



Information Technology Support Service

Level II

Learning Guide 32

Unit of Competence: **Access and Use Internet**

Module Title: **Accessing and Using Internet**

LG Code: **ICT ITS2 L02-LG-32**

TTLM Code: **ICT ITS2 MO1 TTLM 1019v1**

LO 2: Search Internet

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Opening search engines using search parameters
- Saving and presenting search results
- Creating and saving bookmarks
- Modifying page setup options and printing information
- Shutting down and exiting browser
- Observing OHS and netiquette principles

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Open search engines and define search requirements using a range of search parameters
- Save and present search results Search results as a report according to the information required
- Create bookmarks for required web page and save in associated bookmark folder
- Modify Page set up options and print web page or the required information
- Shut down and exit browser
- observe OHS and netiquette principles through the process

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information “Sheet 1, Sheet 2 ,Sheet 3, Sheet 4, Sheet 5 and Sheet 6” in page -1-6, 8,10,12,14,16 and 17 respectively.
4. Accomplish the “Self-check 1, Self-check 2, Self-check 3, Self-check4, Self-check 5 and Self-check 6 in page 7,9,11,13,15 and 18
5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2, Operation Sheet 3, Operation Sheet 4, Operation Sheet 5 and Operation Sheet 6 in page 31,32,33,34,35,36,37,38 and 39.
6. Do the “LAP test” in page 40

1.1. Introduction to Search engines

A search engine is a tool we use to find websites and information on the Internet. Search engines will search other computers connected to the Internet and classify the files they find on these computers. Some search engines 'crawl' or 'spider' in different ways, while others create directories. Therefore, search engines need access to different computers connected to the Internet. For these reasons it is useful to use a variety of search engines.

- **Common search engines**

The most commonly used search engines include:

- ✓ Google
- ✓ Yahoo
- ✓ MSN
- ✓ Lycos
- ✓ AltaVista
- ✓ Netscape
- ✓ Ask.

- **Differences between search engines**

There are a huge variety of search engines. Most search engines explore most of the computers connected to the Internet. However, some 'search engines' are really a search of a particular site, or perhaps a group of sites.

Some specialist search engines are based on specific topic areas. For example, Web Wombat was the original Australian search engine. When you use this search engine you will find your results listed in order of relevance to Australia.

Other examples include:

- ✓ Lexplore — specialises in information related to international law
- ✓ Travelocity — specialises in information related to travel

- ✓ Hotwire — specialises in information related to computer and communications technology.

- **Searching information on the internet the Internet**

- ✓ **Creating a search expression**

In order to use a search engine, you must first locate the search engine on the Internet. Usually you would do this either by typing in the URL of the search engine you wish to use. A search bar will appear and you type your expression into this bar. How you express your search will be explained later.



Figure 1.1: The URL and search bar in Google

This is the search bar in Google. Access this screen by typing in the URL <http://www.google.com>.

Alternatively, you might click on the **Search** button on the toolbar of your browser. This will take you to a search engine screen to allow you to enter your search expression. Note: if you use the **Search** button, your browser may randomly generate which search engine to use for your search.



Figure 2: The Ninemsn search engine in the left of the browser window — accessed by first clicking on the Search button.

✓ Composing a search expression

When you are looking for search terms try to:

- Type in the question in a full English sentence.
- Use just the main keywords.
- Add more keywords to narrow down (reduce) the number of hits.
- Define (by clicking a button) if you wish to search the entire web, or if you just wish to search Australian sites.
- Use synonyms for the keywords.
- Use acronyms.
- Use words to broaden your search like OR.
- Use words to narrow your search like AND, +, -, NOT.
- Use double quotation marks to ensure the phrase you are using is located in exactly that sequence.

Also try different search engines. You will most likely get different results from the same search terms.

✓ Narrowing or broadening a search

The trick to getting good results from your search expression is to be able to broaden or narrow your search as required. For some topics, you will get millions of results (or hits), while for others you might get none. As pointed out above you can:

- Use words to broaden your search like OR.
- Use words to narrow your search like AND, +, -, NOT.

Instead of using Ninemsn, now let's have a look at what we will achieve in Yahoo. Let's search for information on the IT Certificate 2 qualification.



Figure 3: Yahoo search

Using Yahoo and searching 'the Web' we come up with 26,700,000 results, or hits. This is way too many! Let's see what happens if we put this phrase in double quotations and set the search for Australia only.



Figure 4: Yahoo search with more parameters

This time we have come up with 724,000. Still way too many to try to get to what we want.

Let's assume it is the Certificate 2 through TAFENSW that you are looking for. Let's add TAFENSW and see how we go.



Figure 5: Yahoo search with fewer results

Now we have narrowed our results to 25,000. Let's think more about what we are looking for. Assume you want to know where this course is being conducted. Let's narrow the search by adding the word location.



Figure 6: Yahoo search with fewer results still

5,850 hits. We're certainly reducing the amount of information to be filtered. Though, this is still way too many results to work through.

Let's investigate a different search engine using the same expressions. Firstly, IT Certificate 2 across the Web.



Figure 7: Google search without quotation marks

Without quotation marks we got 31, 600,000 hits, close to the results using Yahoo.com.



Figure 8: Google search with quotation marks

Wow, how about that? By placing the phrase in double quotation marks, we've narrowed our search to 22 hits using Google. This is much more manageable. Let's see if we can get to the locations where the certificate is offered.

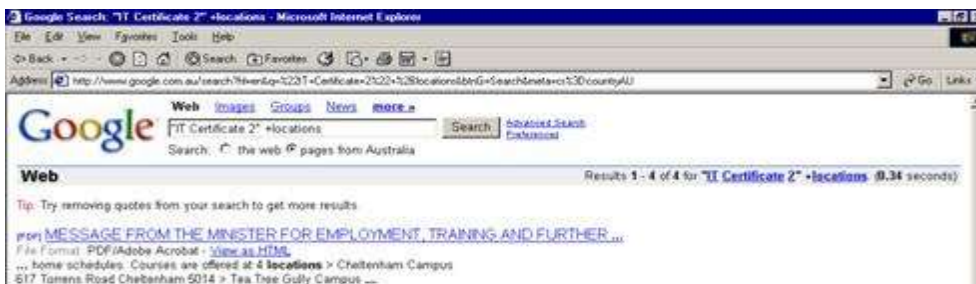


Figure 9: Google search with +

We now have four hits when we add + locations.

Let's try something really specific, like a course offered by OTEN.



Figure 10: Google search with OTEN included

We've now got down to ten hits using the search expression:

“Certificate 2 in Information Technology” + OTEN.

It is possible to narrow the search too far, however. For example, if I were to put the entire phrase in double quotations and search on this, let's see how we go.



Figure 11: Results of the search expression “Certificate 2 in Information Technology OTEN” all in double quotations

The results above show that this is unlikely to be recorded as one sequence of text, so the search engine can't find anything matching this particular entry when we put double quotations around the whole phrase.

So now you have identified some of the ways to narrow and broaden a search using search engines. Notice that different search engines will give you different results. Different search operators, such as double quotations, + and – symbols, AND, OR, NOT will also give you different results.

A special note here is that the Internet is a very dynamic world. Information located using search engines varies on a daily, and sometimes hourly, basis. If you were to carry out the searches above it is unlikely that you would come up with the same results. However, the principles of using operators to narrow or broaden a search, and using a variety of search engines, always remain true.

Ref. web1.keira-h.schools.nsw.edu.au/Faculties/IT/

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

1. _____ is a tool we use to find websites and information on the Internet.
 - A. Internet Explorer
 - B. Cookies
 - C. search engines
 - D. Book marks
2. . Among the following which one is not categorized under search engine
 - A. Mozilla Firefox
 - B. Google search
 - C. Yahoo
 - D. MSN
3. When you are looking for search terms:
 - A. Type in the question in a full English sentence.
 - B. Use just the main keywords.
 - C. Add more keywords to narrow down (reduce) the number of hits.
 - D. All
4. _____ refers to a method of saving a web page
 - A. search engine
 - B. Book Mark
 - C. Browser
 - D. Internet

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

2.1. Introduction to online Data Storage

Online data storage refers to the practice of storing electronic data with a third party services accessed via the internet. Its an alternative to traditional local storage (such as disk or tape storages) and portable storages (such as optical medias or flash drives). It can also be called "hosted storage" or "cloud storage"

In recent years, the number of vendors offering online data storage for both consumers and business has increased dramatically. Some services store only a particular of data , such as photos, music or back up data, while others will allow users to store any type of file. Most of these vendors offer a small amount of storage for free with additional storage capacity available for a free, usually paid on a monthly or annual basis.

2.1. Benefits of online storage

One of the biggest benefits of online storage is the ability to access data from anywhere. As the number of devices the average person uses continues to grow, syncing or transferring data among devices has become more important. Not only does it help transfer data between devices, online data storage also provides the ability to share files among different users.

Online data storages also offer distinct advantages for backup and disaster recovery situations because it's located off site.

However, online data storage does have some potential downsides. Some peoples worry about the security of cloud storage services and some vendors have experienced significant outages from time to time, leading to concerns about reliability.

Ref

1. [*"Threat Encyclopedia – Generic Grayware"*](#). Trend Micro. Retrieved 27 November 2012.
2. [*"Rating the best anti-malware solutions"*](#). Arstechnica. 2009-12-15. Retrieved 28 January 2014

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

I. Write True if the statement is Correct and False If the statement is Incorrect

1. Online data storage refers to the practice of storing electronic data with a third party services accessed via the internet
2. Saving the document means storing the document on to the secondary storage devices.
3. One of the biggest benefits of online storage is the ability to access data from anywhere.
4. Traditional local storage includes disk or tape storages.
5. Portable storages include optical medias or flash drives.

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

1.1. Introduction to book mark

A bookmark is a saved shortcut that directs your browser to a specific webpage. It stores the title, URL, and icon of the corresponding page. Saving bookmarks allows you to easily access your favorite locations on the Web.

All major web browsers allow you to create bookmarks, though each browser provides a slightly different way of managing them. For example, Chrome and Firefox display your bookmarks in an open window, while Safari displays them in a list in the sidebar of the browser window. Internet Explorer uses the name "Favorites" to refer to bookmarks, and like Safari, it displays all your favorites in a list within the browser window sidebar.

To create a bookmark, simply visit the page you want to bookmark and select Add Bookmark or Bookmark this Page from the Bookmarks menu. In Internet Explorer, you can click the star icon to open the Favorites sidebar and click Add to Favorites to add the current page to your bookmarks. The website title will show up in your bookmarks list along with the website's icon if available. As your collection of bookmarks grows, you can create folders to organize your bookmarks into different categories.

It is helpful to bookmark frequently visited websites and useful references since you don't have to remember the URLs. Additionally, you can just click the bookmarks instead of typing in the full web addresses. Some browsers even display your bookmarked pages in the auto complete drop down menu as you type in the address bar. This allows you to visit bookmarked pages without even opening the bookmarks window or sidebar in your browser.

NOTE: A bookmark only stores the location of a webpage, not store the contents of the webpage itself. Therefore, when you open a previously saved bookmark, the contents of page may have changed since the last time you viewed it.

Ref.

1. Larry Seltzer (2009-02-10). ["Enough with the Browser Toolbars Already"](#). eWeek. Retrieved 2014-02-26.
2. ["Rating the best anti-malware solutions"](#). Arstechnica. 2009-12-15. Retrieved 28 January 2014

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

II. Write True if the statement is Correct and False If the statement is Incorrect

1. Book mark is a saved shortcut that directs your browser to a specific webpage
2. Book mark stores the title, URL, and icon of the corresponding page.
3. To create a bookmark, simply visit the page you want to bookmark and select Add Bookmark or Bookmark this Page from the Bookmarks menu.
4. A bookmark stores the location of a webpage and store the contents of the webpage itself.
5. Saving bookmarks allows you to easily access your favorite locations on the Web.

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

4.1. How to Adjust Print Margins on a Web Browser

If you run a small business, the Internet enables you to find valuable resources that can help you expand your business and increase your profits. However, you can't always take your laptop with you and you don't have an Internet connection everywhere you travel. To take the information with you everywhere, you must print it. You can print Web pages directly from your Web browser and, to print more data on a page; you can adjust the print margins. Both Internet Explorer and Mozilla Firefox enable you to adjust print margins from the Print menu.

- Printing background colors

If you are trying to print a story with a background color, Internet Explorer and Firefox users will need to also turn on 'Print Background Colors', usually found under Page Setup. Chrome and Safari have this option turned on by default.

- Other printing options

This article explains how you can remove the number of pages, date, title etc. that the browser applies to the headers and footers of each printed page by default.

- Different browsers, operating systems and printers

Since all printers have slightly different set-ups, these tips may not work for you. If you find a better way, we'd love to hear about it. Please contact us and let us know. (Please include your browser, operating system, printer type and any other information that you think may be helpful). Thanks!

Ref.

1. *Larry Seltzer (2009-02-10). ["Enough with the Browser Toolbars Already"](#). eWeek. Retrieved 2014-02-26.*
2. *["Threat Encyclopedia – Generic Grayware"](#). Trend Micro. Retrieved 27 November 2012.*

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

- I. Write True if the statement is Correct and False If the statement is Incorrect
1. Internet Explorer and Mozilla Firefox enable you to adjust print margins from the Print menu.
2. If you are trying to print a story with a background color, Internet Explorer and Firefox users will no need to turn on 'Print Background Colors'.
3. To print Web pages directly from your Web browser and, to print more data on a page; you can adjust the print margins.
4. To take the information with you everywhere, you must print it.
5. Chrome and Safari turned on Print Background Colors options by default.

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

5.1. Overview of shutting down and exiting browser

Before you are going to shutdown your browser first you should save all the necessary information

And also you must wait if down loading and uploading data/image is on progress, if you shut down before the data is completed your data may be corrupted or destructed.

Ref.

web1.keira-h.schools.nsw.edu.au/Faculties/IT/

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

I. Write True if the statement is Correct and False If the statement is Incorrect

1. We can use the word shutting down and closing interchangeably
2. Before we are going to close our browser first we have to save all the necessary information
3. To close the running browser we can use Alt+F4 from keyboard
4. Before we are close the browser first we have to check the downloading/uploading files

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

1.1. OHS and netiquette principles implemented on online communication

In the information superhighway, netiquette (internet-etiquette) are the rules of the road. These simple guide posts on good manners in online communication will not only make you seem like a great person to talk to, but more importantly, it helps you become better understood, exude professionalism, and create a positive online reputation that will lead you to more lasting and meaningful connections.

Here are some guide posts on online behaviour:

- **It's all about respect**

Just like in face to face communication, courtesy goes a long way in making everyone's internet experience pleasant and enjoyable. Always think of how you would want to be treated. That's probably how others want to be treated too.

- **Core rules of netiquette**

In her book Netiquette, Writer Virginia Shea wrote these important guidelines:

- ✓ Remember the human – this is the Golden Rule of internet communications. Always be aware that you are talking to a person, not a device. Therefore, the same rules of courtesy apply.
- ✓ Adhere to the same standards of behaviour online that you follow in real life
- ✓ Know where you are in cyberspace – netiquette varies from domain to domain. What is acceptable in a chat room may not be appropriate in a professional forum so “lurk before you leap”.
- ✓ Respect other people's time and bandwidth
- ✓ Make yourself look good online – spelling and grammar count! Always write thoughtful posts and keep your language clean.
- ✓ Share expert knowledge
- ✓ Help keep flame* wars under control
- ✓ Respect other people's privacy
- ✓ Don't abuse your power
- ✓ Be forgiving of other people's mistakes

If you want to know more about these rules, go to 10 Core Rules where each one is explained at length.

**Flaming is writing content online that intentionally invokes responses such as rage, sadness, humiliation, self-doubt, and others. From: No bullying.com.*

- **Netiquette basics**

These basic rules are adapted and updated from living internet.com :

- ✓ **Help the newbie's** – good netiquette dictates that you share your knowledge to new users by answering some of their questions. Remember, you too were a newbie once.
- ✓ **Research before asking** – most sites have a Frequently Asked Questions (FAQs) page to guide new users. Read this before emailing or messaging so as not to waste other people's time.

- ✓ **Remember emotion** – subtle emotions and meanings do not transmit very well in an email. However, do not use all caps as it designates shouting, or overuse smileys and emoticons as these may make you look unprofessional. Constructing your sentences carefully and checking (and re-checking, several times) what you write before hitting send is always a good policy.

Living internet.com also has helpful tips on the Netiquette of sending, Netiquette of replying, and Netiquette of confidentiality. You can read them here: [Internet Etiquette](#).

- **The Ten Commandments of Computer Ethics**

(from the Computer Ethics Institute)

- ✓ Do not use a computer to harm other people.
 - ✓ Do not interfere with other people's computer work.
 - ✓ Do not snoop around in other people's computer files.
 - ✓ Do not use a computer to steal.
 - ✓ Do not use a computer to bear false witness.
 - ✓ Do not copy or use proprietary software for which you have not paid.
 - ✓ Do not use other people's computer resources without authorization or proper compensation.
 - ✓ Do not appropriate other people's intellectual output.
 - ✓ Do think about the social consequences of the program you are writing or the system you are designing.
 - ✓ Always use a computer in ways that insure consideration and respect for your fellow humans.
- **Remember that your digital footprint can be tracked**
Even if you write under an alias or a made-up handle, the account can easily be traced back to you. So don't think that you won't be found out if you write nasty remarks on your boss's blog, or that your posts flaming somebody in a forum can be easily remedied by deleting them. Your activities online leave data that may be stored and can be retrieved. Always be a decent and responsible citizen.

Name: _____

Date:

Time started: _____

Time

finished:

Directions: Answer all the questions listed below.

I. Write True if the statement is Correct and False If the statement is Incorrect

1. From ten commandments of computer ethics one says use a computer to harm other people
2. Always think of how you would want to be treated, that's probably how others want to be treated too.
3. Always be aware that you are talking to a person, not a device.
4. During your on line communication Respect other people's privacy
5. Use other people's computer resources without authorization or proper compensation.

Note: Satisfactory rating - 3 points, Unsatisfactory - below 3 points

You can ask you teacher for the answer key

To open search Engine Follow the following steps:

1. Open one of your preferable browser
2. Write the search engine you want to use
3. Click search

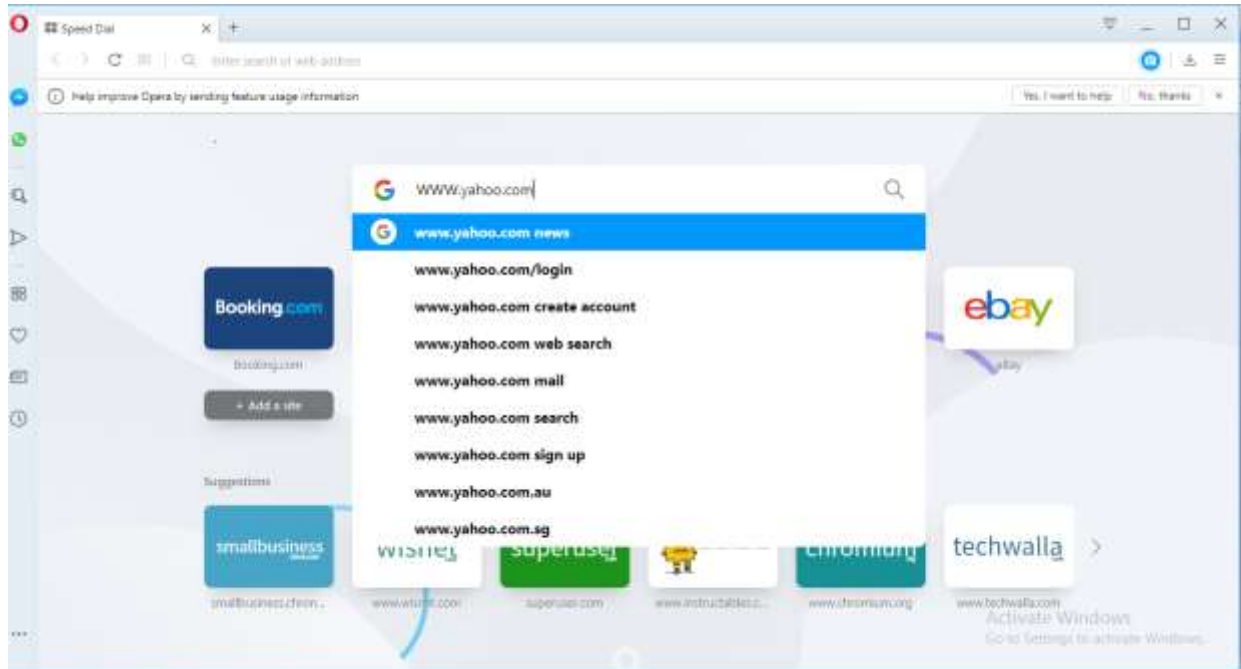


Figure 1.1. Opening search Engines

How to save search results

You can save the results of your search in a number of ways. Generally you would display on the screen the web page of a particular search result. You can then save the search results in one of two ways:

- 1 You can save the entire page as an HTML (web page) file.
- 2 You can copy and paste the contents of a web page into a word document.

1..1 1 Save the entire page as an HTML (web page) file

To save the entire page as an HTML (web page) file, follow these steps:

- Choose the **File** menu.
- Click on **Save As**.
- Choose the location you wish to save your web page to, ie the drive as well as the folder you wish to use.
- Click on **Save**.

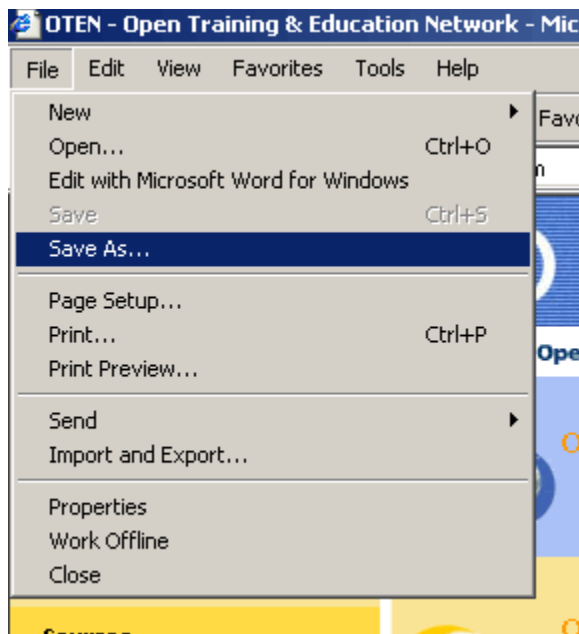


Figure 2.1: File Menu, showing Save As command

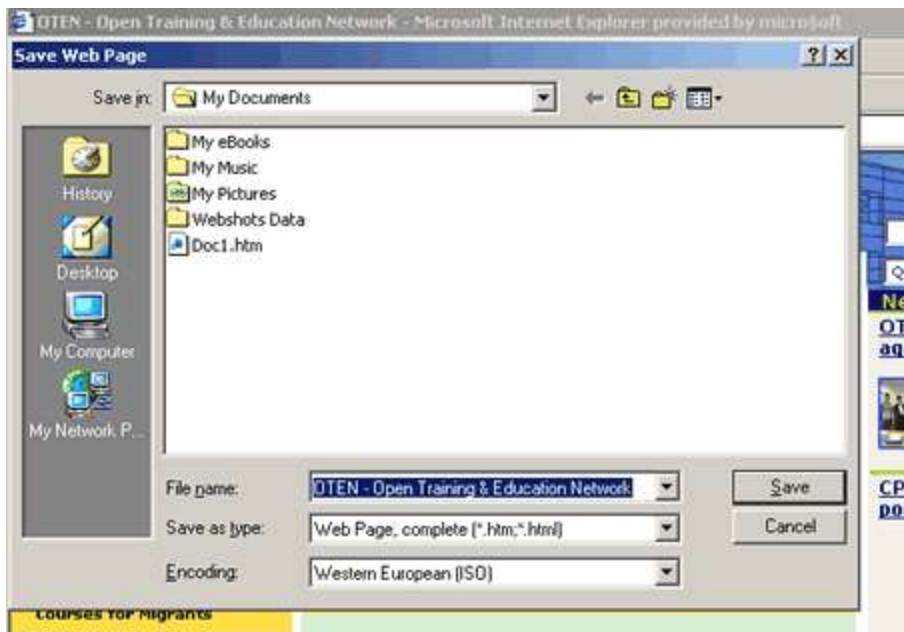


Figure 2.2: Choose a folder to save into

On the **Save Web Page** screen, when you click on **Save**, the file IT Framework Course – Information Technology will be saved into the OTEN folder in this example.



Figure 2.3: The file saved

Notice that a folder holding all the graphics relating to this web page is also saved. This allows all information to be viewed offline, ie when you are no longer connected to the Internet.

In Internet Explorer:

- 1 Go to the website you wish to save as a favourite.
- 2 Choose **Favourites** menu or click on the **Favourites** button on the toolbar.
- 3 Choose **Add To Favourites**.
- 4 At the next screen, click on **Create In** if you cannot see the **New Folder** option.
- 5 Now click on **New Folder** if you wish to create a new folder.
- 6 Name your folder and click on **OK**.
- 7 Ensure the folder you want to save into is open.
- 8 Change the name of the page against **Name** if you feel it is not a very helpful name.
- 9 Click on **OK**.



Figure 3.1: Choose Add to Favorites from the Favorites menu



Figure 3.2: New folder option

In Netscape:

- 1 Go to the site you wish to save as a bookmark.
- 2 Choose **View Menu** or click on **Bookmarks** on the toolbar.

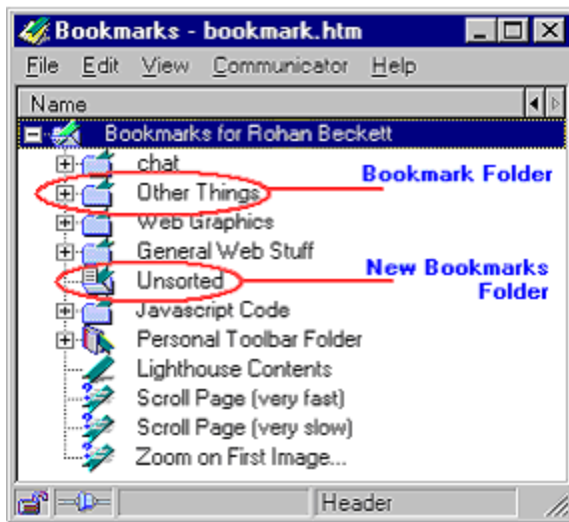


Figure 3.4: The View menu in Netscape

- 3 Choose **Bookmarks**.
- 4 Choose **Add Bookmark**.
- 5 At the next screen, click on **File Bookmark** if you cannot see the **New Folder** option.
- 6 Now click on **New Folder** if you wish to create a new folder.
- 7 Name your folder and click on **OK**.
- 8 Ensure the folder you want to save into is open.
- 9 Change the name of the page against **Name** if you feel it is not a very helpful name.
- 10 Click on **OK**.

Operation sheet – Steps to Modifying page set up options and printing information

4

The results of a search can be printed in two ways.

The first way:

- 1 Choose **File** menu, then **Print Preview**.
- 2 If you are happy with what will be printed, click on the **Print** button.



Figure 4.1: Print preview

On clicking the print button you would create a hard copy of the two pages of this web page. Notice that you will also print the page title (the name at the top of each page), and the URL of the page at the bottom of the page.

The second way:

- 1 Select the text and graphics you want to print.
- 2 Choose **File** menu, then **Print**.
- 3 At the next screen, go to **Page Range**, click in the circle next to the word **Selection**.

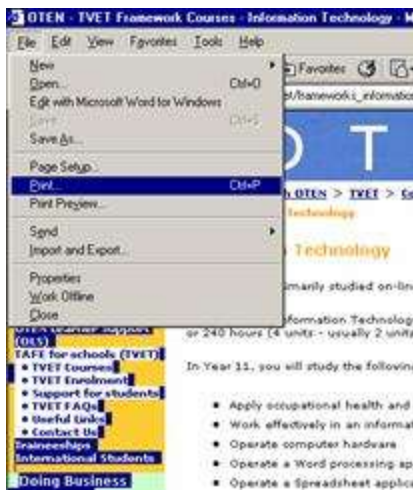


Figure 4.2: File menu with Print selected



Figure 4.3: Only the highlighted information will be printed

By choosing **Page Range, Selection** from this screen, (note the dot against this option in the screen above) only that information selected in the left area of the screen would be printed.

To close and exist Browser soft application follows one of the following procedures:

Step 1.

Click on the "X" button in the upper-right corner of the browser window to close it.

Step 2.

You can also click "File" in the upper-left corner and then choose "Exit" to close the browser.

Step 3.

For an alternate method, push "Alt" and "F4" simultaneously to close the browser using a Windows shortcut.

Step 4

Click on the browser icon beneath "Applications" and select "End Task." This will force the browser to close if it is frozen, although it may take a few seconds. Click "End Now" if you see a browser warning window.

LAP Test	Practical Demonstration
-----------------	--------------------------------

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

Task 1. Open Google Search Engines

Task 2. Save and Present Search engine data

Task 3. Create and Save the created Book Mark

Task 4. Modifying page set up options and printing information

Task 5. Shut down and Exit currently running browsers