



DIGITAL SKILLS FOR PEOPLE LIVING IN THE 3RD AGE  
Effective Digital Access to Public Services



# **DIGITAL ACCESS PROJECT**

## **LEARNING MODULE**

### **Searching and using Internet information**

**Code: M4BC**

**Prepared by: ITPIO**

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**LEARNING HOURS: [ALL UNITS LEARNING HOURS] WORKLOAD: [ALL UNITS LEARNING HOURS +  
OVERALL TIME FOR THE EXERCISES]**

## SUMMARY

The learning module provides guidelines on downloading, reading and understanding basic information and documents for beginner level, such as downloading features in common web browsers, different type of files and their purposes, proper searching of information on Internet key words, phrases, right ordination of words and phrases.

The module classifies different types of files according to their characteristics and contents and further explains different approaches to efficient web search. It provides instructions to the users on the related topics.

The aimed results are trainees to obtain knowledge and develop skills in order to be able to make proper searching on Internet by using key words and phrases and to make right ordination of words and phrases.

## KEYWORDS

File, file format, types of file format, file extension, download, web browsers, web search, “key words and phrases”.

## MODULE OBJECTIVES

Actions / Achievements		
Downloading, reading and understanding basic information and documents. Proper searching of information on Internet.		
Knowledge	Skills	Competencies
Comprehensive on downloading, reading and understanding basic information and documents	Match the rules and to the specific characteristics and requirements for the documents	Autonomously select rules/ regulations/ standards to be applied in a particular document
Comprehensive on downloading features in common web browsers, different type of files and their purposes	Define clear and understandable rules related to different documents and searching information on Internet	Lead implementation monitoring of the agreed rules and requirements
Comprehensive on proper searching of information on Internet: key words,	Discuss the rules with professionals	Adapt the document based on reflection, feedbacks, difficulties and weaknesses



phrases, right ordination of words and phrases	Identify potential critical points and suggest preventive actions	Solve problems that may arise in document preparation phase
Fundamental on web search and browsing		

## **UNIT 1. DOWNLOADING, READING AND UNDERSTANDING BASIC INFORMATION AND DOCUMENTS**

### **Specific objectives of Unit 1**

Downloading, reading and understanding features in common web browsers, different types of files and their purposes

#### **Files**

The computer file is an object on a computer that stores data, information, settings, or commands used with a computer program. In a graphical user interface (GUI) such as Microsoft Windows, files display as icons that relate to the program that opens the file. There are different types of computer files, designed for different purposes. A file may be designed to store a picture, a written message, a video, a computer program, or a wide variety of other kinds of data. Some types of files can store several types of information at once. By using computer programs, a person can open, read, change, and close a computer file. Computer files may be reopened, modified, and copied an arbitrary number of times.

Files on a computer can be created, moved, modified, grown, shrunk and deleted.

The most basic operations that can be performed with files, are:

1. Create a new file
2. Change the access permissions and attributes of a file
3. Open a file, which makes the file contents available to the program
4. Read data from a file
5. Write data to a file
6. Close a file, terminating the association between it and the program

## File format

In a computer, a file format is the layout of a file in terms of how the data within the file is organized. A program that uses the data in a file must be able to recognize and possibly access data within the file.

### Types of files formats

The file formats are designed for particular types of data, the most common of which are text files, spreadsheet files, image files and multimedia (music and video) files.

### File Extensions and purposes of the different types of Files

Many computer systems use extensions in file names to help identify what they contain, also known as the file type. On Windows computers, extensions consist of a dot (period) at the end of a file name, followed by a few letters to identify the type of file.

- Word documents (.doc, .docx)
- Spreadsheet file formats (.xls, .xlsx)
- Web text pages (.htm or .html)
- Web page images (.gif and .jpg)
- Adobe Acrobat files (.pdf)
- Executable programs (.exe)
- Multimedia files (.mp3 and others)

*TIP: File extensions in the names of the stored files should not be changed. In case the extension of a file is deleted or altered, the information it contains will not be accessible.*

Generic symbols for different file formats:



.doc  
.docx



.xls  
.xlsx



.pdf



.jpg  
.jpeg

### File Download

In computer networks, to download (abbreviation DL) is to receive data from a remote system, typically a server through a web page, an FTP server, an email server, or other similar systems. The very common term “Download” have several meanings a) is a file, offered for downloading; b) one or more files that has been downloaded or c) the process of receiving a file.

Generic symbols for downloading (saving on computer) of files:





## Web Browser

A web browser is a software program that allows a user to locate, access, and display web pages. In common usage, a web browser is usually shortened to "browser." Browsers are used primarily for displaying and accessing websites on the internet (the Web).

### Most popular Web Browsers



Google Chrome



Mozilla Firefox



Internet Explorer



Opera



Safari

### Download files from the Web

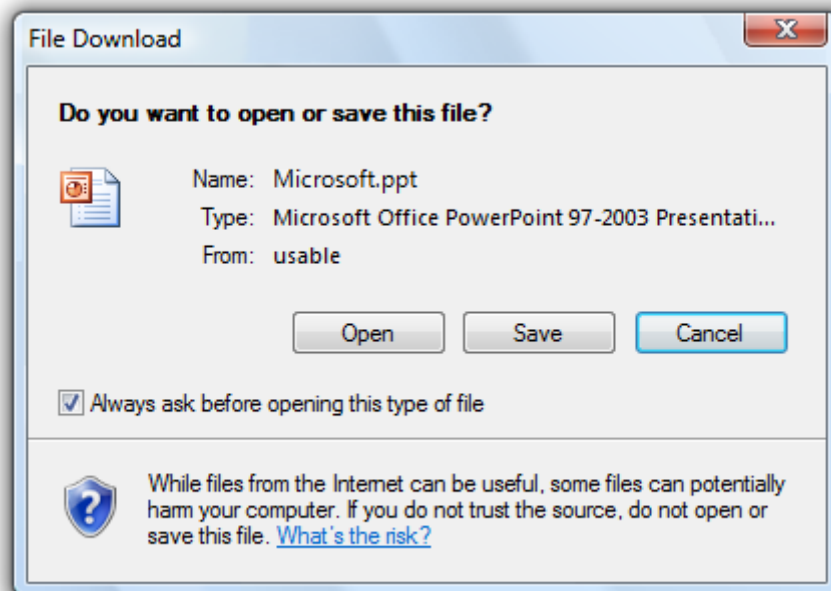
There are several types of files you can download from the web - documents, pictures, videos, apps etc. When you select a file to download, your web browser will ask what you want to do with the file.

1. Open the file to view it, but don't save it to your personal computer (PC);
2. Save the file on your PC in the default download location;

3. Save as a different file name, type, or download location on your PC;
4. Access the file on your PC;
5. Cancel the download and go back to browsing the web;

### Saving files on a Computer

1. Click on the file
2. Choose an option from the dialogue box:



### Videos on how to download files from the internet

1. <https://www.youtube.com/watch?v=R3TT05ulSvw>
2. <https://www.youtube.com/watch?v=eXkUL4ZVx64>
3. <https://www.youtube.com/watch?v=sv2EFi1ev78>

## UNIT 2: PROPER SEARCHING OF INFORMATION ON THE INTERNET

### Specific objectives of Unit 2

Proper searching on Internet using key words, phrases, defining right ordination of words and phrases

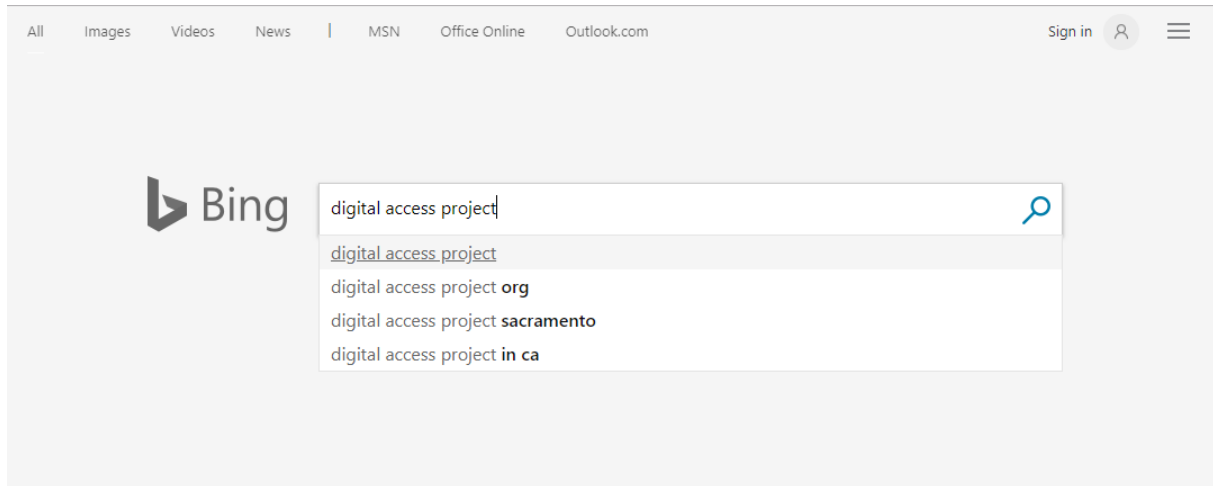
In order to start a search on the Internet or to visit a specific web page, you need to use a web search engines. A web search engine is a software system that is designed to search information on the Web.

### Most popular web search engines

[www.google.com](http://www.google.com)



[www.bing.com](http://www.bing.com)



[www.yahoo.com](http://www.yahoo.com)



### How to use the Search engines

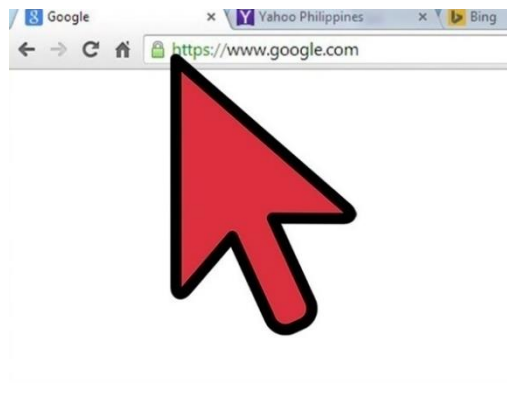
The most search engines work at similar ways. You should type into the search box the keywords for the information you're looking for and search engine generate list with the results about it. These results are also known as "hits". Different combinations of the keywords you type will sufficiently affect your results (hits).

## How to find information online

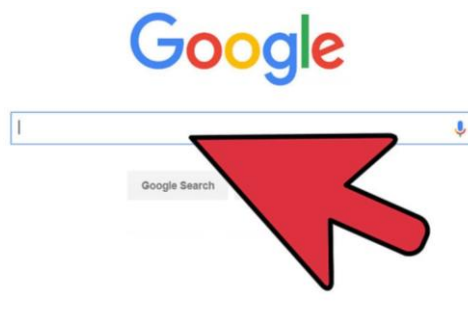
1. Open your web browser:



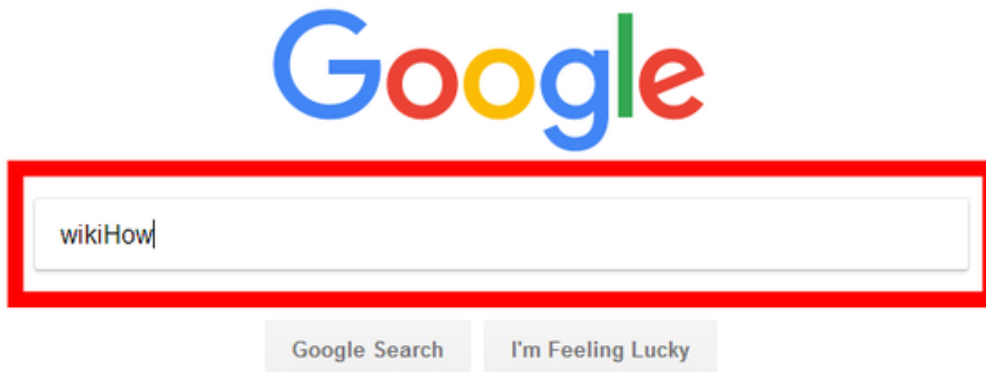
2. Select preferred search engine:



3. Go to the "search bar" of the engine:

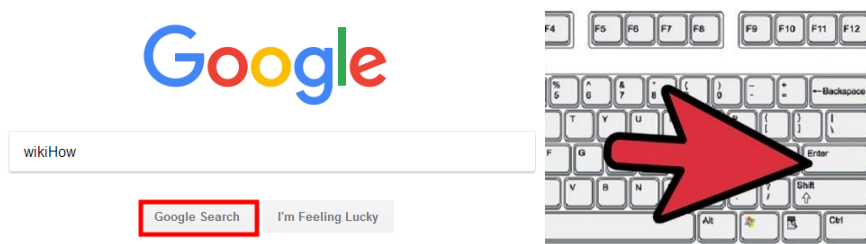


4. Choose a few of the most specific or relevant keywords or phrases to describe your topic and type your choice of words into the Search Bar offered by your chosen search engine:

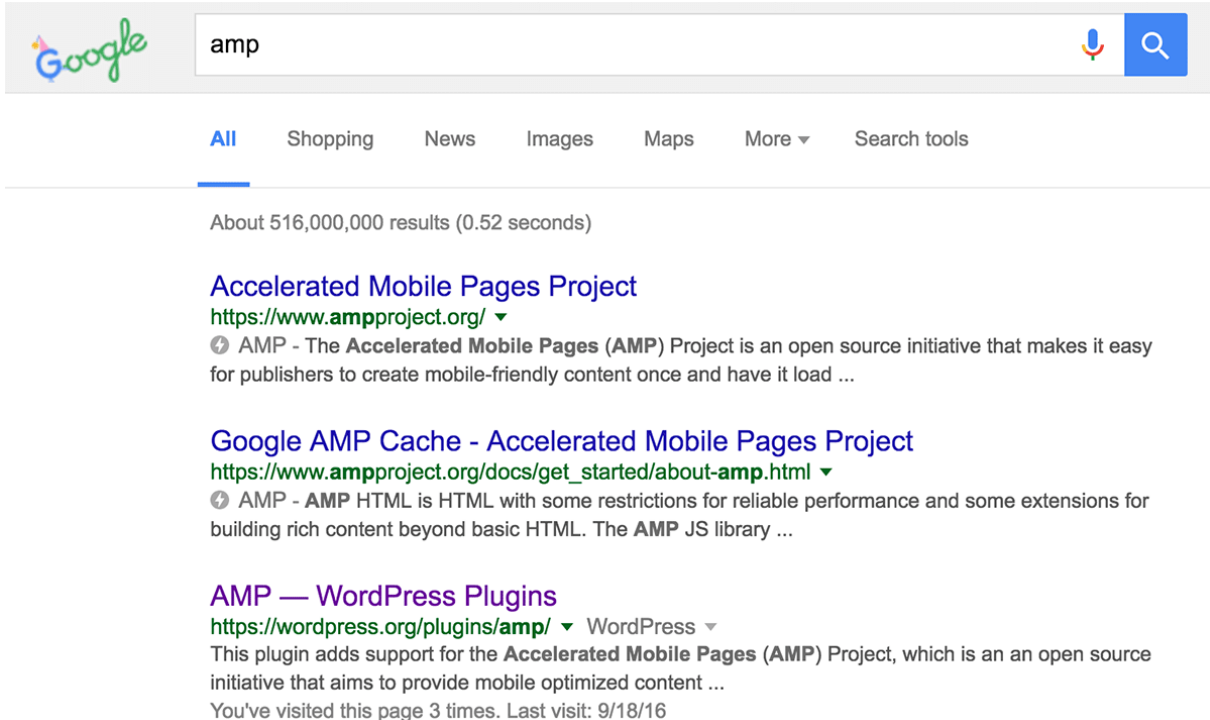


*TIP: Generally, capitalization and punctuation have no relevance to the search results.*

5. Click Search or press "Enter" on your keyboard:



6. The search results are generally presented in a line of results:



The screenshot shows a Google search interface with the search term "amp" entered in the search bar. Below the search bar, there are navigation tabs for "All", "Shopping", "News", "Images", "Maps", "More", and "Search tools". The search results are displayed below the tabs, showing "About 516,000,000 results (0.52 seconds)". The first result is "Accelerated Mobile Pages Project" with the URL <https://www.ampproject.org/>. The second result is "Google AMP Cache - Accelerated Mobile Pages Project" with the URL [https://www.ampproject.org/docs/get\\_started/about-amp.html](https://www.ampproject.org/docs/get_started/about-amp.html). The third result is "AMP — WordPress Plugins" with the URL <https://wordpress.org/plugins/amp/>. The search results are presented in a line of results format.

### TIPS ON HOW TO SEARCH ON THE INTERNET EFFECTIVELY

1. Begin with simple search queries. When you use search engines, it is best to limit your query to a few concise words. Try to think of the simplest way to describe what you're looking for. You don't need to use complete sentences, rather simply type a few important terms.
2. Search with quotation marks. Anytime you are looking for a specific phrase, type the phrase inside the quotes ("the phrase") and search it. The quotation marks tell your search engine to look for any place those specific words appear. This will help streamline your search, and weed out things that are not relevant to you.
3. Try alternative words. Whenever you search for something, try searching a few different ways. Use synonyms and/or put your query in a different form. This will cause your search engine to return different results, helping you locate what you need.
4. Don't use common words and punctuation. Common terms like "a" and "the" are called stop words and are usually ignored. Punctuation is also typically ignored. But

there are exceptions. Common words and punctuation marks should be used when searching for a specific phrase inside quotes.

5. Separate the keywords with a hyphen. Use a hyphen to separate search terms from one another in an attempt to find the most relevant links and help the search engine to distinguish between two separate keywords.
6. Use advanced searches. Click the Advanced Search button by the search box on the Google start or results page to refine your search by date, country, amount, language, or other criteria. Choose a topic from the browser to look for images, videos, news, etc. for Bing and Yahoo.

#### **For further viewing**

1. <https://www.youtube.com/watch?v=LTJygQwYV84>
2. <https://www.youtube.com/watch?v=uqxbZkBlhgo>
3. <https://www.youtube.com/watch?v=SkKC1BnuQsE>
4. <https://www.youtube.com/watch?v=SXB3ctsoiu0>



## EXERCISES

### Questions

1. Which kind of file type can contain text?
2. Can I change the file extension of an *.xls* file to *.doc* file and keep the information it contains?
3. JPEG is a file format designed for: .....
4. Which one is not in place:
  - a. Internet Explorer
  - b. PDF
  - c. Mozilla Firefox
  - d. Safari
5. Choose the right answer (can or cannot):
  - a. When I download a file, I can/cannot save it on my PC;
  - b. When I download a file, I can/cannot change its location on my PC;
  - c. When I download a file, I can/cannot change its extension and keep the information it contains.
6. Right or wrong:
  - a. Google is a file format;
  - b. Mozilla Firefox is a web search engine;
  - c. *.doc* is a commonly used text file format;
  - d. *.pdf* is a commonly used spreadsheet file format.
7. Right or wrong:
  - a. I can type a phrase in a search box of a web search engine and hit the Enter key on the keyboard to look for the needed information;
  - b. I can type a phrase in a search box of a web search engine and any key on the keyboard to look for the needed information;
  - c. I can type a phrase in a search box of a web search engine and hit the <Ctrl> key on the keyboard to look for the needed information.



8. Right or wrong:

- a. information contained by *.xls*, *.pdf* and *.doc* files can be altered;
- b. *.txt* and *.doc* files never contain text information;
- c. *.xls* and *.xlsx* files are not compatible file formats.

9. Right or wrong:

- a. only *.jpeg* files can be downloaded from the internet;
- b. only *.jpeg* and *.pdf* files can be downloaded from the internet;
- c. any file in any format can be downloaded from the internet.

10. A web browser is: .....

### **Case study “The Pension authority”**

You should fill in and send by post to the Pension authority the hard copy of a specialised application document a template for which is available on the Pension’s authority website. You don’t know the authority website address.

#### **Questions:**

1. How will you find the necessary website address? Please, describe in details all your actions that you intend to perform (at least 3 but more than 5 steps).
2. How will you make accessible on your computer the template of the document in order to be able to fill it in? Please, describe in details all your actions that you intend to perform (at least 3 but more than 5 steps).
3. What exactly will you do after filling in the document template in order to be possible it’s sending by mail to the Pension authority (at least 2 but more than 3 steps)?

## FURTHER READING AND RESOURCES

1. [https://downloads.bbc.co.uk/connect/BBC\\_First\\_Click\\_Beginners\\_Guide.pdf](https://downloads.bbc.co.uk/connect/BBC_First_Click_Beginners_Guide.pdf)
2. <https://www.free-computer-tutorials.net/internet-basics.html>
3. <https://study.com/academy/lesson/file-extensions-and-file-types-mp3-gif-jpg-docx-xlsx-exe-more.html>
4. <https://www.youtube.com/watch?v=ZnYlQdkDPg4>
5. <https://www.coursera.org/lecture/data-management/file-formats-zZ0Z0>
6. <https://www.youtube.com/watch?v=mVmPgaiq7Hw>
7. <https://www.youtube.com/watch?v=R3TT05ulSvw>
8. <https://www.youtube.com/watch?v=9rzteBw1IBQ>
9. [https://learndigital.withgoogle.com/digitalworkshop-eu?&ds\\_kid=43700033616249787&gclid=Cj0KCQjwi8fdBRCVARIsAEkDvnJDB4P7751cVBDNXqkidSX5HKrMiHtrljXsCttFXTavCzj2kL6lIQcaAkIrEALw\\_wcB&dclid=CMPLp9CO590CFVCnGwody1QBnQ](https://learndigital.withgoogle.com/digitalworkshop-eu?&ds_kid=43700033616249787&gclid=Cj0KCQjwi8fdBRCVARIsAEkDvnJDB4P7751cVBDNXqkidSX5HKrMiHtrljXsCttFXTavCzj2kL6lIQcaAkIrEALw_wcB&dclid=CMPLp9CO590CFVCnGwody1QBnQ)
10. <https://dariknews.bg/novini/liubopitno/kak-da-tyrsim-pravilno-v-google-video-2015099>



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*2015, John Wiley & Sons, The Internet for Dummies*

*2005, Pearson, Internet Effectively: A Beginner's Guide to the World Wide Web*

*2018, Independently published, Computers Made Easy: From Dummy To Geek*

*2015, Que Publishing, Computer Basics Absolute Beginner's Guide, Windows 10 Edition*

*2015, Workman Publishing Company, "Is This Thing On?": A Friendly Guide to Everything Digital for Newbies, Technophobes, and the Kicking & Screaming*

*2009, Que Publishing, Absolute Beginner's Guide to Computer Basics*

*2016, Labyrinth Learning, Welcome To Computer Basics: Microsoft Windows 10 and Office Online*

## SOLUTIONS OF EXERCISES

### Answers of the questions

1. Which kind of file type can contain text?

Answer: *.doc, .docx, .pdf*

2. Can I change the file extension of an *.xls* file to *.doc* file and keep the information it contains?

Answer: No.

3. *JPEG* is a file format designed for: .....

Answer: pictures.

4. Which one is not in place:

- a. Internet Explorer
- b. PDF**
- c. Mozilla Firefox
- d. Safari

5. Choose the right answer:

- a. When I download a file, I can/cannot save it on my PC;
- b. When I download a file, I can/cannot change its location on my PC;
- c. When I download a file, I can/cannot change its extension and keep the information it contains.

Answer:

- a. When I download a file, I can save it on my PC;**
- b. When I download a file, I can change its location on my PC;**
- c. When I download a file, I cannot change its extension and keep the information it contains.**

6. Right or wrong:

- a. Google is a file format;
- b. Mozilla Firefox is a web search engine;
- c. *.doc* is a commonly used text file format;
- d. *.pdf* is a commonly used spreadsheet file format.

Answer:

- a. Google is a file format - WRONG
- b. Mozilla Firefox is a web search engine - WRONG
- c. *.doc* is a commonly used text file format – RIGHT
- d. *.pdf* is a commonly used spreadsheet file format – WRONG

7. Right or wrong:

- a. I can type a phrase in a search box of a web search engine and hit the Enter key on the keyboard to look for the needed information;
- b. I can type a phrase in a search box of a web search engine and any key on the keyboard to look for the needed information;
- c. I can type a phrase in a search box of a web search engine and hit the <Ctrl> key on the keyboard to look for the needed information.

Answer:

- a. I can type a phrase in a search box of a web search engine and hit the Enter key on the keyboard to look for the needed information - RIGHT
- b. I can type a phrase in a search box of a web search engine and any key on the keyboard to look for the needed information - WRONG
- c. I can type a phrase in a search box of a web search engine and hit the <Ctrl> key on the keyboard to look for the needed information - WRONG

8. Right or wrong:

- a. information contained by *.xls*, *.pdf* and *.doc* files can be altered;
- b. *.txt* and *.doc* files never contain text information;
- c. *.xls* and *.xlsx* files are not compatible file formats;

Answer:

- a. information contained by *.xls*, *.pdf* and *.doc* files can be altered - WRONG
- b. *.txt* and *.doc* files never contain text information - WRONG
- c. *.xls* and *.xlsx* files are not compatible file formats - WRONG

9. Right or wrong:

- a. only *.jpeg* files can be downloaded from the internet;
- b. only *.jpeg* and *.pdf* files can be downloaded from the internet;
- c. any file in any format can be downloaded from the internet.

Answer:

a. only *.jpeg* files can be downloaded from the internet - WRONG

b. only *.jpeg* and *.pdf* files can be downloaded from the internet - WRONG

c. any file in any format can be downloaded from the internet - RIGHT

10. A web browser is: .....

Answer: A web browser is a software application for accessing information on the Web.