

Level 2

E-LEARNING



## WA 09: ICT SKILLS

### 2.9 Use Windows and the Internet to accomplish tasks using different techniques

**LO17:** Demonstrate an understanding of the Microsoft Windows environment and the ability to apply these understandings in navigating adequately the software using successfully its different features and tools.

**LO18:** Demonstrate the ability to navigate and search for information on the Internet in an efficient manner.

**LO19:** Demonstrate the ability to connect to internet sites safely and securely using browser software and search tools including identification of relevant business sites and communicating information online as required by the office.

**LO20:** Demonstrate the ability to select and set up an appropriate connection to access the Internet. Set up, monitor and adjust browser tools and settings to make software easier to use. Locate information efficiently, manage and use references, store and exchange information. Work responsibly and take appropriate safety and security precautions.

# What is the Internet?

- **Internet** is the largest network in the world. It is composed of many networks and PCs that are connected together. Some Internet services are the www, email and newsgroup.





# What should we know about the Internet?

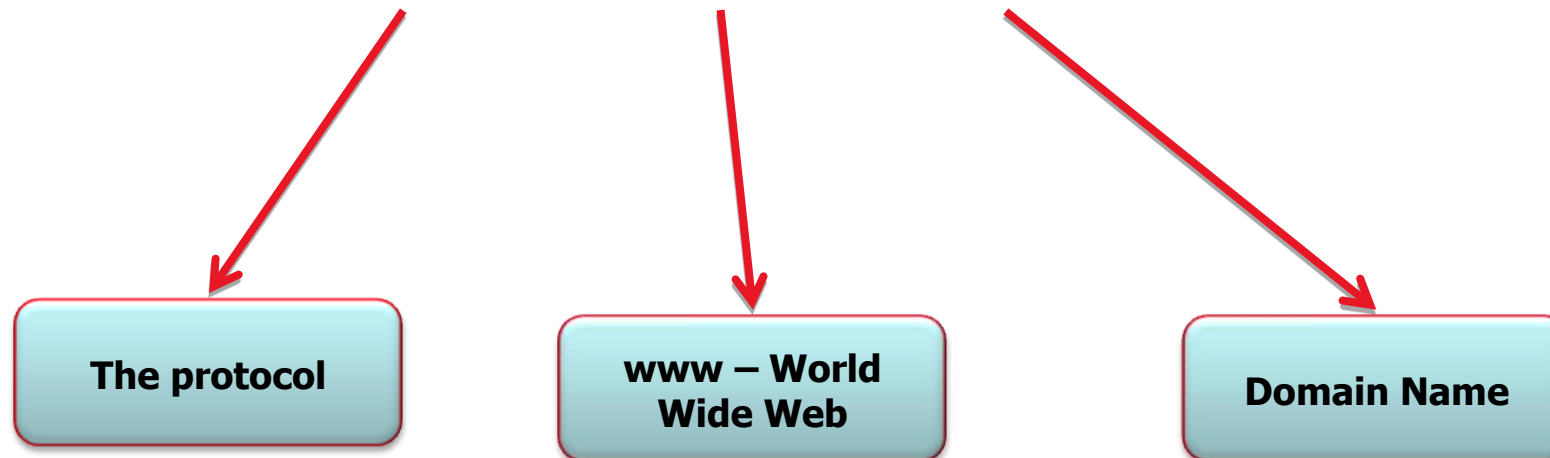
- www: World Wide Web
- HTTP: Hyper - Text Transfer Protocol
- ISP: Internet Service Provider = Service Provider Internet
- FTP: File Transfer Protocol = File Transfer Protocol
- Hyperlink
- Cookie
- Cache



# What should we know about the Internet?

- URL: Uniform Resource Locator = address of a website.

<http://www.google.com>



- Internet

Today the internet is a public cooperated and self-sustaining facility accessible to billions of people worldwide.



# How can we connect?

- Gateway
- ADSL
- Wireless
- Network
- Internet Service Provider
- ISDN
- Mobile phones



# The Internet browsers

- What is a Internet browser?

It is a software program that you use to access the internet and view web pages on your computer.

- Some of the more common browsers used worldwide are:

Google Chrome

Mozilla Firefox

Microsoft Edge (formerly Internet Explorer)

Apple safari

Opera





- Internet risks

- **Viruses and spyware** (collectively known as malware).
- **Phishing**, designed to obtain your personal and/or financial information and possibly steal your identity.
- **Fraud**, from fake shopping, banking, charity, dating, social networking, gaming, gambling and other websites.
- **Copyright infringement** – copying or downloading copyright protected software, videos, music, photos or documents.
- Exposure to unexpected **inappropriate content**.





- A quick guide to use the Internet safely (click on the link below).

[Get Safe Online](#)



# The use of the Internet

- Internet means 'network of networks'. It can be used as a:

## 1. Source of information

The internet provides its users with messages ranging from job vacancies to current affairs and many more.

## 2. Entertainment

Interesting games, movies, etc., are available, used to entertain its users worldwide.

## 3. Socialisation

Social interaction through social media, Skype, msn, etc.



- **4. Education**

Development of knowledge and skills of learners through educational books, tapes etc. E-learning is also possible because of the internet.

- **5. Marketing and promotion**

Advertising and promotion through the internet is very popular. It takes place through web pages, social media, search engines etc.

Companies can also present their products and services through the internet.





## • 6. Business activities

Several business activities can take place online through the internet such as

- Payments
- Shopping
- Banking
- Project management (TRELLO)

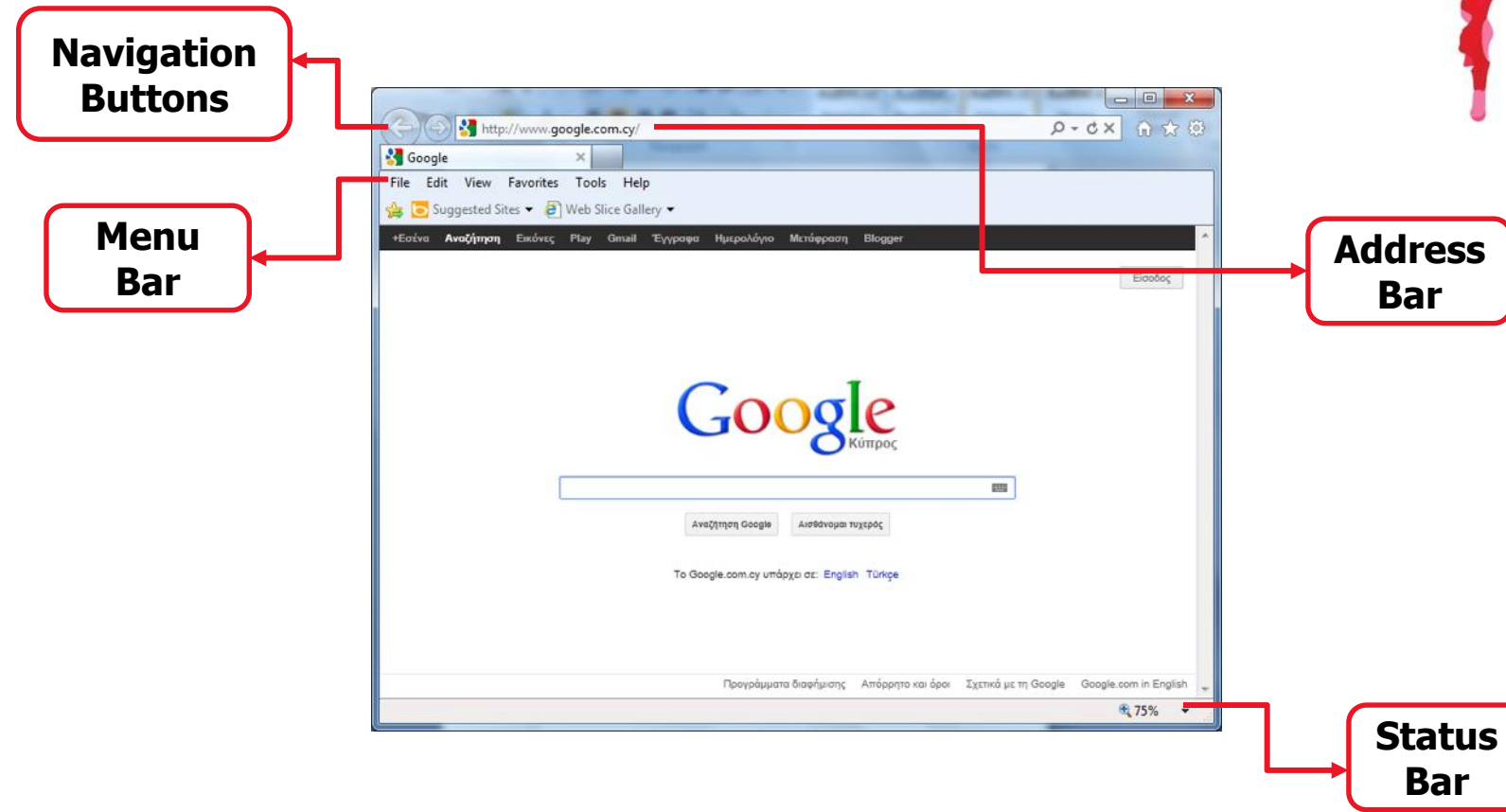


# The body of an Internet site

Com	Commercial
Edu	Education
Org	Organization
Net	Network
Gov	Government
Mil	Military
Cy	Cyprus
Gr	Greece
US	United States of America
UK	United Kingdom



# Environment of the Edge Window





- **Back**  
Takes you to the previous site.
- **Refresh**  
Re-opens your current page.
- **Stop**  
Stops any action
- **Home**  
Takes you to the default internet page when you open the explorer.



- [Google](#)
- [Yahoo](#)
- [Baidu](#)
- [Bing](#)
- [Yandex](#)
- [Ask.com](#),
- ...



Google YAHOO!

Yandex AOL. Ask<sup>TM</sup>.com

Baidu 百度

Bing

- **To add a site to Favorites:**  
Menu tab, Favorites, Add to Favorites
- **To clear History:**  
From the menu bar, click Tools → Internet Options → Delete history etc.



- To gather information when you are arranging a business trip:

E.g. [www.airtickets.gr](http://www.airtickets.gr)

- To recruit personnel through social media:

E.g. [www.linkedin.com](http://www.linkedin.com)



**Linked** 



- **To do your research:**  
E.g. [www.scholar.google.com](http://www.scholar.google.com)
- **For internal communication:**  
Network connection, sharing folders
- **For e-Commerce:**  
Online marketing, sales and promotion





## Searching techniques

In the google search box when you place a search query, sometimes it gives good results, but sometimes not; bad results are due to lack of the knowledge of search techniques.

Link in the post below to discover many useful search techniques:

[Searching techniques](#)

# How to solve routine connection problems

1. Unplug the modem, then plug it back.
2. Turn off the router, then turn on it.
3. Check for a temporary service interruption.
4. Restart all Internet connections.
5. Refresh your computer Internet signal (IP address).



## No internet

Try:

- Checking the network cables, modem, and router
- Reconnecting to Wi-Fi

ERR\_INTERNET\_DISCONNECTED



**Internet**

**E-EUPA\_LO\_2.9\_M\_001**

List of some popular cloud storage and file-sharing services:

1. Dropbox
2. Google Drive
3. Microsoft OneDrive
4. Box
5. Mediafire
6. Amazon Drive
7. Apple iCloud Drive





- **Public social media platforms** like Facebook, Twitter and Instagram can help an organization stay close to their customers and conduct research to improve business processes and operations.
- Companies are increasingly encouraging **employees** to use their **social networking skills** for business purposes.



- The **goal of a social media policy** is to set expectations for appropriate behavior and ensure that an employee's posts will not expose the company to legal problems or public embarrassment.



1. Do not make negative comments about the company.
2. Write properly.
3. If you have any doubt, ask your manager before posting.
4. Separate your personal social media from the corporate one.
5. Inform your manager of customers' comments, complaints, suggestions,...
6. Be always kind, attentive and empathetic with customers in social media, but not too informal.



- The Internet is the **global system of interconnected computer networks** that use the Internet protocol suite (TCP/IP) to link devices worldwide. It is a **network of networks** that consists of private, public, academic, business, and government networks of local to global scope, linked by a broad array of electronic, wireless, and optical networking technologies.

*Wikipedia*





## *Wireless*

- One of the greatest advantages of wireless Internet connections is the “always-on” connection that can be accessed from any location that falls within network coverage.
- Wireless connections are made possible through the use of a modem, which picks up Internet signals and sends them to other devices.





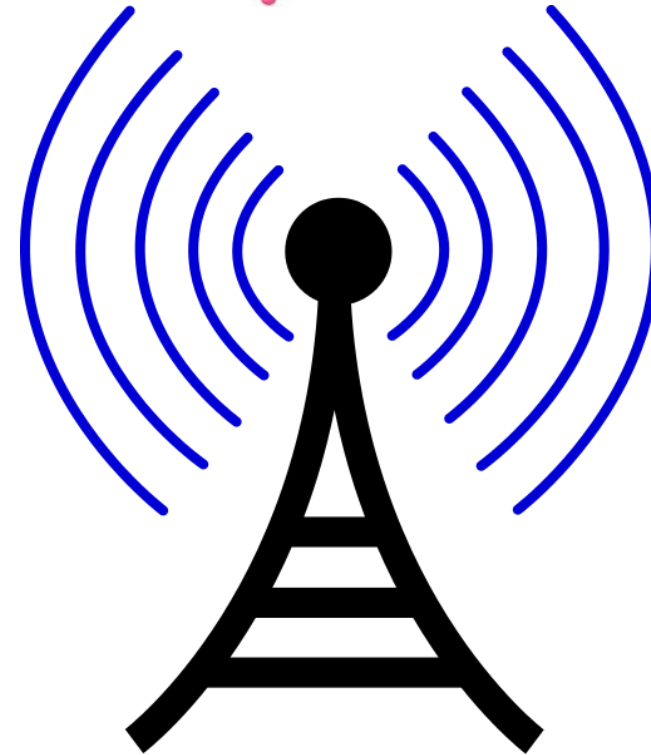
## *Mobile*

- Many cell phone and smartphone providers offer voice plans with Internet access. Mobile Internet connections provide good speeds and allow you to access the Internet on the go.



## *Hotspots*

- Hotspots are sites that offer Internet access over a wireless local area network (WLAN) by way of a router that then connects to an Internet service provider.
- Hotspots can be phone-based or free-standing, commercial or free to the public.



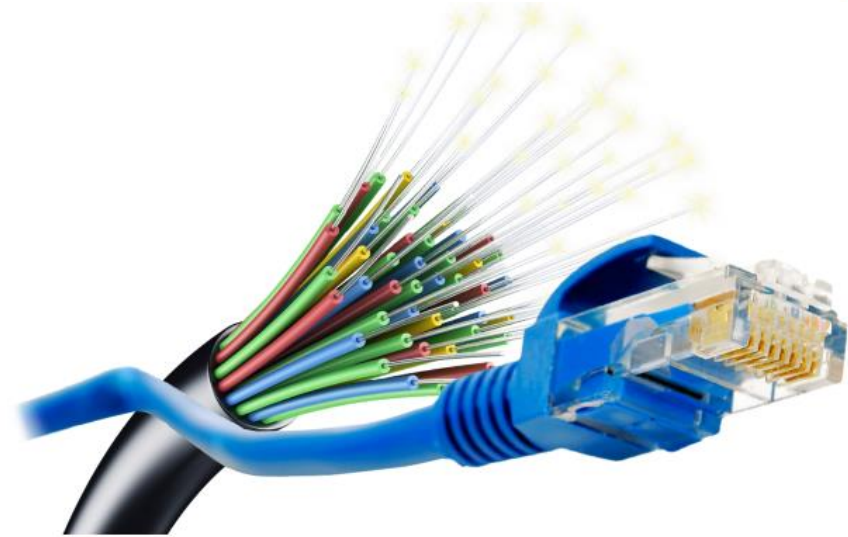
## *Dial-Up*

- Dial-up connections require users to link their phone line to a computer in order to access the Internet. This particular type of connection—also referred to as analog—does not permit users to make or receive phone calls through their home phone service while using the Internet.



## ***Broadband - ADSL***

- This high-speed Internet connection is provided through either cable or telephone companies.
- One of the fastest options available.



## DSL

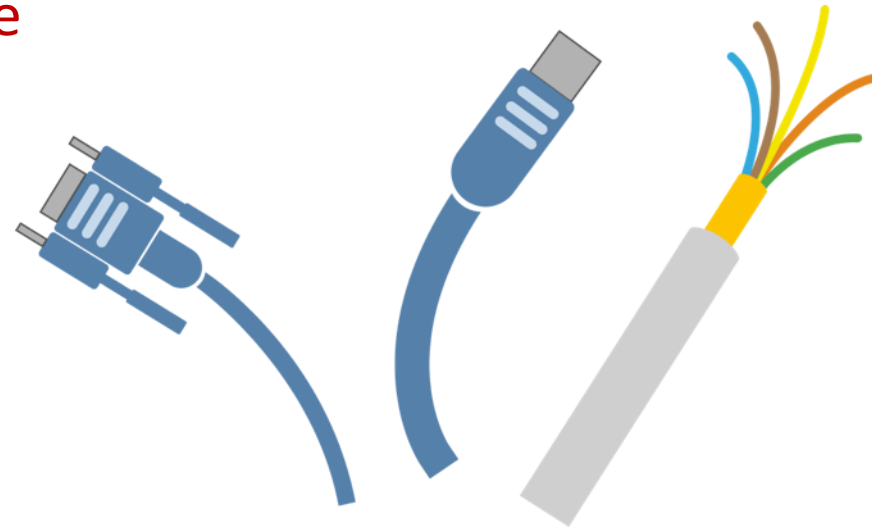
- DSL, which stands for Digital Subscriber Line, uses existing 2-wire copper telephone line connected to one's home so service is delivered at the same time as landline telephone service. Customers can still place calls while surfing the Internet.





## *Cable*

- Cable Internet connection is a form of broadband access. Through use of a cable modem, users can access the Internet over cable TV lines. Cable modems can provide extremely fast access to the Internet.



## *Satellite*

- In certain areas where broadband connection is not yet offered, a satellite Internet option may be available. Similar to wireless access, satellite connection utilizes a modem.



- The most common Internet Service is **WWW**

The World Wide Web (abbreviated **WWW** or the Web) **is** an information space where documents and other web resources are identified by Uniform Resource Locators (URLs), interlinked by hypertext links, and can be accessed via the Internet. English scientist Tim Berners-Lee invented the World Wide Web in 1989.

- In order to use the most common service of the Internet we will need to use a **web-browser**



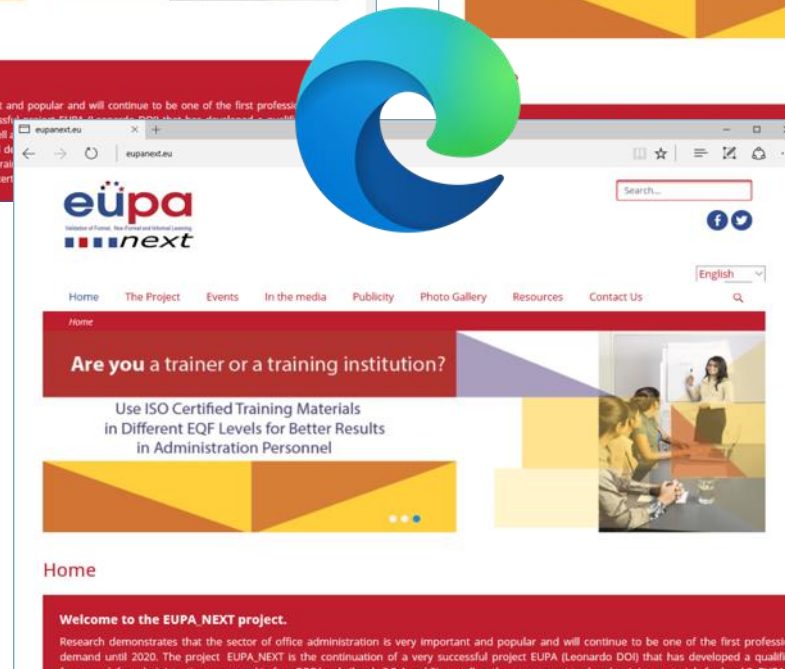
- A **web browser** (commonly referred to as a **browser**) is a **software application** for retrieving, presenting and traversing information resources on the World Wide Web.
- The most known web browsers are:
  - Google Chrome
  - Mozilla Firefox
  - Internet Explorer
  - Microsoft Edge
  - Safari
  - Opera
- Basically they do the same thing but they have also differences



# Comparison of web browsers



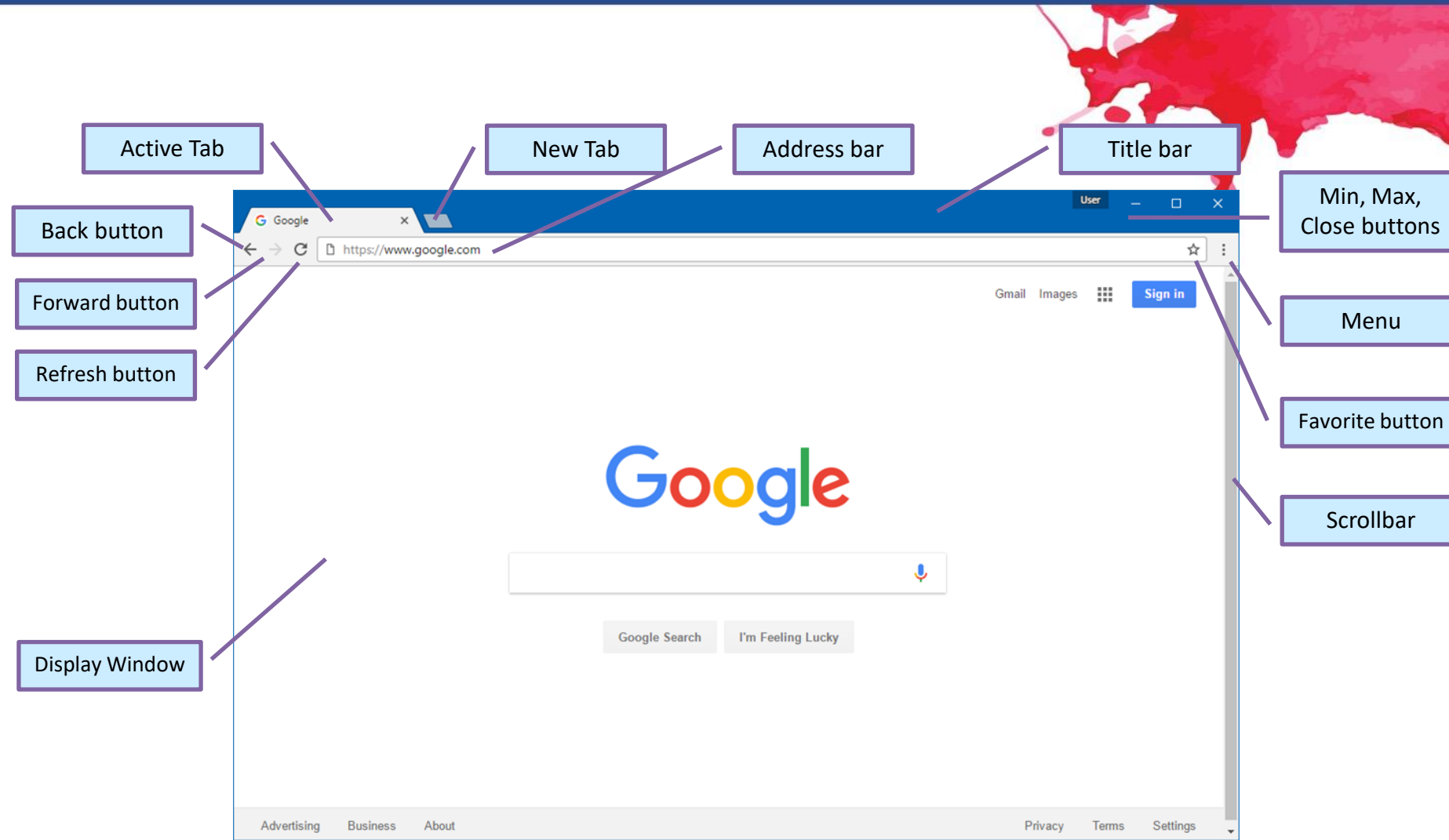
Basically all  
web  
browsers  
look alike



Do you see  
any  
differences?

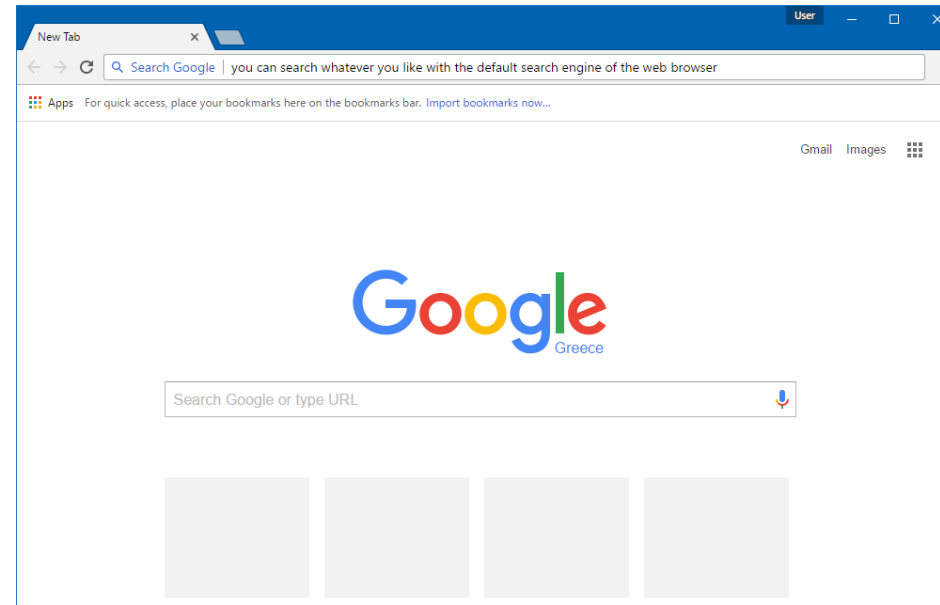


# Main Parts of a web browser



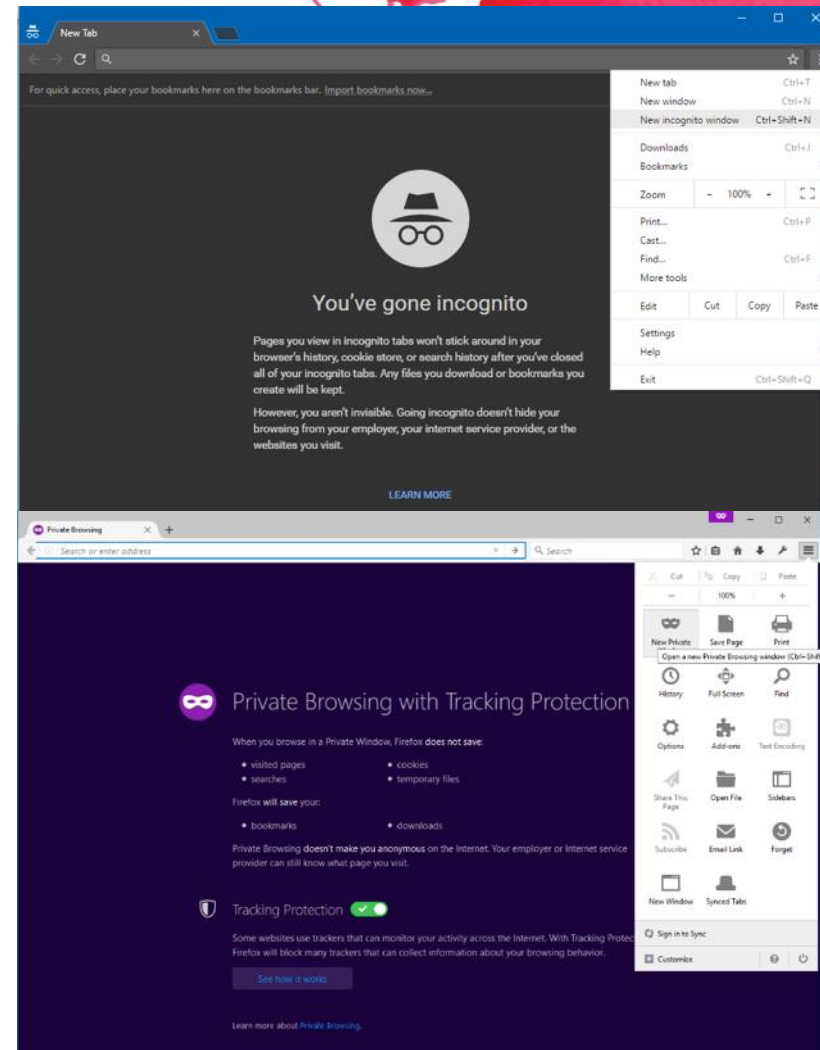
# Different options provided by web browsers

- You can search whatever you like with the default search engine of the web browser.
- The only thing you have to do is to write in the address bar the topic and then hit ENTER.
- The default search engine of the web browser will be used and you will have your results.

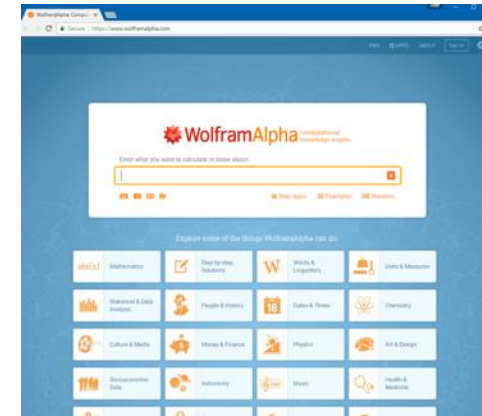
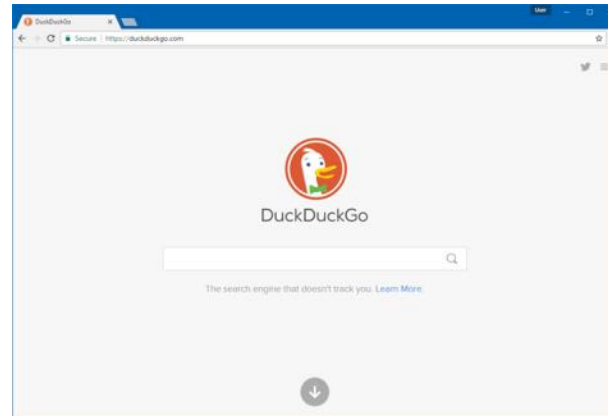
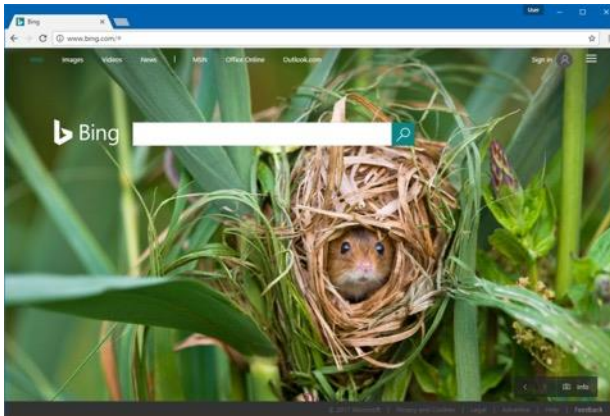
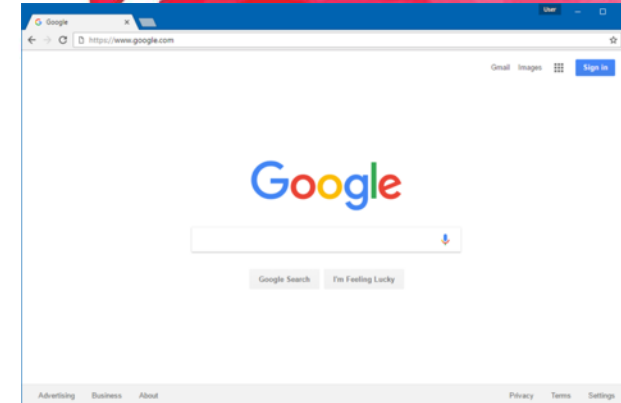


# Different options for connecting to the internet

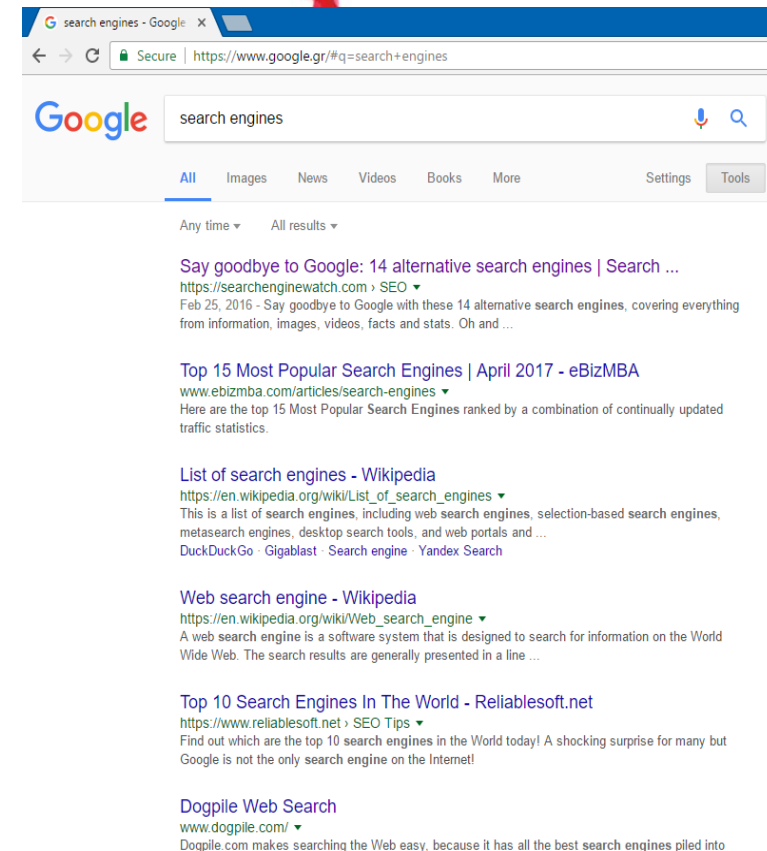
- When you want to browse anonymously (i.e. in a public pc) you can browse through your web browser without leaving any traces by using the:
  - Incognito Mode (Google Chrome) or
  - Private Mode (Mozilla Firefox) or
  - InPrivate Mode (Microsoft Edge) etc.
- In these modes nothing is saved in the local computer. Beware though, that ISP is “watching” you always and this trick doesn’t protect you from being recorded.



- When we want to search for a term then we should use a search engine like:
  - Google
  - Bing
  - DuckDuckGo
  - WolframAlpha etc.



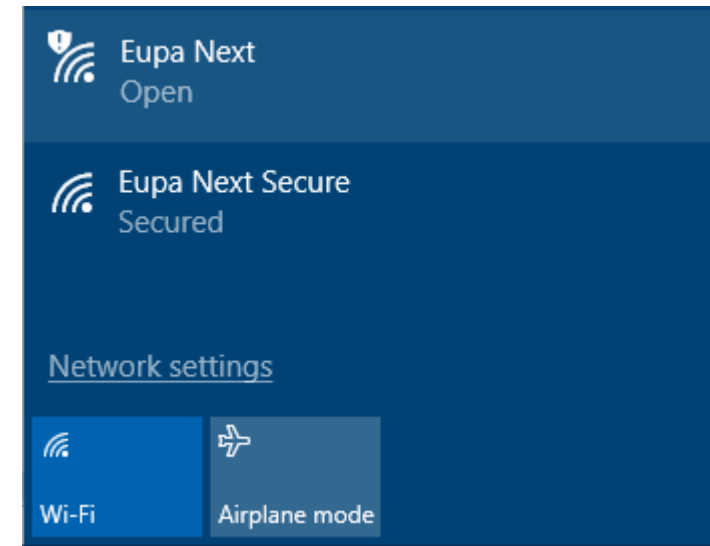
- When you do a search you can then filter the results in order to have better outcomes.
- I.e. Google search engine has tool to limit the time of the publishing of the article. So I can have only the latest articles for our term.
- Also Google has many different categories of results, i.e. Images, News, Videos, Books, Maps.





# Create a secure Internet connection

- When you want to connect through a **new Wi-Fi connection** then you should look in the down right corner of your desktop if you see a **star** that indicates that Wi-Fi networks are **available**.
- Always prefer to connect to **Secured** networks that you know the provider instead of connecting to **Open** networks from unknown providers.
- Then enter the password given for the secured network you chose.



- As there is a high risk in getting a computer virus through Internet it is highly recommended to have installed an Antivirus.
- With the aid of a good Antivirus we can surf on the internet more securely and we do not have to worry all the time about various types of web attacks.



- Identity thieves use the information they find online to drain your bank account or ruin your credit rating.
- Phishing is a common trick used on websites that have been hacked or are pretending to be legitimate. PayPal and eBay are two of the most common targets for phishing scams.
- Popular social networking sites such as Facebook are targets for scams.



1. Create Complex Passwords.
2. Boost Your Network Security.
3. Use a Firewall.
4. Click Smart.
5. Be a Selective Sharer.
6. Protect Your Mobile Life.
7. Practice Safe Surfing & Shopping.
8. Keep up to date.
9. Lookout for the latest scams.
10. Keep your guard up.



# Methodological Tool I



**Internet safety**

**E-EUPA\_LO\_2.9\_M\_002**



# Revision Questions

## Revision Question 1

List different browsers

## Revision Question 2

List different internet connection methods

## Revision Question 3

Describe the steps you follow to connect to internet sites safely and securely

## Revision Question 4

List possible search techniques to search the internet

## Revision Question 5

List possible ways of sharing information online (eg dropbox) or uploading information on different internet tools and other management platforms

## Revision Question 6

Describe possible ways of troubleshooting simple connection problems

## Revision Question 7

What are the main risks associated with the internet?

## Revision Question 8

How can they be avoided?

## Revision Question 9

Which is the best internet connection?

## Revision Question 10

What are the main options provided by browsers?



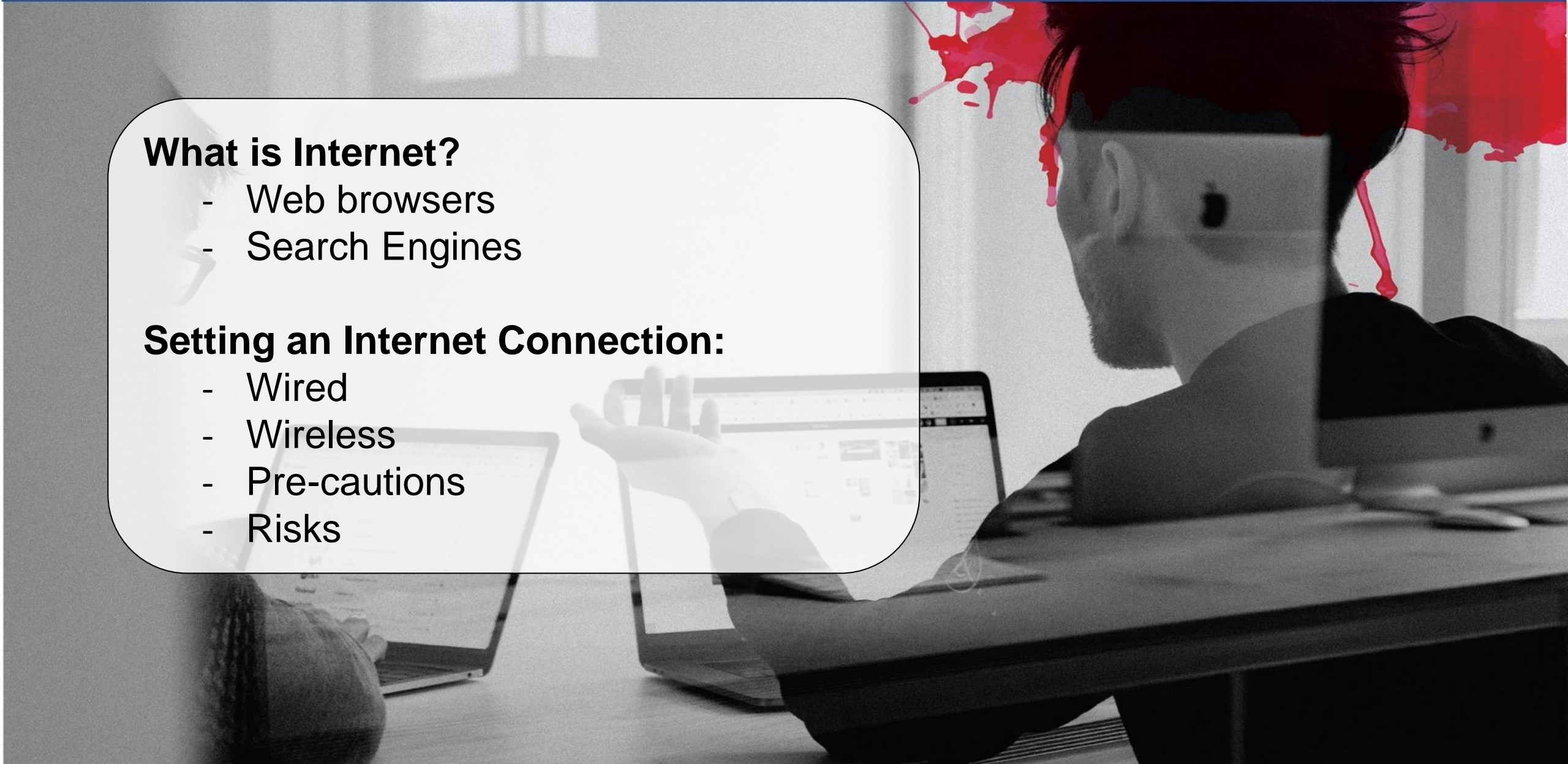
# Module Key points

## **What is Internet?**

- Web browsers
- Search Engines

## **Setting an Internet Connection:**

- Wired
- Wireless
- Pre-cautions
- Risks





# WELL DONE

## You have completed Unit 2.9



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