

# ECDL ONLINE ESSENTIALS

Syllabus 1.0  
Learning Material (Outlook 2016)



Provided by:  
Malta

European Computer Driving Licence, ECDL, International Computer Driving Licence, ICDL, e-Citizen and related logos are all registered Trade Marks of The European Computer Driving Licence Foundation Limited ("ICDL Foundation").

This courseware may be used to assist candidates to prepare for the ECDL Foundation Certification Programme as titled on the courseware. ICDL Foundation does not warrant that the use of this courseware publication will ensure passing of the tests for that ICDL Foundation Certification Programme.

The material contained in this courseware does not guarantee that candidates will pass the test for the ICDL Foundation Certification Programme. Any and all assessment items and / or performance-based exercises contained in this courseware relate solely to this publication and do not constitute or imply certification by ICDL Foundation in respect of the ECDL Foundation Certification Programme or any other ICDL Foundation test. This material does not constitute certification and does not lead to certification through any other process than official ICDL Foundation certification testing.

Candidates using this courseware must be registered with ECDL Malta before undertaking a test for an ICDL Foundation Certification Programme. Without a valid registration, the test(s) cannot be undertaken and no certificate, nor any other form of recognition, can be given to a candidate. Registration should be undertaken at an Approved Test Centre.

Screen shots used with permission from Microsoft.

## **ECDL Online Essentials**

With a growing reliance on the Internet for work, communication and recreational needs, keeping up-to-date with online tools and knowing how to use them effectively is a crucial component of digital literacy. ECDL Online Essentials will guide you through the key skills to get you working and engaging securely in online activities, such as web browsing, social media, and e-mail.

ECDL Online Essentials establishes core concepts and skills relating to web browsing, effective information search, online communication and e-mail. Having completed this module you will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, and web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

### **What are the benefits of this module?**

Knowing how to operate and get the most from web browsers is a vital digital literacy skill that is essential in work and at home. This module also teaches you about online security, keeping your personal information private, avoiding phishing scams, and using e-mail effectively. Once you have developed the skills and knowledge set out in this book, you will be in a position to become certified in an international standard in this area - ECDL Online Essentials

For details of the specific areas of the ECDL Online Essentials syllabus covered in each section of this book, refer to the ECDL Online Essentials syllabus map at the end of the book.



---

# ECDL ONLINE ESSENTIALS

<b>LESSON 1 - GETTING STARTED .....</b>	<b>1</b>
1.1 Understand the Internet .....	2
1.2 Connecting to the Internet.....	2
1.3 Web Browsing Concepts.....	3
1.4 Understand the Structure of a Web Address.....	3
1.5 Browsing.....	5
1.6 Use Available Help Functions .....	7
1.7 Display, Hide Built-in Toolbars. Restore, Minimise The Ribbon.....	8
1.8 Review Exercise .....	9
<b>LESSON 2 - NAVIGATION.....</b>	<b>10</b>
2.1 The Address Bar.....	11
2.2 Navigation Buttons.....	11
2.3 New Tabs .....	12
2.4 Tabbed Browsing.....	14
2.5 Bookmarks .....	14
2.6 Deleting a Bookmark .....	15
2.7 Show Bookmarks / Favourites .....	16
2.8 Create a Bookmark Folder.....	17
2.9 Deleting a Bookmark Folder .....	19
2.10 Browsing History.....	20
2.11 Review Exercise .....	22
<b>LESSON 3 - SEARCHING THE WEB .....</b>	<b>23</b>
3.1 Search Engines .....	24
3.2 Advanced Search .....	24
3.3 Search a Web-Based Encyclopaedia, Dictionary .....	27
3.4 Critical Evaluation .....	28
3.5 Review Exercise .....	30
<b>LESSON 4 - WEB PAGE INTERACTION .....</b>	<b>31</b>
4.1 Downloading Files .....	32
4.2 Copy Text, Image, URL to Another Location like: Document, E-mail .....	33

4.3	Preview, Print A Web Page, Selection From A Web Page .....	35
4.4	Complete, Submit, Reset a Web Based Form.....	37
4.5	Use A Web Tool To Translate A Web Page, Text .....	38
4.6	Review Exercise .....	39
<b>LESSON 5 - SETTINGS &amp; SECURITY .....</b>		<b>40</b>
5.1	Home Page Settings.....	41
5.2	Blocking Pop-Ups .....	42
5.3	Cookies .....	43
5.4	Security and Safety.....	46
5.5	Encryption .....	46
5.6	Secure Websites .....	47
5.7	Controlling Internet Use .....	49
5.8	Copyright and Intellectual Property .....	49
5.9	Data Protection.....	50
5.10	Review Exercise .....	51
<b>LESSON 6 - COMMUNICATION .....</b>		<b>52</b>
6.1	Communicating Online .....	53
6.2	Online Communities .....	54
6.3	Publish and Share Online Content.....	56
6.4	Good Online Communication Practice .....	57
6.5	Privacy and Security .....	57
6.6	Review Exercise .....	59
<b>LESSON 7 - GETTING STARTED (E-MAIL).....</b>		<b>60</b>
7.1	What is E-mail .....	61
7.2	E-Mail Address and E-Mail Structure .....	61
7.3	E-mail attachments .....	62
7.4	Fraudulent and Unsolicited e-mail.....	63
7.5	Phishing E-mails.....	63
7.6	Review Exercise .....	65
<b>LESSON 8 - SENDING E-MAIL.....</b>		<b>66</b>
8.1	Access an E-mail Account .....	67
8.2	Using the Outlook Interface .....	67
8.3	Using the Navigation Bar .....	68

8.4	Customising the Navigation Bar .....	69
8.5	Using Microsoft Outlook Help .....	70
8.6	Using the Folder Pane .....	70
8.7	Create an E-Mail.....	71
8.8	Performing a Manual Send/Receive .....	73
8.9	Opening An E-mail Message .....	73
8.10	Replying to a Message .....	74
8.11	Forwarding a Message .....	75
8.12	Changing the Read Status of a Message.....	76
8.13	Flagging a Message .....	77
8.14	Printing from the Message Window .....	78
8.15	Review Exercise .....	79
<b>LESSON 9 - WORKING WITH E-MAIL COMPONENTS .....</b>		<b>80</b>
9.1	Attaching a File to a Message.....	81
9.2	Opening an Attachment.....	82
9.3	Saving a File Attachment.....	82
9.4	Creating a Signature.....	83
9.5	Inserting a Signature.....	85
9.6	Using the Out of Office .....	86
9.7	Creating a Contact Group .....	87
9.8	Using a Contact Group to create message .....	89
9.9	Deleting a Contact .....	90
9.10	Review Exercise .....	91
<b>LESSON 10 - ORGANISING E-MAILS.....</b>		<b>92</b>
10.1	Arranging and Grouping Messages .....	93
10.2	Sorting Messages.....	94
10.3	Working with Custom Views .....	94
10.4	Using Search.....	97
10.5	Creating a New Folder.....	98
10.6	Moving a Message to a Different Folder .....	100
10.7	Deleting a Folder .....	101
10.8	Deleting a Message.....	101
10.9	Emptying the Deleted Items Folder.....	102

10.10 Recovering Deleted Items.....	103
10.11 Using the Junk E-mail Folder.....	103
10.12 Review Exercise .....	106
<b>LESSON 11 - USING CALENDAR.....</b>	<b>107</b>
11.1 Using the Calendar Pane.....	108
11.2 Navigating the Calendar .....	109
11.3 Scheduling a New Appointment.....	110
11.4 Scheduling a Resource for a Meeting .....	112
11.5 Accepting/Declining Meeting Requests.....	114
11.6 Proposing a New Meeting Time .....	115
11.7 Updating a Meeting.....	116
11.8 Cancelling a Meeting .....	117
11.9 Review Exercise .....	119
<b>ECDL SYLLABUS.....</b>	<b>120</b>



---

# **LESSON 1 - GETTING STARTED**

In this section, you will learn how to:

- Understand and connect to the Internet
- Identify popular browsers
- Start and close a browser
- Recognise part of a web address
- Use browser features

---

## 1.1 UNDERSTAND THE INTERNET

### Concepts

The Internet is a world-wide system of interconnected computer networks linking billions of devices. It consists of millions of private, public, academic, business, and government networks, connected by a wide range of electronic, wireless, and optical networking technologies.

The terms Internet and the World Wide Web (or just Web) are often used interchangeably. However, the Internet provides many other services, including the inter-linked hypertext documents and applications of the Web, electronic mail, instant messaging, and telephony.

---

## 1.2 CONNECTING TO THE INTERNET

### Concepts

All modern computers and laptops, as well as many other devices, such as tablets and smart phones, are capable of connecting to the Internet. A common way of connecting to the Internet is through a telephone line, which can carry normal phone calls and Internet data at the same time. Alternatively, you can connect to the Internet by using a service from a mobile network providers. This can be used anywhere there is a mobile signal but can be slower and more expensive than connecting through a landline.

A connection with the Internet is typically made using an Internet Service Provider (ISP). Comparison sites are a good starting point to quickly identify which ISPs have the best combination of speeds and price. You'll also need to visit the individual ISPs' websites to get the fine details on their packages so you can make a thorough comparison for yourself, based on your needs. In particular, pay attention to:

#### **Download and Upload Speeds**

We all want the fastest internet at the price we're willing to pay. Make sure when you're comparing services you compare the most similar plans based on both download and upload speeds. Bandwidth is measured in bits per seconds (bps). As you might guess, this is the number of single bits that can be transferred across a network connection in one second. Although similar to file size measurements, they are calculated slightly differently.

## 1.3 WEB BROWSING CONCEPTS

### Concepts

#### Uniform Resource Locator (URL)

URL stands for Uniform Resource Locator (another name for web address / website address) The URL consists of the name of the protocol (usually HTTP); followed by the name of the website you want to connect to.

#### Hyperlink

A hyperlink is a piece of text or a picture on a web page that when clicked will automatically do one of the following:

1. Take you to a different part on the same page.
2. Take you to a different page within the web site.
3. Take you to a page in a different web site.
4. Enable you to download a file.
5. Launch an application, video or sound.

If a piece of text or a picture is a hyperlink, when you point to it with your mouse, the mouse pointer will change into the shape of a hand.

TIP: Hyperlink text is usually blue and underlined.

---

## 1.4 UNDERSTAND THE STRUCTURE OF A WEB ADDRESS

### Concepts

Every web page has its unique address that we use to find it. This address is called a Uniform Resource Locator, or URL.









Consider the URL displayed in the address bar above. The following table shows you what the different parts of the URL mean.

http://www.icdl.org			
http://	www.	icdl	.org
Hypertext transfer protocol	World Wide Web	Site name	Domain name
This part tells the computer how to send information to and from your computer		This is the name of the web site on your screen	This tells you the type of web site and sometimes the country it comes from

Don't worry if the URL is long and hard to understand. You don't have to remember it!

The following is a list of the most common domains types:

.com (commercial site)	
.edu (educational / institution)	
.gov (government site)	
.net(network site)	
.org (non-profit or private organisation)	
.it (geographical site with a two letter identifier listing where the site is registered)	

## 1.5 BROWSING

### Concepts

A web browser is a software program that allows you to browse the Web by simple point and click navigation. Examples of web browsers include Internet Explorer, Mozilla Firefox, and Google Chrome.

There are a huge range of activities that you can carry out on the Web by using a browser. These include:

#### **Information Searching**

People browse the Web for information, often using search engine such as Google or Yahoo to identify specific topics that are of interest to them.

#### **Entertainment**

The Internet provides many opportunities to access entertainment. You can stream videos, playing games with people on the other side of the world, or listen to music. Increasingly, all forms of entertainment are available online.

#### **Communication**

Communication is another way to use Internet. People connect via each other through various IM services like Skype and Yahoo messenger, and can use Internet telephony and video services to interact with people irrespective of their location – often for free!

#### **Shopping – E-Commerce**

Increasingly people are purchasing directly from Web sites, such as Amazon.com. Most Web-based shopping sites use a virtual “shopping cart” system. As you browse the site you can add any products you want to purchase to your cart. Once you have placed items in the cart you can then move to the checkout stage. At the checkout you enter your name and address, select the type of delivery you want and enter your payment details.

#### **Learning**

E-learning refers to learning on a computer or device, often over the Internet. One trainer can train many students at different locations. Students may be able to work at their own pace, and repeat parts of a course which they do not understand. Also the teaching can be at any time, 24 hours a day, and 7 days a week.

### Publishing

The Web provides a range of often low-cost opportunities to publish different types of content. For example, you can publish information on web pages or even a book that can be made available through online book stores.

### Banking

More and more financial institutions give their customers access to a range of services online, such a paying a bill or transferring funds between accounts. This gives people much more flexibility because they are not restricted by the opening hours of a bank branch.





### Government services

E-government (short for electronic government) refers to the use of technology to provide and improve government services, transactions and interactions with citizens and businesses, and within the government.



### Steps

In this book, we will focus on the Microsoft Internet Explorer 10 browser. The following are steps to open a web browser.

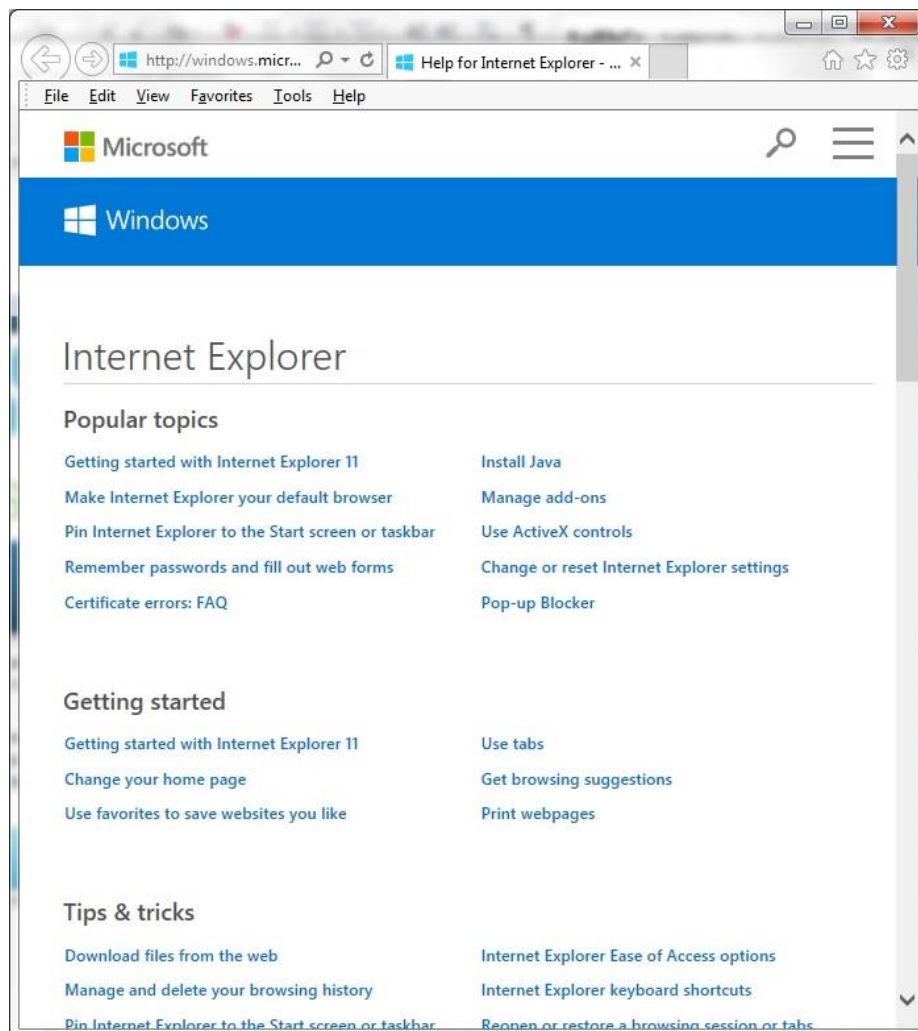
<b>Steps</b>	<b>Practice Data</b>
1. Click the Start Button and select All Programs. <i>The list of applications available appears.</i>	Click and select All Programs. 
2. Select Internet Explorer. <i>The Internet Explorer window will appear.</i>	Click & open Internet Explorer. 
3. Enter a URL in the address bar and go to the URL. <i>The webpage will load once you press enter.</i>	
4. Close the web browser. <i>The web browser will close.</i>	Click on the close icon in the title bar. 

# 1.6 USE AVAILABLE HELP FUNCTIONS

## Concepts

As with most applications, Internet Explorer has a built-in support feature. To use Help, simply click on the Help menu in the main view. Then choose Internet Explorer Help.

The Help window will be displayed as illustrated:



*Internet Explorer Help Function*

Select one of the available help topics, or click on the Search Box to search for a topic by entering a keyword.

Tip: To open up the Help dialogue box you can hit the F1 button.

# 1.7 DISPLAY, HIDE BUILT-IN TOOLBARS. RESTORE, MINIMISE THE RIBBON

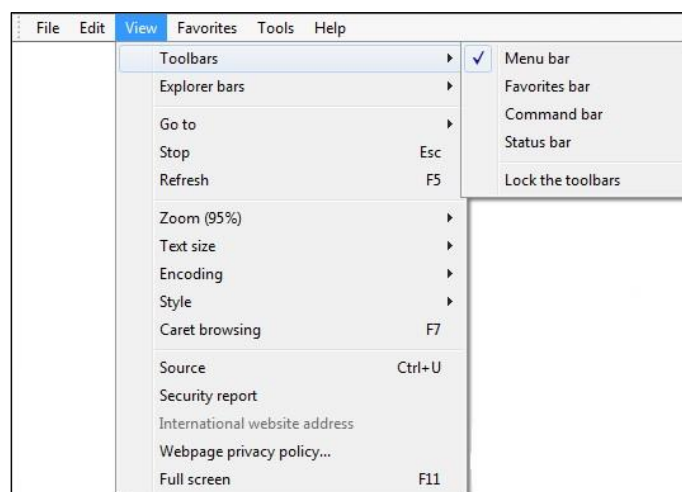
## Concepts

Internet Explorer's user interface is customisable, allowing you to edit the toolbar buttons and title bar text to your personal preference.

## Steps

Click View, and then choose Toolbars.

- The menu that appears will show you the available toolbars in your web browser.
- The toolbars that are currently switched on are marked with a tick on the left hand side.
- You can toggle between displaying and hiding toolbars by clicking on them.



### Minimise the Ribbon

- To quickly minimise the Ribbon, double-click the name of the active tab. Double-click a tab again to restore the Ribbon.
- Or, to minimise or restore the Ribbon, press CTRL+F1.

### Restore the Ribbon

- Click Customize Quick Access Toolbar Button image.
- In the list, click Minimize the Ribbon.
- Or, to minimise or restore the Ribbon, press CTRL+F1.



# 1.8 REVIEW EXERCISE

1. URL stands for:
  - a. Universal Real Location
  - b. Uniform Resource Locator
  - c. Universal Repeating Layout
  - d. Unified Resource Layout
  
2. Which of the following is **not** a web browser?
  - a. Google Chrome
  - b. Internet Explorer
  - c. Microsoft Bing
  - d. Mozilla Firefox
  
3. What is a hyperlink?
  - a. A page containing information found on the Web
  - b. An application for browsing the Web
  - c. An image or text on a Web page that connects to another location
  - d. An address of a specific location on the Web.
  
4. List three types of activities that you can carry out on the Web.
   
 \_\_\_\_\_
   
 \_\_\_\_\_
   
 \_\_\_\_\_
  
5. Open your Web browser. Turn on the browser’s Menu bar and Favorites bar.

---

## **LESSON 2 - NAVIGATION**

In this section, you will learn about:

- The address bar
- Navigation buttons
- New tabs
- Tabbed browsing
- Favorites
- Organising favorites
- Deleting favorites
- Browsing history

## 2.1 THE ADDRESS BAR

### Concepts

In order to browse to a specific website you need to enter its URL in the address bar. Then hit the Return key on your keyboard.



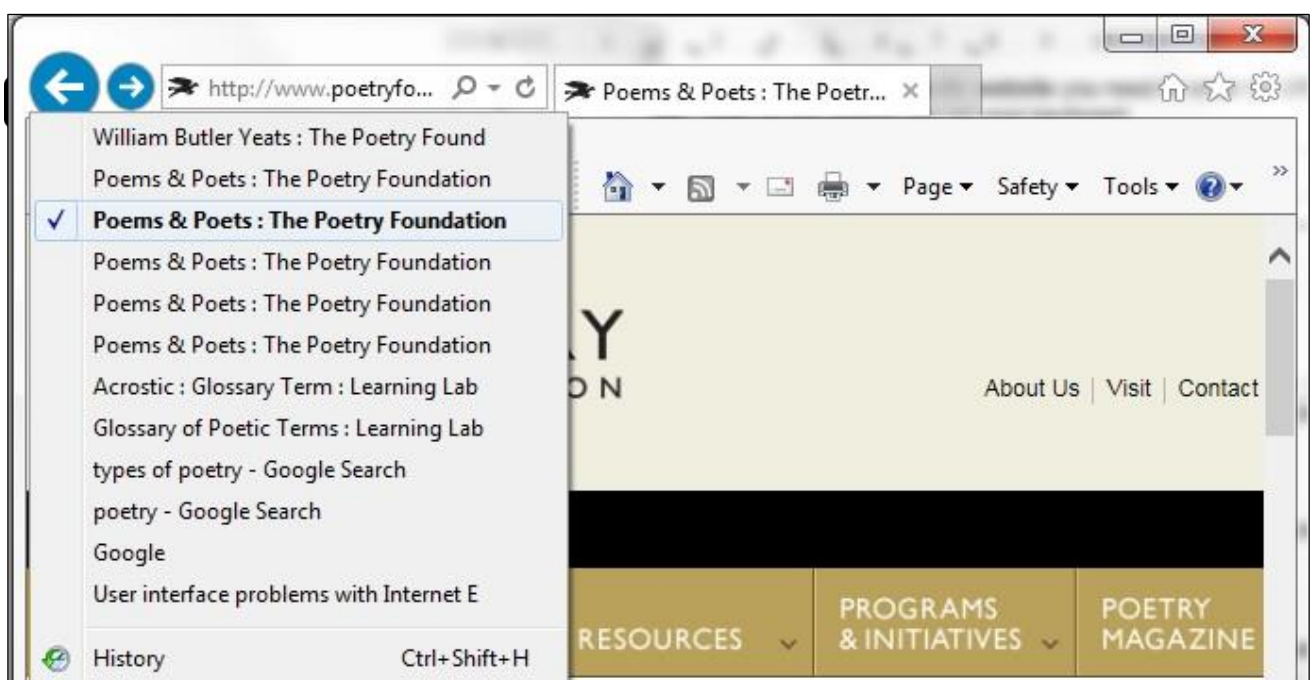
## 2.2 NAVIGATION BUTTONS



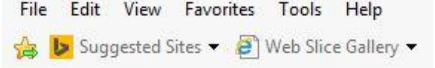

### Concepts

The Internet Explorer toolbar displays navigation buttons to access already visited web pages. With the back and forward navigation buttons, you can browse through these pages.

Internet Explorer uses four buttons for navigation: the Back, Forward, Refresh, and Home buttons.

The Back and Forward buttons allow you to move through pages you've recently viewed. Click and hold either button to view your recent history.

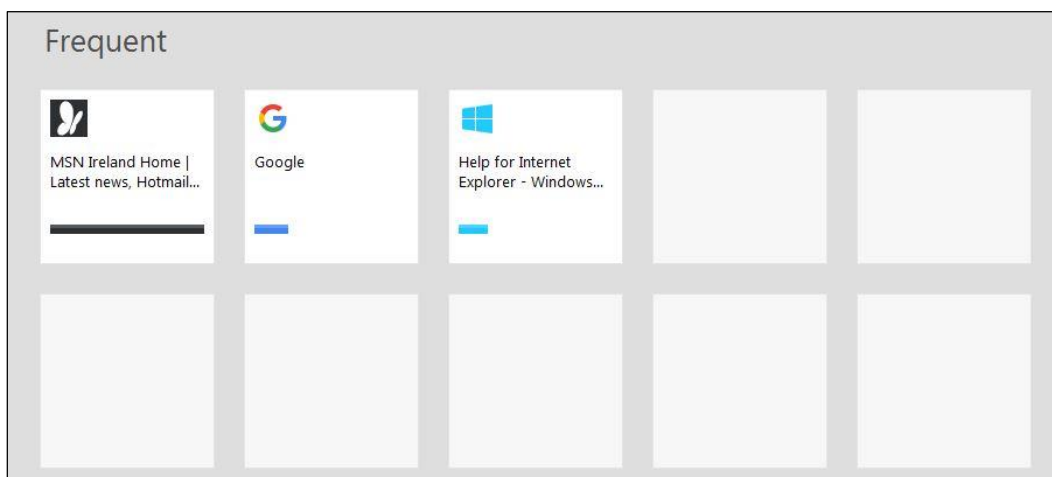


<b>Steps</b>	<b>Practice Data</b>
1. Refresh a Web Page. <i>The web page will reload.</i>	Click on the <b>Refresh</b> icon (near the address bar). 
2. Stop a Web Page. <i>The web page will stop loading.</i>	Click on the <b>Stop</b> icon to stop the Web Page from loading. 
3. Using the Standard Toolbar.	
4. The Home button will navigate to www.msn.com by default. If you want to, choose your own homepage. <i>You will be redirected back to the selected homepage.</i>	Click the <b>Home</b> button, which will take you directly to your homepage. 

## 2.3 NEW TABS


### Concepts

Internet Explorer identifies the websites you visit most and puts them one click away. Once you're in the browser, the New Tab page allows you to browse quickly to frequently visited websites.



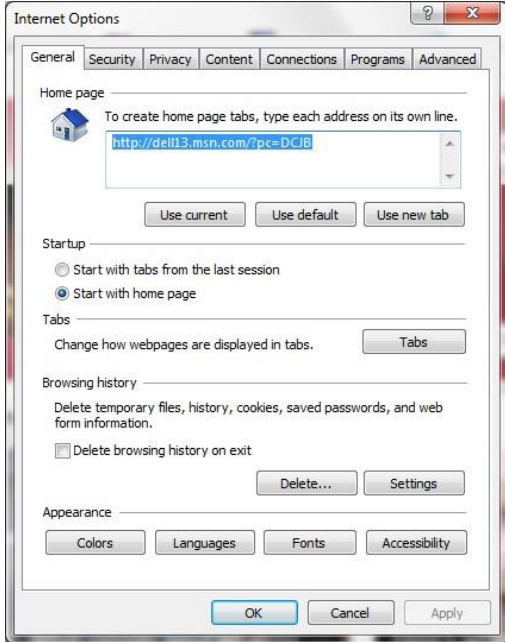


*Frequently Visited Websites on Internet Explorer*

 **Steps**

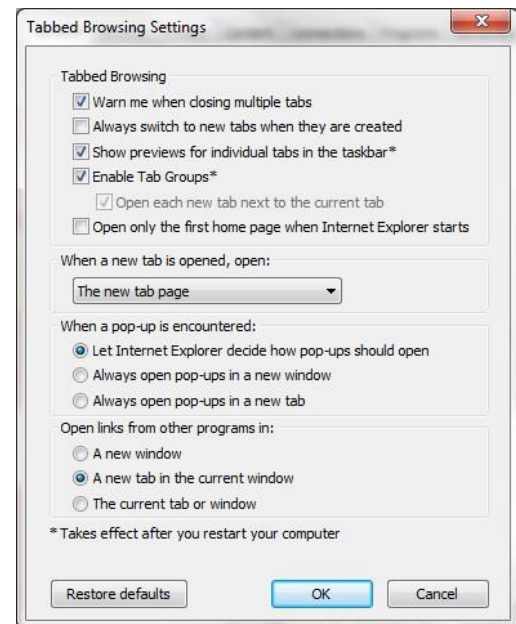
<b>Steps</b>	<b>Practice Data</b>
1. To open a new tab. <i>A new tab opens.</i>	Click the <b>New Tab</b> button or press CTRL+T. 

If you prefer that your home page appear when you open a new tab, follow these steps:

<b>Steps</b>	<b>Practice Data</b>
1. Open Internet Explorer. <i>The Internet Explorer web browser opens.</i>	Click & open Microsoft Explorer. 
2. Click the Tools button. <i>The Tools dropdown list displays.</i>	Click the <b>Tools</b> button,  and then click Internet Options.
3. Change Tabs Settings. <i>The Tabbed Browsing Settings dialog box appears.</i>	Click the General tab, and then, under Tabs, click <b>Settings</b> . 

4. In the Tabbed Browsing Settings dialog box, select Your first home page from the When a new tab is opened: dropdown list.  
*The Tabbed Browsing Settings dialog box closes.*

Click **Your first home page**, click **OK**, and then click **OK** again.



---

## 2.4 TABBED BROWSING

### Concepts

To open a new tab, click on the new tab icon, and to close the tab click on the x button shown on the tab which you want to close. To switch from one tab to another click on the name shown on the tab.


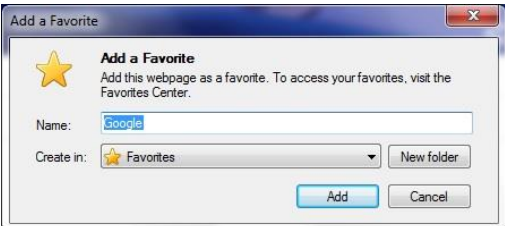
---


## 2.5 BOOKMARKS

### Concepts

If you want to revisit a web site you can bookmark it. This means that you save it, so next time all you have to do is choose it from a menu.

 **Steps**

<b>Steps</b>	<b>Practice Data</b>
1. Go to the website that you wish to set as a bookmark and click on the Star at the right hand side of your Internet Explorer browser. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. Select Add to favorites button. <i>The Add a Favorite dialog box opens.</i>	Click <b>Add to favorites.</b>
3. Give a name to your bookmark. Choose the folder which you want to add the bookmark to. <i>The bookmark will be added to the folder.</i>	Click <b>Add.</b> 


If you have the Favorites bar displayed in your browser you can also hit the  button in the top left corner, which will add the webpage to the Favorites bar.

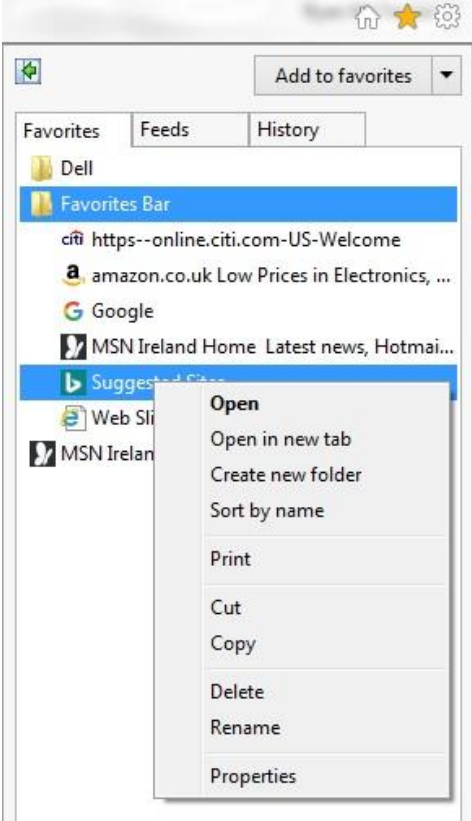
## 2.6 DELETING A BOOKMARK

 **Concepts**

If you have bookmarked a page in the past that you used frequently but no longer need it now, you can delete it from your bookmarks list.

 **Steps**

<b>Steps</b>	<b>Practice Data</b>
1. Click on the Star at the right hand side of your Internet Explorer browser. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. Click on Favorites. <i>The Favorites tab will appear.</i>	Click <b>Favorites.</b>


<b>Steps</b>	<b>Practice Data</b>
<p>3. Choose the bookmark you wish to delete. <i>The bookmark will be deleted.</i></p>	<p>Right click on the bookmark that you wish to delete, and click delete.</p> 

## 2.7 SHOW BOOKMARKS / FAVOURITES

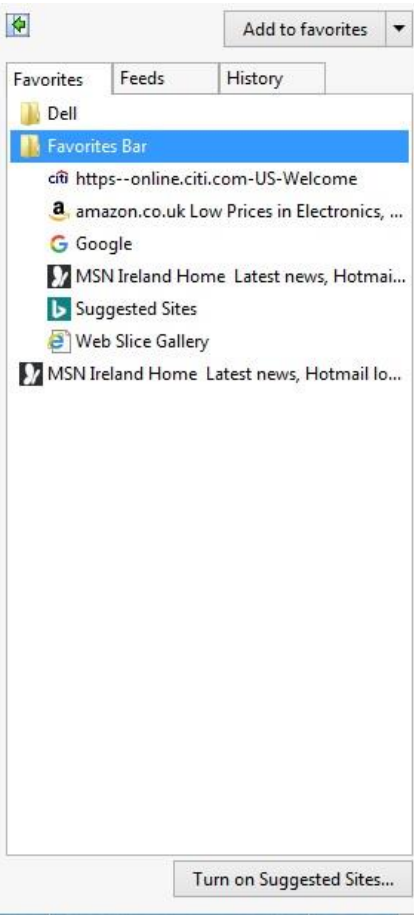
### Concepts

You can view your bookmarks and favorites to help you manage your bookmarked websites.

### Steps

<b>Steps</b>	<b>Practice Data</b>
<p>1. Click Favorites. <i>You will be able to View favorites, feeds, and history.</i></p>	<p>Click </p>




<b>Steps</b>	<b>Practice Data</b>
<p>2. Select the webpage that you wish to display. <i>The web page will appear.</i></p>	<p>Click on the webpage.</p> 

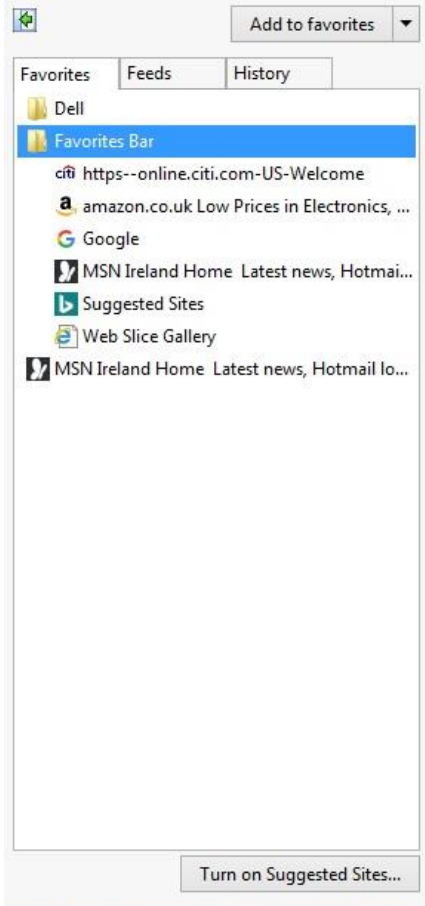
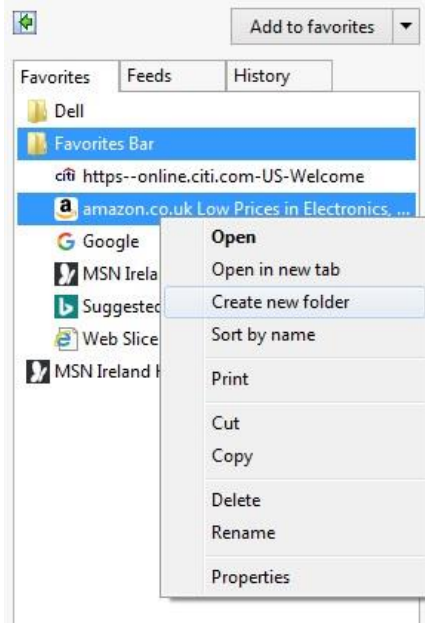
## 2.8 CREATE A BOOKMARK FOLDER

### Concepts

You can create folder so that you can group related bookmarks, or bookmarks with a common theme.

### Steps


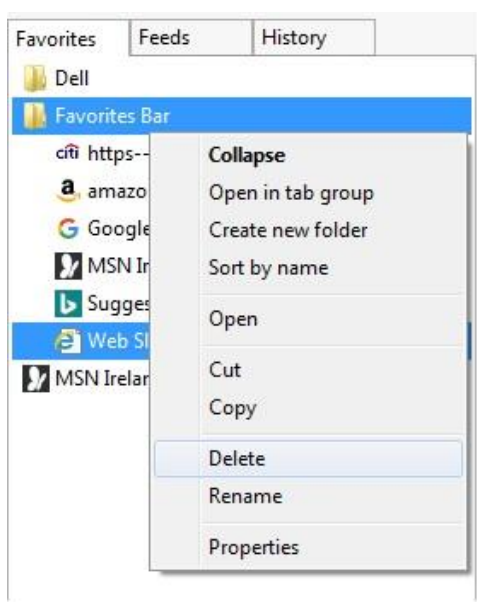
<b>Steps</b>	<b>Practice Data</b>
<p>1. Display your Favorites. <i>You will be able to View favorites, feeds, and history.</i></p>	<p>Click </p>

<b>Steps</b>	<b>Practice Data</b>
<p>2. Bring up the option to Create new folder. <i>This will allow you to add a new folder.</i></p>	<p>Right click anywhere in the Favourites pane.</p>  <p>The screenshot shows the Internet Explorer Favorites pane. At the top, there is an 'Add to favorites' button. Below it are tabs for 'Favorites', 'Feeds', and 'History'. The 'Favorites' tab is active, showing a list of folders and sites. A right-click context menu is open over the 'Favorites Bar' folder, with the 'Create new folder' option highlighted. Other options in the menu include 'Open', 'Open in new tab', 'Sort by name', 'Print', 'Cut', 'Copy', 'Delete', 'Rename', and 'Properties'.</p>
<p>3. The option to add a new folder will appear. <i>You can make a new folder for your bookmarks.</i></p>	<p>Click <b>Create new folder</b>.</p>  <p>This screenshot is similar to the previous one, but the 'Create new folder' option in the context menu is now selected and highlighted in blue. The rest of the interface remains the same.</p>

<b>Steps</b>	<b>Practice Data</b>
4. Type in a name for your folder and press Enter. <i>The new folder will be added.</i>	Hit <b>Enter</b> .

## 2.9 DELETING A BOOKMARK FOLDER

### Steps


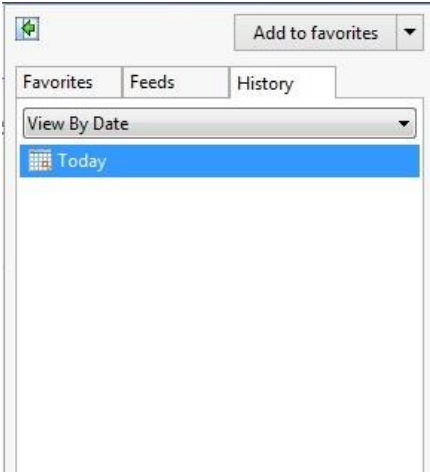

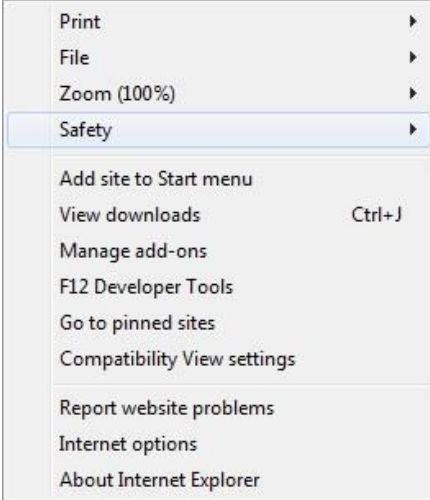
<b>Steps</b>	<b>Practice Data</b>
1. Display your Favorites. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. Select the bookmark folder that you wish to delete. <i>The option to remove the folder will appear.</i>	Right-click on the bookmark folder. 
3. Delete the folder. <i>The folder will be deleted from the Favorites pane.</i>	Click Delete.

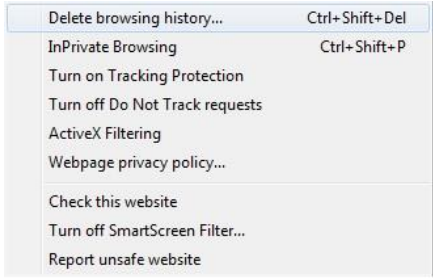
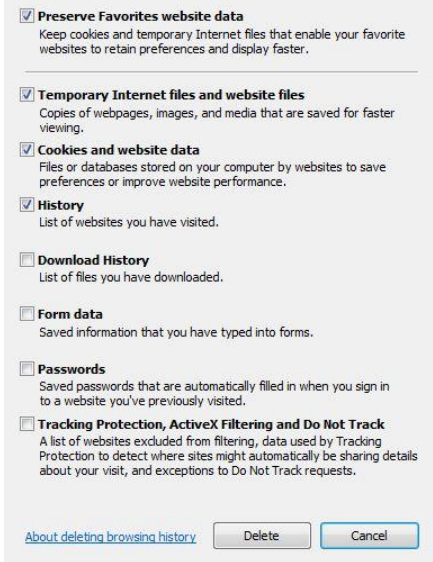
# 2.10 BROWSING HISTORY

## Concepts

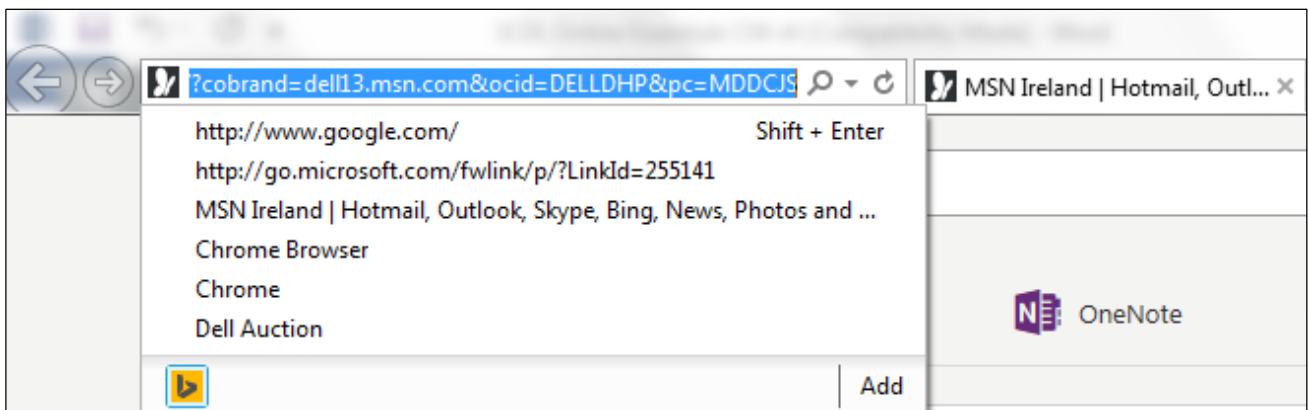
You can review the list of website that you have visited, and you can also delete this information.

## Steps

<b>Steps</b>	<b>Practice Data</b>
1. Open Favorites. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. View history arranged in dated categories. The default ordering of your history is <b>View By Date</b> . All sites visited (up to the default history time limit) are grouped into time periods. <i>Browsing History will be displayed.</i>	Click <b>History</b> . 
3. Click the <b>Tools</b> button to delete history.	 Click
4. Select <b>Safety</b> . <i>A list of safety options will appear.</i>	

<b>Steps</b>	<b>Practice Data</b>
<p>5. Click Delete browsing history.  <i>A new window will appear which allows you to specify what you want Internet Explorer to delete.</i></p>	
<p>6. Select what you want to delete from your browsing history.  <i>You will have a selection of items to delete such as Internet history, temporary Internet files and form data.</i></p>	

You can also view your most recently visited websites by clicking the down arrow in the address bar, as shown below.




## 2.11 REVIEW EXERCISE

1. Name three navigation buttons in Internet Explorer.

---

---

---

2. Which of the following does not appear under the  button:

- a. Favorites
- b. Downloads
- c. History
- d. Feeds

3. What is the shortcut to open a new tab in Internet Explorer:

- a. Ctrl+T
- b. Ctrl+P
- c. Ctrl+N
- d. Alt+T

4. List four items that you can delete from the browsing history window:

---

---

---

---

5. You can only view recently visited websites by clicking  and then history.

- a. True
- b. False

---

## **LESSON 3 - SEARCHING THE WEB**

In this section, you will learn about:

- Search engines
- Advanced search
- Search tips
- Website searches
- Finding text on a page
- Critical evaluation

## 3.1 SEARCH ENGINES

### Concepts

A search engine is a tool used to search for information on the World Wide Web. The search results are usually presented in a list and are often called hits.

Examples of Search engines are:

[www.google.com](http://www.google.com)

[www.bing.com](http://www.bing.com)



## 3.2 ADVANCED SEARCH

### Concepts

Many people think that when you use a search engine such as Google, it will magically search the entire Web and find information that you require. The first thing to understand is that a search engine like Google will only search through a list of maintained sites that have been registered with that particular search engine.

This in part explains the differing results you sometimes get when you search using different search engines. Also, each search engine has different criteria for ranking search results. A number of search results per page are presented with a brief description about each site that it has found matching your requirements.


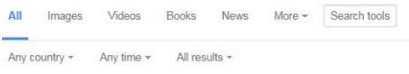
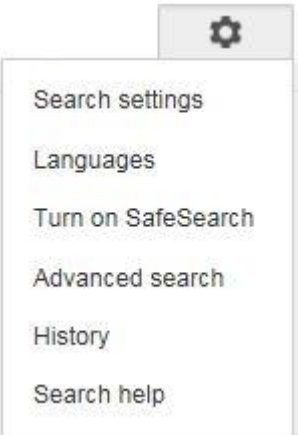
Here are some tips that one should keep in mind when using a search engine:

- Use two or more words, or a short phrase when searching for information.
- Try to use unique words that directly relate to what you are searching for.



- For instance if you are searching for information about ICDL training then search for **ICDL training**, not just **training**, which would include all sorts of training.
- Often, you would be better enclosing your search phrase with quotation marks (“”). This will then mean that the search engine will look for the exact phrase that you have entered. If you search for “ICDL training” you will only get results that use that exact term, and not results containing just “ICDL” or just “training”.

 **Steps**

<b>Steps</b>	<b>Practice Data</b>
1. Input the URL of a search engine in your web browser and hit the Enter key. <i>The search engine will appear.</i>	Type <a href="http://www.google.com">www.google.com</a> and press Enter.
2. To use advanced search options you need to perform a general search on what you are looking for. <i>Performing the search will bring up a selection of results.</i>	Use Google Search 
3. Having begun your search, you can use the filters Google has provided. <i>Using each filter will vary the results shown on screen.</i>	Filter your search results. 
4. Google offers an advanced search tool that can filter results to a further level. <i>Using Advanced search will allow you to find results based on further specifications.</i>	Click <b>Options</b> , and click Advanced search. 

Google’s Advanced search lets you search using criteria including:

- Exact phrase

- Date
- Language
- By excluding words
- By file format, media type etc.

Find pages with...

all these words:

this exact word or phrase:

any of these words:

none of these words:

numbers ranging from:  to

---

Then narrow your results by...

language:

region:

last update:

site or domain:

terms appearing:

SafeSearch:

file type:

usage rights:

Google Advanced Search

## 3.3 SEARCH A WEB-BASED ENCYCLOPAEDIA, DICTIONARY

### Concepts

#### Encyclopaedia

There are several online encyclopaedias and dictionaries available on the web. In this section we will look at some examples.

Enter the URL below in your web browser:

<http://www.britannica.com/topic/Encarta>

To use Encarta’s online encyclopaedia, type your keyword or phrase in the search box, and click Return.



#### Dictionary

Enter the URL below in your web browser:

<http://dictionary.reference.com/>

To find a definition of a work in the online dictionary, use the search box to type the word, and click Return.



Other examples of online encyclopaedias / dictionaries include:

- [www.encyclopedia.com](http://www.encyclopedia.com)
- [www.wikipedia.org](http://www.wikipedia.org)
- [www.yourdictionary.com](http://www.yourdictionary.com)
- [www.alphadictionary.com](http://www.alphadictionary.com)

TIP: To force a search engine to give you definitions from web based dictionaries, type “define:” before your actual keyword when using the search engine’s search box.

---

## 3.4 CRITICAL EVALUATION

### Concepts

There is an enormous amount of content available online. It is important that you critically judge the content you read, view, or hear. Not everything online is true or accurate! One way to help you in the process of critical evaluation is to recognise different types of websites and their purpose.

The most basic site is **informational**. An example of such a site is one that tells a potential customer or visitor what a business is, where it’s located, its hours, how to contact the business owner and maybe a bit more.

Another type of informational site is an online encyclopaedia, such as Wikipedia. This is used as a reference on a huge range of topics. The content is written and edited by anyone who wants to participate, but this has implications for accuracy and consistency.

Many websites provide **entertainment**. For example, while YouTube certainly has educational and informational purposes, it is most often turned to for its entertainment value. **Opinion** sites are used by bloggers and writers to discuss their thoughts on particular topics, often dealing with relevant stories of the time. By their nature, opinion sites such as blogs tend to express subjective views.

Finally, there are commercial sites, focusing on **selling**. These sites exist primarily to promote or sell a product or service directly, or to facilitate selling. Amazon.com and eBay are examples of sites that facilitate selling. Some sites that appear to be informational may in fact be promoting or selling a product or service.

### Judging Website Credibility

While the Internet is an invaluable repository of online resources, news and materials, it is important to remain vigilant when quoting or referencing websites, as many can post false or inaccurate information. Here are a few factors that can be considered when judging the credibility of a website and its material.

- **Author**

It is important to recognise the author of what you are viewing when online. Are they a credible professional in their field? Are they writing from a position of knowledge on the subject? If the author has not given their name or written under the title “Anonymous” then it may not be very reliable. Searching for other material they have written or put their name to can be a good way of checking whether or not they are a dependable source.

- **Referencing**

If an author or website is quoting individuals, statistics or other factual pieces, there should be clear references to the work they are getting their information from. If there are no clearly stated references then it is possible that they may not be providing accurate material, and it would be right to question its credibility.

- **Up-To-Date Content**

A website’s currency is important when taking into account information that may be statistical or time-sensitive. Material on a site should remain current and be maintained, so keeping an eye out for when it was last updated, when articles or videos were posted and other date-recorded information can help ensure the material you want is of use.

In addition, when reviewing a website, it is important to consider whether or not the website’s content is appropriate for, and meets the needs of, its target audience. If a site is designed for children, for example, the website’s content, layout and interactivity must be age appropriate.

---

## 3.5 REVIEW EXERCISE

1. Open Google search and find four other examples of search engines on the Internet.

---

---

---

---

2. Which of the following is not an online dictionary / encyclopaedia:

- a. [www.wikipedia.org](http://www.wikipedia.org)
- b. [www.thesaurus.com](http://www.thesaurus.com)
- c. [www.google.com](http://www.google.com)
- d. [www.britannica.com](http://www.britannica.com)

3. Use Google search to identify four examples of websites primarily focussed on selling items.

---

---

---

---

4. Which of the following is not used to judge website credibility:

- a. Author
- b. Place in search engine results
- c. Referencing
- d. Up-to-Date content

---

## **LESSON 4 - WEB PAGE INTERACTION**

In this section, you will learn how to:

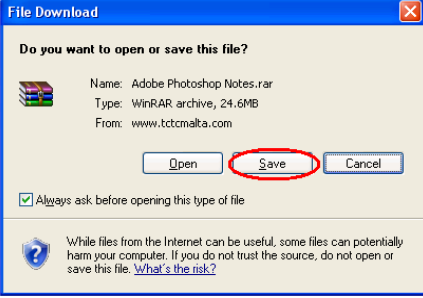
- Download files
- Save pictures
- Print a web page / selection of web pages
- Complete a form
- Translate a web page

# 4.1 DOWNLOADING FILES

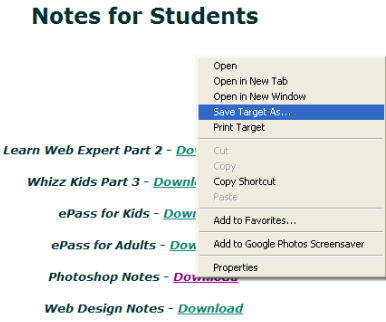
## Steps

There are two ways to download a file from a web page.

### Option 1:

<b>Steps</b>	<b>Practice Data</b>
1. Left click on the download hyperlink. <i>A window will open, as illustrated.</i>	
2. Save the files to a desired location. <i>The files will be saved to the selected location.</i>	Click <b>Save</b> , and enter the desired location.

### Option 2:

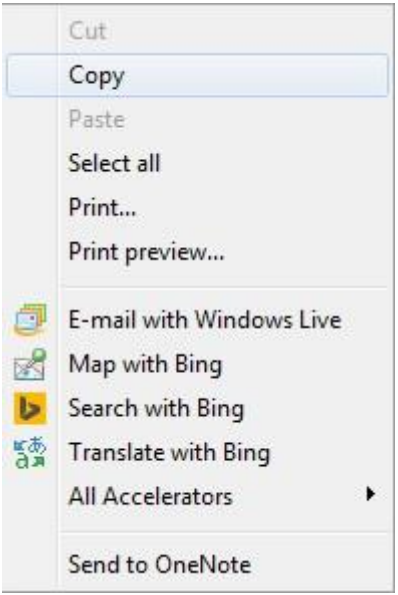
<b>Steps</b>	<b>Practice Data</b>
1. Select on the download hyperlink.	Right-click the hyperlink.
2. Bring up a window to save the file to a location. <i>A Windows window will appear.</i>	Click <b>Save Target As...</b>  
3. Choose a destination where you wish to save the file. <i>The files will be saved to the selected location.</i>	Click <b>Save</b> , and enter the desired location.



## 4.2 COPY TEXT, IMAGE, URL TO ANOTHER LOCATION LIKE: DOCUMENT, E-MAIL


### Steps

Copy text from a web page to a document or e-mail.


<b>Steps</b>	<b>Practice Data</b>
1. Select the text you wish to copy. <i>The text will appear highlighted.</i>	Highlight the text.
2. Copy the text. <i>The text will be copied to the dashboard.</i>	Right-click, and click <b>Copy</b> . 
3. Paste the text into the document. <i>The copied text will appear in the document.</i>	Open the document where you wish to paste your text. Right-click, and click <b>Paste</b> .

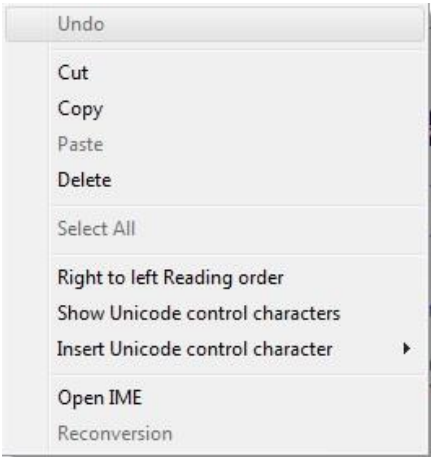
Copy an image from a web page to a document.

<b>Steps</b>	<b>Practice Data</b>
1. Select the image you wish to copy.	Right-click on the image.

<p>2. Copy the image. <i>The image will copy to the dashboard.</i></p>	<p>Click <b>Copy</b>.</p> 
<p>3. Paste the image into a document. <i>The image will appear in the document.</i></p>	<p>Open the document where you wish to paste your text. Right-click, and click <b>Paste</b>.</p>

Copy a URL from a website:

<b>Steps</b>	<b>Practice Data</b>
<p>1. Select the URL in the address bar. <i>The URL will be selected.</i></p>	<p>Right click on the website URL in the address bar.</p> 

<b>Steps</b>	<b>Practice Data</b>
2. Copy the web address. <i>The link will copy to the dashboard.</i>	Click <b>Copy</b> . 
3. Paste the URL into a document. <i>The link will appear in the document.</i>	Open the document where you wish to paste your text. Right-click, and click <b>Paste</b> .

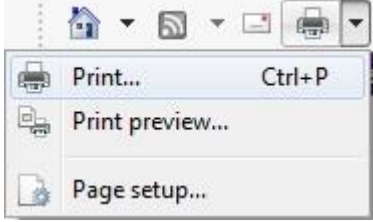
Tip: To quickly copy an item press **Ctrl+C** on your keyboard. To quickly paste an item press **Ctrl+V**.

## 4.3 PREVIEW, PRINT A WEB PAGE, SELECTION FROM A WEB PAGE USING AVAILABLE PRINTING OPTIONS

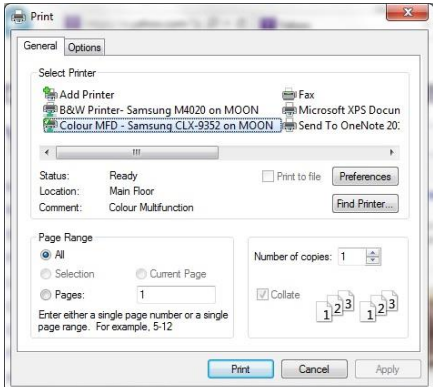
### Steps

Preview a Web Page:

<b>Steps</b>	<b>Practice Data</b>
1. Select the arrow next to the printer icon in your web browser. <i>The print options will appear.</i>	Click on the <b>Print</b> arrow.

<b>Steps</b>	<b>Practice Data</b>
2. Choose Print Preview. <i>The preview will appear onscreen.</i>	Click <b>Print preview...</b> 

Print a Web Page or a selection from a web page:

<b>Steps</b>	<b>Practice Data</b>
1. Select the arrow next to the printer icon in your web browser. <i>The print options will appear.</i>	Click on the <b>Print</b> arrow.
2. Select Print.	Click <b>Print</b> .
3. The dialog box opens. <i>The dialog box will allow you to adjust various settings.</i>	Print Dialog box. 

You can use this dialog box to change several settings before giving the actual print command.

In the Page Range section you can choose to:

- Print all the pages in a specific webpage.
- Print a Selection from the webpage (you need to highlight the text first.)
- Print a range of pages.
- You can also set the number of copies for a specific print page.

When you have made all the necessary changes click the **Print** button.

Tip: You can open the print feature by pressing Ctrl+P.

## 4.4 COMPLETE, SUBMIT, RESET A WEB BASED FORM

### Concepts

Sometimes when using the Internet for subscribing to a website, creating an e-mail account, completing an online survey and so on, you will be asked to fill in web-based forms. These forms include elements such as text fields, drop-down fields and check boxes in which you record information.

Below is an example of a web-based form used by Outlook.com when creating a new account:

Create an account

If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that email address to [sign in](#). Otherwise, create a new Outlook.com email address.

First name  Last name

User name  
 @outlook.ie ▼ **drop down menu**

Password   
8-character minimum; case sensitive

Reenter password  **text box**

Country/region  
 ▼

Birthdate  
 ▼  ▼  ▼

Gender  
 ▼

Help us protect your info  
Your phone number helps us keep your account secure.

*Create an account for Outlook*

Normally you can use the Tab key to move from one field to the next field within the form.

Generally, web-based form will have Submit and Reset buttons.

- Use the Submit button when you are ready to submit your completed form.
- Use the Reset button if you wish to empty your form to start afresh.

## 4.5 USE A WEB TOOL TO TRANSLATE A WEB PAGE, TEXT

### Concepts

Various online tools can be used to translate for free a web page or text to another language. Google Translate is one such service.

### Steps

To use Google Translate:

- Enter the URL <https://translate.google.com/> in the address bar.
- Write the Text / URL in the translation box.
- Choose language From and To, or allow Google to Detect language for you.
- Click on Translate.



The screenshot shows the Google Translate web interface. At the top, there are two language selection menus. The first menu on the left has options for 'English', 'Spanish', 'French', and 'Detect language'. The second menu on the right has options for 'English', 'Spanish', and 'Arabic'. A blue 'Translate' button is located to the right of the second menu. Below the menus is a large text input area on the left and a corresponding translation output area on the right. At the bottom left of the input area, there is a small icon of a document and the text 'Type text or a website address or translate a document.'

---

## 4.6 REVIEW EXERCISE

1. The two methods of downloading files from the Internet both involve opening a:
  - a. New window
  - b. New tab
  - c. Web link
  - d. Hyperlink
  
2. Go to [icdl.org](http://icdl.org) and print the homepage.
  
3. What key can you normally use when filling in a web-based form to move from one field to the next:
  - a. Return
  - b. Backspace
  - c. Shift
  - d. Tab
  
4. To use Google Translate you must know the language you are translating from and input it into Google Translate or else it will not work.
  - a. True
  - b. False
  
5. Go to [icdl.org](http://icdl.org) and copy the first paragraph under “ECDL Foundation” to the dashboard. Open Google Translate and paste the text into the text box. Choose a language of choice to translate to.

---

## **LESSON 5 - SETTINGS & SECURITY**

In this section, you will learn about:

- Home page settings
- Blocking pop-ups
- Allowing / blocking cookies
- Securing websites
- Controlling Internet use
- Staying safe online
- Data protection
- Copyright




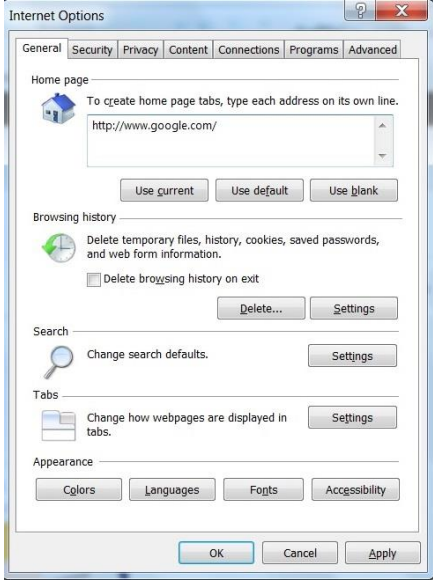
# 5.1 HOME PAGE SETTINGS

## Concepts

The home page is the website that appears every time you open your web browser. You can set the home page to any website you wish.

## Steps

To change the home page you have to:

<b>Steps</b>	<b>Practice Data</b>
1. Select Tools. <i>This will open the various options under Tools.</i>	Click <b>Tools</b> . 
2. Select Internet Options. <i>A variety of Internet options will appear.</i>	Click <b>Internet Options</b> .
3. Select the General tab of the Internet Options dialog box. <i>You will be able to set the home page in this tab.</i>	Click the <b>General</b> tab. 

- If you wish to use the currently displayed page as your home page, click on **Use current**.
- If you wish to use the website you had before as the default click on **Use default**.
- If you wish to have a blank page for your home page click on **Use blank**.
- If you wish to use another home page enter the full URL into the home page box.
- Click **OK** to close the Internet Options dialog box.

## 5.2 BLOCKING POP-UPS

### Concepts

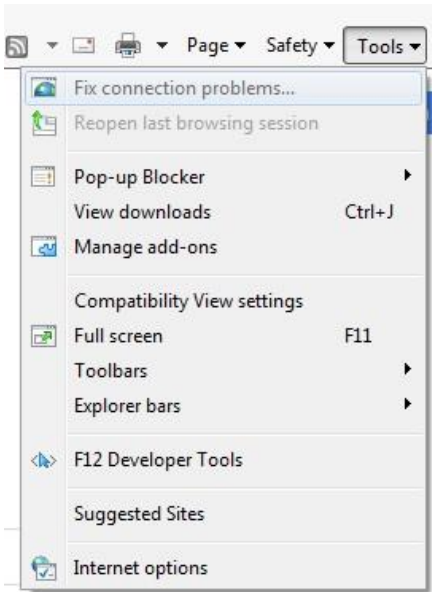
Pop-ups are windows that open automatically when you visit some websites. Such pop-ups may relate to gaming or explicit content, and are generally unnecessary. Some pop-ups may be dangerous to your computer; others are not harmful at all.

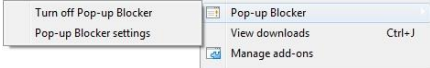
#### What is a pop-up blocker?

Pop-up Blocker is a feature that lets you limit or block most pop-ups. You set the level of blocking you prefer, from blocking all pop-up windows to allowing certain pop-ups. When Pop-up Blocker is turned on and it blocks a Pop-up, the browser displays a message saying "Pop-up blocked. To see this pop-up or additional options click here."

### Steps

To block / allow pop-ups:

<b>Steps</b>	<b>Practice Data</b>
<p>1. Select Turn on Pop-up Blocker from the Tools menu. <i>You will be able to choose whether to allow or block pop-ups depending on your current settings.</i></p>	<p>Click <b>Tools</b>, point to <b>Pop-up Blocker</b>, and click <b>Turn on Pop-up Blocker</b>.</p>  <p>The screenshot shows a browser's 'Tools' menu. The 'Tools' dropdown is open, displaying several options: 'Fix connection problems...', 'Reopen last browsing session', 'Pop-up Blocker' (which is highlighted), 'View downloads' (with keyboard shortcut Ctrl+J), 'Manage add-ons', 'Compatibility View settings', 'Full screen' (with keyboard shortcut F11), 'Toolbars', 'Explorer bars', 'F12 Developer Tools', 'Suggested Sites', and 'Internet options'.</p>

<b>Steps</b>	<b>Practice Data</b>
2. Select Turn off Pop-up Blocker from the Tools menu. <i>You will be able to choose whether to allow or block pop-ups depending on your current settings.</i>	Click <b>Tools</b> , point to Pop-up Blocker, and click <b>Turn off Pop-up Blocker</b> . 

## 5.3 COOKIES

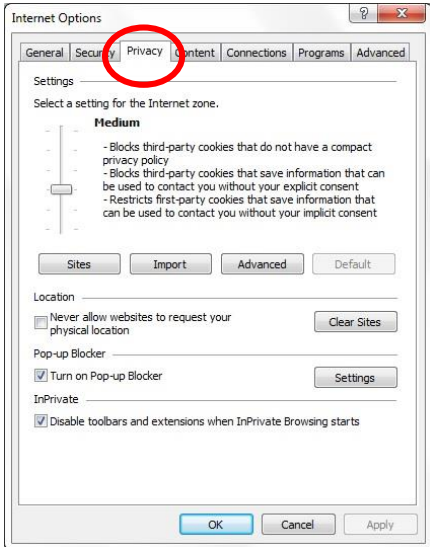
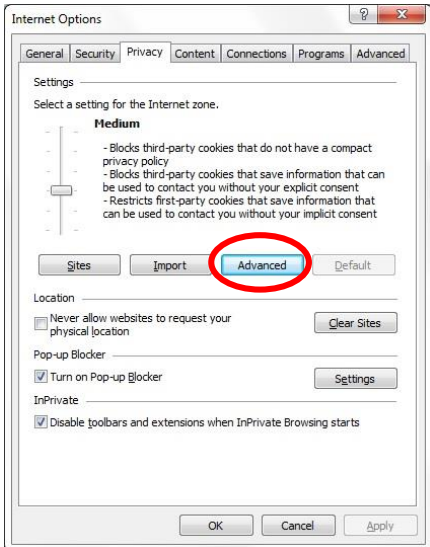
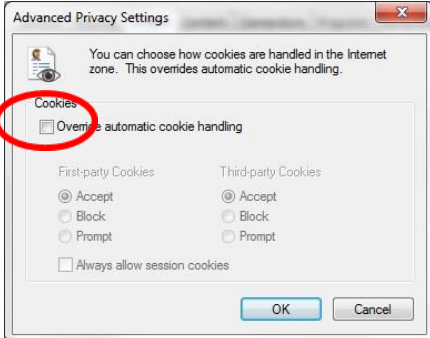
### Concepts





Cookies are small pieces of data that are sent by websites to your browser when you are browsing. They have different functions, including recording of browsing activity. Their use raises privacy concerns, but they can also make navigating the Web easier.

### Steps

To allow / block cookies:

<b>Steps</b>	<b>Practice Data</b>
1. Select Tools. <i>The tools menu will appear.</i>	Click <b>Tools</b>
2. Select Internet Options. <i>A variety of Internet options will appear.</i>	Click <b>Internet Options</b> .

<b>Steps</b>	<b>Practice Data</b>
<p>3. Select the Privacy tab.  <i>A selection of privacy options for Internet Explorer can be set.</i></p>	<p>Click the <b>Privacy</b> tab</p> 
<p>4. Select Advanced.  <i>Advanced options will appear.</i></p>	<p>Click <b>Advanced</b>.</p> 
<p>5. Click <u>O</u>verride automatic cookie handling.  <i>You can then specify how you want Internet Explorer to handle cookies from first-party Web sites (the website you are currently viewing) and third-party Web sites (a Web site other than the one you are currently viewing).</i></p>	<p>Click <b>Override automatic cookie handling</b>.</p> 

<b>Steps</b>	<b>Practice Data</b>
<p>6. To specify that you want Internet Explorer to always allow cookies to be saved on your computer, click <b>Accept</b>.</p>	<p><b>Click Accept.</b></p> 
<p>7. To specify that you want Internet Explorer to never allow cookies to be saved on your computer, click <b>Block</b>.</p>	<p><b>Click Block.</b></p> 
<p>8. To specify that you want Internet Explorer to ask whether or not you want to allow a cookie to be saved on your computer, click <b>Prompt</b>.</p>	<p><b>Click Prompt.</b></p> 
<p>9. If you want Internet Explorer to always allow session cookies (cookies that will be deleted from your computer when you close Internet Explorer) to be saved on your computer, click <b>Always allow session cookies</b>.</p>	<p><b>Click Always allow session cookies.</b></p> 

---

## 5.4 SECURITY AND SAFETY

### Concepts

There are a range of measures that you can take to protect yourself when you are online.

#### **Purchase from Secure Reputable Websites**

When shopping online, take steps to check the security and reputation of a web site. For example, is the web site linked to an established business that has a physical presence? Are there independent reviews of the web site? If you cannot answer yes to these questions, maybe you should reconsider using the web site. You should also check that the Internet connection is secure before you make a payment.

#### **Avoid unnecessary disclosure of personal and financial information**

Do not give any personal or financial information over the Internet if the website is not secure. Even if the connection is secure, you should only provide personal and financial information if it is necessary to make a purchase. In addition, you should be very cautious about providing personal and financial information in other contexts, for example when communication via e-mail or instant messaging. If you are chatting on a discussion board or via instant messaging with someone you do not know personally, use a nickname instead of your real name. Be wary of strangers who may be interested in getting you to reveal personal information that they might seek to misuse.

#### **Log off from websites**

It's important that you remember to log out from any website that you have logged in to when you have finished browsing, especially if you are on a computer or device to which other people have access. If you do not log out, other people may gain access to your personal or financial information, or may impersonate you.

---

## 5.5 ENCRYPTION

### Concepts

Encryption is the conversion of data into a form that cannot be easily read and understood by people.

Encryption is used to protect data as it's passed over a network. It is often used to prevent illegal access to or reproduction of information.

Decryption is the process of changing encrypted data back into its original form, so that it can be read. Decryption uses a key, or algorithm, to “unlock” the encrypted data. A common use of encryption is when data is sent through a secure web connection.

---

## 5.6 SECURE WEBSITES

### Concepts

When you use a website that handles private or financial information, you should check that it is secure.

To see if a website is secure, make sure that a lock icon displays in the browser window and that the website's address begins with "https" (instead of "http"). Hypertext Transfer Protocol Secure (“https”) is a combination of the Hypertext Transfer Protocol and a security / encryption protocol. These connections are often used for payment transactions on the Web and for sensitive transactions in corporate IT systems.

Even if you do not plan to view or provide private information, it's best to use a secure login whenever possible, to ensure that your login information is encrypted.

Try typing the following URL in your web browser:

[www.facebook.com](http://www.facebook.com).



Note that the URL automatically changes to add https at the front of the web address, and you will also see the padlock. This means that the connection to this website is secure.

The same usually applies if you connect to a financial institution: for example, [www.citibank.com](http://www.citibank.com)

The screenshot shows the Citi website homepage. At the top, there is a navigation bar with the Citi logo and links for 'Banking', 'Credit Cards', 'Lending', 'Investing', 'Business', 'Rewards & Offers', 'Services', and 'Citigold®'. Below this is a search bar and a 'SECURITY' link. The main content area features a sign-in form on the left with 'SIGN ON TO YOUR ACCOUNT' and 'APPLY FOR A NEW ACCOUNT' sections. The central focus is a large promotional banner for 'NEW: Earn 75,000 Hilton HHonors™ Bonus Points'. The banner includes an image of a family walking on a beach, a Citi Hilton HHonors Visa credit card, and a 'Learn More' button. Below the banner, there are four blue boxes with promotional offers: '75,000 BONUS POINTS Citi® Hilton HHonors™ Visa', 'LIMITED-TIME OFFER Home Equity Line of Credit', 'MAKE SAVING SIMPLE Citi Simplicity® Card', and 'REWARD YOURSELF Citi Benefits'. The browser's address bar shows 'https://online.citi.com' and the page is zoomed to 90%.

## Digital Certificate

E-commerce has flourished because of the ability to perform secure transactions online using the proper tools. In addition to encryption, digital certificates play an important part in supporting secure transactions.

Digital certificates are trusted ID cards in electronic form that bind a website's public encryption key, which it uses to encrypt data, to their identity for purposes of public trust.

Digital certificates are issued by an independent, recognised and mutually trusted third party that guarantees that the website operating is who it claims to be. This third party is known as a Certification Authority (CA). Without digital certificates, the public has little assurance as to the legitimacy of any particular website.



When a Web browser like Internet Explorer makes a secure connection, the digital certificate is automatically turned over for review. The browser checks it for anomalies or problems, and displays an alert if any are found. When digital certificates are in order, the browser completes secure connections without interruption.

Digital certificates play an integral role in keeping online commerce safety. If your browser alerts you to a problem with a digital certificate, you should think twice about proceeding. Instead, try to contact the business through other means, such as by telephone to help you decide whether or not you should proceed with a transaction.

Not all Certificate Authorities are equal. Some CAs are newer and less well known. Two examples of highly trusted CAs are VeriSign and Thawte. If your browser does not recognise a Certificate Authority, it will alert you.

---

## 5.7 CONTROLLING INTERNET USE

### Concepts

It is highly recommended that parents are aware of their children's activities online. Parents should take an active interest in their children's online activities, and should – especially for younger children – be available to guide them through online environments and to explain and monitor what they are viewing and who they are engaging with. Parental control includes features such as:

- Supervision
- Web browsing restrictions
- Download restrictions.

---

## 5.8 COPYRIGHT AND INTELLECTUAL PROPERTY

### Concepts

Copyright is a legal right that gives the creator of an original work, such as text or an image, exclusive rights for its use and distribution. Intellectual property refers to the work that has been created and can be protected by laws such as copyright.

For example, most software programmes that you buy are copyrighted and you are generally not permitted to copy and share them.

Copyright and intellectual property does not just apply to software. You should assume that copyright applies to all information that you find on the Web. For example, if you are researching a topic for a study paper or a blog and you find some interesting material online, you cannot just copy this and present it as your own. You may, however, be able to cite or quote from other sources as long as you give a reference to that source.

Some websites have copyright information in their footers or on the home page. These may set out the terms under which you can copy information from the website.

If you are in any doubt about whether or not you can reuse specific content, you should always get the permission of the copyright owner. If you are found guilty of copyright infringement or plagiarism, you could face legal punishment.

---

## 5.9 DATA PROTECTION



### Concepts

Data protection refers to the legal procedures that must be adhered to in relation to access, collection and use of data, including data stored on a computer. In general it holds that personal data shall be obtained only for a specified and lawful purposes, and that it should not be processed in any manner incompatible with those purposes. If personal information has been stored, it should be destroyed once it is no longer needed. Data subjects should also be notified if data about them has been distributed in an unauthorised way.

You should familiarise yourself with the data protection laws in place in your country, as they can differ between regions.

---

## 5.10 REVIEW EXERCISE

1. What tab in Internet Explorer do you use to set the homepage:
  - a. Edit
  - b. View
  - c. Favorites
  - d. Tools
  
2. Some pop-ups are harmful to your computer while others are not.
  - a. True
  - b. False
  
3. A small piece of data that is sent by a website to your browser when you are browsing is called a:
  - a. Cookie
  - b. Pop-up
  - c. Web cache
  - d. Add-on
  
4. \_\_\_\_\_ is a trusted ID card in electronic form that binds a website's public encryption key to their identity for purpose of public trust.
  - a. A digital certificate
  - b. An encryption key
  - c. An IP address
  - d. A certification authority
  
5. Search for your country's data protection policy to familiarise yourself with what policies are in place.

---

## **LESSON 6 - COMMUNICATION**

In this section, you will learn how to:

- Communicate online
- Participate in online communities
- Share content
- Preserve privacy and security

# 6.1 COMMUNICATING ONLINE

## Concepts

A variety of tools are used to communicate online, including Instant Messaging, SMS/SMS, and VoIP.

### Instant Messaging

IM – short for instant messaging – is a type of real-time communication service. It is somewhat like e-mail, but much more like a chat room. Both parties are online at the same time, and they "talk" to each other by typing text and sending small pictures instantaneously.



### SMS and MMS

The acronym SMS stands for short message service. SMS is also often referred to as texting, sending text messages or text messaging. The service allows for short text messages to be sent from mobile phone to another mobile phone or from the Web to another mobile phone.



Multimedia Messaging Service (MMS) is a standard way to send messages that include multimedia content to and from mobile phones. It extends the core SMS capability that allowed exchange of text messages only up to 160 characters in length.

The most popular use is to send photographs from camera-equipped phones, although it is also popular as a method of delivering news and entertainment content including videos, pictures, text pages and ringtones.



### Voice over Internet Protocol (VoIP)

VoIP is a technology that allows you to talk with other people using the Internet. You can talk at no extra cost to other people using VoIP on their computers or Internet connected devices. You can even make calls to "real" telephones at a much cheaper rate than normal. Common VoIP services include Skype.



## 6.2 ONLINE COMMUNITIES

### Concepts

An online community (also referred to as virtual community) is a network of individuals that primarily interact via online communication methods, as opposed to face-to-face interaction, for social, professional, educational and other purposes. This is done through social networks, forums, e-mail, newsletters or instant messages. As the mechanism is a computer network, it is called an online community. Virtual and online communities have also become a supplemental form of communication between people who know each other primarily in real life.

#### **Social Networking Websites**

There are a lot of social networking sites through which virtual communities are usually created. Social networking websites offer you the possibility to find old and new friends, communicate with your friends through messages and instant messages, upload your photos and comment on friend's photos, and more.



Two examples of Social Networking websites are Facebook ([www.facebook.com](http://www.facebook.com)) and Twitter ([www.twitter.com](http://www.twitter.com)).

#### **Internet Forums**

An Internet forum is an online discussion site where members can post discussions as well as read and respond to posts created by other forum members. An Internet forum can be focused on a specific subject, or host a range of subsections that can contain hundreds of threads and topics.

An Internet forum is also called a message board, discussion group, bulletin board or web forum. What makes a forum different to a chatroom or personal blog is that it is usually focussed on a particular topic and contains in-depth replies, allowed to be posted by any member. A chatroom generally has a more general tone, while blogs (web logs) are typically written by one author, and only responses to their posts are typically allowed on the site.

### Web Conferencing

A web conference is an online meeting in which users connect to the Internet and use computers to conduct a meeting as though they were all in the room together. Some Web conferencing systems include features such as texting, VoIP (voice over IP) and full-motion video.



Web conferencing allows users to carry out activities such as business meetings, seminars, presentations through video. Screens can be shared so that presentations and visual items can be seen by all, and control over the conference can be shared. Some web conferencing services automatically enlarge the picture of those speaking during a web conference to show who is talking and when. This type of service does require high speed Internet between all users for it to be fully effective.

### Chat Room

A chat room is a virtual space on the Internet that allows users to communicate with one another in real time, text communication. Chat rooms can be a website in its own right or a part of a larger site, such as social media (Facebook) or a part of a business’s customer support section on their website.

### Chat Room Etiquette

Because chat rooms are places where so many different types of people come together to communicate with one another, certain rules need to be in place to keep the peace. Many chat rooms are constantly moderated for any offensive activity, but smaller chat rooms may lack such moderation, and it is therefore up to the users to be sure that no offensive activities take place.



### Online Computer Games

Online computer games are also another type of online communities. Such games enable thousands of players from across the globe to come together online through computer gaming.



## 6.3 PUBLISH AND SHARE ONLINE CONTENT



### Concepts

There are a variety of ways for content to be published and distributed online, through both audio and visual media. They include **Blogs, Podcasts, Images,** and **Audio and Visual clips.**

#### Blog

A blog is a shared online journal that allows authors, called bloggers, to write about subjects they specialise or have a keen interest in. These blogging sites can have one author or many, and can vary in how content and blogs are presented. Popular blogging platforms include WordPress.com, Blogger.com, and Tumblr.com, with the latter combining elements of social media to its site.

#### Microblog

Microblogging is a shared online journal with shorter updates compared to a conventional blog post. Microblogs tend to be found on social media platforms, most prominently Twitter, as well as status updates posted on Facebook.

#### Podcasts

A podcast is a digital audio file released regularly and downloadable, often through an RSS feed. Podcasts are generally released as part of a series, and can include documentaries, debate shows or radio shows released by a radio station after their broadcast ends.

#### Images

Thanks to improved camera technology on smart phones as well as social media sites dedicated to photo sharing, such as Instagram, original digital photos and graphics can be shared and distributed almost instantly.

#### Audio and Video Clips

Audio and Video clips are most commonly shared on websites such as YouTube and Flickr, primarily as a source of entertainment. They can also be used to produce and share educational, informative and opinion-based videos.



---

## 6.4 GOOD ONLINE COMMUNICATION PRACTICE

### Concepts

It is important to maintain good practice when communicating online for the safety and enjoyment of you and fellow users of an online communication service. There are guidelines that can be followed and applied to most forms of electronic communication, including e-mails.

- **Be accurate and brief:** Try not to send messages that are overly long and complex, and choose your words carefully to accurately express your view.
- **Use clear subject headings:** Make the topic of the message clear for the recipient. This will also help ensure your mail doesn't end up in a spam or junk folder.
- **Do not inappropriately disclose personal details:** Be careful to who and how you disclose personal details as they may be misused.
- **Do not circulate inappropriate content:** It is important to remember who you are mailing and to consider what tone and content is appropriate for that person. Also remember that messages can easily be distributed more broadly by the recipient.
- **Spell check content:** In all forms of interaction, but particularly when sending formal communication, it is important that your grammar and spelling is correct.

---

## 6.5 PRIVACY AND SECURITY

### Concepts

Because people are spending an increasing amount of time online, it is important that everyone takes reasonable measures to protect their privacy and security.

#### **Privacy Settings**

Applying the appropriate privacy settings when using online communication tools can help you stay safe and keep sensitive information secure. Making your profile

private on some social media sites might not be the option everyone chooses, but it can help you moderate who can see your posts, news and any information you choose to share.

### **Restrict Available Personal Information**

This will help you the most when avoiding identity theft and fraud. By restricting where and when you post information such as your address, date of birth, telephone number, you can improve your chances of staying safe online. A lot of websites that ask you to sign up require you to give personal information, but always be wary of how secure the links are and how legitimate the site is.

### **Private Messaging**

If there is a private messaging service available to you, you should always use it when communicating information that you do not want others to see. If you make personal communications public there is a higher chance someone unwanted will view it and use this to their benefit, if they are capable of doing so.

### **Disable Location Information**

Disabling the service that tracks (and sometimes posts) your exact location when you post on a social media network is vital in ensuring your own security. People can monitor what time you are out of your house, where you go at certain points of the day. This could leave you open to crimes such as burglary.

### **Block / Report Unknown Users:**

If you are receiving online abuse or repeated messages from an unknown sender, it is best to block and report them to the website.

## 6.6 REVIEW EXERCISE

1. Which of the following is not a method of communicating online:
  - a. VoIP
  - b. IM
  - c. MMS
  - d. IP
  
2. An online discussion site where members can read, respond to posts written by other authors, and start their own discussions is called \_\_\_\_\_.
  - a. An Internet forum
  - b. A web conference
  - c. A chat room
  - d. A blog
  
3. Name three methods of publishing and distributing content online.
   
\_\_\_\_\_
   
\_\_\_\_\_
   
\_\_\_\_\_
  
4. Which of the following is not an advised privacy and security measure:
  - a. Restrict personal information.
  - b. Use private messaging.
  - c. Enable location information.
  - d. Block / report abusive users.

---

## **LESSON 7 - GETTING STARTED (E-MAIL)**

In this section, you will learn about:

- E-mail
- E-mail usage
- Structure of an e-mail address
- E-mail attachments
- Fraudulent and unsolicited e-mail
- Phishing e-mails

---

## 7.1 WHAT IS E-MAIL

### Concepts

**Electronic mail**, generally known as e-mail, is a technology for exchanging information or messages on the Internet between a sender and one or many recipients.

E-mail is generally acknowledged to have revolutionised business correspondence, and has become the main medium of electronic communication for many organisations. E-mail is easy to use and is more practical and efficient than postal mail.

---

## 7.2 E-MAIL ADDRESS AND E-MAIL STRUCTURE

### Concepts

An **E-mail address** contains information about the e-mail box to which e-mail messages are delivered.

For example, an e-mail address such as Jdoe@ecd.org is comprised of a user name (Jdoe), an @ symbol, a domain name (ecd), and an extension (.org).

#### **E-mail Message**

E-mail messages comprise of two areas, the message header and the message body. The header is organised into fields, for example, From, To, CC, Subject, Date, and other data about the e-mail. The body contains the message and sometimes a signature towards the end.

**To:** The e-mail address(es), and alternatively name(s) of the message's recipient(s).

**Cc:** Carbon copy; for optional recipients who are not the primary intended recipient.

**Bcc:** Blind carbon copy; addresses added to the list but not recorded in the message information, so that they cannot be read by other recipients.

**Subject:** A brief synopsis of the topic of the message. Abbreviations are usually utilised as a part of the subject, including "RE:" for reply and "FW:" for forward.

## 7.3 E-MAIL ATTACHMENTS

### Concepts

An e-mail attachment is a computer file, such as a document, image, or audio clip, that is sent together with an e-mail message. One or more files can be attached to an e-mail message, and is a common method of sharing files between people. An e-mail client typically uses a paper clip symbol to indicate that a file is attached to an e-mail.

#### Attachment File Size Restrictions

It is important to note that different e-mail service providers may have different file size restrictions. Some Webmail providers will allow you to send a large e-mail message, but there is no guarantee that the recipient who uses a different e-mail service provider will receive the e-mail. Because of this the attachment size limit of the recipient does matter, as your e-mail will be rejected if your file is over the limit.

E-mail Service Account	Attachment Size Limit (per e-mail)*
Gmail	25 MB
Windows Live Hotmail	
Yahoo! Mail	

*\*Information correct as of November 2015.*

#### Restricted Attachment File Extensions

Do not attach executable files to your e-mail messages, as they might be blocked by e-mail providers or the antivirus software installed on your recipients' computer.

For example, Gmail will not allow you to send or receive executable files (for example, files ending in .exe). In addition, Gmail does not allow these types of files even if they are sent in a zipped format.

---

## 7.4 FRAUDULENT AND UNSOLICITED E-MAIL

### Concepts

E-mail has proved to be a convenient and powerful communications tool. Unfortunately, it has also provided scammers and other malicious individuals with an easy means for attracting potential victims.

A common scam is combining e-mail and bogus web sites to trick victims into revealing sensitive information.

#### Recognising E-mail Scams

Unsolicited commercial e-mail, or “spam,” can be the starting point for many e-mail scams. Before the advent of e-mail, a scammer had to contact each potential victim individually by post, fax, telephone, or through direct personal contact.

Many scams that spam support have existed for a long time. A common list includes:

- “You have won the lottery!”
- Easy money
- “Free” goods
- Diet and health pills.

---

## 7.5 PHISHING E-MAILS

### Concepts

Phishing e-mails are crafted to look as if they have been sent from a legitimate organisation. These e-mails attempt to fool you into visiting a bogus web site to either download malware (viruses and other software intended to compromise your computer) or reveal sensitive personal information.

For instance, an e-mail can be designed to look like it is from a major bank. It might have an alarming subject line, such as “Issue with Your Account.” These messages usually suggest that there has been an issue with your account details and that you must submit a form to resolve the problem. As some believe these e-mails to be legitimate, they will click on the link and follow the instructions, resulting in sensitive information being passed on to phishers.

You can protect yourself from phishing e-mails by being wary of e-mails with dramatic subject lines, checking for grammar, and carefully examining the URL you are being directed to. You should also be aware that it is unusual for a legitimate institution, such as a bank, to ask for confidential information in this way. If in doubt, contact the institution directly yourself to validate the request.



## 7.6 REVIEW EXERCISE

1. Which of the following is the main medium of electronic communication form many organisations:
  - a. Postal mail
  - b. E-mail
  - c. Instant messaging
  - d. Telephone
  
2. Match the following description to the correct e-mail field: “Addresses added to the list but not recorded in the message information, so that they cannot be read by other recipients.”
  - a. To
  - b. Cc
  - c. Bcc
  - d. Subject
  
3. True or false: A large e-mail will be delivered to the recipient so long as it does not exceed the sender’s file size restriction:
  - a. True
  - b. False
  
4. Name 4 common types of scam e-mail subjects.
   
\_\_\_\_\_
   
\_\_\_\_\_
   
\_\_\_\_\_
   
\_\_\_\_\_
  
5. Which of the following is not considered best practice when dealing with potential phishing e-mails:
  - a. Checking spelling & grammar
  - b. Remain wary of dramatic subject lines
  - c. Follow the link and check what the website looks like
  - d. Contact the institution directly to validate the request

---

## **LESSON 8 - SENDING E-MAIL**

In this section, you will learn about:

- Accessing an e-mail account
- Using the Outlook interface
- Using the Navigation bar
- Customising the Navigation bar
- Using Microsoft Outlook Help
- Using the mail pane
- Creating an e-mail
- Performing a manual send/receive
- Opening an e-mail message
- Replying to a message
- Forwarding a message
- Changing the read status of a message
- Flagging a message
- Printing from the message list
- Printing from the message window



# 8.1 ACCESS AN E-MAIL ACCOUNT

## Concepts

E-mail is commonly accessed through an online service, such as Gmail, or through an e-mail application that is installed on your PC or laptop. Microsoft Outlook 2016 is one of the most popular e-mail applications currently installed on computers.

## Steps

Open Outlook 2016.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Start</b> button on the Taskbar. <i>The <b>Start</b> menu appears.</i>	Click <b>Start</b> 
2. Click <b>All Programs</b> and scroll to Microsoft Office 2016. <i>The list of programs under the letter <b>O</b> will display.</i>	Scroll to <b>Microsoft Office 2016</b>
3. Select <b>Outlook 2016</b> . <i><b>Outlook</b> opens or the Choose Profile or Enter Password dialog box opens.</i>	Click  <b>Microsoft Office Outlook 2016</b>
4. If prompted, follow the steps to select a profile, and enter your user name and password information. <i><b>Outlook</b> opens.</i>	Follow the instructions below to complete this step.


If a Choose Profile dialog box opens, select a profile from the **Profile Name** list and select **OK**. If a dialog box opens prompting for your user name, password, and possibly your domain name, enter the appropriate information and select **OK**.

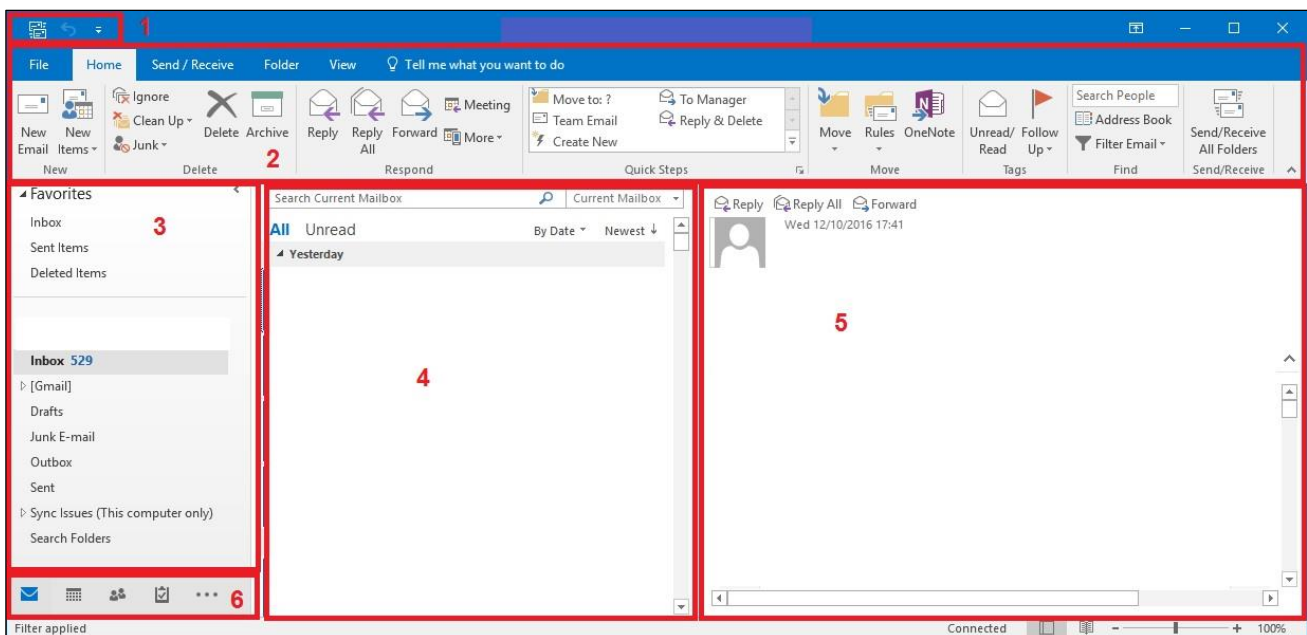
# 8.2 USING THE OUTLOOK INTERFACE

## Concepts

Despite having a customisable interface, it is important to understand and work with the default layout on Outlook 2016. Once you can operate the default layout of Outlook it will be easier to set it up to your own specific needs.

1. **Quick Access Toolbar.** The Quick Access Toolbar is located in the upper-left corner of Outlook, containing commonly used commands for Outlook.

2. **Ribbon.** The Ribbon contains frequently used commands, and is organised for easy access to tabs in Outlook. To hide/minimise the ribbon, click on the following button. 
3. **Folder Pane.** The Folder Pane allows easy navigation of Outlook items, and changes depending on what view you are in. For example, when in your Calendar, you will see a different Folder Pane than when you are in the Mail view.
4. **Message list.** The message list lists your e-mail messages depending on which folder you are looking in, for example the inbox or sent items.
5. **Reading Pane.** The Reading Pane shows a preview of each selected message.
6. **Peek. (Navigation bar).** Peek allows you to quickly preview the various Outlook elements by hovering your mouse over each one.



*Outlook 2016 interface*






## 8.3 USING THE NAVIGATION BAR

### Concepts

A well-organised Navigation bar can help users save time in dealing with mails, tasks and contacts. Using the Navigation bar in Microsoft Outlook, you can navigate directly to the folder that contains the files you are interested in.

 **Steps**

Use the Navigation bar to switch panes.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Calendar</b> button to display the <b>Calendar</b> pane. <i>The <b>Calendar</b> pane appears.</i>	Click 
2. Select the <b>People</b> button to display the <b>People</b> pane. <i>The <b>Contacts</b> pane appears.</i>	Click 
3. Select the <b>Tasks</b> button to display the <b>Tasks</b> pane. <i>The <b>Tasks</b> pane appears.</i>	Click 
4. Select the <b>Mail</b> button to display the <b>Mail</b> pane. <i>The <b>Mail</b> pane appears.</i>	Click 
5. Select the . . . button to display the <b>Folder</b> pane. <i>The <b>Folder</b> pane appears.</i>	Click  and click <b>Folders.</b>

**Practice the Concept:** Click on the **View** tab. In the **Layout** group, click **Folder Pane**. A pull-down menu will be displayed, from which you can select the type of display, like Normal, Minimized, or Off.

## 8.4 CUSTOMISING THE NAVIGATION BAR

 **Concepts**



If you don't use an Outlook view, such as Tasks, you can remove it or any of the views from the Navigation Bar. You can also change the order of the Outlook views on the Navigation Bar.



*Navigation bar*

 **Steps**

Customise the Navigation bar.

<b>Steps</b>	<b>Practice Data</b>
1. Click the  button the <b>Navigation</b> bar.	Click to 
2. Click <b>Navigation Options</b> . <i>The <b>Navigation</b> options dialog box appears.</i>	Click <b>Navigation Options</b>
3. Change the number for Maximum number of visible items. <i>This will reduce the number of item displayed on the navigation bar.</i>	Reduce the Maximum number of visible items to <b>3</b>
4. Select <b>Move Up</b> or <b>Move Down</b> as needed. <i>The selected button moves up or down accordingly.</i>	Click <b>Move Down</b> one time
5. Select <b>OK</b> . <i>The Navigation Options dialog box closes and the changes are applied.</i>	Click <b>OK</b>

## 8.5 USING MICROSOFT OUTLOOK HELP

### Concepts

If you need assistance on any Outlook topic or task, you can use Outlook's extensive Help facility. You can get help using the **Help** command.

When you access help by hitting the **F1** button Microsoft opens the **Outlook Help** window. Microsoft Help searches both online and offline sources to provide assistance and training, and answer your questions about **Office** products. To get help, you can type your keywords into the search box and select the search button. You can also use the **Tell me what you want to do** search bar located along the top of the Outlook ribbon, which is a more comprehensive search feature.

## 8.6 USING THE FOLDER PANE

### Concepts

You read and work with your messages in the **Folder** pane. All folders formatted to contain messages appear in here. The default mail folders include **Inbox**, **Sent**

**Items, Outbox, Drafts, and Deleted Items.** Depending on your configuration, Outlook contains a **Junk E-mail** folder.

- **Inbox** - folder in which e-mails received by an individual are stored.
- **Sent Items** – Items/messages that have been sent will be saved in the **Sent Items** folder.
- **Outbox** – Sometimes, your sent mail may move to your Outbox folder but not move to your Sent Items folder when you are working offline or do not have a network connection.
- **Drafts** - If you do not have the time to finish a message, or you need to add something to a message before sending it, you can save a draft version of it and send the final version later. When you save a message, it is automatically saved in the **Drafts** folder and is not sent.
- **Deleted Items** - Items that you delete are moved to the Deleted Items folder, but are not permanently deleted until that folder is emptied. These contents take up part of your mail account storage quota.
- **Junk E-mail** - Any message that is caught by the junk e-mail filter is moved to a special Junk E-mail folder.



**Step**

Use the **Folder** pane.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Mail</b> button on the Navigation bar. <i>The <b>Folder</b> pane appears.</i>	Click <b>Mail</b>
2. Select the desired folder. <i>The contents of the folder appear.</i>	Click <b>Inbox</b>

---

## 8.7 CREATE AN E-MAIL




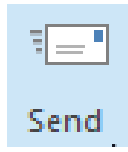
**Concepts**

Messages are sent to the addresses you enter in the **To** and **Cc** (carbon copy) field. You can type a recipient’s name or address in the **To** or **Cc** boxes or use the **To** and **Cc** buttons to access the names and e-mail addresses of contacts added to your Address Book.



**Steps**

If necessary, display the **Folder** pane.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>New E-mail</b> button on the toolbar. <i>The Message window opens with the insertion point in the <b>To</b> box.</i>	 New Email Click
2. Type the name or address of the primary recipient. <i>The name or address of the recipient appears in the <b>To</b> box.</i>	Type a name or address (e.g. a fellow student)
3. Select the <b>Cc</b> box. <i>The insertion point appears in the <b>Cc</b> box.</i>	Press <b>[Tab]</b>
4. Type the name or address of the carbon copy recipient. <i>The name or address of the recipient to whom the carbon copy will be delivered appears in the <b>Cc</b> box.</i>	Type the name or address (e.g. another fellow students)
5. Select the <b>Subject</b> box. <i>The insertion point appears in the <b>Subject</b> box.</i>	Press <b>[Tab]</b>
6. Type the subject of the message. <i>The subject appears in the <b>Subject</b> box.</i>	Type <b>Communicating through Outlook</b>
7. Select the message box. <i>The insertion point appears in the message box.</i>	Press <b>[Tab]</b>
8. Type the body of the message. <i>The text appears in the message box.</i>	Type <b>Outlook allows you to send messages and schedule meetings.</b>
9. Perform a spell check on the e-mail. <i>The e-mail will be proofread with suggestions for any mistakes. Click OK when complete.</i>	Go to the <b>Review</b> tab and click <b>Spelling &amp; Grammar</b>
10. Select the <b>Send</b> button on the toolbar. <i>The message is sent to the appropriate recipients or stored temporarily in the <b>Outbox</b> folder.</i>	 Send Click

This message is sent without priority. To change the importance level of the message, select **High Importance** in the **Tag** group of the **Message** tab.

You can carry out the same functions as listed under the **Cc** instructions for the **Bcc** (Blind carbon copy) feature, but you may need to enable this. To enable the **Bcc** feature, in the message window select the **Options** tab, click the **Bcc** option in the **Show Fields** group, and close the new message.



Tip: You can copy and paste text into the body of an e-mail by selecting the text you wish to copy, right-clicking and selecting **Copy**. Then open the location where you want to paste the text and on the **Message** tab click the **Paste** button in the **Clipboard** group.


## 8.8 PERFORMING A MANUAL SEND/RECEIVE

### Concepts

If you have a poor Internet connection or are experiencing performance issues with your desktop application, e-mails may not come into your inbox or send from your outbox when they should have done. Performing a manual Send/Receive can help push through incoming/outgoing e-mails.

### Steps

Perform a manual Send/Receive.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Send/Receive</b> tab. <i>The Send/Receive commands are displayed.</i>	Click <b>Send/Receive</b>
2. Select <b>Send/Receive All Folders</b> .	 Send/Receive Click All Folders

## 8.9 OPENING AN E-MAIL MESSAGE

### Concepts


Opening a new e-mail is often the beginning of conversation between people.

### Steps

To read a message in a mail folder:

If necessary, display the **Inbox** folder and the **Reading Pane**.

<b>Steps</b>	<b>Practice Data</b>
1. Select a message header in the message list & double click. <i>The message appears in the <b>Reading Pane</b>.</i>	<b>Double Click</b> on the e-mail message

To close the e-mail message, click on the  button.

## 8.10 REPLYING TO A MESSAGE

### Concepts


You can choose to reply to the sender of the message or to the sender and all other message recipients. When you reply to a sender, the sender’s e-mail address is automatically entered in the **To** field.

Replies sent to you display the text **RE:** and the original message subject in the Subject column in your **Inbox** folder.

### Steps

Reply to a message.

Open the **Inbox** folder.

<b>Steps</b>	<b>Practice Data</b>
1. Select or open the message to which you want to reply. <i>The message appears in the Reading Pane or opens in a Message window.</i>	Click a message in your inbox
2. Select the <b>Reply</b> button to reply to the message author or the <b>Reply to All</b> to reply to all message recipients. <i>The RE: Message window opens with the address and subject boxes completed and the insertion point in the message box.</i>	 Click
3. You will now be able to type the message. <i>The reply appears in the message box.</i>	Type your reply in the message box

Once a reply is typed you can hit **Send** to send the reply. Close the message without sending.

# 8.11 FORWARDING A MESSAGE


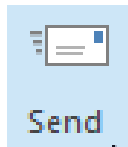
## Concepts

Forwarded messages include all the header information in the original message plus the message body. You can also add your own comments, which appear at the top of the message. You can forward messages to other recipients directly from the Reading Pane or the Message window.

## Steps

Forward a message to another recipient.

If necessary, open the **Inbox**.







<b>Steps</b>	<b>Practice Data</b>
1. Select or open the message you want to forward. <i>The message appears in the Reading Pane or opens in a Message window.</i>	Click the message
2. Select the <b>Forward</b> button. <i>The FW: Message window opens with the subject completed and the insertion point in the <b>To</b> box.</i>	Click  <b>Forward</b>
3. You can put in the name of any recipient you wish to forward a message to. <i>The name or address appears in the <b>To</b> box.</i>	Type the name or address of the desired recipient
4. Select the message box. <i>The insertion point appears in the message box.</i>	Click in the message box
5. Type the text you want to include with the forwarded message, if desired. <i>The text appears in the message box.</i>	Type text into the message box
6. Select the <b>Send</b> button. <i>The FW: Message window closes and the message is forwarded to the recipient.</i>	Click  <b>Send</b>

## 8.12 CHANGING THE READ STATUS OF A MESSAGE

### Concepts

In your Inbox, unread messages have bold subjects and are highlighted with a blue vertical line. After you click on a message, and then click on something else, the message is no longer bold, indicating that it has been read.

However, you may want to change the status of read message back to unread, if for example you haven't had time to properly deal with the message, and need to return to it.


E-mail Status	Icon
Unread message	 Di: Tes
Replied to message	
High Importance Message	
Has Attachment	
Flagged by Sender	
Flagged message	

### Steps

Change the read status of a message.

Open the **Inbox** folder.

<b>Steps</b>	<b>Practice Data</b>
1. Select the message with the read status you want to change. <i>The message is selected.</i>	Click a message

<b>Steps</b>	<b>Practice Data</b>
2. Select the <b>Home</b> tab. <i>The Home commands appear on the ribbon.</i>	Click <b>Home</b>
3. Select the <b>Unread/Read</b> button in the <b>Tags</b> group. <i>The message symbol, message header, and <b>Unread Mail</b> Search Folder change accordingly.</i>	 Click

Notice that the number next to the **Inbox** folder and **Unread Mail** Search Folder increases by 1.

## 8.13 FLAGGING A MESSAGE

### Concepts


You can insert a follow-up flag next to a message as a reminder or to call attention to the item. You can also send a message with a flag as a reminder for the message recipient.

When a message is flagged, a colour is applied to the flag and the flag background in the **Flag Status** column in the message list, making it easier to spot flagged messages.

### Steps

Flag a message.

Display the **Mail** pane and open the **Inbox** folder.

<b>Steps</b>	<b>Practice Data</b>
1. Select a message to flag. <i>The message is highlighted.</i>	Click on a message
2. Select <b>Follow Up</b> . <i>The Follow Up dropdown menu displays.</i>	On the <b>Home</b> tab click <b>Follow Up</b>
3. Flag the message. <i>A flag appears in the message's Flag Status.</i>	Click <b>Flag Message</b> 

<b>Steps</b>	<b>Practice Data</b>
4. To unflag a message, select a message to unflag, and select <b>Follow Up</b> . <i>The Follow Up dropdown menu displays.</i>	On the <b>Home</b> tab click <b>Follow Up</b>
5. Unflag the message. <i>A flag is removed from the message's Flag Status.</i>	Click <b>Clear Flag</b>

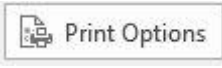

## 8.14 PRINTING FROM THE MESSAGE WINDOW



### Steps

Print a message from the Message window.





If necessary, open the **Inbox** folder.

<b>Steps</b>	<b>Practice Data</b>
1. Open the message you want to print. <i>The message opens in the Message window.</i>	Double-click the message
2. Select the <b>File</b> tab. <i>The <b>File</b> backstage appears.</i>	Click <b>File</b>
3. Select <b>Print</b> . <i>The print preview of the page is displayed.</i>	Click <b>Print</b>
4. Select the Print Options button. <i>The print dialog box is displayed.</i>	Click 
5. Select options and change settings as desired. <i>The options are selected or the settings are changed accordingly.</i>	Click <b>Number of copies</b>  to <b>2</b>
6. Select <b>Print</b> . <i>The Print dialog box closes, and Outlook prints the message according to the settings and options selected.</i>	Click <b>Print</b>

Close the Message window.

## 8.15 REVIEW EXERCISE

1. The \_\_\_\_\_ is found in the upper-left corner of Outlook, containing commonly used commands for Outlook.
  - a. Navigation Pane
  - b. Quick Access Toolbar
  - c. To-do Bar
  - d. Ribbon
  
2. True or False: Items moved to the Deleted Items folder are not permanently deleted.
  - a. True
  - b. False
  
3. Items that are in the process of sending but have not been sent are stored in what folder:
  - a. Sent Items
  - b. Outbox
  - c. Drafts
  - d. Junk E-mail
  
4. Identify what each of these symbols stand for:

- a. 
- b. 
- c. 
- d. 

---

## **LESSON 9 - WORKING WITH E-MAIL COMPONENTS**

In this section, you will learn about:

- Attaching a file to a message
- Using the attachment viewer
- Saving a file attachment
- Creating a signature
- Selecting default signatures
- Inserting a signature
- Using the out of office feature
- Creating a contact group
- Using a contact group
- Deleting a contact



# 9.1 ATTACHING A FILE TO A MESSAGE

## Concepts

Distributing a file by e-mail is a common practice and is a useful method of sharing information with colleagues, for example.

## Steps

Attach a file to a message.

You want to create a new message addressed to yourself and attach a document.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Attach File</b> button in the <b>Include</b> group. <i>The Insert File dialog box is displayed.</i>	Click <b>Attach File</b>
2. Select the drive where the file is located. <i>A list of available folders appears.</i>	Navigate to the relevant folder
3. Open the folder where the file is stored. <i>A list of available files appears.</i>	Double-click to open the folder
4. Select the file that you want to send. <i>The file is selected.</i>	Click the relevant file (a document)
5. Select <b>Insert</b> . <i>The Insert File dialog box closes and an icon representing the file and the file name appears in the <b>Attached</b> box.</i>	Click <b>Insert</b>

Click in the message box and type a message. Send the message to yourself.

Tip: To remove an attachment from an e-mail, right-click the attachment and click **Remove**.

## 9.2 OPENING AN ATTACHMENT

### Concepts

If someone sends you an attachment, its presence is indicated with a paperclip icon.

### Steps

Use the Attachment Previewer.


<b>Steps</b>	<b>Practice Data</b>
1. Select <b>Inbox</b> in the <b>Navigation (Folder)</b> pane. <i>The <b>Inbox</b> appears.</i>	Click <b>Inbox</b>
2. Display a message with an attachment in the <b>Reading</b> pane. <i>The message appears in the <b>Reading</b> pane.</i>	Click the message you sent to yourself with an attachment
3. Select the attachment icon. <i>The right-click menu is displayed.</i>	Right-click the attachment
4. Select <b>Preview</b> . <i>A warning is displayed regarding previewing files from a trustworthy source.</i>	Click <b>Preview</b>

Click on the message icon beside the attachment filename to display the message body.

## 9.3 SAVING A FILE ATTACHMENT

### Concepts

If you receive an attachment in an e-mail you may wish to save it to your computer or storage device.

You can see that there is an attachment because a paperclip icon  is displayed.

### Steps

Save a file attachment.

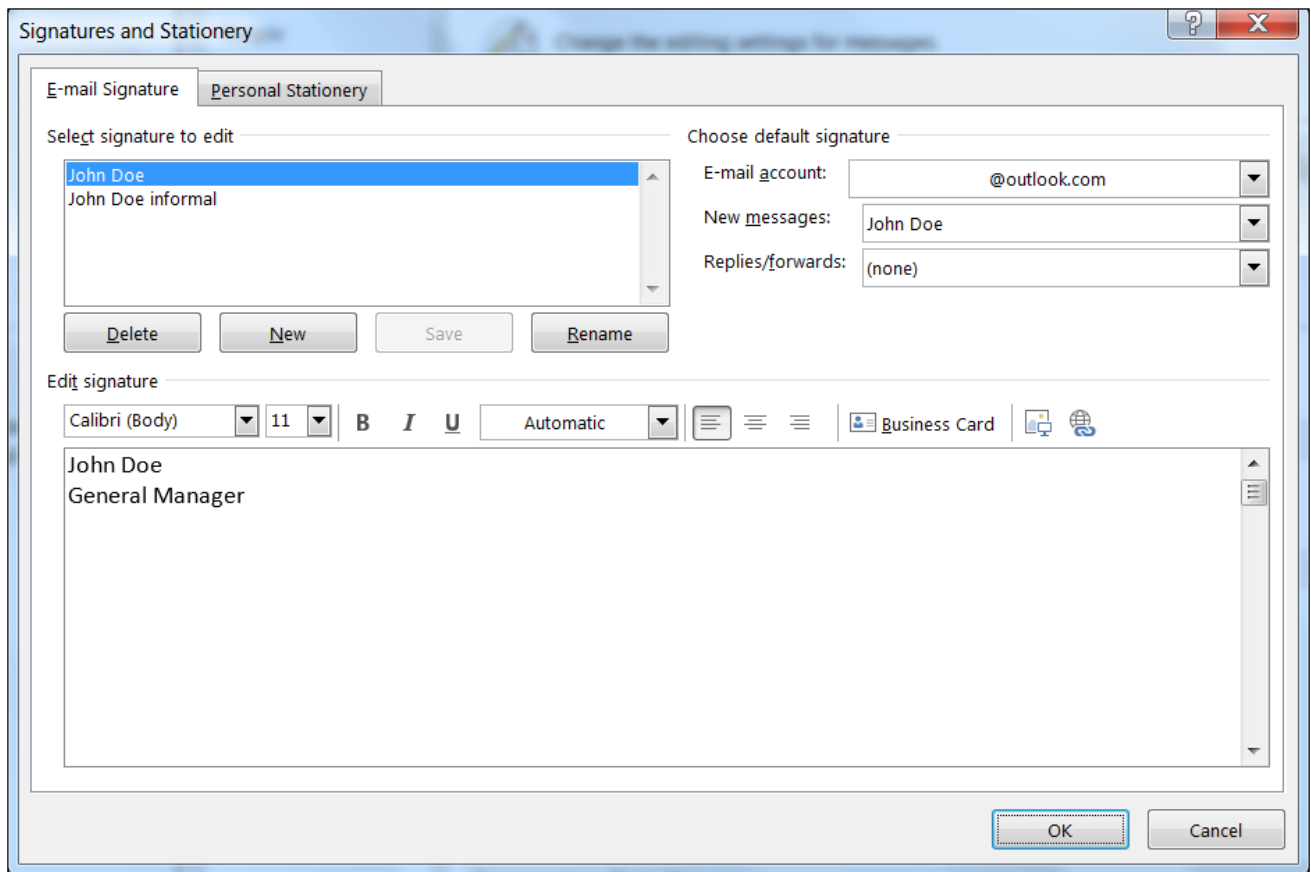
<b>Steps</b>	<b>Practice Data</b>
1. Display the message with an attachment in the Reading Pane or open it in a message window. <i>The message appears in the Reading Pane or in a message window.</i>	Click the message you sent to yourself with an attachment
2. Right-click the attachment icon. <i>A dropdown menu appears.</i>	Right-click the attachment
3. Select <b>Save As</b> . <i>The Save As dialog box opens with the text in the <b>File name</b> box selected.</i>	Click <b>Save As</b>
4. If you wish you can rename the file. <i>The file name appears in the <b>File name</b> box.</i>	Rename the file
5. Select the drive where you want to save the folder. <i>A list of available folders appears.</i>	Click the desired drive
6. Open the folder where you want to save the file. <i>The desired folder is selected.</i>	Double-click to open the desired folder
7. Select <b>Save</b> . <i>The Save As dialog box closes, and the file attachment is saved in the selected folder.</i>	Click <b>Save</b>

To delete the attachment from an e-mail, right click on the attachment icon in the e-mail, select Delete.

## 9.4 CREATING A SIGNATURE

### Concepts

You can use the **Signature** feature to automatically add a signature to each new message you create, or each reply and forwarded message. A signature can include formatted text, e-mail addresses, and hyperlinks. Furthermore, you can create multiple signatures. You can set a separate automatic signature for new messages and another for replies and forwarded messages. In addition, you can also select separate automatic signatures for different e-mail accounts.




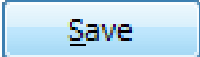
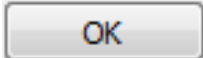
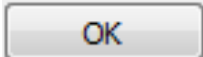
Signatures and Stationery



## Steps

Create a signature.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>File</b> tab. <i>The <b>Backstage</b> view appears.</i>	Click <b>File</b>
2. Select the <b>Options</b> command. <i>The <b>Options</b> dialog box opens.</i>	Click <b>Options</b>
3. Select <b>Mail</b> . <i>The <b>Mail</b> options page appears.</i>	Click <b>Mail</b>
4. Select <b>Signatures...</b> <i>The <b>Signatures and Stationery</b> dialog box opens.</i>	Click <b>Signatures...</b>
5. Select <b>New</b> . <i>The <b>New Signature</b> dialog box opens with the text in the <b>Type a name for this signature</b>.</i>	Click <b>New</b>
6. Type a name for the signature. <i>The text appears in the <b>Type a name for this signature</b> box.</i>	Type <b>John</b>

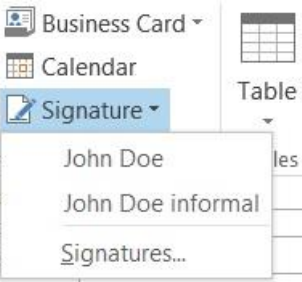
<b>Steps</b>	<b>Practice Data</b>
7. Select <b>OK</b> . <i>The <b>Type a name for this signature</b> box is closed.</i>	Click <b>OK</b>
8. Type the text you want to appear in the first line of the signature. <i>The text appears in the <b>Edit signature</b> pane.</i>	Type <b>John Doe</b>
9. Press <b>[Enter]</b> to add a new line. <i>The insertion point moves to the next line in the <b>Edit signature</b> pane.</i>	Press <b>[Enter]</b>
10. Type the desired signature text, pressing <b>[Enter]</b> as needed to add additional lines. <i>The text appears in the <b>Edit signature</b> pane.</i>	Type: John Doe General Manager
11. Select the text you want to format. <i>The text is selected.</i>	Drag to select all the signature text.
12. Select the desired formatting options. <i>The desired formatting options are selected.</i>	Click 
13. Select <b>Save</b> . <i>The Signature is saved.</i>	Click 
14. Select <b>OK</b> . <i>The Signatures and Stationery dialog box closes.</i>	Click 
15. Select <b>OK</b> . <i>The Options dialog box closes.</i>	Click 

When you now create a new message, the signature should be automatically inserted.

## 9.5 INSERTING A SIGNATURE

### Steps

If your signature does not insert automatically, or if you have more than one signature to choose from, you can insert a signature manually in a message.

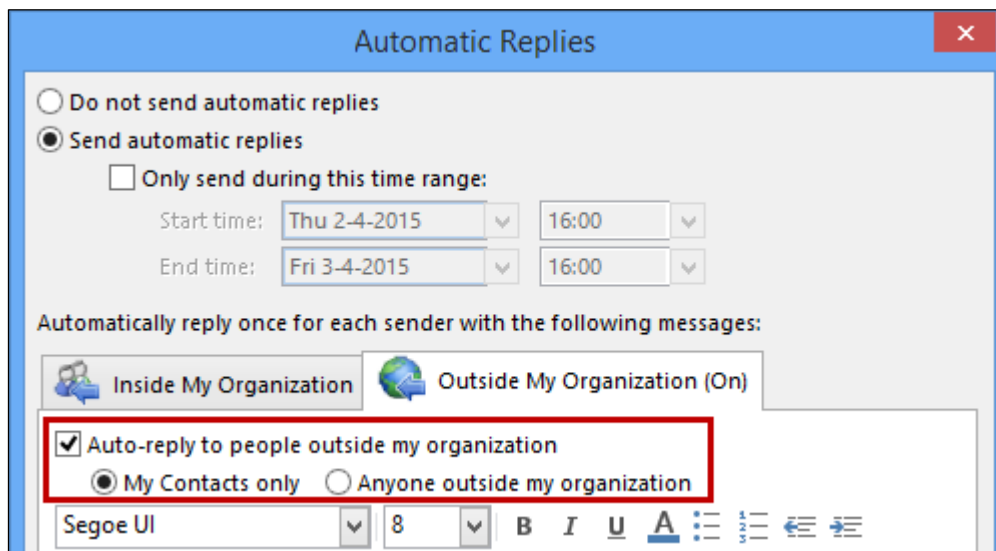
<b>Steps</b>	<b>Practice Data</b>
1. In a message, select the <b>Insert</b> tab. <i>The <b>Insert</b> tab opens.</i>	Click <b>Insert</b>
2. In the <b>Include</b> group, select the <b>Signature</b> button. <i>The <b>Signature</b> menu appears.</i>	Click <b>Signature</b> 
3. Select the desired signature. <i>The signature text is inserted into the message box.</i>	Click the desired signature

## 9.6 USING THE OUT OF OFFICE

### Concepts

You can use the Out of Office to create Automatic Replies. Automatic Replies are messages that are automatically sent to anyone who sends you a mail while you are out of the office. You can create your own custom message, for example informing people who mail you that you are out of the office on a business trip.

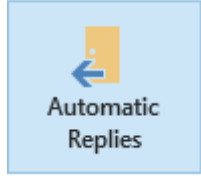
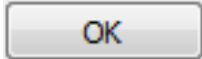
When you turn on the Automatic Replies feature, Outlook replies automatically to messages received from other people.



Automatic Replies

 **Steps**

If necessary, open the **Inbox**.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>File</b> tab. <i>The <b>Backstage</b> opens.</i>	Click <b>File</b>
2. Select the <b>Info</b> page. <i>The <b>Info</b> page displays.</i>	Click <b>Info</b>
3. Select the <b>Automatic Replies</b> button from the <b>Info</b> page. <i>The <b>Automatic Replies</b> dialog box opens.</i>	Click 
4. Select <b>Send automatic replies</b> . <i><b>Send automatic replies</b> option is selected.</i>	Click <b>Send automatic replies</b> .
5. Type the desired autoreply message.	Type <i><b>I shall be out of the office until next Friday. Please call Jane Doe for assistance.</b></i>
7. Select <b>OK</b> . <i>The <b>Automatic Replies</b> dialog box closes.</i>	Click 

## 9.7 CREATING A CONTACT GROUP


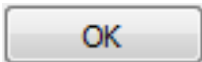
 **Concepts**

Use a contact group (formerly called a “distribution list”) to send an e-mail to multiple people such as a project team — or even just a group of friends — without having to add each name each time you want to write them.

 **Steps**

Create a contact group / distribution list.

If necessary, open the **People** pane from the navigation bar.

<b>Steps</b>	<b>Practice Data</b>
1. Select <b>People</b> from navigation bar. <i>The contacts are displayed.</i>	Click <b>People</b>
2. Select the <b>Home</b> tab.	Click <b>Home</b>
3. Select <b>New Contact Group</b> from the New group.	Click <b>New Contact Group</b>
4. Enter the name of the contact group from the <b>contact group tab</b> . <i>The desired name appears in the <b>Name</b> box.</i>	Type <b>Expo team</b>
5. Select the <b>Add Members</b> button in the <b>Members</b> group.	Click <b>Add Members</b>
5. Select the desired address book or contact list. <i>The names in the selected address book appear in the Select Names dialog box.</i>	Click <b>From Outlook Contacts</b>
6. Select the first name you want to add to the distribution list. <i>The first name is selected.</i>	Click the first name you want to add
7. Select the <b>Members</b> button. <i>The selected name appears next to the <b>Members</b> button.</i>	Click <b>Members</b> 
8. Continue to add names to the distribution list as desired. <i>The selected name appears next to the <b>Members</b> button.</i>	Add another contact
9. Select the <b>OK</b> button. <i>The Select Members dialog box closes, and the names appear in the Distribution List window.</i>	Click 
10. Select the <b>Save and Close</b> button. <i>The Distribution List window closes, and the new distribution list is saved and appears in the <b>Contacts</b> folder.</i>	Click <b>Save &amp; Close</b>

Notice that the name **Expo team** appears in bold with an icon of two people to its right in the **People** pane.




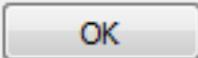
## 9.8 USING A CONTACT GROUP TO CREATE MESSAGE

### Steps

Use a contact group.

If necessary, create an **Expo team** contact group with three names from one of your address books.

Create a new message.

<b>Steps</b>	<b>Practice Data</b>
1. Enter the contact group list name in the desired recipient field. <i>The contact group name display in the recipient field.</i>	Select the <b>To</b> button in the message header and show the names from the Contacts list
2. The distribution list name appears in the recipient field with an expand box (plus sign).	Double-click the <b>Expo team</b> entry and select <b>OK</b>
3. To expand the list, click the plus sign for the distribution list. <i>An Expand List message box opens warning that once you expand the names, you will not be able to collapse them.</i>	Click  <b>Expo team</b>
4. Select the <b>OK</b> button. <i>The Expand List message box closes and the distribution list expands to display the e-mail address of each member.</i>	Click 
5. Compose the message and send. <i>The e-mail is sent.</i>	Click <b>Send</b>

To update a contact list:

<b>Steps</b>	<b>Practice Data</b>
1. Select the contact group you want to update. <i>The contact group will be selected.</i>	Double-click the contact group


<b>Steps</b>	<b>Practice Data</b>
2. Enter or delete required fields.	Use the provided fields to update
3. Save the changes you have made. <i>The updated contact group will be saved.</i>	Click <b>Save &amp; Close</b> in the Actions group under the <b>Contact Group</b> tab

## 9.9 DELETING A CONTACT


### Steps

Delete a contact.

If necessary, open the **People** pane.

<b>Steps</b>	<b>Practice Data</b>
1. Select the contact you want to delete. <i>The contact is selected.</i>	Click the contact
2. Click the <b>Delete</b> button in the Delete group. <i>The contact is deleted.</i>	 Delete Click

**Practice the Concept:** Delete the **Expo team** contact group.

<b>Steps</b>	<b>Practice Data</b>
1. Select the contact group you want to delete. <i>The contact group is selected.</i>	Click the <b>Expo team</b> contact group
2. Click the <b>Delete</b> button in the Delete group. <i>The contact group is deleted.</i>	 Delete Click

## 9.10 REVIEW EXERCISE

1. An e-mail sent automatically to anyone who e-mails you while unavailable is called \_\_\_\_\_.
  - a. A signature
  - b. An Out of Office reply
  - c. A Draft
  - d. An IM
  
2. A contact group is a list of people that you can e-mail in one go without having to add an address each time you wish to message them:
  - a. True
  - b. False
  
3. Which of the following cannot be included in an e-mail signature:
  - a. Formatted text
  - b. Files
  - c. Hyperlinks
  - d. E-mail address

---

## **LESSON 10 - ORGANISING E-MAILS**

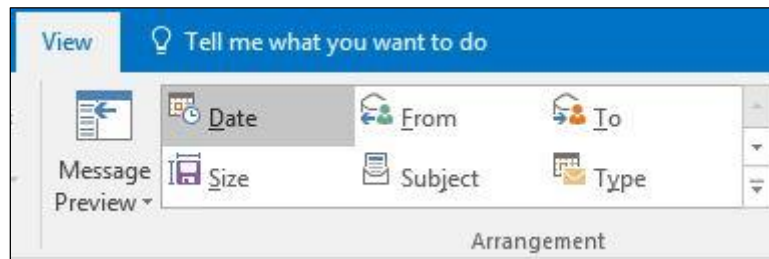
In this section, you will learn about:

- Arranging and grouping messages
- Sorting messages
- Working with custom views
- Using search
- Creating a new folder
- Moving a message to a different folder
- Deleting a folder
- Deleting a message
- Emptying the deleted items folder
- Recovering deleted items
- Using the junk e-mail folder

# 10.1 ARRANGING AND GROUPING MESSAGES

## Concepts

Messages headers can be displayed in a different order by selecting one of the pre-set arrangements. Each arrangement groups and sorts the messages based on a message property (field). The default arrangement of messages is by **Date**. However, messages can also be arranged by other properties.



View selector

## Steps

Arrange and group messages.

If necessary, display the **Inbox** with the Reading Pane on the right. You should have at least two messages in your Inbox.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>View</b> tab. <i>View tab is displayed.</i>	Click <b>View</b>
2. In the <b>Arrangement</b> group, select the desired arrangement property. <i>The messages are arranged by the selected property.</i>	Click <b>Size</b>

**Practice the Concept:** Select the **View** tab, the **Arrangement** group, and the **Show in Groups** command to enable message grouping.

## 10.2 SORTING MESSAGES

### Concepts

After selecting a property for arranging messages, you may want to change the sort order. Messages can be sorted in ascending or descending order by criteria including name, date or by size.

### Steps

Sort messages.

If necessary, display the **Inbox** folder with the Reading Pane on the right. You should have at least two messages that are arranged by **Date**. If you can't view the **Newest on top** text in the sort order field button, widen the message list by dragging the border between the message list and the Reading Pane.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>View</b> tab.	Click <b>View</b>
2. To change the sort order of the messages, select the sort order field button at the top of the message list. <i>The messages are rearranged in the opposite sort order.</i>	Click <b>Reverse Sort</b>

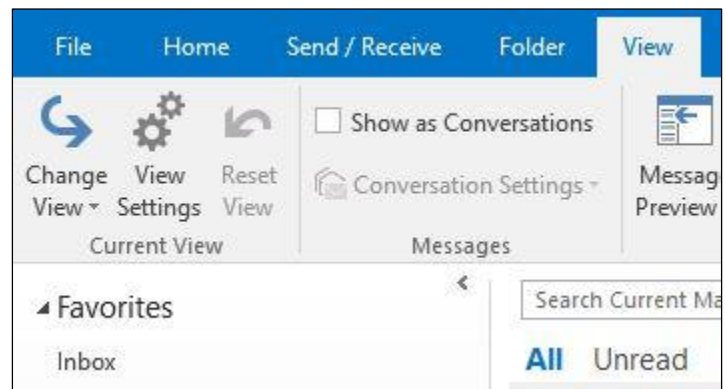
Notice that the **Oldest on top** sort order is now selected. Arrange the messages by their dates with the newest messages on top.

## 10.3 WORKING WITH CUSTOM VIEWS

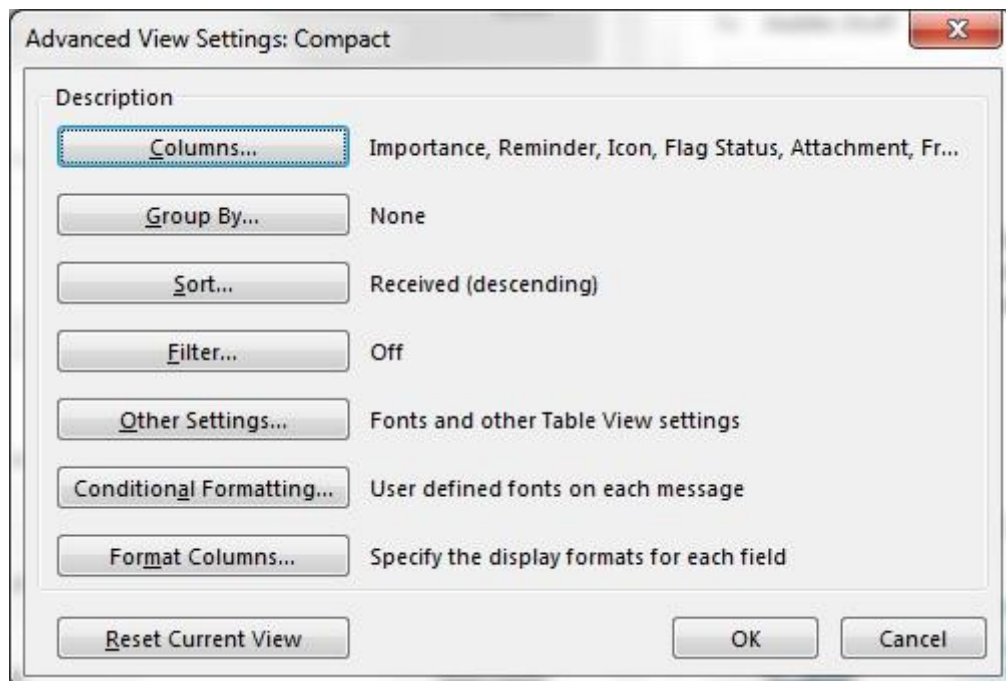
### Concepts

You can customise a view in a folder to make it easier to work with the folder items. You can remove and add inbox headings such as **From**, **Subject**, **Date Received** and more. The types of information and formatting displayed in a view can be customised using the **Field**, **Group By**, **Sort**, **Filter**, **Other Settings**, **Automatic Formatting**, and **Format Columns** buttons in the Customize View dialog box. Each button opens a dialog box where you can select the options you want to modify.

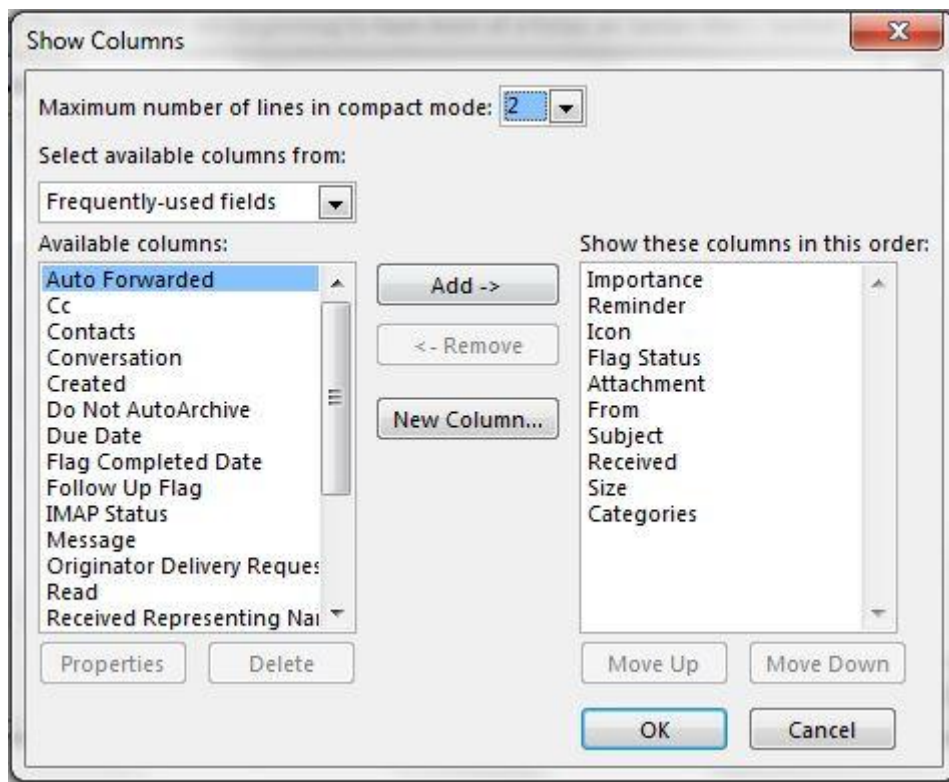
The options available in the Customize View dialog box change depending on the type of view you are modifying. For instance, when modifying a card view, the **Group By** and **Format Columns** buttons are not available and the options on the Other Settings dialog box differ from those available for a table view. Furthermore, if you are modifying a table view, you can often bypass the Customize View dialog box by using the shortcut menu for the column headings in the view. The Show Fields and Other Settings dialog boxes contain options for displaying items in a multi-line format.



Current View



Advance View Settings




Column Options

To select headings you wish to add to the folder select a field in the left column and click **Add ->**, and to remove from the current folder select a field in the right column and click **<- Remove**. Once you have chosen the headings you wish to display in the folder, click **OK** to apply settings.



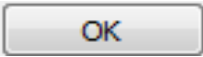
 **Steps**

Format a column in a tabular view.

If necessary, select the View tab.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>View Settings</b> button in the Current View group. <i>The Advanced View Settings List appears.</i>	 Click <b>View Settings</b>
2. Select the <b>Format Columns</b> command. <i>The Format Columns dialog box opens.</i>	Click <b>Format Columns</b>
3. Select the field you want to format in the <b>Available fields</b> list. <i>The field name appears in the <b>Label</b> text box.</i>	Click <b>Subject</b>



<b>Steps</b>	<b>Practice Data</b>
4. Select the <b>Format</b> list. <i>A list of available formats opens.</i>	Click <b>Format</b> 
5. Select the desired format, if necessary. <i>The desired format appears in the <b>Format</b> box.</i>	Click <b>Text</b> , if necessary
6. To rename the field, select the text in the <b>Label</b> box. <i>The text is selected.</i>	Press <b>[Tab]</b>
7. Type the new field label. <i>The text appears in the <b>Label</b> box.</i>	Type <b>Message Header</b>
8. Select the desired <b>Width</b> option. <i>The desired option is selected.</i>	Follow the instructions shown below the table before continuing on to the next step
9. Select the desired <b>Alignment</b> option. <i>The desired option is selected.</i>	Click  <b>Center</b>
10. Select <b>OK</b> . <i>The Format Columns dialog box closes and the formatting is applied to the column.</i>	Click 

Select the **Specific width** option, if necessary, and enter **25** in the **characters** box.

Tip: You can also minimise the ribbon by right-clicking anywhere along the ribbon and selecting **Collapse the Ribbon**. To then restore the ribbon, select one of the four tabs along the top (Home, Send / Receive, Folder, View), right-click on the ribbon and untick **Collapse the Ribbon**.


## 10.4 USING SEARCH

### Concepts

If you need to locate an e-mail quickly but don't wish to scroll through an entire folder, you can use the search bar found at the top of the Mail pane. This allows you to search by sender, keywords and subject. If you are not sure what folder the e-mail is in you can perform an overall search throughout your Outlook account.

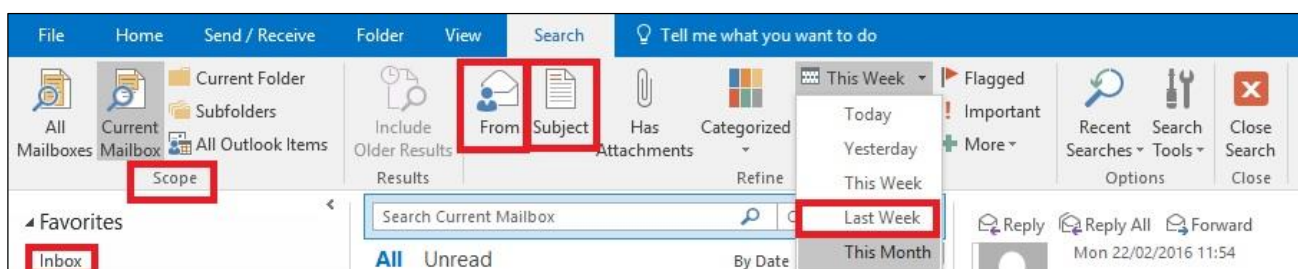
### Steps

Use Search to find e-mails.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Mail</b> pane. <i>The <b>Mail</b> folder is displayed.</i>	Click <b>Mail</b>
2. Select the <b>Instant Search</b> box at the top of the inbox. <i>The insertion appears in the <b>Instant Search</b> box.</i>	Click 
3. Type the first letter of the required search text. <i>The search text is displayed in the <b>Search Box</b> and the results are highlighted.</i>	Type the first letter of the required search text
4. Continue typing further characters until the required e-mail is visible. <i>The search text is displayed in the <b>Search Box</b> and the results are highlighted.</i>	Type additional characters
5. Select the required e-mail. <i>The e-mail is displayed in the <b>Reading</b> pane.</i>	Click the required e-mail

### Narrow your search results

If you can't find what you're looking for, use the search tools on the ribbon to narrow down your search. When you click the search box, you can select a scope option on the left side of the ribbon. Once you decide your scope, you can then refine your search further by selecting an option such as the subject line, the sender, or the e-mail's content.

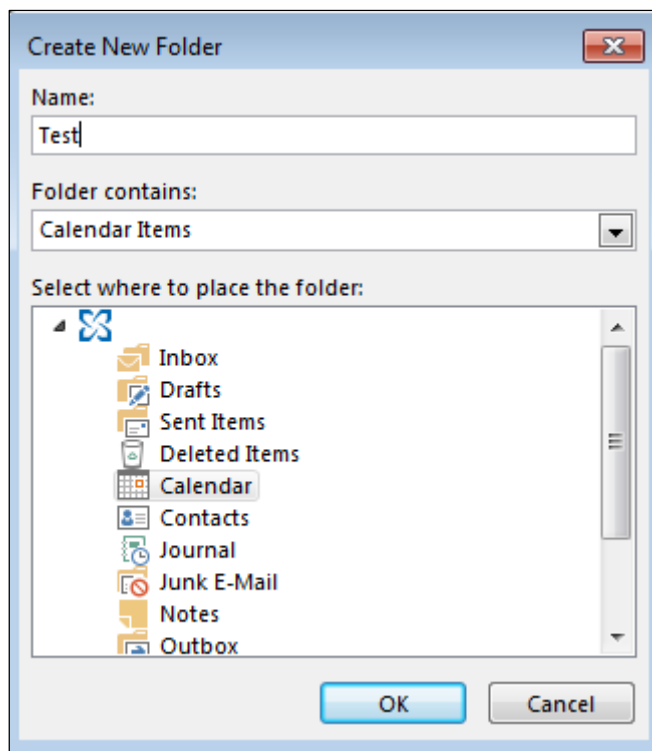


## 10.5 CREATING A NEW FOLDER

### Concepts

You can create new folders to help you organise Outlook items. For example, you can create a folder for a specific customer and keep all the messages relating to that customer in the folder. Folders can contain only one type of Outlook item.

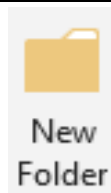

New folders can be created as a folder directly under your personal folder or as a subfolder under one of the existing folders, such as the Inbox folder.


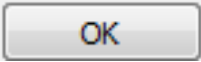


Creating a new folder

 **Steps**

Create a new folder.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Folder</b> tab. <i>The <b>Folder</b> ribbon appears.</i>	Click <b>Folder</b>
2. Select the <b>New Folder</b> button in the New group. <i>The Create New Folder dialog box opens with the insertion point in the <b>Name</b> box.</i>	 Click <b>New Folder</b>
3. Type the name of the new folder. <i>The folder name appears in the <b>Name</b> box.</i>	Type <b>Expo Agenda</b> .
4. Select the <b>Folder contains</b> list. <i>A list of item types appears.</i>	Click <b>Folder contains</b> 
5. Select the type of items you want the folder to contain. <i>The selected item type appears in the <b>Folder contains</b> box.</i>	Click <b>Mail and Post Items</b>

<b>Steps</b>	<b>Practice Data</b>
6. Expand the desired folder in the <b>Select where to place the folder</b> list box, if necessary. <i>The desired folder expands.</i>	Scroll as necessary and click  <b>Mailbox</b> , if necessary
7. Select the folder location for the new folder. <i>The folder location is selected.</i>	Click <b>Inbox</b>
8. Select <b>OK</b> . <i>The Create New Folder dialog closes and the folder is added to the selected location.</i>	Click 

## 10.6 MOVING A MESSAGE TO A DIFFERENT FOLDER


### Concepts

You can move messages between folders at any time. You can select several messages to move at the same time by holding the **[Ctrl]** key and clicking the desired messages. If you group messages, you can move the whole group by selecting the group heading.

### Steps

Move a message to a different folder.

If necessary, open the **Inbox** folder. The Inbox should contain a subfolder called **Expo Agenda**. If necessary, select the **Home** tab.

<b>Steps</b>	<b>Practice Data</b>
1. Select the message that you want to move. <i>The message to be moved is selected.</i>	Click on the message to be moved.
2. Select the Move button in the Move group. <i>The list of available folders is displayed.</i>	Click 
3. Select the folder you want to move the message to. <i>The submenu closes and the message is moved to the selected folder.</i>	Click <b>Expo Agenda</b>

## 10.7 DELETING A FOLDER

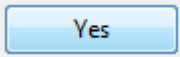
### Concepts

You can delete a folder you have created when you no longer need it. You can delete an empty folder or a folder that still contains items. You cannot, however, delete the default Outlook folders. Deleted folders are moved to subfolders in the **Deleted Items** folder, where they remain until you empty the **Deleted Items** folder.

### Steps

Delete a folder.

Display the **Mail** pane and expand the **Inbox** folder, if necessary.

<b>Steps</b>	<b>Practice Data</b>
1. Right-click the folder you want to delete. <i>The folder is selected.</i>	Right-click <b>Expo Agenda</b>
2. Select the <b>Delete Folder</b> command. <i>A Microsoft Office Outlook warning box opens, prompting you to confirm the deletion.</i>	Click <b>Delete Folder</b>
3. Select <b>Yes</b> to confirm the deletion. <i>The Microsoft Office Outlook warning box closes and the current folder and its contents are deleted.</i>	Click 

## 10.8 DELETING A MESSAGE


### Concepts

You can delete messages from any folder. You should periodically delete messages from your mail folders to keep them manageable. When you delete an item from a folder, it is sent to the **Deleted Items** folder.

### Steps

Delete a message.

Display the **Mail** pane and expand the **Inbox** folder, if necessary.

<b>Steps</b>	<b>Practice Data</b>
1. Select the message you want to delete. <i>The message is selected.</i>	Click the first message in the message list
2. Click the <b>Delete</b> button. <i>The message is removed from the folder and moved to the <b>Deleted Items</b> folder.</i>	 Click

## 10.9 EMPTYING THE DELETED ITEMS FOLDER

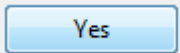
### Concepts

As you delete messages, they are sent to the **Deleted Items** folder. Deleted messages remain in this folder until it is emptied. You should empty this folder on a regular basis to make it easier to use and to conserve disk space.

### Steps

Empty the **Deleted Items** folder.

If necessary, delete a message.

<b>Steps</b>	<b>Practice Data</b>
1. Right-click on the Deleted Items folder in the Folder pane.	Right-click <b>Deleted Item</b>
2. Select the <b>Empty Folder</b> command. <i>A Microsoft Office Outlook warning box opens, prompting you to verify the deletion.</i>	Click <b>Empty Folder</b>
3. Select <b>Yes</b> . <i>The Microsoft Office Outlook warning box closes and the items are deleted from the <b>Deleted Items</b> folder.</i>	Click 

Open the **Deleted Items** folder, if necessary, to verify that it is empty.

## 10.10 RECOVERING DELETED ITEMS


### Concepts

If your e-mail server is a Microsoft Exchange Server, you can recover items you emptied from the **Deleted Items** folder. Items emptied from the **Deleted Items** folder appear in the Recover Deleted Items From - Deleted Items dialog box. Deleted items are listed by the date they were deleted in ascending order, with deleted folders displayed first.

### Steps

If necessary, select two messages from the **Sent Items** folder and delete them. Then empty the **Deleted Items** folder.

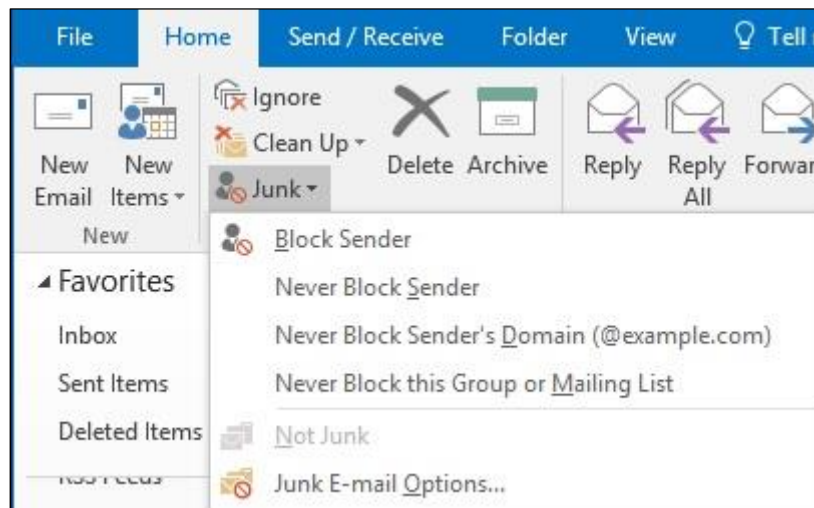
Click the **Send/Receive** button to perform a manual send and receive.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Folder</b> tab. <i>The Folder ribbon is displayed.</i>	Click <b>Folder</b>
2. Select the <b>Recover Deleted Items</b> button in the Clean Up group <i>The Recover Deleted Items dialog box is displayed.</i>	Click 

## 10.11 USING THE JUNK E-MAIL FOLDER

### Concepts

The Junk E-mail Filter evaluates each incoming message based on several factors, including the content of the message.


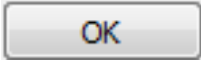


Junk Mail

 **Steps**

Work with Junk E-mail.

Display the **Mail** pane.

<b>Steps</b>	<b>Practice Data</b>
1. Open the <b>Junk E-mail</b> folder. <i>The <b>Junk E-mail</b> folder opens.</i>	Click 
2. Right-click a message that you want to mark as not junk e-mail. <i>A shortcut menu opens.</i>	Right-click the message
3. Point to the <b>Junk</b> command. <i>The <b>Junk</b> submenu opens.</i>	Point to <b>Junk</b>
4. Select the desired command. <i>The <b>Not Junk</b> dialog box opens.</i>	Click <b>Not Junk</b>
5. Select the desired options. <i>The options are selected.</i>	Click <input type="checkbox"/> <b>Always trust e-mail from "name"</b> to select it, if necessary
6. Select <b>OK</b> . <i>The <b>Mark as Not Junk</b> dialog box closes and the e-mail message is processed accordingly.</i>	Click 



The message is removed from the **Junk E-mail** folder and returned to the **Inbox** folder.

---

## 10.12 REVIEW EXERCISE

1. List four options for organising and arranging messages.

---

---

---

---

2. You can delete all folders in Outlook:
- True
  - False
3. Create a new message with the subject called **Test** and the body of the message **Test**. Send the e-mail to yourself. After you receive the e-mail, permanently delete both e-mails from the **Inbox** and **Sent** folder.
4. E-mails that end up in the Junk Email folder are always junk / spam:
- True
  - False

---

## **LESSON 11 - USING CALENDAR**

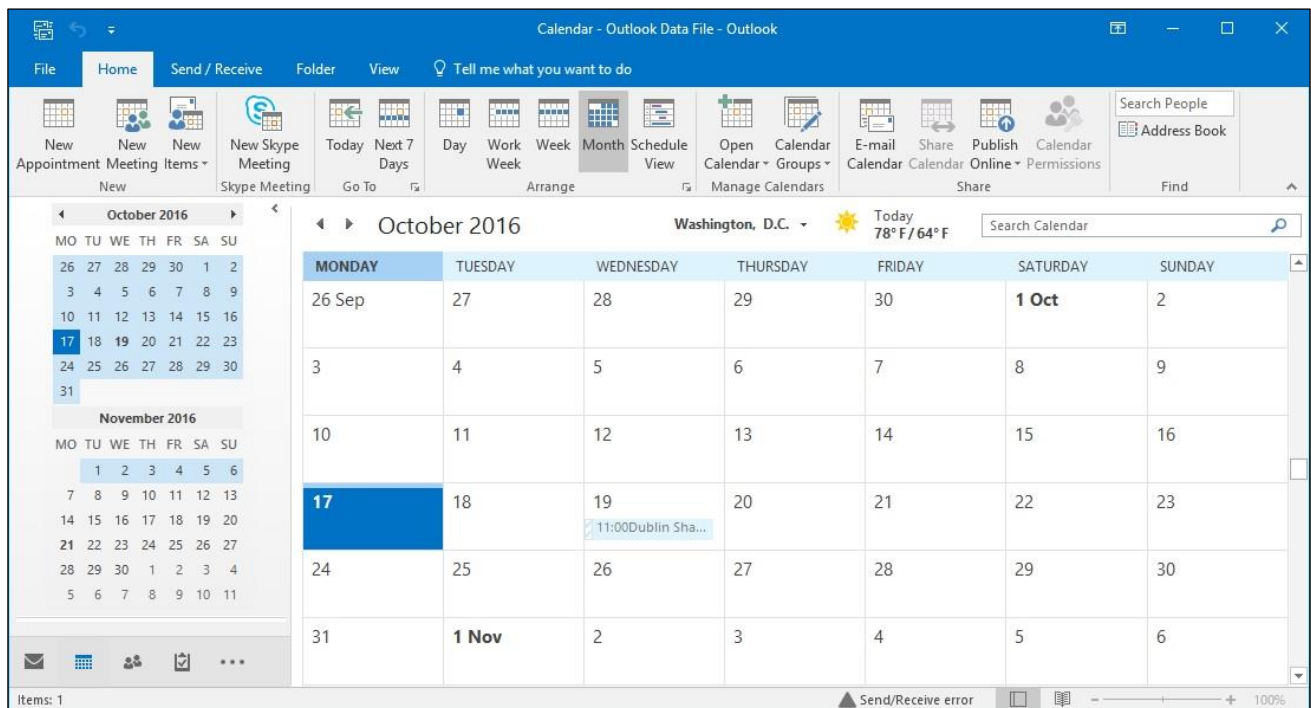
In this section, you will learn about:

- Using the calendar pane
- Navigating the calendar
- Scheduling a new appointment
- Scheduling a resource for a meeting
- Accepting/declining meeting requests
- Proposing a new meeting time
- Updating a meeting
- Cancelling a meeting

# 11.1 USING THE CALENDAR PANE

## Concepts


You can enter and track appointments, meetings, and tasks using the **Microsoft Outlook Calendar** component. You can use **Calendar** in conjunction with other components of Outlook to help manage all of your information. **Calendar** items are saved in the **Calendar** folder, which you can access through the **Calendar** pane. You can open the **Calendar** pane from the **Navigation** bar.



*The Calendar pane*

## Steps

Open the **Calendar** to view the **Calendar** folder.

<b>Steps</b>	<b>Practice Data</b>
1. Click the <b>Calendar</b> button on the Navigation bar. <i>The <b>Calendar</b> pane opens displaying the <b>Calendar</b> folder.</i>	Click 

# 11.2 NAVIGATING THE CALENDAR

## Concepts


The default calendar view is the **Day/Week/Month** view, with the **Day** view selected. Other view options available from the buttons on the **Standard** toolbar include **Work Week**, **Week**, or **Month** view. You can use Date Navigator or the **Today** button to display the current date. However, in Outlook 2016 the number of calendar months is limited in Date Navigator. This means you cannot view more months in Date Navigator of To-Do Bar through the above two methods. But you can view more months in Calendar Folder Pane by dragging the split bar.

## Steps

Navigate the Calendar.

If necessary, open the **Calendar** pane.

<b>Steps</b>	<b>Practice Data</b>
1. To view the appointments for a specific date, click the date in the <b>Date Navigator</b> . <i>The date changes at the top of the scheduling area and the appointments for the date appear.</i>	Click tomorrow's date in the <b>Date Navigator</b>
2. To view the appointments for a consecutive range of dates, drag the range of dates in the <b>Date Navigator</b> . <i>The appointments for the selected range of dates appear in the scheduling area.</i>	Drag from Monday to Friday of this week in the <b>Date Navigator</b>
3. To view the appointments for a non-consecutive range of dates, select the first date you want to display in the <b>Date Navigator</b> . <i>The first date is selected in the <b>Date Navigator</b> and the appointments for that date appear in the scheduling area.</i>	Click the first Wednesday of the current month
4. Hold <b>[Ctrl]</b> and click the additional dates you want to display. <i>The appointments for all the selected dates appear in the scheduling area.</i>	Hold <b>[Ctrl]</b> and click the second Wednesday of the current month

<b>Steps</b>	<b>Practice Data</b>
5. To return the display to show only the appointments for one date, click the desired date in the <b>Date Navigator</b> . <i>The appointments for the one date appear in the scheduling area.</i>	Click today's date
6. To scroll to another month, click the left or right scroll arrows at the top of the <b>Date Navigator</b> . <i>The selected month appears in the <b>Date Navigator</b>.</i>	Click  next to the month name in the <b>Date Navigator</b>
7. To change the way appointments appear in the scheduling area, select the <b>Day, Work Week, Week, or Month</b> button on the <b>Standard</b> toolbar. <i>The appointment display in the scheduling area changes accordingly.</i>	Click <b>Work Week</b>

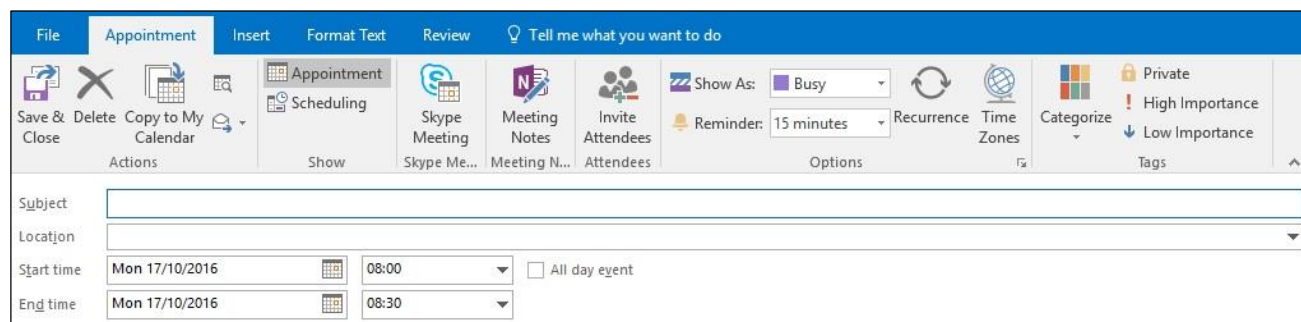
**Practice the Concept:** Drag the vertical border between the Folder Pane and the scheduling area as far to the right as possible to display several columns of months in the Date Navigator. Return the width of the Folder Pane to display only one column of months in the Date Navigator. Click the **Day** button to return the Calendar to the day format.

## 11.3 SCHEDULING A NEW APPOINTMENT

### Concepts

You can use the **Calendar** to schedule your appointments. Appointments are activities that do not involve notifying other people or scheduling resources.

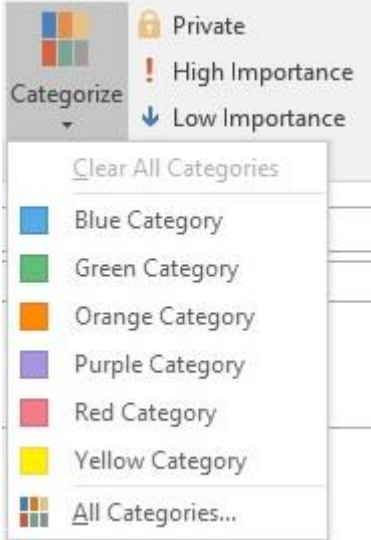
You schedule appointments in the **Appointment** window. This window allows you to enter a subject, location, and start and end times for an appointment, as well as make the appointment an all-day event. If the new appointment conflicts with another appointment, a message appears above the subject, indicating a conflict.






 **Steps**

Schedule a new appointment.

If necessary, open the **Calendar** pane.

<b>Steps</b>	<b>Practice Data</b>
1. Select the date for the appointment you want to schedule in the Date Navigator. <i>The date changes at the top of the scheduling area and the appointments for the date appear.</i>	Click the next business day in the Date Navigator
2. Drag the half-hour time slots you want to allocate for the appointment in the scheduling area. <i>The time slots are selected in the scheduling area.</i>	Drag from <b>9:00 am</b> to <b>11:00 am</b>
3. Click the <b>New Appointment</b> button on the <b>Home</b> tab. <i>The Appointment window opens with the start and end times completed and the insertion point in the <b>Subject</b> box.</i>	Click <b>New Appointment</b>
4. Type a subject for the appointment. <i>The subject appears in the <b>Subject</b> box.</i>	Type <b>Research for Global Proposal</b>
5. Select the <b>Location</b> box. <i>The insertion point appears in the <b>Location</b> box.</i>	Press <b>[Tab]</b>
6. Type a location for the appointment. <i>The text appears in the <b>Location</b> box.</i>	Type <b>Library</b>
7. Select the <b>Categorize</b> button in the <b>Options</b> group. <i>A list of categories appears.</i>	Click 

<b>Steps</b>	<b>Practice Data</b>
8. Select the category option you want to appear in the appointment's info bar, the colour of which will also be used for this appointment in the calendar window. <i>The appropriate option is selected.</i>	Click <b>Purple Category</b>
9. Select the <b>Reminder</b> list. <i>A list of reminder times appears.</i>	Click <b>Reminder</b> 
10. Select the desired time the alarm should warn you in advance of the appointment. <i>The time is selected.</i>	Click <b>30 minutes</b>
11. Select the <b>Show as</b> list. <i>The <b>Show as</b> list appears.</i>	Click <b>Show as</b> 
12. Select the option you want to appear in the appointment's selected time slot when viewed by other users. <i>The appropriate option is selected.</i>	Click <b>Tentative</b>
13. Select the details box. <i>The insertion point appears in the details box of the Appointment window.</i>	Press <b>[Tab]</b>
14. Type details about the appointment. <i>The text appears in the details box of the Appointment window.</i>	Type <b>Review RFP and draft a rough outline for the development team</b>
15. Select the <b>Save and Close</b> button. <i>The Appointment window closes, the new appointment is saved, and both the subject and location of the appointment appear in the designated time slot in the scheduling area.</i>	 Click

View the appointments in **Month** view. Then switch to **Day** view and display the current date.

## 11.4 SCHEDULING A RESOURCE FOR A MEETING

### Concepts

You can schedule a resource for a meeting just as you would schedule a person. Resources include conference rooms and equipment, such as a projector. In order to schedule a resource, it must be set up with its own mailbox, usually by the system administrator.


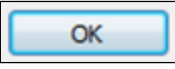


The same scheduling rules that apply to a person apply to a resource. When scheduling a meeting, you invite the resource and, if the resource is free, it will accept the meeting. If the resource is not free, it will automatically reject the invitation.

 **Steps**

Schedule a resource for a meeting.

Open the **Calendar** pane and display the schedule for the current day.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Home</b> tab. <i>The <b>Home</b> tab appears.</i>	Click <b>Home</b>
2. Select the <b>New Items</b> command and choose <b>Meeting</b> . <i>The Meeting window opens.</i>	Click <b>New Items</b> and then <b>Meeting</b>
3. Select <b>Attendees</b> from the <b>To</b> line. <i>A new window appears.</i>	Click <b>To...</b>
4. Select the desired resource. <i>The desired resource is selected.</i>	Scroll as necessary in the <b>Name</b> list box and click the resource of choice
5. Select <b>Resources</b> . <i>The resource is added to the <b>Required</b> list box.</i>	Click <b>Resources</b> 
6. Add any other attendees or resources to the meeting. <i>The attendee names or resources appear in the appropriate box.</i>	Select as necessary in the <b>Name</b> list box and add to the attendees or resources box
7. Select <b>OK</b> . <i>The Select Attendees and Resources dialog box closes and the selected attendees and resources appear in the <b>All Attendees</b> list in the Meeting dialog box.</i>	Click 
8. Type a subject for the meeting. <i>The text appears in the <b>Subject</b> box.</i>	Type an appropriate subject title
9. Select options as desired and then select the <b>Send</b> button. <i>The Meeting window closes and the meeting requests are sent to the attendees and resources.</i>	Click <b>Send</b>

Having successfully setup a meeting, once you close the Meeting dialog box you will notice the meeting on your Calendar.

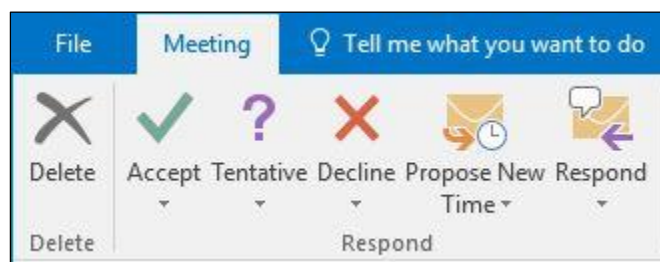
To remove invitees or resources from a meeting, select the meeting from your calendar and use the backspace button to remove the appropriate invitees or resources. Click **Send Update** to update the meeting.

## 11.5 ACCEPTING/DECLINING MEETING REQUESTS

### Concepts

As other users schedule meetings, you may receive meeting requests in your Inbox. You have the option of accepting, declining, or submitting a tentative response. You can respond to a meeting request from the Reading Pane or the Message window. When you select the **Accept**, **Tentative**, or **Decline** button, Outlook opens a warning box in which you have options to edit the response, send the response, or not send the response at all.


Meeting requests are automatically added to your schedule as a tentative appointment when Outlook updates your **Calendar** or after you read the meeting request. If you accept the meeting, the meeting time changes to busy. If you decline the meeting, the meeting is removed from your schedule.



### Steps

Accept/Decline meeting requests.

<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Accept</b> , <b>Tentative</b> , or <b>Decline</b> button as desired. <i>A Microsoft Outlook warning box opens, prompting you for a selection.</i>	Click <b>Accept</b>

<b>Steps</b>	<b>Practice Data</b>
2. Select the desired option. <i>The desired option is selected.</i>	Click  <b>Send the response now.</b> if necessary
3. Select <b>OK</b> . <i>The Microsoft Outlook warning box closes and the response to the meeting is sent.</i>	Click <b>OK</b>

You should receive a message in your Inbox indicating you have accepted a meeting request. Select the message and view the message in the InfoBar.

The meeting will no longer be tentative in the calendar after you have accepted it.

## 11.6 PROPOSING A NEW MEETING TIME

### Concepts

If you would like to respond to a new meeting by proposing a new time, you can use the **Propose New Time** button to select a new time and respond to the invitation to the meeting. You can propose a new time from the Reading Pane or the Message window.

### Steps

Propose a new meeting time.

<b>Steps</b>	<b>Practice Data</b>
1. Select <b>Meeting</b> in the open meeting request. <i>The Meeting details window opens.</i>	Click <b>Meeting</b>
2. Select the <b>Propose New Time</b> button in Meeting invitation window. <i>The Propose New Time dialog box opens.</i>	Click <b>Propose New Time</b>
3. Select a new time. <i>The red and green bars in the calendar box move to select the next available time slot and the new times appear in the <b>Meeting start time</b> and <b>Meeting end time</b> boxes.</i>	Click the <b>AutoPick Next</b> button

<b>Steps</b>	<b>Practice Data</b>
4. Select the <b>Propose Time</b> button. <i>The Propose New Time dialog box closes, and a new Message window opens with the list of recipients in the <b>To</b> box.</i>	Click <b>Propose Time</b>
5. Select the <b>Send</b> button. <i>The Message window closes, and the message with the proposed new time is sent.</i>	Click <b>Send</b>

## 11.7 UPDATING A MEETING

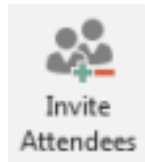

### Concepts

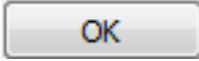

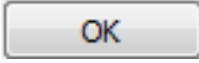
When you update a meeting, you can change the attendees, time, location, and resources for any meeting that you have organised. You cannot change information for meetings that you do not organise.

You can change the status of a meeting to recurring; or, if a meeting attendee calls to decline a meeting invitation instead of responding via e-mail, you can also update the meeting and change the attendee's status to declined.

### Steps

Update a meeting.

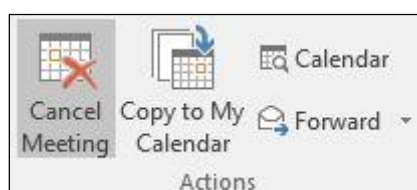
<b>Steps</b>	<b>Practice Data</b>
1. Select the <b>Add or Remove Attendees</b> command from the <b>Attendees</b> group. <i>The Select Attendees and Resources dialog box opens.</i>	 Click <b>Invite Attendees</b> then <b>Add or Remove Attendees...</b>
2. Select a name from the <b>Name</b> list box. <i>A name is selected.</i>	Scroll as necessary and click the appropriate name from the <b>Name</b> list box
3. Select <b>Required</b> or <b>Optional</b> . <i>The name is added to the <b>Required</b> or <b>Optional</b> list box.</i>	Click <b>Optional</b> 

<b>Steps</b>	<b>Practice Data</b>
4. Select the <b>OK</b> button. <i>The Select Attendees and Resources dialog box closes.</i>	Click 
5. Select the <b>Send Update</b> button. <i>The Send Update to Attendees warning box opens, prompting you to designate who should receive the message.</i>	Click  <b>Send Update</b>
6. Select the desired option. <i>The appropriate option is selected.</i>	Click <input type="radio"/> <b>Send updates only to added or deleted attendees.</b> , if necessary
7. Select the <b>OK</b> button. <i>The Send Update to Attendees warning box and the Message window close and an update is sent to the appropriate attendees.</i>	Click 

## 11.8 CANCELLING A MEETING

### Concepts


You can cancel a scheduled meeting. When you cancel a meeting that you have already created, and to which you have sent invitations, you should always send cancellation notices to the meeting attendees.



### Steps

Cancel a meeting.

<b>Steps</b>	<b>Practice Data</b>
1. Select the meeting you want to delete. <i>The meeting is selected.</i>	Click the meeting

<b>Steps</b>	<b>Practice Data</b>
2. Click the <b>Cancel Meeting</b> from the <b>Meeting</b> tab. <i>A Microsoft Outlook warning box opens, asking if you want to send a notification for the cancelled meeting.</i>	Click <b>Cancel Meeting</b>
3. Select the desired notification option. <i>The appropriate notification option is selected.</i>	Click  <b>Send Cancellation</b>

---

## 11.9 REVIEW EXERCISE

1. Complete the definition: “\_\_\_\_\_ are activities that do not involve notifying other people or scheduling resources.”
  - a. Meeting
  - b. Appointments
  - c. E-mail
  - d. Tasks
  
2. Having accepted a meeting invitation, Outlook automatically adds it to your schedule.
  - a. True
  - b. False
  
3. List four items you can change when you are updating a meeting:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. What must you do if you cancel a meeting in which you have invited other people to?

## ECDL Syllabus

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.	1.1 <i>Understand the Internet</i> 1.3 <i>Web Browsing Concepts</i>	2.1.3	Stop a web page downloading.	2.2 <i>Navigation Buttons</i>
1.1.2	Understand the structure of a web address.	1.4 <i>Understand the Structure of a Web Address</i>	2.1.4	Activate a hyperlink.	1.3 <i>Web Browsing Concepts</i>
1.1.2	Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).	1.4 <i>Understand the Structure of a Web Address</i>	2.1.5	Open a web page in a new tab.	2.3 <i>New Tabs</i>
1.1.3	Define the term web browser. Identify common web browsers.	1.5 <i>Browsing</i>	2.1.6	Open, close tabs, windows.	2.4 <i>Tabbed Browsing</i>
1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication.	1.5 <i>Browsing</i>	2.1.6	Switch between tabs, windows.	2.4 <i>Tabbed Browsing</i>
1.2.1	Recognise ways to protect yourself when online.	5.4 <i>Security and Safety</i>	2.1.7	Navigate between pages: backwards, forwards, home page.	2.2 <i>Navigation Buttons</i>
1.2.2	Define the term encryption.	5.5 <i>Encryption</i>	2.1.8	Show previously visited URLs using history.	2.10 <i>Browsing History</i>
1.2.3	Identify a secure website: https, lock symbol.	5.6 <i>Secure Websites</i>	2.1.9	Complete, submit, reset a web-based form.	4.4 <i>Complete, Submit, Reset a Web Based Form</i>
1.2.4	Define the term digital certificate.	5.6 <i>Secure Websites</i>	2.1.10	Use a web tool to translate a web page, text.	4.5 <i>Use a Web Tool to Translate a Web Page, Text</i>
1.2.5	Recognise options for controlling internet use like: supervision, web browsing restrictions, download restrictions.	5.7 <i>Controlling Internet Use</i>	2.2.1	Set the web browser home page.	5.1 <i>Home Page Settings</i>
2.1.1	Open a web browsing application.	1.5 <i>Browsing</i>	2.2.2	Understand the term pop-up.	5.2 <i>Blocking Pop-Ups</i>
2.1.1	Close a web browsing application.	1.5 <i>Browsing</i>	2.2.2	Allow, block pop-ups.	5.2 <i>Blocking Pop-Ups</i>
2.1.2	Enter a URL in the address bar and go to the URL.	2.1 <i>The Address Bar</i>	2.2.3	Understand the term cookie.	5.3 <i>Cookies</i>
2.1.3	Refresh a web page.	2.2 <i>Navigation Buttons</i>	2.2.4	Use available help functions.	1.6 <i>Use Available Help Functions</i>
			2.2.5	Display, hide built-in toolbars.	1.7 <i>Display, Hide Built-in Toolbars. Restore, Minimise the Ribbon</i>
			2.2.6	Delete history, temporary internet files, saved form data.	2.10 <i>Browsing History</i>



Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
2.3.1	Add a bookmark / favourite.	2.5 <i>Bookmarks</i>	3.1.2	Carry out a search using a keyword, phrase.	3.2 <i>Advanced Search</i>
2.3.1	Delete a bookmark/favourite.	2.6 <i>Deleting a Bookmark</i>	3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type.	3.2 <i>Advanced Search</i>
2.3.2	Show bookmarks/favourites.	2.7 <i>Show Bookmarks / Favourites</i>	3.1.4	Search a web-based encyclopaedia.	3.3 <i>Search a Web-Based Encyclopaedia, Dictionary</i>
2.3.3	Create a bookmarks/favourites folder.	2.8 <i>Create a Bookmark Folder</i>	3.1.4	Search a web-based dictionary.	3.3 <i>Search a Web-Based Encyclopaedia, Dictionary</i>
2.3.3	Delete a bookmarks/favourites folder.	2.9 <i>Deleting a Bookmark Folder</i>	3.2.1	Understand the importance of critically evaluating online information.	3.4 <i>Critical Evaluation</i>
2.3.3	Add web pages to a bookmarks/favourites folder.	2.8 <i>Create a Bookmark Folder</i>	3.2.1	Understand the purpose of different sites like: information, entertainment, opinion, sales.	1.5 <i>Browsing</i>
2.4.1	Download files to a location.	4.1 <i>Downloading Files</i>	3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content.	3.4 <i>Critical Evaluation</i>
2.4.1	Save files to a location.	4.1 <i>Downloading Files</i>	3.2.3	Recognise the appropriateness of online information for a particular audience.	3.4 <i>Critical Evaluation</i>
2.4.2	Copy text, image to another location like: document, e-mail.	4.2 <i>Copy Text, Image, URL to Another Location like: Document, E-mail</i>	3.3.1	Define the terms copyright, intellectual property.	5.8 <i>Copyright and Intellectual Property</i>
2.4.2	Copy URL from a web page to another location like: document, e-mail.	4.2 <i>Copy Text, Image, URL to Another Location like: Document, E-mail</i>	3.3.1	Recognise the need to acknowledge sources and/or seek permission as appropriate.	5.8 <i>Copyright and Intellectual Property</i>
2.4.3	Preview, selection from a web page using available printing options.	4.3 <i>Preview, Print A Web Page, Selection From A Web Page Using Available Printing Options</i>	3.3.2	Recognise the main data protection rights and obligations in your country.	5.9 <i>Data Protection</i>
2.4.3	Print a web page, selection from a web page using available printing options.	4.3 <i>Preview, Print A Web Page, Selection From A Web Page Using Available Printing Options</i>	4.1.1	Understand the concept of an online (virtual) community.	6.2 <i>Online Communities</i>
3.1.1	Define the term search engine and name some common search engines.	3.1 <i>Search Engines</i>	4.1.1	Identify examples like: social networking websites, internet forums, web conferencing, chat, online computer games.	6.2 <i>Online Communities</i>

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
4.1.2	Outline ways that users can publish and share content online.	6.3 <i>Publish and Share Online Content</i>	5.1.2	Outline the main purpose of standard e-mail folders.	8.6 <i>Using the Folder Pane</i>
4.1.3	Recognise ways to protect yourself when using online communities.	6.5 <i>Privacy and Security</i>	5.1.3	Create an e-mail.	8.7 <i>Create an E-mail</i>
4.2.1	Define the term Instant Messaging (IM).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses, distribution list in the To field.	8.7 <i>Create an E-mail</i>
4.2.2	Define the terms short message service (SMS), multimedia message services (MMS).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses distribution list in the Copy (Cc) field.	8.7 <i>Create an E-mail</i>
4.2.3	Define the term Voice over Internet Protocol (VoIP).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.	8.7 <i>Create an E-mail</i>
4.2.4	Recognise good practice when using electronic communication.	6.4 <i>Good Online Communication Practice</i>	5.1.5	Enter an appropriate title in the subject field.	8.7 <i>Create an E-mail</i>
4.3.1	Define the term e-mail and outline its main uses.	7.1 <i>What is E-mail</i>	5.1.5	Enter text into the body of an e-mail.	8.7 <i>Create an E-mail</i>
4.3.2	Identify the structure of an e-mail address.	7.2 <i>E-mail Address and E-mail Structure</i>	5.1.5	Paste text into the body of an e-mail.	8.7 <i>Create an E-mail</i>
4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions.	7.3 <i>E-Mail Attachments</i>	5.1.5	Spell check an e-mail.	8.7 <i>Create an E-mail</i>
4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.	7.2 <i>E-mail Address and E-mail Structure</i>	5.1.6	Add a file attachment.	9.1 <i>Attaching a File to a Message</i>
4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.	7.4 <i>Fraudulent and Unsolicited E-mail</i>	5.1.6	Remove a file attachment.	9.1 <i>Attaching a File to a Message</i>
4.3.6	Define the term phishing.	7.5 <i>Phishing E-mails</i>	5.1.7	Send an e-mail with, without priority.	8.7 <i>Create an E-mail</i>
5.1.1	Access an e-mail account.	8.1 <i>Access and E-mail Account</i>	5.2.1	Open an e-mail.	8.9 <i>Opening an E-mail Message</i>
			5.2.1	Close an e-mail.	8.9 <i>Opening an E-mail Message</i>
			5.2.2	Use the reply, reply to all function.	8.10 <i>Replying to a Message</i>
			5.2.2	Identify when the reply, reply to all function should be used.	8.10 <i>Replying to a Message</i>
			5.2.3	Forward an e-mail.	8.11 <i>Forwarding a Message</i>

Ref	ECDL Task Item	Location	Ref	ECDL Task Item	Location
5.2.4	Open, save a file attachment to a location.	9.2 <i>Opening an Attachment</i> 9.3 <i>Saving a File Attachment</i>	5.3.6	Update a contact, distribution list / mailing list.	9.8 <i>Using a Contact Group to create message</i>
5.2.5	Preview a message using available printing options.	8.14 <i>Printing from the Message Window</i>	5.4.1	Add, remove message inbox headings like: sender, subject, date received.	10.3 <i>Working with Custom Views</i>
5.2.5	Print a message using available printing options.	8.14 <i>Printing from the Message Window</i>	5.4.2	Search for an e-mail by sender, subject.	10.4 <i>Using Search</i>
5.3.1	Use available help functions.	8.5 <i>Using Microsoft Outlook Help</i>	5.4.2	Search for an e-mail by e-mail content.	10.4 <i>Using Search</i>
5.3.2	Restore, minimise the ribbon.	10.3 <i>Working with Custom Views</i>	5.4.3	Sort e-mails by name, by date, by size.	10.2 <i>Sorting Messages</i>
5.3.3	Create a text e-mail signature.	9.4 <i>Creating a Signature</i>	5.4.4	Create an e-mail folder/label.	10.5 <i>Creating a New Folder</i>
5.3.3	Insert a text e-mail signature.	9.5 <i>Inserting a Signature</i>	5.4.4	Delete an e-mail folder/label.	10.7 <i>Deleting a Folder</i>
5.3.4	Turn on, turn off an automatic out of office reply.	9.6 <i>Using the Out of Office</i>	5.4.4	Move e-mails to an e-mail folder/label.	10.6 <i>Moving a Message to a Different Folder</i>
5.3.5	Recognise e-mail status as read, unread. Flag, unflag an e-mail.	8.12 <i>Changing the Read Status of a Message</i> 8.13 <i>Flagging a Message</i>	5.4.5	Delete an e-mail.	10.8 <i>Deleting a Message</i>
5.3.5	Mark an e-mail as read, unread.	8.12 <i>Changing the Read Status of a Message</i>	5.4.5	Restore a deleted e-mail.	10.10 <i>Recovering Deleted Items</i>
5.3.5	Flag an e-mail.	8.13 <i>Flagging a Message</i>	5.4.6	Empty the e-mail bin/deleted items/trash folder.	10.9 <i>Emptying the Deleted Items Folder</i>
5.3.5	Unflag an e-mail.	8.13 <i>Flagging a Message</i>	5.4.7	Move a message to a junk folder.	10.11 <i>Using the Junk E-mail Folder</i>
5.3.6	Create, delete, update a contact, distribution list/ mailing list.	9.7 <i>Creating a Contact Group</i>	5.4.7	Remove a message from a junk folder.	10.11 <i>Using the Junk E-mail Folder</i>
5.3.6	Create a distribution list / mailing list.	9.7 <i>Creating a Contact Group</i>	5.5.1	Create a meeting in a calendar.	11.3 <i>Scheduling a New Appointment</i>
5.3.6	Delete a contact, distribution list / mailing list.	9.9 <i>Deleting a Contact</i>	5.5.1	Cancel a meeting in a calendar.	11.8 <i>Cancelling a Meeting</i>
			5.5.1	Update a meeting in a calendar.	11.7 <i>Update a Meeting</i>
			5.5.2	Add invitees, resources to a meeting in a calendar.	11.4 <i>Scheduling a Resource for a Meeting</i>

Ref	ECDL Task Item	Location
5.5.2	Remove invitees, resources from a meeting in a calendar.	<i>11.4 Scheduling a Resource for a Meeting</i>

Congratulations! You have reached the end of the ECDL Online Essentials book.

You have learned about the key skills relating to key online activities, including:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, and web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

Having reached this stage of your learning, you should now be ready to undertake ECDL certification testing. For further information on taking this test, please contact your ECDL test centre.

