

CHAPTER 1

# ABOUT THE INTERNET

**INFocus**

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Before you jump into the Internet and start to find yourself lost in the world of information available to you, it would be good to get an idea of how it works and the mass of parts that combine to make up the Internet as we know it today.

The Internet is never static. It is always in a state of change and development so be prepared for a rollercoaster ride on the information super highway.

**In this session you will:**

- ✓ gain an understanding of the **Internet** and the **World Wide Web**
- ✓ gain an understanding of how the **Internet** began
- ✓ gain an understanding of the **Internet** connection requirements
- ✓ gain an understanding of **Web** browsers
- ✓ gain an understanding of search engines
- ✓ gain an understanding of web addresses
- ✓ gain an understanding of key terms and **Internet** jargon
- ✓ gain an understanding of cookies and caches
- ✓ learn how to test an **Internet** connection.

# THE INTERNET AND THE WORLD WIDE WEB

These days the **Internet** seems to be everywhere and even if you have somehow avoided going on-line up until now, it is hard to escape the advertisements in the media or the ones that

travel past you on the side of a bus inviting you to go to someone else's dot.com. This page explains what the **Internet** and **World Wide Web** are and how you too can benefit from them.

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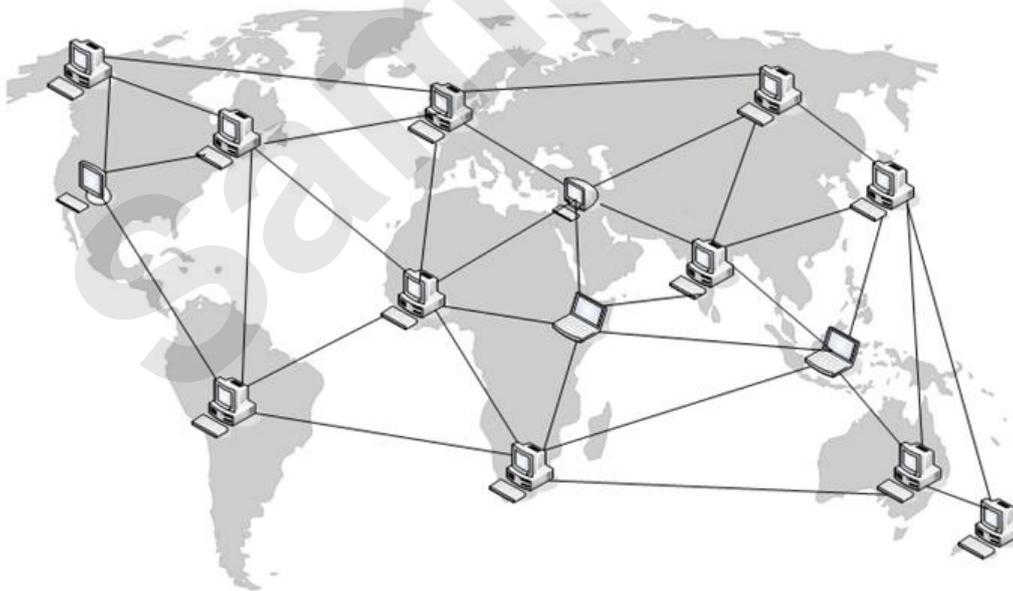
## The Internet

The term **Internet** refers to the millions of computers around the world connected together by telephone lines, cables, satellites and other means. The purpose of the Internet is to provide users with access to the information, email, message boards and other services that reside on the computers. You can think of it as an international network.

While there are some major players in the Internet, there is no real single company or organisation responsible for developing or co-ordinating the Internet – from many people's points of view, things just seem to happen! Therefore the Internet is in a constant state of change and evolution. Each person who creates a website is simply a contributor to a very large, very diverse collection of computers that make up the biggest network in the world.

When you search for information on the Internet, you are actually looking for information that has been placed on someone's computer elsewhere in the world.

When you access that information, you are viewing files stored on someone else's computer. The information is transferred to your computer via the Internet network. Likewise, others can access information from your computer if your computer has been correctly set up to let this happen (that is, as a 'server' to serve the pages to users).



## The World Wide Web

The **World Wide Web**, or just **Web** as it is more often called, is the collection of pages that are stored on servers connected via the Internet. To access the World Wide Web, you need to use a computer with an Internet connection and a browser program installed.

Many of the files contain documents, graphics, audio and/or video and these may require special plug-in software to view the media correctly. For example, Acrobat Reader is often used to read documents.

The World Wide Web is known as a **hypertext** system because you navigate by clicking on specific hypertext links. You never know where the web page you are accessing resides – it could be in the same building or on a server on the other side of the world.

# HOW THE INTERNET BEGAN

The Internet may seem like a fairly recent invention, but it was first used in a limited way in the 1960's. Like many great inventions, it was originally the result of research conducted by the

military, but fortunately academic institutions were able to find more constructive and altruistic uses for this technology. This page briefly describes the **history of the Internet**.

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## A Brief History of the Internet

In 1969 **ARPANET** (Advanced Research Projects Agency Network – United States Department of Defence) was formed as an experimental network designed to support military research.

The four main computer systems of ARPANET were connected together over extremely long distances to see whether or not this was feasible. A popular view about the Internet's original purpose was that it was to provide a way to prevent communication breakdown and loss of key information and data in the event of a nuclear attack. Other views tend to put greater emphasis on its development as a resource-sharing and communication tool for the scientific, as well as the military, community.

Other computer networks soon joined in. In the early 1970s, the first **protocols** for **TELNET** (Remote Terminal Access) and **FTP** (File Transfer Protocol) were defined and the first electronic mail program had been devised. **Protocols** are agreed formats for transmitting data between devices. The development of a common language called **TCP/IP** (Transmission Control Protocol/Internet Protocol) which allowed computers to talk to one another, regardless of their brand and type, was one of the most important achievements of this time.

The developers quickly realised the potential for linked computers, and ARPANET soon became an attractive proposition. However, the Internet remained a largely private concern utilised mainly by researchers, scholars and the American military.

In the early 1980s the military section split from ARPANET and became **MILNET**. This enabled the growth of the ARPANET network, mainly in the education sector and the collection of computers became known as "**The Internet**".

**NSFNET** (The National Science Foundation Network) also added some scientific clout at this time. By the late 1980s the funding for ARPANET had expired and it disappeared, but by then most of the Internet community was operating on the network run by the National Science Foundation.

In the early 1990s the **Commercial Internet Exchange** was set up to stimulate business activities on the Internet. The development of the **World Wide Web** saw over 1 million hosts connected to the network. The Web gave the Internet a user-friendly face and it blossomed through the 1990s.

Today the use of the Internet is incredibly diverse. Businesses have embraced it, and it is now almost standard for businesses to have a Web presence. Individuals are finding it becoming a pervasive part of their daily life as they use it for a range of activities, from bank transactions to finding a car or property. They may use it to communicate via email, or by embracing the technology further and using video-conferencing via a small web camera. The world's information is truly at a person's fingertips.

There is still no clear owner or controller of the Internet. However, the stakes are certainly high and large software houses such as Microsoft and large communication companies are vying for as much of the commercial interest on the Internet as possible.

The lack of control on the Internet is obviously both a good and a bad thing. The Internet offers those with an independent spirit a forum for expressing their views – albeit wide-ranging. In countries with oppressive regimes, it provides a very viable way for communicating ideas and thoughts while remaining virtually anonymous.

# CONNECTION REQUIREMENTS

Before you can access the Internet and delve into the millions of web pages available, you must **create an Internet connection**. Internet connections come in many different forms, but for

most people connecting from home, it will consist of a computer, modem, telephone line and appropriate software. This page discusses what you will need for a successful Internet connection.

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## Connection Requirements

To connect to the Internet, you need to have:

- a computer
- a modem
- some form of physical or wireless connection
- an Internet Service Provider (ISP)
- software (e.g. a browser, email software)

Firstly, you can't connect to the Internet without a computer! Today, even your mobile phone can be that super-micro computer accessing the Internet in an ever-increasing number of ways.

If all you wish to do is see what is available on other computers on the Internet, then your own computer doesn't have to be the latest and greatest. You will, however, find it becomes a constant challenge to keep yourself up-to-date with the latest software to enable you to experience all aspects of the Internet.

A **modem** is a device which lets your computer transfer data to and from other computers. In the most basic form of connection, the telephone network is used to transfer data. Modems can be either built in to your computer (**internal**) or be a separate device (**external**) attached to your computer. As technology advances there are more and more ways to connect, such as cable and satellite.

An **Internet Service Provider** (ISP) is a person or company whose computer you use as a **gateway** to the Internet. Your modem connects to their computer which then links you to the rest of the Internet.

Since you access sites all around the world, you want to keep your costs as low as possible. Imagine the costs of international phone calls if you had to dial in to sites on the other side of the world. Internet Service Providers offer access in your local geographic location and in this way you can connect to the Internet, often for the cost of a local phone call. Of course, you usually have to pay some access fee to your ISP for the service.

Your Internet Service Provider usually provides you with email accounts, the software you need to connect to and explore the Internet and even space on their computers to store your own personal web pages if necessary.

To connect to the Internet and explore it fruitfully you need a minimum of two types of software or computer programs. Firstly you will need **connection software** – a program that helps your computer to link to and communicate with other computers.

Secondly, you will need a **web browser** – a program that translates computer code, bits and bytes into words and pictures which make sense to you.

The software freely available from your Internet Service Provider should be all you need to start accessing information on the Internet.

# UNDERSTANDING WEB BROWSERS

The most important piece of software that you need to successfully work with the Internet, next to the software that creates your connection, is the **web browser**. Web browsers are designed to

read the HTML and other code in the web pages and convert them into graphical pages that you can read and interact with. This page discusses the role of web browsers.

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## Web Browsers

A **web browser** allows you to view pages on the Internet, once you have connected.

The browser serves a number of functions. The pages you want to view are stored on other **computer servers** around the world. A computer server is a dedicated computer or part of a computer that stores web pages and “serves” them to computers that request them. When you request a page, the browser has to find the **server** where that page is stored, ask permission of the server to access it, load the page onto your computer and repeat the process every time you click on a link or type in a new address. It does all this usually in a matter of seconds!

But that is not all...

It provides **navigation** aids that allow you to move backwards and forwards through the page you have viewed. It keeps a **history** of visited pages and lets you store your favourite website **addresses** for easy access in the future. It controls the display of fonts, colours, images, text, audio and video associated with each website. It even allows you to save images or text from sites and print out the information as well.

The main browser today is **Microsoft Internet Explorer**. There are many other browsers, such as:

- **Secure IE**
- **Opera**
- **Firefox**
- **Safari**
- **HotJava Browser**
- **Neo Planet**

As the Internet constantly changes you will often find that browsers keep changing too. Companies keep trying to improve their browser's performance and there are always new areas in terms of protocols and coding that will impact on your Internet experience. Web sites vary greatly, from simple sites that contain textual information, to the latest whiz-bang effort full of sound, animations and video.

Although you may well find an earlier version of a browser suits your needs, there will be times when you will encounter sites on the Internet where you cannot access all of the information. This is often because your browser does not cater for the latest coding developments being utilised on that site. It is a constant challenge to keep installing the **plug-ins** (small pieces of software) needed into your browser to access parts of sites or simply upgrading whenever a newer version of a browser is announced.

Your browser not only needs to do all the above but should also provide access to **email** and **newsgroups**. If you get the latest version of a browser, you will be up-to-date with developments as at the date of release and should be able to access most of what is currently available on the Internet.

# UNDERSTANDING SEARCH ENGINES

Once you are on the Internet, your first question will be “Where to now?” This is where **search engines** come in. You enter words, questions or descriptions of what you are looking for and the

search engines try to find as many matches as possible that relate to that search criteria. **Directories** are man-made lists of links to web-sites, as we discuss further below.

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## Search Engines

Most people find that the minute they get online, they are faced with the most common question you can encounter on the Internet: how do you find what you are looking for? Everyone tells you the world’s knowledge base is out there and available to you, but how do you sift through it and efficiently find what you are after?

There are two key approaches to finding the information you want on the Internet. These are **search engines** and **directories**. Although people often use the term search engine to describe both, they are not quite the same thing, although more and more these days search engines are developing a directory section as well.

A **search engine** is a tool that you instruct to scour the Internet to find the information that you are looking for. A search engine is made up of three parts.

Firstly, search engines send out programs known as **spiders** or **crawlers** to “crawl” the web and collect information on web pages. They find this information embedded in web page titles in the **metatags** which are lists of keywords that site developers place in the HTML of the **index** or **home page** or in other elements in the pages.

When the spiders find a site, they explore the links in the site and send the information back to the search engine. The information the spiders find then goes into the second part of the search engine; the **index** or **catalogue**.

The **index** stores all the information that is collected and organises it into a huge database which is continually updated.

The third part of the **search engine** is the **software** that runs the whole thing for you. It lets you enter keywords and then it searches the **database** to find sites that contain those keywords.

Search engines carry out their task and index the information they retrieve in different ways. This is why the same search on different search engines often produces very different results. There are many different general search engines available including **Google**, **Yahoo!**, **Ask Jeeves**, **MSN**, **AOL Search**, **AllTheWeb**, **Hotbot** and **Web Wombat** to name a few. New and improved search engines are constantly being developed, so it pays to be alert to new developments in the search engine area.

## Directories

**Directories** take a different approach. They rely on humans to enter details. Owners and developers of web sites submit their newly posted sites to directories with a request for a listing. Editors then review the sites and submit the details for cataloguing in the directory.

**Directories** often list information under category headings and the user can click on headings and then work their way down through the structure making choices that eventually lead the user to what they are looking for. There are even directories of directories, such as **Grackelfish**, **SubmitYourShop** and **DirectoryArchives**.

In both cases the user ends up with a list of web page links, some of which are relevant to the information that is being sought.

# UNDERSTANDING WEB ADDRESSES

One way to display a web page is to use the address of the web page to locate it. A **web address** is a string of characters that tells your browser where to look for a page. It is a bit like a

postal address for a house in that it has several parts. This page examines the various parts of a web address in detail.

## Web Addresses

Web addresses indicate the location of a website. Another name for a web address is the **URL**, which is an acronym for **Uniform Resource Locator**. As this is the only way of finding a specific web page, no two pages on the web can have exactly the same address.

A few examples of web addresses are:

*www.google.com*

*www.timesonline.co.uk*

*www.britannica.com*

*www.monash.edu.au/monart/events/2011season/mad-king.html*

## Country Codes

Some web addresses include a country code. For example:

*uk*      *United Kingdom*

*ca*      *Canada*

*au*      *Australia*

*it*      *Italy*

*nz*      *New Zealand*

*sg*      *Singapore*

The only country that doesn't have a country code is the United States. American websites do not include a country code, but the lack of a country code does not mean that the website is located in the United States. Some web addresses have no country code just to make it easier to use.

## Organisation Codes

Organisation codes in the address tell you what sort of organisation runs the website. Examples of organisation codes include:

*com*      *Commercial*

*co*      *Commercial*

*org*      *Non-profit organisation*

*gov*      *Government*

*ac*      *Academic (UK)*

*edu*      *Education*

## Website Names

The website name is the organisation name either in full or a different or shortened version of the name. A business may use a variation of their name if another business has already used the website name they wanted. Shortened names make it quicker for people to type the web address.

## www

The **www** in the address refers to the **World Wide Web**.

## Folder Names

Sometimes the particular web page you require will not be the home page of a website. Websites can consist of thousands of pages, linked by hyperlinks and organised in folders. If the page you require is in a subfolder of a website, the folder name will appear in the URL. For example, in the address **www.britannica.com/ebchecked/topic/285198/index** we find that the 'index' web page for the Encyclopaedia Britannica is located in a numbered subfolder, located in the subfolder **topic**, which is in the folder named **ebchecked** within the **www.britannica.com** website.

## Page Names

Given the complexity of websites, it is not surprising that some web addresses can become very complex and include actual page names. The file extension of **.html** indicates a particular page. In this example **www.monash.edu.au/monart/event/2011season/mad-king.html** the reference **mad-king.html** refers to a particular page within the **2011season** folder.

## KEY TERMS AND INTERNET JARGON

The development of the Internet has seen the introduction of an entire new set of terms and jargon – one that's growing every day. **ISP**, **FTP**, **URL** and **HTML** and so on, are just some of the

acronyms. Terms like **surfing** and **chatting** have taken on entirely new meanings and **hyperlink**, **blog**, **cybercafé** and **webmaster** are new to our vocabulary. Here's a few terms explained.

### A Selection of Internet Terms

<b>ADSL</b>	<b>Asymmetric Digital Subscriber Line</b> – a type of broadband – a high speed Internet connection that remains on.
<b>Blog</b>	Short for “web log”. This is an openly accessible web page diary that reflects an individual's personal opinions, ideas and personality.
<b>Chat</b>	Refers to having an on-line, real-time conversation with other users of the web via messages displayed in a <b>chat room</b> .
<b>Cybercafé</b>	A café where you can log in to the Internet.
<b>E-commerce</b>	Refers to the buying and selling of products over the Internet.
<b>FTP</b>	<b>File Transfer Protocol</b> . This is the standard that enables files to be uploaded and downloaded from the web.
<b>HTML</b>	<b>HyperText Markup Language</b> . This is the language, or coding system, used to create web pages. It uses tags to apply formatting and other information – hence the term <b>markup</b> .
<b>HTTP</b>	<b>HyperText Transfer Protocol</b> . These letters appear by default at the start of a URL, as <b>http://</b> . This is a standard that defines how web pages are transmitted across the Internet.
<b>Hyperlink</b>	A link to another web page, a position on the current page or another resource (e.g. video clip). Appears as either graphics or underlined text. Clicking on a hyperlink takes you to the new page, resource or location.
<b>Intranet</b>	A website within an organisation to provide internal information and communication for staff or members.
<b>IP Address</b>	A unique numerical address for a computer on the Internet. It appears in a specific format e.g. 15.147.170.41
<b>ISP</b>	<b>Internet Service Provider</b> . An organisation or individual that provides clients with access to the Internet.
<b>Message Board</b>	A web site that displays messages posted by users.
<b>Plug-in</b>	A program that enables your browser to work with special purpose files such as Acrobat Reader to read PDF documents, Shockwave and Flash to play animations, and RealPlayer and QuickTime for audio/video files.
<b>Shopping Trolley</b>	A space reserved to hold a list of products that you have indicated you want to purchase from an on-line shop.
<b>Surf</b>	To browse web pages on the World Wide Web.
<b>Thread</b>	A thread of discussion. Refers to a chain of postings on a message board, a series or related emails, or a series of related items on a blog.
<b>URL</b>	<b>Uniform Resource Locator</b> . The address of a web page or website.
<b>Webmaster</b>	The person responsible for maintaining a website. Generally any problems with a website are communicated to this person.
<b>Wiki</b>	A collaborative user-created and maintained website (e.g. www.wikipedia.com)

# COOKIES AND CACHES

**Cookies and caches** are files that are written to your computer by the Internet. They both have the intention of making your Internet experience more enjoyable by enabling specific web sites to

recognise you (via **cookies**) and by speeding up the display of pages that you have already visited (via **caches**). This page discusses both terms and their pros and cons.

## Cookies

A **cookie** is a small text file containing information about your computer that is stored on your hard drive. It is sent to your computer by a web server when you browse a specific website. Cookies contain information such as your username or login ID, passwords, preferences, shopping cart information and so on. When you return to the web site, the web server checks your computer for the cookie, then uses that information to personalise the website for you. For example, it may fill in your username automatically, display the films currently playing at the cinemas that you chose in a previous visit, or apply a colour scheme of your choice to a website.

Cookies get a little scary when they are used to track your browsing and buying habits. Advertisers use the tracking information to target you with specific campaigns. While you get to see advertising that is relevant to your interests, most people prefer to browse anonymously and don't like the feeling that they are being "watched". Many people clean out their cookies regularly and use special scanning programs called spyware removers, such as **XoftSpy**, **Spybot**, **Adware Filter** and **NoAdware**, to locate and remove tracking cookies.

Cookies make shopping cart technology possible. When you place items in a shopping cart, they are recorded by the cookie so that when you go to check out, the complete list of items will appear. You can even create your own standard shopping lists, for example for groceries, which can be used for really quick shopping trips. The cookie can also store your credit card details and delivery details, so there is very little to enter when you visit the website. We recommend that you sign up for only a limited number of these types of shopping sites and protect your privacy where possible.

## Cache

**Cache** is a term used in computing to refer to a space used for storing information temporarily to improve the speed of the computer. For example, print jobs are often created and sent to a cache on the hard disk while the printer prints because the computer can send information far more quickly to the printer than the printer can use it. Once the print job is "cached", the computer can get on with the next task you assign it.

When it comes to the Internet and browsers, cache refers to a form of high-speed memory on your hard drive, where your computer stores web pages that you have visited. HTML page code, graphics, and multimedia elements you view are stored in the cache. This makes running multimedia games and viewing video clips much quicker and, if you return to the page, the browser will load it from the cache if it is available rather than downloading it again from the server. Caching can significantly speed up web browsing.

Caches should be cleaned out regularly, but don't forget that any pages you use frequently will have to be downloaded again the first time you access them.

Cookies and temporary Internet files appear like these in your **Temporary Internet Files** folder:

Name	Internet Address	Type
 j0293502.gif	http://officeimages.microsoft.com/i/000...	GIF Image
 j0297149.gif	http://officeimages.microsoft.com/i/000...	GIF Image
 cookie:karen@offic...	Cookie:karen@office.microsoft.com/	Text Document
 dglxasset.aspx?Asse...	http://office.microsoft.com/clipart/dglxa...	JPEG Image
 j0334258.gif	http://officeimages.microsoft.com/i/000...	GIF Image
 j0409929.gif	http://officeimages.microsoft.com/i/000...	GIF Image
 j0431642.gif	http://officeimages.microsoft.com/i/000...	GIF Image
 j0412592.gif	http://officeimages.microsoft.com/i/000...	GIF Image

# TESTING AN INTERNET CONNECTION

One of the most exciting things about creating an Internet connection is when you finally get the chance to **test** it – that is, try connecting to the Internet. Firstly, you must ensure that your

telephone connection, modem and any other hardware that is required are installed correctly. This example demonstrates a dial-up connection – your setup may be slightly different.

## Try This Yourself:

*Before starting this exercise you MUST ensure that you are at the Windows desktop...*

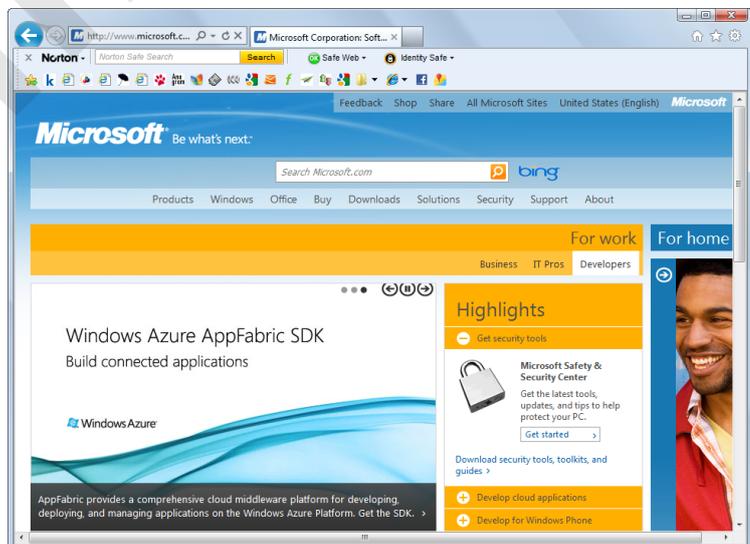
- 1 Click on **[Start]**, then select **All Programs > Internet Explorer**

*If your Internet connection is Dial-up, the Connect dialog box for your ISP provider will appear. Type in the Password and click on [Dial] to start the connection...*

- 2 A message box will appear to show you the status of the connection. All being well, Internet Explorer will start and your first web page will be displayed...

- 3 Click on **Close**  to close **Internet Explorer**

*If you are on a Dial-Up connection, you will be prompted to disconnect from the service provider. Click on [Disconnect]*



## For Your Reference...

To **test** an **Internet connection**:

1. Click on **[Start]**
2. Select **All Programs > Internet Explorer**
3. Click on **[Dial]** if you are on a Dial-up connection

## Handy to Know...

- If you find your connection is not working, check the hardware, telephone number, username and password first, then call the help number for your ISP provider.

CHAPTER 2

# INTERNET EXPLORER BASICS

INFocus

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Internet Explorer 9 is a powerful, yet simple to use, browser. Its primary purpose is to help you search the Internet, exploring the almost unlimited wealth of websites that are now available. Internet Explorer 9 provides many tools to help make your everyday tasks easier. It also includes a range of security and privacy features, which will help to protect you and your computer.

### In this session you will:

- ✓ learn how to start **Internet Explorer 9**
- ✓ gain an understanding of the **Internet Explorer** screen
- ✓ learn how to show and hide screen elements
- ✓ learn how to use the **Command** bar
- ✓ learn how to go to a specific **URL**
- ✓ learn how to control the browser window size
- ✓ learn how to show and hide images on a web page
- ✓ gain an understanding of the **New Tab** page
- ✓ learn how to add new tabbed pages
- ✓ learn how to work with tabbed pages
- ✓ learn how to zoom in and out
- ✓ learn how to use the **Back** and **Forward** tools
- ✓ learn how to use the browsing history
- ✓ learn how to stop and refresh web pages
- ✓ gain an understanding of **Netiquette**
- ✓ gain an understanding of checking organisational **Netiquette** policies
- ✓ learn how to close **Internet Explorer**.

## STARTING INTERNET EXPLORER 9

As with most applications, there are a number of different ways to **start Internet Explorer**. It will appear as an option on your **Programs** menu and, most likely, as an icon on your desktop. If

you have a broadband connection, Internet Explorer will open automatically with your home page. If not, you may need to log in and use your password to establish a dial-up connection.

### Try This Yourself:

*Before starting this exercise you MUST ensure that Windows has started...*

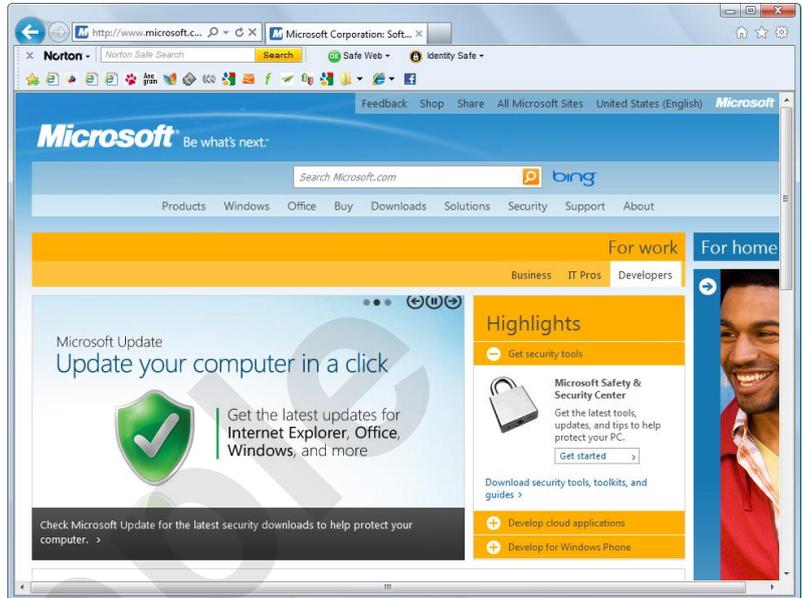
- 1 Click on **[Start]**, then select **All Programs > Internet Explorer**

*If you have a broadband connection, the Internet Explorer window will open and your selected home page will be displayed...*

- 2 If the **Connect** dialog box appears, click on **[Dial]**

*If your connection is successful, your home page will be displayed.*

*The home page may vary from the one shown here, and will depend upon the settings in your computer*



### For Your Reference...

To **start Internet Explorer**:

1. Click on **[Start]**
2. Select **All Programs > Internet Explorer**
3. Click on **[Dial]** if necessary

### Handy to Know...

- You can also click on the **Launch Internet Explorer** tool  (located in the **Quick Launch** toolbar) to open Internet Explorer.