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**Welcome to the Wonderful (but Sometimes Frustrating) World of Online Learning!**

This booklet is a guide on how to succeed in online education. The first section is particularly important for beginning students. Make sure you understand what you’re getting into—online classes are not for everyone. But for many students, online classes provide a convenient, effective way to learn using the latest technologies.

The Online Student Survival Guide is produced by Rio Hondo Virtual College. The Virtual College’s purpose is to help increase the quantity and quality of online courses in Rio Hondo Community College. But the real measure of our success is the number of students who have a successful learning experience online. Hopefully, this booklet will help you achieve your goal in learning online!

Please visit us online at [http://online.riohondo.edu](http://online.riohondo.edu)

--- Rio Hondo Virtual College
WHAT IS AN ONLINE CLASS?
Online classes are General Education or Developmental classes that are just like the ones offered at your local college. The main differences are:

- you can learn about your assignments and do your coursework whenever you like at the time most convenient to you.
- you will access the course information by logging onto the Internet
- you will communicate with your instructor and classmates via email or a discussion bulletin board.

WHO SHOULD TAKE AN ONLINE CLASS?

- Are you self-motivated?
- Do you like to figure things out on your own and work by yourself?
- Do you like the challenge of working with new technology?
- Are you good at remembering deadlines without being reminded?
- Then YOU should take a virtual class.

Take the Successful Online Skills Survey on page 5 to determine whether or not you are the type of person who will probably be successful in an online class.

Does an online class transfer?
The information and assignments for an online class are the same as they are for the comparable on-campus class.

How much does an online class cost?
It costs the same amount as a regular on-campus course at your local college.

How do I sign up for an online class?
The same way you register for an onsite class.

What computer skills do I need for an online class?
You don’t have to be a computer expert. You only need to know how to:

1. Navigate the Internet.
2. Use email, including how to attach a file to an email message.
3. Download a program from the Internet and install it.
4. Do a search on the web.

If you have trouble with any of the above, all of these skills are covered in this Survival guide. If you still have problems, you may consider taking an introductory computer class.

What type of computer do I need?
You need to have a computer with:

1. DSL, T1, Cable (28.8 recommended)
2. Sound card
3. 16 MB of RAM (32 or above recommended)

How can I connect to the Internet?
You must provide your own dial-up or broadband access to the Internet unless you are using the computer labs available on your local campus or at a public library.
When can I start my online class?
You can begin on the first day of class.

After I register for my online class, how do I begin?
The most important first step is to complete an orientation for online classes. You can do this online at http://online.riohondo.edu/orientations/

CAMPUS RESOURCES
Check with Rio Hondo library for available computer resources.

ONLINE CLASS SUCCESSFUL STUDY SUGGESTIONS

Consider your time commitments: Before signing up for an online course, consider your time commitments. An online class takes as much time if not more as an on-campus class. Many online students write that they spend more time working on their online classes than they do their on-campus classes.

Participate actively:
You must participate actively in the class. Your instructor will not contact you. You must email your instructor and your classmates if you have questions or comments.

Logon to your online course at least twice a week during the Fall or Spring semesters, 3 to 4 times a week during Summer sessions: Most online instructors have due dates for assignments and tests. Many instructors will post weekly messages about due dates and assignments. If you don't logon at least once a week, you may fall behind.

Don't fall behind:
Don't procrastinate. It's very easy to fall behind when you don't have to physically attend a class. Once you fall behind, it's very difficult to get back on track.

Ask for help when you need it:
Don't be shy. Although you won't meet with your instructor, he or she will be available to answer questions and offer additional help via email. Email your instructor whenever you have a question or a problem.

SUCCESSFUL ONLINE SKILLS SURVEY:

Is an online course right for you?
Answer the questions and then review the Explanations on the next page.

1. As a reader, I would classify myself as:
   a. Good - I usually understand the text without help.
   b. Average - I sometimes need help to understand the text.
   c. Slower than average.

2. I rate my skills in completing the following Internet tasks:
   ▪ navigating the Internet,
   ▪ using email--including attaching a file to an email message
   ▪ downloading a program from the Internet and installing it
- doing a search on the Web
  a. Excellent
  b. Good
  c. Weak

3. When I am asked to use DVD players, computers, voice mail, or other technologies new to me:
   a. I look forward to learning new skills.
   b. I feel apprehensive, but try it anyway.
   c. I put it off and try to avoid it.

4. My need to take this course now is:
   a. High - I need it immediately for a degree, job, or other important reason.
   b. Moderate - I could take it on campus later or substitute another course.
   c. Low - It's a personal interest that could be postponed.

5. Feeling that I am part of a class is:
   a. Not particularly necessary to me
   b. Somewhat important to me.
   c. Very important to me.

6. I would classify myself as someone who:
   a. Often gets things done ahead of time.
   b. Has no problem getting things done on time.
   c. Puts things off until the last minute.

7. Classroom discussion is:
   a. Rarely helpful to me.
   b. Sometimes helpful to me.
   c. Almost always helpful to me.

8. When an instructor hands out directions for an assignment, I prefer:
   a. Figuring out the instructions myself.
   b. Trying to follow the directions on my own, then asking for help as needed.
   c. Having the directions explained to me.

9. I need instructor responses to my questions and assignments:
   a. Within a week, so I can review what I did.
   b. Within a few days, or I forget what I did.
   c. Right away, or I get very frustrated.

10. Considering my professional and personal schedule, the amount of time I have to work on online courses is:
    a. six or more hours a week
    b. four to six hours a week.
    c. less than four hours a week.
SURVEY EXPLANATIONS

The ten questions in the questionnaire reflect some of the facts about taking online courses.

1. Textual materials presented on the Internet are the primary source of directions and information for online courses; therefore, strong reading skills are very important for success in an online course.

2. You must be able to complete the following Internet tasks to be successful in an online course: navigate the Internet, use email, including attaching a file to an email message, download a program from the Internet and install it, and do a search on the Web.

3. Online courses require frequent and diverse uses of technology for accessing information and assignments; therefore, you need to be comfortable working with various types of technology to be successful in an online course.

4. Online students sometimes neglect courses because of personal or professional circumstances, unless they have specific and compelling reasons for taking the course. Procrastination is the most common pitfall in taking an online course; don't let it happen to you!

5. Some students prefer the independence of online courses; others find it uncomfortable.

6. Online courses offer students greater freedom of scheduling, but they can require more self-discipline than on-campus courses.

7. Some people learn best by interacting with others. Online courses frequently do not provide much opportunity for this interaction. The individual student must take responsibility for regularly contacting other students and the instructor.

8. Online courses require more self-direction since face-to-face instructions are sometimes not available.

9. In online courses, instructors are not able to respond to questions immediately like they are in on-campus classes.

10. Online courses require AT LEAST as much dedicated time by the student as on-campus courses. Typically, successful students report spending more time - not less - than for a regularly scheduled class.

CHAPTER 1

Basic Internet 101  What the Heck Did You Just Say?

That's usually the look I get when I try to explain an Internet term or acronym. Most of the terms are fairly simple to figure out, but as an easy guide, there is a glossary of terms at the end of this manual that will help you whenever you become confused. Now, let's discuss first things first. In order to comprehend the terminology, it's best to understand the Internet and how it works

The Internet – also known as the Net – is the world's largest computer Network. With Networks, size counts for a lot, because the larger a network is, the more information it has to offer. The Internet is often referred to as an 'ocean,' because of its enormity and power. Some people are said to 'surf,' 'ride,' or 'navigate' the net. It is probably more accurate to say most people 'swim' through the Internet, until they understand navigating from one site to another.

What exactly is the Internet?
The Internet is simply a series of computer networks linked to one another around the world, communicating
almost instantaneously with one another. (A single network of computers might be all the computers linked to one another within an office or school building. A larger network might be all the computers connected within an entire school district.) The Internet is many tens of thousands of these networks communicating with one another, like a big net or web! University networks connected to government networks connected to business networks connected to private networks - this is the Internet! These computer networks are physically linked to one another with telephone, radio, and cable lines or via satellite. Networks from other continents are interconnected by the large, intercontinental telephone and fiber optic communication lines that run beneath the ocean floor.

Nobody knows for sure how big the Internet is, or how many networks are actually linked, but it is estimated that there are approximately thirty to thirty-eight million people that are online, with sites on every continent. New user sites are continually being added. In fact, the Internet has grown at an exponential rate since its beginning. It is the largest network of computers in the world and is growing at about ten percent each month. At the current rate of growth, in just ten months from today, half of the users on the Internet would be using the Internet for their very first time.

**CONNECTING FROM HOME**

To connect online, your computer must be equipped with a modem, a device that translates the digital signals from your computer into analog signals that can travel over a standard phone line. Those are the scratchy sounds you hear from a modem's speaker. Believe it or not, there is actually meaning in all that noise. A modem on the other end of the line can understand it and converts the sounds back into digital information. By the way, the word modem stands for Modulator/Demodulator. Modems come in different speeds and are measured in bps or bits per second. A 28.8 Kbps modem sends data at 28,800 bits per second. A 56 Kbps modem is twice as fast, sending and receiving data at a rate of 56,000 bits per second. Most modems today are 56 Kbps.

**Why does speed matter?**

On the Internet, you are constantly exchanging data with other computers. Some of these digital files can be quite large. As you will soon learn, you want this exchange to happen as quickly as possible. If you are purchasing a modem, get the fastest one available.

If you have call waiting, you will want to disable it before connecting online. If you're online and a call comes in, it will disconnect you unless you disable call waiting. In most places you can enter *70 before the number you call for Internet service so that another call will not interrupt you while you're on line.

**OTHER MEANS OF CONNECTING**

**SDN**

There are faster ways to transmit data by using an ISDN or leased line. In many parts of the U.S., phone companies are offering home ISDN at less than $30 a month. ISDN requires a so-called ISDN adapter instead of a modem, and a phone line with a special connection that allows it to send and receive digital signals. You have to arrange with your phone company to have this equipment installed.

**Cable Modems**

A relatively new development is a device that provides high-speed Internet access via a cable TV network. With speeds of up to 36 Mbps, cable modems can download data in seconds that might take much longer with a dial-up connection. Because it works with your TV cable, it doesn't tie up a telephone line. Best of all, it's always on, so there is no need to connect--no more busy signals! This service is now available in some cities in the United States and Europe.

**DSL**

DSL (Digital Subscriber Line) is another high-speed technology that is becoming increasingly popular. DSL lines are always connected to the Internet, so you don't need to dial-up. Typically, data can be transferred at rates up to 1.544 Mbps downstream and about 128 Kbps upstream over ordinary telephone lines. Since a DSL line carries both voice and data, you don't have to install another phone line. You can use your existing line to establish DSL service, provided service is available in your area and you are within the specified distance from the telephone company's central switching office. DSL service requires a special modem. Prices for equipment, DSL installation and monthly service can vary considerably, so check with your local phone company and
Internet service provider or Online Service.

What's the difference between an ISP and an Online Service?

ISP:
An ISP is a company that provides access to the Internet. For a monthly fee, the service provider gives you a software package, username, password and an access phone number. Equipped with a modem, you can then logon to the Internet and browse the World Wide Web and USENET, and send and receive e-mail. In addition to serving individuals, ISPs also serve large companies, providing a direct connection from the company's networks to the Internet. ISPs themselves are connected to one another through Network Access Points (NAPs). The advent of ISPs has made connecting to the Internet an affordable and convenient option for many people. In addition to providing access to the Internet, ISPs usually offer additional services as well. These services can include:

- Web hosting - An individual or organization can place their web pages on a web server located at the ISP. Internet users can then access these web pages.
- Domain Name Service - Provides domain name servers, which are computers dedicated to translating a customer's domain name into the actual numeric IP (Internet Protocol) address of the customer's computer. Domain name service is integral to the proper functioning of the Internet.
- Proprietary Online Services - Such as the custom services offered by America Online, Inc. or CompuServe. These special options are available only to their subscribers.

ISPs charge a fee for the service of providing Internet access. Charges vary from region to region and can depend on variables such as:

- type of connection
- modem speed
- level of service

Some ISPs charge for each hour that a user is connected to the ISP. Other service providers allow unlimited connection time once the user has paid a flat fee either by the month or by the year. Recently, a few new ISPs that provide free Internet access have become available. Two of the most popular ones are Net Zone and Free ISP.


Online Service
An Online Service is a business that provides its subscribers with a wide variety of data transmitted over telecommunications lines. Online services provide an infrastructure in which subscribers can communicate with one another, either by exchanging e-mail messages or by participating in online conferences (forums) and synchronous conversation (chat, instant messages). In addition, the service can connect users with an almost unlimited number of third-party information providers. Subscribers can get up-to-date stock quotes, news stories hot off the wire, articles from many magazines and journals, in fact, almost any information that has been put in electronic form. Of course, accessing all this data carries a price, and most Online Services' monthly fees are a little higher than an ISP. Three of the largest online services are America Online, CompuServe and MSN.

The difference for you would depend on whether you just wish to use E-mail, and have access to the Internet and the World Wide Web, or whether you want the additional fringe benefits offered by an Online Service Provider.
**WEB BROWSERS** - *OK, I'm connected to the Internet, now what?*

If you have an Online Service like America Online or CompuServe, you will automatically be connected to their home page, and from there, you can connect to the World Wide Web using whichever browser they have available. With an ISP, depending on how your system is set up, chances are that after you connect, you will have to open your own web browser in order to begin using the World Wide Web. The two most popular web browsers are Internet Explorer and Netscape.

**INTERNET EXPLORER**
There are several versions of Internet Explorer. The latest version of Internet Explorer 7.0 can be downloaded from [http://www.microsoft.com/windows/ie/default.asp](http://www.microsoft.com/windows/ie/default.asp). Depending on your Internet connection and the speed of your modem, it could take quite a while for you to download the program, as it is rather large.

You can browse the Web, save Web pages easily for offline reading, download software, and send e-mail and read the messages in Usenet newsgroups.

With skill in using just a handful of Explorer's features, you will be able to *navigate* the Internet easily and comfortably. This segment will introduce you to the main features of the Windows version of this software package.

What You Need to Know:

- **Explorer Web Browser**: Learn about the main parts of the Explorer browser window - the menu bar and toolbar.
- **Print web pages**: Print the whole page or just a specific frame.
- **Navigate between pages**: Use hypertext links; move back and forward between pages, review where you have been.
- **Go to other places**: Learn how to enter the address of a site you want to see.
- **Cache in on history**: Revisit sites by using your history list.
- **Add favorites**: Save the addresses of places to which you wish to return.
- **Change start page**: Have IE open automatically to a site you choose.
- **Get help**: Get additional information about the features of Internet Explorer from Microsoft.

**The Explorer Control Panel**
The Explorer control panel consists of tool buttons on the side and bars at the top, a scroll bar on the right side, and a progress bar at the bottom. This will describe what you see at the top of IE.

**Title Bar:**

![Internet Explorer: Home Page - Windows Internet Explorer](http://www.microsoft.com/windows/products/winfamily/ie/default.mspx)

Figure 1.1 Internet Explorer Title Bar

In the figure above, do you see *Internet Explorer: Home Page*? This is the title of the section.
**Menu Bar:**

Would you like to see at a glance everything you can do with Explorer? Point the mouse arrow at *File* on the Menu Bar and hold down the button. Read the drop-down menu. Repeat for all the other items.

**Tool Bar Buttons:**

The Toolbar gives one-click access to the most frequently used functions with these buttons: go *Back* a page, move *Forward* a page, *Stop* downloading a page, go *Home* to your start-up page.

**Address Bar:**
Where are you? The Address Bar displays the address of the document you are reading. The address is called a URL - pronounced "you-are-ell", or Uniform Resource Locator. You can enter new URLs in this space to take you to new places.

**Quick Links:**

The address bar also houses the **Links Toolbar**. Right click anywhere on the toolbar, then click to make a check mark appear next to the tool bars you want to have appear on your Internet Explorer.

**Customize Links, Free Hotmail, and Windows** are hypertext links to web sites provided by Microsoft at their Web servers or computers. Clicking on these links will take you to Microsoft for more information about customizing, using Hotmail for your email, and using Windows.

**HYPERLINKS**

Hypertext links are what the World Wide Web is all about. Clicking on these hot links when the mouse hand appears will start you on a multimedia journey that can take you anywhere in the world. Links are normally underlined and in the color blue. When you pass the cursor over a hypertext link, the mouse arrow transforms to a hand with a pointing finger. Hypertext links are often embedded in an image. If a hand appears when you point the mouse at the image, there is an embedded hypertext link in that image.

NOTE - that on your return to the originating page, the hypertext link should be a different color. This is to remind you that you have "been there, done that ". There is a History that keeps a record of where you have been, usually for 20 days. You can adjust this by clicking on Tools in the menu bar and selecting *Internet Options - General*.

**TIP:** Whenever you see a hand, there is a link.
- Point the mouse arrow at the hypertext link, see the hand and click the mouse button.

**The Back and Forward Buttons**

The Back and Forward buttons are the standard way to move between pages, whether or not they are in frames. If you click on the down arrow between the Back and Forward buttons, you will see a list of the most recent Web pages you have viewed. Click on one for a quick return.

**History of where you have been**
Explorer keeps track of the pages you have visited in the current session. You may view the names of these pages by clicking on the History button in the Toolbar. A click on an earlier page will return you to that display. (It works in a similar way as the down arrow between the Back and Forward buttons.) Explorer also keeps a history over several days of sites you have visited.

Home
Lastly, you can always go Home. The Home button on the Tool bar returns you to the page that has been setup as your start-up (or home) page. The Default Start Page is the Microsoft Network at http://www.msn.com. You can change this through Tools - Internet Options - General.

- Simply type in a new Address or
- Use Blank to view a blank screen at start-up
- Use Current to designate the current page you are viewing as your home page
- Use Default to return to using the Microsoft Network home page.

You have mastered the basic elements of navigation. It is time to venture onto the World-Wide Web.

To go directly to a place, we must know the address. Every computer that is connected to the Web and every Web page that is stored on that computer has a unique address. In Internet lingo this is called a URL. The URL of the Rio Hondo Virtual College page, for example, http://online.riohondo.edu. You can enter an address directly in the Address box underneath the Toolbar (as has been done in the diagram below for Rio Hondo Virtual College).

![Internet Explorer Address Box](image)

Alternately you can click on File | Open from the Menu Bar to get a window in which you type an Internet address into. When in this window you can click on the down arrow to view a short history of the places you have been and from there you can click on any of the addresses and travel to that page.

Printing
IE7 is very versatile - you can print the page as you see it, portions of text from the document, selected pages from the document, pages linked to that page - and more.

**TIP:** Copyright Issues. It's better to be safe than sorry, so assume that all material on an Internet document (graphics too) is copyrighted. That means it is O.K. to print for your private use, but not for reuse or redistribution (without the creator’s permission). Some sites will state that material is free for the taking.

The Print Dialogue Box
Select File | Print and review the options

- **As laid out on screen:** Print what you see on your screen and no more. If one of the frames is not in view, you must page down to print it separately.
- **Only the selected frame:** Print a frame - all pages or selected pages if you want only part of the "document".
- **All frames individually:** Print one by one - not recommended.
- **Selection:** Highlight text on a page and print only that selection.
- **Print all linked documents:** Print the currently displayed page and the hyper linked pages. Use this option with caution - you may end up printing more linked pages than you want. A better option is to print a table of the documents linked to the current page.
TIP: Once you have been surfing the Web for a while and frequent a site more than once, Explorer will use a feature called *AutoComplete*. This means that when you begin to type a URL you have been to before Explorer will show a drop-down list of sites that you can choose from. Also, if you've been to a web site before and type the URL incorrectly, Explorer will correct the error.

Additionally, you don't need to enter `http://www` Explorer knows you want to go to a Web site and will fill in those bits. Or type a word in the Address Bar and press `CTRL` and `Enter` to have Explorer automatically enter `http://www` and `.com` on either side. (But, remember that not all web sites end with `.com`)

**Help**

![Windows Vista Home Page - Windows Internet Explorer](image)

Explorer comes with good documentation. Click on Help at the far right of the Menu Bar to see the drop-down menu.

- **Contents and Index** is always available to you as a quick summary and alphabetical index to the major topics.
- **Internet Explorer Tour**: Go to Microsoft for a graphic tour of IE 7.
- **Online Support**: Go to Microsoft. Click on Home User to see the support options.
- **Customer Feedback Options**: Send Microsoft your comments (but don't expect a reply).
- **About Internet Explorer**: The version of IE you are using.

**NETSCAPE COMMUNICATOR**

Communicator is the Internet suite from Netscape Communications. You can browse the Web, do e-mail, participate in newsgroups, talk and hear people live, and even build your own Web space. Each application has a distinct function and name.

Communicator began in 1997 as Communicator 4.0 (because it followed Netscape 3.0) and has progressed through several versions to the current version of 8.1.3. The look has stayed almost the same throughout.
Netscape Navigator

Navigator is the browser component to Communicator. Use it to navigate the Web, or as frequent users say - surf the Net. Approximately 40% of the people on the Net have Navigator as their browser, preferring it to Internet Explorer. With skill in using just a handful of Navigator’s features, you will be able to navigate the Internet easily and comfortably.

What You Need to Know

- **Browser Parts**: Learn about the main parts of the browser - control panel, menu bar, toolbar.
- **Add Bookmarks**: Save addresses to the sites you’d like to use again.
- **Use History**: Go back in history to find a place you found useful but didn’t bookmark.
- **Get Help**: Get additional information about the features of Communicator from the online help files.

The Netscape Navigator Control Panel

The Navigator control panel consists of tool buttons and bars at the top, a scroll bar on the right side, and a progress bar at the bottom.

- **Title Bar**:

  ![Netscape Navigator Title Bar](Figure 1.7 Netscape Navigator Title Bar.)

  Like Internet Explorer, you can see Home Page >> Netscape.com at the very top of your screen.

- **Menu Bar**:

  ![Netscape Navigator Menu Bar](Figure 1.8 Netscape Navigator Menu Bar.)

  Would you like to see at a glance everything you can do with Netscape? Point the mouse arrow at File on the Menu Bar and hold down the left button. Read the drop-down menu. Repeat for all the other items.

- **Navigation Toolbar**:

  ![Netscape Navigator Navigation Toolbar](Figure 1.9 Netscape Navigator Navigation Toolbar.)

  Do you prefer shortcuts? The Tool Bar gives quick access to the most frequently needed functions: go Back a page, move Forward a page, go Home to your start-up page, Print a page.

- **Location Toolbar**:
Where are you? The location toolbar displays the address of the document you are reading. The address is called a **URL** - pronounced "you-are-ell", or Uniform Resource Locator. You can enter new URLs in this space to take you to new places. When you do that, Navigator flips to Go To.

- **Personal Toolbar:**

Navigator recommends some sites to you directly from the Personal Toolbar. The buttons in that row are quick links to Netscape services such as Web Mail (do email through the Web), Yellow Pages, and Channels at Netscape Netcenter for Web resources on various topics.

### Getting Around

1. **Right Click the Mouse**
   You can use your right mouse button to "travel through" pages and frames. Point the mouse at a patch of clear space and click the right mouse button once. You will see the same box as the one on the previous page. Choose either **Back** or **Forward**. Choosing Back will take you back one page and choosing Forward will take you forward one page. You can go Back and Forward as many times as it takes you to get to where you desire.

   The commands on both Web browsers are pretty much universal. For more in depth tutorials on either browser go to http://browser.netscape.com/ns8/help/default.jsp for Netscape or http://www.microsoft.com/windows/products/winfamily/ie/quickref.mspx for Internet Explorer.

### A Browser Alternative

If you aren’t a fan of either Microsoft’s or Netscape’s browsers, you might want to try:

- **AOL**
  http://www.aol.com/

- **Mozilla**
  http://www.mozilla.org/releases/

- **Firefox**
  http://releases.mozilla.org/pub.mozilla.org/firefox/releases/1.0.7/win32/en-US/Firefox%20Setup%201.0.7.exe

- **Safari (MAC users)**
  http://www.apple.com/macosx/features/safari/
BOOKMARKING A FAVORITE SITE

Do you turn down the corners of pages as a reminder to go back to that page? Do you use post-its to mark important sections in a book? As you follow these lessons and go to places on the Web you may want to “bookmark” special pages.

INTERNET EXPLORER
Explorer’s Favorites is an easy way to save an address so that you can return to it quickly.

ADD A FAVORITE
You’ve come to a place and you know you will want to go back. Add the address to your favorites list.

1. Click on Favorites on the Menu Bar.
2. Add to Favorites.
3. Name of the favorite is displayed. You may want to change that name to something more meaningful.

It is that simple. Click on Favorites again and see the site on the list. Click on the site name and you will be taken directly there. No need to look up the address and reenter it.

Add a Favorite to a Folder
Adding a favorite to an existing folder or creating a new one is a breeze. When doing the Add, click on the button Create In and choose an existing folder. If none apply, select New Folder.

Another Favorite Way
There is another way to view your Favorites. Click on the Toolbar and view the Favorites list in a frame to the left of your screen. To quickly add the web site you are viewing to the list, drag the Explorer icon in the Address box to any of the folders. Access to your Favorite Web sites is also easy - just double click on the site you want to go to.

Manage Your Favorites
Favorites, with some housekeeping, will develop into your personal directory to information resources on the Internet. While Explorer does keep a history which you can access through View | Explorer Bar | History on the Menu bar or the History button, it is only for a limited amount of time. Addresses you put in the Favorites list are stored permanently in the C:\Windows\Favorites folder.

You can view your complete list by clicking on Favorites, Organize Favorites. This will open a large window in which you can see the favorites listed. You can rearrange these by dragging and dropping them into a new order.

NETSCAPE NAVIGATOR

ADDING A BOOKMARK
You’ve come to a place that you know you will want to go back to. Add the address to your bookmark list.

Adding a Bookmark
You’ve come to a place that you know you will want to go back to. Add the address to your bookmark list.
Figure 1.12 Netscape Navigator Book marking.

- **From the Location Bar**: Click on the *Bookmarks* button on the Location Toolbar. A drop-down menu appears which contains commands for adding, filing and editing bookmarks and also some folders in which you may store the bookmarks that you collect. Click the *Add Bookmark* command. It is that simple.

- **From the Menu Bar**: You can also bookmark a Web site via the Menu Bar. Click on *Communicator* and see the drop-down menu appear. Go to the *Bookmarks* option and click it; you will see a command for *Add Bookmark*. Click it.

**Go To Bookmarks**
You can view your complete list by clicking on *Bookmarks* in the Location Toolbar or under *Communicator* in the Menu bar and then click on, *Manage Bookmarks*. This will open a large window in which you can see the bookmarks listed. You can rearrange these by dragging and dropping them into a new order.

![TIP: There is an even faster way. Press the CTRL key and B at the same time. The Bookmarks window opens instantly.](image)

**USING SEARCH ENGINES**
You can locate useful or interesting web sites by using a search engine. This is an organization with a web site containing a huge database of web site addresses. You key in a subject or a name that describes what you are seeking, and the search engine provides you with a list or selection of web site addresses that fit your inquiry. You then simply click on an address to jump to that web site. Although search engine is really a general class of programs, the term is often used to specifically describe systems like Yahoo, Google, Alta Vista and Excite that enable users to search for documents on the World Wide Web and USENET newsgroups.

Typically, a search engine works by sending out a *spider* to fetch as many documents as possible. Another program, called an *indexer*, then reads these documents and creates an index based on the words contained in each document. Each search engine uses a proprietary algorithm to create its indices such that, ideally, only meaningful results are returned for each query.

**Preliminary Searching Hints**
1. Choose a search engine, directory or library in accordance with the kind of search you are doing and the kind of results you are seeking.

2. Consider: Are you looking for a Web site? Information that might be contained within Usenet? Academic articles that may only be retrievable with gopher?

3. Determine your aims: Do you want a specific hard-to-find document on an esoteric subject, or general information on a broader topic? Do you need to search the entire Web, or is what you are seeking likely to be found on a number of sites, or only the most popular sites?

4. In making your choice, determine whether the information you are looking for is likely to be in a page's title or first paragraph, or buried deeper within the document or site.

5. Use a search engine's advanced features, if available, and read the help files if you are unclear about its searching procedure.
CHOOSING SEARCH TERMS AND SYNTAX

1. Enter synonyms, alternate spellings and alternate forms (e.g. dance, dancing, dances) for your search terms.

2. Enter all the singular or unique terms that are likely to be included in the document or site you are seeking.

3. Avoid using very common terms (e.g. Internet, people), which may lead to a massive amount of irrelevant search results.

4. Determine how your search engine uses capitals and plurals, and enter capitalized or plural forms of your search words if appropriate.

5. Use a phrase or proper name if possible to narrow your search and therefore retrieve more relevant results (unless you want a large number of results)

6. Use multiple operators (e.g. AND, NOT) if a search engine allows you to do so.

7. If you receive too many results, refine and improve your search. (After browsing the results, you may become aware of how to use NOT - e.g. Boston AND hockey AND NOT Bruins)

8. Pay attention to proper spacing and punctuation in your search syntax (i.e. no space when using + means +term not + term)

Major Search Engines and Directories

Google
http://www.google.com

Yahoo
http://www.yahoo.com

Ask Jeeves
http://www.askjeeves.com

AllTheWeb.com
http://www.alltheweb.com

AOL Search
http://aolsearch.aol.com (internal)
http://search.aol.com (external)

HotBot
http://www.hotbot.com

Teoma
ADVANCED SEARCH TECHNIQUES

It is quite easy to get discouraged when searching the Internet. Just about any search can result in hundreds, thousands, or even millions of "hits." For example, suppose you wanted to track down information concerning community college online science courses. You choose to use Google and use the following key words: community college online science courses.

A simple search will list EVERY site that has ANY of the keywords entered!!!

This lists approximately 11,000,000 sites. Obviously you can not possible view the millions of "hits", you do not wish to see courses that are from social sciences, fire sciences, etc., and you only wish to view community college information. Therefore, it is essential that one knows how to customize searches using the various search locations available on the Net.

Tips, Tools, & Tricks To Advanced Searches

- **The more specific you can be, the better.** Don't worry about redundancy—synonyms can help narrow the field of your search. Leave out nonessential words like prepositions and articles (of, to, the, and so on)—most search engines ignore them anyway.
- **Add "Boolean Operators".** That's just a fancy name for the words AND, OR, NEAR, AND NOT. Most search engines accept the symbols + and - for AND, and NOT, respectively. By entering these operators between each keyword, it is quite easy to instantly decrease the number of hits, thus achieving a much higher relevance.
• Surround specific keywords with quotation marks. This requires the search engine to locate the EXACT PHRASE in order for it to be returned as a "hit."

• Use wildcards such as * to include extra letters following the keyword letters entered.

Now if you redo the search with the following:

1. Place quotation marks around "community college"
2. Place a minus sign in front of keywords you're not interested in such as -social and -fire and -political

Adding quotes and using the "-" sign will eliminate 10 million hits! However, there are still more than a million hits to view - still too many. You will need to refine the search even more.

Try surrounding "online science courses" with quotes to see if you can find that exact phrase on a Web site. In doing so, the search eliminated 4/5 of the hits above and the first hit on the list is quite relevant. You're getting closer to a manageable number of hits but 345,000 is still too many.

Suppose you're interested in "earth science" hits only. Unfortunately, entering the phrase "earth science online courses" yields no hits so you should try searching with "earth science" & "online course". This yields an even smaller number of hits and most of the first ten links are relevant.

There is another way to narrow a search - search just the TITLES of Web documents!

Use the title: operator to search for keywords and key phrases in the titles of documents.

This brings back only 42 hits! Please keep in mind that there may be hits eliminated that are quite relevant but fail to have your keyword choices in the title of the document.

In case you were wondering:

• Entering earth science course alone without the title operator yields 7.8 million hits!
• Entering "earth science course" without the title operator yields 414 hits!

DOWNLOADING AND PLUG-INS

Download Made Easy

There are a gazillion places on the Internet where you can find free software (often called shareware or freeware), but they're useless if you don't know how to download software from the Web. Downloading software is one of those skills -- like using e-mail -- that you usually learn by trial and error.

Judging by the number of questions we get on the topic, there are plenty of students out there who still haven't perfected this skill simply because no one has ever told them how to do it. Thus, we've put together a feature that should answer your basic questions about how to download software from the Internet.

Step-By-Step Downloading Guide

Here's a step-by-step mini-primer on downloading software from the Internet. It's not as hard as it seems.

Step 1: Preparing a File for Download

For purposes of this exercise, you've found a file you would like to download at Shareware.com, which is a popular place to download music on the Web. You'd like to download the free MP3 Player, [http://www.hitsquad.com/smm/cat/MP3/](http://www.hitsquad.com/smm/cat/MP3/) which will enable you to play music on your computer from the Internet. This program is freeware, but if you download shareware, and if you intend use the complete program, you will eventually have to pay for it.

When you have determined you have enough disk space to download the file, the first thing you need to do is select your operating system, and then follow the rest of the directions on the site. Once you click on the file, you will be prompted to save it to your hard disk. There are two things you absolutely must
remember: where you saved the file and what the file name was (jot this information down if you have to). After you've chosen a place to save the file, your computer will begin downloading it, and you usually will be given an estimate of how much time it will take.

**TIP:** One of the simplest ways to find files that you’ve downloaded is to save them to the desktop. That way when you close your connection to the Internet and your web browser window, you will see the files right on top of your desktop.

**Step 2: Don’t Forget to Exit Out of Your Browser!**

Many people don’t realize that after they have downloaded the file, they must run through an installation process to make the software work. Once you have downloaded the file, close your browser and find the file you have just downloaded. It will be conveniently saved on your desktop.

**Step 3: Running Through the Installation Process**

Double-clicking on the name of the file you have just downloaded will get the installation process going. You usually will be prompted to answer a few questions, such as "What is your e-mail address?" and "What type of browser you are using?" When the installation is completed, you can begin enjoying your new software.

**Things to Know**

Worried about getting a virus from downloading a file from the Web? Well, it can’t happen from actually downloading the file, but you could encounter a virus when running the file. Here is some good advice: After downloading the file, rerun your antivirus software. If it doesn’t detect a virus in the new file, it should be safe to run. If you don’t have antivirus software, you really need to buy some. There is a free antivirus scan/clean web site that the Rio Hondo District computer labs use periodically to clean the computers. It’s called Housecall and is located at [http://housecall.antivirus.com](http://housecall.antivirus.com). You can use this until you get the software, but remember, if the phone lines are down, or the site itself is being updated, you may not be able to clean a virus in time.

**RESOURCES FOR UNZIPPING FILES**

If you’ve ever gone to download a file and have been scared off by the .zip extension, you aren’t alone. In theory, “zipping” is a great idea: it’s a way to archive and compress a group of files into one file for easier storage and a faster download. In practice, “unzipping” files can be a bit tricky. Hopefully, what we’ve put together in this manual will help educate you on what zipping is and will tell you what utilities you will need to download "zipped" files.

**What is Zipping?**

Most downloads come as a group of files, including such things as the executable file (usually called setup.exe), which will actually make the program run and the readme file, which typically has program instructions.

Often when you download from the Web, these compressed files are unzipped automatically (they are called self-extracting Zip files). They do not have the .zip extension (or for Mac users, the .bin or .hqx extensions) but instead the .exe extension. You download these files by clicking on the file name and they uncompress themselves, automatically creating a new directory and desktop icons.

WinZip’s “What is a Zip File, Anyhow?” page explains when and why Zip files are used. In addition, the site explains the difference between Zip files and other archive files like ARJ, LZH, Gzip, and TAR. Sometimes we have to extract the Zip files (easily recognized by their .zip extension) ourselves, in which case we need an unzipping utility.

**Unzipping Utilities**
To download a .zip file, you will need an unzipping utility. After you have an unzipping utility on your system, you simply download any .zip file and then use the utility to extract the group of files you need to run the program.

If you are a PC owner, you have several options when it comes to choosing an unzipping utility. Check out CNET's head-to-head comparison of WinZip and PKZip if you are deciding between these two utilities. While CNET liked PKZip's clean interface, it ultimately declared WinZip the champ, citing the product's ease-of-use and abundance of features as its strengths.

More recently, CNET reviewed the latest incarnation of the popular NetZip utility for the PC. One of the most attractive features of NetZip 6.5 is the Smart Download option, which enables you to pause in the midst of a download. This is especially nice if you get logged off of the Internet while downloading a file.

The unzipping and compression utility of choice for Mac users is StuffIt Deluxe. Download a fully functional trial version of WinZip, PKZip, or StuffIt from any of the above company websites.

**Plug-ins**

Plug-ins are small programs which are loaded together with a larger application, and which enhance or add capabilities to the larger program. Your browser can play sound and music, view movies, and display special files -- but you often need to download and configure the enhancement software before that can happen. Viewers using current browsers with "background sound" can enable it to hear music like King Oliver's Creole Jazz Band play a short excerpt from the Dipper Mouth Blues with Louis Armstrong on trumpet.

**CUT AND PASTE**

Cut and paste is just like how it sounds. In Kindergarten you cut a picture out of magazines and pasted it on paper. In computer lingo, you cut text or graphics and paste them in the same or another document. Try it now — On your computer, Cut text from the screen and Paste into a text area in your Word Processing program.

- Highlight text then click the right mouse button - select copy.
- Move pointer to target location, click the right mouse button - select paste.

If it doesn't work:

Netscape and Internet Explorer use Ctrl-C to copy the highlighted area, or the whole page, then Ctrl V to paste. AOL uses Ctrl-C, and then Ctrl-V to copy the highlight and Ctrl-V to paste instead of the right mouse button.

**TIP:** Highlighting - To select an area, hold the left mouse button down while moving the mouse. Hold the Shift key down while pressing the left mouse button to extend a selected area. Ctrl+left mouse button may be used when a list of files is offered (add to/remove from list).

**NETIQUETTE**

Just as making your way around a new city requires that you learn a new set of rules, navigating the Internet dictates that you adhere to a certain unspoken code of conduct. This online set of rules -- called netiquette -- ensures that you are not misunderstood (and that you don't offend anyone) when communicating online.

The Netiquette Home Page, ([http://www.albion.com/netiquette/index.html](http://www.albion.com/netiquette/index.html)) which covers common courtesy online, is a great place to start. New users will learn the basics, such as how not to shout at someone in an e-mail (don't use all caps), how not to annoy an entire chat room (don't hold your finger down on one key and continuously press enter, called scrolling) and how not to offend and enrage the e-mail masses (keep the Spam -- or unsolicited mass e-mail -- to a minimum). The I Will Follow website ([http://www.iwillfollow.com/email.htm](http://www.iwillfollow.com/email.htm)) maintains a guide to E-mail Etiquette, which covers basic e-mail
do's (be concise) and don'ts (repeat messages). The site also provides interesting facts about e-mail (it is predicted that long-distance phone bills will go down as e-mail becomes the favored means of communication), lists of emoticons (like ;) , for example) and lists of acronyms commonly used in e-mail. International Intercultural Communication Through Keypals, (http://makahiki.kcc.hawaii.edu/tcc/tcc_conf97/pres/reitzel.html;) has useful information on international email etiquette. Remember, American humor and sarcasm don't necessarily translate into other languages.

To personalize your messages, you can use smileys — expressions you create from the characters on your keyboard. A few popular ones include:

:-)  Happy
:-e  Disappointed
:-o  Surprised
:-(  Sad
:-)  Winking
:-(<  Mad
:-@  Screaming

If this is the first time you have ever seen or used smileys, you may not be able to understand or see the resemblance of the smiley and the definition. If your turn your head slightly to the left, you will be able to see the face emoticons. That's all there is to it. Soon you will be using emoticons so much you'll wonder how you ever got along without them! :)

! TIP: Keep your communications to the point. Some people pay for Internet access by the hour. The longer it takes to read your messages, the more it may cost them.

To keep messages short, there are some abbreviations you can use:
<BTW> means "by the way." A <G> enclosed in brackets indicates grinning. A good one to keep handy in case you're worried about offending someone is <IMHO> -- In My Humble Opinion. One of my favorites is <ROTFL>, which stands for Rolling on the Floor Laughing.

Netiquette isn't something you learn overnight; so don't let your fear of not knowing cyber-protocol hold you back. Keep in mind that FAQs (Frequently Asked Questions) are very handy documents to read before asking questions. You should always consult them whenever they are available.

CHAPTER 2

E- Mail (Electronic Mail) - Why should I use email?

E-mail is the transmission of memos and messages over a network. Within an enterprise, users can send mail to a single recipient or broadcast it to multiple users. With multitasking workstations, mail can be delivered and announced while the user is working in an application. Otherwise, mail is sent to a simulated mailbox in the network server or host computer, which must be interrogated.

An e-mail system requires a messaging system, which provides store and forward capability, and a mail program that provides the user interface with send and receive functions. The Internet revolutionized e-mail by turning countless incompatible islands into one global system.

The Internet initially served its own members, of course, but then began to act as a mail gateway between the major online services. It then became "the" messaging system for the planet. In 1998, it delivered more than 3.4 trillion messages in the U.S.
Sending Mail

Most Internet users have an e-mail address which takes the form of his or her name, the @ (at), and a domain name, such as roconnor@yahoo.com. The domain name contains the name of the person’s service provider or organization and often its country, each separated by a dot. The domain name yahoo.com stands for Yahoo, which is a commercial Internet organization (com). E-mail offers you more than a quick and easy way to send people written messages. It is possible to use e-mail to send computer data, such as word-processed documents and images.

Composing an e-mail message is similar to writing a letter and sending it to someone via the United States Postal Service. You create text, you address it with an accurate address, and sometimes you even write a note on the envelope to indicate something special about the contents inside, such as “personal” or “urgent.”

The biggest difference between e-mail and USPS mail is the speed at which your message is delivered to the recipient. After you use e-mail and get used to its almost instantaneous delivery system, you’ll begin to understand why computer users have adopted the jargon “snail mail” for mail sent through the USPS. To compose a message in most email programs; you carry out the following three steps, all of which are quite easy:

- Fill out the message header. (The message header is the top part of the message form, where you insert the name/s) of the recipient, the subject, and other information about the message.)
- Write the message.
- Send the message.

Opening Mail

Mail you receive is stored in the Inbox of your mailbox. You can see the list of messages in the Contents pane by selecting the Inbox object in your E-mail’s Folder pane.

When you see the list of messages in the Contents pane, the header information helps you decide which messages to read immediately and which messages to leave for later. You can use the priority icons and the subject matter to decide, or you can just pick messages sent by people you like to hear from.

Scroll through the list to find a message you want to open. Double-click it, and the message opens in a message window. The buttons on the message window toolbar provide quick access to many of the options you might need for working with received messages.

FREE/EXTERNAL E-MAIL

If you haven’t gotten email yet, there are plenty of FREE email services available on the Internet. The two most popular ones at Rio Hondo are Hotmail and College Club. There a plenty more to choose from if you don’t want to use either of these. Yahoo is not only a popular search engine, but it is also a popular email service as well. Below is a list of some Free Internet Email sites. You can check them out at your convenience.

- Eudora Web Mail - http://www.eudoramail.com
- FlashMail - http://www.flashmail.com
- Hotmail: http://lc1.law13.hotmail.passport.com/cgi-bin/login
- Student Center Email: http://www.studentcenter.org/login.php
- Yahoo! Mail: http://mail.yahoo.com/

Or visit the Free Email Address Directory for a more comprehensive listing of email providers. http://www.emailaddresses.com/
ATTACHMENTS - WHAT IS AN ATTACHMENT?

An attachment is a file or an object that is attached to a message. You can place attachments in messages you send, and you can receive messages with attachments.

The usefulness of attachments is unlimited, but the most common reason for attaching a file to a message is to send some information without having to type it into the original message. For example, if you want to send information you received (or wrote) in a word processing document to your instructor, you can compose a message that explains that you have this information and then you can attach the specified document to the message so the recipient can read the information.

The mailing program allows just such possibilities. Not surprisingly, the command to do this is "Attach", and it can be initiated by clicking on the browser button having this name.

Sending Attachments

Most email programs allow you to attach one or more files to your email message. The program automatically encodes attachments when you send your message. However, the recipient’s email program may or may not be able to automatically decode the attachment back to its original format. It is important to keep in mind that your recipients must have a machine and program capable of using the attachment after it is received, whether or not their email programs can decode the file. For example, if you attach a Word Perfect file and send it to someone who does not have Word Perfect itself (or a program capable of translating the file), the attachment will not be useful to him or her. If you send a Macintosh program to someone reading email on a Unix machine, it will be useless.

Create a new message in the Send Message or Compose menu bar and then click on the Edit Attachments hyperlink.

The following dialogue box (figure 4.4), or something similar will appear. You will need to identify the location of the document you want to attach by either typing in the location in the File text box, or by clicking on the Browse button and locating and highlighting the name of the document on either your disk, or your hard drive. Once you OPEN the file in the browse dialogue box, it will take you back to the Add Attachments window and will have the name and location or path of the file.

You can then click on the Attach button and then click on the Done button the program will take you back to the Compose Message Window.
Figure 4.4 Attachments Dialogue Box

You will notice that next to Attachments below the message box contains the attachment (figure 4.5). You can then either send the message with the attachment, or, if you have chosen the incorrect file, you can delete it and start over.

Figure 4.5 Email Message with Attachment.

When a message with an attachment arrives in your mailbox, a paper clip icon appears next to the message in your Inbox (figure 4.6). To open the message, click on the Attached File hyper link. The dialogue box appears with options for the attachment.

Figure 4.6 Attachments Window.

If your email program has a scan for the attachment it is always a good idea to
scan any attachment you receive for viruses before you open it (figure 4.7).

Once you are sure there is no virus attached to your email (figure 4.8), you can then download the attachment and read the message.
CONCLUSION

Responsibility in a Virtual World

The Internet is a strange and wonderful network that has made it possible for people all around the world to connect with each other in meaningful ways. Whether for research, education, business, or fun, the Internet has changed how many of us live, work, and play, in ways we may not even be fully aware of. As the Internet continues to evolve, so do the issues that impact the way we use it. Whether you are the consummate hacker or just an occasional driver on the information highway, you play a role in determining the future direction of this road. From privacy, security, and freedom of speech to honesty and consideration in the way we interact with others, we all have a responsibility to preserve and protect its unique character. That means recognizing that while the medium is in many ways a reflection of the physical world, it is in other ways, fundamentally different -- manifesting its own customs and practices.

CHAPTER 3

Glossary - Finding a definition to all those complicated techno abbreviations

**Anti Virus Software** - A program, which is written specifically to locate and remove harmful viruses from your PC. These programs constantly have to be updated to cater to new viruses, as they become known.

**Browser** - An application program, which interprets HTML and presents the final Web Page. Used to "Surf the WWW". Examples include:
- Internet Explorer
- Netscape Navigator
- Firefox

**Client Server** - Client/Server distributes the processing of a Computer Application between two computers the Client & the Server - the principal being to exploit the power of each. The Client is normally a PC. The Application Program will access data and perform processing on the Server and using the data obtained via the server more processing tasks will be performed on the Client. More than one user can use the application.

**Compression** - A technique used to considerably reduce the size of a file without losing any of the original information. The compression process alters the content of the file but this can and is completely recovered by reversing the process.

**Cookie** - A file that is written to your Hard Disk when you access certain Web Pages. The file contains certain information, often information that you entered when you displayed the page. The next time you access this page a check is done to see if the Cookie exists. The information within the cookie may well influence what happens next.

**CPU** - Central Processing Unit.

**CTRL** - A term that represents the control key on the keyboard.

**Cursor** - A flashing rectangle or line on the screen that shows exactly where you are working. For example, when using a Word Processor the cursor indicates the point at which the characters being typed will be inserted. *If you continually swear at your PC because it will not do want you want it to, those within earshot may well accuse you of being a cursor.*
Cut and Paste - Just like when we were in Kindergarten - only using the PC instead of scissors and glue. This allows us to remove sections from one document (cut) & place them in another document (paste).

DNS - The Domain Name System is how the Internet links together the thousands of Networks that it is comprised of. The DNS is utilized whenever you send an Email or access a particular Web Page. Each computer on the Internet has a one of more Domain Names such as "Harrods.co.uk". The .co indicates a commercial organization & the .uk indicates that the computer is in the United Kingdom.

Domain Name - The Domain Name is a unique name that represents each computer on the Internet. (Some machines do have more than one Domain Name. The DNS converts the Domain Name requested by an Internet User into an IP Address. The location of the machine with this IP address is known and the information being requested can then be found. "www.yahoo.com" is an example of a Domain Name. The "com" indicates that Yahoo is a commercial Organization. Other codes include:-
- ac - Educational institution
- co - Commercial organization
- com - Commercial organization
- edu - Educational institution
- gov - Non-military government organizations
- int - International Organizations
- mil - Military government organizations
- net - Networks
- org - non-profit organization

You will also see these codes in URL's such as "http://pdc.cvc.edu". These Domain Names are converted to a unique number known as an IP address (the IP stands for Internet Protocol). You will often see the IP address displayed by your Web Browser when you are connecting to a particular computer.

Download - To copy files from another computer to your own PC via a network or using a modem.

Drag and drop - This term relates to a GUI (Graphical User Interface). You can drag a file by clicking its icon with the left-hand mouse button depressed and moving the mouse pointer - the file is dragged along. When you let go of the file pointer the icon is released or dropped. You can use this technique to move a file between directories.

E-Commerce - Business that takes place between companies using services such as the Internet, Electronic data Interchange or Electronic File transfer. Two companies, one the supplier and the other the customer can transmit inquiries, orders, invoices, payments etc. directly through their computer systems.

Email - Electronic Mail - a way of sending other people messages from your PC. Widely used facility on the Internet that basically sends addressed messages over a Network. The message normally gets there in a couple of minutes. Internet users refer to the conventional Mail system as "Snail Mail".

Emoticon - Characters which express human emotions - you may need to rest the side of your head on your left hand shoulder to appreciate them - however some word processors such as Microsoft Word will automatically convert these to the icons. Examples include:
- Happy - :-)    Sad - :(    Indifferent - :-|
- A big smile - :D  Boredom - :-o  A smile & a wink ;-)  

FAQ - Frequently Asked Questions - a term used in magazines and by Software companies to provide users with answers to those questions that we all have to ask.

Firewall - A combination of specialized hardware and software designed to keep unauthorized users from accessing information within a networked computer system.
Frame - This term has many different uses but by far the most frequently used is in relation to Web pages where the Web page being viewed has a number of independent boxes or frames. A common application of this is with a search engine where in the left hand frame you enter the information you want to be searched and the results of this search are presented back in the right hand frame.

FTP - File Transmission Protocol - a standard for moving Files from one computer to another. Predominant use on the Internet. Say you have a master copy of this document that you want to put on the Internet. When you make changes to it you use FTP to transfer the updated files to the Internet Service Provider. You can also use FTP on certain computers on the Internet to transfer files to your home computer. A computer on the Internet that specifically stores files for users to FTP to their own computers is called an FTP Site. If the FTP site does not require the user to have their own specific User ID and password, it is called an Anonymous FTP Site.

GIF Files - The most common type of image file used on the Internet. These files are compressed so they take up the minimum amount of space and can therefore be downloaded a lot quicker than other graphics file. GIF files are typically used for:
- Backgrounds
- Displaying banners
- Advertisements
- Buttons
These files unlike other graphical file types are limited to 256 colors.

Graphic - A picture or non-text item within a document. Most Web pages will contain a number of Graphics.

Homepage - The page by which a user normally enters a web site. If you click on the button with a picture of a house on it usually you will display the Home Page of the site you are visiting.

HTML - HyperText Markup Language - the text based language used to construct web pages, and interpreted by Web Browsers. Web pages are a collection of HTML instructions, which you can see by using the View HTML Source option from your Web Browser's menu.

HTTP - HyperText Transmission Protocol is a Protocol that Computers on the Internet use to communicate with each other.

Hyperlink - A highlighted, underlined phrase or word on a web page that can be clicked to go to another part of the page or even to another web page.

Internet - The Internet is a worldwide computer network through which you can send a letter, chat to people electronically or search for information on almost any subject you care to think of. Quite simply it is a "network of computer networks". It originated in the 1960's in the USA when the United States defense was conscious of having its computer network destroyed by blowing up the central computer. A network was designed around the principle of "unreliable computers" - if one was destroyed or failed the remaining computers could still function. Each computer in the network acknowledges the existence of all of the others.

IP Address - The Internet Protocol address is a unique number that is used to represent every single computer in a Network. All the computers on the Internet have a unique IP address. The format of the IP Address is 4 numbers separated by dots e.g. 198.123.124.7.

ISP - Internet Service Provider or sometimes referred to as Internet Access Provider (IAP) is a company which provides access to the Internet for people like you and me. The company handles the link from your PC to the rest of the Internet so the person using this service only pays the telephone charges to connect from their home computer to the ISP’s central computer.
JPEG - JPEG is a type of image file used on the Internet. Like GIF files, JPEG files are compressed. Unlike GIF files JPEG files cannot be interlaced or transparent.

Link - A component of a hypertext document which when clicked with a mouse takes the user to another document or a different section of the current document. The word "mouse" above in this paragraph - which you can see is underlined and blue is an example of how a link appears most of the time on the Internet.

Login/Logon - These are the terms for the process of actually gaining access to the resources on a particular computer - normally this is done by entering a user id and a password.

Logout/Logoff - The process of actually ending your access to a particular computer.

LOL - Laughing Out Loud - an abbreviation used in E-mails and chat rooms. There are a lot of abbreviations for both email and chat rooms. A good source of definitions can be found at Alphabet Soup Explained: http://members.aol.com/nigthomas/alphabet.html

Mailbox - The file or directory where your incoming e-mail messages are stored on the computer of your Internet Service Provider.

Mailing/Distribution List - A single E-mail address comprised of several different E-mail addresses. For instance your local college may have a mailing list called "Staff" which contains all of the E-mail addresses of the staff on campus.

Mirror site - An exact copy of a popular website on a different file server - designed to spread the load. The BMW car company has a mirror site - the main site is in the UK, but the majority of users access the mirror site in the United States.

Modem - Modem comes from the two words Modulation and Demodulation. A Modem converts information from Analog to Digital and vice versa. Digital Information is represented in a series of 1's and 0's. Analog information varies continuously such as a sound wave. Typical when you send E-mail, your Modem converts the digital E-mail message to analog.

MPEG - Moving Picture Experts Group - a standard used on the World Wide Web for video and audio files - compression techniques are used which enable the files to be transmitted across the internet significantly quicker than other audio and video files. The web browser you are using must be capable of running MPEG files

Multimedia - Multimedia is the presentation of video, sound, graphics, text and animation by appropriate software.

Network - A network is basically a series of wires and cables that connect a number of computers. Data is exchanged between computers via these cables. The maximum speed at which the data can be transmitted is called the bandwidth.

News Group - News groups are one of the many facilities available on the Internet. Like most of the Internet, News groups are run voluntarily and co-operatively by people like you and me. A News group is centered on a discussion topic an example being rec.sport.swimming. Within these News groups several discussions or threads take place on themes within the discussion topic. A news group devoted to mythological TV characters may have a thread about who is the best fighter out of Xena, Hercules and Gabrielle for instance. If you are having a problem getting something specific to work on your computer there will definitely be a news group to which you can post your problem and it won't take long to get a lot of responses. Unfortunately news groups appear to be the vehicle for a majority of the more undesirable topics that pollute the Internet. If you see a particular News group of interest you can "subscribe" to it. Once this has been done you "post" your article and eventually it can be seen by anyone else who subscribes to that particular news group.
The categories of News groups (represented by the first 3 or 4 characters of the name followed by a "." are):

- rec - recreational activities
- biz - business related groups
- comp - computers including technical discussion & support
- soc - social issues
- sci - scientific discussions
- uk - groups of interest to us English, Scottish, Irish & Welsh
- alt - Alternative groups

**Online Service** - A service available to all of us providing: Access to the Internet, the latest news, special offers for its members, information, chat groups. The most popular of these are AOL, CompuServe, and MSN.

**Operating System** - The software that is responsible for running the PC, control and utilization of the hardware and peripherals. Examples include: DOS, UNIX, and WINDOWS 2000.

**Page** - A single HTML document on the World Wide Web. When you are looking at a website, a page is generally what you see in a single browser's frame. If you click on a link it takes you to another page.

**Password** - The password is a code known only by a user to ensure that the individual who is trying to login to the computer is the actual person that the User id being used belongs to.

**PC** - PC - The Personal Computer - Quite simply, a computer designed to be used by one person at a time.

**Plug and Play** - The concept of adding new components to a PC (such as an external modem) without having to manually configure anything - the operating system does it all for you.

**POP** - Post Office Protocol - the standard for exchanging E-mail between a users PC and their Internet Service Provider.

**PPP** - Point-to-Point Protocol - Standard for using a modem and telephone line to connect to the Internet using TCP/IP.

**Protocol** - A standard process, a set of rules and conditions that perform a particular function. A word, which is very common in PC and Internet Terminology e.g.

- FTP - File Transmission Protocol
- IP Address - Internet Protocol address
- TCP/IP - Transmission Control Protocol/Internet Protocol
- POP - Post Office Protocol

**Radio Button** - Radio buttons appear a lot in Windows' applications. They are used when you have to make a choice, i.e. an online Multiple Choice test would contain radio buttons so the student could choose "a" "b" "c" or "d".

**Real Audio** - Software that allows sound files to be transmitted from the Internet back to the users PC in streams. What actually happens is that the file starts playing (i.e. you here the music) before all of the data has been received - giving the effect of playing the sound instantaneously.

**RTF** - A file format - stands for Rich Text Format. Developed by Microsoft. Most word processors can process RTF files - the format was developed to enable documents to be transferred between application programs. Rich Text Format Files have the file extension RTF.

**Screen name** - A term specific to AOL (America Online) that denotes the name of the user.
Search Engine - One of the most essential tools on the Internet - they help you find web sites relating to a particular subject or the E-mail address of someone you know or articles posted to a Newsgroup or even companies which have a presence on the Internet. Most of the information provided by search engines is categorized so the search can be considerably refined before you even begin. Search engines are basically huge databases containing millions of records, which include the URL of a particular web page along with information relating to the content of the web page, which is supplied in the HTML by the author. The search engine obtains this information via a submission from the author or by the search engines performing a "crawl" using "robot crawlers" over the Internet for information. Some search engines use Spiders to obtain information.

There are a number of facilities available on the web that allows authors to submit their web pages to hundreds of web sites at once. Some search engines use a technique known as ICE to locate information on related topics. The majority of the people on the Internet use Yahoo to search for information. The most popular search engines are:

- Yahoo
- Google
- Alta Vista
- Excite
- Hotbot
- Galaxy
- Infoseek
- Lycos
- WebCrawler

Signature - The three or four lines at the end of an E-mail message that provides additional information about the sender. Application programs such as Internet Mail allow an E-mail user to create a default Signature that will appear on all E-mails sent. Most people include their E-mail address and a link to their web page if they have one.

Site - A group of Web Pages that collectively represent a company, or individual on the web. A group of Web pages that have been developed together to present information on a specific subject is also a Site (some may say a site for sore eyes).

SMTP - Simple Mail Transfer Protocol. An accepted standard used extensively on the Internet for transferring E-mail messages between computers - The standard defines exactly how the message will be sent, any controls, format of the message etc.

Snail Mail - A term that E-mail clients use to describe the traditional mail or post office service. A note will take seconds to go from London to Sydney via E-mail but a number of days via Snail Mail.

SPAM - Basically sending E-mails to people whom in no way asked you to send that information - normally done in huge numbers to promote a product.

Spider - A search engine, which obtains its information by starting at a specified Web Page and visiting each Web Page, that has a link to it from the current page that the spider is accessing. This process continues as it moves it way through the World Wide Web.

Surf - Surfing the net - the most popular activity on the World Wide Web. Looking around the Internet, jumping from web page to web page just going to wherever strikes your fancy at the moment. Just like when you sit with the remote control in your hand flicking through the TV channels - the Internet requires much bigger batteries though.

TCP/IP - TCP/IP stands for Transmission Control Protocol/Internet Protocol and is quite simply a standard set of protocols that was implemented in 1982 and that governs the basic workings of the Internet. The TCP part is all about ensuring that data is transmitted correctly between two computers. If any errors occur these are detected and the data is retransmitted. The data transmitted is split up into small portions called data packets. The IP part of TCP/IP is how these data packets are moved from one point to
another. Each computer on the Internet has a unique IP address and the data packets are moved from the source to the destination through many different computers and this is controlled via TCP/IP. This protocol is used on the Internet and also by computers, which are part of a LAN.

**Teleconference** - A conference held between a number of people in different geographic locations. Each has a PC with a video camera attached. Each person is recorded on the camera and the image is played back on the other participants PCs by a special application program.

**Telnet** - Telnet is program that is part of the TCP/IP protocol. Its purpose is to allow a user to logon to a computer from a remote location.

**Thumbnail** - A small version of an image *(about the size of your thumbnail)*. They are slightly smaller than the average toenail. Slightly smaller than the average toenail takes too long too say and is a very silly name, which is why they chose thumbnail.

**Thread** - This term has many different meanings but the most common is with respect to E-mail and newsgroups where a thread is basically a series of messages or postings all related to the same topic.

**Timed Out** - Timed out is a term used widely in the world of Information Technology and indicates that some predefined amount of time has been exceeded. If you connect to the Internet or a network and do not use the system for a few minutes then you may get timed out i.e. logged off. This generally happens to free up a connection for someone else to use.

**Toolbar** - The Toolbar sits across the top or down the side of a particular Window. The toolbar allows the user to perform certain tasks such as opening a file or submitting a print. The toolbar can usually be customized so that the user can add those tasks that are most regularly performed.

**Upload** - To copy files from your own PC to another computer via a network or using a modem. Opposite of download.

**URL** - **U**niform **R**esource **L**ocater - How documents on the WWW are referenced. The URL contains the protocol to be used e.g. HTTP

**Usenet** - Usenet News groups are one of the many facilities available on the Internet. Like most of the Internet, Usenet News groups are run voluntarily and co-operatively by people like you and me. A News group is centered on a discussion topic an example being rec.sport.swimming. Within these News groups several discussions or threads take place on themes within the discussion topic.

A news group devoted to mythological TV characters may have a thread about who is the best fighter out of Xena, Hercules and Gabrielle for instance. If you are having a problem getting something specific to work on your computer there will definitely be a news group to which you can post your problem and it won't take long to get a lot of responses. Unfortunately news groups appear to be the vehicle for a majority of the more undesirable topics that pollute the Internet. If you see a particular News group of interest you can "subscribe" to it. Once this has been done you "post" your article and eventually it can be seen by anyone else who subscribes to that particular news group.

**User id** - Each person that is permitted to use a computer can be allocated an identification code that uniquely identifies them to the computer. Normally the user will first be asked to enter this code - their user id followed by their password when they logon to the computer.

**Video Conference** - A conference held between a number of people in different geographic locations. Each has a PC with a video camera attached. Each person is recorded on the camera and the image is played back on the other participants PC's by a special application program.

**Virus** - This is a program, which can damage the files on your PC - often created intentionally by hackers to do just that.
**Virus Scan** - A program, which a PC user will invoke in order to check that their PC contains no known viruses.

**WAV** - A file type for a sound file, which can be played under windows. When you press the wrong key and the PC plays back a loud "ping", the operating system is actually running a wav file. Wave files have a file extension of "wav".

**Web browser** - An application program, which interprets HTML and presents the final web page. Used to "Surf the World Wide Web". Examples include:
- Internet Explorer
- Netscape Navigator
- Mosaic

**Webmaster** - The person who is responsible for looking after a particular Web Site

**Web page** - An HTML document, which contains information that can be seen on the Internet.

**Website** - A group of Web Pages that collectively represent a company, or individual on the World Wide Web. A group of web pages that have been developed together to present information on specific subjects is also a Web Site.

**Windows 95** - Microsoft's flagship operating system introduced to the world in August 1995. The main benefit is that Windows 95 and DOS are one operating system.

**Windows 98** - Microsoft's operating system released to the world in 1998 (*hence the name*).

**WWW** - The **World Wide Web** - The Internet facility that allows you to browse linked web pages.

**WYSIWYG** - stands for What You See Is What You Get basically it means that what you can see on the screen is what you will see on paper when you print the screen contents. Although, the truth of the matter is that sometimes what you see on the screen is not always what you get when you print. Sometimes frames and tables cause the information that is on the screen to come out jumbled when printing. The best thing to do when printing from the Internet is copy the section you wish to print and paste it in a word processing program such as Microsoft Word, or Word Perfect and then print from that program. At least that way you will be sure that What You See Is What You Get.

**Zip** - Zip Files contain vast amounts of information that has undergone compression to reduce the amount of space that the data take up. This file type is very popular on the Internet. An application that, for example, requires five megabytes of disk space can be compressed into a two megabyte zip file that is obviously quicker to download. Two popular Zip programs are PKZIP and WinZip. Both can compress data into a zip file and extract the contents from a zip file. Zip files have a file extension of "zip".

**ONLINE DICTIONARIES, ENCYCLOPEDIAS AND TRANSLATION UTILITIES**

Tech Dictionaries and Encyclopedias
The plethora of new tech terms can be intimidating, especially to the new computer user trying to get educated on the ways of the computer world -- So, if you don't know an ISP from ISDN from an IRC, don't fret. There are plenty of online computer dictionaries and encyclopedias that explain technology concepts in simple terms. Here are some of the best:

- **Whatis.com** ([http://www.whatis.com](http://www.whatis.com))
- **PC Webopaedia** ([http://www.webopedia.com](http://www.webopedia.com)) This is my personal favorite because it's easy to navigate and you can find almost every term!
Online Translation Utilities
Whether you want to read a web page in a foreign language or translate e-mail into your native tongue, there are translation resources online that can help you out.

- **Travlang's Traveling Dictionaries** ([http://dictionaries.travlang.com](http://dictionaries.travlang.com)) are free interactive utilities that enable you to translate more than a dozen languages, ranging from Spanish to Afrikaans.
- **Alta Vista's Translation Services** ([http://babelfish.altavista.com/translate.dyn](http://babelfish.altavista.com/translate.dyn)) enables you to translate between English and French, Spanish, German, Italian and Portuguese. Just cut and paste the text into the search box, and the service will translate it instantly for free.

**HTTP: STATUS CODES**

Whenever you are typing in URLs in the address bar on the Internet, the chance for an error is eminent. What usually comes back is an HTTP Status Code. Fortunately, the list of HTTP Status Codes is fairly short.

**Successful Transactions**

- **200**
  The request was fulfilled.
- **201**
  The POST request was completed successfully.
- **202**
  Request accepted for processing of unknown type. Rare.
- **203**
  Request partially fulfilled.

**Redirection Transactions**

- **301**
  The requested resource has been permanently moved to a new URL. Usually accompanied by Location: new URL, which automatically connects to the new URL.
- **302**
  Requested resource found, but at a different URL. You'll get a 302 Redirection if you omit the trailing slash when pointing at a directory (sometimes called a malformed request).
- **304**
  Unmodified data not returned in response to a GET request with the If-Modified-Since field. Occurs when a browser requests data found in cache.

**Error Messages**

- **400**
  Error in request syntax.
- **401**
  Request requires an authorization field, and the client did not provide one. This response is accompanied by a list of acceptable authorization schemes use WWW-Authenticate response headers. Error 401 can be part of a client/server dialogue to negotiate encryption and user authentication schemes.
- **402**
  The requested operation costs money, and the client did not specify a valid Charge to field.
- **403**
  Request for forbidden resource denied.
- **404**
Requested resource not found.

500
The server has encountered an internal error and cannot continue processing your request.

501
Request okay but denied because server doesn't support transaction method.

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