The ITrain Collective

Computer Handbook

(Windows 95)

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INTRODUCTION TO THE HANDBOOK

This computer handbook provides useful guidelines on how to operate Windows 95. It provides basic Windows 95 operating skills to those who are not familiar with the windows environment.

The handbook has been prepared to complement the Itrain (Internet Training) manuals which include instructor and student manuals for the following subjects:

- an overview of the Internet;
- using e-mail (using Eudora Light and Pegaus e-mail packages); and,
- navigating the web

The ITrain manuals are developed by a group of experts and trainers from around the world with the financial assistance of Canada's International Development Research Centre (IDRC). Responding to the need for simple, flexible and effective training materials by Internet trainers and users in the South, the ITrain materials are designed to facilitate effective Internet training. In order to use the training manuals, familiarity with Microsoft Windows and the use of a mouse is required. It is to assist those that do not meet these requirements – and those that may want to upgrade their skills – that we developed this computer handbook.

These materials are distributed under the OpenContent License (http://www.opencontent.org/) the full text of which can be found on page 39.
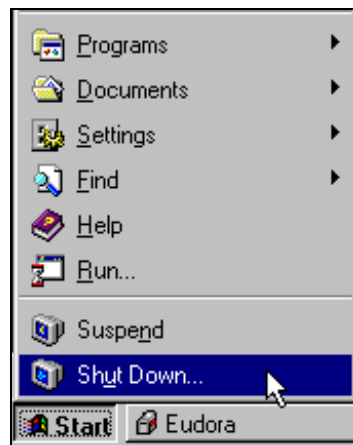
U SING W INDOWS 95

1. *Starting and Ending Windows 95*

Starting Windows 95 is easy. If your computer uses a Windows 95 operating system, it starts automatically when you turn on the computer.
Ending Windows 95 is also straightforward — here's how you do it..

First, click on the Start button **Start** in the lower left-hand corner of your computer screen. Next click on **Sh<u>u</u>t Down.**

A **Shut Down Windows** dialog box will appear as shown in Figure 1. Select the first option, **<u>Shut down the computer by</u>** selecting the button shown below. Your computer will now begin to shut down. You can turn off the power switch when the orange or red writing appears saying "**It's now safe to turn off your computer**."

*Figure 1 - **Windows**
Start Menu

Figure 2 - Windows shut down dialog box

Tip

When shutting your computer, please follow the steps listed above. Just turning off the computer without exiting Windows first could corrupt your files.

2.   *Your desktop*

Windows 95 uses the metaphor of a desk. On the top of your desk you have the main tools you work with -- your pen, paper and other items. The same applies to the Windows 95 operating system. You have your main tools on the screen of your monitor as shown below. Windows 95 calls this your desktop.
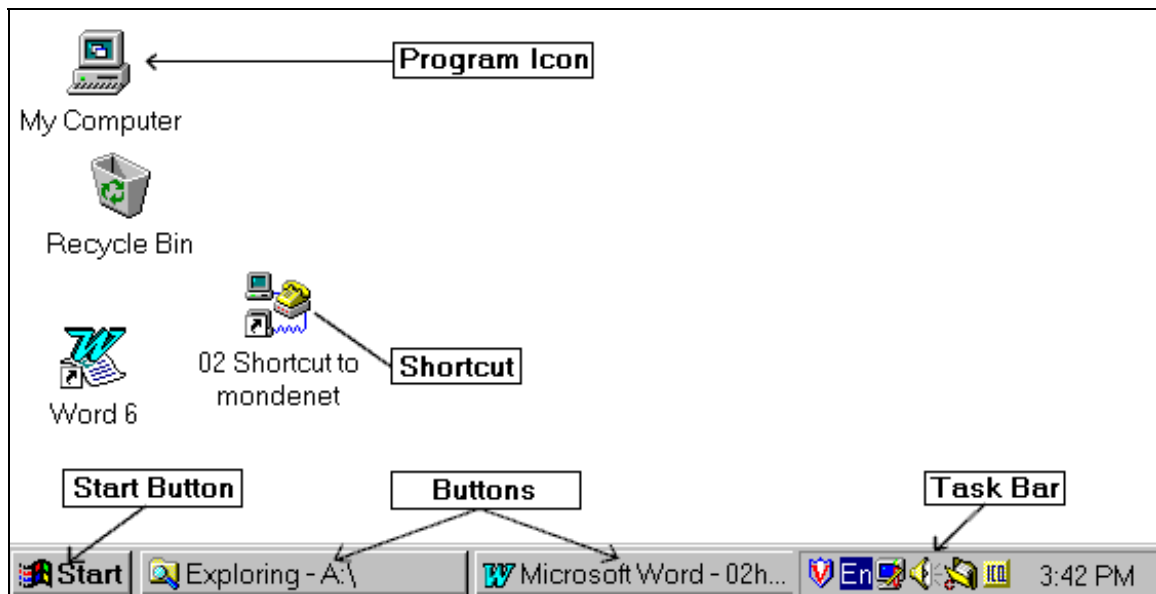

Figure 3 - The Windows 95 Desktop

3. Working with a mouse

The mouse makes it easier to use Windows and Windows-based software. It is therefore essential that you know how to use your mouse.

Four types of mouse actions

The four types of mouse actions are described below.

Action	Description	Example
Single click	Click once on the left mouse button	single click on an item on the task bar to start a programme (see section 4 for explanation of a taskbar)
Double click	Click twice in rapid succession on the left mouse button while holding the mouse steady.	In Windows 95, double clicking is used to launch programs from the desktop.
Right click	Click once on the right mouse button.	This opens up a menu of functions you can select and immediately perform.
Drag and drop	Click and drag. This is achieved by choosing an item, placing the mouse cursor over it and pressing down on the left mouse button. Do not let go. Drag the object to a new location and release the mouse button.	This is used to move files in Windows Explorer as we explain below.
Hover	In many applications, holding your mouse over an icon without clicking will bring up a short explanation of the function of the icon.	The navigation icons in Netscape Navigator will display more information about themselves when you hold the mouse cursor over them.

Configuring your mouse

You can modify, or configure how your mouse functions. To do this, left click on the Start button. *Select* **Settings**, **Control Panel**. Select the image of the mouse from the icons. You can make changes to buttons, pointer and motion here. For example, if you are left handed, you might prefer to place the mouse on the left side of your keyboard and select the right mouse key for clicking. Or if you find it difficult to find the mouse pointer, you might decide to make it larger, by selecting pointers.

4.   Launching Programs

The desktop appears when you turn on your computer. You can launch a program from the desktop by double clicking on the icon of the program you wish to start. If you don't see the desktop it is probably because you have programs open. In this case you can launch programs by clicking on the **Start** button on the bottom left corner of your screen. Move the cursor to **Programs** on the pop-up menu and a list of possible programs will appear. Single click on the one you wish to launch.
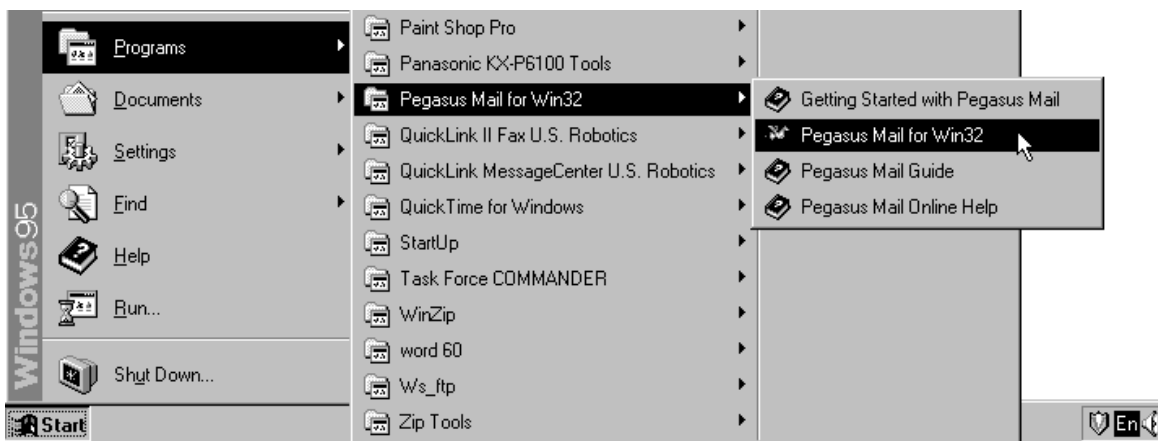

Figure 4- Launching programs from the pop-up menu in Windows

Opening a programme from the task bar

Once programs are opened, they appear on the task bar at the bottom of your screen. To maximise these programs, simply click on the buttons on the bottom of your screen. To open a window from the task bar click on an item. If the task bar does not appear, select **Ctrl** + **Tab** and it will appear.

Figure 5 - Using the task bar to open and close programs

Parts of a window

Every window in Windows has similar characteristics. Understanding how one of these widows functions helps you to learn any Windows application.

Switching between programs

To switch from one open window to another click on the desired window's icon and name on the task bar at the bottom of the screen. Or if you prefer using the keyboard you can switch between your open windows by holding down the **Alt** key and selecting the **Tab** keys.
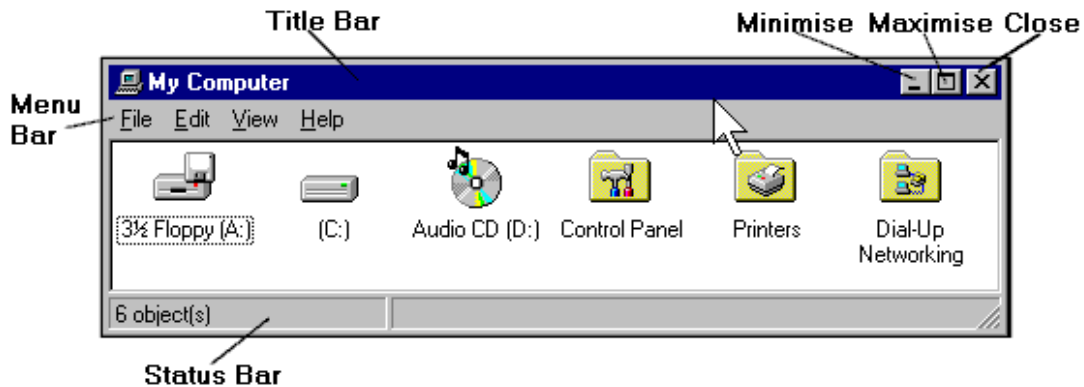

Figure 6 - Parts of a window

Maximising and minimising windows

A window can occupy all the screen on your monitor or part of it. If you 'maximise' a window it occupies the entire area. To maximise a window, carefully click on the small maximise button in the upper right hand corner.

If there is not a maximise button on your screen, the window is already as large as it gets. To shrink the window click on the restore button. Now you can select, the maximise button to make the window larger.

The minimise button removes the window from the screen. Selecting the minimise button does not close the program. It is still available by clicking on the button on the Task Bar at the bottom of your screen.

The close button closes the program or window.

Scroll bar

If the information you are viewing does not fit completely on one screen, you can see more by using the vertical and horizontal scroll bars. When there is no scroll bar on your screen, there is no additional information to access.

5. *Using Help*

Help is useful tool for people learning any computer software. You can find answers for many of your "how to" questions from the Help menu. To get help in Windows 95, click on the Start button. Click on Help from the pop-up menu as shown below.
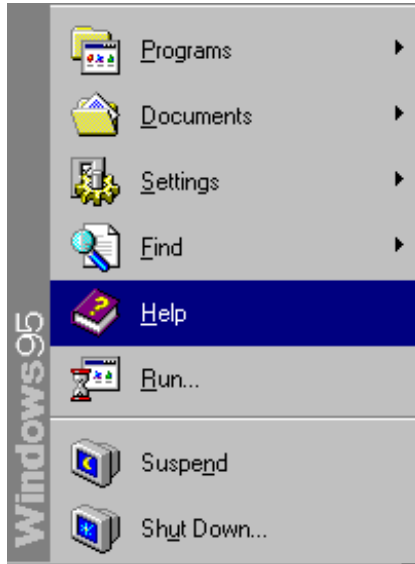
Figure 7 - Using the task bar to access help

Once help is open, you can use the **Find** tab to locate help on the topic you need.

The **Help** function is a rich source of information and useful tips. Once you open the **Help** dialogue box, you can either type the information you are looking for in the Find tab (as shown in Figure 9) or locate it by scrolling through the **Contents** or **Index** tabs. To locate a specific topic using the **Find** tab for example, select **Help** on the Taskbar's Start Menu. Select the **Find** tab. Type in one word for the topic that interests you. Type 'help' for example. If you type **help** 140 topics appear. You can select the ones that match your interest.

Figure 8 - Using the find tab to list 140 help items

6. *Multitasking*

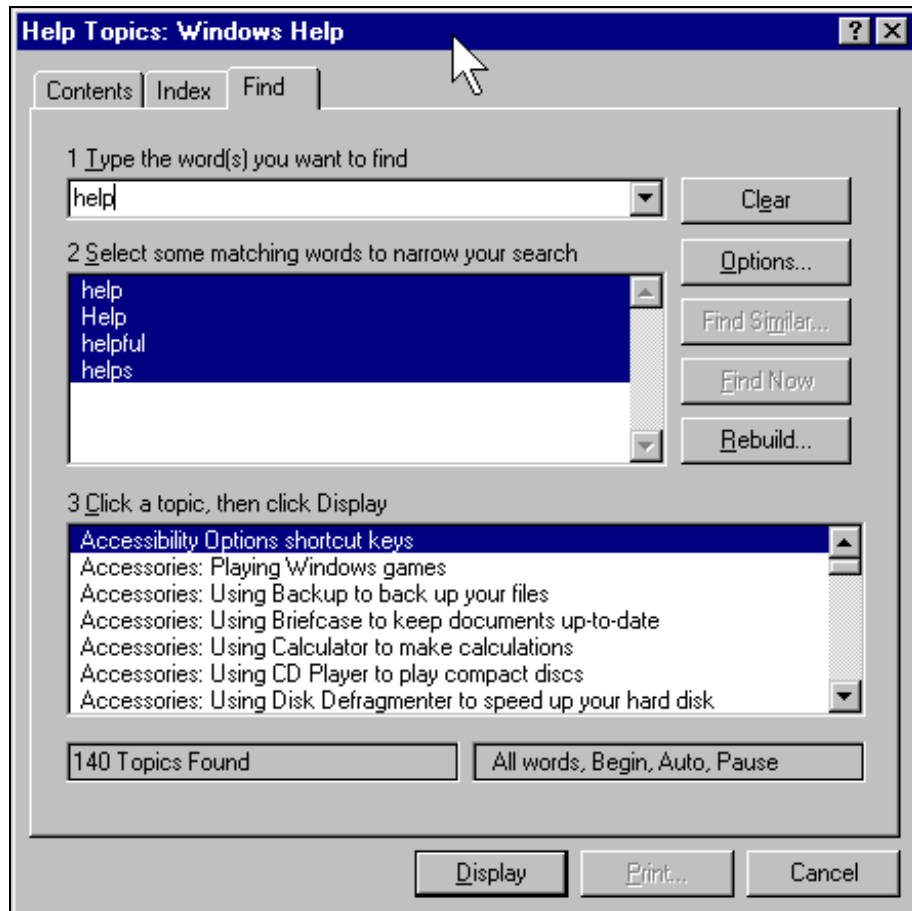Multitasking is the process of performing two or more computer tasks at the same time. For example you might be printing a document in Microsoft Word while you are checking your email in Eudora at the same time.

To perform the multitasking action mentioned above, you would first of all send a document to the printer. Secondly you would switch to the Eudora application, either by launching it or by using the switch to feature. You can switch to another open software package by holding down the **alt** key and pressing **tab** or by selecting the software package from the task bar.

The multitasking feature allows you to be more productive; however you must exercise caution. Each application and each file uses computer resources. You may experience computer slow downs and even failure when you have an excessive number of applications open. Therefore, we strongly urge you to limit the number of applications you have open.
One of the most useful features of Windows is the ability to place a portion of one document into another. Although there are many ways to do this, the copy and paste feature is one of the easiest ways to place text from one document into another.

7. *Copy and paste*

Copy and paste is particularly helpful when you are composing email messages. Using this method, you can, for example, compose your message in your word processing software using the writing tools to check your spelling and your grammar. Next copy and paste the text into an email message. You can also use this feature to copy text from one email message into another.

If you wish to copy only a portion of a document, you can do this by following these steps: First, highlight the text you wish to copy by placing the cursor at the beginning of the text, clicking on the left mouse button, and dragging your mouse until the end of the text you want copied. The selected text should now be highlighted. Next, press **Ctrl + C.** This will copy the text to the Windows clipboard. Next, place the cursor in the new document where you would like to place the text. Press **Ctrl + V**, and this will paste the text into the new document. You can also copy graphics from one location to another in the same manner.

If you wish to copy the entire document, you can easily do so by pressing **Ctrl + A**. This will highlight the entire document. To copy it to the Windows "clipboard", press **Ctrl** + **C**. Move your cursor where you want the document to be pasted and Press **Ctrl** + **V**.

8.   Managing Files

Files contain computer data, whether it be the messages of your email, the columns of numbers of your spread sheet, or the computer programs that run your software. Over time, you may accumulate a large number of files and locating files may become difficult.

Files can be grouped together in folders. Organising your files by type, project, or some other convention helps you manage your data.

The key to managing files is Windows Explorer. The basic tasks you perform in managing your files are: viewing files, setting up folders, copying, naming and sorting. We take a closer look at these below.

Discovering Windows Explorer

Where did my file go? How can I be certain that I am accessing the latest version of a file? Where can I store valuable information? Windows Explorer helps answer these questions and others.

Questions	*Answers*
1. What is Windows Explorer?	Windows Explorer maps your computer, showing what is in all drives and other pertinent information.
2. Why use it?	You can use Windows Explorer to see all the folders and files on your computer. That way you can manage all your information.
3. How do I access it?	A fast way to access Window Explorer is on the **Start** menu. Right click on the start button and then select **Explore**.

Viewing files

Windows Explorer gives you a convenient way to view your folders and files. After you have launched Windows Explorer, the easiest way to see a list of your files is to choose a folder in the left panel and left single-click on it. This will produce a list of folders and files — in the right panel. These are the files or folders contained in the folder you clicked on.

Tip

If the files and folders appear in the right panel, it is because you double-clicked on the folder you chose in the left panel.

Setting up folders

Windows 95 stores files in folders. In Windows 3.x and DOS we called these directories. You can decide which folder a file gets stored in. Setting up folders, logically named, and easy to find allows you to quickly find and retrieve your work. A good, but not the only way to set up folders is to use Windows Explorer. To do this, select **File**, **New**, **Folder**. When **New Folder** appears in your Explorer Window, type in the name you decide to call the folder.
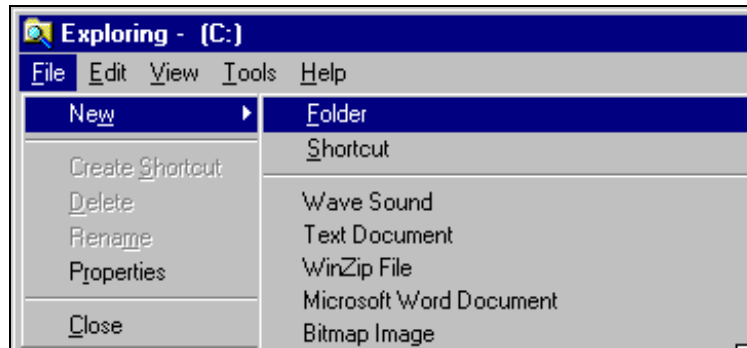
Figure 9 - Creating a new folder in Explorer

Copying files

Using Windows Explorer, you can copy files from one folder to another. This is useful if you want to store a file on a diskette for safekeeping, or move it from one folder to another.

Right click on the file you want to copy. (Its colour will change to show it is selected.) A pop-up menu will appear. Select **Copy** from the pop-up menu. Still using Windows Explorer select a new drive and or folder for the file by clicking once. In the right-hand panel, right click on an open space (not a file name line) and select Paste from the pop-up menu. You can check if the file has been successfully copied by opening the folder in which you tried to place it and checking if the file is there.

Figure 10- Folders on a computer as viewed in Windows Explorer

Naming and renaming files and folders

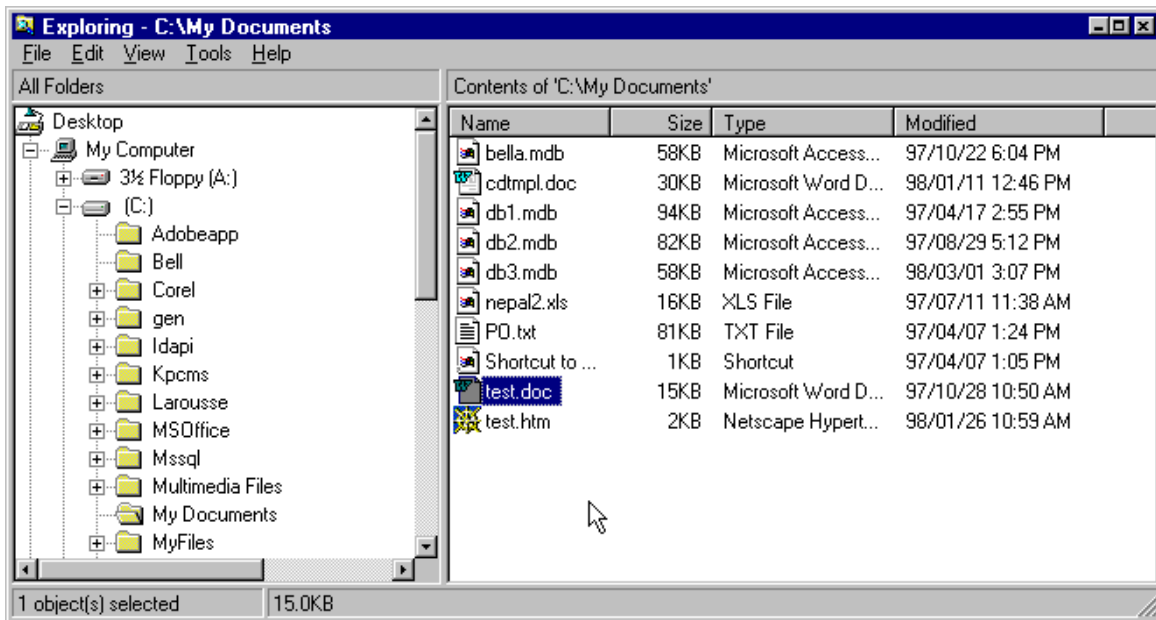If you are working with use Windows 95 only, you can use longer, more explicit file names than you can use in DOS or Windows 3.1. You can easily rename files in Windows Explorer by right clicking on a file or folder you wish to rename and selecting **Rename** from the pop-up menu.
Windows 95 allows you to save a file using up to 255 characters. However, it is recommended that you limit your file name to 8 characters to make it easy to share files with those who do not work with Windows 95. Each file can have an extension. The extension is the three last characters in the file name which follow the period. When you are saving a file, many software packages will automatically add the correct extension for you. For example, if you are saving an HTML file from the Internet, your Web browser will add the 'htm' extension to the end of the file name. Or, if you are saving a file in Word, the software will automatically add the 'doc' extension to the end of the file name. Files ending in 'exe' are program files that 'execute' software applications.

Sorting files

Windows Explorer allows you to sort your files by name, size, type or date. You can do this by selecting **View** from the Windows Explorer menu and then selecting **Arrange Icons** from the pop up menu. This is particularly useful for finding the latest version of a file. Once you have found that file, you can click on it and if it has an extension that Windows 95 understands, the associated software will automatically launch and open the file you selected. You can start working in the file immediately.

9. *Creating and saving a document*

If you do not know how to create a document, here is an exercise to help you. Although you will probably create your documents in word processing software like MS Word or WordPerfect, we are asking you to use WordPad, an introductory level word processing software that everyone receives with Windows 95. If for some reason you do not have WordPad, or you prefer to use another software package, the following instructions will nevertheless provide useful guidelines.

Open WordPad, by selecting the **Start button**, **Programs**, **Accessories**. Type a short message in the WordPad window. *Select* **File**, **Save As**. The Save As window will appear. If you do not specify the folder in which you wish to save your file, windows will save the file in a default folder. If you want to save it in another folder, select the folder now. Type the file name and click the Save button. If you save the file now, it will save in a default folder. It is better to set up a folder and file for this purpose. In Windows 95 the terms 'folder' and 'directory' are used interchangeably.

The steps in creating folders and naming a file are as follows. Click on the **Up One Level** icon shown in the following diagram until you come to the **C** drive. At this level you might notice a folder with a name like **My files** or **My documents**, that your software has generated automatically. If you do not notice a folder like this, you can create one, by using the **Create New Folder** icon. It is to the right of the **Up One Level** icon. To name a new folder, type the name of the folder into the naming area over top of the words **New Folder**. You can do this when the letters are white on a blue background. Once you have selected the correct folder, you can name your file and save it, using information explained below.
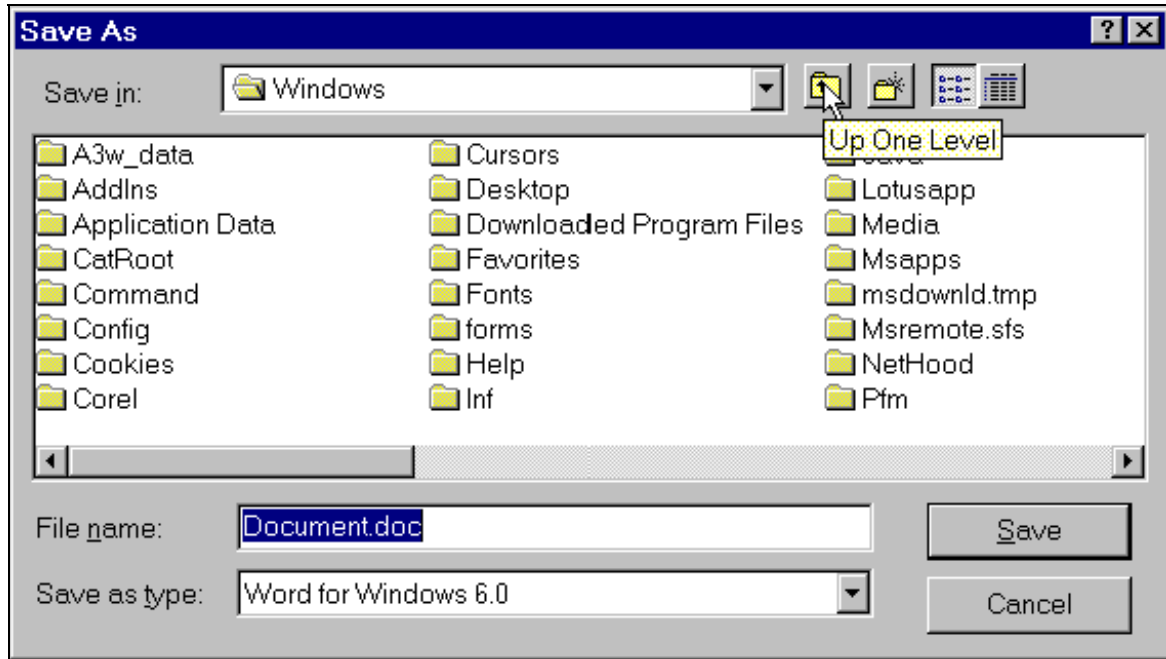
Figure 11Using the Save As dialog box

Why save files

If you wish to keep an electronic copy of your document or data, you must save it before you close the application. You could save files shortly after you start writing them and throughout the process. A good short cut for saving is **Ctrl** + **S**. Once saved, a file can be retrieved for viewing or editing. You can also send it to another person.

Questions	*Answers*
1. Where do I save files?	Decide the folder in which you want to save the file. If you do not want to save the file in the default folder, create a new folder that explicitly describes the subject. Select a name that you can easily remember..
2. How do I save files?	Use the save feature in your software found under the **File** menu.
3. What should I name the files?	Choose a name that most describes your file and that you can easily remember. Windows 95 allows you to use up to 255 characters to name your file. However, it is advisable that you limit your file name to 8 characters to make it easily accessible to those that do not use Windows 95. You can use blank spaces to separate words in the file name.
4. What characters can I not use?	\ /: *? " ' < > and | are forbidden.
5. What about extensions?	You can add a three-letter extension. Alternatively, you can let the software do it. Normally, it works well to let the software decide.

6. How do I find the files after saving them?	Use Windows Explorer as described above in Chapter 8. Managing Files.

Tip

In Windows 95, you can use 255 characters in a file name. In Windows 3.x, the maximum is eight characters. If a file with a name longer than eight characters is imported into Windows 3.x, the software will automatically reduce the number of characters in the name to eight — sometimes making it almost impossible to distinguish between files. The solution is simple. If you are saving a file that will eventually be used in Windows 3.x, do not exceed 8 characters in the name.

10. Keyboard shortcuts

A mouse is a handy tool for selecting an action from a menu. However, there are also keyboard shortcuts that let you perform the same tasks.

For example, in Windows95 WordPad, to create a new document, you move the mouse pointer to **New** icon which is represented by an icon of a blank sheet of paper. You can also perform the same function by holding down the **Ctrl** key and selecting the **N** key. We write this as **Ctrl + N**. This is faster since it performs the same action with one step, compared to several steps with the mouse.

Here are a few shortcuts that work in most Windows software.

	Select	*And you will . . .*
1.	Alt + F4	exit the current program
2.	Alt + Tab	switch to the previous application
3.	Alt + Tab + Tab	scroll through the list of open software applications
4.	Ctrl + Esc	show the start up menu and task bar if it is hidden
5.	Ctrl + A	select all the text and graphics in the document on the screen
6.	Ctrl + C	copy the selected area
7.	Ctrl + P	print the document on the screen
8.	Ctrl + S	save the document on the screen
9.	Ctrl + V	paste or insert the text you have copied or cut
10.	Ctrl + X	cut (remove) the selected text
11.	Ctrl + Z	undo the previous action
12.	Del	delete the selected area or the single closest character to the right
13.	Esc	close a dialog box
14.	F1	get help in a program or dialog box
15.	Shift +F10	View a shortcut menu for a selected item or area; next you can use your down arrow to select an item. This gives you access to the right mouse button features without touching the mouse!

TIPS ABOUT USING COMPUTERS

In this section we provide suggestions for dealing with computer viruses, backup, optimising your hard drive, learning to use computers and healthy computing.

11.   *Viruses*

Viruses are real. . . But please don't panic . . . Computers get infected and most survive. An important point to remember is that you are more exposed to viruses when you use the Internet or when you routinely exchange floppy disks with others.. A typical example occurs when you receive an attachment via email or download software from the World Wide Web. Here are a few tips on dealing with viruses.

Tips	*Explanations*
1) Use common sense.	Be wary. If your computer crashes repeatedly for no apparent reason, one of the first things you should do is check for a virus.
2) Use anti-virus software.	Set up your anti-virus software to run when your system is switched on. Configure your virus detection software to scan everything you download from the Net.
3) Learn about virus software.	The three main anti-virus products are Norton Antivirus, Thunderbyte and McAfee's VirusScan. Each has a free version that you can download from the following Web sites — Norton (http://www.symantec.com/nav/index.html), Thunderbyte (http://www.thunderbyte.com/), McAfee (http://www.mcafee.com/).
4) Where am I most likely to get a virus?	Many people get viruses from Microsoft Word documents often in documents sent as attachments. Others contact viruses when they download software from dubious sites. Also be careful when using floppy disks from someone else's computer.
5) Can I get a virus from an email message?	As far as we know you cannot get a computer virus from an email message. You can however get one from an attachment to an email message, whether it be a Word document or executable software programme, as described above.
6) Backup, then backup some more.	New viruses are devised daily, and your version of anti-virus software may not catch newer viruses. So, back up your files regularly. If a virus destroys your files, at least you will have a backup of your work.

12. Backup

Backups are important to ensure that you have access to important data in the event that the data stored on your computer is damaged or lost.

You can backup onto various devices (media). Backing files up to floppy disks is probably the most common technique for dealing with small amounts of data. For larger amounts of data such as entire hard drives, you may wish to consider using a tape backup or if you are connected to a Local Area Network (LAN) you may be able to backup to a server.

The procedure described below for backing up your files works with both a stand-alone personal computer and a local area network or LAN. If your computer is connected to a LAN, please check with your system administrator about local procedures for making a backup.

There are various backup programs available. To use the backup program that comes with Windows 95, select **Help** from the start-up toolbar, next select **Find,** type **'backup',** select the first item **Accessories: using backup to backup your files.**

You can also select backup from the start-up toolbar by selecting **Programs**, A**ccessories**, **Systems Tools**, **Backup**. When you do that you will come to the dialog box shown blow. Select the type of backup you would like to do here.

You can obtain additional information about how to use Backup, by clicking on the **Help** menu in Backup.
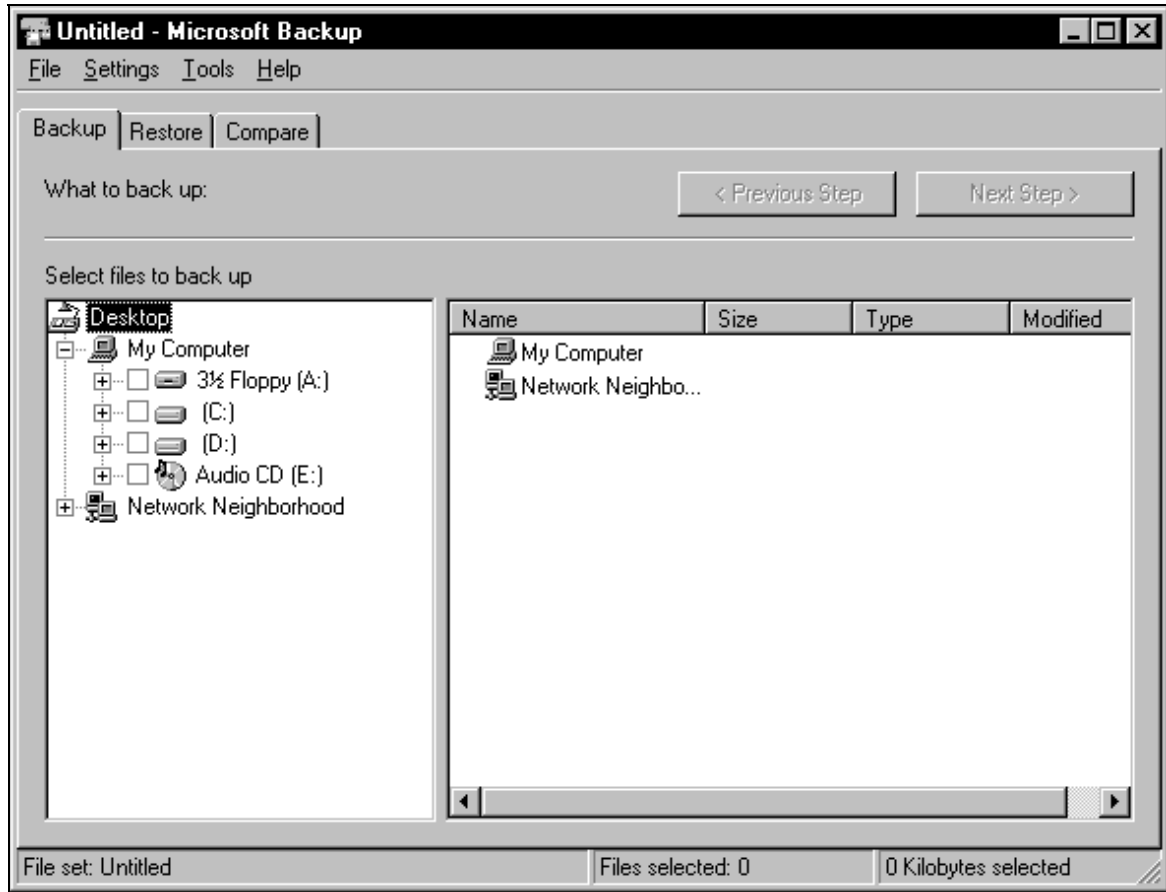
Figure 12 - *Backup dialog box*

The best advice

Software has become very complex in the last few years. Also, in the rush to produce software quickly, new programs have many bugs caused by faulty or incompatible coding. The best thing you, as a computer user, can do is to save your open files frequently and to close applications when you do not need them. Saving frequently ensures that you have a recent copy if a bug causes your computer to stop functioning — to crash. Exiting programs you are not using frees up memory for your software to work more smoothly.

Also, when you receive attachments or files on diskette from other people, scan for virus before using it.

13.   *Optimising your hard drive*

Current hard drives seem unbelievably huge. How, you might wonder, will I ever run out of space on a hard drive that holds gigabytes of information? Given that new versions of software tie up huge blocks of disk space, running out of disk space may one day become a concern for you. For example, new versions of word processing suites are disk-space-hungry. When loading a suite of programs, only load the applications that you are going to use.

HTML files used for Web sites are relatively small but some Net graphics that you might have saved to your hard drive will consume considerable disk space. One email message does not take much hard drive capacity but a few hundred in your trash file do.

Here are some easy steps to clean up your drive.

Advice	*Please note*
1. Delete the old Windows temporary files that collect on your computer.	My temporary files are stored under c:\Windows\temp\ and they end in '.tmp'. Make certain no other programs are running when you delete files.
2. Delete items from the recycle bin. This is final, so check for gems before deleting.	Your recycle bin may be occupying a portion of your hard drive space. On your desktop, click on the Recycle Bin icon. View the file names. To permanently delete everything, select **File** and **Empty Recycle Bin**.
3. Optimise your hard drive so that sections of electronic files are stored beside each other.	Open the **Start** menu on the task bar. Select Programs. Select **Accessories**, **System Tools**, **Disk Defragmenter**. The defragmenter will conduct a fragmentation test on your drive and recommend what you should do. You could also go directly to **ScanDisk** on the same menu.
4. Monitor attachments.	Attachments you receive with email messages may occupy large areas of your hard drive.

14. Learning to use computers

Six attributes of skilled computer users

Most skilled computer users exhibit all of most of the following attributes.

Tips on learning six key attributes of skilled computer users	
1. Know your operating system.(i.e. Windows 95)	Start with first things first. Learn how everything functions on the Windows desktop: the My Computer icon, the Network Neighbourhood icon, the Recycle Bin, the Taskbar, the Start Button, the Start Bar, and shortcuts. Learn how to work with Windows (resizing, minimise, restore and close buttons). If your computer came with a beginner's CD or other learning material you could review it. Check out **Help** on the start bar. It explains the items listed above along with many others that will help make you comfortable using your computer.
2. See more details on the screen.	Take a good look at your browser and email software. Study the pull-down, or drop down menus and become familiar with all aspects of what you see on your screen. Next time you are use Internet Explorer, or Netscape, Pegasus, Eudora or other applications, take your time and absorb everything on the screen — top, bottom, left, right.
3. Feel comfortable.	Give yourself plenty of space..
4. Use precise computer terminology.	Learn the right terms and use them. One reason to say you 'compose' email rather than write it is that the help files normally, but not always, store their information under the terms that appear in the drop-down menus. Therefore, you will need to use words like compose, send, retrieve, and other terms featured in your drop-down menus.
5. Remain calm.	Computers and their software have become complex. Glitches are prevalent — caused by programming errors, software designer oversights and operator error. Accept that you will experience problems when you use a computer. Relax. When you have a problem, stop. Take a break. Reflect on what happened. Seek advice. Learn from problems.
6. Be confident to try things.	If you acquire the first five attributes, this sixth one will come automatically — you will become confident in your ability and you will 'try things'.

Grooming your learning style

You will learn more efficiently and effectively if you tie your learning to your preferred learning style or styles. One person might learn by using a step by step manual while another might experiment with pull down menus in a software application.

The following table will help you identify your most effective learning styles and tailor activities to learn about the Internet and intranets.

Learning styles	*Recommended activities*
1. You enjoy facts, logic, analysis.	You could read articles in computer magazines read books or create a structured plan of action.
2. You prefer self-discovery, constructing concepts. You value initiative.	You could use **Help**, experiment with the pull down menus in your software and generally engage in hands-on activities.
3. You like to test theories, value structure and processes.	Try planning your learning, keeping track of what you learn.
4. You enjoy sharing ideas, value intuitive thinking, and enjoy working towards harmony.	Try talking to people about the Net and also try hands-on activities.

Most likely you do not fit exclusively into one of the four learning styles described above. So go ahead, try different approaches. Enjoy!

15. *Healthy computing*

Some people who use computers for a period of time suffer from various aches and pains. At the Web site of the library of the University of California, Riverside there is information about ergonomics in the library:

(http://library.ucr.edu/~pflowers/ergolib.html)

The site explains that working in a library can be 'hard, physical work.' And working with computers, mice, and monitors requires many of the same skills that successful athletes have. Get informed and start planning your own training program by checking out the following web sites and our list of quick, cheap tips.'

The text below is derived from the Web site mentioned above. We cite it as an example of information on the Web and also for anyone who notices their joins stiffening up as they use a computer — there is good information here.

Cheap Tips for Safe Computing in the Library

General

- If it hurts, don't do it. Pay attention to how you're feeling, how you're sitting, and what hurts.
- Keep moving - stretch, wiggle, get up!
- Tape up one of the many good stretch exercise sheets at your desk.
- Remember to stretch frequently, at least once an hour.

Keyboarding and Mousing

- Don't reach for or tightly grip your mouse. Position the mouse as close as possible to you. "Mouse shoulder" and "mouse arm" are debilitating conditions.
- Keyboards should slope downward toward the back. Use chunks of paper to prop up the front of keyboards. Do not use the foldout feet at the back of your keyboard.
- Use two hands to type combination keys (such things as Ctrl + P), instead of one-hand stretching or clicking.
- Rest your wrists on a wrist rest only when you are not typing. Wrist rests are designed to support the heel of your hand, not for resting your wrists. Place wrist rests so that the top is level with the top of your keyboard's space bar.

Eye care

- Don't work looking up at your monitor. Bifocal wearers need to be especially careful that their monitors are low enough to avoid neck strain. If necessary, pry off the stand at the base of your monitor to lower the height and/or move the CPU so it is not supporting the monitor.
- Check your monitor for glare by holding a piece of white paper in front it. If you can see its reflection, you've got glare! Quick fix: tape a manila file folder on the top or side of your monitor after moving it in and out to test for maximum light blocking.

Posture

- Don't stick your neck out -- literally. Your head weighs about 7 kgs. Keep it balanced over your neck and spare your neck and shoulders.
- As much as possible, adjust your chair to be comfortable. Try using pillows or books to adjust the height.
- Face your monitor and keyboard head-on. Make sure you're centred over the part of the keyboard you use the most. Don't sit centred over the number pad if you never use it.
- Don't talk with the phone on your shoulder and don't use a gadget to rest the phone on your shoulder.
- Men - don't sit on your wallet. Put your wallet in your front pocket, so you don't leave it behind.

Posture aids

- Don't buy the first posture aid you see. Test them out!
- For wrist rests -- try a rolled up hand towel or rolled bubble wrap secured with masking tape.
- For foot rests -- try piling up telephone books or mail order catalogues so you'll know the exact height you need or whether you really need one at all.
- If you like making things you could make backrests, footrests, wrist rests, back or travel pillows by filling little bags with rice.
- Need a cold press? Keep a few plastic bags of peas in the freezer at work and at home to use as ice packs on whatever hurts.

G LOSSARY OF TERMS

Many of the following words come up in conversations about computers. We have developed definitions that are easy to understand.

Account

An Internet account allows you to access the Internet. If you have an Internet Service Provider (ISP), you will have one of these.

Address

See Internet address.

Application

Also called a computer program. A set of instructions written in computer code that enables a computer to perform specific tasks — normally with some help from you, the user.

Article

Name given to a message you post to a newsgroup, for example to ask for information.

Attachment

An electronic file that you fix to an email message and send with it. For example, you could send a computer file of a Microsoft Word document to a colleague, friend, relative or client.

Bandwidth

The maximum number of bits per second delivered by a network or the amount of information transmitted over a communications link. Bandwidth is important because it is a determining factor in setting the speed that information flows around the world and into your computer.

Baud

The number of signalling elements that can be transmitted per second on a circuit. Used in referring to the speed at which a modem transmits data. This is an older term being replaced by bps - bits per second. We still speak of the baud rate of modems.

Bit

The smallest unit of measure of computer data.

Bookmark

A term used in Netscape to describe a Web site that is marked for later reference. Called a 'favourite' in Internet Explorer. Bookmarks offer a convenient means to retrieve pages whose locations (URLs) you have saved. You store your bookmarks in a list that is saved on your hard disk.

Boot up your system

Simply means to start your computer.

bps

Bits per second. The measure of a modem's speed. Often expressed in kbps, kilobits.per second

Browser

Software that allows a computer to access information on the Internet. Netscape Navigator and Microsoft Internet Explorer are browsers that use a graphical user interface (GUI) for searching, finding, viewing and managing information.

Bug

A error in computer software that can cause programs to malfunction.

Chat

Chat is an Internet communication service. Internet Relay Chat (IRC) is software that allows you to use chat services on the Net.

Client

A computer that uses the services of another computer called a server. When you are using the Internet to download information to your computer, your machine is a client.

DNS (Domain Name Server)

A computer on the Internet. It does the work of translating between an Internet domain name such as abc.com and an Internet numerical address such as 123.456.78.9.

Domain or domain name

Part of a computer's official name — for example, abc.com. Your ISP can tell you more about obtaining a domain name. You can register your domain name at http://www.internic.net — for a fee.

Download

To transfer programs or data from a computer to a connected device, usually from a server to your personal computer.

email

Short form for electronic mail, as opposed to snail mail, the realm of the post office.

encoding

In order for some email messages to be sent over the Internet they need to be altered. This process is called encoding. We describe two type of encoding below: MIME and UUencoding.

encryption

A process of scrambling communications so that they can not be intercepted. On the Internet, people can read an encrypted message if they have the right electronic keys.

Eudora

A popular email program for Windows and Mac computers. Download the software and a comprehensive users manual at http://www.eudora.com

FAQ (Frequently Asked Questions).

A collection of questions that are commonly asked in a newsgroup or mailing list — including answers. A good place to start when you join a newsgroup or mailing list.

Flame

A rude or inflammatory Internet message. Most often occurs when you write someone complaining about something they have written to a mailing lists or newsgroup. Often leads to more flaming and generally unproductive use of everyone's time and energy.

Folder

An area where you store similar material so you can find it later. You should create these in Windows to store and organise the messages you receive, the Web site information you capture and the software you download from the Net.

FTP (File Transfer Protocol)

A way of transferring data from one computer to another over the Net.

Gigabyte

1,000,000,000 bytes of data. This seems to be a huge amount of data but present software takes a good bite out of a one-gigabyte hard drive.

Gif

This is a compact graphics format, which has become poplar on the Internet. Many web browsers accept JPEG images as a standard format for viewing graphics on Web pages.

Home Page

The first area you see on your monitor when you access a Web site.

HTML (Hyper Text Markup Language)

A "tag" language used to format Web pages. To see HTML coding, load a Web page in Netscape Navigator 4, *select* **V̲iew**, **Page So̲urce**.

HTTP (hypertext transfer protocol)

The method used to transfer documents from the host computer or server to browsers and individual users. Commonly seen as the first letters of most URLs, or Internet addresses.

Hyperlink

Connections between one piece of information and another. In browsers, hyperlinked text is underlined.

Hypertext

Allows the user to select text and immediately display related information. You click on a hypertext link and your browser sends you to the place on the Web or a file that is associated with the address you click on.

Internet

The interconnection of over 100,000 computer networks world-wide. The Internet allows estimated 50 million computer users to exchange email and information.

Internet address

A unique combination of letters, most of which start with HTTP.

Intranet

An Internet at the level of an organisation, most often a business. Using popular Internet software, an intranet allows people to exchange data within an organisation, as they do on the Internet, with the world.

Internet Explorer

See Microsoft Internet Explorer

ISP

Short form of internet service provider. This is the organisation that has a hook-up, often direct, to the Web. An individual or small organisation normally accesses the Internet through an ISP.

ISDN (Integrated Services Digital Network)

A digital telephones system, faster than normal telephone service, operating up to a speed of 128 kilobits per second.

Java

A computer language that can run on any modern computer and is therefore ideal for the Internet.

JPEG

Indicated by the letters JPG on a computer file, this is popular method used to compress the size of photographic images. Many web browsers accept JPEG images as a standard format for viewing graphics on Web pages.

Listserv

See mailing list.

Lurk

To read a mailing newsgroup or chat group without posting messages. It is a good idea to be a lurker when you first join a group.

Mailing List

An email service that 'remails' all incoming mail received by the list. Each message is sent to people who subscribe to the list, unless they arrange otherwise. Also called electronic mailing lists, Internet mailing lists, listservs and discussion groups.

Majordomo

A program behind the scenes of a mailing list, making it possible for the list to send messages to all members and perform other functions.

Microsoft Internet Explorer

Microsoft's browser that allows WWW access.

MIME

The most popular method for encoding messages and email attachment. It stands for Multipurpose Internet Mail Extensions. Eudora Light automatically converts your messages and attachments into MIME format without any extra effort on your part. Virtually all Internet mail programs now will seamlessly receive and decode MIME encoded messages and attachments. MIME is capable of encoding virtually any kind of file for the Internet including documents sound and video.

Modem (MODulator-DEModulator)

Computer hardware that enables digital data (computer info) to be transmitted over analogue transmission facilities like telephone lines.

Moderator

An important person for a moderated mailing list. The moderator or a group of moderators review the messages posted to a mailing list or some newsgroups and decide whether they can be released to the public.

Multimedia

The combining of audio, video and data. Internet browsers have multimedia capability due to the addition of plug-ins.

Net

Short form for Internet. In this book, Net also includes intranets.

Netiquette

Rules for how to behave on the Internet, especially in mailing lists, email and newsgroups.

Netscape Navigator

Netscape's browser. Can be used with the Internet or intranets to access the wealth of information in cyberspace.

Newsgroup

A topical area in Usenet Newsgroups.

Newsreader

Software that allows you to read and respond to messages in newsgroups.

On-line

A comprehensive term embracing the Web, Internet and intranets

Page

A way of collecting and conveying information on the Net. Pages may be of any length and contain a variety of elements including text, graphics, sound, video.

PCMCIA

Compact computer accessories, mostly associated with laptop computers. A PCMCIA modem resembles a thick credit card.

Pegasus

A free email program with many advanced features. Can be downloaded from http://www.let.rug.nl/pegasus/.

PGP

Stands for Pretty Good Privacy and is a freeware encryption program with considerable support on the Internet.

Plug-in

A computer program that you add to your Internet browser to handle additional functions such as audio and video.

Protocol

Rules governing how computers talk to each other. The 'p' in HTTP, TCP/IP and other important Net conventions.

Pull-down menu

A menu appearing at the top of the screen in Windows applications. When selected, another menu drops down.

Push technology

Push technology or Webcasting enables Web sites to deliver their content directly to users' desktop computers.

RealAudio

With this plug-in installed in your browser, you can listen to live and on-demand audio over the Internet using your standard modem.

RealPlayer

RealPlayer is a real-time audio and video delivery system for the Internet. It is distributed with Microsoft Internet Explorer 4. Using RealPlayer, you can listen and view thousands of hours of live and pre-recorded clips, including sporting events, live radio stations, news, music, and lectures.

Search tool

A free service on the Net. Search tools are like master librarians that index and find links on the Internet to the information you request. When you types in a phrase or keyword, the search tool scans the pages in its index for matches.

Server

A computer that provides services to another computer — called a client.

Service provider (ISP)

A commercial company selling Internet access. Also called an Internet Service Provider or ISP.

Shareware

Computer programs that you can download from the Net. You are free to use them for a period of time — often 30 days. If you keep them longer, you are expected to pay the shareware provider.

Shockwave

Sometimes called Macromedia Shockwave. This is the most popular plug-in for viewing multimedia.

Snail mail

The slow stuff from the post office. As opposed to faster email.

Smiley

A combination of keyboard characters that portray emotions like :-) for a smile or :-(for a frown. Also called an emoticon.

Spam

The verb and noun referring to sending a commercial email message to a large number of people. Also used to cover a multitude of other disruptive, nasty things that happen via email from time-to-time.

Spiders

Search tools send out small programs that we once called robots but now refer to as spiders, crawlers or 'indexers' — to review and catalogue Web sites and copy text they finds into a database.

Surfing

Looking for interesting things on the World Wide Web using search engines and hyperlinks.

Teledesic Network

An 'Internet-in-the-sky, with several hundred satellites orbiting close to the earth. Backed by Microsoft Chairman Bill Gates, and scheduled to begin service in 2002.

URL (Uniform Resource Locator)

A Web site address with the name of the server where the site's files are stored, the file's directory path, and its file name. For example http://www.idrc.ca.

UUencoding

UUencoding is an older format for sending attachments via Internet mail. It is not as flexible as MIME and is no longer widely used on the Internet. However, there are still some mail systems on the Internet that send attachments in Uuencoded format. To deal with these attachments in Eudora Light you will require an additional utility to decode the attachments since Eudora Light does not support Uudecoding.

Usenet (USEer NETwork)

Internet newsgroups currently with over 25,000 different newsgroups.

Virus

Small computer programs that make your computer malfunction — sick, for short. Some are a nuisance. Others are can destroy all your data.

Web site

A location where Web information is collected and made available, normally to anyone with access to the Internet.

Web page

The same thing as a Web site.

WinZip

WinZip is a compression utility that lets Windows users make their files smaller for faster transfer over the Internet. This utility also decompresses files that were originally compressed using PKZIP or TAR formats. You can obtain WinZip at http://www.tucows.com.

World PC

A complete computer priced at around $500 to $1,000. Will have enough RAM and disc space to run preinstalled software. A modem and network-readiness will be standard.

WWW (World Wide Web)

The World Wide Web provides a way of linking the computers on the Internet through HTML tags and using hyperlinks that allow you to click on a link and advance to another location on the Web.

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