

# Introduction To Computers

## Section One: Introduction to the Windows Environment

### Objectives

- Identify and use computer hardware.
- Open and close a desired program.
- Switch back and forth between open windows.
- Create and save a Word document on a floppy disc.

### Handouts

*Mouse Basics*

*Practice Using the Mouse*

*An Introduction to File Structure*

### Topic Overview

Topic	Estimated Time
Introduction to the Computer Hardware	5
The Windows Desktop	5
Working With Windows	20
Working With Files	10



# Introduction To Computers

## Introduction to the Computer Hardware

*Estimated time: 5 minutes*

### What is a computer?

- A tool for accessing information.
- A PC is a personal computer – a one person or single user computer.
- A computer does not think on its own. You have to tell it what to do.

A computer is made up of multiple parts that either send or receive information. All computers will have at least the following parts:

- Computer Case: Inside the case is where everything takes place. The hard drive, ram chips, CPU, and motherboard are all found inside the computer case.
- Monitor: Similar to a television, this displays text, pictures, and other items from the computer.
- Keyboard: Allows you to type information into the computer.
- Mouse: Controls the pointer displayed on the monitor. You use the mouse pointer to select and open items on the computer.

There are three disc drives commonly accessible from the front of the computer case. The DVD-ROM drive has the words *compact disc* on the face. The DVD-ROM drive reads both CD-ROMs and DVD-ROMs. The compact and floppy disc drives look similar, but the compact disc drive has a larger slot since the disc is larger. The compact drive also has the word *compact* on the face. You can save files such as letters, pictures, and presentations on either compact discs or floppy discs. For larger or more files, save your work on a compact disc, for smaller or less files, save your work on a floppy disc.

### Activity: Locate the Parts of a Computer

Locate the monitor, keyboard, mouse, and computer case. Also locate the floppy and/or compact disc drives.

### Review Questions

*You'll find the answers at the end of the workbook.*

1. How can you tell the difference between the floppy and compact disc drives?

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2. How would you decide which to use?

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3. What do you use the mouse for?

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## The Windows Desktop

*Estimated time: 5 minutes*

When you first log on to the computer, you see the Windows desktop. Icons representing the programs that are available on the computer are visible. You should also see the gray taskbar that runs along the bottom of the screen. The desktop can be thought of as the launch pad for your computer work.

### Activity: Locating Items on the Windows Desktop

Locate the following items on the Desktop:

- Taskbar
- Microsoft Word icon
- Mouse pointer
- Start button

### Activity: Starting a Program

*Handout: Mouse Basics*

You start, or open, a program by double-clicking its icon on the desktop. Once a program opens, the program is visible as a window on the computer screen and a button representing the program appears on the taskbar.

*Hint: If you have trouble double-clicking, you can click an icon once, then press the Enter key on the keyboard.*

### Open a Program from the Start Menu

All of the programs that are available from the desktop are also available on the Start menu.

1. Click the **Start** button on the taskbar. A menu appears above the Start button.
2. Move the mouse pointer up to **Programs**. A menu opens to the right of the word Programs.
3. Move the mouse pointer horizontally until it is over the menu that just opened.
4. Move the mouse pointer up to the **Accessories** menu item. The menu item is highlighted in blue.
5. Move the mouse pointer horizontally until it is over the menu that just opened.
6. Click to open **Paint**.

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7. Click the **Close** button on the title bar to close Paint.

### Review Questions

*You'll find the answers at the end of this workbook.*

3. What is the gray bar that runs along the bottom of the screen called?

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4. How do you open a program?

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5. How would you show someone how to get to the Internet?

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## Working With Windows

*Estimated time: 20 minutes*

The “windows” in Microsoft Windows, represents open programs and folders. Each window contains different information. For instance, you could have a window open that displays a letter you are writing and a window that displays a map of the world. When you are working with multiple windows, the one you are working in is called the active window. You can tell which window is active by its location on top of other windows and also by the color of the title bar, which is a brighter color than the others.

## Using Common Elements in Windows

Windows was developed to make it easy for anyone to use a computer. Graphical icons are used to represent actions and most of the icons are drawn to look like what they represent. For instance, the Save button in Microsoft Office programs looks like a floppy disc and the Print button looks like a printer. Most programs have at least some things in common, so once you learn what to do in one program, you can use that knowledge in another program.

Microsoft Office is a set, or suite, of programs designed to work together both by sharing a similar look and by sharing information or data between programs easily. The Microsoft Office Suite consists of Word, Excel, PowerPoint, Access, and Publisher.

Just like there are common elements between different windows, there are common elements within suites of programs. A suite of programs is a collection of programs that were designed to work together or in a similar way. Two common suites of programs are the Microsoft Office suite and the Encarta Reference suite. Within each suite is a common set of buttons, toolbars, and menus that make it easy for you to learn new programs within the suite since you don't need to learn the basic commands for each program. For instance, if you know how to make text bold in Microsoft Word, you will be able to make text bold in PowerPoint, Publisher, Excel, and Access because the steps are the same in each program.

## Activity: Locating Common Elements in Windows Programs

Depending on what type of information a window contains, it will have certain elements common to other windows.

1. Double-click the **Microsoft Word** icon on the desktop. Microsoft Word opens.
2. Locate the following items in the Word window:
  - Title bar
  - Minimize and Close buttons

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- Scroll bar
  - Insertion point
  - Menu bar
  - Microsoft Word button on the taskbar
3. Click the **Resize** button. The window appears smaller and you can see part of the desktop. The button between the Minimize and Close buttons switches from a Resize button to a Maximize button.
  4. Click the **Maximize** button. The window fills the screen. The button between the Minimize and Close buttons switches from a Maximize button to a Resize button.
  5. Click the **Minimize** button. The Word window disappears, but there is still a button representing it on the taskbar.
  6. Double-click the **Paint** icon. The Paint window opens and a button appears on the taskbar.
  7. Locate the following items in the Paint window:
    - Title bar
    - Minimize and Close buttons
    - Menu bar

*Hint: Keep Paint and Word open.*

### Activity: Switching Between Open Programs

It can be helpful to have two programs open at the same time. For instance, you might be reading a Web page in Internet Explorer and read about a place that you want to take a vacation to. You can keep the Web page open and use Streets & Trips to find out how long it would take you to drive there.

1. Click the **Document1 - Microsoft Word** button on the Taskbar. Word appears and Paint is hidden behind it.

*Hint: If you accidentally closed Word and Paint in the last activity, double-click the icon on the Desktop to open it again.*

2. Click the **Paint** button on the Taskbar. Paint appears.
3. Click the **Resize** button on the Paint window. You are able to see both the Word and Paint windows.

*Hint: Refer to your handout if you forgot what the Resize button looks like.*

4. Click the **Close** button on both open windows. Both windows close and there are no longer buttons for them displayed on the Taskbar.

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### The Microsoft Office Menu Bar and Toolbars

*Hint: You located the Menu bar and the toolbars earlier in the section.*

All of the Menu bars in Microsoft Office have the **File, Edit, View, Insert, Tools, Window,** and **Help** menus. Click one of these menus to access a list of options. The toolbar contains shortcut buttons to many of the actions you can access on the menus from the Menu bar.

- Click the **File** menu. Become familiar with the **New, Save,** and **Print** menu items. You can click **New** to create a new, blank document, click **Save**, to save your current document, and click **Print** to print your current document. Click **File** again on the File menu to close the menu.
- Locate the **New, Save,** and **Print** buttons on the toolbar.
- Click the **Edit** menu. Become familiar with the locations of **Cut, Copy, Paste,** and **Undo**. Click **Edit** again to close the menu.
- Locate the **Cut, Copy, Paste,** and **Undo** buttons on the toolbar.

### Activity: Using Common Office Elements

Most of the formatting commands are the same in all Office programs. In this activity, you will see how easy it is to make text bold in Word and then use that knowledge to make text bold in Excel.

1. Double-click the **Microsoft Word** icon on the desktop. A blank document opens in Word.
2. Type **hello** and press the Enter key on the keyboard.
3. Click the **Bold** button on the toolbar.
4. Type **bye**. The text appears darker, or bold.
5. Click the **Close** button on the title bar. The Office Assistant displays a message asking if you want to save the document. Click **No**. You do not need to save changes.
6. Double-click the **Microsoft Excel** icon on the Desktop. A blank spreadsheet opens in Excel.
7. Click the **Bold** button on the toolbar.
8. Type your name. Bold text appears in the upper-left cell of the spreadsheet.

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9. Click the **Close** button on the title bar. Click **No**. You do not need to save changes.

### Three Helpful Keyboard Shortcuts

1. To quit a program click Alt + F4.
2. To get help click F1.
3. To save the active document click Ctrl + S.

### Review Questions

*You'll find the answers at the end of the workbook.*

6. Where is the title bar located on a window?

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7. What does the Minimize button do?

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8. If you have two programs open, how do you switch between them?

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9. What happens at the insertion point?

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10. Does the Bold button look the same in Word, Excel, and Publisher?

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11. What does the Cut button look like?

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## Working With Files

*Estimated time: 10 minutes*

One of the greatest features of a computer is the ability to save what you are working on so you can modify it later without having to recreate it. If you type a form letter on a typewriter and you want to customize a sentence for each person you are sending the letter to, you will need to type the letter multiple times. If you write that same letter in a word processing program on a computer, you will only need to retype the sentence you want customized. The rest of the letter will adjust to the new text. Once you save the letter, you can use it again at a later date. All you will need to do is change the text that you want to modify.

## Saving Files

The steps for saving a document are the same in most programs, so once you learn to save a document using Microsoft Word, you will have the knowledge to save a picture in Paint, or a spreadsheet in Excel.

## Activity: Create and Save a Document

1. Insert a floppy disc in the disc drive.
2. Double-click the **Word** icon on the Desktop. Microsoft Word opens.
3. Type your name. Your name appears at the top of the document.
4. Press the Enter key. The insertion point moves down below your name.
5. Type the city and state you live in. The text appears below your name.
6. Click the **Save** button. The Save as dialog box opens.
7. Click the downward-pointing arrow next to the **Save in** box. Select **3½ Floppy (A:)** from the drop-down list.
8. Double-click inside the **File name** box. Type *me*. The text you type will replace the text inside the File name box.
9. Click **Save**.
10. Click the **Close** button to close Microsoft Word.

## Activity: Opening Files

Once you have saved a document you can open it up again to revise or reuse it.

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1. If necessary, put the floppy disc that contains the file you want to open in the floppy drive.

*In the Real World: You can follow these steps for a compact disc as well. Just select the compact disc instead of the floppy disc when selecting from the Look in list.*

2. Double-click the **Microsoft Word** icon on the Desktop.
3. Click the **Open** button. The button looks like a yellow file folder. The Open dialog box opens.
4. Click the downward-pointing arrow next to the **Look in** box and select **3½ Floppy (A:)**. A list of files on the floppy disc appears in the middle of the dialog box.
5. Click the file you want to open.
6. Click **Open**. The file opens in Microsoft Word.
7. Click the **Close** button to close Microsoft Word.



### If You Have Time

You can also open a file from the 3½ Floppy (A:) icon on the Desktop.

1. Verify the floppy disc is in the floppy disc drive.
2. Double-click the **3½ Floppy (A:)** icon on the Desktop. The 3½ Floppy (A:) window opens. You should see an icon for the file you just created.
3. Double-click **me.doc** in the 3½ Floppy (A:) window. Me.doc opens in Microsoft Word.
4. You can now revise, print, or save the document with a new name.
5. Click the close button. The Microsoft Word window closes.

### If You Have Time: An Introduction to File Management

*Handouts: An Introduction to File Structure*

You can create folders on a floppy disc to save and organize your work. As you become familiar with the computer, you will be proficient at creating folders from the My Computer window as well as when you save a document in a Microsoft Office program.

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### Activity: Create a Folder on a Floppy Disc

1. If necessary, put a floppy disc into the disc drive.
2. Double-click the **3½ Floppy (A:)** icon on the Desktop. The contents of the floppy drive are displayed.
3. Click **File > New** and select **Folder**. A folder icon appears in the window with the text New Folder highlighted.
4. Type a name for your folder and press the Enter key.
5. You can now drag document icons that are on your floppy disc onto the folder icon to move them into it. You can also specify that folder when you save a new document.
6. Close the **A:\** window.

### If You Remember Nothing Else

You can't harm a computer by experimenting or trying something new, so if you think you remember how to do something, try it. The worst that can happen is that you learn something new.

## Section Two: Introduction to the Internet

### Objectives

- Describe the function and components of the Internet.
- Use the Internet Explorer browser.
- Access Web pages
- Explore features of Internet Explorer using Internet Explorer Help.
- Print a Web page.

### Handouts

*The Internet, True or False*

*Harness Email: Email Etiquette*

*Internet Explorer Printing*

### Topic Overview

Topic	Estimated Time
What is the Internet?	5
Getting Started with Internet Explorer	10
Internet Explorer Favorites	15
Using Internet Explorer Help	5
Printing from Internet Explorer	15



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### What Is the Internet?

*Estimated time: 5 minutes*

The Internet is a worldwide network of computers. Using the Internet, you can find information on just about any topic and communicate with people throughout in the world.

### Activity: The Internet, True or False

*Handout: The Internet, True or False*

Complete The Internet, True or False handout as an introductory exercise. Answers are provided on the back of the handout.

*In the Classroom: Try brainstorming answers as a group.*

**Instructions:** Answer the following questions with true or false. Answers are provided on the back.

- \_\_\_ 1. You have to be "good at computers" to use the Internet.
- \_\_\_ 2. The World Wide Web and the Internet are different.
- \_\_\_ 3. The Internet is owned and managed by the U.S. government.
- \_\_\_ 4. WWW stands for World Wide Wrestling.
- \_\_\_ 5. You can find anything you need on the Internet.
- \_\_\_ 6. You need to evaluate information on the Internet for accuracy, reliability, and currency.
- \_\_\_ 7. I am sure there is nothing useful for me on the Web.

### Review Questions

1. What is the difference between the Internet and the Web?

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2. How do you move from one site to another on the Web?

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## Getting Started with Internet Explorer

*Estimated time: 10 minutes*

Internet Explorer is a Web browser that is used to access, view, and navigate “pages” on the World Wide Web (the Web). The Web is composed of pages with information or graphics. Looking at pages on the World Wide Web is commonly called browsing, or surfing. Web pages are accessed by either clicking hyperlinks or by typing a Web address in the address bar of the Web browser.

A group of pages owned and managed by an individual, company or organization is called a “Web site.” Web sites contain a home page, which is the first document users see when they enter the site. The site might also contain additional documents and files.

### Activity: Navigating Internet Explorer

One of the commonly used Web browsers is Internet Explorer. Open Internet Explorer by double clicking the icon on the desktop, or selecting it from the Start menu. The first page displayed when Internet Explorer is opened is called the home page or the start page.

The Internet Explorer window has six main areas:

- Title bar
- Menu bar
- Toolbar
- Address bar
- Information area
- Status bar

The Title bar displays the title of the Web page you are visiting. The Menu bar and toolbar provide menus and buttons to navigate the Web or do things like print Web pages, change the size of the displayed text, or use Favorites. The address bar displays the Web site address of the page you are viewing. You can also use the address bar to type in the address of the page you want to view. The information area displays the contents of the Web page. The Status bar is at the bottom of the window and displays information about the page, such as download status and whether the Web site is secure for online purchases. Hover the mouse pointer over each button on the toolbar (located on the top portion of the screen) and view the tool tip that appears. The following table describes buttons available from the Internet Explorer toolbar.

Button	Description
Back	Returns to the last Web page viewed.
Forward	Reverses the action of the <b>Back</b> button.
Home	Takes a user to the home page set by the library.

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Refresh	Allows a user to get a fresh copy of the page currently being viewed. Good to use for pages that are updated frequently, such as weather pages and newspapers.
Stop	Stops a page from loading.
Search	Provides access to a number of search providers.
Favorites	Lists Web Sites in the Favorites Folder.

### If You Have Time

Experiment with the shortcuts on the toolbar, such as copy and paste.

### Review Questions

*You'll find the answers at the end of the workbook.*

3. What are some reasons why a person would use the Internet instead of books in the library?

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4. What is the difference between the menu bar and the tool bar?

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### Internet Explorer Favorites

*Estimated time: 15 minutes*

Internet Explorer Favorites provide quick access to pre-selected Web sites.

#### **Activity: Exploring the Favorites Folder**

To access the Favorites folder, click the **Favorites** button on the toolbar. A pane will appear on the left listing the Favorites folders and Web sites. To open and close a folder, click the folder icon or the text next to the folder. To close the Favorites folder, click the close button in the upper right-hand corner of the pane. Now, place a Web site in your Favorites folder.

1. In the address bar, type: google.com
2. Select Favorites from the menu bar
3. Move your mouse until it highlights Add to Favorites...
4. Left-click the mouse
5. In the dialogue box that opens, make note of the name of the Web site. You can change the name here if you want to.
6. Left-click on the OK button
7. Access the Favorites folder to view the new listing

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### Using Internet Explorer Help

*Estimated time: 5 minutes*

Internet Explorer's Help program provides updated information, support, and tips for using Internet Explorer.

#### Activity: Using Internet Explorer Help

To access Help, click **Help** on the Menu bar and select **Contents and Index**. The Internet Explorer Help dialog box will appear. This dialog box provides access to Help Contents and Index. By using the left pane you can browse by help topics, search by index entry, or search by topic keyword. The right pane displays a specific Help topic. The Help toolbar is located above the two panes and allows you to navigate and print Help topics. The print command is found in the **Options** button.

Solve the following scenario using Internet Explorer Help: A co-worker is used to the browser Netscape Navigator, and is having difficulty using Internet Explorer. You would like to offer them some tips on how the two Web browsers are similar and different. What information can you find using Internet Explorer Help?

1. Select **Help** on the Menu bar, and select **For Netscape Users**.
2. Click **Browser Terms in Navigator and Internet Explorer** or **Internet Explorer Keyboard Shortcuts**. The Help topic is displayed in the right-hand pane.
3. Close **Help** by clicking the **Close** button in the upper-right corner of the Help screen.

#### Activity: Practice Using The Mouse

Select a site from the options listed (on page 21), and practice navigating the Web while you practice using the mouse.

#### Review Questions

*You'll find the answers at the end of the workbook.*

5. How do you access Help in Internet Explorer?
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#### If You Remember Nothing Else

Internet Explorer is a Web browser that is used to access, view, and navigate text and images on the World Wide Web.

# Mouse Basics

### **What is a Mouse?**

A mouse is a pointer tool and an input tool that is attached to your keyboard. You can navigate around the computer screen using a mouse.

### **Holding the Mouse**

Hold the mouse firmly in your right hand. Rest your pointer finger on the left mouse button and rest your middle finger on the right mouse button.

### **Moving the Mouse**

The mouse should be placed on a flat surface, preferably on a mouse pad, with the buttons facing up. The mouse pointer moves on the computer monitor when the trackball on the underside of the mouse moves. See what happens when you pick the mouse up off of the mouse pad and move it to a different location. Did the mouse pointer move across the screen?

### **Click (or Left-click)**

Press the left mouse button once. If you click an icon on the desktop, it will become selected. If you click inside a program like Microsoft Word, the insertion point moves to that location on the page.

### **Double-click**

Hold the mouse firmly and quickly click the left mouse button twice. Double-clicking is used to open a program from an icon on the desktop or to select a word in a program.

### **Click and Drag**

Press the left mouse button down and move the mouse across the mouse pad. Release the mouse button. Clicking and dragging is useful to select multiple words that are displayed on the computer screen. If you click and drag across text inside Internet Explorer, you can then copy and paste it into a Microsoft Word document.

### **Drag and Drop**

Select an object either by clicking or clicking and dragging. Click and drag the selected object to another location. This moves the object to a new location. Click and drag an icon on the desktop to move the icon to another location on the screen.

### **Right-click**

Press the right mouse button once and a shortcut menu appears that relates to where the mouse pointer is pointing. You can use this menu to select formatting options for text in Word or to cut and paste text.

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# Practice Using the Mouse

The following websites have some games and other exercises that can help you practice using the mouse.

### **Dot 2 Dot**

<http://www.lizardpoint.com/fun/java/dinodots/dino1.html>

### **Make a Match (Memory)**

<http://www.lizardpoint.com/fun/java/conc/Memory.html>

These two games are Internet versions of the classic games they were named for. They will help you with:

- Pointing (or Mouse-Over)
- Clicking the Mouse

### **Pattern Blocks Program**

[http://ejad.best.vwh.net/java/patterns/patterns\\_j.shtml](http://ejad.best.vwh.net/java/patterns/patterns_j.shtml)

At this site, you can drag in four different types of shapes of nicely fitting sizes into patterns or pictures. Once inside the panel you can rotate them and move them. This helps you with:

- Pointing (or Mouse-Over)
- Clicking the Mouse
- Drag and Drop

### **Mouse Exercises**

<http://www.seniornet.org/howto/mouseexercises/mousepractice.html>

If you are new to using a mouse, it may take a little practice to get the hang of it. Here are some simple exercises to help you get acquainted:

- Pointing (or Mouse-Over)
- Clicking the Mouse
- Drag and Drop
- Drawing with the Mouse

### **MouseMASTER**

<http://www.clta.on.ca/EAOnline/MouseMaster/index.html>

This fun and interactive exercise was developed for computer users at beginner level. You will learn to perform various tasks, including:

- Pointing (or Mouse-Over)
- Clicking
- Drag-and-Drop
- Scrolling
- Check boxes, radio buttons
- Menus, lists, text fields

# An Introduction to File Structure



Computers use a hierarchical system to organize information. To understand how this works, think about the system used for organizing files in most offices or at your home. Usually, letters and other correspondence are stored in folders in a filing cabinet. If there are a lot of items to be filed, the filing cabinet will have multiple drawers that files are stored in.

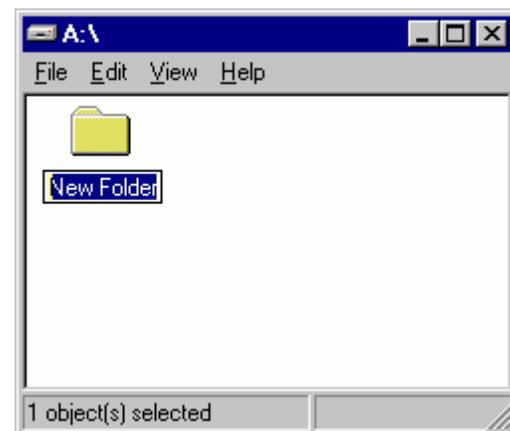
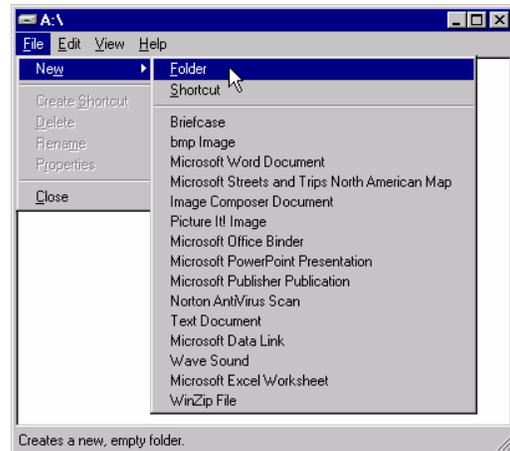
The structure is similar on the computer, except the files are stored on discs instead of in cabinets. Most of your files will be stored on the hard disc, which is usually called drive C.

If you were storing information regarding the year 2005, you could have a folder labeled 2005 and have an additional two folders stored on it, one called Budget, for budget information, and the other called Letters & Contracts, for letters and contract information. You can have as many files as you want inside a folder, and as many folders as you want to help you stay organized.

### Creating a Folder on a Floppy Disc

Once created, you can save new files or move existing files into the folder.

1. Double-click the **3½ Floppy (A:)** icon on the Desktop. The A:\ window opens.
2. Click **File**, select **New**, and click **Folder**. A folder appears in the window and a box surrounds the new folder text.
3. Type a name for the folder and press the ENTER key. The folder is named.



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# Internet Explorer Printing

When using the Internet, people often want to print out the pages they find, or at least print selections from those pages. Because many Web sites contain information not needed, printing can become a wasteful and time-consuming practice. Here are some tips to help you and your organization conserve time and resources when printing from the Web using the Internet Explorer browser.

### To Print a Single Web Page or Range of Pages

1. Click **File** on the Menu bar, and select **Print Preview**.
2. Click **Print**.
3. In the **Print** dialog box, select **Pages** from the Print Range options, and enter the page numbers you want to print in the text box.

### To Print Part of a Web Page in Microsoft Word

1. Select the area of the page you want to print by clicking and dragging to highlight the area.
2. Click **Edit** on the Menu bar, and select **Copy**.
3. Open Microsoft Word from the desktop by double-clicking the icon.
4. Click **Edit** on the Menu bar, and select **Paste**.
5. Click **File** on the Menu bar, and select **Print**.

### To Print Part of a Web Page

1. Select the area of the page you want to print by clicking and dragging to highlight the area.
2. Click **File** on the Menu bar, and select **Print Preview**.
3. Click **Print**.
4. In the **Print** dialog box, select **Selection** from the Print Range options.

### To Print an Entire Page from the Web

1. Click **File** on the Menu bar, and select **Print Preview**.
2. Click **Print**.
3. In the **Print** dialog box, select **All** from the Print Range options.

# Harness E-Mail: E-Mail Etiquette

When we converse, we expect other people to observe certain rules of behavior. The same is true online. Here are a few pointers to help you communicate more effectively.

### **Clearly summarize the contents of your message in the subject line.**

Properly titled messages help people organize and prioritize their email.

### **Avoid using all capital letters.**

USING ALL CAPS MAKES IT LOOK LIKE YOU'RE SHOUTING! IT'S ALSO MORE DIFFICULT TO READ.

### **Don't use CC (Carbon Copy) to copy your message to everyone.**

This is particularly true at work. These days everyone receives too many e-mails. Unnecessary messages are annoying. If only a few people really need to receive your message, only direct it to them.

Similarly, when responding to e-mail, do not respond to all recipients. By choosing **Reply to All** or a similar button when responding to a message, you may end up broadcasting your response to your entire company.

### **Avoid sending e-mails to large numbers of people unless you have a serious reason to do it.**

E-mail broadcast to many recipients may be considered spam.

### **Use BCCs (Blind Carbon Copies) when addressing a message that will go to a large group of people who don't necessarily know each other.**

Just as it is not polite to give out a person's telephone number without his or her knowledge, it is not polite to give out someone's email address. For instance, when you send an e-mail message to 30 people and use **To** or **CC** to address the message, all 30 people see each other's e-mail address. By using **BCC**, each recipient sees only two--theirs and yours.

### **Keep your messages short and focused.**

Few people enjoy reading on their computer screens; fewer still on the tiny screens in cell phones, pagers and other mobile devices that are becoming increasingly popular. Recipients tend to ignore these long messages.

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### **Don't write anything you wouldn't say in public.**

Anyone can easily forward your message, even accidentally. This could leave you in an embarrassing position if you divulge personal or confidential information. If you don't want to potentially share something you write, consider using the telephone.

### **Nasty e-mails should also be avoided.**

These messages have their own term: flame. Flame e-mail is an insulting message designed to cause pain, as when someone "gets burned."

### **As a courtesy to your recipient, include your name at the bottom of the message.**

The message contains your e-mail address (in the header), but the recipient may not know that the return address belongs to you, especially if it is different from your real name.



E-mail etiquette may take time to learn. Don't let your fear of making mistakes inhibit you. All Internet users were beginners at one time, so most people are quite forgiving.

## Introduction To Computers

# Good Working Positions

To understand the best way to set up a computer workstation, it is helpful to understand the concept of neutral body positioning. This is a comfortable working posture in which your joints are naturally aligned. Working with the body in a neutral position reduces stress and strain on the muscles, tendons, and skeletal system and reduces your risk of developing a musculoskeletal disorder (MSD). The following are important considerations when attempting to maintain neutral body postures while working at the computer workstation:



- **Hands, wrists, and forearms** are straight, in-line and roughly parallel to the floor.
- **Head** is level, or bent slightly forward, forward facing, and balanced. Generally it is in-line with the **torso**.
- **Shoulders** are relaxed and **upper arms** hang normally at the side of the body.
- **Elbows** stay in close to the body and are bent between 90 and 120 degrees.
- **Feet** are fully supported by floor or footrest.
- **Back** is fully supported with appropriate lumbar support when sitting vertical or leaning back slightly.
- **Thighs and hips** are supported by a well-padded seat and generally parallel to the floor.
- **Knees** are about the same height as the hips with the **feet** slightly forward.

Regardless of how good your working posture is, working in the same posture or sitting still for prolonged periods is not healthy. You should change your working position frequently throughout the day in the following ways:

- Make small adjustments to your chair or backrest.
- Stretch your fingers, hands, arms, and torso.
- Stand up and walk around for a few minutes periodically.

## Introduction To Computers

# Review Answers

### Section One Answers

1. The floppy disc drive has a smaller hole for the disc. Also the compact disc drive says compact on it.
2. A few things the mouse is used for: to open files, move text and pictures, select text for formatting, and to select buttons that save files, print documents, and number items in a list.
3. Taskbar.
4. Double-click its icon on the desktop.
5. You would show them how to double-click the Internet Explorer icon on the desktop. Alternately, you could show them how to click the Internet Explorer icon next to the Start button.
6. The top.
7. It hides the window, but keeps the program open.
8. Click the buttons for the programs on the taskbar.
9. Text appears at the insertion point when you type on the keyboard.
10. Yes.
11. Scissors.

### Section Two Answers

1. The World Wide Web is one component of the Internet. The Internet is the term for a variety of applications, including the Web and e-mail.
2. Clicking hyperlinks or type a Web address in the address bar of the Web browser.
3. While a lot of information is available primarily in books in the library, the Internet is the ideal place for information such as: news and up-to-the-minute information, government data, specialized knowledge, and newspapers and information from other areas of the globe.
4. The Menu bar provides options in text format, and the toolbar provides options by buttons. Both allow you to navigate the Web or do things like print Web pages, change the size of the displayed text, or use Favorites.
5. Click **Help** on the menu bar, and choose an option from the drop-down menu.

## Introduction To Computers

### Internet True or False Answers

1. False  
There are many fabulous directories of high quality Web sites available.
2. True  
The World Wide Web is one part of the Internet, along with e-mail and File Transfer Protocol.
3. False  
The Internet is not owned or managed by any one organization.
4. False  
WWW stands for World Wide Web.
5. False  
There are many types of information the Internet does not provide access to such as full text to many articles and books.
6. True  
Information found on the Internet can be published by virtually anyone. Information may be posted on the Internet and consequently not maintained or updated.
7. You can find information on everything from genealogy to current statistics to basketball and quilting.

## Introduction To Computers

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