

Infant - Parent Program (IPP)

Computer Training

May 21, 2008

May 29, 2008

June 2, 2008

8-Noon

UCSF/SFGH Barnett Briggs Medical Library



University of California
San Francisco

San Francisco General Hospital
Department of Psychiatry

Infant - Parent Program (IPP)
2550 23rd Street
Building 9, Room 130
San Francisco, CA 94110

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infantparentprogram.org

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San Francisco

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Logins and Passwords



University of California
San Francisco

Why do I have so many different accounts (passwords)? The information age and the rise of identity theft-and the attempts at protection-have required passwords -a lot of passwords. At no time in human history have so many people used so many "secret passwords" in order to go about their normal business.

Trying to keep track of all the passwords you need to access the various systems and applications at UCSF can be a daunting task. You might be a little confused by the different computer accounts in your Department and what you can do with them.

This section will help you understand your UCSF accounts and the username and a password that authorizes you to use different services.

UCSF Logins and Passwords

UCSF has the following logins and passwords:

1. Mail@USCF
2. Secure Email System
3. Novell Intranet
4. OAAIS Customer Support
5. At Your Service
6. Net Benefits
7. HealthSpace

Quick Reference Guide

Write your login and passwords here

System	Login	Password
Mail@USCF		
Secure Email System		
Novell Intranet		
OAAIS Customer Support		
At Your Service		
Net Benefits		
HealthSpace		

Mail@UCSF

- Mail@ucsf is a suite of products designed to meet UCSF's email, calendaring, contact information, and spam filtering needs. You can access Mail@ucsf via the web.
- The UCSF Secure Messenger system is designed to help faculty, students, and staff comply with the federal HIPAA.
- Your username and password are provided to you by: OAAIS customer support. The mail@ucsf program naming convention to UCSF is Firstname.lastname@ucsf.edu. (also called your Outlook web address and Windows Active Directory password)



<https://exchange.ucsf.edu>



User Name
(email address)

Password:

Write your email address and password here

NOTE: Your Email Address and Password is the same as your Outlook email address and Windows Active Directory password

Secure Email System

HIPAA regulations stipulate that electronic communications that contain Protected Health Information (PHI) must be transmitted in a manner that protects the confidentiality of patient information. When you send, receive, or store any electronic document that contains UCSF confidential or patient information, you are responsible for ensuring the information is processed securely. (<http://oaais.ucsf.edu/OAAIS/171-DSY.html>)

To Send a Secure Email

It is easy to use the UCSF Secure Messenger service to send secure email. Simply:

- Enter "**Secure:** " at the beginning of the **Subject** field
- Continue typing your Subject line
- Compose and send the email as you normally would

For example, to send secure email regarding a patient's appointment, the Subject line could read: Secure: Regarding Your Appointment

To access your UCSF Secure Messenger account:

1. Click on the URL contained in the notification:
2. Log in with your Outlook email address and Windows Active Directory password
3. Select 'Sent Items' under MESSAGES to review status of your sent mail



<https://smmcb01.ucsfmedicalcenter.org/messenger>



User Name
(email address)

Password:

Write your email address and password here

NOTE: Your Email Address and Password is the same as your Outlook email address and Windows Active Directory password

INCOMPLETE

Novell

Novell is a secure intranet website used system-wide for sharing internal documents. You can access it via the web at or you can download a program to access Novell directly from your PC or Mac.



<https://novell>

SCREEN

User Name
(email address)

Password:

Write your email address and password here



Office of Academic and Administrative Information Systems (OAAIS)

OAAIS (pronounced "oasis") combines the former Information Technology Services (ITS) department with two new divisions, providing a significant additional focus on academic education, research, and administrative systems.



<http://oaais.ucsf.edu/>

The screenshot shows the OAAIS website homepage. At the top, there's a navigation bar with links to 'About UCSF', 'Search UCSF', and 'UCSF Medical Center'. Below this, the OAAIS logo is prominently displayed. To the right of the logo, there are links for 'Email' (Access mail@ucsf, Update spam filter, Reset password), 'VPN' (Login to vpn@ucsf, VPN Help), and 'Help' (Login to help@ucsf, email us, Call (415) 514-4100, Option 2). A search bar is also present. The main content area is titled 'Office of Academic and Administrative Information Systems' and features a 'WHAT'S NEW' section with links to various announcements, including 'OAAIS Web Site Hosting Announcement' and 'Message from the UCSF CIO Group on the New Password Standard'. Below this, there's a 'SERVICES' section with links to 'Customer Support', 'Email', 'Remote Access (VPN)', 'Email Mailing Lists (listserv)', 'Directories', 'Licensed Software', 'Phone and Voice Services', 'Administrative Applications', 'Network Services', and 'Information Security'. The 'ABOUT OAAIS' section provides a brief overview of the office's mission and organizational information. At the bottom, there's a 'Document Information' section with copyright details.

Password Reset Tool User Guide

To set up your profile, enter your email account username in the Account name field. Your account username must be entered using the standard domain\[username] format where domain = 'campus'

See http://oaais.ucsf.edu/OAAIS/whats_new/q1/1300-DSY.html.

To safeguard electronic information resources OAAIS has instituted strong password protocols for Campus Active Directory (AD)/mail@UCSF email accounts including Outlook Web Access. Enforcement will take place when new passwords are created.

See http://oaais.ucsf.edu/OAAIS/Services_Overview/email/1490-DSY.html



<http://help.ucsf.edu>

Welcome

This support site is available for both Campus and Medical Center Information Technology customers.

Please login to submit a request for new service, a change in service, or to report a problem. You may also use this site to view the status of past requests, or search our solutions database.

User Name Students: Enter SAA User ID
Faculty/Staff: Enter UC ID (02nnnnnnn)

Password Students: Enter Birthdate (yyyymmdd)
Faculty/Staff: Enter last 4 digits of SSN

[Login Help](#)



User Name
(email address)

Password:

Write your email address and password here

NOTE:

User Name: Faculty/Staff: Enter UC ID (02nnnnnnn)

Password: Faculty/Staff: Enter last 4 digits of SSN

Enter your 9 digit UC Employee ID number (format 02nnnnnnn) for the user name, and last four digits of your social security number for the password. If you do not know your UC Employee ID number you'll find it on your pay stub, Surepay statement or TPS Pay Report.

OAAIS Customer Support:

Web: <http://help.ucsf.edu>

Email: <mailto:customersupport@ucsf.edu>

Phone: (415) 514-4100, option 2. (Monday thru Friday from 7:00 AM to 6:00 PM)

At Your Service (UCOP-University of California Office of the President)

There are two different locations to find your personal information. The first site, called **At Your Service Online** contains your personalized UC Benefits and Health and Welfare information. The second site, called **Net Benefits** contains your personalized information about your Retirement Savings Program account(s)



<http://www.ucop.edu/atyourservice/>

University of California Human Resources and Benefits - At Your Service

<http://www.ucop.edu/atyourservice/> RSS Google

Apple (144) Amazon eBay Yahoo! News (560)

UNIVERSITY of CALIFORNIA Human Resources and Benefits **At Your Service** Search go Quick Links...

Employees Retirees Administrators

UC Living Well making wellness a priority

Retirement Readiness Education Programs University of California The Way Forward

Sign into My Accounts

Fidelity Retirement Services

News Features
Newsletters | Archive | RSS Newsfeed **Tour the Site**

New Public Education Effort Aims to Build Understanding of UC's Impacts on California
[May 1, 2008]

Annual Statements for UCRP and CAP Available Online
Employees with a UC Retirement Plan (UCRP) balance and/or the Capital Accumulation Provision (CAP) balance can now view annual statements on At Your Service Online (AYSO).
[April 15, 2008]

University of California Public Notice of Clerical Unit Successor Negotiations
[April 15, 2008]

Focus on Your Future -- Retirement Readiness Workshops
UC is sponsoring several retirement education workshops conducted by Fidelity Retirement Services. See descriptions of the workshops and the schedule of sessions at each UC location.
[April 4, 2008]

FITSCo is Now Fidelity Retirement Services
On April 1, FITSCo changed its name to Fidelity Retirement Services. The new name better reflects the services provided by UC's master recordkeeper.
[April 1, 2008]

UCRP Asset Transfer to LLNS Defined Benefit Plan Completed
[April 1, 2008]

Blue Cross Changes Name
Starting April 1, Blue Cross of California will be renamed Anthem Blue Cross.
[April 1, 2008]

Mark G. Yudof Appointed 19th University of California President
[March 31, 2008]

Website Features Resources on UC Restructuring Initiatives

Information about:
Health and Welfare Benefits
Retirement and Savings Plans
Making Benefit Changes
Leaves of Absence
Policies, Employee and Labor Relations
Employment Opportunities
Diversity
Training and Development
Total Compensation

University of California - Human Resources and Benefits
At Your Service | UCOP Home | Site Map | Terms of Use | Help

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Last Modified Fri May 02 2008 09:38:01

You can gain access to this secure site by selecting **the Sign in to My Accounts** button on the **At Your Service** homepage.



At Your Service Online : Sign In

https://atyourserviceonline.ucop.edu/ayso/

Apple (136) Amazon eBay Yahoo! News (501)

Sign In

Username:

Password:

Sign In

[New User or Don't Have a Username?](#)

[Forgot your Username or Password?](#)

Usage Tips:

- Best viewed with **Microsoft Internet Explorer 7.0** in Windows and Safari on the Mac.
- Do not use your browser's Back button
- For confidentiality, always Log Off and close your browser when you have finished your online session.

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User Name
(email address)

Password:

Write your email address and password here

Security enhancements to **At Your Service** Online now require that you sign in with your Username instead of your Social Security number. You may change your Username at any time by selecting Security Preferences from the At Your Service Online Main Menu.

At Your Service Online : Sign In

https://atyourserviceonline.ucop.edu/ayso/loginSsnNotice.do

Apple (144) Amazon eBay Yahoo! News (572)

University of California

Sign In - Identify Yourself

For a limited time, you will be able to sign in with your Social Security number. Please enter your Social Security number and password below.

Social Security number:

Password:

Sign In

Cancel

[Forgot your Password?](#)

At Your Service

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At Your Service Online : Forgot Password

https://atyourserviceonline.ucop.edu/ayso/forgotpassword.do

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University of California

Forgot Password - Identify Yourself

Please enter your Username or Social Security number.

If you have an email address on file, you may request that a temporary password be sent to you, or you may gain access by answering the Challenge Questions.

Your Username or Social Security number:

Submit

Cancel

At Your Service

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Net Benefits

Whether your NetBenefits plan includes savings and retirement, health and insurance plans, or other investment information, you have the flexibility to view and manage your plan account online.

You can gain access to this secure site by selecting the **Retirement Savings Program** button on the **At Your Service** homepage.




User Name
(email address)

Password:

Write your email address and password here

Customer Service

email: <mailto:customer.service@ucop.edu>

Phone: 1-800-888-8267 (in U.S.)

Phone: 1-510-987-0200 (from outside the U.S.)

Monday through Friday, 8:30 am—4:30 pm (PT).

HealthStream

HealthStream serves hospitals and healthcare organizations with e-learning solutions designed exclusively for their environment. The IPP annual HealthStream regulatory courses are due by Monday, June 30th, 2008. You are expected to login, complete and pass the required tests, then print out the certificate (s) and give them to Pilar.



<https://www.healthstream.com/HLC/sanfran>

HealthStream Learning Center: Login

<https://www.healthstream.com/hlc/login/dir.aspx?sanfran>

Apple (144) Amazon eBay Yahoo! News (582)

HealthStream

Login

User ID:

Password:

Login

[Password Reminder](#)

If you have forgotten your password and have a password reminder, enter your user ID and click the link above to view it.

Login Instructions

To log in as a student, your USER ID and PASSWORD are your initials plus the last four digits of your Social Security Number. Upon logging in, select 'My Profile' at the top of your page and change your password.

HealthStream Copyright © 2008 HealthStream, Inc. All Rights Reserved.
Build 8.2.14.590.15
O:HLQWEB3 A:UNKNOWN C:UNKNOWN



User Name
(email address)

Password:

Write your email address and password here

NOTE:

Your User ID and Password are the SAME. Please enter the first initials of your first, middle and last name PLUS the last 4 digits of your Social Security Number. Example: bfv1111

If you do not have a middle name, please use X as your middle initial when entering in your User ID and Password. Example: bxv1111

Computer Basics

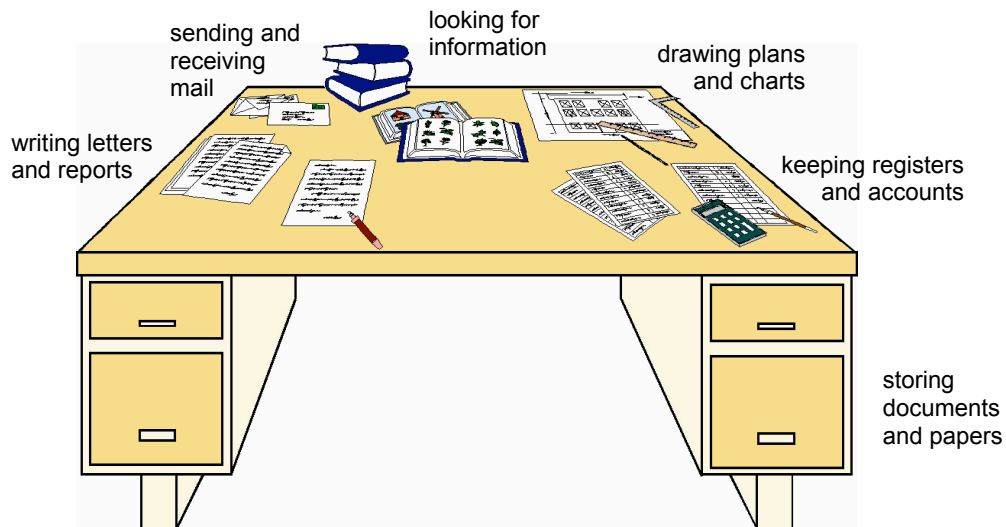


An introduction to the computer as a practical toolbox for working with information and creating documents. It focuses on the basics skills, needed to work with Microsoft® Windows: using the mouse, keyboard, folders, opening programs and copying and saving documents.

1 Welcome to computers

What is a computer for?

A computer is an electronic toolbox for working with information. Like you use a knife and chisels for creating wood carvings, you use a computer for creating documents: letters, drawings, etc. Basically you can use a computer for the kind of work that you do behind a desk:



You can use a computer for the kind of work that you do behind a desk.

So why use a computer for these things?

Compared to manual deskwork, a computer can be a great advantage. Learn to use it and it will help you to:



- work faster and more precise
- use one piece of information again in different documents
- make calculations without mistakes and correct your English spelling
- present your work better and more professional
- make as many copies and different versions of documents as you like
- store and keep track of your (electronic) documents
- send (electronic) mail and documents to distant relatives and business relations within a matter of minutes
- find information you need, available on one of the millions of computers that are worldwide connected to the internet

Jamani's Guide to Computers

Part 1 shows what you need to know about a computer with Windows 95/98. It will make you familiar with the skills required for starting the real work in part 2, 3 and 4. After part 1, you can either continue with part 2 or go directly to part 3. See the Teacher's Guide for more ideas on how to use this book.

We advise you to go through this guide step by step. For most things we show one way of doing it. A way that is easy to use and to explain, but maybe not the best. Learn and find out yourself by trying, making mistakes and - if you can - asking more experienced users. Most of all, don't worry and be inquisitive!

Where to start?

Find a computer that is switched on and sit straight in front of it. Take some time to examine the next two pages and the computer in front of you. Look at the pictures in the book and match them with what you see on screen. Start clicking and follow the instructions.

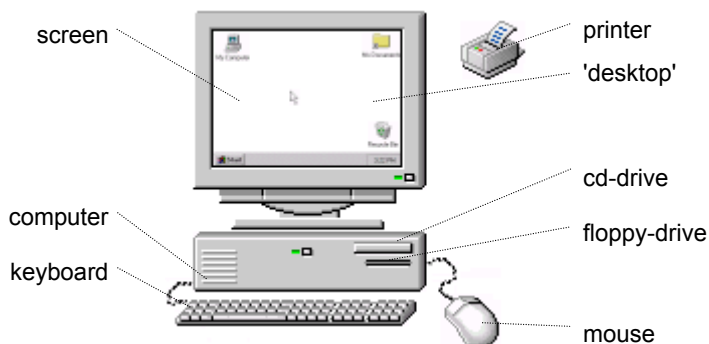
Have fun!

2 The computer

A computer system

When people talk about a computer, they usually mean a complete system: the computer itself, the screen (monitor), the keyboard and the mouse.

The computer in front of you may look slightly different from the picture on the right. Here we explain the most important components.



Screen



The screen shows you what is going on in the computer. A computer screen is like a TV, with the difference that you decide what happens. The screen is switched on by pressing the on/off button in the front. It is also called 'monitor' or 'display'.

➡ See: page 3 On the screen

Computer



The computer is an electronic toolbox. It contains different tools (programs) for creating different types of documents. The computer is switched on by pressing the on/off button, located in the front. Do not just switch off the computer with this button!

➡ See: page 10 Switching off the computer

Keyboard



The keyboard is used for typing documents. By combining different keys, it is also used for functions. It is an electronic device, so be careful not to spill soda or other liquids on the keyboard.

➡ See: page 8 Keyboard and typing

Mouse



The mouse is used for telling the computer what to do. You move it on the table with your hand and click the left and right buttons with your fingers.

➡ See: page 4 Using the mouse and cursor

Floppy-drive



In the Floppy-drive you can insert a 'Floppy-disk' or diskette. This is a small plastic disk which you use to transport documents from one computer to another. It has a fairly limited amount of space, but enough for twenty normal letters.

➡ See: page 6 Transporting a document

CD-drive



In the CD-drive you can insert a CD or Compact Disc. This is a metallic looking disk which has a big amount of space. It is used for putting new programs on the computer and transporting large documents. You can also use it for playing music CD's.

Printer



The printer is used for putting documents on paper. Most documents are printed on a 'black & white' printer. For documents with coloured pictures, you can use a colourprinter. If you have no printer, take your document to another computer having a printer.

➡ See: page 6 Transporting a document

Desktop



The 'Desktop' is the first image you see on your screen when the computer is switched on. It is your starting point. The objects on the desktop represent different computer functions. You can touch these objects with your mouse. The next page explains more about the desktop.

3 On the screen

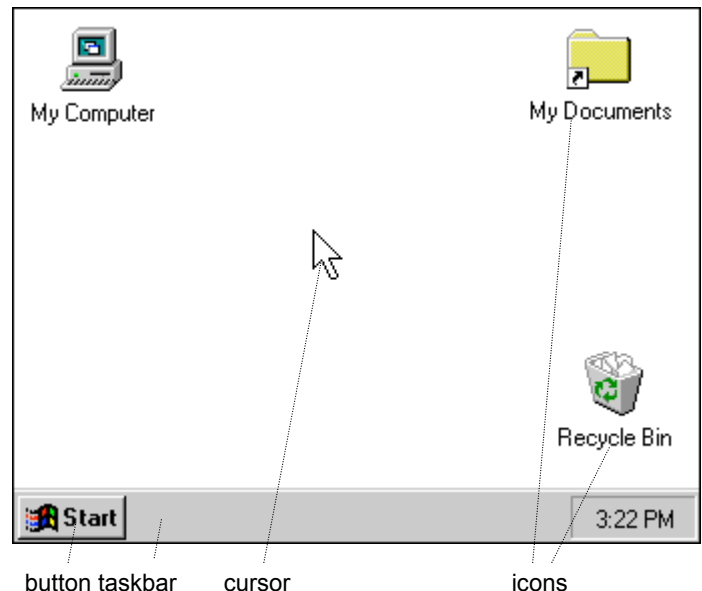
Desktop

The image of a desktop was invented to make computers easier to use. The more you compare this desktop with the situation behind a real desk, the faster you will understand it.

Each desktop may look slightly different and show different objects (icons and buttons). Look on your screen and see if you can find the three icons on the right.

Each object on screen represents a function. You get access to these functions by touching them with the mouse and cursor.

Here we introduce the most important objects of the desktop.



Cursor



The white arrow is the 'cursor'. You use it to tell the computer what to do. You can move it on the screen by moving the mouse with your hand. Try to move it to all four sides of your screen.

➡ See: page 4 Using the mouse and cursor

Folder



My Documents

The yellow icon is a 'Folder'. Like a real folder or cabinet, you can use it to store things on the computer. You create your own folder(s) for your documents.

➡ See: page 6 Handling documents

Recycle Bin



Recycle Bin

The 'Recycle Bin' is a special folder. Like a real waste basket, you can use it to dispose of things you no longer need. You can put documents in it and take them out again, until you empty it.

➡ See: page 6 Deleting a document

My Computer



My Computer

This icon symbolizes your computer. You use it to get access to documents or programs on a Floppy-disk or a CD.

'My Computer' also gives access to the 'harddisk': the place within the computer where the programs and documents are kept.

➡ See: page 6 Transporting a document

Start-button



The 'Start'-button gives you access to different functions, like starting programs and shutting down the computer. When a document is lost, you can use the Start-button to help you find it.

➡ See: page 7 Starting a program

➡ See: page 10 I am in trouble!

Taskbar



The Start-button is part of the 'Taskbar'. For each program you start, a button is added to the Taskbar. This means you can open and use more programs at the same time. When you want to switch between programs you only click on its button in the Taskbar.

Move your cursor on the Start-button and click with the left mouse button. See what happens! Then turn the page and teach yourself to use the mouse and do the tasks.

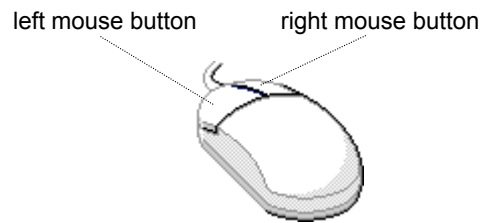
4 Using the mouse and cursor

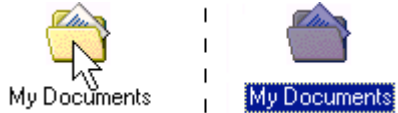


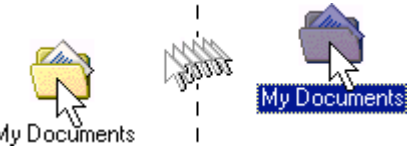

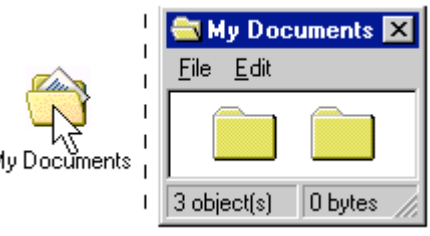

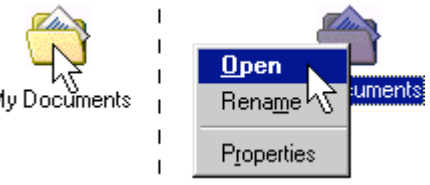

About the mouse

When you move the mouse on the table, you will see the cursor moving on screen.

Put your hand on the mouse so you can move it around on the table and also click the buttons with your fingers.

By clicking the buttons you carry out basic computer functions on the desktop. Practice the following tasks and teach yourself these basic functions.



Task ①	Selecting icons
	<p>To select one icon:</p> <ol style="list-style-type: none"> 1. Move your cursor to the middle of the folder 2. Click the left mouse button <p> 1x</p> <p>To select more icons:</p> <ol style="list-style-type: none"> 1. Select the first icon (see above) 2. Press the Ctrl-key on your keyboard and hold it down 3. Move to the next icon and click the left mouse button <p> 1x</p>
Task ②	'Dragging' or moving icons
	<p>To move an icon to another place:</p> <ol style="list-style-type: none"> 1. Click the left mouse button on an icon and keep the button pressed down 2. Move the mouse to 'drag' the icon elsewhere <p></p>
Task ③	Opening icons
	<p>You can always open and look inside an icon. To open a folder for example:</p> <ol style="list-style-type: none"> 1. Move your cursor to the middle of the folder 2. Double-click the left mouse button: two quick clicks 3. A 'Window' appears to show its contents <p> 2x</p> <p>➡ See: page 5 Closing a window</p>
Task ④	Using the right button
	<p>The right button always gives access to functions:</p> <ol style="list-style-type: none"> 1. Select an icon and keep your cursor on the folder 2. Click the right button: A function menu appears 3. Move the cursor to choose an option and click again <p></p>

5 Using windows

About windows

When opening a folder, a 'Window' appears to show the folder's contents. A window may show other folders or 'Documents', such as a letter or a picture.

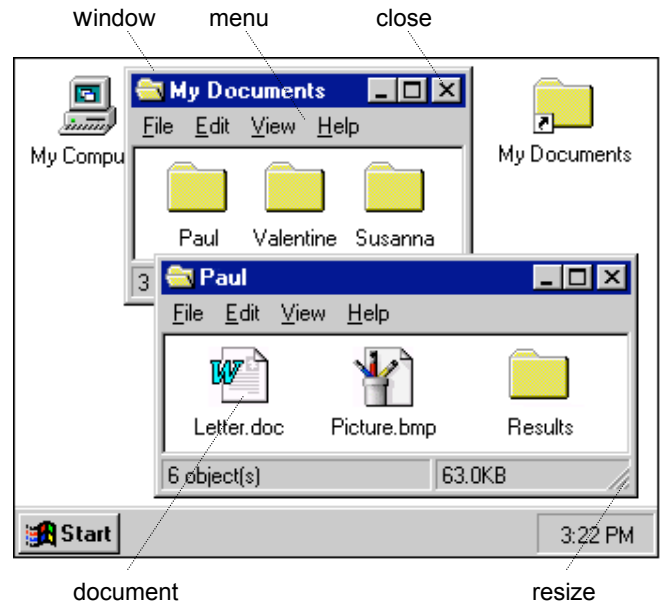
Each window has a 'Menu' which gives access to functions.

You can move a window on your screen in the same way you move a folder.

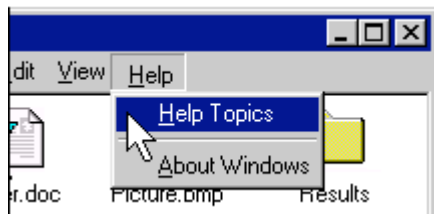
The size of a window can be adjusted or 'Resized'.

When you are finished with a window, you close it. When you want a window to disappear temporarily, you minimize it.

The following basic tasks show you how.



Task ①

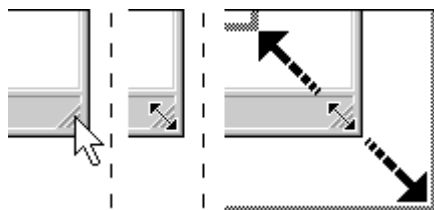


Using the menu

First open a folder to get access to the functions:

1. Move your cursor on a menu-item: 'File', 'Edit' or 'Help'
2. Notice that the item becomes a button
3. Click the left mouse button to open the menu
4. Move the cursor down to choose an option and click again

Task ②



Resizing a window

To change the window size:

1. Move the cursor to the bottom-right of the window
2. The cursor should first change shape
3. Click the left mouse button and hold the button down
4. Move the mouse to change the size and release the button

Task ③

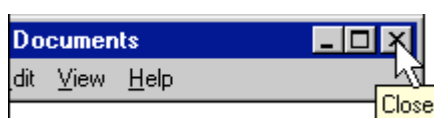


Minimizing a window

To make a window disappear temporarily:

1. Go to the 'Minimize'-button on the top-right of the window
2. Click the button to make the window disappear
3. To get it back, click the button in the taskbar

Task ④



Closing a window

To make a window disappear:

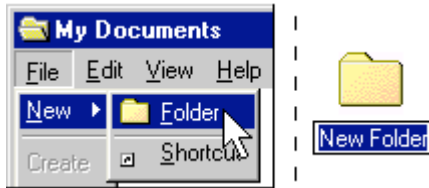
1. Go to the small button on the top-right of the window
2. Click the left mouse button

6 Handling documents

When you work with documents, it is important to put them in a good place. For this purpose your computer also has the function of a file cabinet. Inside the folder 'My Documents', you create your own folder to put away your documents. Practice the following tasks and teach yourself how to handle your documents.

Task ①

Creating a new folder



To make a new folder:

1. Double-click on 'My Documents'
2. Click on 'File' in the menu
3. Go to 'New' and wait for the second menu to appear
4. Go to 'Folder', click again
5. Now you can immediately type a name

Task ②

Renaming a folder

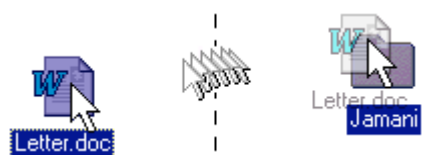


To change the name of an icon:

1. Select the folder
2. Click on the name and wait until the cursor changes
3. Now type a new name ➡ See: page 8 Keyboard and typing

Task ③

Moving a document

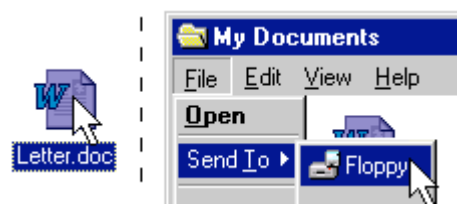


To move a document or folder to another folder:

1. Click the document icon and hold the left button down
2. Move or drag the document on another folder or window
3. Release the button: the document is now in the other folder

Task ④

Transporting a document



To put a document on a floppy-disk:

1. Select the document
2. Click on 'File' in the menu or click the right button
3. Go to 'Send To' and to 'Floppy'
4. Click the left button again: a copy of the document is put on floppy



To put a document from a floppy-disk on the computer:

1. Open (double-click) the icon 'My Computer' on the desktop
2. In the window that appears, open 'Floppy'
3. A new window opens and shows the content of the floppy
4. Move or drag documents to and from this window

Task ⑤

Deleting a document



To remove a document from your computer:

1. Drag the document to the 'Recycle Bin' and release the button
2. Click the button with 'Yes' in the dialogue-box

7 Using programs

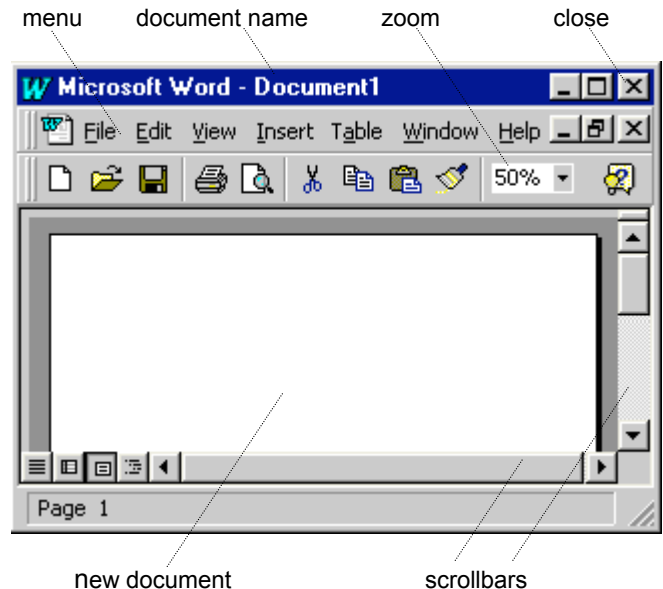
About programs

The programs on your computer are the tools you use to work on documents. On the right you see the program MS Word.

When you start a program, it opens in a new window. The program window also has a 'Menu' with functions and closes just like any other window.

A program starts with a 'New document'; an empty page on your screen.

There are many different programs to work with. The following tasks are the same for most programs. Practice them a few times using MS Word.



Task ①

Starting a program



To start a program using the Start-button:

1. Click the Start-button on the computer's desktop
2. Go to 'Programs' and wait for the next menu to appear
3. Choose a program and release the mouse button
4. Choose Microsoft® Word for this example: a good tool for working with text based documents



To start a program using a document icon:

1. Double-click the icon of any document
2. The right program now starts and opens the document

Task ②

Zooming in and out

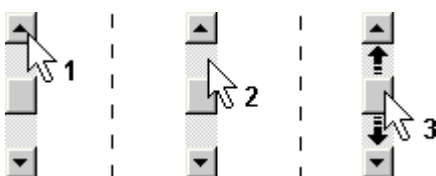


To change the view on your document:

1. First type some text to see what will happen
2. Click the small arrow next to the 'Zoom'-factor '50%'
3. Select another zoom-factor or select 'Page Width' for a good view

Task ③

Scrolling








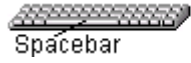



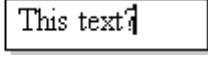

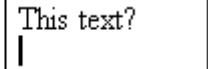




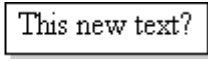
To move your document on the screen:

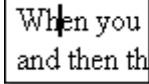

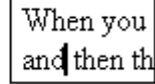
1. Click the arrows in the scrollbar to move the document slowly
2. **or** Click in the empty spaces to move the document with bigger steps
3. **or** Drag the block up or down to move the document fast

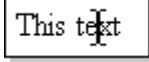
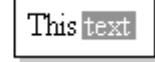
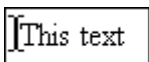
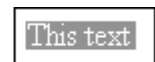
8 Keyboard and typing

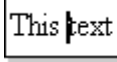

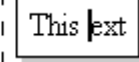
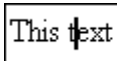

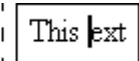
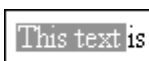

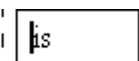
When you start typing for the first time, it will take some time to find the right keys on your keyboard. After a while, you know where they are and it will go faster. The best way to learn typing is by doing it a lot. Just start MS Word and begin typing sentences. The following tasks will teach you all the skills you need!

Task ①	Typing words and sentences
 +  	To start each sentence with a BIG capital letter: 1. Hold down 'Shift' and press 'T'
   	2. Complete the first word ('This'): Press 'H', 'I' and 'S'
 	3. Press the 'Spacebar' on the keyboard and type the next words 4. Be careful to press the Spacebar only once between words!
 +  	5. Finish the first sentence: Hold down 'Shift' and press '?' 6. Press the spacebar and start the next sentence.
 	7. Press the 'Enter'-key once to start a sentence on a new line 8. Press 'Enter' again to create extra space between the lines

Task ②	Inserting new text
  	To add words to an existing sentence: 1. Move the cursor to the point where you want the new text 2. Click the left mouse button once to put your cursor in the text 3. Type the new text: it will appear where your cursor is 'blinking'.

Task ③	Moving through text
 +  	To move the 'blinking' cursor inside the text: 1. Put the cursor inside the text so that it is 'blinking' 2. Use the 'Cursor'-keys to move up, down, left, right

Task ④	Selecting text
 	To select one word: 1. Double-click on the word: the grey box means it is selected
 	To select more words or sentences: 1. Click on one side of the text - hold down the button 2. Move the cursor to the other side and release

Task ⑤	Deleting text
 +  	To remove text on the right side of the cursor: 1. Press the 'Delete'-key to remove letters one by one
 +  	To remove text on the left side of the cursor: 1. Press the 'Backspace'-key to remove letters one by one
 +  	To remove words or complete sentences: 1. Select the text and press the 'Delete' or 'Backspace'-key once

9 Saving your work

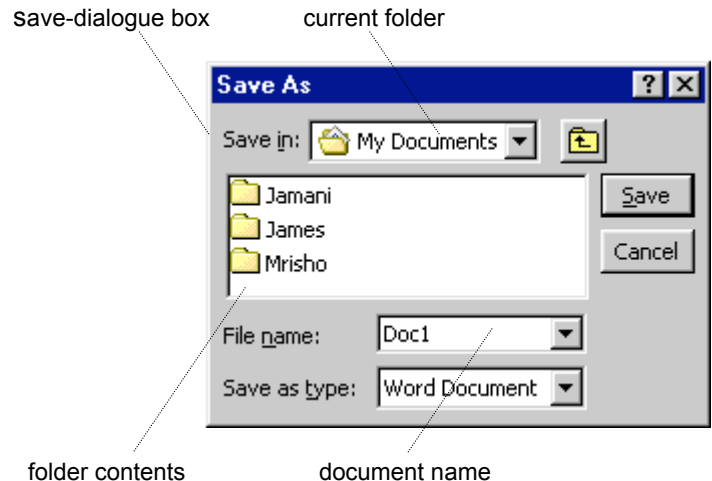
Saving is important!

Saving your work means storing your document on the computer so you can use it again a next time.

When you start a new document, always begin by saving it inside your own folder. While working on your document, remember to save every 5 or 10 minutes.

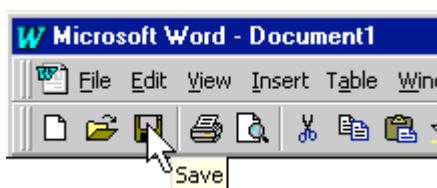
If you do not save your work, you will lose your work when the computer fails or the electricity is cut.

With MS Word on your screen, carry out task ① step by step. Take your time to examine the new things you see!



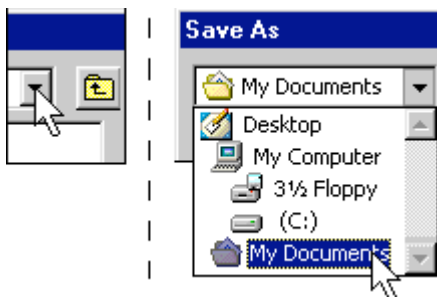
Task ①

Saving a new document



Step 1: Open the Save-dialogue

1. Click the 'Save-button' in the top-left of the program window
2. The 'Save-dialogue' appears on your screen



Step 2: Select the right location to put your document in

3. Click on the arrow next to the current folder
4. From the menu, go to 'My Documents' and click again
5. Now 'My Documents' is the current folder
6. Look in the folder contents for your own folder
7. Double-click your folder to open it and make it the current folder



Step 3: Give your file a good name so you can find it again

8. Put your cursor in the text area next to 'File name'
9. Delete the text 'Doc1' and type a new name

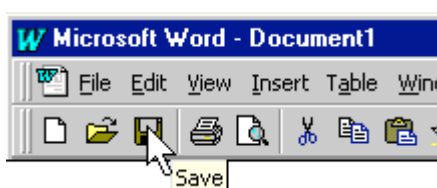


Step 4: Finish saving your document

10. Click the button 'Save' in the dialogue
11. Your document is now saved and the dialogue disappears

Task ②

Saving while you work!



Remember to save frequently while you are working:

1. Click the 'Save-button' every 5 or 10 minutes. This way you will never lose more than a few minutes' work!

Note: when saving an already named document, no dialogue box appears

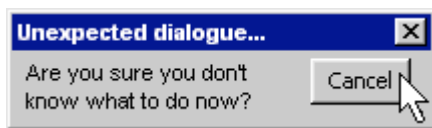
The final page of part 1 teaches you how to shut down the computer. It also tells you what to do when you seem to be lost or in trouble. Being a good inquisitive student, you should be trying out a lot and make many mistakes. So it is good to be in trouble! Turn the page and teach yourself to get out of trouble again.

10 I am in trouble!

It may seem that a computer does not always do what you want: A new dialogue-window suddenly appears or you see changes in the document you do not want. In that case: don't worry! Usually, there is a simple way out.

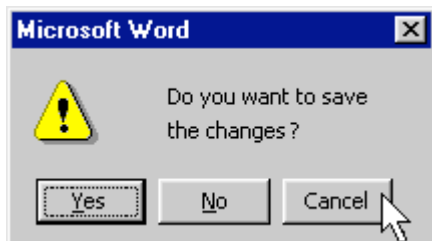
Problem ①

Unexpected dialogue or window?



Pressing the wrong keys or buttons may cause a dialogue box to appear on your screen. You can simply remove it:

1. Click the button 'Cancel' in the dialogue box, *or*
2. Click the Close-button in the top-right of the dialogue box



A dialogue also appears when the computer needs you to confirm that you really want something. On closing a program, for example, you click:

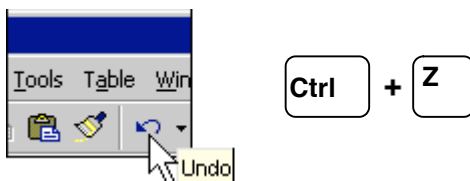
1. 'Yes' or 'OK' to save your work and close the program, *or*
2. 'Cancel' to remove the dialogue and return to your work, *or*
3. 'No' to close the program without saving your document

Other examples of confirmation dialogues occur when:

- Deleting a document: Click 'Yes' to confirm or 'No' to cancel
- Shutting down the computer: Click 'Yes' to confirm or 'Cancel'

Problem ②

Unexpected text changes?



Pressing the wrong keys or buttons may cause text in your document to disappear or change. To correct text changes:

1. Click the 'Undo'-button to go one step back
2. *or* Hold down the Ctrl-Key and press the Z-key (Ctrl-Z)
3. Repeat this until the changes have been repaired or 'undone'

Problem ③

How can I...?



If you want to know more about a function or if you need help on a problem, you can always use the 'Help'-function.

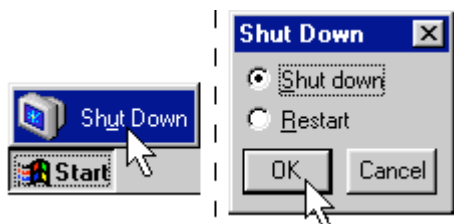
To get help on Windows in general:

1. Click the Start-button in the taskbar and choose 'Help'

Note: In the menu of most programs you will find a Help-function for that specific program. Try it out and learn more!

The final task

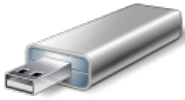
Switching off the computer



1. Click the Start-button on the computer's desktop
2. Go to 'Shut Down' and click again: a dialogue box appears
3. Click the 'OK'-button and wait until you see: 'It is now safe to turn off..'
4. Switch off the computer by pressing the on/off button

Note: Some computers switch off automatically after clicking 'OK'. Before switching off, save your work and close all programs.

Now you know enough to start with the real work. Go through this part one more time to remember where to find the different skills. Then continue with Part 2 or go directly to Part 3!



Using a Flash Drive

A Flash drive is a small, portable flash memory card that plugs into a computer's USB port and functions as a portable hard drive. USB flash drives are touted as being easy-to-use as they are small enough to be carried in a pocket and can plug into any computer with a USB drive. USB flash drives have less storage capacity than an external hard drive, but they are smaller and more durable because they do not contain any internal moving parts.

USB flash drives also are called thumb drives, jump drives, pen drives, key drives, tokens, or simply USB drives.

A flash drive is a small storage device that can be used to transport files from one computer to another. They are slightly larger than a stick of gum, yet many of these devices can carry all your homework for an entire year! You can keep one on a key chain, carry it around your neck, or attach it to your book bag.

Using a Flash Drive

A flash drive is easy to use. Once you have created a paper or other work, simply plug your flash drive into a USB port. The USB port will appear on the back of a desktop computer's PC tower or on the side of a laptop.

Most computers are set up to give an audible notice such as a chime when a new device is plugged in. This is normal.

When you option to save your work by selecting "Save As," you will find that your flash drive appears as an additional drive.

Why Carry a Flash Drive?

You should always carry a backup copy of any important work you've completed.

As you create a paper or large project, make a backup on your flash drive and save it separate from your computer.

A flash drive will also come in handy if you are able to print out homework at school. You can write a paper at home, save it to your flash drive, then plug the drive into a USB port on a school computer. Then simply open the document and print it out.

From <http://homeworktips.about.com/od/computertips/qt/flashdrive.htm>

The Internet



The Internet is now a huge global network of computers. It is not just one network but consists of millions of other networks worldwide. No one knows how many computers are connected to the Internet because each day several new machines are added and some old ones taken off. The World Wide Web, also called WWW or simply the web, is a subset of the Internet. It brings text, images, animation, video, sound and other multimedia content, all under one roof. Web sites are online addresses which take you to various pages which contain information. The pages on the Web, appropriately called web pages, can contain multimedia objects such as images, sound, and video in addition to text. Web pages are viewed using browsers such as Internet Explorer (from Microsoft), Firefox (from Mozilla), Opera (from Opera Software) and Netscape Communicator (from Netscape).

Since technically no one owns the web, and no one catalogues every website, how is it possible to find anything?

Virtual robots are scurrying around, trying to map the vast expanses of Cyberspace. Although most of them can cover only a small part of the Net, the task of finding anything among some two billion pages is still daunting. Search Engines like Google allow you to search billions of indexed web pages for any topic you like.

When using a search engine, there is almost no limit to the types of information that you can find in a matter of seconds. But there is also nearly no limit to the number of search results you get when attempting to locate information on the Internet. For these reasons the Internet can both help and hinder your ability to find Information. With so much information available it is important to know how to effectively search the Internet. This module will introduce you to the basics of searching the Internet, including an introduction to search engines, types of information that are easy to find online, types that should not be searched for online, and general tips for effectively searching the Internet.

1 Welcome to Internet

What is internet?

In simple words, internet is a huge number of computers that are worldwide connected to each other. These computers are situated in many different countries and are connected through telephone lines, cables in the ground and even satellites in space.



Internet – a worldwide network of computers, making information available to everyone

On a lot of these computers, people have published information: pages with text and pictures. These pages are called 'websites'. There are millions of websites on internet, with an enormous amount of information which you can view and use for your reading, research or fun!

Using the internet

If your computer is connected to the internet, you can 'visit' these websites. To visit a certain website, you need to know the 'address' of the website. Like a normal address specifies where someone lives, the internet address specifies the location of the computer on which the website is published.

An example of an internet address is: www.jamani.nl. When you type that address in a 'browser' program, such as Explorer, your computer goes to work: It contacts a computer in Holland and receives the information. Within a few seconds, you see Jamani's website on your screen.

If you are looking for certain information, but have no internet address, you can use special websites for searching. These are called 'search engines'. A good example of such a website is www.google.com, which is also available in Kiswahili (www.google.com/intl/sw/)!

What is e-mail?

You use electronic mail or e-mail to send information to someone. The big difference with normal mail is speed. One second after you press a button to send an e-mail, it arrives at the e-mail address you used. Even if you send it to the other end of the world!

If your computer is connected to the internet, you can use e-mail for communicating with friends and business relations. You can also 'attach' documents to an e-mail, such as reports or digital photographs.

There are special websites that give you e-mail service free of charge. If you want to use e-mail, you simply visit one of these websites and open an 'e-mail account'. You get a private e-mail address which you give to your friends, and then they can send you e-mail. To read your e-mail and to send e-mails yourself, you visit the website again and open your personal 'mailbox'.

Jamani's Guide to Computers Part 2 – Internet and E-mail

There is a lot more to tell about internet. In this part of Jamani's Guide to Computers, we aim to show and tell you enough to visit an internet café and start: How to search for information and to use it in your own documents. How to open an e-mail account and to send and receive your own e-mails.

You will see, it's easy and there is so much to discover!

2 Getting started

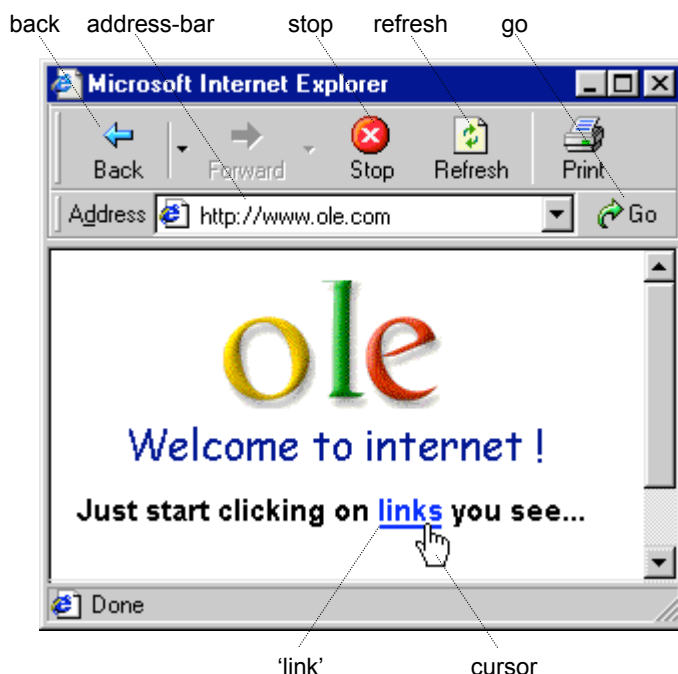
Internet Explorer

After you find a computer with internet connection, first start the right program. On most computers this is Microsoft® Internet Explorer or Netscape® Navigator. For this Guide, we will use Internet Explorer.

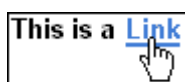
Example of a website

When Internet Explorer is running, the first thing you see is a website. On the picture here we show you how a website *might* look. The one you opened may look very different.

Move your cursor over the website. You will notice that your cursor sometimes changes into a hand. When that happens, you found a 'link'.



Link



A link can be text or a picture. You can normally identify links by their different color and because your cursor changes into a hand when above one. When you click on it, you go to another part of the website or to another website. Try it out!

Back-button



You can always go one or more steps back by clicking the 'Back'-button.

Go-button



When you want to 'visit' a certain website, type the address in the address-bar and click the 'Go'-button.

Stop-button



When you have started opening a website you do not want, click the 'Stop'-button. Then type a new address in the address-bar and click 'Go'.

Refresh-button



When (part of) a website does not appear on your screen, then there might have been trouble with the connection. Click the 'Refresh'-button to reload the page.

Where to start?

If you know what you are looking for on the internet, turn the page and start searching for the information you want. If you just want to get familiar with internet, here are some interesting websites you can visit. Just type the address in the address-bar and click the 'Go'-button.

Addresses:

www.afrikaleo.com

www.icttanzania.org

www.google.com/intl/sw/

3 Searching for information

Using Google®

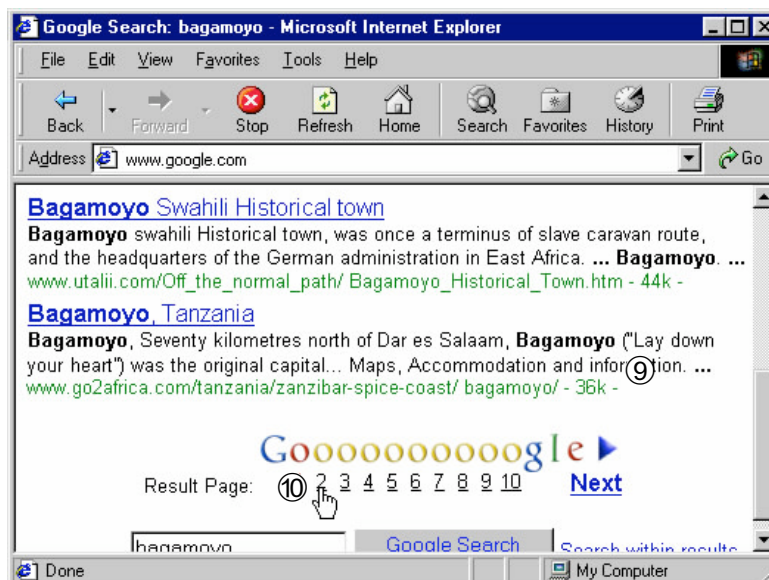
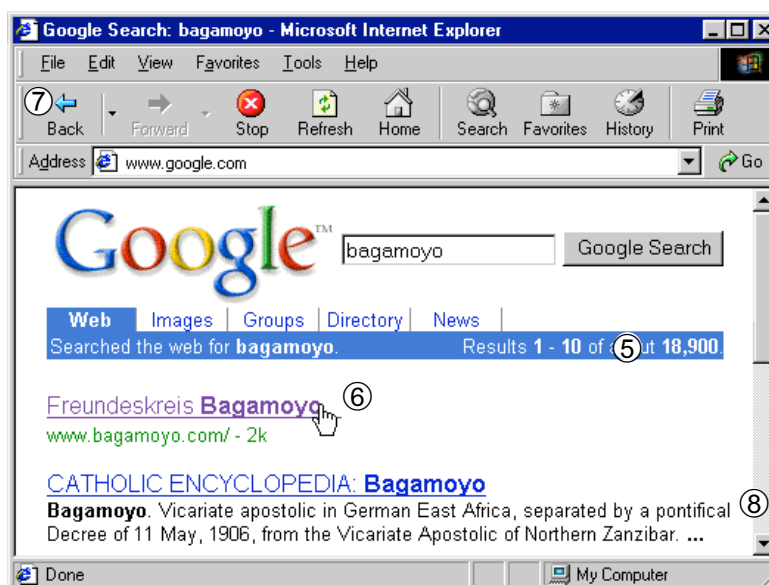
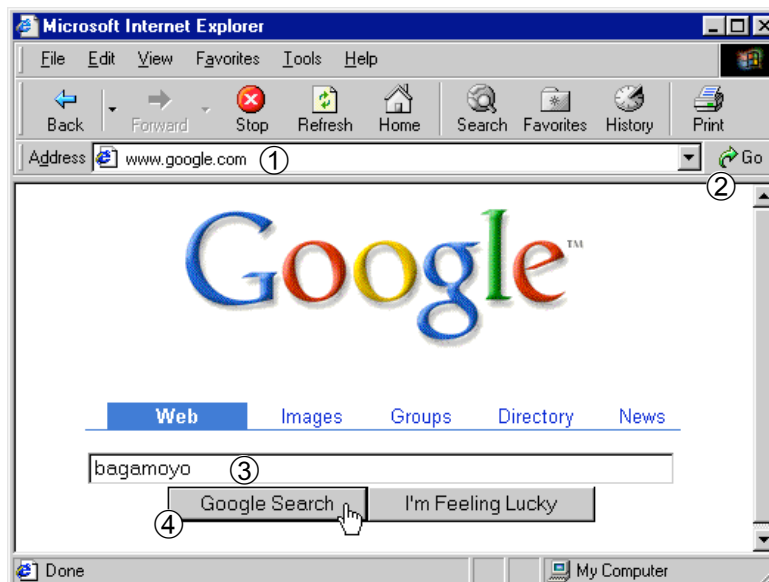
One of the best 'search engines' on internet is Google. How to use it?

- ① In the address-bar, type www.google.com
- ② Click the 'Go'-button or press the Enter-key and wait for Google to appear on screen
- ③ In the text-box, type what you are looking for, for example 'bagamoyo'
- ④ Click the button 'Google search' and wait for the results...
- ⑤ The next screen shows the results: Google found 18.900 websites and shows you the first ten on this page.
- ⑥ Each result is a 'link' to a website containing the word 'Bagamoyo'. Move your cursor on a link and click to visit that website.
- ⑦ Use the 'Back'-button to go back to Google's results and click on another link.
- ⑧ Scroll down the page to see more links...
- ⑨ Google shows a little text from each website. Google also shows the address of the website.
- ⑩ At the bottom of each page, you can click to see the next ten results.

Try it out! Type one or more words of your interest and click 'Search'.

If you want to search for more specific things, use two words separated by a '+'. For example: bagamoyo+hotel.

Turn the page to find out how to search for pictures on internet!



Email



Microsoft Outlook is a personal information manager from Microsoft, and is part of the Microsoft Office suite. (Word, Excel, and PowerPoint.) Although often used mainly as an e-mail application, it also provides a calendar, task and contact management, note taking, a journal and web browsing. OWA is used to access e-mail (including support for S/MIME), calendars, contacts, tasks, and other mailbox content when access to the Microsoft Outlook desktop application is unavailable. Microsoft provides Outlook Web Access as part of Exchange Server to allow users to connect remotely via a web browser. Some of the functionality in Outlook is also available in this web "look-alike". The most important difference is that Microsoft Outlook allows users to work with e-mail, calendars, etc., even when a network connection is unavailable, whereas OWA requires a network connection to function.

Logging into OWA

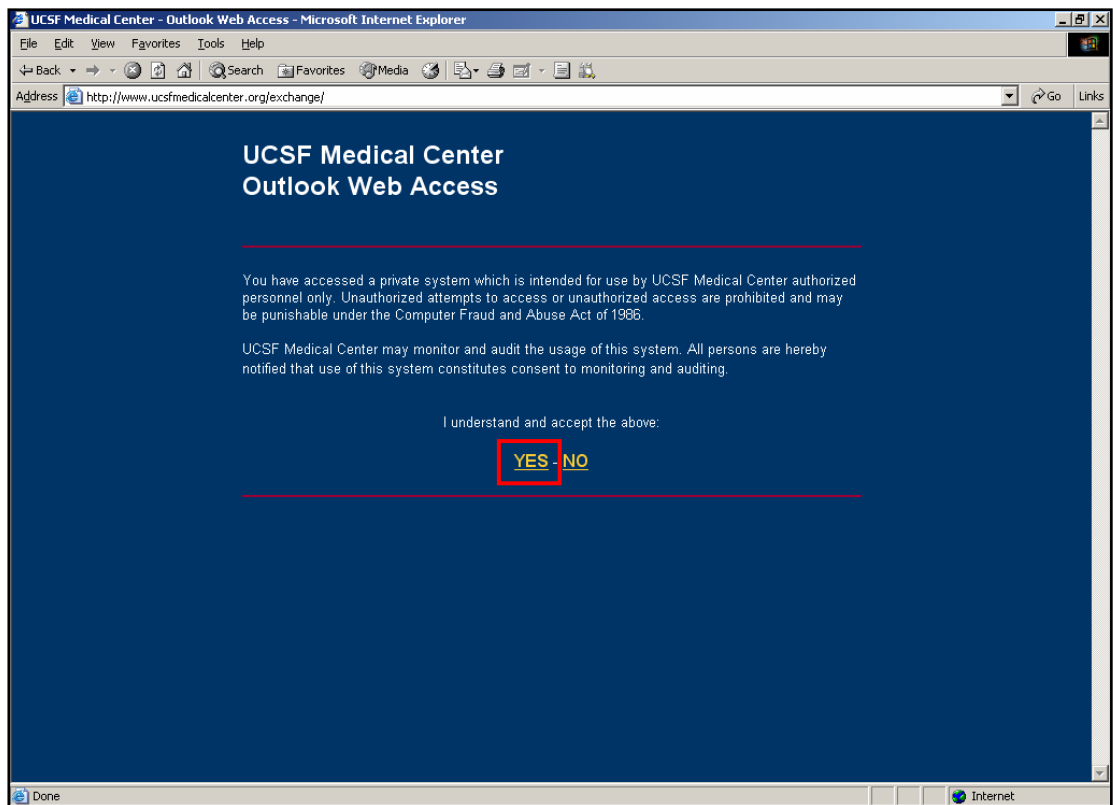
This section explains how to use the Outlook Web Access (OWA) function.

The OWA function allows you to use any web browser to access to your:

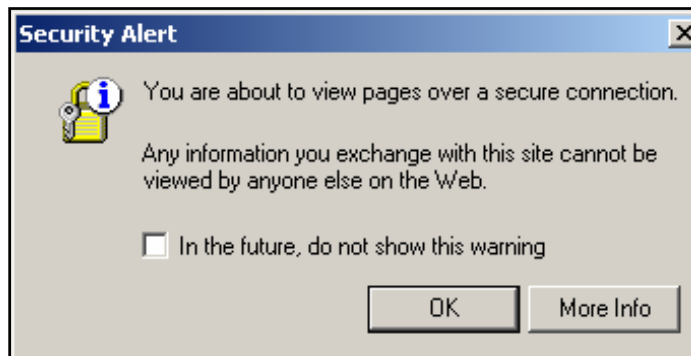
- Mailbox
- Calendar
- Contacts
- Public Folders

And the Global Address List (GAL)

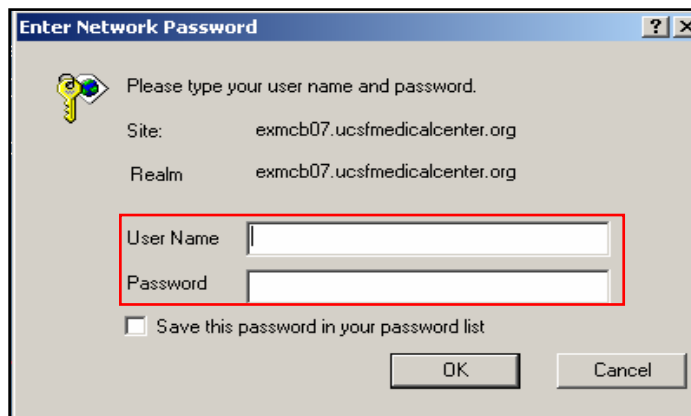
Step	Action
1.	Connect to your Internet Service Provider (web browser).
2.	Type the OWA address exchange.ucsf.edu in the address or location field. Add this address to your Favorites listing for quicker access in the future.
	The UCSF Medical Center Outlook Web Access window displays.
3.	After reading the security message, click on the word Yes .



Step	Action
	OWA displays the Security Alert window.
4.	Click the OK button.



Step	Action
	OWA displays the Enter Network Password window.
5.	Complete the User Name and Password fields.
6.	Click the OK button.



Navigating OWA

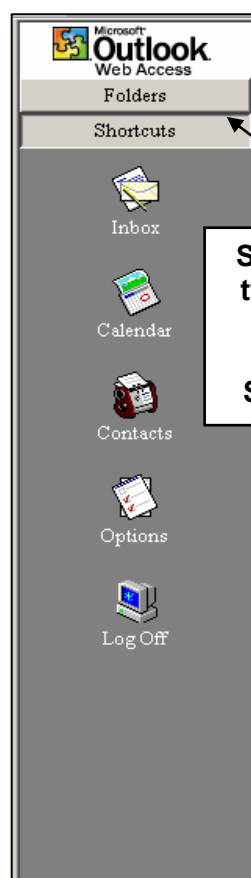
The OWA function contains several functions:

- Email
- Calendar
- Contacts
- Notes

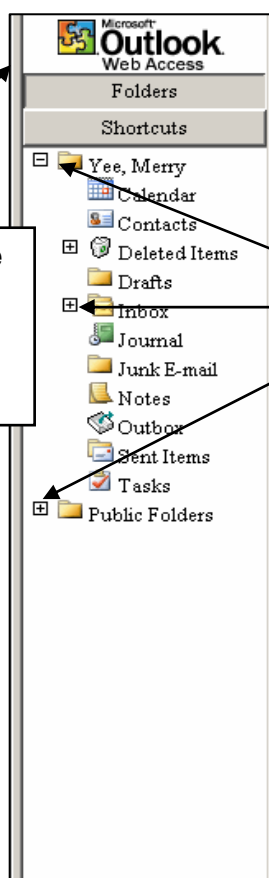
You can use either the appropriate Folders or Shortcuts to access the OWA functions.

Step	Action
	To view folders that you have created, you must be in the Folders view.

Shortcuts Bar



Folder List

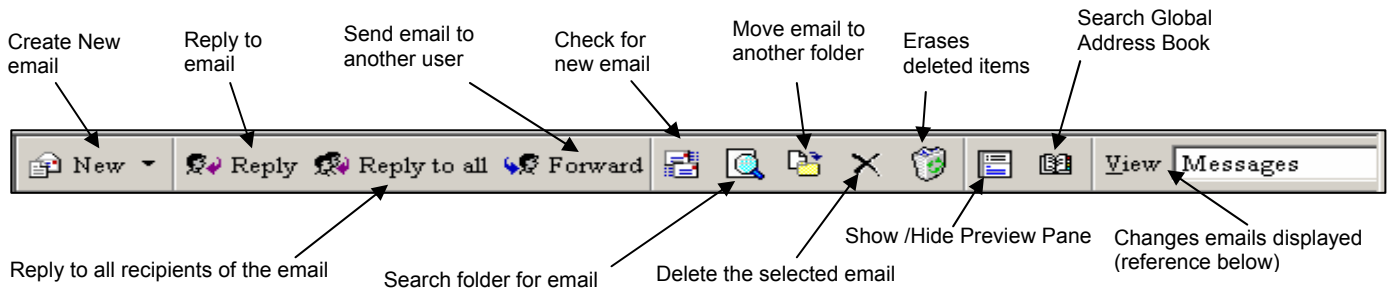


Switch between the two different views by clicking the "Folders and Shortcuts" button.

To expand a folder to view any hidden subfolders, click the plus (+) sign to its left.

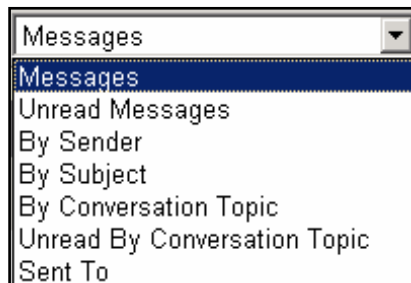
To hide subfolders, click the minus sign (-) to folders left.

OWA Email Navigation Toolbar



OWA Email Views

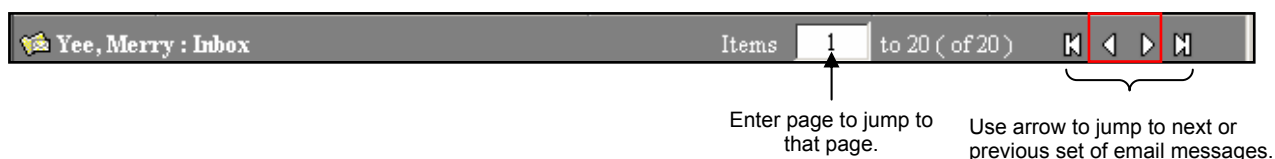
Step	Action
	To change the way OWA displays your emails, select the appropriate view from the View drop-down menu.



View Type	Description
Messages	Displays all your email messages.
Unread Messages	Displays all your unread email messages.
By Sender	Groups your email messages by sender.
By Conversation Topic	Groups your email messages by conversation topic. If the conversation topic box is empty, OWA groups the emails by subject.
Unread by Conversation Topic	Displays only unread email messages and groups them by conversation topic. If the conversation topic box is empty, OWA groups the emails by subject.
Sent To	Sorts email messages in the order to which the email was sent.

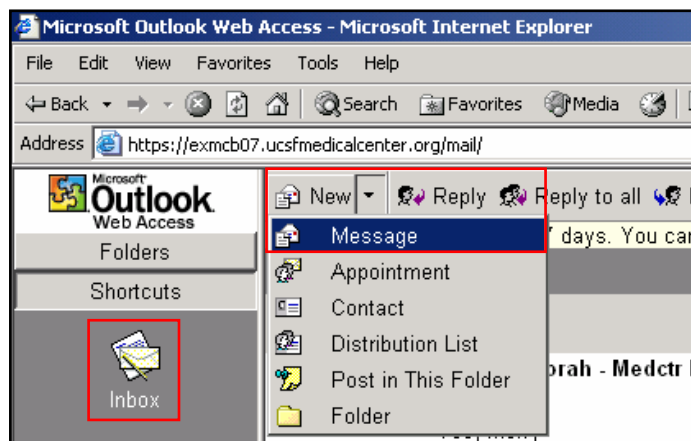
Changing the Message Pages in OWA

Step	Action
	<p>OWA only displays twenty-five emails per page.</p> <ul style="list-style-type: none"> To display the next or previous page of emails, use the left and right arrows located on the toolbar. <p>OR</p> <ul style="list-style-type: none"> If you know the appropriate page number, type it in the Items field and press <Enter>.

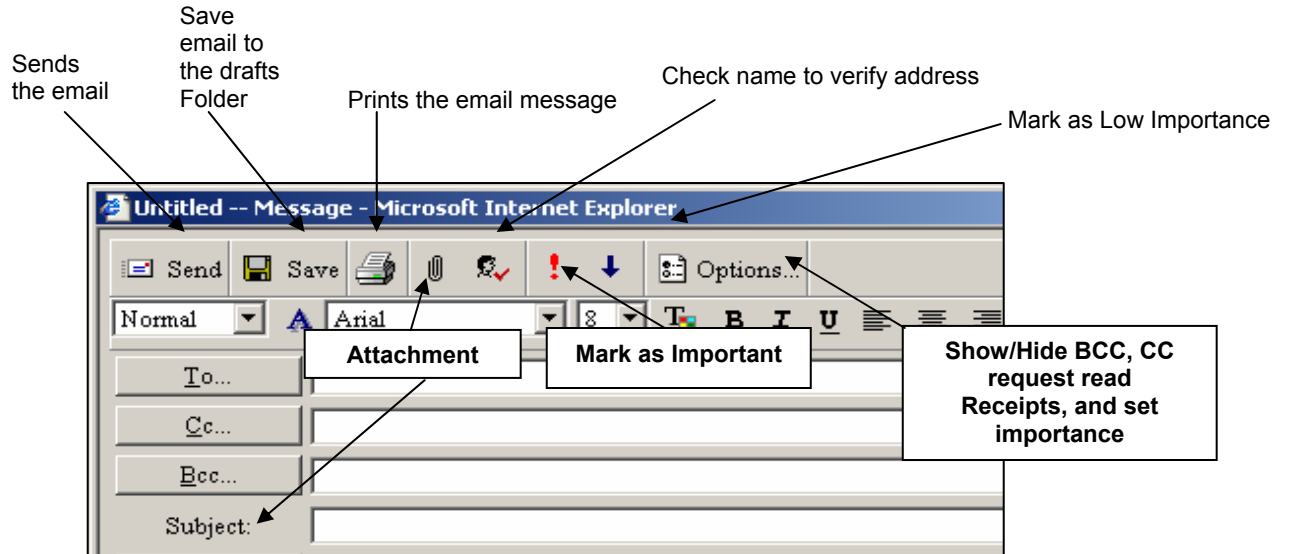


Creating a New Email Message in OWA

Step	Action
1.	Access your Inbox on the Shortcuts toolbar menu.
2.	Click the New button and select Message from the drop-down menu.



Step	Action
	OWA displays a blank Untitled – Message window.



Step	Action
3.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.

Find Names -- Web Page Dialog

Display name:

Last name: First name:

Title: Alias:

Company: Department:

Office: City:

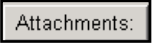

Name	Phone	Alias	Office	Job title	Company
Yee, Merry		MerryYee			
Yee, Merry	514-2000	YeeM			

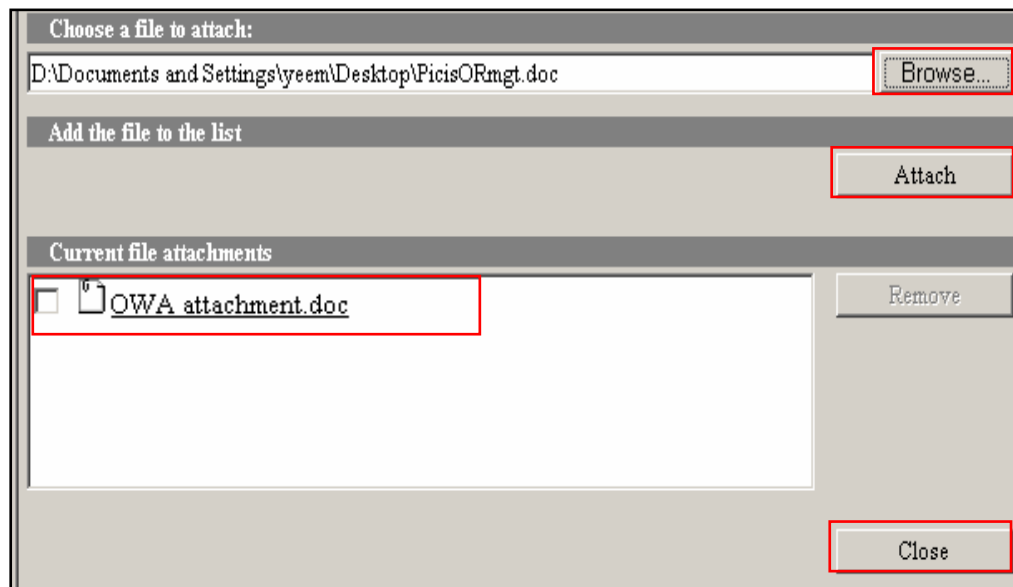
Step	Action
4.	Type the email recipient's last and first names in the Last and First name fields.
5.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
6.	Highlight the appropriate name and click the To button at the bottom of the screen.

Step	Action
7.	After entering all the email recipients, click the Close button.
	OWA displays your blank Untitled – Message window with your recipient's names.
8.	Complete the Subject line and type your message in the white message window.
9.	After completing your message and performing a spell check, click the Send button.

Step	Action
	<ul style="list-style-type: none"> The “To, Cc, and Bcc” fields can only be used if the recipient’s are listed in the UCSF Medical Center Global Address List. They cannot be used to search for addresses in your Contacts folder. You can send an email to someone listed in your Contacts folder only while you are in your Contacts folder.

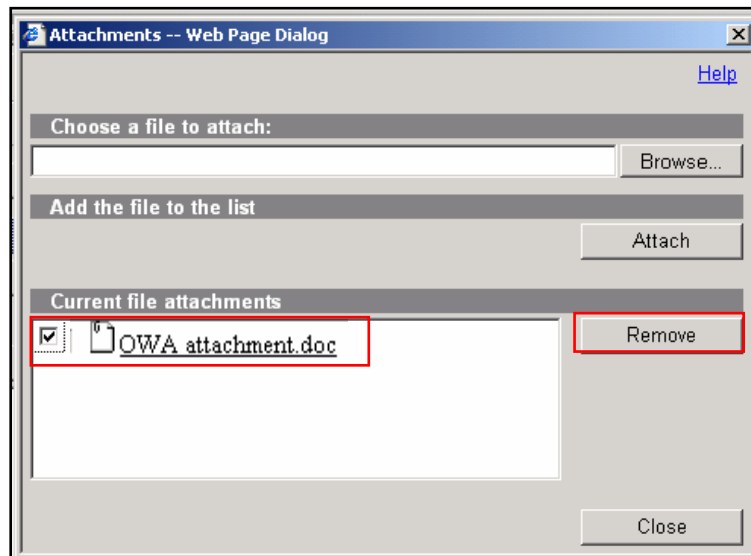
Attaching a File to an Email in OWA

Step	Action
1.	Access your Inbox on the Shortcuts toolbar menu.
2.	Click the New button and select Message from the drop-down menu.
3.	After attaching all of the appropriate email recipients, click on either the Attachments:  button or the Attachments icon. 
	OWA displays a blank Choose a file to attach window.
4.	Click the Browse button.
5.	Navigate to the appropriate drive(s), folder(s) and file location(s) to select your attachment.
6.	Click the Attach button.
	OWA attaches your file(s) to your email message. Repeat steps 3-6 for any additional files you want to attach.
	OWA displays the attached files in the Current file attachments field.
7.	Click the Close button.



Removing a File from an Email in OWA

Step	Action
	To remove a file, click the box next to the appropriate file and click the Remove button.
	Click the Close button.

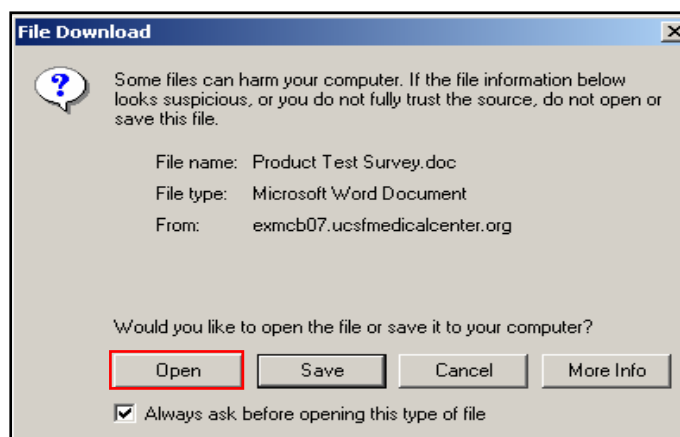


Step	Action
	OWA removes the attachment.

Viewing an Attachment in OWA

When an email message contains a file, OWA displays the paper clip icon next to the message.

Step	Action
1.	Double-click on the appropriate email message.
	OWA displays the email message.
2.	Click the appropriate attachment .
	OWA displays a File Download window.

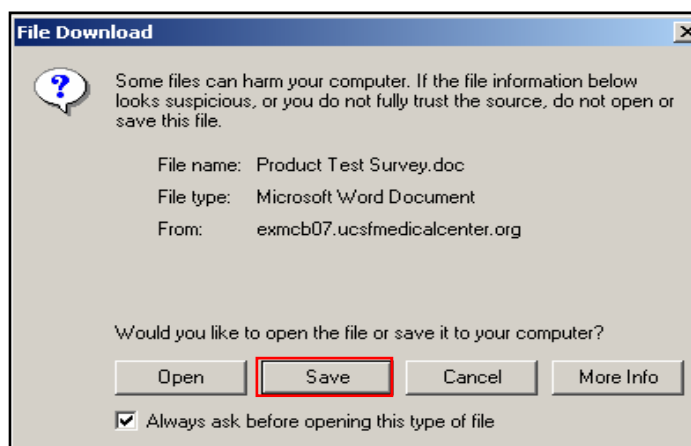


Step	Action
3.	To view the attachment only, click the Open button.
	OWA displays the attached file in the proper format.

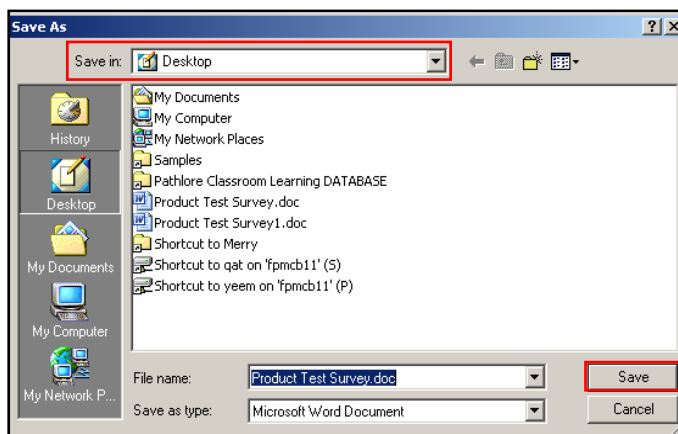
Saving an Attachment in OWA

When an email message contains a file, OWA displays the paper clip icon next to the message.

Step	Action
1.	Double-click on the appropriate email message.
	OWA displays the email message.
2.	Click the appropriate attachment .
	OWA displays a File Download window.




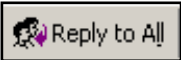
Step	Action
3.	To save the attachment, click the Save button.
	OWA displays a Save As window.
4.	Select the appropriate place where you want to save the email attachment. If appropriate, change the attachment's name.
5.	Click the Save button.



Reading and Replying to an Email Messages in OWA

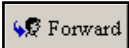
Step	Action
1.	To read an email, double-click on the appropriate email.
	OWA displays the email message in a new window.
2.	Click on the appropriate Reply button.

The following table defines the different Reply icons:

Icon	Action
	Enters the sender's name in the To field.
	Enters all the names of the recipients of the original email in the To field.

Step	Action
	Outlook 2000 displays the email message in a new window.
3.	Type your reply, attach any files and set any delivery options.
4.	Click the Send button.

Forwarding an Email in OWA

Step	Action
1.	To forward an email, double-click on the appropriate email.
	OWA displays the email message in a new window.
2.	Click the Forward button. 
	OWA displays a FW: (Subject line) window.
3.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.
4.	Type the email recipient's last and first names in the Last and First name fields.
5.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
6.	Highlight the appropriate name and click the To button at the bottom of the screen.
7.	Click the To button.
	OWA displays the Find Names – Web Page Dialog window.

Step	Action
8.	Type the email recipient's last and first names in the Last and First name fields.
9.	Click the Find button.
	OWA displays a listing of all the names that match your search criteria.
10.	Highlight the appropriate name and click the To button at the bottom of the screen.

Name	Phone	Alias	Office	Job title	Company
Yee, Merry		MerryYee			
Yee, Merry	514-2000	YeeM			

At the bottom of the dialog, there are buttons for 'Add recipient to...', 'To', 'Cc', 'Bcc', and 'Close'. The 'To' button is highlighted with a red box.

Step	Action
11.	After entering all the email recipients, click the Close button.
10.	Complete the Subject line and type your message in the white message window.
11.	After completing your message and performing a spell check, click the Send button.



Deleting an Email in OWA

Step	Action
1.	Highlight the appropriate email.
2.	Click the Delete key on your keyboard the Delete icon.



Netiquette

Contraction of Internet **etiquette**, the etiquette guidelines for posting messages to online services, and particularly Internet newsgroups. Netiquette covers not only rules to maintain civility in discussions (i.e., avoiding flames), but also special guidelines unique to the electronic nature of forum messages. For example, netiquette advises users to use simple formats because complex formatting may not appear correctly for all readers. In most cases, netiquette is enforced by fellow users who will vociferously object if you break a rule of netiquette.

To improve the impact of your messages and avoid trouble, there are a few unwritten rules, called netiquette (networking etiquette) you should be aware of:

- Clearly summarize your message in the subject line.
- Keep your messages short and focused. Recipients tend to ignore long messages.
- Don't write in all CAPITAL LETTERS. Capital letters are used for emphasis, and are considered equivalent to SHOUTING. IT'S ALSO DIFFICULT TO READ.
- Don't write anything you wouldn't say in public. It's easy for recipients to forward messages to others, which could leave you in an embarrassing position if you divulge personal or confidential information.
- Include your name at the bottom of a message.

MS Word



Microsoft Word is an essential tool for the creation of documents. Its ease of use has made Word one of the most widely used word processing applications currently on the market. Therefore, it's important to become familiar with the various facets of this software, since it allows for compatibility across multiple computers as well as collaborative features. Word is a fairly simple program to use for completing simple tasks. However, it may be more difficult to learn how to explore the more advanced possibilities of Word.

<http://getit.rutgers.edu/tutorials/word/>

1 Welcome to MS Word

What is MS Word?

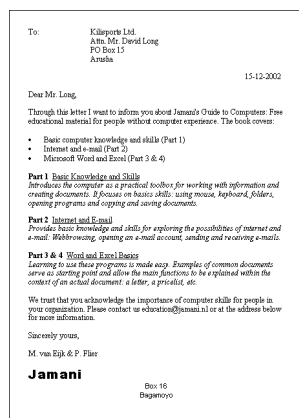
MS Word or Microsoft® Word is a computer program. Part 1 of Jamani's Guide to Computers tells that a computer is an electronic toolbox for working with information. The tools inside this toolbox are called programs. Different programs can be useful for creating different kinds of documents. The program MS Word is very useful for creating text documents, from a simple letter to a complete book with pictures.

Examples of simple text documents are letters, leaflets, timetables, pricelists, questionnaires, examinations, etc. These documents are usually only one or two pages in size and are quite easy to create. With this part of Jamani's Guide to Computers you will learn the basic functions to create any simple document.

Examples of complex text documents are project proposals, reports, books, etc. Such documents consist of many pages and require page numbers, chapters and paragraphs, a table of contents, etc. MS Word also provides these functions. Just start and find out later as you go along: Look through the menu's, click on buttons and see what happens. There is nothing you can do wrong, that you cannot 'Undo' with a few clicks!

Jamani's Guide to Computers Part 3 - MS Word Basics

MS Word contains many different functions. Even experienced users use no more than 10% of the available functions! In this part of Jamani's Guide to Computers, we will only show and tell you the basics about using MS Word. That is enough to create professional documents like this letter, schedule and leaflet:



Welcome to Jamani's Internet Cafe!					
Services	Specification	Price	Products	Price	
Internet access	Surfing and e-mailing, per hour	2000	Flapper disks	1000	
Scenariol service	Letter, leaflet, card, per hour	On demand	Computer books	2000	
Typing and designing	Copy on black & white	20	Internet & E-mail	2000	
Printing (black & white)	Largeprint quality, per page	200	MS Word Basics	2000	
Printing (colour)	Double colourprint, per page	1000	MS Excel Basics	2000	
Binding	One plastic spiral and 2 covers	1000			
Computer training	Secure internet basic	14000	Refrigerators	400	
Training: General internet	3 x 1 hour + 3 hours of practice	14000	Stoves 10 litre	400	
Training: Microsoft Word	4 x 2 hours + 4 hours of practice	14000	Sets	400	
Training: Microsoft Excel	4 x 2 hours + 4 hours of practice	14000	Practical kits	400	

Our practical training makes computers fun and easy...

Training Timetable	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning 0800 - 1000	MS Word	MS Excel	MS Word	MS Excel	MS Word	MS Excel
Evening 1900 - 2000	Excel	Internet	Excel	Internet	Excel	Internet

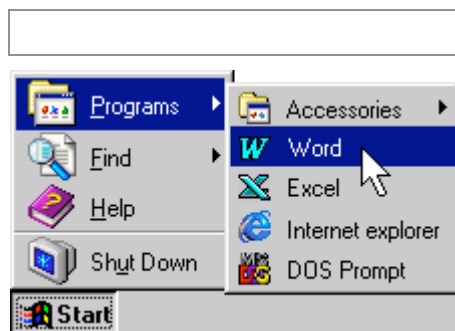
Practical yourself! After each session you get an extra hour to practice and create a document of your choice.



Learning the basics of MS Word means: Knowing *where* to find the few functions you need and *how* to use them. And simply forget about the rest. It is the aim of Jamani's Guide to Computers to help you do just that.

We advice you to go through this guide step by step. For each basic thing we will show you one way of doing it. A way that is easy to use and to explain, but maybe not the best. Learn and find out yourself by trying, making mistakes and - if you can - asking more experienced users. Most of all, don't worry, just do it!

Have fun!



Getting started

Before starting your first document, do the following:

1. Create a folder for yourself in 'My documents'
2. Start the program called 'MS Word'
3. Save the new document in your folder and remember to save frequently while you work
4. Turn this page and take a good look at the letter you are about to create

See: Jamani's Guide to Computers Part 1 - Basic Knowledge & Skills

2 Writing a letter

A professional letter is easy!

On this page, you see an example of a clear and professional letter. It is the sort of letter you may need to apply for a job or to promote your product or organization.

Writing a letter like this and making it look the way you want, is easy! Only seven basic actions are involved, which you see on this and following two pages. Just start typing and follow the step by step instructions.

changing the left margin ⑥ creating big and equal spaces ① putting text on the right side of the page ⑤ changing the right margin ⑥

changing the top margin ⑦

To: Kilisports Ltd.
Mr. David Long
PO Box 15
Arusha

15-12-2002

Dear Mr. Long,

Through this letter I want to inform you about Jamani's Guide to Computers: Free educational material for people without computer experience. The book covers:

creating a list ②

- Basic computer knowledge and skills (Part 1)
- Internet and e-mail (Part 2)
- Microsoft Word and Excel (Part 3 & 4)

making text **Bold** and Underlined ③

Part 1 Basic Knowledge and Skills
Introduces the computer as a practical toolbox for working with information and creating documents. It focuses on basics skills: using mouse, keyboard, folders, opening programs and copying and saving documents.

Part 2 Internet and E-mail
Provides basic knowledge and skills for exploring the possibilities of internet and e-mail: Web browsing, opening an e-mail account, sending and receiving e-mails.

Part 3 & 4 Word and Excel Basics
Learning to use these programs is made easy. Examples of common documents serve as starting point and allow the main functions to be explained within the context of an actual document: a letter, a schedule, a leaflet, a gradelist, etc.

making text *Italic* ③

We trust that you acknowledge the importance of computer skills for people in your organization. Please contact us at education@jamani.nl or at the address below for more information.

Sincerely yours,

M. van Eijk & P. Flier

changing the font and font size ④

Jamani

changing the bottom margin ⑦

Box 16
Bagamoyo

⑤

putting text in the middle of the page

⑦ Follow the numbers on the next pages and start writing... ⑦

Where to start?

You looked at 'the Letter' and now you want to make one yourself.

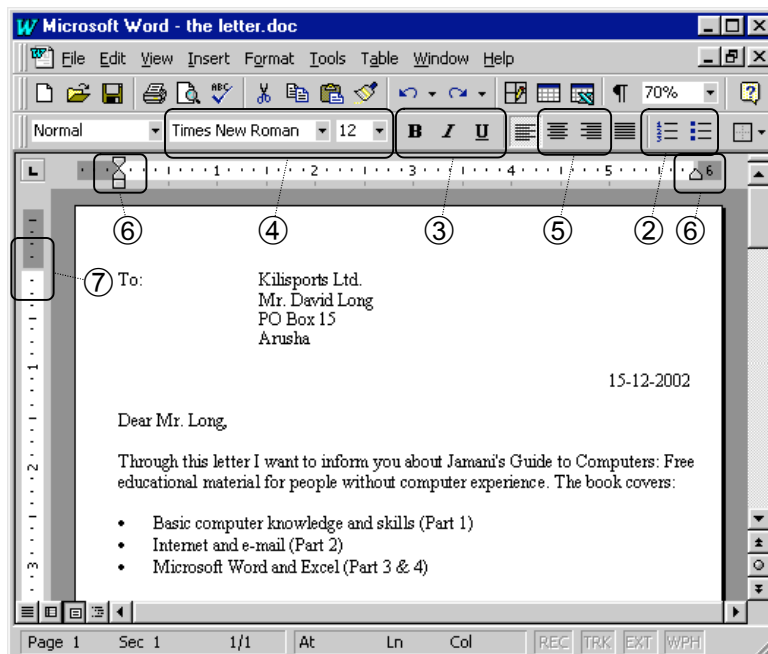
Start by typing all the text: the address, the date, etc. Only type the text and use the Enter-key to type on a new line.

When you finish typing, all text is at the left side of the page, including the date. Then go through Step ① to Step ⑦ to change the letter's appearance.

For Step ② to Step ⑦, you need basic functions of Word. The picture shows what function you need for what step.



Just try and use 'Undo' if you make a mistake!



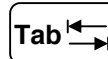
Step ①

Using Tabs to create spaces

To: Kilisports Ltd.
Mr. David Long

To: Kilisports Ltd.
Mr. David Lor

1. Click the cursor in front of the first word: 'Kilisports'
2. Press the Tab-key on your keyboard two times



To: Kilisports Ltd.
Mr. David Long

To: Kilisports Ltd.
Mr. David Lor

3. Put the cursor in front of 'Mr. David Long'
4. Press the Tab-key on your keyboard twice
5. Repeat this for 'PO Box' and 'Arusha'

Step ②

Creating a list

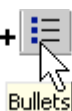
Basic computer
Internet and em
Microsoft Word

Basic computer
Internet and em
Microsoft Word

First type and select the text lines you want in your list:

1. Click in front of the first line and hold the mouse button down
2. Drag the cursor down to select all text and release the button

Basic compu
Internet and
Microsoft W



• Basic compu
• Internet and
• Microsoft W

To make a list with 'Bullets':

3. Move the cursor to the 'Bullets'-button: a label appears 'Bullets'
4. Click the button and click on the page to un-select the text

Basic compu
Internet and
Microsoft W



1. Basic compu
2. Internet and
3. Microsoft W

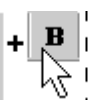
To make a list with numbers:

1. Select the text and click the button 'Numbering'
- Note: To undo numbers, select the list and click the button again

Step ③

Making text bold, underlined & italic

Part 2

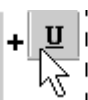


Part 2

To change the appearance or 'format' of text:

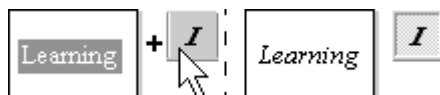
1. Select the text and click the button 'B' to make the text Bold
2. Click on the page to un-select the text

Internet ar



Internet ar

or Select the text and click the button 'U' to make text Underlined
or Click both buttons to make the text Bold and Underlined

Step ③**- Making text bold, underlined & italic**

To make text bend to the right:

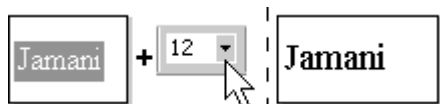
1. Select the text and click the button 'I' to make the text *Italic*

Note: The button 'I' indicates that this text is *Italic*



To change the text back to normal:

1. Select the *Italic* text and click the button 'I' again

Step ④**Changing the Font and Font Size**

To make text smaller or bigger:

1. Select the text and click on the arrow next to the size: '12'
2. In the list that appears, go to '14' and click: the text is bigger



To use a different type of text or font:

1. Select the text and click next to the name of the font: 'Times'
2. In the list that appears, select 'Arial Black'

Step ⑤**Aligning text Right and Center**

To put text on the right side of the page:

1. Click the cursor in the text or select the text
2. Press the button 'Align Right'



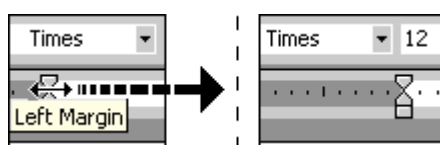
To put text in the centre of the page:

1. Select the text and click the button 'Align Center'
2. Click the button 'Align Left' to put the text back to normal

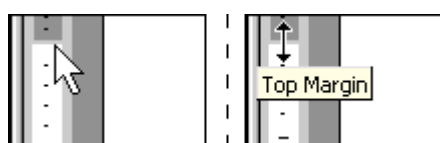
Step ⑥**Changing Left and Right Margin**

To adjust the amount of white space left and right on the page:

1. Move the cursor to the left margin on the top ruler
2. Wait until the cursor changes shape and 'Left Margin' appears

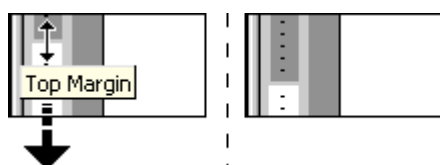


3. Click and hold down the left mouse button
4. Slowly move the mouse to the left or right and release
5. Repeat this for the right margin on the right side of the top ruler

Step ⑦**Changing Top and Bottom Margin**

To adjust the amount of white space on the top and at the bottom of the page:

1. Move the cursor to the top margin on the left ruler
2. Wait until the cursor changes shape and 'Top Margin' appears



3. Click and hold down the left mouse button
4. Slowly move the mouse up or down and release
5. Repeat this for the bottom margin on the lower side of the ruler

MS Excel



Microsoft Excel is the most widespread program for creating spreadsheets on the market today. Spreadsheets allow you to organize information in rows and tables (which create cells), with the added bonus of automatic mathematics. Spreadsheets have been used for many, many years in business to keep track of expenses and other calculations. Excel will keep track of numbers you place in cells, and if you define cells to refer to each other, any changes made in one cell will be reflected in these referring cells. It sounds a bit complicated, but Excel makes it all a breeze.

<http://getit.rutgers.edu/tutorials/excel/index.html>

1 Welcome to MS Excel

What is MS Excel?

Microsoft® Excel is a 'spreadsheet' program. Spreadsheets are useful for working with numbers and calculations. You can compare a spreadsheet to a table in MS Word, but with a lot of extra functions.

Just like a table, a spreadsheet provides a good solution for presenting information (data) in a neat and structured way. The difference is that in a spreadsheet you can create relationships between cells and 'process' the data: With formulas to add or multiply or functions to put data in the right order. Two examples:

Example 1 - Say you are a teacher and you need a list of students' grades. After you enter all names and grades into the spreadsheet, you start 'processing'. First you calculate the average grade of each student and of the whole class. Then you sort the list, putting the best student on top and the weakest on the bottom. This important information is quite easy to get when you are using a spreadsheet instead of a table!

Example 2 - Suppose you are thinking of a business opportunity. A spreadsheet can help to create a clear picture of how successful the business will be. First you enter what products or services you will sell for what price. Then you enter the costs you need to make. After that, you can calculate if the business will be profitable or not. And you can easily see what happens when you change the price or when you sell more!

Jamani's Guide to Computers Part 4 - MS Excel Basics

MS Excel contains many functions which allow you to create complicated spreadsheets. In this part of Jamani's Guide to Computers, we will only show and tell you the basics about using MS Excel. That is enough to set up your first own spreadsheet, a students' grade list or a simple business plan:

Students	Boys	Girls	All
Form 1	52	65	117
Form 2	46	58	104
Form 3	39	47	86
Form 4	42	39	81
Form 5	23	32	55
Form 6	21	34	55
Total	223	275	498

Students	English	Kiswahili	Math.	Physics	Biology	History	Average
Makia	89	87	79	74	76	79	81
Maria	82	80	69	82	74	79	78
Douglas	62	79	90	71	72	78	75
James	65	81	63	91	76	71	75
Abaidi	82	81	76	65	77	64	74
Susan	72	76	57	90	63	77	73
Julius	65	76	62	62	85	82	72
William	71	62	78	72	90	58	72
Benjamin	46	82	66	65	71	91	70
Rehema	65	76	65	82	46	72	68
Upendo	90	78	56	39	78	65	67
Mnsho	63	70	68	46	71	50	61
Daudi	44	57	48	65	56	61	55
Class average	69	76	67	70	72	71	71

BAGAMOYO BATIKS				
(sales forecast)				
Revenues	price	amount	turnover	
Postcards	Small picture (10x15 cm) on white cotton + envelope	1,000	25	25,000
Tableware	Set of heavy tablecloth with 6 matching napkins	18,000	3	54,000
Batik training	Group course (six hours) incl. materials, per person	16,000	3	48,000
Total revenues per month				127,000
(products & services)				
Material cost	cards	tableware	training	
Fabric	Dark: normal quality	35	2,000	3,000
	Tableware: extra quality			
Paint	Dark: watercolour	15	1,800	3,000
	Tableware: chemical			
Wax	Standard wax	10	800	1,000
Extra	Dark: Paper and envelope	120	150	500
	Tableware: Stitching			
Material cost per product	180	4,950	7,500	
Total material cost per month	4,500	14,850	22,500	41,850
Extra costs				
Rent	Workshop/room		7,500	
Electricity			1,500	
Transport	To Dar es Salaam		2,500	
Other	Tools, salary, unforeseen		10,000	
Total extra costs per month				21,500
Turnover				127,000
Materials				-41,850
Extra cost				-21,500
Total income per month (before taxes)				63,650

Learning MS Excel means understanding the basics of a spreadsheet: entering data (information), sorting data, using formulas and printing it on paper. For this it helps a lot if you are familiar with basic mathematical calculations. But even without that you can use Excel quite easily!

Arriving at the last part of Jamani's Guide to Computers, you should now be comfortable with the general things: buttons, menu-items, dialogues, etc. In fact, by now you should be curious to find out more! Just continue to try out different things and make mistakes.

Getting started

Before starting your first document, do the following:

1. Start the program called 'MS Excel'
2. Save the new document in your folder and remember to save frequently while you work

See: Jamani's Guide to Computers Part 1 - Basic Knowledge & Skills

3. Turn this page and take a good look at the first spreadsheet!



2 The first spreadsheet

Just like MS Word!

Although Excel is a totally different program than MS Word, it has a lot of the same functions. If you know how to work with Word, you already know a lot about Excel: You know how to save your document, copy and paste text, change the font and size of text, make text **Bold** and *Italic*... and how to Undo in case of mistakes!

Just like a table in Word, an Excel spreadsheet consists of cells, rows and columns. You enter information into cells by clicking the cursor in a cell to select the cell and then start typing the way you are used to.

Spreadsheet basics

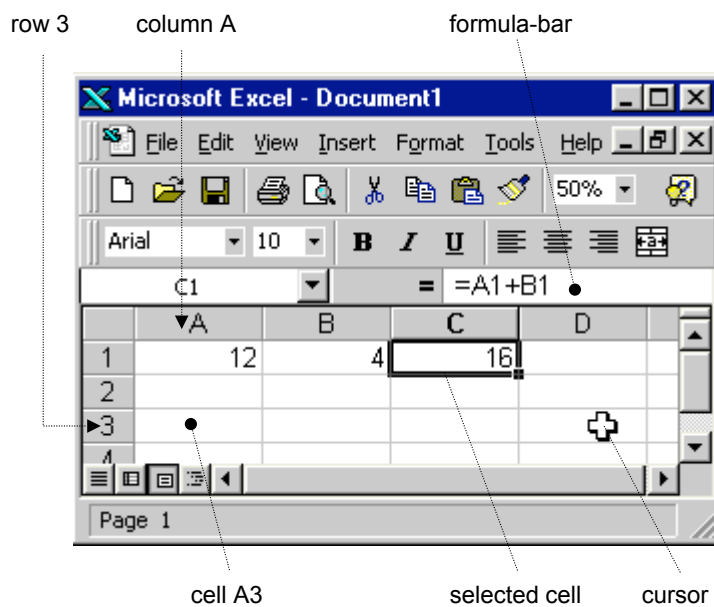
In a spreadsheet, columns are numbered A, B, C and rows are numbered 1, 2, 3. Each cell has a unique name based on its location in the spreadsheet. For example: A3 is the cell in column A and row 3.

What makes a spreadsheet special is that you can type a formula in a cell, using the information from other cells.

The picture gives an example:

- In cell A1 we typed '12' and in B1 '4'.
- In the selected cell C1, we typed '=A1+B1' resulting in '16'.

When you use a formula in a cell, the cell shows the result of the calculation; the formula-bar shows the formula.



The first spreadsheet

The first spreadsheet below shows how many boys and girls a school has in each form. The grey areas show the totals, which have been calculated by Excel. Only six basic actions are needed to do this!

entering data into cells (typing text and numbers)				formatting data in cells (Bold and Align Right)	
Students	Boys	Girls	All		
Form 1	52	65	117		
Form 2	46	58	104		
Form 3	39	47	86		
Form 4	42	39	81		
Form 5	23	32	55		
Form 6	21	34	55		
Total	223	275	498		

③ adding up two cells in a new cell (52+65=?)

④ copying the same formula to other cells

⑤ calculating a total

⑥ changing the size of columns

? Follow the numbers on the next pages and start typing... ?

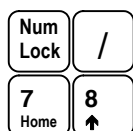
Where to start?

First enter all the text and numbers, except for those in the grey areas: So type what you see in the picture on the right! Step ① explains how.

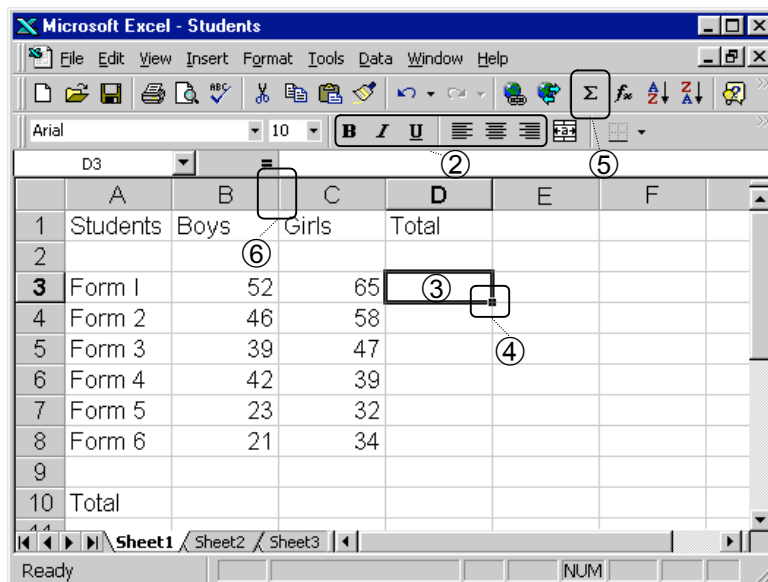
Then go through Step ② to Step ⑥, to complete the spreadsheet.

The picture shows what function you need for what step.

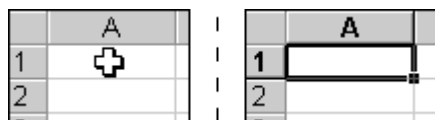
For typing numbers, it is easy to use the 'number'-keys on the right part of your keyboard.



Note: You have to press the 'Num Lock'-key first to enable the number-keys!



Step ①



Entering data into cells

First select the right cell:

1. Move the cursor on the cell in which you want to enter data
2. Click the left mouse button to select that cell

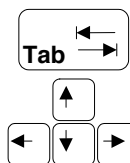
Note: Try this out and click on different cells to select them!



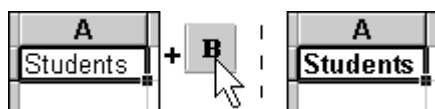
Then enter data into the selected cell:

1. Start typing as usual
2. Press the Enter-key to go the cell below

Note: Use the Tab-key for going to the cell on the right or the 'Cursor'-keys to move in all directions



Step ②

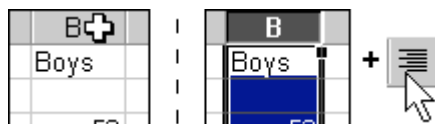


Formatting data in cells

To change the appearance or 'format' of data in a cell:

1. Select the cell and click the button 'B' to make the data **Bold**

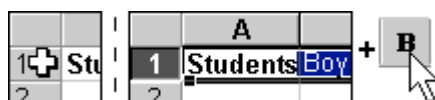
Note: You can select more cells by clicking in one and dragging



To format all data in one column:

1. Click on the letter on top of a column to select the column
2. Click the button 'Align Right' to put all data on the right side

Note: Select more columns by clicking on one and dragging



To format all data in one row:

1. Click on a row number (left of the row) to select the row
2. Click the button 'B' to make the data '**Bold**'

Step ③

=B3+C3	
Girls	Total
65	=B3+C3

Adding & other simple calculations

To add up two cells (B3 and C3) in a new cell:

1. Select the cell in which you want the result (D3 or any other!)
2. Type: =B3+C3 and press 'Enter' to see the result

Note: Click on D3 again to see the formula in the formula-bar. To change formula, click the cursor in the formula-bar and type.

	A	B	C		C
1	12	9	=A1+B1	→	21
2	17	8	=A2-B2	→	9
3	3	10	=A3*B3	→	30
4	27	4	=A4/B4	→	6.75

To make simple calculations:

1. Always start a formula with '='. For example '=A1+B1'
2. Use '-' for subtracting numbers. For example '=A2-B2'
3. Use '*' for multiplying numbers. For example '=A3*B3'
4. Use '/' for dividing numbers. For example '=A4/B4'

Note: Instead of typing 'A1', you can also click on A1.

Step ④

65	117
58	
47	
39	
32	
34	

Copying formulas

In cell D3 you typed a formula to add up cells B3 and C3. It's easy to copy and use a formula for other cells:

1. Move the cursor on the small mark of the selected cell (D3)
2. The cursor's white cross turns into a thin black cross
3. Click the left mouse button and drag the cursor down

Note: Click in cell D4 and look in the formula-bar: You see that the original formula '=B3+C3' automatically changed to '=B4+C4'.

Step ⑤

Form 1	52
Form 2	46
Form 3	39
Form 4	42
Form 5	23
Form 6	21
Total	

Calculating a total or 'sum'

To calculate the total (sum) of many cells:

1. Click in the cell where you want the total (B10)
2. Click the 'Σ'-button ('AutoSum') on your screen
3. Press the 'Enter'-key

Note: The 'AutoSum' function shows what cells it will calculate the total from: B3 to B9. To make another selection, click in the first cell and drag to the last cell. Press Enter to get the result.

223		
223	275	498

With only three clicks you calculated the total number of boys! Now complete this spreadsheet: Use Step ④ to copy the 'SUM'-formula and calculate how many girls and students there are.

Step ⑥

	A
1	Students
2	
3	

Changing column size

To change the size of one column:

1. Move the cursor between two columns at the top: The cursor changes shape
2. Click and drag until it is the size you want and release

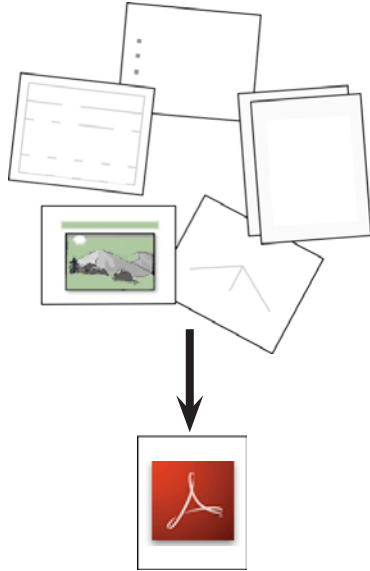
Adobe Acrobat: PDF



Lengthy documents stored on the Internet are sometimes saved as PDF (Portable Document Format) files. Placing large amounts of text on an individual web page is considered bad Internet practice since it causes users to scroll through a big web page, which can become tedious. Instead, website creators can create downloadable files of text saved in the PDF format. PDF files can be viewed or downloaded on the Internet just as any other multimedia file, such as an HTML file, image, or movie. However, in order to view PDF files, you'll need the necessary programs. Adobe Reader.

The advantage of PDF files comes in their universal look; no matter what platform you open them on, they will look exactly the same. These create a much easier distribution method for the author, knowing that no matter how many times the file is duplicated, and in what manner, the look will remain the same. Another advantage to PDF files is the small file size.

<http://getit.rutgers.edu/tutorials/pdf/index.html>



Download Adobe Acrobat Reader

<http://www.adobe.com/products/acrobat/readstep2.htm>



What is a PDF File?

What does “PDF” stand for?

Portable Document Format

What is special about the PDF format?

PDF is a fast, easy and reliable way to share documents. Any printable document can be converted to PDF, then the PDF file can be linked to from a Web page, attached to an email, or recorded onto a disk or CD for distribution.

A well made PDF file will look the same on all computers, regardless of operating system, system fonts, or Web browser. The layout, typefaces, links, pagination, and images will remain consistent with the original document.

How do my students and colleagues view the file?

- A PDF “reader,” such as Adobe’s free Acrobat Reader, must be installed on their computer. On Mac OS X, the Apple Preview application can be used instead of Acrobat Reader.
- If a PDF “browser plug-in” is installed on a computer the browser can open the PDF inside the browser window instead of launching in a separate application.

What’s the difference between the ‘Reader’ and the ‘Full version’ of Acrobat?

- **Adobe Reader** is free software that lets you *view and print* PDF files.
- **Adobe Acrobat** *converts* documents to PDF format, and provides additional tools for sharing and editing PDF files.

Advantages and Disadvantages of PDFs

Advantages of PDF Files

Most computers already have Acrobat Reader or another PDF reader, but if not, it is free, easy to download off the Web, and easy to install.

Upon conversion to PDF, documents with special layouts or specific typefaces will remain intact.

Disadvantages of PDF Files

Users must have a PDF reader installed.

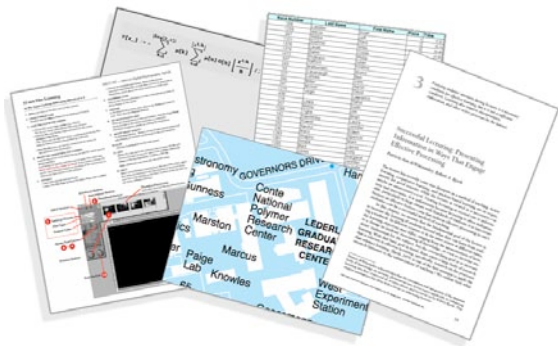
When using on the Web, the “Reader” software or plug-in must launch before the PDF document can be shown on-screen, which means a potentially frustrating delay for users.

PDFs cannot be edited extensively, and you must have the full version of Acrobat to make significant changes.

TIP: Make a PDF of a Presentations

When you travel to present a guest lecture, or when you email a finished presentation or document to a colleague, make a PDF of Word documents or PowerPoint presentations. Even if the fonts used in your document are not installed on the computers your files are viewed on, text and layout will be preserved. (Note: Some animation, video and audio may be lost.)

Examples of documents suitable for PDF



Vector artwork is zoom-able with no loss of quality. The “detailed” Campus Map on the UMass Web site is a good example: http://www.umass.edu/umhome/visit_campus/maps.html



When should you use a PDF?

Examples of good candidates

- **Documents where layout and type design are essential**
PDF documents can “embed” fonts, so layouts remain consistent no matter what computer the PDF is viewed on or printed from. One disadvantage of distributing files in other file formats such as Word .docs, is that if fonts are used which are not installed on the recipient’s computer, alternate fonts will be substituted. This often causes lines of text to wrap in unexpected ways, and can make a document unreadable, much less, unattractive.
- **Scanned Journal articles or book chapters**
Paper documents can be scanned directly to PDF using a flatbed scanner. A “document scanner,” which can feed several sheets at once, is great for scanning photocopies from books, journals or printed documents for which you do not have an electronic file. (see Appendix, “Scan to PDF”)
Note: The Instructional Media Lab has a document scanner that can scan directly to PDF without even opening Acrobat!
- **Documents requiring special font or character sets**
As long as fonts are embedded, PDF documents preserve symbol fonts, scientific or mathematical characters, or non-roman character sets such as Greek, Asian or Cyrillic.
- **Charts or graphs requiring accurate detail**
Drawings made using vector applications such as Adobe Illustrator or Corel Draw preserve detail when printed or enlarged using the Reader’s zoom tool.
- **Complex or extensive tabular data**
Complicated tables do not translate well, for instance, into HTML. Delivering a PDF may preserve readability.
- **Forms**
PDFs can contain interactive forms for users to submit over the Web (requires scripting on the server and a special account to process submissions, such as CGI, or Common Gateway Interface). In most cases a simple form on a Web page may be easier to produce and maintain. For forms that will be printed and returned, PDFs are an easy and very reliable solution.

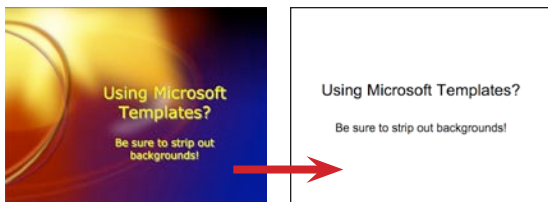
When to avoid using a PDF

- **When posting a short, simple document online**
Consider using HTML. Web pages are more quickly displayed and do not require a reader. No one wants to wait for a PDF to open only to find a half-page, plain text document. Also, it is easier to make quick edits to a Web page than it is to a PDF.
- **When you want the recipient to be able to edit the document**
Generally, documents can’t be converted back from PDF to their original file format without losing information. Plus, editing capabilities in Acrobat are very limited.

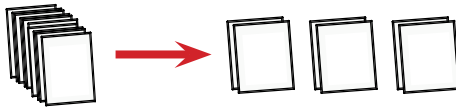
How to Convert Files to PDF

STEP ONE: Prepare documents before conversion

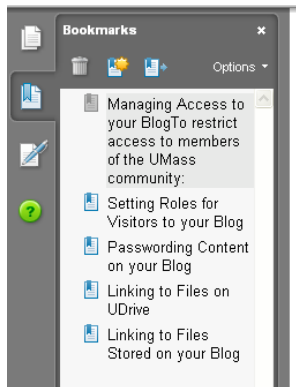
PowerPoint: Convert to "Blank Presentation"



One huge, or several smaller documents?



Bookmarks are useful for longer documents



PowerPoint Presentations

PDFs made from PowerPoint presentations with background decoration will have large file sizes and may download extremely slowly, especially if the presentation is long.

Solution: Open your presentation in PowerPoint and choose **Format > Slide Design** (in Office 2003), or **View > SlideMaster > Theme** (in Office 2007), then choose **Blank Presentation**. (Save a copy and keep your original for projecting.)

Multi-chapter documents

Rather than publishing a very long, multi-chapter document as one PDF, consider creating separate PDFs for individual chapters or topics.

Lengthy Text documents

Long text documents will be easier to use and accessible to all users if you have Acrobat auto-generate bookmarks. Acrobat can only make bookmarks if documents are formatted using styles (e.g., heading 1, heading 2, heading 3, normal) rather than manually formatted headings and subheadings. Word, PageMaker, InDesign and most other word processing applications allow you to create and apply paragraph styles.

STEP TWO: Plan Print options for the PDF conversion

Think of making a PDF as a form of printing: you are making a printer-ready file, so the settings you make in the Print window will apply to your PDF.

Application-specific options

Example: PowerPoint has multiple layout options

Remember, the conversion of files to Adobe PDF is based on the printer settings or page setup you choose in the authoring application, and those settings can vary from one application to another. For example, if you are using PowerPoint and you choose "Handouts" from the print dialog box, the resulting PDF file will be based on the Handouts version of the presentation.

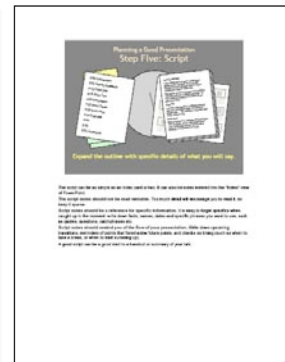
Slides
(1 slide per page)



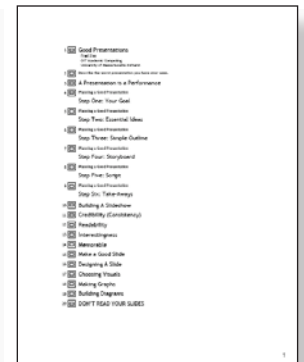
Handouts
(2-9 slides per page)



Notes
(notes view for each slide)



Outline
(Screen titles and main text)



continued on next page...

How to Convert to PDF: STEP TWO, Setting Options, continued...

Conversion Settings, Print Options & PDF Printing in Windows

When Adobe Acrobat is installed on a computer, “Adobe PDF” is added to the list of printers available from the Print Window. The most reliable way to make a PDF is to choose Adobe PDF as your printer. The result will be a printable file, rather than a print on paper.

Windows example: Creating a PDF of PowerPoint Handouts

Open the presentation you want convert to PDF, make sure you have saved changes, then go to **File > Print**.

In the Print window:

1. Change Printer to ‘Adobe PDF.’
2. Click Properties.
3. In the Properties window, the PDF Settings tab should be selected. Set the Adobe PDF Setting for conversion. ‘Standard’ is the usual choice.

Note: Choosing a conversion setting other than standard may result in a very large file (e.g., Press Quality), or a file of substandard quality (e.g., Smallest File Size).

4. Click OK to return to the Print window.
5. Choose layout from ‘Print What’ pop-out menu (Slides, Handouts, Notes Pages, Outline View.). In this case, “Handouts.”
6. Select color, grayscale or black and white from the Color/grayscale pop-out menu

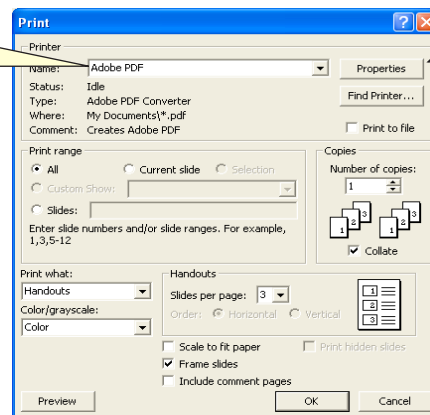
Note: choosing color will result in a larger PDF file size.

7. Click “OK.” You will be prompted to name and select a destination for your PDF file.

TIP: Give the PDF a sensible name. Avoid acronyms or contractions, and avoid using spaces in file names.

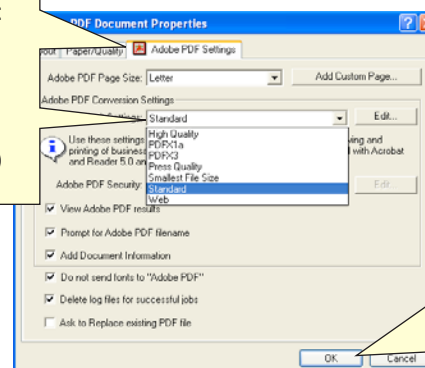
For example, rather than “appyrpt 08.pdf,” a better file name would be “apple_yearly_report_2008.pdf.”

1. Change Printer to Adobe PDF



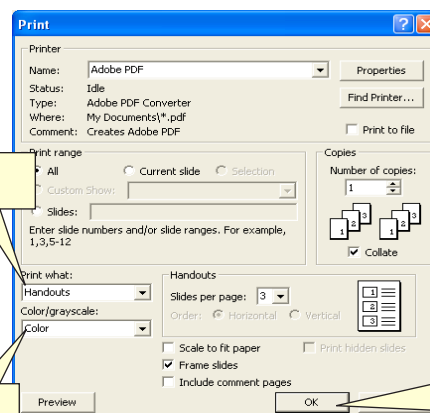
2. Click Properties

3. Adobe PDF Tab: Set Conversion Settings (“Standard” is usually good—see Appendix A)



4. Click OK to return to Print Window

5. Select Layout



6. Select Output

7. Click OK to save PDF

Mac settings on next page...

Mac Example: Creating PowerPoint Notes view as a PDF File on a Mac:

Open the presentation you want convert to PDF, make sure you have saved changes, then go to **File > Print**.

In the Print Window:

1. Change Printer to 'Adobe PDF'.
2. The Options menu starts out at "Copies and Pages." From the "Print What" menu, choose your layout (notes, handouts, slides, etc.). In this case "Notes."
3. Select output: color, grayscale, or black and white.

Note: choosing color will result in larger PDF file size.

4. Change the Options menu from "Copies & Pages" to PDF Options."
5. Set the Adobe PDF Setting for conversion. 'Standard' is the usual choice.

Note: Choosing a conversion setting other than standard may result in a very large file (e.g., Press Quality), or a file of substandard quality (e.g., Smallest File Size).

6. Click "Print."
- You will be prompted to name and select a destination for your PDF file.

TIP: Give the PDF a sensible name. Avoid acronyms or contractions, and avoid using spaces in file names.

For example, rather than "appyrpt 08.pdf," a better file name would be "apple_yearly_report_2008.pdf."

Why avoid the OS X PDF button?

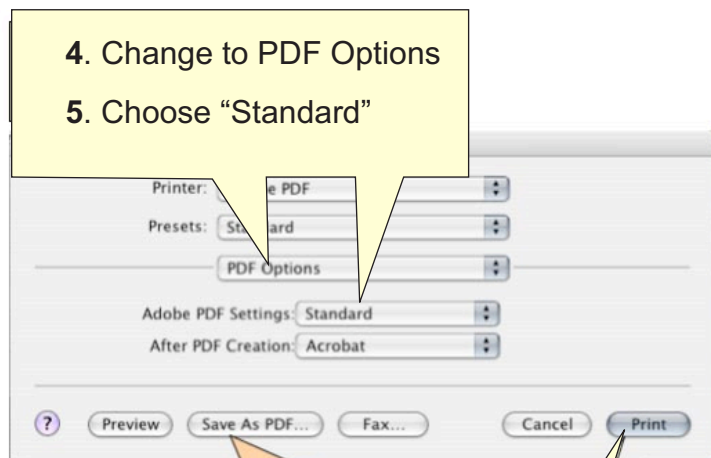
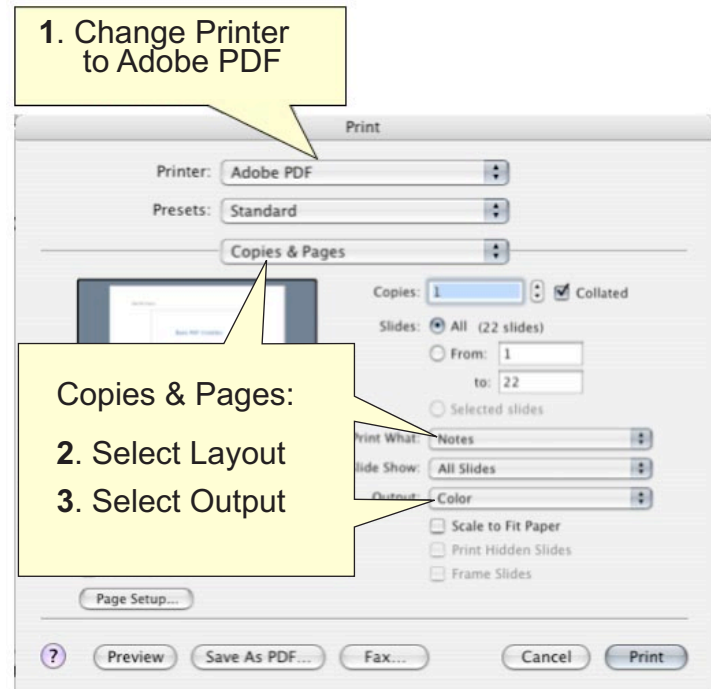
Unless you have a very simple text-only document, avoid the OS X "Save As PDF" button at the bottom of the print window.

While this method does embed fonts (good), it does not compress images. File sizes may be over-large if there are many images.

Even the OS 10.4 "Compress" option does not provide reliable results; you may want to experiment and see how large a file it produces and then decide whether to post the version converted by the OS or by Acrobat.

Conversion Settings, Print Options & PDF Printing in Mac OS X*

When Adobe Acrobat is installed on a computer, "Adobe PDF" is added to the list of printers available from the Print Window. The most reliable way to make a PDF is to choose Adobe PDF as your printer, then click OK. The result will be a file, rather than a print on paper.



Don't use the OS X "Save As PDF..." button

6. Click "Print" to save PDF

* Screen shots show PPT 2004 on OS X 10.3. In other versions of PPT or other versions of the Mac OS, menus may vary slightly.

APPENDIX: Search for PDFs on the Web

Use advanced options to restrict your search

Google's advanced search features let you search just for a particular file type; in this case PDF.

1. Go to **www.google.com**.
2. Select '**Advanced Search**' from the options to the right of the search entry box.
3. Within the Advanced Search page, in the Find results section at the top of the page **enter a search term**.
4. Choose additional restrictions, such as file format and domain, then click the Search button.

The screenshot shows the Google Advanced Search interface. At the top, the Google logo is followed by 'Advanced Search' and links for 'Advanced Search Tips' and 'About Google'. The 'Find results' section has four radio buttons: 'with all of the words', 'with the exact phrase', 'with at least one of the words', and 'without the words'. The 'File Format' dropdown is set to 'Adobe Acrobat PDF (.pdf)'. The 'Domain' dropdown is set to '.edu'. The 'Usage Rights' dropdown is set to 'free to use or share'. The 'SafeSearch' section has 'No filtering' selected. The 'Page-Specific Search' section has 'Similar' and 'Links' options. The 'Topic-Specific Searches' section has links for 'Google Book Search', 'New! Google Code Search', and 'Google Scholar'. A red circle highlights the 'Google Search' button. A callout box points to the 'File Format' dropdown with the text: 'To restrict a search to specific File Format: There are 13 main file types searched by Google in addition to standard web formatted documents in HTML. For instance, you can search for PDFs.' Another callout box points to the 'Domain' dropdown with the text: 'To restrict a search to a domain type: If you want to restrict your search, for instance, to only educational institutions, in the Domain entry box, enter: edu'. A third callout box points to the search input field with the text: 'To restrict a search to a particular Web site: If you know the Web site you want to search but aren't sure where the information is located, Google can search just that site for a keyword. In the Domain entry box, enter the subject you're looking for, followed by the word "site" and a colon followed by the domain name. For example, to find admission info on Stanford University's site, enter: admission site:www.stanford.edu'.

To restrict a search to specific File Format:

There are 13 main file types searched by Google in addition to standard web formatted documents in HTML. For instance, you can search for PDFs.

To restrict a search to a domain type:

If you want to restrict your search, for instance, to only educational institutions, in the Domain entry box, enter: **edu**

To restrict a search to a particular Web site:

If you know the Web site you want to search but aren't sure where the information is located, Google can search just that site for a keyword. In the Domain entry box, enter the subject you're looking for, followed by the word "site" and a colon followed by the domain name.

For example, to find admission info on Stanford University's site, enter:
admission site:www.stanford.edu

Glossary of Internet & Web Jargon

UC Berkeley - Teaching Library Internet Workshops

Modified 5/08/08 by [Max-Inc.com](http://www.max-inc.com)

The URL of this page is <http://www.lib.berkeley.edu/TeachingLib/Guides/Internet/Glossary.html>

BACK / FORWARD

Buttons in most [browsers'](#) Tool Button Bar, upper left. BACK returns you to the document previously viewed. FORWARD goes to the next document, after you go BACK.

If it seems like the BACK button does not work, check if you are in a new [browser](#) window; some Web pages are programmed to open a new window when you click on some links. Each window has its own short-term search [HISTORY](#). If this does not work, right click on the BACK button to select the page you want (some Web pages are programmed to disable BACK).

BLOG or WEB LOG

A blog (short for "web log") is a type of web page that serves as a publicly accessible personal journal (or log) for an individual. Typically updated daily, blogs often reflect the personality of the author. Blog software usually has an archive of old blog postings. Many blogs can be searched for terms in the archive. Blogs have become a vibrant, fast-growing medium for communication in professional, political, news, trendy, and other specialized web communities. Many blogs provide [RSS feeds](#), to which one can subscribe and receive alerts to new postings in selected blogs.

BOOKMARK/FAVORITES

Way in [browsers](#) to store in your computer direct links to sites you wish to return to. Netscape, Mozilla, and Firefox use the term Bookmarks. The equivalent in Internet Explorer (IE) is called a "Favorite." To create a bookmark, click on BOOKMARKS or FAVORITES, then ADD. Or left-click on and drag the little bookmark icon to the place you want a new bookmark filed. To visit a bookmarked site, click on BOOKMARKS and select the site from the list.

You can download a bookmark file to diskette and install it on another computer. In most browsers now, you can do this with an Import... and Export... set of commands which can be found under FILE or in the Manage Bookmarks window's FILE.

BOOLEAN LOGIC

Way to combine terms using "operators" such as "AND," "OR," "AND NOT" and sometimes "NEAR." AND requires all terms appear in a record. OR retrieves records with either term. AND NOT excludes terms. Parentheses may be used to sequence operations and group words. Always enclose terms joined by OR with parentheses. [Which search engines have this?](#)

See -REJECT TERM and FUZZY AND. Want a more [extensive explanation](#) of Boolean logic, with illustrations?

BROWSE

To follow links in a page, to shop around in a page, exploring what's there, a bit like window shopping. The opposite of browsing a page is searching it. When you search a page, you find a search box, enter terms, and find all occurrences of the terms throughout the site. When you browse, you have to guess which words on the page pertain to your interests. Searching is usually more efficient, but sometimes you find things by browsing that you might not find because you might not think of the "right" term to search by.

BROWSERS

Browsers are software programs that enable you to view WWW documents. They "translate" HTML-encoded files into the text, images, sounds, and other features you see. Microsoft Internet Explorer (called simply IE), Mozilla, Firefox, Safari, and Opera are examples of "graphical" browsers that enable you to view text and images and many other WWW features.

CACHE

In browsers, "cache" is used to identify a space where web pages you have visited are stored in your computer. A copy of documents you retrieve is stored in cache. When you use GO, BACK, or any other means to revisit a document, the browser first checks to see if it is in cache and will retrieve it from there because it is much faster than retrieving it from the server.

CACHED LINK

In search results from Google, Yahoo! Search, and some other search engines, there is usually a Cached link which allows you to view the version of a page that the search engine has stored in its database. The live page on the web might differ from this cached copy, because the cached copy dates from whenever the search engine's [spider](#) last visited the page and detected modified content. Use the cached link to see when a page was last crawled and, in Google, where your terms are and why you got a page when all of your search terms are not in it.

CASE SENSITIVE

Capital letters (upper case) retrieve only upper case. Most search tools are not case sensitive or only respond to initial capitals, as in proper names. It is always safe to key all lower case (no capitals), because lower case will always retrieve upper case.

COOKIE

A message from a [WEB SERVER](#) computer, sent to and stored by your [browser](#) on your computer. When your computer consults the originating server computer, the cookie is sent back to the server, allowing it to respond to you according to the cookie's contents. The main use for cookies is to provide customized Web pages according to a profile of your interests. When you log onto a "customize" type of invitation on a Web page and fill in your name and other information, this may result in a cookie on your computer which that Web page will access to appear to "know" you and provide what you want. If you fill out these forms, you may also receive e-mail and other solicitation independent of cookies.

DOMAIN, TOP LEVEL DOMAIN (TLD)

Hierarchical scheme for indicating logical and sometimes geographical venue of a web-page from the network. In the US, common domains are .edu (education), .gov (government agency), .net (network related), .com (commercial), .org (nonprofit and research organizations). Outside the US, domains indicate country: ca (Canada), uk (United Kingdom), au (Australia), jp (Japan), fr (France), etc. Neither of these lists is exhaustive. See also [DNS entry](#).

DOMAIN NAME, DOMAIN NAME SERVER (DNS)ENTRY

Any of these terms refers to the initial part of a [URL](#), down to the first /, where the domain and name of the host or [SERVER](#) computer are listed (most often in reversed order, name first, then domain). The domain name gives you who "published" a page, made it public by putting it on the Web.

A domain name is translated in huge tables standardized across the Internet into a numeric [IP address](#) unique the host computer sought. These tables are maintained on computers called "Domain Name Servers." Whenever you ask the browser to find a URL, the browser must consult the table on the domain name server that particular computer is networked to consult.

"Domain Name Server entry" frequently appears a browser error message when you try to enter a [URL](#). If this lookup fails for any reason, the "lacks DNS entry" error occurs. The most common remedy is simply to try the URL again, when the domain name server is less busy, and it will find the entry (the corresponding numeric IP address).

DOWNLOAD

To copy something from a primary source to a more peripheral one, as in saving something found on the Web (currently located on its [server](#)) to diskette or to a file on your local hard drive.

EMAIL

Short for electronic mail, the transmission of messages over communications networks. The messages can be notes entered from the keyboard or electronic files stored on disk. Most mainframes, minicomputers, and computer networks have an e-mail system. Some electronic-mail systems are confined to a single computer system or network, but others have gateways to other computer systems, enabling users to send electronic mail anywhere in the world. Companies that are fully computerized make extensive use of e-mail because it is fast, flexible, and reliable.

EXCEL

Microsoft Excel is the most widespread program for creating spreadsheets on the market today. Spreadsheets allow you to organize information in rows and tables (which create cells), with the added bonus of automatic mathematics. Spreadsheets have been used for many, many years in business to keep track of expenses and other calculations. Excel will keep track of numbers you place in cells, and if you define cells to refer to each other, any changes made in one cell will be reflected in these referring cells. It sounds a bit complicated, but Excel makes it all a breeze. See [Microsoft Office](#)

EXTENSION or FILE EXTENSION

In Windows, DOS and some other operating systems, one or several letters at the end of a filename. Filename extensions usually follow a period (dot) and indicate the type of file. For example, *this.txt* denotes a plain text file, *that.htm* or *that.html* denotes an [HTML](#) file. Some common image extensions are *picture.jpg* or *picture.jpeg* or *picture.bmp* or *picture.gif*

FACEBOOK

The name of a social networking site (SNS) that connects people with friends and others who work, study and live around them. People use Facebook to keep in touch with friends, post photos, share links and exchange other information. Facebook users can see only the profiles of confirmed friends and the people in their networks. See also MYSPACE
See also "Social Networking Sites" in Webopedia's Quick Reference section.

FAVORITES

In the Internet Explorer [browser](#), a means to get back to a URL you like, similar to [Bookmarks](#).

FLASH DRIVES - A USB flash drive is a very small, portable flash memory card that plugs into a computer's USB port and functions as a portable hard drive with up to 2GB of storage capacity. USB flash drives are touted as being easy-to-use as they are small enough to be carried in a pocket and can plug into any computer with a USB drive, making them a excellent choice for file sharing and for use in small electronic devices.

FTP

File Transfer Protocol. Ability to transfer rapidly entire files from one computer to another, intact for viewing or other purposes.

GROUPS

Discussion forums one can participate in, share ideas with, and form community. Most are free and some are open to new members. [Yahoo Groups](#) and [Google Groups](#) are both popular. Google Groups includes the former [Usenet Newsgroups](#). [Blogs](#) are replacing some of the need for this type of community sharing and information exchange.

HACKER

A slang term for a computer enthusiast, i.e., a person who enjoys learning programming languages and computer systems and can often be considered an expert on the subject(s). Among professional programmers, depending on how it used, the term can be either complimentary or derogatory, although it is developing an increasingly derogatory connotation. The pejorative sense of hacker is becoming more prominent largely because the popular press has coopted the term to refer to individuals who gain unauthorized access to computer systems for the purpose of stealing and corrupting data. Hackers, themselves, maintain that the proper term for such individuals is cracker.

HEAD or HEADER (of HTML document)

The top portion of the HTML source code behind Web pages, beginning with <HEAD> and ending with </HEAD>. It contains the [Title](#), Description, Keywords fields and others that web page authors may use to describe the page. The title appears in the title bar of most browsers, but the other fields cannot be seen as part of the body of the page. To view the <HEAD> portion of web pages in your browser, click VIEW, Page Source. In Internet Explorer, click VIEW, Source. Some search engines will retrieve based on text in these fields.

HISTORY, Search History

Available by using the combined keystrokes CTRL + H. You can set how many days your browser retains history in Edit | Preferences, or in Tools | Options.

HOST

Computer that provides web-documents to clients or users. See also [server](#).

HTML

Hypertext Markup Language. A standardized language of computer code, imbedded in "source" documents behind all Web documents, containing the textual content, images, links to other documents (and possibly other applications such as sound or motion), and formatting instructions for display on the screen. When you view a Web page, you are looking at the product of this code working behind the scenes in conjunction with your browser. Browsers are programmed to interpret HTML for display.

HTML often imbeds within it other programming languages and applications such as SGML, XML, Javascript, CGI-script and more. It is possible to deliver or access and execute virtually any program via the WWW.

You can see HTML by selecting the View pop-down menu tab, then "Document Source."

HYPERTEXT

On the World Wide Web, the feature, built into [HTML](#), that allows a text area, image, or other object to become a "[link](#)" (as if in a chain) that retrieves another computer file (another Web page, image, sound file, or other document) on the [Internet](#). The range of possibilities is limited by the ability of the computer retrieving the outside file to view, play, or otherwise open the incoming file. It needs to have software that can interact with the imported file. Many software capabilities of this type are built into browsers or can be added as "[plug-ins](#)."

INTERNET (Upper case I)

The vast collection of interconnected networks that all use the [TCP/IP](#) protocols and that evolved from the ARPANET of the late 60's and early 70's. An "internet" (lower case i) is any computers connected to each other (a network), and are not part of the Internet unless the use TCP/IP protocols. An "intranet" is a private network inside a company or organization that uses the same kinds of software that you would find on the public Internet, but that is only for internal use. An intranet may be on the Internet or may simply be a network.

IP Address or IP Number

(Internet Protocol number or address). A unique number consisting of 4 parts separated by dots, e.g. 165.113.245.2

Every machine that is on the [Internet](#) has a unique IP address. If a machine does not have an IP number, it is not really on the Internet. Most machines also have one or more [Domain](#) Names that are easier for people to remember.

ISP or Internet Service Provider

A company that sells Internet connections via modem (examples: AOL, Mindspring - [thousands](#) of ISPs to choose from; not easy to evaluate). Faster, more expensive Internet connectivity is available via cable or DSL.

iTunes

A media player by Apple Computer that is used for playing digital music or video files. iTunes is also used to purchase digital music files or subscribe to podcasts through Apple's iTunes Music Store. The iTunes player is also an interface on the iPod and iPhone. The iTunes media player was launched in 2001.

JAVA

A network-oriented programming language invented by Sun Microsystems that is specifically designed for writing programs that can be safely downloaded to your computer through the Internet and immediately run without fear of viruses or other harm to our computer or files. Using small Java programs (called "Applets"), Web pages can include functions such as animations, calculators, and other fancy tricks. We can expect to see a huge variety of features added to the Web using

Java, since you can write a Java program to do almost anything a regular computer program can do, and then include that Java program in a Web page. For more information search any of these jargon terms in the [Webopedia](#).

JAVASCRIPT

A simple programming language developed by Netscape to enable greater interactivity in Web pages. It shares some characteristics with [JAVA](#) but is independent. It interacts with [HTML](#), enabling dynamic content and motion.

KEYWORD(S)

A word searched for in a search command. Keywords are searched in any order. Use spaces to separate keywords in simple keyword searching. To search keywords exactly as keyed (in the same order), see [PHRASE](#).

LINK

The URL imbedded in another document, so that if you click on the highlighted text or button referring to the link, you retrieve the outside URL. If you search the field "link:", you retrieve on text in these imbedded URLs which you do not see in the documents.

LISTSERVERS

A discussion group mechanism that permits you to subscribe and receive and participate in discussions via e-mail. [Blogs](#) and [RSS](#) feeds provide some of the communication functionality of listservers.

MEMORY CARDS

Memory cards are a popular storage medium for many of today's consumer electronics devices, including digital cameras, cellphones, handheld devices and other small electronic devices. [Flash memory](#) is nonvolatile, that is the memory card will not lose its data when removed from the device, and the cards can also be erased or reformatted and reused.

META-SEARCH ENGINE

Search engines that automatically submit your keyword search to several other search tools, and retrieve results from all their databases. Convenient time-savers for relatively simple keyword searches (one or two keywords or phrases in " ").

MICROSOFT OFFICE (MS OFFICE)

MS Office is the Microsoft Office product suite, which includes applications such as Word, Excel, Outlook and PowerPoint.

MYSPACE

The name of a social networking site (SNS) that consists of a network of member's profiles, Web logs, photos, e-mail, forums, group, and more. MySpace was founded in August 2003 by the Internet company eUniverse. In 2006 News Corp. bought Intermix Media, parent company of MySpace for \$580 million. See also FACEBOOK.

NETIQUETTE

Contraction of Internet *etiquette*, the etiquette guidelines for posting messages to online services, and particularly Internet newsgroups. Netiquette covers not only rules to maintain civility in discussions (i.e., avoiding flames), but also special guidelines unique to the electronic nature of forum messages. For example, netiquette advises users to use simple formats because complex formatting may not appear correctly for all readers. In most cases, netiquette is enforced by fellow users who will vociferously object if you break a rule of netiquette.

NEWSGROUP

A discussion group operated through the Internet. Not to be confused with [LISTSERVERS](#) which operate through e-mail.

OUTLOOK (OUTLOOK WEB ACCESS – OWA)

Microsoft Outlook is a personal information manager from Microsoft, and is part of the Microsoft Office suite. (Word, Excel, and PowerPoint.) Although often used mainly as an e-mail application, it also provides a calendar, task and contact management, note taking, a journal and web browsing. OWA is used to access e-mail (including support for S/MIME), calendars, contacts, tasks, and other mailbox content when access to the Microsoft Outlook desktop application is unavailable. Microsoft provides Outlook Web Access as part of Exchange Server to allow users to connect remotely via a web browser. Some of the functionality in Outlook is also available in this web "look-alike". The most important difference is that Microsoft Outlook allows users to work with e-mail, calendars, etc., even when a network connection is unavailable, whereas OWA requires a network connection to function.

PERSONAL PAGE

A web page created by an individual (as opposed to someone creating a page for an institution, business, organization, or other entity). Often personal pages contain valid and useful opinions, links to important resources, and significant facts. One of the greatest benefits of the Web is the freedom it has given almost anyone to put his or her ideas "out there." But frequently personal pages offer highly biased personal perspectives or ironical/satirical spoofs, which must be [evaluated](#) carefully. The presence in the page's URL of a personal name (such as "jbarker") and a ~ or % or the word "users" or "people" or "members" very frequently indicate a site offering personal pages.

PDF or .pdf or pdf file

Abbreviation for Portable Document Format, a file format developed by Adobe Systems, that is used to capture almost any kind of document with the formatting in the original. Viewing a PDF file requires Acrobat Reader, which is built into most [browsers](#) and can be [downloaded free](#) from Adobe.

PHRASE

More than one [KEYWORD](#), searched exactly as keyed (all terms required to be in documents, in the order keyed). Enclosing keywords in quotations " " forms a phrase in AltaVista, , and some other search tools. Some times a phrase is called a "character string."

PLUG-IN

An application built into a browser or added to a browser to enable it to interact with a special file type (such as a movie, sound file, Word document, etc.)

PODCASTING

Podcasting is similar in nature to RSS, which allows subscribers to subscribe to a set of feeds to view syndicated Web site content. With podcasting however, you have a set of subscriptions that are checked regularly for updates and instead of reading the feeds on your computer screen, you listen to the new content on on your iPod (or like device).

POPULARITY RANKING of search results

Some search engines [rank](#) the order in which search results appear primarily by how many other sites link to each page (a kind of popularity vote based on the assumption that other pages would create a link to the "best" pages). [Google](#) is the best example of this. See also [Subject-Based Ranking](#).

+REQUIRE or -REJECT A TERM OR PHRASE

Insert + immediately before a term (no space) to limit search to documents containing a term. Insert - immediately before a term (no space) to exclude documents containing a term. Can be used immediately (no space) before the " " delimiting a phrase.

Functions partially like basic [BOOLEAN LOGIC](#). If + precedes more than one term, they are required as with Boolean AND. If - is used, terms are excluded as with Boolean AND NOT. If neither + no - is used, the default is Boolean OR. However, full Boolean logic allows parentheses to group and sequence logical operations, and +/- do not. [Which search engines have this?](#)

RELEVANCY RANKING of search results

The most common method for determining the order in which search results are displayed. Each search tool uses its own unique algorithm. Most use ["fuzzy and"](#) combined with factors such as how often your terms occur in documents, whether they occur together as a phrase, and whether they are in title or how near the top of the text. [Popularity](#) is another ranking system.

RSS or RSS feeds

Short for "Really Simple Synication" (a.k.a. Rich Site Summary or RDF Site Summary), refers ti a group of [XML](#) based web-content distribution and republication (Web syndication) formats primarily used by news sites and weblogs (blogs). Any website can issue an RSS feed. By subscribing to an RSS feed, you are alerted to new additions to the feed since you last read it. In order to read RSS feeds, you must use a ["feed reader,"](#) which formats the XML code into an easily readable format (feed readers are to XML and RSS feeds as [web browsers](#) are to [HTML](#) and web pages. See also Podcasting.

REFRESH

Generally, to update something with new data. For example, some Web browsers include a refresh button that updates the currently displayed Web pages. This feature is also called reload.

SCRIPT

A script is a type of programming language that can be used to fetch and display Web pages. There are may kinds and uses of scripts on the Web. They can be used to create all or part of a page, and communicate with searchable databases. Forms (boxes) and many interactive links, which respond differently depending on what you enter, all require some kind of script language. When you find a question marke (?) in the URL of a page, some kind of script command was used in generating and/or delivering that page. Most search engine [spiders](#) are instructed not to crawl pages from scripts, although it is usually technically possible for them to do so (see [Invisible Web](#) for more information).

SERVER, WEB SERVER

A computer running that software, assigned an [IP address](#), and connected to the [Internet](#) so that it can provide documents via the World Wide Web. Also called HOST computer. Web servers are the closest equivalent to what in the print world is called the "publisher" of a print document. An important difference is that most print publishers carefully edit the content and quality of their publications in an effort to market them and future publications. This convention is not required in the Web world, where anyone can be a publisher; careful [evaluation](#) of Web pages is therefore mandatory. Also called a "Host."

SITE or WEB-SITE

This term is often used to mean "web page," but there is supposed to be a difference. A web page is a single entity, one [URL](#), one file that you might find on the Web. A "site," properly speaking, is an location or gathering or center for a bunch of related pages linked to from that site. For example, the site for the present tutorial is the top-level page ["Internet Resources."](#) All of the pages associated with it branch out from there -- the [web searching tutorial](#) and all its pages, and more. Together they make up a "site." When we estimate there are 5 billion web pages on the Web, we do not mean "sites." There would be far fewer sites.

SOCIAL NETWORKING SITES

Social networking services, also called social networking sites (SNS), are designed to build upon interactions to create communities of people online, and provide the required software to do this. Web-based social networking spaces offer a way for individuals or groups to create a profile of themselves, then share that profile with other members of the social

networking space. The specific site also provides a variety of ways for users to communicate with others in the space, such as instant messaging and chat rooms, e-mail or site mail (used only use through the service), notes and blogs, file sharing, forums or other types of discussion groups, videos, and so on.

SPAM

Electronic junk mail or junk newsgroup postings. Some people define spam even more generally as any unsolicited e-mail. However, if a long-lost brother finds your e-mail address and sends you a message, this could hardly be called spam, even though it's unsolicited. Real spam is generally e-mail advertising for some product sent to a mailing list or newsgroup.

SPIDERS

Computer robot programs, referred to sometimes as "crawlers" or "knowledge-bots" or "knowbots" that are used by search engines to roam the World Wide Web via the Internet, visit sites and databases, and keep the search engine database of web pages up to date. They obtain new pages, update known pages, and delete obsolete ones. Their findings are then integrated into the "home" database.

Most large search engines operate several robots all the time. Even so, the Web is so enormous that it can take six months for spiders to cover it, resulting in a certain degree of "out-of-datedness" ([link rot](#)) in all the search engines.

SPONSOR (of a Web page or site)

Many Web pages have organizations, businesses, institutions like universities or nonprofit foundations, or other interests which "sponsor" the page. Frequently you can find a link titled "Sponsors" or an "About us" link explaining who or what (if anyone) is sponsoring the page. Sometimes the advertisers on the page (banner ads, links, buttons to sites that sell or promote something) are "sponsors." *WHY is this important?* Sponsors and the funding they provide may, or may not, influence what can be said on the page or site -- can bias what you find, by excluding some opposing viewpoint or causing some other imbalanced information. The site is not bad because of sponsors, but you they should alert you to the need to [evaluate](#) a page or site very carefully.

STORAGE

Mass storage is measured in kilobytes (1,024 bytes), megabytes (1,024 kilobytes), gigabytes (1,024 megabytes) and terabytes (1,024 gigabytes).

SUBJECT-BASED POPULARITY RANKING of search results

A variation on [popularity ranking](#) in which the links in pages on the same subject are used to in ranking search results. Used by [Teoma](#).

SUBJECT DIRECTORY

An approach to Web documents by a lexicon of subject terms hierarchically grouped. May be browsed or searched by keywords. Subject directories are smaller than other searchable databases, because of the human involvement required to classify documents by subject.

SUB-SEARCHING

Ability to search only within the results of a previous search. Enables you to refine search results, in effect making the computer "read" the search results for you selecting documents with terms you sub-search on. Can function much like [RESULTS RANKING](#). [Which search engines have this?](#)

TCP/IP

(Transmission Control Protocol/Internet Protocol) -- This is the suite of protocols that defines the [Internet](#). Originally designed for the UNIX operating system, TCP/IP software is now available for every major kind of computer operating system. To be truly on the Internet, your computer must have TCP/IP software. See also [IP Address](#).

TELNET

Internet service allowing one computer to log onto another, connecting as if not remote.

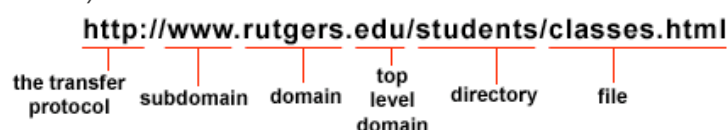
USB

Short for Universal Serial Bus, an external bus standard that supports data transfer rates of 12 Mbps. A single USB port can be used to connect up to 127 peripheral devices, such as mice, modems, and keyboards. USB also supports Plug-and-Play installation and hot plugging.

URL

Uniform Resource Locator. The unique address of any Web document. May be keyed in a browser's OPEN or LOCATION / GO TO box to retrieve a document. There is a logic the layout of a URL:

Anatomy of a URL:



USENET

Bulletinboard-like network featuring thousands of "newsgroups." Google incorporates the historic file of Usenet Newsgroups (bzzck to 1981) into its [Google Groups](#). [Yahoo Groups](#) offers a similar service, but does not include the old "Usenet Newsgroups." [Blogs](#) are replacing some of the need for this type of community sharing and information exchange.

Version Number

The generation of a given application; for example, Photoshop 4.0 was an upgraded version of Photoshop 3.0. Marketers sometimes cheat and skip numbers between versions.

VIRUS

A program or piece of code that is loaded onto your computer without your knowledge and runs against your wishes. Viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can make a copy of itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

WIKI

A term meaning "quick" in Hawaiian, that is used for technology that gathers in one place a number of web pages focused on a theme, project, or collaboration. Wikis are generally used when users or group members are invited to develop, contribute, and update the content of the wiki. Wikis can be passworded in various ways to control or allow contributions. The most famous wiki is the [Wikipedia](#).

WORD

Microsoft Word is an essential tool for the creation of documents. Its ease of use has made Word one of the most widely used word processing applications currently on the market. Therefore, it's important to become familiar with the various facets of this software, since it allows for compatibility across multiple computers as well as collaborative features. Word is a fairly simple program to use for completing simple tasks. However, it may be more difficult to learn how to explore the more advanced possibilities of Word.

Can't find the term you want?

Search almost any computer jargon in the [Webopedia <http://www.webopedia.com>](http://www.webopedia.com), "the #1 online encyclopedia and search engine dedicated to computer technology" from Internet.com.

Another excellent encyclopedia for computer jargon and many other topics is [Wikipedia](#), "The Free Encyclopedia." Excellent context and background for many topics.

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