



Class 3: Internet

The connection

Types, how it is connected and turned on

Browsing the web

Searching, finding, what to do from there

Email

Receiving, sending, attachments and address book

Other stuff

Email alert, troubleshooting, tips and helpful information

The Connection

There are two main types of connections: dial-up and high-speed. Dial up uses a phone line connected to a modem. It is a slow but cheap way to connect to the internet. High-speed is a much faster and constant link to the internet. HS comes in 4 main varieties: DSL, Cable Modem, Satellite and Wireless. DSL and Cable Modem involve phone/cable lines and the others are through airwaves.

Dial-up is usually as easy as plugging a phone line into the back of your computer and installing your provider's setup CD. To go online, you click a dial-up connection icon on your desktop. Your phone line is busy whenever you are online.

High-speed connections usually need to be installed by your provider's technicians to make sure the line is clean and there are no interruptions to other services using those lines. It is automatically on whenever your computer is turned on. Just open the Internet program (web, email, chat, game, music) you want to use and away you go. You can even connect a "router" to a high-speed connection so you can share the connection among multiple computers.

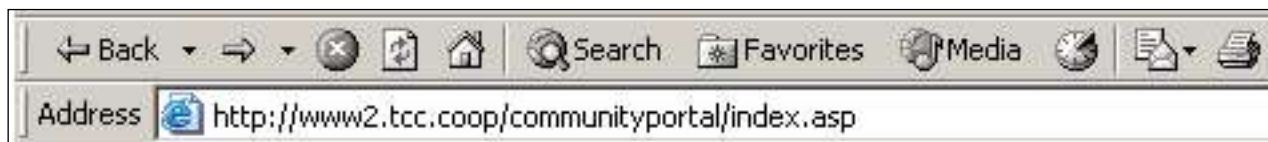


Browsing

Also called Surfing-- browsing means viewing web pages on the internet. Common "browsers" include Microsoft Internet Explorer and Mozilla Firefox.

To start browsing, make sure you are online and open your browser program (double-click icon). The first page that comes up is called the Start or Home Page. It's helpful to use a start page that works for you-- that it has links to pages you frequent, it's easy to use or you like the way it looks.

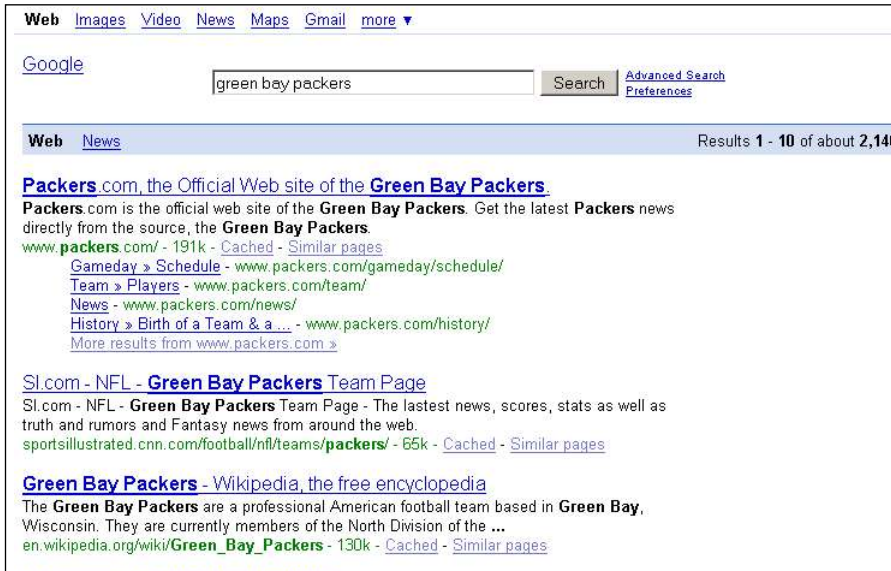
First, look at the **Toolbar** at the top. These handy buttons make browsing much easier. On the Toolbar, you will find buttons for moving **Back** and **Forward** through web pages you've already seen, a **Stop** button for stopping the current page load, a **Refresh** button to show the most current version of the page, a **Home** button to return you to your Start/Home page, a **Search** utility, a link to your **Favorites**, **Media Player**, **History** file, **Email** and a button for **Printing** the page you are viewing.



If you know the address of a site you want to visit, you can type it in the **Address/Location** box in the toolbar and hit the “Enter” key when finished. If you don’t know the address, you will have to search a little bit.

Searching One popular searching page is Google. Click in the address bar and type **www.google.com** and hit Enter on the keyboard. Google is simple, quick and easy. Just type what you are looking for in the Google text box and click Search. Three ways to search for Green Bay Packers:

- green bay packers** -- returns any results with these words
- +green +bay +packers** -- returns only results with all these words
- “green bay packers”** -- returns only results with this exact phrase



Google shows what you searched for, how many results were found and a list of results including link and description.

Just click the title to go to that site or click the page numbers at the bottom to keep going through results.

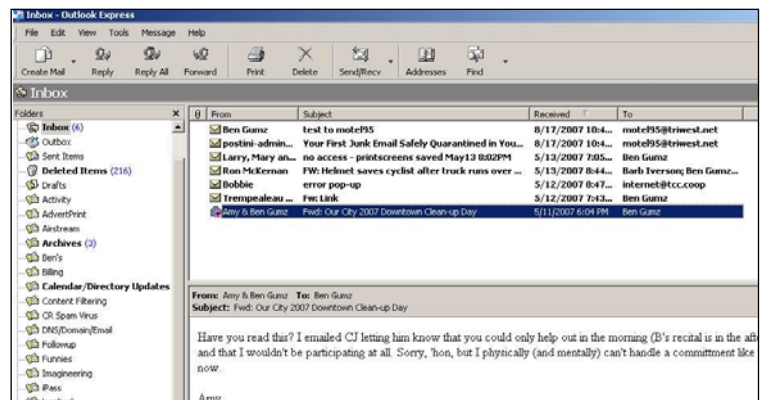
Like most search sites, Google has tabs along the top so you can jump to Pictures, Videos, News stories or Maps related to the keywords you typed.

Email

From plain email to instant messaging, email is a popular way for people of all ages to keep in touch.

Email is done through a client or a web site setup by the email provider. A client is a program on the user’s computer. Email is stored on the computer and operation relies on settings and the user’s PC. Web based email is easier, but relies on an internet connection to access mail. Each webmail provider has their own web site and often has smaller size restrictions on messages or mailbox space.

Popular clients include Outlook Express, Outlook, Mozilla Thunderbird. Popular web mail services include Yahoo and Hotmail. The email client has a toolbar at the top like the browser. Then it usually shows mail folders the user has setup, messages in the selected folder and the message highlighted in the selected folder.



Receiving - an email client usually checks mail automatically upon opening the program and every 5 minutes when it’s open. New messages show up in bold in the folder list and the message list. Click the message to display and read it. Double-click to open the message in a separate window.

Sending - start by clicking the **New Msg** button. Fill in the address(es) you are sending to (separate addresses with a comma and space) and subject. Type whatever you want in the body. Click **Send** when finished.

Attachments

Any files that accompany an email such as pictures, Word docs, PDFs, Zip docs or executable programs. Because of their size, you need to take caution when sending to people who may not have a fast internet connection. They may not be able to download the attachment and it could clog up the rest of their email. Check with them first if you are unsure.

To send an attachment: Before hitting the Send button, click the Attach (paper clip) button. A box will open where you must navigate to the location of the file you want to send. It's a good idea to keep files you wish to send in a special folder that is easy to get to.

After clicking/attaching the file, click Send. The email may take longer to send out. Same goes for receiving attachments. If people sent you attachments, the emails will be large and can take extra time.



Most attachments will be common files which all computers should be able to open. However, you might get sent a file for which you do not have a program that can open/read it. (e.g. Print Shop documents)

Address Book - The address book is a handy way to keep email addresses at your fingertips. Start by clicking Addresses on the toolbar. Click New, then choose Contact, Group or Folder. Contact is for one entry, group is a collection of addresses under one name and folder is a way to organize groups and contacts together. Fill in and click OK. This entry is ready to use!

To use an address book entry, just start a new message and click the “book” icon next to the To field, choose one or more contacts/groups from your Address Book and click To, Cc or Bcc. (ways to display or not display recipients)

Email Alert

TCC Voice Mail has Email Alert, which sends you a message with a sound file of your voicemail. You can listen and even forward it onto others for convenience. The file can be played by the sound programs commonly found on computers. The user just has to double-click on the file to open/play it.

WebMail

Web-based Email or “WebMail” can be a handy alternative or supplement to using a computer based email client. You can access TCC Webmail by going to <http://www.tcc.coop> and typing your email address and password. All email you have not yet downloaded will be accessible.

Troubleshooting

Connection: restart modem, computer and router if you have one. Otherwise call Tech Support

Browser: Click Home button. Close browser and re-open. Clear “temp “ files, reboot PC and start over.

Email: First, close and re-open. Check settings and try again. Then close and go to Webmail to delete large email. If that doesn't help, call Tech Support for further assistance.

Other Tips

Don't be afraid to explore online, just don't download any “free” things unless you check them out first (Google them).

If you get lost or stuck, close all browser and email screens and just start over.

Check with friends before sending them forwarded jokes or attachments. Your friendliness may be their headache.