

A Beginners Guide to the Internet

Learn how to browse the internet, how to shop online and how to use social media in order to find out what's going on in your local area

*Use our help section to learn how to set up an email address (**page 11**)*



For further help using the internet, please contact our friendly team on **01323 444 861**.

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Section 1: How to browse the internet

Set-up

Browsing the internet is one of the most helpful and time saving skills to have as you can answer almost **any question you have** at the touch of a button. Once you know how to browse the internet, you will find it easy to catch up on your favourite show, learn a new hobby or find something delicious to cook for tea.

First you will need a device to browse the internet on, either a **computer, a laptop, a tablet or a smartphone** will allow you to do this. You will need to make sure you are connected to the internet and there are lots of companies who can provide you with access via broadband, called **Internet Service Providers (ISPs)**. This article will help you to find the best ISP for your area, as internet speeds vary depending on where you live.

<http://www.which.co.uk/reviews/broadband-deals/article/what-broadband-speed-do-i-need>



Once you have chosen an ISP, they will help you to set up a **router** which is a small box that allows data to flow to and from the internet to your device. They will also help you to set up **Wi-Fi** which simply allows you to connect to the router (and in turn the internet) without the need for cables, meaning you can use your laptop, tablet or smartphone to browse the internet anywhere in the house.

Browsers & search engines

Now that you are connected to the internet, you will need to use the **browser** in order to browse the internet. If you have a **Windows computer**, the most common browser options are **Google Chrome, Firefox and Internet Explorer**. If you have an **Apple computer**, you will

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usually browse the internet using **Safari**. Every device will have an internet browser built in, however you can download others if you prefer later on.

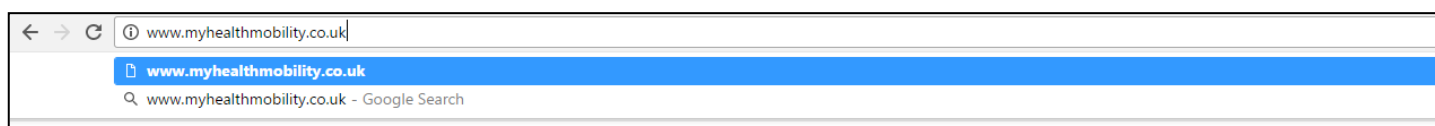
Once you have clicked on the icon for your internet browser, a **search engine** will appear. Each internet browser will have their own default search engine, but again you can choose a different one simply by searching for one online later on. A search engine is simply a space to type what you want to find or ask the internet. Essentially, this is the part where you actually browse the internet. You can use the search engine to search for **websites** such as 'MyHealth Mobility' or 'BBC Good Food' or 'Marks & Spencers' or to search for **social media** sites such as 'Twitter', or you can simply ask a question or search using a few **keywords** such as 'learn how to knit'.



The internet will then search through everything on the internet that corresponds to what you have searched, such as **newspaper articles, websites with matching keywords, videos, images etc.** and display this to you in a list that best matches your search. The results at the top of the list match your search the best, but there are often many pages of results that you can look through in order to try and find what you are looking for.

Simply click on the result that you think looks the best and hey presto, **you've browsed the internet!** If you can't find what you are looking for, try tweaking your search in the search engine as this can often make a big difference.

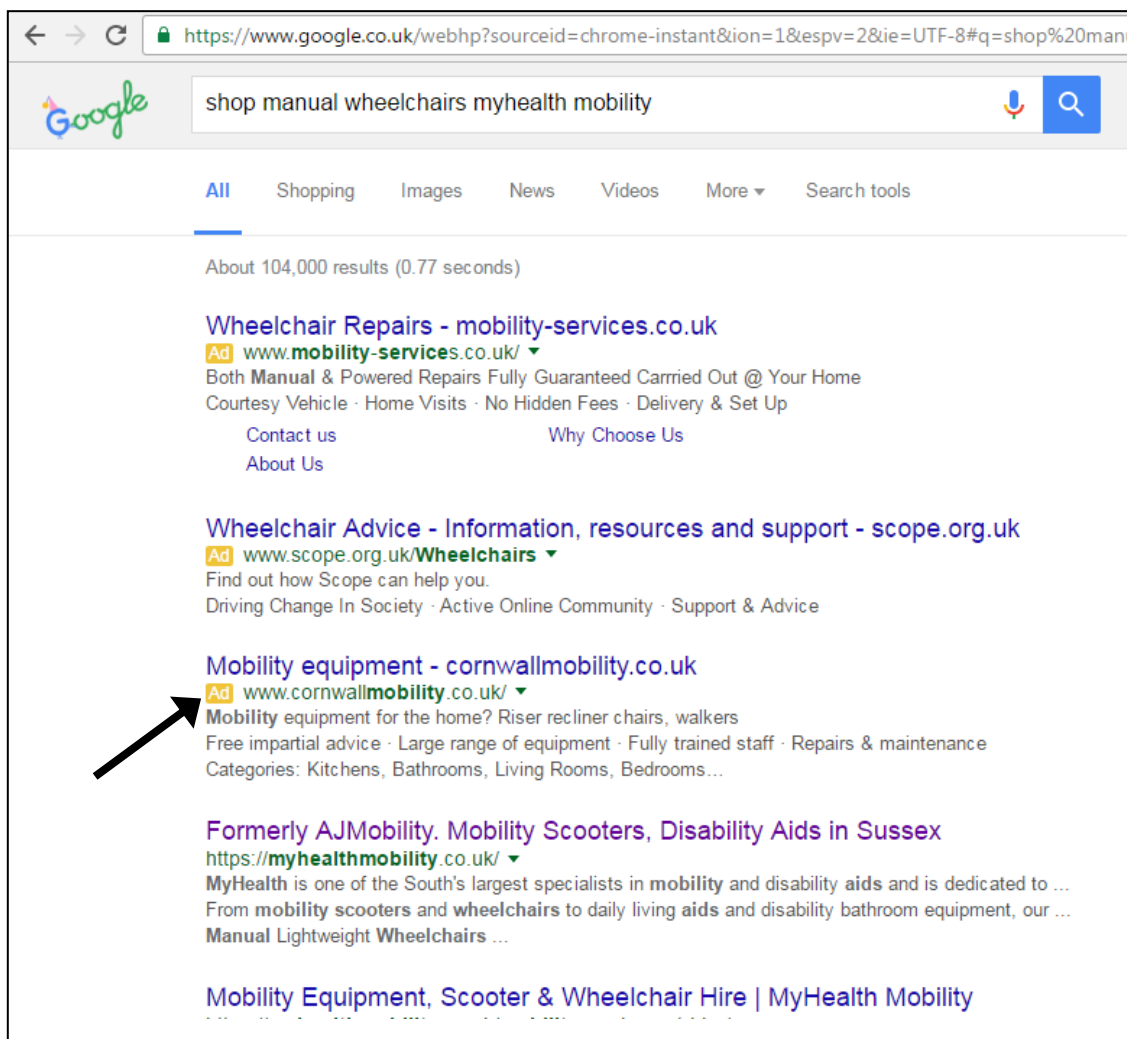
If you know the exact website or page you want to find, you can use the bar at the very top of the page called a **URL** to take you directly there. A URL address will look like this www.myhealthmobility.co.uk. If you type this into the top bar, you will be taken straight to the MyHealth Mobility homepage.



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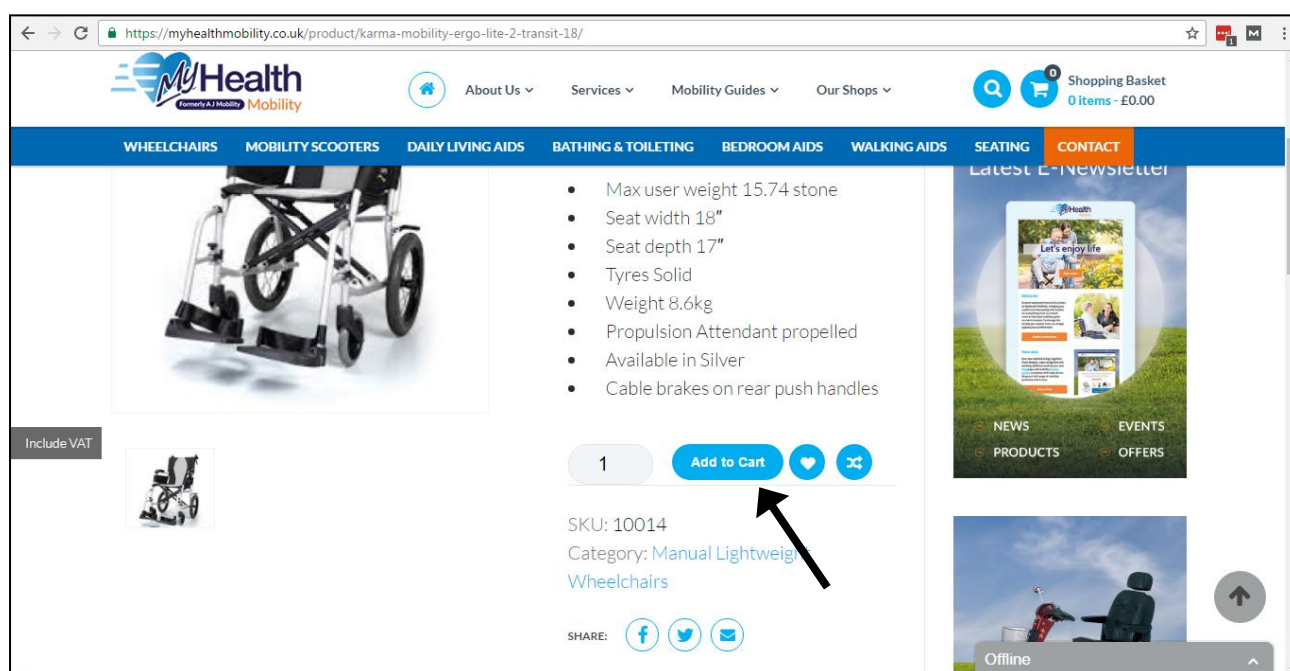
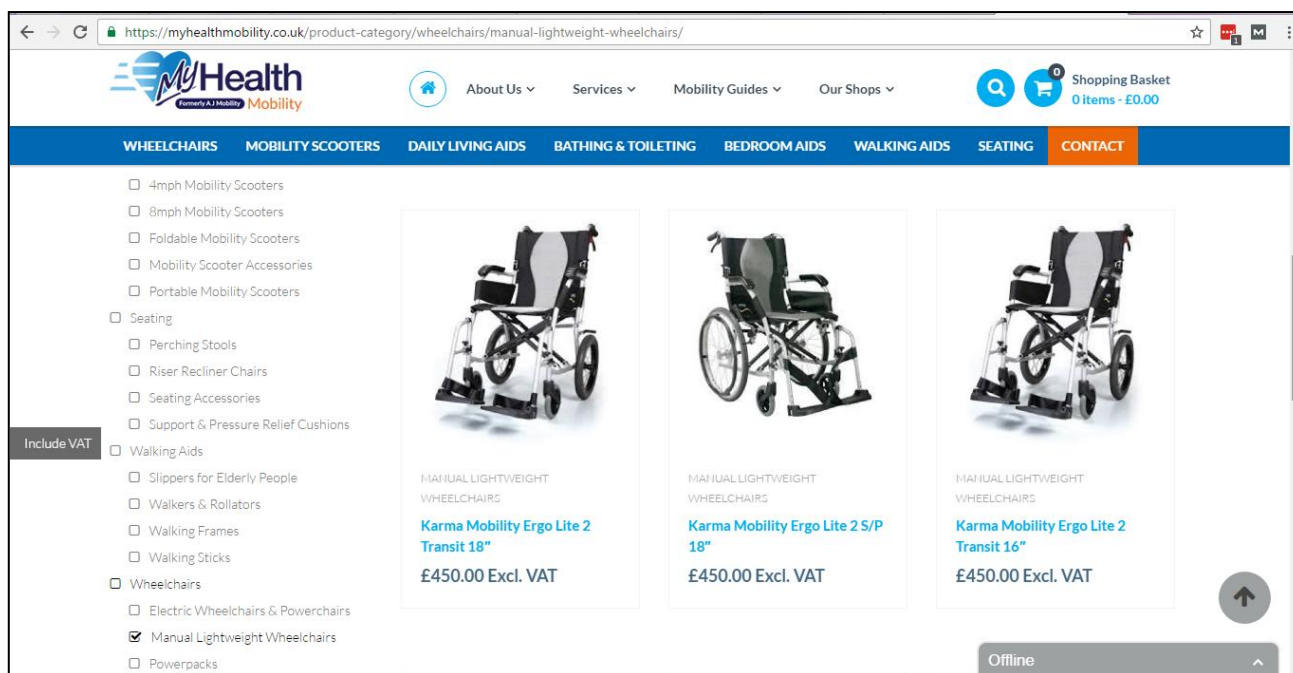
Section 2: How to shop online

Now you have learnt how to browse the internet, **shopping online** is really easy as it is very similar. Let's take MyHealth Mobility as an example. Say you wanted a new manual wheelchair; you would simply go onto your internet browser (e.g. Google Chrome) and search something along the lines of 'shop manual wheelchairs MyHealth Mobility'.



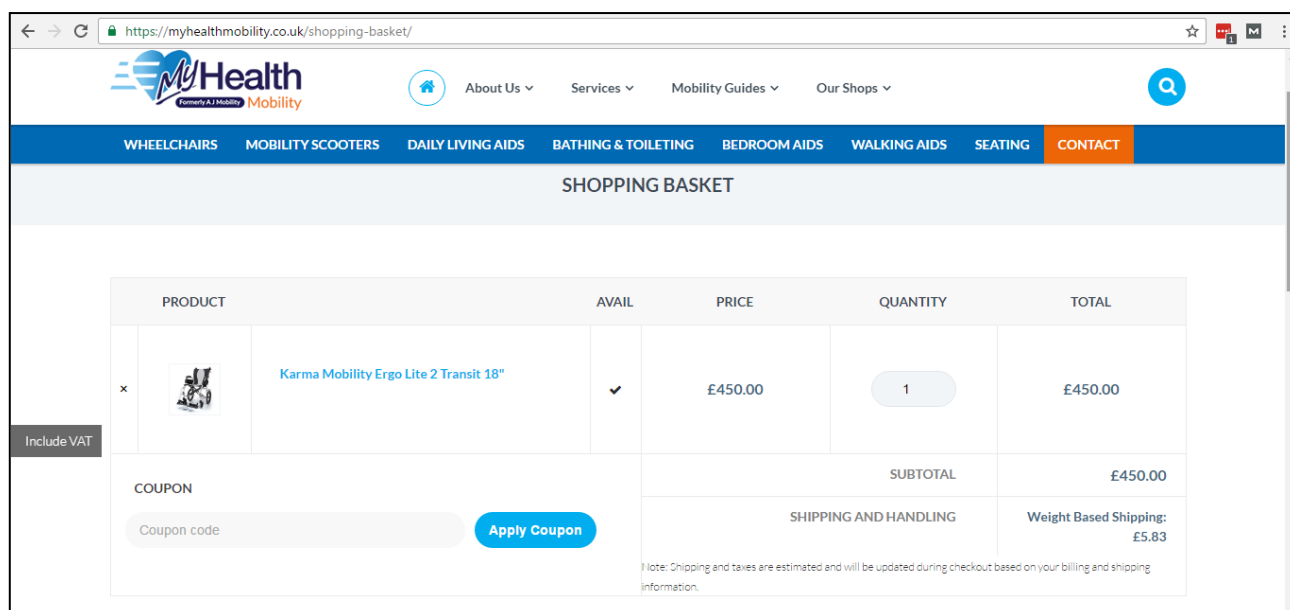
You will be presented with a list of results, with the best match at the top of the list. However, at the very top will often be **paid advertisements**. These might still be relevant to you but the **organic search results** will start underneath the ads. You can tell they are ads by the **yellow 'Ad' symbol** underneath the blue title. Once you have found the page you are looking for, you will usually have a list of products that you can click on and find more information about. When you have decided to buy that product, you will usually have the option to choose how many you want to buy (quantity). Other options might include 'size' or 'colour' and these will often be in the form of a **dropdown menu**. Then you can click '**Add to cart**' (other websites might say something like 'Add to bag' or 'Add to basket' but they all mean the same thing). You can carry on shopping online on that website and adding what you want to your 'cart' until you are ready to pay.

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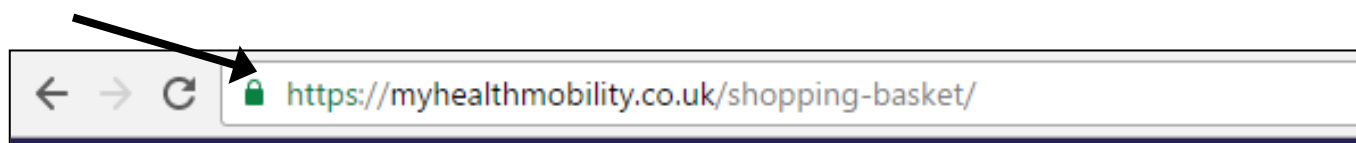


When you are ready to finish shopping on that particular website, you will find your **'shopping basket'** usually in the top right hand corner of the page. By clicking on this, you will see all the products you previously added to your 'cart'. At this stage you will need to delete any products you no longer want to buy. Once you are happy that all the products in your 'cart' are products you want to purchase, you can scroll down to find the total cost of your order.

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It is particularly important to make sure the website you are on is **secure** when you will be handing over any **bank details**. To check if the website you are on is secure is really easy. If you look at the website address (or URL) in the top bar, you will either see '**http**' or '**https**' at the beginning. The '**s**' stands for secure and means you are safe to hand over card numbers and any other financial details. You can also tell if the page is secure by a little **green padlock symbol**. Quite simply, these types of internet pages have an **extra line of security code** so that the data cannot be accessed by any potentially dangerous sources.



If you have a **coupon or a discount code**, this will be the time to apply it. Usually you will need to create an account in order to complete your purchase but this is simple, you just need to click either '**create an account**' or some websites will let you '**continue as guest**'. This means that you will not have to create an account but you will just need to give a few details to continue with the purchase. We would recommend that you always 'create an account' as this will allow you to log back in and see your previous order details easily, as well as make purchasing from that website quicker next time. They will simply ask you for some details such as **name and address**, as well as an **email address** and for you to **create a password**. **If you have not yet set up an email address, take a look at our help section at the bottom of this guide (page 11)**. Once you have created an account you will get an email to the email address you gave, asking you to confirm your account. Once you have done this, make sure you note your password down somewhere safe.

You will be able to go back to your 'shopping basket' and now **log in to your account** using the email address and password you just created to complete your purchase. You will need

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to check your **delivery address** is correct and **shipping costs** will usually be added to your total at this point. You will now be asked for your **payment details**. Check your order carefully before completing this section. You can often choose between a credit or debit card or using PayPal, it's up to you. If you are using a card, you will be asked to provide a '**CVV**'. This stands for **Card Verification Value** and is simply the **last 3 digits** of the number printed on the back of our card on the signature strip. Once you have completed this section and clicked '**confirm order**', you will see a page that says something like '**Thank you for your order!**' and you will receive an email confirming your order and when it's expected to arrive at the delivery address. And job done!

Shopping online is super easy and means you can do your weekly shop from the comfort of your own home and even have it delivered to your door, perfect for the winter months or for when you don't want to leave the house. You can also use the internet to look at products from **multiple shops** online all in one go, instead of actually going to different shops in person, saving you **time and energy**. If you have a question about online shopping or about the product you want, simply contact the company and ask them, they will be just as happy to help you shop online as in store.

Section 3: How to discover what's going on in your local area

There are a few ways to stay up to date on what's going on in your local area, but the easiest way is to join **social media**. This might sound like a young person's game, but the truth is almost everyone is on social media these days, **even the Queen!** Social media is a great way to post about and find out about events or activities going on in your area. The simplest one to use we think is **Twitter**.

Create an account here... <https://twitter.com/signup?lang=en>

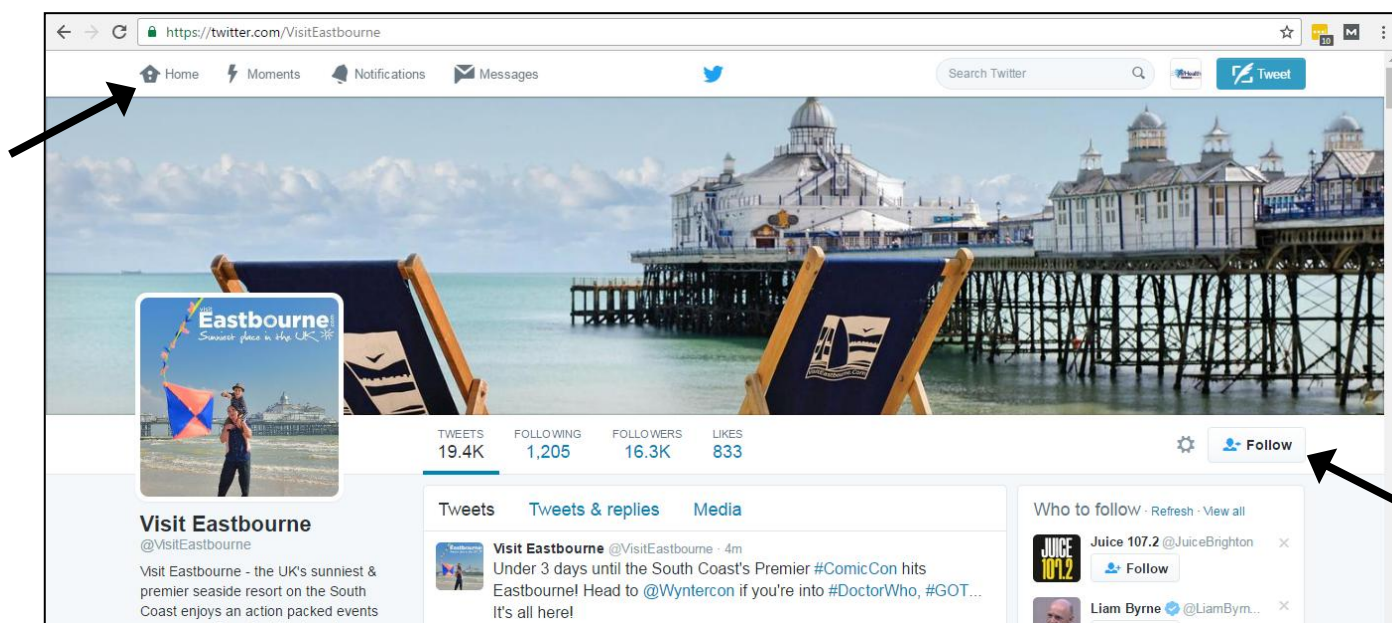
Twitter

You've probably heard of Twitter but might not be sure exactly what it is or what the purpose of it is, but it's really very simple. Once you have signed up and created an account with Twitter, you will be given your own online **profile**. Everyone on Twitter, whether they are young or old, a business or a charity, a sports team or a tourist attraction, will have their own profile. Simply add your name and a picture of yourself. You can also write a bit about yourself such as 'From Eastbourne' and 'Likes fishing' to give other people a bit more of an idea about you.

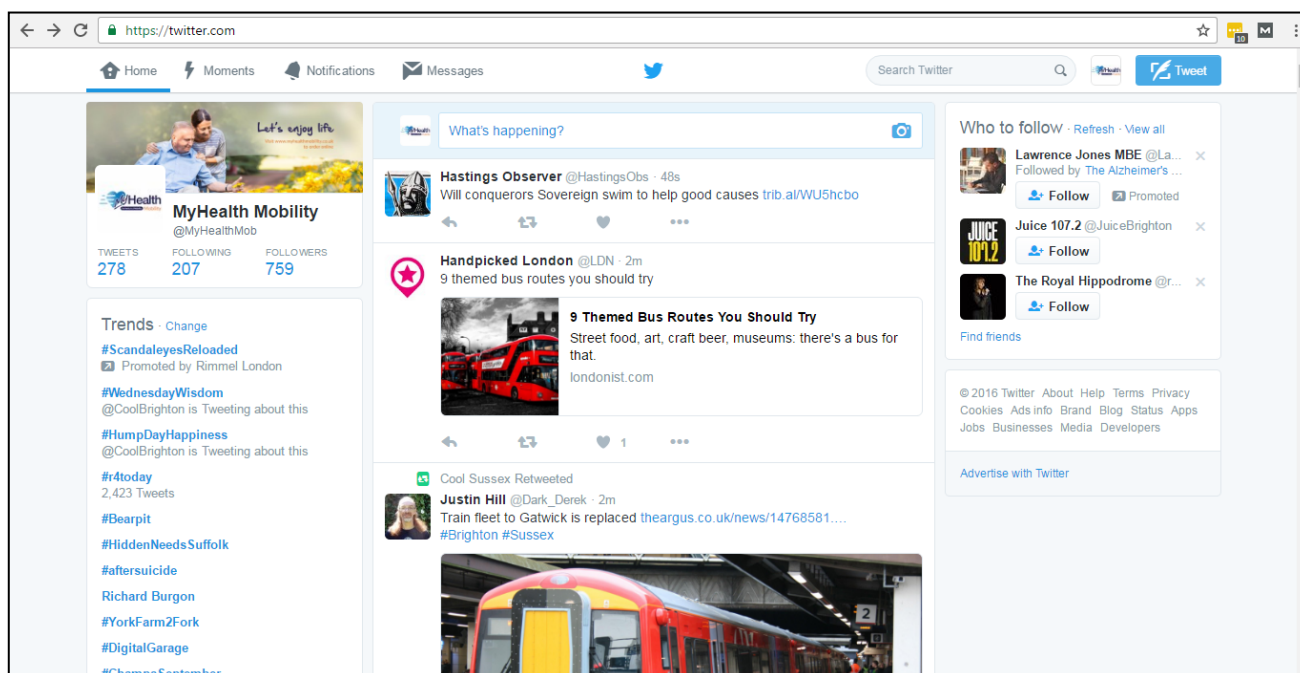
To use Twitter in order to find out **what's going on in your local area** is easy. In the top right hand corner you will see a **search bar**. You have two options now, you can either search for **profiles** (like yours) that relate to your area or you can search for a **hashtag**. Let's use Eastbourne for example. You could simply search 'Eastbourne' and see what comes up. You will likely see a selection of profiles and hashtags. A profile will always have a '@' symbol in front of the name and a hashtag will always have a '#' symbol in front of the word or phrase.

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Let's start with profiles. A top search result is '@VisitEastbourne', if you click on this profile you will see that their profile is all about **Eastbourne**. If you now click '**Follow**', every time they post something about Eastbourne (otherwise known as tweeting), you will see their post on your **news feed** which you will find simply by clicking the '**Home**' button in the top left hand corner.

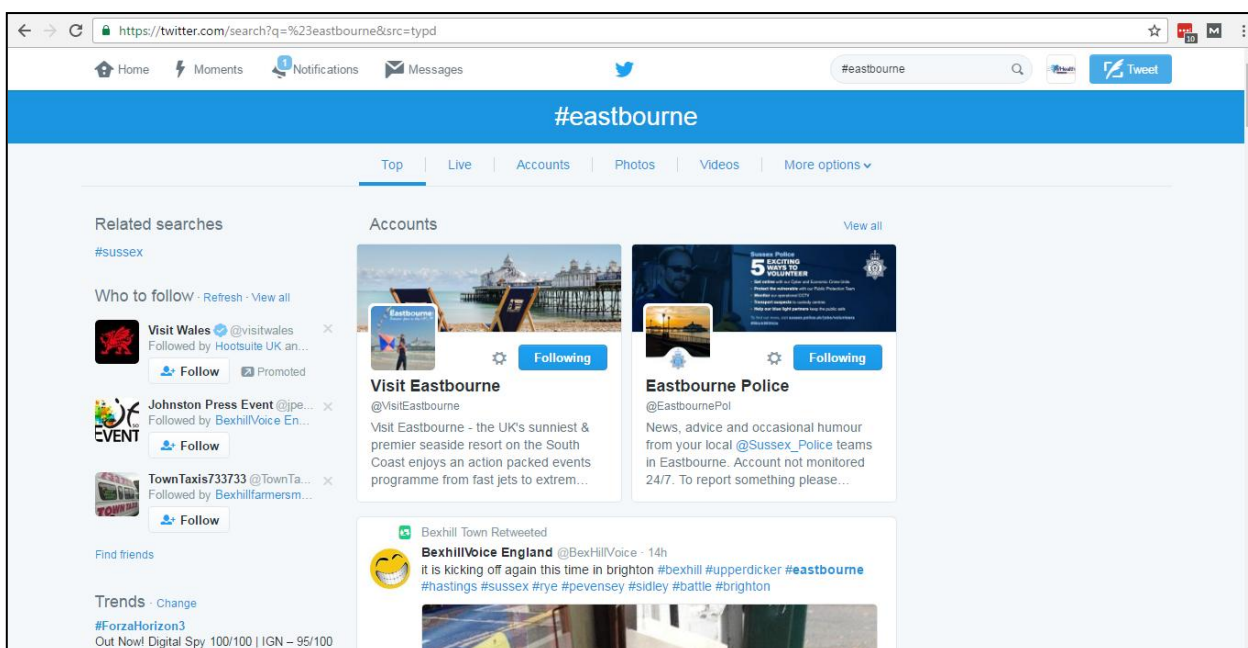


You can follow as many people as you like and every time they post something new, you will see it appear on your news feed. For example, if you were following '@VisitEastbourne' you would see that they posted about **tickets for a bandstand show** in Eastbourne. Often they will also have a link to another website with more information as Twitter limits you to a certain number of characters per tweet (post).

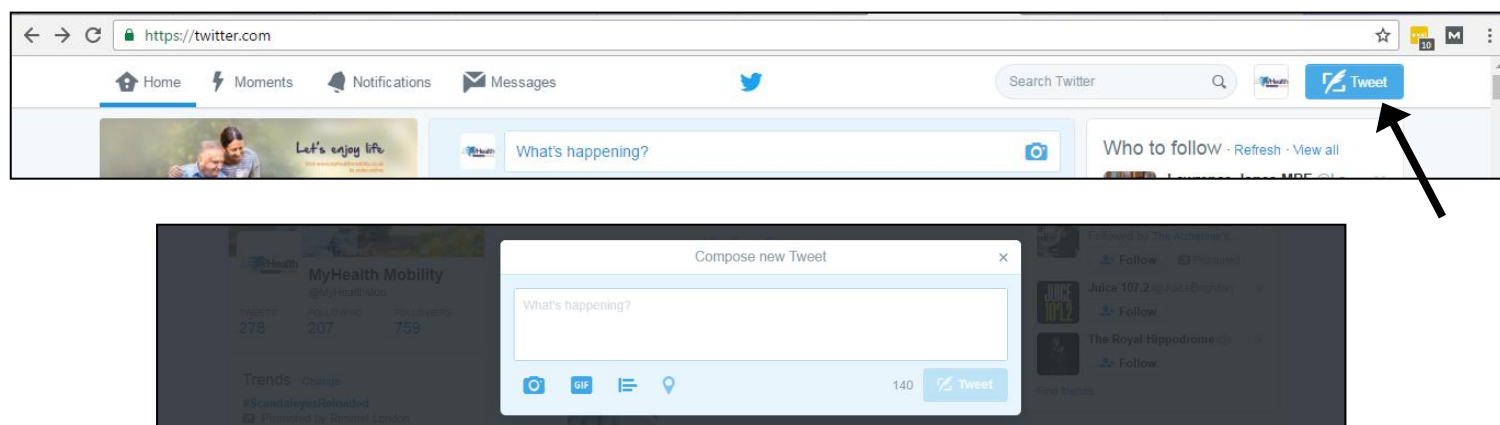


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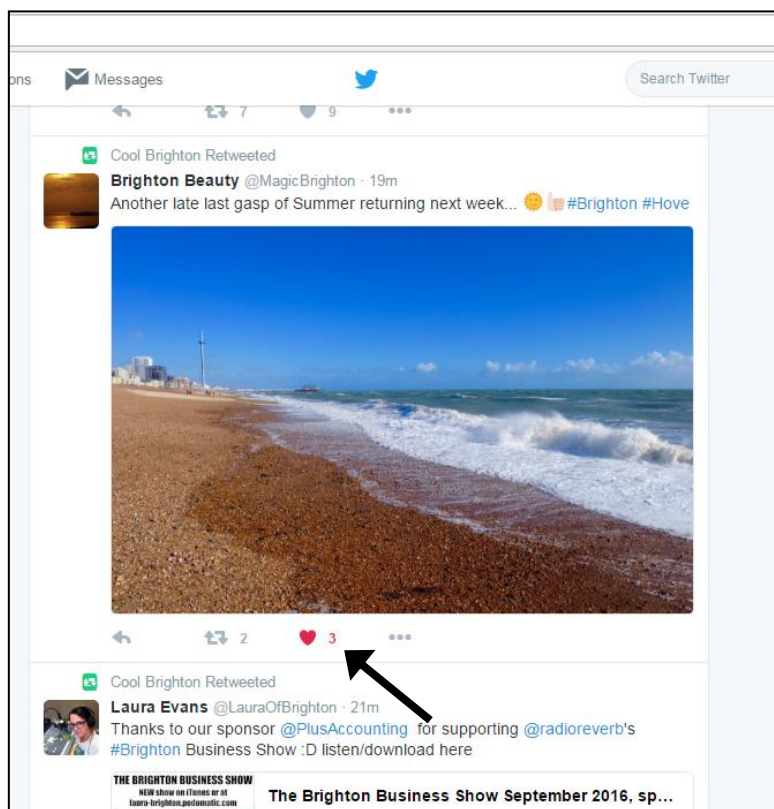
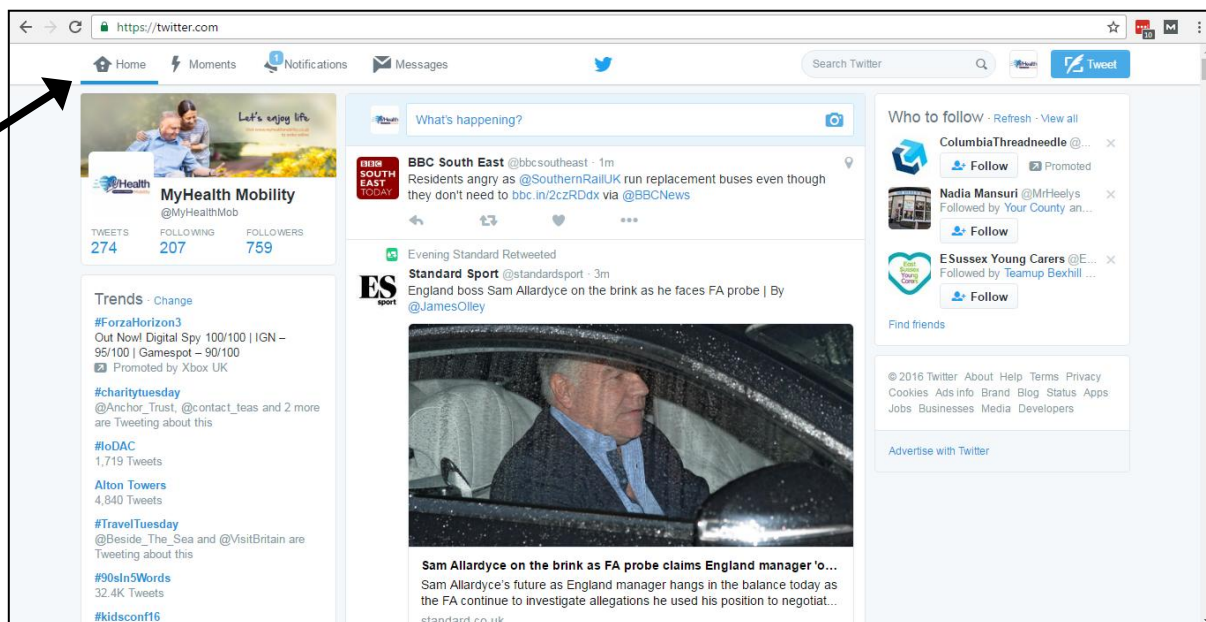
Hashtags are a little different. If you search **#eastbourne** you will see all tweets that people have written that have **#eastbourne** in them. This means you can see what people are talking about related to Eastbourne and find things you wouldn't have known to search for in the first place. However, this can provide a large number of tweets that aren't really relevant to you. In this case, try searching for a more specific hashtag such as **#eastbourneevents** for example. When you are searching for a hashtag, you can't have any spaces between your words.



If you wanted to tweet something yourself, you just need to click the **'Tweet'** button in the top right hand corner and type whatever you want. If you come across something on your news feed ('home') that you like you can either click the heart icon to **'like'** it, you can click the arrow to **'reply'** and say something about it or **'retweet'** it. If you retweet it you will see it on your profile along with your posts. It's a great way to **share and spread information**. Once you start getting to grips with Twitter you will realise how easy it is to use and how helpful it can be to find out what's going on in your local area.

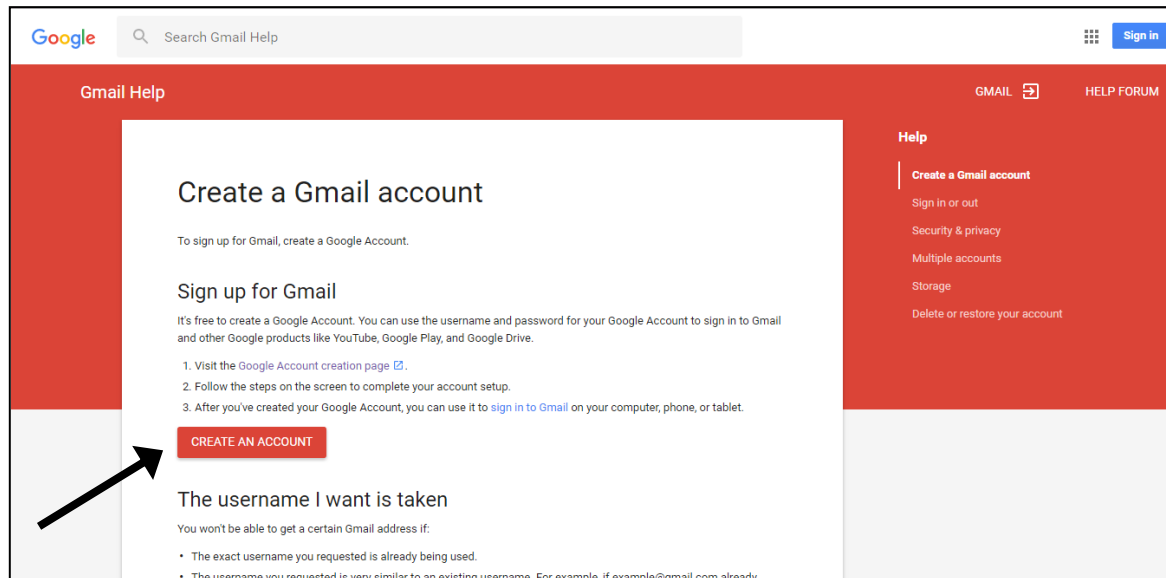


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Help section: How to set up an email address

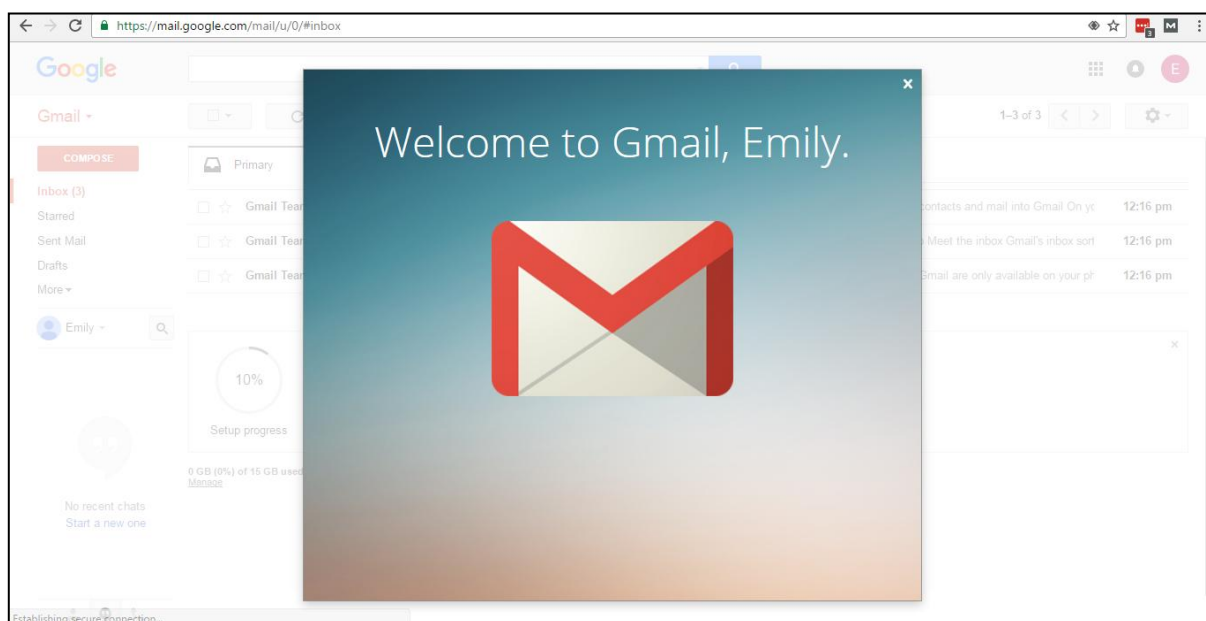
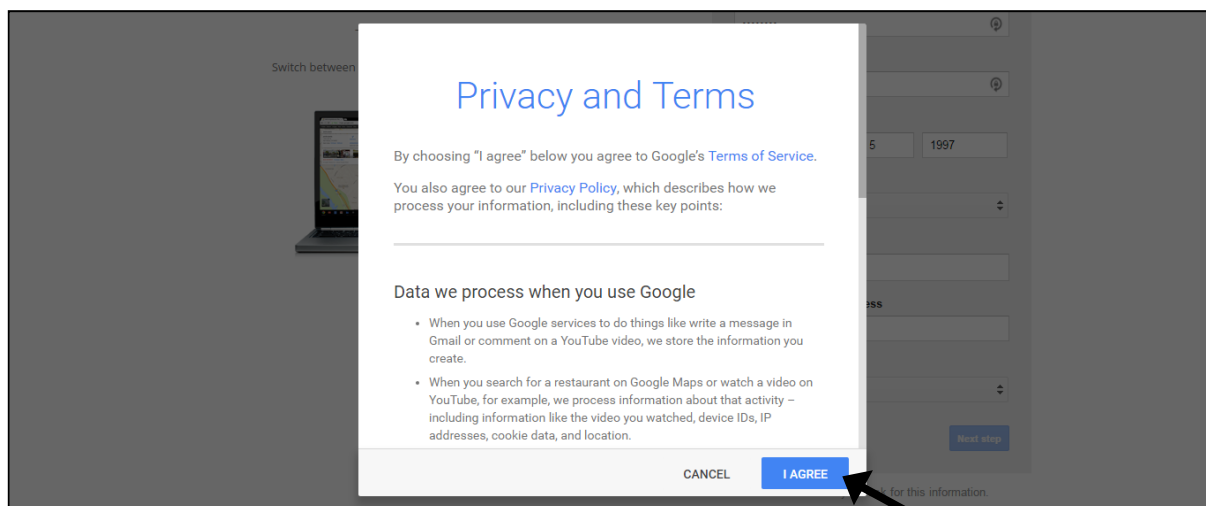
There are loads of different email companies you could choose but probably the most common and easiest to set up is **Google Mail**. First simply visit this page <https://support.google.com/mail/answer/56256?hl=en> and click on 'create an account'.



Now fill in your details and choose a username and password. Your **username** will appear before '@gmail.com' and will be what people see when you send them an email. We would recommend using your name and adding numbers or special characters if the username is already taken, for example 'john_white10@gmail.com'. When choosing your password, you will be asked to write it twice just to confirm you didn't make a mistake when you typed it in the first time. Once you've typed in your password, a box will appear to the left that will tell you how strong your password is. To make your password stronger try adding **numbers**, a **mixture of lower and upper case letters** and **special characters** such as dashes or underscores. As you don't have an email address already, just leave blank the box that asks you for 'your current email address'. Then click 'Next step'.

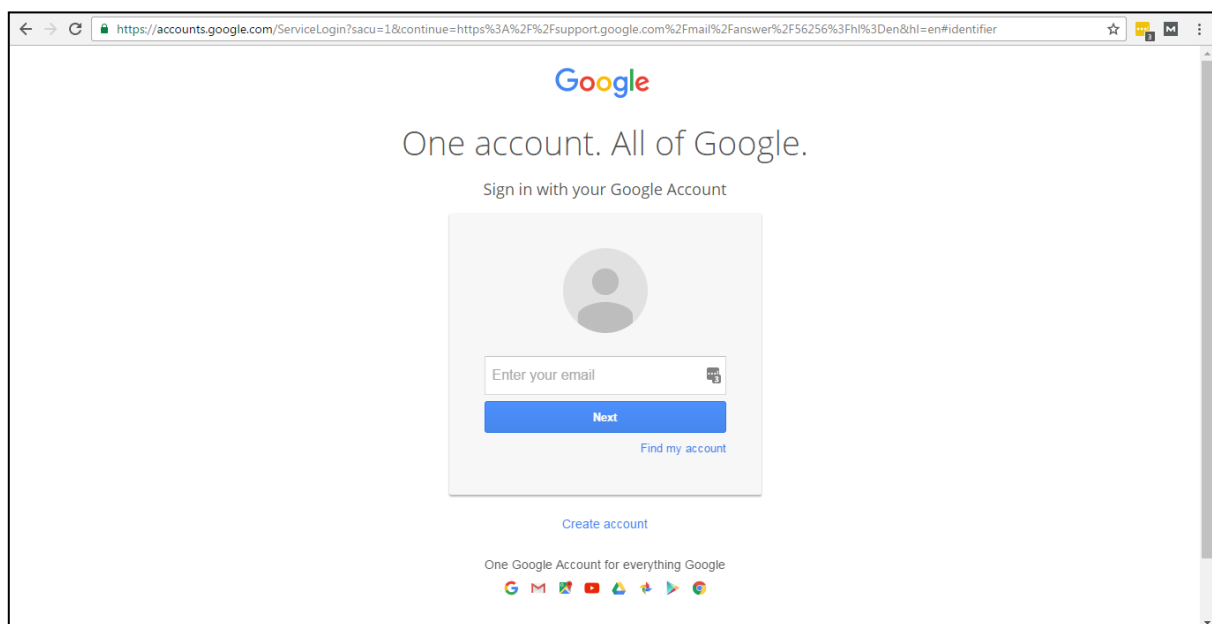
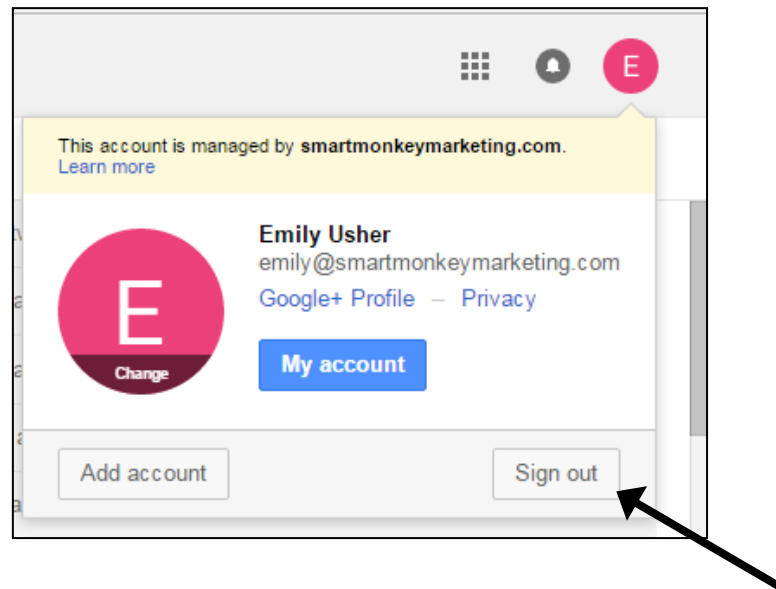
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You will see a box that pops up with terms and conditions of setting up your email account. Scroll to the bottom and click **'I agree'**. And you're done – you've now set up your very own email address. You can now click the tiny squares icon in the top right hand corner, and click on **'Gmail'**. This will take you to your inbox, where you will receive emails. A box will appear that will guide you through how to use your email account – just click **'Next'** to skip to the next section or **'Back'** if you want to go over something again.



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To log out of your email account, simply click the coloured circle icon in the top right hand corner and then click '**Sign out**'. To log back in and check your emails in the future, just search for 'Gmail' in your search engine and click on the top result. Sign in with your **email address** and **password**.



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