

**SmartLearn**<sup>TM</sup>  
***Guide to***



**ECDL- Module 7**  
**Information and Network**  
**Services**  
**Syllabus 4**

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# 2 About This Course



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## 2.1 Who Is It For and How Do I Use It?

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### 2.1.1 Who Is It For?

This manual is designed for use with the ECDL - Information and Network Services course with SmartLearn.

It is not meant as a replacement to the full reference manuals that come with Internet Explorer or Outlook.

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### 2.1.2 How Should I Use it?

This manual is a step by step guide to the functions taught in the ECDL - Information and Network Services course.

You should be able to find the part you're after by looking in the index and contents, and noting that the general course will follow the pattern of the manual.

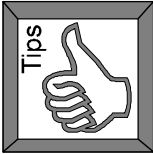

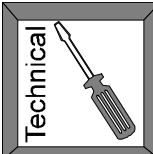
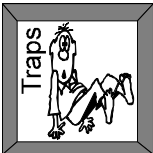

The step by step parts are in italics. Simply do the things on the left, and read the things on the right for further information.

*This is what you do*

*This is a description of what is happening*

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## 2.2 What Do the Icons Mean?

<p><b>Tips</b></p> <p><i>Handy tips that make your work easier</i></p>	
<p><b>Essential</b></p> <p><i>Essential points to understand how to do the work in hand</i></p>	
<p><b>Technical</b></p> <p><i>Technical (non essential) points for the technically minded</i></p>	
<p><b>Traps</b></p> <p><i>Hints to help you with certain features that may just trip you up if you are not aware of them!</i></p>	
<p><b>Right Mouse Button</b></p> <p><i>This means that pressing the right mouse button (instead of the left mouse button) will bring up a shortcut menu that can achieve the same things as listed in the text</i></p>	<p>You can also use the right mouse button </p>

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## 2.3 Working with Windows

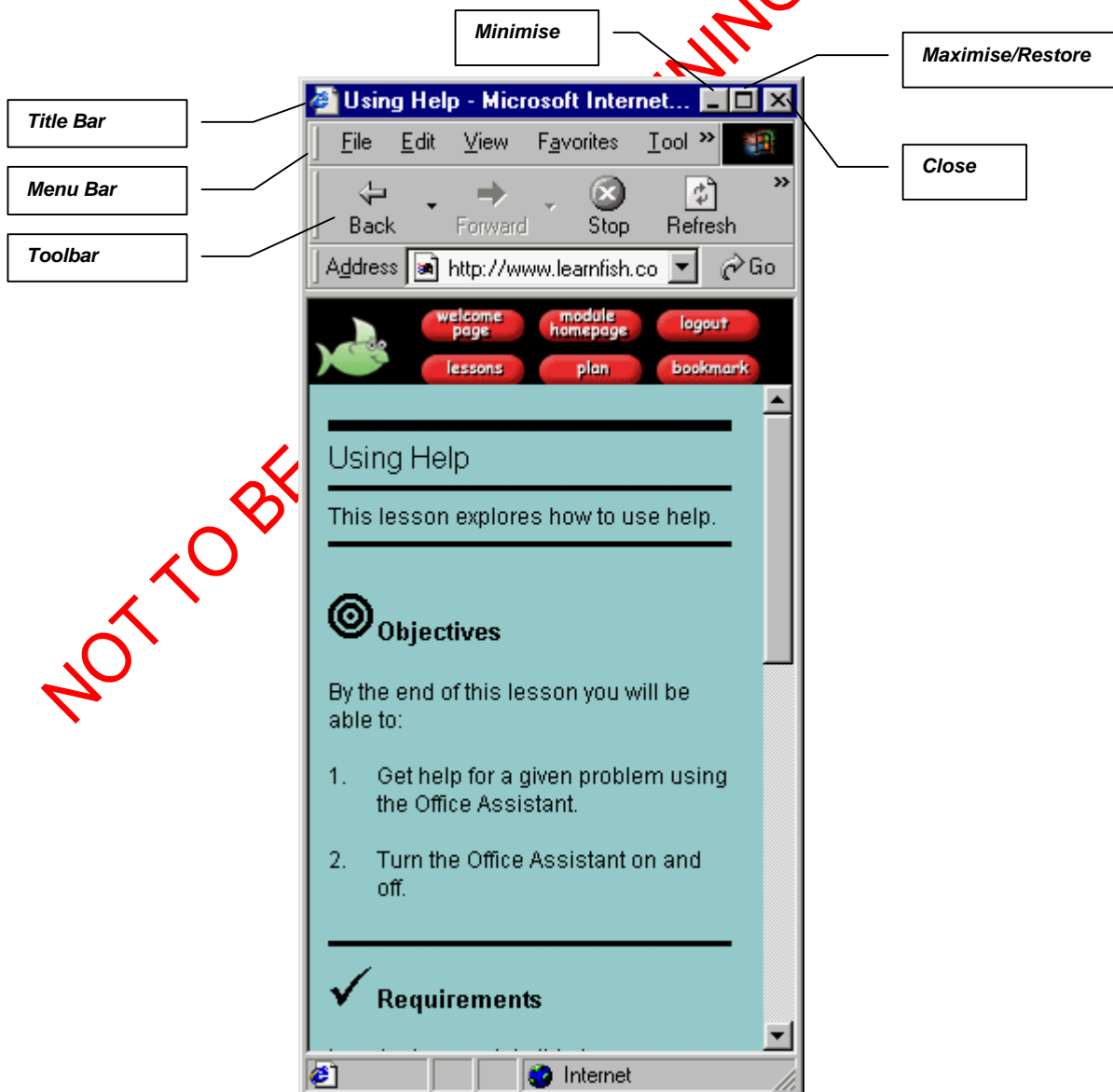
### 2.3.1 What Are Windows?

Every task that you perform on your computer will open in a box called a *window*. For instance, when you open Word, a window appears on the screen containing the software. You then work inside the window.

It is possible to have many windows open at once. Our online courses require you to have at least two windows open...

- **Internet Browser** (e.g. Internet Explorer, Netscape Navigator), which contains course lessons
- The **software** you are learning, e.g. Word, Excel, Outlook

### 2.3.2 The Elements of Windows



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### 2.3.3 Minimising Windows

Minimising a window makes it temporarily disappear! Use it if you have to get a window out of the way so you can see something else!

Click minimise at the top right of the window 

**To restore a window after it has been minimised...**

Click the name of the window from the task bar at the bottom of the screen




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
### 2.3.4 Maximising/Restoring Windows

Maximise allows you to make a window fill the whole of the screen. Use it when you want to concentrate on just one window.

Maximise is interchangeable with restore. When you restore a window it is still visible, but will not fill the whole screen. You can change the restored shape to anything you want by resizing the window (see below).


**Maximising a Window...**

Click Maximise at the top right of the window 

The window will fill the screen  
The Maximise button will change to the Restore button 


**Restoring a Window...**

Click Restore at the top right of the window 

The window will shrink  
The Restore button will change to the Maximise button 

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### 2.3.5 Closing Windows

Click the X at the top right of the window 

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### 2.3.6 Switching Between Windows

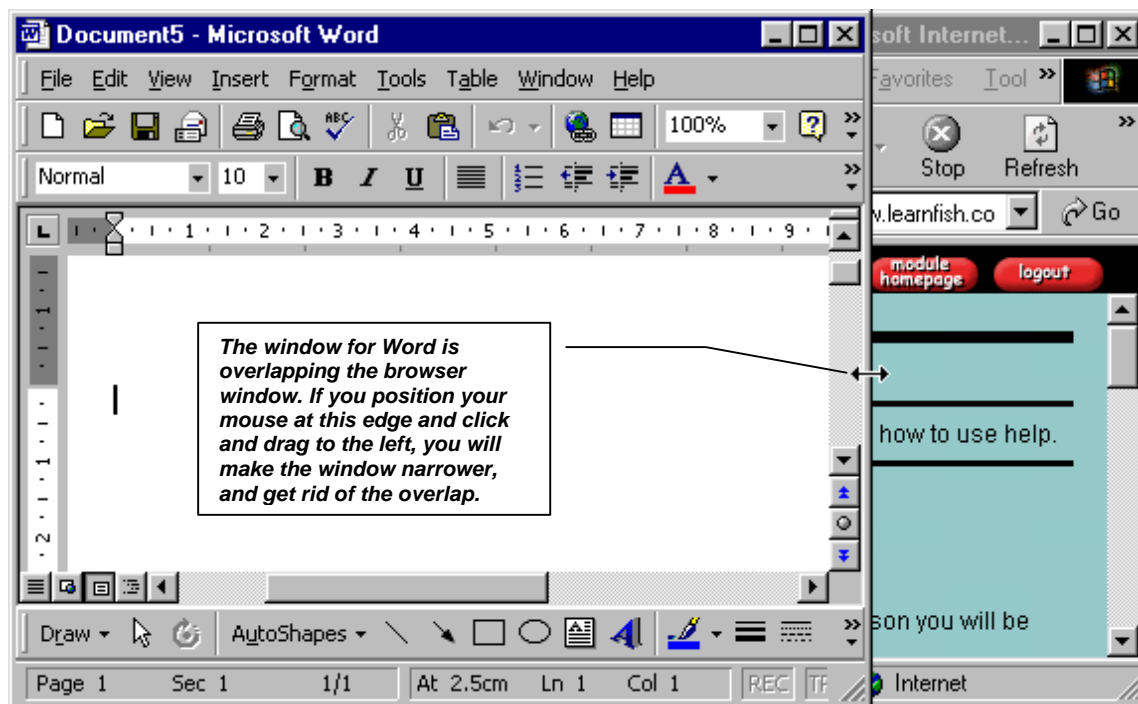
Click the window you require on the task bar to make the window appear on the screen



### 2.3.7 Resizing Windows

1. Ensure that the window is restored
2. Position the mouse at the edge of a window
3. Click and drag to resize the window

*If the window is minimised or maximised you can't resize it!  
The mouse pointer will change to a double-headed arrow*



### 2.3.8 Moving Windows

1. Ensure that the window is restored
2. Position the mouse on the blue title bar
3. Click and drag to move the window to a new position

*If the window is minimised or maximised you can't move it  
The mouse pointer will change to a white arrow*



# 3 Getting Started On The Web



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## 3.1 Understanding the Web

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### 3.1.1 The Internet and WWW

The internet is basically all the millions of computers around the world that are connected together. Each computer can communicate with another one, as long as they are connected to the internet.

The world wide web, or web, or www, is the method that the computers use to access information on the internet.

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### 3.1.2 Web Browsers

A web browser is a program that lets you look at webpages and web sites. Some common browsers are Internet Explorer, Netscape, Mozilla, and Opera.

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### 3.1.3 Web Terms

You will come across lots of strange words when learning about the internet. Here are some of the more important ones:

- http - this is one of the languages used on the internet to help computers to communicate, and stands for **hyper text transfer protocol**.
- ftp - this is a similar language, used for transferring files - it stands for **file transfer protocol**.
- URL (Uniform Resource Locator) - the address of a web site - for example, the URL of the BBC's web site is [www.bbc.co.uk](http://www.bbc.co.uk).
- Hyperlink - how people get around on the web. When you click on a hyperlink, you are taken to another page, or a different web site. If you are on a page with no hyperlinks, it's not that easy to get somewhere else.
- ISP - Internet Service Provider. To get access to the web, you must pay a fee to an ISP who will connect you up. It's a bit like having a telephone - you can buy a phone, but you need to pay the telephone company to let you connect to the telephone lines.

## 3.2 Using Help

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### 3.2.1 Getting Help

1. Click on the Help menu
2. Click on Contents and Index

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### 3.2.2 Contents

1. Click on the Contents tab
2. Click on a purple book topic to open it
3. Click on a topic on the left to read it in the box on the right

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### 3.2.3 Index

1. Click on the Index tab
2. Start typing a word in the search box
3. Click on a word to display topics about it
4. Click on a topic to display it

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### 3.2.4 Closing Help

Click on the X at the top right of the Help box

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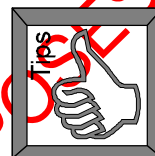
## 3.3 Changing the Display

### 3.3.1 Showing and Hiding Toolbars

1. Click on the View menu
2. Click on the Toolbars submenu
3. Click on a toolbar name to show or hide it

#### **Is it displayed or hidden?**

*If a toolbar has a tick next to it, it is displayed. If it doesn't, it isn't!*



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## 3.4 Web Addresses

### 3.4.1 Typing in Addresses

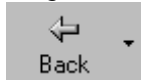
1. Click inside the address bar, so that the address goes blue



2. Press the Delete or Del key
3. Type in the address of the web site you want to visit
4. Press Return or click Go

### 3.4.2 Back and Forward

To go back to the previous page you were looking at, click the Back icon

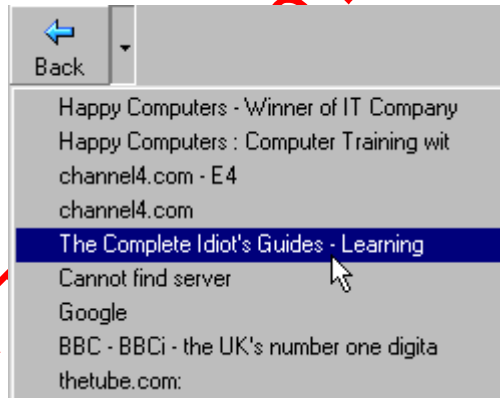


To go forward again, click the Forward icon



To go back or forward many pages...

1. Click on the arrow next to the Back or Forward icon



2. Scroll down however many pages you want to go
3. Click on the page to go back or forward to

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### 3.4.3 Using the Address Bar

To go to an address you have previously visited...

1. Click on the drop down arrow on the address bar

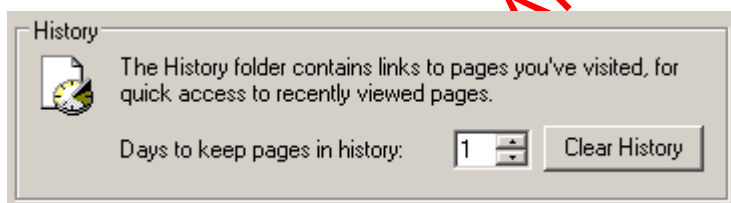


2. Click on the site you want to go to

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### 3.4.4 Clearing the History

1. Click on the Tools menu
2. Click on Internet Options (may just be called Options depending on your browser version)
3. Click Clear History



4. Click Yes
5. Click OK

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### 3.4.5 Web Address Structure

Taking <http://www.bbc.co.uk> as an example:

**http://** - tells the browser what language to use

**www** - world wide web - this part isn't always necessary though

**bbc** - company name

**co** - this means that it is a public company

**uk** - United Kingdom

A body or institution may have .org for organisation, a school would be .edu, and a government department will usually have .gov. The country part is flexible - .com can be anywhere in the world, really.

## 3.5 Using Links

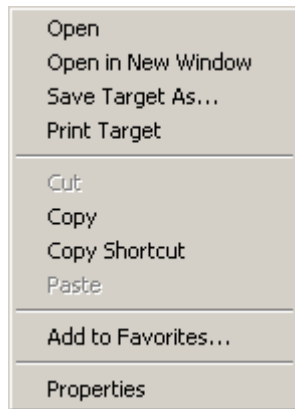
### 3.5.1 Using a Link

Links are usually blue, underlined text or images. To use a link, just place your mouse pointer over it, and click once with the left mouse button. You'll know you are over a link when the pointer changes to a pointing hand:



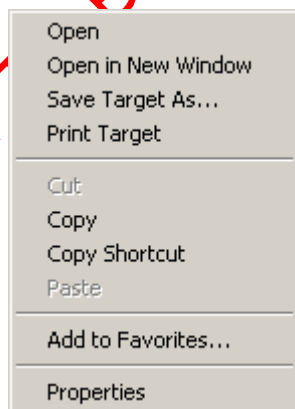
### 3.5.2 Opening Pages in a New Window

1. Right click on the link
2. Click on "Open in New Window"



### 3.5.3 Downloading from a Link

1. Right click on the link
2. Click on "Save Target As"



3. Choose a save location
4. Click Save

### 3.5.4 Completing a Web Form

Web forms let you type in information, to log in, or buy things, or sign up for newsletters, and so on. There are several types of items in forms:

What they are	What they look like	What to do
Text boxes	<input type="text"/>	Click inside the box with the mouse, and type something
Buttons	<input type="button" value="Click Me!"/>	Click on the button
Radio buttons	<input type="radio"/> Option1 <input checked="" type="radio"/> Option2	Click inside the circle - only one can be selected at a time
Check boxes	<input type="checkbox"/> Option 1 <input checked="" type="checkbox"/> Option 2	Click inside the box - many can be selected at a time

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## 3.6 Stop and Refresh

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### 3.6.1 Stop

To stop a page from loading, click the Stop button



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### 3.6.2 Refresh

To reload (or refresh) a page, click the Refresh button



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## 3.7 Web Security

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### 3.7.1 Cookies

A cookie is a text file placed on your hard drive by a web site. It is used to keep track of your preferences for the site, or to remember your login details to save you logging in every time. Cookies should not store sensitive information like bank details, or credit card numbers.

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### 3.7.2 Cache

The cache is a store of pages you have visited recently. Internet Explorer keeps these files to make your web browsing quicker - but it means people using your machine can see where you have been! So don't go looking at anything you shouldn't...

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### 3.7.3 Protected Web Sites

A protected web site is one that you log into using a user name and password. This stops people seeing your private details.

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### 3.7.4 Digital Certificates

A digital certificate is used on a file download or protected web page, so you know if the site is safe to download from. Some files with no certificate are safe, but you use them at your own risk.

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### 3.7.5 Encryption

Encryption is a code that stops people reading things they shouldn't. An encrypted file has a special code applied to it, so if someone tries to read it without the secret code, it will look like nonsense. Once you apply the secret code, the file is magically made readable.

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### 3.7.6 Viruses

A virus is a nasty program designed to attack your PC or just annoy you. Be very careful when downloading files from the internet, always check them with a virus checker before running or opening them. If you're not sure about this, ask your IT department to do it for you.

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### 3.7.7 Credit Card Fraud

Some web sites will ask for your credit card details, then sell them or use them to buy things illegally. Make sure the web site has a gold padlock in the Internet Explorer status bar at the bottom - double check that the site is a proper, respectable one before handing over any details.

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### 3.7.8 Firewalls

A firewall is a big wall of fire to keep out snakes and tigers. No it isn't, it's a software program that stops people sneaking on to your PC when you're connected to the internet. Some people like looking out for unprotected machines, so they can poke around and see what's on there. A firewall can stop them getting in.