LITTLEBOROUGH SILVER SURFERS - session 1

All the information below is at
www.wardle.demon.co.uk/silversurfers.html

BASICS
• If you already know the website address, you don't need Google. Just type it directly into the address bar (the box at the top of the page). Before you can type anything in the address bar, you need to highlight it by clicking in it.
• Be careful not to insert any spaces or capital letters - it won't work if you do. The dots are there instead of spaces.
• When you've finished typing, press the ENTER (or RETURN) key - the large one with the crooked arrow on it.

Other useful tips
• When using the mouse, it makes a difference which button you click. Usually it's the left one. Don't hold it down - just click and let go. Make sure you don't move the mouse while doing this.
• You can't break the internet! If it doesn't work, it's probably not your fault.
• To go onto the internet, you start by opening a **browser** (e.g. Internet Explorer or Firefox or Safari or Chrome). Replace Internet Explorer if you can (but you will probably have to use it at first).
• You don't have to type the **http://** at the start of the address, but you usually need to type everything else.
• Some websites are set up so you can miss out the **www**, but not all. Not all websites start with **www** anyway!
• Capital letters aren't needed when you type website addresses or Google search words.
• To delete what you've just typed (i.e. to the left), use the backspace key (near top right of keyboard, often has a left-pointing arrow on it). (The 'delete' key deletes what's to the *right*.) You can use the arrow keys at the bottom right of the keyboard to move along a line of text.
• If a box pops up that you don't understand, you can usually make it go away by clicking "cancel".
• If a website is taking a long time to load, click "stop" (if you like, you can try "refresh"). (These buttons are at the top of the page.)
• On your own computer, you can save your favourite websites so that you don't always have to type their addresses - to do this, click "Favorites" (or "Bookmarks") and then "Add Favorite" or "Add Bookmark".
• Most browsers have an auto-complete feature, which means that when you start typing an address that you've used before, the browser will guess the rest.

Mouse and keyboard practice
The only way to get better is to keep using the mouse and keyboard as much as you can (and don't worry if you find it difficult - everyone does at first) but there are games that will help. See the Silver Surfers page at www.wardle.demon.co.uk/silversurfers.html for links.

Acronyms (you do NOT need to remember these):

www	world wide web (some say "world wide wait"!)
URL	uniform resource locator (i.e. website address)
ISP	internet service provider
http	hypertext transfer protocol
html	hypertext markup language

Some frequently-used terms

icons, window, cursor, menu, toolbar, desktop, link, browser, address bar, status bar, side bar, tab bar, forward slash, dialogue box; tab key, return key; single click, left click, right click, double click, scroll, drag, highlight, hover

General computer tips (mainly for those who have a computer at home)

• Patience is a virtue! Some computers (particularly older ones) take a very long time to start up, even if there is nothing wrong. If you see the hourglass/eggtimer, it means the computer is in the middle of trying to do something. Clicking on something new will just slow it down even further, in this case. Go and make a brew and come back in ten minutes!

• If your computer freezes (i.e. the cursor won't move and nothing happens whatever you press), the first thing to do is to WAIT. If nothing has changed after five minutes, try holding down the CTRL, ALT and DELETE keys all at the same time - this usually gives you some options.

• If that doesn't work, hold the power button until the computer shuts down.

• Only switch the computer off at the wall or unplug it if all else fails.

• The proper way to shut down your computer - for a PC, at least - is to click "Start" or the Windows icon (in the bottom left corner) and then "Shut Down" or "Turn Off Computer". If you often shut down improperly, you will soon have problems.

• If your computer is behaving oddly - e.g. everything is very slow, or the mouse moves erratically - the first thing to try is restarting the computer. (To do this, you need to follow the instructions as for shutting down, and you will get an option to restart.) **You should also restart the computer <u>again</u> as a precaution after any improper shutdown.**

• The settings for personalising your computer are in the Control Panel. You can safely ignore them until you are more comfortable with the machine.

• Do not ignore Windows system updates. Your computer should be set up to download and install them automatically - don't change this.

• PCs and Macs are different types of computer. You can do everything on one that you can do on the other, but the method might be slightly different. The library computers are PCs, and so are the majority of home computers. (If your computer runs Windows, it's a PC.)

• **Get into the habit of doing regular backups** of your personal stuff (e.g. photos). It's possible that your computer could develop problems that can only be fixed by wiping the entire hard drive, and if this happens you will lose anything that's not backed up. Every so often, copy important files to a CD or DVD or flash drive etc., or store them somewhere online.

• **Don't fall for scams** - in particular, if someone contacts you out of the blue to tell you that your computer has a problem but they can fix it, TELL THEM "NO".