ECDL Module 7

WORKBOOK

Information & Communication

Microsoft Office XP Edition for ECDL Syllabus 4.5 (UK only)
ECDL Approved Courseware

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Syllabus 4 is the official syllabus of the ECDL certification programme at the date of approval of this courseware publication.
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IC1.1. Course Setup Instructions

Instructions for the Course Tutor

- Uninstall and then reinstall the Internet Explorer Program (during the course changes will be made such as adding favourites and changing the home page).
- You need to provide a connection to the Internet.
- You need to set up an email address which the student can use.
- You will need to send a few emails to the student’s email address so that they can practice tasks such as retrieving and replying to emails.
- Copy the sample files to a folder called **MODULE 7 SAMPLES**.
IC1.2. The Internet

IC1.2.1. Concepts / Terms

IC1.2.1.1. Understanding and distinguishing between the Internet and World Wide Web

- Make sure that you can answer the following questions:
  - What is WWW short for?
  - What is the difference between the Internet and the WWW?
  - What is a web browser?

IC1.2.1.2. Defining and understanding the terms HTTP, URL, hyperlink, ISP & FTP

- Make sure that you can explain the meaning of the following terms (and what the abbreviations are short for):
  - HTTP
  - URL
  - Hyperlink
  - ISP
  - FTP

IC1.2.1.3. Understanding the make-up and structure of a Web address

- The address of a Web site is given by something called its URL (Uniform Resource Locator). The structure of the URL is very precise. For instance, if you wish to use your Web browser to visit the Microsoft Web site you would have to use the URL below.
  http://www.microsoft.com

IC1.2.1.4. Understanding what a Web Browser is and what it is used for

- Can you list two examples of Web browsing applications?
- What is the function of a web browser?

IC1.2.1.5. Knowing what a search engine is and what it is used for

- What is the function of a search engine?
- Does a search engine have a list of every single web site on the Internet, and if not why not?

IC1.2.1.6. Understanding the terms cookie and cache

- Explain the term cookie.
• What is a cache?

IC1.2.2. Security Considerations

IC1.2.2.1. Knowing what a protected Web site is
• What is a protected web site?
• How might access to a web site be restricted?
• Why might access to a web site be protected?

IC1.2.2.2. Knowing what a digital certificate is
• What is a digital certificate?
• When might a digital certificate be used?

IC1.2.2.3. Knowing what encryption is and why it is used
• What is encryption?
• Give an example of an encryption program.
• Why are governments insisting on 'back-doors' in encryption programs?
• Which is more secure, 128 bit encryption or 32 bit encryption?

IC1.2.2.4. Being aware of the danger of infecting the computer with a virus
• If you download a program from the Internet can it contain a computer virus?
• If you download a document from the Internet can it contain a computer virus?
• Will a virus checker prevent infection from any computer virus?

IC1.2.2.5. Being aware of the possibility of being subject to credit card fraud on the Internet
• Why is it necessary to be very wary about giving your credit card details to a web site?

IC1.2.2.6. Understanding the term firewall
• What is a firewall?

IC1.2.3. First Steps with the Web Browser

IC1.2.3.1. Opening and closing Microsoft Windows Explorer
Opening the Microsoft Internet Explorer

- Switch on your PC and if necessary enter your ID and password.
- Double click on the Internet Explorer icon displayed on your Desktop to start the Internet Explorer program.

To close the Microsoft Internet Explorer

- To close your web browser, click on the application close icon (the x at the top-right of the application window).

IC1.2.3.2. Changing the Web browser Home Page

To set a home (i.e. opening) page

- Double click on the Internet Explorer icon displayed on your Desktop to start the Internet Explorer program.
- Click on the Tools drop down menu.
- Click on the Internet Options command.

- The Internet Options dialog box is displayed. Click on the General tab of the Internet Options dialog box.
- If you wish to use the currently displayed page as your starting page, click on the **Use Current** button.

- If you wish to use the default Microsoft starting page, click on **Use Default**.
- If you wish to start the program with a blank page, click on **Use Blank**.
- If you wish to use another starting page, enter the URL into the **Address** box.

  - In this case enter the address for the Google search engine, i.e. **http://www.google.com**
Click on the OK button to close the Internet Options dialog box.  
To check if this worked correctly, close the Internet Explorer program and then re-open the program. The Google home page should be displayed.

**IC1.2.3.3. Displaying a web page in a new window**

**To display a specific web page**

- Open the Internet Explorer program.  
- In the **Address Bar** section of the program window enter the full URL address of the page which you wish to display. In this case enter the URL **http://www.microsoft.com** and press the **Enter** key. You should see the Microsoft web site home page displayed.
To force a web page to display within a new window.

- Right click on a hyperlink, and from the popup menu displayed, select the **Open in New Window** command.

  ![Open Link Menu]

  - Open Link
  - Open Link in New Window
  - Save Target As...
  - Print Target

  **TIP:** Another way to do this is to depress the **Shift** key while clicking on a hyperlink. However this may not always work, it depends on what version of Internet Explorer you are using.

- Try using these techniques on some of the hyperlinks on the web page you are viewing.
- You should see that when you use these techniques multiple copies of the Internet Explorer start opening up. You can see the icons for each copy in the Taskbar along the bottom of your screen.
- Before continuing close all copies of the Internet Explorer program.

### IC1.2.3.4. Stopping a Web page from downloading

To stop a page downloading (once it has started downloading)

- Re-start the Internet Explorer program.
- Redisplay the Microsoft home page (by entering the URL of http://www.microsoft.com into the address bar and pressing the **Enter** key).
- The web page will start loading within your web browser. Before the loading is complete, click on the **Stop** icon to stop the download.

![Stop Icon]

### IC1.2.3.5. Refreshing a Web page

To refresh a page download

- Click on the **Refresh** icon.

  ![Refresh Icon]

  **TIP:** If clicking on the Refresh icon does not seem to do what you want, try pressing the **Shift** key while clicking on the **Refresh** icon.
IC1.2.3.6. Using Help

Accessing the built-in tutorial

- Click on the Help drop down menu and then click on Contents and Index.

- You will see the following Help dialog box displayed. You can browse through the contents pages or click on the Search tab and type in a question.

- Spend a little time investigating some of the Help options available.
- You can also click on other tabs within the dialog box to access other help features. Experiment!

Remember to make use of the feature after you have completed the course. Most programs have built-in help, SO USE IT!

- Close the Help dialog box before continuing.

IC1.2.4. Adjusting Settings
IC1.2.4.1. Displaying or hiding toolbars

To hide or display toolbars within the Microsoft Internet Explorer.

- Click on the View drop down menu and select the Toolbars command. This will display a submenu, from which to can opt to display or hide toolbars.

- Make a note of which toolbars are displayed.
- Experiment with displaying all the toolbars, and then with just one toolbar.
- Before continuing, reset the toolbar display to its original setting.

IC1.2.4.2. Displaying or hiding images on a Web page

To set Microsoft Internet Explorer to not display images

- Click on the Tools drop down menu and select the Internet Options command.
- Click on the Advanced tab within the dialog box.
• Scroll down until you see the option relating to **Show Pictures**.

![Internet Options dialog box](image)

• Remove the tick next to this option so that the browser will load pages, but not display any pictures which might be contained within the pages.
• Close the dialog box and then close the Internet Explorer.
• Re-start the Internet Explorer program and you should see that graphics are no longer displayed.

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**Setting Microsoft Internet Explorer to display images**

• Click on the **Tools** drop down menu and select the **Internet Options** command.
• Click on the **Advanced** tab within the dialog box.
• Scroll down until you see the option relating to **Show Pictures**.
• Make sure that this option is selected and then click on the **OK** button to close the dialog box.
• Close and then re-start the Internet Explorer program and you should see that graphics are once again displayed.

**IC1.2.4.3. Displaying previously visited URLs using the browser address bar**
To use the browser address bar to revisit URLs
- Click on the down arrow to the right of the Address bar and select from the list displayed. You should see previous web pages displayed, when you click on an item within the list.

To view the history trail
- The history trail is a list of previously visited web sites. You can even use links within the list to revisit these sites. Click on the **History** icon.

A display box is displayed down the left side of the screen. Within this you can select how to display pages you have visited, (i.e. today's, last week etc).

- Select **Today** and a list of sites visited today will be displayed.
- Click on a link within the history window to display the relevant web page.

### IC1.2.4.4. Deleting browsing history

Deleting the history trail
- Click on the **Tools** drop down menu and select the **Internet Options** command.
- Make sure that the **General** tab is selected within the dialog box.
- Within the **History** section of the dialog box, click on the **Clear History** button.
• Re-examine the History Trail as outlined in the previous exercise and verify that the history trail is now empty.
IC1.3. Web Navigation

IC1.3.1. Accessing Web Pages

IC1.3.1.1. Going to a URL (Uniform Resource Locator)

**To go directly to a Web page**

- Enter the web address for the Microsoft web site into the **URL Address** bar at the top of the Microsoft Internet Explorer program and then press the **Enter** key.
- The URL is **http://www.microsoft.com**

You should find that the page is displayed.

IC1.3.1.2. Activating a hyperlink/image link

**Activating an Internet link**

- As you move the mouse pointer over a Web page displayed within your web browser, occasionally you will notice that the mouse pointer shape changes to the shape of a hand (pointing upwards). The pointer changes to indicate a hyperlink. Some hyperlinks are text based, while others are embedded within pictures. On well designed web sites, you will see a popup displayed if you leave the mouse pointer over an image which contains a hyperlink. An example of a hyperlink popup is illustrated below.

- Click on a hyperlink graphic and the page you are viewing will be replaced by the page which the link points to.
- Experiment with clicking on text based hyperlinks.

**REMEMBER**: Text based links are often (but not always) underlined and displayed in blue text.
IC1.3.1.3. Navigating backwards and forwards between previously visited Web pages

Using the Back and Forward button

- A quick way to go back to the last Web page you visited is to use the Internet Explorer **Back** button. On badly designed sites this may be the only way to escape from the page you are viewing.

- Experiment with using the Forward and Back buttons.

IC1.3.1.4. Completing a web based form and enter information

Completing a web based form

- In most cases a web based form will look similar to the equivalent printed form. You can enter data in the normal way, sometimes selecting options from drop down menus. Normally you need to use the **Tab** key (not the **Enter** key) to move from field to field within the form. When you have finished there is often a button at the bottom of the form (called submit or something similar). Clicking on this button will transmit the form across the Internet.

- In this case rather than go to a real web page on the internet, we are going to view a web type form that is actually stored on your hard disk. In the address bar enter the following address:

  C:\MODULE 7 SAMPLES\CONTACT.HTML
• The following form should be displayed.

![Sample Web Based Form](image)

• Enter your details into the form and then click on the Request button at the bottom.

**NOTE:** This form does not send any information to anyone, it simply allows you to practice filing in a form using different types of input controls such as drop down lists and check boxes.

IC1.3.2. Using Bookmarks

IC1.3.2.1. Bookmaking a Web page

Adding a Web page to your favourites (bookmark) list

• First we need to display a Web page. Enter the following URL so that the Microsoft home page is displayed in your browser.

  http://www.microsoft.com

• When you wish to add the current page to your favourites, click on the Favorites drop down menu (NOT THE FAVORITES ICON). This will display a drop down menu, from which you should select the Add to Favorites command.

• In the name section of the dialog box, enter the name Microsoft.

• To add the current page to your favorites, click on the OK button.
Use the same method to create favorites for the following web pages and use the following names:

- **CNN**: http://www.cnn.com
- **Amazon**: http://www.amazon.co.uk
- **Lastminute**: http://www.lastminute.com

### IC1.3.2.2. Displaying a bookmarked Web page

**To open a bookmark (favourite)**

- In the last exercise you created a favorite for the Microsoft home page. To test if this worked close the Internet Explorer program and then re-open the Internet Explorer program.
- Click on the **Favorites** icon and select the Microsoft page from within your favorites list. The correct URL will be entered into the **Address** bar and the Web page will be displayed.

### IC1.3.3. Organising Bookmarks

#### IC1.3.3.1. Creating a bookmark folder

**To create a new folder within your favorites**

- Click on the **Favorites** drop down menu and then select the **Organize Favorites** command, which will display the **Organize Favorites** dialog box.
• Click on the Create Folder button.
• Enter the name of the new folder (in this case The Good Stuff) and then press the Enter key. Close the dialog box.

IC1.3.3.2. Adding Web pages to a bookmark folder

To add a web page to a particular bookmark folder
• First we need to display a web page of interest. Enter the following URL so that the BBC home page is displayed in your browser.
  http://www.bbc.co.uk

• Click on the Favorites drop down menu, and select the Add to Favorites command. This will display a dialog box.

• Click on the Create in button.
• Select the folder in which you wish to add the favourite, such as The Good Stuff.
• Click on the OK button.

IC1.3.3.3. Deleting a bookmark

To delete or rename a bookmark
• Click on the Favorites drop down menu and then select the Organize Favorites command, which will display the Organize Favorites dialog box.

• Select one of the bookmarks you previously added and then click on the Delete button.
IC1.4. Web Searching

IC1.4.1. Using a Search Engine

IC1.4.1.1. Selecting a specific search engine

Examples of Search Engines

- Some of the major search engines include:
  
  - **Ask Jeeves** [http://www.ask.com](http://www.ask.com)
  - **HotBot** [http://www.hotbot.com](http://www.hotbot.com)
  - **Google** [http://www.google.com](http://www.google.com)
  - **Lycos** [http://www.lycos.com](http://www.lycos.com)
  - **MSN** [http://www.msn.com](http://www.msn.com)
  - **Yahoo** [http://www.yahoo.com](http://www.yahoo.com)

- To use any of these enter the Search Engine URL into the address bar of your browser and then press the **Enter** key. Experiment with visiting a few of these search engines.

  Alternatively, click on the **Search** icon within your browser to see a list of search engines.

IC1.4.1.2. Carrying out a search for specific information using a keyword phrase

Using keywords and phrases

- Search for web sites containing information about **France**.
- Try searching using a few of the search engines listed in the previous exercise. You will find that you get different results with different search engines!

IC1.4.1.3. Combining selection criteria in a search

Using + and " symbols to narrow your search

- Try searching for information about **Holidays in France**, using the following search combinations.
Holidays in France
Holidays+in+France
'Holidays in France'

Try searching using a few of the search engines listed in the previous exercise. Again, you will find that you get different results with different search engines!

IC1.4.1.4. Copying text, image or a URL from a Web page to a document

To copy a web image from a web page to a document
- Display a web page containing an image, such as http://www.bbc.co.uk.
- Right click on the image within the web page, and select the Copy command.

This will copy the image to the Clipboard. The image can then be pasted into a document using the normal Paste command. Display the WordPad program, (by clicking on the Start icon, then clicking on All Programs, then on Accessories and finally on WordPad). Paste the image into the WordPad document. Save the file as MY PIC1 in a folder called MODULE 7 SAMPLES. Close the WordPad program.

Another way to retrieve a picture is to right click on the image within the web page and from the popup menu displayed select the Save Picture As command. You would then be able to save the image to disk. In this case save the image as MY PIC2, in a folder called MODULE 7 SAMPLES.
To copy a web address from a web page to a document

- Right-click over a web address hyperlink within a web page and then select the **Copy Shortcut** command. You can then paste the web address from the Clipboard into your document. The URL can then be pasted into a document using the normal **Paste** command. Display the WordPad program, (by clicking on the **Start** icon, then clicking on **All Programs**, then on **Accessories** and finally on **WordPad**). Paste the image into the WordPad document. Save the file as **My Shortcut** in a folder called **MODULE 7 SAMPLES**. Close the WordPad program.

**IC1.4.1.5. Saving a Web page to a location on a drive as a txt file or html file**
To save a web page as a specific file type

- Display a web page which you wish to save to disk.
- Click on the **File** drop down menu and select the **Save As** command.
- Click on the down arrow to the right of the **Save as type** section of the dialog box.

- Select the required file format.
- Save the web page using the file name **MY WEB PAGE** in a folder called in a folder called **MODULE 7 SAMPLES**.
- Click on the **Save** button.

**IC1.4.1.6.** Downloading a file from a Web page to a location on a drive

To download files from a web page to a document

- The most reliable way to download a file is to right click on the hyperlink within the web page. A popup dialog box will be displayed.
- If you are using Microsoft’s Internet Explorer web browser, select the **Save Target As** command and use the dialog box which is displayed to save the file to a particular place.

- In this case rather than go to a real web page on the internet, we are going to view a web page that is actually stored on your hard disk. In the address bar enter the following address:
The following page should be displayed.

Experiment with saving these files in the MODULE 7 SAMPLES folder:

- Rename the Text file to DOWNLOADED TEXT.
- Rename the Image file to DOWNLOADED IMAGE.
- Rename the Sound file to DOWNLOADED SOUND.

NOTE: If you ever need to download video and software then normally the same method will work.

Close the Internet Explorer program before continuing.

IC1.4.2. Preparation

IC1.4.2.1.Previewing a Web page

To preview a web page before printing

- Open the Internet Explorer program and view a web page of your choice.
- Click on the File drop down menu and select the Print Preview command. The web page will be displayed on screen as it would be printed.
- If necessary, use the arrows on the toolbar to view other pages.
- Once finished, click on the Close button to leave Print Preview mode.
IC1.4.2.2. Changing the Web page orientation and paper size

To setup your page using Microsoft Internet Explorer
• Click on the File drop down menu and select the Page Setup command to display the Page Setup dialog box.

From here you can set paper size, orientation, margins and also choose whether to use headers and footers. Spend a little time investigating the options available.

IC1.4.2.3. Changing the Web page margins

To change your web page margins
• Click on the File drop down menu and select the Page Setup command to display the Page Setup dialog box.
• Within the Margins section of the dialog box, select the required, top, bottom, left or right margins. Make sure that you understand how you would change these values.
IC1.4.3. Printing

IC1.4.3.1. Choosing Web page print output options

To print a web page
- To print a page displayed within Microsoft Internet Explorer, you would normally simply click on the Print icon located in the application toolbars. Try this now.
- If you want more control over printing, click on the File drop down menu and select the Print command. This will display the Print dialog box, from where you can select options such as the number of pages which you wish to print or which physical printer you wish to use.

![Print dialog box](image)

- Investigate some of the options available.

To print selected frames within a framed Web site
- Many Web sites use what are called frames. This is commonly used when the Web designers wish to display a menu of options down, say the left hand side of the screen. These menu buttons stay on the screen when you navigate through the Web site, only the data in the right part of the screen changes. Printing from sites like this can be problematic.
• In this case rather than go to a real web page on the internet, we are going to view a framed web site that is actually stored on your hard disk. In the address bar enter the following address:

C:\MODULE 7 SAMPLES\FRAMED_WEB.HTML

• Click within the frame to the right.
• Open the Print dialog box, and select the Options tab. You will see you have the ability to Print frames as laid out on the screen, Only the selected frame or All frames individually.

![Print dialog box]

• Print only the selected frame (i.e. the right frame).

To print selected text on a web page
• Display the 'starting' page within the web (i.e. the original page with some text on it).
• Select the line of text shown below (to do this move your mouse pointer to the start of the text you want to select and hold down the left mouse button. Drag your mouse across the text to be printed and the text will be highlighted. Release the mouse button, the text will remain highlighted).
Click on the **File** drop down menu and select the **Print** command. The **Print** dialog box will be displayed.

From the **Print Range** section of the dialog box select the **Selection** option.

Click on the **Print** button to print the selected text.

Close the Internet Explorer program.
IC1.5. Electronic Mail

IC1.5.1. Concepts / Terms

IC1.5.1.1. Understanding the make-up and structure of an E-mail address

The structure of an email address
- Make sure that you understand the items that make up a complete email address.

IC1.5.1.2. Types of Email Programs

Email Programs
- Name a program used for accessing email.
- Name a web-based email service.

IC1.5.1.3. Understanding the advantages of E-mail systems

Advantages of using email
- Make sure that you understand the advantages of using email.

IC1.5.1.4. Understanding the disadvantages of E-mail systems

Disadvantages of using email
- Make sure that you understand the disadvantages of using email.

IC1.5.1.5. Understanding the importance of network etiquette

Netiquette
- What is Netiquette?
- Describe the function of the subject in an email.
- Why should you always spell check your emails?

IC1.5.2. Security Considerations
IC1.5.2.1. Understanding guidelines and regulations on using email

Sensitive content
• Why should you be careful sending sensitive material by email?

Phishing
• What is phishing?

Identity Theft
• What is identity theft?

Business rules and regulations
• Why would an organisation have regulations for use of email?

IC1.5.2.2. Being aware of the possibility of receiving unsolicited mail (spam)

Spam
• What is spam?

IC1.5.2.3. Being aware of the danger of infecting the computer with a virus

Dealing with unsolicited mail!
• Why should you be very careful about opening files which are attached to email (if you do not know the person who sent you the email)?
• Can a Microsoft Word document contain viruses?

IC1.5.2.4. Knowing what a digital signature is

What is a digital signature?
• What is the function of a digital signature?

IC1.5.3. First Steps with e-mail
IC1.5.3.1. Opening and closing Microsoft Outlook

To start Outlook using the Start menu
- Click on the Start button to display the start menu and click on the Microsoft Outlook command.

To close Outlook
- Click the Close icon in the top right hand corner of the Outlook screen
OR click on the File drop down menu and select the Exit command
OR press Alt+F4.

IC1.5.3.2. Opening a mail inbox for a specified user

To open the Inbox folder
- Load the Outlook program by clicking on the Start button to display the start menu and click on the Microsoft Outlook command.
- Either click on the View drop down menu and select the Go To command. From the submenu displayed select Inbox.

OR as illustrated below, click on Inbox (in the messages section displayed to the right of the Outlook window).
The Inbox Screen

- The messages are listed one per line down the screen, the message flags, senders email address and the date the message was received are displayed for each message. The Preview pane occupies the lower half of the screen and displays the text of the selected message.

To select a message

- If necessary, open the **Inbox** folder.
- Click on the appropriate message in the message list.

Message Status Icons

- Outlook displays icons to the left of the message to indicate the message status. Make sure that you know the function of the following icons.
IC1.5.3.3. Opening one or several mail messages

To check for new messages
- If necessary, open the **Inbox** folder.
- Click the **Send/Receive** icon, located on the **Standard** toolbar

OR press the **F5** key.

To read a message
- Double click on a message you wish to read to open the **Message** dialog box.
The message header, as illustrated, displays the details of the message in 5 fields:

From: The name or email address of the person who sent the message

To: The names or email addresses of the recipients of the message are listed here, separated by a semicolon

Cc: The names or email addresses of persons receiving a copy of the message are listed here, separated by a semicolon

Subject: A short description of the message topic

Sent: Date message was sent

- Once you have read the message, close the Message dialog box by clicking on the Close icon in the top right of the Message dialog box

To print a message
- If necessary, open the Inbox folder.
- Double click on the message you wish to print to open the Message dialog box.
- Click the Print icon on the Message dialog box toolbar.

To delete a message
- If necessary, open the Inbox folder.
- Select the message you wish to delete.
- Press the Delete key

OR click on the Delete icon, located on the Standard toolbar.

NOTE: An email deleted using this method is not removed from the system, it is moved to the Deleted Items folder.

IC1.5.3.4. Switching between open messages
To switch between open Message windows
- Open a couple of messages.
- To view another open message, simply click on the item in your Windows Taskbar.

IC1.5.3.5. Closing a mail message

To close a Message Window
- Within the Message window, click on the File drop down menu and select the Close command. Alternatively, select the Message window you want to close and press the Alt+F4 key combination.
- Close all open messages.

IC1.5.3.6. Using Help

To display the Office Assistant
- The Office Assistant is displayed by default. If the Office Assistant has been hidden and you wish to reactivate it, select the Show the Office Assistant command from the Help menu.

To hide the Office Assistant
- Right click on the Office Assistant and from the menu displayed, click on the Hide command.
- Re-display the Office Assistant before continuing.
"What is this" Help

- Within many dialog boxes you will see a question mark symbol in the top-right corner of the dialog box. Not all dialog boxes have this feature however. To use "What is this", click on the question mark and then click on the item in the dialog box which you do not understand. A popup help dialog box will be displayed.

- To experiment with using this form of help, click on the Tools drop down menu and select the Options command. This will display a dialog box, in which you can use 'What's This' Help.
IC1.5.4. Adjusting Settings

IC1.5.4.1. Adding and removing message inbox headings such as sender, subject or date received

To remove an Inbox heading
- Open the Inbox folder.
- To remove a heading (e.g. Subject), right click on the heading and select the Remove This Column command. Try this now.
To add an Inbox heading

- Open the Inbox folder.
- Right click on any of the current headings and select the Field Chooser command from the menu. The Field Chooser window will be displayed.

- Available column headings are listed in the centre of the Field Chooser window. To view a different selection of column headings select from the drop down list at the top of the window.
- Once you have located the column heading you want to add to the Inbox, simply drag and drop the heading on top of the existing column headings. Experiment.

IC1.5.4.2. Displaying and hiding toolbars

To display or hide a toolbar

- To display a toolbar, select the Toolbars command from the View menu to display the Toolbars drop down menu. A list of toolbars is displayed.
- Choose the Toolbar you want to display by clicking on it from the list.

- If you remove the tick next to one of the toolbars in the drop down list it will not be displayed!
- Experiment. Make sure that the Standard toolbar is displayed before continuing.
IC1.6. Messaging

IC1.6.1. Reading a Message

IC1.6.1.1. Flagging a mail message and removing a flag from a mail message

To flag a message

- You can mark or flag messages in your Inbox to remind you to respond to the email.
- If necessary, open the **Inbox** folder.
- Double click on the message you wish to flag to display the **Message** dialog box.
- Click the **Flag for Follow Up** icon on the **Message** dialog box toolbar to display the **Flag for Follow Up** dialog box.

- Click the down arrow to the right of the **Flag to** text box to display a list of flag types. Select the flag you require.

- You may also set a due date for the flag by clicking the down arrow to the right of the **Due by** text box and selecting the required date from the displayed calendar.
- Click on the **OK** button to set the flag and close the **Flag for Follow Up** dialog box.
- Experiment!

To remove a flag mark from a mail message

- Double click on the message with the flag you wish to clear to display the **Message** dialog box.
• Click the **Flag for Follow Up** icon on the **Message** dialog box toolbar to display the **Flag for Follow Up** dialog box.
• Click on the **Clear Flag** button.
• Experiment!

IC1.6.1.2. **Marking a message as unread or read**

**To mark a message as unread.**
• If necessary, open the **Inbox** folder.
• Right click on the message and select the **Mark as Unread** option.
• Experiment!

**To mark a message as read.**
• If necessary, open the **Inbox** folder.
• Right click on the message and select the **Mark as Read** option.
• Experiment!

IC1.6.1.3. **Opening and saving a file attachment to a location on a drive**

**To open an attached file**
• If necessary, open the **Inbox** folder.
• Double click on a message containing an attached file to open the **Message** dialog box.
• Double click on the file icon displayed beneath the Subject line.
• Outlook will start the appropriate application and open the file.
• Experiment!

**To save a file attached to a message**
• If necessary, open the **Inbox** folder.
• Double click on a message containing the file you wish to save to display the **Message** dialog box.
• Click on the **Message** dialog box **File** drop down menu and select the **Save Attachments** command.
• If the message contains more than one attached file the **Save All Attachments** dialog box will be displayed enabling you to select the files you wish to save. Select the files as required and click on the **OK** button.
• The **Save Attachment** or **Save All Attachments** dialog box will be displayed. Select the folder you wish to save in and click on the **Save** button.
• If necessary, click on the **Close** button to close the **Save All Attachments** dialog box.
• Experiment!
IC1.6.1.4. Potential problems when receiving attached files

Issues when receiving files
- Why might you experience problems opening a file attached to an email?
- What is the file extension used to identify a program file?

IC1.6.2. Replying to a Message

IC1.6.2.1. Using the reply and reply to all function

To reply to the sender of a message
- If necessary, open the **Inbox** folder.
- Select the message you want to reply to.
- Click on the **Reply** icon on the **Standard** toolbar.

- The **Message** dialog box will open and the text of the original message appears in the message window. Type your reply above the text of the original message and then click the **Send** icon on the **Message** dialog box toolbar.

- Experiment!

To reply to the sender and all recipients of a message
- If necessary, open the **Inbox** folder.
- Select the message you want to reply to.
- Click the **Reply to All** icon on the **Standard** toolbar.

- The **Message** dialog box will open and the text of the original message appears in the message window. Type your reply above the text of the original message and then click the **Send** icon on the **Message** dialog box toolbar.

- Experiment!
IC1.6.2.2.  Replying with or without original message insertion

To set message reply options so that the original message is inserted, or not inserted

- Open the **Inbox** folder.
- Click on the **Tools** drop down menu and select the **Options** command to display the **Options** dialog box.
- Select the **Preferences** tab and click on the **E-mail Options** button. The **E-mail Options** dialog box will be displayed.
- Select Include original message text or Do not include original message from the When replying to a message drop down list.

- Click on **OK** to close the **E-mail Options** dialog box.
- Click on the **OK** button to close the **Options** dialog box.
- Experiment!

IC1.6.3.  Sending a Message

IC1.6.3.1.  Creating a new message

To open the **Inbox** folder

- Click the **Inbox** icon on the **Outlook** bar
  OR press **Ctrl-Shift-I**
  OR click the **View** drop down menu, select **Go To** followed by the **Inbox** command.
To create a new message

- Open the **Inbox** folder.
- Select the **New Mail Message** icon from the **Standard** toolbar OR press **Ctrl-N** to display the **Message** window.
- Enter your message into the message text area in the lower half of the dialog box.

### IC1.6.3.2. Email netiquette

- Why should you avoid using all uppercase letters in your emails?
- Why is a descriptive subject line important?

### IC1.6.3.3. Using formatting tools

**Formatting your email**

- Experiment with using the icons on the Formatting toolbar to make your message look more interesting.

![](image)

### IC1.6.3.4. Inserting a mail address in the ‘To’ field

**To address an Email**

- Type the email address of the person you wish to send the message to into the **To** text box.

![To field example]

- In this case use an email address supplied by your tutor.

### IC1.6.3.5. Copying (Cc) or blind copying (Bcc) a message to another address / addresses

**To send a copy of a message to another address**

- Whilst composing your message in the **Message** window, enter the address of the person you want to send a copy to into the **Cc** text box.
• In this case use an email address supplied by your tutor for the cc field.

To send a copy of a message to another address using blind carbon copy
• A blind carbon copy is a copy of the message which is sent to someone in secret, other recipients of the message will not know that the person has received the message.
• Whilst composing your message in the Message window, display the Bcc field by clicking on the View drop down menu and selecting the Bcc Field command.
• Type the address of the person you wish to received the blind carbon copy into the Bcc text box. Again in this case use an address supplied by your tutor.

IC1.6.3.6. Inserting a title in the ‘Subject’ field

To set the message subject
• Enter a short overview of the message into the Subject text box, such as ‘The first email sent by <your name>’

IC1.6.3.7. Using a spell-checking tool

To spell check your message
• Click within the Message window message text area.
• Click the Message window Tools drop down menu and select the Spelling command to spell check your message. If Outlook encounters a word it thinks is spelt incorrectly the Spelling dialog box will be displayed. Once the spell check has been completed, the following dialog box will be displayed. Click the OK button or press Enter to close the dialog box.

IC1.6.3.8. Attaching a file to a message

To insert a file into a message
• Once you have finished entering the text of your message, click the Insert File icon on the Message window toolbar (or click the Insert drop down menu and select the File command). The Insert File dialog box will be displayed.
• Select the file you wish to attach to the message. In this case select a file called \texttt{computer.jpg}, which is stored in a folder called \texttt{MODULE 7 SAMPLES}.
• Select \texttt{OK} to close the Insert File dialog box. An icon will appear beneath the message subject to indicate the presence of a file.

\textbf{IC1.6.3.9. Issues when sending file attachments}
\begin{itemize}
  \item Why should you be aware of the size of the files you attach to a message?
  \item What type of file should you avoid attaching to messages?
  \item Why would you use file compression when sending files?
\end{itemize}

\textbf{IC1.6.3.10. Sending a message with high or low priority}

\textbf{To open the Message Options dialog box}
• Click on the \texttt{Options} icon, located on the \texttt{Message} dialog box toolbar to display the \texttt{Message Options} dialog box.

\begin{figure}[h]
  \centering
  \includegraphics[width=0.5\textwidth]{options_icon.png}
  \caption{Options icon.}
\end{figure}

\textbf{To set message importance}
• Click the down arrow to the right of the \texttt{Importance} box and select from the menu displayed. In this case select \texttt{High}.

\begin{table}[h]
  \centering
  \begin{tabular}{|c|}
  \hline
  Normal \hline
  Low \hline
  Normal \hline
  High \hline
  \end{tabular}
\end{table}

\textbf{To set message sensitivity}
• To set the sensitivity of the message, click the down arrow to the right of the \texttt{Sensitivity} box and select from the menu displayed. In this case select \texttt{Confidential}.

\begin{table}[h]
  \centering
  \begin{tabular}{|c|}
  \hline
  Normal \hline
  Normal \hline
  Personal \hline
  Private \hline
  Confidential \hline
  \end{tabular}
\end{table}

\textbf{To send the message}
• Once you have entered your data and addressing information, click on the \texttt{Send} button to send the message.
IC1.6.3.11. Sending a message using a distribution list

To reply to a message sent to a distribution list

- Open the **Inbox** folder.
- Select the message you wish to reply to.
- Click on the **Reply to All** icon and your response will be sent to the sender and all members of the distribution list

OR click on the **Reply** icon and your response will be sent only to the sender of the message.

- Experiment.

IC1.6.3.12. Forwarding a message

To forward a message

- If necessary, open the **Inbox** folder.
- Select a message you wish to forward.
- Select the **Forward** icon from the **Standard** toolbar; the **Message** dialog box will be displayed.
- Type the email address of the person you wish to forward the message to into the **To** text box. Your tutor will supply a forwarding email address.

- You may enter any comments about the message above the original message in the message text area of the **Message** dialog box.
- Send the message by clicking the **Send** icon on the **Message** dialog box toolbar.
- Experiment.

IC1.6.4. Copying, Moving and Deleting

IC1.6.4.1. Copying or moving text within a message or between other active messages

To copy text to the Clipboard from a message

- Open a message and within the **Message** window, select the text you wish to copy to the Clipboard.
• From the **Edit** menu select the **Copy** command

![Image of Copy and Paste icons]

• You can paste the text into another application, such as WordPad. To open the WordPad program click on the **Start** icon, and the click on the **All Programs** button. Click on the **Accessories** group and then select **WordPad**. Within the WordPad program, click on the **Edit** drop down menu and select the **Paste** command. The copied text will be displayed.

• Save the WordPad document as a file called **MY COPIED TEXT** in a folder called **MODULE 7 SAMPLES**. Close the WordPad program.

---

**To paste text from the Clipboard into a message**

• First we need to copy some text to the Clipboard. In this case we will open a WordPad file and copy text within the WordPad program to the Clipboard. To open the WordPad program click on the **Start** icon, and the click on the **All Programs** button. Click on the **Accessories** group and then select **WordPad**. Within the WordPad program, load a file called **MESSAGE**, which is stored in a folder called **MODULE 7 SAMPLES**. Select the text in this file and then click on the **Edit** drop down menu and select the **Copy** command. The text will be copied to the Clipboard. Close the WordPad program.

• Open a **Message** window and position the insertion point at the location within your message where you want to insert the contents of the Clipboard.

• From the **Edit** menu, choose the **Paste** command and the contents of the Clipboard will appear in the message.

![Image of Paste and Select All icons]

• Send this message to an email address supplied by your tutor, and use a subject line of **INCLUDES COPIED TEXT**.

---

**To copy text from one message to another**

• Within the **Message** window, select the text you wish to copy.

• Press **Ctrl+C** to move the text to the Clipboard.

• Using the **Taskbar**, display the **Message** window containing the message into which you want to insert the text.

• Position the insertion point at the location within the message where you wish to insert the contents of the Clipboard.

• Press **Ctrl+V** to paste the text into the message.

• Experiment!

---

**To cut text to the Clipboard from a message**

• Within the **Message** window, select the text you wish to cut to the Clipboard.
From the **Edit** menu select the **Cut** command

**Experiment!**

---

**To move text from one message to another**

- Within the **Message** window, select text you wish to copy.
- Press **Ctrl+X** to move the text to the Clipboard.
- Using the **Taskbar**, display the **Message** window containing the message into which you want to insert the text.
- Position the insertion point at the location within the message where you wish to insert the contents of the Clipboard.
- Press **Ctrl+V** to paste the text into the message.

**Experiment!**

---

**IC1.6.4.2. Copying text from another source into a message**

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**To copy text from another application into a message**

- Open the application (e.g. WordPad) and enter a few lines of text.
- Select the text you want to copy into your message.
- Press **Ctrl+C** to move the text to the Clipboard.
- Using the **Taskbar**, display the **Message** window containing the message into which you want to insert the text.
- Position the insertion point at the location within the message where you wish to insert the contents of the Clipboard.
- Press **Ctrl+V** to paste the text into the message.

**Experiment!**

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**IC1.6.4.3. Deleting text in a message**

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**To delete text in a message**

- Display a **Message** window; select the text you want to delete.
- Press the **Delete** key.

**Experiment!**

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**IC1.6.4.4. Deleting a file attachment from an outgoing message**

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**To delete an attached file from a message**

- First attach a file to a message using techniques previously described.
- Icons displayed beneath the message subject will represent the file attached to the message.
- Click once on the file you want to delete.
- Press the **Delete** key.
IC1.7. Mail Management

IC1.7.1. Techniques

IC1.7.1.1. Recognising some techniques to manage e-mail effectively

Managing your emails
- Make sure that you understand common techniques when managing messages.

IC1.7.2. Using Address Books

IC1.7.2.1. Creating a new address list/distribution list

To create a new address book distribution list
- Open the Inbox folder.
- Click on the Tools drop down menu and select the Address Book command. The Address Book window will be displayed.

Click on the File drop down menu and select the New Entry command. The New Entry dialog box will be displayed.
- Select the New Distribution List option & click on the OK button to open the Distribution List window.
- Type a name for the distribution list into the Name text box. Use the name My Dist List.
- Click on the Add New button.

Type the name of the person you want to add to the distribution list into the Display name text box. Use a name provided by your tutor.
• Type the email address of the person into the **E-mail address** text box. Once again, use an address provided by your tutor.
• Click on the **OK** button. The new member will be displayed in the list.
• To close the **Distribution List** window click on the **Save and Close** button.
• To close the **Address Book** window, click on the **Close** icon in the top right corner of the window.

**IC1.7.2.2. Adding a mail address to an address list**

### To add an email address to a distribution list

- Open the **Inbox** folder.
- Click on the **Tools** drop down menu and select the **Address Book** command. The **Address Book** window will be displayed.
- Double click on the **My Dist List** entry in the address book.
- The **Distribution List** window will be displayed as illustrated.

- Click on the **Add New** button.
- Type the name of the person you want to add to the distribution list into the **Display name** text box. Use a name provided by your tutor.
- Type the email address of the person into the **E-mail address** text box. Once again, use an address provided by your tutor.
- Click on the **OK** button. The new member will be displayed in the list.
- Add more entries to your list. Ask your tutor for a list of names & email addresses to use.
- To close the **Distribution List** window click on the **Save and Close** button.
- To close the **Address Book** window, click on the **Close** icon in the top right corner of the window.
IC1.7.2.3. Deleting a mail address from an address list

To remove an email address from a distribution list
- Open the Inbox folder.
- Click on the Tools drop down menu and select the Address Book command. The Address Book window will be displayed.
- Double click on the distribution list you wish to edit. The Distribution List window will be displayed.
- Select the person you want to remove from the list from the Group Members list.
- Click on the Remove button.
- To close the Distribution List window click on the Save and Close button.
- To close the Address Book window, click on the Close icon in the top right corner of the window.

IC1.7.2.4. Updating an address book from incoming mail

To add the sender of a message to your address book
- Open the message from the person you want to add to your address book.
- Right click on the senders name or email address in the From text box of the message header section of the Message window. A popup menu will be displayed, select the Add to Contacts command.
- The Contact window will open; here you can enter additional information about the message sender.
- Once finished, click on the Save and Close icon located on the Contact window toolbar.

IC1.7.3. Organising Messages

IC1.7.3.1. Searching for a message by sender, subject or by mail content

To search for a message
- If necessary, open the Inbox folder.
- Click the Tools drop down menu and select the Find command OR click the Find icon on the Standard toolbar.
- Enter the keyword you wish to search for into the Look for text box.
- Click on the Find Now button. Outlook will perform the search and list any messages which match the search criteria. Double click on a message to view its contents.
To search for a message by sender, subject or content

- Open the **Inbox** folder.
- Click on the **Tools** drop down menu and select the **Advanced Find** command. The **Advanced Find** dialog box will be displayed as illustrated.

**To search for a message by sender:** Enter the senders email address into the text box to the right of the **From** button.

**To search for a message by subject:** Enter the word or words you want to search for into the **Search for the word(s)** text box. Ensure that the **subject field only** option is selected from the **In** box.

**To search for a message by content:** Enter the word or words you want to search for into the **Search for the word(s)** text box. Ensure that the **subject field and message body** option is selected from the **In** box.

- Click on the **Find Now** button to begin your search.
- Any messages matching your search criteria will be listed at the bottom of the **Advanced Find** dialog box. Double click on any of the listed messages to open the **Message** window and view the email.
- Experiment by performing searches using all the different criteria & observe the results.

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**IC1.7.3.2. Creating a new folder for mail**
To create a new mail folder
- Open the **Inbox** folder.
- Click on the **File** drop down menu and select the **New** command.
- Choose **Folder** from the submenu, the **Create New Folder** dialog box will be displayed.
- Type a name for the folder into the **Name** text box. Use the name **Important Mail**.
- Click on the **OK** button to close the **Create New Folder** dialog box.
- The **Add shortcut to Outlook Bar** dialog box will be displayed, click the **No** button.

IC1.7.3.3.  Moving messages to a new folder for mail

To move a message to a different folder
- Open the **Inbox** folder and select the message you want to move by clicking on the entry in the message list.
- Right click on the highlighted message to display a popup menu.
- Select the **Move to Folder** command as illustrated.

The **Move Items** dialog box will be displayed.
• Select the folder you want to move the message to by clicking on the entry in the Move Items dialog box. In this case select the Important Mail folder.
• Click on the OK button to close the Move Items dialog box and move the message.

IC1.7.3.4. Sorting messages by name or by date

To sort the contents of the Inbox
• If necessary, open the Inbox folder.
• Click on the heading of the field you wish to sort the message list by, e.g. to sort the messages by sender, click on the From field heading. An arrow will appear to indicate the direction of the sort.
• Click the field heading again to reverse direction of the sort if required. Experiment with sorting the Inbox folder using all the available field headings.

IC1.7.3.5. Deleting a message

To delete a message
• Open the Inbox folder.
• Select the message you want to delete by clicking on the entry in the message list and then press the Delete key.

IC1.7.3.6. Restoring a message from the mail bin/deleted items folder
To open the Deleted Items Folder
• Click on the **Deleted Items** icon located on the **Outlook Bar**.

To restore a message from the Deleted Items Folder
• Open the **Deleted Items** folder.
• Select the message you wish to recover.
• Click on the **Edit** drop down menu and select the **Move to Folder** command. The **Move Items** dialog box will be displayed as illustrated below.

![Move Items dialog box](image)

• Select the folder you want to move the item to from the list by clicking on the appropriate icon in the **Move Items** dialog box, in this case select the Inbox folder.
• Click on the **OK** button to recover the message.

**IC1.7.3.7. Emptying the mail bin / deleted items folder**

To empty the Deleted Items Folder
• If necessary, open the Deleted Items folder.
• Click on the **Tools** drop down menu and select the **Empty ‘Deleted Items’ Folder** command. The following dialog box will be displayed.
• To delete the contents of the Deleted Items folder click on the Yes button or press Enter.

To automatically empty the Deleted Items Folder when you exit Outlook
• Click on Tools drop down menu and select the Options command to display the Options dialog box.
• Click on the Other tab to display the Other folder.
• Select the Empty the Deleted Items folder upon exiting option.

• Click on the OK button.

IC1.7.4. Preparing to Print

What printing options are available?
• Click on the File drop down menu and select the Print command. This will display a dialog box.
• The Print dialog box allows you to set options to control how messages are printed.
• Click on the Cancel button to close the Print dialog box.

IC1.7.4.1. Previewing a message

To preview a message prior to printing
• Select the message you want to print.
• Click on the File drop down menu and select the Print Preview command.
• The message will be displayed as it would be printed.
• When you have finished previewing the message, click the Close button on the toolbar.

IC1.7.4.2. Choosing print output options

To choose what to print
• Select the message you want to print.
• Click on the File drop down menu and select the Print command. This will display a dialog box.

To print the entire message: Within the Copies section of the dialog box, select All from the Number of pages option. Click on the Print button.
To print only part of the message which you have pre-selected: Within the Page Range section of the dialog box, click on Selection. Click on the Print button.

NOTE: This option is only available for messages in HTML format.

To print a specified number of copies: Within the Number of copies section of the dialog box, enter the number of copies required. Click on the Print button.

To print a message to a file: Click on the Print to file check box. Click on the Print button.

- If a printer is available experiment with using the various printing options listed above.