

This guide below gives definitions to help you with your User Guide. If you're getting stuck, don't worry, your User Guide also includes useful contacts at the bottom including:

**FREE Training with Gerry Painter at KW Online tel: 07941 435 262**  
(training delivered at KWW Computers, 6 The Square, Knowle BS4 2SS).

Here is a list of words you are likely to hear and a short explanation of what they mean:

**Internet:** a global system of communications networks. It allows computer users to connect to each other and view and exchange information. You will be using the World Wide Web most often, which is a series of connected documents or 'pages' that you can access via the Internet.

**Software:** a set of coded, changeable instructions that govern how each part of a computer operates. They are stored inside the computer's memory.

**Web Browser:** the software that allows you to access and display information (words, films, sounds, etc) that has been made available on the Internet. Think of it as a portal to the information you need; a bridge to the things you're looking for! Commonly used web browsers include Microsoft Internet Explorer, Firefox and Safari.

**Website:** a location on the Internet that stores information about a specific topic. It is distinguished from other websites by a unique address, beginning with the initials 'www.' Websites are usually made up of several connected 'pages' or screens.

**E-mail:** a message sent to another person and accessed through the Internet. Like virtual letters, e-mails allow you to communicate with people across the world.

**Mouse:** a small palm-sized object connected to the computer by a wire. When you move the mouse along a flat surface its movements will be mirrored by a cursor or arrow on the computer screen. Placing the cursor over a picture, symbol or button and pressing the left mouse button lightly and quickly ('left clicking') will allow you to perform various functions. 'Double clicking' involves lightly pressing the left button twice in rapid succession.

**Keyboard:** the large, often rectangular, board attached to the computer by a wire. It resembles a futuristic typewriter: its keys are printed with letters, numbers and punctuation marks. Tapping a key will cause the symbol printed on it to appear on the screen, providing that you have a word-processing programme (which allows you to create documents) or the web browser open. To type, spread your hands palm-downwards over the keyboard and use the finger closest to tap the desired key.