

## *2.20 Use the Internet to carry out simple tasks*

**LO036:** Demonstrate the ability to connect to internet sites safely and securely using browser software and search tools including identification of relevant business sites and communicating information online as required by the office.



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# Module Details

<b>Work Area Code:</b>	9
<b>Work area title:</b>	ICT Skills
<b>Unit Code:</b>	2.20
<b>Unit Title:</b>	Use the Internet to carry out simple tasks
<b>Learning Outcomes Ids:</b>	LO036
<b>Learning Outcomes titles:</b>	<ul style="list-style-type: none"> <li>• Demonstrate the ability to connect to internet sites safely and securely using browser software and search tools including identification of relevant business sites and communicating information online as required by the office.</li> </ul>
<b>Recommended Duration:</b>	2 hours
<b>Trainer:</b>	



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# What is the Internet?



- Internet is the largest network in the world. It is composed of many networks and PCs that are connected together. Some Internet services are the www, email and newsgroup.



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# What should we know about the Internet?



- www: World Wide Web
- HTTP: Hyper - Text Transfer Protocol
- ISP: Internet Service Provider = Service Provider Internet
- FTP: File Transfer Protocol = File Transfer Protocol
- Hyperlink
- Cookie
- Cache



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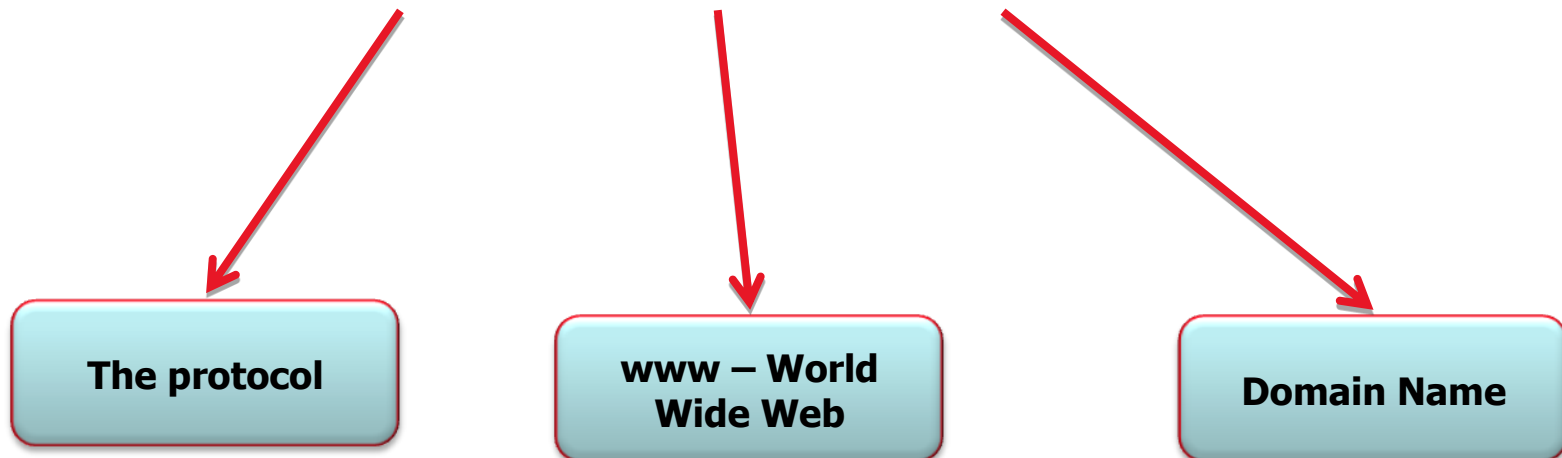
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# What should we know about the Internet?



- URL: Uniform Resource Locator = address of a website.

<http://www.google.com>



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- Internet:

- Today the internet is a public cooperated and self-sustaining facility accessible to billions of people worldwide.



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# How can we connect?



- Gateway
- ADSL
- Wireless
- Network
- Internet Service Provider
- ISDN
- Mobile phones



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- What is a Internet browser? It is a software program that you use to access the internet and view web pages on your computer.
- Some of the more commons browsers used worldwide are:

Google Chrome

Mozilla Firefox

Microsoft Edge (formerly Internet Explorer)

Apple safari

Opera



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# How to use the Internet safely and securely



- Internet risks:

- Viruses and spyware (collectively known as malware).
- Phishing, designed to obtain your personal and/or financial information and possibly steal your identity.
- Fraud, from fake shopping, banking, charity, dating, social networking, gaming, gambling and other websites.
- Copyright infringement – copying or downloading copyright protected software, videos, music, photos or documents.
- Exposure to unexpected inappropriate content.



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# How to use the Internet safely and securely



- A quick guide to use the Internet safely (click on the link below).

[Getssafeonline](#)



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# The use of the Internet



- Internet means 'network of networks'. It can be used as a:
- 1. Source of information
  - The internet provides its users with messages ranging from job vacancies to current affairs and many more.
- 2. Entertainment
  - Interesting games, movies, etc., are available, used to entertain its users worldwide.
- 3. Socialisation
  - Social interaction through social media, Skype, msn, etc.



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## • 4. Education

- Development of knowledge and skills of learners through educational books, tapes etc. E-learning is also possible because of the internet.

## • 5. Marketing and promotion

- Advertising and promotion through the internet is very popular. It takes place through web pages, social media, search engines etc.
- Companies can also present their products and services through the internet.





## • 6. Business activities

– Several business activities can take place online through the internet such as

- Payments
- Shopping
- Banking
- Project management (TRELLO)



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# The body of an Internet site:



Com	Commercial
Edu	Education
Org	Organization
Net	Network
Gov	Government
Mil	Military
Cy	Cyprus
Gr	Greece
US	United States of America
UK	United Kingdom

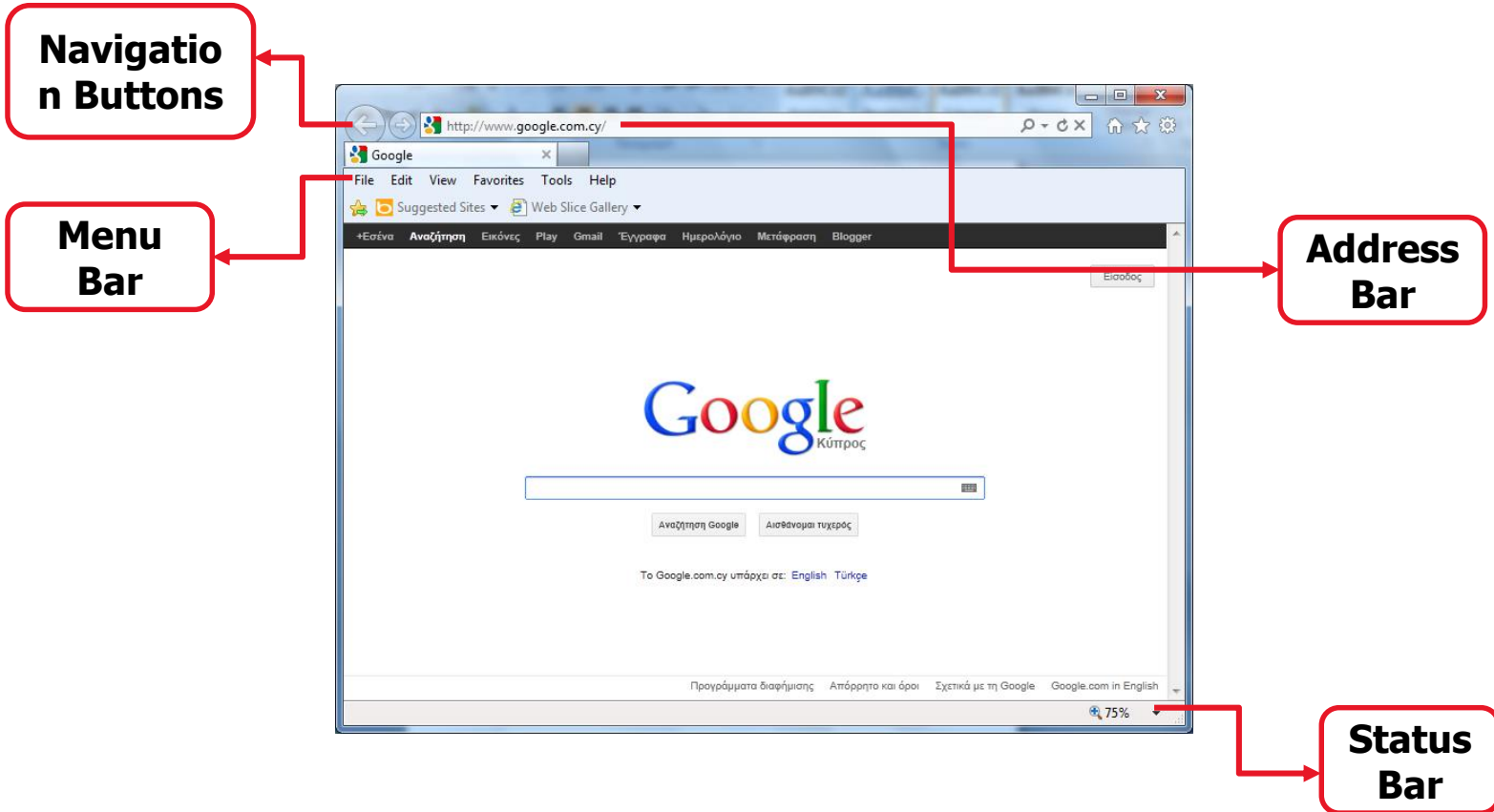


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# Environment of the Internet Explorer Window







- **Back:**
  - Takes you to the previous site.
- **Refresh:**
  - Re-opens your current page.
- **Stop:**
  - Stops any action
- **Home:**
  - Takes you to the default internet page when you open the explorer.



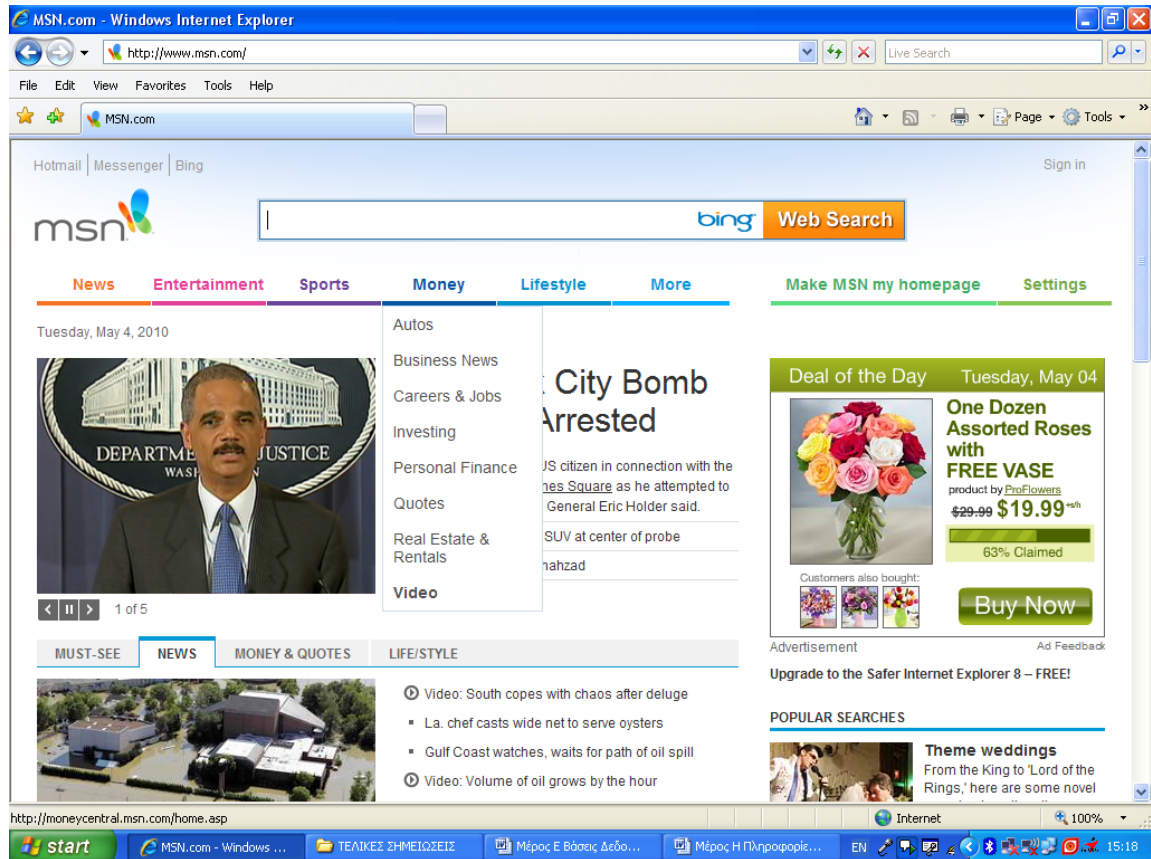
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# Search engines



- [Google](#)
- [Yahoo](#)
- [Baidu](#)
- [Bing](#)
- [Ask.com](#)
- ...



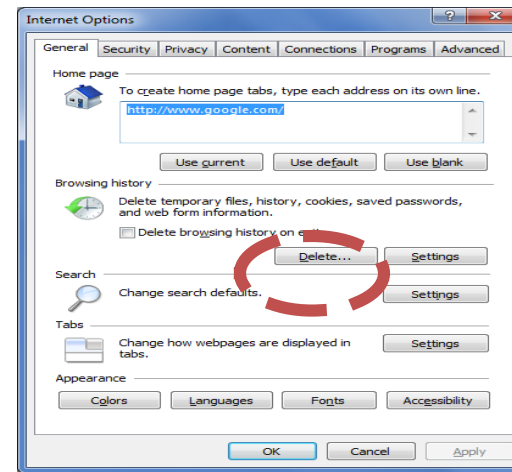
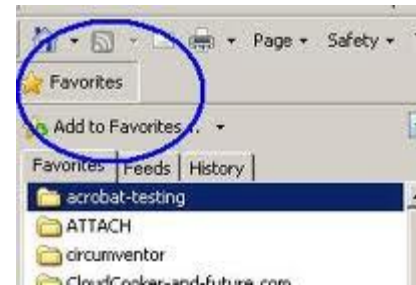
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# Favorites and History



- To add a site to Favorites:
  - Menu tab, Favorites, Add to Favorites
- To clear History:
  - From the menu bar, click Tools → Internet Options → Delete history etc.



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# The use of the Internet for your daily work



- To gather information when you are arranging a business trip:  
E.g. [www.airtickets.gr](http://www.airtickets.gr)
- To recruit personnel through social media (facebook, twitter):  
E.g. [www.linkedin.com](http://www.linkedin.com)  
<http://www.newsbeast.gr/technology/arthro/218592/kanete-diadiktuaka-dialeimmata-en-ora-ergasias/>



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# The use of the Internet for your daily work



- To do your research:  
E.g. [www.scholar.google.com](http://www.scholar.google.com)
- For internal communication:  
Network connection, sharing folders
- For E- Commerce:  
Online marketing, sales and promotion



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# The use of the Internet for your daily work



## 1. Searching techniques:

In the google search box when you place a search query, sometimes it gives good results, but sometimes not; bad results are due to lack of the knowledge of search techniques.

Link in the post below to discover many useful search techniques:

[Searching techniques](#)



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# How to solve routine connection problems

1. Unplug the modem, then plug it back.
2. Check for a temporary service interruption.
3. Restart all Internet connections.
4. Refresh your computer Internet signal (IP address).





- List of some popular cloud storage and file-sharing services:

1. Dropbox
2. Google Drive
3. Microsoft OneDrive
4. Box
5. Idrive
6. SugarSync
7. Apple iCloud Drive



- Public social media platforms like Facebook, Twitter and Google+ can help an organization stay close to their customers and conduct research to improve business processes and operations.
- Companies are increasingly encouraging employees to use their social networking skills for business purposes.





- The goal of a social media policy is to set expectations for appropriate behavior and ensure that an employee's posts will not expose the company to legal problems or public embarrassment.



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1. Do not make negative comments about the company.
2. Write properly
3. If you have any doubt, ask your manager before posting.
4. Separate your personal social media from the corporate one.
5. Inform your manager of customers' comments, complaints, suggestions,...
6. Be always kind, attentive and empathetic with customers in social media, but not too informal.



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## 1. Use the social media to find:

Updates on projects, seminars and partner pages.

## 2. Use the Internet to find:

The cheapest tickets from Larnaca to Paris.

## 3. Use the Internet to:

Chat with your colleagues.



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# Methodological tool

## Internet

EUPANEXT\_LO\_036\_M\_039



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- List different browsers
- List different internet connection methods
- Describe the steps you follow to connect to internet sites safely and securely
- List possible search techniques to search the internet
- Describe possible ways of troubleshooting simple connection problems
- List possible ways of sharing information online (eg dropbox) or uploading information on different internet tools and other management platforms





- Internet is the largest network in the world. It is composed of many networks and PCs that are connected together. Some Internet services are the www, email and newsgroup.
- Search engines:
  - **Google**
  - **Yahoo**
  - **Baidu**
  - **Bing**
  - **Ask.com**
- popular cloud storage and file-sharing services:
  1. Dropbox
  2. Google Drive
  3. Microsoft OneDrive
  4. Box
  5. Idrive
  6. SugarSync
  7. Apple iCloud Drive





# Well Done!

## You have completed this unit



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