

The Rochester Regional Library Council is a multi-type library network serving libraries and library systems in the five-county Rochester region - Livingston, Monroe, Ontario, Wayne and Wyoming counties. RRLC provides programs and services that enhance member library cooperation, service delivery and resource sharing. RRLC serves as a forum for the unified representation of library interests and helps members achieve together what could not be achieved separately.



Rochester Regional Library Council

CLIC-on-Health is made possible through support from the Rochester Regional Library Council and is funded in part by the New York State Education Department.

September 2010



WWW.CLICONHEALTH.ORG

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 the window is still open it is shown at the bottom of the screen, click on it.

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

topics. MedlinePlus Health Topics at [medline-plus.gov](http://medlineplus.gov), at the top of the list, is one of the best places to start.

- **Medications and herbal medicines**



Under Information & Services click on “Medications” for a list of Web sites about medicines. Toward the middle of the page you will find a link to MedlinePlus “Drugs & Supplements”.

- **Whether the medicines I take might interact with each other**

Under Information & Services, click on “Medications” and choose “Drug Digest”. 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.

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.

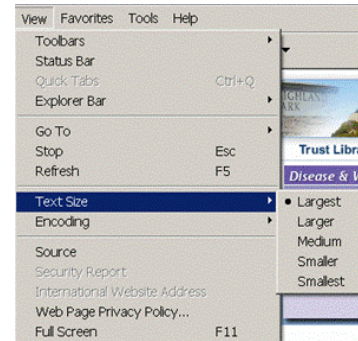
On the CLIC on Health home page see Additional Health Resources in the center of the page. Under Information & Services, click on “For Rochesterians and New York State Residents”. Here you will find information about :

- Doctors in New York State
- Local health agencies that can help with specific health problems
- Local support groups
- Public Health Departments
- NOVELNY free access to electronic databases

Q: Where can I find Information about a health problem or how to stay healthy?

A: Under Information & Services click on “Disease & Wellness” for a list of websites that will provide information about health

hand,  it is a link that you can click. Most links are in [blue, underlined text](#).



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

A: On Windows Internet Explorer, 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?

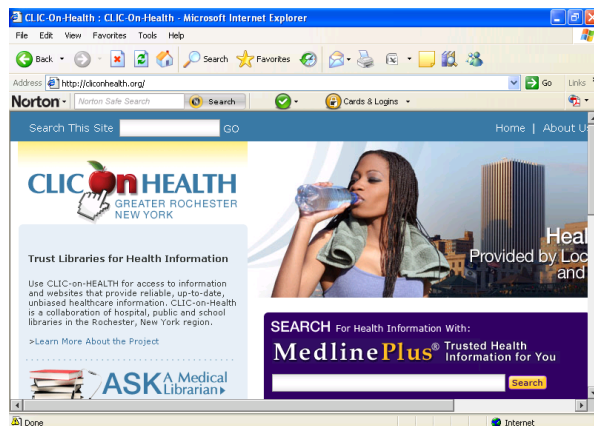
A: Click on the Back Arrow  on the Internet Explorer tool bar.

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

A: Press the **Enter** key .

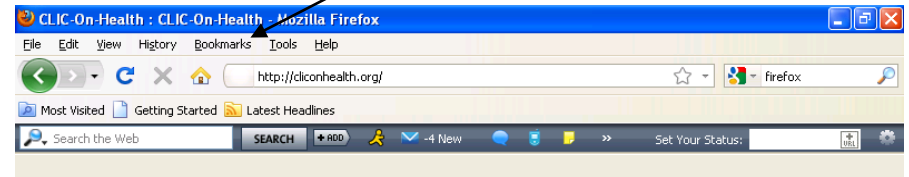
Q: I found a Web site I want to use again. How can I find it again?

A: If you are using the Internet Explorer web browser 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. If you are using Internet Explorer 8.0, click on the  to add to Favorites. When you want to use the web page again, click on the  to choose the web page from the Favorites list..



If you use the Mozilla Firefox web browser go to “Bookmarks” at the top of the page and click on

“Bookmark this Page”. When you want to use the web page again, click on Bookmarks and choose from the 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 place 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.