Prisoner Reentry Network Guide to Technology

Overview:
Video: Technology
Cell Phones
  Basics
  Lifeline Phones
  Task: Cell Phones
Passwords
The Internet
  Task: Navigating the Internet
  Task: Opening an Email Account

Video: Technology: If you have Internet access, available at https://youtu.be/BqCJMLrPy8g. Otherwise, obtain a DVD from Prisoner Reentry Network.

Cell Phones
From Tibet to Tanzania to Toronto, no matter where you go you’ll see someone talking on his or her cell phone. You might hear terms like 4G, LTE, GSM and CDMA thrown around and wonder what they refer to. At its most basic, a cell phone is a phone without wires. Newer cell phones can connect to the Internet, but not all are so fancy. You’ll learn about the Internet later on in this handout.

There are a few things to know:

Your Number: You will be given a cell phone number. People can reach you at this number, so memorize it. If necessary, write your number on the back of your phone using a marker, so you do not forget it.

Charging: Be sure to keep your cell phone charged. Cell phones use rechargeable batteries that provide power to the phone for a few days, or a few hours, depending on how you are using your phone. If you run out of power, you will not be able to make or receive phone calls. Charge your phone at any standard outlet.
**Voicemail:** Set up your voicemail. This allows individuals to leave spoken messages that you can check later. Read your phone’s manual to learn how to set up voicemail.

**Texting:** Most cell phones have the ability to send text messages. Many people prefer texts to phone calls because they are less intrusive and more casual than speaking on the phone. While most official business is still done over the phone, text messages are a huge part of modern communication. Text messages go to the recipient’s cell phone and look like this:

**Other Functions:** Cell phones provide an incredible array of functions. Newer cell phones are mobile computers, and allow immediate access to the world’s knowledge. Read your phone’s manual to see what it can do. New phones have the capacity to do some or all of the following:

<table>
<thead>
<tr>
<th>Store contact information</th>
<th>Make task or to-do lists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep track of appointments and set reminders</td>
<td>Use the built-in calculator for simple math</td>
</tr>
<tr>
<td>Send or receive e-mail</td>
<td>Get information (news, entertainment, stock quotes) from the Internet</td>
</tr>
<tr>
<td>Play games</td>
<td>Watch TV</td>
</tr>
<tr>
<td>Send text messages</td>
<td>Take photos and videos</td>
</tr>
<tr>
<td>Integrate other devices such as PDAs, MP3 players and GPS receivers</td>
<td></td>
</tr>
</tbody>
</table>

**Useful Numbers to Call:**

| 911 | Call in case of emergency, and you will speak to a dispatcher who can send paramedics, the fire department, or the police. |
| 211 | Call for information on obtaining shelter, emergency housing, food, clothing, and other resources. Each CA county runs their own 211 call |
center, so quality will vary.

| 411 | Information directory that will provide phone numbers, addresses, and other information. Payment will come from your next phone bill. |

**California LifeLine Program:**
California LifeLine provides discounted basic telephone services to eligible Californians. LifeLine, sometimes referred to as “Obamaphones,” provides discounts for both landlines and cell phones.

Prisoner Reentry Network has communicated with LifeLine about how to apply for its services prior to release from prison. Because the qualifications for LifeLine generally cannot be acquired while inside, the service is not available until after release. Further, there would be difficulties getting the phone to you once you leave prison. PRN will continue to work with LifeLine to remedy this issue.

Handout: Getting a Cell Phone After Release from Prison.

Task: Review Packet on Getting a Cell Phone, Identify public programs that qualify an individual for lifeline.

**Passwords**
It is essential that you do not forget your passwords. Cell phones have passwords that you create, as well as many websites Pick a password you will remember. Many websites require a password that is a combination of letters and numbers. Sometimes, websites require all of the following:

- Capital letter
- Lowercase letter
- Number
- Special Character (For example: !@#$%)

A good password is difficult to guess, and special characters make it more difficult to guess them. For example, if your password is “password” you are more likely to be hacked. However, if your password is “Pa$$w0rd” it is less likely you will be hacked.

Good passwords are difficult to guess, but easy for you to remember. Do not use your birthdate, name, or other information that someone could obtain by looking at documents you throw in the trash.
Description of Assurance Wireless LifeLine Program, one of many LifeLine providers.

Program Description
Best Offer Among Major Lifeline Programs.

How Our Lifeline Phone Program Works for New Customers

1. 250 FREE Voice Minutes & UNLIMITED FREE texts added automatically each month, you do nothing.
2. PLUS an extra 250 FREE Voice Minutes each month for the first 4 months of service.
3. Add money if you decide to choose the $5 or $30 plan. Or, to pay for any services, like international calling and additional minutes.
4. Buy Virgin Mobile Top-Up cards from thousands of stores across the country. Or use credit, debit or PayPal.

For New Customers
UNLIMITED TEXTS AND MORE MINUTES

FREE Cell Phone & 500 FREE Minutes (for the first 4 months*) & UNLIMITED FREE Texts Each Month
*After 4 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible.

Need more?
MONTHLY PLAN CHOICES FOR NEW CUSTOMERS

$30 UNLIMITED Talk, Text, and Web
Add $30 each month to also get Unlimited Minutes and Unlimited Data

$5 Talk & Unlimited Text
Add $5 each month for 250 more minutes.

Access to Other Offerings
If you decide to add money to your account with a Virgin Mobile Top-Up card or a credit/debit card, you can also take advantage of the following Virgin Mobile offerings:

- Additional voice minutes at 10¢ each
- Data Packs as low as $5 for 5 MB
- 411 service at $1.75 per call + standard airtime charges
- International calling at great rates to over 200 countries
- And so much more
Assurance Wireless Sample Application:

1. **PERSONAL INFORMATION**

   The person below MUST BE the same person applying for California LifeLine service.

   First Name: ___________________ Last Name: ___________________

   Home Address: Check box if this is a temporary address □

   Street Address: ___________________ Apt/Unit: ____________

   City: ___________________ State: ___________ Zip Code: ___________

   Mailing Address: (If different from above) □

   Street Address: ___________________ Apt/Unit: ____________

   City: ___________________ State: ___________ Zip Code: ___________

   (PO Box or General Delivery cannot be accepted)

2. **FOR YOUR SECURITY**

   If approved for Assurance Wireless, you’ll need an Account PIN to access your account and a Secret Answer in case you ever forget your PIN. Please write them down for safekeeping.

   **CHOOSE YOUR ACCOUNT PIN:**
   - It must be 5 numbers long
   - No more than 3 consecutive numbers in a row
   - Do not repeat numbers next to each other (44 won’t work)
   - No symbols or letters (@#%$ won’t work)

   **YOUR ACCOUNT PIN:** _______ _______ _______ _______ _______

   AND

   **YOUR SECRET ANSWER:**

   What is your favorite city?
   Your Secret Answer: ____________________

3. **WHAT’S NEXT?**

   Send the California LifeLine Request Sheet to Assurance Wireless.

   **Mail to:** Assurance Wireless, PO Box 686, Parsippany, NJ 07054-9726  
   **OR Fax to:** 1-877-732-3018

   - You will receive an official California LifeLine Application Form from the California LifeLine Administrator. (It will arrive in a pink envelope with easy-to-follow instructions.)
   - Follow the instructions carefully. Be sure to completely fill out and sign the official California LifeLine Application Form and send it back with your proof of program participation or proof of income.
   - Once approved, you will be notified by the California LifeLine Administrator and Assurance Wireless.

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**About Assurance Wireless**

Assurance Wireless is a California LifeLine provider. LifeLine is a government benefit program. Brought to you by Virgin Mobile, Assurance Wireless provides LifeLine service supported by the Federal Universal Service Fund and the California LifeLine Program.

Discounts provided by the California LifeLine and federal Lifeline programs are limited to one per household.

As a California resident, you may qualify for Assurance Wireless if you participate in certain public assistance programs such as Medicaid, Medi-Cal, or Supplemental Nutrition Assistance Program (SNAP). You may also qualify based on household income. You must provide proof of program participation or proof of income when you submit your official California LifeLine Application Form to the California LifeLine Administrator.

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The Internet

*In this section, look at the Internet if possible. If this is impossible at your institution, use the screenshots of websites, included as an appendix.*

The Internet is a network of computers that can communicate with each other. Information is passed between these computers, similar to a telephone with audio information. The Internet allow for all sorts of information – writing, video, really anything – to pass between computers. The Internet is accessible on most computers, and all libraries have computers that can access the Internet for free. Rather than explaining how a computer or the Internet works, let’s look at how a few websites appear to you, the user.

**Task:** If you have Internet access, look through the descriptions of the websites and look at the websites on a computer. In the alternative, review the handout *Screenshots of Websites* to get a sense of how the Internet can be used.

**Google:** Google is the most-visited webpage on the Internet. You can “search” its directory of every website on the Internet. There are billions of websites, so you will need to use Google to find information. Type a word in the search bar, hit enter, and the results will appear.

**Google Maps:** Nearly every business and residence is listed on Google Maps. You can zoom in on the map, search for the California Academy of Sciences, and then get walking directions. You can see what places look like from the street level. It’s really the biggest change. If you have a good cell phone, you will have access to this incredible resource in the palm of your hand.

**YouTube:** Youtube is the best free entertainment available. There are 300 hours of video uploaded to YouTube every minute.

**Gmail:** People communicate through e-mail. You can get an e-mail address from Google for free. This is what e-mail looks like. It’s a list of messages you have received from your friends, business associates, and loved ones. To send an e-mail, you can just hit the “Compose” button, and a message box appears. Write who you want to send the address to, and type up your message.

Email addresses are often NAME @ DOMAIN. The domain is the entity that owns the e-mail. If you get an e-mail address at Gmail, your e-mail address will be USERNAME@Gmail.com

**Sacramento Bee/LA Times:** The print media has had to adapt to the Internet. All newspapers have an Internet component, and it changes the way people read the news.

**Facebook:** Your online persona is very important. It is how you present to the world. Many people have Facebook. It is a free website with information about you, and is a good way to reconnect with old friends. Look here at Prisoner Reentry Network’s director Jared Rudolph’s Facebook page.
LinkedIn: LinkedIn is similar to Facebook, but more professional. People do not post personal photos on LinkedIn, but it’s a good way to see someone’s resume. Note the differences between the Facebook and LinkedIn. This one way that people present different personas depending on the environment. This is an essential skill for survival in this millennium.

If this is still confusing, review the document Navigating the Internet, and then look again at the screenshots. It’s difficult to explain without a computer connected to the Internet in front of you, but you may have only these resources available.

Handouts: Navigating the Internet, What it’s like to get online after 25 years in prison

E-mail: You saw earlier what an Google e-mail looks like. This packet – Setting up a Gmail Account – will explain how to get a Gmail started. Read through this, as it is a wonderful guide to getting this free and essential tool.
California Reentry Program | Helping Californians Successfully Finish Their Parole Heating the door of their new life

4 Elements of Successful Reentry Programs for Inmates

1. Job Skills Training, Employment, and Education 2. Engaging and Reengaging in Community

Scholarly articles for Reentry Programs

About 224,000 results (0.55 seconds)
Hundreds of noisy birds take over apartment complex, make mess

Young herons fall from trees at North Natomas apartments

The nesting colonies called rookery has created a nuisance

More than 100 herons eggs built nests at North Natomas apartments

Hundreds, called rookery, have nested at the apartment complex

Lucky Sacramento eater sell another

After not making championship team

Our exclusive look at the school district

Queen condensers trump's

Herpes was said to be sexually

McNairy Kelly said she was sexually

View All

News

Full Menu

THE SACRAMENTO BEE
Melania Trump
allegations against
plagiarism

By David Letter

The issue isn’t whether the votes necessary to swing
the election are out there. It’s whether Trump wants
them.”

The weight of the evidence points to Trump’s
determination to win at all costs, even if it means
undercutting the democratic process. This is not
about a political move, but rather an indication of
the president’s willingness to cheat his way to victory.

Meanwhile, the allegations of plagiarism
continue to swirl around the Trump campaign,
raising questions about the president’s
trustworthiness and credibility.

Trump’s second campaign

The challenge for Trump is to
come up with a strategy that
will allow him to win without
resorting to dirty tricks. This
will require a new approach to
politics, one that is based on
evidentiary evidence and moral
judgment, rather than on false
tests and criminal behavior.

So far, Trump has shown
that he is willing to go to any
lengths to achieve his goals. If
he continues on this path, it will
be difficult to see how he can
hope to win the presidency.

The political landscape is
changing, and Trump is
struggling to adapt. The
president’s failure to
confront the allegations of
plagiarism head-on is
disappointing, and it is
clear that he is not willing
to change his ways.

The stakes are high, and
Trump is under increasing
demand for answers. If he
does not address these
allegations, it will be
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Summary

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Background

Experience

Law Office of Jared Rudolph
Prison Reentry Network
San Francisco Bay Area
November, 2014 - Present
(Year 9 months)

Law Office of Jared Rudolph
President
November, 2014 - Present
(Year 9 months)

Law Office of Jared Rudolph
Executive Director
November, 2014 - Present
(Year 9 months)

Law Office of Jared Rudolph
Director of Criminal Justice Reform
November, 2014 - Present
(Year 9 months)

Law Office of Jared Rudolph
Counsel
November, 2014 - Present
(Year 9 months)

Law Office of Jared Rudolph
Intern
November, 2014 - Present
(Year 9 months)

Education

The University of Wisconsin
Law School
JD

University of Wisconsin
BA

Volunteer Work

Volunteer Work

People Also Viewed

Maria Zomora
Law Offices of Maria Zomora

Katherine Krabbe
Mayor, City of San Pablo

Reid Keown
Executive Director of The Free Speech Coalition

Eric Paul Lowe
Director of Data Strategy & Impact at

Alissa Kroll
President & Director

Paul Perry
Wine & Documentary Director

Allyson West
Executive Director of Justice

INTERNET BASICS

GETTING STARTED
Prerequisites
What You Will Learn

BASIC WEB SKILLS/USING A WEB BROWSER
Locate and Open a Web Browser
Using a Browser’s Menu Bar
Using the Browser’s Toolbar
Using Tabs
Using the Browser’s Help Feature

WEBSITE ADDRESSES/URLS
Go to a Specific Web Address
Following Links on a Web Page
Changing Text Size

USING SEARCH ENGINES
Finding Information with a Search Engine
Refining Your Search
Understanding Error Messages

COPYING INFORMATION FROM THE WEB

NAVIGATING THE WEB
Identifying Advertisements
Viruses and Personal Safety

GLOSSARY

View our full schedule, handouts, and additional tutorials on our website:
www.lib.unc.edu/cws

Last Updated December 2012
GETTING STARTED

Prerequisites:

It is assumed that the user is familiar and/or comfortable with computer hardware, software and the operating system Microsoft Windows.

- This workshop is intended for new Internet users.
- We will be using PC desktop computers running the Microsoft Windows Operating System. Our Web browser will be Microsoft Internet Explorer or Mozilla Firefox.
- It is important to note that the “Internet,” the “Net,” and the “Web” are all, for our purposes, the exact same thing. These terms are used interchangeably in popular culture.

Please let the instructor know if you have questions or concerns prior to starting class.

What You Will Learn:

<table>
<thead>
<tr>
<th>Locate and open a web browser</th>
<th>Use the browser’s menu and toolbar</th>
<th>Use the browser’s help feature</th>
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<tbody>
<tr>
<td>Recognize and navigate to a web address (URL)</td>
<td>Identify and follow links on a web page</td>
<td>Change the size of text on a web page</td>
</tr>
<tr>
<td>Use a search engine and refine your search</td>
<td>Understand error messages</td>
<td>Copy text from a web page</td>
</tr>
<tr>
<td>Navigate a variety of web pages</td>
<td>Preview and print a web page</td>
<td>Manipulate and alter multiple windows and tabs</td>
</tr>
<tr>
<td>Identify advertisements on a web page</td>
<td>Understand virus safety and protect personal info</td>
<td>Beyond the World Wide Web</td>
</tr>
</tbody>
</table>
Basic Web Skills/Using a Web Browser

The Web, also known as the World Wide Web (WWW), is essentially a collection of an uncountable number of pages of information displayed on the Internet. It is an information-sharing tool that is growing at an unbelievable rate. According to a Google study, there are over a trillion unique web pages and over 4.5 million new websites are registered each month! You can view this information with the help of a “web browser”—a window that allows you to view online content (e.g., Internet Explorer, Mozilla Firefox, Safari, and Google Chrome). Because there is so much information on the Internet, and so many individual sites and pages, it would be nearly impossible to find what you were looking for by just “browsing” or flipping through sites, not only because of the sheer size of the collection, but also because you wouldn’t know what address to go to! To deal with this, we use a web browser to access a search engine, such as Google, which allows us to search for a particular topic, word, or phrase.

The Internet is a communications network that connects computers from all around the world. To reach different websites, then, we use search engines like Google or Bing to search for websites about a particular topic, word, or phrase. Just like you might use the library catalog to find a book or the phone book to find a business, search engines organize information and make it accessible for Internet users. If you can think of a topic, there is probably a website about it!

Locate and Open a Web Browser:

A web browser is a program that lets you see information and images on web sites. A browser reads the information on a web page and displays it on your computer screen. The two most popular web browsers are called “Microsoft Internet Explorer” and “Mozilla Firefox.” You should be able to use both of these browsers at your local public library.

To open one of these browsers:

Point to the browser’s icon on the desktop (see images at left) with your mouse and double-click on it with the left mouse button (alternatively, left-click once, and then press the “Enter” key). A window like the one pictured below should come up on the screen.
Using the Browser’s Menu Bar:

The Menu Bar is located directly below the Title Bar in the browser window. The Title Bar shows the name of the website you are viewing and the web browser. The Menu Bar displays all of the options of things you can do in the browser. Today we’ll be using Internet Explorer, but the options are more or less the same in any other browser (e.g., Firefox). Once you know how to use one, you’ll be able to navigate any of them!

![Menu Bar Options](image)

You can click on any of the words in the Menu Bar to see a list of the tasks you can perform. This will bring up a drop-down menu with a list of choices. To select one, point with your mouse and left-click once.

Each menu item contains many options. Here’s a brief overview of the things you can do with each menu item:

- **File**: Here you can open and close new windows and tabs, save pages to your computer, print out websites, and exit the browser.
- **Edit**: This item allows you to copy and paste text and images from websites, find certain words on a page, and undo mistakes.
- **View**: You can change the display of your browser here, including text size.
- **Favorites**: This is a place to store and access your favorite and most used websites.
- **Tools**: These are more advanced settings for your web browser; most likely you will never need to use these options.
- **Help**: If you need more help with the browser, try this menu item.

Using the Browser’s Navigation Bar:

The Navigation Bar is located directly above or below the Menu Bar and contains buttons that provide shortcuts to frequently used navigation and menu options, such as forward, back, stop, refresh, and home.

**Firefox Navigation Bar**:

![Firefox Navigation Bar](image)

**Internet Explorer Navigation Bar**:

![Internet Explorer Navigation Bar](image)

The following is a description of the most frequently used Navigation bar buttons:

- The **Back** button takes you back to the previous web page that you viewed.
The **Forward** button takes you forward to the web page that you viewed *before* you clicked “Back.”

The **Refresh** button will reload the web page that you are currently viewing. Web pages (especially news sites) will change throughout the day, so it is important to refresh them periodically to see the most recent changes.

The **Stop** button will stop a web page from loading. If a page is taking a particularly long time to load, you can try clicking Stop, then Refresh.

The **Home** button will take you to the webpage that opened when you first opened your browser window. If you are at a library, this is most likely the library’s home page. It is possible to change your web browser’s settings to open a different Home site.

### The Address Bar

The **address bar** will appear either below or above the toolbar. This is a long, white box where you will type the address of the site you wish to go to. We will learn more about web addresses and the address bar in a little bit.

### Using Tabs

One of the new features in Mozilla Firefox and newer versions of Internet Explorer is **tabs**. Tabs work just like tabbed dividers in a filing cabinet or a binder—they allow you to organize different pages while keeping them all accessible. You can open a new tab by going to **File** ➔ **New Tab**, **OR** by clicking the small button with the plus sign (+) to the right of the last tab, **OR** by holding down the control (CTRL) key and typing the letter ‘T.’

The benefit of using tabs, instead of new windows, is that you can view multiple tabs **within one window**, and can switch between tabs very quickly by simply clicking on the tabs. In the example above, if I wanted to view the Google page, I would simply click the tab that says “Google.” To switch back to the UNC page, I would click the tab that says “UNC.” It is possible to have multiple windows open, and for each window to have more than one tab open.
Using the Browser’s Help Feature:

As with many other programs, web browsers have Help features that you can use if you ever need a hand. The help feature can be found in the browser’s Menu bar.

1. Point with your mouse to the “Help” option on the browser’s menu bar.

2. Click once with the left mouse button.

3. Slide the mouse down to “Firefox Help” (“Internet Explorer Help” for Internet Explorer).

4. “Firefox Help” will become highlighted.

5. Click once with the left mouse button.

*It is important to note that all web browsers are not the same. Like television sets, they all browse the same Internet, but can be designed differently. The “Help” feature on many web browsers may not be found the way it is shown here, but there is very often a “Help” menu option, or a “Help” button at the top of the browser window.

A Help window (in Firefox this may open in a new “tab”) like the one below will appear on your screen.

Feel free to explore the help features. You can even search for a particular item if it does not appear to be in the index. In fact, you can also search the Internet for help on a variety of topics using a search engine—your instructor can tell you how to do this!
WEB ADDRESSES/URLs

Going to a Specific Web Address

Every day, you are probably bombarded with web addresses. On the radio, on television commercials, in the newspaper and magazines: “Visit us online at www.businessname.com!” Almost every business and organization has a website now. You can recognize websites because they will almost all start with “www” or “http” and end with “.com” “.org” “.edu” or “.gov” (these endings are called “extensions”). Sometimes web addresses are also called URLs, which stands for Universal Resource Locator.

Here is an example of a typical web address: www.google.com

You would type this into your address bar to access Google’s website.

Let’s take a look at the anatomy of a web address:

http://www.nytimes.com/world

Now that you know what a web site address looks like, you can go to a specific site by typing it in the browser's address bar, which is located just below the toolbar. Other popular websites include www.amazon.com, www.wikipedia.org, and www.youtube.com.

Here’s another look at the address bar:

To go to a specific website, you’ll need to:

1. Left-click once inside the white part of the address bar. This will highlight the address already in the bar. You can also click and drag your mouse from left to right to highlight the text.
2. Press Delete or Backspace to empty the address bar.
3. Type the new address into the address bar (e.g. www.wikipedia.org).
4. Press Enter on the keyboard.

Voilà! The website should then appear on your screen:
Following Links on a Web Page:

A link (also called a hyperlink) is an underlined word or phrase or an image on a web page that links to either another place on the same page, or to an entirely different web page. You can tell that you are on a link when you slide the mouse over text or an image and your mouse pointer becomes a hand with a pointing finger.

Go ahead and type a topic into the search box on the Wikipedia site (for example, search for “North Carolina”), and then press Enter on your keyboard.

Run your mouse over the Wikipedia page that comes up. You'll notice that as you hover your mouse over any of the blue words, the words become underlined, your mouse arrow changes to a pointing hand, and (if you allow it to hover for a few seconds) a small description will appear below the link. This should also happen if you hover over any of the images on the page.

Let's follow a link! Try clicking one of the blue words that appears on the Wikipedia page that you are looking at—your instructor can assist you if you need help.

Here is how to do it:

1. Slide the mouse down to a word that is blue, or an image that causes your mouse pointer to turn into a hand.

2. When the pointer turns into a hand, click once with the left mouse button.

You should now see a new page with text and other links. You can go back to the previous page by clicking on the “Back” button on the browser’s toolbar.

Practice going to different links! Remember that you can use the “Back” button to go back to the previous page or use the “Forward” button to return to the page you were looking at before you clicked “Back.”
Changing Text Size:

If you are not comfortable with the text size on a web page, you can change it.

1. Move your mouse over the word “View” in the browser’s menu bar.
2. Click once with the left mouse button.
3. Slide your mouse down to “Zoom.”
   You will see another little menu pop up on the right hand side of “Zoom.”
4. Slide the mouse to the right and left-click once on “Zoom In” or “Zoom Out.”
5. Repeat these steps to continue to make the text incrementally larger or smaller.

The text on the web page that you are currently looking at should change according to what you have chosen. To change the text size back, just repeat the previous steps, but this time select “Reset.” This tool can be very useful, considering that web pages come in all shapes and sizes—it essentially magnifies or “zooms in” on the text so that it becomes easier to read!
Finding Information with a Search Engine

To find information on the web, you will need to use a search engine. A search engine goes out and finds information for you on the World Wide Web. There are many search engines out available to use.

Google is currently the most popular search engine, but there are many others, such as Yahoo.com, Bing.com, and Ask.com. Today, we’ll practice using Google.

Type the web address www.google.com into the address bar at the top of your screen. Then hit Enter on your keyboard.

This should bring up the Google homepage on your screen. Left-click in the search box.

Type a word or a phrase that describes the information that you are looking for (the fewer words, the better—no need to use complete sentences!).

For example, type the word “beach” into your search box to see what Google finds.

Beach - Wikipedia, the free encyclopedia
en.wikipedia.org/wiki/Beach
A beach is a landform along the shoreline of an ocean, sea, lake or river. It usually consists of loose particles which are often composed of rock, such as sand, ...
List of beaches - Beaches in Chicago - Nude beach - Single-speed
Flickr “beach”
www.flickr.com/photos/tag/beach/
Guest Passes let you share your photos that aren’t public. Anyone can see your public photos anytime, whether they’re a Flickr member or not. But if you want to ...
Images for beach - Repat images

Glamour Beach Party 2011 - Coke Club, Sidewalk - YouTube
www.youtube.com/watch?v=BNwNTrYOnh
Jul 20, 2011 - Uploaded by recordine

More videos for beach >

Beach Environmental Awareness Campaign Hawaii!
www.b-e-a-c-h.org/
Beach Environmental Awareness Campaign Hawaii, a leader in marine debris education in Hawaii, is a non-profit, all-volunteer organization that brings ...
Refining Your Search

Try the following steps to narrow down your search:

- If you get too many "hits" (listed websites), try adding extra words that describe what you want—if that gives more instead of fewer results, put “and” between each word. For example, “beach and vacation” will find only pages where both of those words are included.
- Put phrases in quotation marks, e.g. “North Carolina governors,” “Al Pacino,” or “Orange County Main Library.” This will find only those pages that contain these exact phrases.

Understanding Error Messages

Sometimes you will type a website address but an error page comes up instead of the website. This happens from time to time. The most common cause for this is that you have typed the web address incorrectly. You can also sometimes get an error message when you click on a link on a web page. This often means that either the link is “broken,” or the page no longer exists. An error page can mean a variety of things, including any of the following:

- The website is temporarily down
- The website does not exist anymore
- The link you clicked is broken (it was created incorrectly)
- Your browser can’t open the site because of some restrictions
- Too many people are trying to access the site at once

There may be nothing you can do to rectify the situation. In this case, you might just have to move on and go to another website or choose another link. In this day and age, major websites usually never stay down for a long period of time. It is the equivalent of a major television network going down—many, many people are working very hard to bring it back up as soon as possible!
COPYING INFORMATION FROM THE WEB

Saving Images, Documents and More:

You may want to keep information you find on a web site but you don’t necessarily need to print a whole page. You can accomplish this by copying and pasting information from the web site to a word processing program.

Here is how you highlight the text:

1. Let’s go to the web browser’s “Home” site. Click the house icon to navigate to the page you first saw when you opened the browser.

2. Place the cursor before some text you wish to highlight. Try to highlight a whole paragraph if possible (your instructor may need to help you navigate to a page with more text if there isn’t much text on this site).

3. Hold down the left mouse button.

4. Move the mouse down and to the right until all of the text you wish to copy is highlighted, then let go of the mouse button.

To copy the text:

1. Click on the word Edit in the browser’s menu bar.

2. Slide the mouse down to Copy.

3. Left-click once.
This has copied the text you have highlighted onto the “Clipboard,” which stores it for you to paste somewhere else. You will now need to open Microsoft Word so you can paste this text into a blank document.

Now open **Microsoft Word**:

1. Double-click on the **Microsoft Word** icon on the desktop.

Once Word opens,

2. Click on the **Edit** option of Word’s menu bar.

3. Slide the mouse down to **Paste**.

4. Left-click once.

*Note: You can also use “Ctrl-C” to COPY and “Ctrl-V” to PASTE instead of accessing these options from the menu bars in your browser and Microsoft Word. Ask your instructor if you have questions about this.

The text should now be pasted into the blank Word document!
**NAVIGATING THE WEB**

*Identifying Advertisements:*

It is common to find advertisements on websites. Many of these advertisements are just trying to sell you things, but some of them are traps. They get you to enter your personal information and tell you that this is for a chance to win money or prizes, but most of the time it’s just to get your email address so they can send you junk mail. In extreme cases, malicious websites may try to steal personal information such as your social security number or your credit card number to steal money from you or even your identity.

Some other advertisements will pop up and tell you that you need to “Click Here” because you have a virus and you need to clean up your computer or something similar. Again, these are just ways that a company tries to access your personal information or sell you something.

**REMEMBER:** You can always ignore advertisements, just like you can change the television channel at home. You are not forced to do anything on the Internet!

![Image of an advertisement](image)

**Viruses and Personal Safety:**

For your own safety, **NEVER** give out your personal information over the web to unsolicited advertisements or unknown websites. These are most likely not secure. If you are applying for or buying something from a legitimate organization or company, it will be done on a secure site.

A secure site will display a little padlock somewhere in the browser:

![Image of a secure site](image)

In addition, the web address should begin with https://. The extra ‘s’ in the web address means that the site is secure. It is a good idea only to make purchases from well-known, well-regarded sites, like www.amazon.com or www.target.com. You should also try to read companies’ privacy policies before making a purchase.
**Viruses** are malicious programs that are loaded onto your computer without your knowledge. They can destroy or delete everything on your hard drive, such as your files and folders, or extract personal information. Your computer can become infected when you download pictures and files from the web or email messages, so avoid downloading files from the Internet unless you are sure it is safe. If you receive an e-mail from a friend with an attachment, especially if it seems strange, verify that they intended to send you the attachment before you open it.

Your home computer should be protected against viruses. You can equip it with virus protection software that stops viruses from attacking the computer’s hard drive and your files. When you try to download something from the web, the virus protection software will scan the downloaded file or image to make sure that it does not contain any viruses.

*If you have any additional questions about navigating the web, using a web browser, or using a search engine, please feel free to ask your instructor!*

**Glossary**

Internet vocabulary to know:

- Internet
- URL/Web Address
- Browser
- Menu Bar
- Navigation Bar
- Tabs
- Address Bar
- Search Engine
- Error Message
- Viruses
Michael Santos was sent to prison in 1987 and watched the Internet grow from behind bars. It wasn’t until August, 2012 that he got to experience it firsthand.

By MICHAEL SANTOS

The Internet did not exist when I began serving my prison sentence, in 1987. I didn’t have direct access to the Internet as it dawned onto popular culture and became mainstream for many Americans, throughout the “You’ve got mail!” craze of the '90s. Years would pass, until my release from prison in 2012 before I’d be able to experience the Internet first hand.

While I served my prison sentence, I frequently dreamed of using the Internet. From reading numerous technology magazines and financial newspapers, I perceived the Web as a powerful tool. From my perspective, it would become more influential to the advancement of society than television, radio, and the telephone combined. The interactivity and ability to
rywhere were using the Internet to advance society, spreading knowledge
oked forward to becoming a part of the Internet generation.

“While I served my prison sentence, I frequently dreamed of using the Internet.”

As a prisoner, I could not access the Web directly. Staff members
oversaw policies that placed enormous barriers between the
people inside boundaries and society. In the prisons where I served my sentence, prisoners were even prohibited from
accessing electronic typewriters. They had their reasons, I suppose, but blocking people
inside from using technology did not go far in preparing them for success upon release. By
the late 1990s, I became so hungry to experience this new tool for myself, I created indirect
ways to access the Internet. Connecting with society and making efforts to prepare for a law-
abiding life upon release was a priority for me, and I had to figure out ways that I could
overcome the obstacles imposed by prison rules that blocked prisoners from computers.

After reading numerous magazine articles about how people were launching websites, I
wrote out a web design. It wasn’t much. I simply wanted a place to publish essays, articles,
and profiles I wrote about other prisoners. I was still a citizen of our democracy, and as
such, I felt that I had a duty to share my observations with taxpayers. I sent my web design
to people from my support network and they coordinated the development of my first
website. It was simple, but it served the purpose of allowing me to use it as a tool to
document my journey through prison and to write about the experiences of others.
Throughout the final decade of my imprisonment, I published thousands of articles on my
website to help others understand prisons, the people they hold, and strategies for growing
through confinement.

On August 13, of 2012, authorities allowed me to transition from federal prison to the
community. I was not entirely free when I walked out of prison, as I was scheduled to serve
six months in a San Francisco halfway house, to be followed by another six months on home
confinement. During that final year of quasi-imprisonment that I am still serving in the
community today, I work tirelessly to launch my career. And just as the Internet helped me
through my final decade in prison, the Web continue to help change my life.

On the day that my wife, Carole, drove me away from prison, she handed me an Apple
egan to access the Web directly. Staff members oversaw policies that placed enormous barriers between the people inside boundaries and society. In the prisons where I served my sentence, prisoners were even prohibited from accessing electronic typewriters.”

Within a few days, authorities allowed me to leave the halfway house and begin working. I had a job waiting for me and on my first day, I accessed an Apple laptop, the WorkBook Pro. I’d never used a laptop computer before, but I loved using the Mac to familiarize myself more with the Internet. I had a presence on Facebook and Twitter, but I didn’t know much about a best-practices way of using social media. I wrote book-length manuscripts in prison, but during those first days I spent researching the Web, I realized that I would need to develop skills to reach my audience in short messages, often in 140 characters or less. Attention spans in society, it seemed, had shortened.

I used Google to find journalists who might have an interest in my story of serving a quarter century in prison, and through email I reached out to them. I connected with journalists at the San Francisco Chronicle. That work eventually led to a front-page story that brought considerable attention to my work.

Because of my early research, I understood that the digital world would be much more powerful than print. As such, I began exploring more with social media. I wrote daily for a public Facebook page. I signed up with Quora and began writing lengthy articles in response to questions about the prison experience or overcoming adversity. I began developing my
how this work of self-publishing on the Internet has opened opportunities for me, opportunities which connect me to thousands of citizens. In January, for example, I received an invitation from Professor Alan Ross at UC Berkeley to address a crowd of 700+ people at Berkeley's Wheeler Auditorium. If I had not had access to the Internet, Professor Ross would not know my name. Through my Internet writings, I received other invitations to speak, including at the University of San Francisco Law School, and at Stanford. The State University of San Francisco offered me an opportunity to lecture, but it also offered an opportunity for me to teach a course called "The Architecture of Imprisonment." I'm eager to begin teaching on a university campus in the fall.

Michael Santos at UC Berkeley, Feb 6, 2013

The Internet has changed the world, but it has also changed my life. I'm very grateful for this medium. The more I learn how to use it, the more I can contribute to helping others understand the message of overcoming adversity. I look forward to improving my knowledge of the Internet and to making more connections with followers of the Daily Dot.

Michael Santos is the author of numerous books that describe various aspects of the federal prison system. His most recent book, Earning Freedom: Conquering a 45-year Prison Term, shares events from the day of his arrest, on August 11, 1987 through the day of his release, on August 13, 2012. He speaks on subjects related to overcoming struggle
Gmail Basics

Terms

Gmail is a free, advertising-supported webmail, POP3, and IMAP service provided by Google. Gmail was launched as an invitation-only beta release on April 1, 2004 and it became available to the general public on February 7, 2007, though still in beta status at that time. As of December 2009 it has 176 million users monthly. The service was upgraded from beta status on July 7, 2009, along with the rest of the Google Apps suite.

Sign In Process

1. Open up your web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.)
2. Type in the address bar—www.google.com
3. Click on Gmail in the upper right corner of the Google home page.
4. Type in your Username (which is the first part of your email address. Mine is jkschoen@gmail.com which makes my Username jkschoen)
5. Type in your password.
6. Click Sign In
7. OPTIONAL—you may check the box that states “Stay signed in” if you are working on your personal computer.
A Google approach to email.

Gmail is built on the idea that email can be more intuitive, efficient, and useful. And maybe even fun. After all, Gmail has:

- **Lots of space**
  Over 7583.105510 megabytes (and counting) of free storage.

- **Less spam**
  Keep unwanted messages out of your inbox.

- **Mobile access**
  Get Gmail on your mobile phone. [Learn more](#)

**Latest News from Gmail**

[Color code your Google Calendar events](https://www.google.com/calendar)  Mon May 09 2011

If your calendar ends up full of many different types of events (film nights, lunch dates, and doctor ...

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© 2011 - [Gmail for Work](https://www.google.com/work) - [Terms & Privacy](https://www.google.com/terms) - [Help](https://www.google.com/help)
Basic Navigation and Tools

Navigating through Gmail can be easy once you know where the basic tools are that you will be using. Most of the navigation (not all) will be on the left hand side of the screen as shown on the left.

Your main categories are:
- **Mail**—Because Gmail is so large, Mail is a category. Where ever you are in Gmail, if you want to see your email, click the Mail button.
- **Contacts**—This is where you can add, edit, remove any or all of your Gmail contacts.
- **Tasks**—You can keep track of to-do-lists within Gmail as well. These are called tasks.
- **Compose Mail**—The biggest button in the list and it does what it says. To create a new email, click Compose Mail.

The next area is going to be the main playground for using your email.

- **Inbox**—Your inbox is where are of your current email is located

Main folders under 6 more

- **Buzz**—This is Gmail’s—Facebook. With Buzz, it allows you to quickly share pictures, thoughts, videos with your family & friends within Gmail.
- **Starred**—Every email you deem important can be “starred” for faster visual retrieval of that email.
- **Sent Mail**—Any email that you have created and sent will be in this location.
- **Drafts**—Emails that you have started but not yet sent, will be found in here. By default any emails you start to write, but takes you more than a couple of minutes will automatically go in here. When you are done composing and click send, it will automatically go into your Sent Mail box.

Spam—This is your unsolicited email folder. Most of your SPAM is caught in Gmail and placed into this folder. Any email that is 30 days old will be removed automatically from this folder.

**Trash**—Just like with your normal computer, Gmail has a trash can. Any email you want to get rid of will go into the trash. Emails that are over 30 days old in the trash can will be automatically removed from your Gmail account.

There may be more categories on the left side, but for now, we have covered the basic ones you will be using the most. For the sake of this class, we will ignore the rest at this time.
1. Click Compose Mail
2. Left click once in the “To” box. Type in the email address of the person you are sending an email to. Please remember the following tips:
   - Email addresses are case Insensitive
   - There are no spaces in an email address
   - Hold down the “Shift” key and tap the number “2” to get the @ symbol
3. Left click once in the “Subject” line. Now type in your quick subject line
4. Left click once in the “Body”. Type in the actual message of your email.
5. Left click once on “Send” when your email is complete.

To, Cc, Bcc—What do they mean?
To—to whom you are sending the email. All senders placed within the “To” box will be displayed to the receiver.
Cc—to whom you are “carbon copying” the email. Carbon copy paper made it possible to send the same letter to two (or even more if you hit the keys really hard) different people without the onerous task of having to write or type it twice. This is the same thing.
Bcc—to who you are “blind carbon copying” the email. All senders placed within this box will NOT be displayed to the receiver of the email.
Sending an Attachment

The hardest part about sending an attachment is finding it within the computer. Let's take a couple of seconds (or minutes) to find out where most basic files are stored.

**Windows XP**

In Windows XP, all of your items are normally stored (by default) inside the My Documents Folder. Inside My Documents you will find your files and folders as well as My Pictures, My Music, My Videos as shown below.
The hardest part about sending an attachment is finding it within the computer. Let us take a couple of seconds (or minutes) to find out where most basic files are stored.

**Windows Vista and 7**

In the upgraded version of the Microsoft Operating System, they have changed things slightly. You will now notice that everything is one level under the User Account. The reason we are showing you this is because you have to FIND where the files are placed in order to attach them!
Sender: Gmail Basics

**Sending an Attachment Continued**

When you create an email, you will still follow the previous steps (please refer to page 5) but before you click Send you will need to find the words “Attach a File” which is located right under the subject line box.

Let us practice that now. Turn back to page 5 and start a basic email. Work steps 1—4 then come back to this page.

4a— Left click once on “Attach a file”. A new window should appear. It will NOT look exactly like the window below, but should look close.

4b— Left click on Libraries

4c— Double Left click on Pictures
Step 4d—Find the Folder with Sample Pictures and Double left click on it to open.

Step 4e—Find the Picture you want to attach and Left Click ONCE, then click on Open.
Sending an Attachment Continued

4f— Once you clicked “Open” in the previous step, you should have been brought back to your normal window. You can make sure your attachment is there by looking under the Subject line and seeing your file that you attached. You will notice in the image below that I have attached a file called design_page.JPG.

Now you may continue to Step 5 which is to click “Send”.

The file you have attached should be here.

Formatting Your Email

You can change the formatting, font and color of your message text using the tools located above the compose window.

- Click Compose Mail at the top of any Gmail page.
- Click the icon for the formatting feature you’d like to use in the formatting toolbar above the compose window. If you don’t see any icons, click Rich Formatting >> to display all formatting options.
- Type your message.

If you decide you’d like to write a message in plain text format, just click Plain text along the top of the compose window. Below is an image of all the basic formatting options.

You can find all of the options on the next page.
Contacts

Your contacts are essential to your email. You can store information (not just email addresses, but phone numbers, notes, pictures, etc.) about the people you send email and access it all through the Contacts link on the left-hand side of any Gmail page. Some people are automatically added to your contacts list based on messages you've sent or received, but you can also manually add people. To create a contact:

1. Click Contacts along the left side of any page.
2. Click the New Contact button in the top-left corner of the Contact Manager.
3. Enter your contact’s information in the appropriate fields.
4. Once complete, it will automatically save your contacts.

You can enter additional contact info by clicking More Information or by clicking the add link next to the appropriate field. Enter your contact's information in the appropriate fields and click Save.

If you're transitioning to Gmail from another email program and already have a contacts list from your old account, you can import contacts through a CSV file or by importing them.

Email addresses are automatically added to your Contacts list each time you use the Reply, Reply to all, or Forward functions to send messages to addresses not previously stored in your Contacts list. If these addresses don't appear immediately, try waiting a few minutes or signing out of your account and signing back in. "Also, each time you mark a message as 'Not Spam,' your Contacts list is automatically updated so that future messages from that sender are received in your inbox.

<table>
<thead>
<tr>
<th>Gmail’s Formatting Options</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong> - bold all or some of your message</td>
</tr>
<tr>
<td><em>Italics</em> - italicize all or some of your message</td>
</tr>
<tr>
<td><strong>Underline</strong> - underline all or some of your message</td>
</tr>
<tr>
<td>Font - select a special font</td>
</tr>
<tr>
<td><strong>Font Size</strong> - change the font size of all or some text</td>
</tr>
<tr>
<td><strong>Font Color</strong> - change the color of all or some text</td>
</tr>
<tr>
<td><strong>Highlight Color</strong> - highlight the text of a message</td>
</tr>
<tr>
<td>Remove Formatting - remove formatting from selected text</td>
</tr>
<tr>
<td><strong>Hyperlink Text</strong> - hyperlink the selected text</td>
</tr>
<tr>
<td>Numbered List - create a numbered list in your message</td>
</tr>
<tr>
<td>Bulleted List - create a bulleted list in your message</td>
</tr>
<tr>
<td>Indent Less - move text closer to the left of the page</td>
</tr>
<tr>
<td>Indent More - indent text further to the right of the page</td>
</tr>
<tr>
<td>Quote Text - format a block of text as a quote</td>
</tr>
<tr>
<td>Left Align - align text along the left side of the page</td>
</tr>
<tr>
<td>Center Align - align text in the center of the page</td>
</tr>
<tr>
<td>Right Align - align text along the right side of the page</td>
</tr>
<tr>
<td>Right to left* - changes the directionality of text composing</td>
</tr>
<tr>
<td>Left to right* - changes the directionality of text composing</td>
</tr>
</tbody>
</table>
Reading Email

Gmail groups all replies with their original message, creating a single conversation or thread. In other email systems, responses appear as separate messages in your inbox, forcing you to wade through all your mail to follow the conversation. In Gmail, replies to replies (and replies to those replies) are displayed in one place, in order, making it easier to understand the context of a message -- or to follow the conversation.

When you open one message in a conversation, all of your related messages will be stacked neatly on top of each other, like a deck of cards. We call this Conversation View. In Conversation View, each new message is stacked on top of the ones that arrived before it, so that the newest message is always the one you see first.

To see all the messages in a conversation, just click Expand all.

Please note that a conversation will break off into a new thread if the subject line of the conversation is changed, or if the conversation reaches over 100 messages.
Reading Attachments

You can view attachments in Gmail in several different ways:

To view an attachment in its original format:

1. Open the message containing an attachment.
2. Click Download at the bottom of the message.
3. Choose to Open or Save the file. Opening the file displays the attachment in a new window. When you're finished reading the attached file, close the new browser window to return to Gmail.
If you'd like the contents of your attachment to appear in a new browser window without having to download the file, view the attachment as HTML. Here's how:

1. Open the message containing an attachment.
2. Click View as HTML at the bottom of the message.
3. When you're finished reading the attached file, close the new browser window to return to Gmail.

Viewing attachments as HTML is a quick and easy alternative to downloading files. You can view the following types of files as HTML: .pdf, .doc, .xls, .ppt, .rtf, .sxw, .sxc, .sxi, .sdw, .sdc, .sdd, and .wml.

If the attachment is a Microsoft Excel file or comma-separated values (CSV) file, you can open it using Google Spreadsheets:

1. Open the message containing an attachment.
2. Click Open as a Google Spreadsheet at the bottom of the message.
3. When you're finished reading the attached file, close the new browser window to return to Gmail.

If the attachment is a Microsoft Word file (DOC), you can open it using Google Docs:

1. Open the message containing an attachment.
2. Click Open as a Google document at the bottom of the message.
3. When you're finished reading the attached file, close the new browser window to return to Gmail.

### Replying/Forwarding an Email

When you want to reply to an email, you will first need to:
1. Open the email to see the contents.
2. Then you will need to look below the contents of the email and you should see (image shown on the next page) the words Reply. Click the reply button. A new window will appear and the “To” will already be filled in.
3. Type in your message.
4. Hit send when complete.

When forwarding an email, follow the exact same steps EXCEPT you will have to fill in the “To” field but the email body will already be in (no need to type in the message).
Click Reply to send the message back to the original sender or click Forward to send the message to new recipients.
Deleting Email

Gmail lets you delete either an entire conversation or one message from a conversation. Deleted messages are a lot like the stuff in the trash can in your kitchen: eventually, it’s all going in the big dumpster outside, but for a little while, you can still rummage through it if you lost something important. Gmail will empty messages from your Trash automatically after 30 days, or you can permanently delete messages yourself.

- Here’s how you can get rid of an entire conversation:
  1. Open the message (or select the checkbox next to it).
  2. Click the Delete button to move the message to Trash.

- And here’s how you’d preserve most of a near-perfect conversation, but forget about a single message:
  1. Open the conversation and find the message in question.
  2. Click the down arrow next to Reply, at the top right of the message pane.
  3. Click Delete this message.

Oh no! I’ve made a terrible mistake!

I want that message back!

It’s okay. Just after you delete a message, a yellow bar with an Undo link appears at the top of the page. If you click it, your message will be moved from Trash back to its original location. As long as your change of heart occurs within 30 days of deleting the message, you can also retrieve it from Trash by clicking Trash, selecting the message in question, and clicking Move to Inbox. This won’t work if you’ve already permanently deleted the message, though.

No, really. I don’t even like having that message in my Trash. Please take it away.

Once a message is in Trash, Gmail will delete it in 30 days, but you’re more than welcome to delete it permanently yourself.

1. Click Trash along the left side of any Gmail page. (If you don’t see Trash along the left side of your Gmail page, click more above Contacts on the left side of the page.)
2. Check the box next to the message you’d like to permanently delete.
3. Click Delete Forever. This time, it’s really gone forever.
Digital Transfer Services

The Computer Guy, LLC is now offering Digital Transfer Solutions to you. It is time to look through all your old slides, videos and photo collections, dust them off and digitize them to a personalized DVD.

- VHS and VHS-C to DVD
- Slides to DVD
- Photos to DVD
- Photo Retouching

Each DVD includes a customized DVD Case, DVD menus and your choice of musical backgrounds or your own voice over. For more information check out our website at:

www.digitaltransfer.thecomputerguy-joe.com