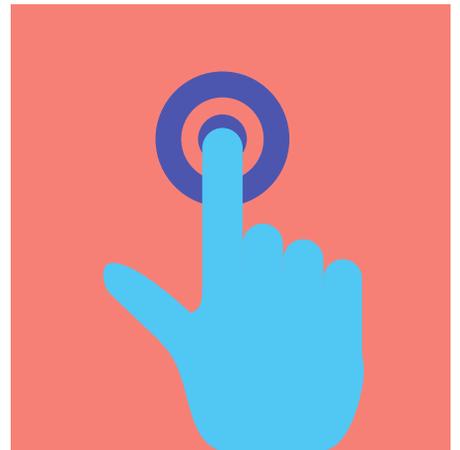
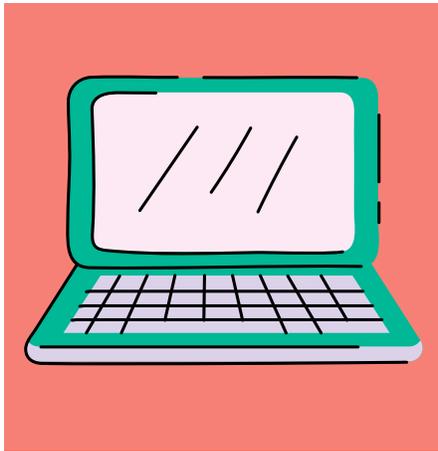
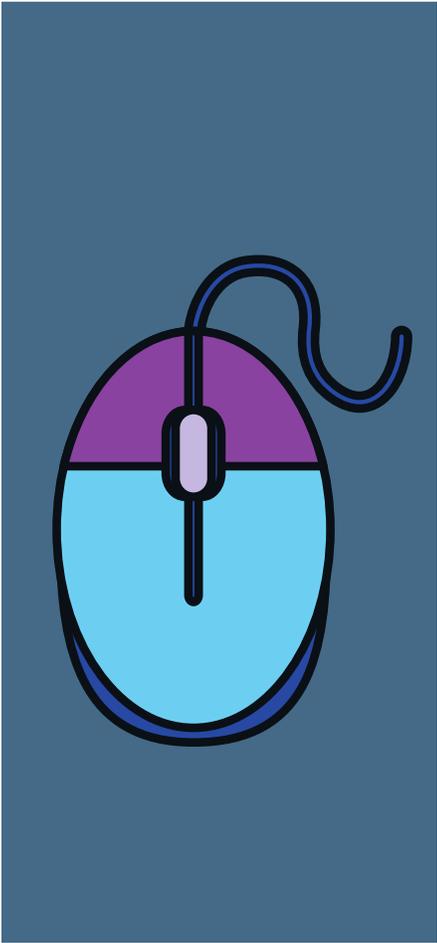


A NEW USER'S GUIDE TO TECHNOLOGY

FIRST STEPS TO BRIDGING THE DIGITAL DIVIDE



A New User's Guide to Technology: First Steps to Bridging the Digital Divide

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HOW TO USE THIS HANDBOOK

Welcome to, “A New User’s Guide to Technology” written to help you understand the world of computers and technology. The materials are presented so that someone who has never used technology will be able to do so with confidence.

Our goal is to provide a person new to technology a written guide containing enough information get you, “up and running” and using your device (i.e. Laptop Computer, Chromebook, Tablet, Smartphone, etc.) as a “tool” that supports ongoing technology skills building and other goals that improve your quality of life and well-being.

“A New User’s Guide to Technology” explains the basics of using a computer and connecting to the internet. This guide will assist you connecting to additional computer skills building resources as well as people, places and things on the internet. This is a great opportunity to invite a friend, family member or neighbor to assist you as you embark on this exciting journey into the wonderful world of the technology and the internet.

Top 10 Tips for Computer Beginners



“Perseverance makes experts of us all.”

Be patient with yourself – everyone finds it difficult and frustrating to learn how to use computers

Ask for help.

Computers are there to enhance your life. Think: what would I like to do better, do easier or do more of in my life? Then ask someone for advice on how a computer can help you achieve that goal.

Try to be selective about who you listen to. Those who are negative about computers may be scared themselves or maybe the digital world is just not for them. Don't let your enthusiasm be dampened by them.

Go at your own pace – don't compare yourself with anyone else. Everyone comes to computers with a different background and experience, and everyone learns to use them at a different pace.

Set yourself small, realistic goals. If you're not sure what these should be, discuss them with a friend or with a computer mentor or tutor if you have access to one. Better to be able to find one useful website or send one short email than to end up with a head full of instructions and no results.

Practice makes perfect: don't shy from repeating the things you're learning time and time again until you feel you've got it. And don't be scared about making mistakes.

If you start dreaming about mice, and email, and keyboards, you probably need to take a break!

Computers are also for fun. Find out about playing games: crosswords, cards, chess, Sudoku, solitaire ... And look into using computers to listen to music and the radio and to watch TV and films.

Don't panic! It really will all make sense in the end. You'll get there...

A basic introduction to different types of computers and how to power them on.



The main difference between a desktop and a laptop is that a laptop is smaller and portable. Laptops also have a touchpad which can be used instead of a mouse but you can connect a mouse to a laptop if you prefer.

To power your computer on, you need to press the power button.

Powering on your computer isn't always easy. Some manufacturers hide the 'on' button – for instance, on top of the case or flat on the front where you can't see it. When you get your computer, don't be embarrassed to ask: 'Where's the "on" button?'

Follow these step-by-step instructions to help you power on your computer

Step 1: Find the 'on' button.

It probably looks like this (but might be square or oblong!):



Step 2: Push the 'on' button.

On some computers, the button lights up when the computer is on. On laptops, there's often a light on the front that comes on.



This is a typical PC **on** button, on the front, in the middle of the tower

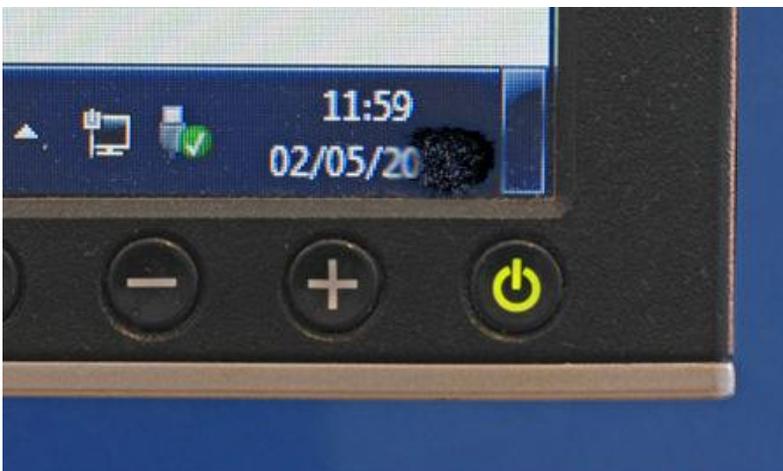


This is a typical laptop **on** button. Most laptops have the **on** button just above the keyboard but below the screen

You may have to keep pushing for a couple of seconds to make this happen, but don't worry – you'll soon get to know how your computer works.

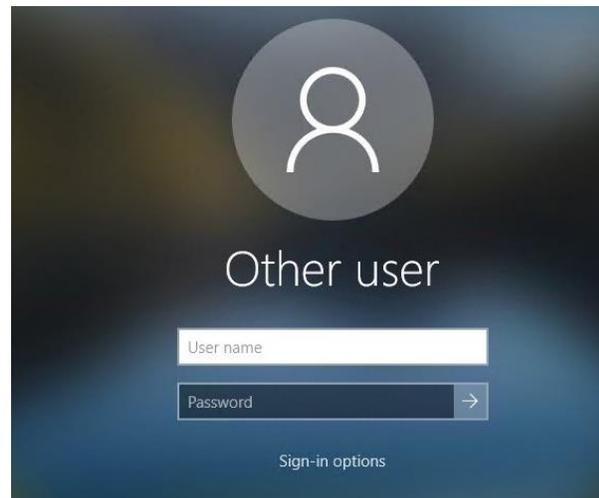
If nothing happens, there are a few things you can check easily:

- If you're using a laptop, the battery might be flat. So plug in the charger, plug the charger into the mains and let the laptop recharge. You can continue to use it while it's doing this.
- If you have a PC, make sure that the plug or any of the other wires haven't become disconnected.
- Ensure that the monitor is powered on. Most PC monitors have an 'on/off' button on the bottom corner of the screen (see below). The button often lights up green when the monitor is on.

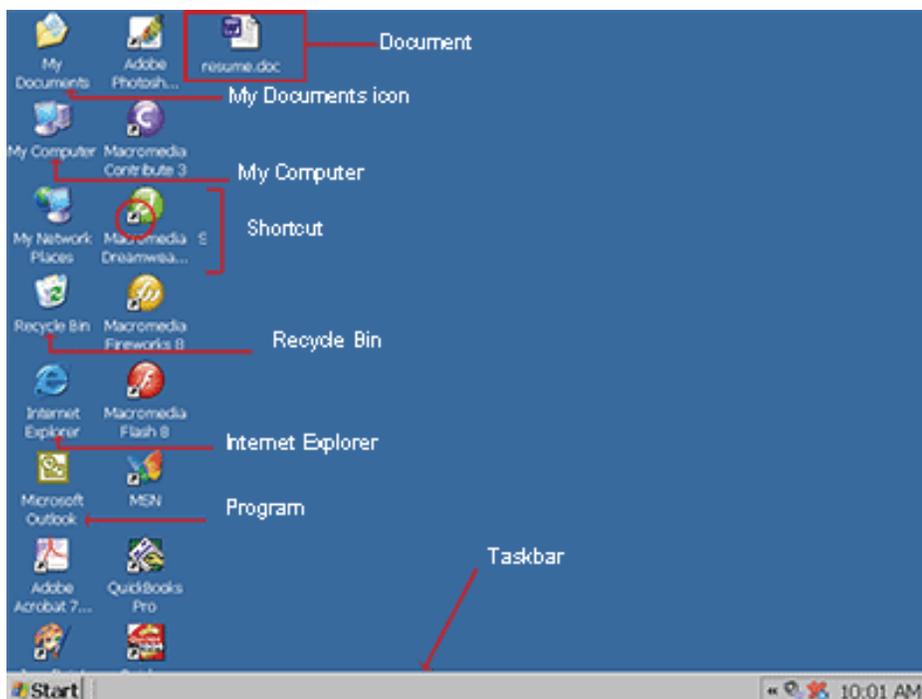


Logging In

Once turned on, your computer takes time before it's ready to use. You may see a few different displays flash on the screen. This process is called booting up, and it can take anywhere from 15 seconds to several minutes. Once the computer has booted up, you may come upon a “**Log-in Screen**” like the ones below. This means identifying yourself by entering your “**Username**” and “**Password.**” If you've never logged in to your computer before, you may need to create an account.



The computer will reach what is known as your desktop within a few minutes of turning it on and logging in. Here you will see a digital representation of a real-life desktop, complete with a work- space, files and file folders, and even a trash can! More about the desktop to come.

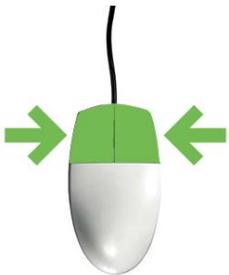


What is a mouse?

A mouse is one of the main ways to control your computer



Most mouse designs have two buttons – a left button and a right button.



A mouse needs to be flat on a surface with the end with the buttons pointing towards the computer. Most people find it easier to position the mouse to the side of the keyboard.



To hold the mouse you rest your hand over it and put your index finger on the left button and rest your thumb on the side. If you are left-handed you may find it easier to put the mouse on the left-hand side of your keyboard and use your middle finger for the left button.



What is a mouse for?

When you move the mouse it moves an **arrow**, **pointer** or **'cursor'** on the screen.



An **arrow** lets you select things and move them around.



The **arrow**, **pointer** or **'cursor'** will change shape depending on what you are doing.



An **hourglass** (or revolving circle) is the computer asking you to wait while it is completing a task.



A **hand** lets you open a link on the internet.



You can use your mouse to do a variety of tasks – **select** things, **open** things and **move** things.

To **select** things, move your cursor over the item, click once with the left button and let go.



Me

To **open** things click twice (“**Double Click**”) on the left button (think ‘knock, knock’ on a door).



To **move** things, you need to **'drag and drop'**. Hold down the left button as you ‘drag’ the mouse along. Let go of the button once you have positioned the item where you want it.



Using the TouchPad

A TouchPad allows you to control the pointer on the screen of your laptop computer by using your fingers.

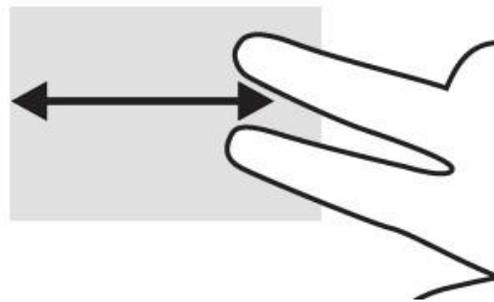
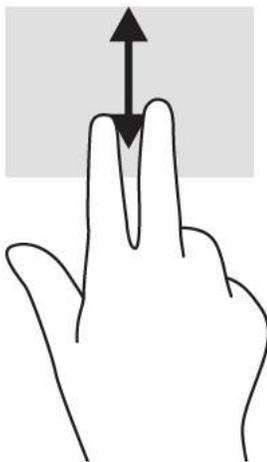
Tapping - To make an on-screen selection, use the Tap function on the TouchPad. Tap one finger on the TouchPad zone to make a selection.



Scrolling - Scrolling is useful for moving up, down, or sideways on a page or image.

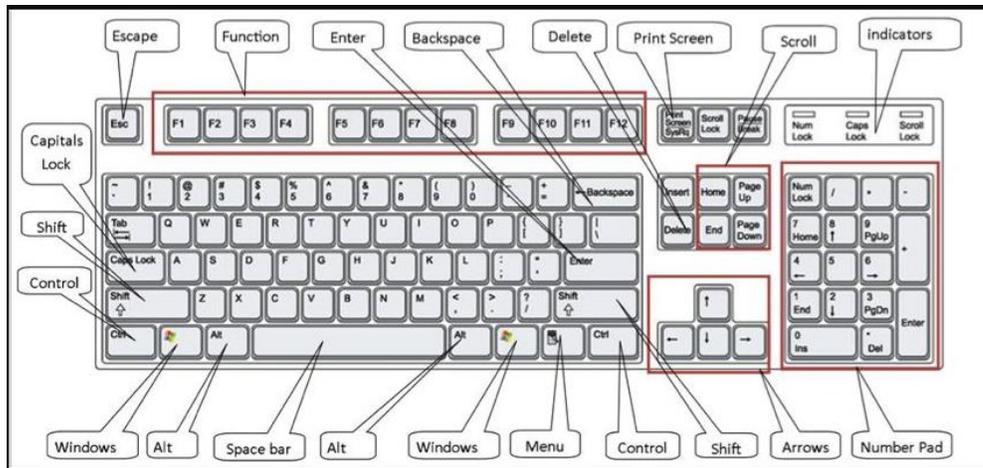
To scroll, place two fingers slightly apart on the TouchPad, and then drag them across the TouchPad in an up, down, left, or right motion.

 **NOTE:** Scrolling speed is controlled by finger speed.



The Keyboard

Whenever you use a computer, you'll probably use a keyboard. Have a good look at your keyboard. The most important keys are labelled on the diagram below:



Some keyboards, especially those on laptops, will have a slightly different layout. For example, yours might not have a number pad or the delete key may be in a different place. But virtually all keyboards will have these important keys somewhere.

The main keys are the letter keys. When you type just using these, you get lower-case print. However, if you hold down a 'shift key' (there are two to choose from) at the same time as you type, you'll get UPPER-CASE letters.

If you make a mistake in your typing, there's always a remedy. To delete a letter, place your cursor (mouse pointer) just after the letter and click. Then press Backspace briefly. (Always press briefly – otherwise, you'll get repeated deletions, spaces, letters or whatever.) Or place your cursor just before the letter, click and press Delete.

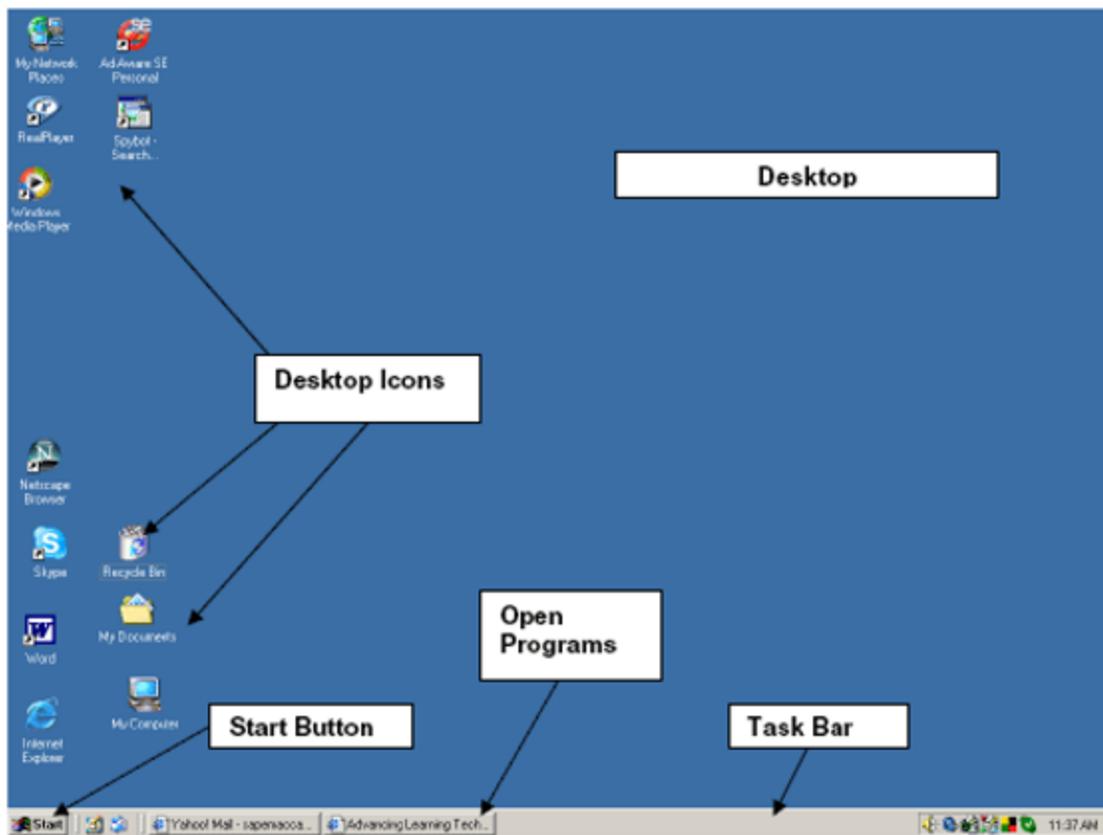
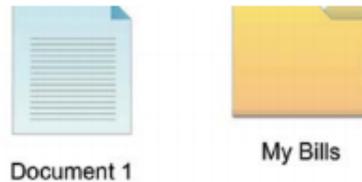
Learning just a few certain keys will help to improve your efficiency in typing. The following is a list of commonly used keys that have special functions:

- **Backspace:** This key deletes backwards as you type.
- **Delete:** This key deletes forwards as you type.
- **Shift:** This key, when pressed WITH another key, will perform a secondary function. If the key is a letter key, pressing the shift and letter key at the same time will result in a capital letter. There are 2 on the keyboard
- **Spacebar:** This key enters a space between words as you type.
- **Tab:** This key will force the cursor to indent, or jump forward 10 spaces.
- **Caps Lock:** This key will present the capitalized version of each letter key. It is a toggle switch that locks until you press it again.
- **Control (Ctrl) & Alternate (Alt):** These keys, when pressed WITH another key, perform a shortcut. There are 2 on the keyboard
- **Enter:** This key executes a command (pressed in MS Word, it begins a new line)
- **Number keypad:** This is a redundant keypad existing only for user preference. It is not present on all keyboards.
- **Arrow keys:** Like the mouse, these keys are used to navigate through the document.

Getting to Know Your Desktop and Icons

A **desktop** is what you see when the computer is turned on. When you open programs or files they appear on your desktop.

An **icon** represents a file, folder or program. Icons look different for each type of file or program.

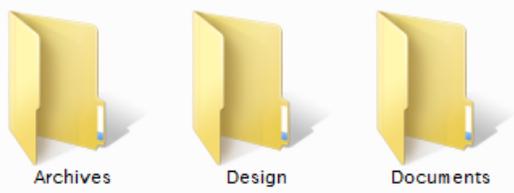


The **Start** Button lets you open programs and files on your computer.

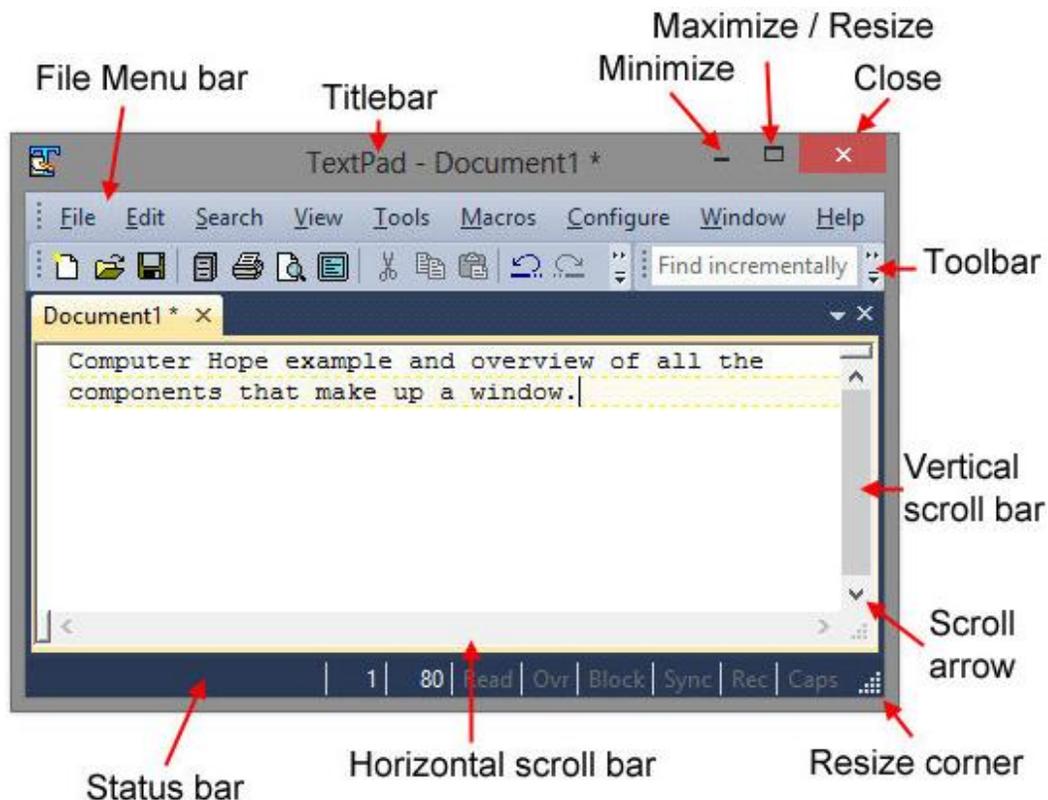
The **Taskbar** shows which programs and folders or documents you have opened.

Getting to Know your Folders and Windows

A **folder** stores files such as documents or pictures.



When you open a folder or file by clicking twice on it with your mouse, its contents will appear in a **window**.

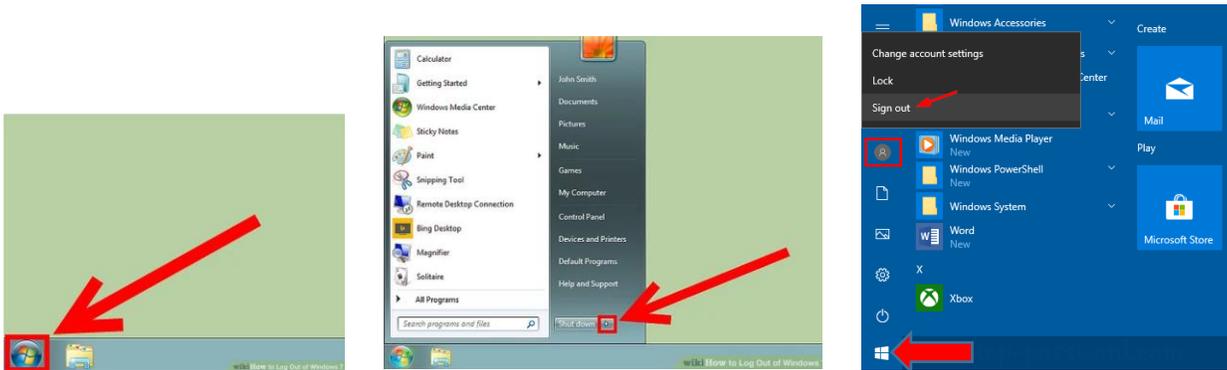


- You can use the **scroll bars** to move around the window.
- The **title bar** displays the name of the folder, document or program.
- The **menu bar** has commands where you choose what to do with your folder, document or program.
- The **tool bar** has shortcuts to the commands in the menu bar.
- To hide a window, click on the **minimize button** in the top right hand corner. To bring back the window, click on its button on the taskbar.
- To make a window larger and fill the screen, click on the **maximize button**.
- To close a window click on the **close button**.

Logging out of your computer.

When you are finished using your computer, log out to prevent other users from accessing your private documents and saved passwords. To log out, follow the steps for your particular operating system (OS) below. The steps include keyboard shortcuts.

Log out of Microsoft Windows



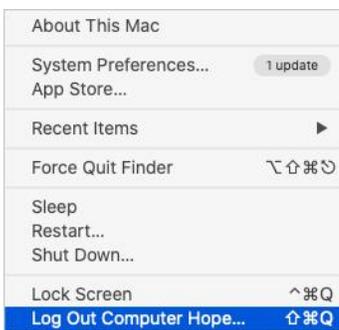
Click the “Start” button and on the top of the Start menu click your name and choose Sign out.

OR



Using your keyboard, press Ctrl+Alt+Del and choose the option to Sign out.

How to logout of an Apple macOS



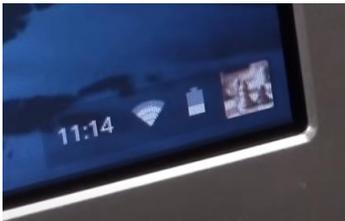
Click the Apple icon in the top-left corner of the screen to open the [Apple Menu](#). At the bottom of the list, click the Log Out option.



To log out of macOS user account using keyboard keys, press Shift-Command-Q

Turn off your Chromebook

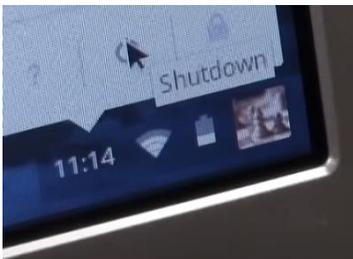
To turn off your Chromebook completely, try one of these options:



At the bottom right of your Chromebook screen,



Select the time.



Select Shut down.

OR

Press and hold the Power button until you see a menu to Power off or Sign out / Press and hold the Power key for 3 seconds.



How do I connect to the Internet?

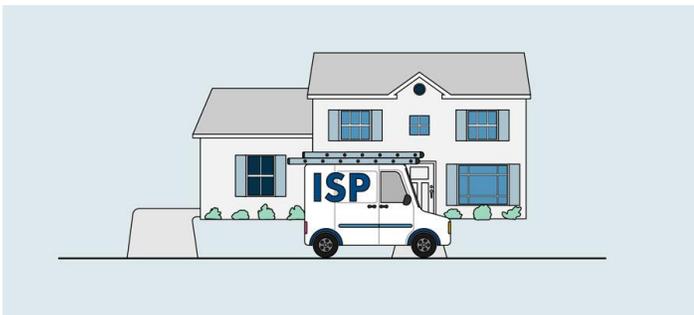
Once you've set up your computer, you may want to get home Internet access so you can send and receive email, browse the Web, stream videos, and more.

Choosing an Internet service provider.

You will need to do some research to find out what **Internet Service Providers (ISPs)** are available in your area. If you're having trouble getting started, we recommend talking to friends, family members, and neighbors about the Internet Service Providers (ISPs) they use. This will usually give you a good idea of the types of Internet service available in your area.

You can also review the, **“Low-Cost Internet Service and Finding an Internet Service Provider (ISP) Resource”** section of this document.

Setting up your Internet connection



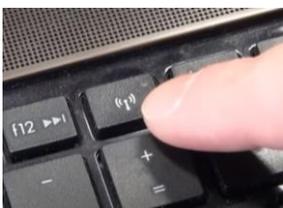
Once you've chosen an Internet Service Provider (ISP), most providers will send a technician to your house to turn on the connection. If not, you should be able to use the instructions provided by your ISP—or included with the modem—to set up your Internet connection.

After you have everything set up, you can open your web browser and begin using the Internet. If you have any problems with your Internet connection, you can call your ISP's technical support number.

How to Connect To Wi-Fi from a Laptop

Enable the wireless signal on your laptop.

On the keyboard.



It may be a switch / button on the front of your laptop.



It may be a switch / button on the side of your laptop.

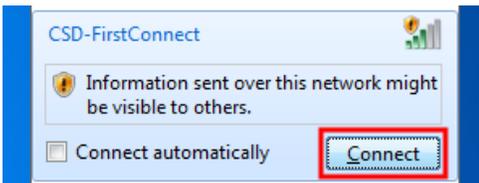




Click the Wi-Fi button in the bottom right of your screen.



Locate the wireless network you would like to connect to.



You will see a message like this. Click "Connect".



Enter the wireless security key

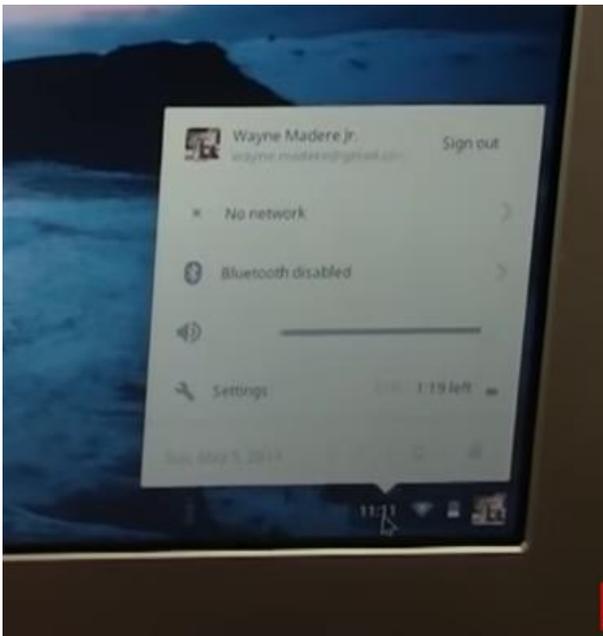


When you see a Wi-Fi icon like the one above, **Congratulations! You're Connected!**

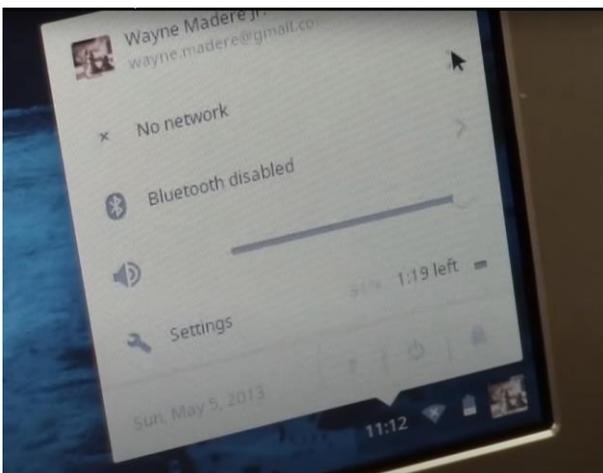
How to Connect Your Chromebook to Wi-Fi



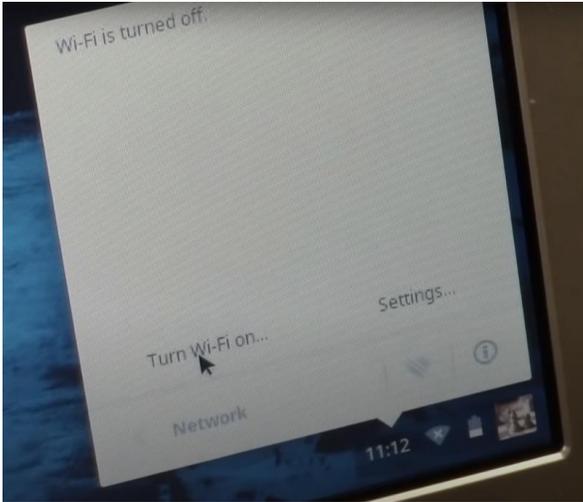
Locate the icons on the bottom right-hand corner of your Chromebook.



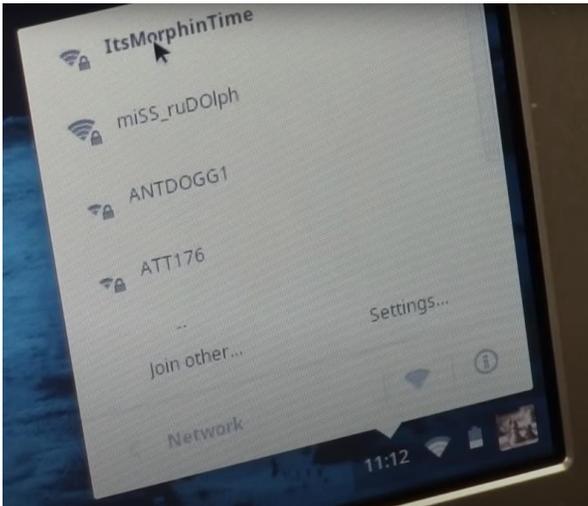
Click on the time / clock in the bottom right-hand corner of your Chromebook.



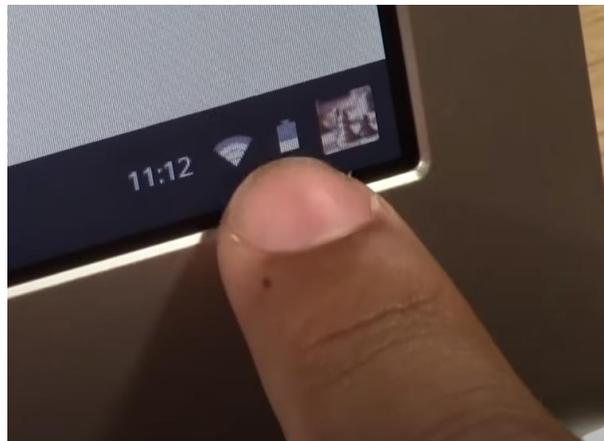
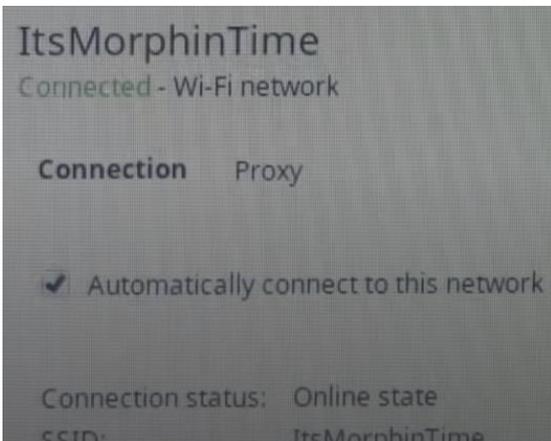
Click on "No network."



Note "Wi-Fi is turned off" message at the top. Click "Turn Wi-Fi on." Your Chromebook will begin to search for available Wi-Fi networks.



Click on the name of the Wi-Fi network you would like to connect to. (Example shown – "ItsMorphinTime")



When you read the message, "Connected Wi-Fi network" and see the Wi-Fi icon like the one above, **Congratulations! You're Connected!**

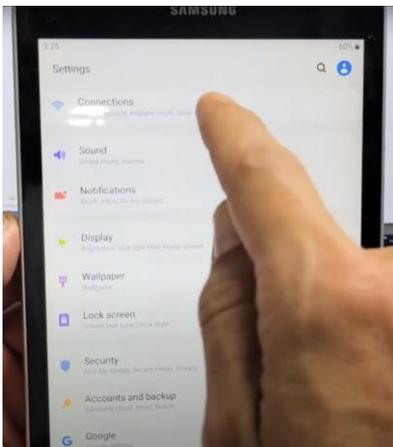
How to Connect to Wi-Fi on a Tablet



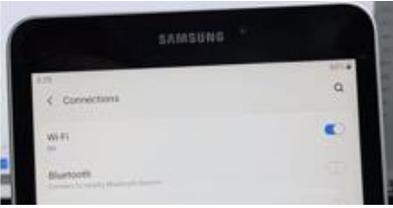
Swipe up on your tablet screen.



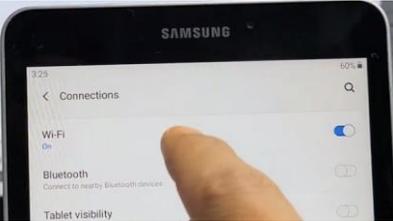
Choose / Tap on the “Settings” icon.



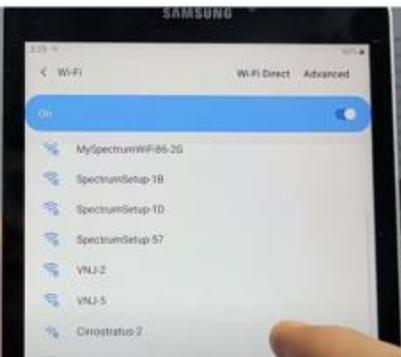
Choose / Tap on, “Connections”



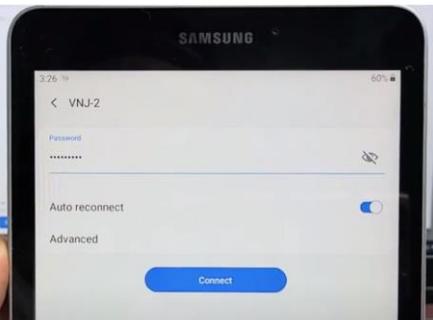
Make sure Wi-Fi is on.



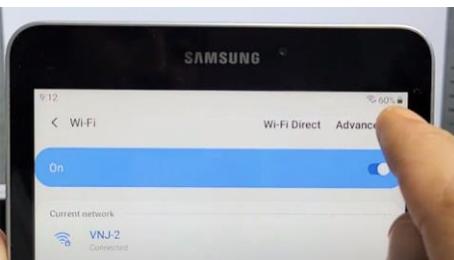
Choose / Tap "Wi-Fi"



Choose / Tap on the name of the Wi-Fi network you would like to connect to.



Enter the Wi-Fi network password then tap "Connect"



When you read the message, ""Current network – Connected"" and seeing the Wi-Fi network icon shown above, **Congratulations! You're Connected!**



<https://edu.gcfglobal.org/en/>

“What is GCF LearnFree?”

GCFLearnFree.org is a free online educational website focusing on technology, job training, reading, math skills and more! The goal of GCF LearnFree is to deliver lessons with clarity and have them be approachable to everyone.

What will you find on the GCF LearnFree web site?

GCF LearnFree provides support with many things computer users would like to learn including setting up an e-mail and Zoom account, learning keyboard skills / typing, creating a document, etc.

[Mouse Tutorial](#)

[Zoom: Getting Started with Zoom](#)

[Creating and Opening Documents](#)

[Typing Tutorial](#)

[Email Basics: Introduction to Email](#)

[Creating a Yahoo! E-mail Account](#)

[Creating an Outlook E-mail Account](#)

[Creating a Gmail Account](#)

[Connecting to the Internet](#)

[Internet Safety: Creating Strong Passwords](#)

[Social Media Tutorials](#)

[Chromebook Basics: Getting to Know the Chromebook Interface](#)

[Chromebook Help](#)

[There are 200+ Tutorials at GCFGlobal.org](#)

Topics listed above are live links. If you are reading an electronic version of this document and already have access to the internet simply click on the topic of interest.

Accessing GCF LearnFree Computer Tutorials.

Once you have powered up the computer, logged on / signed-in, you will need to get online access in order access the GCFLearnFree Computer Tutorials.

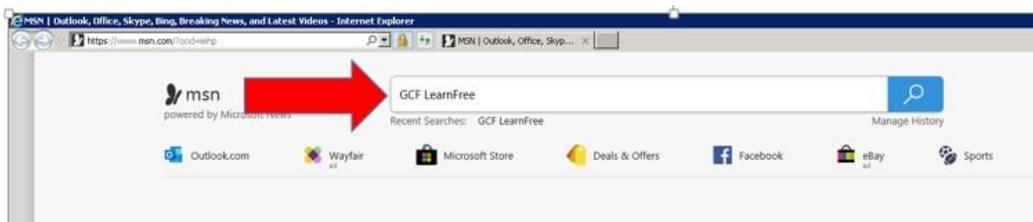
Accessing GCF LearnFree Computer Tutorials Using Internet Explorer



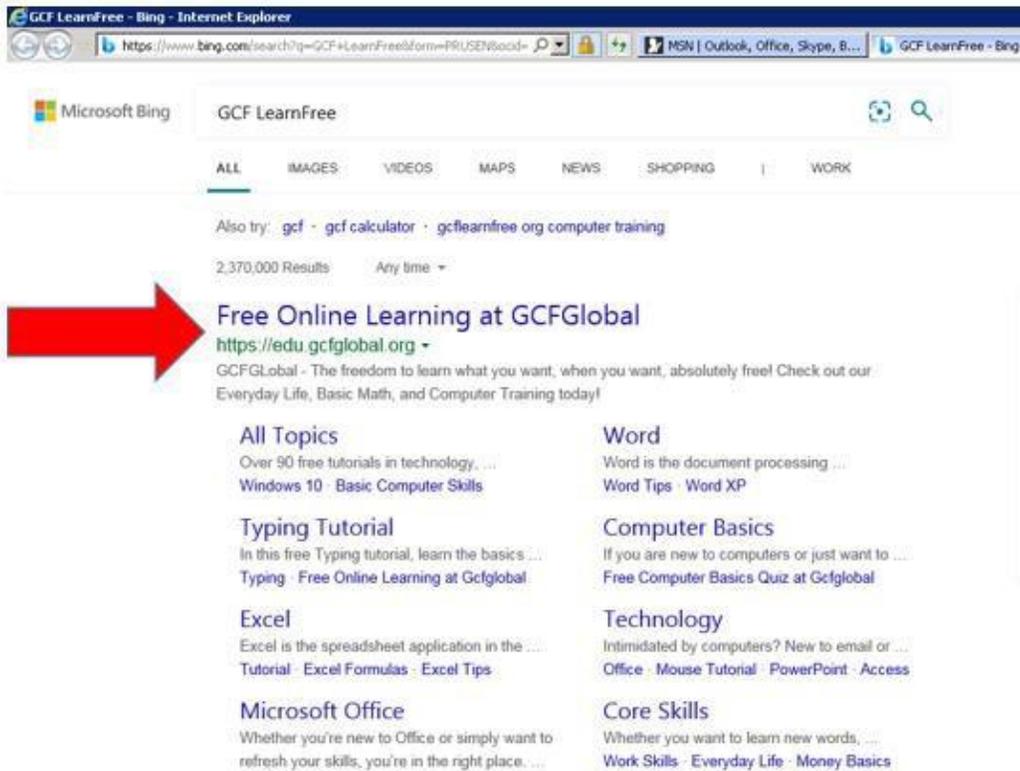
Select “Start” by left clicking the mouse or tapping on the touchpad to open the Start Menu.



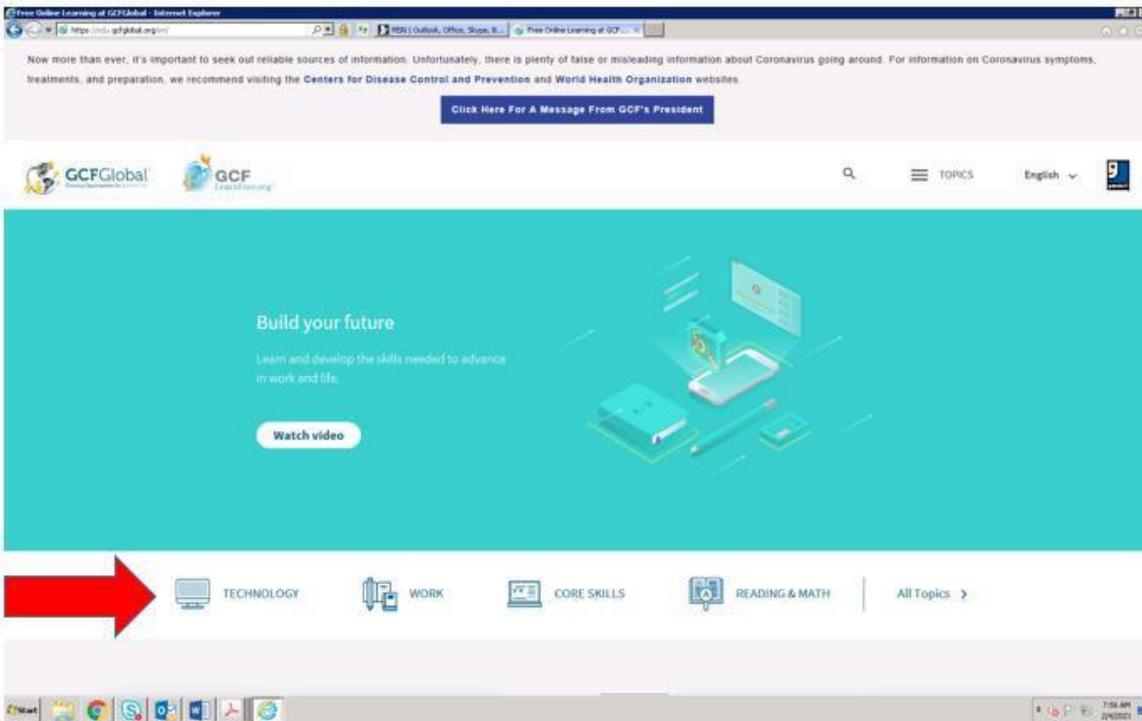
Locate the Internet icon on the Start Menu. (There may be an Internet Explorer Icon on your desktop screen.) Click on it to obtain online access. (Internet)



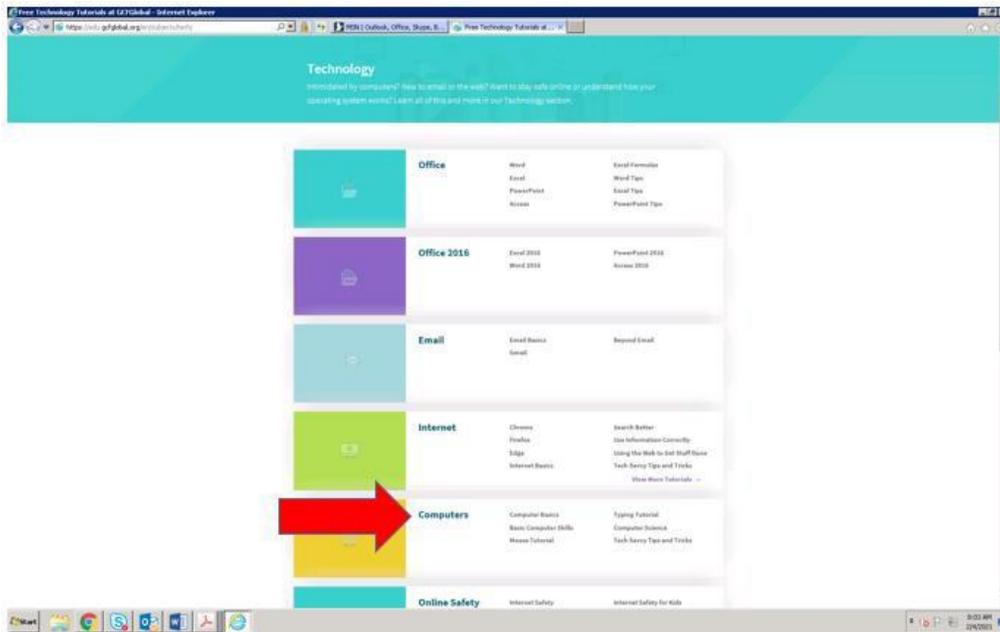
Type “GCF LearnFree” in the internet search box (Look for the magnifying glass icon.) and press “Enter” on the keyboard.



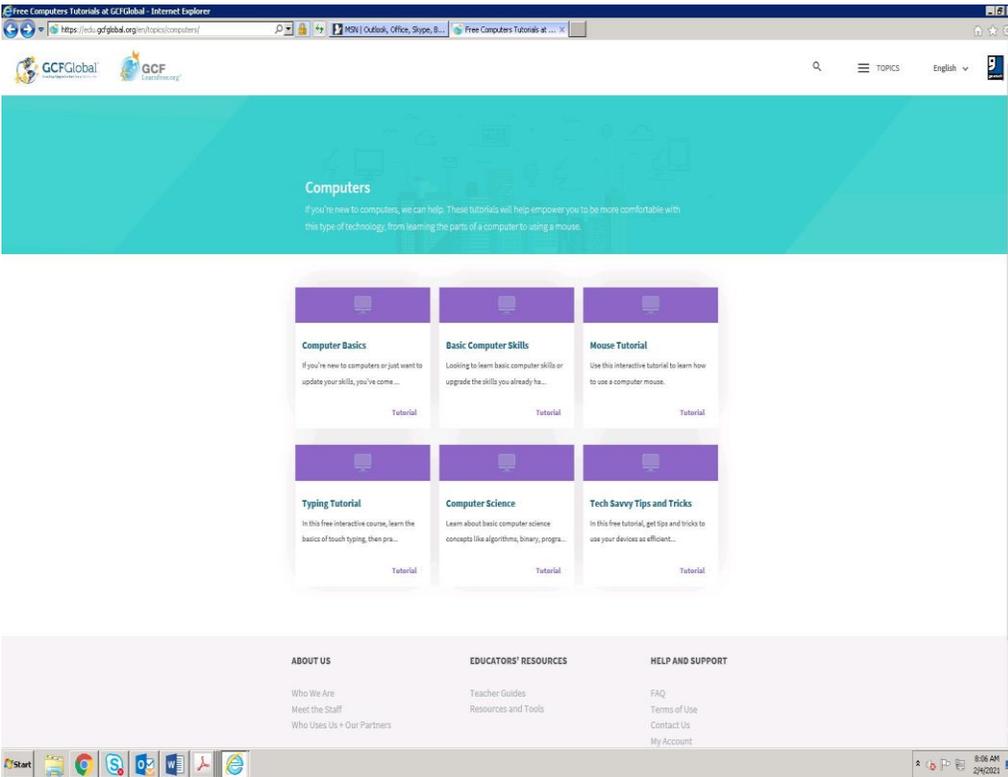
Select “Free Online Learning at GCF Global” by left clicking the mouse or tapping on the touchpad.



Select “Technology” by left clicking the mouse or tapping on the touchpad.

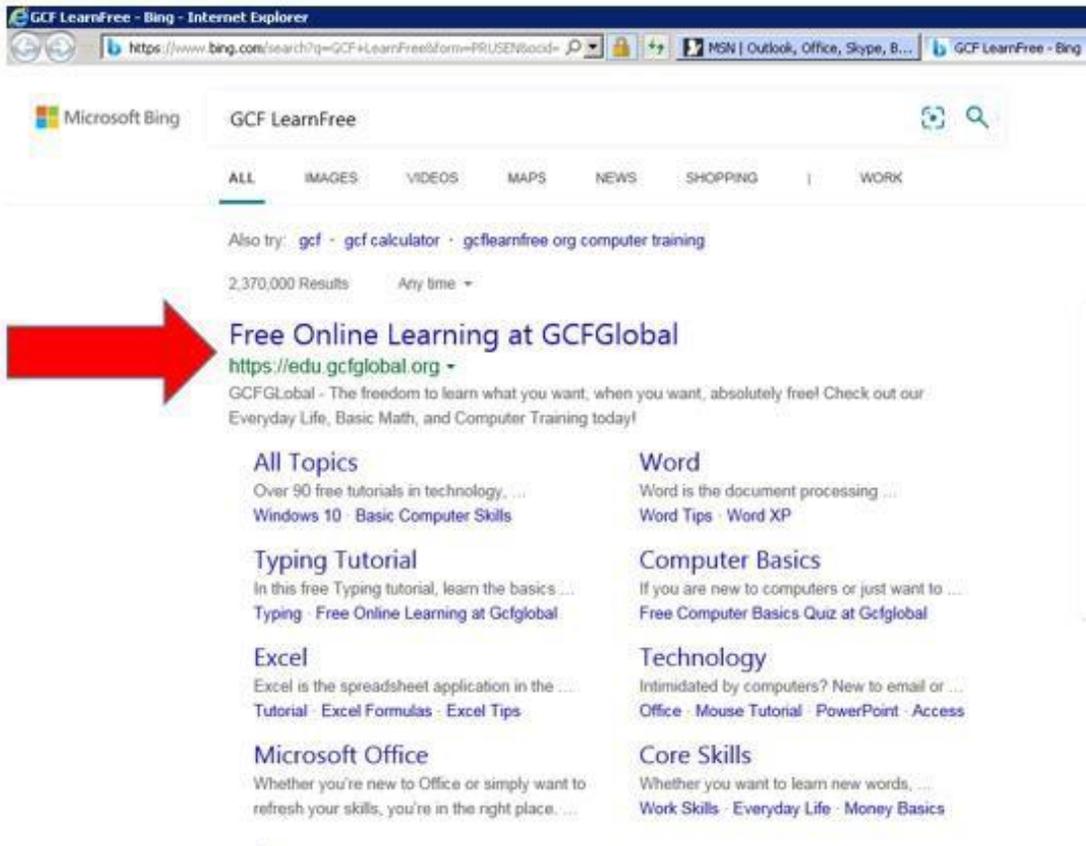


Select “Computers” by left clicking the mouse or tapping on the touchpad.

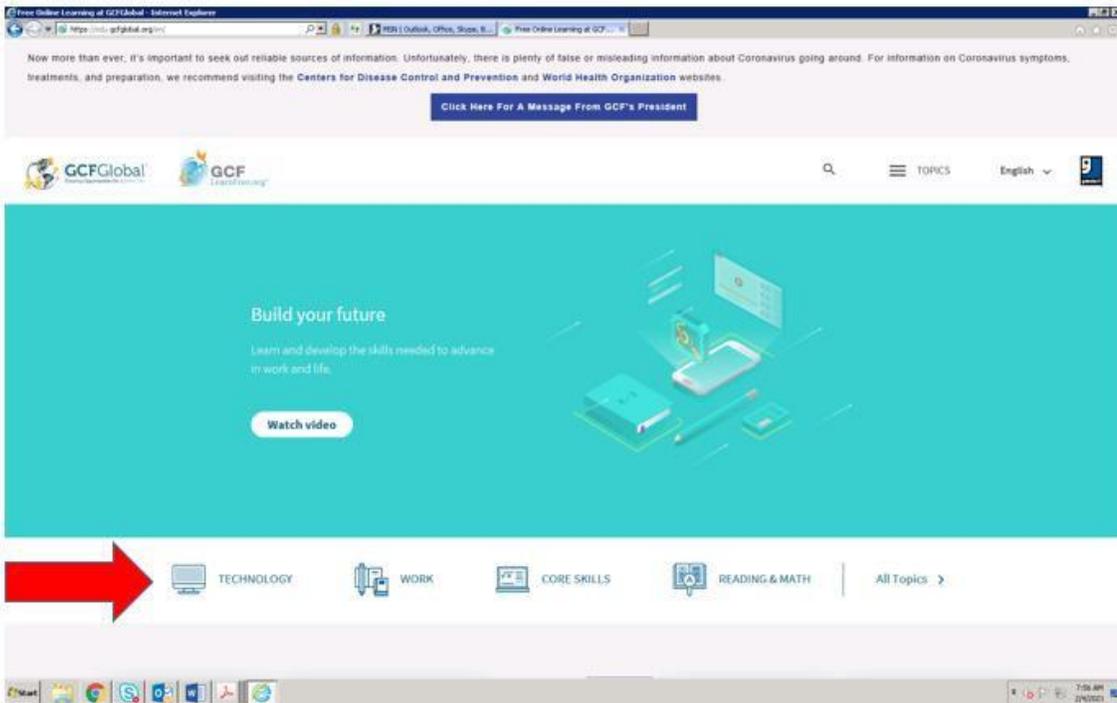


Computers - If you're new to computers, GCF LearnFree is the place to be! These tutorials will help empower you to be more comfortable with this type of technology, from learning the parts of a computer to using a mouse.

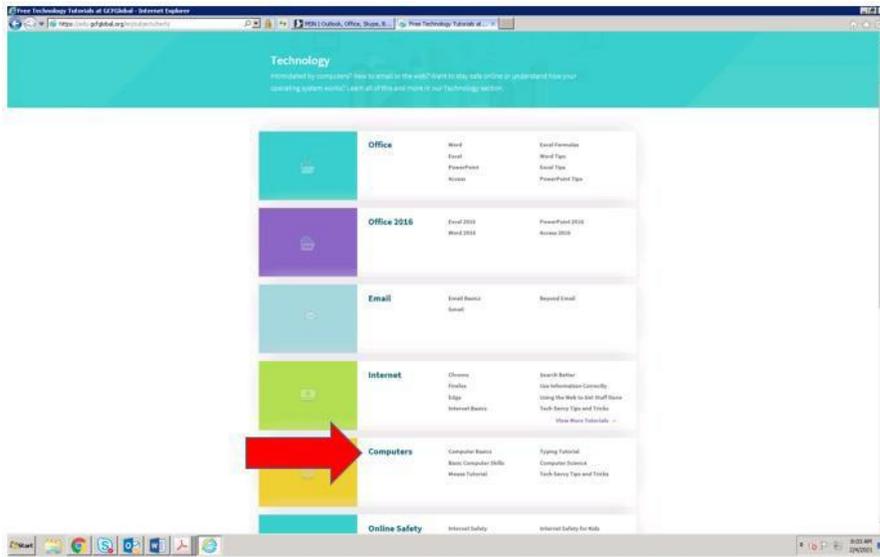
Select the topic you are most interested in by “hovering” over the name of the topic on the screen and left clicking the mouse or tapping on the touchpad.



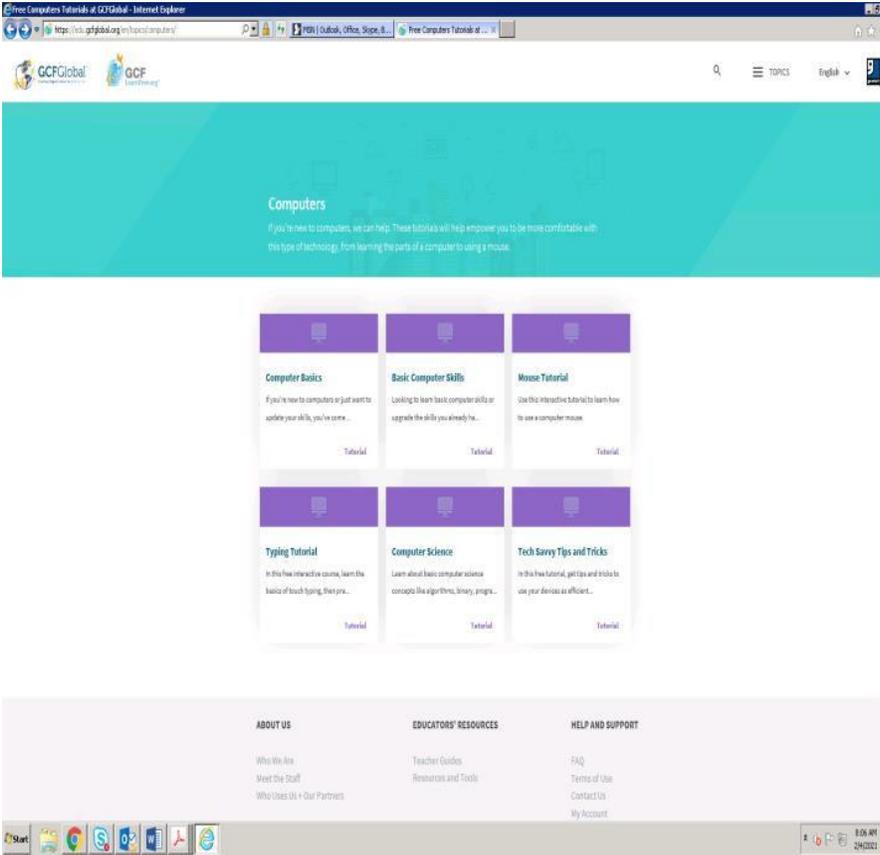
Select “Free Online Learning at GCF Global” by left clicking the mouse or tapping on the touchpad.



Select “Technology” by left clicking the mouse or tapping on the touchpad.



Select “Computers” by left clicking the mouse or tapping on the touchpad.



Computers - If you're new to computers, GCF LearnFree is the place to be! These tutorials will help empower you to be more comfortable with this type of technology, from learning the parts of a computer to using a mouse.

Select the topic you are most interested in by “hovering” over the name of the topic on the screen and left clicking the mouse or tapping on the touchpad.

Low-Cost Internet Service and Finding an Internet Service Provider (ISP)

Low-Cost Internet Service

California Emerging Technology Fund [CETF](#) is a state-wide organization that partners with EveryoneOn and other local community based organizations to help people get access to affordable internet services. CETF can assist to find internet services as low as \$10/month. Some of their eligibility guidelines are as follows: Child enrolled in NSLP - National School Lunch Program- CalFresh (food stamps) or Supplemental Nutrition Assistance Program (SNAP) recipient- Medi-Cal or Supplemental Security Income (SSI) recipient under \$40,000/year. CETF's site listing of service providers is powered by EveryoneOn. You can use the search tool above or go to www.everyoneon.org/CETF to search for low cost internet, computers and digital literacy training by entering your zip code.

[EveryoneOn](#) is a national non-profit creating social and economic opportunity by ensuring that everyone is connected to the internet. EveryoneOn partners with internet service providers to create, refine and promote their low-cost offers for high speed internet. They also partner with refurbishers to make available low-cost devices such as tablets, desktop and laptop computers, as well as organizations such as American Library Association and others where individuals can access digital literacy workshops in their own neighborhood. Find more information on <https://www.everyoneon.org/>, **via phone at (877) 947-4321, via text by sending the word "Connect" or "Conectate" (in Spanish) to 21-545**, or by downloading the EveryoneOn smartphone app.

Get Connected Los Angeles <https://getconnectedlosangeles.lacity.org/>

The City of Los Angeles in partnership with the California Emerging Technology Fund and EveryoneOn is helping Angelenos find options for low-cost internet services, access to computers, and digital literacy services.

Still Need Help? Contact MYLA311 by calling 311, visiting <https://myla311.lacity.org/> or by download the City of Los Angeles MyLA311 app for smartphones! MyLA311 links Angelenos with the services and information they need to enjoy their city, beautify their community, and stay connected with local government. With MyLA311, City of Los Angeles information and services are just a few taps away.

How Do I Find Internet Providers In My Area?

InMyArea.com. <https://www.inmyarea.com/>

You can find your internet providers by searching **InMyArea.com**. Enter your [ZIP code](#), [address](#), or share your [device's location](#) to find wired connections from Fiber-Optic, DSL, and Cable providers, and check availability of wireless providers from Satellite and Fixed Wireless connections available in your area.

HighSpeedInternet.com <https://www.highspeedinternet.com/providers>

HighSpeedInternet.com makes it easy to find the best internet in your area—no matter where you live. You can find the most affordable prices and fastest Wi-Fi speeds for your address—just run a search with our zip tool above to see which internet service providers (ISPs) are available.

Smartphones - Introduction to Android

Congratulations—a new smartphone can be useful, empowering, and also lots of fun! Unlike the iPhone (which are only available in a few different models), there are hundreds of Android devices to choose from.

If you're wondering why there are so many choices, it may help to understand what **Android is**. Technically, it's **an operating system for smartphones**. Many different companies make devices that are powered by Android, including Samsung, HTC, LG, and other lesser-known brands. That's why every Android device is different—each manufacturer likes to put its own spin on it.

What makes every device unique?

Android devices vary based on the **manufacturer** and sometimes even your **mobile carrier**. For instance, take a look at the two Android phones below. What do you see?



Samsung Galaxy S5



LG Nexus 5

Some differences are obvious, but others are less apparent. Here are some examples:

- The phone on the left is slightly larger
- The hardware is different (notice the buttons at the bottom)
- Each screen has its own unique layout
- Some of the icons look different; for example, compare the two **Phone** icons

This is a pretty good example of the type of variety you can expect from Android devices. There will always be differences in hardware, including things like outer appearance, storage capacity, and camera quality. There will also be differences in software (in other words, the on-screen features) that can affect your experience with Android in general.

First steps

Getting to know a new mobile device can be pretty exciting, especially if this is your first smartphone or tablet. The key is to start with the basics and take it one step at a time so you don't get overwhelmed.

First, make sure you're comfortable with the **interface**, including the screen, some of the built-in apps, and the various gestures you'll use to get around. Then you can move on to some other fundamental tasks, like **connecting to the Internet using Wi-Fi**.

Google account

The first time you turn on your device, you'll be asked to set up a few different things, including your preferred language, the date and time, and (most importantly) your **Google account**. If you don't have a Google account yet, you can create one during the setup process.

There are a few reasons this step is so important. In short, your Google account is your **identity** on your device. Not only does it connect you to the cloud—where things like photos and contacts are stored—but it also gives you access to the Play Store, where you can download and purchase apps. The more you use your device, the more you'll see how integrated your Google account really is.

You may have a Google account already if you use any other Google services, like Gmail, Chrome, Google Drive, or even YouTube.

Getting to know your device

Once your device is set up, you should be taken to a simple screen with some icons, buttons, and other miscellaneous features. This is actually one of the most important parts of your device—it's called the **Home screen**—and it's where you'll store all your favorite apps. Remember, every Android device is unique. (Reasons mentioned earlier in the [Intro to Android Devices](#) section.) This means your experience may vary depending on your phone or tablet. Luckily, you can still learn a lot by comparing your device to our examples.

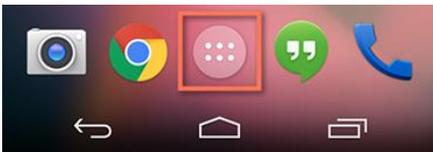


Basic apps

You can check your device for these basic built-in apps. They may go by slightly different names depending on your phone or tablet, but the icons will usually give you some clue.

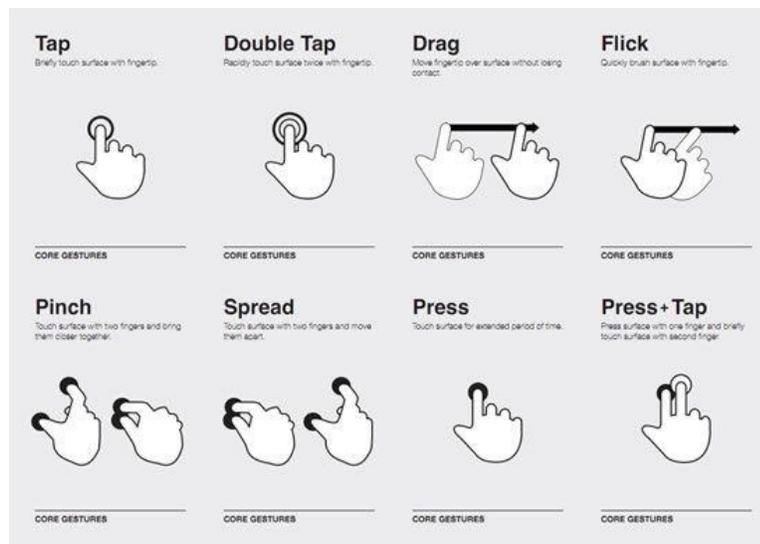
- **Phone** for making phone calls
- **Messaging** for text messaging, or Hangouts for text messaging plus Google chat
- **Email** for managing your email, or Gmail if you have a Gmail account
- **People** for your contacts list (may also be called **Contacts**)
- **Chrome** for browsing the Web (may also be called **Internet** or **Browser**)
- **Camera** for taking photos and videos
- **Play Store** for downloading apps
- **Settings** for adjusting your settings

Some of these apps may be on your **Home screen** already. If they aren't, take a look in your **Apps view**. This special view gives you access to every app on your device. To open it, look for the icon near the bottom of the **Home screen**.



Basic gestures. Gestures are what you'll use to interact with your device's touchscreen. For instance, instead of clicking something with your mouse, you'll tap the screen with your finger. We'll refer to gestures throughout this tutorial, so make sure you're familiar with the examples below.

- **Tap** to "click", select, or open something on your device, like a button or an app
- **Tap and hold** to occasionally access other options (think of this as "right-clicking")
- **Drag** to scroll up and down, left and right, or any other direction on the screen
- **Swipe left or right** to "flip through" things, like pages on the Home screen, photos, or pages in an e-book
- **Double-tap** to zoom in or out in certain apps, like Maps or Chrome
- **Pinch** (i.e., open or close your thumb and forefinger) to zoom in or out almost anywhere

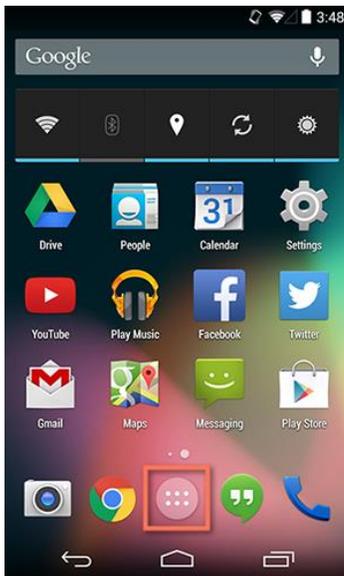


Accessing the Internet

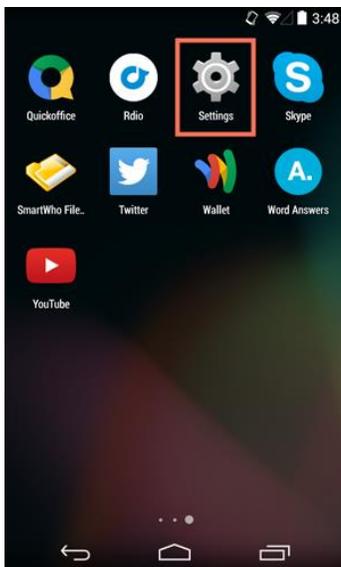
Your device can connect to the Internet almost anywhere, either through mobile data (3G/4G or LTE) or nearby Wi-Fi. So what exactly is the difference? Most data plans only give you a certain amount of data per month, and there can be repercussions if you go over your limit. With Wi-Fi, you can use the Internet as much as you want, and it won't count against your data.

To connect to Wi-Fi: Do you have access to a nearby Wi-Fi network (for example, at home or at work)? You can easily connect to it using the steps below. For networks that you access repeatedly, you generally only have to do this once. The next time you're in range, you'll be connected to the network automatically, as long as you leave the Wi-Fi feature turned on.

1. Make sure you're on the Home screen, then open the Apps view. Your icon may look different from ours, but it's usually found in the Favorites tray near the bottom of the screen.



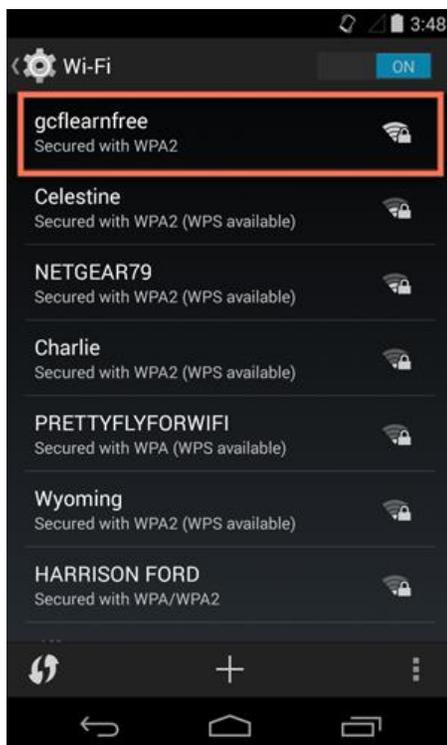
2. Tap the Settings icon. You may need to swipe through a few screens to find it.



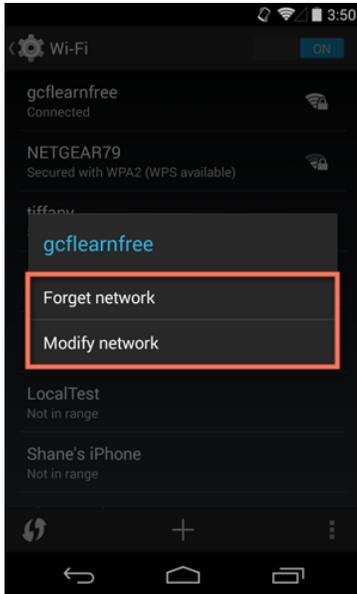
3. Scroll through the list of settings until you find the Wi-Fi feature. If it isn't already set to ON, tap the control on the right.
4. When you're done, tap the word Wi-Fi. This will open a list of nearby networks.



5. To join a network, just tap the one you want. If the network is secured, you'll need to enter a password to connect to it.



- When you're done, your device will remember the details of the network (including the password if applicable), so you can connect to it automatically in the future. If you ever want to change these settings, tap and hold the network name, then choose Forget or Modify.



If the network you're connecting to is unsecured, you can access it without a password, but you should think carefully before you do (especially if it's a public hotspot, like Wi-Fi at your local coffee shop). Anything you view or share over an unsecured network is not necessarily safe from prying eyes.

Getting started with email

Email is probably one of the first things you'll want to set up on your device. All you have to do is sign into your account using the appropriate app—then you can start sending and receiving messages just like you would on a regular computer. The big question is, which email app should you use? There are quite a few options to choose from. Most people use the "official" app for their email service, such as the **Outlook app by Microsoft** or the **Gmail app by Google**. Here are some tips to help you get started.

If you have a Gmail account

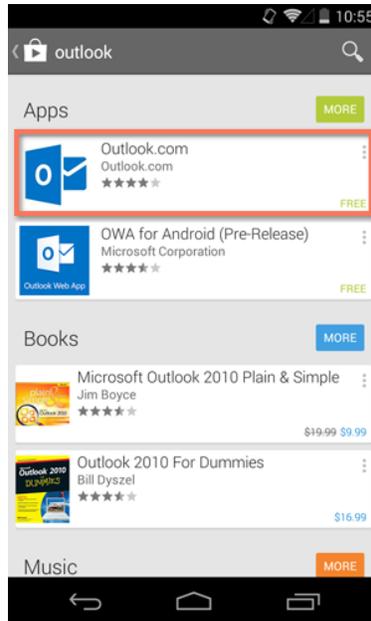
If you use Gmail, you're in luck. **The Gmail app comes pre-installed on every Android device**, so you don't have to download anything from the Play Store. In addition, there's a good chance your account is connected to the app already (as long as you used the same Google account to set up your device).



The Gmail app is designed to work a lot like your regular inbox. You can read and reply to messages and archive or delete the ones you don't want. You can even add multiple accounts to the app, so you can access them all in the same place (we'll show you how below).

If you use a different email service

Gmail isn't the only service with its own app. All of the primary services have one, including Outlook, Yahoo!, Mail.com, and AOL. All you have to do is download the app from the Play Store, then install it on your device.



Alternatively, you can use the all-purpose Email app, which comes pre-installed on most devices. Each version of this app is different, but it's generally designed to be more universal. In other words, **you can use it to set up any type of account**, including Outlook, Yahoo!, and everything in between. You can even use it to set up your work email (if your job or business uses some type of corporate account).



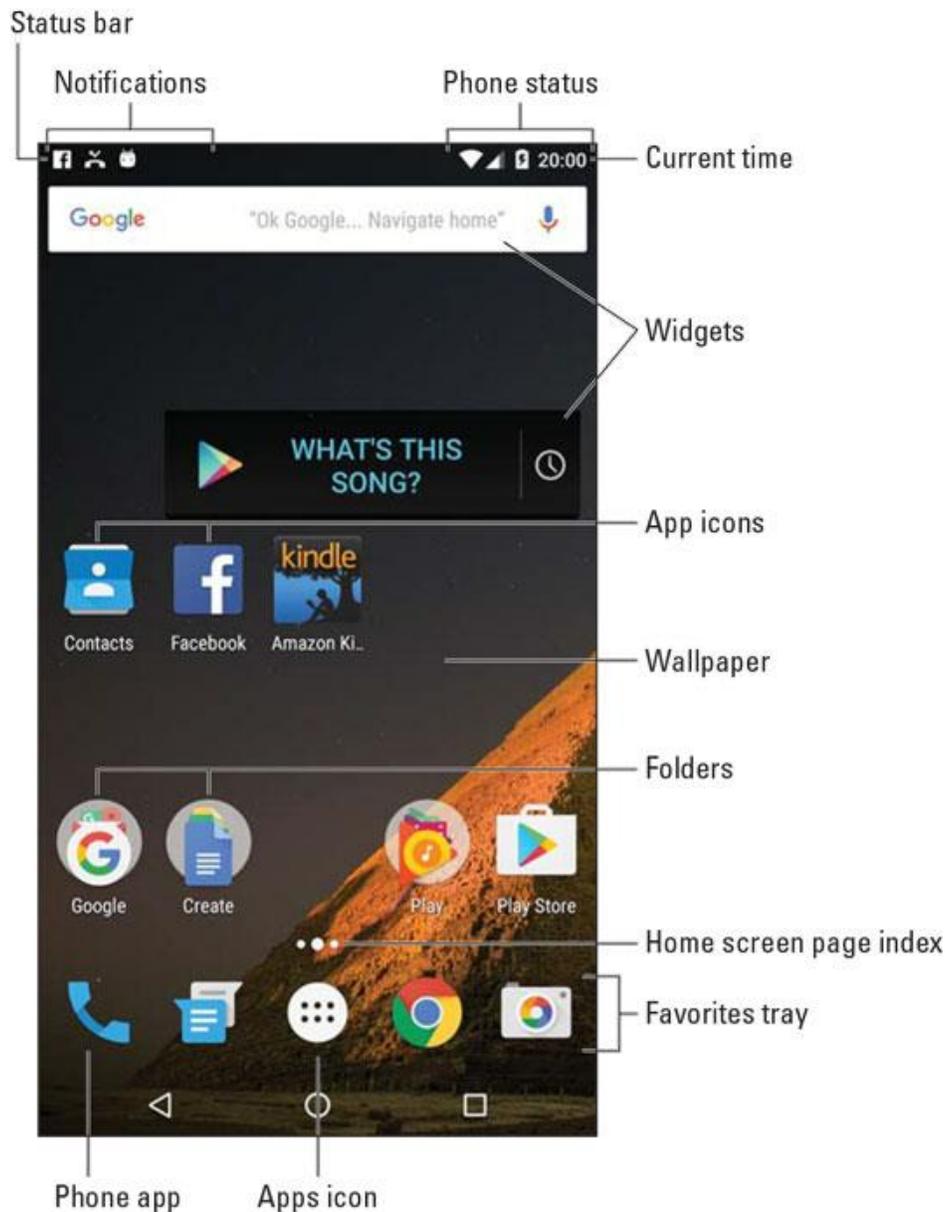
[Android Phones for Dummies Cheat Sheet](#)

New to Android phones and need a little help? Get the most use out of your Android with some useful tips and handy advice: Learn how to peruse the home screen, familiarize yourself with common phone icons and touchscreen gestures, discover some tricks, and know where to go for help.

What's On the Home Screen of an Android Phone?

The main screen on an Android phone is called the Home screen. It's where all the action takes place: where you start the apps, work the widgets, and check out what's going on via notification and status icons.

Each phone may sport a different skin, or appearance. The stock Android phone Home screen is shown in the figure. You can find the items in the figure on your own phone's Home screen, although they may not look exactly the same.



13 Android Phone Icons to Know

Android phones, as well as most Android apps, feature common icons. These symbols work as buttons on the touchscreen: Tap an icon to perform a specific task or action. The icons are quite consistent between the various apps you use. The most common icons are shown here.

Action Bar: Displays a pop-up menu. This teensy icon appears in the lower right corner of a button or an image, indicating that actions (commands) are attached.



Action Overflow: Displays a list of actions, similar to a menu.



Add: Adds or creates an item. The plus symbol (+) may be used in combination with other symbols, depending on the app.



Close: Dismisses a card or clears text from an input field.



Delete: Removes one or more items from a list or deletes a message.



Dictation: Lets you use your voice to dictate text.



Done: Dismisses an action bar, such as the text-editing action bar.



Edit: Lets you edit an item, add text, or fill in fields.



Favorite: Flags a favorite item, such as a contact or a web page.



Refresh: Fetches new information or reloads.



Search: Searches the phone or the Internet for a tidbit of information.



Settings: Adjusts options for an app.



Share: Shares information stored on the phone via email or social networking or other Internet services.



Android Phone: 10 Places for Help and Support

If you ever happen to find yourself in really serious trouble with your Android phone, here is a smattering of trusted places to check out for help:

Cellular providers

[AT&T](tel:800-331-0500): 800-331-0500

[Sprint Nextel](tel:800-211-4727): 800-211-4727

[T-Mobile](tel:800-866-2453): 800-866-2453

[Verizon](tel:800-922-0204): 800-922-0204

Here are some support numbers you can dial from your cell phone:

AT&T, T-Mobile, Verizon: 611

Sprint Nextel: *2

Google Android support

support.google.com/googleplay

Introduction to Internet Safety

Unfortunately, the Internet is home to certain risks, such as malware, spam, and phishing. If you want to stay safe online, you'll need to understand these risks and learn how to avoid them.

Adopting a safer mindset

Computers can often give us a false sense of security. After all, no one can physically harm you through a computer screen. But to stay safe online, you'll want to take a more cautious approach. You shouldn't be afraid to use the Internet, but remember that it comes with many of the same risks you'd face in the real world. Here is how you can prepare for these risks so you can be online without putting yourself and your device in danger.

Creating strong passwords

You'll need to create a password to do just about everything on the Web, from checking your email to online banking. And while it's simpler to use a short, easy-to-remember password, this can also pose serious risks to your online security. To protect yourself and your information, you'll want to use passwords that are long, strong, and difficult for someone else to guess while still keeping them relatively easy for you to remember.

Why do I need a strong password?

At this point, you may be wondering, why do I even need a strong password anyway? The truth is that even though most websites are secure, there's always a small chance someone may try to access or steal your information. This is commonly known as hacking. A strong password is one of the best ways to defend your accounts and private information from hackers.

Tips for creating strong passwords

A strong password is one that's easy for you to remember but difficult for others to guess. Let's take a look at some of the most important things to consider when creating a password.

- Never use personal information such as your name, birthday, user name, or email address. This type of information is often publicly available, which makes it easier for someone to guess your password.
- Use a longer password. Your password should be at least six characters long, although for extra security it should be even longer.
- Don't use the same password for each account. If someone discovers your password for one account, all of your other accounts will be vulnerable.
- Try to include numbers, symbols, and both uppercase and lowercase letters.
- Avoid using words that can be found in the dictionary. For example, `swimming1` would be a weak password.
- Random passwords are the strongest. If you're having trouble creating one, you can use a [password generator](#) instead.

Common password mistakes

Some of the most commonly used passwords are based on family names, hobbies, or just a simple pattern. While these types of passwords are easy to remember, they're also some of the least secure. Let's take a look at some of the most common password mistakes and how to fix them.

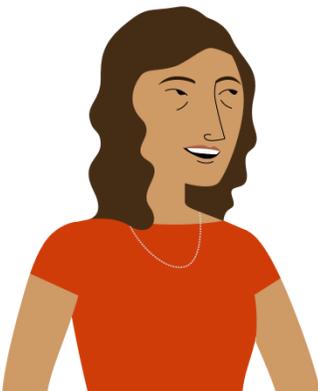


Password: brian12kate5

"I doubt anyone could guess my password! It's my kids' names and ages. Who else would know that?"

Problem: This password uses too much personal information, along with common words that could be found in the dictionary.

Solution: A stronger version of this password would use symbols, uppercase letters, and a more random order. And rather than using family names, we could combine a character from a movie with a type of food. For example, Chewbacca and pizza could become chEwbAccAp!ZZa.



Password: w3St!

"My password is so simple! It's just the beginning of my street address with a few extra characters."

Problem: At only five characters, this password is way too short. It also includes part of her address, which is publicly available information.

Solution: A stronger version of this password would be much longer, ideally more than 10 characters. We could also substitute a nearby street name instead of her current address. For example, Pemberly Ave could become p3MberLY%Av.



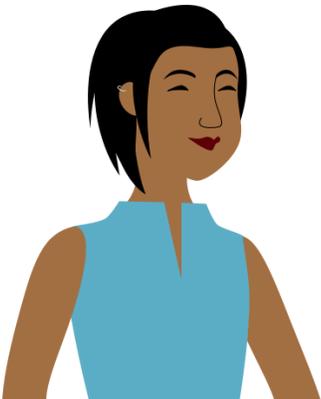
Password: 123abccba321

"My password follows a simple pattern, so it's easy to remember and type on my keyboard."

Problem: While patterns like this are easy to remember, they're also some of the first things a hacker might guess when attempting to access your account.

Solution: Remember that random passwords are much stronger than simple patterns. If you're having trouble creating a new password, try using a [password generator](#) instead. Here's an example of a generated password: #eV\$plg&qf.

If you use a password generator, you may also want to create a mnemonic device to make the password easier to remember. For example, H=jNp2# could be remembered as HARRY = jessica NORTH paris 2 #. This may still feel pretty random, but with a bit of practice it becomes relatively easy to memorize.



Password: BrAveZ!2

"I use the same passwords for all my accounts. This way, I only have to remember one password!"

Problem: There's nothing really wrong with this password, but remember that you should never use the same password with different accounts.

Solution: Create a unique password for each of your online accounts.

Using password managers

Instead of writing your passwords on paper where someone might find them, you can use a password manager to store them securely online. Password managers can remember and enter your password on different websites, which means you won't have to remember longer passwords. Examples of password managers include [LastPass](#), [1Password](#), and [Google Chrome's password manager](#).



Password: m#P52s@ap\$V

"I use a password generator to create all of my passwords. They're not super easy to remember, but that's OK; I also use a password manager to keep track of them."

This is a great example of a strong password. It's strong, long, and difficult for someone else to guess. It uses more than 10 characters with letters (both uppercase and lowercase), numbers, and symbols, and includes no obvious personal information or common words. This password might even be a bit too complicated to remember without a password manager, which underscores why they're so helpful when creating a strong password.

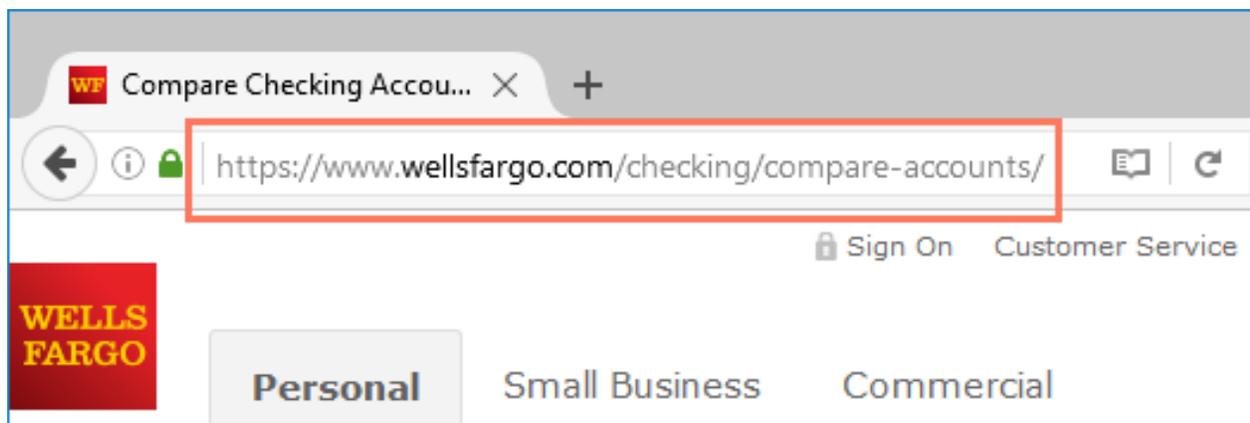
Remember to use these tips whenever you create a password to keep your online information safe and secure.

Your browser's security features

Your computer faces different threats whenever you browse the Web, including viruses, malware, and spyware. The good news is your web browser has a lot of built-in security features to help protect your computer. Let's take a look at some of the most important features you should know about, as well as some simple tips you can use to stay safe online.

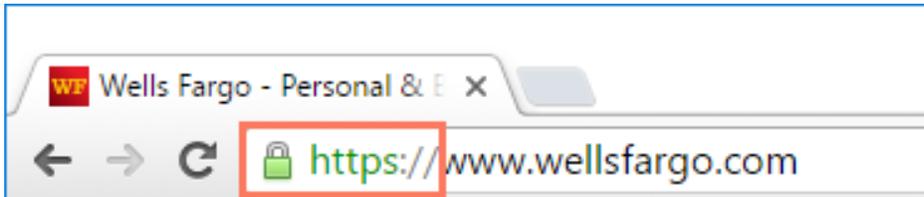
Check the web address

Malicious websites often use deceptive web addresses to trick users. For example, www.wellfargo.com looks similar to www.wellsfargo.com, but it's missing the s in the middle. Double-checking the domain name is a good way to ensure you're going to the real, trusted site—not a phony site with a similar web address. Some web browsers will even try to make the domain name easier to read. In the example below, you can see that wells Fargo.com uses a darker color in the address bar.



Look at the security symbol

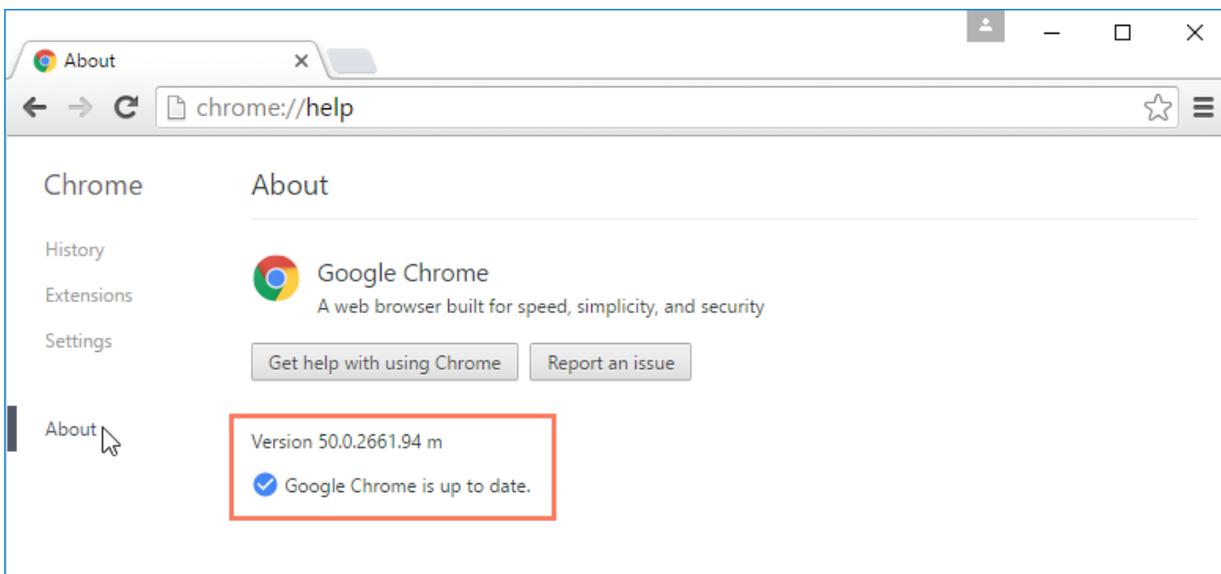
Some websites will display a lock symbol in the address bar. This is most commonly seen with certain types of websites, like online stores and banking sites. This means the website is using an HTTPS connection, which makes it safe to enter your personal information. You'll also see https at the beginning of the URL.



You won't see this symbol on all websites, and that's OK—not all websites need this extra layer of security. However, you should avoid entering any sensitive information, such as your credit card number, if you don't see this symbol in the address bar.

Update your browser regularly

New viruses and malware are created all the time, so it's important to update your browser regularly. Your browser will usually notify you when it has an update available, but you always have the option to update manually. In this example, we're updating Google Chrome to the most recent version, but the exact update procedure will vary depending on your browser.



Avoiding spam and phishing

From email to instant messaging to social media, the Internet is an essential communication tool. Unfortunately, it's also popular among scammers and cybercriminals. To protect yourself from email scams, malicious software, and identity theft, you'll need to understand how to identify and avoid potentially dangerous content in your inbox, including spam and phishing attempts.

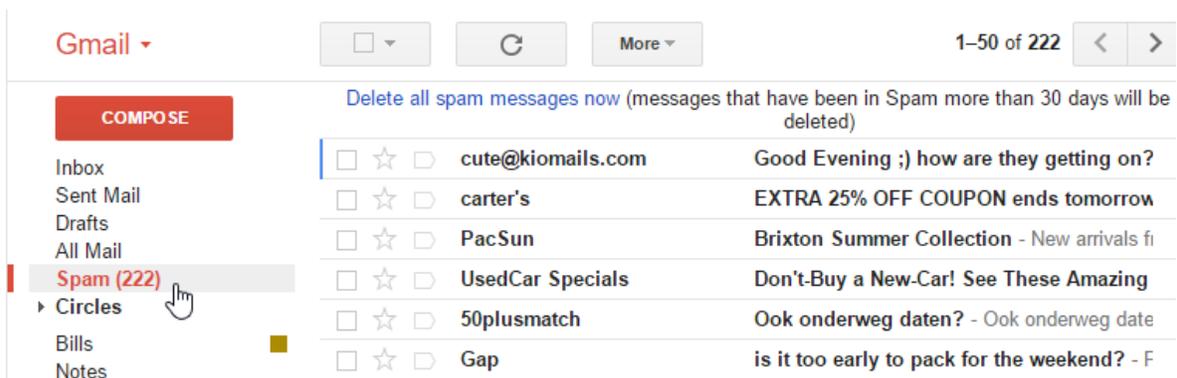
Dealing with spam

If you've ever received unwanted email advertisements, you may already be familiar with spam, also known as junk email. Spam messages can clutter your inbox and make it more difficult to find the emails you actually want to read. Even worse, spam often includes phishing scams and malware, which can pose a serious risk to your computer. Fortunately, most email services now include several features to help you protect your inbox from spam.

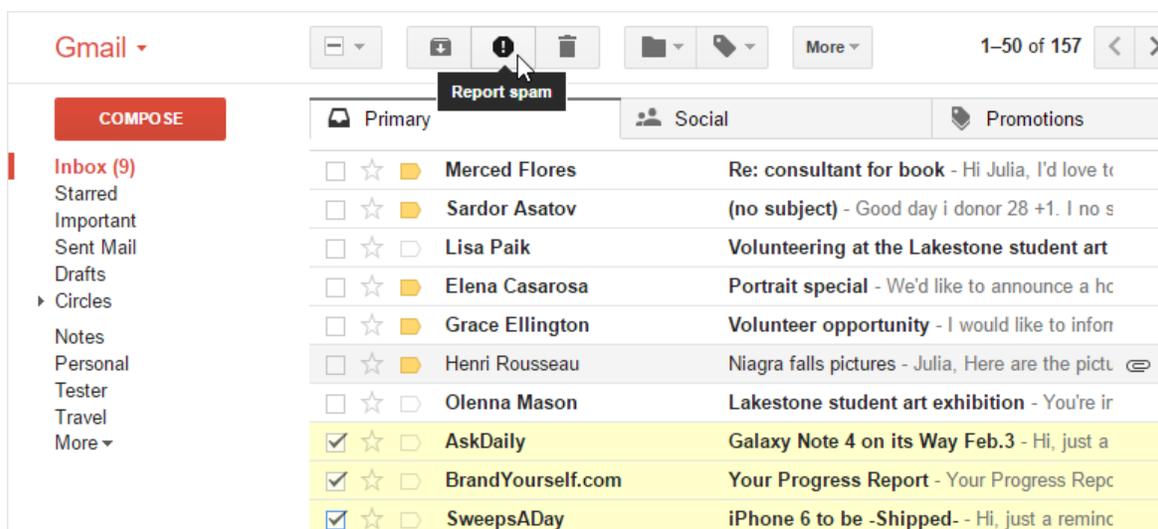
Spam filters

Whenever you receive an email, most email providers will check to see if it's a real message or spam. Any likely spam messages will be placed in the spam folder so you don't accidentally open them when checking your email.

Spam-blocking systems aren't perfect, though, and there may be times when legitimate emails end up in your spam folder. We recommend checking your spam folder regularly to make sure you aren't missing any important emails.



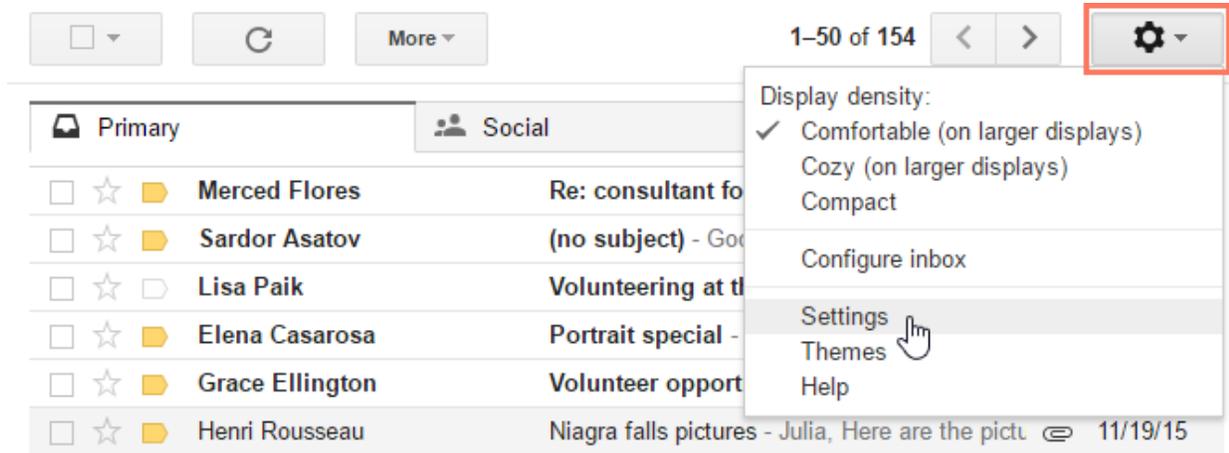
Many email services also have a feature you can use to mark emails as spam. In Gmail, for example, you can select the message and click the Mark as Spam button. This helps your email provider filter out these types of messages in the future.



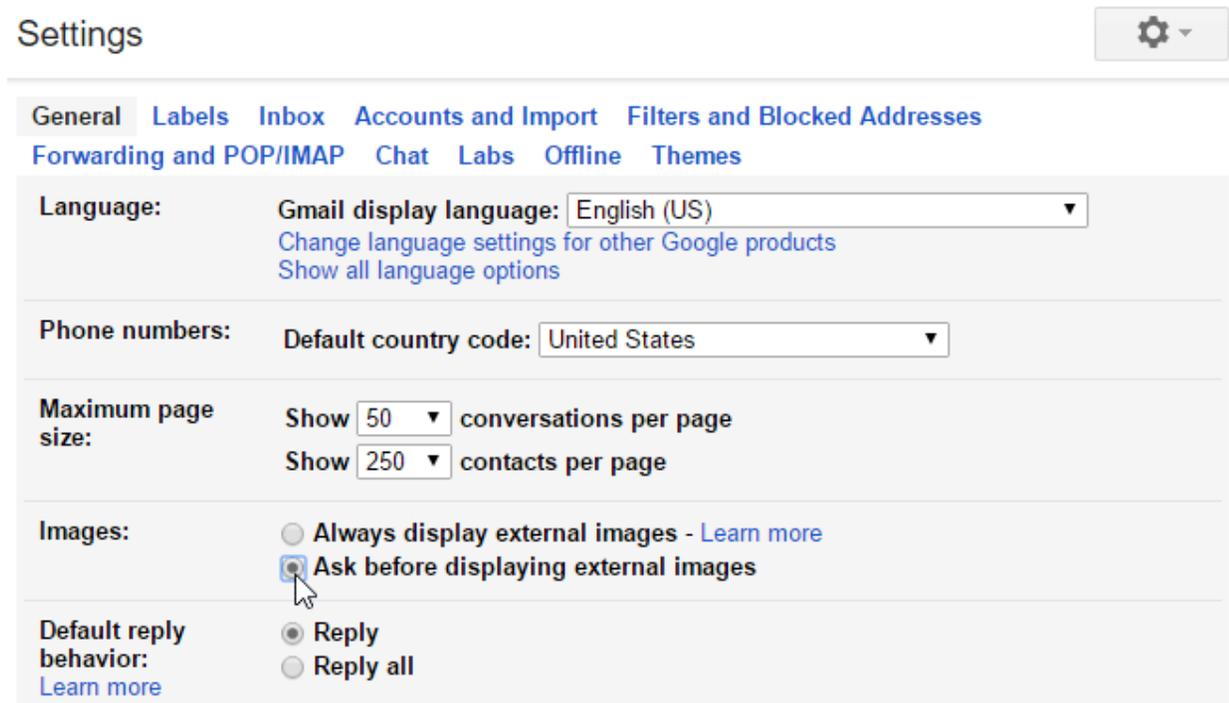
Turning off email images

Spam messages often contain images that the sender can track. When you open the email, the images will load and the spammer will be able to tell if your email works, which could result in even more spam. You can avoid this by turning off email images. Let's look at how to do this in Gmail, but remember that the process will vary depending on your email service.

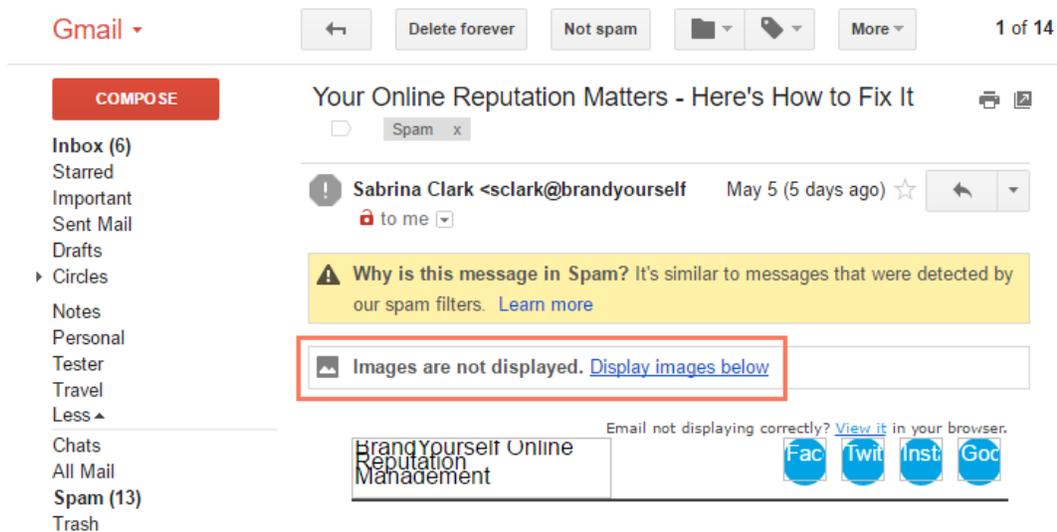
Click the gear icon, then select **Settings** from the drop-down menu.



Select **Ask before displaying external images**, then click **Save** at the bottom



Whenever you open a message with images, Gmail will prevent them from loading by default.



Phishing scams are messages that try to trick you into providing sensitive information. These often appear to come from a bank or another trusted source, and they'll usually want you to re-enter a password, verify a birth date, or confirm a credit card number. **Phishing messages may look real enough at first glance, but it's surprisingly easy for scammers to create convincing details.**

From: "Bank of America" customerservice@bankofamerica.com
To: "Jane Smith" jane-smith12@gmail.com
Date: Wed, May 26, 2010
Subject: Fraud Alert – Action Required



Dear Customer,

At Bank of America, your satisfaction is our number one priority. We have recently added an Advanced Online Security option for our customers with online accounts. It is urgent that you go to our website and add Advanced Online Security to your account. Click on the following and update your information www.bankofamerica.com.

If you do not take these steps, in order to protect you, we will put a hold on your account, and you will be required to visit your local branch to verify your identity.

Thank you for helping us to make Bank of America the safest bank on the internet.

If you are receiving this message and you are not enrolled in online banking, [sign up now](#). New online members will automatically be enrolled in the Advanced Online Security program.

Sincerely,

Bank of America Online Security Department 

Logo Fraud It's easy to make a copy of any logo. This one looks identical to Bank of America's official logo, but it doesn't make it any more authentic.

Other common email scams.

Spam and phishing are common problems, but there are many other types of email scams you may encounter. Some will promise to give you a lot of money if you advance a small amount upfront. Others may pretend to be from people you know in real life, and they'll often ask you to send money or download an attached file.

As with spam and phishing scams, remember to trust your best judgement. **You should never send someone money just because you've received an email request.** You should also **never download email attachments you weren't expecting** because they might contain malware that could damage your computer and steal your personal information.

Spam, scams, and phishing schemes will continue to evolve and change. But now that you know what to look for—and what to avoid—you can keep your inbox and computer that much safer.

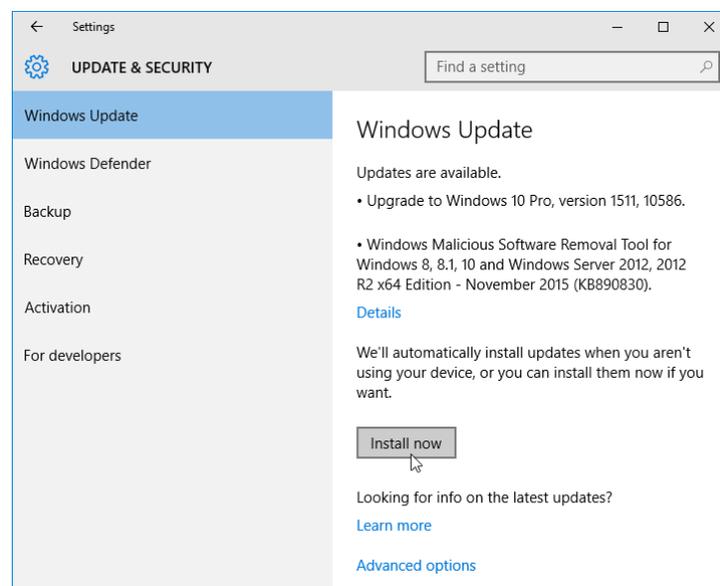
How to avoid malware.

Malware is one of the most common hazards to your computer when you're online, but it's easy to avoid. Developing safe and smart browsing habits can protect you from malware and other threats, like viruses. Securing your computer and learning how to identify and avoid suspicious links are the fundamentals of safe browsing habits. Secure your computer!

Limiting your computer's vulnerability to malware is a crucial safe browsing habit.

You can protect your computer by running antivirus and antimalware software like [Bitdefender](#) or [Norton](#). These programs can block malware from being installed and can remove it if it does get onto your computer. Even if you don't see signs of malware on your computer, running regular scans can catch any malware that has escaped notice.

Many malware programs take advantage of security flaws in Windows and other software. **Keeping your OS, browser, and other programs updated is an important step in protecting your computer.** The security patches in these updates make your computer immune to many threats.



Avoid suspicious links

Most malware requires you to click something to download and install it. These links are often disguised as something they are not. If you are aware of what suspicious links can look like, you can avoid them. Here are some examples of misleading links concealing malware downloads.

Ads on websites can look like system messages or diagnostics warning you that something is wrong with your computer, like the image below.



Ads can look like messages saying you have won a prize and instructing you to click to claim it.

Pop-up windows frequently contain malware or attempt to lead you to a less secure site. Most reputable sites don't use pop-up windows. Many browsers block pop-up windows by default.

If you are prompted to download something you weren't expecting—or if it seems to be unrelated to the page you were on—it's probably malware.

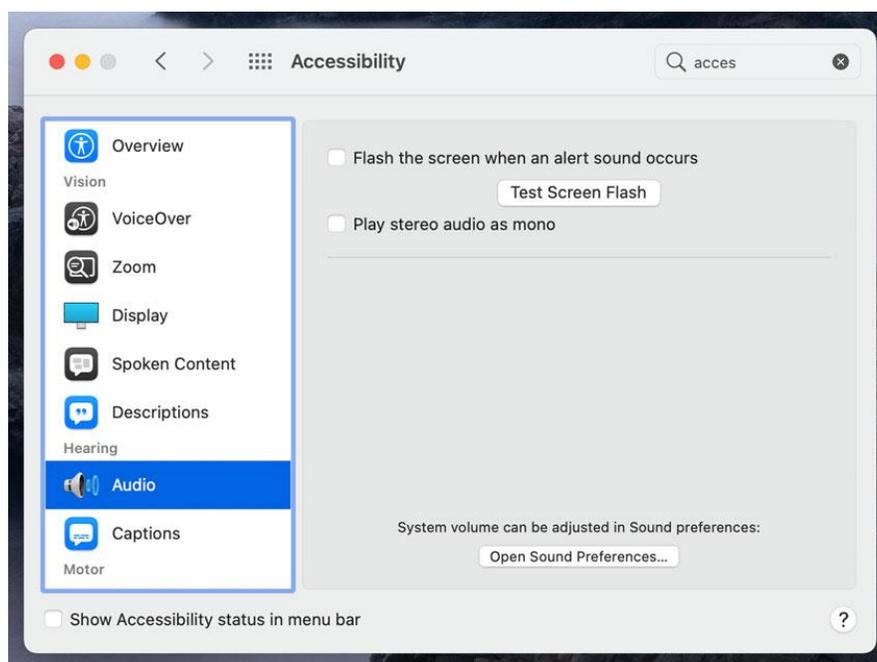
What are accessibility features?

Accessibility features are designed to help people with disabilities use technology more easily. For example, a text-to-speech feature may read text out loud for people with limited vision, while a speech-recognition feature allows users with limited mobility to control the computer with their voice. In this lesson, we'll introduce you to some common accessibility features. We'll also discuss assistive technology that you can attach to your computer for greater accessibility.

Common accessibility features

Although some accessibility features require special software downloads, many are built into the operating system of your computer or mobile device. Here are just a few types of accessibility features you may already have on your device.

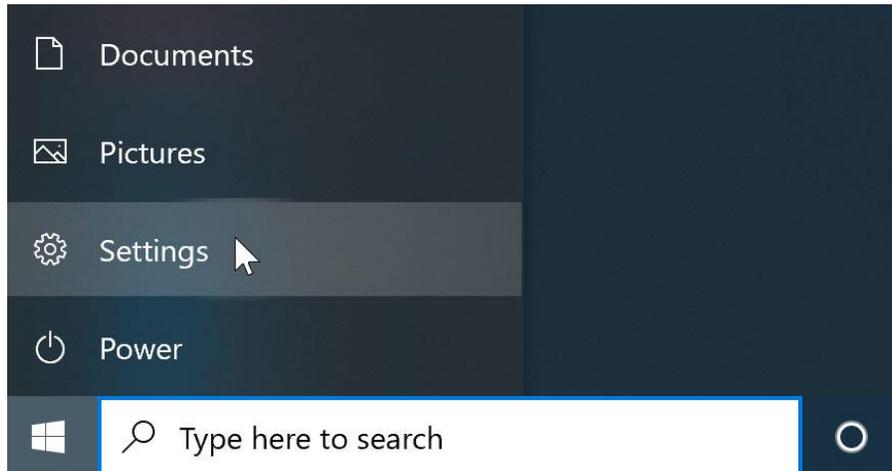
- **Features for blind or low-vision computer users:** Features such as **text-to-speech** allow users to hear what's on the screen instead of reading it. Other features, like **high-contrast themes** and **enlarged cursors**, make it easier for users with limited vision to see the screen.
- **Features for deaf or low-hearing computer users:** **Closed-captioning** helps to convey audio information to deaf users in visual form. **Mono audio** systems transmit right and left audio signals through both earbuds and headphones so users with limited hearing in one ear will not miss part of what they are listening to.
- **Features for limited-mobility computer users:** **Keyboard shortcuts** are convenient for many people, but they are especially helpful to those with difficulty physically manipulating a mouse. For users who have difficulty pressing several keys at once, **sticky keys** allows them to press keys one at a time to activate a shortcut.



Using accessibility features

Most computers and mobile devices come with built-in accessibility features, although they'll usually need to be turned on before you can use them. Let's take a look at how to locate these features for your device.

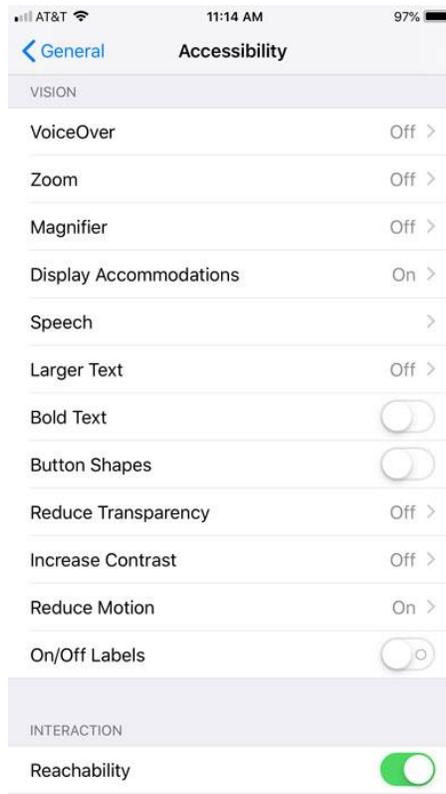
In **Windows**, open the **Settings** app (or **Control Panel** in Windows 8 and earlier), then click **Ease of Access**.



In **macOS**, open **System Preferences**, then click **Accessibility** (or **Universal Access** in older versions).

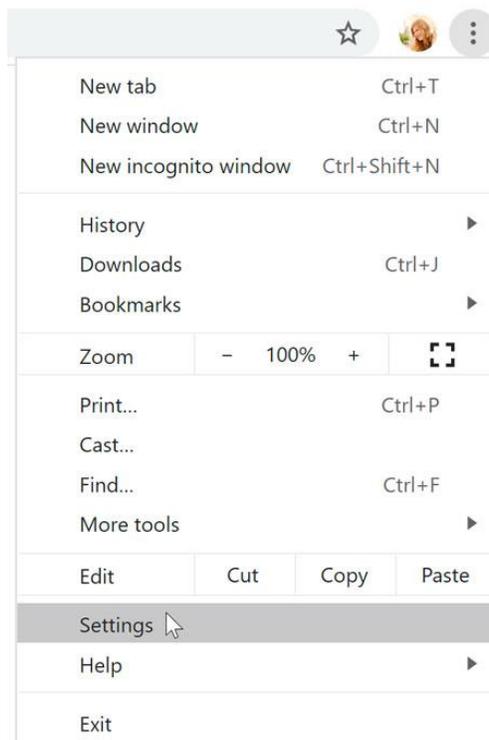


On **mobile devices** that use **Android** or **iOS**, open the **Settings app**, then locate the **Accessibility** section. On iOS devices, you'll find it within the **General settings** category.



Web accessibility

Most web browsers also offer their own built-in accessibility features. You'll usually find these options in your browser's settings.



Before you adjust these settings, you may want to try **zooming** instead. Zooming is an easy way to make webpages easier to read, and it works the same way in most browsers. If you're using a browser in **Windows**, you can **zoom in or out** by pressing **Ctrl+** or **Ctrl-** (hold down the **Ctrl** key and press the + or - key). If you're using a **Mac**, you'll press **Command+** or **Command-**.

To return to the default zoom level, press **Ctrl+0** (hold down the **Ctrl** key and press the **zero** key). If you're using a Mac, press **Command+0**.

Accessibility features in specific software

There are many more accessibility features you can use, depending on the type of computer you have and the software you use. Typing the name of the resources below in your internet search engine (i.e. Google Chrome, Bing) will direct you to accessibility features for some of the most commonly used applications.

- [Microsoft Accessibility](#): Here, you'll find news on Microsoft's accessibility projects, as well as help pages on accessibility features in the Windows operating system and in the Microsoft Office suite.
- [Apple Accessibility](#): This is Apple's overview site for accessibility features on Macs, iPods, iPhones, and iPads. From here, you can navigate to help documents for specific features.
- [Google Accessibility](#): This is Google's help site for accessibility features on Android phones and tablets and in Chrome.
- [Accessibility Features in Firefox](#): This is Mozilla's official help site for Firefox's accessibility features.
- [Apples](#): This community-based website offers tips, tutorials, and product reviews for blind and low-vision users of Apple products.

Assistive technology devices

As you've already seen, **software** can do a lot to make computers more accessible for disabled users. However, some accessibility features require extra **hardware**, or **assistive technology**. Most assistive-technology devices are similar to keyboards and speakers—they are **peripherals** that can be plugged into the main computer. Here are some common types of assistive technology you may encounter.

- **Screen magnifiers**: Screen magnifiers can be placed over your computer's monitor to ensure the content on the screen always appears magnified. Today, most people use the magnifier or zoom features on their operating systems to view content, but external magnifiers are still available as well.
- **Alternative keyboards**: For people who have difficulty using standard keyboards, there are a range of alternative options. For example, users can purchase keyboards with larger keys that are easier to see or press. They can also buy keyboards with alternative key arrangements, including arrangements for people who can only type with one hand or with a limited number of fingers.
- **Switch-adapted peripherals**: **Switch devices** allow people with limited mobility to control technology with very small motions, such as a puff of breath or a head movement. Switch-adapted mice and keyboards make it possible for disabled users to interact with computers even if they are unable to operate peripherals with their hands.

Where to buy assistive technology devices

Typing the name of the resources below in your internet search engine (i.e. Google Chrome, Bing) will direct you to information about assistive technology devices.

- [Ablenet: Computer Access](#): Here, you can purchase a wide range of assistive-technology devices. You'll also find information on what types of devices are useful for specific disabilities.
- [Compusult: Computer Access for Physical Disabilities](#): Compusult offers assistive and other types of technology to individuals and businesses. It also provides training courses on assistive technology.
- [Inclusive Technology](#): Here, you'll find assistive-technology products, as well as educational software designed for K-12 students with disabilities.

More resources

Typing the name of the resources below in your internet search engine (i.e. Google Chrome, Bing) will direct you to information about assistive technology devices.

- [My Web My Way](#): This site was created by the BBC. Here, you can find detailed guides on how to change a variety of settings to make your computer more accessible and easier to use.
- [National Center for Learning Disabilities](#): Here, you'll find useful information on learning disabilities, assistive technology, and appropriate accommodations for work and school.
- [Tech-Ease 4 All](#): This site has resources for teachers and parents who want to use technology and computers with disabled students.
- [Turn on Chromebook accessibility features - Chromebook Help](#) Choose the accessibility features you'd like to use.