If you don't see the term you'd like to know about, ask us here!

GENERAL

1. **App** (desktop) – A software program (or application). These days, the term "app" is used for any software, whether it's online, on mobile or on a desktop.

2. **App** (mobile) – A program (or software) designed for mobile use such as for editing images, connecting to a podcast, ordering food. Any of the icons on your device (phone, ipad, tablet)

3. **Cyberspace** - Currently used to describe the whole range of information resources available through computer networks.

4. **Database** – An organized collection of information or data stored electronically. Libraries of all types offer a variety of databases for you to use for research, knowledge and even fun. Tech-Talk.com is an example of a database. You can search and learn.

5. **Default** – The default setting for any feature is what will appear if you do not make any changes. For example, when you open a new Word document, the default font setting may be *Calibri,* Size 11. You can change the settings and you can also change the *default* so that it opens to something that you choose.

6. **Emoji** – A visual representation of an emotion, object or symbol used primarily with mobile devices, especially cell phones. Examples: smiley face, thumbs up and so on.

7. **FAQ** – Frequently Asked Questions usually appear on a website to provide information they think you will want to know.

8. **Format and Formatting** – There are multiple means for *format* in technology. The two definitions that non-techies might want to be familiar with are:

   - As a noun, "What file format do you want?" meaning what is the *structure*. Is it an audio file or a Word document? There are many different formats. You can see the format in the last three letters of the file name … after the "dot". E.g. .doc (Word document), .pdf (a universal document), .mp3 (audio), .mpeg (video).

   - As a verb, "I still have the formatting to do." Meaning changing text to bold, adding a color, moving the text to a different position. Formatting is the polish to make a document look good.

9. **Highlight** – Selecting text or objects so that you can modify it. Using the mouse, you either double click, or plant the cursor at one end, hold the left mouse down, and drag a highlighted color so that you have identified the specific area you want.

10. **Graphics** – Graphics include images, pictures, shapes, designs … anything that adds visual enhancement and is more artistic than just text information.

11. **Jpeg or jpg** – Pronounced "jay peg", this is the most popular file format for images.

12. **Gif** – Pronounced with either a hard "g" or soft. A gif is a graphic format that has a short span of movement. It's like a tiny video. Example: A face that goes from frown to smile.

13. **MPEG** – Pronounced "m peg", this is a very popular format for videos in the Microsoft world.

14. **Png** – Pronounced as the individual letters: p, n, g. This is an image file that has a higher resolution than a jpg and is a popular format for web pages.

USING COMPUTER

1. **Click** – the act of pressing the mouse button down on something digital to select things such as *text* or a *link* on a web page. If you have a touch screen device, you can "click" on something by putting your finger on it to select it.

2. **Cursor** – The arrow (or other little figure) that you move around the screen with your mouse (or your finger with touch screens) that points to things so that you know where to click.

3. **IT** - Information Technology. A very general term referring to the entire field of Information Technology - anything from computer hardware to programming to network management. Most medium and large size companies have IT Departments.

4. **Right Click** – Most mouse action is done with the left click: selecting, moving, holding, pointing. When you *right* click, you get different choices: shortcuts for features. You are offered different actions based on where you click within a document.

5. **Scroll** – To move down (or over) within a document or a web page, you need to scroll. Put your pointer on the *scroll bars* (small blocks on the right), hold the left mouse and drag down, up or over.

INTERNET

1. **Bandwidth** – A measurement of the *speed* of information transferred between you and the internet. The average household requirement is about 25 Megabyte per seconds (Mbps). You use the speed when *downloading* (every time you click on the web or bring a document to your computer e.g. downloading a PDF) or *uploading* (putting something on a web page e.g. uploading your tax report).

2. **Blog** – an article or post recording thoughts, ideas, opinions or experiences.

3. **Browse** – the act of looking at content (pages or sites) on the Internet.

4. **Browser** – the internet software that lets you "browse". The most popular at this time are: *Safari* (for the Apple world like iPhones and iPads), Google's *Chrome*, Mozilla's *Firefox*, Microsoft's *Edge* and *Internet Explorer*. There are others with more specialized uses.

5. **Chrome** – Known as "Google Chrome" – an Internet browser for accessing the World Wide Web created by Google.

6. **Cloud** – Refers to the entire collection of computer servers that stores large bodies of content and are accessed over the Internet. For instance, you may store your photos "in the cloud" (a computer somewhere that let's you get there online.)

7. **Cookies** – A small piece of code sent to your browser when you visit a website that tracks and monitors the sites you visit and items you click on web pages.

8. **Domain** – The location of a website. A domain ends with a "." and some letters. The domain is both what comes before and after the dot. So Tech-Talk.com is a domain. IRS.gov is a domain.

9. **Html** – Pronounced as the letters: h, t, m, l, this is the name of code that most web pages use.

10. **Hyperlink** – When you click on a word or an image and you are taken to something new, you have used the hyperlink. It is a URL (a web page address) that has been placed to give you direct access to another place on the web, or to a document, or an image.

11. **IP number** – Internet Protocol number. Every location that has internet has an "internet address" … much like the address of your home or office. This is a series of numbers that is distinct to your location.

12. **Portal** – Think of a portal as a *gateway* … opening up into a new world (or specific area of the web). For instance, a medical provider may have placed a portal on their web page that takes you to a repository of your information.

13. **Post** – A post is often associated with a blog (a continual submission of information on a particular topic). These are usually timely and meant to reach out to communicate with others. Posts are displayed in a way that you can get to other blog entries. Posts are similar to pages on the web, but pages are typically used for more static collections of info like the hours of operation, the "about us" section.

14. **Search engine** – Search engines are easily confused with browsers. **A search engine is a website** that helps people find web pages from other websites. Popular search engines: Google, Bing (Microsoft), Yahoo. The other three top six search engines: Yandex, DuckDuckGo, Baidu. You go to any of these search engines home pages, and you will see lots of information pulled together for you.

15. **Upload** – When you upload a file, you are sending a document that you have on your computer to another location on the internet. When you download something, you are retrieving the item to your device.

16. **URL –** Simple put, it means a webpage address. Each one starts with: *https://www._____*

17. **SEO** – Search Engine Optimization is a marketing technique trying to get the search engines to find the information or product that you have.

HARDWARE, SOFTWARE AND CONNECTIVITY

1. **Bluetooth** – a brand name for a system that connects one device to another (different from Wi-Fi). Example: connect your phone to the sound system in your car through Bluetooth technology.

2. **Flash drive** – This is a portable data storage unit which means a device about an inch long that plugs into a computer or device and becomes another place you can put your photos or documents. You can keep them there or use the device to transfer the info to another device. Example: From one pc to another.

3. **iOS** – This is the operating system used for mobile devices created by Apple. Microsoft has a Windows operating system.

4. **Mouse** – A piece of hardware that you move around with your hand to position your pointer on a device so that you can open something or start typing.