

Appendix D
FAQ (Frequently Asked Questions)



FAQ: Frequently Asked Questions

Using Computers

Q: I'm still worried I might break the computer.

A: Unless you take it apart or smash it with a hammer or throw it, you won't break it. Go ahead and have fun trying things.

Q: Which button on the Mouse do I click?

A: Always click on the left mouse button. The other buttons have advanced functions.

Q: What do I do if the mouse goes farther than I can reach?

A: Pick up the mouse and place it where you want it. The cursor on the screen won't move while the mouse is in the air.

Q: I have trouble using the mouse to scroll down the page.

A: Press the down arrow  key to scroll down.

Q: What do I do if the window disappears?

A: If it is listed on the taskbar at the bottom of the computer screen, the window is still open. If you see the window's title on the taskbar, click on it. The Window should appear again.

Q: How can I improve my computer skills?



A: Practice, practice, practice! Public library staff can help if you have questions.

Using the World Wide Web

Q: What does the phrase "surfing the Web" mean?

A: Surfing the Web means clicking on links to see different Web pages.

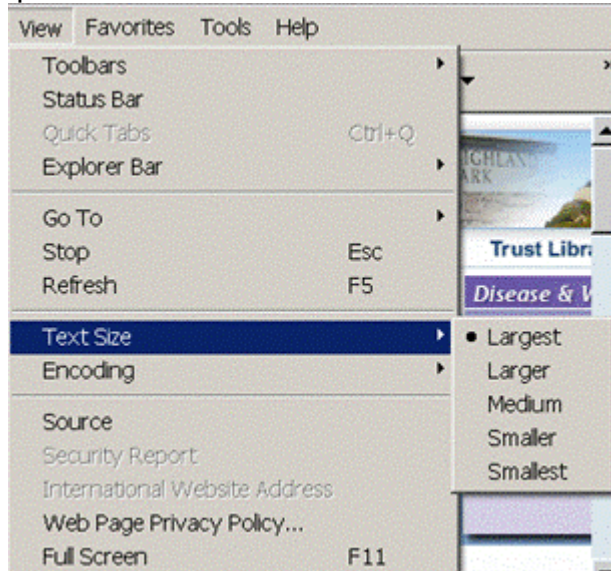
Q: What is a link?

A: A link can take you to a whole new page. Any picture or words on a Web page can be a link. If the cursor changes from an arrow  to a hand  , it is a link that you can click. Most links are in [blue, underlined text](#).

CLIC on Health FAQ: Frequently Asked Questions


Q: How can I increase the size of the text on the Web page?

A: Click on **View** on the menu bar on the top of the page. A drop-down menu will open.



Choose **Text Size**, then **Largest**. If this doesn't make the text larger, it's because some Web pages will not allow you to increase the text size.


Q: How do I return to the previous Web page I was using?

A: Click on the Back Arrow  on the Internet Explorer tool bar. If the back arrow is gray instead of green, clicking on it won't work. Instead, click on the X in the upper right corner of the window to close this Web page and return to the previous page, which will still be open.

Q: After I type in the Web address, what do I do?

A: Press the **Enter** key .

Q: I found a Web site I want to use again. How can I find it again?

A: Click on "Favorites"  on the Internet Explorer menu bar or tool bar. Choose "Add to Favorites" from the drop-down menu. When you want to use the Web page, click on Favorites again and choose the Web page from the Favorites list.

Q: I want to order something over the Internet, but I'm concerned about security.

A: Look for a phone number for the firm running the website and do the order over the phone.

Q: How can I send an email?

A: First, you need an email account. Your public librarian can help you set up a free email account, which you can use at the library and senior center. To use the Internet and to email from your home, you will need an Internet Service Provider, which usually costs money. Ask your public librarian for information about email classes.

CLIC on Health FAQ: Frequently Asked Questions

Health Information

Q: Where can I find reliable Health Information?

A: For all types of health questions, start at CLIC on Health at www.cliconhealth.org. For specific questions, start at the CLIC on Health home page, then follow the steps below.



- **Local health agencies that can help with specific health problems**
Click on "Rochester Area Services tab" (in green) on the upper right of the CLIC on Health home page. Then either browse by organization name or keyword (important word that describes the problem) or use the search box (in blue box) in the upper left side of the page.
- **Local support groups for specific health problems**
Under the Rochester Area Services tab (in green) at the top right of the CLIC on Health home page, click on the drop-down menu labeled "Find Local Support Groups".
- **Information about a health problem or how to stay healthy**
Click on the "Disease & Wellness" tab (in purple) at the top of the CLIC on Health home page for a list of Web sites about health topics. MedlinePlus at medlineplus.gov, at the top of the list, is one of the best places to start.

CLIC on Health FAQ: Frequently Asked Questions

- **A medical encyclopedia or dictionary**
From the MedlinePlus home page at medlineplus.gov, click on Medical Encyclopedia or Dictionary, both listed on the left side of the page.
- **Doctors in New York State**
New York State Physician Profile at www.nydoctorprofile.com. From the CLIC on Health home page, click on the Disease and Wellness tab (in purple) at the top of the page. Then click on [New York Doctors](#) on the left side of the Disease and Wellness page.
- **Medications and herbal medicines**
Click on the “Medications” tab (in pink) at the top of the CLIC on Health home page for a list of Web sites about medicines. Or click on MedlinePlus “Drugs & Supplements” tab on the left side of the MedlinePlus home page.
- **Whether the medicines I take might interact with each other**
Click on the “Medications” tab (in pink) at the top of the CLIC on Health home page for a list of Web sites about medicines. Choose Drug Digest at www.drugdigest.org. Click on “Check Interactions” at the top of the page.

Q: I couldn't find what I wanted by searching the Internet, or I'd rather not try the computer. Where can I go now?

A: Call your public library or call the Wellness Information Center at (585) 922-WELL. They can find an answer for you.