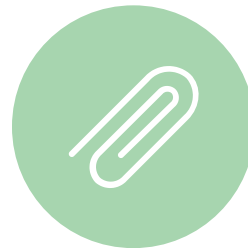


works

for us

Part of Citizens Advice Milton Keynes

Digital Terminology Guide



Contact Us

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A-B

Address bar: The bar at the top of your web browser, such as Google Chrome or Microsoft Edge. It's where the address of a webpage (also known as a URL) appears. You can type a web address straight into the address bar. For example, typing 'www.ageuk.org.uk' and pressing the Enter key will take you to our website



Artificial intelligence (AI) refers to computer systems capable of performing complex tasks that historically only a human could do, such as reasoning, making decisions, or solving problems.



Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include: Alcatel, Google, HTC, LG, Moto, Samsung and Sony.



Apple Pay: A mobile payment service for people who use Apple devices such as iPhones and iPads



Application/'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.



App Store: An official, pre-installed program on iPhone and iPads which gives you access to apps.



Attachment: Any file, photograph, video or document you add to your email is known as an attachment. An email with an attachment is indicated by the symbol of a paperclip.



Basket (also known as a cart or trolley): This is your online shopping basket. When you find an item you like, you can select it and add it to your basket, cart or trolley. You will usually be given the option to select how many of a particular item you'd like to add



Billing information: When you buy things online, you need to share details of how you'd like to pay for your goods, so the store knows where to bill. This is known as your billing information.



C-D

Checkout: Once you have added items to your online basket/cart, then you will be prompted to go to the checkout. This, much like in a real store, is where you pay for your items. You will be asked to provide your billing information and delivery address.



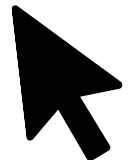
Cloud storage service: This is a way of storing and saving your files remotely on the internet, rather than on your device. It means if you damage or lose your device, your files will still be available. Examples of cloud storage services are Dropbox, Google Cloud Storage and iCloud



Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, laptop, smartphone or tablet when you visit a website or app. They allow the website to track information about your activity, such as how many times you have visited and how long you spent on the website or app. Websites use this information to improve your experience but your personal information won't be shared with anyone. You don't have to accept cookies, but it might mean that you can't access some websites. You can find more information about cookies at [https:// accessibility.campaign.gov.uk/cookies and-privacy](https://accessibility.campaign.gov.uk/cookies-and-privacy).



Cursor: This is the arrow you see on the screen of a desktop computer or laptop that you use to navigate around the page. You move it using a mouse or your finger on a touchpad



Device: A general term for a smartphone, tablet, laptop or computer.



Draft: An email message you've written but not sent yet. You can save draft emails and return to them at a later date to edit and send them to recipients.



Drive: This is a way of storing and saving your files remotely on the internet, rather than on your device. It means if you damage or lose your device, your files will still be available. Examples of cloud storage services are Dropbox, Google Drive, Microsoft Onedrive and iCloud



D-G

Download: To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, you might download a picture that a friend has sent you over email, a document to read from a trusted website or an app from the online app store.



Email: It's a way of sending and receiving messages over the internet. It's free and quick to use and has replaced letter writing as the most common way to keep in touch.



Email address: When you set up an email account, you'll choose an email address. This is how people send you email and is similar to a postal address in that it's unique to you. An example is joe.bloggs@gmail.com (the '@' sign is pronounced 'at').



Email app: Most email service providers have their own apps. These are a good way to access your emails quickly without logging into them through your web browser.



Email service provider: To send an email you need to have an account and email address with an email service provider like Gmail or Outlook. These are online services that let you send, save and organise your emails and keep your account secure.



Encrypted: If an app or a website is encrypted, this means that all the communication between you and the website is secure and can't be read by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure



Google Pay: A mobile payment service for people who use Android devices



Gmail: is an abbreviation for Google Mail. Part of the Google Account



H-M

Hardware: This describes the physical parts of a computer such as the screen, mouse and keyboard



http/https: Most web addresses start with 'http' or 'https'. It refers to how the information is shared over the internet. Make sure the website you're using starts with 'https' if you're entering personal or financial details. The 's' stands for secure.



Inbox: The virtual folder in your email account where any emails you receive are stored. Any new and unopened messages will sit in your inbox.



Junk: Like the unsolicited mail you get through your letterbox, junk emails are messages from businesses advertising products and services. You can easily unsubscribe from these emails at any time.



Label: This is a Gmail term and is basically just another word for an email folder. You can label your emails so that you can easily find them at a later date. Example label names might be 'Holidays' or 'Bills'.



Link (or hyperlink): Text, an image or a button that you can click or tap on to access a website. The link may be blue in colour and underlined, and may include wording such as 'click here for more information' or 'find out more'



Microsoft Outlook: is the preferred email client used to send and receive emails by accessing Microsoft Exchange Server email. Outlook also provides access contact, email calendar and task management features. Microsoft Outlook may be used as a standalone application, but it is also part of the Microsoft Office suite and Office 365, which includes Microsoft Excel and PowerPoint. Outlook can be used as a standalone personal email software, and business customers can use Outlook as multiuser software. Users can integrate it with Microsoft SharePoint to share documents and project notes, collaborate with colleagues, send reminders and more.



O-P

Operating system: The software that manages different programs on your device. Examples include Android for certain smartphones (like Samsung, Google, Sony, LG and Moto) and iOS for Apple devices.



Password: Your password is chosen by you and keeps your email account secure. The National Cyber Security Centre recommends you use three random words as your password, for example, 'cupwalldog' or 'raincowbox'.



PayPal: An online account that you link to your bank account or payment card which allows you to pay for online purchases.



PDF: This is short for Portable Document File – a useful way of saving documents you wish to send as attachments in an email



Phishing: A type of fraud where scammers trick you into clicking on a bad email link or giving away sensitive information. Often online phishing scams take you to a fake website or convince you to download malware onto your device



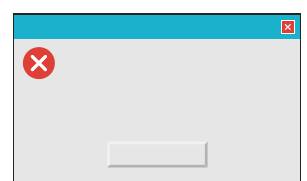
Play Store: An official, pre-installed program on Android devices which gives you access to apps.



PNG: A type of image file. When you upload or download images to your device they will usually save as a PNG or JPEG file.



Pop-up: A small window that suddenly appears (or 'pops up') on a webpage, with an advertisement or an alert

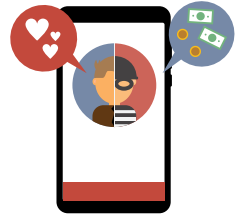


P-S

Program: A catch-all term for something that runs on your device. Examples include apps on your phone and tablet and anti-virus programs. You might also see them described as 'software'



Scam: A fraudulent act designed to trick people into sharing their personal information or money. In this guide, we'll explain the different type of scams and what to look out for, so you feel confident going online



Scan: When you convert a paper document into a digital document. Portable devices like tablets and smartphones usually have in-built scanning programs. Many printers also have in-built scanning software.



Search bar: A box in a search engine where you can enter a topic to search for information on the internet.



Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords in the space provided. The search engine will search through relevant webpages and display them in a list. Someone might tell you to 'Google' something, which means looking up information online using Google. You access search engines through a web browser (see below)



Secure website: A secure website is encrypted, which means that the communication between you and the website is private and can't be read by anyone else who might be trying to access personal or financial information. These websites have web addresses which start with 'https'. The 's' stands for secure

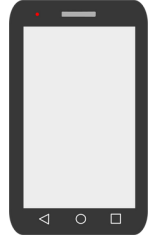


Scheduled Email: An email composed to be sent at a certain date in the future



S-T

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.



Spam: These are emails from people and organisations that you did not request. Usually, your email service provider will automatically filter these into your junk folder. If in doubt, avoid opening any emails from unknown senders. Spam and junk emails are often used interchangeably.



Subject line: A short summary or title of what your email is about, for example 'Holiday update'. You can enter this into the subject box at the top.



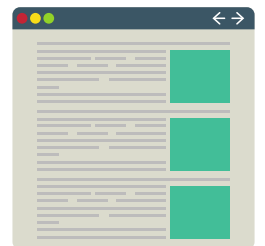
Subscribe: To sign up to receive emails from people, businesses or organisations. By sharing your email address and opting in to their mailing list, you are subscribing to their marketing emails.



Swiping: Moving your finger across the screen of a smartphone or tablet. You can read more about this in Age UK's 'A guide to making your device easier to use'



Tab: These are at the very top of your web browser. They're like the sticky notes you can use to organise and bookmark different sections in a document. On a laptop or computer, you can click on the '+' symbol to open a new tab. Then you can visit a different website without closing the webpage you're on. You can have multiple tabs open at one time.



Tablet: A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus', to use the device rather than using a keyboard and 'mouse'.



T-W

Touch screen: A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard



Two-factor authentication: An additional form of online security that helps to prove who you are. You might be asked for this when you try to log in to an online account. Usually, once you enter your password, you'll need to enter a code sent to your email account or your phone by text message to confirm your identity.



Unsubscribe: If you no longer wish to receive emails from a particular business or organisation you can opt out of their mailing list. Usually, you can do this by clicking the 'Unsubscribe' link at the bottom of their last email.



Username: When you set up your email account, you might be asked to enter a 'username'. You can choose your username, assuming what you want isn't already being used by someone else. You might want your username to be your name or a nickname.



Viruses: These are programs that spread from one computer to another by email or through websites. They can slow your computer down, display unwanted pop-up messages and delete files



Web/internet browser: A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.



Wireless network, or 'WiFi': How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks, for example when out and about, or arrange a contract with an internet provider so you can use WiFi at home.

