

start here



Getting online

one click at a time



A beginner's guide to using computers and the internet

BBC
First
Click

BEGINNER'S GUIDE



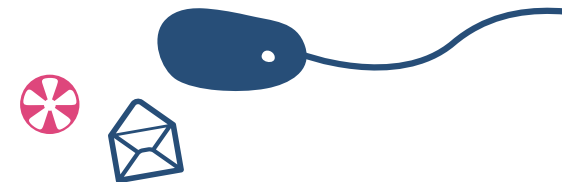
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easy



Welcome



If you think computers and the internet are not for you, you're not alone.

If you think you're too old or too stupid to use it, you're not alone.

There are millions of people who feel the same way.

Computers and the internet have become a part of everyday life – from staying in touch with friends and family and sharing photographs to booking holidays and doing your shopping online.

It's all really useful... if you know how!

That is why the BBC has created this guide to help those people who have never used a computer or the internet to understand and enjoy the benefits they offer.

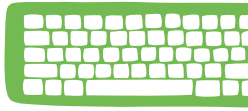
It takes you step-by-step through the very basics like using a mouse and a keyboard, through to searching the internet and sending emails.

To help you practise these new skills, a number of the topics include links to interactive activities on the BBC WebWise website. As your confidence grows, you will be able to download more topics from the First Click website to include in your guide.

It really is easier than you think... so get ready to take your first click.



I: Using a computer



- I.1 Switching on your computer
- I.2 Using a mouse
- I.3 Desktop and icons
- I.4 Using a keyboard



Bill



“I really want to use the internet, but I need to get to grips with some computer basics first.”

I.1: Switching on your computer

This is a basic introduction to different types of computers and how to switch them on.

This section covers:

- Switching on a computer
- The difference between a desktop computer and a laptop



To switch your computer on, you need to press the power button.



1.1: Switching on your computer



The main difference between a desktop and a laptop is that a laptop is smaller and portable. Laptops also have a touchpad which can be used instead of a mouse but you can connect a mouse to a laptop if you prefer.



1.2: *Using a mouse*

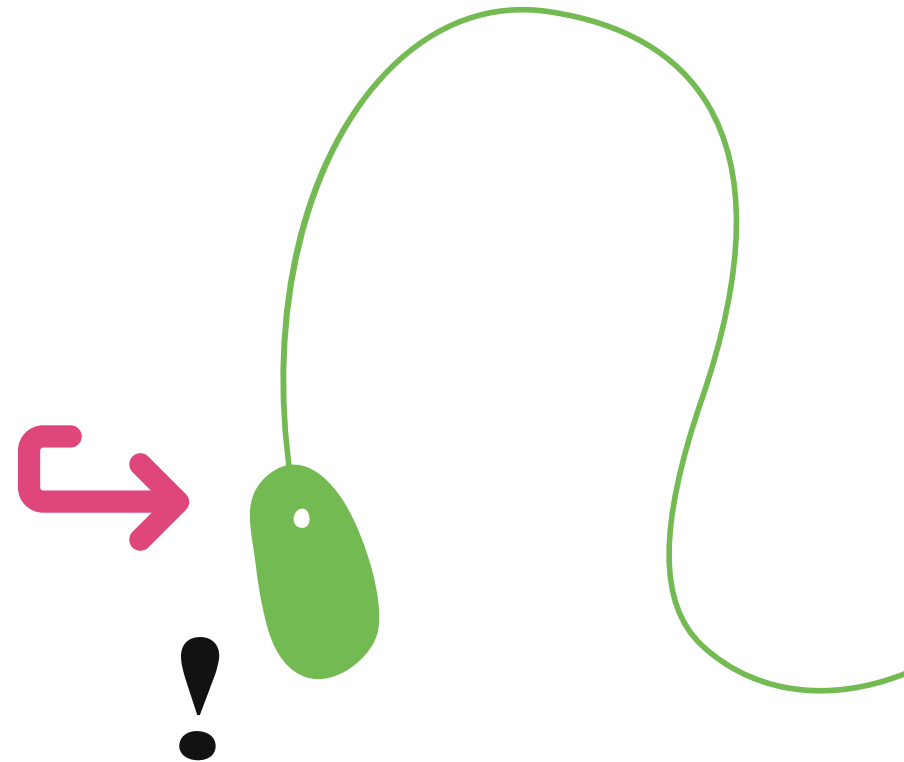
This section is all about the mouse and how you use it to control your computer.

This section covers:

- What a mouse is for
- How to hold a mouse
- How to use a mouse to select, open and move items on your computer

What you need to have covered already:

- Switching on your computer



1.2: Using a mouse



What a mouse is for



A **mouse** is one of the main ways to control your computer.

Most mouse designs have two buttons – a **left button** and a **right button**.

A mouse needs to be flat on a surface with the end with the buttons pointing towards the computer. Most people find it easier to position the mouse to the side of the keyboard.

To hold the mouse you rest your hand over it and put your **index finger** on the left button and rest your thumb on the side.



If you are left-handed you may find it easier to put the mouse on the left-hand side of your keyboard and use your middle finger for the left button.

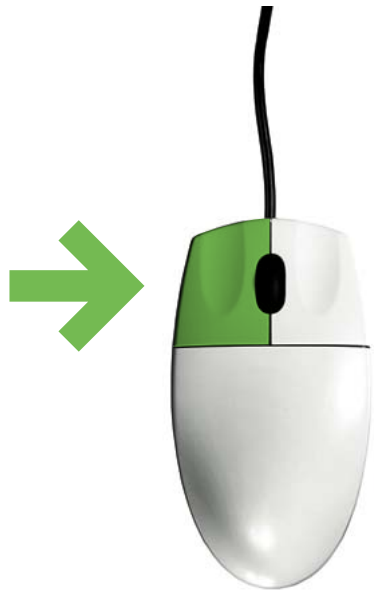
1.2: Using a mouse



What a mouse is for



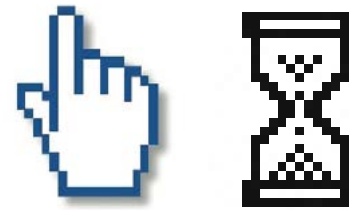
You only need to use the **left button** for this section. If you click on the right button – don't worry. Just click on the left button again.



When you move the mouse it moves a pointer or **'cursor'** on the screen.



The cursor will change **shape** depending on what you are doing.



1.2: Using a mouse



Getting to know your mouse



An **arrow** lets you select things and move them around.



A **hand** lets you open a link on the internet.



An **hourglass** (if using Windows Vista this will appear as a revolving circle) is asking you to wait while the computer does a task.



1.2: Using a mouse

Using the mouse to do tasks

You can use your mouse to do a variety of tasks – **select** things, **open** things and **move** things.

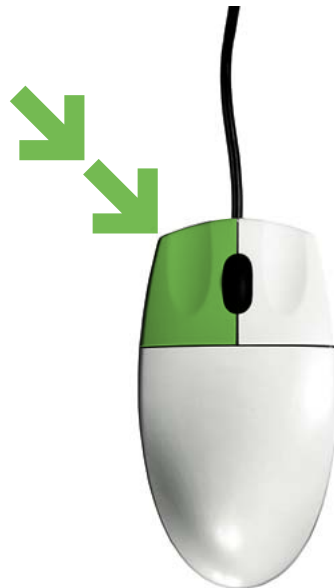


To **select** things, move your cursor over the item, click once with the left button and let go.



Me

To **open** things click twice on the left button – think '*knock, knock*' on a door.



To **move** things, you need to 'drag and drop'. Hold down the left button as you 'drag' the mouse along. Let go of the button once you have positioned the item where you want it.



You can practise your mouse skills with the BBC WebWise game, **Clicky Mouse**.

Your course leader can help you find it and get started with the game.

www.bbc.co.uk/firstclick



1.3: Desktop and icons



Getting to know your desktop and icons

This section is all about explaining what you see when you turn your computer on.

This section covers:

- What you will find on your desktop
- Where to find your start button, taskbar, menu bar and toolbar
- How to move between windows
- How to hide a window, make a window bigger and close a window

What you need to have covered already:

- Switching on your computer
- Using a mouse

A **desktop** is what you see when the computer is turned on. When you open programs or files they appear on your desktop.



From your desktop, you can use **shortcuts** to find files and programs on your computer.



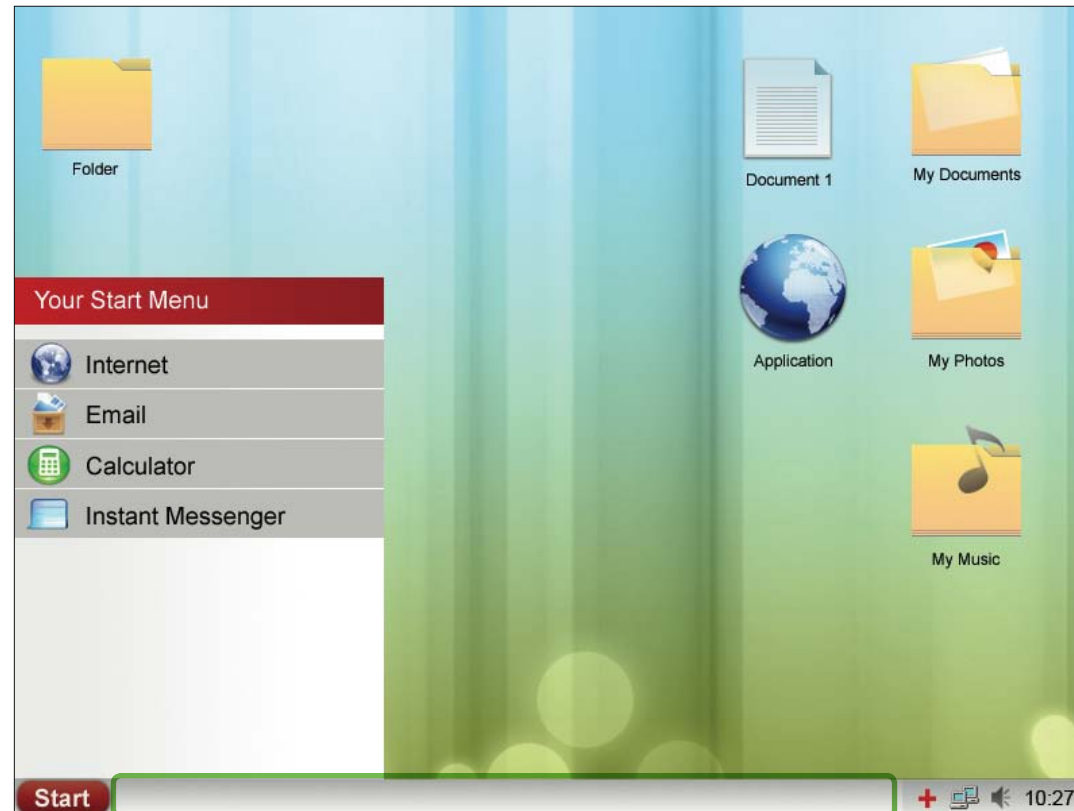
An **icon** represents a file, folder or program.

Icons look different for each type of file or program.



I.3: Desktop and icons

Getting to know your desktop and icons



The **start** button lets you open programs and files on your computer.



The **taskbar** shows which programs and folder or documents you have open.

1.3: Desktop and icons



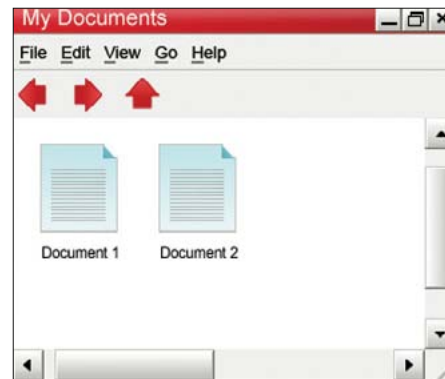
Getting to know your folders and windows



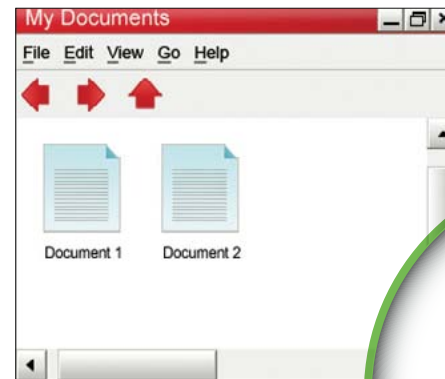
A **folder** stores files such as documents or pictures.



When you open a **folder** or file by clicking twice on it with your mouse, its contents will appear in a **window**.



You can use the **scroll bars** to move around the window.





1.3: Desktop and icons

Getting to know your folders and windows



The **title bar** displays the name of the folder, document or program.

The **menu bar** has **commands** where you choose what to do with your folder, document or program.

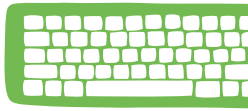
The **tool bar** has **shortcuts** to the commands in the menu bar.





1.3: Desktop and icons

Moving between windows



You can have more than one window open at a time.

The active window has a highlighted title bar and is in front of the other windows.

To move between windows click on a window or on the button on the taskbar.



The open windows are displayed as buttons on the taskbar. The active window button will be a different colour.



1.3: Desktop and icons



Moving between windows



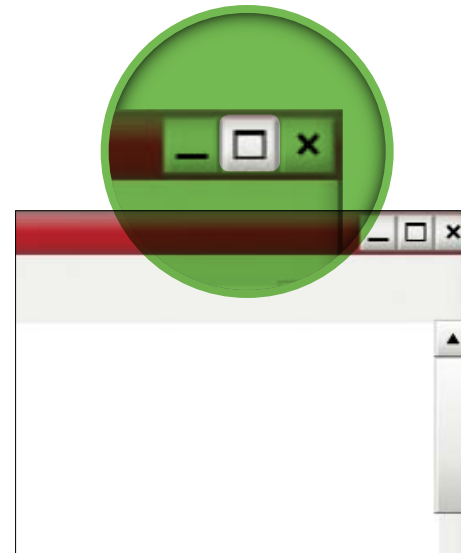
To hide a window, click on the **minimise** button in the top right hand corner.



To bring back the window, click on its button on the **taskbar**.



To make a window larger and fill the screen, click on the **maximise** button.



To close a window click on the **close** button.

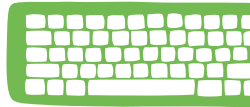
You have now covered 'Desktop and icons'.



I.4: *Using a keyboard*



How to put information (words and numbers) into your computer



This section covers:

- What a keyboard looks like
- What the different keys do and how to use them

What you need to have covered already:

- Switching on your computer
- Using a mouse
- Desktop and icons



I.4: Using a keyboard



What a keyboard looks like

A keyboard is for putting information such as letters, words and numbers into your computer. The **keys** are the individual buttons you press when you type.

The number keys run across the top of the keyboard and are also on the right of the keyboard.

The symbol keys to the right of the letters include symbols such as the question mark and full stop.

The keys that surround the letters, numbers and symbol keys on the left, right and bottom of the keyboard, help you to choose where and how you type.

The letter keys are in the centre of the keyboard.



I.4: Using a keyboard



Using the keys



When you open a document or click in a box to type, you will see a flashing vertical line. This is the **cursor**. It tells you where you are going to start typing on the page or screen.

Cat



Press the **letter keys** for letters. You will notice they are laid out in a non-alphabetical order. This is called a **QWERTY** layout.



Press the **number keys** for numbers and press the **symbol keys** for symbols.



I.4: Using a keyboard



Using the keys

Pressing the **Shift** key lets you type capital letters and the symbols at the top of the keys.

The **Shift** keys are on the left and right of the keyboard, with the arrow pointing upwards.

For **capital letters**, press down the shift key and hold and then type the letter.

For **symbols** at the top of a number key, press down the shift key and then type the symbol.

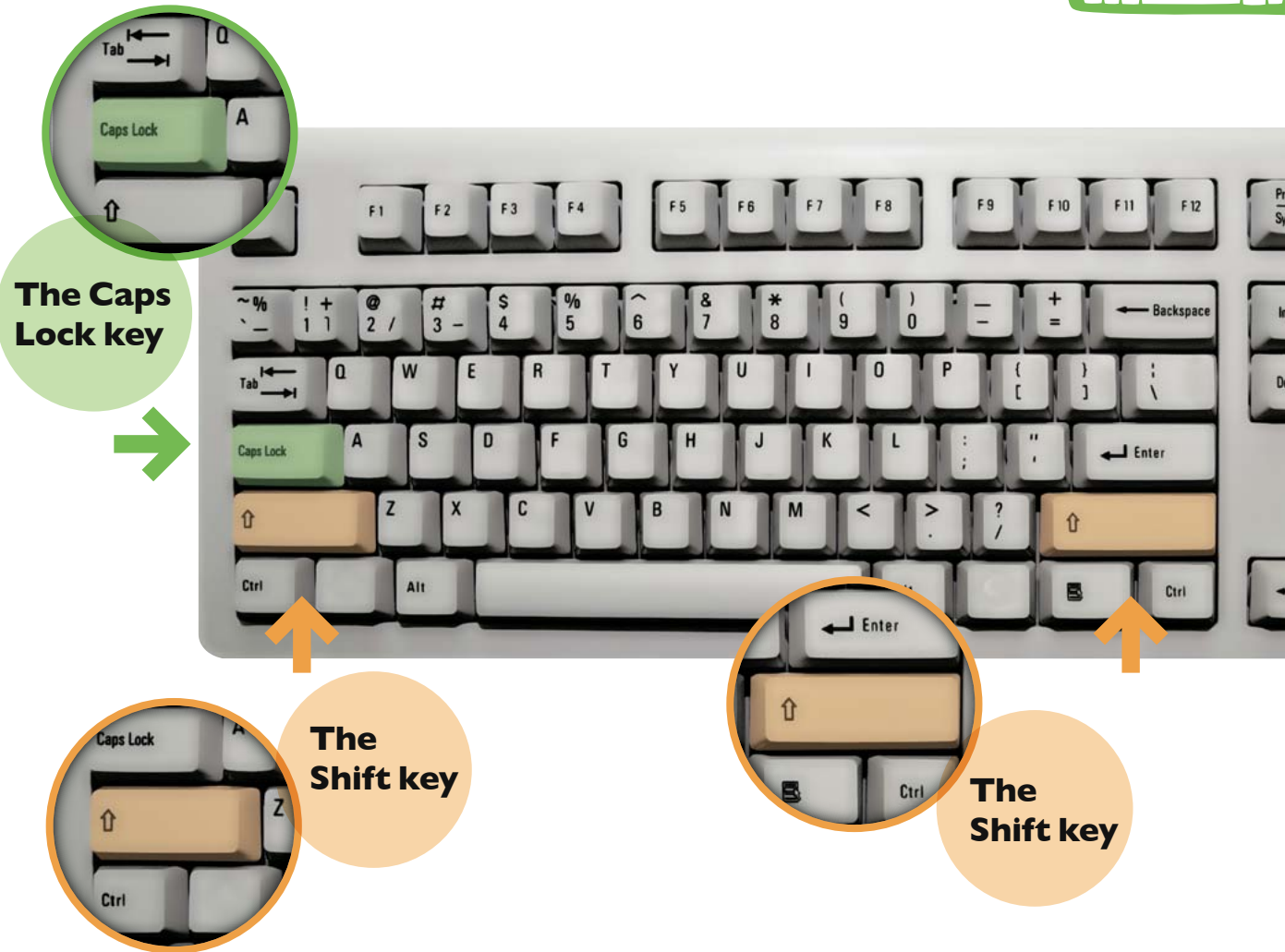
You can use the **Shift** key to type any symbol at the top of a key.

When you let go of the **Shift** key you will begin to type lower case letters and numbers again.

The **Caps Lock** key lets you write in capital letters.

To turn it on, press it once and then type.

To turn it off, press it again.





I.4: Using a keyboard

Putting in spaces, moving your cursor and deleting text

The **space bar** puts a space between words. You press it once to put in a space.

The **Tab** key puts a bigger space between words. You press it once to put in a space.

The **Enter** key moves your cursor down a line.

The **arrow** keys let you move your cursor in all directions on the page or screen – up, down, left and right.

To delete your typing you need to put your cursor to the right of a word. Press the **Backspace** button to delete your word. The cursor will move to the left and delete as it goes.

Practise your keyboard skills

You can practise your keyboard skills with the BBC WebWise **Keyboard Shooting Gallery Game**.

Your course leader can help you find it and get started with the game.

www.bbc.co.uk/firstclick



Keyboard Shooting Gallery Game



2: Using the internet

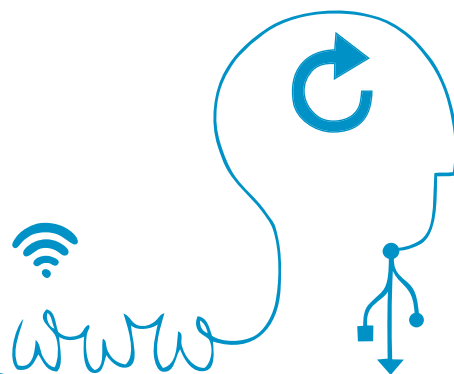
2.1 What the internet is

2.2 Searching the internet

2.3 Staying safe online



Pat



“I like finding new recipes online and find websites a great way to find out more about the things that interest me.”



2.1: *What the internet is*

Understanding how the internet works

This section covers:

- Understanding how the internet works
- Using a web browser
- Browsing the internet

What you need to have covered already:

- Switching on your computer
- Using a mouse
- Desktop and icons
- Using the keyboard

The internet is a worldwide network of computers all connected to each other by telephone lines, cables and satellites. It's like a huge library of information.

On the internet you can read the news, shop, pay bills, send emails, watch television programmes and more.





2.1: What the internet is

Using a web browser

The information on the internet is contained in **websites** and on **webpages**.

To connect to the internet you need an **Internet Service Provider** or **ISP**.

Your mobile phone company, home phone, cable television provider or even your local supermarket chain can offer you an internet connection.

A broadband internet connection allows you to access the internet.



The **address bar** has the address of the website you are on. Every website has an address, which is also called a **URL**.

For example, the URL for the BBC website is:

www.bbc.co.uk

The **www** stands for **World Wide Web**. Most websites have this at the beginning.

The **BBC** is the name of the website.

The **.uk** shows the BBC website is in the United Kingdom.





2.1: What the internet is

Using a web browser

You view websites and webpages in a web browser. A **web browser** is simply a way of being able to view webpages.



All web browsers have similar features.



You can normally open your web browser from a shortcut on your desktop. Two of the most popular browsers are **Internet Explorer** and **Mozilla Firefox**.

Internet Explorer



Mozilla Firefox



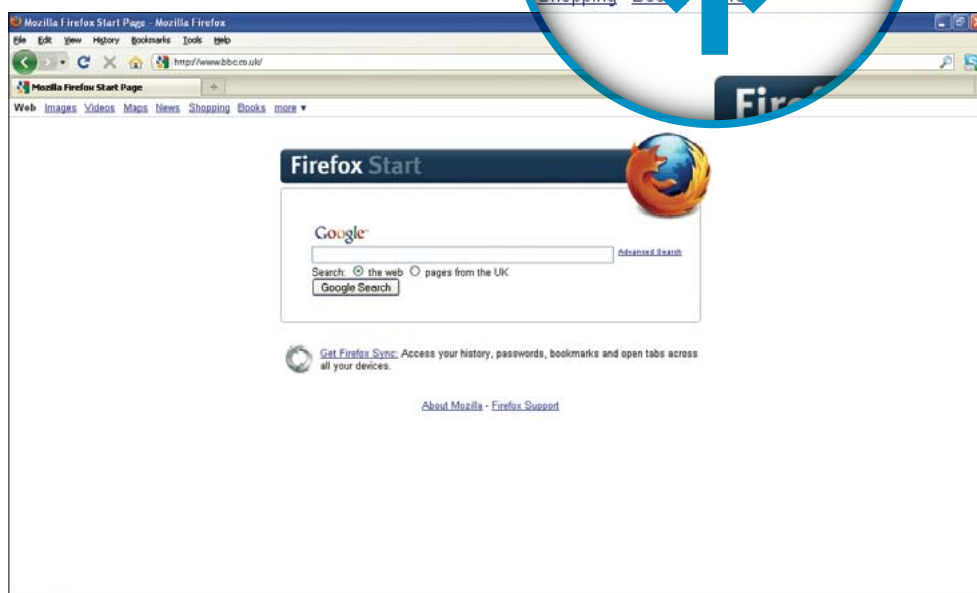


2.1: What the internet is

Using a web browser

At the top of the browser you will find an **address bar**.

To go to a website you need to put its address into the address bar.



To do this click with your cursor and type the address **www.bbc.co.uk** directly into the address bar.

If there is already an address in the address bar, click on it to highlight it and start to type. The new address will start to appear.



Press the **Enter** key to go to the website.



2.1: *What the internet is*

Using a web browser

A web browser also has a toolbar. You use the toolbar buttons to move around websites and update webpages.

Click the **Home** button to go to the first page you see when you open your web browser. The home button looks like a house.

Click the **Back** button to go back to a page you have already visited.

Click the **Forward** button to go to the page you were on before you pressed the back button.

Click the **Refresh** button to reload or update a page you are on.

Click the **History** button to see what websites and webpages you have already visited.





2.1: What the internet is

Browsing the internet and using links

To explore inside a website you need to click on links.

This is called 'browsing' or surfing the web.

A website is like a book which has a front cover or home page, and lots of other pages, which are called webpages.

A **link** can take you to a webpage in the website.

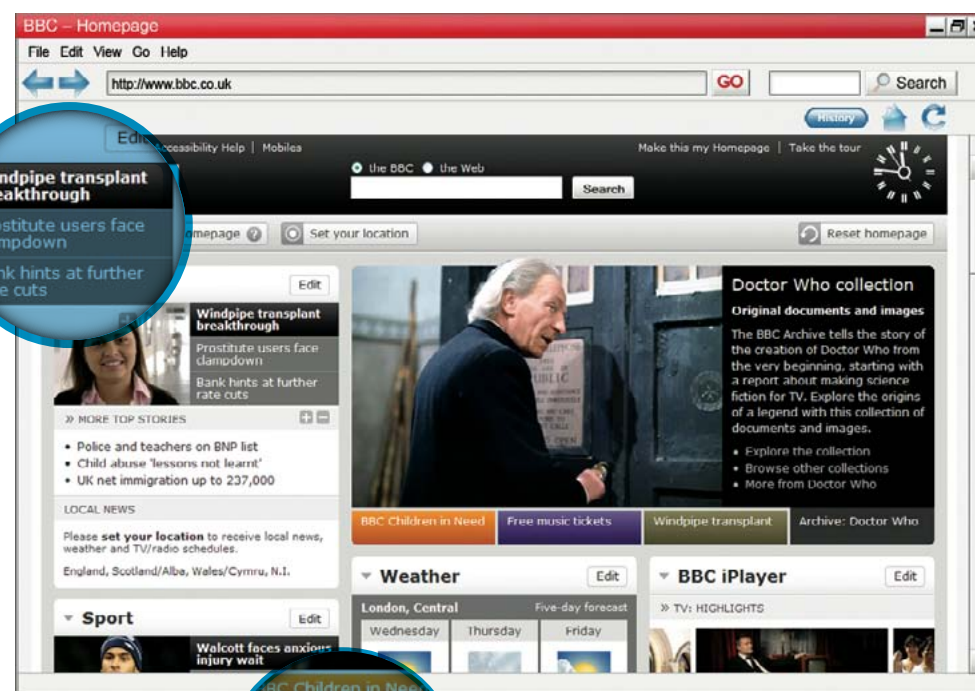
A **link** can also take you to a different website.

A **link** can be text, a button or an image.

Links are highlighted so you can spot them.

Your **cursor** will change to a hand when it moves over a link.

You have now covered 'What the internet is'.





2.2: Searching the internet

Why use a search engine?

This section covers:

- Why use a search engine
- Opening and using a search engine
- Making your search better

What you need to have covered already:

- Switching on your computer
- Using a mouse
- Desktop and icons
- Using a keyboard
- What the internet is





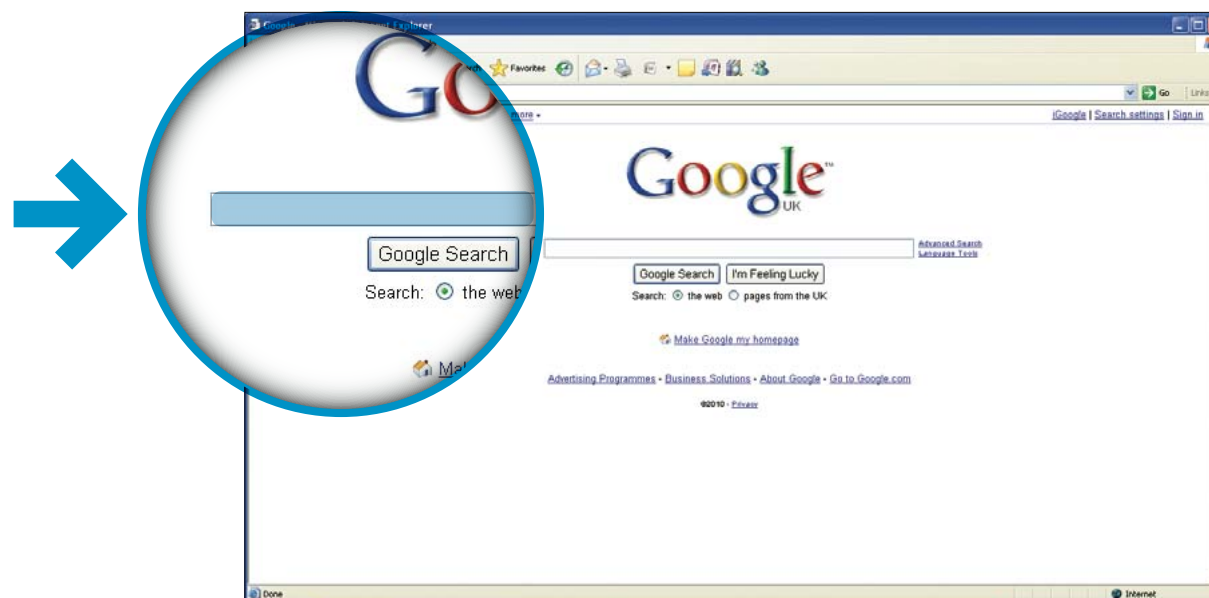
2.2: Searching the internet

Why use a search engine?

The internet has millions of websites and webpages. You can search for almost anything – from recipes and local news, to history and gardening tips.

To search the internet effectively you need a search engine.

- A search engine will scan through thousands of websites and webpages on the internet and collect and organise the information it thinks is most relevant to you.
- Some of the most popular search engines are:
Google www.google.com
Yahoo www.yahoo.com
Bing www.bing.com

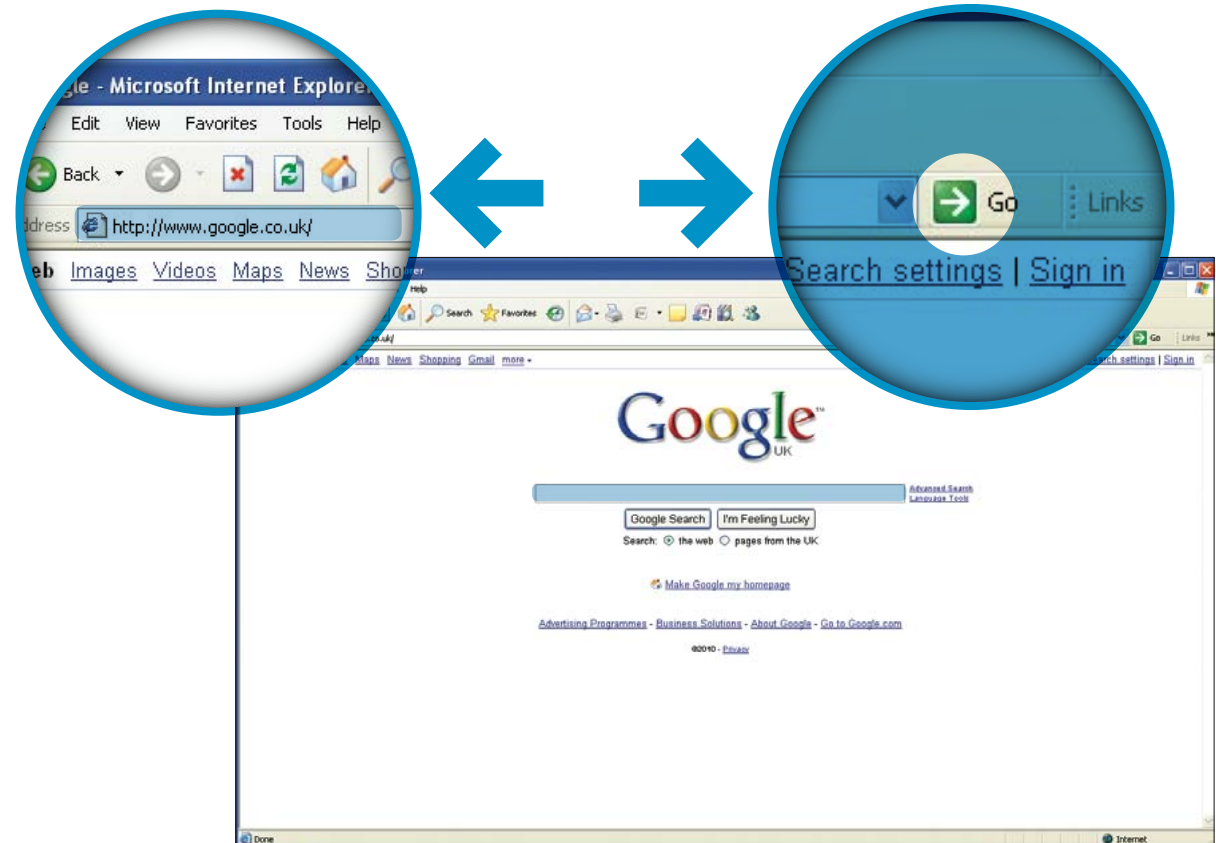




2.2: Searching the internet

Opening and using a search engine

- To use a search engine, for example Internet Explorer or Mozilla Firefox, you need to open your web browser
- Type in the address of the search engine you want to use in the address bar
- Click the **arrow** key on the address bar or press the enter key on the keyboard. This will take you to the search engine
- The search engine has a **search box** or search field

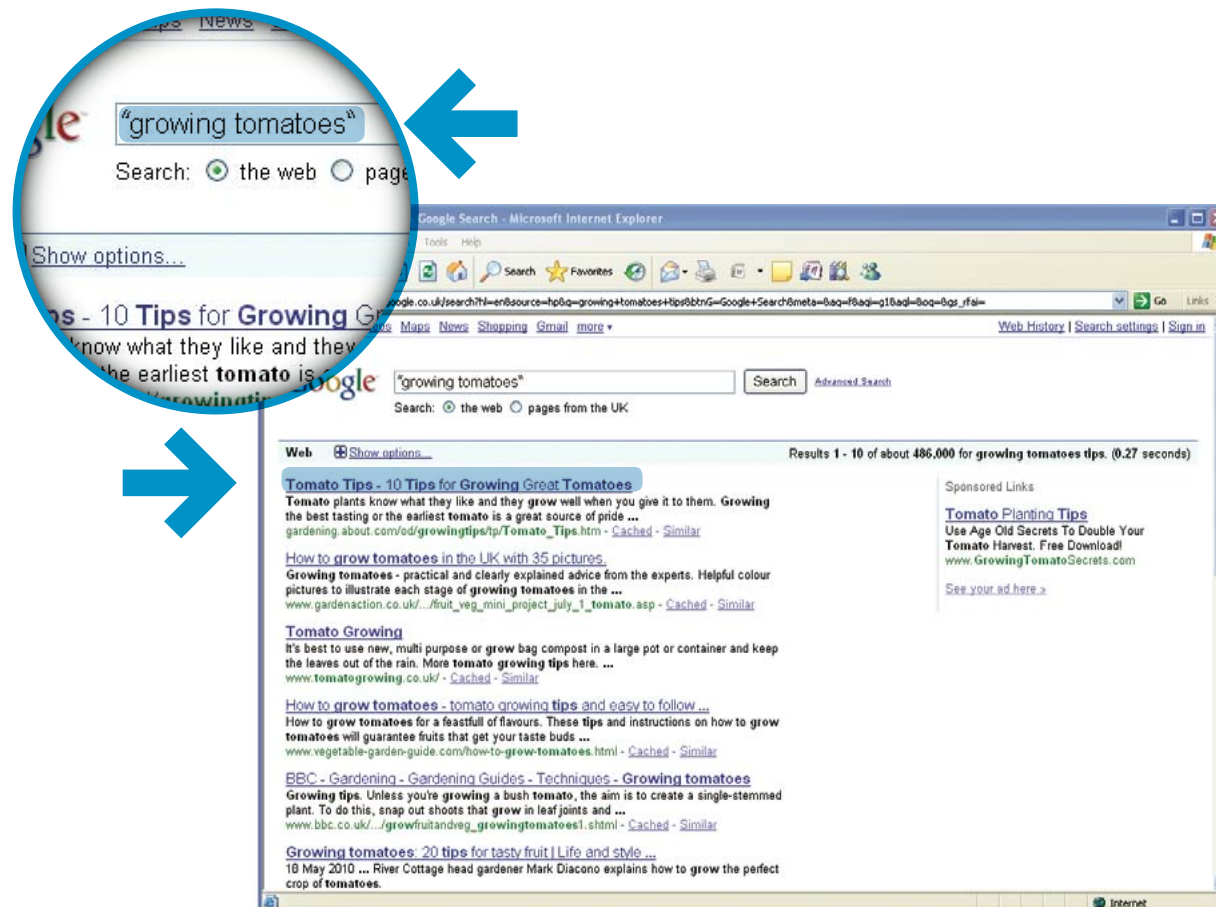




2.2: Searching the internet

Opening and using a search engine

- To search you type **key words** into the search box and press the search button
- Key words are words that describe what you are looking for in the most simple and direct way, for example “growing tomatoes”
- The result from your search will appear as a list of websites and links. The most popular or relevant will be at the top of the list
- To visit a site, click on a **link**





2.2: Searching the internet

Making your search better

You can make your searching more effective by following a few handy tips:

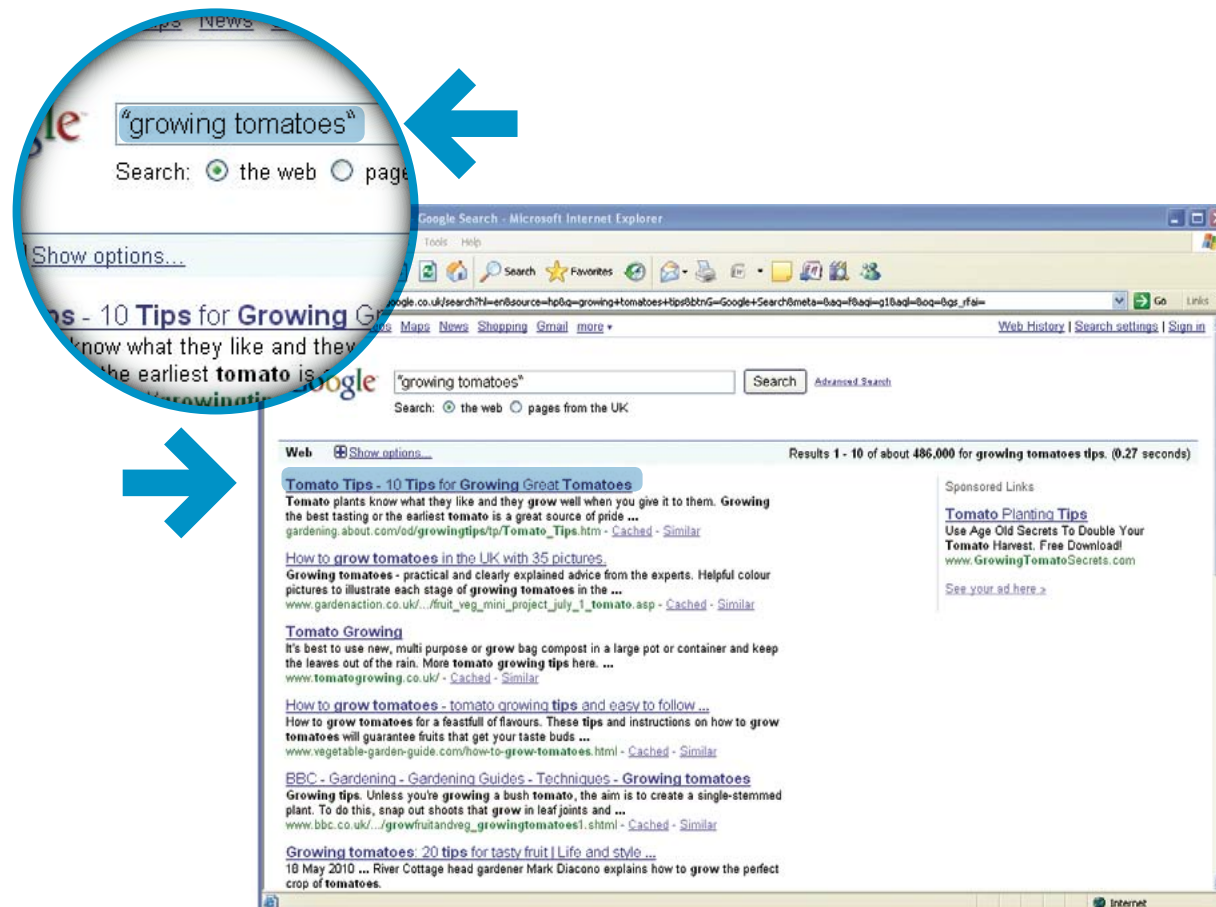
- Use key words not full sentences or questions. For example, instead of typing “I need tips for growing tomatoes” simply type “growing tomatoes”
- If you can't find what you want, try to use different words or a different way of expressing it
- Practise putting key words into the search box and pressing the search button
- A list of search results will appear, with the most popular websites near the top of the list
- To view a website, simply click on the link

Practise searching the internet

You can practise your searching skills with the BBC WebWise [Searching the internet challenge](#) game.

www.bbc.co.uk/firstclick

Your course leader can help you find it and get started with the game.





2.3: *Staying safe online*

This section is all about how to stay safe when using the internet.

This section covers:

- Software that keeps your information safe on your computer
- How to recognise and prevent suspicious emails
- How to create strong passwords for use on websites
- How to shop safely on the internet
- Where else to go for more information

What you need to have covered already:

- Switching on your computer
- Using a mouse
- Desktop and icons
- Using a keyboard
- What the internet is

The internet is a wonderful tool that has lots of benefits and can make your life better. Unfortunately, the features that make it easy for honest people to use can also be exploited by criminals and people intending to cause disruption.

But you should not let fear stop you using the internet. There are a few simple precautions that can keep you and your password information safe.





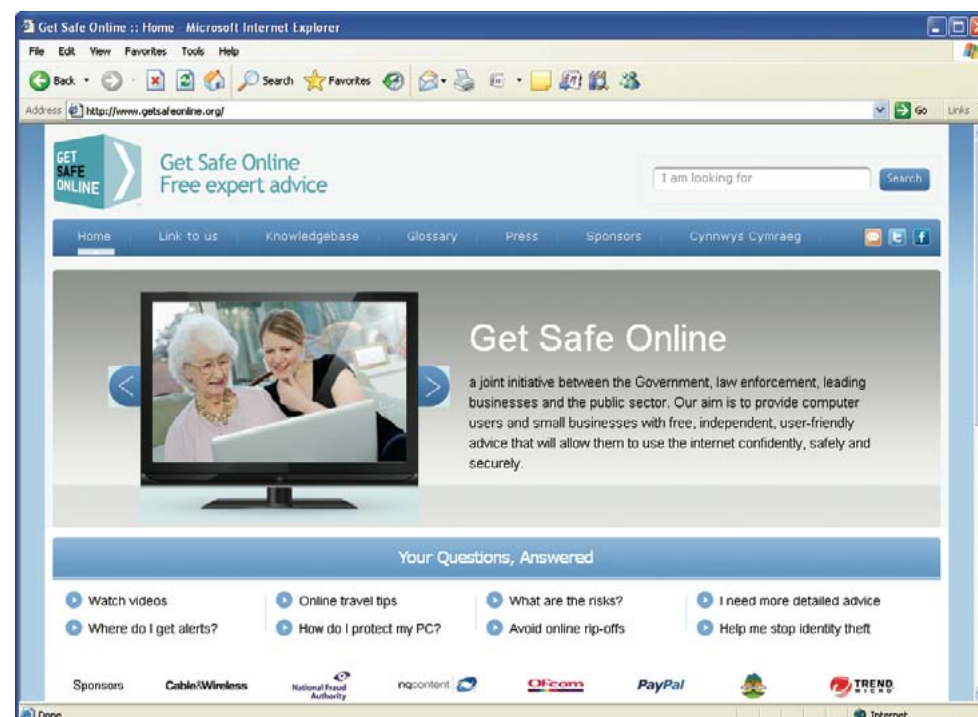
2.3: Staying safe online

Making sure your computer is secure

It's important that your computer at home is protected. You do this with special programmes:

- Firewall software
- Anti-virus software
- Anti-spyware software

You can also find other tips for keeping your computer safe at www.bbc.co.uk/webwise or www.getsafeonline.org





2.3: Staying safe online

Keeping an eye on emails

People may send you emails to try and access your private information such as bank account or credit card details.

You may also get **SPAM emails which are sent to thousands of people and usually advertise products or services.**

To protect yourself against these types of emails follow these tips:

- Don't open an email from someone you have never heard of. Delete it immediately
- If you do open it by accident, don't click on any links. Never reply to a SPAM email
- You can put a block on unwanted SPAM email on your email account – this will also block most fraudulent emails too
- Use an up-to-date web browser as these can warn you against sites that may try to gain your information fraudulently
- Don't give away your password or any personal information. No legitimate company will ever ask you for your password



PLEASE NOTE

In Section 3 you will learn all about sending and receiving emails.



2.3: Staying safe online

Username and passwords

Sometimes you need usernames and passwords to register on certain websites.

A **username** can be anything you want it to be. You might not want to use your real name as this will help keep your identity unknown and safe.

Choose a password that is memorable and not easy for someone else to guess.

The best type of passwords mix letters and numbers. This is known as a **strong password** as it is a lot more difficult to work out what it would be.

Examples of a bad password: password
michaelsmith

Examples of a good password: he770Mum
Mik35th

- It is safer to have different passwords for different websites.
- You use your **username** and **password** to log in to a website
- After you have used a website you should always **log off**
- Remember – never give your password to anyone

Practise creating a strong password using the BBC WebWise game, **Password High Striker**. You can find it at www.bbc.co.uk/firstclick

Your course leader can help you find it and get started with the game.



Password High Striker



2.3: Staying safe online

Shopping on the internet

One of the benefits of the internet is the ability to shop from a wide range of stores and buy items on auction sites.

To protect yourself when shopping online follow these tips:



- Use retailers that have a good reputation as 'high street' shops, or established brands
- Follow the security advice carefully on websites that you trust as its there to help you
- Never download illegal software, music or videos
- Make sure that you are on a **secure site** when you need to give credit or debit card details
- There will often be a **padlock symbol** either next to the address or at the bottom right corner of the page
- You can find out more information about staying safe on the internet by clicking on 'Safety and privacy' section on www.bbc.co.uk/webwise

PLEASE NOTE

A secure site will start with **https://** The 's' is what indicates it's a secure site.



3: Using email



3.1 Sending and receiving email



Geoff



“Learning how to use email has helped me to keep in contact with family and friends who live abroad”

3.1: *Sending and receiving email*



What is email?

This section covers:

- What is email
- Sending and receiving an email
- Sending attachments
- Forwarding an email and using contacts
- Your email folders

What you need to have covered already:

- Switching on your computer
- Using a mouse
- Desktop and icons
- Using a keyboard
- What the internet is
- Staying safe online





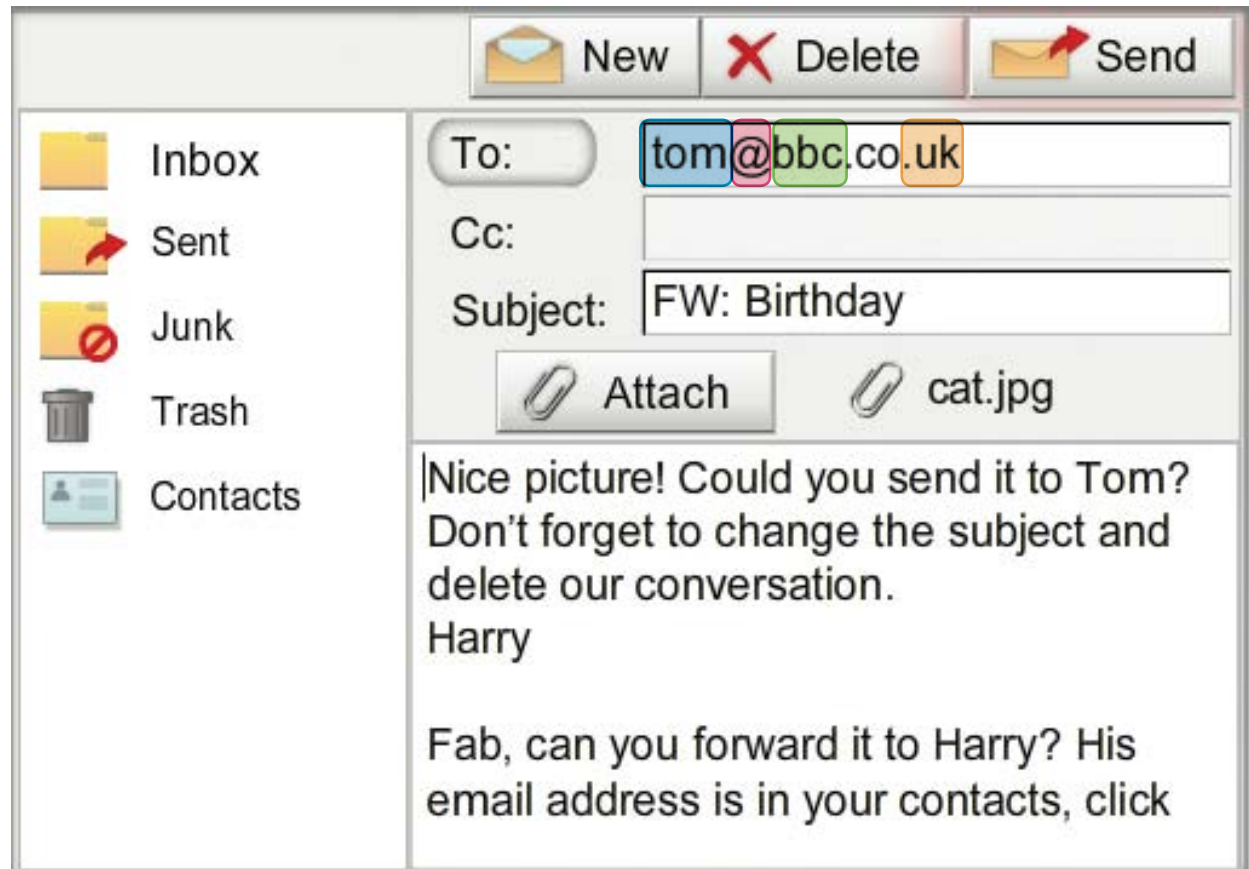
3.1: Sending and receiving email

What is email?

Electronic mail or email is a quick way of sending messages to people using the internet.

You send an email to a person's email address. An email address is made up of the following parts:

- **tom** is the person's name or user name – the name they use
- The **@** stands for the word 'at' and means that they are connected to the **bbc.co.uk** part of the address
- After the **@** is the **name of the place** where the person works or the place which provides the email address
- **.uk** shows that the email address is for someone in the United Kingdom





3.1: Sending and receiving email

Sending and receiving an email

An email appears in your inbox

You can tell it is a new or unopened email as it will appear in bold. You can see who the email is from and the subject of the email.

An email has the following features:

- An **address bar** where you put the email address
- A **subject bar** where you write what your email is about
- The **main body** of the email, where you write your message

You can practise sending and receiving email with the BBC WebWise game, **Email with Dick and Harry**.

www.bbc.co.uk/firstclick

Your course leader can help you find it and get started with the game.



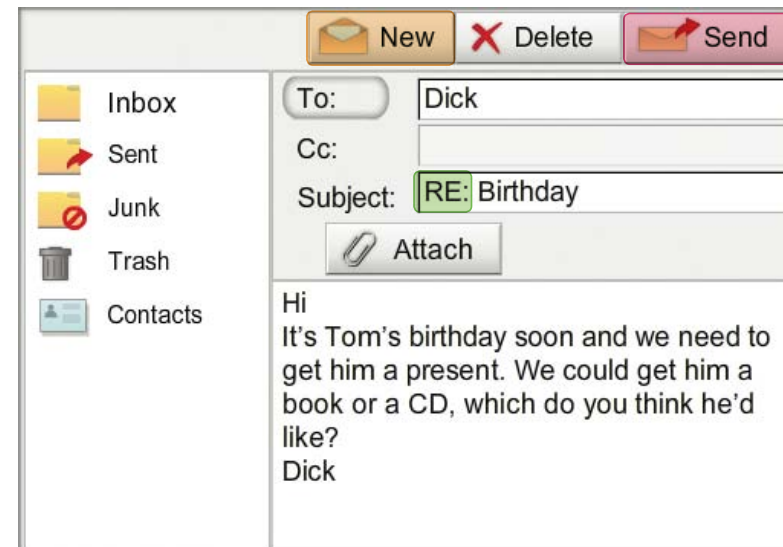
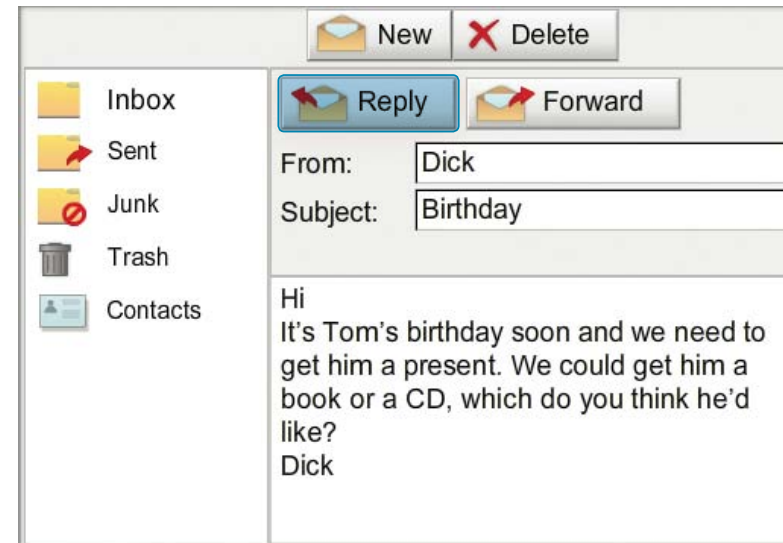


3.1: Sending and receiving email

Sending and receiving an email

You open an email by clicking twice on it, for example in the subject line. Once an email is open you can reply to it. You reply by clicking on the **Reply** button.

- This will open a new email
- The address will already be completed as you are replying to the email
- The subject line will be completed and will start with **RE:**
- You type out your message in the main body of the page
- You send by clicking on the **Send** button
- To create a new email you click on the **New** button
- You type the email address in the address bar and a subject in the subject bar
- Type in your message and then press **Send**



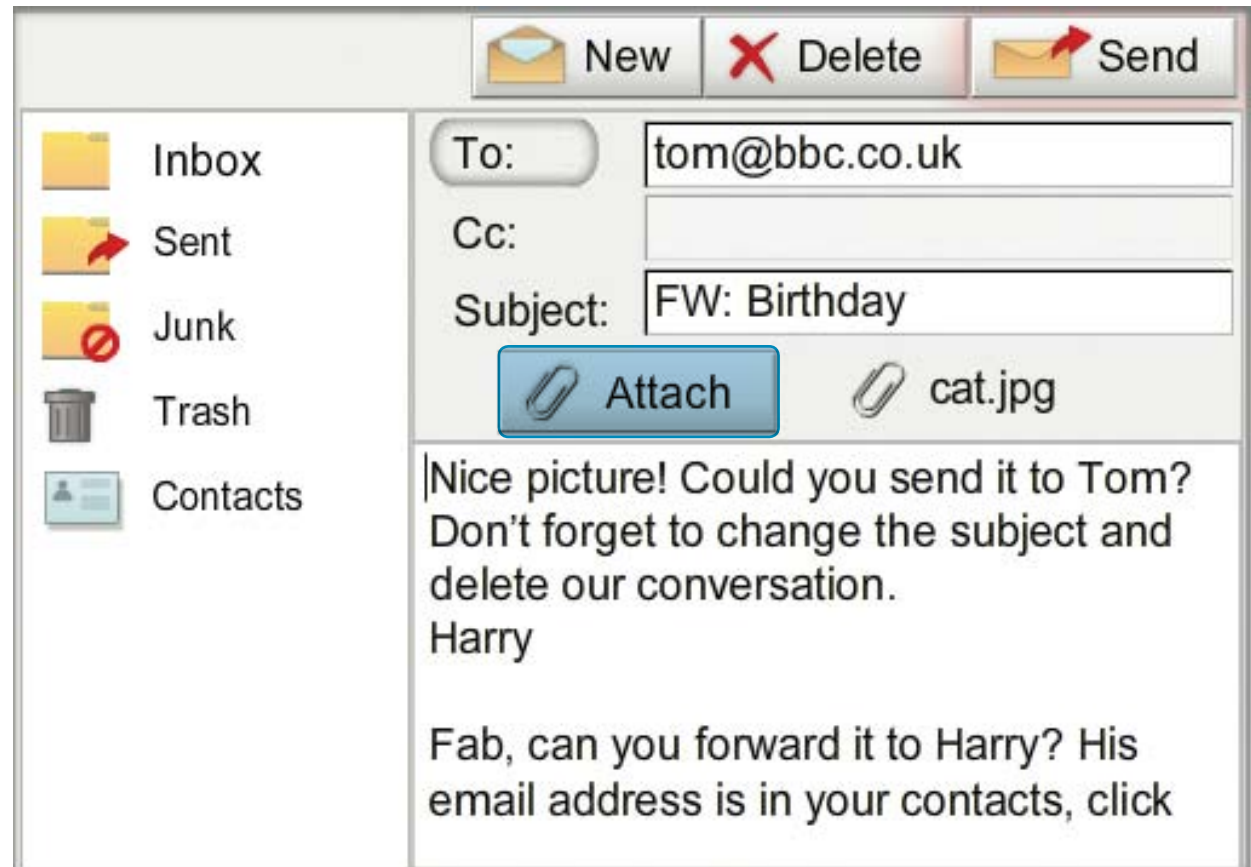


3.1: Sending and receiving email

Sending attachments

An attachment is a type of file such as a photo or document. You can send an attachment with an email. To add an attachment you need to click on the **Attach button.**

- The **Attach** button often has a paperclip as its symbol
- When you click on the **Attach** button it opens up a new window
- The window shows you files and folders on your computer
- Find and then click on the file you want to attach and press OK
- The file will now show as an attachment in your email
- The name of the file will be shown next to a **paperclip**





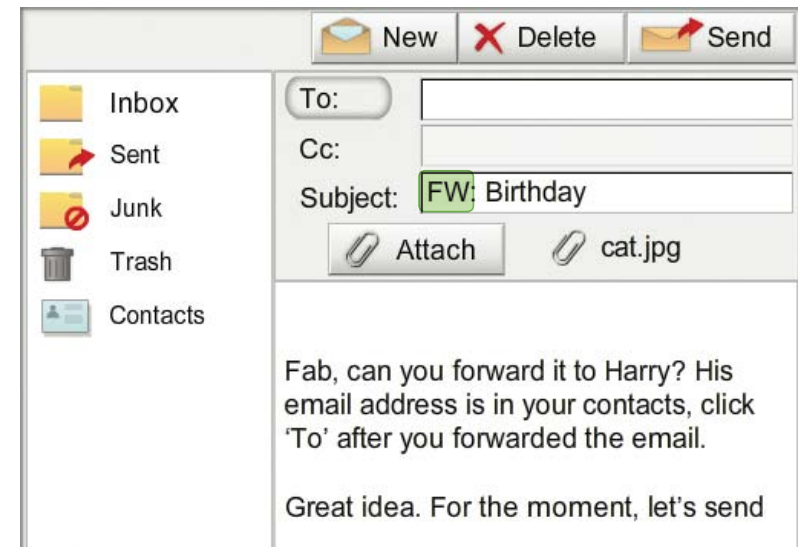
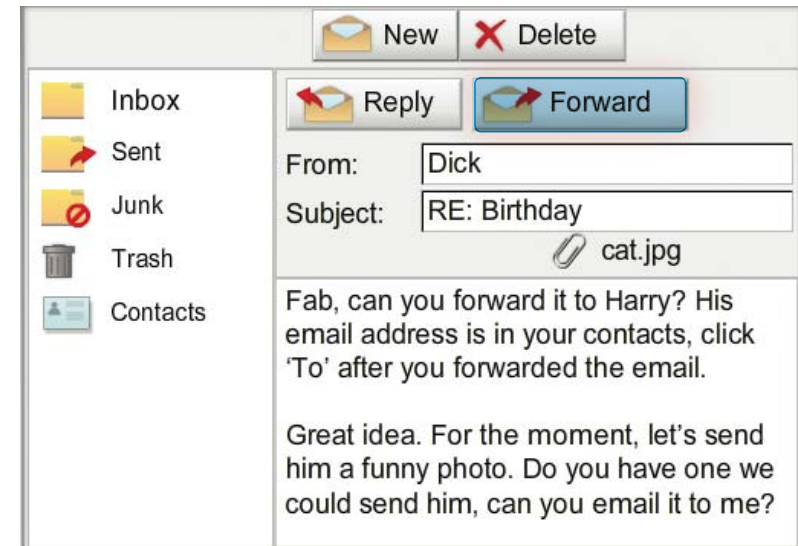
3.1: Sending and receiving email

Forwarding an email and using contacts

You forward an email when you want somebody else to see it, such as another friend.

- To forward an email you need to open it first
- Next, click on the Forward button. A new email will open
- It has **FW:** in the subject line to show it is being forwarded. You can type the email address in the address bar or find it in your contacts
- To find an address in contacts you click on the **To** button
- Choose your contact from the list that appears by ticking the box and clicking OK. The address will appear in the address bar.
- You can write a message and then send the email to forward it to your contact

Remember: When you forward an email it's important to check that you are only sending information that you want the other person to see.



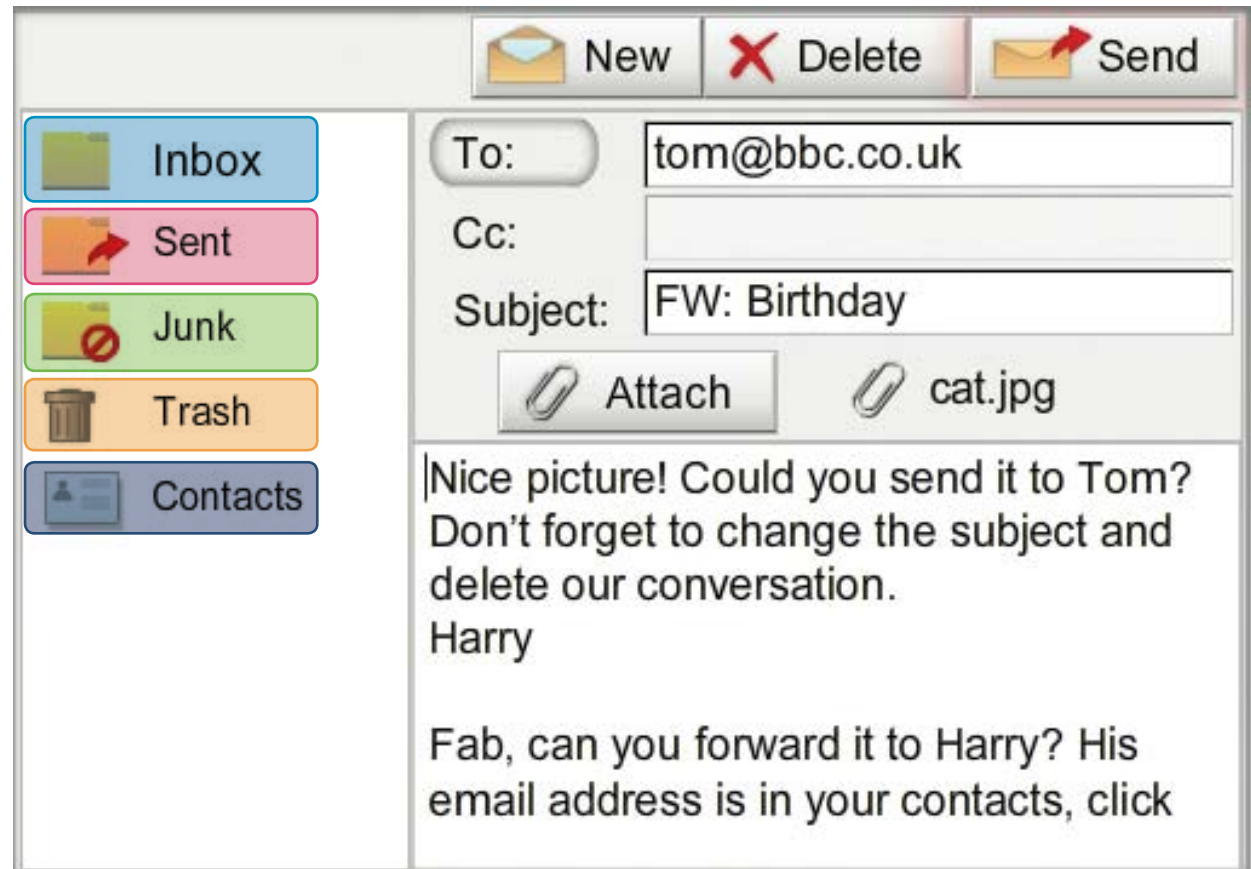


3.1: Sending and receiving email

Your email folders

There are different folders that you use for email. These help you manage and organise your emails.

- The **Inbox** holds emails that people have sent to you
- A **Sent** box holds emails that you have sent to people
- A **Junk** folder holds emails that your computer thinks are junk or SPAM
- A **Trash** can or folder holds emails that you no longer need and have deleted. To delete an email you select it and then click on the Delete button
- A **Contacts** folder stores your email addresses and contact details of your friends, family and colleagues



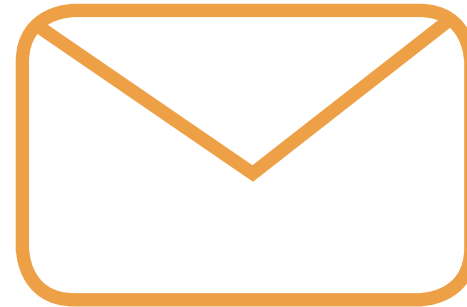


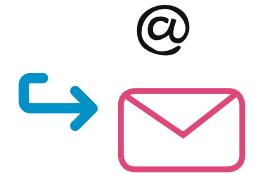
3.1: *Sending and receiving email*

Setting up an email account

If you're thinking of setting up an email account, there are a number of popular providers to consider:

- Gmail (run by Google)
- Hotmail (run by Microsoft)
- Yahoo! Mail (run by Yahoo)



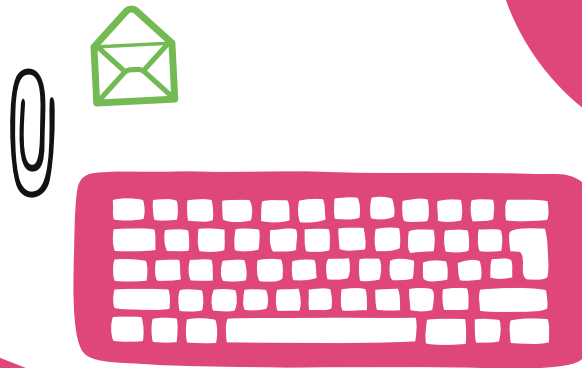


4: Further help

- 4.1 Jargon Buster – a glossary of useful terms
- 4.2 Know the basics?
Want to learn more?
- 4.3 More places to get help



Tahira



“I’ve been learning for a little while now but I still get stumped by all the computer and internet jargon!”



4.1: Jargon Buster

Address Book

Part of your email software where you store details of your 'friends and contacts' email addresses so you don't have to remember them!

Anti-virus

Anti-virus software helps protect your computer from viruses.

Application

Another word for computer program. For example, *Word*, which is used for creating documents is a word processing application.

Archive

The place on a website where you find old articles, stories etc.

Attachment

A file which is 'attached' and sent with a standard text email message. Often photographs or Word documents are attached to emails.

Backup

A technical term for copying files onto disk or CD-ROM for safe keeping so that they are kept in more than one place.

Bcc

Means **B**lind **c**arbon **c**opy. The Bcc box allows you to send an email to more than one person but their email addresses are hidden from other recipients.

Broadband

A permanent high-speed internet connection. It receives digital information at about 100 times faster than a dial-up modem and is "always-on".

Browser

A program you use to view web pages and 'browse' websites. Internet Explorer and Mozilla Firefox are two of the most popular browsers.

Bugs

Errors in a piece of software or web page that can make it break or work strangely.

Cc

Typing an email address or string of email addresses in the 'Cc' box will send your mail to those additional addresses as well as the main recipient.

Crash

When your computer temporarily stops working. It may pause or 'freeze' up, or tell you to restart or quit.

Cursor

The flashing vertical line on the screen that shows you where you are and where the next character you type will appear.

Cut and paste

Selecting text, images or files and deleting them from one place while putting them in another.



4.1: Jargon Buster

Digital Cameras

A camera that takes photographs and stores them on disks or smart cards rather than on film. The photos can then be downloaded onto a computer where the images can be printed, put on a web page or emailed.

Driver

Software which runs hardware attached to your computer like a modem, printer or scanner. New hardware normally comes with a CD containing the necessary drivers to install on your computer.

Download

Getting a file onto your computer from another computer on the internet.

Drag and drop

Clicking on an icon or selection, holding the mouse button down and moving the mouse to 'drag' the selection to a new location. When the mouse button is released the item is 'dropped'.

Email

Electronic mail. Messages (sometimes with attachments) sent over the internet from one email address to another.

Error message

A 'complaint' by the computer that something has gone wrong, maybe including an 'error code'.

FAQ

Frequently **A**sksed **Q**uestions. A list of standard answers to questions which newcomers to a topic or website may have.

File

Data stored on a disk. There are two types: 'program files' (with instructions that make up software applications, e.g. *Word*) and 'data files' (files created by you and me, e.g. a letter or photo).

Firewall

A program which sits between your computer and the internet and watches for hacking, viruses or unapproved data transfer.

Flash

A plug-in application you download which allows your browser to show animations.

Hacking

Unauthorised access to a computer, its files and programs by a 'hacker', a computer expert who can break through its security.

Hard drive/Hard disk

The place inside your computer where you save documents, pictures, applications, etc.

Homepage

The 'front page' of a website, where you're told what's on the site, how to get around it and how to search for things that'll interest you.



4.1: Jargon Buster

Hypertext

Text which is arranged in a non-linear fashion and which you continue reading by clicking on links.

Icon

A small picture which, when you click on it launches an application, program or acts like a link on the World Wide Web.

Inbox

The folder in your email program / webmail where you get your incoming emails.

Internet

Millions of computers around the world connected together by telephone lines, cables or satellites.

Internet Explorer

One of the most popular web browsers, designed by Microsoft.

ISP

Internet **S**ervice **P**rovider.
An ISP is the company that provides internet connections.

Junk email

Direct marketing sent by email rather than by the post.

Laptop

A small, portable computer which can be battery operated as well as run from the mains.

Link

Words or pictures you can click on which take you from somewhere (an internet page, an email message etc.) to somewhere else (another page, a picture etc.).

Logging in

Using a username and password to prove your identity so that you can enter your computer or internet account.

Macintosh/Mac

A family of computers developed by Apple.

Mailbox

The folder which contains a person's individual items such as an inbox, outbox, sent items, notes and calendar.

Memory

The storage and thinking parts of your computer. More storage memory on your hard disk (ROM) means you can save more files and more thinking memory (RAM) means your computer can perform more complex tasks quicker.

Monitor

The display screen on your computer.

Offline

Describes when your computer is not connected to the internet.



4.1: Jargon Buster

Online

Describes when your computer is connected to the internet.

Password

A series of letters, numbers and characters that you enter to get into your computer, internet connection, email or websites that you are registered with.

Refresh/Reload

The button that you use to download a web page again. In Internet Explorer it's called "Refresh" and in Mozilla Firefox "Reload". You should press this button if for some reason a web page appears not to have loaded correctly.

Register

Some websites ask you to give your name, email address and other personal information in order to view pages. This is called registering.

Search engine

A search engine is usually a website which allows you to search the internet for information. The search engine lists results that relate to your key words.

Software

Any programs such as word processors, email applications or internet browsers.

SPAM

Junk email sent to many people at once, usually involving advertising or offering services. SPAM is very deeply frowned upon by most internet users, and where it involves advertising or a false return address it is particularly disliked.

URL

Stands for **U**niform **R**esource **L**ocator; the technical term for the address of a website or document on the web (e.g. www.bbc.co.uk).

Username

A series of letters and numbers you type into your computer, email account or other computer network service to tell it who you are.

Virus

Pieces of code that are designed to reproduce and damage data or system performance. There are thousands of viruses and the numbers keep growing.

Web browser

Software which allows you to surf the internet.



4.2: Know the basics? Want to learn more?

First Click

First Click aims to help people who have never used a computer before.

The First Click website uses the best of online BBC content, like WebWise, to help people take their first steps to getting started with computers and the internet.



WebWise

WebWise offers lots of video guides and activities to help you practise new skills – from using a mouse and keyboard, through to searching the internet and sending email.

www.bbc.co.uk/webwise



Tom Andrews

Our friendly presenter, Tom Andrews, is on hand to talk you through each topic.

With Tom you can try out some simple games to help you practise the basics.

As you become more confident, you can download extra topics designed to help you explore a range of popular BBC websites and the internet more widely.

You can add these to your beginner's guide for a completely personalised experience.

www.bbc.co.uk/firstclick



4.3: More places to get help

UK online centres www.ukonlinecentres.com

The UK online centres network was set up by government in 2000 to provide public access to computers. It has a large network of centres across England providing help and support to people wishing to learn how to use computers and the internet.

Many use *myguide* and *Online basics* to introduce people to the world of computers.

myguide www.myguide.gov.uk is designed to make getting online easy and intuitive.

Online basics sits within *myguide* as a first-steps course introducing people to the keyboard and mouse, email, searching and internet safety.

Age UK www.ageuk.org.uk

Age UK are working with a network of community projects which specialise in computer and internet training for older people.

The projects give straight-forward training, using jargon-free terms and aim to get as many older people as possible enjoying the advantages of computers and the internet.

www.ageuk.org.uk/work-and-learning/technology-and-internet/computer-training-courses

Digital Unite www.digitalunite.com

Digital Unite specialise in supporting older people to use digital technologies – from internet and email, to social networking and blogs. They have a network of tutors throughout the UK who are specially trained to deliver digital skills training.

www.tutors.digitalunite.com/faqs/book-a-lesson

They work with everyone from learners and trainers; to public businesses and private enterprises; to older people's friends and family, to promote digital skills to learners of all ages.

www.learning.digitalunite.com/category/beginners-help

Next Step www.nextstep.direct.gov.uk

Next Step provides information and advice to help adults make decisions about learning and work opportunities. This free service offers help via its website, telephone hotline or face-to-face advice.



Notes



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Notes



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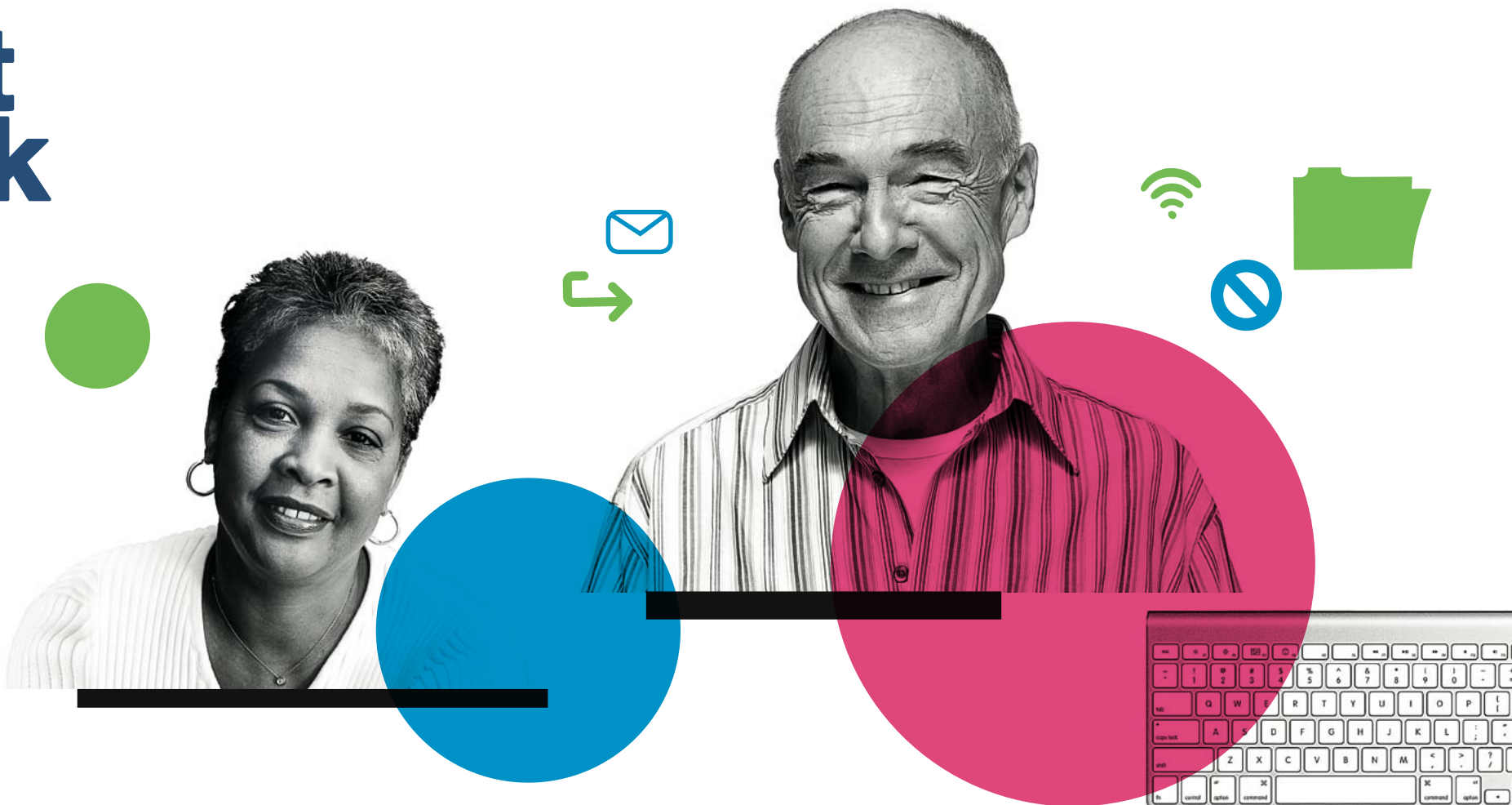
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BBC First Click



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www.bbc.co.uk/learning

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The BBC has created First Click materials to help support local partners to run beginners' courses to using computers and the internet. The courses where these materials will be used will not be run or delivered by the BBC.