BASIC DIGITAL LITERACY COURSE-
Enhancing Opportunity for Employment

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IMPORTANCE AND NEED

•We're living in a fast-paced environment where technological devices are being used for more reasons than ever.

•It doesn't matter what type of work you're doing, you're likely to make use of a computer.

•Whether you work for a small company, a large corporate or from home, a computer will be one of the first pieces of office equipment you're going to need.

•Computer skills are a valuable addition to any employee's personal portfolio.

•Up skilling and polishing your computer literacy can greatly increase your desirability to employers.

BASIC DIGITAL LITERACY COURSE

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BASIC DIGITAL LITERACY COURSE

Section 1: Computer Basics

1. Turn the computer on by pressing the power button. The power button can be found in the center of the Central Processing Unit (CPU).

Computer Power Button

Some Public Access computers may require a USERNAME and PASSWORD.

REMEMBER: A PASSWORD IS USED WHEN YOU WANT TO LIMIT ACCESS TO YOUR COMPUTER AND SENSITIVE INFORMATION STORED ON IT.

2. Once you have turned on the computer or have typed in the correct password, you will see the **WINDOWS DESKTOP** and your computer is now ready to operate!

3. Your Desktop may have several small images or pictures on it. These are called **ICONS** and they represent files or programs.

Located at the bottom left corner of a Windows computer, this icon represents the **Start Menu**

Use the Start menu to do these common activities:
- Start programs
- Open commonly used folders

- Search for files, folders, and programs
- Adjust computer settings
- Get help with the Windows operating system
- Turn off the computer
- Log off from Windows or switch to a different user account

COMPUTER PARTS

HARDWARE

Hardware is something that you can physically touch on the computer! Examples would be the Monitor, Computer, Mouse and Keyboard.

MONITOR- The monitor is like a TV set and is where the picture is displayed and shows what you are doing when you type on the keyboard or move the mouse.

COMPUTER- a computer can come in many different shapes and sizes, below you will find an example of what different computer's may look like

MOUSE- A mouse is used to navigate around the computer by moving the mouse you are actually moving the little arrow on the screen also called the "cursor."

<u>About The Mouse</u>
<u>A click</u> is one quick, light touch on the mouse button.
<u>A double</u> click is two quick light touches on the mouse button.

When do you click and when do you double click? - a double click is used on the windows icons. The single click is used everywhere else. Yet the best rule is "if a click doesn't work try a double click"

<p align="center" style="color:red">MOUSE EXERCISE</p>

GO TO: http://www.seniornet.org/howto/mouseexercises/mousepractice.html

<p align="center" style="color:red">Complete all Four Mouse Exercises</p>

KEYBOARD - All computers have a keyboard and a mouse attached to them, both the keyboard and the mouse are used to navigate the computer. The keyboard is used to when you need to type things into the computer, such as a word processing document or a webpage.

<p align="center" style="color:red">KEYBOARD EXERCISE</p>

GO TO: http://www.seoconsultants.com/windows/keyboard
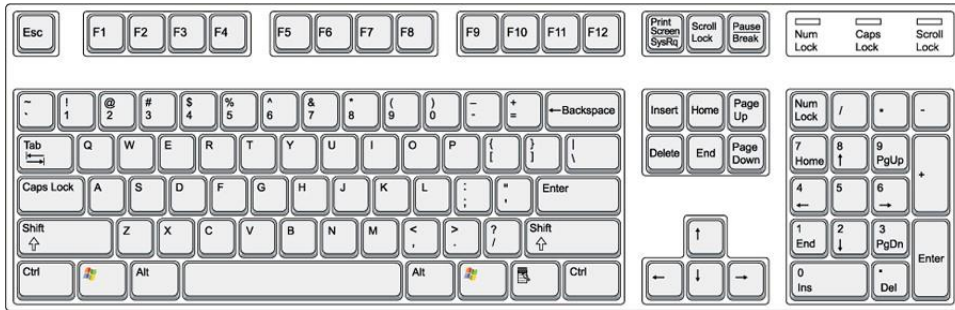
Find, select, click on and read about the following Keys: **Delete, Backspace, Caps Lock and Shift**

REMEMBER: HARDWARE REFERS TO MATERIALS THAT YOU CAN PHYSICALLY TOUCH (EXAMPLES: MONITOR, MOUSE, KEYBOARD, PRINTER, ETC.)

<p align="center" style="color:red">SOFTWARE</p>

Software is the part of our everyday computer-using life that we can not touch! Examples of software include computer programs such as: Microsoft Office and Windows XP that are installed into your Computer.

So How Does The Computer Remember Things?

Just like humans, computers rely a lot on memory. They need to process and store information, just like we do. However, unlike our memory, the computer's memory doesn't get worse over time!

There are basically two types of memory your computer uses. Random Access Memory commonly called

RAM and **Hard Drive Memory**: Memory is measured by the amount of space available to store information. It can be compared to how many file cabinets you have in your office to store files, except the amount of information in a computer is much more. RAM represents the ability for your computer to have information instantly available while the information on the hard drive is something like a file that you need to get from the file cabinet.

Memory is usually measured in megabytes or gigabyte's (1000 megabytes = 1 gigabyte). Most new computers have a minimum of 2 gigabytes of RAM and 80 gigabytes of hard drive. When buying a new computer you will always see a reference to the amount of memory the computer has. The smaller number will always be the RAM while the bigger number will be the hard drive space. This is important because many things you use on your computer will have minimum requirements for the amount of RAM you need. 2 gigabytes is enough RAM to run all programs.

FLASH DRIVES

Another, more portable source of memory storage is called a **Flash Drive**. A flash drive is a small storage device that can be used to transport files from one computer to another. They are slightly larger than a stick of gum. Capacities of flash drives typically are measured in gigabytes (GB), with common sizes now ranging from 2GB to 128GB.

Using a Flash Drive

A flash drive is easy to use. Once you have created a paper or other work, simply plug your flash drive into a USB port. The USB port will appear on the back of a desktop computer's PC tower or on the side of a laptop.

REMEMBER: IF YOU DON'T HAVE ENOUGH MEMORY, IT REALLY SLOWS YOUR COMPUTER DOWN. THAT'S ESSENTIALLY WHY COMPUTERS WITH MORE MEMORY WORK FASTER.

OPERATING SYSTEMS

The operating system (OS) is the first thing loaded onto the computer -- without the operating system, a computer is useless.

Operating systems can now be found on many of the devices we use every day, from cell phones to wireless access points. The computers used in these little devices have gotten so powerful that they can now actually run an operating system and applications.

REMEMBER: THE PURPOSE OF AN OPERATING SYSTEM IS TO ORGANIZE AND CONTROL HARDWARE AND SOFTWARE SO THAT YOU CAN MANAGE FILES AND RUN PROGRAMS.

TURNING OFF THE COMPUTER

To turn off your computer using the Start menu, click the **Start** button, and then, in the lower-right corner of the Start menu, click **Shut down**.

When you click **Shut down**, your computer closes all open programs, along with Windows itself, and then completely turns off your computer and display. Shutting down doesn't save your work, so you must save your files first.

REVIEW

1. What is Hardware?

2. What does the SHIFT key do?

3. What's happening when a computer "slows down."

4. What two things did you need when you logged-on to the computer?

5. What is the operating system? List a few things that it does.

6. Why would you need a password?

7. What is an icon?

Section 2: Introduction to Microsoft Office Word

1. You will learn to use "Microsoft Word" in this module. "Word" is a word processor that allows you to create and save text-based documents such as letters, memos and resumes. The text in the document represents **DATA**. The first activity that we will practice is opening Microsoft Word.

2. On the desktop you will find the symbol for Microsoft Office Word.

3. Double-click the short-cut symbol with the left mouse to open Microsoft Office Word. (Remember one-click highlights the symbol; two clicks opens).

4. Once Word is open you will have a screen that looks like this.
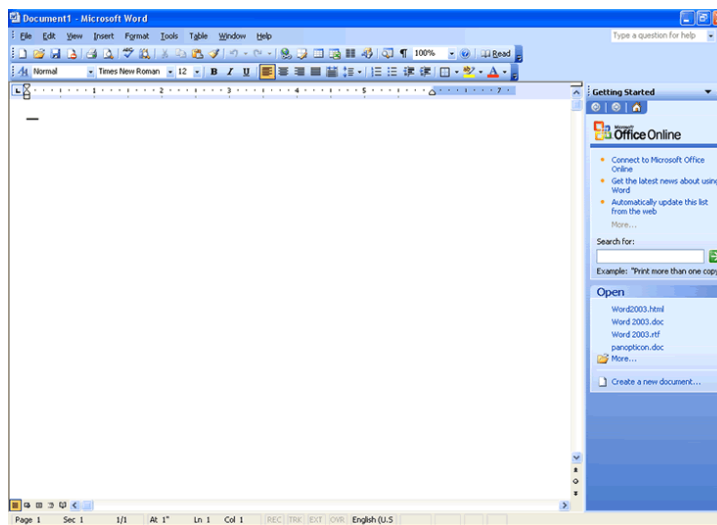
5. In the Word document, type this sentence: **Hello, my name is (insert your name) and I am a student in the computer class.**

Copy and Paste

Definition of Curser: A bright, usually blinking, movable indicator on a display, marking the position at which a character can be entered, corrected, or deleted.

Take your mouse and place your cursor at the beginning of your sentence. Click and hold the left mouse button, while pulling your mouse over the text. This should highlight the text. Now release the left mouse button. Now, go the left corner of the document and find **Copy** (hint: it is under **Home**). Scroll down to and click **Copy**.

At the end of your sentence, click the mouse. Find the **Enter** key on your keyboard. Press the **Enter** key. Return to left corner of the document and find **Paste** (hint: it is again under **File**). Scroll down to and click the **Clipboard** icon. You should now have 2 sentences. If you do not, ask your instructor for assistance.

6. Find **File** in the task bar and click (hint: it is on the far left next to **Home**). Scroll down to **Save** and click.

7. A new box will pop up that looks like this.
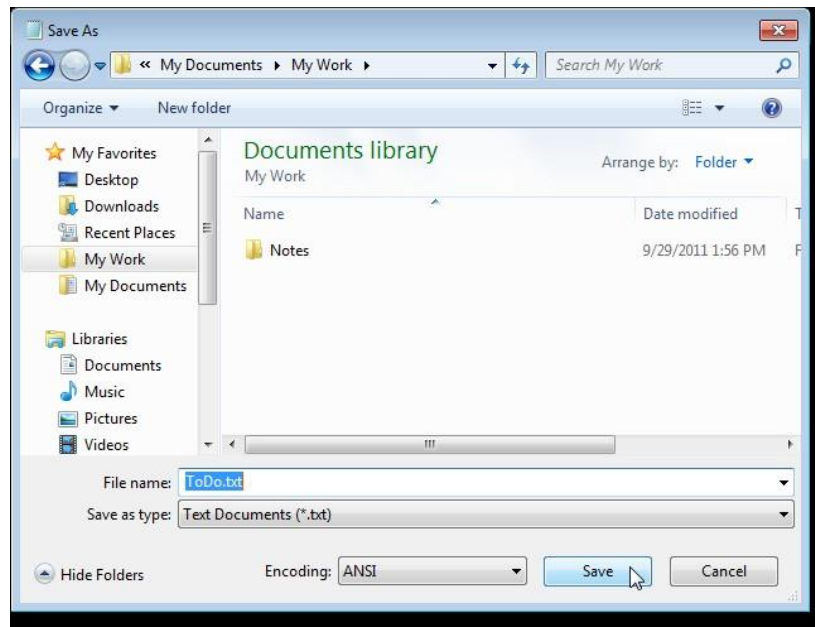
8. In the **File Name** Box, highlight and type in your name.

9. In the Drop-Down Box on the left, find Desktop and click.

10. Click the box **Save**.

11. Close the document by clicking the X in the **RED BOX** at the top right hand corner.

12. On the Desktop, find the icon with your name and double-click to open.

13. Repeat Step 11 to close the document.

REMEMBER: MICROSOFT WORD IS A WORD PROCESSOR THAT ALLOWS YOU TO CREATE AND SAVE TEXT-BASED DOCUMENTS SUCH AS LETTERS, MEMOS AND RESUMES. THE TEXT IN THE DOCUMENT REPRESENTS DATA. MICROSOFT WORD IS SOFTWARE.

DELETING FILES

Find the document that you just saved on the DESKTOP. Now, locate the RECYCLE BIN on the DESKTOP. Delete the file by Dragging and Dropping the file into the RECYCLE BIN. (You practiced this in Module 1).

REMEMBER: A FILE THAT IS DELETED FROM YOUR COMPUTER GOES INTO THE RECYCLE BIN.

That completes learning module 2. Below you will find some review questions for the module. These are questions you will find on the test. Be sure to answer and study them.

<p align="center">**REVIEW**</p>

1. What is the process for copying and pasting?

2. What does text in a document represent?

3. What is a word processor?

4. What kind of documents can you create with it?

5. Is Microsoft Word Hardware or Software?

6. Where does a deleted file go?

Section 3: Introduction to Email

REMEMBER: THE INTERNET IS A WORLDWIDE COLLECTION OF COMPUTERS CONNECTED TO EACH OTHER. A COMPUTER CONNECTED TO THE INTERNET IS ONLINE.

IN ORDER TO CONNECT TO THE INTERNET, YOU NEED A MODEM. A Modem is a device that allows you to hook up your PC to a cable or telephone line to access the Internet. Modems can be Internal or External.

Begin by launching a WEB BROWSER from the DESKTOP.

REMEMBER: A WEB BROWSER IS THE SOFTWARE FOR BRINGING UP AND DISPLAYING WEB PAGES INCLUDING GRAPHICS SUCH AS PICTURES.

Microsoft Internet Explorer is an example of a Web Browser. Click the ICON or symbol to launch the web browser.

Here is an example of a WEB PAGE
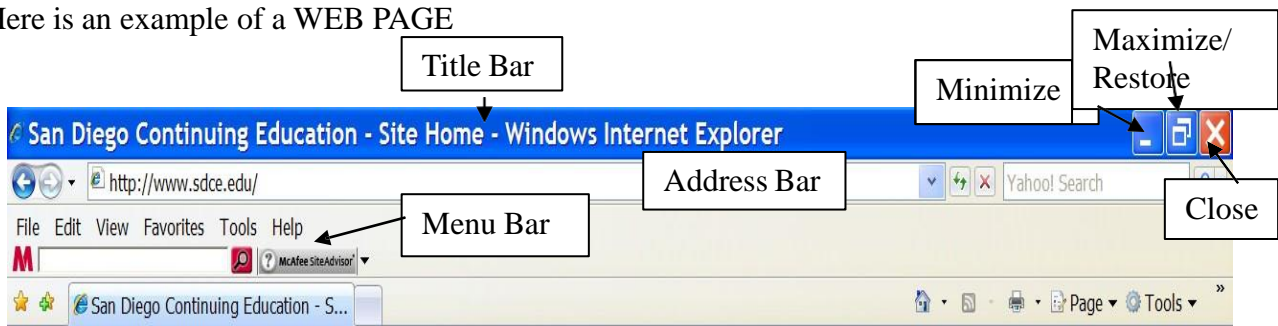
SETTING UP YOUR EMAIL ACCOUNT

In the address bar, single click to highlight the web address. Type www.Gmail.com and press enter. You will be directed to the Gmail Sign In page.
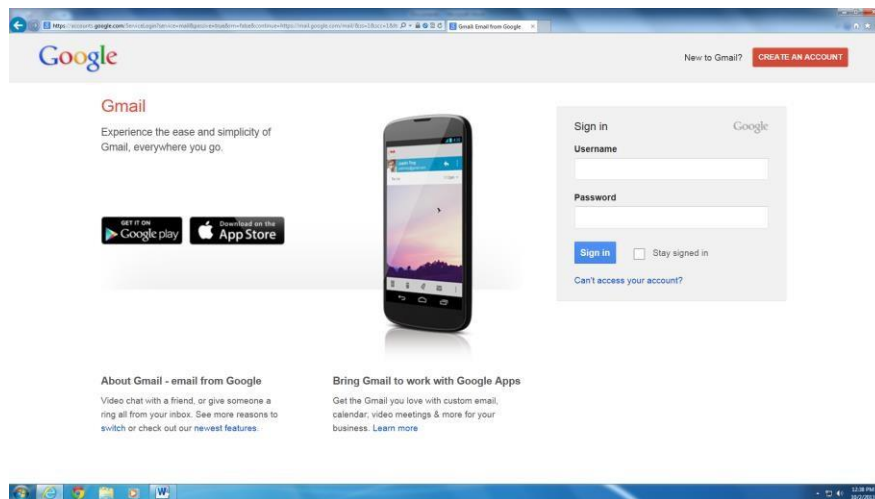
1. Click the button **Create New Account**. You will be taken to the registration page. Here you'll need to fill in details like your first name, last name, gender and birthday.

2. You need to choose your Gmail user id — that's what you'll use to sign on. If the username is not available, you will need to try another one or you can select the from gmail's selections. You may need assistance from the instructor on this step.
3. Choose your password. Then you will have to retype the password to ensure that you can remember it correctly.
4. You may choose to submit a mobile (cell) phone number for verification. If you do not have a mobile phone, you will be required to submit a home phone number later in the application.
5. Type the words or numbers that is listed and submit.
6. If you did not list a cell phone number, you will be required to submit a home number for verification.
7. Once you have received a text message with the **code** for verification, type in the code and submit. Congratulations, you should now have an email account.

REMEMBER: YOU NEED AND ID AND PASSWORD TO ACCESS YOUR EMAIL ACCOUNT AND YOUR PERSONAL PASSWORD WILL PREVENT OTHERS FROM ACCESSING YOUR EMAILS. TO SEND AN EMAIL, YOU WILL NEED A COMPUTER AND INTERNET ACCESS.

WRITE YOUR NEW EMAIL INFORMATION:

Email Address:

Password:

Sign out of your email account by placing the curser on your name at the **right corner** and scrolling down to <u>Sign Out</u> and screen clicking. Signing-out prevents others from accessing your e-mail once you have finished using the computer.

Now it's time to Sign in to your personal Email account.

Click the ICON or symbol to launch the web browser.

Type www.gmail.com and press enter and you will be directed to the gmail Sign In page.
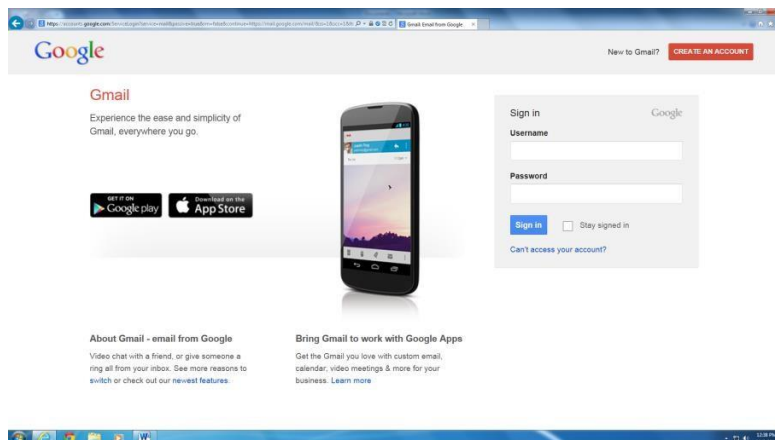
Type your Gmail ID and password, and then click the **Sign In** button.
Now that you can access your e-mail it's important to know how to send and read e-mails.

1. Click the Compose button.

2. Another box will open on the right side of the page. In the **To** box, type the email address of the person you want to send the message to.
 (To access the "@" symbol, press the SHIFT key and the number 2 key)
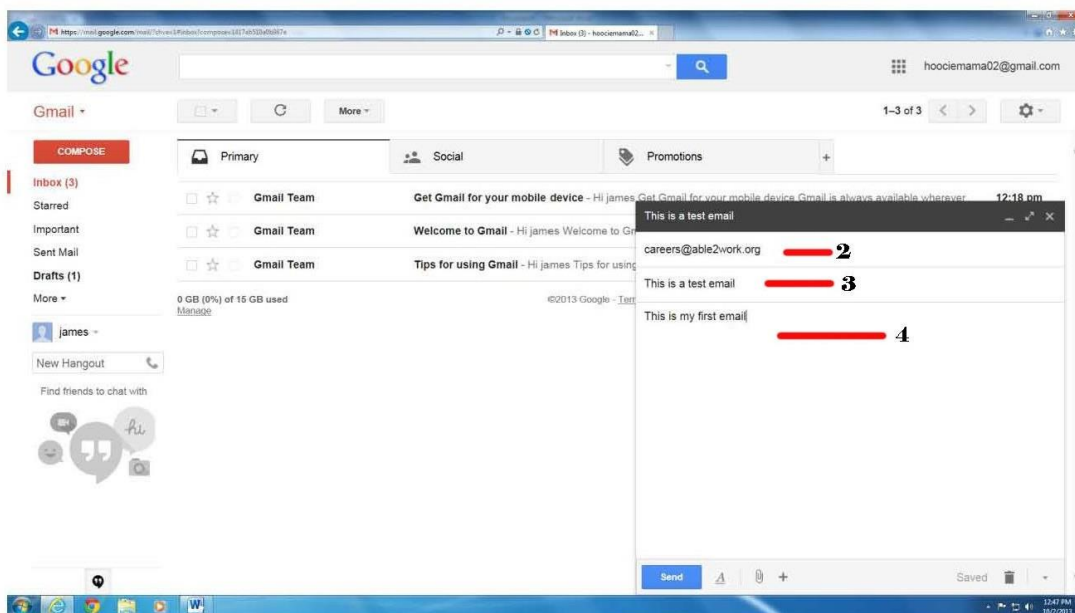
Also In the **To** box, you can type one or more email addresses, separating multiple addresses with a comma or semicolon. (A space between addresses is optional.)
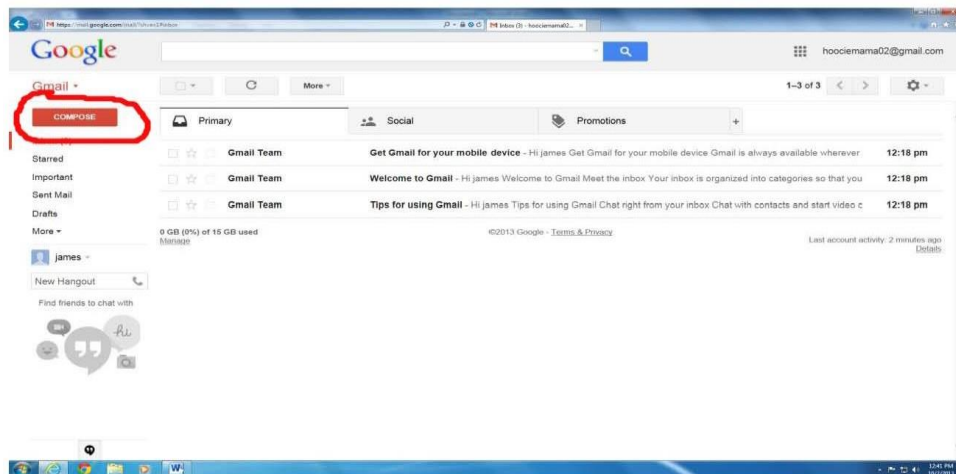
Tips:
If you want to hide email addresses so that none of the recipients can see who you've sent the message to, use the **Bcc** (blind carbon copy) box as described below. To send the message, you do have to include at least one address in the **To** box, so use one there that you don't mind showing to all recipients.
REMEMBER: ADDRESSES LISTED IN THE **BCC** BOX DON'T RECEIVE REPLY MESSAGES THAT ARE SENT TO ALL RECIPIENTS.

- If you want to send a copy to other contacts, enter one or more addresses in the **Cc** box.

Note: You might do this when there are people who should receive the message as a courtesy, but they aren't the primary recipients.

3.In the **Subject** box, type the subject of the message—a few words to give the recipient an idea of what the message is about. In this exercise, type in the following: **This is an email test**

4.In the large box under the formatting tool bar, type the text of the message. First, place the curser into the box and click. Type in the following: **Hello, this is my first email.**

5.When you finish addressing and writing your message, find and click the **Send** button at the bottom of the box.

Great! We're almost experts with e-mails. The last thing we need to do with e-mail is understand how to read e-mail messages. It may seem simple, but there are a few things you should probably know.

Reading a Message

Gmail keeps email messages in mail folders. Initially, all of your incoming email messages arrive in your Inbox folder (except suspected spam which goes directly into your Spam folder). To read an email message, click on the inbox located on the left, and then click a message's subject.

The Mail home page lets you know how many unread messages you have by displaying the number of messages next to each mail folder on the left side of the page and the number of unread messages in your Inbox under the your name.

The mail folder opens on the right displaying a list of email messages. Unread messages display in bold text.
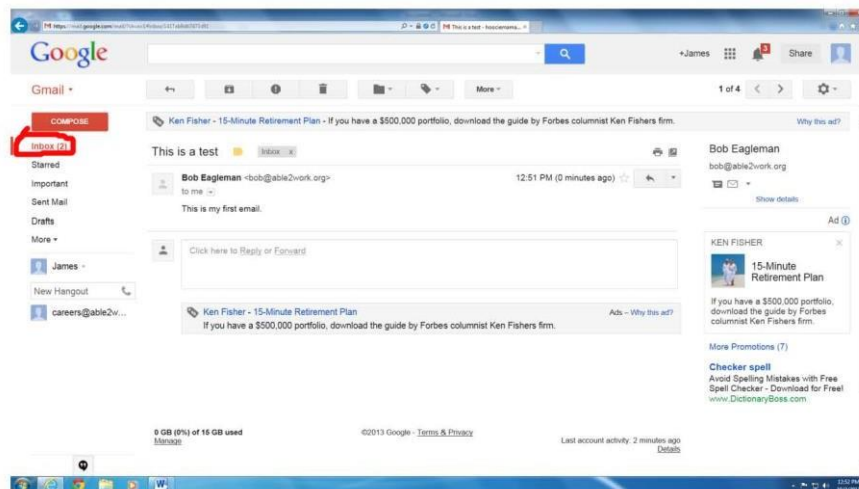
1. To open and read an email message, click the message's subject (bold or not) in the **Subject** column.

2. **Open and read the Gmail welcome letter.**

3. The message opens in the browser where you can read it, reply to it, forward it, and more.
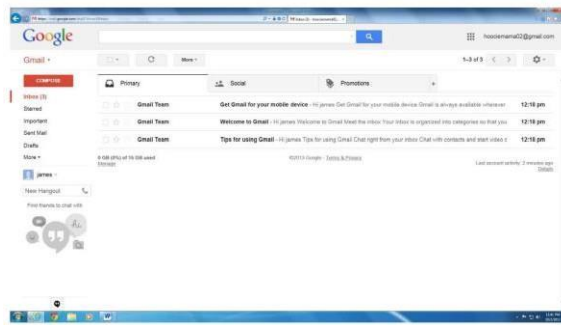
Replying to a Message

Often, after reading an email message, you want to reply to the sender or to everyone who got the message.

    1. Place your cursor on **Reply** below the email and click to reply to the sender of the email message.
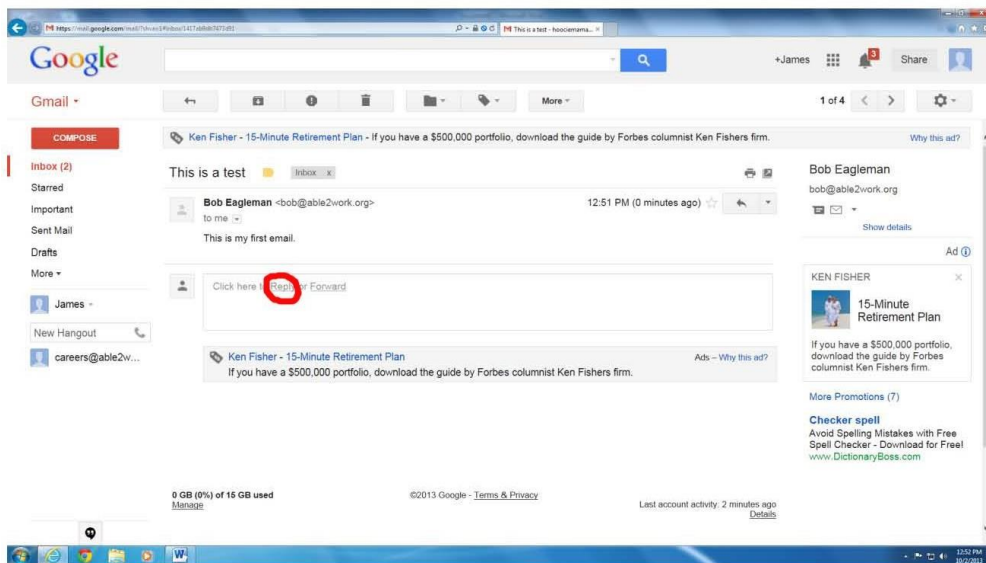
2. The Compose page opens and automatically fills in the address boxes with the email addresses of the recipients from the original message, the **Subject** box with the subject from the original message preceded by "Re" (which means "regarding" or "in regards to"), and the text box with the text from the original message.

3. Type your reply in the large box.
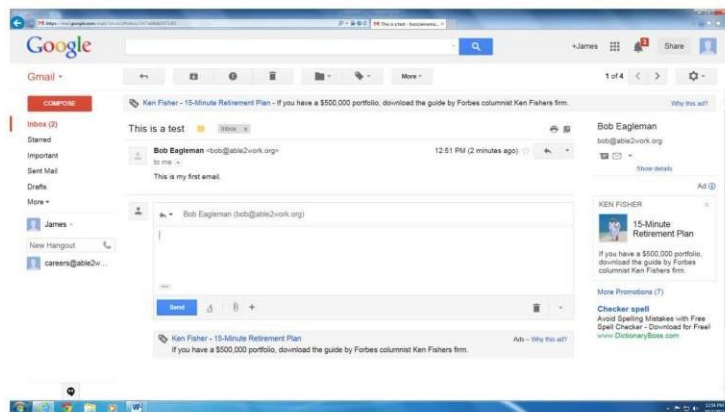
4. Click the **Send** button when you're ready to send your email message.

Forwarding a Message

You can forward any email message to other people. When you forward a message, Gmail displays the Compose page so that you can enter email addresses in the address boxes and add your own text to accompany the forwarded message.

1.   Place your cursor on **Forward** below the email and click to forward the email message to a new recipient.

The Compose page opens and automatically fills in the **Subject** box with the subject from the original message (preceded by "Fw", which means "forward") and the text box with the text from the original message.

2.   Type email addresses in the address boxes.

3.   Type your own message in the text box if you like.

   As with replies, you can alter the text of the original message. If you want others to know what text is from you and what belongs to the original message, use the formatting tools to highlight your text.

4.   Click the **Send** button when you're ready to send the message.

Deleting a Message

The most efficient way to delete messages is in the mail folder, where you can delete one or more messages at a time. You can also delete an individual message while reading it.

To delete multiple messages:

1.   Open a mail folder by clicking the folder name on the left side of the Mail page.

2.   Check the box next to each message that you want to delete.

3.   Click the **Delete** button.

4.   Practice by deleting the Gmail Welcome Letter
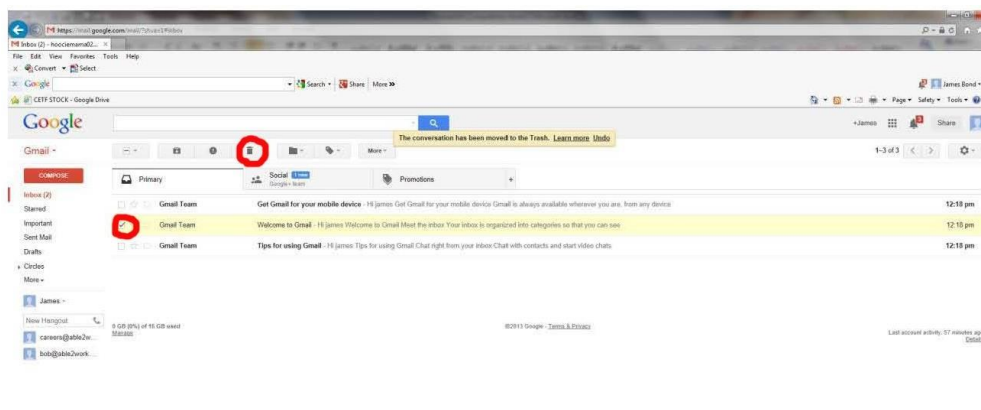
DEALING WITH SPAM-*Important*

You may receive unsolicited junk email, also called **Spam** or email messages with attachments. In fact, attachments are the way to go when you or others want to share documents and photos. But junk email, unless you requested it, can be annoying. And then there are the dreaded emails that carry viruses; <u>these aren't harmless</u>. We'll cover this in more detail at the end to help you use good judgment before opening and reading these emails.

REMEMBER: SPAM IS UNWANTED EMAIL MESSAGES FROM UNKNOWN SENDERS.

REVIEW

7. What is the Internet?

8. What is a web browser?

9. What does "Online" refer to?

10. What is a modem? Do you need it to connect to the internet?

11. List some common activities for use of the Internet?

There are many search engines available on the internet. The most common and the one we will use is the **Google Search Engine**.

Google search basics: Basic search help

Search is simple: just type the **KEYWORD** of whatever you want to research in the search box, hit **Enter** or click the **Search** button, and Google will search the web for content that's relevant to your search.

Tips for better searches

- **Keep it simple.** If you're looking for a particular company, just enter its name, or as much of its name as you can recall. If you're looking for a particular concept, place, or product, start with its name. If you're looking for a pizza restaurant, just enter pizza and the name of your town or your zip code. Most queries do not require advanced operators or unusual syntax. Simple is good.
- **Describe what you need with as few terms as possible.** The goal of each word in a query is to focus it further. Since all words are used, each additional word limits the results. If you limit too much, you will miss a lot of useful information. The main advantage to starting with fewer keywords is that, if you don't get what you need, the results will likely give you a good indication of what additional words are needed to refine your results on the next search. For example, [weather Cancun] is a simple way to find the weather and it is likely to give better results than the longer [weather report for Cancun Mexico].

REMEMBER: GOOGLE IS A SEARCH ENGINE AND USING A KEYWORD IN A SEARCH ENGINE WILL HELP YOU FIND INFORMATION ON THE INTERNET

The Search Results page

Google's goal is to provide you with results that are clear and easy to read. A basic search result will include a title that links to the webpage, a short description or an actual excerpt from the webpage, and the page's URL.

It takes a lot of practice to become accustomed to using search engines and to find what you're looking for on the internet. The best way to come familiar with the internet is to explore different websites. There are Internet Assignments to be completed at the end of this module. These assignments will give you practice searching the web, navigating websites and finding information.

REMEMBER: THE INTERNET CAN BE USED FOR SEVERAL PURPOSES SUCH AS TAKING ONLINE EDUCATIONAL CLASSES, BUYING CLOTHES, MAKING AIRLINE RESERVATIONS, CHECKING BANKING ACCOUNTS, ETC.

INTERNET SECURITY

How to protect your computer against malicious threats

To protect your computer against malicious threats we will need to discuss the following:
1. Keeping the computer operating system up-to-date.
2. Using updated antivirus software on the computer.
3. Keeping your anti-spyware technology up-to-date.

Keeping the computer operating system up-to-date

To keep the operating system up-to-date there is really not a lot you have to do. Luckily the computer automatically updates itself if you're connected to the internet. Let's review how to turn automatic updates on your computer in case you ever need to access this feature.

Use Windows Update with Automatic Updates:

The Windows Update service provides a single location for all the updates for your Windows 7–based PC. And by turning on the Automatic Updates feature, you can make sure your PC has High-priority updates including security and reliability updates, drivers, service packs, and feature updates. Automatic Updates routinely checks for the latest High-priority updates for your PC and then downloads and installs them for you automatically.

To turn on Automatic Updates in Windows 7 (SP2)
1. Click **Start**, and then click **Control Panel.**
2. Click **Automatic Updates.**
3. Choose **Automatic (recommended).**

INTERNET SAFETY

When it comes to the Internet, people generally think they are safer than they actually are. Why? Well, often the impersonal nature of technology can give us a **false sense of security**. After all, no one can physically attack us through a computer screen.

Think of the Internet as You Would a Shopping Mall

Generally a mall is not considered a dangerous place. We go there to shop, run errands and meet people, but we also take precautions while there. We wouldn't leave our car unlocked in the parking lot or walk around with our wallet hanging out of our purse. We wouldn't tell a sales clerk our social security number or give our address to a stranger we just met.

The same applies when we are on the internet. We need not fear our every mouse click, but we should take precautions to ensure our safety.

Before we can learn how to protect ourselves, we need to understand what the threats are on the internet and how to avoid them.

One of the most common threats to your computer is called a virus. A **virus** is a **self-replicating software program that is designed to infect a computer by rapidly spreading from one file to another** sometimes causing great harm. Like a cold, it is spread from one computer to another. As a rule of thumb never open e-mails, files or click on links when they come from someone you don't know because this is how you get a virus. A virus can also be called malware, Trojan horses, worms, spyware and keystroke logging snoop ware.

Protecting your computer from viruses and spyware.

There are many antivirus programs available on the market. When you get your computer it may come with antivirus software. It is important to keep it current and up to date. If your computer does not come with antivirus software, such as Norton or McAfee, Microsoft offers a comprehensive malware protection program.

REMEMBER: TO HELP PREVENT A NEW VIRUS FROM INFECTING YOUR COMPUTER, ALWAYS UPDATE YOUR ANTI –VIRUS PROGRAM

Spyware is a general term used to describe software that performs certain behaviors, generally without appropriately obtaining your consent first, such as:

- Advertising
- Collecting personal information
- Changing the configuration of your computer

Spyware is often associated with software that displays advertisements (called adware) or software that tracks personal or sensitive information.

REMEMBER: SPYWARE IS A PROGRAM ON THE COMPUTER THAT SENDS PRIVATE INFORMATION TO STRANGERS ON THE INTERNET

Phishing is **mail or instant message scams** that are disguised to look like official communications from a legitimate website. They fool users into providing sensitive information like passwords, credit card details, etc. **First rule is no business will ever ask you in an e-mail to confirm or provide your password or other sensitive information such as social security number, or credit cards.** Delete these e-mails and do not respond.

Spam is unsolicited email or junk mail, much of which can contain viruses or just be annoying at the very least. **Similar to viruses, it is best not to open any e-mail from someone you do not know.**

The Internet can provide information about a person's significant life events. Many people want to share information about births, weddings, graduations, and obituary announcements. Criminals lurk on the internet looking to use personal information to their advantage. Always keep your information private and never share it with the public. Many social websites such as Facebook have privacy settings that protect you. It is important that you familiarize yourself with privacy settings and use them to protect your information.

What is a file sharing program?

A common trick is to covertly install the software during the installation of other software you want such as a music or video file sharing program. File sharing programs are often used for reasons of piracy. Piracy is a theft of intellectual property - in other words, stealing what does not belong to you. This may include music and videos that you download using file sharing software.

REMEMBER: DOWNLOADING SONGS OR VIDEOS AND SHARING THEM CAN BE
1) AGAINST THE LAW
2) A COPYRIGHT VIOLATION
3) VERY EASY TO GET VIRUSES

CONGRATULATIONS FOR COMPLETING THE COURSE!

LET'S DO A FINAL REVIEW

BASIC DIGITAL LITERACY TEST

Q.1) Erik wants to highlight and copy a word from a document but doesn't know how. What would you tell him to do?

- **A.** Highlight word with your mouse, right click the word, and select copy
- **B.** Hold down control and press the A key
- **C.** Go to the file menu and select copy from there
- **D.** Hold down Control and press the C key.

Q.2) Enrique reads an advertisement about a computer store. He wants to know the meaning of the term hardware.

How will you define the term hardware for Enrique?

- **A.** Physical parts of a computer
- **B.** An item of information
- **C.** Instructions that make programs work
- **D.** Rules designed to enable computers to connect with one another

Q.3) Tina creates a file on her home computer. She wants to take it to her school computer. Which of the following will Tina use to take the files from her home to her school computer?

- **A.** CPU
- **B.** Speakers
- **C.** USB Drive
- **D.** Modem

Q.4) What is the Internet? **(Page 9)**

- **A.** A software program installed on a computer
- **B.** An electronic device for printing documents

C. A worldwide collection of computers connected to each other

D. A power backup source

Q.5) Ursula creates a document in which she needs to insert some uppercase letters. She prefers not to use the CAPS LOCK key, and she needs to complete the document quickly.

What is another key you can press to type in uppercase?

A. ESC

B. CTRL

C. ALT

D. SHIFT

Q.6) Tom notices that when he runs several programs on his computer, the performance of the programs slows down considerably. What is the reason for this?

A. keyboard doesn't work

B. mouse doesn't work

C. The computer is low on memory

D. Low monitor speed

Q.7) A new type of virus infects Neil's computer. What can Neil do to <u>prevent</u> this from happening again?

A. Use a strong password.

B. Install a plug-in.

C. Update the media player.

D. Update the antivirus program.

Q.8) David creates a letter for his job. Which of the following programs will David use?

A. Instant messenger

B. Microsoft Word

C. Microsoft Publisher

D. Movie maker

Q.9) You store sensitive information on your computer. Therefore, you need to create a new account for this information.

What will you do to restrict access to this account?

24

A. Install a Firewall on your computer

B. Create new folders to save the data.

C. Install spyware on your computer.

D. Create a password

Q.10) Jim is facing some security problems because of a computer virus. His friend tells him to update his computer.

Which one of the following options will allow him to install these updates?

A. Internet Options

B. Windows Firewall

C. Windows Updates

D. Patch Locator

Q.11) You want to find information based on the keyword "active volcanoes." Which of the following will you use?

A. Search engine

B. Plug-in

C. Uniform Resource Locator (URL)

D. E-mail

Q.12) What is Spam?

A. Program

B. Unwanted Email messages from an unknown sender

C. Hardware

D. A tasty dish with eggs

Q.13) There's a program on a computer that sends private information to strangers on the internet. Which kind of threat is this?

A. MS Word

B. Email

C. Spyware

D. Adware

Q.14) You connect your computer to the Internet to find some information. Which of the

following terms describes a computer that is connected to the Internet?

   A.   Online

   B.   Offline

   C.   Stand by

   D.   Logged off

Q.15) Your friend publishes some photographs on his Web site. You want to view these photographs. Which program on your computer will you open to view his website?

   A. Web browser

   B. Word processor

   C. E-mail client

   D. Anti-virus

Q.16) You have a computer and an Internet connection.

Which of the following activities can you perform by using your computer?

   A. Withdraw cash from your bank account.

   B. Check your bank account balance

   C. Buy clothes

   D. Fuel your car.

   E. Take educational classes

Q.17) Your sister travels to another country. You want to send her an e-mail message from your computer. Which of the following devices will you use to connect your computer to the Internet?

   A. Printer

   B. Scanner

   C. Modem

   D. Sound card

Q.18) Kate receives an e-mail message from an online computer store offering her a new laptop at a very low price. She clicks the hyperlink in the message to open the Web page. The page requests her credit card details, and she enters her credit card number.

What kind of attack could this be? **(Page 19)**

   A. Program

   B. Virus

C. Phishing

D. Spying

Q.19) Hector wants to use his office computer. To log on to the computer, he needs to enter his logon details. Which of the following options does Hector need in order to log on to the computer? **Select two.**

A. User name
B. Home address
C. Office name
D. Password
E. Office address

Q.20) What is an operating system? HINT: Windows XP is an Operating System?

A. An electronic device connected to your computer
B. A storage device in your computer
C. A program that controls and manages the computer
D. A circuit board that connects the input, output, and processing devices

Q.21) Maria wants to know how to e-mail messages to her friends. What will she need? **Select two.**

A. Computer
B. Internet access
C. Printer
D. Plug-in
E. Search engine

Q.22) You tell Carol about the various types of operating systems. What does the operating system do? **Select two.**

Hint: Windows XP is an operating system.

A. Scans images
B. Manages files
C. Detects viruses
D. Runs programs

Q.23) Jim finds that David is downloading songs from the Internet and sharing them with friends. Jim informs David that this is a bad idea. Now David wants to know why because everyone he knows does it.

What can Jim tell David in this situation?

A. It's against the law
B. It's easier to get viruses from the websites that allow you to download free music
C. It's a copyright violation
D. All of the above

Q.24) Bob wants to update his Microsoft® Windows 7® operating system to help secure it from malicious threats.

Which of the following options on the Start menu can he use to find the Automatic Windows Update button?

A. Control Panel
B. Search
C. Windows Tour
D. Documents

Q.25) The Monitor is a type of what device?

A. Hardware
B. Software
C. Memory
D. Lizard

Q.26) You use a word processor to create and save a text-based document on your computer. What does the text in your document represent?

A. Data
B. Hardware
C. Operating system
D. Application

Q.27) Marko uses an instant messenger to chat with his friends over the Internet. Is the Instant Messenger a piece of Hardware?

A. Yes

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Q.28) You want to send an e-mail to Matt and Louis. You do not want Matt to know you have sent it to Louis. Which area of the email would you place Louis' email address?

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Q.29) What is a Curser?

A. Memory

B. Word Processor

C. A bright, usually blinking, movable indicator on a display, marking the position at which a character can be entered, corrected, or deleted

D. Someone who uses inappropriate language

Q.30) Susan accidentally deletes a file from her computer. Where did the file go?

A. In the documents folder

B. in an email

C. In the recycling bin

D. nowhere

BASIC DIGITAL LITERACY COURSE ANSWERS

Q.1) Erik wants to highlight and copy a word from a document but doesn't know how. What would you tell him to do?

A. Highlight word with your mouse, right click the word, and select copy

B. Hold down control and press the A key

C. Go to the file menu and select copy from there

D. Hold down Control and press the C key.

Q.2) Enrique reads an advertisement about a computer store. He wants to know the meaning of the term hardware.

How will you define the term hardware for Enrique?

A. ==Physical parts of a computer==
B. An item of information
C. Instructions that make programs work
D. Rules designed to enable computers to connect with one another

Q.3) Tina creates a file on her home computer. She wants to take it to her school computer. Which of the following will Tina use to take the files from her home to her school computer?

A. CPU
B. Speakers
C. ==USB Drive==
D. Modem

Q.4) What is the Internet?

A. A software program installed on a computer
B. An electronic device for printing documents
C. ==A worldwide collection of computers connected to each other==
D. A power backup source

Q.5) Ursula creates a document in which she needs to insert some uppercase letters. She prefers not to use the CAPS LOCK key, and she needs to complete the document quickly.

What is another key you can press to type in uppercase?

A. ESC
B. CTRL
C. ALT
D. ==SHIFT==

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