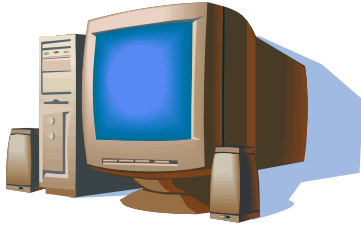


## General Concepts (1.1)



### Hardware, Software, Information Technology (1.1.1)

**Understanding Hardware, Software, and Information Technology (IT):** A computer's *hardware* is a computer item you can physically see or touch. The *software* is a computer program that tells computer hardware how to operate. *Information Technology (IT)*, is the broad subject related to computers and managing and processing information.

### Types of Computer (1.1.2)

**Mainframe:** A *mainframe* is a big, powerful, expensive computer that can support many users at the same time. Large businesses and organizations use mainframes.

**Capacity:** Enormous - the capacity of several hundred or even thousands of PCs.

**Speed:** Very fast - much, much faster than a PC.

**Cost:** Very, very expensive - can usually only be afforded by large organizations.

**Users:** Only used by large businesses and organizations.

**Network Computer:** A *network* is a group of computers that are connected so that they can share equipment and information. Most people on a network use *workstations*, which are simply PCs that are connected to the network. A *server* is a central computer where users on the network can save their files and information.

**Capacity:**

**Workstation:** Same as a PC, only needs an inexpensive network card.

**Server:** Greater than a PC, often more than 100GE.

**Speed:**

**Workstation:** Same as a PC.

**Server:** Generally faster than a PC, may use multiple CPUs.

**Cost:**

**Workstation:** Same as a PC.

**Server:** More expensive than a PC but not as costly as a mainframe.

**Users:**

**Workstation:** People in a networked office or organization.

**Server:** Generally a network administrator or engineer.

**Personal Computer:** A PC is a *personal computer*, originally designed by IBM way back in 1981. Many different companies make PCs, but all of them are IBM-compatible. This means that they will all run Microsoft Windows.

**Capacity:** Average hard disk size is 20 GB to 80 GB.

**Speed:** Fast. Average speed is from 1 GHz to 3 GHz.

**Cost:** Fairly inexpensive - under \$1,000 - and getting cheaper every day!

**Users:** Just about everyone uses a PC! Homes, offices, schools...

**Mac:** Developed by Apple, a Macintosh is a computer, but it is NOT a PC. Macs have a different operating system and use their own software and hardware.

**Capacity:** Average hard disk size is 20 GB to 80 GB.

**Speed:** Fast. Average speed is from 500 MHz to 2 GHz.

**Cost:** Fairly inexpensive, but usually more than an equivalent PC.

**Users:** Just about everyone, especially in the education and design fields.

**Laptop:** A *laptop*, or notebook, is a lighter and more portable version of a PC or Mac that can run on batteries.

**Capacity:** Average hard disk size is 10 GB to 40 GB.

**Speed:** Fast, but slightly less than a PC. Average speed is from 700 MHz to 2 GHz.

**Cost:** Fairly inexpensive, but more than an equivalent PC.

**Users:** People on the move, especially business people and students.

**Personal Digital Assistant:** A PDA, or *Personal Digital Assistant*, is a handheld computer that is generally used to keep track of appointments and addresses.

**Capacity:** Much smaller than a PC - 8 MB to 64 MB of storage space.

**Speed:** Much slower than a PC - 8 MHz to 266 MHz.

**Cost:** Expensive when compared to the capacities of a PC.

**Users:** Business people and others who need to be organized.

### Main Parts of a Personal Computer (1.1.3)

**Central Processing Unit (CPU):** The computer's brain or heart, the CPU is a computer's main chip. The CPU is really nothing more than an incredibly fast and powerful calculator.

**Hard Disk:** The computer's main, long-term storing device. Unlike floppy disks and CD-ROMs, you typically cannot remove a hard disk.

**Common Input Devices:** The keyboard and mouse are two common input devices that you use to communicate with your computer. A scanner is another input device you can use to transfer information from a sheet of paper to your computer.

**Common Output Devices:** The monitor resembles a television set, and is where the computer displays information. If visible, your computer speakers allow your computer to play sounds. A printer is where a computer writes down information onto paper.

**Memory:** A computer's temporary storage place, where it gets its work done. For example, when you use a word processor to type a letter, the letter is stored in the computer's memory.

**Peripheral Device:** Everything outside of and connected to the system unit are called peripherals. You can add dozens of peripherals and accessories to make it more useful and fun. Common peripherals include printers, scanners, external hard drives, CD-ROM drives, and digital cameras. All peripherals are considered to be part of a computer's hardware.

### Computer Performance (1.1.4)

**CPU Speed:** Arguably the single most important factor that determines a computer's performance is the speed of its CPU. The speed of the CPU is measured in megahertz (MHz) and gigahertz (GHz). The faster the CPU, the faster the computer.

**RAM:** The amount of RAM (Random Access Memory), or memory, is another very important factor in a computer's performance. Generally, the more RAM a computer has the better its performance.

**Multitasking:** Microsoft Windows can *multitask*, or run more than one program or task at a time—probably no different than your job. And, just like your job, the more programs or tasks you throw at Windows, the longer it takes to complete each one, and hence a drop in computer performance.

### Parts of a Typical Window (2.2.2.1)

**Menu bar**  
Click these words to display command menus.

**Title bar**  
Click and drag to move the window.

**Minimize button**  
Click to shrink or minimize the window.

**Close button**  
Click to close the window.

**Maximize button**  
Click to make the window fill the entire screen. If the window already fills the entire screen, click the

**Restore button**  
to restore the window to its original size.

**Toolbar**  
Buttons for commonly used commands. Move the pointer over a button for a couple seconds to see what it does.

Click to move up the page.

Click to move down the page.

Click and drag to change the window's size.

### Keyboard Shortcuts

#### General

Open menu	<Alt> + Letter
Help	<F1>
Toggle between open applications	<Alt> + <Tab>
Switch between open applications	<Alt> + <Esc>
Display Start menu	<Ctrl> + <Esc>
Display shortcut menu for selected	<Shift> + <F10>
Minimize all open windows	<Win> + <M>

#### Dialog Box Commands

Confirm and close a dialog box (OK)	<Enter>
Cancel and close a dialog box (Cancel)	<Esc>
Move to next field	<Tab>
Move to the previous field	<Shift> + <Tab>

### Using the Application

The current user name.

Your Web browser and e-mail programs appear here.

Your frequently used programs appear here.

All Programs: Menu of every program installed on your computer.

My Documents: Provides a convenient location to save your files.

My Recent Documents: Files you recently worked on.

My Pictures: Provides a location to save your photos and graphics.

My Music: Provides a convenient location to save MP3 files.

My Computer: Access the drives, folders, and files on your computer.

Control Panel: Open the Windows Control Panel.

Set Program Access and Defaults: Set default programs for files.

Printers and Faxes: Show installed printers or add one.

Help and Support: Get help on how to use Windows.

Search: Find a file on your computer.

Run...: Run a program.

Log Off / Shut Down: Log off or shut down the computer.

#### Editing

Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Undo	<Ctrl> + <Z>
Delete	<Delete>

#### Navigation

Up one screen	<Page Up>
Down one screen	<Page Down>
Beginning of a line	<Home>
End of a line	<End>
Skip through words	<Ctrl> + <←>, <→>
Skip through paragraphs	<Ctrl> + <↑>, <↓>

### Computer Environment (2.1)

#### First Steps with the Computer (2.1.1)

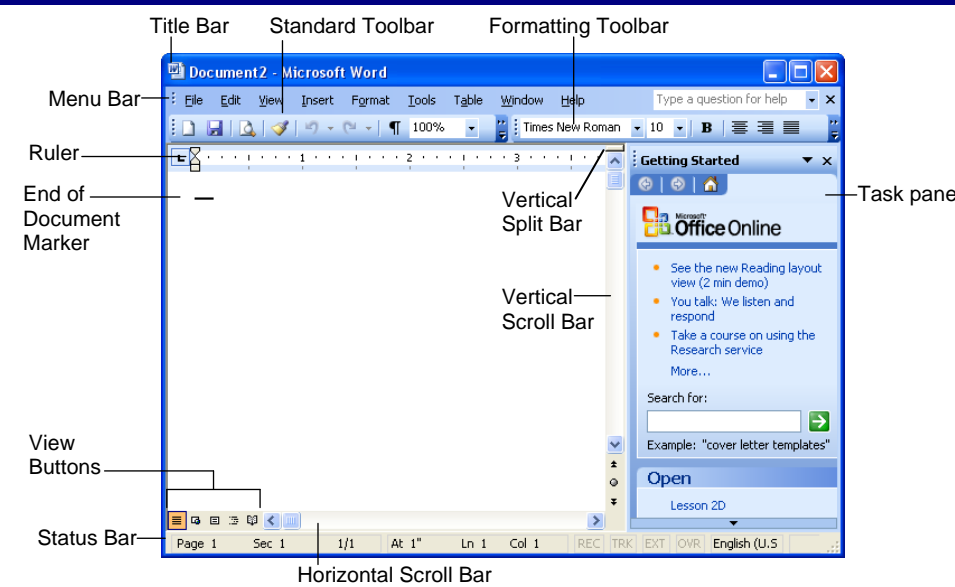
- To Start the Computer (2.1.1.1):** Press the Power button on your computer. Make sure the power on your monitor is also on.
- To Shut Down the Computer (2.1.1.2):** Click the **Start button** and select **Shut Down** from the Start menu. Click the **What do you want your computer to do?** list arrow and select **Shut Down** from the list. Click **OK**.

- To Restart the Computer (2.1.1.3):** Click the **Start button** and select **Shut Down**. Click the **What do you want your computer to do?** list arrow and select **Restart** from the list. Click **OK**.
- To Shut Down a Non-Responding Application (2.1.1.4):** Press **<Ctrl> + <Alt> + <Delete>** and click the **Task Manager button**. In the Windows Task Manager dialog box, click the Applications tab, select the frozen application and click the **End Task button**.

# Module 3 Training

## ECDL Quick Reference Card

### Word 2003 Screen



### Keyboard Shortcuts

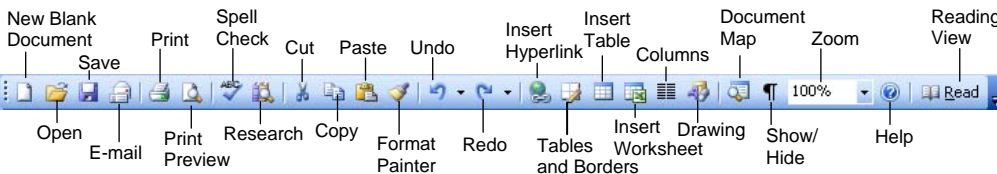
#### General

Open a Document	<Ctrl> + <O>
Save a Document	<Ctrl> + <S>
Print a Document	<Ctrl> + <P>
Close a Document	<Ctrl> + <W>
Undo	<Ctrl> + <Z>
Redo or Repeat	<Ctrl> + <Y>
Help	<F1>
Switch Between Applications	<Alt> + <Tab>

#### Navigation—Go To:

Up One Screen	<Page Up>
Down One Screen	<Page Down>
Beginning of a Line	<Home>
End of a Line	<End>
Beginning of Document	<Ctrl> + <Home>
End of Document	<Ctrl> + <End>
Open the Go To Dialog Box	<F5>

### Using the Application (3.1)



#### First Steps with Word Processing (3.1.1)

- **To Open Word (3.1.1.1):** Click the **Start button** select **All Programs** and click **Microsoft Office Word 2003**.
- **To Open a Document (3.1.1.2):** Click the **Open button** on the Standard toolbar, or select **File** → **Open** from the menu, or press **<Ctrl> + <O>**.
- **To Create a New Document (3.1.1.3):** Click the **New Blank Document button**, or press **<Ctrl> + <N>**.
- **To Save a Document (3.1.1.4):** Click the **Save button** on the Standard toolbar, or select **File** → **Save**, or press **<Ctrl> + <S>**.
- **To Save a Document with a Different Name (3.1.1.5):** Select **File** → **Save As** from the menu and enter a different name for the file.
- **To Save a Document in a Different File Type (3.1.1.6):** Select **File** → **Save As** from the menu, click the **Save as type** list arrow and select a file type from the list.
- **To Switch Between Open Documents (3.1.1.7):** Select **Window** from the menu bar and select the document you want to work on.
- **To Get Help (3.1.1.8):** Press **<F1>** to open the Help task pane, type your question and press **<Enter>**.

- **To Close a Document (3.1.1.9):** Click the **Close button** on the menu bar or select **File** → **Close** from the menu.

#### Adjust Settings (3.1.2)

- **To Switch Views (3.1.2.1):** Click one of the **View buttons** on the horizontal scroll bar (see the back side for more information about Views).
- **To Use Zoom (3.1.2.2):** Click the **Zoom list arrow** on the Standard toolbar and select a magnification from the list.
- **To View or Hide a Toolbar (3.1.2.3):** Select **View** → **Toolbars** from the menu, or right-click a toolbar, and select the toolbar you want to view or hide.
- **To Display Hidden Characters (3.1.2.4):** Click the **Show/Hide button** on the Standard toolbar.
- **To Change the User Name (3.1.2.5):** Select **Tools** → **Options** from the menu and click the **User Information** tab. Enter the user name in the name box.
- **To Change the Default Directory/Folder (3.1.2.5):** Select **Tools** → **Options** from the menu and click the **File Locations** tab. Click the **Documents** file type and click the **Modify button**. Navigate to the location and click **OK**.

#### Editing

Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Overtyping Mode	<Insert>

#### Formatting

Bold	<Ctrl> + <B>
Italics	<Ctrl> + <I>
Underline	<Ctrl> + <U>
Align Left	<Ctrl> + <L>
Center	<Ctrl> + <E>
Align Right	<Ctrl> + <R>
Justify	<Ctrl> + <J>

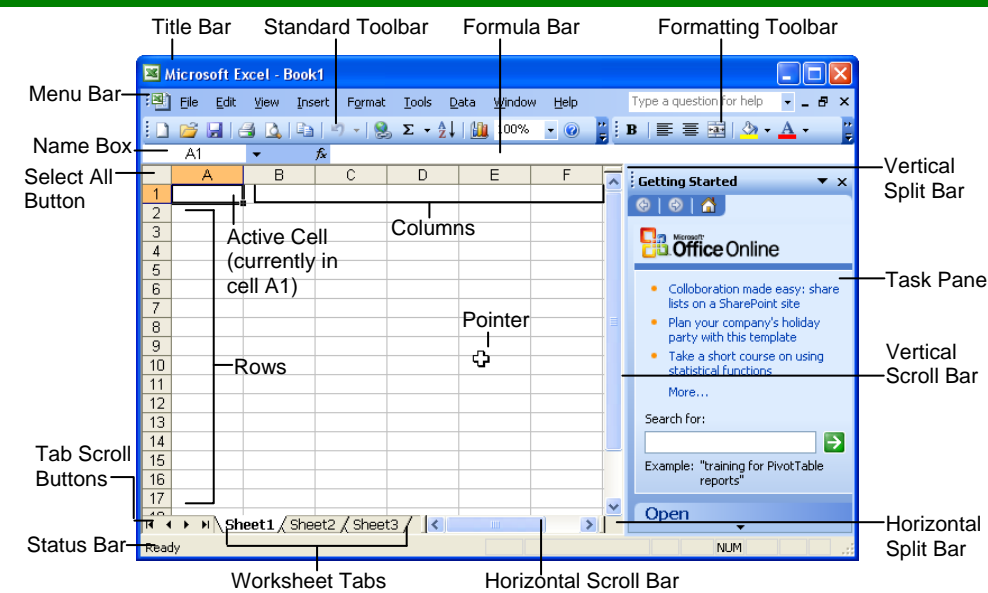
#### Text Selection

To Select:	Do This:
<b>A Word</b>	Double-click the word
<b>A Sentence</b>	Press and hold <b>&lt;Ctrl&gt;</b> and click anywhere in the sentence
<b>A Line</b>	Click in the selection bar next to the line
<b>A Paragraph</b>	Triple-click the paragraph
<b>Everything</b>	<b>&lt;Ctrl&gt; + &lt;A&gt;</b>

# Module 4 Training

## ECDL Quick Reference Card

### Excel 2003 Screen



### Keyboard Shortcuts

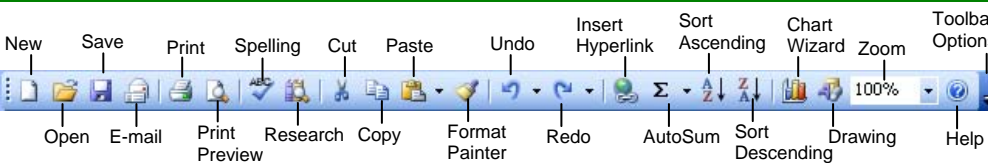
#### General

Open a Workbook	<Ctrl> + <O>
Save a Workbook	<Ctrl> + <S>
Print a Workbook	<Ctrl> + <P>
Close a Workbook	<Ctrl> + <W>
Undo	<Ctrl> + <Z>
Redo or Repeat	<Ctrl> + <Y>
Help	<F1>
Switch Between Applications	<Alt> + <Tab>

#### Navigation—Go To:

Move between unlocked cells	<Tab>
Up One Screen	<Page Up>
Down One Screen	<Page Down>
To cell A1	<Ctrl> + <Home>
To the Last Cell with Data	<Ctrl> + <End>
Open the Go To Dialog Box	<F5>
Left to end or beginning of next block	<Ctrl> + <←>
Right to end or beginning of next block	<Ctrl> + <→>
Up to end or beginning of next block	<Ctrl> + <↑>
Down to end or beginning of next block	<Ctrl> + <↓>

### Using the Application (4.1)



#### First Steps with Spreadsheets (4.1.1)

- To Open Excel (4.1.1.1):** Click the **Start button** select **All Programs** and select **Microsoft Office Excel 2003**.
- To Open a Workbook (4.1.1.2):** Click the **Open button** on the Standard toolbar, or select **File → Open** from the menu, or press **<Ctrl> + <O>**.
- To Create a New Workbook (4.1.1.3):** Click the **New button** on the Standard toolbar or select **File → New** from the menu.
- To Save a Workbook (4.1.1.4):** Click the **Save button** on the Standard toolbar, or select **File → Save** or press **<Ctrl> + <S>**.
- To Save a Workbook with a Different Name (4.1.1.5):** Select **File → Save As** from the menu and enter a different name for the workbook.
- To Save a Workbook in a Different File Type (4.1.1.6):** Select **File → Save As** from the menu and select a file type from the **Save as type** list.
- To Switch Between Open Workbooks (4.1.1.7):** Select **Window** from the menu bar and select the workbook you want to work on.
- To Switch Between Worksheets (4.1.1.7):** Click the worksheet tab.

- To Get Help (4.1.1.8):** Press **<F1>** to open the Help task pane, type your question in normal English, and click the **Search button**.
- To Close a Workbook (4.1.1.9):** Click the **Close button** on the menu bar or select **File → Close** from the menu.

#### Adjust Settings (4.1.2)

- To Use Zoom (4.1.2.1):** Click the **90%** **Zoom** list arrow on the Standard toolbar and select a magnification from the list.
- To View or Hide a Toolbar (4.1.2.2):** Select **View → Toolbars** from the menu and select the toolbar you want to view or hide.
- To Freeze Panes (4.1.2.3):** Split the window into panes, then select **Window → Freeze Panes** from the menu.
- To Split a Window (4.1.2.3):** Drag either the vertical or horizontal split bar (located on the vertical and horizontal scroll bars), or move the cell pointer to the cell below the row and to the right of the column you want to split and select **Window → Split** from the menu.
- To Change the User Name (4.1.2.4):** Select **Tools → Options** from the menu and click the **User Information** tab. Enter the user name in the name box.

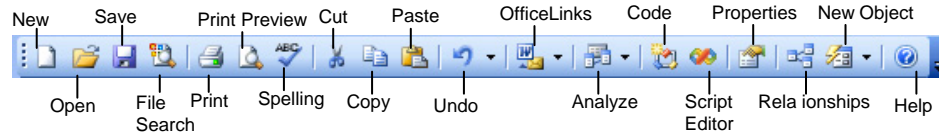
#### Editing

Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Clear Cell Contents	<Delete>
Edit Active Cell	<F2>
Absolute Reference	<F4>

#### Formatting

Bold	<Ctrl> + <B>
Italics	<Ctrl> + <I>
Underline	<Ctrl> + <U>

### Using the Application (5.1)



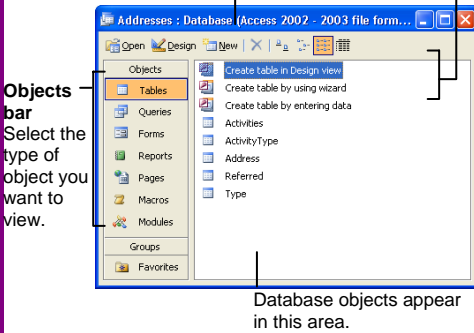
### Keyboard Shortcuts

#### Database Concepts (5.1.1)

**Understanding Databases: (5.1.1.1):** In its simplest form, a database is a collection of information that is organized into a list.

#### Understanding Database Objects: (5.1.1.2)

Create a new object by clicking the **New** button... or by using a **Wizard**.



- Tables** store related data in rows (records) and columns (fields).
- Queries** view, filter, calculate, change, sort, and examine the data stored in tables.
- Forms** are custom screens that provide an easy way to enter and maintain data in a table or query.
- Reports** present data from a table or query in a printed format—no data entry.
- Pages** are forms saved as Web pages so that the database can be accessed over the Internet.
- Macros** automate common tasks and can be invoked by clicking a button or pressing a shortcut key.
- Modules** are groups of procedures that are written in Visual Basic used to automate tasks.

- **Understanding primary keys (5.1.1.3)**  
Each record in a table should have a primary key that uniquely identifies it and prevents duplicate records. Primary keys are also important in relating tables in a database.
- **Understanding an index (5.1.1.4)**  
Indexed fields help Access find and sort information quickly, especially in large tables.

- **Understanding table relationships (5.1.1.5):** When a relationship between tables is established, you can create queries, reports, and forms that include data from multiple tables.
- **Understanding relationship rules (5.1.1.6)** It is important to follow rules, such as don't use duplicate field names, use multiple tables, and break up information as much as possible, to make sure table relationships are valid.

#### First steps with databases (5.1.2)

- **To Open PowerPoint (5.1.2.1):** Click the **Start** button select **All Programs** and select **Microsoft Office Access 2003**.
- **To Open a Database (5.1.2.2):** Click the **Open** button on the Standard toolbar, or select **File** → **Open** from the menu, or press **<Ctrl> + <O>**.
- **To Create a New Database (5.1.2.3):** Click the **New** button on the Standard toolbar or select **File** → **New** from the menu. Click the **Blank database** link in the New File task pane, give the database a name and click **Create**.
- **To Save a Database (5.1.2.4):** Click the **Save** button on the Standard toolbar, or select **File** → **Save** from the menu, or press **<Ctrl> + <S>**.
- **To Get Help (5.1.2.5):** Press **<F1>** to open the Help task pane, type your question and press **<Enter>**.
- **To Close a Database (5.1.2.6):** Click the **Close** button on the Database Window or select **File** → **Close** from the menu.

#### Adjust settings (5.1.3)

- **To Change Views (5.1.3.1):** Click the **View** button on the toolbar.
- **To View or Hide a Toolbar (5.1.3.2):** Select **View** → **Toolbars** from the menu and select the toolbar you want to view or hide.

#### General

- Open a Database **<Ctrl> + <O>**
- Close a Database **<Ctrl> + <W>**
- Print Current View **<Ctrl> + <P>**
- Delete **<Delete>**
- Undo **<Ctrl> + <Z>**
- Help **<F1>**
- New Record **<Ctrl> + <+ >**
- Delete Record **<Ctrl> + <- >**
- Save Record **<Shift> + <Enter>**
- Cancel Changes **<Esc>**
- Insert Date **<Ctrl> + <; >**
- Insert Time **<Shift> + <Ctrl> + <: >**
- Insert Value from Same Field in Previous Record **<Ctrl> + <' > (Apostrophe)**
- Check Spelling **<F7>**
- Switch Between Applications **<Alt> + <Tab>**

#### Navigation—Go To:

- Next Field **<Tab>**
- Previous Field **<Shift> + <Tab>**
- Next Screen **<Page Down>**
- Previous Screen **<Page Up>**
- First Record **<Ctrl> + <↑ >**
- Last Record **<Ctrl> + <↓ >**

#### Editing

- Cut **<Ctrl> + <X>**
- Copy **<Ctrl> + <C>**
- Paste **<Ctrl> + <V>**
- Find **<Ctrl> + <F>**
- Replace **<Ctrl> + <H>**
- Select All **<Ctrl> + <A>**

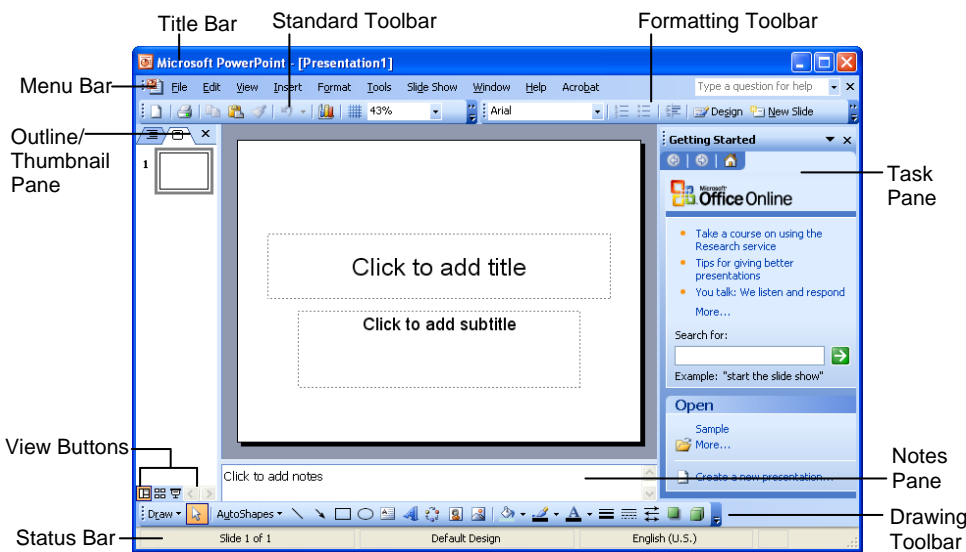
#### Design View

- Properties **<Alt> + <Enter>**
- Open object in Design View **<Ctrl> + <Enter>**
- Shift focus to a subsection **<Ctrl> + <Tab>**
- Save object **<Ctrl> + <S>**

# Module 6 Training

## ECDL Quick Reference Card

### PowerPoint 2003 Screen



### Keyboard Shortcuts

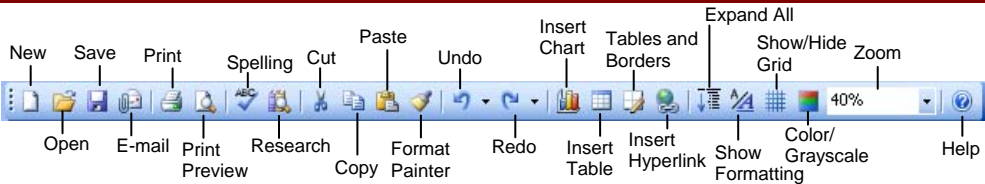
#### General

- Open a Presentation <Ctrl> + <O>
- Save a Presentation <Ctrl> + <S>
- Print a Presentation <Ctrl> + <P>
- Close a Presentation <Ctrl> + <W>
- Undo <Ctrl> + <Z>
- Redo or Repeat <Ctrl> + <Y>
- New Slide <Ctrl> + <M>
- Help <F1>
- Switch Between Applications <Alt> + <Tab>

#### Navigation

- The Previous Slide <Page Up>
- The Next Slide <Page Down>
- The First Slide <Ctrl> + <Home>
- The Last Slide <Ctrl> + <End>

### Using the Application (6.1)



#### First Steps with Presentations (6.1.1)

- **To Open PowerPoint (6.1.1.1):** Click the **Start button** select **All Programs** and select **Microsoft Office PowerPoint 2003**.
- **To Open a Presentation (6.1.1.2):** Click the **Open button** on the Standard toolbar, or select **File** → **Open** from the menu, or press <Ctrl> + <O>.
- **To Create a New Presentation (6.1.1.3):** Click the **New button** on the Standard toolbar or select **File** → **New** from the menu.
- **To Save a Presentation (6.1.1.4):** Click the **Save button** on the Standard toolbar, or select **File** → **Save** from the menu, or press <Ctrl> + <S>.
- **To Save a Presentation with a Different Name (6.1.1.5):** Select **File** → **Save As** from the menu and enter a different name for the presentation.
- **To Save a Presentation in a Different File Type (6.1.1.6):** Select **File** → **Save As** from the menu, click the **Save as type** list arrow and select a file type from the list. (4.1.1.7): Click the worksheet tab.

- **To Switch Between Open Presentations (6.1.1.7):** Select **Window** from the menu bar and select the presentation you want to work on.
- **To Get Help (6.1.1.8):** Press <F1> to open the Help task pane, type your question and press <Enter>.
- **To Close a Presentation (6.1.1.9):** Click the **Close button** on the menu bar or select **File** → **Close** from the menu.

#### Adjust Settings (6.1.2)

- **To Use Zoom (6.1.2.1):** Click the **Zoom** list arrow on the Standard toolbar and select a magnification from the list.
- **To View or Hide a Toolbar (6.1.2.2):** Select **View** → **Toolbars** from the menu and select the toolbar you want to view or hide.
- **To Change the User Name (6.1.2.3):** Select **Tools** → **Options** from the menu and click the **General** tab. Enter the user name in the User information section.
- **To Change the Default Directory (6.1.2.3):** Select **Tools** → **Options** from the menu and click the **Save** tab. Enter the location where you want to save the files in the **Default file location** text box.

#### Slide Show Delivery

These shortcut keystrokes only work in Slide Show view.)

- End Slide Show <Esc>
- Display Specific Slide <Slide #> + <Enter>
- Toggle Screen Black <B>
- Toggle Screen White <W>
- Pause Automatic Show <S>
- Show/Hide Pointer <A>
- Change Arrow to Pen <Ctrl> + <P>
- Change Pen to Arrow <Ctrl> + <A>
- Erase Screen Doodles <E>

#### Editing

- Cut <Ctrl> + <X>
- Copy <Ctrl> + <C>
- Paste <Ctrl> + <V>
- Find <Ctrl> + <F>
- Replace <Ctrl> + <H>
- Select All <Ctrl> + <A>
- Duplicate <Ctrl> + <D>

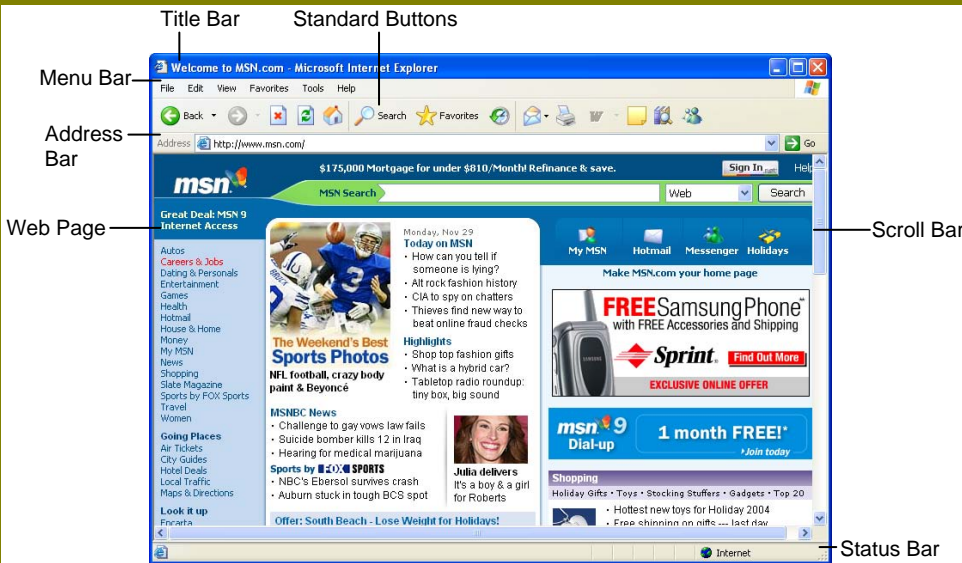
#### Formatting

- Bold <Ctrl> + <B>
- Italic <Ctrl> + <I>
- Underline <Ctrl> + <U>

# Module 7 Training

## ECDL Quick Reference Card

### Internet Explorer Screen



### Keyboard Shortcuts

#### General

Help	<F1>
Toggle between full and regular sized windows	<F11>
Move to the next Web page item	<Tab>
Move to the last Web page item	<Shift> + <Tab>
Home Page	<Alt> + <Home>
Next Page	<Alt> + <→>
Previous Page	<Alt> + <←> or <Backspace>
Find on this Page	<Ctrl> + <F>
Refresh the Page	<F5>
Stop Download	<Esc>
New Location	<Ctrl> + <L>
New Window	<Ctrl> + <N>
Favorites Bar	<Ctrl> + <I>
Search Bar	<Ctrl> + <E>
History Bar	<Ctrl> + <H>
Switch Between Applications	<Alt> + <Tab>

### Using the Application (7.1)



#### Concepts/Terms (7.1.1)

- Understanding the Internet (7.1.1.1):** The Internet is the largest computer network in the world. It consists of millions of computers all over the planet, all connected to one another.
- Understanding the World Wide Web (WWW) (7.1.1.1):** The World Wide Web is possible because of the Internet. The Web consists of millions of documents that are stored on hundreds of thousands of computers that are always connected to the Internet.
- Understanding Web Addresses (7.1.1.3):** Web addresses consist of four parts: a protocol, a domain name, a resource to be located, and an extension.

<http://www.customguide.com/index.htm>

Protocol	Domain Name	Resource	Extension
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- Web Browser (7.1.1.4):** A Web browser is a program that allows your computer to view and navigate the World Wide Web.
- Search Engine (7.1.1.5):** Search engines are Web sites that are specially designed to help you find information stored on other sites on the World Wide Web.

#### Internet Terms (7.1.1.2 and 7.1.1.6):

**HTTP:** HTTP stands for *Hypertext Transfer Protocol*. It is a set of rules for transferring files on the World Wide Web.

**URL:** URL stands for *Uniform Resource Locator*. This is an address for a file that is located somewhere on the Internet.

**Hyperlink:** A *hyperlink* is a link from one word or image to another. Most commonly, a hyperlink will appear on a page as a blue underlined word or phrase, but they can also be images or animations.

**ISP:** ISP stands for *Internet Service Provider*. An ISP is a lot like a phone company, except instead of letting you make telephone calls to other people, an Internet Service Provider lets your computer connect to the Internet.

**FTP:** FTP stands for *File Transfer Protocol*. Much like HTTP, FTP is a set of rules for transferring files on the World Wide Web.

**Cookie:** A *cookie* consists of one or more pieces of information that are stored as text files on your computer. A Web server sends the cookie and the browser stores it.

- Cache:** You automatically request files when you look at a Web page. These files are stored in a cache. A *cache* is a temporary storage location in a subdirectory of your browser's main directory.

#### Address Bar

Move to Address Bar or Select Text	<Alt> + <D>
Display Typed Addresses	<F4>
Move cursor	<Ctrl> + <Z>
Cut	<Ctrl> + <X>
Add "www." and ".com" to typed text	<Ctrl> + <Enter>
Move through AutoComplete matches	<↑> + <↓>

#### Favorites

Add to Favorites	<Ctrl> + <D>
Organize Favorites	<Ctrl> + <B>
Move item up	<Alt> + <↑>
Move item down	<Alt> + <↓>

#### Editing

Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Select all items	<Ctrl> + <A>