

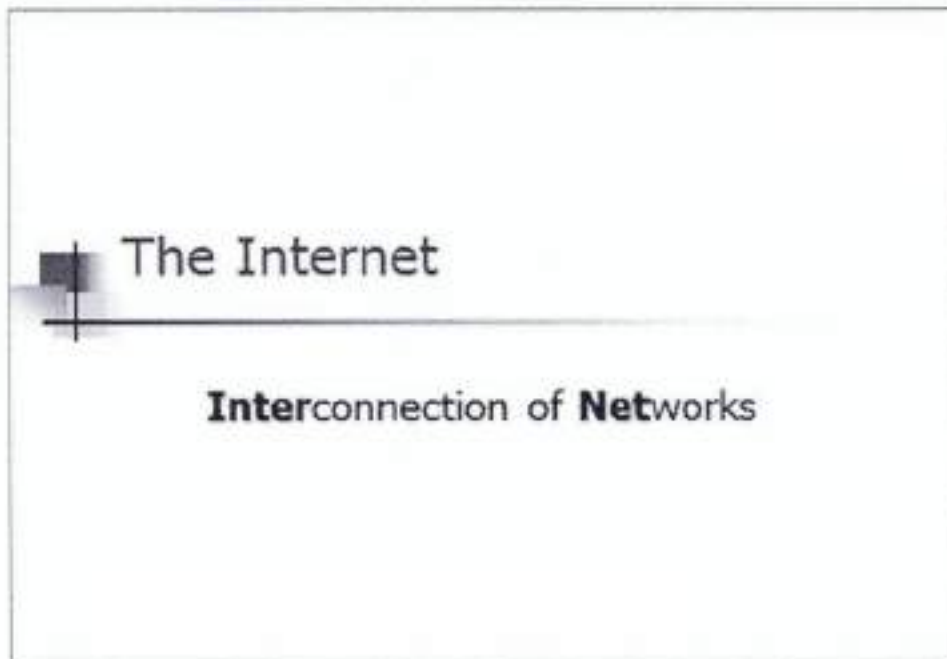
Module 7

Web Browsing and Communication

Example 1 - The Internet - Concepts, Terms and Security

This Example will give you an understanding of the Internet, by introducing you to the concepts and terms associated with its use. You will also learn about the security considerations to be observed when using the Internet, to ensure that you are not at risk from any of the Internet threats that exist.

The Internet



There is a PowerPoint presentation in the Module 7 folder of your exercise files, to accompany this module. The slides are also reproduced in this workbook.

In PowerPoint you can use the following methods to move between the slides:

Either

- *Click once on the left mouse button*


Or

- *Press the [Enter] key on the keyboard*

Or


- *Use the [Page Down] key*
 - *To move to the next slide*
- *Use the [Page Up] key*

Understand what the Internet is



What is the Internet?

- Military satellite-based communications system in 1969
- Joined by
 - The government
 - The universities
- **Interconnection of Networks**



In the beginning...

In the days of land-based communications, if a communications station was "knocked out", messages would not get through. When the United States military took advantage of satellite communication, it was realised that, once sent, messages would reroute themselves to their destination. (This still happens today). The military identified themselves by the suffix, ".mil".

In the 1970s both the United States government and the universities had networks of computers in different locations and wanted to share information. They identified themselves with ".gov" and ".edu" respectively - their "**interconnection of networks**" became abbreviated to "**Internet**".


In the UK, universities are identified as ".ac.uk" (short for academic) and schools are identified by "schoolname.area.sch.uk".

- What dot extension identifies your country?
- What are the naming conventions for your universities and schools?

For a full list of Internet country codes go to:


www.iana.org/root-whois/index.html

Understand what the World Wide Web (WWW) is



World Wide Web

- The Internet is the hardware infrastructure
- The WWW is a way of accessing the infrastructure through:
 - Web pages
 - Web sites




The Internet is the hardware infrastructure and connectivity necessary to make an interconnection of networks (Internet).

The World Wide Web allows applications to communicate over the Internet using HTML (Hypertext Markup Language). The Web enables most users to access the vast resource of information that is available over the Internet.

The World Wide Web was created in 1989 by Sir Tim Berners-Lee, working for the European Organisation for Nuclear Research (CERN) in Geneva. He has continued to play an active role in guiding the development of Web standards


Think of a computer without any software – for most of us that would be the Internet without the WWW.

Define and understand Internet terms



Internet terms

- ISP
 - Internet Service Provider
- URL
 - Uniform Resource Locator



Internet Service Provider (ISP)

In the 1980s, as personal computers were introduced, some commercial companies offered a third party connection to the Internet (such as AOL.com). These companies are now known as **Internet Service Providers** (ISPs), and enable individuals to connect to the Internet.

Uniform Resource Locator (URL)

There is a vast array of computers connected to the Internet and using the information on the World Wide Web.

All the information that is contained on the Web is held within web sites. Each web site has a unique Internet address, for easy identification. These addresses are known as **Uniform Resource Locators** (URLs). To navigate to a web site, you can enter its URL into your Internet browser.

Hyperlink

A Hyperlink is a link from a hypertext file to another location or file – activated by clicking on a highlighted word or icon at a particular location on the screen.

Understand the make-up and structure of web addresses



Understand Web addresses

- Prefix
 - **http://www.ecdl.com**
- Domain name
 - **http://www.ecdl.com**
- Dot extension
 - **http://www.ecdl.com**
- Page names
 - **http://www.ecdl.com/main**



- Web addresses are prefixed by:
 - **http://** (HyperText Transfer Protocol – a set of rules governing the format and transmission of data)
 - and
 - **www.** (World Wide Web)

for example: **http://www.ecdl.com**

- The address is then followed by the “domain name”
 - **http://www.ECDL.com**
- The address is completed by a “dot extension” or “Top Level domain”
 - **http://www.ECDL.com**
- Pages within the domain are separated by a forward slash
 - **http://www.ECDL.com/main**

To find out more about the Domain Name System go to
www.internic.net/faqs/authoritative-dns.html

Understand what a web browser is



What is a web browser?

- Your window to the Web
 - Lets you view web pages
- Browsers
 - Internet Explorer
 - Mozilla Firefox



Getting started


Your Internet Service Provider (ISP) will allocate you a unique identification, or “user name”, which should be protected with a password. They should supply you with software that enables you to contact their remote server (usually via your phone line), identify you and connect you to the Internet.

What is a web browser?

A web browser is your window onto the Internet. It is a program that allows you to read material that is published onto the World Wide Web.


One of the most popular browser programmes (or “applications”) is Microsoft Internet Explorer. Other popular browsers are Mozilla Firefox and Google Chrome.

Know what a search engine is



What is a search engine?

- Database
 - Indexed
 - Categories
- Meta search engines



There is a vast amount of information available on the Internet. A search engine can help you to locate the information you are looking for.

A search engine is a program which indexes and searches collections, or “databases”, of information about material published on the Web.


This information is “indexed” and put into “categories”. Just like opening a business telephone directory; you search a particular trade category, to find the company you want – listed alphabetically.

Not all search engines hold details about all web pages.

Search engines tend to specialise in certain areas.


Some “Meta Search Engines” search more than one database.

Keeping in touch



Keeping in touch

- Really Simple Syndication (RSS)
 - Syndicated web feed
- Podcast
 - Downloaded or streamed web content



Using the Internet, it is possible to receive frequently updated content from web pages that contain information that is of interest to you.

Many news sites (and now schools) operate 'web feeds' (or 'syndicated' feeds) via a link on their website. Interested users subscribe to the feed, and are given access to the link on their computer. Subscribers will then be notified whenever new content is available on the site.

Understand the term Really Simple Syndication (RSS)

RSS is a form of syndicated feed which downloads new content to subscribers' computers as it becomes available. Either the full content, or a summary of the content that can be accessed on the web site, will be downloaded.

Subscribing to an RSS feed enables users to keep up-to-date with content of interest to them, without having to constantly check web sites themselves.


Understand the term Podcast

Podcasts are another form of syndicated feed, by which digital media files are automatically downloaded to subscribers' computers.

Many podcasts are downloaded directly to the software program in which they will be played. The most popular to-date has been Apple's iTunes; however there are many alternatives available. Other podcasts can be downloaded directly as an audio file. Podcast files can be played on computers, using a media player, and on portable media players. With appropriate software, podcasts can be automatically transferred to a portable media player after they have been downloaded.


Podcasts are becoming more and more popular for recording conference speeches, performances and debates. Within schools, teachers are recording lessons and assignments and curriculum information. One of the great advantages of subscribing to a podcast is that it enables the information contained within the podcast to be available to subscribers at any time. Consequently, for example, if a student cannot attend school, they can access the information they have missed via the podcast at a time that suits them.

Security considerations



Security considerations

- How do you identify secure web sites?
 - HTTPS
 - The lock symbol
- What is a digital certificate?
- What is encryption?



Just as you wouldn't walk straight into a strange house, use the same common sense on the Internet.

Know how to identify a secure web site

There are some things you can look for, when accessing web sites, that will help you to ensure that the site is secure.

HTTPS

HTTP is the communications protocol used by many sites to transfer information across the internet. In order to ensure additional security where payment over the Internet is required, many sites now use HTTPS (Hypertext Transfer Protocol over Secure Socket layer). HTTPS gives an additional layer of encryption and authentication in the transfer of information via HTTP. For your own security, look for HTTPS in the URL of any site you are using to make payments over the Internet.

The lock symbol

Just as you wouldn't give a complete stranger your home address and credit card details, look out for the things that will protect you from fraud when you make purchases from a web site.

When making a purchase online, you are required to give two sets of personal details – your delivery information and your credit card information. Both sets of information should be handled by different parties – for their own protection as well as yours. Look for the padlock or the key symbol in your browser window – this guarantees the security of the information.

Understand the term encryption

When you send information across the Internet, your details should be "encrypted" by the web site you are using. This means that the information is encoded before it is sent and decoded with a secret key when it is received.

Know what a digital certificate for a web site is

A digital certificate is used in conjunction with encryption to identify you. Digital certificates are issued by a third party and are included in the transmission of an encrypted message to prove that the sender is the person he or she claims to be.

Know about security threats from web sites



Security threats

- Spyware
- Malware
 - Viruses
 - Worms
 - Trojan horses



It is important to be aware of security threats, such as spyware and malware, which could harm your computer. These threats can enter your computer from web pages visited, from email attachments, or from files downloaded from the Internet.

Spyware

Spyware is software that gathers information about you from your computer. Usually when people talk about spyware, they are referring to programs that install themselves on your computer without your knowledge, in order to collect and transmit personal information about you for malicious purposes. This can include information such as usernames and passwords you have typed in online.

There are many programs available that will search for and remove spyware from your computer on an ongoing basis. As with anti-virus software, it is important to keep spyware programs up-to-date, in order that they can recognise the latest spyware threats.

Protection against threats



Protection against threats

- Updated anti-virus software
- Firewall
- Secure networks
 - User names
 - Passwords



Understand that regularly updated anti-virus protection helps to protect the computer against security threats

Just as you wouldn't open your own home to complete strangers, be aware that downloading a file straight from the Internet to your own computer, or opening an e-mail attachment from an unknown source, brings with it the risk of malware infection.

Anti-virus software will help protect your computer from these security threats – but remember that it needs to be regularly updated in order to be effective! New threats are made all the time, and anti-virus software manufacturers constantly update their web sites with 'cures' for the latest threats. Each time you update your anti-virus software, you add these latest cures to your computer.

Understand that a firewall helps to protect the computer against intrusion

Firewalls are computer programs that stand between you (or your organisation or school) and the web, to prevent unwanted intruders (or “hackers”). You should ensure that you have a firewall installed and active on your computer.

Know that networks should be secured by user names and passwords

Many networks and web sites require you to register with them before you can view the network or site, using your own unique user name and password. This secures your information on the network, preventing other users from accessing it.

This should always be the case when the content is particularly valuable, or it might be that the web site is only for adult viewers.

Online risks and security



Online risks and security

- What are the risks associated with online activity?
- What parental control options are there?



It is obviously very important to be aware of security considerations when using the Internet, both at home and at school.

Identify some risks associated with online activity

Some of the risks associated with online activity that should be addressed are:

- Unintentional disclosure of personal information
- Bullying or harassment
- Targeting of users by predators
- Advertising
- Illegal downloads

Identify parental control options

When young people are using the Internet, it is important that parents and guardians implement restrictions and controls for their safety, such as:

- Supervision – this will help avoid many of the risks
- Web browsing restrictions
- Computer games restrictions
- Computer usage time limits

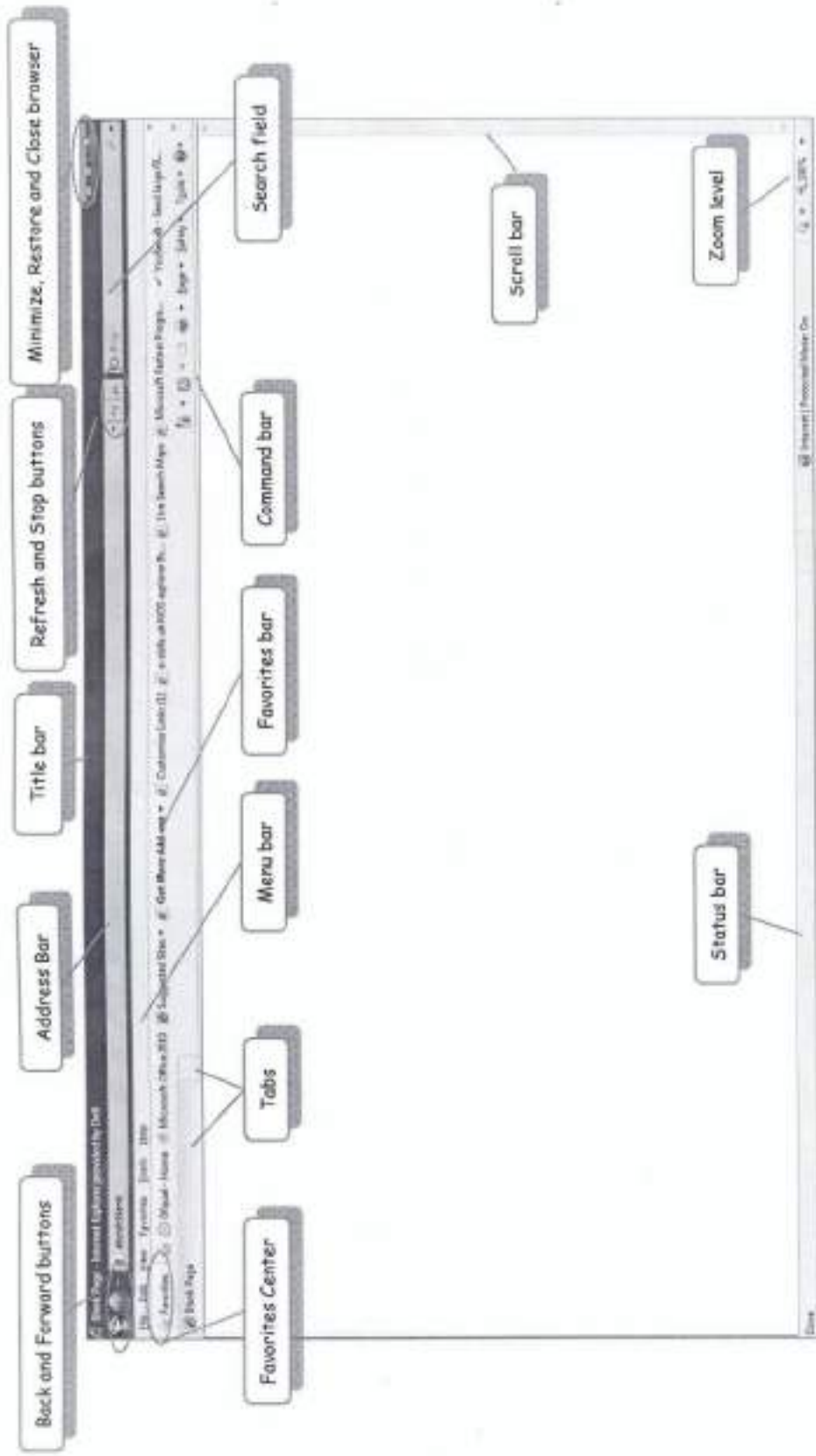
Many restrictions and controls can be set and managed within the Internet Options for your web browser.

Example 2 – The Internet – Using the Browser

This Example will cover the basic techniques needed to use your Internet browser. You will learn how to open web pages, and to navigate successfully through them.

You will then cover some of the tasks you can carry out to make your browser work more efficiently for you. You will learn how to work with bookmarks, in order to save the URLs of your favourite web pages, so that you can easily navigate back to them in the future. You will also learn how to adjust your browser settings; to set your Home page, delete information you no longer need to keep, and decide whether to allow or block pop-ups and cookies within your browser.

Finally, you will learn how to use the help functions available within Microsoft Internet Explorer.



The Internet Explorer Screen

Screen layout

This section gives an overview of the browser screen elements, shown on the previous page. Detailed explanations about these elements will be given, where relevant, throughout the Examples within this Module.

Title Bar

Identifies the application and the name of your current web site.

Address Bar

Contains the Uniform Resource Locator (URL) of the web page you are viewing.

Menu bar

Pull-down menus list the commands and options available.

Favorites Bar

Links to frequently used web pages can be added here.

Command bar

Provides buttons for the most frequently used options. The Command bar can be customised, to display the button you wish to use most often. Other toolbars may be available.

Tab

The Internet Explorer window opens with 2 Tabs – one containing your Home page, and the second containing a blank page. These Tabs enable you to open multiple web pages within one Internet Explorer window, and to move easily between these pages by clicking the appropriate Tab. Each time you open a new Tab, an additional, blank Tab is added to the right of the new Tab.

Scroll Bars

There are potentially two scroll bars shown on screen, depending on the size of the web page in relation to the size of the Browser screen - a horizontal one just above the Status Bar and a vertical one down the right margin. Scroll bars are used for moving through the web page.

Status Bar

The area at the bottom of the Browser Screen gives details of Browser activities and Internet connection. It also provides details on the background activities of the web page such as document printing and a web site loading indicator.

Zoom level

To adjust page magnification on screen.

Pointer

The pointer changes according to where you move it on the web page

- Move the pointer over text
 - The pointer will be an I-bar
- Move the pointer over a hyperlink
 - The pointer will be a hand
- Move the pointer over other parts of the window
 - The pointer will be an arrow

Exercise 1 Open a web browsing application

- From the Task Bar at the bottom of the screen, click the [Start] button
- Select [All Programs]

Either

- Select [Internet Explorer]

Or

- Select your browser software name
 - Your computer starts the procedure to connect to the Internet
 - A new web browser application window opens
 - Your 'home' web page will open in the browser window
 - your home page will be explained later in this Example

Exercise 2 Enter a URL in the address bar and go to the URL

When your browser window opens, it displays a web page known as your "Home Page". It is possible to amend your home page – this will be covered later in this Module.

As you learnt in Example 1, the URL is the web address for a web page. This Exercise will enter a specific URL, for you to view this web page within your browser.

- Click into the Internet Address Bar near the top of the Browser window
 - To select the current web address
 - To be able to insert a new web address
- Type "www.bbc.co.uk/schools"
- Press [Enter] on the keyboard
 - To go to that web address
 - To display that web page



You may like to know:

This is a useful UK site for learning resources for home and school across all ages from pre-school to 16+.

Substitute your own localised web address of similar resources.

Exercise 3 Basic browsing and navigation

Once the web page you wish to view has been loaded, there are some basic browsing features that you will need to use, in order to successfully and effectively navigate through your web pages.

Activate a hyperlink

- Move the pointer around the page (without clicking) and note how the pointer changes to a hand when you position it over some of the **text**
 - This text link is known as a "hyperlink"
 - Clicking the hyperlink will take you to another place in this page, a different page within this web site, or another web site

- Move the pointer around the page (without clicking) and note how the pointer changes to a hand when you position it over some of the **graphics**
 - This image link is known as a "hotspot" and will take you to another place in this page, a different page within this site, or another site

- Click a hyperlink or hotspot
 - To follow a link that interests you

- Click a second link or hotspot
 - To follow this link

Navigate backwards and forwards between web pages

- Click the [Back] button to the left of the Address Bar
 - To return to the previous web page you viewed
 - Because you are currently in the middle of several links in your Internet journey, both the [Back] and the [Forward] buttons are enabled
- Click the [Forward] button to the left of the Address Bar
 - To return to the page you have just left

Navigate to the Home page

Sometimes your Internet journey has many diversions along the way. This is known as "surfing the 'Net".



- If you get lost and want to start again from your browser Home page, click the [Home] button on the Command bar.

Stop a web page from downloading

- If you change your mind as the Browser is loading a web site, click the [Stop] button to the right of the Address Bar
 - To stop the page from downloading

Refresh a web page

- If the page looks as if it is having difficulty loading or that not all of the content has come in, click the [Refresh] button to the right of the Address Bar
 - To load the page again

Set the web browser Home page

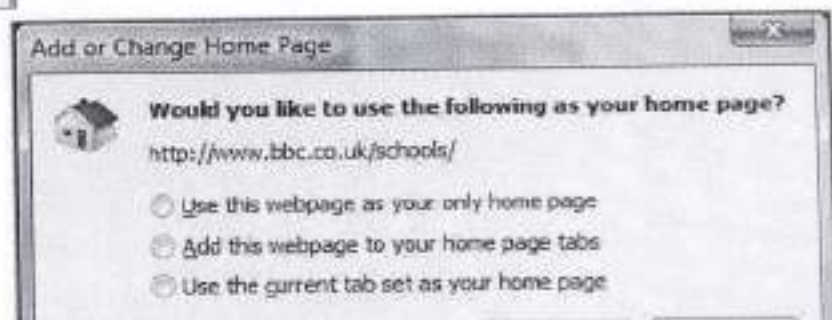
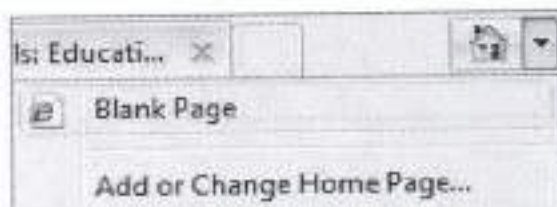
Earlier in this Example, you learnt how to navigate to your Home page. This Exercise will show you how change your Home page to a web site that is of interest to you.

Either

- In the Address bar, type www.bbc.co.uk/schools and press [Enter]

Or

- Type the URL of another web page that interests you
 - To navigate to this web page
 - To view this web page on screen
- From the Command bar, click the drop down arrow to the right of the [Home] button
 - To view the drop down menu of Home Page options
- Select [Add or Change Home Page...] from the drop down list
 - To open the Add or Change Home Page dialog box
- Select [Use this webpage as your only home page]
 - To make this your home page
 - To remove any existing home page tabs
- Click [Yes]
- To confirm that you wish to set your current web page as your Home page



You may like to know:

It is possible to have more than one tab set to open within your Home page. In this case, when you open your browser, each of your Home pages will open in a separate tab within the browser window.

To set multiple Home pages, select one of the following options from the Add or Change Home Page dialog box:

- *Select [Add this webpage to your home page tabs]*
 - *To set the current web page as a home page tab in addition to any existing home page tabs*
- *Select [Use the current tab set as your home page]*
 - *To replace any existing home page tabs with all the currently open tabs*

Display previously visited URLs

You have visited several pages during this Exercise.

Your browser automatically logs the web pages you have visited in a "History" list. This list can be very useful for displaying previously visited sites. The list can also be erased.

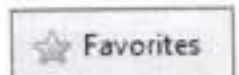
There are two ways of displaying your previously visited URLs – using the browser address bar, and using the History list.

Address Bar

- Click the small drop down arrow to the right of the Address Bar
 - To see a list of recently visited web pages
 - To read the URLs of recently visited web pages
- Select a URL from the list
 - To view that web page

History list

- Click the [Favorites] button at the left of the Favorites Bar
 - To open the Favorites Center
- Select the [History] tab
 - To view dates for your history list
- Click on a date
 - To see sites visited on that date
- Click on a yellow web address folder from the list
 - To open that folder
 - To see the pages visited within that site
- Click on a web page address
 - To open that page





You may like to know:

If you click the drop down arrow to the right of the [View by] button on the History page, there are options to sort the History list by date, site, most visited and order visited today. You can also Search the History for specific content.



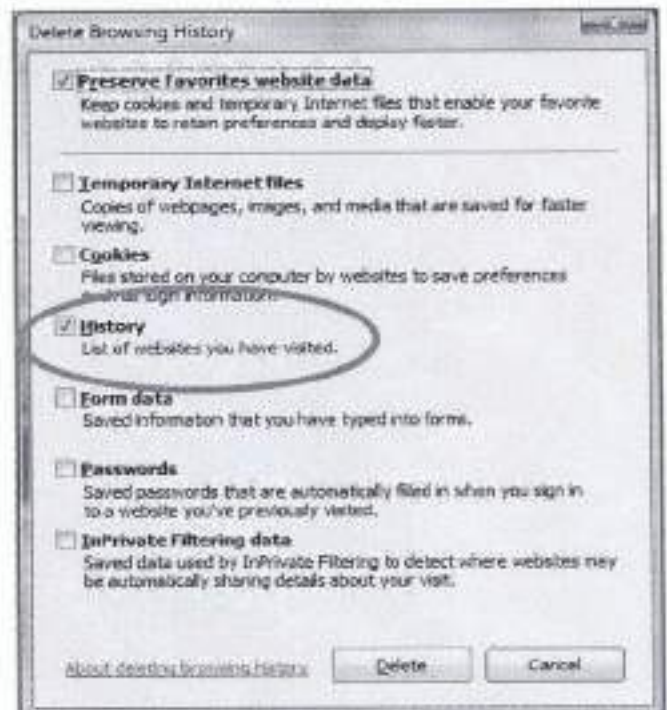
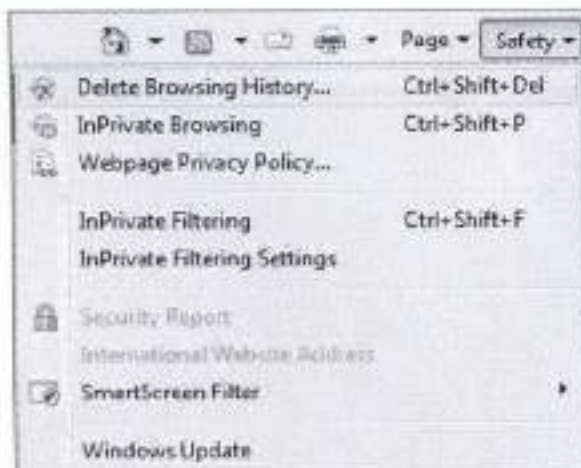
You may like to know:

When you next open the Favorites Center by clicking the [Favorites] button, the History List will still be displayed. Click the [Favorites] tab, to return to the Favorites list.

Delete part, all browsing history

This will teach you how to delete the history list from your browser.

- From the Command bar, select [Safety] [Delete Browsing History...]
 - The Delete Browsing History dialog box opens
- Ensure that there is a tick in the [History] field
- If there are ticks in the [Temporary Internet Files] and [Cookies] sections, click each field in turn
 - To remove the ticks
 - To ensure these files are not deleted
- Click [Delete]
 - To delete the list of websites you have visited



Delete part of the history list

To erase a specific site from the History list, select it in the History list within the Favorites Center, then press the [Delete] key on the keyboard.

Display a web page in a new window, tab

It is sometimes useful to open a web page in a new window or tab, rather than replacing the web page in your current window. It is then possible to switch between the open pages whilst you are working.

New window

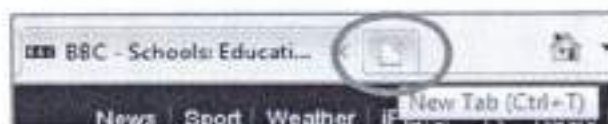
- From the Command bar, select [Page] [New Window]
 - To open a new browser window, containing a copy of your current web page
- In the Address Bar, type the URL of a web page you wish to visit
 - To view this web page in the new window
 - To leave your original window unchanged

To move between your browser windows:

- Select the window you wish to view from the Task bar at the bottom of the Desktop

New tab

- Click the [New Tab] tab button to the right of the existing tabs
 - To open a new browser tab, containing a blank page
- In the Address Bar, type the URL of a web page you wish to visit
 - To view this web page in the new tab
 - To leave your original tab unchanged



To open a link from a webpage in a new tab:

- Press the [Ctrl] key as you click the link

To move between your tabbed pages:

- Click the appropriate tab in your browser window

Exercise 4 Bookmarks

When you find web pages that interest you, you can bookmark them, by adding them to your Favorites Bar or Favorites Center. This enables you to quickly and easily find and open them again in the future.

Bookmark a web page

- Navigate to a web page that interests you

Add to Favorites Bar

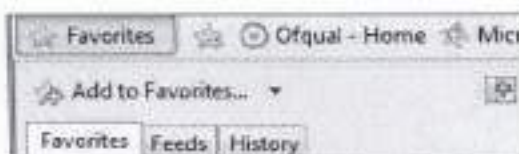
Web pages that you re-open frequently are best added to the Favorites Bar.

- On the Favorites Bar, click the [Add to Favorites Bar] button
 - To add the current web page to the Favorites Bar



Add to Favorites Center

- In the Favorites Center, click the [Add to Favorites...] button
 - To view the Add a Favorite dialog box
- Click the [Add] button
 - To add the current web page to the Favorites list in the Favorites Centre



You may like to know:

You can add all the currently displayed tabs to a new folder in the Favorites Center by clicking the drop down arrow to the right of the [Add to Favorites...] button and selecting [Add current tabs to Favorites...].

In the Add Tabs to Favorites dialog box, type a name for the folder and click [OK] to create the folder in the Favorites Center.



Delete a bookmark

You can delete favourites from the Favorites Bar and the Favorites Center.

Delete from Favorites Bar

- Right mouse over the entry in the Favorites Bar and select [Delete]
 - To view the Delete File message
- Click [Yes]
 - To delete the entry from the Favorites Bar



Delete from Favorites Center

- On the Favorites Bar, click the [Favorites] button
- If necessary, select the [Favorites] tab
- In the Favorites Center, right click over the entry and select [Delete]
 - To view the Delete File message
- Click [Yes]
 - To delete the web page from your Favorites Center



Display a bookmarked web page

Web pages on the Favorites Bar

- On the Favorites Bar, click the button for the required web page
 - To open that web page in the current tab
- *If you have more web pages on your Favorites Bar than can be displayed at one time, click the double arrows to the right of the Favorites Bar to view and select the additional web pages*



Web pages in the Favorites Center

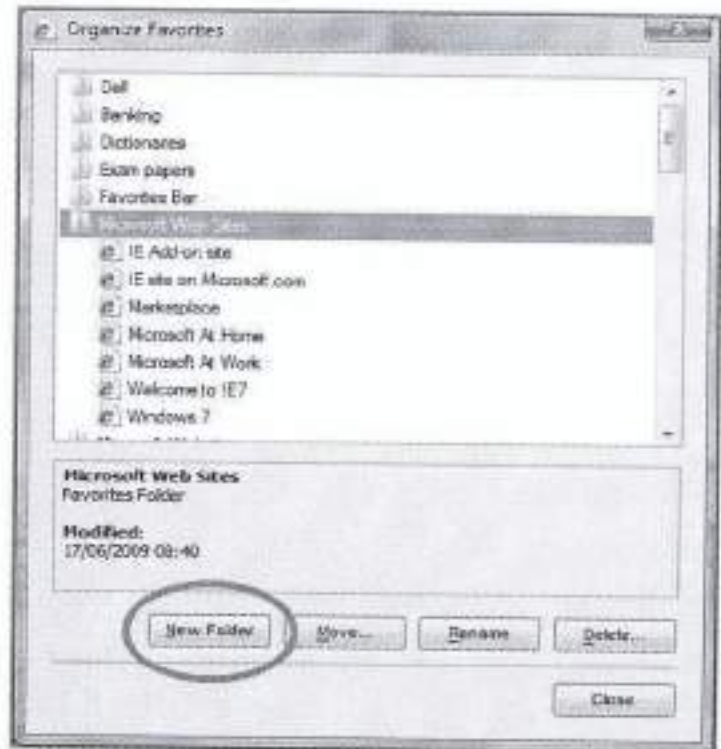
- Click the [Favorites Center] button
- If necessary, select the [Favorites] tab
- Scroll to the entry for the web page you wish to view
- Move the pointer over the entry and click
 - To open that web page in your current tab

Create a bookmark folder

Your list of bookmarked web pages in your Favorites Center may become quite long, and it will not be easy to locate the page you want. It is possible to create folders within your Favorites Center, into which you can add your individual web pages, thus making it easier to find the one you want in the future.

- Click the drop down arrow to the right of the [Add to Favorites...] button
- From the drop down menu, select [Organize Favorites...]
 - To view the Organize Favorites dialog box
- Click the [New Folder] button
 - To create a new folder – with the cursor positioned ready for you to enter a name for the folder
- Type the name you wish to give this folder and press [Enter]
 - To name this new folder in the Favorites Center



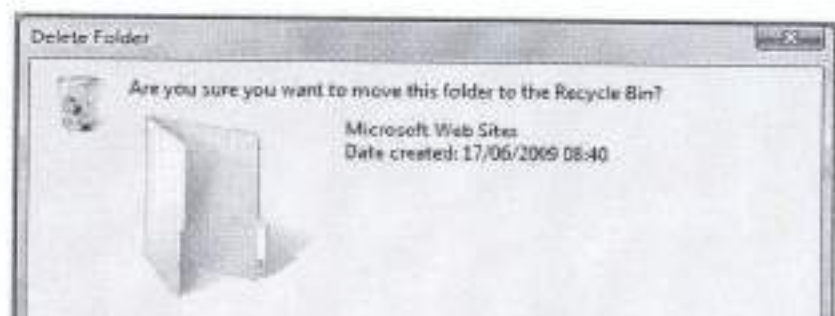


Delete a bookmark folder

Be aware that, if you delete a folder from your Favorites Center, all the favorites contained in that folder will also be deleted.

If you do wish to delete a folder from your Favorites Center:

- Click the [Favorites Center] button
- If necessary, select the [Favorites] tab
- Right click over the folder you wish to delete and select [Delete]
 - To view a Confirm Folder Delete message
- Click [Yes]
 - To remove the folder, and any web pages contained in that folder, from your Favorites Center



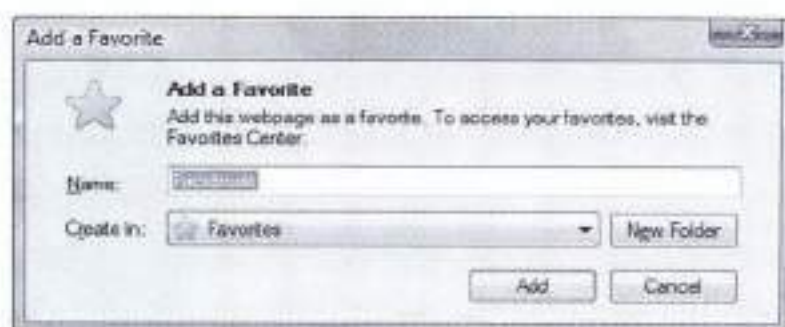


You may like to know:

You can also remove a bookmarked folder from the Organize Favorites dialog box, by selecting the folder and clicking [Delete].

Add web pages to a bookmark folder

- Navigate to a web page that interests you
- Click the [Add to Favorites...] button
 - To view the Add a Favorite dialog box



- Click the drop down arrow to the right of the [Create in:] field and select a folder from the list
- Click [Add]
 - To add the new web page to the Favorites list in the Favorites Center



You may like to know:

You can click [New Folder] in the Add a Favorite dialog box, in order to create a new folder at the same time as bookmarking your web page in the Favorites Center.

Exercise 5 Settings

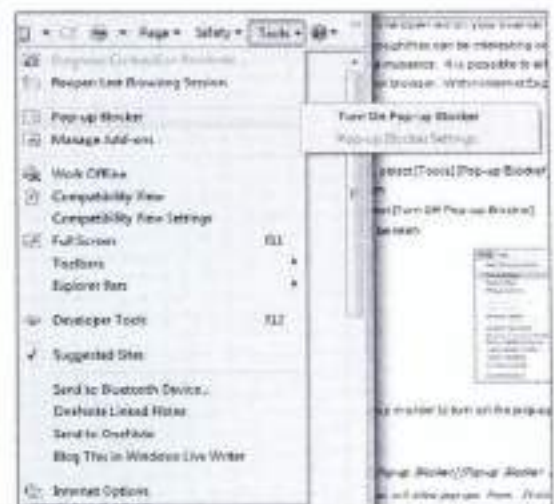
This exercise will show you how to amend some of your settings, to make the browser work more efficiently and effectively for you.

Allow, block pop-ups

Pop-ups are small windows that open within your Internet browser – usually paid for by advertisers. Although they can be interesting or informative, very often they are irritating and a nuisance. It is possible to allow or block pop-ups whilst working within your browser. Within Internet Explorer, pop-ups are blocked by default.

To allow pop-ups

- From the Command bar, select [Tools] [Pop-up Blocker]
 - A sub-menu will open
- From the sub-menu, select [Turn Off Pop-up Blocker]
 - To allow pop-ups to be seen



To block pop-ups

- Repeat the above process in order to turn on the pop-up blocker again

You may like to know :

[Tools] [Pop-up Blocker] [Pop-up Blocker Settings] enables you to select specific sites you will allow pop-ups from. It also enables you to set one of 3 different levels of filtering for blocking pop-ups.

Allow or block Cookies

Cookies are small files, containing information about your previous visits to a website, such as your preferences. These are stored on your computer, to enable quick, customised access to these web sites when you visit them. Cookies are generally safe, but they can be blocked or deleted whenever you wish.

To specify which (if any) cookies should be allowed:

- From the Command bar or the menu bar, select [Tools] [Internet Options]
 - To view the Internet Options dialog box
- Select the [Privacy] tab
- Move the slider up or down to set the level of cookies that you will allow
- *The [Sites] button will allow you to specify sites from which you will allow or block cookies*
- Click [OK]
 - To close the Internet Options dialog box



Delete cache/temporary Internet files

Temporary Internet files are stored on your computer each time you visit a web site. These can speed up revisits to a site, as they hold much of the information you need to reload the web page. However, these files do take up space on your computer, therefore it is possible to delete them if you wish to free up space. It is also possible to delete cookies, if you wish to remove the personal information that is stored in them on your computer.

When deleting temporary Internet files and cookies, it is possible to retain the information relating to any your Favorites websites, in order to speed up access to these Favorite sites.

- From the Command bar, select [Safety] [Delete Browsing History...]
 - The Delete Browsing History dialog box opens
- If there is not a tick in the [Preserve Favorites website data] field, click this field
 - To insert a tick
 - To retain temporary Internet files and cookies relating to your Favorites websites
- Ensure that there is a tick in the [Temporary Internet files] field
 - To specify that you wish to delete all temporary Internet files
- Ensure that there is a tick in the [Cookies] field
 - To specify that you wish to delete all cookies
- If necessary, remove the tick from the [History] field
 - Unless you wish to delete the list of websites you have visited, in additon to the temporary Internet files
- Click [Delete]
 - To delete all the temporary Internet files cookies on your computer, apart from those in your Favorites Center
- [Close] the Delete Browsing History dialog box

Delete Browsing History

☒ **Preserve Favorites website data**

Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☒ **Temporary Internet files**

Copies of webpages, images, and media that are saved for faster viewing.

☒ **Cookies**

Files stored on your computer by websites to save preferences such as login information.

☐ **History**

List of websites you have visited.

☐ **Form data**

Saved information that you have typed into forms.

☐ **Passwords**

Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☐ **InPrivate Filtering data**

Saved data used by InPrivate Filtering to detect where websites may be automatically sharing details about your visit.

[About deleting browsing history](#)

Delete

Cancel

Display, hide built-in toolbars

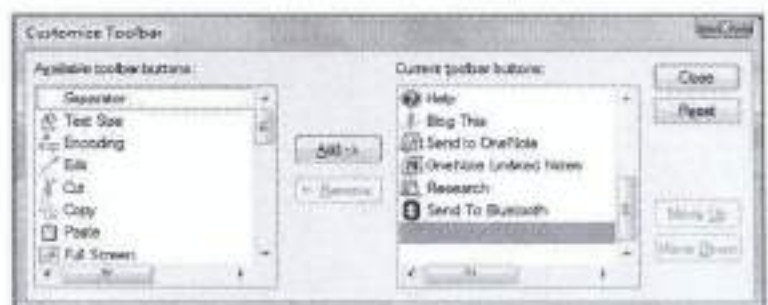
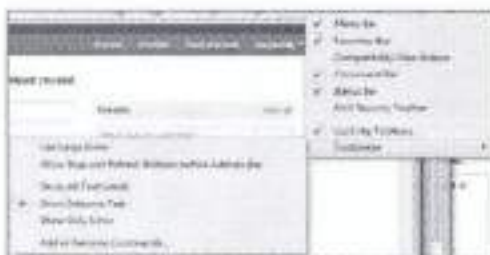
The menu bar, the Favorites bar and the Command bar are shown by default when you open Internet Explorer. Other built-in toolbars are available, and further toolbars may be downloaded when you visit web pages and install certain programs.

To view the toolbars available:

- From the Command bar, select [Tools] [Toolbars]
 - To see a sub menu of available toolbars
 - Those toolbars currently displayed will have a tick
- Select a toolbar that is currently ticked
 - To remove the tick and hide the toolbar
- Select a toolbar that is not currently ticked
 - To insert a tick and display the toolbar

The Command bar can be customised, to show those buttons you wish to use most frequently. To customise the Command bar:

- Right click the Command bar and select [Customize]
 - To view a sub menu
- From the sub menu, select [Add or Remove Commands...]
 - To open the Customize Toolbar dialog box
- In the left pane, select the button you wish to add, and click [Add...]
- In the right pane, select a button you wish to remove, and click [Remove]
 - To customize the buttons you wish to view on the Command bar
- Click [Close]
 - To close the Customize Toolbar dialog box
 - To view the amended Command bar



Exercise 6 Use available Help functions

“Help” is a central place for you to get tips on how to use browser features more efficiently and find visual examples and step-by-step instructions for specific tasks. You can also phrase a Help request in your own words to search for the answer you need.

Use the following techniques to search for help on favorites in Internet Explorer.

Either

- From the Command bar, select [Help] [Internet Explorer Help]



Or






- Press [F1] on the keyboard
 - The Windows Help and Support window opens, showing an overview of Internet Explorer

This is a useful screen to gain information about security and some of the other features available within Internet Explorer



Across the top of the window are buttons for use within Windows Help and Support.

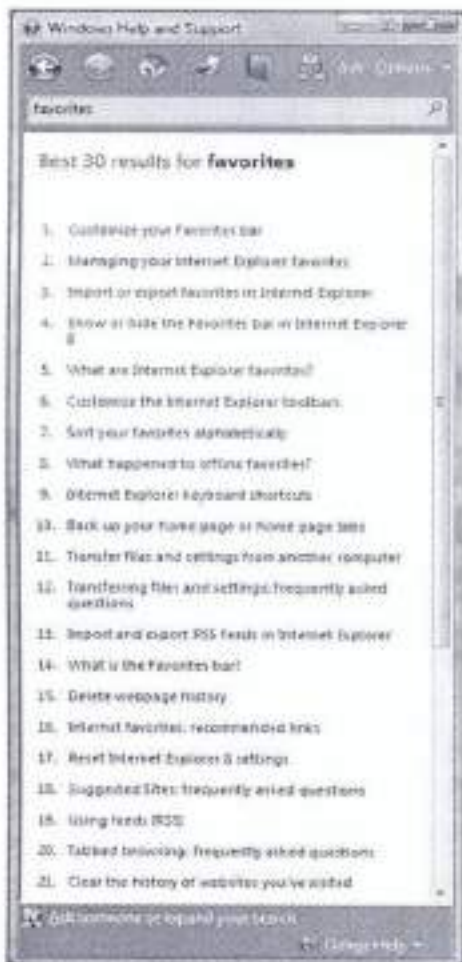


- The [Help and Support home] button opens the Windows Help and Support home screen – with general help about using Windows 
- [Print...] opens the Print dialog box, in order to print the current Help screen 
- [Browse Help] opens the Contents section of Windows Help and Support, at the page appropriate to your current help search 
- [Ask someone or expand your search] enables you to get customer support, and other types of help, online 
- [Options] opens a drop-down menu with additional help functions 

Search

The search field across the top of the window enables you to search for help about all aspects of Internet Explorer.

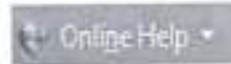
- In the search field, type "**favorites**" and press [Enter]
 - To view suggested help for this topic
- Click one of the results
 - To view the help for this topic



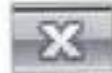
- Click the [Browse Help] button
 - To open the Contents section of Windows Help and Support, displaying help topics about managing favorites in Internet Explorer



If you are working online, Online Help is always available to you. The [Online Help] button at the bottom of the Help window enables you to choose whether to display online help whenever you use Help.



- When you have finished searching the Help window, [Close] Windows Help and Support



Context Sensitive Help

- Click the [Help] button in the top right corner of any dialog box
 - To open the Windows Internet Explorer Help window with Help about the current dialog box functions



Exercise 7 Close a web browsing application

Either

- From the menu bar, select [File] [Exit]

Or

- Click the [Close] button at the top right of the browser window
 - To close the web browser application



Example 3 - Using the Web

This Example will show you how to use the web more effectively.

You will learn how to use search engines to find web pages containing the information you are looking for. You will also learn how to complete and submit forms on the web, to gather information and carry out transactions.

You will download information from the Web, to save on your computer in a variety of formats.

Finally, you will learn how to prepare, preview and print information from web pages.

Exercise 1 **Open a web browsing application**

- From the Task Bar at the bottom of the screen, click the [Start] button
- Select [All Programs]

Either

- Select [Internet Explorer]

Or

- Select your browser software name
 - Your computer starts the procedure to connect to the Internet
 - A new web browser application window opens
 - Your 'home' web page will open in the browser window

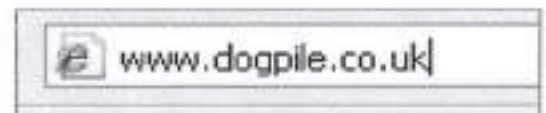
Exercise 2 Searching the web

This Exercise will teach you how to work with search engines, in order to find information on the web.

Open a Meta search engine

As you learnt in Example 1, a meta search engine searches more than one database, in order to find the information you are looking for on the web.

- Select the white address bar in your Browser window
- Type in www.dogpile.co.uk and press the [Enter] key on the keyboard
 - To go to that meta search engine web site



Every search engine has a search field to enter the "key words" to search for.

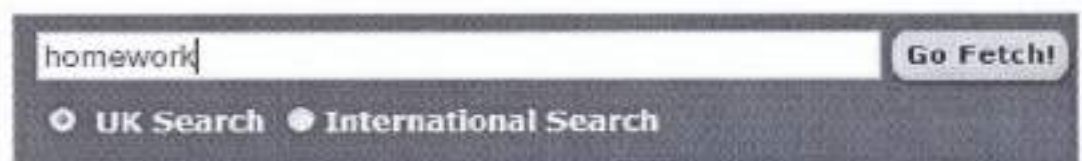
- Type "homework" in the search field

Either

- Press [Enter] on the keyboard

Or

- Click the [Go Fetch!] button
 - To search for that keyword



In Dogpile, the results are categorised according to the search engines used.

- Scroll through the search results
 - To see the web pages suggested by the participating search engines
- Move the pointer over a hyperlink and click once
 - To follow the link
 - To open that web page
- Click your browser [Back] button
 - To return to the list of results



Select a specific search engine

There are many search engines available. One of the most popular is Google (www.google.com).

- In the address bar of your Browser window, type www.google.com and press [Enter]
 - To go to the Google web site for your country



You may like to know:

There is a search field to the right of the address bar in Internet Explorer, in which you can type your search criteria. This defaults to the Microsoft search provider called Bing; however, by clicking the drop down arrow to the right of the [Search] button, you can select a different provider for your current search, add more providers to the list available to you, and change your default search provider for future searches.



Searching the Internet is potentially very frustrating!

There are different techniques that enable you to carry out an effective search.

Many search engines have an [Advanced] search option with suggestions on how you can narrow down your search.

The following sections will give you a few suggestions on how to reduce the number of results using single and multiple criteria.

Keyword (Singular/Plural)

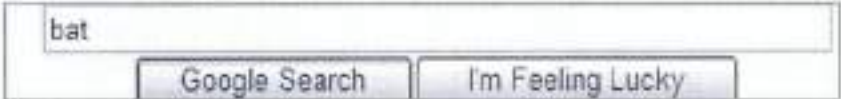
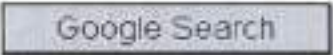
- Click into the Google search field and type [bat]

Either

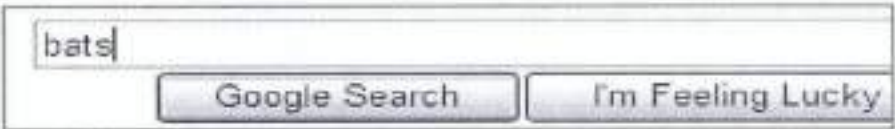
- Press the [Enter] key on the keyboard

Or

- Click the [Google Search] button
 - To search for the keyword 'bat'
 - The number of results is in the millions!
 - The engine is searching for all instances of the word
 - The engine is also searching for the word as a prefix
e.g. batter, battle, baton, bats

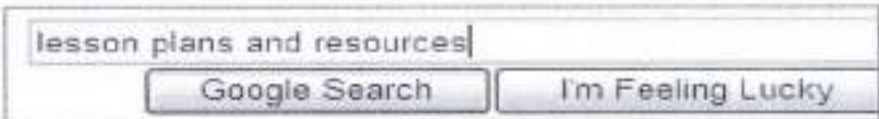


- In the search field, type [bats] and press [Enter]
 - The result is reduced
 - The engine is searching for the plural only
 - There are few instances of this word as a prefix



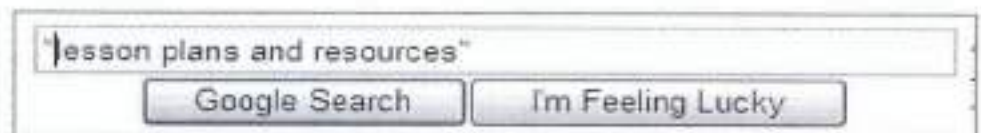
Multiple keywords (phrase)

- In the search field, type [lesson plans and resources]
 - To search for all these keywords
 - The number of results totals hundreds of thousands
 - The engine is searching for every instance of the individual words
[lesson] [plans] and [resources]



Exact Phrase

- In the search field, enclose the words in quotation marks ["lesson plans and resources"]
 - To search for these keywords as a phrase
 - The number of results is reduced



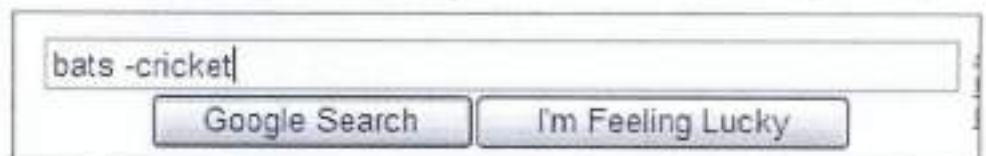
A screenshot of a Google search interface. The search bar contains the text "lesson plans and resources" enclosed in double quotation marks. Below the search bar are two buttons: "Google Search" and "I'm Feeling Lucky".

Exclude/include words

- In the search field, type [bats -cricket] and [Enter]

There is a space between the word 'bats' and the minus symbol.
The minus symbol is attached to the word 'cricket'.

 - The result is reduced
 - The engine is searching [bats] and taking out references to [cricket]

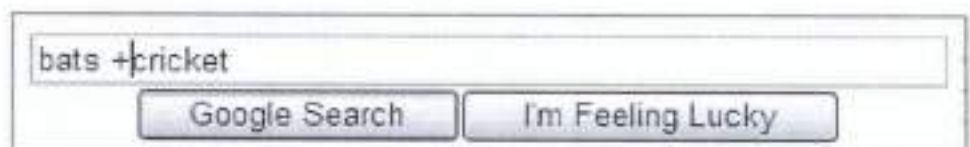


A screenshot of a Google search interface. The search bar contains the text "bats -cricket". Below the search bar are two buttons: "Google Search" and "I'm Feeling Lucky".

- In the search field, type [bats +cricket] and [Enter]

There is a space between the word 'bats' and the plus symbol.
The plus symbol is attached to the word 'cricket'.

 - The result is reduced
 - The engine is searching [bats] and only including references to [cricket]



A screenshot of a Google search interface. The search bar contains the text "bats +cricket". Below the search bar are two buttons: "Google Search" and "I'm Feeling Lucky".

Search by date

- Click [Advanced Search] to the right of the search field
 - To view the Advanced Search page
- On the Advanced Search page, click the [+] sign to the left of the [Date, usage rights, numeric range and more] field
 - To view additional search criteria
- Click the drop down arrow to the right of the [Date: (how recent the page is)] field
 - To view the options to filter your search by date

☐ Date, usage rights, numeric range, and more

Date: (how recent the page is) anytime ▼

Usage rights:

Where your keywords show up:

Region:

Numeric range:

anytime
past 24 hours
past week
past month
past year

Search by file format

- In the [Need more tools?] section of the Advanced Search page, click the drop down arrow to the right of the [File Type] field
 - To view the different file types that you can search for

Need more tools?

Reading level: no reading level displayed ▼

Results per page: 10 results ▼

Language: any language ▼

File type: any format ▼

Search within a site or domain:

☐ Date, usage rights, numeric range, and more

Date: (how recent the page is)

Usage rights:

Where your keywords show up:

Region:

any format
Adobe Acrobat PDF (.pdf)
Adobe Postscript (.ps)
Autodesk DWF (.dwf)
Google Earth KML (.kml)
Google Earth KMZ (.kmz)
Microsoft Excel (.xls)
Microsoft Powerpoint (.ppt)
Microsoft Word (.doc)
Rich Text Format (.rtf)
Shockwave Flash (.swf)

Search a web-based encyclopaedia or dictionary

There is a selection of online encyclopaedias and dictionaries available free of charge.

Encyclopaedia

One of the most commonly used online encyclopaedias is called "Wikipedia". *If you decide to use this resource for your own studies, you should be aware that one of the features of this site is that anyone can edit entries in Wikipedia. This makes it a very adaptable, communal resource; however, it also means that you have to trust that the contributors know what they are talking about!*

- Type the URL for the English version of wikipedia into your address bar:
http://en.wikipedia.org/wiki/Main_Page
- In the [search] field at the left of the screen, type "teaching" and press [Enter]
 - To search for an entry about teaching
- Spend some time looking around this web site (or another encyclopaedia of your choice)
 - To see the links and features available to you



Dictionary

One of the online dictionaries available is Cambridge Dictionaries Online.

- Type the URL for the Cambridge Dictionaries Online into your address bar:

<http://dictionary.cambridge.org/>

- In the [Look it up] field, type "teaching" and press [Enter]
 - To look for a definition of the word "teaching"
 - To view the grammatical details of this word
- Browse this site
 - To view some of the features available in online dictionaries



You may like to know:

Type "online encyclopaedia" or "online dictionary" into the search bar in your browser, to list a selection of the available online encyclopaedias and dictionaries.

Exercise 3 Forms

You can use the Internet to gather and give information, or to carry out e-commerce transactions.

One way to collect or give information is via a form.

Forms can have a combination of the following objects:

Text field

A blank box where you can type your details or criteria.

Radio button

Where there is a choice of options, a circular radio button can be selected to indicate *one selection*. All other choices will automatically be deselected

Check box

Where there is a choice of options, a square check box can be selected to indicate *multiple selections*. You can select as many of these options as you require.

List box

A list box can also be used to select an item from a list.

Menu

Where there is a choice of options, a list, or "pop-up" or "drop-down" menu, can be selected to indicate *usually one selection*

Button

Buttons can be added to decide what happens to the data once you have completed the form e.g. [Submit], [Reset], [Search], [Clear]

Complete and submit a web-based form

The British Museum website has examples of forms, used to search for information on the website. These forms use a variety of the objects described on the previous page.

You can use the following link to open the British Museum web site on the [Explore] page:

http://www.britishmuseum.org/explore/explore_introduction.aspx

On this page, type "**Stonehenge**" into the [Search:] field at the bottom of the page, to view and fill in the form that opens, to search for more specific information about this subject.

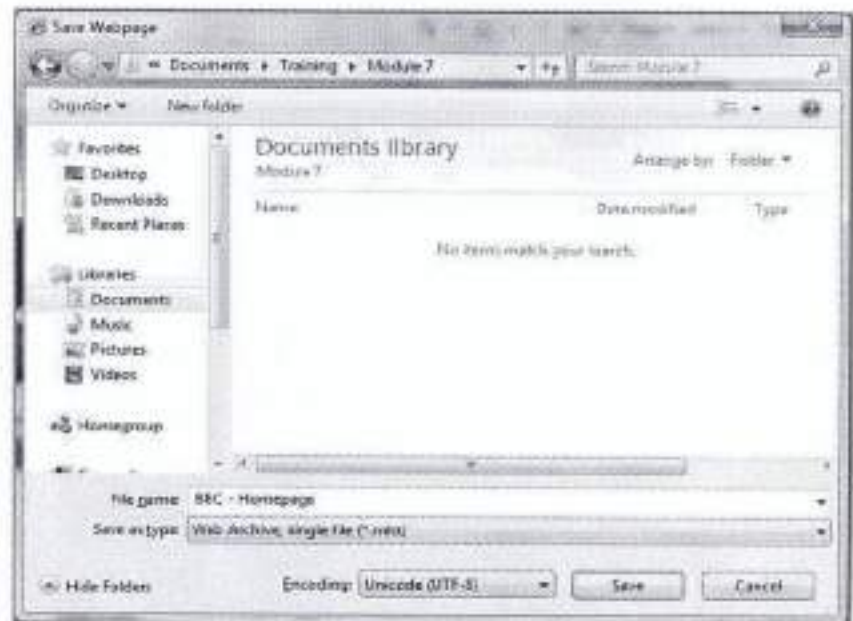


You will need to know:

Reset a web-based form

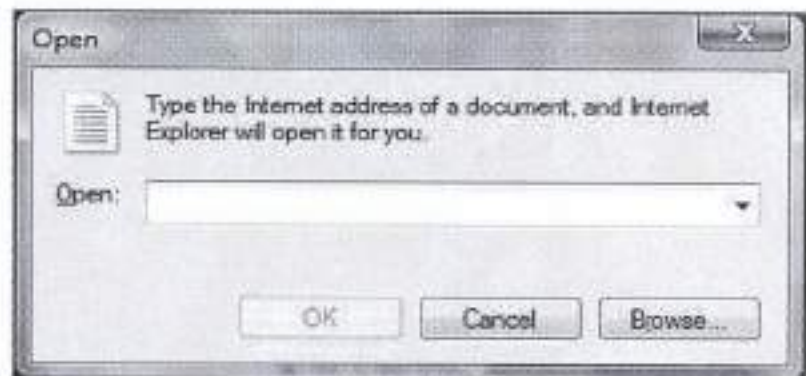
Some forms have a [Reset] option, enabling you to automatically remove any entries you have made in the form - ready to start again.

- Leave the [Encoding:] field as it is
- Click [Save]
 - To save the web page in your filing system
 - To be able to view the web page without connecting to the Internet

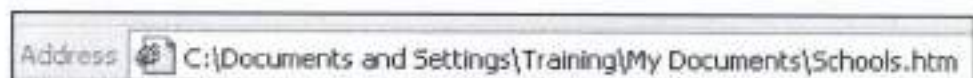


To view a saved a web page

- From the menu bar in Internet Explorer, select [File] [Open]
 - The Open dialog box will open



- Click the [Browse] button
 - To browse in your filing system for the web page you have saved
- Select the saved web page (not the folder, if there is a folder displayed as well)
- Click [Open] and [OK]
 - To open the web page offline
 - To see, in the Address Bar, that reference is to a folder in your filing system, not the web



Download files from a web page to a location on a drive


As you become more comfortable and confident with Internet technology, so you will want to create your own learning resources. This section will teach you how to download sound files, image files and video files.

Always be aware of the copyright and individual property rights attached to items published to the Internet, and look for their Terms of Use.

Download a sound file

The British Library web site contains many delightful sound and image files.

- Go to www.bl.uk
- In the search field, type 'Sounds' and press [Enter]
 - To search for the sound files on the British Library site
- Select from the search results
 - To view sound files
- Sample some of the wildlife sounds by clicking on the [Listen] buttons

 Listen	Grey Herons at Shearwater Cracking sounds , retching notes and bill-snapping from a family of grey herons at a nest on a lake edge at Shearwater, near Warminster, Wiltshire, at 6.30 ...
--	--

- When you have found a sound file you wish to download, **right click** over the [Listen] button
 - A quick menu opens
- Select [Save Target As] from the quick menu
 - The [Save As] dialog box opens
- Accept or change the [File Name]
- Select an appropriate folders within your filing system and click [Save]
 - To save the sound file to that destination

Download an image file

Web sites, such as freefoto, contain images that are available for download without cost. Freefoto requires you to attribute to them any images you use from their web site, and to add a link to the freefoto site.

- Go to www.freefoto.com
- Either use the search field to look for images of interest to you, or scroll down the page and select a category from the lists
 - To open a list of available photographs
- Right click a photograph that you wish to download
 - To open a quick menu
- Select [Save Picture As...] from the list
 - The Save Picture dialog box will open
- Accept or change the [File Name]
- Select an appropriate folder in your filing system and click [Save]
 - To save the picture file to that destination

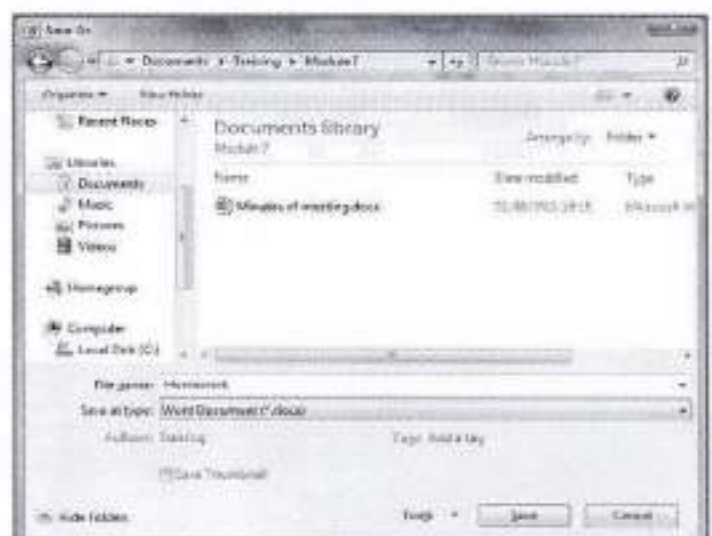
Copy text, image, URL from a web page to a document

It is often possible to copy text, images and URLs from web pages into documents that you can then save in your filing system.

Once again, it is important to be aware of copyright issues when copying from the Internet. If material from the Internet is being used as a basis for homework, the information should be used for research, rather than being copied and pasted in its entirety into a homework document!

You will now copy items from the Internet into a word processing document, which you will save into your filing system.

- Open Microsoft Word, with a blank document on screen
- At the beginning of the document, type **"Useful information from the Internet:"** and press [Enter] twice
 - To enter this text at the beginning of the document
- Click the Office Button and select [Save]
 - To open the [Save As] dialog box
- In the [File Name:] field, type an appropriate name
 - To select an appropriate folder in which you wish to save the document
- Click the [Save] button
 - To save the word processing document in your filing system



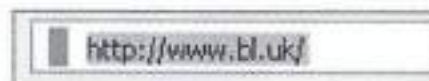
Copy text from a web page to a document

- From the Taskbar, select the [Internet Explorer] window
 - To make Internet Explorer your active window
- Go to www.bbc.co.uk/schools , or another web page that interests you
- Find some text to copy into your word processing document.
- Click and drag the pointer from the beginning to the end of the text that you wish to copy
 - To select and highlight that text
- From the menu bar, select [Edit] [Copy]
 - To copy the selected text to the Windows Clipboard
- From the Taskbar, select [Microsoft Word]
 - To make Microsoft Word your active window
- Ensure the insertion point is on a new line, after the last line of your document
- Ribbon [Home] – click the [Paste] button
 - To paste the copied text into the document at the current insertion point
- Click below the copied text
 - To ensure it is no longer selected
- Press [Enter] twice
 - To move down two lines in your word processing document
- [Save] the word processing document
 - To update it with the changes you have made



Copy a URL from a web page to a document

- From the Taskbar, select [Internet Explorer]
 - To make Internet Explorer your active window
- Click the Address bar at the top of the screen
 - To select the URL
 - To highlight the address of the current web page



Either

- Right click and select [Copy] from the quick menu

Or

- Press [Ctrl] + [C] on the keyboard
 - To copy the selected URL to the Windows Clipboard
- From the Taskbar, select [Microsoft Word]
 - To make Microsoft Word your active window
- Ensure the insertion point is on a new line, after the last line of your document
- Ribbon [Home] [Clipboard] – click the [Paste] button
 - To paste the copied text into the document at the current insertion point
- Click below the URL
 - To ensure that it is no longer selected
- Press [Enter] a couple of times
 - To move down a couple of lines in your word processing document
- [Save] the word processing document
 - To update it with the changes you have made



You may like to know:

If you press the [Spacebar] on the keyboard after entering a Web address, this will create a hyperlink to the Web address. When viewing the document on screen, it is possible to press the [Ctrl] key and click over the hyperlink, to open your browser with this web page displayed in the browser window.

Copy an image from a web page into a document

- From the Taskbar, select [Internet Explorer]
 - To make Internet Explorer your active window
- Move the pointer over an image you would like to copy into your word processed document and right click
 - To see the quick menu



- From the quick menu, select [Copy]
 - To copy the selected image to the Windows Clipboard
 - *If [Copy] is greyed out, this means that you cannot copy this image*
- From the Taskbar, select [Microsoft Word]
 - To make Microsoft Word your active window
- Ensure the insertion point is on a new line, after the last line of your document
- Ribbon [Home] – click the [Paste] button
 - To paste the copied image into the document at the current insertion point
- Click below the image
 - To ensure that it is no longer selected
- [Save] the word processing document
 - To update it with the changes you have made
- [Close] Microsoft Word



Useful information about 1970's music from the internet:

1970's Disco

During the 1970's, Disco music began to develop in the USA and around Europe. Music of this kind was quite fast, usually played at 120 BPM (beats per minute).

Disco music became even more popular after the film Saturday Night Fever.

Two features of disco music were a very strong bass part and a strong accent on the 2nd and 4th beats of the bar. Disco music often made use of riffs (repeated patterns of notes) on the bass guitar, guitar or keyboards.

Many bands during the 1970's used a horn section as part of the band. This was the term used for a section of brass instruments, such as trombones, trumpets and saxophones. Some of these horn sections played very complex music and filling patterns.

Guitars in disco music were played with a clean rather than distorted sound. Other instruments used were the electric piano, electric guitar, bass guitar and drum kit. Occasionally, a string section was also included.

<http://www.bbc.co.uk/schools/qcsebite/size/music/musicfordance/20th-21stcenturydiscorev1.shtml>



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Winged Curve, 1966, by Bridget Riley

All content on this page taken from www.bbc.co.uk/schools/qcsebite/size web pages

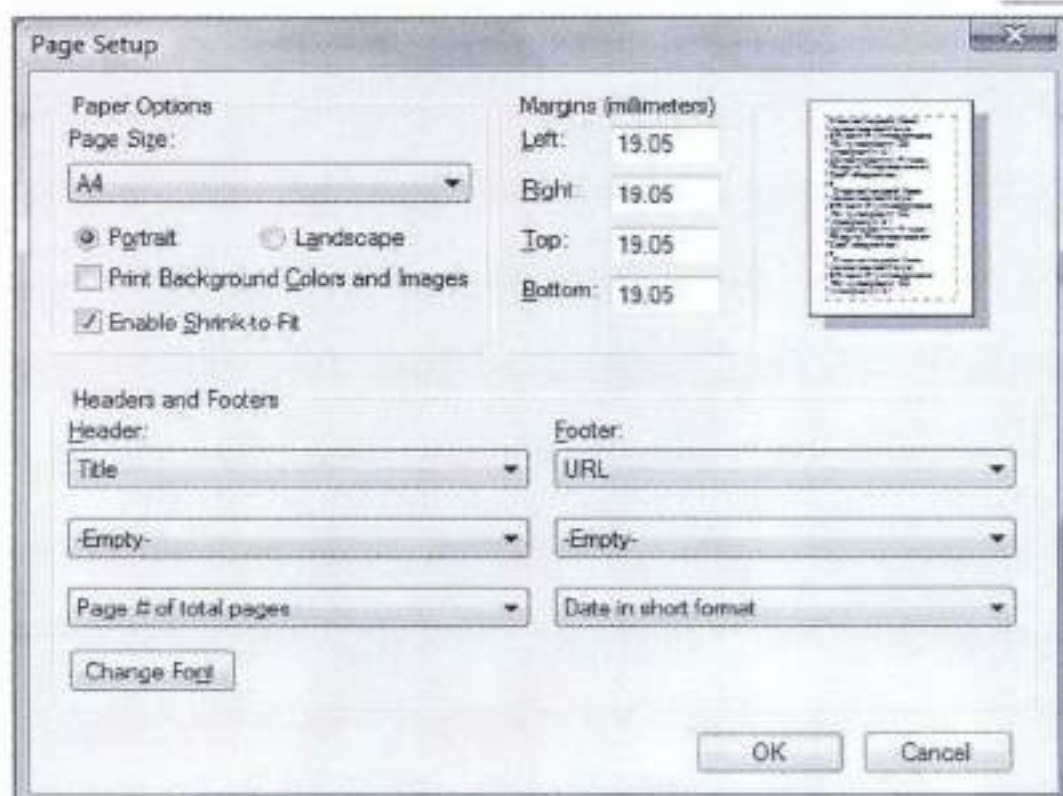
Exercise 5 Prepare and Print

This Exercise will teach you about the options available for printing web pages. The print setup can be adjusted for paper size, orientation and margins; before previewing the pages, to see the effect of any setup changes. Next, print options, such as which parts of the web page to print, and how many copies you require, can be selected

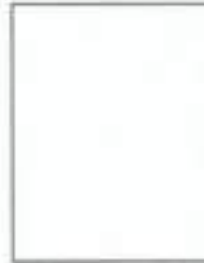
Prepare a web page for printing

In the Page Setup dialog box, the printed page orientation, paper size and printed page margins can be adjusted to suit the web page being printing.

- In Internet Explorer, find a web page you would like to print
- From the Command bar, click the drop down arrow to the right of [Print] and select [Page Setup...]
 - The Page Setup dialog box opens



- In the Paper Options section, click the drop down arrow to the right of the [Paper Size] field
 - To select a paper size from the list
- Select either [Portrait] or [Landscape]
 - To select whether to print on the paper vertically or horizontally



Portrait




Landscape

- In the Margin section, if necessary, adjust the [Top], [Bottom], [Left] and [Right] margins for the paper
 - To adjust the white space around the edge of the paper
- Click [OK]
 - To close the Page Setup dialog box
 - To apply any changes to future printing

Preview a web page

Once the page setup has been adjusted, it is useful to preview how the web page will print out. This enables you to make further adjustments, if necessary, before sending the web page to the printer.

- From the Command bar, click the drop down arrow to the right of the [Print] button, and select [Print Preview...] 
 - The Print Preview window opens, displaying your current web page

The buttons on the Print Preview toolbar enable you to open the Printer dialog box; to make further adjustments to the page setup; and to change how the web page is displayed in the Preview window.



- Move the pointer over each button in turn
 - To display the tool tip, showing what each button is used for

The arrows at the bottom of the Preview window enable you to move back and forwards between pages, if your web page is going to print on multiple pages



Either

- Click the [Print] button on the toolbar
 - To open the Print dialog box

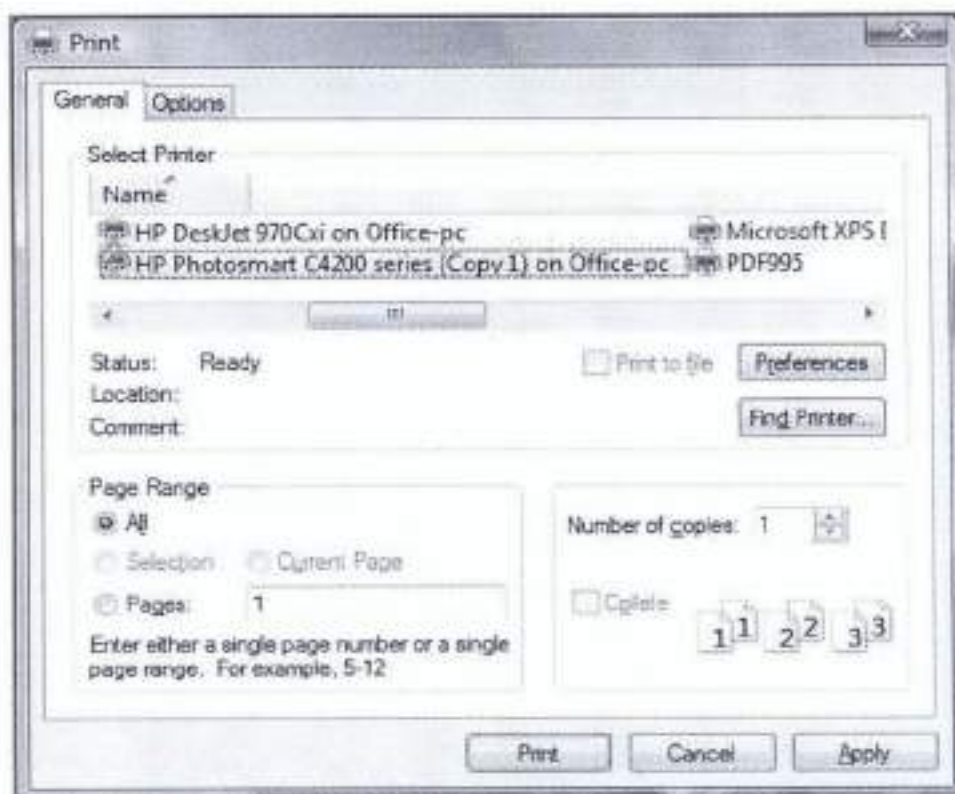
Or

- Click the [Close] button on the toolbar
 - To close the Preview window and return to the web page

Choose web page print output options

The output options available when printing a web page are whether to print the entire web page, specific pages or selected text; the number of copies required; and the printer to send the output to.

- From the Command bar, click the drop down arrow to the right of the [Print] button and select [Print...]
 - To open the Print dialog box
- In the Select Printer section, select the printer to use
- In the Page Range section, select [All]
 - To print the entire Web page
- In the Number of copies: field, if necessary, amend the number
 - To select the number of copies you wish to print
- Select [Print]
 - To print the web page with the selected print options



You will need to know:

To print specific page(s):

- *In the Page Range section, click the [Pages] radio button*
- *In the [Pages] field, type the page number or page range you wish to print.
(The text below the [Pages:] field explains how to enter a page range.)*

To print selected text

- *Before opening the Print dialog box, click and drag over the part of the web page you wish to print*
- *In the [Page Range] section of the Print dialog box, click the [Selection] radio button*

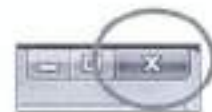
Exercise 6 Close a web browsing application

Either

- From the menu bar, select [File] [Exit]

Or

- Click the [Close] button at the top right of the browser window
 - To close the web browser application




Example 4 - Electronic Communication

This Example will introduce you to the concepts and terms associated with e-mail and other forms of electronic communication. You will learn the security considerations that you should be aware of, in order to ensure your safety whilst communicating over the Internet. You will also learn some of the theory associated with e-mail.



E-mail and Electronic Communication

There is a short PowerPoint presentation in the Module 7 folder of your exercise files, to accompany this module. The slides are also reproduced in this workbook.



E-mail

- What is e-mail?
- How are e-mail addresses made up?
 - `aperson@aprovider.co.uk`

Understand the term e-mail

Electronic mail allows you to send and receive text messages over the Internet. E-mail messages can also carry attachments such as text files, photographs and audio and video clips.

Rather than posting your message in an envelope addressed to the recipient, messages are sent electronically from your computer to an e-mail address. They are then stored on an e-mail server, looked after by an 'Internet Service Provider' (ISP), until the recipient logs on to the Internet to download all messages for their e-mail address from their ISP.

Understand the make-up and structure of an e-mail address

An e-mail address is made up of several parts, for example:

aperson@aprovider.co.uk

aperson	Is the name that the recipient has chosen to be known by when sending and receiving e-mails
@	This symbol is always placed between the user's name and the rest of the e-mail address
aprovider	<p>Is the name of the provider of the e-mail service.</p> <p>When users send e-mails, they are routed through the e-mail service provider and sent to the service provider of the recipient of the e-mail.</p> <p>The provider receives incoming e-mails addressed to the user and stores these e-mails on a server until the user either downloads them into their e-mail program (for example, Outlook Express) or deletes them from the server. Users will be given a specific amount of space on the provider's server in which to store their e-mails, and must download or delete e-mails regularly in order to keep within this limit.</p>
.co.uk	<p>Signifies that the service provider is a company within the UK.</p> <p>Other endings for e-mail addresses include .com and .gov – signifying either a large organisation or a government organisation. Service providers from other countries will have an abbreviation for their country at the end of the e-mail address (for example .cy for Cyprus and .gr for Greece)</p>

Electronic communication



Electronic communication

- Short message service (SMS)
- Voice over Internet Protocol (VoIP)
- Instant messaging (IM)
- Online communities (Virtual communities)



In addition to e-mail, there are an increasing number of additional forms of electronic communication available.

Understand the term short message service (SMS)

SMS is a means of sending short text messages between mobile phones. It has become an increasingly popular form of communication. In some schools, SMS is used as a means of communication with parents – for example, to alert parents if pupils have unauthorised absence from school.

Understand the term Voice over Internet Protocol (VoIP)

VoIP enables voice messages to be sent from computer to computer over the Internet. Using a headphone or USB handset, users can talk for free to their VoIP contacts, via programs such as Skype or Windows Live Messenger. It is possible to see which of your contacts are online and available at any time.

Understand the main benefits of instant messaging (IM)

Instant messaging programs, such as Windows Live Messenger, allow users to send messages to their contacts, that will appear on the receiving contact's desktop as soon as they are sent. IM is a form of online textual conversation. Files can be transferred electronically to your IM contacts during the course of an IM conversation. Some of the benefits of IM are:

- Real-time communication
- Knowing whether contacts are online
- Low cost
- The ability to transfer files

Understand the concept of an online (virtual) community

An online community can also be known as a virtual community. It is a group which communicates and interacts either via e-mail or the Internet –using text, voice or video. Some online communities are free, whilst others have a subscription fee for their members. Examples of these communities are:

- Social networking websites
Groups of people input information about their interests and activities onto a web site. This is made available to all their contacts on the social network web site – and these contacts can interact with each other about the information.
- Internet forums
Members of Internet forums type information about a specific topic onto a web site, and this information is made available to other forum members for discussion – either on the web site or via e-mail.
- Chat rooms
Via either text, voice or video, users converse with each other in real-time over the Internet
- Online computer games
Via the Internet, users can connect to interactive, multiplayer computer games. This gives users the ability to play other users, rather than the computer.



Security considerations

- Fraudulent and unsolicited e-mails
- Phishing and identity theft
- Viruses
- Digital Signatures



Be aware of the possibility of receiving fraudulent and unsolicited e-mail

In the same way that junk mail gets delivered to homes and businesses, fraudulent and unsolicited e-mails can be delivered to e-mail addresses. Whenever your e-mail address is given out, or advertised on web sites, or other public places, this can give 'spam' e-mailers access to your address, to include you in their mailings. Quite often, if you reply to these e-mails, this leads to even more junk e-mails being sent to you.

Most e-mail programs have the capability of adding senders to your 'junk e-mail list' – thus deleting messages from these senders before you see them. However, it can be difficult to completely stop these e-mails getting through.

Some companies and ISPs are starting to offer software (at a price) to help stop junk e-mails reaching you.

Understand the term phishing

Phishing is sending an e-mail to a user pretending to be a legitimate company, in an attempt to get you to divulge confidential personal information such as passwords, credit card details and bank account information. This information will then be used for identity theft. These e-mails often contain a hyperlink, which appears to take you to a legitimate web site in order to update this personal information. However, the web site is, in fact, bogus and only set up to collect and steal your personal details. Legitimate companies will not ask you to divulge personal, confidential information via an e-mail.

Be aware of the danger of infecting the computer with a virus

Viruses can be contained within e-mail messages and attachments. These are computer programs that attack the computer in various ways – some harmless, but annoying; others with the potential to destroy files or to render the entire computer useless. Once your computer is infected with a virus, the virus is likely to send itself on to some or all of the addresses in your e-mail address list.

Anti-virus software will 'trap' and remove viruses before they can do any damage. You should also be very wary of opening e-mails from unrecognised senders.

Understand what a digital signature is

A digital signature can be purchased via the Internet and added to all e-mails you send. You then send your digital signature to your contacts, so that, when you send them e-mail messages (or other online transactions) in the future, they know the message has really come from you and they can trust its safety. You can learn more about digital signatures by searching for "digital signatures" in your Internet search engine and selecting a site like http://searchsecurity.techtarget.com/sDefinition/0,,sid14_gci211953,00.html



E-mail theory

- Advantages of e-mail systems
- E-mail recipients
- Network etiquette (netiquette)
- Considerations with file attachments



Understand the advantages of e-mail systems

When an e-mail is sent, it arrives almost instantaneously at the ISP's e-mail server. Consequently, an e-mail message can be delivered much more quickly than conventional mail. E-mail messages are also cheap to send – users only pay for the time they are connected to the Internet; and users with a broadband connection will usually be permanently connected, with no additional cost for sending and receiving e-mails.

Some users pick up their messages directly from an Internet web page, and keep their messages stored on their service provider's server. These messages can be accessed at any time, from any computer, anywhere in the world, that has an Internet connection. To do this, the user needs to be logged onto the Internet the entire time they are accessing their messages. E-mail accounts, such as these, usually have limits on the amount of storage space available to an individual user, making it important to keep up with housekeeping on your e-mail account and delete any unnecessary messages.

An alternative is to download your messages into an e-mail program. With this method, once you have downloaded your messages, they are removed from your service provider's server and stored within your own filing system. When you wish to review these messages, you will need to have access to your filing system. The amount of space available for storage of e-mails is determined either by the space available on the disc on which your filing system is located, or by the space allocated by the network administrator on a networked filing system.

Understand the difference between the To:, Cc: and Bcc: fields

When entering the e-mail addresses of the recipient of e-mails, their addresses are entered into one of three different address fields, according to the relevance of the message to them.

To:	This is the main recipient of the e-mail. This recipient will be expected to act upon the content of the e-mail
Cc:	Cc recipients receive a copy of the e-mail for interest. These recipients will not be expected to act upon the content of the e-mail
Bcc:	Bcc recipients receive a copy of the e-mail, but this fact is not apparent to the other recipients. If the e-mail is replied to by the other recipients, the Bcc recipients are not included in the reply

Understand the importance of network etiquette (netiquette)

Netiquette is 'network etiquette', and should be considered whenever you are working with e-mails. The following lists the main netiquette points. These points will be elaborated upon as relevant throughout the Module.

- If your Internet access is through a corporate account, check with your employer about their policy regarding private e-mail
- Don't assume any Internet communication is completely secure. "Never put in a mail message anything you would not put on a postcard". Also, independently verify any suspect mail, as addresses can be forged
- If you are forwarding or re-posting a message, don't change the original wording
- If you are replying to a message, quote only the relevant parts
- Never send chain letters, they are forbidden on the Internet. Notify your System Administrator if you receive one
- Do not send abusive or heated messages (flames). If you receive a flame, it is best to ignore it
- Take care with addressing mail
- Always spell check messages to correct any spelling mistakes and typos
- Allow time for mail to be received, and replied to, keeping in mind time differences around the world and other people's busy schedules
- If you want your mail to be read, don't make it too long unless the receiver is expecting a verbose message. Over 100 lines is considered long
- Remember the Internet is a global community, and other people's values and outlook on life may be different to your own. Be tolerant and careful with slang or phrases that may not be understood in another country
- Use mixed case, UPPER CASE LOOKS AS IF YOU'RE SHOUTING
- The mail subject header should be brief and should reflect the content of the message
- Unsolicited e-mail advertising is unwelcome (and forbidden in many countries).
- When attaching files, don't send any larger than about 50k

Be aware of the possible problems when sending file attachments

A copy of any file you can access on your PC can be sent as an e-mail attachment. However, although attaching a file to an e-mail can be an extremely quick and cost-effective means of sending a file anywhere in the world, it is important to be aware of the restrictions associated with attachments, both when sending and receiving them:

File size and Network Restrictions

Many people have restrictions on the size of files that can be sent to their Inbox. Sometimes this restriction is set by the ISP, sometimes by the network administrator within an organisation. If you attempt to send a file that is too large, it will usually be returned to you by the recipient's mail system.

Sometimes, this problem can be overcome by compressing the file before attaching it to the e-mail.

File Types and Anti-virus Restrictions

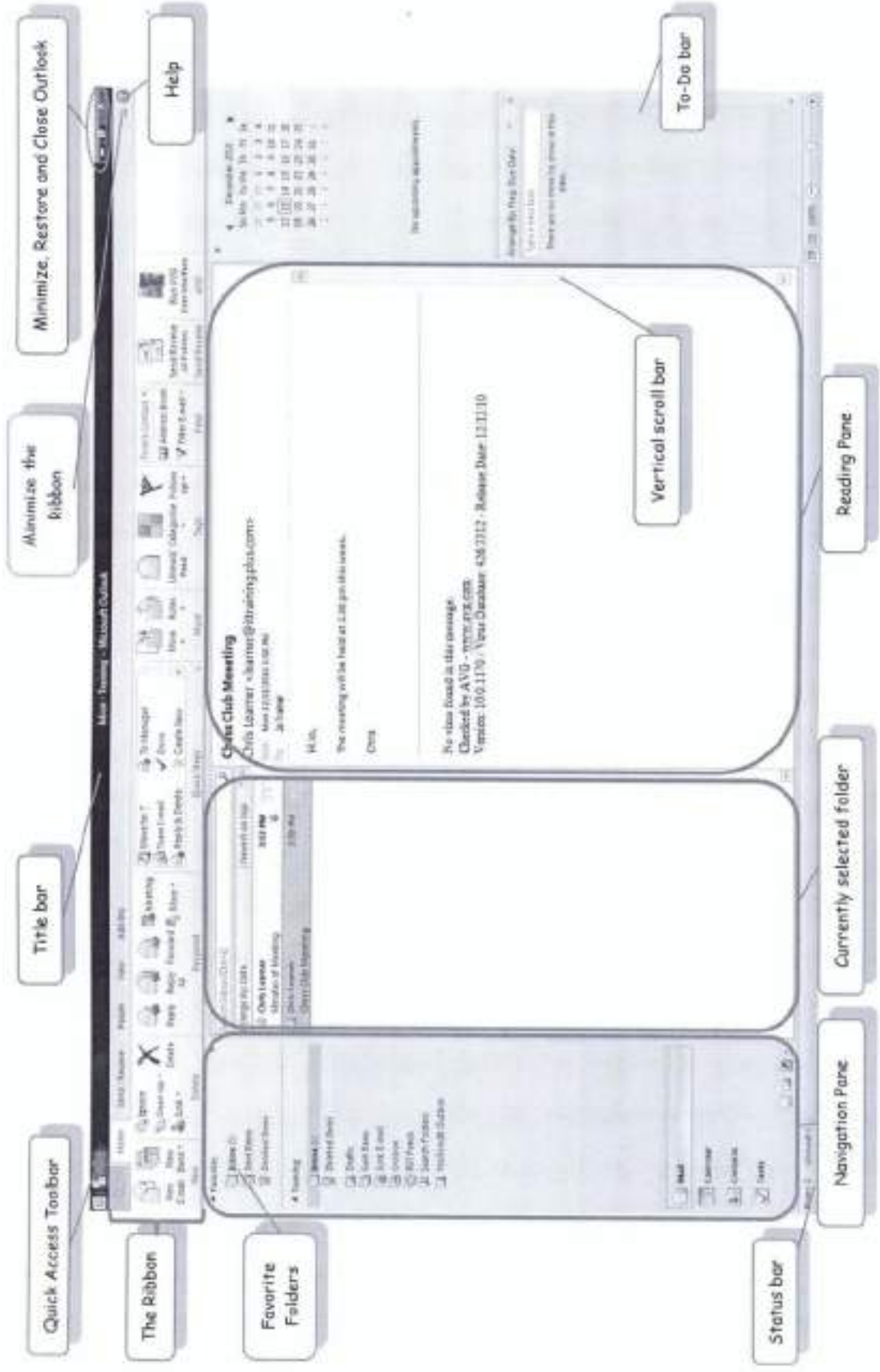
As covered on page 9, certain files have the potential to contain viruses that will attach to your computer as soon as the file is opened. Some e-mail systems ask you to check the validity of such files before opening them; other systems block these potentially harmful files completely. Examples of such files are .exe, .bat and database files.

In order for recipients of attachments to be able to view them, they must have appropriate software on their PCs (for example, if you send a spreadsheet, recipients must have access to a spreadsheet program on their PCs).

Example 5 – Using e-mail

This Example will teach you how to send and receive e-mails using Microsoft Outlook. You will reply to, and forward e-mails, and will learn how to attach files to e-mails.

You will also learn how to enhance the productivity of Outlook, by customising the screen and other settings. Finally, you will be taught how to use Outlook Help.



Minimize, Restore and Close Outlook

Minimize the Ribbon

Title bar

Quick Access Toolbar

The Ribbon

Favorite Folders

Vertical scroll bar

To-Do bar

Reading Pane

Currently selected folder

Navigation Pane

Status bar

Screen layout

This section gives an overview of the Outlook screen elements, most of which are shown on the previous page. Detailed explanations about these elements will be given where relevant throughout the Examples within this Module.

Title Bar

Identifies the application and the name of your currently selected folder.

Quick Access Toolbar

Provides buttons for the most frequently used commands.

The Ribbon

Access to all Outlook commands.

The Ribbon includes the [File] tab, which enables you to create, open, save and send files; as well as protecting, previewing and printing them. It is also the place to set options for Outlook. The features contained within the [File] tab are known as Backstage view.



The Quick Access toolbar and Ribbon are the components of the Office Fluent user interface. This will be described later in this Example.

Navigation Pane

Displays and provides quick access to your Outlook folders. The folders can be displayed in a list, or as icons at the bottom of the Navigation pane.

Favorites

Will list any folders you wish to be permanently displayed in the Navigation pane.

Currently selected folder

Displays the contents of the folder currently selected in the Navigation pane.

Reading Pane

From the [View] tab, you can choose whether to display the Reading pane. If displayed, it can be at the right or the bottom of the screen. It will preview the selected item from the current folder.

To-Do Bar

From the [View] tab, you can choose whether to view the To-Do Bar. It displays current appointments and tasks.

Inbox

Lists the e-mails you have received; shows details such as which messages have been opened, date of receipt; which have attachments; priority of e-mails.

Address Book

Contains names and e-mail addresses for your e-mail contacts.

The Status Bar

Displays information about items in the currently selected folder, or about the progress of a task.

Insertion Point

When editing, a flashing | beam shows where the next character will appear.

Scroll Bars

Shaded bars to the right and/or bottom of a window. To view different parts of the window:

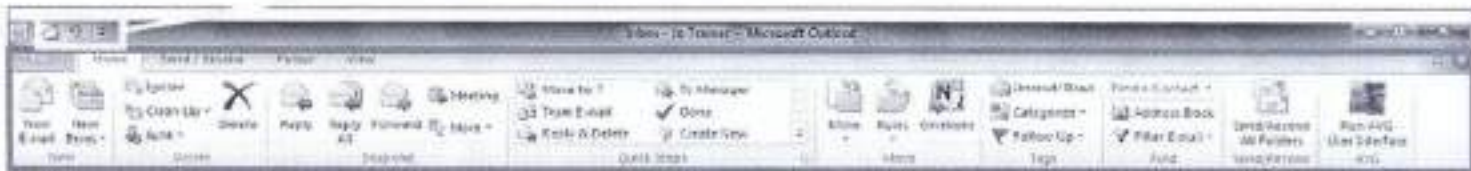
- Click the scroll bar arrows at top and bottom of scroll bar
 - To move one line in any direction
- Click either side of the scroll box
 - To move one screen in any direction
- Drag the scroll box
 - To move to other parts of the window

The Ribbon and Quick Access toolbar

The Ribbon and the Quick access toolbar are located at the top of the Outlook window. They make up the “Office Fluent user interface” – the place to find all the tasks and functionality needed to use Outlook effectively and efficiently.

The interface, and other Outlook options, can be customized, as will be shown in this section. However, this courseware will assume that default settings are in place throughout.

The Quick
Access toolbar

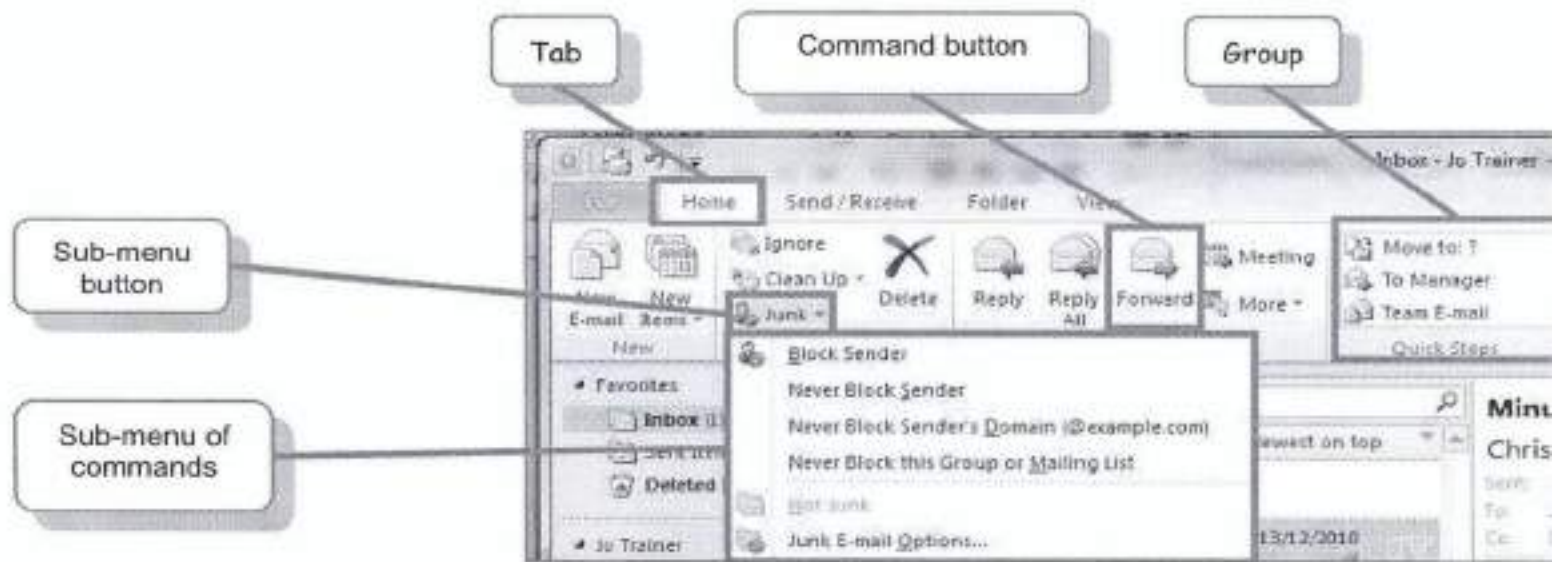


The Ribbon

The Ribbon

The Ribbon gives access to all the relevant Outlook commands. It consists of tabs, which contain groups of buttons to carry out Outlook commands.





Each **tab** contains commands based around one type of Outlook task.

Each **group** within a tab contains a set of sub-tasks related to the tab.

The **buttons** in each set of sub-tasks either carry out a specific command, or display a sub-menu of commands. A button is clicked once to use it.

Dialog box launchers

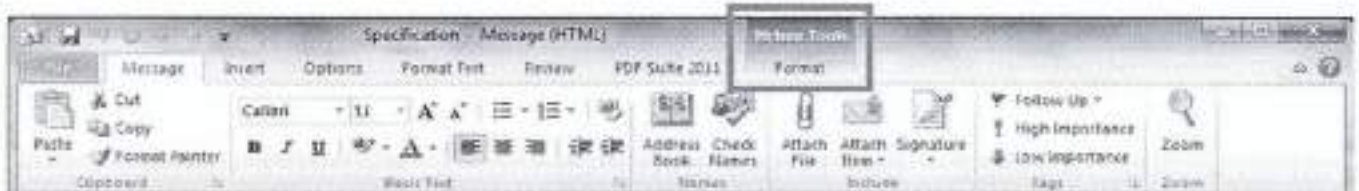
Some groups have a dialog box launcher at the bottom right of the group.

The dialog box associated with this group will be opened when the launcher is clicked. For example, whilst creating an e-mail, clicking the [Basic Text] group dialog box launcher will open the [Font] dialog box.



Contextual tabs

Contextual tabs only appear when they are relevant for the task you are carrying out. They contain the tools necessary to work with a selected object, such as a table, a picture or a drawing. When one of these objects is selected, the name of the contextual tools will appear in a different colour above the tabs, and the relevant contextual tabs will appear to the right of the standard tabs.



The contextual tools and tab for pictures

Restore, minimize the Ribbon

It is not possible to remove or hide the Ribbon, but it can be minimized, so that only the Ribbon tabs appear on screen.

To minimize the Ribbon

- At the right of the Ribbon, click the [Minimize the Ribbon] button
 - To hide the Ribbon groups and sub-tasks
 - To view only the Ribbon tabs

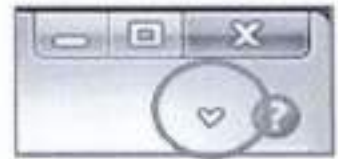


While the Ribbon is minimized:

- Click a tab heading
 - To view the groups and sub-tasks for that heading
- Click the heading again
 - To hide the groups and sub-tasks for that heading

To restore the Ribbon

- At the right of the Ribbon, click the [Expand the Ribbon] button
 - To view the Ribbon tabs, groups and sub-tasks



Keyboard shortcuts
• [Ctrl] + [F1]
• To minimize the Ribbon

The File tab

The [File] tab is known as 'Backstage view' in Office 2010, and is the place for all email management tasks. It contains commands for opening, saving and closing your documents. It also contains tabs to manage all the actions that need to be carried out for documents, such as printing, sharing and protecting them.



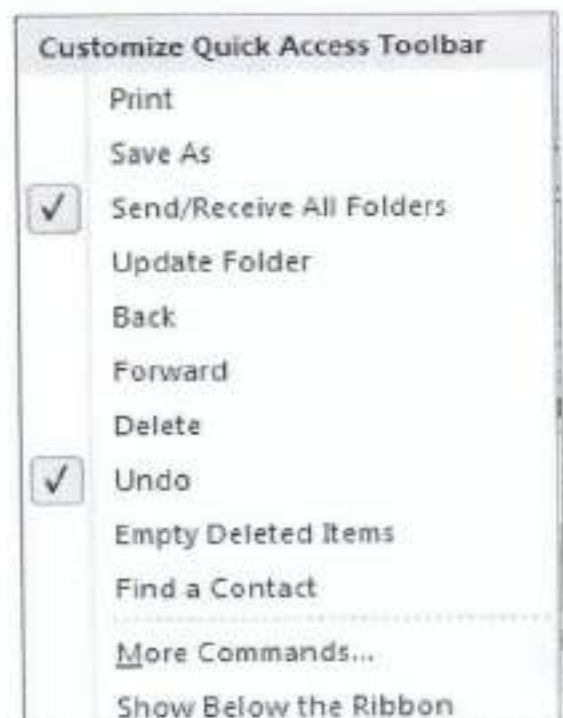
The Quick Access toolbar

The Quick Access toolbar is intended to display the commands you use most frequently. By default, it displays the [Save], [Undo] and [Redo], [Previous Item] and [Next Item] buttons. You can customize the toolbar, in order to add to it commands that you use regularly. These commands will then be permanently on display, regardless of which Ribbon tab you have selected.

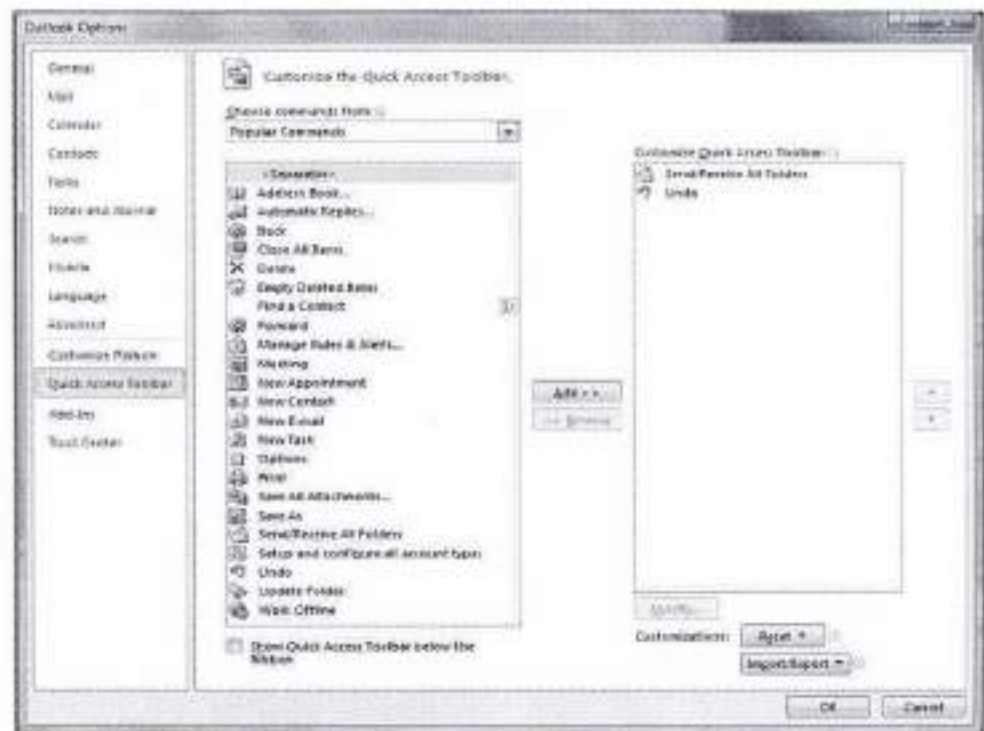


Customize the Quick Access toolbar

- Click the drop down arrow to the right of the Quick Access toolbar
 - To view a list of the most common buttons that you may wish to add
 - The buttons that are currently displayed on the Quick Access toolbar will have a tick to their left
- Click a button that is not currently displayed
 - To put a tick to the left of this button
 - To display it in the Quick Access toolbar
- Click a button that is currently displayed
 - To remove the tick from the left of this button
 - To remove it from the Quick Access toolbar



If you wish to add further commands that are not shown in this list, the [More Commands...] button will open the Editor Options dialog box at the Customize the Quick Access Toolbar screen. From here, you can select any Outlook commands to add to the Quick Access toolbar.



The Quick Access toolbar drop down button also has the option to [Show Below the Ribbon], in order to display the Quick Access toolbar below the Ribbon.

Exercise 1 Open Microsoft Outlook

- From the Task Bar at the bottom of the screen, click the [Start] button
- Select [All Programs] [Microsoft Office] [Microsoft Office Outlook]
 - Microsoft Outlook will open
 - Outlook may log on to your ISP to send and receive e-mails

Exercise 2 View the Inbox contents

- If necessary, at the bottom of the Navigation pane, select [Mail] Mail
- In the Navigation pane, click [Inbox] Inbox
 - To view your Mail folders
 - To view the Inbox in the right window
 - To see a list of your current e-mails
 - If the Reading pane is open, you will see part of the currently selected e-mail at the bottom, or on the right, of the screen

Identify an e-mail as read, unread

All your e-mails will have an icon to the left of the e-mail details. The icon indicates whether you have read the e-mail; and whether you have replied to it or forwarded it:

An unread e-mail

Unread e-mails appear in **bold type**



An e-mail you have read

Read e-mails appear in normal type



An e-mail you have read and replied to



An e-mail you have read and forwarded



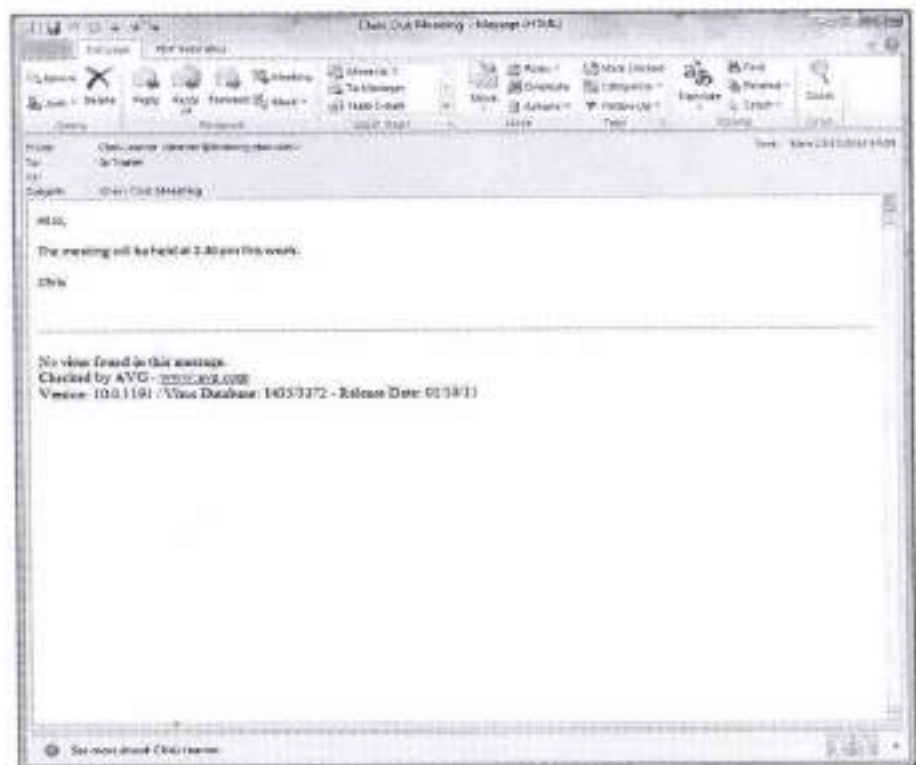
Exercise 3 Open an e-mail

This Exercise will view one of the e-mails in your Inbox.

- Ensure the Inbox is selected in the Navigation Pane
- Either



- Double click the e-mail you wish to read
- Or
- Select the e-mail and press [Enter] on the keyboard
 - To open this e-mail in a new window



- The message header will show the following information:
 - Who the e-mail is [**From**]
 - The date the e-mail was [**Sent**]
 - [**To**] whom the e-mail was sent
 - Who received a [**Cc**] (carbon copy) - and [**Bcc**] (blind carbon) if you are the [**Bcc**] recipient
 - The [**Subject**] of the e-mail
- Use the scroll bar or [Page Up] [Page Down] keys on the keyboard
 - To move through the document as you read it

Close an e-mail

- Press the [Close] button at the top right of the window
 - To finish reading the e-mail
 - To close the e-mail window
 - To return to the Inbox



Exercise 4 Create an e-mail

This Exercise and the following one will create and send an e-mail.

- Ensure the Inbox is selected in the Navigation pane
- Ribbon [Home] [New], click the [New E-mail] button
 - A new 'Untitled' e-mail window opens



Enter an e-mail address

- In the [To:] field, type the full e-mail address of the recipient
The address must be absolutely correct, or the e-mail will not be delivered to the recipient. On a network, this can be an internal address for one of your colleagues, as set up by the system administrator, or an external address for a recipient elsewhere.

To...	trainer@ittraining.plus.com
-------	-----------------------------

Either

- Press the [Tab] key on the keyboard

Or

- Click in the [Cc:] field
 - To move to the [Cc:] field
- If relevant, enter the e-mail addresses of those recipients who should receive a copy of the e-mail
- If you enter more than one e-mail address in any field, separate each address with a comma (,) or a semicolon (;), followed by a space
- If relevant, in the [Bcc:] field, enter the e-mail addresses of any recipients who should receive a blind copy of the e-mail
 - If the Bcc field is not shown, and you need it, Ribbon [Options] [Show Fields] – click the [Bcc] button, to add it to the message header



Enter a title in the Subject field

- Move to the [Subject] field
- Type the subject of your message

The Subject field will be shown in the Inbox when the recipient receives your e-mail. Using a short, accurate description ensures that your recipient will be aware of what your message is about and, hopefully, will read your e-mail sooner rather than later.

- Move to the message window
 - To begin typing the text of the message
 - To access the formatting buttons on the Ribbon

Until the message window is selected, the formatting groups are greyed out and, therefore, unavailable

- Type the message text

E-mails should be kept brief – long e-mails will take longer to send, and are less likely to be read.

- The buttons within the various tabs of the Ribbon can be used to format the text with tools such as:
 - Font
 - Size
 - Bold, italic and underline
 - Colour changes
 - Layout
 - Bullets
 - Indents
 - Illustrations (including ClipArt and other drawing objects)

*Although **text formatting** can be used to good effect in emails, be aware that some e-mail recipients cannot view formatted text, because of the structure of their e-mail system. Items such as those listed above would not be seen by these recipients.*

Mixed, rather than upper, case should be used for text, as upper case is seen as shouting on the Internet.



Exercise 5 Send an e-mail

- Click the [Send] button to the left of the message header
 - If you are working online, this will immediately send the message to the recipient
 - If you are not currently online, this will move the message to your Outbox



Exercise 6 Additional functionality when creating an e-mail

This Exercise will show you some of the features available when creating e-mails.

It is possible to copy text from other sources, and other emails, into e-mails you are creating, thus eliminating the need to retype text that already exists electronically. In this Exercise, you will copy text from a Microsoft Word document into the e-mail.

You will save a draft of your e-mail; enabling you to complete and send it later. You will also spell check the completed message, before amending its priority to 'low' or 'high', so that the recipient will know how urgent it is when they receive it.

- Ribbon [Home] [New], click [New E-mail]
 - To begin a new e-mail



Use the address book to enter e-mail addresses

E-mail addresses can be selected from your address book – which contains all the entries in your Contacts, rather than being typed in when you are composing your message.

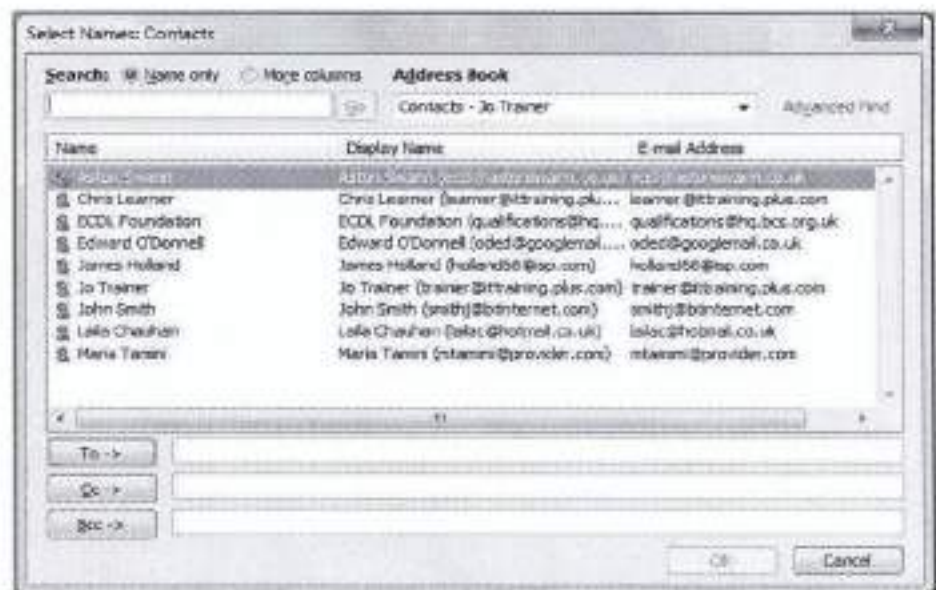
- At the left of the [To:] field, click the [To...] button
 - The Select Names dialog box opens
- Scroll through the names and select the first recipient of your message

If you type the initial letter of the recipient's name in the [Search] field, contacts beginning with this letter will be displayed at the top of the names field
- Click the [To ->] button
 - To add this e-mail address to the [Message recipients:] field



- Select the e-mail address of the next contact to receive this e-mail
- Click either [To: ->], [Cc: ->] or [Bcc: ->] at the bottom of the dialog box
 - To add this contact to the appropriate field
 - *Double clicking an entry will enter it into whichever recipient field is currently highlighted at the bottom of the dialog box*
- Continue in this way until all required recipients have been added to the appropriate fields
- Click [OK]
 - To close the Select Names dialog box
 - To return to the e-mail you are composing
 - To automatically enter the recipients' name(s) in the appropriate fields

When entered from the address book, the contact's name (as stored in Contacts), rather than their e-mail address, will be entered into the header fields of your message.



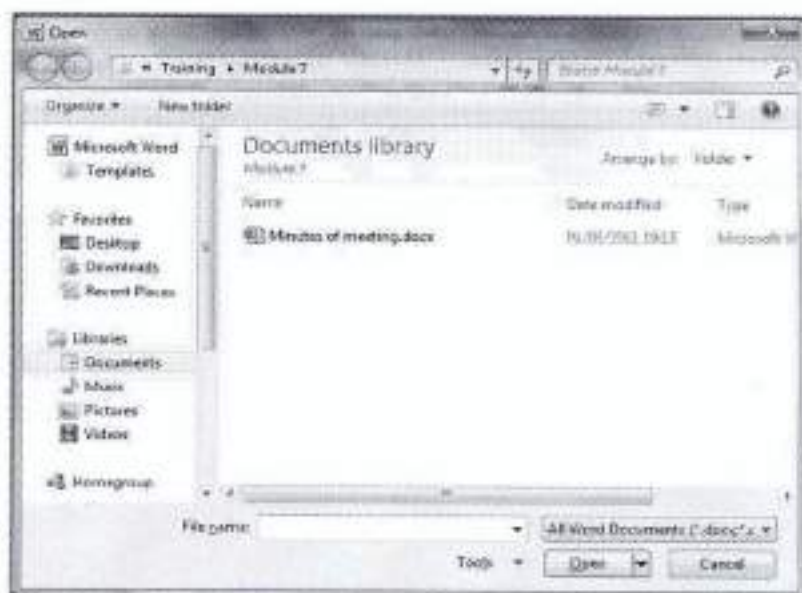
- If you wish to view the e-mail address for any of the contacts you have entered, move the mouse over the contact's name
 - To view the Contact Card, containing the name and e-mail address of the contact
- Type a subject for your e-mail

Copy text from another source

This will insert into the e-mail you are composing, some text from a Microsoft Word document contained within your exercise files. The same process can be used to cut or copy and paste, text from any files you have access to.

If you do not have access to Microsoft Word on your PC, open a document you do have access to. Use the procedure below to copy and paste text from that document into your e-mail.

- Leave the e-mail you are composing open on screen
- At the bottom left of the screen, select [Start] [All Programs] [Microsoft Office] [Microsoft Office Word]
 - To open Microsoft Word
- Ribbon [File] click the [Open] button
 - To open the Open dialog box
- Navigate through the drives and folders in your filing system and select your exercise file location
- From the list of folders in your exercise file location, double click [Module 7]
- In the [Module 7] folder, select the document called "Minutes of Meeting"
- Click [Open]
 - To bring the document onto the screen



Minutes of meeting held last Thursday

Present: A User
J Smith
A Trainer
Apologies: J Jones

1. Apologies

Apologies were received from J Jones

2. Minutes of last meeting

The minutes of the last meeting were approved and seconded

3. Date of next meeting

The meeting arranged for Friday morning will have to be re-arranged to 2 pm Thursday afternoon, as J Smith will be at the Governors' meeting on Friday morning.

All other details of the meeting remain the same

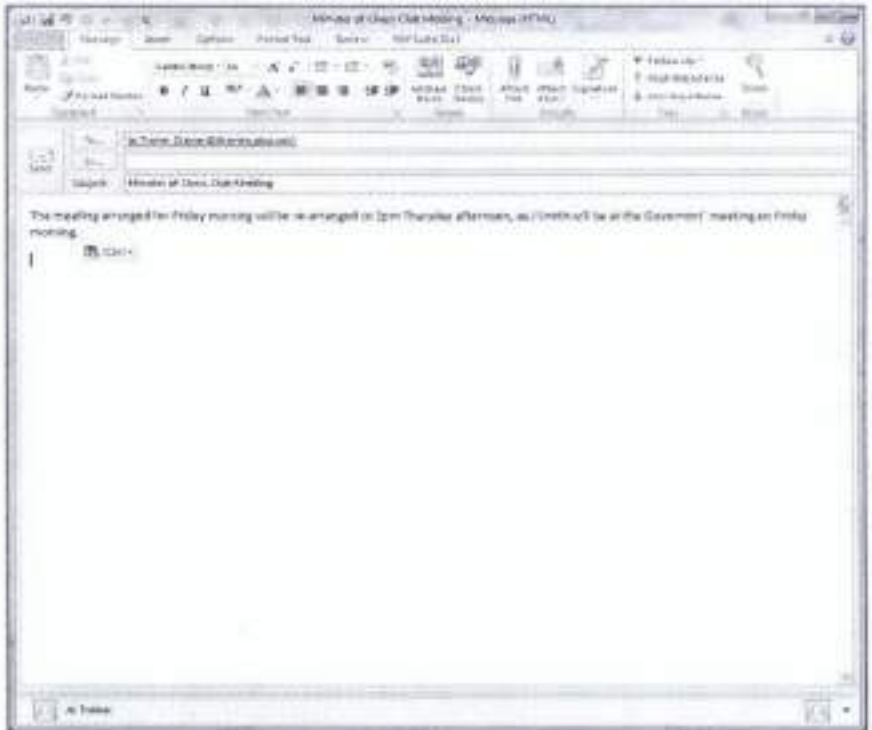
- Under Point 3, highlight the sentence beginning "The meeting arranged for Friday morning..."
- Ribbon [Home] [Clipboard] – click the [Copy] button
 - To copy this sentence to the Windows clipboard



Paste the copied sentence into your e-mail

- From the Taskbar, click the e-mail you are composing
 - To bring this window to the front of the screen
- Ensure the insertion point is at the right place in the message window
- Ribbon [Message] [Clipboard] – click the [Paste] button
 - To paste the copied sentence into your e-mail message





Close the Microsoft Word document

- From the Taskbar, click the Microsoft Word document
 - To bring this document to the front of the screen
- Click the [Close] button at the top right on the title bar
 - To close both this document and Microsoft Word



Save a draft of an e-mail

It is possible to save a draft of a message you are creating, so that you can complete and send the message later. Any message saved in this way, will be kept in the Drafts folder.

- If necessary, select the e-mail you are currently creating from the Taskbar
 - To open this message on screen

Either

- Ribbon [File] – click the [Save] button
 - To save the message to the Drafts folder



Or

- [Close] the email message without sending it
 - To see a message asking if you wish to save the changes to the document
- Click [Yes]
 - To save the message to the Drafts folder



To finish creating a message that is in the Drafts folder, and in order to practise some more of the functionality of Outlook:

- In the navigation pane, select the [Drafts] folder
- Open the partially completed e-mail from this folder

Use a spell-checking tool

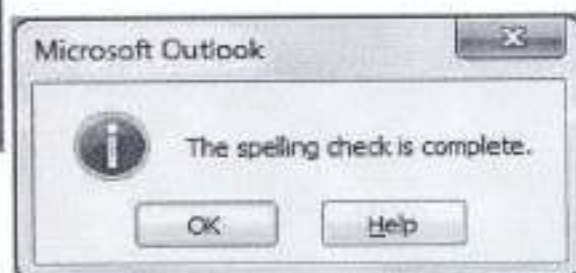
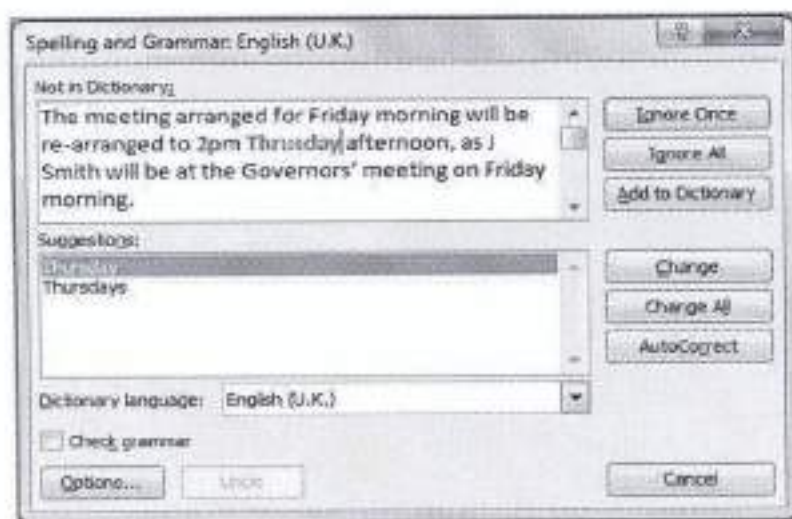
It is important to spell check all e-mails before sending them, to ensure their accuracy. The spell checker will highlight misspelled/unknown words, as well as repeated words.

- Click at the beginning of the message
- Ribbon [Review] [Proofing] – click the [Spelling] button
 - The Spelling and Grammar dialog box opens
 - If there are no spelling errors in your e-mail, the message "The spelling check is complete" will be displayed on screen.



The spell check will go through each word in the body of the message, suggesting replacements if it does not recognise a word

- For each word, choose as follows:
 - [Ignore Once]/[Ignore All] to leave the word/all instances of the word as it is in your message
 - [Change]/[Change All] to select one of the suggested changes
 - [Add to Dictionary] to add the word to your dictionary for future use
 - [AutoCorrect] to automatically correct this mistake in the future
 - Tick the [Check grammar] field, to check the grammar as well as the spelling
- If a word is repeated - this will be shown, along with the option to delete the repeated word
- Once the spelling check is complete, click [OK]



Select message priority

Messages can be sent with Normal, High or Low Importance, to indicate to the recipient how urgent they are.

A high priority message will appear in the Inbox with an exclamation mark to its left.

A low priority message will appear in the Inbox with a down arrow to its left

If you do not select a priority, messages will be sent with Normal Importance.

From within the message

- Ribbon [Message] [Tags] – click the [High Importance] or the [Low Importance] button
 - To change the priority of the message
 - To highlight the selected button in the [Options] group
- [Send] the message



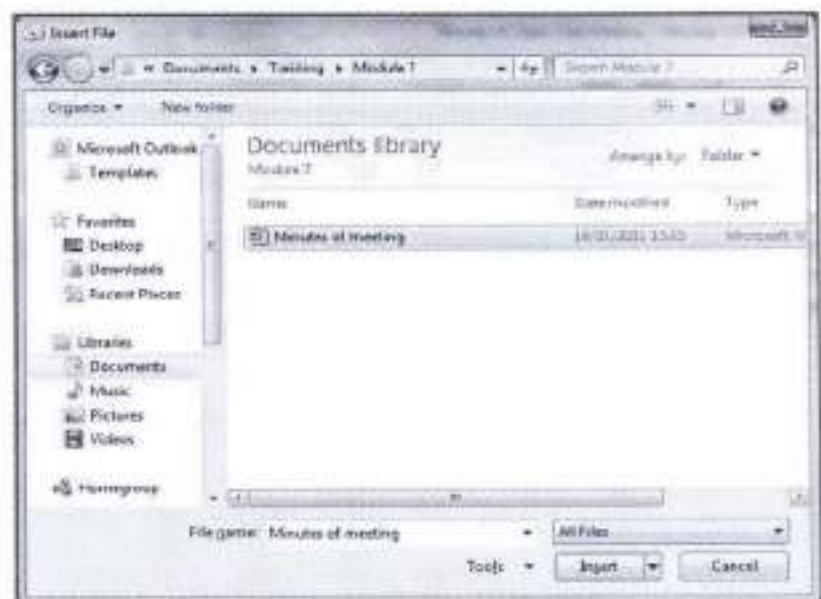
Exercise 7 Practice

- Create and send 2 more e-mails, using the following features that have just been covered:
 - Type in e-mail addresses
 - Pick up e-mail addresses from the **address book**
 - **Format** the e-mail text
 - **Spell check** the e-mail
 - Amend the **priority** of the e-mail
 - **Send** the e-mail

Exercise 8 Insert a file attachment

A copy of any file you can access on your PC can be sent as an e-mail attachment. In this exercise, you will send a message to yourself, containing an attachment, which is stored with your exercise files.

- Create a new e-mail
- Type *your* e-mail address in the [To] field
- Fill in the [Subject] field
- Click in the message window
- Type the text of your message
- Ribbon [Message] [Include] – click the [Attach File] button
 - To open the Insert File window
 - To view your filing system
- Select your exercise files location
- Within the exercise files location, select [Module 7]
- Select the file named [Minutes of Meeting]
- Click [Insert]
 - To add an [Attached:] field under the [Subject] field in the e-mail
 - To show this file in the [Attached:] field



Attached: Minutes of Meeting.docx (10 KB)

- To attach further files to this e-mail, follow the above process for each attachment. All attachments will be shown in the [Attached:] field

- Click the [Send] button to the left of the message header
 - To send the e-mail to yourself



You will need to know:

Remove a file attachment

To remove the attachment from the e-mail before sending it:

- *Click the attachment in the [Attached:] field*
- *Press the [Delete] key on the keyboard*
 - *The attachment will be removed from the [Attached:] field*

Right click:

- [Remove]

Exercise 9 Use the reply function

It is possible to reply to an e-mail by selecting it within the Inbox, or by opening it in its own window. Either way, the [Reply] and [Reply to All] buttons will be available.

- The [Reply] button
 - Will reply only to the sender of the e-mail
- The [Reply to All] button
 - Will reply to the sender
 - *and* will send a copy of your reply to everyone who was copied [Cc] in the original e-mail
 - *but* will not send a copy to anyone who received a blind copy [Bcc] of the original e-mail



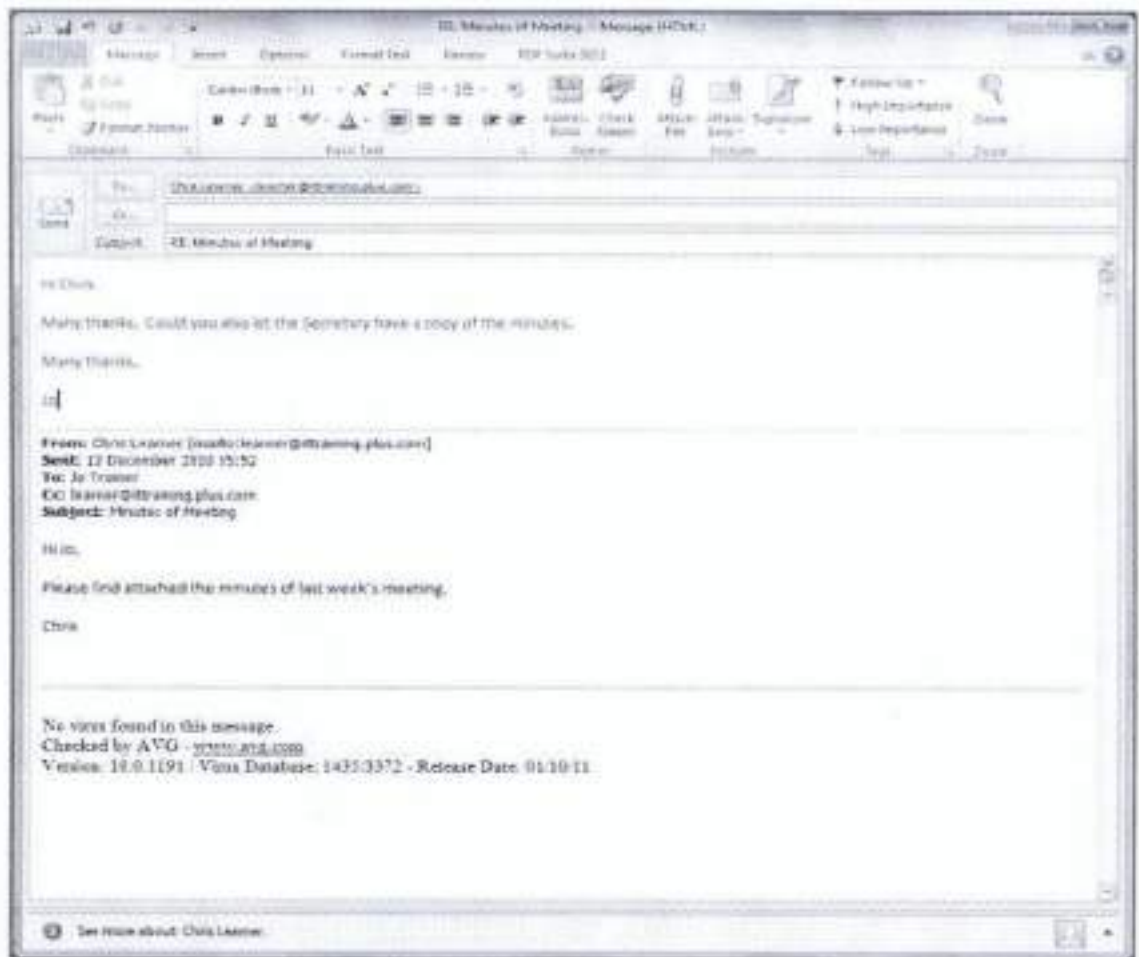
Either, with the e-mail selected in the Inbox:

- Ribbon [Home] [Respond] – click the [Reply] or [Reply to All] button

Or, with the e-mail open on screen:

- Ribbon [Message] [Respond] – click the [Reply] or [Reply All] button
 - A message reply window will open, with the [To] and [Subject] fields filled in, along with the [Cc] field if you have chosen [Reply All]. The subject will be preceded by the letters "RE: "
 - The original message will probably be shown in the Reply window
- Ensure that the cursor is flashing at the top left of the Reply window
(If not, click at top left)
- Type your reply
 - To insert your reply text above the original message
The original message will move down to make space as you type
- Click the [Send] button to the left of the message header
 - To send the reply
- If your original message is still open on screen, [Close] it





Exercise 10 Forward an e-mail

It is possible to forward an e-mail by selecting it within the Inbox, or by opening it in its own window. Either way, the [Forward] button will be available.

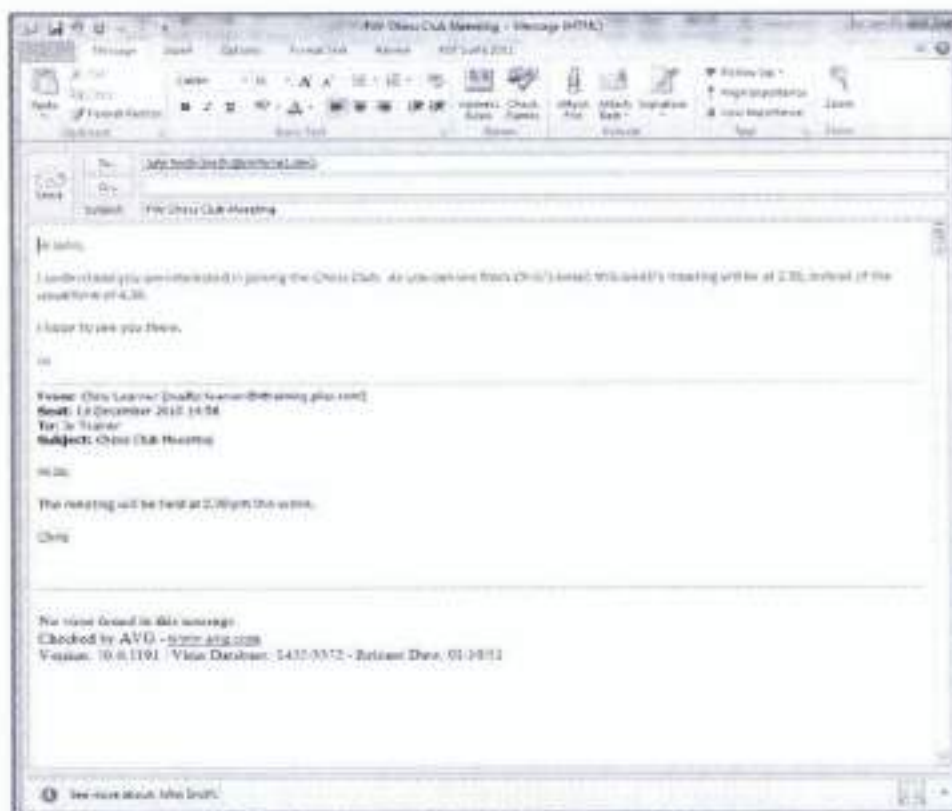
Either, with the e-mail selected in the Inbox:

- Ribbon [Home] [Respond] – click the [Forward] button



Or, with the e-mail open on screen:

- Ribbon [Message] [Respond] – click the [Forward] button
 - To open a Forward message window containing the original message
 - To see the original subject in the [Subject] field, preceded by the letters "FW: "
- Fill in the [To] and [Cc] fields as required
- Click at the top left of the Forward window, above the original message
- Type the forwarding text
- Click the [Send] button to the left of the message header
 - To send the e-mail



- Look in the Inbox at the icons showing which messages have been replied to and forwarded

Exercise 11 Save a file attachment

In a previous Exercise, you sent yourself an e-mail containing an attachment. This e-mail and attachment will now be used to demonstrate working with attachments. You will save the attachment to a location in your filing system, and will open the attachment on screen.









Be aware that attachments you receive can contain viruses. Ensure that your virus protection software is kept up-to-date, so that it can deal with the latest viruses. It is not advisable to open attachments from unrecognised recipients

- Check whether the e-mail you sent yourself containing the attachment is shown in the Inbox
- If the e-mail has not arrived yet, [Ribbon] Home] [Send/Receive] – click the [Send/Receive All Folders] button
 - To send any messages in your Outbox
 - To receive any incoming messages

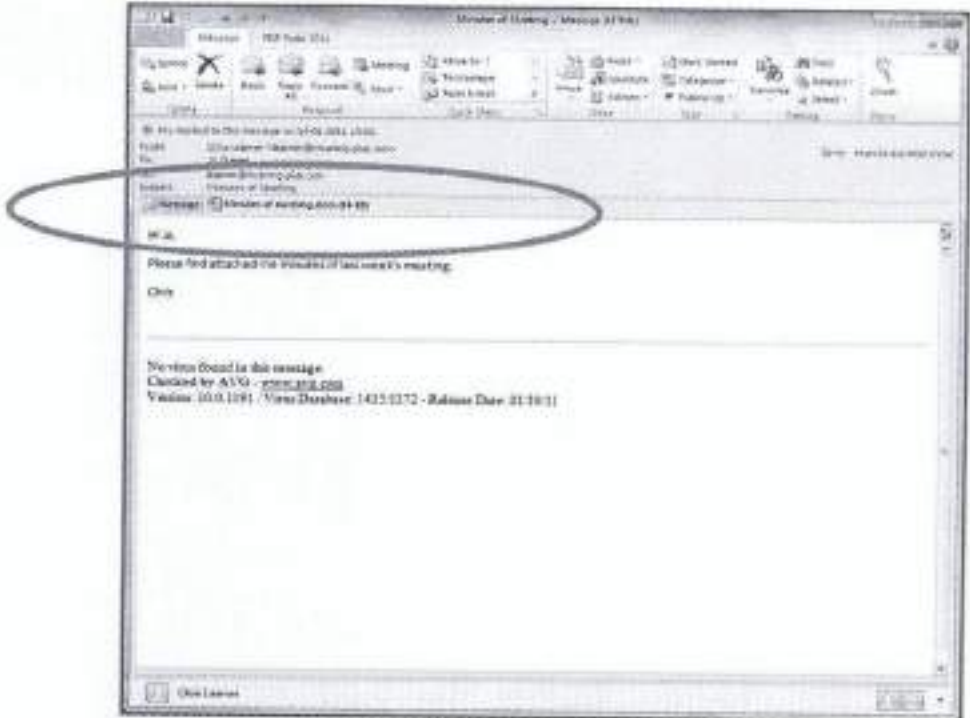


Sometimes, it takes a while for messages to be received from the service provider; therefore it may be necessary to press [Send/Receive] several times before the message arrives in your Inbox

Any messages with attachments will be shown with a paperclip in the Attachment column to next to the message details.

	Jo Trainer	15:47	
	Minutes of Chess Club Meeting		
	Jo Trainer	Wed 13:54	
	Homework		
	Chris Learner	13/12/2010	
	Minutes of Meeting		
	Chris Learner	13/12/2010	
	Chess Club Meeting		

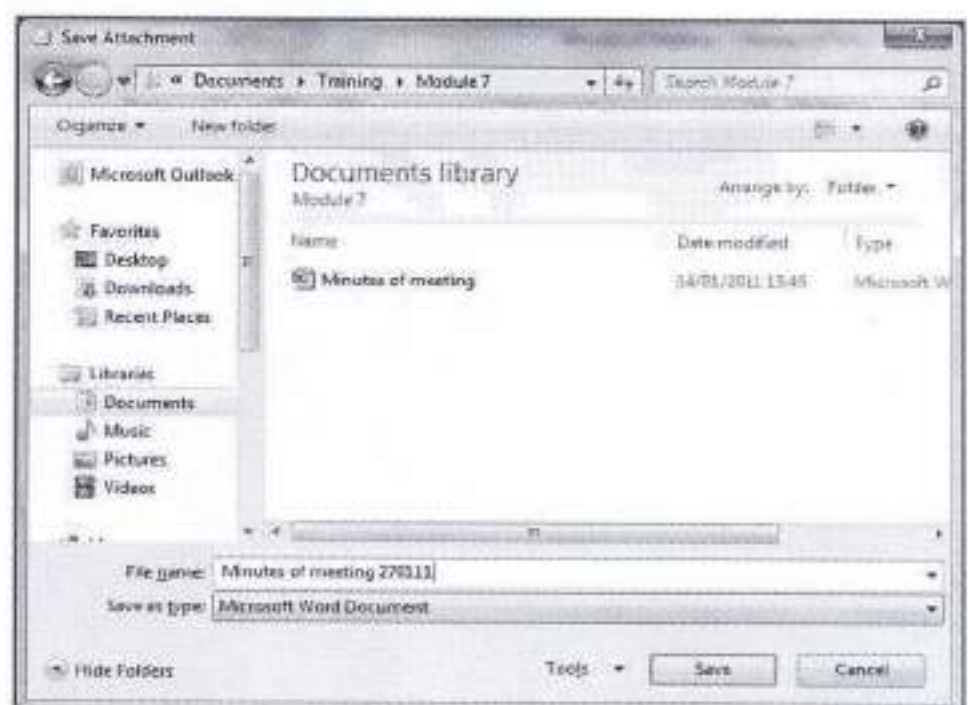
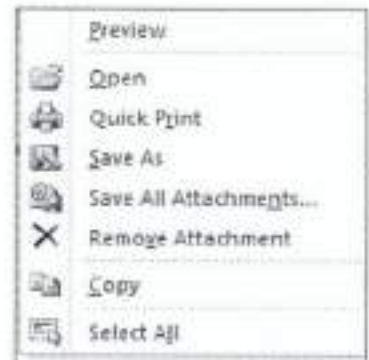
- [illegible]



Save the attachment

The file will be saved from within the e-mail. Once you have opened the file, it is also possible to save it within the software application you are using to view it.

- Right click the attachment
 - To open the quick menu of options available for this attachment
- Select [Save As] from the quick menu
 - To open the Save Attachment dialog box
- In the currently selected [File name:] field, type an appropriate name for the document
- Navigate through the drives and folders within your filing system
 - To select a suitable location in which to save the document
- Click the [Save] button
 - To save the file in the selected folder
 - To save the document with no link to the attachment you were sent with your e-mail



Open the attachment

You can preview the attachment in your message window, or open it in the programme with which it was created.

To preview the attachment in the message window:

- Select the attachment
 - To preview the file

You may see a message about only previewing files from trustworthy sources

To open the attachment in Microsoft Word:

- Double click the attachment
 - To open the attachment in its original format on screen

Right click:
• [Open]

Once the attachment has been opened, the full functionality of the software program, in which you are editing it, is available to you. Consequently, you can make and save any changes you require here. There is no link between your document and the original, held by the person who sent it to you.



You may like to know:

If you are sent an attachment in a format that is not recognised on your PC, a dialog box will open asking you to select the program with which to open this attachment. If you have appropriate software, select this. If not, you will not be able to open this attachment at this time.

Exercise 12 Preview, print a message

Although e-mail helps to cut down on the amount of paper we need to use, there are times when it is helpful or necessary to print out e-mail messages.

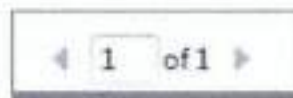
It is possible to print an e-mail by selecting it within the Inbox, or by opening it in its own window. Either way, the [Print] button will be available.

Preview a message

It is useful to preview messages before printing them, to ensure that they will print successfully.

With an e-mail selected in the Inbox, or open on screen:

- Ribbon [File] – click the [Print] button
 - To open the Print dialog box
 - To preview the e-mail on screen
- At the bottom of the dialog box, use the left and right arrows
 - To move between the pages of the document
 - To see how the document would currently print out
- At the bottom right of the dialog box, use the size buttons
 - To adjust how many pages are shown at a time in the preview



Print a message

In the Printer section of the Print dialog box:

- Select the appropriate printer from the drop down list

If you need to amend printing options, such as number of copies, or which pages to print:

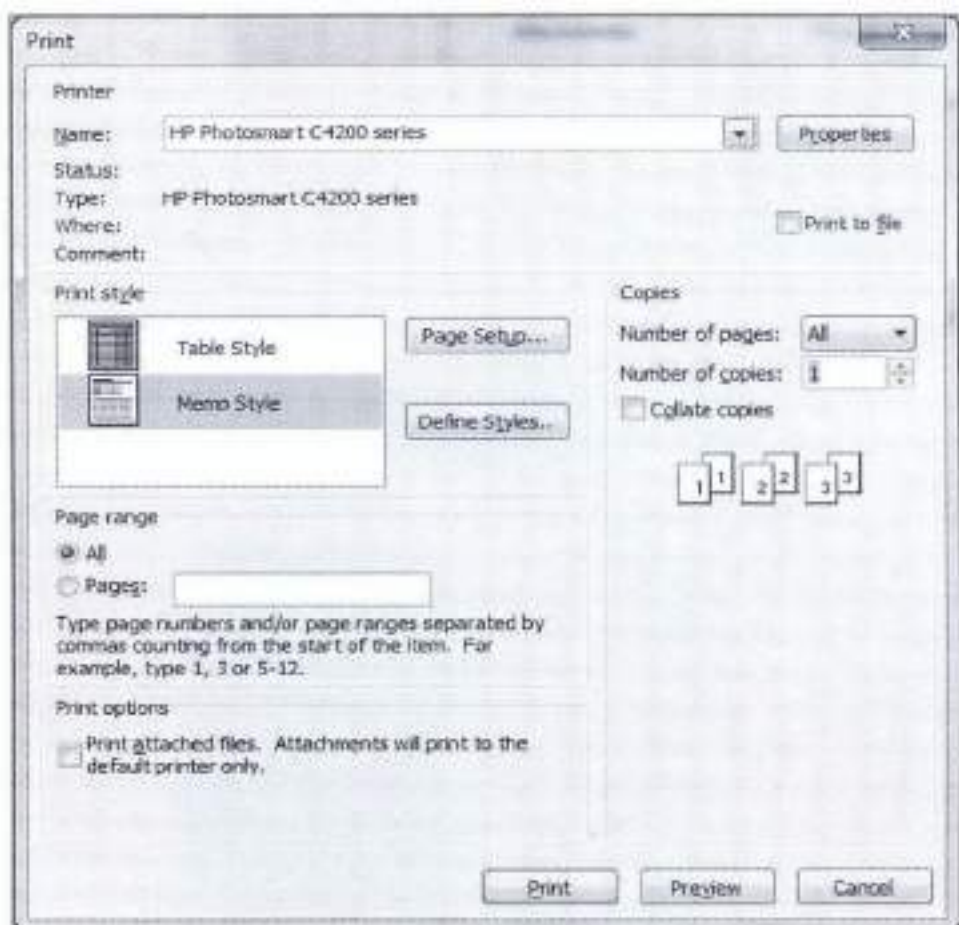
- Click the [Print Options] button
 - To view the options available when printing in Outlook
- Ensure [Number of pages:] is set to [All]
The alternative is to print Even or Odd pages
- Use the arrows to the right of [Number of copies:]
 - To select how many copies of the e-mail you wish to print
- In the Page range section, select [All]
 - To print the entire e-mail
- To print particular page ranges, type these ranges in the [Pages] field
The text beneath this field explains the format to enter page ranges into the field
- Any attachments can be printed on the default printer by ticking the [Print attached files] field

Either:

- Click the [Print] button from within the Print options box

Or

- Click the [Print] button in the Print dialog box
 - To print the e-mail with the currently selected print options



Exercise 13 Enhancing productivity

This Exercise will teach you how to customise Outlook and your e-mails, to work more efficiently

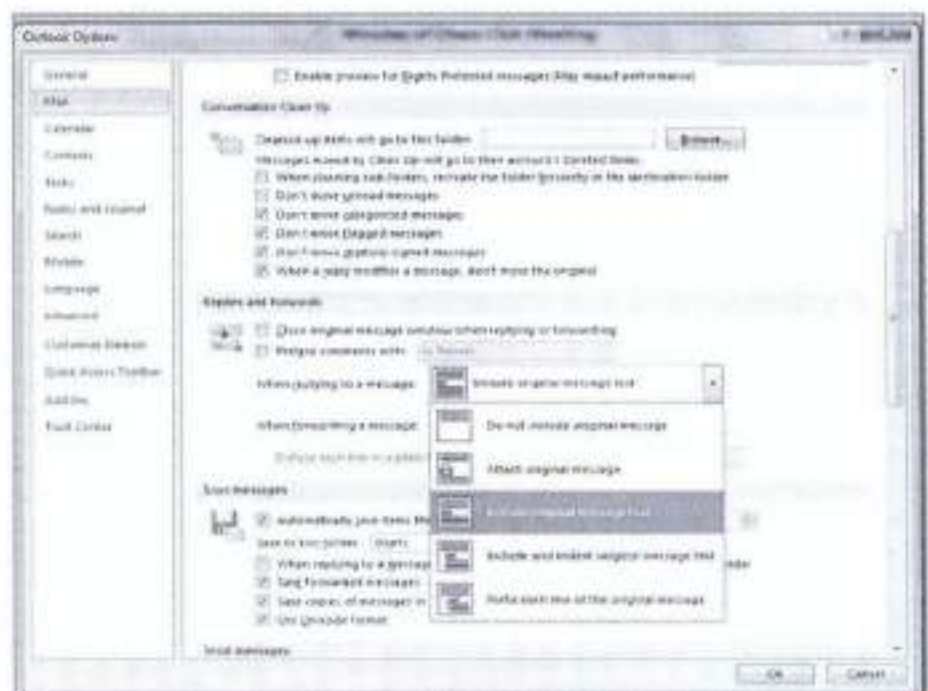
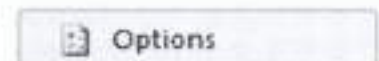
Reply with, without original message

When replying to an e-mail, the original e-mail usually appears at the bottom of the reply window. It is possible to amend the setup of Microsoft Outlook so that it does not include the original message when replying.

- Ribbon [File] click the [Options] button
 - To open the Options dialog box
- In the left pane, select [Mail]
 - To view the options for the Mail section
- Scroll down to the Replies and forwards section

Click the drop down arrow to the right of the [When replying to a message] field

- To see the options available for the original message text when replying to a message
- Select the option you wish to use for your messages
- Click [OK]
 - To close the Outlook options dialog box





You may like to know:

To omit the original message from just your current e-mail, without amending the setup for future e-mails, simply highlight and delete the original message within the reply window before sending the message.

Flag an e-mail

Messages can be flagged from within the Inbox or when they are open on screen.

Either, with the message selected in your Inbox:

- Ribbon [Home] [Tags] – click the [Follow Up] button

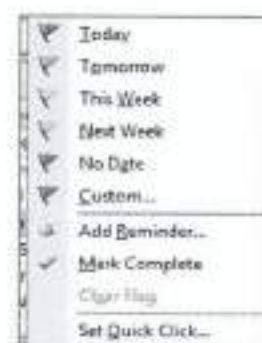


Or, with the message open on screen:

- Ribbon [Message] [Tags] – click the [Follow Up] button
 - To view the follow up options

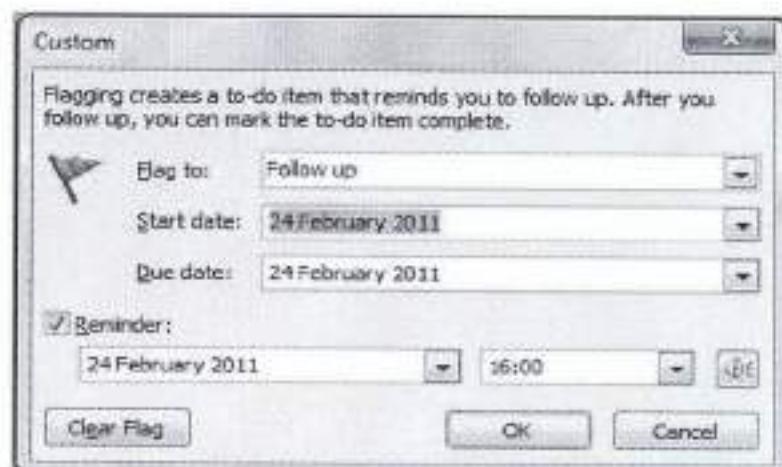
Either

- Select one of the follow up date options
 - To indicate that you wish to follow up this message by this date



Or

- Click the [Add Reminder] option
 - To open the Custom dialog box, in order to set a reminder for this item
- Click [OK]
 - To close the Custom dialog box once you have set the reminder



A flagged message will have a flag in the Flag column in the Inbox



- Click the flag
 - To mark it complete

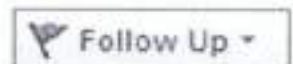
Remove a flag mark from an e-mail

Either, with the message selected in the Inbox:

- Right click the flag and select [Clear Flag]

Or, with the message open on screen:

- Ribbon [Message] [Tags] – click the [Follow Up] button and select [Clear Flag]
 - To remove the flag from the message



Mark an e-mail as unread, read

Unread messages appear in **bold** type, with a closed envelope icon. Read messages appear in normal type, with an open envelope icon. The status of messages can be amended, so that a read message appears to be unread, and vice versa.

Mark a message as unread

- In the Inbox, click once on the message you have read
 - To select that message
- Ribbon [Home] [Tags] – click the [Unread/Read] button
 - To put the message in **bold** type
 - To change the icon to a closed envelope

Right click:
• [Mark as Unread]

*If you have replied to or forwarded the message, the icon will not change, although the text will be put in **bold***

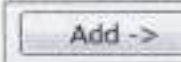
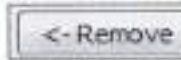

Mark a message as read

- In the Inbox, click once on the message you wish to amend
 - To select that message
- Ribbon [Home] [Tags] – click the [Unread/Read] button
 - To put the message in normal type
 - To change the icon to an open envelope

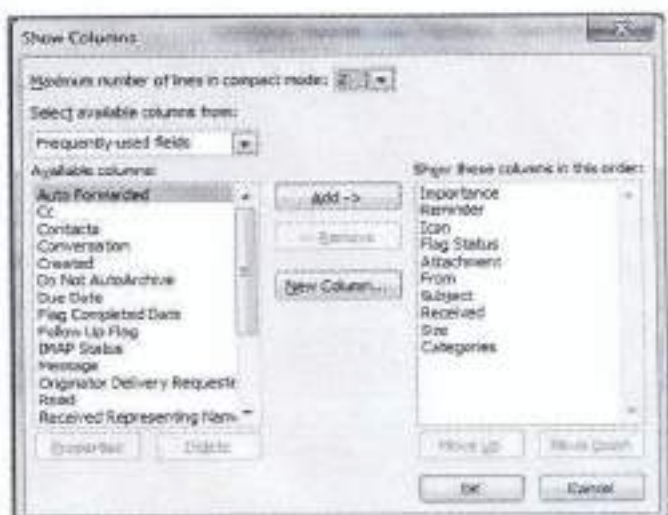
Right click:
• [Mark as Read]

Add, remove message inbox headings

It is possible to amend the headings displayed in the Inbox, such as Sender, Subject, Date received.

- Ribbon [View] [Current View] – click the [View Settings] button
 - To view the Advanced View Settings dialog box for the current view
- Click the [Columns...] button
 - To view the Show Columns dialog box
 - The columns currently displayed in your Inbox are in the right pane
 - The columns available are in the left pane
- Select a column in the left pane and click the [Add->] button 
 - To add this column to the Inbox
- Select a column in the right pane and click the [**<-Remove**] button 
 - To remove this column from the Inbox
- Select a column in the right pane and click the [Move Up] or [Move Down] buttons 
 - To alter the order of the headings in the Inbox

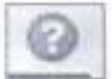
Columns at the top of the pane will be at the left of the Inbox
- Click [OK]
 - To close the Show Columns dialog box
- Click [OK]
 - To close the Advanced View Settings dialog box
 - To view your amended Inbox headings



Exercise 14

Use available Help functions

- Click the [Microsoft Outlook Help] button at the right of the Ribbon
- To view the Outlook Help dialog box
 - If your computer is online, you will view Office Online help, in addition to the help contained with the Outlook program



Keyboard shortcuts
• [F1]

View a help topic

The Help dialog box opens with a selection of topics.

- Click one of the topics
 - To view sub-menus of help available concerning the topic you have selected
- Click a sub-menu
 - To view sub-categories of help concerning the sub-menu you have selected
- Select further sub-categories, as relevant
 - Until you view the help text for the topic you have selected





Some of words in the help text may be in a different colour

- Click these words
 - To view an explanation of the words
- Click the words again
 - To hide their explanation
- Click [+ Show All] at the top of a help topic
 - To view all the explanations in this topic
- Once you have shown all the explanations for a topic, click [- Hide All]
 - To hide the explanations

The Help toolbar buttons

The following buttons are displayed across the top of the Help dialog box:

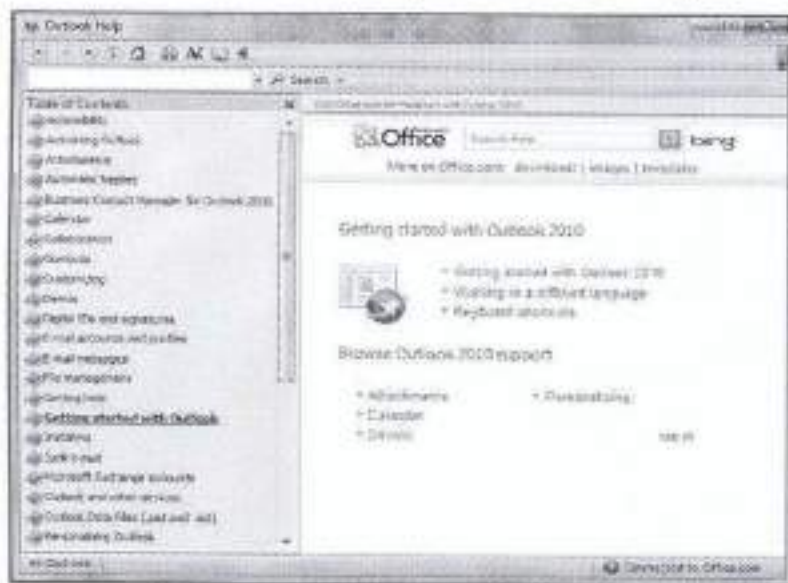


- [Back]
 - Go back to the previous screen
- [Forward]
 - Return to the screen you were viewing before you clicked [Back]
- [Stop]
 - Stop a help page uploading to the Help dialog box
- [Refresh]
 - Refresh an online help page with the latest information available
- [Home]
 - Return to the initial Help screen
- [Print]
 - Open the Print dialog box, in order to print all or part of the current Help topic
- [Change Font Size]
 - Make the font size in the Help dialog box larger or smaller
- [Show Table of Contents]
 - View the Help Table of Contents to the left of the Help dialog box
 - When the Table of Contents is showing, the icon will change to an open book. Click this, to hide the Table of Contents
- [Keep on Top]
 - Toggle between keeping the Help dialog box on top of your Outlook screen, whilst you are working, and not keeping it on top

Table of Contents

The Table of Contents contains headings for the complete Help manual.

- If the Table of Contents is not showing, click the [Show Table of Contents] button at the top of the Help dialog box
 - To view the Table of Contents to the left of the Help dialog box
- Select one of the headings with a book icon to its left
 - To view the help topics available for that heading
- Select a help topic with a question mark to its left
 - To view the help text for that topic



- Click the [Hide Table of Contents] button
 - To close the Table of Contents to the left of the Help dialog box



Search

The Search field is below the toolbar buttons.

- Type the name of the help topic you wish to view and press [Enter]
 - To view a list of the help topics that match the text you entered into the Search field
- Select the most appropriate entry from the list
 - To view the help text for that topic
- Click the [Back] button on the toolbar
 - To return to the list of help topics
 - To be able to select a different topic from the list



Context-sensitive help

The [Help] button appears at the top right of dialog boxes.

- Click the [Help] button in a dialog box
 - To view help on topics specifically relating to that dialog box

Exercise 15 Close an e-mail application

When you have finished working with Outlook, it is good practice to close the program, so that it does not impact unnecessarily on your computer's performance.

- Ribbon [File] – click the [Exit] button
 - To close Outlook.



Keyboard shortcut:
• [Alt] + [F4]

Alternatively, clicking the [Close] button at the top right of the screen will close Outlook.



Example 6 - E-mail management

This Example will show you how to manage your e-mails within Microsoft Outlook.

You will look for e-mails by searching and sorting within the Inbox.

After this, you will create additional e-mail folders and move existing e-mails to these folders.

You will learn how to delete e-mails from your Inbox folders into the Deleted Items folder, and restore them to the Inbox. You will also learn how to empty the Deleted Items folder, to permanently remove e-mails from Outlook.

You will work with your Contacts folder, to add and delete contacts; and will create a distribution list, to ease sending e-mails to lists of contacts.

Exercise 1 Look for e-mails

This Exercise will show you how to search for e-mails by selected criteria, and how to sort your e-mails.

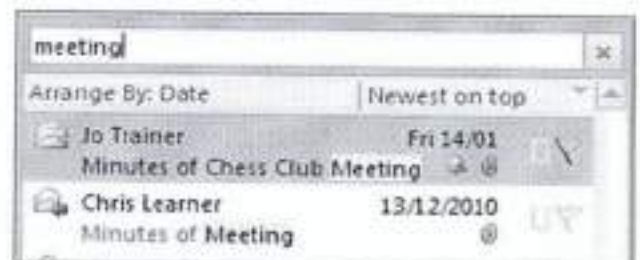
Search for an e-mail

This will search for a message in your Inbox, containing the text you type in the Search field.

- Select your Inbox
 - To view the messages in your Inbox
- In the Search field at the top of the Inbox, type some text that you know is in one of your e-mails
 - As you type, Outlook will probably begin searching for e-mails containing this text



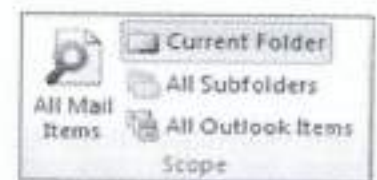
- If Outlook does not begin searching, press the [Search] button
 - To search for e-mails containing this text
 - Any messages meeting the search criteria will be displayed in the Inbox (Search Results) window



You may like to know:

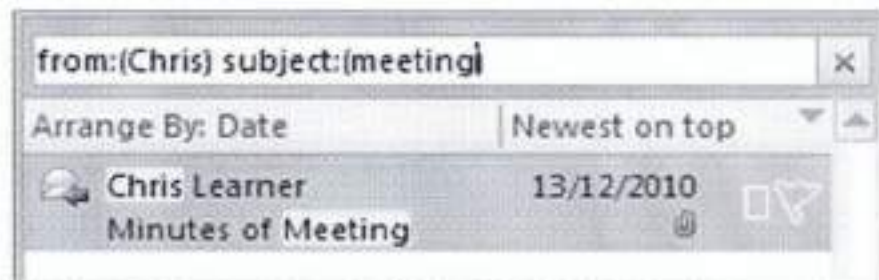
Scope of search

- *Ribbon [Search] [Scope] - click the appropriate button in the Scope group to determine which items to include in the search*



Search by specific fields

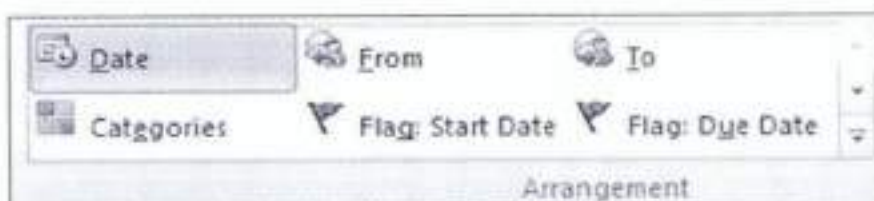
- Ribbon [Search] [Refine] – click one of the buttons in the Refine group and type an appropriate word or phrase for this field in the Search field
 - To filter the search based on this particular field
 - Your search criteria will be displayed in the Search field
- Click more of the buttons in the Refine group and type words or phrases related to these fields
 - If you wish to add further search fields



- Click the [Close Search] button to the right of the Search field
 - To remove the search results from the folder pane
 - To see all your e-mails in the folder pane

Sort e-mails

- Ensure your Inbox is selected
- Ribbon [View] [Arrangement] – click the down arrow to the right of the group of arrangement icons
 - To view the fields the Inbox can currently be sorted by
- Select [From]
 - To sort the e-mails in the Inbox by sender
- Select other icons, such as [Subject], [Size] or [Date]
 - To sort the e-mails in the Inbox by the selected field



You may like to know:

The Inbox can also be sorted using the column headings. The procedure to follow depends on the layout of your Outlook window.

If your Inbox header is similar to this:



- Click the [Arrange By:] heading
 - To view the fields to sort by
- Click the heading to the right of the [Arrange By:] column
 - To reverse the order of the e-mails according to their sort field

If your Inbox header is similar to this:



- Click the header of the column you wish to sort by
- Click the same column header again
 - To reverse the order of the e-mails according to this column

Exercise 2 Work with e-mail folders

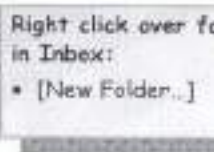
In order to organise your messages and make it easier to keep track of them, it is possible to create as many mail folders as you require. Messages can then be moved from the Inbox into a relevant folder.

Messages in folders can be sorted into different orders – for example, by name of sender, subject of message, date message received, whether or not messages have attachments.

It is also possible to search either your current folder or all folders to find a particular message.

Create an e-mail folder

- In the Navigation pane, select the Inbox
- Ribbon [Folder] [New] – click the [New Folder] button
 - To open the Create New Folder dialog box
- In the [Name:] field, type “Training”
 - To name your new folder
- In the [Select where to place the folder:] field, ensure that the highlight is on [Inbox]
 - So that your new folder will be created as a subfolder of the Inbox
- Click [OK]
 - To create your new folder as a subfolder of the Inbox
 - To view your new folder in the folder list
- Repeat the above procedure to create another new subfolder within the Inbox





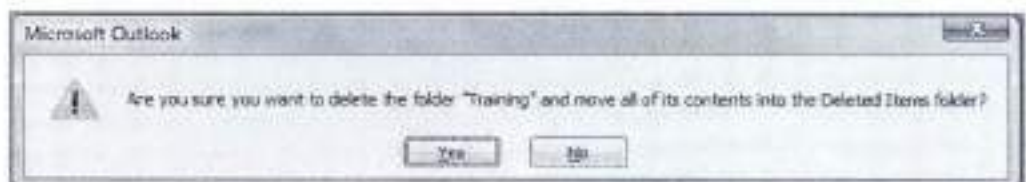
You may like to know:

If you cannot see the subfolders underneath your Inbox, click the white triangle to the left of the Inbox. This will list the subfolders. When the subfolders are showing, clicking on the black triangle to the left of the Inbox hides the subfolders.

Delete an e-mail folder

When you choose to delete an e-mail folder, the folder is deleted and its contents are moved to the Deleted Items folder. Working with the Deleted Items folder will be covered later in this Module.

- In the Navigation pane, select the folder you wish to delete
- Ribbon [Folder] [Actions] – click the [Delete folder] button
 - To view a message asking if you wish to delete the folder and move its contents to the Deleted Items folder



- Click [Yes], if you wish to delete the folder
- Click [No], if you do not wish to delete the folder

Right click:
• [Delete Folder]

Move e-mails to an e-mail folder

- In the Navigation pane, select the Inbox
- Select one of the messages in your Inbox
- Ribbon [Home] Move] – click the [Move] button
 - To view a list of your most recently used folders

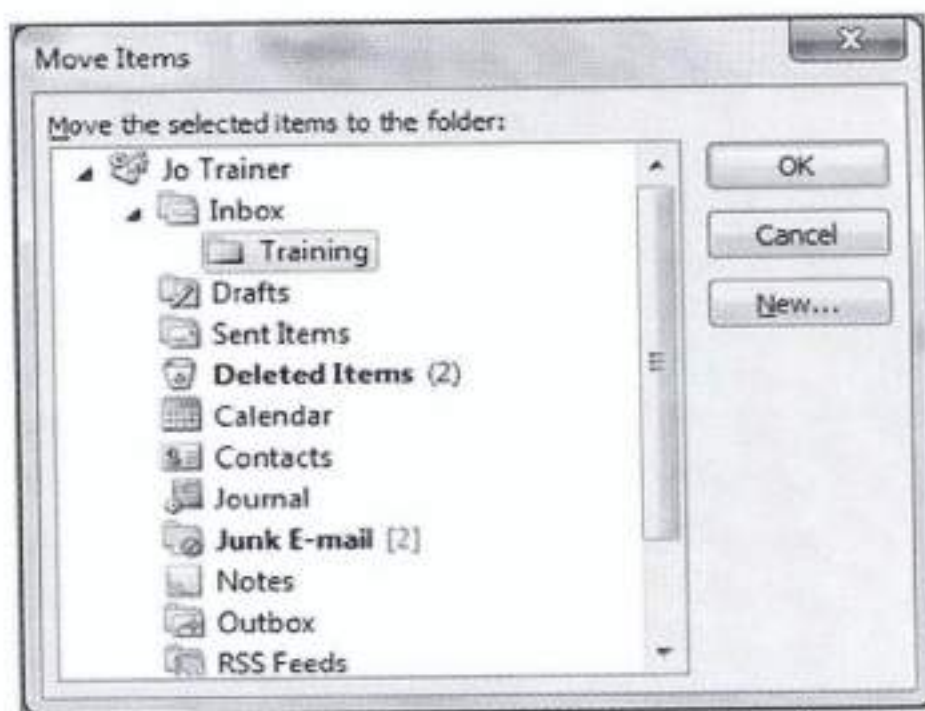


If the [Training] folder is shown in this list:

- Select the [Training] folder
 - To move the selected message to the [Training] folder

If the [Training] folder is not shown:

- Click the [Other folder...] button
 - To view the Move Items dialog box
- In the Move Items dialog box, select the [Training] folder
- Click [OK]
 - To move the selected message to the Training folder



- In the Navigation pane, select the Training folder
 - To see that the message has been moved here

Exercise 3 Deleted items

This Exercise will work with the Deleted Items folder.

When a message is deleted, it is moved to the Deleted Items folder. Items can be restored from the Deleted Items folder.

The Deleted Items folder should be regularly emptied, as items in this folder take up space in your filing system.

Delete an e-mail

When an e-mail message is no longer required, it should be deleted, in order to keep the Inbox (and other mail folders) manageable and up-to-date.

It is possible to delete a message by selecting it within its folder, or by opening it in its own window. Either way, the [Delete] button will be available in the Delete group on the Ribbon.

With the message selected in its folder

- Ribbon [Home] [Delete] – click the [Delete] button

With the message open in its own window:

- Ribbon [Message] [Delete] – click the [Delete] button
 - To move the selected message to the Deleted Items folder



Restore a deleted e-mail

- In the Navigation pane, select the Deleted Items folder
- Select the message you wish to restore
- Ribbon [Home] [Move] – click the [Move] button
 - To view a list of your most recently used folders
- Select a folder from the list, or click [Other folder...] and select a folder from the Move Items dialog box
 - To move the selected message to the [Training] folder

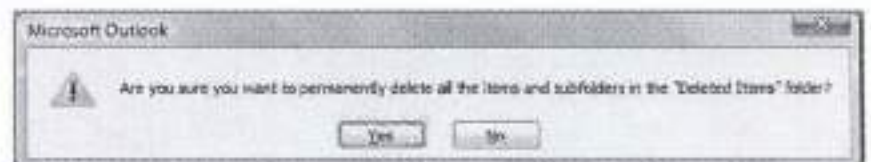




Empty the deleted items folder

The option to [Empty "Deleted Items" Folder] will only be available if there is at least one item in the Deleted Items folder.

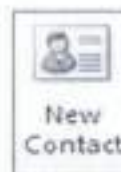
- In the Navigation pane, select the Deleted Items folder
- Ribbon [Folder] [Clean Up] – click the [Empty Folder] button
 - A warning message may appear, to confirm that you wish to delete the items from this folder. If so, click [Yes], to permanently delete the contents of the Deleted Items folder



Add a contact

This will add a contact to your Contacts folder.

- Ribbon [Home] [New] – click [New Contact] button
 - To open an Untitled - Contact window
- Type the contact's name in the [Full Name...] field
- In turn, press [Tab] on the keyboard to move to and complete the [Company] and [Job title:] fields as relevant
- Continue through the fields in the dialog box, entering any fields you require
- Ribbon [Contact] [Actions] – click the [Save & Close] button
 - To add this Contact to your Contacts folder



Delete contact details from an address book

- Select the contact you wish to delete
- Ribbon [Home] [Delete] – click the [Delete] button
 - To delete this contact from the address book



Update an address book from incoming e-mail

Contacts can also be added from e-mails you have received.

- In the Navigation pane, ensure your Mail is selected
- In the Navigation pane, select your Inbox
- Click one of the messages in your Inbox
- In the Reading pane, move the pointer over the Sender's name and right click
- From the quick menu, select [Add to Outlook Contacts]
 - To open a Contact dialog box containing the name and e-mail address of the Sender



- Complete any further fields, as required
- Click [Save & Close]
 - To add this contact to your Contacts folder



Create a distribution list

In Outlook, a distribution list is known as a Contact Group. A contact group contains the names of a list of contacts to whom you regularly send the same e-mails. When you need to send an e-mail to a list of contacts contained within a contact group, you enter the contact group name in the [To:] field, rather than entering the individual contacts' names.

- In the Navigation pane, select Contacts
- Ribbon [Home] [New] – click the [New Contact Group] button
 - To open an Untitled – Contact Group window
- In the [Name:] field, type a meaningful name for your list



Add group members

Existing contacts can be added to a group from your Contacts folder. A new member can be added to the group; or a new member can be added to the group and also to your Contacts folder.

Add an existing contact

- Ribbon [Contact Group] [Members] – click the [Add Members] button
 - To view a sub-menu of options
- Select [From Outlook Contacts]
 - To view the Select Members: Contacts dialog box

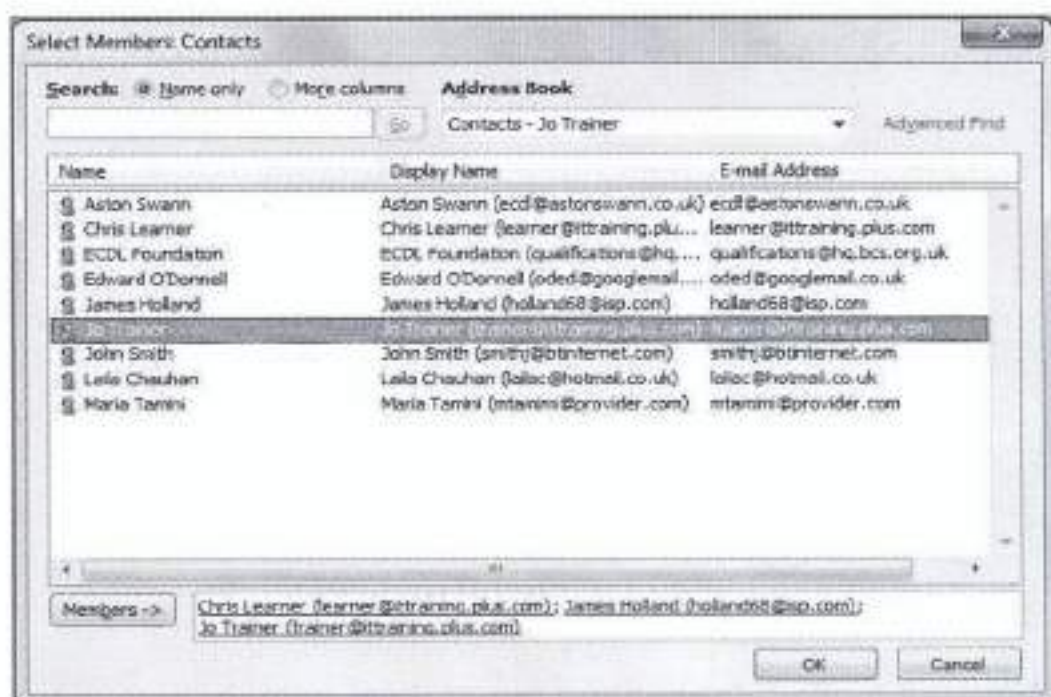


Either

- In turn, double click each contact you wish to add to the group

Or

- In turn, click each contact
- Click [Members->]
 - To add the selected contact to the Members group
- Click [OK] at the bottom of the Select Members: Contacts dialog box
 - To add the members to the group



 Add Members +
  Remove Member
  Update Now
  E-mail

 From Outlook Contacts
  From Address Book
  New E-mail Contact

- Fill in the details for this Contact

- If you wish to add this member to your Contacts

- To add this Contact to your group

Ribbon [Contact Group] [Actions] – click the [Save & Close] button



- To add this new contact group to your Contacts



When you send an e-mail to a contact group, the name of the group will appear in your [To:] field, but the individual contacts' names, as stored in your contacts, will appear when the mail is received by the recipients.

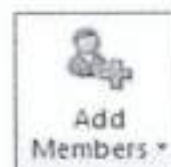
If you click the [+] sign to the left of the contact group name in the [To:] field, the group recipients will be displayed in the [To:] field, instead of the group.

Update a contact group

When updating a contact group, new members can be added and members can be removed from the group.

Add a group member

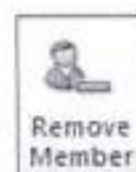
- In your Contacts folder, double click the relevant group
 - To open the contact group
- Ribbon [Contact Group] [Members] - as you did when creating the group, use the [Add Members] button
 - To add members to the contact group
- Ribbon [Contact Group] [Actions] – click the [Save and Close] button
 - To save the contact group with the amended members



Remove a group member

When you remove a member from a contact group, this does not affect their entry in your Contacts folder.

- In Contacts, double click the relevant group
 - To open the contact group
- Select the member to be removed
- Ribbon [Contact Group] [Members] – click the [Remove Member] button
 - To remove this contact from the group
- Ribbon [Contact Group] [Actions] – click the [Save and Close] button
 - To save the contact group with the amended members

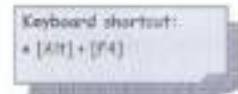


Ensure that you do not click the [Delete Group] button in the [Actions] group by mistake – as this will delete the entire distribution list!

Exercise 5 Close an e-mail application

When you have finished working with Outlook, it is good practice to close the program, so that it does not impact unnecessarily on your computer's performance.

- Ribbon [File] – click the [Exit] button
 - To close Outlook.



Alternatively, clicking the [Close] button at the top right of the screen will close Outlook.

