



Senior Net Handbook

**Registered Office
WG Hayden Humanities Centre
South Street, Ipswich. Q. 4305**

**Phone (07) 3812 5036
Website: www.seniornet.com.au
E-mail: admin@seniornet.com.au**

www.seniornet.com.au

Postal Address:

SeniorNet Association Inc.
PO Box 559
BOOVAL, Qld 4304
Australia

Sponsors and Supporters:

University of Southern Queensland
Australia

Ipswich City Council

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It has taken all the necessary steps to be diligent in its instructions and advice and in its endeavours to be a responsible body in providing the platform for the wellbeing of its members.

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INTRODUCTION

Those of us who grew up prior to the 1970s could not have imagined the impact technology would have on our lives.

Most homes have computers. These have changed the way we do things. Instead of making a phone call or writing a letter, we sit at our computer and send an e-mail. It may not be as personal but in our busy lives it is convenient and cheap.

We are able to pay our accounts online, check bank statements, catch the latest news and sport results, read a newspaper, read a book, find hobbies, play games or research whatever we find of interest. The list is endless.

If we ignore the benefits of having computer knowledge we miss out on so much in this 21st century.

Seniors shouldn't be left behind.

By joining a group such as SeniorNet you will be one of the many older people throughout the world who have embraced this technology.

This booklet is designed to help you understand who we are, and provides information to ensure you enjoy being a member of this great organization. It includes SeniorNet's history, information on courses available, the committee, our sponsors and supporters.

SeniorNet abides by the legal requirements that are current for incorporated not-for-profit organizations.

Mission Statement

The Mission of SeniorNet is to offer training in Communication and Computer Skills as well as companionship to our fellow senior citizens.

Vision Statement

The Vision of SeniorNet Association Incorporated is to provide the opportunity to enhance the lifestyle of the members by social interaction and provide them with the training to develop their Computer Skills to access the world of Information Technology, at present and also in the future.

The SeniorNet Constitution

Our Constitution is available on request or can be downloaded from the SeniorNet Web site www.seniornet.com.au

Our Motto



THE BEGINNINGS OF SENIORNET IPSWICH

In January 1995 the Ipswich City Council and the Department of Social Security declared their readiness to sponsor the formation of a SeniorNet organisation which could serve as a pilot model throughout Australia. Global Info-Links (the first municipal Internet Service Provider in Australia) and Ipswich City Council provided technical, training and administrative assistance, and Department of Social Security loaned 12 computers.

Dr. Hilda des Arts was appointed Coordinator of the project and a core group of founding members formed the Steering Committee, which evolved into the SeniorNet Management Committee.

From the beginning, the project was active in two Ipswich regional retirement villages, with Activity Officers from each village being included in the core group training.

This stimulated interest in computer operating skills for older people and provided equipment and trained support for residents of the villages.

SeniorNet Ipswich was incorporated in August 1996. In February 1997, the management committee, with help from Ipswich City Council and Global Info-Links, started work on establishing a SeniorNet Training Centre on the first floor of the W. G. Hayden Humanities Centre, South Street, Ipswich.

Funding and Equipment

With the help of the Queensland Government Department of Families and Youth and Community Care, two new Pentium computers using Windows 95 operating systems were purchased in July of 1997. Training courses commenced in August of that year.

Early in 1998, SeniorNet purchased another three new Pentium computers. Support from the Ipswich City Council, and Global Info-Links team continued.

The National SeniorNet Project

SeniorNet was developed in Ipswich as a blueprint for future groups.

Dr Hilda des Arts promoted the project around Australia. SeniorNet featured in extensive media coverage - print, radio and television, throughout Australia and twice with BBC London.

Hilda devoted a great deal of time and energy to the task of presenting the project at seminars and conventions in Cairns, Rockhampton, Brisbane, Sydney, Melbourne, Geelong and Mornington Peninsula, Hobart and Perth.

Dr Hilda des Arts

To say Dr des Arts was determined is an understatement. She was committed to anything she turned her hand to and developing a National Group for seniors to learn to access the Internet was a passion. Her personality was such that people sat up and listened when she spoke.

State and Federal politicians certainly heard what she had to say but her efforts were not as successful as she would have liked. With much fuss and many upsets, SeniorNet did finally become an organisation in Ipswich.



Dr. Hilda des Arts

COMMITTEE AND MEETINGS

Committee: The Committee of SeniorNet is a dedicated and active group. Committee positions have increased as the membership has grown.



Information on the make-up of the committee is available on www.seniornet.com.au. If you wish to find out what a position entails, then please contact one of the committee members.

Become an Active Member: No matter how long you have been a member, you are encouraged to look at becoming involved in various areas of SeniorNet. Your personal skills could be an asset to SeniorNet.

Committee involvement can be a rewarding and beneficial experience for those who give their time.

The Committee is made up of people from many walks of life. They are a group of senior people who wish to remain active. They may have health problems and lower energy levels but they still volunteer their time and skills.

Please consider taking on a Committee position.

Your help is vital for the organization and its members.

Meetings

Committee Meetings are held on the first Monday of each month starting in February. Sub-committees may meet regarding specific interests or issues when necessary. They then report to the committee and if necessary, to the general meeting.



General Meetings are held bi-monthly on the first Monday of these months, at the Church Hall of Our Lady of the Miraculous Medal, 35a Robertson Rd, Raceview.

The Annual General Meeting with the election of committee members is held on the first Monday of October each year. The following forms are available on the SeniorNet web site

Nomination Form
SeniorNet Election Proxy Form
SeniorNet Proxy Agenda Item

Minutes

Minutes of the SeniorNet General Meetings are Emailed to members who are connected to the internet. Other members can request a copy to be posted.

TRAINERS

Initially, SeniorNet had only three trainers. As membership increases over the years there is always a need for additional trainers. A number of SeniorNet members have been trained to teach others about computers and, as they are in the older age group, they are familiar with the many concerns that new members may have. Any member should feel free to ask questions, to ensure that they can understand each component of the course.

To Become a Trainer

If you are interested in a particular area and would like to share that interest with others please contact the Training Coordinator.

You can develop confidence by being a runner for another trainer. Once you feel you can manage the material as a presenter then you can lead either a workshop or a course. Having more trainers makes it better for all concerned.

Trainer Assistants (runners)

All assistants (runners) are part of the Training Team. Each course requires assistants. This allows the Team to more easily assist everyone.

It's all about seniors helping seniors.

TRAINING ROOM

The SeniorNet Training Room is in the Community Engagement Centre in the Boilerhouse at the University of Southern Queensland Ipswich Campus.

COURSES

New members have the option of attending two free sessions of up to 2 hours for an introductory class with a maximum of two students.

All new members are then encouraged to do a Basic Computer Course. By learning the basics, you are preparing yourself to more easily understand further courses.

Here are just some of the current courses offered by SeniorNet. Other courses will be offered as new technology arises. Keep checking the website and newsletter.

- **Basic Computer course**
- **Introduction to e-mail**
- **Word Processing**
- **Spreadsheets**
- **Desktop Publishing**
- **Presentation Techniques using PowerPoint**
- **Digital Photography Techniques**
- **Slideshows using Movie Maker**
- **Photo Editing using Picasa**



Course costs: Most course fees are currently \$25 but special ones can cost up to \$50. The fee is payable on the first day of the course to cover the cost of manuals etc. It is advisable to take a pen drive (USB flash drive), in case you want to save some of the information you have received, so that you can continue the work at home.

Numbers are limited in Courses. Bookings must be made through the Training Co-ordinator. New members are not able to enrol in courses until they have been issued with a membership number.

WORKSHOPS

Throughout the year, SeniorNet offers a number of workshops, and members are encouraged to attend. Information is available on our website and in the newsletter.

All workshops are held on Mondays and Wednesdays from 9am -11am in the Training Room at University of Southern Queensland Ipswich Campus. The workshops work with one topic. They are a good opportunity to enhance your knowledge and for Course revision. They can introduce new ways to use a computer for some processes or programmes.

SeniorNet endeavours to teach subjects of interest to their members. Suggestions for courses or workshops are welcome.

Workshops can be subject to change if Trainers are unavailable due to illness or other commitments.

It is not necessary to book for Workshops.

A small fee applies.

FEAR OF COMPUTERS

This is a common problem for anyone who is not familiar with computers and age shouldn't deter you from learning to use them.

Most of us drive a car which is more dangerous, but we still drive. By obeying the road rules and having

safety features installed driving can be made safer. Computers are no different. Fear of malware and viruses etc. need not deter you from logging on to the Internet or using Email. Protection is available.



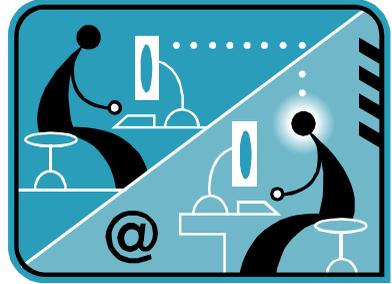
Fear of losing vital information stored on your computer can be an issue. The only way to gain confidence is to learn and practise what you've learned, so that your fears are overcome. When working on projects, it is important to save and to save often.

We hear about viruses, spam, and websites that are questionable, but there are ways to address these. For instance if you have a firewall, spam and antivirus protection, popup and adware removal, you are as safe as you can be, and the chance of a problem is reduced. Don't be afraid! Don't let fear stop you from enjoying this wonderful technology.

ABOUT THE INTERNET

Website

Our website has a great deal of up to date information and it is important to log into it regularly to access links to information about our organization. www.seniornet.com.au



If members would like to share useful links all they need to do is send them to the Webmaster so they can be included in the links section.

Security

Many of us don't understand about security and the various ways of protecting ourselves on the Internet.

Security is protection for your PC against viruses and other nasties

Spam – Spam comes as unwanted Emails with advertising of various types. It can also carry viruses.

Pop-ups – These annoying advertisements appear anywhere when using the Internet, blocking the screen, and sometimes being difficult to remove.

Viruses – These rogue programs spread and do a lot of damage if not stopped. They come in through Emails, attached to files etc, and once installed in your computer, may do considerable damage to the point where you may need professional help to repair your computer.

Spyware – Spyware reports personal details found on your computer to its originator. Visiting unknown websites can allow spyware to enter your computer and spyware can be attached to downloads such as screensavers, games, Emails etc.

Tracking – Every time you log on to the Internet, your computer is vulnerable to outsiders tracking the sites you visit. Often this is not a threat, but sometimes it can be dangerous.

Phishing – When you receive an unsolicited email pretending to be from a legitimate organisation such as a bank, asking you to click on a link, be very wary as the link could lead to a site requesting personal details and passwords. These can be used to gain access to your bank account or other Internet accounts. Most of them look legitimate with letterheads etc. Delete any such Emails immediately and never click on the link. These Emails do look genuine and have caught out many people. **Banks do not contact customers by Email regarding their personal details.** It is important that you do not provide anyone with your details; otherwise you could find that all your money has been removed from your account.

The Solution

There are programmes available to prevent the intrusion of damaging adware, spyware, malware, viruses etc. They are not 100% safe but can remove or stop virtually all of these infections. With no protection, you are sure to be infected.

Exercise caution when you choose to download programs from the Internet, such as adware, firewalls, and antivirus protection. Some are legitimate free programs but experts warn that they are sometimes a front for spyware, tracking etc. Many members of SeniorNet use some of the free programs. Check with other members to find out which ones are safe to use.

Since SeniorNet is a computer based organization, Email contact is the preferred option. There are times when a phone call may be required. To ensure that you receive newsletters and any other information, please ensure we have your correct contact details.

Netiquette

What is 'Netiquette'?

It is the application of social graces when communicating with others whilst on the Internet. These rules apply whether you are using e-mail, chat groups, or newsgroups. check this out, try entering 'netiquette' in your favourite search engine when next you are on the Internet.

Face-to-face communication can result in misunderstanding and on occasions, strained relations between the parties involved. Written communication is not without its problems either. As Email use has become widely popular, many users have been on the receiving end of scathing attacks from those who took offence at a message. Such attacks are known as 'flaming' or being 'flamed'.



To

Do's and Don'ts

The following '**Do's** and **Don'ts** are excerpts from various sites that offer guidance on the subject. They will give you an idea of what is and isn't acceptable conduct in email use.

Before you enter a news group, begin a blog, reply to a blog or forum, you should spend some time reading that group's FAQ's (frequently asked questions) and its information for newbies (new users).

These may be considered to be Cardinal Rules ...

1. **DON'T** include the entire text of the message to which you are responding. Never include headers when forwarding an Email.
DO cut the original message down, leaving just the pertinent text to which you are responding.
2. **DON'T** reply to a point in a message without paraphrasing what you're responding to, and who said it.
DO paraphrase briefly. Email programs usually indicate the lines of the original message by prefixing them with a > symbol. Other programs offer options to identify the original text lines by indenting them.
3. **DON'T** send a message asking, "Who wants to talk about ...?"
DO say something yourself about the subject you're raising.
4. **DON'T SEND A MESSAGE IN CAPITAL LETTERS. CAPITALISED MESSAGES ARE HARDER TO READ THAN LOWER CASE.** Text in upper case is considered to be shouting at your addressee.
DO use normal capitalisation.

The above information is offered as a guide for new users and may help when deciding to join news or chat groups.

Getting Help

No matter how experienced we are with computers, there is a time when we need some help with something. The Help Page on the SeniorNet website is a good place to start.

Items include information on Spam (Email junk mail), searching on the Internet, understanding zip files and much more. We can all use a little help so there are also some addresses for websites that help members to learn about the Internet, as well as understanding computers.

There are also members of SeniorNet who will help if you are having difficulties.

WEBSITE LINKS FOR MEMBERS

Website links for seniors are constantly being updated on the SeniorNet home page
www.seniornet.com.au

NEWSLETTER

SeniorNet produces its own bi-monthly Newsletter. It provides information about upcoming courses, workshops, social events and meetings.



The Newsletter Editor values input from members.

SOCIAL EVENTS

As well as computer training, meetings and workshops, we offer social outings to our members. Our Committee organises these and would appreciate any suggestions. The cost for these events covers expenses. Group bookings are usually less costly so please ensure you add your name to the list of any you would like to attend.

NB SeniorNet takes no responsibility.

The committee may recommend a venue but no responsibility can be accepted by the SeniorNet committee as to the well being of participating members at the venue.

COMMUNITY / SENIORNET CONNECTIONS

SeniorNet involves itself with events for seniors in the local community. During Seniors Week we open our training room to the public and run a stall. We appreciate interest from the 60 and Better program and National Seniors.



AFFILIATE ASSOCIATION

ASCCA – SeniorNet is a member of ASCCA, the Australian Seniors Computer Clubs Association. Visit their site at www.ascca.org.au for all sorts of interesting items.

COMPUTER LANGUAGE

Understanding computer language can be frustrating for new users. The following Glossary will explain some simple definitions. We do not need too much information, just enough to help us become familiar with the terms used.

GLOSSARY

Backup – A duplicate copy of files, in case some are lost or damaged.

Boot – To switch on the computer;

CD – Compact Disc.

Clipart – Images you can use in letters, documents, websites etc.

Copy – duplicate a file, text from a document or an image.

CPU – **C**entral **P**rocessing **U**nit. This is the brain of your computer.

Cursor – A marker that identifies where the next letter or digit will be typed.

Default – Automatic settings that remain unchanged, unless altered by the user.

Desktop – The window (screen) that appears at start up showing icons.

Drive – Computers can house a number of different drives. (C:) will indicate the main hard drive.

Email – Electronic Mail

Error message – This window shows when a fault has occurred.

Header/Footer – These appear at the top or bottom of a document and will be repeated on every page.

Icon – A graphic (small picture) that represents a file or program, making it easier to identify.

JPEG – Stands for **J**oint **P**hotographics **E**xperts **G**roup, which is a program that compresses images so that they take up less space.

Log on or logging on – The process of accessing a computer or program; sometimes a password is required.

Megabyte – A memory unit. One megabyte is equal to a 400 page novel.

Menu – Most programs (and the Start button) use a menu command structure. When you click on the Menu title a drop-down list of options appears; click the one you want. Frequently there are sub-menus within a main menu.

Modem – The unit that converts electronic signals received by a computer from the internet.

Monitor – The viewing screen (visual display unit).

Mouse – The device used for moving the pointer around the screen.

Mouse pointer – An arrow or other symbol that moves around the screen when you move your mouse.

Parallel port / Serial port – Sockets, usually at the back of your PC tower, which match the communicating cord to an external device e.g. a printer or modem. These are being replaced by USB ports.

PC – Personal Computer

Portrait/Landscape – The manner in which a page is displayed such as Portrait (upright view) and Landscape (side view), both common ways for setting out documents.

Print preview – A function which allows the user to view the way a document will appear when it is printed.

RAM (Random Access Memory) – Temporary storage of documents and programs currently in use.

Reboot – Shuts down and then restarts your computer.

Ribbon – The ribbon interface has recently replaced menus and toolbars. Tabs at the top call up functional areas, and a three deep full width toolbar is invoked, with a named set of groups to ease location of a command (see Menu, Toolbar).

ROM (Read Only Memory) – Memory Chips housed in the computer for storing basic details about your PC.

Search engines – Data bases used to locate information on the Internet e.g. Google, Yahoo.

Shareware – Programs that are provided free to sample prior to purchase.

Software – Operating systems and programs such as XP, Vista, Windows 7, Microsoft Office and Adobe Acrobat.

Shortcuts – Desktop icons that are links to files, programs or folders. They can be identified by the little black arrow in the lower left corner of the icon.

Status bar – A bar that appears at the bottom of an application's window; it provides information about the document currently in use.

Taskbar - This bar across the bottom of your screen contains buttons to bring up each of your running programs. It also contains the Start button on the left and a notification area which includes the time on the right.

Toolbar – Many programs include toolbars with buttons for actioning various commands; if you pause your mouse over a button its function will be revealed (see Ribbon).

Undo  – A function that allows you to undo an action in your current document.

URL (Uniform Resource Locator) – A standard used for website addresses. The URL for SeniorNet is www.seniornet.com.au. Any extension to the address identifies a link within that particular site.

USB (Universal Serial Bus) Port – This is a hardware connector that allows users to add devices such as a printer, mouse or camera etc. to their computer.

Wallpaper – An image or photo that is used as background on the Desktop.

Windows Explorer – This program allows you to see the contents of your hard drive in a single window.

World Wide Web (www) – Part of an address for a website.

Zip file – A file compressed by a program such as WinZip; usually used for downloading information quickly.

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The Reader's Digest "HOW TO DO just about ANYTHING ON A COMPUTER" - Definitions, basic information.

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