ES 2010

Essential Skills - Have You Used Yours Today? Skill Book - Practical Computer Use

A guide for learning basic practical computer skills needed for everyday living.

Newfoundland and Labrador Laubach Literacy Council Inc.
Linda Hobbs Collier, Training Package Development Facilitator
About The Organization

Newfoundland and Labrador Laubach Literacy Council Inc. is a provincial, non-profit, volunteer organization that has been offering free literacy services since 1987. In association with our literacy councils throughout the province, we play a key part in a provincial effort to help all people reach their full literate potential. We are committed to raising the literacy level of Newfoundland society. Our trained tutors work with people to improve their basic functional skills in reading, writing, speaking, listening, numeracy and other skills. Programs are adapted to the goals of the student. Materials and organizational support are available through local Laubach councils.

Our programs include summer youth tutoring, peer youth tutoring and one-on-one free tutoring to adults, including speakers of other languages, which is focused primarily on learning to read and improving reading skills.

About the Author

Linda Hobbs Collier is a Laubach Literacy Master Tutor, Trainer, and a twelve-year member of the local Bay St. George Literacy Council. Linda was instrumental in establishing the Council’s resource centre and office in 2002; she is the recipient of the 2005 Stephen Award for volunteerism in literacy and the 2007 provincial Susie Day Volunteer of the Year Award, which is presented annually to a Laubach volunteer who demonstrates outstanding dedication to literacy. Linda’s volunteer activities go beyond literacy, extending to many other community organizations; and on two occasions, she has been commended in the NL House of Assembly for outstanding dedication to volunteerism.

Over the years, Linda has worked in various fields, including health care, business, and education. She has received certificates in various studies as well as a diploma in Community Studies from the College of the North Atlantic.

In 2008, Linda was hired by Newfoundland and Labrador Laubach Literacy Council as Public Consultation Facilitator for the Essential Skills: Literacy Training Tools for Older Adults Project. The success of her work in this position led to employment as the Training Package Development Facilitator. Linda’s knowledge of literacy issues has contributed significantly to her ability to develop the Essential Skills – Have You Used Yours Today? Series.
Acknowledgements

Thank you to all who contributed in any way to the development of this series and to the Essential Skills Literacy Training: Tools for Older Adults Project.

Thank you to New Readers Press for permission to reference their "Laubach Way to Reading" series as granted by Melissa Griffin, Publishing Administration Assistant, New Readers Press.

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NLLLC and the Training Package Development Facilitator (TPDF) wishes to gratefully acknowledge the contributions of the project Steering Committee, comprised of partner representatives from College of the North Atlantic; Community Education Network; Department of Innovation, Trade and Rural Development; Employment Preparation Centre; Rural Secretariat; and the Greater Corner Brook Board of Trade (Canadian British Engineering Consultants Ltd. and PricewaterhouseCoopers), who contributed their time, knowledge and guidance. These individuals from a variety of community, government and private sector groups have shown tremendous leadership, commitment and knowledge in guiding the course of this process.

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The TPDF also wishes to thank the NLLLC Board for their support; Bay St. George Literacy Council for their generosity in sharing their workspace; and the Laubach Literacy Councils, trainers, tutors, and learners throughout the province of Newfoundland and Labrador who were involved in field testing the materials. Thanks also to Women in Successful Employment (WISE) and the College of the North Atlantic for allowing us to broaden the scope of the evaluation process by field-testing our materials within their learning programs. Your contributions have been invaluable.

Thanks to all the dedicated volunteers, tutors, and councils whose mission is to improve literacy in our world. Together, we are making a difference.

Linda Hobbs Collier
Training Package Development Facilitator

Acknowledgement is made to the Office of Literacy and Essential Skills, Human Resources and Development Canada for funding this project.
ES 2010: Essential Skills - Have You Used Yours Today?

This book belongs to _____________________________

<table>
<thead>
<tr>
<th>Reading Text</th>
<th>Document Use</th>
<th>Oral Communication</th>
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<td>Writing</td>
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</tr>
<tr>
<td>Numeracy</td>
<td>Computer Use</td>
<td>Continuous Learning</td>
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</table>

**Tutor Information:** This book is to be used with the Tutor Guide for ES 2010 in the series *Essential Skills - Have You Used Yours Today?*. Lessons in this series are based on Essential Skills. To familiarize your student with Essential Skills, please read and discuss with your student the information on the following two pages. We hope you both enjoy this learning experience.
Welcome to ES 2010, the Computer Module in the series Essential Skills - Have you Used Yours Today?

This series, *Essential Skills - Have you Used Yours Today?* contains lessons introducing the Essential Skills that are of practical use to you in your everyday life - at home, in school, in the workplace, and in the community. *ES 2010 - Practical Computer Use* is a guide to help individuals learn the basic practical computer use skills needed for everyday living.

**What are Essential Skills?** Essential Skills are the basic skills that make it possible to learn other skills. They allow us to fully take part in the workplace and in the community. There are nine essential skills - Reading Text, Document Use, Numeracy, Writing, Thinking Skills, Oral Communication, Working with Others, Computer Use, and Continuous Learning. Descriptions of these Essential Skills are found on the next page.

**Objectives:** At the end of the last lesson, you will find a list of objectives that you will meet as you go through the book. If you want to keep track of your progress, you can put a check in the box next to each objective as you do it; or you can go through them after you complete all the lessons to see how much you have accomplished!

**My Notes:** You can use pages 39 and 40 to write new words or to record information that can be used as a handy reference.
Essential Skills

(The following information on the nine Essential Skills is taken from the Government of Canada website at www.hrsdc.gc.ca)

**Reading Text:** Reading materials in the form of sentences or paragraphs.

**Writing:** Writing text and writing in documents, such as filling in forms. Also use of non-paper-based writing such as typing on a computer.

**Numeracy:** Using numbers and thinking in amounts to complete tasks (calculation, measurement, budgeting, and using money)

**Document Use:** Tasks that involve a variety of information displays in which words, numbers, symbols, lines, colours, and shapes are given meaning by the way they are arranged. Some examples are: reading signs, labels, or lists; interpreting information on graphs or charts; and entering information on forms.

**Thinking Skills:** Problem solving, decision making, job task planning, organizing, and finding information.

**Computer Use:** Using different kinds of computer applications and other related technical tools (using software to create letters, sending emails, operate a computerized cash register, using cell phones and GPS)

**Oral Communication:** Using speech to give and exchange thoughts and information (greet people, take messages, seek or obtain information, solve problems by discussion)

**Working with Others:** Working with other people to carry out tasks (as part of a team or with a partner, working independently, or taking a lead role in group activities)

**Continuous Learning:** An ongoing process of learning skills and knowledge (workplace training, as part of regular work activity, re-training, independent learning)
**Lesson 1 - Computer Basics**

**What is a Computer?** A computer consists mainly of a Central Processing Unit (commonly known as a CPU), a monitor, a keyboard, and a mouse. Other hardware can include a printer, a scanner, flash drives and other devices. Below is some basic information about those devices and their uses.

<table>
<thead>
<tr>
<th><strong>CPU:</strong> The main part of the computer is the Central Processing Unit (CPU), which is the “brains” of the computer. On the outside, you will see the cd/dvd drives, one or more USB drives, the power button, and the reset button. Older models may have a 5 ¼ floppy disc drive.</th>
</tr>
</thead>
<tbody>
<tr>
<td>![CPU Image]</td>
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<tr>
<td><strong>Flash drives (also called jump drives):</strong> Handy compact devices that you can use to transport your data (documents, photos) from one computer to another. They can hold much information and are rewritable, which means you can use them over and over again.</td>
</tr>
<tr>
<td>![Flash Drive Image]</td>
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<tr>
<td><strong>Hardware:</strong> The physical devices that make up a computer system, such as the CPU, printer, keyboard (shown in photo at right), monitor, mouse, scanner and other material devices.</td>
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<tr>
<td>![Hardware Image]</td>
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<tr>
<td><strong>Mouse:</strong> A pointer device that is used to move around the computer screen. It usually has 2 buttons and a centre scroll wheel. The mouse can do various functions, such as select functions, bring up a file menu, and open a file.</td>
</tr>
<tr>
<td>![Mouse Image]</td>
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<tr>
<td><strong>Printer:</strong> The device that is used to print documents directly from a computer. Some printers are multi-functional which means they can be used as a fax, a copier, and a scanner in addition to being a printer.</td>
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<tr>
<td>![Printer Image]</td>
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<tr>
<td><strong>Software:</strong> Programs used to carry out computer functions, such as Microsoft Word; PowerPoint; Excel, and various photo programs. These are known as application software. Operating software consists of programs that operate your computer.</td>
</tr>
<tr>
<td><strong>USB drive:</strong> Many components are connected to the computer by the USB drive. These include the mouse, keyboard, digital camera, printer, flash drive, MP3 player, and external hard drives.</td>
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</tbody>
</table>
Computer Terms

It is important that you become familiar with the following terms in order to use your computer with ease.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Address Bar</td>
<td>The name used to describe the text box used to enter a websites address in a browser.</td>
</tr>
<tr>
<td>Boot</td>
<td>To power up or turn on your computer</td>
</tr>
<tr>
<td>Browser</td>
<td>A software program that allows you to explore the Internet. Some browsers are Internet Explorer, Netscape Navigator and Mozilla Firefox.</td>
</tr>
<tr>
<td>CPU</td>
<td>The central processing unit or the “brains” of your computer.</td>
</tr>
<tr>
<td>Default</td>
<td>The setting most often used by a program. For example, if you save something it is saved in the default setting, unless you make changes to save it somewhere else.</td>
</tr>
<tr>
<td>Desktop</td>
<td>The screen you see when you boot up your computer.</td>
</tr>
<tr>
<td>Hardware</td>
<td>The physical devices that make up a computer.</td>
</tr>
<tr>
<td>Icon</td>
<td>A graphic picture of a file or a program that can be opened by clicking on it.</td>
</tr>
<tr>
<td>Log on</td>
<td>Also known as signing on to a network.</td>
</tr>
<tr>
<td>Monitor</td>
<td>A viewing device that contains your computer screen</td>
</tr>
<tr>
<td>Mouse</td>
<td>A device that allows the user to navigate around the screen</td>
</tr>
<tr>
<td>Navigation Bar</td>
<td>A graphical bar located at the top of a web page that links users to other main portions of the page</td>
</tr>
<tr>
<td>Online Access</td>
<td>Being able to be connected to the internet</td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>Secret characters or words used to gain access. Using passwords helps to ensure privacy and security.</td>
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<td>--------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>PC</strong></td>
<td>A personal computer which is also known as a Desktop or a single-user computer</td>
</tr>
<tr>
<td><strong>Power up</strong></td>
<td>To turn on a computer, usually with a switch located on the front of the CPU</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>Programs used to carry out functions on a computer</td>
</tr>
<tr>
<td><strong>Toolbar</strong></td>
<td>The bar or bars on the top your screen where you find images that you can select to carry out various functions</td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td>A standardized name for addressing documents accessible over the internet. The URL is the name entered in the address bar. For example the URL for NLLLC would be <a href="http://www.nald.ca/nlllc">www.nald.ca/nlllc</a></td>
</tr>
<tr>
<td><strong>User Name</strong></td>
<td>A name given to a user on a computer or a computer network. It can also be called the account name, login ID, or user ID</td>
</tr>
</tbody>
</table>

**Need more Information?**

For more information on these terms, or to find definitions of other terms you come across while doing this module, go [www.computerhope.com](http://www.computerhope.com) and click on **Dictionary** in the website's navigation bar.
**Match the Terms**

Match the correct number from the terms in the box with the descriptions below. Enter the number of the matching term in the blank space next to each description.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>1</td>
<td>Mouse</td>
<td>2</td>
<td>CPU</td>
</tr>
<tr>
<td>5</td>
<td>Computer</td>
<td>6</td>
<td>Printer</td>
</tr>
</tbody>
</table>

___ The brains of the computer  
___ Another word for jump drive  
___ Physical devices that make up a computer  
___ A pointer device used to move around the screen  
___ A device used to print documents  
___ Another word for the device that contains the computer screen  
___ It consists of a CPU, a monitor, a keyboard, and a mouse  
___ Programs used to carry out functions on a computer
Lesson 2 – Using the Computer

Turning on the Computer

Most computers have a power switch located on the CPU, either at the top or on the front panel. Push this switch to turn on (also called power up or boot) your computer.

If your monitor does not come on when you power up your computer, locate the power button on the monitor and turn it on. Some computers may require a User Name and Password in order for you to log on. If you know this information, enter it in the space provided and push Enter on your keyboard.

Basic Windows – What’s What

This video on the Basics for Beginners website will help you become familiar with the computer desktop.

Once you have powered up the computer, you need to get online access in order to watch the video. Your tutor can help you with this or you can follow the steps below:

1. Locate the Internet icon on your desktop. Click on it to obtain online access.
2. Type the following in the address bar: www.basics4beginners.com
4. Select Basic Windows XP Skills.
5. Select Windows XP 101 – Learning Basic Windows Terminology & Skills

If you do not have an Internet icon on your desktop, follow the instructions below:

- Locate the Start button in the left hand corner of your screen. This opens up a menu of items from which you can choose.
- Select the Internet symbol; then follow steps 2 – 5 above.
What's My Name?

Now that you have watched the video and are now familiar with basic windows expressions, please fill in the answers below by selecting the correct answer from the blue box on the right. (Replay the video if you need more help)

- The area on your computer screen where you find icons to important documents and commonly used applications is called the ______________________________
- The icon on the desktop that allows you to delete things or throw things away from your system is the ________________________________
- The bar at the bottom of the screen where you will find things that are already running on your system is called the ________________________________
- The place on the computer monitor (located in the bottom left-hand corner) where you can start many tasks is the ________________________________ menu.
The Start Menu

This video on the website Basics for Beginners will help you become familiar with the Start Menu. Follow the steps below. (If you have just finished watching the previous video, click on Return to Basic Windows XP Skills, located just above the video. Then go to Step 4)

1. Locate the Internet icon on your desktop. Click on it to obtain online access.
2. Type the following in the address bar: www.basics4beginners.com
4. Select Basic Windows XP Skills.
5. Select The Windows XP Start Menu. Once you have watched the video, fill in the blanks with the correct words from the box below.

<table>
<thead>
<tr>
<th>All Programs</th>
<th>Internet Explorer</th>
<th>Pinned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Explorer</td>
<td>Start Menu</td>
<td></td>
</tr>
</tbody>
</table>

1. From the ______________________________, you have access to all parts of your computer.
2. Icons found in the Start Menu that are always available for you to select are sometimes called____________________________
3. The ____________________________ menu allows you to run any application installed on your computer.
4. Clicking on My Documents opens a program called _____________________
   ______________________________which allows you to see all the documents you have stored on your computer.
5. __________________________________allows you to find and interact with web pages on the World Wide Web.
Lesson 3 – Mouse Functions

Using the Mouse

The mouse can carry out a variety of functions – pointing, clicking, and dragging. The main button on the mouse is the left button. It is used by clicking once (single-clicking) and clicking twice (double-clicking). The right mouse button can also be used, but is only used by clicking once. If you click the right mouse button in error, you can undo this by single-clicking the left mouse button.

- Single-clicking the left button: Selects something.
- Single-clicking the right button: Brings up a file menu, where you can choose options. Once you choose the option, you must select it by single-clicking the left button. Remember that if you do not wish to choose something from the menu, you can left-click and it will disappear.
- Double-clicking the left button: This is mainly used to open a file.
- Dragging: Pressing and holding down the left mouse button will drag an item around your screen.

Online Tutorial - Using the Mouse

The website Winbeginners.com will help you become familiar with using the various functions of the mouse. Your tutor can help you access this website or you can follow the steps below:

1. Type www.winbeginners.com in the address bar and press "Enter"
2. Select the blue text Part 1. Basic Skills. This brings up another page.
3. Under Elementary computer concepts, select Mouse Tutorial and Exercises
   Go through each of the exercises in Placing the Mouse, Clicking with the Mouse, and Drag and Drop until you feel comfortable with this skill.
Practice Your Mouse Skills

Using the Computer On-Screen Calculator

Place the mouse pointer on the start button. Left click once.
Select All Programs by clicking on it once with the left mouse button. Go to Accessories. Left click once. Select calculator. Left click once.
Use the calculator to find the answers below. The times (x) symbol on the calculator is an asterisk (*) and the division (÷) symbol is a forward slash (/)

\[
\begin{align*}
22 + 51 &= \underline{73} & 12 \times 9 &= \underline{108} \\
95 - 81 &= \underline{14} & 64 \div 8 &= \underline{8}
\end{align*}
\]

Using the On-Screen Keyboard and Notepad

- Place the mouse pointer on the Start button. Left click once. Select All Programs by clicking on it once with the left mouse button. Go to Accessories. Left click once. Select Ease of Access (or Accessibility). Select keyboard. Left click once. A keyboard will appear on your screen.
- Go back to the Start menu and follow the same instructions as above to open Notepad. (Place the mouse pointer on the start button. Left click once. Select All Programs by clicking on it once with the left mouse button. Go to Accessories. Left click once. Select Notepad. Left click once. A blank page will appear on your screen)
- Use the mouse to select the keys on the keyboard to type your name in Notepad. Select the shift (shft) key first to use capital letters for the first letter of your first and last name. Use the spacebar (click once with the mouse) to separate your first and last name. Close Notepad by selecting the File menu and choosing Exit. In response to the question that shows in the dialog box, choose “Don’t Save” to exit the program.
Lesson 4 - Keyboarding Skills

The following websites are just two of the places you can find free typing tutorials. At Typingweb.com, you will learn basic keyboarding skills or practice to improve the skills you already have. Power typing.com is a great site to use to practice your typing skills or to improve your typing skills with games such as Alpha Rain.

Type the following in the address bar: www.typingweb.com
- Click on Start typing. A box will appear asking you to log on. In order to do this, you need an account.
- Select "register now" if you want to keep track of your progress. If not, go down to the text below "register now" and select Start Typing
- Select Beginner course and start with the Home Row Keys.
- Select "Begin Lesson" (Use your space bar between sets of letters)

Another site where you can practice your typing skills is Powertyping.com. Type the following in the address bar: www.powertyping.com
- Select QWERTY and press Enter on your keyboard.
- Select the first lesson.
- Select Start to begin typing.
- Select Stop when you want to stop typing. A box appears showing your speed in words per minute and the number of errors made
- When you are finished typing, return to the Power typing home page by selecting Home (in red at the top of the screen)
This site also has games. **Alpha Rain** is an excellent game to use to help you become familiar with the keyboard.

- Select **Alpha Rain**
- Select **Level 1** and get ready for the letters to appear
- When you are finished, select **Stop**.
- Check your score (Your score appears in the box on the right)
- Go back to the home page by clicking on **Home** (in blue letters at the left of your screen).

**Adding sites to your Favorites Menu.**
For quick access, you can add sites you use most often to your Favorites Menu.
Let's practice doing this by adding **powertyping.com**

Open [www.powertyping.com](http://www.powertyping.com)

Click on **Favorites** at the top left of your taskbar.

Scroll down to **Add to Favorites** and follow the instructions. Your tutor will help you with this if you need assistance.

Note: Some computers have a **Favorites Bar** as well as a **Favorites Menu**.

**Optional Exercise**
If you already have some knowledge of typing and would like to improve your speed and accuracy skills, go to the following link for practice:

[http://www.typeonline.co.uk/typingspeed.php](http://www.typeonline.co.uk/typingspeed.php)

Follow the instructions on the screen when you are ready to begin. You may want to read over the text first.

Select "**Start the clock**" when you are ready to begin typing.

Don't forget to select "**Stop the clock**" when you are finished typing the text.
Lesson 5 – Creating and Printing a Basic Document

Although not all computers have the same software, most computers have a basic program called WordPad. You can use this program to create, save, and print documents.

Using WordPad

In this exercise, you will learn how to open the WordPad program and create, print, and exit a WordPad document. Follow the steps below:

- Place the mouse pointer on the Start button. Go to Accessories following the same directions as in the previous lesson. This time we are going to open a program called WordPad. You now have a blank page in front of you.
- Type your name on the page.
- Press the Enter key twice.
- Type the following paragraph:
  Essential Skills are the basic skills that are needed that make it possible to learn other skills. They allow us to fully take part in the workplace and in the community. There are nine essential skills - Reading Text, Document Use, Numeracy, Writing, Thinking Skills, Oral Communication, Working with Others, Computer Use, and Continuous Learning.
- Find Date and Time on the toolbar and insert it on the page. This opens another box that requires you to choose a format. Select the first one and
click OK. (If your version of WordPad does not have Date and Time on the toolbar, click on Insert, then click on Date and Time)

- Move your mouse pointer to the arrow in the top left-hand corner. Left-click on the arrow and scroll down to Print. This opens up another box that gives you these options: Print, Quick Print, or Print Preview. Select Print Preview. (If your version of WordPad does not have the arrow in the top left-hand corner, click on File, then select Print Preview)

- Selecting Print Preview opens another window where you can see what the printed version of your document will look like.

- Go to Close Print Preview. You now return to your original screen.

- Select Print. (If your version of WordPad does not have the arrow in the top left-hand corner, click on File, then select Print)

- Once you select Print, another box appears where you can make choices in how you want to print your document or the number of copies you would like to print. The default setting is usually set at one copy and normal print. Since we are not making any changes to the default setting, select Print again to print your document.

- Select Exit.

- A dialogue box will appear asking if you want to Save, Don't Save or Cancel. Select Cancel. You are returned to your original screen.

- Select Exit again.

- This time when the box appears, select elect Don't Save to exit the document and the program. (You will learn how to Save a document in the next lesson)
Lesson 6 - Creating Documents and Folders

Using Microsoft Word to Create Documents
Open Microsoft Word by finding the icon on your desktop or in your program menu. You now have a blank page in front of you.

Creating a Word Document
In this exercise, you will write a thank-you note to express thanks to someone who has done something special for you, for your class, or for your family. Some suggestions are Thank you for presenting to our class, for coming to my party, for helping out when I was ill, for fixing my car, for helping my sister with her homework.

Before starting, check the font type and size. Select Times New Roman, size 12. Your tutor will help you with this if you need direction. Then follow the instructions below to write your note.

- Press the **Enter** key twice to give you some space at the top.
- Type your address and today’s date, then press **Enter** key four times.
- Type in the salutation (for example - Dear Mr. Brown)
- Press the Enter key twice.
- Start typing your letter, following the example on the next page. When you sign the letter, change the font type to **Script** and the font size to **18** as follows: Hold the mouse arrow over the downward pointing arrow on the toolbar next to the box that displays the font type. Click on the arrow to see the choices of font. Scroll down and select **Script MS Bold** or another type of writing font. To select the size, go to the downward pointing arrow in the next box. Select **18**. Type your signature and press **Enter**.
- Go back to the original font size and type your name below your signature.
Dear Mr. Smith,

Thank you for the presentation you made to our group on Friday. It was very informative and we really enjoyed the learning experience.

I really appreciate your kindness in doing this.

Sincerely,

Linda Collier

Saving and Filing a Document

Now that you have written your thank-you note, you must save it.

HINT: Think of saving your work as you would save important papers in files and place them in a file cabinet.

Follow the steps below to save and name your document.

- Go to your Windows office button or the File menu (depending on what version of Word you are using), located in the top left corner of your screen.
• Go to Save. This opens up a box that requires you to decide where you want to save your document.

• In your task bar, you will see the word Folder. Hold your mouse over it and click on it to create a folder.

• The folder appears as New Folder and is highlighted. You need to name this folder so you will know where to find your document and other documents you create.

• Press the Backspace button on your keyboard to get a blank space.

• Type Letters in the blank space. This is the name of your folder.

• Double-click to select Letters.

• The folder name Letters appears in the location bar. This is where you will store your document.

• Type Thank-you note in the box next to File name

• In the box marked Save as type, click on the arrow to select how you wish to save the document. Choose Word or Word 97, depending on what version is available on your computer.

• Select Save; then close the Word program
Lesson 7 - Making Changes

Retrieving your Document
Before you can make any changes in your document you will need to retrieve it (get it back from where you have stored it). Think of it as going into your file cabinet, opening a file, and taking out important papers. The only difference is that the file is stored in a folder on your computer.

Follow the steps below to retrieve your file:

- Select the Start button at the bottom left of your screen.
- Go to Documents or My Documents and locate the folder Letters, which you created in the last lesson. Your tutor will guide you if you need help.
- Double-click to open the folder. Find the document, Thank-you note.
- Double-click again to open your document.

Edit, Save and Print

Now that you have opened your document, make the following changes to it. Your tutor will help you with this.

- Change Sincerely to Yours Sincerely: Move the mouse cursor in front of the word Sincerely and type the word Yours.
- Add Clip Art: Add a picture to your note to make it more colourful. Go to the Insert tab at the top of your screen. Click to open it. Click on Clip Art. A menu appears on the right of your page. Type flowers in the space under "Search for" and select "Go".
- Choose one of the pictures and click to select it. (If you don't like the one you have chosen, go to the Undo button on your taskbar to delete it; then choose another picture).
• Your picture may not appear where you want it to be. Right-click on the picture. Choose "text wrapping" and select "square". You can now grab your picture and move it to where you would like it to be. Click on the x in the Clip Art box to close it.

Save your document:

• Move your mouse pointer to the Windows Office button or the File menu (depending on what version of Word you are using) located in the top left corner of your screen.

• Click once and choose Save.

Print your document:

• Follow the same procedure as you did to Save your document. Select Print.

• When the print dialogue box appears, select Current Page and OK

Shortcut Keys: The box below shows some of the shortcut keys that you can use. Your tutor will go over them with you and explain how they are used.

Find more shortcut keys at www.computerhope.com/shortcut

<table>
<thead>
<tr>
<th>Shortcut Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ctrl plus S ....................</td>
</tr>
<tr>
<td>Ctrl plus C ....................</td>
</tr>
<tr>
<td>Ctrl plus X ....................</td>
</tr>
<tr>
<td>Ctrl plus A ....................</td>
</tr>
<tr>
<td>Ctrl plus V .................</td>
</tr>
</tbody>
</table>

Text to be copied/cut must first be highlighted. Select the text by putting the cursor at the beginning of the work to be copied or cut and drag it over the text; then use the appropriate shortcut key. To move or paste your text, move the cursor to the location where you wish to paste the text; then select Ctrl V. Save your document (several times if a large document) during the typing process so that it is not lost and to avoid re-writing it.
Lesson 8 - The Internet

Information at your Fingertips
Most of the information we need today can be found on the internet. As well as a place to find information, the internet is also a place where people can do online banking and shopping, download music and photos, and communicate with one another through email and social networks.

Getting Started
Open your internet browser (Internet Explorer, Netscape, or other) by double-clicking the browser icon located on your desktop or in the Start Menu. This takes you to your Home page. The Home Page name appears in the address bar.

- In the Search bar (located just below the address bar), type the words search engines list.
- Select Search or press the Enter key on your computer. This brings up several sites from which you can choose.
- Double-click to select Comprehensive list of Search Engines – The Search Engine List. This brings you to a table that lists various search engines that are used to search the internet.

  What is the most popular one? ______________________________________
  What is the second most popular? ________________________________

- Return to your Home Page. What is the name of the Search Engine on the computer you are using? ________________________________

- Use the Search Engine on your computer to find information about nutrition. Type the word nutrition in the search bar. There are many selections from which to choose. Have fun exploring!
Match Up!

Read the words and descriptions in the table below. Put the number of the description in Box A on the line next to the correct answer in Box B.

<table>
<thead>
<tr>
<th>Box A</th>
<th>Box B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The screen you see when you open your Internet Browser</td>
<td>— Search Engine</td>
</tr>
<tr>
<td>2. Where you type the name of a site you wish to visit</td>
<td>— Email</td>
</tr>
<tr>
<td>3. An internet tool you use to search for information</td>
<td>— Home page</td>
</tr>
<tr>
<td>4. An internet tool used to send and receive messages</td>
<td>— Icon</td>
</tr>
<tr>
<td>5. A popular Search engine</td>
<td>— Address bar</td>
</tr>
<tr>
<td>6. A picture on your desktop that is a shortcut to a program or the internet</td>
<td>— Google</td>
</tr>
</tbody>
</table>

Surfing the Net

Many of us have heard of the term "Surfing the Net". Let's go to a website that shows how this works.

- In your address bar, type [www.learnthenet.com](http://www.learnthenet.com) In your address bar, type [www.learnthenet.com](http://www.learnthenet.com)
- Select *Master the Basics* on the left side of your screen.
- Click the arrow on the video *The Internet Explained* to play the video
Job Searching

There are various sites that you can use to search for jobs. One of the most popular is jobbank.gc.ca.

In the address bar, type www.jobbank.gc.ca

On the Home Page, select choice of language.

On the next page, select Job Search.

On the next page (under Where do you live?) select Nova Scotia.

Select All of Province/Territory under Location.

Select All occupations under Job Category.

Select Search.

Of the job postings listed, choose one to get the following information:

What is the Job Number of the job you have chosen? ________________________

What is the title? ______________________________________________________

What is the salary? _____________________________________________________

When does the job start? ______________________________________________

Is this temporary, part-time, or full-time employment? ______________________

Other Online Job Search Options: You can use a search engine to search for employment opportunities. By typing in "Jobs in Canada" or "Jobs in (your province)" in your search bar, you will be directed to many job sites. You can also or you can go directly to a company's website. Explore a company you know to see what jobs are available.
Lesson 9 - Communicating Online

Create an Email Account

You can choose from many email servers to create an email account. For this lesson, we are going to open an account using Yahoo!

- In your address bar, type www.yahoo.ca
- Near the top (above the line) of the next screen, you will find New here? Sign Up. Select Sign Up.
- Fill in the information on the next screen.
- Select "Create My Account"
- The next screen welcomes you to the Yahoo network and contains important information about your account. Print it and keep it in a safe place.
- Sign out and close Yahoo.

Send an Email Message

In your address bar, type www.yahoo.ca and select Mail.
Fill in your user ID and password.
Select Sign In. You now have access to your email account.
If you have received a welcome message from Yahoo, click on it to open and read the message.
Go to New in the top left corner to create a new message.
Type laubachlc@yahoo.ca in the bar next to the word To.
Move your cursor to the Subject line and type the word "test"
Move your cursor to the body of the message and type a short message.
When you are finished, select Send at the top of the page.
Your message has been sent. Check back later for a reply.
Create a Contacts List
Contacts are the people you communicate with through email. Those whose addresses you wish to save can be added to a list.

You can add contacts to your account as follows:

- Select Add next to Contacts on the left of your screen
- Fill in the contacts name at the top of the screen
- Add a nickname (optional)
- Fill in the email address
- Fill in other information such as address, phone numbers (optional)
- Select Save (yellow bar below the contacts name)

Create a Folder
Creating folders is a good way to keep your email organized.

- Go to Add next to Folders on the left of your screen
- A folder will appear namedUntitled.
- Backspace over this text and type a name for your folder (Family, Work)
- Enter to save it

Social Networking (Optional)
Social Networking is becoming more and more popular. Discuss this topic with your tutor. You can use the Search Engine on your computer to find out more information about various types of social networking.
Lesson 10 - Internet Safety and Netiquette

Internet Safety Tips
While the internet can be a wonderful source of information, we still need to use caution, particularly when giving out personal information. Go to the following link to get tips on using the internet safely.  [http://www.wiredsafety.org/safety/email_safety/](http://www.wiredsafety.org/safety/email_safety/)

List some of the basic email safety tips found on this page in the blanks below.
__________________________________________________________________
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Online Banking and Shopping Safety
Is online banking and shopping safe? For the answers to those questions, go to [www.computerhope.com](http://www.computerhope.com) and proceed as follows:

- In the Ask a Question bar, type the following: **Is online banking safe?** Select **Search**. On the next screen, click on **Is online banking safe?**
- Once you have read this information, select the back arrow to get to the Computer Hope Home Page.
- In the Ask a Question bar, type the following: **How can I protect myself while online?** Select **Search**. On the next screen, select **How can I protect myself while online?**
- Answer the following questions by reading the information on the screen:
What should you see in the bottom corner of your browser window or next to the address bar to show you are using a safe site? __________________________

Identify at least three ways to protect yourself while online: __________________________

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

Identify the following terms by going to the online dictionary at www.computerhope.com

Spam: __________________________________________________________
__________________________________________________________________
__________________________________________________________________

Phishing: _________________________________________________________
__________________________________________________________________
__________________________________________________________________

Emoticons: ________________________________________________________
__________________________________________________________________
__________________________________________________________________

Netiquette: ________________________________________________________
__________________________________________________________________
__________________________________________________________________

Important Tip: Protect yourself and your computer by having up-to-date anti-virus software installed on your computer and being sure to run it regularly.
Secure Shopping: For an example of security while shopping, go to www.sears.ca
- Click on luggage in the navigation bar.
- Select an item and select Add to cart
- Select Proceed to checkout

What appears on the far right of address bar to indicate that this site is secure?

________________________________________

Did you notice that the letters http changed to https? Why do you think this happened?

________________________________________

When you have finished this exercise, return to your Home Page.

Netiquette

Go to www.learnthenet.com
Select Master the Basics from the menu on the left of the screen
On the next screen, select Netiquette (on the right).
Click on the video to get information on netiquette

Answer the following question: Why should you not type in All Caps when sending an email message?

________________________________________

:-) Suggestion: Scroll down on the screen to see some common emoticons (Smiley Faces). Hold your cursor over each one to see what it means.
Lesson 11 - Banking Options

While some people still choose to visit their local bank to do their banking, many are taking advantage of services offered at ATMs and through online banking. In this lesson we will explore these convenient banking methods to make deposits, withdraw cash, pay bills and transfer funds.

Banking at the ATM (Automated Teller Machine)

Use the interactive bank machines at www.moneymatterstome and www.moneyville to do the following exercises. This will help familiarize you with ATM services.

Follow the link www.moneymatterstome.co.uk/default.htm

Select the arrow next to Workshops (in yellow) on the left of your screen and select ATM cash machine simulator. Because this is a United Kingdom website, the money is in pounds, not dollars. However, the process is similar everywhere.

1. **Getting cash from an ATM**
   - Click on the card to select it (Use the left mouse button to select)
   - Enter your PIN (follow the instructions at the top of the machine)
   - Choose £20.00 "CASH" with receipt and press the arrow next to that amount
   - Follow the instructions to remove your card, receive your cash and remove your receipt
   - Scroll down to see an example of the receipt. Hold the mouse over the receipt to find the name of the bank and the location of the ATM. What is the balance in the account?
2. **Change your PIN**

- Click on the card to select it (Use the left mouse button to select)
- Enter your PIN (follow the instructions at the top of the machine)
- Press the arrow next to "Change PIN" (personal identification number)
- Enter a 4 digit pin code using the numbers on the ATM keypad
- Select "No" when prompted to use other services
- Don't forget to remove your card from the ATM!
- Before ending the session, read the **Tip** shown directly below the machine.

Optional: Check out the virtual ATM at [http://community.ca.uky.edu/moneyville/](http://community.ca.uky.edu/moneyville/)

**Online Banking**

Online banking is a convenient way to pay your bills and transfer funds without having to leave the comfort of your home. Once you have your online account set up, all you need to access it is your account number and password. Remember to keep this information in a safe place.

To find out how to use online banking, go to [www.scotiabank.com](http://www.scotiabank.com)

- Under **Online Services**, Select **Banking Sign-on**
- Under **Welcome New Users**, select **Take a Tour**
- Under **Banking Customer**, select **Start Demo**
- Follow the prompts. View the first screen (Getting Started) and the second screen (Security)
- Go to **Pay and Manage Bills** in the red bar at the top of your screen to see how you can pay your bills online.
Lesson 12 - Online Documents and Services

You can access many services online. Many of these services are located on federal and provincial government websites. Below are just a few.

Go to [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) Select French or English. In the centre of their Home Page, you will see a list of programs and services. Go to the end of the list for "All Canadians" and select "See all for All Canadians". A list of many services appears on the next page. Today we will choose the **Do Not Call List**. Select "Do not call list" and go to the next screen.

Look at the screen to answer the following questions:

What is the National Do Not Call List?

Who is eligible to apply?

Select **National Do Not Call List** (near top of screen) to go to the next screen. If you wish to register your telephone number on this list, select **Register My Number** in the box under **I am a Consumer** (left of your screen). If not, go back to the **Home Page** by selecting the back arrow in the top left corner of your screen.

How to register on the National Do Not Call List:

- Enter your full telephone number in the box at the bottom of the next screen.
- Select Continue.
- Check to see if your number is correct.
- Identify the characters shown in the box.
- Select Register.
- Select Continue to see your information.
Applying for a Social Insurance Number (SIN)
You need a social insurance number in order to work in Canada.
Go back to the list of Programs and Services and select Social Insurance Number.
On the next screen, select How I apply for a SIN (directly under Application Information)
On the next screen, scroll down to Applying by Mail and click on application.
Follow the prompts until an application form appears on the screen.
Go to the printer icon at the top of your screen and print your form. Your tutor will assist you if you need help with this.

Applying for a Birth Certificate
In addition to the services provided by Service Canada, your provincial government websites have a list of services that you can use. If you live in Newfoundland and Labrador, you can apply for a birth certificate as follows:
1. Go to www.gov.nl.ca and click on Services Directory in the left-hand menu
2. When the services directory screen appears, choose Certificates and Licences.
   Scroll down and select "Birth Certificate"
3. Read "How to Acquire a Birth Certificate" and select application
4. This will open a new window with an application for a birth certificate that you can print, fill out and submit. Read the instructions to determine what you need to include with your application (One piece of photo ID or two pieces of other ID, at least one of which includes your signature or address; and the required processing fee in the form of a cheque or money order).
Applying for Employment Insurance (E.I.) benefits
You have been working at Mike's Deli for a year and have just been laid off. You need to file a claim for E.I. You can do this in person at a local Service Canada Centre or you can apply over the internet at www.servicecanada.gc.ca. You decide to apply online.

Before you can apply, you will need the following:

- Your Social Insurance Number (SIN)
- Your Record of Employment (ROE) from Bob's Coffee Shop
- Bank information if you wish to have your benefits deposited directly into your bank account
- Gross salary (amount before deductions) for the last week you worked.
- Vacation pay amounts (received or to be received)
- Dates of the weeks in the last year for which you received less than $225 in salary before deductions
- Dates of the weeks you did not work or receive earnings and why.

Now that you have all this information at your fingertips, you are ready to apply.

Go to www.servicecanada.gc.ca
Go to the right of your screen and select Apply for Employment Insurance Benefits (right-hand menu) under Online Services and Forms. Since you are not actually applying for E.I. at this time, you will not be able to go any further.

Other available application forms. Many other application forms are available on provincial government websites. Follow Steps 1 and 2 as in the last exercise to explore what's available. In Step 3, select Forms and Applications instead of Certificates and Licences. Many applications (such as driver's licence renewal, vehicle registration renewal, and student loan payments) can be filled out online.

Check out the e-services available on the website. Have fun exploring!
Congratulations - You have completed ES 2010!

I have completed ES 2010 in the series Essential Skills - Have You Used Yours Today? I am able to

- Identify the computer’s main parts and their functions
- Understand basic computer terms
- Turn on a computer
- Access the internet
- Understand the reason for having a User Name and Password
- Identify parts on the desktop, taskbar, icons, and the start menu
- Use the various functions of the Mouse with ease
- Use the on-screen calculator
- Use the on-screen keyboard
- Use Notepad
- Create and print a WordPad document
- Insert Date and Time in a WordPad document
- Use keyboarding skills
- Add sites to the Favorites menu
- Open and Exit Microsoft Word
- Create a Word document
- Make changes to font type and font size in a Word document
- Create and name a Folder
- Save a Word document in a Folder
- Locate a Folder on the computer
- Retrieve a Word document
- Edit a Word document
- Add Clip Art to a Word document
- Save and Print a Word document
- Identify basic Shortcut keys
- Navigate the internet
- Identify and use Search Engines
- Understand the basics of how the Web works
- Conduct an online job search
- Create an email account
- Send and receive email messages
- Create a Contacts List
- Understand internet safety and netiquette
- Use an ATM
- Access online services
- Access and print online documents
## Fun and Extra Practice Activities

<table>
<thead>
<tr>
<th><strong>Subject</strong></th>
<th><strong>What you can do on this website</strong></th>
</tr>
</thead>
</table>
| **Telling Time**                               | Use an interactive clock at [www.time-for-time.com](http://www.time-for-time.com)  
This interactive clock can be used to teach time both in analog and digital. If you have difficulty finding it, go directly to the link at [http://www.time-for-time.com/swf/myclox.swf](http://www.time-for-time.com/swf/myclox.swf) |
| **A variety of fun interactive activities in everyday living** | [www.gcflearnfree.org](http://www.gcflearnfree.org)  
This free learning website contains a variety of subjects and interactive activities. Categories include food, money, work, and shopping. Suggestion: Select **All Topics** and go to **Everyday Life**. Choose from subjects such as food, money, work, and shopping. |
| **Canada Post**                                | [www.canadapost.ca](http://www.canadapost.ca)  
Check out postage rates, change your address when you move from one place to another, track parcels that you have sent through the mail.                                                                                       |
| **Banking and Credit Card information**        | Use the interactive tools at [www.themoneybelt.ca](http://www.themoneybelt.ca) to find banking and credit card information.                                                                                                               |
My Notes

You can use this page to write new words and meanings and to record information you want to keep on hand for quick reference.

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Sources of Information (referenced in ES 2010 Tutor Guide)

http://www.computerhope.com/jargon.htm

http://www.computerhope.com/shortcut.htm

Free online touch typing speed test - wpm words per minute. typeonline.co.uk (2011)  

FTW Innovations Inc. Learn to Type/Free Typing Tutor/Typing Certification. Typingweb.com (2011)  


http://www.moneymatterstome.co.uk/Interactive-Workshops/ATM.htm


http://www.powertyping.com/

http://www.scotiabank.com/cda/content/0,,CID13090_LIDen,00.html

http://www.servicecanada.gc.ca/eng/sc/et/benefits/regular.shtml

http://www.servicecanada.gc.ca/eng/goc/dncl/index.shtml


http://community.ca.uky.edu/moneyville/?q=node/116
