mouse:** (see Appendix B: Some mouse tips)



Mouse Buttons: Left Mouse Button, Right Mouse Button, Scrolling Wheel, under the mouse (track ball, optical, etc.)

1. Mouse Techniques: Pointing, Clicking (single click), Double-Clicking, Dragging, Right-Clicking

technique	what to do
Pointing	Move the mouse to position the mouse pointer over an item on the desktop
Clicking	Press and release the left mouse button
Double-clicking	Press and release the left mouse button twice quickly
Dragging	Point to an item, press and hold the left mouse button, move the mouse to a new location , then release the mouse button
Right-clicking	Point to an item, then press and release the right mouse button

2. Mouse Pointer Shapes: arrow, vertical bar, hourglass, double horizontal arrow, pointing hand

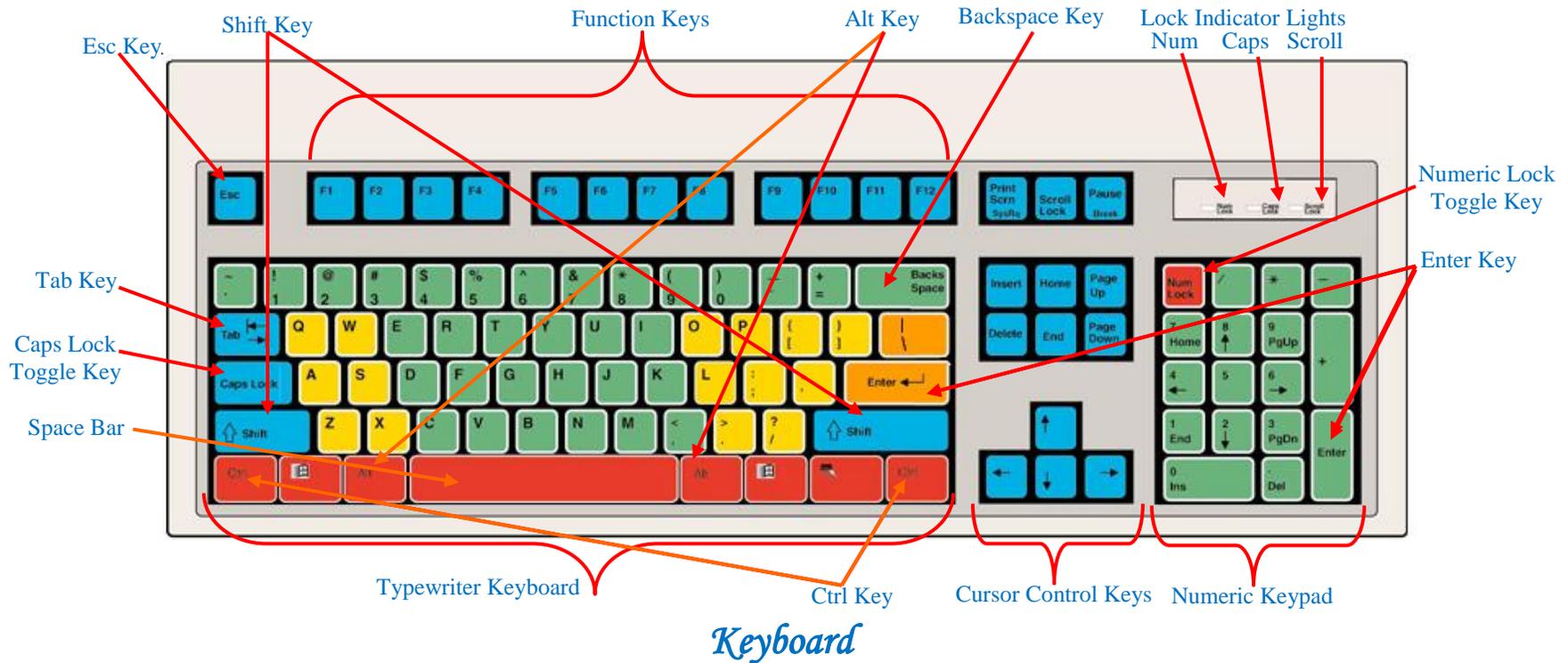
shape	used to
	Select items, choose commands, start programs, and work in programs
	Position mouse pointer for editing or inserting text; called the insertion point
	Indicate Windows is busy processing a command
	Change the size of a window: appears when mouse pointer is on the border of a window
	Select and open Web-based data

3. Mouse exercise - Card Game (Start → Programs → Accesories → Games → Solitaire or Spider Solitaire)

E. **The Keyboard** - Keyboards vary slightly depending on the manufacturer. They have different sized keys. Some keys have more than one character on them, usually one above the other (the top ones being referred to as upper case characters, as opposed to lower case for the ones underneath). These generally consist of punctuation (including accents and quotes) and mathematical symbols. These characters are obtained by pressing and holding down the Shift Key before pressing the required key. Capital letters (also called upper case characters) are also obtained in this way. For continual upper case characters you can use the Caps Lock key. Press this key once to type in upper case continuously, press it again to release it (toggle). Single characters can be repeated by continuously holding down the key.

The keys are organized on various sections:

1. The Typewriter Keyboard - contains alphabetic characters, numbers and some symbols (e.g. Qwerty Keys)
2. The Function Keys (F1 to F12) on top of the keyboard
3. The Numeric Keypad (1,2...) on the right of the keyboard
4. The Cursor Control Keys (the arrows, Page Up, etc.) between the typewriter keyboard and the numeric keypad
5. A number of Specially Defined keys like Shift, Enter, etc.



Keyboard

Keys	used to
Alt (Alternate)	Used in conjunction with other keys to enter keywords. Also used to enter ASCII codes (American Standard Code for Information Interchange) by holding down the Alt key and entering the number from the numeric keypad.
Backspace	Used to delete one character at a time to the left of the cursor. You can also click and drag to highlight text and then press the Backspace key to delete text.
Caps Lock	Changes lower case letters to upper case (numbers are not affected). Caps Lock mode is activated by pressing the key once and is indicated by one of the lock indicator lights on the panel above the numeric keypad. Press the key again to return to normal mode.
Ctrl (Control)	Cannot be used on its own. Used in conjunction with other keys to carry out a specific function e.g. Ctrl/Alt/Del performs a system restart. There are usually two of these keys.
Cursor Control Keys	These items include direction arrows (←↑↓→) and Home, PgUp, End, PgDn. The arrows are known as cursor control keys (the cursor is the flashing bar on the computer screen that shows your current position). When using word processors, the up arrow moves your cursor up one line of typed characters at a time; the down arrow moves it down one line of typed characters at a time. The left and right arrows move the cursor one character to the left or right. To move more than one character, press the key continually. The Home key moves the cursor to the beginning of the current line of typed characters; the End key moves it to the end. Page Up moves your cursor up one page, and Page Down moves it down one page.
Delete/Del	Deletes the character to the right of the cursor position. The remaining text moves one cursor position to the left, for each character deleted. You can also click and drag to highlight text and then press the Delete key to delete text.
End	Moves your cursor to the end of the current line of typed characters.
Enter	This key is used to send the cursor to the beginning of the next line (for instance when typing text in a word processing package). It is also used to finish a command and tell the computer to execute the command just typed. There are usually two of these keys.
Esc	Primarily used to cancel a command (instead of pressing Enter) or to escape from a process.
Function Keys	These keys usually run along the top of the keyboard and are marked F1 to F12. They are used to perform various functions when connected to other computers and from within different software packages.
Home	Moves your cursor to the beginning of the current line of typed characters.
Insert/Ins	Inserts characters in a line of text. The remaining text moves one cursor position to the right for each character inserted.
Num Lock	Allows the numeric keys to be used on the numeric keypad, rather than the cursor control keys (←↑↓→). NumLock mode is activated by pressing the key once and is indicated by a light on the panel above the numeric keypad. Press the key again to return to normal mode.

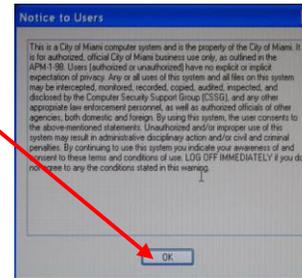
Keys	used to
Numeric Keypad	Situated on the right of the keyboard, these keys have numbers and control functions on them. To use the numeric option, press down the NumLock key above the 7 key. When you have finished typing the numbers you want press the NumLock key again to release it. Note that the 0 key also has an Ins function - this changes the current mode to Insert mode, allowing you to insert items copied from elsewhere and stored temporarily. The decimal point key beneath the number 3 key also has a Del function, allowing deletion of items at the current cursor position.
PgDn (Page Down)	Moves your cursor down one page of information.
PgUp (Page Up)	Moves your cursor up one page of information.
Print Screen (Prt Sc)	Prints everything displayed on the screen to an attached printer.
Scroll Lock	Can control the way the cursor control keys operate in some programs. Many applications ignore this setting. ScrollLock mode is activated by pressing the key once and is indicated by a light on the panel above the numeric keypad. Press the key again to return to normal mode.
Shift	Changes lower case letters to upper case, and numbers to symbols. There are usually two of these keys.
Space Bar	The long bar across the bottom of the keyboard is the space bar. Press once to insert a space one character-width to the right. If you press the key continually it will keep adding spaces until you stop pressing.
SysRq (System Request)	Used by the operating system and applications - actions variable depending on program used.
Tab	Used to set tab positions in a document. Setting tab positions allows you to move the cursor to defined positions, for instance when typing figures in columns. Used in conjunction with the Shift key you can jump to the previous tab position.



- F. **Turn On the computer** (*one computer only*)
1. Press the button (usually in front of your CPU)



2. Login:
 - a. Alt + Ctrl + Del and the following screen appear. Press OK.



- b. Enter UserName and Password as instructed on the screen
- c. Click OK button or Press ENTER
- d. The desktop is displayed



- G. **Turn Off:** Click Start →  Shut Down... → Shut down → OK or Press ENTER

1. Shut down button: the following screen appears:



- a. Log off - when you are leaving the computer for someone else to use it with a different username
- b. Shut Down - when you are turning off completely
- c. Restart - when you want to reset the computer, but continue working
- d. Stand by - when you need to leave the computer temporarily, but don't want anyone to use your computer

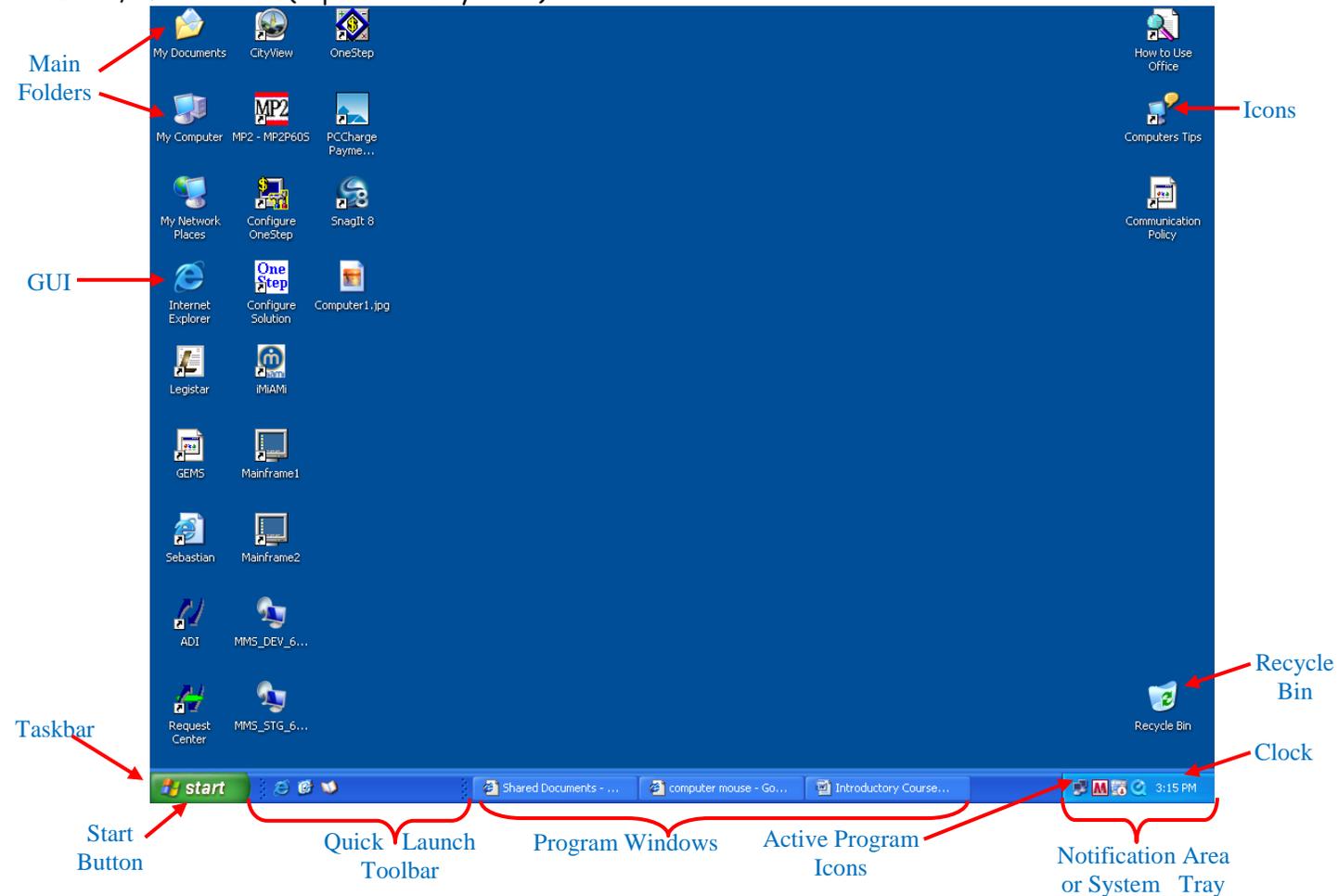
- H. Make each participant repeat steps E & F

Course 2: The Desktop

A. Turn On the computer (*make sure everyone is able to do it*)

B. Introduce the Desktop

Mention: Start Button, Taskbar, Quick Launch Toolbar, System Tray, Active Program Icons, Clock, GUI (Graphic User Interface), Icons, Main Folders (represented by icons)



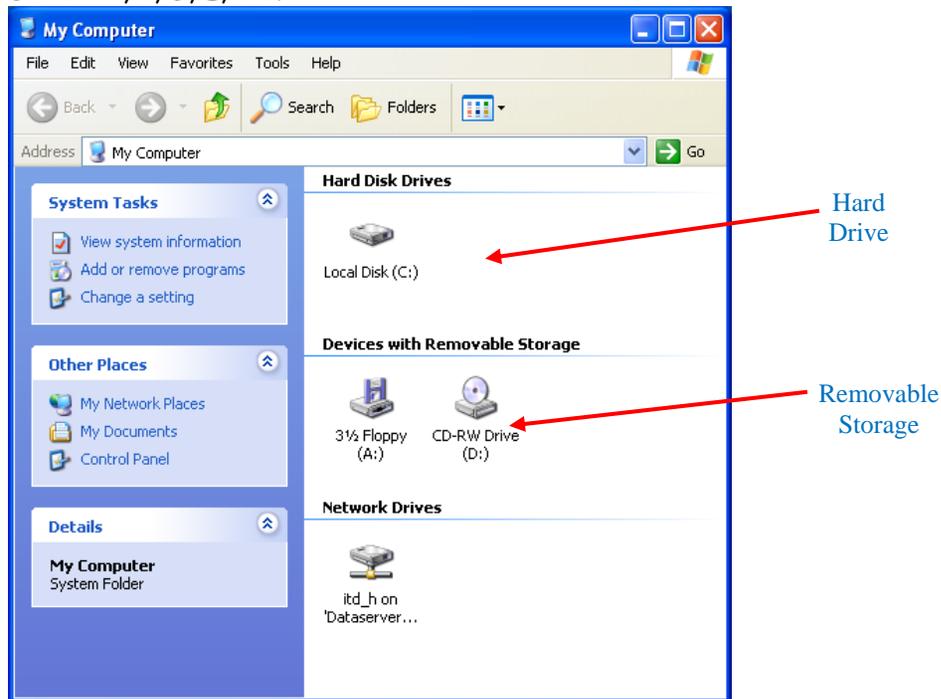
C. Explain the Windows Desktop Elements (Main Window)

1. **Main Items**
 Internet Explorer
 Buttons
 My Documents
 Shortcuts

2. **My Computer** - allows you to easily view the contents of the various drives, folders and printers in the computer.



Drives: A, C, D, E, etc.



3. **Recycle Bin** - permits you to Delete and Restore files



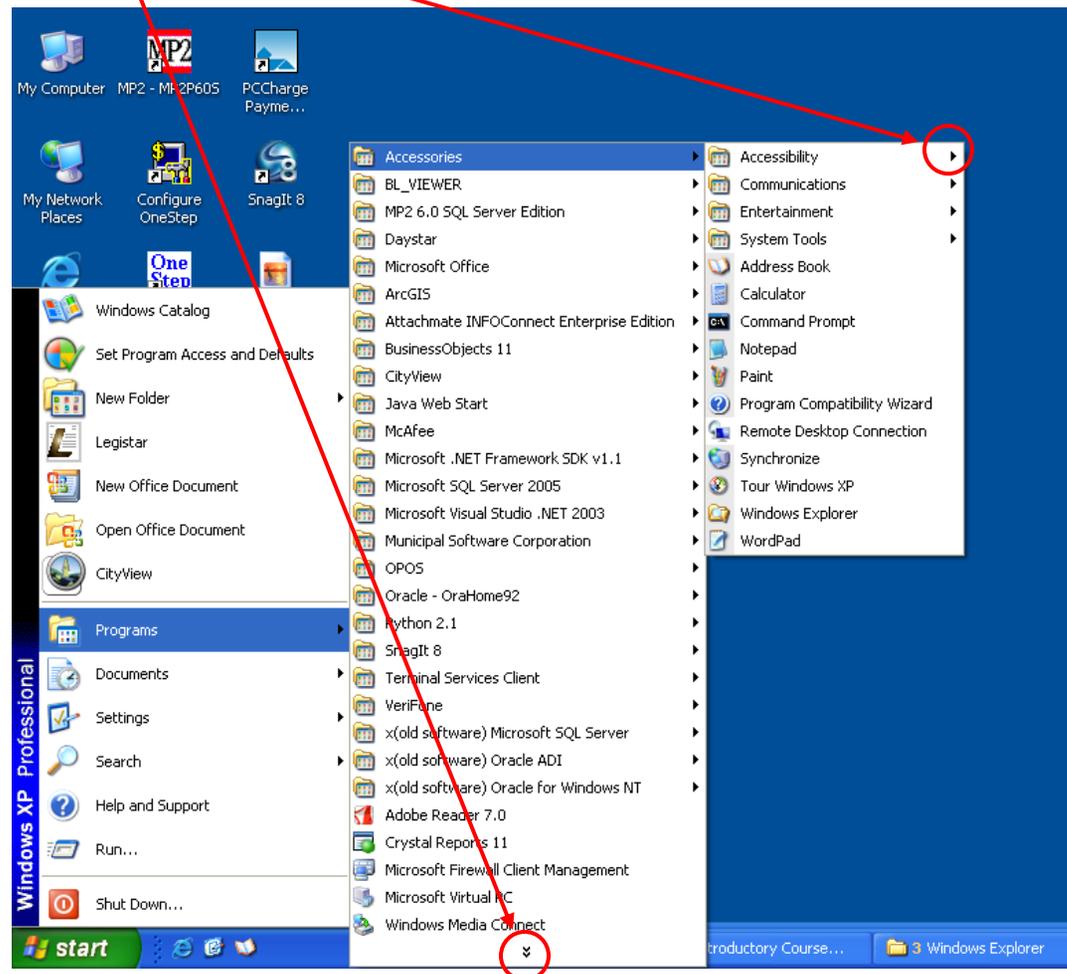
- 4. [Internet Explorer](#) - starts a program to access the Internet
- 5. [My Documents Folder](#) - Stores Programs, Documents, Graphics and other files

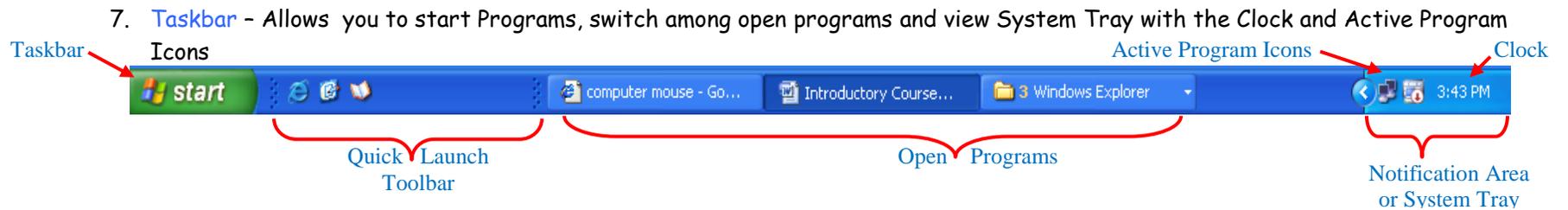


- 6. [Start Button](#) (click and select Programs) - Start Programs, open Documents (by recently used or all), find a file (Search), review and change desktop Settings, and more

Cascading Menus (Submenus) - Click Start → Programs

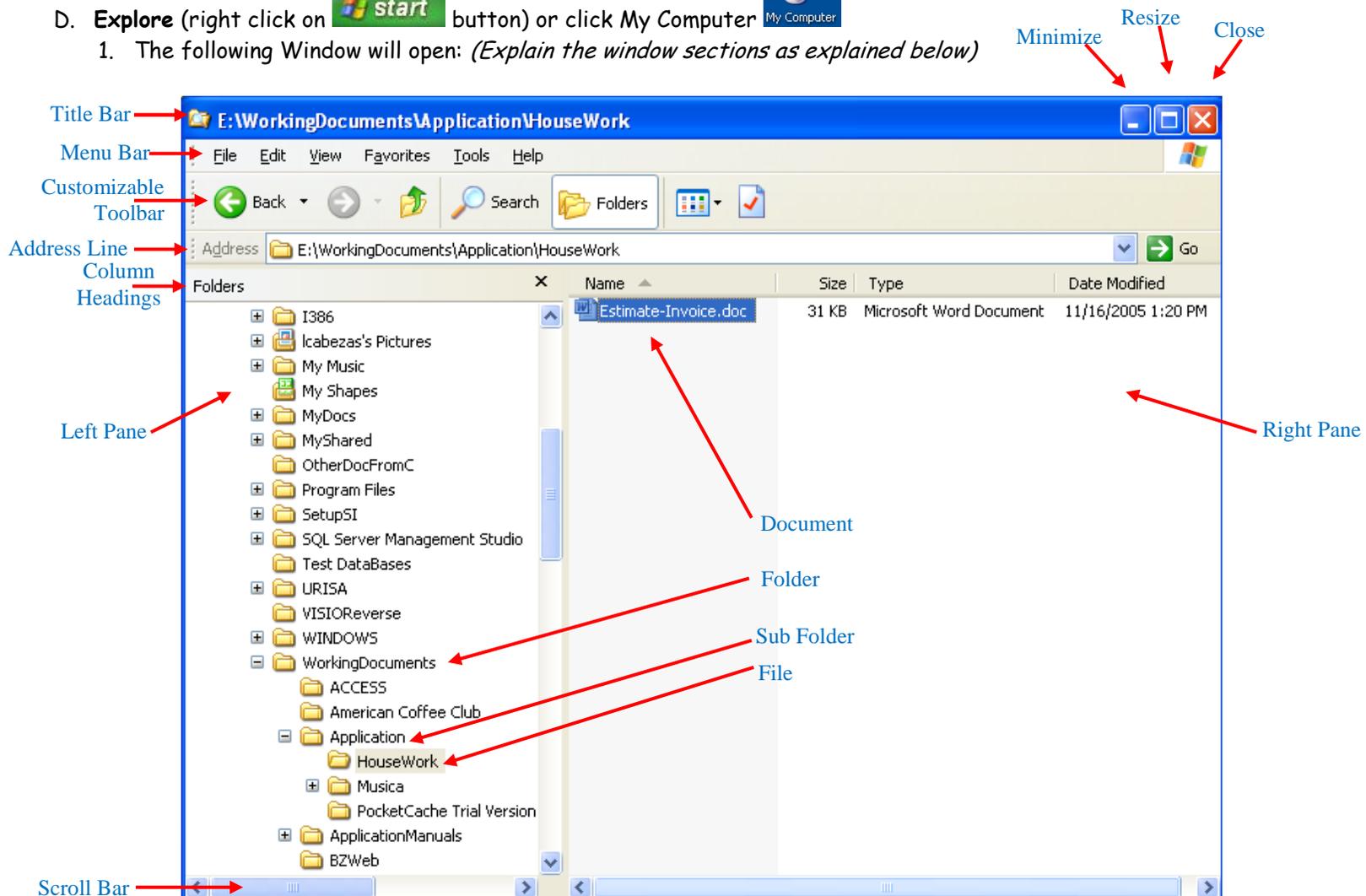
- i. The ▶ announces the existence of additional submenus - click on it to view the submenus
- ii. The ▼ let's you know that the list is longer (entries are hidden from the list) - click on it to view the full list



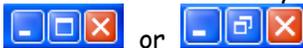


- a. **Quick Launch Toolbar** - Lets you start Programs that you use most often, like Internet Explorer, show the Desktop, etc.
- b. **Open Programs** - Let's you see any programs that are currently open.
- c. **Notification Area or System Tray** -
 - i. **Clock** - Found on the extreme right of the Taskbar.
Double click on top of your clock and the calendar with the clock will open
 - ii. **Active Program Icons**

- D. **Explore** (right click on  button) or click My Computer 
1. The following Window will open: (Explain the window sections as explained below)



a. Title Bar:

- i.  Shows the name of the folder you are in.
- ii. Clicking the buttons on the extreme right  or 
 1. **Minimize Window**  - collapses the window to the Taskbar
 2. **Resize Window (maximize and minimize the window)**
 - a.  when clicked maximizes the window, makes the window bigger (fills the whole screen)

b.  when clicked, makes the window smaller

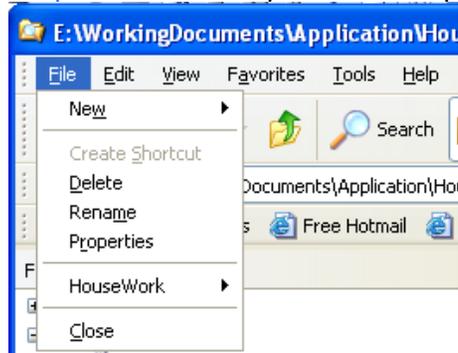
Note: you can resize this window by placing the cursor on the blue frame; a double arrow \leftrightarrow will appear, hold the left mouse button and drag it to make it bigger or smaller.

3. **Close Window** - if you click the  it will close the window (*close the window and re-open it*)

4. **Move Window** - Place the cursor on the blue title bar and holding down the left mouse button, move the window to a different location. (*show the movement*)

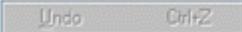
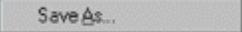
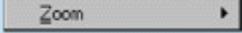
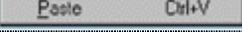
b. **Menu Bar** (normally second line of the window)

i. **Dropdown Menu** - If you click on any of the words on this line a dropdown list with all submenus will expand.



Note: the \blacktriangleright means there are more submenus on that topic.

ii. Typical Items found in a Menu:

item	description	example
Dimmed command	Indicates the menu command is not currently available	
Ellipsis	Opens a dialog box that allows you to select different or additional options	
Triangle	Opens a cascading menu containing an additional set of commands	
Keyboard shortcut	Executes a command using the keyboard instead of the mouse	
Underlined letter	Indicates the letter to press for the keyboard shortcut	

c. **Customizable Toolbar** with icons



i. If you click on any of the icons, the action will take you to what the image represents.

ii. You can add new icons to this toolbar

iii. Usually you place there the actions that you use the most.

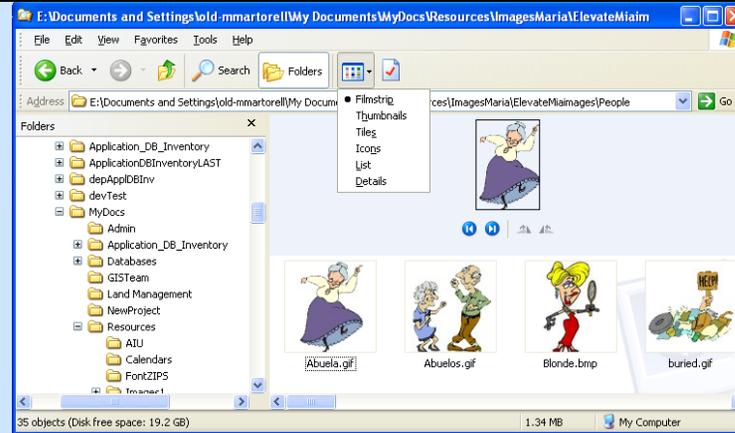
iv. Description of the most common icons used:

1.  Used to go back to the previous screen.
2.  Used to go forward to the next screen. This one will be dimmed (grey out) when there is no forward screen.
3.  When clicked it will take you to next top level.
4.  Will allow you to change the way you want to view the contents on the right pane. The available views are: filmstrip, thumbnails, tiles, icons, list and details. Below you will find an example of each one.

view

example

Filmstrip



Thumbnails



Tiles



Icons



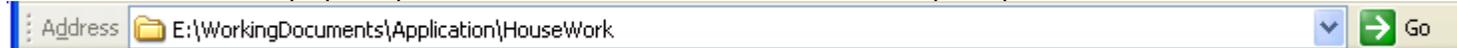
List



Details

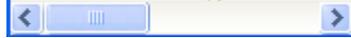
Name	Size	Type	Date Modified
Abuela.gif	11 KB	GIF Image	11/1/2003 11:54 PM
Abuelos.gif	7 KB	GIF Image	11/1/2003 11:54 PM

- d. **Address Line** - Will display the path or full location of the folders inside my computer.

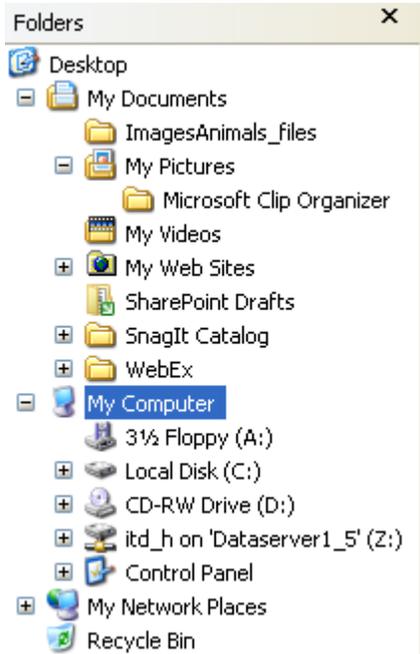


- e. **Column Headings** - this section of the Explorer Window is divided into two columns

- i. **Left pane** - will show the folders - file tree
- ii. **Right pane** - will show the contents of the folder selected on the left pane (name, size, type and date modified)
- iii. **Scroll Bar** - whenever the contents of the pane don't fit in it, horizontal and vertical scroll bars will appear (when needed)



- f. **Folders** → **Sub Folders** → **Files** → **Document**



Windows uses a filing system that is very similar to a paper filing system, organized using the My Computer feature of Windows.

- Think of My Computer as a filing cabinet.
- The various drives (A:, C:, D:, etc.) serve as its drawers.
- Each drive (or drawer) contains folders, just like a traditional filing cabinet. When you double-click on an icon for a drive, a window displays the folders stored in that drive.
- Documents, or files, are stored inside the folders, just like in a paper filing system.
- Other folders can also be stored inside folders.



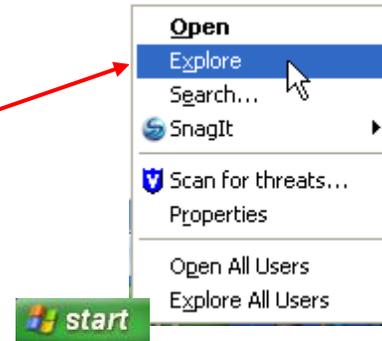
Note:

⊕ and ⊖ (opens and collapses subfolders)

Course 3: Working with Files and Folders

You can view the files and folders in your computer by either:

- Right-Click over  button and select **Explore** OR
- Double-Click on **My Computer**  to open



To Create a New Folder:

1. Open **My Computer**.
2. Click on the drive or folder in which you want to create a new folder.
3. On the **File** menu, point to **New**, and then click **Folder**.
4. Type the name for the new folder , and then press **ENTER**.

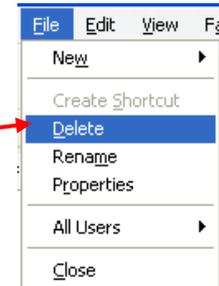


Notes:

- Names for folders can be up to 255 characters in length, but long names may be shortened by some programs. A descriptive short name is usually a better choice.
- You may use spaces and underscores in folder names, but you can't use the following characters: * : < > | ? " \ or /.
- New folders called sub-folders may be created within folders.

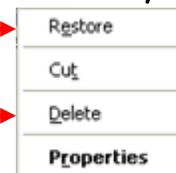
To Delete a File or Folder:

1. Open **My Computer**.
2. Click the file or folder you want to delete.
3. On the **File** menu, click **Delete**.



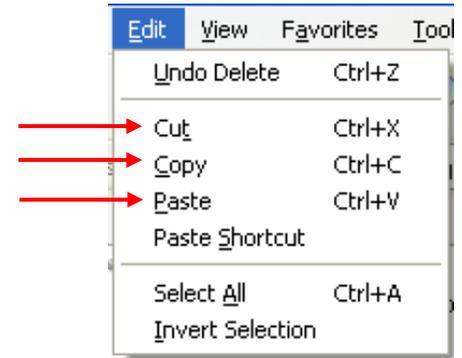
Notes:

- Deleted files remain in the **Recycle Bin** until you empty it. They will occupy space and remain in the computer until they are either **deleted** (emptied) or **restored** (rescued from the bin back into its previous location).
- If you press and hold down **SHIFT** while sending an item to the Recycle Bin, the item is deleted from your computer without being stored in the Recycle Bin at all.
- If you want to retrieve or rescue a deleted file from the Recycle Bin, double click on the **Recycle Bin** icon on your desktop. Right click on the file you want to retrieve, and then click **Restore**.
- You can either delete files or folders by right clicking on the file or folder and then clicking **Delete**.



To Copy or Move a File or Folder:

1. Open **My Computer**.
2. Click the file or folder you want to copy or move.
3. On the **Edit** menu, click **Copy** to copy the item to a new location or click **Cut** to move the item to a new location
4. Open the folder where you want to copy or move the item to.
5. On the **Edit** menu, click **Paste**.

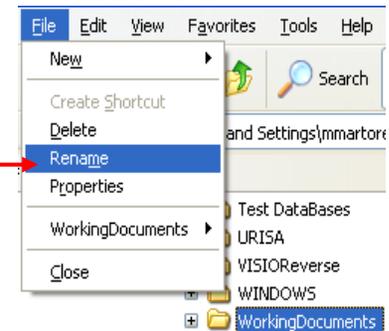


Notes:

- You may also move files or folders by first selecting them, then dragging them to another folder or subfolder by keeping the left mouse button pressed while dragging.
- To select consecutive files or folders to copy, cut, or move, click the first item, press and hold down **SHIFT**, and then click the last item.
- To select non-consecutive files or folders to copy, cut, or move, click the first item, press and hold down **CTRL**, and then click on each of the other items you wish to move.

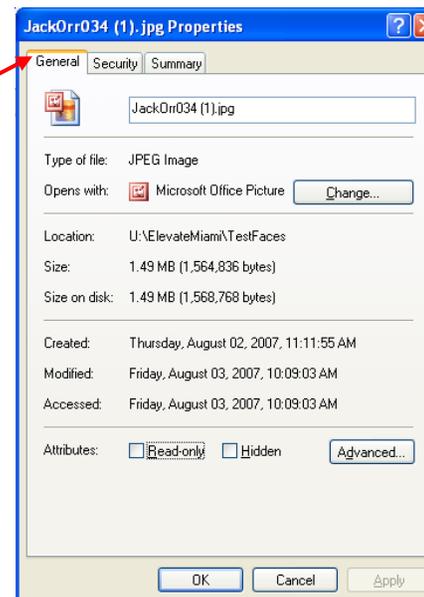
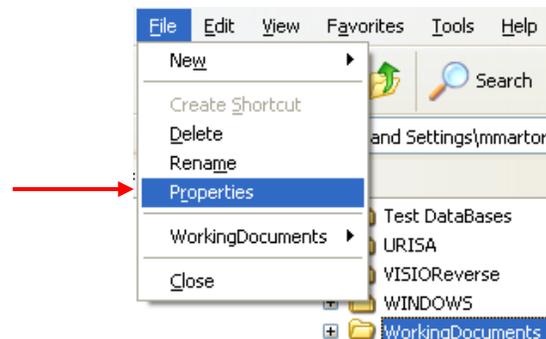
To Rename a File or Folder:

1. Open **My Computer**.
2. Locate the file or folder whose name you want to change.
3. From the File menu choose **Rename**
4. With the name selected, type a new name, or click to position the insertion point and edit the name.



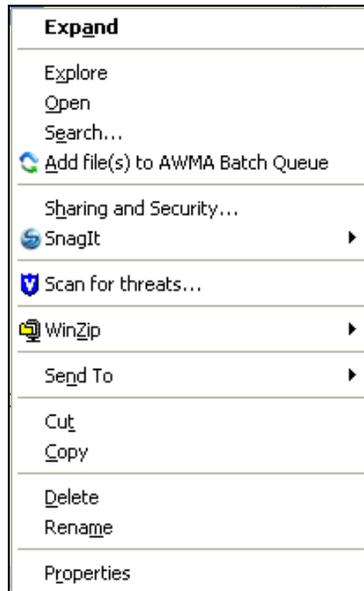
To View File or Folder Properties:

1. Open **My Computer**.
2. Click the file or folder whose properties you want to change.
3. On the **File** menu, click **Properties**.
4. View the file or folder properties. Note the 3 tabs: General, Security and Summary. Click on each one.



General Notes:

A. The functions mentioned above can be accessed by using the **Right Mouse Button**.



1. Locate and select the files or folders that you want to work with.
2. Click on the Right Mouse button and a screen similar to the one on the left, will display.
3. Choose the desired function:
 - a. Open - To open a file
 - b. Cut - To move a file from one location to another
 - c. Copy - To make a copy of the file at another location
 - d. Delete - To delete a File or Folder
 - e. Rename - To change the name of a File or Folder
 - f. Properties - To see general information of a File or Folder
4. Follow the steps described above to execute each function.

B. Drag-and-Drop is the action of clicking on an object and dragging it to a different location using the mouse. This action is accomplished by **keeping the left mouse button pressed until the object is at its new location**.

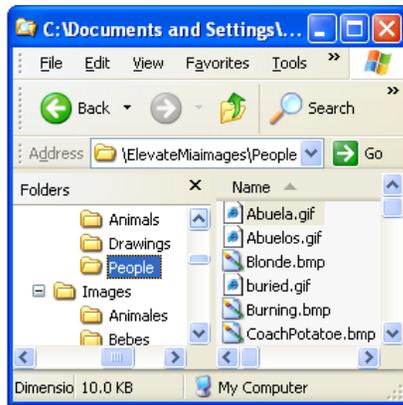
DD1:



The steps to follow to Drag and Drop a file are:

1. Using the desktop icon "My Computer", locate the file or folder you wish to move and select it.
(Figure DD1: The "baby face" image was selected, it shows a frame around it)
2. Open another window using "My computer" and identify the location you want to drag the item to.
(Figure DD2: The "People" folder is selected)
3. Press and hold down, the left button on the mouse to "grab" the object
4. Moving the mouse, "Drag" the object to the desired location.
(Figure DD3: The "baby face" image was dragged to the "People" folder)
5. "Drop" the object at the desired location by releasing the button.
(Figure DD4: The "baby face" image is now located inside the "people" folder)

DD2:



DD3:



DD4:



Course 4 - Navigating the Internet and the Elevate Miami Portal

A. Brief History of the Internet (ref: <http://www.walthowe.com/navnet/history.html>)

- The Internet was the result of visionary thinking by people in the early 1960s that saw great potential value in allowing computers to share information on research and development in scientific and military fields. MIT and UCLA universities were pioneers in this field.
- In **1962**, a global network of computers was proposed and was later developed by DARPA (Defense Advanced Research Projects Agency) developed. A theory of how information would be transferred (packet switching) was developed and formed the basis of Internet connections.
- In **1965**, the first successful dial-up connection between two computers was accomplished connecting a computer in Massachusetts with another one in California.
- Between **late 60's and mid 70's**, the Internet was brought online starting with several southwestern universities that were followed by many more from different regions of the US during this period. It started as what was known as the ARPANET.
- The Internet was designed in part to provide a communications network that would work even if some of the sites were destroyed by nuclear attack. The early Internet was used by computer experts, engineers, scientists, and librarians. There was nothing friendly about it. It was a very complex system.
- In the **late 1960's**, libraries began automating and networking their catalogs independent from ARPA.
- In **1972**, E-mail is adapted for ARPANET by Ray Tomlinson. He picked the @ symbol to link the username and address.
- In the **80's** the large companies start using the TCP/IP architecture to make their own private internets; ARPA starts transmissions of multimedia (audio, video, graphs) and other groups start working on ways to present data (html) and create tools such as Gopher to allow users to navigate the Internet using menus.
- In **1989** many of these technologies combine to create the World Wide Web. The web became very popular among scientists that worked on common projects but were located at different universities. Since the Internet was initially funded by the government, it was originally limited to research, education, and government uses. Commercial uses were prohibited unless they directly served the goals of research and education. This policy continued until the **early 90's**, when independent commercial networks began to grow.
- During the **90's** the Internet expanded rapidly from universities and local government offices to corporations, school system, libraries, individuals and families.

B. Definitions:

- **Antivirus Software:** consists of computer programs that attempt to identify, thwart and eliminate computer viruses and other malicious software (malware). Antivirus software typically uses two different techniques to accomplish this:
 1. Examining (scanning) files to look for known viruses matching definitions in a virus dictionary
 2. Identifying suspicious behavior from any computer program which might indicate infection.
- **Cookies,** are parcels of text sent by a server to a web browser and then sent back unchanged by the browser each time it accesses that server. HTTP cookies are used for authenticating, tracking, and maintaining specific information about users, such as site preferences and the contents of their electronic shopping carts.
- **Firewall:** hardware or software device which is configured to permit, deny, or proxy data through a computer network which has different levels of trust. The firewall prevents unauthorized users to access data on protected computers.
- **Hacker:** refers to a person who engages in illegal computer cracking, which is its original meaning.
- **Internet:** a worldwide, publicly accessible series of interconnected computer networks that transmit data by packet switching using the standard Internet Protocol (IP). It is a "network of networks" that consists of millions of smaller domestic, academic, business, and government networks, which together carry various information and services, such as electronic mail, online chat, file transfer, and the interlinked Web pages and other documents of the World Wide Web (www). The Internet has made it possible for people all over the world to communicate with one another effectively and inexpensively. Unlike traditional broadcasting media, such as radio and television, the Internet does not have a centralized distribution system. Instead, an individual who has Internet access can communicate directly with anyone else on the Internet, post information for general consumption, retrieve information, use distant applications and services, or buy and sell products.
- **Internet Service Provider (ISP):** Internet service providers provide Internet access to customers, usually for a monthly fee. A customer who subscribes to an ISP's service uses the ISP's network to access the Internet. Because ISPs offer their services to the general public, the networks they operate are known as public access networks. In the United States, as in many countries, ISPs are private companies; in countries where telephone service is a government-regulated monopoly, the government often controls ISPs.
- **Phishing:** The act of sending email that falsely claims to be from a legitimate organization. This is usually combined with a threat or request for information: for example, that an account will close, a balance is due, or information is missing from an account. The email will ask the recipient to supply confidential information, such as bank account details, PINs or passwords; these details are then used by the owners of the website to conduct fraud. NEVER give out important personal information such as social security, passwords, pin numbers, financial information in response to an e-mail request.
- **Pop-up Blocker:** A program that does not allow the display of certain windows that are usually advertisements and that "pop-up" when we are navigating the internet.

- **Search Engine:** an application that searches the internet and retrieves data based on some criteria. In other words, it can help a user find a document located on the internet with a specific (key) word(s) or sentences. Some of the most popular engines are: Google, Live, Yahoo, Altavista, Lycos, Infoseek.
- **Search Program:** a program used to search through pages on the World Wide Web for documents containing a specific word, phrase, or topic.
- **Uniform Resource Locator (URL):** Identifies the location of a specific site or resource on the Internet. It is made up of 4 parts: the service or protocol, the server name, the path and the name of the document or file. These identifiers are frequently called Web addresses. .i.e. <http://www.elevatemiami.com/ElevateMiami/pages/>
- **Virus:** A program which can be transmitted between computers via the Internet, generally without the knowledge or consent of the recipient. Results may range from nothing noticeable to deliberate damage to systems and data. It usually starts by a user running an infected file that they may have received via e-mail without knowing it is "infected". The code from the virus then gets loaded into the Ram Memory of the computer and stays there even when the file is no longer running. The virus then takes control of basic operating system services and infects other files. There are many types of virus:
 - **Worms** - A worm can spread itself to other computers without needing to be transferred as part of a host
 - **Trojan** - is a file that appears harmless until executed.
 - **Jokes** - Virus used as a prank; May cause the CD/DVD device to open and close, or can take control of the mouse or keyboard; this virus usually is done for fun and recreation, not with the intent to damage the computer contents but may be bothersome.
 - **Hoaxes** - Messages that display false information and usually sent in e-mails. They are created to cause confusion but may cause harm. A message such as "Erase this file since it is a virus" and refers to a necessary system file can be very harmful.
 - **Macro Virus** -A macro is a sequence of keystrokes assigned to a single key or command and is useful when an event needs to be repeated. The macro virus can affect the files or procedures that contain them.
 - **E-Mail Virus** - This type of virus gets transmitted through e-mails. It generally copies itself and automatically sends itself to the other e-mail contacts contained in the victim's e-mail address book.
- **Web Browser:** A program that enables a computer to locate, download, and display documents containing text, sound, video, graphics, animation, and photographs located on computer networks. The act of viewing and moving about between documents on computer networks is called *browsing*. Users browse through documents on open, public-access networks called *internets*, or on closed networks called *intranets*. The largest open network is the Internet, a worldwide computer network that provides access to sites on the World Wide Web (WWW, the Web).
- **Web Crawler (Web Spider o Web Robot) :** A **web crawler** is a program or automated script which browses the World Wide Web in a methodical, automated manner. This process is called Web crawling or spidering. Web crawlers are mainly used to create a copy of all the visited pages for later processing by a search engine that will index the downloaded pages to

provide fast searches. Crawlers can also be used to gather specific types of information from Web pages, such as harvesting e-mail addresses (usually for spam).

- **Web Page:** a computer file, encoded in HyperText Markup Language HTML and containing text, graphics files, and sound files, that is accessible through the World Wide Web
- **World Wide Web (WWW):** A system of interlinked documents accessed via the internet. The Web has a body of software, and a set of protocols and conventions. Through the use hypertext and multimedia techniques, the web is easy for anyone to roam, browse, and contribute to. With a web browser (Gopher, Http, FTP, Telnet, etc), a user views web pages that may contain text, images, videos, and other multimedia and navigates between them using hyperlinks. The World Wide Web was created in 1989 by Sir Tim Berners-Lee, working at CERN in Geneva, Switzerland

C. Internet Services:

- **Blogs** - Website where individuals publish personal experiences; entries are written in chronological order.
- **Chat Rooms** are virtual rooms that allow the people that are in the room to talk to each other. It describes any form of synchronous or asynchronous conferencing. The term can refer to technology ranging from real-time online chat, instant messaging and online forums.
- **E-mail** - A means or system for transmitting messages electronically (between computers on a network).
- **Instant Messenger** - A real time messaging system that takes place instantly.
- **Newsgroups** - is a repository usually within the Usenet system, for messages posted from many users at different locations. The term is somewhat confusing, because it is usually a discussion group. Newsgroups are technically distinct from, but functionally similar to, discussion forums on the World Wide Web.
- **Search Information** -Programs that allow users to search for specific topics or documents in the Internet.
- **Updates** - Many software providers use the internet to inform users about newer versions of the software they are using and use it to update the current version with the new one.

D. Using the Search Engine:

- a. Select the Internet Explorer Icon  (show it exists in many locations).

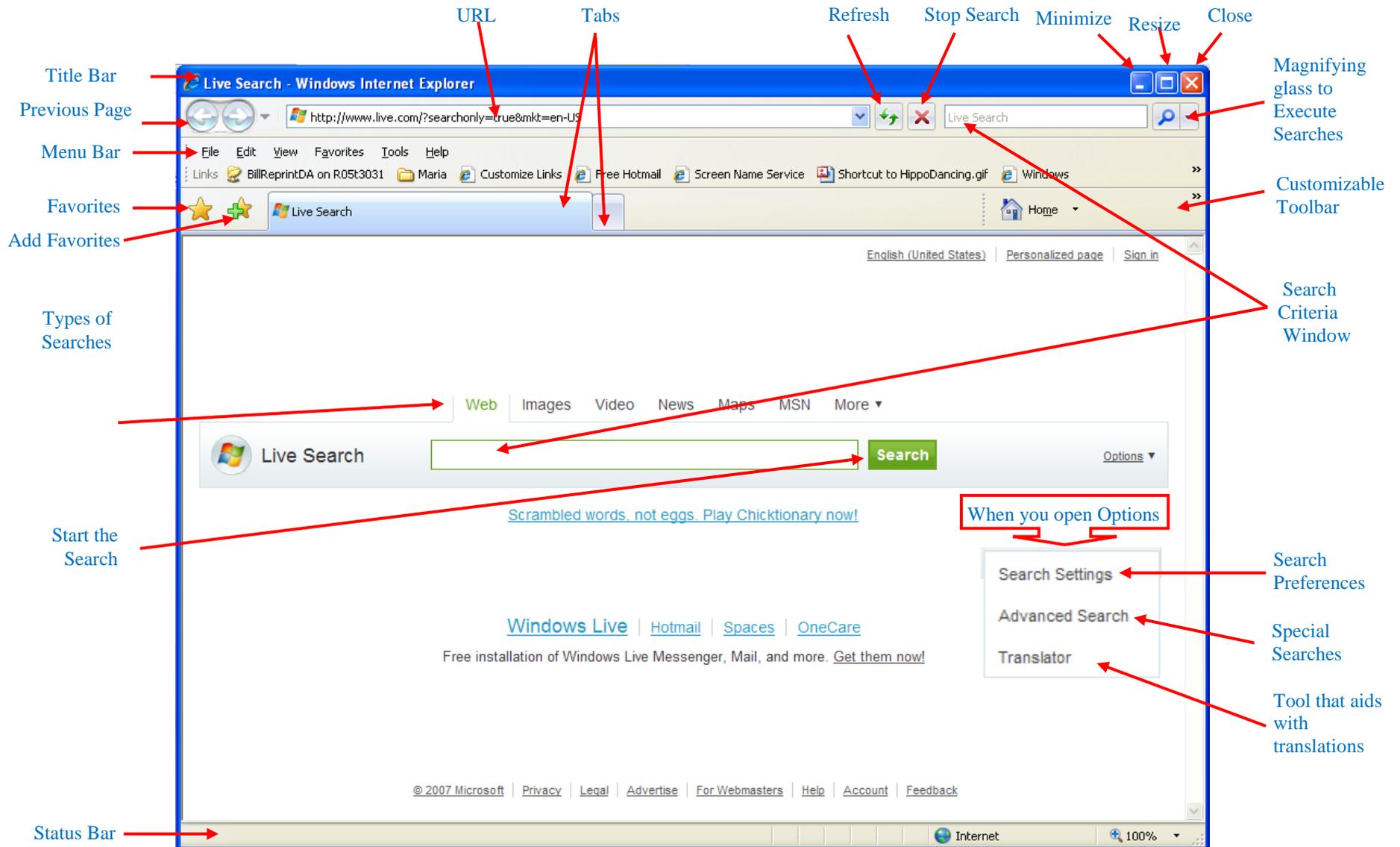
It can be found:

1. On the Desktop: Double-click on the Icon 
2. On the Quick Launch Toolbar which is located on the Taskbar: Click on the Icon 
Note: if you do not see you may want to click on  to show the the list of other icons. Remember that this toolbar is customizable so that you may add the icon  in case it does not have it
3. On the Start Menu towards the top of the Menu 
4. On the Start Menu:



Click  → select  Programs → find  Internet Explorer and click on it.

b. Enter the address <http://www.BING.com/> in the URL and press **ENTER**. The window below displays:



c. Show all window parts.

d. Show exercise below:

Exercise 1: Enter the words **Rice and Beans** in the Search Criteria Window and press the "Search" button or press ENTER on the keyboard.

Live Search Home Hotmail Spaces OneCare Sign in

rice and beans Search Advanced Options

Web results 1-10 of 10,700,000
See also: [Images](#), [Video](#), [News](#), [Maps](#), [MSN](#), [More](#)

Rice and beans - Wikipedia, the free encyclopedia
Rice and beans, " arroz y habas " or " arroz con habichuelas " "arroz con frijoles" or similar in Spanish, " arroz e feijão " or " feijão com arroz ", in Brazilian Portuguese ...
[en.wikipedia.org/wiki/Rice_and_beans](#) · [Cached page](#)

Red beans and rice - Wikipedia, the free encyclopedia
Red beans and rice is an emblematic dish of Louisiana Creole cuisine (not originally of Cajun cuisine), traditionally made on Mondays with red beans , vegetables (onion and celery ...
[en.wikipedia.org/wiki/Red_beans_and_rice](#) · [Cached page](#)
[Show more results from en.wikipedia.org](#)

Beans and Rice - Recipes for Red Beans and Rice and More
Red beans and rice recipes, along with black bean recipes and other similar recipes. Crockpot red beans and rice recipe, Louisiana red beans, and others.
[southernfood.about.com/cs/redbeansrice/a/redbeans.htm](#) · [Cached page](#)

Black Beans and Rice Recipe - Caribbean Rice and Beans
Caribbean style beans and rice, with seasonings, roasted red pepper, and other ingredients. Black beans with rice recipe.
[southernfood.about.com/od/redbeansrice/r/bl00123d.htm](#) · 1/21/2008 · [Cached page](#)
[Show more results from southernfood.about.com](#)

Goya Foods
Goya is a family-run food company offering beans, rice, nectars, seasonings and authentic Spanish, Mexican and Hispanic specialties. This website has an online recipe library and ...
[www.riceandbeans.com](#) · 1/21/2008 · [Cached page](#)

Beans and Rice, Inc. (Community Development)
Mission Statement Beans and Rice is a community economic development organization that builds assets and develops ...
[www.beansandrice.org](#) · [Cached page](#)

Haitian Rice and Beans Recipe | Recipezaar
Haitian Rice and Beans Recipe | Recipezaar - A very simple recipe that tastes delicious.
Recipezaar: Where the World's Recipes Are
[www.recipezaar.com/231033](#) · [Cached page](#)

Gallo Pinto (Costa Rican Rice and Beans) Recipe | Recipezaar
Gallo Pinto (Costa Rican Rice and Beans) Recipe | Recipezaar - I found this recipe in a copy of Vegetarian Times. Gallo Pinto translates as "spotted rooster", and is a dish eaten ...
[www.recipezaar.com/78747](#) · 1/21/2008 · [Cached page](#)
[Show more results from www.recipezaar.com](#)

Rice and Beans in Coconut Milk
Over 8,000 vegan / vegetarian recipes, restaurant guide, coupons, product reviews and more. ... Vita-Mix Super 5000 Free Standard Shipping with code: 06-001345. Veggie Places
[vegweb.com/index.php?topic=5023.0](#) · [Cached page](#)

Rice And Beans
Rice And Beans / labels (R) Profile: Beta Bodega Coalition label, operated 2000-2005. Originally, Rice And Beans was a short lived t-shirt line started in early 1996 by La Mano ...
[www.discogs.com/label/Rice+And+Beans](#) · [Cached page](#)

1 2 3 4 5 Next

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rice and beans Search

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Multiple Links to Web Pages that contain the words "Rice" and "Beans"

Multiple Pages found by the Search Engine

Related searches

- [Rice And Beans Recipe](#)
- [Spanish Rice And Beans](#)
- [Red Beans And Rice Recipe](#)
- [Mexican Rice Beans Recipes](#)
- [Dominican Rice And Beans](#)
- [Cuban Rice And Bean](#)
- [Red Beans Rice](#)
- [Rice And Bean Casserole](#)

Other sites related to Rice and beans

Sponsored sites

- Make rice and beans**
Get 1000's of Free Recipes Quickly. It's Easy with the Recipe Toolbar!
[Recipes.alot.com](#)
- Rice Recipes**
Hundreds Of Free Rice Recipes From Better Homes and Gardens
[www.betterhomesandgardens.com](#)

See your message here...

Each Link opens a different web page

To view other pages, click on the Page Number or press NEXT

Exercise 2: If we use the criteria between quotes such as "Rice and Beans", the results may vary (show the example).

Note: By using the search criteria in between quotes, the engine searches all those pages that contain the exact combination of words as opposed to Exercise 1, where it searches for the words "Rice" OR "Beans".

The screenshot shows a search engine interface with a search bar containing "rice and beans" and a "Search" button. The results are displayed in a list format, each with a title, a brief description, and a URL. The first result is from Wikipedia, followed by several recipe websites like southernfood.about.com and recipezaar.com. There are also related searches and sponsored sites listed on the right side. At the bottom, there are navigation links (1, 2, 3, 4, 5, Next) and a footer with copyright information and links for privacy, legal, advertise, and help.

Live Search Home Hotmail Spaces OneCare Sign in

"rice and beans" Search Advanced Options

Web results 1-10 of 514,000
See also: [Images](#), [Video](#), [News](#), [Maps](#), [MSN](#), [More](#) ▼

Rice and beans - Wikipedia, the free encyclopedia
Rice and beans, "arroz y habas" or "arroz con habichuelas" "arroz con frijoles" or similar in Spanish, "arroz e feijão" or "feijão com arroz", in Brazilian Portuguese ...
en.wikipedia.org/wiki/Rice_and_beans · [Cached page](#)

Beans and Rice - Recipes for Red Beans and Rice and More
... Red Beans and Rice Red Beans & Rice Bayou Beans and Rice Beef, Black Beans and Rice Easy Black Beans and Yellow Rice Beefy Rice and Bean Casserole Caribbean **Rice and Beans**
southernfood.about.com/cs/redbeansrice/a/redbeans.htm · [Cached page](#)

Black Beans and Rice Recipe - Caribbean Rice and Beans
Caribbean style beans and rice, with seasonings, roasted red pepper, and other ingredients. Black beans with rice recipe.
southernfood.about.com/od/redbeansrice/r/bl00123d.htm · 1/21/2008 · [Cached page](#)
[Show more results from southernfood.about.com](#)

Goya Foods
Goya is a family-run food company offering beans, rice, nectars, seasonings and authentic Spanish, Mexican and Hispanic specialties. This website has an online recipe library and ...
www.riceandbeans.com · 1/21/2008 · [Cached page](#)

Haitian Rice and Beans Recipe | Recipezaar
Haitian **Rice and Beans** Recipe | Recipezaar - A very simple recipe that tastes delicious. Recipezaar: Where the World's Recipes Are
www.recipezaar.com/231033 · [Cached page](#)

Gallo Pinto (Costa Rican Rice and Beans) Recipe | Recipezaar
Gallo Pinto (Costa Rican **Rice and Beans**) Recipe | Recipezaar - I found this recipe in a copy of Vegetarian Times. Gallo Pinto translates as "spotted rooster", and is a dish eaten ...
www.recipezaar.com/78747 · 1/21/2008 · [Cached page](#)
[Show more results from www.recipezaar.com](#)

Rice and Beans in Coconut Milk
Over 8,000 vegan / vegetarian recipes, restaurant guide, coupons, product reviews and more. ... Vita-Mix Super 5000 Free Standard Shipping with code: 06-001345. Veggie Places
vegweb.com/index.php?topic=5023.0 · [Cached page](#)

Easy Rice and Beans
Over 8,000 vegan / vegetarian recipes, restaurant guide, coupons, product reviews and more. ... Personal Checks. Vita-Mix Super 5000 Free Standard Shipping with code: 06-001345
vegweb.com/index.php?topic=18008.0 · [Cached page](#)
[Show more results from vegweb.com](#)

Red beans and rice
RED BEANS AND RICE The quintessential New Orleans dish, traditionally served on Mondays. A lot of this is going to be trial-and-error, and it's going to take a little practice ...
www.gumbopages.com/food/red-beans.html · 1/21/2008 · [Cached page](#)

Vintage Clothing, Designer Vintage Clothing at Rice and Beans Vintage ...
Unique vintage clothes, designer vintage clothes, and modern designer clothing, shoes, & accessories. Shop sustainably buy vintage clothing, and pre-owned designer clothing. Go ...
www.riceandbeansvintage.com/home.html · [Cached page](#)

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"rice and beans" Search

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Exercise 3:

- Select **Images** from the possible search options

Web | **Images** | Video | News | Maps | MSN | More ▾

- Enter the word **Dog** in the search criteria window.

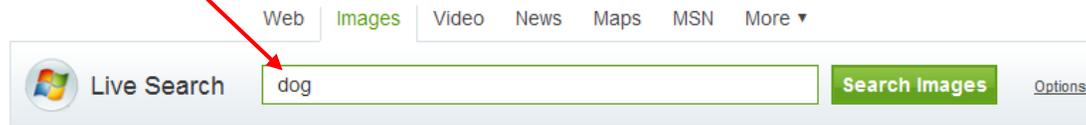
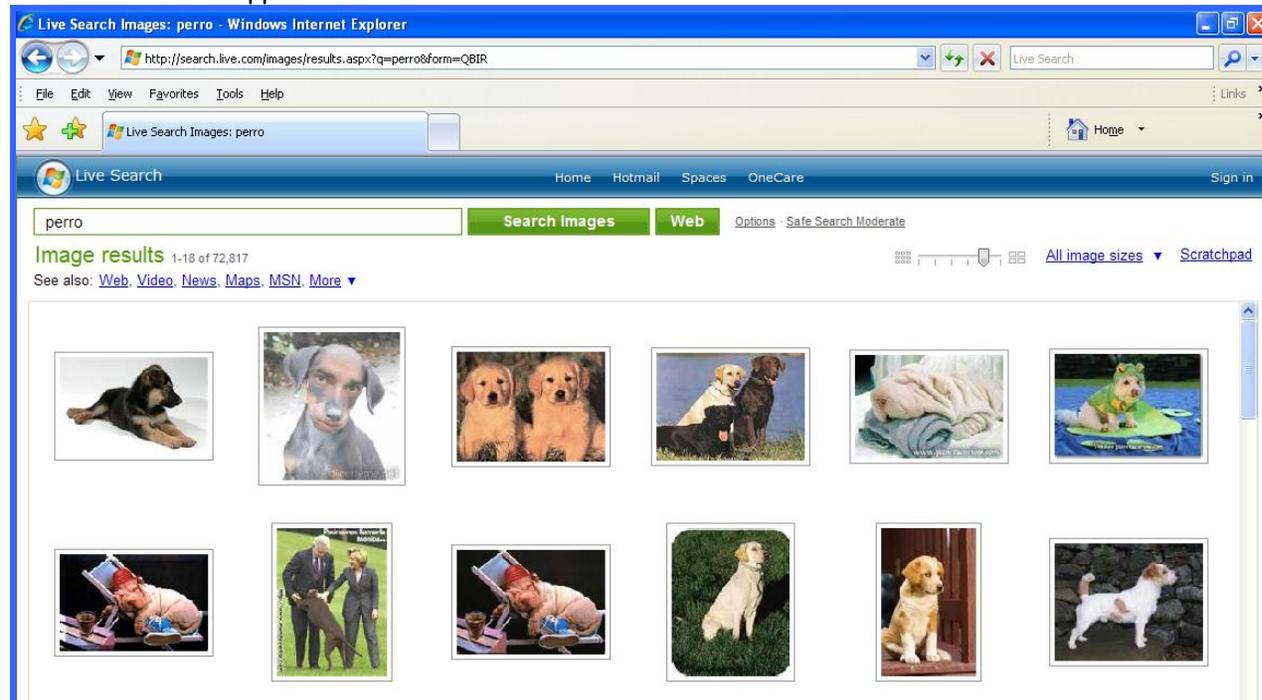


Image search helps you find images and pictures from across the Web.

- Press the **Search Images** button or ENTER.

A similar screen will appear:



Using the Silver Links Page

To assist students to navigate the Web, we have created a Web page called "Silver Links - Enlaces Plateados" with frequently used links. This page can be found on the computer desktop or at the Elevate Miami website (elevatemiami.com).

Note: Show students how to open the "Silver Links" page using the icon on the Desktop and the one on www.ElevateMiami.com

Silver Links - Enlaces Plateados

**STAY IN TOUCH
MANTENGANSE EN CONTACTO**

- :: [Hotmail](#)
- :: [AOL Mail](#)
- :: [Yahoo!](#)
- :: [ATT \(Bellsouth\)](#)
- :: [Comcast](#)
- :: [Google Mail](#)
- :: [Yahoo! España](#)
- :: [People PC](#)

**LEARN WHILE PLAYING
APRENDA JUGANDO**

- :: [Typing Games / Juegos de Teclado](#)
- :: [Mouse Games / Juegos de Ratón](#)
- :: [AARP Games & Puzzles](#)
- :: [Live Games / Juegos en Live.com](#)
- :: [AOL Games](#)
- :: [Juegos](#)
- :: [AARP Segunda Juventud](#)

**STAY INFORMED
MANTENGASE INFORMADO**

- :: [CNN / CNN Español](#)
- :: [The Herald / El Nuevo Herald](#)
- :: [Sun-Sentinel / El Sentinel](#)
- :: [Periódico Granma Internacional](#)
- :: [World News / Noticias Mundiales](#)
- :: [BBC Mundo](#)

**LEARN WITH US
APRENDAMOS**

- :: [Microsoft Digital Literacy / Alfabetización Digital de MS](#)
- :: [Know Your Computer](#)
- :: [Conozca Su Computadora](#)
- :: [Our Centers / Nuestros Centros](#)

**RADIO AND TV
RADIO Y TELEVISION**

- :: [City of Miami Television](#)
- :: [CBS 4 / CBS 4 Español / My33 TV](#)

GOVERNMENT AT YOUR SERVICE

The page is organized by subject or sections. The first section shows the links to the most popular email services.

You will be exposed to the following sections:

- STAY IN TOUCH - MANTENGANSE EN CONTACTO
- LEARN WHILE PLAYING - APRENDA JUGANDO
- STAY INFORMED - MANTENGASE INFORMADO
- LEARN WITH US - APRENDAMOS
- GOVERNMENT AT YOUR FINGERTIPS - SU GOBIERNO AL ALCANCE
- RADIO AND TV - RADIO Y TELEVISION
- WHERE CAN I GO? - ¿A DONDE VAMOS?
- NEED MEDICINES? - ¿NECESITAS MEDICINAS?
- TRAVELING & CRUISING - VIAJES Y PASEOS
- THIRSTY FOR KNOWLEDGE? - ¿SEDIENTO DE SABER?
- MAPS - MAPAS
- SENIOR INTERESTS - DE INTERES PARA USTED
- HOSPITALS - HOSPITALES
- DOWNLOAD FREEBIES - BAJALOS GRATIS
- DO I NEED AN UMBRELLA? - ¿NECESITO UN PARAGUAS?
- EXTRAS

Demonstrate a link in each section.

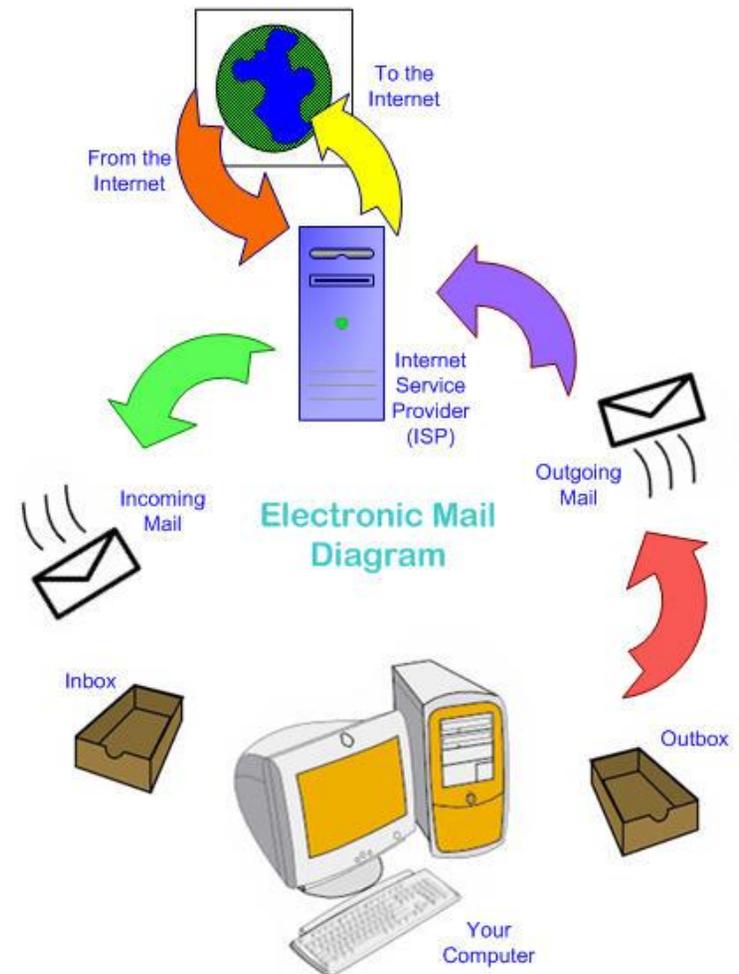
Ask each student to open a different link.

Course 5: Electronic Mail

E-mail is a network service that allows users to send and receive messages in a timely fashion utilizing electronic Communications. It is also known as electronic messages or letters. With electronic mail one can send not only text but many types of documents or files. In many instances, it's efficiency, convenience and low cost has made it a better alternative to regular mail service. There are many free e-mail services and often the same Internet Service Provider (ISP) will also offer a free electronic mail service. An example of ISP are Bellsouth, AT&T, Comcast, Earthlink, etc.

E-Mail

- E-mail is the most frequent and commonly used service on the Internet for many reasons:
 - A message can be sent at **any time** and **to any place** and the recipient may read it when convenient to him or her
 - A message can be sent **to many people** at the same time
 - A message can be **forwarded** to other recipients
 - **It saves time** since e-mail is fast, taking usually only a few minutes in getting delivered
 - When documents are sent via e-mail, they can be **edited by the recipient**, and **returned** to the originator with revisions. It is as easy to send messages to a person that may be on **the other side of the world** as if he/she would be in the contiguous room
- An e-mail address has the following appearance: **username@domainname**; for example JohnSmith@hotmail.com
 - The **user name** is a unique name that identifies the recipient: **JohnSmith** in the example above
 - The **domain name** is the address. Many people can use the same address: **hotmail.com** in the example above
 - The **@ symbol**, also known as the "at" sign, is used to separate the user name from the domain name and has to be used. The "**at**" **sign symbol** is required in all Internet electronic addresses. It allows the email software to distinguish between the **username** and **domain name**.
- Although in the great majority of cases the e-mails reach their destination, it is **not a total guarantee**. If the message does not reach the recipient the first time, the **Internet Service Provider**

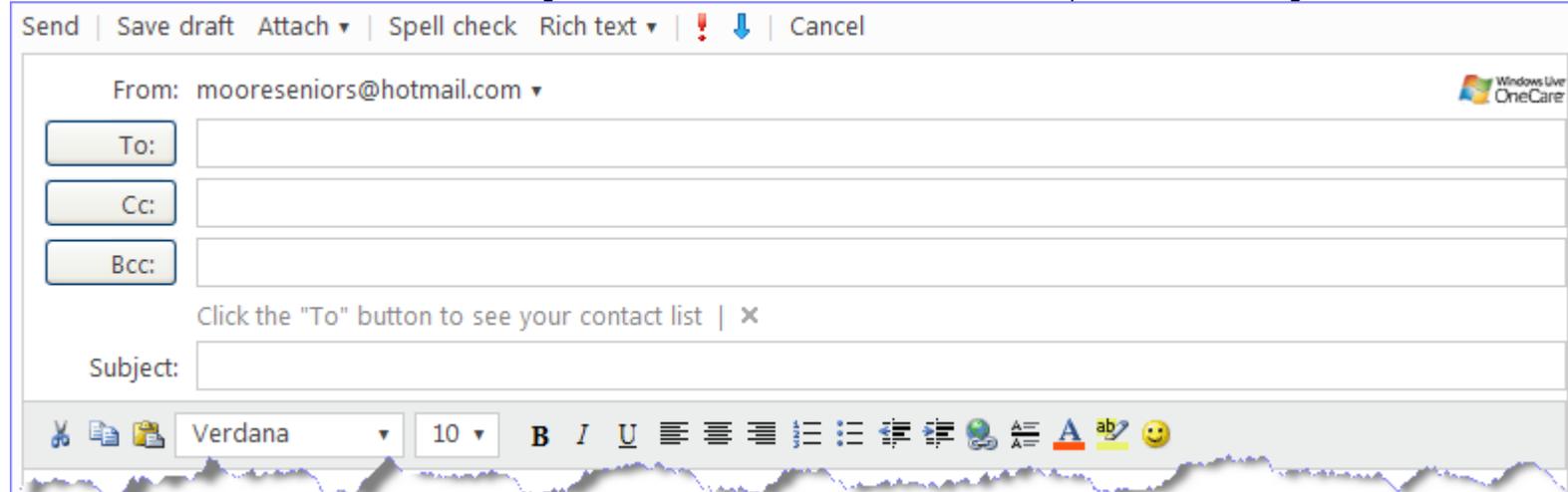


(ISP) will resend it. If again it does not reach its intended destination, the **original message** is returned with a **description of the problem**. The problem (usually an incorrect address) can be resolved and the message resent.

- There is **no guaranteed privacy** while using e-mail. A message can be intercepted and read as it tries to reach its destination. Think of the e-mail as a postcard sent in the regular mail. To ensure the message you send is private and cannot be read by unintended users, you will need to use **encryption software** before sending it.

Creating an e-mail:

Some of the information used when creating an e-mail is similar to the information required when writing a memo in an office.



- **To:** contains the e-mail addresses of the **recipients**; it is a mandatory field.
- **CC: (Carbon Copy):** contains the addresses of secondary recipients; it is an optional field.
- **BCC: (Blind Carbon Copy):** contains the addresses of other possible recipients, but their names and addresses will not be visible to any of the other recipients. It is an optional field.
- **Subject:** contains the **main subject** or topic of the message; it is important to be brief in this field since this field is what shows up in the summary list of messages in the recipient's inbox.
- **Attachments:** contains the **names of the files** that you are "attaching" to your message; these attachments can be text documents, spreadsheets or pictures; and are usually preceded by the **Paper Clip symbol**
- **Body of the Message:** contains the complete **message**.

How To Use Electronic Mail (EMAIL):

There are many forms to execute the electronic mail program; this depends on what program (software) you utilize. In some cases, you will click on the **email icon** (often on a file), or on the **Email** button on the tool bar on your (Internet Explorer), or you will choose the **Send to** option from one of the menus. Also, you may type the address of the webpage of your email service (for example: Hotmail.com) or our website ElevateMiami.com.

Creating a New Message:

- To type a message, click on **Compose, New, New Message**, or something similar.
- In the new message window, type **the email addresses of the recipients** in the **To** field, or use the **Address Book** or **Contacts** (a component of your email program where you can store the email addresses that you frequently use) to select one or more email addresses or so you do not have to memorize the email addresses and that way, you may avoid orthographic errors while typing the addresses.
- In the **CC** field, indicate the address(es) of the person(s) of whom you want to receive a copy of the message. Type the email address or choose the email address from the address book. In case you want to send a blind copy and your program permits this function, make sure to add the address(es) next to the in the **BCC** field.

Note: When you desire to send a message to **more than one person**: Your email program will determine the way to separate the addresses either by using a **comma (,)** or a **semicolon (;)**

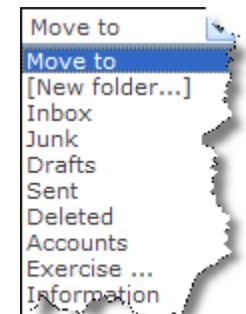
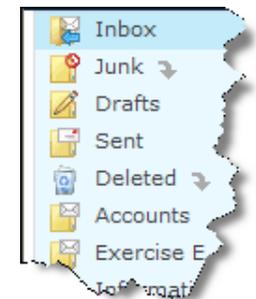
- Now type the **Subject** of the message, or wait until you finish composing it.
- Then **type your message**. You may edit the message in the same way as if you modify a document in a word processor. Also, you may **copy text** from another document and paste it in the body of the message.
- Click on the **Send** button.

If you want to send your message later:

- If you need to leave an incomplete message to finish it later, you need to click on the **Save Draft** button. That way, you will save the message in order to send it at another time or later during the same session.
- When you want to send a message that was saved in a previous session, click on the **Drafts** folder (generally, this folder is located under the **Inbox**). Complete the message and the address(es) of your recipients and click on the **Send** button or save it again, if you are not ready to send it yet.

Organizing your messages:

- Many email programs allow you to create **folders (New Folder...)** so that you can classify your messages in your **Inbox** or in the **Sent** folder. In some cases you will need to drag or check the desired messages (using the field that you will find on the left side of the message ) and later select the folder where you want to classify them.



Deleting a message:

- When you **delete** a message, normally it will be sent to the **Recycle Bin** or **Deleted** folder. However, the message still exists and if you want, you may recuperate it. Possibly, you will want to erase all the files in the recycle bin periodically, after making sure that you do not need these messages anymore.

Reading a message:

- Review your messages by clicking the name under the **Sender** column or on the subject of the message under the **Subject** column. Make sure that the pointer arrow becomes a hand when you place it over the message you want.
- Your message will open for you to read it.
Note: If your message is longer or wider than the window: scroll bars will show.
- When you finish reading your message, you can:



- **Reading the next message:** click on **Inbox** or on one of the blue arrows
- **Replying to the sender** (the person who originated the message): click on **Reply**
- **Replying to everyone** included in the message: click on **Reply All**
- **Sending that same message to another person** (click on **Forward**)
- **Deleting the message:** click on **Delete**
- **Mark it as an unwanted sender:** click on **Junk**
- **Printing:** click on the printer symbol
- **Move to another folder:** click on the box of the left side of the message you want to move, then select the menu file **Move to** by clicking on the downward arrow on the right side of the box
- **Creating a new message:** select **New**

Icon Description:

icon	description	explanation
	Closed yellow envelope	New or closed message
	Opened white envelope	Read or opened message
	Envelope with purple arrow	Read and replied message
	Envelope with blue arrow	Indicates that this message has been resent to another recipients
	Marked box	Box used to select messages that you want to delete, move to another folder, etc.
	Paper clip	Message contains attached files

	Red X	Eliminates email
	Yellow envelope with rejection symbol	Unwanted email
	ABC with red checkmark	Spell Check
	Black X	Cancel the new message process
	Pencil over folder	Draft
	Envelope with red seal over folder	Sent messages
	Recycle Bin or wastebasket	Deleted messages
	Closed white envelope over folder	Existing folders

How to Answer or Forward Email Messages:

After reading a message, you may decide to answer it. In this case, complete the following steps:



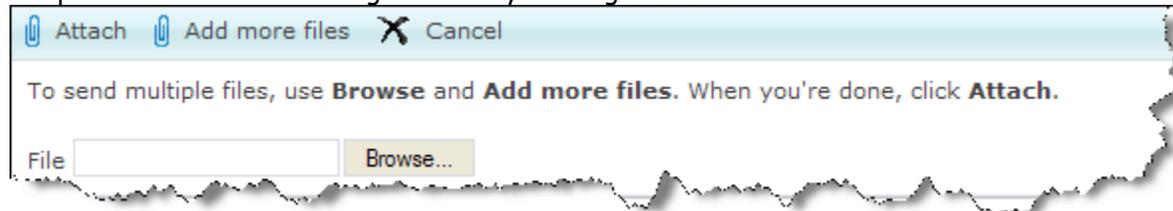
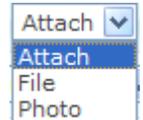
- The window that shows the email that you are Reading, generally has a **Reply** button or **Re**. Click on this button to open a new window. The **To** and **Subject** lines are filled automatically with the email address of the sender along with the subject.
- You will also find a **Reply All** button or something similar, that also opens a new window. In this case, all the addresses that are included in the **CC** field will be also included in the **To** and **CC** fields.
- If you want to **Resend** a message (sending it to a different email address from the ones included in the original message), Click the **Forward** button. This will open a new window in which the line that contains **To** will be empty and you will be able to enter a new recipient email address.
- In some programs, the original message is already there. Other programs have the **Insert** button or **Include Original Message**. After clicking on this button, the text of the original email will appear in the body of the response, generally **pointed with a source, with a different color, or with a special character**, for example the greater than sign (>), at the beginning of each line.
- You may choose between placing your answer either before or after the original text. In many cases it is recommended, to delete this text unless you need to make any reference(s) or that your recipients would need to refer to the original text to clarify something.
- To reply to a series of ideas or questions, you may need to **insert** your answer in the original text. Generally, your response will appear with a different color.

How To Send Attached Files:

Besides sending text messages, many email programs allow you to attach to your message Word documents, spreadsheets, graphics, pictures, audio, videos, and other electronic files.

To attach a file:

- Click on the icon or drop-down menu **Attach** or **Include a File**, often represented as a **paperclip**. This function is often located in the tool bar or in a drop-down menu.
- From the window that generally opens to ask for the file name, locate the file in your hard or local disk of your computer or in another storage device by clicking **Browse...**



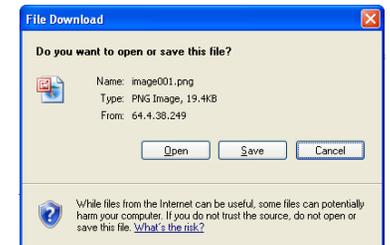
- From the attach files window, select the file you want. Then click **Attach**. An icon representing the file may appear in the body of the message, or the name of the file may appear in the **Attach** file of the message window.

Note: The attached files should be **coded**. Normally, the email program will do it automatically. **Coding** is not the same as **encrypting**. The coding does not add security. There are many methods of coding, like **MIME**. The program used by the recipient must be capable of using the same method of **coding** in order to **decode** the attached files.

How to Open Attached Files:

To see an attached file, it is enough to click on the file icon, or if you save it on your hard (local) disk, and then use the appropriate application to open it.

- Some email programs can open or save an attached file **by double clicking on the file icon**. Generally, a dialogue box will appear that will allow you to decide how to process the file.
- Position the mouse arrow over the file  and your arrow will transform into a hand 
- A window will open offering you the option to **Open**, **Save** the file or **Cancel** the operation. **Open** is to view the content of the attached file, **Save** will create a copy in your computer so you can later view it, and **Cancel** if you want to do nothing with the file at this time.
- The attached files must be **decoded**. Normally this is done automatically.



Note:

- When you open, if an attached file appears with a series of **characters and strange symbols**, is probably that it has not been decoded correctly. The case may be that you are viewing it with the wrong application.
- After decoding, the file may need to be **decompressed**. Most email programs do it automatically.
- **Be Careful**, your computer may be infected with a **virus** when decoding the attached file. If you do not know or do not trust the person that sent you the email, **delete the attached file** before **opening** it to avoid a possible infection.

How to Open or include a hyperlink or link to another place in the Internet within your message:

Your email program can allow you to put a link to a **web page** within a message, facilitating the recipients to access other resources on the Web.

- To **open** a hyperlink, position the cursor over it and click once. If this does not function, copy the address and paste it where you find the URL in your Internet Explorer. Click on **Go** or press **Enter**.
- To **include** or create a hyperlink, you may introduce a **URL** (the complete address of a web page, for example <http://elevatemiami.com/>) or **copy and paste** the URL that is inside the address bar of your Internet Explorer.
- The **URL** may appear like a normal text inside the message that you send, but the recipient will normally see the selected hyperlink with a special color (usually blue), and/or underlined.
- If **hyperlinks** are allowed, the recipient will only need to **click on the link** and the Internet Explorer will open the page.

How to Sign Out:

When you are finished checking your email you should always **sign out**. This step is very important, especially when you use a computer in a public place, since any person that uses the same computer after you will be able to read your messages if you do not sign out before you leave.

- You should look on the screen for a **Sign Out, Log out, Close Session** or something similar.
- After you find it, place the arrow over (generally the arrow will transform into a hand) and click.

Note: Avoid clicking the  that is found on the top-right corner of your screen, since this will close your window but will leave your session active and your email open.

How to read Error Messages (Delivery Status Notification):

If an email is returned to you, it is highly probable that it will contain a notification with the reason why it was returned.

- **User Unknown:** The message arrived at the email server, but the server could not find the recipient. Verify the part that contains the **username** of the email address in search of errors, after correction send the message again. Verify the **domain name** to make sure that you are sending the message to the correct destination.
- **Host Unknown:** Your email server could not find the web address of the server using the **domain name**. Verify the domain name of of the email in search of errors, and try again.
- **The message was not delivered, but it will try again:** Your email server was not able to deliver the message, but it will continue trying to deliver it. This error message indicates a temporary problem of communication that can solve by itself. This message is generated, for example, when the email server of the recipient is not functioning or it is disconnected from the Internet.

Email Etiquette:

- In the subject line, **summarize your message** clearly. **Always include a subject.**
- In your messages be **straight to the point** and **precise**. Recipients tend to ignore long messages.
- Do not type the message all in **UPPER CASE LETTERS**. The upper case letters are utilized for emphasis, and they are considered to be equivalent to **SCREAMING**.
- Do not type anything that you will not speak in public. It is easy for the recipients to resend their messages to others, this will put you in a awkward position when they disclose personal and/or confidential information.
- **Include your name** at the end of the message.
- To maintain the privacy of your friends or recipients, use **BCC**. This way, it will not disclose the email addresses since they **will not be visible to the rest of the recipients**.
- When you use **Reply** or **Resend**, make sure to delete the message portions that are not relevant to all recipients or that show information of the recipients that have received it before.

Other Advanced Topics:

- **Change the language** of your Internet Service Provider:
Options → More Options → *under:* **Customize your mail** Select Language → Select the language  Français → Scroll to the bottom of the page and click 
- **Modify personal information** of your e-mail account:
Options → More Options → *under:* **Manage your account** change what you need.
- **Send automated vacation replies** when you are going to be away on vacation:
Options → More Options → *under:* **Manage your account** → change **(Send automated vacation replies)** Select  Send vacation repli and write the message that you want people to receive from you while you are away.
- **Block** or not permit **e-mails from unwanted senders**:
Options → More Options → *under:* **Junk e-mail** → Safe and blocked senders → **Blocked senders** → type the e-mail or domain in the box provided (textbox) → click the **Add to list** >> button to the right of the textbox.

Practice:

Using the Silver Links page in our website (ElevateMiami.com) or using the webpage that is found on your Desktop:

- Click on  **Hotmail** using the left button of the mouse. This will take you to the window that will allow you to type your email address and password.



Notes:

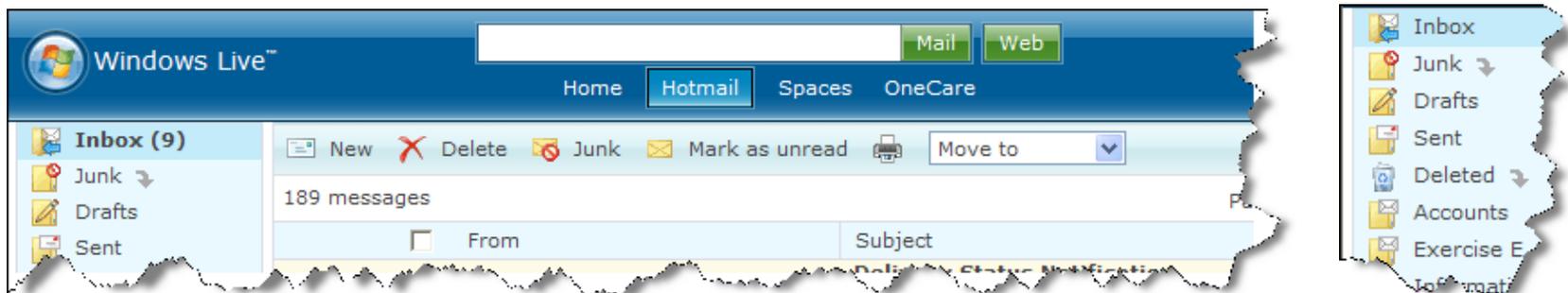
- Make sure that the: "Save my e-mail address and password" and "Save my e-mail address" check boxes are not selected.
- This way, you will prevent that another user enters into your account by accident.
- It is feasible to use this option when the computer that you are using is in your house or another private location.

- Enter your **E-mail address**.
- Move the cursor to the **Password** bar and type your password.

Note: You may get to this bar in various ways:

- Using the mouse and doing one-left-click on the bar.
- Using the **Tab Key** on the left side of the keyboard. 

- After typing your password, press the  **Enter Key** on your keyboard or click on the  button of the window. The following window will open:



- Click on your **Inbox**.
- Check your messages by clicking on the sender (under the **From** column) or on the subject message (under the **Subject** column). Make sure that the pointer (the mouse arrow) transforms into a hand when you position the arrow over the selected message.



- Practice:

- Reading the following message (click on inbox or on one of the blue arrows )
- Replying to the sender (click on **Reply**)
- Replying to everyone included in the message (click on **Reply All**)
- Sending that same message to another person (click on **Forward**)
- Deleting a message (click on **Delete**)
- Creating a new message: selecting **New**

Course 6 - Using Microsoft's "Digital Literacy" Courses

The Microsoft Digital Literacy Curriculum is a free online program created and provided by Microsoft that aims to teach and assess basic computer concepts and skills so that people can use computer technology in everyday life to develop new social and economic opportunities for themselves, their families, and their communities. It consists of 5 courses and exists in several languages.

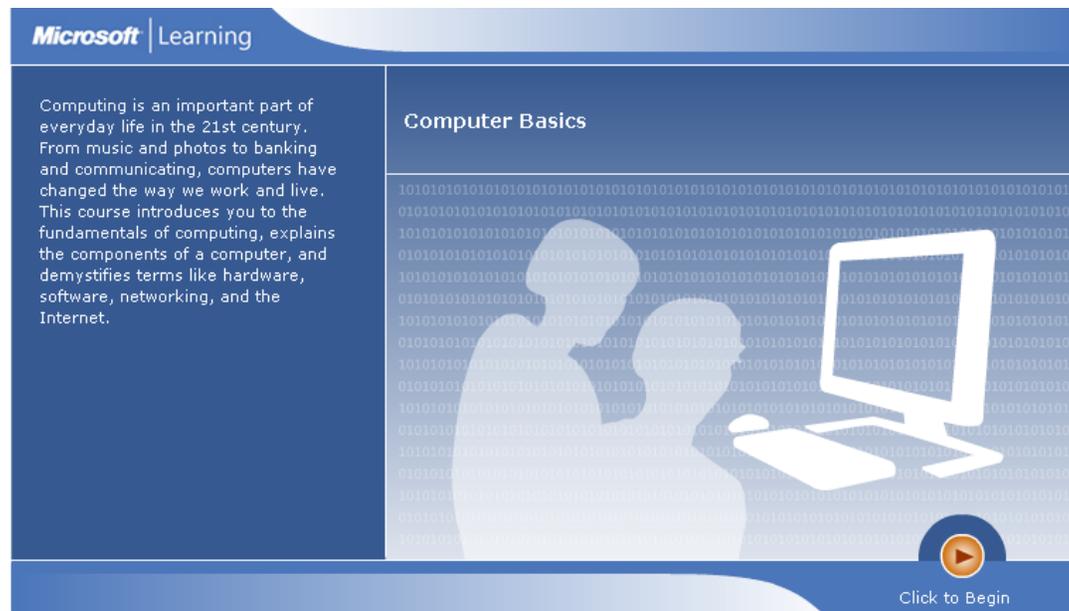
The 5 courses are:

- ④ Computer Basics
- ④ The Internet and World Wide Web
- ④ Productivity Programs
- ④ Computer Security and Privacy
- ④ Digital Lifestyles

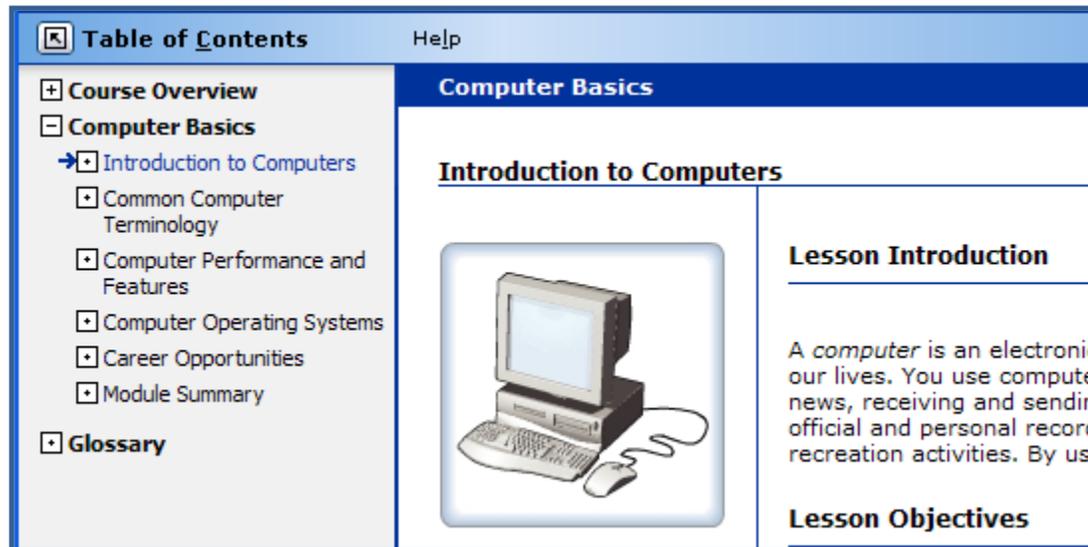
A. Getting to know the Courseware

(Instructor Note: This portion can be introduced using these notes or by starting the Digital Literacy Course, selecting the Computer Basics course and showing students the "Navigation overview")

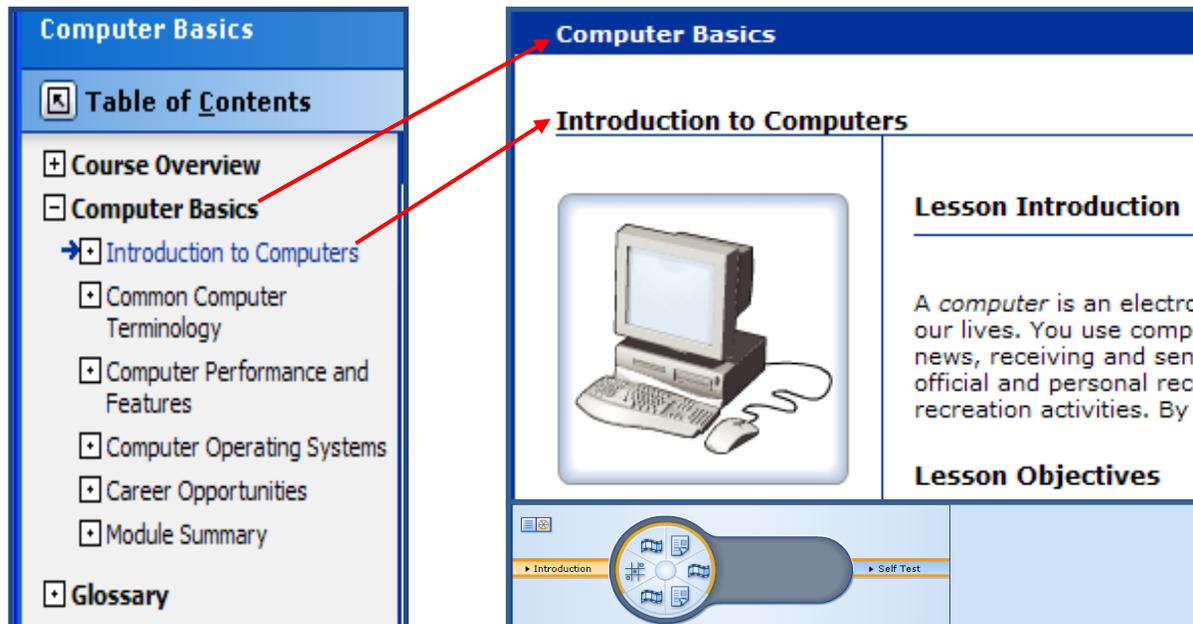
Each Course has a **Start Screen** that briefly describes the lesson. To start the lesson **double click** on the start button



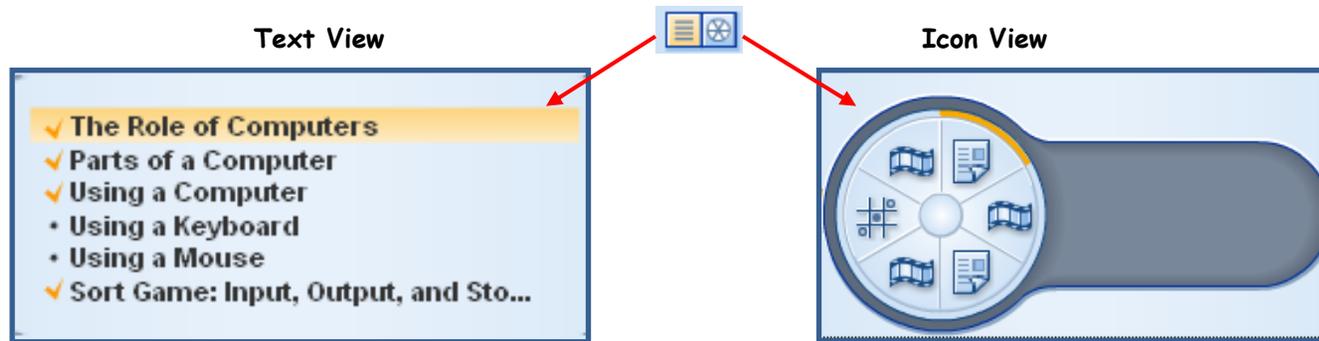
Each Course Opens to a Table of Contents



When you click on a topic on the left screen, the corresponding lesson appears on the right hand screen



You can navigate inside each lesson by using the Text View  or the Icon View  (Wheel)



ICONS

The Icons that display on each wheel will vary depending on the content of the lesson.

-  Read Text
-  Watch Videos and Animations
-  Play Games
-  Try by using Simulations and Practice
-  Interact with the lesson



All this information can be accessed from the Table of Contents -- Navigation Overview

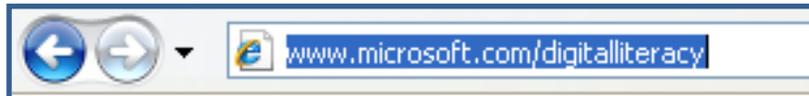


B. How to Access the Courseware

- ② Start by opening Internet Explorer



- ② Enter the following Web address: www.microsoft.com/digitalliteracy



- ② Select the Desired language from the drop down menu of the Main Page and select the *GO* button

A screenshot of the Microsoft Digital Literacy website. The page has a blue header with the Microsoft logo and 'Digital Literacy' text. Below the header is a navigation menu with links: 'Digital Literacy Home', 'Getting Started', 'Access the Curriculum', 'Frequently Asked Questions', and 'Questions'. The main content area features a photograph of three people (two women and one man) looking at a laptop. Below the photo is the heading 'Microsoft® Digital Literacy' and a welcome message. At the bottom of the page, there is a language selection dropdown menu and a 'Go' button. A red arrow points from the dropdown menu in the main page to a larger, detailed view of the dropdown menu on the right. The detailed view shows the dropdown menu with the text 'Choose your language' and a list of languages: 'Brazilian Portuguese', 'Danish', 'English' (highlighted), 'European Portuguese', 'French', 'German', 'Hungarian', 'Italian', 'Japanese', 'Latin American Spanish', 'Polish', and 'Thai'. A 'Go' button is located to the right of the dropdown menu.

c. Select the viewing mode - Launch the course or Download it

There are 2 options on how to view the courses depending on the internet connection you have.

1. Launch e-learning	2. Download e-learning
"Launching" the course means you will be accessing the course while connected to the internet. This option is convenient when you have a good and fast connection to the internet from your computer.	"Downloading" or saving the course to your computer is convenient if you do not have a fast connection or DSL line, but you have a modem that allows you to "download" the course and take it without being connected to the internet.

The screenshot shows a course page for "Computer Basics". At the top, it says "Computer Basics" in a blue header. Below that, it lists "Estimated Time: 2-3 hours", "Prerequisites: None", and a "Description" about computing in the 21st century. There is a link for "View Course Topics". Below this, there are two columns of options: "Online Options" and "Offline Options*". Under "Online Options", there are links for "Launch e-learning (requires broadband connection)" and "Launch assessment (requires broadband connection)". Under "Offline Options*", there are links for "Download e-learning, 14.9 MB" and "Download Microsoft Word version, 4.17 MB". Two red dotted arrows point from the text in the table above to the "Launch e-learning" and "Download e-learning" links in the screenshot.

In addition to selecting the mode in which you will be viewing the course, this screen provides the following information:

- Ⓞ Estimated Time to complete the course
- Ⓞ Course description
- Ⓞ Course Topics

d. Taking the Assessment

The assessment part is a series of questions that you need to answer concerning the particular course selected and will give you an idea of how much you know on the topic. You can take the assessment before or after taking the course.

If you take it before, it will help you determine which modules you need to review. It will provide you with a learning plan.

If you take it after, it can show you which modules you have learned and which ones you may need to retake or review.

You select it from the screen displayed above.

E. Taking the Digital Literacy Test

Once you take all 5 courses, you may take a Test that covers topics from all courses. If you get a passing score, you can print a Digital Literacy Certificate.

Digital Literacy Certificate Test

Estimated Time: 30-60 minutes

Prerequisites: All five Digital Literacy Courses or similar experience

Description: The Digital Literacy Certificate Test consists of 30 questions that cover key points from all five of the Digital Literacy courses. When you complete the test, you will get a Learning Plan with links to the course lessons you may need to review to master all of the topics. If you get a passing score, you will be invited to personalize and print a Digital Literacy Certificate.

[Launch Digital Literacy Certificate Test](#) (requires broadband connection)

Instructor Note:

You can now start the Digital Literacy Course:

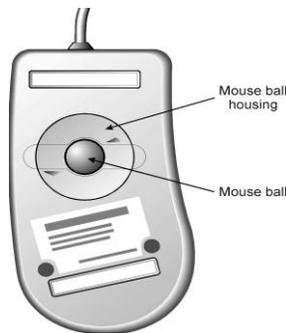
1. From the web site Elevatemiami.com, Select Learn with Us /Digital Literacy
2. Or at a Web site prompt enter the address: www.microsoft.com/digitalliteracy
3. Select the desired language and launch the Computer Basics Course

Appendix A: Some mouse tips

- Cup the mouse comfortably in your right hand so that your index finger rests on the left mouse button
- It is worth using a proper mouse pad as the mouse may not respond smoothly if used on a hard or slippery surface
- Don't be frightened of the mouse - if it is held gingerly or if the buttons are jabbed-at the mouse may move whilst clicking, with unexpected results
- If the mouse reaches the edge of the mat or table before reaching the end of the movement you intend, lift it and reposition it
- Double-clicking has to be two clicks in rapid succession otherwise you will get unexpected results. If *after some practice* you still have difficulty double-clicking it may help to reduce the double-click speed (see [Reconfiguring the mouse](#))
- If *after some practice* you still have difficulty pointing with accuracy it may help to reduce the mouse sensitivity (see [Reconfiguring the mouse](#))

If the mouse pointer responds erratically the mouse-ball may need cleaning:

With the power to the computer turned off, turn the mouse upside down and release the 'trap' that holds the mouse ball (as indicated on the mouse casing). Clean the mouse ball with warm water (do not use a harsh solvent such as alcohol) and then dry it thoroughly with a clean cloth. Using a cotton bud with some tape head cleaning fluid, carefully wipe the ball rollers inside the ball socket. Replace the mouse ball. For further mouse-care and trouble-shooting guidelines see the manual supplied with the PC



Reconfiguring the mouse

To reconfigure the mouse (e.g. to change its sensitivity or swap mouse buttons) use the Windows Control Panel.

Warning: Do not change Control Panel settings that you do not understand the purpose of, otherwise the PC may no longer function as expected. If you use a shared computer others may be confused or irritated by changes that you make to the mouse settings so it is best not to change them - if you must do so please restore the original settings at the end of your session.

Some mouse settings that you may wish to change are:

Button configuration (right-handed or left-handed)

Double-click speed (if you have difficulty double-clicking it may help if you reduce this speed)

Pointer speed (sensitivity). If you have difficulty pointing with accuracy it may help to reduce the speed

To reconfigure the mouse:

At the Start menu, from the *Settings* panel choose *Control Panel*

In the Control Panel window, double-click on *Mouse*

The right/left mouse buttons and double-click speed can be set from the Buttons tab

Pointer speed can be changed from the *Motion* tab