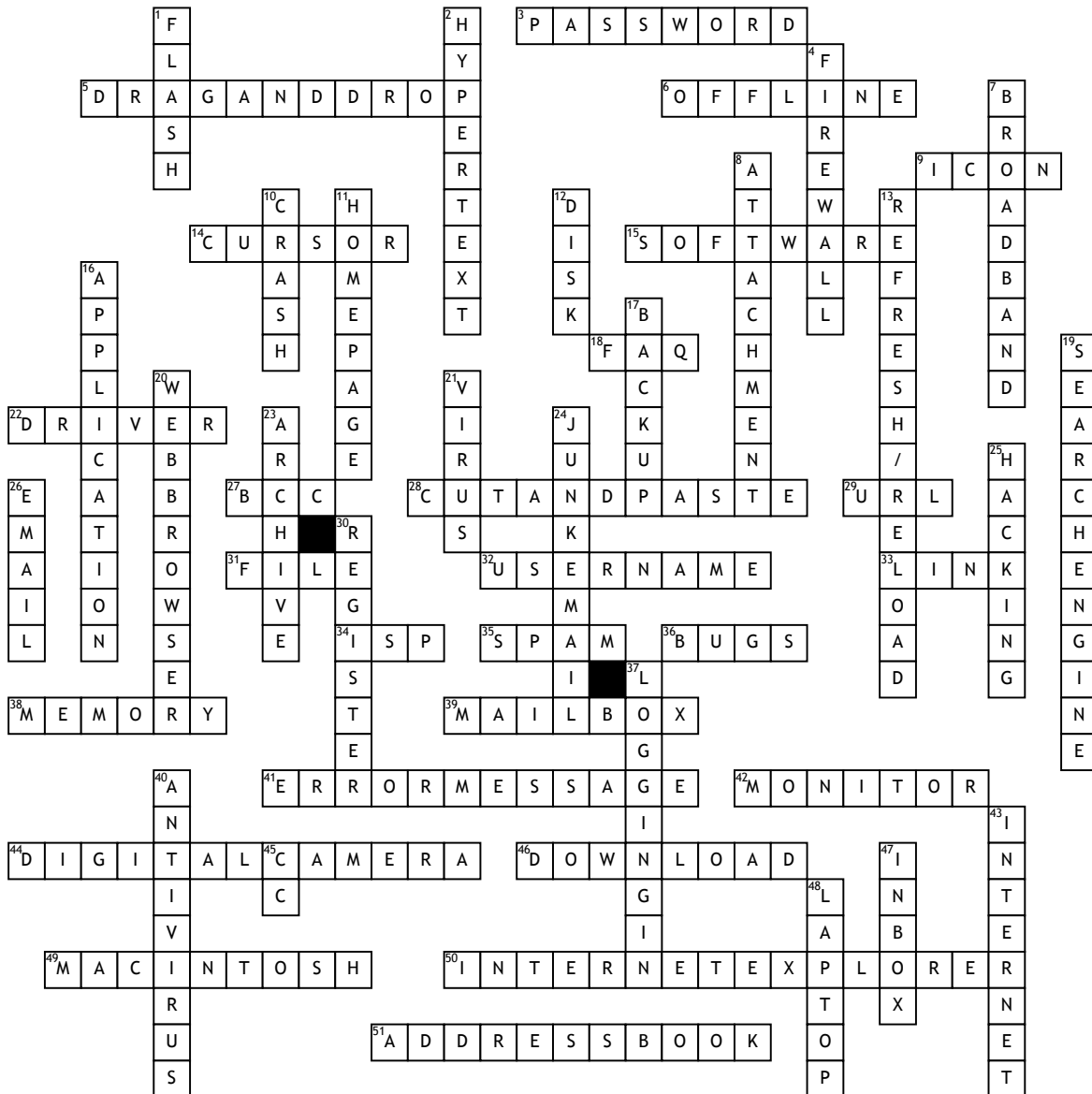


Key Skills



Across

3. A series of letters, numbers and characters that you enter to get into your computer, internet connection, email or websites that you are registered with.
5. Clicking on an icon or selection, holding the mouse button down and moving the mouse to 'drag' the selection to a new location. When the mouse button is released the item is 'dropped'.
6. Describes when your computer is not connected to the internet.
9. A small picture which, when you click on it launches an application, program or acts like a link on the World Wide Web.
14. The flashing vertical line on the screen that shows you where you are and where the next character you type will appear (6).
15. Any programs such as word processors, email applications or internet browsers.
18. Frequently Asked Questions. A list of standard answers to questions which newcomers to a topic or website may have.
22. Software which runs hardware attached to your computer like a modem, printer or scanner. New hardware normally comes with a CD containing the necessary drivers to install on your computer.
27. Means Blind carbon or courtesy copy. This box allows you to send an email to more than one person but their email addresses are hidden from other recipients (1,1,1).
28. Selecting text, images or files and deleting them from one place while putting them in another (3,3,5).
29. Stands for Uniform Resource Locator, the technical term for the address of a website or document on the web (e.g. www.bbc.co.uk).
31. Data stored on a disk. There are two types: 'program files' (with instructions that make up software applications, e.g. Word) and 'data files' (files created by you and me, e.g. a letter or photo).
32. A series of letters and numbers you type into your computer, email account or other computer network service to tell it who you are.
33. Words or pictures you can click on which take you from somewhere (an internet page, an email message etc.) to somewhere else (another page, a picture etc.).
34. Internet Service Provider. An ISP is the company that provides internet connections.
35. Junk email sent to many people at once, usually involving advertising or offering services. SPAM is very deeply frowned upon by most internet users, and where it involves advertising or a false return address it is particularly disliked.
36. Errors in a piece of software or web page that can make it break or work (3).
38. The storage and thinking parts of your computer. More storage? on your hard disk (ROM) means you can save more files and more thinking? (RAM) means your computer can perform more complex tasks quicker.
39. The folder which contains a person's individual items such as an inbox, outbox, sent items, notes and calendar.
41. A 'complaint' by the computer that something has gone wrong, maybe including an error.
42. The display screen on your computer.
44. Camera that takes photographs and stores them on disks or smart cards rather than on film (7,6).
46. Getting a file onto your computer from another computer on the internet.
49. A family of computers developed by Apple.
50. One of the most popular web browsers, designed by Microsoft.
51. Part of your email software where you store details of your 'friends and contacts' email addresses (7,4).

Down

1. A plug-in application you download which allows your browser to show animations.
2. Text which is arranged in a non-linear fashion and which you continue reading by clicking on links.
4. A program which sits between your computer and the internet and watches for hacking, viruses or unapproved data transfer.
7. A permanent high-speed internet connection (9).
8. A file which is sent with an email (10).
10. When your computer temporarily stops working. It may pause or freeze up, or tell you to restart or quit (5).
11. The 'front page' of a website, where you're told what's on the site, how to get around it and how to search for things that'll interest you.

12. The place inside your computer where you save documents, pictures, applications, etc. Hard drive/Hard.

13. The button that you use to download a web page again. In Internet Explorer it's called 'Refresh' and in Mozilla Firefox 'Reload'. You should press this button if for some reason a web page appears not to have loaded correctly.

16. Another word for computer programme (11).

17. A technical term for copying files onto disk or CD-ROM for safe keeping (6).

19. A website which allows you to search the internet for information. It lists results that relate to your key words.

20. Software which allows you to surf the internet.

21. Pieces of code that are designed to reproduce and damage data or system performance. There are thousands of viruses and the numbers keep growing.

23. The place on a website where you find old articles, stories etc (7).

24. Direct marketing sent by email rather than by the post. Junk.

25. Unauthorised access to a computer, its files and programs by a 'hacker', a computer expert who can break through its security.

26. Electronic mail. Messages (sometimes with attachments) sent over the internet from one email address to another.

30. Some websites ask you to give your name, email address and other personal information in order to view pages. This is called registering.

37. Using a username and password to prove your identity so that you can enter your computer or internet account.

40. Software helps protect your computer from viruses (9).

43. Millions of computers around the world connected together by telephone lines, cables or satellites.

45. Means Carbon or Courtesy Copy or Typing an email address or string of email addresses in the this box will send your mail to those additional addresses as well as the main recipient (1,1).

47. The folder in your email program / webmail where you get your incoming emails.

48. A small, portable computer which can be battery operated as well as run from the mains.