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# Skill Set 1

## Getting Started

By the end of this Skill Set 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

## Exercise 1 - Networks

### Knowledge:

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

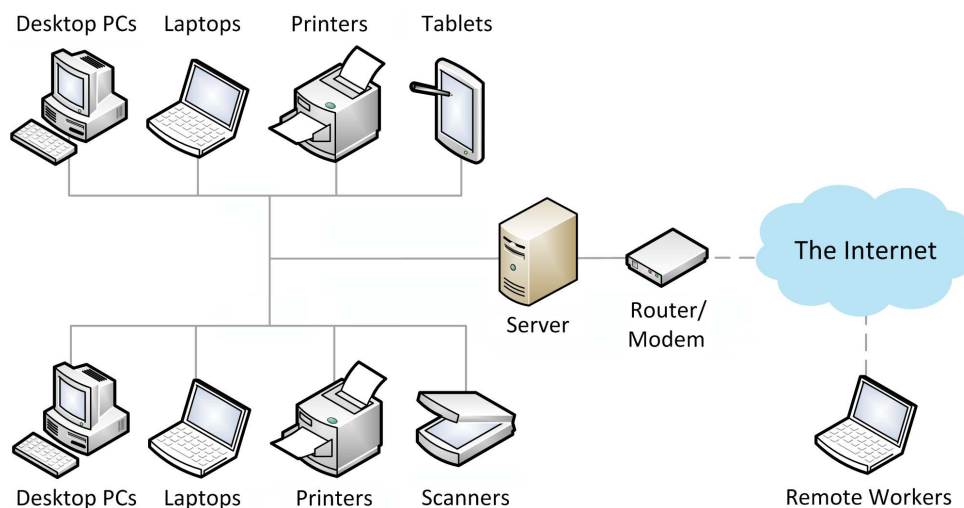
**Note:** *ICT is short for Information and Communication Technology. It refers to any device or computer program that creates, stores or uses digital information.*

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 the network via the router using cables or wireless **Wi-Fi** connections (as you will see in a later lesson).

**Note:** *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 the network, manages shared services (such as Internet access and e-mail), and stores shared files.

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



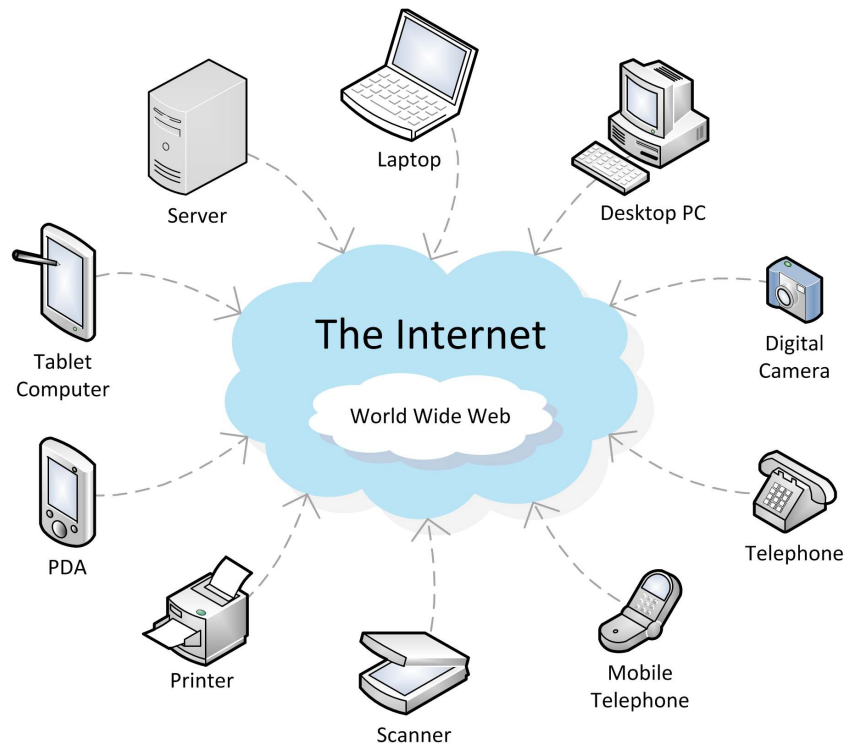
**Note:** *When using a computer connected to a LAN, you must “log-on” using a **username** and **password**. This makes sure only authorised users can access the resources and information stored on the network.*

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.

## Exercise 2 - The Internet

### Knowledge:

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.

**Note:** *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.

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

## Exercise 3 - Connecting to the Internet

### Knowledge:

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.

**Note:** *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
<b>Dial-up</b>	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.
<b>Satellite</b>	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.
<b>3G and 4G</b>	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).
<b>DSL/Cable</b>	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 the high bandwidth, they are usually known as broadband connections. Most wireless routers/modems use DSL or cable connections to access the Internet.
<b>Leased Lines</b>	Popular in big business, these are dedicated wired connections to the Internet with extremely high bandwidth. They are often very expensive!

## Exercise 4 - Choosing an ISP

### Knowledge:

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?

**Note:** 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.

**Note:** **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.

**Note:** **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
<b>Kilobits (kbps)</b>	1 kbps equals 1,000 bits per second.
<b>Megabits (mbps)</b>	1 mbps equals 1,000,000 bits per second.
<b>Gigabits (gbps)</b>	1 gbps equals 1,000,000,000 bits per second.

**Note:** 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.

## Exercise 4 - Continued

**Note:** *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.

**Note:** *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.*

**Note:** *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.*

**Note:** *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).*



## Exercise 5 - Wi-Fi

### Knowledge:



Short-range **Wi-Fi** connections are ideal for people working “on the move” who need to access Internet resources on their laptops, tablet computers or mobile phones. Connecting is usually a simple case of finding a public **access point** and logging on – it really is that easy! In fact, it is so convenient that you can now commonly find Wi-Fi access points (also known as **hotspots**) in many public places, from trains and planes to coffee shops, airports and hotels.

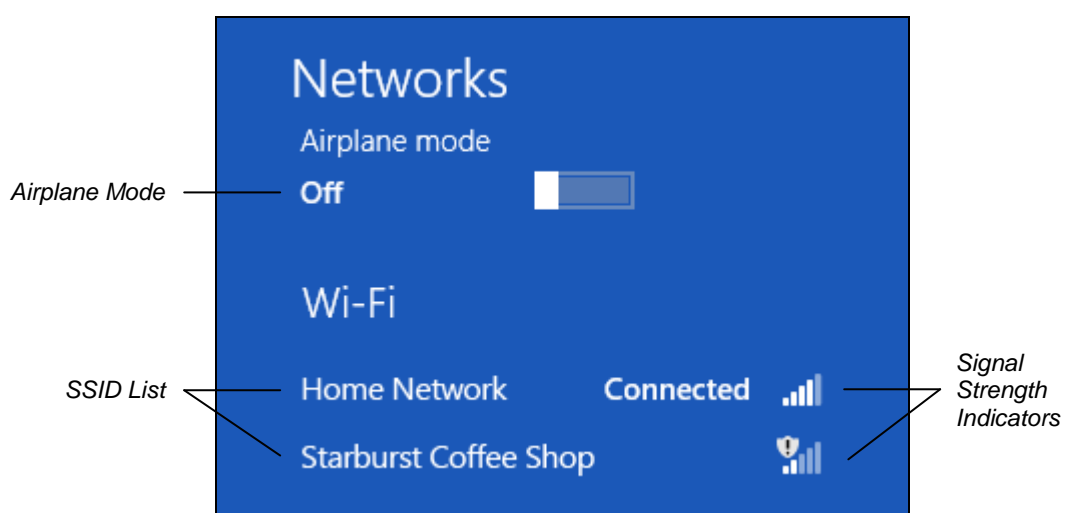
**Note:** *Wi-Fi simply replaces cables in a Local Area Network (LAN). It is not a type of Internet connection in its own right.*

To make sure only authorised people can access a network, Wi-Fi access points are often protected by a **security key**. This is simply a password used by the owner of the wireless router/modem to control who logs on to their network and, in turn, the Internet. Whenever you try to connect to a password-protected Wi-Fi network, your device will prompt you to enter a valid security key.

**Note:** *For security reasons, only connect to secure Wi-Fi networks that require a password. This helps to stop other people remotely accessing your computer.*

### Activity:

1. Windows allows you to connect your computer to a wireless Wi-Fi service quickly and easily.
2. On the Windows **Desktop**, click on the network icons  or  in the **Notification Area** on the **Taskbar**.




**Note:** *The above screenshot shows the Windows 8 **Networks** panel. If using a different version of Windows this panel may appear differently.*

## Exercise 5 - Continued

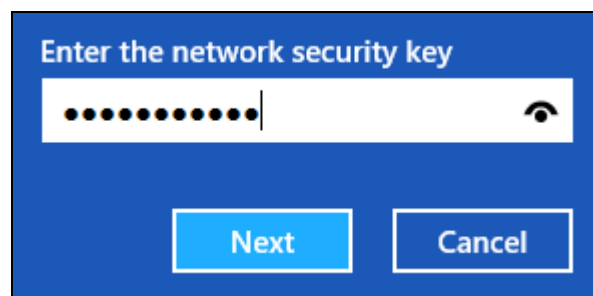
**Note:** Wi-Fi access is provided by wireless routers/modems that broadcast their name (known as an **SSID**, or Service Set Identifier) for users within range to find. The closer the device, the better the signal strength and faster the connection.

**Note:** If you are using a computer that does not have Wi-Fi, the feature is disabled or there are no networks in range, you will not see any **Wireless Network Connection** items in the **SSID List**.

3. Examine the **Networks** panel that appears. If Wi-Fi is enabled and there are networks within range, a list of wireless connections similar to that shown on the previous page will appear.

**Note:** If a network appears with a small shield icon, , then this network is “open” and you can connect without a password. However, these forms of network are unsafe and best avoided to ensure the security of your computer and its data.

**Note:** To connect to one of the networks shown, simply select it and click **Connect**. If the network is protected by a security key, you will be prompted to enter it.



**Note:** When you connect an ICT device to a new network for the first time, Windows will prompt you to turn sharing on or off (or choose a network location, i.e. domain, home/work, public). Depending on your choice, Windows will set up, save and apply the best security settings for that type of connection.

**Note:** Sharing allows devices on a network to talk to each other. At home or at work, this allows you to access files and resources (such as printers) from all of your devices.

**Note:** Once connected to a wireless network, the text **Connected** appears next to the network’s name. In the future, your device will automatically detect and log on to this network automatically if it is available.

4. Click once on the network icons  or  in the **Notification Area** on the **Taskbar** to close the **Connect to a network** pop-up.

## Exercise 6 - Web Addresses

### Knowledge:

Websites are stored on computers called **servers**. These are very similar to ordinary home, college or work computers, but they are always connected to the Internet and are accessible to everyone. To locate and access these servers – and the files and web pages they contain – a **web address** is used:

**www.ciatraining.co.uk**

**www.open.ac.uk**

**www.microsoft.com**

**www.gov.ie**

**www.nasa.org**

**uk.reuters.com**

**Note:** Just as every telephone has a unique number on the telephone network, every file and web page on the Internet has its own unique **web address**. This is also known as a **Uniform Resource Locator (URL)**.

**Note:** You can tell a lot about a website from its web address. Working from right to left, you can often tell in which country the site is located, the name of the site, and finally the name of the server the site is stored on.

Notice that most web addresses start with **www**. This usually refers to the default network location for that website on a server. However, for large or more complex websites, the names of other network locations or dedicated servers can be used instead (e.g. uk, news, sport, members, support).

**Note:** Some websites omit the **www** part of a web address.

Following the usual **www** is the **domain name** of the website. This is made up of two or more segments which generally describe the name of the website, the kind of organisation that owns it, and the country where it is located (e.g. uk (United Kingdom), fr (France), es (Spain), de (Germany), etc).

Domain Examples	Type of Website
<b>.co, .com</b>	Company (and general use)
<b>.ac, .edu</b>	Academic/education
<b>.org</b>	Non-profit organisation
<b>.gov</b>	Government
<b>.net</b>	Internet company

**Note:** The addresses of specific subfolders and/or files on a website appear after the domain name (separated by forward slashes, /).

## Exercise 13 - Revision

### Knowledge:

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.

### Activity:

1. What is the difference between the Internet and the *World Wide Web*?
2. What is HTML?
3. What is a URL and what is it used for?
4. What is a domain name?
5. Name three different types of popular web browser.
6. Start *Internet Explorer* using a **Taskbar** shortcut.

**Note:** Use the new Internet Explorer shortcut on the **Taskbar** to start the web browser. It is a lot quicker and always starts the app in **Desktop Mode**.

**Note:** If Internet Explorer opens in **Modern Mode** (and appears full screen with a black toolbar at the bottom), use the **Page tools** button to change to **Desktop Mode**.

7. What does the **Address bar** show?
8. What are the **Navigation Buttons** used for?
9. What additional bars can be included at the top of the *Internet Explorer* window?
10. Close *Internet Explorer*.
11. What does ISP stand for?
12. Name some popular types of Internet connection.
13. What is Wi-Fi?

**Note:** Sample answers can be found at the back of the guide.

**Note:** 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.

## Summary: Getting Started

In this Skill Set you have learned how to select an ISP and access the Internet and World Wide Web. Different types of network connection (cables, Wi-Fi, LAN, etc.) and hardware (modem, router, etc.) have also been covered.

You have also learned how to start and close *Internet Explorer* and adjust the application's layout to suit your needs.

You should now be able to demonstrate your ability to:

- Obtain access to the Internet:
  - Choose an Internet Service Provider (ISP)
  - Enter a username and password (if applicable)
  - Use Internet browser software
- Identify different types of connection methods:
  - Dial-up
  - Broadband
  - Mobile
  - Local Area Network (LAN)
  - Virtual Private Network (VPN)
- Identify different types of hardware you may need:
  - Modem (for dial-up connections)
  - Router (for broadband, wireless or LAN)
  - 3G network device (for mobile phone connections)
- Start the *Internet Explorer* web browser:
  - Adjust the browser's settings to add and remove toolbars

## Skill Set 3

# Searching the Web

By the end of this Skill Set 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

## Exercise 27 - Search Engines

### Knowledge:

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. 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](http://www.google.co.uk)

**Yahoo:** [www.yahoo.co.uk](http://www.yahoo.co.uk)

**Ask:** [www.ask.com](http://www.ask.com)

**Bing:** [www.bing.com](http://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.

### Activity:

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.



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

## Exercise 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>.

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

**Note:** *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.*

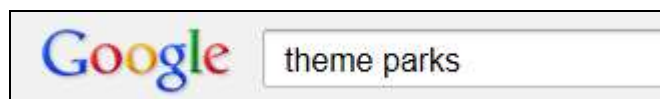


- Google finds every site in its database which contains the required keyword **parks**. Make a note of the number of results found (which is usually shown towards the top of the page).

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

**Note:** *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>.



**Note:** *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.





## Exercise 27 - Continued

**Note:** 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>.



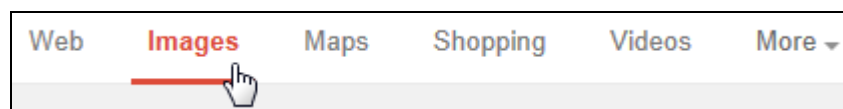
10. The number of results will be further reduced and only web pages that feature the exact phrase "**UK theme parks**" somewhere in their text will appear.

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

**Note:** 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.

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



15. When you are finished, return to *Google's* starting home page.

## Exercise 28 - Advanced Search

### Knowledge:

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:

<b>Exclude words</b>	Use a minus symbol before an unwanted word or phrase to exclude it, e.g. <b>pets -cats</b> .
<b>Specify location</b>	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.
<b>Specify Language</b>	Restrict the results of a search to pages written in a specific language.
<b>Specify Date</b>	Restrict the results of a search to pages or files that were uploaded or changed within a specific time frame.
<b>Specify Media</b>	Restrict your search to files of a specific type (e.g. images, videos, documents, etc.)

### Activity:

1. *Internet Explorer* should currently be open with the *Google* search engine's home page ([www.google.co.uk](http://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 let's exclude that word from the search results. At the top of the page change the search text to **bass -music** and press <Enter>.



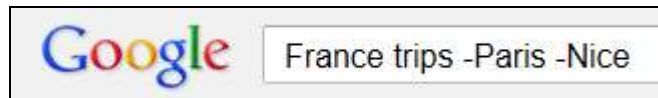
**Note:** *Be careful not to insert a space between the minus symbol and the excluded keyword.*

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

**Note:** *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.*

## Exercise 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**, 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**.

**Note:** 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.

**Note:** 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.

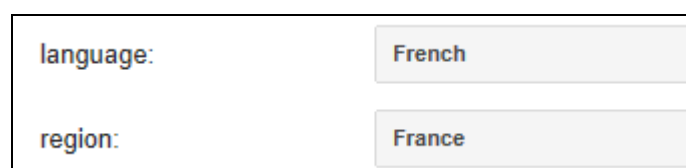
8. Examine the options that appear. Notice that you can restrict results by language, region, date updated and file type.
9. From the options available, narrow results to web pages updated within the **past month**.



10. Perform the advanced search and observe the result. Then, 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.

## Exercise 29 - Search Tips

### Knowledge:

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.

**Note:** *These search techniques will work with all general search engines.*

### Activity:

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**.

**Note:** *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 relevant information on this page?

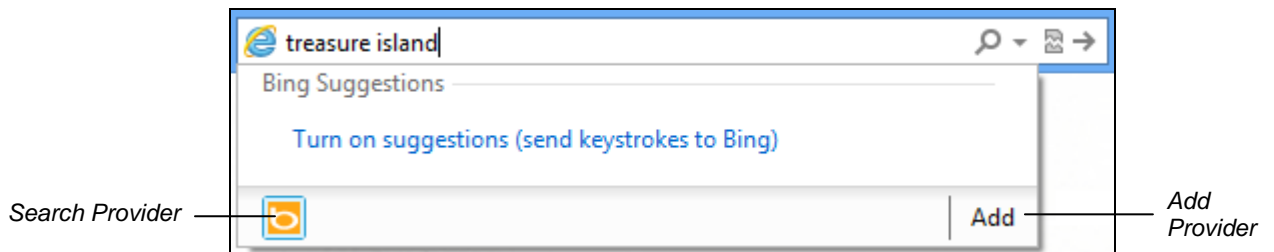
## Exercise 30 - In-Browser Searching

### Knowledge:

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.

### Activity:

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

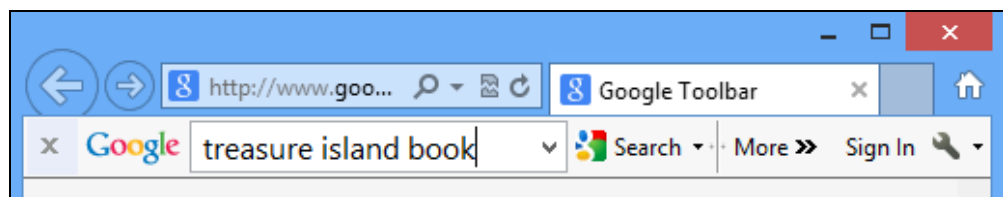


2. *Internet Explorer* uses its default search provider (*Bing*) to perform the search. Examine the results that are found. A lot of the web pages found do not seem to reference the book *Treasure Island*.
3. Refine the search by entering **treasure island book** into the **Address Bar** and press <Enter>.
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?

**Note:** 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?

**Note:** 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.