



# Training Guide



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This is organised in partnership with Business in the Community, Libraries NI and Go ON NI.

*Go ON NI is part of the Digital Inclusion Unit, NI Direct within the Department of Finance and Personnel.*

## What is Digital Assist?

Digital Assist is an exciting programme, run by Business in the Community aimed at bridging the digital divide within Northern Ireland. Many services and products are now online; for some, this is a real barrier as they are unable to connect through this medium. Digital Assist will meet this issue head on and will upskill those who need it. In doing so, it will make a real difference to those who are ‘turned-off’ by technology.



**ConnectAbility**



**Spring Online Week**



**Silver Surfers'  
Day**

### Business in the Community

Business in the Community (BITC) stands for responsible business. We are a solutions-driven membership organisation for successful companies committed to doing business in a responsible way which helps them impact positively on their **People**, the **Planet** and the **Places** where they operate. In Northern Ireland, Business in the Community has a growing membership of over 260 members and has a particular focus on **youth** and those who are **disadvantaged**.

## All computers have four main parts: Box–Screen–Mouse–Keyboard

### Box

This is what makes the computer work; this box contains the 'brains' of the computer.



### Screen (monitor)

This is like a television screen and lets you see what you are doing.



### Mouse

You use the mouse to choose what you want to do on the screen. The mouse got its name because of its small shape and long 'tail'; however, many are now 'wireless'.



### Keyboard

The keyboard is like a typewriter, and you use it to type 'onto the screen' – keyboards can also be 'wireless'.



### Speakers

These are used to hear sound from the computer.



### Printer

You use the printer to print out documents, web-pages, etc. Printers can produce documents in colour or black and white. Printers are also available with a wireless connection.



## Scanner

A scanner is used to copy physical documents and graphic images to your computer (or to photocopy).



## Digital Camera

Used to take high-quality pictures (check your camera's pixel count) and videos, which can then be viewed on a computer.



## Laptop

A personal computer designed for mobile use. It is small and light enough to sit on a person's lap while in use.



## Web-cam

This device acts as a video-camera and can be used to see people or places over the Internet – some laptops have a built-in webcam.



## USB cable

A USB cable is primarily used to connect many of the above devices to a computer.



**You can use your computer for lots of different things. Here are a few examples:**

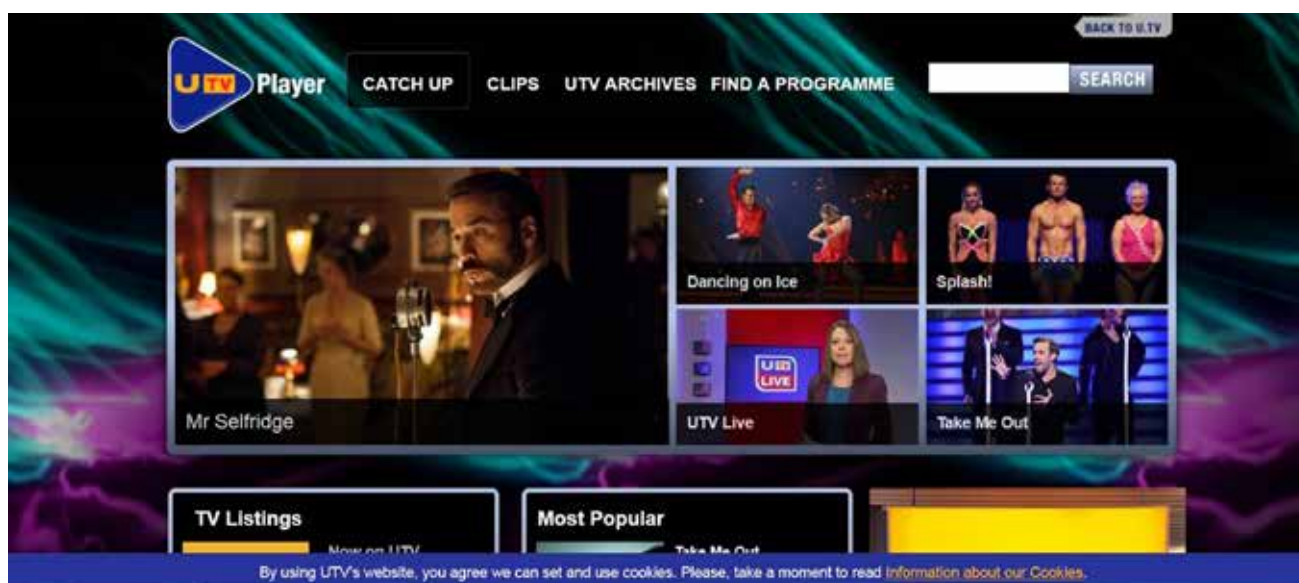
## 1 Internet

The Internet is a tool that is used all over the world. It uses a telephone line to access the World Wide Web (www.). Through it, you can see millions of different information-based and entertainment-based sites, which are known as **websites**.

You can do many things on the Internet, such as your grocery shopping while sitting at home; viewing and making transactions with your bank account; you can also book holidays and even pay your bills. The Internet is useful for hobbies like gardening, knitting, sport, and for keeping up-to-date with local and national news. You can also buy and listen to music; research local neighbourhoods; and find out information on local services.

## 2 Radio/TV

You can listen to the radio through the Internet or you can watch TV on your computer. A common media player is UTV Player which allows you to watch/listen to a programme after it has been broadcast. A shortened version of a programme is often called a 'podcast'.



## www.1.1 What can I use a computer for?



### 3 Photographs

Using your camera, you can 'download' (transfer) your photographs to your computer. On your computer, you can view and E-mail these to friends and relatives.

### 4 Skype

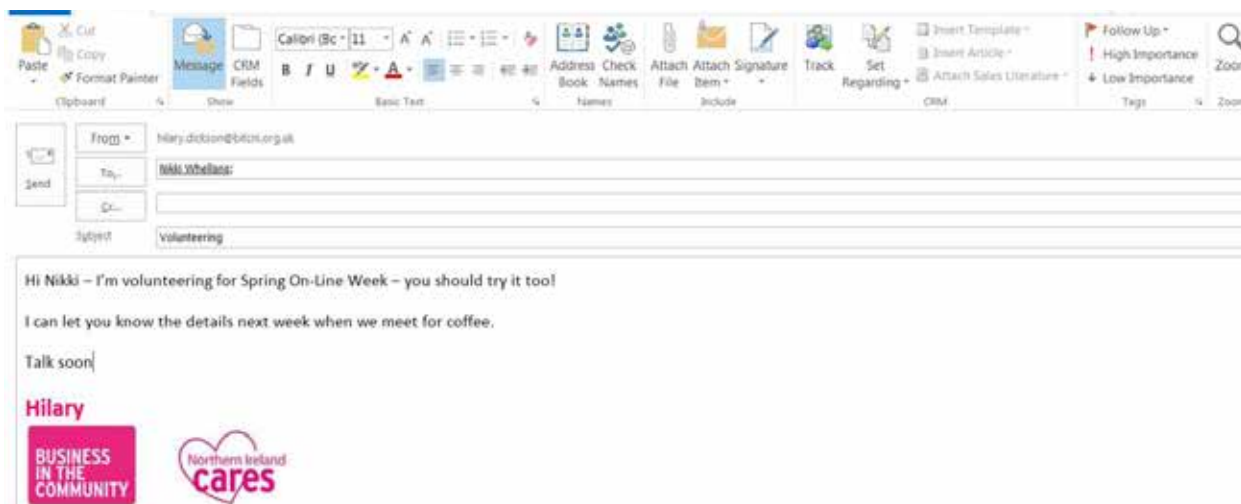
This is an application that allows you to make voice and video calls over the Internet. Calls to other users within the Skype service are (currently) free, and if your computer has a web-cam, you will be able to see the person at the other end if they also have a web-cam! You can read more about Skype on page 12.



### 5 E-mail

E-mail uses the Internet to transmit messages (electronic messages). Like websites, there are many different E-mail providers (for example, Outlook, Gmail, Yahoo Mail, etc). E-mail enables you to send messages to anyone in the world.

The E-mail below has been written in Outlook – a program used for composing and reading E-mail.



Staying in touch has never been easier – or cheaper, for that matter.

It's estimated that 294 billion E-mails are sent every day. As intimidating as this number is, it is also a testament to the popularity and convenience of this tool. The very first E-mail or 'electronic mail' was sent in 1971 by a computer programmer in Massachusetts. It has revolutionised the way we communicate with each other. It has never been so easy or instant to send a message across the world.

### **How to get an E-mail account**

When it comes to choosing an E-mail account, there are lots of options. Most Internet service providers (ISPs) offer E-mail addresses with a broadband account, and some offer more than one E-mail address so that members of a family can set up separate E-mail accounts through the main Internet account.



### **Things to consider when choosing a webmail account**

- How you'll access your webmail account. Would you prefer to use a program on your computer to access E-mails – eg through a program such as Microsoft Windows Live Mail? Or would you just access your E-mails via the Internet?
- Security: Does the account offer good security and virus protection compared with others? How does it deal with spam? What are its privacy policies?
- Once you have decided on your provider, you need to sign up and set up an account. You'll have to think of a unique E-mail address and username. Be prepared to rethink either of these as someone may already have bagged your first choices.
- You'll need to give a password for security and for logging into your account. You may also be required to give an alternative E-mail address in case of technical difficulties or lost passwords. In addition, with some accounts, you may have to provide some personal information, so that you can be identified as the right user.
- Make sure that you familiarise yourself with the privacy policy of the webmail provider. A link to it should be easy to find.
- Once sign-up is complete, you'll be able to login to your account with your new username/E-mail address and password, and then you can start E-mailing.



**“So that’s what they mean by surfing the web!”**

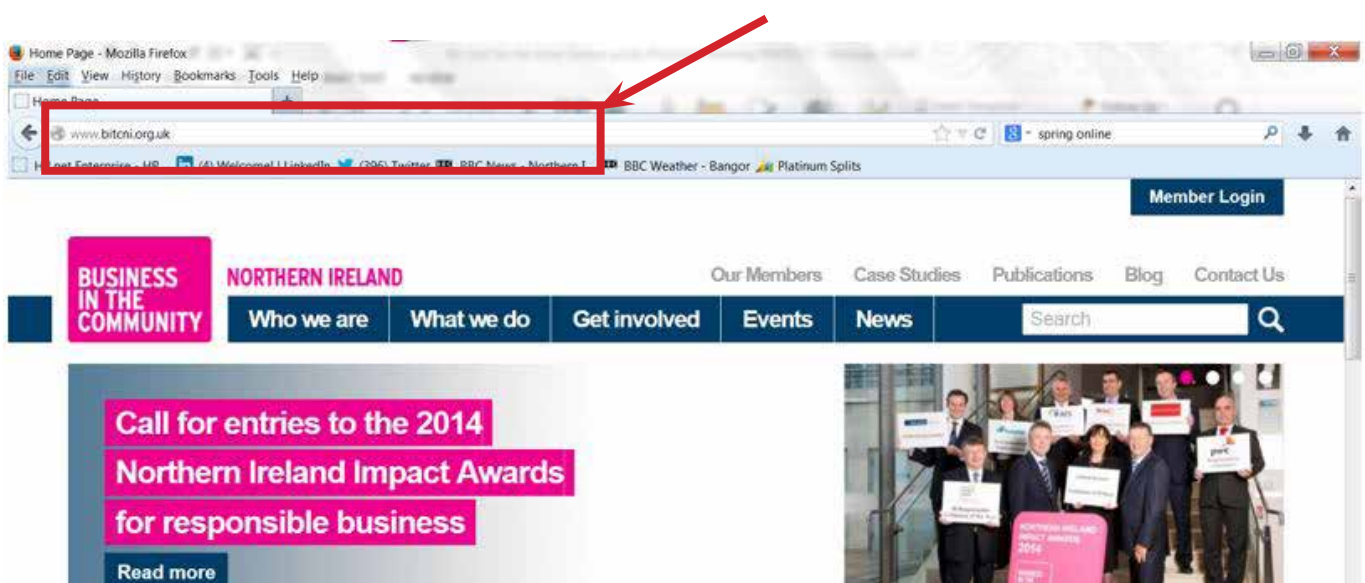
To explore the Internet (World Wide Web), you use a web browser (often shortened to browser). There are several browsers in use: Google Chrome, Internet Explorer and Firefox are the most common. The browser displays a single web page, but you can have multiple ‘tabs’ open inside your browser so that you can view many websites in a single browsing session. You can move around the Web by following hyperlinks – these are codes embedded in web pages that link to other web pages or other parts of the page that you are viewing.

The pointer (mouse) normally appears as an arrow,  but as you move the pointer around the screen, you will see it change to a pointing finger  when you hover over a hyperlink.

When you have located a hyperlink, click the left mouse button once, and a new page, or a different part of the page, will be displayed. Moving between web pages like this is called ‘surfing’.

Hyperlinks can be located on any part of a web page. On a well-designed web page, the location of the hyperlinks will be clearly indicated by underlined text, or via other clues, such as arrows, menus, tabs or descriptive text within the page.

To use an address, you need to type it into the **Address Bar**. You’ll find that near the top of your screen when you are using a browser; please see below.



## Using the Address Bar to go to a Website

- Website addresses are referred to as URLs
- Place the mouse pointer on the current address, and left-click once
- This will highlight the current address (URL)
- Type the new address and this will overwrite the old address
- Press the Enter key on your keyboard, and your browser will display the web page belonging to the new address

## Hyperlinks in E-mails

E-mails can also contain hyperlinks. They will normally appear in a different colour and will be underlined. When you move your mouse pointer over the text, it will change to a pointing finger. Click the left mouse button once. Your web browser will start and will display the page that the address belongs to.

This is a very useful feature, since someone can direct you to a website easily just by sending you an E-mail with the address. But it is very important to be careful when you use this feature! It is easy to disguise a hyperlink in an E-mail so that it does not lead to the address that you read.

This trick is used by criminals in 'phishing' (pronounced 'fishing') attacks. Their aim is to direct you to a website that they use to fool you into giving them passwords, money, or other confidential information.

Never click on a hyperlink in an E-mail unless you are quite certain that you can trust the person who sent the message to you and that the sender's name hasn't been 'spoofed'. Also ensure the address that appears when you hover over it is what you expect, eg, if the link says 'google.com' but appears as 'myfakebank.com', be very wary.



Below are just *some* of the websites that you might enjoy visiting!

nidirect – [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

Libraries NI – [www.librariesni.org.uk](http://www.librariesni.org.uk)

UTV – [www.u.tv](http://www.u.tv)

BBC – [www.bbc.co.uk/webwise](http://www.bbc.co.uk/webwise)

NISRA – [www.nisra.gov.uk](http://www.nisra.gov.uk)

Age No Barrier – [www.disabilityaction.org/agenobarrier](http://www.disabilityaction.org/agenobarrier)

Northern Ireland Jobs Portal – Recruit NI [www.recruitni.com](http://www.recruitni.com)

The Hands Off campaign – [www.handsoff.org.uk](http://www.handsoff.org.uk)

Age NI – [www.ageni.org](http://www.ageni.org)

Age Sector Platform – [www.agesectorplatform.org](http://www.agesectorplatform.org)

Citizens Advice Bureau – [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Citizens Online – [www.citizensonline.org.uk/](http://www.citizensonline.org.uk/)

Post Office – [www.postoffice.co.uk](http://www.postoffice.co.uk)

Independent financial advice – [www.moneyfacts.co.uk](http://www.moneyfacts.co.uk)

Shop safely online – [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)

Discover your family history – [www.genesreunited.co.uk](http://www.genesreunited.co.uk)

Explanations of how things work – [www.howstuffworks.com](http://www.howstuffworks.com)

Where is my public servant? – [www.wimps.tv](http://www.wimps.tv)

The website for the NI Assembly – [www.niassembly.gov.uk](http://www.niassembly.gov.uk)



Skype is an application that allows you to make voice calls over the Internet. More than 650 million people use this.

Calls to other users with the Skype service are (currently) free, and if your computer has a webcam you

will be able to see the person at the other end (video call), providing they also have a webcam.

### **You'll need the following:**

- A computer with a broadband Internet connection (an ordinary dial-up connection is too slow).
- A webcam – this is a small camera that connects to your computer through a USB port; many computers, especially laptops, have a webcam already built in. A webcam is necessary for making video calls, however, you can still make voice calls without a webcam.
- Speakers and a microphone – many computers will have these built in; (NB: webcams often come equipped with microphones.) Alternatively, headphones and microphone headsets can be purchased at a reasonable price.



**For a step-by-step guide to downloading Skype, visit the following address:**

[www.digitalunite.com/guides/E-mail-skype/skype](http://www.digitalunite.com/guides/E-mail-skype/skype)

## What is Social Media?

Social Media allows us to manage and communicate with our contacts in a totally new way and to access information as never before. There are many exciting, fun and flexible forms of Social Media.

## What is Facebook?

Facebook is probably the best-known social networking site, with over 1 billion active users worldwide. 864 million people log in each day. It's likely that plenty of your friends and family members already have a Facebook profile.



## How to join Facebook

Before you can experience all Facebook has to offer, you need to create a free account, which will be your profile page; this can contain as little or as much information as you want. Profiles can be created using a real name, or an alias or nickname, and are often accompanied by a photograph. Once you've created your profile, you can also adjust the privacy settings to specify which details you want to be made public.

## You'll need the following:

- a computer with an Internet connection
- an E-mail account

**Sign up for Facebook:** Go to [www.facebook.com](http://www.facebook.com) and click on 'Sign Up'; you will see several boxes that require information, such as your name and E-mail address. **Follow the step-by-step instructions to join.**



## Key benefits and features include the following:

- Facebook is FREE!
- Your friends and family may have already joined; find them by searching for their name or E-mail address
- Facebook is available 24 hours a day so you can contact your grandson in Australia without time zones causing a problem!
- Users can share messages, video links, photographs and websites

## What is a blog?

'Blog' is short for 'web log' – it's basically an online diary created by someone to record in writing their thoughts, feelings or views on a specific subject or on life in general.

A popular form of blogging is **micro-blogging**, and the most common website used for this is **Twitter**.

## What is Twitter?

Twitter is a social networking site that allows users all over the world to comment on news, events, and their day-to-day lives. Known as 'micro-blogging', these comments – 'tweets' – have to be very short. Each entry can be no more than 140 characters long. A tweet can consist of almost anything: your thoughts, a link to a website, a picture, a video, other people's comments, replies to others comments – as long as it stays within the 140-character limit.



To be able to tweet, you must have a user account.

## You'll need the following:

- a computer that's connected to the Internet
- an E-mail account



Go to [www.twitter.com](http://www.twitter.com); you will see a sign-up form on the homepage. Follow the step-by-step instructions to set up a Twitter account.

## Key benefits and features:

- Twitter is **free** to use, and anyone, anywhere in the world can join
- Users can choose to follow Tweets shared by experts, politicians, authors, celebrities, and more, eg @UTV
- Users can share comments from other people by 'retweeting' them to their own followers
- You can remain private on Twitter by using an alias or nickname, or by adjusting your privacy settings so that anyone wishing to follow you must request the right to do so

## What is an online service provider?

An online service provider can, for example, be an Internet Service Provider (ISP), E-mail provider, news provider, entertainment provider, search engine, e-shopping site, e-finance or e-banking site, e-health site, e-government site, Wikipedia, Usenet, etc. A few are listed here.

## nidirect Government Services are now all in one place –

[www.nidirect.gov.uk](http://www.nidirect.gov.uk)

Dealing with government departments can sometimes be frustrating!

On nidirect, you will find useful information on issues that matter to you and your family, with practical answers and online services right at your fingertips. Online services include:

- Booking an MOT, Theory or Driving Test
- Taxing your car
- Information on your rates and making changes to rate-payer details
- Information on Pensions, Benefits, Winter Fuel allowances
- Renewing or applying for a passport
- Applying for a Blue Badge parking permit
- Registering as an organ donor

A wealth of information is also available on the following and much, much more . . .

- Hobbies and pastimes, including computer basics and IT information
- Managing your money
- Finding out about family history, heritage and museums
- Greener gardening
- Health and wellbeing, including healthy recipes
- Dog licenses



### Go ON NI –

[www.nidirect.gov.uk/go-on-ni](http://www.nidirect.gov.uk/go-on-ni)

Information is available on free events, where and how to access the web, Digital Champions, basic Internet skills and online security.



## HM Revenue & Customs – [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Almost everyone comes into contact with HM Revenue & Customs (HMRC), the UK's tax administration, at some point.

HMRC is committed to delivering digital services that are so easy-to-use they will be our customers' first choice for interacting with the department. You can...

- Report your change of name and/or address
- Find out how to pay your taxes or make a repayment claim
- Register for Self Assessment
- Download and print income tax and National Insurance forms

Digital services give straightforward access to information and services at times and in ways that are convenient to you.

You can also follow HMRC on Twitter @HMRCgovuk or on Youtube at [www.youtube.com/user/HMRCgovuk](http://www.youtube.com/user/HMRCgovuk) to get official news and updates.

### Other online services include:

- Flights, such as easyjet.com
- Information search, such as Wikipedia.org
- Links to tax credit, child benefit, pension, etc
- Information and online services to help you with information on money, tax and benefits (such as working and family tax credits, Child Benefit, Pensions and Income Support) can be found on [www.nidirect.gov.uk/money-tax-and-benefits](http://www.nidirect.gov.uk/money-tax-and-benefits).

Further guidance about your money can be found at [www.nidirect.gov.uk/moneyadviseservice](http://www.nidirect.gov.uk/moneyadviseservice)





If you are looking for a job or a new career, the Internet is a fantastic resource to use to research the type of job that is right for you.

The Internet has quickly become one of the most popular job-search methods. Providing a global link, it has revolutionised the way prospective employees search for jobs. Still, it's not magic: the Internet will not automatically find a job for you. Like any other job-hunting strategy, using the Internet successfully requires effort.

Before using the Internet's tools, job seekers should ask themselves some key questions:

- What do I want to do? What skills do I have? What are my interests? (Identifying general activities/tasks rather than job titles can be helpful.)
- Whom do I want to work for? What industry interests me?
- Where do I want to live? Is there a specific city, state, region or country that interests me? In addition, when looking at various sites, question the information you are viewing.

### **Don't Waste Your Time**

Managing time online can be very important during the job search. Here are some tips to help you use your time wisely:

- Begin your online job search by visiting large information databases
- Use links from the large information databases
- Use search engines to locate new resources specific to the job you want

The Internet is a tool, and like all tools, it is only as good as the skill and diligence of the user. Many new users of this technology become frustrated or overwhelmed by the size and constantly changing nature of Internet job search sites.

Information on Employment, including Pay, Jobseekers, Retirement, Redundancy and Health and Safety can be found at [www.nidirect.gov.uk/employment](http://www.nidirect.gov.uk/employment).

Information on Education Learning and Skills, Careers and Higher Education are found at [www.nidirect.gov.uk/education-and-learning](http://www.nidirect.gov.uk/education-and-learning).



## 3.1 E-readers

### What is an E-reader?

An E-reader is a device or computer program used for reading any kind of printed material on a screen (pictured right). An E-book is the electronic book that can be downloaded to the E-reader.



### Downloading E-books:

There are a number of free E-books available to download from Libraries NI's website [www.librariesni.org.uk](http://www.librariesni.org.uk) (Please note, these books are not compatible with Amazon kindles).

You can also buy E-books from a number of Internet sites, such as [www.amazon.co.uk](http://www.amazon.co.uk). Simply select the book you wish to purchase and click on 'buy'; the book is then downloaded onto your computer. Sync your E-reader to your computer, and the book will then be available to read on your E-reader. (These books will remain on your computer as a back-up. Should you wish to retrieve a deleted book, simply sync your E-reader to your computer).

Alternatively, if you have an E-reader with Internet access, you can download the book directly from the seller to your E-reader.

### Key features and benefits

**Adjustable Type-Size:** No need to wear glasses or to buy large-print books; with a simple click of a button, you can increase the font size.

**Lightweight:** Forget struggling with heavy books! Most E-readers are so lightweight that they can be held in one hand.

**Other E-reader Tricks:** On most E-readers, you can look up a word in the dictionary; clip and save favourite quotes; and highlight passages you want to find again. Most have screens that allow you to read in bright sunlight, and a few also offer text-to-speech functions and Internet access.





### **What is a smartphone?**

Smartphones are the new breed of mobile phones that have multiple functions similar to those you might expect on a PC. Almost every mobile phone you can buy now will have some sort of smartphone capability.

### **Key benefits and features:**

Smartphones are about the same size, shape and weight as a normal mobile phone and have all the capabilities of a regular phone, such as making and receiving phone calls and sending text messages, but they also do so much more.

Usually, they have a large amount of memory so that they can store and carry music, photographs, videos and information.

Smartphones can access E-mail and the Internet wherever you are – either through a portable 3G connection or through a Wi-Fi connection, if one's available.

However, Smartphones are considerably more expensive than regular mobile phones (depending on the model and network provider).

Examples of smartphones include iPhone, Galaxy and Nokia.

### **What is a tablet computer?**

Tablets are small, flat, hand-held computers with touchscreens that are between a book and a magazine in size. They're like large versions of smartphones.

## Key features and benefits

- Tablet computers are usually less powerful than 'normal' PCs
- The tablet is ideal for surfing the Internet; its size and shape make it easy to read and hold
- All tablets include Wi-Fi to connect you to the Internet; many also include 3G, allowing you to connect to the Internet from anywhere (ie, when Wi-Fi is not available)
- Just like smartphones, tablet computers will have the ability to run Apps
- Tablet computers are excellent media players; they play music on headphones or through their own speakers
- Most tablets include E-reader software that allows you to download and read E-books
- However, some people may find it difficult to adjust to the touch screens at first, particularly when using a virtual, on-screen keyboard (where the letters are smaller and are therefore a smaller target)

Smartphones and tablets have the ability to run applications known as 'Apps' – think of Apps as computer programs that run on your phone. Apps can provide a wide range of functions, such as unit conversions, games, language translation, interactive maps, TV and radio channels, drawing pictures, reading books, calculating VAT; you name it, there is an App for it! It's almost like having a fully functional computer in your pocket.



## How to download images from your digital camera to your PC

Although most digital cameras come with their own software, Windows® has its own built-in wizard for downloading (or importing) images. (If your camera comes with its own downloading software, you may choose to download your images with that program).

### Step1. Connect the cable that came with your camera (or your external card reader) to the corresponding port on your PC.

This is usually via a USB cable (see Fig 1.). Alternatively, if your computer has a card reader, you can insert the memory card (Fig 2) from your camera directly into your computer.

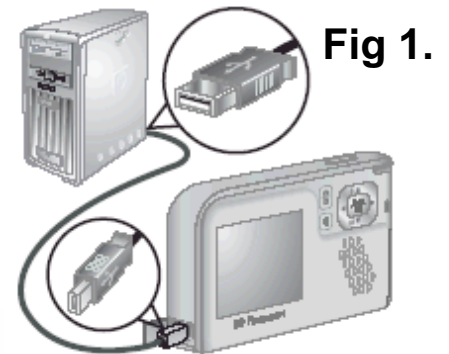
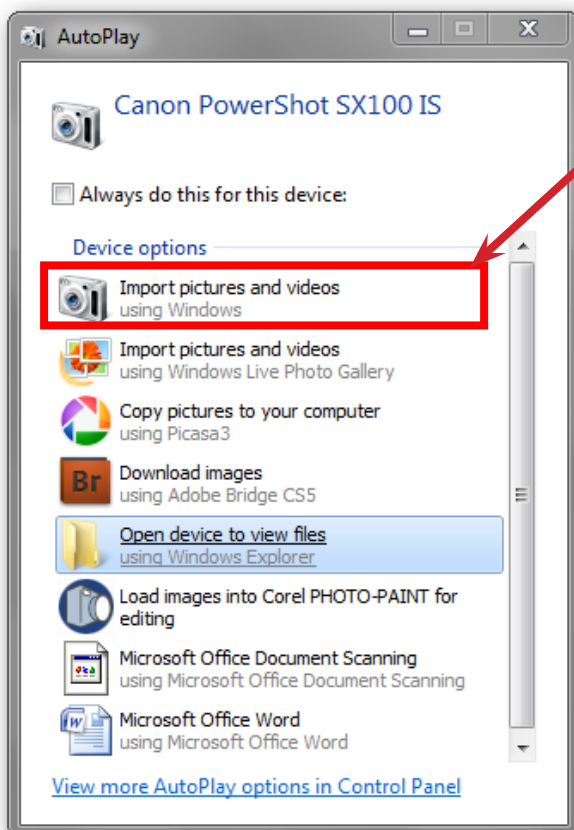


Fig 1.

Fig 2.



### Step 2. Click 'Import pictures and videos' to begin downloading the images.

After the download is complete, Windows® automatically opens Windows® Photo Gallery\* with the photos you just downloaded in the pane on the right side of the window.

After the images have been transferred, you can unplug your camera's cable. If you're done with your images, you can close the Photo Gallery application.

\*If this program is not on your computer, you can download it for free from Microsoft's website: 'Windows Live Essentials'.

**Number of years it took to reach a target audience of 50 million:**



Radio – 38 years



Television – 13 years



Internet – 4 years



iPod – 3 years



Facebook – 2 years



Angry Birds Space App – 35 days

Be patient: everyone has difficulties and frustrations when learning about computers – ask for help at anytime!

Computers are there to enhance your life. Think first: what would I like to do better, do easier, or do more of in my life? Then ask someone for advice on how the computer can help you achieve that goal.

Try to be selective about who you listen to. Those who are negative about computers may be scared themselves, or maybe it's just not for them. Don't let your enthusiasm be dampened by others.

Going online can also help you save money. Many of the best financial deals and savings interest rates are to be found on the web. You can also easily compare these prices online.

Go at your own pace – don't compare yourself with your neighbour. Everyone comes to computers with different backgrounds and experiences, and everyone learns to use them at a different pace.

Set yourself small, realistic goals – if you're not sure what these are, discuss them with your computer mentor, friend, or tutor. Better to find one useful website, or to send one short E-mail, than to end up with a head full of instructions and no outcome.

Practice makes perfect – don't be shy of repeating the things you're learning time and time again, until you feel you've got it. Don't be scared about making mistakes.

Computers are also for fun! You can use them to research your hobbies and pastimes – eg cars, gardening, knitting patterns, fishing, etc.



The Internet is a wonderful tool that can make your life better in many ways. Unfortunately, the features that make it easy for honest people to use can also be exploited by mischief-makers and even criminals. But you should not let fear stop you using the Internet. A few simple precautions will keep you safe online.

### **Make sure that your computer is secure**

It is essential that your computer be protected by a **firewall** and by up-to-date **antivirus** and **antispyware** software. If you do not know how to do this, ask your volunteer where you can get help.

### **Protect your personal information**

Never give your passwords, PIN numbers, or bank account numbers to anyone. Criminals send out E-mails that look very authentic, asking you to confirm your PIN or to go to a website and login. If you receive such an E-mail, do not reply or click on any links. Delete it!

### **Shop safely**

Only buy from online retailers that have a good reputation, either as high street shops or as established online stores. If you buy from auction sites, such as eBay, follow their security advice very carefully.

Never download pirated software, music, or videos. Use secure connections for personal data. If you are using a shopping website and need to give your credit or debit card details, it is essential that the website establish a secure connection with your PC.

**You will know that you have a secure connection because the website address will start https:// and a small padlock will be displayed.**



### **Sight problems**

There are free programs built into the computer such as Windows Magnifier or Windows High Contrast. Windows Narrator is a lightweight screen reader that can 'read out' instructions, descriptions and text. You can also buy magnification software such as ZoomText, MAGic and Supernova Magnifier. Prices start from £295.



If you cannot use a mouse, there are some highly effective, sophisticated screen readers that 'read out' whole documents and web pages. There are some free screen readers, such as NVDA, Thunder or System Access to Go. The most popular commercial screen readers for Windows are JAWS, Window-Eyes and Supernova Screen Reader. The free options lack a few advanced features and don't always have the best voices, but they are free! Prices start from £595.

Look for free solutions first as your computer may already be able to adapt to you. For example, you may be able to 'fine tune' your keyboard (or mouse) so it isn't too sensitive; you can use keyboard shortcuts to simplify operations. Windows has a 'StickyKeys' feature built in that allows you to more easily use multiple keys, eg, holding down Shift with a letter to type a capital letter. StickyKeys allows you to press and release Shift and have it remain active until you press the other key.

### **Other services**

The RNIB National Library Service, [www.rnib.org.uk/library](http://www.rnib.org.uk/library), is the largest library in the UK for readers with sight loss; it has a wide choice of fiction and non-fiction books in audio, braille and giant print for adults and children.

The RNIB NI Products and Technology Team provides training to help introduce blind and partially sighted people to the accessibility features on tablet computers, e-Book readers and smartphones. Many affordable devices available on the high street today have speech and magnification built in. RNIB's training courses will help you get online and stay in touch. Training sessions are planned across Northern Ireland. Contact Joanne Williams on (028) 9033 4113 or E-mail [nitech@rnib.org.uk](mailto:nitech@rnib.org.uk).

RNIB Overdrive is a brand new digital service that allows people to access Talking Books, Talking Magazines and podcasts directly on their computers, tablets or smartphones. You can find out more at [www.rnib.org.uk/services-we-offer-reading-services/rnib-overdrive-digital-download-library-service](http://www.rnib.org.uk/services-we-offer-reading-services/rnib-overdrive-digital-download-library-service) and can register your interest. Alternatively, e-mail [overdrive@rnib.org.uk](mailto:overdrive@rnib.org.uk), or call the helpline on 0303 123 9999.

## Libraries

Libraries NI invites you to visit any of its large network of libraries throughout Northern Ireland and to make use of a range of free and useful services.

Libraries provide something for everyone, with books for children and novels for leisure, along with information and services that contribute to both the economy and the wellbeing of individuals and communities.

Library membership is free for everyone. To become a library member, bring along a means of identification (which includes a home address). Once you are up and running with your new library card, you can avail of a wide range of books, audio books (stories on tape/CD), and a range of DVDs and music CDs to hire.

Enjoy the use of library computers with free Internet access to practise your skills, free access to Ancestry.com and Britannica, and e-Books as well as e-Magazines are available to download. There is also free Wi-Fi for all library members.

Libraries NI has developed an exciting support/training programme for people who want to find out more about technology and computers. These free courses will demonstrate how using technology can enhance your life.

**Got IT?** is a computer help programme delivered by Libraries NI staff to support people with little or no knowledge of computers.

**Go ON** takes these skills one step further and allows people to enhance their computer abilities.

To find information on a library near you, or details of all events being held in libraries, call into your local library or visit the Libraries NI website at [www.librariesni.org.uk](http://www.librariesni.org.uk)

**Got IT?**

FREE BASIC COMPUTER SESSIONS AT YOUR LIBRARY

Do you want to find out how to turn a computer on and off?

Do you need help to set up an email account?

Do you want to find internet websites?

**Why not get IT?**

Ask a member of staff for details

libraries ni  
www.librariesni.org.uk

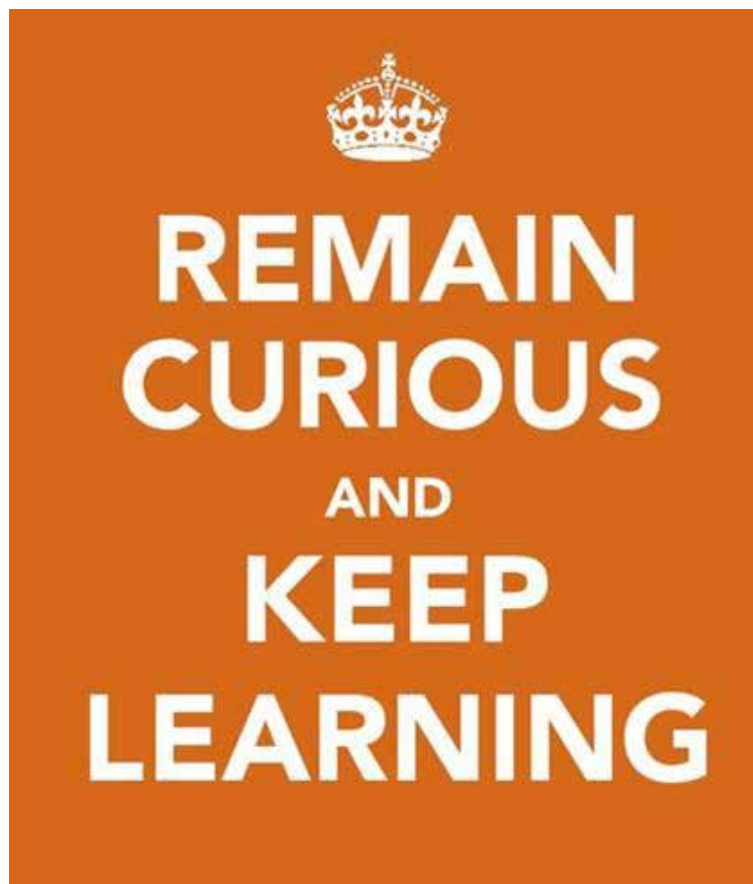
Free access to Jaws and Zoomtext is available by arrangement on public library computers to Libraries NI members.

**You can also find libraries at the following:**

Twitter: @LibrariesNI

Facebook: /LibrariesNorthernIreland

Now that you have started learning, you may be interested in developing your newly acquired computer skills. There are a range of opportunities at venues in the community and at your local Further Education College. Some of these courses are specifically for older people and will cover general computer skills, including the Internet and E-mail programs.



Sometimes, it can seem that people who work with computers speak in a special language. You don't need to learn the whole language, but it helps to understand the most common words. This guide is intended to help you with that.

## **Internet or World Wide Web?**

Even the word *Internet* can be confusing. As explained below, the Internet is a telecommunications network, which can be used for many purposes, eg, Electronic Mail (E-mail) or telephone calls using Skype. One of its main uses is to link the World Wide Web (WWW).

### **Commonly used phrases:**

**4G or 3G: 3rd generation** or **4th generation** is a wireless network technology used mainly with mobile phones for connecting to the Internet when no Wi-Fi connection is available (see page 30 for an explanation of Wi-Fi).

**Address:** Every web page has a unique address. This means you can link to it from a browser anywhere in the world. The Address is also called the URL.

**Android:** Android is an operating system (OS) for smartphones developed by Google, similar to the way in which Windows is an OS for PCs.

**Apps:** Smartphones have the ability to run applications known as 'apps' – think of an App as a computer program that runs on your phone.

**Broadband:** A high-speed connection to the Internet.

**Browser (or Web Browser):** The computer program you use to access the Web. Most people use a browser called Google Chrome, Internet Explorer or Firefox.

**Download:** When you are downloading a file (such as a picture, a document, or a song), you are copying it from the Web to your PC.

**eBay:** Is an online auction and shopping website through which people and businesses buy and sell a broad variety of goods and services worldwide.

**E-mail (Electronic Mail):** A way of sending messages and files from one computer to another computer/computers. Also used to refer to the messages themselves, as in 'sending an E-mail'.

**E-reader:** A device or computer program used for reading any kind of printed material on a screen.

**Facebook:** Facebook is a social website that connects people with friends and others who work, study, and live around them (or even with friends or family on the other side of the world).

**Firewall:** Hardware (box) or software (program) that protects your computer when you are connected to the Internet. Vital security if you are using the Internet.

**Home page:** The "front page" (or main page) of a website. Also the name given to the web page that shows each time you start your browser, eg, Google.

**Hyperlink:** The links that connect web pages. When you put your mouse pointer on a hyperlink and click the left mouse button, it displays the linked page.

**Internet:** Telecommunications networks that connect billions of computers all over the world.

**Internet Explorer:** The browser that is part of Microsoft Windows®. There are alternatives, eg, Chrome, Firefox.

**ISP (Internet Service Provider):** A company that hires out and manages the connections (for homes and businesses) to the Internet. Examples include TalkTalk, AOL, Sky, BT, and Plusnet.

**iTunes:** A digital online shop where music and movies can be purchased. It's also a programme for playing music and syncing your iPhone.

**Online:** Being connected to the Internet.

**Pop-up:** A small box (window) that appears on the screen. May be used to provide a form into which you type information, but it is also used to display advertisements or other material.

**Search Engine:** A website that you can use to search the Web. The best known is *Google*. Other major Search Engines include *Yahoo!* and *Bing*.

**Skype:** A way to make telephone and video calls via the Internet.

**Smartphone:** Smartphones are the new breed of mobile phones that have multiple functions similar to those you might expect from a regular computer.

**Tablet:** Tablets are small, flat computers with touchscreens that are between a book and a magazine in size. They're like large versions of a smartphone.

**Twitter:** Twitter is a social networking service that enables its users to send and read brief messages (known as 'tweets').

**URL:** The unique *address* given to every web page.

**Web page:** A single file on the World Wide Web, identified by a unique URL.

**Website (Site):** A set of web pages that is owned and managed by an individual, company, or organisation (often shortened to 'site').

**Wi-Fi:** Wi-Fi is a popular technology that allows an electronic device to exchange data wirelessly (using radio waves) over a computer network.

**World Wide Web (WWW or web):** An information system on the Internet which allows documents to be connected to other documents by hypertext links, enabling the user to search for information by moving from one document to another.

**YouTube:** Is a video-sharing website on which users can upload, share, and view videos.



A series of 18 horizontal dotted lines spaced evenly down the page, intended for taking notes.

**Business in the Community would like to thank its partner organisations:**

**Department of Finance and Personnel, Libraries NI and UTV Media plc**

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