Your guide to computer basics, Internet searching, and accessing Websites of interest to seniors.

Classroom Guide
Are you ready to “surf”? 
If you’d like to explore or “surf” the Internet, the wealth of resources is attractive and getting on the Internet has never been easier.

Class purpose
Today’s class is an introduction to the Internet. You will learn basic computer facts, jargon and how-to’s. While this is not an email class, your instructor can help you find information on how to obtain a free email account.
What is the Internet?
The Internet was a creation of the federal government in the 1960’s to connect universities and other research facilities through dedicated phone lines. It has now become one of the most important tools for research and communication.

The Internet consists of a browser. A browser is a tool that lets you surf the Internet and exchange emails. Using a Web browser you are able to make selections by pointing and clicking on menu options, toolbar buttons and hyperlinks. Don’t worry if some of these words seem like a foreign language. Bold, italicized words are defined in the glossary available in the back of the booklet.

What you need to surf the Internet
You need a computer.
A personal computer (PC) can sit on a desk or table and consists of a tower or console, monitor, keyboard and mouse. Or, a computer can be carried from place to place, which is known as a laptop. If you are looking to purchase a computer or laptop, you might want to also consider buying speakers and a printer.

Computers are constantly changing and being upgraded by the manufacturer; what is considered the best computer today may be outdated in six months. When looking for a computer, ask the salesperson or friends and family what they recommend and why. Do not feel you have to buy a computer to use the Internet. You can also access the Internet at your local public library, local community college or local community center.
You need a modem.
If you’ve bought a new PC or laptop in the last couple of years, you probably already have an internal modem installed. A modem is a device that transmits data from one computer to another.

Speed is everything with modems. The more you do online, the faster your modem needs to be for Web pages to load and files to download. It’s important to remember that as technology changes, so does the need for speed.

You need software.
There are many choices of software that will make your Internet experience easier. Before you head to the store, check your computer to make certain of what software you may currently have that came with the computer. You also want to check your computer’s operating system to make sure you purchase software that works with your computer. It’s okay if you need help finding this information. Check with friends and family members who may have more computer experience. Otherwise, you can contact the manufacturer or seller of your PC for assistance. Once at the store, the employees can help you find software that is compatible with your computer.
Getting connected to the Internet

Getting connected can be as easy as choosing one of the following services.

**Internet Service Provider (ISPs)**

*ISPs* provide Internet access. An ISP will charge a fee to connect your computer to the Internet. Even though you have a computer with a modem, you still need to pay a company to connect to a network so you can begin using the Internet, similar to paying a phone company to make calls from your telephone. Users then dial into an ISP to access the Internet.

To find an Internet provider look in the phone book under “Internet Access Providers”. Or you can borrow a friend’s computer or visit the library to use the Internet to link to a Website called The List [http://thelist.internet.com/](http://thelist.internet.com/). The List offers more than 5,900 ISPs in the site’s database. Within this database you can search by area code, country or U.S. nationwide providers. The database provides important information about available services, types of connection and contact information.

**Online Services**

The names America On-Line (AOL), Earthlink, NetZero, Juno and MSN may sound familiar to you. These are all names of online services which provide content such as special-interest forums, chat groups and email. Most online services include an ISP, but often come with more features.
When choosing an online service consider:

- hours per month in package
- convenience
- speed
- ease of use
- price
- safety of service

The answers to these questions will help you decide if you would like a flat rate for unlimited access or if you should choose another access route to the Internet. Rates for online service vary depending on where you are and what type of service you prefer. Remember, the more hours included in the package, the more expensive the service could be.

**Cable**
Originally designed to deliver broadcast television, cable uses a portion of the over-the-air radio frequency (RF) spectrum to deliver faster Internet times than modem connections. Because the computer is always online with cable, there is no need to dial-in to get to the Web and home phone lines are not tied up. Most cable services include an ISP, but are faster and usually have more features.

**Digital Subscriber Line (DSL)**
DSL is a fast Internet connection that uses existing phone lines to deliver high-speed data services. DSL can be 25 times faster than a regular modem connection. This is another option that will not tie up your home phone line.

It is important to remember that not all of these options are available in every part of the state. Each area has its own unique service options. Talk to neighbors, your phone and cable companies, local ISPs or use the Internet to find out what options are available to you.

**Toolbar**
A strip of icons in a software program that usually are located at the top of the screen.

**Tower**
A case that holds the main parts of a computer. Without the parts of a tower, a personal computer will not work.

**Universal Resource Locator (URL)**
The address that specifies the location of the Web site.

**Virus**
A harmful, human-created program that searches out other programs and “infects” them by embedding a copy of itself. It can have a number of effects, ranging from the appearance of annoying, but harmless messages, to destroying files on the computer’s hard drive.

**World Wide Web (www)**
A system that lets you go onto the Internet and graphically “surf” from Web site to Web site. While confused as being synonymous with the Internet, it is only part of the Internet.
**Modem**
A device that transmits data from one computer to another over a telephone connection.

**Monitor**
The screen for viewing and using computer and Web pages.

**Mouse**
A device used for selecting and interacting with a computer or Internet Appliance. A mouse is made up of control buttons and a cable that connects the device to a computer.

**Online**
When your computer is connected to the Internet, you are online.

**Operating System**
Acts as the host for all applications that are run on your computer.

**PC (Personal Computer)**
Refers to any personal computer, desktop or laptop.

**Phishing**
An attempt to illegally acquire private information over the Internet, such as passwords, credit card or bank information and health care information.

**Search Engine**
A service used to locate Web pages and information

**Social Network**
A group of individuals that are tied together by friendships, interests or other commonalities.

**Software**
A computer program that performs a specific set of functions.

**Surf**
Slang for “to browse the Internet.”

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**Things to ask the ISP or online service**

- Do they have a local or toll free 800 customer service number?
- Do they have a local dial up number?
- Are there times when the service is not accessible due to high usage?
- What monthly packages do they offer? What are the additional time charges?
- If it's an online service, do they include an ISP?
- Do you need to change your telephone service plan?

**My Computer is set up. Now what?**

You are now sitting in front of a computer. It is all set up for you, but you are not sure what to do next. First, familiarize yourself with the setup. In front of you is the monitor. It looks a little like a TV screen. In front of your hands is the keyboard. The keyboard is what you will use to type on the monitor. Next to the keyboard there may be a mouse. The mouse will allow you to move your pointer around the monitor screen. Page 3 shows an example of how a computer may look once it is set up.

**Turning the Computer On and Off**

Turning the computer on and off is a simple task. To turn the computer on you simply press the button on the tower or console of the PC. Computer styles may vary, so the on button may be a button in the front of the console or it could be a switch in the back. You will also want to turn on your monitor. This is usually a button on the front of the monitor. You may have to wait a few minutes for the computer to warm up. If you are using a laptop, the monitor and console will turn on with the same button.
When turning the computer off, you never want to use the power switch. First, you will place the pointer over the “Start” button and use the left button on your mouse to click once. A “Start Menu” will appear. You will then put the pointer over the button next to “Shut Down” or “Turn off” and click once with the left button on your mouse. A box may appear on your monitor that asks you again if you would like to shut down or turn off your computer. You will place the pointer over the “Yes” or “Continue” button and do a single left click using your mouse.

Using the Mouse
The mouse is an important tool when it comes to using the Internet. It is what allows you to interact with your computer and the Internet. It is made up of control buttons and a cable that connects the device to the computer. While the way a mouse looks may vary from computer to computer, they all have the same features. There will always be a left button and a right button and you move the pointer by moving the mouse.

To practice, begin moving the mouse around. You will see the pointer (it usually looks like an arrow) on your screen move along with your movements. Now find an icon on your desktop. An icon is a picture or symbol that appears on the monitor and is used to represent a tool. Move your pointer so it is on the icon. Click the right button on your mouse. Do you see the menu bar appear? The menu bar is a box with a listing of commands. Click an empty space on the desktop to make the menu disappear. Now move the pointer back over the icon. Double click the left button. This will start the program. Continue to practice until you feel comfortable with the mouse.

Hyperlink
A coded text or image in a Web page that, when clicked on with your mouse, will take you to another Web page for additional information.

Icon
A small, graphic image displayed on the screen or on your keyboard to represent a program or function. Clicking on an icon launches a program or initiates a function.

Information Security
Protecting information and information systems from unauthorized access, use, disclosure, disruption, modification or destruction. The goal is to protect the confidentiality, integrity and availability of information.

Internet
The global network of millions of interconnected computer networks linked to exchange information among people. Also referred to as the net, World Wide Web or Web.

Internet Service Provider (ISP)
Provides Internet connectivity. For a monthly fee you can subscribe to these services.

Keyword
A word or words that describe a subject and help when searching on the topic.

Laptop
A laptop is a portable personal computer that is small and can sit on your lap.

Link
Short for hyperlink. Usually underlined, in bold or a different color than the surrounding text. Links are activated when the user clicks the mouse on them.
Glossary

Application
Software designed for certain use, such as word processing. Also called a program.

Browser
The software on your computer or Internet appliance that allows you to view and explore the Internet.

Cursor
A blinking mark on the computer screen, indicating the orientation of the mouse. Typically a cursor appears as a blinking vertical line about ¼” long.

Desktop
The area on your computer screen or display on which icons and menu options are displayed. Can also be used to describe a computer that is not designed to be carried from room to room.

Drop Down Menu
A text box that when selected “drops down” and lists options or commands that may be selected.

Digital Subscriber Line (DSL)
A modem technology that transforms ordinary phone lines into high-speed digital lines, resulting in extremely fast Internet access.

Email
A way to send messages from one computer to another via the Internet.

Favorite
A marked Internet site or Webpage with an electronic bookmark, making it easy to return to that location later. Your list of favorites is located in the menu bar at the top of your Web browser.

Homepage
The main page of a Web site. You can also designate a home page as the first screen you see when you go online.

If you are going to type information on a Website, you need to move your mouse to the text box and left click so the flashing cursor is in that box. You are telling the computer that you want to begin typing there. The mouse also allows you to learn more information from a Website by clicking on a link. A link will either direct you to another page on the Website that you are currently viewing or it will take you to another Website that has more information that you are looking for. You will notice a link when you move the mouse over words or pictures and the arrow turns into a hand with a pointed finger. That is telling you that there is more information available by left clicking the image or word.

I have an Internet connection. Now what do I do?
Now that you have an Internet connection you can begin exploring the Web and become a pro surfer. First, you want to open your Internet browser. It will open to a Website that is called the home page. If you have your own computer, you may set your home page to your favorite Website. If you are using a public computer, the home page is often the agency or organization’s Website.
Before you start a search, familiarize yourself with the browser. The browser consists of a menu bar at the top of the screen. This menu bar holds pull down menus for the following categories:

**File**  You will mainly use this to choose the print option.

**Edit**  You can use this option to copy information from a Webpage.

**View**  Use this menu to change the text size.

**Favorites**  Save your favorite Websites to a list.

**Tools**  This is where you can set your homepage to a different Website.

**Help**  Stuck? Click here for more information.

You will also see a toolbar containing icons under the menu bar that allow you to perform other actions. There are arrows which allow you to move back and forth between recently visited Webpages. You will also see an icon that has an X in it. This is called the Stop icon. When you press this, it will stop the current action. For example, if you click on a link to download a document, you can stop the download by clicking the stop button. Next there is the refresh icon which shows two arrows forming a circle. This will update the current Webpage. Finally, you will see an icon of a house. This is the home page button. By clicking this icon you will return to the home page that is set for your computer. If you are using a computer at a library, the home page will often be the library’s main page. Take a moment to click one or two icons to see how they work.

Other examples of social networking sites are:

- **MySpace**  www.myspace.com
- **Blogger**  www.blogger.com
- **Classmates Online**  www.classmates.com
- **Youtube**  www.youtube.com
- **Facebook**  www.facebook.com
- **MSN Groups**  groups.msn.com
- **Yahoo Groups**  groups.yahoo.com
Connecting with people over the Internet
AARP defines a social network as “…the circles of people you know. There are circles of your close friends, others include your family, and yet others are of your acquaintances from church, your job, or community life.” You can also create circles of friends through your Internet contacts based on your interests, friends or family, or business connections. Social Networking on the Internet is a concept that has been around for a few years, but has taken off only recently. You may have heard of Facebook or Youtube. These Internet sites offer places to share your opinions or things about yourself and to meet new people.

The AARP Web site, located at www.aarp.org, also offers a social network for people mostly over 50. Another new Web site is www.eons.com. This site is specifically for boomers who are looking to make connections with their age group. However, as with all interactions with new people, do not immediately trust those on the Internet. Don’t make your address and phone number public and never reveal private information about yourself like your full name, birthday or birth place. For most social networking sites, you must choose a username or nickname. As with email addresses, do not create a username that contains personal information. In fact, you should even be careful about who you share your email address with. All of this information can be used to commit fraud.

Universal Resource Locator (URL)
The URL specifies the address of the Website on the Internet. Some URLs are obvious. For example, the URL for Google™ is www.google.com. To help you remember how to enter the Website, think of a URL as a sandwich. Using the Google™ example, think of the www. as the top slice of bread. Almost every Website begins with www. The meat of the sandwich is Google, while the bottom slice of the sandwich is the extension, or in this case .com. Let’s break the sandwich down in a bit more detail.

Top Slice
Every URL will begin with http:// or https://. However, it is not necessary to enter this as the browser will fill this in for you. For https:// sites, the ‘s’ stands for secure. This shows you that the site you are using will protect any personal information you may enter and send on the site. If you like to shop online or would like to access bank or medical records make sure you note the ‘s’ in the top slice before entering any personal information. You will have to enter the www. portion of the URL. Note that the majority, but not all, of URLs begin with www.

The Meat or Filling
If you are visiting popular sites on the web, most often the company name will be the domain name. Some examples are www.nasa.gov or www.medicare.gov. If you cannot find the correct Website using this tip, you should then try a search. Keep reading to learn how to use a search engine.
Every Website ends with what is called a top level domain extension. There are two types of top-level domains: two-letter country domains, such as .uk (United Kingdom), and three-letter domains, such as .com, .org and .net. Some of the most widely used top level domains are listed here:

- .com (Commercial)
- .org (Non-profit Organizations)
- .gov (Government)
- .edu (Education)
- .net (Commercial)
- .info (Information)

Now that you know the basic information about the Internet and finding Websites, try visiting a few sites. Enter the URL examples shown above.

I’m ready to start surfing

By now you are familiar with the browser and are ready to start checking out Websites that may interest you. However, you have already visited the popular URLs and want to see what else is out there for a certain topic. One of the ways to do this is to use a search engine. A search engine is a tool used with a Web browser to find information on the Web. It’s important to remember that the hits (or Websites) that most closely match your search show up first in the result list.

Pronouncing an email address

An email address is pronounced as follows:

- Periods are pronounced as “dot.”
- The symbol @ is pronounced as “at.”
- Top Domains are pronounced as words.

Example, gardenersmith@hotmail.com; gardener smith at hotmail dot com

Signing up for an email address

There are many sites you can use when you want to sign up for an email address, and many of these resources will offer their services for free, with the option to use a more advanced version for a price. However, you do not need the advanced version to send and receive emails. You can get a free email address at:

- www.yahoo.com
- www.hotmail.com
- www.gmail.com
- now that you’re a SuperSurfer you could use your favorite search engine and search for “free email.”
How does it work?
Simply explained, one person writes a message and, using the right software, sends it over the Internet to another person. The message is sent to the receiver’s email address and travels over the Internet to its destination. Email is stored at an “electronic mailbox” until retrieved by the receiver. A reply can be generated with a simple click of an icon. Email is often just a text message, but can have attached files, such as pictures or video.

What is an email address?
An email address is composed of two main parts, the User Name and the Domain Name. In the address gardenersmith@hotmail.com, gardenersmith would be the User Name. For security reasons, it is best not to use your full name as a User Name. Choose a nickname or other User Name that is easy to remember, but won’t give away your identity. The Domain Name in this case would be hotmail.com, a free Internet e-mail service. Someone could have an email that they use at their work. Then the Domain Name may be the name of their company and their User Name will be their name or a variation of their name. For example, jdoe@smithclothingstore.com. The User Name and Domain Name are separated by the @ symbol.

The end of the Domain Name is referred as the Top Domain. The Top Domain tells you what type of provider is communicating.
com = a commercial providers
dev = an educational institution
gov = a government agency
info = information
net = an Internet Service Provider
org = an organization
mil = military

Some popular search engines

<table>
<thead>
<tr>
<th>Search Engine</th>
<th>Website</th>
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<tbody>
<tr>
<td>Alta Vista™</td>
<td><a href="http://www.altavista.com">www.altavista.com</a></td>
</tr>
<tr>
<td>Ask™</td>
<td><a href="http://www.ask.com">www.ask.com</a></td>
</tr>
<tr>
<td>Dogpile®</td>
<td><a href="http://www.dogpile.com">www.dogpile.com</a></td>
</tr>
<tr>
<td>Excite</td>
<td><a href="http://www.excite.com">www.excite.com</a></td>
</tr>
<tr>
<td>Google™</td>
<td><a href="http://www.google.com">www.google.com</a></td>
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<td>info.com™</td>
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<td>Lycos</td>
<td><a href="http://www.lycos.com">www.lycos.com</a></td>
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</tr>
<tr>
<td>Yahoo!®</td>
<td><a href="http://www.yahoo.com">www.yahoo.com</a></td>
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</table>

Another way to look for information on the Internet is to search by topic. You would do this by using a subject directory. Subject directories organize the Internet by subject categories; a subject directory doesn’t organize every Website on the Internet. Subject directories are useful when you don’t know much about your topic, for broad topics or to find a few good sites on a particular topic. Some subject directories are put together (indexed) by experts in their field, librarians, or people who have an interest in a particular topic.

Some popular subject directories

<table>
<thead>
<tr>
<th>Subject Directory</th>
<th>Website</th>
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<tbody>
<tr>
<td>Open Directory Project</td>
<td><a href="http://www.dmoz.org">www.dmoz.org</a></td>
</tr>
<tr>
<td>Librarians’ Internet Index</td>
<td><a href="http://www.lii.org">www.lii.org</a></td>
</tr>
<tr>
<td>INFOMINE</td>
<td>infomine.ucr.edu</td>
</tr>
<tr>
<td>About.com</td>
<td><a href="http://www.about.com">www.about.com</a></td>
</tr>
</tbody>
</table>
Tips for successful searching

Choosing the right search term(s) is key to finding the information you want or need. You don’t want to be too vague or you will get too much information. If you are too specific your results will be too small. For example, if you are searching for specific cookie recipes you will want to search *chocolate chip cookie recipes*, not *cookies* or *recipes* by themselves. Just for fun try a few different searches. First, search *recipes*. How many hits does the search engine show? Now search *cookie recipes*. How many results do you see with this search? How many different types of cookie recipes appear? Now search *chocolate chip cookie recipes*. How many hits appear for the specific recipe you are looking for?

Spelling and punctuation are important when it comes to using a search engine. If you misspell a word, some search engines will offer suggestions. If you search Google and enter *wodpecker*, it will ask you *Did you mean: woodpecker*. However, other search engines will not provide this service and will return unwanted or no results. Punctuation is helpful when narrowing your search. If you would like to look for a specific term, use quotation marks around the phrase of choice. If you search *Mississippi River Valley* without quotation marks, your results will be Websites that discuss any of those three words. However, by typing in “*Mississippi River Valley*”, the search engine will only produce results with that exact phrase.

The way search engines work may vary. Always take the time to read the tips on your search service. This will help you understand what rules to follow for that specific search engine. Also, be patient and persistent. If you can’t find what you are looking for, think of another way to word your request or use a different search engine.

Medicare

**www.medicare.gov**

On Medicare’s Website you can find out what benefits you are eligible for through Medicare, as well as compare Medicare Part D Prescription Drug Plans. In addition, you can sign-up for MyMedicare.gov to keep track of your Medicare enrollment, benefits and services. Tracking your claim and billing information is the first step to protecting yourself from health care fraud, errors and abuse. If you see anything strange on your medical bill or Medicare Summary Notice, talk to your provider immediately.

More informational Websites you can trust

<table>
<thead>
<tr>
<th>Administration on Aging</th>
<th><a href="http://www.aoa.gov">www.aoa.gov</a></th>
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<tr>
<td>Falls Prevention</td>
<td><a href="http://www.mnfallsprevention.org">www.mnfallsprevention.org</a></td>
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<tr>
<td>Minnesota Attorney General</td>
<td><a href="http://www.ag.state.mn.us">www.ag.state.mn.us</a></td>
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<tr>
<td>Minnesota Department of Human Services</td>
<td><a href="http://www.dhs.state.mn.us">www.dhs.state.mn.us</a></td>
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<tr>
<td>Minnesota Department of Veterans Affairs</td>
<td><a href="http://www.mdva.state.mn.us">www.mdva.state.mn.us</a></td>
</tr>
<tr>
<td>Minnesota State Government</td>
<td><a href="http://www.state.mn.us">www.state.mn.us</a></td>
</tr>
<tr>
<td>Office of Inspector General</td>
<td><a href="http://www.ftc.gov/oig/">www.ftc.gov/oig/</a></td>
</tr>
<tr>
<td>Social Security Administration</td>
<td><a href="http://www.ssa.gov">www.ssa.gov</a></td>
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Email

**What is it?**

Electronic Mail, commonly referred to as email, is undoubtedly the most popular application of the Internet today. It is simply messages sent electronically from one user to another. Email is a way to communicate with people all over the world. You must be connected to an ISP to send or receive email.
will take your personal information and use it to access your bank accounts, health care record and other areas of your life at a great cost to you. If you feel you have been a victim of a phishing scam, call the Senior LinkAge Line® at 1-800-333-2433.

Useful Websites

MinnesotaHelp.info®
www.minnesotahelp.info
This site has over 31,000 services listed in its resource directory to help people of all ages including seniors, people with disabilities, veterans, families, caregivers, youth and more. If you don’t know what help you need, MinnesotaHelp.info offers an interactive tool that can help you find out what you need and then allows you to navigate your way to it.

The Minnesota Board on Aging
www.mnaging.org
The Minnesota Board on Aging (MBA) is the gateway to services for seniors and their families. MBA listens to senior concerns, researches for solutions and proposes policy to address senior needs. Established in 1956, the MBA works closely with the local Area Agencies on Aging located throughout the state to provide services that seniors need. The Board’s 25 members are appointed by the governor.

SMP Resource Center
www.smpresource.org
The Administration on Aging (AoA) strives to make older Americans and their advocates better health care consumers. From this vision, the SMP program was created. The SMP Resource Center offers information on spotting and reporting health care fraud, errors and abuse. You can find tips on preventing fraud, find the SMP in your area and learn how to become a volunteer. In Minnesota the Senior LinkAge Line® is the local SMP. Call 1-800-333-2433 with any questions about fraud, waste and abuse.

Sometimes you may want to copy text or a picture that is on an interesting Website to use later. To do this, choose a Website from your recent search. You will then highlight the text or picture using your mouse. First, move your pointer to the first word of the text or right before the picture you would like to highlight. You will then hold down the left side button on your mouse. While holding the button down, drag the pointer, using the mouse, across what it is you would like to highlight. You may then right click on the highlighted portion of the page. A menu will appear where the pointer is located. You may choose Copy. You then have the option to paste the highlighted section to an empty document or you can print just that section or picture instead of the entire Webpage.

Viewing what you find

You’re browser allows you to view a wide variety of information on the Internet, including images, HTML and text files, video clips and much more. But what happens when you want to open or save a specific document? There are some fairly common types of documents which you should be aware.

Adobe Acrobat®
If you find a file that ends with .pdf, you’ve found an Adobe Acrobat file. This program is used often to save things like brochures that you can print at home. To open this file, you will need software, which is free. Go to www.adobe.com and follow their instructions to download Adobe Acrobat® to your home computer.
Word Processing or other file formats
There are many types of word processing documents and
your ability to open a file may depend on your having the
same software. The file extension tells you which program
you need to open the file. Common examples include:
.doc = Microsoft Word
.pdf = Adobe Acrobat
.ppt or .pps = Microsoft PowerPoint

Compressed files
These files have been compressed – or shrunk – so they
take less time to transfer over the Internet. In general, this
is done primarily for archived or out-of-date information.
You need a decompression application such as Winzip (.zip)
to expand the file; even then you may not be able to read it
without the right application.

Real Audio
Real audio is like a CD for your computer. Read audio is
sound that is original, not digital and is played over sound
players on the Internet.

Image Files
There are multiple formats in which images can be
presented. Most computers will be able to view these with
already installed software. These are the types of files used
to send pictures over the Internet, so you can see your
family and friends. You can tell an image by the following
file extensions: .gif  .jpg  .bmp

Beware!
Just as with any information source, you must be confident
that the information given is accurate, current and from
a source you can trust. Anyone can put up a Webpage.
The Internet has no central governing body that oversees
what is put on Websites. You also need to be aware that
some information may be outdated. Check to see if a
publishing date is available on the Web page.

Viruses can come into your computer by way of email.
Do not open messages that are unfamiliar and be very
careful with attachments on messages as they can contain
viruses too. For example, you may receive an email with
the subject line ‘Someone has sent you an e-greeting card!’
However, when you click on the attachment for the e-
greeting card, you also unknowingly allow a virus to enter
your computer. The next time you turn on your computer
you may not see any of your saved documents and you are
unable to use any programs, if your computer even turns
on properly. A good rule of thumb is only open attachments
from a trusted source or from people/organizations you have
asked to send information. As with Web pages, anyone can
create an email address and anyone can send you a message.

Remember, never enter and send your personal information
such as Medicare or Social Security number or your bank
account information over a Website or email, unless you
know and trust the source. Identity theft is a popular scam
on the Internet. It is often done through phishing. Phishing
happens when a scammer will send an email to a large
group of people. The email will often claim to be from a
well known organization, such as eBay or a bank. It will ask
individuals for their personal information in order to send
them money, a prize or just to verify their account. People