

FOR **Learning** **Work** SERIES

Getting started  
on the  
**INTERNET**

Booklet

**21**



Name: \_\_\_\_\_

# Getting started on the INTERNET

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# Introduction

**Getting Started on the Internet** is one of a valuable and user-friendly new series of easy-to-read booklets created specially to help you develop at work. The materials have been created from actual experience in workplace training. Experts from Workbase Training and Campaign for Learning have pooled their knowledge and experience to involve you in learning new skills and building on those you already have. The booklet is divided into clear *sections*, containing specially devised *activities* to allow you to practise as you learn.

Before you begin using this booklet, it is assumed that:

- you will have already received an introduction to the computer
- you are familiar with the keyboard
- you can use a mouse to point, click, double-click and drag
- you have Windows and Internet Explorer software
- you can connect to the internet on your computer system.

## Information and skills you will acquire

**Getting Started on the Internet** will enable you to:

- Understand what the internet is used for and what services are available
- Move around internet web pages.
- Understand how you can search the internet for specific web site pages and for general information.
- Go back to sites previously visited.
- Save web sites that you wish to view again.

## Getting the most out of this booklet

- You may want to work your way through the booklet from start to finish or focus on a particular area of interest.
- Once you have completed the questionnaire on page 5 you will be able to see clearly which topics you need most help with, and which areas you can safely leave out.
- The questionnaire will also allow you to create your own learning plan for which an example and space is provided on page 6.
- You may want to ask your supervisor or another colleague for their views on the areas you could work on, or for help with the activities in the booklet.
- As you may want to use the booklet for future reference, you may want to write the answers out in rough first and then write them in the booklet.





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# Section I

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## WHAT IS THE INTERNET?

The internet is a worldwide network of millions of connected computers. To gain access to the internet you need to have:

- a computer
- a broadband connection or modem and internet service provider (ISP) to provide you with access to the internet, e.g. AOL, BT or Easynet
- a web browser software program that allows you to view internet pages, e.g. Internet Explorer or Firefox (Mozilla)
- a web browser software program that allows you to view internet pages, e.g. Internet Explorer or Netscape Navigator

Once you are connected to the internet you will have access to any internet services.

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## Internet Services

### Worldwide web (www)

This is a giant database of stored information on a wide variety of topics. The worldwide web can be seen as the world's largest library or encyclopaedia. You can search for information on many subjects, including business, goods and services, education, travel, entertainment, news and sport. The information returned by a search will not only be in text form but can also include pictures, audio (sound) and video.

*See also*

*booklet 20: Using E-mail.*

### E-mail

The internet is also used for electronic mail (e-mail) which allows you to send and receive messages via a computer. To do this you need to have an e-mail address.

### Newsgroups

Newsgroups are public message areas organised by topic. You can subscribe to a newsgroup and read messages that others have written in that topic area. You can also reply to messages published in a newsgroup.

### Chatrooms

These enable you to have a written conversation, using your keyboard, with others who are signed on in the chatroom at the same time as you.

### **Mailing lists**

You can receive selected information by e-mail by subscribing to any web site where there is a form for you to fill in your details.

### **News**

There are web sites dedicated to updating news information on world events, sports and weather.

### **Channels**

These allow you to access the latest news information and keep this information on your desktop screen.

### **Shopping**

There are now more and more shopping sites and virtual shopping malls where you can browse and purchase goods and services and pay for them online.

### **Banking and investing**

You can use the internet to carry out banking transactions if your bank is fully set up to provide this service.

These are some of the varied range of services available on the Internet. You may not wish to use all of them. The worldwide web and e-mail are the two most widely used services on the internet.

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## **How to connect to the internet**

To connect to the internet you will need:

- your user name
- your password.

With a broadband connection, you simply double click on the internet browser icon on your computer screen, e.g. Internet Explorer or Firefox.

If you are using a dial-up connection, a connection dialogue box may appear and this may prompt you to enter a user name and password in the relevant boxes. Sometimes the details are already typed in and all you have to do is click on the connect button.

You may need to find out from your supervisor or computer administrator how to access the internet on your computer.

Once you have connected successfully, you should see your internet home page on screen. This is the page you start from to access all the features you require on the internet.

There are millions of computer users now connected to the internet, which means there can be lots of traffic. Connecting to the internet can sometimes take a little time, especially using a dial-up connection. If you do not succeed in accessing the internet straight away, try again and be patient.

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## Activity 1

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Find out the following details from your colleague or supervisor.

How do I connect to the internet?

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Is there a login name I need to use the internet?

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Is there a password I need to use to access the internet?

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Which software program is used for the internet on the computer I will be working on?

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**Note:** *Login names and passwords should not be disclosed to unauthorised personnel.*

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# Key Learning Points

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- The internet is a large network of connected computers.
- You can access the internet once you have a computer, a broadband connection or a modem, and an internet service provider (ISP).
- There are many services available on the internet. The most widely used are the worldwide web and e-mail.

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# Section 2 MOVING AROUND THE INTERNET SCREEN

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In order to view information and services on the Internet, you need a web browser. This is a software program that allows you to access, view and navigate (move around) through web sites on the internet. Popular web browser programs are Microsoft Internet Explorer, which is provided with Windows operating systems such as Windows XP or Windows Vista, and Firefox (Mozilla).



Fig. 1 Web browser

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## Viewing web sites

A web site consists of one or more pages of information created by either an organisation or an individual and placed on the internet to be viewed by anyone who wishes to see it.

To navigate through web site pages hypertext links are used. These enable you to move from one web site to another. Links appear on the screen as underlined words or pictures.

Links are recognisable by a hand symbol. When you place the mouse pointer over an underlined word or picture the pointer changes to a hand to show that a link is available.

## Moving through links

- When the mouse pointer changes to a hand (  ), you can left click the mouse to move to the linked page.
- You can continue to click on links found on the web site to view other pages of interest – this is surfing!
- Once you have clicked on a series of links and moved through various web pages, there are buttons on the browser toolbar (see page 12) that you can use to move backwards and forwards through pages visited during your internet surf.

## The home page

When you access the internet or a web site, the first page you arrive at is the home page. You can navigate through the home page by clicking on links on that page.



Fig. 2 Web page with hypertext links

## The browser toolbar

The browser toolbar appears near the top of the screen. It contains the **Back**, **Forward**, **Stop**, **Refresh** and **Home** icons to assist you with moving around the various web sites you visit during your internet surfing session.



Fig. 3 Web browser toolbar icons

<b>Toolbar icon</b>	<b>Description</b>
<b>Back</b>	Go back to the previous page visited during your session.
<b>Forward</b>	Once you have moved back, the forward button will become available so that you can move forward to the most recent pages visited during your session.
<b>Stop</b>	If you click on a link to go to another page and then change your mind, the stop button will cancel your last instruction.
<b>Refresh</b>	Sometimes pages don't come through fully or correctly: refresh will load the page again.
<b>Home</b>	This brings you back to the first page you see when you start the web browser.

## Exiting from the web

To exit from the web browser, click on the **File** menu option and select **Exit** or click on the cross **X** at the top right of the screen. If you are using a dial-up connection, make sure you are now disconnected from the telephone line. This is important as you may incur telephone call charges for the whole time you are online.

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## *Activity 2*

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1. Connect to the internet and open your web browser.
2. Identify hot links on the home page. How many can you see on the screen?
3. Use hot links to move through pages.
4. Use back and forward buttons to move through pages visited.
5. Exit from the web.

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# Key Learning Points

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- A web browser is a program that allows you to view internet pages.
- A web site is information placed on the internet by a person or an organisation.
- You can navigate through web sites by using links.
- The back and forward buttons on the browser toolbar are used to move through the pages you have looked at during a current internet session.

# Section 3 SEARCHING FOR INFORMATION

## Using the search box

As well as using a web browser, you can also find information on the internet by using the search facility. A search engine assists you to search the internet for the information you require. The database of information will be searched and the results or 'hits' will be brought back to your desktop for you to view.

The **Search box** on the toolbar allows you to use a keyword to search for information. You can search for a web page, for example, or any other categories you choose as search options. You can type in a keyword and then press enter on your keyboard to start a search of the worldwide web.



If you have a Search Button on your toolbar, you can also use this. Clicking on the Search Button positions a search window on the left-hand side of your screen.

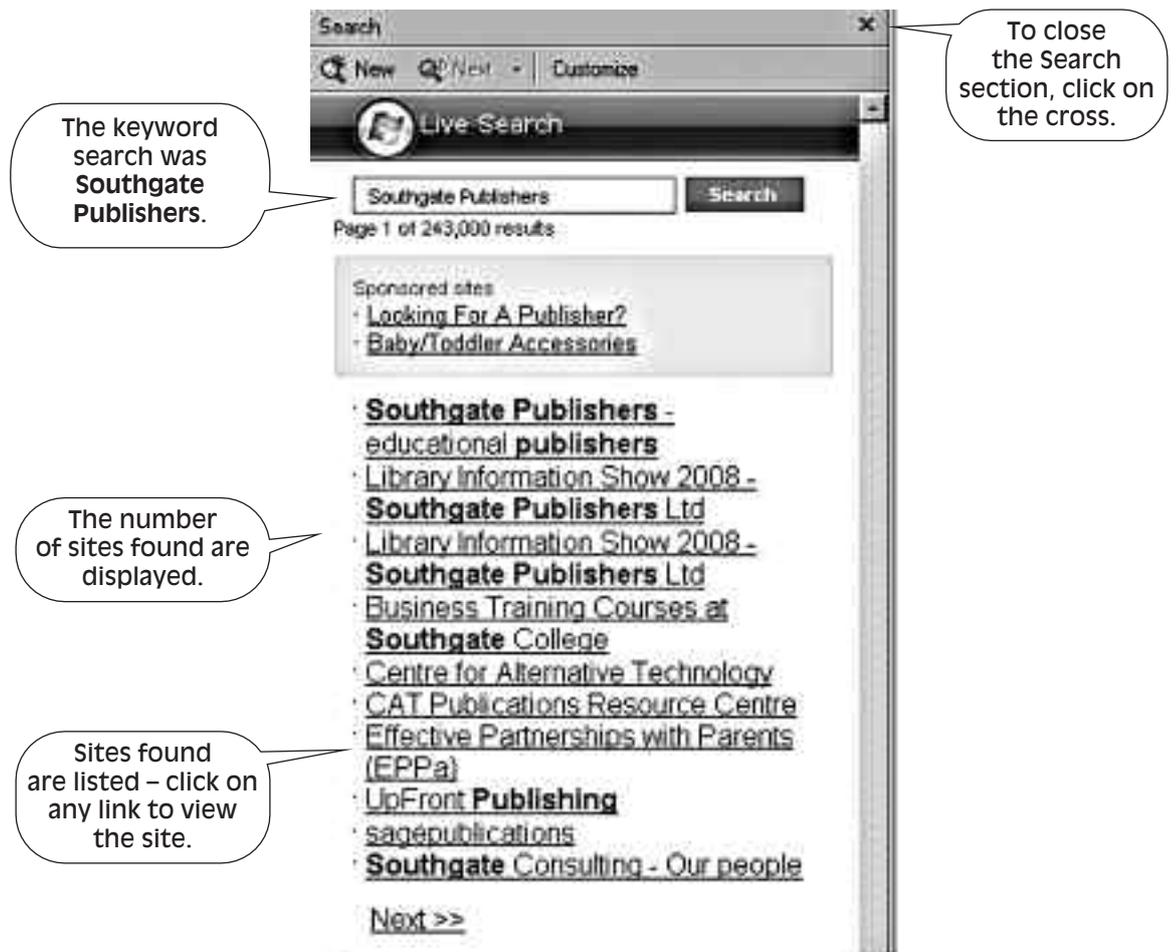


Fig. 4 Search button on the toolbar

Type in a keyword and click on Search.



Fig. 5 Search window



*Fig. 6 Search results*

To view any of the sites found, click on the link. Once you have looked at the site there will be a **Next** link to view the next set of results found.

To remove the search window from your screen and return to a full-page screen, click on the cross in the top left-hand corner of the search section.

## Using search engines

The worldwide web contains millions of pages of information. By using a search engine, you can type in a keyword and let the search engine do the work of finding web sites on the internet that include your keyword. The results or 'hits' that the search engine finds are then brought back to your browser for you to view. The search button option uses a search engine for this task.

There are many search engines on the internet today: examples are Google, Yahoo, Ask and Microsoft Live Search. Search engines are web sites that have the facility to allow you to type a keyword or phrase to request a search of the internet. The accuracy of your

search depends on the keyword or phrase entered and the capability of the search engine you use. Different search engines can bring back different results.

The search results, which may number thousands, will include a list of headings with a short summary. To view a specific site, click on the underlined heading – this will bring you to a linked page containing more detail. The linked page may also have other links which bring you to other related pages. To move back to the original page of the search result, click on the **Back** toolbar icon until you get back to the page.

If your search did not bring back the desired result, you may need to use a different word or try another search engine to see if it will bring back more relevant information. Obviously, the more specific your keyword, the more accurate the result will be.

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## Searches using more than one keyword

If you wish you can use more than one word when searching the worldwide web to try to narrow down the search to provide more realistic results. When you wish to search for more than one keyword, you can use what are known as **operators**. These are used as follows:

- You can use phrases and multiple words in the keyword box as long as they are enclosed in quotation marks, e.g. "**Workbase Training**", to find sites that contain the two words together.
- Put a + sign before words if you want to search for web sites containing two or more specific words, e.g. **+cars\_+automobiles**. There must be no space between the plus sign and the word, but there needs to be a space between each word. The word **and** can be used instead of the plus sign.
- A minus sign before a word instructs the search engine not to include sites that contain the word with the minus sign before it. For example, **+cars\_+automobiles\_-limousines** will find sites that contain the words 'cars' and 'automobiles' but exclude sites that also contain the word 'limousines'. The word **not** can be used instead of the minus sign.
- Use the word **or** when searching to find web sites that contain either one word or another,

e.g. "Workbase Training" **or** training. From this example note that you can also use both phrases for the search.

- If the word or phrase you are looking for includes **capital letters**, then you must use the capital letters where they should occur, e.g. "**United Kingdom**".

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## Activity 3

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1. Use the search facility on your computer to find information on a topic of interest.
2. Click on links to view the information found.
3. Use more than one keyword to try out the operators' functions.

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## Key Learning Points

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- The search facility allows you to type in a keyword to search for information.
- The results that are found from a search are called 'hits'.
- You can view web sites found during a search by clicking on links.
- Operators, such as **and**, **not** and **or**, allow you to use more than one keyword in your search.

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# Section 4 UNDERSTANDING WEB SITE ADDRESSES

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## Using addresses to locate web sites

So far we have looked at searching the internet for general information contained in web sites. You can also visit particular web sites if you have the web site address.

Each web site has a unique address called a uniform resource locator (URL). Web site addresses follow a particular pattern, like a home address that is laid out in a specific order. The address starts with **www** to indicate that it is on the worldwide web. This is followed by a full stop. Next is the web site name, which could be the name of a company. This is also followed by a full stop. At the end are letters that identify the type of organisation and the country.

e.g. **www.name.type.country**

**Example: www.workbase.org.uk**

## Identifiers

There are different letters which help you to identify the type of organisation presenting the web site. These are:

- .com** indicates it is a company – com is not followed by a country identifier but can be preceded by a country identifier
- .co.uk** a company in the UK
- .org.uk** a charitable organisation in the UK
- .ac.uk** an academic institution like a college or university in the UK
- .gov.uk** national or local government

## Typing an address in the address bar

A web site address can be typed into the **Address** bar if you wish to go directly to that web site. When you click in the address bar, the whole address will be highlighted. Press the enter key to search for that web site. You can delete the highlighted address by pressing the delete key on your keyboard. After you have typed the address of the site you want, press the enter key on your keyboard.

Address bar:  
click and type  
address here and  
press Enter.



Fig. 7 Web site address bar

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## Activity 4

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1. Access each of the following web sites by typing the address into the address bar, pressing enter on the keyboard and viewing each web site.

- (a) **www.bt.co.uk**
- (b) **www.microsoft.com**
- (c) **www.google.co.uk**
- (d) **www.ask.com**

2. Use links to navigate through each web site found.

3. Use the Back and Forward buttons on the toolbar to move backwards and forward through sites visited during this session.

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## Key Learning Points

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- Each web site has a unique address called a unique resource locator (URL).
- Web site addresses start with www because they are on the worldwide web.
- Addresses are usually made up of the company/organisation name, followed by a full stop, then by the organisation type and the country the web site originates from.
- You can type a web site address into the address bar on your screen and press enter on the keyboard to view the web site.

# Section 5 REVISITING WEB SITES ALREADY VIEWED

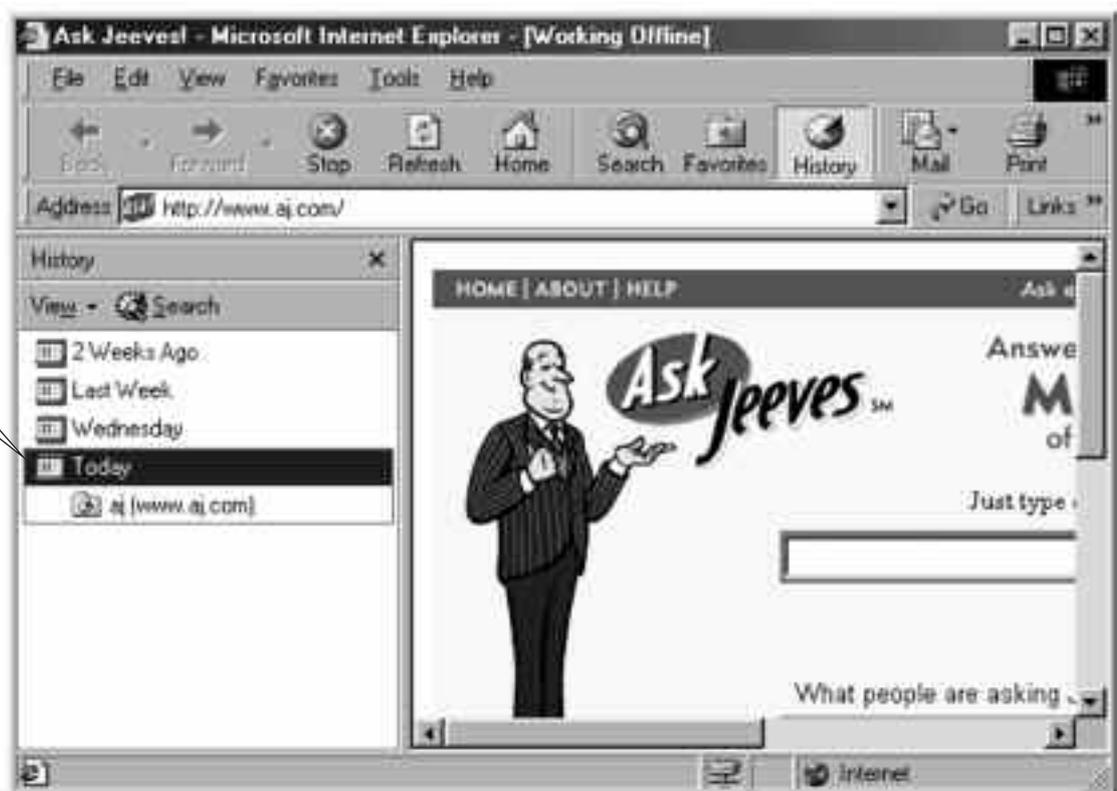
Once you have visited a web site during your internet search, the site will be stored so that you can revisit it. Web sites visited are stored in a **History** folder for a limited period, such as 20 days.

By clicking on the **History** toolbar icon a window will be inserted on the left-hand side of your screen.



*Fig. 8 History icon on the toolbar*

To view a site previously visited, click on the required period, e.g. today, displayed in the History window and a list of web sites visited during that period will be displayed in a yellow folder. Click on the folder to display the web pages visited from that site. Click on the site you want to view.



**History view:** click on day then on web site to be revisited.

*Fig. 9 History window open on screen*

## Working offline

To view web sites that you have looked at previously, you do not need to be online. You need to be online the first time to access a web site, but once the web site has been displayed on your screen and stored in **History**, you only need to access your internet program to view these sites again. Storing sites and viewing them **Offline** will help to reduce your telephone costs if you are using a dial-up connection.

To work offline, click once on the **File** menu option and select **Work Offline**.

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## Activity 5

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Open your internet program and use the **History** facility to view web sites already visited. Practise doing this with several different web sites.

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## Key Learning Points

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- Web sites visited are stored for a limited time in a **History** folder.
- Clicking on the History icon allows you to revisit the web sites stored in the folder.
- You do not need to be connected to a telephone line to view sites previously visited – you can work offline.

# Section 6 SAVING WEB SITES FOR FUTURE REFERENCE

The **History** facility allows you to revisit sites accessed during previous internet search sessions, but they remain for a limited period of time. If you wish to store sites permanently for future reference, you need to use another function: this is called **Favorites** in Microsoft internet Explorer and **Bookmark** in Netscape Navigator.

## Saving a web site

To save a web site, display the site you want to save on the screen, then click on **Favorites** from the toolbar or menu options. Click on the **Add** icon in the Favorites window or select **Add to Favorites** from the menu list. If you are using the menu options, the **Add Favorite** dialogue box will appear on the screen with the name of the web site in the name box. Click on **OK** to add the displayed web site to your **Favorites** list.

Favorites toolbar icon: Click on icon to display window on screen.

Click on Add to save the web site displayed.

Favorite sites are displayed as a list. Click on a site to view it.

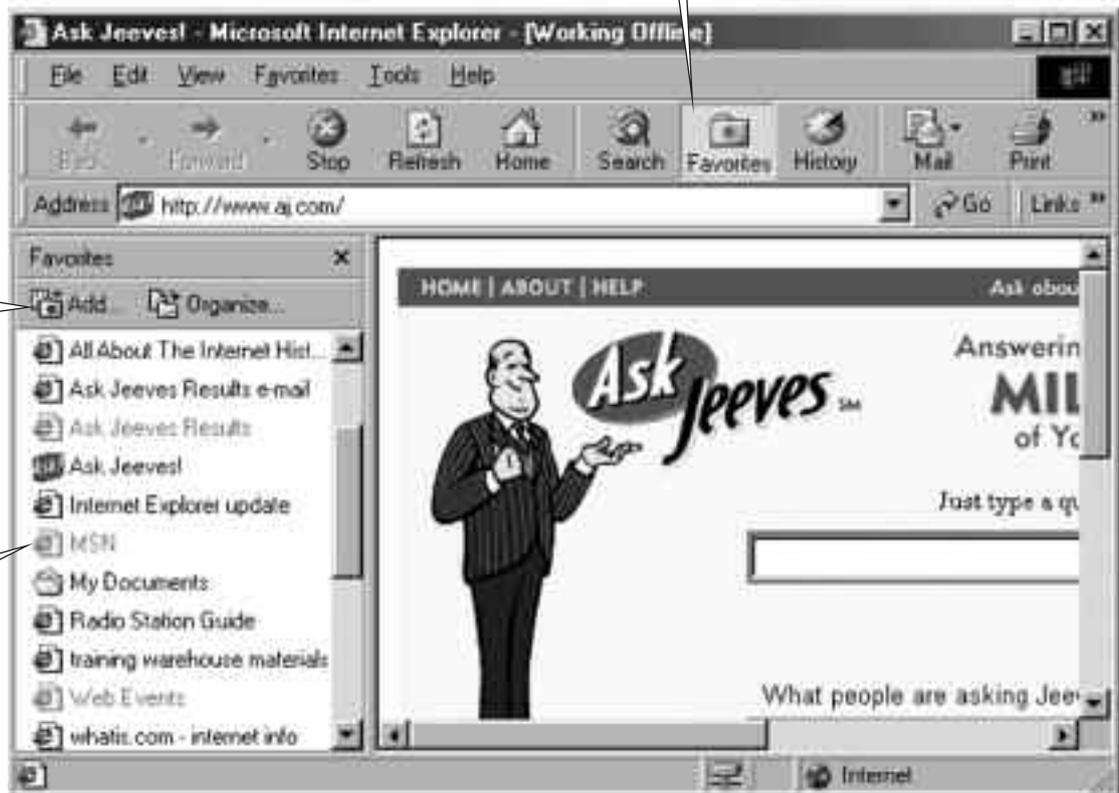


Fig. 10 Screen displaying the Favorites window

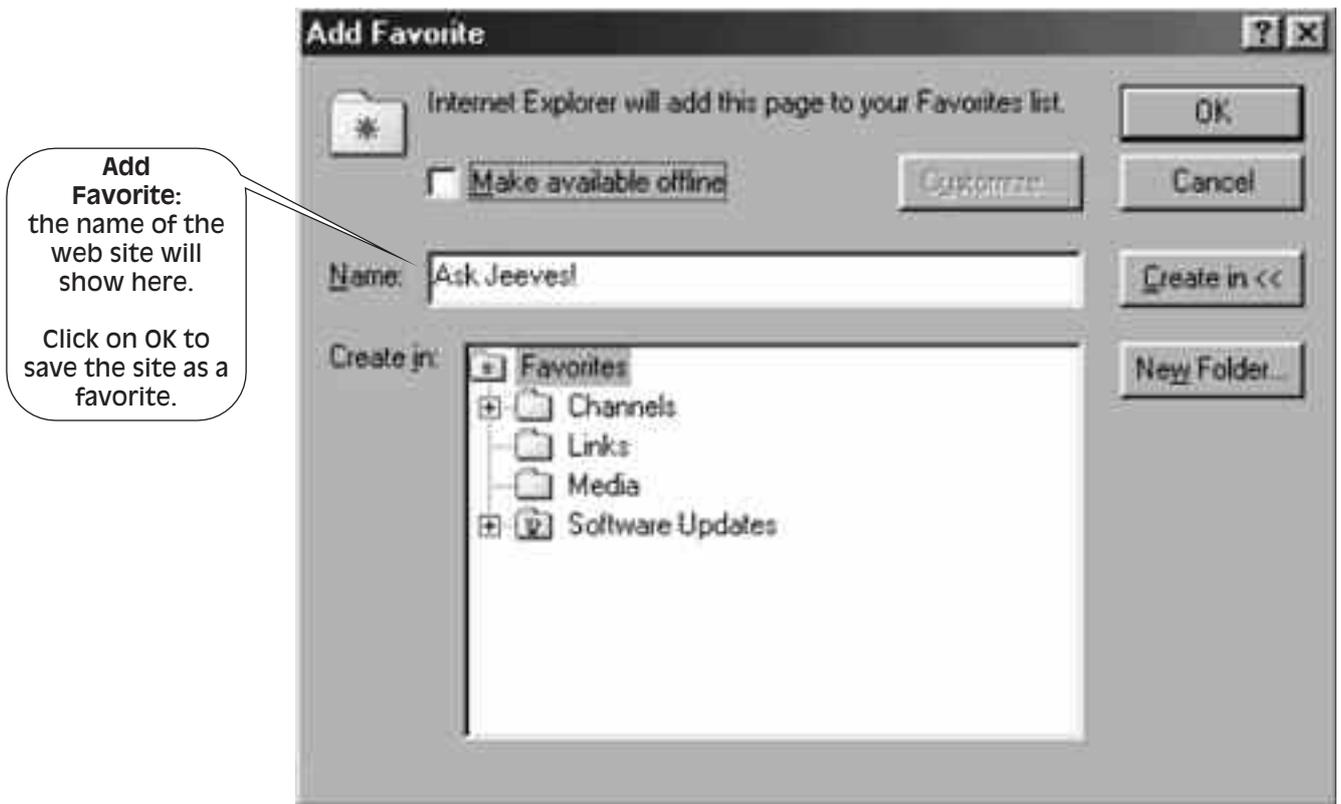


Fig. 11 Add Favorite dialogue box

## Viewing a saved web site

Clicking on the **Favorites** icon in the toolbar inserts a window on the left of the screen. This shows the favorite sites that have been saved. Click on a site to view it. You can work offline when viewing these sites.

---

## Activity 6

1. Use the History facility to find three sites and save them to Favorites.
2. Display the Favorite sites saved.
3. Navigate through the list of sites to view the different web sites you have saved.

---

## Printing web pages

You can print out web pages displayed on the screen, whether you choose to save them or not. You do this by clicking on **Print** from the **File** menu option or using the **Print** icon on the toolbar.

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## Activity 7

Print a web page you would like to keep.

---

# Key Learning Points

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- Web sites you want to keep permanently can be saved in the **Favorites** folder.
- You can save web sites by using **Favorites** in the menu options or the toolbar.
- You can revisit web sites saved in Favorites by clicking on the relevant web site displayed in the list.
- You can print out pages from a web site if you want a hard copy.

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# Glossary

## of terms used

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<b>Address</b>	A web site address is a unique address which must be entered on the screen in order to access that particular web site. Example: www.company.type.country
<b>Bookmark</b>	Folder used in Netscape Navigator to save web sites you want to keep for future reference.
<b>Broadband</b>	High speed connection to the internet.
<b>Browser toolbar</b>	A grey bar containing a row of picture symbols that represent different functions that are available for your use (see fig. 3).
<b>Dial-up Networking</b>	Facility to dial into your internet service provider (ISP).
<b>Dialogue box</b>	A box that appears when some toolbar icons or menu options are selected. A dialogue box allows you to make choices about options you wish to use (see fig. 11).
<b>Document</b>	A computer file which can contain pages of text, numbers or graphics and which can be saved on the computer for later use.
<b>Favorites</b>	Folder used in Microsoft Internet Explorer to save web sites for future reference.
<b>File</b>	See <b>Document</b> .
<b>Folder</b>	Storage area for documents/files – the computerised version of a paper folder that documents are stored in.
<b>History</b>	Folder for storing web sites visited. These are saved for a limited period only.
<b>Hypertext links</b>	Used to move between different pages or different web sites. Links are displayed as underlined words or images that change to a hand when the mouse pointer is over them.

<b>Icons</b>	Picture symbols used to activate different functions.
<b>Internet</b>	International network of connected computers.
<b>Internet service provider (ISP)</b>	An internet company that provides your broadband connection or dial-up account to dial into and access e-mail and internet services.
<b>Links</b>	See <b>Hypertext links</b> .
<b>Login name</b>	A unique name used to access e-mail and internet services.
<b>Menu options</b>	Grey bar near the top of the screen that starts with the word <b>File</b> and ends with the word <b>Help</b> . Clicking on any word brings down a list of different functions that can be used.
<b>Modem</b>	Computer equipment (hardware) that allows you to have access to a telephone line facility on a computer.
<b>Offline</b>	Breaking your connection with the internet. Working offline can often be accessed from the File menu option.
<b>OK</b>	After choosing options in a dialogue box, click on OK to accept the options chosen.
<b>Online</b>	Connecting to the internet via a broadband connection or via a telephone line.
<b>Options</b>	Functions and features available to be used. The menu options bar displays a list of options available.
<b>Page</b>	Alternative word for a document or file (see <b>Document</b> ).
<b>Password</b>	A unique code made up of letters and/or numbers used to access the internet.

<b>Search engine</b>	Facility that scans the internet for information using a keyword you type in. Any web sites that contain the keyword will be brought back as a list to your desktop.
<b>Software program</b>	A program installed on a computer that allows you to do various things, e.g. e-mail program – to send and receive e-mail; wordprocessing program – to type letters and other text.
<b>Surfing</b>	Clicking on links to move around web pages on the internet.
<b>Toolbar icons</b>	Picture symbols in a grey bar; each symbol represents a different function that is available for your use (see figs 3, 4 and 8).
<b>Web site</b>	One or more pages of information displayed on the internet.
<b>Web site address</b>	See <b>Address</b> .
<b>Window</b>	A boxed area displayed on the screen, e.g. internet Explorer window.







Do you:  
Panic when people talk about the Internet and think that you will never be able to use it?  
Worry that you will be left behind as everything begins to refer to the Internet?  
Want to know more about the Internet so that you can use it and take advantage of the opportunities it offers?

If you answered 'Yes' to one or more of these questions, you will find that the descriptions and activities in this booklet will help you with the following:

- understand what the Internet is and what services are available
- explain some of the common words used so that you are able to understand the jargon
- navigate through and search the mountains of information available
- understand what web sites are and how their addresses help you to identify what type of organisation they are
- save any web sites for future reference.

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Workbase Training is a national specialist organisation for workforce learning and development. These booklets are based on work with over 20,000 employees within 120 organisations since 1980. Workbase is a not-for-profit charitable company, limited by guarantee, and is supported by the Confederation of British Industry and the Trades Union Congress and other unions.

The Campaign for Learning is a national charity seeking to create an appetite for learning in everyone. Its four areas of work are Workplace Learning & Skills, Family Learning, Learning to Learn and influencing policy. It co-ordinates Learning at Work Day and a Family Learning Festival each year. The Campaign is supported by the government, a wide range of businesses, local authorities, voluntary sector organisations and individuals.

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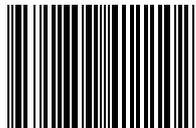
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