

How not to be afraid of the computer

it's actually easier than you think...



Photo by Andrea Piacquadio
(pexels.com)

Who is this material for

This tutorial is for those who have never used a computer or the Internet, or who have thought about trying it. Our aim is to encourage and show that it is not that difficult.

It is hard to imagine today's world without computers, mobile phones, tablets, and the Internet. Business information, practical tips, entertainment, communication between people, and much more are freely and for free available on the Internet without geographical restrictions from anywhere in the world and with minimal computer skills.

How can I access it all?

You will say - I am too old, I can't learn anything new. Many people may think that, but it is not true. In fact, you don't need that many skills to use a computer and browse the Internet. Anyone can learn them, at any age. Our aim is to help you in the form of this teaching material. Read it and try it! It is not complicated.

Let's start with the basics. You may have to practice a little, you may have to try a little, you may make mistakes, but it's not dangerous and it won't break anything. If someone comes to help, that's great.

A few basic skills are enough to use the Internet and the services available.

Don't limit yourself. Learn a minimum of basic skills and wander safely on the Internet. See how your room gets bigger and bigger, the walls slowly disappear. Travel the world, see the collections of museums in faraway lands, and go to the cities you want to go. Keep connected with friends or find like-minded people all over the wide world. Take part in different events, don't be shy.

Let's get started!

Table of contents

Who is this material for	2
Table of contents	3
What is a "user account"?	6
Why is this so important?	7
Username and password	7
User account and online services	9
Useful Internet	10
How it works?	11
Addresses on the Internet.....	11
What you need to use the Internet	12
Device and software application	13
Internet connection	13
No computer, mobile device, Internet connection?	13
What is Internet browser?	14
Get the basic skills you need!	15
Computer mouse and how to use it	16
What is a keyboard?	17
How to type text and numbers	18
Write text clearly!	19
Correct mistakes!	20
Let's go to the Internet.....	21

Open a WEB browser.....	22
Type in the website address	23
Sailing safely in a sea of information.....	24
How to get back now?	25
Useful bookmarks	26
Adding an address to bookmarks.....	27
Searching on the Internet.....	29
Search engines.....	30
Use the search engine!	31
Choose from results	32
Annoying messages	33
Messages about Cookies	34
Advertisements.....	Error! Bookmark not defined.
Confidentiality notices	35
E- mail.....	36
How does it works?.....	37
E-mail address.....	38
Look in your mailbox	39
Example of signing in to Google mail at gmail.com.....	40
Read messages- 1.....	41
Read messages- 2.....	42
Write an email- 1	43

Write an email- 2	44
Attachments - 1.....	46
Attachments- 2	47
Attachments- 3	48
Make the most of the Internet.....	49
Watch the video on Youtube	50
Search for videos on Youtube	51
Meet on the Internet	52
Video call and meeting- 1	53
Video call and meeting- 2	54
Video call and meeting- 3	55
A little about security	56
Frequently asked questions	57
I know my username and password, but I can't open a web service - email, Facebook, Twitter or other.....	57
Cannot open Internet page	57
Computer not responding at all and no any reaction	57
The characters and icons is too small	57
About this book.....	58

What is a "user account"?

Why is this so important?

Username and password

User account and online services



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Although it may seem boring, please read the following section. It is important to understand the concept and meaning of a user account on the Internet.

You will learn how personalized services work on the Internet, tailored to you.

You will understand how the main protection mechanism works and why it is important to keep your passwords and usernames safe and as written down copies.

What is a "user account"?

Why is this so important?

First, some theoretical reflections. In practice, there is often confusion about this issue. Users do not know, lose or forget their passwords and then cannot use a service they are used to. They change devices - computers, mobile phones, tablets - and then there are problems. Believe us, the authors of this material, it is important to know and understand the meaning of a user account!

Do you lock the front door when you leave? Do you keep valuables locked away? Is your car locked when parked? Do you store your keys carefully enough and know where they are?

The answers to these questions are most likely "Yes". Keys give you the opportunity to both store valuables and access them.

Username and password

The same is true in a virtual computing environment, but instead of a padlock or a lock with a key built into the door, you have a **Username** and **Password**.

In order to use an Internet service, or to make full use of a computing device such as a mobile phone, that service must have a private staff workroom, an environment called a **User Account**. In this assigned virtual space, you can perform the permitted actions and use the facilities provided. To be able to enter and operate this room, you must unlock it with your **User ID** and **Password**.

Just like a real room key, the Username and Password allow you to both unlock and lock the virtual workspace and protect your privacy, as the keys should only be in your possession.

Make sure your keys are not lost or forgotten, because then it's impossible to get into your service - just like in real life!

What is a "user account"?

Only the two together - username and password - are the key to accessing your email, Facebook or any other service. The same goes for online banking. Online banking often uses additional security, such as a code card or code calculator, or additional codes sent by SMS to your mobile phone.

A username can be a special name, a nickname (you don't always have to use your real name on the Internet), an e-mail address, or just a string of letters and numbers that you type into the field provided. Usernames are usually case-insensitive - you can use lower case. A username does not have to be a secret to others - for example, your email address may be known to others, and your username will be visible on a social network or in correspondence.

Password. A password, unlike a username, is a secret known only to you. Passwords usually contain upper (capitals) and lower case letters, numbers, and symbols. It doesn't matter whether it's upper or lower case - it should be written exactly as it is.

Creating a user account is called Registration. It is a one-time action and usually involves filling in a form on the Internet.

Never give your account passwords to others!

User accounts are separate for each service, just as each lock has its own key. Ideally, passwords should be different for all accounts.

In the following chapters, we will cover the minimum skills you need to be able to work safely on the Internet. It won't be hard at all!

On the one hand, computer systems can be surprisingly diverse. The number of programs that can be used is equally impressive. No one is completely familiar with all the programs available, and there is no need to be. On the other hand, the basic operations are similar in most cases. Pay attention to the nature of the task, don't try to literally "commit" everything to memory. Remember, a computer is just a tool to use in different ways.

What is a "user account"?

User account and online services

Finding and viewing publicly available information on the Internet is **free and no user account is required**.

An account is required for personalized services such as email, online banking, social networks (Facebook) and similar.

In Internet banking, the user account is created by the bank itself. In contrast, for most Internet services, the user registers the user account themselves, perhaps with the help of someone else. Each service requires its own account.

If the account is already up and running:

To read or send e-mails: a username and password must be entered on the e-mail start page.

To log in to Facebook: you must enter your username and password on the Facebook page.

To log in to Tik-Tok: you must enter your username and password on the Tik-Tok page.

To view or submit electricity counter readings: you must enter your username and password on the service provider's page.

To use any other electronic online service: you know what to do...

Each of these services will have a different user account and different usernames and passwords (very recommended).

In some cases, you may need to know something extra, such as an additional code from a code card.

The example shows that in all these cases the same action has to be taken, although the visual appearance and design and the specifics of the service are different.

How it works

Addresses on the Internet

The Internet is one of the most widely used information exchange systems today. The most popular use of the Internet is to visit and browse web pages.

What is the Internet?

Let's look at the very basics of how the Internet works for a general understanding.

You will learn what web page addresses are and some tips on how to enter them.

Don't be afraid - you won't have to read and to memorize a lot!



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Useful Internet

How it works?

The internet is not a firm or a company it belongs to no one. All kinds of information - text, images, video, audio - are arranged in a special way on Internet sites, and these sites are interconnected in one big computer network. This is called the World Wide Web (WWW). Websites can consist of many, many pages on which information is arranged and organized.

Anyone can create a resource or service and publish it on the Internet. Anyone can use a publicly accessible resource, for example, to post a video about their holiday, send an e-mail to a friend, read the news and play games, and to get a new salad recipe. All you have to do is find it.

Addresses on the Internet

To be able to find something on this gigantic worldwide computer network, Internet sites are given addresses. They have the same meaning as the address of your house or apartment.

For example, these are the addresses of the following websites: **ritineitis.lv nordplusonline.com www.bbc.com**

Nowadays, the use of the letters www is optional. This makes it easier to write the address in the browser.

Addresses do not have spaces, everything should be written together, with given dots and lower case letters.

If you do not know the address, there is a search engine that will find what you need by subject, if someone has published such information on the Internet.

Generally, no user account is required for publicly available information.

Let's go to the practical part of things!

What you need to use the Internet

Device and software application

Internet connection

No computer, mobile device, Internet connection?

What is Internet browser?

How do I find and open my browser?



Image created by vectorjuice
(www.freepik.com)

In this chapter, you will learn what you need to browse the Internet.

Just like in the kitchen, you need certain ingredients to cook well. In our case, however, there aren't that many of them.

You will learn how to find a web browser on your computer, and that they may be various.

Use one of browsers of Your choice.

What you need to use the Internet

Device and software application

To use the Internet services, you need a computer device. This can be a stationary personal computer (PC), a laptop, a tablet or a mobile phone with Internet capabilities. You also need a browser - a special program for browsing web pages. Apps on mobile devices are usually designed for one specific action (one service), such as email, while a browser allows you to browse websites and search for information, and use multiple online services.

Internet connection

The device is not enough, we also need to connect the device to the world's global network, the Internet, in some way. This is usually provided by Internet Service Providers - companies that can provide a connection where you live - or by mobile phone operators. The connection can be by cable (special wire), a special device, wireless connection, or mobile operator connection. Many options, the main thing is that you need to have one. Usually providers use a special small device called a router.

No computer, mobile device, Internet connection?

No computer or Internet connection? A personal computer with a connection is not always necessary. Maybe there is a need or desire to use the Internet occasionally, maybe just to try it out?

No problem. Nowadays, different solutions are available in different countries, e.g. public Internet access points, libraries, municipalities, and associations. Not only may you have free Internet at this access point, but you may also have a knowledgeable consultant to help you.

Take an interest in your neighbourhood!

What you need to use the Internet

What is Internet browser?

You need a TV to watch TV programs. To do anything on a computer system, you usually need a program to do it. To browse Internet sites, you need a program - **Browser**. These can be different and can be distinguished by their name and the image of the icon (button).

Popular programmes are Mozilla Firefox, Google Chrome, Opera, Safari, and Microsoft Edge. You may also have several browsers on the same computer. Which one is best? The answer is whichever is available or whichever you like. The steps involved in browsing the Internet are very similar in all programmes.

An important place is the address field, where the address of the website is entered.

How do I find and open the browser?

The browser icon is usually found on the desktop and also at the bottom of the screen on what is called the taskbar.

Try to find the browser icon on your computer!



If your computer doesn't have these icons, any browser might not be installed on your computer. Microsoft Windows usually already includes Edge, but you can add others. Ask someone more knowledgeable to add a browser to your computer (they're free!) and place launcher icons on your desktop or taskbar for ease of use.

Get the basic skills you need!

Computer mouse and how to use it

What is a keyboard?

How to type text and numbers

Write text clearly!

Correct mistakes!

No job is effortless. Using the Internet will also take some practice. But it's worth it!

Let's try control your computer with the mouse.

A little typing will also help. The browser needs to know where we want to go on the web.



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Get the basic skills you need!

Computer mouse and how to use it

To turn on the light, you have to press a switch, to read a book, to turn the pages, to have lunch - you have to use cutlery. The mouse is the main tool for giving commands to the computer.

Computer mice come in different sizes and colors. There are specially designed mice for people who are not comfortable with a normal computer mouse.

A computer mouse usually has two buttons to press, right and left, with a scroll wheel in the middle between them. The mouse must rest on a flat surface or on a special pad and should not be lifted in the air. Although laptops have a special touch panel, a normal computer mouse can be attached to them for ease of use.

The left mouse button is most commonly used. When you place your hand on the mouse correctly and comfortably, your index finger will be over the left mouse button.

The operating result of the mouse looks like a small arrow on the computer screen. This is called the mouse pointer. The arrow moves as you move the mouse across the surface. When the arrow has moved to the right place on the screen, press the left mouse button. This action is called a "**click**". This means to computer to do something- push button for instance.

Although this all sounds simple, it is better to try and practice in a simple computer game.

Try it! Move the computer mouse and watch the arrow move on the screen.

Ask someone to open a simple computer game on your computer, such as **Bubble Shooter** (www.shooter-bubble.com), or **Mouse Accuracy** (mouseaccuracy.com). Try shooting the bubbles or clicking on circles.



Get the basic skills you need!

What is a keyboard?

How do I write an email, enter an Internet address, type in a username and password, and write numbers and text? That's what the keyboard is for. The keys for entering letters and numbers are arranged on the keyboard.

The keyboard also has special keys, for example for capital letters, and command keys that perform a specific action. These are usually used with the character keys simultaneously. There are also keys for deleting characters to correct a mistake.

Professional computer operators use all ten fingers to enter characters, but we can get the input with one, or in some cases two, fingers.

The layout of the characters is basically the same on different keyboards. These are the letters of the Latin alphabet, but there may be additional characters for other languages. The keyboards on laptops may vary in appearance, but the arrangement of the keys is the same.

Try it! Take a look at your computer keyboard. Find the keys with numbers, and letters. Find additional keys **Caps Lock**, **Shift**, **Enter** (Return).



Get the basic skills you need!

How to type text and numbers

Usually, to specify where to enter text, for example in a username or web address entry field, in an email message or elsewhere, you need to position the mouse arrow there and left-click before you start typing. After this preparatory step, a flashing vertical bar should appear where the text will appear (there are exceptions).

To enter a character, lightly press the required key on the keyboard and immediately release it. This can be done with one finger. Use the number row at the top of the keyboard for numbers and the letter keys for text.

To enter a space (space), press and release the long key on the bottom row of the keyboard. Normally, a single space is used between words

Try it!

For now, let's skip things like the upper and lower case, correcting text, changing to a new line, symbols, and more.

Ask someone to open any text input program on your computer. Try typing in a sentence or just letters and numbers. Find a full stop, semicolon, comma on the keyboard. Or ask to open online practice at www.typingstudy.com and choose Your language and keyboard layout. The last resource is intended for using all ten fingers but You can use one or two. There are many lessons and games for training.

Get the basic skills you need!

Write text clearly!

The real text also contains capital letters, lines and paragraphs. There are two methods for writing capital letters. One method uses the additional **Shift** key. There are two of them, on either side of the keyboard, both with the same meaning.

Option one.

To type a capital letter or symbol from the top row of the keyboard, on the keys above the numbers, press the **Shift** key on the left-hand side of the keyboard with the finger of the left hand and, while holding it down, press the key with the desired letter or symbol with the finger of the other hand and then release both keys.



Option two.



Press the **Caps Lock** key on the left side of the keyboard, then press the desired character key. Capital letters will continue to be typed until the Caps Lock key is pressed again. However, symbols such as the @ symbol cannot be written this way.

Try it!

Ask someone to open a text input program on your computer. Try typing a sentence, using spaces, and upper and lower case letters. Try typing an exclamation mark, a question mark, the @ symbol.

Get the basic skills you need!

Correct mistakes!

Unlike text written on paper, what you type into a computer can be corrected. However, as the computer does not think, the writer must specify the place to be corrected. The location of the action is indicated by a flashing vertical line - the text cursor (insertion point). The text cursor can be freely positioned anywhere in the already typed text by left-clicking the mouse.

This is the insertion point|

You cannot correct a misspelled character, but you can erase it and type the correct one.

To delete the last character typed, press and release the **Backspace** key at the end of the number line of the keyboard.

To delete a character in the middle of the text, position the mouse cursor (insertion point) after the character and click the left mouse button. Then press the Backspace key once. Type the correct character.



Remember- to continue typing, click the mouse at the end of the text.

Try it!

Ask someone to open a text input program on your computer. Try typing a sentence, try deleting and replacing a character at the end and middle of typed text.

Let's go to the Internet

Open a WEB browser

Type in the website address

Sailing safely in a sea of information

How to get back now?

Useful bookmarks

Adding an address to bookmarks



Image created by vectorjuice
(www.freepik.com)

In this chapter you will learn how to navigate the vastness of the Internet - what you need to do first, how to move from one page to another, and how to go back.

A basic knowledge of mouse clicking and a little typing will be sufficient.

Let's go to the Internet

Open a WEB browser

At first you need to turn on your computer and wait for it to turn on fully. The next step is to find the web browser icon and open the browser.

The easiest way to do this is if the browser icon is placed at the bottom of the screen in the taskbar. Hover over the icon and left-click:



If the browser icon is not on the taskbar, ask a more knowledgeable assistant to place it on the taskbar. Next time it will be easy to open the application again.

If the application icon is on the desktop, hover the mouse pointer over the icon, left-click and after that press the Enter key on the keyboard- in the letter area to the right:



The example shows how to open Microsoft Edge, to open other browsers You have to do similar actions.

Let's go to the Internet

Type in the website address

When you open your browser, it will most likely already open a pre-set home page on the Internet. It can be anything, and it may not be what you need at the moment.

For a browser to open a certain page on the Internet, it needs to know where to go. This can be done by typing the address of the website you want into your browser, e.g. **ritineitis.lv**

To type a certain address into the browser, you need to place the mouse arrow over the address field of the browser and click the left mouse button.

Then enter the address of the site from the keyboard. The address must be correct, but you already know how to correct errors.

When the address is correct, press the Enter key on your computer keyboard.

If everything is OK, the first page of the website will open.

This is similar in all web browsers.



The newest versions of web browsers also allow to type a website address in search engine form to open a page directly instead of search results. Later in this material, we discuss how to search the Internet.

Let's go to the Internet

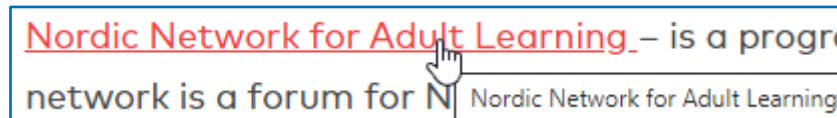
Sailing safely in a sea of information

Although we cannot change the look and layout of the website, we can make use of all the possibilities it offers. Often pages are huge, and contain a lot of information, and therefore not all the content is visible on the computer screen. This is indicated by the so-called scroll bar on the right-hand side of the browser.

What to do? The most convenient way is to use the scroll wheel between the mouse buttons. Practically all computer mice have one. Try using your index finger to turn the wheel one way and then the other. The web page should scroll down or up on your computer screen, revealing content that was not previously visible.

Web pages have built-in topical content menus, pointers, action buttons that can take the user to the next page or to a completely different website. A left mouse click is needed to make the browser understand what the user wants.

If some action is intended in a tooltip, text, image, button, the mouse pointer will change from an arrow to a hand image with an outstretched index finger. Wherever such a hand appears, you can left-click and move to another (next) page or do an action:



These clickable text areas are usually highlighted with a different color or design. They are called **hyperlinks** and provide navigation between pages on a website or link to a different website.

Please note that the appearance and layout of web pages are entirely at the discretion of their owners and developers. They can be very different - with tables of contents, explanatory text, colored buttons, and other elements.

Wherever the mouse pointer changes to a hand-held image, you can click to go further.

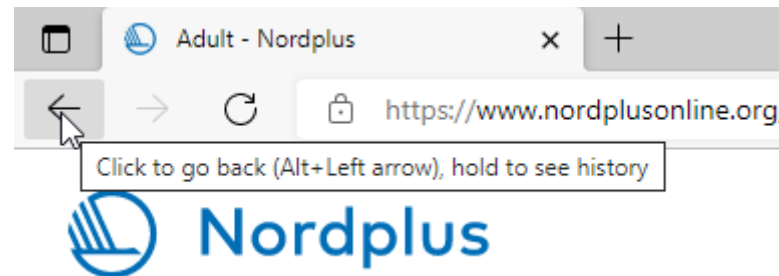
Let's go to the Internet

How to get back now?

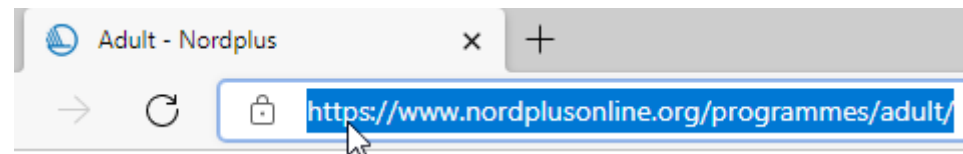
Clicking on index entries, links, and pointers takes us further and further into the depth of web site, or even to another resource, because on the Internet different sites can be linked by hyperlinks. For example, starting from a news page, we may find our way to a collection of salad recipes and a public library page.

How do I stop browsing and go back?

Depends on your preference. If you want to navigate back to a previous web page, click the button in the top bar of your browser (using the left-click) with the arrow marking the left:



If you want to open a new, different web address, click on the previous address once and enter the new one as described above. After clicking, the previous address will turn blue- this is normal. When you type in the new address, the previous one will automatically clear and be replaced by a new address:



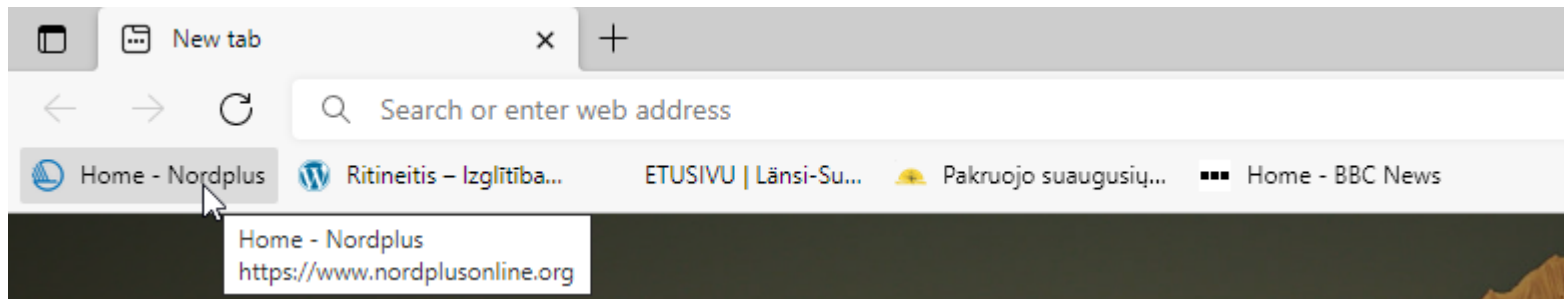
Let's go to the Internet

Useful bookmarks

Many people use different bookmarks to read books so that they can easily find the page they need again. Web browsers have the same feature built-in. Usually, an Internet user has a list of the websites he or she visits most often. For example, an e-mail site, a favorite news site, or social network pages.

To avoid having to type the address of a website each time, it can be bookmarked. All popular web applications allow you to add a visible bookmark bar and place your favorite pages there. And then you can open them with just one click of the left mouse button! No more typing in the web page address again!

The best thing to do here is to get a helper to turn on the bookmarks bar in the web browser you are using - not all applications have it immediately available - and make it visible and accessible:



Try it!

Ask someone to turn on a visible bookmarks bar in your browser if it is not visible.

Tip!

The latest browser versions make the bookmarks bar visible after the first bookmark is added.

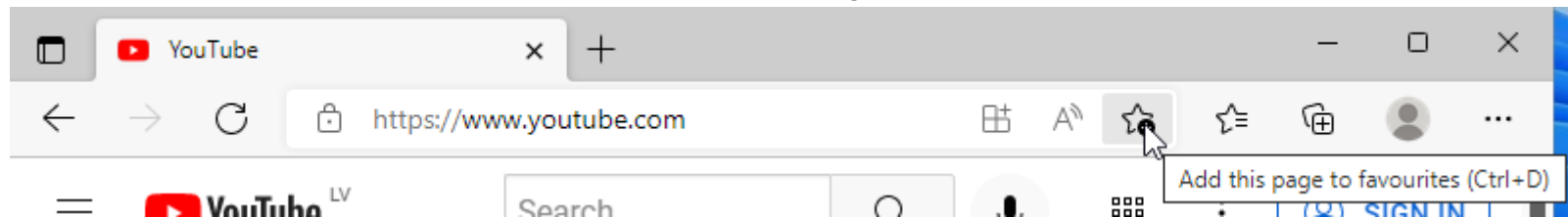
Let's go to the Internet

Adding an address to bookmarks

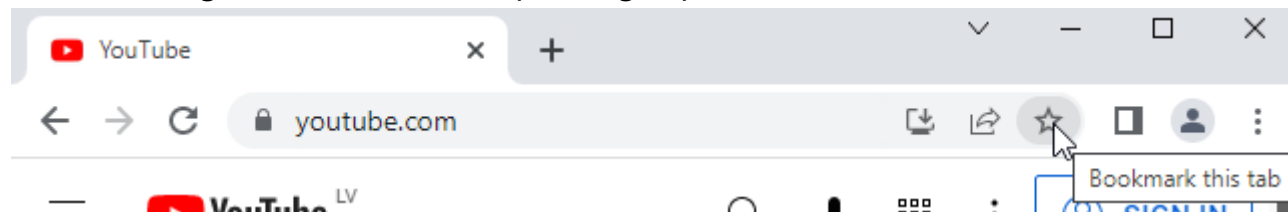
The bookmarks bar may be empty at first, but the most frequently used and popular web addresses should be added to it. This is easy and can be done with the same left-click of the mouse.

The first time, however, the web page will have to be opened in the "classic" way - by typing in the address as described above or by searching in a web search engine.

To add the open page to your bookmarks bar, left-click on the star icon in your browser's address bar. For practically all browsers, this button is located on the right-hand side of the address bar:



The design of star button may be slightly different in different web browsers:



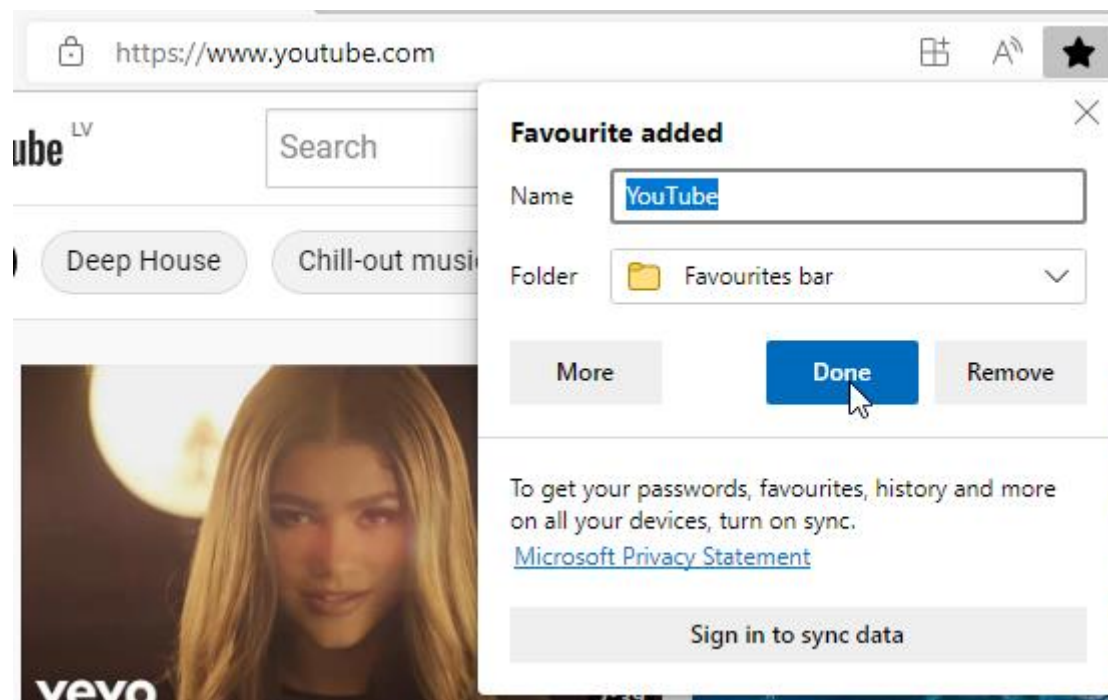
The next step is to confirm the web page address to be added to the bookmarks - continued on the next page of this material. You can also change the name of the entry.

Let's go to the Internet

Adding an address to bookmarks

After clicking on the bookmarks button, a separate message will open. These are called **Dialog Windows** and there is usually something else you can change, add or fix.

In this case, it is easiest to do nothing but confirm the action by pressing the **Done** button. This is done with the same left mouse button click:



The naming of the **Done** button can also be written in another language - the language of your computer system and software. Anyway, You have to confirm the action and the dialog window closes. After confirmation, a new entry will appear on the bookmarks bar of the program.

Searching in the Internet

Search engines

Use the search engine!

Choose from results

There are now almost two billion web pages on the Internet. Imagine that number with nine zeros!

How can You find anything in that amount of information?

In the next chapter, we will explore web search engines and how to use them.



Image created by pikisuperstar
(www.freepik.com)

Searching in the Internet

Search engines

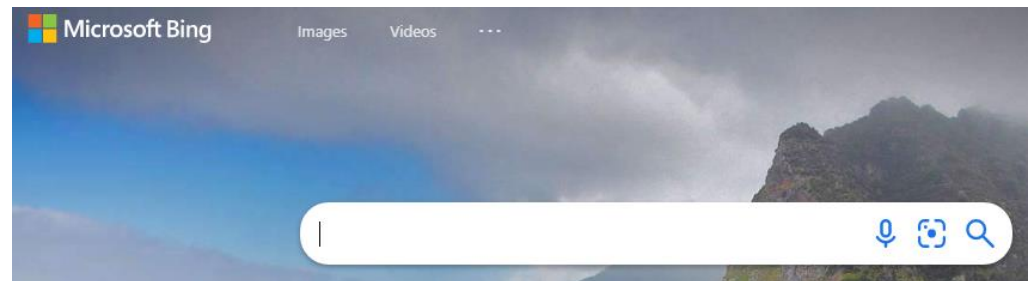
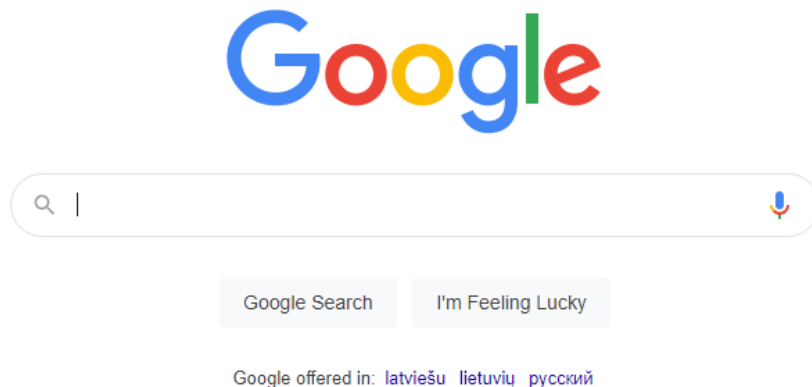
If you know the address of the website, it's as simple as typing it into the address field of your browser and pressing the Enter key on your keyboard.

What if I don't know the address, but need to find some information based on the subject?

Web search engines can help. These are basically specialized Internet pages, a kind of Internet catalogs, where you can search by subject, full or partial name.

There are several search engines, all with their own web addresses, which are worth remembering. Popular search engines are Google at **google.com** and Microsoft at **bing.com**. These are simple addresses to type into a web browser and open.

Search engines all are similar, with a special field to specify the subject or topic to be searched. You will, however, have to enter what you are looking for.

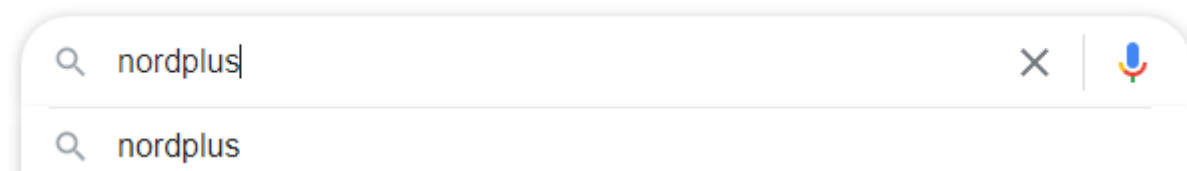


Searching in the Internet

Use the search engine!

To use the web search engine, you must first open it. Open a web browser, and type **google.com** or **bing.com** in the address field. How to type in an address is already covered in the material above. Press the Enter key on your keyboard.

Position the mouse pointer over the subject input field and do left-click. Enter the subject or topic you are looking for, e.g. "nordplus ":



Press the **Enter** key on your keyboard.

The search engine will display a list of the web pages most relevant to the topic you are looking for - the first ten addresses found. The result will not be a single address, but a list of pages. At the top will be more relevant ones. The list will contain clickable links to the pages found and a short summary or description of the content of each page found.

Remember that the long list can be browsed by scrolling down or up, as it will not all fit on your computer screen!

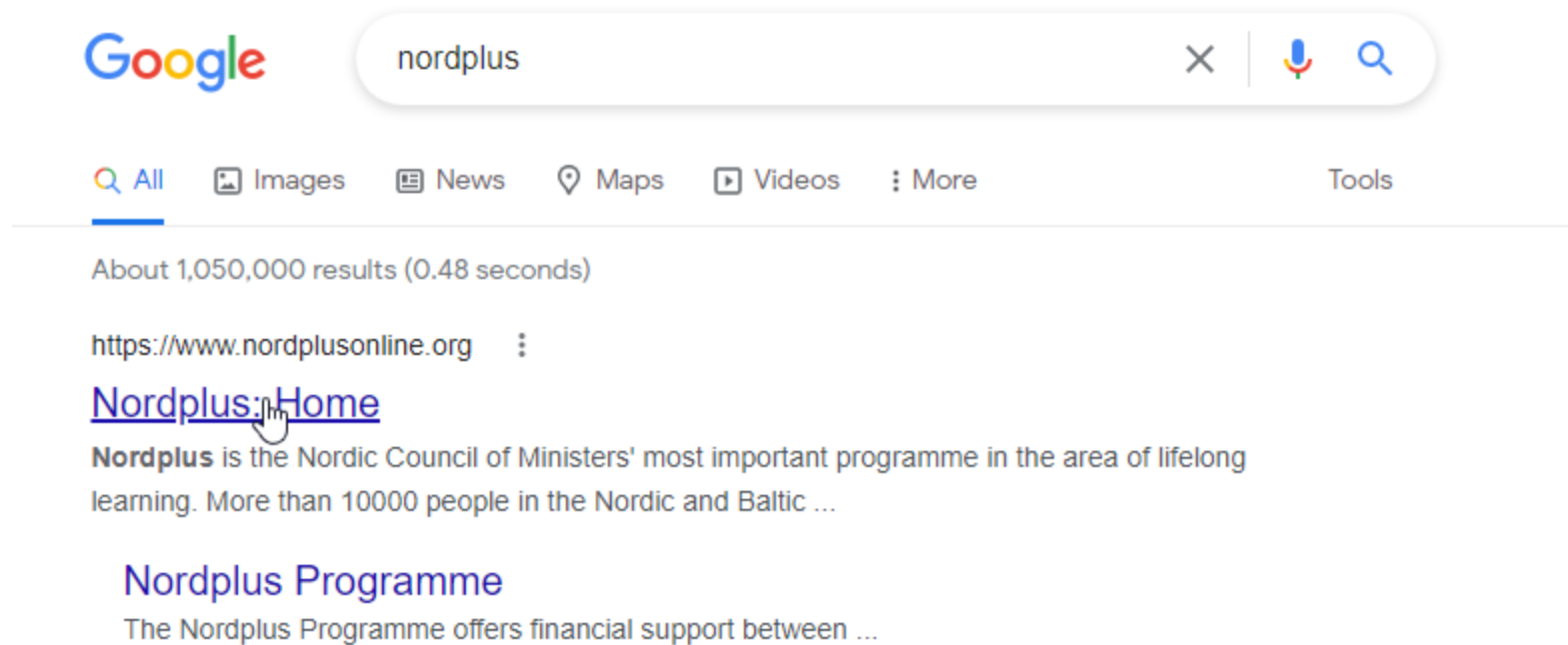
It's like in a public library - if you ask a member of staff for books on, for example, the Nordic countries, they will bring several books, maybe even a whole pile. You will have to choose the most appropriate one.

If you choose a general and popular topic, you may get several million hits, but don't worry - the most relevant will be in the top ten.

Searching on the Internet

Choose from results

From the list of results, choose the one you find most interesting and relevant to the topic or subject you are looking for. Hover the mouse pointer over the page title - it will be highlighted in a different color, usually blue, the mouse pointer will change to a hand with an outstretched index finger, and click the left mouse button. The page you have selected will load and open:



Annoying messages

Messages about Cookies

Advertisements

Confidentiality notices

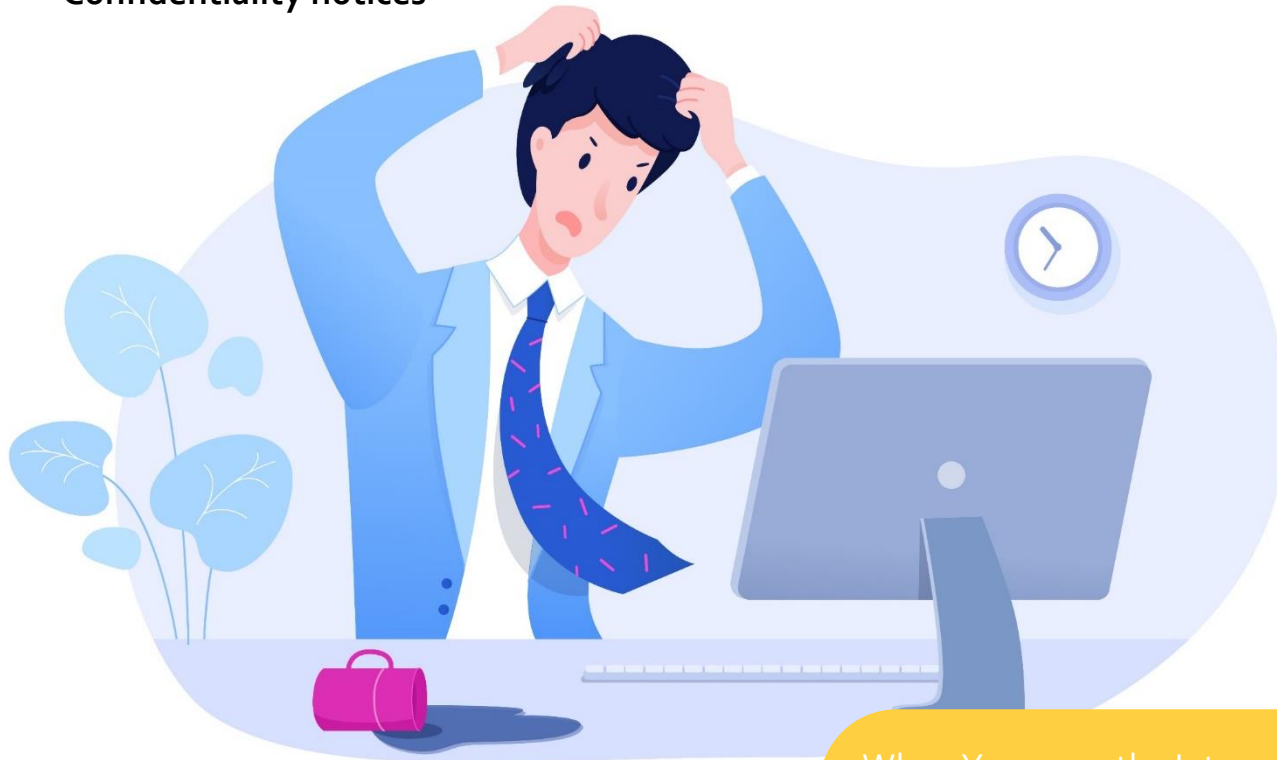


Image created by studio4rt
(www.freepik.com)

When You open the Internet page, all sorts of notifications appear?

Colourful windows pop up and offer different goods?

Unintelligible and distracting information?

In this chapter you will find out why this happens and what to do with it.

Annoying messages

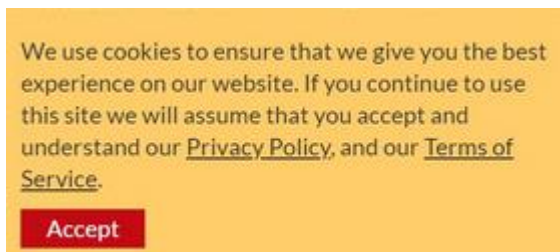
Messages about Cookies

Websites are built and maintained using a variety of technologies, and their owners must also comply with applicable legislation. There is no difference between real-life and virtual life.

One of the technologies used on virtually all web pages is cookies. Cookies enable the website to function and also store information about your habits and interests. On the one hand, this ensures that the page is tailored to you, on the other hand, cookies contain information about your interests. For example, if you search for information about a product or service on the web, other pages on the Internet will later contain advertisements about that product or service. This is how cookies work.

Because cookies contain this personal information, the legislator has decided that the owner of a website must warn the user about the use of cookies. That's why there are these annoying cookie notices that appears in different sizes and appearances.

What to do- if you want, read them, and press the confirmatory action button. The "Disagree" button is less common in these notifications. Consent is not a bad thing. It's just how the Internet works.



This message usually does not reappear on the same website once it has been confirmed.

Annoying messages

Advertisements

Ads, ads, ads. Where can we go without them? Webmasters are also trying to make money or at least recoup the costs of running an Internet site. Placing advertisements is one way of doing this.

What to do? Nothing, you have to put up with it.

Adverts come in all shapes, sizes, and designs. They can appear suddenly and on full screen, obscuring the content of a page for a certain period of time.

There is nothing to do. Be understanding.

Confidentiality notices

The privacy notice is actually information about the processing and use of your data (see above about cookies). It is common practice to place it somewhere on the Website as a clickable link, but it can also be a prominent notice before using a service. For example, the first time you use Google Search, you will see this notice.

What to do? If you want to, read it and agree if you plan to use that particular service.

This is not dangerous. It is simply a description of how the service provider will handle your data. It is basically an agreement between you and the Internet service (such a search engine) provider.

Experience has shown that only few people read these notices, because in reality there is no option to disagree to use service or webpage.

How does it works?

E-mail address

Look in your mailbox

Example of signing in to Google mail at gmail.com

Read messages

Write an email

Attachments



Image created by vectorjuice
(www.freepik.com)

Electronic mail has deservedly become one of the most common forms of communication. Easy to use, minimal cost or free, easy to attach images and documents - it's all easy. Only basic computer skills are needed.

How does it work?

To send a regular letter, you first need to write it on paper. The message is then folded, placed in an envelope, and delivered to a post office or post box, where it will be collected by postal staff at a specified time.

What else is not mentioned in this activity? Correct - the envelope must have written the recipient's address, usually also the sender's address, and the postage must be paid by affixing the appropriate stamp. The postal system will then send the letter to a sorting office and then to the recipient's post office, from where it will arrive in the recipient's mailbox.

Electronic mail works in exactly the same way, but instead of post offices, there are special computers - mail servers - spread across the world via the Internet. The sender writes a message in a special program or using a web page, specifies the recipient's address, the subject of the letter and presses the "Send" button. The message then travels across the Internet and arrives in the recipient's email inbox.

The recipient will open their mailbox with their username and password and read it.

One user can have several mailboxes, each with its own user account - its own username and password.

Sounds simple, doesn't it!

E-mail address

To send an email to someone, you need to know the recipient's email address. The address actually means access to an electronic mailbox hosted on a special computer system (server) somewhere on the Internet.

Anyone can obtain an electronic mailbox with an address by registering in an e-mail system. Registration is a one-time process, after which the user receives a username and password to log in to their mailbox. The username and password are your keys, which you need to know and protect, just like an ordinary mailbox access key.

There are many email services on the web that offer free set-up and maintenance of a mailbox. They all work in a similar way, only the appearance of the web page will differ.

To register with the chosen e-mail system, you will normally need to fill in a form on the web page, answer the questions in the form, choose a username that will be part of your e-mail address, and think of a password. Access data must be carefully stored!

Try it! Invite a helper to register your mailbox! Write down the e-mail address, web page, username, and password you have created in your notes.

E-mail addresses contain a special symbol @ (et) which can be entered from the keyboard by first pressing the **Shift** key and, while holding it down, the number key "2" with the symbol "@" in the upper register.

E-mail addresses are unique, they are not repeated anywhere else in the world - no two e-mail addresses are exactly the same!

E-mail addresses do not contain spaces! Although they can contain upper (capitals) and lower case letters, for convenience You can only write lower case.

John.Nordplus@google.com and **john.nordplus@google.com** are the same e-mail address.

E- mail

Look in your mailbox

To read the e-mails you receive in your mailbox, you must first open it. Although the different e-mail systems look different, the steps are very similar. Remember - you must already have an e-mail box - you must register with an e-mail system at first.

First you need to start a web browser and open the website of your e-mail system on the Internet. For example, for Google email this would be **gmail.com**, for Inbox it would be **inbox.lv**, for Microsoft it would be **outlook.com**.

Next, log in to the system. If you have already created an e-mail box once, you do not need to register again! Please note that the websites of the different postal services may look very different! If necessary, you should find the **Sign In** button on the opened page.

Enter your username, which is usually your registered e-mail address or the first part of that address up to the "@" symbol.

Enter your password. Be careful, as your password is masked with black dots or asterisks so that no one else can see it. To enter your username and password, you must first left-click on these fields in sequence.

After entering your password, click the **login** button, or **OK**, or **Next**. The labels on this button may vary from system to system.

For example, in Google Mail, you must enter your username and password in separate steps by pressing the Next button.

If you don't have an email box, you can try the following for testing purposes, feel free:

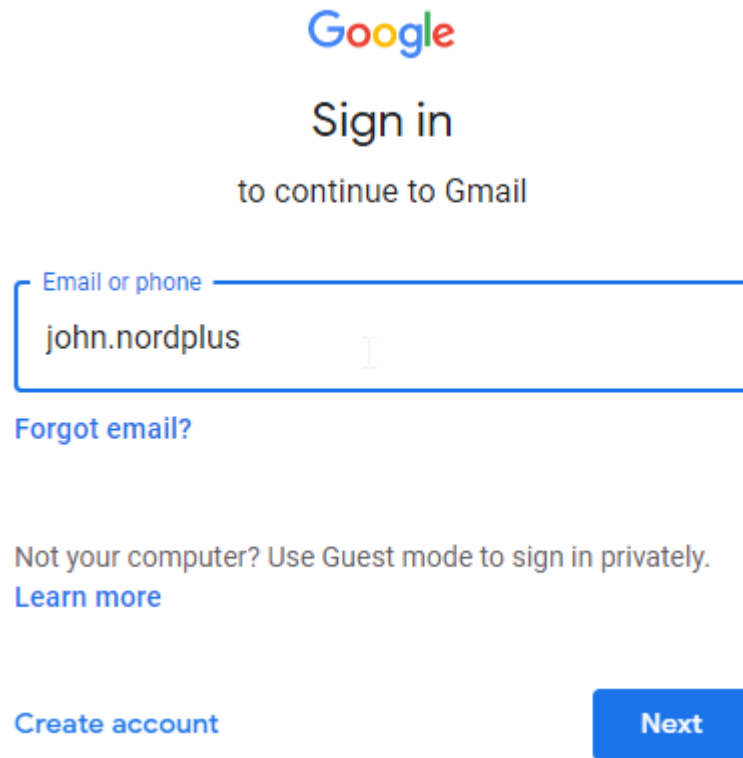
email address: **john.nordplus@gmail.com**

website: **gmail.com**

username: **john.nordplus**

password: **MySecret2** (case sensitive)

Example of signing in to Google mail at gmail.com



Google

Sign in

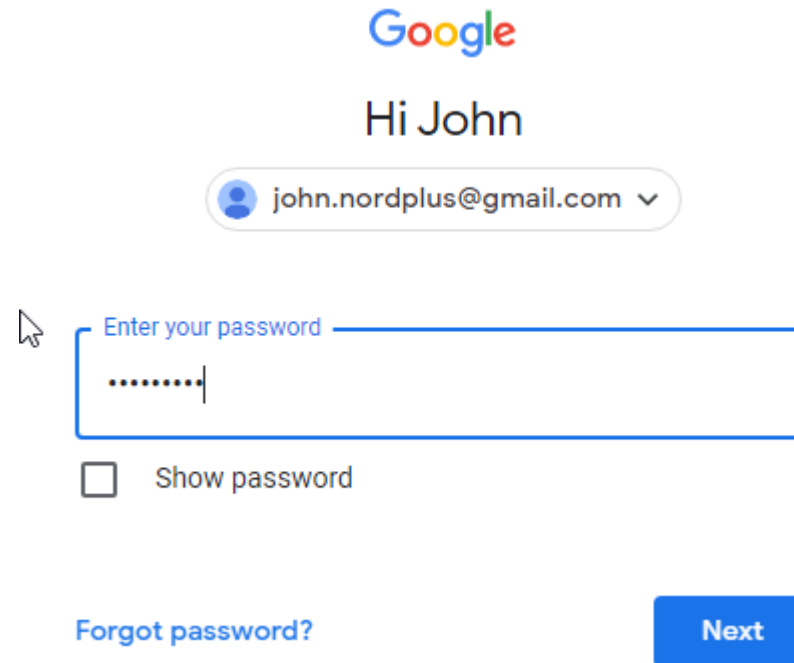
to continue to Gmail

Email or phone

[Forgot email?](#)


Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)



Google

Hi John

 john.nordplus@gmail.com ▾

Enter your password

☐ Show password

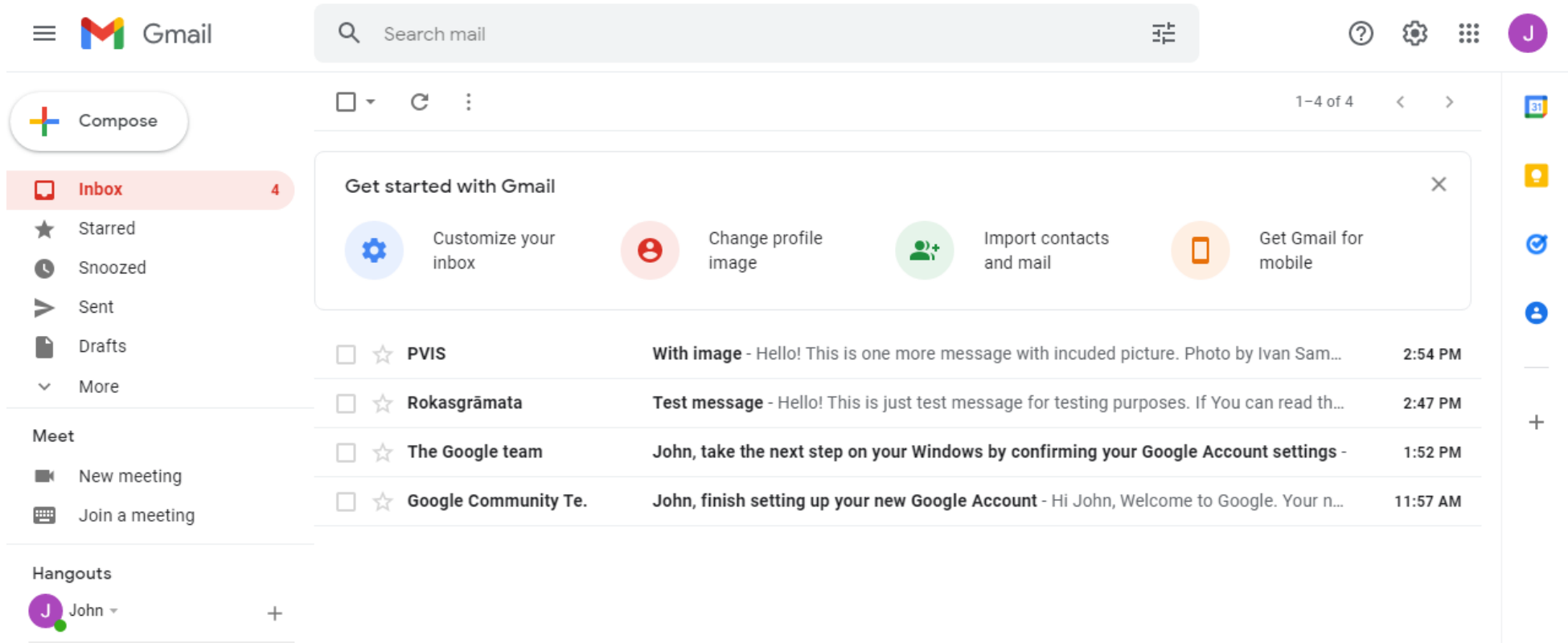
[Forgot password?](#) [Next](#)

Tip!

In Google Mail, you can only type the first part of your email address as your username.

Read messages- 1

If everything goes well, your mailbox will be visible. The example shows your Google mailbox:



Note that the appearance may be different in different email systems, but the structure is similar in all systems!

The theme continues on the next page.

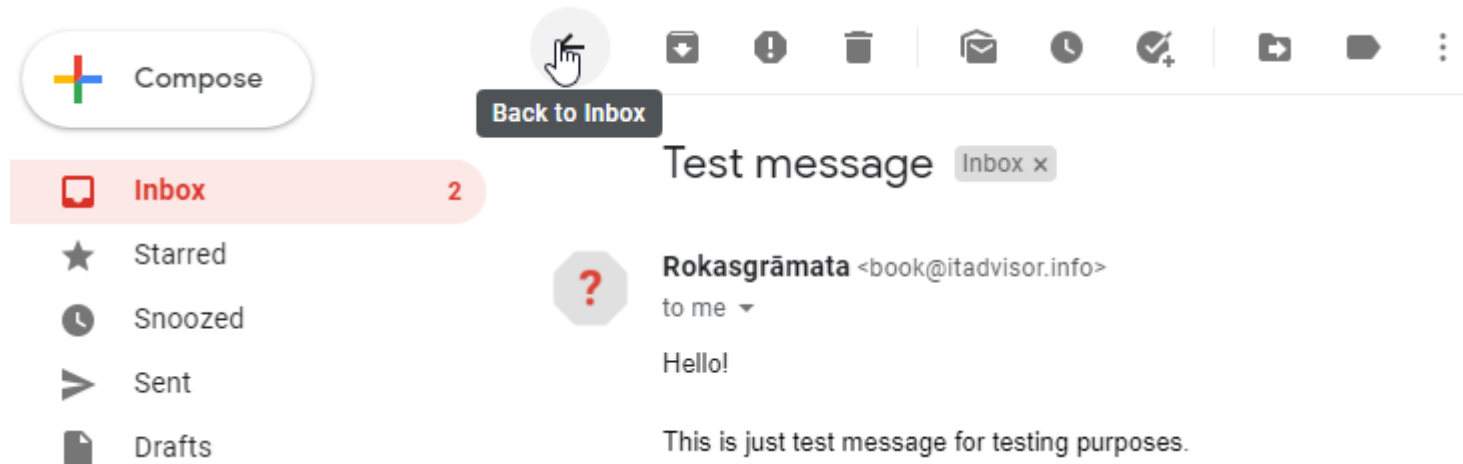
Read messages- 2

Usually, on the left-hand side, there are different folders to better organize your messages. Folders are simply containers in which something is organized thematically. Folders have names describing their contents.

We are interested in the **Inbox** folder, which collects incoming messages. This folder is usually already selected and its contents are shown on the right-hand side. If necessary, the folder can be selected by left-clicking on it. The contents of the folder are arranged in a list, each entry representing an e-mail message.

To open and read a message, left-click on the entry. You can click across the entire width of the entry, without having to try to hit a specific spot.

To go back to the list of letters, click on the arrow in the bar above the text of the letter or on the **Inbox** folder:

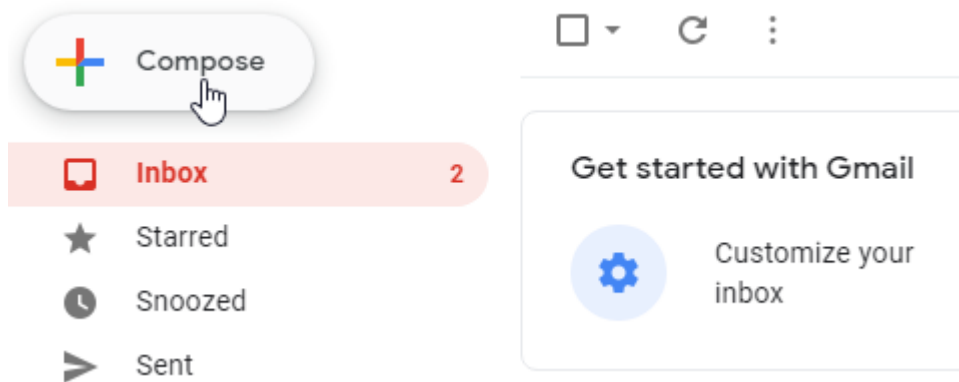


Write an email- 1

To get to know the components of an email better, let's try writing a new message. You should know the recipient's e-mail address, but you can also write an e-mail to yourself to your own address for learning and practice purposes. Just like regular mail, you can also send a letter to yourself - remember, Mister Bean also sent Christmas greetings to himself in a popular TV series.

First, of course, You have to Log In to Your e-mail service to open the mailbox. We looked at how to do that earlier. You can also use the same Google training account address `john.nordplus@gmail.com` for learning purposes by logging in with the username and password provided upper in this book.

To write a new e-mail, click on the **Compose** button in the top left corner. We are looking at Google's free e-mail service as an example, in other services, although the actions and button names are similar, the appearance of the e-mail homepage may be different.



The theme continues on the next page.

Write an email- 2

Writing an e-mail is essentially filling in a form on the postal system's website.

Fields to be filled in: **To**. Here you enter the recipient's e-mail address without spaces, only lower case letters can be used. Before entering text in a field, it must be left-clicked. The most difficult field to enter is probably the **@** symbol. To enter it, press the **Shift** key on the keyboard and then the number key **2** with the **@** symbol above the number, and then release both keys. Enter your own or Your training address **john.nordplus@gmail.com** to write a message to yourself.

It is acceptable and highly preferable to enter the title or subject of the letter in the **Subject** field. Left-click in this field. There are no strict rules here - enter the subject or the title of the letter in one or a few free-form words, e.g. the word **Training**.

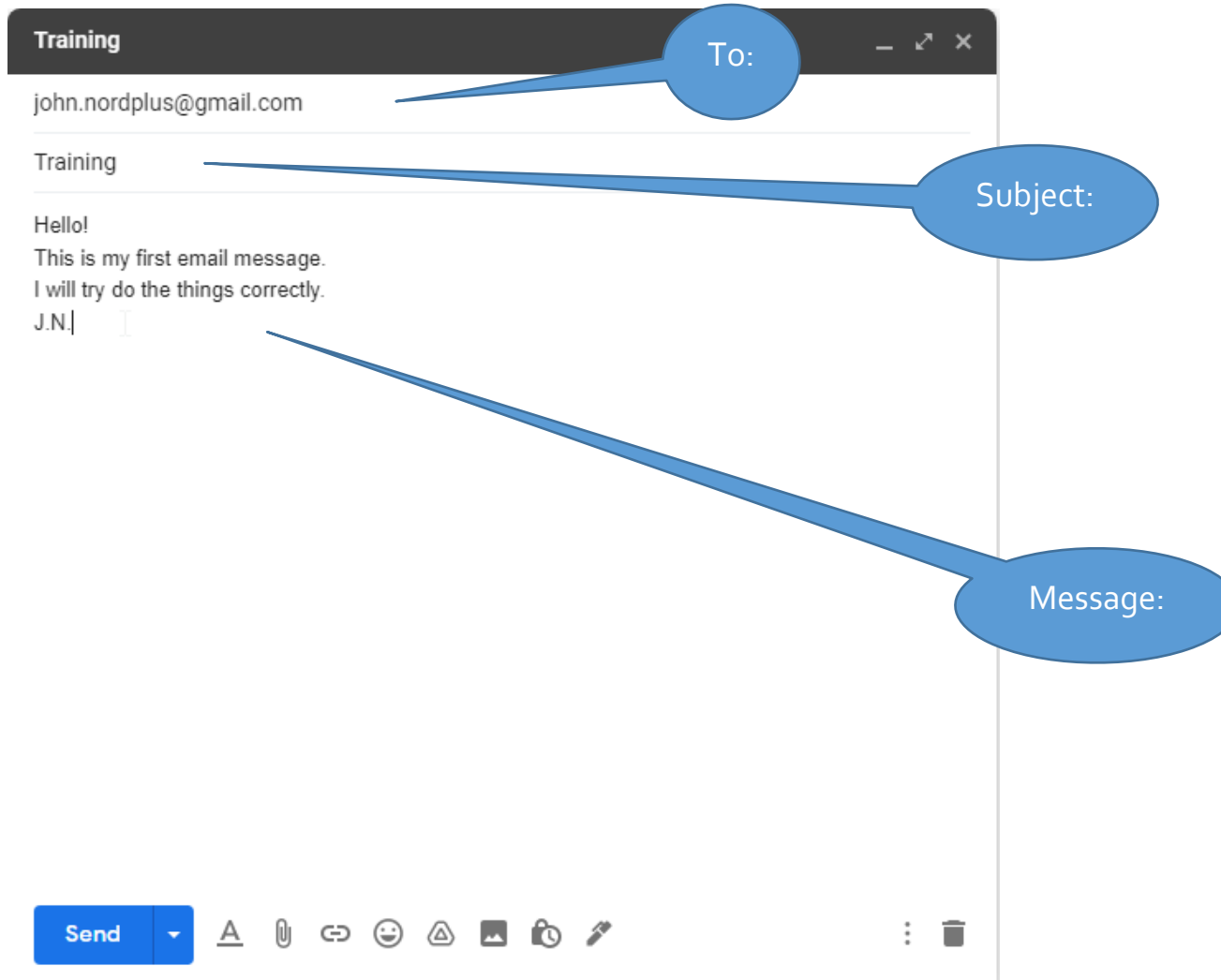
Next, click the same left mouse button in the free field for the body of the letter. To break the text into paragraphs, you can press the **Enter** key on your keyboard. A new paragraph will be created at this point, starting on a new line.

Sign the letter at the end in a free form of your choice. Although the recipient will still see your registered name and e-mail address, it is customary to sign the letters.

Once the letter is written, press the **Send** button with the left mouse button.

If the recipient's address is correct, the letter will be sent immediately to the recipient's mailbox. Of course, this does not guarantee that the recipient will read it immediately - just as with regular mail, the letter may be lying unopened in the recipient's mailbox. To read the letter, the recipient must open his or her electronic mailbox. Nowadays, however, many recipients also have access to their mailboxes from their mobile phones, so the letter can be read immediately.

The theme continues on the next page.



The image of Google free e-mail service- composing the message.

Attachments - 1

Various attachments can be added to email messages. These can be images, various documents, or service invoices. Of course, in the form of an electronic file.

Unfortunately, it is not possible to give universal recommendations and instructions on how to open them. A lot depends on the web browser you are using, the specific email provider (Gmail is not the only option!), the design of the web page, and the configuration of your computer.

If you receive mostly the same type of attachments, it is best to get someone to help you the first few times and then try to manage on your own.

Let's take a look at typical examples in Google mail at gmail.com.

One of the most common attachments is usually invoices. It is often more convenient to receive invoices from service providers by e-mail, as there is no extra charge for delivering them separately. They are usually attached to the e-mail in a special file format called PDF. PDF is a special document format developed by Adobe for viewing and printing only - it cannot usually be edited (there are exceptions).

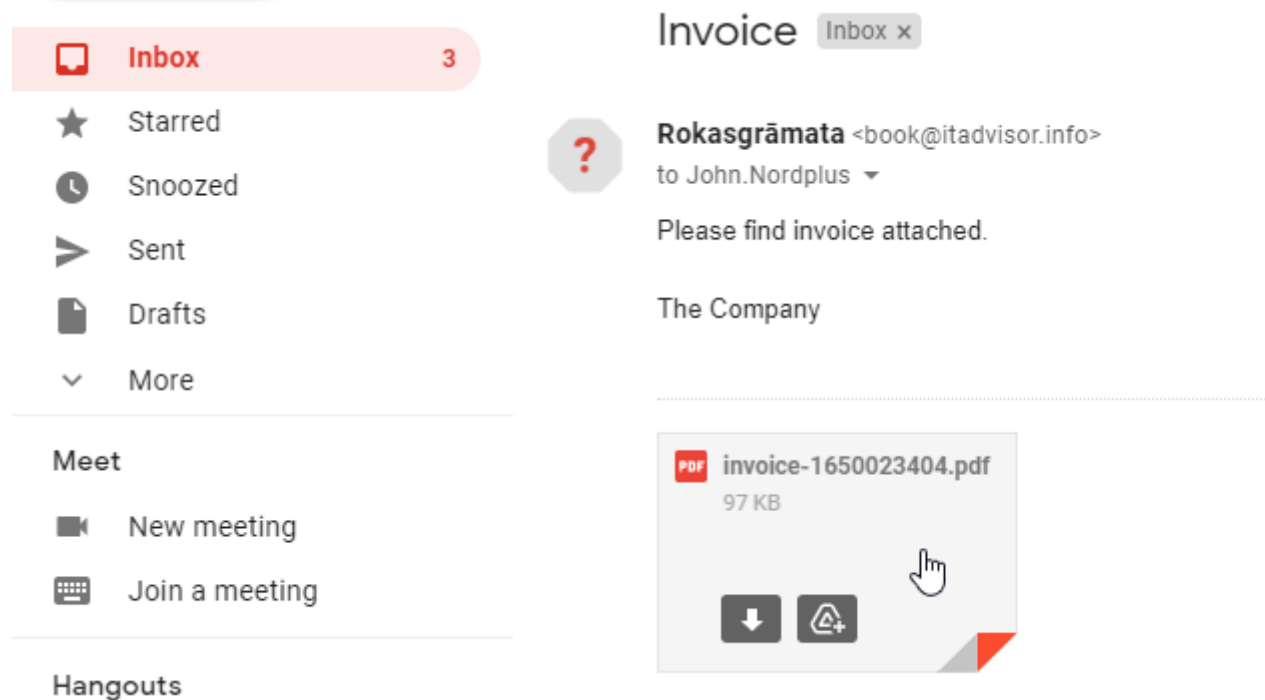
To view an e-mail attachment, you must, of course, first open your mailbox and click on the letter in the list.

The rest depends on your computer settings, which may vary.

The theme continues on the next page.

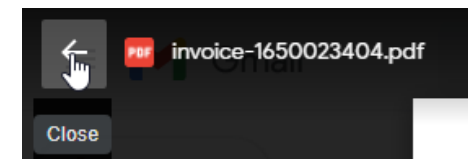
Attachments- 2

When you open an email message with an attached PDF document in Gmail, this is how it should look on the screen:



Position the mouse pointer on the attachment so that the pointer turns into a hand with the index finger extended and click the left mouse button. The attached PDF document should open in the browser and the content of the document should be visible. Please note that if you are using a different email service, the situation may be different!

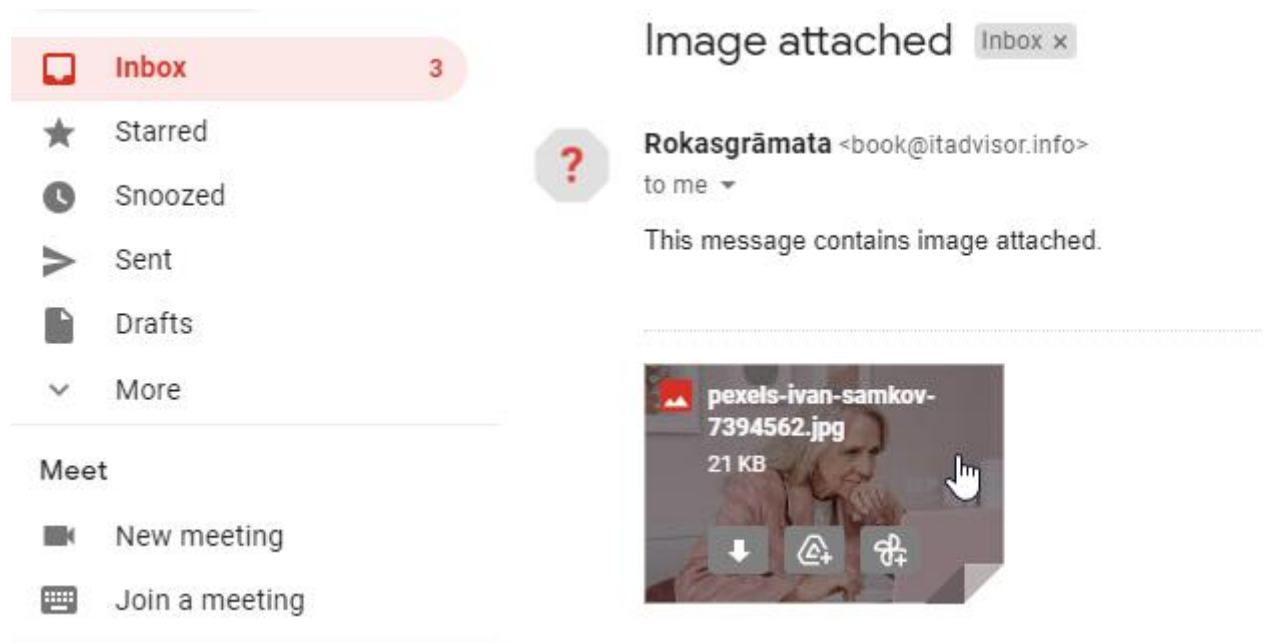
To go back to the message, click the left mouse button in the top left corner on the arrow:



Attachments- 3

The second most common type of attachment is images. In Gmail, Google's email system, images are already displayed as a small preview when you open the message.

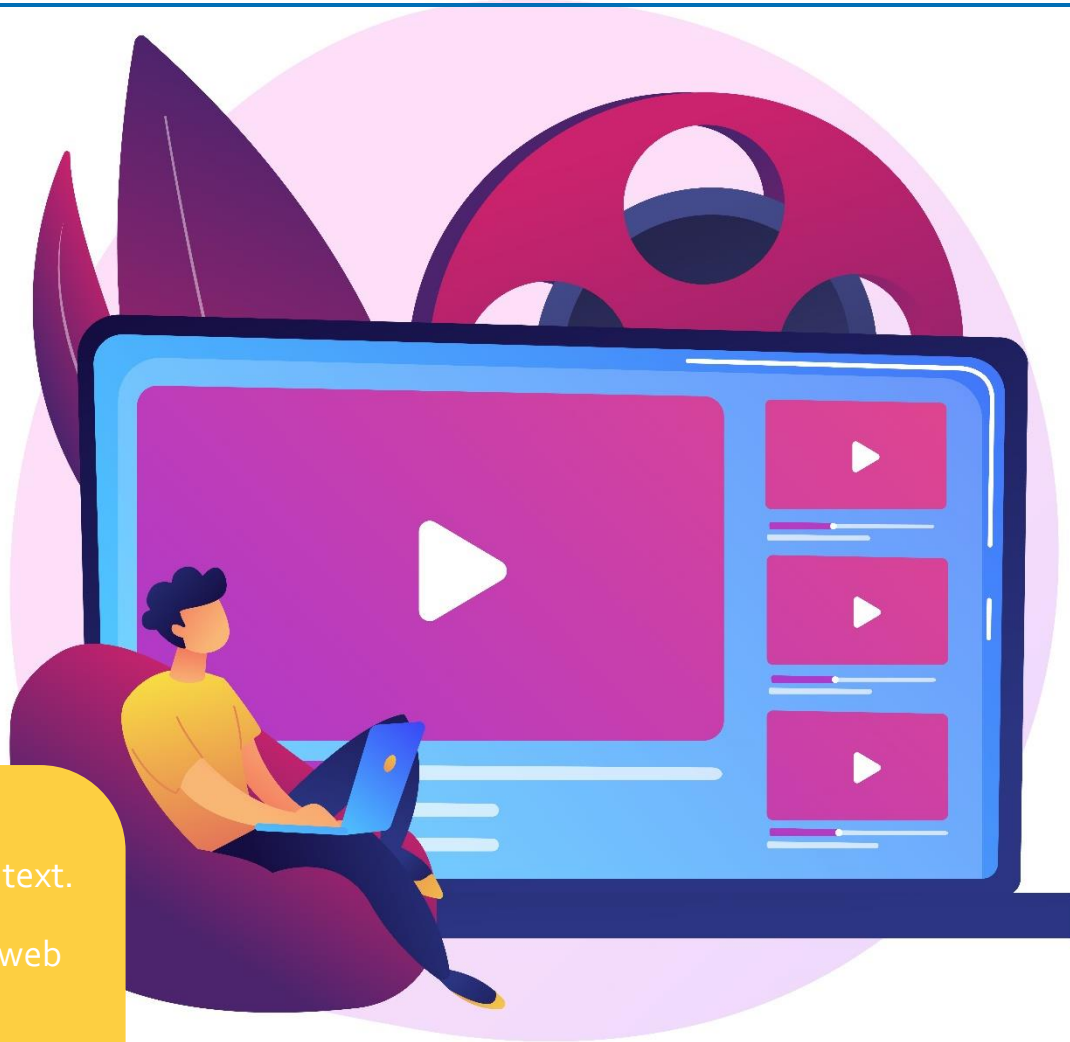
To view the image at full size, you need to follow the same steps as above:



Make the most of the Internet

Watch the video on Youtube

Search for videos on Youtube



The internet is not just for reading pages of text.

There is a fantastic variety of videos on the web – almost everything from real-time news bulletins to gardening tutorials.

All you have to do is find what interests You!

Image created by vectorjuice
(www.freepik.com)



Nordplus

Make the most of the Internet

Watch the video on Youtube

The internet offers a wide range of opportunities without geographical limits. Entertainment broadcasts, online and streaming, tutorials ranging from salad making to car repairs. YouTube is a particularly popular and favorite portal for a wide variety of videos. Specialized websites are called **portals**. Any registered user can upload content to this portal (which requires a Google account), but anyone can watch it, no extra steps are required. There is an incredible amount of video material on different topics and in different languages, you will have to use the built-in search engine.

To find and watch videos on YouTube, you first need to open the website youtube.com in the Internet browser. This page will most likely open in the language you are using. The website will try to determine this by the settings on your computer, such as the region you have switched on (this is set when the computer system is first installed, but can also be changed). If the website opens in English, it will not be any more complicated than that, because the structure is simple enough.

Try it!

Open **youtube.com**. Remember, if you like this site on the web, you can bookmark it for easy re-opening.

The first page of the site will already have some videos. These are selected by the portal based on the pages you have visited on the Internet (yes - web pages study user habits and try to offer the most interesting ones according to Your browsing history). Remember that the content of the page can be scrolled down and up.

Hover over the selected video and left-click the mouse. The video will open in a new window at a larger size and start playing.

You can pause the video by clicking on the video again.

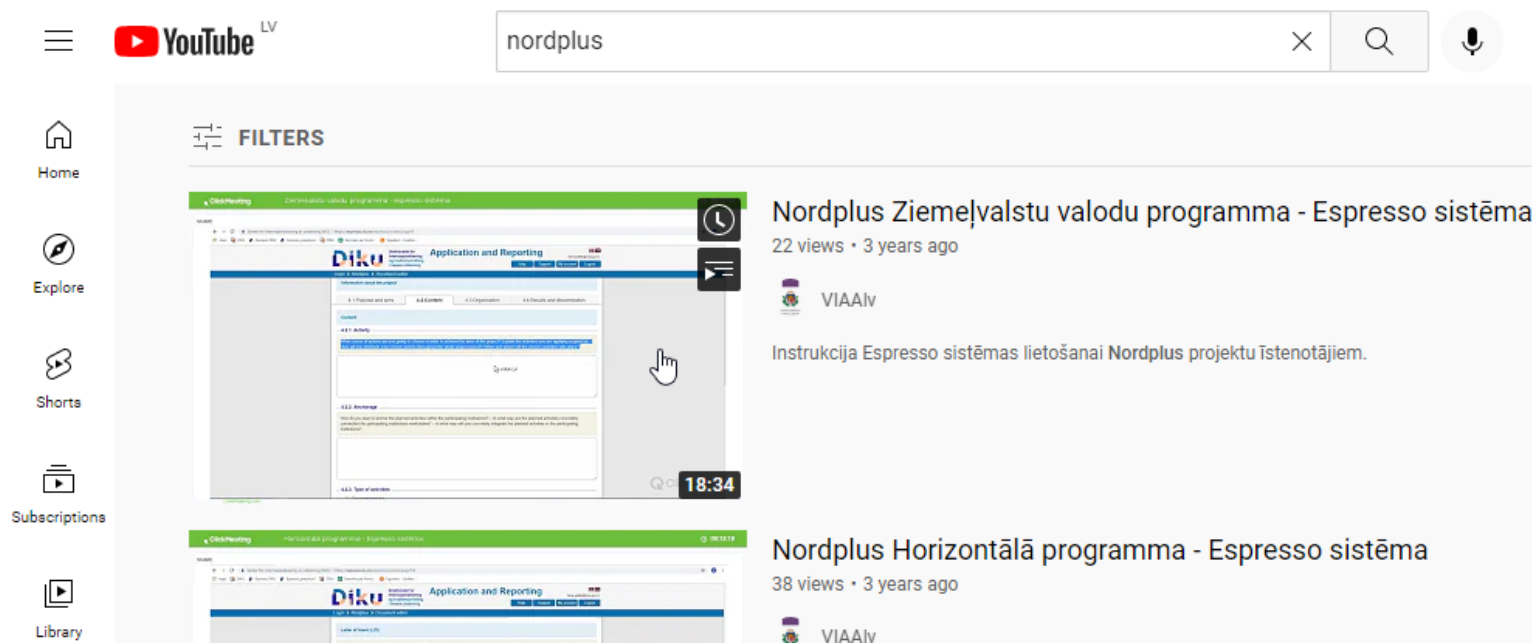
There are advertisements in Youtube videos, usually before content. This is how the portal supports itself and enables the author of the video to earn some money.

Make the most of the Internet

Search for videos on Youtube

300 hours of video are uploaded to YouTube every minute! There are practically endless hours of video on YouTube, totaling zillions and billions of videos. With such a wide range of content, it can be difficult to find the right topic. Do not worry - the portal's built-in search engine will help you find what you're looking for. This works in a similar way to the Google web search engine discussed above.

To find a video on YouTube on a topic of interest, you first need to open that page on the web portal. This is done by typing youtube.com in the address field of your browser or by clicking on the bookmark if you have one. Left-click in the search field of the portal and enter the topic of interest and press the **Enter** key on the keyboard:



Video call and meeting



Image created by redgreystock
(www.freepik.com)

The pandemic situation has encouraged the development of various remote communication options. People have no travel long distances to attend a meeting or training session, and can actively participate in event from home or a public Internet access point.

Take advantage of this opportunity! Connect with friends spread all over the world, attend interesting classes and lectures online!

Video call and meeting- 1

The Internet's global worldwide network can be used to communicate with each other via direct speech and video. It doesn't matter if your friend or acquaintance lives next door or across the world on another continent. Participate in various events from the comfort of your own home.

There are many different communication platforms on the Internet. Popular services are **Zoom**, **Microsoft Teams**, **Big Blue Button**, and others. However, using these video communication services requires the preparation of a computer system or a mobile device and allows you to use them free of charge for a limited period of time. In addition, the meeting has to be specially organized by someone on the service, a registered user. Usually, the organizer sends a clickable link (similar to a link on a web page) to the recipient's e-mail. The e-mail must be opened, the link clicked and, depending on the platform used, communication software must be added to the computer. This can be more complicated, especially if there is no assistant nearby.

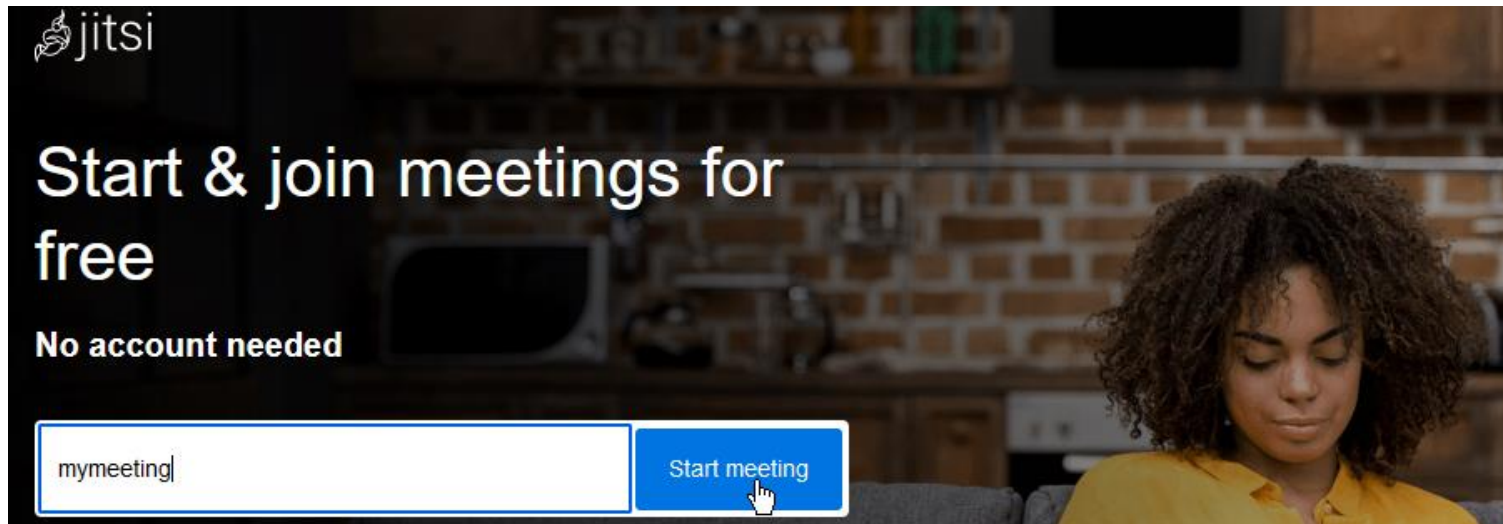
Thanks to the initiative of some organizations, simpler video communication platforms are also available on the web. Let's take a look at one of them - **Jitsi**. The others work in a similar way if the meeting has already been organized and the computer is prepared to use a system.

The computer system must be equipped with a video camera and microphone, as well as speakers. Laptops and mobile devices - phones and tablets - already have these built-in.

To set up a video meeting on the **Jitsi** platform on your computer, you first need to open the **meet.jit.si** web address. No pre-registration is required. All you need to do is type the name of the video meeting and click **Start**.

This service is hosted by the company "8x8".





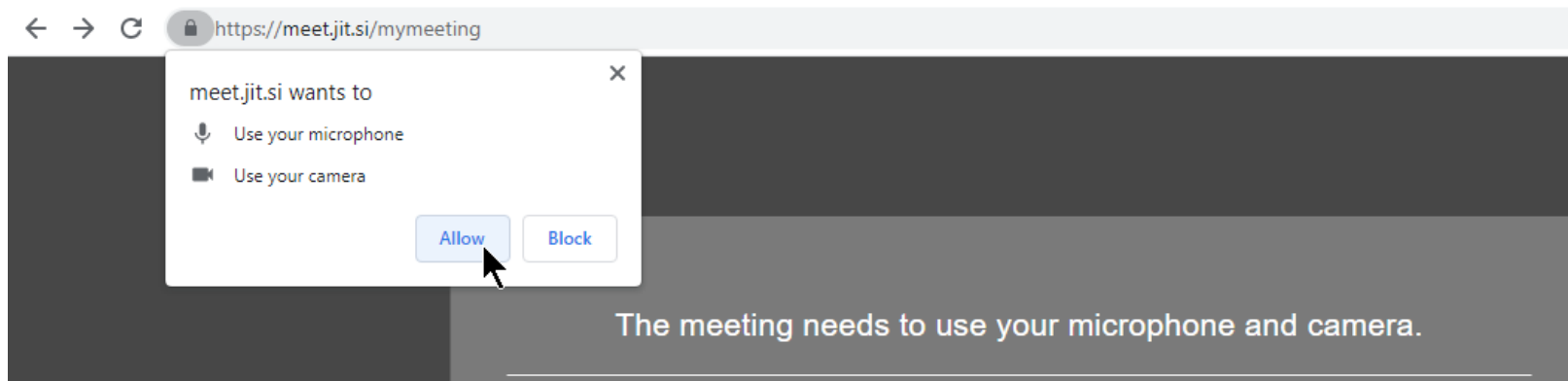
The name of the newly created meeting together with its full address, in our example will be **meet.jit.si/mymeeting**, must be sent to the other members of the meeting, one or possibly several. This can be done by sending an e-mail to the member's addressees or simply by SMS.

Recipients simply need to open the address in a web browser.

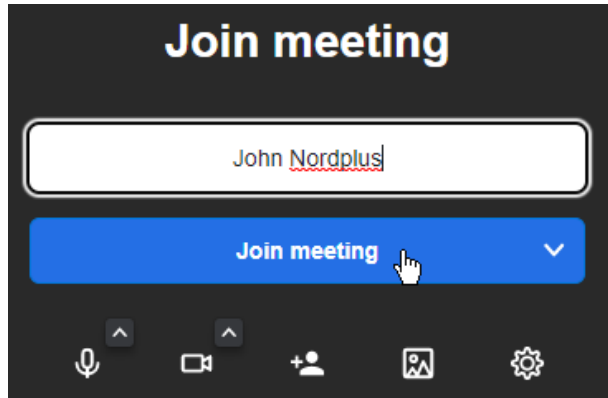
For security reasons, web browsers block the use of your computer's video camera and microphone. You must allow the use of these devices by clicking on the **Allow** button.

A microphone image means microphone, a camera image means camera. By left-clicking on these icons, you can switch these devices on and off. A crossed-out icon indicates that the device is switched off.

Video call and meeting- 3



On the next page that opens after you press the **Start** button, enter your name. This will be visible to meeting participants. Click the Join meeting button:



Once all meeting participants have opened the same address in a web browser and logged in, you will be able to chat with the live video image for an unlimited amount of time.

A little about security

The Internet has access for all. Unfortunately, this includes those who use the Internet in ways that are less than fair to other users. The current era is often referred to as the "Information Age", the main feature of which is the management of information of all kinds. Just as in real life, on the Internet you have to be careful about leaking your personal information inappropriately.

Keep your passwords safe and don't give them to anyone. There are websites on the Internet that pretend to be secure and offer some tempting services, but in reality, they want to get your username, password, and other information such as your Internet banking credentials. Your personal information is also valuable and can be used in unscrupulous hands for a variety of less than honest and legal purposes. Only give out information about yourself on secure and verified websites! If in doubt, ask someone more knowledgeable.

Don't believe e-mails about winning fantastic lottery prizes. This is a scam to get your data for unfair use. Do not reply to such emails and do not engage in correspondence. Scammers are specially trained and will quickly convince you to disclose your details.

If you are active on social networks (Facebook, Twitter) **always consider whether you need to give your full home address, phone number, and post times when you are at home. Do not post photos of your passport and ID card.** Be careful with friendship offers from complete strangers - there are many fake accounts on social networks that are used for fraudulent activities.

However, there is no need to be afraid. Use the Internet safely. Using your common sense and basic security is enough. When in doubt, use the principle "STOP. THINK. CONNECT." And everything will be fine.

There are often various free user safety training sessions. Access them remotely with video communication tools or ask a community project organization to organize a face-to-face or online meeting or workshop with experts in both training and security.

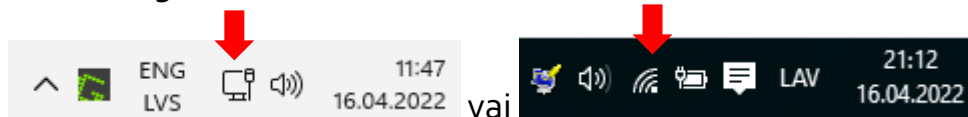
Frequently asked questions

I know my username and password, but I can't open a web service - email, Facebook, Twitter or other

The most common error occurs when entering a password because the password characters are hidden and replaced by black dots or asterisks. Passwords are case-sensitive and usually do not contain spaces. Make sure that the keyboard is not case-sensitive - **check the Caps Lock key**, maybe it is already pressed.

Cannot open Internet page

Try to open another page. If no success, make sure your device is connected to the internet. On a PC, you can see it in the bottom right corner of the screen. The connection icon (WiFi) should be visible:



May be is necessary to disconnect and then connect again after ten seconds networking device like router.

The computer not responding at all and no reaction

Press and hold the power button for 15 to 20 seconds. After the computer has switched off, try switching it on again.

The characters and icons are too small

On computer systems, you can change the size of the letters on the screen and in the programs by adjusting their size. Ask someone to do it. The same can be done for mobile devices.

About this book

This material has been developed with the support of the Nordplus Program.

Nordplus is a programme set up by the Nordic Council of Ministers, whose projects aim to strengthen cooperation between the Nordic and Baltic countries by improving and innovating education systems in the participating countries. Nordplus supports projects that promote knowledge, exchange, and networking.

Project number: NPAD-2021/10134 "Don't be afraid to computer".

Project implemented by:

NGO "Ritineitis", Balvi, Latvia. NGO "Ritineitis" has been implementing various public projects for a long time, including adult training. Contact email: ritineitis@gmail.com

"Pakruojo suaugusiųjų ir jaunimo švietimo centras" (Pakruojis Adult and Youth Education Centre), Lithuania. The Centre is a unique and progressive educational institution providing quality educational and pedagogical psychological support services enriched with a personal relationship with the client, maintaining sustainable community relations and the idea of lifelong learning. E-mail for contact: pakrsjc@gmail.com

"West Finland College (Länsi-Suomen Opisto - West Finland College), Finland. The College is an independent folk university for adults located in Huittinen (Finland). Our mission is to offer study programs for advanced and further education in the humanities with an emphasis on internationality. Contact email: opisto@lansisuomenopisto.fi

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