

Session 6: Help & Search

**Mastering the Internet
Duke OLLI Spring 2024**

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Help: Basic Strategy

Tip: Some apps will have icons or menu items that take you to the vendor's "help" pages

1. Check the app vendor's "help" pages
Vendor's will often have their "help" content organized in one or more of the following ways
 1. A **user guide**
 2. A **knowledge base**
 3. A **community**
2. Use an Internet search engine like [Google Search](#)
 1. Frame your search query/question effectively
 2. Check the **source** and publish **date** of pages returned by your search (applies to YouTube videos returned)
 3. **Check more than one** of the returned pages by your search; are they consistent?

Example: Google Chrome

- More ► Help ► Help Center
- URL: <https://support.google.com/chrome/>

The screenshot shows the Google Chrome Help page in a browser window. The address bar displays the URL `support.google.com/chrome/#topic=7439538`. The page content includes a search bar with the placeholder text "Describe your issue", a "Browse help topics" section with links like "Get started with Chrome" and "Download & install Google Chrome", and a "Let's chat" button. A Chrome menu is open, showing options like "New Tab", "History", "Downloads", "Bookmarks and Lists", "Extensions", "Clear Browsing Data...", "Zoom", "Print...", "Search This Page with Google...", "Translate...", "Find and Edit", "Save and Share", "More Tools", "Help", and "Settings". The "Help" option is highlighted. A third menu is open, showing options like "About Google Chrome", "What's New", "Help Center", and "Report an Issue...". The "Help Center" option is highlighted. Three yellow arrows with numbers 1, 2, and 3 point to the menu icons, the "Help" option, and the "Help Center" option respectively.

1

2

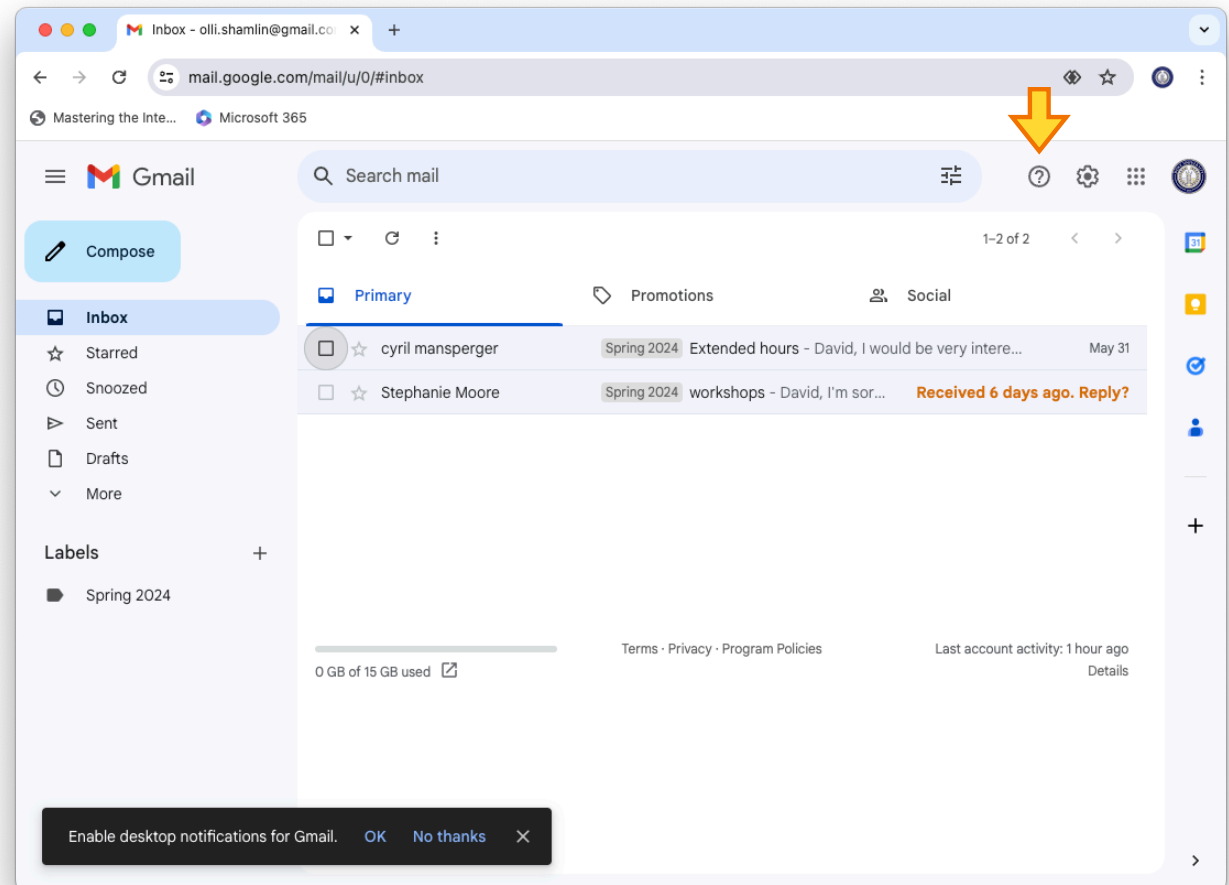
3

Example: GMail

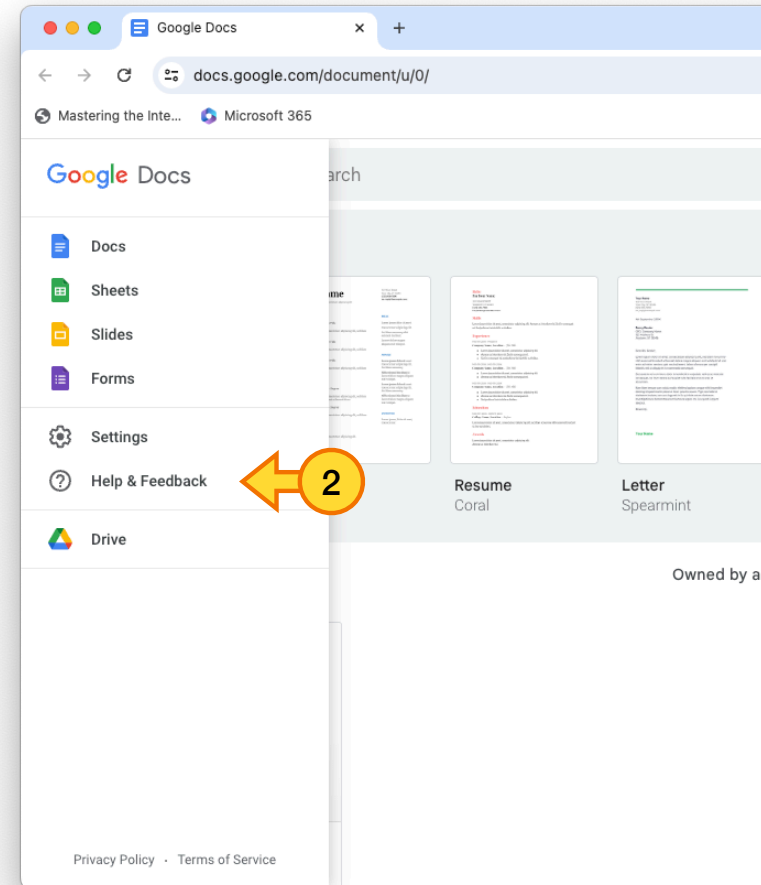
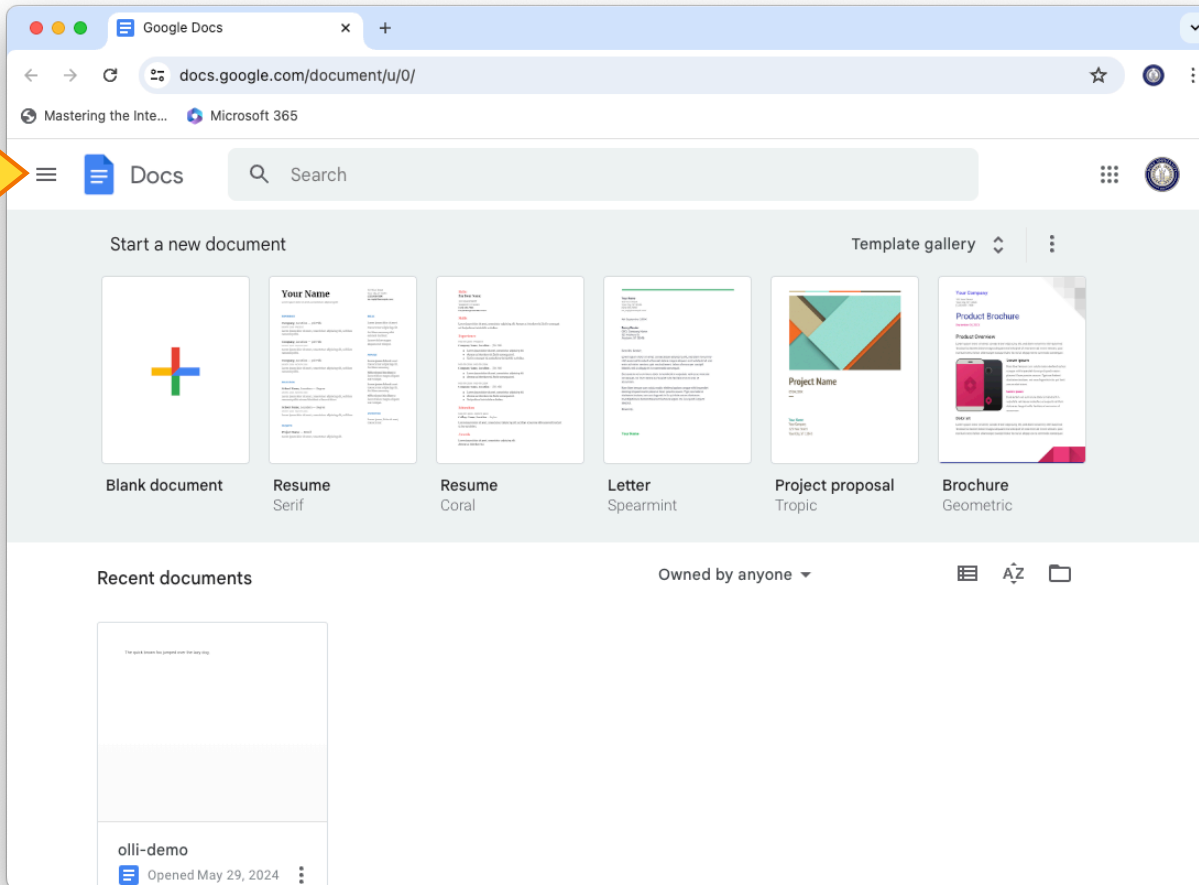
The icon below is typically used to access an app's help pages.



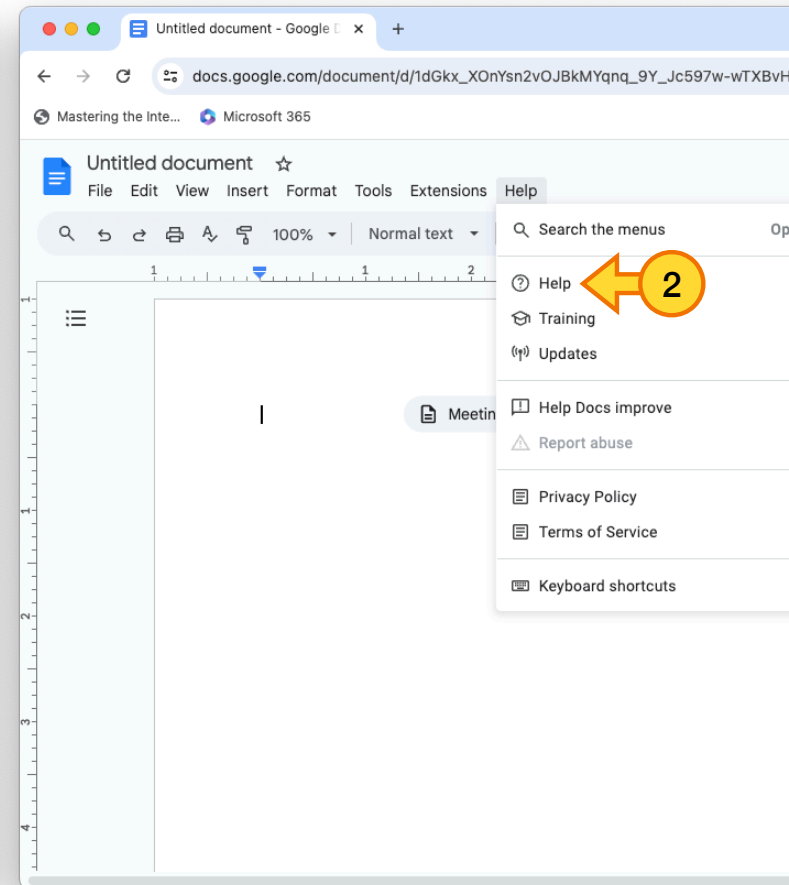
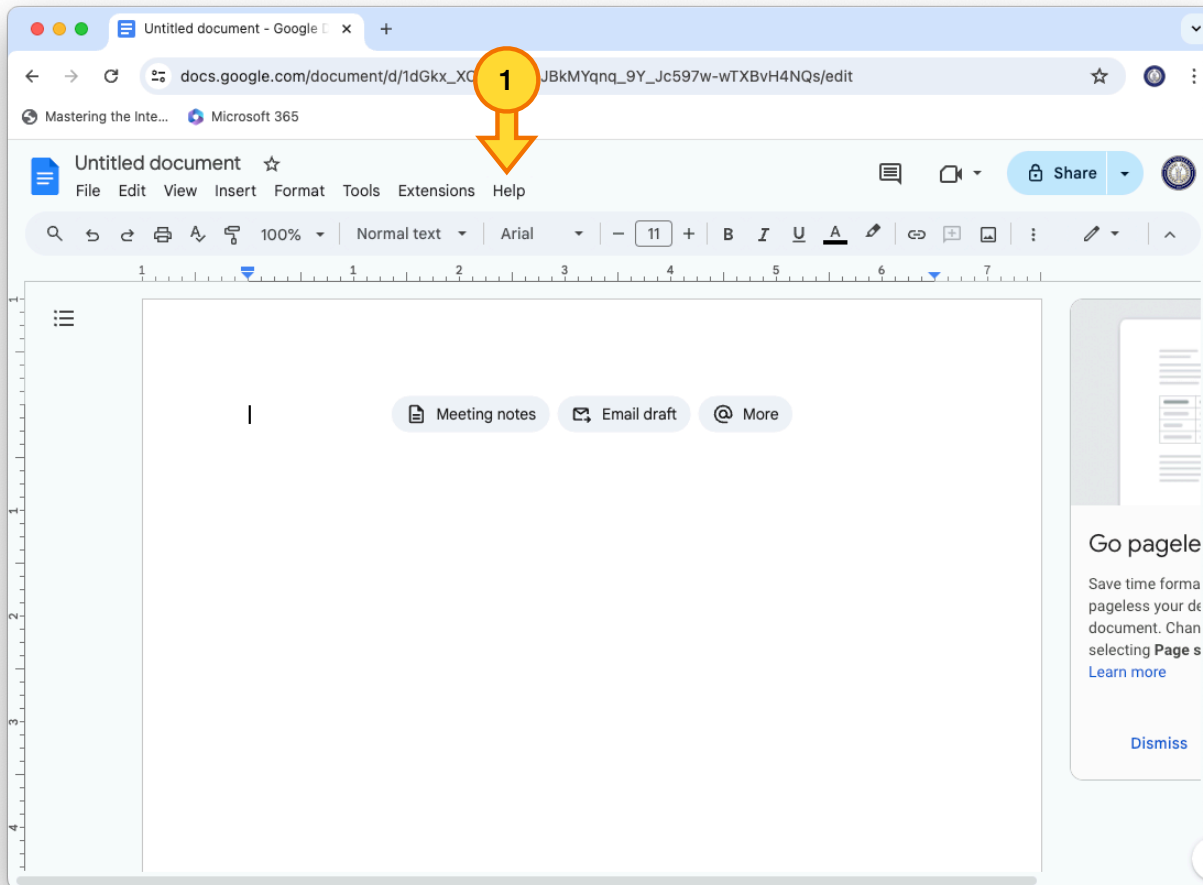
Clicking this icon will take you to the app's "help" pages. Sometimes this icon appears beside another icon/menu item inside an app; in this situation, clicking the icon typically takes you to the "help" page for the feature/capability associated with the adjacent icon/menu item.



Example: Google Docs



Example: Google Docs



Using Google Search to find help

- Think like an investigative journalist!
- Ask “**what**”, “**why**”, “how” questions
- “**How**” questions
 - Be mindful of “how does it **work**?” versus “how do I **use** it?”
 - The answer to some “how do I ...” questions **may depend on the type of device** you intend to use. Try adding “...on a Mac/Chromebook”, “...with Windows”, “...on an iPhone/iPad”
- When searching for “**why** would I use this feature/capability?”, search for “pros & cons of ...”, “advantages & disadvantages of ...”, “benefits of using ...”, and “strengths & weakness of ...”

Example: “How do I take a screenshot?”

- “How do I take a screenshot?”
- “How do I take a screenshot on a Mac?”
- “How do I take a screenshot on my iPhone?”
- Once you’ve discovered how to take a screenshot...
 - Where is your screenshot stored?
 - What are you going to do with it?

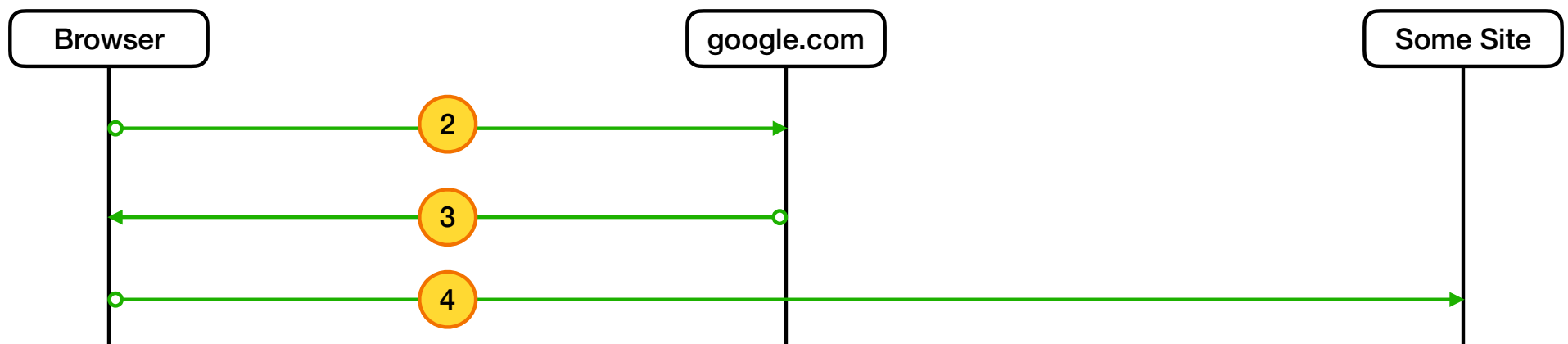
Is “search engine” synonymous with “browser”?

Short answer: No

- A browser is an app running on your device
- A search engine is a site on the Internet

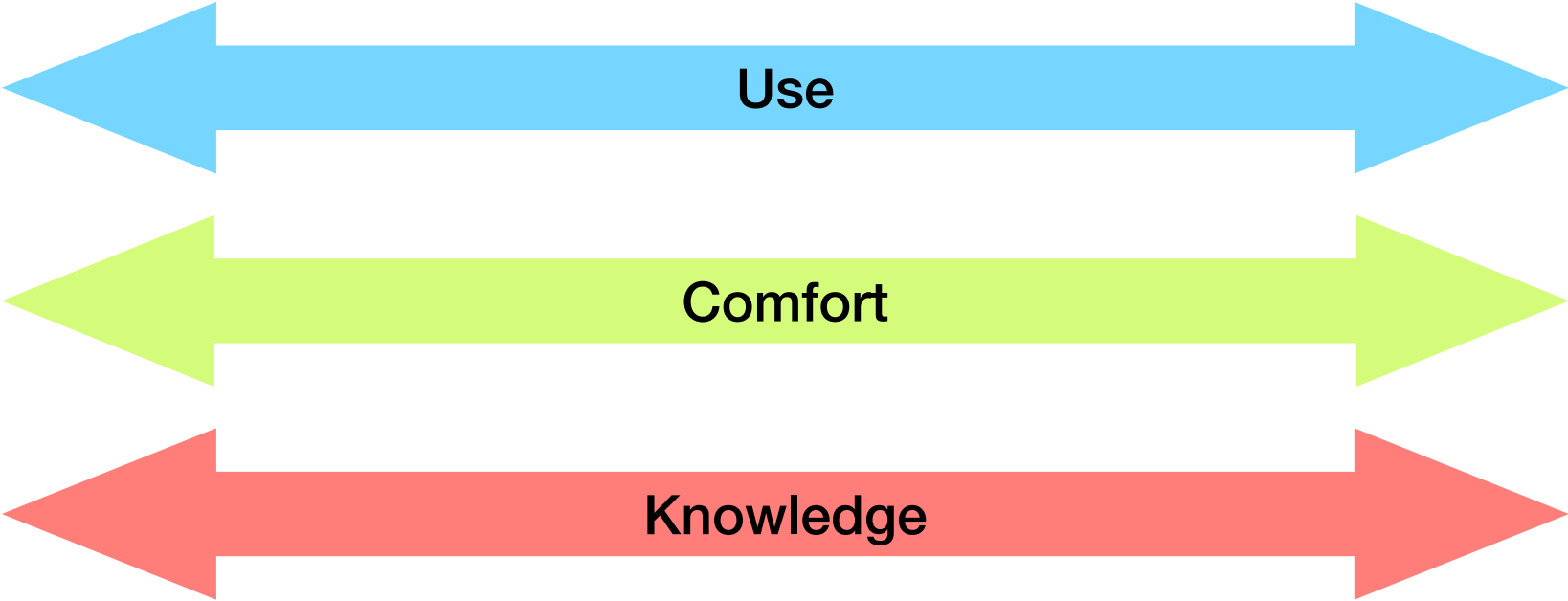
What happens when you enter a string of characters into your Browser's Address Bar and hit return/enter/go

1. If the string of characters looks like a URL
 1. Your browser sends a message to the site indicated by the URL's domain name
 2. Site responds by sending a message containing the resource in the URL
2. Else the browser sends the string of characters you entered to Google's search engine as a URL of the form `https://www.google.com/search?query="string of characters"`
3. Google's search engine builds a list of URLs that match your query and sends them back in a response
4. You click on one of the URLs in the response from google.com and your browser send a “GET” message to that site



Digital Life Profile

LOW



High

Digital Life Profile

- Does the model give you more/better insight into your digital life experiences?
- Does your self assessment seem “balanced”/“healthy”?
- Does being mindful of your “comfort zone” better empower you?
- If you want/plan to increase your knowledge, do you have new ideas/strategies for doing so that also increase your ability to do so?

I.e., did the class enable you to more independently answer your own questions?

Feedback

1. What was the **most valuable** thing you learned from the class?
2. What was the **least valuable** thing you learned from the class?
3. Was there something you hoped to learn from the class that **wasn't included**?
- Regarding my teaching approach/methods, is there anything I should...
 4. **Start** doing?
 5. **Stop** doing?
 6. **Continue** doing?

Fall Workshops

- 1 to 2 sessions per week
- 1.5 to 2 hours per session
- 3 topics/issues per session
 - Individual's who raised topics/issues get priority attention
- Topics/issues proposed by “not David” 😊
- Next steps
 - All: Share preferred email addresses (next slide)
 - All: build working list of topics/issues (a.k.a. Parking Lot) through end of July
 - June: David to vet getting space to meet at JRC

Preferred Email Addresses for Workshops

Betty	bsquarerj@gmail.com
Carroll	
Cyril	cyril.mansperger@gmail.com
Fred	
Glenn	garlandglenn@rocketmail.com
Lyn	Robandlyn71@gmail.com
Marie	mariekerrivan@gmail.com

Mary Ann	cyberlacer12@gmail.com
MaryKay	doane.mk44@gmail.com
Myrna	myrnacadams@gmail.com
Patty	pposetins@gmail.com
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