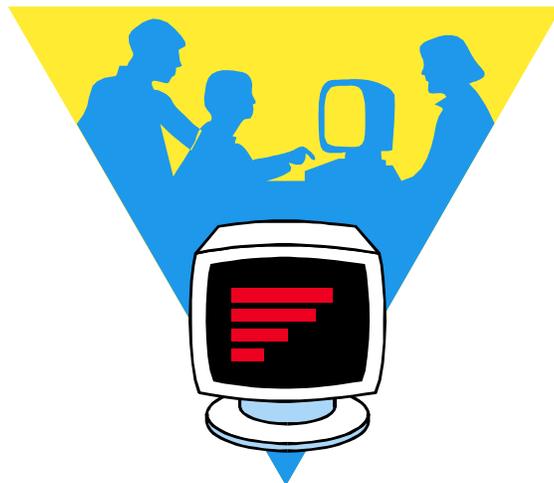


CONNECTIONS

Computer Instructions



by Fiona Clark
McGill Centre for Studies in Aging

Connections: Internet Access for Frail Seniors

This manual of basic computer and internet instructions has been prepared for participants in Connections, a project developed by the Education Task Force of the McGill Centre for Studies in Aging. The purpose of the project is to offer older adults with limited mobility the opportunity to use computers and the Internet to access information and communicate with others. An associated study will report the feasibility of offering such a program and the benefits experienced by participants.

Five Montreal institutions are participating and providing support, 3 day centres and 2 residences:

- Henri Bradet Day Centre of the Centre Hospitalier Richardson
- The Day Centre of the Jewish Nursing Home
- St. Margaret Day Centre
- Place Kensington
- Griffith McConnell Residence

The manual has evolved over the past year thanks to the helpful feedback of participants, staff and volunteers and the expert assistance of Chi Yen Lim.

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1. GETTING STARTED

There is so much to learn about computers. No one (besides Bill Gates perhaps!) can ever know it all. If you are just starting, it is important to realize it is not necessary to remember everything in this manual. This manual provides you with a reference, describing step-by-step procedures with lots of illustrations, to remind you of things between computer sessions.

It's a good idea to begin by getting familiar with the names of the various components that make up the computer system. This will make it easier to understand not only this book, but also any other information you read or hear about computers. We will review some terminology in this first chapter, and then describe how to start a program, and how to switch off when you have finished.



THE COMPUTER SYSTEM

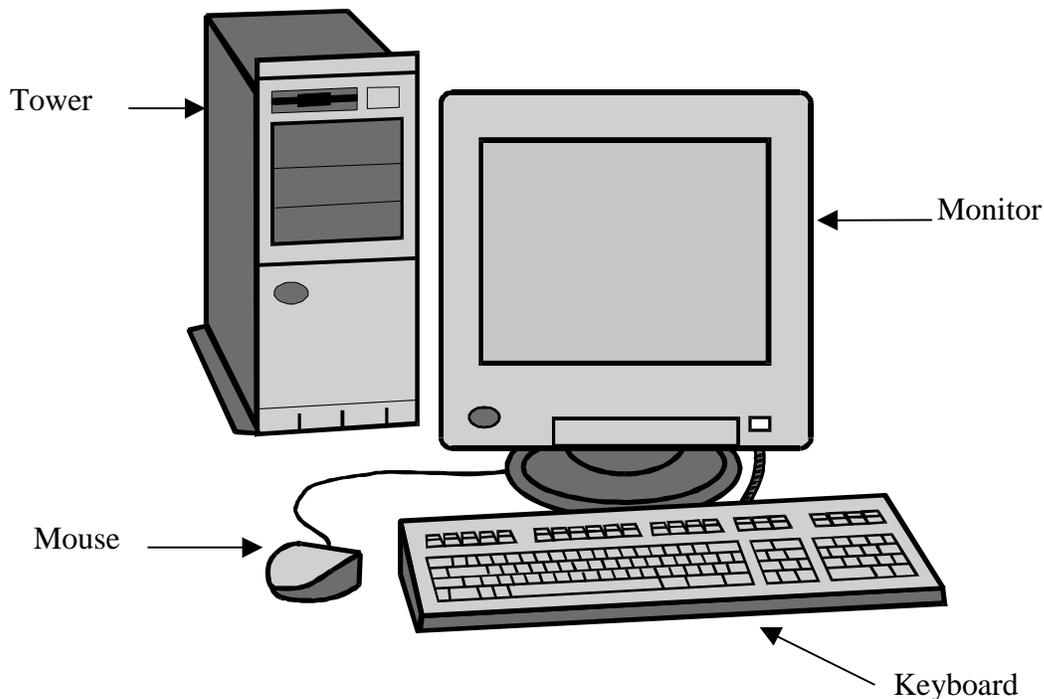
A computer system is made up of a number of components. Some of them are assembled in a box called a “**tower**”, and the others are connected to this tower.

CPU This is the “brain” of the computer where most of the processing of information is carried out. Its full name is the Central Processing Unit. This is where the computing power resides, which is why this unit is **generally referred to as the computer**.

Monitor Provides a visual display of information. It is like a TV screen.

Keyboard Used to communicate with the computer using letters and figures.

Mouse Used to communicate with the computer by pointing and clicking.



This chapter of the *Connections* manual includes some material from *Computers for Seniors*, a manual prepared by CLSC René-Cassin as part of a project entitled *Two Model Programs to Sensitize Older Women to Ageism and Consequent Abuse*.

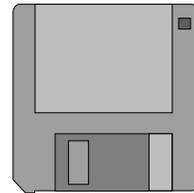
Hardware The tangible pieces of equipment – things you can hold in your hand, such as the monitor and keyboard.

Software A set of electronic instructions for the computer to do what we want it to do (also called a “program”). The game *Solitaire* is one software, *WORD* is another. The software is loaded (stored) into the computer from diskettes or CDs.

INFORMATION STORAGE

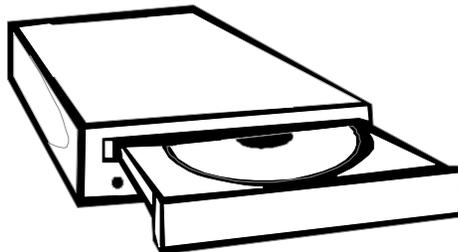
Hard Disk This is the principal storage device where software and other information is stored. It is located in the tower, and is often referred to as **Drive C:**.

Diskette Another device, (often called a **Floppy Disk**), on which you can store information. A diskette stores much less information than the hard disk, but it can be taken out of the computer and used to transport the information to another computer. A unit in the tower, called the “**floppy drive**” or “**Drive A:**”, is used to read and write on the diskette.



Compact Disk

Another storage device. Most software is currently sold on compact disks. A unit in the tower called a **CD-Rom** or **Drive D:**, reads information from compact disks. Although equipment is becoming available to write to compact disks, most CD-Roms are “read only” devices. This means you cannot store your own information on CD, only on Drives A: or C:. (The CD-Rom is like a stereo CD player, so you can play your favorite CD while you work!)

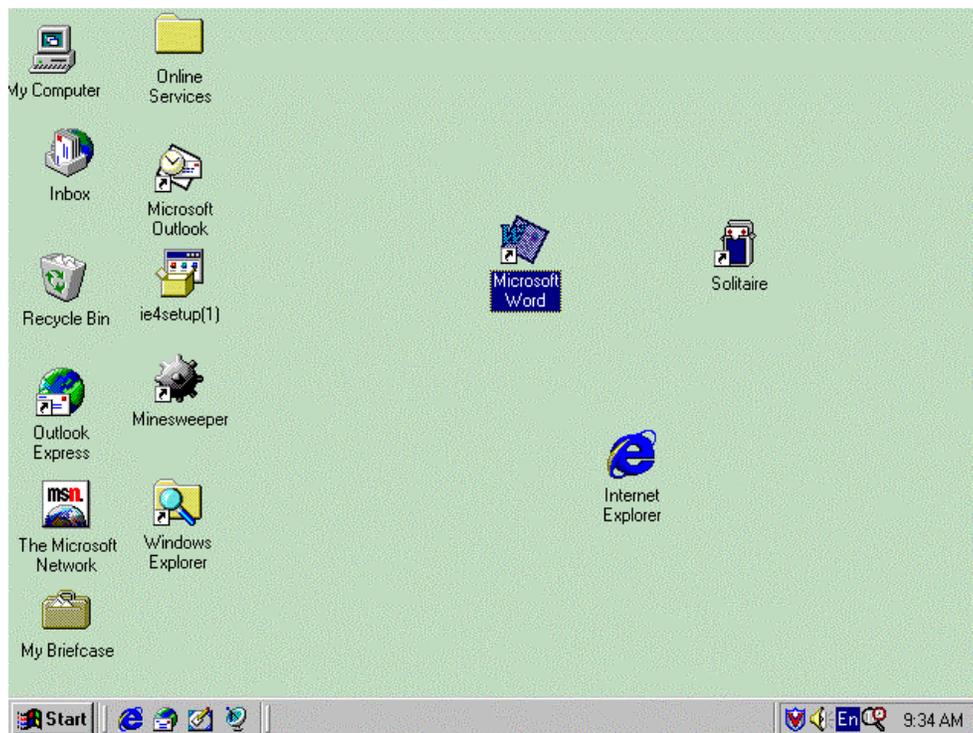


STARTING A PROGRAM

1. SWITCH ON THE COMPUTER

There are 2 switches to put on, one on the CPU and one on the monitor. Wait a few minutes and a picture of the “Desktop” will be established. The small pictures on the screen are called “Icons”. There is one for each program.

The Start-Up Screen – THE DESKTOP



2. SELECT A PROGRAM

Using the mouse:  POINT to the icon and CLICK.

The program will open in a rectangular box called a “*Window*”.

Note: On many computers you will find that a “double click” (clicking twice quickly) is required to open a program.

USING THE MOUSE

The mouse is used to give a computer commands without having to know hard-to-learn key combinations. We use it to select programs, choose options and size windows (see next page).

POINTING

The mouse sits on a rectangular “**mouse pad**”, similar in shape to the computer screen. As you move the mouse on the pad you will notice a “**mouse pointer**” (an arrow) moving on the screen. You move the mouse towards the left on the pad, the pointer moves to the left on the screen, and so on.



HOLDING THE MOUSE

The picture on the right shows how to hold the mouse. This way the thumb and the rightmost two fingers can guide the mouse and hold it down firmly on the mouse pad, while the remaining two fingers are ready and available to press the mouse buttons.



THE FINE ART OF CLICKING!!!

Clicking on the left mouse button is the way we select something, such as a program, or a document. It seems difficult at first but you will soon get the hang of it if you do the following:

- Make sure the point of the pointer is right on the item you selected.
- Make sure the mouse itself does not move on the mouse pad as you click.
- Keep the mouse firmly grounded on the mouse pad.
- Use a very light touch. Pressing harder does not help!

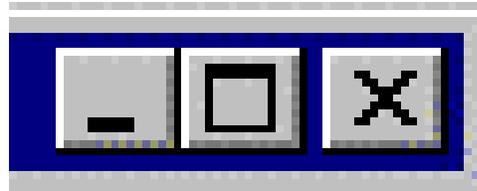
Esc

Made a Mistake? At first, like everyone else, you will often click and get an unexpected result. No need to panic! Just hit the **Escape** key at the top left-hand corner of the keyboard. It'll take you back to where you were.

SIZING WINDOWS

The “window” containing the program you opened can be as big as your screen, or you may still be able to see the desktop around it. The buttons at the top right hand corner of the screen are for controlling the size of the window. For example, to make the window you are working in fill the screen you can use the mouse pointer to click on the “fill screen” button.

**These buttons are
at the top right hand corner
of every window.**



**SHRINK FILL CLOSE
SCREEN**

SWITCHING OFF

**WARNING : NEVER SWITCH OFF WITHOUT
FOLLOWING THESE PROCEDURES.**

*The computer needs to tidy up and put all the files away
properly, or you may create problems for the next person
who uses the computer. There are 2 steps:*

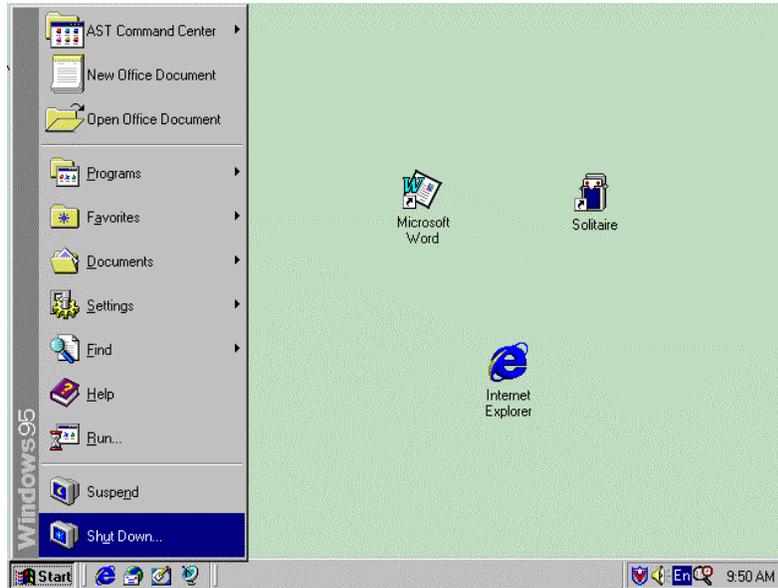
STEP 1: Close any program(s) you are using:

Before you switch off the computer, you must make sure that all the programs have been closed. To do this, **point and click with the mouse on the button marked “X” at the top right hand corner of each open window.**

Continued/.....

SWITCHING OFF (continued)

STEP 2 : Exit from WINDOWS:



Seems odd, but to finish you have to press 'Start'!

1. **CLICK** on the **Start** button at the bottom left hand corner of the screen. *The Start menu will appear.*
2. **CLICK** on the words **Shut Down** at the bottom of the list. *A new window will appear:*
3. **CLICK** the **OK** button.
4. **WAIT** until you see the screen display the following message
'It's now safe to turn off your computer'
5. **SWITCH OFF** the computer with the same two switches you used to switch on.



THAT'S IT!!!

2. WRITING TEXT

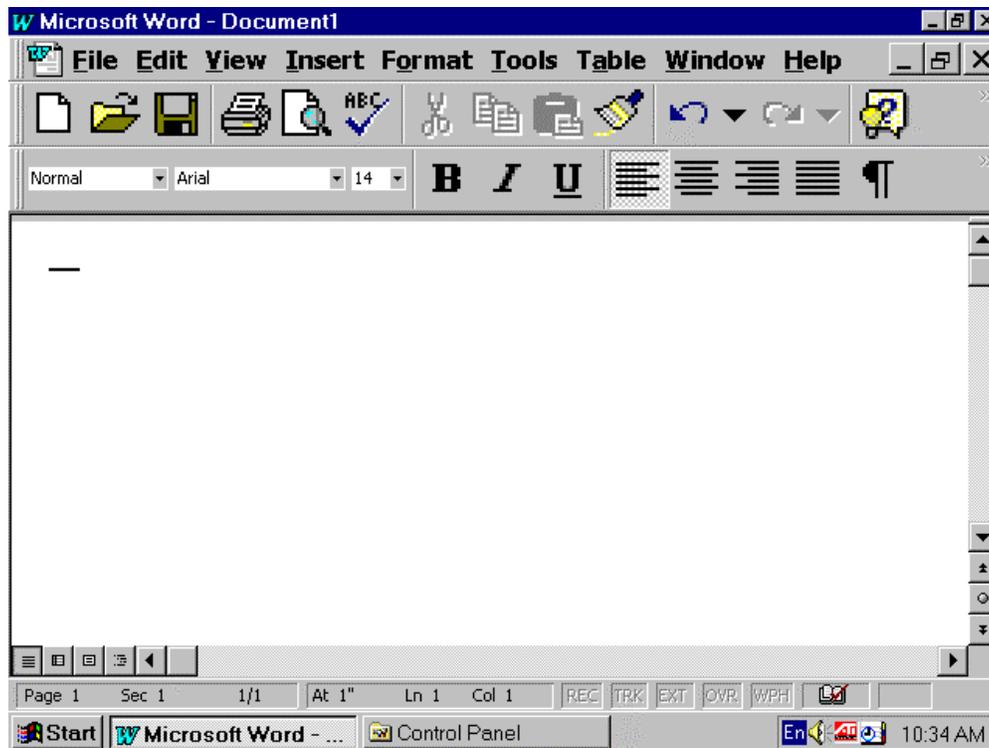
In this chapter we describe how you can enter text into the computer. When you begin using the computer, it is a good idea to first practice by writing something using the word-processing program called *WORD*. The keyboard skills you will learn are also the ones you will use in other programs, and for e-mail and the Internet. If you are looking for ideas for what to write about, you may get ideas from the exercises provided in an appendix at the end of this manual.



ENTERING TEXT

What you see on the screen when you start **WORD** is an empty page, ready for your work. It is surrounded with tools you will learn to use later, but for now we will focus on how to write on the empty page using the keyboard.

The WORD Screen



The Cursor

The blinking line you see on the empty page is called the cursor (also known as the insertion point). It is placed ready for you to start typing at the top left corner of the page. When you type, the text always appears to the left of the cursor so it moves along as you type.

Typing

Type with the alphabet keys like you would on a typewriter. However, when you get to the end of a line the computer takes care of keeping the text inside the margins. **When one line is filled, the next text you type “wraps around”:** in other words it is automatically placed on the next line. You don't have to press a “return” key at the end of each line like you do on a typewriter.

SPECIAL KEYS

Making spaces:

↵ Enter

This key tells the computer you want to start a new line. Use it when you want to start a new paragraph or begin the next sentence on a new line. It creates a new line and moves the cursor to the next line.

*You also use this key to make empty lines at the beginning of your document or between paragraphs. Each time you press **↵ Enter** a new line space is created.*

Space Bar

Adds a letter space. Use this to put spaces between your words. *It is the long key at the front of the keyboard.*

Using Capitals

⇧ Shift

If you want to make a Capital letter, hold down the **⇧ Shift** key at the same time as you press the letter key. For example, do this to capitalize the first letter of the word at the beginning of a sentence.

*Also, use the **⇧ Shift** key to type the symbols printed on the top part of some of the keys, e.g. the \$ sign above the number 4.*

Caps Lock

Sometimes you may want to capitalize several words, such as when you write a title in capitals. In that case you can use the **Caps Lock** key. Press it and release it once; after that everything you type will be in caps. *(Notice a green light on the top right hand side of the keyboard indicates that the caps lock key is on.)* When you no longer want the text in caps, press the **Caps Lock** key again to switch it off.

Making corrections

To make a correction, first move the cursor to the place you want to add or delete letters (*see next page*).

← Backspace

Deletes the letter or space that precedes the cursor.

Delete

Deletes the letter or space that follows the cursor.

Check the position of these keys on the keyboard layout diagram.

MOVING AROUND THE PAGE

You can change what you have entered without retyping it all. To do so you first have to tell the computer where you want the changes to appear by moving the cursor to the appropriate place.

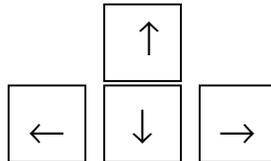
There are 2 ways of moving the cursor:

1. Using the mouse:

POINT to the location where you want to make the change. (When you point in your document the mouse pointer is a thin line symbol rather than an arrow). **CLICK** with the left mouse button and the cursor will appear and start blinking in its new location.

2. Using the keyboard:

There are arrows keys and other keys on the keyboard that move the cursor to the place where you want to make changes. They are indicated on the Keyboard layout sheet.



Look for these keys to help you move around faster:

	Takes you back to the beginning of the line
	Takes you to the end of the line
	Moves up one whole screen of text
	Moves down one whole screen of text

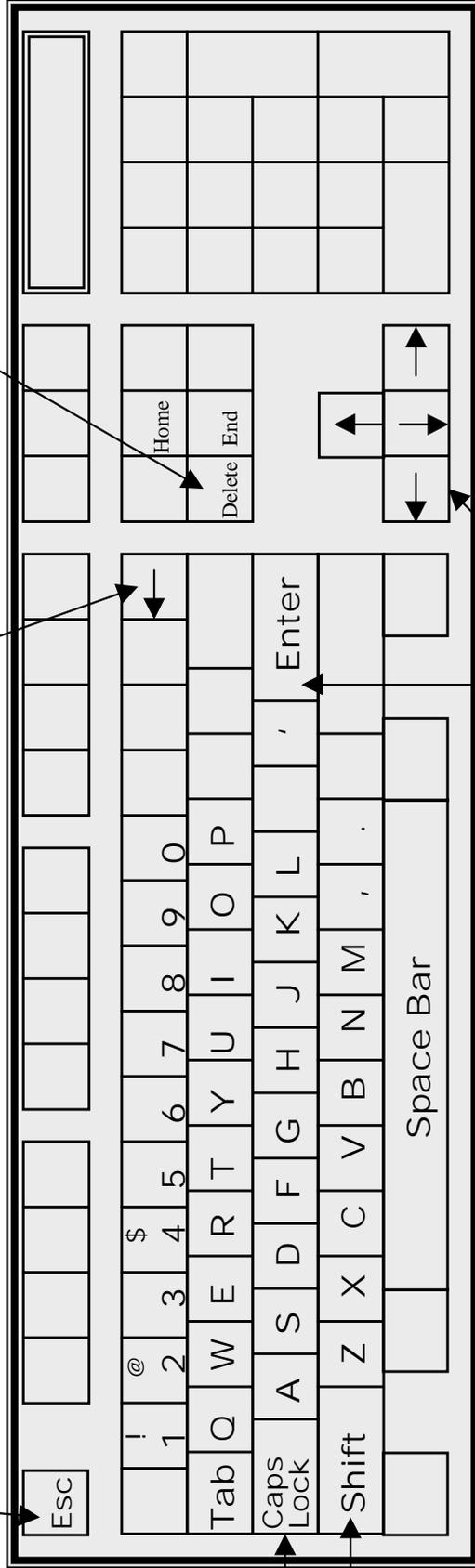
Before you go on:

There is a lot more to know about editing but if you have mastered the concepts on these last few pages you are on your way. The keyboard layout diagram will help you review the most important keystrokes.

KEYBOARD LAYOUT

Escape! This key reverses an unexpected result. For example, it gets rid of windows or menus that are opened by mistake.

Keys that Erase
Backspace - erases the previous letter
Delete - erases the next letter



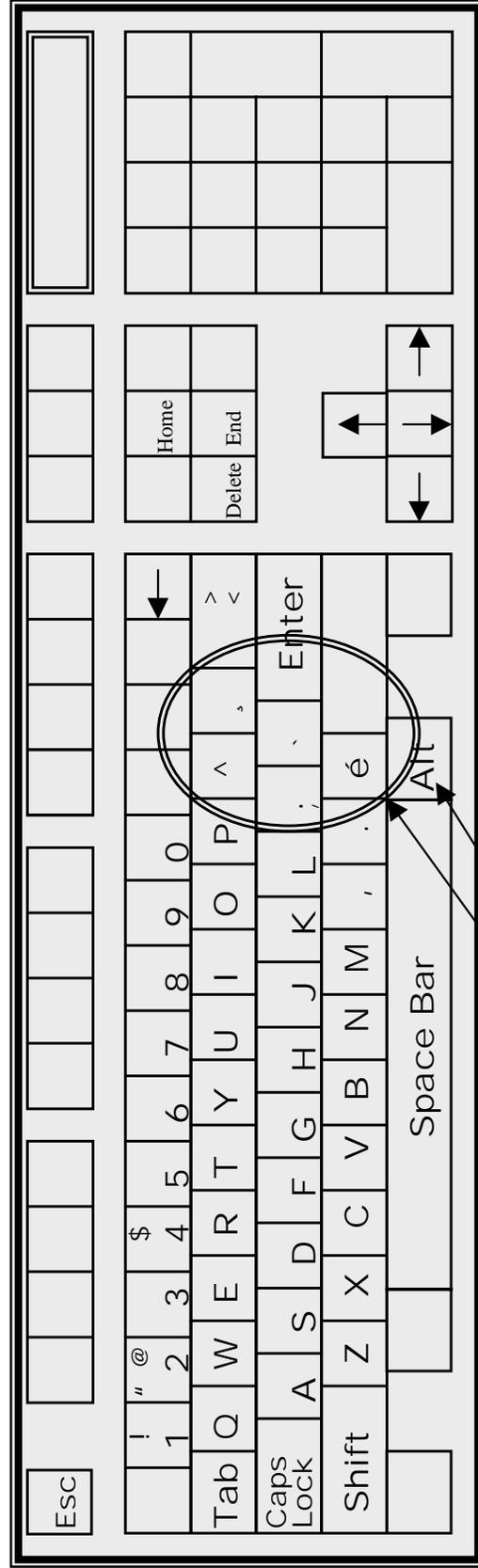
The Enter Key
 Use this key to begin again on a new line or to create a new empty line.

Capital Letters
Shift - To make a single capital letter hold this key down while pressing the letter.
Caps Lock - Press this to make all subsequent letters capital. (Press it again to revert to lower case letters.)
 You also use *this key to get the symbols that are at the top of the keys when they have two symbols, e.g. the \$ sign above the number 4.*

Cursor Control Keys
 Use these keys to move the cursor to where you want to type next. The arrows move the cursor in the direction they are pointing.
Home - moves the cursor to the beginning of the line
End - moves the cursor to the end of the line

WRITING IN FRENCH

By changing the keyboard setting from English to French, you can write in French in WORD, E-mail and other programs. After opening your software, look for the blue keyboard icon “En” at the bottom right hand corner of the screen, click on it and select French(Canadian), to change it to “Fr”.



Accented characters

You will find the keys you need in the area circled above.

For â, î, ô, ç, à, è, â, î, ô, ç, à, è :

press and release the key for the accent, then press the letter, using the Shift key with the letter if you want a capital letter.

For é you only need one keystroke, and the same key with the Shift key for É.

Locating other symbols

To accommodate the accents, some symbols have moved

For the apostrophe, (**as in l'enfant**) use the Shift key with the comma key.

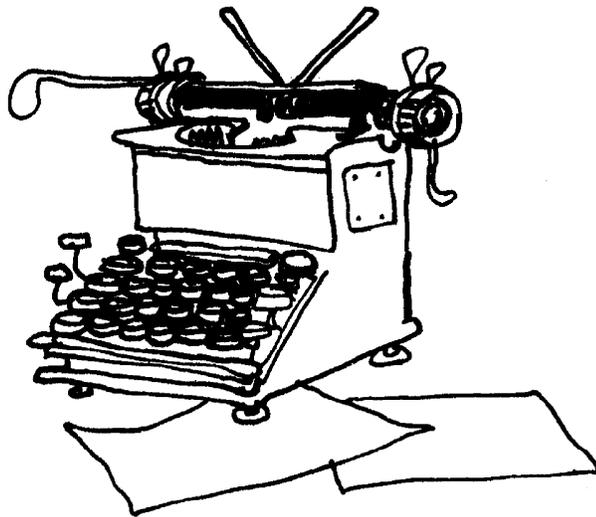
The French **quotation marks**, <>, are on the key above the Enter key.

To get @, the character used in E-mail addresses, press and hold down the Alt key on the right side of the Space Bar followed by 2.

Experiment to find out what other characters you can get using the number keys with the right **Alt** key or the **Shift** key.

3. *WORD* BASICS

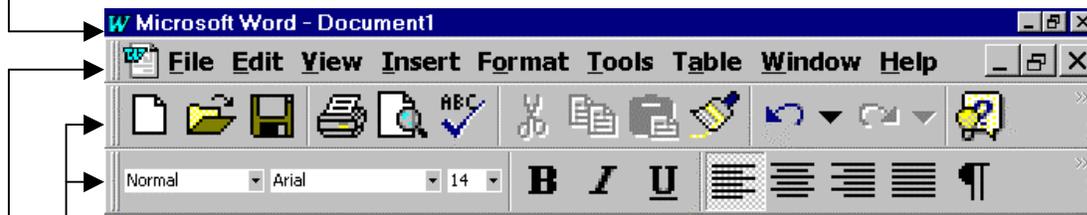
The *WORD* program is for preparing documents. You can use it to write a simple letter or to prepare a longer document. It has many features that make it possible to prepare complex documents with illustrations, columns, page numbers and all the bells and whistles, but most people never need most of what it can do. In this chapter we cover some of the basic features you will use to prepare and print out a simple document.



MENUS AND TOOLBARS

When you write a document in *WORD*, the top of the screen shows a lot of useful information and tools.

Title Bar This is the top border. It shows the name of the document you are working on.



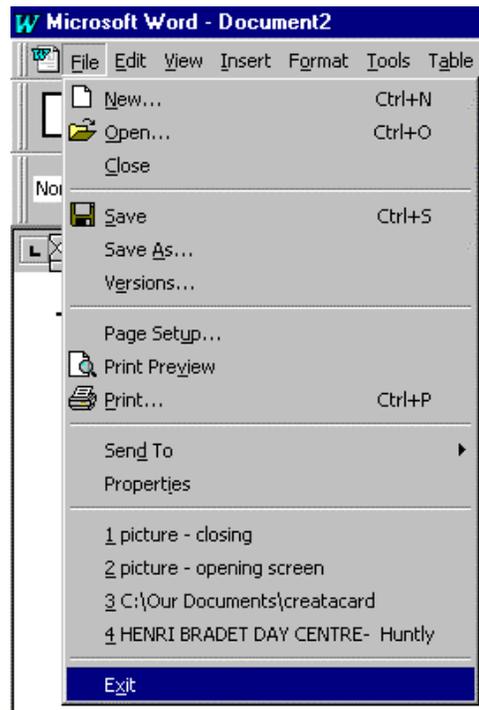
Toolbars

Menu Bar

Below the Title Bar is a row of words.

These are called “**MENUS**” because each offers a pull-down list of choices when you click on it. For example, in most programs the first menu on the left is **File**.

The diagram on the right shows what happens when you click on the word **File**. A pull-down menu appears. You then move the mouse pointer down to the item you want, and choose it by clicking. For example, you could **click** on the word **Exit** to close **WORD**.



Toolbars

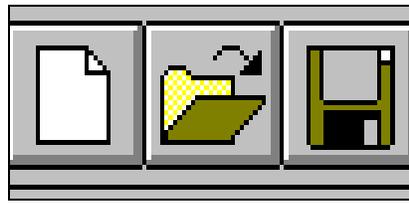
Below the Menu Bar are rows of pictures. Each row is called a “**Tool Bar**” because each picture offers a different tool to help you create your document. The toolbars shown may not always be the same, but the picture above shows the two most often used. You will learn about them in the next section and in the chapter on editing.

THE STANDARD TOOLBAR



These icons or “buttons” are quick ways of doing the things you need most. Just point and click once on the one you need.

OPENING AND SAVING DOCUMENTS



NEW OPEN SAVE

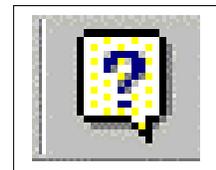
NEW Opens a new document when you want to start something completely new.

OPEN Use when you want to open a document you previously saved. It will bring up the “Open” dialogue box to help you select your document. *For more information about how to use this dialogue box, see the instructions called “Retrieving (Opening) a document”, on page 20.*

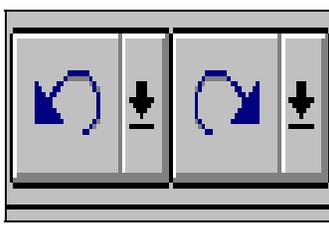
SAVE This saves your document. Use it when you have already given your document a name, and you want to save it to the same drive you saved on before.

NOTE: *If the document is new you will need to give it a name and you should use the File Menu (Click on File, Save As), as described on page 18.*

HELP! This button is known as the **HELP**. The idea is to click it when you cannot figure out what to do. You can search for the answer to questions about WORD.



“UN-DOING” YOUR MISTAKES

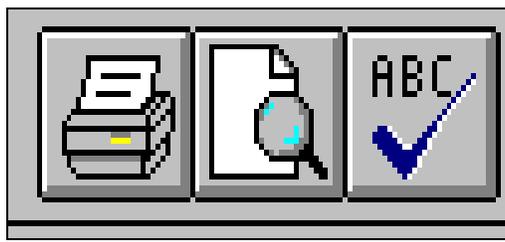


UNDO REDO

UNDO **This is the life-saver!!** Use this when something just happened you did not anticipate, or when you change your mind about the very last thing you did. It will restore your work to the way it was before.

REDO You will only need this if you change your mind about undoing something, or if you clicked on the undo button by mistake. It reverses the previous “undo” command you made.

FINAL CHECK AND PRINTING



PRINT VIEW SPELL

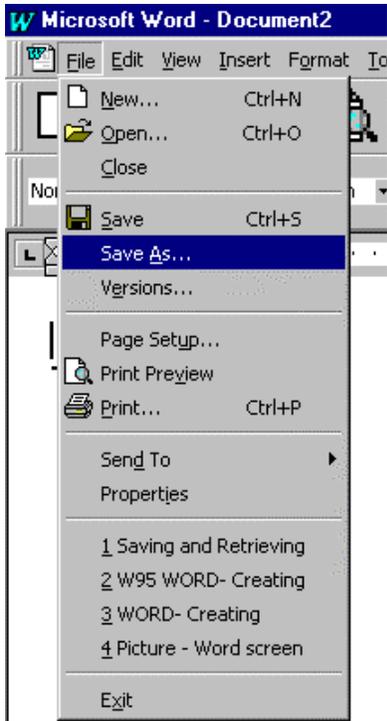
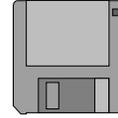
SPELL CHECK You may want to check for spelling mistakes before you print. This button will go through your text and show you words that are not spelled as they are in the WORD dictionary. You can ignore or change the words as you wish.

PRINT PREVIEW Click on this button to see how the text falls on the whole page. You can then make adjustments before printing.

PRINT This prints your document, but check first that the printer is on and loaded with paper. (There may also be a printer switch to check if more than one computer is connected to the same printer).
Note: *If you only need to print one or two pages of a long document you should use the File menu instead. (Click on File, Print)*

SAVING YOUR DOCUMENT FOR THE FIRST TIME

If you are going to save your file on a diskette, first put it in the computer.



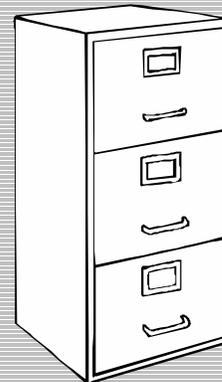
1. **CLICK** on the word **File**, to get the **File** menu.

2. **CLICK** on the words **Save As**. *You will now see a window called 'Save As'. It shows a list of the files in the hard drive C:*

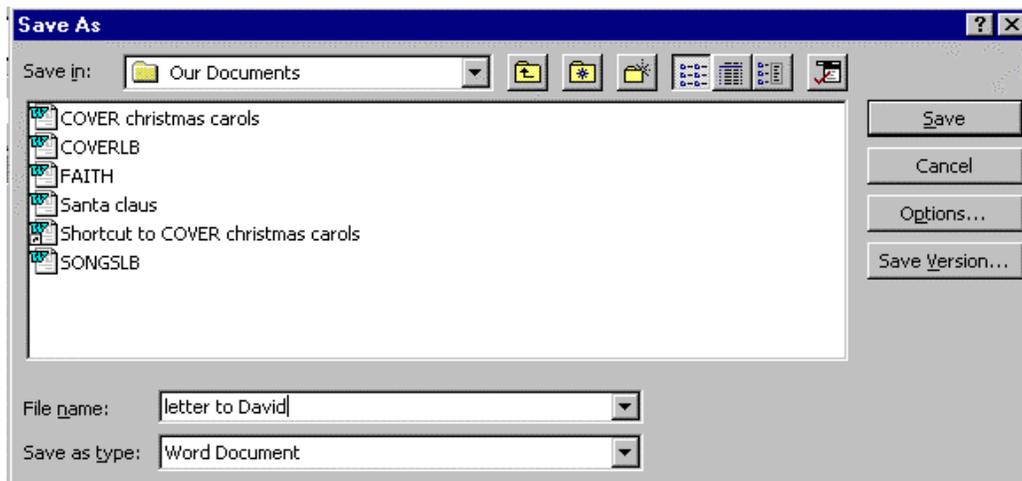
continued/....

DRIVE C: The filing Cabinet

There are so many files in the hard drive (C:) that they need to be arranged in **folders**. You can think of the hard drive as a filing cabinet, with all the files arranged in folders. In the 'Save As' window you see a list of the files in only one folder. If you are curious, ask someone to show you how to look in the other folders.



SAVING YOUR DOCUMENT FOR THE FIRST TIME (continued)



3. Decide where you will save your file:

To Save on the Hard Drive (C:) Go to step 4.

OR

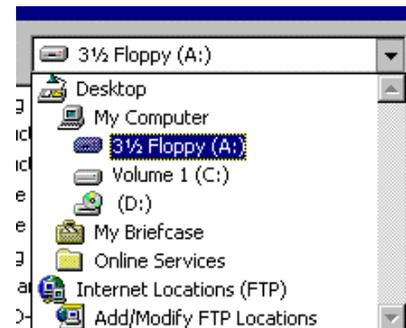
To Save on a diskette (A:)

CLICK on the small arrow beside the box marked 'Save in'.

A pull-down list will appear.

CLICK on '3½ Floppy (A:)'

The 'Save As' window will now show the list of files on your diskette.



4. **CLICK inside the Box called 'File name'.**

This puts the cursor in the box.

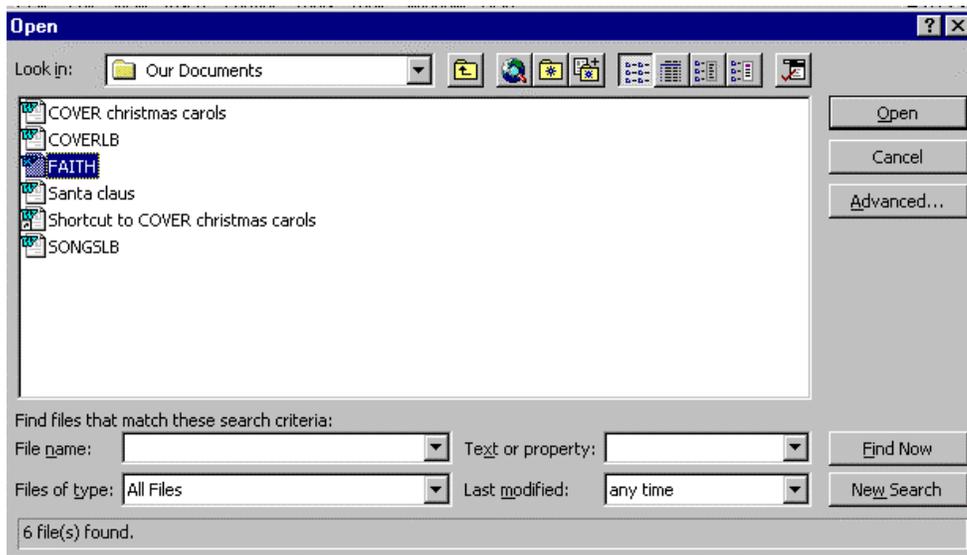
TYPE in the name you have chosen.

5. **CLICK on the Save button at the right of the screen.**

You will see a message at the bottom of the screen as the computer saves your document. You will now be able to retrieve it again at any time.

RETRIEVING (OPENING) YOUR DOCUMENT

1. **CLICK** on the “Open” button on the Standard Toolbar(see page 16). You will now see a window called ‘Open’
Now you can tell the computer where to find your document.



2. In the window you see the list of files in the current folder of hard drive C:.
If your file is on this list on hard Drive C:, GO TO STEP 3.

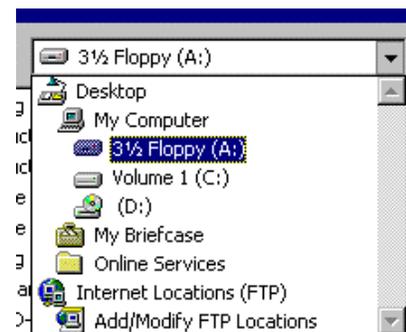
OR

If your file is on a diskette (Drive A:)

First make sure your diskette is in drive A, then CLICK on the small arrow beside the box marked ‘Look in’. A pull-down list will appear.

CLICK on “3½ Floppy (A:).

The ‘Open’ window will now show a list of the files on your diskette (A:).



3. Find your document in the list shown in the window, then **POINT** to it and **CLICK** . *The name will become highlighted in blue.*
4. **CLICK** on the **Open** button at the right of the screen.
After a moment, your document will appear on the screen.

Congratulations!!! You are now ready to work on your document.

4. EDITING YOUR *WORD* DOCUMENT

The wonderful thing about writing on a computer, compared to using a typewriter, is that it's so easy to make changes. No need to start over or to get out the liquid paper! You can even give your document a whole new look without re-typing a single word. This chapter describes some quick ways to update and enhance your documents.



SELECTING TEXT

You will probably want to make changes to your document, such as deleting a sentence, moving a paragraph, or putting part of the text in *italics*. To do these things you need to tell the computer which part of the text you would like to change, in other words “**Select**” the text. When you “select” text it’s appearance changes: the letters become **white highlighted in black**.

To select words, sentences or part of a text:

1. **POINT** with the mouse to the beginning of the first word of the text you want to select, and **CLICK** to place the cursor there.
2. **PRESS DOWN** the **↑Shift** key with your left hand, and **keep holding it down**.
3. Still holding the **↑Shift** key down, **POINT** to the end of the text you want to select and **CLICK**. (If the text runs off the screen use the **Page Down** key). You will see the text has become highlighted in black. Now release the **↑Shift** key.

TIP: Any time you select text in error and want to get rid of the highlight, just click the mouse anywhere in the text frame where there is no highlight.

More tricks:

1. If you move the pointer to the margin at the left of your text you will see it looks like an arrow . When you have put the pointer in this position:

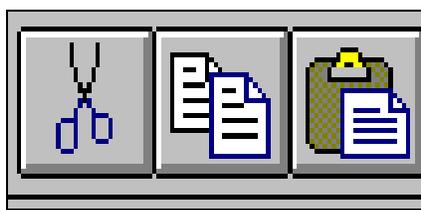
Clicking once will highlight one line

2. To select the whole document, click on the **E**dit menu, then use **S**elect **A**ll.

Alternative way to select (dragging):

You will soon find out that dragging the mouse across some text will highlight it. If you have a steady hand this is very useful. However it often happens by mistake and you find some of your text goes black when you didn’t intend to highlight it. Just click somewhere on the white part of the page to remove the black highlight.

MOVING THINGS AROUND



CUT COPY PASTE

MOVING TEXT

If you want to take some text and move it to another place in your document:

1. **SELECT** the text you want to move.
2. Click the **CUT** button on the standard toolbar. *Don't worry, the text has been deleted from the screen, but it is not lost.*

The computer has a special area of the hard disk called the **CLIPBOARD**. When you use the **CUT** or **COPY** buttons this is where the text is saved so that you can use it again. You can even use it in other applications such as E-mail.

3. **CLICK** with the mouse at the position in your document where you want the text to be placed. *The cursor is now at the chosen spot.*
4. Click on the **PASTE** button. *You will see the text re-appear in the place you chose.*

COPYING TEXT

If you want to repeat some text, copying it to another place without deleting it in the original location:

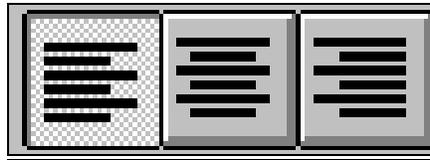
1. **SELECT** the text you want to move.
2. Click the **COPY** button on the Standard toolbar. *This action copies the selected text onto the clipboard.*
3. **CLICK** with the mouse at the position in your document where you want the text to be copied. *The cursor is now at the chosen spot.*
4. Click on the **PASTE** button. *You will see the text appear in the place you chose.*

THE FORMATTING TOOLBAR



This second toolbar is to help you format your document. It has several useful buttons.

ALIGNING YOUR TEXT

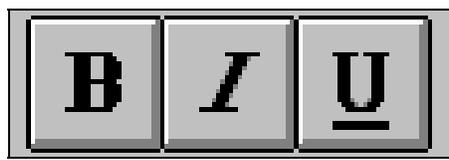


LEFT CENTRE RIGHT

When you start a new document it will automatically be left aligned, all the text starting flush on the left-hand-side of the page, just as it is in this paragraph. If you look at the formatting toolbar you will see that the button for LEFT alignment appears to be pushed in.

You may decide that part of your text should be right aligned, like this paragraph, in which case you should click on the RIGHT alignment button before typing it. Or you may want to centre a title like the one at the top of this page, and you can do this by pressing the CENTRE alignment button.

BOLD, ITALIC AND UNDERLINE



BOLD ITALIC UNDERLINE

As you type you can change the look of certain words or sections by pressing the button corresponding to the kind of letters you want.

BOLD **This text is bold.**

ITALIC *This text is italic.*

UNDERLINE This text is underlined.

You can also have more than two of these buttons pressed at once. For example *this text is both italic and underlined.*

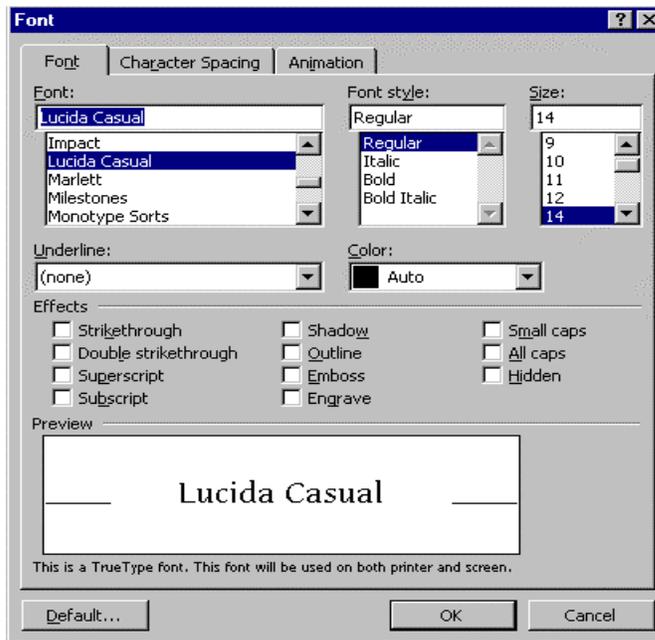
CHANGING THE SIZE AND STYLE OF THE LETTERS

The size of the letters in your text is measured in “points”. This text is 14 point. This is 10 point. While you work, the point size you are using is displayed on the formatting toolbar:



“Times New Roman” is the name of the **font** or typestyle used for this sentence, and this can also be changed. This sentence is written in Arial. You may want to be fancy and dress up your document, or you may want it to look more casual. The best way to change the font is to use the **F**ormat menu, because then you will see a preview of what the typeface looks like. To change the font:

1. **CLICK** with the mouse on the word **F**ormat. *The format menu will drop down.*
2. **CLICK** on the first item: **F**ont. *The window shown below will appear.*
3. Preview the fonts and **CLICK on your choice, then PRESS OK.**



Note: The text alignment and text styles do not have to be set in advance as you type. You can type the whole text first and then go back later to set the final format. Just **SELECT** the words you want to change (proceeding as described on page 22), then use the toolbar buttons or the Format menu as just described.

EDITING FROM THE MENUS

OTHER EDITING FEATURES YOU CAN USE

Now that you're an expert in selecting text and using the editing buttons on the toolbars, you will want to try other options available from the menus. Try out the ones that interest you most. To do so:

1. **CLICK** at the point in your document where you want to make the change, or **SELECT** the part of the text whose appearance you are changing.
2. **CLICK** on the name of the **MENU**.
3. **CLICK** on the feature you need.
4. **FOLLOW** the choices given in subsequent windows or lists.

Here are a few examples of what you can do: *(Note: This table excludes features described in the preceding pages).*

<u>FUNCTION</u>	<u>MENU SELECTION</u>	
Change Margins	<u>F</u>ile	<u>P</u>age Set Up
Change Paper Size	<u>F</u>ile	<u>P</u>age Set Up
Add Page Numbers	<u>I</u>nsert	<u>P</u>age numbers
Add the Date	<u>I</u>nsert	<u>D</u>ate
Start a new Page	<u>I</u>nsert	<u>B</u>reak
Add foreign characters or math symbols	<u>I</u>nsert	<u>S</u>ymbol
Change Line Spacing	<u>F</u>ormat	<u>P</u>aragraph
Add Borders or Shading	<u>F</u>ormat	<u>B</u>orders
Write in columns	<u>F</u>ormat	<u>C</u>olumns
Add a picture	<u>I</u>nsert	<u>P</u>icture

Note: **Setting Tabs** is not covered in these instructions. They are not easy to master, but if you would like to know how, ask someone to show you.

5. USING THE INTERNET

In this section we will take you step-by-step through signing on to the Internet and describe ways you can move to different sites on the Net to access information. We will not attempt to explain how the Internet works or define terminology. We believe you will gradually get used to the terminology, acquiring a good sense of what it is all about by using it.

For the *Connections* project the ‘**browser**’ we are using to get around the Internet is called *Internet Explorer*. Some of the instructions are specific to *Explorer*, but in general the process and tools are very similar when you use other browsers such as Netscape.



GETTING ON THE INTERNET

1. On the desktop, **CLICK** on the icon for *INTERNET EXPLORER* (the one with the large blue “**e**” symbol).

A connections window will appear. You will see a box for your site’s “User name” and another for the “Password”. They must be completed so your Internet Service Provider (ISP) knows you are a legitimate user. The “User name” is usually already entered (in the picture on the right it is “Connect”).



2. TYPE IN THE PASSWORD.

Important tips:

1. *This is the group password for your location, the same one for all the participants at your site. This is not your personal E-mail password.*
2. *Type carefully because the password is secret and appears on the screen as asterisks. You will not be able to see if you have made a mistake.*
3. *When you type in the password it is case sensitive: include capitals only if they were capitals in the password originally selected.*

3. PRESS **Enter** OR CLICK on the **Connect** button.

You will hear a high-pitched ringing sound as the computer dials in to your Internet Service Provider (ISP). A new window appears telling you dialing is in progress, then gradually you will see information from the first Web-site building up on the screen. This is your ‘Home Page’.

4. WAIT until the Home Page is complete.

*Welcome to the
Information Highway!!!*

FINDING INFORMATION

From your home page you can reach web sites anywhere around the world. Each one has its own address. The addresses work just like telephone numbers, allowing you to go to the exact computer site to retrieve the information. You will recognize Web site addresses by the www. or http:// that they start with.

There are several ways of finding the information you want:

ENTERING A KNOWN ADDRESS

Type the exact web-site name in the box marked **Address:** and press

SEARCHING

CLICK on , or type in the web address of one of the indexes listed on page 32 and press . *These index sites have directories and 'search engines' that will help you find what you want.*

When the index site is on the screen you can **use one of 2 methods to search:**

EITHER choose one of the topic **categories** they list according to your interest

OR enter a **keyword(s)** in the box provided for *Searching the Web*.

You may not be exactly sure what you are looking for! Don't be afraid to try a number of different categories and keywords. You may be amazed at where it will lead you.

This is what's known as surfing the web.

Each time you make a choice you will be sent a list of categories or sites to choose from. Continue choosing until you narrow the search to a site that interests you. If you don't like the way the search is heading, click on to go back to the previous Web page or to go back to the Home Page.

USING "FAVORITES"

Web sites that are visited frequently from your own computer can be saved on a list of 'Favorites' (also known as 'bookmarks'). To access them, click on the word **Favorites on the Menu Bar**. The list of favorite sites will drop down. Click on your chosen site to open it.

BE PATIENT! It may take several seconds or even minutes for a Web page to build up on the screen, depending on how busy the Internet is. As the information comes in you will see the globe turning in the top right hand corner of the screen. Wait until the globe stops turning before you give any more instructions with the mouse or keyboard, otherwise you may interfere with the flow of information.

LINKS

Most browsers and web pages have buttons, graphics or headings that will lead you to other pages or other sites on the Internet. These are called 'links'. The text associated with the links is usually highlighted in color or underlined. You will know that it's a link if a small hand appears when you point to it with the mouse pointer. Just click on the link to get to another page of information on the topic.

GETTING AROUND A WEB PAGE

The information on a Web page will usually run off the screen, so you can only see a part of it at any one time. Use the cursor control keys or click on the '**scroll bars**' to move around the document. The scroll bars are along the right hand edge and the bottom edge of the page. The one at the right is used to scroll the text up and down while the one at the bottom moves it to the left or right.



LEAVING THE INTERNET

1. Close Microsoft Explorer:

CLICK on the **X** button at the top right hand corner of the screen.

- ### **2. Disconnect from the Internet: CLICK** on the **Disconnect** button in the connection window. (If this window does not appear automatically, click on the ISP icon on the desktop – the symbol is a telephone connected to computers.)

WEB SEARCH TOOLS

You will find several of the menu options and buttons on the tool bar helpful.

- BACK** Click this button to go back to the previous Web page you were looking at.
- HOME** Click this button to return to the Home page.
- HISTORY** Click here to get a list of all the sites visited recently. This is helpful if you want to return to a site you saw earlier, or even a few days before, but can't remember the address. Just click on the one you want to return to.
- FAVORITES** Use this menu when you know you have found a good site you know you will want to return to. Select "*Add to Favorites*".
- PRINT** Click the **PRINT** button to print the Internet page you are viewing. *Be wary!* There may be many pages of information on this topic and you might really only need a small part of it. Pressing the Print button will print all the pages, so it is often better to use the **File Print** command, since it will bring up a window which provides an opportunity to print selected pages. However you may still not know what page numbers you want. A better alternative in this case is to save the information to a file and print it from WORD.
- SAVE** The procedure for saving information from a Web site is the same as saving a document in WORD. Use the **File** menu and select **Save As**. Select the folder where you want to save the information and give it a name. You can choose to save it as an HTML file or as a rich text file. WORD will read either file. The HTML version will be complete in WORD, including all the colours and graphics, but will take up a lot of memory and may be difficult to edit. The rich text version will give you only the text, but will be available for you to reformat.
- SEARCH** This opens a side bar with *Explorer's* access to search engines. It is an alternative to using the web search offered on your Home Page.

TRY THESE WEB SITES

Two things to note:

1. You do not usually need to enter the prefix **http://**.
2. There are never any spaces between the words in the address.

Indexes

infoseek.com	A good point to start a search.
yahoo.ca	A good point to start a search.
www.askjeeves.com	Use a complete sentence to find information.
Seniorssearch.com	A good point to start a search.
pic5.infospace.com/canada/people.htm	A place to search for someone you've lost touch with: includes Canadian and international indexes.

Other starting points with good links

www.ageofreason.com	A resource centre with links to many sites of interest
www.seniorcentre.ca	Information, discussion and courses for seniors interested in learning.
www.mbnet.mb.ca	Seniors site, with links to many topics of interest including genealogy, humor, computers, libraries...
www.fifty-plus.net	The CARP (Canadian Assoc. of Retired Persons) site. Information, joke of the day, forums, and more.
riag.uqam.ca	A bilingual site for Quebec seniors

News Sites

www.canoe.com <i>(recommended home page)</i>	Canadian news, health information, weather, sports, crossword and more.
www.globeandmail.ca	Web version of the <i>Globe and Mail</i> .
www.cnn.com	CNN news from the United States
www.telegraph.co.uk	Internet version of the Telegraph from the U.K.
www.jpost.com	Internet version of the Jerusalem Post

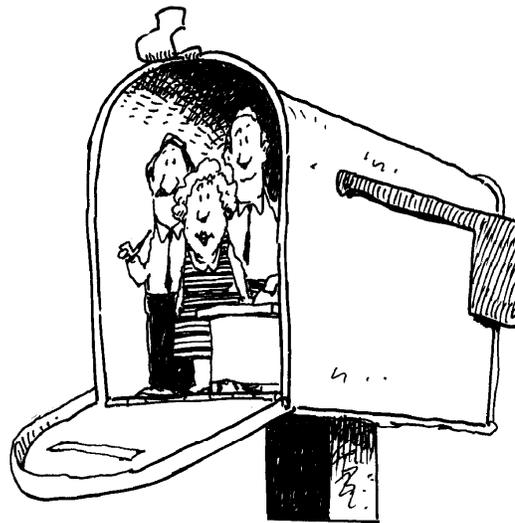
Other Sites of Interest

www.mcgill.ca	McGill university's web-site: research information, links to all the departments and faculties, directories.
www.montrealonline.ca	Montreal: events, galleries, museums, restaurants
www.cbc.ca	CBC's web-site, with schedules, program information and live radio.
www.iga.net/qc	Order your groceries for home delivery!
www.landsend.com	Fashion store: view and order clothing.
www2.bluemountain.com	Send an animated greeting card over the Web.
www.humormatters.com	A place to go to put a smile in your day.

6. ELECTRONIC MAIL

There are a number of different E-mail programs we could use. One is *Microsoft Outlook* which comes with *Internet Explorer*, but for this project we will be using a free on-line service called **Hotmail**. *Hotmail* has the advantage that each user can have their own E-mail address and private mailbox. In addition all the messages are maintained at the *Hotmail* server, not at the local computer, and a user can therefore read and send mail from any computer that has access to the Internet.

Each user registers with *Hotmail* and chooses an address and password. The address is in the format *myname@hotmail.com*. All E-mail addresses have this format: the part before the @ sign is specific to each user, while the part after the @ sign is the name of the service provider. Your E-mail address can be given to anyone who would like to send you messages, while your password is something known only to yourself and anyone else you can trust to help you access your mailbox.



ACCESSING YOUR MAIL

1. **CLICK** on the **INTERNET EXPLORER icon** on the desktop. *The “connection window” appears.*

2. **TYPE** in the **PASSWORD for your ISP provider**. (Note this is described in more detail in the previous chapter). Then **PRESS** or **CLICK** on the button.

No connection window?

If the *connection window* does not appear at step 1, pass to step 3 and it will appear after you select *Hotmail*, in which case you can enter the password at that point instead of earlier.

3. **WAIT** until the **Home Page** is complete.

When the page is complete the globe at the top right hand corner of the screen will stop turning.

4. **CLICK** on the **FAVORITES menu** and **SELECT HOTMAIL**.

(An alternative would be to enter the web address **www.hotmail.com**).

The Hotmail Home Page will appear with a sign up screen.

5. **ENTER** your personal *Hotmail USERNAME* and **PASSWORD** in the **boxes provided**. Then **PRESS** .

A new page appears showing the contents of your own personal mail in-box. You are now ready to read your mail or compose your own message.

LEAVING HOTMAIL AND THE INTERNET

1. **Leave Hotmail:**

CLICK on .

This takes you out of Hotmail, but you can still go to other web sites since you are still connected to the Internet.

2. **Close Microsoft Explorer:**

CLICK on the button at the top right hand corner of the screen.

3. **Disconnect from the Internet:** **CLICK** on the button in the connection window. (If this window does not appear automatically, click on the ISP icon on the desktop – the symbol is a telephone connected to computers.)

READING YOUR MAIL

The messages in your In-Box are the first thing you see when you sign on. They are listed with the sender's name or e-mail address, date and subject. New messages are indicated by an arrow at the left. You are told how many messages are in the in-box and how many are new. You may need to use the cursor keys or the scroll bar to view the entire list of messages.



To read a message, **CLICK** on the sender's name in the "**F**rom" column. The message will be displayed. Use the scroll bar to reveal the entire message.

After reading your message you can choose from the options shown both above (and repeated below) the message:



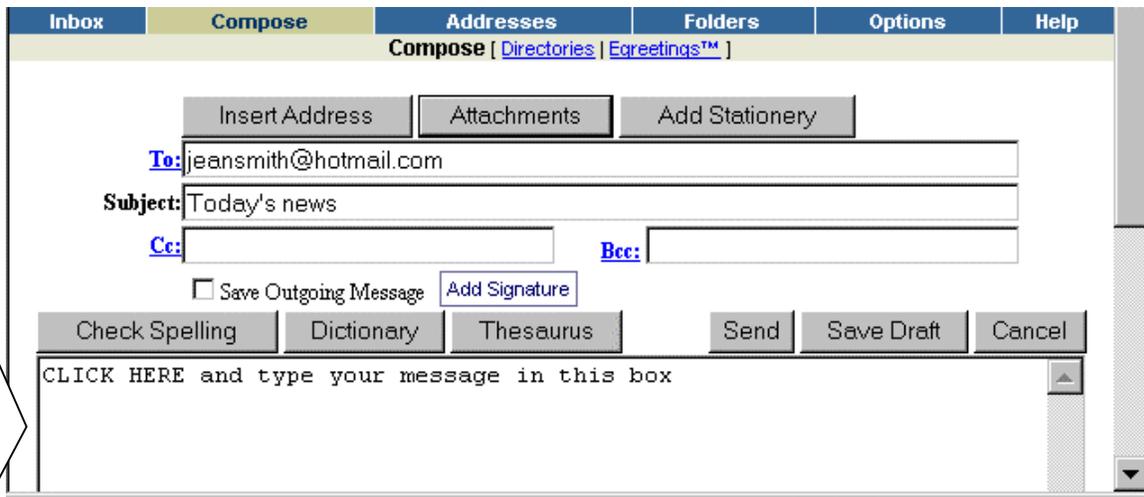
If you choose **REPLY**, a new message box appears with the name of your correspondent already entered. How to prepare and send your message is described on the next page.

The options are all self evident, but if you are unsure what any one means, give it a click and try it out. You can also print the message by clicking on the **F**ile menu and selecting **P**rint.

To record the person's address, put it in your address book. This is done while the message is open, by simply clicking on the link Save Address, which is alongside the sender's E-mail address at the top of the message.

COMPOSING A MESSAGE

Start by selecting the compose option that appears above your in-box. A new display appears ready for you to write your message:



1. **ENTER the E-mail address** of the person you are writing to. If you used your address book (see next page) or if you are replying to an E-mail, the address will already be there.
2. **CLICK** in the box marked '**Subject**' and **GIVE your message a title**.
3. **CLICK in the box provided for your message**. At first you only see the top part of the box. Using the scroll bar reveals the rest of the page.
TYPE your message.
4. When you are satisfied with your message **CLICK on Send**.
Your message is immediately on its way through Cyberspace!!!

Editing your message Clicking on the right mouse key while your cursor is in the message area will bring up a menu with features for cutting, copying and pasting which work the same as the equivalent buttons on the *WORD* toolbar.

Preparing your message in WORD To save time spent on the Internet you can write the message in *WORD* and **COPY** it onto the 'Clipboard'. It will stay on the clipboard as long as the computer is not switched off. Exit from *WORD*, sign on to *Hotmail*, then when your cursor is in the message box ready to write your message, **CLICK on the right mouse key** to get the edit menu, and **PASTE** your text into the E-mail message.

THE ADDRESS BOOK

Taking the trouble to put your friends' and relatives' addresses in your address book is time well spent. Once they are there you will never have to enter them again and you won't have to worry about remembering them.

ADDING SOMEONE TO YOUR ADDRESS BOOK:

1. **CLICK** on the **Addresses** option that appears above your in-box. *A new window will show you your address book entries.*
2. **CLICK** on **Create New**. *A screen will appear for entering the information.*
3. **ENTER** the **Nickname** and **E-mail Address** in the boxes provided. There is no need to give all the other details they ask for. Then **CLICK** on **OK**.

TO USE THE ADDRESS BOOK:

When you compose a letter, select **Addresses** instead of **Compose**. *Hotmail* will display the list of people in your address book. **CLICK** on the E-mail address of the person you want to write to, and a new message screen will appear with the address already in place.

ELECTRONIC MAILING LISTS

Sign up for an electronic mailing list to:

- ◆ Receive announcements of new initiatives, concerts, events, publications or products.
- ◆ Share information about hobbies or interests
- ◆ Discuss politics and other current issues
- ◆ Share information about TV shows, movies, entertainers
- ◆ Exchange medical information
- ◆ Regularly receive a quote, story or joke

On discussion lists, messages from other subscribers will appear in your E-mail box, and everyone on the list will receive your contribution. Select a mailing list at the web site **www.liszt.com** or from the discussion groups offered by **www.fifty-plus** or **www.thirdage.com**. Signing on is easy, and you can give yourself a nickname if you prefer to keep your identity private.

OTHER E-MAIL FEATURES

The principal E-mail features are listed along the top of your personal Hotmail screen. We have already discussed the first three, the **In-box, Compose and Addresses**. If you use E-mail regularly you are going to find the others useful too.

Folders

This option lets you organize your correspondence by filing messages away in folders. Clicking on the **Folders** option will show you the existing folders that *Hotmail* has created for you. You can make others, naming them for specific correspondents or topics. Once they are created you can tidy up, delete messages you don't want, and move others to appropriate folders. To do this, **select the messages by clicking the small boxes to their left, then:**

To delete: CLICK on the **Delete** button above the list of messages.

To file the message: SELECT the folder from the pull-down list called "Move to Folder".



Options

This enables you to personalize settings. For example, you can automate your signature, change default options for your replies and change your options regarding directory listings.

Help

Clicking here is the best way to find answers to questions not covered in this chapter. This **User's Guide** has easy to follow instructions on a lot of *Hotmail's* features. It includes **Instructions** on how to change or be reminded of your password.

NOTE: The pictures and some of the details in these instructions are all taken from *Hotmail*, but all E-mail packages have similar features. If you can use one, you will quickly be able to adapt to another package.

APPENDIX:

WRITING AND EDITING EXERCISES

The exercises presented here are intended for practicing writing and editing with the keyboard. They also offer ideas of what people might like to write about. They are not intended to be done in any particular order, rather they offer a choice and can be used according to people's needs and interests.

Each exercise is stored on the hard disk in a folder called "Exercises" and can be opened for editing. When you have completed the exercise, you can save your work on your own diskette.



EXERCISE 1

Edit this so it describes your own home town.

MY HOME TOWN

Vancouver is a wonderful city. It has a beautiful setting with a backdrop of the Rocky Mountains. From one of the city's many harbours ships can sail out to the Pacific Ocean.

The biggest park, located in the heart of the city, is Stanley Park. Vancouver citizens love to cycle, jog, roller blade or walk in the park.

You can get around town very quickly by public transportation. Everyone loves the SkyTrain which moves on an overhead rail.

The Vancouver climate is very mild. We get very little snow in the winter and by March there are already daffodils and crocuses blooming everywhere. People who like to ski go up to Whistler which is not too far away.

I am very proud of Vancouver's basketball team, the Vancouver Grizzlies. They have been having a very good season this year.

EXERCISE 2

You have two options here: you can edit it so that it describes this year and why it is special, or you can add some paragraphs about why 1967 was special for you.

THIS YEAR – 1967

This year is special because we are celebrating Canada's one hundredth birthday. It is 100 years since Confederation.

Pierre Elliot Trudeau is Prime Minister of Canada and Jean Lesage is Premier of Quebec.

In the summer many thousands of visitors will be coming to Montreal. They will visit Expo 67.

Many sports fans will be going to the hockey games at the Forum. In the summer they go to see the baseball at Jarry Park.

Place Ville Marie is the tallest building in Montreal.

International flights are now coming in at Mirabel airport

The Beatles are at the top of the hit parade.

EXERCISE 3

Edit this so it describes yourself. When you get to the last paragraph you can go on to tell more about your work experience.

ON BEING BILINGUAL

My name is Jean Smith.

I did not always live in Montreal. I was born in Ottawa, Ontario, but now I have lived in Montreal for 25 years.

In Montreal it is good to be bilingual. My mother tongue is French. I spoke French with my family at home. I learned English at school.

During the years I worked as a chef I always used French. I only used English when

EXERCISE 4

Here are some quotes that are good to copy type. Choose the one(s) you like best and type them in a new file. You could “dress up” the page by using fancy fonts. Another exercise could be to open the existing file, and re-order the list using the “Cut, Copy, Paste” buttons on the toolbar.

FOOD FOR THOUGHT

Nobody trips over mountains. It is the small pebble that causes you to stumble.
Pass all the pebbles in your path and you will find you have crossed the mountain.
-Unknown-

Some people change their ways when they see the light; others when they feel the heat.
- Caroline Schoeder-

Love is like the sun: when it's there, you just want to wallow in its glow, and when it's gone, you just want to sleep and drink hot chocolate.
- Allyson Jones-

A good idea will keep you awake during the morning, but a great idea will keep you awake during the night.
-Marilyn Vos Savant-

One ought, everyday, to hear a song, read a fine poem, and, if possible, to speak a few reasonable words.
-Goethe-

Wisdom is what makes a poor man a king, a weak person powerful, a good generation of a bad one, a foolish man reasonable.
-Irish saying-

There is this difference between happiness and wisdom: he that thinks himself the happiest man, really is so; but he that thinks himself the wisest, is generally the greatest fool.
-Charles Caleb Colton-

EXERCISE 5

This is a free-form writing exercise. Choose a special trip you would like to write about. Read the questions and answer each in a paragraph. You can start with a new document. When you have finished you can look it over to see if there is anything else you want to add or change.

A WONDERFUL VACATION

Where did you go, when and for how long?

Did you travel on your own or with family or friends?

How did you get there?

What was special about this holiday? Sights you saw, people you met?

EXERCISE 6

For this exercise choose who you would like to write about and start a new document, giving it an appropriate title. Read the questions and answer each in a paragraph. Then you may want to expand it with additional paragraphs.

A SPECIAL SON/DAUGHTER/NEPHEW/NIECE/GRANDDAUGHTER/GRANDSON

Who is this special person – name, age?

Where does she/he live? Have you seen him/her recently? Are there things you like to do together?

What are his/her activities – studies/work/family responsibilities?

What does he/she look like? Is there a family resemblance?

What would you wish him/her for the future?

EXERCISE 7

There are quite a few mistakes (typos) in this article. Practice your editing skills by making the corrections, and learn about the Internet at the same time.

INTERNET AND THE WORLD WIDE WEB

WHAT IS THE INTERNET?

The Internet, the Net, the Information Highway etc., is a giant network, which connects computers around the world. It is a global system connecting public and private computer networks. It enables universities, governments, business and consumers to share files, post notices and converse via computers, modems and phone lines.

HOW DO ALL THOSE COMPUTERS TALK TO EACH OTHER?

The Internet uses a set of standards called TCP/IP. They let different types of machines on different types of networks share information. The information is transmitted through a process called PACKET SWITCHING. Now, you could move a file from Computer A to Computer B by stringing a permanent phone line between the two. But that would be impractical and expensive. With packet-switching technology, the file is broken up into small packets, which are individually addressed and routed from stop to stop along the network before being re-assembled at their final destination. It's like mailing a pack of playing cards from Tadoussac to Nanaimo - in 52 envelopes.

WHERE DID IT COME FROM

The Internet began as an experimental system, funded by the U.S. Department of Defense's Advanced Research Project Agency. In the network's earliest days, only computer scientists at a handful of research institutions across the country were given access. As the Net grew, its population broadened to include researchers from other disciplines. Only in recent years did businesses, government and large numbers of people without technical or academic backgrounds, begin to homestead on the Net.

HAT IS THE WORLD WIDE WEB?

The Web is an area of the Internet organized into "home pages" or "sites" - places where you can get information about individuals, organizations, and almost every topic under the sun. The World Wide Web contains text, sound, video, graphics and animation.
