Basic Computer Terms used in this Guide

Using your mouse (eg. is for a right handed Person):

LEFT click – press here.
Usually one press is a click. Sometimes you need to press, hold it down and DRAG something across from one window to another

CURSOR – This is the arrow that follows where you are pointing your mouse.

The cursor will change when you are hovering over a field that you can enter text in or an image or box you can select and move
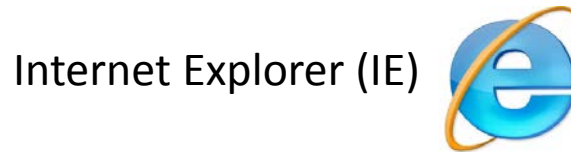
RIGHT click – press here.

SCROLL– Your mouse may have a wheel that you can use to move the screen display up or down.

ENTER – Some keyboards have more than one, but they do the same thing. Some keyboards call it RETURN.
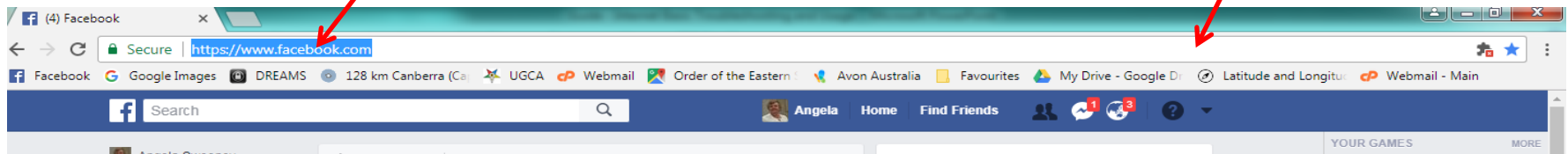
Basic Internet functions and terms

There are a number of programs that are used to access the Internet. The 2 most common ones are CHROME (which is a 'Google' product), and INTERNET EXPLORER (which is a 'Microsoft' product). They are identified with the following icons:

Chrome   Internet Explorer (IE)

Each work the same way, but operate a little differently when you need to set up shortcuts or do any other maintenance work.

An internet page address is called a 'URL' (Uniform Resource Locator)
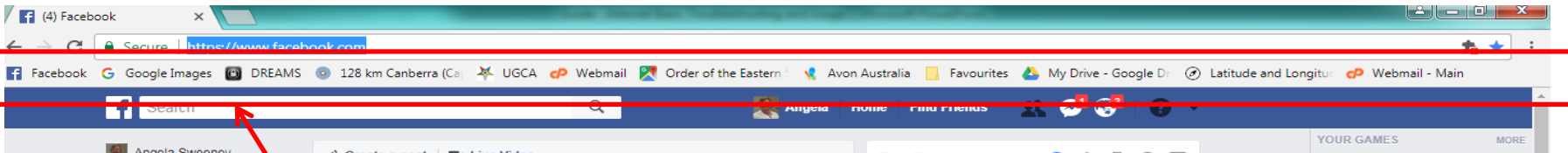
This is called the 'address bar'.
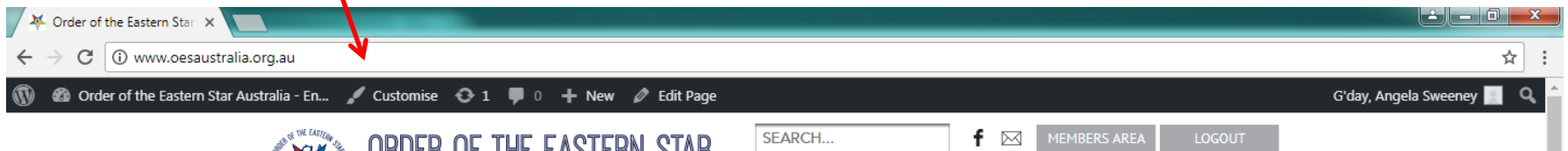
Bookmarks or Favourites

A BOOKMARK or a FAVOURITE is a term used when you save a web address so you can access it at any time.

Saved bookmarks are usually displayed at the top of your Internet program screen, but you may need to set this up to see it
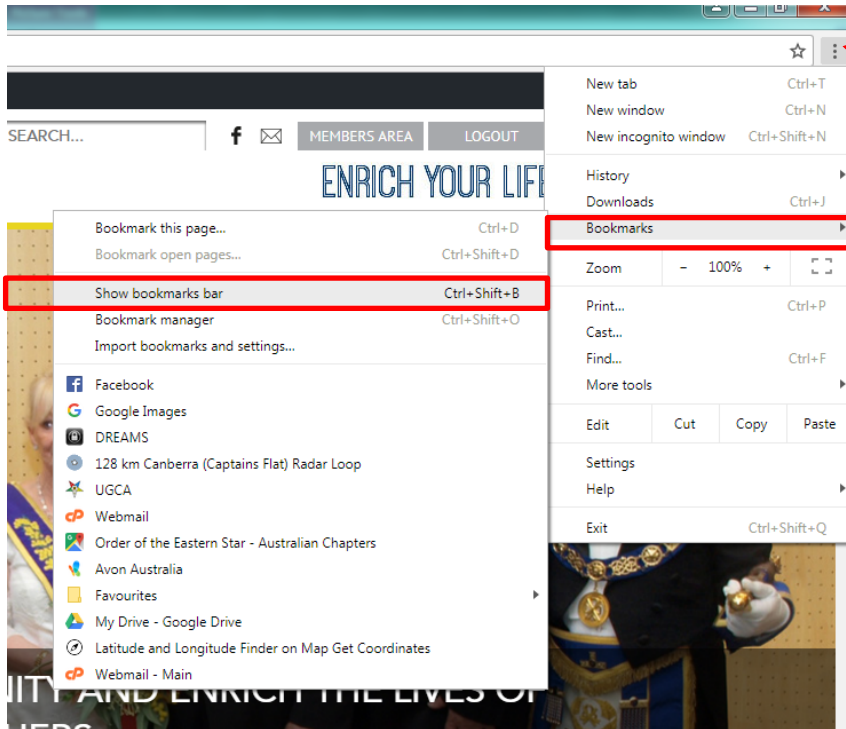

With the Bookmark bar showing (Chrome)

With no Bookmark bar showing (Chrome)

Setting it up to display will depend on whether you are using Chrome or Internet Explorer
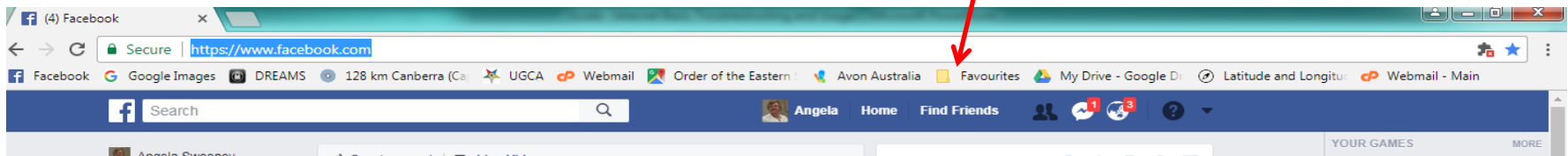
Bookmarks or Favourites - Chrome

In Chrome, select the Tools button

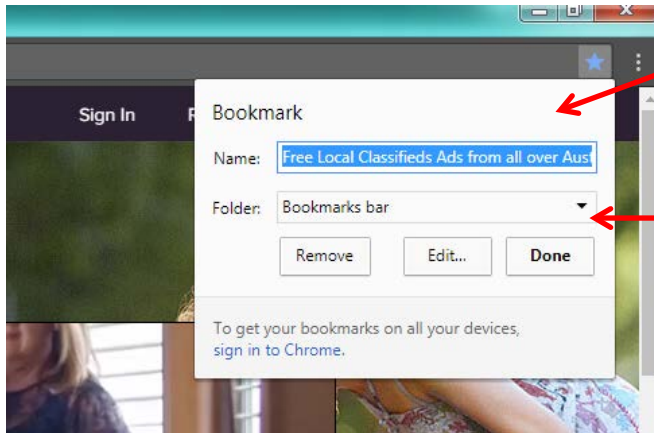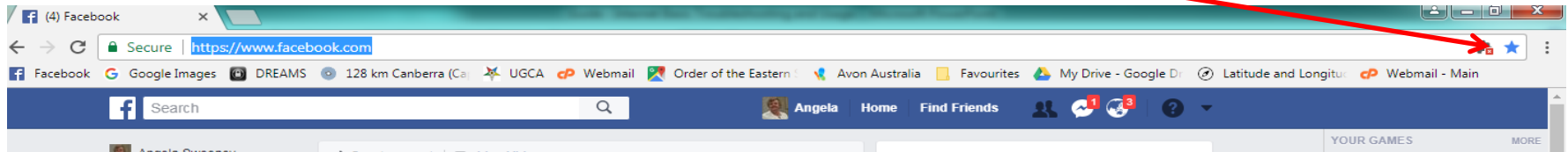Click 'Bookmarks'

Then Click 'Show bookmarks bar'

Your Bookmarks should now be displayed

Bookmarks or Favourites - Chrome

To save a bookmark in Chrome, go to the webpage you want to keep a shortcut to, then LEFT CLICK the star icon

The NAME Field will be highlighted for you to give it a different name if you wish.
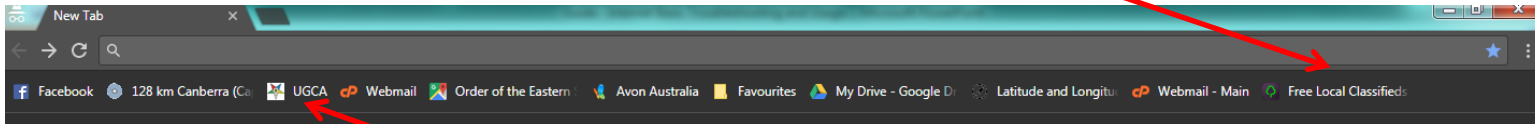
The FOLDER field will indicate where it will be saved to. Use the 'DROP DOWN' (click the down arrow), to display the options you have to save it.

Click 'Bookmarks bar', and the click **Done**

Bookmarks or Favourites - Chrome

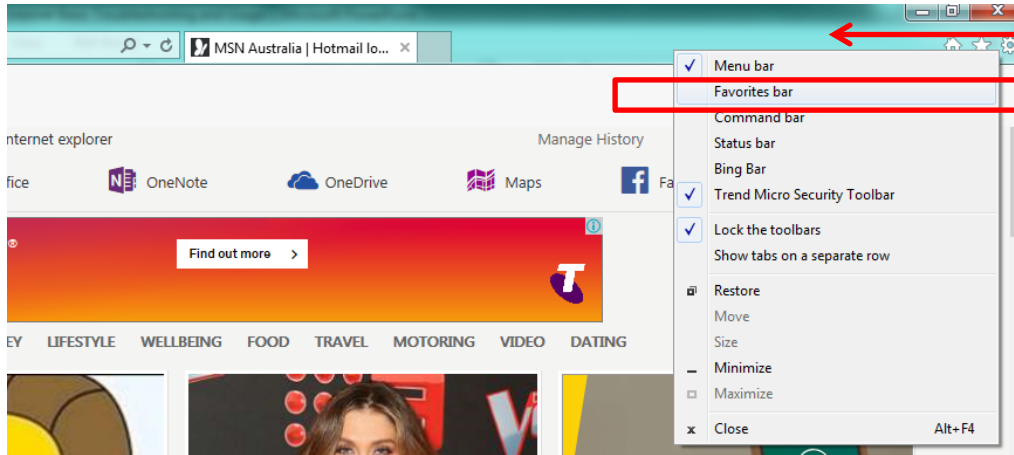Your new bookmark should now be on the bookmarks bar

Any time you want to revisit that bookmark, simply LEFT CLICK on it and the website will be displayed

There are only so many bookmarks you can display on the bar. If you have too many, you will see >> at the end of your bookmark bar. Click on >> to display those bookmarks.

You can also set up folders for your bookmarks rather than having them on the bookmarks bar. Follow the options you have when you select the Star icon to save the bookmark.

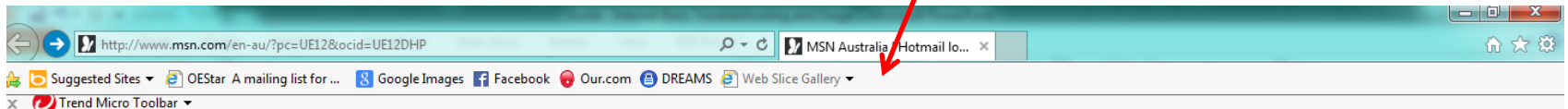To delete a bookmark, RIGHT CLICK on it, and select 'Delete'

Bookmarks or Favourites – Internet Explorer

To display your Favourites bar , RIGHT CLICK at the top of the IE window

Click 'Favourites bar'
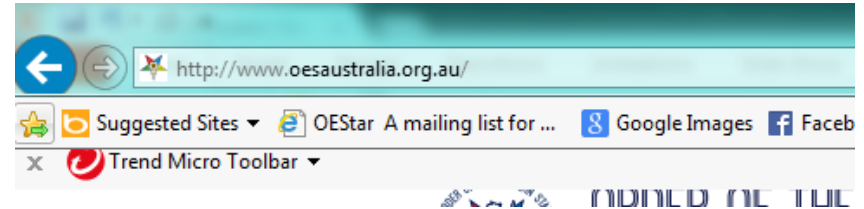
Your Favourites should now be displayed
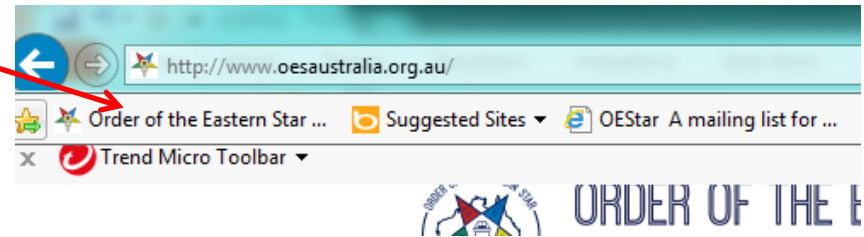
Bookmarks or Favourites – Internet Explorer

To save a favourite in IE, go to the webpage you want to keep a shortcut to, then CLICK the star icon

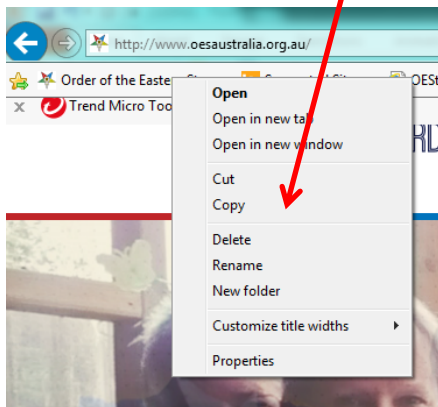Your favourite should now be showing on the Favourites Bar

To rename your Favourite or delete it, RIGHT CLICK on it and LEFT CLICK on the option you want

There are only so many favourites you can display on the bar. If you have too many, you will see >> at the end of your favourites bar. Click on >> to display those favourites.

You can also set up folders for your favourites rather than having them on the favourites bar. Follow the options you have when you select the Star icon to save the favourite.
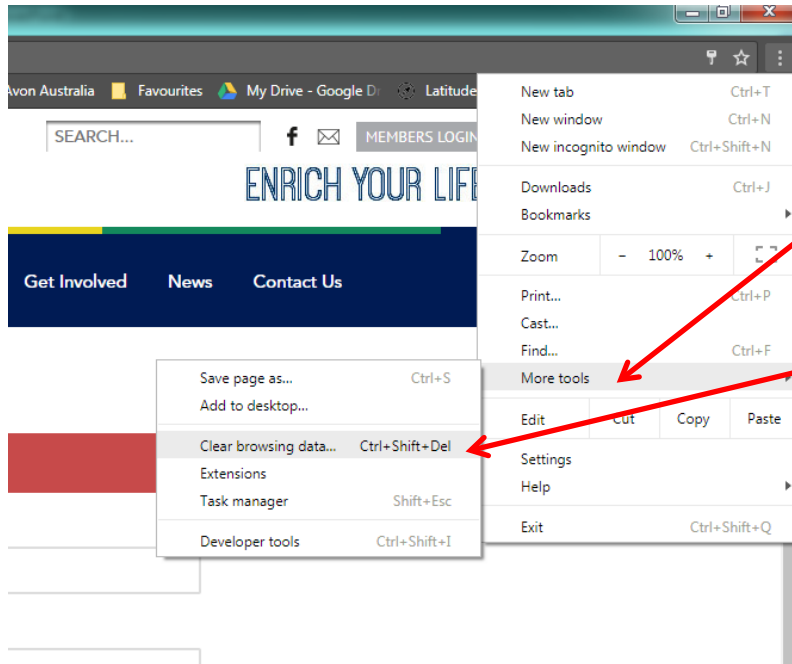
Cache, Cookies and Browsing History

Webpages will automatically save data in the memory of your internet program.

Sometimes, this is because you have agreed to save your password or name/address details which websites will then use and default/display that data for you to save you having to retype things.

Sometimes this memory gets full and you may experience slow performance when browsing around the internet or sometimes pages will not display correctly. If you opt for websites to save passwords etc., you should also know how to control this, and know how to clear out the data to make your internet browsing quicker.
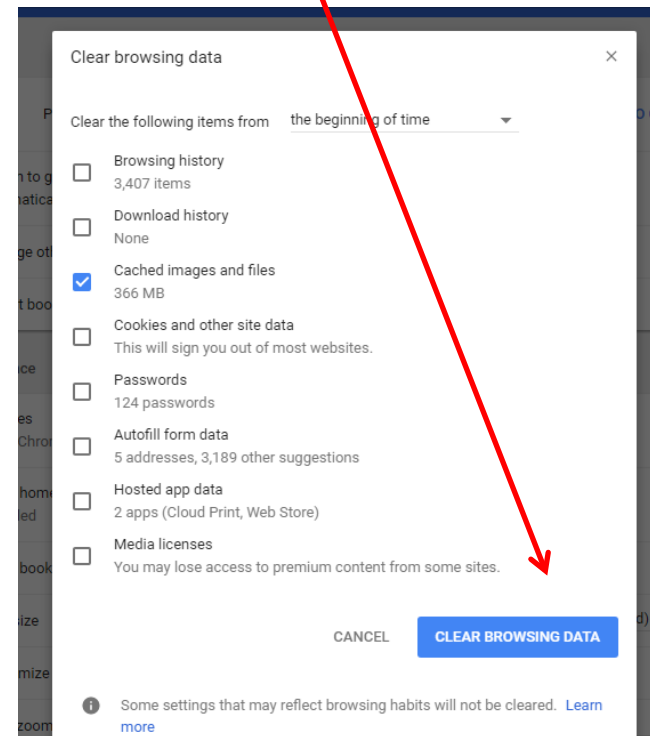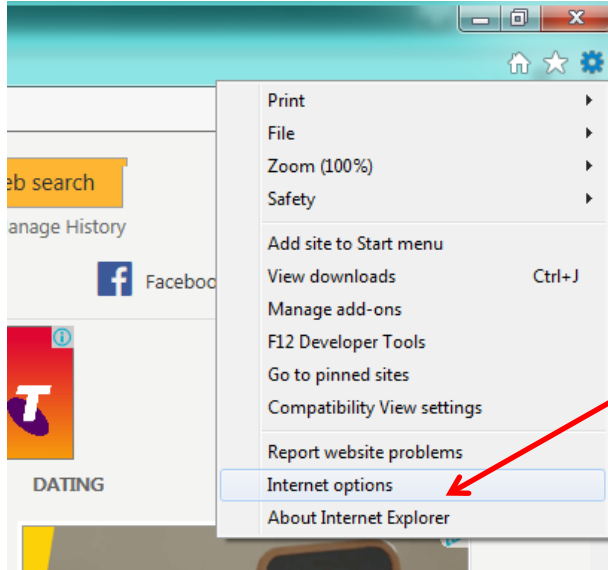
Clearing the Cache - Chrome

In Chrome, select the Tools button

Then 'More tools'

Then 'Clear browsing data'

Clearing the Cache – Internet Explorer

In Internet Explorer, select the Settings button

Then 'Internet Options'

Then Settings under 'Browsing History' then delete