

# ECDL Module 7

Information & Communication  
Microsoft Office 2007 Edition – Syllabus Five



ECDL Foundation  
Approved Courseware

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## Tutor Setup Information

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- Prior to running this course, please make sure that the Outlook Inbox on each computer to be used in the class is empty.
- Copy the sample files to the **Documents** or **My Documents** folder.
- Issue each person using a computer in the class with their own email address to be used within the classroom.
- Issue each person taking the course with a short list of all the other email addresses that are used by all the other computers within the classroom.
- At the end of the course, remove all files modified or created during the course, prior to re-running the course.
- At the end of the course, reset all program and operating system defaults that may have been modified during the course, prior to re-running the course.

## Internet Terminology and Concepts

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### The Internet

- The Internet was designed to be decentralized and in fact was originally designed by the US military to allow it to 'survive a nuclear war'.

The Internet is a network of computer networks forming a vast worldwide networking infrastructure. The Internet connects millions of computers together, forming a network which allows any computer to communicate with other computers connected to the Internet.

### World Wide Web (WWW) vs. 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 that you can view using your Web Browser, such as Microsoft Internet Explorer.

### 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 **http://www.microsoft.com** would instruct your Web Browser to use the HTTP protocol to connect to the Microsoft Web site.

### Hyperlinks

- A hyperlink is a piece of text (or a picture) 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

Text which is underlined normally indicates a hyperlink. By default these text links are normally displayed in blue.

- When you move the mouse pointer over a hyperlink, it changes to the shape of a hand.



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## 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).

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## 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 Web'. For instance Microsoft has a 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 that produced this training material you would use the URL:

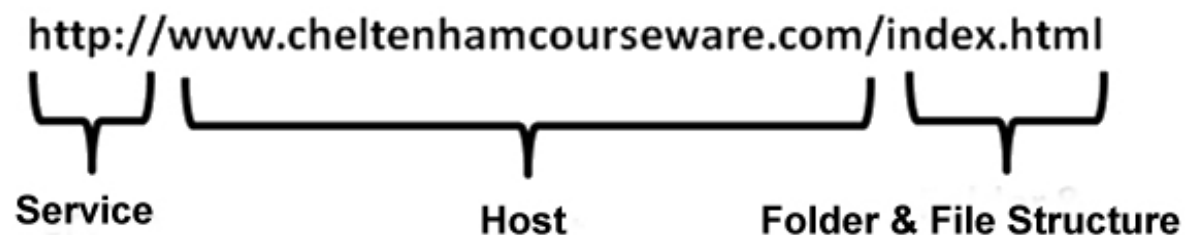
**<http://www.cheltenhamcourseware.com>**

Due to the very large number of organizations 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 a million sites containing these words!

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## Structure of a Web Address

- The Web Address (URL) has a very specific structure. Look at the following example.



### Service:

The first part of the URL is the service specifier, such as HTTP or FTP, which specifies the access method.

### Host:

The second part of the URL is the server internet address in this case: [www.cheltenhamcourseware.com](http://www.cheltenhamcourseware.com)

### Folder and file structure:

The last part of the URL details the folder containing a particular file as well as the file itself. The starting file for a web site is often called the **Index** file.

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## Web Browser

- The Web Browser allows you to view Web pages. Microsoft Internet Explorer looks like the illustration below.



- Web browsing applications include 'Internet Explorer' (from Microsoft), Opera and Firefox. In each case there are many different versions, you will find that the later versions offer much more versatility, as well as a better range of built-in features. Another example is the Apple Safari web browser. For more information, try surfing the web and search for 'web browsers'.

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## Podcasts

- A podcast is a way of providing content such as radio programs in a form which can be easily downloaded and listened to later on a the PC or mobile devices such as an Apple iPod.
- The term "podcast" is a combination of the words "iPod" and "broadcast".
- Many web sites allow you to manually download content.

- The thing that makes a podcast different is that once you subscribe to a podcast it will be downloaded automatically for you. The illustration below shows a typical page allowing you to subscribe to a podcast.

The screenshot shows a web browser window with the address bar displaying 'BBC - Radio - Podcasts - Friday Night Comedy from BB...'. The page layout includes a left sidebar with navigation links: 'Radio Home', 'Ways To Listen' (with sub-links for Podcasts, DAB Digital Radio, Analogue Radio, Digital Television, Internet, and Mobile Phone), 'Site Usage' (with sub-links for About BBC Radio and Help), and 'Contact Us' (with links for 'Like this page?' and 'Send it to a friend!'). The main content area is titled 'Podcast / Friday Night Comedy from BBC Radio 4' and features a 'More podcasts' button. Below the title is a large image of a woman, likely a presenter, with the text 'Friday Night Comedy' overlaid. To the right of the image, the text reads 'Friday Night Comedy from BBC Radio 4' with a 'Go to website' button, followed by a description: 'Bringing you both The News Quiz and The Now Show from BBC Radio 4. Enjoy a satirical take on the week's news with the cream of UK comedy talent. Currently offering The News Quiz. The Now Show will return on 30th November.' Below this is a prominent orange box for 'Subscribe to this podcast' containing a 'Feed URL' field with the text 'http://downloads.bbc.co.uk/podcasts/radio4/fricomedy/rss.xml', a section for 'One-click subscriptions' with buttons for '+ iTunes', '+ My Yahoo!', '+ Google Reader', and an 'RSS' link. To the right of the orange box is a green box titled 'How to subscribe' with instructions on how to use the feed URL and a 'More help with subscribing' link. Below the orange box is a section for 'Latest Episode' titled 'NewsQuiz 16 Nov 07' with a brief description of the episode's content. To the right of the latest episode section is another green box titled 'How to download' with instructions on how to download individual episodes.

## Using Internet Explorer

### Opening the Microsoft Internet Explorer program

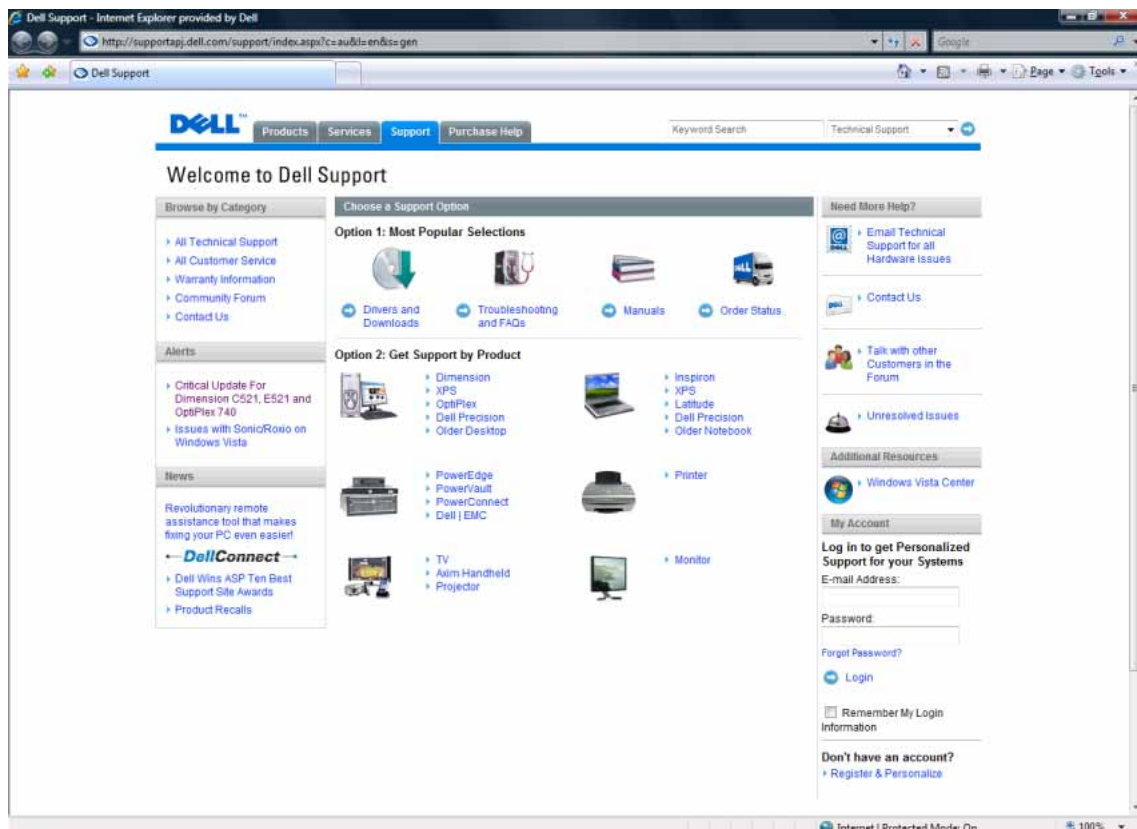
- The Internet Explorer icon is usually displayed at the bottom-left of your screen.



On many computers you may also see the Internet Explorer icon displayed on your Desktop (the empty Windows screen).



- Click on the icon and you will see the Internet Explorer window displayed on your screen.



- When the Internet Explorer opens it normally displays what is called the 'Home Page'. This is the default Web page that the program is set to display. In the example shown, the computer was a Dell PC, and not surprisingly, Dell had set the Home Page to display a Web page relevant to Dell. As we will see you can easily change the Home Page of your particular copy of Internet Explorer.

- If you want to close the Internet Explorer you would click on the **Close** icon at the top-right of the program window.

## Entering a URL into the Address Bar

- There is an address bar towards the top of the screen. Type in the Web address (URL) for Microsoft **www.microsoft.com** and press the **Enter** key. You will see the Microsoft Web page displayed. It will look different, as Microsoft changes the look and content of their Web site on a regular basis.



## Minimizing, maximizing, restoring and closing icons

- These buttons act in the same way as every other standard Windows program and are displayed at the top-right of your screen.

Clicking on the **Minimize** button will minimize the Program window down to the Windows Task Bar (the bar that runs along the bottom of your screen).



Clicking on the **Restore Down** button will run the program within a window.



Clicking on the **Maximize** button will maximize the program if you are viewing it within a window.



Clicking on the **Close** button will close the program.

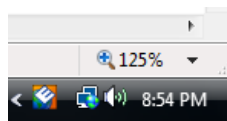


## Zoom

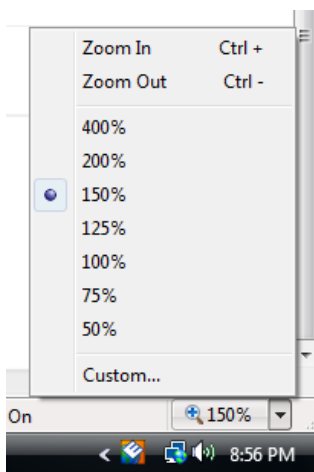
- The zoom control is displayed at the bottom-right of your screen. In the example shown the zoom is set to 100%.



- Try clicking on the percentage zoom number a few times and you will see it cycles around preset zoom levels, as illustrated.



- Click on the **down arrow** next to the **zoom percentage level** and you will see more zoom options displayed. Try viewing the Web page at **400%**, **200%**, **75%** and **50%**.



**TIP:** To zoom in press down the **Ctrl** key and while keeping it pressed keep pressing the **+** key. Let go of the **Ctrl** key when you have zoomed in the required amount. To zoom out, use the same technique but press **Ctrl** and the **-** key.



- Before continuing set the zoom level to **100%**.

---

## Hyperlinks

- Slowly move the mouse pointer over the Web page displayed on your screen. You will notice that if you point to certain text or pictures, the mouse pointer changes to the shape of a small hand.



- When the pointer changes to this shape it means that you are pointing to a hyperlink. When you click on a hyperlink you will jump to a new location. That location could be a different location on the same page. It could be a different Web page of the same Web site. It could even be a different Web page on a different Web site.

**TIP:** Hyperlinks may also allow you to download files from the Web site.

- Try clicking on a few hyperlinks and see what happens.

---

## Navigating through Web sites

- Normally when you first view a Web site you see what is called the Home Page for that Web site. The Home Page is the starting page for a Web site and you use hyperlinks within that page to visit other pages within the Web site. See if you can see a link called Home Page on the pages you visited within the Microsoft Web site. Not all Web pages will have this link, but most well designed Web pages will have some sort of link to allow you to quickly jump back to the home page.

---

## Back and Forward buttons

- The **Back** button allows you to go back to the last Web page you displayed on your screen. Having gone back, the **Forward** button allows you to go forward to the next page that you visited. Experiment with using these buttons.

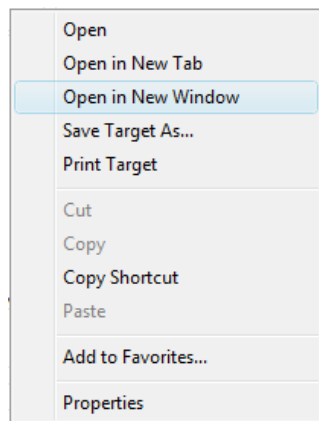


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## Forcing a Web page to display within a new window

- Sometimes you may want to open the page that the hyperlink links to, within a new, separate window. To do this right click on a hyperlink and from the pop-up menu displayed, click on the **Open in New Window** command. You will now see two copies of the Internet Explorer displayed. One displays the original page

while the second displays the page that you hyperlinked to.



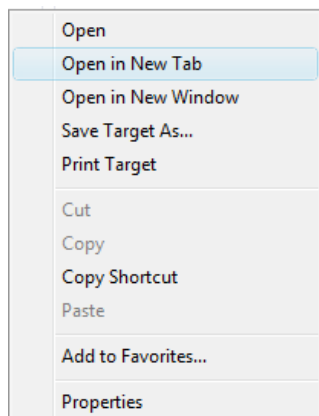
**TIP:** To open a hyperlinked Web page within a new window, hold down the **Shift** key and then click on the hyperlink.

Try this now.

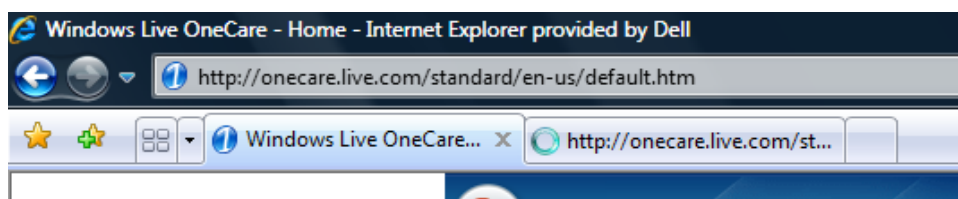
---

## Forcing a Web page to display within a new tab

- Sometimes you may want to open the page that the hyperlink links to, within a new tab (i.e. a new tab within the existing copy of the Internet Explorer). To do this right click on a hyperlink and from the pop-up menu displayed, click on the **Open in New Tab** command.



- Try this now and you will now see two tabs displayed within your Internet Explorer window.



---

## Switching between tabs

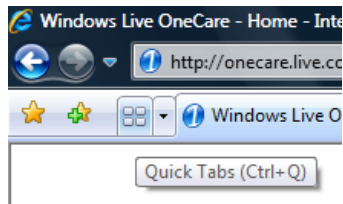
- To switch from one tab to another simply click on the tab. Try this now.

**TIP:** The tab switching keyboard shortcut is **Ctrl+Tab**.

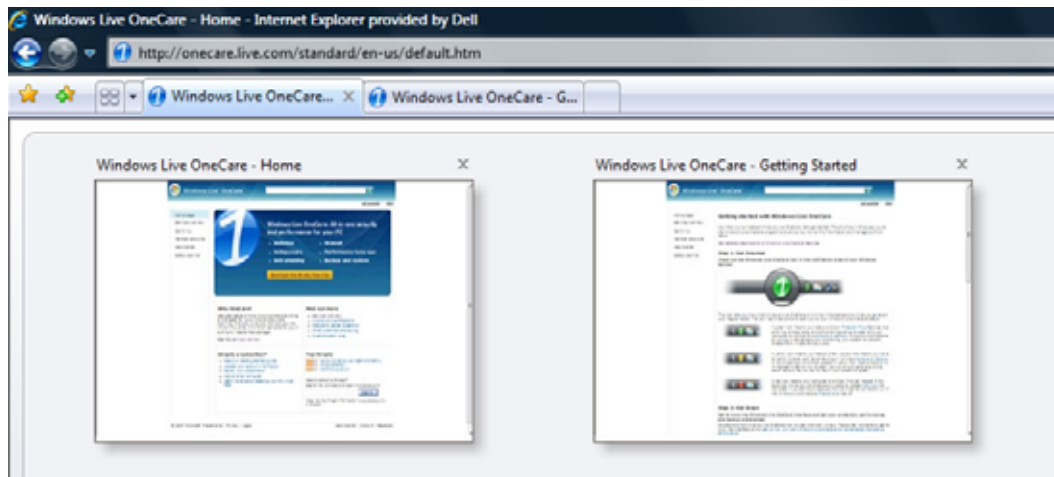
---

## Quick Tabs

- Click on the **Quick Tabs** icon (top-left of the screen).



- You will see the Web sites in your tabs, displayed as thumbnail previews.

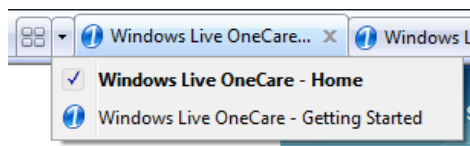


- Click on the preview Web that you want to view and you will switch to that Web site.

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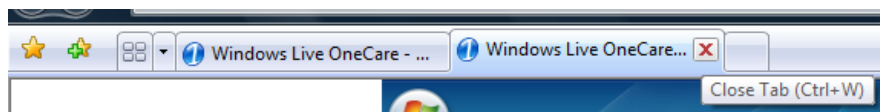
## Tab List

- If you click on the **down arrow** next to the **Quick Tabs** icon you will see the **Tab List**. Clicking on an item in the list will display the selected Web page.



## Closing a tab

- To close a tab within the Internet Explorer, click on the **Close** icon displayed at the top-right of each tab.



---

## Stop button

- Sometimes you may want to stop a page from continuing to download once you have clicked on it. It may be a very slow loading page and you get fed up waiting for all the pictures within the Web page to be displayed. To stop a page from continuing to download, click on the **Stop** button.



---

## Refreshing Web pages

- Sometimes you may want to refresh a page. This means reloading the page. For instance you may be looking at a news page and after leaving the page on your screen for an hour, you might want to refresh the page, to display the latest version of the page. To refresh a page click on the **Refresh** icon.

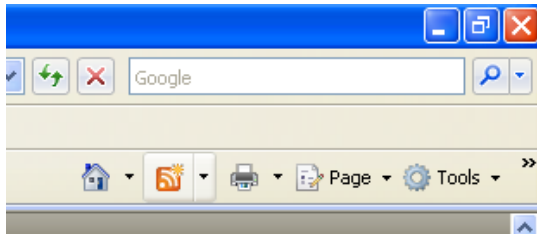


**TIP:** Many Web pages, such as news pages use special techniques to refresh themselves automatically.

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## Really Simple Syndication (RSS) feeds

- RSS (Really Simple Syndication) is a method used to publish information that needs to be frequently updated. Such as news headlines, tickertapes or podcasts. A RSS document is called a "feed" or "channel".
- You need software called an RSS reader to read and update RSS content. You can then subscribe to a feed using the RSS reader. The RSS reader regularly checks for updated content and then displays the new content. Most good news websites will have the option of an RSS feed. In most cases to subscribe, you need only click on a button within the site. Once you subscribe the content will update automatically without the need to keep pressing the refresh button.



- Try visiting news web sites and see if you can subscribe to their RSS service. To help you a few news sites are listed below:

[www.bbc.co.uk/news](http://www.bbc.co.uk/news)  
[www.cnn.com](http://www.cnn.com)  
[www.abc.net.au/news](http://www.abc.net.au/news)

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## Internet Explorer icons

- Towards the top-right of the Internet Explorer window you will see a number of icons displayed.



**Home.** 

Clicking on this icon will display the Home Page for your copy of the Internet Explorer.

**Feeds.** 

We will see more about feeds later.

**Printer.** 

Lets you print your Web page.

**Page.** 

Lets you select page related options.

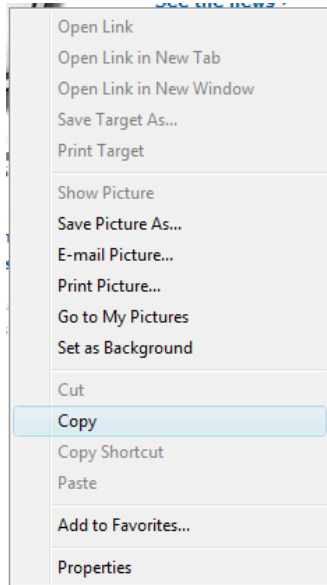
**Tools.** 

Displays a range of Internet Explorer tools.

---

## Copying a picture from a Web site page

- Display a Web page within the Internet Explorer, such as [www.intel.com](http://www.intel.com), right click on a picture within the Web page, and select the **Copy** command.



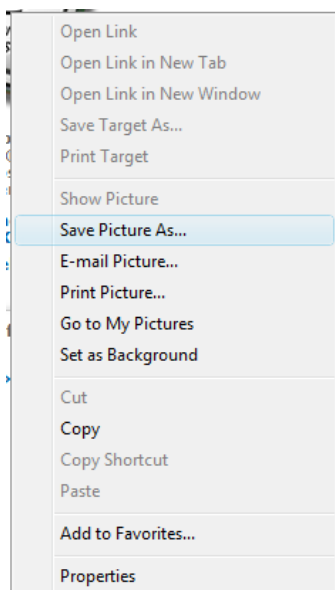
This will copy the image to the Clipboard. The image can then be pasted into a document using the normal **paste** command.

- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**. Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window. Close the WordPad program without saving your document.

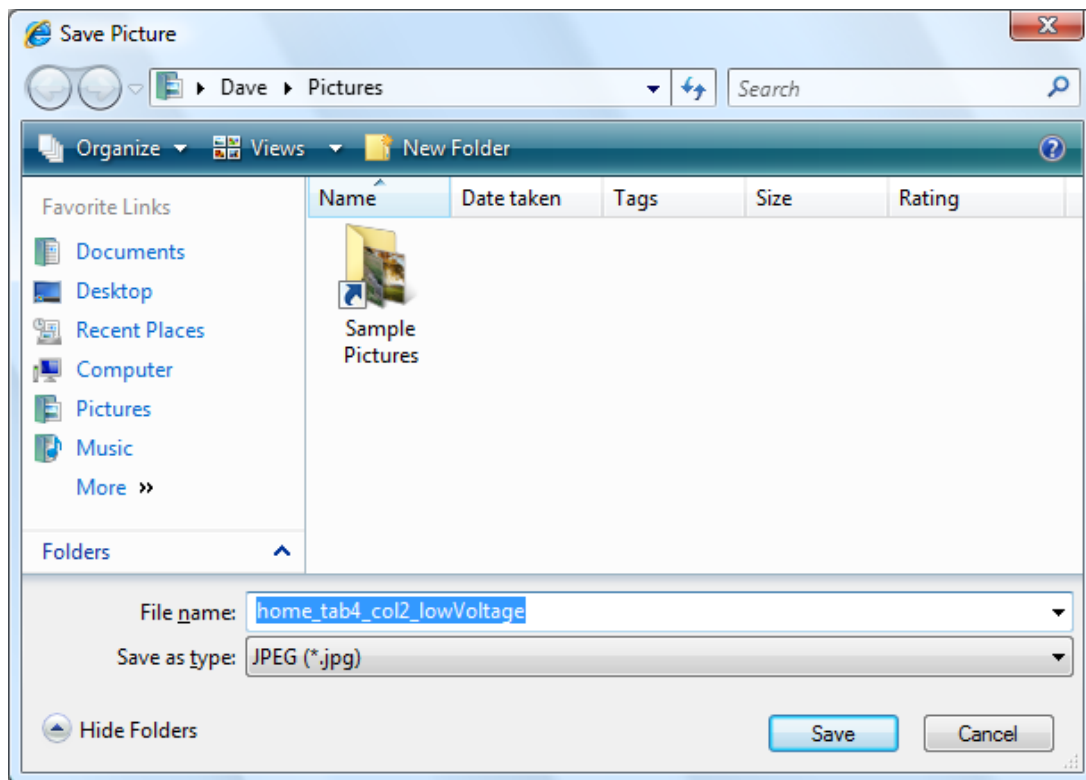
---

## Saving a picture on a Web page as a picture file

- Display a Web page within the Internet Explorer, such as **www.intel.com**, right click on a picture within the Web page, and select the **Save Picture As** command.



- This will display the **Save Picture** dialog box.



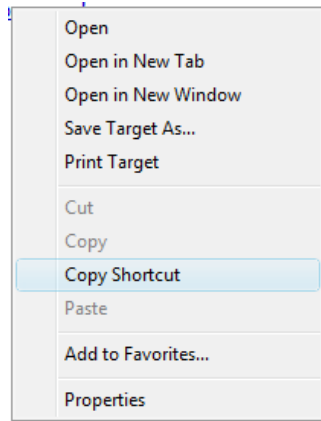
- You can then save the picture as a JPEG file to your hard disk. This picture can then be used in any documents that you create.

**WARNING:** Most pictures that you will see on Web pages are subject to copyright and you may need permission to use them within any documents that you create.

---

## Copying a Web address link (URL) from a web page to a document

- Display a Web page such as **www.google.com**. Right-click over a hyperlink and from the pop-up menu displayed, select the **Copy Shortcut** command. The hyperlink URL has been copied to the Clipboard.



- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**. Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window. Close the WordPad program without saving your document.

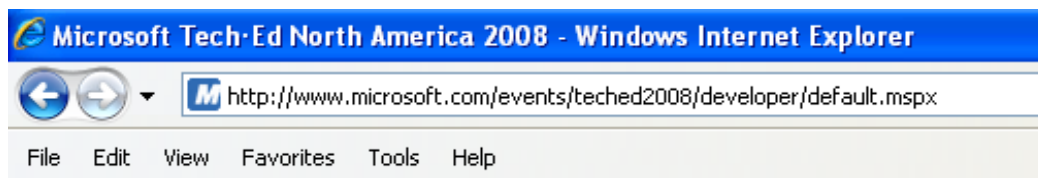
---

## Copying a URL from a non linked area, such as the Address Bar

- If necessary start the Internet Explorer program and type the Microsoft Home Page URL into the address Bar, as illustrated below.

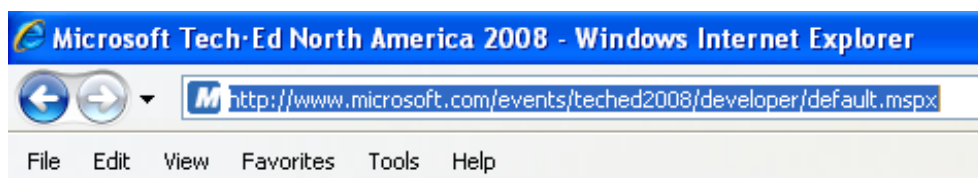


- Press the **Enter** key and the Microsoft Home page will be displayed within the Internet Explorer.
- Click on a few links with the Microsoft Web site. The URL addresses of these pages will be displayed within the Address bar. An example is illustrated below.



- Move the mouse pointer over the URL within the Address Bar and click once. The URL will be selected, as illustrated below.





- Press **Ctrl+C**. This is the keyboard shortcut to copy selected items to the Clipboard.
- Open the **WordPad** program. To do this click on the **Start** button and then click on **All Programs**. Click on **Accessories** and then click on **WordPad**. Press **Ctrl+V** to copy the contents of the Clipboard into the WordPad window.

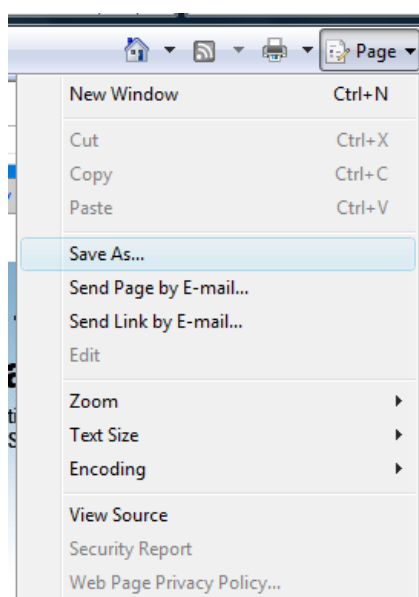
You should now see the URL displayed within the WordPad program

- Close the WordPad program without saving your document.

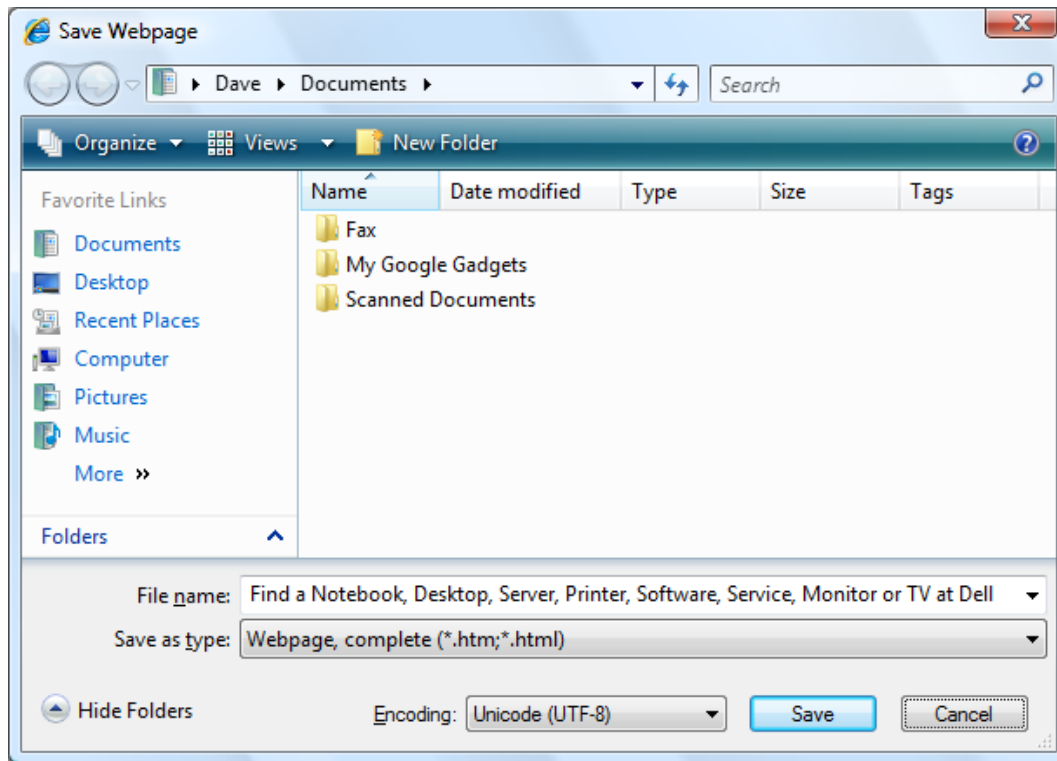
---

## Saving a Web page

- Display the Web page that you wish to save to disk, such as **www.dell.com**.
- Click on the **down arrow** to the right of the **Page** button (displayed on the toolbar) and select the **Save As** command.



- You will see the **Save Webpage** dialog box.

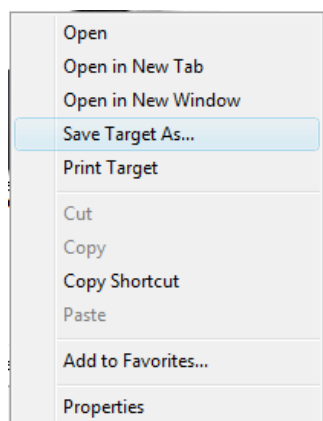


- You can use this dialog box to specify a file name and a folder location. Clicking on the **Save** button will save the Web page to your hard disk.

---

## Downloading files from a Web page

- Some Web pages give you the option of clicking on a hyperlink to download a file. This file might be a program or a document. Many documents will be available as either Microsoft Word formatted files or Adobe Acrobat PDF formatted files. To download a file you would right click on the hyperlink, and from the pop-up menu displayed, select the **Save Target As** command.



- You will then see a dialog box allowing you to specify the folder in which you want to save the file.

## Adobe Acrobat files

- This has become a very popular format for documents that you can download from Web site pages. The format is called PDF or Portable Document Format. It was developed by a company called Adobe. The great thing about documents formatted in Adobe Acrobat format is that they can be viewed using a free Adobe Acrobat reader program and can be viewed by people using different types of computers which are running different types of software. For more information about Adobe Acrobat files, and to download the free Adobe Acrobat Reader program, visit **www.adobe.com**.
- Many sites will display an icon similar to the one below.



Clicking on this will link you directly to the Adobe Acrobat download site at:

**<http://www.adobe.com/products/acrobat/readstep2.html>**

## Searching the Web

### Search Engines

- 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 that it has found out about automatically. It is important to realize 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 organizations. Within a search engine you can enter a search phrase, such as **film reviews**, and the search engine will then search through its database and after a short pause, should display a list of sites that fit your search parameters.

### Searching using Instant Search

- You can enter a search word or phrase into the Instant Search box. This is normally displayed at the top-right of the Internet Explorer window, as illustrated.

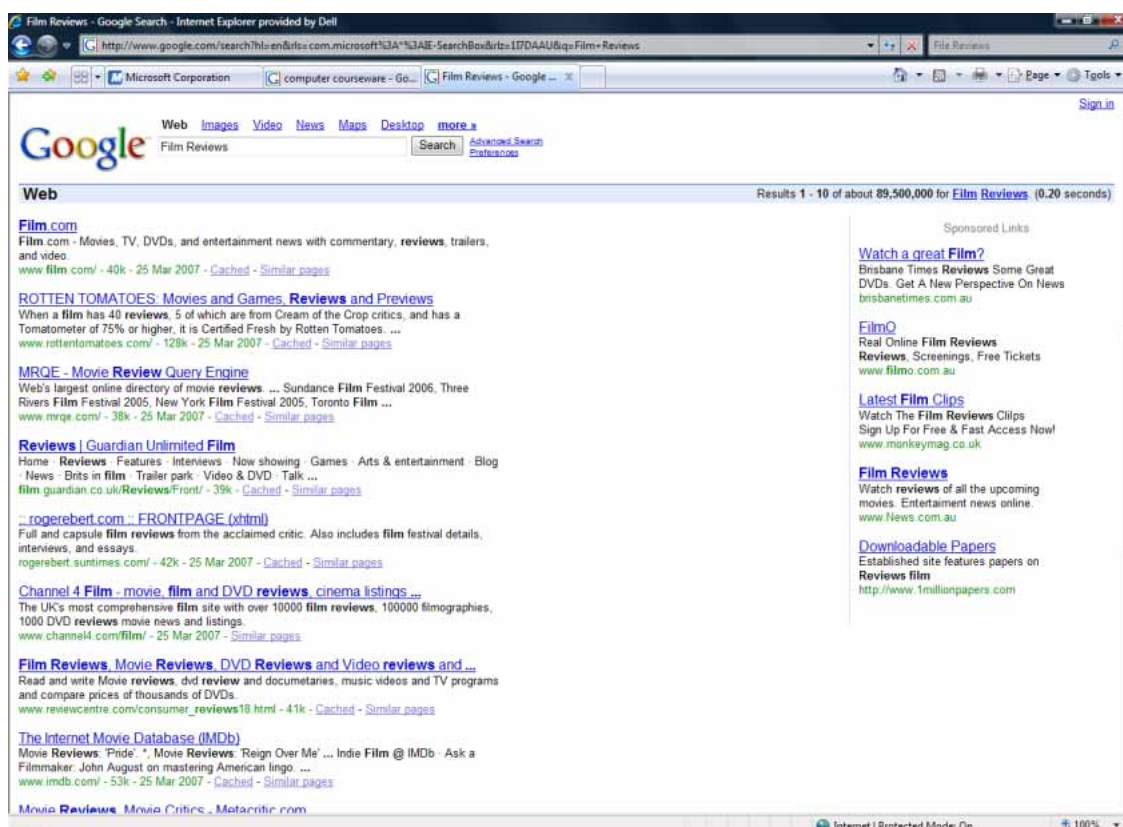


- Type in the phrase **Film reviews** and press the **Enter** key.



**TIP:** If you press **Alt+Enter** rather than **Enter** then the search results will be displayed within a new tab.

You will see a page of search results displayed, as illustrated.



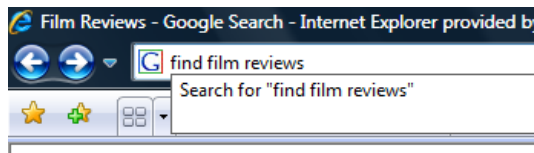
- Clicking on one of the search result links will display the relevant Web site. In the example we clicked on the ‘**Rotten Tomatoes**’ Web site link. This is a well known site containing film reviews.

**TIP:** When you see a page of search results, clicking on a link will display that Web site, and replace the page of search results. If you want the Web site link to open within a new window, press the **Shift** key while you click on the link. The Web page will then open within a separate window, and you can still access the page of search results.



## Searching using the Address Bar

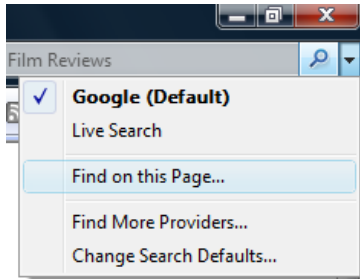
- Click within the Internet Explorer **Address Bar**. Type in the word **Find** followed by the search phrase. In the example we are searching for **Film reviews**.



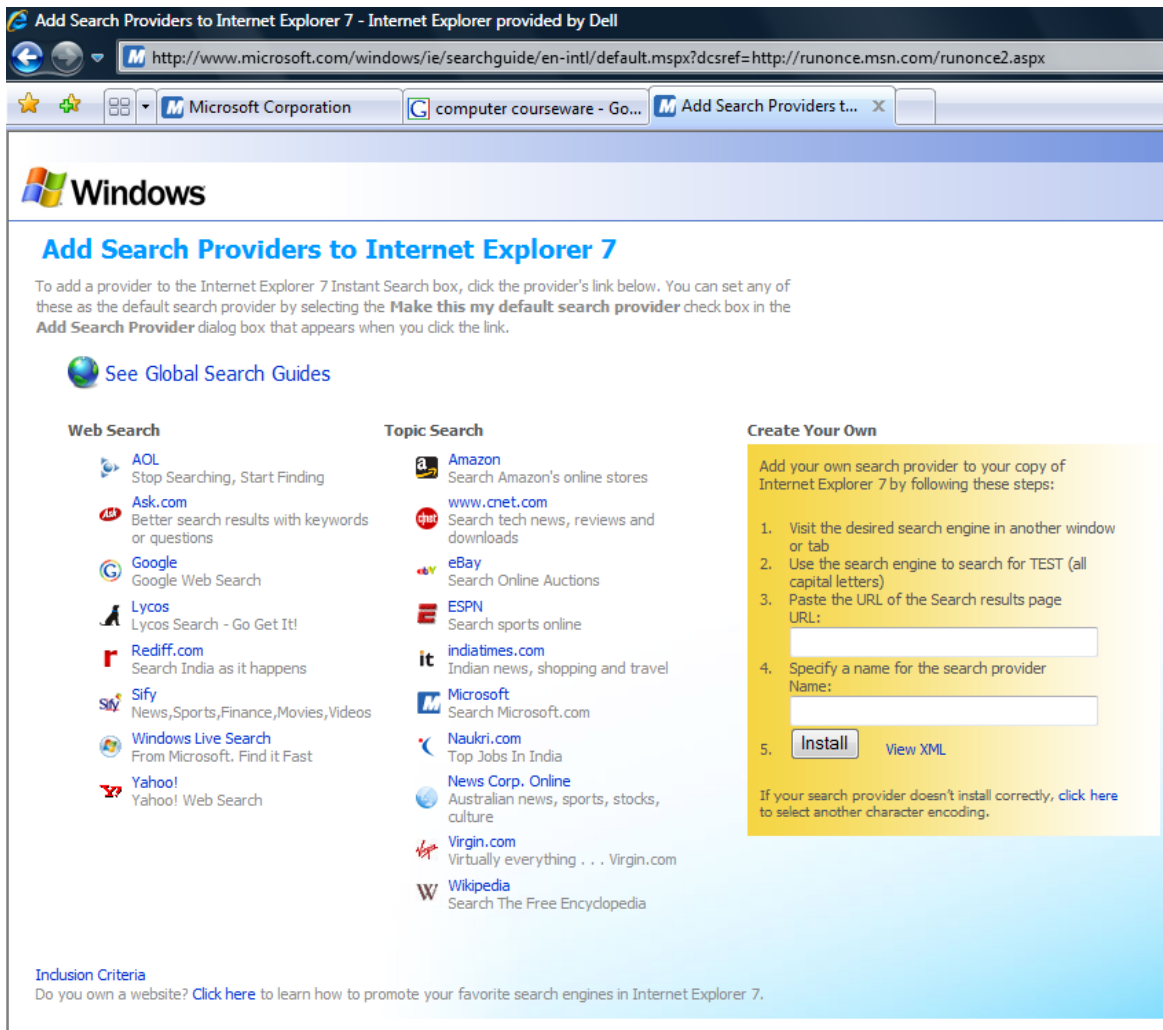
- Pressing the **Enter** key will display a page of search results.

## Adding new search engines

- Click on the **down arrow** to the right of the **Search Box** and you will see a drop down list.

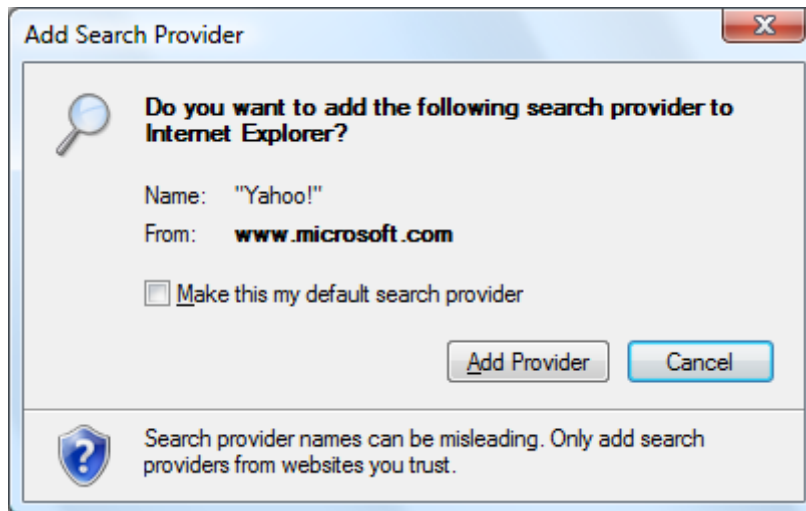


- Click on the **Find More Providers** command. You will see a page displaying other search engines.

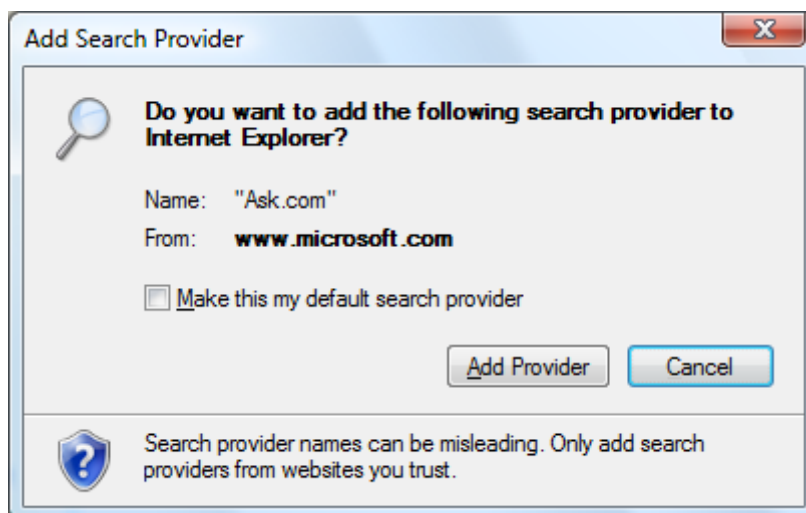


- Click on the search engine you wish to add, in this case, click on **Yahoo**. You will see the **Add Search Provider** dialog box.





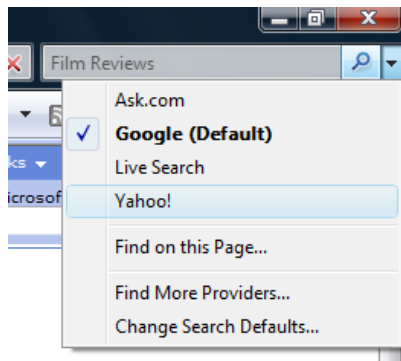
- Click on the **Add Provider** button.
- We can add another search engine at the same time. Click on the **Ask** link. Again you will see a dialog box. Click on the **Add Provider** button.



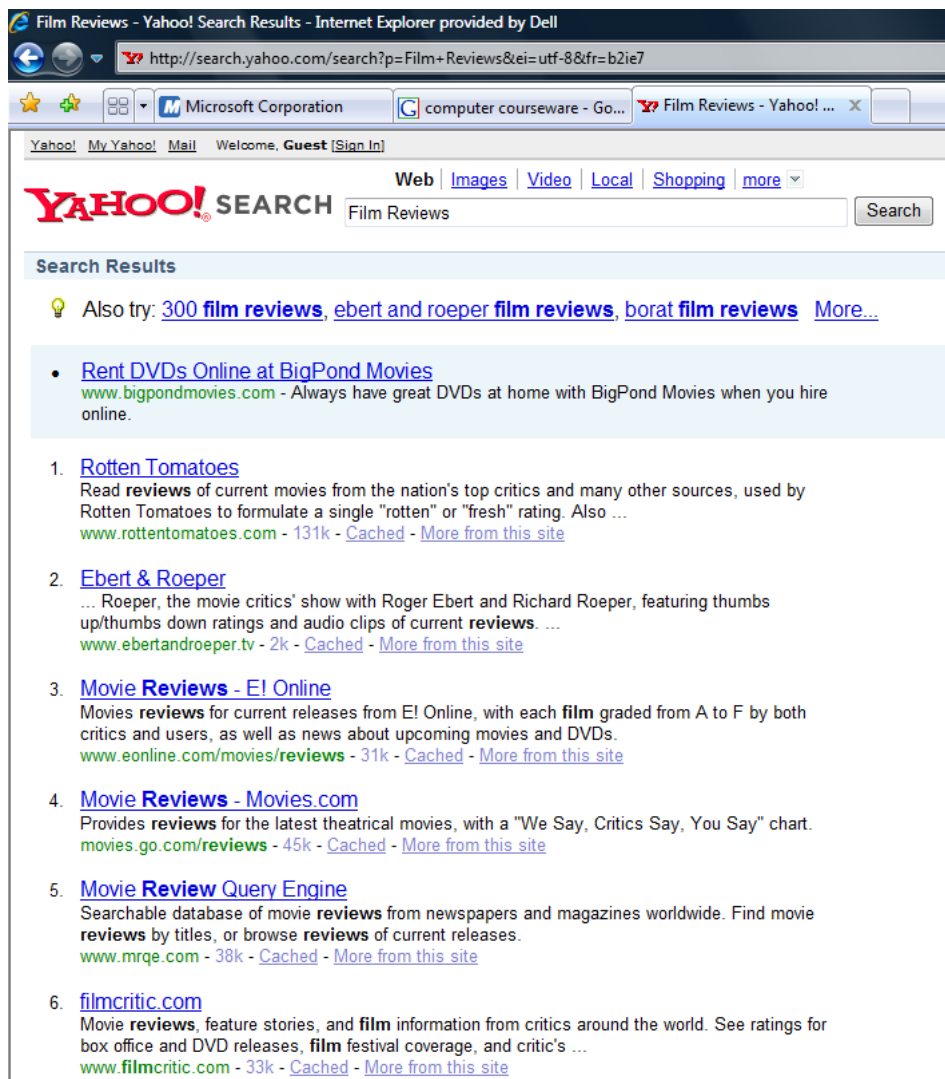
## Temporarily changing the search engine

- Click on the **down arrow** to the right of the **Search Box** and from the drop down displayed select the search engine you wish to use. In this example select Yahoo.





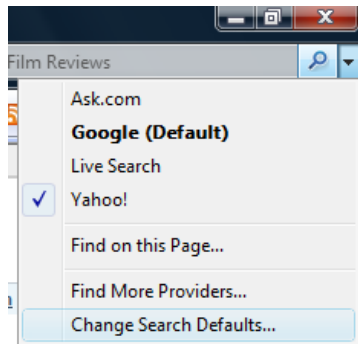
- Type the search phrase **Film reviews** into the **Search Box** and then press the **Enter** key. As you will see, different search engines return different search results.



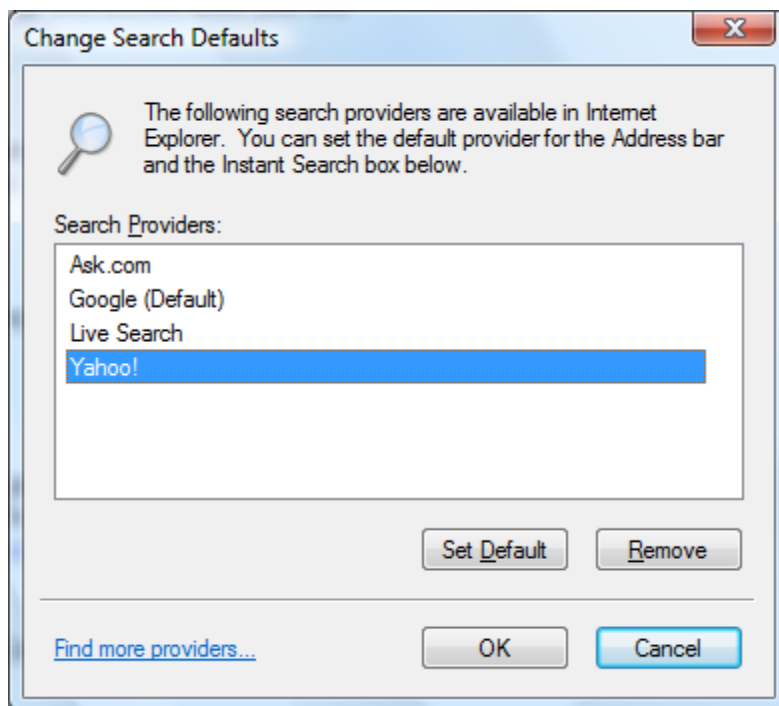
**TIP:** This search engine will only be used until you select another search engine or until you close Internet Explorer. When you reopen the Internet Explorer, the default search engine will be used again.

## Changing the default search engine

- Click on down the **arrow** to the right of the **Search Box** and from the drop down displayed click on the **Change Search Defaults** command.



- This will display the **Change Search Defaults** dialog box. Select the search engine that you want to set as the default, such as **Yahoo**, click the **Set Default** button and then click on the **OK** button.



- Before continuing set the default to the **Google** search engine.

## Search Engine Web sites

- If you want you can visit a search engine Web site directly using any of the Web addresses listed below.

**Google** - [www.google.com](http://www.google.com)

**MSN Search** - <http://search.msn.com>

**Ask Jeeves** - <http://www.askjeeves.com>

Yahoo - <http://www.yahoo.com>

AOL Search - <http://search.aol.com>

HotBot - <http://www.hotbot.com>

**TIP:** A good site that lists many more search engines is called Search Engine Watch. Have a quick look at this site and see what other search engines are available. [www.searchenginewatch.com](http://www.searchenginewatch.com)

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## 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.

---

## 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 film reviews then search for **film reviews**, not just **reviews** which would include all sorts of reviews.

---

## Searching using specific words

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

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.

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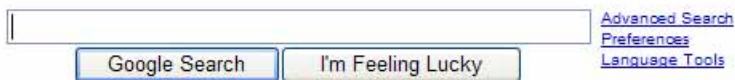
## Searching using an exact phrase

- 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 "**film reviews**", using the quotation marks, then you should see more relevant search results.

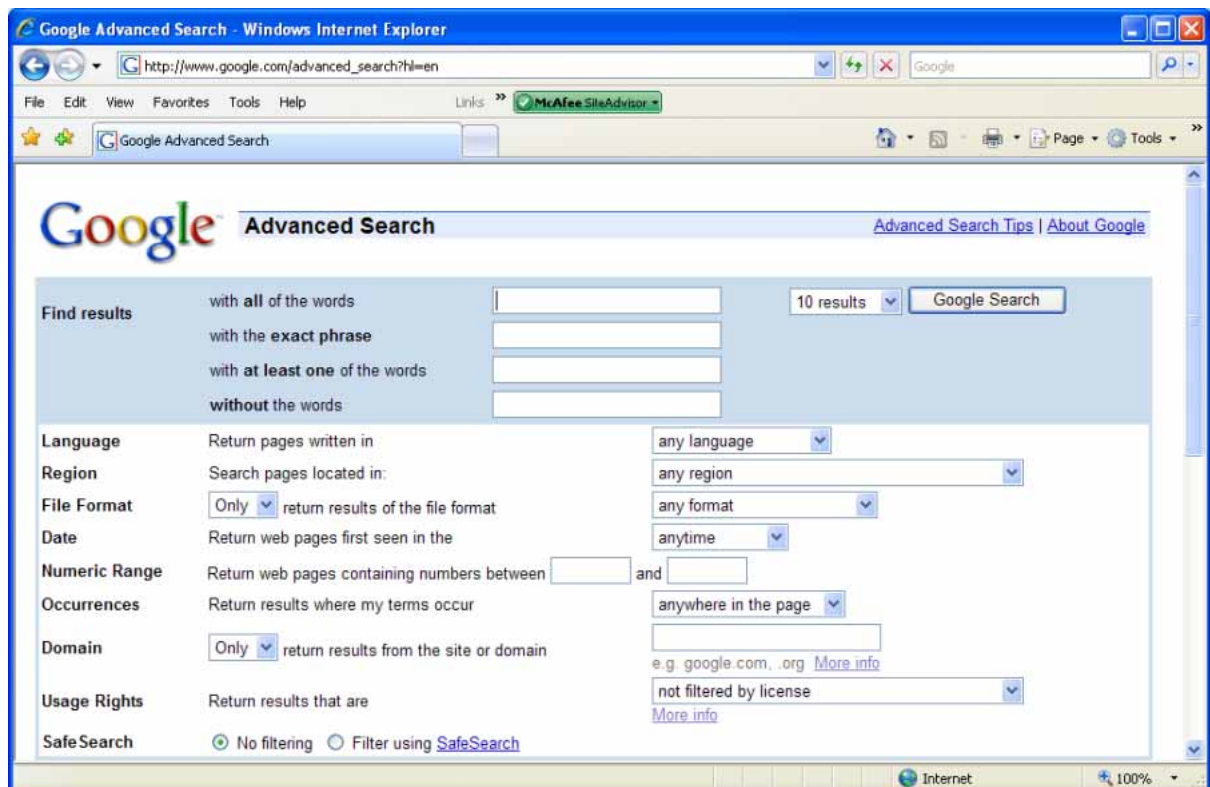
**NOTE:** Search engine options will vary from one search engine to another. Always use the on-line Help available!

## Searching by excluding a word(s)

- Some search engines will let you search for certain words, while excluding other words from the search. To try this in Google, first type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



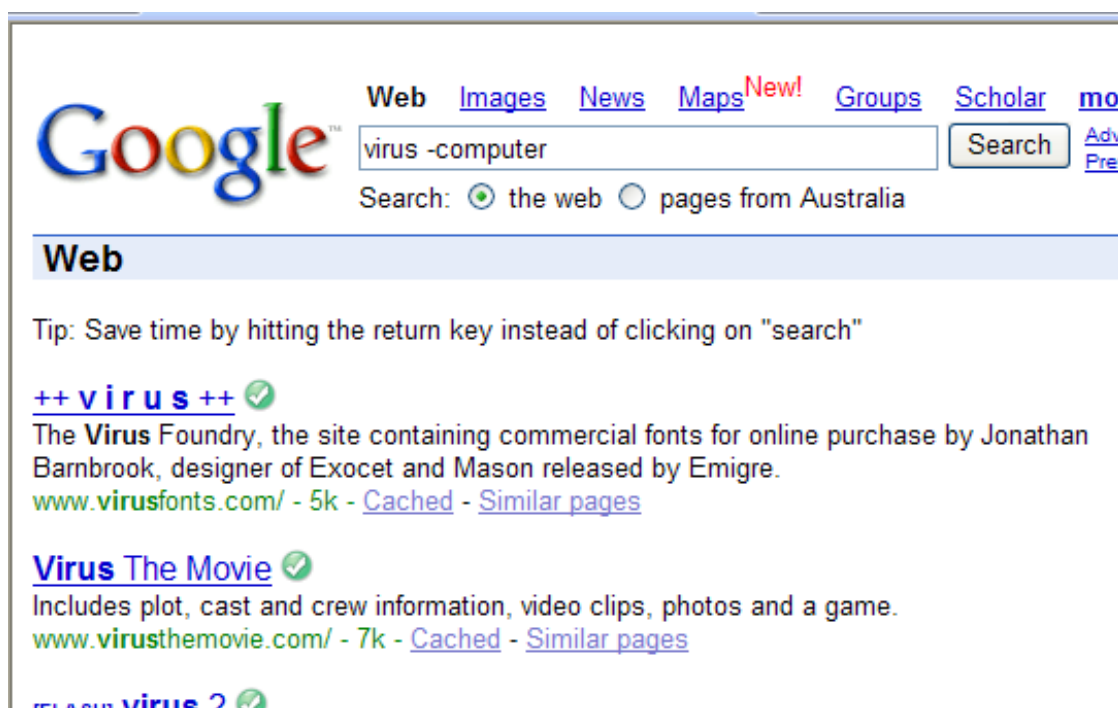
- Click on the **Advanced Search** link and you will see the following (remember that the Internet is constantly evolving so what you see might not be exactly like the illustration below).



- In the example illustrated lets say we wanted to find information about viruses but wanted to exclude the word computer from our search. We would type in the following.

|                                       |                                       |
|---------------------------------------|---------------------------------------|
| with <b>all</b> of the words          | <input type="text" value="virus"/>    |
| with the <b>exact phrase</b>          | <input type="text"/>                  |
| with <b>at least one</b> of the words | <input type="text"/>                  |
| <b>without</b> the words              | <input type="text" value="computer"/> |

- Click on the **Google Search** button will then display the search result as required.



- If you look carefully at the search page that is displayed you will see that the syntax for excluding a word is displayed, as illustrated below.



I.e. in this case **virus –computer**

## Searching by date

- Type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



[Advanced Search](#)  
[Preferences](#)  
[Language Tools](#)

- Click on the **Advanced Search** link.
- Within the “**with all these words**” section we can type in our search phrase, such as **computer viruses**.
- As you can see clicking on the drop down arrow within the **Date** section allows you to search for pages posted during a specific time period, ranging from the last 24 hours through to the last year.

**TIP:** If you are trying this after experimenting with the previous section make sure to remove any words from the “**without the words**” section.

**Google** **Advanced Search**

|                     |   |   |
|---------------------|---|---|
| <b>Find results</b> | with <b>all</b> of the words<br>with the <b>exact phrase</b><br>with <b>at least one</b> of the words<br><b>without</b> the words | <input type="text" value="computer viruses"/><br><input type="text"/><br><input type="text"/><br><input type="text"/>   |
| <b>Language</b>     | Return pages written in   | <input type="text" value="any language"/>   |
| <b>Region</b>       | Search pages located in:  | <input type="text" value="any region"/>   |
| <b>File Format</b>  | <input type="button" value="Only"/> return results of the file format   | <input type="text" value="any format"/>   |
| <b>Date</b>         | Return web pages first seen in the  | <input type="text" value="past 24 hours"/>  |
| <b>Occurrences</b>  | Return results where my terms occur   | <input type="text" value="anytime"/><br><input type="text" value="past 24 hours"/><br><input type="text" value="past week"/><br><input type="text" value="past month"/><br><input type="text" value="past 2 months"/><br><input type="text" value="past 3 months"/><br><input type="text" value="past 6 months"/><br><input type="text" value="past year"/> |
| <b>Domain</b>       | <input type="button" value="Only"/> return results from the site or domain  |   |
| <b>Usage Rights</b> | Return results that are   |   |
| <b>SafeSearch</b>   | <input checked="" type="radio"/> No filtering <input type="radio"/> Filter using <a href="#">SafeSearch</a>                       |   |

- Click on the **Google Search** button will then display the search result as required.

## Searching by file format

- Type **www.google.com** in the Internet Explorer Address Bar to display the Google search engine. You will see the following.



[Advanced Search](#)  
[Preferences](#)  
[Language Tools](#)

- Click on the **Advanced Search** link.
- Within the “**with all these words**” section we can type in our search phrase, such as **computer viruses**.
- As you can see clicking on the drop down arrow within the **File Format** section allows you to search for information in a range of different formats, such as Adobe Acrobat PDF, Microsoft Word and Rich Text Format (RTF). In the example shown we have selected only documents in **Microsoft Word** format.

**TIP:** If you are trying this after experimenting with the previous section make sure to remove any restrictions from within the **Date** section.

The screenshot shows the Google Advanced Search page. The search term 'computer viruses' is entered in the search box. The 'File Format' dropdown menu is open, showing a list of file formats with 'Microsoft Word (.doc)' selected. Other filters like Language, Region, Date, Occurrences, Domain, Usage Rights, and SafeSearch are visible but not modified.

|                     |   |   |            |
|---------------------|---|---|------------|
| <b>Find results</b> | with <b>all</b> of the words  | <input type="text" value="computer viruses"/> | 10 results |
|                     | with the <b>exact phrase</b>  | <input type="text"/>                          |            |
|                     | with <b>at least one</b> of the words   | <input type="text"/>                          |            |
|                     | <b>without</b> the words  | <input type="text"/>                          |            |
| <b>Language</b>     | Return pages written in   | <input type="text" value="any language"/>     |            |
| <b>Region</b>       | Search pages located in:  | <input type="text" value="any region"/>       |            |
| <b>File Format</b>  | <input type="button" value="Only"/> return results of the file format                                       | <input type="text" value="any format"/>       |            |
| <b>Date</b>         | Return web pages first seen in the  |   |            |
| <b>Occurrences</b>  | Return results where my terms occur   |   |            |
| <b>Domain</b>       | <input type="button" value="Only"/> return results from the site or domain                                  |   |            |
| <b>Usage Rights</b> | Return results that are   |   |            |
| <b>SafeSearch</b>   | <input checked="" type="radio"/> No filtering <input type="radio"/> Filter using <a href="#">SafeSearch</a> |   |            |

- Your search results will look something like the illustration below. As you can see only Word documents have been listed.



The screenshot shows a Google search interface. The search bar contains the text 'computer viruses filetype:doc'. Below the search bar, there are navigation links for 'Web', 'Images', 'News', 'Maps', 'Groups', 'Scholar', and 'more'. The search results are displayed under the heading 'Web'. The first result is a Microsoft Word document titled 'computer virus incident report form'. The second result is a 'Policy Template' document. The third result is an 'UNSW Student Information Technology Help Desk Information Sheet 3...'. Each result includes a brief description and a link to the document.

**NOTE:** Word documents may contain virus like code, so you should be careful when opening documents unless you have confidence in the source from which you download them.

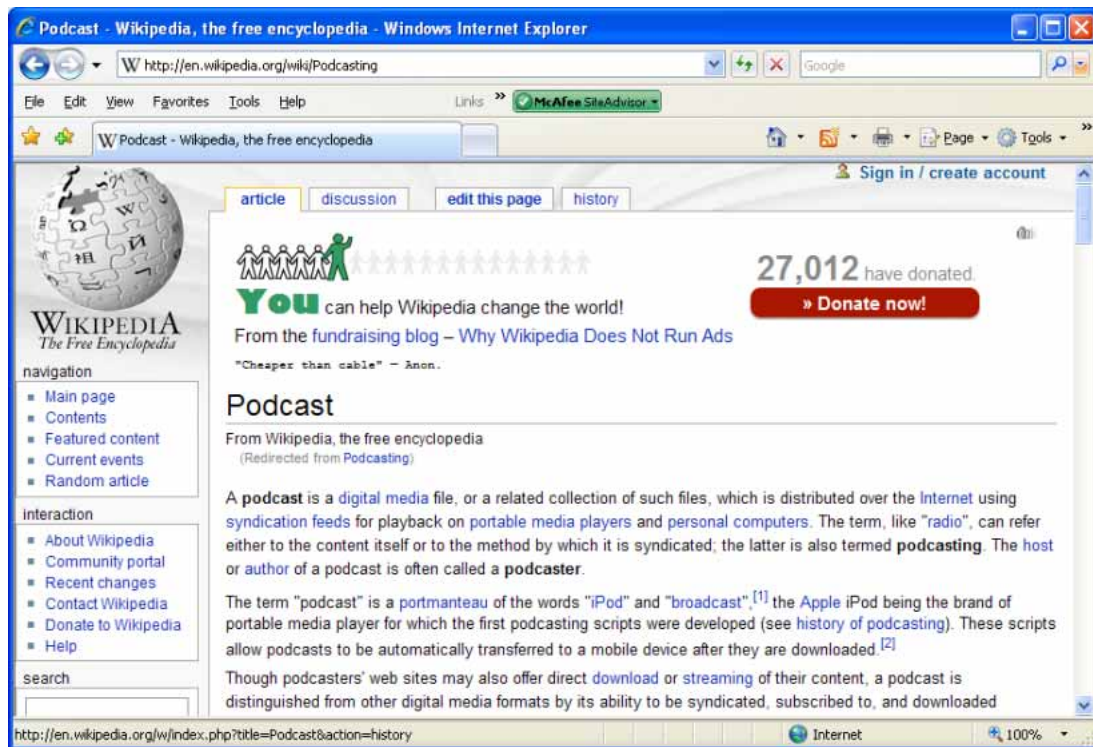
## Online encyclopaedias

- The Internet contains a number of online encyclopaedia, the best known of which is Wikipedia which you can investigate at: <http://wikipedia.org>

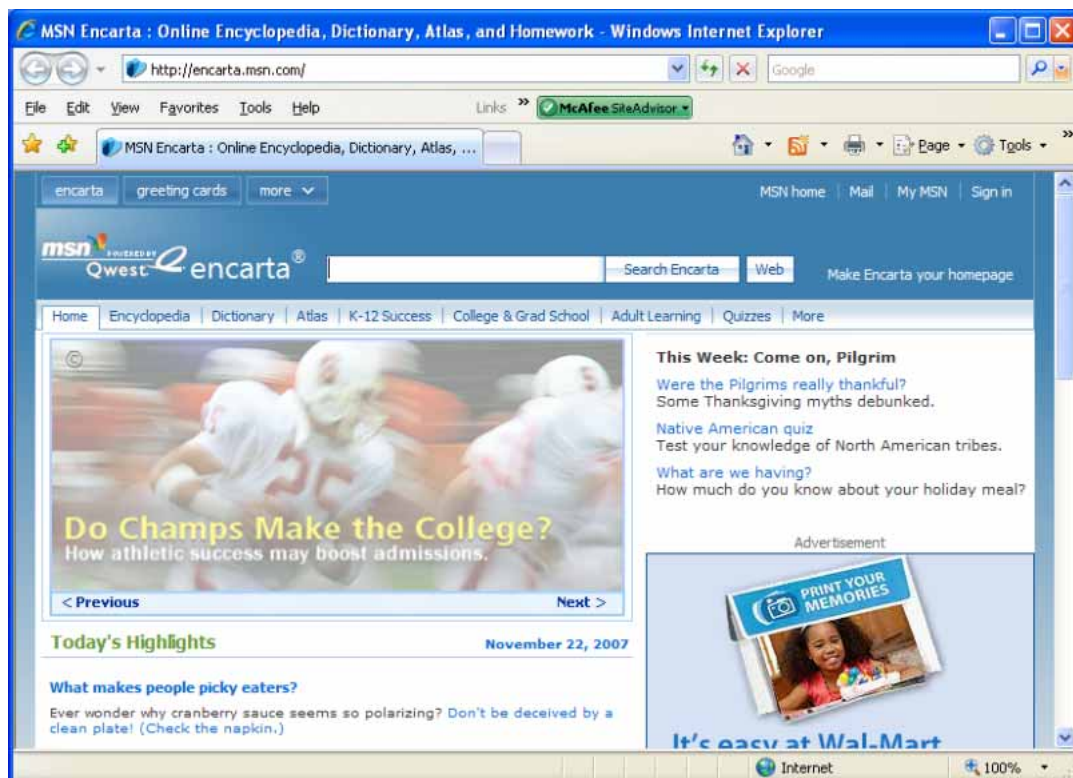




- As you can see it is multilingual and has up to date information on a range of subjects. For instance try searching this encyclopaedia for information about Podcasting. You will find lots of information, links and references, as illustrated.



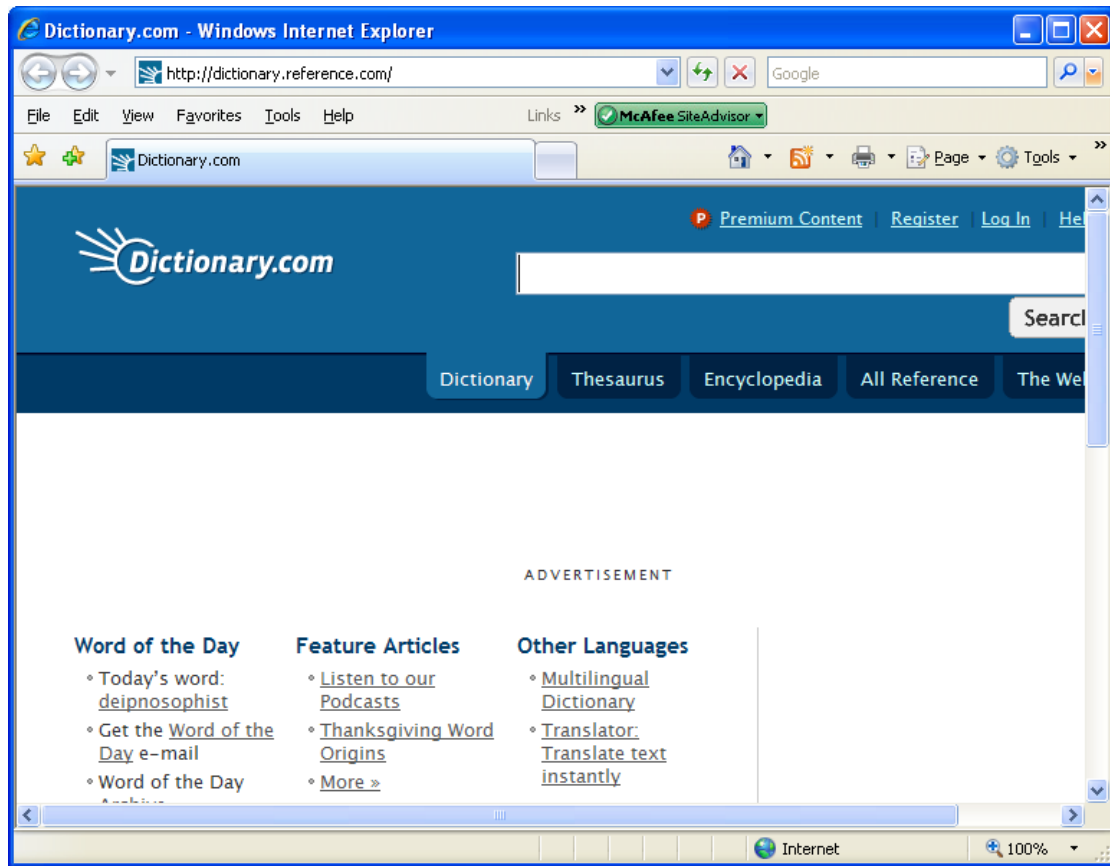
- There are many other examples such as Microsoft Encarta site which you can view at: <http://encarta.msn.com>



- Try searching the web for other free online encyclopaedias.

## Online dictionaries

- The Internet contains many online dictionaries, you can find an example at: <http://dictionary.reference.com>



- Try searching the web for other free online dictionaries.

## Getting Help Within Internet Explorer

### Displaying Help

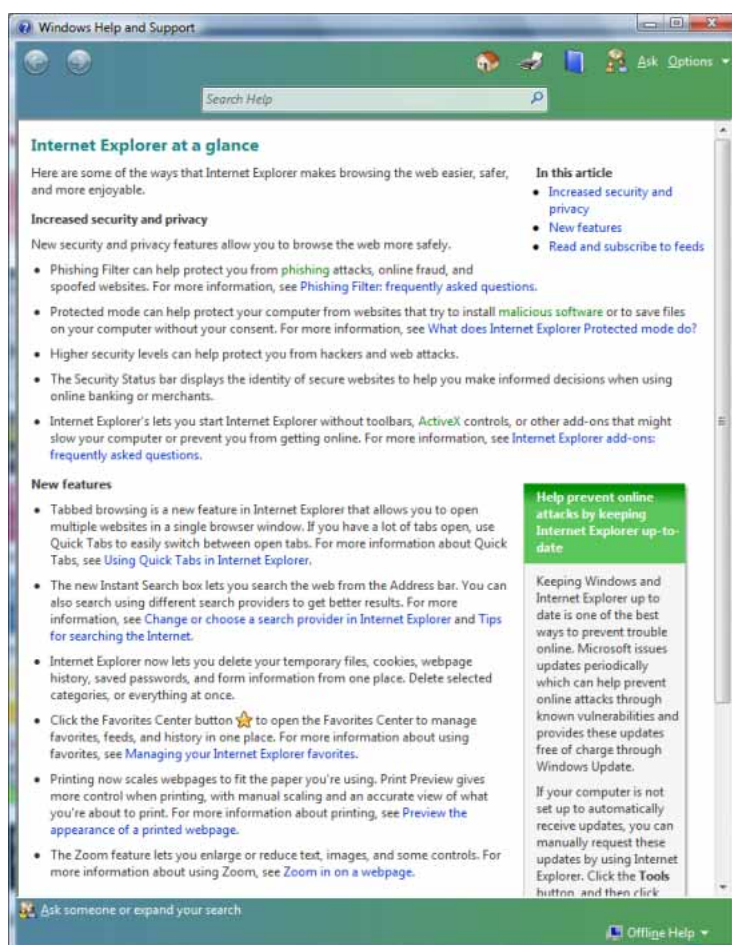
- With the Internet Explorer window open, press the **F1** key. This will display the Internet Explorer help window. Within this window you can see information on topics including:

- **Increased security and privacy**
- **New features**
- **Read and subscribe to feeds**

Towards the bottom of the windows are further links to items such as:

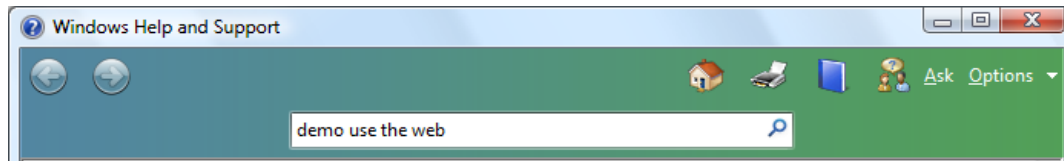
- **Internet Explorer keyboard shortcuts**
- **Fill in website forms and passwords automatically**
- **How to know if an online transaction is secure**
- **Internet Explorer browser settings**

Take a little time reading up on the new features available within this version of Internet Explorer.

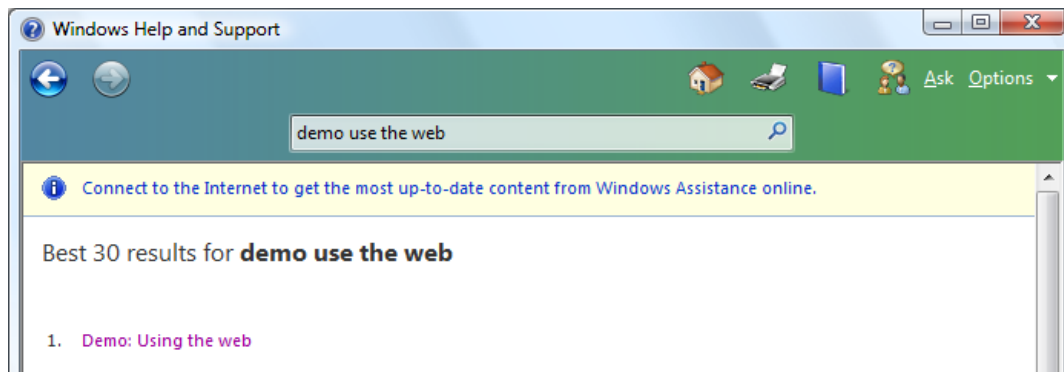


## Help Demos

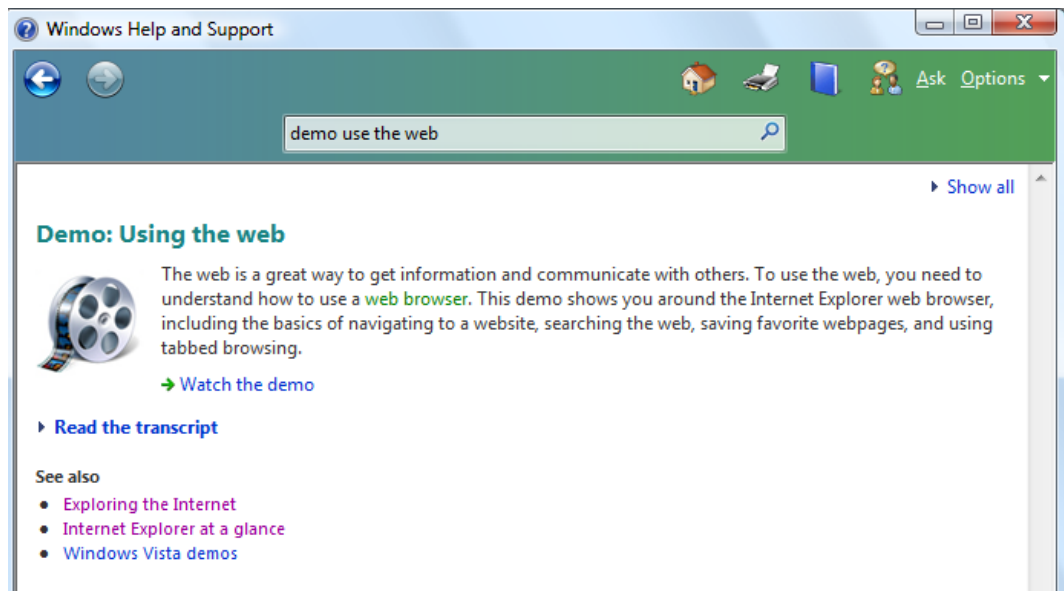
- Within the Help search box, type in the words **Demo use the Web**, as illustrated below, and then press the **Enter** key.



- You will see the demo link illustrated below.



- Click on this link and you will see the following.



- Click on the **Watch the demo** link. Note there is sound as well as pictures, so make sure that your speakers are connected up.



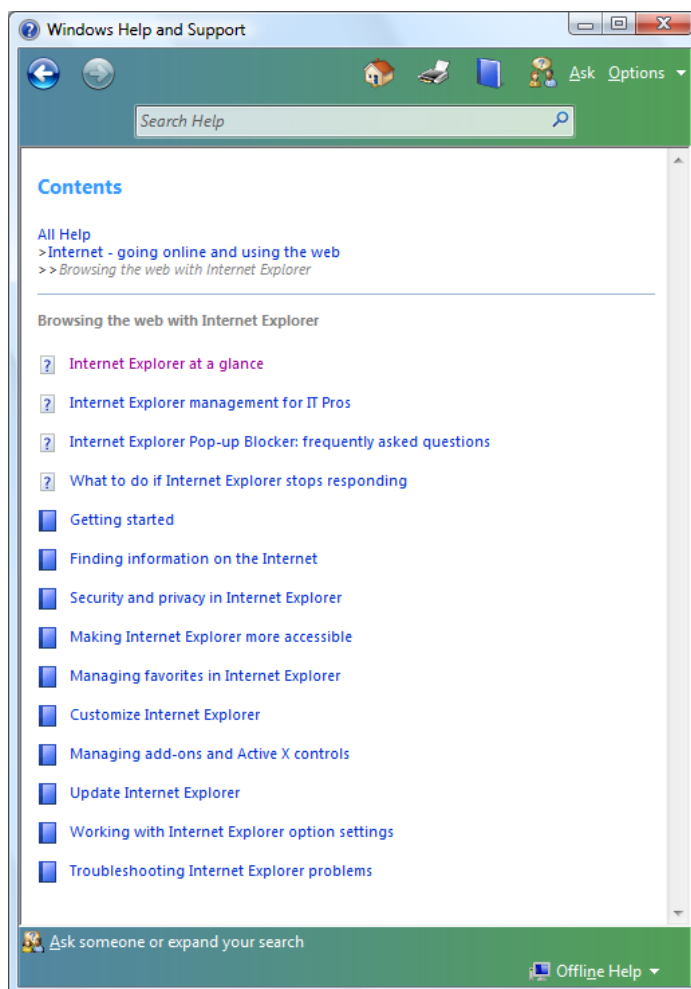
- Close the demo window when you have finished watching the presentation.

## Browsing for Help

- Click on the **Browse Help** icon.

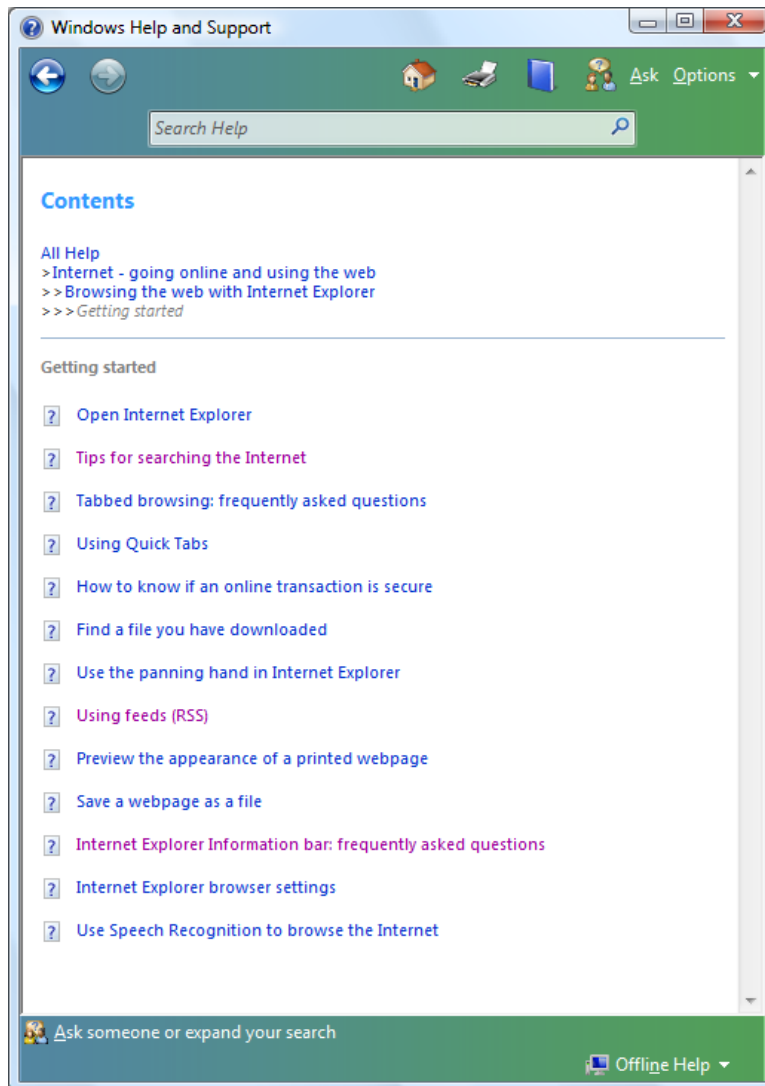


- This will display a window, as illustrated below.





- You can use this window to browse for topics of interest. For instance clicking on the **Getting Started** item, will display the following.



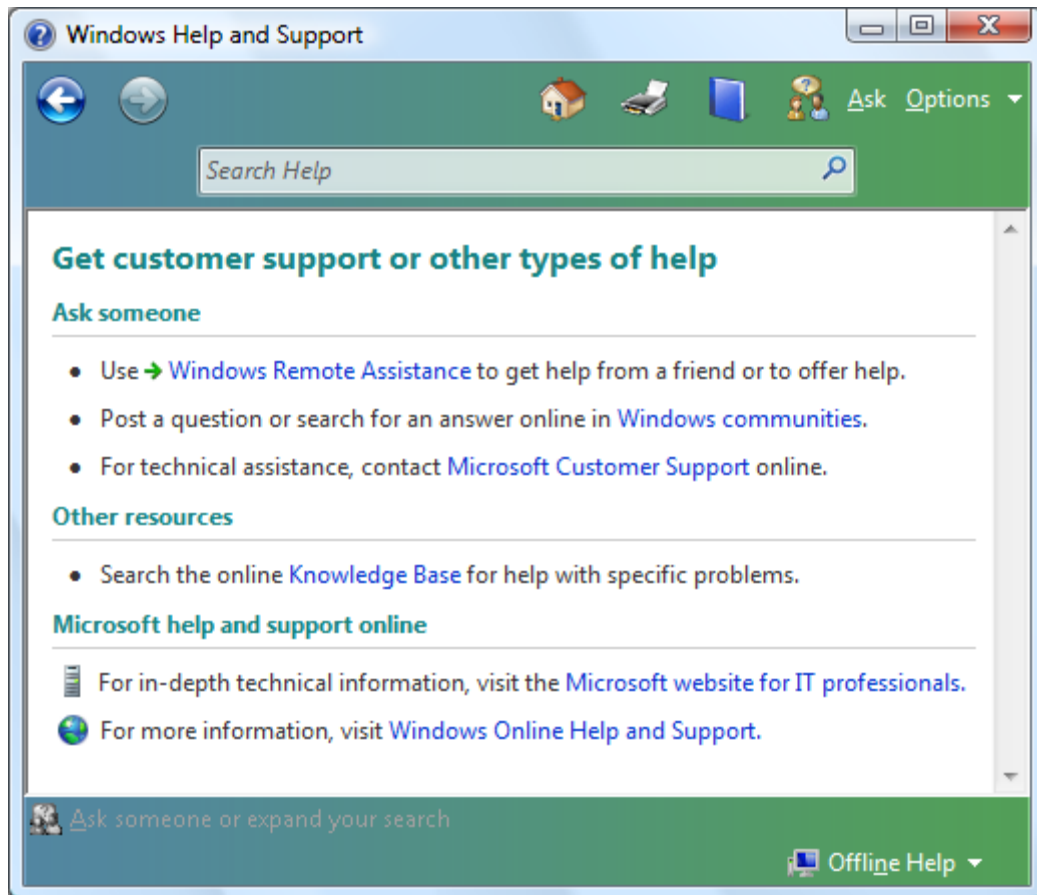
- Experiment by clicking on some of these links and seeing what sort of help is available.

## Asking for Help

- Click on the **Ask** icon.



- This will display the following window.



- You can use this to get help online or search the **Knowledge Base** which is a technical database which can be very useful for solving particular problems.

## Printing Help sheets

- Display a page of help information and then click on the **Print** icon to print that page of information.





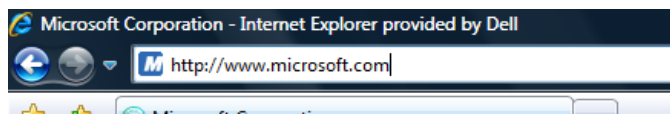
## Customizing Internet Explorer

### Setting your Home Page (starting page)

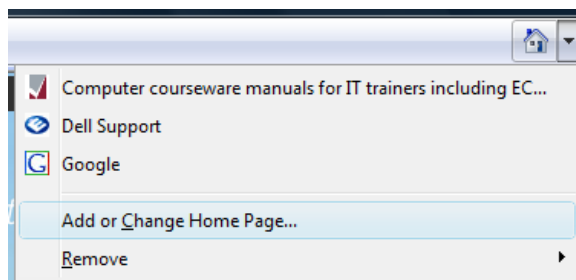
- You can set your Home Page to any Web page you like. Once set this means that the page you select will be displayed automatically within the Internet Explorer each time you start the program.
- Display the Web page that you would like to set as the home page. In this case type the following into the address bar and then press the **Enter** key:

**www.microsoft.com**

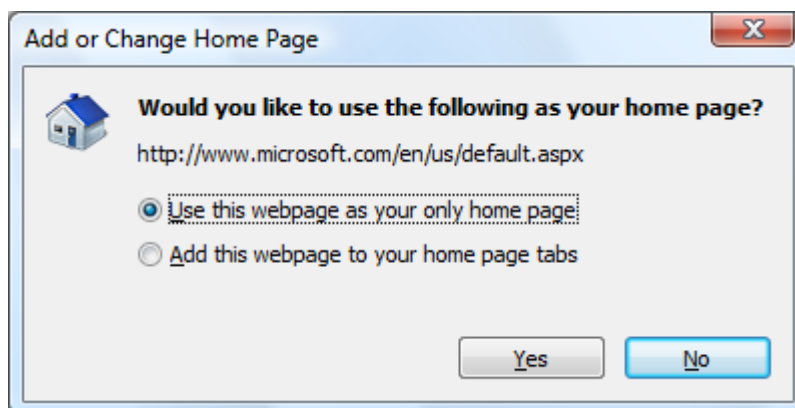
You will see the following



- Once the Microsoft Home is displayed, click on the **down arrow** next to the **Home** icon. This will display a drop down menu. Select the **Add or Change Home Page** command.



- This will display the **Add or Change Home Page** dialog box, as illustrated.



- Click on the **Use this webpage as your only home page** option. Click on the **Yes** button. You will not see any changes, but the home page has been changed.

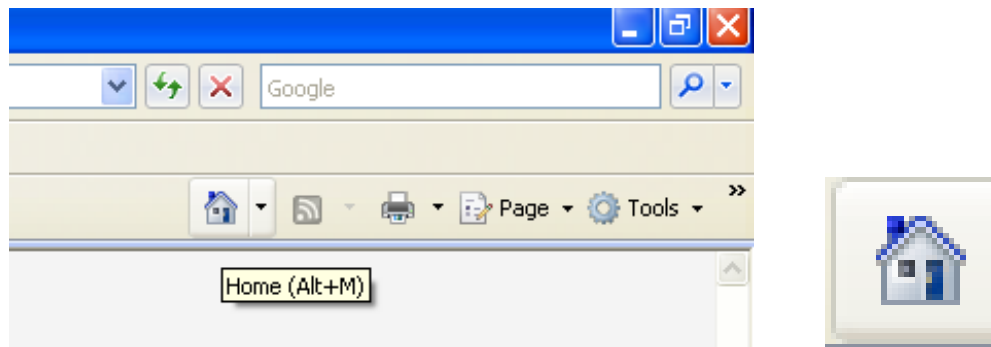
**NOTE:** You may see a pop-up from your anti-virus checker asking if you really want to allow your home page to be changed. The reason for this is that some malicious virus type programs often try to change your home page to a page selling you a product or service you do not want.

- Close the Internet Explorer program and then restart the Internet Explorer program. You should see that the Microsoft page now opens up automatically.

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## Visiting the Home Page

- To visit the Internet Explorer Home Page, click on the **Home** icon within the toolbar, as illustrated.



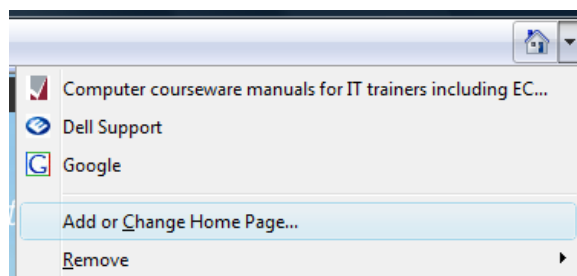
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## Setting multiple Home Pages

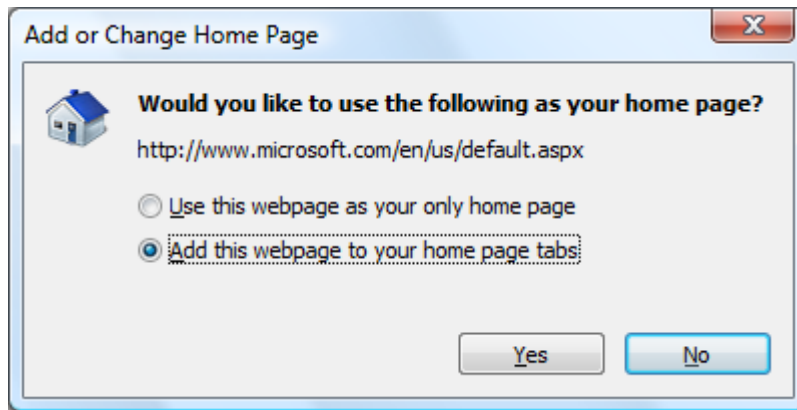
- Display the Web page that you would like to set as a home page on another of your tabs. In this case type the following into the address bar and then press the **Enter** key:

**www.intel.com**

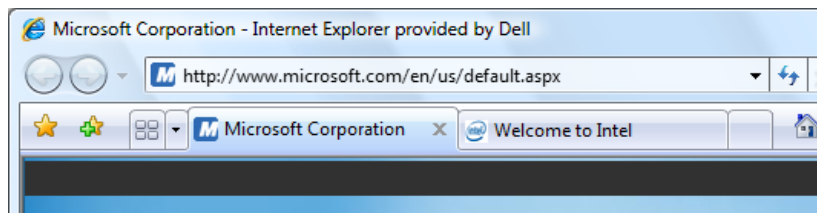
- Once the Intel Home is displayed, click on the **down arrow** next to the **Home** icon. This will display a drop down menu. Select the **Add or Change Home Page** command.



- This will display the **Add or Change Home Page** dialog box, as illustrated.

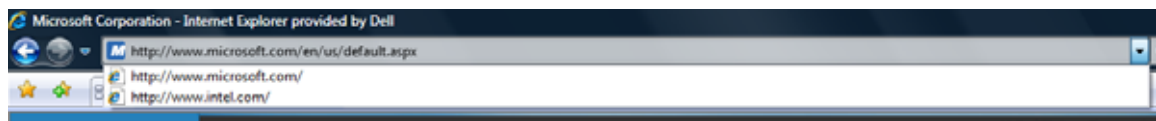


- Click on the **Add this webpage to your home page tabs** option. Click on the **Yes** button. You will not see any changes, but the home page has been changed.
- Close the Internet Explorer program and then restart the Internet Explorer program. You should see that the Microsoft Web site and the Intel Web sites both now open up automatically, as illustrated.



## Revisiting Web pages via the address bar

- If you click on the **down arrow** to the right of the **address bar** you will see a list of recently visited Web pages. Try clicking on one of these and you will display that page within the Internet Explorer.

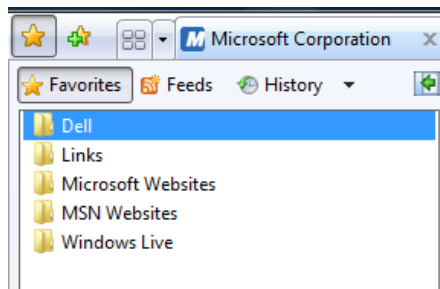


## Displaying your viewing history

- Internet Explorer keeps a log of the Web sites you have visited. You can display this list and click on a Web site within the history list to revisit it. To view your history, click on **Favorites Center** icon (top-left of your window).

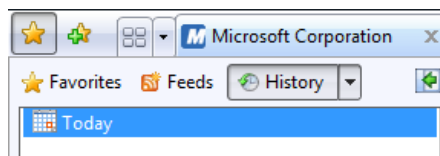


This will display the following drop down.

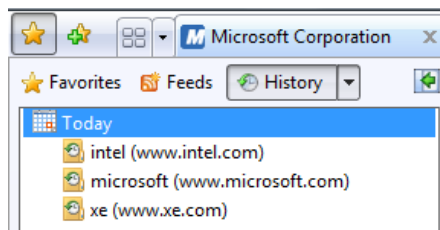


**TIP:** The keyboard shortcut to display this drop down is **Alt+C**.

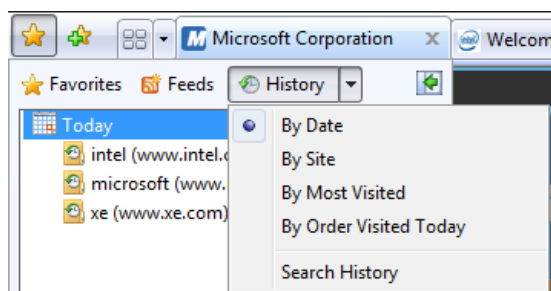
- Click on the **History** button. You will see the following.



- Click on the **Today** icon and the list will expand to display all the Web sites you have visited today. Clicking on an item in the list will display that Web site.

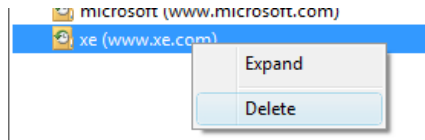


**TIP:** Clicking on the **down arrow** next to the **History** button will allow you to sort the history by specified criteria, such as **date**, **site name**, **most visited sites** and by **order visited today**.



## Deleting a history item

- To delete a history item, right click over the item in the history list and from the pop-up menu displayed, select the **Delete** command.



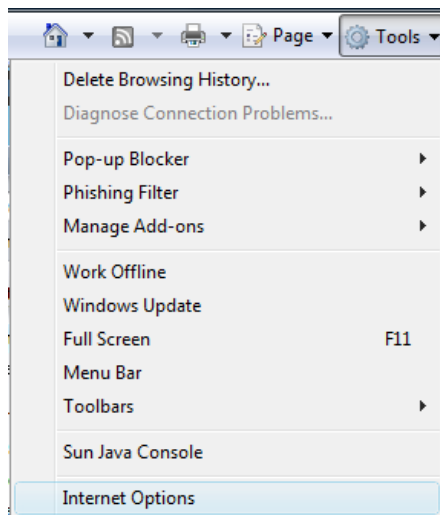
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## Deleting the entire browsing history and temporary files

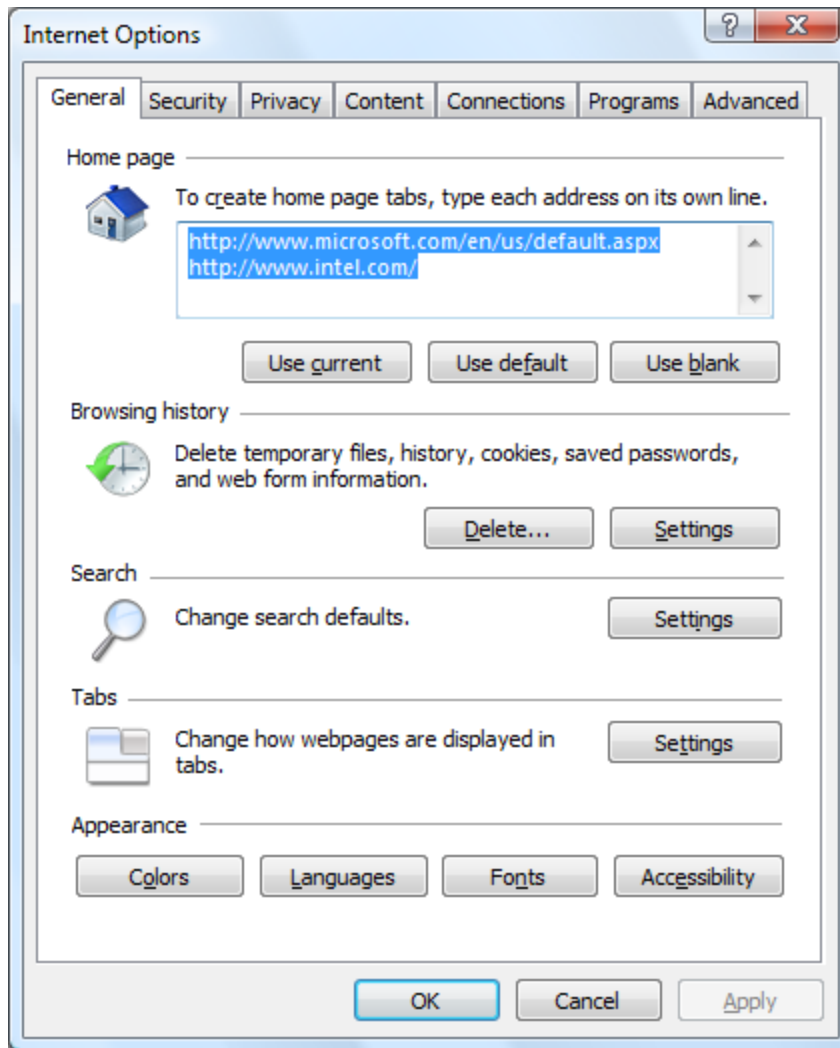
- Click on the **Tools** button (top-right of your screen).



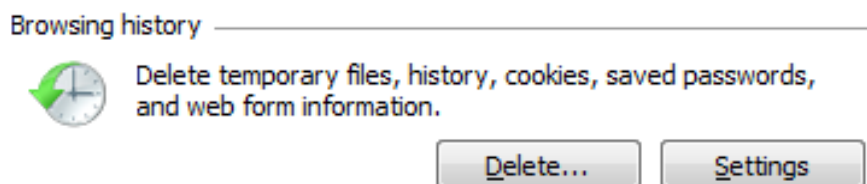
- From the drop down list displayed, select the **Internet Options** command.



- This will display the **Internet Options** dialog box.



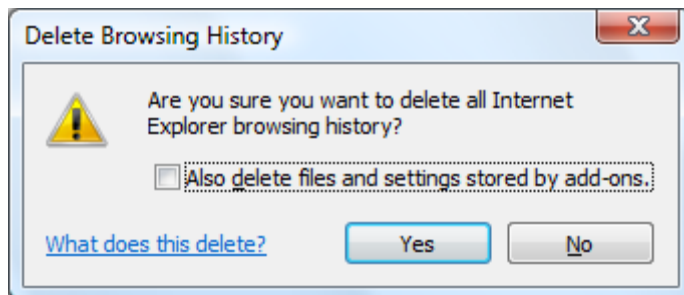
- Within the **Browsing history** section of the dialog box, click on the **Delete** button.



- This will display the **Delete Browsing History** dialog box.



- You can choose to delete only particular types of files or you can click on the **Delete all** button displayed at the bottom of the dialog box. Click on this option and you will see the following dialog box.

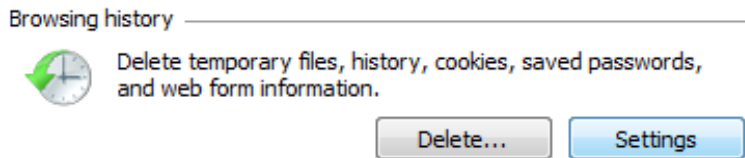


- Click on the **Yes** button to delete your entire browsing history, along with any temporary files that may have been downloaded.

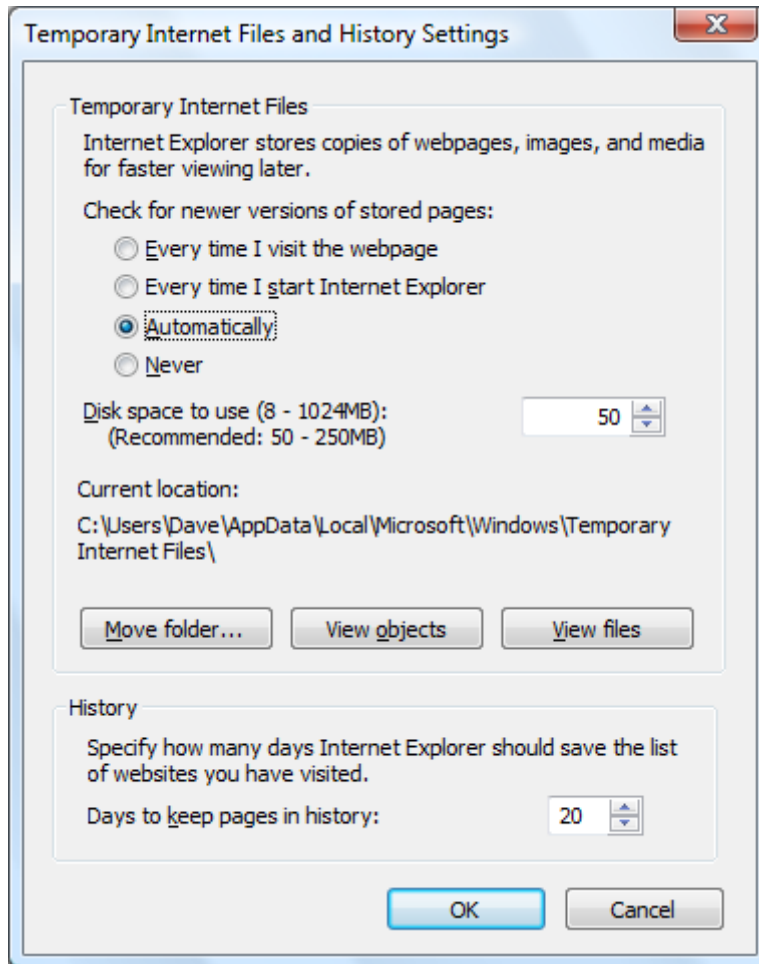
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## Customizing history options

- Click on the **Tools** button (top-right of your screen). From the drop down list displayed, select the **Internet Options** command which will display the **Internet Options** dialog box. Within the **Browsing history** section of the dialog box, click on the **Settings** button.



- This will display the **Temporary Internet Files and History Settings** dialog box.



- You can use the settings within this dialog box to specify how many days are recorded within the History tracking system.

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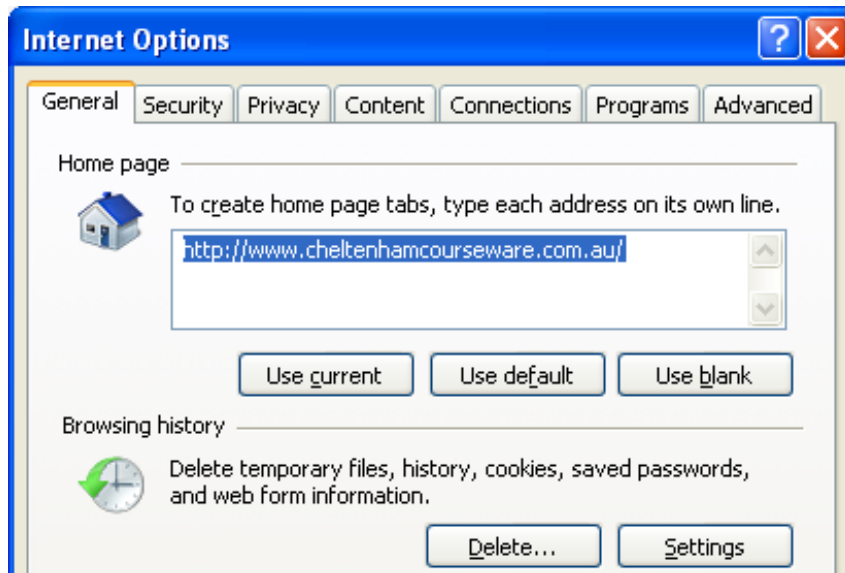
## Internet cache

- 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.



## Emptying the cache and deleting temporary Internet files

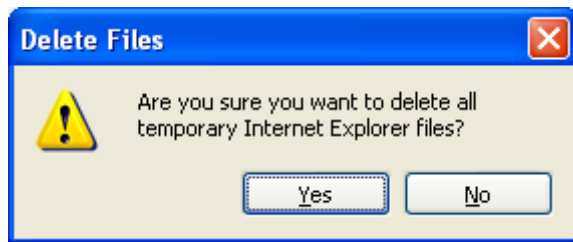
- Click on the **Tools** button (top-right of your screen). From the drop down list displayed, select the **Internet Options** command which will display the **Internet Options** dialog box. Make sure that the **General** tab is selected.



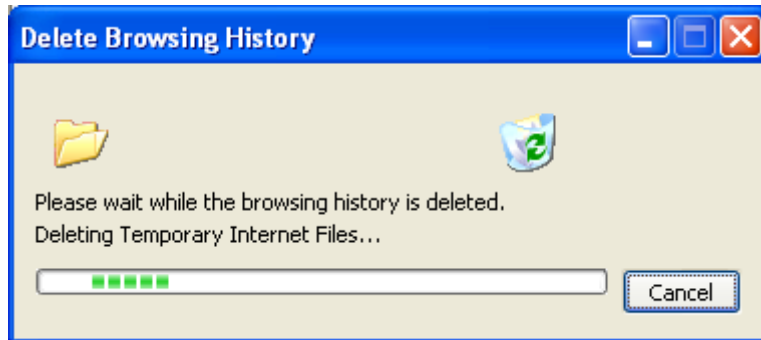
- Click on the **Delete** button and you will see the following.



- Click on the **Delete files** button. You will see a warning dialog box displayed.



- Click on the **Yes** button. You will see the temporary files being deleted, as illustrated.



- Close the dialog box once all the temporary files have been deleted.

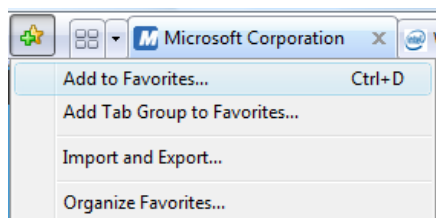
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## Adding a Web page to your favourites

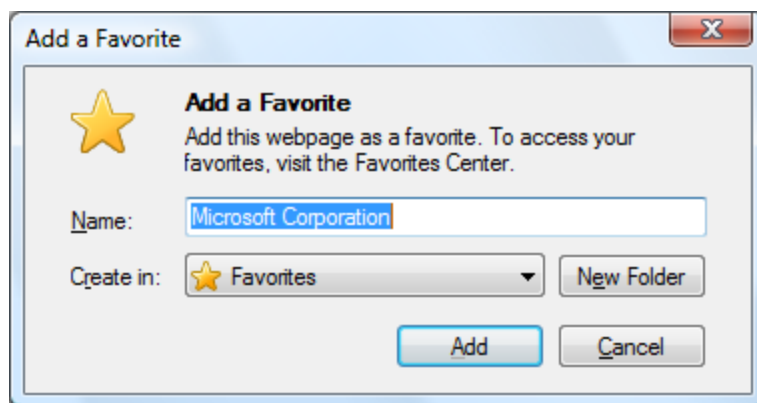
- Favourites are also called bookmarks, and act in the same way that you would use a bookmark to mark a place in a book you are reading. You can set a bookmark and later use the bookmark to redisplay a particular Web page. This means that you do not have to remember the Web address of a Web page, just click on the favourite that you have saved for that particular page.
- Display the Microsoft home page. To add a bookmark for the Microsoft home page, click on the **Add to Favorites** icon (top-left of your screen),



- From the drop down list displayed, select the **Add to Favorites** command.



- This will display the **Add a Favorite** dialog box.



- Click on the **Add** button and you have created a bookmark for the page that is currently displayed within the Internet Explorer.

## Opening a favorite (bookmark)

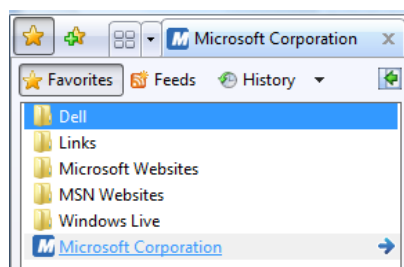
- First type in the address of another Web site, so that we can use the favorites list to display the favorite Web site we have just added. Type in the following Web address and press the **Enter** key:

**www.dell.com**

- Click on the **Favorites Center** icon.



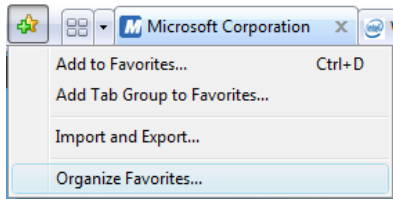
- Within the drop down displayed, click on the **Favorites** button.



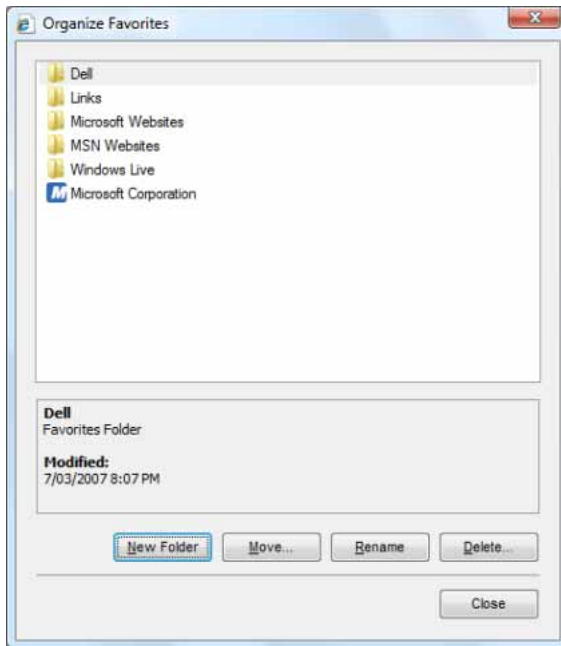
- Click on the required item within the favorites list and that Web site will be displayed on your screen.

## Creating a new favorites folder

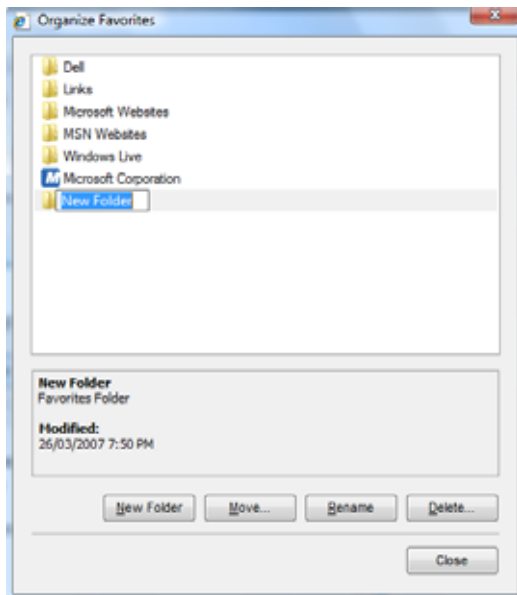
- You can easily create a folder in which you can organize your favorites. A particular favorite can be moved from one folder to another so that your favorites can be grouped to make them more accessible.
- Click on the **Add to Favorites** icon and from the drop down displayed, select the **Organize Favorites** command.



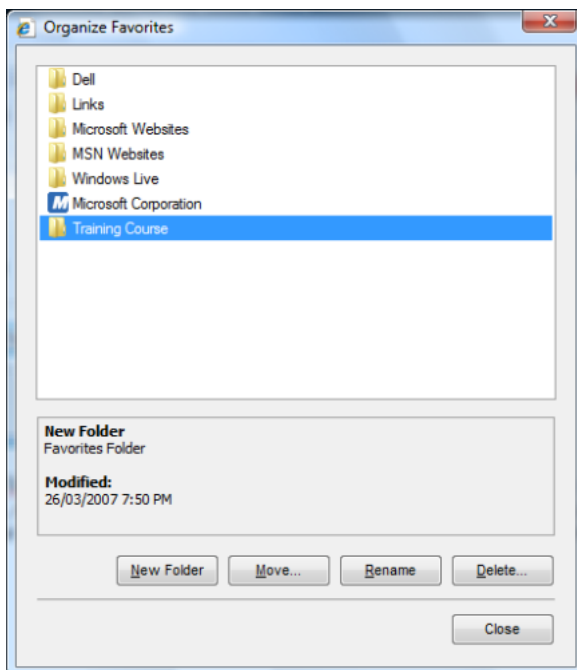
- This will display the **Organize Favorites** dialog box.



- To create a new folder click on the **New Folder** button. You will see a new folder is created, called **New Folder**. This is displayed in editing mode, so you can now type in a new name for the folder such as '**Training Course**'. Then press the **Enter** key.

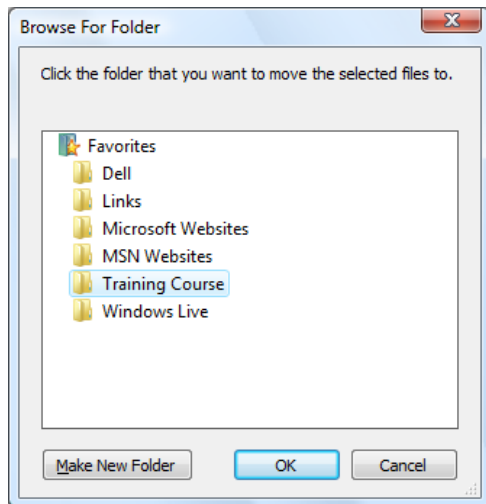


- You will now see the new folder displayed, as illustrated.



## Moving a favorite to a folder

- Click on a favorite, such as the **Microsoft** favorite. Click on the **Move** button. You will see a dialog box displayed.



- Select the folder that you want to move the favorite to, in this case the **Training Course** folder. Click on the **OK** button and the favorite will be moved to the folder as requested.

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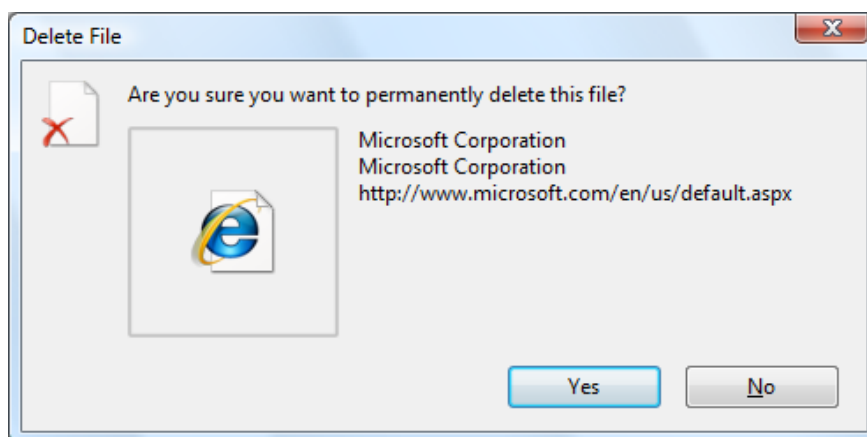
## Renaming a bookmark

- Your favorite is now in the **Training Course** folder. Click on this folder to display the favorite. To rename the favorite, once selected, click on the **Rename** button. Type in a new name, in this case **Microsoft Web Site**. Press the **Enter** key and the favorite is renamed.

---

## Deleting a bookmark

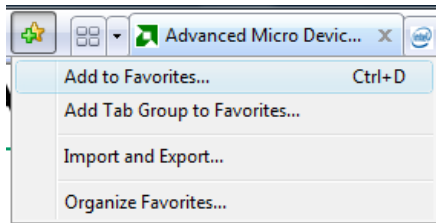
- Select your Microsoft favorite and click on the **Delete** button. You will see a warning dialog box.



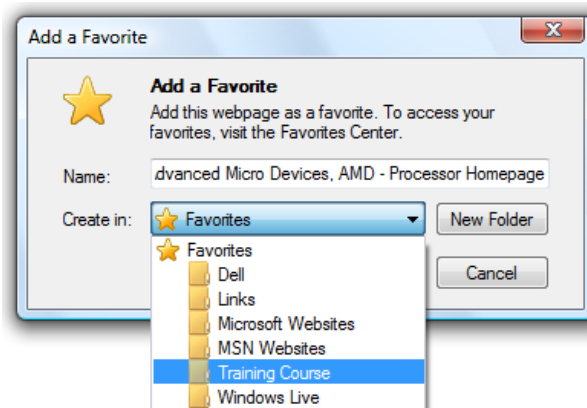
- Click on the **Yes** button.

## Adding a Web page to a specified bookmark folder

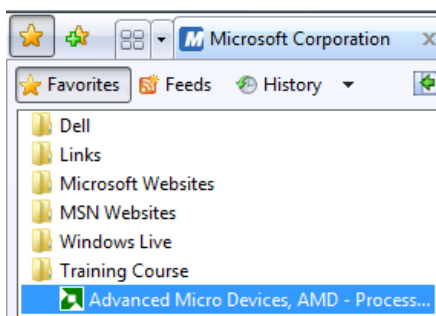
- You can add a new favorite directly to a folder within your favorites.
- Visit a Web page at **www.amd.com**. We shall create a favorite for this Web page. Click on the **Add to Favorites** icon. From the drop down displayed, click on the **Add to Favorites** command.



- This will display the **Add a Favorite** dialog box. Within the **Create in** section of the dialog box, click on the **down arrow** next to **Favorites**. In this case select the **Training Course** folder.



- Click on the **Add** button and the favorite will be created.
- Click on the **Favorites Center** icon and verify that the favorite has been added to the **Training Course** folder.



## Deleting a favourites folder

- Use the techniques described above to create a favourites folder called **Holidays**.

- Display the favourites and select the **Holidays** folder, as illustrated.



- With the Holidays folder selected, press the **Del** key. You will see the following.

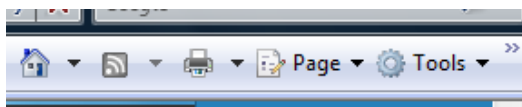


- Click on the **Yes** button to delete the favorite folder.

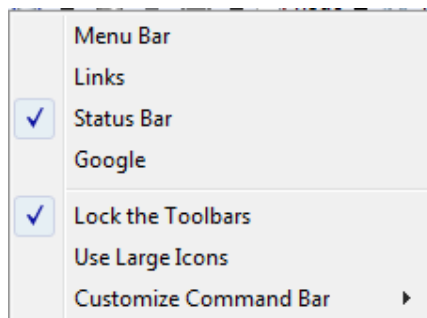
---

## Toolbars

- There are a number of different toolbars that you can display. Move the mouse pointer over one of the icons in the toolbar, as illustrated below.



- Right click and you will see other toolbars that you can display.





- Click on the **Menu Bar** command and you will see drop down menu items displayed to the left of your toolbar. This gives you quick access to a range of commands and customization options.

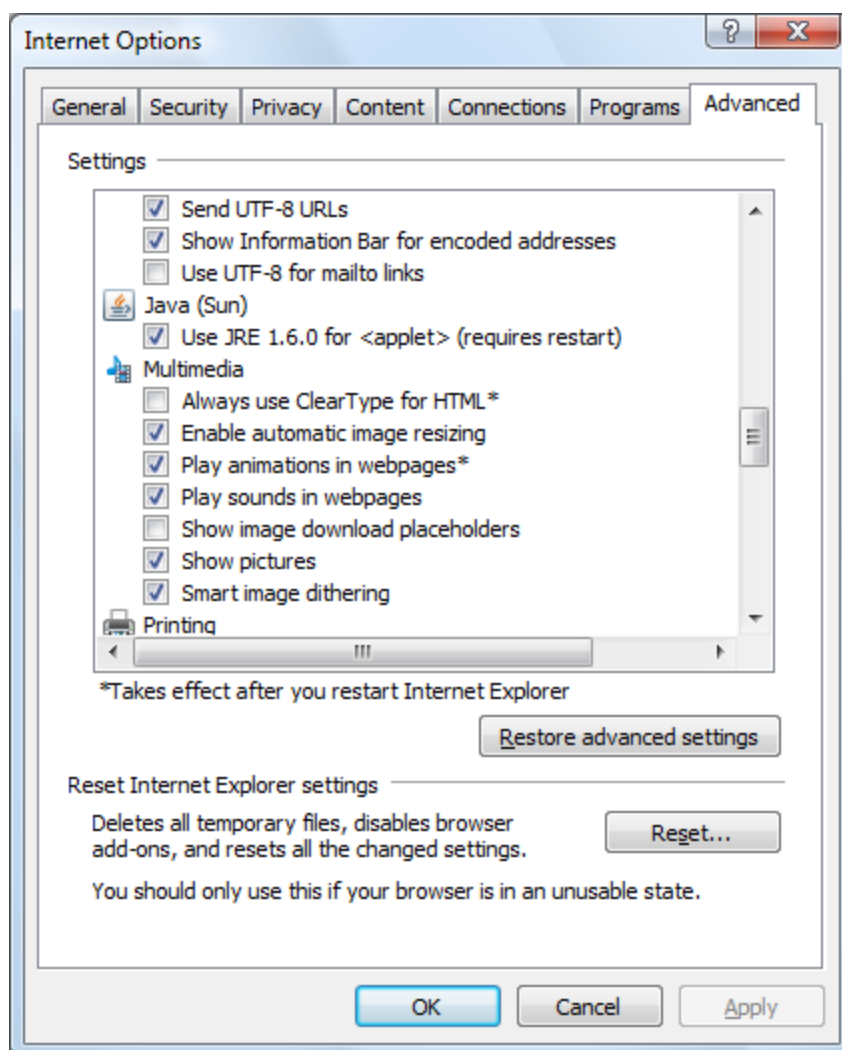


**TIP:** These drop down menus are very similar to the options displayed within earlier versions of Internet Explorer, so if you have some experience of using a previous version you may find this option useful.

---

## Disabling picture display

- If you set the Internet Explorer not to display pictures, then Web pages will load much faster. However the whole point of a Web page is the ability to display text and pictures. You are missing out on a lot by not seeing pictures. In some cases a Web site may consist of only pictures (with even the text on the Web site, actually being a picture of the words). To disable the displaying of pictures, click on the **Tools** button within the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command. Click on the **Advanced** tab and then scroll down to the **Multimedia** section, as illustrated below.

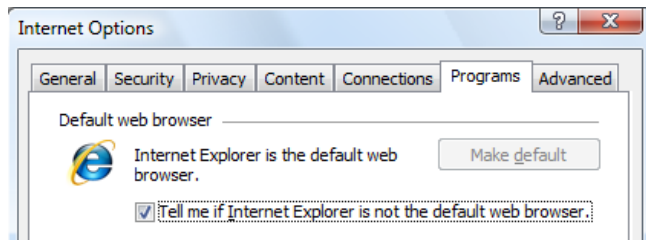


- To disable the display of pictures, remove the tick next to the **Show Pictures** option. Do not actually do this; just remember how to do it.

**TIP:** With modern high speed broadband connections it is very unlikely you would ever need to do this. However if you find yourself far from home with a very limited Internet connection, then it is a trick that may one day come in useful for speeding up your Internet access.

## Setting your default browser

- Microsoft Internet Explorer is a Web Browser. There are many other Web Browsers available and if you install another browser you may need to set the default browser from one program to another.
- Click the **Tools** button within the Internet Explorer toolbar. From the drop down menu select the **Internet Options** command. This will display a dialog box.



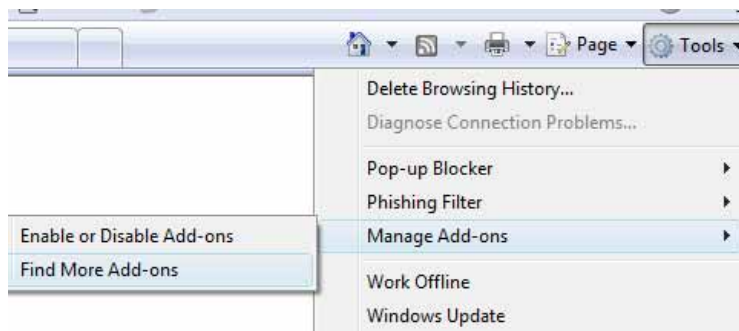
- Click the **Programs** tab and then click on the **Make default** button and click on the **OK** button to close the dialog box and save your changes.

**TIP:** If you installed another Web Browser, it will normally be set to be the default browser automatically.

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## Installing Add-ons

- You can add extra functionality to the Internet Explorer. To do this click on the **Tools** button and click on the **Manage Add-ons** command. From the submenu displayed, click on the **Find more Add-ons** command.



- You will see a page displayed within the Internet Explorer explaining more about add-ons and what add-ons are available.



- Do not actually install any add-ons, but take a look around and see what is available. You may wish to install some of these after the course on your own computer.

**TIP:** In a business environment you may be prohibited from installing add-ons on your business computer. Always check with your computer support department before installing anything on your computer.

## Feeds

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### What are feeds?

- Feeds let you view Web page content and have it update automatically for you. This is ideal for organizations such as news broadcasters, as it means 'breaking news' can be displayed automatically on a Web page. Without this technology, you might have to keep pressing the Refresh button to see when new news is available. A common type of feed is called RSS which is short for "**Really Simple Syndication**". Internet Explorer automatically looks for feeds within a Web page and if it finds one the **Feed** icon will change colour, from grey to orange (and also play a sound to get your attention).
- It is also possible to subscribe to a feed so that content updates are downloaded automatically allowing you to read them later.
- There are many alternative names to describe feeds including RSS, news feeds, XML feeds, Web feeds and syndicated feeds.

### Viewing Web pages containing feeds

- Open the Internet Explorer program.
- Display a page containing feeds. Try the following.

<http://news.bbc.co.uk/2/hi/help/3223484.stm>

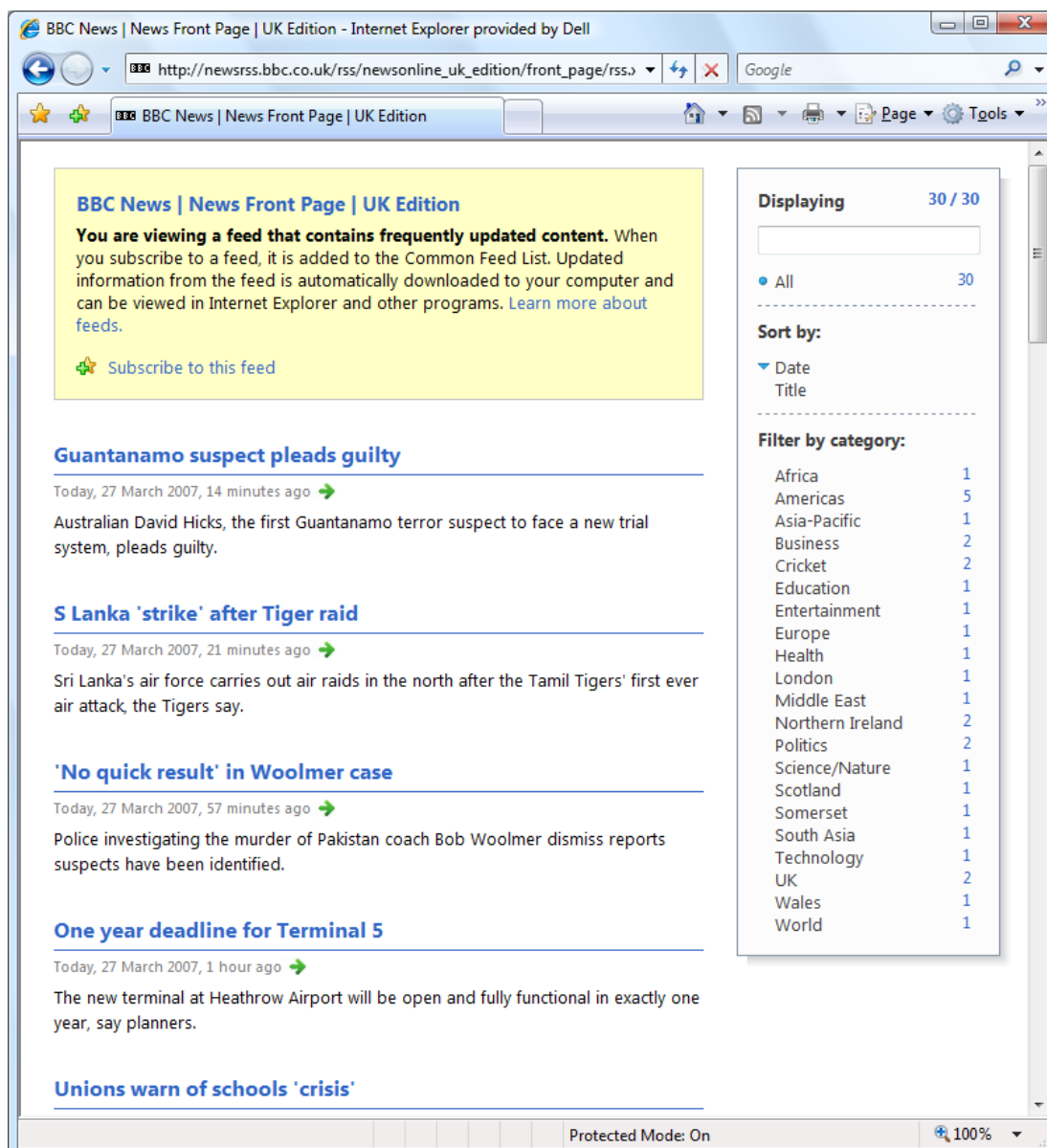
- You will see that the **Feed** button is displayed in orange.



- You should see one or more feed icons displayed within the Web page. In the example shown below, there are multiple feed icons displayed towards the bottom of the page. Click on one of these **Feed** icons.



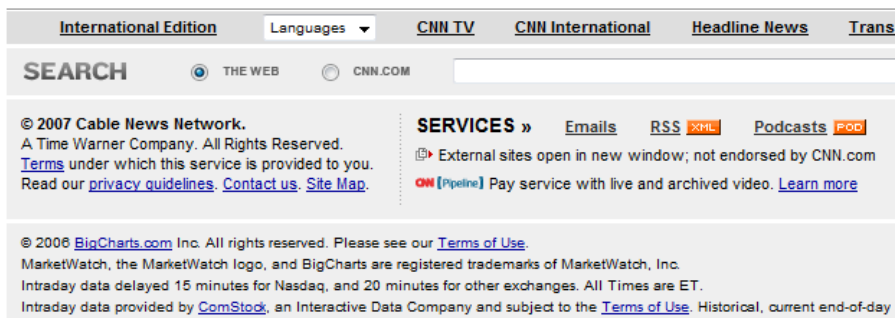
- You will see something like this.



- For another example visit the CNN site at **www.cnn.com**. You will see something like this at the bottom of the page. Clicking on the **RSS** button will display information about the RSS feeds.

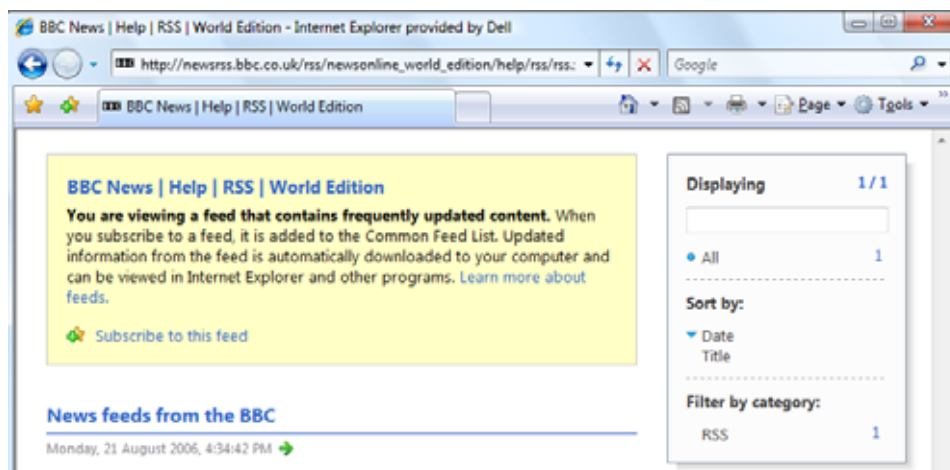
**NOTE:** Web pages change on a regular basis so you may find these examples are no longer available exactly as illustrated when you try viewing the example Web sites.



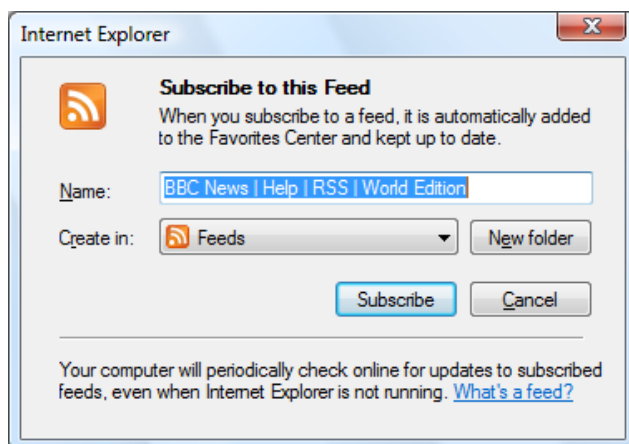


## Subscribing to feeds

- If you subscribe to a feed then updated contents will be automatically downloaded to your computer.
- Display a Web site containing a Web feed.
- Click the **Feeds** button on the Internet Explorer toolbar and you will see something similar to the following.



- Click on the **Subscribe to this feed** button. A dialog box is displayed.



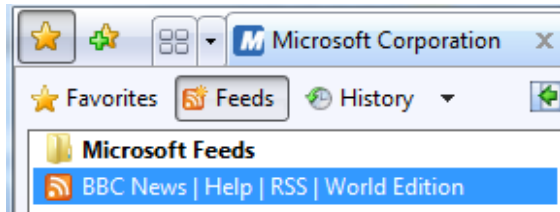


- Type in a name to be used to describe the feed (or use the name offered by default). Click on the **Subscribe** button.

---

## Viewing subscribed feeds

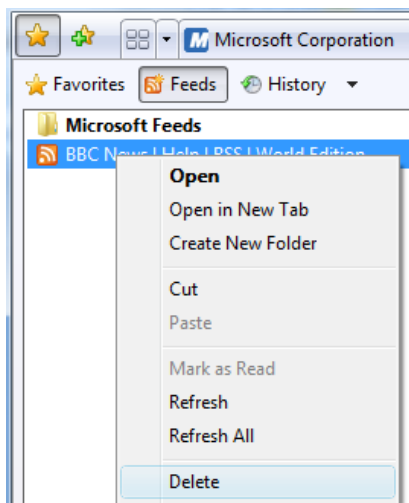
- Click on the **Favorites Center** icon within the Internet Explorer toolbar. Click on the **Feeds** tab and you will see a list of subscribed feeds. Click on the feed you wish to view.



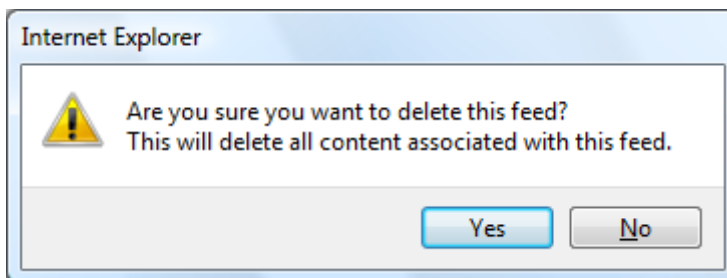
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## Unsubscribing from Feeds

- Click on the **Favorites Center** icon within the Internet Explorer toolbar. Click on the **Feeds** tab and you will see a list of subscribed feeds. Right click on the feed you wish to unsubscribe from and from the pop-up menu displayed select the **Delete** command.



- You will see a warning dialog box. Click on the **Yes** button to delete this feed.



## Security issues

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### Internet security & password logons

- When your Internet connection is setup for you there is normally a logon ID and a password issued to you. You should keep these details private and secure. Many PCs will remember these details for you and log you in and issue the correct password automatically. If you connect to a different network you may need to enter different details.

### Risks associated with online activity

- As well as all the benefits there are dangers linked to online activity.

#### **Unintentional disclosure of personal information:**

Many web sites ask you to register in order to access all the features of the site. Often registration can require you to provide details about yourself such as name, date of birth, address or telephone number. Before you hand over your details consider if the web site is reputable? Do they publish a privacy policy? Can they be trusted to store your details in a secure manor, safe from hackers?

#### **Bullying or harassment:**

Bullies have started to exploit the Internet allowing them to continue harassing their victims. Often they send abusive or threatening emails, more technically able bullies will also produce web sites to circulate vicious rumours.

#### **Targeting of users by predators:**

The internet can allow everyone a certain level of anonymity, unfortunately there are people that abuse this, pretending to be someone they are not in order to gain your trust. Never reveal details about yourself in chat rooms. Never arrange to meet someone you have met through the Internet.

### Parental control options

- Many parents are worried about what their kids get up to when on the web. Some issues to consider are:

#### **Supervision:**

Set-up the computer in a family room. This will enable you to watch and participate in your child's Internet activities.

#### **Web browsing restrictions:**

There are many software products on the market which will block access to web sites that you consider inappropriate. Type searching for "cyber patrol" or "net nanny" for details. Internet Explorer includes some basic parental control options

which are covered elsewhere in this course.

**Computer games restrictions:**

Computer games are now age rated in much the same way as films. This can help you decide if a particular game is appropriate. The latest generation of games consoles incorporate parental control options allowing you to prevent the play of games intended for an adult audience.

**Computer usage time limits:**

Set limits for the length of time spent using the computer. Excessive amounts of time spent online may indicate a problem.

---

## Submitting & resetting Web based forms

- 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. An example form is illustrated below.

The screenshot shows the 'Secure Online Ordering' page for Cheltenham Courseware Ltd. The page has a navigation bar with 'Ordering' selected. A sidebar on the left contains several promotional banners. The main content area is titled 'Secure Online Ordering' and includes a 'VIEW PRICING INFORMATION' button. Below this are three tabs: 'Product Options', 'Account Setup', and 'Payment'. The 'Account Setup' tab is active, displaying two sections: 'Billing Details' and 'Delivery Details (if different)'. Each section contains a series of input fields for personal and company information, including Name, Position / Title, Company, Address, Post / Zip Code, Country, Existing Site License Number, Telephone, Fax, and Email.

- 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.

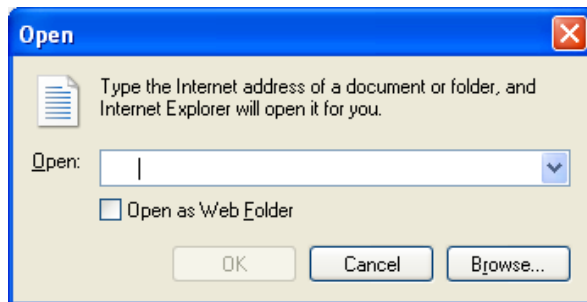
Many forms also have a **Reset** or **Clear** button. Clicking on this button will clear any information that you have entered into the form.

**TIP:** Be very careful when sending your personal information via a web site form. Always read the Privacy Policy of the organization providing the form.

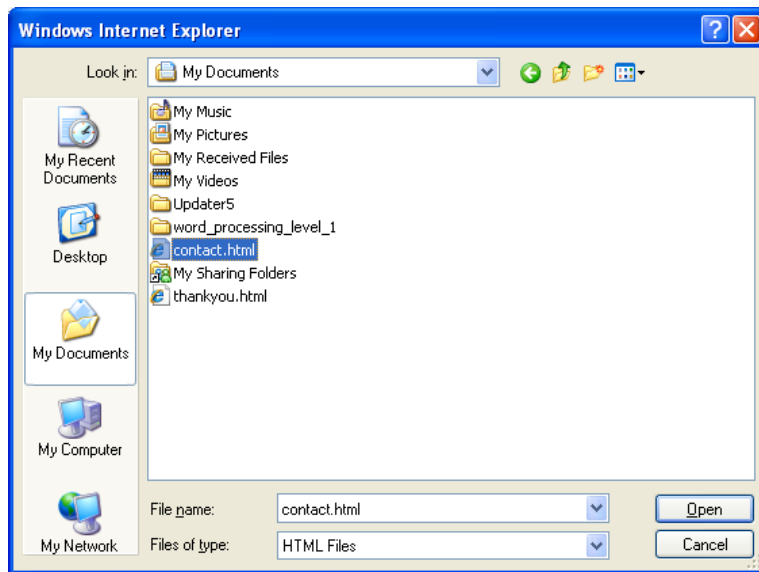
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## Practice using a fill-in form

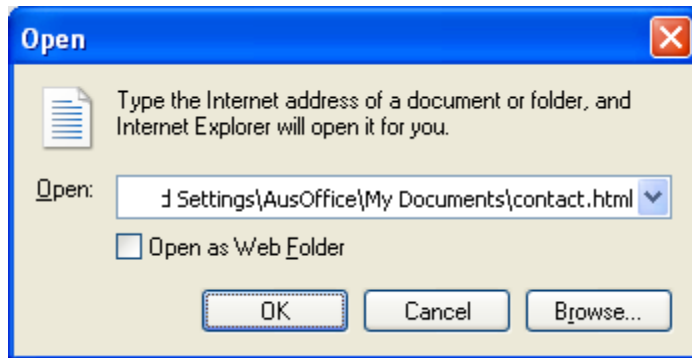
- If necessary open the Internet Explorer program. Normally you use the Internet Explorer program to view files on the Internet. In this case we will open a sample file containing a form, which is actually contained on your hard disk. To do this press **Ctrl+O** to display the **Open** dialog box, as illustrated below.



- Click on the **Browse** button. Select the **My Documents** or **Documents** button, displayed down the left side of the dialog box. Then select a file called **Contact**, as illustrated.



- Click on the **Open** button and you will see the following displayed.



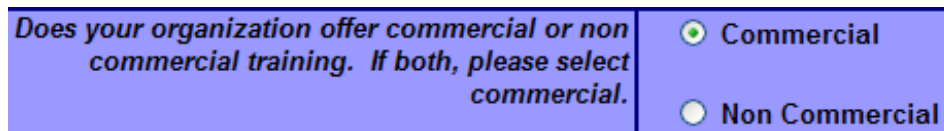
- Click on the **OK** button and this will open the file within the Internet Explorer program, as illustrated below.

- Click within the **Title** box and enter a title, as indicated on the form. This type of box is called a 'Text Box'.
- Press the **Tab** key which will take you to the next part of the form.
- Enter your **First Name**.
- Press the **Tab** key which will take you to the next part of the form.
- Enter your **Last Name**.
- Press the **Tab** key which will take you to the next part of the form.
- Enter the first line of your address.
  
- Carry on entering information and pressing the **Tab** key until you come to the part of the form asking which courses you are particularly interested in. This type of form control is called a 'Check Box'. In this case there are three check boxes and you can select one, two or all three of these, as you wish. Selecting one option, does not de-select an alternative option. Try clicking on these options and then try re-clicking on some of these options. As you can see you can change your mind and make changes.

|   |   |
|---|---|
| <b>Courses you are particularly interested in</b> | ECDL / ICDL <input type="checkbox"/>          |
|   | End user courses <input type="checkbox"/>     |
|   | Technical IT courses <input type="checkbox"/> |

- The next section contains controls called '**Option buttons**'. The older name for these is '**Radio Buttons**'. This type of control is mutually exclusive. This means that selecting one will automatically de-select the other option. They are used for

Yes/No type responses. Try experimenting within clicking on these now.

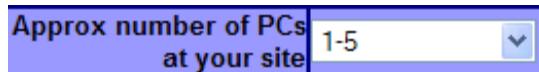


Does your organization offer commercial or non commercial training. If both, please select commercial.

Commercial

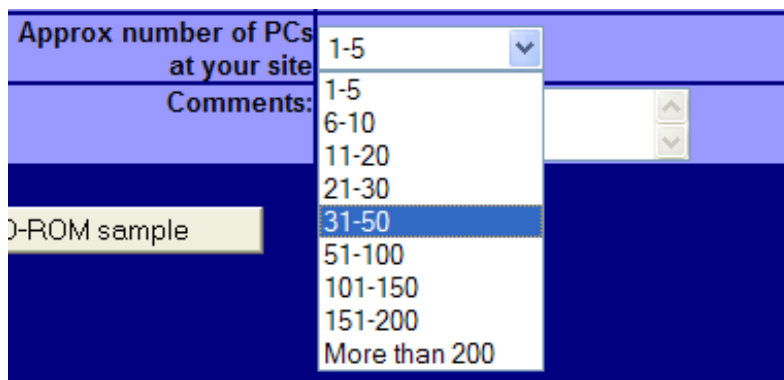
Non Commercial

- The next control is called a 'Drop down' menu.



Approx number of PCs at your site 1-5

- Click on the down arrow next to the control and you will see a drop down list of options displayed. Select **31-50**, as illustrated.

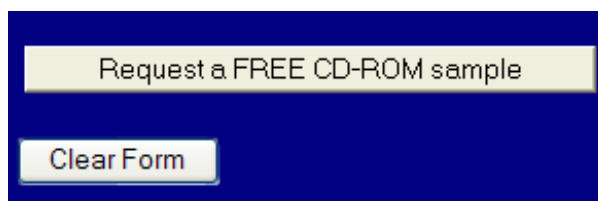


Approx number of PCs at your site 1-5

Comments: 1-5  
6-10  
11-20  
21-30  
**31-50**  
51-100  
101-150  
151-200  
More than 200

CD-ROM sample

- The next control in the form is called a 'Scrolling Text Box'. Unlike the other text boxes that you have used which were only single lines, this control allows you to enter much more information, covering a number of lines. Type in some random text to see how it is displayed within the form.
- The **Submit** or **Clear** buttons. As you can see these buttons can have different names but the function remains the same, clicking on a **Submit** button, which in this case is called '**Request a FREE CD-ROM sample**' will normally send the information to the organisation that created the form. In this case no information will be sent, as this form is a demonstration only. Click on this button. A thank you page should be displayed.



Request a FREE CD-ROM sample

Clear Form

- Use the link on the thank you page to return to the form. Enter some information such as your first and last name. Then click on the **Clear Form** button. As the name suggests this clears the form of any data that was entered, allowing you to

start over.

- Close the Internet Explorer program, then restart it.

---

## Protected sites

- 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.

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## Digital certificates

- 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 address bar, e.g. **https://www.paypal.com**
- When you are purchasing from a web site there are a range of trust logos that may be displayed and clicking on these should authenticate the site. The **Verisign Secured** logo is illustrated below.



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## Encryption

- Encryption is a means of 'scrambling' a message or web page. It is used to make a transmission 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 manufacturers of the programs build a 'back-door' into the program 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.

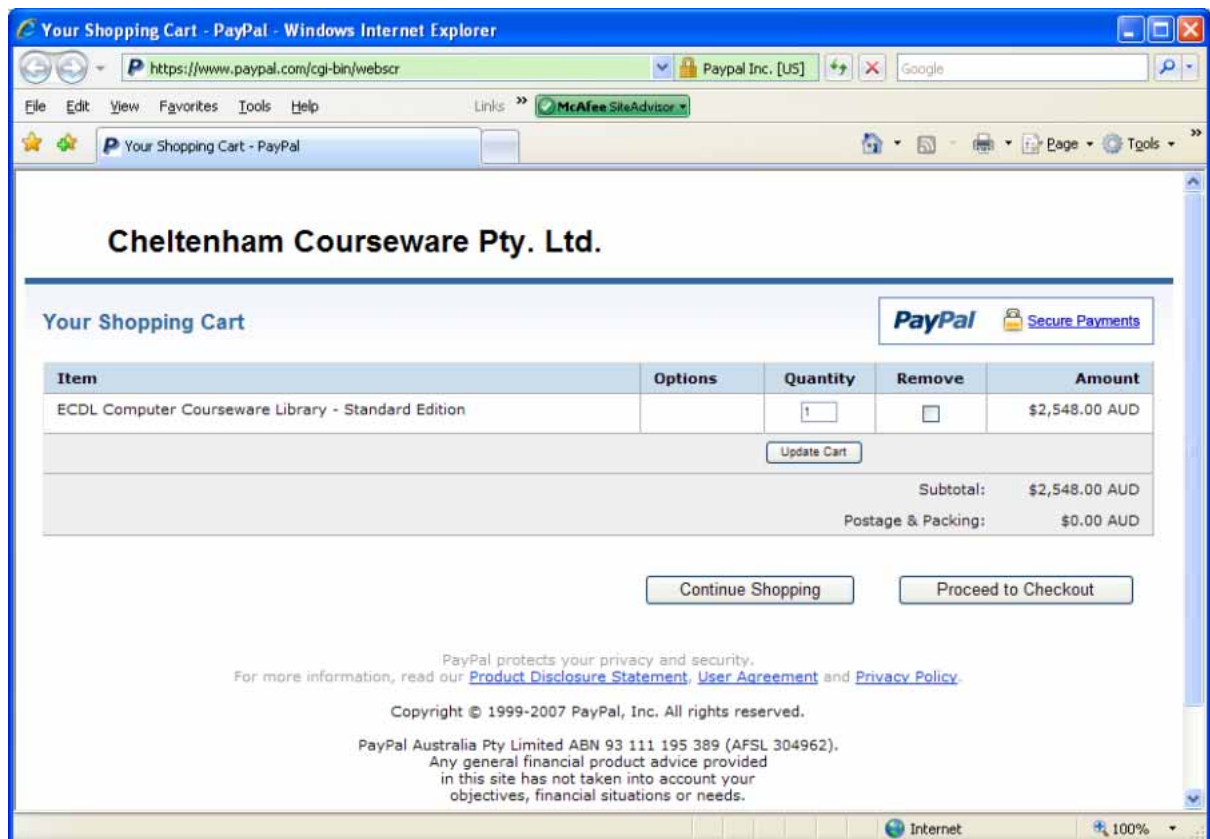
- There are different levels of encryption, which is often described by the number of bits used within the encryption. Thus a system using 128 bit encryption would be much more secure than one using 32 bit encryption.

### Secure web sites and https

- If a web page uses encryption you will see a padlock displayed in the Internet Explorer toolbar. If you do not see this padlock on a page requesting your credit card details you should not enter your credit card details.



- Pages that are secured for the acceptance of credit cards normally have a web address that starts with <https://> instead of <http://>, as in the example illustrated below.



**Cheltenham Courseware Pty. Ltd.**

Your Shopping Cart

| Item  | Options | Quantity | Remove                   | Amount         |
|---|---------|----------|--------------------------|----------------|
| ECDL Computer Courseware Library - Standard Edition |         | 1        | <input type="checkbox"/> | \$2,548.00 AUD |

Update Cart

Subtotal: \$2,548.00 AUD  
Postage & Packing: \$0.00 AUD

Continue Shopping    Proceed to Checkout

PayPal Secure Payments

PayPal protects your privacy and security.  
For more information, read our [Product Disclosure Statement](#), [User Agreement](#) and [Privacy Policy](#).

Copyright © 1999-2007 PayPal, Inc. All rights reserved.  
PayPal Australia Pty Limited ABN 93 111 195 389 (AFSL 304962).  
Any general financial product advice provided in this site has not taken into account your objectives, financial situations or needs.

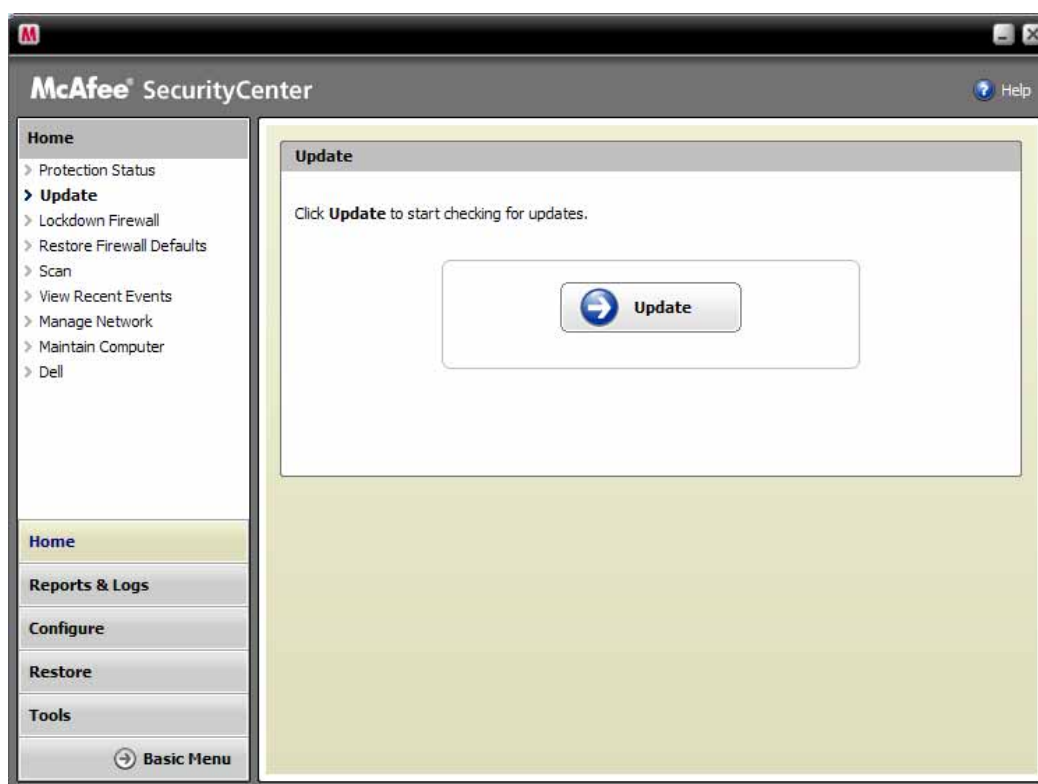
### Viruses

- 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.

## Virus checkers

- To give yourself some protection against virus attack, you should have a virus checker installed (such as Norton Anti-Virus, or McAfee). If an item that 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, so that it knows about more recent viruses. Many antivirus programs have an auto-update feature which allows them to update themselves automatically as required. You can also run a manual update as illustrated below for the McAfee antivirus program.



## Malware

- The word Malware is a combination of the words "malicious" and "software". Malware is software designed to install itself and run without your consent and without your knowledge. Sometimes when you download free programs from an internet site, they come bundled with hidden programs that you did not ask for and will not want. Often these hidden programs send back marketing information to companies. Sometimes they may have more sinister purposes, such as sending your credit card details to criminals intending to steal from you.
- When installing free programs you find on the net always read the licensing terms, as often the malware content is hidden away within this long document.

## Spyware

- This is different from a virus. Details such as your online browsing habits can be sent, without your knowledge, to marketing companies, or even criminal organizations that will try to get information such as your credit card details or access passwords.

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## Worms

- A computer worm is a self-replicating computer program that sends copies of itself to other computers via a network. It can copy itself from computer to computer without your knowledge.
- It is different from a virus because it has no need to hide itself within another program. Many worms can reduce your available bandwidth due to their copying activities, but otherwise do not actually damage your files. However there are also destructive worms that will attack or compromise your data.

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## Trojans

- A Trojan horse (often just called a 'Trojan') is a type of software which you normally expect to do one thing, but in fact it does something else that you did not intend.
- A Trojan is not a computer virus and does not try and copy itself across your network. It is basically just a program which you need to run. The name comes from the classical story of the wooden Trojan Horse.

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## 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!

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## Fraud

- Never give your credit card details to anyone or any company unless you know that you are dealing with a reputable organization. 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.

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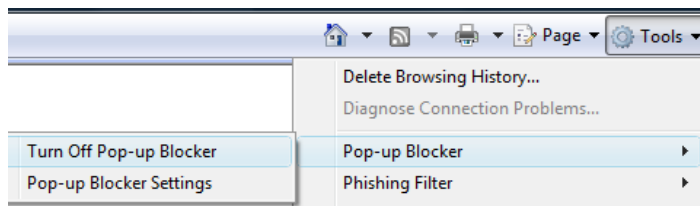
## Firewall

- A firewall consists of software and hardware protection against invasion via the Internet. In most large companies any connection to the Internet automatically goes through a firewall which would have been installed and customized by the

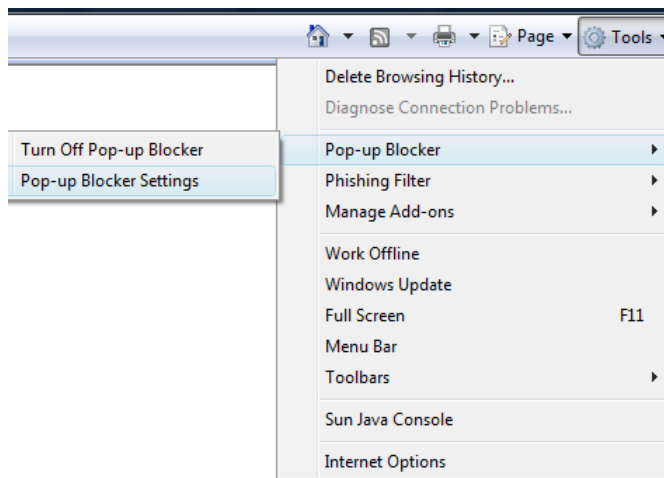
companies' technical IT team. In most cases you will be unaware of the firewalls existence.

## Pop-Up blocking

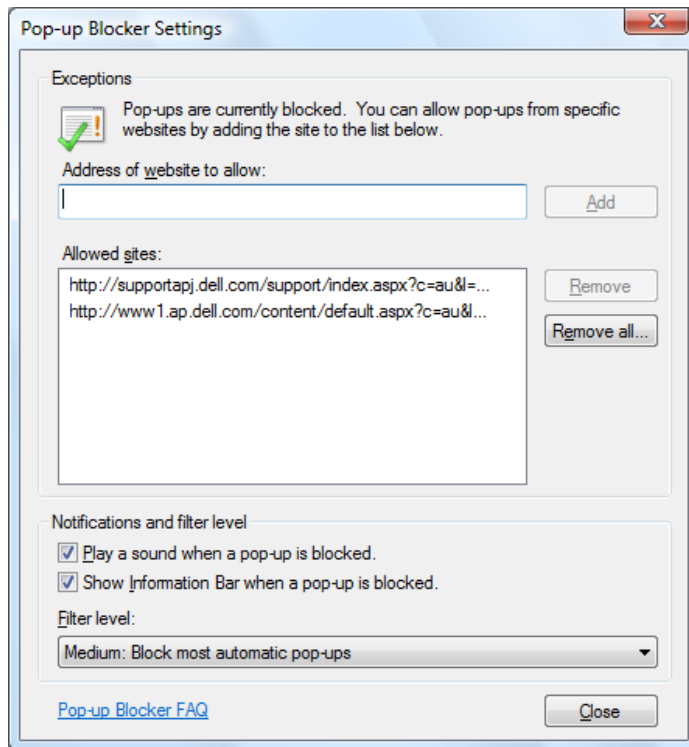
- Pop-ups are annoying little windows or messages that pop-up when you visit certain sites. They are mostly used for marketing purposes but sometimes may be used for surveys or other purposes. It is a good idea to make sure that your computer is setup to block pop-ups. To do this click on the **down arrow** next to the **Tools** button within the Internet Explorer toolbar. From the drop down list displayed, click on the **Pop-up Blocker** command. From the submenu displayed, make sure that pop-up blocking is enabled.



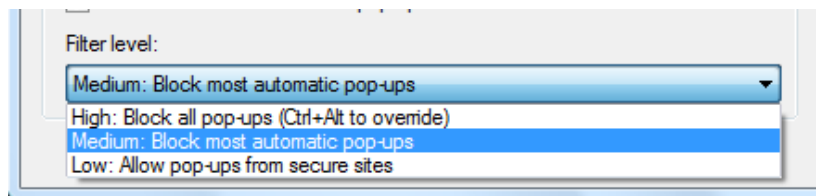
- Click on the **down arrow** next to the **Tools** button within the Internet Explorer toolbar. From the drop down list displayed, click on the **Pop-up Blocker** command. From the submenu displayed, click on the **Pop-up Blocker Settings** command. This will display the following.



- This will display the **Pop-up Blocker Settings** dialog box.

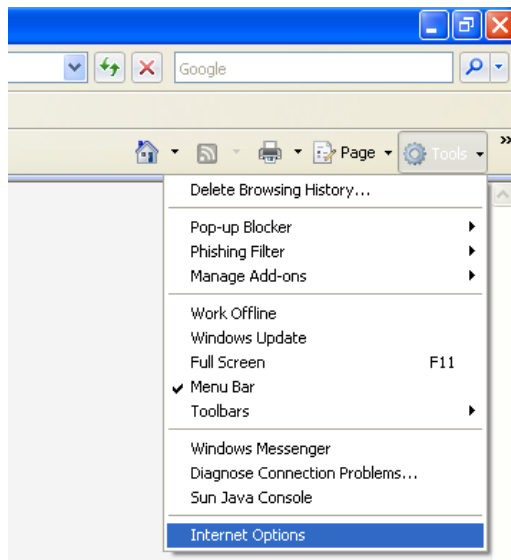


- If you want to allow pop-ups from trusted sites, you can enter the Internet address (URL) into the **Allowed sites** section of the dialog box. You can also remove any sites that have been listed there.
- You can use the **Filter level** section of the dialog box to set the strength of pop-up blocking.

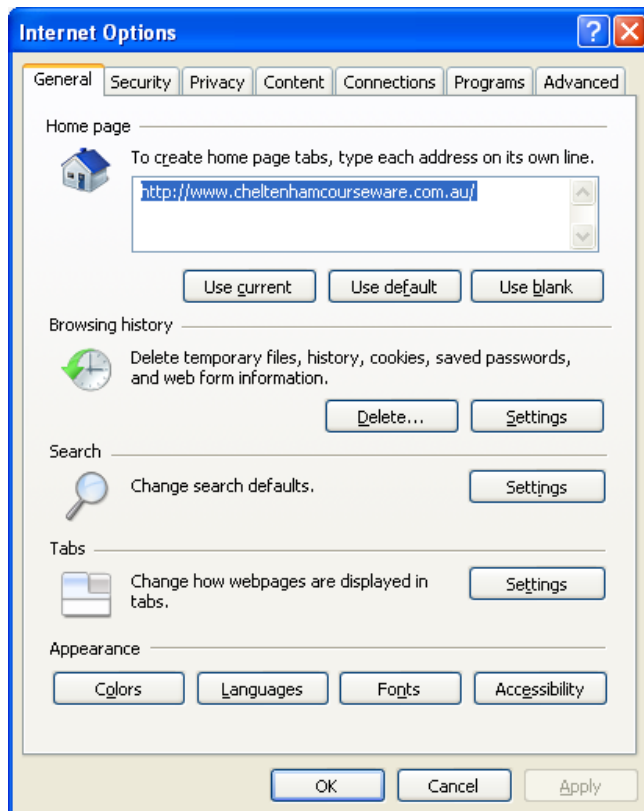


## Turning off popup blocking

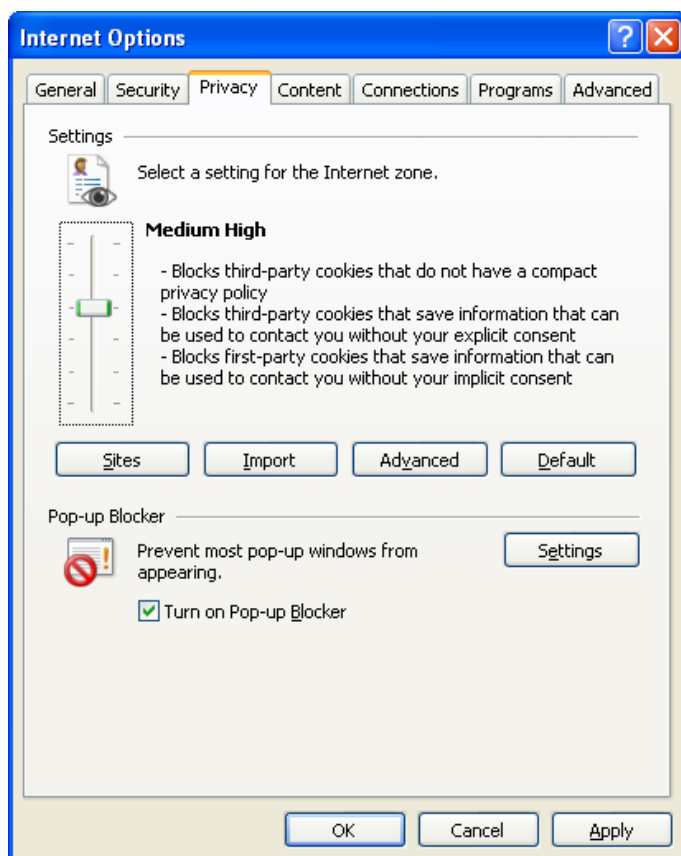
- To do this click on the **Tools** button in the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command.



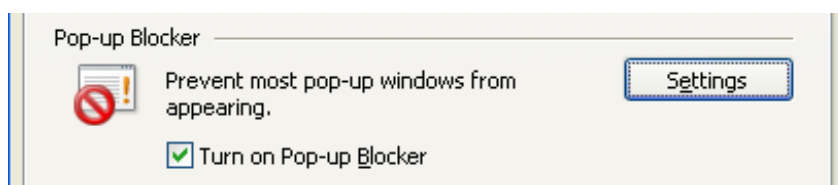
- This will display the **Internet Options** dialog box.



- Click on the **Privacy** tab, to display the following.



- Remove the tick from the **Turn on Pop-up Blocker** tick box and the click in the **OK** button to close the dialog box.

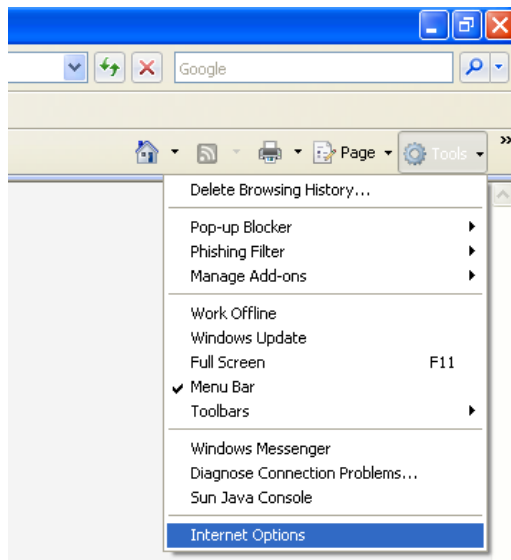


## Cookies

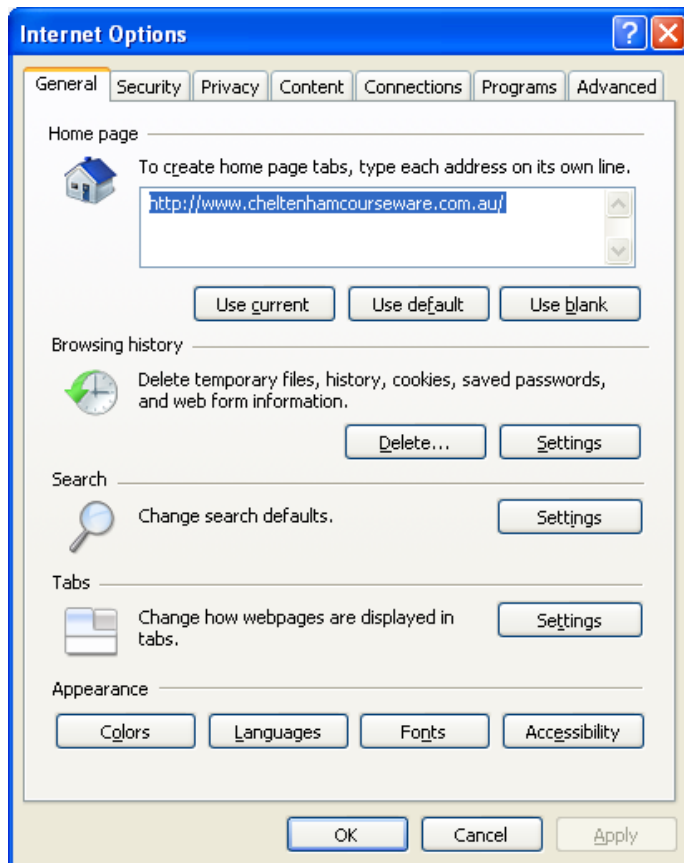
- Some Web sites can store hidden information about you on your hard disk using cookies. This information is stored in small text file. Cookies can be useful, for instance, a site may store your preferences about a Web site, so that when you re-visit the site your preferences can be accessed automatically. 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:** <http://www.cookiecentral.com>

- You can totally prevent the downloading of cookies or you can limit the type of cookies that are downloaded to your computer. To do this click on the **Tools** button in the Internet Explorer toolbar. From the drop down menu displayed select the **Internet Options** command.

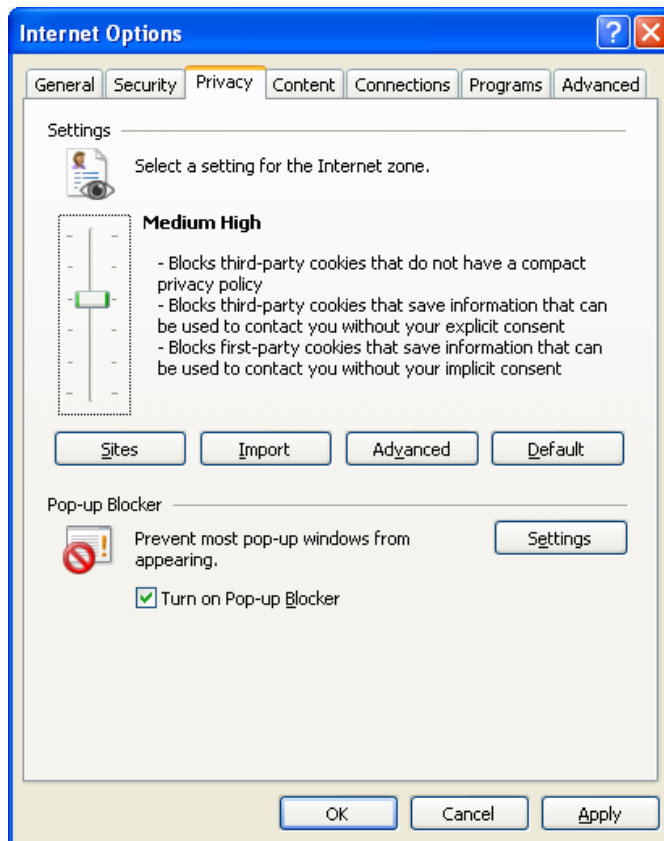


- This will display the **Internet Options** dialog box.



- Click on the **Privacy** tab, to display the following.





- You can use the slider to control the way cookies are handled. If you drag the slider to the top you will see the following. All cookies are blocked.



- If you drag the slider to the bottom, all cookies are allowed.



- In-between these two extremes, you have the following settings.

**Low:**

**Low**

- Blocks third-party cookies that do not have a compact privacy policy
- Restricts third-party cookies that save information that can be used to contact you without your implicit consent

**Medium:**

**Medium**

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Restricts first-party cookies that save information that can be used to contact you without your implicit consent

**Medium High:**

**Medium High**

- Blocks third-party cookies that do not have a compact privacy policy
- Blocks third-party cookies that save information that can be used to contact you without your explicit consent
- Blocks first-party cookies that save information that can be used to contact you without your implicit consent

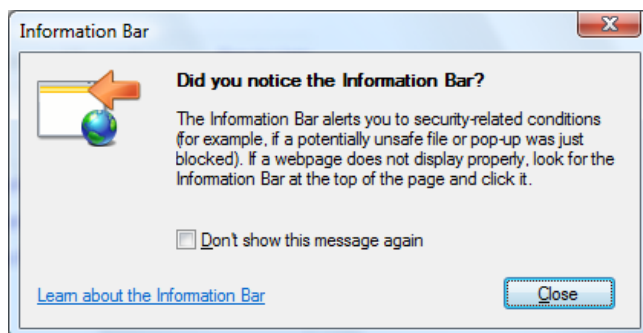
**High:**



- Select the desired privacy level and click on the **OK** button to close the **Internet Options** dialog box.

## Information Bar

- The Information Bar is displayed, when needed, just above a Web page and is used by Internet Explorer to display information relating to security, file downloads and blocked pop-up windows.
- In the example illustrated, we visited the CNN Web site ([www.cnn.com](http://www.cnn.com)) and the following dialog box was displayed.

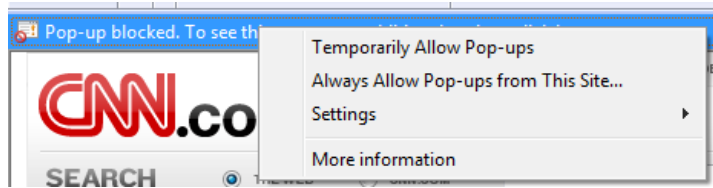


**TIP:** As Web sites are always changing, you may not see this pop-up if you try visiting the CNN web site.

- After reading the Information Bar window, clicking on the **Close** button will close the window. A message is displayed within the Information Bar.



- Clicking on the **Information Bar** displays a list of options.



**Temporarily Allows Pop-ups.**

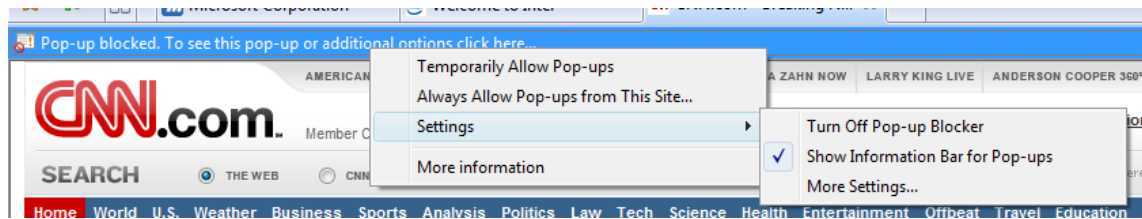
Allows pop-ups while you are currently viewing this site. If you later come back to this site the pop-ups will again be blocked.

**Always Allows Pop-ups from this Site.**

This option will always allow this site to display pop-up messages. Be very sure about this before using this option.

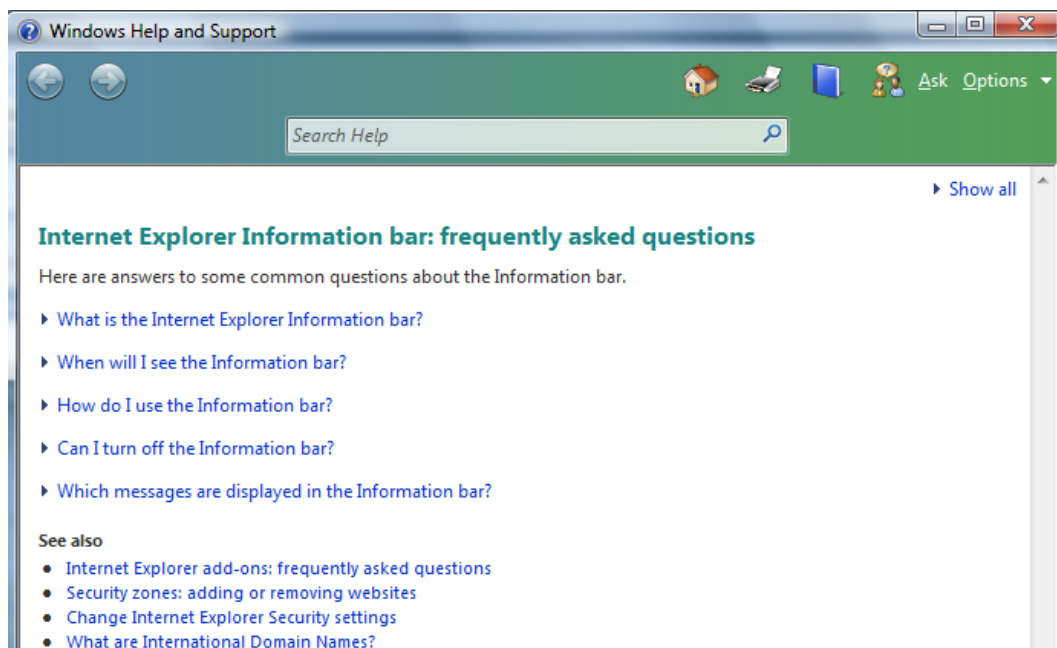
**Settings.**

Clicking on this option will display a submenu of additional options, allowing you to turn off pop-up blocking or specify which sites you will allow pop-ups to be displayed from.



**More Information.**

Clicking on this option displays Help about pop-up blocking

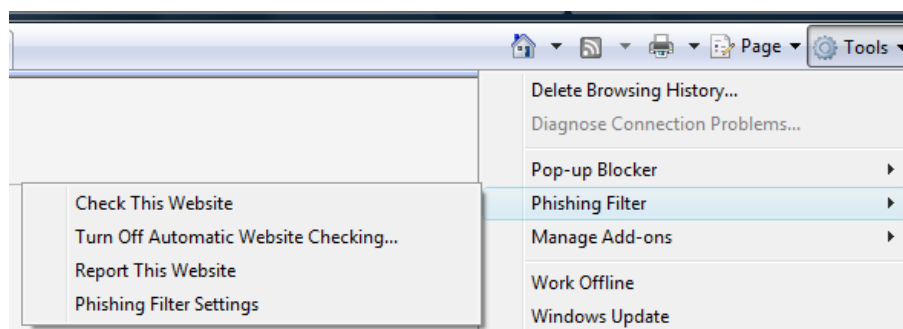


## Phishing Filter

- Phishing refers to efforts to trick you into revealing your personal or financial information. This is often done by sending out millions of emails at random claiming to be from your bank or similar organizations and then requesting that you update your details, using a link provided within the email. When you click on this link you are taken to a web site that looks just like the real thing but is in fact a copy of a banks web site. When you type in your details, you have just given the information to criminals who will use that information in identity theft related crime.

**TIP:** If you get an email requesting that you update your details never respond. Bank and credit card companies never send out this type of email.

- Click on the **down arrow** to the right of the **Tools** button. From the drop down menus displayed select the **Phishing Filter** command. This will display a submenu containing further commands.



### Check This Website

Clicking on this option will check the Web site you are visiting against a list held by Microsoft of reported phishing websites.

### Turn Off Automatic Website Checking

This is not a good idea and if you select this command you will see a warning dialog box displayed.

### Report This Website

This option allows you to report a suspect site to Microsoft.

### Phishing Filter Settings

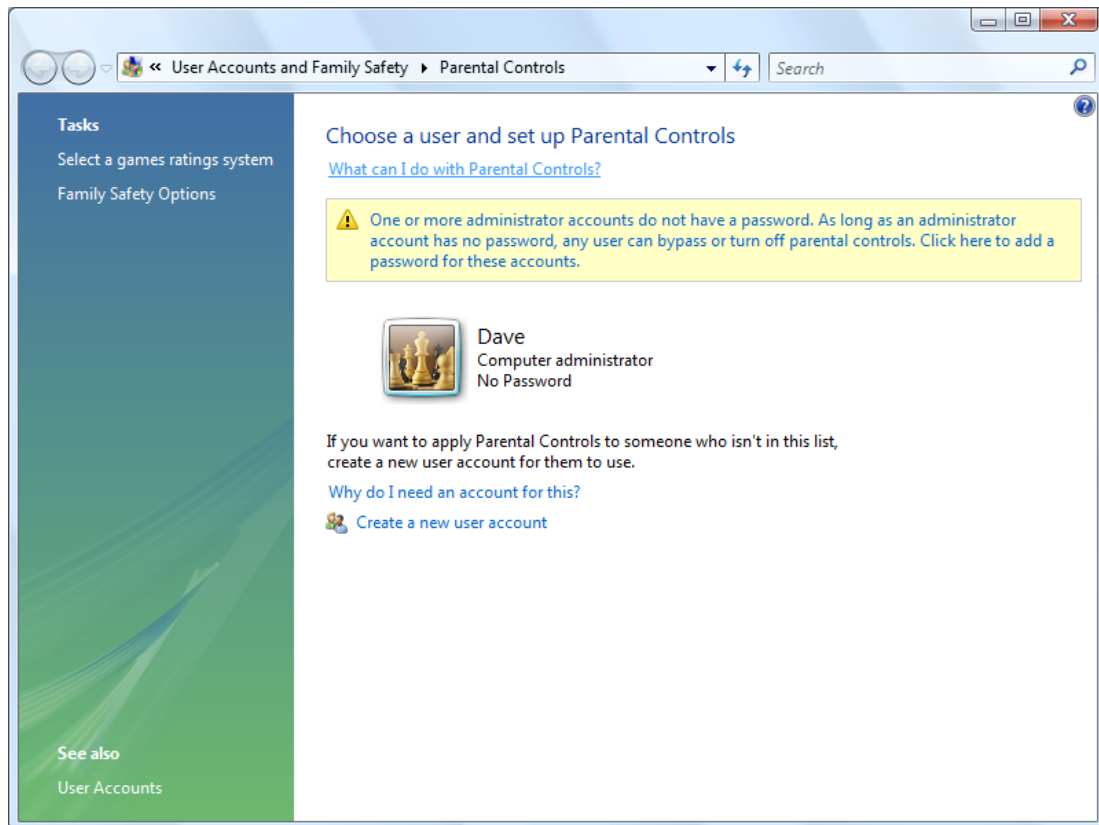
Lets you customize your settings.

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## Parental Filtering

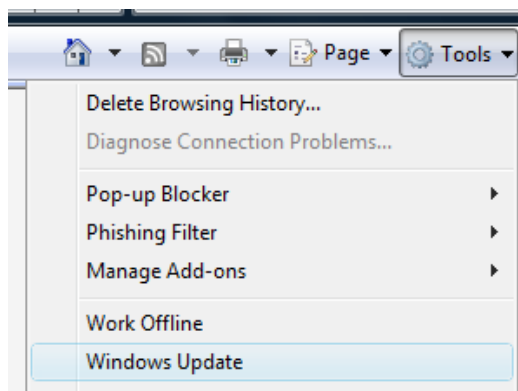
- Parental filtering lets you control how and when your children access the Internet. Setting up parental filtering requires that each child has a standard user account and you will need an Administrator user account. This may sound very complicated and it is beyond the level of this course. For now be aware that you can control Web access. If you need more information then within the Internet

Explorer, press the **F1** key and search for help using the phrase 'Parental Filtering'.

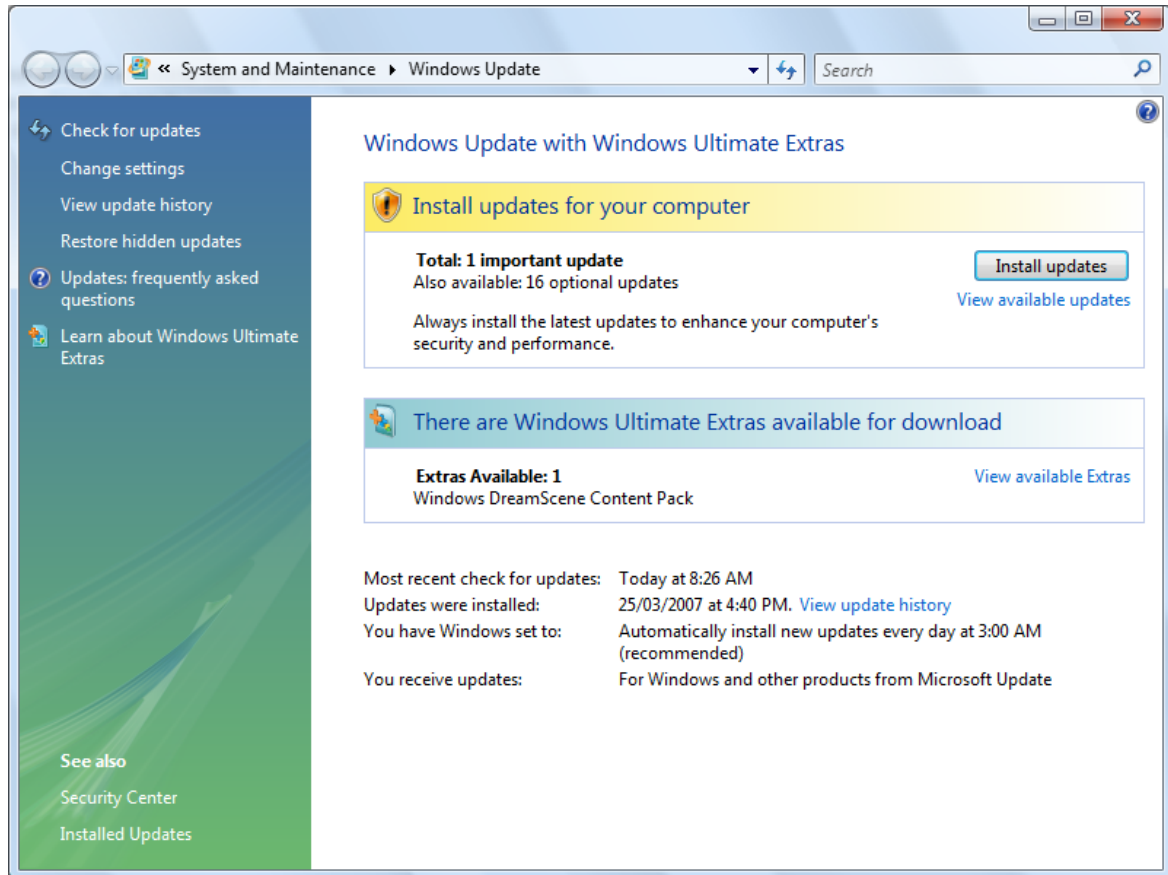


## Windows Update

- It is vital that all elements of your software are kept up to date. If you do not keep your system updated you may become more susceptible to virus or similar attacks.
- To check for updates, click on the **down arrow** to the right of the **Tools** button within the Internet Explorer toolbar. From the drop down menu displayed select the **Windows Update** command.



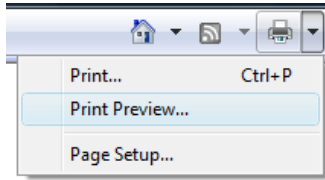
- This will display a page on the Microsoft Web site and you should follow the onscreen instructions.



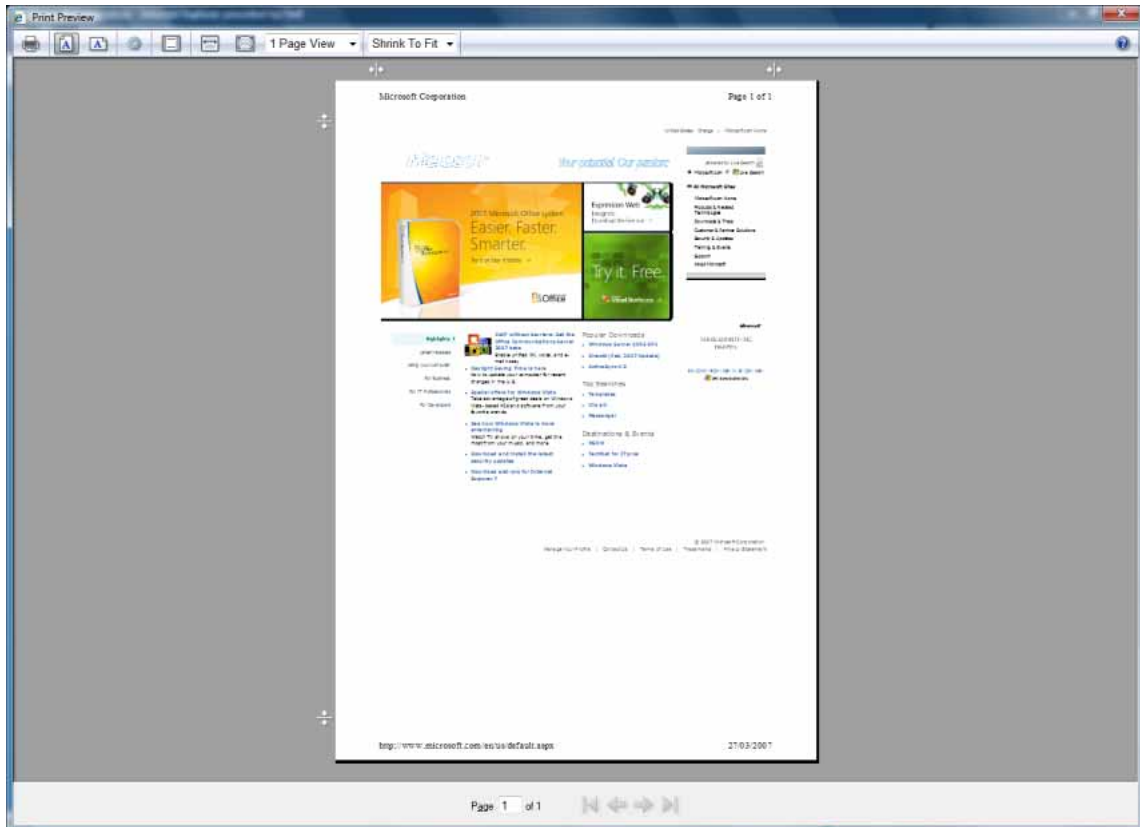
## Internet Explorer - Printing issues

### Previewing Web pages

- To see how a Web page will print, display a Web page such as [www.microsoft.com](http://www.microsoft.com) and then click on the **down arrow** to the right of the **Print** icon on the Internet Explorer toolbar. From the drop down listed, click on the **Print Preview** command.



- You will see the Web page displayed within the **Print Preview** window.



- You will see the following icons displayed within the Print Preview toolbar.







**Portrait**

Prints the page using portrait page orientation.



**Landscape**

Prints the page using landscape page orientation.



**Page Setup**

Allows more control over how the page is set up.



**Turn headers and footers on or off**

Controls the printing of additional information such as the date, URL and page number.



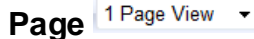
**Full width view**

Zooms the Web page displayed within the Print Preview window to the width of the window.



**Full page view**

Zooms the Web page displayed within the Print Preview window to fill the Print Preview window.



**Page**

Lets you specify the number of pages to display.



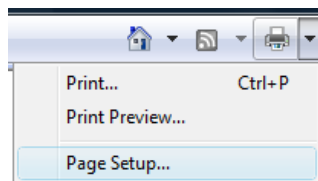
**Change Print Size**

Reduces or enlarges the Web page when displayed to fit the printed page. Earlier versions of Internet Explorer would often print pages with the right section of the Web page not being printed correctly.

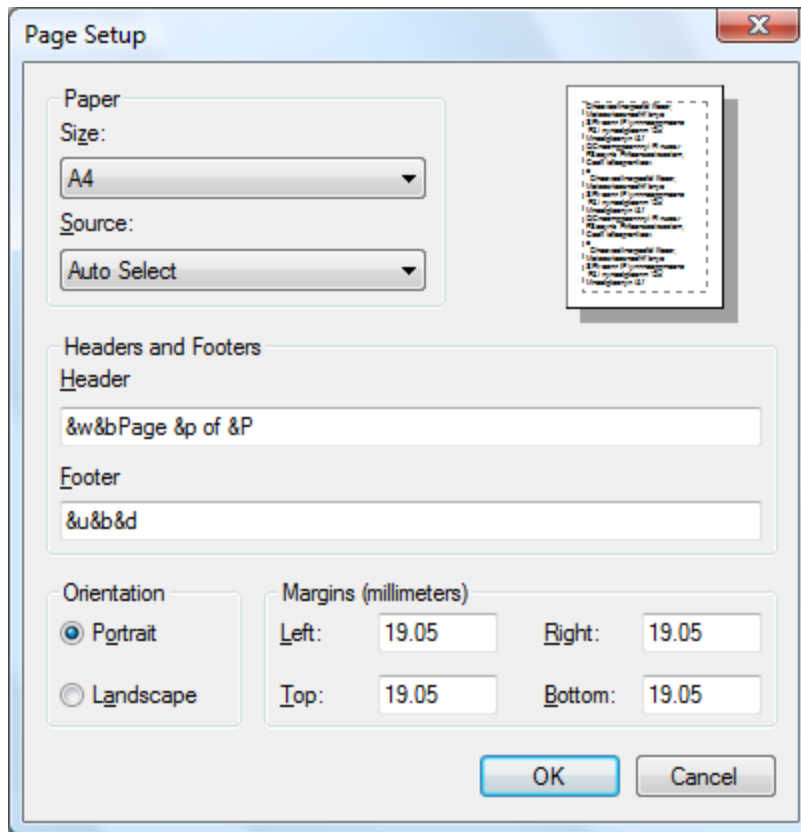
---

## Page Setup - Orientation, paper size and page margins

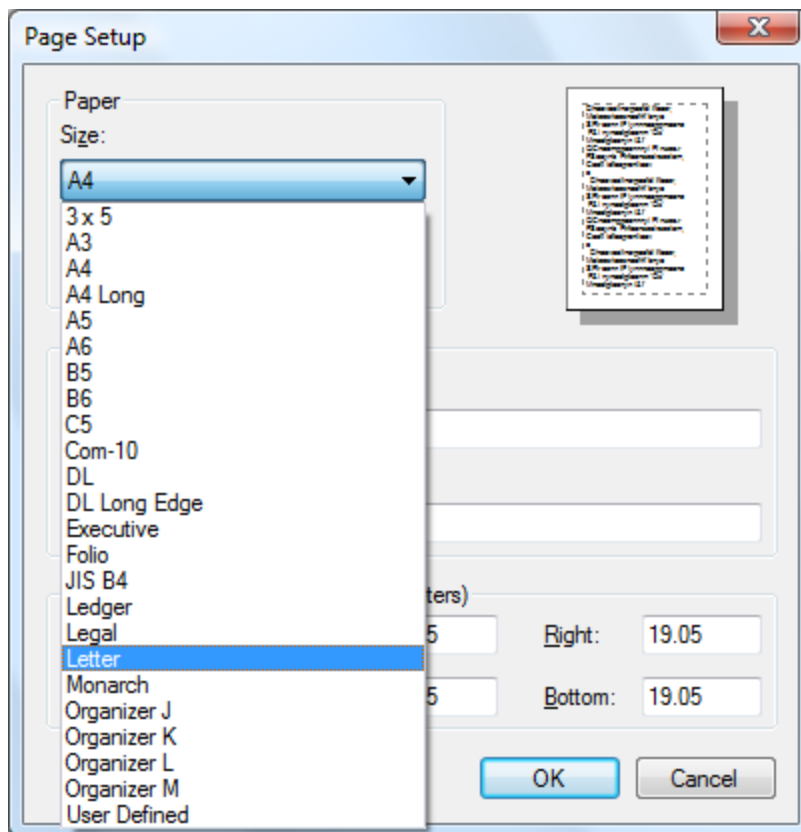
- Click on the **down arrow** to the right of the **Print** icon within the Internet Explorer toolbar. From the drop down displayed, click on the **Page Setup** command.



- This will display the **Page Setup** dialog box.



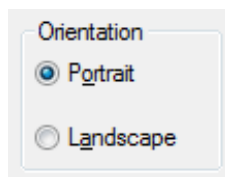
- To select the correct paper size click on the **down arrow** next to the **Size** section and select as required.



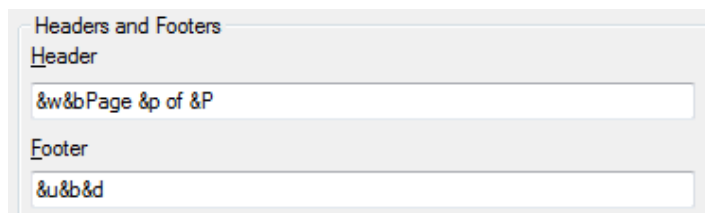
- Use the **Margins** section of the **Page Setup** dialog box to set top, bottom, left and right margins.



- Use the **Orientation** section of the **Page Setup** dialog box to select either landscape or portrait page orientation.



- Use the **Headers and Footers** section of the **Page Setup** dialog box to set the information you want displayed within your header or footer.



There are codes that you need to insert into the Header or Footer box to display or format particular information.

**&w**

Displays the title of the Web page.

**&u**

Displays the Web page address URL address.

**&d**

Displays the date in a short format.

**&D**

Displays the date in a long format.

**&t**

Displays the time.

**&T**

Displays the time using a 24-hour format.

**&p**

Displays the current page number.

**&P**

Displays the total number of pages printed.

**&b**

Aligns text to the right.

**&B**

Lets you centre text and must be placed before and after the text you want to centre.

**&&**

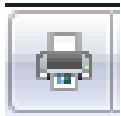
Displays a single ampersand (&) sign.

**TIP:** If this all looks like too much trouble, just use the default settings offered by the Internet Explorer.

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## Printing the entire Web page

- Normally to print the entire page, you would display a page within the Internet Explorer, such as the Microsoft home page and then click on the **Print** icon.

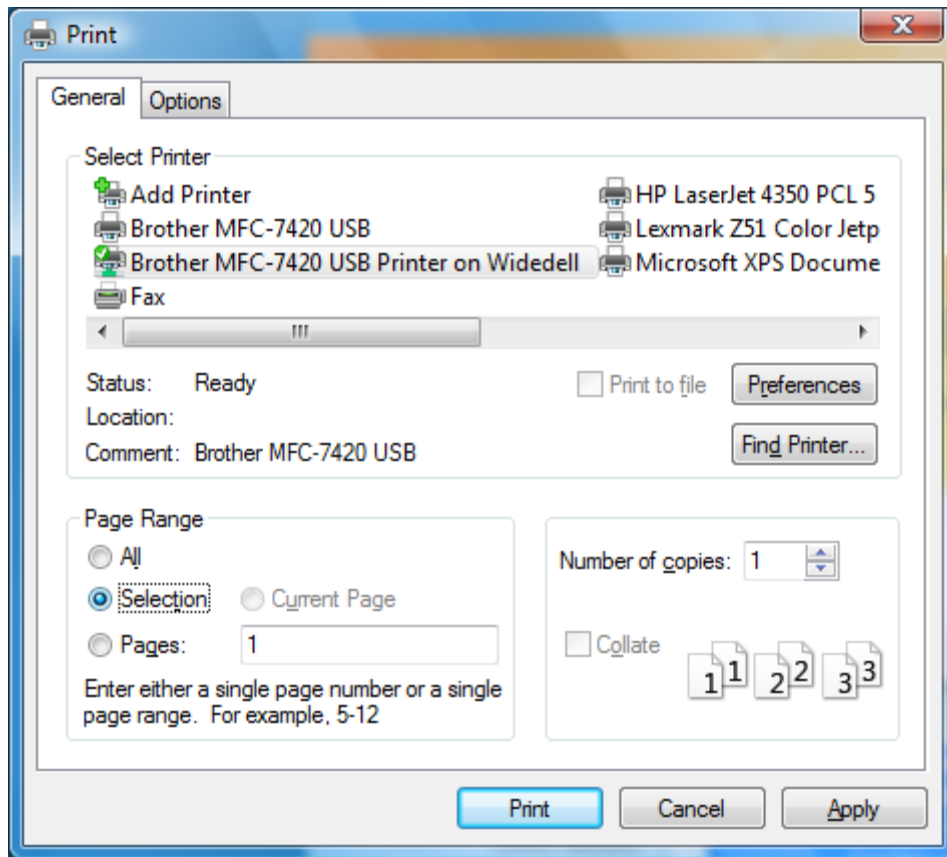


**TIP:** The keyboard shortcut to print a Web page is **Ctrl+P**.

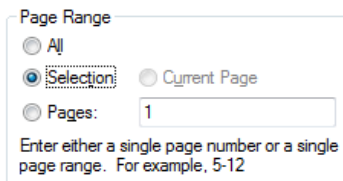
---

## Printing a selected area on a Web page

- To print just a selected area of a Web page first select an area on the Web page by dragging across the area you wish to print with the mouse key pressed down. When you release the mouse key the area you dragged over will remain selected. Click on the **Print** icon.



- Within the **Print Range** section, click on the **Selection** button.

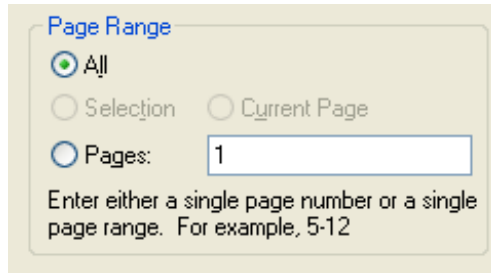


- Click on the **Print** button and just the selected area will be printed.

---

## Printing specific page(s)

- Display a web page that contains a lot of data that will require more than one page to print.
- Press **Ctrl+P** to display the **Print** dialog box. Within the **Page Range** section of the dialog box, enter the pages or page range that you wish to print.

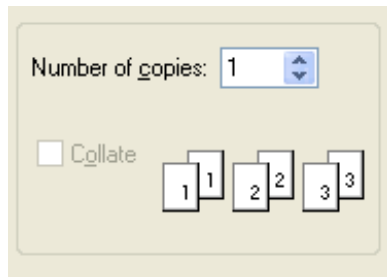


- Click on the **Print** button to print the requested pages.

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## Printing a number of copies

- Display a web page that you wish to print multiple copies of.
- Press **Ctrl+P** to display the **Print** dialog box. Within the **Number of copies** section of the dialog box, enter the number of copies that you wish to print.

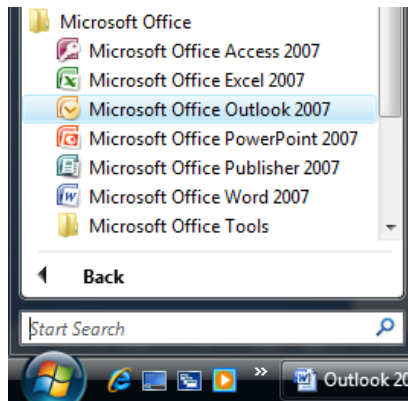


- Click on the **Print** button to print the requested copies.

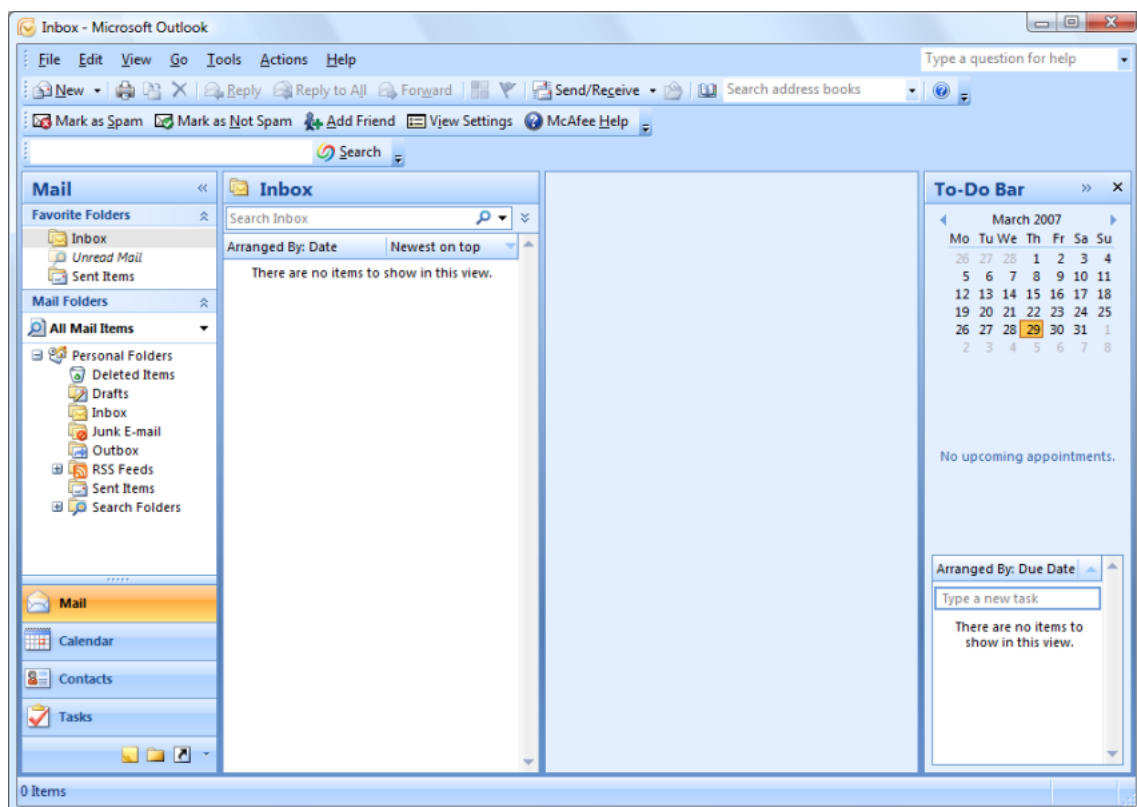
## A first look at Outlook

### Starting Outlook

- Click on the **Start** button and then click on **All Programs**. Click on the **Office Button** and then click on **Microsoft Office Outlook 2007**.



- You will then see the Outlook program window displayed.



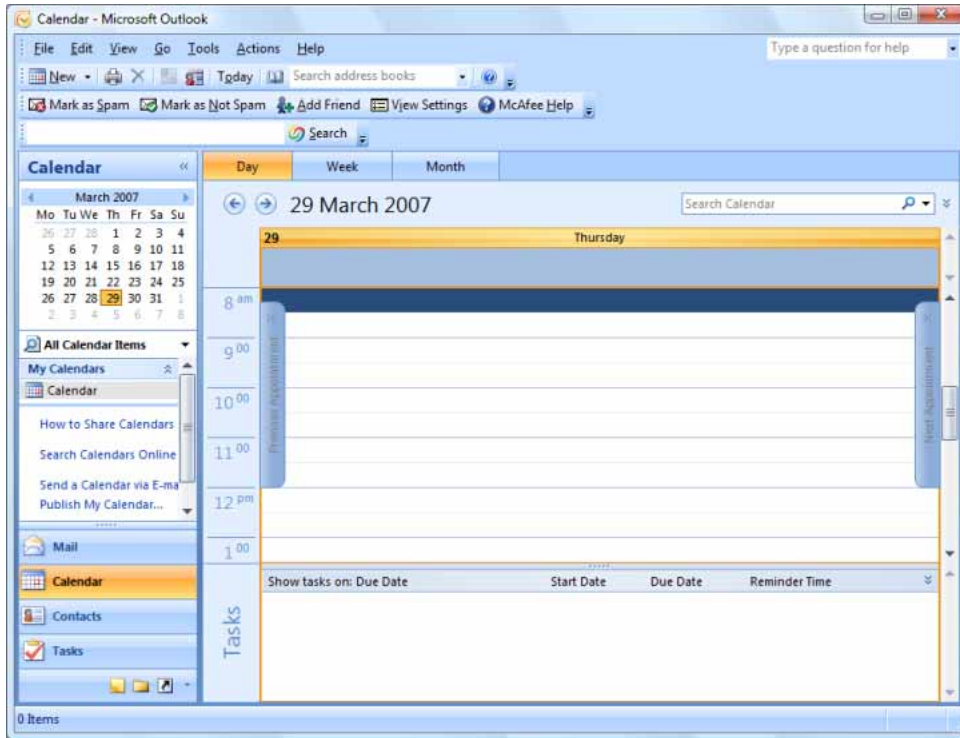
### The Microsoft Outlook Screen

- The Outlook screen has a number of buttons displayed towards the bottom-left of the window. Clicking on these will display screens relevant to **Mail**, **Calendar**, **Contacts** or **Tasks**.

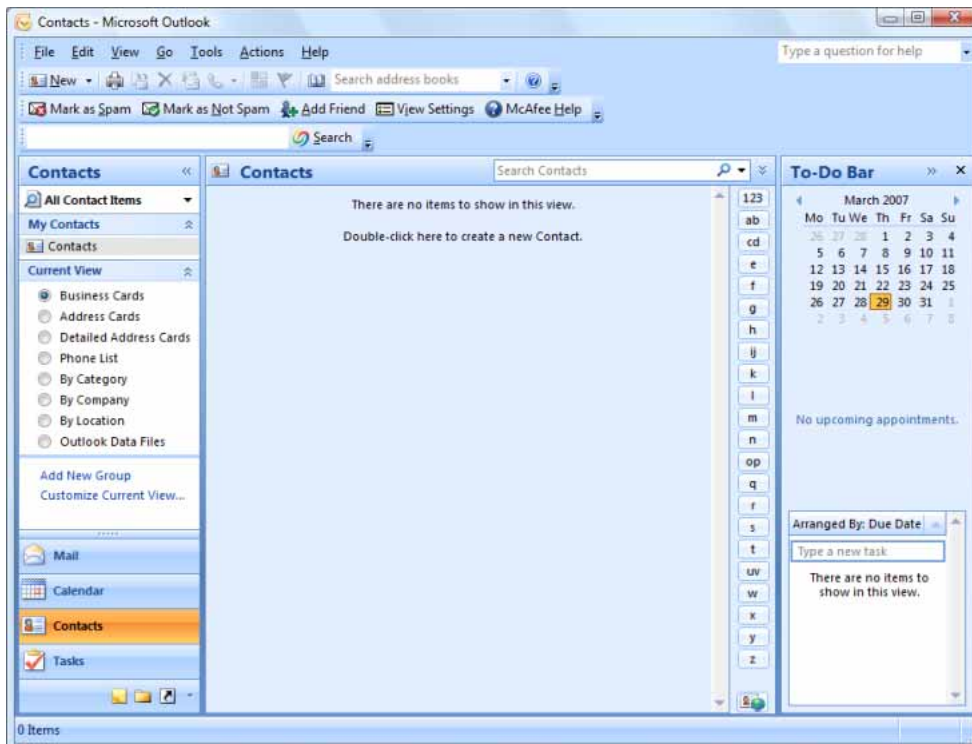




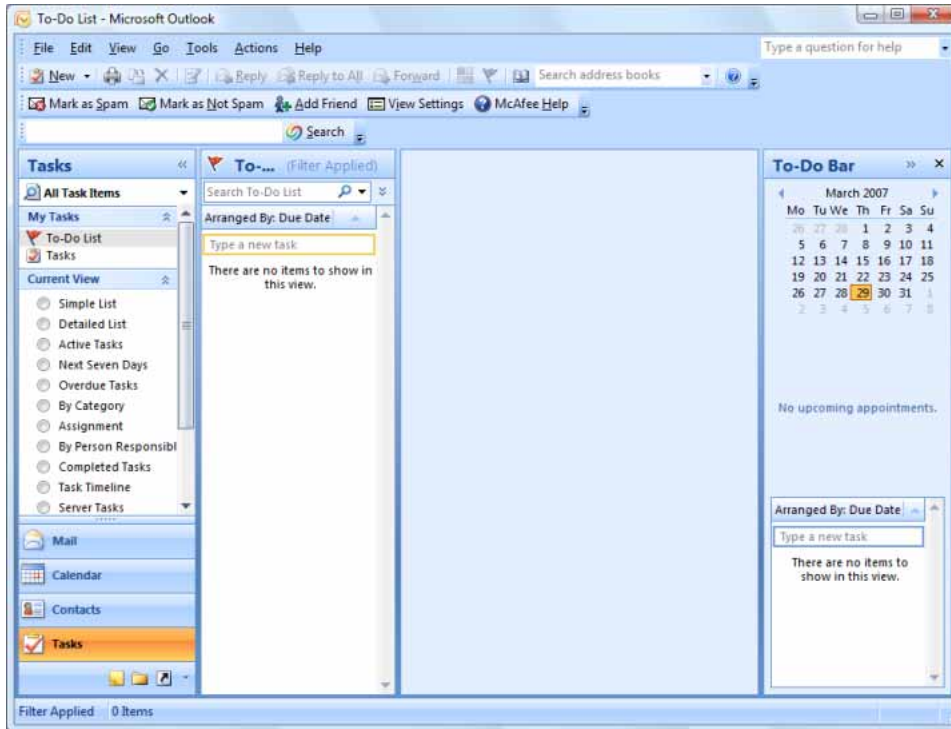
- **Calendar**



- **Contacts**



- **Tasks**

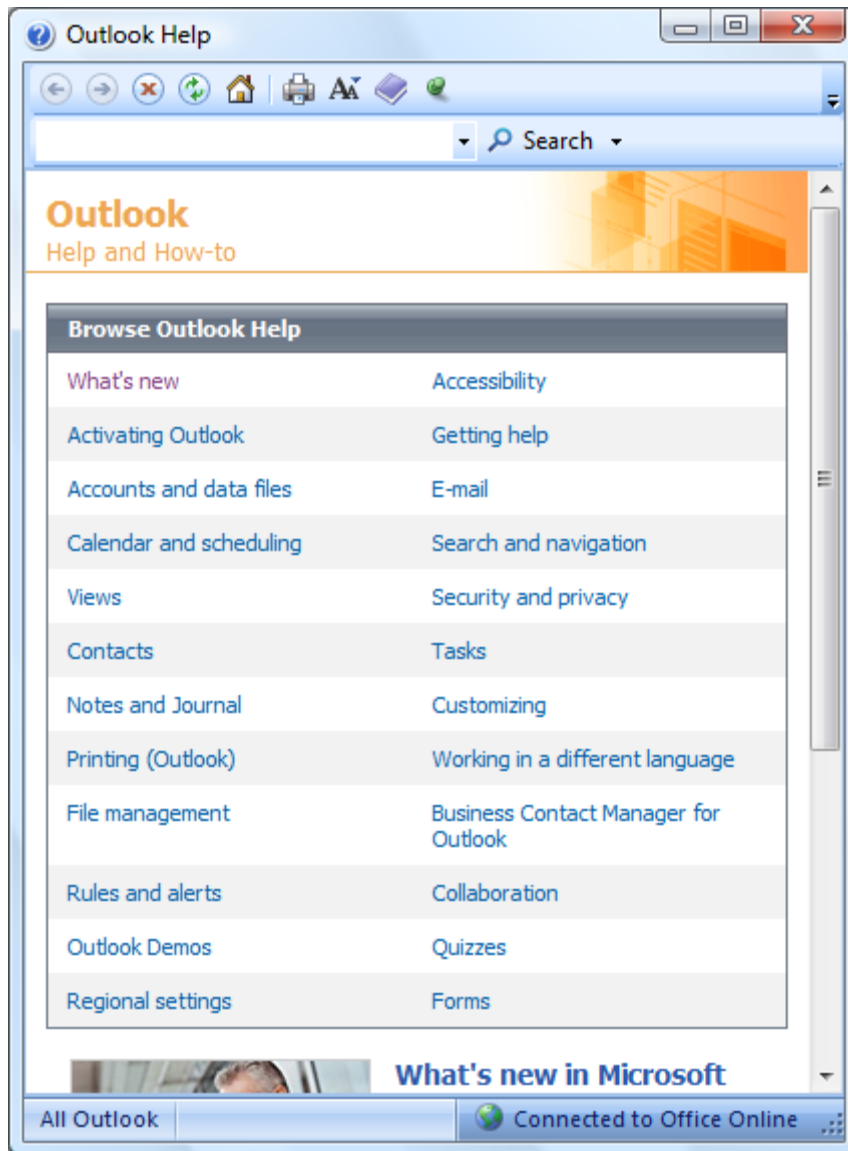


- In this course we will be concentrating on the use of Outlook to send and receive messages.

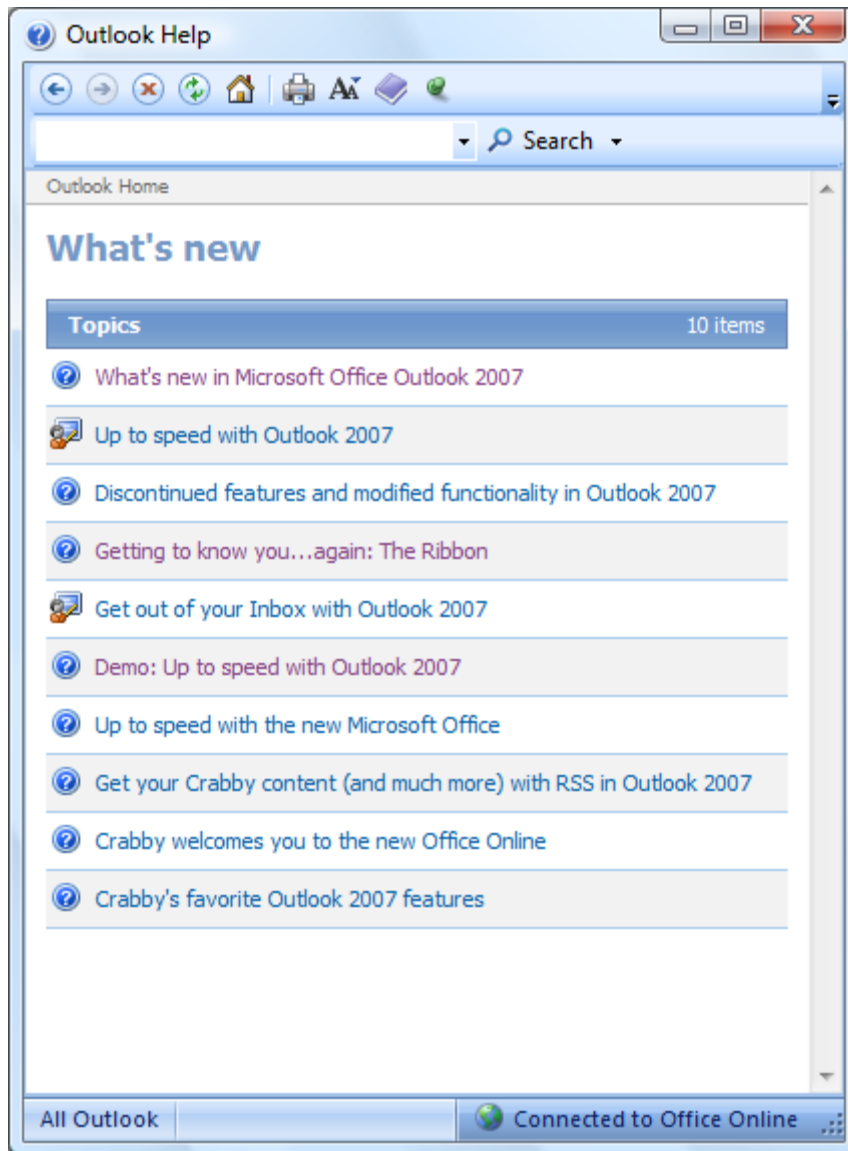
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## Help and Outlook Demos

- When using Outlook you can always press the **F1** key for help. The **F1** key is a function key displayed towards the top-left of your keyboard. This will display the **Outlook Help** window, as illustrated.



- Click on the **What's new** link and you will see the following.



- Click on the **What's new in Microsoft Office Outlook 2007** item and you will see the following.



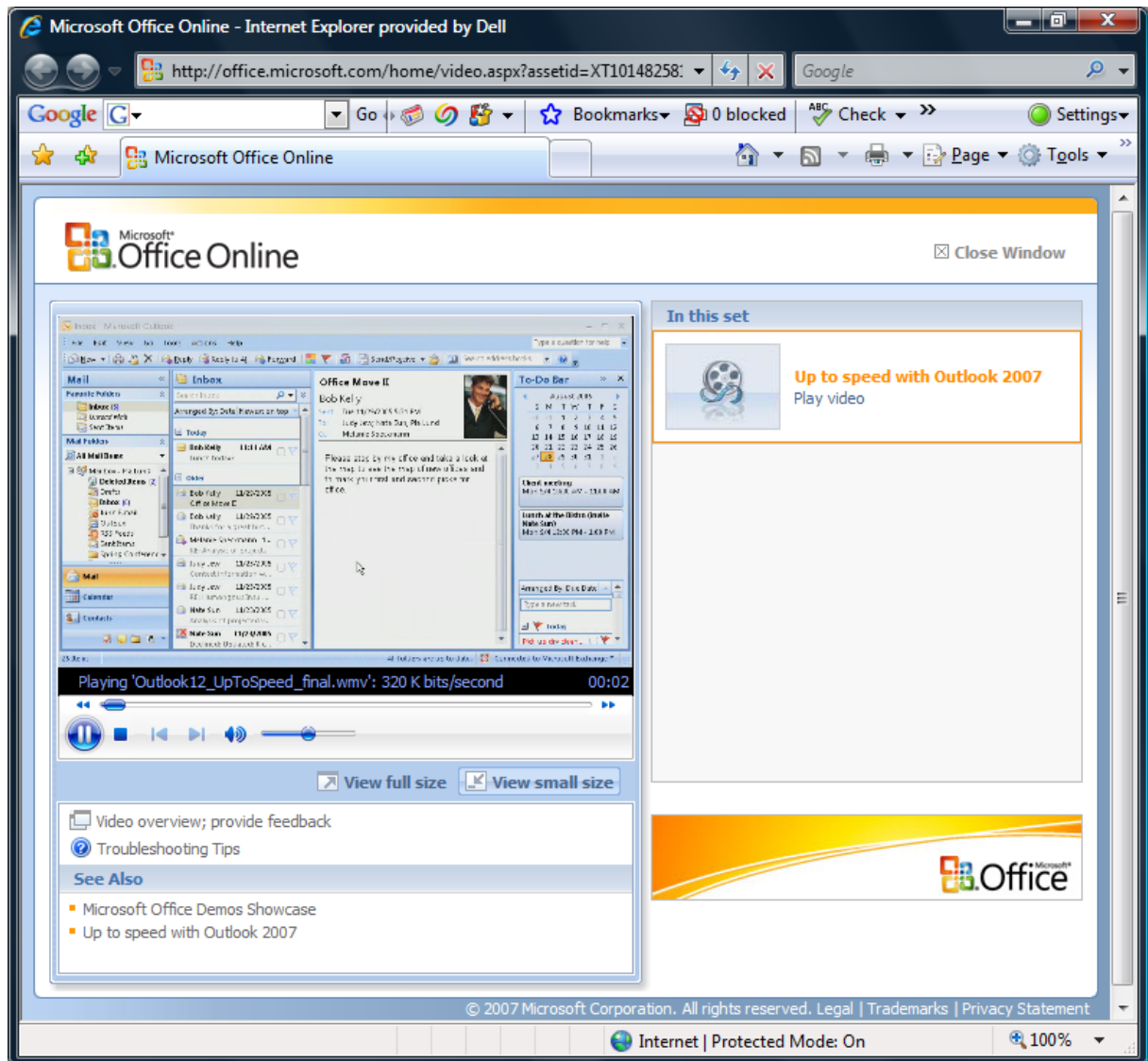
- You can use the vertical scroll bars to display more information further down this window. If you scroll all the way to the bottom of this window you will see the following.



- Click on the item called **Demo: Up to speed with Outlook 2007**. You will see the following displayed.



- Click on the **Play Demo** button. A window will be displayed that contains a short video of the features and benefits of Outlook 2007.



**TIP:** Make sure that you have your speakers turned up so that you can listen to the video commentary (but not too loud to annoy others in the room).

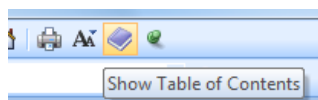
- Close the window containing the video when the video ends.
- You should see that the Help window is still open. Click on the **Back** button a few times (top-left of your window).



- Your screen should look like this again.

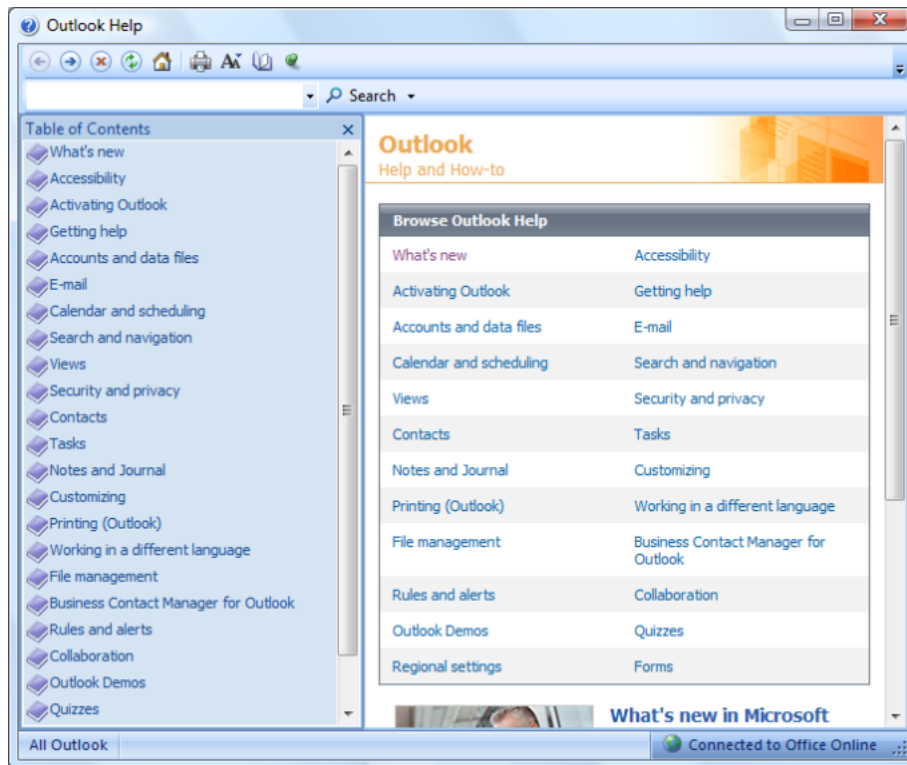


- Click on the **Table of Contents** icon (displayed within the Help toolbar).

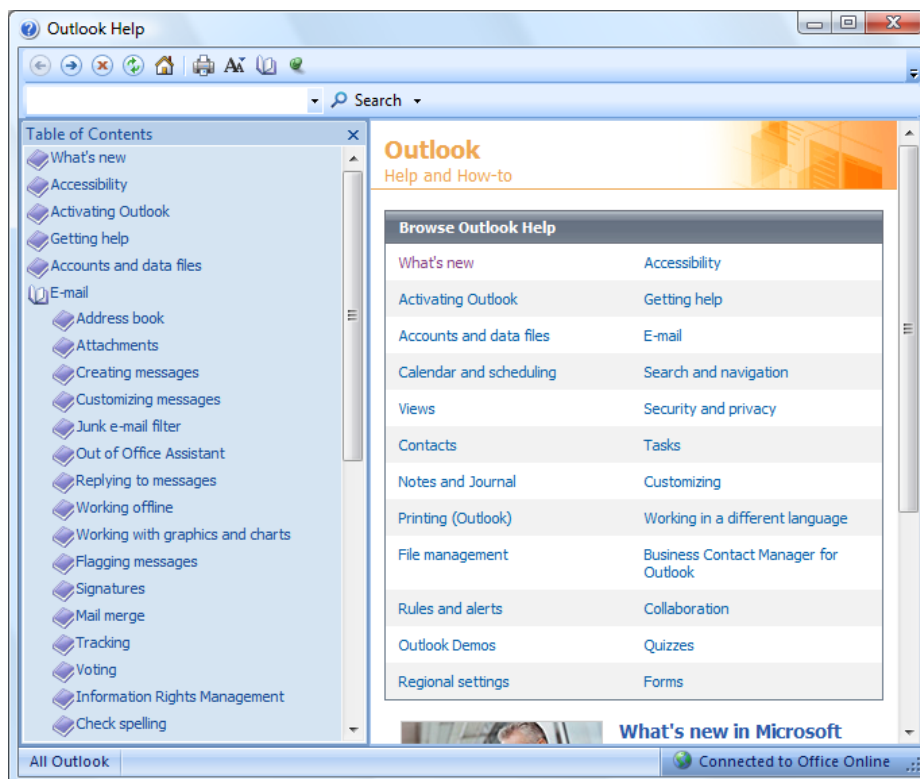


You will see a table of contents displayed down the left side of the Help window.

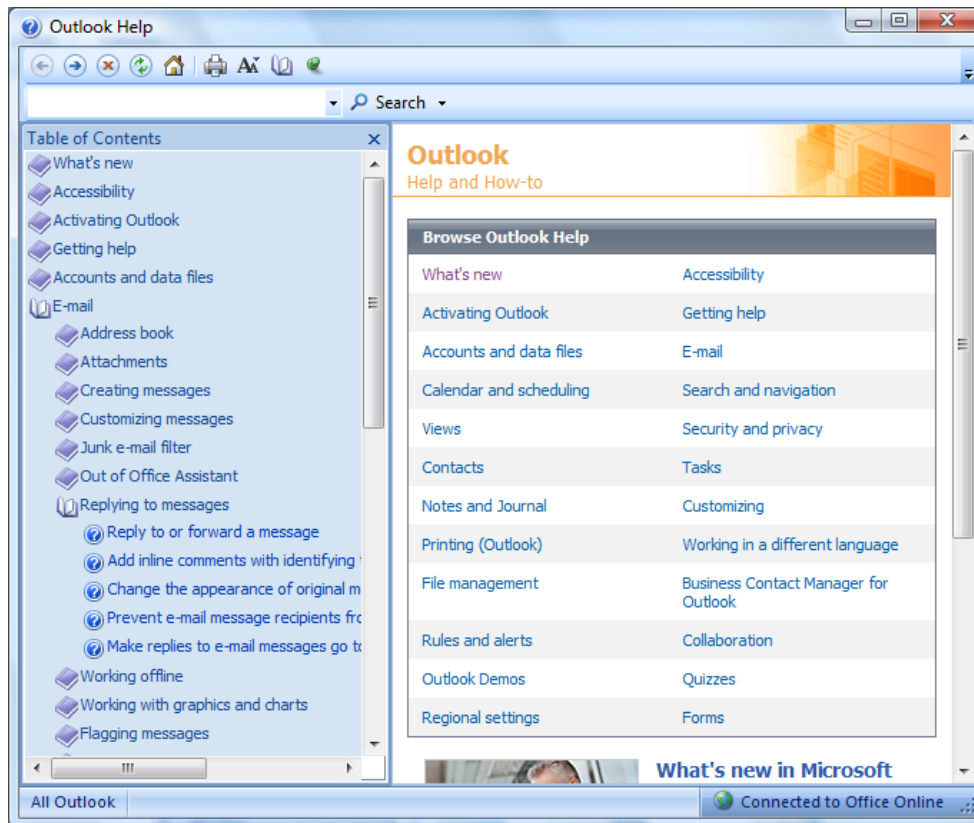




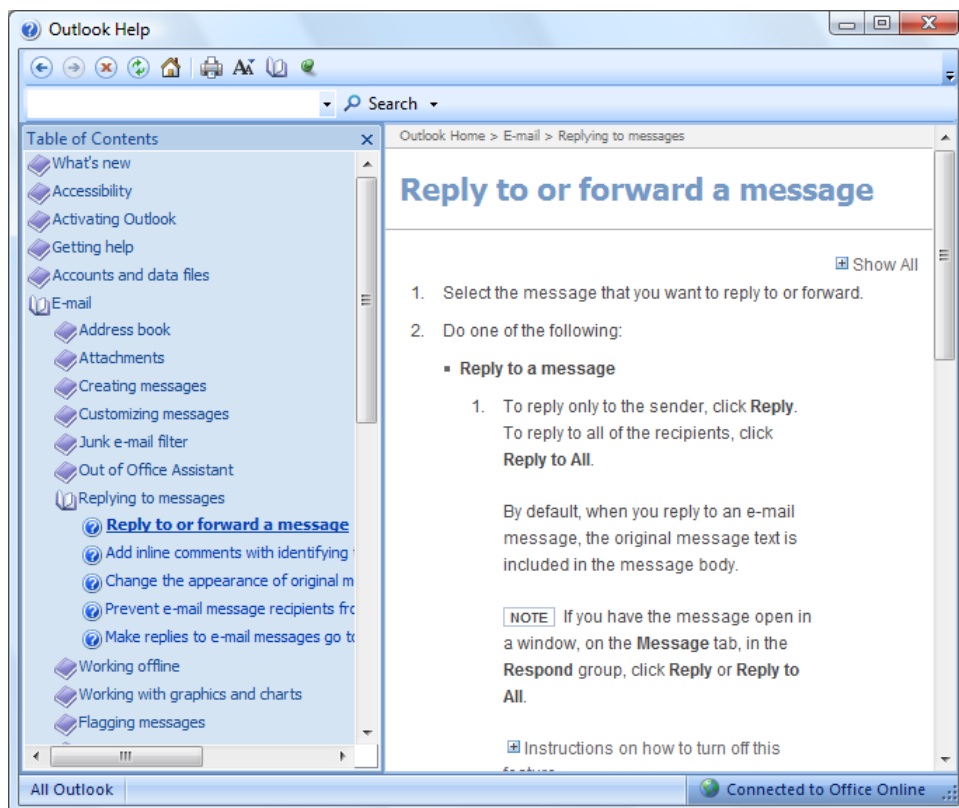
- Within the table of contents click (left part of the window) on **E-Mail**. You will see this item expands to display subjects relating to E-mail.



- Click on an item, such as **Replying to messages**. You will see the following.



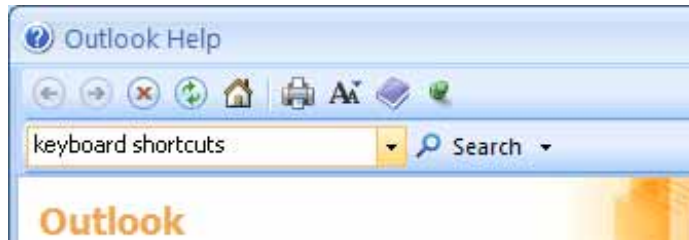
- Click on the **Reply to or forward a message**. You will see detailed instructions about how to replay to a message.



- Have a quick read. Don't worry about the details. The point to remember is that if you need help, press **F1**, and from the table of contents get exactly the answers you need.

## Searching for Help

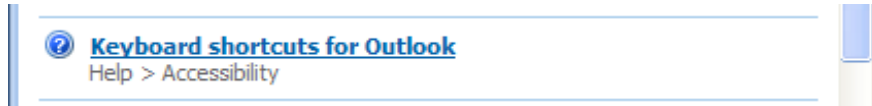
- You can search for help information using the search facility within the Help dialog box. For instance to search for help about **Keyboard Shortcuts** within Outlook, type in the following.



- Press the **Enter** key and you will see the following displayed.



- Click on the item shown below.



- You will then a dialog, similar that that shown below.

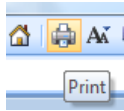


- Click on an item, such as **Basic navigation**. You will then see keyboard shortcuts, relating to basic navigation within Outlook displayed, as illustrated below.



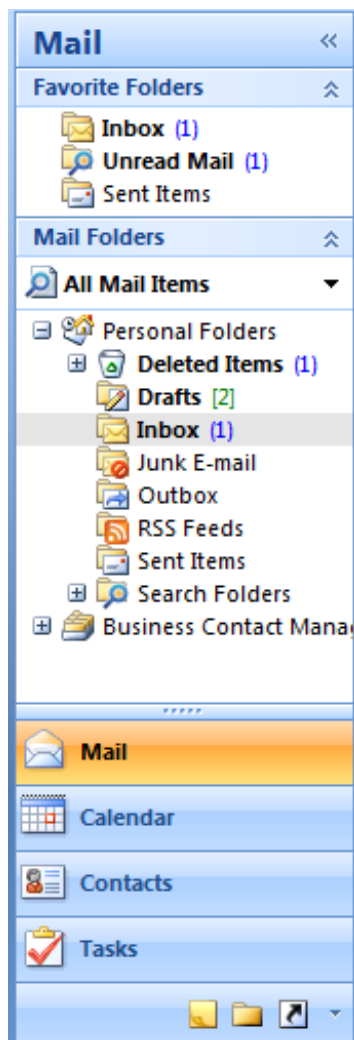
## Printing help sheets

- Once you have found the help you need within the Outlook help, you can click on the **Print** icon within the Help window toolbar. This will print out the help for you and you can keep it in a folder for future reference. Try this now.



## Microsoft Outlook Navigation Pane

- The navigation pane is normally displayed down the far left of the Outlook window.



The navigation pane is used to access the various folders and tabs that together make up the Outlook program.

## Microsoft Outlook Standard Toolbar

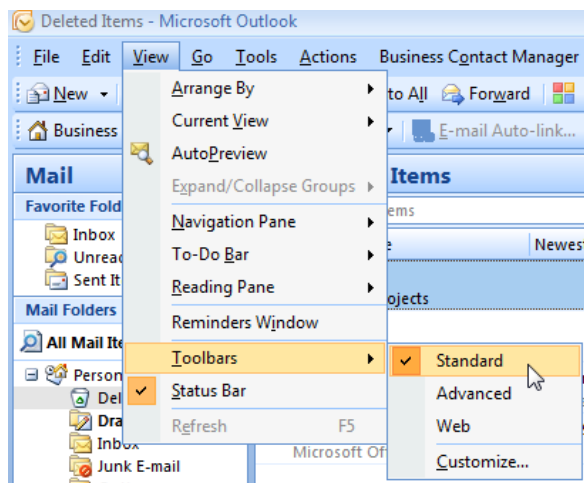
- The Outlook standard toolbar is displayed in the main Outlook window, beneath the menu bar.



The icon displayed on the standard toolbar will vary depending on which of the folders/tabs is currently selected.

## Displaying or hiding toolbars

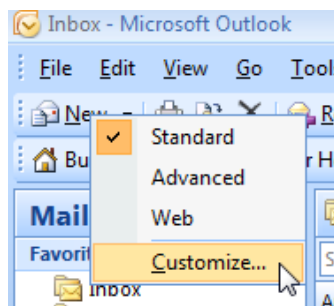
- Click on the **View** drop-down menu and select the **Toolbars** command. Select **Standard** from the sub-menu.



- The standard Outlook toolbar is now hidden from view.
- Repeat the above sets to re-display the standard Outlook toolbar.

## Quick way of displaying / hiding toolbars

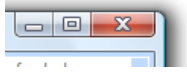
- Right-click on an existing toolbar to quickly display the **Toolbars** menu.



Here you can select which Outlook toolbars should be displayed.

## Closing Outlook

- Close Outlook by clicking on the **Close** icon in the top-right of the Microsoft Office window.



## Terminology & Concepts

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### What is email?

- The word email (also spelt as e-mail) stands for 'electronic mail' and describes the sending of messages over networks. These messages can be just plain text or may contain file attachments such as picture files. Once an email is sent they are stored in electronic mailboxes until the person that you sent the e-mail to, requests to look at new email sent to them.

### The structure of an email address

- Take a typical email address:

**dave-cheltenham@gmail.com**

The first part of the address "**dave-cheltenham**", is the user name and indicates the person to whom the email is addressed.

The "@" symbol marks the end of the user name.

The "@" symbol is followed by one or more sub-domains, separated by periods. In the example above the "**gmail**" is the sub-domain. Sub-domains are registered by organizations or individuals to give themselves an internet identity.

At the very end of the email address is the TLD or Top Level Domain. In the example the TLD is ".com", indicating an international company. There are other TLDs such as ".net", ".org", ".biz" and ".info" designed to help you identify different types of organization.

### The advantages of using email

- **Fast:** One of the great things about email is that you can send messages and files to anyone in the world, almost instantly.

**Mass communication:** You can write one email and tell the computer to send it to lots of different addresses. This is unlike a physically posted item. Spammers can send out 'junk email' to millions of people in one go and this accounts for the 'spam' email that most people get once they start using email. This feature however can also be used legitimately, to mail all the employees within a company or to send out a newsletter to maybe thousands of people who have requested that they receive the newsletter.

**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.

**Worldwide 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.

**Web-based Email:** Many email providers now offer a web-based interface for accessing your email. This enables you to access your message from any web enabled PC or device without the need to install software.

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## 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 organization.

**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!

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## Spam or Unsolicited Email

- Spam is the bulk sending of unsolicited and often fraudulent email messages, normally trying 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.

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## Viruses

- 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. Even pictures can contain virus like code.

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## Phishing

- Phishing refers to efforts to trick you into revealing your personal or financial information. This is often done by sending out millions of emails at random claiming to be from your bank or similar organizations and then requesting that you update your details, using a link provided within the email. When you click on this link you are taken to a web site that looks just like the real thing but is in fact a copy of a banks web site. When you type in your details, you have just given the information to criminals who will use that information in identity theft related crime.
- Be careful of emails claiming to be from financial institutions or popular web sites instructing you to click on a link and login. Often the link points to a clone of the legitimate web site which is under the control of criminals. Should you click on the link & log into the fake site you will have inadvertently given your password details away. Never click on a link in an email, to be safe open your web browser and type in the address for the web site, this way you can be sure that you are viewing the legitimate site.

Modern web browsers such as Internet Explorer 7+ or Mozilla Firefox 2+ have anti-phishing features that will display a warning if you visit a web site that has been identified as fraudulent.

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## Digital signatures

- 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 that 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.

## SMS (Short Message Service)

- Commonly known as 'texting'. SMS allows you to send and receive text messages between mobile (cell) phones.

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## Voice over Internet Protocol (VoIP)

- Voice over Internet Protocol, (VoIP pronounced voyp), is a technology that allows you to talk with other people via the Internet. You can talk for free to other people using VoIP on their computers. You can even make calls to real telephones at a much cheaper rate than normal. This system is ideal when you need to make a lot of long distance or international calls. You can use VoIP by just installing a microphone and headset, or you can purchase a special VoIP compatible phone, which will normally plug into one of the USB sockets on your computer. A well known VoIP product supplier is Skype, who produce a range of excellent phones.



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## Benefits of VoIP

- Inexpensive long-distance and international calls compared to traditional phone systems.
- You can search for contacts, worldwide.
- You can combine speech with video when you use a Webcam.
- Portable, people can contact you on the move as long as you have an Internet connection. This is especially useful when travelling internationally, as international calls using mobile (cell) phones are very expensive.

**WARNING:** A VoIP phone is not suitable for making emergency calls. If your computer is unavailable you may not be able to use the VoIP phone.

Also the voice quality may be worse compared to using a traditional phone.

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## Instant messaging (IM)

- Instant messaging (IM) provides a mechanism for real-time communication between two or more people sending text messages via their computers. This is different from sending an email which once sent may be read sometime later by the person you sent the email to.
- Some types of instant messaging software let you speak rather than having to type your messages. You can use your web cam so that you can see the person you are talking to.

## Benefits of IM

- There are many benefits including:

### **Real-time communication:**

Unlike leaving an email, IM allows you to communicate in real time and have a two way conversation.

### **Knowing whether contacts are online:**

Unlike when sending a email, you can see if the person you what to send the message to is online or not.

### **Low cost:**

Compared to tradition phone calls, IM is very cost effective, especially when combined with the flexibility of use and additional features compared to a traditional phone call.

### **Ability to transfer files:**

As well as sending text message you can attach files including pictures, sound, video and other files.

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## Online (virtual) communities

- It is important to understanding the concept of online (virtual) communities. These can take many forms including:
  - Social networking websites
  - Internet forums
  - Chat rooms
  - Online computer games

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## Social networking websites

- These sites allow you to link up with other people, to share news, experience and gossip. Some such as 'Friends Reunited' are specifically designed to let you find friends that you have lost contact with.

- MySpace

Australia **myspace** a place for friends..

Privacy | Help | SignUp

MySpace Search powered by Google

Home | Browse | Search | Invite | Film | Mail | Blogs | Favourites | Forum | Groups | Events | MySpace TV | Music | Comedy | Classifieds

**Cool New Videos** 73,193 uploaded today!

Microphone Check?? Not Risk  
Shaolin Monk Demonstration CT  
Vibrating Cat Freak Out Plus SeeBeau  
Daft Bodies BAlrm

Blogs  
ChatRooms  
Classifieds  
Comedy

Events  
Filmakers  
Horoscopes  
Impact NEW!

Mobile  
Music  
MySpaceIM

MySpace TV  
Profile Editor  
Tickets NEW!

**WWW.MYSPACE.COM/IMPACT**

**Member Login**

E-Mail:   
Password:   
 Remember Me  
LOGIN SIGN UP!

Forgot your password? Login Trouble?

**Find Your Friends on MySpace**

✓ Check your [Gmail](#), [Yahoo!](#) and [AOL](#) contacts and find them on MySpace!

**Cool New People**

Stegs luke Matthew

MySpace Music [more music]

Incognito - elevenseven

- BeBo

bebo EXPLORE

SEARCH powered by Yahoo! SEARCH SIGN UP LOGIN

THE GAP YEAR

Bebo is a social media network where friends share their lives and explore great entertainment. Get started by [signing up](#).

What's Hot? Explore the new Bebo  
Video Music Authors

Video

Opera sports  
Sumo.TV  
Acoustic  
Guzanne Vega live  
Music Nation

Here are a few music videos that showcase the talent on Music Nation.

**Login** Last Password:

Email or Username Password  
 Automatically for 2 weeks LOGIN

SIGN UP

Advertisement

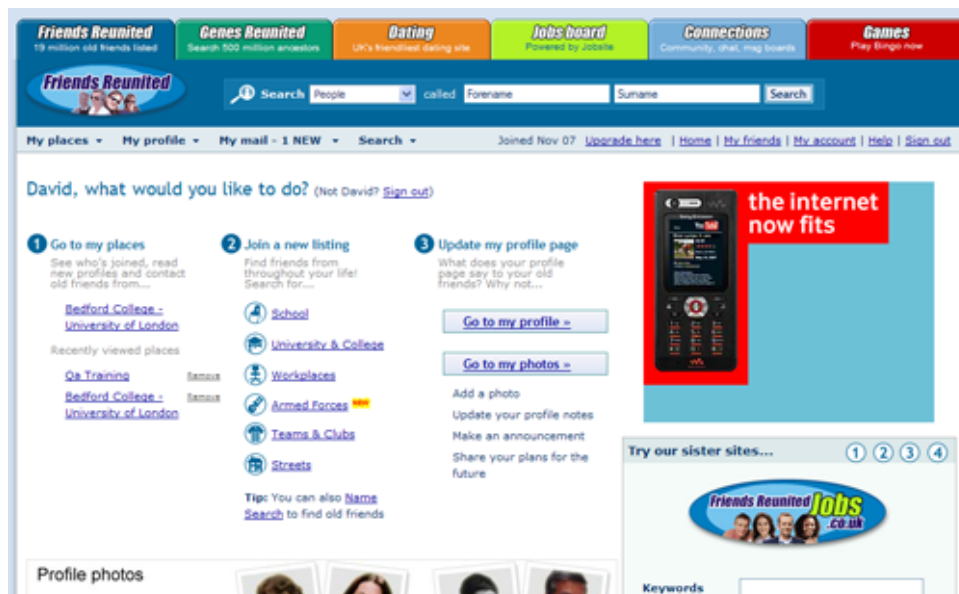
**LOVE MATCH**

ENTER YOUR NAME  
& YOUR LOVER'S NAME

Calculate your love

What's Cool

- **Friends Reunited**



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## Internet forums (message boards / discussion boards)

- An Internet forum is a web based application that lets you join in online discussions. You can post your views or comments for all in the forum to see and react to. Try searching the Web for information on message boards and you will find that there is a discussion for you, whatever your interest!

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## Chat rooms

- The term 'chat room' has had a lot of media attention over the last few years. The term has evolved to include any web based mechanism to share your news with other on the web. The communication is in real time, i.e. you can talk to other individuals, rather than leaving messages. Try searching the Web for more information and examples.

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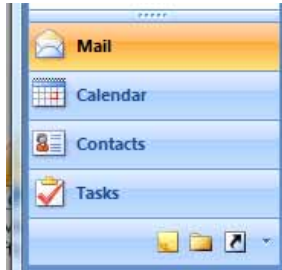
## Online computer games

- Online games are games that are access and played via the Internet. In many cases you can play against other people. Try searching the web use the phrase 'online computer games' and you will find lots of sites you can access.

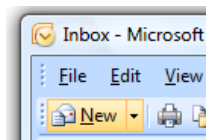
## Sending Messages

### Creating and sending your first email

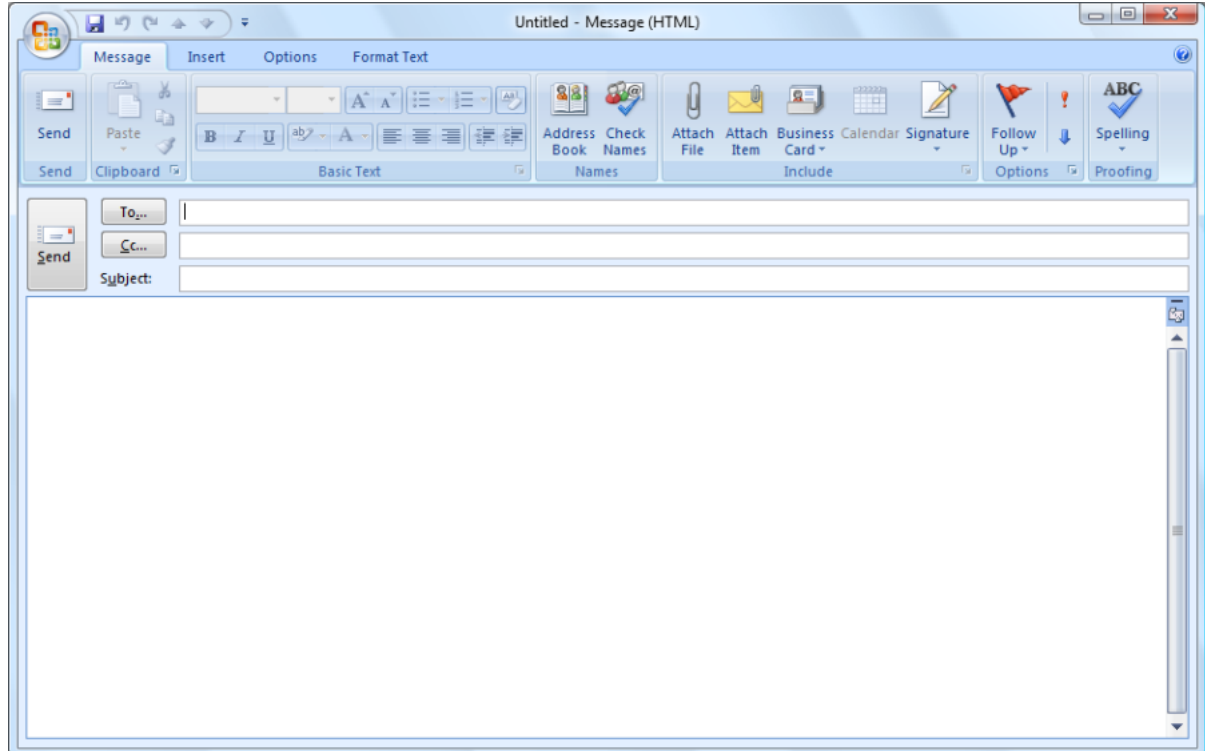
- Start the **Outlook** application.
- Click on the **Mail** button (towards the bottom-left).



- Click on the **New** button on the toolbar.

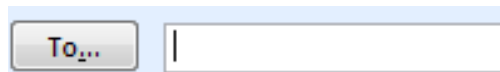


You will see the **Message** window displayed, as illustrated.

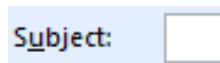


- First you need to enter the email address of the person you are sending the email to, in the **To** section of the window. Your tutor should have given you a list of

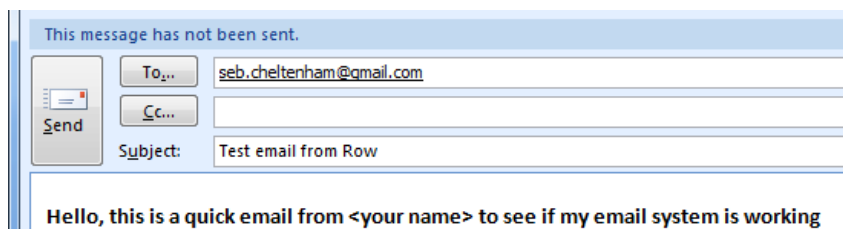
email addresses of the other people taking this course. Enter the email address of one of these people.



- Next you need to click within the **Subject** box and type in a title for your email. Type in any title you want such as **Message from <your name>**.



- We are now ready to type out the body text for your email. Click within the white area of the window and you will see the Insertion point indicating that you can type your message. In this case type in any message you want. Keep it short as this is just a test email to see if you can send messages. Use a message such as **'Hello, this is a quick email from <your name> to see if my email system is working'**



- Click on the **Send** button.



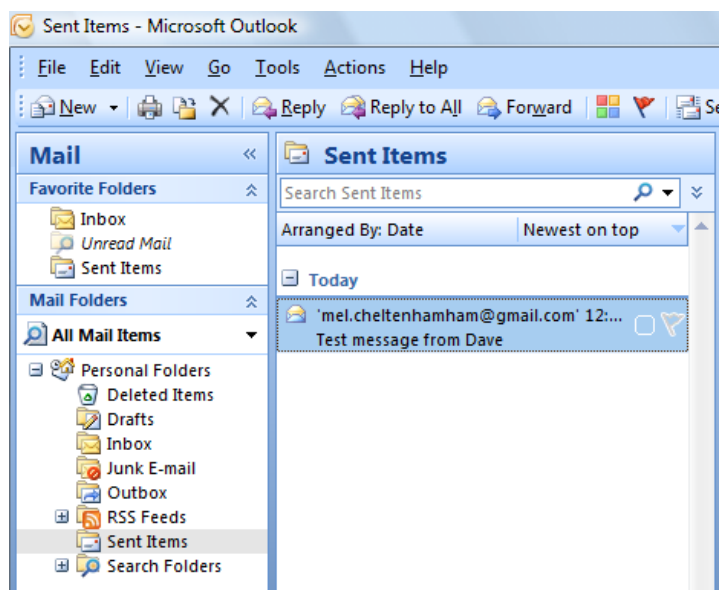
- That was it. You have just sent your first email. As you can see using Outlook is really simple, in fact easier than writing a traditional letter and a lot faster to deliver.

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## Checking that your email was sent

- Click on the **Sent Items** icon and you will see that the email has been sent as expected.





**TIP:** If you do not see an item listed here, wait a short while and see if it appears. If you do not see it, try clicking on the **Outbox** icon and see if the item is waiting to be sent. It should disappear from the **Outbox** and then appear in the **Sent Emails** box. If you are still having problems, seek help from your tutor now.

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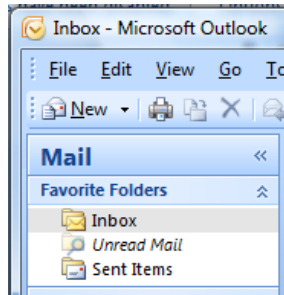
### Sending emails to more than one person at a time

- It is very easy to send your email to lots of people at the same time. Click on the **New** button again. Click on the **To** box and type in the first email address from the list your tutor has supplied. Then type in a comma and type in the next email on the list (with no spaces). Carry on typing in the entire list of email addresses, remembering to place a comma before each email address that you type in.
- In the **Subject** field, type in a subject for your email (anything will do).
- In the body text area type in a short message.
- Click on the **Send** button and the same message will be sent to everyone on your list.

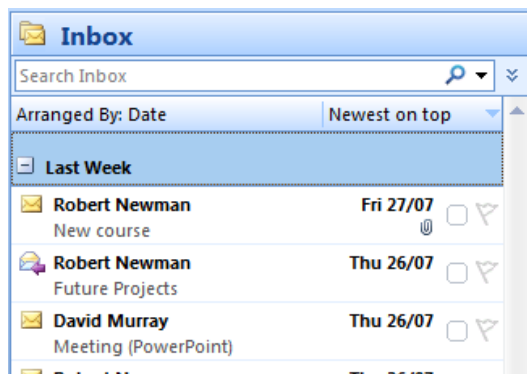
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### Receiving emails

- The rest of the class has now sent you an email. Each email will have a different subject and different message content. To see what messages you have received, click on the **Inbox** icon. If you can't see any new messages, press the **F9** key to force Outlook to retrieve new emails.



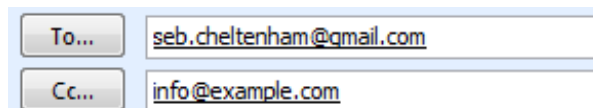
- The emails that you have received will be listed in the message list to the right of the navigation pane.



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## Sending a copy of a message to another address

- To send a copy of a message to another email address, type the address into the Cc (Carbon Copy) field.



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## 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 a copy of the message.

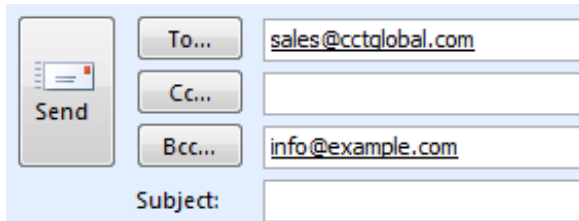
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## Sending a copy of a message to another address using blind carbon copy

- Whilst composing your email in the Message window, display the Bcc field by clicking on the **Options** tab selecting the **Show Bcc** icon from the **Fields** section of the ribbon.



- Type the address of the person you wish to receive the blind carbon copy into the **Bcc** text box.

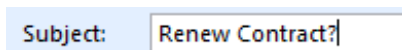


- In the example above the message is addressed to **sales@cctglobal.com**, in addition a copy of the message will also be sent to **info@example.com** without the knowledge of the other recipients.

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## Setting the message subject

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

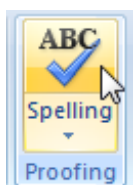


The message subject should be short but informative. The recipient of the email should be able to get a good idea of the content of the message from just looking at the subject line, this makes managing large volumes of emails much less time consuming.

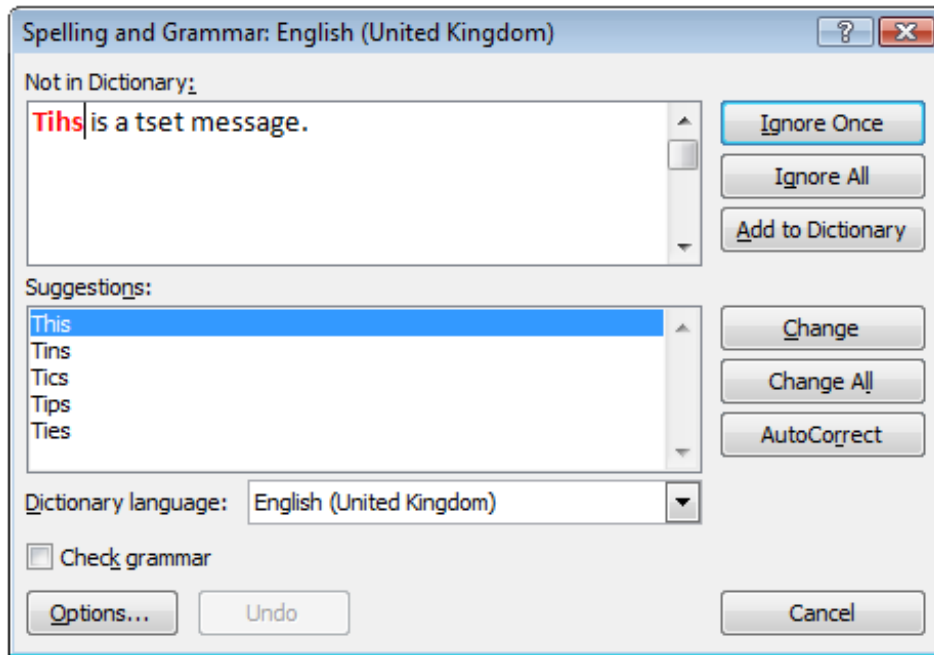
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## Spell checking your message

- Display the **Message** ribbon and click on the **Spelling** icon, or press the **F7** key.

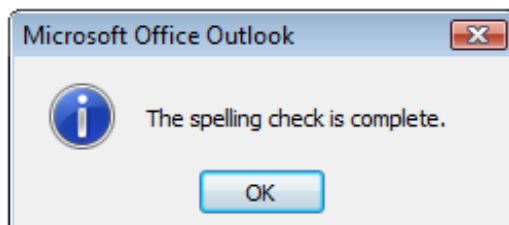


- Outlook will now check the spelling of your message. If an incorrectly spelt word is encountered the **Spelling and Grammar** dialog box will be displayed.



The incorrectly spelt word is displayed in red, Outlook suggests correctly spelt words from its dictionary.

- Select the correct spelling from the list of suggested words and click on the **Change** button to correct the word.
- When Outlook reaches the end of your message the following dialog box is displayed.



- Click on the **OK** button to close the dialog box and finish the spell checking session.

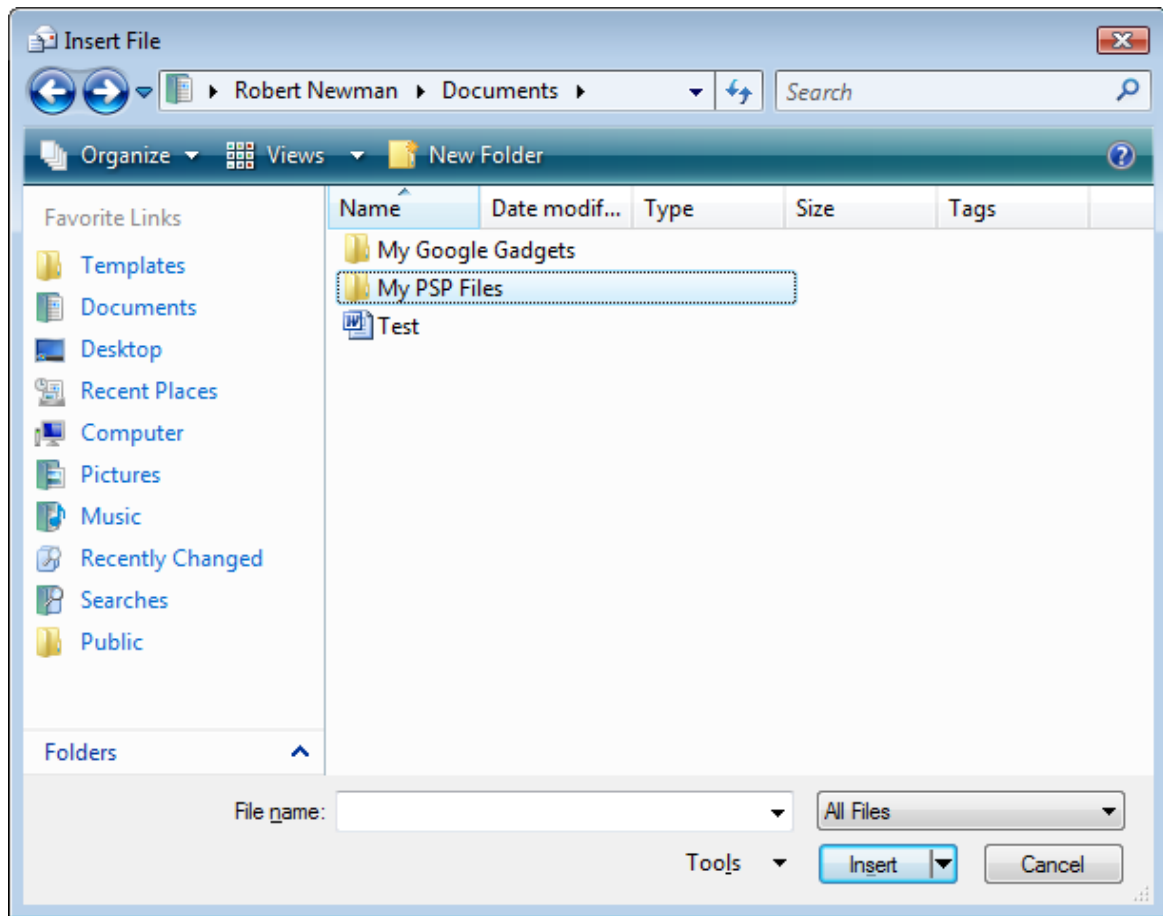
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## Attaching a file to a message

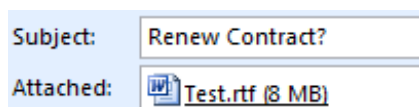
- Display the **Message** ribbon and click the **Attach File** icon from the Include section.



- Outlook will display the **Insert File** dialog box, locate and select the file you wish to attach to your message.



- Click on the **Insert** button. The **Insert File** dialog box will close, the attached file will be shown below the Subject field.

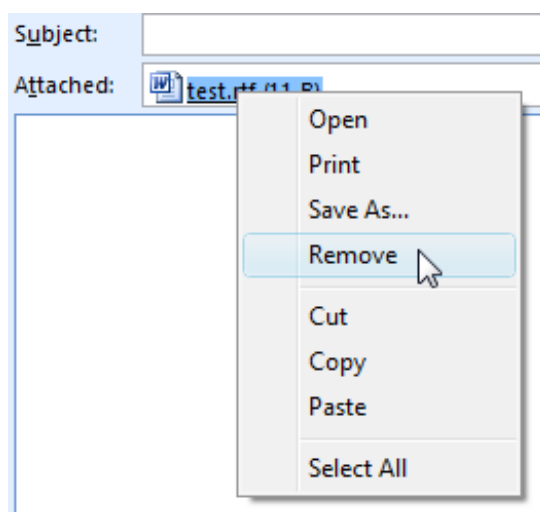


- When attaching files to emails be aware of the file size. In general, messages travelling across the internet with files greater than 5 megabytes in size attached are likely to be returned undelivered. Certain files types such as Windows executable (.EXE) files may also be rejected as they are common carriers of viruses or malware.

---

## Deleting an attached file from an outgoing message

- Attached files are displayed below the **Subject** field. To delete an attached file, right click on the file you wish to delete to display a popup menu.



- Select the **Remove** command. The file is no longer attached to the message.

---

## Issues when sending file attachments

- There are a number of issues to consider such as:

### File size limits:

If you attach a file of a certain size, then the coding necessary you attach the file to the email will make the file size of the attached file larger than the original file size.

Many email system will set limits on the size of email attachment that they will accept. These limits differ from one system to another. Also remember that the larger the attached file that longer your email will take to be delivered.

### File type restrictions:

Many email systems will block attached files if the attachments is an executable file. This is because many virus and other malicious software types are spread through the emailing of attached executable files. Even if you can attach an executable file, do not be surprised if the email is rejected by the email software of the person you are sending the file to.

### Do not send to many attachments at the same time:

Send a lots of simultaneous attachments (such as photographs), may exceed file size attachment limits.

### Netiquette:

Remember do not send large file attachments to people who are not expecting them.

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## Setting message importance (message priority)

- Display the **Message** ribbon. Use the icons in the **Options** section to assign importance to your message.



High Importance.

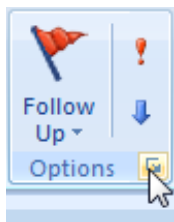


Low Importance.

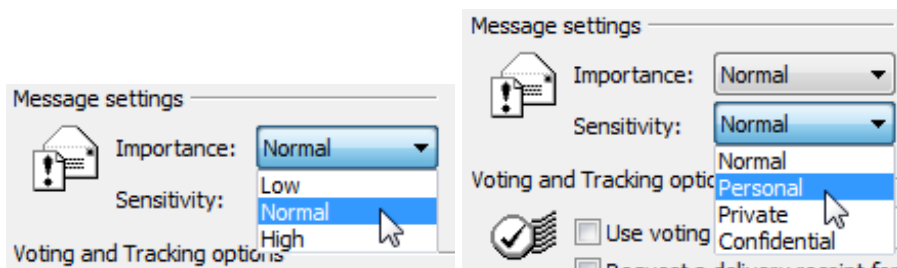
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## Setting message sensitivity

- To set the sensitivity of your message, click on the Message Options dialog box launcher icon as shown.



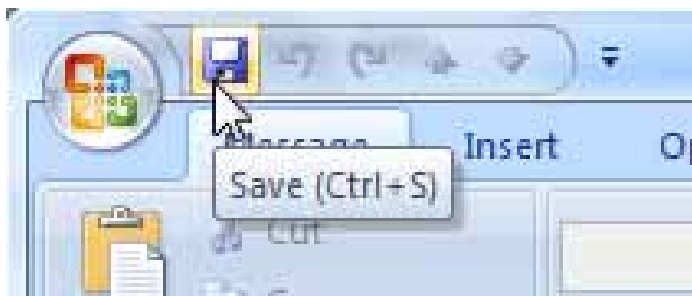
- The **Message Options** dialog box will be displayed enabling you to set the **Importance & Sensitivity** options.



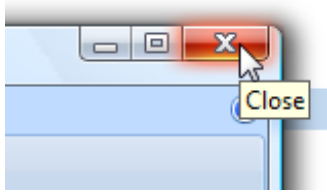
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## Saving a draft copy of an e-mail

- It is possible to save an email that you are currently writing to be completed and sent at a later time.
- To do this, simply click on the **Save** icon, displayed beside the **Office Button**.



- You may now close the **Message** window by clicking on the **Close** icon.



- The message will be saved into the **Drafts** mail folder. To resume editing the message open the **Drafts** mail folder and double-click on the message.



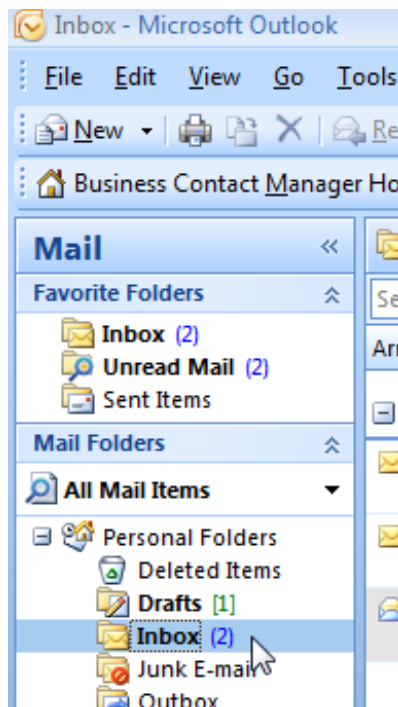
## Receiving, reading and replying to messages

### The Inbox Folder

- The Inbox Folder is where you view & reply to email messages that you have received.

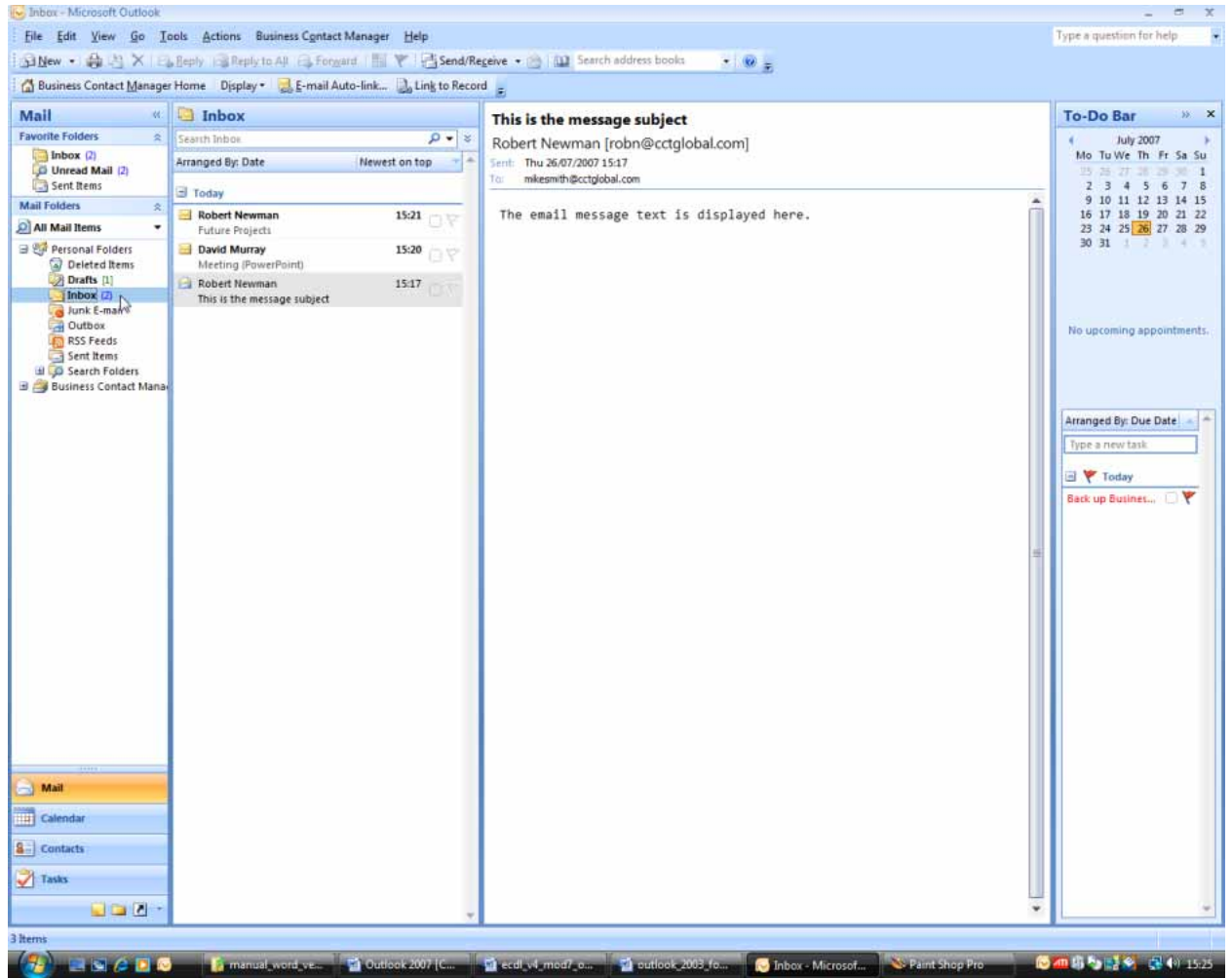
### Opening the Inbox folder

- To open the Inbox Folder, click on the word **Inbox** displayed in the navigation pane to the left of the Outlook window.



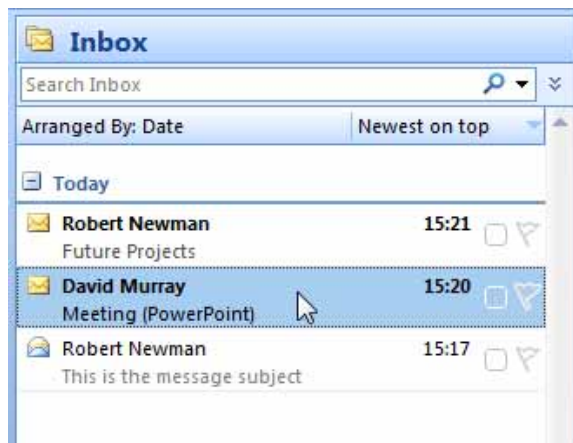
### The Inbox screen

- By default the Inbox screen is displayed as below. The navigation pane is on the far left with any message contained within the Inbox listed beside it. To the right of the message list is the reading pane; the contents of the message is displayed here.

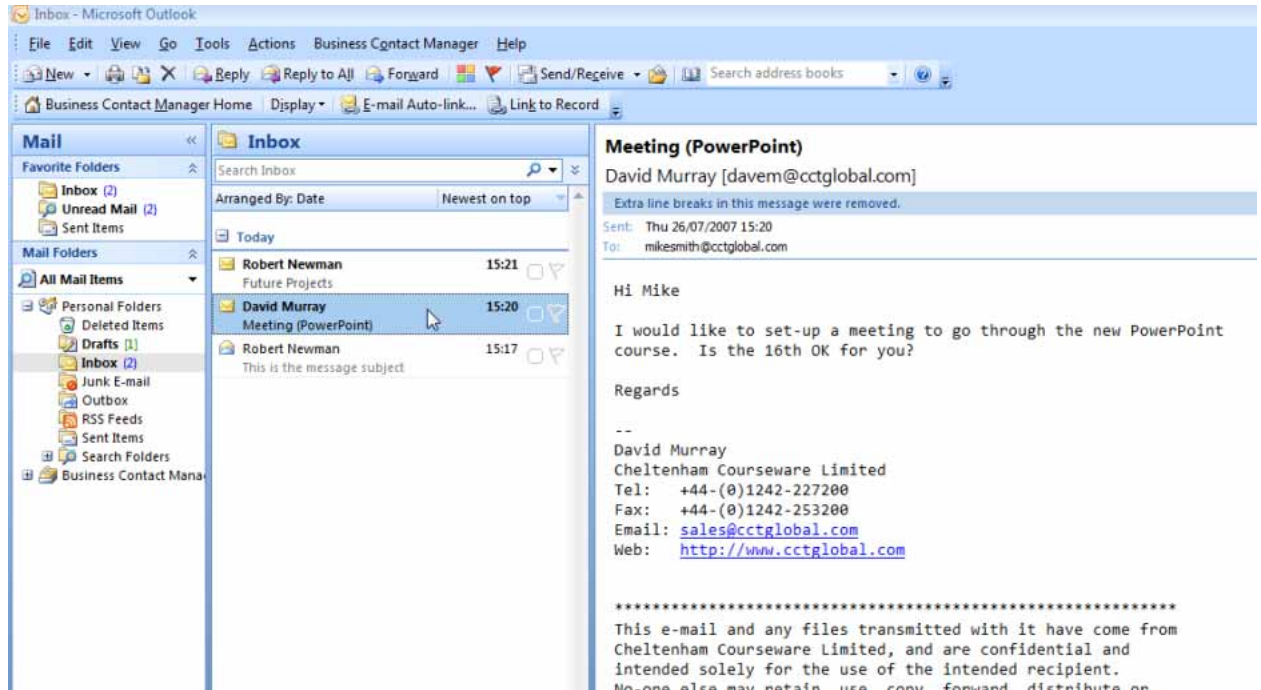


## Selecting a message

- To select a message, click on the message in the list.

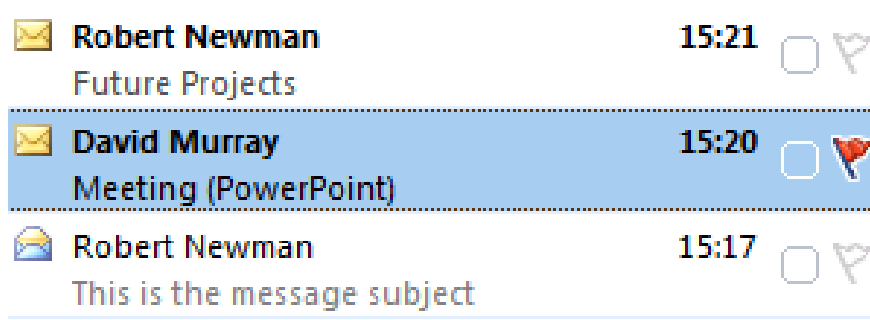


- Once a message is selected, the contents of that message will be displayed in the reading pane.



## Message Status icons

- Messages have icons associated with them to help you manage your emails.



A closed envelope means that the message has not been read.



An open envelope is displayed next to a message that has been viewed.

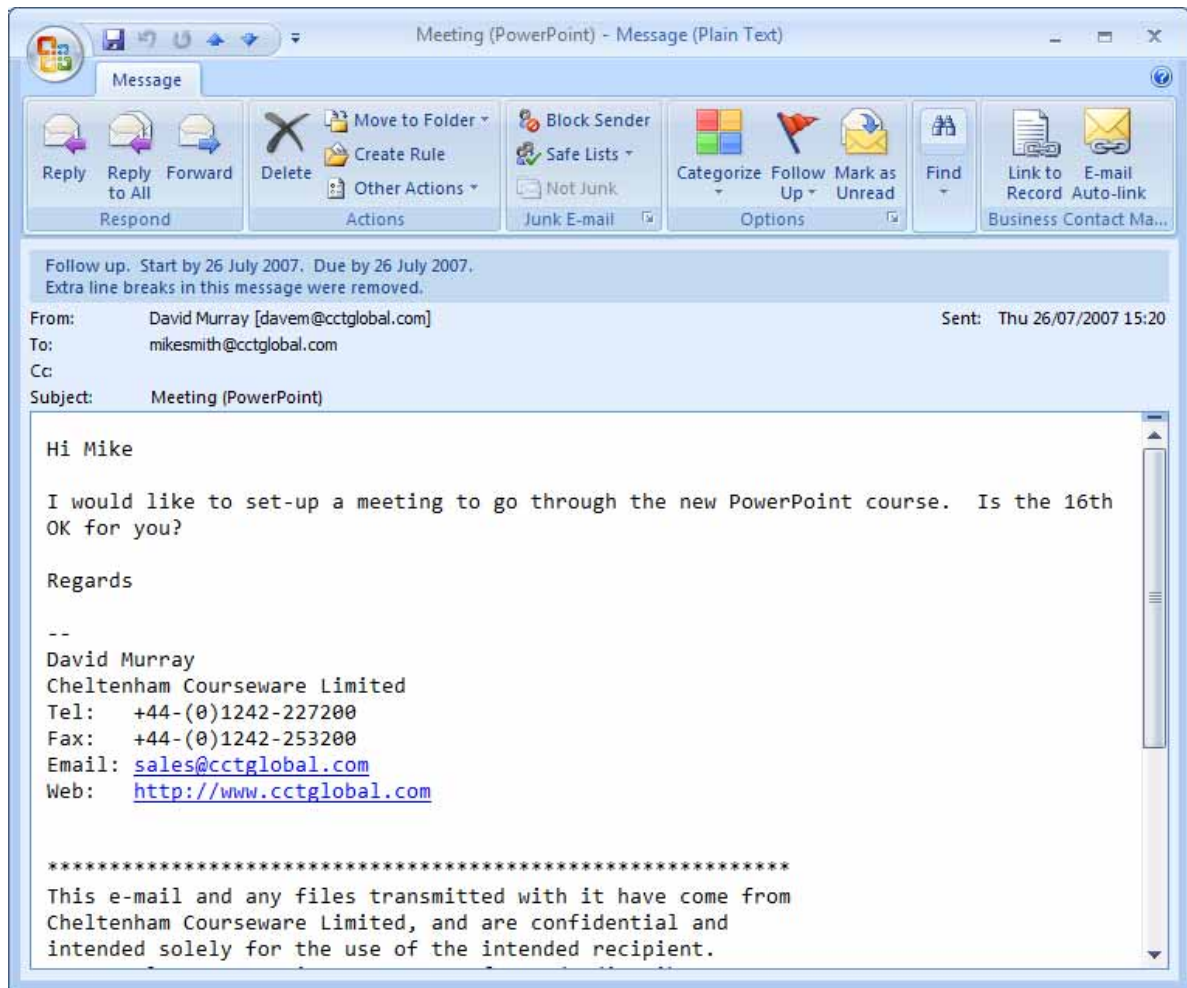


You can attach flags to messages that you need to revisit at a later date. We will see how to do this later.

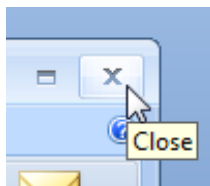
## Reading a message

- Sometimes it is more convenient to view a message in a separate window; this allows you to have multiple messages on view simultaneously. To do this double

click on the message, a new message window will open.



- The message window displays the message text along with the headers which show who the message was from and the subject.
- To close the message window click on the **Close** icon in the top right of the window.

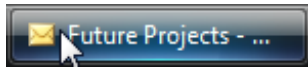


## Switching between open Message windows

- Double click on three messages to open them in their own Message window. You will now see three icons displayed on the Windows Taskbar at the bottom of your screen.



- To switch between messages click on the relevant icon in the Windows Taskbar.



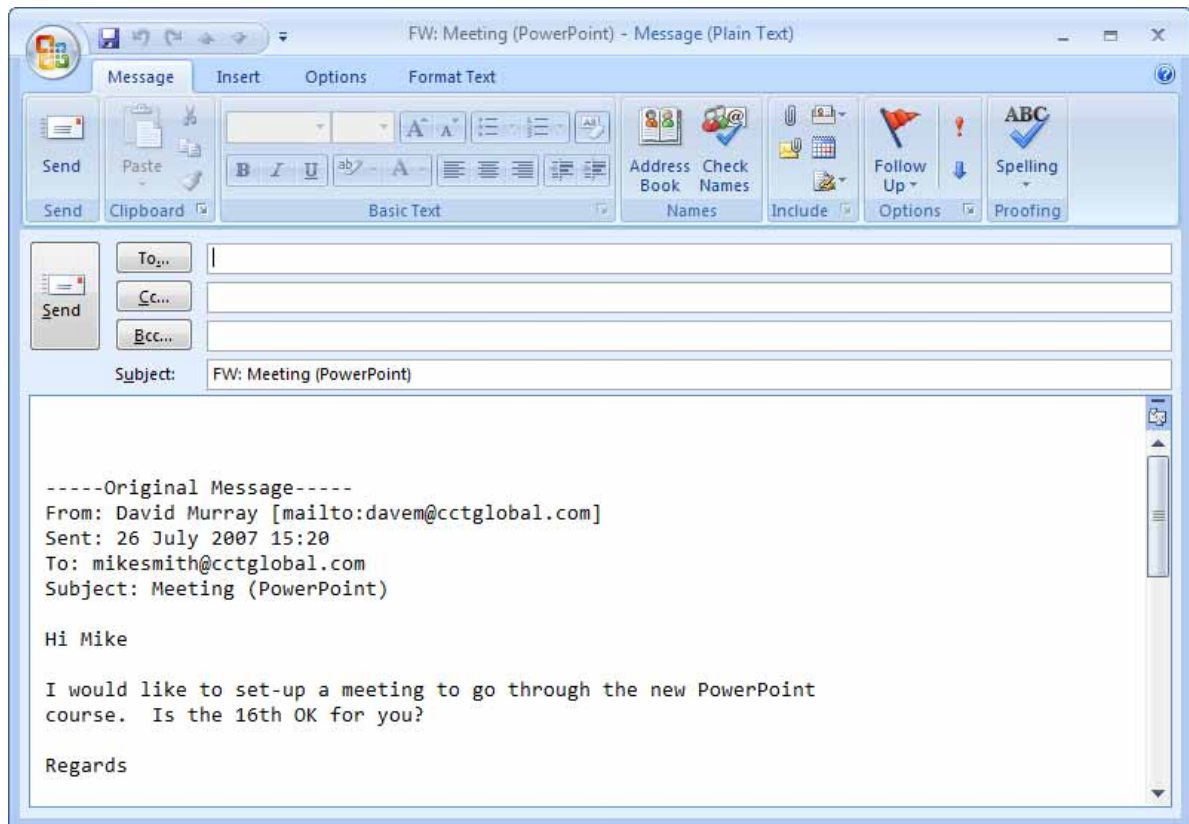
- Use this method to view the 3 messages you opened. Once finished, close all the message windows.

## Forwarding a message

- Select one of the messages in your inbox.
- Click the **Forward** icon on the Outlook toolbar.



- A new **Message** window will open.



You will see the text of the original message is inserted for you. The subject of the original message has also been copied with the text **FW**: inserted at the

beginning, this is done so that the recipient of the message can easily see that the message has been forwarded.

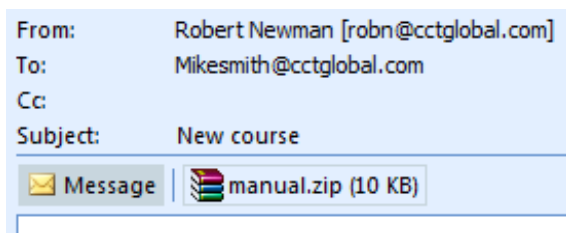
- If you wish you can add your own comments by typing them into the top of the message text area.
- Enter the email address, into the **To** address field, of the person that you would like forward the message to.
- Click on the **Send** icon to send the message.



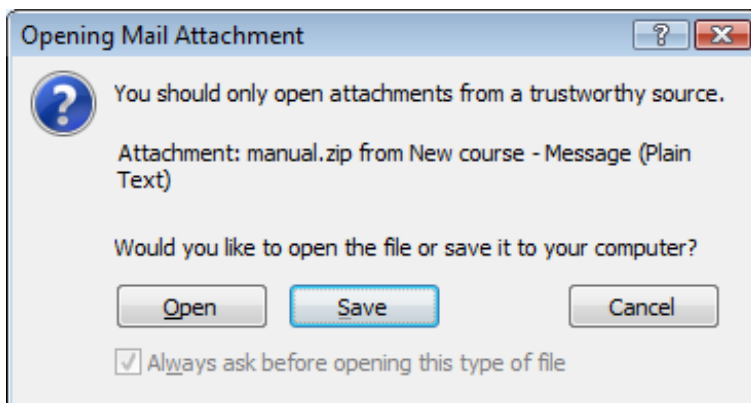
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## Opening or saving an attached file

- If a message has a file attached, an icon and the file name for each attached file will be displayed just below the message subject.



- Double-click on the file icon; the following dialog box will be displayed. You should always be cautious about opening files sent to you by email.



- To open the file click on the **Open** button. You also have the option to click on the **Save** button, this will open the **Save As** window allowing you to save the file to your drive for later use.

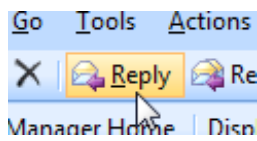
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## Replying to the sender of a message

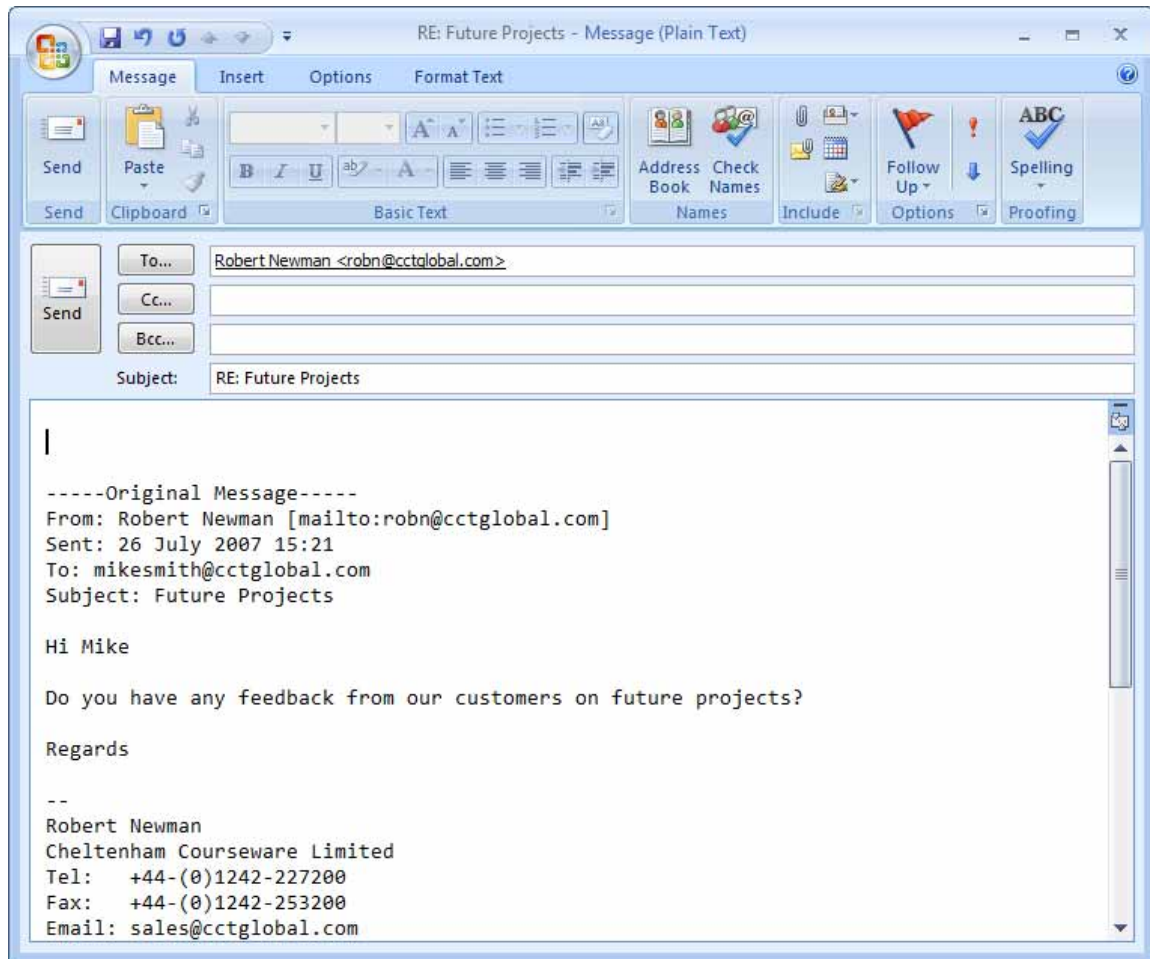
- Select a message from your Inbox that you would like to reply to.



- Click the **Reply** icon on the Outlook toolbar.



- A **Message** window will open containing the text of the message you are replying to.



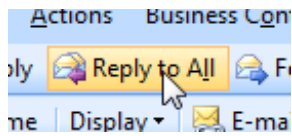
Outlook automatically inserts the email address of the sender into the **To** field. The subject is also copied with the text **RE:** inserted at the start.

- Type your reply in the message text area, just above the original message.
- Send your message by click on the **Send** icon.

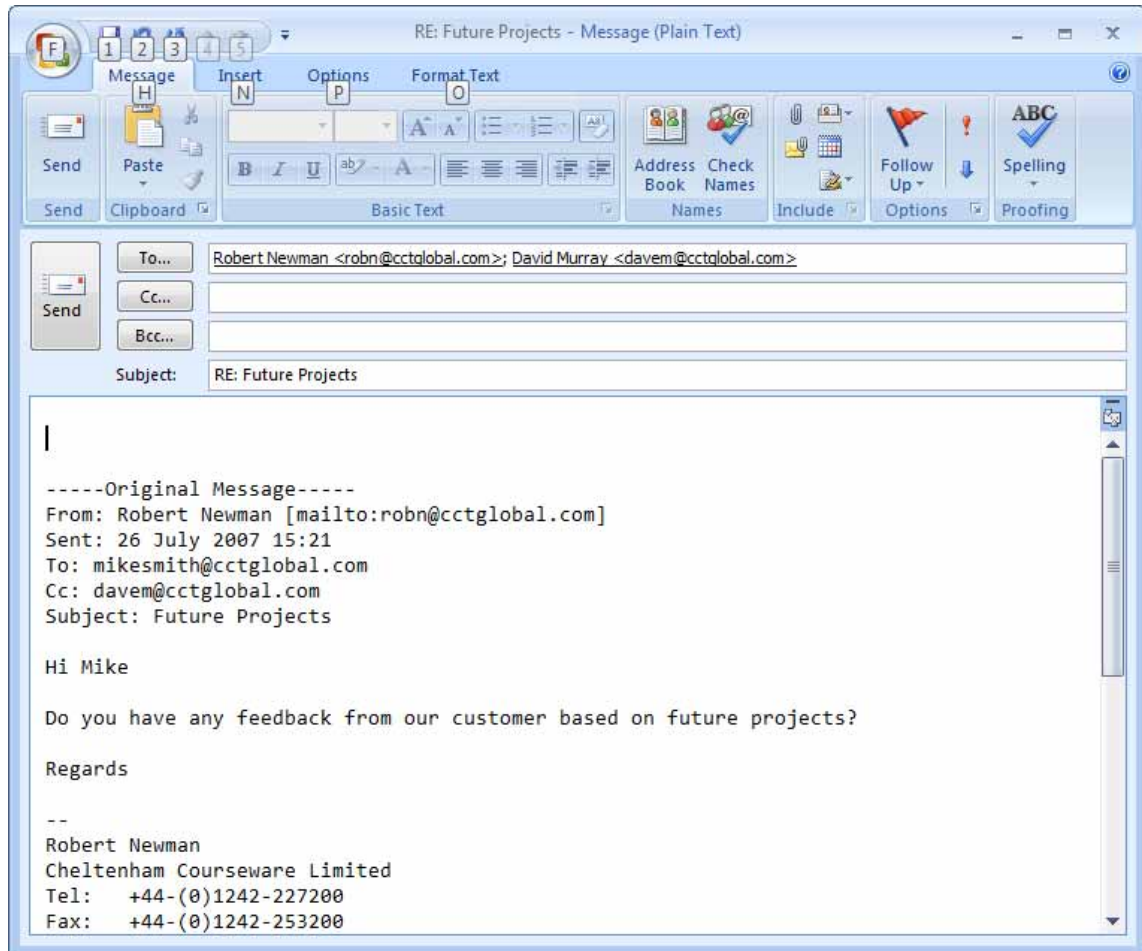
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## Replying to the sender and all recipients of a message

- Open your Inbox folder and select a message that was sent to many recipients.
- Click the **Reply to All** icon on the Outlook toolbar.



- A **Message** window will open containing the text of the message you are replying to.



You will see that Outlook has automatically inserted the email address of the sender, plus any recipients of the original message.

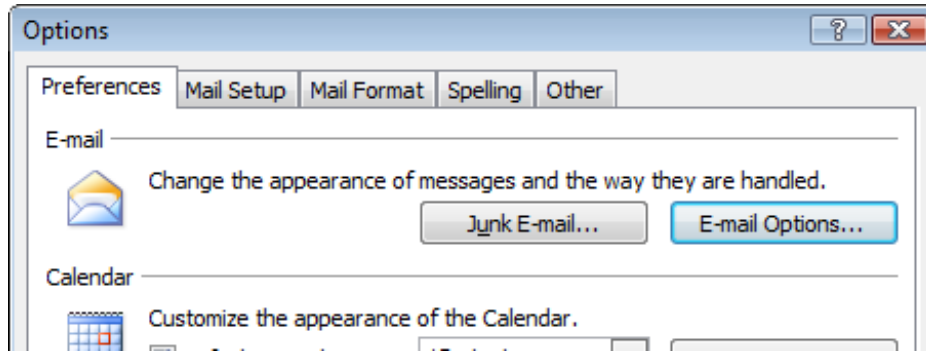
- Type your reply in the message text area, just above the original message.
- Send your message by click on the **Send** icon.

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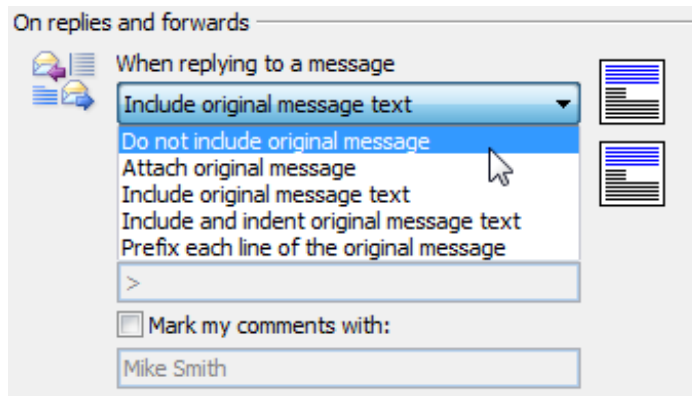
## Setting message reply options so that the original message is inserted, or not inserted

- Select the **Options** command from the **Tools** drop down menu. The **Options** dialog box will be displayed. If necessary select the **Preferences** tab.





- Click on the **E-mail Options** button to display the **E-mail Options** dialog box.



- To control whether/how the original message is inserted when you reply to a message click on the button below the **When replying to a message** text. Select the reply style that you require, try selecting **Do not include original message**.
- Click on the **OK** button to close the **E-mail Options** dialog box.
- Click on the **OK** button to close the **Options** dialog box.
- Try replying to a message from your Inbox, you should now find that the original message is not now inserted into the message text area.
- Re-open the **E-mail Options** dialog box and reset the reply style back to **Include original message text**.

## Printing a message

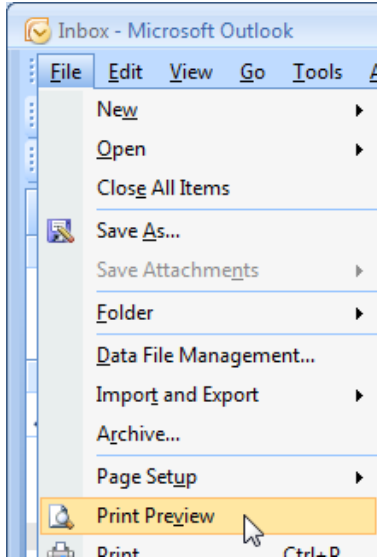
- To print a message, first select the message by clicking on its entry in the message list.
- Click on the **Print** icon, displayed within the toolbar.



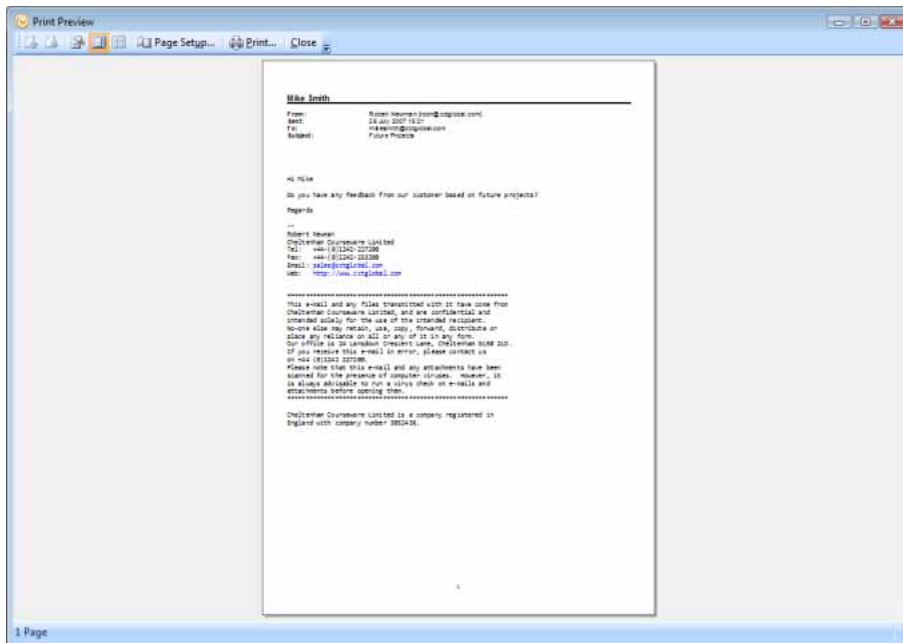
- The message is now printed.

## Previewing a message before printing

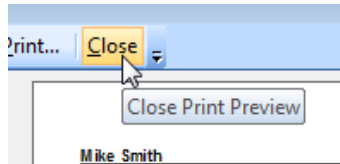
- Select the message you wish to print preview.
- Click on the **File** drop down menu and select the **Print Preview** command.



- The **Print Preview** window will be displayed allowing you to see how the message would appear when printed.

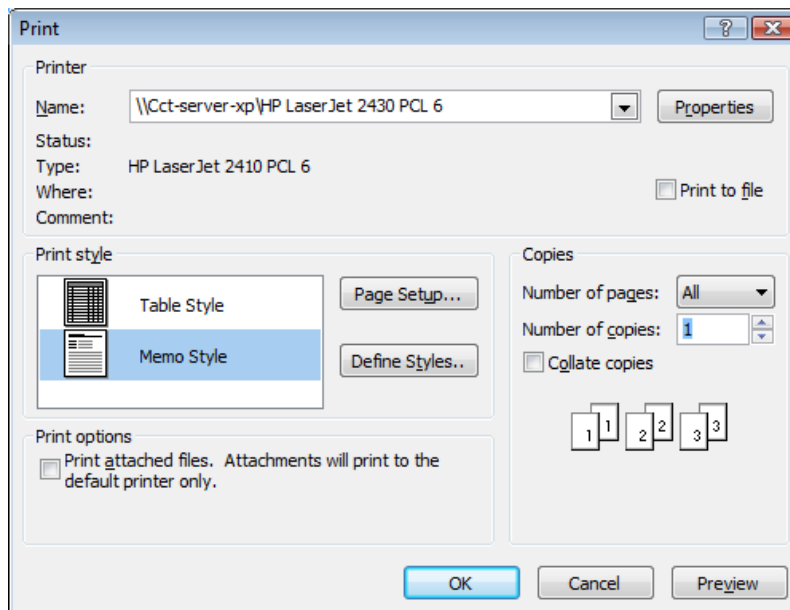


- Close the **Print Preview** window by clicking on the **Close** button, displayed on the toolbar.



## Printing Options

- More sophisticated printing settings can be accessed by clicking on the **File** drop down menu and clicking on the **Print** command. This will display the **Print** dialog box.



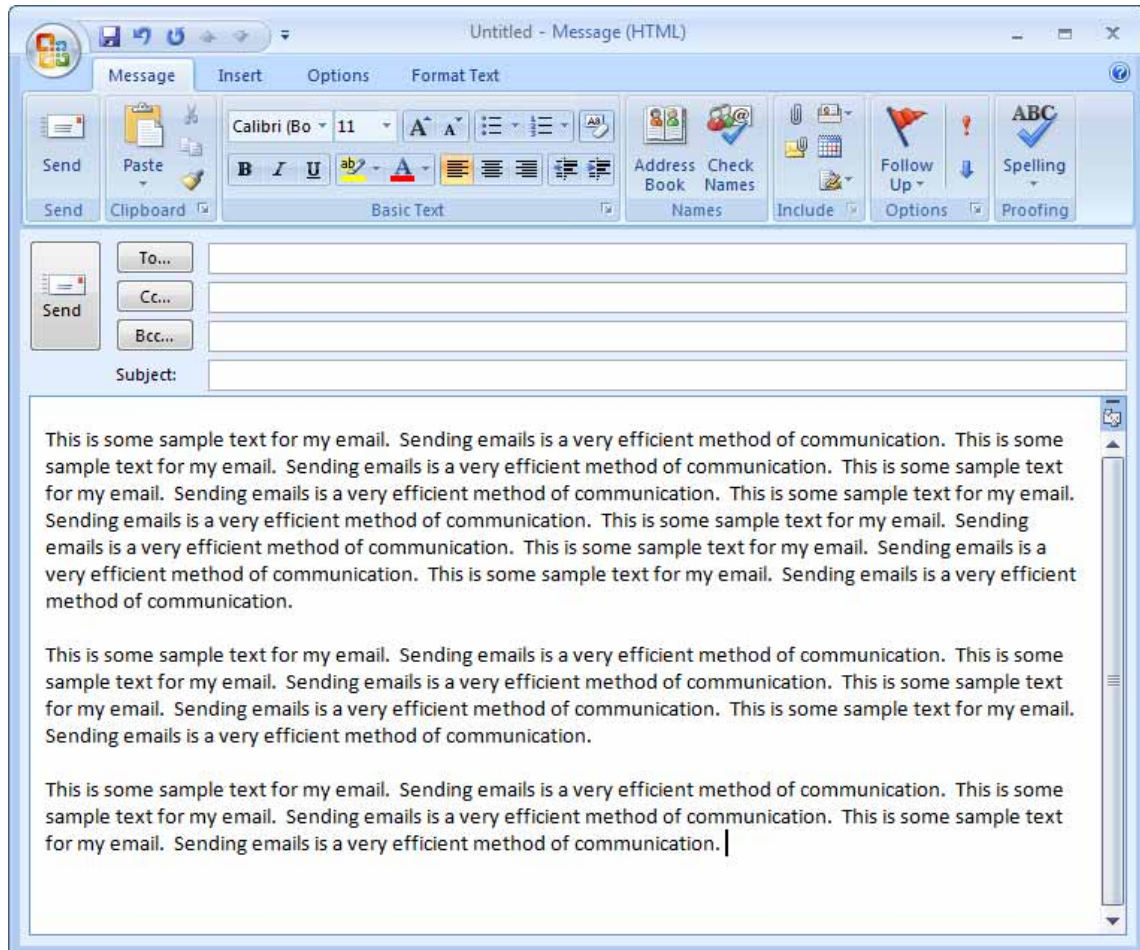
The options in this dialog box allow you to choose how many copies of the message are printed and the style of printing.

- Clicking on the **OK** button will close the **Print** dialog box and print the message using your chosen options.

## Manipulating Text and Files

### Selecting a word within the Message window

- Open a new message window & enter 3 paragraphs of text.

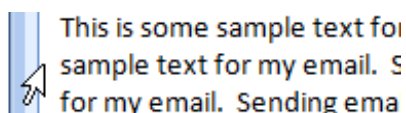


- Select a word by double clicking on the word of your choice. Once selected the word will be highlighted.

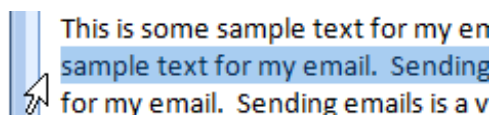
xt for my email. Sending emails is a  
 nail. Sending emails is a very effici  
 mails is a very efficient method of c

### Selecting a line within the Message window

- Move your mouse pointer into the left margin next to the line you want to select. The mouse pointer will flip over to point to the right.



- Click the mouse button, the line will be selected and highlighted.



---

## Selecting a paragraph within the Message window

- Triple-click the left mouse button anywhere within the paragraph you want to select.

very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

- The selected paragraph will be highlighted.

---

## Selecting all text within the Message window

- Press the **Ctrl-A** key combination. All of the text in the message text area will now be selected and highlighted.

This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication. This is some sample text for my email. Sending emails is a very efficient method of communication.

- Click once on the message text to clear the selection.

---

## Selecting text using the mouse

- Locate the start of the text you want to select with your mouse pointer.
- Press the left mouse button and whilst keeping the mouse button pressed down, move the mouse pointer to the last piece of text you wish to select.

- Release the mouse button, the text will remain selected and highlighted.

text for my email. Sending emails is a very efficient method of communication. Sending emails is a very efficient method of communication. This is some sample text. Sending emails is a very efficient method of communication. This is some sample text.

---

## Copying text to the Clipboard from a message

- Select the text you wish to copy.
- Press the **Ctrl-C** key combination, or click the **Copy** icon in the **Clipboard** section of the ribbon.



---

## Pasting text from the Clipboard into a message

- Click your mouse at the end of the message to move the text insertion point.
- Press the **Ctrl-V** key combination, or click the **Paste** icon in the **Clipboard** section of the ribbon.



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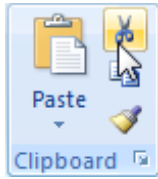
## Copying text from one message to another

- Open a second new message window.
- Re-display the first message containing your text.
- Select some text of your choice and copy it to the clipboard.
- Select the new message window and click within the message text area.
- Paste text from the clipboard into the message text area.
  
- Close the new message window and re-display the first message containing your text.

---

## Cutting text to the Clipboard from a message

- Select the text you wish to cut/move to the clipboard.
- Press the **Ctrl-X** key combination, or click the **Cut** icon in the **Clipboard** section of the ribbon.



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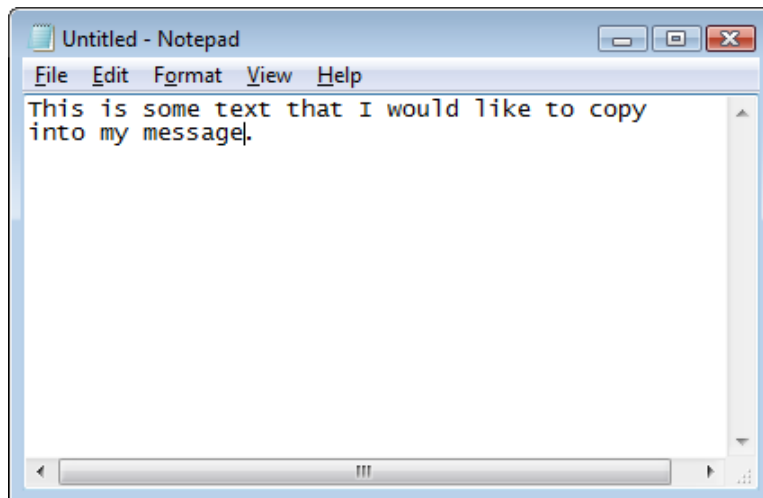
## Moving text from one message to another

- Select the text you wish to cut/move to the clipboard and press the **Ctrl-X** key combination.
- Open a new message window and click within the empty message text area.
- Paste text from the clipboard into the message text area (by pressing **Ctrl+V**).
- Close the new message window and re-display the first message containing your text.

---

## Copying text from another application into a message

- Open the Windows Notepad application.
- Enter some text into the Notepad window.



- Press **Ctrl-A** to select the text in the Notepad window.
- Press **Ctrl-C** to copy the text to the clipboard.
- Re-display the Outlook message window containing your sample text.
- Click your mouse at the end of the message to move the text insertion point.
- Press the **Ctrl-V** key to paste the text into your message.



sample text for my email. Sending emails is a very efficient method for my email. Sending emails is a very efficient method

This is some text that I would like to copy into my message.

- Close the Notepad window by clicking on the close icon in the top-right of the window.

---

## Deleting text in a message

- Select the text you wish to delete.
- Press the **Delete** key.

---

## Deleting text to the left of the insertion point

- Click at the end of a word to move the insertion point to that location.
- To delete the letter immediately to the left of the insertion point press the **Backspace** key.

---

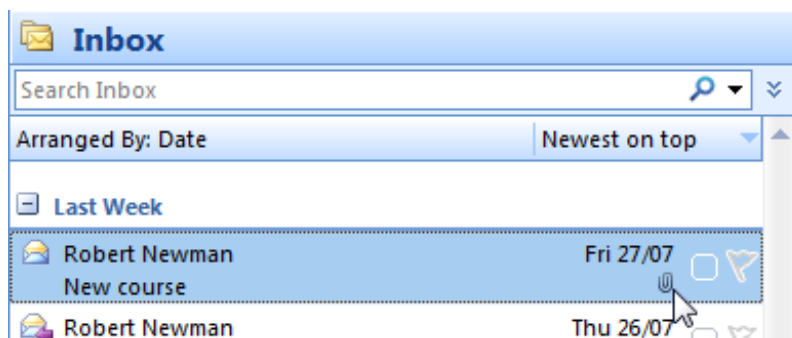
## Deleting text to the right of the insertion point

- Click at the start of a word to move the insertion point to that location.
- To delete the letter immediately to the right of the insertion point press the **Delete** key.
- Close the message window without sending the message.

---

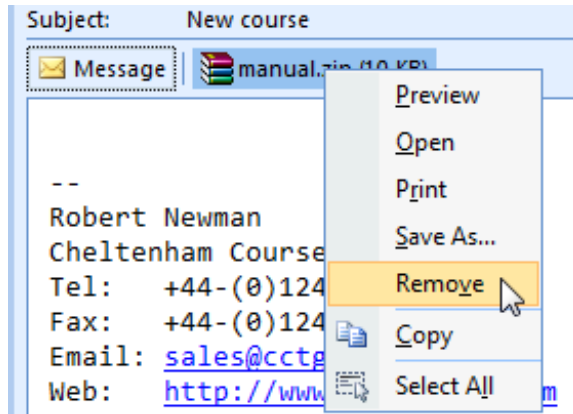
## Deleting an attached file from a message

- Locate a message that has a file attached. Messages with files attached have the paperclip icon displayed next to them.

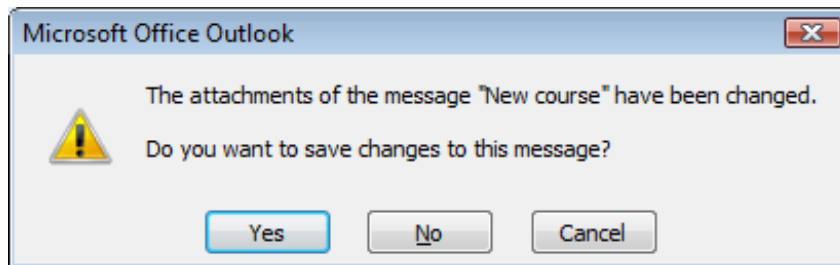


- Double click on the message to open it in a message window. The attached files are listed beneath the subject line.
- Right-click on the attached file you wish to delete and select the **Remove** command from the menu.





- The file is deleted from the message.
- Close the message window by clicking on the close icon in the top-right of the window. You will see the following dialog box.



- Click on the **Yes** button to save the modified message.

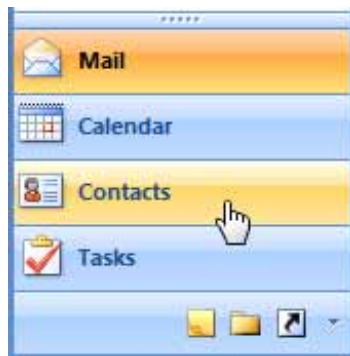
## Contacts

### What are contacts?

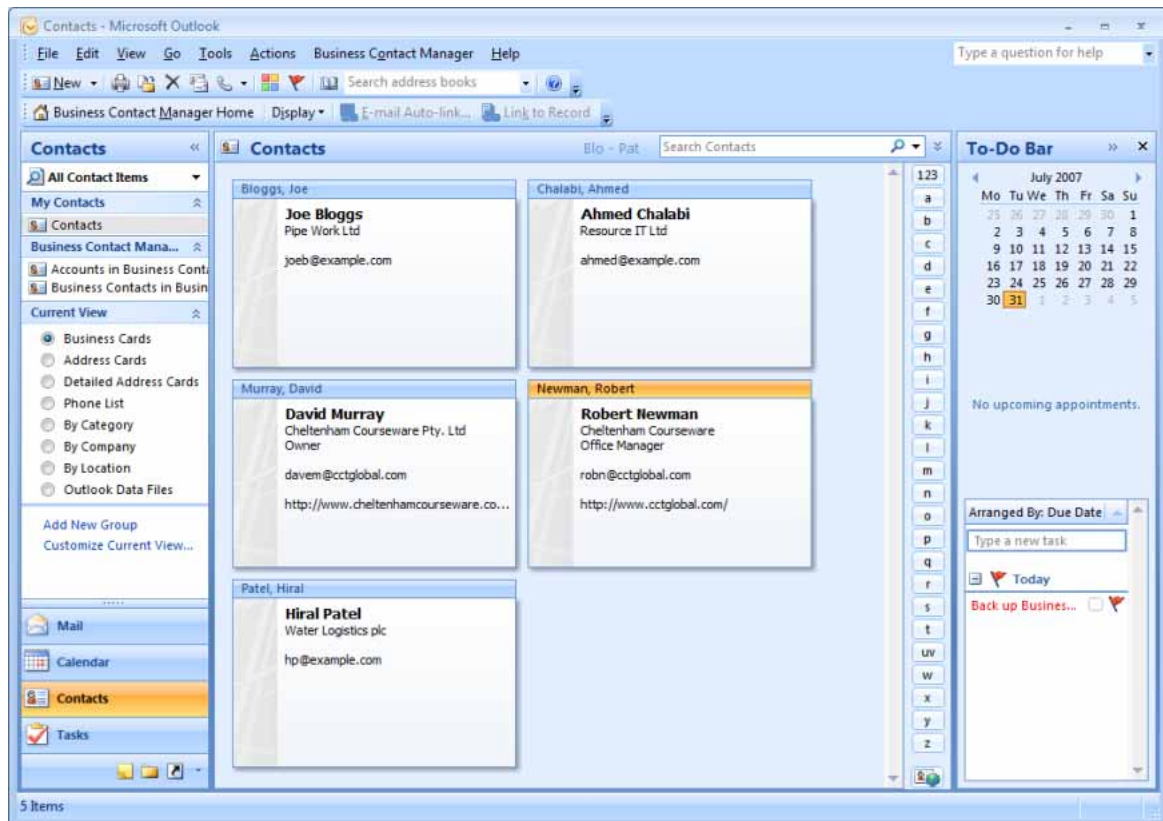
- The Outlook Contacts folder is an area where you can store information about people you have regular communication with. The Contacts folder is your address book.

### Opening the Contacts folder

- Click on the **Contacts** button at the bottom of the navigation pane.



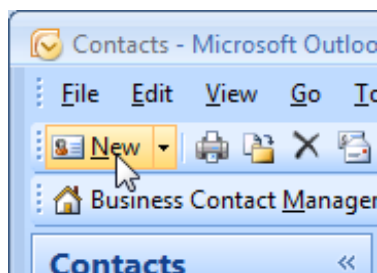
- The **Contacts** folder will be displayed as illustrated.



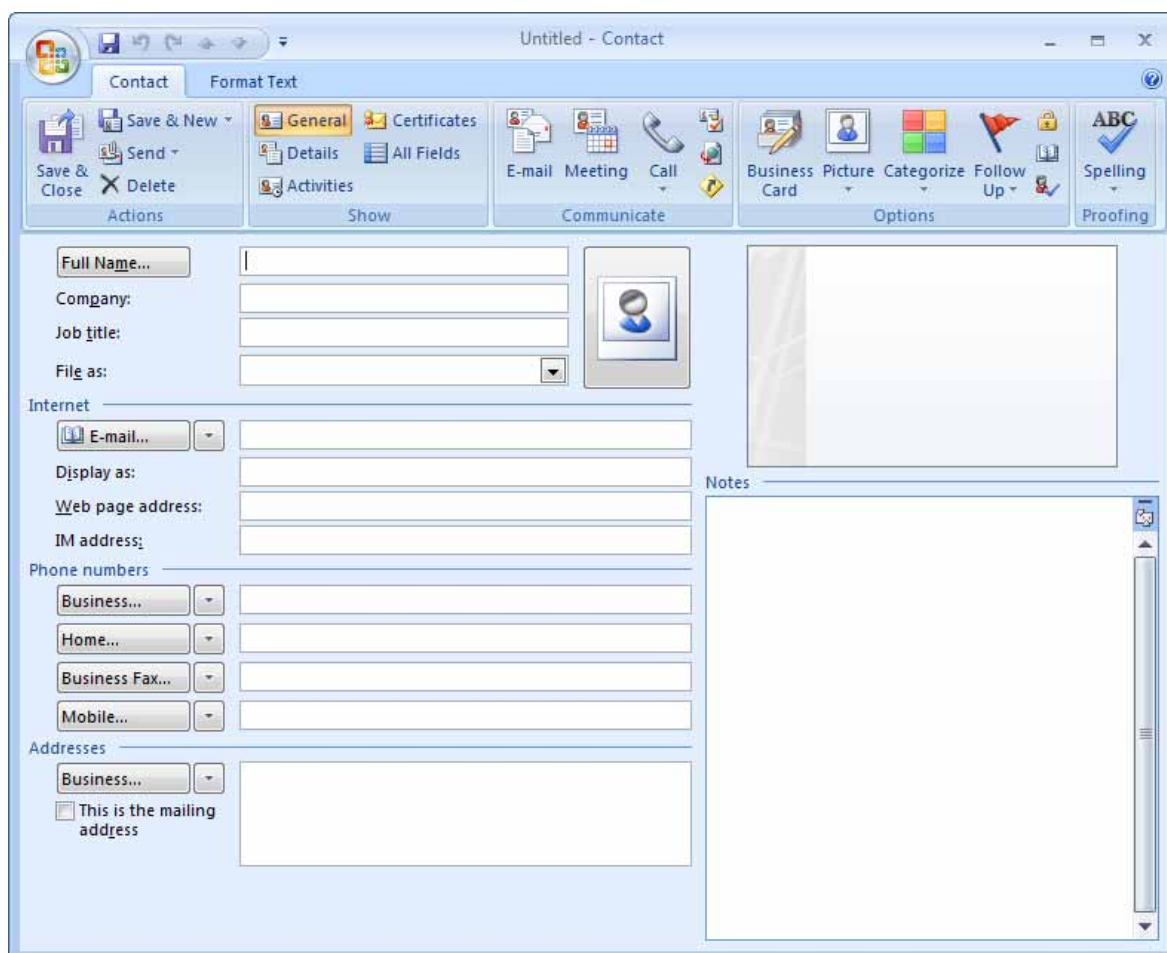
Note: At this stage you may not see any contact cards displayed in the main screen area.

## Creating a contact

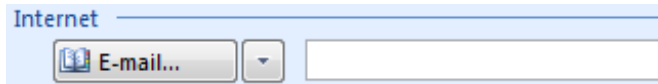
- Create a contact by clicking on the **New** button, located on the Outlook toolbar.



- The **Contact** window will open as illustrated.



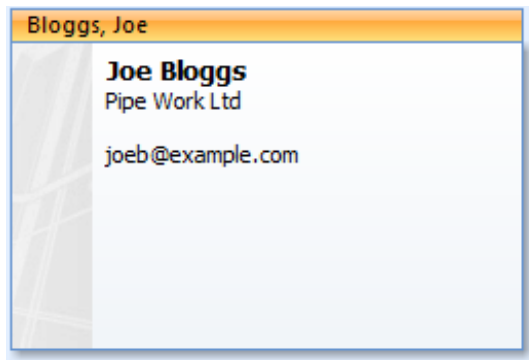
- Fill in the fields using the details of one of your fellow students. In particular make sure that you enter their email address into the **E-mail** box.



- Click the **Save & Close** icon on the ribbon to close the **Contact** window and create your contact.



- You should now see a contact card displayed for your new contact.

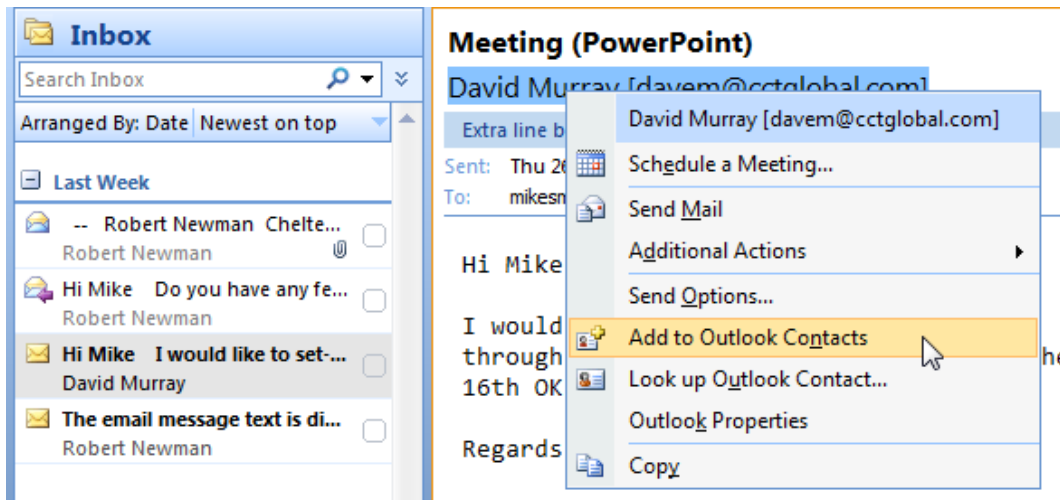


- Repeat these steps to add at least 2 more contacts.

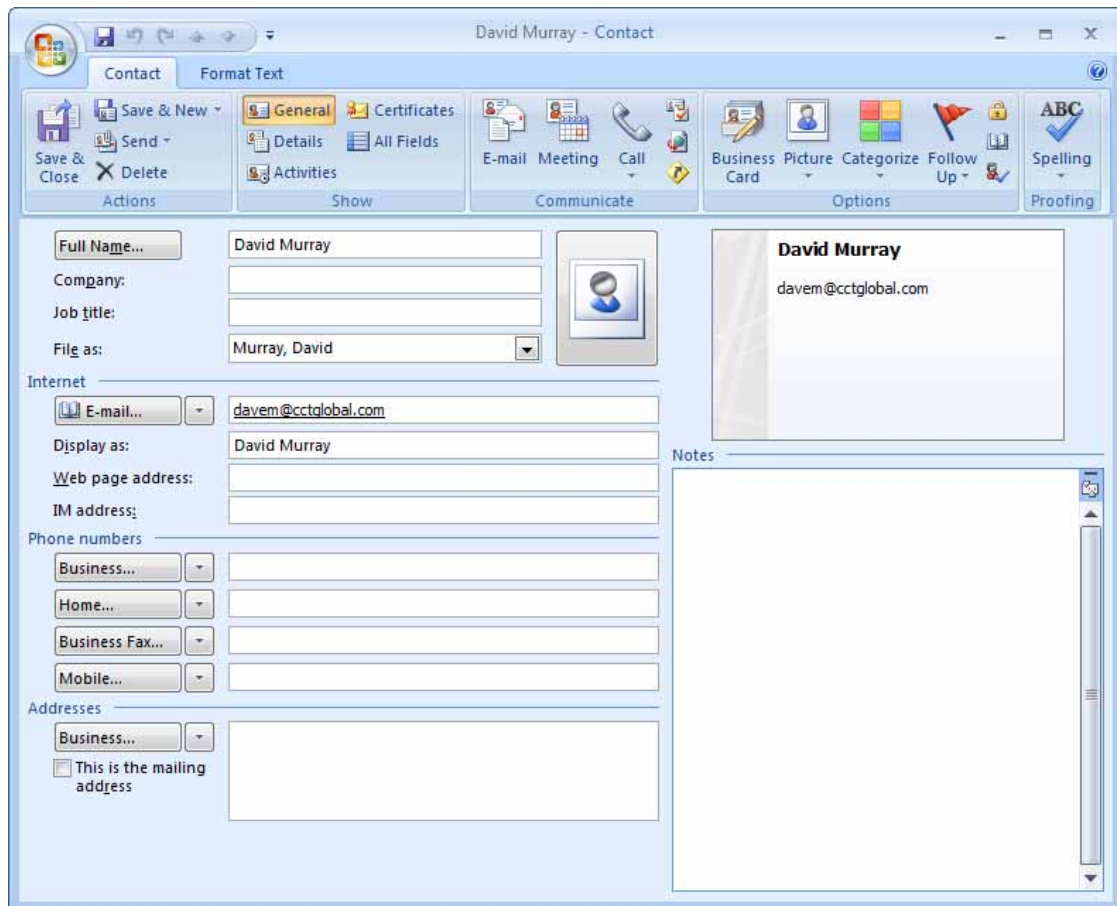
---

## Adding the sender of a message to contacts

- Open the Inbox folder and select a message.
- Right click on the senders emails address (normally displayed just below the subject line) and select the **Add to Outlook Contacts** command.



- The **Contacts** window will open. Outlook will pre-fill as many fields as possible using information from the email.

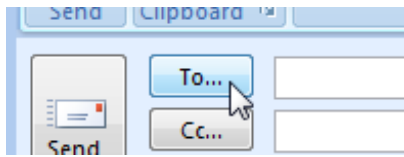


- Fill in the remaining fields and click on the **Save & Close** icon on the ribbon.

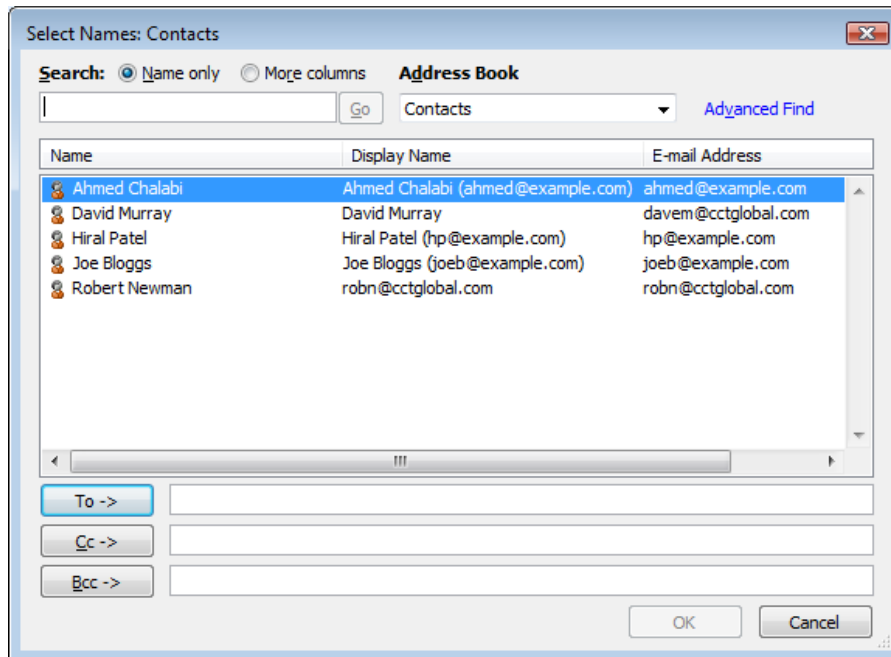
## Addressing an email to a contact

- Click on the **New** icon displayed on the Outlook toolbar to open a new Message window.

- Click on the **To** button.

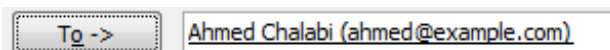


- The **Select Names: Contacts** dialog box will be displayed as illustrated.



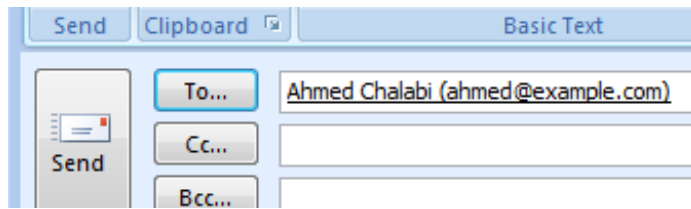
Notice that your contacts are listed in the dialog box.

- Select one of your contacts from the list by clicking on their name. The selected contact will be highlighted.
- Click on the **To ->** button. The name of the contact will be inserted into the box beside the button. This has told Outlook that you wish to address the email to this person.



You could also have clicked on the **Cc** or **Bcc** buttons to send them a carbon copy of the email.

- Click on the **OK** button to close the **Select Names: Contacts** dialog box. Outlook will copy the contacts email address into the Message window.



- Enter a subject and some text into the message text area.
- Send the message.

---

## Deleting a contact

- Open the **Contacts** folder.
- Click on a contact you wish to delete. The contact will be selected and highlighted.
- Press the **Delete** key. The contact will be moved to the **Deleted Items** folder.

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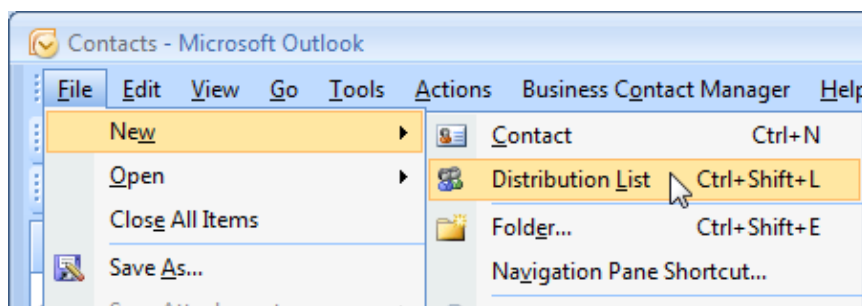
## What is a distribution list?

- A distribution list is a collection of contacts. A distribution list allows you to maintain a list of contacts so that you can make contact with them as a group. For example you may have a distribution list called “customers” allowing you to email details of new products and offers to prospective customers.

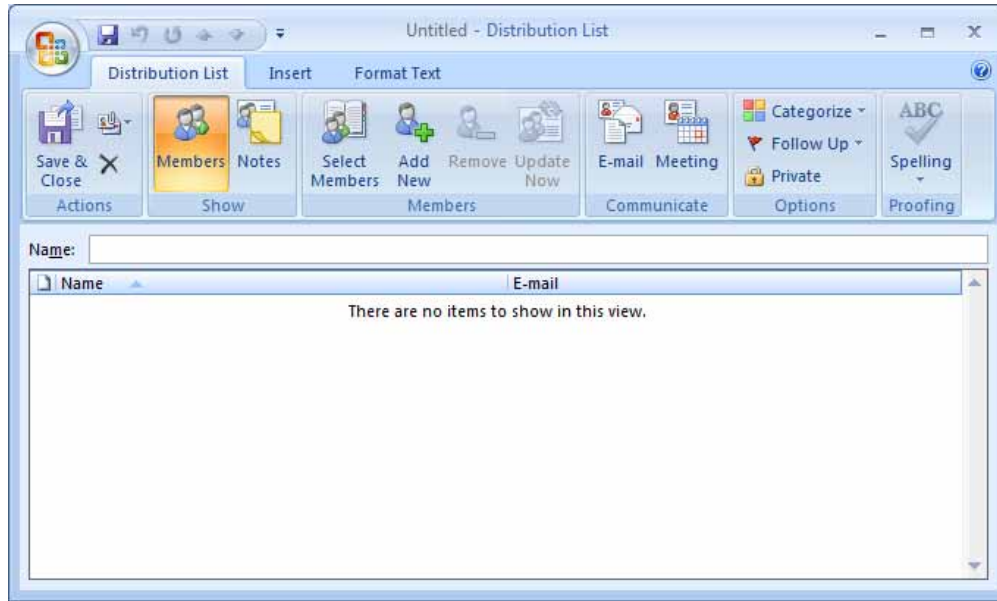
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## Creating a new distribution list

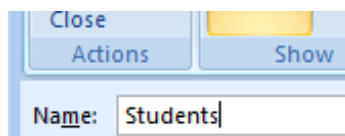
- Open the **Contacts** folder.
- Click on the **File** drop down menu and select the **New** command. From the submenu displayed select the **Distribution List** command.



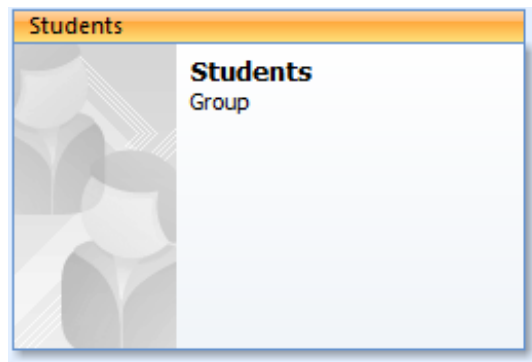
- The **Distribution List** window will be displayed.



- Give your distribution list a name by typing it into the **Name** box. Use the name **Students**.



- Click the **Save & Close** icon on the ribbon. A new contact card will be created for your distribution list.

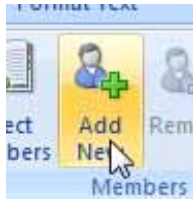


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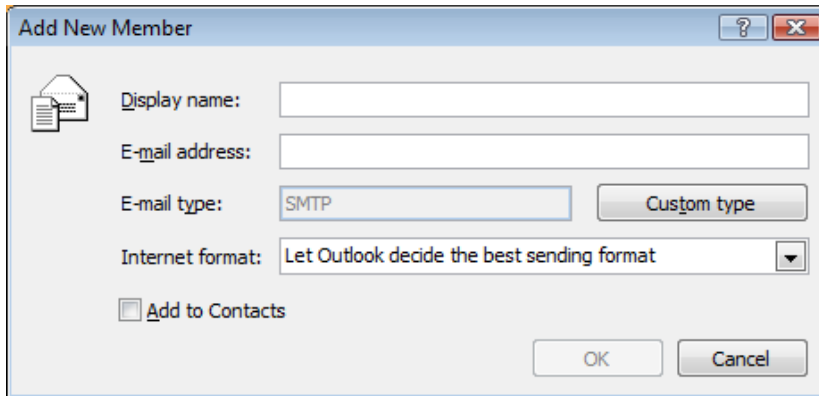
## Adding an email address to a distribution list

- Open the Students distribution list by double clicking on the Students contact card. The **Distribution List** window will be displayed.
- Click on the **Add New** button, displayed on the ribbon.

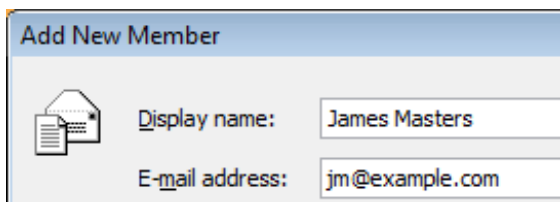




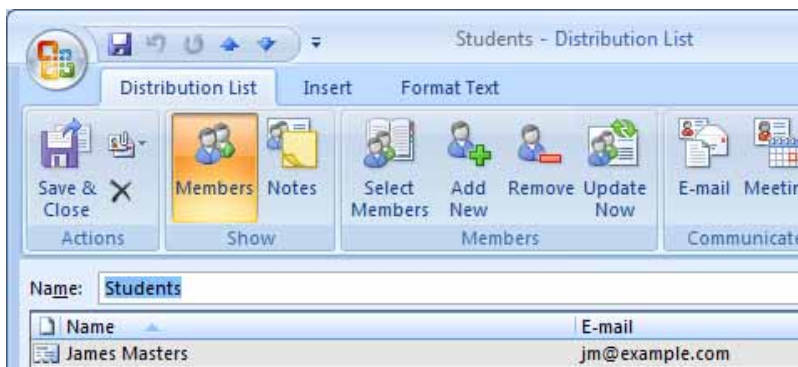
The **Add New Member** dialog box will be displayed.



- Enter the name of one of your fellow students into the **Display name** box. Enter their email address into the **E-mail address** box.



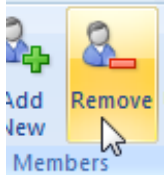
- Click on the **OK** button to add this email address to the distribution list. You will find that the person you added to the list is now displayed in the **Distribution List** window.



- Repeat these steps to add the other email addresses on the list provided by your tutor.
- Save and close the **Students** distribution list.

## Removing an email address from a distribution list

- Open the **Students** distribution list and select an email address you want to delete from the list. To select an email address click on the name or email address, the selected entry will be highlighted.
- Click the **Remove** icon, displayed on the ribbon.

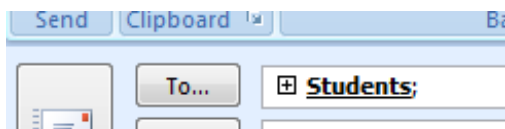


- The email address will be removed from the distribution list.
- Save and close the **Students** distribution list.

---

## Sending an email to a distribution list

- Open the **Inbox** folder.
- Click on the **New** icon, displayed on the Outlook toolbar, to display an empty **Message** window.
- Type the name of your distribution list into the **To** box, in this case type **Students**. After a few seconds Outlook will recognize that you have entered the name of a distribution list, a box containing a plus symbol will be displayed next to the list name.

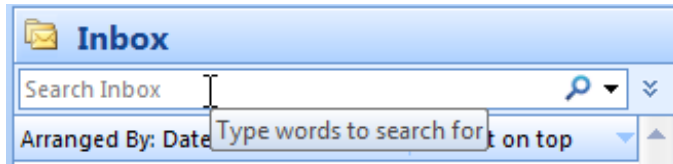


- Enter a subject and some text into the message text area.
- Send the message as normal.

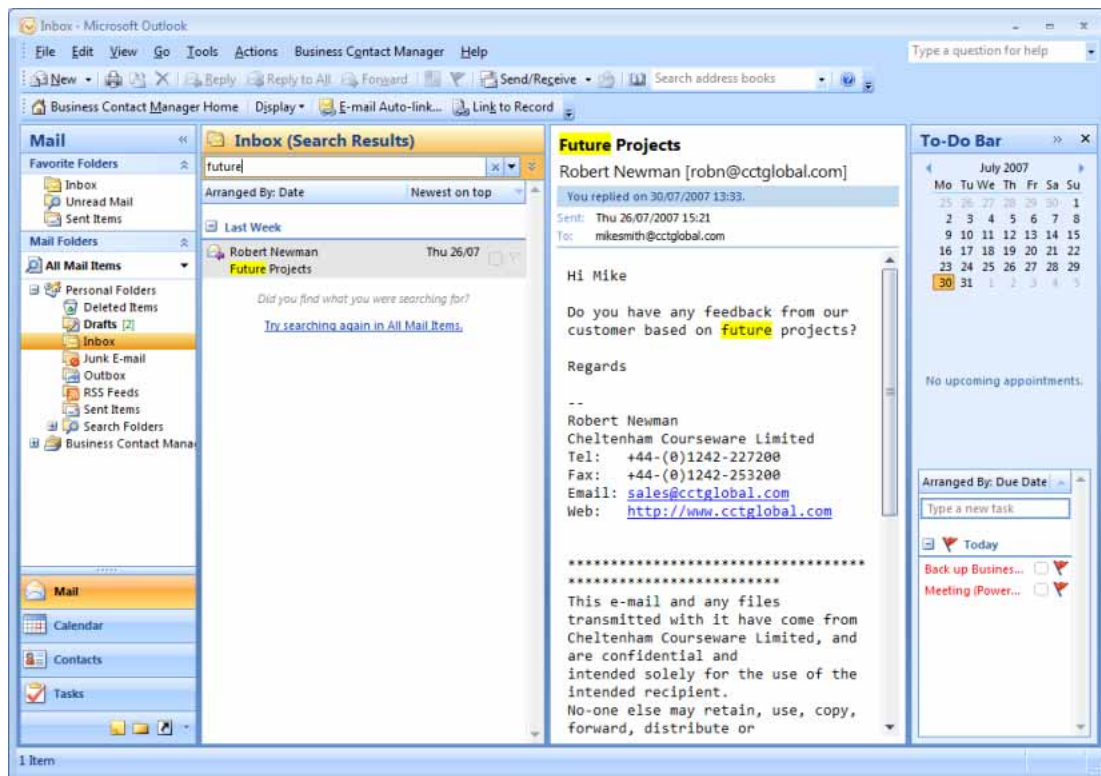
## Organising Mail

### Searching for a message

- Display the Inbox folder. Located above the list of messages is the Search box, illustrated.

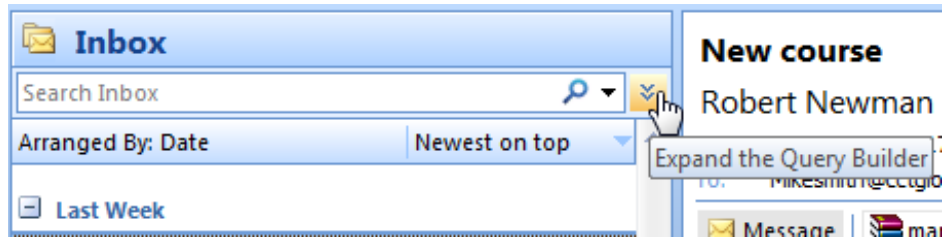


- Type a word into the search box. Outlook will search the Inbox and list any messages that contain that word.

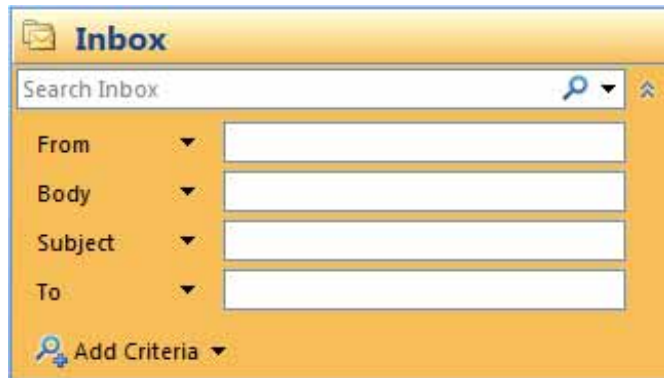


### Searching for messages by sender, subject or content

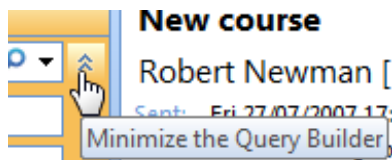
- More advanced search options can be accessed by clicking the double down pointing arrows at the far right of the search area.



- The search area will expand to show additional options as illustrated.

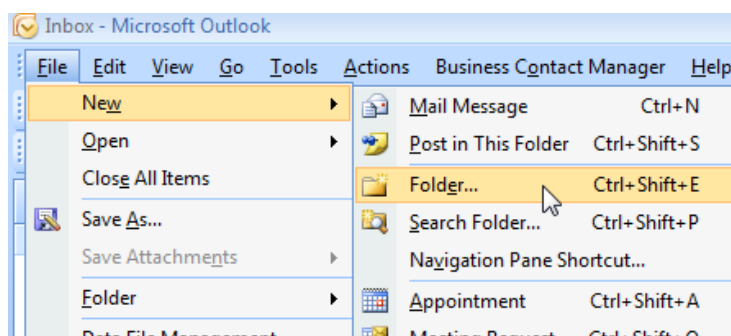


- These options allow you to specify which areas of the messages are searched. For example, if you wanted to search the main message text only you would enter your search word into the **Body** text box. Experiment with these features.
- Hide the additional search options by clicking on the double upward pointing arrows at the top right of the search area.

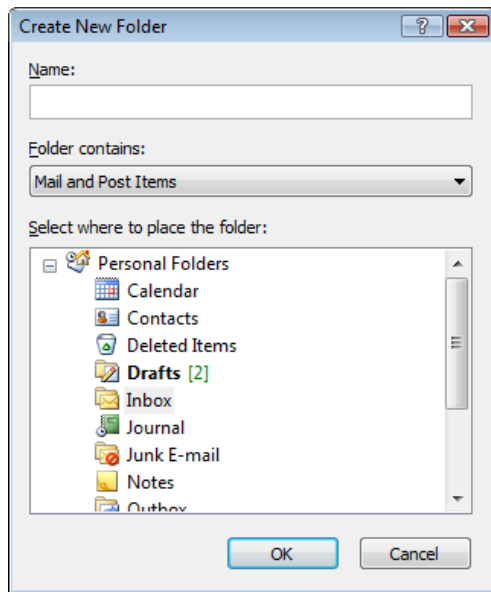


## Creating a new mail folder

- Open the Inbox folder.
- Click on the **File** drop down menu and select the **New** command. From the submenu displayed select the **Folder** command.



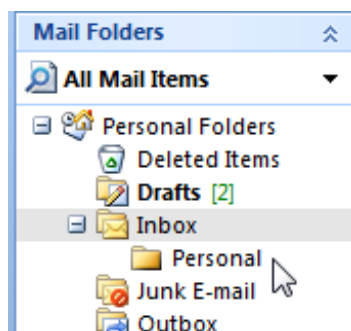
- The **Create New Folder** dialog box will be displayed.



- Type the word **Personal** into the **Name** box.



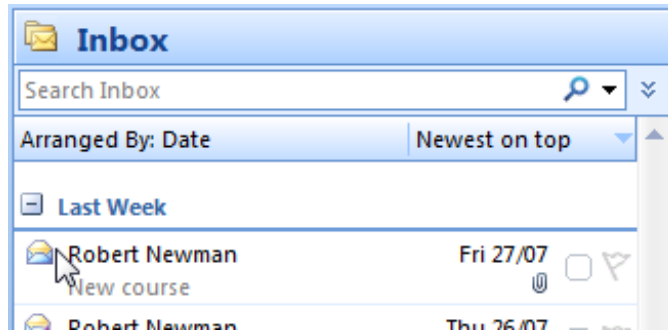
- Click on the **OK** button. A sub-folder called Personal will now appear under the Inbox folder in the navigation pane.



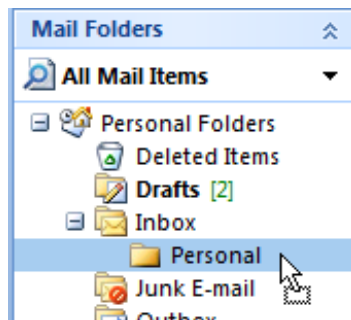
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## Moving a message to a different folder

- Open your Inbox folder.
- Locate a message and position the mouse pointer over it.



- Press the left mouse button and whilst keeping the button pressed down move the mouse button to the **Personal** folder in the navigation pane.



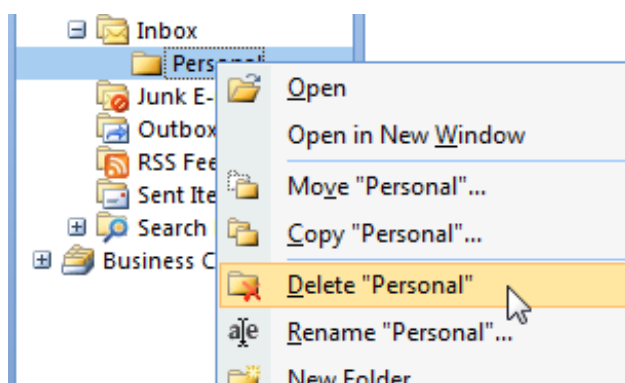
Notice that the mouse pointer has a rectangle attached to it, this represents the message you are moving.

- Release the mouse button and the message will be moved in the Personal folder.

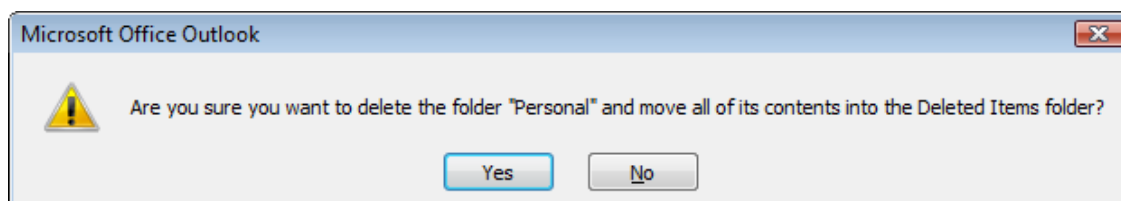
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## Deleting a mail folder

- Right-click on the **Personal** folder in the navigation pane.



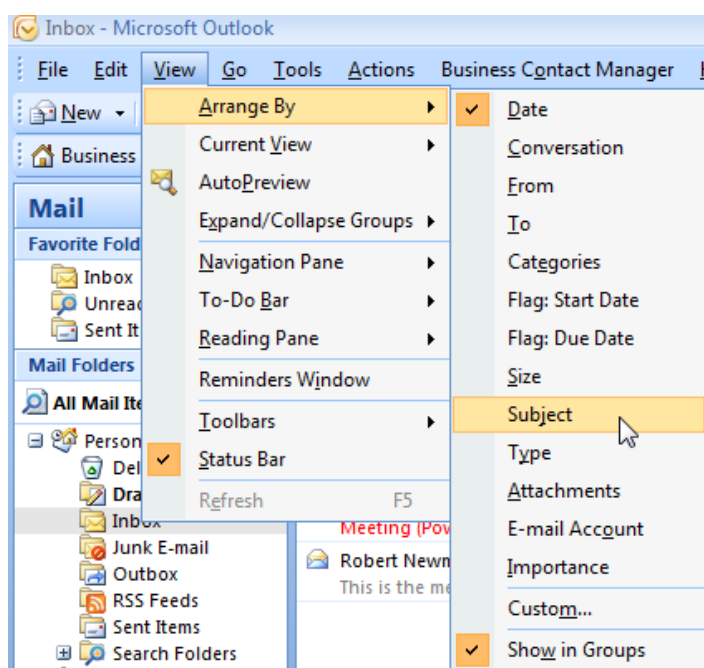
- Select the **Delete "Personal"** command from the menu. The following dialog box is displayed.



- Click on the **Yes** button and the mail folder will be moved to the Deleted Items folder.

## Sorting the contents of the Inbox

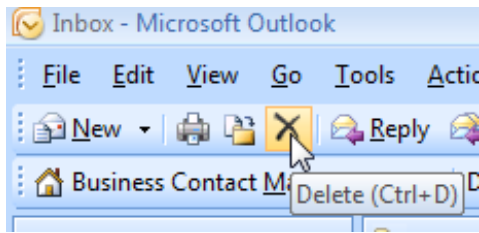
- By default Outlook lists the contents of the Inbox folder in date order. You can change this behaviour by using the **Arrange By** command under the **View** drop-down menu.



- Try selecting some of the other arrangement options such as **Subject**, **From**, **To** and **Size** and observe the effect on the Inbox.
- Restore the Inbox back to date order.

## Deleting a message

- To delete a message, first select the message by clicking on its entry in the Inbox message list.
- Click on the **Delete** icon, displayed within the toolbar.

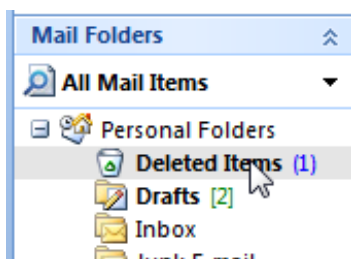


- The message is moved to the **Deleted Items** folder.

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## Opening the 'Deleted Items' folder

- Locate the **Deleted Items** entry under the **Personal Folders** listed in the Outlook navigation pane.

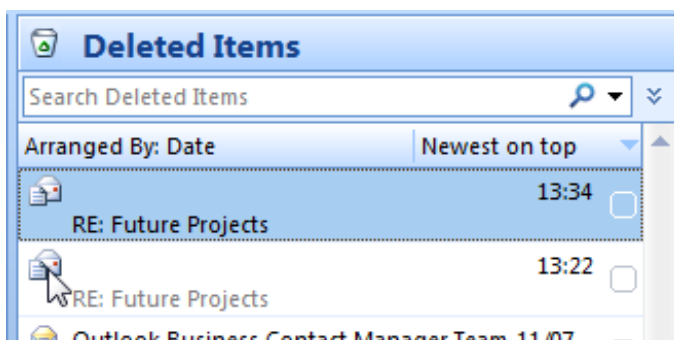


- Click on the **Deleted Items** text to open the Deleted Items folder.

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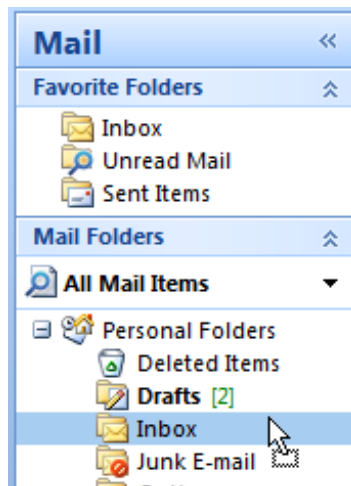
## Restoring a message from the 'Deleted Items' folder

- The contents of the Deleted Items folder are displayed to the right of the navigation pane.
- Locate the message you deleted earlier and position the mouse pointer over it.



- Press the left mouse button and whilst keeping the button pressed down move the mouse button to the **Inbox** folder in the navigation pane.



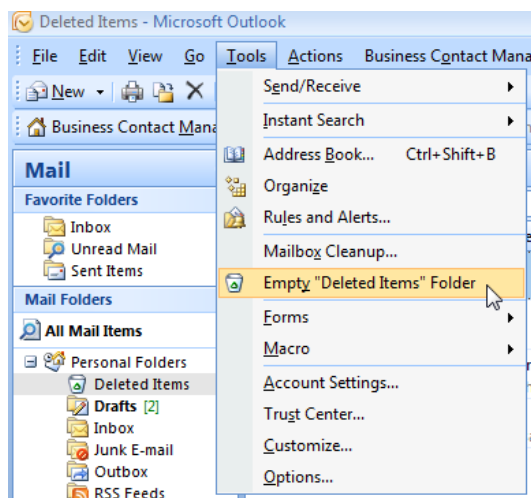


Notice that the mouse pointer has a rectangle attached to it, this represents the message you are moving.

- Release the mouse button and the message will be deposited in the Inbox folder.

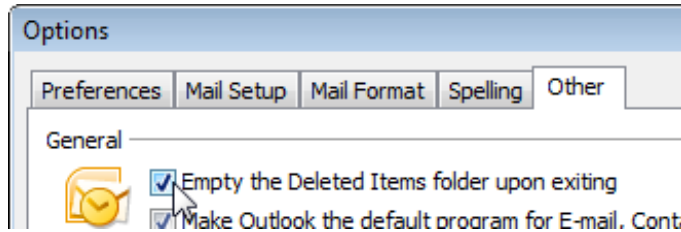
## Emptying the 'Deleted Items' folder

- To empty the items from the Deleted Items Folder, select the Empty "Deleted Items" Folder command from the **Tools** drop-down menu.



## Automatically emptying the 'Deleted Items' folder when you exit Outlook

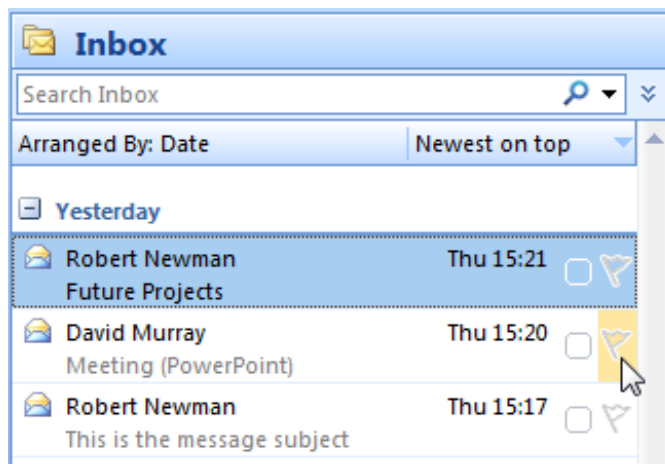
- Click on the **Tools** drop-down menu and select the **Options** command.
- Click on the **Other** tab.
- Tick the check box labelled **Empty the Deleted Items folder upon exiting**.



- Click on the **OK** button to close the **Options** dialog box.

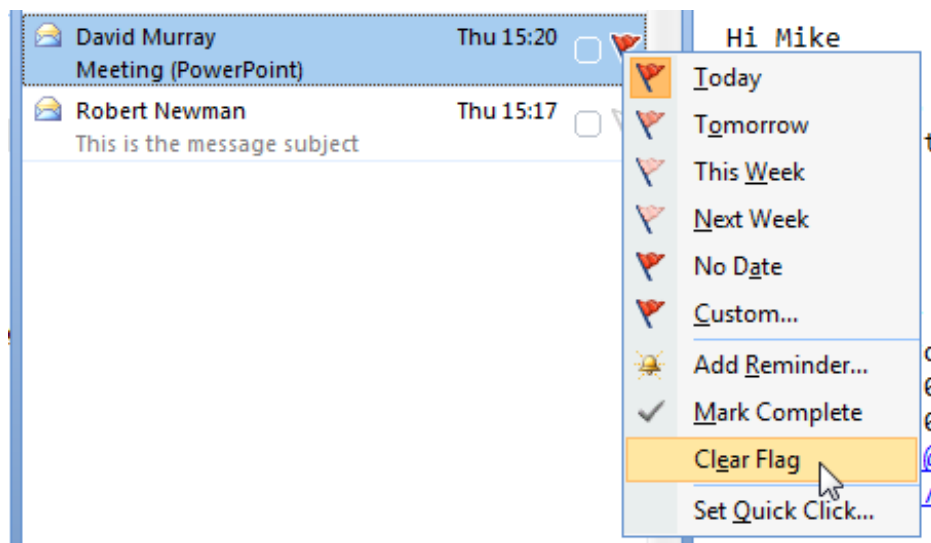
## Flagging a message

- To flag a message click on the **Flag** icon displayed next to the message in the Inbox folder.



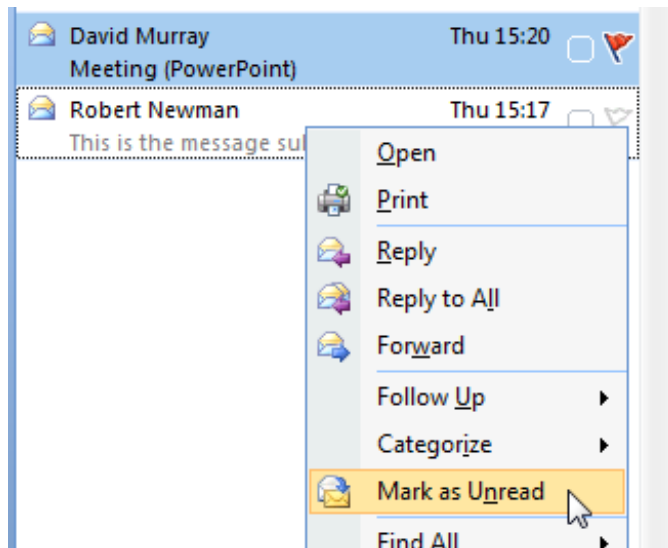
## Removing a flag mark from a mail message

- To remove a flag from a message, right-click on the **Flag** icon and select the **Clear Flag** command from the menu.



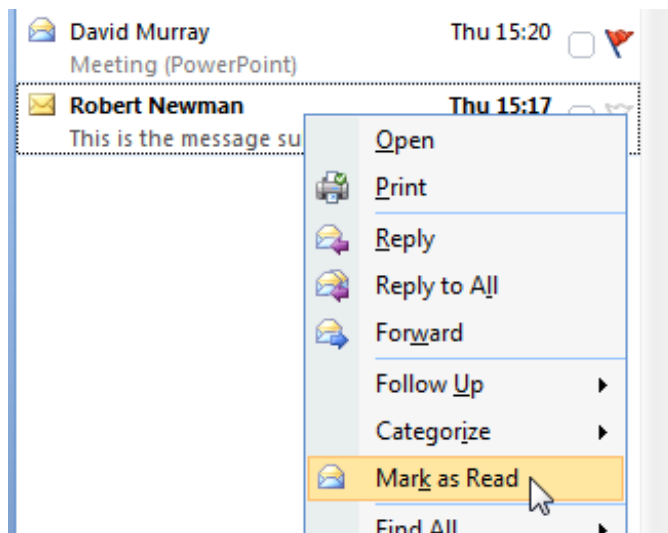
## Marking a message as unread

- To mark a message that you have read as unread, right-click on the message on the **Inbox** folder and select **Mark as Unread** command from the menu.



## Marking a message as read

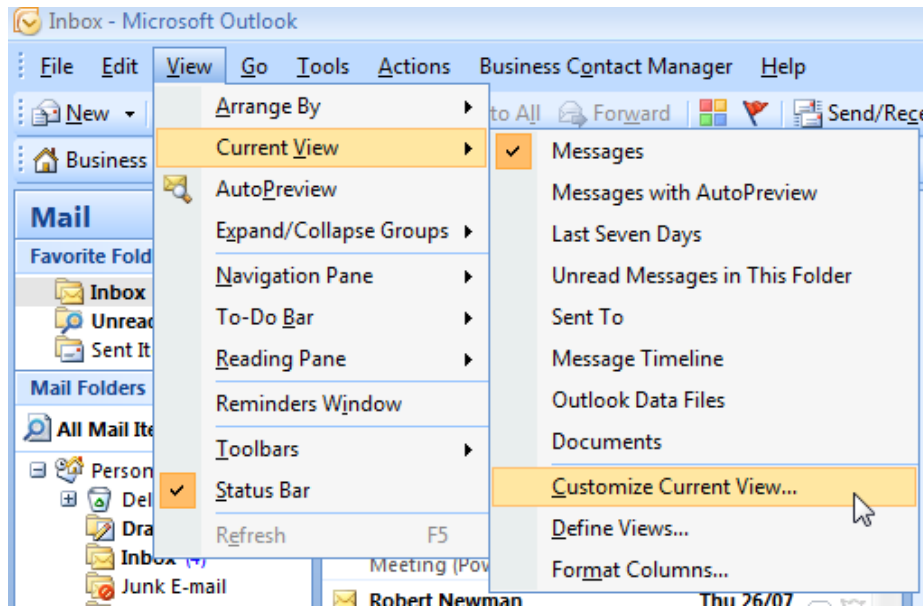
- To mark a message that you have not read as read, right-click on the message on the **Inbox** folder and select **Mark as Read** command from the menu.



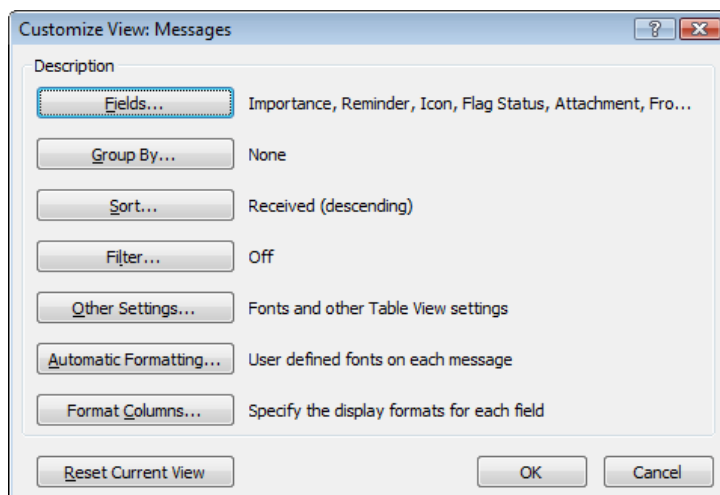
## Customising Settings

### Adding an Inbox heading

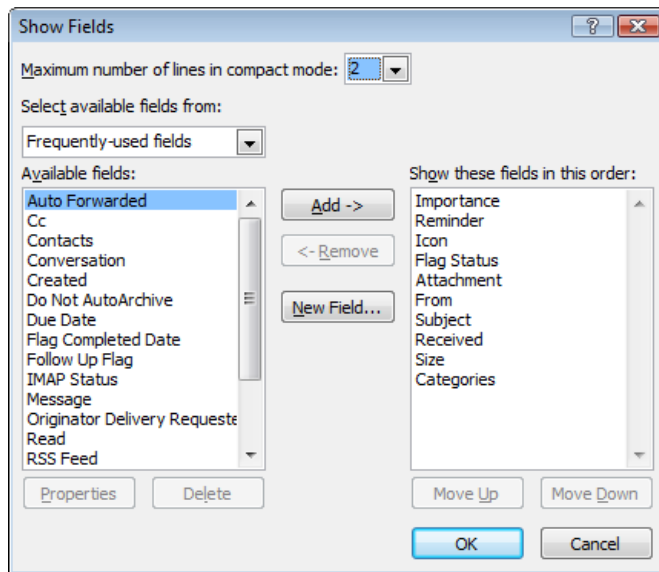
- You can customize the information shown about each email listed in the Inbox folder.
- Click on the **View** drop down menu and select the **Current View** command. From the submenu displayed, select the **Customize Current View** command.



- The **Customize View: Messages** dialog box is displayed.

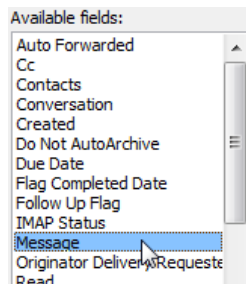


- Click on the **Fields** button. The **Show Fields** dialog box will be displayed.

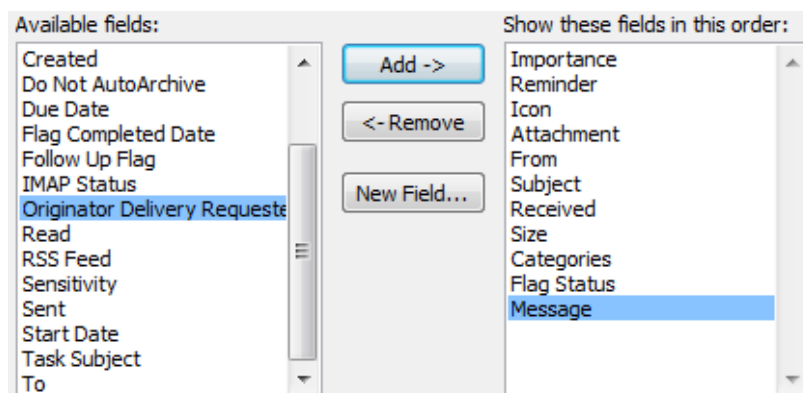


This dialog box allows you to control the information displayed about each message in the Inbox folder list. The **Available fields** list on the left of the dialog box shows the fields that can be added, whilst the **Show these fields in this order** listing on the right shows the information that is to be displayed.

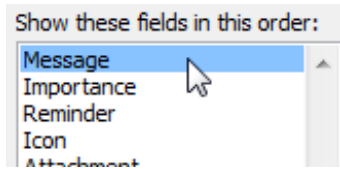
- Select **Message** from the **Available fields** listing.



- Click on the **Add** button to move the Message field across to the **Show these fields in this order** list.

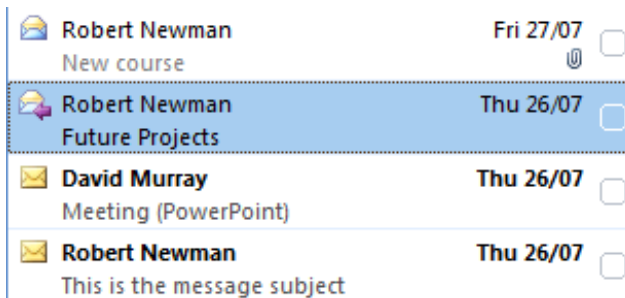


- Click on the **Move Up** button repeatedly until the Message field is displayed at the top of the **Show these fields in this order** list.

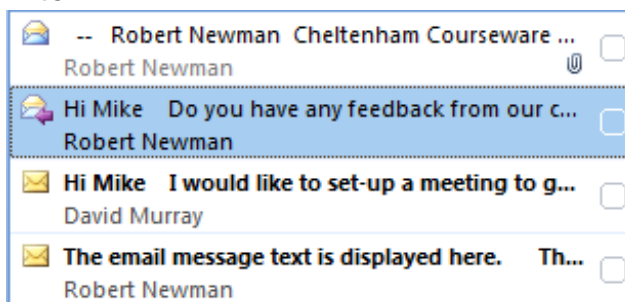


- Click on the **OK** button to close the **Show Fields** dialog box.
- Click on the **OK** button to close the **Customize View: Messages** dialog box.
- The message listing will now change. You should now see that the first few lines of the email are displayed instead of the subject line.

**Before:**

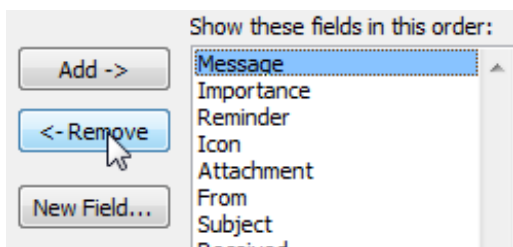


**After:**



## Removing an Inbox heading

- Re-open the **Show Fields** dialog box.
- Select **Message** from the **Show these fields in this order** list.



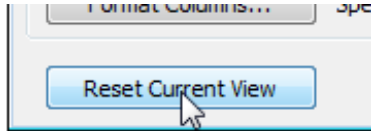
- Click on the **Remove** button. The Message field should now be moved from the **Show these fields in this order** list to the **Available fields** listing.
- Click on the **OK** button to close the **Show Fields** dialog box.
- Click on the **OK** button to close the **Customize View: Messages** dialog box.

- The message listing will now change with the message subject displayed once more.

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## Resetting the Inbox headings

- Click on the **View** drop down menu and select the **Current View** command. From the submenu displayed select the **Customize Current View** command. This will display the **Customize View: Messages** dialog box.
- Click the **Reset Current View** button at the bottom of the dialog box.



- Click on the **OK** button to close the **Customize View: Messages** dialog box.