

ECDL Module 7

REFERENCE MANUAL

Information & Communication

Microsoft Windows XP Edition for ECDL Syllabus Four



Approved
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Syllabus
Version 4.0

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7.1 The Internet

7.1.1 Concepts / Terms

7.1.1.1 Understand and distinguish between the Internet and World Wide Web (WWW)

What is the difference between the World Wide Web (WWW) and the Internet?

- The World Wide Web (WWW) is just a small part of the Internet as a whole. The Internet, relates to all the hardware and software involved, and as well as including the WWW, also includes FTP (File Transfer Protocol – more about this later), email and newsgroups.

The WWW is basically the text and pictures which you can view using your web browser, such as Microsoft Internet Explorer, or Netscape Navigator.

7.1.1.2 Define and understand the terms HTTP, URL, hyperlink, ISP, FTP.

HTTP (Hypertext Transfer Protocol)

- HTTP stands for Hypertext Transfer Protocol. This is the language your web browser uses to request pages & graphics from the web server. You can see that your web browser is using the HTTP protocol when it is shown at the start of a web address such as <http://www.yahoo.com>

URL (Uniform Resource Locator)

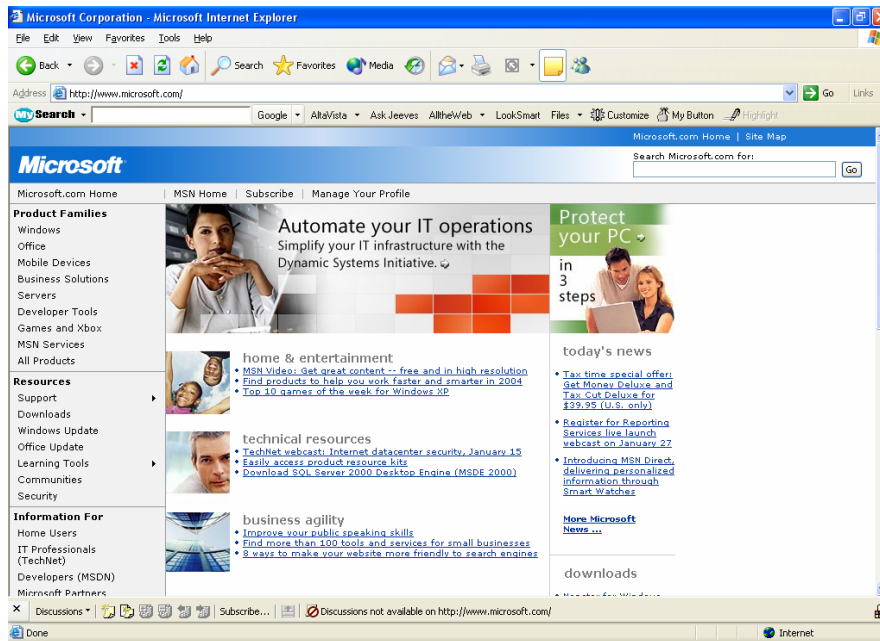
- The URL (Uniform Resource Locator) is just another name for a web address. The URL consists of the name of the protocol (usually HTTP or FTP) followed by the address of the computer you want to connect to, e.g. a URL of “<ftp://ftp.cdrom.com>” would instruct your web browser to use the FTP protocol to connect to the computer called **ftp.cdrom.com**.

Hyperlink

- A hyperlink is a piece of text (or a graphic) on a Web page, which when clicked on will automatically:
 - Take you to a different part of the same page
 - Take you to a different page within the Web site
 - Take you to a page in a different Web site
 - Enable you to download a file
 - Launch an application, video or sound

The illustration below displays a fragment of a Web page. The words which are

underlined indicate a hyperlink. By default these text links are normally displayed in blue.



ISP (Internet Service Provider)

- If you want to connect to the Internet, you need to subscribe via an Internet Service Provider. The ISP gives you a connection to the Internet either via your telephone line or via a special digital high speed line. An example of a popular ISP is AOL (America On-Line).

FTP (File Transfer Protocol)

- FTP is just a way of transferring data from one place to another over the Internet. It is often used for downloading large files from a web site. You do not really need to know anything about how it works, in most cases you will click on a link within a web page, and your web browser (such as Microsoft Internet Explorer) will take care of the FTP transfer for you, all you have to decide is where to store the file which you wish to download.

In many cases people who write and maintain web sites will use an FTP program to send the data which makes up a web site, from the hard disk on which it was created, to a Web server computer.

There are many FTP programs available such as Cute FTP, an evaluation copy of which can be downloaded from www.cuteftp.com

7.1.1.3 Understand the make-up and structure of a Web address.

Web sites and URLs

- A Web site is simply data which is stored on a WWW server and which can be freely accessed by people 'surfing the Net'. For instance Microsoft have their own Web site from which you can download information and software. The trouble is that you need to

know the address of the Web site; in much the same way as if you want to phone someone you have to know his or her phone number. 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:

http://www.microsoft.com

Thus if you wish to visit the Web site of the company which produced this training material you would use the URL: **http://www.cctglobal.com**

Due to the very large number of organisations who now have Web sites, you can also use a search engine, in which you can enter a word or phrase connected with what you wish to find and it will then display sites which match the information which you have entered. The results can be overwhelming however. A recent search using the search words "PC courseware" displayed a list of 4.5 million sites containing these words!

7.1.1.4 Know what a Web Browser is and what it is used for.

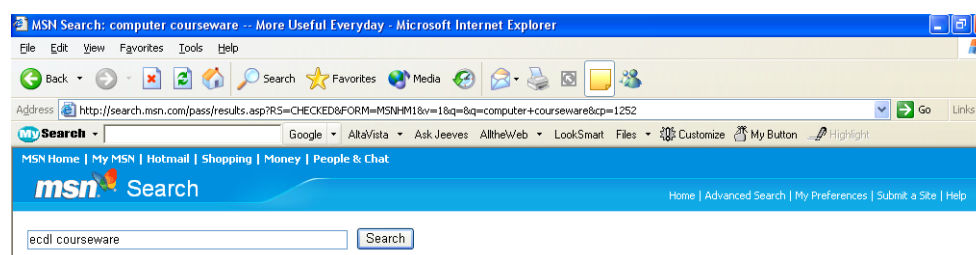
What is a web browser?

- Web browsing applications include 'Internet Explorer' (from Microsoft) and 'Netscape Navigator/Communicator'. In both cases there are many different versions, and you will find that the later versions offer much more versatility, as well as a better range of built-in features. The web browser allows you to view web pages.

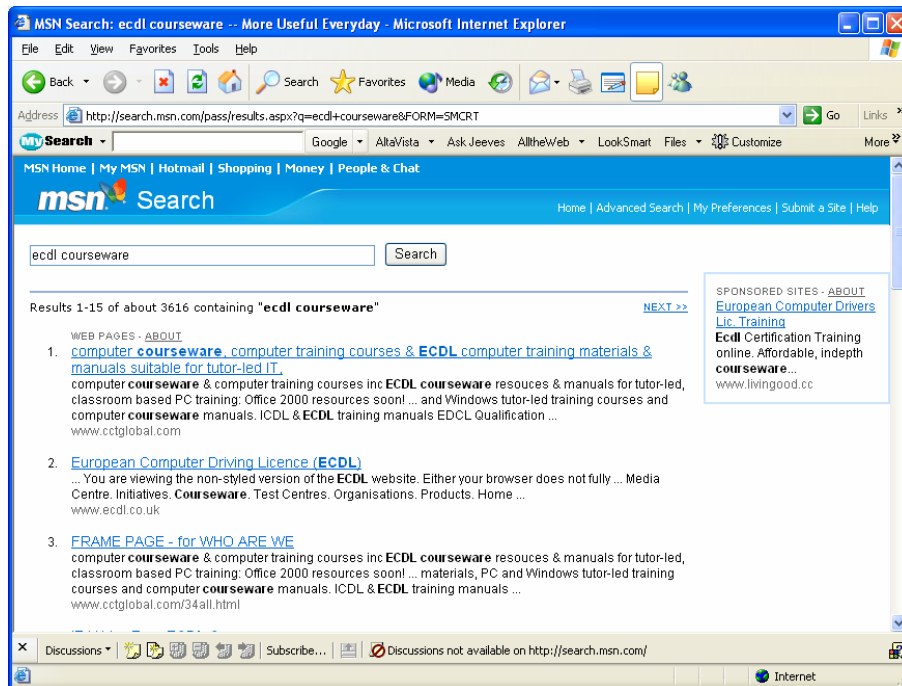
7.1.1.5 Know what a search engine is and what it is used for.

What is a search engine?

- A search engine holds information about pages on web sites throughout the Internet. It only has information about web sites which have been reported to it, or ones which it has found out about automatically. It is important to realise that a search engine does not have complete information about all web sites on the Internet! There are a number of different search engines, run by different organisations. Within a search engine you can enter a search phrase, such as **ECDL courseware**, and the search engine will then search through its database and after a short pause, should display a list of sites which fit your search parameters.
- In this example we have used the Microsoft Search engine (MSN), and entered the phrase **ecdL courseware**.



- After clicking on the **Search** button the following pages of results was displayed.



- Clicking on any of the items found, would take you to that organisation's web site.

7.1.1.6 Understand the terms cookie, cache.

What are cookies?

- Some web sites can store hidden information about you on your hard disk using cookies. This information is stored in small text file. Cookies can be useful, for instance, a site may store your preferences about a web site, so that when you re-visit the site your preferences can be accessed automatically. Cookies are used by some web sites to identify you; this saves you having to "log in" to the web site each time you visit.

More information at Cookie Central: <http://www.cookiecentral.com>

What is an Internet cache?

- Each time you display a web site within your web browser, a copy of the information (both text and pictures) is saved on your hard disk. The reason for this is that the next time you want to re-visit the site, the information is quickly loaded from the copy on your hard disk, rather than slowly from the actual Internet site.
- As pictures are stored in the cache, if you are visiting a site which has many separate web pages, with say a company logo on each page, then all subsequent pages from that site will load a little faster as the logo graphics will load from the cache, not via the Internet.

7.1.2 Security Considerations

7.1.2.1 Know what a protected Web site is (use of user name and password).

What is a protected site?

- A protected site is a site which allows only restricted access. In many cases sites are restricted via a password. If you do not supply the correct password when you access the site, you are not allowed to view the sites contents. Many companies may use the restrictions to allow information to be widely distributed, but in a controlled manner to its employees. Other examples are sites operated by commercial companies which are selling some type of information such as stock market movements.

7.1.2.2 Know what a digital certificate is.

What is a digital certificate?

- A digital certificate is used to encrypt information for secure transmission across the Internet. A digital certificate can be used to create a digital signature for an email, the signature guarantees the identity of sender, and it also ensures that the message cannot be tampered with in transit. A digital certificate can be purchased from a certificate authority such as www.verisign.com who will verify your identity. Digital certificates are used by Internet based shopping web sites to encrypt your credit card details so they cannot be intercepted as they travel the Internet. You can view the digital certificate for a secure web site by double clicking on the padlock in the web browser status bar, e.g. <https://www.paypal.com>

7.1.2.3 Know what encryption is and why it is used.

What is encryption?

- Encryption is a means of 'scrambling' an email message. It is used to make a message more secure, so that only the intended recipient of the message will be able to read the message. There are many means of enabling this encryption, both via hardware and software. A famous encryption program is called PGP.
- Modern encryption programs are becoming so secure now that some governments are insisting that the manufactures of the programs build a 'back-door' into the programs which will enable the government/police/intelligence communities to easily read the messages. This is so that criminals who use the Internet do not have access to unbreakable encryption.
- There are different levels of encryption, which is often described by the number of bits used within the encryption. Thus a system using 128 bit encryption, would be much more secure than say one using 32 bit encryption.

7.1.2.4 Be aware of the danger of infecting the computer with a virus from a downloaded file

The dangers of surfing!

- **Viruses:** Surfing the Internet can provide you with an incredible source of information. There are however dangers! If you download anything from the Web (even a document file), there is the possibility that the downloaded item may have been infected with a computer virus. To give yourself some protection against virus attack, you should have a virus checker installed (such as Norton Anti-Virus). In this way if the item which you download from the Internet is infected the virus checker program will detect it immediately. The other important point to remember is to update your virus checker on a regular basis.

7.1.2.5 Be aware of the possibility of being subject to fraud when using a credit card on the Internet.

Be very cautious about giving your credit card details over the Internet!

- **Spam:** Be very careful about entering your email address into forms on web sites which you are not familiar with. You may later get unsolicited emails (called spam) from that web site. Even worse, your email address may be passed on to companies which sell lists of email addresses to advertisers, after which you will receive spam on a daily basis!
- **Fraud:** Never give your credit card details to anyone or any company unless you know that you are dealing with a reputable organisation. You may find that the items you purchase are never delivered, or worse that your credit card details are used fraudulently to make other purchases.

7.1.2.6 Understand the term firewall.

What is a firewall?

- A fire wall consists of software and hardware protection against invasion via the Internet. In most larger companies any connection to the Internet automatically goes through a firewall which would have been installed and customised by the companies technical IT team. In most cases you will be unaware of the firewall existence.

7.1.3 First Steps with the Web Browser

7.1.3.1 Open (and close) a Web browsing application.

To open the Microsoft Internet Explorer

- Double click on the Internet Explorer icon displayed on your Desktop.



The Microsoft Internet Explorer icons

- The following icons may be displayed:



Will re-display the previous page which you visited.



Will display the next page (assuming that you have first moved back a page).



Will halt the downloading of information. This button is useful when you visit a slow loading site and you wish to cancel the loading of that page.



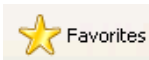
The refresh icon reloads the information from the Web site which you are visiting.



The home icon will take you to your default starting page. This page can be set up to be any page on any Web site. If your organisation has its own Web site then you may wish the Home Page to be the starting page of your own Web site.



The search icon allows you to search the Internet for sites containing information which is of interest to you. When you click on this icon you will have access to a number of Internet Search programs, such as Lycos and Google. When you enter a word or phrase into these programs they will return a list of documents which match your search criteria.



The favourites list is basically a series of bookmarks which allows you to store pointers to your favourite Web sites, so that you can easily re-visit a Web site of interest.



Allows you to access the WindowsMedia.com for music, radio and video.



Displays your URL history.



Allows you access to your email and newsgroup programs.



The Print icon allows you to print a Web page which is displayed on your screen.

TIP: If the Web page displayed on your screen is formatted using frames (i.e. it is divided into sections, often separated by scroll bars) then you should first click on the section of the screen which you wish to print!



Allows you to edit the displayed web page within Microsoft Word.



Allows you to access Internet Discussion Groups.

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).



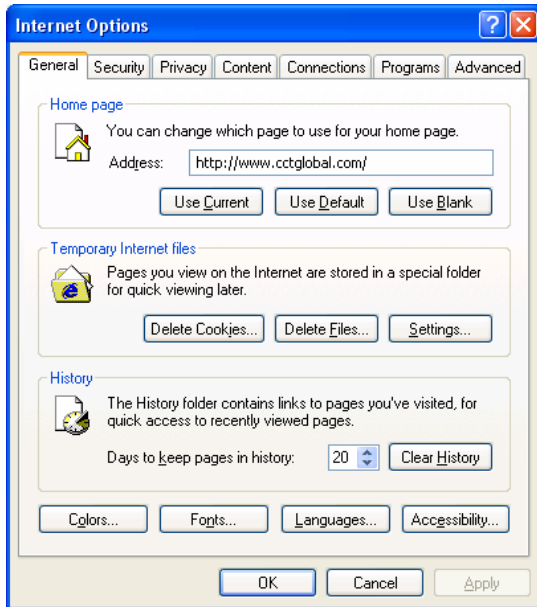
7.1.3.2 Change the Web browser Home Page / Start page.

What is a web site "Home Page"?

- Most Internet sites have a starting page, called the Home Page. Often when you surf into a site, using a search engine, you initially go to a page which is not the home page. If you see a button (or text) on a site displaying the word **HOME**, then clicking on this will take you to the starting page, i.e. the Home Page.
- It is confusing because Microsoft defines the "Home Page" for your browser (i.e. Internet Explorer) as the page which by default is displayed when you start the browser program.

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

- Click on the **Tools** drop down menu.
- Click on the **Internet Options** command.
- 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 full URL into the **Address** box.
- Click on the **OK** button to close the **Internet Options** dialog box.

7.1.3.3 Display a web page in a new window

To display a specific web page

- Open the Internet Explorer program.
- In the Address section of the program window enter the full URL of the web page which you wish to display. Thus if you wanted to see the Microsoft home page you would enter the URL:

http://www.microsoft.com



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.



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

7.1.3.4 Stop a Web page from downloading.

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

- A web page may start loading within your web browser and take so long to display anything that you may wish to stop the download and look at something else. Click on the **Stop** icon to stop the download.



7.1.3.5 Refresh a Web page.

What is web page refreshing?

- Many web pages change their content rapidly. However your web browser may download the page once and display the information and not then go back to see if the page has changed. Refreshing the web page forces to web browser to see if there is an updated version of the page.

Many web browsers will cache pages which you have visited. All this means is that the web browser will store a copy of that web page on your hard disk. The reason for this is that if you wish to revisit that page again then the page can be quickly loaded from your hard disk rather than having to be slowly downloaded to your computer via the net. Clicking on the **Refresh** icon, forces the web browser to check for a later version of the page via the Internet and to download it.

To refresh a page download

- Click on the **Refresh** icon.

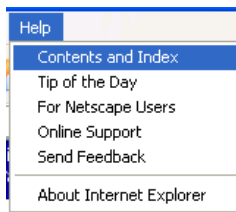


TIP: If clicking on the Refresh icon does not seem to do what you want, try pressing the **Shift** key while clicking on the **Refresh** icon.

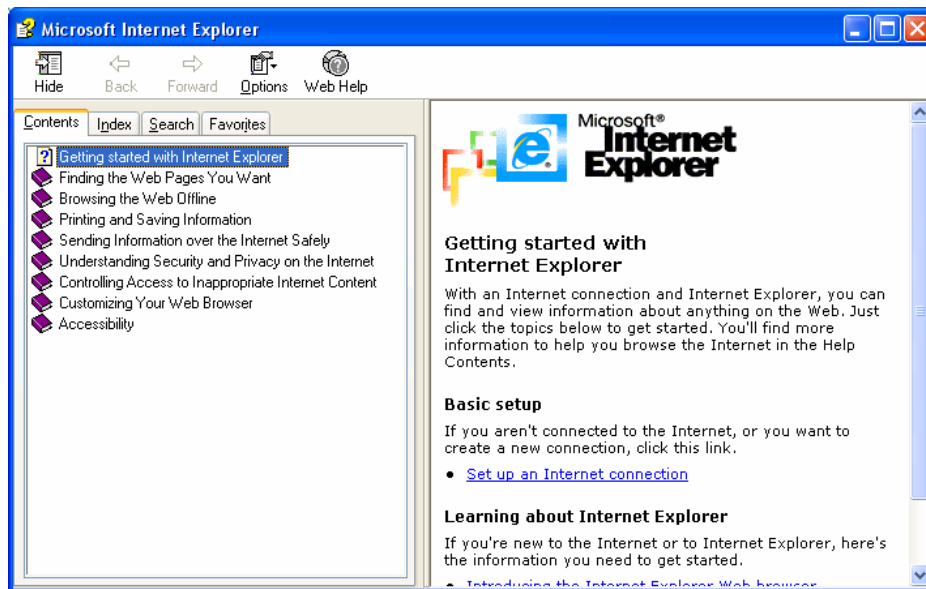
7.1.3.6 Use available Help functions.

To access 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 questions.

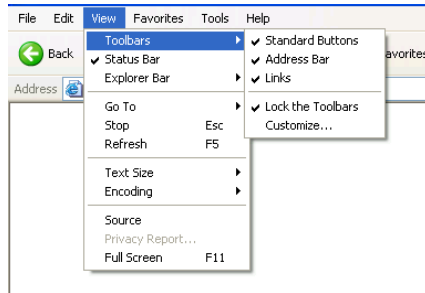


7.1.4 Adjust Settings

7.1.4.1 Display or hide built-in 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.



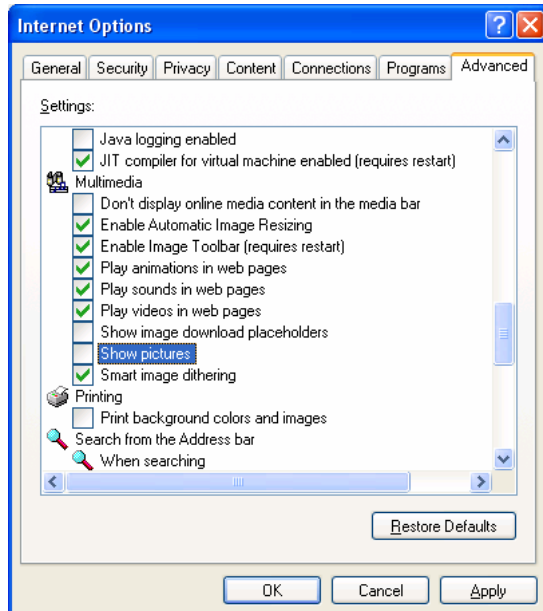
7.1.4.2 Display or hide images on a Web page.

Displaying images within the Internet Explorer program

- By default Microsoft Internet Explorer will automatically display any images within a Web page. You may choose to turn this feature off to speed the loading of Web pages but because of the graphical nature of the Web this is somewhat missing the point!

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**.



- Removing the tick next to this option will mean that the browser will load pages, but not display any pictures which might be contained within the pages. You may have to close and then re-start your browser to see the effect of this change.

To set 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. You may have to close and then re-start your browser to see the effect of this change.

7.1.4.3 Display 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.

What is the history trail cache?

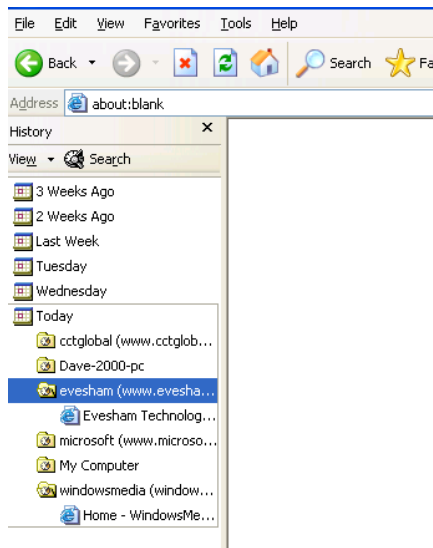
- The history trail is a list of previously visited web sites. You can even use links within the list to revisit these sites.

To view the history trail

- 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)

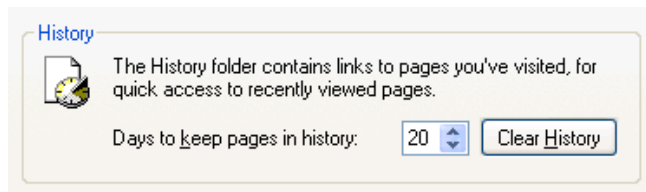


- Clicking on links within the history window will display the relevant web pages.

7.1.4.4 Delete browsing history

To delete 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.



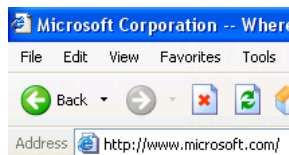
7.2 Web Navigation

7.2.1 Accessing Web Pages

7.2.1.1 Go to a URL (Uniform Resource Locator)

To go directly to a Web page

- If you have a Web page address such as <http://www.microsoft.com> you could simply enter this into the **URL Address** bar at the top of the Microsoft Internet Explorer program, and when you press the **Enter** key the desired Internet site will be displayed.



7.2.1.2 Activate a hyperlink/image link.

To activate 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 also 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.



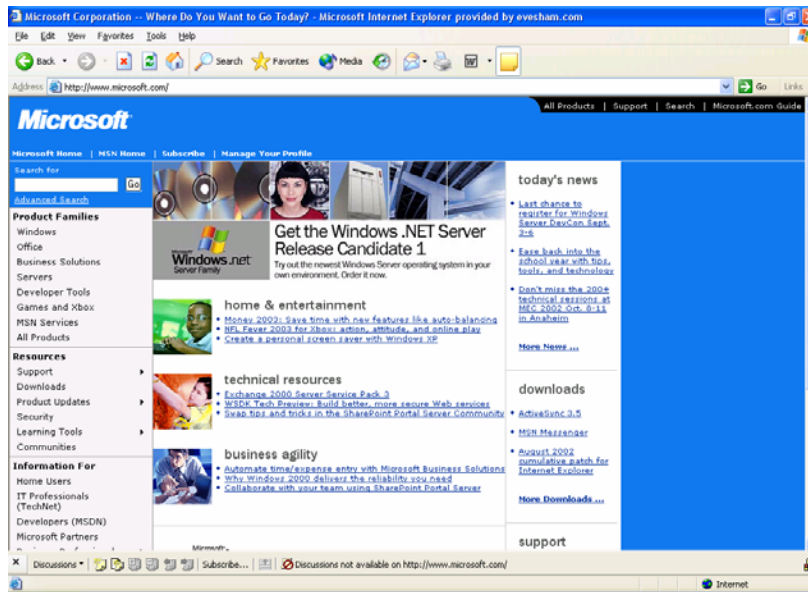
- Click on the hyperlink and the page you are viewing will be replaced by the page which you have just linked to.

NOTE: In some cases (depending of how the web designer wrote the web site), when you click on a hyperlink, a second copy of the web browser program will be started, and the linked page will be displayed within the second window. When you close the second window you will see the original page displayed.

7.2.1.3 Navigate backwards and forwards between previously visited Web pages.

Navigating through a Web site

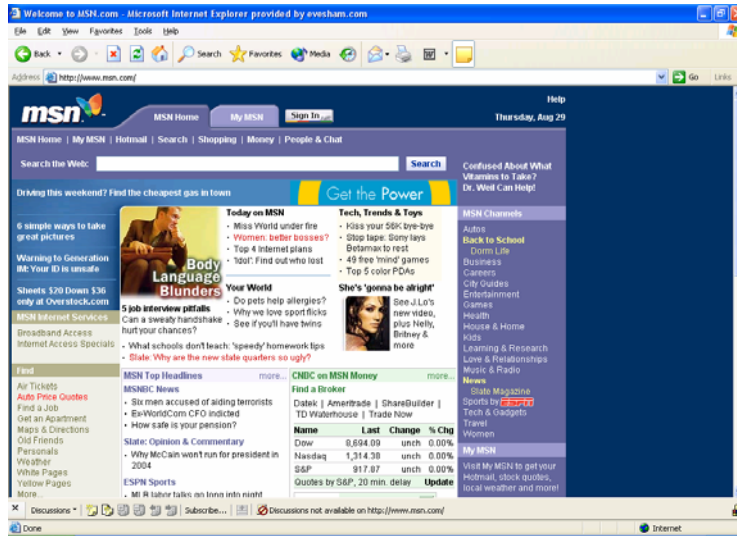
- In the example shown we have opened the Microsoft home page located at <http://www.microsoft.com>



- By default, text which is displayed as underlined blue text indicates a hyperlink. Clicking on one of these hyperlinks will take us to another page on the Web site. Any well-designed Web site should always have a text or button link called *Home* (or something similar) which will take you back to the home page (i.e. the starting page) of that Web site.
- In the example shown there is a link called **MSN Home**. When we move the mouse pointer over this logo the pointer changes to the shape of a hand, indicating that this is a button or graphical hyperlink.



- Sure enough if you click on this graphical hyperlink you will see the following page displayed.

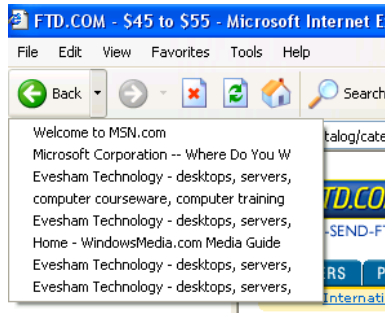


Using the Back button

- 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.



TIP: Clicking on the down arrow to the right of the **Back** button will display a short list of recently visited pages, allowing you to jump back to a previous page. This is especially useful if you get "stuck" in a site.



Using the Forward button

- If you have been navigating forwards and backwards through the pages of a web site, the Forward button will, as the name implies, take you forward a page.



7.2.1.4 Complete a web based form and enter information in order to carry out a transaction

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.

7.2.2 Using Bookmarks

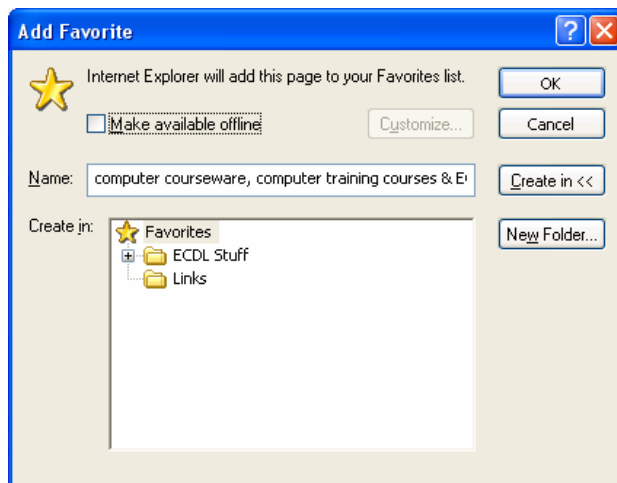
What is a favourite (bookmark)?

- You can use your browser to create favourites (bookmarks) of interesting Web pages which you have found. This is similar to the concept of placing a bookmark in a real book. The big advantage is that you can bookmark lots of interesting sites which you have come across and easily visit them again in the future. Also you can group similar sites together.

7.2.2.1 Bookmark a Web page.

To add a Web page to your favourites

- When you wish to add the current page to your favourites, click on the **Favorites** drop down menu (**NOT THE FAVOURITES ICON**). This will display a drop down menu, from which you should select the **Add to Favorites** command. This will display a dialog box, as illustrated.

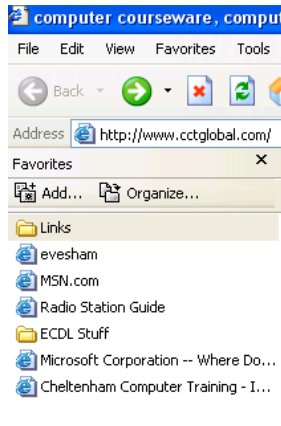


- To simply add the current page to your favourites, click on the **OK** button.

7.2.2.2 Display a bookmarked Web page.

To open a bookmark (favourite)

- Click on the **Favorites** icon and select the item within your favourites list. The correct URL will be entered into the **Address** bar and the Web page will be displayed.



7.2.3 Organising Bookmarks

7.2.3.1 Create a bookmark folder.

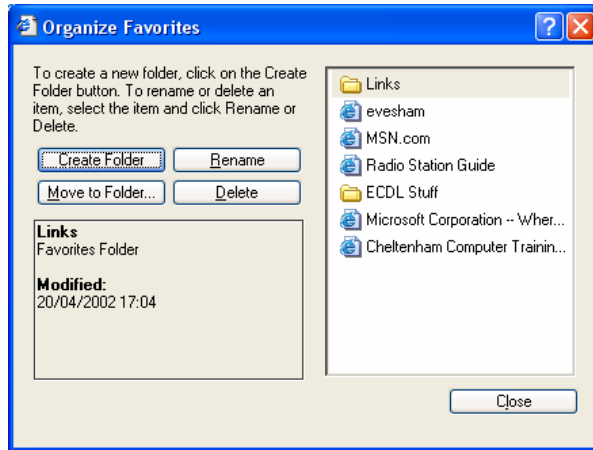
To create a new folder within your favourites

- 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 and then press the **Enter** key.

7.2.3.2 Add Web pages to a bookmark folder.

To organise your favourites

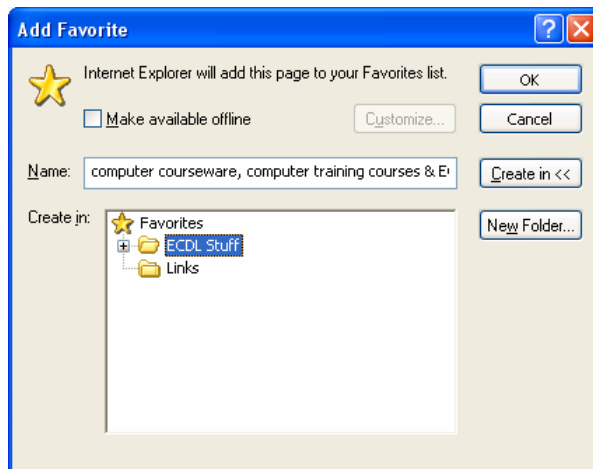
- Click on the **Favorites** drop down menu and then select the **Organize Favorites** command, which will display the **Organize Favorites** dialog box.



You can use the usual Microsoft Explorer type commands to create new folders and also drag and drop the contents of one folder to another within the dialog box.

To add a web page to a particular bookmark folder

- 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 which you wish to add the Favourite to, such as **ECDL Stuff** in the example illustrated.



- Click on the **OK** command.

7.2.3.3 Delete 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 the items which you wish to delete and then click on the **Delete** button.

7.3 Web Searching

7.3.1 Using a Search Engine

7.3.1.1 Select a specific search engine.

Examples of Search Engines

- Some of the major search engines include:
 - Ask Jeeves** <http://www.ask.com>
 - HotBot** <http://www.hotbot.com>
 - Google** <http://www.google.com>
 - Lycos** <http://www.lycos.com>
 - MSN** <http://www.msn.com>
 - Yahoo** <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. Alternatively, click on the **Search** icon within your browser to see a list of search engines.

7.3.1.2 Carry out a search for specific information using a keyword phrase.

Using keywords and phrases

- Many people think that when you use a search engine, such as Google, it will magically search the entire Web and find the information which you require. The first thing to understand is that a search engine like Google will only search through a list which it maintains of sites that have been registered with that particular search engine. This accounts in part for the widely differing results you sometimes get when you search using different search engines. Also each search engine has different criteria for ranking search results, i.e. the order in which search results are displayed on your page. These search results are often displayed 10 per page, with a brief description about each site which it has found matching your requirements. In general it is better to use two or more words, or a short phrase when searching for information.

7.3.1.3 Combine selection criteria in a search.

Don't use a single search word!

- Normally you should use two (or more) words or a short phrase rather than a single word when using a search engine. Try to use unique words which directly relate to what you are searching for. For instance if you are searching for information about computer

training then search for “**computer training**”, not just “**training**”, which would include all sorts of training!

Using + and " symbols to narrow your search

- If you search using two words such as computer training, then often a search engine will go off and find all the pages which it knows about relating to "**computer**", "**training**" and "**computer training**". This could include all types of training, not just computer training.

To get round this problem many search engines allow you to insert a + symbol between your words, this means that you only want to find pages containing all your words.

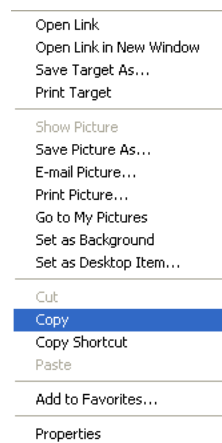
Sometimes you would be better enclosing your search phrase with quotation (") symbols. This will then mean that you want to find the exact phrase which you have entered. Thus if you search for "**Cheltenham Computer Training**", using the quotation marks, then you should find the company more easily than not using the quotes.

NOTE: Search engine options will vary from one search engine to another. Always use the on-line Help available! Also search engines will evolve and change over time.

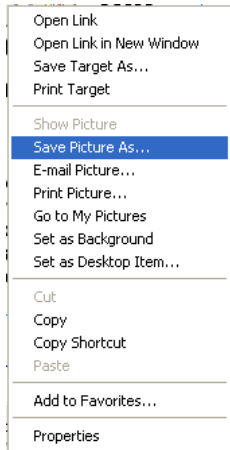
7.3.1.4 Duplicate text, image, URL from a Web page to a document

To copy a web image from a web page to a document

- If you are using Microsoft Internet Explorer, right click on the image within the web page, and select the **Copy** command.

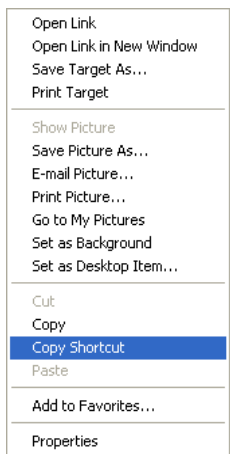


This will copy the image to the Clipboard. The image can then be pasted into a document using the normal **Paste** command. If this does not work for some reason you will have to select the **Save Picture As** command, and save the image to disk. This picture can then be imported into the document.



To copy a web address from a web page to a document

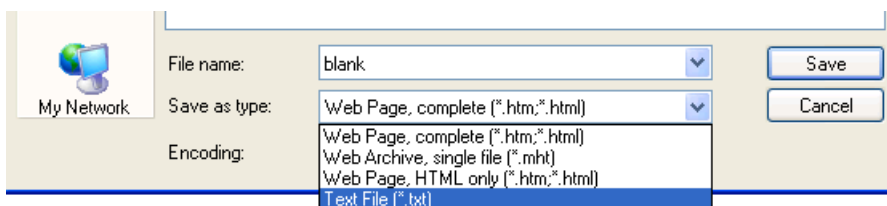
- If you are using Microsoft's Internet Explorer web browser, right-click over a web address hyperlink and then select the **Copy Shortcut** command. You can then paste the web address from the Clipboard into your document.



7.3.1.5 Save a Web page to a location on a drive as a txt file, html file.

To save a web page as a specific file type

- Display the 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.



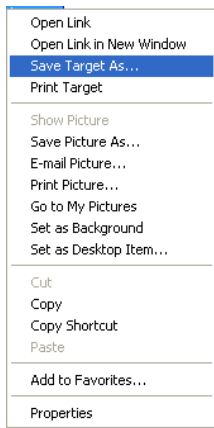
- Select the required file format.
- Make other selections using the dialog box as required, such a file name and location.
- Click on the **Save** button.

7.3.1.6 Download text file, image file, sound file, video file, software, 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.



7.3.2 Preparation

7.3.2.1 Preview a Web page.

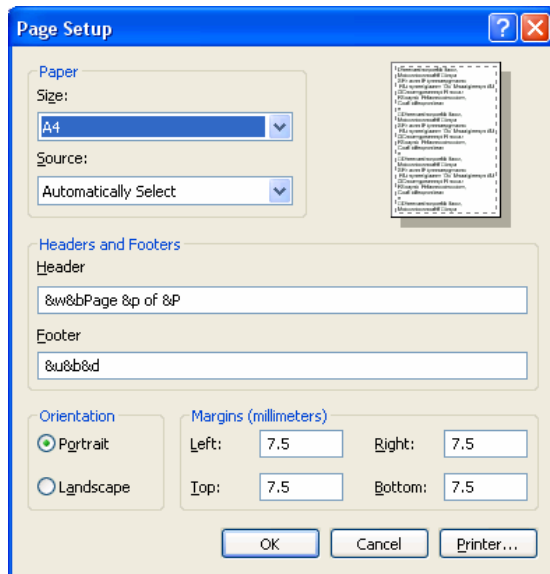
To preview a web page before printing

- 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.

7.3.2.2 Change Web page orientation – portrait or landscape, paper size.

To setup your page using Microsoft Internet Explorer

- Using Microsoft Internet Explorer, click on the **File** drop down menu and select the **Page Setup** command to display the **Page Setup** dialog box.

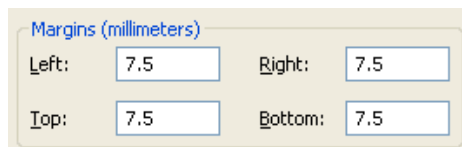


From here you can set paper size, orientation, margins and also choose whether to use headers and footers.

7.3.2.3 Change Web page margins top, bottom, left, right.

To change your web page margins

- Using Microsoft Internet Explorer, 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.

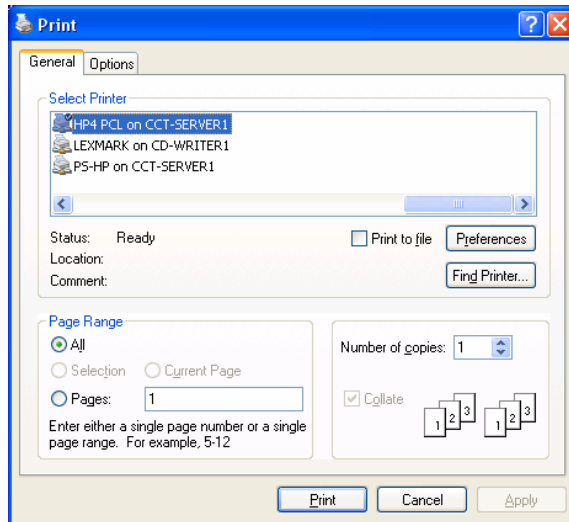


7.3.3 Printing

7.3.3.1 Choose Web page print output options such as: entire web page, specified pages, specified frame, selected text, number of copies and print

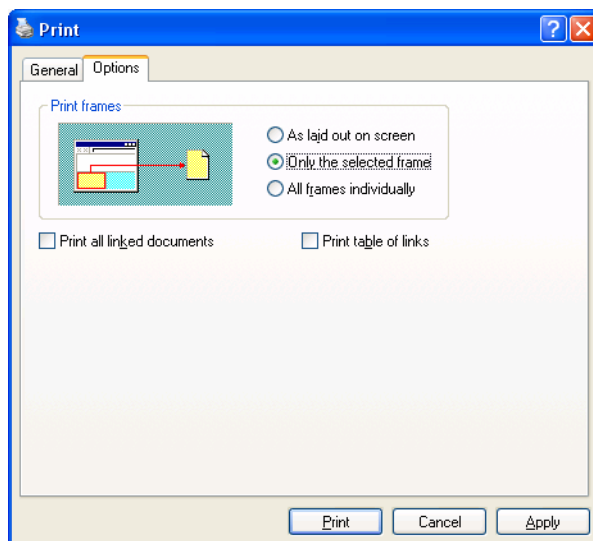
To print a web page

- To print a page displayed within Microsoft Internet Explorer, you would normally simply click on the **Print** icon located in the application toolbar. 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, which physical printer you wish to use.



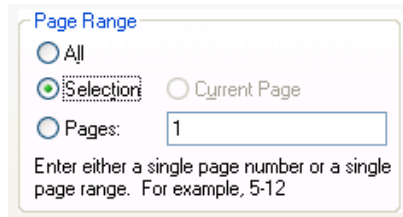
To print selected frames within a framed Web site

- 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.
- 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**. You should experiment using different options as different sites use different frame layouts.



To print selected text on a web page

- View the web page containing the text you wish to print.
- Move your mouse pointer to the start of the text.
- Hold down the left mouse button and move (drag) your mouse across the text to be printed. 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 **OK** button to print the selected text.

7.4 Electronic Mail

7.4.1 Concepts / Terms

7.4.1.1 Understand the make-up and structure of an E-mail address.

The structure of an email address

- Take a typical email address:
jane@cctglobal.com

The first part of the address 'jane', indicates the person to whom the email is addressed.

The second part of the address 'cctglobal.com' indicates the email address of the company or organisation where the individual works

In some cases you may use an email address such as davecct@yahoo.com, which normally indicates a private email address, but in this case, one that is hosted by a company called Yahoo.

7.4.1.2 Understand the advantages of E-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.

The advantages of using email

- **High speed:** One of the great things about email is that you can send messages and files to anyone in the world, almost instantly.
- **Low cost:** The cost of sending information by email is a fraction of that involved when using the traditional mail system, especially when emailing to a different country.
- **World-wide portability:** Once you have an email account set up, you should be able to access your email from anywhere that has an Internet connection. Even many holiday hotels now have an email connection for customers!
- **Time zone friendly:** If you live in Europe and phone someone in the western United States at 9 am locally, you would either get no answer (because the office in the US would be empty), or you could be waking them up in the middle of the night. The great thing about sending an email is that you can send it anytime you want and the recipient will read the mail when they want.

7.4.1.3 Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in subject lines of e-mail messages, use of brevity in replying to E-mails, spell check outgoing E-mails.

What is Netiquette?

- There are some simple rules when sending emails:

Use short, accurate subject descriptions: In a busy office situation, a person may receive many emails a day. Prior to opening the email the only indication that an email might be relevant to that person is the email subject header. Keep emails simple, short and to the point!

Avoid using all upper case letters in a message: The use of letters in UPPER CASE is considered as shouting within an email. Use of all upper case (or all lower case) can also make the message difficult to read.

Be brief: People tend to 'skim read' email messages. If they are too long the chances are that the recipient will miss important information buried within the message.

Use the spell checker: Never send an email without spell checking the contents first. This can give a really poor impression about your organisation.

Respect privacy and confidentially: Never quote part of one persons email within another email without permission. In many cases there is a message attached to the bottom of emails, warning that the email is confidential!

Don't 'Flame': If some idiot emails you over something which is inappropriate, do not respond and get into a series of increasingly hostile email exchanges. This is called flaming. Never reply to unsolicited email (spam), unless you want to receive even more rubbish in your email inbox!

7.4.2 Security Considerations

7.4.2.1 Be aware of the possibility of receiving unsolicited mail (spam)

What is Spam?

- Spam is the bulk sending of unsolicited email messages, normally to sell a commercial product or service. There are companies which will sell lists of email addresses by the million. If you are a regular Internet user, then the chances are that the providers of these lists will pick up your email address (using a variety of sneaky techniques). As more and more companies buy in these lists and use them in their marketing campaigns, you will receive more and more spam emails, offering you an increasingly bizarre range of products and services! In many countries the sending of spam is now against the law!
- Increasingly unscrupulous marketing companies are using popup windows within your Web browser to display unwanted messages. There are now many anti-popup programs available to help block this newer type of spam.

7.4.2.2 Be aware of the danger of infecting the computer with a virus by opening an unrecognised mail message with an attachment contained within an unrecognised mail message

Take care when dealing with unsolicited mail!

- **Virus transmission:** Be very careful about opening files which are attached to email messages as they may contain viruses. You should know that Microsoft Word documents can contain special types of virus, called macro viruses.

7.4.2.3 Know what a digital signature is

What is a digital signature?

- A digital signature is a code which is attached to an email to uniquely identify the sender. Like a traditional hand written signature the purpose of the digital signature is to guarantee which the sender of the message is who he or she claims to be. Digital signatures employ sophisticated encryption techniques to ensure that they cannot be counterfeited.

7.4.3 First Steps with e-mail

7.4.3.1 Open (and close) an e-mail application.

To start Outlook using the Start menu

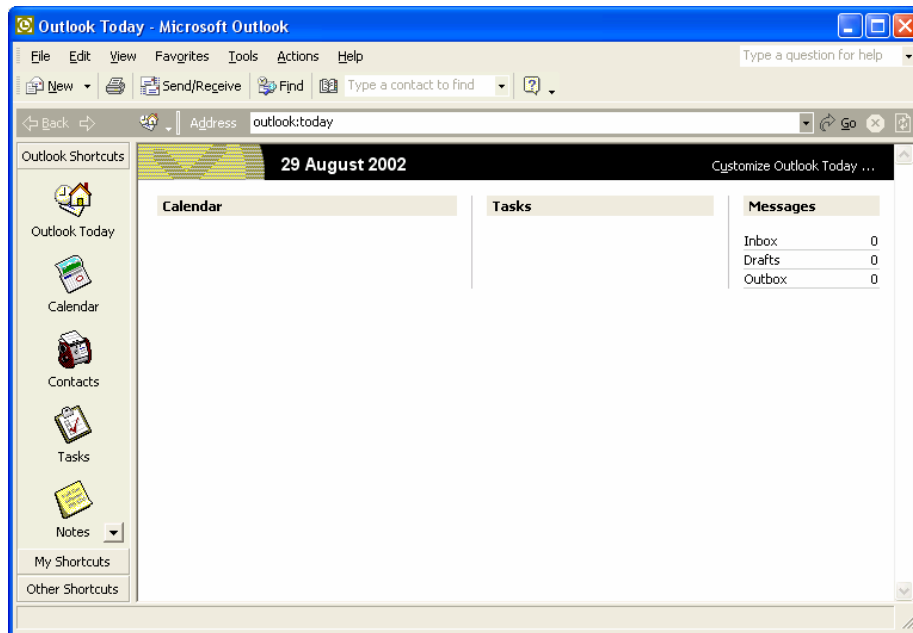
- Click on the **Start** button to display the start menu.
- Click on **Programs** to display the programs submenu.
- Click on the **Microsoft Outlook** command.

To start Outlook using the icon on the Desktop

- Locate the **Microsoft Outlook** icon on your Windows Desktop and double click.

The Microsoft Outlook Screen

- Examine the Microsoft Outlook screen and get familiar with the various elements!



The Microsoft Outlook Bar

- The many components of Outlook are organised into folders. There are separate folders for your messages, appointments, notes, tasks etc. You can open these folders by clicking the appropriate icon on the Outlook bar.

The Outlook bar is divided into three groups called:

- **Outlook Shortcuts**
- **My Shortcuts**
- **Other Shortcuts**

The Outlook Shortcuts group is selected by default.

The Microsoft Outlook Standard Toolbar

- The standard toolbar displays a row of icons, clicking on these icons gives you quick and direct access to the most commonly used commands without having to locate them on the drop down menus.



The icons displayed on the standard toolbar will change depending on which folder you are currently working in.

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**.

NOTE: Some networks may require you to use the **Exit and Log Off** command. If you are unsure ask your tutor.

7.4.3.2 Open a mail inbox for a specified user.

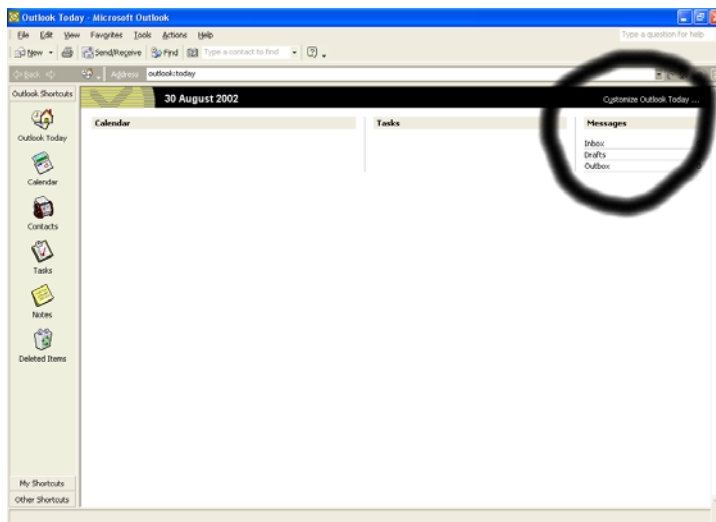
The Inbox Folder

- Outlook enables you to send electronic mail or email to people on the company network or the Internet; this is achieved through the use of the Inbox. The Inbox, as the name suggests, is the computerised equivalent of the traditional in tray. All incoming messages are placed in the inbox, you can then read, print, reply to these messages as required.

To open the Inbox folder

- 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:


 The message has not been read


 The message has an attachment


 The message has been read


 The message has high importance


 The message has been replied to


 The message has low importance

 The message contains information about a meeting

 The message is a delivery confirmation

 The message contains information about a task

 The message is read confirmation

 The message has been flagged

 The message is notification of a failed delivery

7.4.3.3 Open one, several mail messages.

To check for new messages

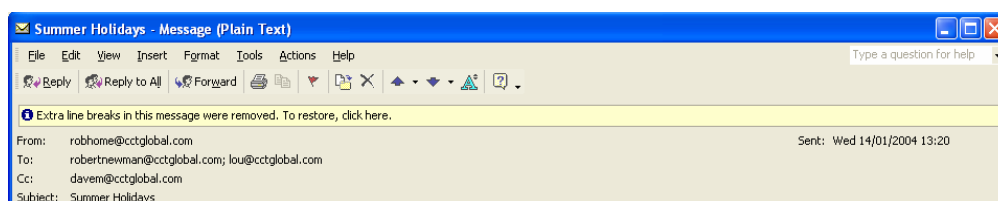
- If necessary, open the **Inbox** folder.
- Click the **Send/Receive** icon, located on the **Standard** toolbar



OR press the **F5** key.

To read a message

- Double click on the 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

OR click on the **Message** dialog box **File** drop down menu and select the **Close** command

OR press **Alt+F4**.

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.

7.4.3.4 Switch between open messages.

To switch between open Message windows

- To view another open message, simply click on the item in your Windows Taskbar.

7.4.3.5 Close 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.

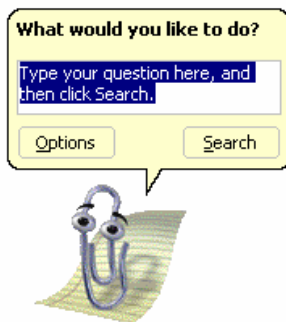
7.4.3.6 Use available Help functions.

What is the Microsoft Office Assistant?

- By default this friendly little creature will watch what you do and offer tips on how to work more productively. You can ask it questions in plain English! Occasionally the Office Assistant will display information on the screen. If you are unsure about how to use this product you should always read the help offered. You can choose to implement the tip, have it explained, or to ignore the tip.

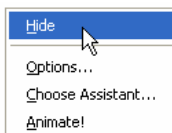
To display the Office Assistant

- The **Office Assistant** is displayed by default. If the 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

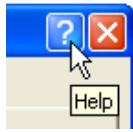
- Right click on the Office Assistant and from the menu displayed, click on the **Hide** command.



"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.



7.4.4 Adjust Settings

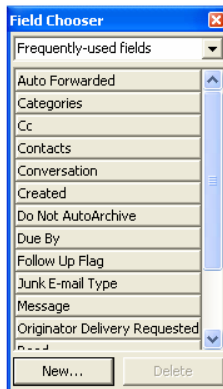
7.4.4.1 Add, remove message inbox headings such as sender, subject, date received.

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.

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.

7.4.4.2 Display, hide built-in 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.



Quick way of displaying / hiding toolbars

- **TIP:** A quick way of displaying/hiding toolbars is to right click on an existing toolbar, this will display the **Toolbars** drop down menu, from which you can select or de-select toolbars.

7.5 Messaging

7.5.1 Read a Message

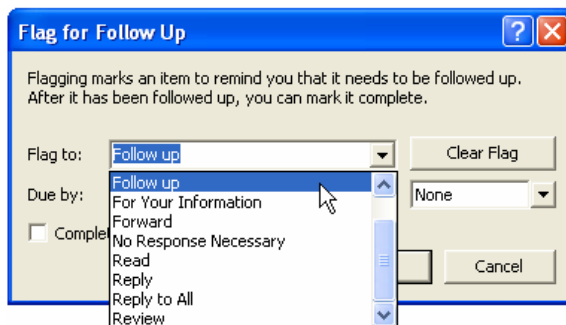
7.5.1.1 Flag a mail message. Remove a flag mark from a mail message.

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.

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.

7.5.1.2 Mark a message as unread, 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.

To mark a message as read.

- If necessary, open the **Inbox** folder.
- Right click on the message and select the **Mark as Read** option.

7.5.1.3 Open and save a file attachment to a location on a drive

To open an attached file

- If necessary, open the **Inbox** folder.
- Double click on the message containing the 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.

To save a file attached to a message

- If necessary, open the **Inbox** folder.
- Double click on the 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.

7.5.2 Reply to a Message

7.5.2.1 Use the reply, 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

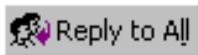


- The **Message** dialog box will open and the text of the original message appears in the message window. Type your reply above the text of the original message and then click the **Send** icon on the **Message** dialog box toolbar.

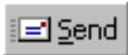


To reply to the sender and all recipients of a message

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



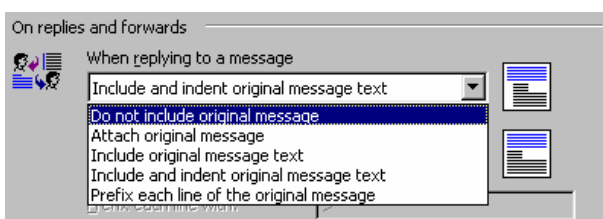
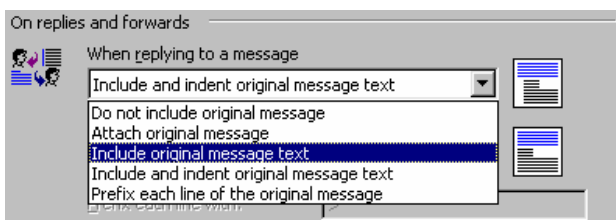
- The **Message** dialog box will open and the text of the original message appears in the message window. Type your reply above the text of the original message and then click the **Send** icon on the **Message** dialog box toolbar.



7.5.2.2 Reply with, 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.

7.5.3 Send a Message

7.5.3.1 Create 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.

7.5.3.2 Insert a mail address in the 'To' field.

To address an Email

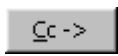
- Type the email address of the person you wish to send the message to into the **To** text box.

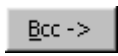


To use the Select Names dialog box

- Click the **To** button to open the **Select Names** dialog box.
- Select the name of the person you wish to send the message to from the list. To view names from other folders, such as your contacts, click the down arrow to the right of the **Show names from the** box and select from the list.
- Click one of the following buttons:

 Send the message to the selected person.

 Send a **Carbon Copy** of the message to the selected person.

 Send the message to the selected person as a **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 selected person has received the message.

- You may select additional recipients for the message from the names list by repeating the procedure outlined above.
- Click the **OK** button to close the **Select Names** dialog box and return to the **Message** window.

7.5.3.3 Copy (Cc), blind copy (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.

To...	sales@cctglobal.com
Cc...	robertnewman@excite.co.uk

- In the example above the message is addressed to sales@cctglobal.com, in addition a copy of the message will also be sent to robertnewman@excite.co.uk

What is a 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.

To send a copy of a message to another address using blind carbon copy

- 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.

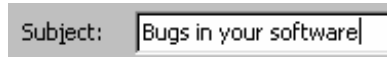
To...	sales@cctglobal.com
Cc...	
Bcc...	robertnewman@excite.co.uk

- In the example above the message is addressed to sales@cctglobal.com, in addition a copy of the message will also be sent to robertnewman@excite.co.uk without the knowledge of the other recipients.

7.5.3.4 Insert a title in the 'Subject' field.

To set the message subject

- Enter a short overview of the message into the **Subject** text box.



7.5.3.5 Use a spell-checking tool if available and make changes such as: correcting errors, deleting repeated words.

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 **OR** press the **F7** key to spell check your message. If Outlook encounters a word it thinks is spelt incorrectly the **Spelling** dialog box will be displayed.
- The incorrectly spelt word is displayed in the **Not in Dictionary** text box. The **Suggestions** list displays a list of possible spellings.
- Select the correct spelling from the **Suggestions** list or type the correct spelling into the **Change to** text box.

Ignore

Ignore the word in the Not in Dictionary box.

Ignore All

Ignore all occurrences of the word in the Not in Dictionary box.

Change

Replace the miss-spelt word with the word in the Change to box.

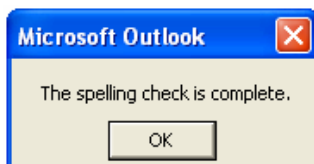
Change All

Replace all occurrences of the miss-spelt word with the word in the Change to box.

Add

Add the word in the Not in Dictionary text box to the dictionary.

- 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.



7.5.3.6 Attach a file to a message.

To insert a file into a message

- Email is not restricted to just simple text messages, you can also insert files into messages. For example, if you had to send a copy of your budget to your manager, simply insert a copy of the spreadsheet into a message. There are no restrictions on the types of file which can be inserted 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.
- Select **OK** to close the **Insert File** dialog box. An icon will appear beneath the message subject to indicate the presence of a file.

7.5.3.7 Send a message with high or low priority.

To open the Message Options dialog box

- Click on the **Options** icon, located on the **Message** dialog box toolbar to display the **Message Options** dialog box.



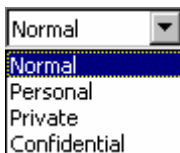
To set message importance

- Click the down arrow to the right of the **Importance** box and select from the menu displayed.



To set message sensitivity

- To set the sensitivity of the message, click the down arrow to the right of the **Sensitivity** box and select from the menu displayed.

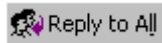


7.5.3.8 Send a message using a distribution list.

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.



7.5.3.9 Forward a message.

To forward a message

- If necessary, open the **Inbox** folder.
- Select the 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
OR click the **To** button and select from the **Select Names** dialog box.
- 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.

7.5.4 Duplicate, Move, Delete

EXTRA – Selection Techniques

To select a word within the Message window

- Double click on the word.

To select a line within the Message window

- Move the mouse pointer to the left of the line you wish to select, until the mouse pointer changes from an I bar to an arrow pointing upwards and to the right. You are now in the "Selection Bar", a hidden screen element.
- Click once with the mouse button to select the line.

To select a paragraph within the Message window

- Move the mouse pointer within the paragraph which you wish to select and click three times.

To select all text within the Message window

- Press **Ctrl+A**
OR select the **Select All** command, located under the **Edit** drop down menu.

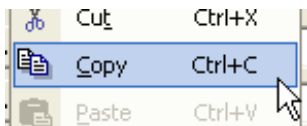
To select text using the mouse

- Move the mouse pointer to the start of the text you wish to select.
- Hold down the mouse button and drag across the text to select.
- Release the mouse button.

7.5.4.1 Duplicate, move text within a message or between other active messages.

To copy text to the Clipboard from a message

- Within the **Message** window, select the text you wish to copy to the Clipboard.
- From the **Edit** menu select the **Copy** command



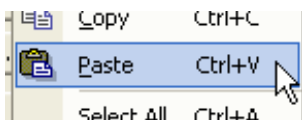
OR press **Ctrl+C**, to move the item to the Clipboard without removing it from the document

OR you can also use the **Copy** icon on the **Standard** toolbar.



To paste text from the Clipboard into a message

- Within the **Message** window, 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



OR press **Ctrl+V**

OR you can also paste items using the **Paste** button on the toolbar.



- The contents of the Clipboard will appear in the message.

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.

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

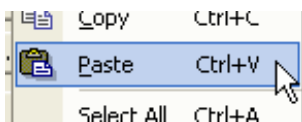
OR press **Ctrl+X**, to move the item to the Clipboard, removing it from the document

OR you can also use the **Cut** icon on the **Standard** toolbar.



To paste text from the Clipboard into a message

- Within the **Message** window, 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



OR press **Ctrl+V**

OR you can also paste items using the **Paste** button on the toolbar.



- The contents of the Clipboard will appear in the message.

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.

7.5.4.2 Duplicate text from another source into a message.

To copy text from another application into a message

- Open the application (e.g. Word) and 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.

7.5.4.3 Delete text in a message.

To delete text in a message

- Within the **Message** window, select the text you want to delete.
- Press the **Delete** key.

To delete text to the left of the insertion point

- Press the **Backspace** key to delete the character to the *left* of the insertion point.

To delete text to the right of the insertion point

- Press the **Delete** key to delete the character to the *right* of the insertion point.

7.5.4.4 Delete a file attachment from an outgoing message.

To delete an attached file from a message

- Open the message containing the file you want to delete.
- Icons displayed beneath the message subject will represent any files attached to the message.
- Click once on the file you want to delete.
- Press the **Delete** key.

7.6 Mail Management

7.6.1 Techniques

7.6.1.1 Recognise some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting un-required e-mail, using address lists.

How to manage your emails

- **Delete unwanted emails immediately:** In a busy office at the start of the day you may have many emails to read and respond to. If the subject header is obviously irrelevant to you, such as 'How to make a million dollars by lunchtime' then you can safely delete these messages without ever reading them. Some messages once opened, will not be applicable to you, in which case you can delete them immediately.

Create folders with meaningful names and move emails to a relevant folder: Create a series of different folders, using names which mean something to you (such as the name of projects or organisations which you deal with). Move the relevant email to the appropriate folder. In this way you can more easily retrieve groups of emails at a later date.

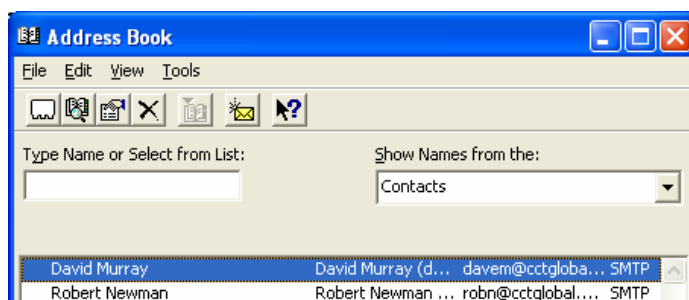
Delete outdated emails: Every so often examine some of your older emails, and delete them if they are no longer relevant.

Use email address lists: You can maintain email address lists so that you can easily send an email, at a later date, to someone on your address list.

7.6.2 Using Address Books

What is an address book?

- An email address book is simply a list of email addresses which you may wish to send emails to in the future.



7.6.2.1 Create a new address list/distribution list.

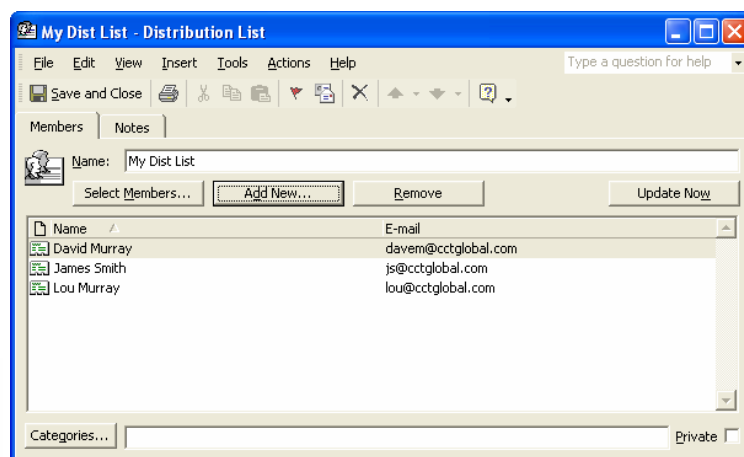
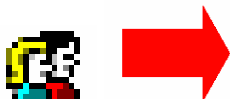
To create a new address book distribution list

- 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.
- 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.
- Type the email address of the person into the **E-mail address** text box.
- 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.

7.6.2.2 Add 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 distribution list you wish to add a mail address to, distribution lists are represented by this icon. 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.
- Type the email address of the person into the **E-mail address** text box.
- 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.

7.6.2.3 Delete 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.

7.6.2.4 Update 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.

7.6.3 Organising Messages

7.6.3.1 Search for a message by sender, subject, mail content.

To search for a message

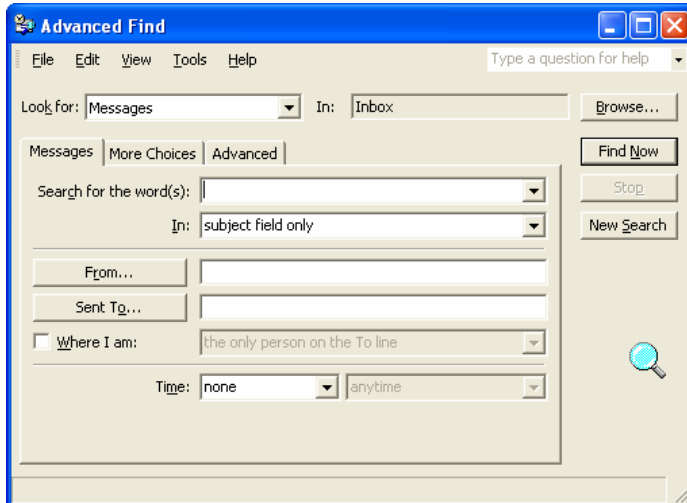
- If necessary, open the **Inbox** folder.
- Click the **Tools** drop down menu and select the **Find** command **OR** click the **Find** icon on the **Standard** toolbar.
- Enter the keyword you wish to search for into the **Look for** text box.

Look for: thompson Search In: Inbox Find Now Clear

- 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.



- **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.

7.6.3.2 Create a new folder for mail.

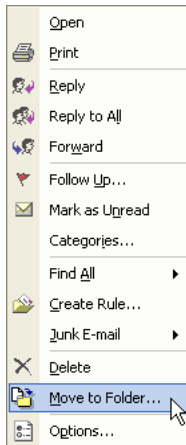
To create a new mail folder

- 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.
- 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 **Yes** or **No** button as required.

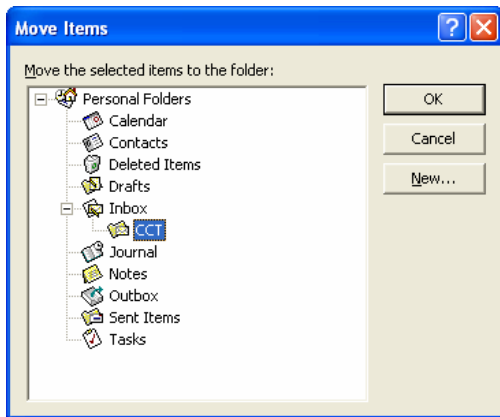
7.6.3.3 Move messages to a new folder for mail.

To move a message to a different folder

- Open the **Inbox** folder. 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.
- Click on the **OK** button to close the **Move Items** dialog box and move the message.

7.6.3.4 Sort messages by name, 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.

7.6.3.5 Delete 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. Press the **Delete** key.

7.6.3.6 Restore a message from the mail bin/deleted items folder.

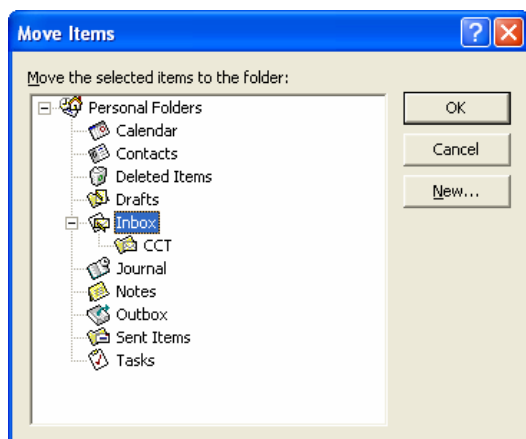
To open the Deleted Items Folder

- 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.

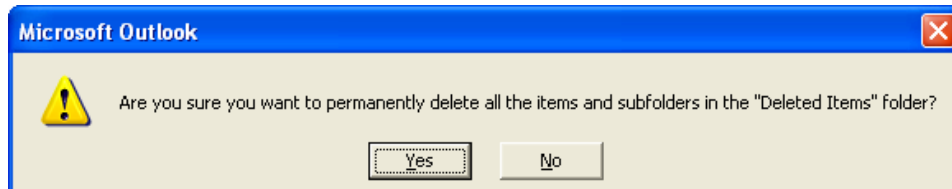


- Select the folder you want to move the item to from the list by clicking on the appropriate icon in the **Move Items** dialog box, e.g. to move a message back into the Inbox, click on the Inbox icon.
- Click on the **OK** button.

7.6.3.7 Empty the mail bin / deleted items folder

To empty the Deleted Items Folder

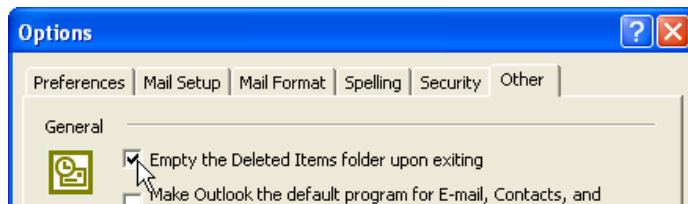
- If necessary, open the Deleted Items folder.
- Click on the **Tools** drop down menu and select the **Empty 'Deleted Items' Folder** command. The following dialog box will be displayed.



- 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.

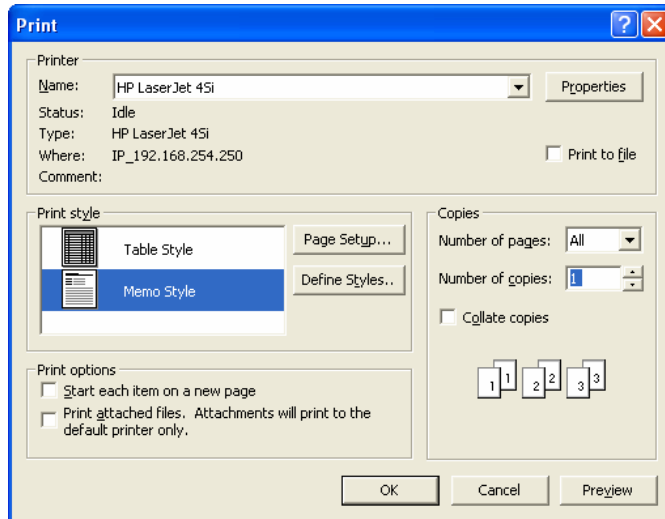


- Click on the **OK** button.

7.6.4 Prepare 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.



- You can select the required options in the normal way.

7.6.4.1 Preview 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.

7.6.4.2 Choose print output options such as: entire message, selected contents of a message, number of copies and print.

To choose what 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.