



FINE2WORK

DIGITAL COMPETENCES

EMPHASYS CENTRE



Co-funded by the
Erasmus+ Programme
of the European Union





FINE2WORK

PROJECT INFORMATION

PROJECT ACRONYM: FINE2WORK

PROJECT TITLE:

PROMOTING FINANCIAL, DIGITAL
AND ENTREPRENEURIAL
COMPETENCES FOR VULNERABLE
ADULTS (WOMEN) WITH RESTRICTED
ACCESS TO THE DIGITALISED
MARKET (HOME BASED)

PROJECT NUMBER:

2019-1-LV01-KA204-060337

**SUB-PROGRAMME OR
KA:**

KA2 COOPERATION FOR
INNOVATION AND THE EXCHANGE
OF GOOD PRACTICES

PROJECT WEBSITE:

WWW.FINE2WORK.EU



ESTABLISHED 1890

**RUSE CHAMBER OF
COMMERCE AND INDUSTRY**



TABLE OF CONTENTS

MODULE TOPICS	1
KEY SYMBOLS	2
MODULE DESCRIPTION.....	3
TOPIC 1 SEARCHING ONLINE INFORMATION (GOOGLE SEARCH): OVERVIEW	4
1.1. Definition	5
1.2. Features of Google Search	6
1.3. Basic terms related to the Internet	7
1.4. Common web browsers	8
1.5. Standard top-level domains.....	10
1.6. Install Google Chrome (on Windows).....	11
1.7. Introduction to Google Chrome.....	14
TOPIC 2 GOOGLE E-MAIL - GMAIL: OVERVIEW.....	27
2.1. Definition	28
2.2. Features of Google Email	29
2.3. Basic terms related to e-mail	30
2.4. Create an e-mail account	32
2.5. Gmail navigation	36
2.6. Introduction to e-mail (Gmail).....	45
TOPIC 3 ONLINE FILE STORAGE - GOOGLE DRIVE: OVERVIEW.....	67
3.1. Definition	68
3.2. Features of Google Drive and applications	69
3.3. Google Drive log-in and navigation	70
3.4. Manage files and folders.....	73
3.5. Google Docs (Word Processing) Introduction	98
3.6. Google Docs (Word Processing) features	100
3.7. Google Sheets (Spreadsheets) Introduction	112
3.8. Google Sheets (Spreadsheets) features	113
3.9. Google Slides (Presentations) Introduction	127
3.10. Google Slides (Presentations) features	128
3.11. Google Forms Introduction	149

3.12. Google Forms features	150
TOPIC 4 GOOGLE CALENDAR & GOOGLE CONTACTS: OVERVIEW.....	182
4.1. Definition	183
4.2. Features of Google Calendar and Google Contacts.....	184
4.3. Google Calendar log-in and navigation	185
4.4. Edit a calendar	200
4.5. Google Contacts log-in and navigation.....	205
GLOSSARY	219
BIBLIOGRAPHY.....	221

MODULE TOPICS

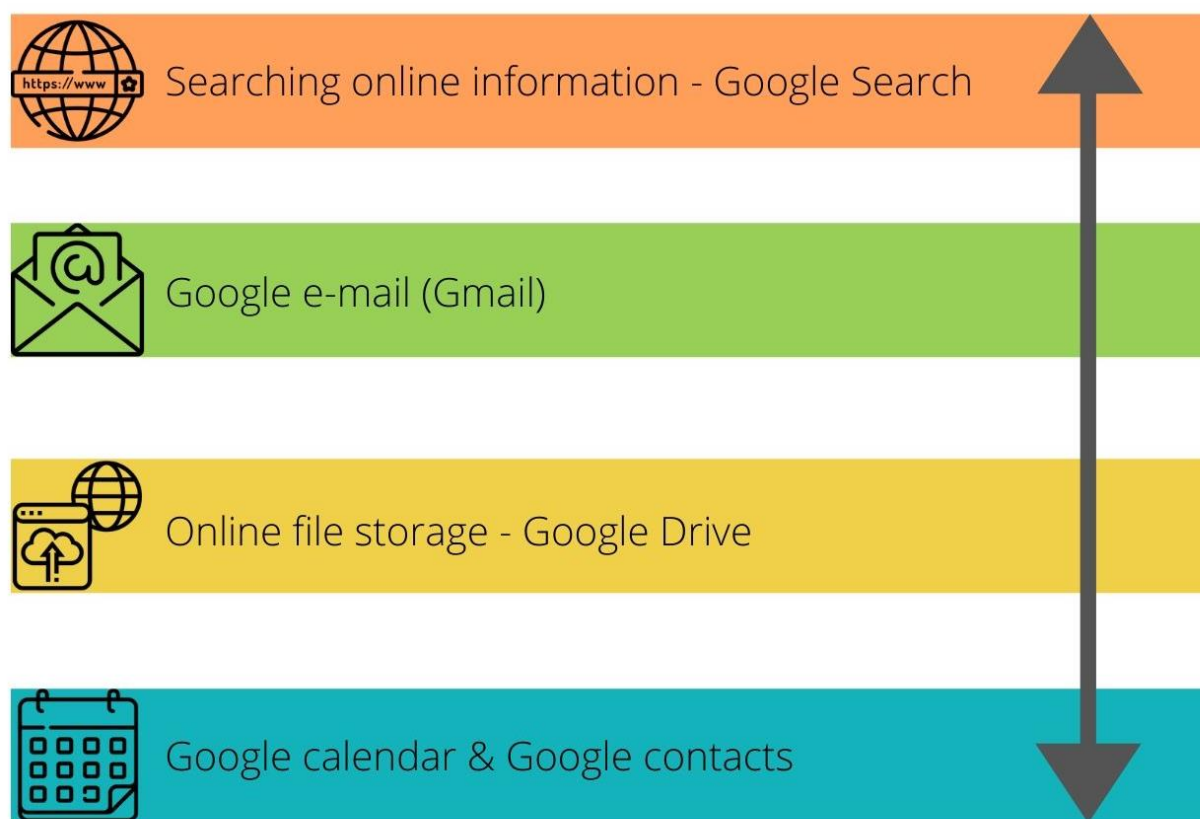






Figure 1: Module: Digital Competences Topics

KEY SYMBOLS

Symbols	Explanation
	Definition of terms
	Tips
	Lesson Plans/Handouts E.g. Topic 1 – Activity 1
	Linked to 'Entrepreneurial Competences' E.g. Communication Skills, Presentation Skills etc.

MODULE DESCRIPTION

‘Digital Competences’ module provides information about the main features and apps of ‘Google’ such as Google Search, Google e-mail (Gmail), Google Drive, Google Calendar and Google Contacts. Adults will learn how to:

1. Search information online
2. Create an e-mail account and how to use it
3. Store information online
4. Create calendars and events
5. Create contacts or group of contacts



TOPIC 1 SEARCHING ONLINE INFORMATION (GOOGLE SEARCH): OVERVIEW

The main goal of this topic is to provide all necessary information about the Internet with basic terms and common and most popular web browsers. Additionally, a step-by-step guide is included to introduce how to search online information using the 'Google Chrome' web browser, how to search different type of content, how to use the advanced search and what the main search strategies and techniques are.



Linked to 'Entrepreneurial Competences'

- Organisational Skills: Are the abilities that allows you to stay focused on different tasks, and use your time effectively and efficiently in order to accomplish the expected result.
- Problem solving skills: Help you determine the source of a problem and find an effective solution.

1.1. Definition



Definition:

Online search is the process of interactively searching for and recovering requested data through Internet (Hawkins, Donald, Brown & Carolyn, 1980).

Nowadays, searching online is one of the most important 'digital competence'. It allows to the users quickly find what they're looking for or they can explore a variety of sources for information.



Google Search, or simply Google, is a web search engine developed by Google LLC. It is the most used search engine on the World Wide Web across all platforms,



- You can access the Google Search from a browser (Google Chrome, etc.) using your desktop computer, mobile application (iOS and Android)



Lesson Plans/Activities:

- Lesson Plan 1

1.2. Features of Google Search

According to 2020 statistics, Google Search voted as the most popular search engine in the United States in 2019 - Google owns 94% of the market share.

The advantages of online searching information:

- 1) Save time: Users can search information anywhere and anytime fast and easy instead of using newspapers, books, magazines etc.
- 2) World Wide Accessibility: Users can access the information anywhere in the world and any time
- 3) Free access: The majority of websites are free to use and users can use them any time as they want
- 4) Variety: A variety of sources for information from online encyclopedias, university studies, forums, blogs etc.



Lesson Plans/Activities:

- Lesson Plan 2

1.3. Basic terms related to the Internet



An understanding of basic terms is helpful:

1) Internet:

The Internet is the most significant communication network of computers and electronic devices in the world. The Internet has many applications, such as electronic mail (e-mail), transfer of files, chatting online, and the most used application of all the World Wide Web (www).

2) Online search:

Online search is a research method that involves a collection of information from the Internet.

3) WWW:

The World Wide Web or "WWW" or the "The Web" as it is also called, is the application of the Internet which contains websites and web pages which can be accessed by a URL typed on a web browser.

4) Web browser:

Web browser is a software such as Google Chrome, Mozilla Firefox and Internet Explorer that allows a computer to access and display documents, pictures, sound or videos from the World Wide Web.

5) URL/Domain:

A domain, or domain name, is the address (or URL) that people use to visit websites on the internet. It appears in the address bar of the web browser. For example, www.emphasyscentre.com

6) Top-Level Domain (TLD):

A top-level domain identifies something that is related to the website, such as its purpose, the owner, or the geographical origin.



Figure 1: URL (Medium, 2018)




Lesson Plans/Activities:

- Lesson Plan 2

1.4. Common web browsers

A web browser (sometimes referred to as a browser) is a software application used in order to access information on the World Wide Web. A URL which is the address of each web page, image, and video enables browsers to receive and present them on a computer screen, smartphone and tablet. (For the purpose of this module, we will focus on the 'Google Chrome' web browser).

1. Microsoft Edge 
2. Google Chrome 
3. Mozilla Firefox 
4. Apple Safari 
5. Opera 

Usage share of all browsers

Browser	StatCounter ^[16] April 2020	NetMarketShare ^[17] April 2020	Wikimedia ^[18] November 2019
Chrome	62.48%	65.96%	48.7%
Safari	19.94%	17.26%	22.0%

Figure 2: Most popular web browsers (Startcounter, n.d.)

Google Chrome is one of the most popular web browsers on the web. According to Statcounter statistics, in January 2019, Chrome reached 70% of the global desktop browser market share. **The main features of Google Chrome are:**

1. High-speed browser
2. Safe and secure
3. Easy to use with a user-friendly design
4. Tab Management: Drag tabs out into separate windows
5. Sync across devices
6. Integration with Google Apps
7. Private browsing (Incognito)



Tips:

- The two most popular web browsers are Google Chrome and Apple Safari.



Lesson Plans/Activities:

- Lesson Plan 3

1.5. Standard top-level domains

The most popular domains are:

- 1) **.com** - Commercial business
- 2) **.edu** - Educational institutions
- 3) **.gov** - Government agencies
- 4) **.mil** - Military
- 5) **.net** - Networks organization
- 6) **.org** - Organizations (nonprofit)
- 7) **Country code top-level domains:**
 - a. **.ca** – Canada
 - b. **.uk** – United Kingdom
 - c. **.cy** – Cyprus
 - d. **.pt** – Portugal
 - e. **.lv** – Latvia
 - f. **.bg** – Bulgaria

1.6. Install Google Chrome (on Windows)

STEP 1: Open your web browser

STEP 2: Search for 'Google Chrome'

STEP 3: Click '<https://www.google.com/chrome/>'

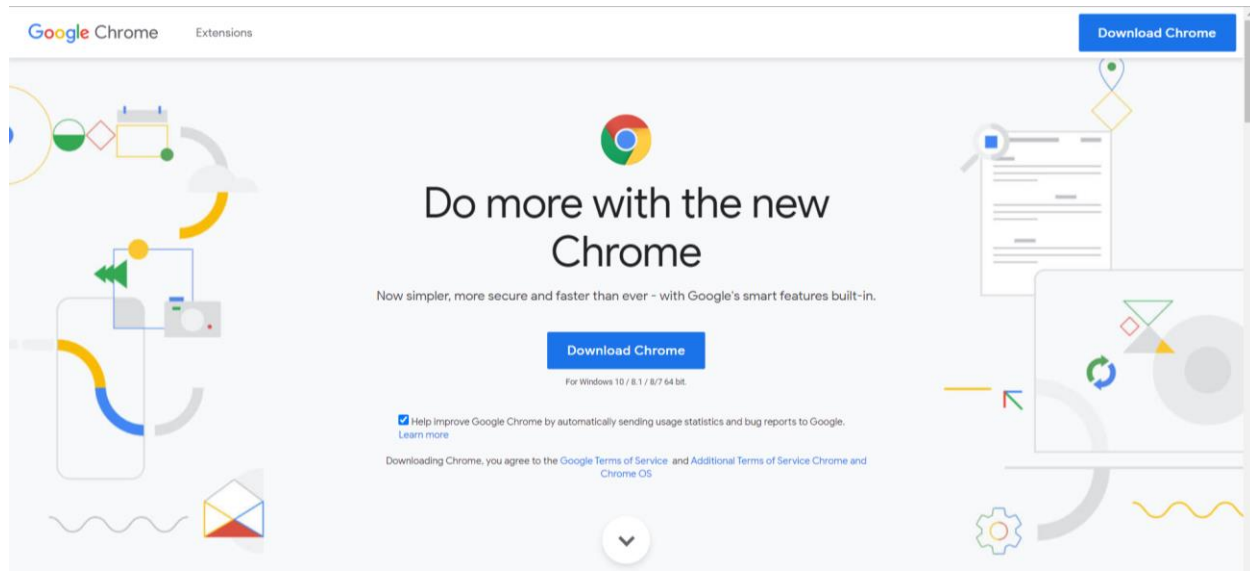


Figure 3: Google Chrome homepage

STEP 4: Click 'Download Chrome'

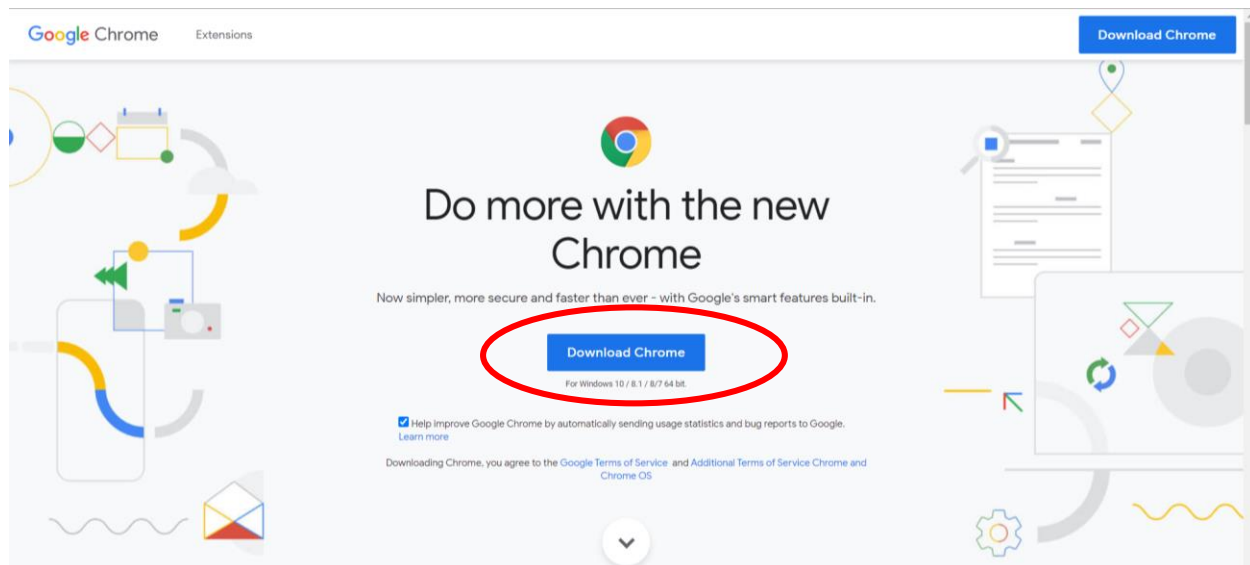


Figure 4: Google Chrome homepage

STEP 5: The installation file is downloaded to your desktop computer

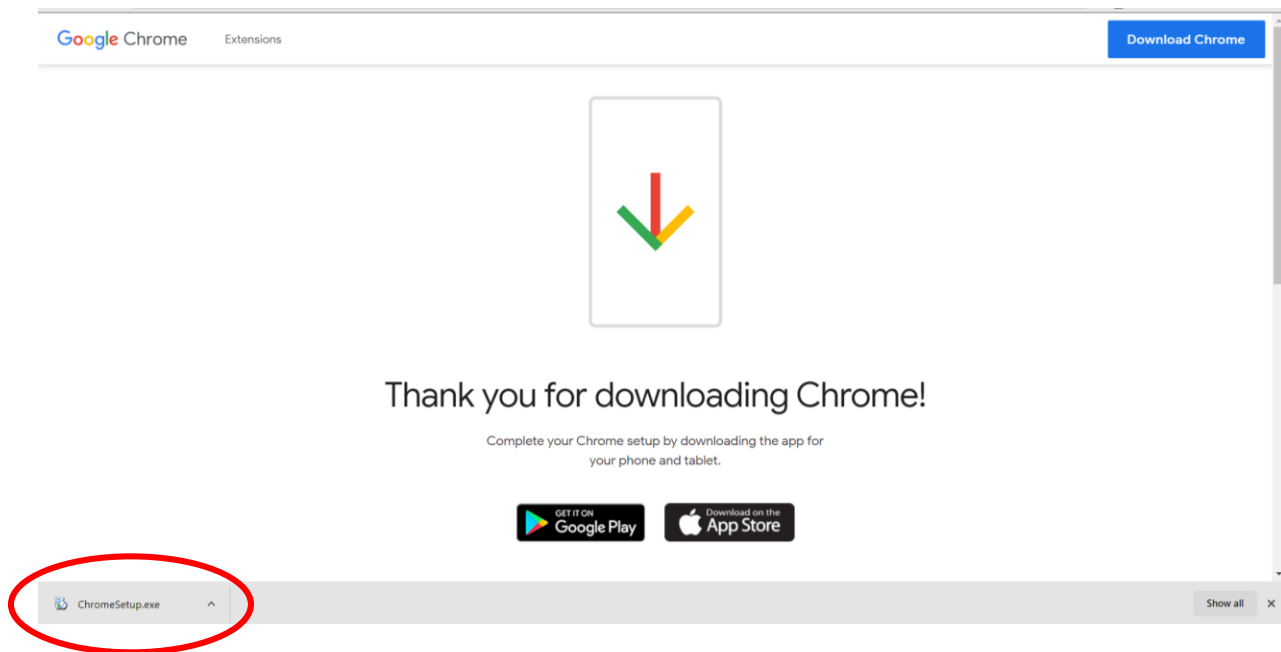


Figure 5: Download Google Chrome

STEP 6: Click on the installation file to run the application

STEP 7: Follow the instructions to successfully download the 'Google Chrome' to your desktop computer

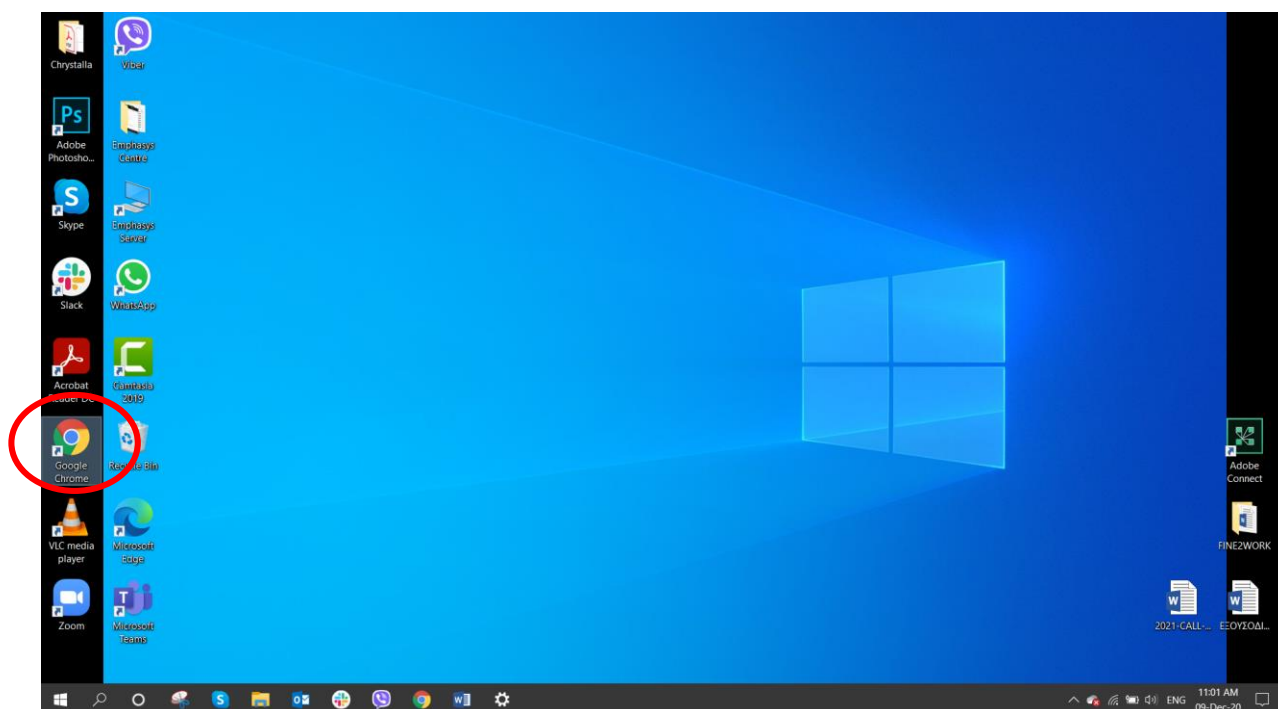


Figure 6: Download Google Chrome

1.7. Introduction to Google Chrome

How to start searching:

STEP 1: Locate the Web Browser (Google Chrome) icon on the desktop.



Figure 7: Computer Desktop Screen

STEP 2: Double click the icon to open the browser. The web browser window will then appear.

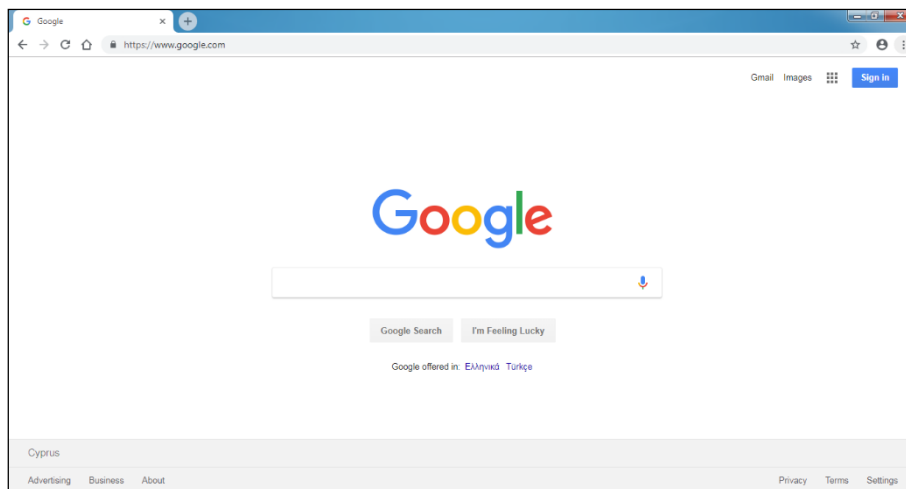


Figure 8: The Web Browser Home Screen

To a website you need to know the “**URL**” - most commonly referred to as a web address. The “**URL – web address**” is like a house address. If you give someone a house address, they can navigate to find the house.

STEP 3: Click on the Address bar

STEP 4: Type in the URL (web page address), click ‘Enter’ and the website will load.

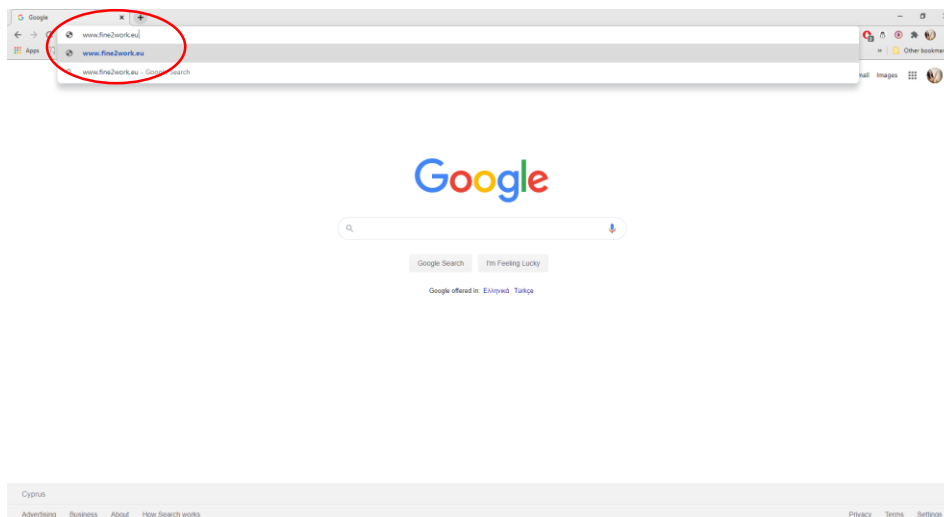


Figure 9: Typing in a URL in the Address bar

OR

STEP 5: Click on the Address bar Type the URL www.google.com

NOTE:

- There are many search engines available besides the one Google is offering. But it is commonly accepted that currently, it is the most powerful one among all the others.
- Google chrome provides a direct connection to the Google search engine, so there is no need to navigate to the Google Search engine site, you can just type in the keywords you are looking for in the Address bar.

STEP 6: In the search box area type in the keywords for the information you wish to search

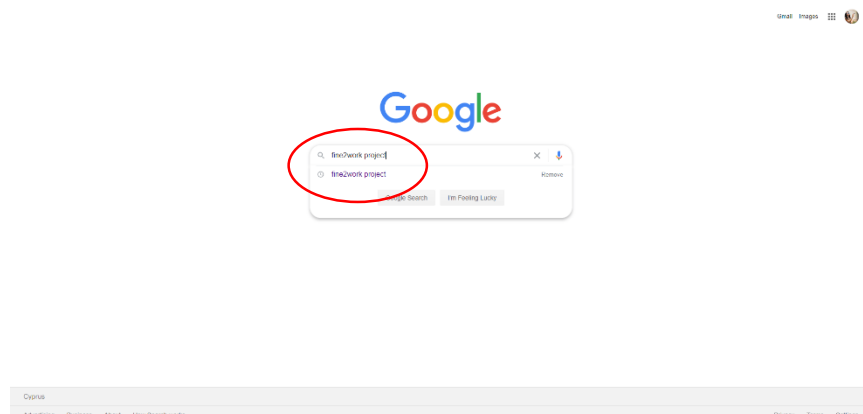


Figure 10: Google Search

STEP 7: A list of results will appear, and you can click on one of the links to access the webpage.

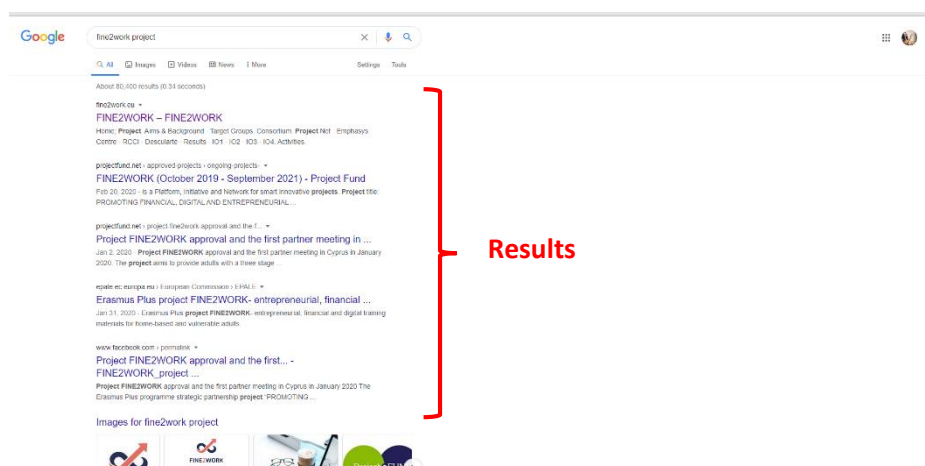


Figure 11: Search results

While searching online, user needs to know some basic **search strategies**:

1. **Keep it simple:** Use keywords
2. **Google Ads:** First results in the first page of search results usually are Google Ads where advertisers pay through the Google Ads platform to generate advertisements for their products/services. Users can recognize the Google Ads by the 'Ads' icon

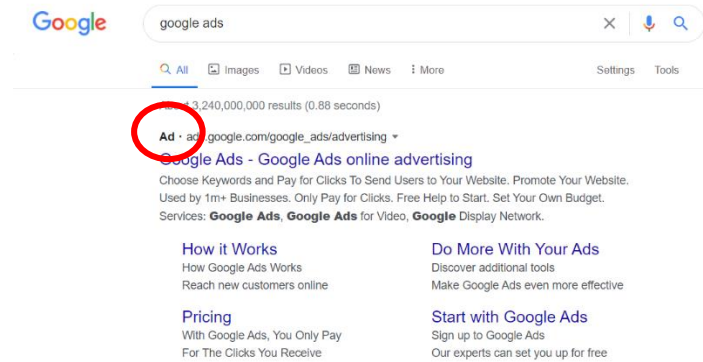
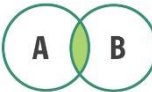
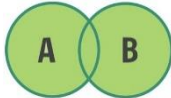



Figure 12: Google Ads

3. **Consider suggestions:** Search engines will suggest the most popular results so it is important that users can select one of the suggestions
4. **Use simple language:** Don't use complicated words or phrases to get results.

Moreover, there are some search techniques that are used to help users how to use keywords for their online searching information, such as the use of Boolean Operators between the words:

1. Boolean Operators (Connector Words):

Boolean Operators (Connector Words)		
A/A	Name:	Description:
1.	AND	<p>The AND operator searches for information for ALL search terms given. Use the connector 'AND' when searching for both terms. For example:</p> <p>digital AND entrepreneurship</p>  <p>AND</p>
2.	OR	<p>The OR operator searches for information for one or several search terms given. Usually, the connector 'OR' is used to combine synonyms. For example:</p> <p>entrepreneurship OR entrepreneur</p>  <p>OR</p>
3.	NOT	<p>The NOT operator excludes information. Usually, the connector 'NOT' is used to find items that have one word and do not have the other word. For example, to search for guns but not hunting:</p> <p>cakes NOT chocolate</p>  <p>NOT</p>



Lesson Plans/Activities:

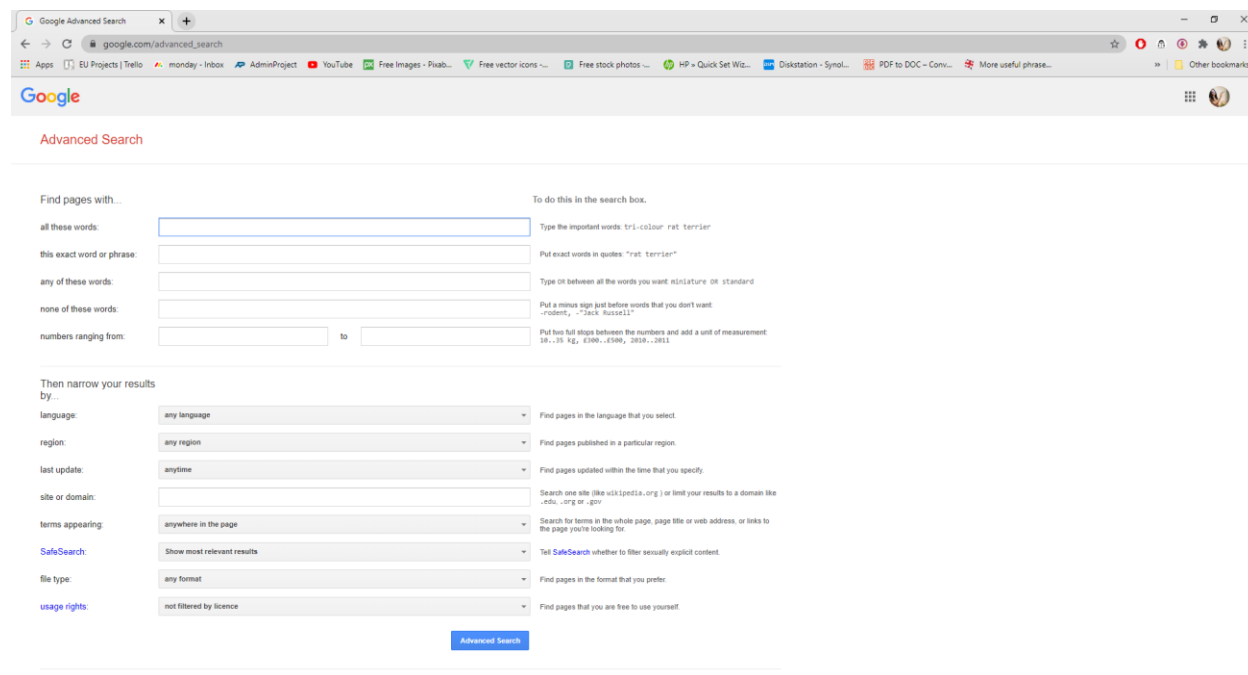
- Lesson Plan 4

2. Advanced Search



Definition:

Advanced search is a built-in feature of Google (and most web engines) that allows a user to specify additional requirements while searching information. *Figure 8* illustrates the advanced search features. A user can search information for a specific topic, language, region, words, file format etc.



The screenshot shows the Google Advanced Search interface. It includes a search bar at the top, followed by a section titled "Find pages with..." which contains several input fields for specifying search criteria. Below this, there is a section titled "To do this in the search box." which provides instructions for using advanced search syntax. Further down, there is a section titled "Then narrow your results by:" which contains several dropdown menus for filtering results by language, region, last update, site or domain, terms appearing, SafeSearch, file type, and usage rights. At the bottom, there is a blue button labeled "Advanced Search".

Figure 13: Advanced search

How to use Advanced search:

STEP 1: Click on the search box area and type in the keywords for the information you wish to search

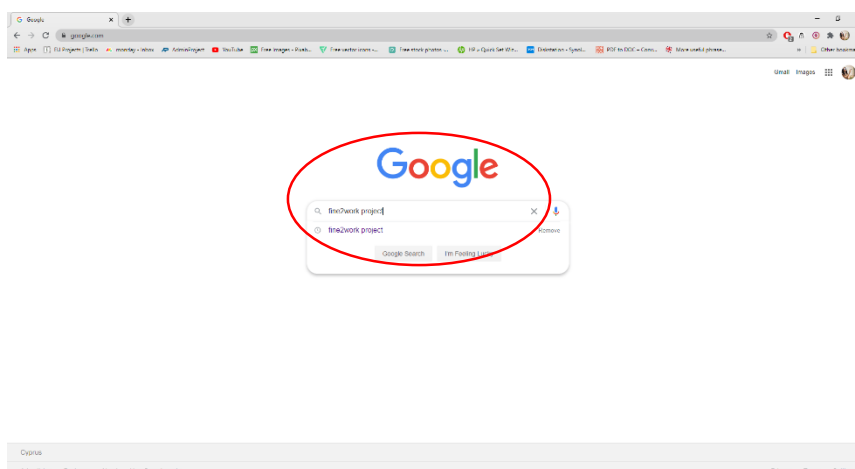


Figure 14: Google Search

STEP 2: Click 'Settings'

STEP3: Click 'Advanced search'

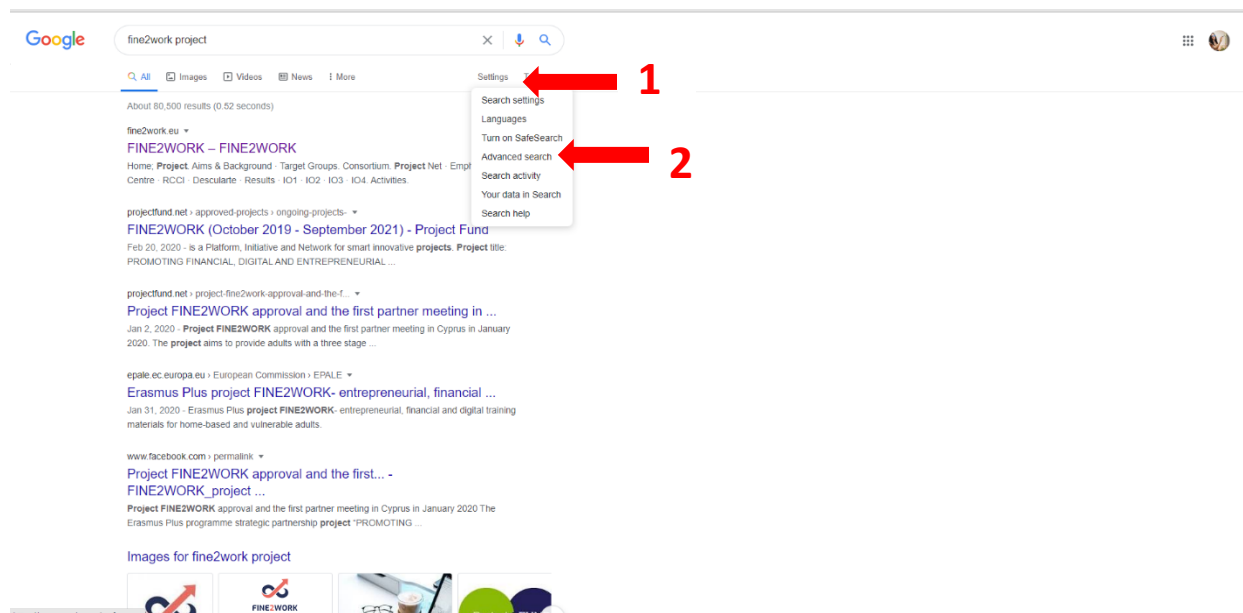
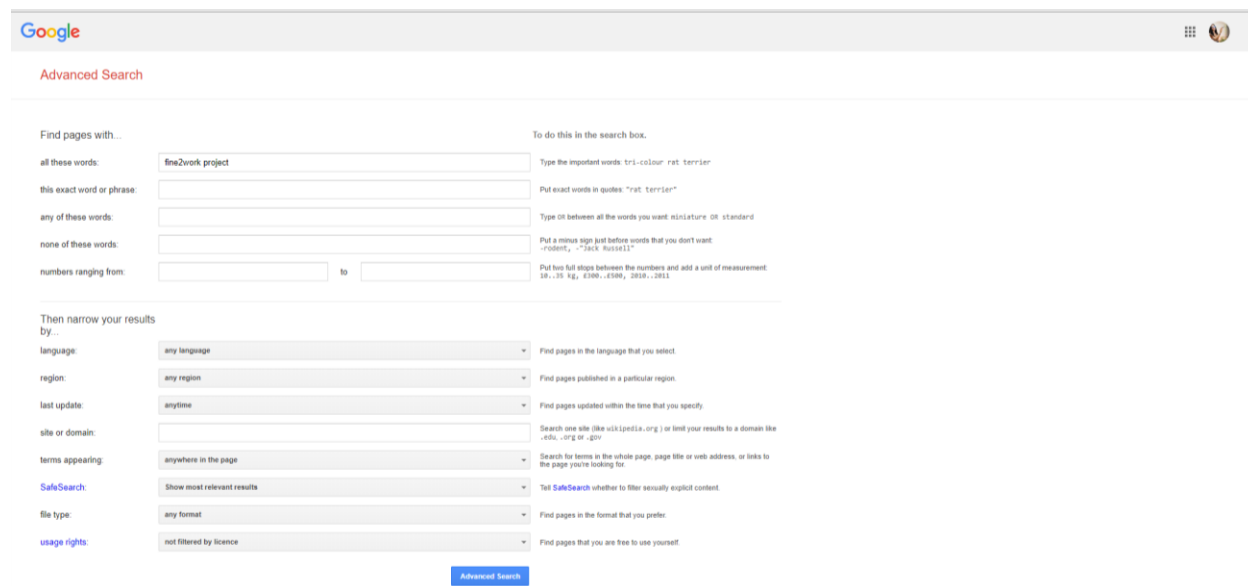


Figure 15: Google Search

STEP 4: Fill in the blanks



Google

Advanced Search

Find pages with...

all these words:

this exact word or phrase:

any of these words:

none of these words:

numbers ranging from: to

To do this in the search box,

Type the important words: tri-colour rat terrier

Put exact words in quotes: "rat terrier"

Type OR between all the words you want: miniature OR standard

Put a minus sign just before words that you don't want: -rabbit, -"Jack Russell"

Put two full stops between the numbers and add a unit of measurement: 10..35 kg, £300..£500, 2010..2011

Then narrow your results by,

language:

region:

last update:

site or domain:

terms appearing:

SafeSearch:

file type:

usage rights:

Find pages in the language that you select.

Find pages published in a particular region.

Find pages updated within the time that you specify.

Search one site (like uk.linkedin.org) or limit your results to a domain like .edu, .org or .gov

Search for terms in the whole page, page title or web address, or links to the page you're looking for.

Tell SafeSearch whether to filter sexually explicit content.

Find pages in the format that you prefer.

Find pages that you are free to use yourself.

Advanced Search

Figure 16: Advanced Search

How to search images, videos etc.:

STEP 1: Click on the search box area and type in the keywords for the information you wish to search

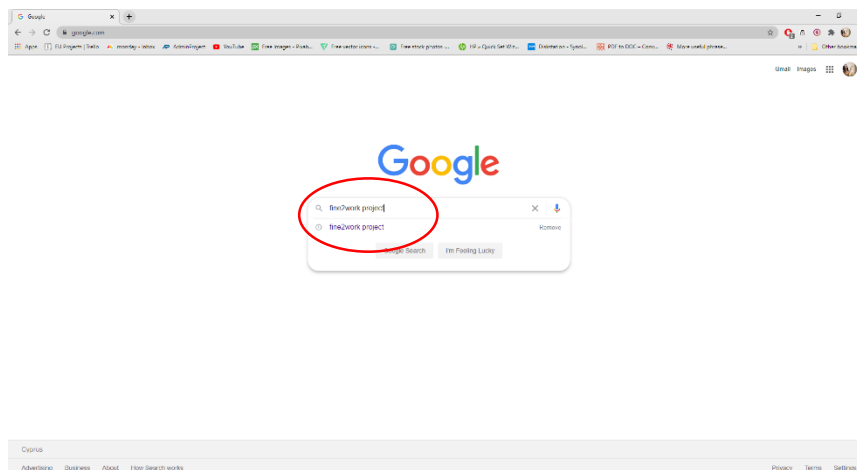


Figure 17: Google Search

STEP 2: Click 'Images' tab to search for images, videos etc.

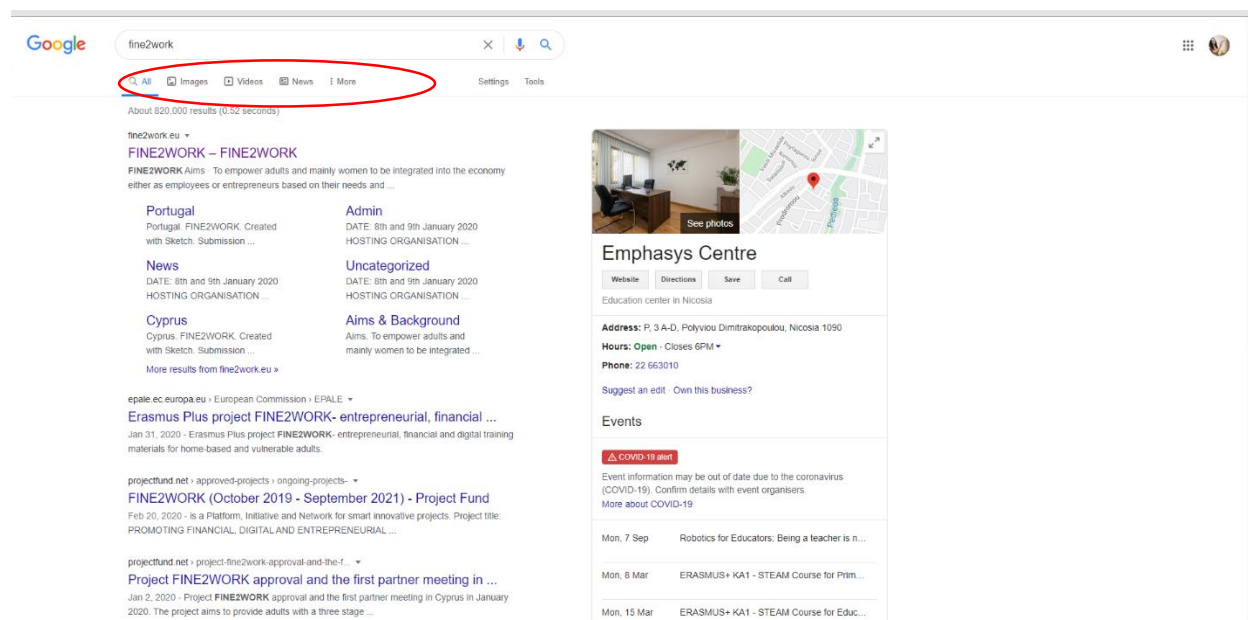


Figure 18: Google Search

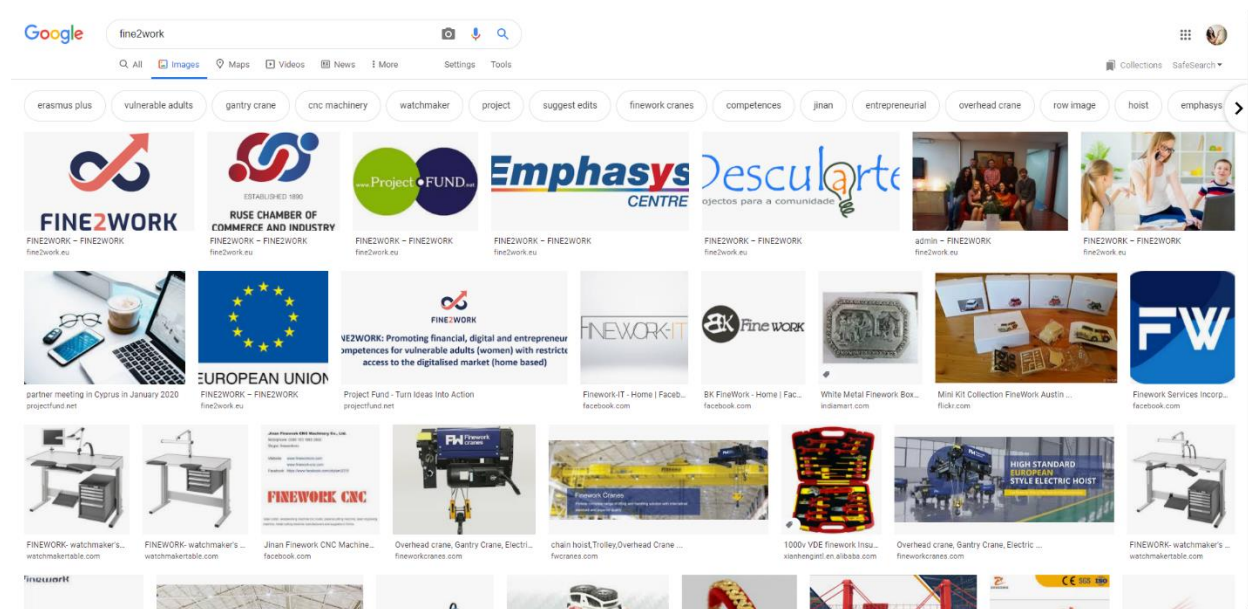


Figure 19: Google Search – Images, Videos etc.

STEP 3: Click 'More' tab to search for books, flights etc.

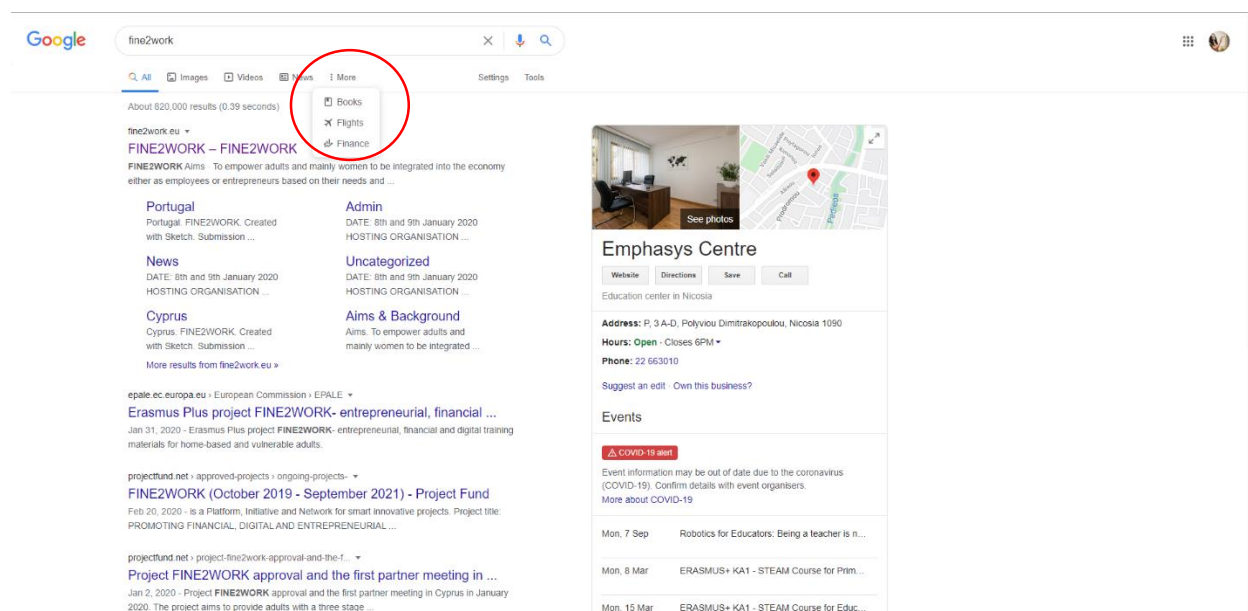


Figure 20: Google Search – Books, flights etc.



Lesson Plans/Activities:

- Lesson Plan 5

How to access the browser history:



Definition:

The browser history is the list of websites a user has visited—it includes information such as page title and time of visit — for a certain period of time.

STEP 1: Click on the three dots icon on the top right corner.

STEP 2: Click 'History'

STEP 3: Click 'History'

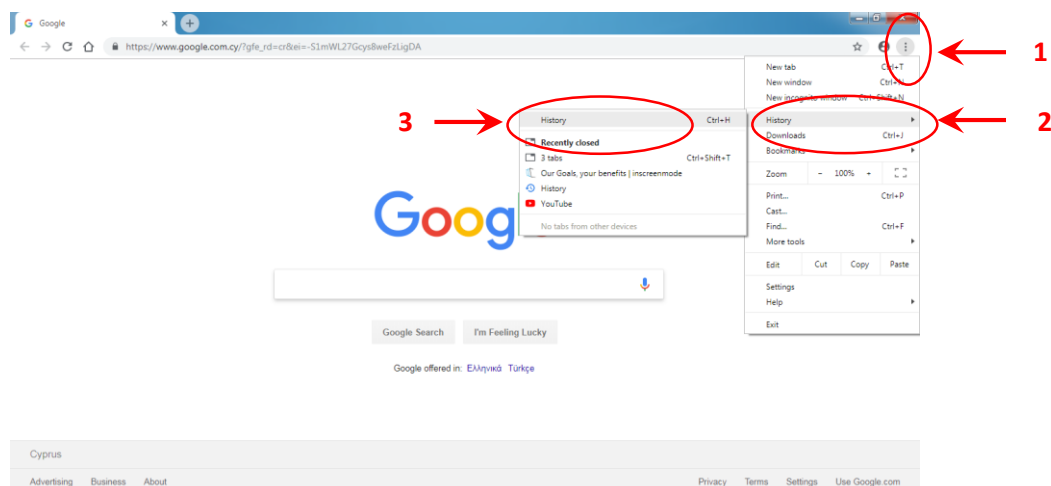


Figure 21: Browser history

STEP 4: Here you can see the list of websites you already visited

STEP 5: Click on the desired website from the History List

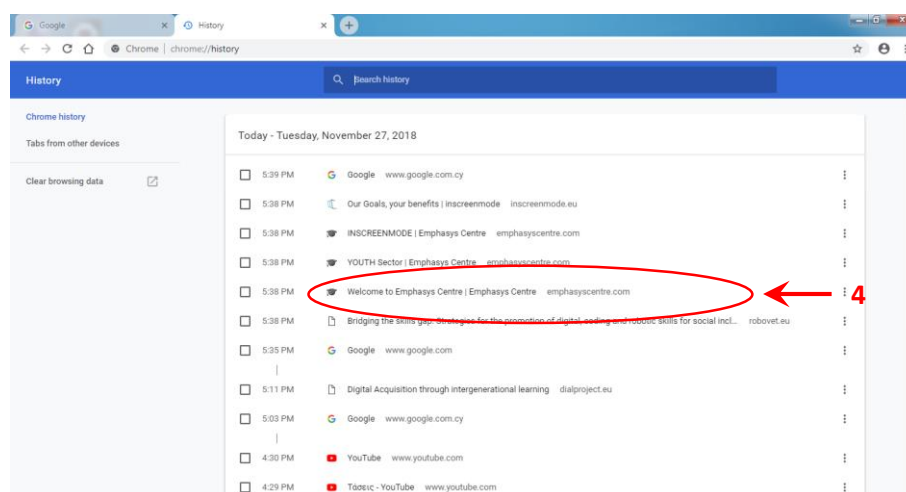


Figure 22: The Browser History Screen



Lesson Plans/Activities:

- Lesson Plan 6

How to clear browsing history:

STEP 1: Click on the three dots Icon on the top right corner.

STEP 2: Click 'History'

STEP 3: Click 'History'

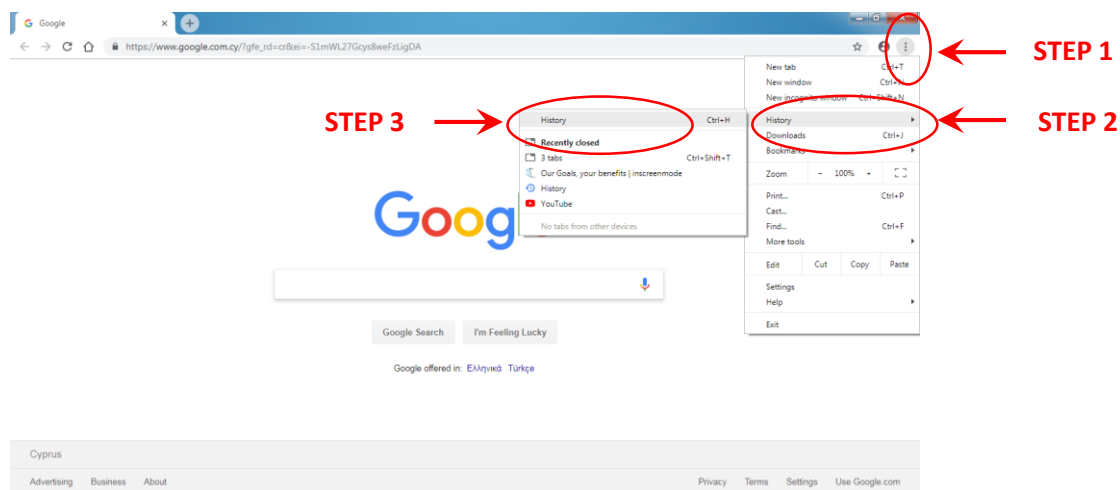


Figure 23: Browser history

STEP 4: Here you can see the list of websites you already visited

STEP 5: Click 'Clear browsing data'

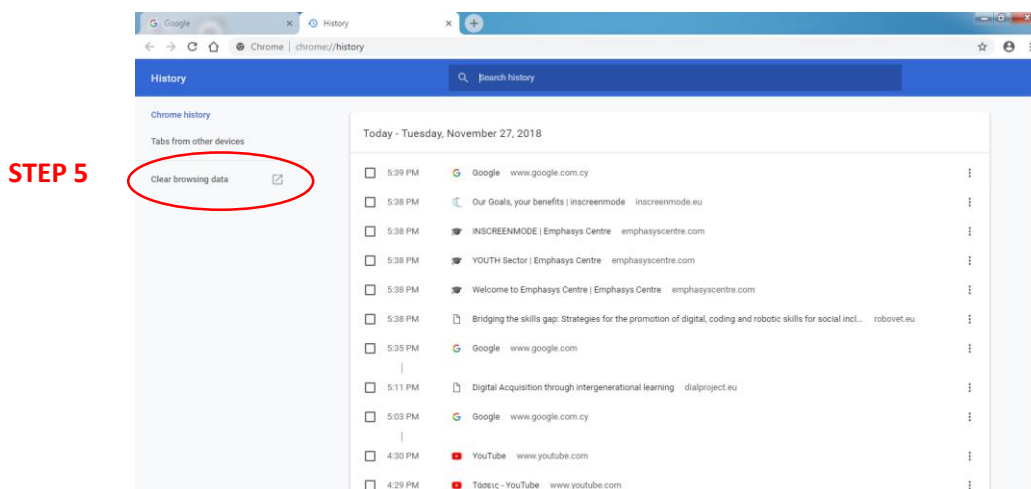


Figure 24: Clear browsing history

STEP 6: You can select the 'Time range' to clear the browsing data

STEP 7: Click 'Clear data'

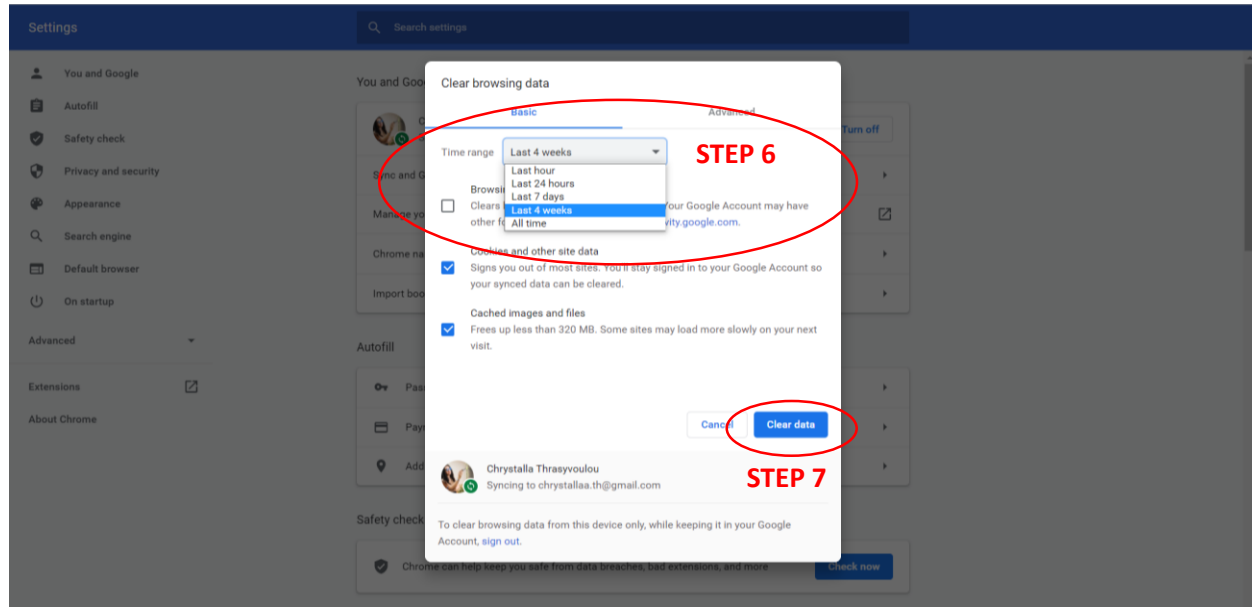


Figure 25: Clear browsing history

TOPIC 2 GOOGLE E-MAIL - GMAIL: OVERVIEW

The main goal of this topic is to present adults how to create and use an e-mail account. Adults will understand the main terms of e-mail such as user ID, domain name etc.



Linked to 'Entrepreneurial Competences'

- Organisational Skills: Are the abilities that allows you to stay focused on different tasks, and use your time effectively and efficiently in order to accomplish the expected result.
- Time Management: Is the process of organizing and planning daily tasks



- You can access the Gmail from a desktop computer, mobile application (iOS and Android)

2.1. Definition

**Definition:**

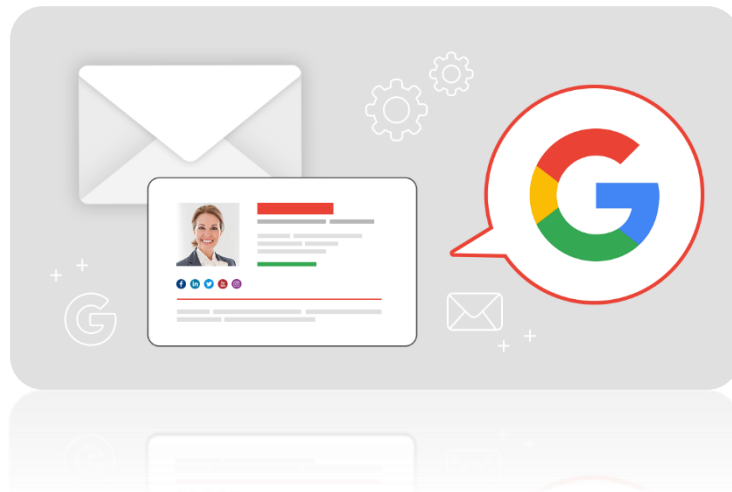
Gmail is a free email service developed by Google. To access Gmail you need to connect with your Google account. A Google email account is an account that ends with *@gmail.com* for example chrystalla_emphasyscentre@gmail.com



2.2. Features of Google Email

The benefits of Google Email:

- 1) **Storage space:** Google Email offers a huge storage space
- 2) **Online access anywhere**
- 3) **Synchronisation with Android:** Android users can automatically sync their Android account with Google account
- 4) **Easy search through emails**
- 5) **Organisation of emails:** Users can create folders to keep their emails organised



Lesson Plans/Activities:

- Lesson Plan 7

2.3. Basic terms related to e-mail



An understanding of basic terms is helpful:

1) E-mail:

An email is a method in which a person can send information from a computer to another, using the Internet. That information can have different forms such as text, image, audio, and video. Emails are ideal for international communication with no delay, no cost and no limited recipients.



2) Google e-mail (Gmail):

Gmail is a free web-based e-mail provider from Google and has become the market leader in free e-mail services with more than a billion users worldwide (Williams, 2020).

3) User ID / Username:

Username is a unique identification (cannot have two accounts with the same username) of a person on a particular server.

4) Domain name / Host name:

Domain is the location at which the email is sent. This refers to the mail server which is the computer where the recipient has a mailbox. For example, @gmail.com, @yahoo.com, @outlook.com

5) Spam e-mail:

Spam email is an unwanted email and it can include malicious links. Often, spam e-mail is sent for commercial purposes such as advertisements, newsletters etc.

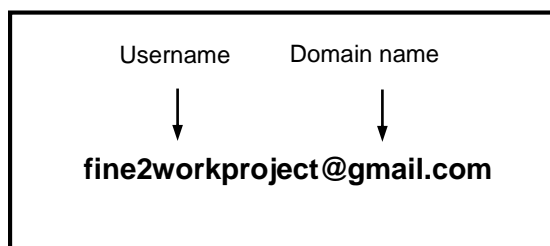


Figure 26: E-mail structure



Lesson Plans/Activities:

- Lesson Plan 8



Tips:

- For professional e-mail accounts: Avoid to use nicknames, numbers for the user ID/username and use your name for example chrystalla@emphasyscentre.com or chrystallathrasyvoulou@emphasyscentre.com (Chrystalla or ChrystallaThrasyvoulou = User ID/Username & emphasyscentre= Domain name/Host name)
- To identify and recognize the junk e-mails: Unknown sender, misspellings for example z0om with a zero, promoting urgent discounts for example 'Flash Sale – Everything 20% off', contains attachments and virus warning.

2.4. Create an e-mail account

How to create an e-mail account (Gmail):

STEP 1: Navigate to <https://www.gmail.com>

STEP 2: Click on the 'Create an account' button

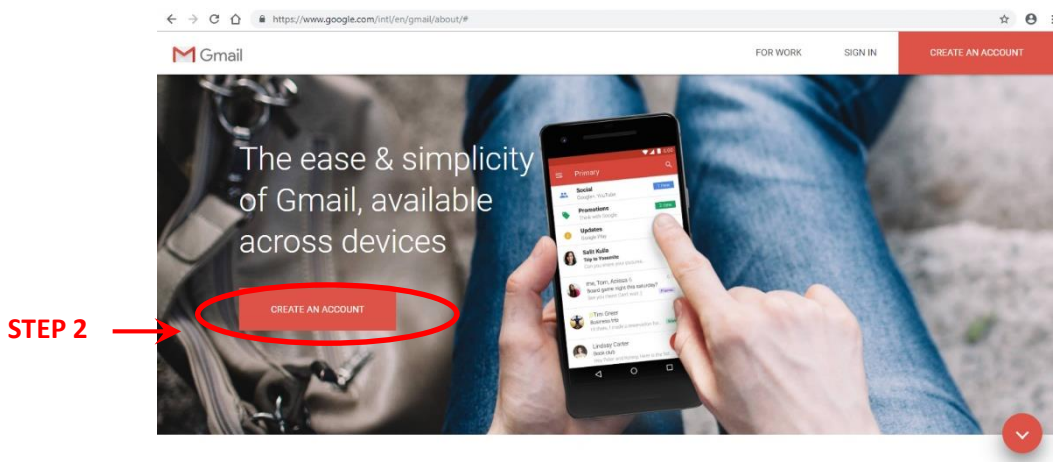


Figure 27: Gmail Webpage

STEP 3: Then fill in the required fields.

You are required to:

- Enter your Name and Surname.
- Enter a Username which will be unique in Gmail.
- Enter a password. The key aspects of a strong password are length (at least 8 characters), a mix of letters (upper and lower case), numbers, and symbols

STEP 4: Click on the "Next" button.

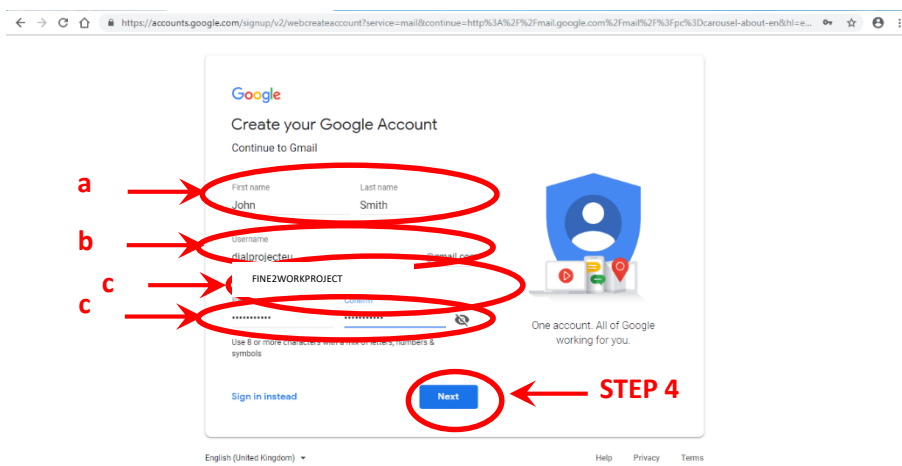


Figure 28: Filling in the Account Information

STEP 5: You will be directed to the Personal Information page, where you will be required to enter some personal information.

- a. Your Mobile phone number. This is optional information but it will add an extra safety feature in case you get locked out from your account or have forgotten your password.
- b. An additional email address. This is also optional but it will also add an extra safety net for your account.
- c. Your date of Birth.
- d. Your gender.

STEP 6: Click on the “Next” button

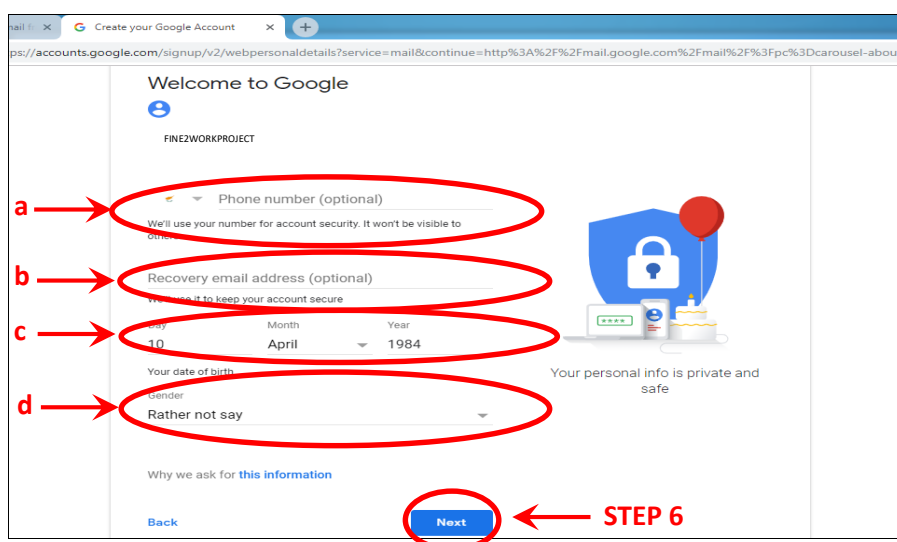


Figure 29: Filling in the Personal Information

STEP 7: To use the free services of Google you will need to accept the privacy terms and conditions by checking the two checkboxes.

STEP 8: Click on the “Create Account” button

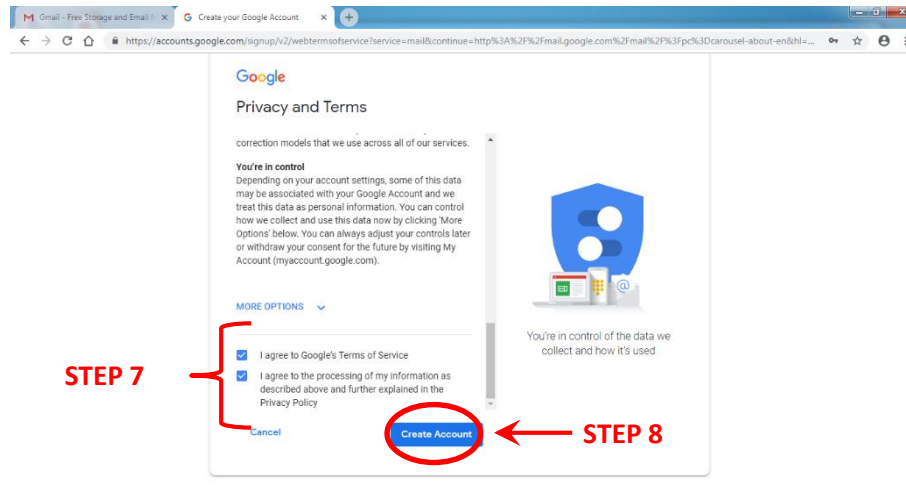


Figure 30: Privacy and Terms Page

STEP 9: The welcome Screen of Gmail appears. Click on the “Next” button

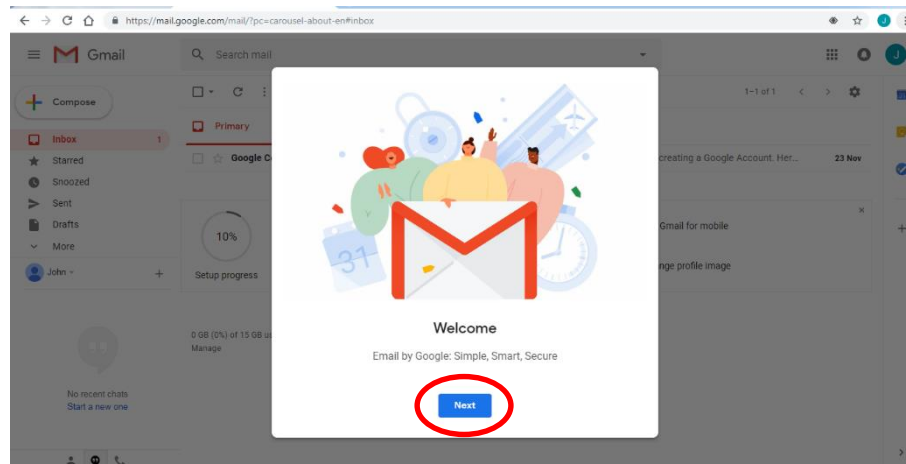


Figure 31: The Welcome Screen of Gmail

STEP 10: There are three different View Styles currently available in Gmail. For the purposes of this course we will choose the Default View. Click on the ‘OK’ button

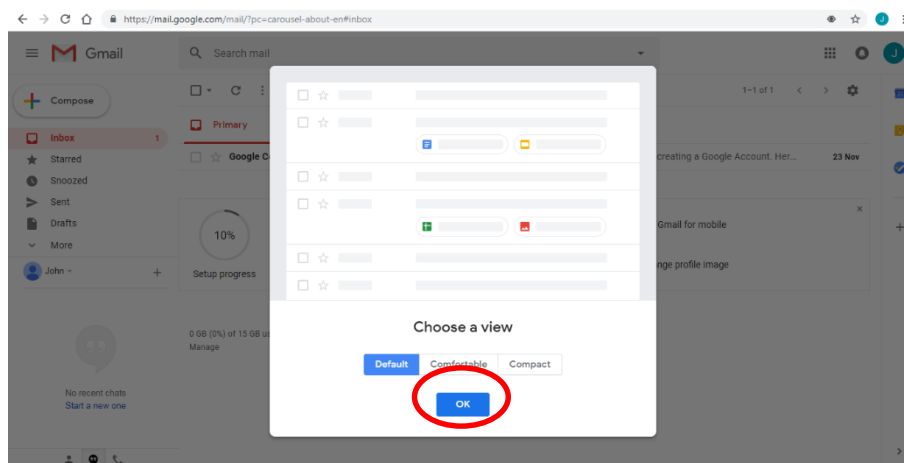


Figure 32: The “Choose View Style” Page

STEP 11: You can now view your Gmail Account page

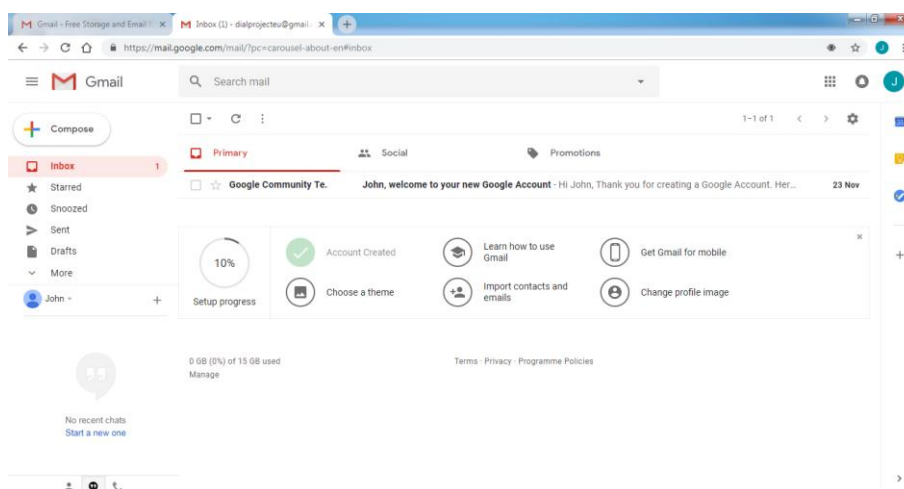


Figure 33: The Interface of your Gmail account



Lesson Plans/Activities:

- Lesson Plan 9

2.5. Gmail navigation

How to use search box:

STEP 1: Click on the 'Search box'

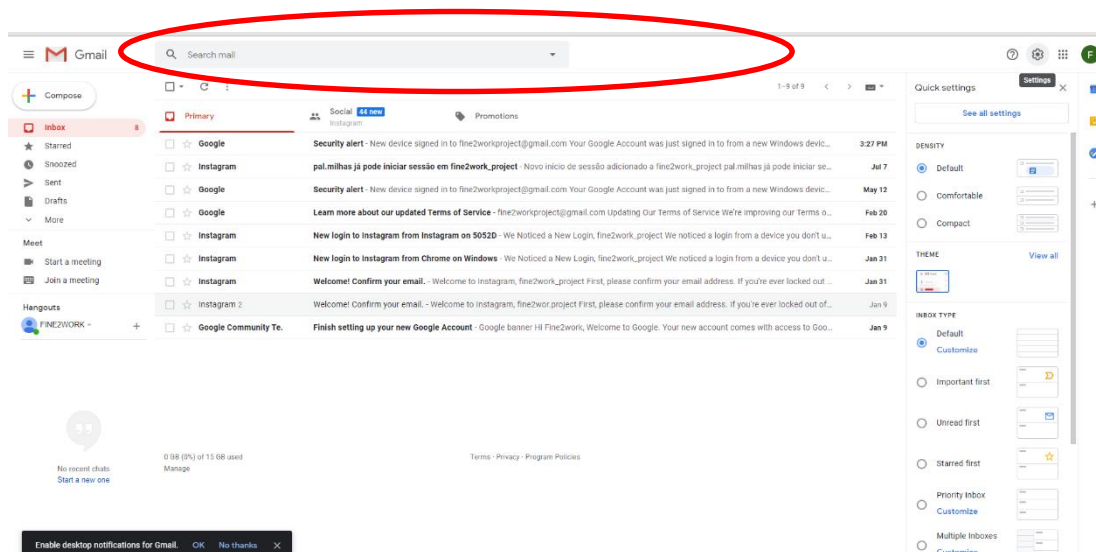


Figure 34: Search box

How to change settings:

STEP 1: Click on 'Settings'

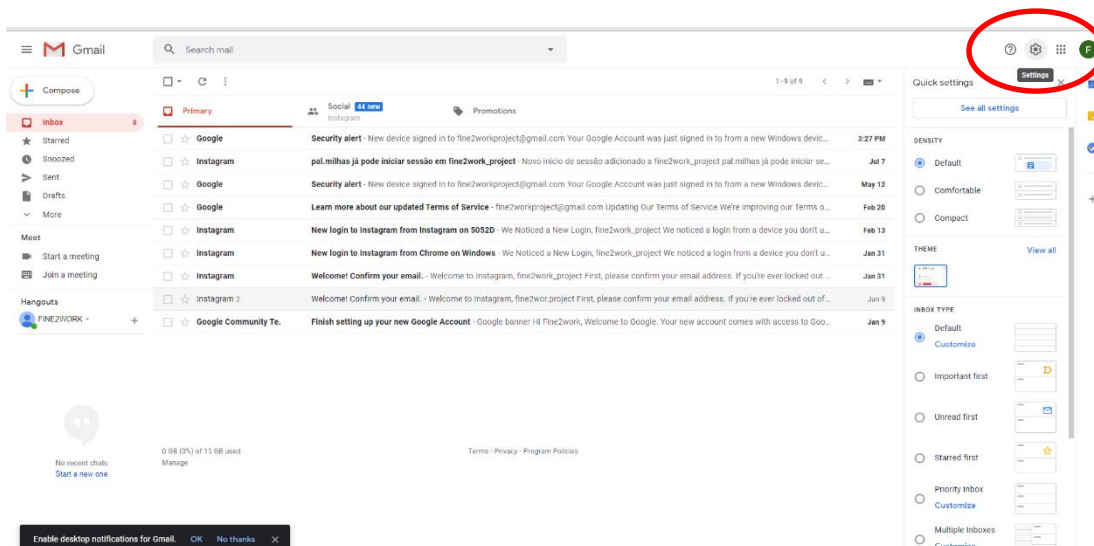
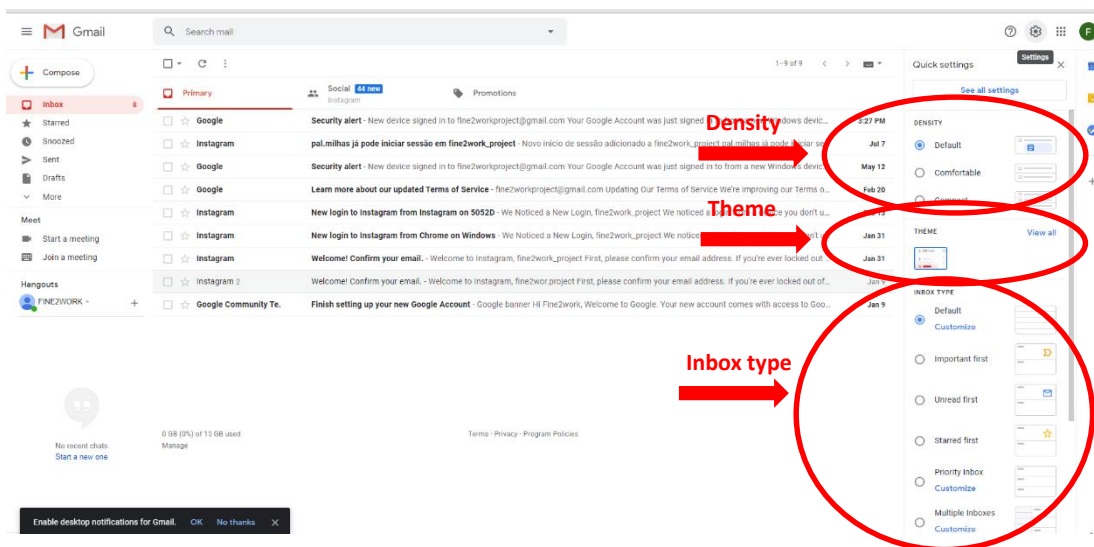


Figure 35: Settings

STEP 2: You can now view the 'Quick Settings'



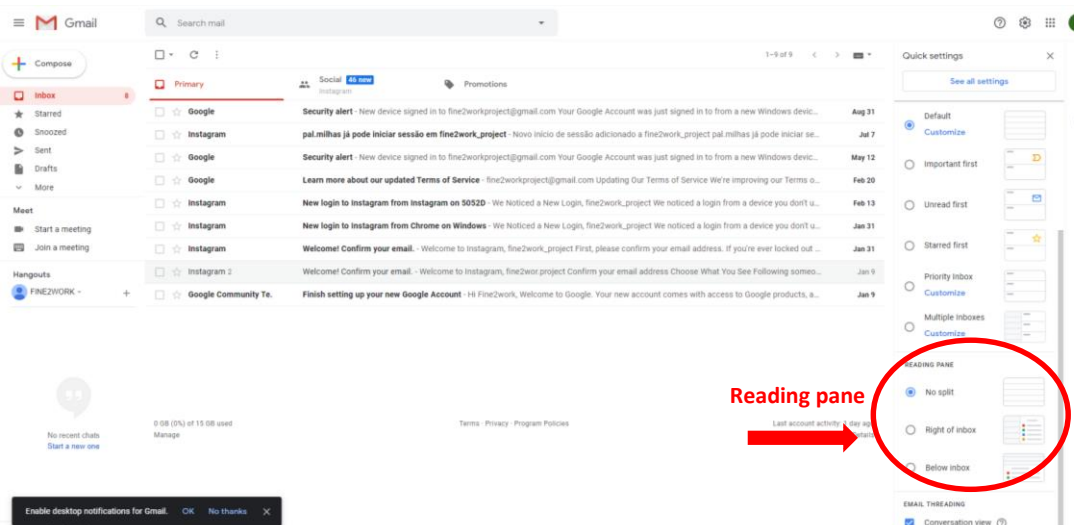


Figure 36: Quick Settings

STEP 3: Click 'See all settings' to view and change all the settings

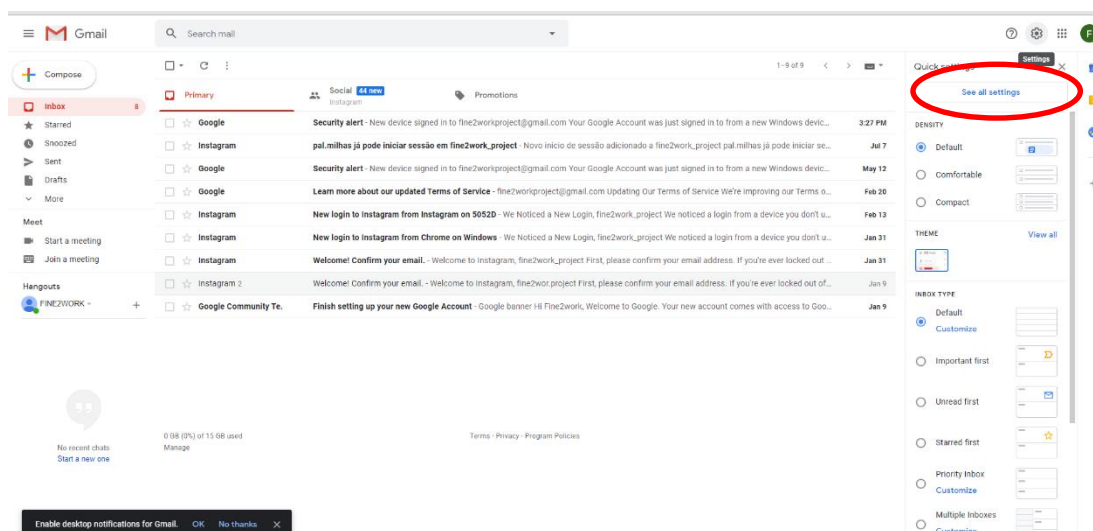


Figure 37: All settings

STEP 4: Change settings

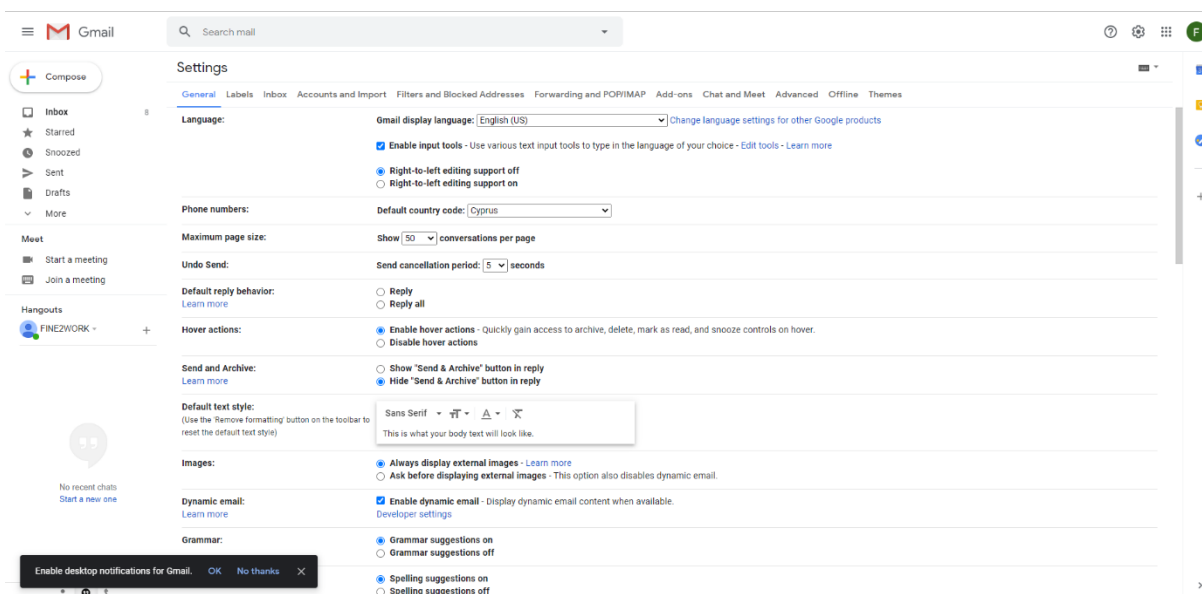


Figure 38: All settings

How to change theme:

STEP 1: Click on 'Settings'

STEP 2: Click on 'View all' next to the 'Theme'

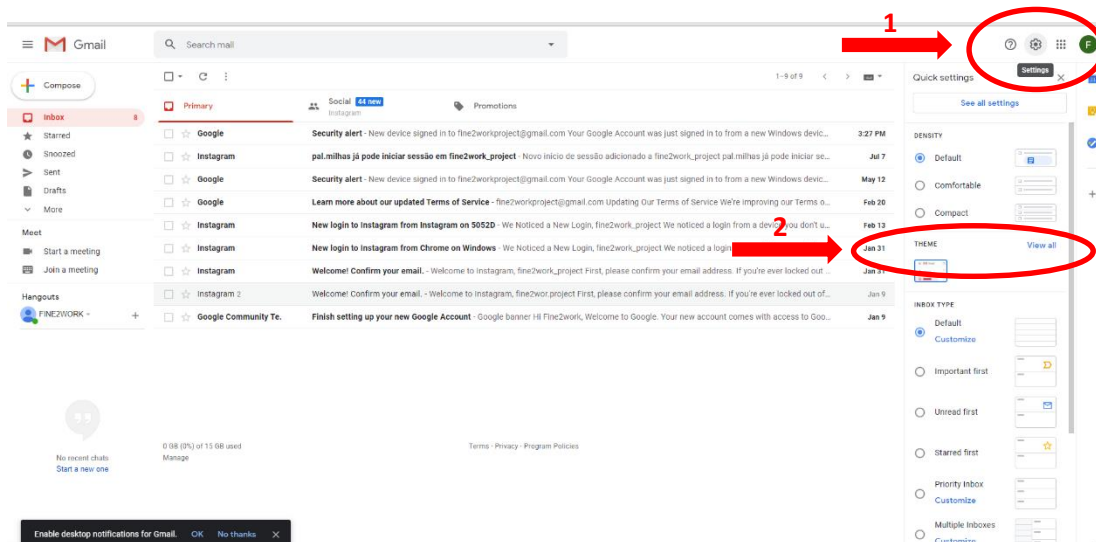


Figure 39: Settings

STEP 3: Pick your theme

STEP 4: Click on the 'Save' button

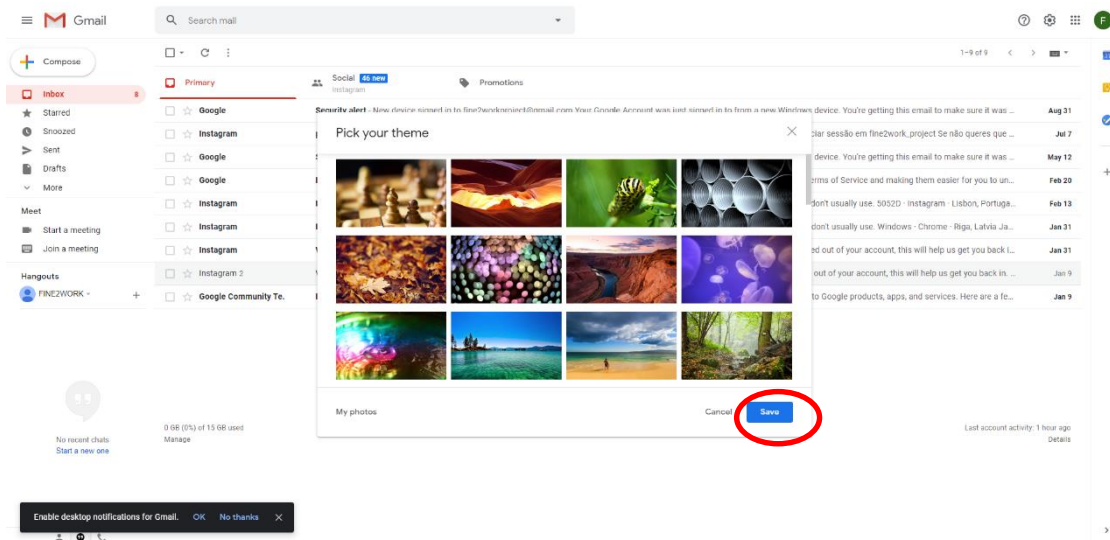


Figure 40: Pick your theme

STEP 5: You can change the text background, vignette and blur of the theme.

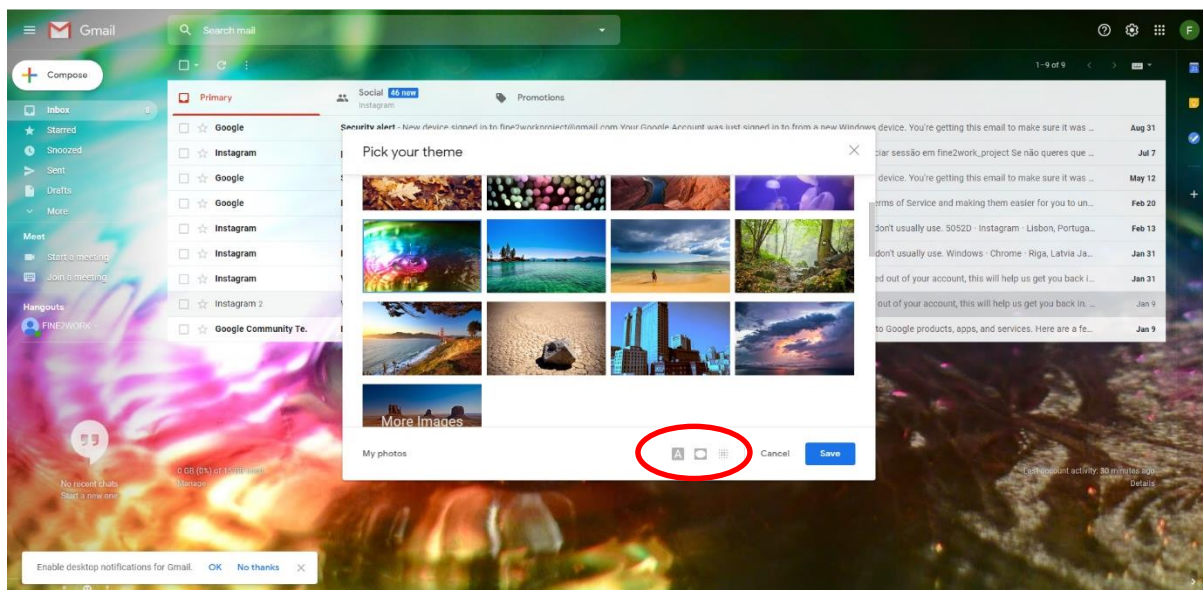


Figure 41: Edit your theme

NOTE:

Users can edit the theme:

- Text background: Light or Dark (see figure 42)
- Vignette: Make corners darker (see figure 42)
- Blur: Blur background image (see figure 42)

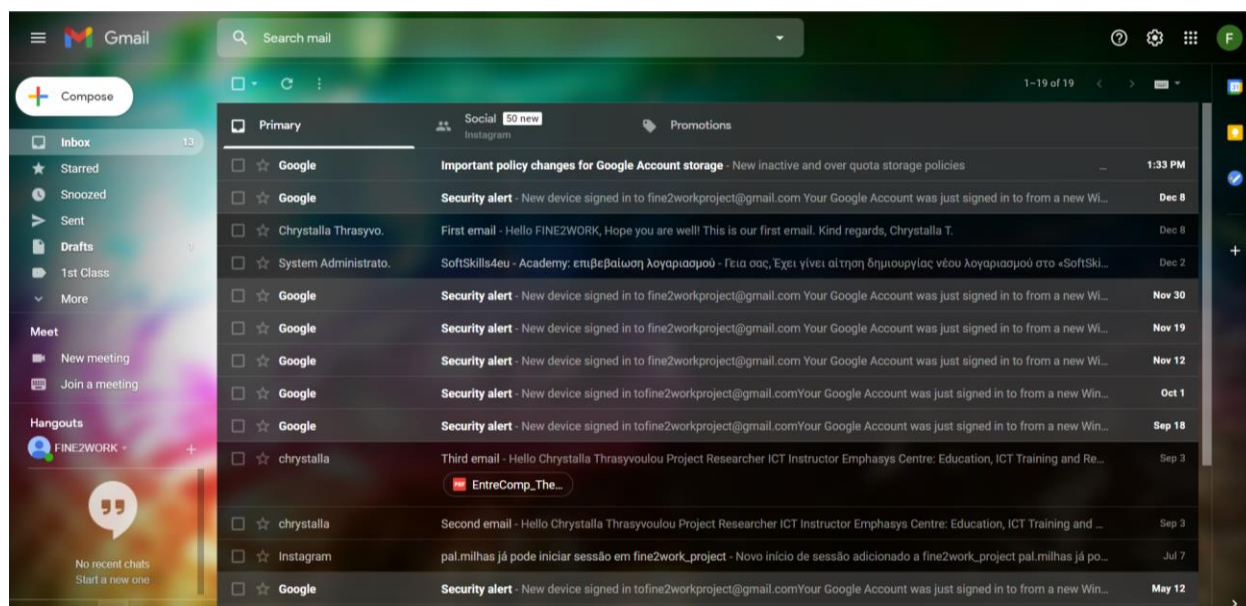
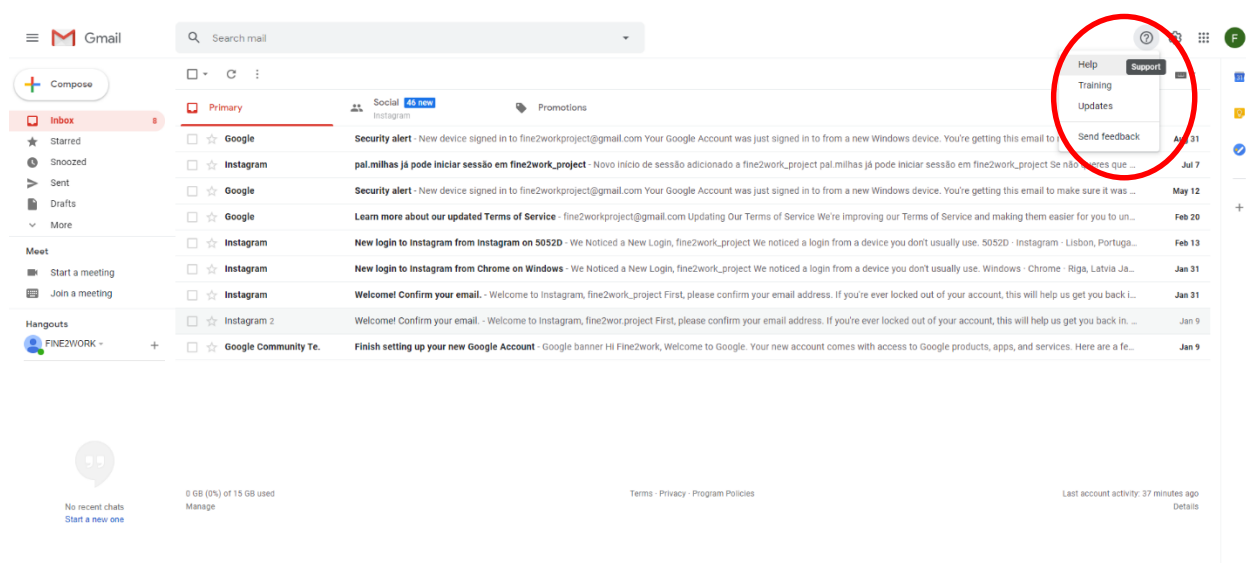


Figure 42: Edit your theme

How to use support button:

STEP 1: Click on the 'Support' button



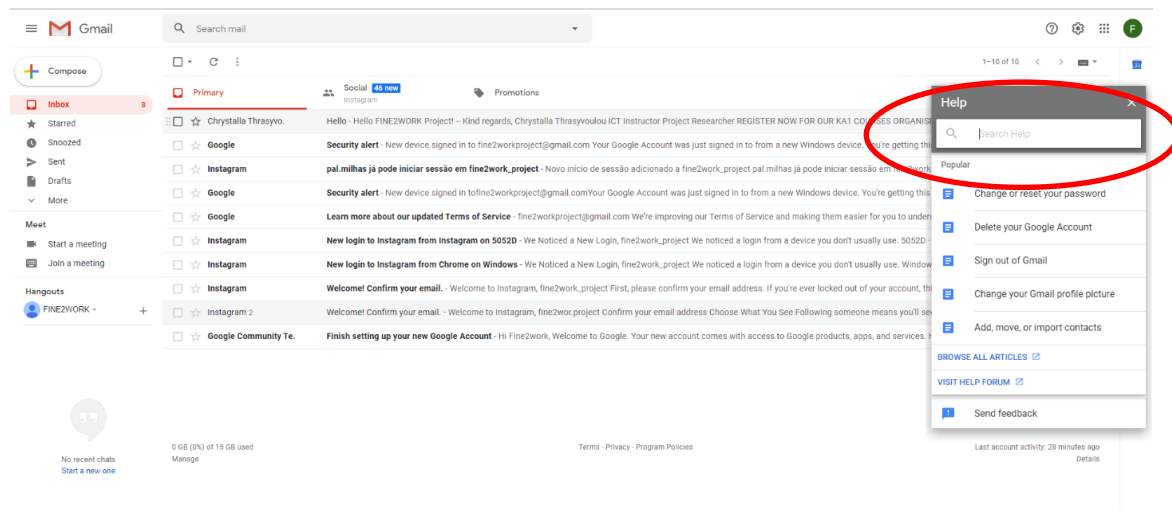


Figure 43: Support button

NOTE:

- Type anything you want to search in to the 'Search box'

How to view folders:

STEP 1: Click on the 'Inbox' folder

STEP 2: Click on the 'Sent' folder

STEP 3: Click on the 'Drafts' folder

STEP 4: Click on the 'Spam' folder

STEP 5: Click on the 'Trash' folder

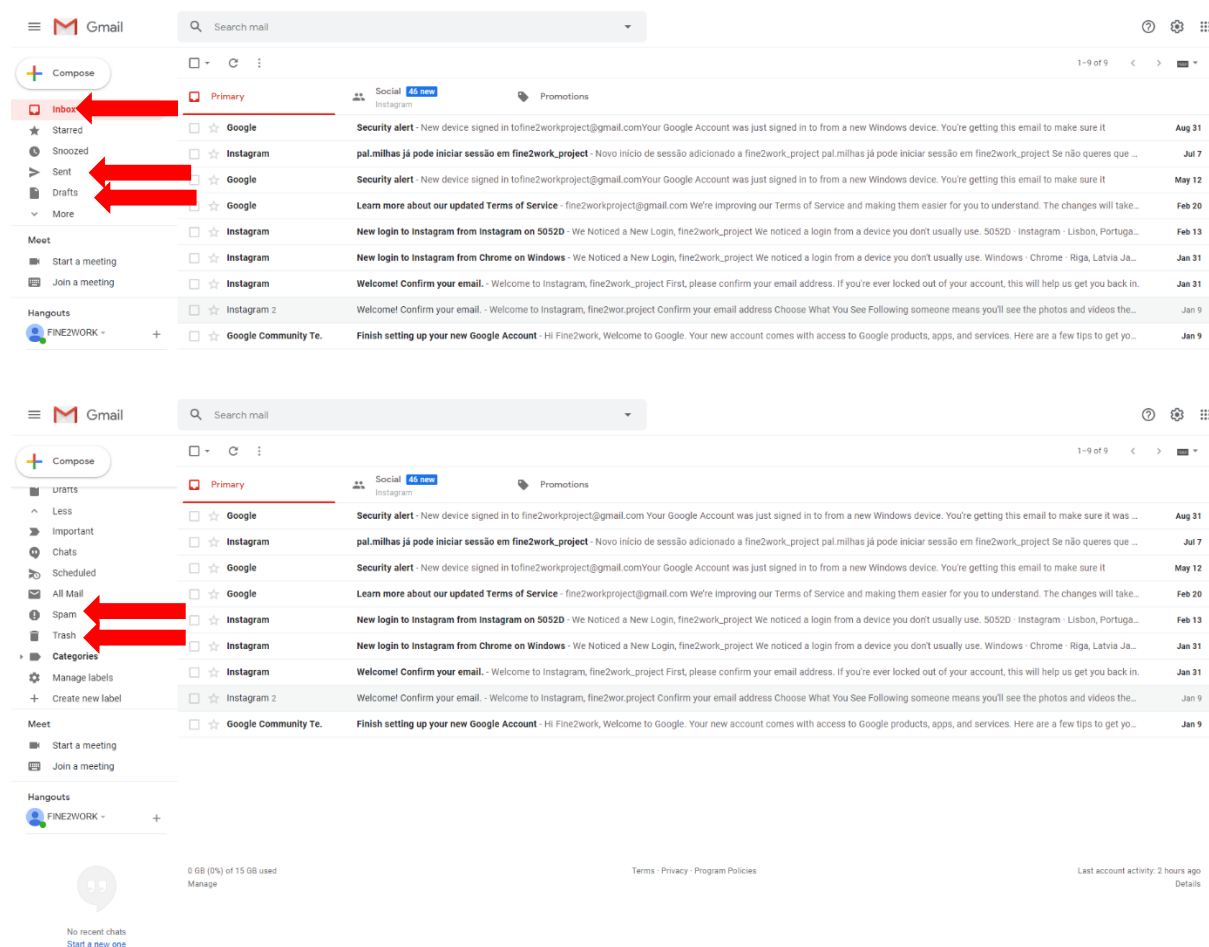


Figure 44: Folders

NOTE:

1. Inbox folder: Is the main folder that your received mails gets stored in
2. Sent folder: Is the folder that stores mails that were successfully sent to recipients
3. Draft folder: Is the folder that stores mails that were not successfully sent to recipients or you have not yet completed the email
4. Spam folder: Is the folder that stores the spam emails that you may receive from unwanted email addresses such as ads
5. Trash folder: Is the folder that stores deleted mails and keeps the mails for 30 days



Lesson Plans/Activities:

- Lesson Plan 10

2.6. Introduction to e-mail (Gmail)

How to compose an e-mail

STEP 1: Click on the 'Compose' button

STEP 2: Click on the full screen button in order to have a better and clearer view when composing an email.

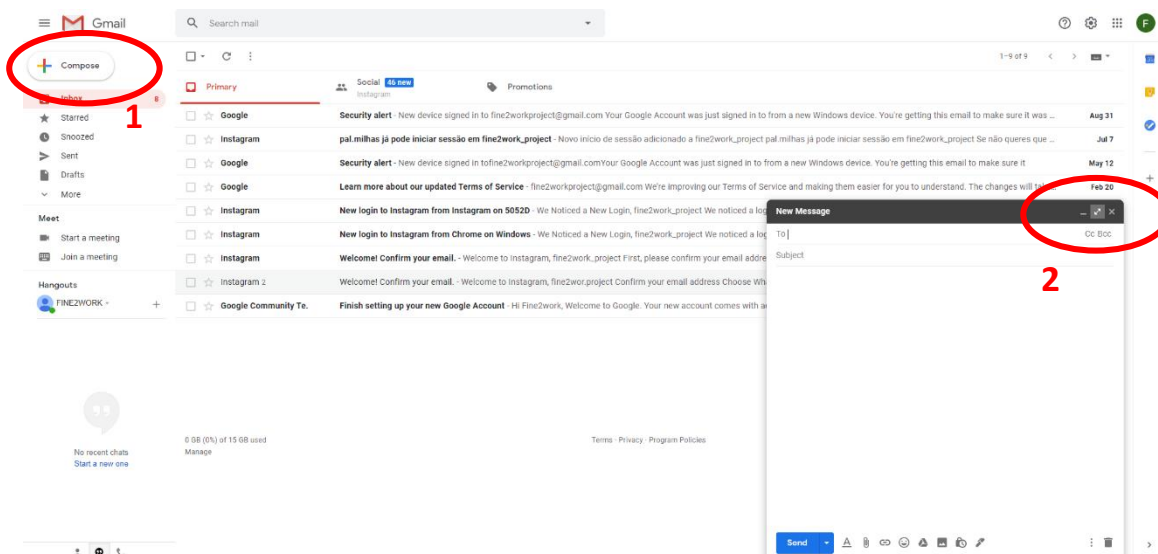


Figure 45: Compose an e-mail



Figure 46: Maximize

STEP 3: There are certain fields which have to be filled in for the email to be properly sent. These are:

- a. **To:** The primary recipients of the email
- b. **Cc:** Short for Carbon Copy, this is for secondary recipients i.e. the persons whom you decide to keep them informed.
- c. **Bcc:** Short for Blind Carbon Copy, email addresses typed in this field are not visible to other recipients.
- d. **Subject:** The title of our email or a short meaningful description of the text in the email
- e. **E-mail content:** Compose the e-mail content

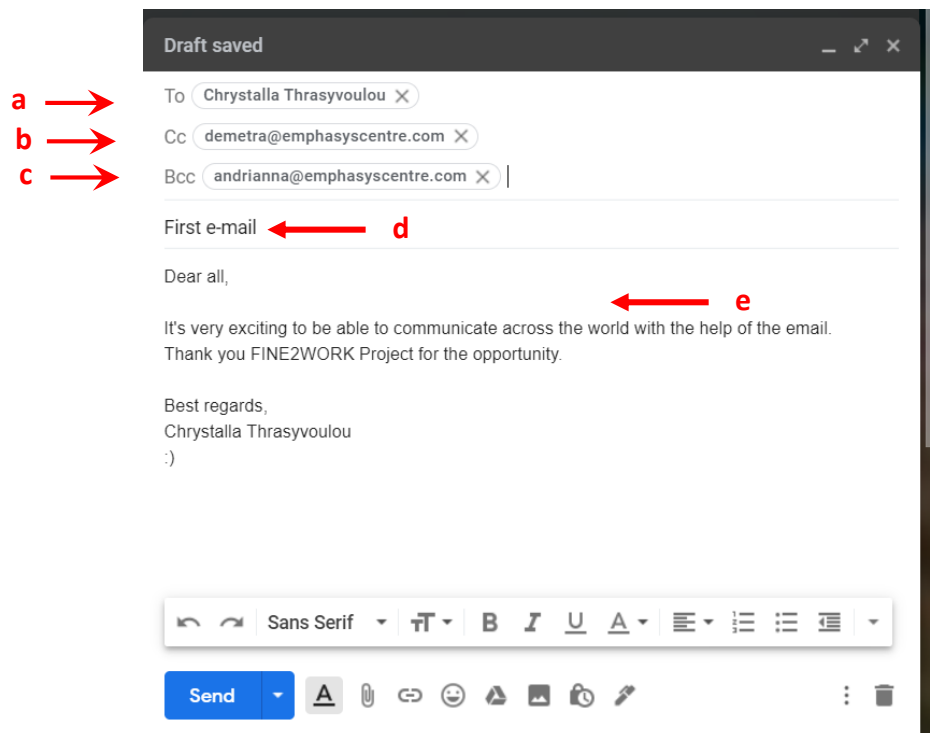


Figure 47: Maximize

How to send an e-mail

STEP 1: After you have written your message click on the 'Send' button in order to send your email.

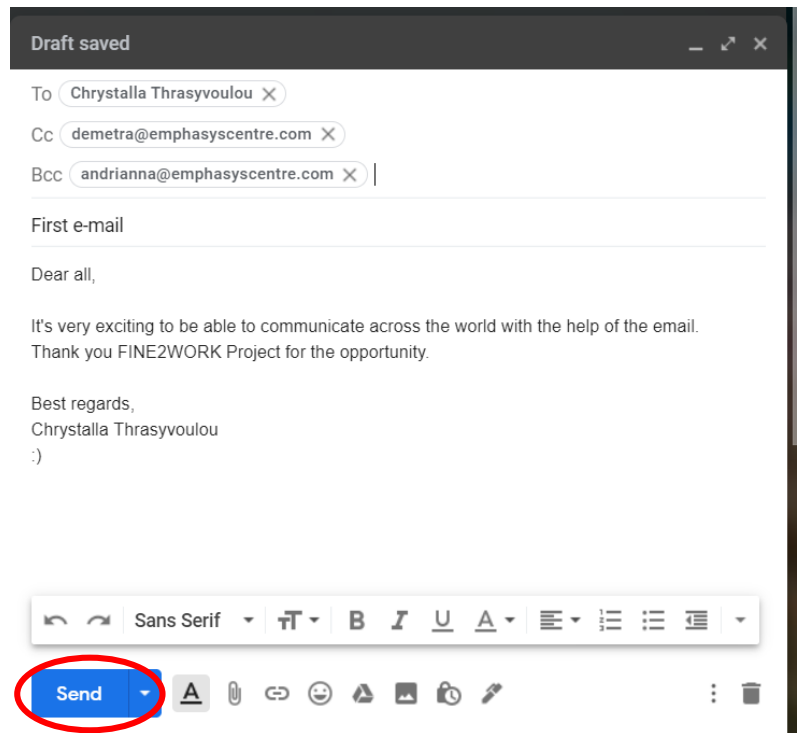


Figure 48: Send e-mail



Lesson Plans/Activities:

- Lesson Plan 11

How to reply/reply all to an e-mail

STEP 1: Click on the e-mail received

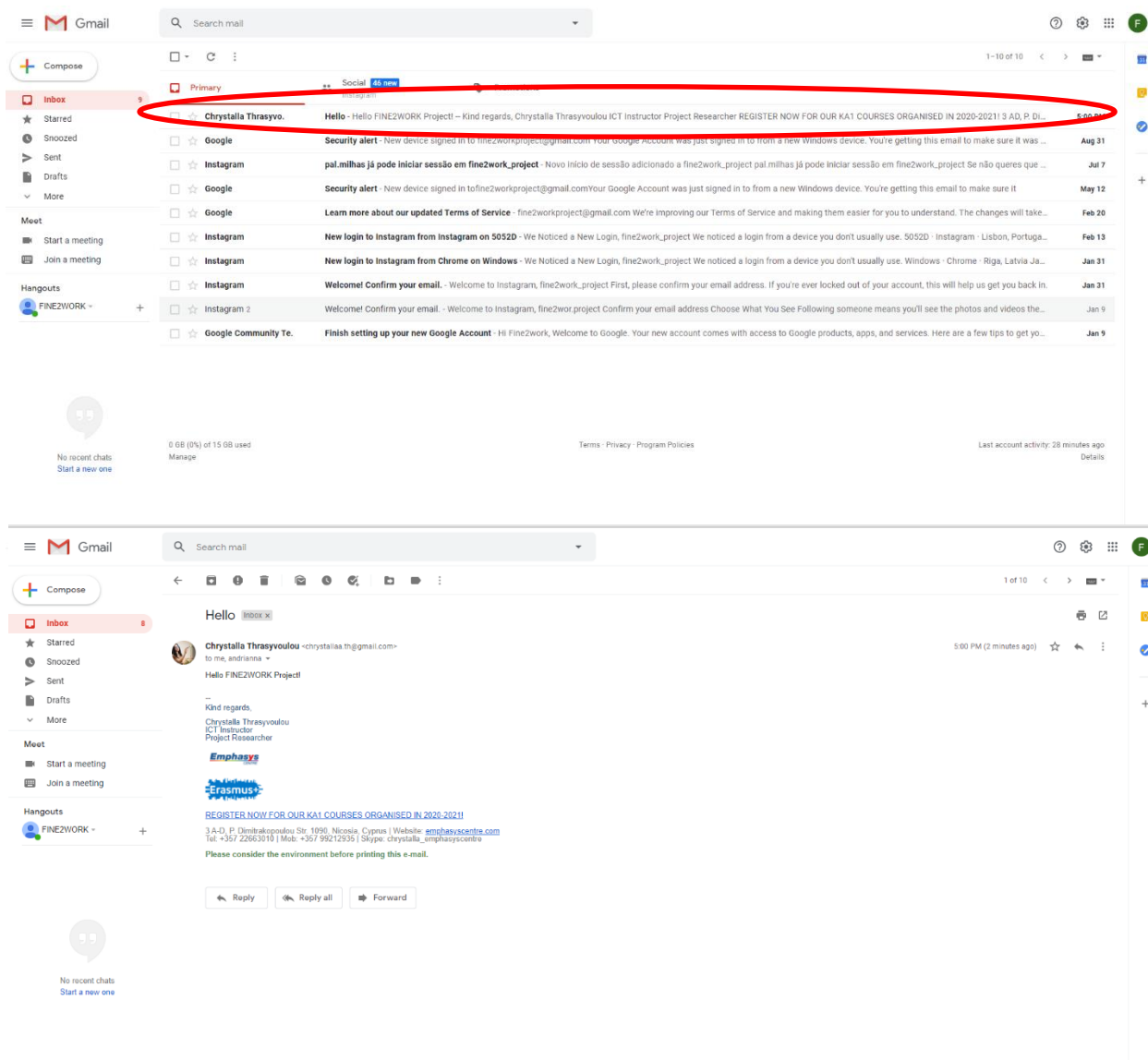


Figure 49: Inbox – New e-mail

STEP 2: Click on the 'Reply Button'

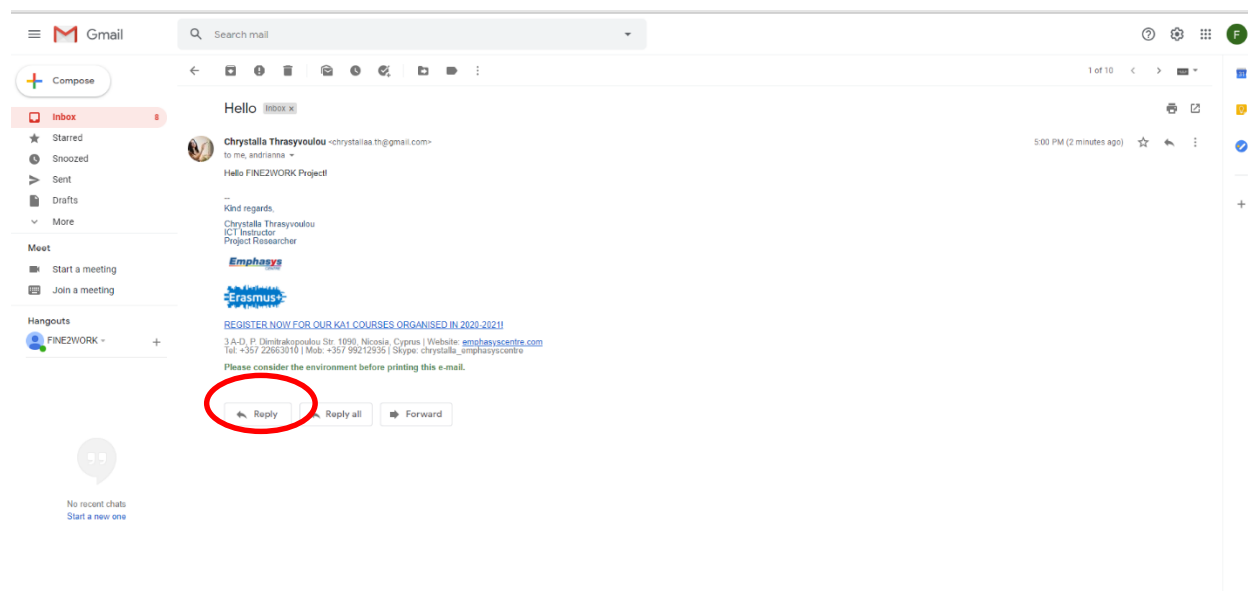


Figure 50: Reply button

STEP 3: Compose the reply text and click on the 'Send' button

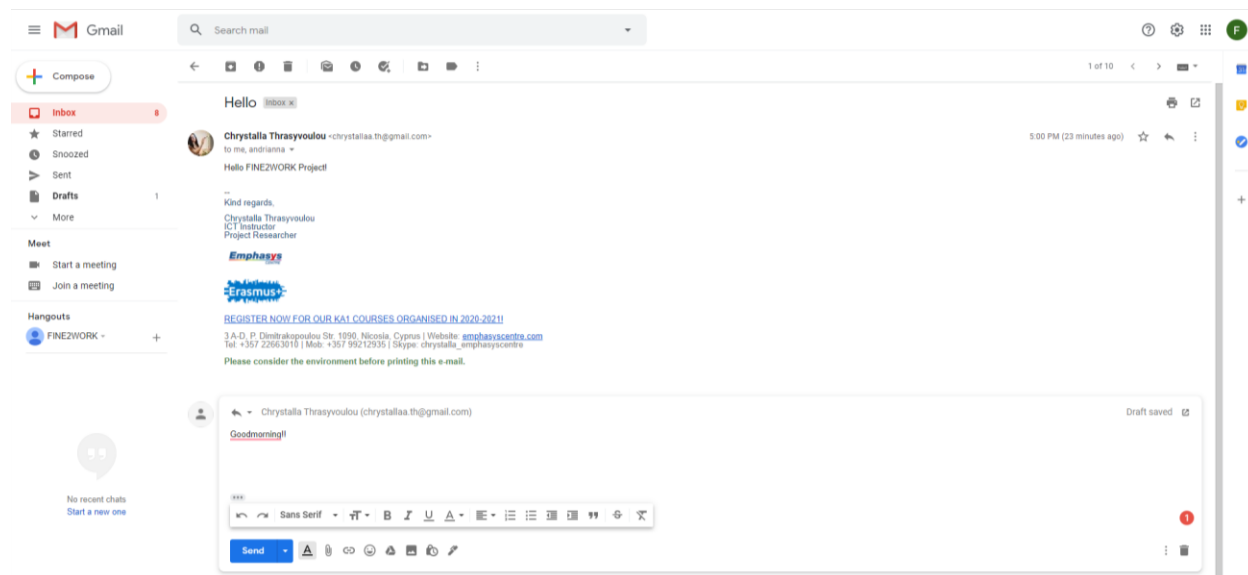


Figure 51: Reply

NOTE:

Reply: Reply to a single person that sent you the mail, so none of the primary recipients or CC recipients will receive your reply

STEP 3: Click on the 'Reply all Button'

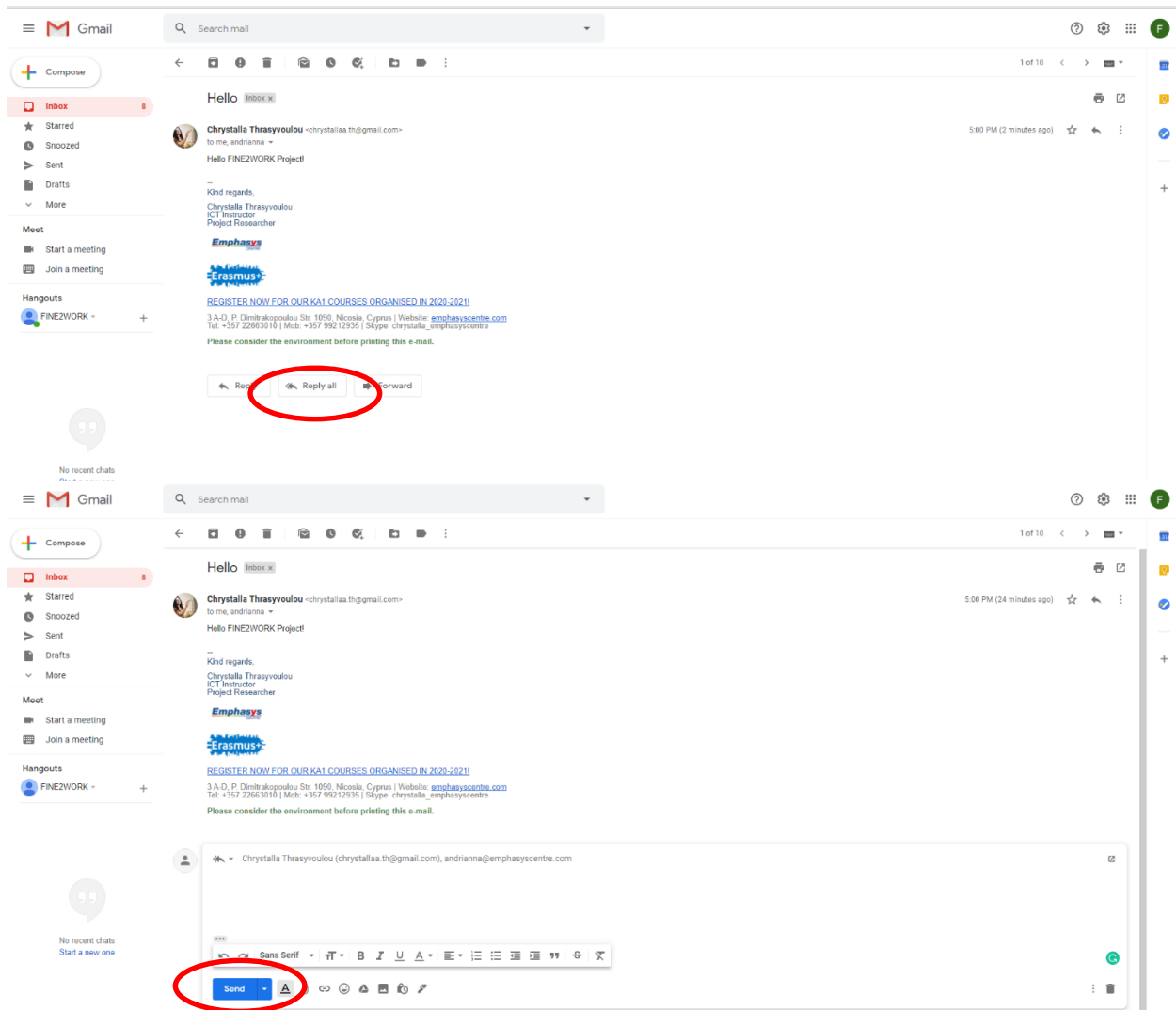


Figure 52: Reply all

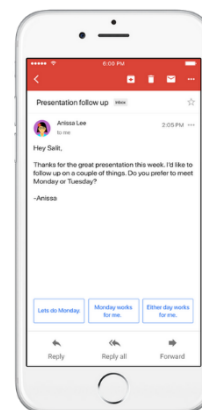
NOTE:

- **Reply all:** Reply to everyone on the thread



Tips:

- Gmail offers a 'Smart Reply' system and you can reply to an email with some suggested responses such as Thank you (Figure 42)



How to forward an e-mail

STEP 1: Click on the e-mail received

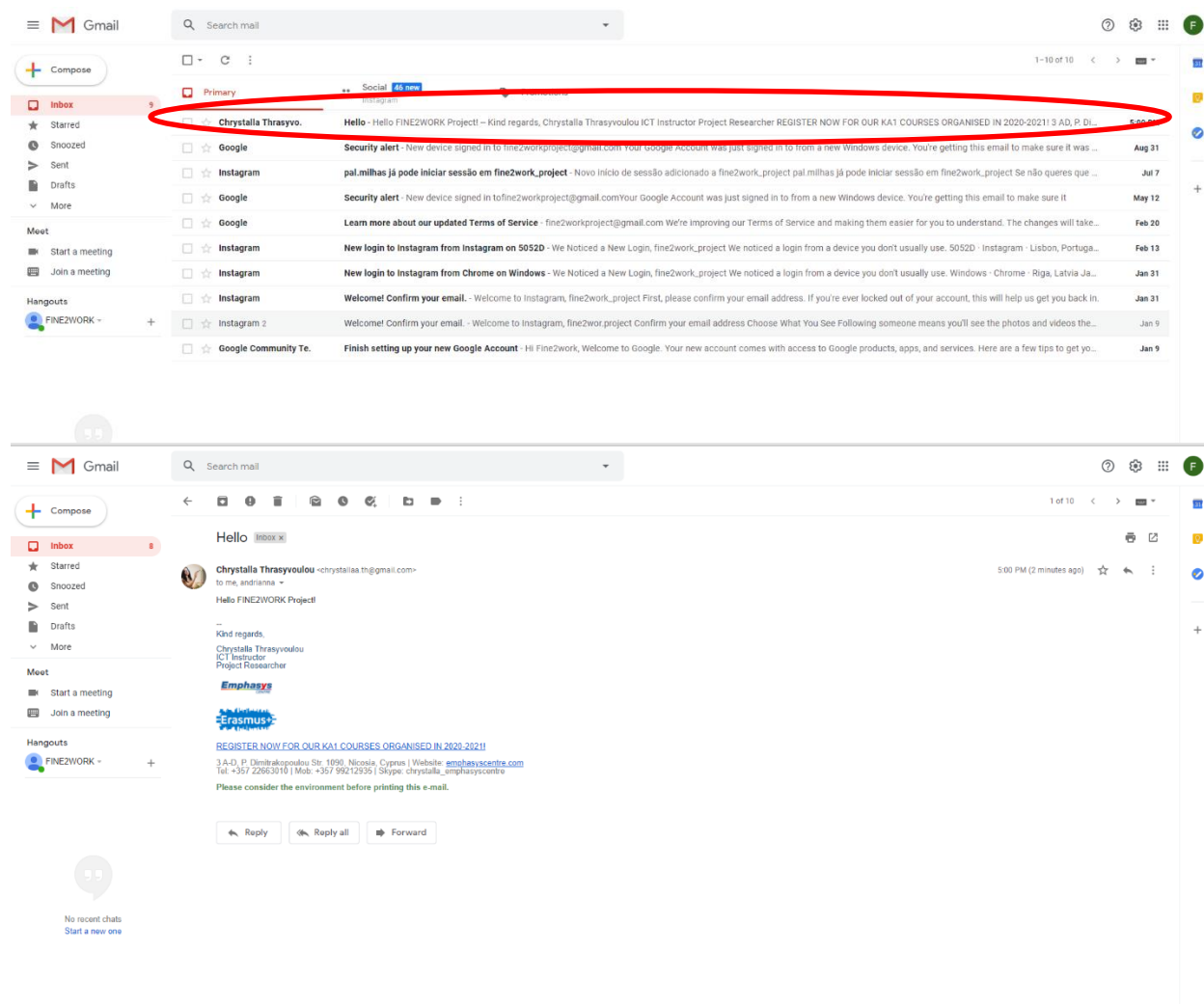


Figure 53: Inbox – New e-mail

STEP 2: Click on the 'Forward' button

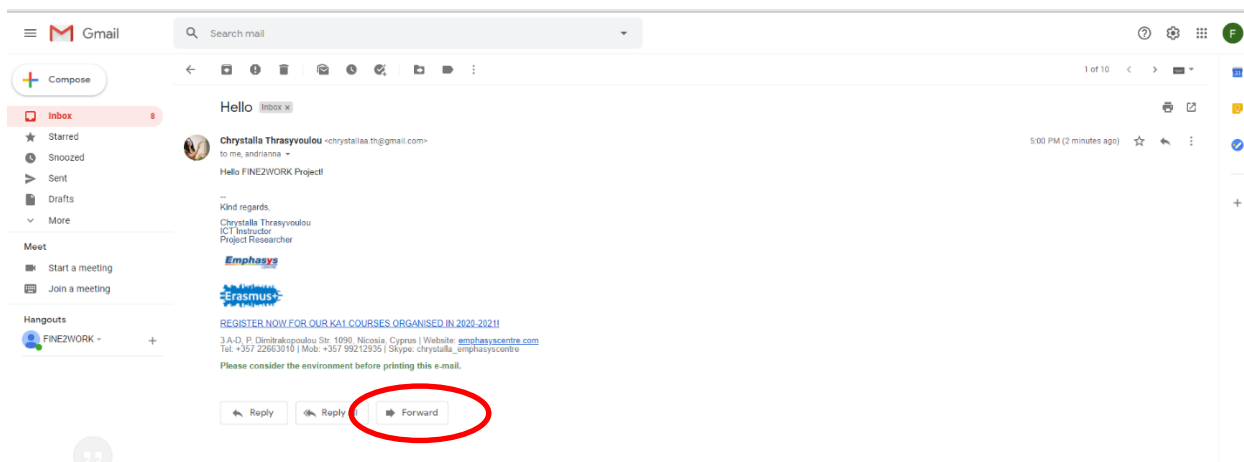


Figure 54: Inbox – New e-mail

STEP 3: Type in the e-mail address of the receiver

STEP 4: Compose the text

STEP 5: Click on the 'Send' button

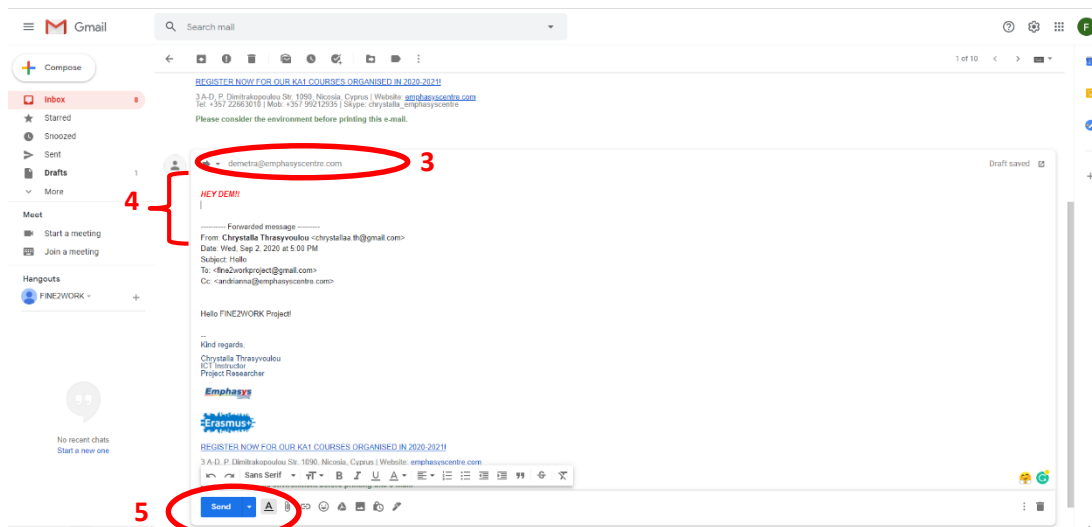


Figure 55: Forward an e-mail



Lesson Plans/Activities:

- Lesson Plan 12

How to delete an e-mail

STEP 1: Locate the email to be deleted. Click the 'Bin' Button and the email will be sent to the Recycle Bin.

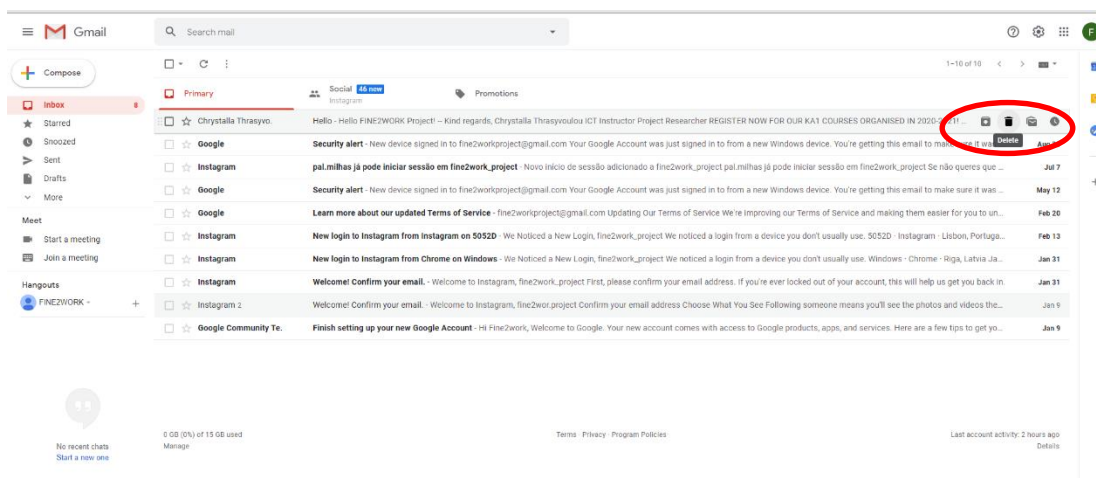


Figure 56: Delete an e-mail

NOTE:

- This does not delete the email completely

STEP 2: In order to delete the email completely, navigate to the trash area by clicking on the "More" option and then click on "Trash" folder

STEP 3: Select the desired email by clicking on the checkbox next to the email

STEP 4: Click the 'Delete forever' option.

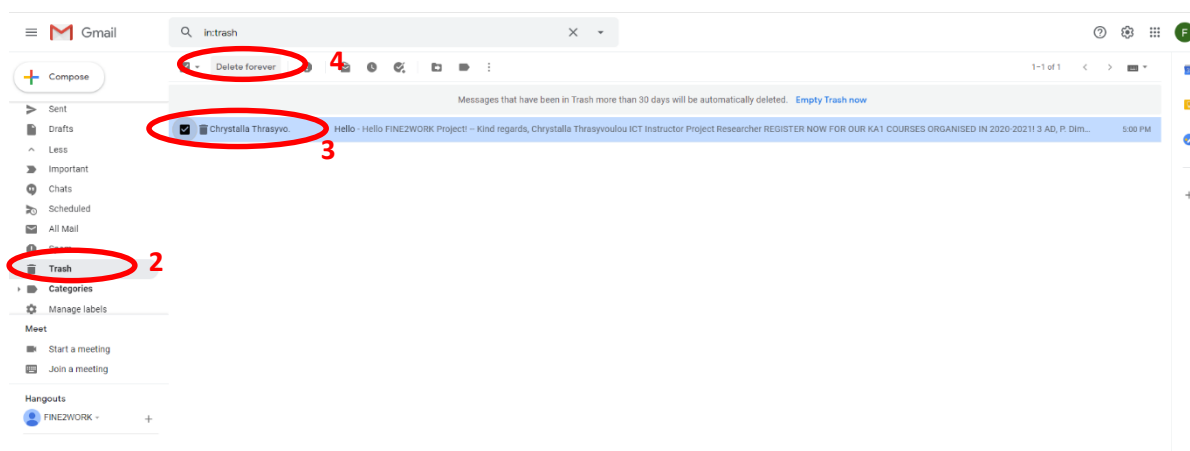


Figure 57: Delete an e-mail from the 'Trash folder'

How to add favourites 'Starred' e-mails

STEP 1: Locate the email to be deleted. Click on the 'Star icon'

STEP 2: Click on the 'Starred' folder to find all the favorites e-mails

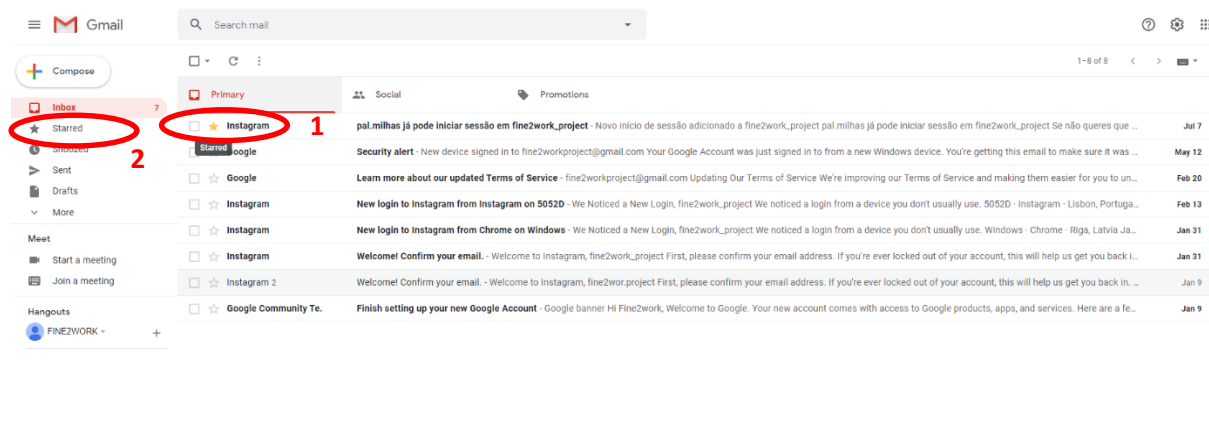


Figure 58: Starred e-mails

STEP 3: Click on the 'Starred' folder to view all the favorites e-mails

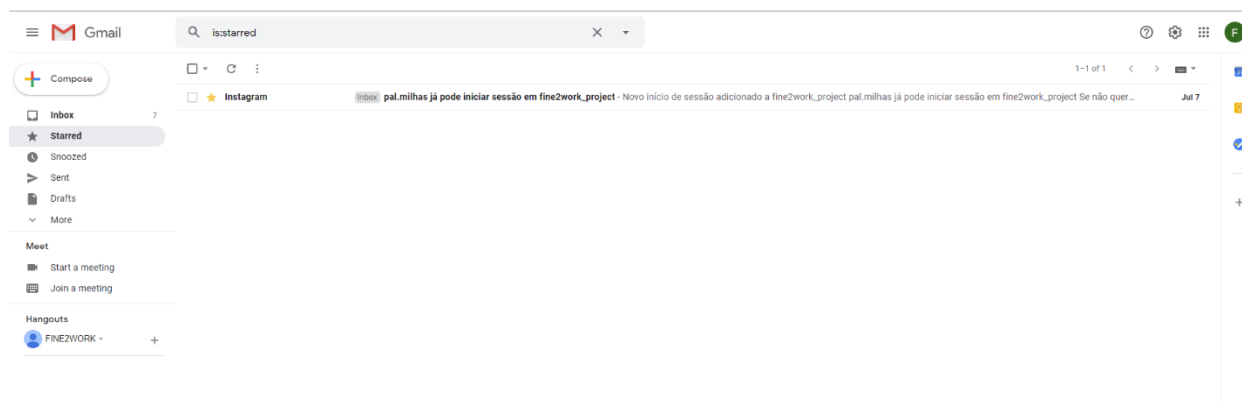


Figure 59: Starred folder

How to create labels



Tips:

- Gmail label helps the user to keep the inbox and e-mails organized for example if the user is a teacher could create labels for each class '1st class', '2nd class' etc.

STEP 1: Click on the 'Create a new label'

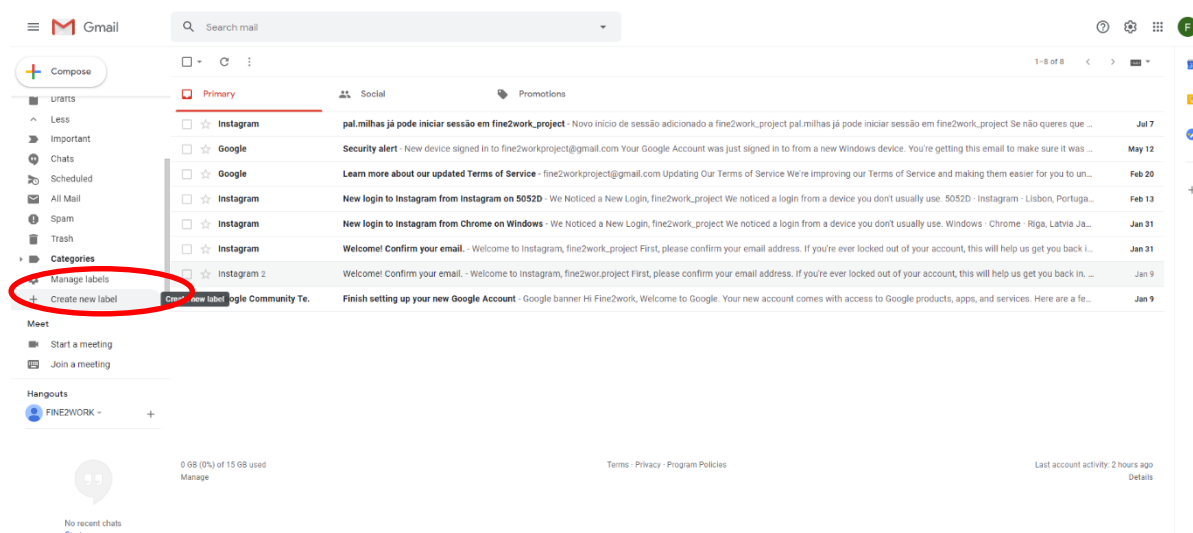


Figure 60: Create a new label

STEP 2: Type the name of the label

STEP 3: Click on the 'Create' button

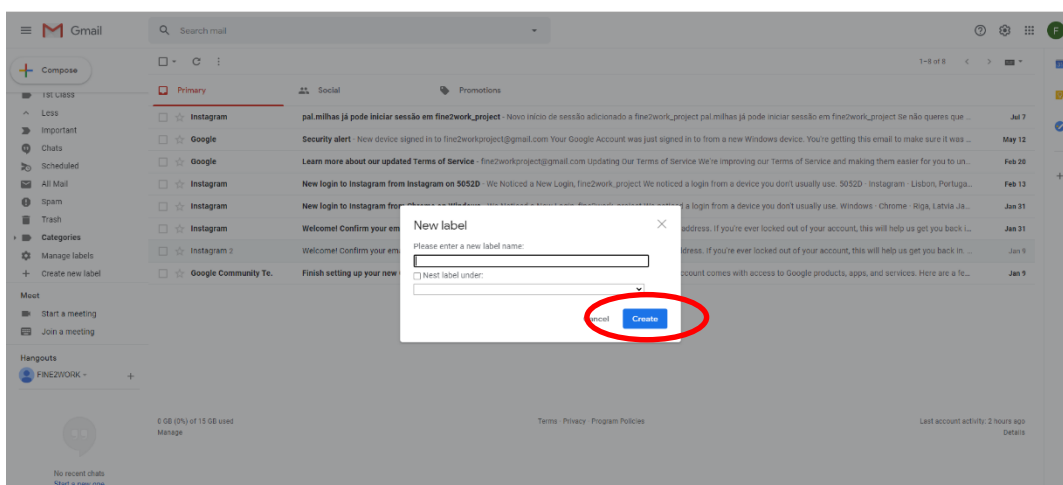


Figure 61: Create a new label

STEP 4: Click '1st class' to view the emails which have this label

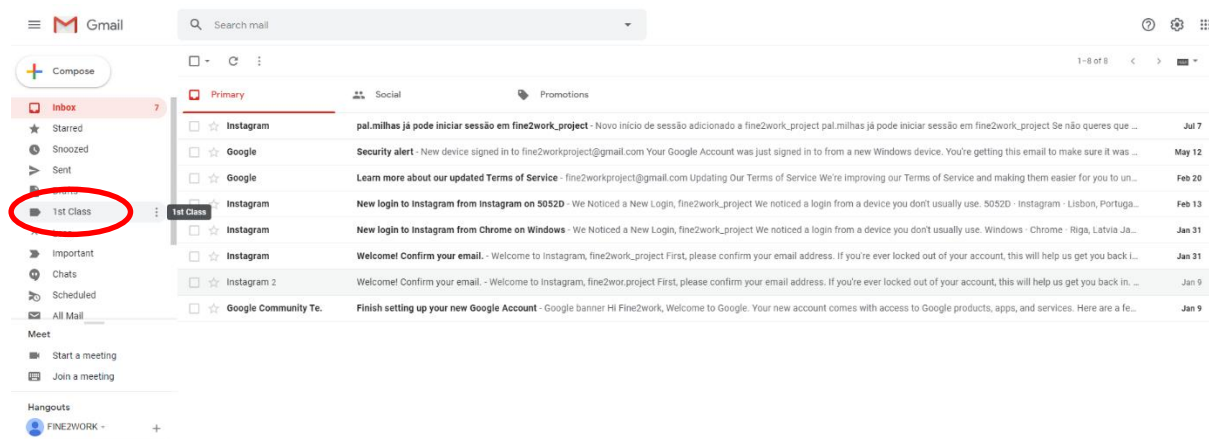


Figure 62: New label



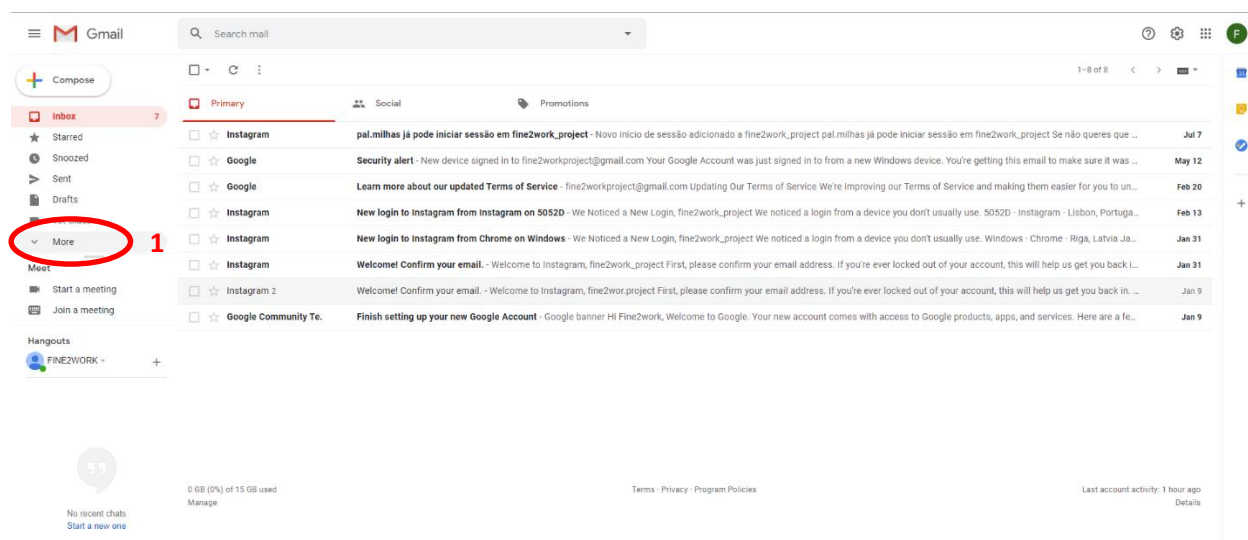
Lesson Plans/Activities:

- Lesson Plan 13

How to edit/remove a label:

STEP 1: Click on the 'More' button

STEP 2: Click on 'Manage labels'



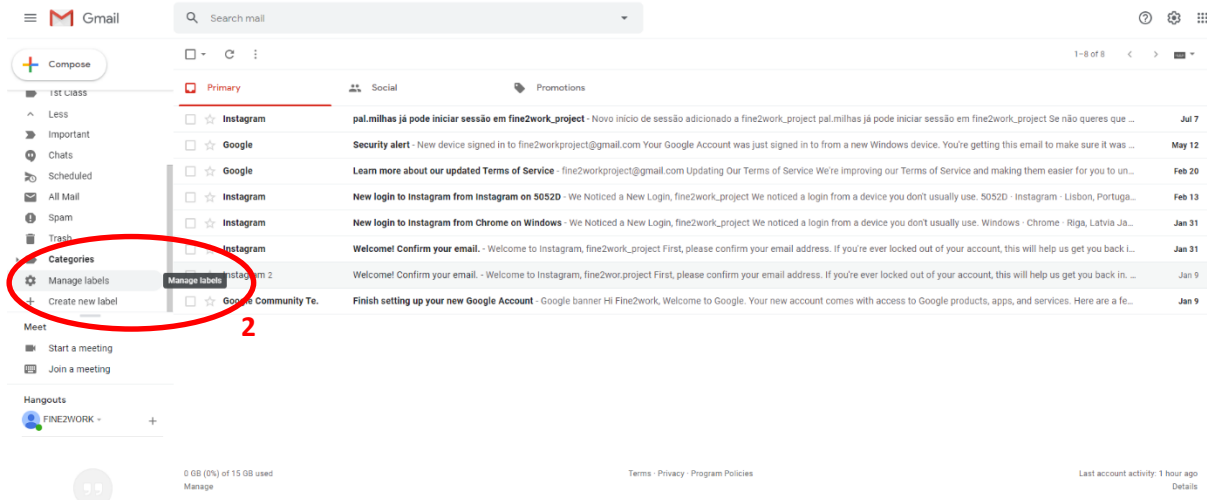


Figure 63: Manage labels

STEP 3: You can change the settings of the label – Hide from the label list, remove or edit

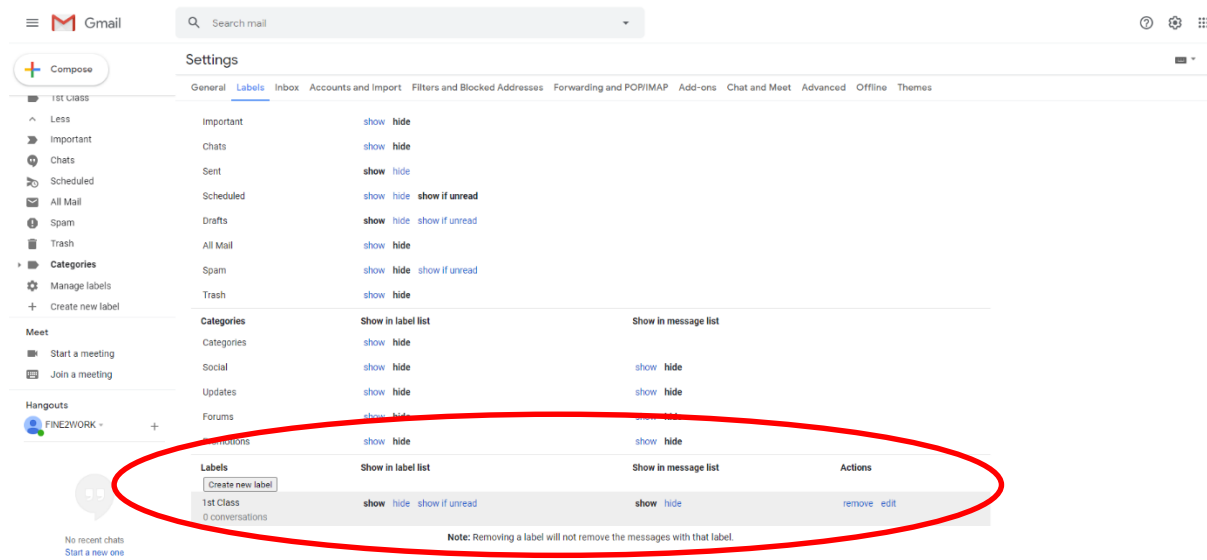


Figure 64: Edit/Remove labels

How to move e-mails into labels

STEP 1: Click on 'Inbox'

STEP 2: Right click from on your mouse to the desired e-mail you prefer to move into a label

STEP 3: Click on the 'Move to' button

STEP 4: Select the label

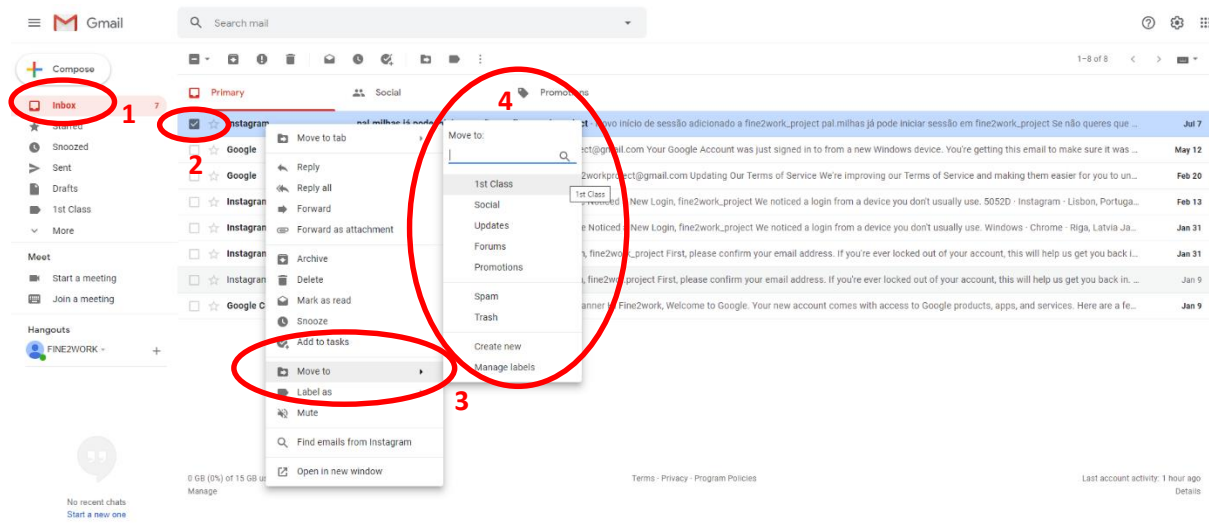


Figure 65: Move e-mails into labels

How to mark an e-mail as unread:

STEP 1: Click on the 'Inbox' button

STEP 2: Right click from your mouse to the desired e-mail you prefer to mark as unread

STEP 3: Click on the 'Mark as unread'

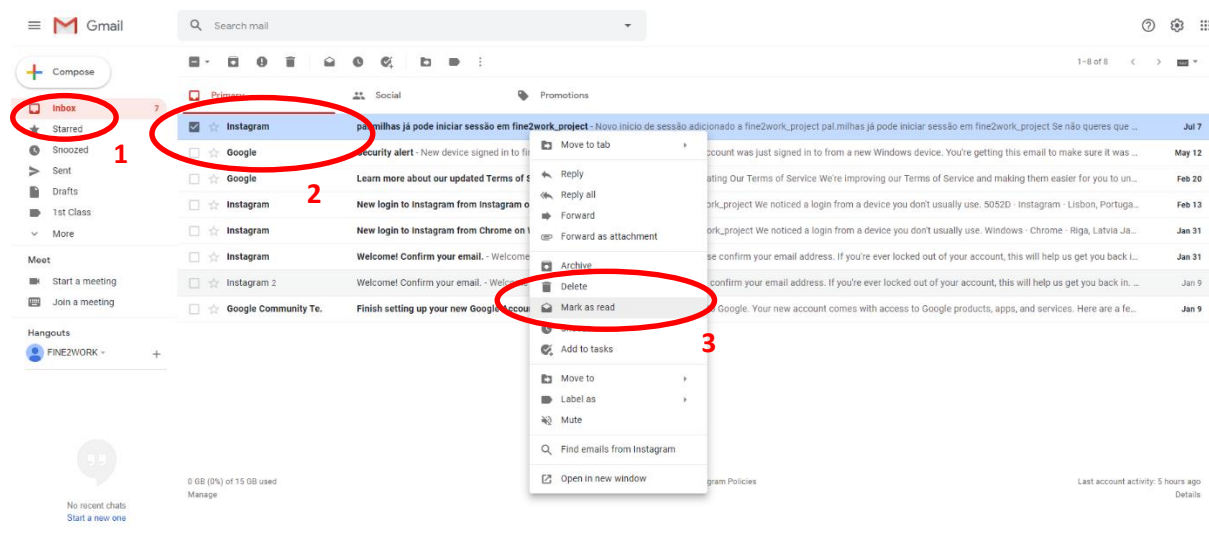


Figure 66: Mark us unread

How to snooze of an e-mail



Tips:

- Snooze an e-mail: The email will be temporarily removed from the inbox and it will return back on the top of the inbox at the time you set it

STEP 1: Click on 'Inbox'

STEP 2: Right click from your mouse to the desired e-mail you prefer to snooze

STEP 3: Click on 'Snooze'

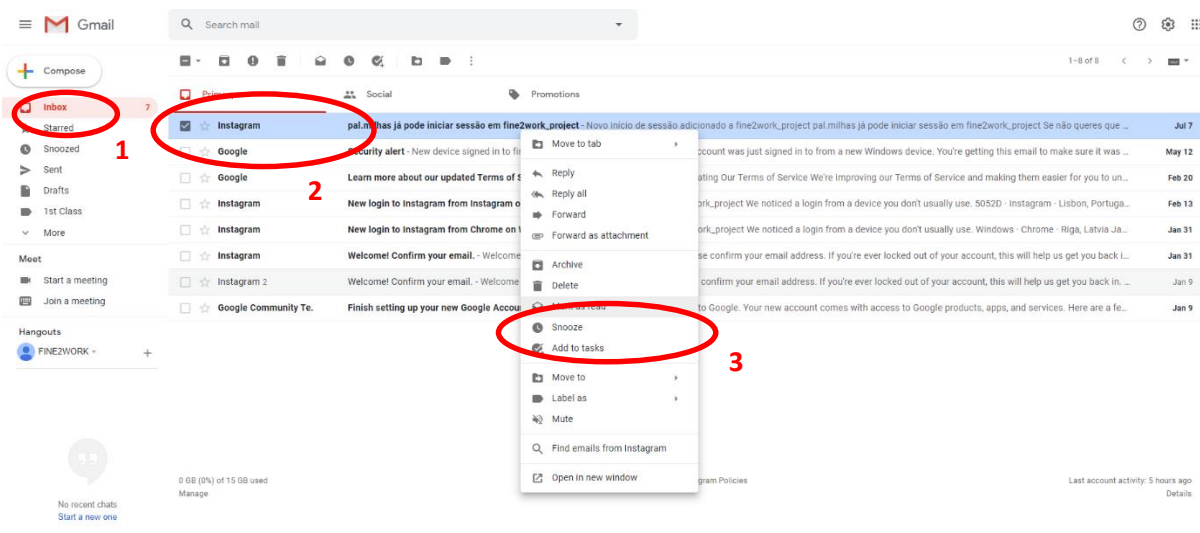


Figure 67: Snooze of an e-mail

How to print an e-mail:

STEP 1: Click on 'Inbox'

STEP 2: Open an e-mail

STEP 3: Click on 'Print'

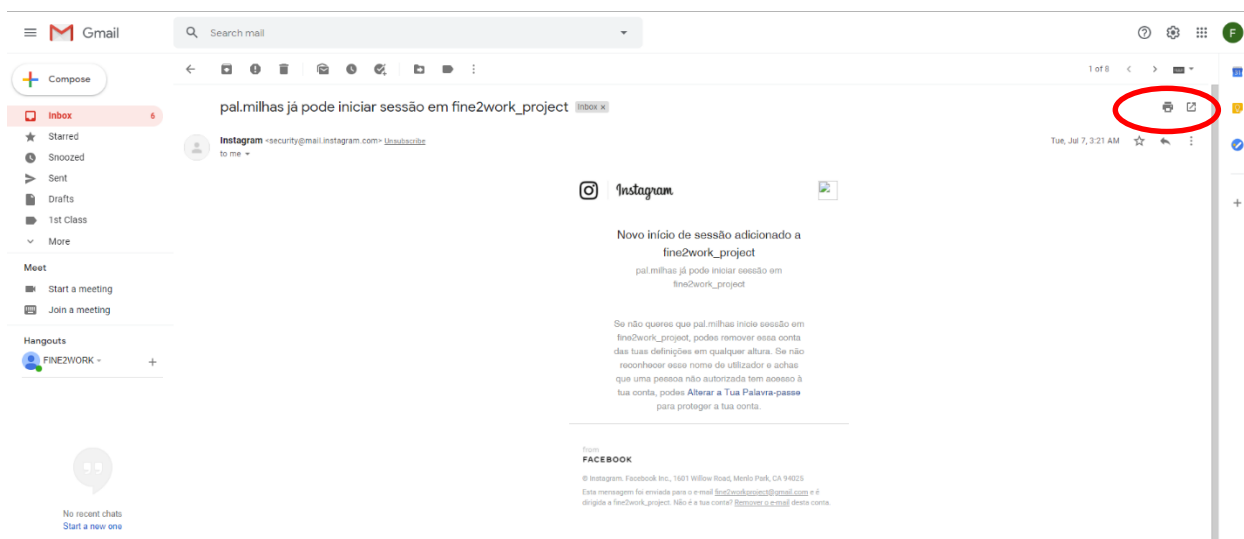


Figure 68: Print an e-mail

STEP 4: Select your printer

STEP 5: Click on 'Print'

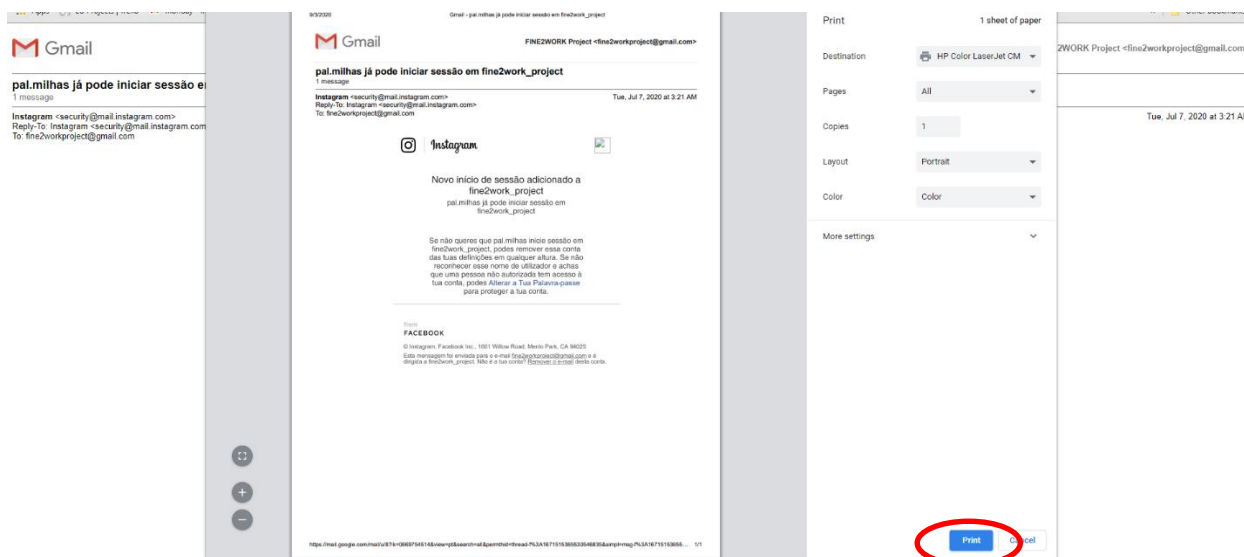


Figure 69: Print an e-mail

How to block a contact

STEP 1: Click on 'Inbox'

STEP 2: Open an e-mail

STEP 3: Click on the three dots on the right-hand side

STEP 4: Click on the 'Block (the name of the sender)' option

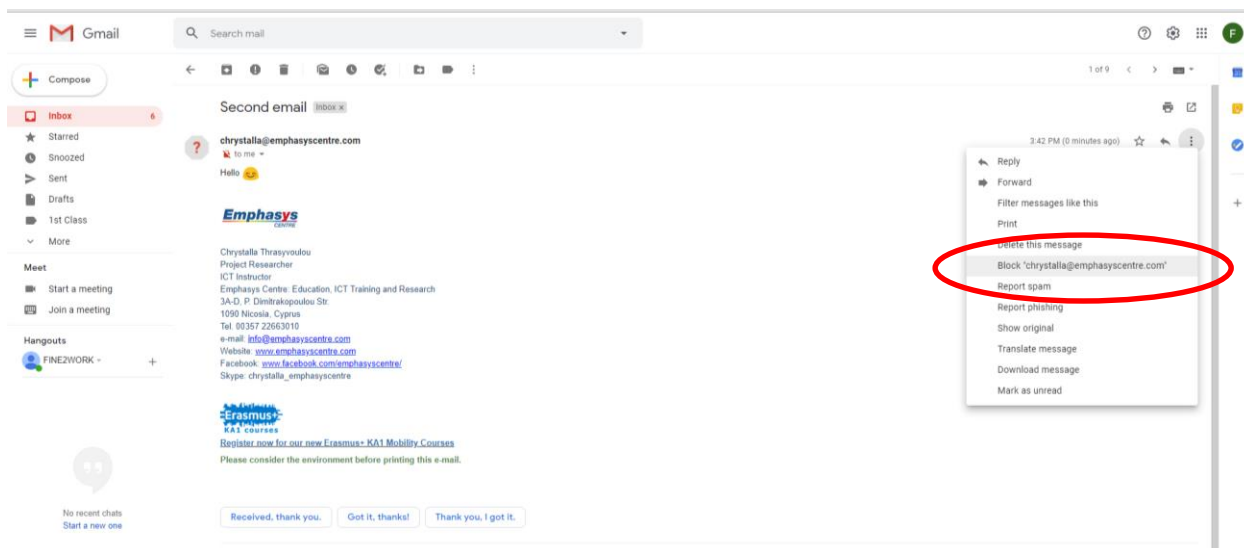


Figure 70: Block a contact

How to send a file as an attachment in an email



Apart from simple text messages, email messages can contain image files, sound files, video clip files, compressed files etc. These files are known as attached files or simply as attachments. Attached files are files are sent together with e-mail messages.

STEP 1: Click on the 'Compose' button to create a new email

STEP 2: Click on the 'Attach a file' button



Figure 71: Send an attachment

STEP 3: Navigate to the folder with the file needed to be attached

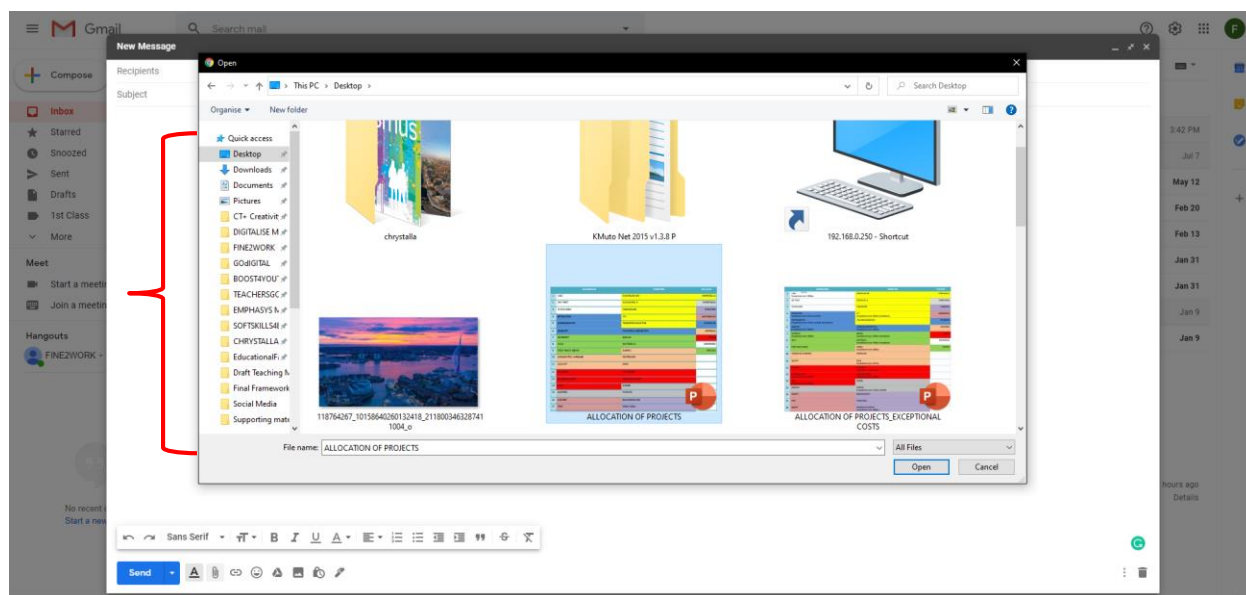


Figure 72: Locating the attachment

STEP 4: Select the file you wish to attach

STEP 5: Click the 'Open' button

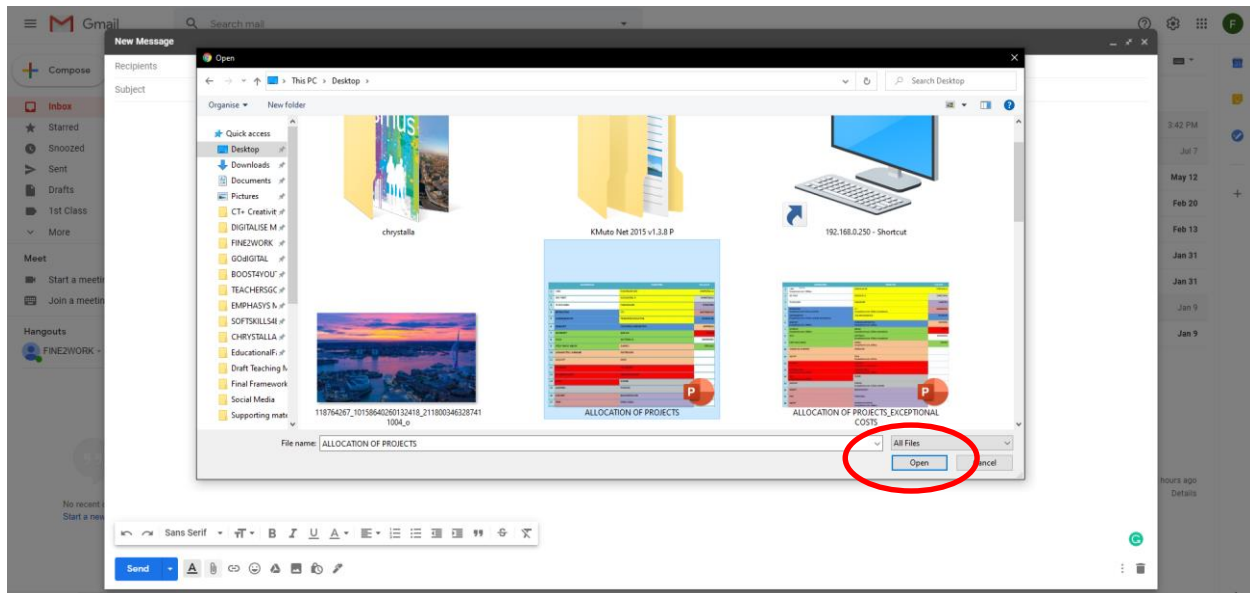


Figure 73: Add an attachment in an e-mail

STEP 6: The file will be seen as an attachment at the bottom part of the e-mail

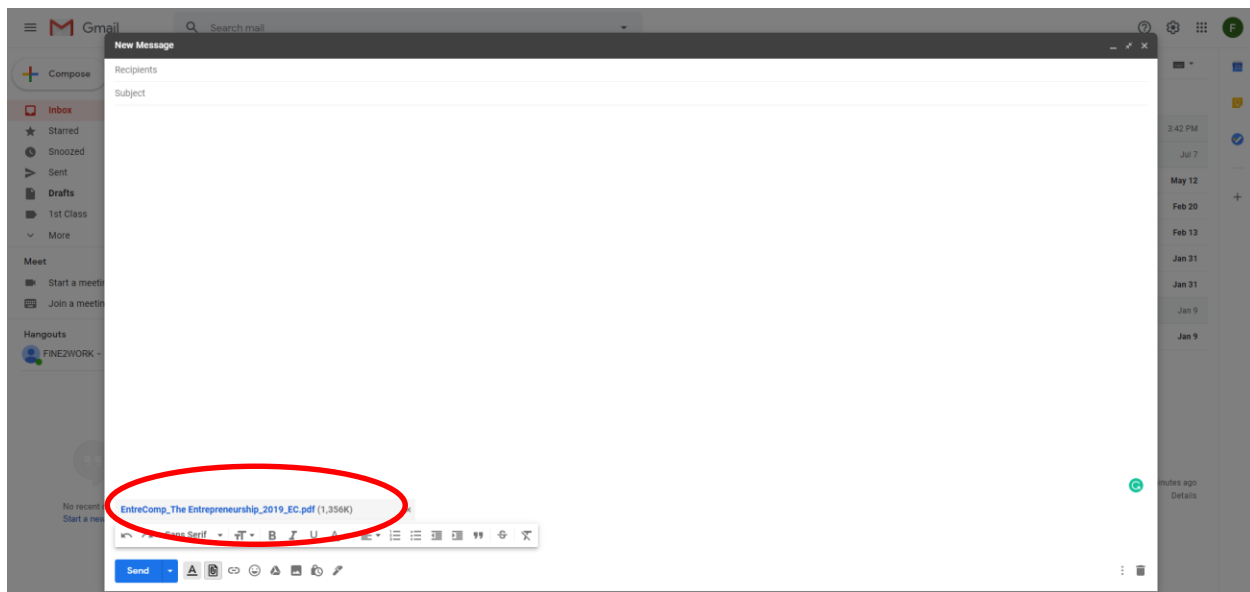


Figure 74: Add an attachment in an e-mail

STEP 7: More than one file can be attached in the same email by repeating the same steps

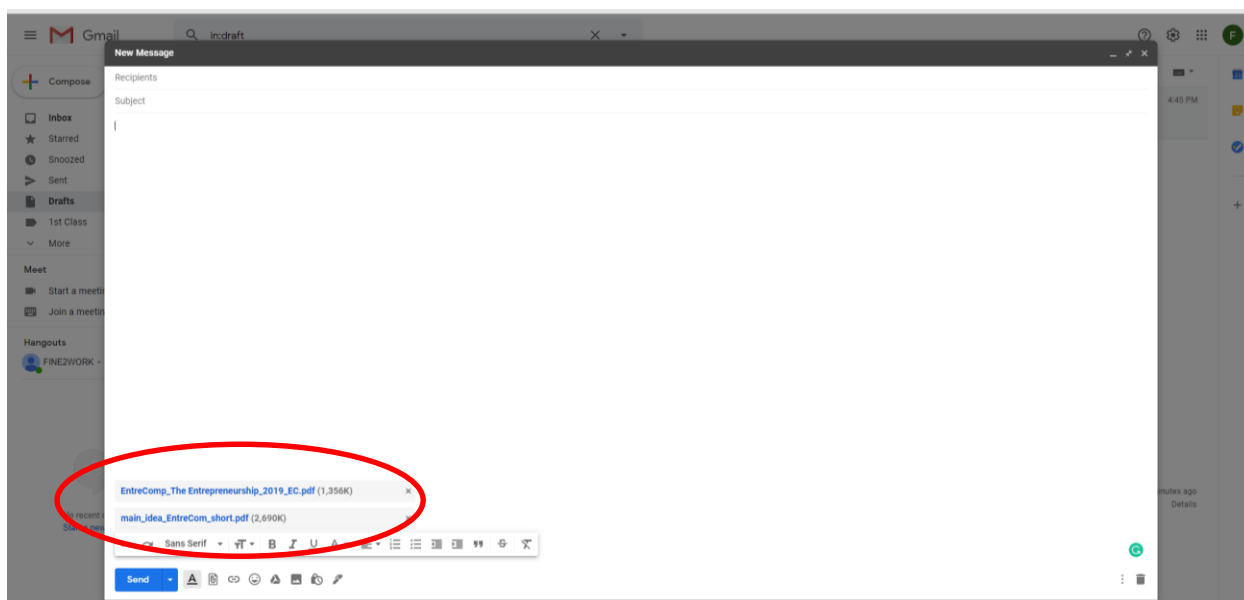


Figure 75: Add two attachments

How to remove a file:

STEP 1: Click on the 'X' icon next to the attached file in order to remove it from the attachments



Figure 76: Remove an attachment

How to download an attachment from an e-mail

When downloading an attachment, a user should be cautious. Emails coming from untrusted and unknown sources should not be opened as there is a high risk of containing malicious software. Although a lot of effort is being made by the companies offering email services to find these emails and block them, there is always the chance of them making their way to our inbox. If such an email is received, the user should first perform an antivirus scan before opening it or if the user is sure that this is a malicious file to delete the email immediately with the attachment.

STEP 1: Locate and open the email with an attachment in the inbox

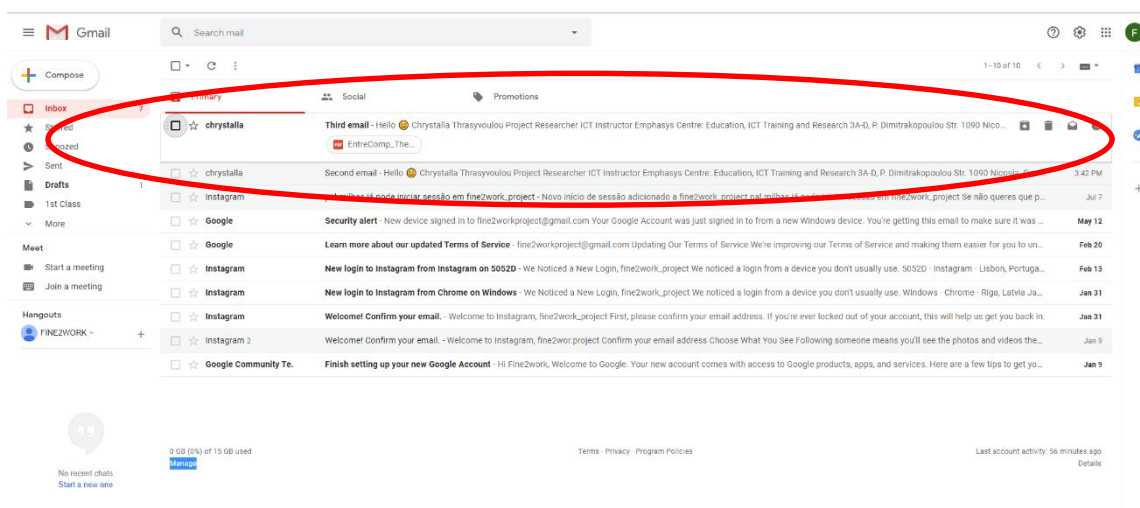


Figure 77: Download an attachment

STEP 2: Locate the attachment at the bottom part of the e-mail

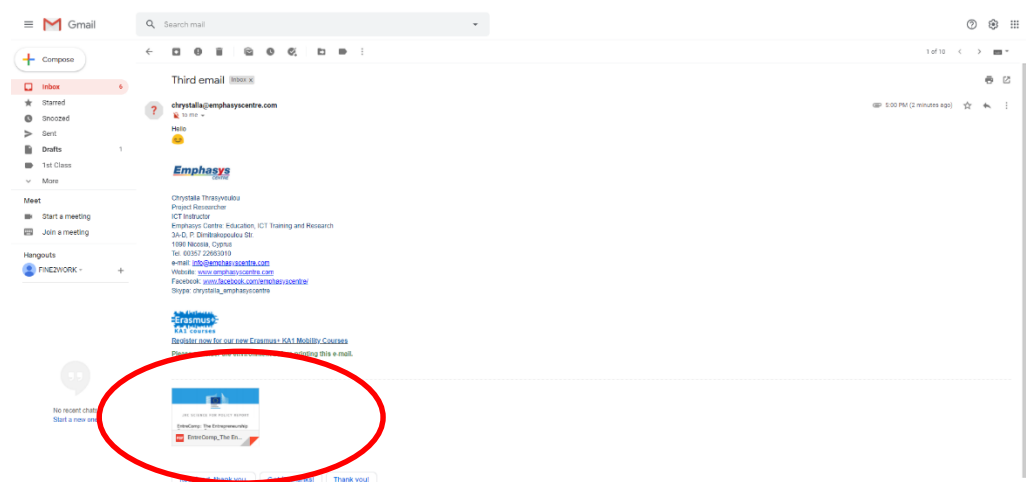


Figure 78: Download an attachment

STEP 3: Move the mouse cursor over the attachment. A down arrow (download) icon appears. Click on the download button in order to download the file

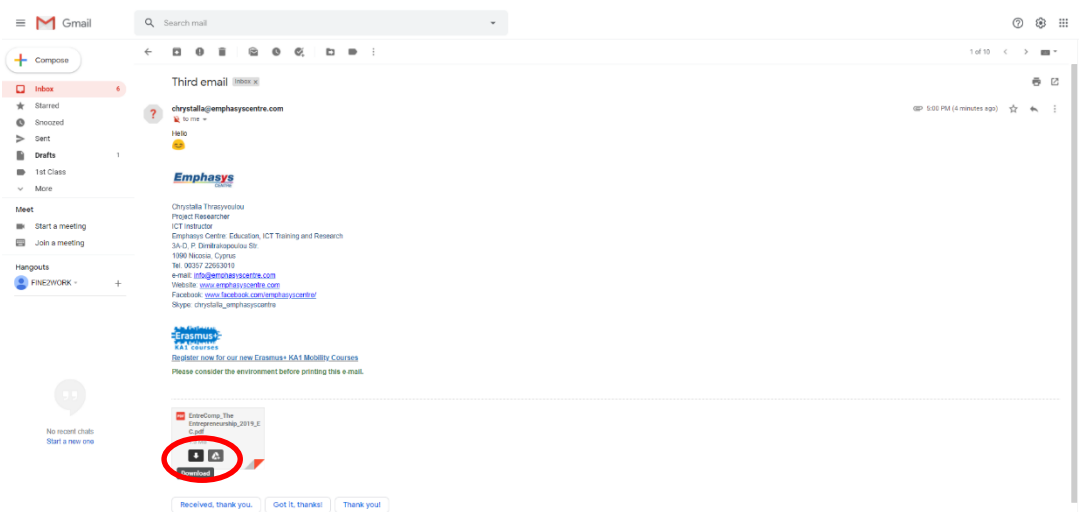


Figure 79: Download an attachment

STEP 4: The file will automatically be downloaded to your 'Downloads' folder

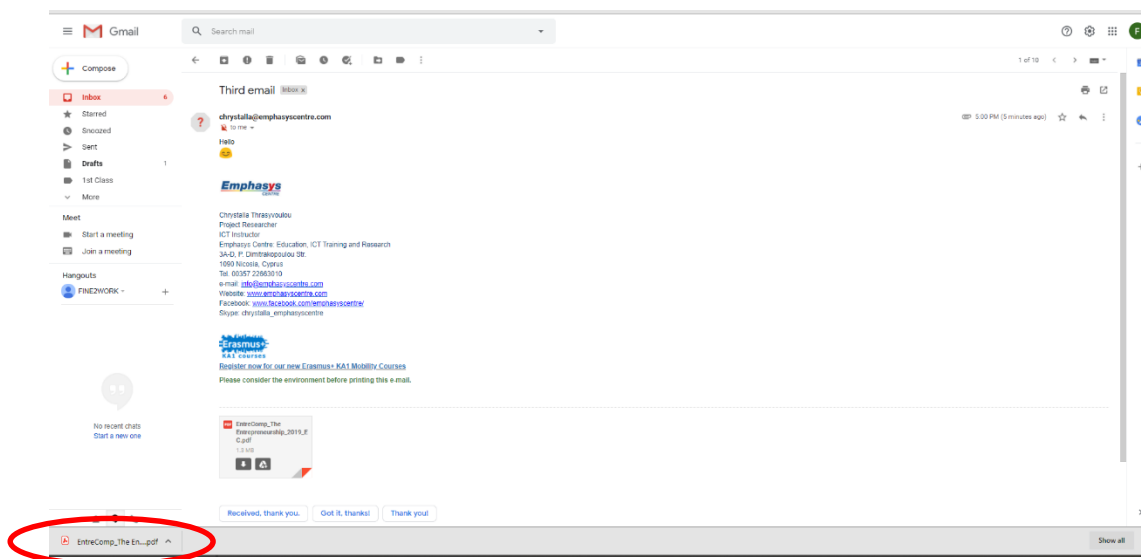


Figure 80: Download an attachment

TOPIC 3 ONLINE FILE STORAGE - GOOGLE DRIVE: OVERVIEW

The main goal of this topic is to provide the main features of 'Google Drive' including Google Docs, Google Sheets, Google Slides and Google Forms.



Linked to 'Entrepreneurial Competences'

- Organisational Skills: Are the abilities that allows you to stay focused on different tasks, and use your time effectively and efficiently in order to accomplish the expected result.
- Time Management: Is the process of organizing and planning daily tasks
- Problem solving skills: Help you determine the source of a problem and find an effective solution.

3.1. Definition



Online file storage also called 'cloud storage' or 'Internet storage' is a place where a user can store electronic data with a third-party service such as Google Drive, Dropbox etc. It is another option to traditional local storage such as tape drives, portable storage etc.

A user can also upload/modify and share documents, presentations, spreadsheets, images, audio, videos etc. with others.

First of all, in order to use Google Drive, you will need a Google Account. Google Drive is a free online data storage service offered by Google. It allows you to keep all your work in one place in different file formats and access your files anywhere from any device. With a Google account, a user can sync documents, photos etc. from the computer, tablet or mobile devices. It offers 15GB of free storage and this amount is spread across the Google Drive, Gmail and Google Photos. Users can pay £1.59/month for 100GB to £239.99/month for 30TB.



Tips:

- You can access the Google Drive from the desktop computer, mobile application (iOS and Android)

3.2. Features of Google Drive and applications

Google Drive is used to store files and sync them to the computer. A user can use Google Drive to upload files/documents and edit them online. Google Drive can be installed on the computer to sync files automatically to the cloud.

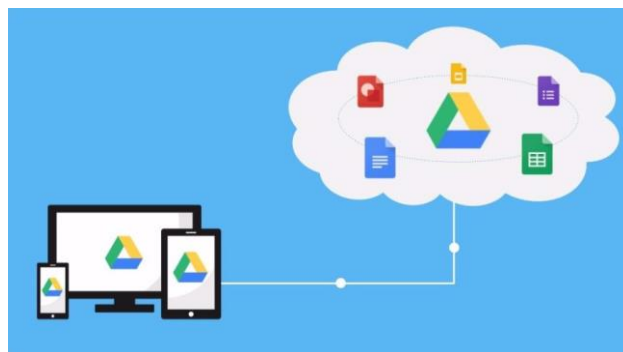
Google Drive offers cloud-based applications (**Google Docs, Sheets, Slides and Forms**) that help users to create and share content with team enable teamwork to cooperate effectively in real-time.

Google applications:

1. **Google Docs (Word Processing):** Is an online word processor that provides users with a real-time collaboration to create, share with teammates or individuals.
2. **Google Sheets (Spreadsheets):** Is an online spreadsheet application and enables users to create, edit and collaborate with others their spreadsheets
3. **Google Slides (Presentation):** Is an online presentation application that allows users to create and format presentations and work with other people or individual
4. **Google Forms:** Is an online application that allows users to create online surveys, evaluation forms and quizzes and share them with other people or teams.

Google Drive's main features:

1. Real-time synchronization
2. Work with iOS and Android
3. Integrated with external applications such as QR Code, mind map etc.
4. Allows to store documents up to 1.02 million characters, spreadsheets up to 5 million characters, presentations up to 100 MB and Google Sites up to 20000,000 characters per page



Google Drive has various **buttons** and menus that helps users to navigate easier and faster such as:

1. **Press C:** Create a new folder or file
2. **Press F:** Use this button to take actions on the currently displayed folder
3. **Press V:** Switch between displaying items as a list or a grid
4. **Press D:** Expand or collapse the details pane
5. **Press T:** Change the Google Drive settings or to press the Help button
6. **Press Z** (when a user has selected a file or folder): Move items to a folder
7. **Press #** (when a user has selected a file or folder): To move an item to Trash

3.3. Google Drive log-in and navigation

How to log-in into Google Drive

STEP 1: Log in to your Google account *

STEP 2: Click 'Sign in'

STEP 3: Fill in your e-mail and password

STEP 4: Click 'Next'

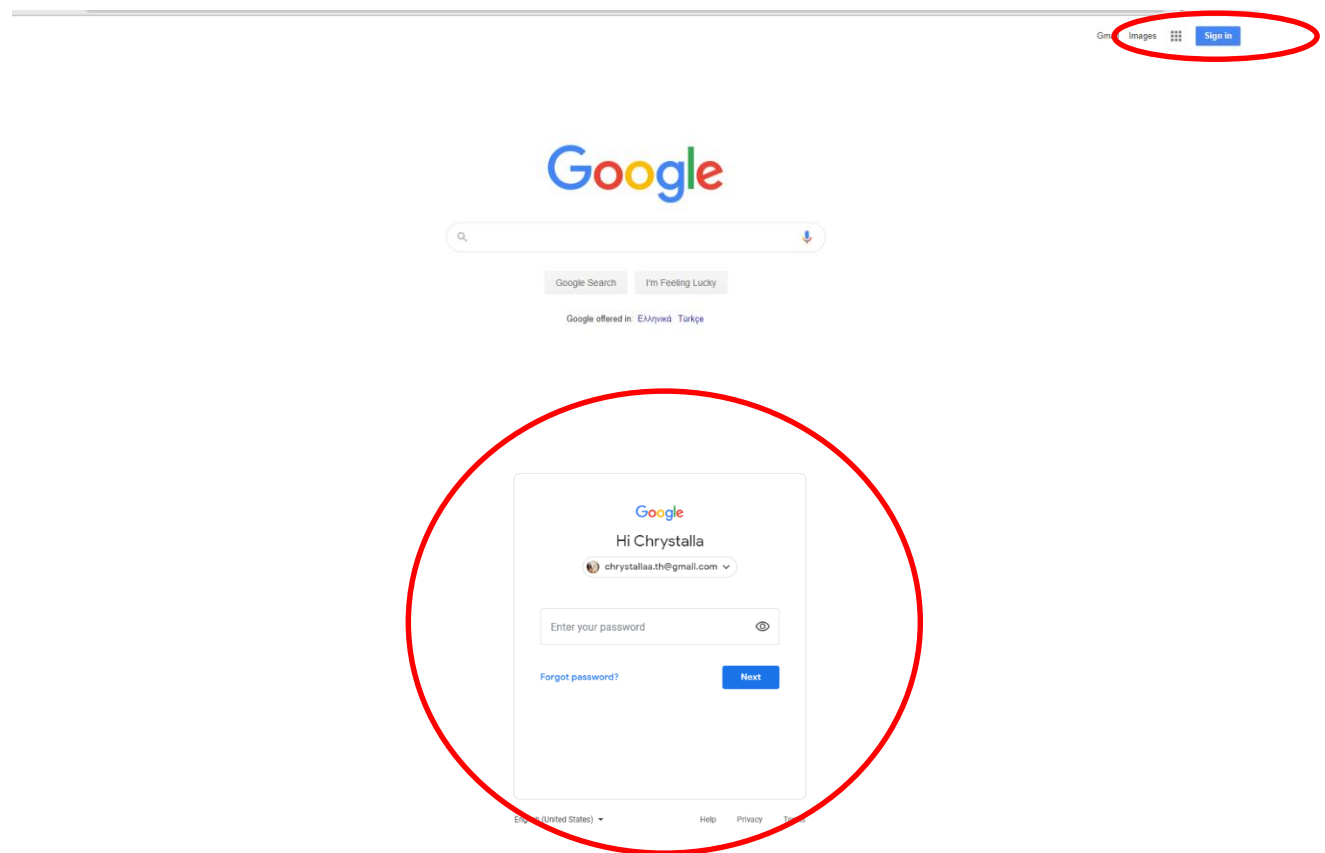


Figure 81: Log in to your Google account

**NOTE: If you do not have a Google account, see Topic 2*

STEP 5: Click on the top right-hand side the square with dots

STEP 6: Click 'Google Drive'

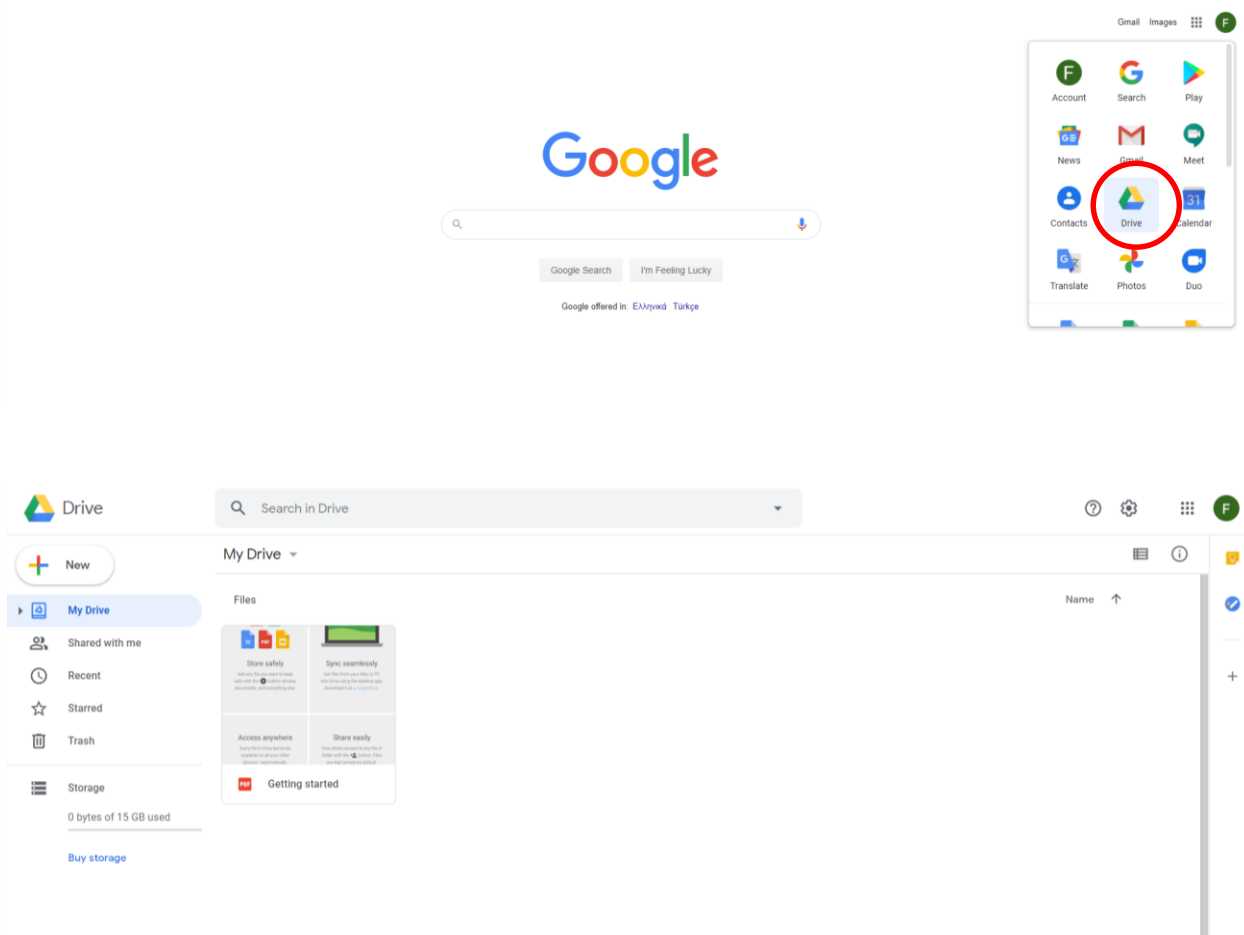


Figure 82: Google Drive

How to navigate into Google Drive



Figure 83: Google Drive navigation

1. **My Drive** is the Google Drive homepage where files and folders are stored and you can only see your files and folders
2. **New** is the button which users can create and organise files and folders
3. **Shared with me** is where files and folders that others have shared with you are presented
4. **Recent** is where your recently edited files and folders
5. **Starred** is where you can save your 'favorites' files or folders that you want to access easily
6. **Trash** is where you can temporarily move files you don't need any more permanently delete them
7. **Help button** where you can ask for help
8. **Settings button** can change the settings of Google Drive such as notifications, language etc.
9. **Google Apps**: Navigate through the Google Apps
10. **Profile** where you can manage your profile
11. **Search box** where you can type and search into the Google Drive

3.4. Manage files and folders

How to create folders into Google Drive

STEP 1: Click on the 'New' button

STEP 2: Click on the 'Folder' option

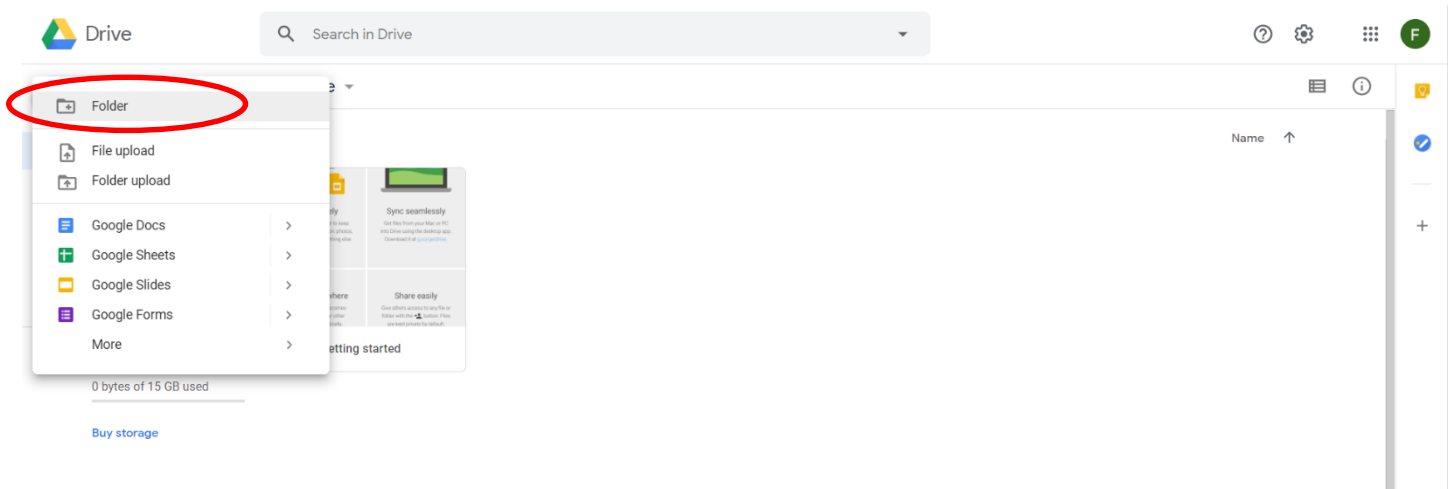


Figure 84: Create folders

STEP 3: Rename the folder

STEP 4: Click on the 'Create' button

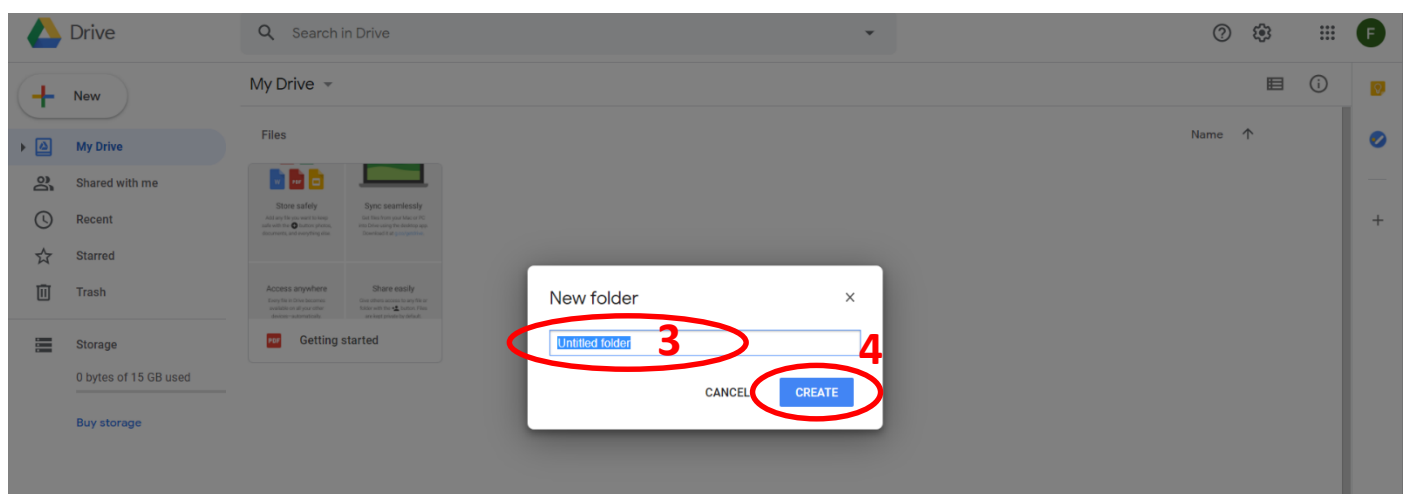


Figure 85: Create folders

NOTE:

Second option how to create folders

STEP 5: Right click to the Google Drive homepage

STEP 6: Click on the 'New Folder' option

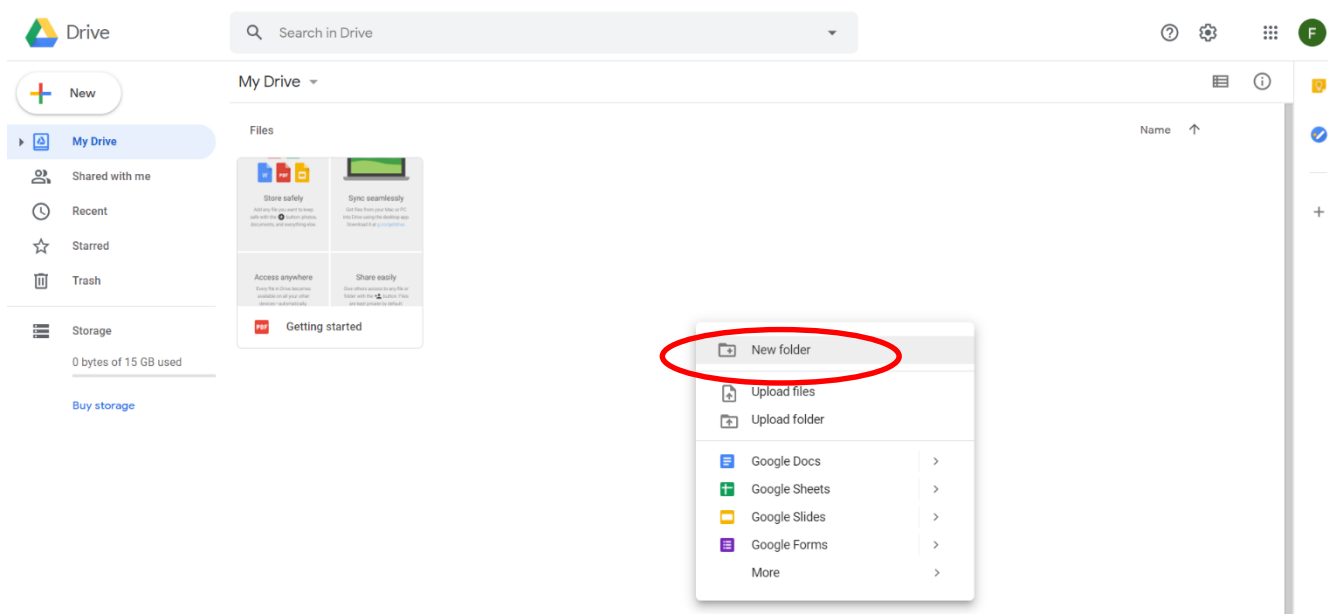


Figure 86: Create folders

STEP 7: Rename the folder

STEP 8: Click 'Create'

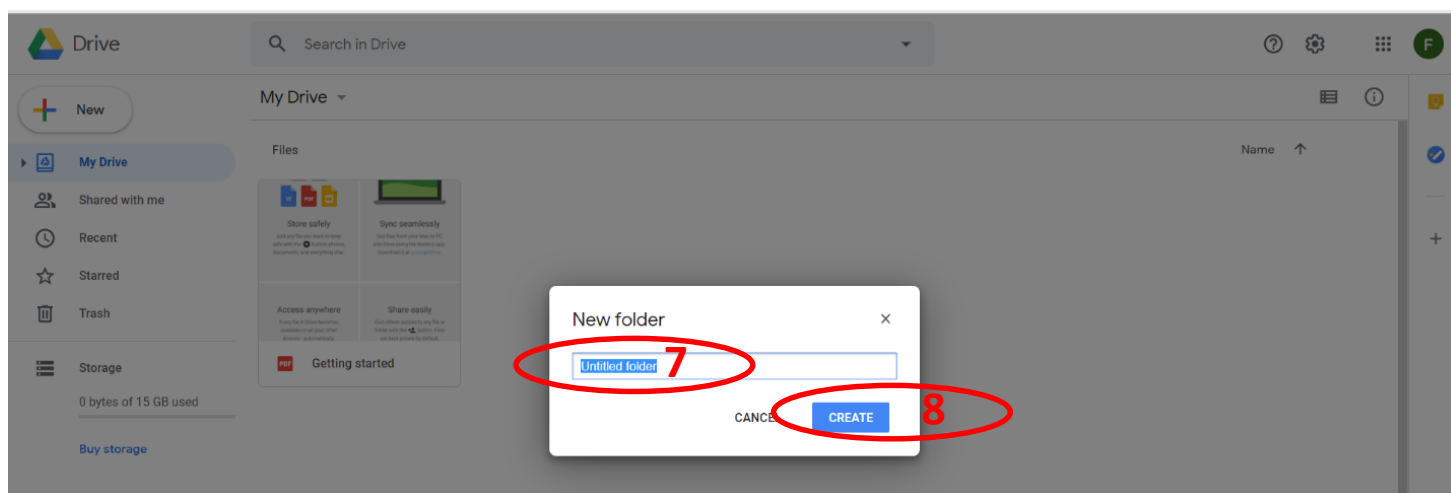


Figure 87: Create folders



Tips:

- Users can create folders to organize their files



Linked to 'Entrepreneurial Competences'

- Organisational skills: Are abilities to help you stay focused to your goal or vision and use your time effectively and efficiently.

- Problem solving skills: Help you determine the source of a problem and find an effective solution.

How to upload files or folders into Google Drive

STEP 1: Click on the 'New' button

STEP 2: Click on the 'File upload' option

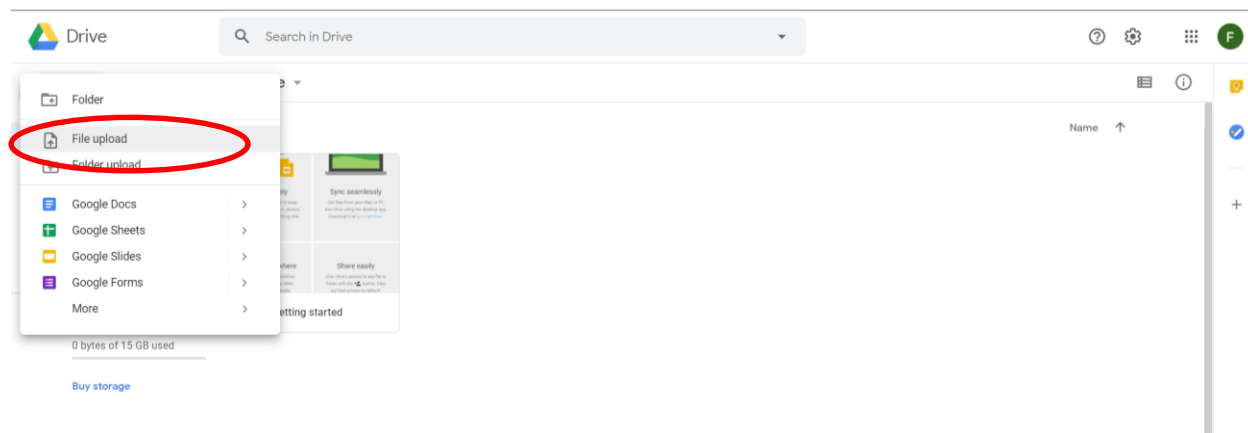


Figure 88: Upload files

STEP 3: Select the file you want to upload into the Google Drive

STEP 4: Click on 'Open'

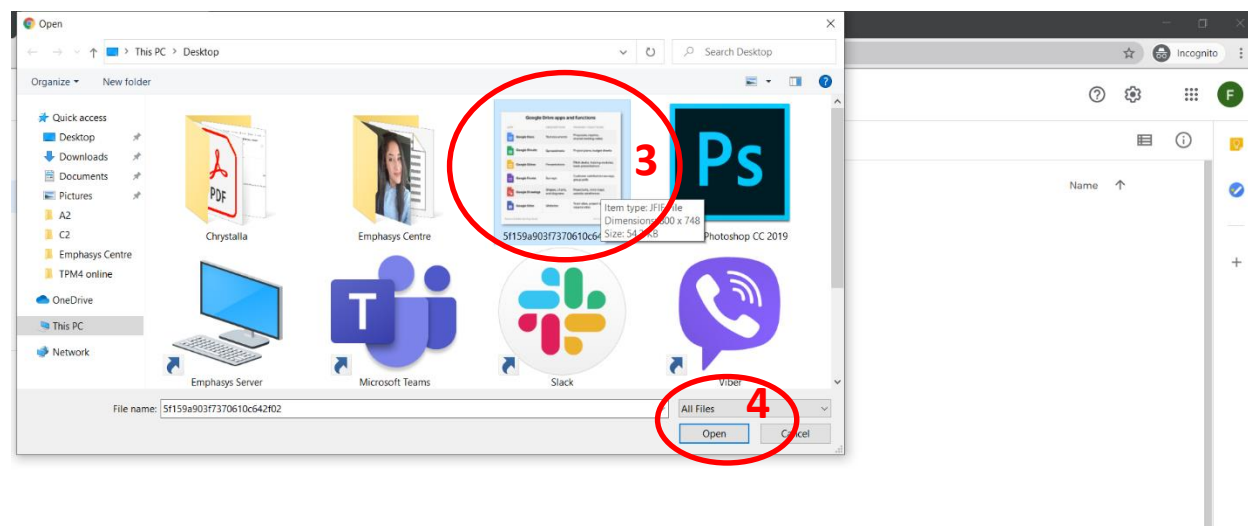


Figure 89: Upload files

STEP 5: Once the file is upload on the Google Drive, you can see the file into the Google Drive homepage

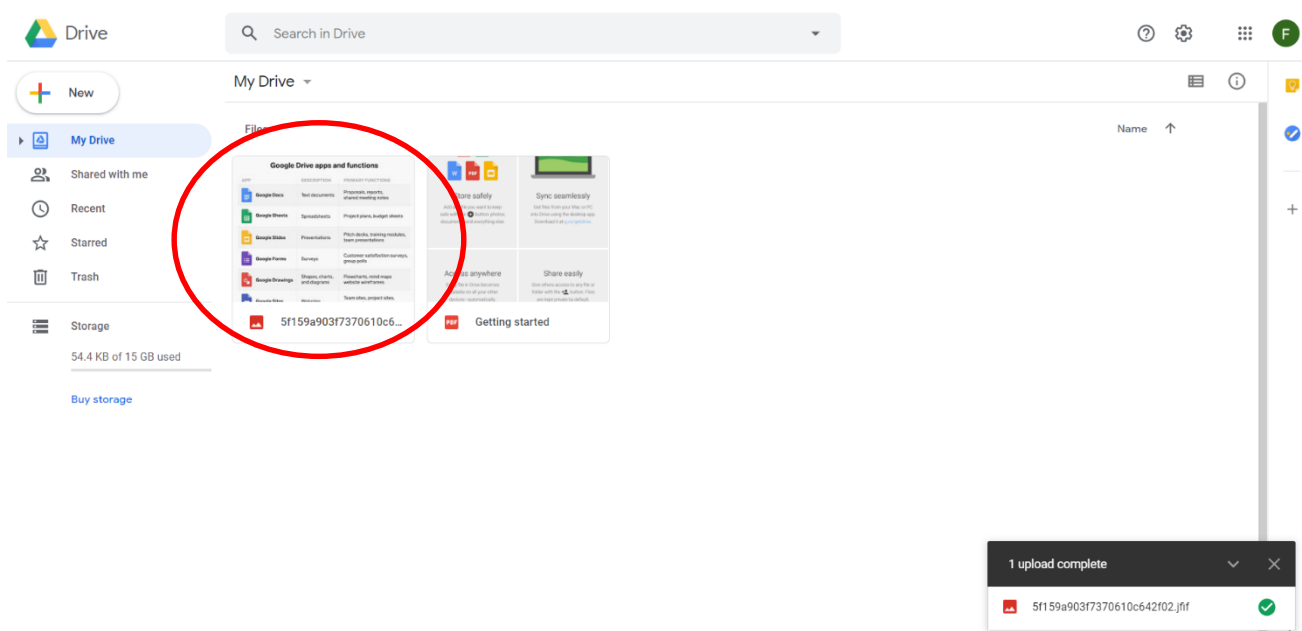
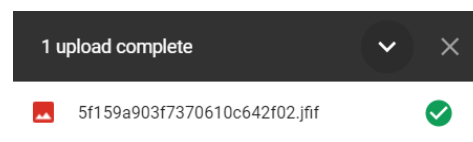


Figure 90: Upload files

NOTE:

On the bottom right-hand side, you can see a pop-up window which is a '**Progress Window**' that let the user know when the file or folder is uploaded into the Google Drive. Once the file is uploaded, a green tick button will appear on the screen.



STEP 6: Click on the 'New' button

STEP 7: Click on 'Folder upload'

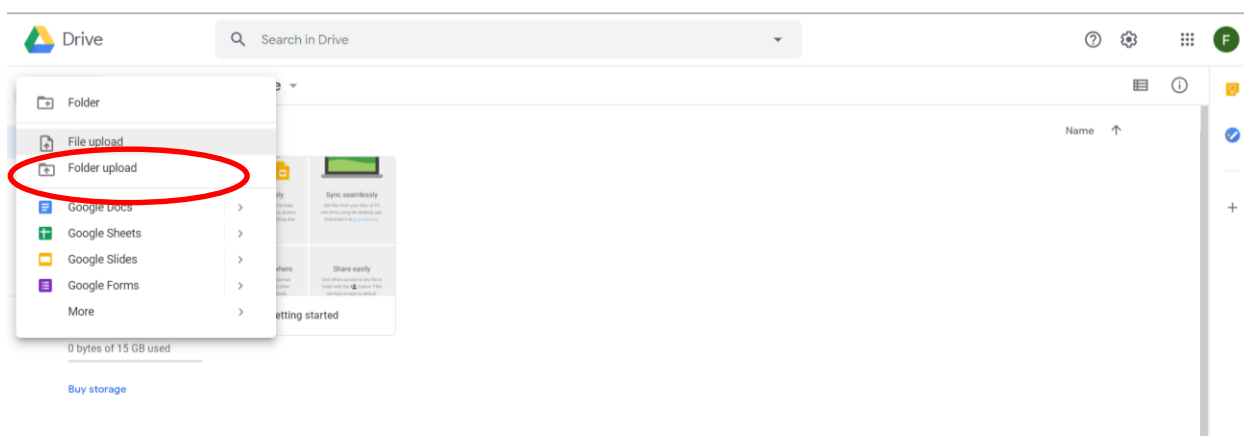


Figure 91: Upload folders

STEP 8: Select the file you want to upload into the Google Drive

STEP 9: Click on 'Open'

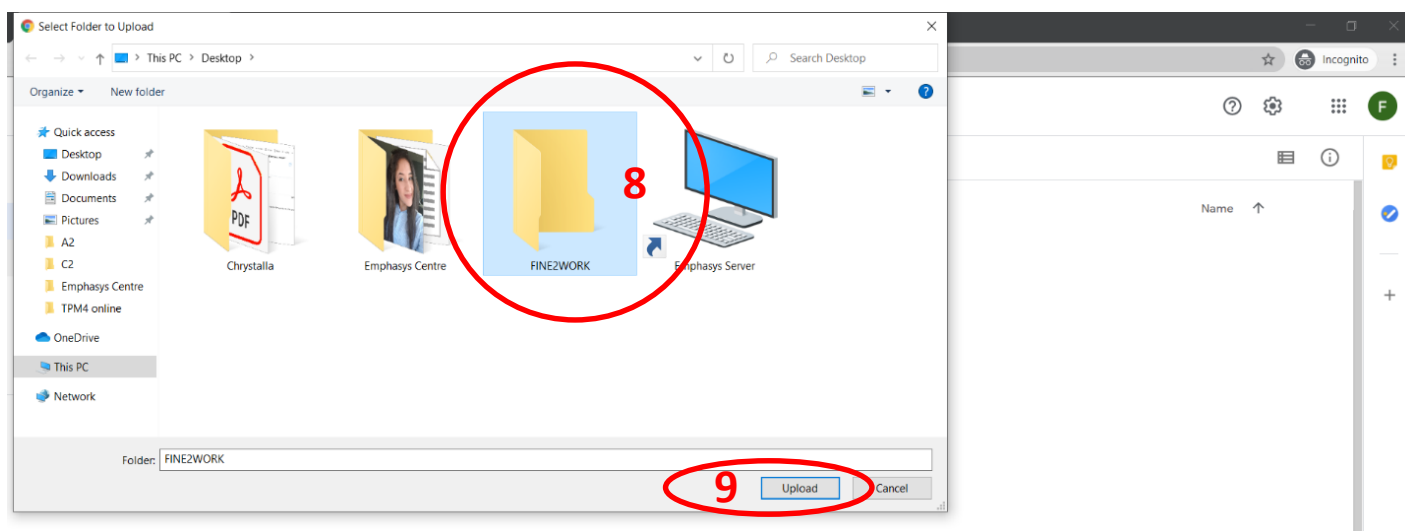


Figure 92: Upload folders

STEP 10: Once the folder is uploaded on the Google Drive, you will be able to see the file into the Google Drive homepage

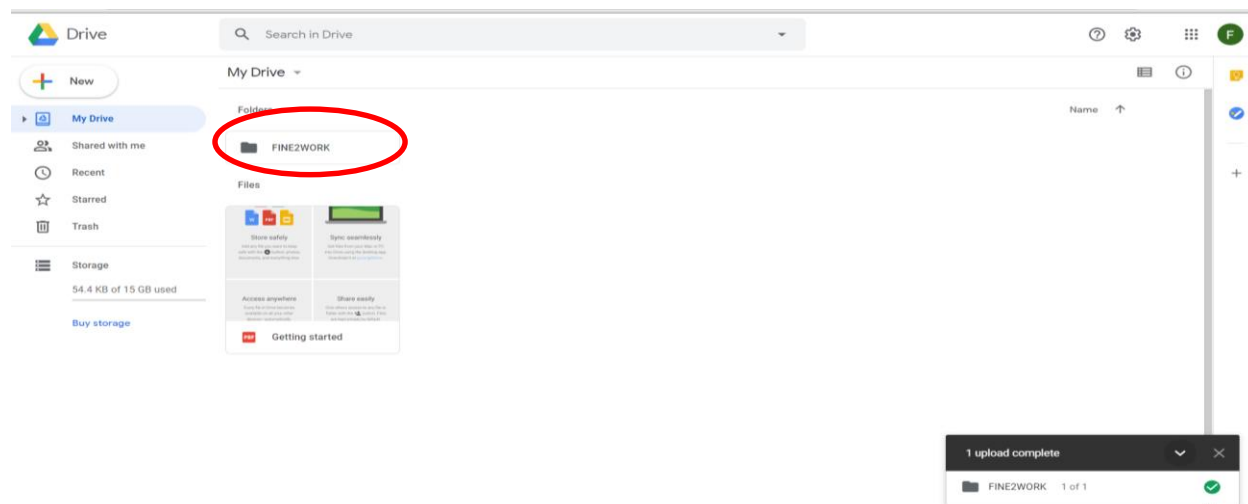


Figure 93: Upload folders

How to manage files and folders: Rename a document/folder

STEP 1: Log in to the Google Drive

STEP 2: Find the file you want to rename

STEP 4: Right click on the document

STEP 5: Click on 'Rename'

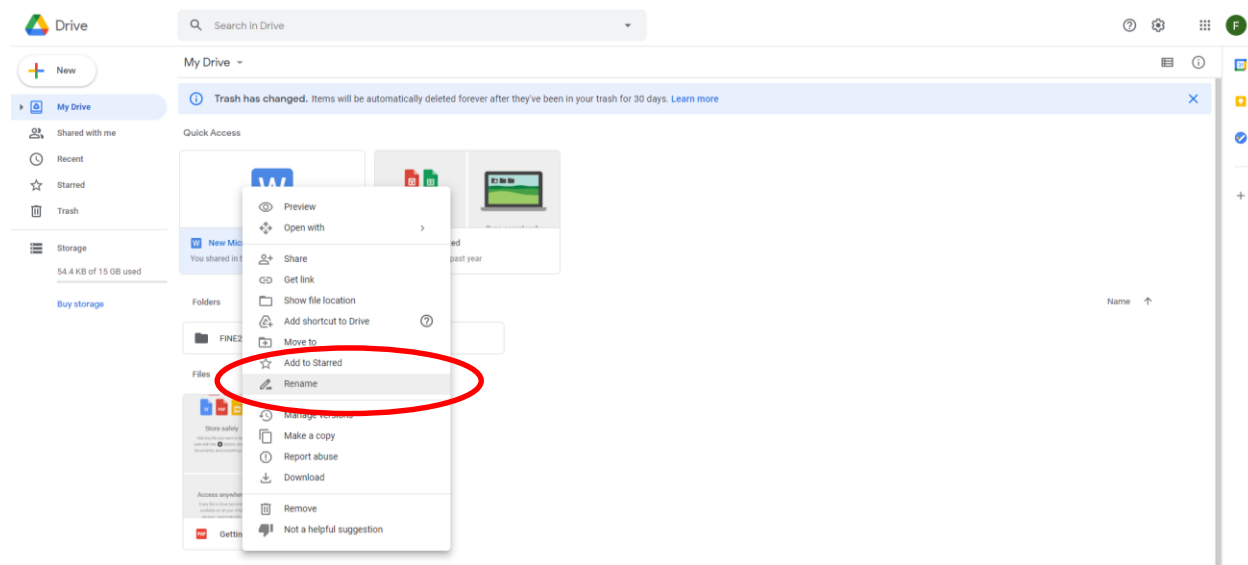


Figure 94: Rename documents

STEP 6: Rename your document

STEP 7: Click 'OK'

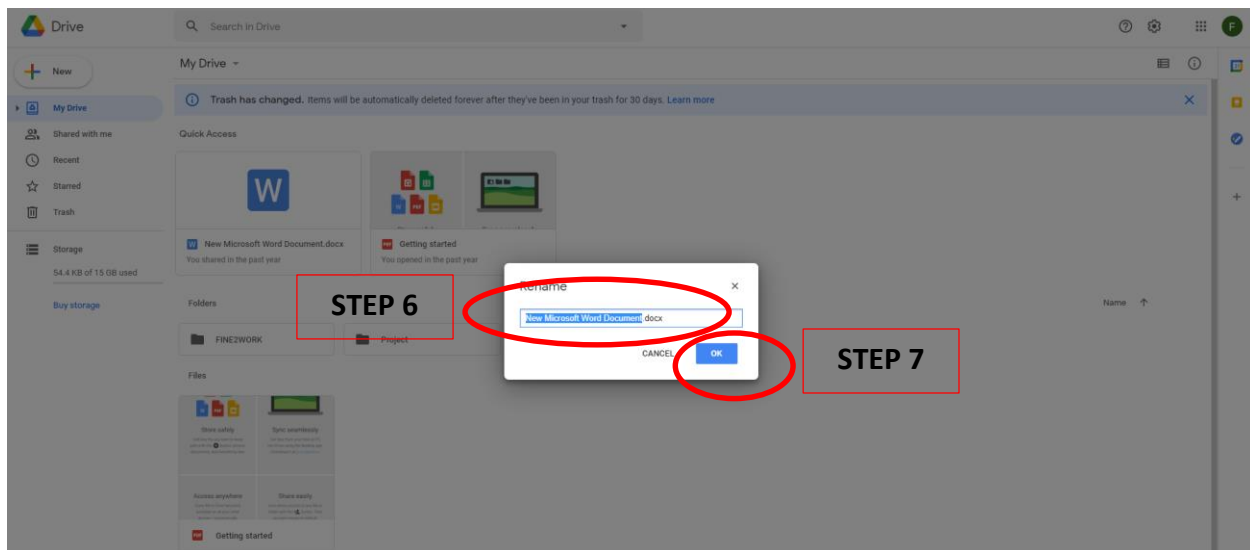


Figure 95: Rename documents



Tips:

- The same steps apply to rename folders

How to manage files and folders: Open a file

STEP 1: Log in to the Google Drive

STEP 2: Find the file you want to Open

STEP 3: Double click the file to Open

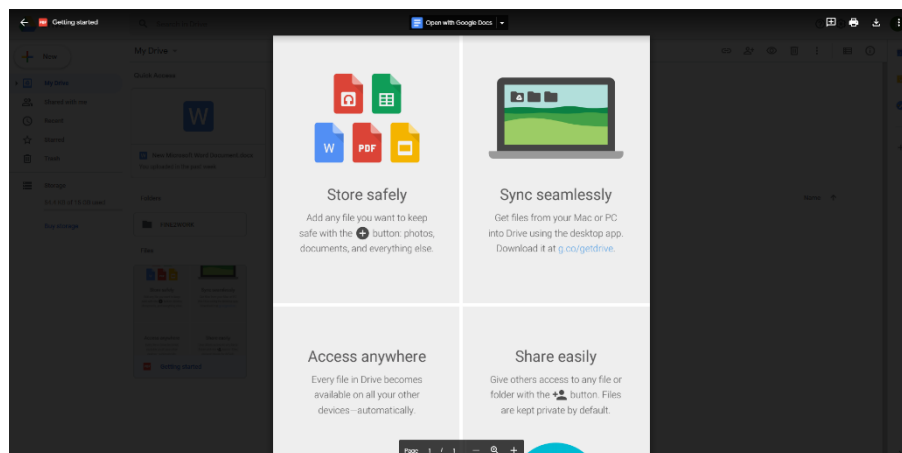


Figure 96: Open files

OR

STEP 4: Find the file you want to Open

STEP 5: Right click on the File

STEP 6: Click on 'Preview'

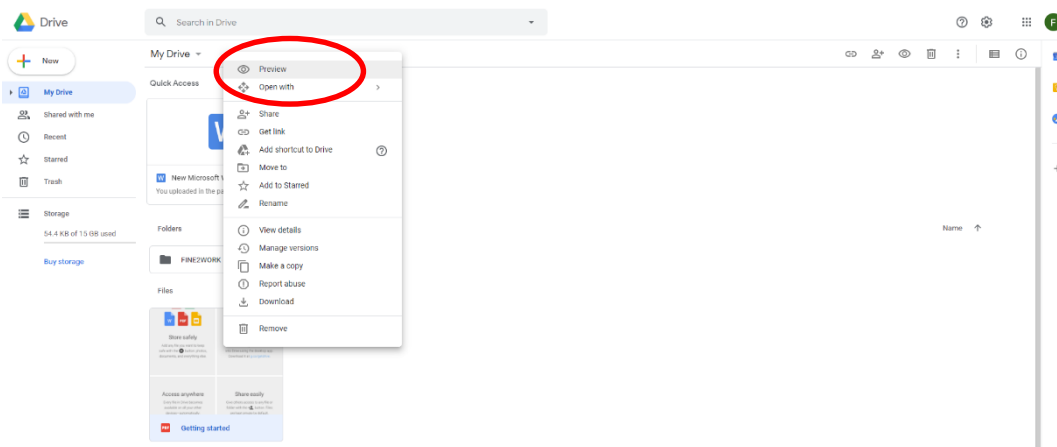


Figure 97: Open files

How to manage files and folders: Open a Folder

STEP 1: Log in to the Google Drive

STEP 2: Find the folder you want to Open

STEP 3: Double click the folder to Open

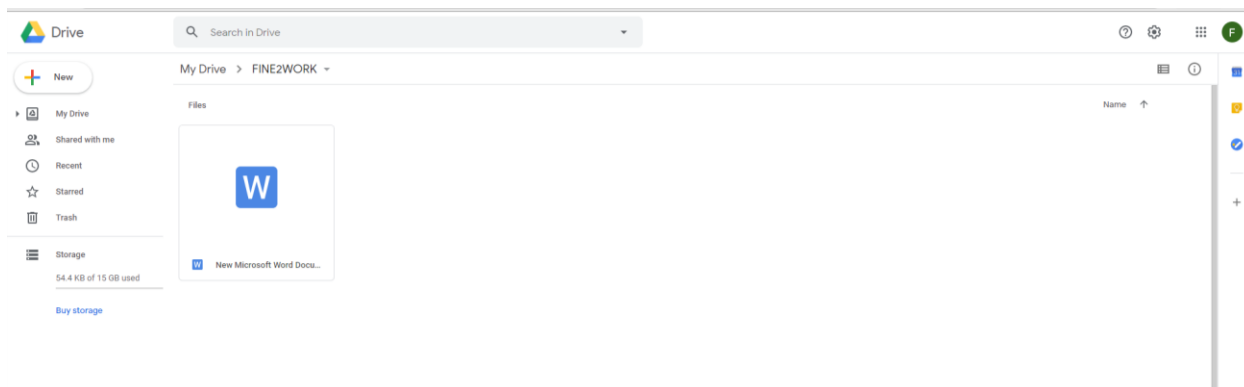


Figure 98: Open folders

How to manage files and folders: Move a Document or Folder into Folders

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to Move

STEP 3: Right click on the document

STEP 4: Click 'Move to'

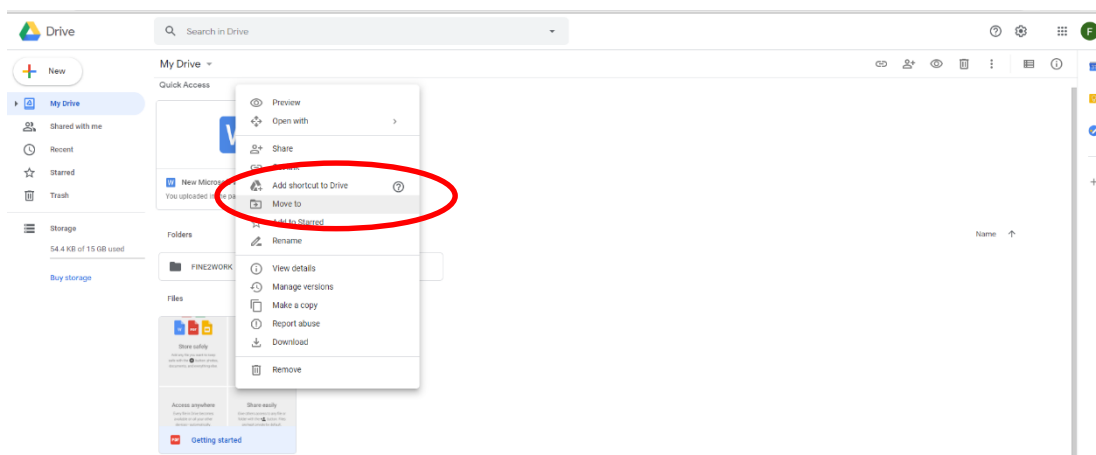


Figure 99: Move documents

STEP 5: Select the folder you want to move the document

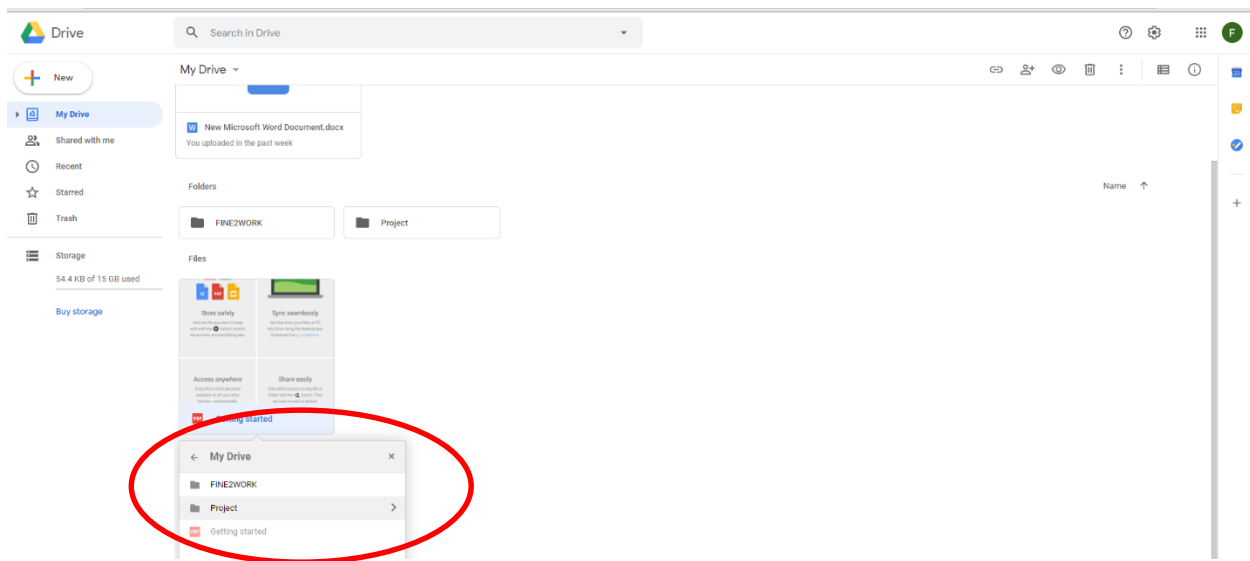


Figure 100: Move documents



Tips:

- The same steps apply to move folders into folders

How to manage files and folders: Share a file or folder

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to Share

STEP 3: Right click on the document

STEP 4: Click 'Share'

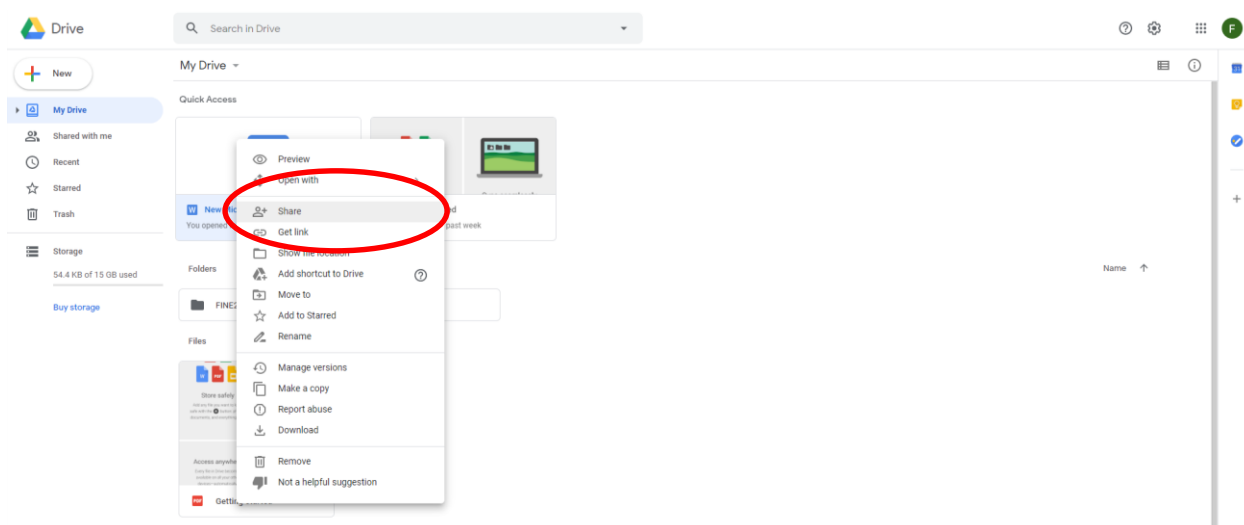
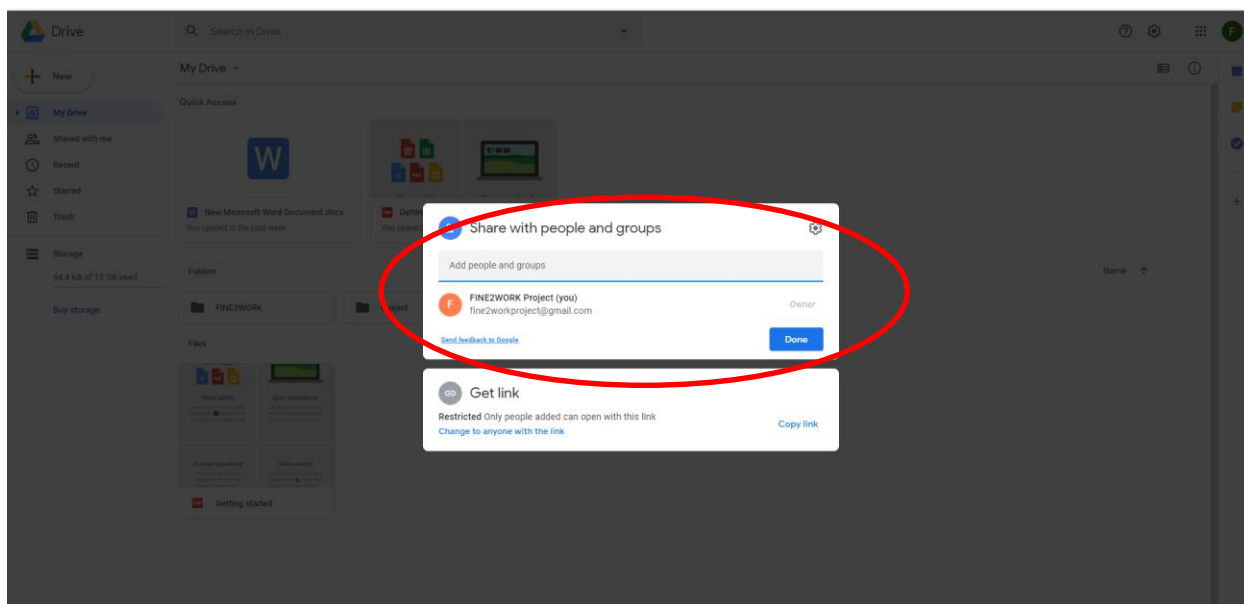


Figure 101: Share documents

STEP 5: Add people (e-mails) or groups to share with them the document



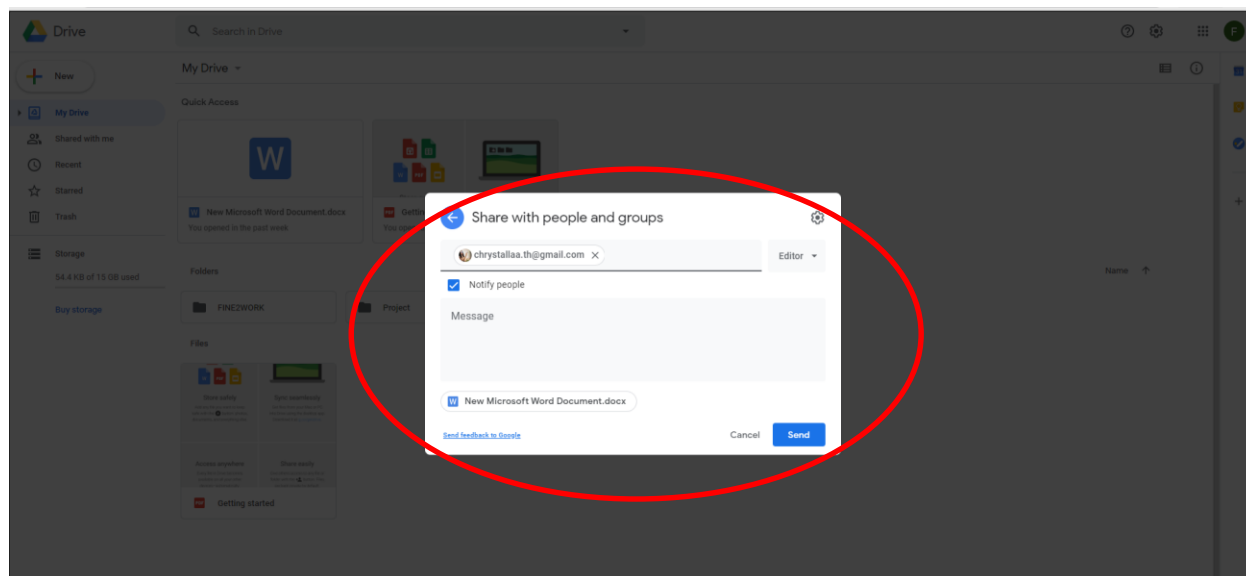


Figure 102: Share documents

STEP 6: Select if the person will be a 'Viewer', 'Commenter' or 'Editor'

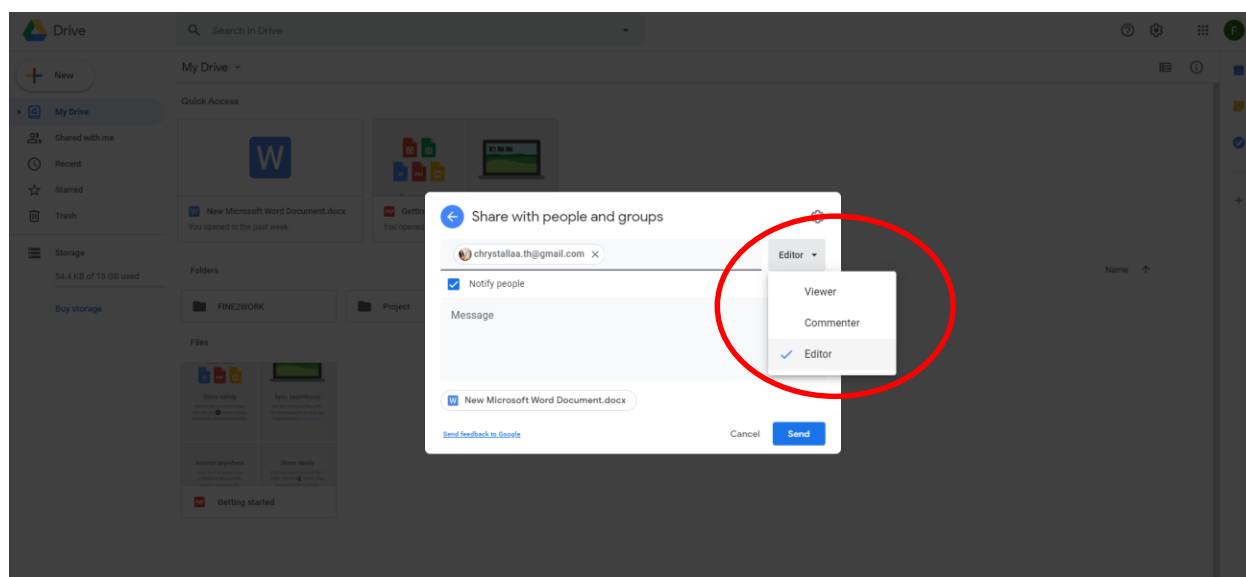


Figure 103: Share documents (Viewer, Commenter, Editor)



Definition:

- Viewer: The person who can *view* documents and files, download documents or files and make a copy of documents or files
- Commenter: The person who can *comment* on documents, view documents or files, download documents or files and make a copy of documents or files
- Editor: The person who has the editor rights can *edit* Google Documents, Spreadsheets, Presentations etc. or folders, invite or remove other collaborators, download documents or files, make a copy of documents or files, upload and delete other files or folders, add and remove items from a folder.

STEP 7: Click on 'Send'

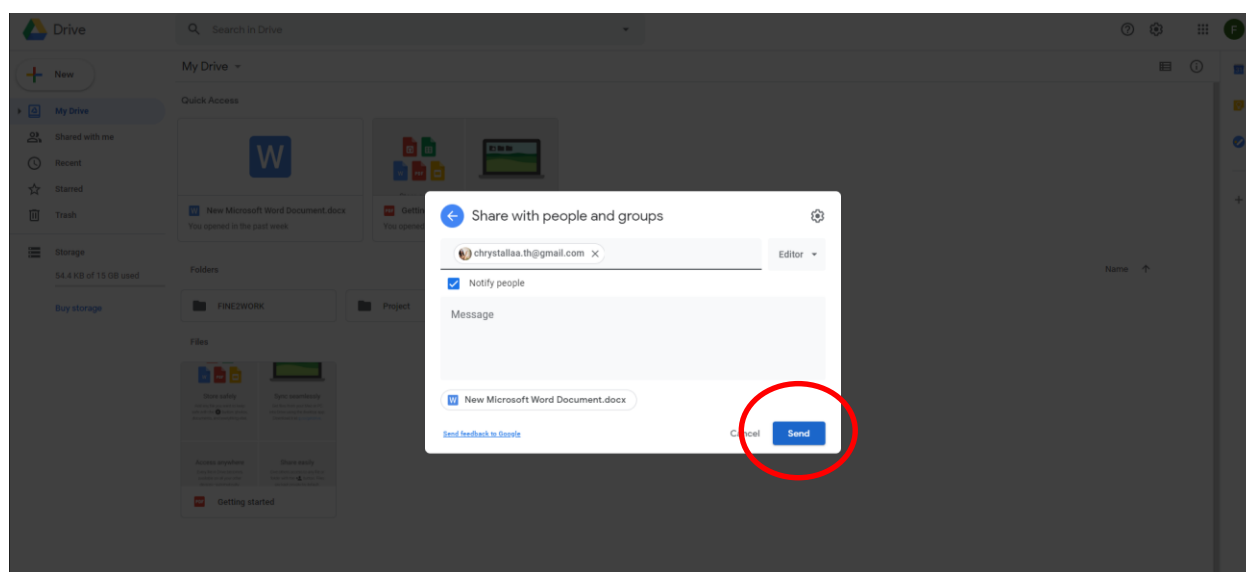


Figure 104: Share documents (Viewer, Commenter, Editor)

OR

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to Share

STEP 3: Right click on the document

STEP 4: Click on 'Share'

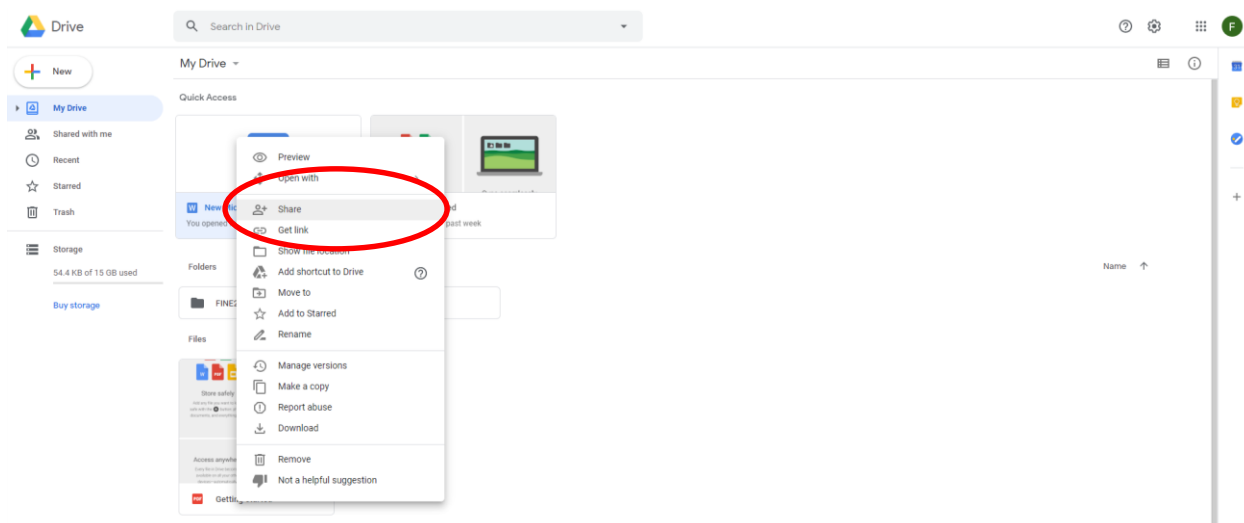


Figure 105: Share documents

STEP 4: Share the link with the people or groups you want to share the document

STEP 5: Click on 'Change to anyone with the link'

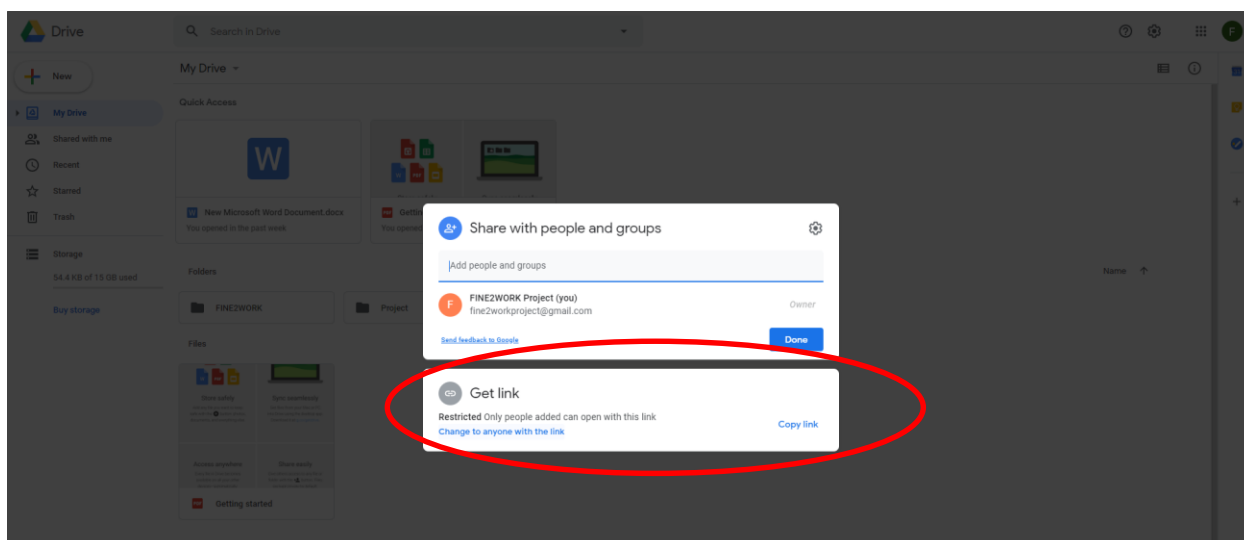


Figure 106: Share documents

STEP 7: Select if the person will be a 'Viewer', 'Commenter' or 'Editor'

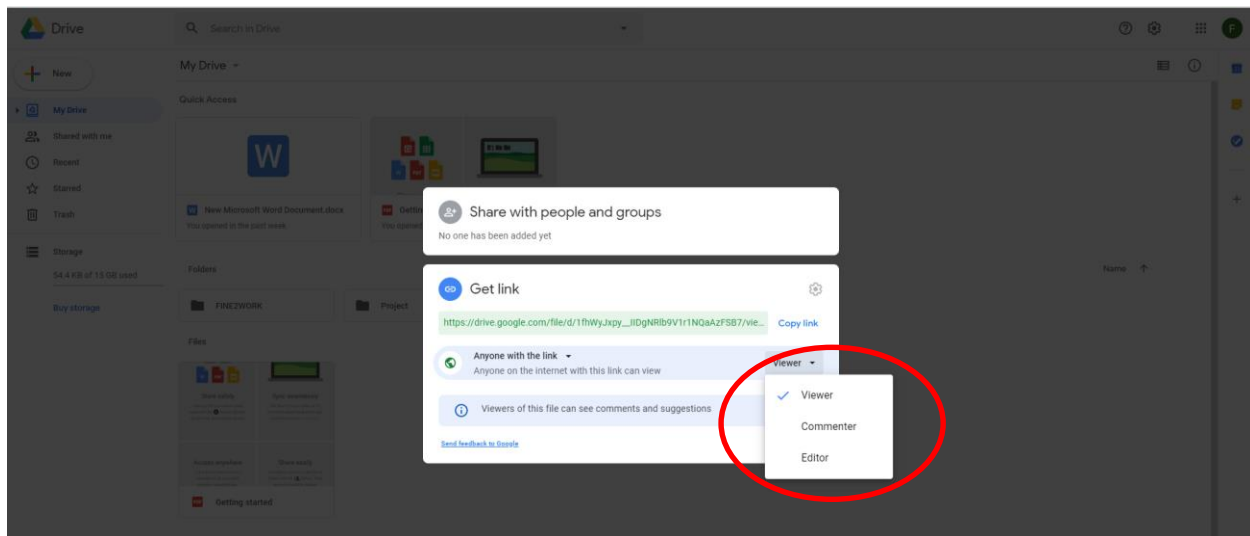


Figure 107: Share documents

STEP 8: Click on 'Copy link'. Once you click on 'Copy link' you can send it to anyone you want to be a 'Viewer, Editor or Commenter'

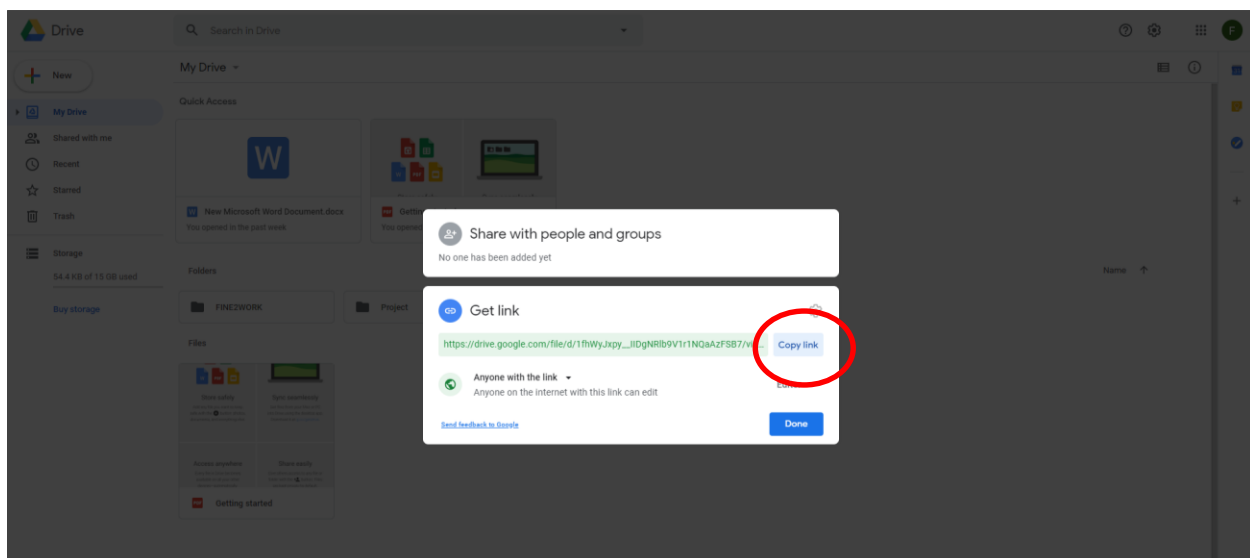


Figure 108: Share documents

STEP 9: Click on 'Done'

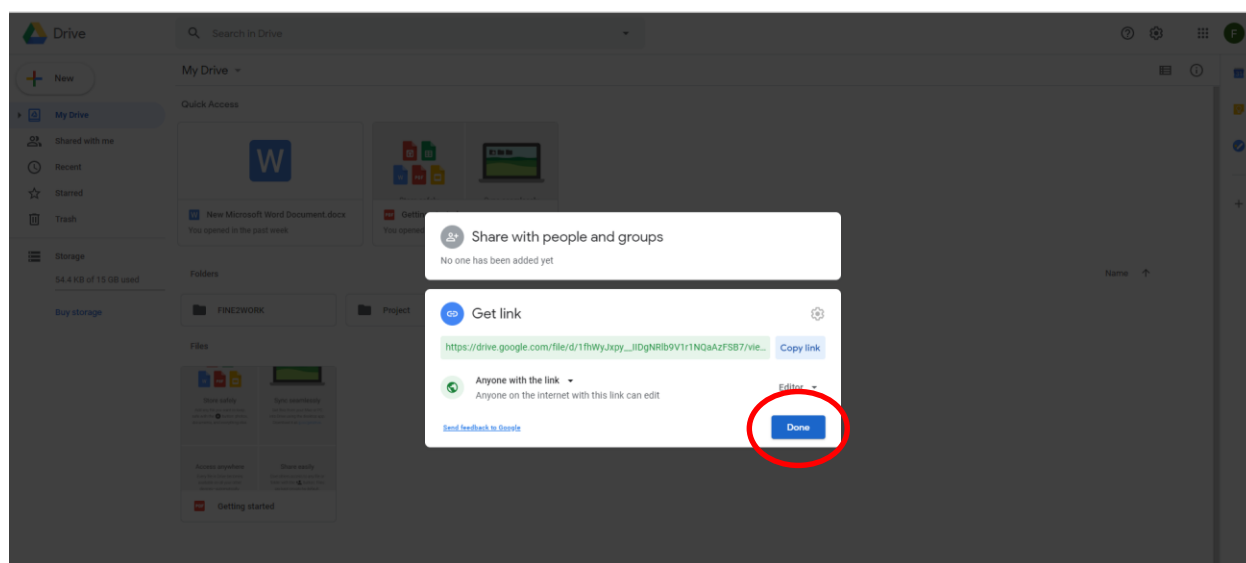


Figure 109: Share documents



Tips:

- The same steps apply to share folders

How to manage files and folders: Download documents/folders

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to download

STEP 3: Right click on the document

STEP 4: Click on 'Download'

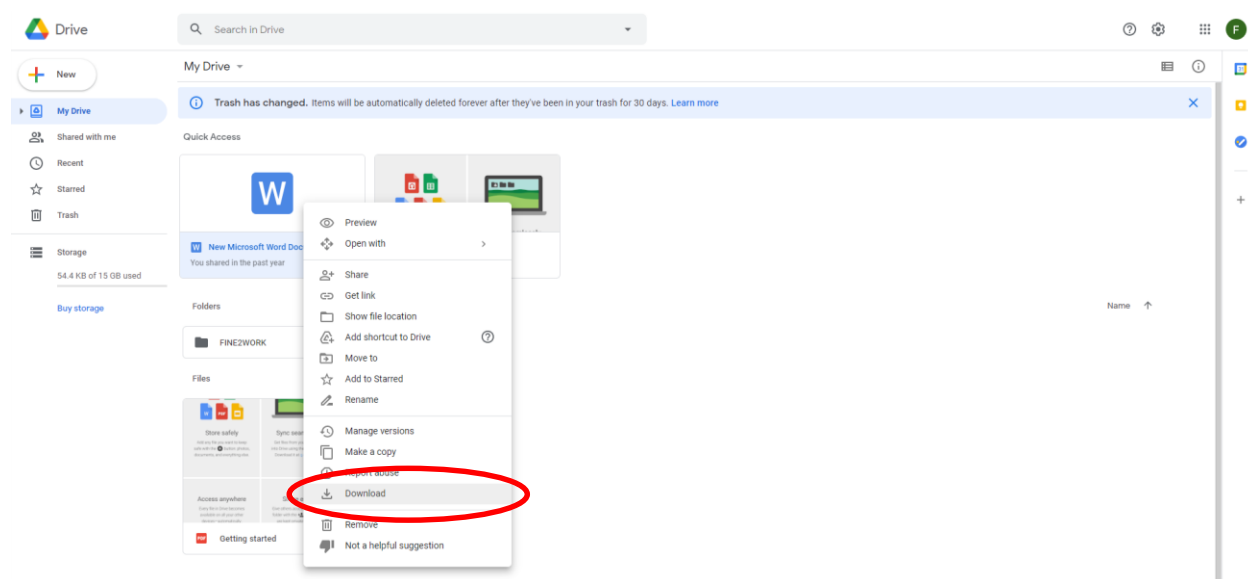


Figure 110: Download documents

STEP 1: Log in to the Google Drive

STEP 2: Find the folder you want to download

STEP 3: Right click on the folder

STEP 4: Click on 'Download'

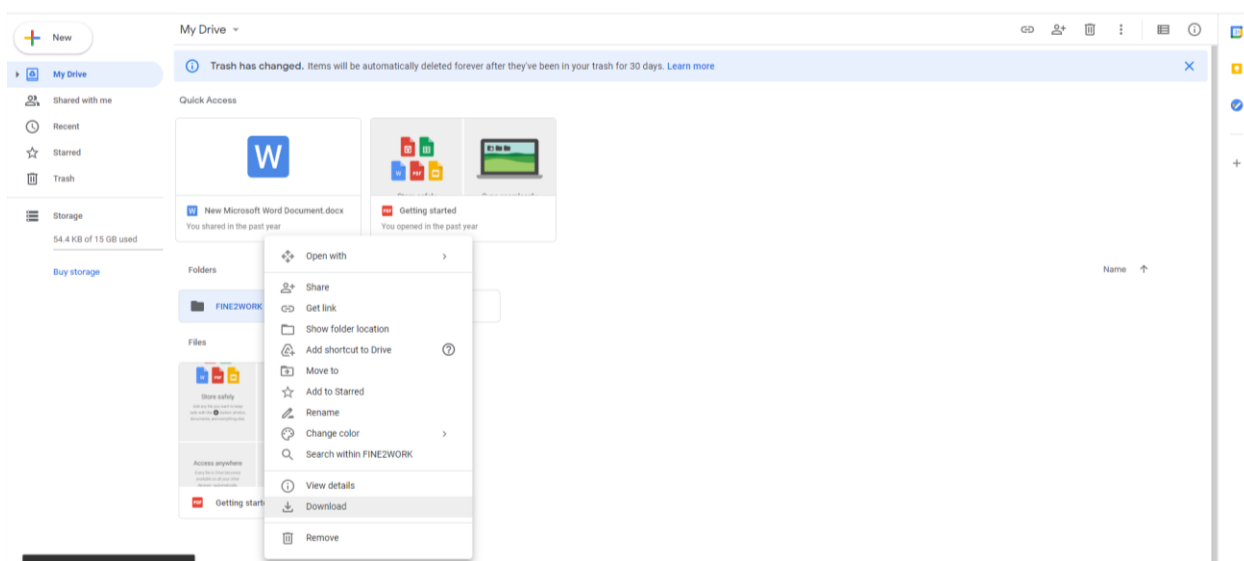


Figure 111: Download folders



Tips:

- Users can find their downloaded documents and folders locally to their computer into the 'Downloads' folder

How to manage files and folders: Add files or folders to Starred (favourites)

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to mark as a Starred (favourites)

STEP 3: Right click on the document

STEP 4: Click on 'Add to Starred'

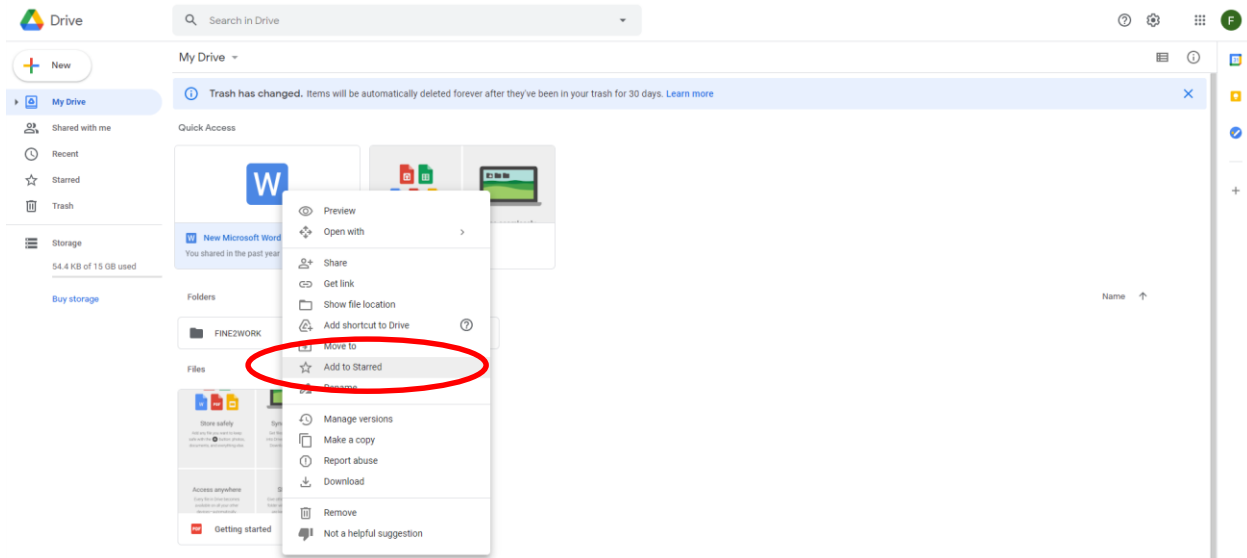


Figure 112: Add to starred (favorites)

STEP 5: Click on 'Starred' folder (left-hand side) and you will see the documents mark as starred

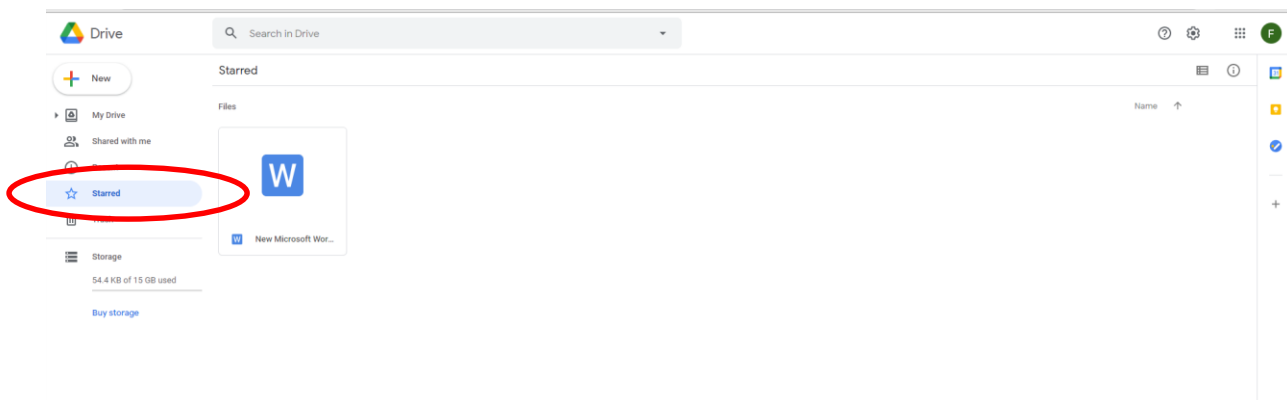


Figure 113: Add to starred (favorites)

How to manage files and folders: Remove files or folders from Starred (favourites)

STEP 1: Log in to the Google Drive

STEP 2: Click on 'Starred' folder

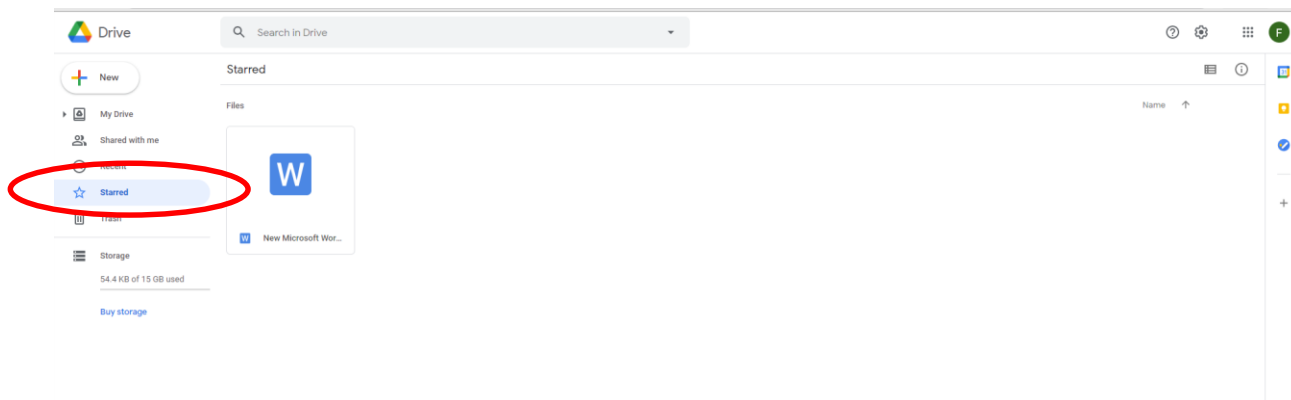


Figure 114: Remove from starred (favorites)

STEP 3: Right click on the document

STEP 4: Click on 'Remove from Starred'

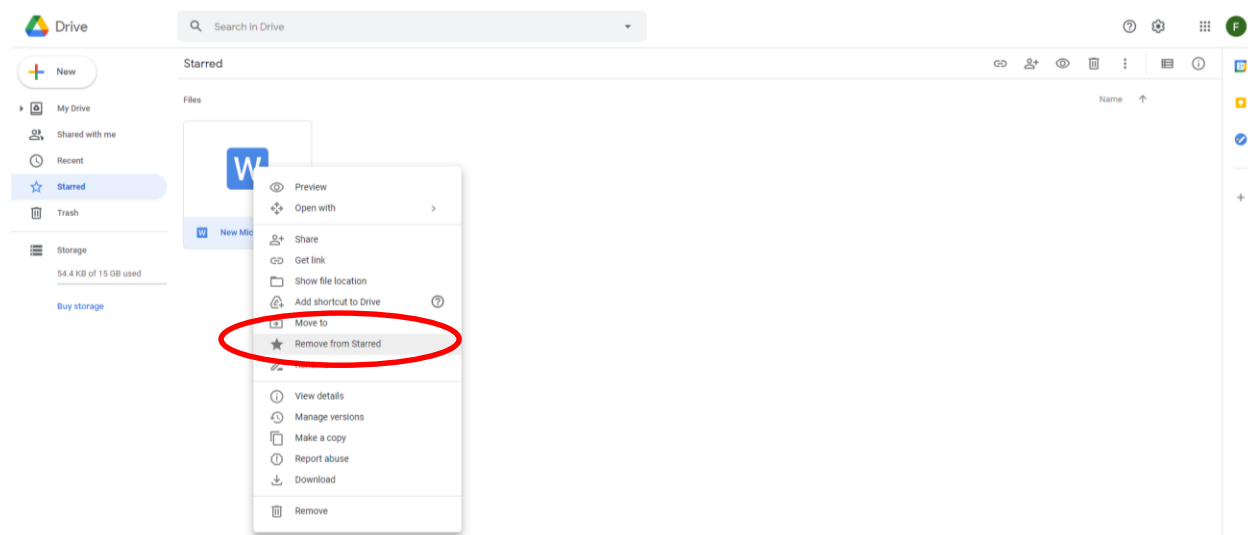


Figure 115: Remove from starred (favorites)

How to manage files and folders: Make a copy (documents)

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to duplicate

STEP 3: Right click on the document

STEP 4: Click on 'Make a copy'

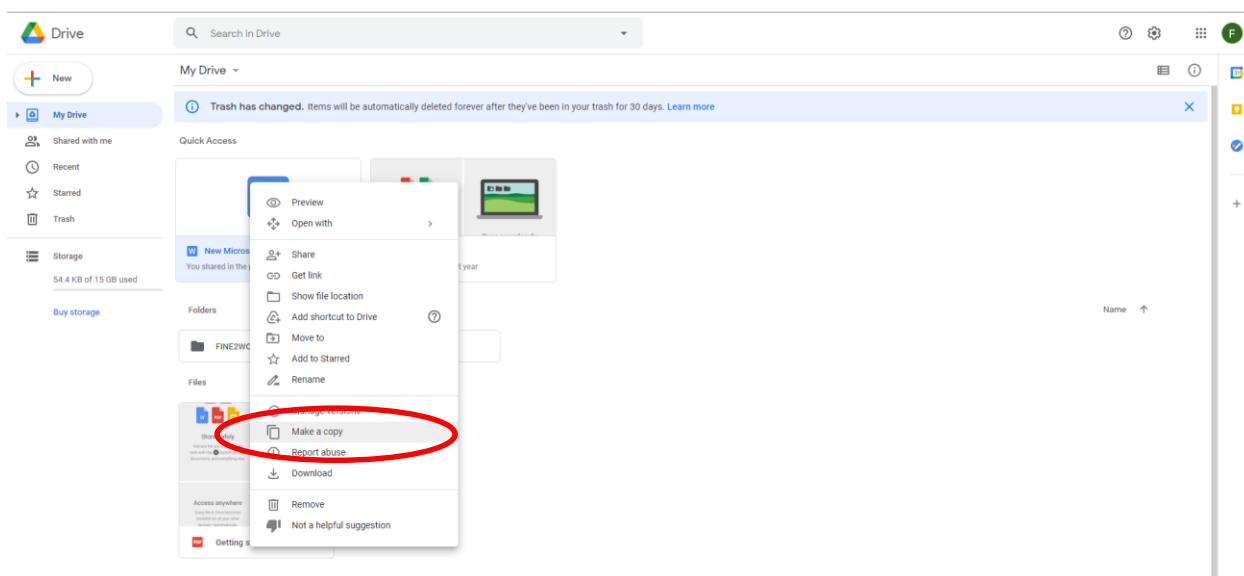


Figure 116: Remove from starred (favorites)

STEP 5: This is the copied document. Google Drive renames the document automatically into the 'Copy of....'

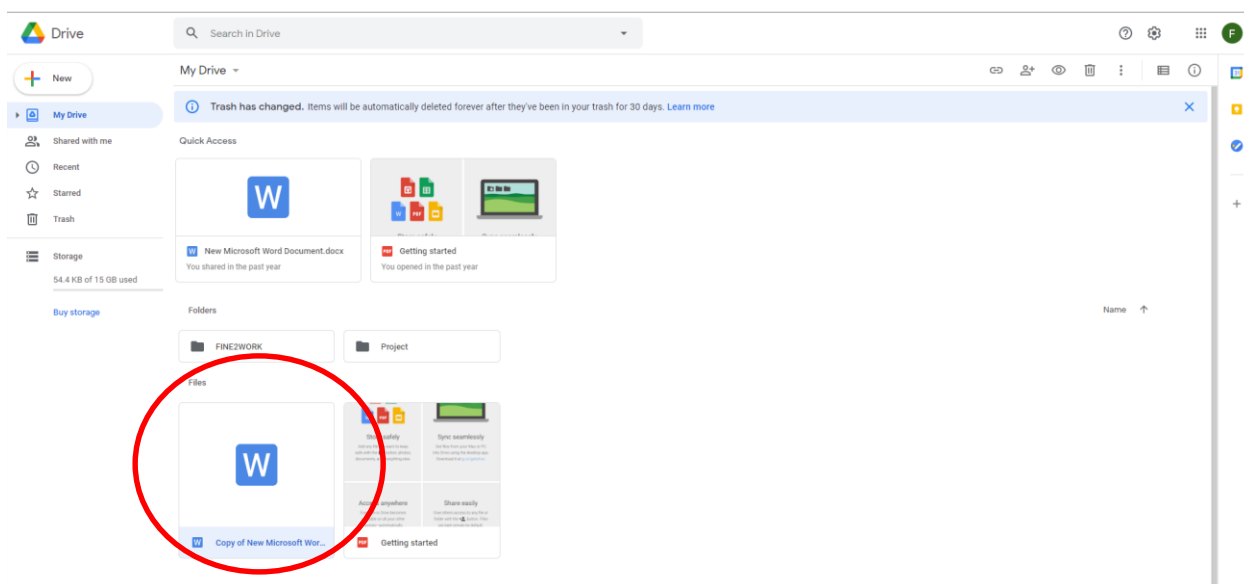


Figure 117: Make a copy (document)

How to manage files and folders: Remove a document/folder

STEP 1: Log in to the Google Drive

STEP 2: Find the document you want to remove

STEP 3: Right click on the document

STEP 4: Click on 'Remove'

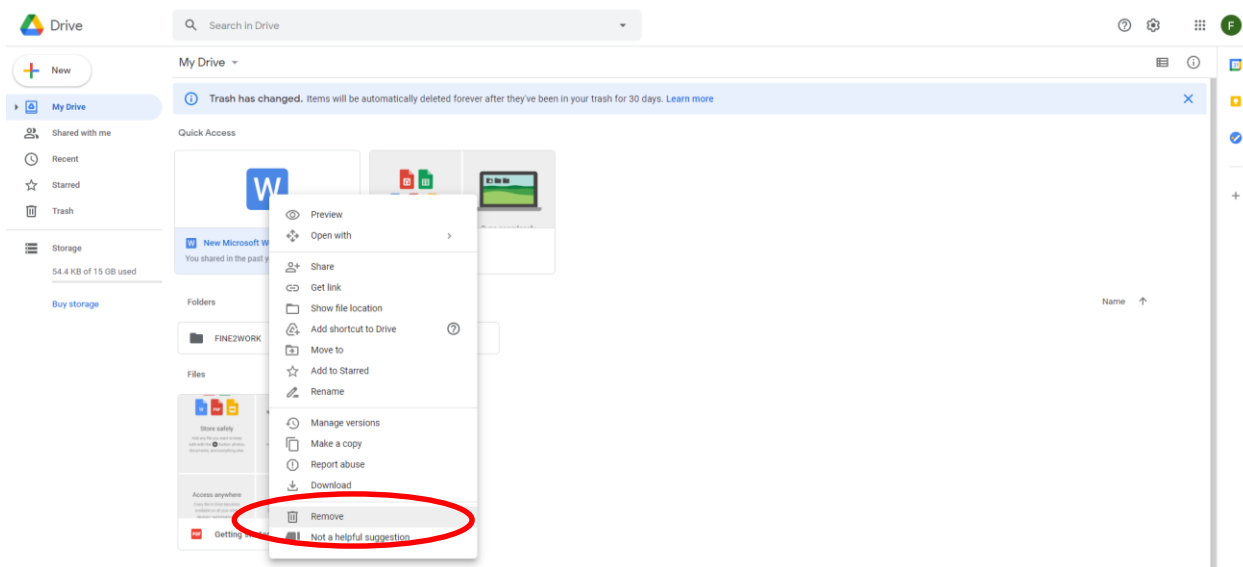


Figure 118: Remove a document

STEP 5: To remove folders, right click into the folder you want to remove

STEP 6: Right click on the folder

STEP 7: Click on 'Remove'

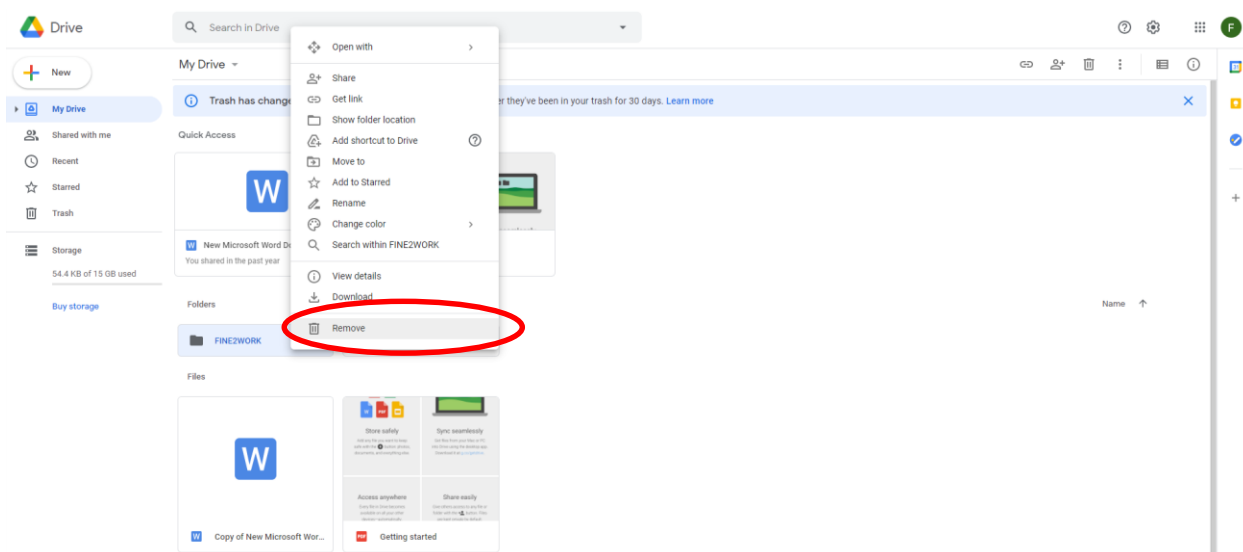


Figure 119: Remove a folder

How to manage files and folders: Change colour to folders

STEP 1: Log in to the Google Drive

STEP 2: Find the folder you want to change the colour

STEP 3: Right click on the folder

STEP 4: Click on 'Change colour'

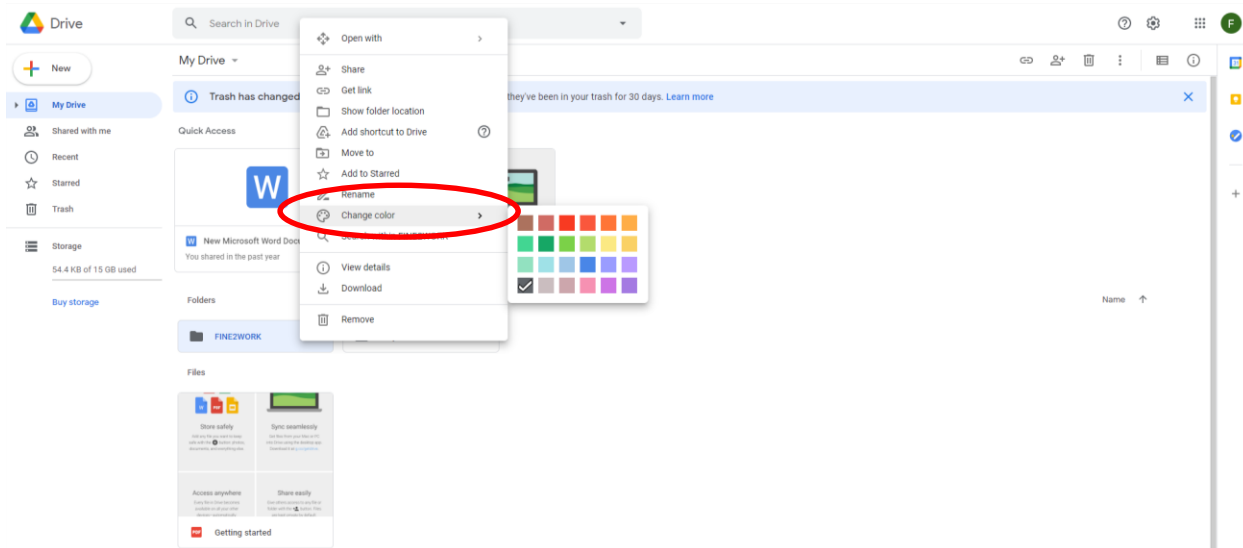


Figure 120: Change folders' colour

STEP 5: You can choose the colour you prefer

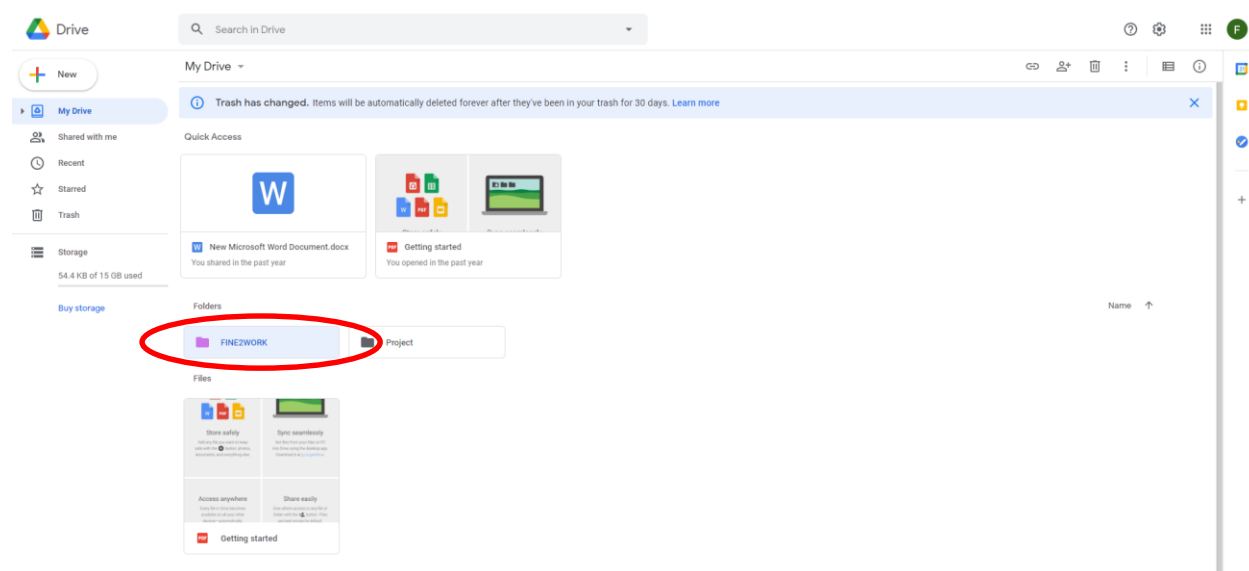


Figure 121: Change folders' colour

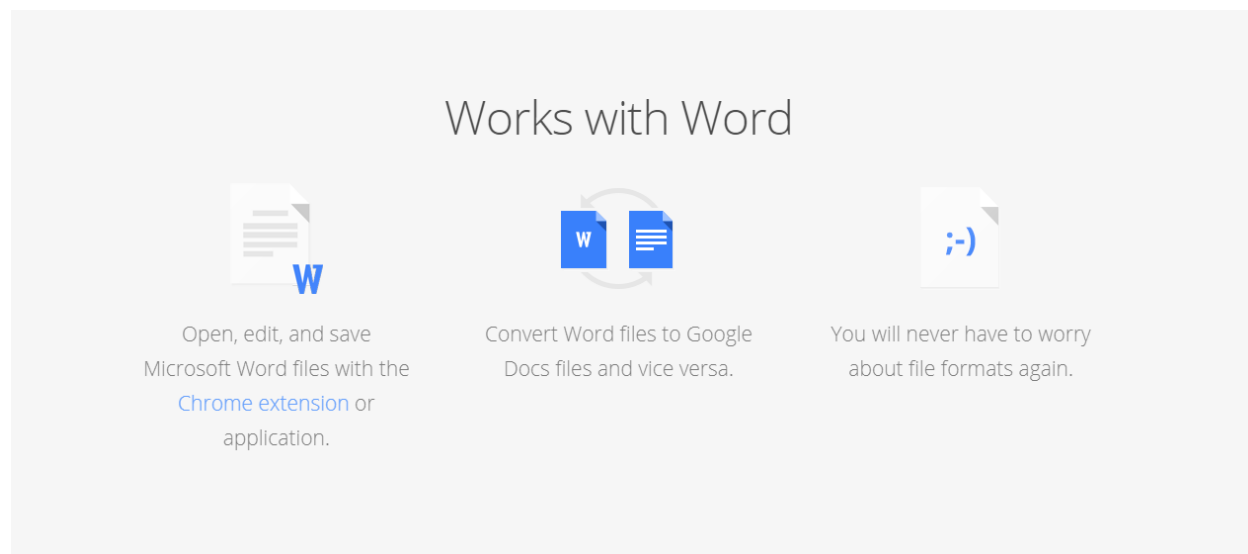
3.5. Google Docs (Word Processing) Introduction



Google Docs (Word Processing): Is an online word processor that provides a user with a real-time collaboration to create, share with teammates or individuals. A user can also upload/modify and share documents, presentations, spreadsheets, images, audio, videos etc. with others.



Google Docs works like Microsoft Word and the figure below shows how they work together. Microsoft Word is the most common Word processing application but Google Docs offers more benefits to users.



The main advantages of Google Docs are:

1. **Collaboration and real time synchronization:** Users can work together on the same document. Its time saving and you avoid miss-communication and miss-understandings between the Microsoft Word documents.

2. **History tracking:** Users can track document changes automatically and restore the document to previous versions.
3. **Track changes:** Users can easily provide any feedback or comments to others.
4. **Auto saving:** The documents are automatically saved in the Google Drive
5. **Work from anywhere:** Users can open their documents/folders from anywhere and work on their phones/tablets/computers etc remotely.



Tips:

- All you need for Google Docs is a Google account (**NOTE: If you do not have a Google Account, See Topic 2*)
- You can download the application of 'Google Docs' from any Android or iOS phone/tablet.

3.6. Google Docs (Word Processing) features

How to start with Google Docs (Word Processing):

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

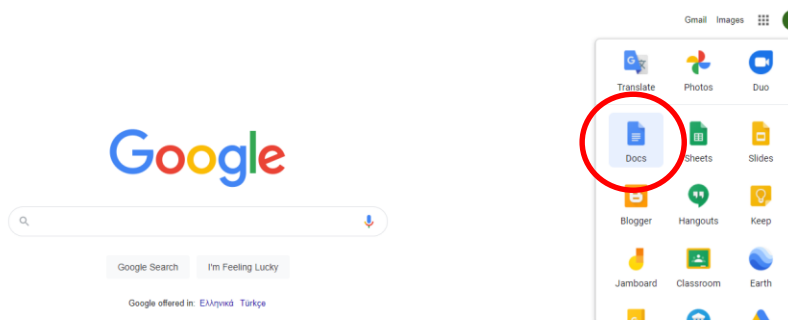


Figure 122: Google Docs

Figure 122 illustrates the home page of Google Docs. Google Docs offers users the opportunity to create their own blank document or any pre-sized template such as Resume, Letter, Project Proposal, Brochure, Report etc.

For more templates users need to click on 'Templates Gallery' (Figure 123).

Under the options of blank document and templates, users can see the recent documents created in Google Docs.



Tips:

- Users can use the Resume template to develop their CV/Resume.

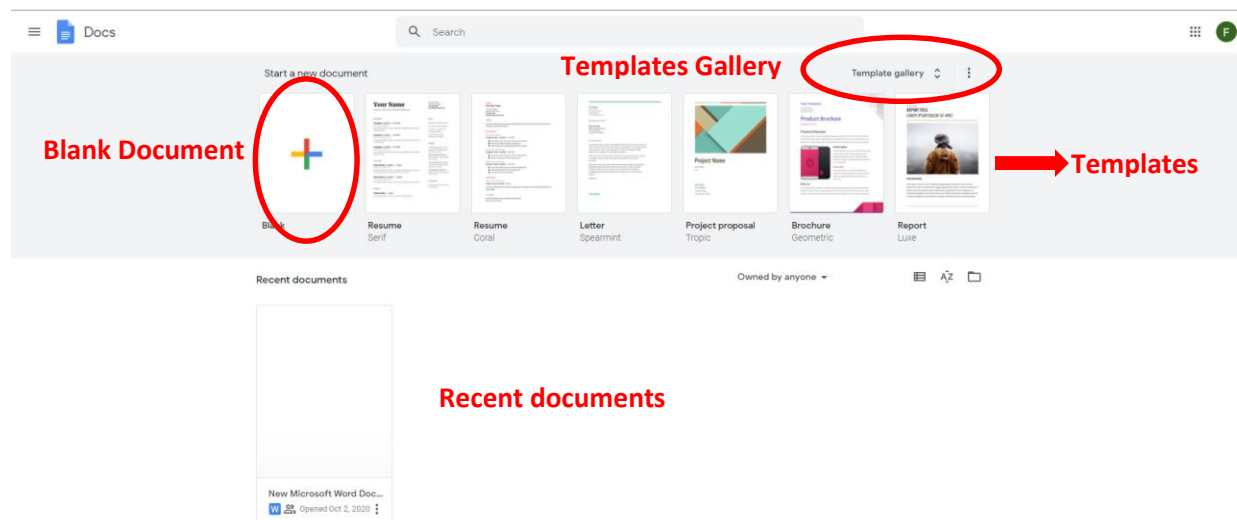


Figure 122: Google Docs Home Page

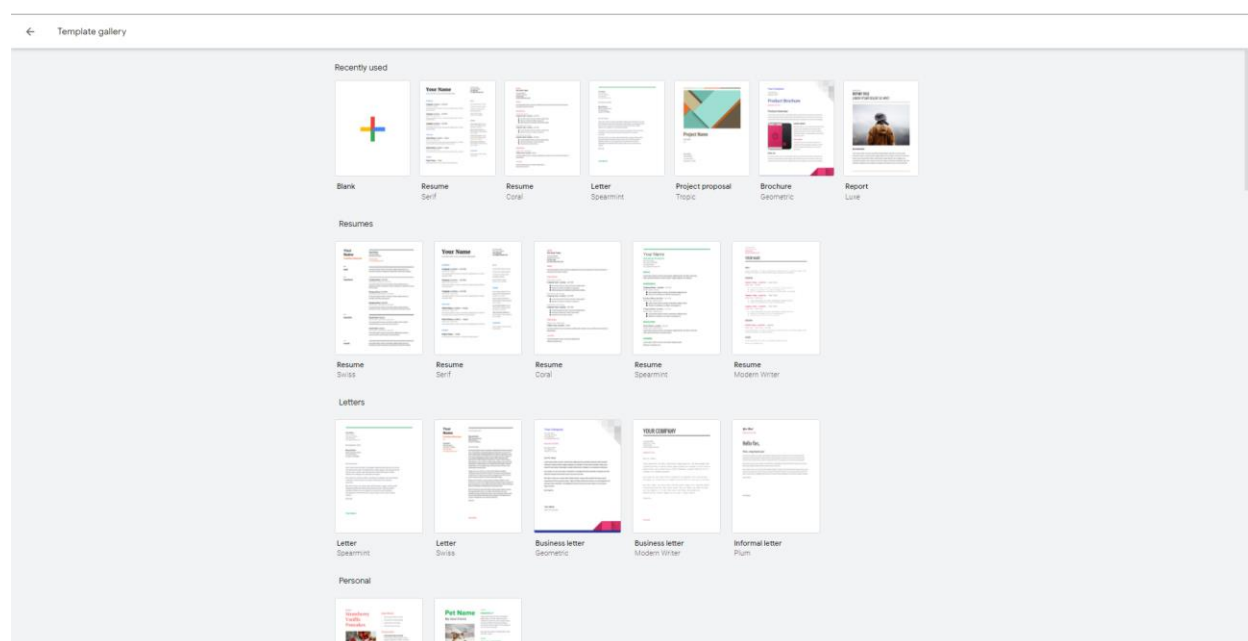


Figure 123: Google Docs – Templates Gallery

How to use a blank Google document:

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on 'Blank'

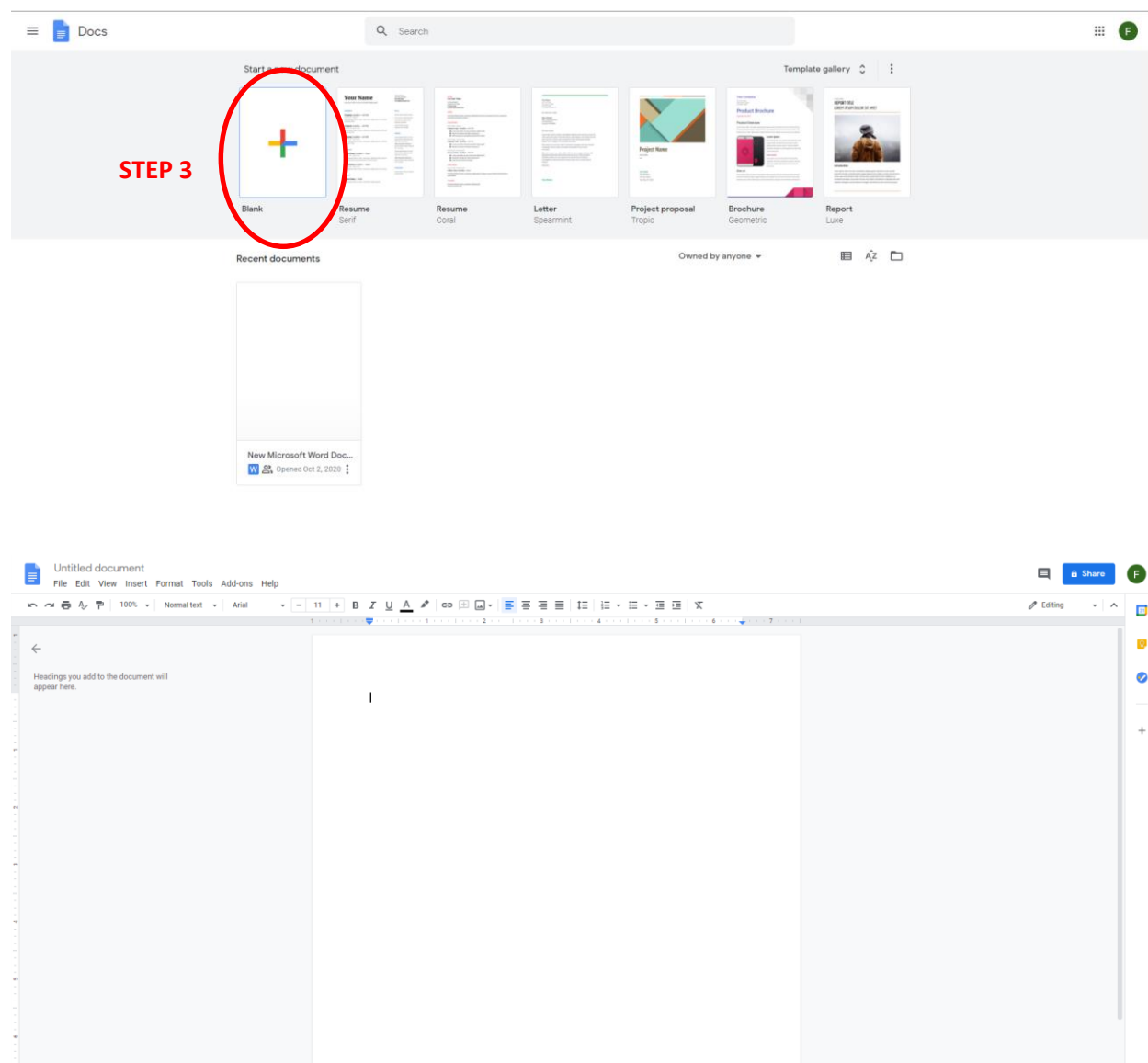


Figure 124: Google Docs – Blank Document

How to edit blank documents: Rename a Google document

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on 'Blank'

STEP 4: Firstly, you need to rename your document to keep your files organized. Click on 'Untitled document' and give an appropriate name for your document

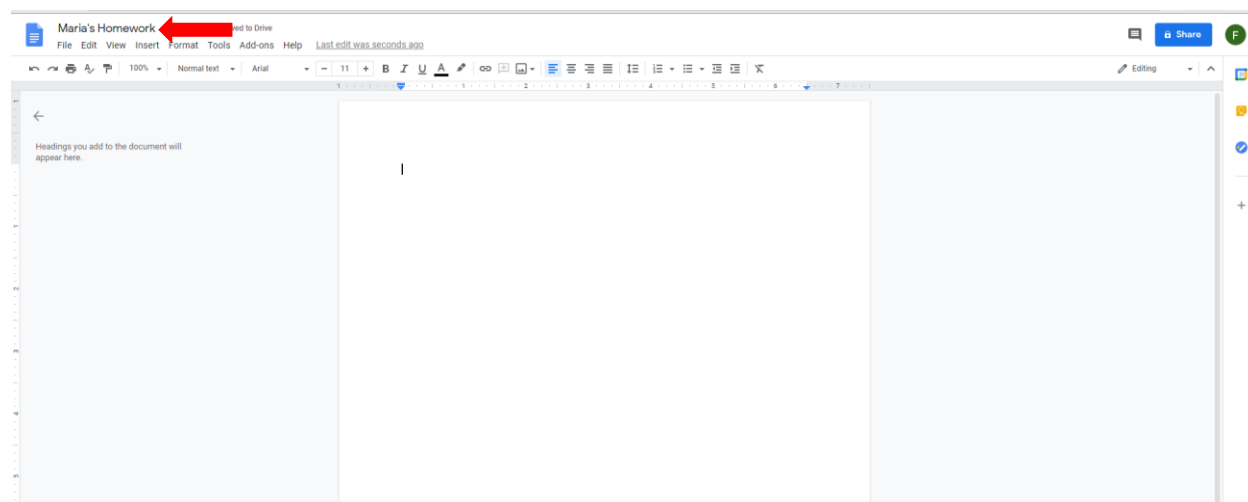


Figure 125: Google Docs – Rename a document

How to edit blank documents: Starred a Google document

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on 'Blank'

STEP 4: Click into your Google document

STEP 5: Click on the 'Star icon' next to the documents' name and you can mark the document as favourites

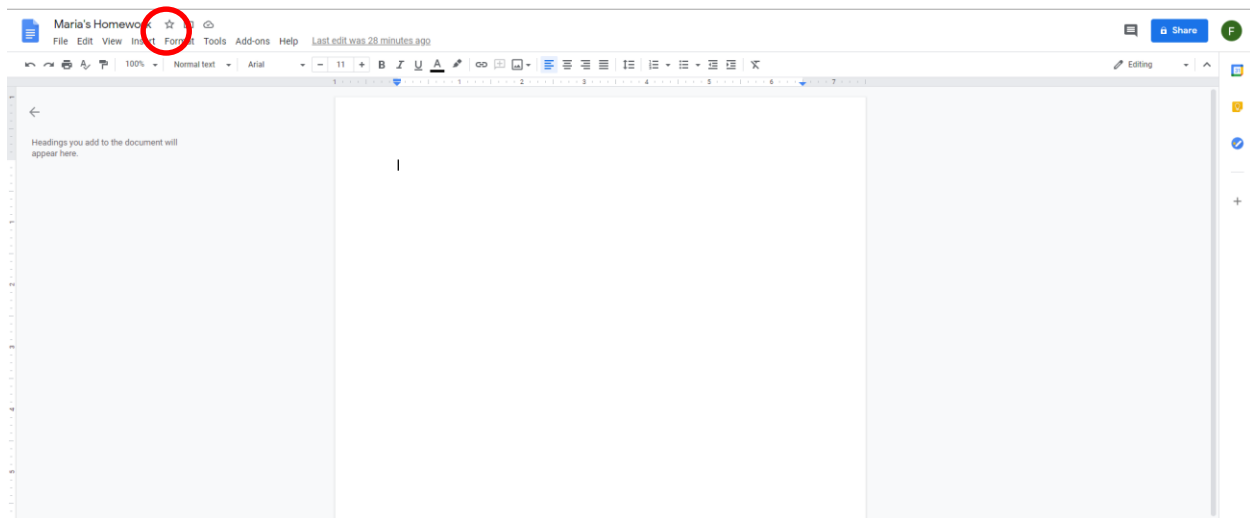


Figure 126: Google Docs – Starred a document

How to edit blank documents: Move a Google to a different folder

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on 'Blank'

STEP 4: Click into your Google document

STEP 5: Next to the star icon, click into the 'Move' button

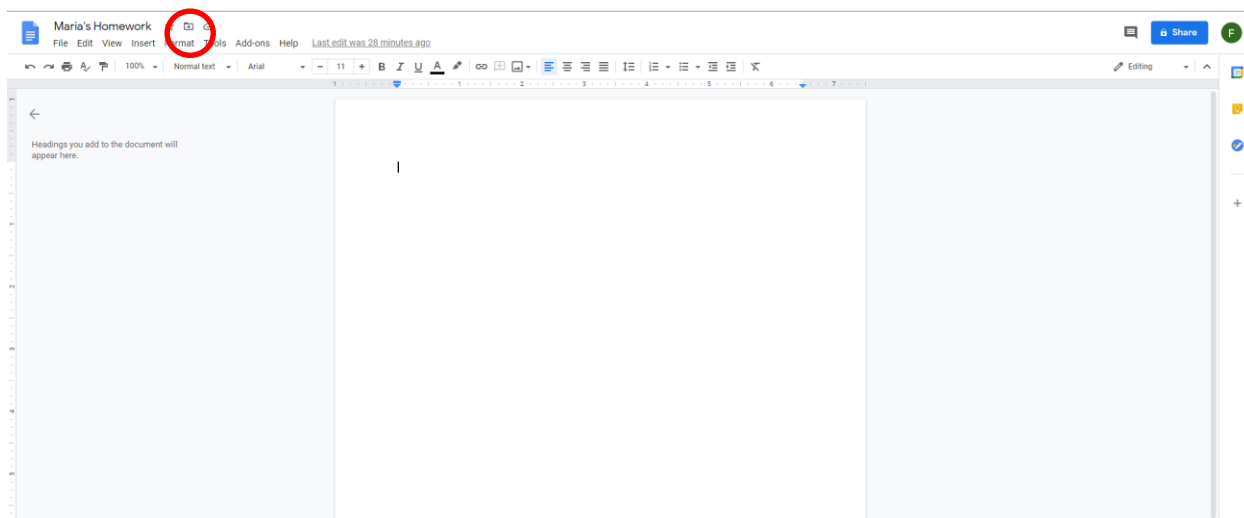


Figure 127: Google Docs – Move a document

How to edit blank documents: Insert text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on 'Blank'

STEP 4: Click into the blank document

STEP 5: Start type anything you want

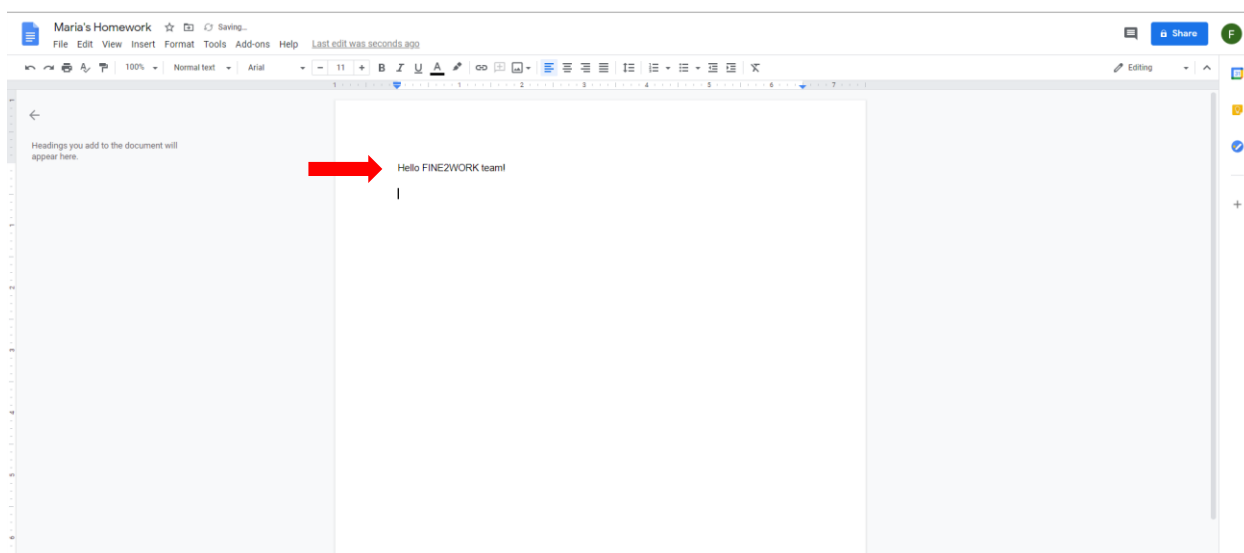


Figure 128: Google Docs – Insert text into documents

How to edit blank documents: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'File'

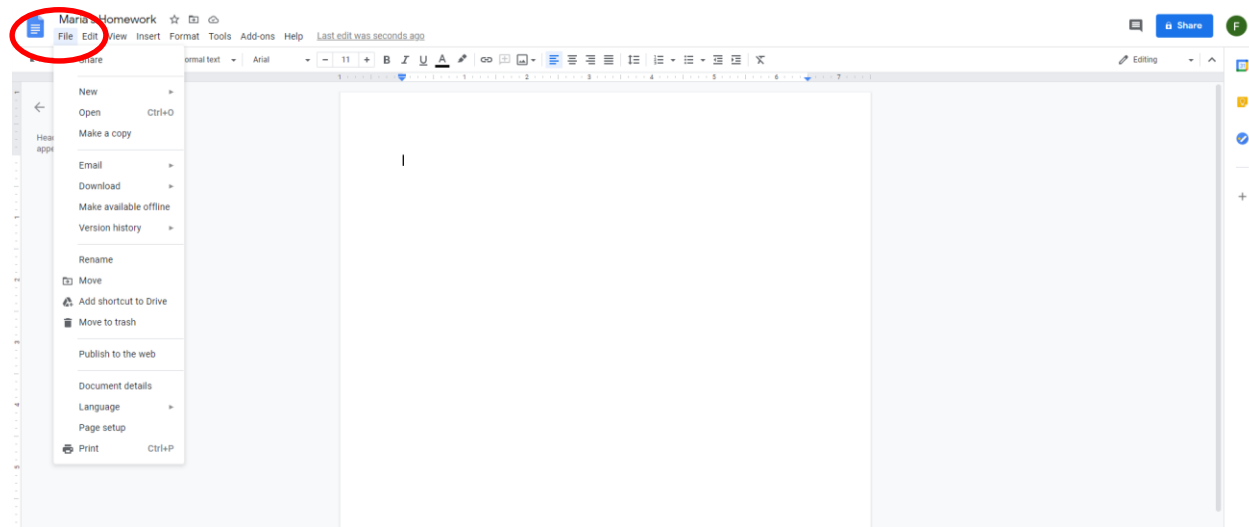


Figure 129: Google Docs – Edit documents (File tab)

NOTE:

The 'File' tab contains various items that you may want to apply into a document:

- Create new document and open a new document
- Make a copy
- Send the existing document as an attachment in an email
- Download the document
- History tracking
- Make a copy
- Move
- Move to trash
- Change language
- Print



Tips:

- The 'File tab' works the same for Google Docs, Google Sheets and Google Slides.

How to edit blank documents: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'Insert'

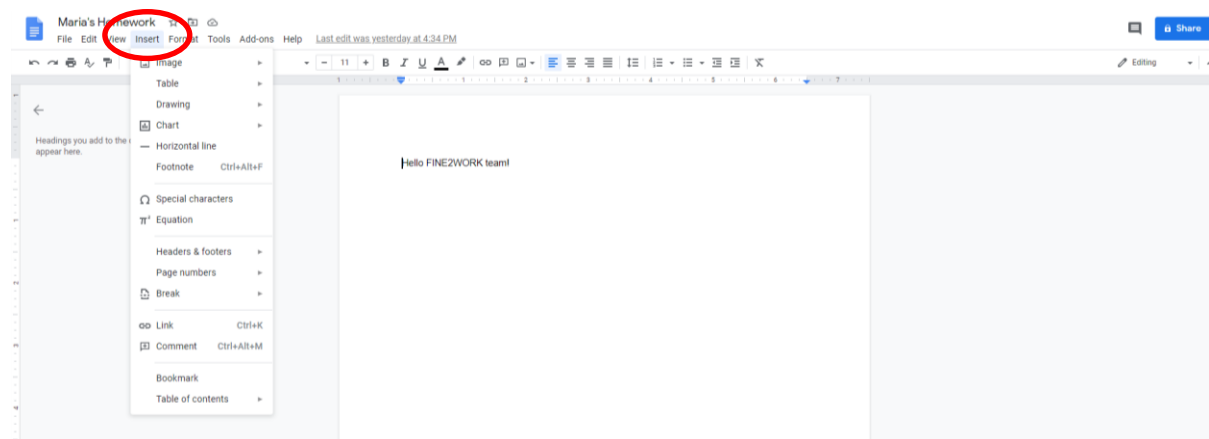


Figure 130: Google Docs – Edit documents (Insert tab)

NOTE:

The 'Insert' tab contains various items that you may want to insert into a document:

- Insert Images, Table, Drawing, Chart
- Insert special characters and equation
- Insert header and footer
- Insert page numbers and breaks
- Insert link
- Insert comment
- Insert table of contents

How to edit blank documents: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'Format'

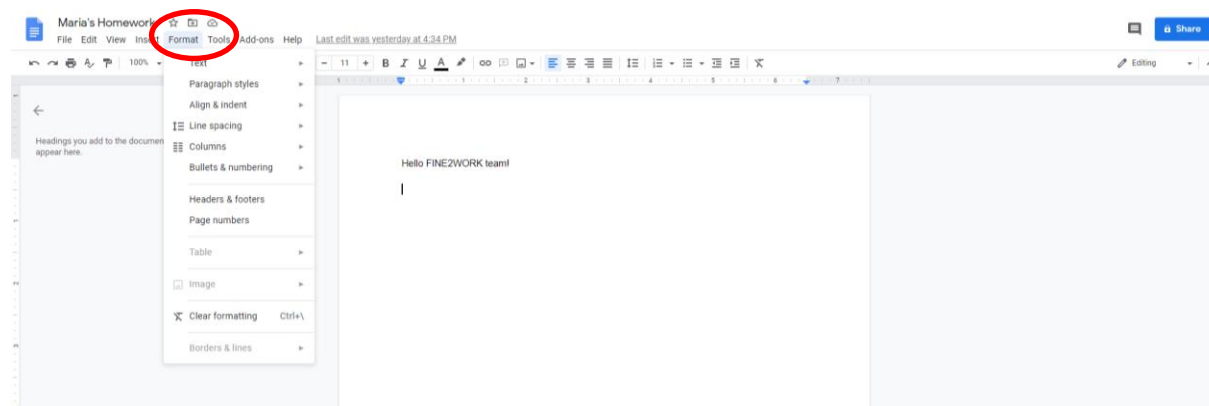


Figure 131: Google Docs – Edit documents (Format tab)

NOTE:

The 'Format' tab contains various items that you may want to apply into a document:

- Format text: Bold, Italic, Underline, Strikethrough, Superscript, Subscript
- Format paragraphs and styles: Borders and shading, Heading styles
- Align and indent
- Format columns
- Add bullets and numbering
- Format header and footer
- Format page numbers
- Format tables and images
- Format tables and images



Tips:

- The 'Format tab' has the same items with the buttons in the ribbon (Figure 122). Users can edit the format of text using the ribbon.



Figure 132: Google Docs – Edit documents (Format tab – Ribbon)

How to edit blank documents: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'Tools'

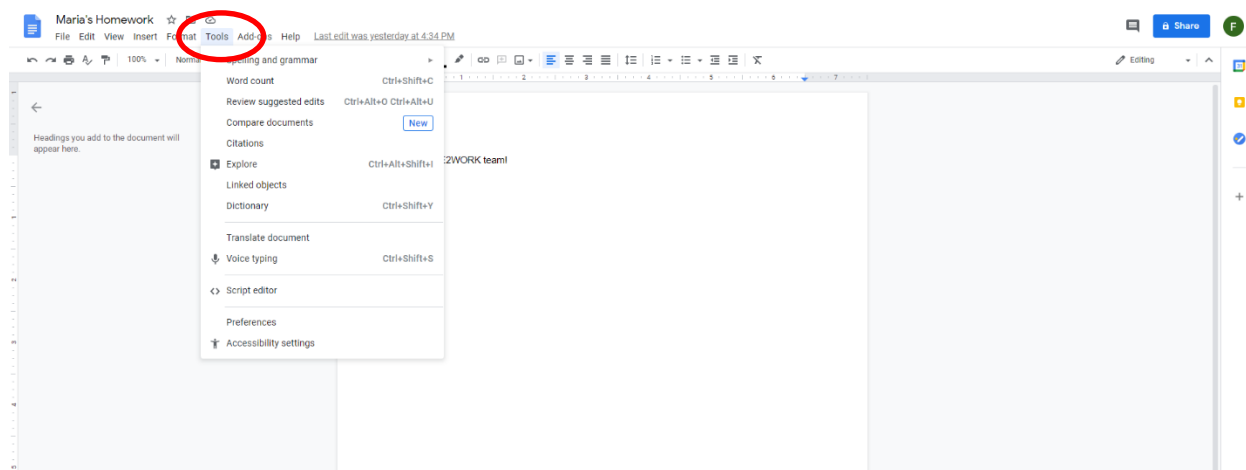


Figure 133: Google Docs – Edit documents (Tools tab)

NOTE:

The 'Tools' tab contains various items that you may want to apply into a document:

- Check spelling and grammar
- Check the word count
- Compare documents
- Add citations
- Search dictionary

- Translate document
- Use voice typing
- Turn on accessibility settings

How to edit blank documents: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'Help'

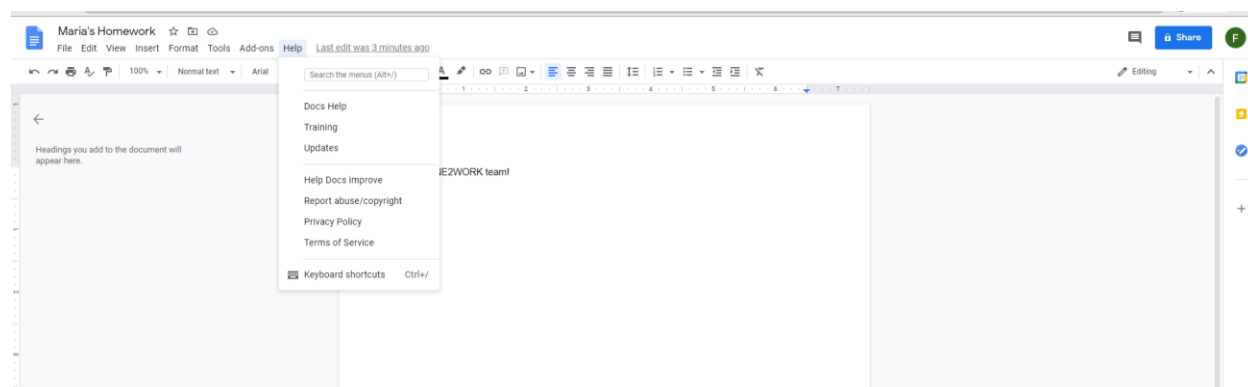


Figure 134: Google Docs – Edit documents (Help tab)

NOTE:

The 'Help tab contains various items that you may want to apply into a document:

- Get help for Docs
- Check for any updates
- Check for keyboard shortcuts

How to share Google Documents:

STEP 1: Log in to your Google account

STEP 2: Click on 'Docs'

STEP 3: Click on the document you want to edit

STEP 4: Click on 'Share'

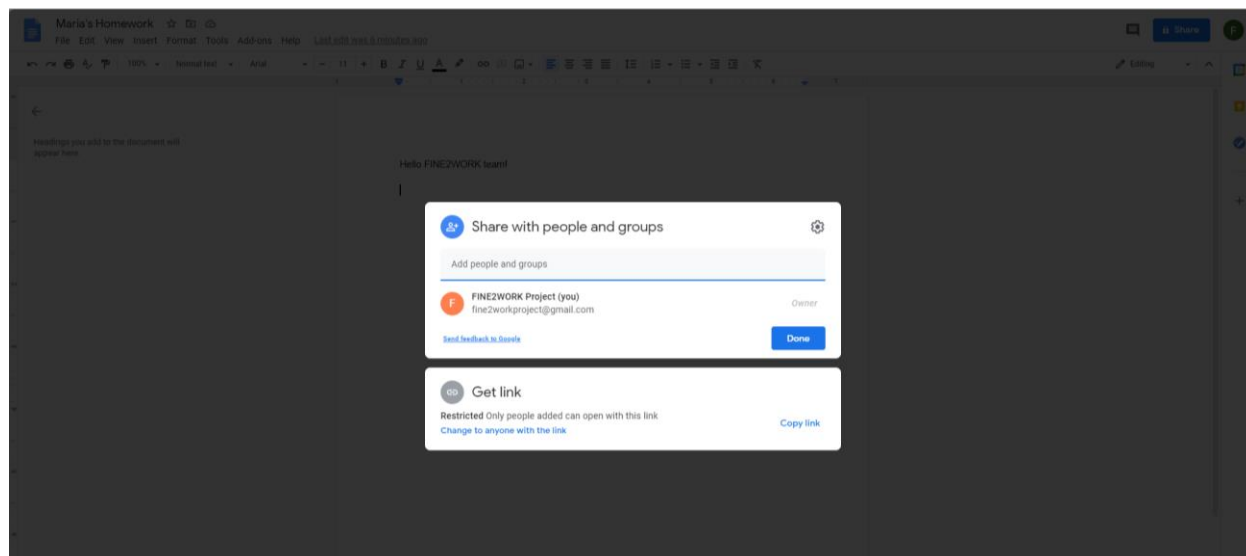


Figure 135: Google Docs – Share documents

NOTE:

Users can share the document with people and groups by sending them an invitation email address or they can send them the sharable link to give them the appropriate rights, such as 'Viewer, Editor, Commentor'.



Tips:

- 'Share button' works the same for Google Docs, Google Sheets and Google Slides (See Topic 2 for more details).

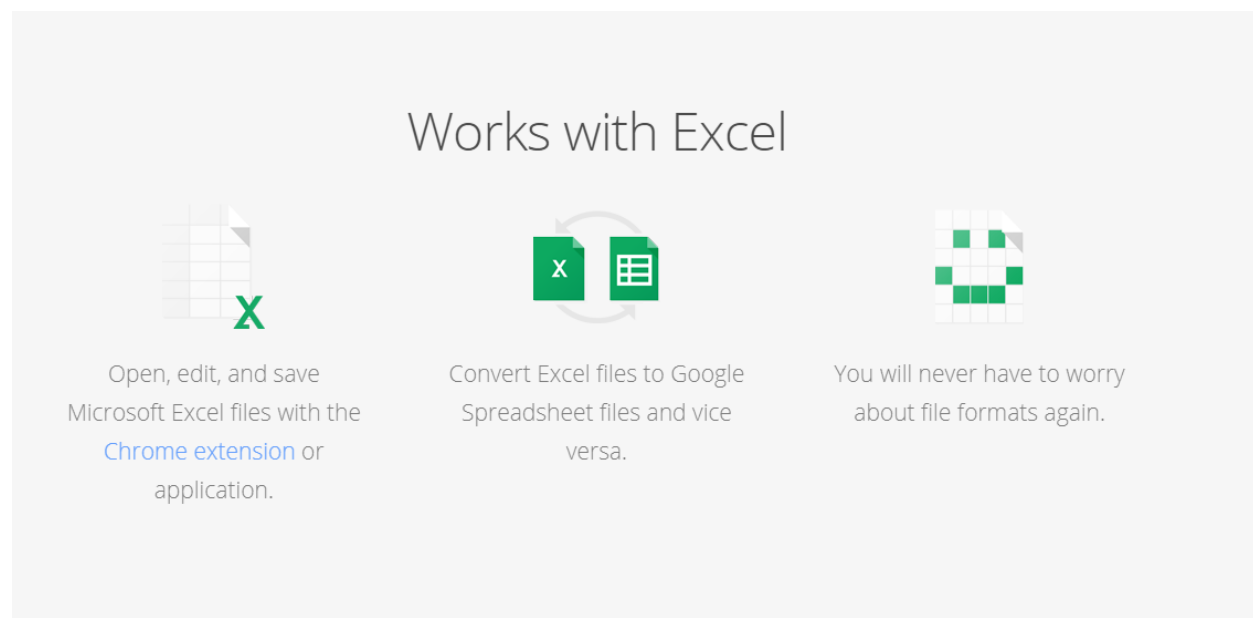
3.7. Google Sheets (Spreadsheets) Introduction



Google Sheets (Spreadsheets): Is an online spreadsheet application that enables users to create, edit and collaborate with others their spreadsheets



Google Sheets works as Microsoft Excel which is the most common spreadsheet application. Figure below illustrates how Google Sheets works with Excel.



Tips:

- All you need for Google Sheets is a Google account
- You can download the application of 'Google Sheets' from any Android or iOS phone/tablet.

3.8. Google Sheets (Spreadsheets) features

How to start with Google Sheets (Spreadsheets):

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

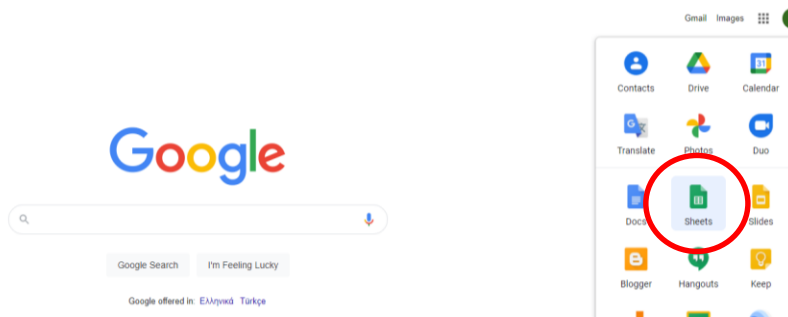


Figure 136: Google Sheets

Figure 137 represents the home page of Google Sheets which offers users the opportunity to create their own spreadsheets or use any pre-sized templates such as to-do list, annual/monthly budget, schedule, calendar etc.

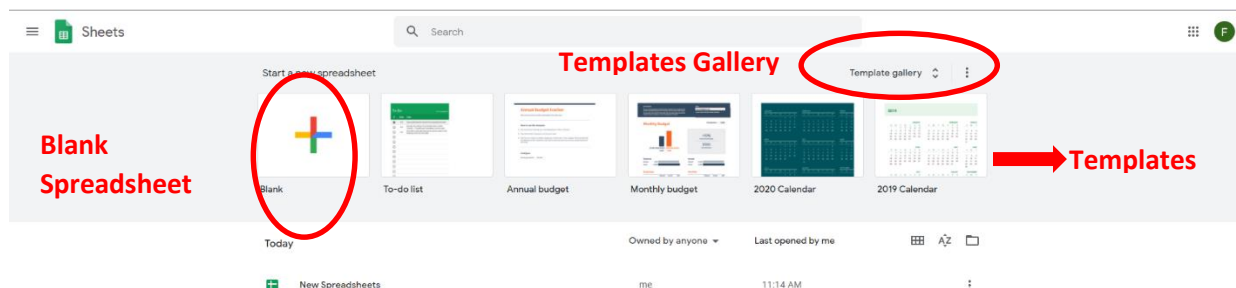
For more templates users need to click on 'Templates Gallery' (Figure 138).

Under the options of blank spreadsheet and templates, users can see the recent documents used by Google Sheets.



Tips:

- Users can create a to-do list in spreadsheet to organise themselves during the day/week/month or a calendar to organise meetings/appointments etc.



Recent spreadsheets

Figure 137: Google Sheets Home Page

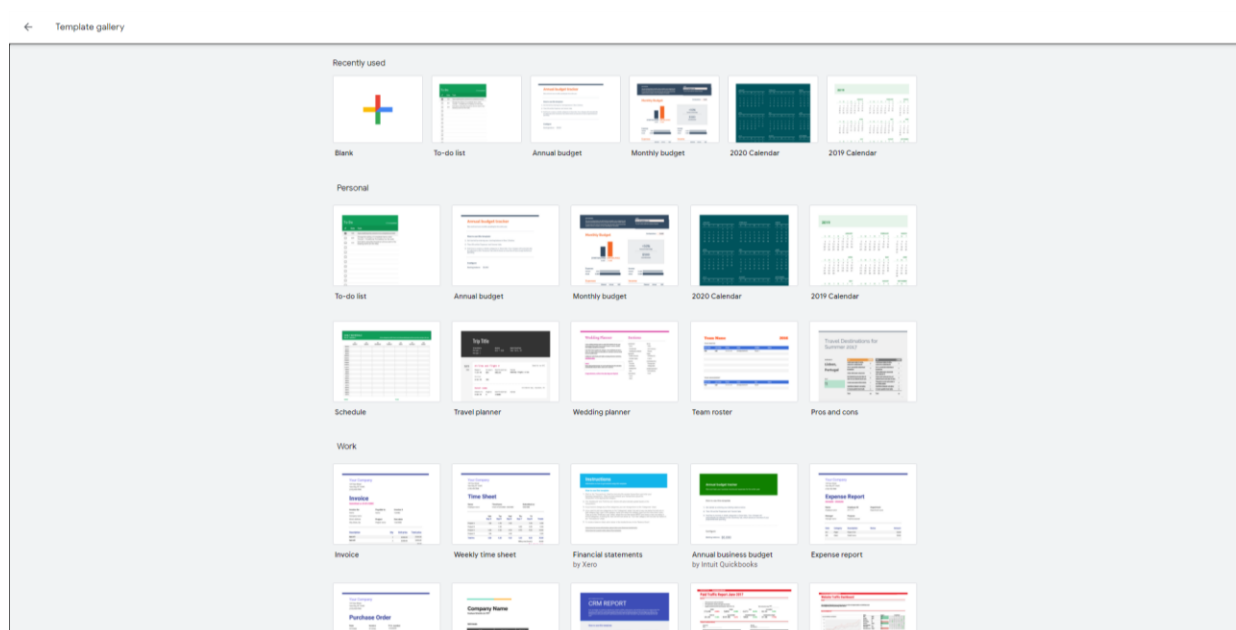


Figure 138: Google Sheets – Templates Gallery

How to use a blank Google Spreadsheet:

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'Blank'

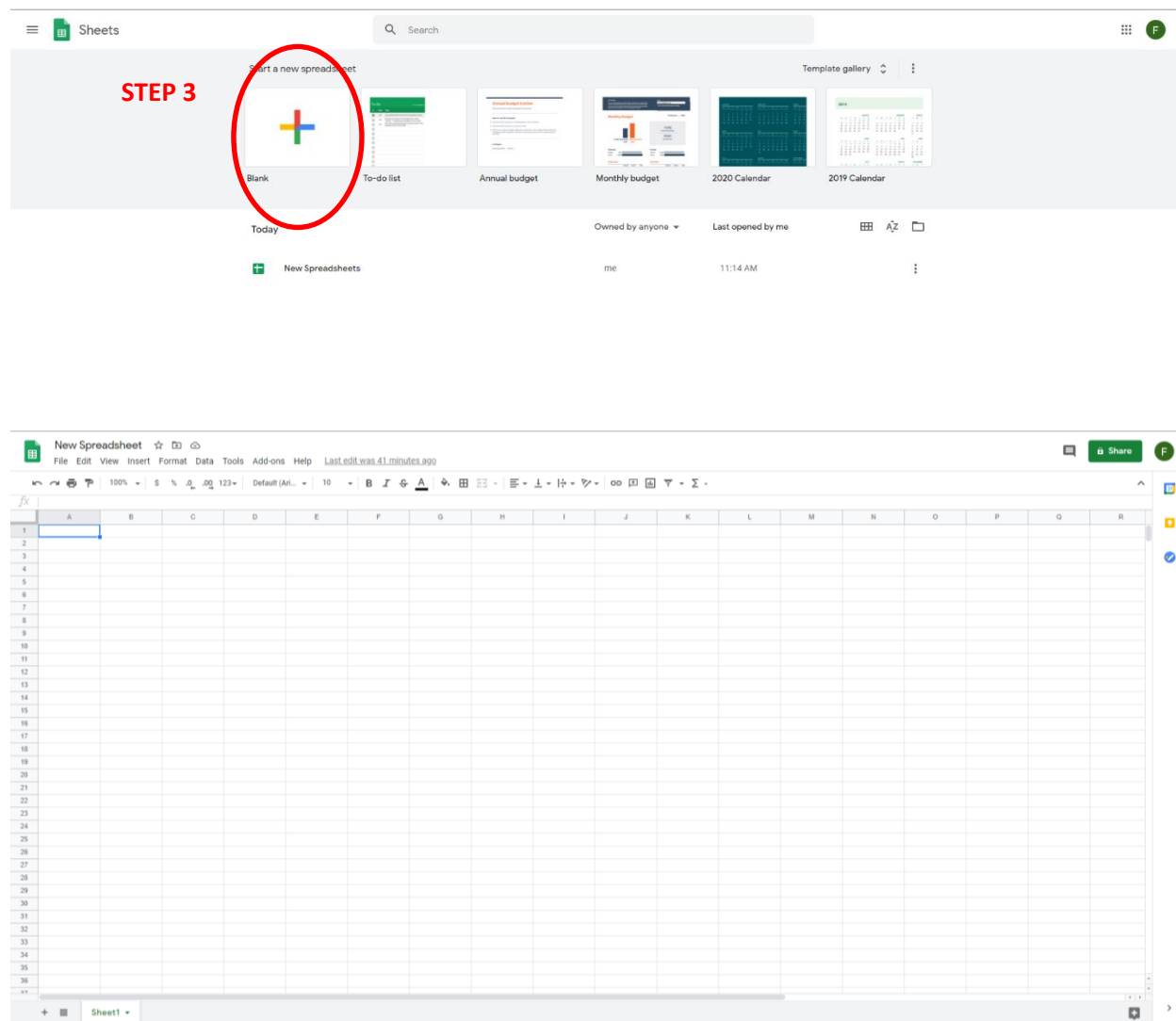


Figure 139: Google Sheets – Blank Spreadsheet

How to edit a blank spreadsheet: Rename a Google Spreadsheet

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'Blank'

STEP 4: Firstly, you need to rename your document to keep your files organized. Click on 'Untitled document' to rename the document

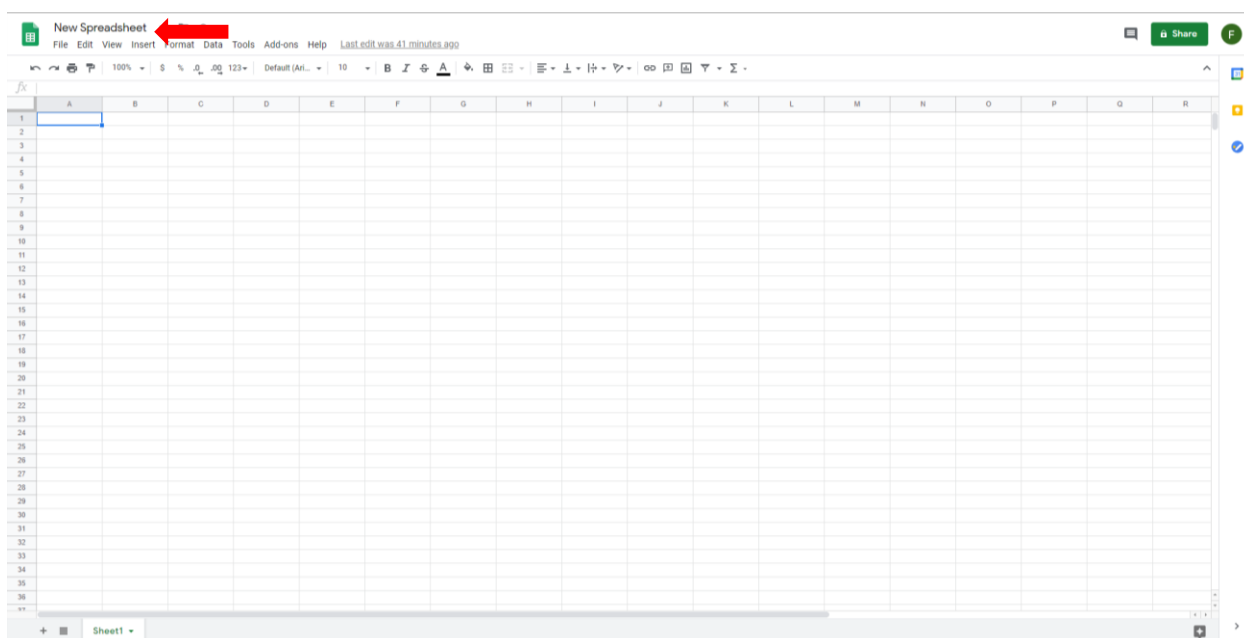


Figure 140: Google Sheets – Rename a spreadsheet



Tips:

- The procedure to rename a Google Sheet is the same as Google Docs and Google Presentation

How to edit a blank spreadsheet: Starred a Google spreadsheet

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'Blank'

STEP 4: Click into your Google spreadsheet

STEP 5: Click on the 'Star icon' next to the spreadsheets' name to add the spreadsheet to your favorites

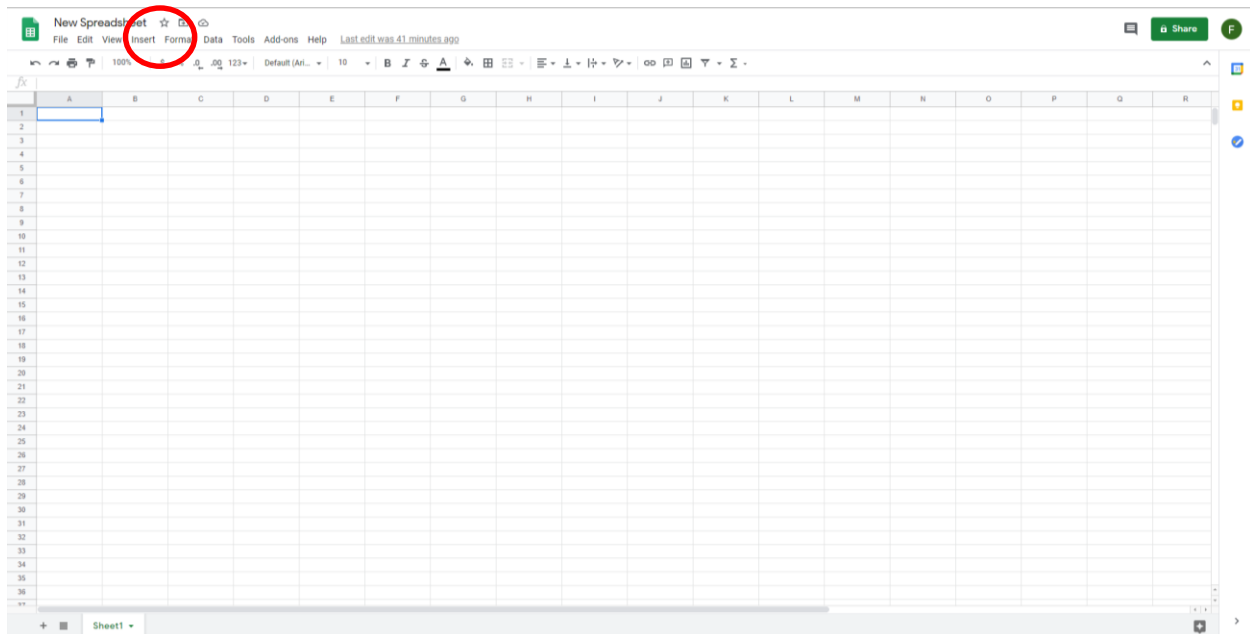


Figure 141: Google Sheets – Starred a spreadsheet

How to edit blank a spreadsheet: Move a Google Spreadsheet to a different folder

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click into your Google spreadsheet

STEP 4: Next to the star icon, click into the 'Move' button

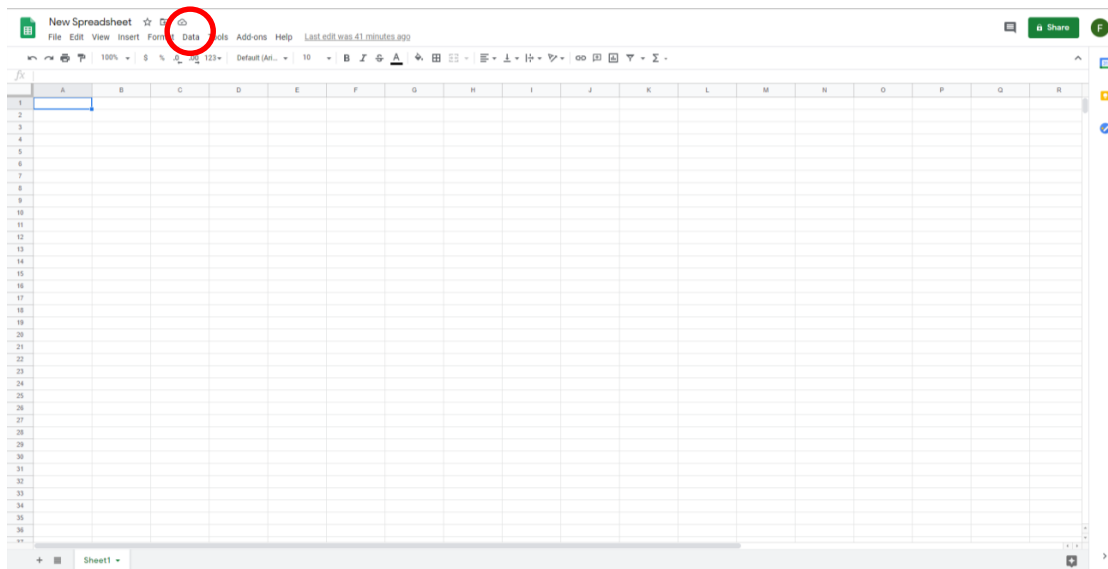


Figure 142: Google Sheets – Move a spreadsheet

How to edit a blank spreadsheet: Insert text

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click into cells

STEP 5: Start typing anything you want

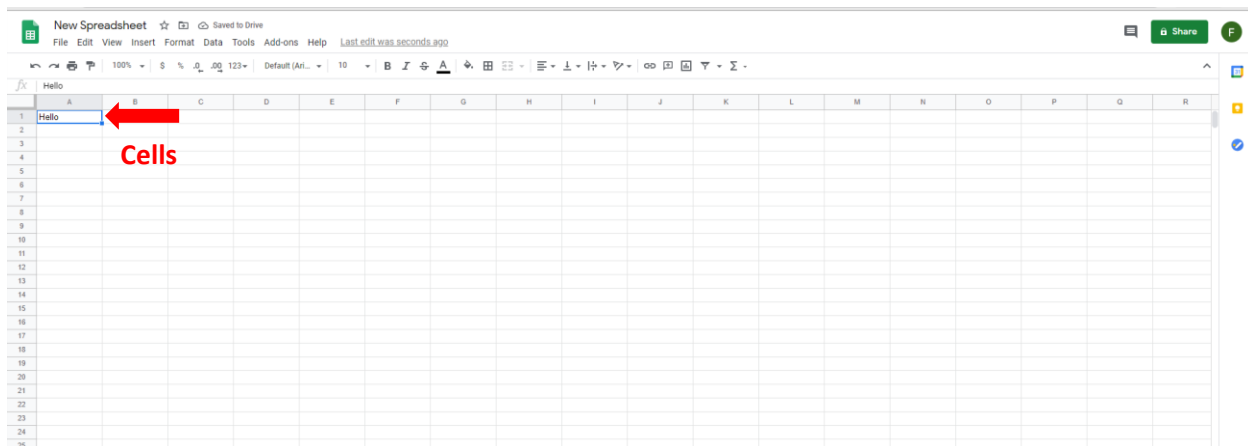


Figure 143: Google Sheets – Insert text into a spreadsheet

NOTE:

Users can preview the content of the cells in the formula bar (Figure 144).

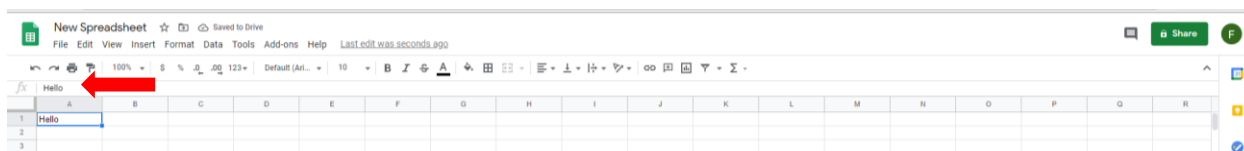


Figure 144: Google Sheets – Insert text into a spreadsheet

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on ‘Sheets’

STEP 3: Click on ‘New Spreadsheet’

STEP 4: Click on ‘File’

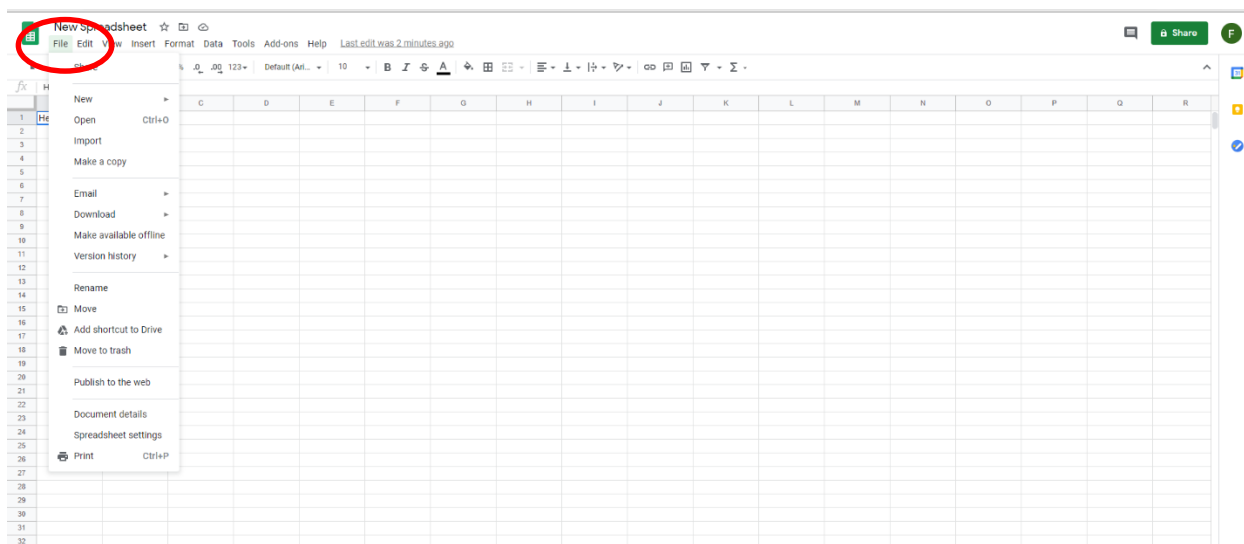


Figure 144: Google Sheets – Edit spreadsheets (File tab)

NOTE:

The ‘File’ tab contains various items that you may want to apply into a document:

- Create a new spreadsheet or open a new spreadsheet
- Make a copy
- Email the existing spreadsheet as an attachment

- Download the spreadsheet
- History tracking
- Move to trash
- Change language
- Print



Tips:

- The 'File tab' works the same for Google Docs, Google Sheets and Google Slides

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click on 'Insert'

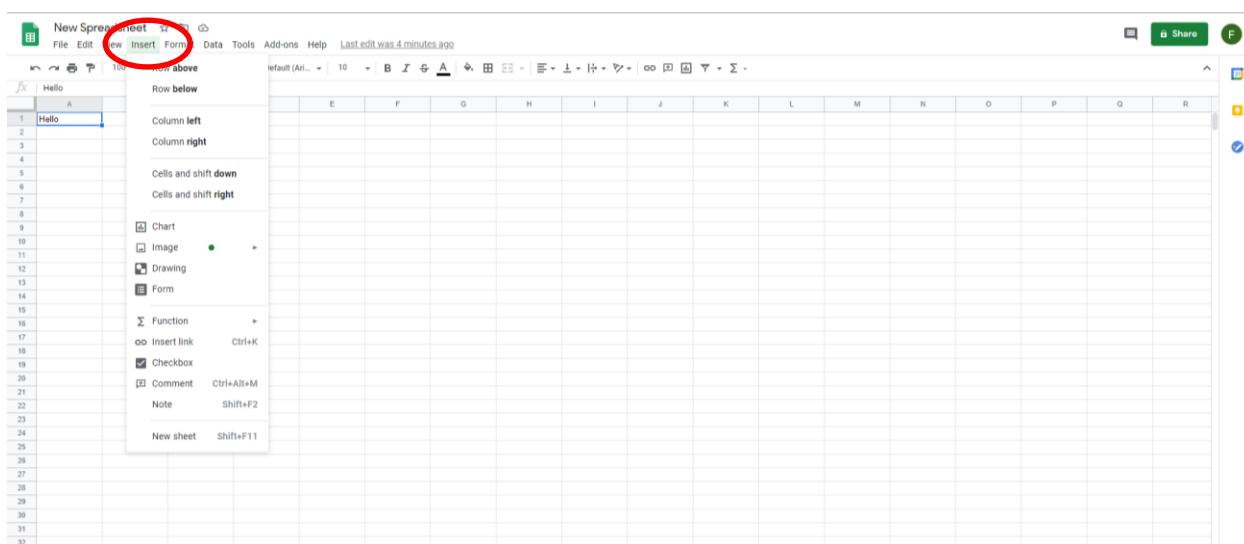


Figure 145: Google Sheets – Edit spreadsheets (Insert tab)

NOTE:

The 'Insert' tab contains various items that you may want to apply into a document - Insert rows above and below

- Insert columns left and right
- Insert cells and shift down and right
- Insert chart, image, drawing,
- Insert function
- Insert link
- Insert comment
- Insert new sheet

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click on 'Format'

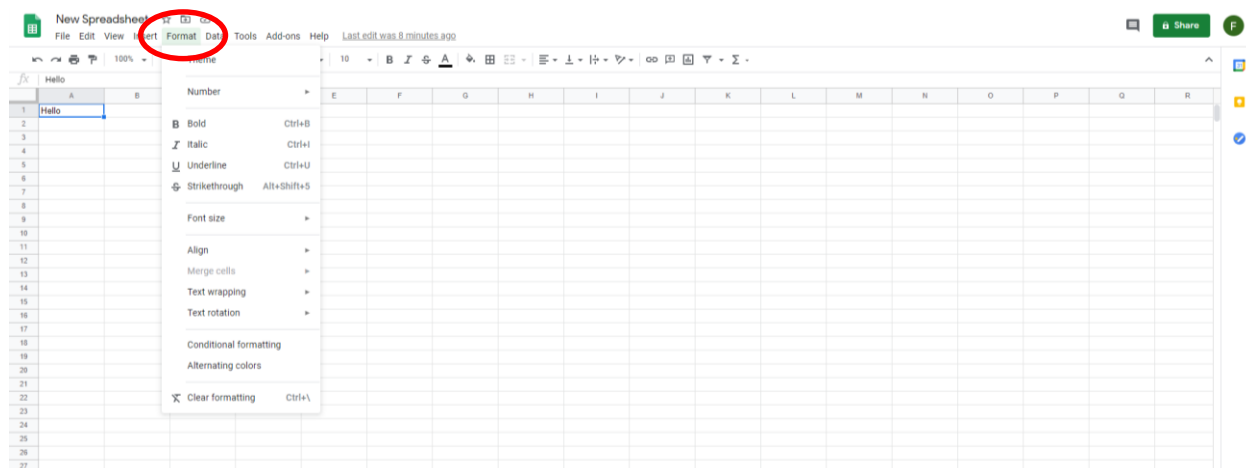


Figure 146: Google Sheets – Edit spreadsheets (Format tab)

NOTE:

The 'Format' tab contains various items that you may want to apply into a document:

- Format number
- Format text: Bold, Italic, Underline, Strikethrough, Font Size
- Align
- Text wrapping
- Text rotation
- Alternating colours



Tips:

- The format tab has the same items with the buttons in the ribbon (Figure 137). Users can edit the format of text using the ribbon.

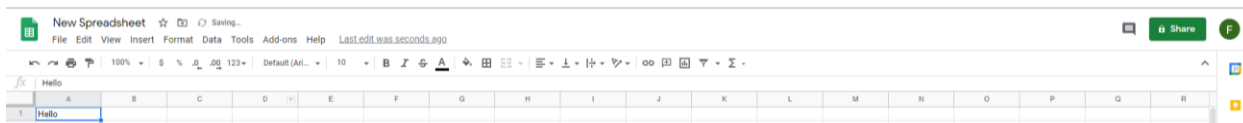


Figure 147: Google Sheets – Edit spreadsheets (Format tab – Ribbon)

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on ‘Sheets’

STEP 3: Click on ‘New Spreadsheet’

STEP 4: Click on ‘Data’

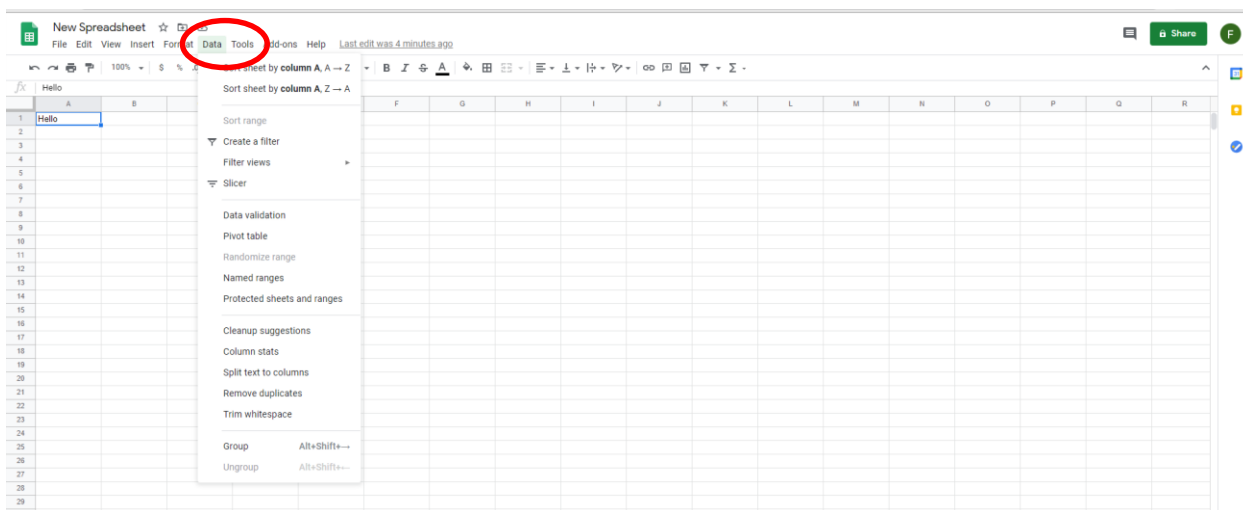


Figure 148: Google Sheets – Edit spreadsheets (Data tab)

NOTE:

The ‘Data’ tab contains various items that you may want to apply into a document:

- Sort sheet
- Create filter
- Filter views
- Group



Tips:

- The 'Data' tab is only available for Google Sheets as is the only Google features where users can edit and format data in tables/cells/columns or rows.

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click on 'Tools'

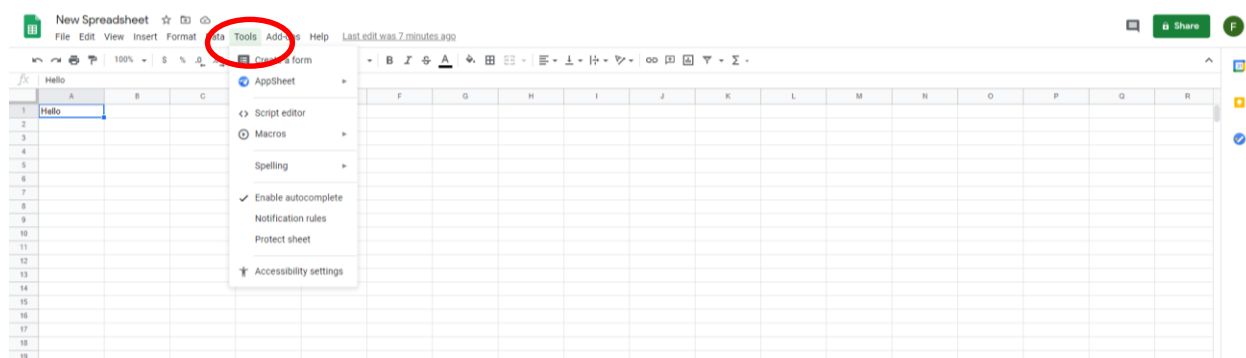


Figure 149: Google Sheets – Edit spreadsheets (Tools tab)

NOTE:

The 'Tools tab contains various items that you may want to apply into a document:

- Create a form (*see next section*)
- Check spelling
- Turn on accessibility settings

How to edit a blank spreadsheet: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click on 'Help'

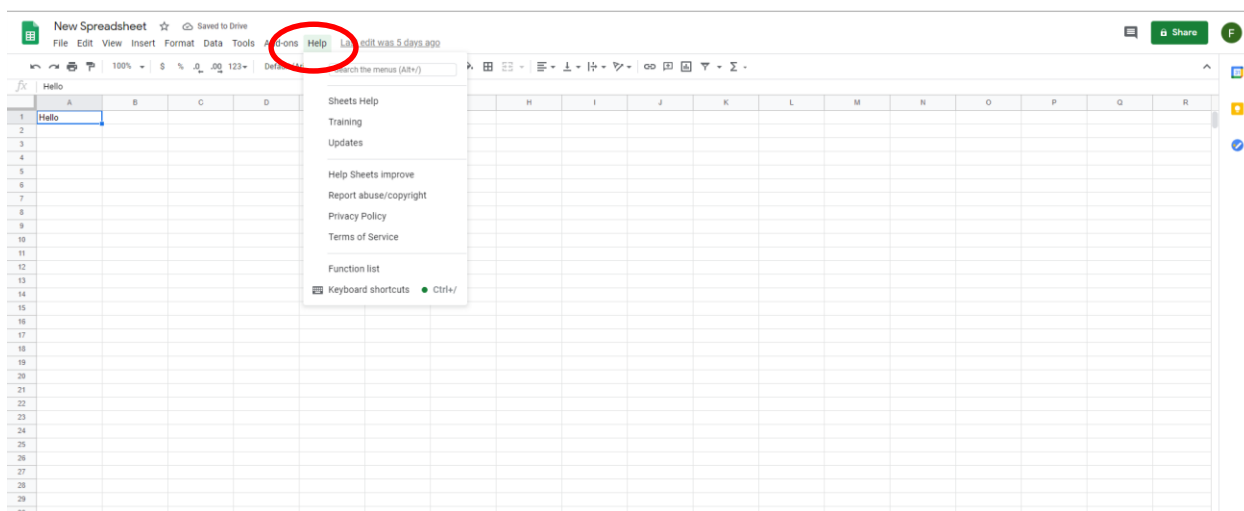


Figure 150: Google Sheets – Edit spreadsheets (Help tab)

NOTE:

The 'Help' tab contains various items that you may want to apply into a document:

- Get help for Sheets
- Check for any updates
- Check for keyboard shortcuts



Tips:

- The 'Help' tab works the same as all the Google Features (Google Docs/Sheets/Slides).

How to share Google Sheets:

STEP 1: Log in to your Google account

STEP 2: Click on 'Sheets'

STEP 3: Click on 'New Spreadsheet'

STEP 4: Click on 'Share'

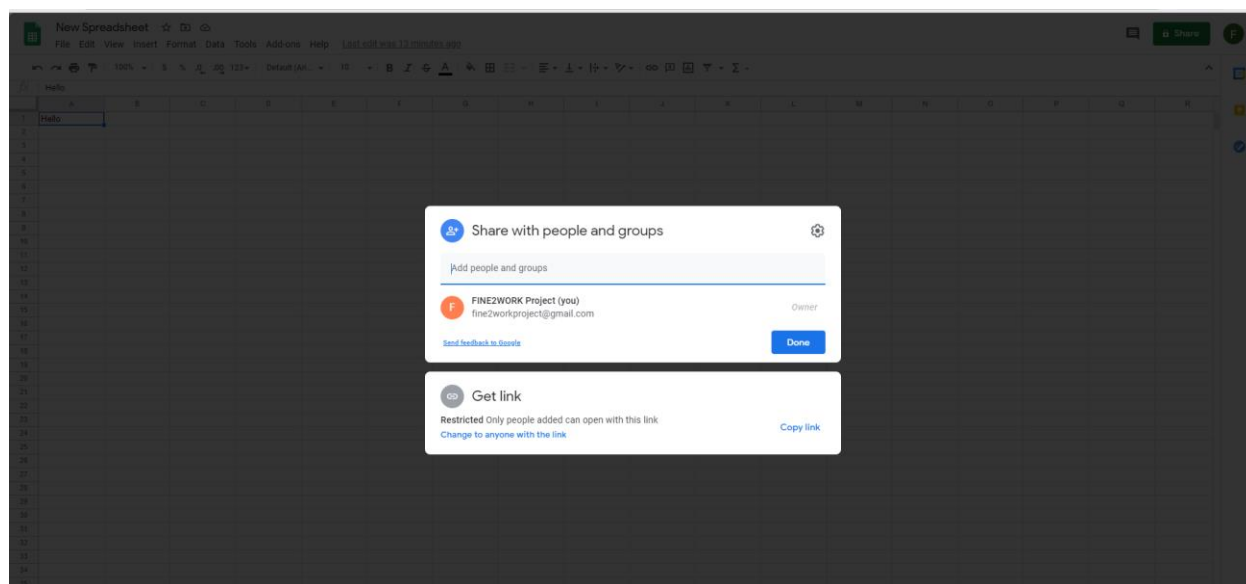


Figure 151: Google Sheets – Share spreadsheets

NOTE:

Users can share the spreadsheet with people and groups by sending them an invitation email address or they can send them a sharable link to give them the appropriate rights, such as 'Viewer, Editor, Commentor'.



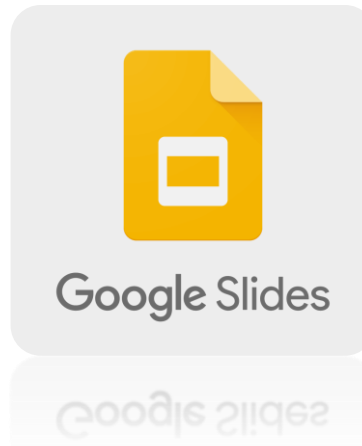
Tips:

- 'Share button' works the same for Google Docs, Google Sheets and Google Slides (See Topic 2 for more details).

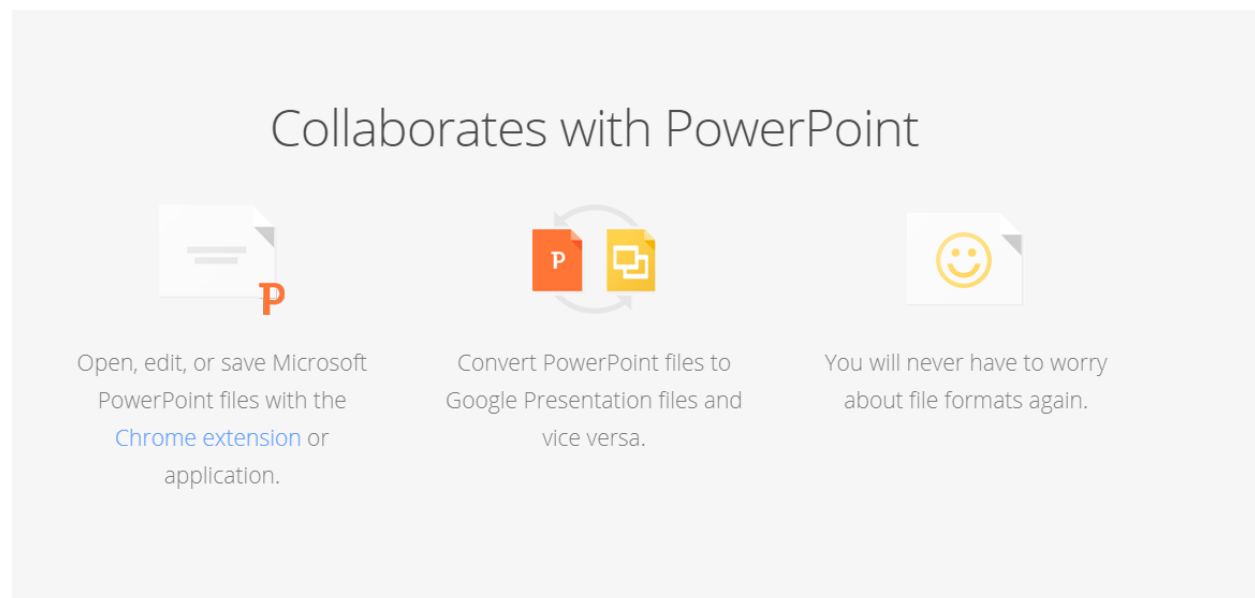
3.9. Google Slides (Presentations) Introduction



Google Slides (Presentation): Is an online presentation application that allows to users create and format presentations and work with other people or individual



Google Slides works as Microsoft PowerPoint which is the most common PowerPoint slides application. Figure below illustrates how Google Slides works with PowerPoint.



Tips:

- All you need for Google Slides is a Google account
- You can download the application of 'Google Slides' from any Android or iOS phone/tablet.

3.10. Google Slides (Presentations) features

How to start with Google Slides (Presentations):

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'



Figure 152: Google Slides

Figure 153 shows the home page of Google Slides which offers users the opportunity to create their own presentations or use any pre-sized templates such as portfolio, recipe showcase, certificates, lesson plans, book reports etc.

For more templates users can click on 'Templates Gallery' (Figure 154).

Under the options of blank spreadsheet and templates, users can see the recent documents used by Google Slides.



Tips:

- Users can use the Google Slides to create professional presentations for meetings

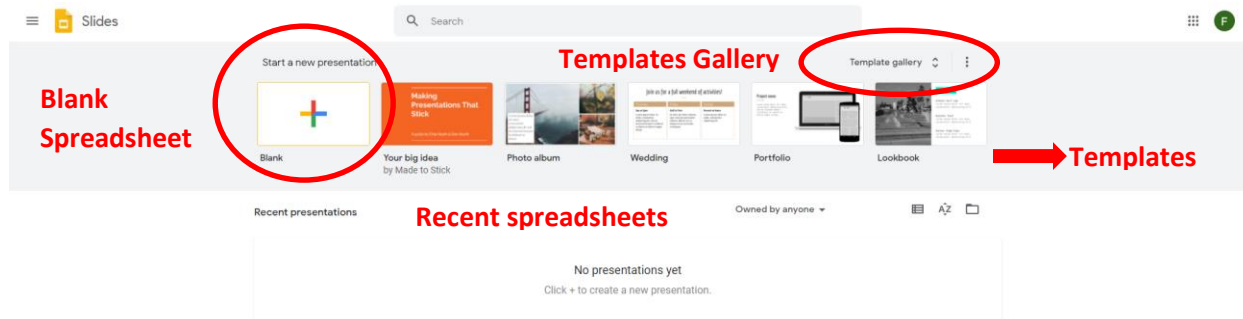


Figure 153: Google Slides Home Page

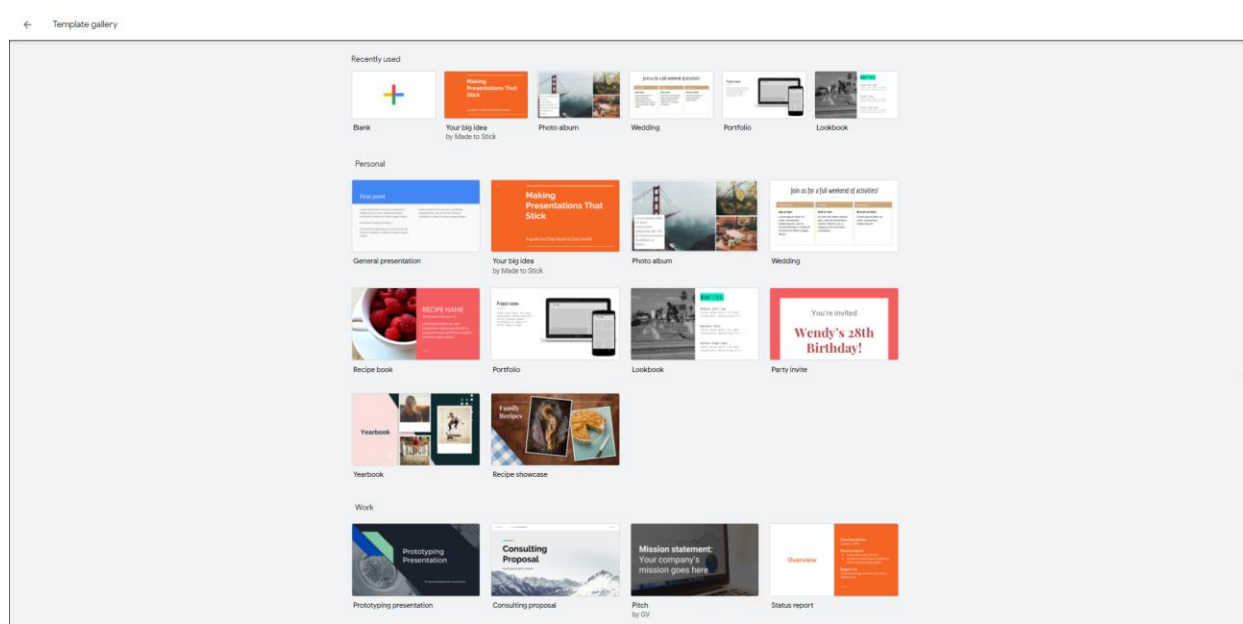


Figure 154: Google Slides – Templates Gallery

How to use a blank Google presentation:

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'Blank'

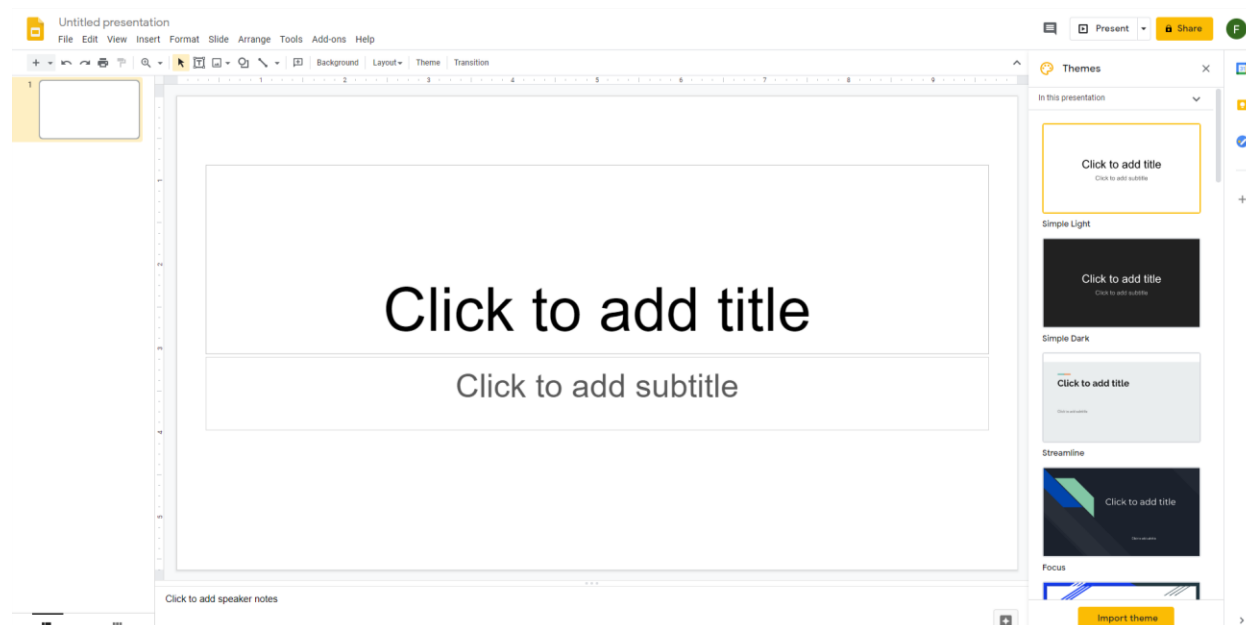
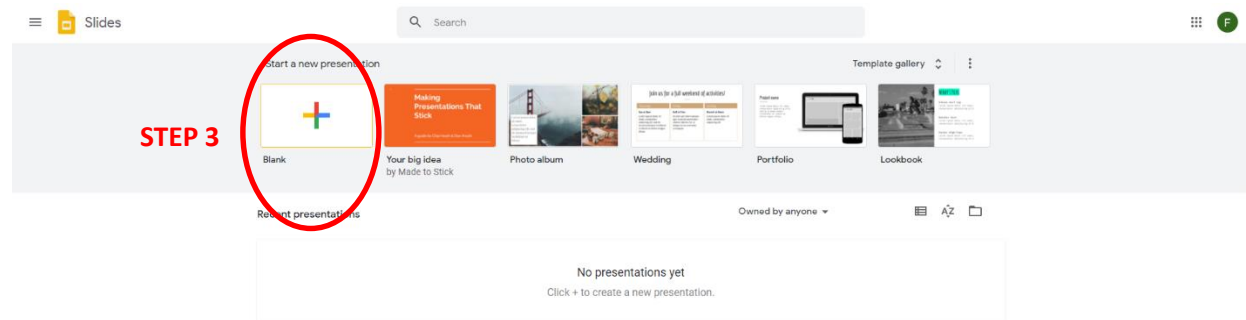


Figure 155: Google Slides – Blank Presentation

How to edit a blank presentation: Rename a Google presentation

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'Blank'

STEP 4: Firstly, you need to rename your document to keep your files organized. Click on 'Untitled document' to rename the document

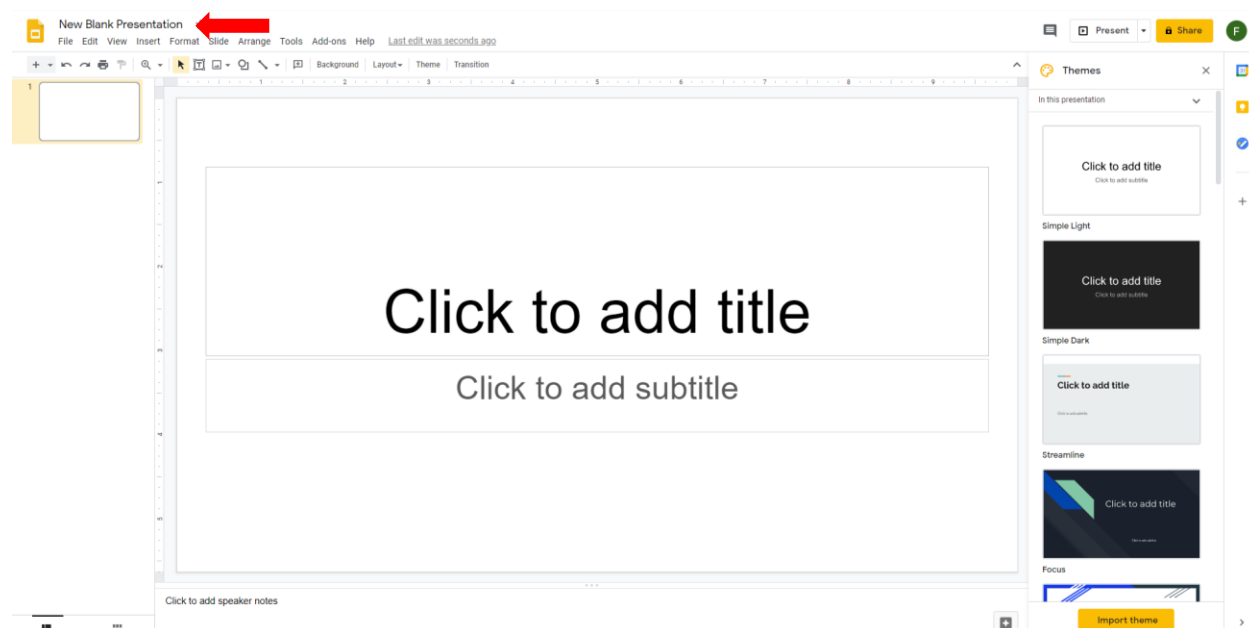


Figure 156: Google Slides – Rename a presentation



Tips:

- The procedure to rename a Google Presentation is the same as Google Docs and Google Sheets

How to edit a blank presentation: Starred a Google presentation

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'Blank'

STEP 4: Click into your Google presentation

STEP 5: Click on the 'Star icon' next to the presentations' name to add your presentation to your favorites

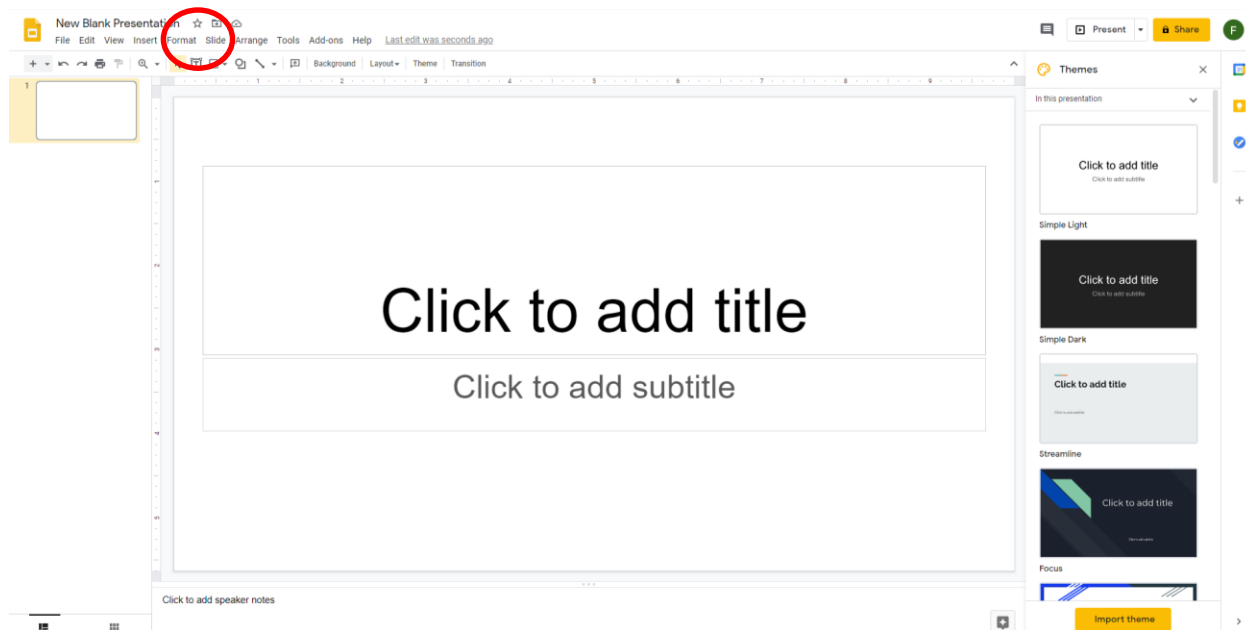


Figure 157: Google Slides – Starred a presentation

How to edit blank a presentation: Move a Google presentation to a different folder

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click into your Google presentation

STEP 4: Next to the star icon, click into the 'Move' button

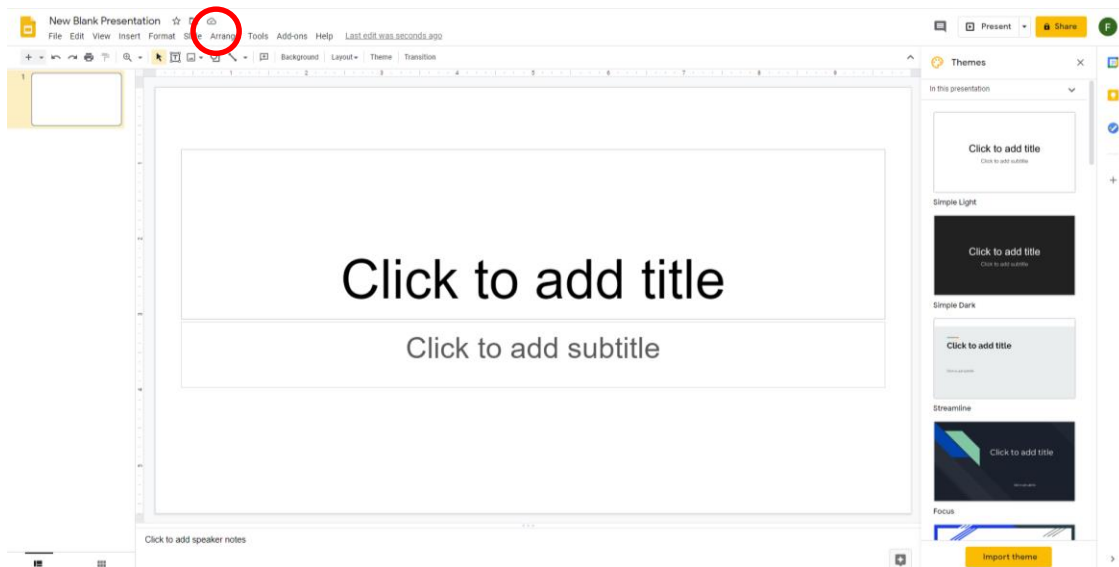


Figure 158: Google Slides – Move a presentation

How to edit a blank presentation: Edit a presentation

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: On the right-hand side users can view and select the different themes to your presentation

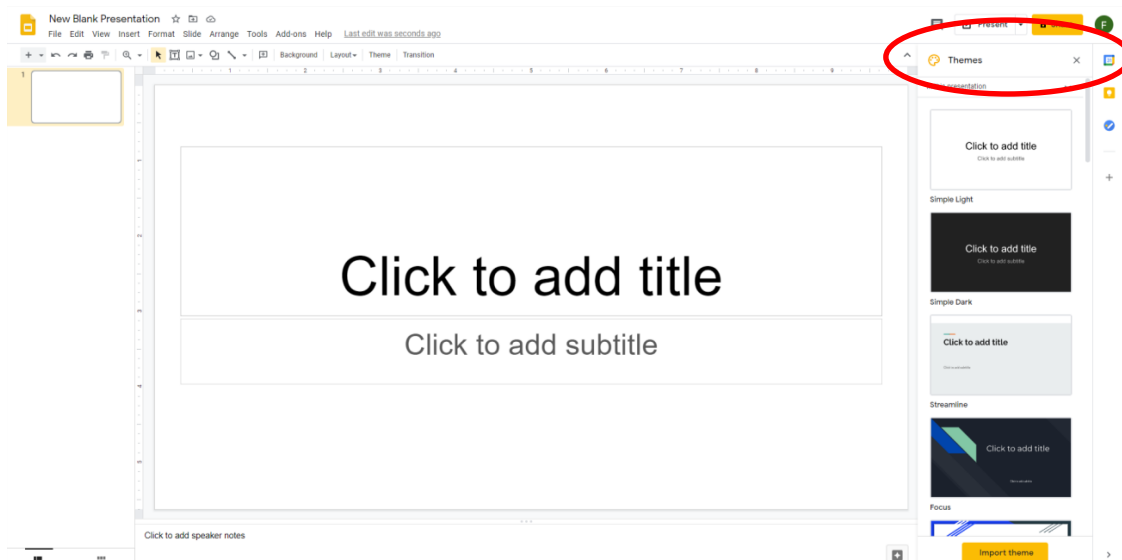


Figure 159: Google Slides – Edit themes



Tips:

- Users can change the theme of the presentation based on the presentation topic. Themes make the presentations look creative and professional.

OR

STEP 5: Users can import themes

STEP 6: Click on 'Import'

STEP 7: Choose your theme

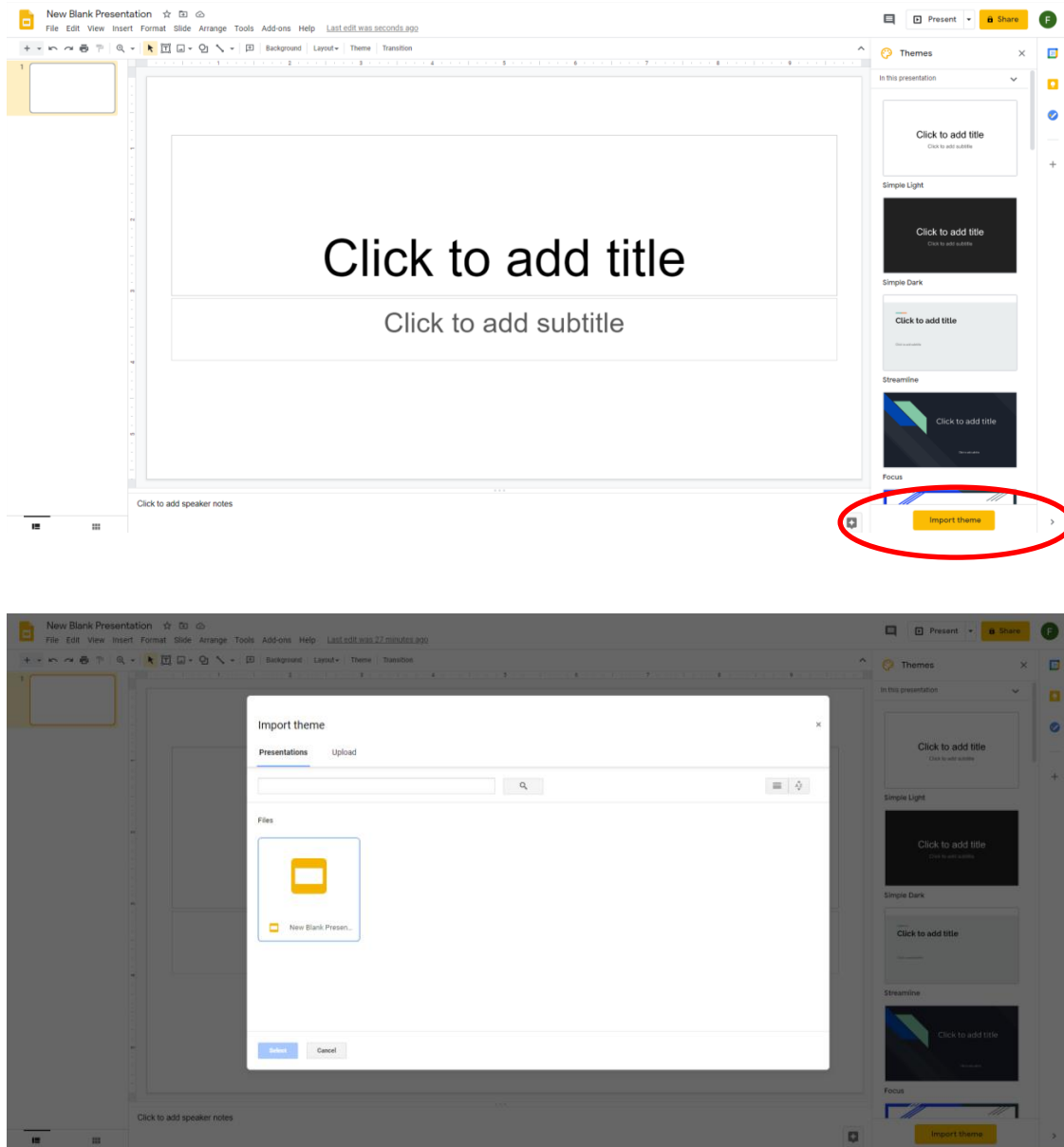


Figure 160: Google Slides – Import themes

How to edit blank a spreadsheet: Edit Slides

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: On the left-hand side users can view and edit the slides

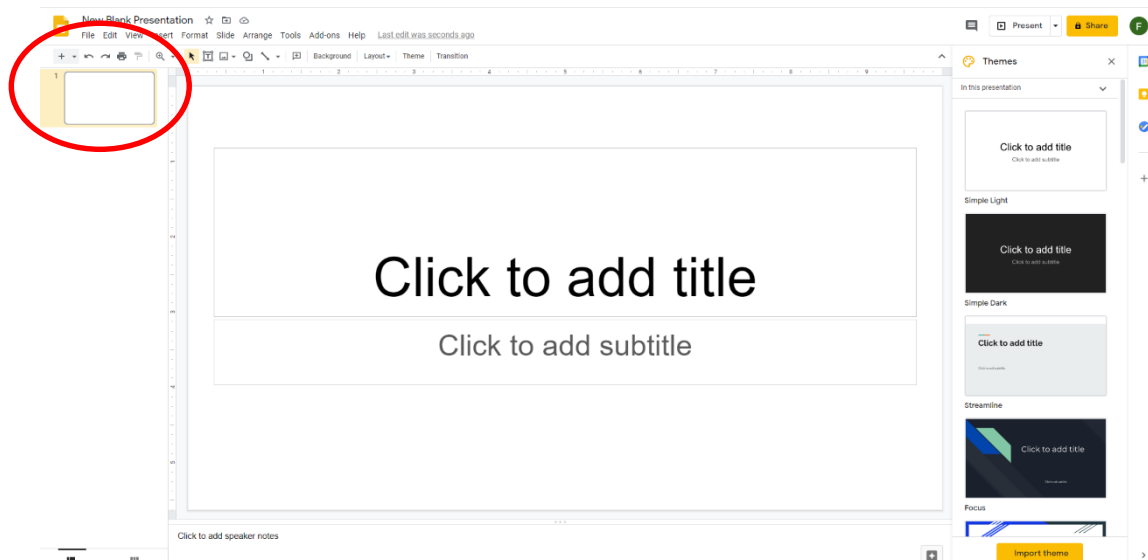


Figure 161: Google Slides – Edit slides

STEP 5: Click on 'Insert'

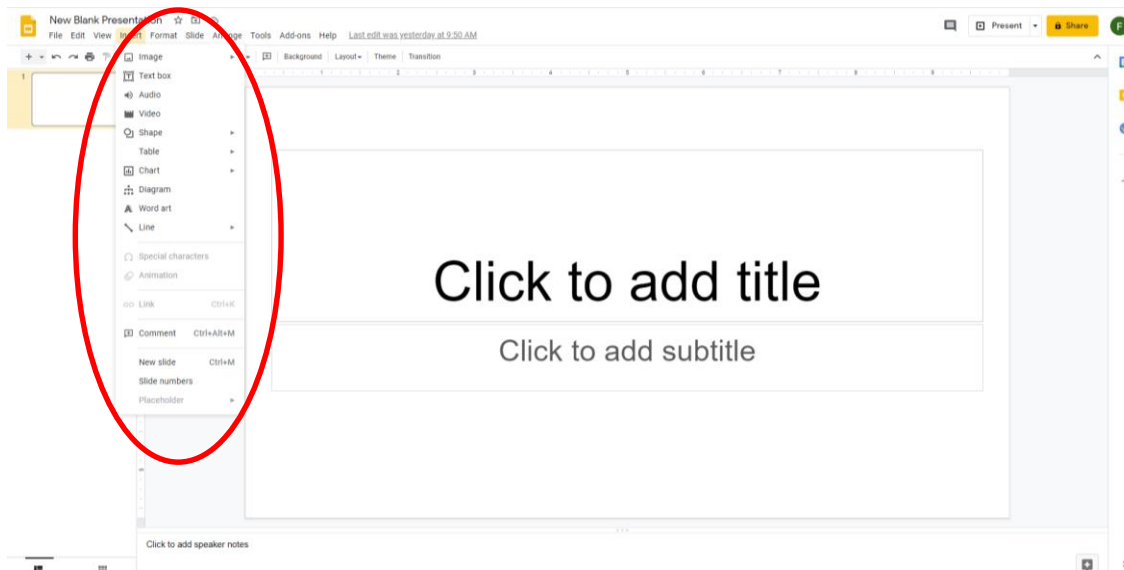


Figure 162: Google Slides – Insert images/audio/video etc.

NOTE:

Users can add to the slides:

- Text
- Images
- Tables
- Charts
- Diagrams
- Shapes
- Audio
- Video



Tips:

- Users can use images or charts etc. to create professional and interactive presentations

STEP 6: Click 'Slide'

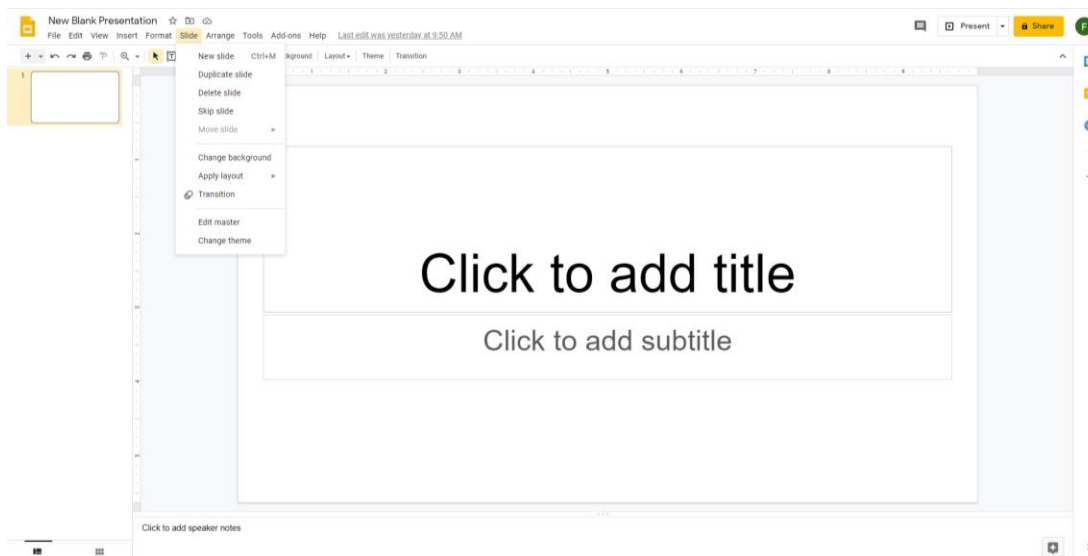


Figure 163: Google Slides – Add New Slides/Duplicate/Delete

NOTE:

Users can:

- Add a new slide
- Duplicate a slide
- Delete a slide

STEP 5: Click on 'Apply Layout'

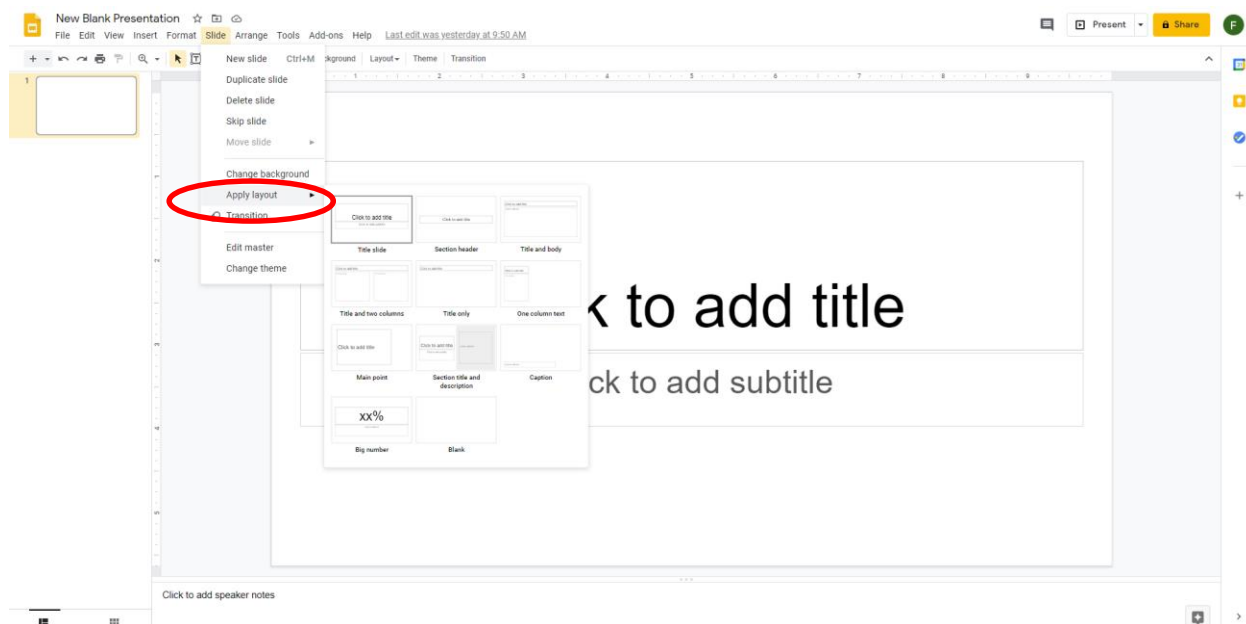


Figure 164: Google Slides – Apply Layout

NOTE:

Users can apply the following changes on each slide:

- Title slide
- Section header
- Title and body
- Title and two columns
- Title only
- One column text
- etc.



Tips:

- Users can change the layout of each slide according to the content of each slide. For example, the first slide could have the layout of a 'Title Slide' for adding a general title and a subtitle to the presentation, the second slide could have the layout of a 'Title and body' for adding text/images/videos etc. according to the presentation's topic.

STEP 6: Click on 'Change background'

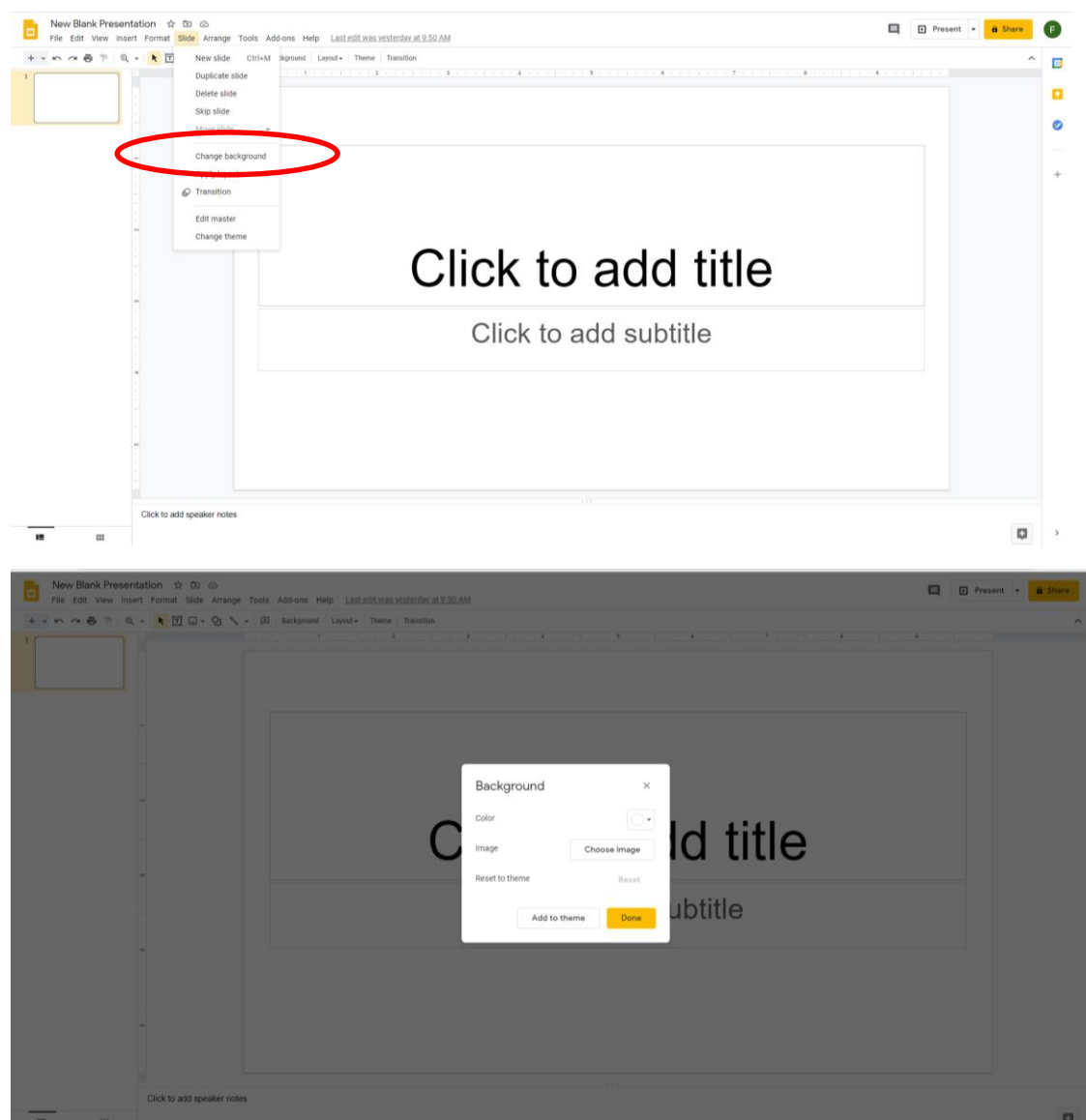


Figure 165: Google Slides – Change background

NOTE:

Users can change the background of each slide to a solid colour or choose an image.



Tips:

- Users can change the background of each slide and use their creativity to design a slide

STEP 7: Click on 'Transition'

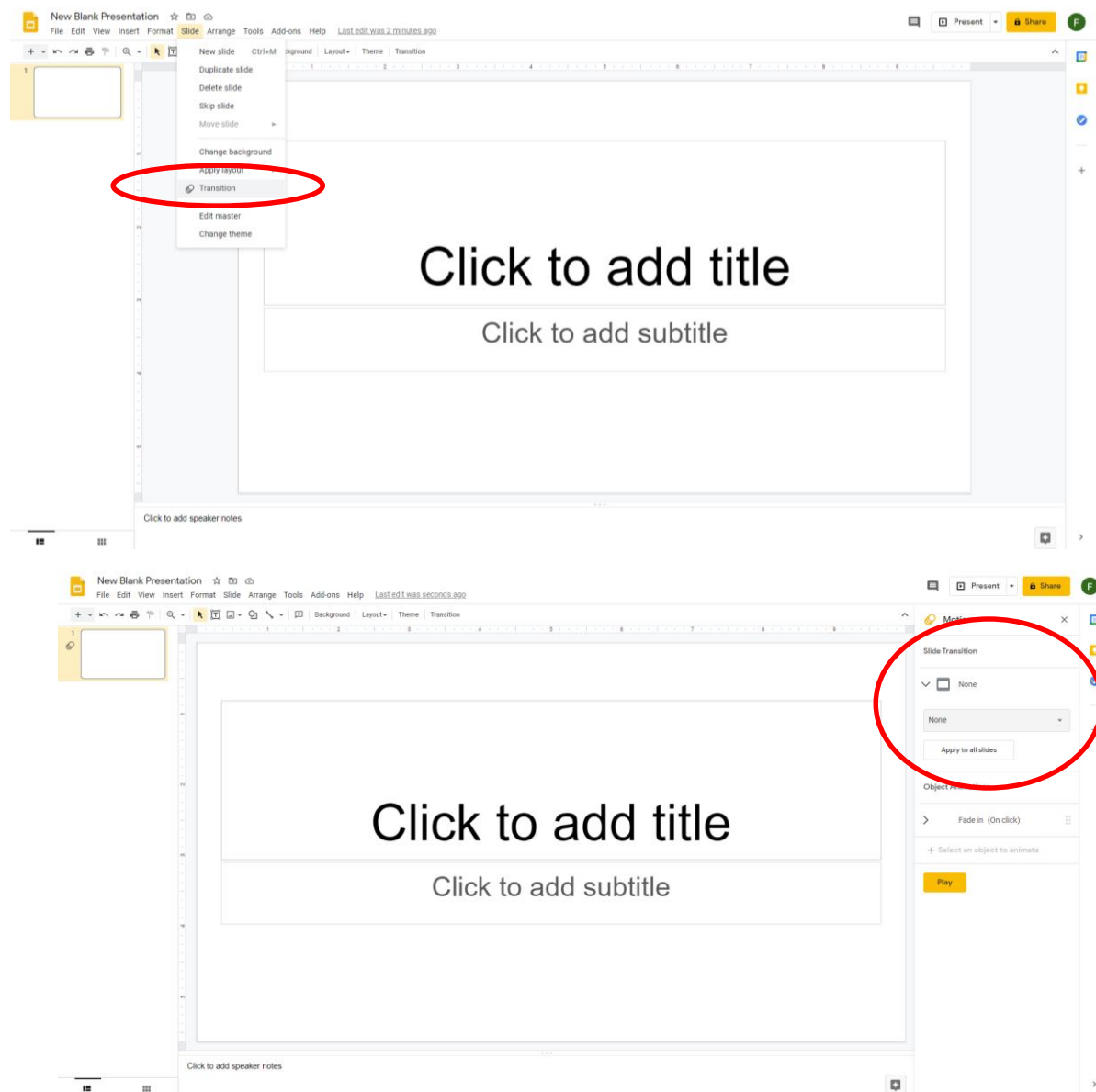


Figure 166: Google Slides – Slide Transitions

NOTE:

Users can apply a transition to one or all slides.

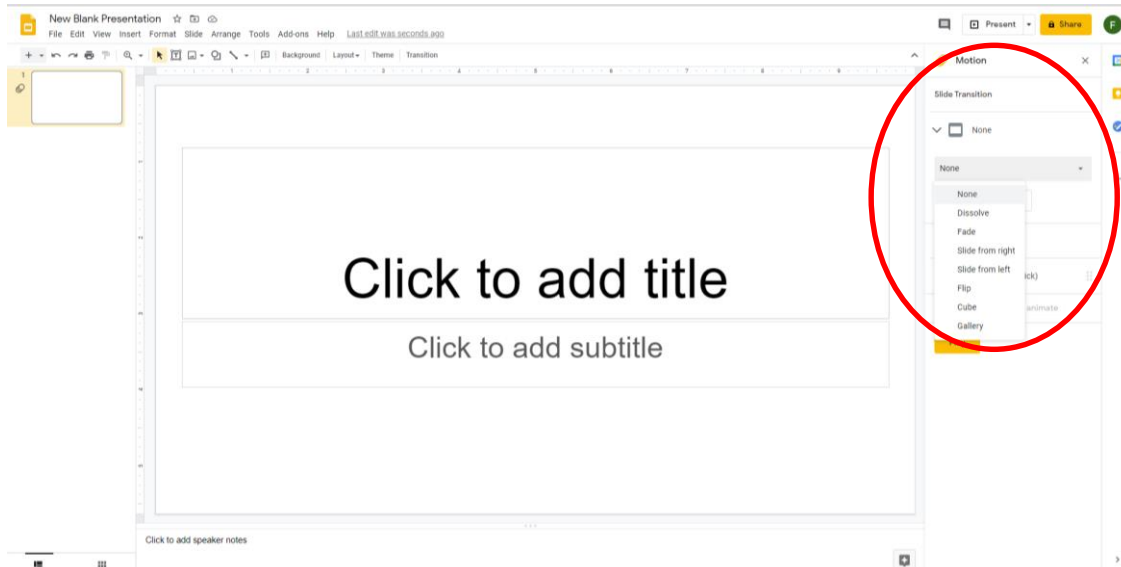


Figure 167: Google Slides – Slide Transitions

STEP 8: Select the Title of the presentation

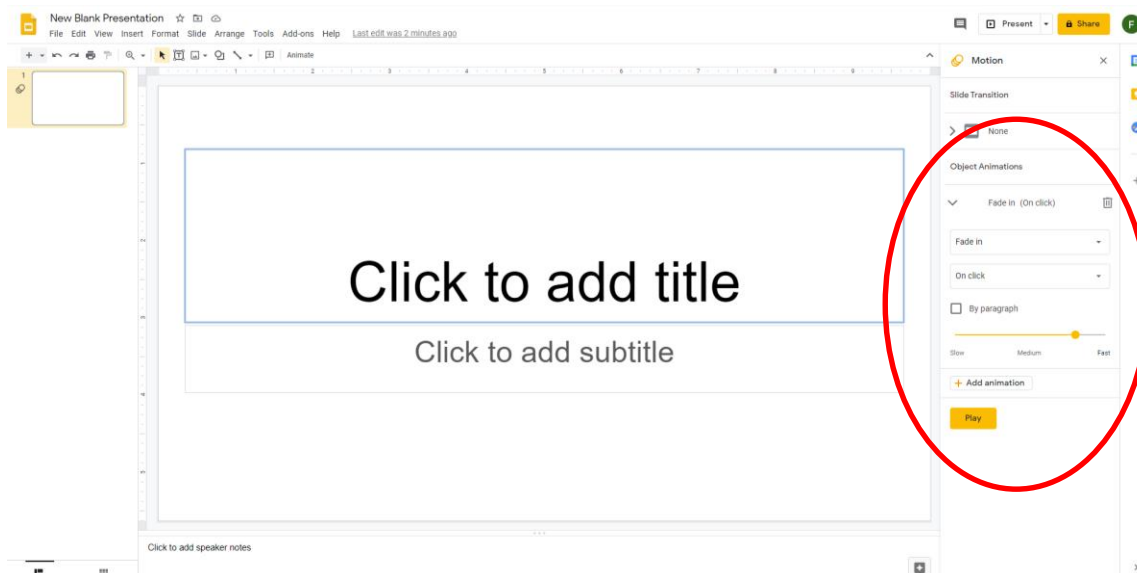


Figure 168: Google Slides – Objects Transitions

NOTE:

Users can change the transition of each object.



Tips:

- Users always need to select the slides and objects they want to add transitions
- Users can select and apply transitions either for slides or objects accordingly

- For more info about the transitions

https://www.youtube.com/watch?v=H2zAx21LxOY&ab_channel=GCFLearnFree.org

How to edit a blank presentation: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click on 'File'

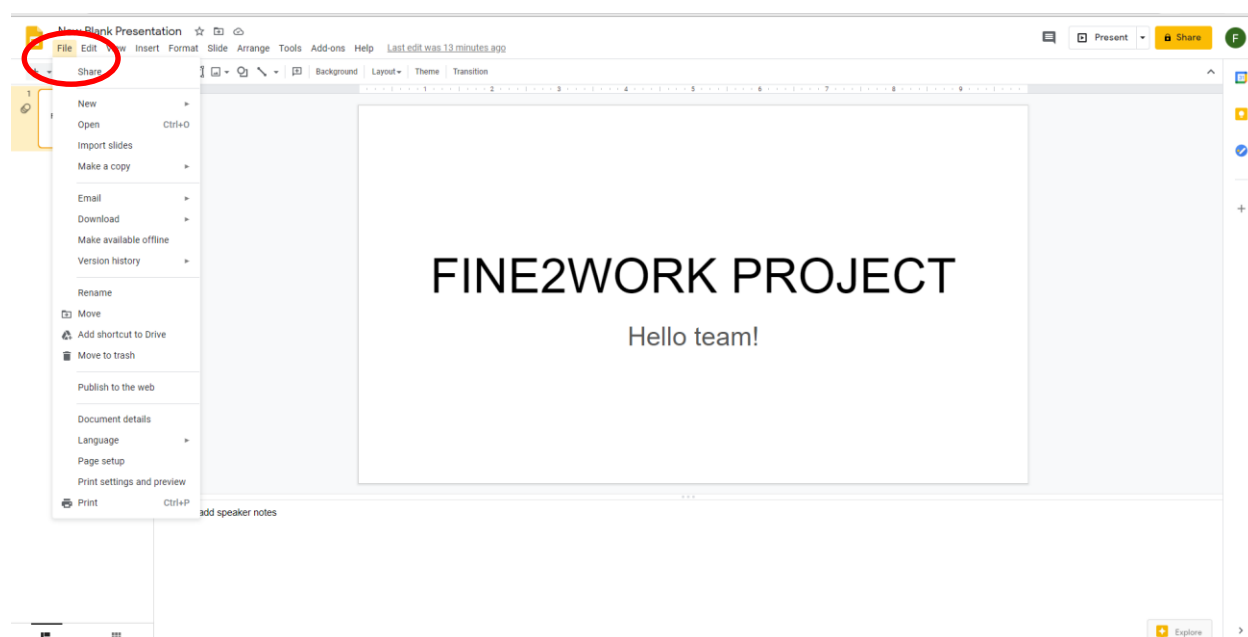


Figure 169: Google Slides – Edit presentations (File tab)

NOTE:

The 'File' tab contains various items that you may want to apply into a document:

- Create and open a new presentation
- Import slides
- Make a copy
- Email the existing spreadsheet as an attachment

- Download the presentation
- History tracking
- Make a copy
- Move to trash
- Change language
- Print



Tips:

- The 'File tab' works the same for Google Docs, Google Sheets and Google Slides.

How to edit blank a presentation: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click on 'Format'

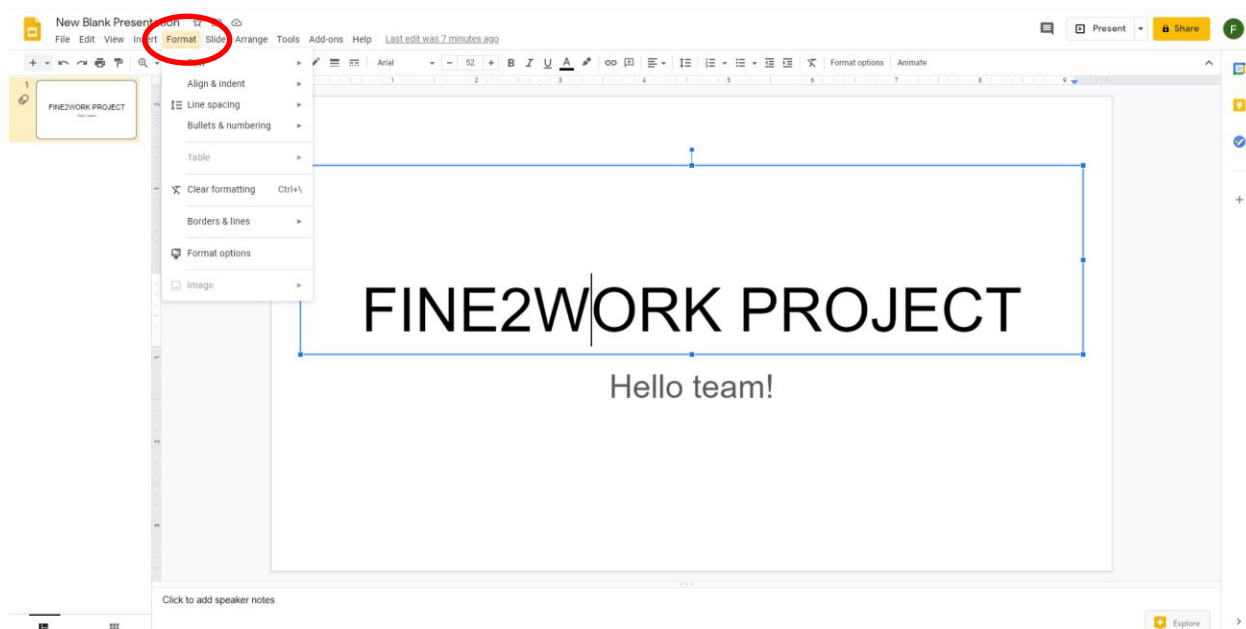


Figure 170: Google Slides – Edit text

NOTE:

The 'Format tab contains various items that you may want to apply into a document: - Format text: Bold, Italic, Underline, Strikethrough, Font Size

- Align and indent
- Line spacing
- Bullets and Numbering
- Borders and lines



Tips:

- The format tab has the same items with the buttons in the ribbon (*Figure 171*). Users can edit the format of text using the ribbon.

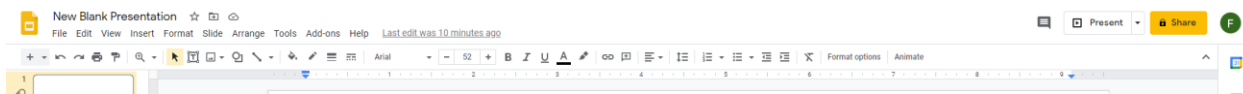


Figure 171: Google Slides – Edit text (Format tab – Ribbon)

How to edit blank a presentation: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation

STEP 4: Click on 'Tools'

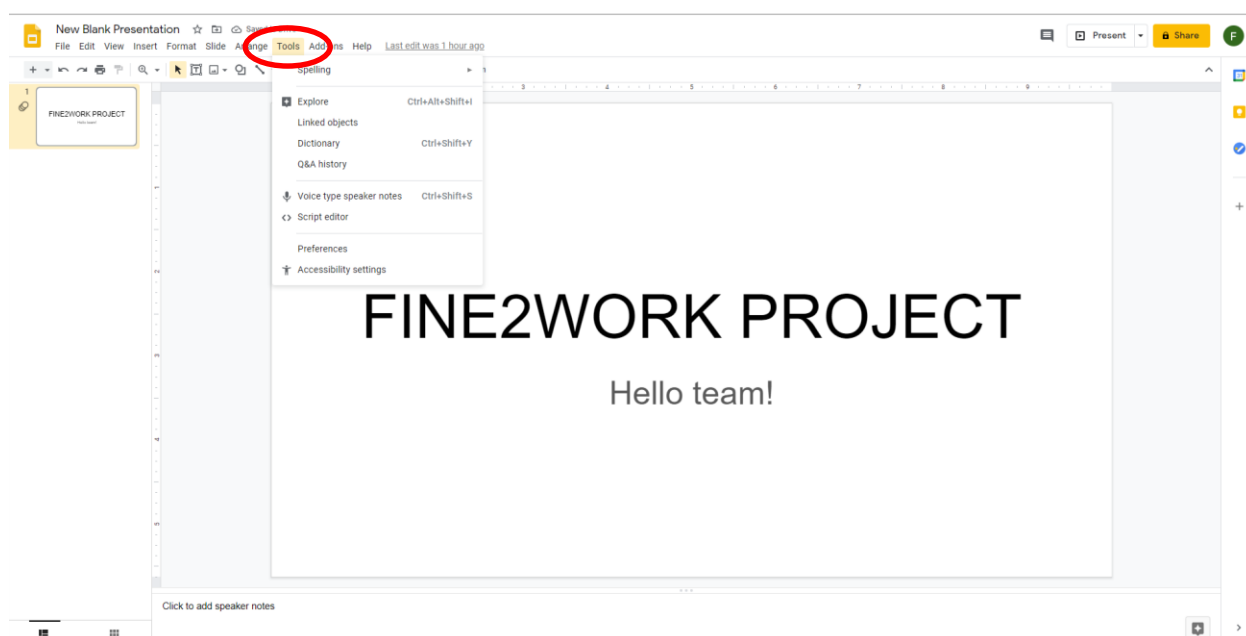


Figure 172: Google Slides – Edit Presentations (Tools tab)

NOTE:

The 'Tools tab' contains various items that you may want to apply into a document:

- Create form (*see next section*)
- Check spelling
- Turn on accessibility settings



Tips:

- The 'Tools Tab' works the same for Google Sheets and Google Slides.

How to edit blank presentations: Edit text

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click on 'Help'

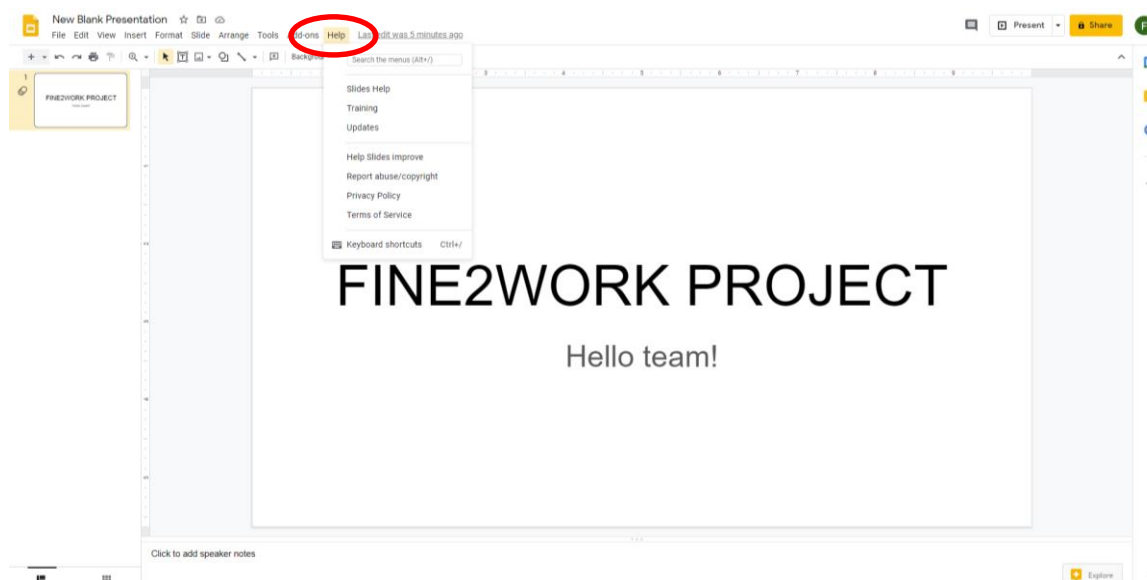


Figure 163: Google Slides – Edit presentations (Help tab)

NOTE:

The 'Help tab' contains various items that you may want to apply into a document:

- Get help for Slides
- Check for any updates
- Check for keyboard shortcuts



Tips:

- The 'Help' tab works the same for all the Google Features (Google Docs/Sheets/Slides).

How to share Google Slides:

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click on 'Share'

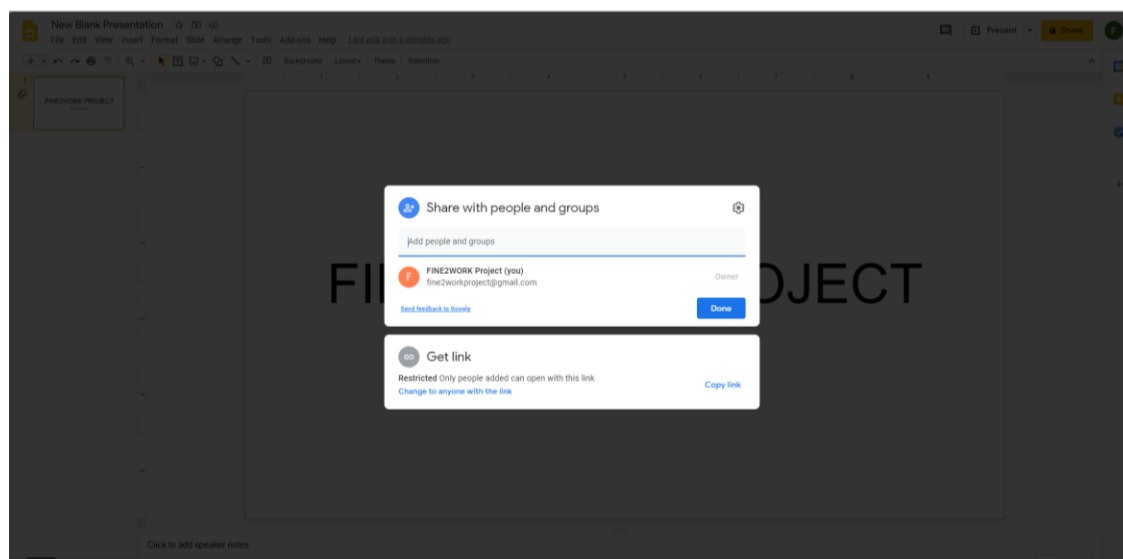


Figure 174: Google Slides – Share presentations

NOTE:

Users can share the presentation with people and groups by sending them an invitation email or by sending them a sharable link to give them the appropriate rights, such as 'Viewer, Editor, Commentor'.



Tips:

- 'Share button' works the same for Google Docs, Google Sheets and Google Slides (See Topic 2 for more details).

How to edit blank a presentation: Add speaker notes

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click below the slide 'Click to add speaker notes'

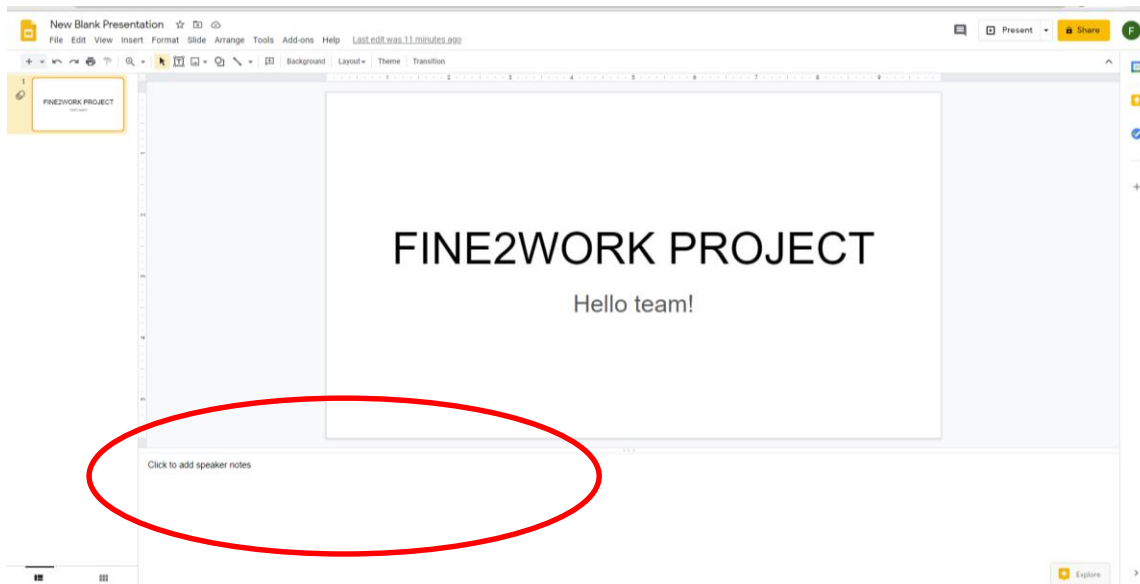


Figure 175: Google Slides – Add speaker notes

NOTE:

Speaker notes: Adding speaker notes to a PowerPoint presentation provides reference material for the speaker when they're presenting a slideshow. Speaker notes are available only on your presentation and printed version, are not available to the audience.



Tips:

- The 'Speaker Notes' are only available to Google Slides.
- Users can use the speaker notes to add some notes to each slide while they presenting to stay on track without forgetting key message points.

How to edit a blank presentation: Present

STEP 1: Log in to your Google account

STEP 2: Click on 'Slides'

STEP 3: Click on 'New Blank Presentation'

STEP 4: Click on 'Present'

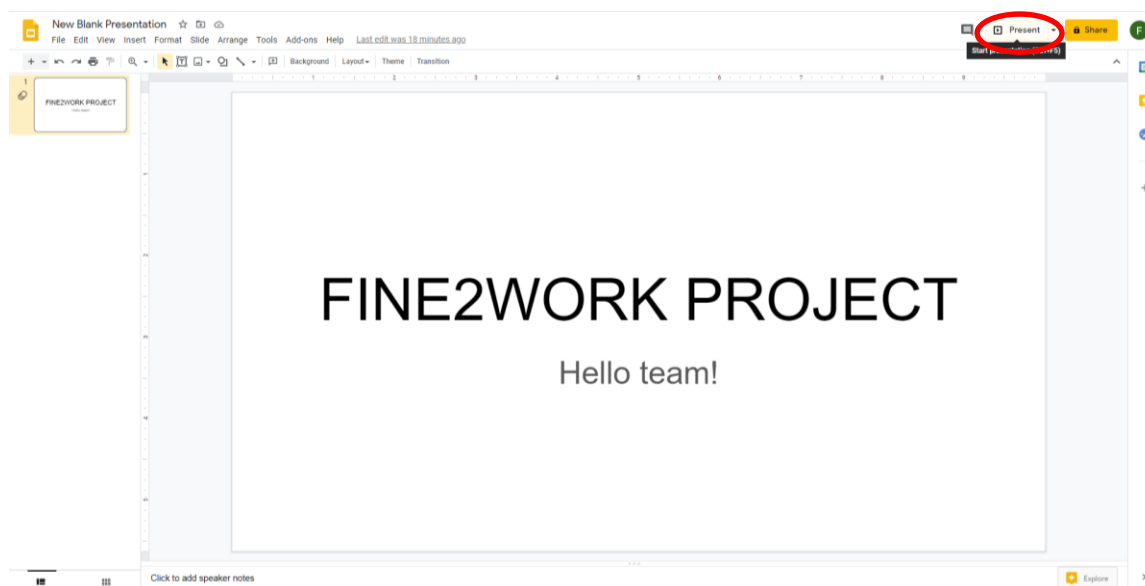
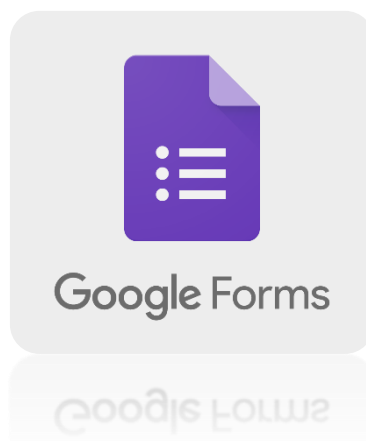


Figure 176: Google Slides – Present

3.11. Google Forms Introduction

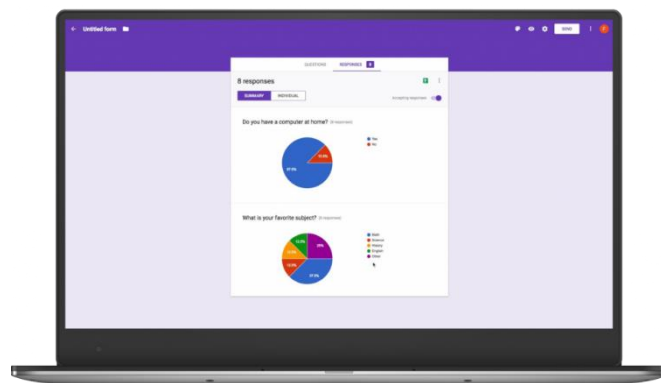


Google Forms: Is an online application that allows users to create online surveys, evaluation forms and quizzes and share them with other people or teams.



Google Forms advantages:

1. Create unlimited free forms with Google templates
2. Integrate several types of questions: Text, Multiple choice questions, Date, True/False etc.
3. Edit the header colour or image, background colour, logos etc. and import images or videos.
4. Add collaborators and share the form with other people/team
5. Preview the survey/evaluation/questionnaire will look before sending it over to the recipients
6. Sending options such as Email, embed link or embed HTML
7. Integrate Google Sheets and can access to a spreadsheet view of the collected data



Tips:

- All you need for Google Forms is a Google account

3.12. Google Forms features

How to start with Google Forms:

STEP 1: Log in to your Google account

STEP 2: Click on Google Search

STEP 3: Type 'Google Forms'

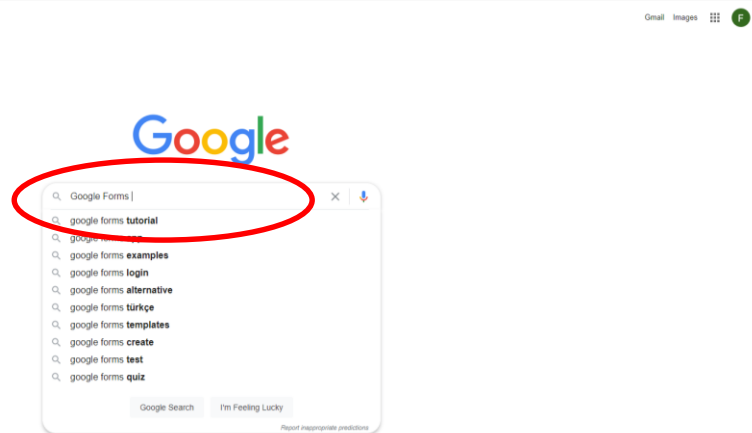


Figure 177: Google Forms

STEP 4: Click on the first option appears in the results list

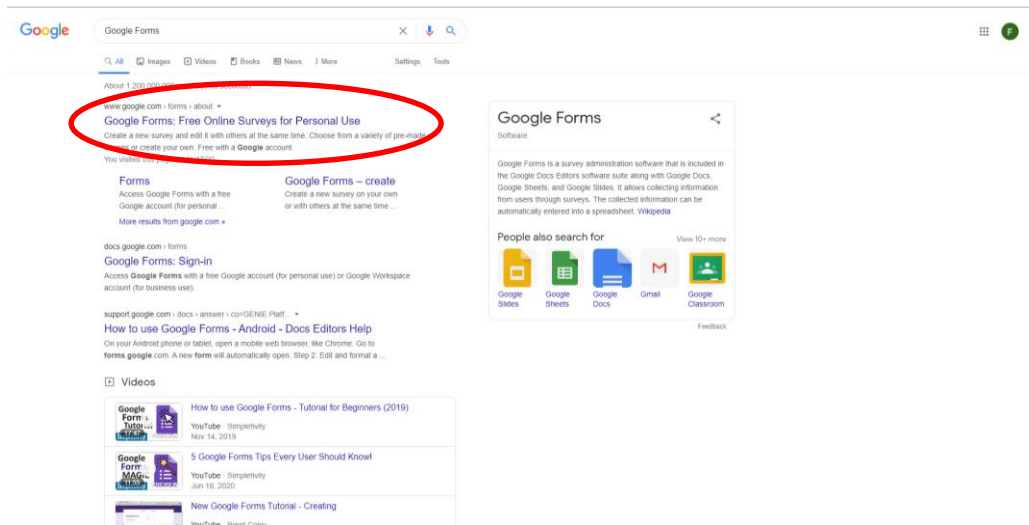


Figure 178: Google Forms

Here is the Google Forms website.

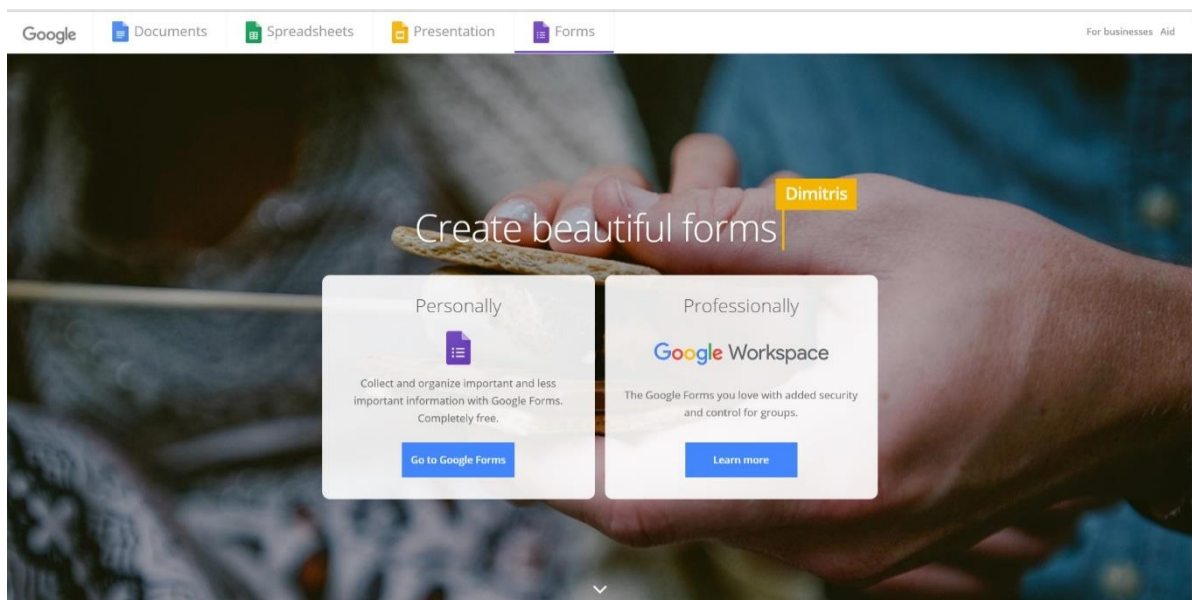


Figure 179: Google Forms Website

How to start with Google Forms:

STEP 1: Log in to your Google account

STEP 2: Click on Google Search

STEP 3: Find the 'Google Forms' website

STEP 4: Click on 'Go to Google Forms'

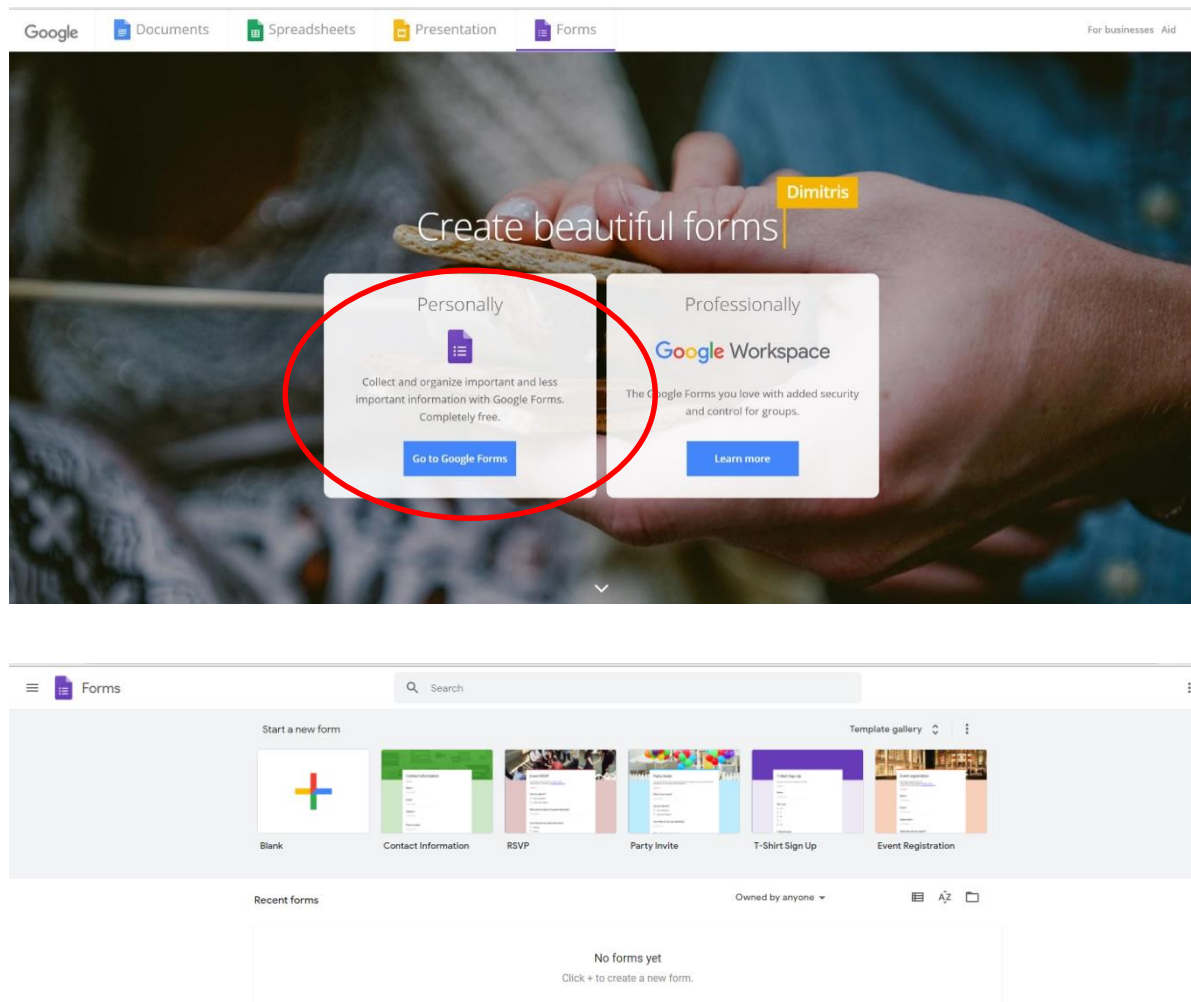


Figure 180: Google Forms Home page

Here is the Google Forms home page.

Figure 181 shows the home page of Google Forms. Google Forms offers users the opportunity to create their surveys/questionnaires/evaluation forms and it works similar to Survey Monkey. Additionally, Google Forms offers the opportunity to use templates and users can edit the templates based on their preferences or users can create a blank form to start from scratch a survey/evaluation/questionnaire etc.

Figure 182 shows the homepage of Google Forms where user can choose a 'Blank Form' or choose any template. For more templates users need to click on 'Templates Gallery' (Figure 172), such as templates about event registration, party invite, order form, event feedback, customer feedback etc.

Under the options of blank document and templates, users can see the recent documents created with Google Forms.

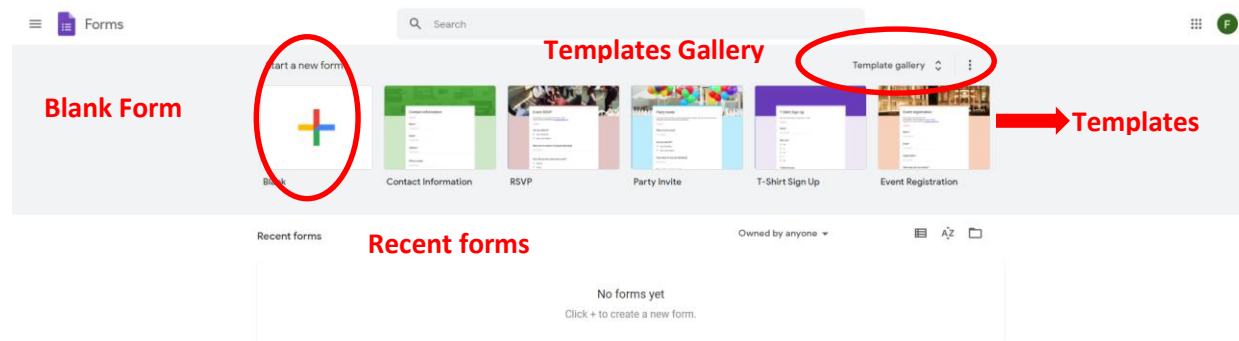


Figure 181: Google Forms Home Page

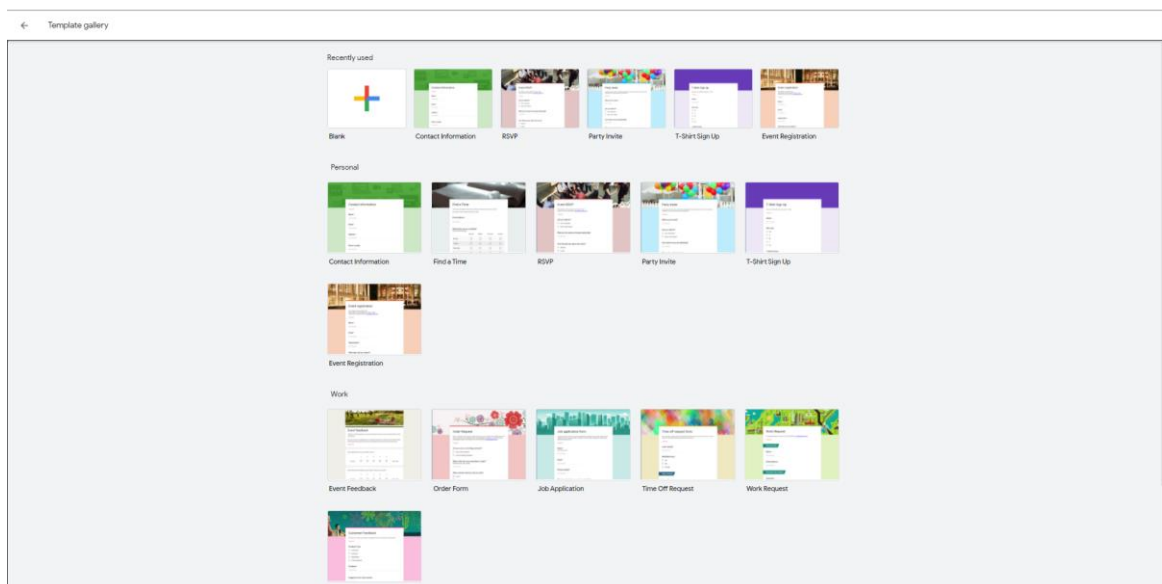


Figure 182: Google Forms – Templates Gallery

How to use a blank Google Form:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on 'Blank'

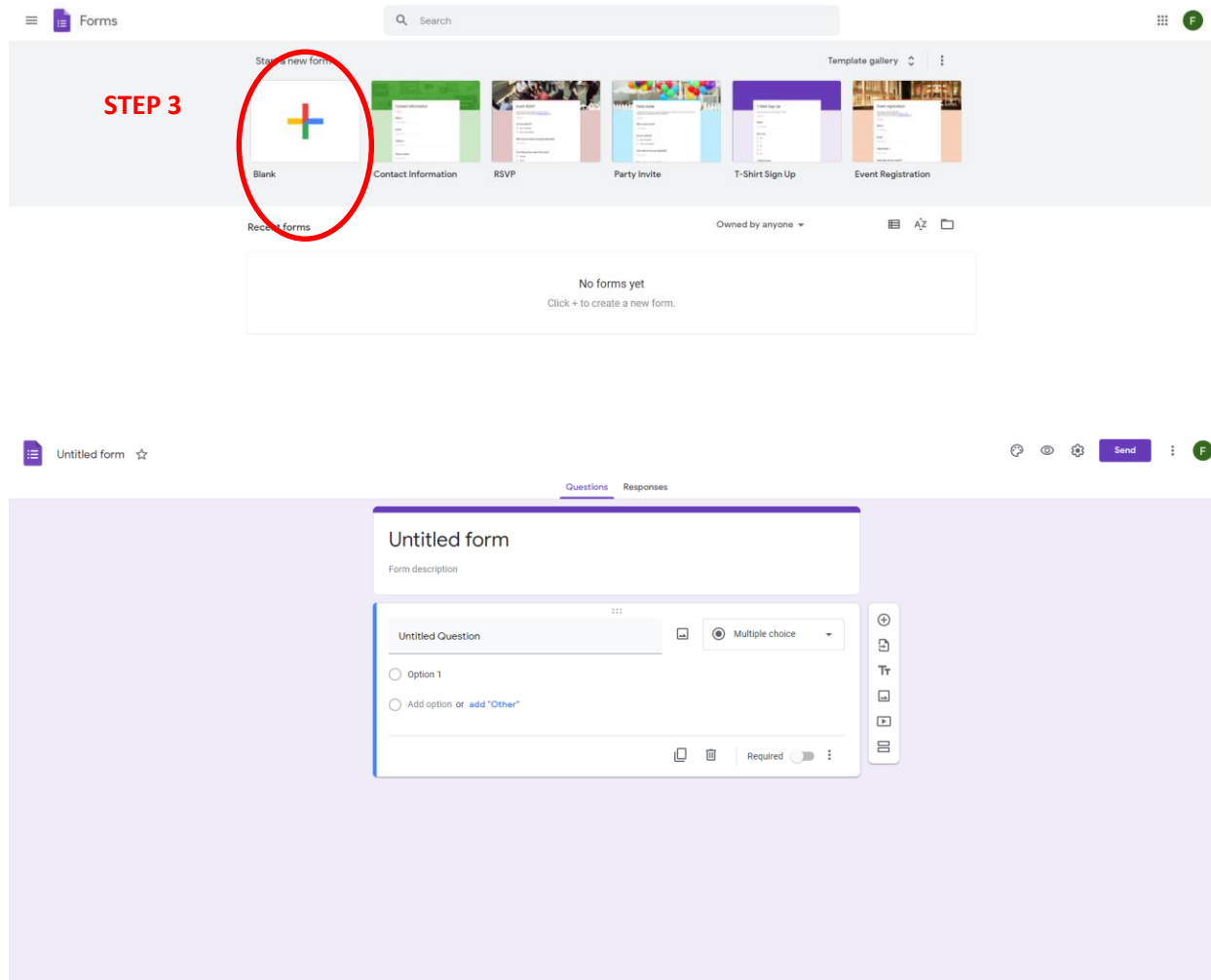


Figure 183: Google Forms – Blank Form

How to edit blank forms: Rename a Google Form

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on 'Blank'

STEP 4: Firstly, you need to rename your document to keep your files organized. Click on 'Untitled Form' to rename your form

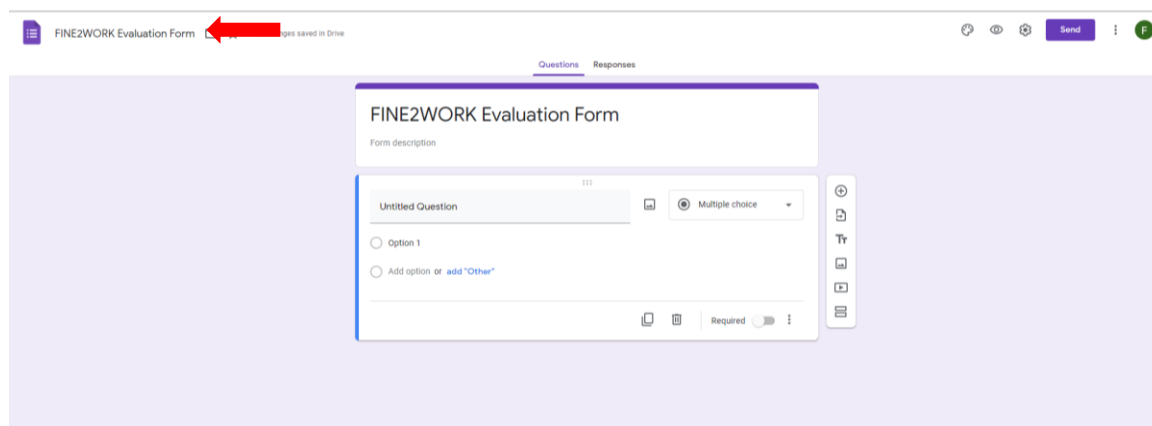


Figure 184: Google Forms – Rename a Form

How to edit a blank Form: Starred a Google Form

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 5: Click on the 'Star icon' next to the form's name to can add your Form to your favourites

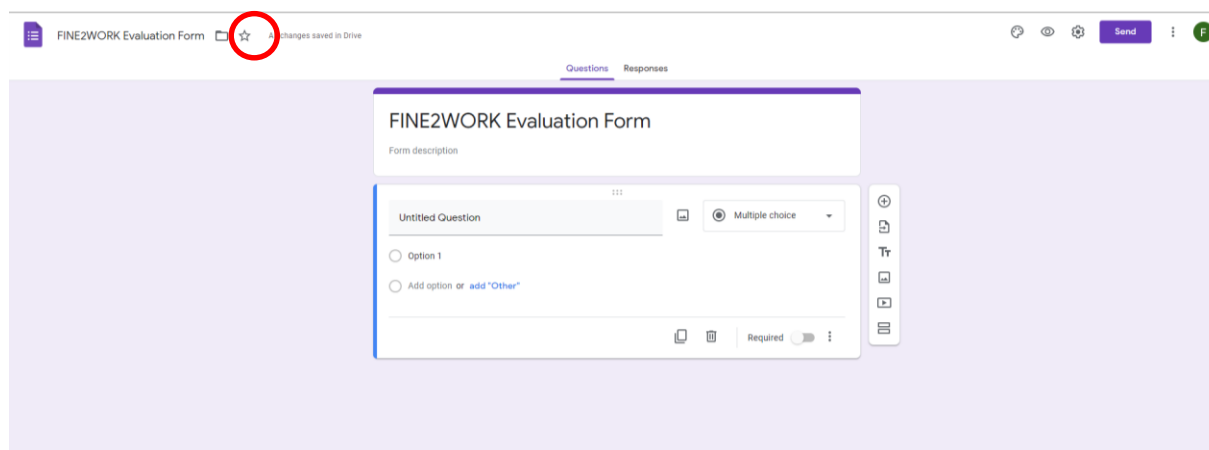


Figure 185: Google Forms – Starred a Form

How to edit a blank form: Move a Google Form to a different folder

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Next to the star icon, click on the 'Move' button

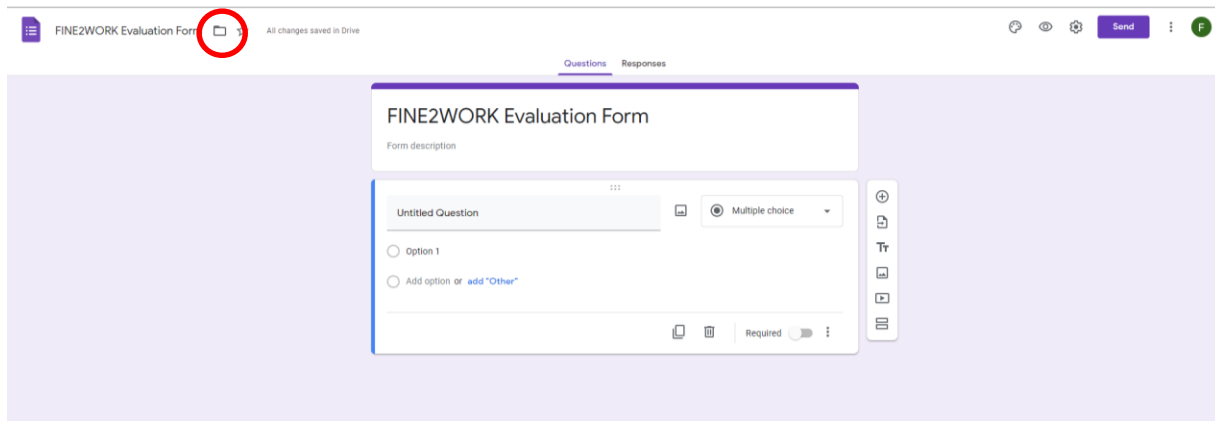


Figure 186: Google Forms – Move a Form

How to edit a blank form: Make a copy of the Google Form

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on the 'Three dots button' at the top right-hand side

STEP 5: Click on 'Make a copy'

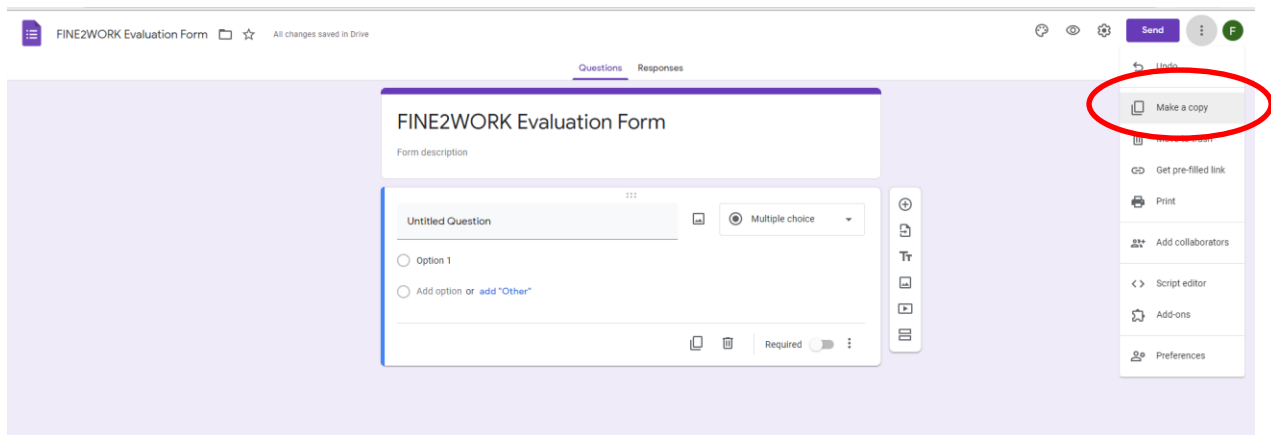


Figure 187: Google Forms – Make a copy

How to edit a blank form: Move to trash (Delete)

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: On the 'Three dots button' at the top right-hand side click

STEP 5: Click on 'Move to trash'

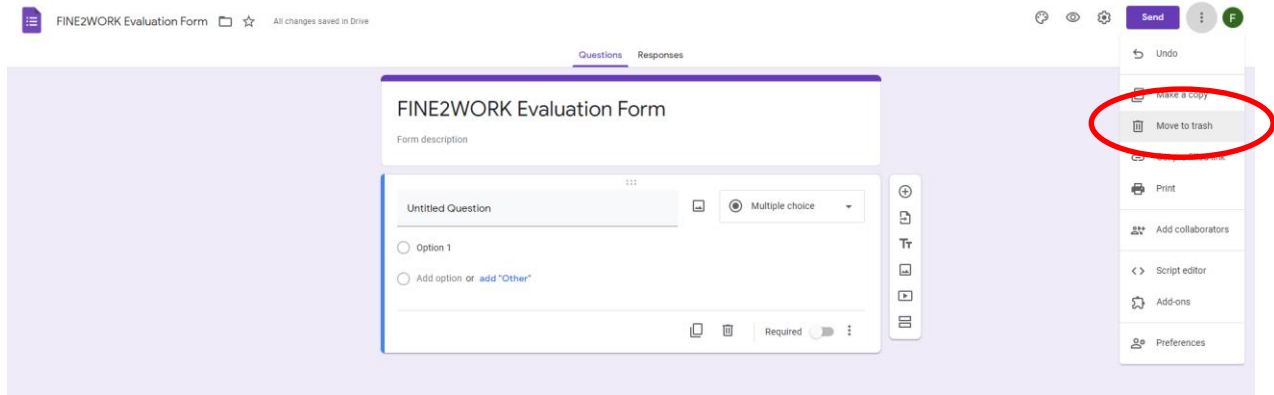


Figure 189: Google Forms – Move to trash (Delete)

How to edit a blank form: Print

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: On the 'Three dots button' at the top right-hand side click

STEP 5: Click on 'Print'

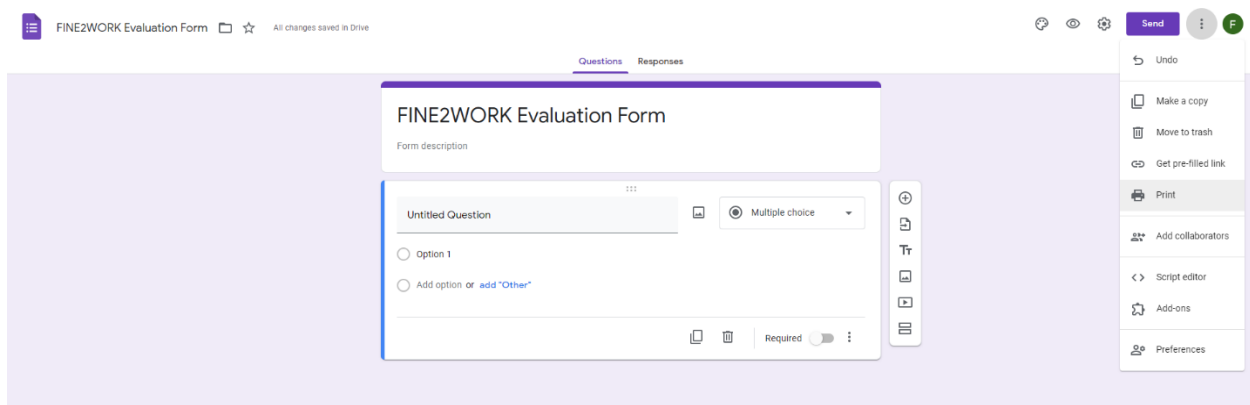


Figure 190: Google Forms – Print

How to edit a blank form: Add collaborators

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: On the 'Three dots button' at the top right-hand side click

STEP 5: Click on 'Add collaborators'

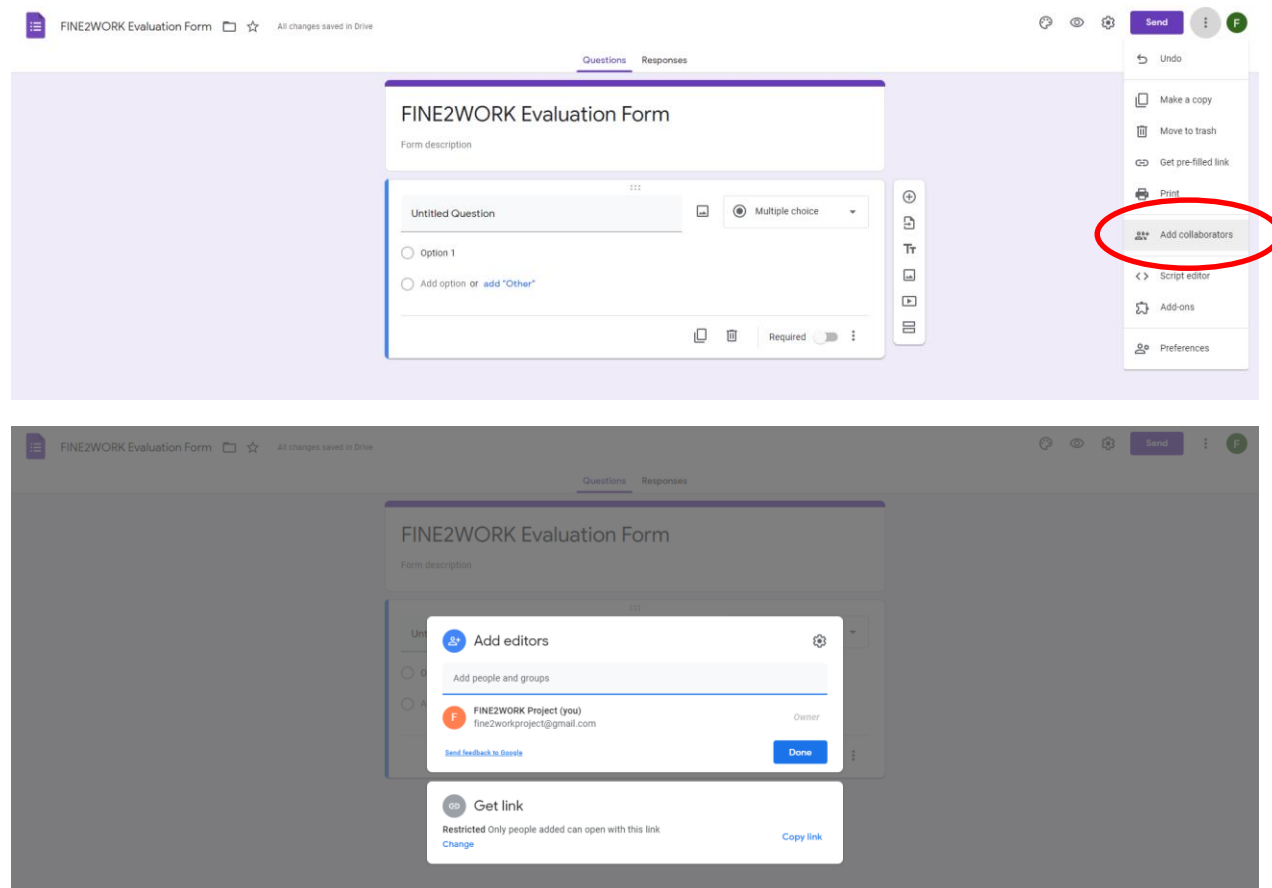


Figure 191: Google Forms – Add Collaborators



Tips:

- 'Add collaborators button' works the same for Google Docs, Google Sheets and Google Slides (See Topic 2 for more details).

How to edit blank form: Customize theme

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on 'Customize theme' button at the top navigation

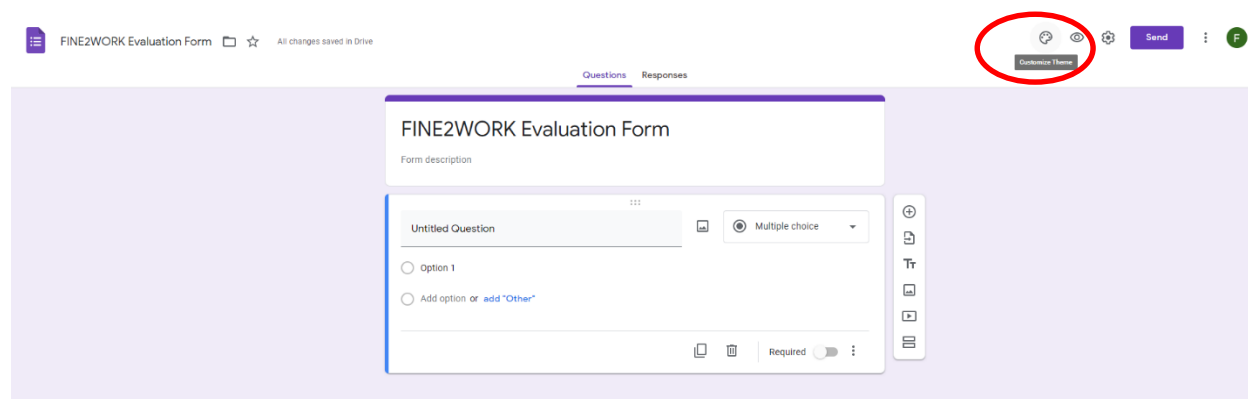


Figure 192: Google Forms – Customize theme

NOTE:

Users can customize the theme:

- Customize header: Upload an image as a header
- Change the theme colour
- Change the background colour
- Change the font style

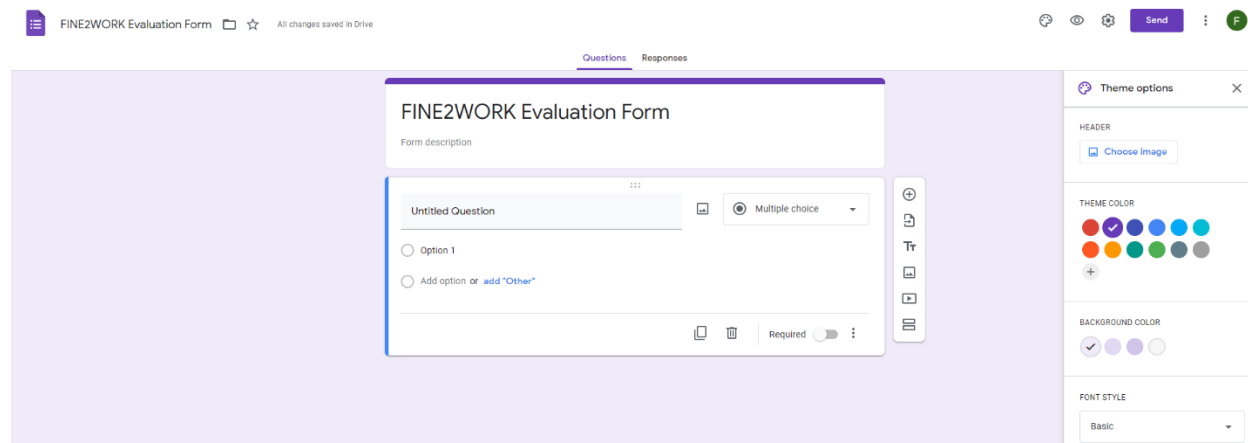


Figure 193: Google Forms – Customize theme

For example:

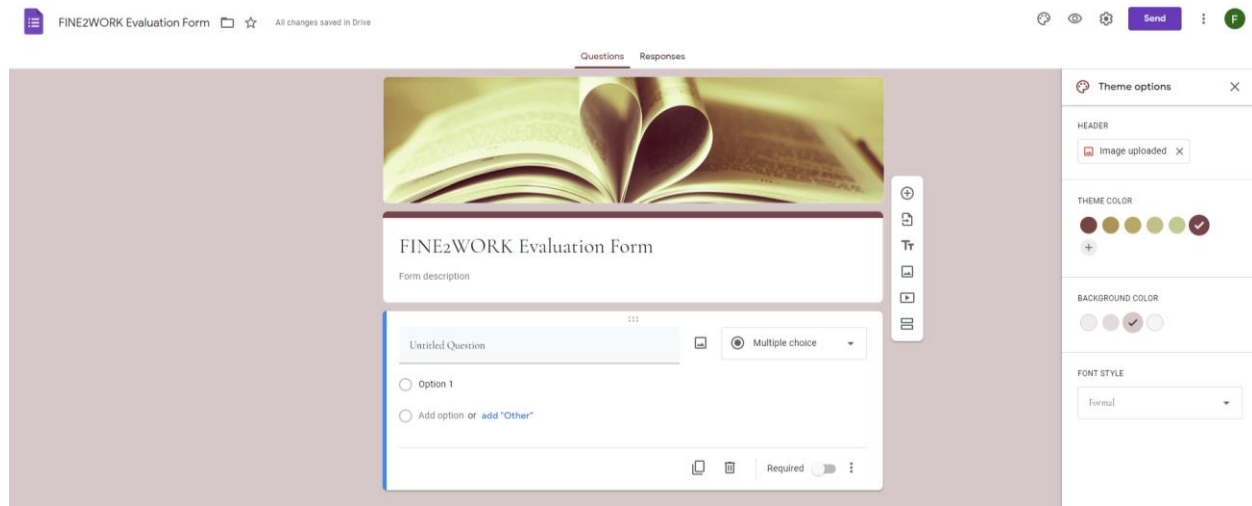


Figure 194: Google Forms – Customize theme (Example)

How to edit a blank form: Preview the Google form

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: click on 'Preview' button at the top navigation bar

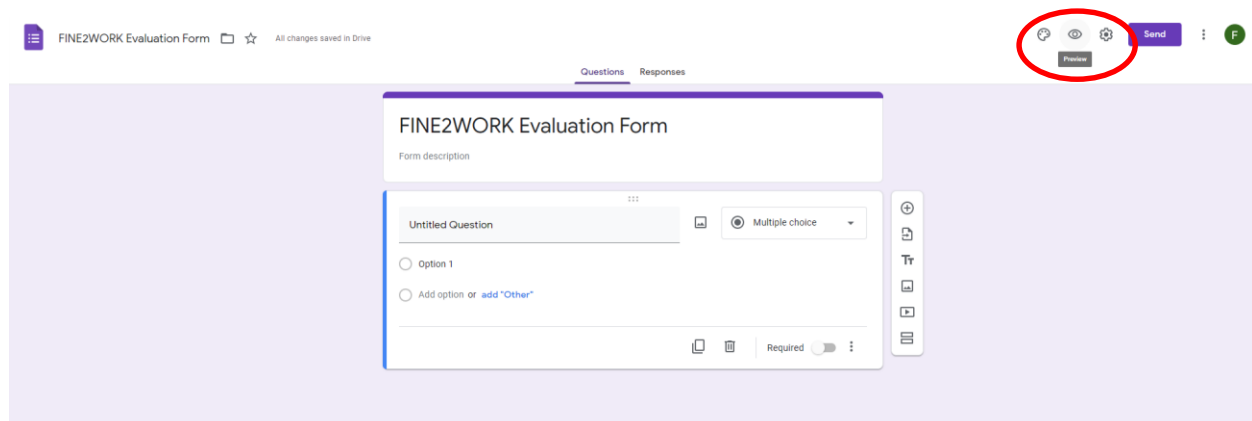


Figure 185: Google Forms – Preview the Google form

NOTE:

Users can preview the Google form before to share it with recipients.

How to edit a blank form: Send the Google form

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on 'Send' button at the top right-hand side

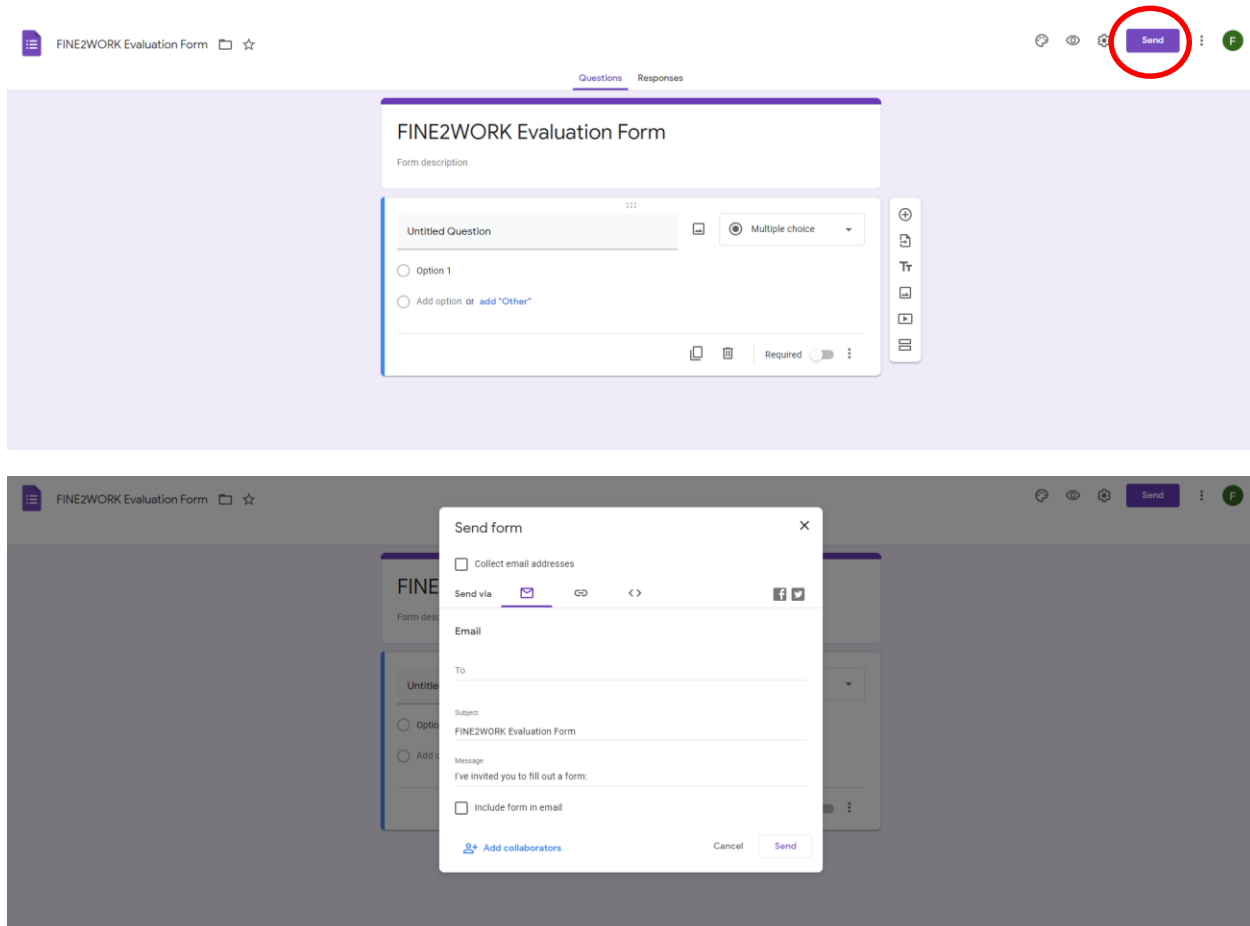


Figure 196: Google Forms – Send the Google Form

NOTE:

Users can send the form via Email, as a link or embed HTML

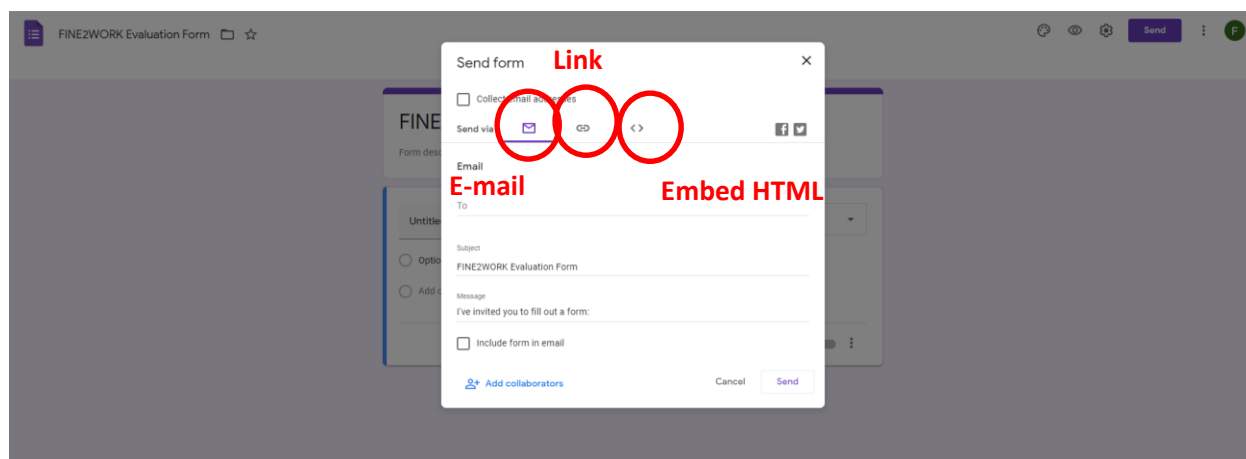


Figure 197: Google Forms – Send the Google Form



Tips:

- Mostly, users prefer to send the Google Form with a sharable link as is easier and faster. Figure 185 shows how the users can send the Google form via a link.

- Also, users can make 'shorten URL link' of the Google form link (Figure 185).

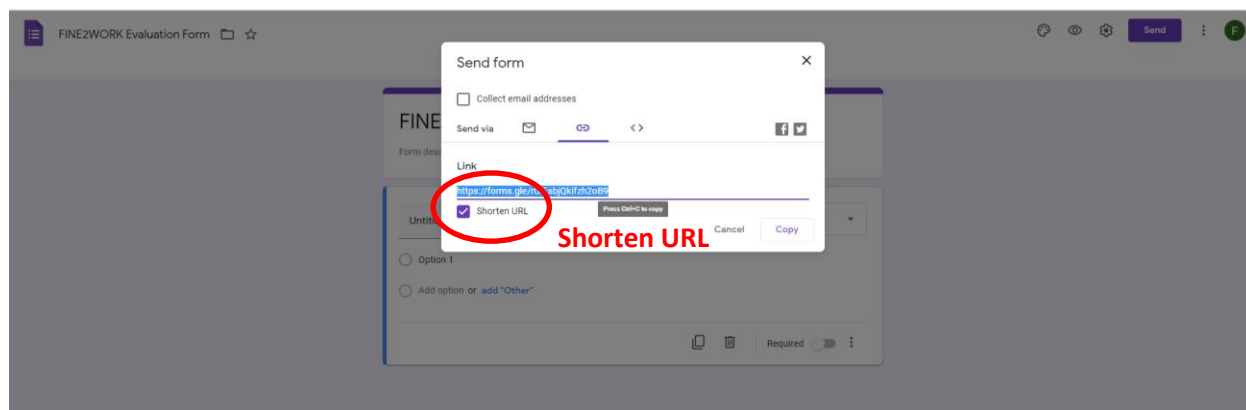


Figure 198: Google Forms – Send the Google Form

How to edit a blank form: Edit and Add Form title and Form description

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on the 'Form Title' and 'Form Description'

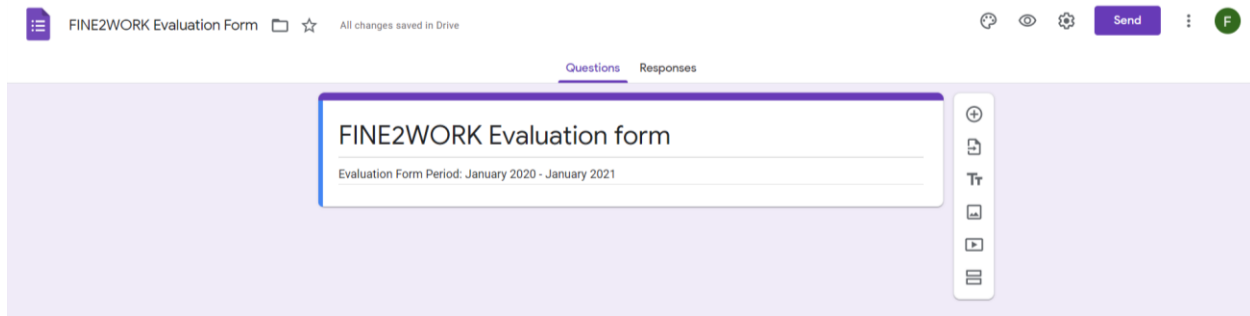


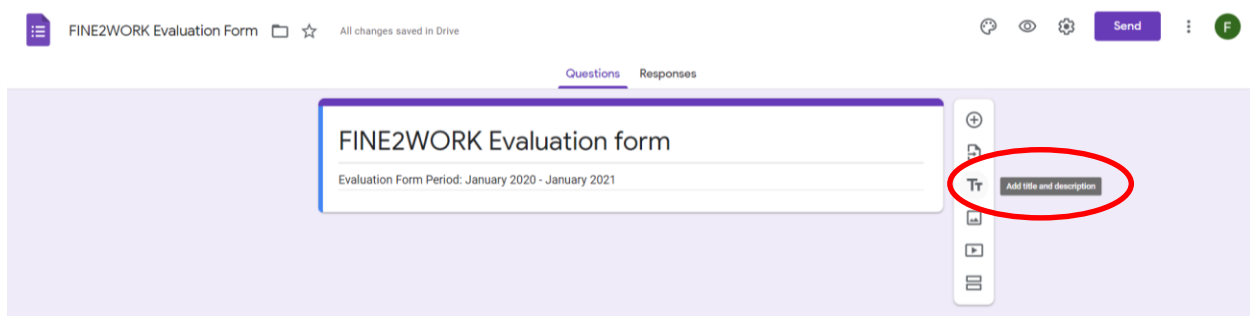
Figure 199: Google Forms – Edit Form Title and Form Description



Tips:

- Users can change the Form Title and Description to keep their Google Forms organized and also to let the recipients clearly see the purpose of the survey.

STEP 5: Users can add more than one title and description. Click on the right hand side 'Title and Description'



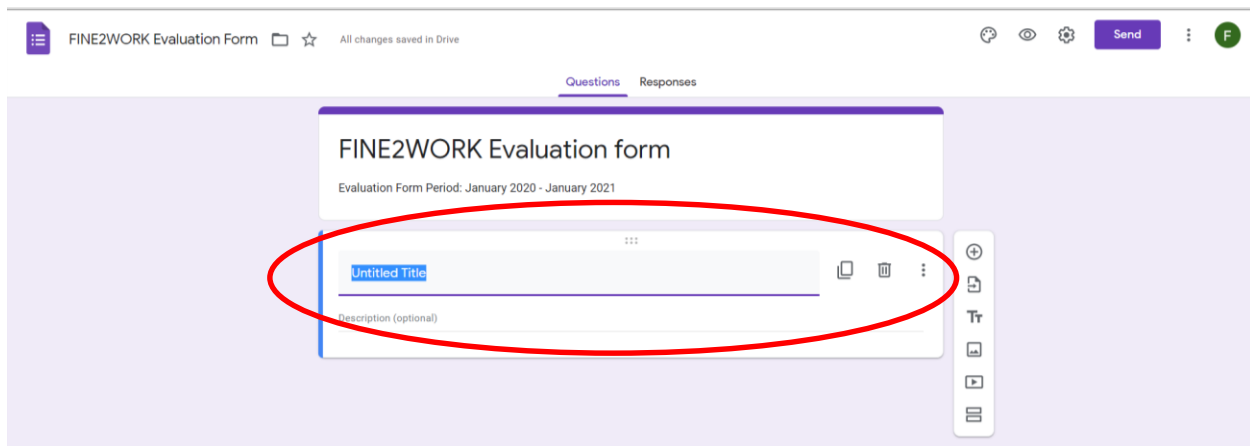


Figure 200: Google Forms – Add Form Title and Form Description

How to edit blank form: Add and edit images and videos

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on 'Add Image' at the right hand side

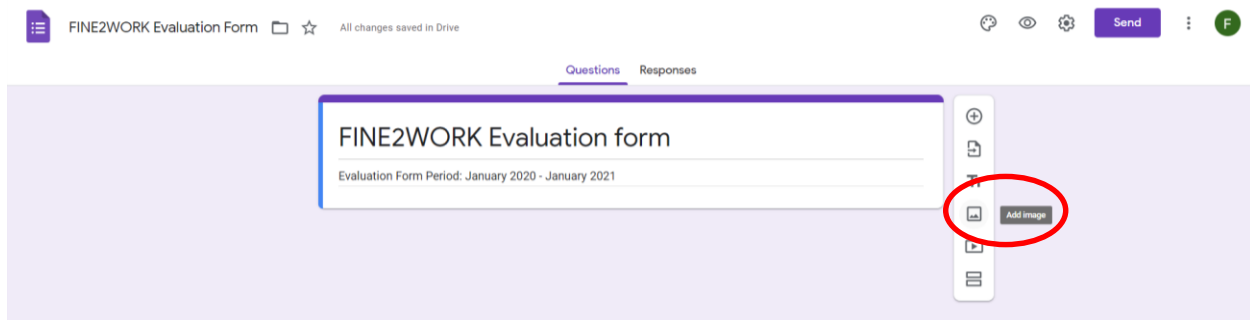


Figure 201: Google Forms – Add image

STEP 5: Choose an image from your local computer or Google Drive or Google search for any photos

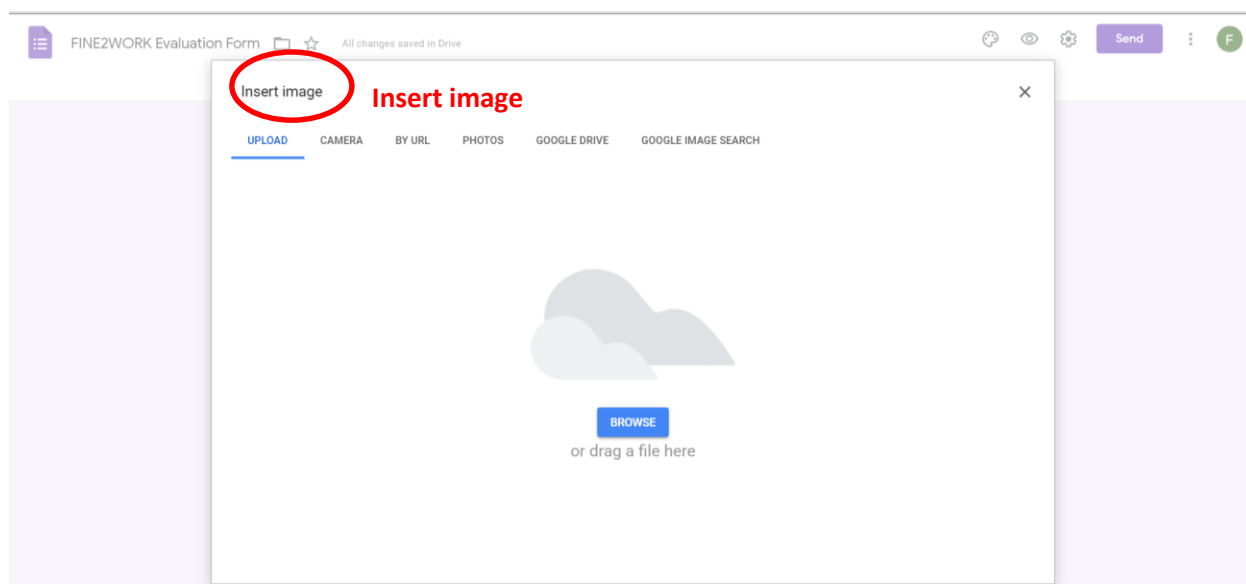
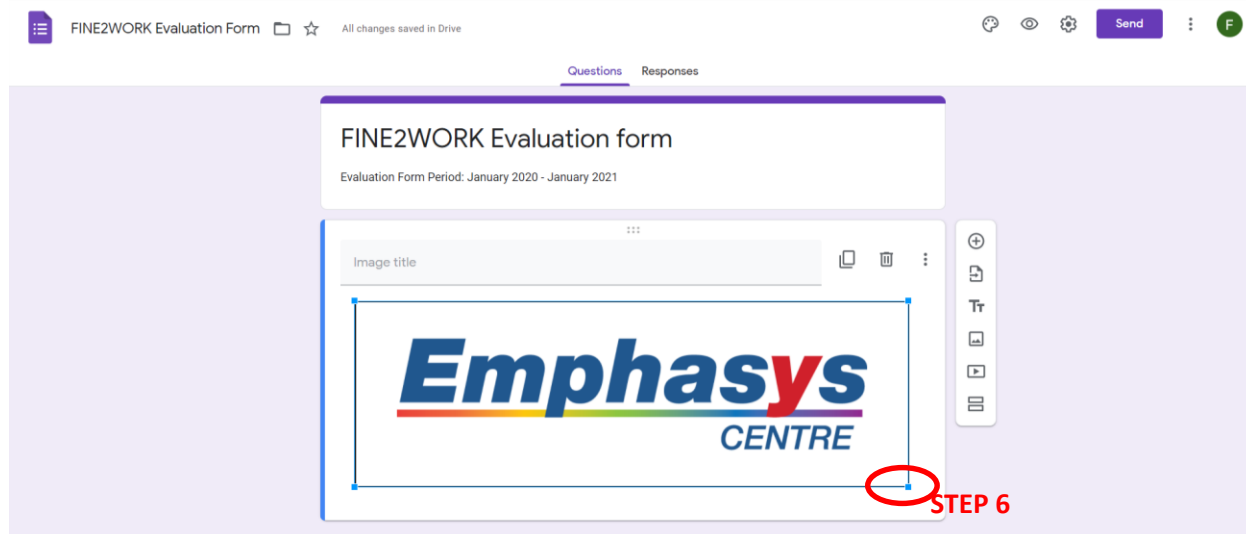


Figure 202: Google Forms – Insert image

STEP 6: Click on the image using the blue circles around the image to minimize or maximize the image. (Figure 190)



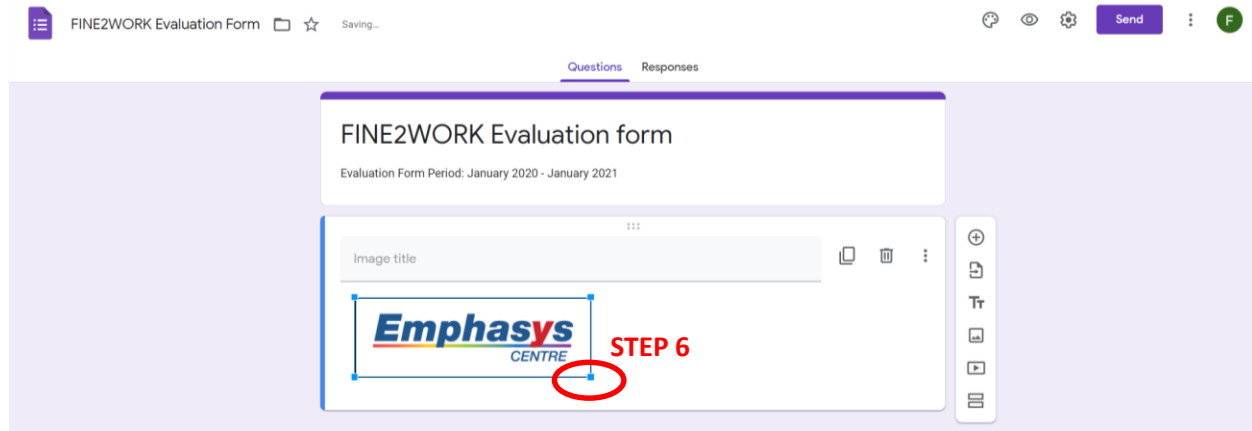


Figure 203: Google Forms – Edit an image

STEP 7: Click on the 'three dots' at the left hand size of the image

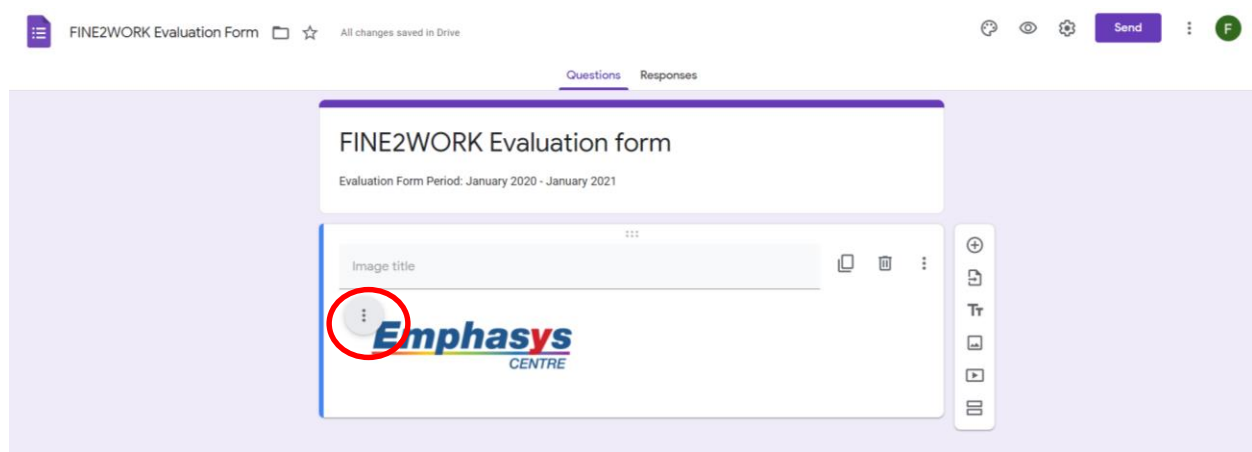


Figure 204: Google Forms – Edit an image

NOTE:

Users can edit the image:

- Align the image: Left, Center, Right
- Change the image
- Remove the image (Delete)

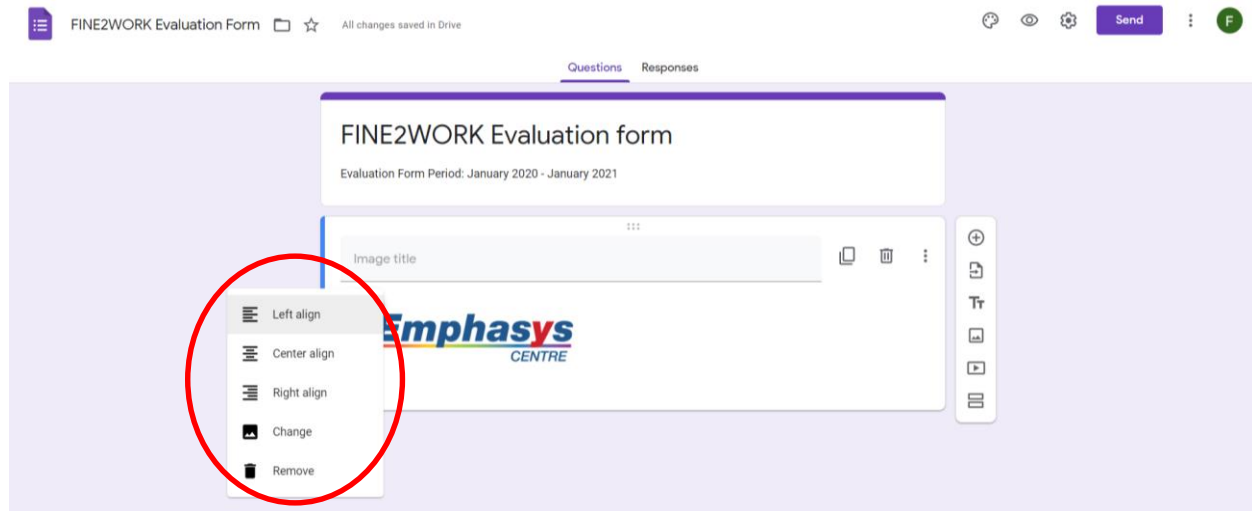


Figure 205: Google Forms – Edit an image (Align, Change, Delete)

STEP 8: Click on 'Add Video' at the right-hand side

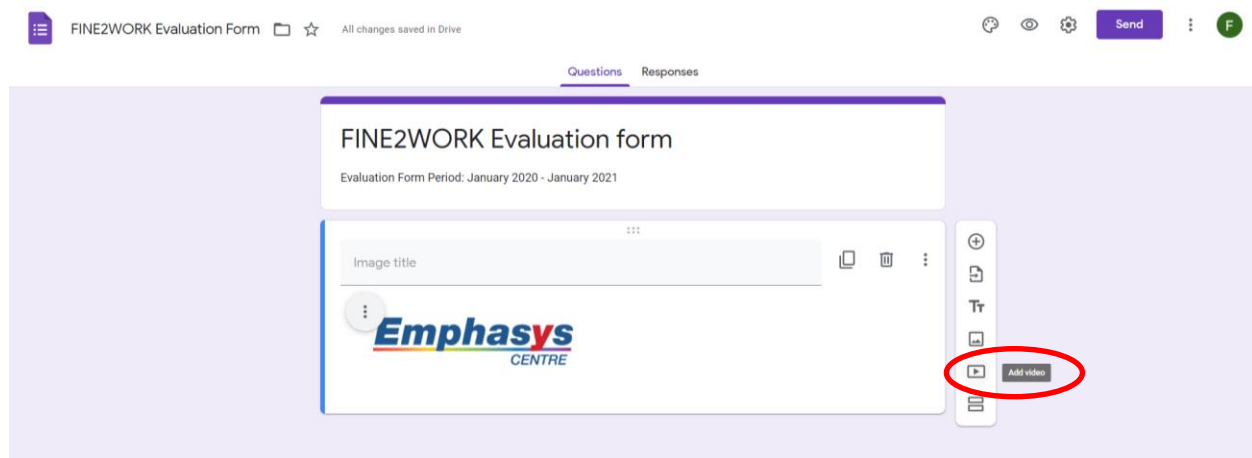


Figure 206: Google Forms – Add Video

STEP 9: Choose a video from YouTube channel or provide the URL link

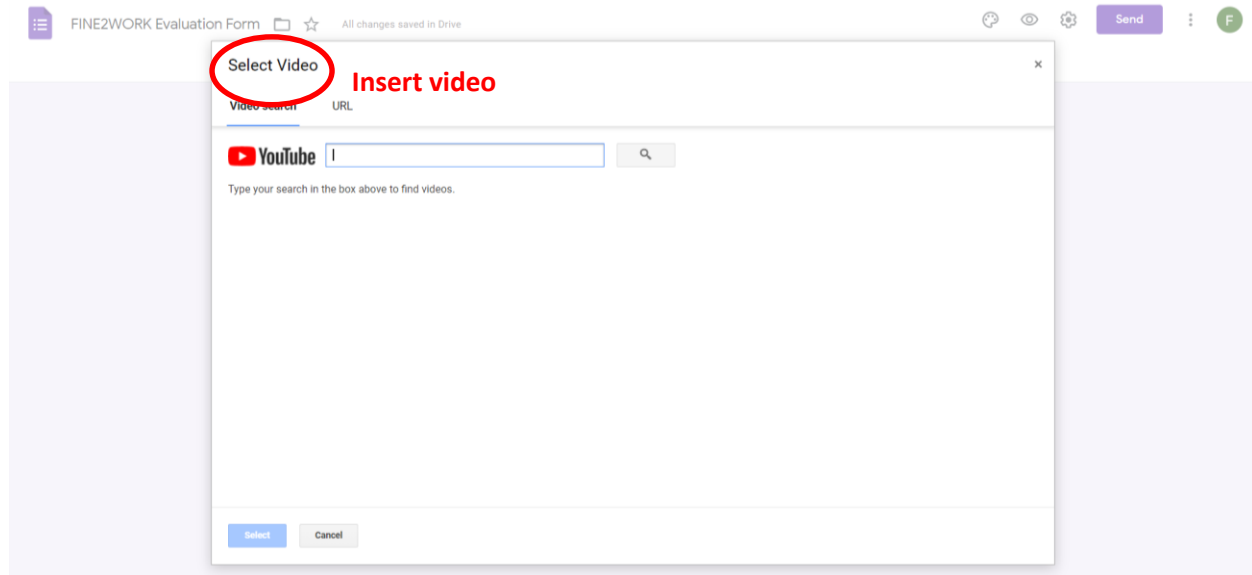


Figure 207: Google Forms – Add Video

Here is the video in the Google Form.

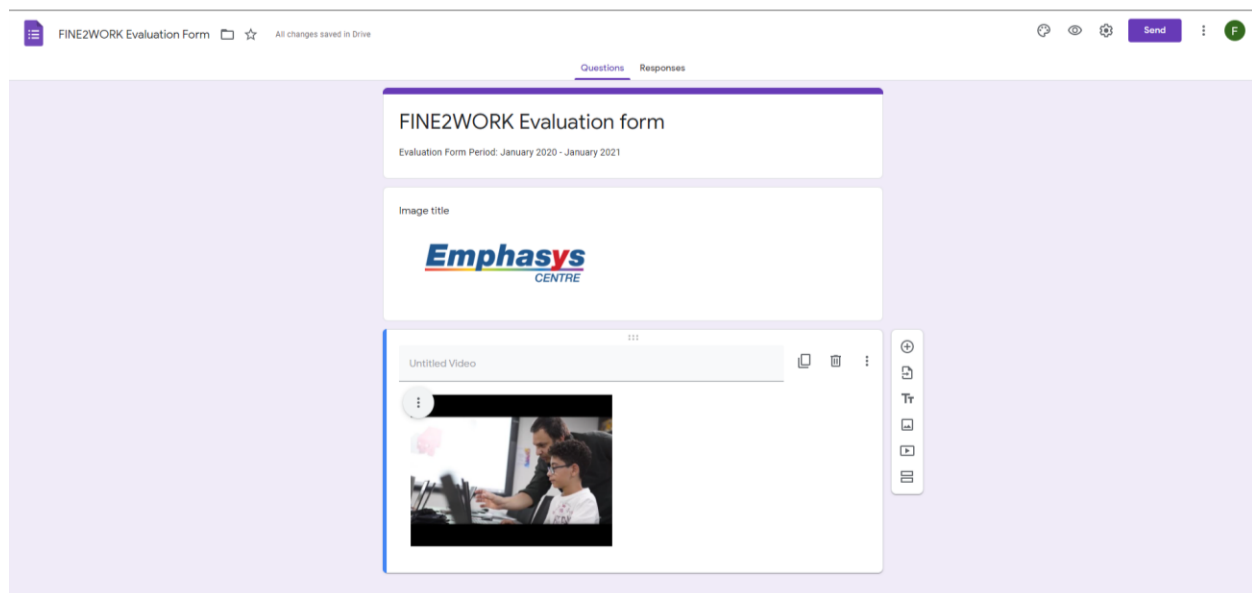


Figure 208: Google Forms – Add Video



Tips:

- Users can edit video following the same procedure as images (see steps 6-7).

How to edit a blank form: Add and edit questions

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on 'Add question' button at the right-hand side

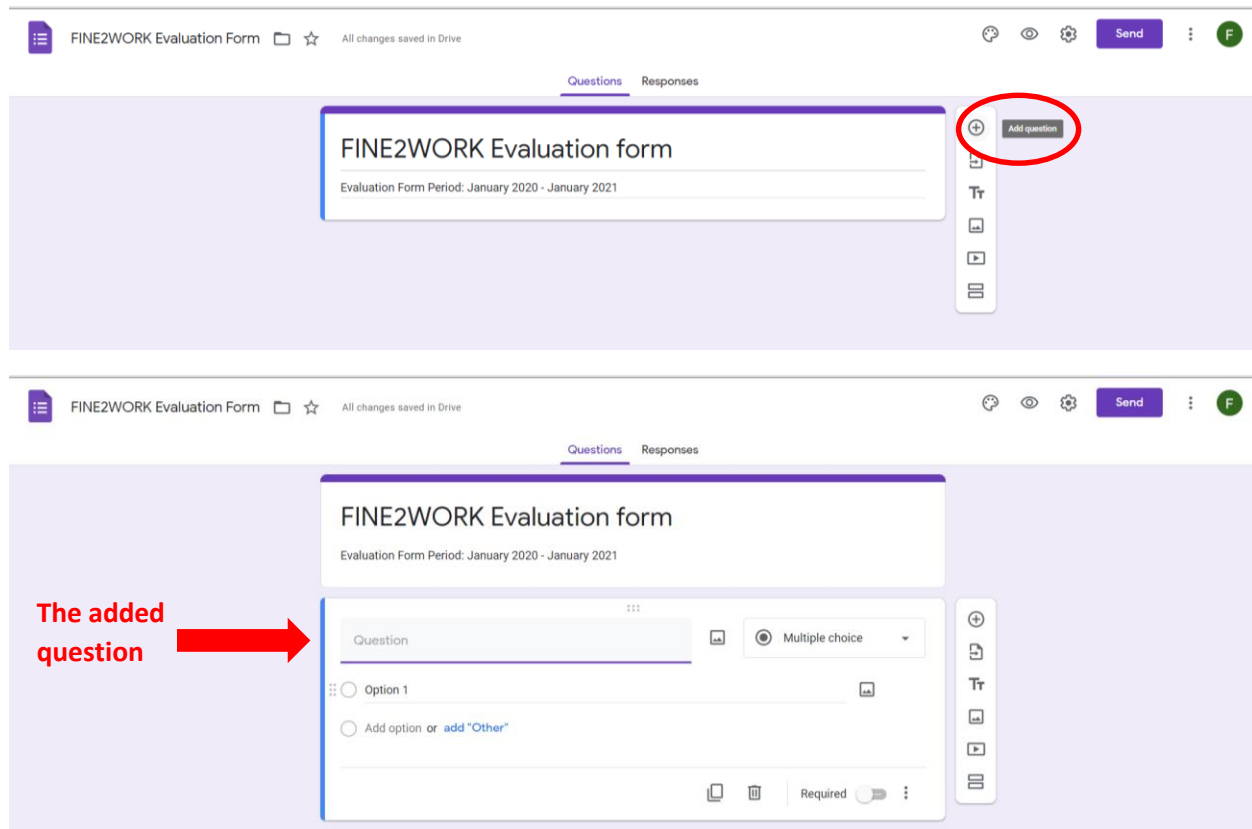


Figure 209: Google Forms – Add question

STEP 5: Click on the top of the question box to insert a question title

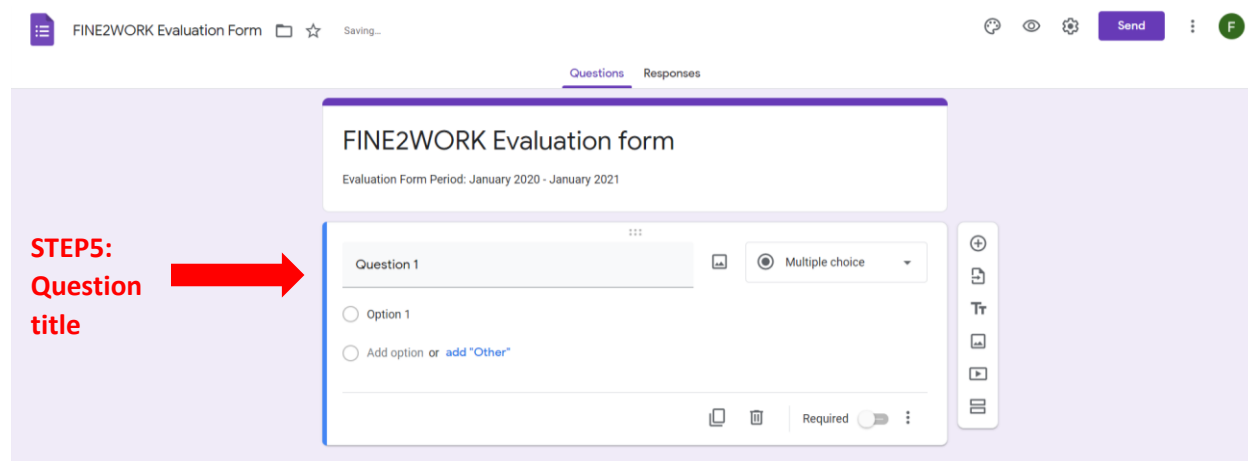


Figure 210: Google Forms – Edit question title

STEP 6: Users can add image into the question to be more attractive. Click on the image icon next to the question title

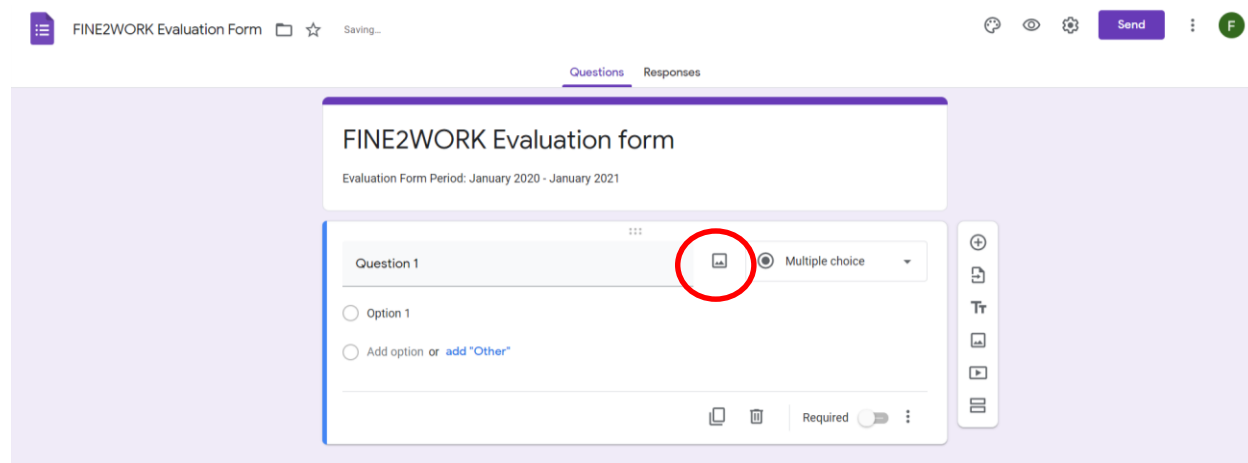


Figure 211: Google Forms – Edit questions (Add image)



Tips:

- Users can edit the photo in each question using the same procedure (see above)

STEP 7: Users can add image into the question to be more attractive. Click on the image icon next to the question title

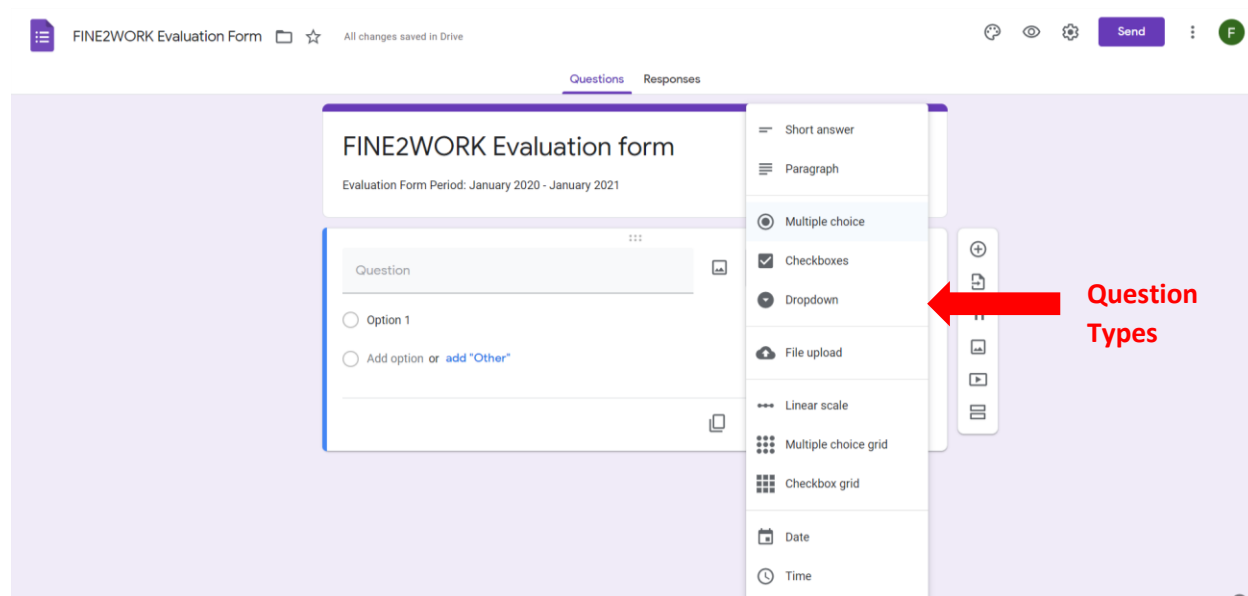

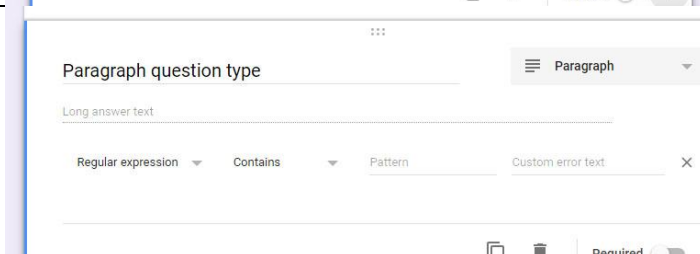
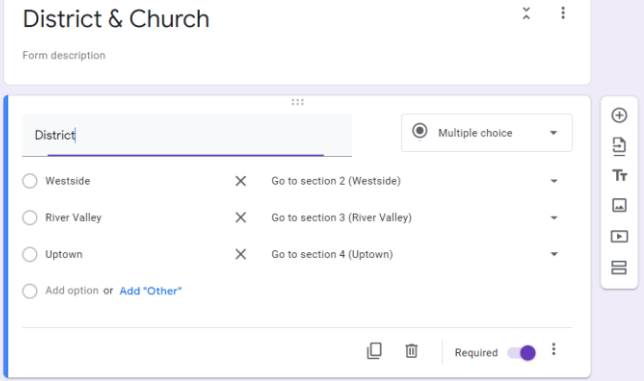
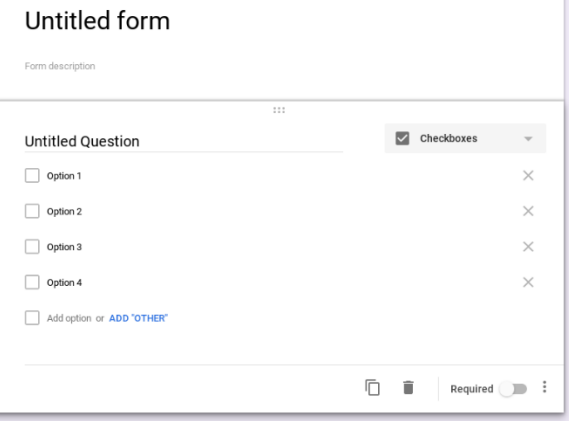
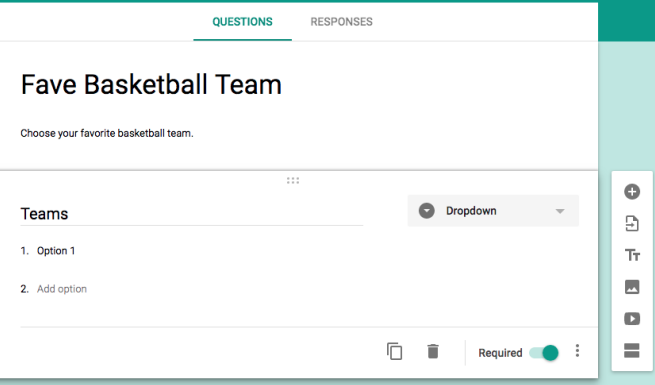
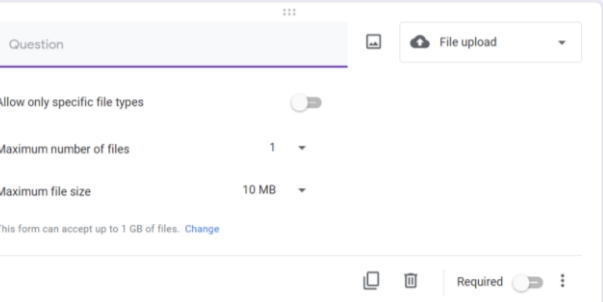


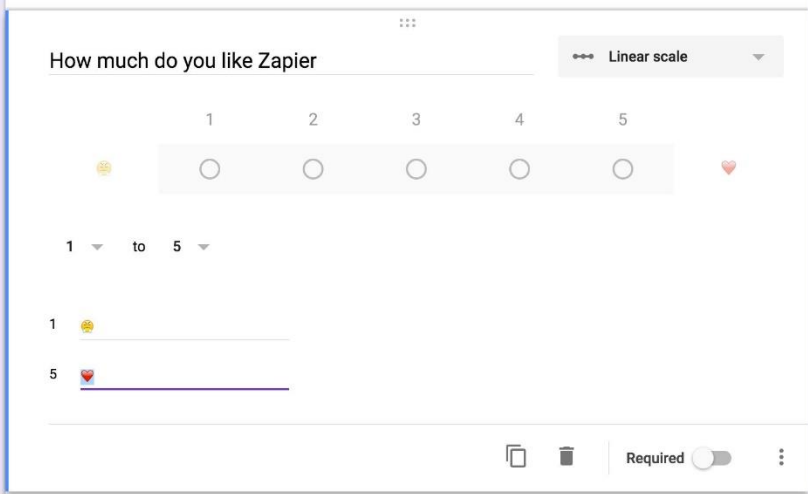
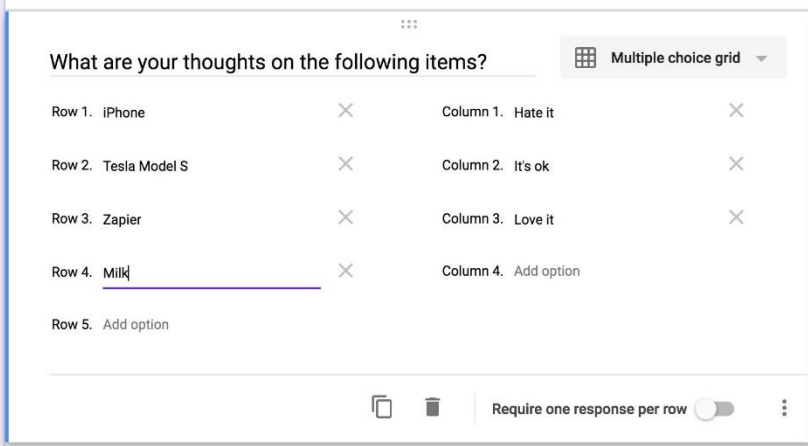
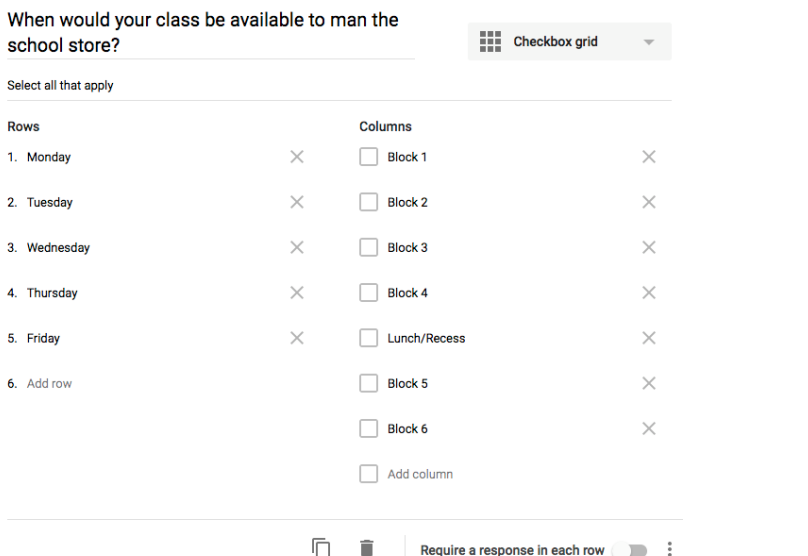
Figure 212: Google Forms – Question Types


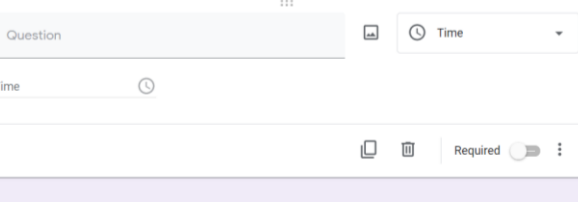
NOTE:

Question types:

Question Type	Figure
Short answer: Users can provide answers in a few sentences	
Paragraph: Users can provide answers in a paragraph	

<p>Multiple Choice: Users can choose an answer from a set of options ; one answer is the correct and there is also the 'Other' option where users can provide a short answer</p>	
<p>Checkboxes: Users can choose an answer among a set of options; more than one answer is the correct. There is also the 'Other' option where users can provide a short answer</p>	
<p>Dropdown: Users can choose an answer among the options given in a dropdown list; one answer is the correct</p>	
<p>File upload: Users can upload files as a response to a question</p>	

<p>Linear scale: Users can choose an answer on a scale, starts at 0 or 1 and ends to 10</p>	
<p>Multiple choice grid: Users can select one answer per row</p>	
<p>Checkbox grid: Users can choose more than one answer per row</p>	

Date: Users can add questions regarding the date	
Time: Users can add questions regarding the time or duration	

How to edit a blank form: Duplicate/Delete/Required

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to edit

STEP 4: Click on 'Duplicate' to duplicate the question which is selected

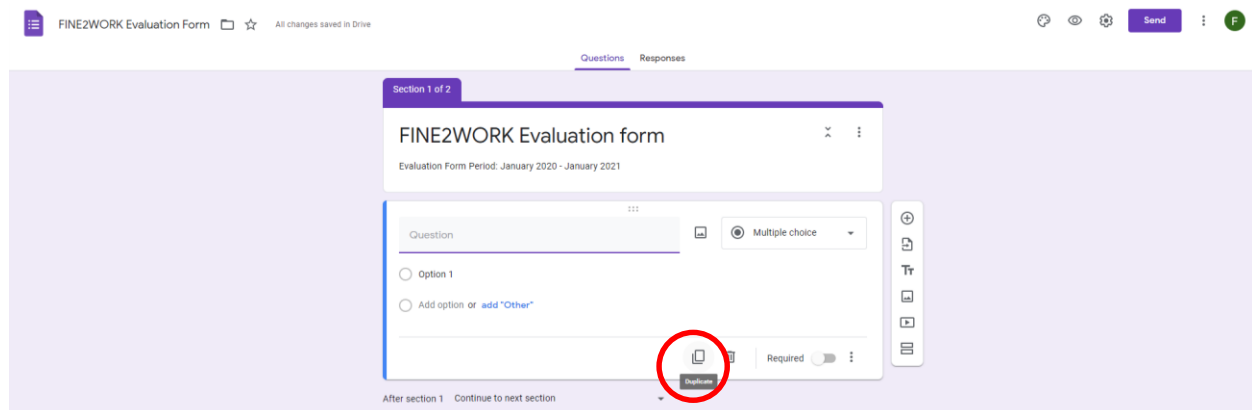
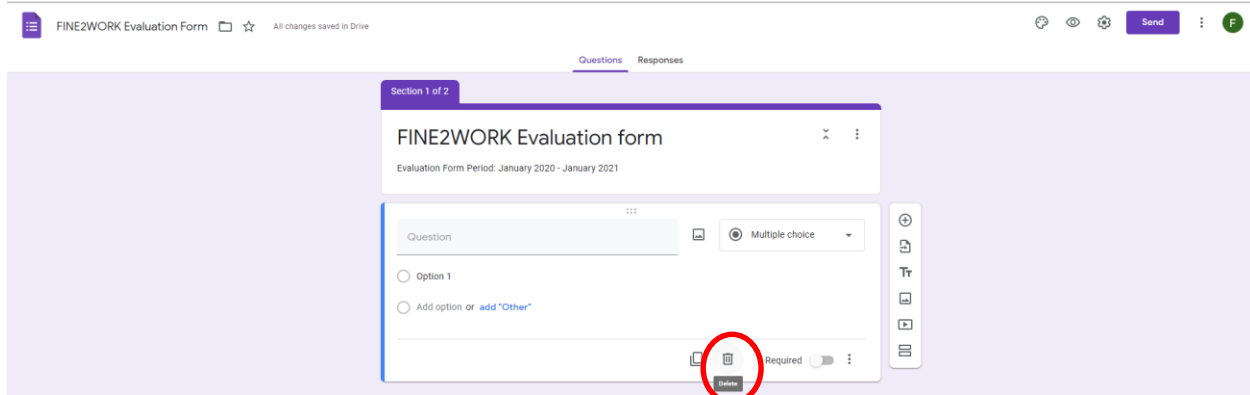


Figure 213: Google Forms – Duplicate question

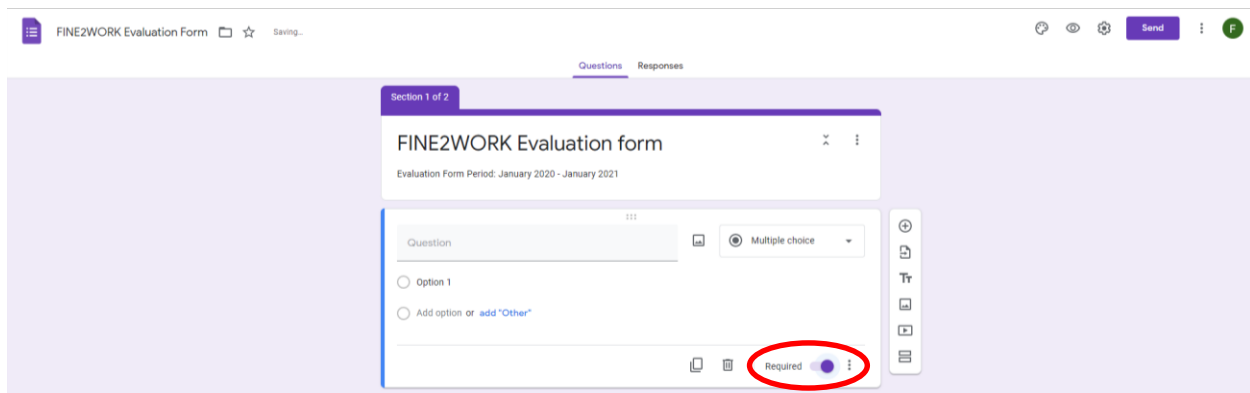
STEP 5: Click on 'Delete' to delete the question which is selected



The screenshot shows the Google Forms editor interface for a form titled 'FINE2WORK Evaluation form'. The form is in 'Section 1 of 2'. A question is being edited, and the 'Required' toggle switch at the bottom right of the question card is circled in red. The toggle is currently turned off.

Figure 214: Google Forms – Delete question

STEP 6: Click on 'Required' to set the specific question as a require question in the form



The screenshot shows the same Google Forms editor interface as Figure 214, but the 'Required' toggle switch is now turned on (indicated by a blue dot) and is circled in red.

Figure 215: Google Forms – Required question



Tips:

- Users can set questions as required which means that respondents should provide an answer.

NOTE:

- The 'Star icon' is used for recipients to recognize the 'Required' questions

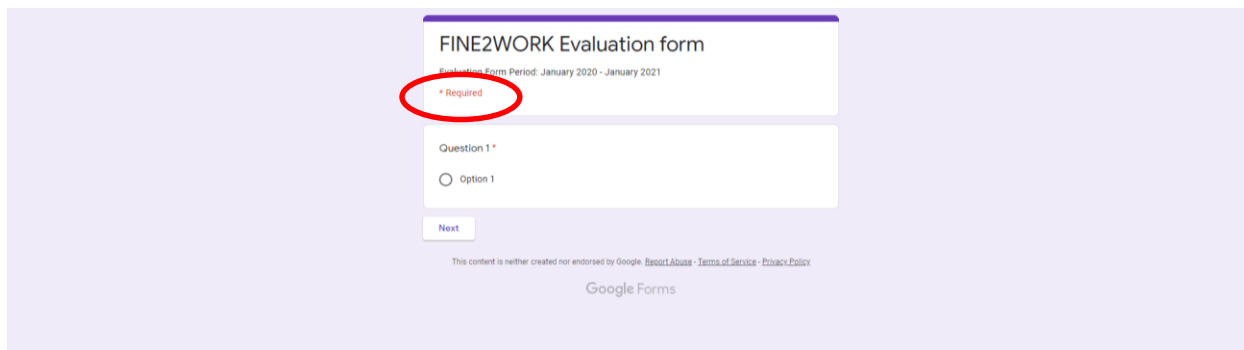


Figure 216: Google Forms – Required question

How to edit a blank form: Add section

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on a form you want to edit

STEP 4: Click on 'Add section' at the right-hand side

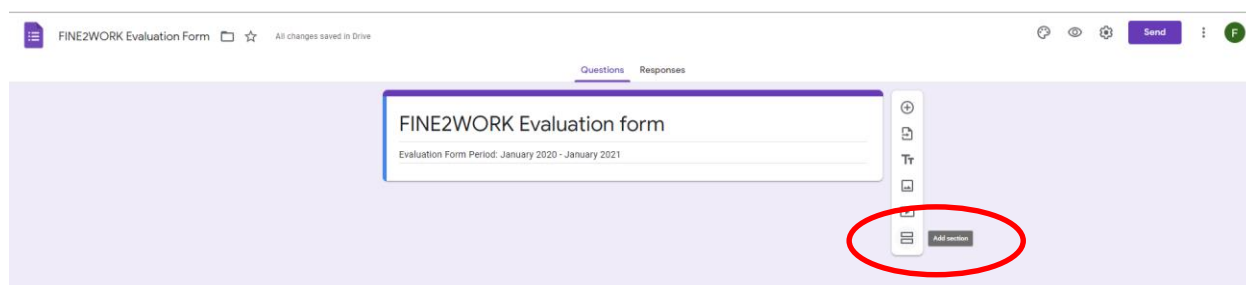


Figure 217: Google Forms – Add section



Tips:

- Users can add sections to divide and organize different topics into the Google Form

STEP 4: Click on 'Untitled Section' to add a section title and description which are optional

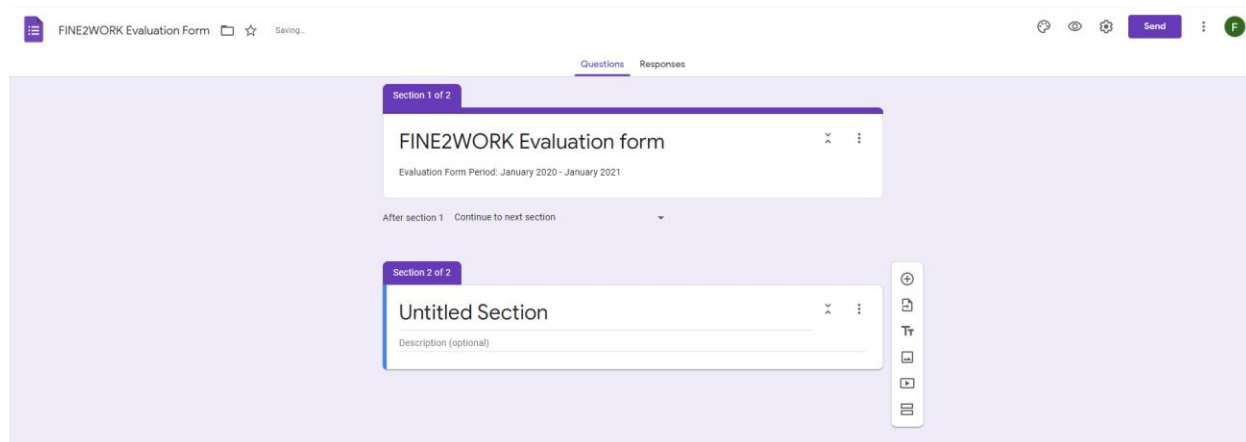


Figure 218: Google Forms – Add section (Title and Description)

For example:

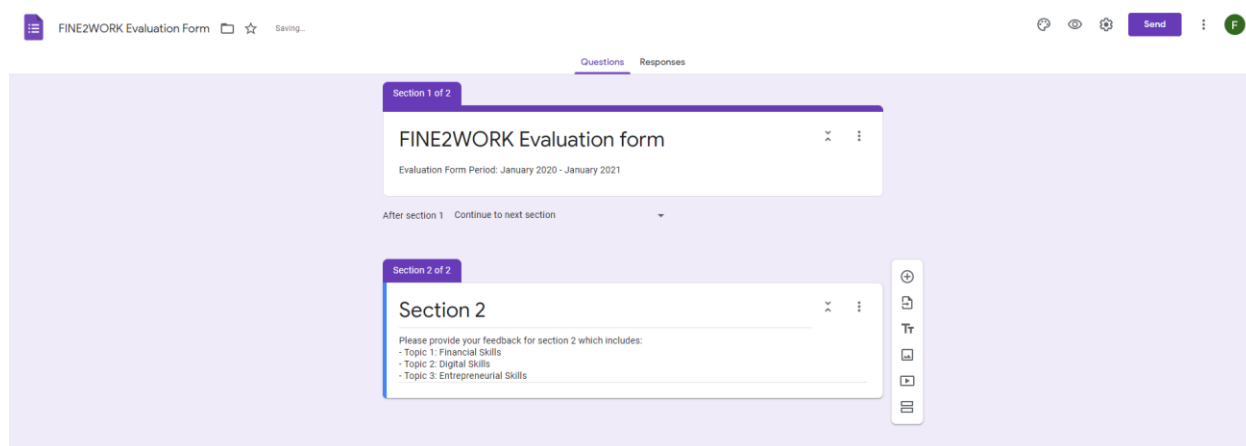


Figure 219: Google Forms – Section example

NOTE:

Users can move into the ‘Next section’ by clicking on the ‘Next button’

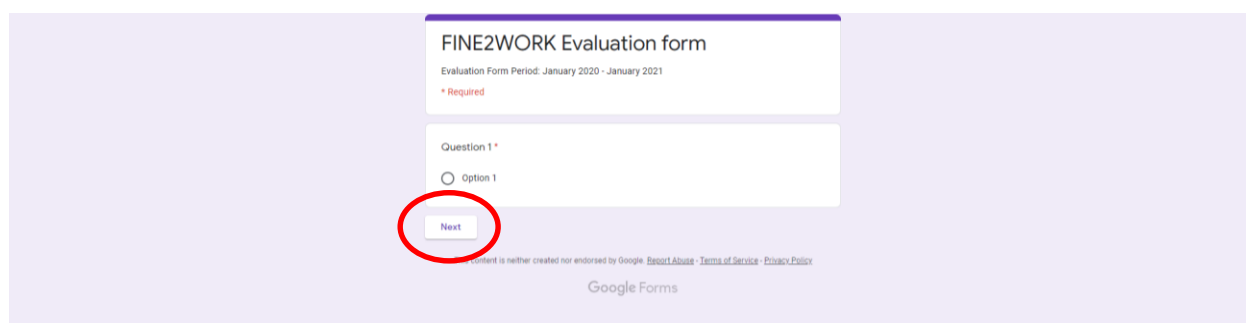


Figure 220: Google Forms – Section example

How to view responses:

STEP 1: Log in to your Google account

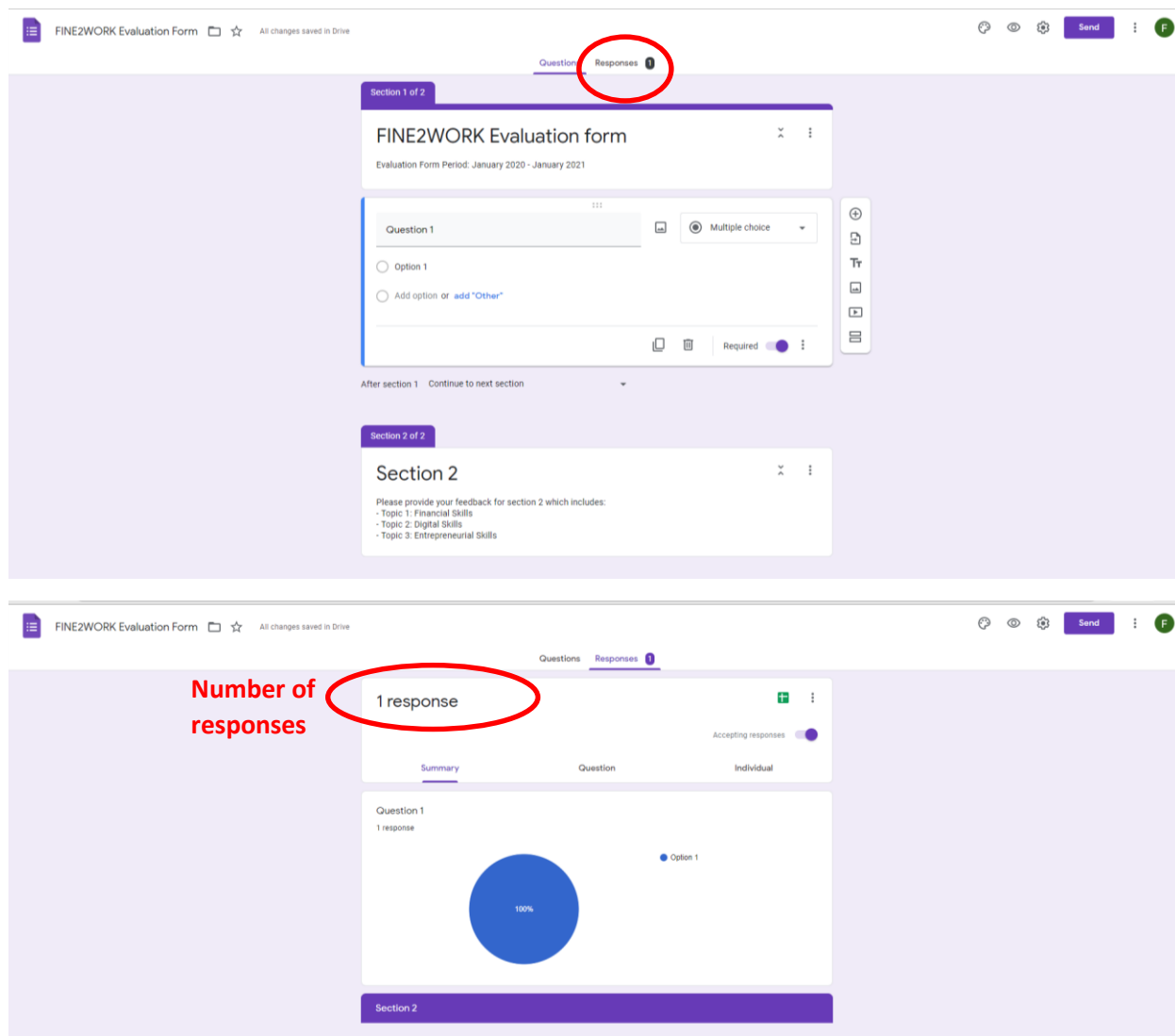
STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to view

STEP 4: Click on ‘Responses’ at the top menu of Google Form

NOTE:

Users are able to see the number of responses of each Google Form



The image displays two screenshots of the Google Forms 'View responses' interface for a form titled 'FINE2WORK Evaluation Form'.

Top Screenshot: Shows the 'Responses' tab selected. A red circle highlights the 'Responses' tab and the count '1'. Below, 'Section 1 of 2' is visible, containing 'Question 1' (Multiple choice). 'Section 2 of 2' is also visible, asking for feedback on three topics: Financial Skills, Digital Skills, and Entrepreneurial Skills.

Bottom Screenshot: Shows the 'Summary' view for 'Question 1'. A red circle highlights the text '1 response', which is also pointed to by a red label 'Number of responses'. A pie chart indicates that 100% of the response selected 'Option 1'. The 'Accepting responses' toggle is turned on.

Figure 221: Google Forms – View responses

NOTE:

Users are able to view responses: Summary, By question, Individual. In the summary page all responses are in the form of charts; pie chart for multiple choice questions, bar charts for linear scale grid questions.

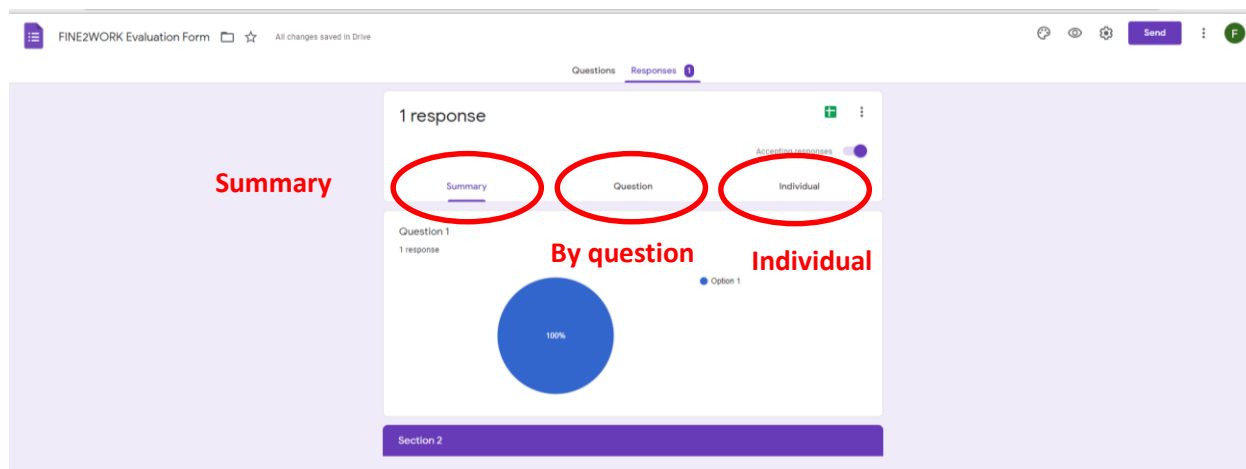


Figure 222: Google Forms – View responses (Summary/Question/Individual)

STEP 5: Click on the icon of ‘Spreadsheet’ click at the top menu of the responses page. Users are able to view all responses in a Spreadsheet and to export them in a spreadsheet

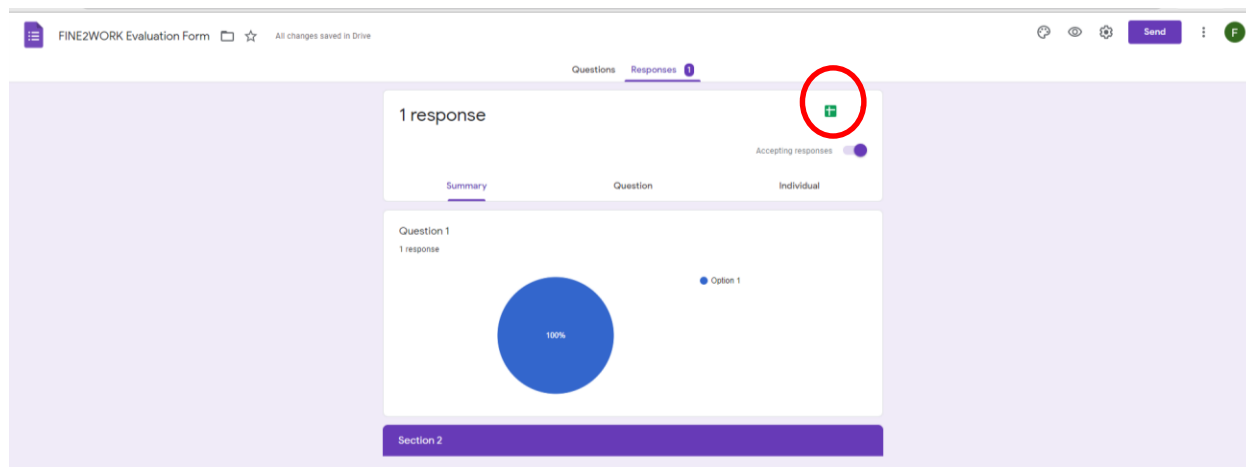


Figure 223: Google Forms – View all responses in a Spreadsheet

STEP 6: Users are able to print all responses and delete all responses into the Google form

STEP 7: Click on the ‘three dots’ icon at the top menu

STEP 8: Click on ‘Print all responses’

STEP 9: Click on ‘Delete all responses’

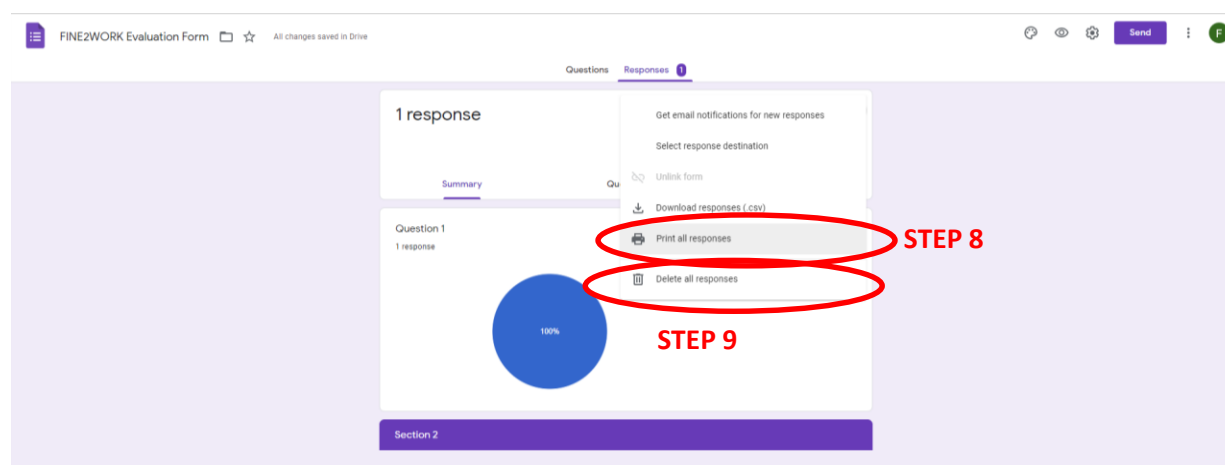


Figure 224: Google Forms – Print/Delete all responses

How to view responses: Get email notifications for new responses

STEP 1: Log in to your Google account

STEP 2: Log in to Google Forms

STEP 3: Click on the form you want to view

STEP 4: Click on the 'three dots' icon at the top menu

STEP 5: Click 'Get email notifications for new responses'

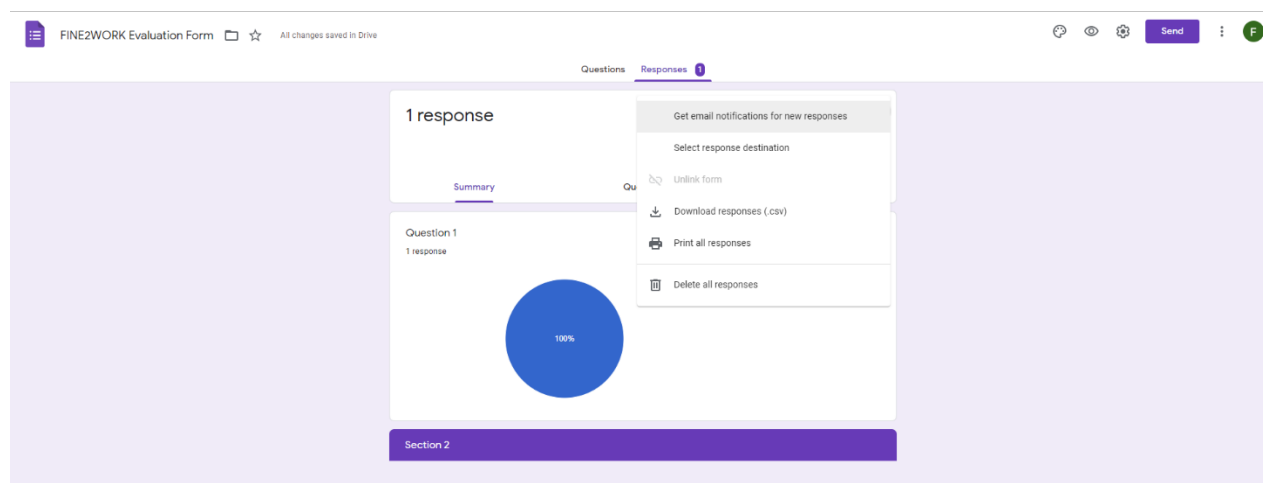


Figure 225: Google Forms – Get email notifications for new responses

TOPIC 4 GOOGLE CALENDAR & GOOGLE CONTACTS: OVERVIEW

This topic presents all necessary information that will support adults to understand the main features of Google calendar and Google contacts. The main learning outcomes are how to create calendars, events, contacts or group of contacts.



Linked to 'Entrepreneurial Competences'

- Organisational Skills: Are the abilities that allows you to stay focused on different tasks, and use your time effectively and efficiently in order to accomplish the expected result.
- Time Management: Is the process of organizing and planning the daily tasks
- Problem solving skills: Help you determine the source of a problem and find an effective solution.
- Goal setting: Goal setting is the development of an action plan created to motivate and lead a person or group toward the accomplishment of a goal.

4.1. Definition



Google Calendar is a time-management and scheduling calendar created by Google. Users can quickly and easily schedule meetings, events, appointments etc. and get reminders about their upcoming activities or they can share events/meetings with other people.



Google Contacts is a contact management tool that is available under Google applications. It is a place where users can store and organise contact information. Each contact can include information such as first name, last name, email, phone number, description etc.



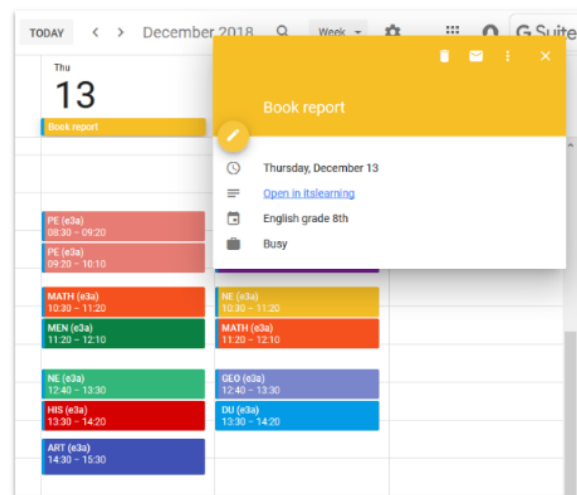
Tips:

- You can access the Google Calendar and Google Contacts from the desktop computer, mobile application (iOS and Android)

4.2. Features of Google Calendar and Google Contacts

Google Calendar advantages:

1. Share calendar with others
2. Set reminders for events/meetings/appointments etc.
3. Load Public Calendars: For example, Google Calendar offers the Cyprus Holidays
4. Available anywhere and anytime
5. Sync Google calendar with Android



Google Contacts advantages:

1. Import and export contacts
2. Sync contacts with Google Email (Gmail)
3. All-important contacts are in one place
4. Create groups to manage contacts
5. Accessible from anywhere and anytime
6. Users can create one or more than one calendar



4.3. Google Calendar log-in and navigation

How to log-in into Google Calendar

STEP 1: Log in to your Google account

STEP 2: Click on 'Sign in'

STEP 3: Fill in your e-mail and password

STEP 4: Click on 'Next'

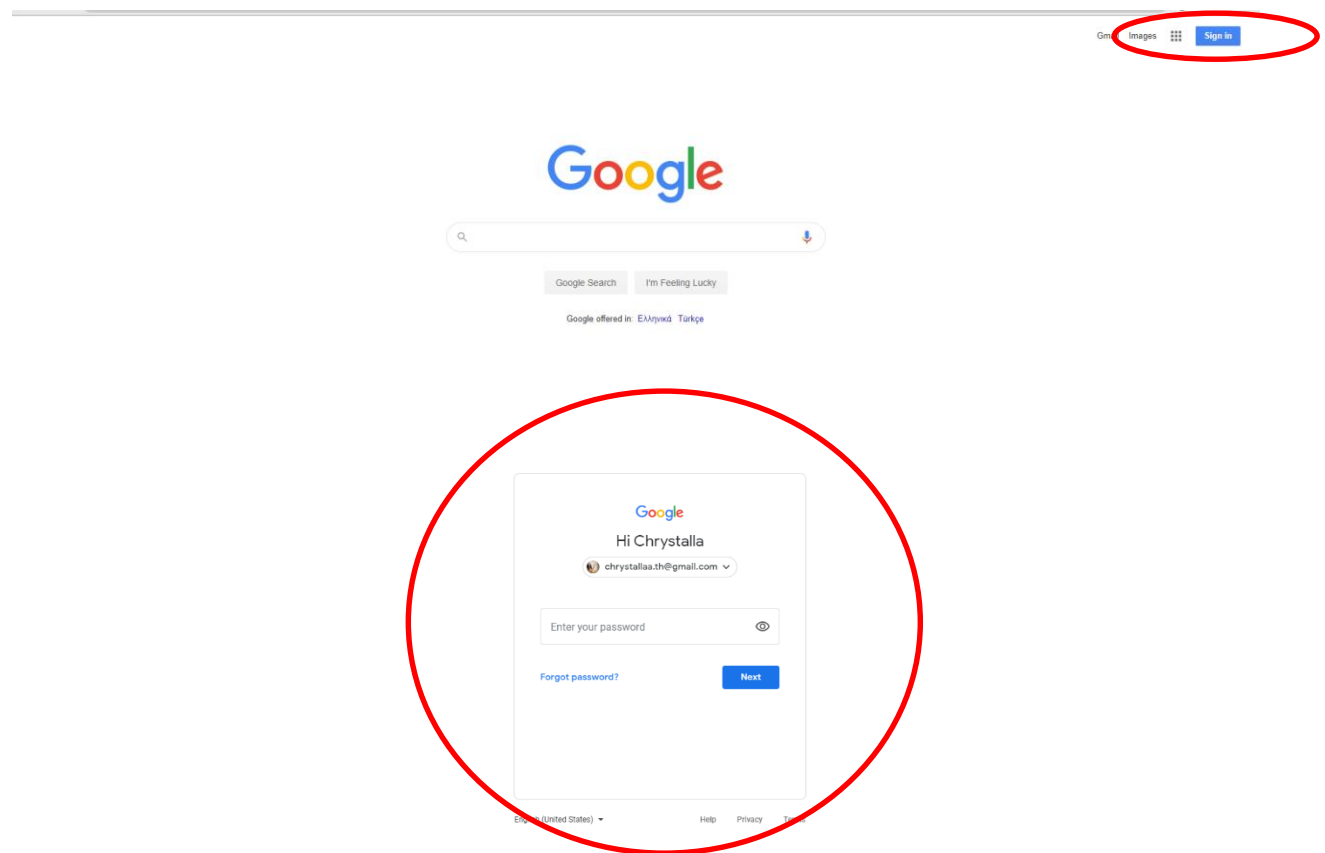


Figure 226: Log in to your Google account

STEP 5: Click on the square with dots at the top right-hand side

STEP 6: Click on 'Google Calendar'

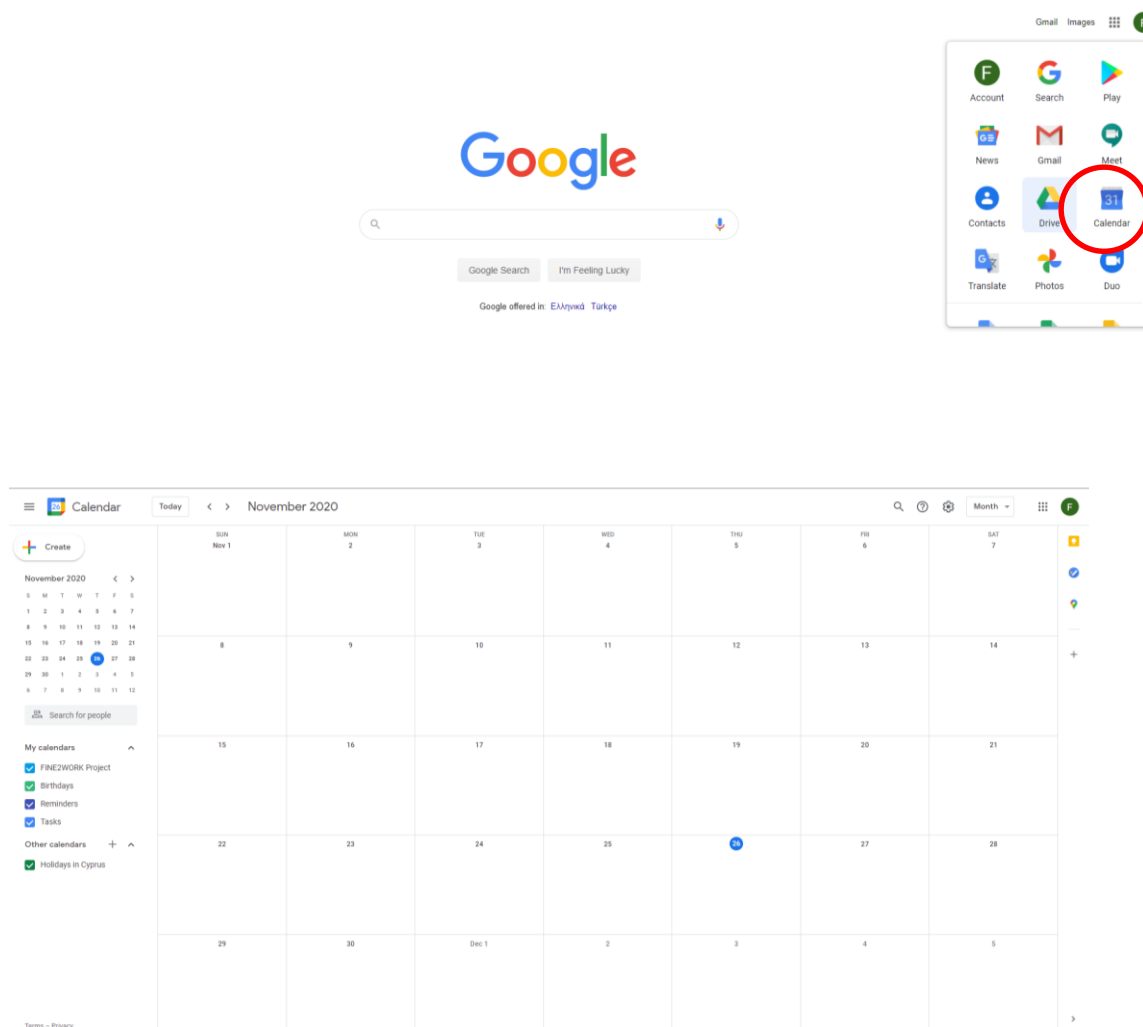


Figure 227: Google Calendar

How to navigate into Google Calendar:

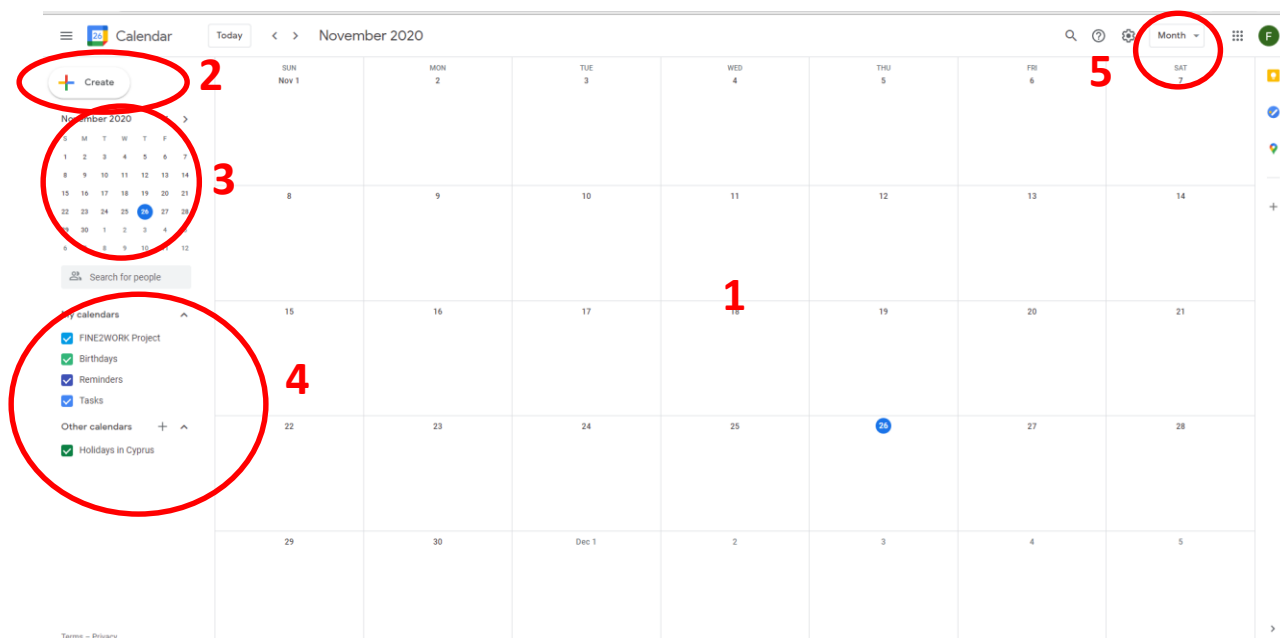


Figure 228: Google Calendar navigation

1. **Calendar** is the Google Calendar homepage where users can see each day/week/month events/appointments etc.
2. **Create** is the button which users can create events/meetings/appointments etc.
3. **Calendar – Month** view is where users can see the whole month and the selected date is indicated in the blue circle is
4. **My calendars** is where the users can see their calendars and other calendars which other people shared with them
5. **Month/Day/Week** is the button where users can change how they view their calendar per day/week/month/year etc.



Tips:

- The rest of the navigation bar are the same for all the Google Applications

How to create a new calendar:



Tips:

- Google Calendar offers each Google account user the opportunity to create one or more Google Calendars

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on '+' next to 'Other calendars'

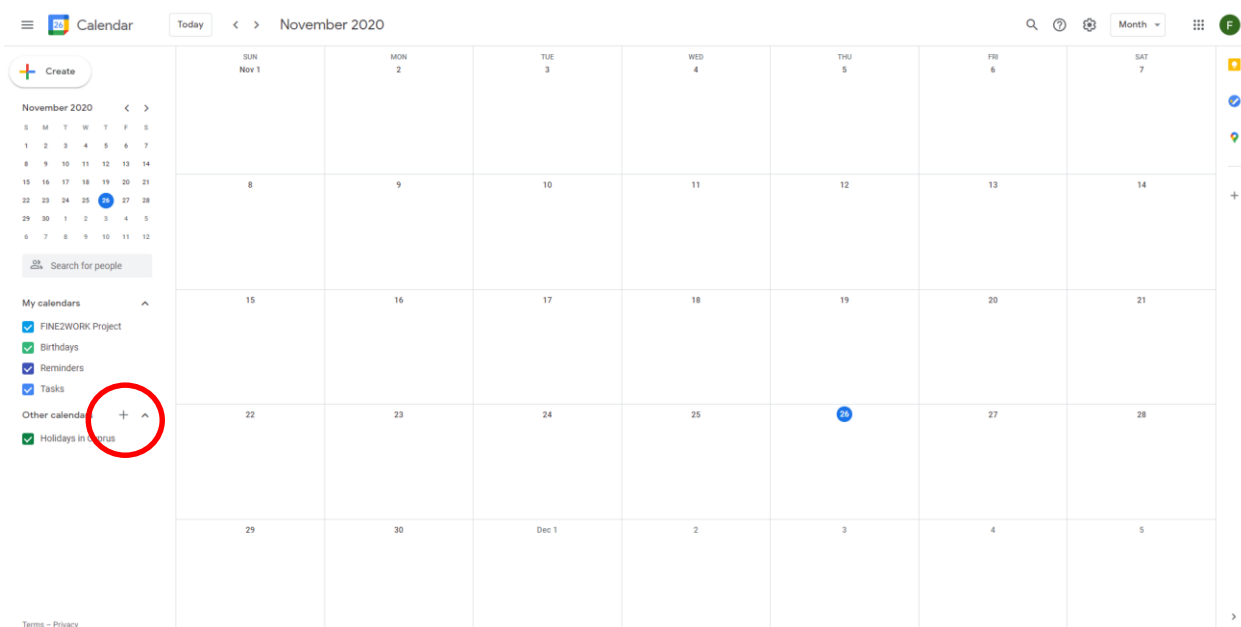


Figure 229: Create new calendar

STEP 4: Click 'Create new calendar'

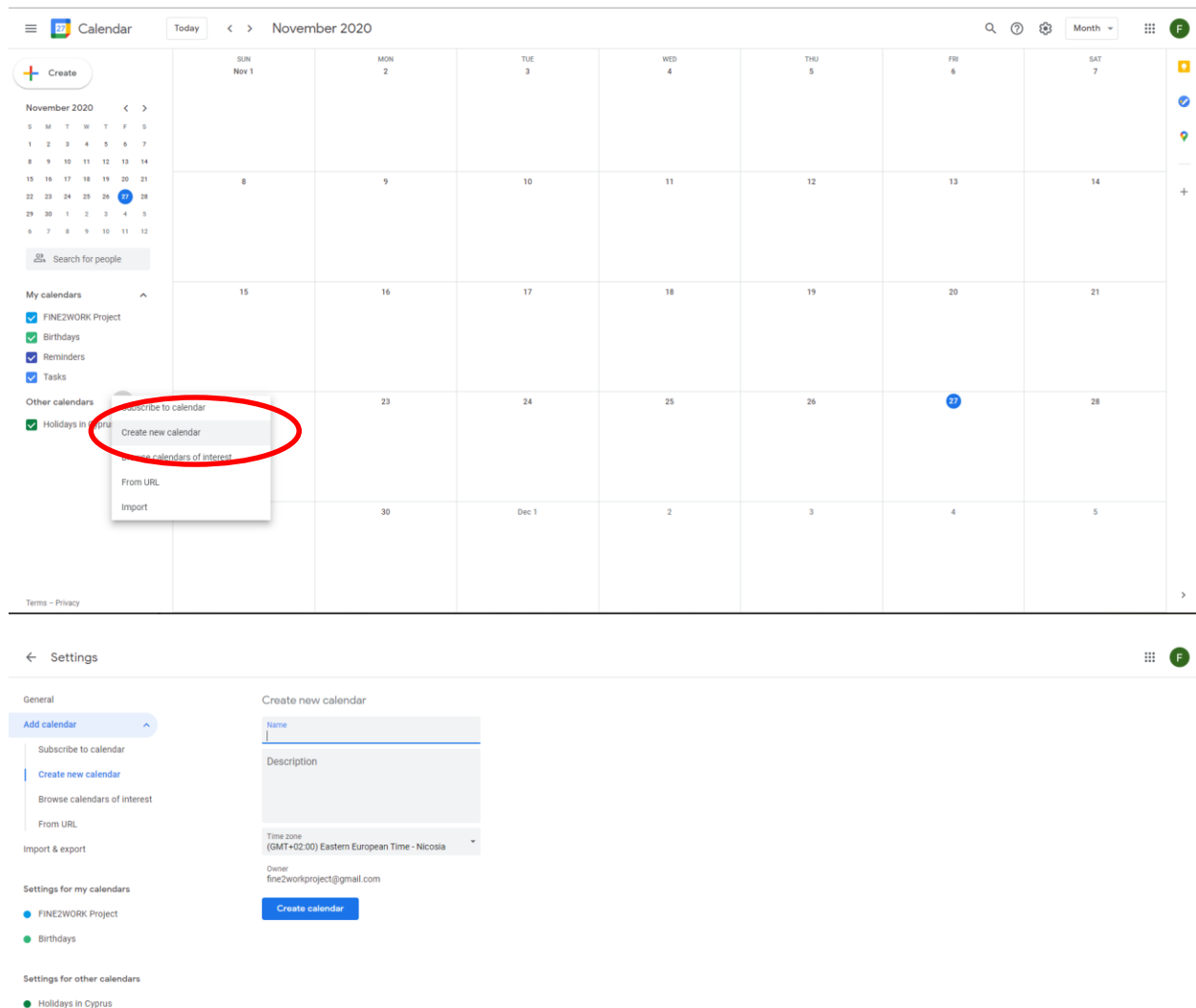
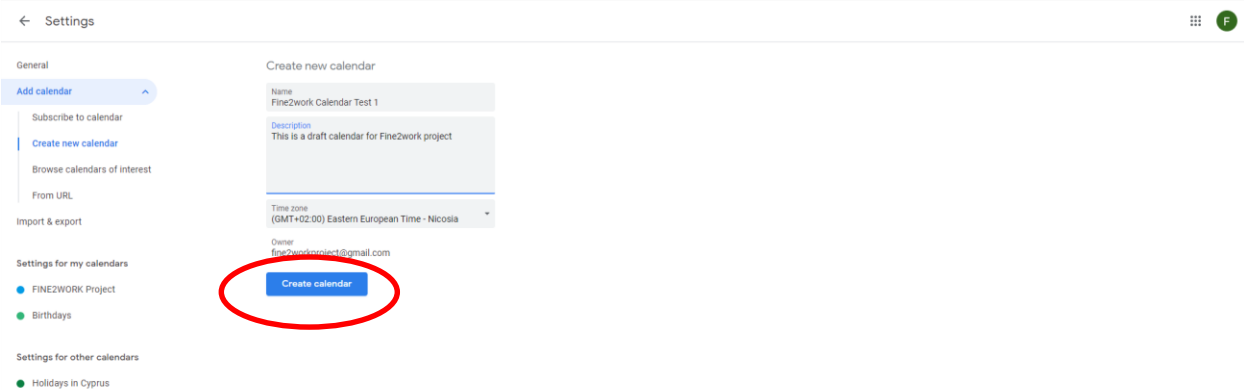


Figure 230: Create new calendar

NOTE:

- Users must fill in the following fields: the name of the calendar, a description and the time zone.

STEP 5: Click on 'Create new calendar'



← Settings

General

Add calendar

- Subscribe to calendar
- Create new calendar
- Browse calendars of interest
- From URL

Import & export

Settings for my calendars

- FINE2WORK Project
- Birthdays

Settings for other calendars

- Holidays in Cyprus

Create new calendar

Name
Fine2work Calendar Test 1

Description
This is a draft calendar for Fine2work project

Time zone
(GMT+02:00) Eastern European Time - Nicosia

Owner
fine2workproject@gmail.com

Create calendar

Figure 231: Create new calendar

NOTE:

- This is the draft calendar

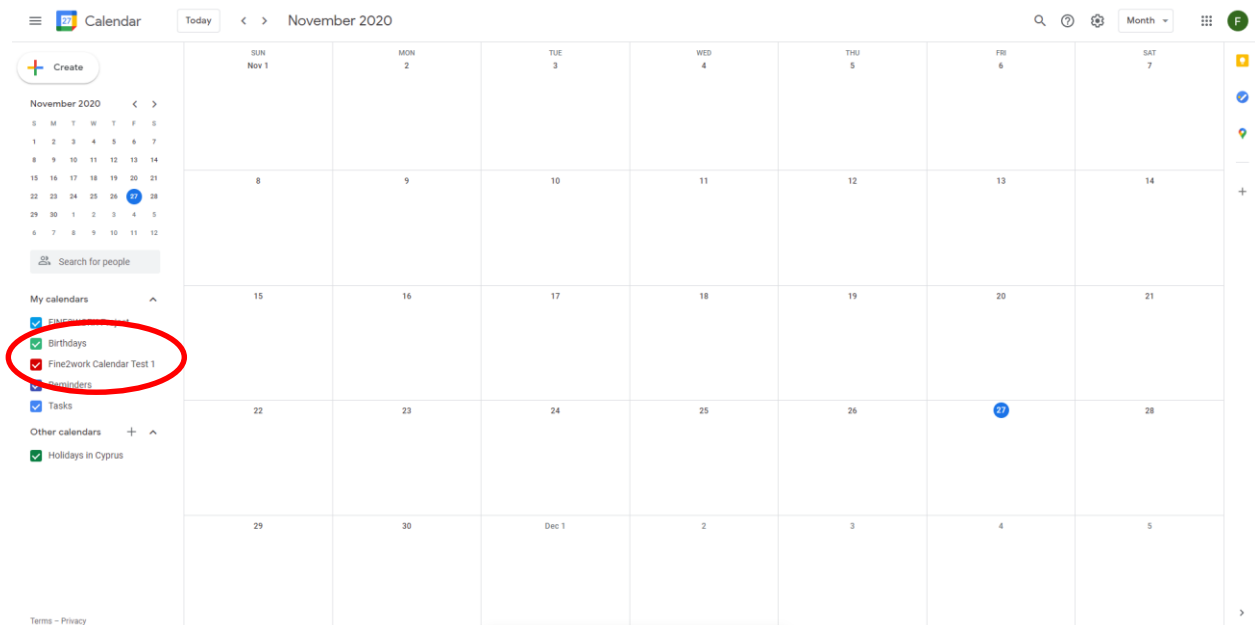


Figure 232: Create new calendar

How to browse calendars of interest:



Google Calendars of interest: Are the calendars that Google provide free such as Orthodox holidays, Christian holidays, or sports team schedules.

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on '+' next to the 'Other calendars'

STEP 4: Click on 'Browse calendars of interest'

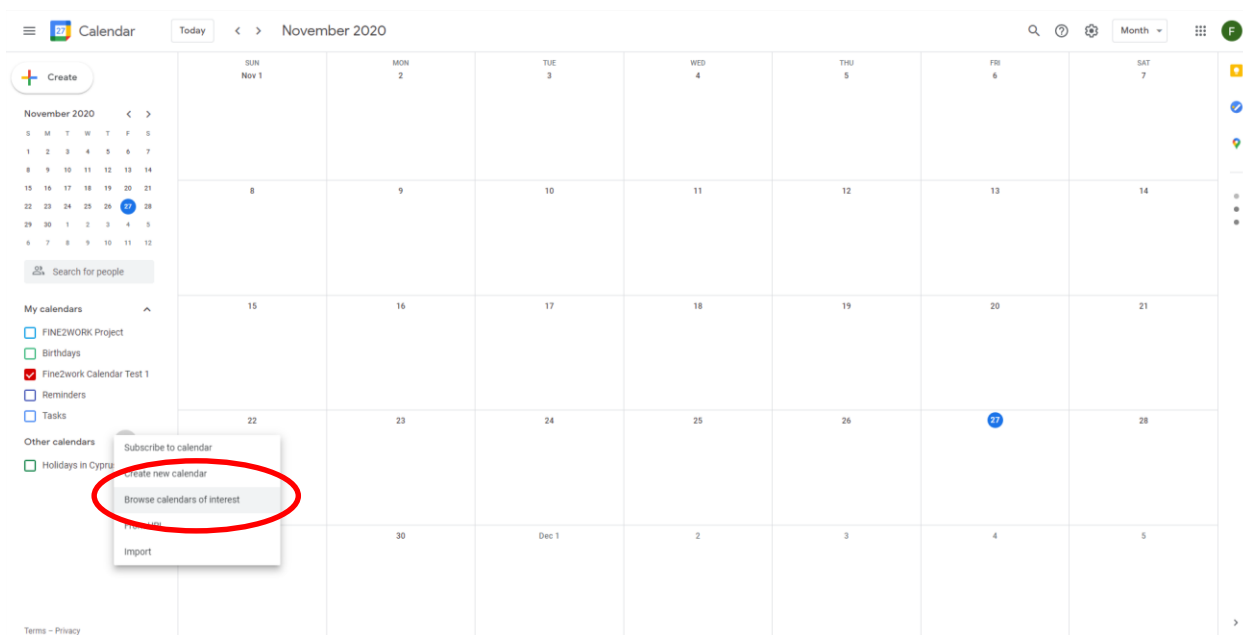


Figure 233: Browse calendars of interest

NOTE:

- Users can add other public calendars into their Google account such as Christian Holidays, Orthodox Holidays, Sports etc.

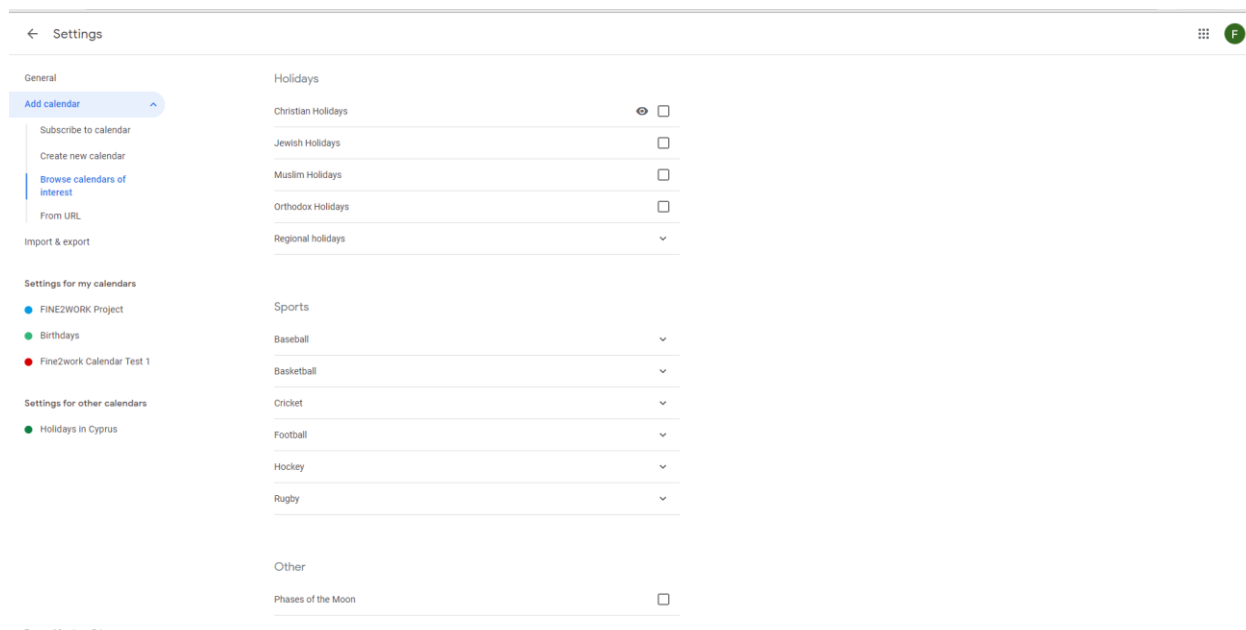


Figure 234: Browse calendars of interest

How to select multiple calendars:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on '✓' next to each calendar at the left hand side to view one or more calendars

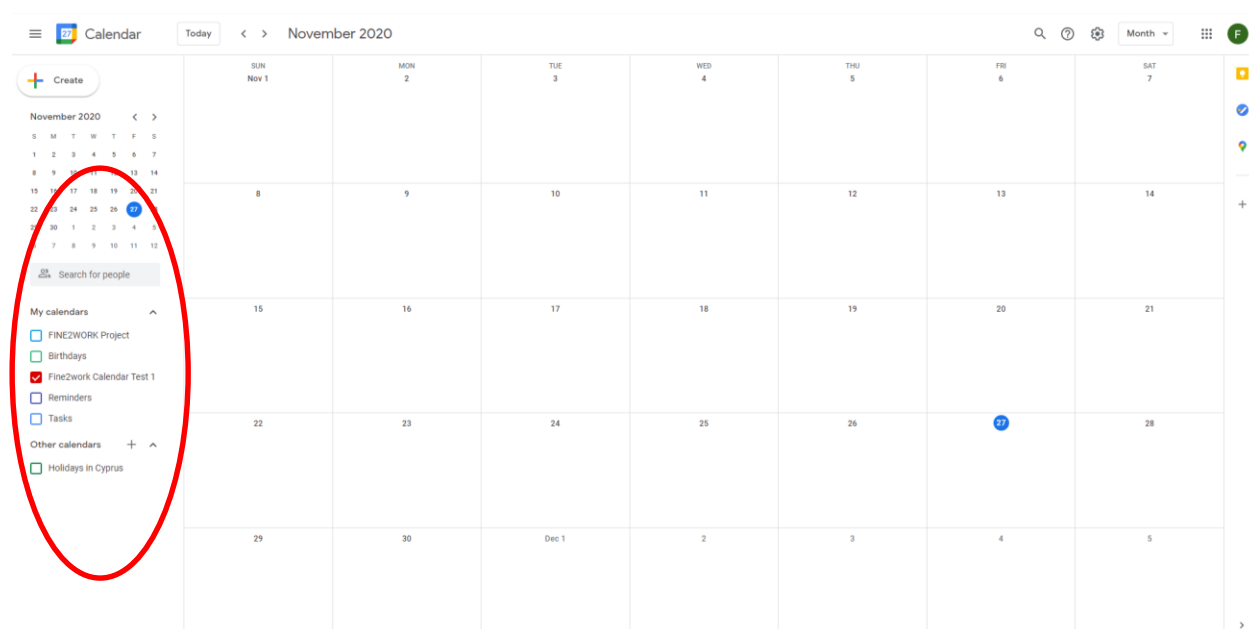


Figure 235: View calendars

How to hide a calendar:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on the three dots next to the name of each calendar at the left hand side

STEP 4: Click on 'Hide from list'

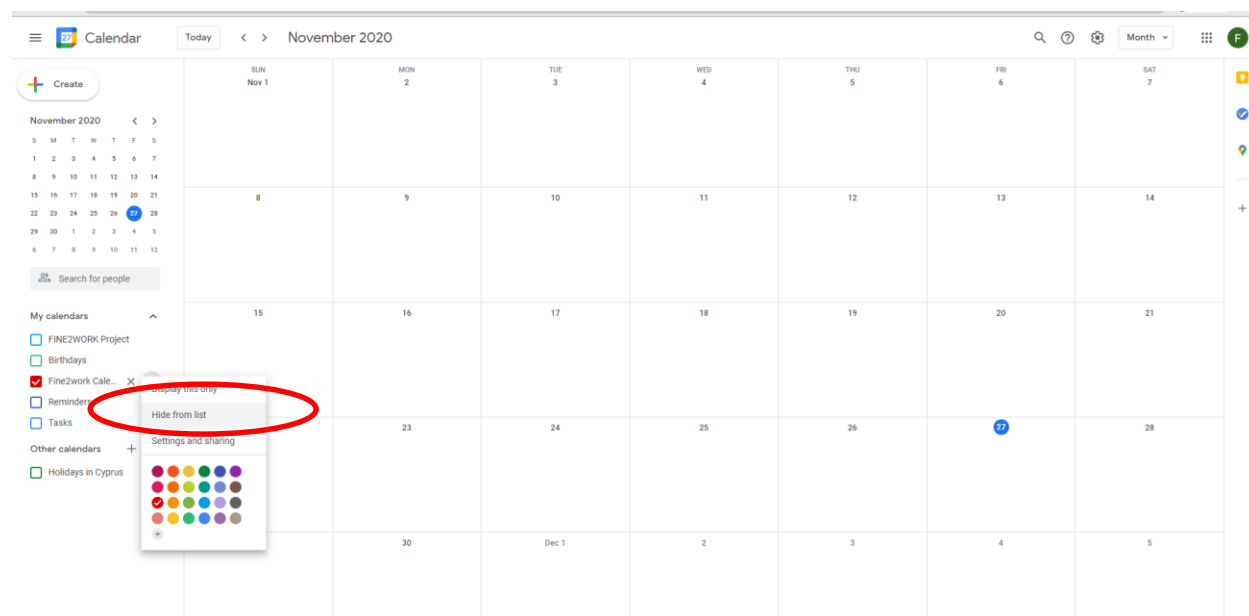


Figure 236: Hide calendar

How to manage settings and sharing:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on the three dots next to the name of each calendar at the left hand side

STEP 4: Click on 'Settings and Sharing'

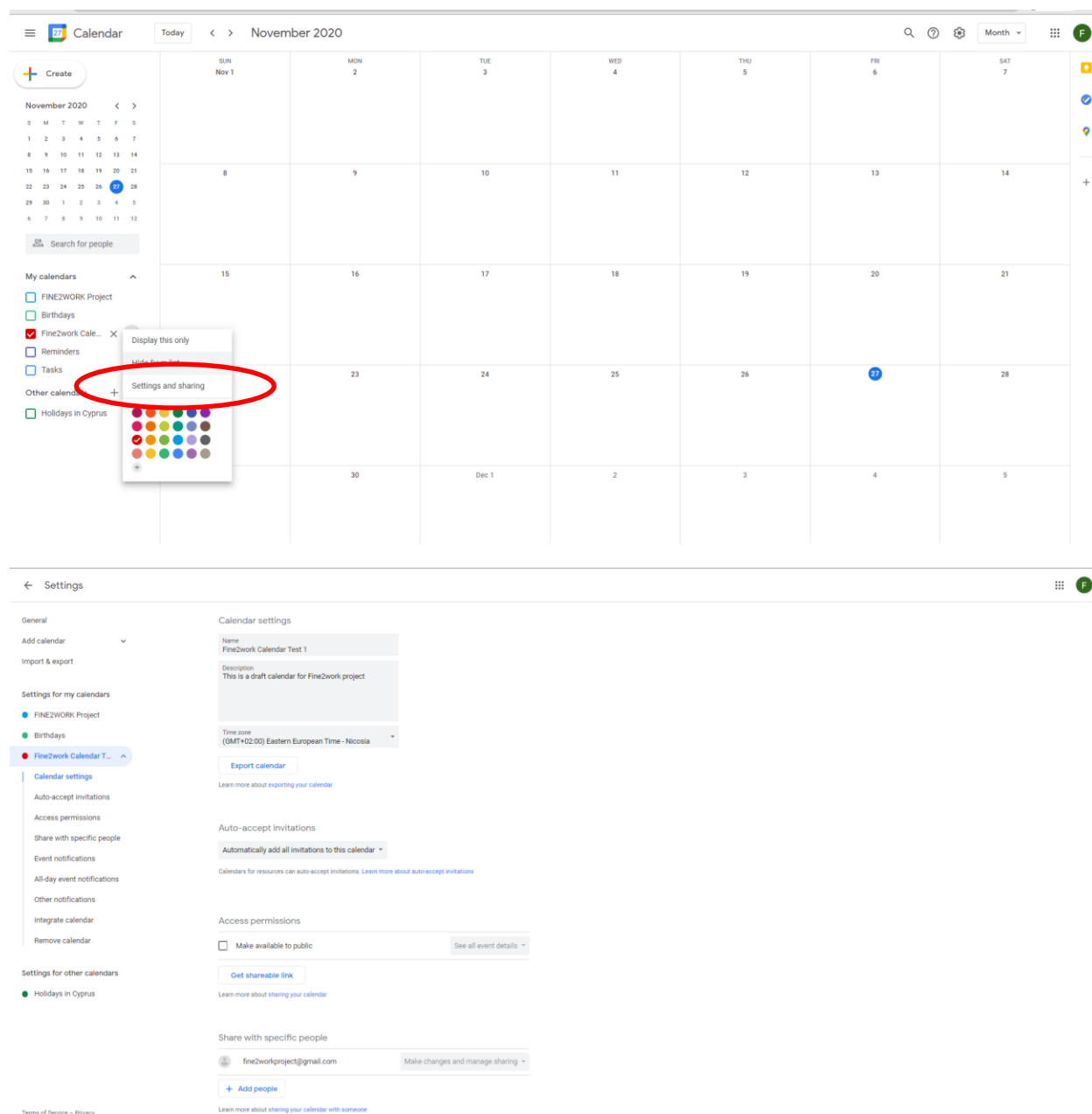


Figure 237: Manage settings and sharing

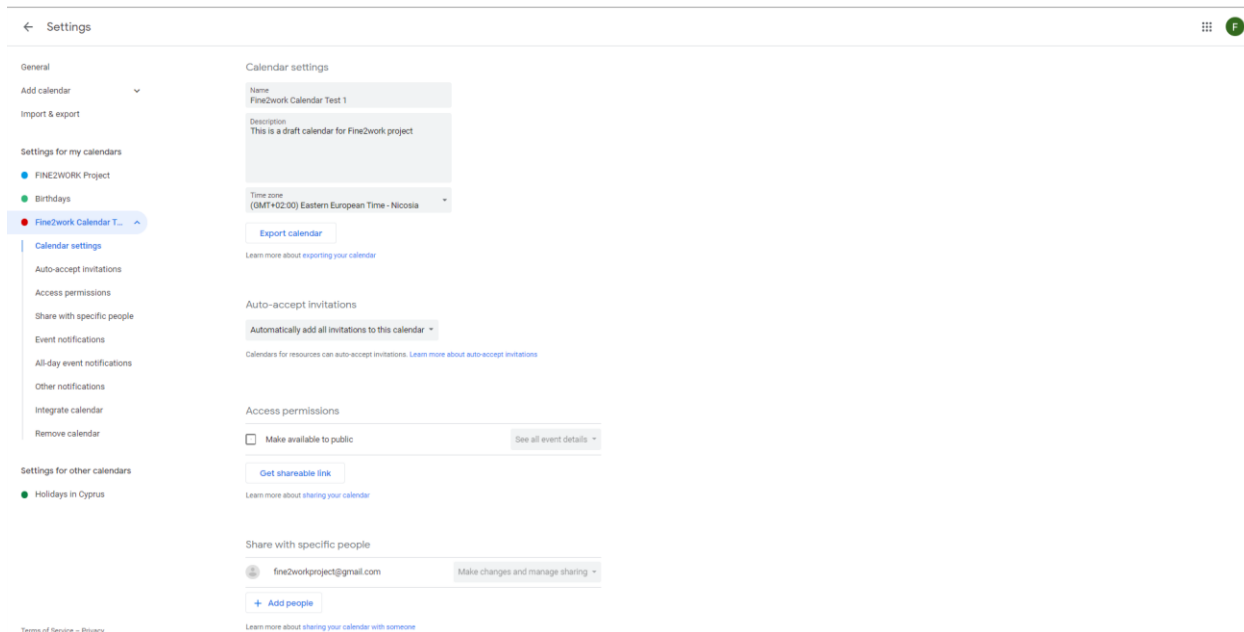


Figure 238: Manage settings and sharing

NOTE:

- Users can change the calendar settings: Calendar name, description and time zone.
- Users can get access permissions either to make the calendar available to public either to get a shareable link
- Users can share a calendar with specific people and give different permissions, for example to see all event details, make changes to events, make changes and manage sharing

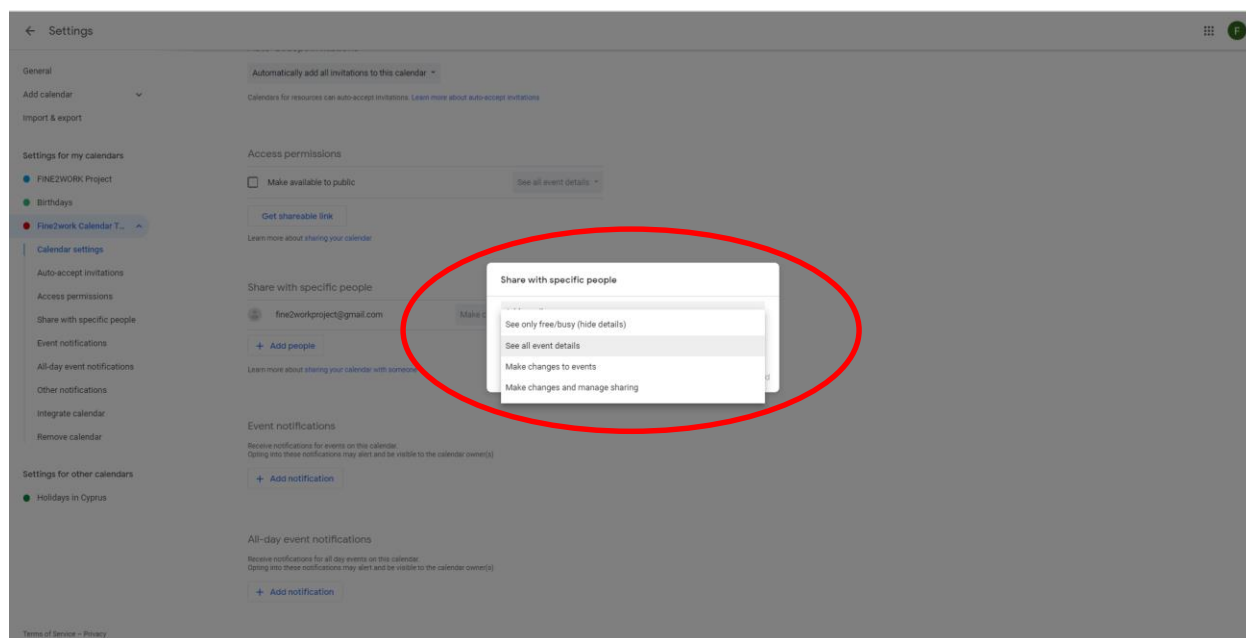


Figure 239: Manage settings and sharing

How to remove a calendar:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on the three dots next to the name of each calendar at the left-hand side

STEP 4: Click on 'Manage settings and sharing'

STEP 5: Click on 'Delete'

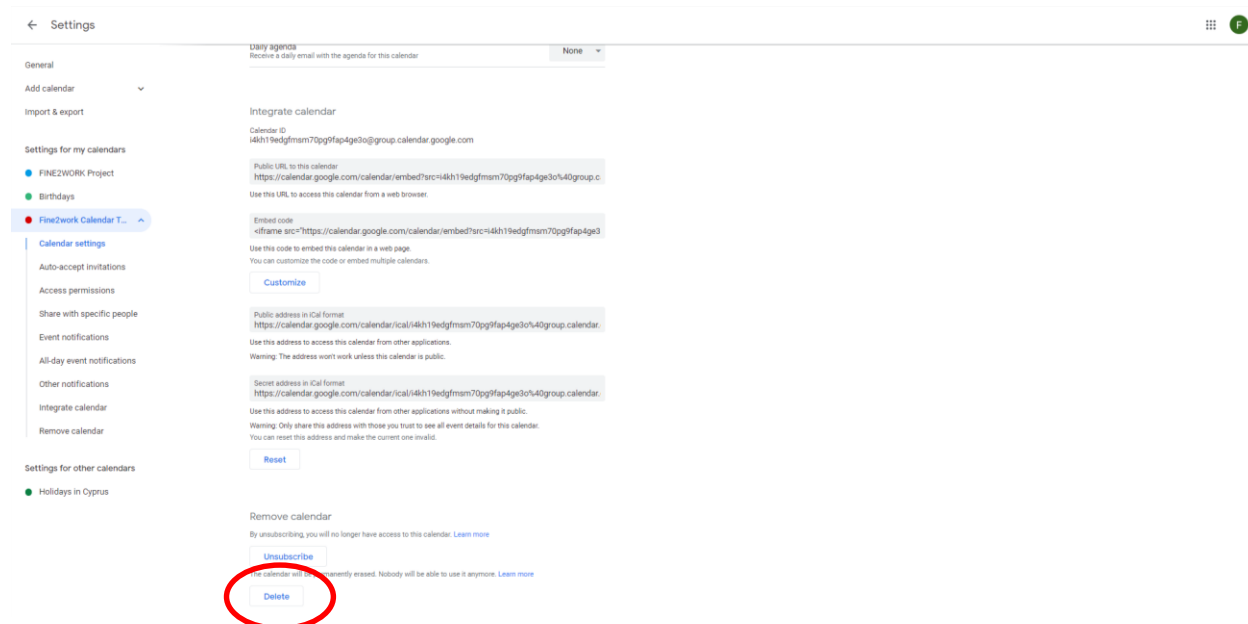


Figure 240: Remove a calendar

How to edit calendar colour:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Click on the three dots next to the name of each calendar at the left-hand side

STEP 4: Change the colour

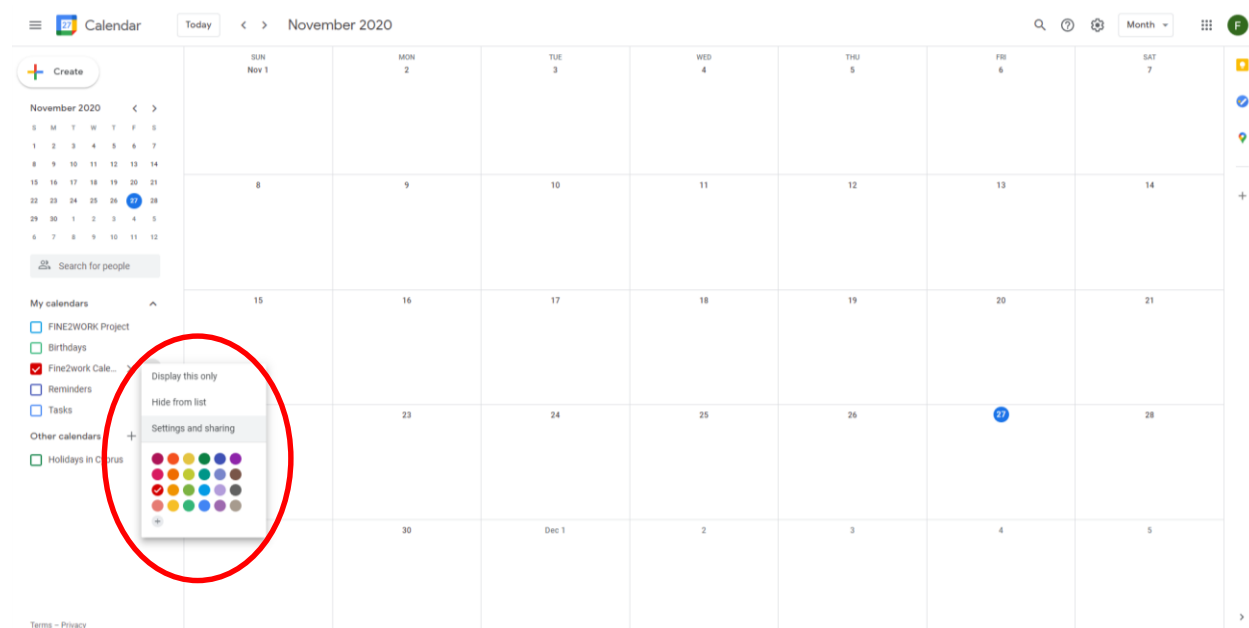


Figure 241: Change the calendar colour

4.4. Edit a calendar

How to create events:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Choose the view you prefer to look (Day/Weekly/Monthly)

STEP 4: Choose a date

STEP 5: Click on 'Create' at the top left-hand side

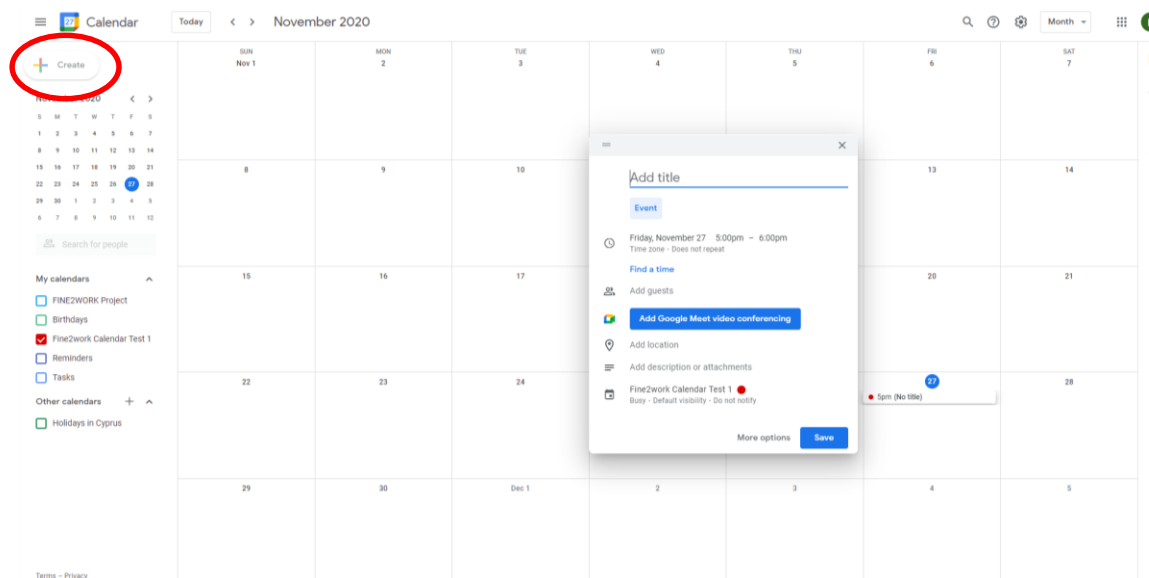


Figure 242: Create events

STEP 6: Click on 'More options'

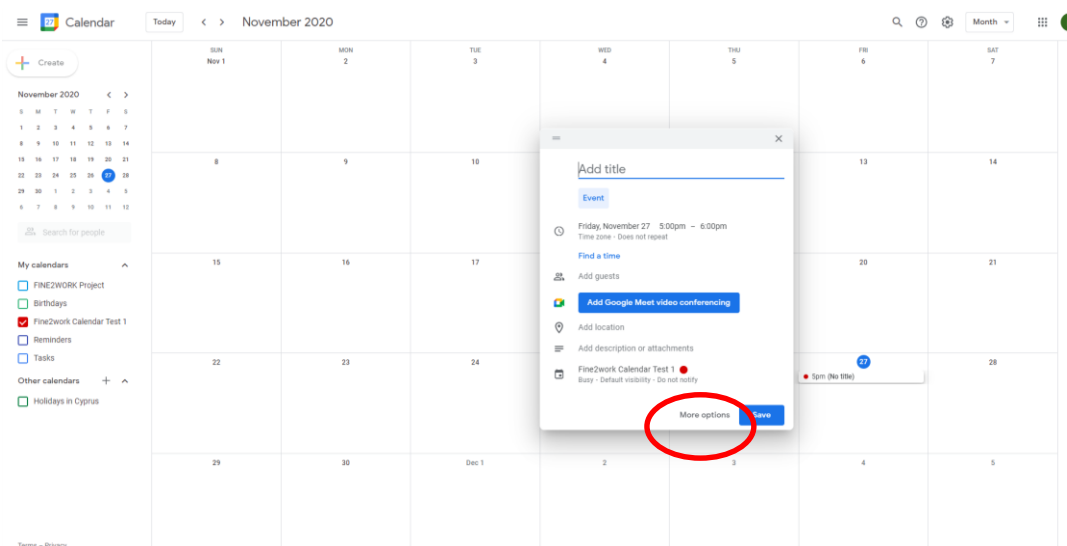
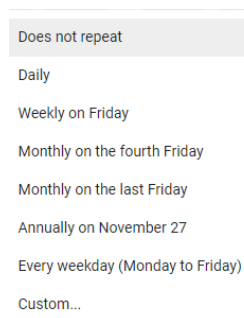


Figure 243: Create events

NOTE:

Users can change:

- The title/name of the event
- Date and time
- The duration of the event
- The frequency of the event
- Location
- Notifications
- Add guests
- Add description



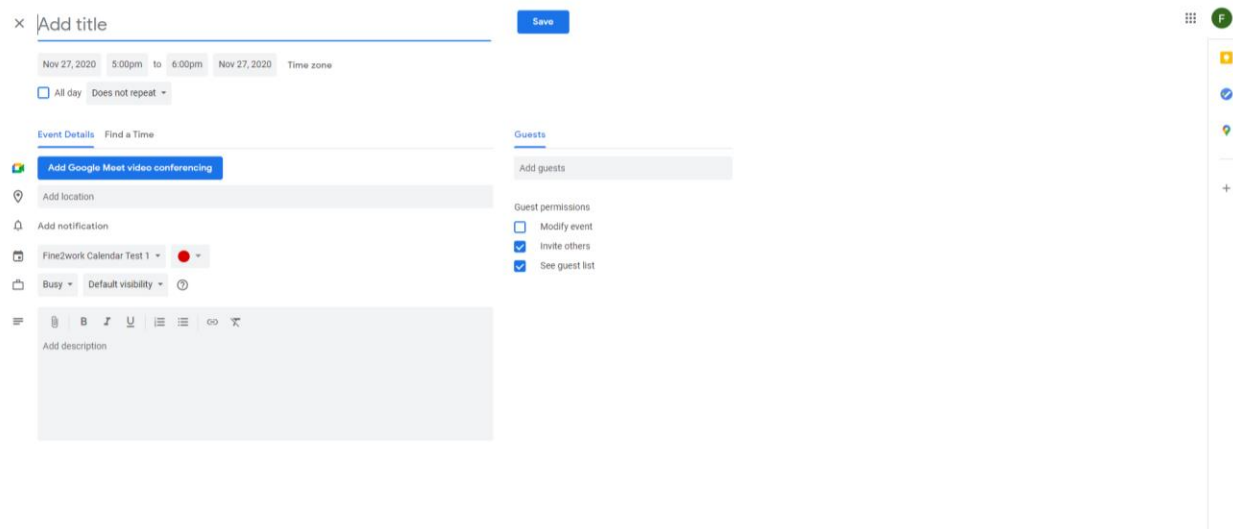


Figure 245: Create events

How to create events:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Calendar

STEP 3: Choose the view you prefer to look (Day/Weekly/Monthly)

Here is the event:

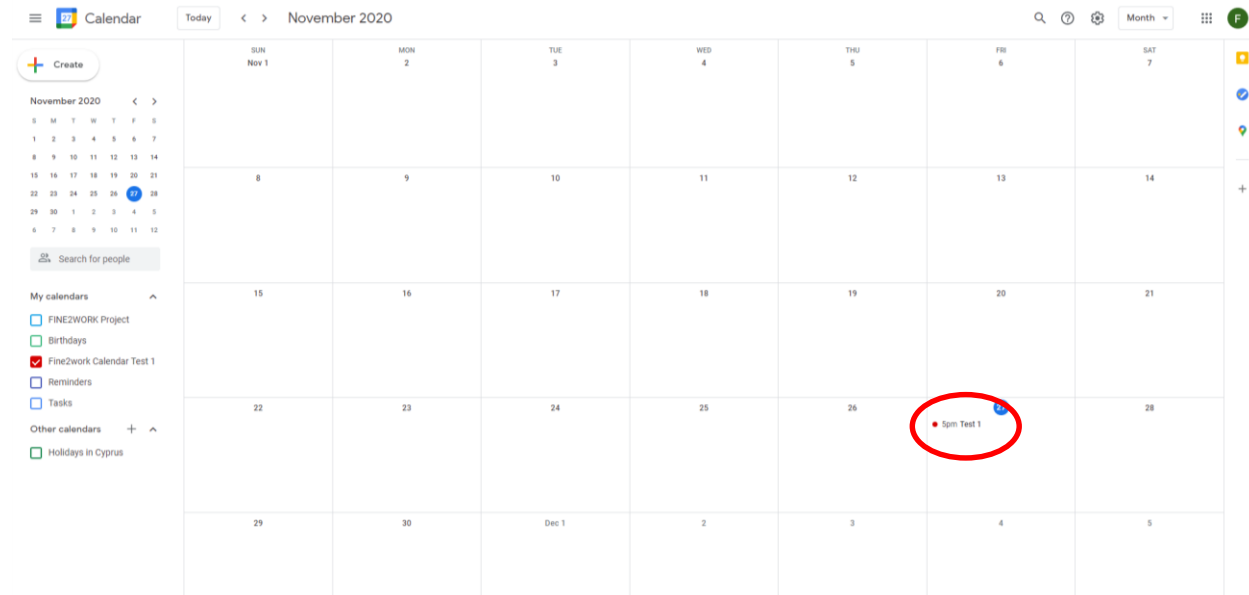


Figure 246: View events

STEP 4: Click on the event

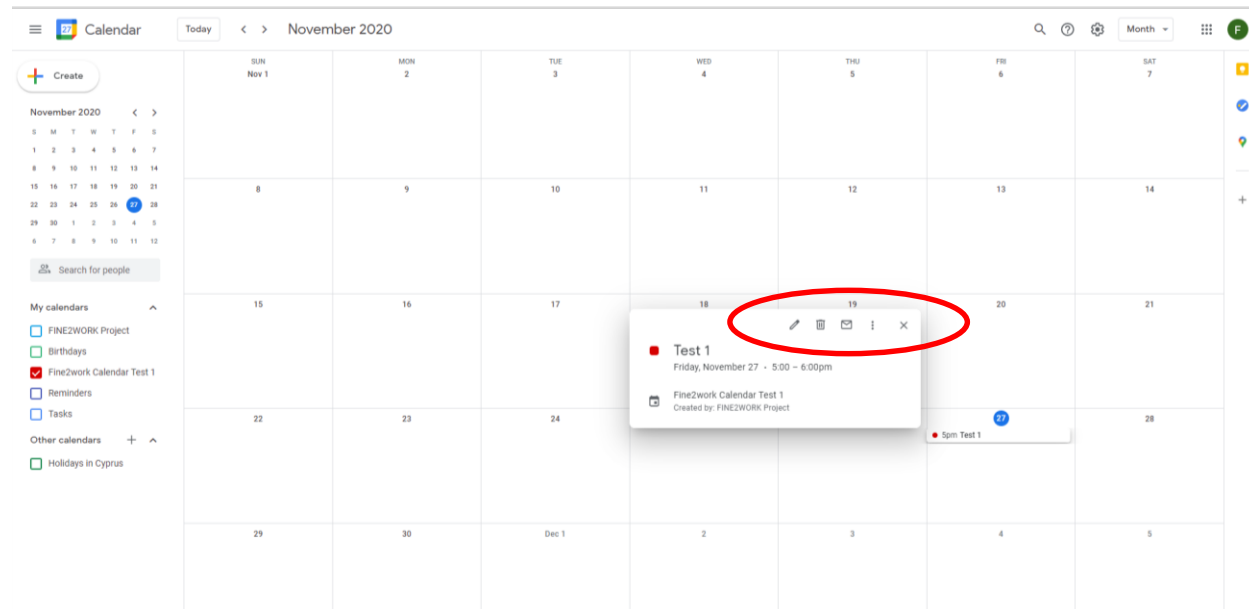


Figure 247: View events

NOTE:

Users can edit events:

- Edit event name, description, time etc.
- Delete the event
- Send an email to guests
- Duplicate to other calendars

4.5. Google Contacts log-in and navigation

How to log-in into Google Contacts

STEP 1: Log in to your Google account

STEP 2: Click on 'Sign in'

STEP 3: Fill in your e-mail and password

STEP 4: Click on 'Next'

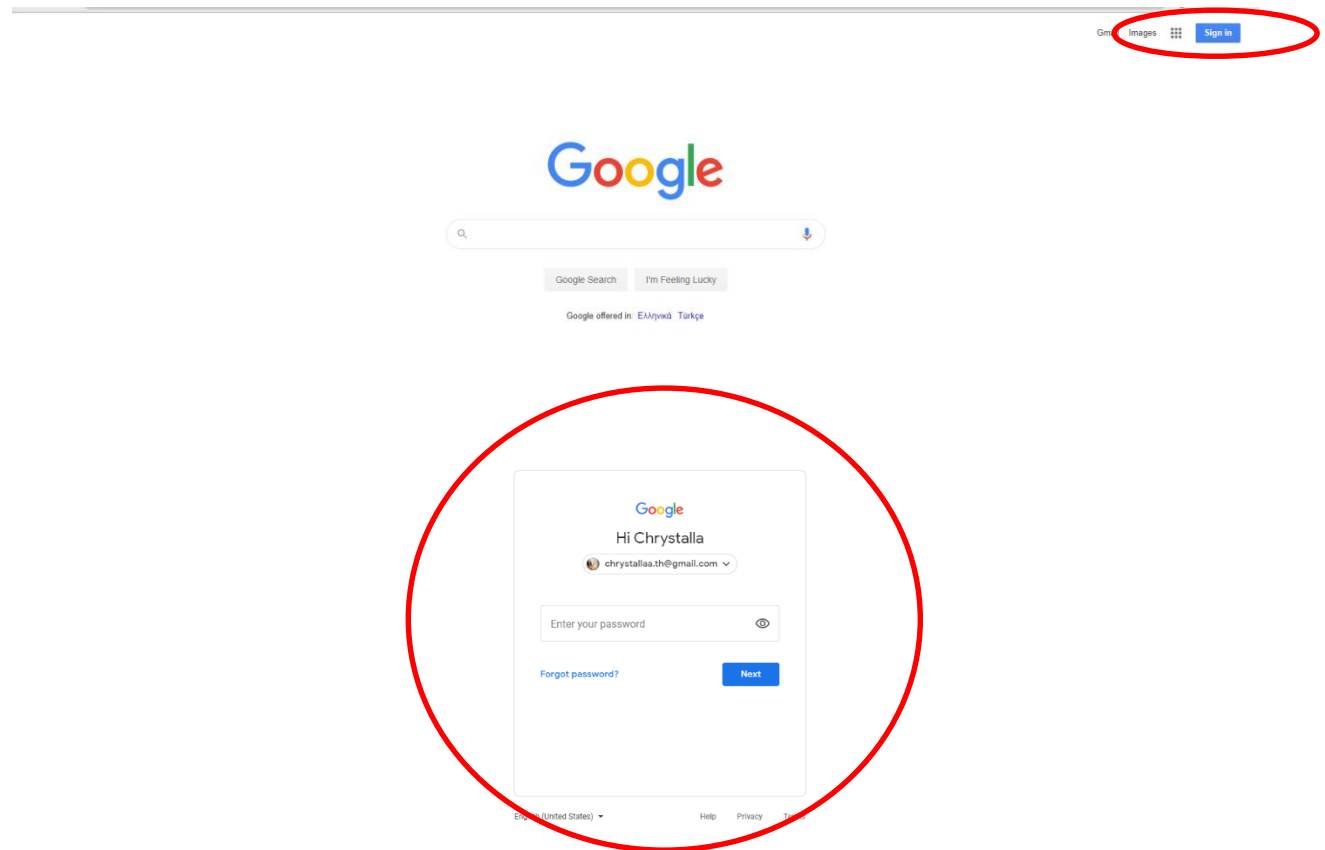


Figure 248: Log in to your Google account

STEP 5: Click the square with dots at the top right-hand side

STEP 6: Click on 'Google Contacts'

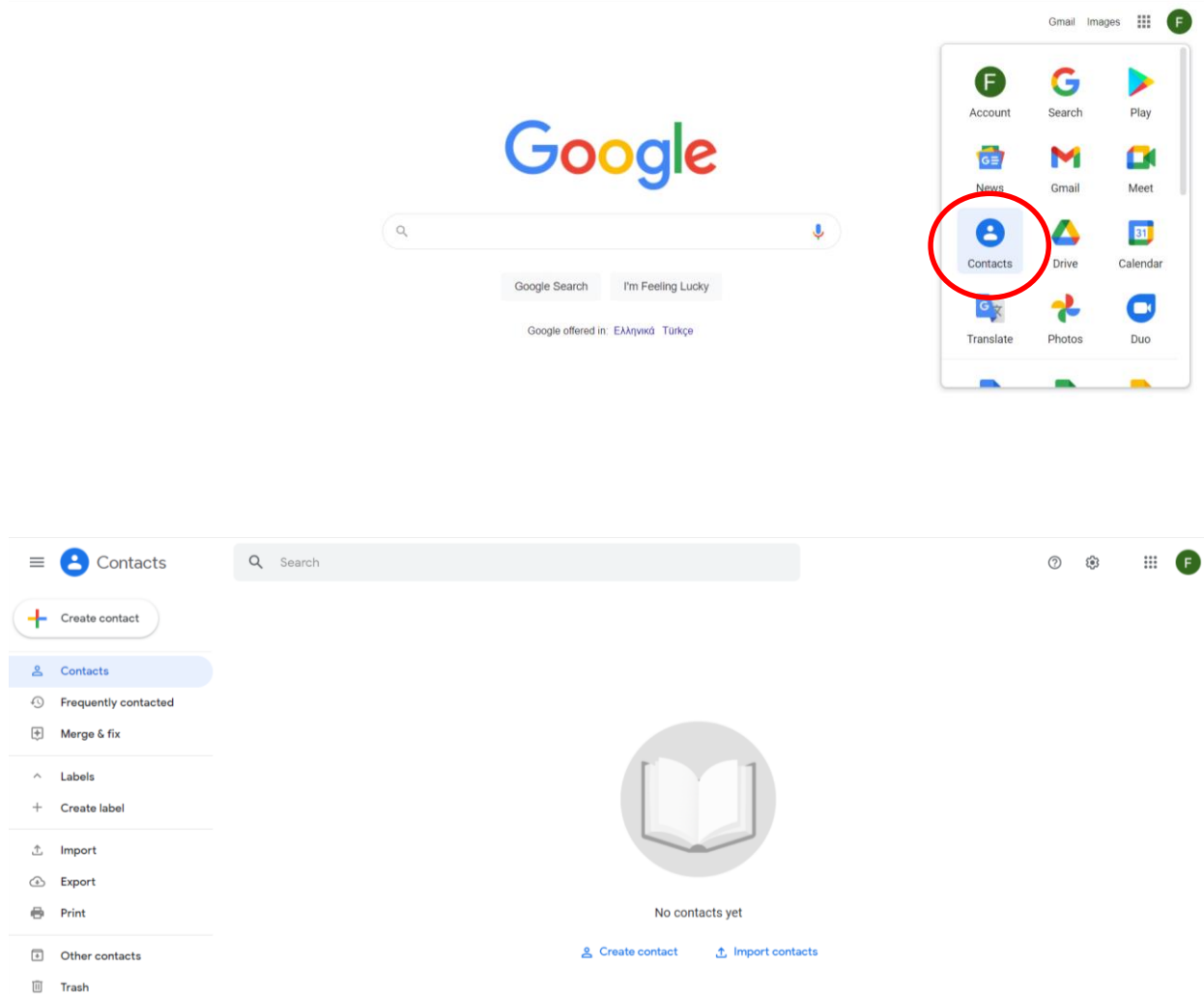


Figure 249: Google Contacts

How to navigate into Google Contacts:

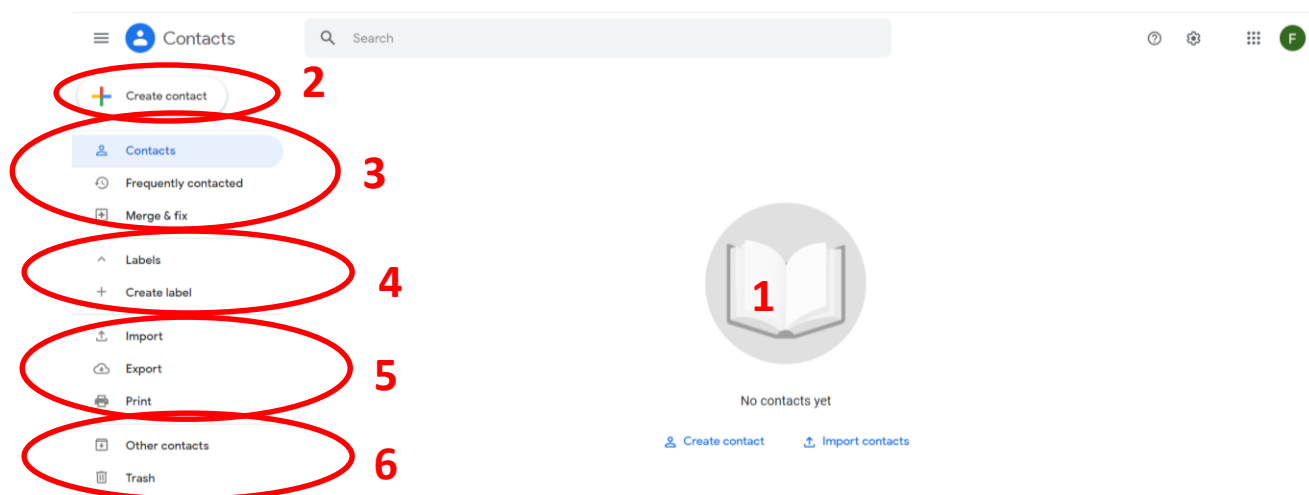


Figure 250: Google Calendar navigation

1. **Contacts** is the Google Contacts homepage where users can see their contacts
2. **Create** is the button which users can create contacts
3. **Frequently contacted** is the place where the most frequently used contacts are stored
4. **Create label** is where users can create labels and organize their contacts
5. **Import/Export/Print** is where users can import users as CSV or vCard files, export contacts as CSV files and print them
6. **Trash** is the button users can delete the contacts



Tips:

- The rest of the navigation bar are the same for all the Google Applications

How to create new contacts:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: Click on 'Create contact' at the top left-hand side

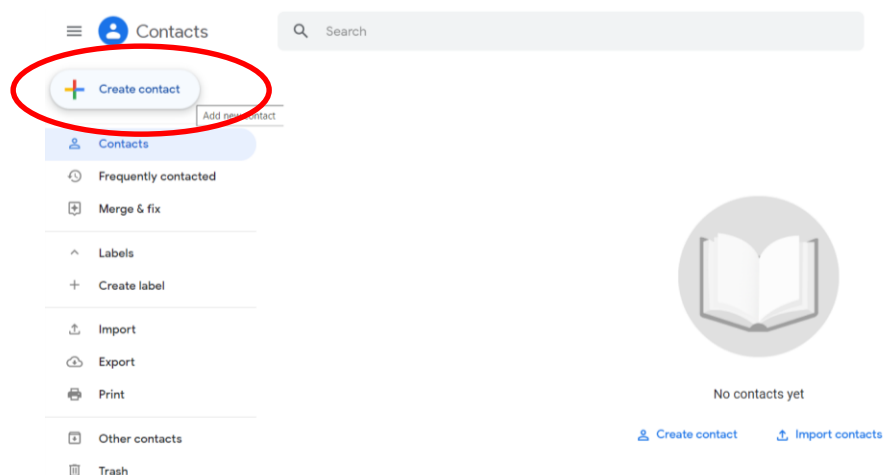


Figure 251: Create contacts

STEP 4: Click on 'Create a contact'

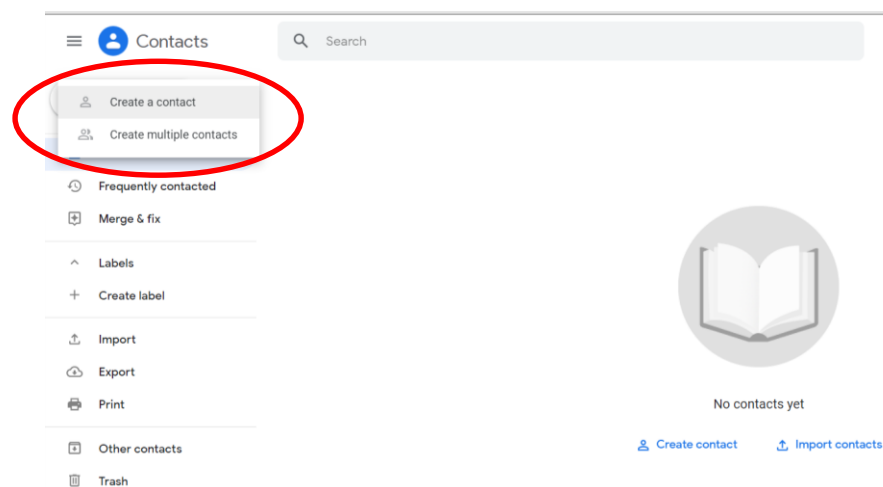


Figure 237: Create a contact



Tips:

- Users can create one or multiple contacts

STEP 5: Fill in the required fields

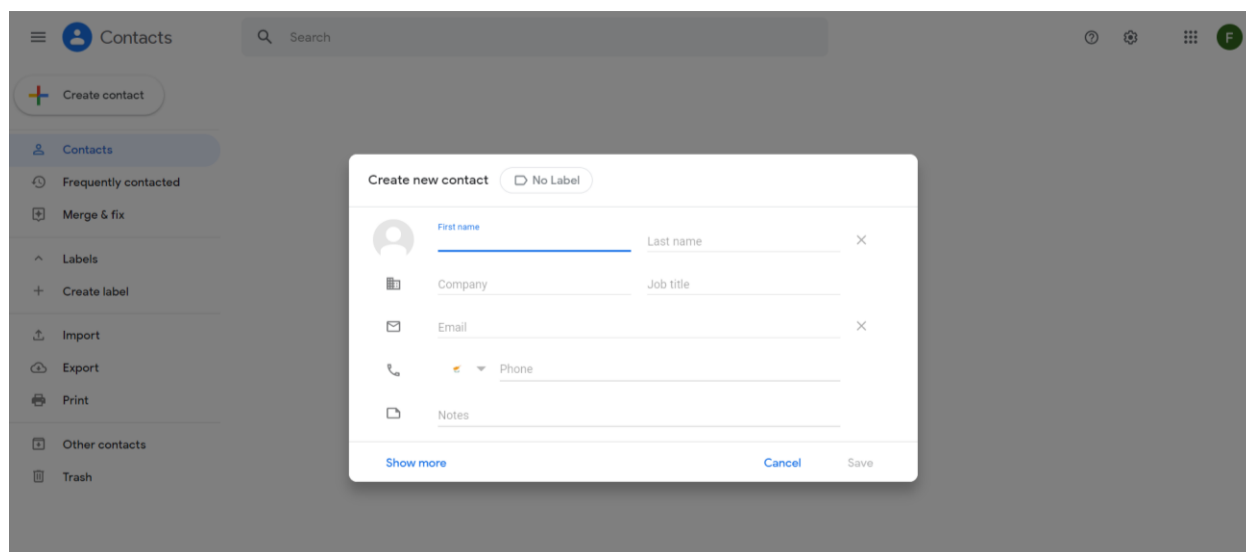


Figure 238: Create a contact

NOTE:

Users should fill in the required fields:

- First name and Last name
- Company
- Job title
- Email
- Telephone (and select the country code e.g. Cyprus)
- Notes (if needed)

For example:

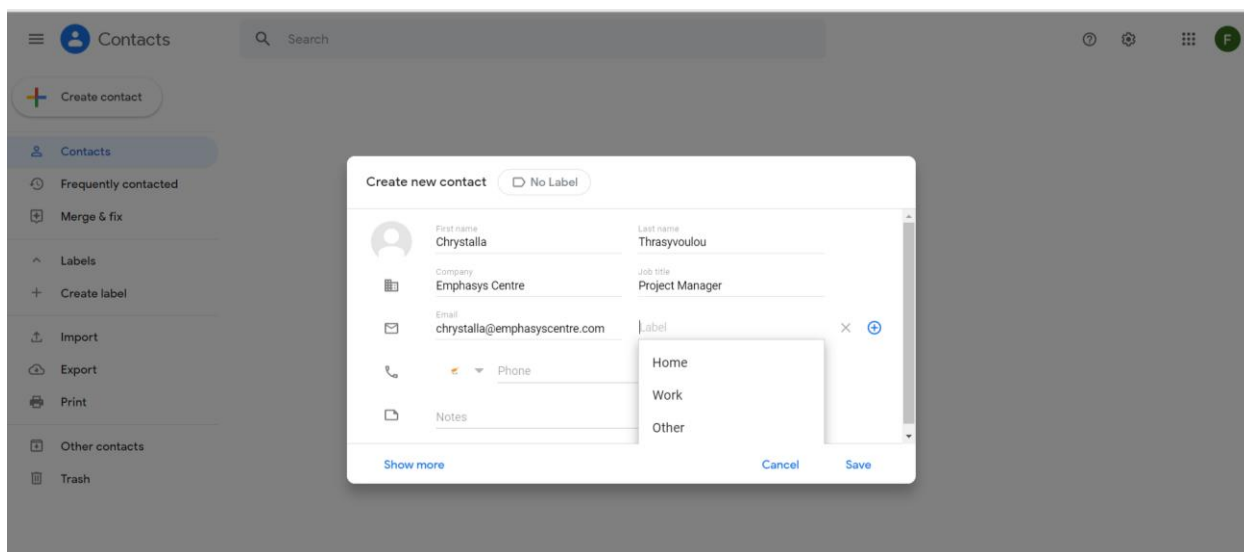


Figure 239: Create a contact



Tips:

- Once the user fill in the 'Email' field, the 'Label' field is automatically selected and users can select the category that a contact can be stored.

- Users can create labels for 'Work' or 'Meetings' so they can have all their colleagues under one label/one place.

STEP 6: Click on 'Save'

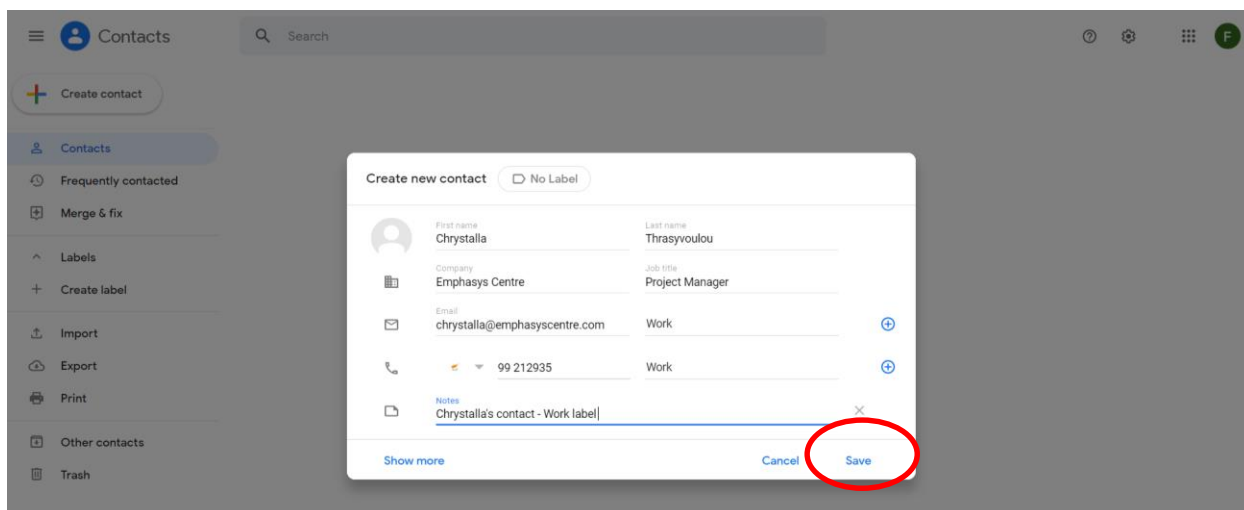


Figure 240: Create a contact

Here is the contact.

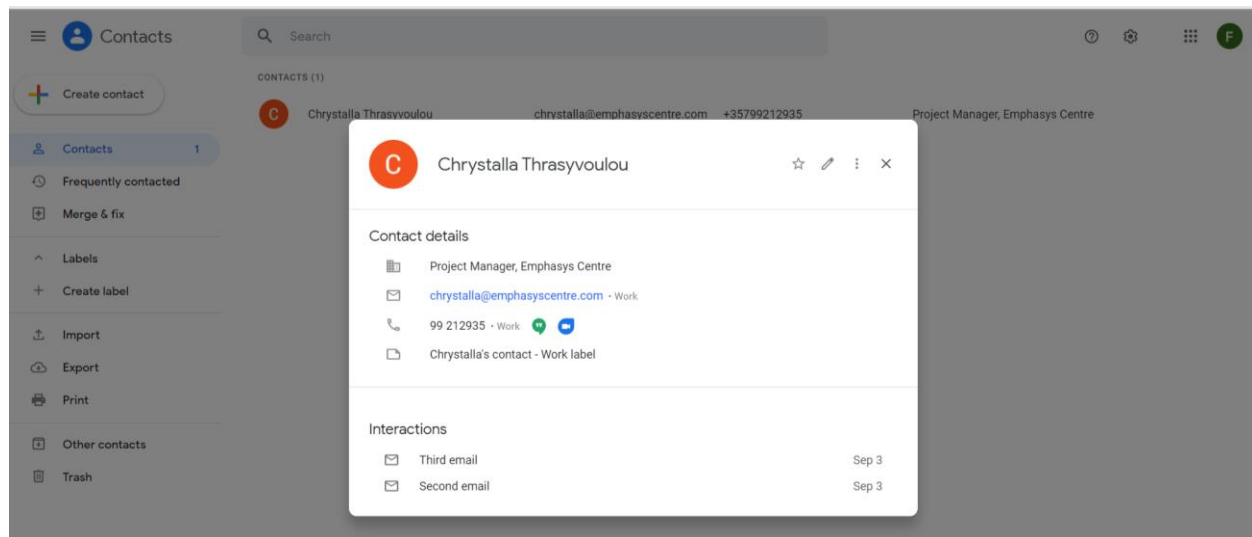


Figure 241: Create a contact

How to create label:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: Click on 'Create label' at the left-hand side

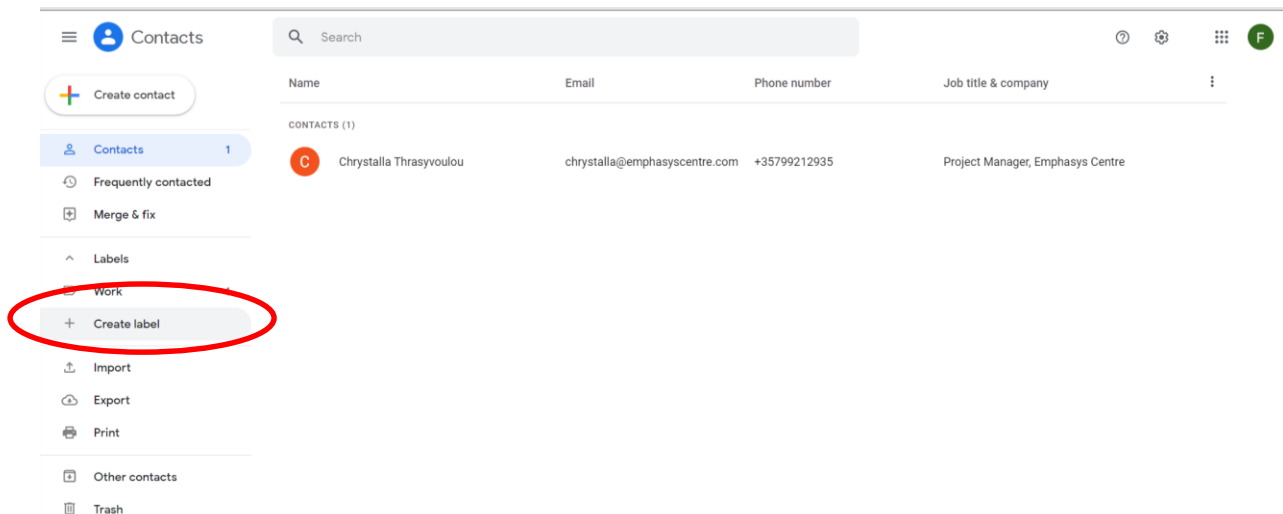


Figure 242: Create label

STEP 4: Fill in the field with the name of the label

STEP 5: Click on 'Save'

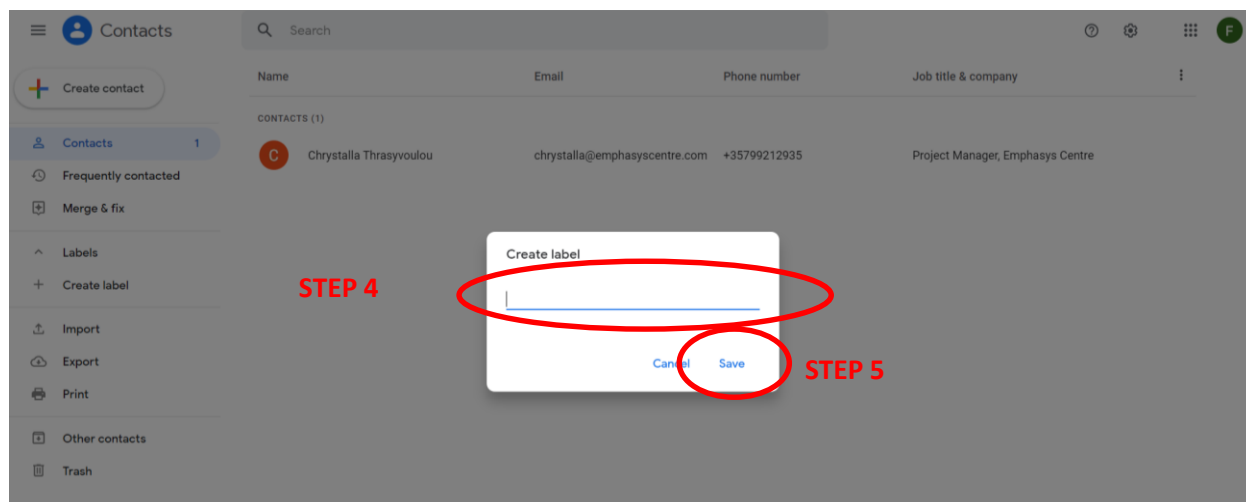


Figure 243: Create label

Here is an example of 'Work' label

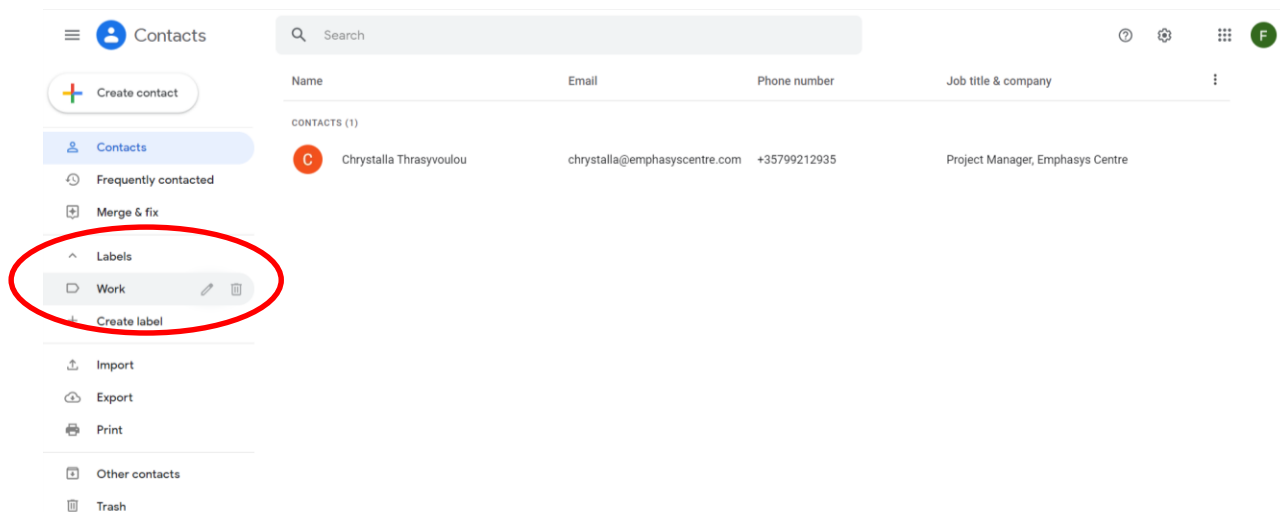


Figure 244: Create label

NOTE:

Users can edit or delete the label (Figure 245)

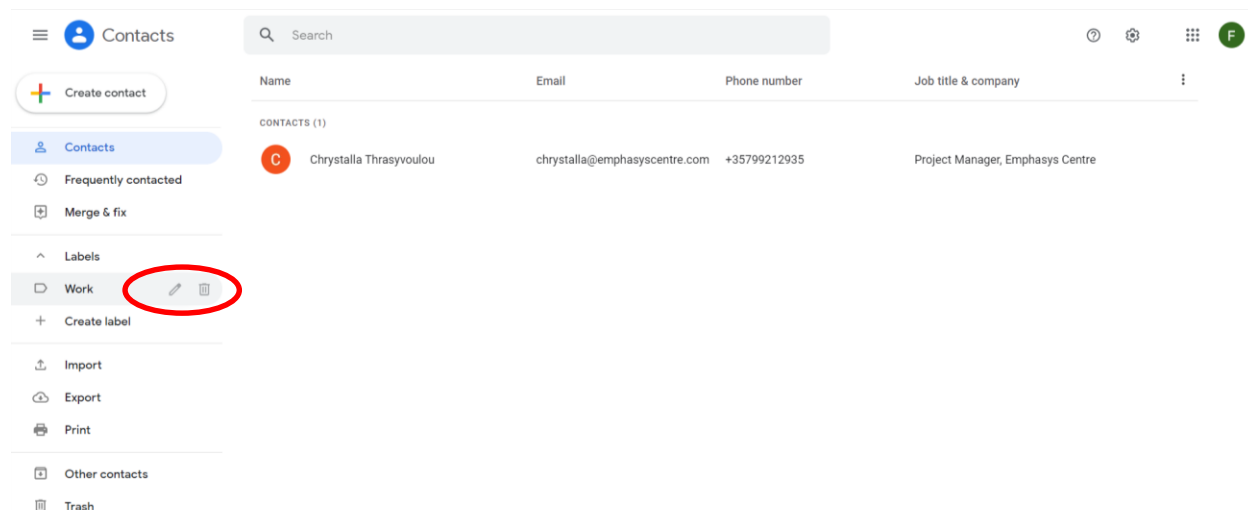


Figure 245: Edit or delete label

How to move contacts into labels:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: click on 'Contacts' at the left-hand side

STEP 4: Select one contact and click on the three dots

STEP 5: Click on the name of the label. In figure 246 click on 'Work' label

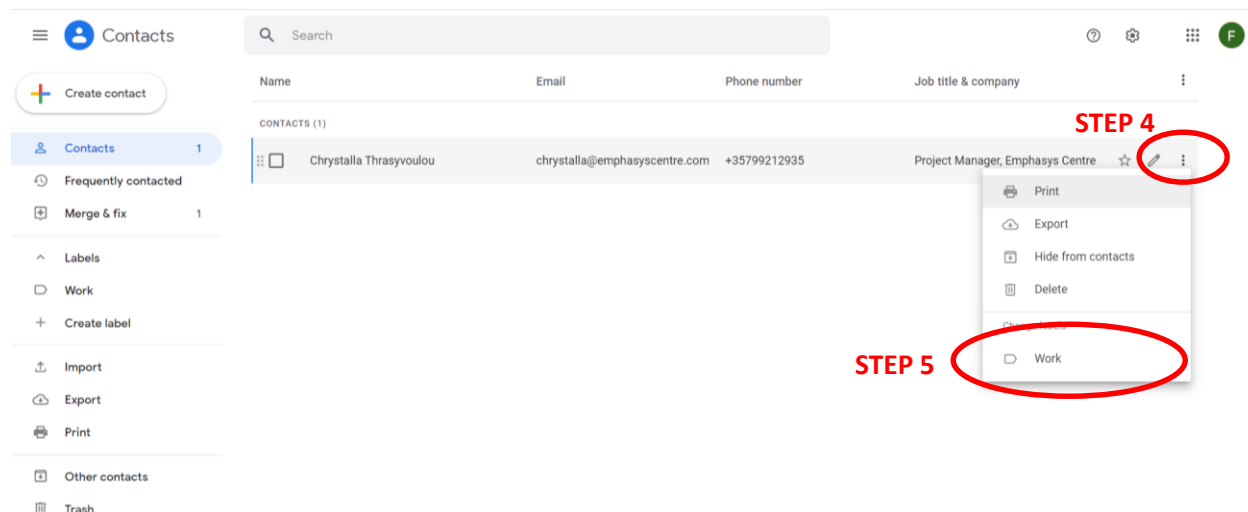


Figure 246: Move contacts into labels

How to make 'Starred' contacts (favorites):

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: click on 'Contacts' at the left-hand side

STEP 4: Click on the 'Star' icon

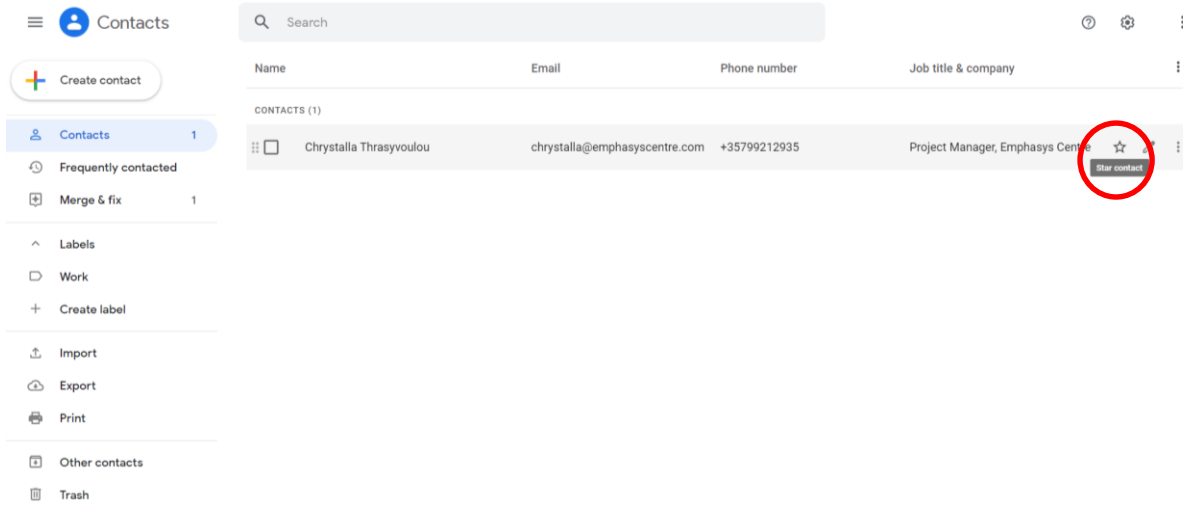


Figure 247: Starred contacts

Here are the starred contacts:

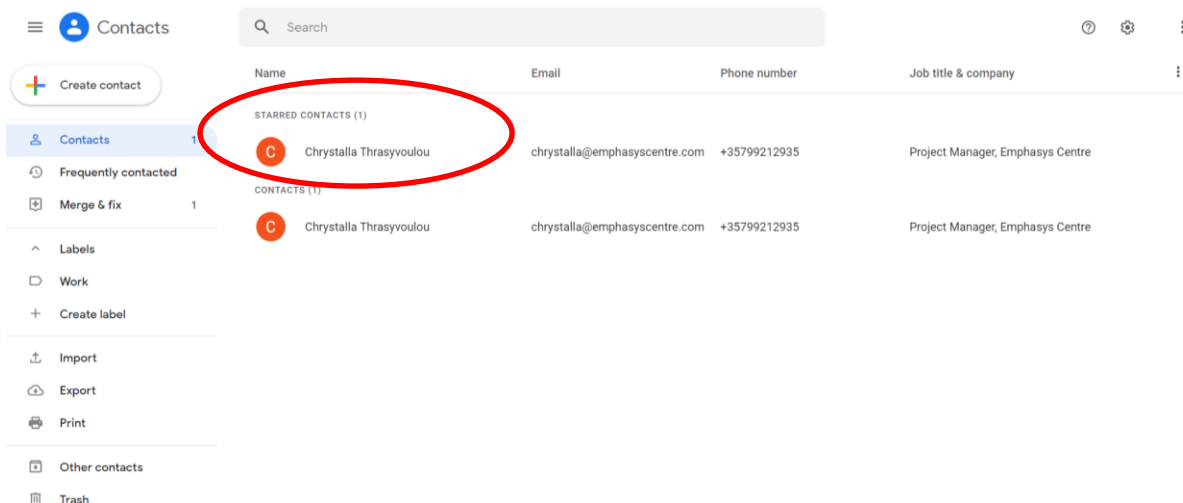


Figure 248: Starred contacts

How to edit contacts:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: Click on 'Contacts' at the left-hand side

STEP 4: Click on the 'Pencil' icon

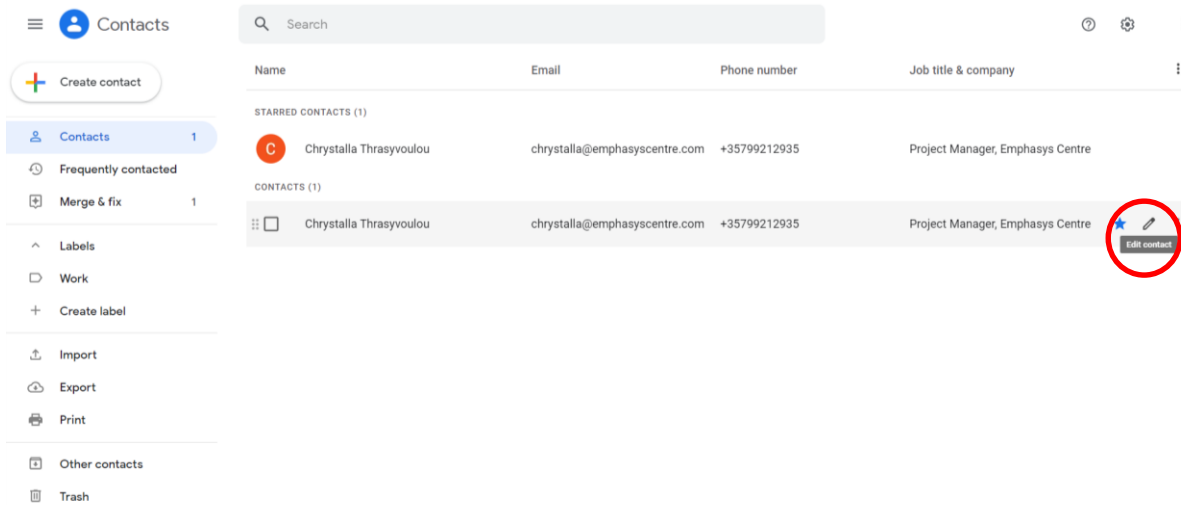


Figure 249: Edit contacts

How to delete contacts:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: Select one contact and click on the three dots

STEP 4: Click on 'Delete'

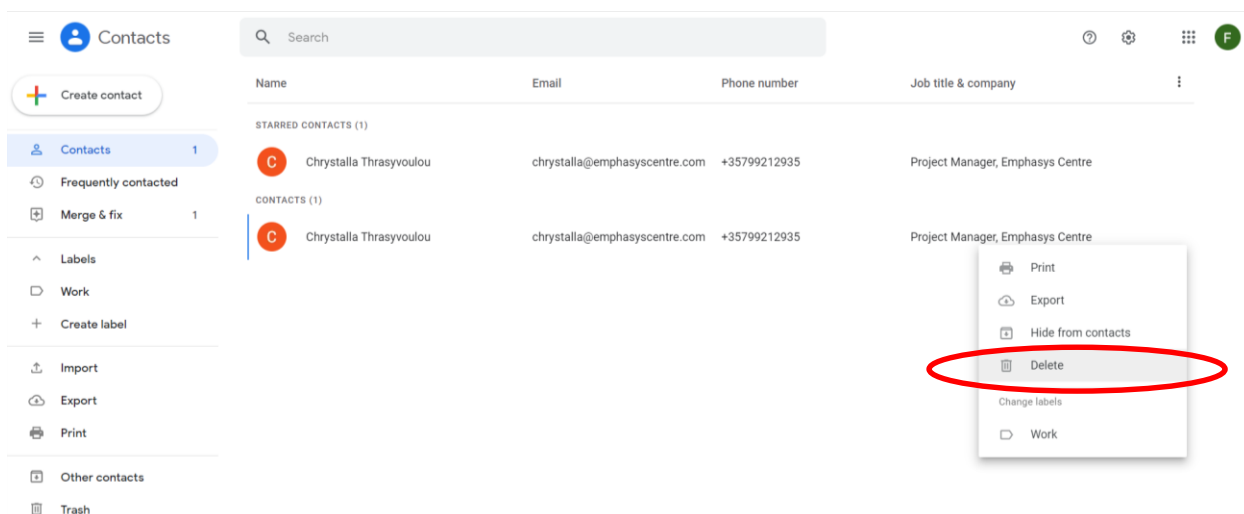


Figure 250: Delete contacts

How to import and export contacts:

STEP 1: Log in to your Google account

STEP 2: Log in to Google Contacts

STEP 3: Click on 'Import' at the left-hand side

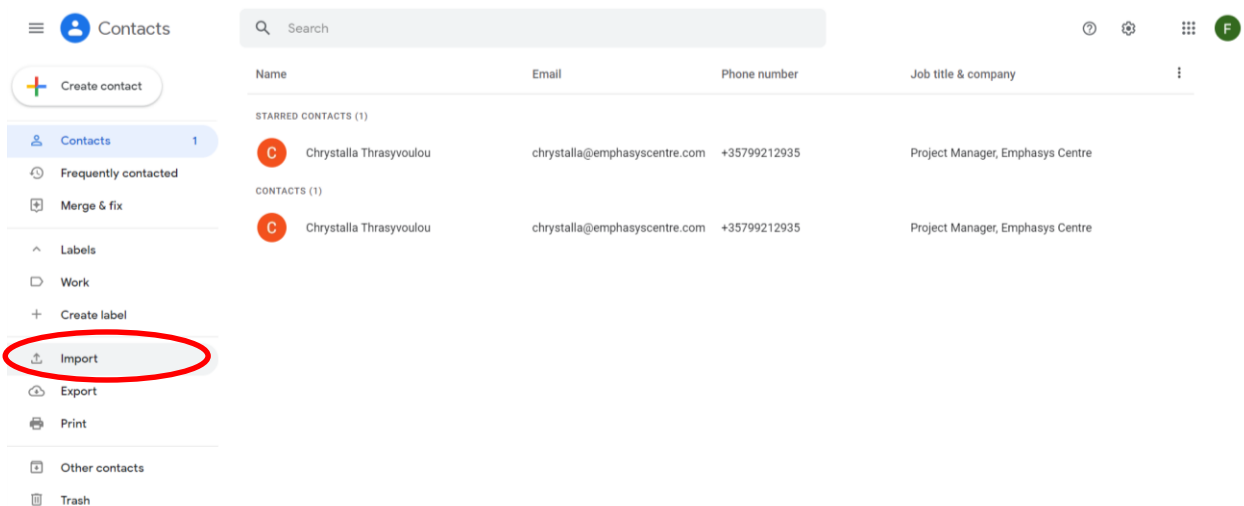


Figure 251: Import contacts

STEP 4: Select any CSV or vCard file

STEP 5: Click on 'Import'

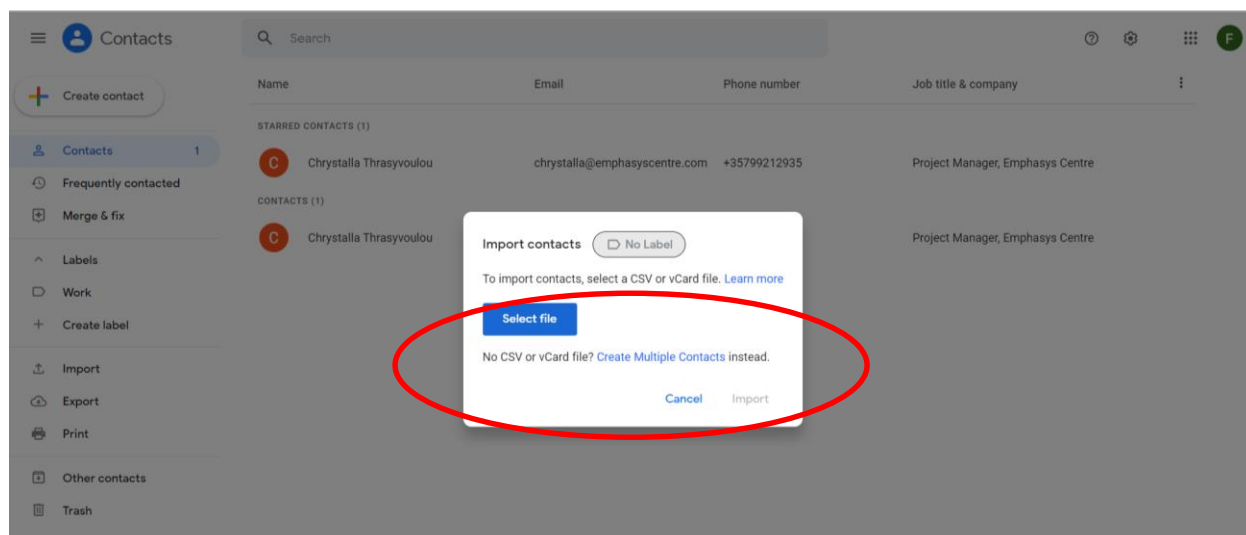


Figure 252: Import contacts

STEP 3: Click on 'Export' at the left-hand side panel

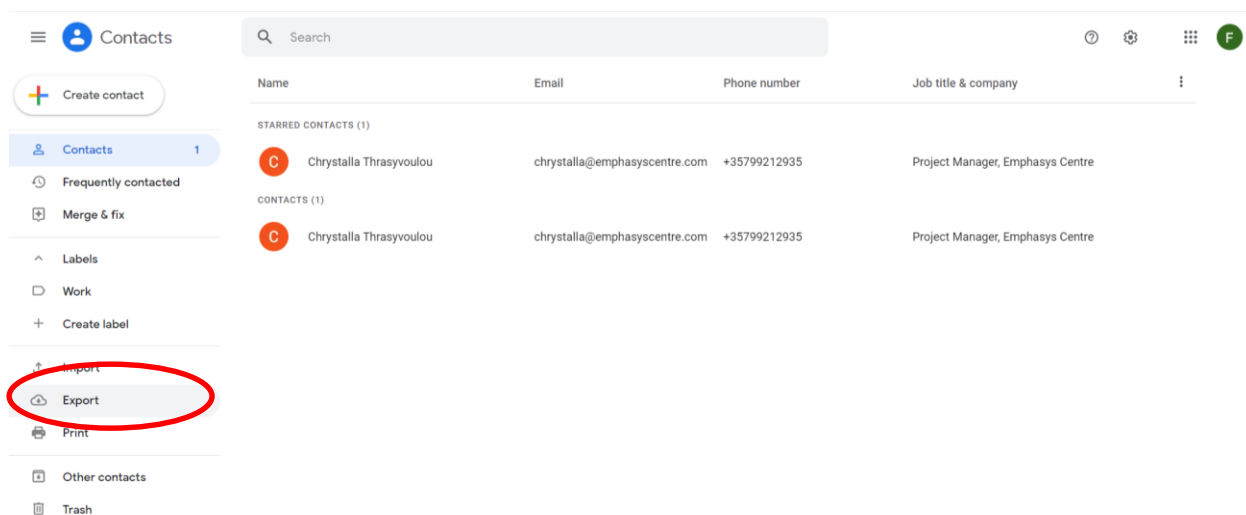


Figure 253: Export contacts

STEP 3: Select the contact list and export file type

STEP 4: Click on 'Export'

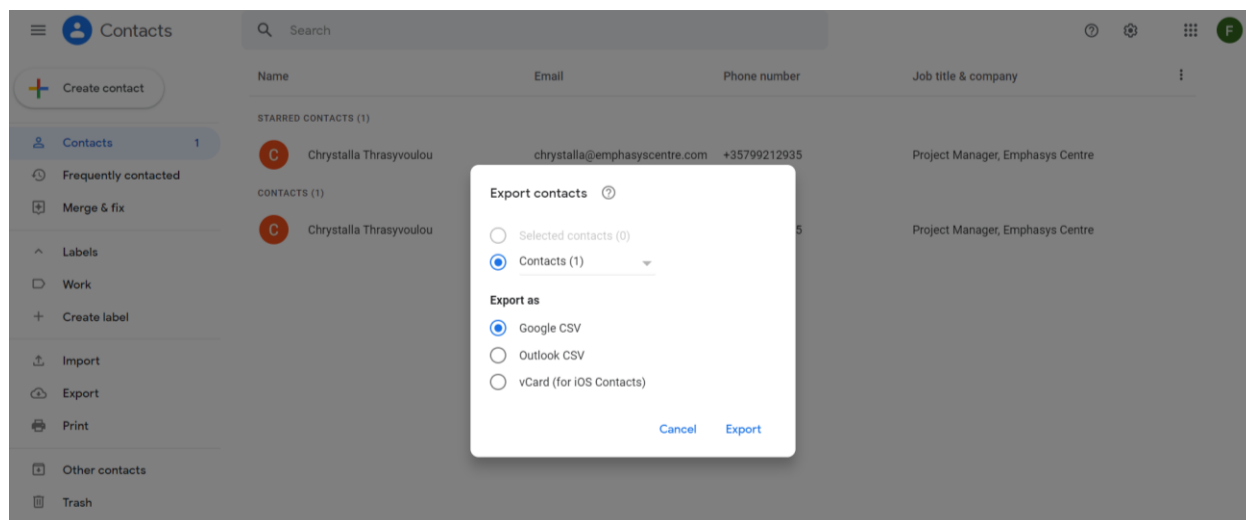


Figure 254: Export contacts

NOTE:

- Users should export the contact as Google CSV, Outlook CSV and vCard

GLOSSARY

Online search: is the process of interactively searching for and recovering requested data through the Internet (Hawkins, Donald, Brown & Carolyn, 1980).

Internet: The Internet is the most significant communication network of computers and electronic devices in the world. The Internet has many applications, such as electronic mail (email), transfer of files, chatting online, and the most used application of all the World Wide Web (www).

WWW: The World Wide Web or "WWW" or the "The Web" as it is also called is the application of the Internet which contains websites and web pages which can be accessed by a URL typed on a web browser.

Web browser: A software such as Google Chrome, Mozilla Firefox and Internet Explorer that lets a computer to access and display documents, pictures, sound or videos from the World Wide Web.

URL/Domain: A domain, or domain name, is the address (or URL) that people will use to visit your website on the internet. It appears in the address bar of the web browser. For example, www.emphasyscentre.com

Top-Level Domain (TLD): A top-level domain is to identify a website, such as its purpose, the owner, or the geographical origin.

Advanced search: Is a built-in feature of Google (and most web engines) that allows a user to specify additional requirements while searching for information. Figure 8 illustrates the advanced search features. A user can search information for a specific topic, language, region, words, file format etc.

Browser history: Is the list of previously visited websites a user has visited—it includes information such as page title and time of visit — for a certain period of time.

Email: Is a method in which a person can send information from a computer to another, using the Internet. That information can vary between text, image, audio, and video. Emails are ideal for international communication with no delay, no cost and to many recipients.

Gmail: Is a free email service developed by Google and users all they need is to connect their Google account with the Gmail.

Viewer: The person who can *view* documents and files, download documents or files and make a copy of documents or files

Commenter: The person who can *comment* on documents, view documents or files, download documents or files and make a copy of documents or files

Editor: The person who is editor can *edit* Google Documents, Spreadsheets, Presentations etc. or folders, invite or remove other collaborators, download documents or files, make a copy of documents or files, upload and delete other files or folders, add and remove items from a folder.

User ID / Username: Is a unique identification (there cannot be two accounts with the same username) of a person on a particular server.

Domain name / Host name: Is the location at which the mail is sent. This refers to the mail server which is the computer where the recipient has a mailbox. For example @gmail.com, @yahoo.com, @outlook.com

Spam e-mail: Is an unwanted junk email and it can include malicious links. Often, spam e-mail is sent for commercial purposes such as advertisements, newsletters etc.

Google Drive: Is a free online data storage service offered by Google. It allows you to keep all your work in one place in a different file format and access your files anywhere from any device.

Google Docs (Word Processing): Is an online word processor that provides to a user a real-time collaboration to create, share with teammates or individuals. A user can also upload/modify and share documents, presentations, spreadsheets, images, audio, videos etc. with others.

Google Sheets (Spreadsheets): Is an online spreadsheet application and enables users to create, edit and collaborate with others their spreadsheets

Google Slides (Presentation): Is an online presentation application that allows users to create and format presentations and work with other people or individual

Google Forms: Is an online application that allows users to create online surveys, evaluation forms and quizzes and share them with other people or teams.

Google Calendar: Is a time-management and scheduling calendar by Google. Users can quickly and easy schedule meetings, events, appointments etc. and get reminders about upcoming activities or they can share the events/meetings with other people, so they always know what's next on the agenda.

Google Contacts: Is a contact management tool that is available under Google applications. Is a place where users can store and organise their contacts. Each contact can include information such as first name, last name, email, phone number, description etc.

Attachments: Apart from simple text messages, email messages can contain image files, sound files, video clip files, compressed files etc. These files are known as attached files or simply as attachments. Attached files are files are sent together with e-mail messages.

BIBLIOGRAPHY

Administrative IT (2017, February). *What's the difference between 'reply', 'reply all' and 'forward'?*. Retrieved from <https://admitit.ucdavis.edu/tech-tips/reply-replyall-forward>

Amelia (2018). *Tips and Tricks for Creating a Professional Email Address*. Retrieved from <https://wpamelia.com/professional-email-address/#:~:text=Use%20Names%20Rather%20than%20Nicknames,Domain%20%3D%20JaneDoe%40YourDomain.com>

Beal, V. (n.d.). *Online data storage*. Retrieved from https://www.webopedia.com/TERM/O/online_data_storage.html#:~:text=Online%20data%20storage%20refers%20to,optical%20media%20or%20flash%20drives.

Boxer, D. (2016, November). *What is Google Contacts? An Overview*. Retrieved from <https://support.blakeschool.org/hc/en-us/articles/231792588-What-is-Google-Contacts-An-Overview>

Boxer, D. (2016, November). *Access levels in Google Drive when Sharing: View, Comment, and Edit*. Retrieved from <https://support.blakeschool.org/hc/en-us/articles/231790348-Access-levels-in-Google-Drive-when-Sharing-View-Comment-and-Edit#:~:text=from%20a%20folder-Editors,sync%20something%20to%20another%20device>

Chrome web store (n.d.). *Snooze email by cloud*. Retrieved from <https://chrome.google.com/webstore/detail/snooze-email-by-cloudhq/hbfacfkngieiejenggaabbnfhpkbdknn?hl=en#:~:text=Snooze%20of%20an%20email%20will,the%20top%20of%20your%20inbox>.

Cisco (n.d.). *What is Spam Email?*. Retrieved from <https://www.cisco.com/c/en/us/products/security/email-security/what-is-spam.html>

Computer Hope (2020, June). *E-mail*. Retrieved from <https://www.computerhope.com/jargon/e/email.htm>

Computer Hope (2017, October). *Sent items*. Retrieved from <https://www.computerhope.com/jargon/e/email.htm>

Edelmayer, S. (2020, March). *9 awesome reasons to use Google Forms*. Retrieved from <https://www.makeuseof.com/tag/5-awesome-reasons-to-use-google-forms/>

Getsafeonline (n.d.). *Spam & Scam email*. Retrieved from <https://www.getsafeonline.org/protecting-your-computer/spam-and-scam-email/>

Google Workspace Learning Center (n.d.). *What can you do with Calendar?*. Retrieved from <https://support.google.com/a/users/answer/9302892?hl=en>

- Google Drive (n.d.). *Google Drive Features*. Retrieved from <https://www.google.com/drive/features/>
- Google (n.d.). *How to use Google Docs*. Retrieved from <https://support.google.com/docs/answer/7068618?co=GENIE.Platform%3DDesktop&hl=en>
- Google (n.d.). *Google Spreadsheets*. Retrieved from <https://www.google.com/sheets/about/>
- Google (n.d.). *How to use Google Slides*. Retrieved from <https://support.google.com/docs/answer/2763168?co=GENIE.Platform%3DDesktop&hl=en#:~:text=Goo%20Slides%20is%20an%20online,and%20work%20with%20other%20people>.
- Guru (n.d.). *16 Best Free Cloud Storage (2020 Update)*. Retrieved from <https://www.guru99.com/free-cloud-storage.html>
- Hartstein, D. (2010). *8 Reasons Why You Should Use Google Calendar*. Retrieved from <https://wiredimpact.com/blog/8-reasons-to-use-google-calendar/#:~:text=Google%20Calendar%20also%20allows%20you,event%20but%20not%20edit%20it>.
- Hawkins, Donald T.; Brown, Carolyn P. (Jan 1980). *What Is an Online Search?*. Online. 4 (1): 12–18. Eric:EJ214713.
- JunctureIT (n.d.). *The advantages of using google mail for your business email*. Retrieved from <https://junctureit.com.au/the-advantages-of-using-google-mail-for-your-business-email/>
- Kakovkina, V. (2020, November). *Productivity Guide to Using Google Contacts*. Retrieved from <https://nethunt.com/blog/productivity-guide-to-google-contacts/>
- Medium (2018, September). *What's in a Name? New top level domains*. Retrieved from <https://medium.com/@NorwayJewelry/whats-in-a-name-82c37af39f1f>
- Melo, S. (2018, June). *Advantages and disadvantages of Google Forms*. Retrieved from <https://mydatascope.com/blog/en/advantages-and-disadvantages-of-google-forms/>
- MDN web docs (n.d.). *What is a URL?*. Retrieved from https://developer.mozilla.org/en-US/docs/Learn/Common_questions/What_is_a_URL
- Namecheap (n.d.). *What is a TLD?*. Retrieved from https://www.namecheap.com/domains/what-is-a-tld-definition/?sscid=81k4_ow2j7&utm_source=SAS&utm_medium=Affiliate&utm_campaign=742098&affnetwork=sas
- PaperStreet (n.d.). *Why use Google Docs vs. Microsoft Word*. Retrieved from <https://www.paperstreet.com/blog/why-use-google-docs-vs-microsoft-word/>
- Papiewski, J. (n.d.). *The Advantages of Using Search Engines*. Retrieved from <https://itstillworks.com/advantages-using-search-engines-1277.html>
- PCWorld (2008, September). *Google's Chrome: 7 Reasons for It and 7 Reasons Against It*. Retrieved from https://www.pcworld.com/article/150585/google_chrome.html
- Prince George's Community College (n.d.). *Basic Internet Terms*. Retrieved from <https://pgcc.libguides.com/c.php?g=60038&p=385682>

QuestionPro (n.d.). *Online research – Definition, Methods, Types and Execution*. Retrieved from <https://www.questionpro.com/blog/execute-online-research/>

Rouse, M. (n.d.). *Gmail*. Retrieved from <https://whatis.techtarget.com/definition/Gmail>

Shaw, M. (2020, June). *Why Google is the best search engine (and why businesses should care)*. Retrieved from <https://www.towermarketing.net/blog/google-best-search-engine/>

Startcounter (n.d.). *Browser Market Share Worldwide*. Retrieved from <https://gs.statcounter.com/browser-market-share#monthly-202005-202005-bar>

TechTerms (n.d.). *Inbox*. Retrieved from <https://techterms.com/definition/inbox#:~:text=An%20inbox%20is%20the%20main,incoming%20mail%20gets%20stored%20in.&text=Because%20most%20people%20receive%20more,folders%20to%20store%20your%20messages>.

TechnoKids (2014, December). *5 reasons to use google forms with your students*. Retrieved from <https://www.technokids.com/blog/apps/reasons-to-use-google-forms-with-your-students/>

Tritonia (n.d.). *Searching Information: Searching information online*. Retrieved from https://uva.libguides.com/searching_information/online

The Computer Geek (2012, August). *What are the advantages and disadvantages of Google Chrome?*. Retrieved from <https://www.computer-geek.net/what-are-the-advantages-a-va-49.html#:~:text=Chrome%20is%20an%20extremely%20fast,making%20it%20easy%20to%20use>.

WebNots (2019, February). *Advantages and Disadvantages of Google Chrome*. Retrieved from <https://www.webnots.com/advantages-and-disadvantages-of-google-chrome/>

Williams, M. (2020). *Best email services of 2020: paid, free and business providers*. Retrieved from <https://www.techradar.com/news/best-email-provider>

Zoho (n.d.). *The benefits of using Google Contacts and Zoho CRM together*. Retrieved from <https://www.zoho.com/googleworkspace/crm/google-contacts.html>