

BASIC INTERNET: You know how to get to the internet, but where do you go from there? This class will focus on learning skills to search the World Wide Web, learn different parts of the web page, perform specific searches and decode the search results. We'll also talk about how you can stay safe on the web. Feb 16, 2017

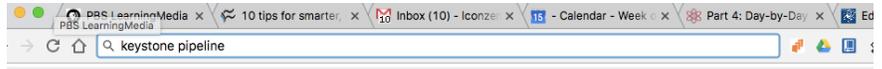
I use Google Chrome. Most of these tips will work in any browser (Internet Explorer, Safari, etc.)

1. Searching and browser tips

Type directly into the Omnibox (the URL bar)

- *timer/stop watch
- *time
- *temperature
- *math
- *any search

Fun stuff: Do a barrel roll, Askew, Flip a coin, Roll a dice, Google Gravity,



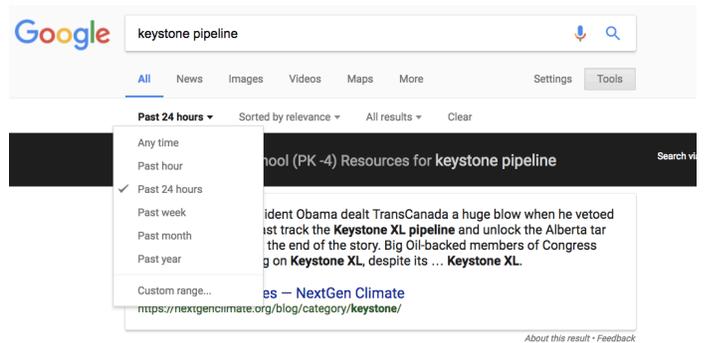
Use unique, specific terms, spaced/spelled correctly (Super Bowl 2018 date)

Use quotation marks to keep "grouped words" together

Use "base" words (dolphin, not dolphins)

Use Advanced Searches – specific date, images, etc.

Make use of Autocomplete



2. Parts of the webpage

what I'm looking for

Google AdWords relating to my search

(these results are not paid for)

3. Performing specific searches

Search engines are trying harder to provide your information. The results page changes depending on the type of search you do. Try out these different types of pages:

Recipe: search for sweet potato fries

Definition: search for repercussions

News: search for Keystone Pipeline

Quick answer: search for deer hunting season in Minnesota

Location: search for Portland Oregon sightseeing

4. Decoding search results

Consider paid results (on top and on the sides)

Recognize bias

Understand the search engine learns your preferences and delivers on them

Wikipedia is an encyclopedia

.gov - *Restricted for government use. Note that .gov is the *only* restricted extension; all the others listed are intended for a purpose, but that doesn't mean they cannot be used for other unrelated purposes.

.edu - Intended for educational use

.org - Intended for individual or organizational use

.com - Note that .co.uk is the equivalent of .com in the United Kingdom. Intended for commercial use

.net - Intended only to be used by network providers

.biz - Intended to be used by businesses

.info - Intended for informative websites

Country codes: .bz (Belize), .ca (Canada), .cn (China), .de (Germany), .es (Spain), .fi (Finland), .fr (France), .is (Iceland), .it (Italy), .kr (South Korea), .mx (Mexico), .nl (Netherlands), .ro (Romania), .ru (Russia), .to (Tonga), .uk (United Kingdom), .us (United States) *Come across a country code not listed here? Look it up in a search engine.*

5. Staying safe on the internet

Turn on SafeSearch

Customer experience - Wikipedia, the free encyclopedia
en.wikipedia.org/wiki/Customer_experience - Wikipedia
Customer experience (CX) is the sum of all experiences at various touchpoints a customer has with a supplier of goods and/or services, over the duration of their relationship with that supplier. This can include awareness, discovery, attraction, interaction, purchase, use, cultivation and advocacy.
Development - Customer experience management - Criticism - See also

The Truth About Customer Experience - HBR
https://hbr.org/.../the-truth-about-customer-exp... - Harvard Business Review
But if asked about the experience months after the fact, a customer would never describe such a call as simply a "product question." Understanding the context of ...

In the news

Your Product is Marketing. Customer Experience is Your Brand!
brandchannel.com - 1 day ago
This new integration will help eliminate frustrating customer experiences that result when ...

The Truth About Today's Retail Customers May Shock You (Here's How To Stay In Business Anyway)
Forbes - 16 hours ago

Finding the Right Inspiration to Transform Your Customer Experience
1to1 Media - 2 days ago

More news for customer experience

Images for customer experience

Report images

Great Customer Experiences
www.blueconic.com/Customer-Experience-Optimization-Get-Proven-Strategies-Now!

Best Customer Experiences
www.teradata.com/customer-experience-learn-how-w/teradata-s-infographic
See your ad here >

Google search for 'keystone pipeline'. The 'Settings' button is circled in red.

Search Settings

Search results

SafeSearch filters

SafeSearch can help you block inappropriate or explicit content. SafeSearch filter isn't 100% accurate, but it helps you control what you see.

Turn on SafeSearch [Lock SafeSearch](#)

Don't give out your address, phone number, social security number, or other information unless you know who you are giving it to and why they want it.

Never share usernames or passwords.

Create passwords that don't include your name, or other commonly used words – and don't use the same password for everything. Fun video on passwords: <https://www.youtube.com/watch?v=2tJ-NSPES9Y>

Use caution with secure sites over wifi.

Additional Information:

Tabs are a convenient way to have multiple windows open at one time. Here are some tricks to getting around with tabs:

Open a tab you just closed: Shift+Command/Control+Tab

Pin a Tab: right click over the tab > select 'Pin Tab' to pin down the page (shifts the tab to the left)

Open link in a new page: Command (MAC)/Ctrl (PC)+click over the link

Bookmark all tabs: right click over the tab > select 'Bookmark All Tabs' so that all open tabs are saved in a folder

To split the tabs from a window: drag the tab down

Re-organize your tabs: drag them into the order you prefer

Switch from tab to tab: Command (MAC)/Ctrl+tab

Logging in and using the Chrome web browser

Why log in? Your settings are saved – bookmarks, etc. available on all computers you log in to.

What if others use my computer? You could set up guest or family member accounts and have users log on. This also allows you to see what children have been doing.

Chrome Apps

Watch video: What are Chrome Apps? <https://www.youtube.com/watch?v=jB5KFJULahs>

Chrome Web Store: <https://chrome.google.com/webstore/>

Video: What's inside? <https://youtu.be/FO6JieGsAXs>

Find Your Apps at: <chrome://apps/>

Apps to try:

News Today

Task Timer

Learn States and Capitals

Word Online

Weather Underground

Search for your own!

Uninstall an app to remove it completely from the [New Tab page](#) and from the browser:

1. Click the  at the top of your browser window to open the New Tab page.
2. Go to the Apps section.
3. Drag the app into the **Remove from Chrome** button at the lower right corner. You can also right-click on the app icon itself and select **Remove from Chrome**.
4. The app's icon is removed from the New Tab page.

Chrome Extensions are small programs that add new features to your browser and personalize your browsing experience. Unlike apps, they're always available, no matter what website you're on. By using extensions, you can customize Google Chrome with features you like, while keeping your browser free of things that you don't use.

Extensions to try:

Pinterest: Add any webpage to your Pinterest board.

[Email This Page:](#) Email the link, title, and a selection of text on the web page you're currently on with the click of this extension.

[Screencastify:](#) Screencastify is a simple video screen capture software for Chrome.

[Copy All URL's:](#) Copies all opened tab URL's to your clipboard. Easily paste into a doc or sheet for later access.

[Clean Print Extension:](#) This extension allows you to eliminate the clutter from a webpage so that the important content is easy to read. You can even add your own comments to the page.

Settings:

Uninstall or Disable Extensions:

Settings > Extensions > Go to the Extension you wish to delete >

Uncheck Enable to disable the lab but not delete it



Click the 'Trash' icon to delete the extensions

Reorganize Your Extensions

To put your extensions in the order you wish them to be, drag and drop them anywhere in the navigation bar.