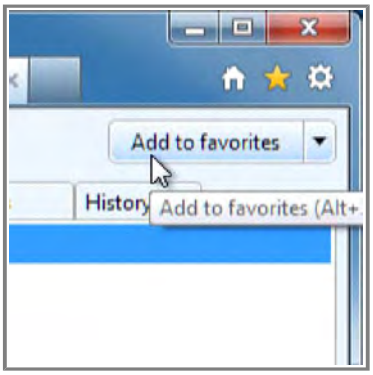
Introduction



A **web browser** is the tool that you use to access the **World Wide Web**. In order to get the most out of the Web, it's important to understand the various features of a browser.

In this lesson, we'll talk about **navigating** the Web with a browser, **downloading** files, **bookmarking** your favorite web sites, **tabbed browsing**, **plug-ins** and more.

Browser Basics

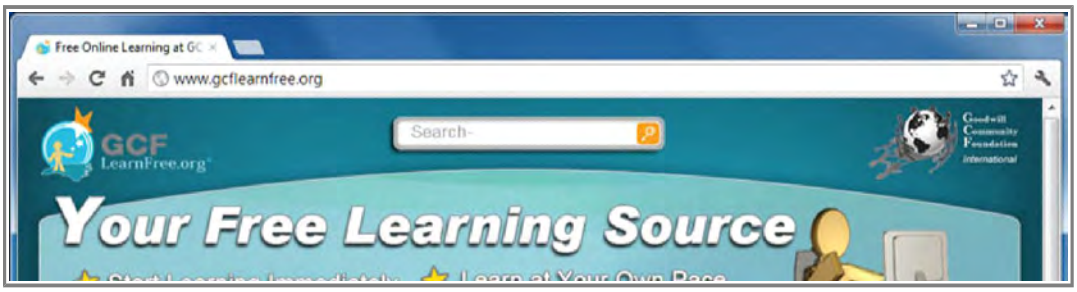
To get the most out of your web browser, there are some basic **concepts** that you need to be familiar with, including navigation, downloading, bookmarking, tabbed browsing, and plug-ins.

Watch the video to learn some of the basics of using a browser.

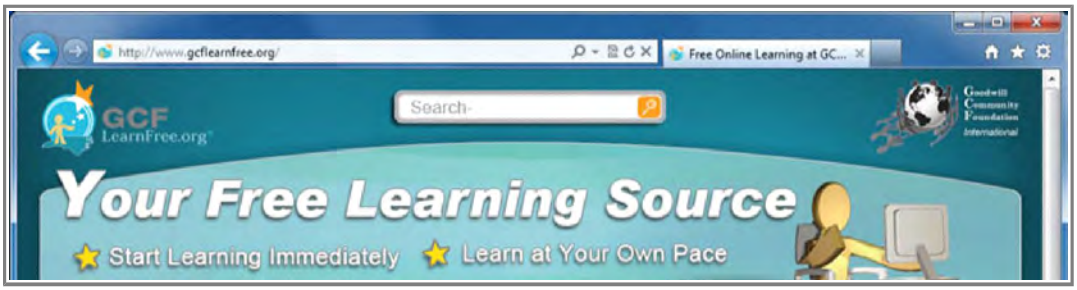
Watch the video (2:20). ***Need help?***

Common Web Browsers

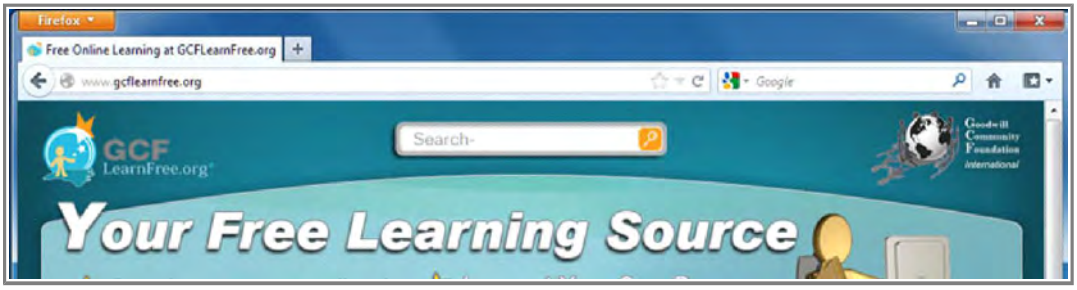
Today, **Chrome** and **Internet Explorer** are the most popular web browsers. Other browsers include **Firefox**, **Safari**, and **Opera.** Each one has its own look and feel, but they have the same goal: to display web pages correctly. For most web pages, any well-known browser will work.



Chrome



Internet Explorer



Firefox

Like most modern programs, browsers use a **Graphical User Interface (GUI)**, which means you can navigate by pointing and clicking with a mouse instead of just typing**.** Some devices such as mobile phones use different types of GUIs, such as **touchscreens.** However, many of the principles remain the same**.**

Point-and-click interface

Touchscreen interface

For tips that are more specific to your browser, you can check out our tutorials on Internet Explorer 8 and Chrome.

Navigating to a Web Site

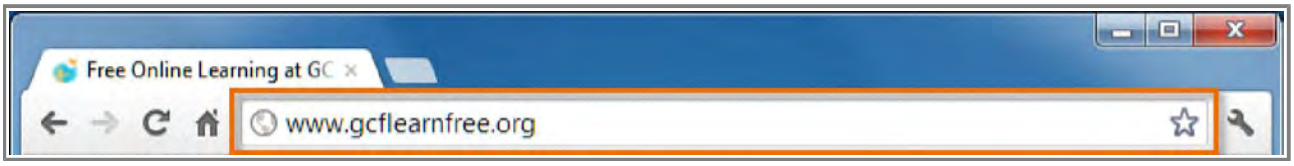
To get the most out of your web browser, there are some basic **concepts** that you need to be familiar with.

Watch the video to learn some of the basics of using a browser.

Watch the video (2:20). Need help?

Address Bar

Browsers have an **address bar** that shows the web address (also called a URL) of the page you are on. To go to a different page, you can type an address in the address bar and then press **Enter** (or **Return**).



The address bar

Links

Most of the time, you will get to a different page by clicking on a **link.** A link can be **text** or an **image**, and it's usually formatted to stand out so you know to click on it. Many text links are **blue**, and they may also be **underlined**.

For example, this is a link. It will open a web page in a new window, and you can close it to come back to this page.

A link may lead to another web page, or it could lead to a document, video, or any other type of file. If you're not sure if something's a link, hover the mouse over it. **The pointer should change to a hand symbol**.

Hovering over a link

Navigation Buttons

Sometimes, after you click on a link, you might want to go back to the previous page. You can do this using your browser's **Back** button. Once you've pressed the Back button, you can press the **Forward** button to follow the link again.

The Back and Forward buttons

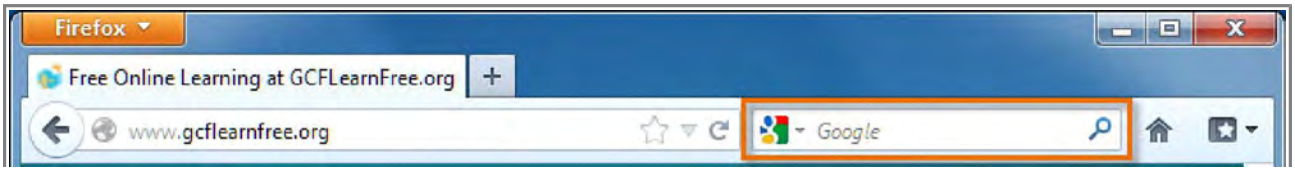
When you use the **Back** and **Forward** buttons, your browser may use its **web cache** to display the page. The web cache stores recently-viewed web pages so that they don't need to be downloaded again. That's usually good because it speeds up your web browsing, but sometimes you want to see the most up-to-date information on the page. You can use the **Refresh** button (sometimes called **Reload**) to tell the browser to load the page again.

The Refresh button

There are some instances where you don't want to use the navigation buttons. For example, in some online stores, you shouldn't refresh the page after purchasing an item, as it could cause you to purchase the item twice.

Search Bar

Some browsers have a built-in **search bar** for performing web searches. However, many browsers have combined the address bar and the search bar into a single bar where you can type web addresses or search terms. We'll talk more about web searches in the next lesson.



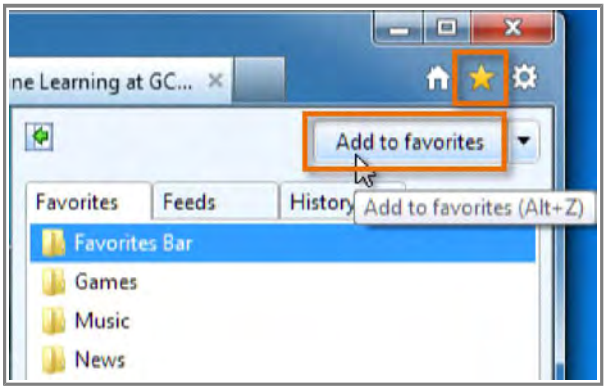
The Search Bar in Firefox

Some websites may track your activities online, usually for marketing purposes. It's also possible to encounter **malicious sites** that could harm your computer. For more tips, check out Staying Safe While Browsing in our Internet Safety tutorial.

Adding Bookmarks

If you've found a page you'd like to go back to later, you can add it to your **bookmarks** (sometimes called **favorites**). Bookmarks make it easier to find a page later on. Instead of having to remember the exact **web address**, you can just **scroll through your bookmarks** until you see the name of the page.

- In Internet Explorer 9, you can add a bookmark by clicking the **star icon** and then selecting **Add to Favorites.** Other browsers are similar, but they may use different wording.



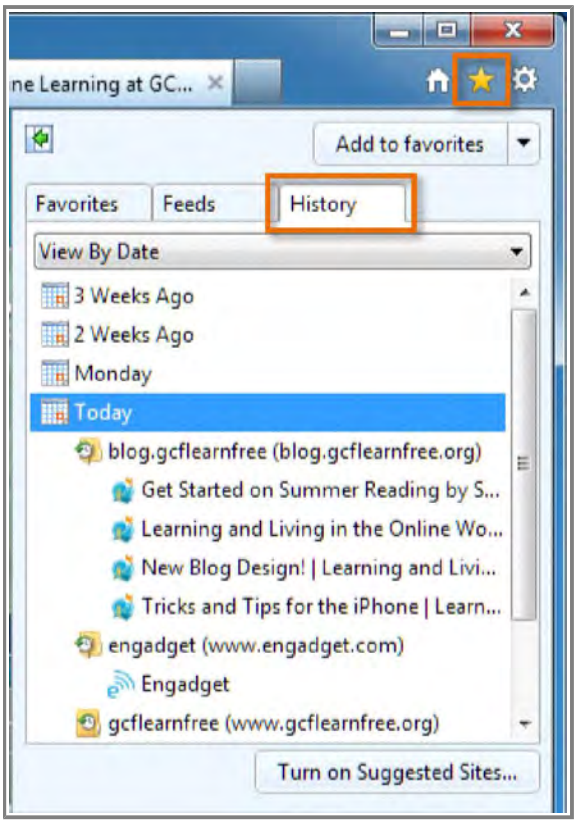
Adding a bookmark

Browsing History

Suppose you visited a page a few days ago but forgot to bookmark it. You can find the page again by using your **history**, which is a list of web sites you've visited. Usually, pages will stay in the history for a certain number of days. To maintain privacy, you can **delete your history** at any time.

Viewing Your History

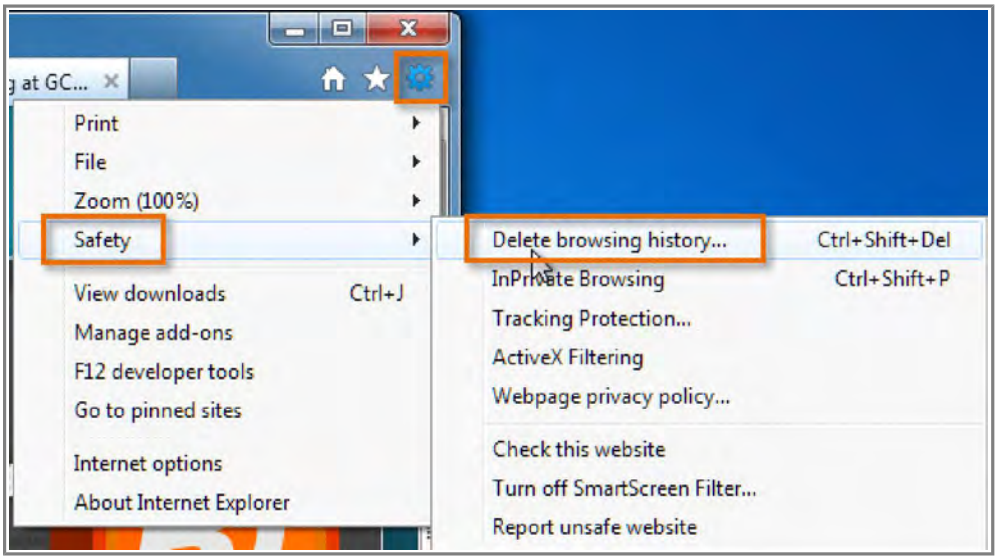
- To view your history in Internet Explorer 9, click the **star icon** and then select the **history** tab.



Browsing history

Deleting Your History

1. In Internet Explorer 9, click the **gear icon** to open the **Tools** menu.
2. Click **Safety** and then select **Delete browsing history...**.



Deleting browsing history

If you're using a browser other than Internet Explorer, the process of viewing and deleting history will be a little bit

different.

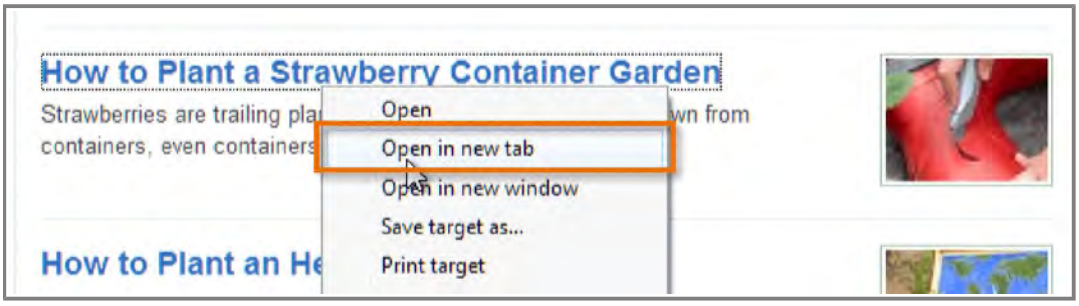
Tabbed Browsing

Many browsers allow you to open a link in a new **tab.** This allows you to keep the current page open instead of going directly to the new page. For example, if you're reading an article that has a link in it, you can **open the link in a new tab** so that you can finish reading the article. Then, you can go to the **new tab** to view the link.

A browser window with three open tabs

Tabs are designed to make browsing **more convenient.** You can open as many links as you want, and they'll stay in the **same browser window** instead of cluttering up your screen with multiple windows.

- To open a link in a new tab, **right-click** the link and click **Open in new tab** (the wording may vary from browser to browser). To close a tab, click the "X" on the tab.



Opening a link in a new tab

Downloading Files

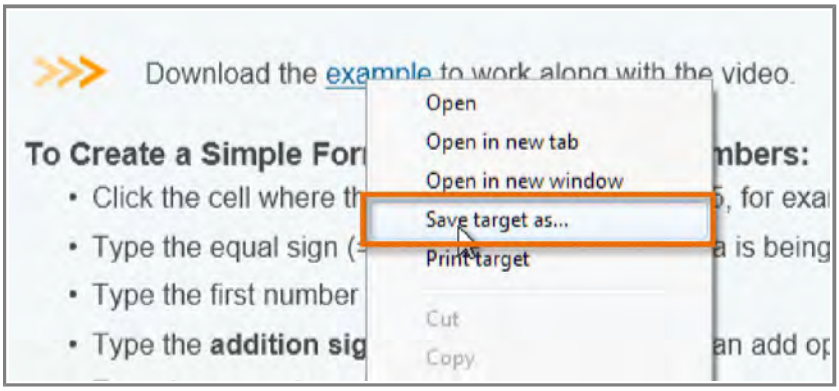
Your browser can display many different types of documents, media, and other files. But there are times when you'll want to access a file **outside your browser**. **Downloading** enables you to do this by putting the file **on your computer** so that you can access it.

For example, suppose you needed to complete and print a form that you found online. You could download it to your desktop, then open it with the appropriate program (such as **Microsoft Word**) to edit it.

How to Download a File

If you click on a **link** to a file, it may download automatically, but sometimes it just **opens within your browser** instead of downloading. To prevent it from opening in the browser, you can **right-click** the link and select **Save Target As...** (different browsers may use slightly different wording). You'll be able to choose the folder where the file is saved.

Since the process of downloading a file **varies** from site to site, it may require some trial and error.

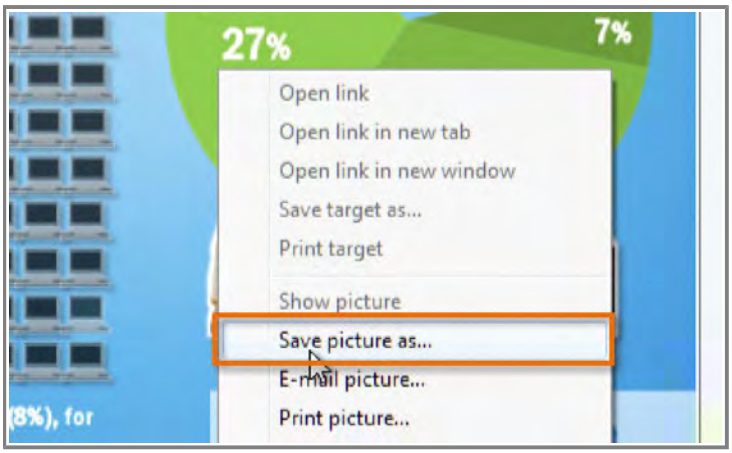


Downloading a file

For various reasons, many sites **do not allow** you to download content. For example, YouTube does not offer a way to download its videos.

Saving Images

Sometimes you might want to save an image to your computer. To do this, right-click the image and select **Save Picture As...**.



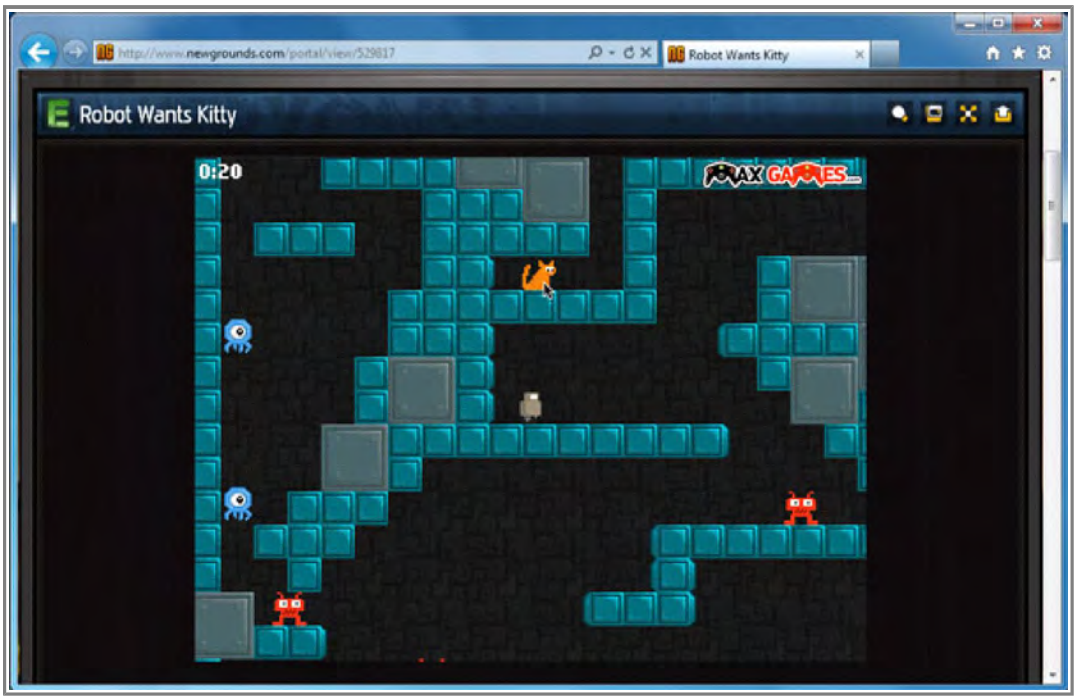
Saving a picture

Some sites do not allow images to be saved to your computer.

Plug-ins

Plug-ins are programs that are installed in your browser that enable it to play various types of media, such as video. Examples of plug-ins include **Quicktime Player** and **Flash Player.** If you don't have the correct plug-in, the site will usually provide a link to download the plug-in.

Once you have the necessary plug-ins, you'll be able to enjoy **streaming video** from sites such as Hulu, and play **games** on sites such as Newgrounds.



Playing a Flash game in a browser

Your browser may have come with some plug-ins **already installed**.

Internet Basics
How to Read a Webpage

How to Read a Webpage

Let's say you've found a webpage that might have what you're looking for. Should you just start reading the whole page until you find it? Well, no. Most of the time, you don't need to read the page from top to bottom. Instead, you should look for the most relevant parts of the webpage, and ignore everything else. In this lesson, we'll show you some of the **common parts of a webpage**, as well as some **tips for reading webpages more effectively**.

The Anatomy of a Webpage

Every webpage is different, but there are some common elements that you'll find on most pages. For example, the page might have the **main content** in the middle of the page, with **ads** on the left or right side. Almost every webpage will have some sort of **navigation bar** that lets you go to other parts of the website. By learning about some of these basic parts, you will be able to find the information you're looking for more quickly.

Click the buttons in the interactive below to learn about the different parts of a webpage.

Mobile Webpages

If you're viewing a webpage on a mobile device such as a smartphone or tablet, you may notice that it has a simpler layout. That's because many sites now have a **mobile version** that is optimized for smaller screens. The website will automatically detect what type of device you're using, and it will display the version that is best suited for that device.

The example below shows the same webpage that we looked at above, except it is viewed on an iPhone. The header is now much smaller to make room for the main content (although the mobile site will require a lot more scrolling to read the article). You may also notice that the web address starts with **m.infoworld.com** — the **"m"** is used by many websites to show that you're viewing the mobile version.

A mobile webpage viewed on an iPhone

Tips for Reading Webpages

When you're reading a book, you might start at the top of the page and read every word until you get to the bottom. But with a webpage, this usually isn't the best way to read. Since webpages have a lot of information that you don't need, your job is to find the relevant information without getting distracted by all of the other information.

Watch the video to learn some basic strategies for reading a webpage.

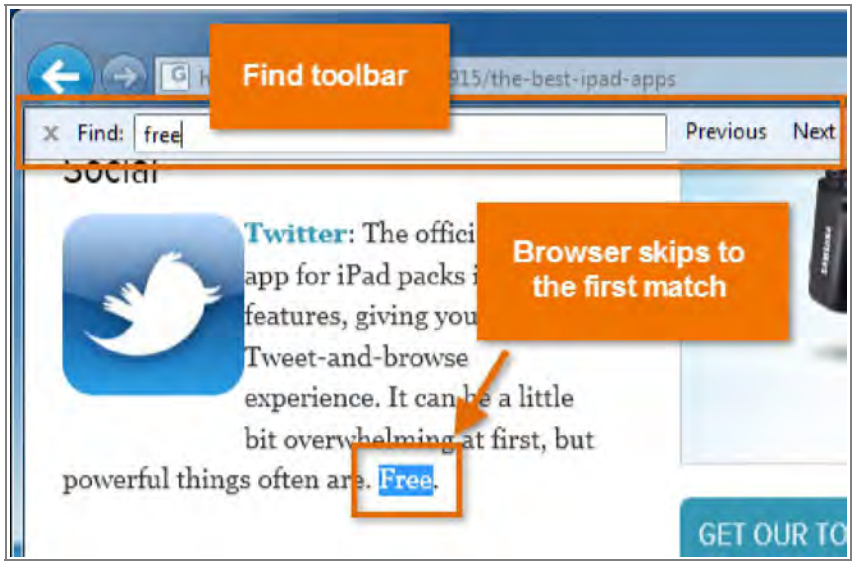
Basic Tips for Reading a Webpage

You can use the following tips on almost any webpage to help you find what you're looking for.

- **Locate the main content.** This is usually the most relevant part of the page. On most pages, it is easy to find, although you may sometimes have to scroll down to find it.
- **Make sure you're on the right webpage.** If you don't see any relevant information, use the navigation bar or Search box to find the page you're looking for. You can also do a Google search to find other websites.
- **Don't read every word.** With most websites, you can skim the page to find what you're looking for. To read faster, you can just read the first sentence of each paragraph.
- **Use headings to help you skim the page.** Many online articles have a heading at the beginning of each section. If the heading doesn't seem to be relevant, you can simply scroll down to the next heading.
- **Ignore ads.** Ads are often embedded in an article or disguised as links. They may look like they're relevant, but they usually won't help you find what you're looking for.
- **Use the Back button.** If you've clicked on a link that isn't helpful, you can go back to the previous page by clicking your browser's **Back button.** If the link was opened in a new window or tab, you may need to close it instead of using the Back button.

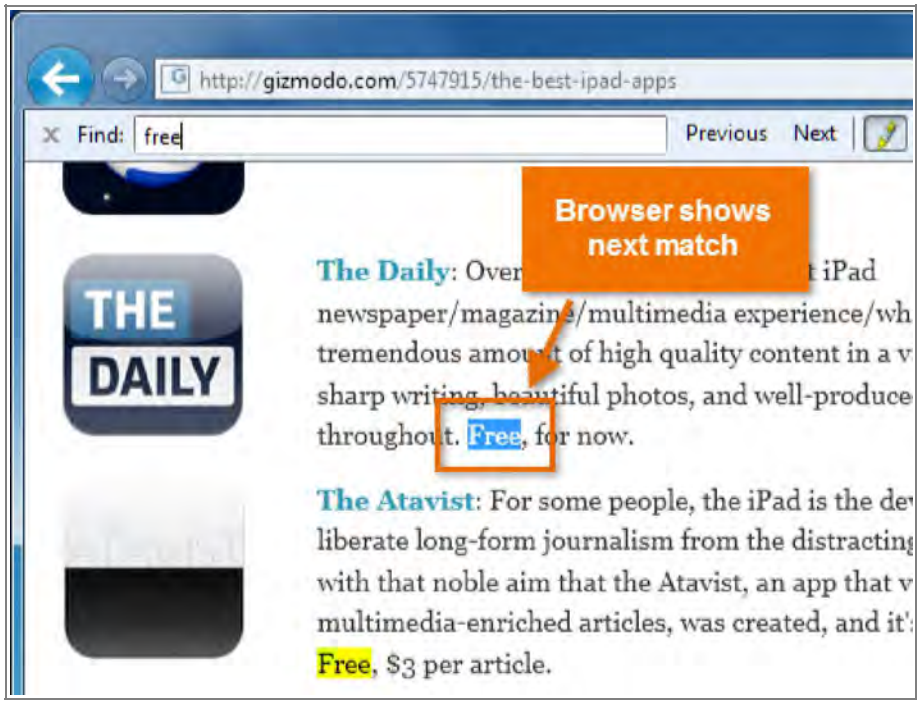
Finding a Specific Word on a Page

If you know exactly what you're looking for, you may not have to skim the page. Just hold down **Ctrl** (or **Command** if you're using a Mac) and then press **F** to open up the **Find toolbar.** You can then type the **word or phrase** you're looking for to skip to that part of the page. This is especially helpful for long articles.



Finding a word on a webpage

If the word appears more than once, you can press **Enter** to skip to each place where the word appears.



Finding more matches on a webpage

Go to the Purdue OWL: Email Etiquette page.

- Where is the **main content**?
- See how quickly can you find information on this page about **attachments.**
- Where would you click if you wanted to learn how to **write an essay**?

Go to the Angelfish Species Profile page.

- Where is the **main content**?
- Which parts of the page contain **ads**?
- Which parts of the page **link to other pages** on FishChannel.com?
- According to this webpage, what **types of vegetables** will an angelfish eat?

Introduction

With **billions** of web pages on the World Wide Web, how can you find exactly what you're looking for? By using a **search engine**.

Search engines are specialized web sites that help you find what you're looking for on the Web. All you have to do is **type in one or more keywords**, and the search engine will look for **matching web sites** from all over the Web.

In this lesson, you'll learn the basics of using a **search engine**, as well as some techniques you can use to get better **search results**.

Performing a Search

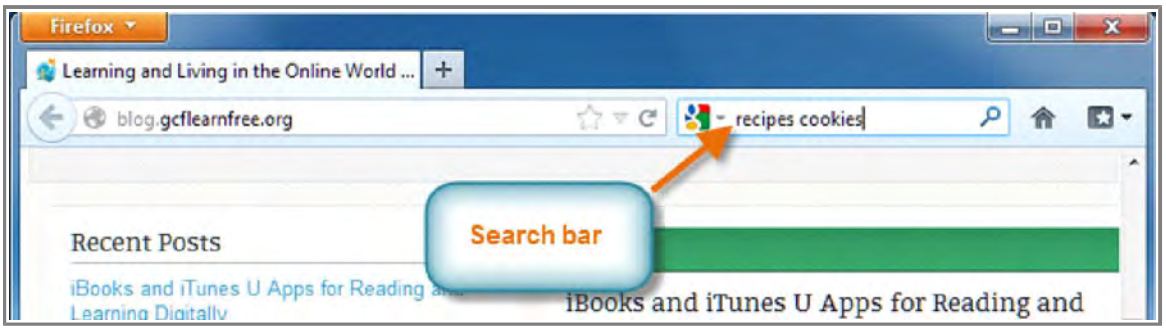
There are numerous search engines out there, but the most popular ones are Google, Yahoo, and Bing. Each one has its **own unique features**, but the process of doing a search is very similar on each.

Check out the video to learn how to do an effective search using Google.

Watch the video (3:36). Need help?

Using the Search Bar

Many browsers have a built-in **search bar**, located to the right of the address bar. To do a search, just type what you're looking for (known as the **search terms**) in the search bar, and then press **Enter.** Your browser will then take you to the search engine's web site to show you the **search results**, which is a list of all of the web sites that contain your search terms.



Firefox's built-in search bar

Many browsers allow you to **add to or change the search engines** used by the search bar.

Assessing the Search Results

After you do a search, **glance over the first page** of search results. Did it return what you are looking for, or is it just a lot of unnecessary "junk"?

If your search results don't seem very good, you may need to try different search terms. Remember, the search engine **can't read your mind**; it just looks for matching words. For example, if you just search for the word **polish**, the search engine doesn't know whether you're looking for **shoe polish** or a history of the **Polish language**!

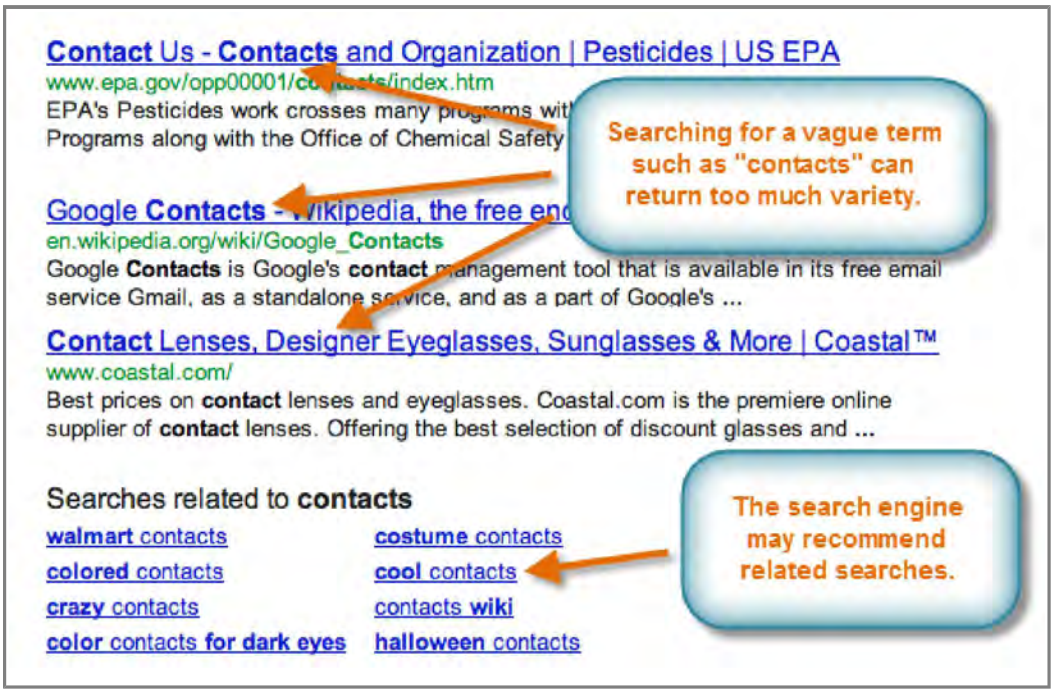
You could improve your search results by searching for **shoe polish**. However, that still may return a wide variety of web sites, such as:

- **Stores** that sell shoe polish
- Guides on **how to polish shoes**
- The **history** of shoe polish
- And probably **much more**

To get the best results, ask yourself: What **exactly** am I looking for? **Specific terms** usually return better results.

Related Searches

A search engine will often recommend **related searches** that may be more **specific** than the search terms you used. Related searches are usually listed at the bottom of the page. **Bing** also lists them to the left of the search results.

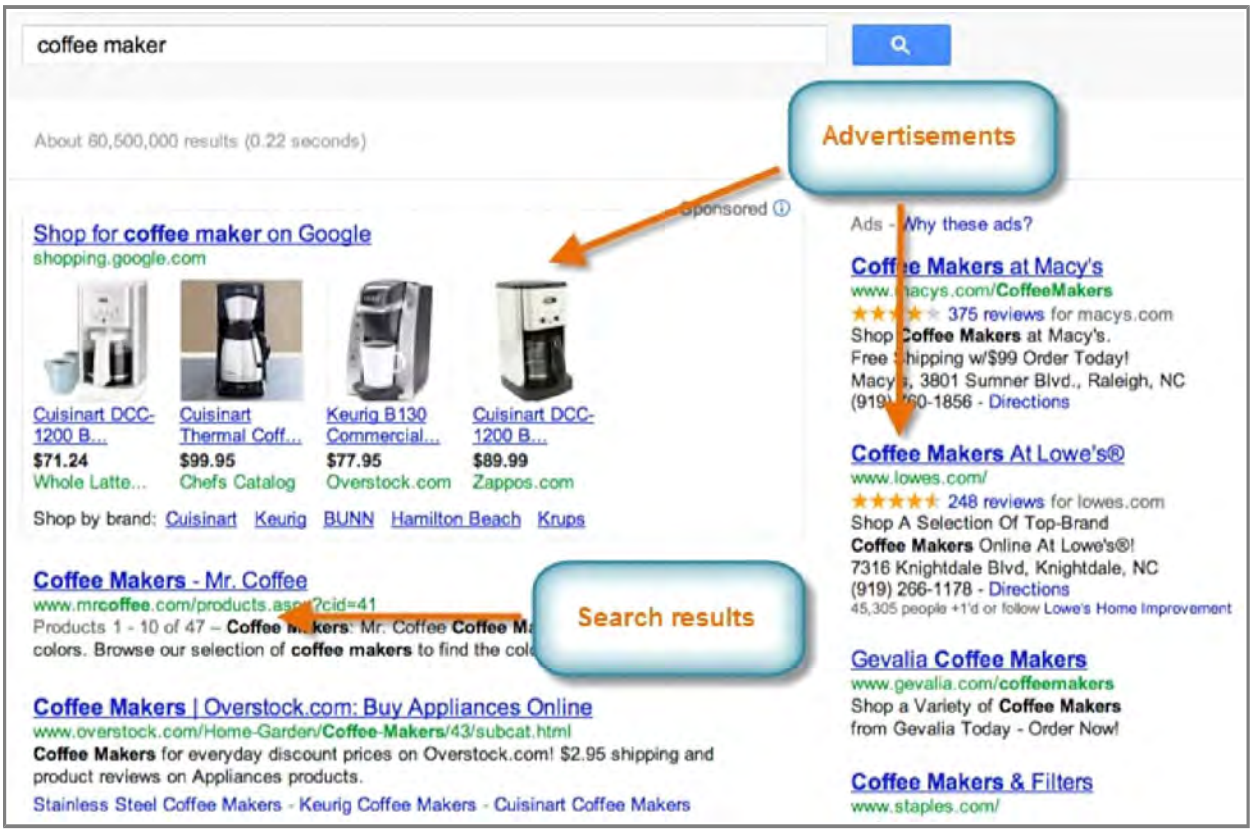


Using related searches to narrow down a search

Advertisements

Search engines may include **advertisements** along with the search results. These ads are picked by the search engine based on your search terms, and they look a lot like the actual search results. While they may be useful in some cases, it's usually more effective to focus on the "regular" search results.

Google puts its ads at the top and to the right of the search results.

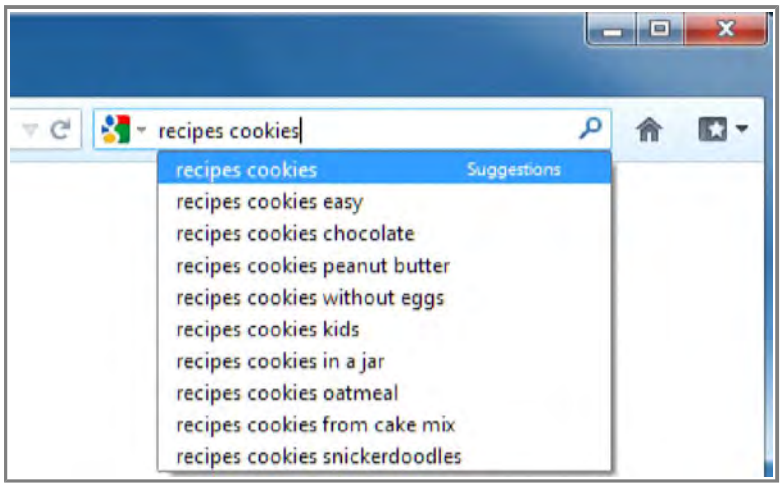


Ads and search results

Improving Your Searches

As you gain experience with search engines, you'll be able to do better and better searches, which means it will become quicker and easier to find what you are looking for. Here are a few tips for improving your searches:

- **Take suggestions.** As you're typing your search terms, the search engine will **try to guess** what you're searching for, and it will show a list of **search suggestions** (which are similar to **related searches**, except they happen while you're typing). These can give you **ideas for search terms** that you may not have thought of.



Search suggestions

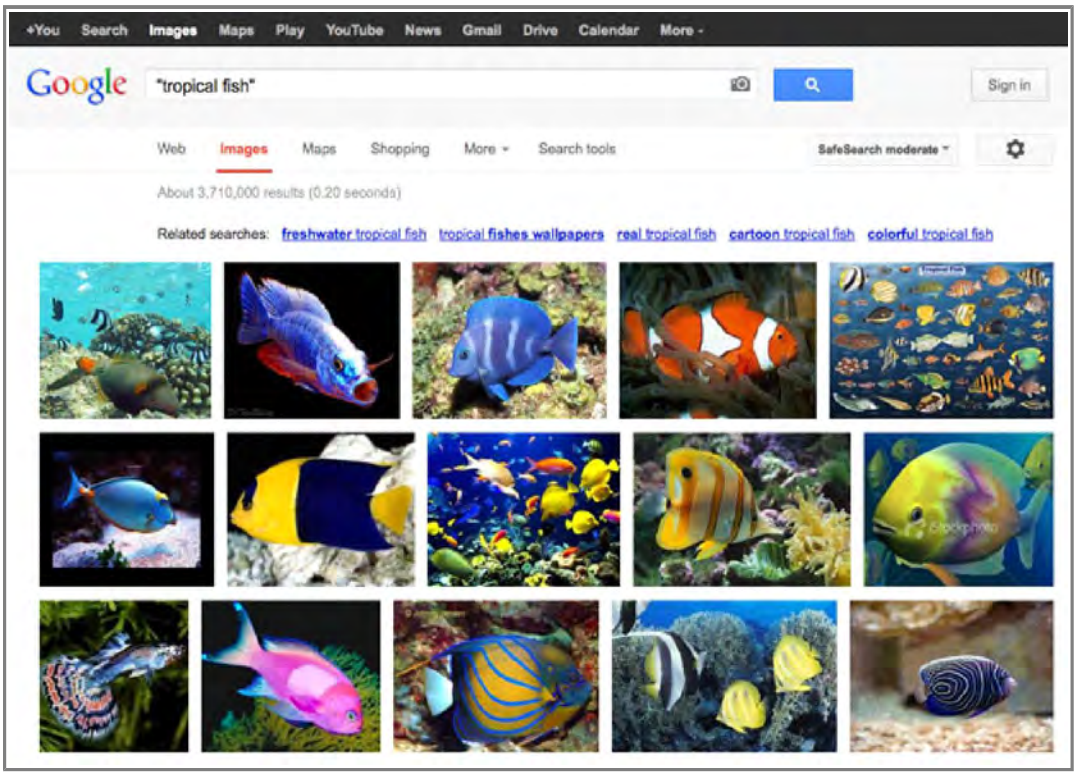
- **Search phrases.** Put quotes around a phrase so each word in the phrase isn't searched for separately. For example, if you put quotes around **"sugar cookies"**, the search engine searches for that entire phrase in a web page. However, if you simply type **sugar cookies**, the search engine searches for each of the words individually, and it will find recipes for other types of cookies that have sugar in the ingredients.
- **Exclude words.** Use a hyphen (-) at the beginning of a word to **exclude** search results containing it. For example, **macaroni -cheese.** Note that there is a space before the hyphen, but not after it. In many search engines the word NOT (in all caps) is used, as in **macaroni NOT cheese**.
- **Use OR.** You can use OR (all caps) to include either of two search words. For example, **soup recipe tofu OR fish** should return recipes for soup that contain tofu or fish (or both). You could also search for **soup recipe tofu OR fish OR chicken OR beef**.
- **Get Help.** Go to your search engine's **Help page** for more tips.

For more search tips, check out our Search Better tutorial.

Specialized Searches

Are you looking for **news articles**, **images**, **videos**, or **online stores**? You can use a **specialized search** to search for a specific type of content. For example, if you do an **image search**, the search will find and display images for you, instead of finding links to pages that may or may not have relevant images.

Generally, a search engine will include **links** at the top of the page to go to the specialized searches.



Searching for images

Introduction

Do you ever feel like the only person who doesn't use email? You don't have to feel left out. More than ever, email is easy to understand and use.

In this lesson, you will learn **what email is**, how it compares to **traditional mail**, and **how email addresses are written.** We'll also discuss various **types of email providers** and the **features and tools** they include with an email account.

Getting to Know Email

You may know that **email** (electronic mail) is a way to **send and receive messages** across the internet, but do you know how individual emails are sent or what they cost or how email compares to traditional "snail" mail? To get a better idea of what email is all about, review the infographic below and consider how you might benefit from its use.

UNDERSTANDING EMAIL

What is Email?

Email is a way to send and receive digital messages and content over the internet.

Snail Mail vs. Email

Address	Michelle Garcia 202 Cedar Lane Raleigh, NC 27601	mgarcia212@yahoo.com
Delivery	• Your envelop or package is delivered by a mail carrier • Received in a home mail box or post office box	• Your digital message is delivered electronically across the internet through various servers • Received online in the Inbox of your email service provider (Gmail, Yahoo, Hotmail, etc.)
Time	• Average of 2 days for letters • Average of 3-10 days for packages	Instantly or within a few minutes if servers are busy
Contents	May include packets with documents or packages with larger items	May include attachments for digital documents, files, images, video and more
Costs	The price of stamps or	Free with internet connection

shipping for larger items

Email Advantages

Productivity Tools

Email is usually packaged with a calendar, address book, instant messaging and more for convenience and productivity.

Access to Web Services

If you want to sign up for accounts like Facebook, or order products from services like Amazon, you will need an email address, so you can be safely identified and contacted.

Easy Mail Management

Email service providers have tools that allow you to file, label, prioritize, find, group, and filter your emails for easy management. You can even easily control spam, or junk email.

Private

You email is delivered to your own personal and private account with a password required for accessing and viewing emails.

Communicate with Multiple People

You can send an email to multiple people at once allowing you the option of having a conversation with several people or sending out a message to a hundred.

Access Anywhere at Anytime

You don't have to be at home to get your email. You can access it from any computer or mobile device that gets an internet connection.

Understanding Email Addresses

To receive emails, you will need an **email account** and an **email address.** Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly, because if you do not enter them exactly right, your emails will not be delivered or they might be delivered to the wrong person.

Email addresses are always written in a standard format that includes a **username**, the **@** (at) symbol and the **email provider's domain.** The **username** is the name you choose to identify yourself and the **email provider** is the website that hosts your email account.

Review the graphic for examples of how email addresses are written.

Sample Email Addresses

About Email Providers

In the past, people usually received an email account from the same companies that provided their internet access. For example, if AOL provided your internet connection, you'd have an AOL email address. While this is still true for some people, today it's increasingly common to use a **free web-based email service**, also known as **webmail**. Anyone can use these services, no matter who provides their internet access.

Webmail Providers

Today, the top three webmail providers are **Yahoo!**, Microsoft's **Hotmail**, and Google's **Gmail**. These providers are popular because they allow you to access your email account from anywhere with an internet connection. You can also access webmail on your **mobile devices**.

Top Webmail Providers

Visit the links below to compare the features of the three top webmail providers:

- Yahoo Features
- Hotmail Features
- Gmail Features

Other Email Providers

Many people also have an email address **hosted by their company, school, or organization.** These email addresses are usually for professional purposes. For example, the people who work for this website have email addresses that end with **@gcflearnfree.org**. If you are a part of an organization that hosts your email, they'll show you how to access it.

Many hosted web domains end with a suffix other than **.com**. Depending on the organization, your provider's domain might end with a suffix like **.gov** (for government websites), **.edu** (for schools), **.mil** (for military) or **.org** (for non-profit organizations).

Information Management Software

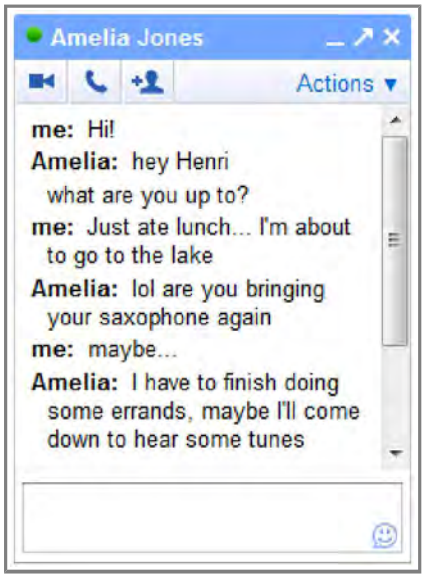
Many companies and organizations use an information management application, like **Microsoft Outlook**, for communicating and managing their email. This software can be used with any email provider, but is most commonly used by organizations that host their own email.

Visit our Outlook 2010 tutorial to learn more about using this application.

Email Productivity Features

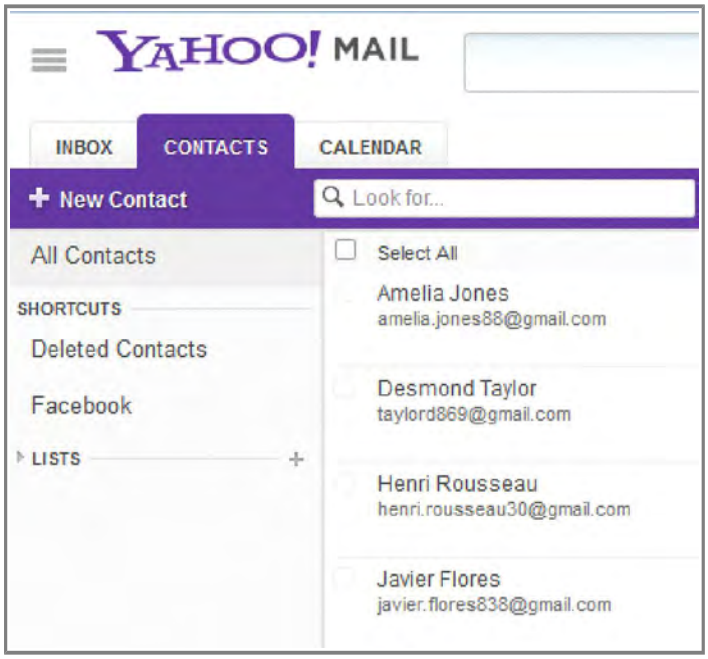
In addition to email access, webmail providers also offer **various tools and features.** These features are part of a **productivity suite—**a set of applications that help you work, communicate, and stay organized**.** The tools offered will vary by provider, but all major webmail services offer the following features:

- **Instant messaging**, or **chat**, which lets you have **text-based conversations** with other users**.** Check out our Beyond Email lesson to learn more about the basics of instant messaging**.**



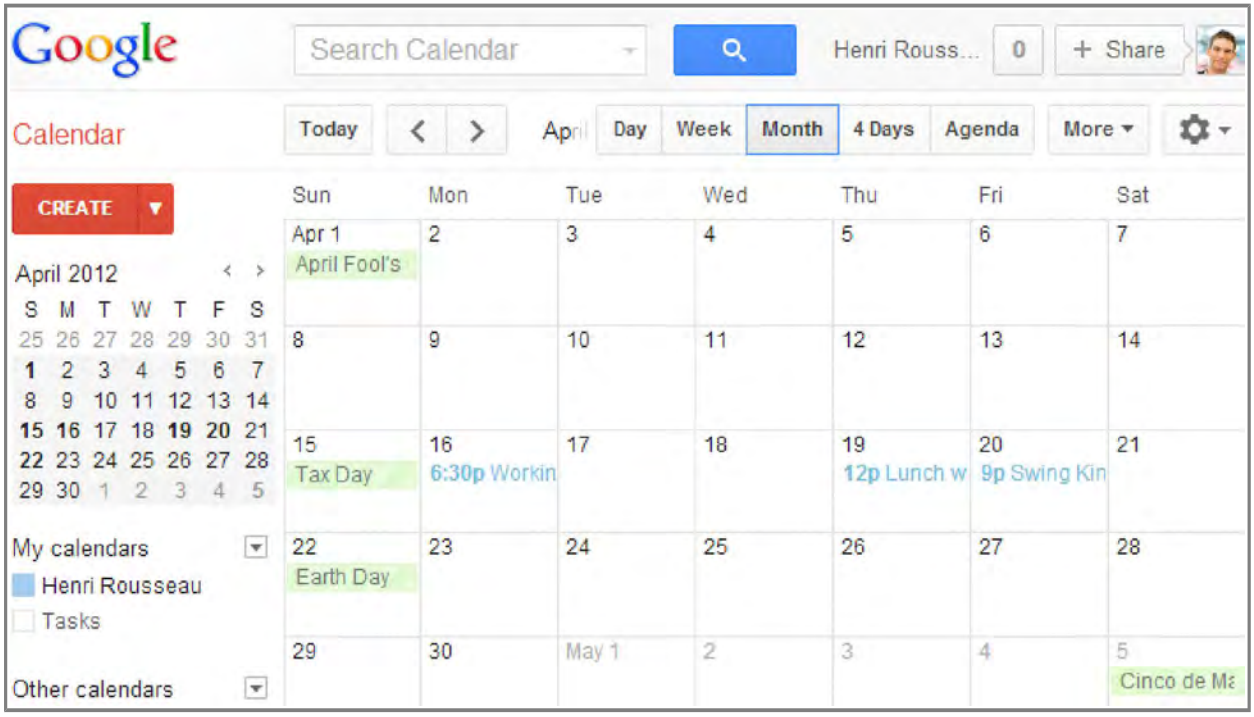
Gmail's instant messaging client

- An **online address book**, where you can store **contact information** for the people you contact frequently**.**



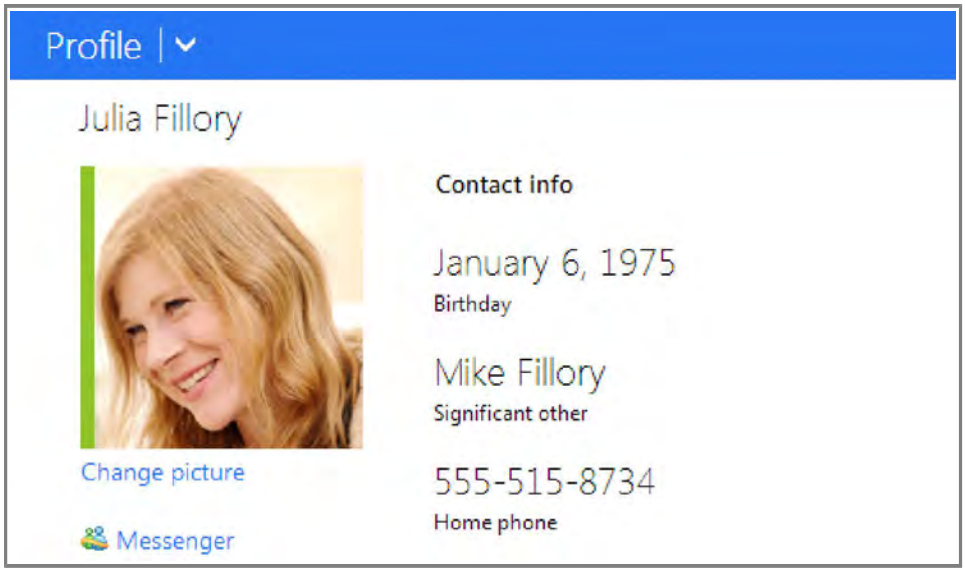
Yahoo! Contacts

- An **online calendar** to help **organize your schedule** and **share that schedule** with others.



Google Calendar

- A **public profile** that contains your name and basic contact information.



A Microsoft (Hotmail) profile

In addition, each provider offers some unique features. For instance, when you sign up for Gmail, you get access to a full range of Google services, including **Google Drive**, **Google Docs**, and more. Hotmail, on the other hand, offers connectivity with **SkyDrive** and **Microsoft Office Web Apps.** You can visit our tutorials on Google Drive

and Docs and SkyDrive to learn more.

Getting Started With Email

You should now have a good understanding of what email is all about. Over the next few lessons, we will continue to cover essential **email basics**, **etiquette** and **safety tips**.

When you're ready, you can try one or both of the following:

Get Your Own Email Account:

If you want to sign up for your **own email account**, we suggest choosing from one of the three major webmail providers.

Follow the links below to sign up for an email account:

- Yahoo! Mail: Click **Create New Account**
- Hotmail: Click **Sign Up Now**.
- Gmail: Click **Create an account.** You can visit our lesson on Signing Up for a Gmail Account for help.

Learn How to Use an Email Program:

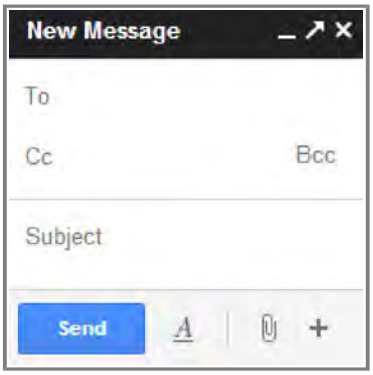
Keep in mind that **Email 101** will not show you how to use a specific email account. For that, you will need to visit our Gmail topic. It's a useful course for learning the basics, even if you ultimately end up choosing an email provider other than Gmail, such as Yahoo! or Hotmail. There, you will learn how to:

- Sign up for an email account
- Navigate and get to know the email interface
- Compose, manage, and respond to email
- Set up email on a mobile device

Beyond Email: More Ways to Talk Online

Once you've completed the lessons in this topic, you may wish to explore other popular ways of communicating and sharing online. Check out our Beyond Email topic to learn more about **online chat**, **text messaging**, **video chat**, **social networking** and more.

Introduction



No matter what email service you choose, you'll need to learn how to interact with an **email interface**, including the **inbox**, the **Message pane** and the **Compose pane.** Depending on the email provider, the interface may look and feel different, but they all function in essentially the same way.

In this lesson, we'll talk about using an **email interface** to send and receive messages. We'll also discuss various **terms**, **actions** and **features** that are commonly used when working with email.

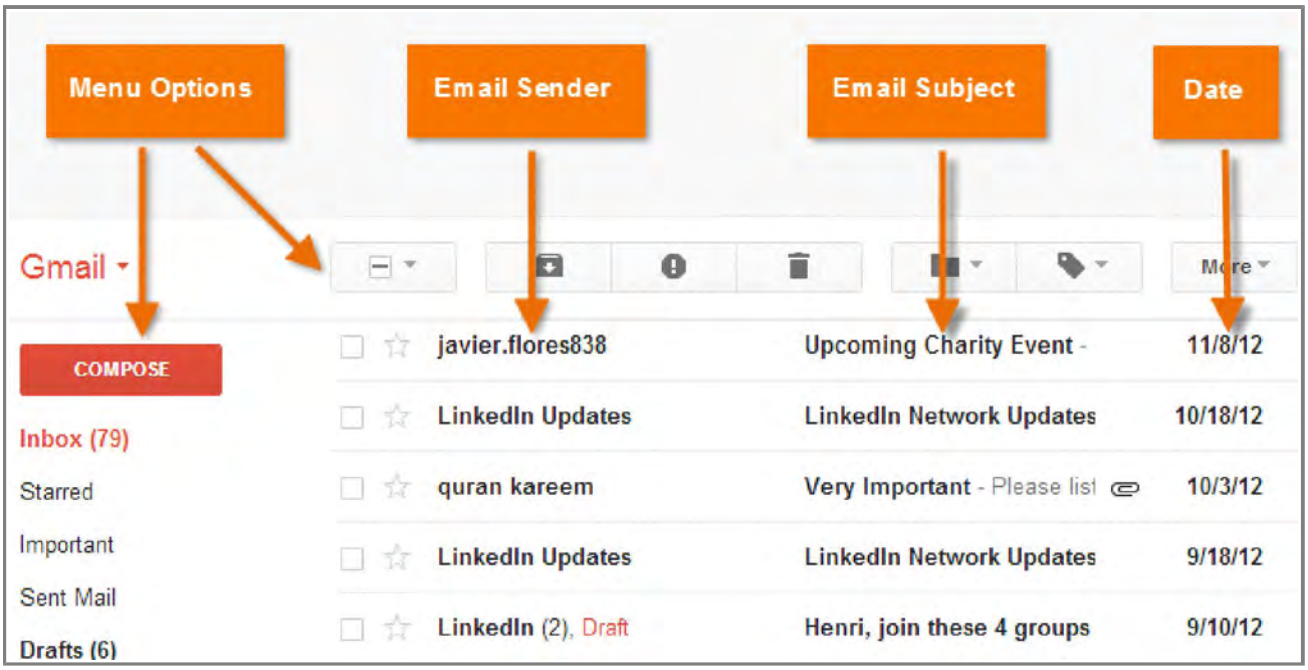
Understanding the Email Interface

Below are some examples of different **email interfaces** from the top webmail providers: **Gmail**, **Yahoo!** and **Hotmail.** Review the images below to become familiar with various email interfaces.

Keep in mind that these examples will only provide a general overview. You can visit our Gmail topic to learn how to use an email application in detail.

Inbox

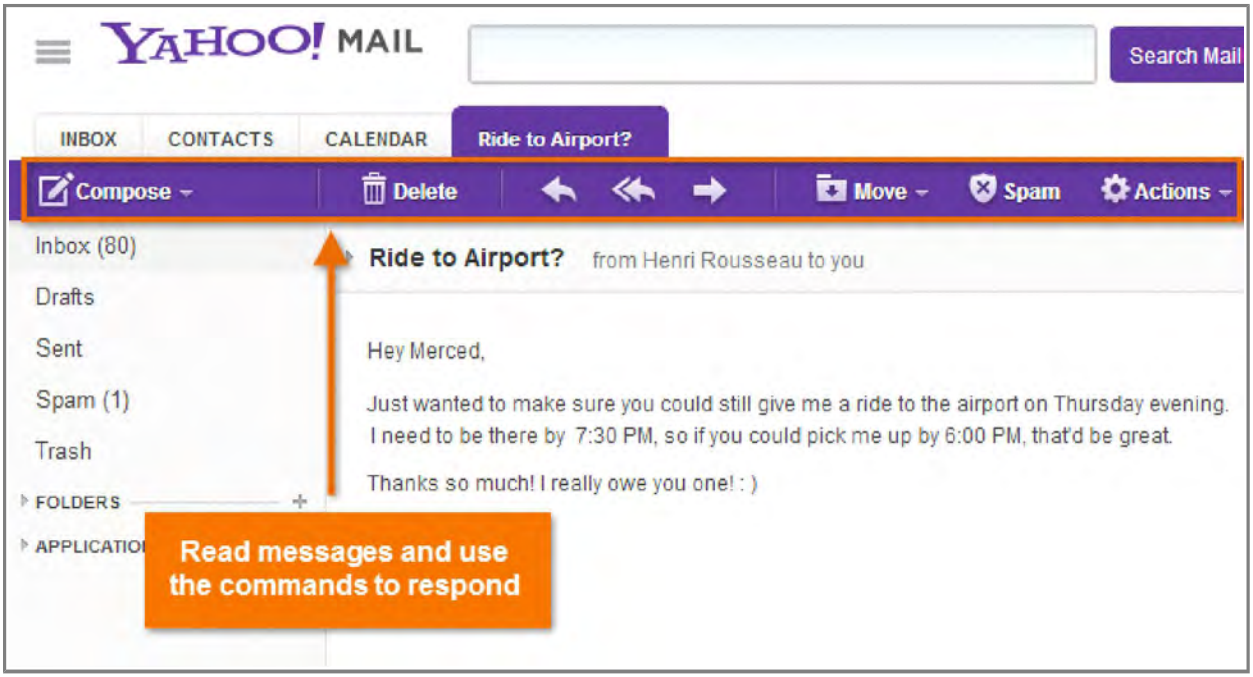
The **inbox** is where you'll view and manage **emails** you receive. Emails are listed with the name of the **sender**, the **subject** of the message and the **date received**.



Gmail inbox

Message Pane

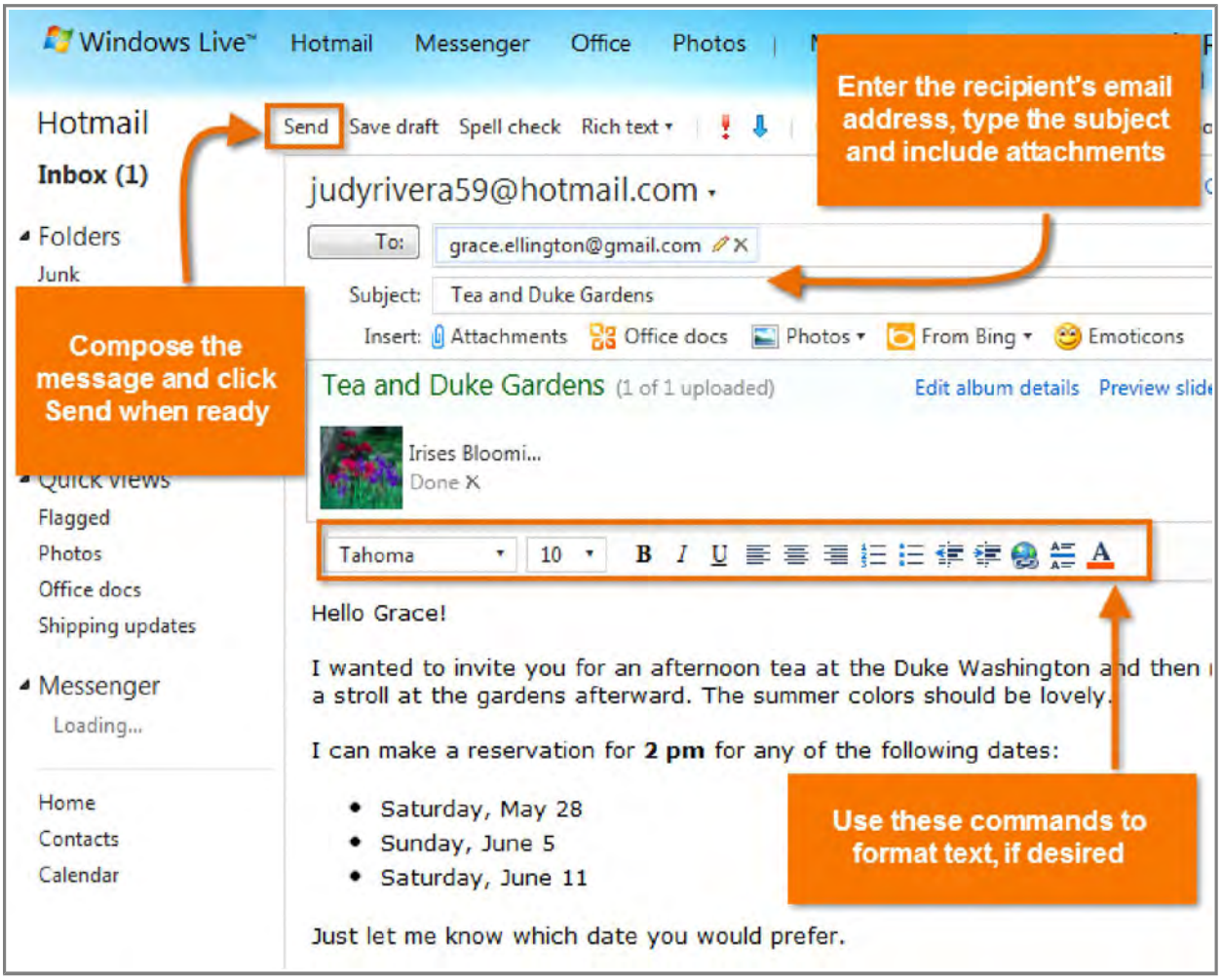
When you select an email in the inbox, it will open in the **Message pane.** From here, you can **read the message** and choose **how to respond** with a variety of commands**.**



Yahoo! Message pane

Compose Pane

You can click the **Compose** or **New button** from your inbox to open the **Compose pane** to create your own email message**.** From here, you'll need to enter the **recipient's email address** and a **subject.** You'll also have the option to upload files (photos, documents, etc.) as **attachments** and **add formatting** to the message**.**



Hotmail Compose pane

A Compose pane will also appear when you select **Reply** or **Forward.** The text from the original message will be copied into the Compose pane**.**

Common Email Terms and Actions

All email applications use certain **terms** and commands that you will need to understand before using email. Click the buttons in the interactives below to learn more about basic email terms and commands.

The examples below use **Gmail's Compose pane** and **Message pane** to introduce basic email terms, but these will still be applicable for Yahoo! or Hotmail.