Your guide to the internet

kcomhome.com
For some people, the internet can be a confusing place. Web browsers, emails, search engines and cookies - there’s a lot to take in.

Don’t worry if this sounds like you - read this easy-to-understand guide and you’ll be on your way to surfing the internet, sending emails and using social media in no time.
What is the internet?

Think of the internet as being like the postal system.

Postmen connect us with others by delivering letters and packages and the internet connects us via computers, laptops, tablets and mobile phones.

But, and here’s the great part, rather than waiting several days to receive information, you can get it in a matter of seconds.
What can I use the internet for?

Browsing websites
Think of a website as several pages of information. Most businesses and organisations have them these days.

How to surf the web
First things first, you need to find a web browser on your computer, tablet or mobile phone. The most common ones are:

- Microsoft Edge
- Internet Explorer
- Google Chrome
- Firefox
- Safari

The good news is that at least one of them will be already installed on your computer so look for one of these icons on your desktop.

Found one? Use your computer mouse or trackpad to double click the icon and open a page. If you're using a tablet or mobile, touch the icon to open a page.

Near the top of the page is an address bar; type the full address of the website you want to visit (for example, kcomhome.com) and press enter. Repeat this step to visit another website.
Searching for stuff online

So now you know how to open a web browser, it’s time to learn how to search for things on the internet. You’ve probably heard of Google, the most popular search engine on the internet.

For example, you want to book a table at a restaurant in Hull but don’t have a clue about where you want to eat, or their website address.

Here’s what to do:

Type the address of the search engine you want to use into the search bar and press enter (eg: google.co.uk).

Enter a few words about what you would like to search for and press enter or click search.

Next you'll see a list of websites for restaurants in the city – you can browse them at your leisure and choose a suitable eatery.

Searching for different words will give you different results.
What can I use the internet for?

Bookmarking pages

We’re all creatures of habit and, like you regularly visit your favourite shops, you’ll probably do the same with websites once you’re up and running.

Instead of typing out the addresses of a website you visit often, you can bookmark it so it’s available at the click of the mouse or touch of the screen.

**Here’s what to do:**

Visit the page you want to bookmark.

Press the **Ctrl** and **D** together  
**CMD** and **D** if you’re a Mac user  
Press 📱 if you’re a tablet or mobile user

Next time you want to visit one of your favourite sites…

**Microsoft Edge**

Internet Explorer users:

Click on the 🌟 or ⭐ icon with your mouse or finger.

Click on the website you want to visit from your favourites list.

**Google Chrome users:**

Click the ☐️ icon in the top-right corner of the web browser window.

Click on the Bookmarks option (sixth down the list).

Click on the website you want to visit.
Email

If you send a letter to friends and family it can take a week to reach them, but sending an email takes just seconds once you click 'send'.

Setting up a Gmail account

Type accounts.google.com/signup into your web browser address bar and press enter.

Complete the sign-up form (which includes choosing a username and creating a password) and click next step.

Read Google’s Terms of Service, scroll down to the bottom and click the I Agree button to create your new Gmail account.

Setting up a KCOM webmail account

Visit us by typing kcomhome.com/controlpanel into your web browser address and pressing enter.

Log in using your broadband username and password.

Click on the options section, scroll down to email and choose the set up new account option.

Follow the step-by-step instructions to set up an email account.
What can I use the internet for?

Sending an email
To send an email through any email account follow these simple steps.

1. Log into your email account at heytoday.co.uk (for KCOM email), gmail.com or your email provider.

2. Click compose, new email, or a pencil icon which opens a blank email template.

3. Type the email address of the person you’re writing to in the box next to where it says ‘To:’ For example, john@gmail.com.

4. Type your message in the big main box and click send when ready.

5. To reply to an email, click the reply icon, type your message and click send.

Attaching a document to an email
Click the add attachment icon below the message area.

Search for a photo, document or other file you want to attach and click on it.

Click choose to attach the file to the email.
Instant messaging

The internet is full of sites where you can chat to people, either in a public forum or in a private one-on-one setting.

Messages are sent instantly so the exchange resembles a conversation you’d have with someone face to face.

Sites like Facebook, Skype and Instagram have instant messaging features.

Instant messaging users have their own lingo which looks like a foreign language to the uninitiated.

Here’s a brief glossary of the most popular terms:

**ATM** At the moment  
**BRB** Be right back  
**BTW** By the way  
**DM** Direct message  
**FYI** For your information  
**JK** Just kidding  
**GL** Good luck  
**H2H** Heart to heart  
**ICYMI** In case you missed it  
**IDK** I don’t know  
**IJK** I’m just kidding  
**IMO** In my opinion  
**LOL** Laugh out loud  
**ROTFL** Roll on the floor laughing  
**SMH** Shaking my head  
**TBH** To be honest  
**THX** Thanks  
**TMI** Too much information  
**TTYL** Talk to you later  
**XOXO** Hugs and kisses  
:-) Smile  
;-) Wink
What can I use the internet for?

Social media

Social media sites are a way of using your computer to talk to other people, exchange pictures and video and other content and play games.

They’re free to use so once you’ve chosen which one(s) you want to join, visit the website and click the sign up or join buttons to complete registration in just a few minutes.

Here are some popular social media sites and what they’re used for:

**Facebook (facebook.com)**
Facebook allows you to connect with friends, family and other people by sharing photos and videos, sending messages and posting updates.

**Twitter (twitter.com)**
Twitter is a social networking site where users post 140-character messages and follow other users for in-the-moment updates.

**Instagram (instagram.com)**
Instagram is a site where users can share their pictures and videos via the site or others such as Facebook, Twitter, Tumblr and Flickr.

**Gransnet (gransnet.com)**
Gransnet is a social networking site for over-50s, with forums, blogs and competitions.
Skype

Skype is an application that allows you to make free voice and video calls across the world.

International calls might be more affordable these days but you can’t beat seeing a loved one’s face when you ring them up for a natter.


Save and open the Skype installation file.

Click yes if you get a pop-up message asking permission for Skype to begin installing the software.

Select your preferred language, read Skype’s terms of use and privacy policy and click I agree.

Launch the application and sign in with your username and password.

You need to know the username of the person you want to call, just search for this and you’ll be chatting in no time.
What can I use the internet for?

Watching catch-up TV and YouTube

Missed an episode of Corrie? Want to catch up on EastEnders? You can use the internet to watch your favourite TV shows on your computer, laptop, tablet or mobile phone and best of all, they’re free.

Here are some of the most popular on-demand channels:

- BBC - bbc.co.uk/iplayer
- ITV - itv.com/hub/itv
- Channel 4 - channel4.com
- Channel 5 - channel5.com/demand5

You may need to register to use these services or download apps for mobile devices. It’s worth noting that watching programmes online counts towards your monthly usage allowance - the more you watch, the more of your allowance you’ll use.

YouTube is the world’s most popular free video sharing website.

It features all sorts of videos, ranging from hilarious animal videos to how-to tutorial clips.

Type youtube.com into your address bar and press enter.

Write a few words about what videos you want to see in the search browser at the top of the page and press enter.

Scroll through the videos to find one you want to watch.
**Internet banking**

Need to pay a bill? Check your balance? Transfer money between accounts?

You can do this at any time by signing up for internet banking.

Banks offer this online facility and have mobile phone apps that make the process even easier.

Get in touch with your bank or visit its website to find out how to set up this feature.

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**Online shopping**

Most online shops are easy to navigate and you can find exactly what you’re looking for by typing a few search terms (eg: laptop computer).

You can pay quickly and securely by debit or credit card and, the best part is you don’t have to queue or brave the crowds.

If you’re worried about security you can pay by credit card. You’re then covered by the credit card company for any transaction over £50. Look out for the web addresses of payment sections that start https - that means they’re secure.
Keeping safe online

Passwords

Taking some security precautions will ensure your computer is harder to access than Fort Knox.

A good place to start is by creating a strong password that you’ll need to enter every time you log onto your computer.

Tips for creating a strong password

| Use lower case and upper case letters, numbers and symbols | Don’t share your password with anyone – not even friends and family | Don’t use easy-to-guess passwords – such as your name or date of birth | Update your password regularly – say every couple of months |

Email

To change your KCOM email password you can complete the request online after logging into your account via the Control Panel (kcomhome.com/controlpanel).

- Click on Options
- Click on Security
- Click Change password
- Enter current password
- Enter your new password
- Enter your new password again
- Click Save

Alternatively you can call customer services on 01482 602555 (Monday-Friday 8am-7.30pm, Saturday 9am-5pm) and we’ll be happy to help you.
**Wi-Fi**

You might also want to change your Wi-Fi password. How you do this depends on which model of router you have.

Visit [kcomhome.com/help](http://kcomhome.com/help) for step-by-step guides for each of the routers we supply to our broadband customers.

Changing your Wi-Fi password prevents other people from accessing your Wi-Fi network and potentially using your download allowance or accessing illegal content.

**Virus protection software**

Some websites can damage your computer with viruses but don’t worry - anti-virus software can keep them at bay.

Well-known anti-virus software programmes include:

- Kaspersky ([kaspersky.co.uk](http://kaspersky.co.uk))
- Norton ([uk.norton.com](http://uk.norton.com))
- AVG ([avg.com](http://avg.com))
- McAfee ([mcafee.com](http://mcafee.com))

We offer Kaspersky anti-virus software as part of a KCOM Care package. If you'd like us to help with this just give us a call on **01482 602555**.
Keeping safe online

Phishing scams

Phishing is where fraudsters pose as official companies in order to try to access your personal information - like bank details - for personal gain.

For example, you could get an email which is sent to millions of email addresses. These emails look genuine and can ask for your account details, or ask you to update your account information.

There's more information at [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer) - scroll down to 'scams'

Top tips for staying safe online and avoiding scams

✔️ Do only visit trustworthy websites
✔️ Do use up-to-date anti-virus software
✔️ Do keep privacy settings as high as possible
✔️ Do make passwords long and combine capital and lower case letters, numbers and symbols

✖️ Don’t tell anyone your password
✖️ Don’t share any other personal information online (Your bank will never email asking for this information)
✖️ Don’t click on pop-up adverts that appear on screen
✖️ Don’t open emails, messages or links from unfamiliar people
**Parental controls**

As a KCOM customer you can restrict your child’s internet access so they can’t visit inappropriate websites.

- Login into your Control Panel (kcomhome.com/controlpanel)
- Choose Parental Controls from the options menu
- Choose your desired age profile
- Click select and continue
- Enter PIN
- Click Save and switch on

**Get online sessions**

KCOM holds free internet drop-in sessions on the first Tuesday of every month from 9.30am to 11.30am at its Learning Zone on Carr Lane. You don’t have to be a customer to come along!

For more information call Brendon Smurthwaite on 01482 602831.
You can look up anything on the internet – it’s the most detailed encyclopaedia you could ever hope for. Here are some websites that might be of interest:

**Local information, help and advice**
- Hull libraries (hullcc.gov.uk/libraries)
- East Riding of Yorkshire libraries (library.eastriding.gov.uk)
- East Yorkshire Motor Services (eyms.co.uk)
- NHS (nhs.co.uk)
- Hull City Council (hullcc.gov.uk)
- East Riding of Yorkshire Council (eastriding.gov.uk)
- Tripadvisor (tripadvisor.com)
- Gransnet (gransnet.com)
- The Trainline (thetrainline.com)
- KCOM (kcomhome.com)

**News**
- HEY Today (heytoday.co.uk)
- Hull Daily Mail (hulldailymail.co.uk)
- Yorkshire Post (yorkshirepost.co.uk)
- The Telegraph (telegraph.co.uk)
- The Daily Mail (dailymail.co.uk)
- The Guardian (theguardian.com/uk)
- The Independent (theindependent.co.uk)
- The Times (subscription needed - thetimes.co.uk)
- The Daily Express (express.co.uk)
- The Sun (subscription needed - thesun.co.uk)
- The Daily Mirror (mirror.co.uk)
- The Daily Star (dailystar.co.uk)
- BBC (bbc.co.uk/news)
- ITV (itv.com/news)
- Channel 4 (channel4.com/news)
- Sky News (news.sky.com)
- Huffington Post (huffingtonpost.co.uk)

**Genealogy**
- Find My Past (findmypast.co.uk)
- MyHeritage (myheritage.com)
- Ancestry (ancestry.co.uk)
- Genes Reunited (genesreunited.co.uk)

**Gardening**
- Royal Horticultural Society (rhs.org.uk)
- Gardeners’ World (gardenersworld.com)
- BBC – Gardening (bbc.co.uk/gardening)

**Shopping**
- Most physical shops also have a website, but try some of these online retailers too:
  - Amazon (amazon.co.uk)
  - Moonpig (moonpig.com)
  - Etsy (etsy.com)
  - Rakuten (rakuten.co.uk)
# Glossary of terms

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<thead>
<tr>
<th><strong>Term</strong></th>
<th><strong>Definition</strong></th>
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<tbody>
<tr>
<td><strong>Bookmark</strong></td>
<td>The process of saving a web page for later use.</td>
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<tr>
<td><strong>Browse</strong></td>
<td>To explore a website by visiting it and reading information on its pages.</td>
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<tr>
<td><strong>Browser</strong></td>
<td>Software you use to access the internet.</td>
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<tr>
<td><strong>Clicking</strong></td>
<td>Pressing and releasing a button on a mouse.</td>
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<tr>
<td><strong>Desktop</strong></td>
<td>The area on screen which contains a number of icons that you can click on to start programs.</td>
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<tr>
<td><strong>Download</strong></td>
<td>When you make a copy of something on the internet – such as pictures, videos and computer software.</td>
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<tr>
<td><strong>Email</strong></td>
<td>The sending and receiving of messages from one device to another.</td>
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<tr>
<td><strong>Home page</strong></td>
<td>The first page you see when you visit a website, or the website your computer automatically goes to when you open your browser.</td>
</tr>
<tr>
<td><strong>Icons</strong></td>
<td>A small image on your desktop that launches a programme when you click on it.</td>
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<tr>
<td><strong>Instant messages</strong></td>
<td>Online communication which allows messages to be exchanged instantaneously.</td>
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<tr>
<td><strong>Mouse</strong></td>
<td>A small hand-held device plugged into your computer that allows you to move a cursor on the computer screen and click on websites, files and programmes.</td>
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<tr>
<td><strong>Navigate</strong></td>
<td>To move around a website.</td>
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<tr>
<td><strong>Hardware</strong></td>
<td>Physical parts of your computer, such as your monitor or keyboard.</td>
</tr>
<tr>
<td><strong>Link</strong></td>
<td>Either text or an image that directs you to another website.</td>
</tr>
<tr>
<td><strong>Log in</strong></td>
<td>To gain access to a computer or website by using a username and password.</td>
</tr>
<tr>
<td><strong>Menu</strong></td>
<td>List of options on a website that you can choose from.</td>
</tr>
<tr>
<td><strong>Router</strong></td>
<td>Device that connects your home to the internet.</td>
</tr>
<tr>
<td><strong>Scroll</strong></td>
<td>The act of moving up and down the computer screen using your mouse or keyboard.</td>
</tr>
<tr>
<td><strong>Search box</strong></td>
<td>A small, rectangular section on a web page where you can type a few words or a phrase and search the internet for it.</td>
</tr>
<tr>
<td><strong>Software</strong></td>
<td>The programmes installed on a computer that enable the user to perform tasks.</td>
</tr>
<tr>
<td><strong>Upload</strong></td>
<td>Sending information to the internet (your photos, videos and files).</td>
</tr>
<tr>
<td><strong>Web address (URL)</strong></td>
<td>The address of a website. For example KCOM’s website is: <a href="http://www.kcomhome.com">www.kcomhome.com</a></td>
</tr>
<tr>
<td><strong>Website</strong></td>
<td>A location on the internet that contains pages of information about a specific topic.</td>
</tr>
<tr>
<td><strong>Window</strong></td>
<td>A square or rectangular area within which information is presented on the computer screen.</td>
</tr>
</tbody>
</table>