3.00 Operating in a Digital Environment

LO 2 Communicate using Digital Technologies

LO 3 Apply search skills to find information online

LO 4 Troubleshoot and fix basic hardware & software problems



To fill in the form follow this instruction:



## Please fill in this section:

Key your Name here: Click here to enter text.

Save this document to your , folder

#### Assessed Elements:

**Assessment Conditions:**

* The documents produced during this assessment must be entirely your own work. You signed an Attestation Form at the Getting Started Session.
* When completing this assessment you must comply with occupational health and safety guidelines in relation to your own working environment and practices. You signed an Attestation Form at the Getting Started Session.
* This is an open book assignment. Use of workbooks and powerpoint presentations is allowed. No printing is required.
* Your document must be emailed in as per instructions at the end of the assignment.
* Any feedback will be phoned or emailed from [nzcc3@eit.ac.nz](mailto:nzcc3@eit.ac.nz)
* Your Assessment Decision will also be phoned or emailed from [nzcc3@eit.ac.nz](mailto:nzcc3@eit.ac.nz)

Go to the next page to begin your assignment

## Task 1 LO2

Digital Tools  
While working for Mohaka Valley Travel Bureau (or completing this module) Choose 3 (three) Digital Technology Tools that you **could have used to communicate** with other users, from the following list eg why would you use Facebook to communicate:

Text Messaging Instant Messaging Email Skype

Video Conferencing Social Media Forums Blogs

**Describe ‘why’ ‘how’ and ‘when’ you used the tool.**

|  |  |
| --- | --- |
| No 1:  Click here to enter text. | Click here to enter text.  Click here to enter text.  Click here to enter text. |
| No 2:  Click here to enter text. | Click here to enter text.  Click here to enter text.  Click here to enter text. |
| No 3:  Click here to enter text. | Click here to enter text.  Click here to enter text.  Click here to enter text. |

## Task 2 LO 2

Etiquette & Personal Safety is very important when working for MVTB.

|  |  |
| --- | --- |
| Describe 2 (two) ethical points you should be aware of when communicating with digital technologies: | |
| Click here to enter text. | Click here to enter text. |
| Describe 2 (two) security points you should be aware of when communicating with digital technologies: | |
| Click here to enter text. | Click here to enter text. |
| List 6 (six) personal safety points you should be aware of when communicating with digital technologies: | |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. |

## Task 3 LO 2

MVTB would like some information about the Internet and how you connect to the internet. Could you please fill in the following for them.

|  |  |
| --- | --- |
| What is the Internet? | Click here to enter text. |

|  |  |
| --- | --- |
| To connect to the internet what software must your device or computer have? | Click here to enter text. |
| Name two types of Browser software? | Click here to enter text.  Click here to enter text. |
| What is a modem? What does it do? | Click here to enter text. |
| What is a wireless modem? | Click here to enter text. |
| What is an ISP? | Click here to enter text. |

## Task 4 LO 2

MVTB would like some information about the World Wide Web:

|  |  |
| --- | --- |
| What is the World Wide Web? What makes it different to the Internet? | Click here to enter text. |
| How do I get to a web page? | Click here to enter text. |

## Task 5 LO 2

MVTB would like some information about Search Engines:

|  |  |
| --- | --- |
| What does a search engine let you do? | Click here to enter text. |
| Name two common search engines | Click here to enter text.  Click here to enter text. |
| What is a spider (aka crawler or bot)? | Click here to enter text. |

## Task 6 LO 2

MVTB would like some information about Data Security:

|  |  |
| --- | --- |
| List three data protection measures to use on your computer system or device | Click here to enter text.  Click here to enter text.  Click here to enter text. |
| On an iPad or iPhone do you need to install anti-virus software?  What must you do to protect your device? | Click here to enter text.  Click here to enter text. |
| What does Google recommend Android users do to protect their devices? | Click here to enter text. |

## Task 7 LO 3, LO 4

Searching to find information online:

Use the internet to find instructions for Mohaka Valley Travel Bureau about setting up a second monitor on the manager’s PC.

**Open a word document** and copy the information into the word document using . Copy and paste any images (as they do not come over at the same time). Copy the URL (or URLs) and include with the information.

Save the Word Document in your ,  folder as **MVTB Instructions for second monitor.docx. Format the document to make it more user friendly eg line spacing with space after, heading styles applied, correct numbering if used, correct bullets if used.** Close the document.

## Task 8 LO 3, LO 4

Searching for information online to help with basic hardware and software problems:

MVTB are having a few computer problems. Use the internet to search for solutions to the following hardware and software problems.

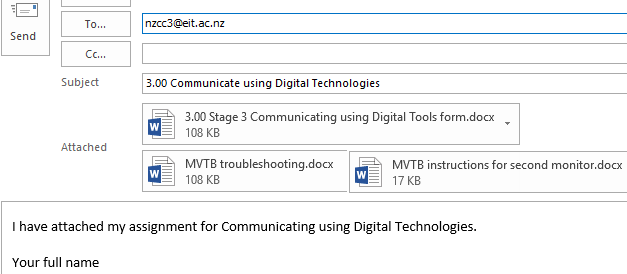
**Open a word document** and copy the information into the word document using . Copy and paste any images (as they do not come over at the same time).. Copy the URL (or URLs) and include with the information.

1. Computer has frozen
2. Computer won’t turn on
3. Computer runs very slowly
4. Sound doesn’t work
5. Cannot exit from a program
6. Printer not found
7. Program not found on computer
8. Dual monitor setup – monitor will not work

Save the Word Document in your , folder as **MVTB Troubleshooting.docx. Format the document to make it more user friendly eg line spacing with space after, heading styles applied, correct numbering if used, correct bullets if used. Use a new page for each new heading.** Close the document.

#### Email in to nzcc3@eit.ac.nz

* **3.00 Stage 3 Communicating using Digital Technologies.docx** must be emailed in to [nzcc3@eit.ac.nz](mailto:nzcc3@eit.ac.nz) for marking.   
  Attach your Troubleshooting and Instructions for Second Monitor files also  
    
  Subject line 3.00 Operating in a Digital Environment. Message to be as show below including your full name.



* Any feedback will be emailed to you from [nzcc3@eit.ac.nz](mailto:nzcc3@eit.ac.nz)
* Your Assessment Decision will also be emailed to you from [nzcc3@eit.ac.nz](mailto:nzcc3@eit.ac.nz)