

ECDL[®]

European Computer Driving Licence[®]

Using Email and the Internet - Part 1 BCS ITQ Level 1

Using Microsoft[®] Internet Explorer[®] 11

Syllabus Version 1.0

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Section 1

Getting Started

By the end of this section you should be able to:

Understand networks and connect to the Internet

Identify popular browsers

Start and close Internet Explorer

Create a shortcut to Internet Explorer

Use different Internet Explorer “Modes”

Recognise types of web address (URL)

View web pages “full screen”

Turn optional toolbars on and off

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

Driving Lesson 1 - Networks

P Park and Read

A **network** is the name given to two or more ICT devices that are connected to each other. Once connected, devices on a network can share data (such as files) and resources (such as printers and Internet connections).



ICT is short for Information and Communication Technology. It refers to any device or computer program that creates, stores or uses digital information.

Setting up a typical home or small office network is usually very simple. All that is needed is a **router** to control the flow of data between devices and a **modem** to access the Internet. ICT devices connect to a network via a router using cables or wireless **Wi-Fi** connections (as you will see in a later lesson).

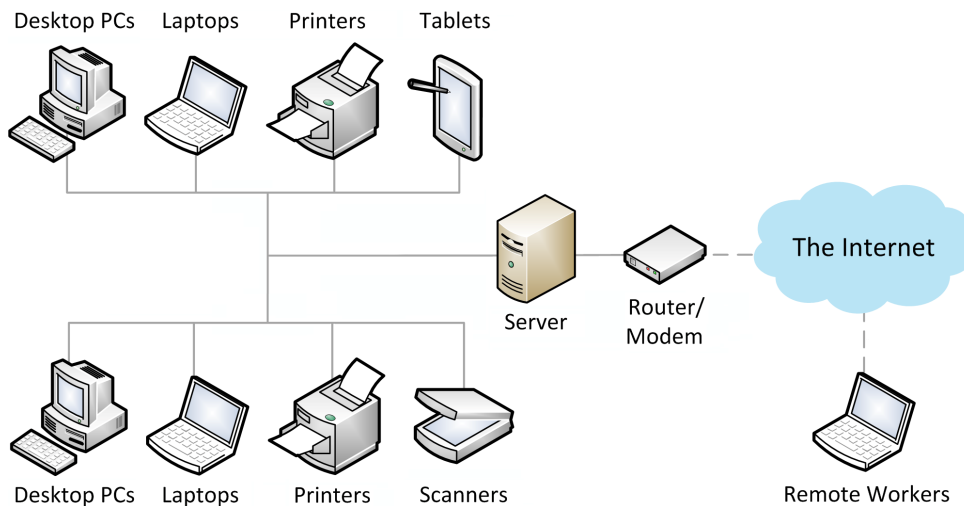


These days, most routers have built-in modem and wireless functionality.

For larger networks, a **server** is sometimes used. This is a dedicated computer that automatically looks after the security of a network, manages shared services (such as Internet access and e-mail), and stores shared files.



*A small network that covers only one room, building or site is sometimes called a **LAN** (Local Area Network).*



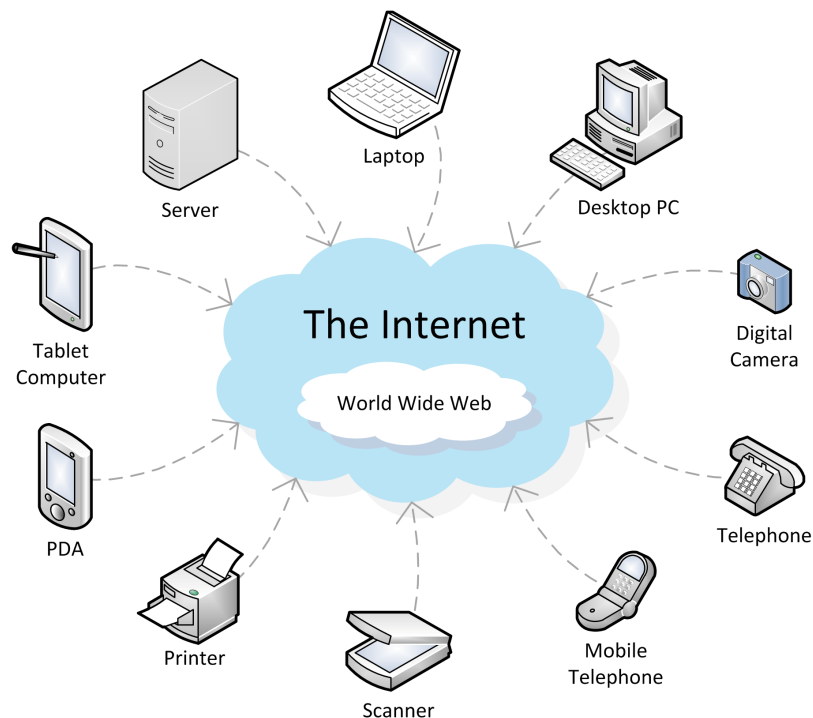
*When using a computer connected to a LAN, you must “log-on” using a **username** and **password**. This makes sure only authorised users can access the resources and information stored on the network.*

Want to work from home? Networks can make this possible by allowing you to connect an ICT device to your work’s server across the Internet (known as a **Virtual Private Network**, or **VPN**). Once connected, you can access files and use shared resources as though you were on-site. This is known as working **remotely** and is becoming increasingly popular.

Driving Lesson 2 - The Internet

P Park and Read

The **Internet** is a global network of linked ICT devices that allow people from all over the world to communicate and share information. Many different types of devices are able to connect to the Internet, from desktop and laptop computers to mobile phones and digital cameras. By connecting to the Internet, both you and your equipment are able to interact with and benefit from the many features and services that it offers.



Most people use the Internet to access the **World Wide Web** (or “web” for short). This is the name given to a vast collection of interconnected files called **web pages**. At their most basic, each web page contains information in the form of text and images. However, most web pages today also contain a variety of other multimedia features including video, music and interactive programs.



The World Wide Web is not the same thing as the Internet – in fact, the web is just one of the many services that runs on the Internet.

When combined, two or more related web pages form a **website**. This is a fairly loose term which refers to any collection of web pages that belong together (in the same way that the individual pages of a printed magazine belong together). The first page of a website is called the **home page** and usually consists of an introduction to the site with “links” to other pages.



*The language of the web is **HTML** (Hypertext Mark-up Language). This is the programming code that website developers use to create web pages.*

Driving Lesson 3 - Connecting to the Internet

P Park and Read

There are many ways of connecting compatible ICT devices to the Internet. The easiest technique is to create a local area network using cables to link computing hardware and peripherals directly to a router/modem (which in turn connects to the Internet). However, it is becoming more and more practical for modern mobile devices to use **wireless** technologies instead.



*The connection between a local network and the Internet is provided by an **Internet Service Provider (ISP)**. This is a third-party communications company that provides you with a router/modem and then handles the flow of data between that device and the Internet.*

ISPs provide a range of different types of Internet connection. The table below describes some of the most popular types.

Connection	Description
Dial-up	This is an older form of Internet connection which uses a modem connected to a standard telephone line. Although very slow, it is often the only cost effective connection type for people who live in remote rural areas. Unlike more modern connections, a username and password is often required to access the service.
Satellite	One of the most expensive types of Internet connection, satellites are useful for people living in remote areas. Although still fairly slow by modern standards, satellite connections are usually much faster than dial-up.
3G and 4G	A popular form of wireless Internet access, 3G and 4G connections provide a direct link between a device and a mobile phone operator's network. Connection speeds are highly variable and depend greatly on mobile phone signal strength. 4G is a newer, faster replacement for 3G (and the lesser-known and rarely used WiMax).
DSL/Cable	Popular at home and in small business, DSL (Digital Subscriber Line) and cable connections are wired links to the Internet (using either special telephone lines or fibre optic cables). Because of their high bandwidth, they are usually known as broadband connections. Most wireless routers/modems use DSL or cable connections to access the Internet.
Leased Lines	Popular in big business, these are dedicated wired connections to the Internet with extremely high bandwidth. They are often very expensive!

Driving Lesson 4 - Choosing an ISP

P Park and Read

When choosing an ISP to provide an Internet connection, cost and affordability are obvious concerns. However, there are also a number of other important issues to consider before subscribing. For example, is the contract length appropriate (many contracts “lock you in” to a service for 12 to 18 months and they can be difficult to get out of early). It is also important to consider the service’s terms and conditions – is that “great deal” really all that great once you factor in hidden charges or bandwidth limitations?



Many service providers “cap” their Internet allowances (even if advertised as “unlimited”) and you could quickly reach and exceed their “fair usage” limits. At this point your connection may be suspended or extra charges incurred.

One of the most important requirements of an Internet connection is its **bandwidth** (or **Transfer Rate**). This is basically the speed of Internet access and describes the amount of data that can be transferred over the connection at any one time. As an example, an average MP3 song that is 5Mb in size would take approximately 15 to 20 minutes to download using a dial-up connection. Using a fast home broadband connection, however, this is reduced to only a few seconds.



***Downloading** is the term given to the act of copying a file from a device on a network (such as a computer or server) to your own device. For example, when you use the World Wide Web, each web page you visit is downloaded to your computer so that you can view it.*



***Uploading** refers to the sending of a file from your device to another. For example, you do this whenever you e-mail files to other people or add photographs to a social networking site.*

Bandwidth is measured in **bits per second (bps)**. As you might guess, this is the number of single bits that can be transferred across a network connection in one second (a bit is the smallest unit of computer data). Although similar to file size measurements, they are calculated slightly differently, as shown below.

Bandwidth	Description
Kilobits (kbps)	1 kbps equals 1,000 bits per second.
Megabits (mbps)	1 mbps equals 1,000,000 bits per second.
Gigabits (gbps)	1 gbps equals 1,000,000,000 bits per second.



Your Internet connection is like a pipe through which data flows like water. The larger the pipe – or bandwidth – the more information that can pass through it.

Driving Lesson 4 - Continued



Low bandwidth can result in slow downloads and may restrict how you use the Internet. For example, you may not be able to watch videos online or download large files.

Confusingly, ISPs often advertise bandwidth speeds in Megabits (Mb) instead of Megabytes (MB). A megabit is only 1024 *bits* rather than 1024 *bytes*.

For example, a *10Mb connection* is a very popular home broadband speed. However, consider the following:

10 Megabits (Mb) = 1.25 Megabytes (MB)

At this speed, it would take *at best* approximately 1 minute, 20 seconds to download a 100MB file (not the 10 seconds you might think). In reality, it can actually take a lot longer as users are rarely able to reach their connection's maximum download speed.



Be aware that home users and organisations will have different bandwidth requirements (which may change over time). For example, office workers will need to share an expensive, high-bandwidth connection, but at home a broadband or dial-up connection may be sufficient. Consider your individual or business requirements carefully before entering into a contract with an ISP.



Given the ever-increasing bandwidth requirements of the modern Internet, a fast and reliable broadband service is often the best choice for home and small business users who want to download lots of files and watch videos online.



*To help you choose an ISP, it can often be helpful to read online reviews by current customers. Watch out for bad experiences or problems such as poor **uptime** (no Internet availability) or high **contention** (a lot of people sharing the same connection with slow speeds as a result).*

Section 3

Searching the Web

By the end of this section you should be able to:

Find information using search engines

Search for keywords and phrases

Perform “in-browser” searches

Search a website

Find text on a web page

Refine searches with advanced options

Critically evaluate information found online

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

Driving Lesson 27 - Search Engines

P Park and Read

The Internet can be used to find information on almost any subject you can think of. However, finding the exact information you want from the billions and billions of websites on the *World Wide Web* is not always easy. To help, you can use a **search engine**.

As you probably already know, a search engine is a website that you can use to search for **keywords** on other web pages. Although a search engine may look simple, behind the scenes it is connected to a very large and complex database that contains information on all of the websites on the web. When you perform a search, the search engine very quickly selects every web page in the database that contains your keywords. These pages are then presented to you as a list of hyperlinks.

There are many useful search engines available on the web, some of which are more specialised than others. Today, the best and most popular general search engines include:

Google: www.google.co.uk

Yahoo: www.yahoo.co.uk

Ask: www.ask.com

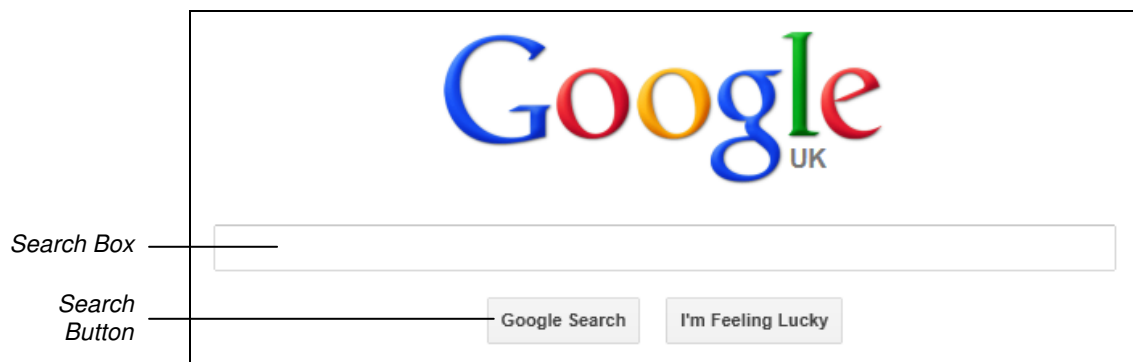
Bing: www.bing.com

In this lesson you will use the *Google* search engine. This is probably the best search engine available and is highly recommended for general everyday use. Of course, the search techniques that you learn in this section will apply equally well to any other search engines that you may choose to use in the future.



Manoeuvres

1. Start *Internet Explorer* and maximise the window.
2. Enter **www.google.co.uk** into the **Address bar** and press <Enter>. The *Google* search engine appears.



Websites are constantly being developed and improved. As such, the Google search pages and results may not look exactly as shown in this section.

Driving Lesson 27 - Continued

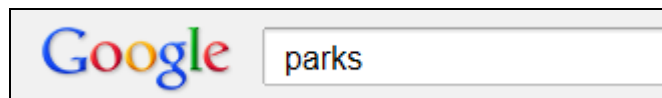
- Let's assume you are planning a holiday in the UK and would like to find a list of popular theme parks to visit. Click once in the **Search Box**, enter the keyword **parks** and press <Enter>.



Keywords are one or more specific and meaningful words that you would like a search engine to find on other web pages.



Google may automatically start searching as you enter keywords. It may also provide a number of search suggestions as you type. If the search text you are entering appears you can select it to save time.



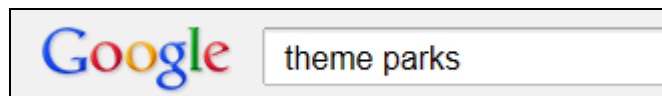
- Google finds every site in its database which contains the required keyword **parks**. Make a note of the number of results found (which is usually shown towards the top of the page).

About 3,560,000,000 results (0.15 seconds)



Due to the ever-changing nature of the World Wide Web, you will probably find a different number of results than that shown above.

- All of the web pages found are placed in order of relevance (the first ten or so are the most relevant and are shown first). Scroll down scanning the results and notice that a number of pages have been found which have nothing to do with theme parks.
- Let's make the search more specific (known as "**refining**"). At the top of the page change the keyword text to **theme parks** and press <Enter>.



The web pages that a search engine finds are often referred to as **hits**. As well as providing hyperlinks to web pages where your keywords are found, Google also shows a small extract of the text on those pages.

- Fewer results are found. Scan the small extracts for each "hit" and notice that the web pages are now much more relevant.
- To narrow the search even further, change the keyword search text to **UK theme parks**. Press <Enter>. Fewer, more relevant results are found.



Driving Lesson 27 - Continued



Surround keywords with quotation marks to obtain results matching an exact phrase, e.g. **"Tom and Jerry"** or **"The Battle of Hastings"**.

9. Have you noticed that the search keywords can appear in any order in the results? To search for the specific phrase **UK theme parks** only (with all of the words in that exact order) place quotation marks around the keywords in the search box at the top of the page and press **<Enter>**.



10. The number of results will be further reduced and only web pages that feature the exact phrase **"UK theme parks"** somewhere in their text will appear.



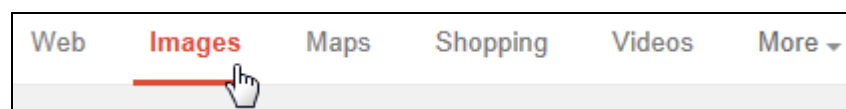
Commercially sponsored websites may be displayed at the very top of the results list or on the right side of the screen. Although usually relevant, these sites are also designed to sell you products or services.

11. Recall that you were searching for the names of theme parks in the UK. Examine the results found and then visit the web page that seems most relevant.
12. If the selected web page does not contain relevant information, click the **Back** button and try another. If the first set of *Google* search results is not relevant, you can view more by clicking the **Next** hyperlink (or similar) at the bottom of the page.



As well as searching for keywords in web pages, many search engines also allow you to search for keywords in news articles, discussions, maps, books, and image and video descriptions. These features are usually available towards the top or left side of a search engine's home page.

13. Explore the many search features available on *Google's* home page. For example, try searching for the keywords **UK theme park** in *Images*, *Videos*, *News* or *Discussions*.



14. When you are finished, use the **Back** button to return to *Google's* starting home page.



Try clicking the **Google** logo in the top left corner of the current page to return to the site's home page. This is a common feature of most websites.

Driving Lesson 28 - Advanced Search

P Park and Read

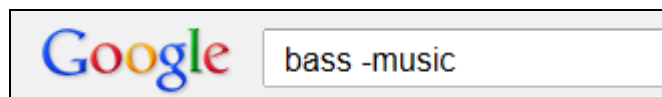
The previous lesson demonstrated a common problem encountered by Internet users: a search can often produce millions of hits. Fortunately, it is possible to narrow a search considerably using the following tips:

Exclude words	Use a minus symbol before an unwanted word or phrase to exclude it, e.g. pets -cats .
Specify location	Many search engines allow you to restrict searches to sites within a specific country or region (e.g. UK only). This often helps you find more relevant results when searching for local information or services.
Specify Language	Restrict the results of a search to pages written in a specific language.
Specify Date	Restrict the results of a search to pages or files that were uploaded or changed within a specific time frame.
Specify Media	Restrict your search to files of a specific type (e.g. images, videos, documents, etc.)



Manoeuvres

1. *Internet Explorer* should currently be open with the *Google* search engine's home page (www.google.co.uk) on display.
2. You would like to find information about *bass*, a type of fish. In the **Search Box**, enter the keyword **bass** and press <Enter>. Examine the results found.
3. Notice a lot of hits are related to music. You are not interested in this, so lets exclude that word from the search results. At the top of the page change the search text to **bass -music** and press <Enter>.



Be careful not to insert a space between the minus symbol and the excluded keyword.

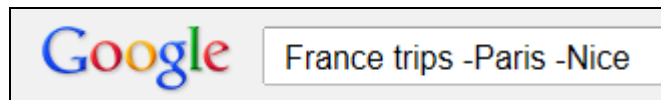
4. Examine the websites found which are much more relevant. The keyword **music** does not appear in any of the results.



*Although excluding words is sometimes useful, it is usually best to refine your keywords instead. For example, rather than exclude the keyword **music** in the above example, try searching for **bass fish** instead.*

Driving Lesson 28 - Continued

5. Next, you would like to find information about trips to *France*. However, you are not interested in going to *Paris* or *Nice*. In the **Search Box** at the top of the page, replace the previous search with the keywords **France trips -Paris -Nice** and press <Enter>.




6. Examine the results found. The websites listed will not feature the keywords **Paris** or **Nice**.



Some search engines also have an advanced search option which can be used to find web pages or files published from a specific location, in a specific language or within a specific date range.

7. Locate *Google's* **Advanced search** options.



*At the time of writing, these options can be found by clicking  and selecting **Advanced search**. However, this may change – you may need to explore *Google's* options to find this feature.*

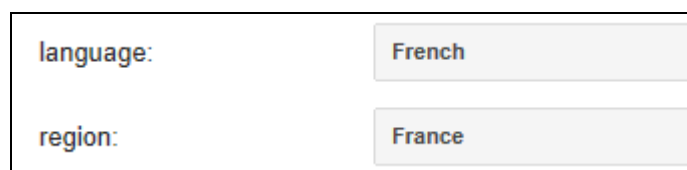
8. Examine the options that appear. Notice that you can restrict results by language, region, date updated and file type.
9. From the options available, narrow results to web pages updated within the **past month**.



10. Click the search button at the bottom of the page and observe the result. Then, click **Back** once to return to the advanced search options.
11. From the options available, restrict results to files of type **PDF**.



12. Finally, restrict results to web pages published in **France** and in the **French** language. Perform the search and observe the result.



13. Feel free to explore more of *Google's* advanced search features. When you are finished, leave *Internet Explorer* open.

Driving Lesson 29 - Search Tips

Park and Read

The key to finding reliable, accurate information on the web is to use the most suitable keywords in your searches. The following tips will help:

- Enter only important, descriptive keywords – not full questions (search engines will ignore common words like **and, an, of, when, is,** etc)
- Don't bother to include punctuation marks as these are usually ignored.
- Be precise and use more than one keyword for more accuracy. For example, **theme park** will produce more specific results than just **park**.
- Enter keywords as you think they will appear on a web page. For example, **theme park admission prices** is better than **park costs**.
- If initial results are too broad, you can continue to refine and narrow your search by adding more keywords.
- Remember to use quotation marks to find specific phrases.
- You can also use the minus operator to exclude keywords you do not want.
- It doesn't matter if you use upper or lower case text in searches.
- Be prepared to follow more than one search result to find the information you need. It always pays to be patient and explore a selection of results.



These search techniques will work with all general search engines.



Manoeuvres

1. Enter **www.bing.com** into the **Address bar** and press <Enter>. This is a popular search engine created by *Microsoft*.
2. You would like to find out the diameter of the moon. What would be a simple, specific and descriptive keyword search to find this information?
3. Enter **moon diameter** into the **Search Box**.



*Entering the unnecessarily long search **what is the size of the moon?** is not required – just enter important, descriptive keywords.*

4. Review the results shown. Do any sites look as though they will contain the information you need (you may even find the information needed from the search summary results)?
5. Click the link that seems most appropriate to visit that web page – can you find the required information?

Driving Lesson 30 - In-Browser Searching

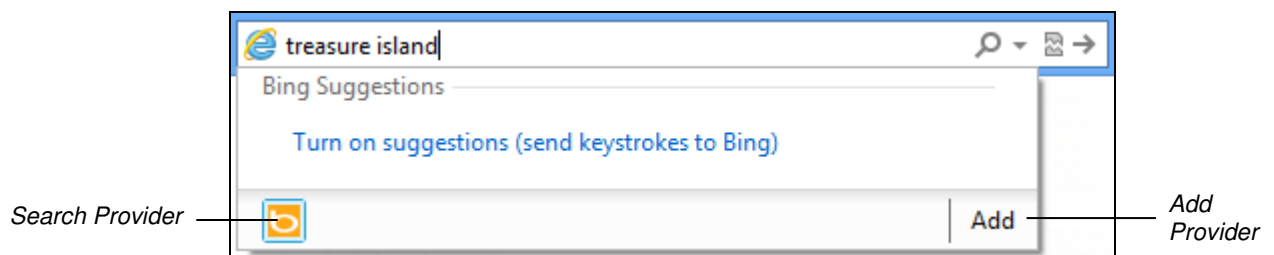
P Park and Read

It is possible to enter search keywords directly into *Internet Explorer's* **Address bar**. If you do this, *Internet Explorer* will use a “search provider” to find results. By default, this is the *Bing* search engine.



Manoeuvres

1. You would now like to find information on the book *Treasure Island*. Enter **treasure island** into the **Address bar** and press <Enter>.



2. *Internet Explorer* uses its default search provider (*Bing*) to perform the search. Examine the results that are found. A lot of the web pages do not seem to reference the book *Treasure Island*.
3. Refine the search by entering **treasure island book** into the **Address Bar** and press <Enter>.
4. The results are now much more relevant. Explore the hits provided and find the name of the author of *Treasure Island*. Who is it?

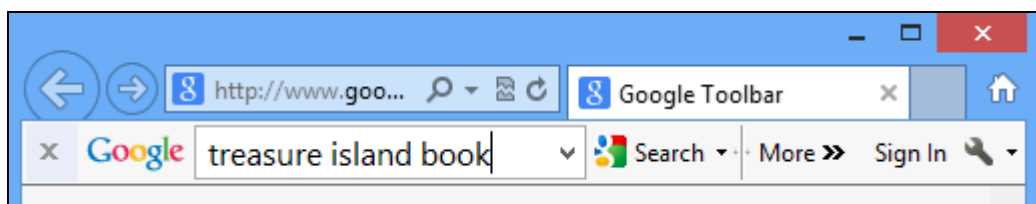


You do not have to use Bing to perform browser searches. You can click the **Add** button when entering keywords to locate new search providers. If you do this, however, be sure to make your new provider the default.

5. Next, use a browser search to find the name of *Captain Jack Sparrow's* ship from the movie *Pirates of the Caribbean*. What is it?



Many search engines now offer browser **toolbars**. These offer a range of additional features such as advanced search and translation services. When installed, these appear as a new toolbar at the top of the browser window.



6. Leave *Internet Explorer* open for the next lesson.

Driving Lesson 31 - Website Searches

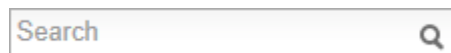
Park and Read

Many websites have their own search features which only reference information contained within their pages. For large websites that contain a lot of information, such as online reference books, encyclopaedias and dictionaries, this can be a useful feature.



Manoeuvres

1. Enter **en.wikipedia.org** into the **Address bar** and press <Enter>. The *Wikipedia* website loads. This vast online encyclopaedia contains information contributed by volunteers worldwide.
2. Locate the site's **Search Box**. This can usually be found towards the top-right corner of every page on the site.



3. Click once in the **Search Box** and enter the keyword **blackbird**.
4. Ignore any listed suggestions and press <Enter>. A large list of possible topics is listed. Remember, only the *Wikipedia* site is being searched.
5. Browse the results to see the various topics available.
6. Locate and click the hyperlink entry for the **Common Blackbird**. A comprehensive page of information is displayed.



Most websites have a search feature like this for finding information within a single site.

7. Using the same technique, search *Wikipedia* for information on *Captain Cook*. When was he born?
8. Next, search *Wikipedia* for information on the *Red Admiral* butterfly (*Vanessa Atalanta*). What is its average wing span?
9. Finally, search *Wikipedia* for information on the city of *Dublin*. At which river mouth is the city located?
10. Leave *Internet Explorer* open for the next lesson.

Driving Lesson 32 - Finding Text on a Page

P Park and Read

Internet Explorer has a useful **Find** facility which can be used to search for text on a web page.

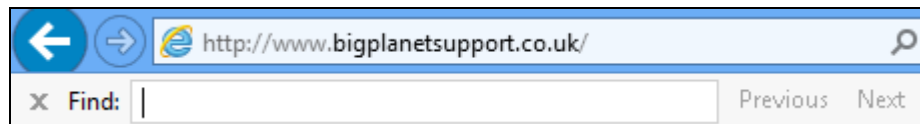


The **Find** feature only searches the currently selected tab.



Manoeuvres

1. Return to the *Big Planet Support* website by entering its address into the **Address bar** (or by using the bookmark in your **Favourites Center**).
2. Click the **E-mail** hyperlink on the left navigation panel (you may have to expand the **Information** heading first).
3. Press <Ctrl F> (i.e. hold down the <Ctrl> key and press <F>). The **Find bar** appears.



Alternatively, if the **Menu bar** is visible, you can click **Edit | Find on this page**.

4. In the **Find** box, type the keyword **message** (without pressing <Enter>). All **6 matches** on the page are highlighted.



5. Notice that the first match is automatically selected.
6. Click **Next**. *Internet Explorer* will select the next occurrence of the keyword **message** on the page and ensure that it is in view.
7. Click **Next**. Repeat this action until the first occurrence of the keyword is highlighted again.



The **Next** and **Previous** buttons will continually cycle through all of the matches found.

8. Next, try searching for the keyword **e-mail**. Experiment with the **Next** and **Previous** buttons to cycle through the 9 matches discovered.
9. Close the **Find** bar by clicking the **Close the Find bar** button, , at the left end of the bar.
10. Leave the *Big Planet Support* site open and continue to the next lesson.

Driving Lesson 33 - Critical Evaluation

P Park and Read

Don't always believe everything that you read online. Although the information may have been approved by experts and checked for accuracy, this is not always the case. You need to stop and consider how accurate, current and trustworthy the information is *before* you believe it or use it in your own work, especially if it is found on public websites where very little quality control exists. This is not always easy to do, but the following tips will help:

- Always ask if the information you have found – and its level of detail – is suitable and sufficient for your needs? Is more research needed?
- Consider the source of the material that you are reading. Who has written it and why, and do they have evidence to support their claims?
- Consider the publisher's authority in their area. Are they well known for producing reliable and accurate information? Do they reference and build upon other credible work (and is their work in turn referenced and held in high regard by others)?
- What is the intention of a website or a publisher? Is the information provided aimed at entertaining you, informing you of facts, presenting a viewpoint, persuading you of a belief, or selling you something?
- Forums or "blog" posts will most likely be based on biased (one-sided) opinion. You should take care when using information of this type.
- The articles stored on editable web pages or "wiki" sites (e.g. *Wikipedia*) are created by the general public (who are usually not experts) and should therefore not be fully trusted.
- Well known and legitimate business websites are fairly trustworthy, but they are also likely to be biased towards promoting their own products and company goals.
- Materials on well-known government or scientific websites (e.g. the *National Geographic* website) are usually a good source of reliable and accurate information.
- Consider the age of the information you find. It could be out-of-date or no longer relevant.
- Finally, if you decide to use a piece of information, try to confirm specific details by reading around the subject. Do other authors agree?

Remember, if you are making decisions or basing your work on information found online, you need to be confident that the facts and figures used are totally reliable, accurate and fit for purpose. The quality and relevance of your work depends on it, and you may be asked to justify and defend your choices later.

Driving Lesson 34 - Revision

Park and Read

At the end of every section you get the chance to complete one or more revision exercises to develop your skills and prepare you for your ECDL certification test. You should aim to complete the following steps without referring back to the previous lessons.



Manoeuvres

1. Visit the *Google* search engine (www.google.co.uk).
2. Use *Google* to find out about the history of the **Ferris Wheel**. In particular, find out when the first one was created and who built it.
3. Consider the following famous quote: “**Here age relives fond memories of the past, and here youth may savor the challenge and promise of the future**”. Use *Google* to find out who said it.
4. Use *Google* to find information about **grizzly bears**. Notice how many hits you receive.
5. Refine your search to find information about grizzly bears in **Canada**. The number of hits should decrease.
6. Exclude the Canadian province **Ontario** from your search. The number of hits should decrease even further.
7. Now only show web pages published in the last year.
8. What is the average high temperature of the **British Columbia** town of **Victoria** in **July**?
9. Visit the *Wikipedia* website (en.wikipedia.org).
10. Use the search feature on *Wikipedia* to find out about the planet **Neptune**. Read the information provided. How relevant, accurate and reliable is it?
11. Use *Internet Explorer's* **Find bar** feature to find each occurrence of the word **Neptune**. Step through each match found.
12. With regards to Neptune, find information about **Triton** – what is it?
13. Using the **Home** button, return to your default **Home Page**.



Sample answers can be found at the back of the guide.



*Now complete the **Record of Achievement Matrix** at the back of the guide. You should only move on when confident with the topics and features described in this section.*