A	Address Bar	An area in a web browser that shows the current URL and allows the user to type in the URL of a web page they wish to go to.
	Android	Android is an operating system invented by Google. In short, it is the software that makes the mobile device work the way it does. Many phones use an Android system, for example most Samsung, Sony, Nexus and HTC products.
	Anti-virus software	Software which helps to protect your computer from viruses.
	App	An app is a programme that runs on a mobile device. It might be free, or you might have to pay for it.
	Apple AppStore	The Apple AppStore is the place where iPad and iPhone users can purchase and download apps.
	Augmented Reality	Augmented reality (AR) is a way of mixing real life content with content on your phone, by superimposing computer images or data onto a picture seen through your mobile device's camera. See *QR Codes & Augmented Reality* for details.

B	Backup	A copy of your files kept for safe keeping.
	Blog	A blog (from the words web-log) is a website that is updated periodically in chronological order, often like a diary or newspaper column. A Vlog is a video based blog.
	Browser	Software used to search and retrieve information from the internet. Examples of browsers are Microsoft® Internet Explorer®, Mozilla Firefox, Safari and Chrome.

C	Cache	Short-term storage which is used to speed up certain computer operations by temporarily placing data, or a copy of it, in a location where it can be accessed more quickly than normal.
	Click	To 'click' is to move the mouse over a link and press the left mouse button. It might also be used to mean tapping your finger on a given point on a touchscreen device.
	Clipboard	Temporary storage area for an item during its transfer from one part of a document to another, or from one document to another, e.g. when cutting, copying and pasting.
	Cloud	The Cloud is the name given to a computer connected to the internet where many different users save their information. See the worksheets around working with the cloud for more details.

C	Connectivity	Connectivity is the ability to connect to the internet. Barriers to connectivity could be physical connections (e.g. wires and plugs that don't fit), low internet speed, lack of WiFi or security restrictions put in place.
	Cookie	A small file which websites place on your hard drive so they can recognise you the next time you visit their website.
	Creative Commons	Creative Commons is a copyright system developed to allow people to share their copyrighted content with other people. Our resources all use Creative Commons 2.0, which means that you can change them in any way you like as long as you don't sell or make money from the final product, you acknowledge on the final product that it was developed from a NIACE original and you share your final product under the same conditions.
	Cursor	Onscreen representation of a pointer, which responds to mouse or keyboard movements.

D	Data	Data is digital information.
	Device	A device, in the context of these resources, means anything that might be used to connect to the internet.
	Digital Champions	A digital champion is anyone who is supporting someone with their digital literacy. See the document '*What is a digital champion?'* for more information.
	Digital Literacy	The concept of someone having a full and rounded understanding of digital use.
	Download	To copy a file from the internet on to your computer.
	Drag	To use a mouse or similar device to move material appearing on one part of the screen to another position.
E	E-mail	Electronic mail. Messages sent and received in electronic format from one computer to another, over the internet.
	Embed	To insert information stored in one format into information in another format, for example inserting a video file into a text file.

F	File	A collection of data held on a computer as one item with one name.
	File transfer	To copy or move a file from one computer to another.
	Firewall	A program which protects your computer by watching for and blocking, hacking, viruses or unapproved data transfer from the internet.
	Forum	An online place for discussion.
	Freeware	Software that can be used and copied without having to pay the creator of it.
G	Google	An internet 'search engine'.
	Google Play Store	The place where Android users can purchase and download their apps.
	Google Search	A search using the Google search engine.

H	Hardware	The physical components of a computer including both mechanical and electronic parts, such as the processor, hard drive, keyboard, screen, cables, mouse and printer.
	Home page	The opening or main page of a web site.
	Hyperlink	A link which takes you from one file or web page to another file or web page.
I	Icon	A small symbol or picture on the computer screen, which can be clicked on using a mouse to start a programme / open a file.
	Install	To copy all the files of a software package on to a computer so that the software then works on that computer.
	Internet	A worldwide system of inter-communicating, inter-connecting computer networks.
	Internet browser	See 'browser'.
	iPhone / iPad	Both mobile devices manufactured by Apple that use the iOS operating system.
L	Laptop	A small computer.
	Link	See "Hyperlink"

M	Malware	'Malicious software'. Software designed specifically to damage or disrupt a system. Viruses are a type of malware.
	Megabyte	Unit of measurement of computer storage capacity equal to 1024 kilobytes.
	Memory Stick	A small device that plugs into a computer and allows you to save content to it. This can be used to transfer between computers. It is normally roughly the size of a thumb, though shapes and sizes can vary considerably.
	Menu	List of options which a user can choose from.
	Mobile Device	In the context of these resources, a device that can connect to the internet without a wire, usually a tablet or smart phone.

M	Monitor	A screen which is used with a computer.
	MP3	An MP3 is an audio file format, based on MPEG (Moving Picture Expert Group) technology. It creates very small files suitable for streaming or downloading over the internet.
	MP3 player	An MP3 player is a device which is able to play MP3 files. An example is the iPod.
	Multimedia	A combination of moving images, graphics, text and sound.
N	Netiquette	Etiquette on the internet, for example in discussion forums and chat rooms.
O	Online	Anything that is 'on the internet'.
	Open source	Computer software for which the source code is freely available. Open source software can be used by anyone for free, and can also be adapted by people who have the technical skills to do so.
P	PDF	'Portable Document Format'. PDF files will print exactly as they appear on the screen. You need the free *Acrobat Reader* program to open a PDF file.

	Pen Drive	See 'memory stick'.
	Platform	A complex website that does something specific. For example, Facebook might be seen as a 'communications platform'.
	Plug in	Optional additional features which can be added to a software package.
	Predictive Text	While typing on a mobile device, this works out what it thinks you are going to write and fills in the word for you.
	Podcast	A podcast is a series of digital media files (either audio or video) that are released regularly and can be downloaded.
	Print	To create an offline document using a printer.
	Printouts	A printed version of a learner card or similar.

Q	QR Codes (scanning)	A Quick Response (QR) Code is a barcode that can be scanned by a mobile device with a camera. Unlike a conventional barcode, which only contains a number, a QR code can contain many different types of information. See the learner and tutor sheets on working with QR codes for details.
R	Resource	Anything on or offline that could be used to support someone with their digital literacy.

S	Scanner	A device which scans images or printed material and converts them into a digital format, which the computer can then process.
	Screen reader	Software that reads aloud information from a computer display (particularly useful for users with impaired vision).
	Search engine	A search engine is a website that searches files across the internet for specific keywords or phrases defined by the user.
	Settings	Parts of a programme or website you can alter to make it behave differently. For example, you can change privacy settings on Facebook so that people can or cannot see certain things that you post.
	Site	A place on the internet containing text and / or pictures, video etc.
	Smartphone	A phone that has many more functions than a "traditional" mobile phone. Most smartphones have a large screen and can connect to the internet and run apps.

S		
	Social network	A social network is a website, or network of websites, specifically established to allow end users to communicate directly with each other on topics of mutual interest.
	Software	Computer programmes (for example word processors, internet browsers, desk top publishers).
	Spreadsheet	Software that displays multiple cells that together make up a grid consisting of rows and columns, with each cell containing either text or numeric values.
	Spyware	Computer software that obtains information from a user's computer without the user's knowledge or consent.

T	Tablet	A device for connecting to the internet which is larger than a smartphone but smaller than a laptop. It is normally flat and has a touchscreen.
	Tag	A keyword.
	Touchscreen	A device that is controlled by finger contact to the screen.
U	Upload	To transfer a file or software from a computer or other digital device to a server or another device.
	URL	'Uniform Resource Locator'. The address of a web page on the internet.
	URL bar	See 'address bar'.
	USB	'Universal Serial Bus'. A type of connection for peripherals (e.g. scanner, digital camera, portable memory devices).
	USB Drive	See 'memory stick'.

V	Virus	A software program which can copy itself and cause harm to files or other programs on the computer which it has infected.
	VLE	'Virtual Learning Environment'. This can mean many things to many people, but it is normally a place where learning courses or online resources are stored. Many providers use 'Moodle' or 'Blackboard' as a VLE, though many more exist.
W	Web address	The address of a web page on the internet.
	Web page	A document connected to the world wide web and viewable by anyone connected to the internet that has a web browser.
	Web site	A collection of web pages which are usually accessible from the same URL.
	WiFi	'Wireless Fidelity' is a method of connecting to the internet without a wire. WiFi enabled devices connect to a WiFi router, which is normally connected to the internet via a wire.

W	Wiki	From the Hawaiian word for 'quick', a Wiki is a website that can be easily edited and updated by anyone using it.
	Word processor	Software that provides the user with the tools needed to write, edit and format text and to send it to a printer.