

A Guide to the Internet

For Beginners



Digital Skills
Sessions, by:



Newcastle Libraries

Your first taster session on the Internet

By the end of your taster session you will be able to do the following:

- Use a keyboard to type in web addresses or search terms
- Understand how to use the main toolbar icons in Internet Explorer
- Enter a web address correctly
- Follow links to other pages
- Return to the homepage
- Perform a search using a search engine
- Print out some information from the Internet

The best way to learn about the Internet is to practice using it. Please take the time to practice these tasks in your own time once you have completed your taster session.

This booklet will guide you on how to use a computer at home or in a library for the first few times on your own. Don't forget that if you are using a computer in a library and get stuck there are always staff available that will be happy to assist you.

Using a computer in the library

If you don't have access to a computer at home, you can always come to the library. You are allowed up to two one-hour sessions per day for free in any of Newcastle's libraries. You can pre-book a computer for a specific time or just turn up and you can login to a computer if there is one free. If you would like to book a computer please call 0191 277 4100. They can be booked up to a week in advance.

How to log on and get started

If a computer has a blue screen this means it has not been pre-booked. The number of minutes that are available on that particular computer are displayed on the screen. If the screen is orange it means that someone else has already booked that computer. If it is you that has booked the computer your ticket number will be displayed and you can log on.

1) In order to log on you need to press the CTRL-ALT-DEL keys on the keyboard.

2) On the next screen you type in your library ticket number in the login ID field (for example 12349876). You then type in your password in the password field. Your password is your library PIN. Single click on 'OK'.

3) You will then be logged on to the computer. To access the Internet double click on the 'Google Chrome' icon as shown below. (At home you may have a different browser, such as 'Internet Explorer' or 'Mozilla Firefox'.



4) When you have finished using the computer don't forget to log off by single clicking the Start button in the lower left corner and then single clicking on 'Log off...'. Another box will appear, click on 'OK'.

The main features of Google Chrome

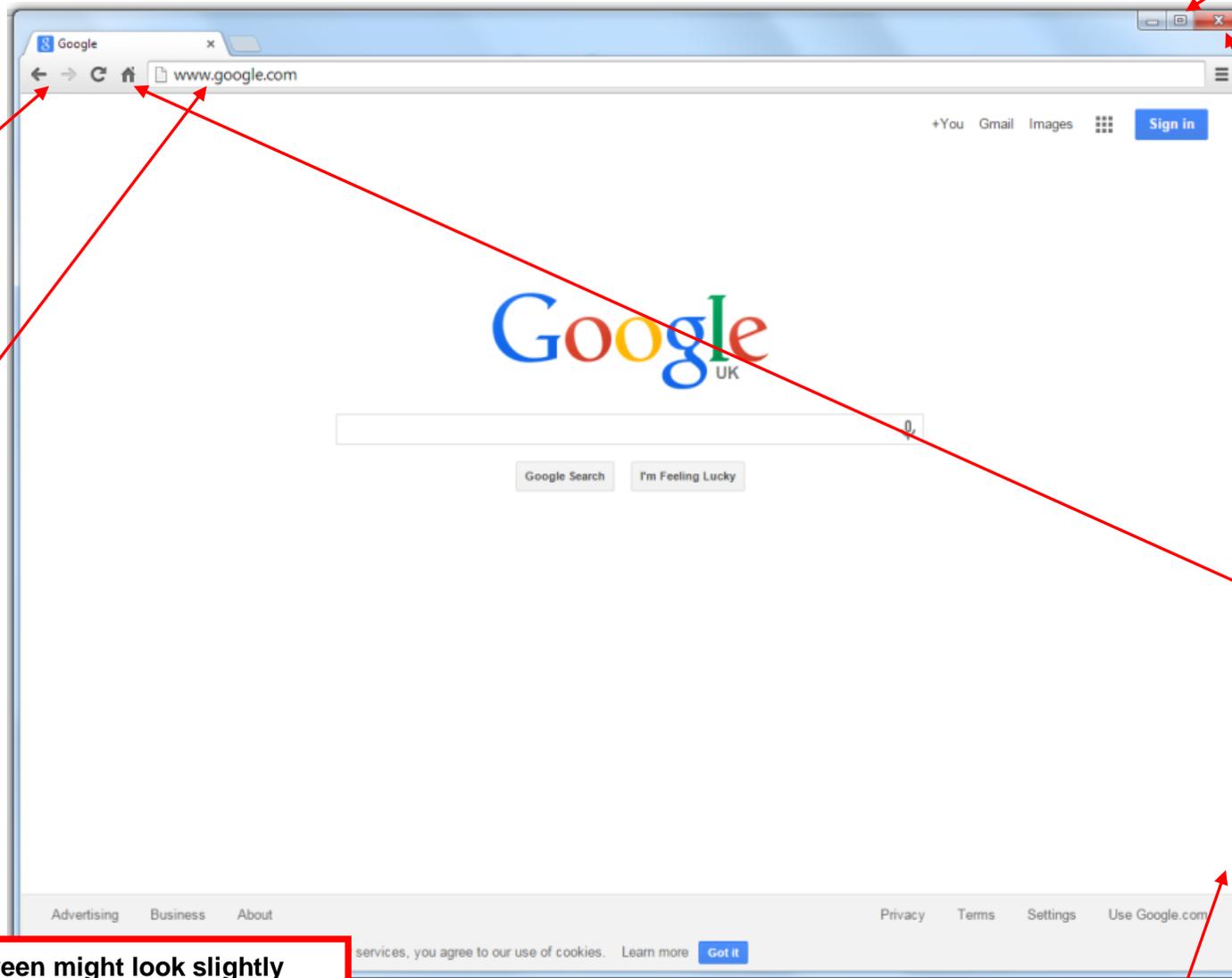
Use the back and forward buttons to move between webpages you have just viewed.

Type a website address in, and then press enter/return on your keyboard. Alternatively other browsers may have a Go or arrow button you can click on, on the far right of the address bar.

Please note that your screen might look slightly different depending on which browser you are using, and which version you have. For example the icons may not look the same, and Google might not be set as the homepage.

Press F5 on your keyboard to refresh and reload the website if it doesn't display properly or there appears to be an error.

Scroll up and down the page by clicking the arrows at the top and bottom of the scroll bar at the side of the page. *(On this example they don't exist because there is nothing else to see)*



Use the button that looks like a square to maximise the size of the Internet Explorer window.

Use the X button to close down Internet Explorer.

Click the homepage icon to return to the website currently set as the default homepage.

How to enter a website address

A website address is also known as a URL (uniform resource locator) – you can identify it by the fact that they begin with the letters http or https. The https address indicates that the site is secure. A website address points you to where a website page, image or file is located.

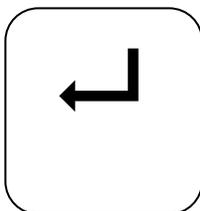
The address box appears at the top of every webpage. Move the cursor with your mouse to the address bar so that it is over the website address already there. Single click the left mouse button to highlight the website address, then press the backspace key to delete the text.



The backspace key is at the top right of the keyboard.

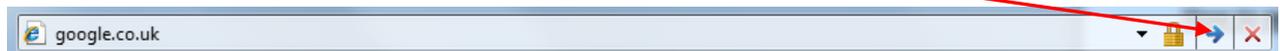
You can now type in the address of the website you want to go to. Remember that website addresses do not contain any spaces or capital like normal sentences. They often start with [www.](http://) or <http://> and end with [.com](http://) or [.co.uk](http://) depending on the part of the world they are based.

Once you have typed in the address with the keyboard you can click the return key on the keyboard to go to that page.



The enter (or return) key is underneath the backspace key on the right of the keyboard.

On other browsers, like Internet Explorer, another way to go to the website you have just typed is to single click the 'Arrow' or 'Go' button at the right side of the address bar.



Here is a list of websites for you to try out:

www.bbc.co.uk

www.newcastle.gov.uk

www.ancestry.com

www.nufc.co.uk

www.amazon.co.uk

How to use a search engine

A search engine is a webpage that is specifically used to search for keywords or websites on the internet. There are many different search engines that you can use.

Here are some examples of search engine websites:

www.google.co.uk

www.yahoo.co.uk

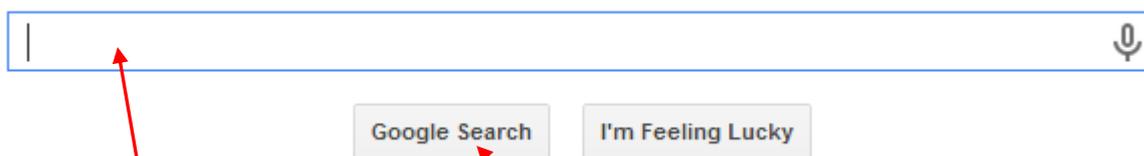
www.bing.com

www.altavista.com

For those of us who use the internet, Google is often our first point of call when searching for information. Therefore, it is important that we know how to make sure that we are getting the best search results we can and understand where Google's limitations lie.

Google's search results can often change and search features can disappear overnight so do be aware that every time you search on Google your results may be different.

To use a search engine type in the name of the search engine website into the address bar and either press the Arrow button (be aware that this can also be named differently or not exist at all) with the mouse or press the return key on the keyboard. This will take you to the search engine and there should be a box for you to type in your search terms with the keyboard. Try to keep your search term simple – three words at most.



1. Type in your search

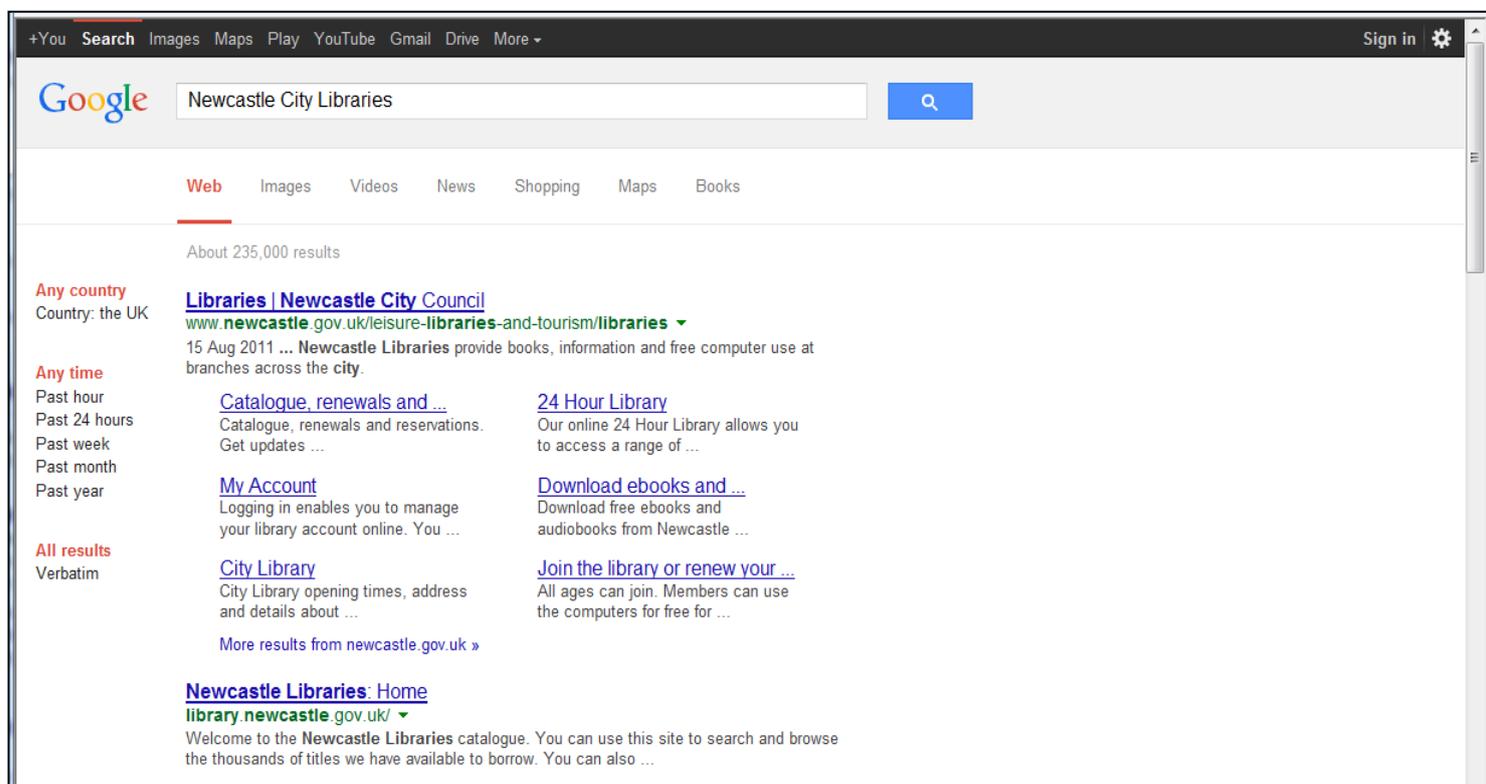
2. Click 'Search'

There should be a button on the webpage that says 'Go', 'Search', 'Find' or something similar. Click on this button with your mouse to perform the search. Or you can press the enter button on your keyboard and this should also carry out the search.

Depending on the browser you use, Google might also start searching the second you start typing. Just continue typing and then press return on your keyboard or click the magnifying glass. 

You will then get a page of results in the form of a list. Use the scroll bar at the side of the page to move up and down and read the results. If you see a result that interests you then click on the link to go to that page. Links appear as underlined text. Point to the link with the mouse – the mouse pointer becomes a hand – and then click with the left mouse button. If you need to return to your list of results, click the back button at the top of the Internet Explorer window.

Searching Tips when using Google



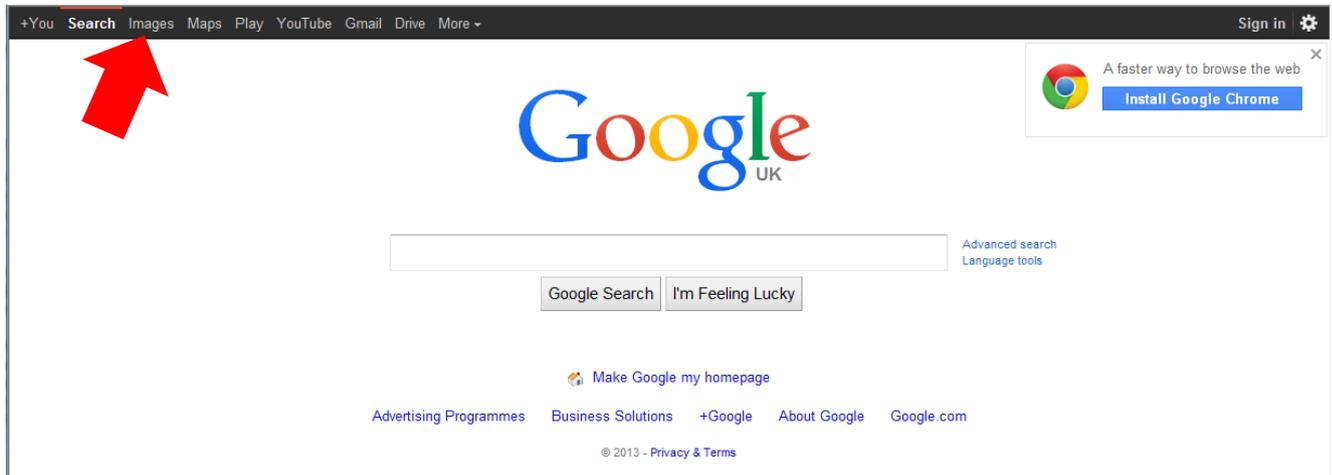
The screenshot shows a Google search interface. The search bar contains the text "Newcastle City Libraries" and a magnifying glass icon. Below the search bar, there are tabs for "Web", "Images", "Videos", "News", "Shopping", "Maps", and "Books". The search results are displayed below, showing "About 235,000 results". On the left side, there are filters for "Any country" (Country: the UK), "Any time" (Past hour, Past 24 hours, Past week, Past month, Past year), and "All results" (Verbatim). The main search results include:

- [Libraries | Newcastle City Council](#)
www.newcastle.gov.uk/leisure-libraries-and-tourism/libraries
15 Aug 2011 ... Newcastle Libraries provide books, information and free computer use at branches across the city.
- [Catalogue, renewals and ...](#)
Catalogue, renewals and reservations. Get updates ...
- [24 Hour Library](#)
Our online 24 Hour Library allows you to access a range of ...
- [My Account](#)
Logging in enables you to manage your library account online. You ...
- [Download ebooks and ...](#)
Download free ebooks and audiobooks from Newcastle ...
- [City Library](#)
City Library opening times, address and details about ...
- [Join the library or renew your ...](#)
All ages can join. Members can use the computers for free for ...

At the bottom, there is a link for "Newcastle Libraries: Home" with the URL library.newcastle.gov.uk/ and a brief description: "Welcome to the Newcastle Libraries catalogue. You can use this site to search and browse the thousands of titles we have available to borrow. You can also ..."

If you spell something incorrectly, or miss out a word, Google will provide suggestions to you e.g. it will show a link saying 'Did you mean?'. You can then click with the left hand mouse button on this link and look at the results.

You can look for images, maps and other items using Google, not only website pages. Take a look at the picture below:



You will see that at the top left hand corner of the screen, along the black bar, there are options to look for: Images, Videos, Maps, News, Shopping, Gmail and more. By clicking with your left hand mouse on the word 'images' **before** you search, Google will only look for pictures. Similarly, If you click with the left hand mouse on 'Maps' before you search, Google will only search for maps.

You can use plus signs to get an exact match to your search e.g. looking for information and literacy, you would type:

Information + Literacy

You can use double quote marks around phrases and names to get an exact match for your search e.g. use "Newcastle United" to search for the whole phrase, not just 'newcastle' or 'united', which would bring up a lot of results.

For more tips and tricks check out this article from HackColleges:

<http://www.hackcollege.com/blog/2014/01/13/hack-tricks-google-search.html>

Online Safety Scorecard

Questions	Things to look for...	Where to look...	Scoring criteria		
Is the site written by a respected and reliable source?	<ul style="list-style-type: none"> .gov.uk - Government .ac.uk - University or academic institution .nhs.uk - NHS .org.uk – Charity or non-profit organisation .com – Commercial .co.uk - Commercial 	In the address bar where the URL stands	.gov.uk .ac.uk .nhs.uk .org.uk } .com .co.uk	Score 1	
Is the information up-to-date?	Are the pages dated? This should include the dates the site/page was created and or last reviewed	Usually on the bottom of the page.	Pages dated Pages not dated	Score 1	Score 0
Are all the links working correctly?	Broken links reflect a poorly maintained site	When you click on a link you are redirected to a “404 Error Page – Page cannot be found”	Links working Links broken	Score 1	Score 0
Does the site have sufficient privacy protection?	Does the site require you to register, enter your e-mail address, or answer personal questions before you can access information? Personal information may be sold or shared	Does not apply to online shopping sites or social media sites.	No information required Information required	Score 1	Score 0
Is there a privacy policy?	If personal information is collected, does the site have a privacy policy that clearly states how the information will be used?	Usually in the link collection on the bottom of the page. Links may be called ‘Policies’, ‘Privacy Policy’, ‘About’ etc.	Privacy policy No privacy policy	Score 1	Score 0
Total Score (out of 5)					

Newcastle Libraries Disclaimer

The internet is a worldwide network of computers, and we have no control over the information available on it. Information available on the Internet may be inaccurate, biased or of poor quality. We can accept no responsibility for the validity or quality of information available.

We cannot vouch for the security of internet sites; therefore you should take care when giving out personal details and be aware that any financial transactions are undertaken at your own risk.