



Teleconference 2  
**A Technology Toolkit:  
Survival Basics for Everyone**  
Friday, January 23, 2004

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## Outline

- 1. Harnessing E-Mail Technology**
  - Email: What is it?
  - The joys and pitfalls of email
  - How to organize email using folders and filters
  - Netiquette and Professionalism
  - Distribution Lists
  - Privacy
  - Spam
  - Different format types
  - Attachments (temporary and permanent)
  - Saving backup copies of email
  - Viruses
  - Hoaxes
- 2. Efficient Searching on the Internet**
  - Search engines
    - Five basic search steps
    - Four important search engines and portals
  - Evaluating Web content
  - Spam blocker
  - Software Downloads
  - Tool bars
  - Privacy
    - Cookies
    - Spyware
- 3. Emerging Technologies**
  - Wireless Networks and Privacy Issues
  - Wireless Connection Cards

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## Speaker Biography

**Donna Fryer** has been in the Information Industry for 15 years. After obtaining her stock broker's license, she was recruited to help LexisNexis' Legal and Accounting clients find information on finances, public records, businesses, taxes, and laws. She also helped produce video training material for LexisNexis' Sales Force and trained professionals on how to conduct efficient research. Donna has spoken before numerous groups, including WebSearch University, on Web tools that can make life easier.

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## Discussion Questions

### Before the Conference

1. What technology issues scare you the most about the Internet?
  2. How can your e-mail and Internet sites be more organized?
  3. Do the same etiquette rules apply for both e-mail and business correspondences?
  4. What searchable fields are available for more efficient searching on the Internet?
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## Discussion Questions

### After the Conference

1. What is an e-mail?
2. What type of message can be sent via e-mail?
3. Name two types of attachments that can be sent and received via e-mail.
4. When should you cc or bcc another person?
5. Name some netiquette rules for corresponding via e-mail.
6. How can e-mail be organized for more efficiency purposes?
7. What is an Internet Hoax or Urban Legend and where can this be verified?
8. What is spam and how can you lessen the impact of spam?
9. Name two places to find software downloads and reviews.
10. What is a Cookie and how can you delete them?
11. Name three search engines.
12. Name three features of search engines that help provide more accurate searches.

## Selected Resources

### Google search help for basics and advanced:

<http://www.google.com/help/refinesearch.html>

### Alta Vista search help for advanced searching:

[http://www.altavista.com/help/search/help\\_adv](http://www.altavista.com/help/search/help_adv)

### Yahoo search help for basics and advanced:

<http://help.yahoo.com/help/us/ysearch/>

### Alltheweb search help for advanced:

<http://www.alltheweb.com/help/faqs/advanced.html>

### e-mail etiquette:

[http://www.emailaddresses.com/guide\\_etiquette.htm](http://www.emailaddresses.com/guide_etiquette.htm)

### Software downloads:

<http://www.zdnet.com/> and <http://www.pcworld.com/>

### Spam:

"CR Investigates: E-MAIL SPAM - How to Stop It from Stalking You", Consumer Reports, August 2003: 12-16.