ICDL Module 7

(Information and Communication)

using

Mozilla Firefox & Thunderbird

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Module 7:
Information and Communication
using Mozilla Firefox and Thunderbird

Section 1: The Internet

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7.1.1   Concepts/Terms

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

The **Internet** consists of all computers and networks across the world which are able to communicate with each other using telephone, fibre optic, microwave, radio, satellite or any other type of link. The Internet includes private, commercial, government and military computer systems. The main links which join continents, countries and major cities are collectively called the **Internet Backbone**.

Satellite

Satellite receiver

Satellite transmitter

Microwave links

Radio

Telephone lines
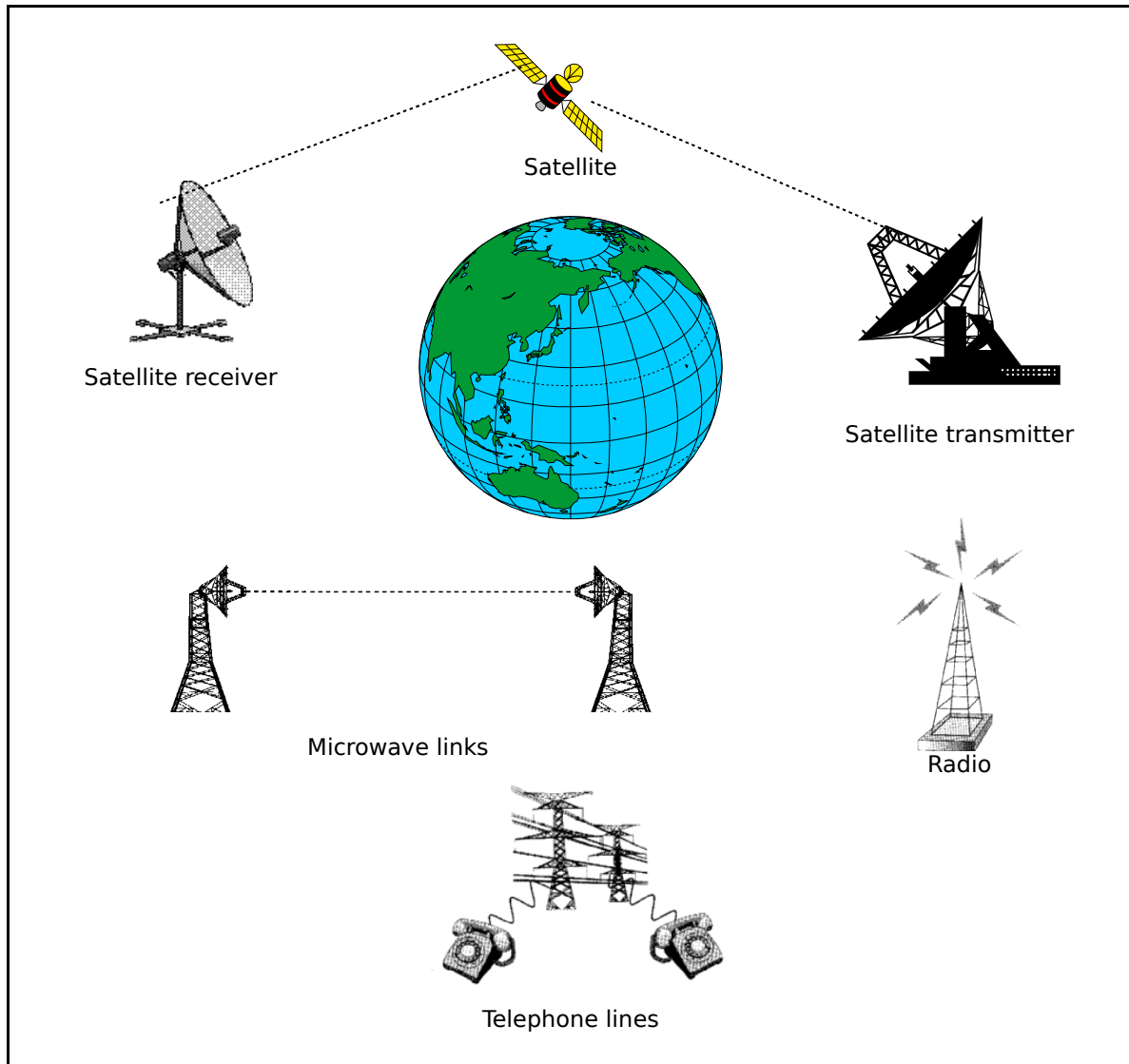
Computers on the Internet use specific rules, called **protocols**, that define the procedures for communication. The protocol that controls communication across the Internet is called **TCP/IP** or **Transmission Control Protocol / Internet Protocol**.

The **World Wide Web** or **WWW** is part of the Internet. This consists of servers that store web pages which can be read by browsers such as Mozilla, Netscape, Opera or Internet Explorer. Web pages in turn have a specific format known as **HTML** or **Hypertext Markup Language**. A **browser** is an application that is able to read (but not create) web pages.

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

HTTP

As was mentioned in the previous section, a protocol is a rule for communication. Communication takes place at several levels. TCP/IP is the protocol that controls the flow of communication. Any specific type of communication that takes place needs additional rules that define how it will take place.

When HTML pages are transmitted across the Internet, the procedures are defined by another protocol called **HTTP** or **HyperText Transfer Protocol**.

FTP

One of the features of the Internet is the ability to download files from sites. Downloading files requires another protocol called **FTP** or **File Transfer Protocol**.

URL

Each website has a unique address called its **URL** or **Uniform Resource Locator**. The is also sometimes referred to as a **web address**. The structure of URLs will be discussed in the next section. To access a website, you would type its URL into the browser address bar and press **Enter** or click the **Go** button.

Hyperlink

Hyperlinks are links attached to text and icons in web pages and documents that enable you to jump directly to another site without having to type its URL into the search window. By convention, text which has a hyperlink associated with it is shown in a blue underlined font. To use a hyperlink, simply click on the text or icon in the web page. The browser is able to interpret the hyperlink and locate and display the site automatically.

ISP

To access the Internet, you need certain things:

- A computer
- A telephone line
- A modem
- Browser software on your computer
- An account with an ISP.

To access the Internet Backbone, you need to have a link to an organisation that does. Special types of businesses have arisen whose purpose is to provide links for individuals and small organisations to the Internet. These companies are called **Internet Service Providers** or **ISPs**. In exchange for a fee, they will provide you with a link between your computer and the Internet backbone. ISPs vary in price and quality. Quality in this sense refers to how easy it would be to establish a connection and, once connected, how fast that connection would be.

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

A web address consists of a number of components separated by periods (full stops). Examples include www.clamwin.com, www.mozilla.com, www.ubuntulinux.org, www.icdlafrica.org

The first part is the name of the server and the final part is called the top level domain zone. Some top level zones such as .com, .net and .org are international zones as they do not relate to any country in particular. Sometimes the top level domain zone corresponds to a country. Some examples are: .uk (United Kingdom), .za (South Africa), .ke (Kenya), .au (Australia), .ca (Canada) and .fr (France). Most organisations in the United States use the international top level zones .com, .org, .net. There are also some newer ones available such as .biz and .info.

Most countries allocate the next level to specific organisations. For example, in South Africa we have .co.za (Commercial organisations), .org.za (Not-for profit organisations), .ac.za (Academic and research institutions) and .gov.za (Government departments).

The part of the name following the server name is known as the **domain name**. Thus in www.amazon.com, the server www is attached to the domain .amazon.com. Just as many people have the same name, so do many servers. In fact, most servers on the Internet are called www. However, each combination of server and domain must be unique.

When you type a URL into a browser Location bar, the browser actually adds another part http:// to indicate that it will use the http protocol. The full entry will look like the following:
http://www.google.co.za

It is also possible to access a site where you can download files using FTP. In this case the entry should like like this:
ftp://svr5.fileaway.co.za

We would interpret the above as:
i) Use FTP
ii) The server name is svr5
iii) It is found attached to the domain fileaway.co.za, a South Africa domain.

A web site consists of a number of **web pages**. A web page is an item which is stored under a particular name on the web site. Often you will be required to enter a specific page to find information. For example:
http://www.galactic-info.ac.za/starclusters.htm

If you do not enter the name of a web page, the browser assumes it is **index.htm** or **index.html**. If, for example, you enter the URL **www.galactic-info.ac.za**, the browser will assume you mean **www.galactic-info.ac.za/index.htm**.

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

A browser has a very straightforward purpose, to locate files using their URL and display their contents on-screen.

Examples of browsers include Mozilla Firefox, Internet Explorer, Opera and Netscape.

Although browsers have a very specific purpose, they can have many additional features which improve their functionality. These include:

- Navigate between sites. This is sometimes called **surfing the web**.
- Record your visits to sites.
- Bookmark important sites.
- Whether or not to display graphics. Graphics can cause the computer to appear to run very slowly.
- Enforce various levels of security and privacy.
- Prevent the execution of cookies. **Cookies** are small bits of information stored by websites locally on your hard drive . Usually they are used to remember site-specific preferences but they could send information about you back to the server you are accessing.
- Change the display in various ways.

7.1.1.5 Know what a Search Engine is and what it is used for.

A search engine is a special type of web site to help users locate information stored on the Internet. Examples include **www.google.co.za** and **www.altavista.com**.

There are hundreds of thousands of web sites on the Internet. These are continually changing. New ones are continuously created while others disappear. You may know the names of a few useful sites, but this will be a tiny fraction of what is available. Search Engines need **key words** and use special techniques to find sites that make reference to these words. The results of the search are displayed on-screen as hyperlinks. By clicking on the hyperlinks, you can jump directly to the sites.

Search engines usually allow you to place added restrictions on the sites that are displayed. For example:

- Display only sites which contain all of certain key words.
- Display all sites which contain any of a list of key words.
- Display sites that contain a specified phrase.
- Display only English (or some other language) sites.
- Restrict the search to sites that have been updated within a specified period.
- Exclude sites which contain certain words.

Although a search engine is very powerful in locating sites that relate to the key words, it does not provide any assessment of the accuracy and validity of the data. Although there is a vast amount of valuable and useful information on the Internet, there is also much that is out-of-date, inaccurate or deliberately misleading.

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7.1.1.6 Understand the terms cookie, cache.

Cookies

Web sites frequently make use of graphics. They may also need to know certain things about your preferences or be able to make changes to the way the web site is displayed. In order to achieve this, they store information locally on your computer when you access the site. These small pieces of information are called **cookies**.

Browsers give some control over cookies. You can set them so that they block all cookies, or allow cookies only from certain trusted sites or allow them all.

Cache

Because web sites often contain a lot of graphics, they can take considerable time to load. To speed up the process of accessing web sites, your browser can make use of a **cache**. Cache is the name given to content stored locally for later use in speeding up operations. A web browser uses cache to store web pages that you have accessed in the past. If you call up the same page, instead of loading it across the Internet, it retrieves it from cache. In using cache, you need to specify how long web pages should be stored. Actual pages get updated from time to time, so your cache will become outdated.

There are programs called **web accelerators** that speed up the operation of browsers. Accelerators make use of cache in a different way. They anticipate the web sites you are likely to use based on the sites you have been accessing. While you are working on a site, the accelerator will load these sites into cache ready for immediate use.

7.1.2 Security Considerations

7.1.2.1 Know what a protected Web site is, (use of username and password).

Most web sites are unprotected. This means anyone can access them and read their contents. Other sites are protected. As soon as you attempt to access them, a dialogue will appear on-screen asking for a user id and password. Unless you can supply these, you will not be able to progress forward.

Some sites are a mixture of protected and unprotected areas.

The registration processes required to access protected sites vary. Often it will involve payment of a fee. It may come as part of some other process. For example, if you join an organisation, you may receive a user name and password which allows you access to protected areas of a web site. A common technique is to require you to complete a questionnaire in which you give personal details. Once this has been done, a user name and password is emailed to you.

You may refer to Module 1 should you wish to read more in-depth detail regarding the dangers of using unknown Internet sites.

7.1.2.2 Know what a digital certificate is.

A **digital certificate** is an electronic document that proves the authenticity of a site. They are issued by a **Certification Authority** (**CA**). The certification authority links a **public key** to the name in the certificate. (Public and private keys will be discussed in the next section.) Digital certificates are used when secure connections need to be established between a computer and a web site. If the digital certificate cannot be verified, the web browser will send a warning message

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to the user.

The way digital certificates work is explained in the next section on encryption.

A **digital signature** is an added level of security. Digital signatures have in-built mechanisms that enable recipients to verify that the sender is who he/she says and that information has not been forged. Digital signatures are described more fully in section 7.4.2.3

Sites using these security methods have an address that begins **https** rather than **http**.

7.1.2.3 Know what encryption is and why it is used.

Encryption refers to the scrambling of data so that it cannot be read without a key. This means that sensitive and confidential information can be sent across the Internet without being able to be read. For example, if you are doing banking over the Internet or viewing your Email, a secure link called **SSL** (**Secure Sockets Layer**) is set up between your computer and the server. This involves scrambling the data so that, if it is intercepted, it appears as a meaningless set of characters.

Encryption involves the use of **private keys** and **public keys**. The public key enables the data to be encrypted by anyone. Once it is encrypted, it can only be deciphered with a private key. Only the owner of the site has this.

When a site sends you a digital certificate, they are also sending you a public key which enables you to encrypt information which only it can read.

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

The Internet is a wonderful source of information and software. Since there is virtually no control exercised over the Internet, it is also a source of danger and even criminal activity. There are thousands of download sites where you can obtain software, some of it legal, some pirated. Whether or not the software is legal, there is always the possibility of viruses being contained in the software. This could be done deliberately by the developer of the site or because it was not checked adequately before being made available.

Before downloading software from the Internet, be sure that you can trust the site you are dealing with. There are excellent and safe download sites such as www.sourceforge.net so you should not need to use dubious sites.

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

In order to make use of some sites or order goods or services across the Internet, you will need to pay by credit card. When you give credit card information without the merchant actually seeing the card, it is referred to as a **Card Not Present** or **CNP** transaction. There are a number of dangers to both the buyer and the seller.

Vendors need to be sure that:
• The card is not being used fraudulently.

Purchasers need to be sure that:
• They can afford the goods they are buying. It is very easy to spend money using a credit card on the Internet.
• The vendor will not abuse the information and make unauthorised debits. They should not deal with any unknown sites.
• The information will not be stolen by employees and used fraudulently. Once again, well known reputable sites will have measures in place and will generally take responsibility if anything does go wrong.
• The information will not be stolen and used by hackers. Only use sites that are able to encrypt the information you send using a secure link such as **SSL**.

7.1.2.6 Understand the term firewall.

A firewall is the first line of defence against hackers. It is a computer program that is installed on a computer that connects to the Internet. The firewall software analyses the **packets** (small groups of data that are transmitted as a unit) that pass between the computer and the Internet. It is programmed to follow certain rules which enable it to decide whether or not to allow a packet to pass. If a packet does not meet the rules programmed into the firewall software, it is rejected.

7.1.3   First Steps with the Web Browser

7.1.3.1 Open (and close) a Web browsing application.

Once installed Mozilla Firefox can be accessed in various ways.

- Click the **Applications** icon.
- Select **Internet.**
- Click the **Firefox Web Browser** icon

Mozilla Firefox will open in the default home page set by the program or one you have selected.

Close the application

- **File >> Quit** or click the **Close control button (Brown X)** in the top right-hand corner of the main window.
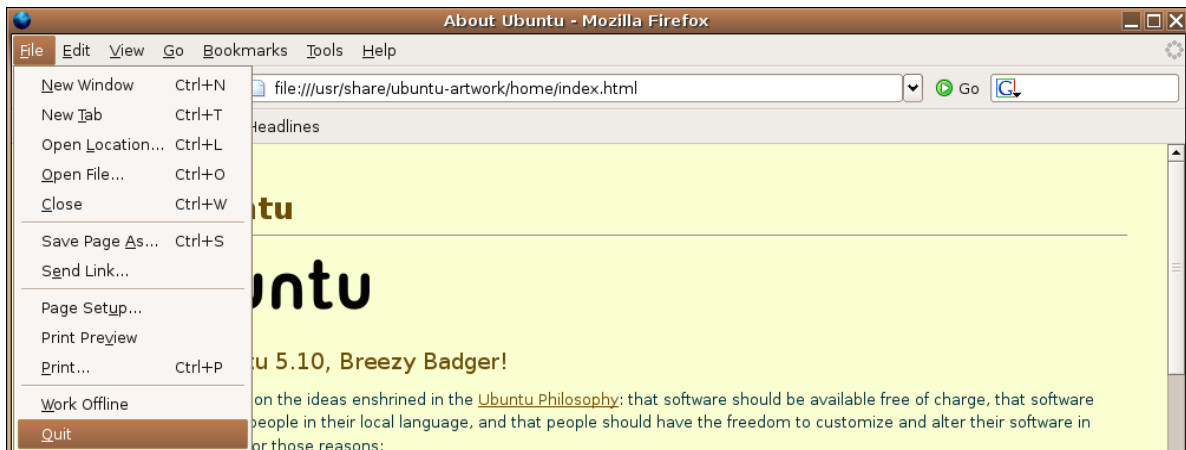
7.1.3.2 Change the Web browser Home Page / Startpage.

The **Home Page** is the web site located and displayed by **Mozilla Firefox** when loaded by the user. Make sure that the new page you have chosen is already displayed in Mozilla Firefox.

- Click **Edit >> Preferences** on the menu bar.
- Select the **General** icon.
- Click the **Use Current page** button.
- Click **OK**.
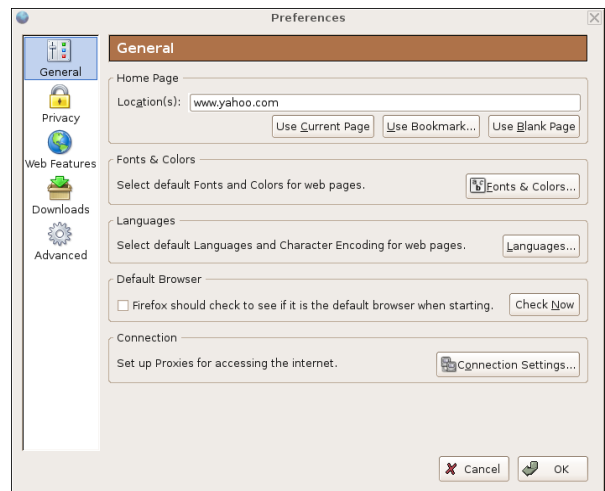
7.1.3.3 Display a Web page in a new window.

To display a web page you need to know its URL (web address). The following example illustrates how to access the Yahoo web site. Its URL is www.yahoo.com

- Type **www.yahoo.com** into the **Location bar** as shown on the next screen and press **Enter**.

If you do not type a protocol in front of the URL, Mozilla assumes the protocol is **http**

and completes the URL as shown on the screen above.

Guessing URLs

Mozilla can often guess the URL you require. For example, if you wanted to view the web site of CNN but were unsure of the URL, you could type in **CNN** on its own. Mozilla would attempt to find the site for you and would try various possibilities starting with **www.cnn.com**.

Open in a new window

Suppose you have the following situation. You have the web page of **www.google.co.za** displayed and you wish to display the web page of **www.yahoo.com** without actually closing **Google**. This is a similar situation to having more than one document open in a word processor. The procedure is quite straightforward:

• **File >>** Open **New Window**
• Type the URL, in this case **www.yahoo.com**, into the **Location window.**

• Press **Enter**.

• Click on the appropriate icon at the bottom of the screen to switch between open web sites.

7.1.3.4 Stop a Web page from downloading.

Web sites often take a while to download, especially if they contain a lot of graphics or if the Internet is very busy at the time you are using it.

• Click the **Stop** button next to the **Location bar**.

7.1.3.5 Refresh a Web page.

In order to speed up with web sites, Mozilla stores copies of pages in a cache or
temporary memory area so that they can be recalled more quickly than if they had to
be reloaded across the Internet. You can get the most up-to-date version of the page by
using the refresh function.

• Click the **Reload** button next to the **Location bar** or press **Ctrl+R**.

7.1.3.6 Use available Help functions.

Mozilla Firefox comes with an extensive help system. Learning to use the help system can help
you become familiar with the full range of the application's functionality. To access **Help**:

• **Help >> Help Contents**.
• Click the **Maximise** icon.
• Click on **Contents**.

Suppose you wish to find out how to copy a web page.

• Expand **Using Mozilla Firefox** by clicking the **+** symbol.
• Click on **Navigating Web Pages**.
• Expand **Copying, Saving and Printing** by clicking the + symbol.
• Click on **Copying Part of a Page**.

Mozilla Firefox Help page
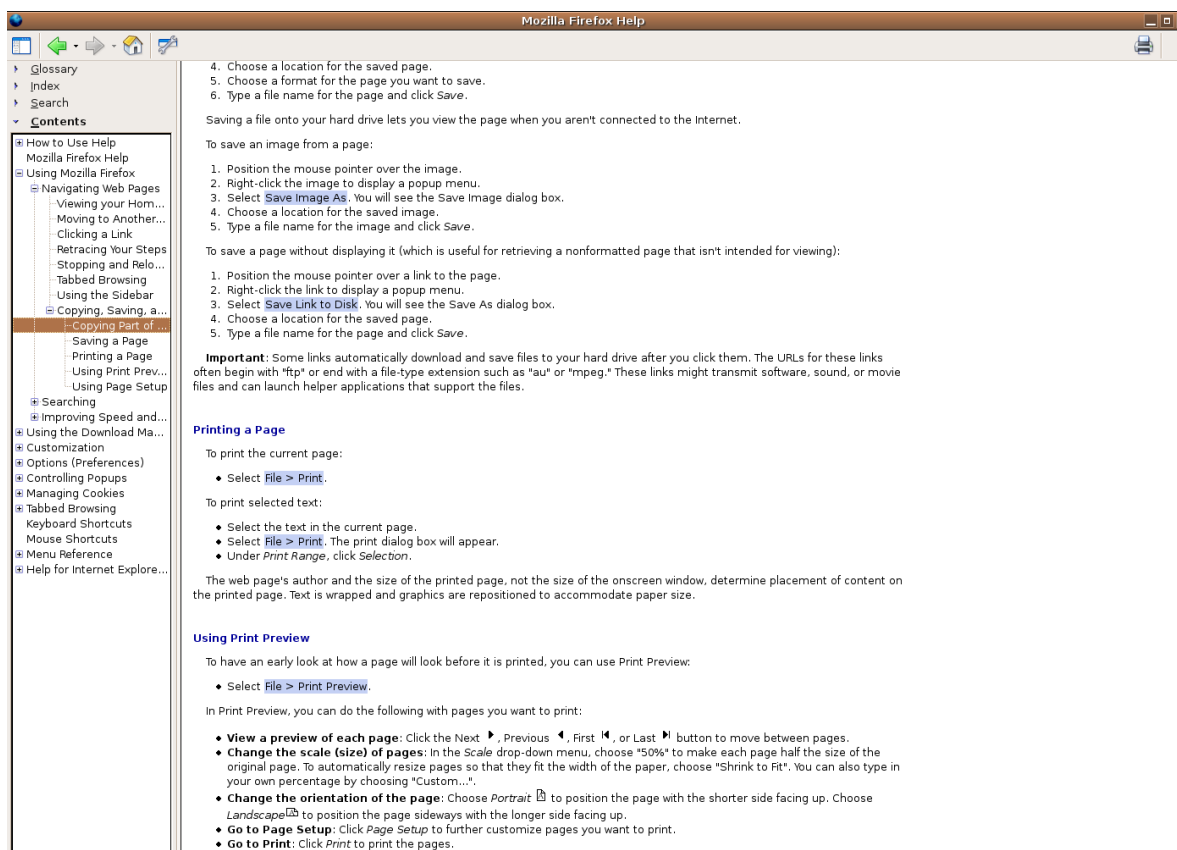
At this point it would be useful to acquaint yourself with the **Contents** of the **Help** system.

Use Search

The **Contents** are useful if you know exactly what heading you are looking for. It may happen that you are looking for all entries containing a particular **key word**. The following example illustrates how to find all entries that contain the word **cache**.

• **Help >> Help Contents**.
• Click the **Maximise** icon.
• Enter the word **cache** into the **Search** window.
• Click on the entry you wish to view.
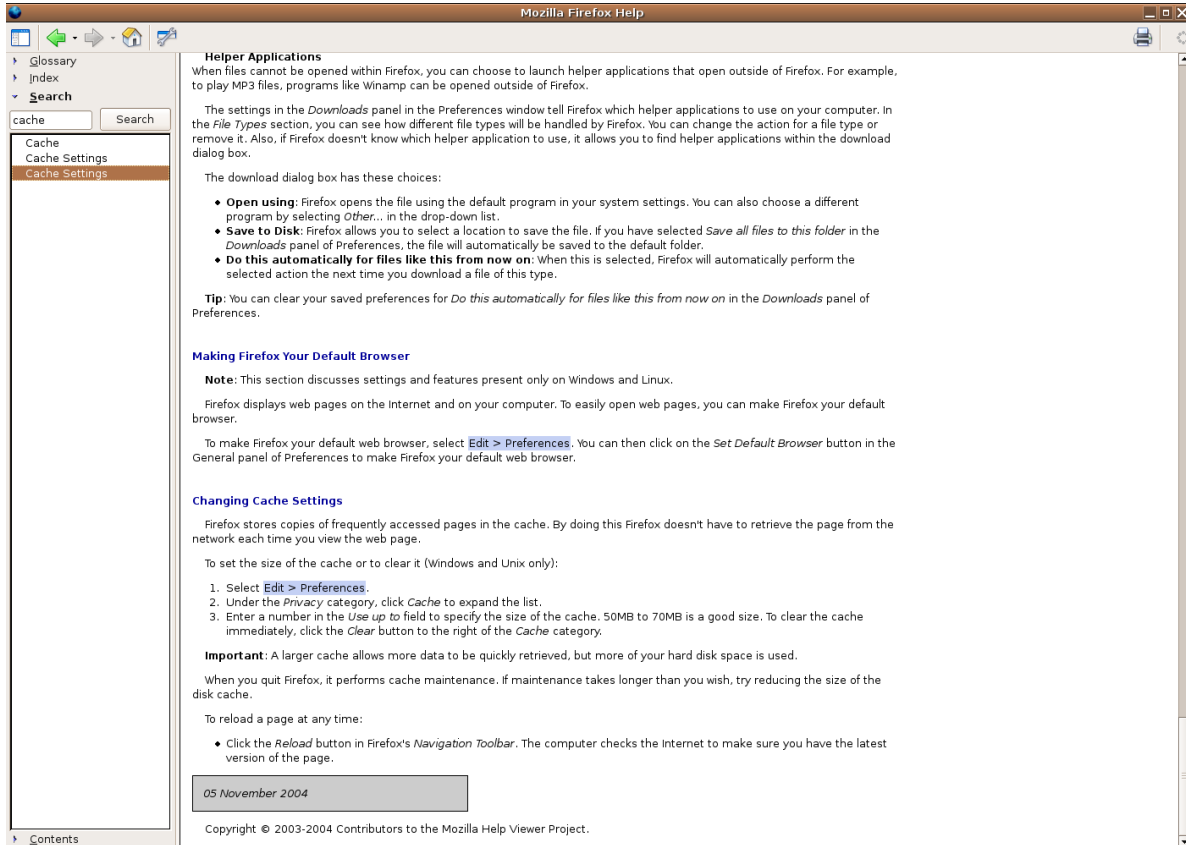
7.1.4   Adjust Settings

Components of the Mozilla Firefox interface

Before explaining how to show and hide the toolbars, it would be useful to become acquainted with the different components. These are illustrated on the following screen.

Navigation Bar   **Bookmarks Personal Bar**   **Location Bar**   **Menu Bar**

History Bar

Status Bar
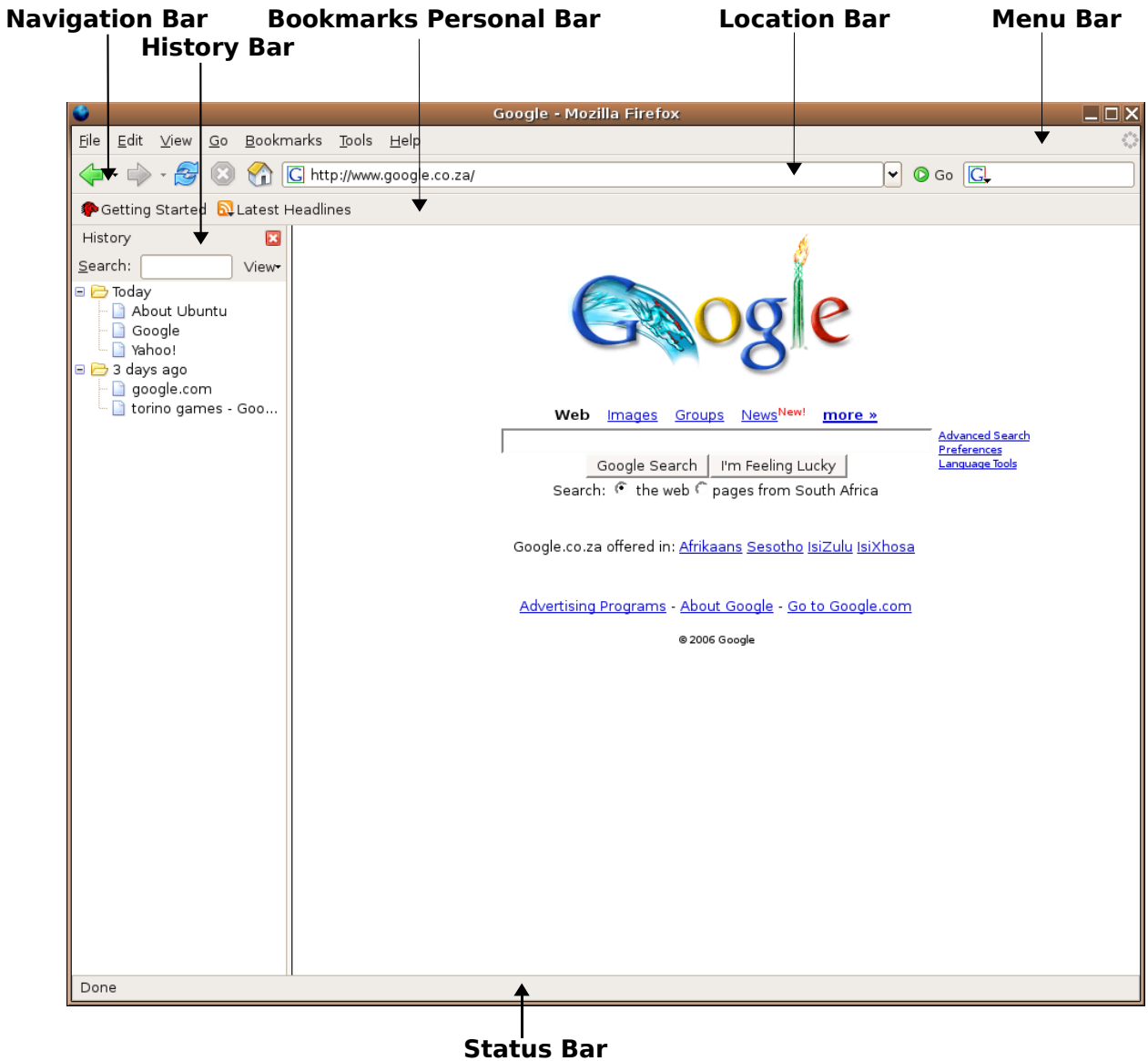
7.1.4.1 Display, hide built-in toolbars.

Completely hiding or displaying toolbars.

• **View >> Toolbars**
• Untick **Navigation Bar** or **Bookmarks Bar** to hide and tick to display**.**
• Alternatively, right click directly on either toolbar to display the same option.
• To hide **Status Bar** click on **View** and deselect **Status Bar.**

The sub-menu will indicate toolbars that are displayed by a tick next to an entry. Clicking on a

toolbar that is displayed will hide it. Clicking on a hidden toolbar has the reverse action and allows it to be displayed.

To alternate between the History Bar and Bookmarks Bar.

- **View >> Sidebar.**
- Select either **History** or **Bookmarks Bar**.

Add or remove items from the Toolbars.

You can add or remove items by dragging to or from the toolbars.

- **View >> Toolbars >> Customise.**
- Click on selected item and drag to position on toolbar:
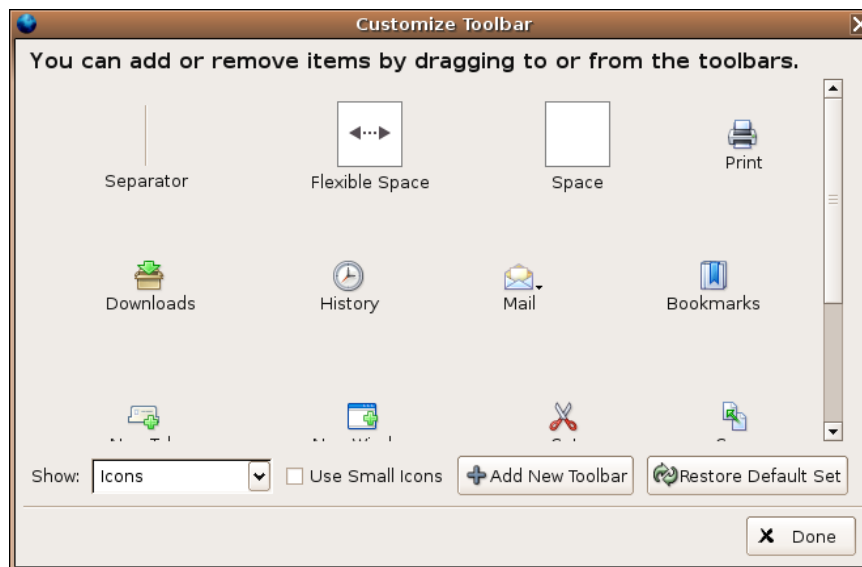
Navigation Bar shown with inserted icons:
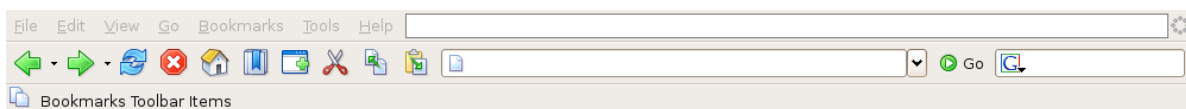
- To clear click the **Restore Default Set** tab on the **Customise Toolbar** menu.

Set display to full screen mode

Full screen mode allows you to use the entire screen for the display of web pages. Only the **Navigation bar** will be displayed at the top of the screen. The rest of the screen is used for the display of the web page.

- **View >> Full Screen** or press **F11**.
- Press **F11** again to return to normal view mode.

7.1.4.2 Display, hide images on a Web page.

The loading of graphic images can slow down the display of web sites very drastically, especially if they are graphic intensive. Often these images are of little use when the user is after information. One way of speeding up access is to suppress the display of images.

- **Edit >> Preferences.**
- Click on **Web Features** icon.
- Untick **Load Images** box.

- Click **OK**.
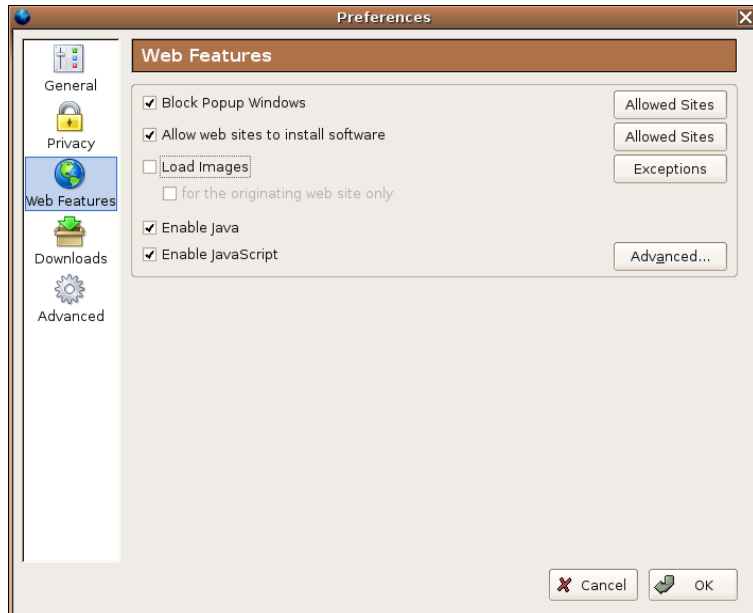
The next two screens illustrate the difference between displaying and suppressing graphic images.
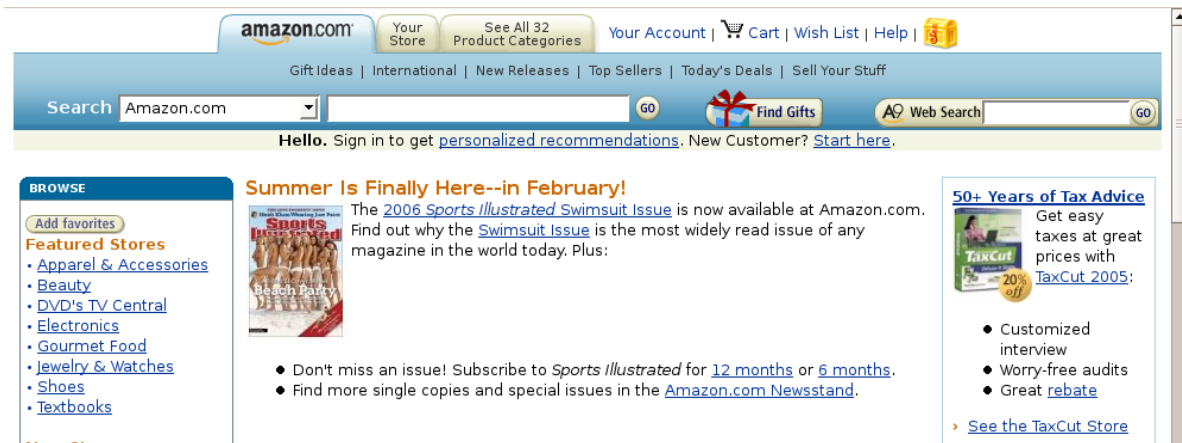
Screen with images
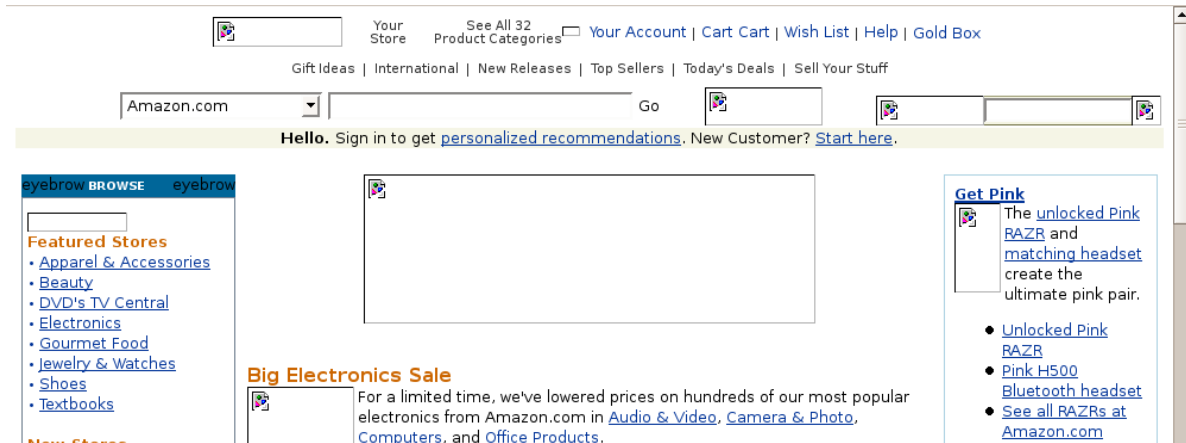
Screen without images

7.1.4.3 Display previously visited URLs using the browser address bar.

When you access a web site, Mozilla Firefox records this in its **History**.

• Click on the **drop down arrow** at the right hand side of the browser address bar.
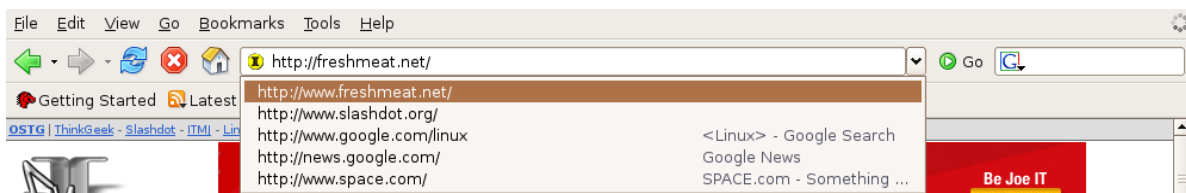
A list of recently visited sites is displayed.

• Click the site you wish to visit or click outside box to exit.

An alternative is to use the **Menu bar**. The **Go** menu will display sites visited during the current browser session.

• Click on **Go** in the menu bar.
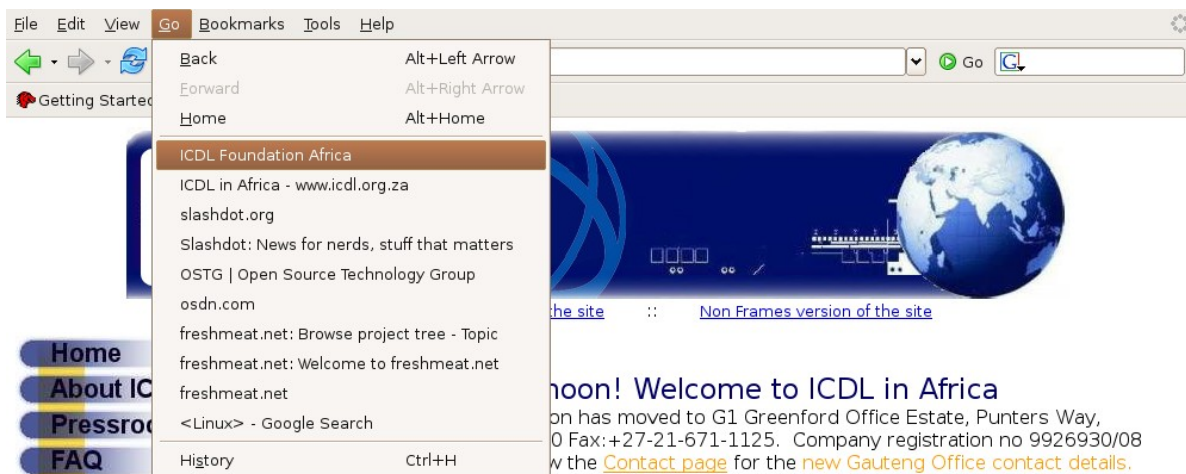
A list of recently visited sites is displayed at the bottom of the menu.

• Click on the site you wish to visit or press **Esc** to clear the menu.

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These entries are automatically cleared after you quit the browser.

7.1.4.4 Delete browsing history.

View the History

You can review your recent browsing activity.

- **Go >> History** or press **Ctrl+H**.
- Expand **Today** by clicking the **+** symbol.

You may expand each web site to view the pages that you have visited in the site.

Delete entries

- Highlight the entry you wish to delete and press the **Delete** key.
- Right click on entry and choose **delete** option.

This will delete the entry and all its sub-entries.
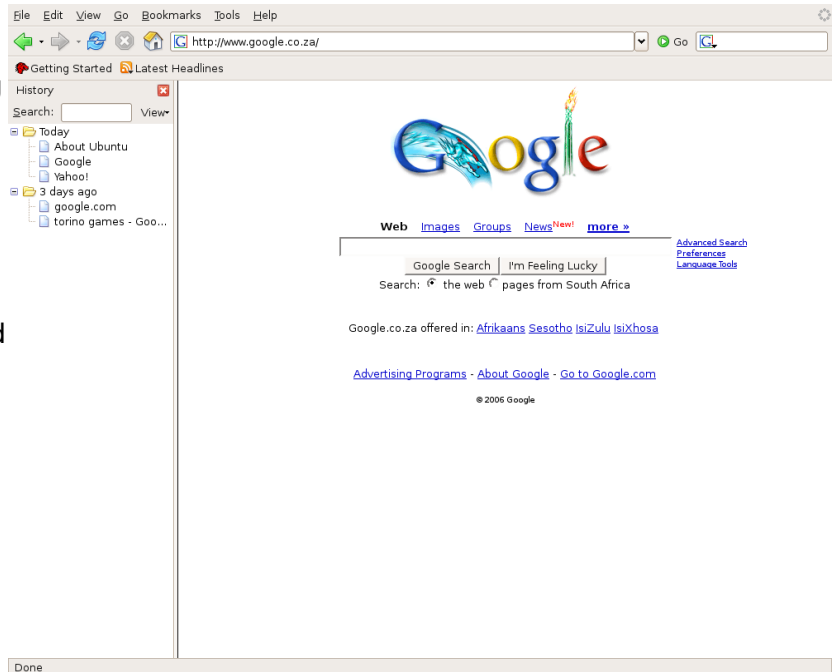
Clear the entire History

- **Edit >> Preferences.**
- Click on **Privacy icon** and select **History**.
- Click on **Clear**.
- Click **OK**.
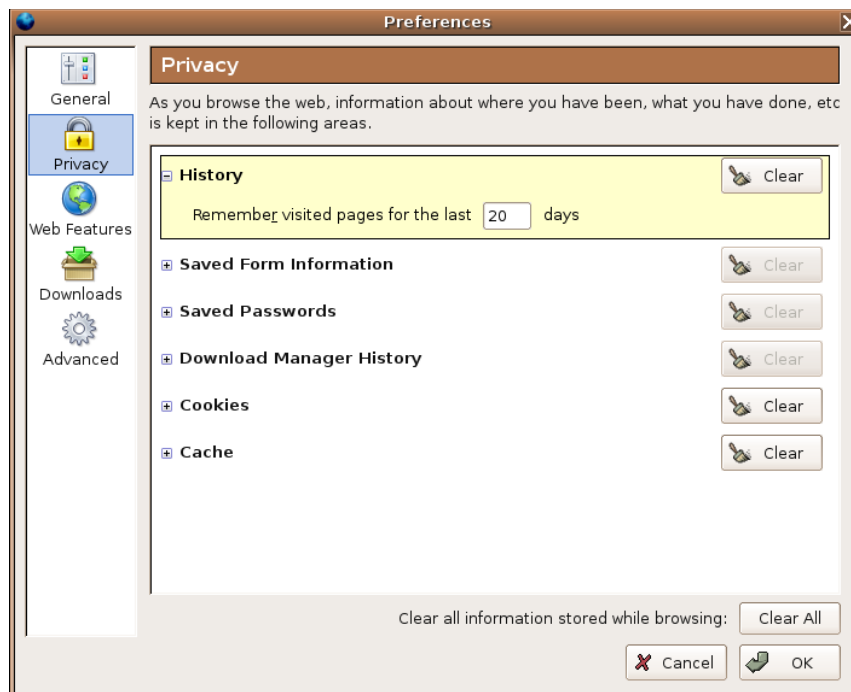
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Section 2: Web navigation

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7.2.1   Accessing Web Pages

7.2.1.1 Go to a URL.

This was covered in the previous section, in particular in **7.1.3.3**.

7.2.1.2 Activate a hyperlink/image link.

A **hyperlink** is a cross-reference to another web site. The hyperlink is attached to an icon or a phrase. When a user clicks on a hyperlink, the browser displays the cross-referenced site. It is possible to do this in the current window or in a new window.

When hyperlinks are attached to phrases, the phrases are usually displayed in underlined blue text.

Display the URL of a hyperlink

The following screen illustrates a number of hyperlinks.

The underlined headings all represent hyperlinks.

·   Right click on a hyperlink and select **Properties**.
    A window such as the one below will display details of the hyperlink.

Activate a hyperlink in the current window

• Click on the hyperlink.
  The currently displayed page will be replaced by the cross-referenced web page.

Activate a hyperlink in a new window

• Right click on the hyperlink.
  This will display a **context menu**..

• Click **Open Link in New Window.**

Switch between open web sites

• Click the **Firefox icon** on the **Status bar** at the bottom of screen.

- A list of open web sites will be displayed.
- Click on the web page you wish to revert to.

7.2.1.3 Navigate backwards and forwards between previously visited Web pages.

Suppose you load three websites in the following order: www.google.com, www.cnn.com and www.bbc.co.uk. At this stage www.bbc.com would be displayed on your screen. If you wish to view any of the two previous sites, you can make use of the navigation bar.
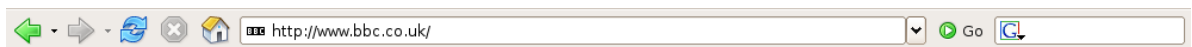
- Click the **Back** icon. This will take you back to www.cnn.com.
- Click **Back** again to go to the first site www.google.com or **Forward** to go to www.bbc.com.

You will notice that the web sites are displayed immediately. This is because they have been stored in cache memory by Mozilla Firefox. If the sites have changed since you last visited them, you would still see the unchanged version. In most cases sites do not change that rapidly to be of an issue. If, however, you were viewing online stock market information, this would be an issue.

- Click **Reload** or **Ctrl+Shift+R** to refresh the screen with the latest information on the current web page.

7.2.1.4 Complete a Web-based form and enter information in order to carry out a transaction.

Many web pages involve a transaction such as purchasing goods, registering for a course or creating a web based email account. Some of these involve a single form while others involve several forms and could include giving credit card information.
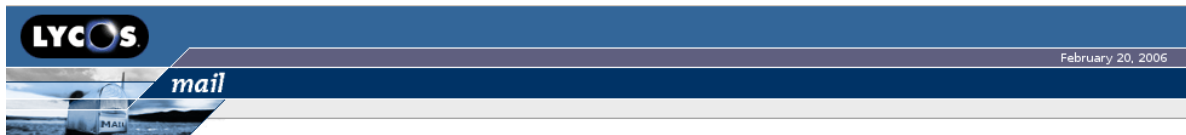
Only supply credit card information over the Internet if you are sure of the web site that you are using and if the site uses a secure method of transferring the information.

The following example illustrates how to create a **Lycos mail** account. This will involve completing a form using the browser window.

• Enter the following URL into the browser window: **http://login.mail.lycos.com/** and press **Enter**.

• Click the **SIGN UP** in the **Free Email** window.
• Fill in your details on the form that appears.
   In this case it is quite a long form so you will need to scroll down to complete all the details.

Scroll down to the end of the form.

*   Enter the confirmation code.
    The confirmation code prevents automated sign ups by computers.
*   Open the **Terms and Conditions** hyperlink in a new window to read the conditions you will have to agree to.
*   Click the **I Agree** button if you agree to the terms and conditions.

Although the entire process is electronic, it nevertheless represents a contract between yourself and Lycos mail. Clicking an **I Agree** button is typical of transactions that involve conditions. Only click this button if you are happy to agree to the conditions.

At this stage you might like to set up a web based email for yourself using this process. Apart from Lycos mail, you can also get free web based email at **www.yahoo.com** and **www.hotmail.com**.

7.2.2   Using Bookmarks

7.2.2.1 Bookmark a Web page.

A bookmark is the URL of a site that is stored by Mozilla Firefox either in the **Personal toolbar** or in the **Bookmarks** menu. To access a site is then a matter of clicking on the name of the web site in the toolbar or menu.

Bookmarking a web page in the Bookmark menu

Suppose you wish to bookmark the **Lycos mail** web address.

*   Access the site by typing **login.mail.lycos.com** into the **Location bar** and press **Enter**.
*   When the page is displayed: **Bookmarks >> Bookmark This Page** or press **Ctrl+D**.
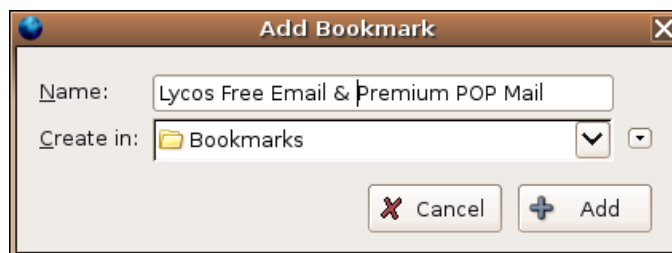
*   Click **Add** in pop-up window.
*   Access another page and click **Bookmarks**.
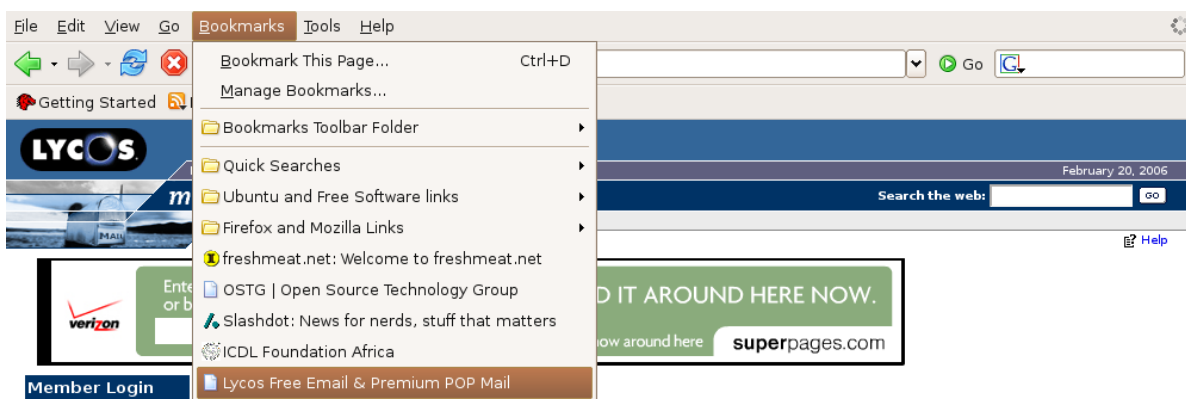
*   Click on **Lycos Free Mail** to return to the **Lycos Free Mail** web page.
    The actual URL is attached via a hyperlink to the name or description in the **Bookmark** menu.

Bookmarking a web page in the Personal toolbar

As the **Personal toolbar** can contain fewer names than the **Bookmark menu**, use it to bookmark sites that are visited more frequently.

Suppose you wish to add **Google Advanced Search** to the **Personal toolbar**.

*   Display the web page by typing its URL into the **Location bar** and pressing enter.
    The URL is: **http://www.google.com/advanced_search?hl=en**
    Alternatively, type **www.google.com** into the **Location bar** and click the **Advanced Search** hyperlink on the **Home page**.

- Drag the **Bookmark icon** to the desired position on the **Personal toolbar**.
  The bookmark icon is the symbol located to the left of the URL in the **Location bar**.

The following screen illustrates a **Personal toolbar** that contains links to a number of **Search engines**. These will be described further on.
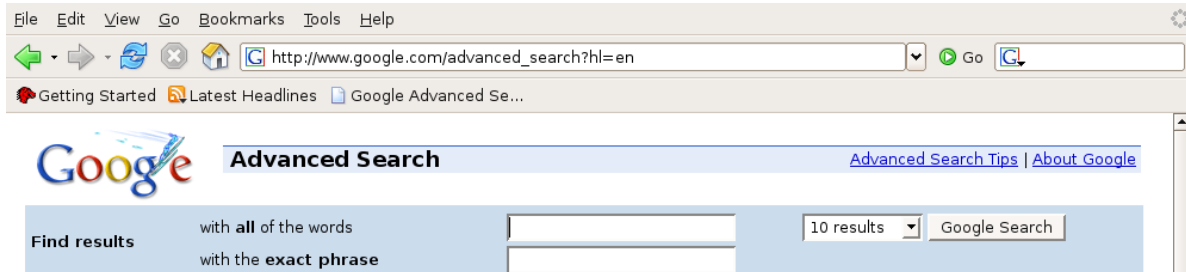
7.2.2.2 Display a bookmarked Web page.

There are two methods of displaying a bookmarked page. In the previous section you bookmarked **Google** on the **Personal toolbar** and **Lycos mail** in the **Bookmark menu**.

- To display Lycos mail: **Bookmarks >> Lycos Free Mail**.
- To display Google: Click the **Google** icon on the **Personal toolbar**.

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7.2.3   Organizing Bookmarks

7.2.3.1 Create a bookmark folder.

As the number of bookmarks increases, so does the need for a system for organising them. The best way of doing so is to create a number of **folders**. Each folder should be a repository for web pages having something in common. The name of the folder should reflect this.

Mozilla Firefox has a special dialogue for managing bookmarks.

- **Bookmarks >> Manage Bookmarks**. This displays the **Manage Bookmarks** dialogue. In the window are a number of existing folders.
- **File >> New Folder** OR click the **New Folder** icon.
- Complete the details as shown on the adjacent screen.
- Click **OK**.
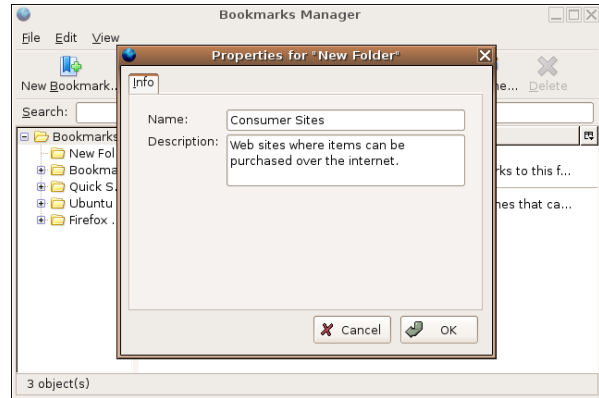
The new folder will be added to the set of existing folders.

The following screen illustrates a number of bookmark folders that have been created.
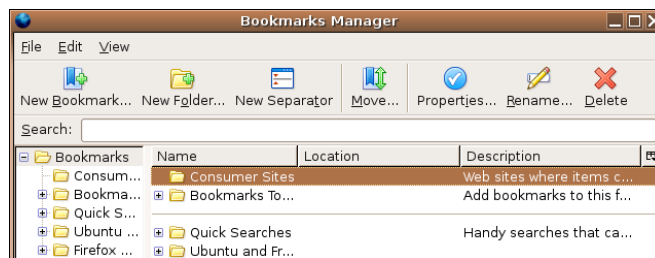
Folders that have bookmarks added to them are illustrated with a **+** symbol.

- Click on the **+** symbol to expand the contents of the folder.
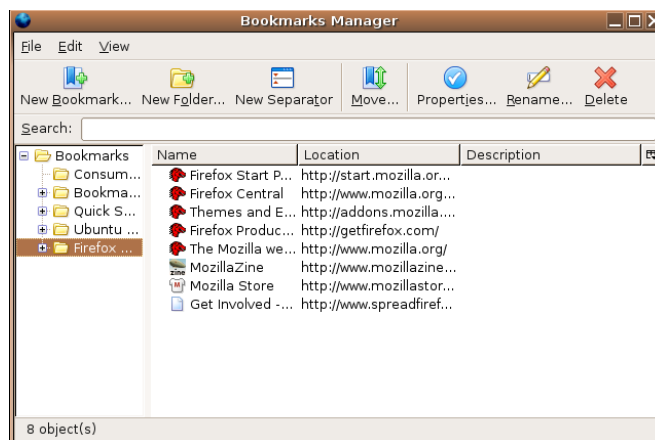
7.2.3.2 Add Web pages to a bookmark folder.

- Locate the web site you wish to bookmark.
- **Bookmarks >> Bookmark this Page (Ctrl+D)**
- Select the folder in which you wish to place the bookmark.

- Click **OK**.

The following screen illustrates a folder containing a number of bookmarks.
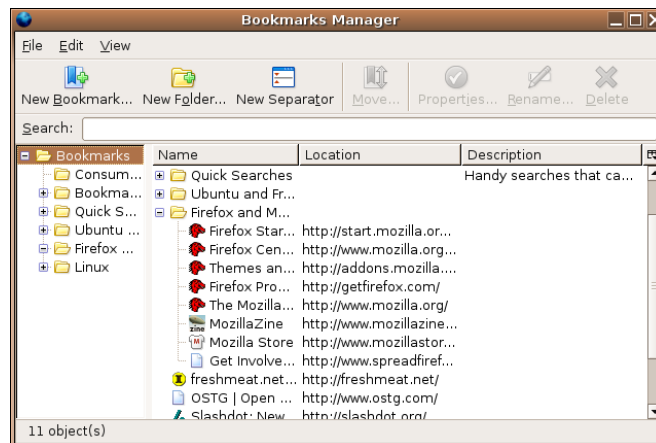
Access a web page bookmarked in a folder

Suppose we wish to access the **Ubuntu** bookmark in the **Ubuntu and Free Software links** folder.

- **Bookmarks >> Ubuntu and Free Software links >> Ubuntu**.
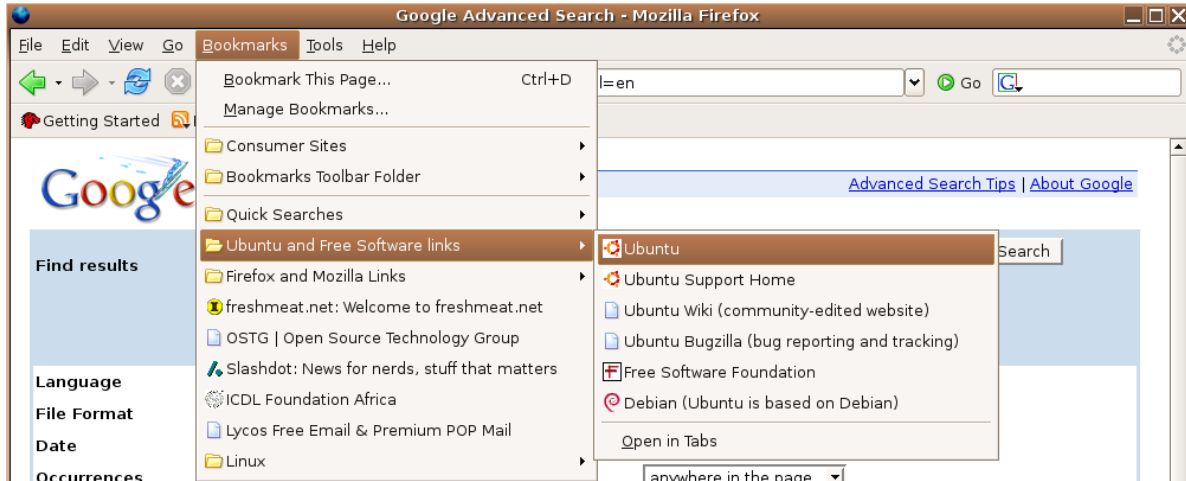
7.2.3.3 Delete a bookmark.

Delete a bookmark

• **Bookmarks >> Manage Bookmarks**.
• Expand the folder containing the bookmark you wish to delete.
• Click on the bookmark to select it and press the **Delete** key.

Delete a folder and its contents

• **Bookmarks >> Manage Bookmarks**.
• Make sure the folder is contracted: If it has been expanded, it will have a **–** sign in front of it and the bookmarks will be displayed below. If this is the case click the **–** sign.
• Select the folder and press the **Delete** key.

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Section 3: Web searching

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7.3.1   Using a Search Engine

7.3.1.1 Select a specific search engine.

It will frequently happen that you want to look up information on the Internet but do not know where to look. In such a case you can make use of a **Search engine**. A search engine is a web site that will find the locations of web sites for you which contain key words or phrases. There are a number of these available. In the screen showing bookmarks in section 7.2.3.2, you will see the names and URLs of a number of search engines.

This section will focus on a specific search engine **Google**. You should, however, familiarise yourself with the other search engines and decide for yourself which you prefer.

- Enter the following URL into the Mozilla Firefox location bar: **www.google.com**.
- Press **Enter** or click **Search**.
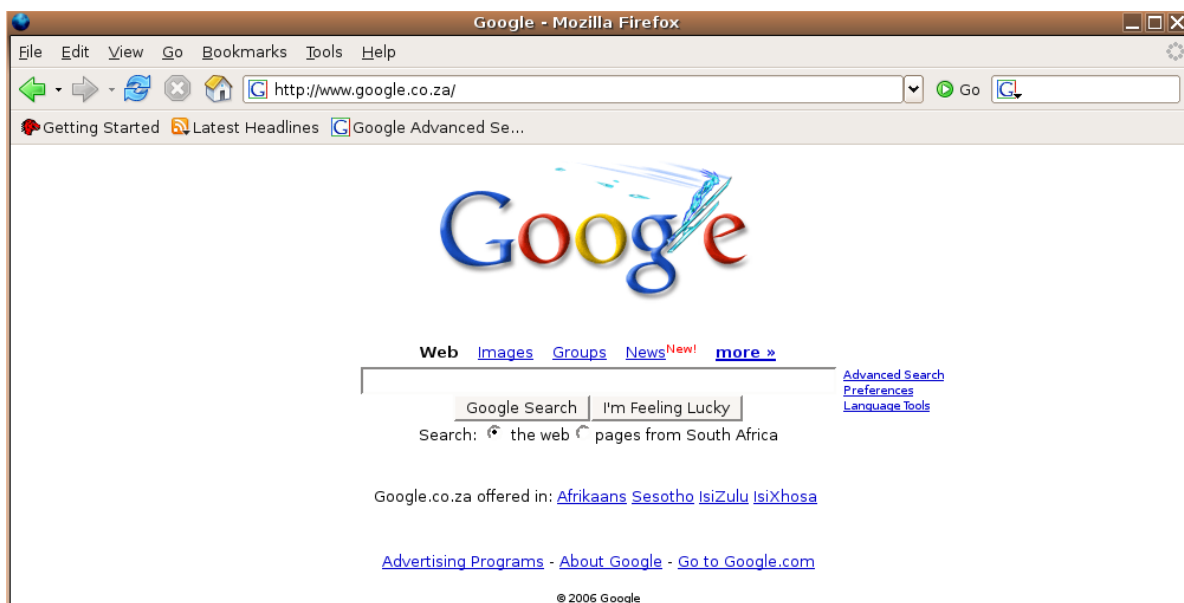
The secret of using a search engine such as Google lies in choosing the best key words or phrases to locate useful web sites.

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

Suppose you have a special interest in **mountains** and you would like to find web sites that can give you information on mountains.

- Type the word **mountain** into the **Search window** of **Google** and press **Enter**.
- If you see a security dialogue pop-up, click **Continue.**

As you can see from the next screen, Google has found millions of web sites that contain the word mountain.

These sites contain information on everything from the geology of mountains to mountain climbing. Suppose it is mountain climbing that you are interested in. In this case you would use a key phrase. **Key phrases** must be enclosed in inverted commas.

- Type the following phrase "**mountain climbing**" into the **Google Search window** including the inverted commas.
- Press **Enter** or click **Google Search**.

Although the number of results has been reduced significantly, the search criteria need to be narrowed down even further.

Each of the web sites is shown as a hyperlink (the underlined blue text).

- Click on a link to view the web site.
- Click the **Back** icon to return to **Google**.
- Scroll to the bottom of the **Google** web page and click **Next** to view the next set of links.

Generally, Google attempts to list the most relevant web sites at the top of the list.

7.3.1.3 Combine selection criteria in a search.

Suppose your main interest in mountain climbing is in Africa. What you want to look for then are sites which contain both the key phrase **"mountain climbing"** and the key word **Africa**.

• Type the following exactly as shown into the Google Search window: **"mountain climbing" Africa**.

• Press **Enter** or click **Google Search**.
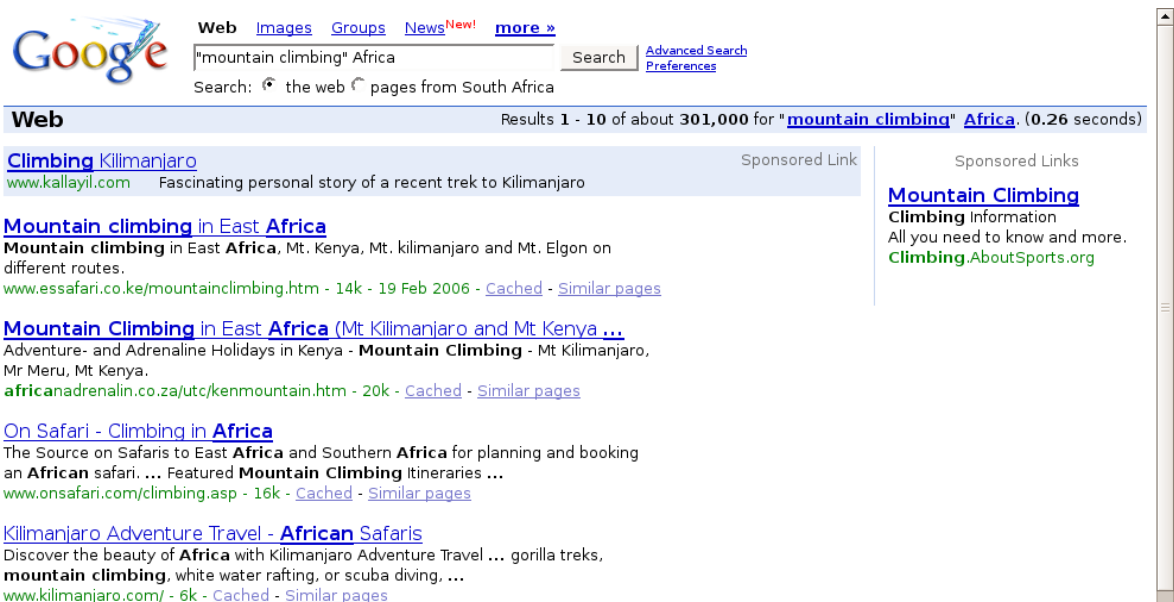
At this point, the search has been narrowed down even further.

When searching try to use key words that are as specific as possible. For example, if you are really interested in rock face climbing use this specific phrase.

Google Advanced Search

Most search engines have an advanced interface that allows you to be very specific in your search.

• If Google is open, click on the **Advanced Search** link, or type the following URL into the location bar:
  www.google.com/advanced_search?hl=en and press **Enter**.

The following screen shows how the advanced search can be further restricted to English language sites that have been updated within the past three months.

The Google Advanced Search engine is a very powerful tool. It would be well worth your while to experiment with it an become fully conversant with its use. The Google site also contains tips and a help system.

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

Text and images can be copied from a web site into a document.

Copy an image into a document

Copying an image from a web site displayed in Mozilla Firefox is a two stage process involving saving the image and then inserting it into a document.

* Right click on the image you wish to copy into a document.
* Click **Save Image as ...**
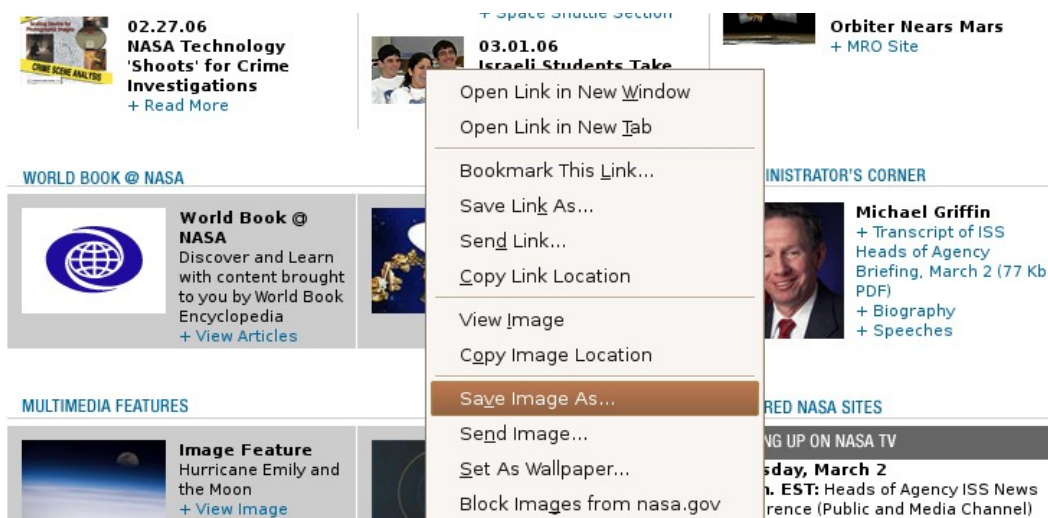
* Select the directory in which you wish to save the image.
* Give the image a suitable name.
* Click **Save**.
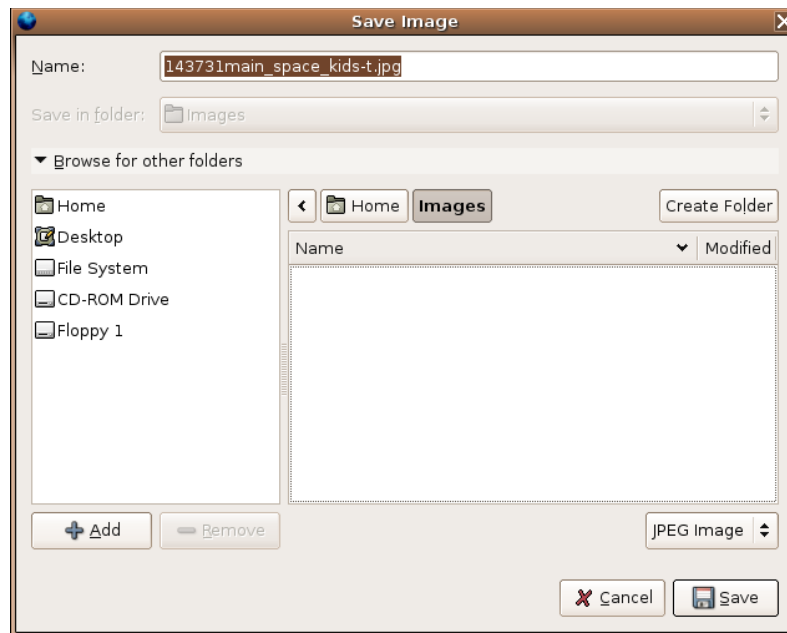
- Open OpenOffice.org Writer.
- Select the document into which you wish to paste the image.
- **Insert >> Graphics >> From File**.
- Locate the image you have saved.
- Click **OK**.

Copy the location of the image into a document

A web page is often made up of a number of files. In particular, images may be stored as files which are separate to the text. The location of these images can be copied into a document.

- Right click on the image and select **Copy Image Location**.
- Go to the point in your document where you wish to paste the location.
- **Edit >> Paste**.

Copy image directly from a web site to a document

If your Internet connection is active, you may also be able to copy an image directly as follows:

- Hold down the left mouse button and drag over the image. It should change colour slightly.
- **Edit >> Copy**.
- Go to the point in the document where you wish to paste the image.
- **Edit >> Paste**.

Copy text from a web site

Depending on how a web site has been constructed, you may or may not be able to copy the text directly. If the following method does not work, you will first need to save the web page as a text or html file (see next section) and then copy the text from there.

- Go to the start of the text you wish to copy.
- Hold down the left mouse button and drag over the text you wish to copy.
- **Edit >> Copy**.

- Go to the point in your document where you wish to paste the text.
- **Edit >> Paste**.

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

• Locate the web page you wish to save in Mozilla Firefox.
• **File >> Save As**. This will display the **Save as dialogue**.
• Select the directory in which you wish to save the web page.
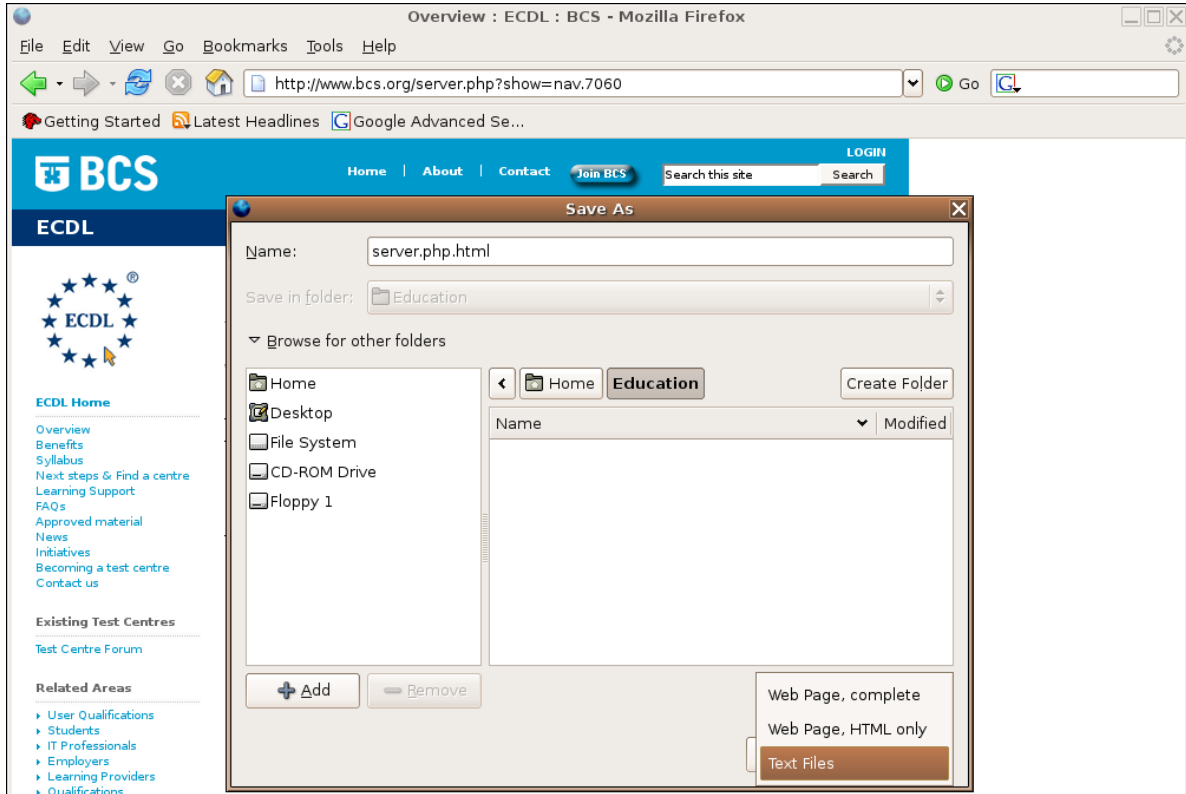
• Give the file a suitable name.
• Select the type of file you wish to save it as. The options are described in the following table.
• Click **Save**.

Type	Description
Web page, complete	The entire web page including pictures is saved. As pictures are usually themselves files, Mozilla Firefox will create a directory for these. This directory will be a sub-directory of the one in which you saved the web page. Mozilla Firefox will change the links so that they are directed to the files in the sub-directory. Using this option,you can view the web site in its original form.
Web page, HTML only	The web page is saved without the pictures. In this case, the links to their original location are preserved.
Text files	This will save the file as a straight text version which can be viewed in a text editor or word processor. No links are preserved.

🖈 If you save a web page as a text file, you should manually change the file extension to txt to emphasise that you are saving it as a text file. Otherwise Mozilla will retain the existing extension.

Unfortunately, most websites are designed to view as complete web pages and therefore might not produce the effect expected when saved in a text format. If this is the case then rather save on the website as html complete.

7.3.1.6 Download text file, image file, sound file, video file, software, from a Web page to a location on a drive.

Be aware of legal and ethical issues

Although the Internet is a wonderful source of information and software, it unfortunately has a negative aspect as it is possible to acquire illegal software from some sites. There are two things you need to keep in mind when using download sites.

• Downloading illegal software or other electronic material across the Internet amounts to piracy. This is both illegal and unethical as it infringes on the intellectual property rights of the developer.
• Software from illegal sites may contain viruses.

Download software from the Internet

A very useful site for downloading software legally is **Tucows**. The following example will illustrate how to download the current implementation of **Wine** from Tucows. (Wine is a program that allows you to run some Windows programs under Linux without having Windows on your machine.)

• Locate the Linux section of Tucows by typing the following URL into the Mozilla Firefox location bar: **www.tucows.com**
• Search for **Wine** under the **Linux** section of the page.

- Click **more info** on the **Wine** link on the screen.
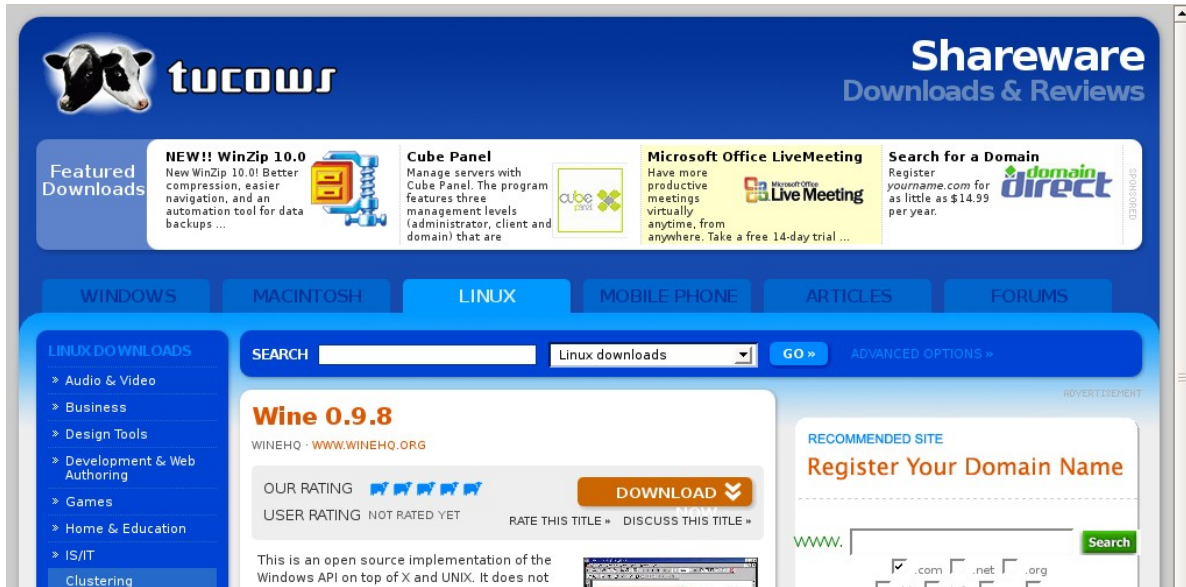
This will display some information about Wine.

- Click on the **Download** button.
- Follow the next couple of screens which require you to select the best mirror site. This is a local site that contains all the Tucows downloads.
- When asked whether you wish to open or save the file, check the **Save to disk** radio button.
- Select a directory in which to save the download.
- Either keep the name of the file that is displayed (preferable) or give it a new name.
- Click **OK**.

If you do change the name of a file, be careful not to change the extension of the file as this could have unforeseen consequences. This is especially the case of files that will be used on Windows systems. On Windows systems the file extension has a special meaning. For example, you can tell executable files in Windows by the fact that they have an **exe** extension. In Linux, you can on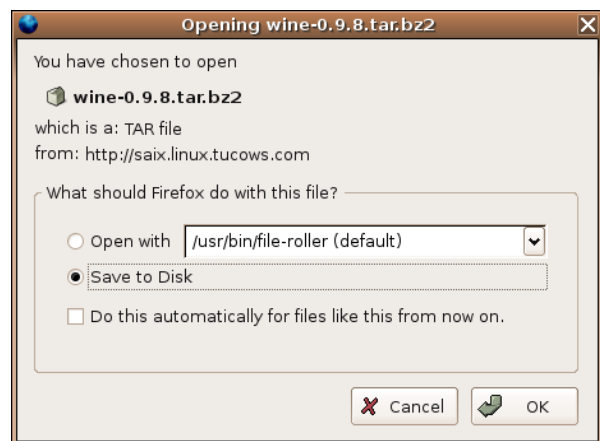ly determine whether or not a file is an executable by viewing its properties. An executable file in Linux may not even have an extension. However, even in Linux some extensions such as **rpm**, **tar** and **zip** do have special significance.

Download text files

There are a number of sites where you can download books free of charge. One of these is **Project Gutenberg**. The URL is **www.promo.net/pg/**

In this case we will locate a specific book, _2000 Leagues under the sea_ by Jules Verne.

- Enter the following URL into the location bar of Mozilla Firefox and press **Enter:** **www.gutenberg.net/browse/BIBREC/BR164.HTM**

- Scroll down towards the bottom of the screen.

Online Book Catalog

Author:

[   ]

Title Word(s):

[   ]

EText-No.:

[   ] [Go!]

Advanced Search
Recent Books
Top 100
Offline Catalogs
My Bookmarks

About Us
In Depth Information

[PayPal DONATE]

Project Gutenberg
needs your donation!
More Info

[hosted by ibiblio]

Bibliographic Record	
Creator	Verne, Jules, 1828-1905
Uniform Title	Vingt mille lieues sous les mers. English
Title	Twenty Thousand Leagues under the Sea
Language	English
LoC Class	PQ: Language and Literatures: Romance literatures: French, Italian, Spanish, Portuguese
Subject	Science fiction
Subject	Submarines -- Fiction
Subject	Sea stories
EText-No.	164
Release Date	1994-09-01
Copyright Status	Not copyrighted in the United States. If you live elsewhere check the laws of your country before downloading this ebook.

Formats Available For Download					
Edition	**Format**	**Encoding** [1]	**Compression**	**Size**	**Download Links**
	Plucker		none	unknown	**main site**
11	Plain text	us-ascii	none	608 KB	**main site** mirror sites P2P
11	Plain text	us-ascii	zip	229 KB	**main site** mirror sites P2P

- Click on one of the download option links.
- The next screen will ask you to select a site from which to download the file. Note there are sites in many countries. For quickest download, select the nearest site.
- The process from here on is exactly the same as that described for downloading software.

Download sound and video files

Most computers have sound cards which enable you to play music and speech. All are stored as sound files of one type or another. There are a range of different formats. One of the most popular is **mp3** which compresses the file while still providing good sound quality.

Similarly, movies can be stored as video files.

In order to play sound or video files, you will need to have the appropriate software installed on your computer.

The process of downloading audio and video files is exactly the same as that described for software and text files.

7.3.2   Preparation

7.3.2.1 Preview a Web page.

Previewing a web page will enable you to see what it will look like when printed.

• **File >> Print Preview**.

• Scroll through the pages.
• Click **Close** to return to the normal Mozilla Firefox window.

7.3.2.2 Change Web page orientation: portrait, landscape. Change paper size.

Change page orientation

Portrait printing refers to print which is across the width of a sheet of paper. This is the normal method of printing. If a web page is very wide, then it is best to print in landscape. In **Landscape** printing is across the length of the page.

• **File >> Page Setup**.
• Click the **Format & Options** tab.
• Select the orientation, portrait or landscape.
• Change the **Scale,** if you wish.
• Set the **Options**, if you wish.
• Click **OK**.
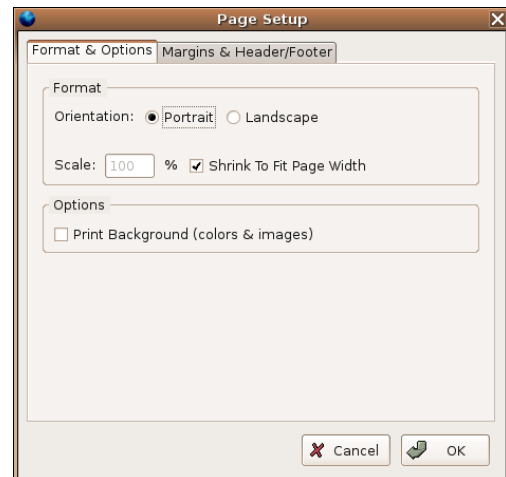
Change paper size

The paper size is set when you do the actual printing.

* **File >> Print**.
* Click **Properties**.
*
* Select **Paper Size** in drop-down window.
* Click **OK.**
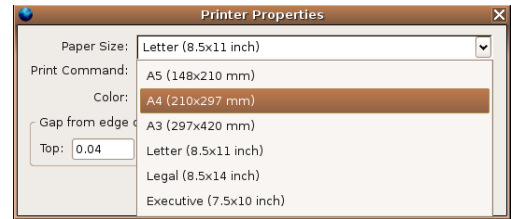
7.3.2.3 Change Web page margins top, bottom, left, right.

* **File >> Page Setup**.
* Click the **Margins & Header/Footer** tab.
* Set the margins.
* Click **OK**.

Note that you can also set the headers and footers using this dialogue. Certain defaults are supplied by Mozilla as shown on the adjacent screen.
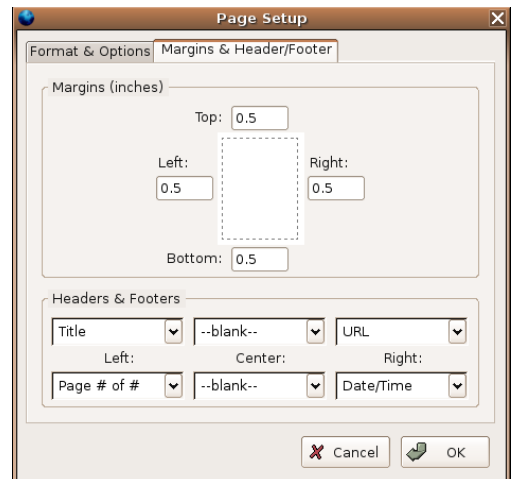
7.3.3   Printing

7.3.3.1 Choose Web page print output options such as: entire Web page,

specific page(s), specific frame, selected text, number of copies

and print.

• **File >> Print**.

In this dialogue you can set the following:
• Print to the printer or a file: If you select the latter, you will be prompted for the file name and location.
• The printer to use: Select the printer by clicking on the drop down arrow next to the printer name.
• The range of pages to be printed: The default is **All pages**. To select a range of pages, select the **Pages** radio button and enter the start and end page numbers.
• Number of copies: Enter the number of copies you wish to print in the corresponding window.
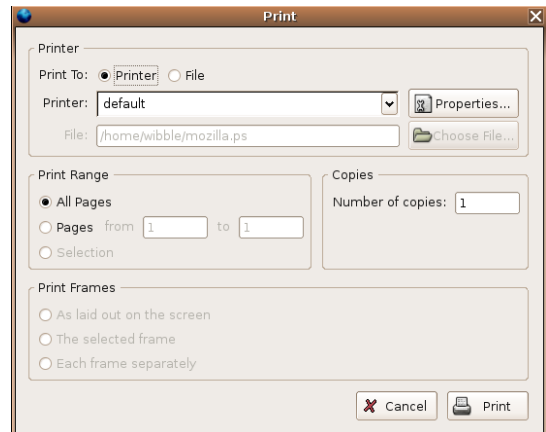
• Print frames: Some web sites are made up of frames. These are boxes on the screen which can be dealt with as units. If the web page contains frames, you can select how you wish these to be printed.

• Click **OK**.

The following screen illustrates a web site that makes use of frames. The borders of the frames can be clearly seen on the screen.

You may also choose to print a selection of text.

- Select the text you wish to print.
- Click on **File >> Print**
- In the Print Range option click on **Selection**
- Click on **OK.**

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Section 4: Electronic Mail

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7.4.1   Concepts/Terms

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

An email address can readily be distinguished from a web address by the fact that an email address always contains an **@** symbol while a web address never does.

An email address consists of two main parts, the name and location. The **@** sign is used to separate the recipient's name (username) and the location (domain name):

<p align="center"><u>name@location</u></p>

The name part of an email address refers to the recipient's mailbox. For example, in the address: **josephine@ct-services.co.za**, **josephine** is the name of the mailbox and **ct-services.co.za** is the name of the domain to which it is attached. Usually the mailbox has a name which relates to the user. In this case she has used her first name. Sometimes you will find email addresses that have the form: **josephine.taylor@ct-services.co.za**. In this case the period between the first name and surname has no special meaning. Although spaces are not allowed a hyphen or underline could equally well have been used. There can be many mailboxes attached to the same domain. In this case only the part to the left of the @ symbol would change. Thus another mailbox attached to the above domain might be **info@ct-services.co.za**.

The **ct-services.co.za** (location) refers to the mail server, the computer where the recipient has an electronic mailbox, usually the name of the user's ISP, or a company or organisation that runs its own domain.

The **co.za** part of the location donates the type of domain and the country code. Domain types include:
ac (Academic), **com/co** (Company), **gov** (Government), **org** (Non-profit organsation).

The country code donates a specific country for example; **za** (South Africa), **uk** (United Kingdom, **au** (Australia).

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

Advantages of email

- **Fast:** Email is usually delivered within seconds to the recipient. The only delay occurs in the time taken by the recipient to check his/her email.
- **Low cost:** The only costs are the line costs. Usually many emails are sent at once, reducing the cost even further.
- **Attachments:** Documents, images, sound and video files can be sent with email messages as attachments. This further saves cost of delivery of heavy and bulky articles. The recipient can print the attachment or save it to the appropriate medium.
- **Reliability:** Although email is occasionally lost through technical problems on the Internet, it is much more reliable than ordinary mail. Electronic receipts can be requested by the sender to confirm that the mail has arrived at the recipient.
- **Security:** Using encrypted links, sensitive and confidential messages can be sent across the Internet. Sending hard copies of messages has a much greater security risk.

Web based email
Normally an email client is an application which resides on a computer. Mail is downloaded from

the ISP to the mail client. This can present a problem if you are away from your computer, especially if you are in a foreign country.

To overcome this problem, you can set up a web based email client. In this case, the email resides on a remote server and is never actually downloaded to a computer. The software for accessing the email resides on the mail server. The user accesses the mail site using a web browser. He/she would be required to enter a user name and password. Once these have been accepted, the user has access to the mailbox, which from there on functions in very much the same way as an ordinary mail client. Recall the Lycos web mail account you created previously.

Web based mail clients need to be managed carefully. Usually there are quite strict size limitations. This means that they will fill quickly unless unneeded messages are deleted.

Web based email clients can be set up free on sites like **Hotmail**, **Yahoo** and **Eudoramail**. There are also sites which charge a fee. These would offer larger mail boxes and more features. These sites would be more suited to the business user who has to travel frequently.

Some **domain registrars** (organisations who register domains on your behalf) provide services such as web based mail linked to your own domain when you make use of their services.

7.4.1.3 Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.

Although email tends to be less formal than written communication, a poorly written and structured email can cause offence. This is especially true in a business environment. Used correctly, it is a valuable business tool. Below are some points to observe when writing email.

- Insert a meaningful subject heading. Users scan their mailboxes before opening emails. A brief accurate subject heading can help them decide the relative importance of mail. Many users delete mail that is suspicious. Email with empty or meaningless subject headings would fall into this category.
- Use an appropriate mode of address. There is a tendency to start email with the greeting **Hi Jo**. This level of familiarity and informality may be appropriate if you know the person you are sending the email to. When sending a business email, rather err on the side of formality. Remember, many people may regard the casual mode of address as disrespectful.
- Check the spelling of your email. It is very annoying to receive email with many misspellings. Most email clients allow you to spell check your email.
- Likewise check the grammar of your email.
- Do not use all upper case (capital) letters or all lower case letters when writing email. This is simply not acceptable in anything other than a casual environment. Use the correct case for text. Even friends could react negatively to such lazy construction.
- Be clear but brief in constructing email messages. In is quite common for users to receive a hundred or more emails at a time. Take into account that they might be under pressure when they receive your email. Use correct paragraphing and headings to enhance the clarity.
- Include a signature at the end of your emails. This should include your full names, the capacity under which you are writing, your email address, phone and fax numbers and any other information which might be relevant to the communication.

7.4.2   Security Considerations

7.4.2.1 Be aware of the possibility of receiving unsolicited e-mail.

A **distribution list** is a set of email addresses which are given a single collective name. A distribution list can have tens or hundreds of thousands of names on them. Once a distribution list has been compiled, emails can be sent to every name on the list by sending it to the name of the list. In other words, it is as easy to send the mail to a hundred thousand recipients as to one.

This has led to a whole industry of creating and selling distribution lists. These lists are then used to send unsolicited email to people on the lists. Unsolicited email, known as **spam** is a major problem for both users and the Internet. The transmission of millions of messages across the Internet wastes valuable bandwidth and causes deterioration in Internet performance. For users, spam not only causes irritation but also fills up mail boxes.

To deal with the problem, some countries are now introducing legislation to prohibit spam. Some ISPs make use of special anti-spam software to block spam. Sometimes this software makes use of known sources of spam while at other times it uses special techniques to analyse the content. It is also possible to install anti-spam software on your computer.

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

Email has been one of the major sources of the spread of computer viruses in recent times. These viruses are usually hidden in attachments to emails. There are numerous effects of these viruses:

* Make your computer run more and more slowly to the point where it is inoperable.
* Delete data or entire hard drives.
* Change data.
* Send information stored on your computer back to hackers.
* Install programs on your computer which monitor your work and send details back to hackers.
* Use your computer to send infected emails to users in your email client address book.

As Linux is relatively unaffected by viruses, these effects apply mostly to non-Linux systems. However, the situation could change.

On non-Linux systems, one of the standard actions you would take is to install anti-virus software that is able to scan email. However, as the threat to Linux systems is very low, there is little anti-virus software available.

Although the viruses may present little direct threat to a Linux system, it is possible for viruses to lie dormant in files stored on a Linux system and be transmitted to non-Linux systems when mail is sent or forwarded.

You should take the precautions listed below. If you are unsure of an email, do not open it or even preview it. Rather delete it.

* Check the email address to see if it is a known source.
* If you do not know the sender, check the domain. Be particularly wary of unknown senders using web based mail.
* Check the subject heading of the email.
* Check if there are attachments. Be very careful of email from unknown sources which have attachments.
* As we are all becoming increasingly dependent on email, we are often force to take certain chances. In order to deal with possible loss, make regular backups on removable media such as CD.

7.4.2.3 Know what a digital signature is.

Digital signatures provide a way of verifying that an email is genuine and from the sender.

The process of using digital signatures makes use of a public key and a private key. If you wish to communicate with others using digital signatures, you will make your public key available to everyone but will keep your private key secret.

In order to use digital signatures, you would need special software.

First the sender's software compresses the message into a much smaller block of text, the message digest, by a process called hashing. Hashing is a one way process as you cannot derive the original message from the text that has been hashed, even if you know the hashing algorithm.

Once this has been done, the message digest is encrypted using the private key. The encrypted message digest is the digital signature which is then attached to the email.
The receiver's software then decodes your digital signature using the public key to create the original message digest. At the same time it also generates a message digest from the email using the same hashing technique. By comparing the two message digests, the receiver can determine the genuineness of the email.
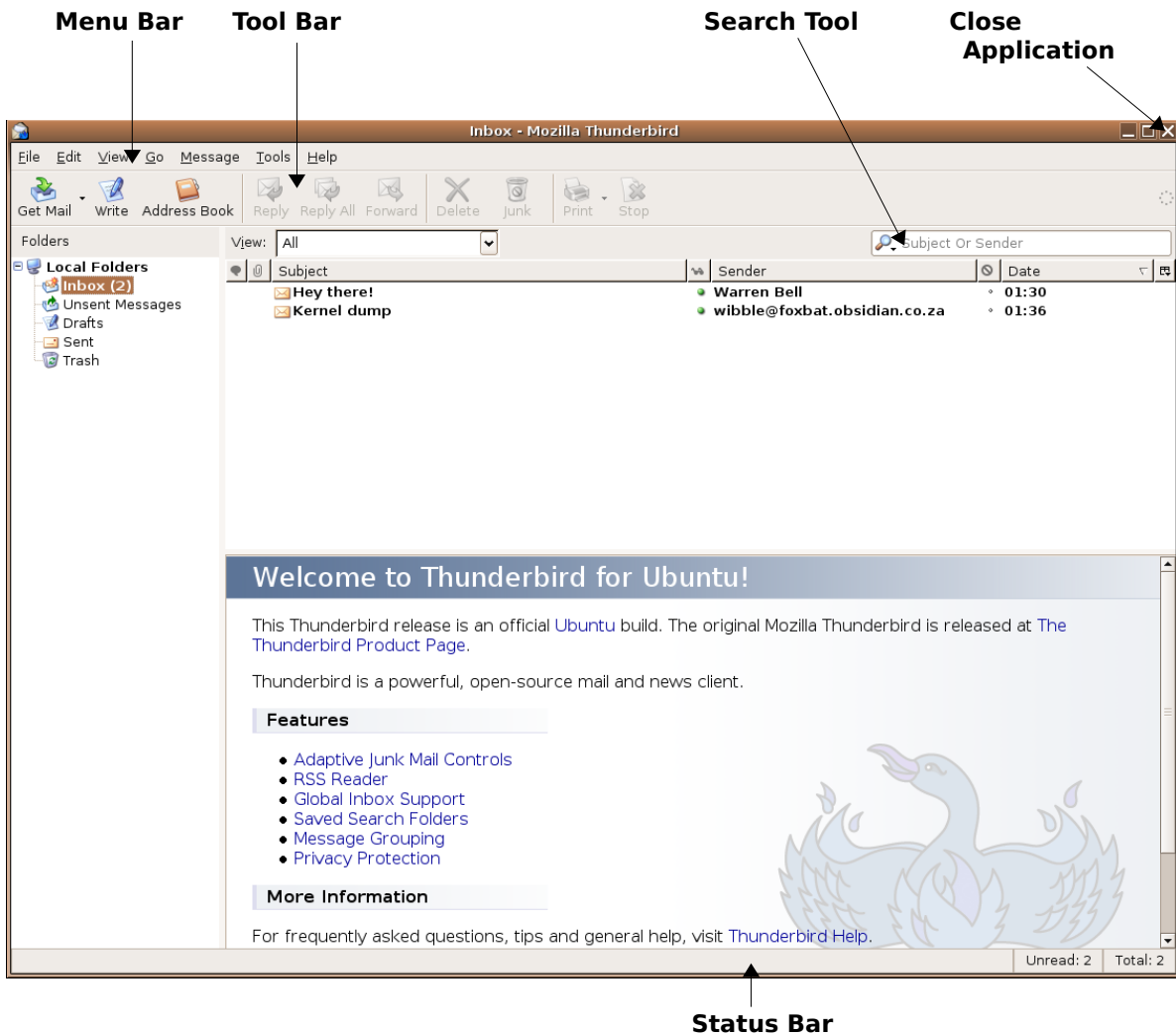
7.4.3   First Steps with E-mail

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

Open Mozilla Thunderbird

You can choose a number of options to start the program.
- Click on **Applications** >> **Internet** >> **Thunderbird Mail Client.**

The Mozilla Thunderbird interface appears as follows:

Menu Bar   **Tool Bar**   **Search Tool**   **Close Application**

Status Bar

Close Mozilla Thunderbird

- **File >> Quit** or click the **Close application** icon.

| Convention |
| --- |
| To simplify the use of functions found on the menu bar, these will be abbreviated as follows: Instead of saying click on **File** on the **Menu bar**, then click **Folder** then click **Move**, the notation **File >> Folder >> Move** will be used. |

7.4.3.2 Open a mail inbox for a specified user.

In oder to access mail from just one specified mail box, you will need to enable this mail box and disable the others.

• Open Mozilla Thunderbird. • **Edit >> Account Settings** • Select the mail account you previously set up. • Check that the mail account you wish to use is correctly configured. Make sure all the others are removed. • Click **Close**. Then proceed to download mail.	
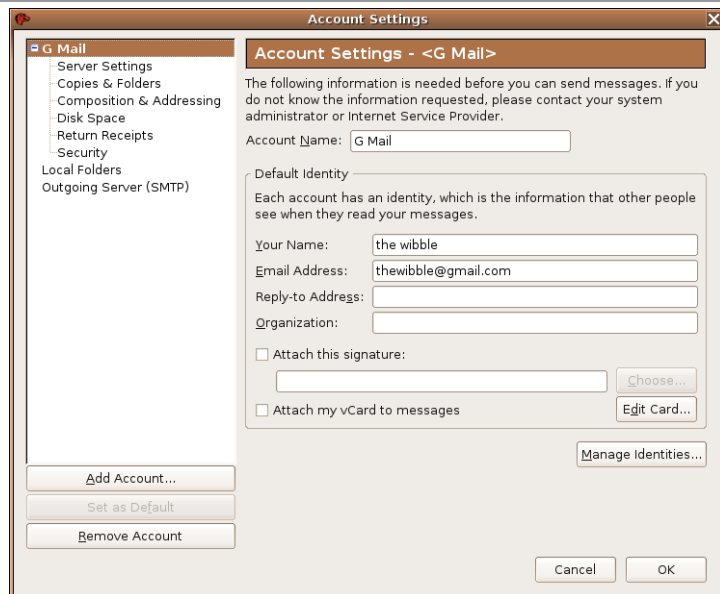
• Click the **+** in front of **Local Folders**.
• Click on **Inbox**.
• Click on the **Get Mail** icon to download messages.
• Highlight the message you wish to read. A preview will appear in a pane below the message list.
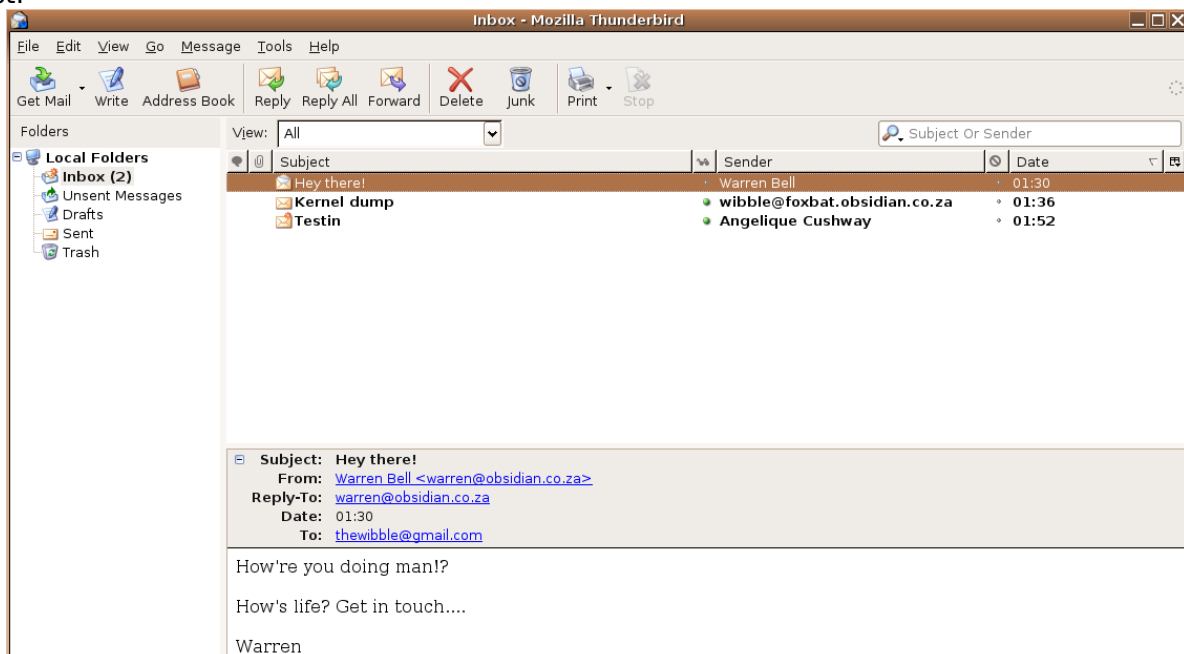
• Press **Ctrl+O** to open the message in a window of its own.

• Adjust the size of the message window by dragging a corner or press the **Maximise** button if you wish the message display to occupy the entire screen.

- To close the message window, do one of the following:
  Click the close window icon, or **File >> Close**, or press **Ctrl+W**.

Switch off the Message Pane

There are a number of reasons why you might not wish to have the **Message pane** displayed. From a security point of view, it is better that it is not displayed. When it is displayed, Mozilla Firefox has to read the message. This is sufficient to activate certain virus activity. To switch it off:

- **View >> Layout**.
- Deselect **Message Page** (F8).

Ticking this option would once again display the Message pane.

7.4.3.3 Open one, several mail messages.

Open a single message

- Select the message you wish to read by clicking on it.
- Press **Ctrl+O** or double click on the message.
- Press **Ctrl+W** or use **File >> Close** when done.

Open several messages

- Select multiple messages by holding down the **Ctrl** key and clicking on each of the messages.
- Press **Ctrl+O** or on Menu Toolbar **Message**>>**Open Message**.
  This will display each of the messages in a separate window.

7.4.3.4 Switch between open messages.

When a number of messages are open, an icon for each will be displayed at the bottom of the screen. These icons will also include windows of other applications that may be open.
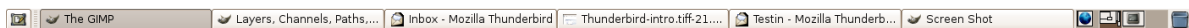
- Click the icon corresponding to the message you wish to read. This will make the message the active window.
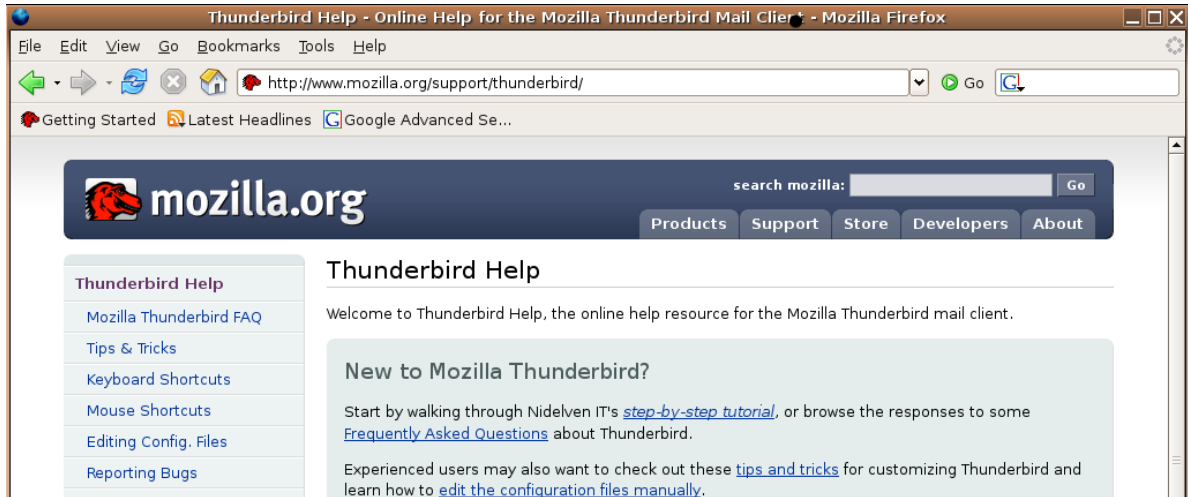
7.4.3.5 Close a mail message.

- To close the message window, do one of the following:
  Click the close window icon, or **File >> Close**, or press **Ctrl+W**.

7.4.3.6 Use available Help functions.

•   **Help >> Mozilla Thunderbird Help**

This opens up a Help Menu with various topics including Frequently Asked Questions, Tips and Tricks plus a step-by-step tutorial.

Mozilla Thunderbird's detailed **Frequently Asked Questions** Help Contents.

7.4.4   Adjust Settings

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

By default the inbox displays messages according to who they are from, the subject and the date. Usually this is the information you need. You can remove subject and date or add numerous other headings.

Remove a message heading

• Click on the column icon on the far right-hand side of the **message header window** and deselect the column to be removed.
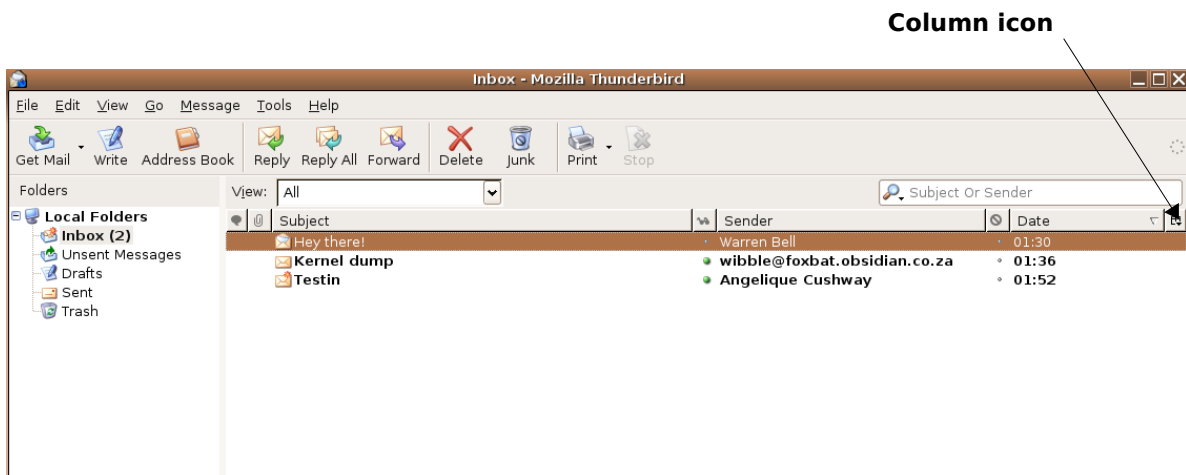
Column icon

Add a new message heading

• Click on the **column icon**.
• A list of column headings will be displayed.
• Tick all the column options.

The message header window with all columns displayed.

7.4.4.2 Display, hide built-in toolbars.

Changes to the toolbars are accomplished through the **View** menu.

- **View** >> **Toolbars**.
- Tick or deselect the toolbars.

Customise toolbars.

- By choosing **View** >> **Toolbars** >> **Customise** you can add or remove items by dragging to or from the toolbars.
- Click **OK**.
- Click **Restore Default Set** to revert to original settings.

Module 7:
Information and Communication
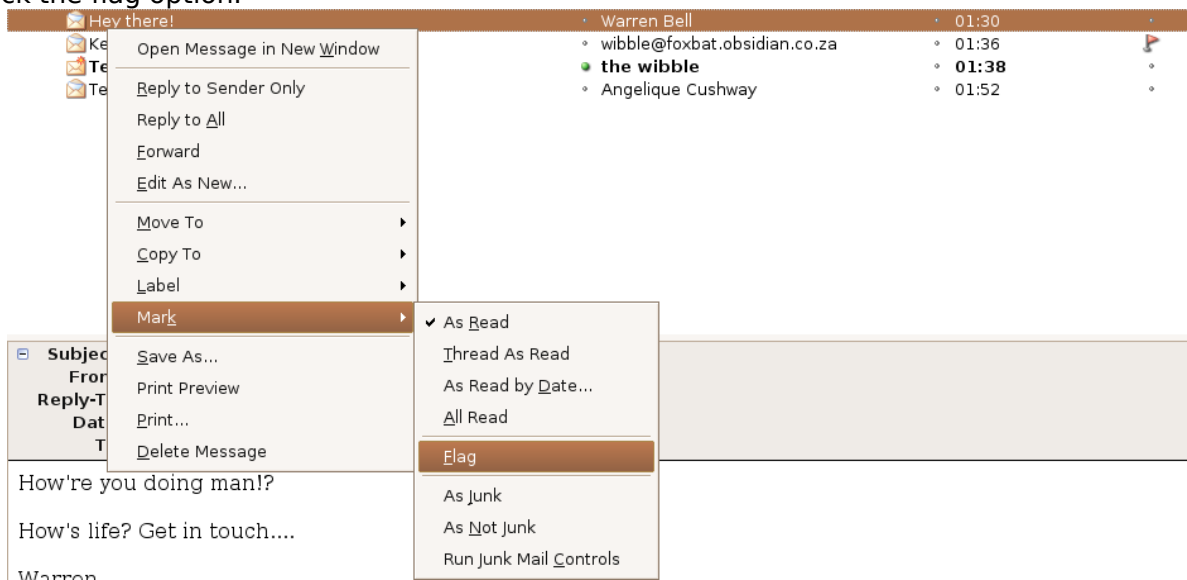## using Mozilla Firefox and Thunderbird

Section 5: Messaging

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7.5.1 Read a Message

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

A flag is used to mark a message as important. When you do this a small flag appears in the message header.

- Right click on the message.
- Tick the flag option.

Remove the Important flag

- Right click on the message.
- Deselect the option. (This option will only be available if the message is flagged.)

7.5.1.2 Mark a message as unread, read.

Mark a message as read

Unread messages are shown in bold and read messages in ordinary text in the inbox. In addition, an envelope icon is displayed to the left of the message. In the case of unread mail, this is a closed envelope. You can mark a message as read without reading it.

- Right click on the message to display the **Context menu**.
- Click **Mark as Read**.

Mark a message as Unread

You can mark messages that have been read as not having been read.

- Right click on the message to display the **Context menu**.
- Deselect **Mark as Read**.

> Both the Mark/Flag and Mark as Read are toggles. The option displayed in the context menu reverses the current status.

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

An **attachment** is a file that is sent along with the email message.

> Attachments are a major method for the spread of computer viruses. Be very careful of attachments received from unknown sources.

When you receive an attachment you have the option of saving it immediately without looking at it, or simply opening it. If it is a text file, it would be opened in your word processor. An attachment could also be a video or audio file that would be played on a media player.

Messages that have attachments are marked with a paper clip.

Save a message attachment

- Open a message with an attachment.
- Scroll down to the bottom of the message where the attachment name is displayed.
- Click on the name.
- The standard **Save as** window will be displayed in which you will be required to specify the directory location and name you wish to use.
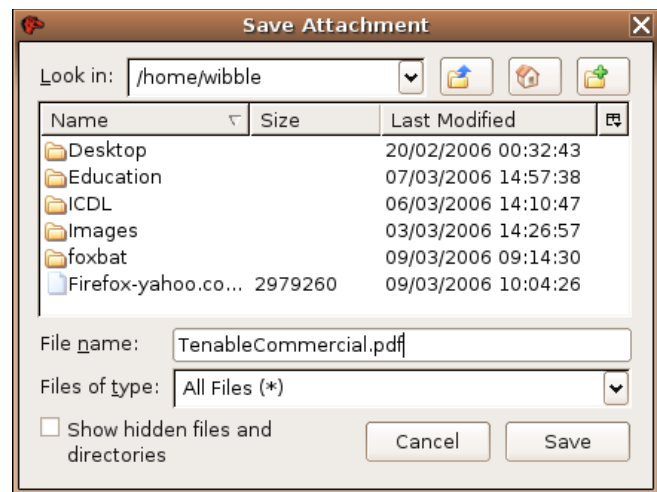
Open message attachment

- Select the **Open** option in the **context menu**.
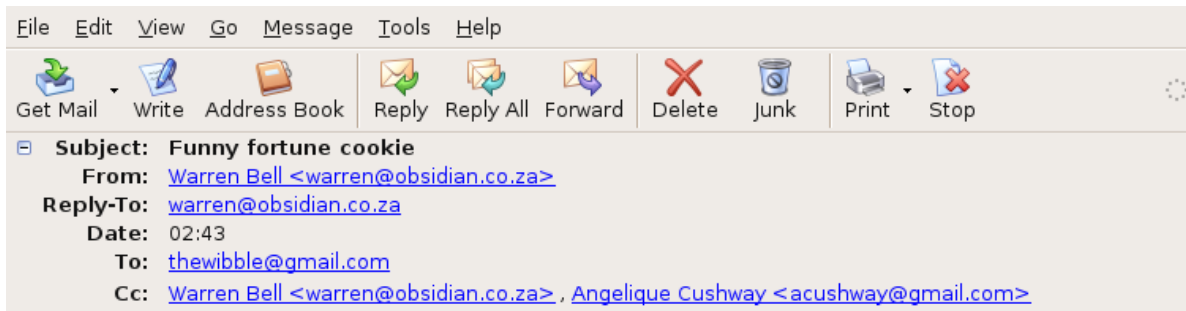- **Save to Disk** if you wish to save the document.

75.2   Reply to a Message

7.5.2.1 Use the reply, reply to all function

Messages are often sent to a number of people at the same time. When you reply to a message, you may reply to the sender only or to all the recipients of the original message.

Reply to a message

• Open a message that has multiple recipients.
•

• Click the **Reply icon** or press **Ctrl+R**.

This will display a new window containing the text of the message. You may type your reply anywhere you wish, but it is best to type your reply at the top. Where you have to make comments in the body of the original message, it is a good idea to type your replies in a different colour font such as red.
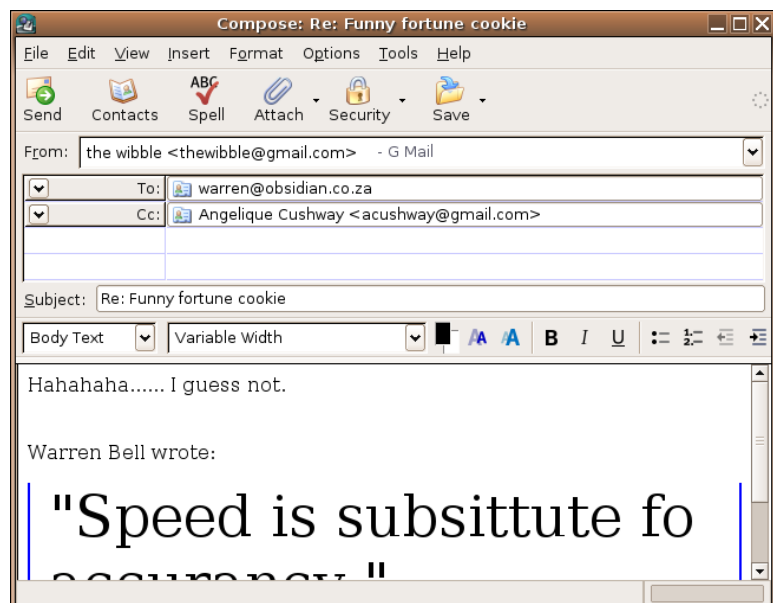
• Type your reply and click the **Send** icon.

Reply to All

• Click the **Reply All** icon or press **Shift+Ctrl+R**.

In addition to the **To** window, the **CC** (Carbon Copy) window is also displayed. This contains a list of the other recipients of the original email.

• Type in the reply.
• Click **Send**.

7.5.2.2 Reply with, without original message insertion.

In the previous example, the original message was included in the reply. This text can be deleted by selecting it in the message text with your mouse and using the Delete key on the keyboard.

7.5.3   Send a Message

7.5.3.1 Create a new message.

Several options are available to create a new message.

• Click on the **Write** icon on the **Toolbar** or press **Ctrl+N**, or use **File >> New >> Message**.
• Type your message into the message area.

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

• Type the full email address of the person to whom you are sending the email into the **To** window.
• If you wish to send the email to more than one person, separate each address with a semi-colon (;) or a comma.

7.5.3.3 Copy (Cc), blind copy (Bcc) a message to another address/addresses.

Send a carbon copy of the email

You may send a copy of the email to one or more people.

• To display the **Cc** window, click on the tick **(√)** in the **To** window.
• Type the email addresses of people to whom you wish to send copies in the **Cc** window. Separate multiple email addresses with a semi-colon or comma. This is illustrated in the screen below.

> • When you send a **Cc**, this will be indicated to all recipients of the mail.
>
> • Recipients of a **Cc** will not be expected to reply. If you expect a reply from a recipient, include their email address in the **To** window, not the **Cc** window.

Send a blind carbon copy

• If the **Bcc** field is not displayed, click on the **tick** in the **To** window.
• If you wish to send a copy to one or more recipients but do not wish other recipients to know about this, enter their names into the **Bcc** window.

7.5.3.4   Insert a title in the 'Subject' field.

• Enter a subject into the **Subject** window.

> Use a meaningful subject. Many users receive more email each day than they are able to read. Use a subject heading that is meaningful and gives the reader as clear and concise indication of the contents of the email as possible.

• Click **Send** when done.

A complete email ready for sending is illustrated on the following screen. Note the use of a semi-colon separating recipients in the cc field.
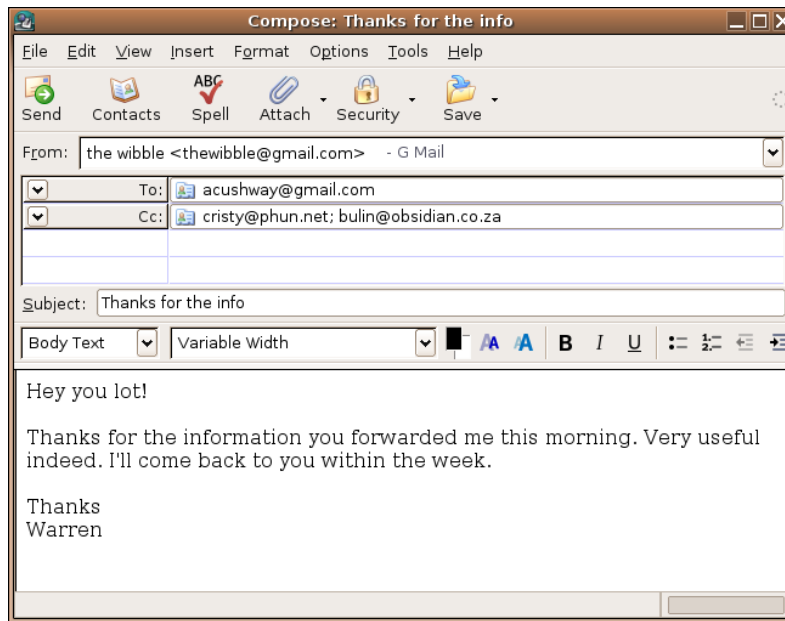
7.5.3.5 Use the spell-checking tool to make changes such as: correcting spelling errors, deleting repeated words.

Check Spelling

By default, **Check Spelling** uses **English (United States)** with an option to Download more. To enable this:

- Click on the **Download More** button under the **Language** option.
- The mozdev.org page is displayed with installation instructions on how to download more dictionaries.
- Follow the instructions to download **English United Kingdom** or any other language option listed.
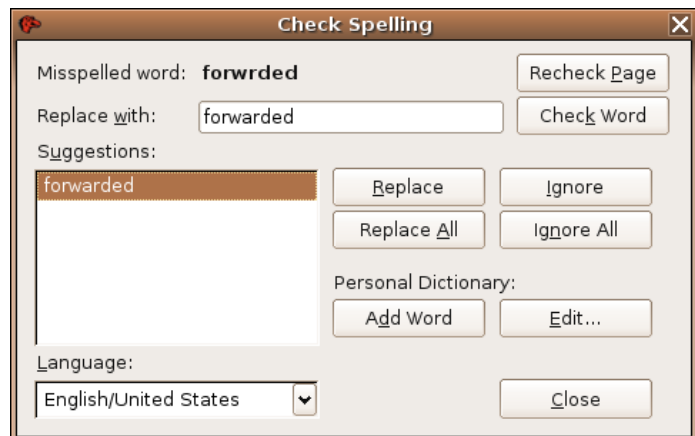
- You may also select to check spelling before sending a message.
- **Edit** >> **Preferences**.
- Click on the **Composition** icon and tick **Check Spelling Before Sending** box.

Spell check a document

- When you have finished typing your document, click the **ABC Spell** icon on the Toolbar, or select **Options >> Check Spelling (Ctrl+K)**.
- You will be prompted with suggestions for incorrect words. Select a correction or press **Ignore** if you do not wish to change the word.
- Pressing **Ignore All** will skip all occurrences of the word.
- Click **Close** when finished.

You may add new words to the dictionary by clicking the **Add word** button when Mozilla Thunderbird encounters a new word in a document.

7.5.3.6 Attach a file to a message.

- Type your document.
- Click the **Attach** icon. (The email message must be open on the screen when you do this.)
- Locate the directory in which the file is located and select the file.
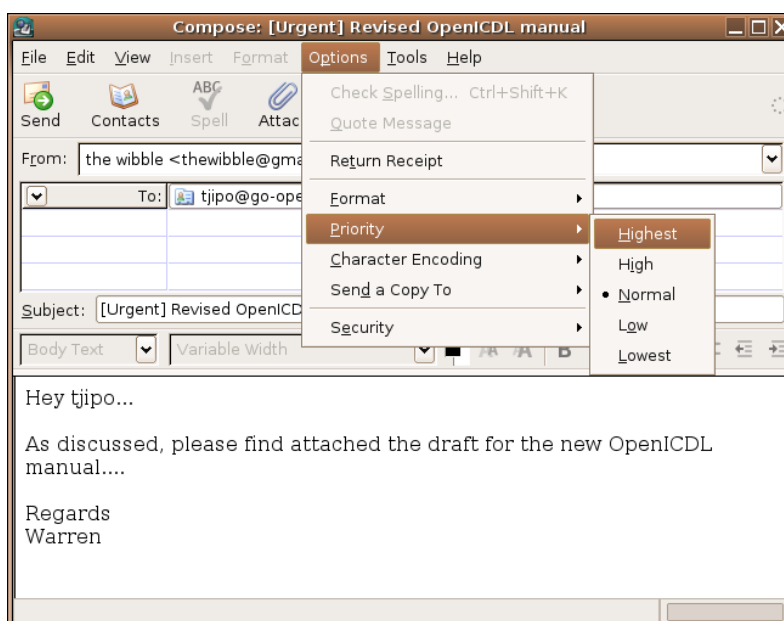- Click **OK**.

An attachment icon will now be displayed in a separate window.

- If you wish to remove the attachment, right click on it and select **Delete**.
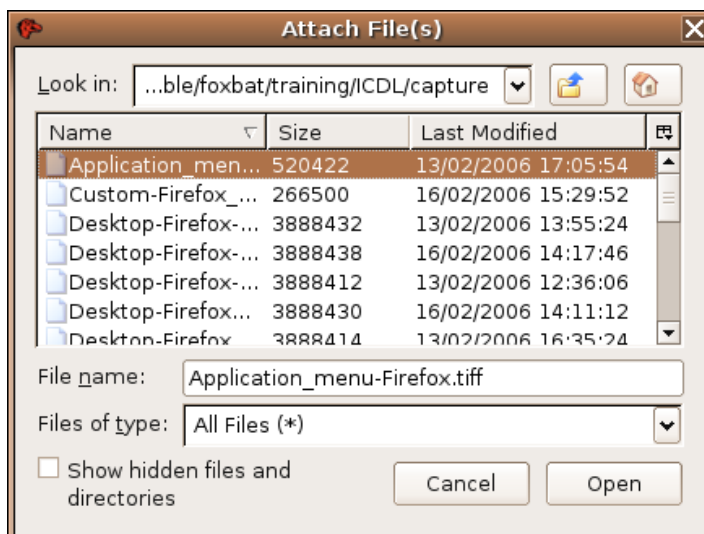
7.5.3.7 Labeling messages according to priority.

When sending a mail, the priority you set refers to the importance the messaging system gives to the message. The priority levels are fairly self-explanatory.

Messages that have been downloaded and are stored locally can be prioritised and categorised by **label.** In any of the folders:

- Right click on the message.
- Click on **Label** and Mark as required in the context menu.

Different priority levels are displayed in different colours, dependent on which level of priority is chosen. For example, a message labeled as important would be displayed in red.
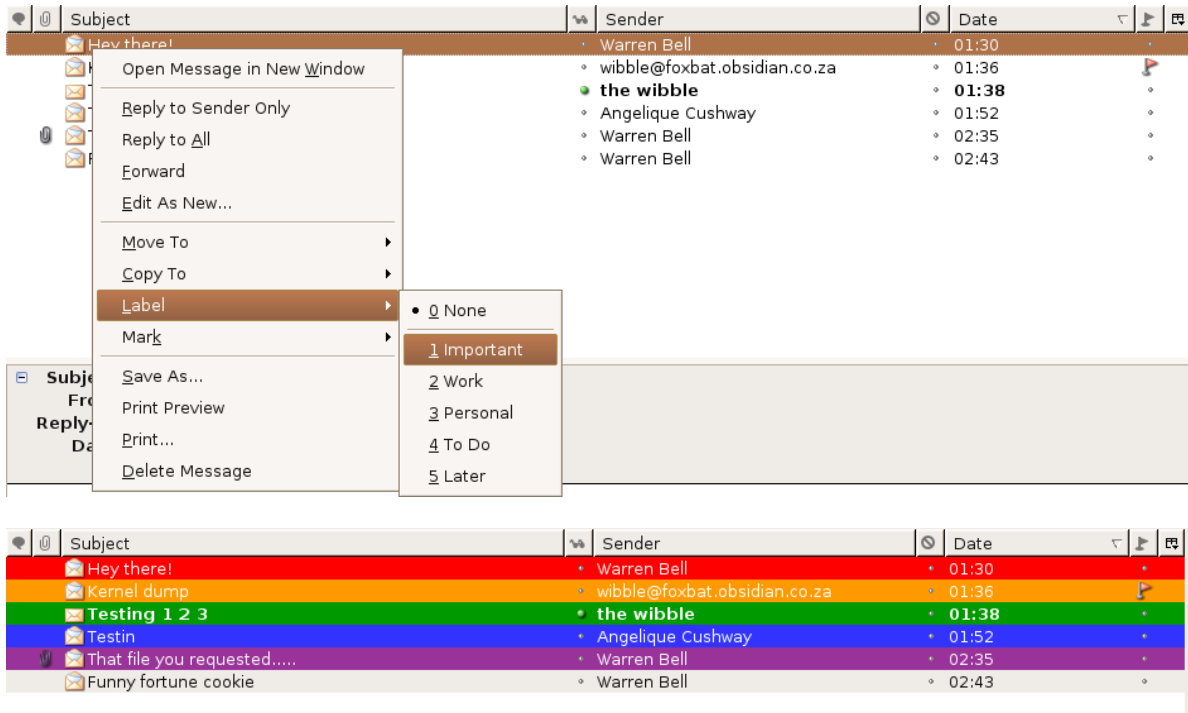
To cancel an option, choose **0 None** on the context menu.

7.5.3.8 Send a message using a distribution list.

A **distribution list** is a list of email addresses that are treated as an entity. Distribution lists provide a convenient way of sending the same email to a number of users at the same time. By creating a number of distribution lists you can work very efficiently with Mozilla Thunderbird.

Create a distribution list

- **Tools >> Address Book** or click on **Address Book** on the **Toolbar.**
- Select **New List**
- Enter a **List name.**
- Add more information where appropriate.
- Type in email addresses to create a distribution list.
- Click **OK**
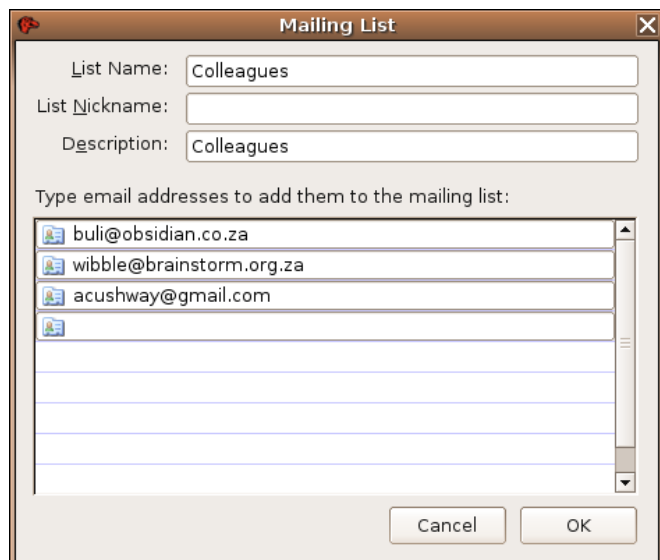
Send an email to all recipients on a distribution (contact) list

- Type the name of the **Distribution list** into the **To** field instead of a normal email address.

To select a distribution list or a contact.

• Click on the **Write** icon on the **Toolbar** to create a message.
• Click the **Contacts** icon.
• Double click on a name or distribution list to add to the **To** field.

7.5.3.9 Forward a message.

Forwarding a mail message involves sending a message you have received to one or more other recipients. You may edit the mail message and add your own message before you forward it.

The original message may be sent as an attachment or may be incorporated into the body of the email.

Set the forwarding options

• **Edit >> Preferences** and click **Composition**.
• Click the **Forward messages** window and select the style you wish to use.
• Click **OK** when done.
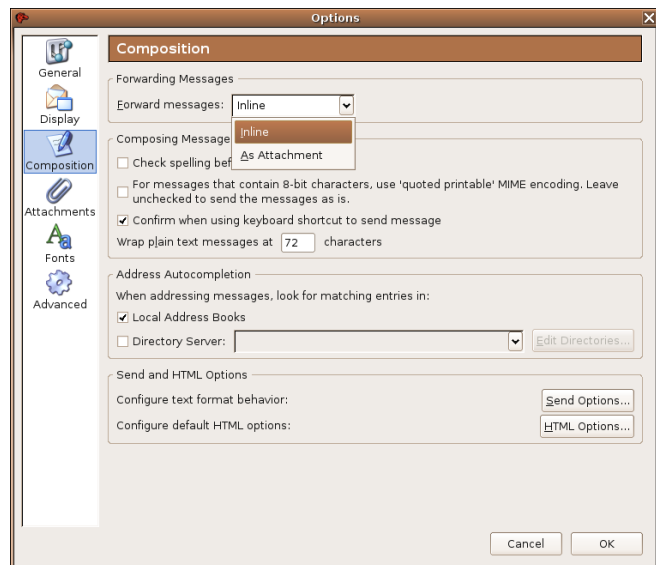
Forward an email

Method 1: Use the default forward options

• Open the mail message you wish to forward.
• Click the **Forward** icon or **Message >> Forward** or press **Ctrl+L**.
• Add text in the same way you would if you were replying to a sender.
• Type in the list of email addresses or a distribution list into the **To** window.
• Press **Send** when done.

Method 2: Specify the forward option
Replace the second step in the previous method with:

- **Message>> Forward As**.
- Select the option you wish to use.
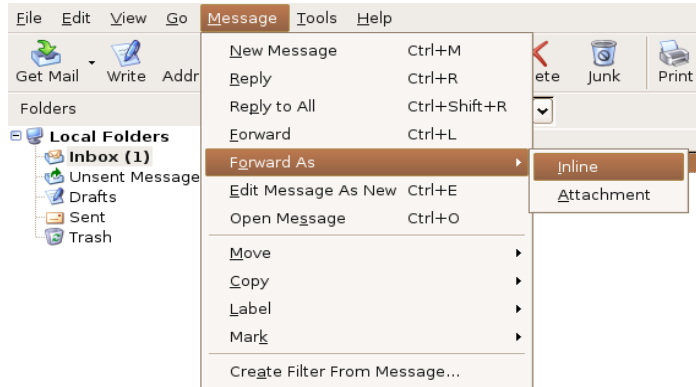
7.5.4   Duplicate, Move, Delete

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

Text can be copied or moved between messages in exactly the same way as is done between documents.

Duplicate text within an email message

- Highlight the text to be duplicated.
- **Edit >> Copy** or press **Ctrl+C**.
- Position the cursor where the text is to be inserted.
- **Edit >> Paste** or press **Ctrl+V**.

Move text within an email message

- Highlight the text to be moved.
- **Edit >> Cut** or press **Ctrl+X**.
- Position the cursor where the text is to be inserted.
- **Edit >> Paste** or press **Ctrl+V**.

Duplicate text between active messages

- Switch to the source message.
- Highlight the text to be duplicated.
- **Edit >> Copy** or press **Ctrl+C**.
- Switch to the target message.
- Position the cursor where the text is to be inserted.
- **Edit >> Paste** or press **Ctrl+V**.

Move text from one message to another

- Switch to the source message.
- Highlight the text to be moved.
- **Edit >> Cut** or press **Ctrl+X**.
- Switch to the target message.
- Position the cursor where the text is to be inserted.
- **Edit >> Paste** or press **Ctrl+V**.

7.5.4.2 Duplicate text from another source into a message.

Suppose you have text in an OpenOffice.org Writer or MS Word file that you wish to copy into an

email message.

- Open the document from which you wish to copy the text.
- Highlight the text and copy using **Edit >> Copy** or press **Ctrl+C**.
- Switch to the message into which you wish to copy the text.

You can switch between any open document or message by clicking the icon displayed at the bottom of your screen.
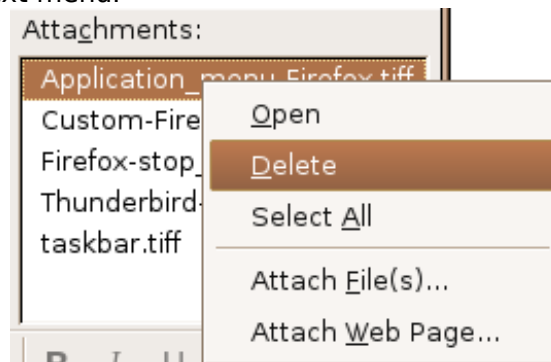
7.5.4.3 Delete text in a message.

- Highlight the text to be deleted and press the **Delete** key.

7.5.4.4 Delete a file attachment from an outgoing message.

Attachments to messages you create are shown in an attachment pane on the screen.

- Right click on the attachment you wish to delete.
- Click **Delete** in the context menu.

Module 7:
Information and Communication
using Mozilla Firefox and Thunderbird

Section 6: Mail Management

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7.6.1   Techniques

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

If you use email as a regular feature of your daily work, it is quite possible that you will receive 50 or 100 emails in a day. Over a period of a few months, this adds up to thousands of emails. Obviously the frequent user will need to develop strategies not only for dealing with received mail, but also for sending mail.

Mail folders are to email what directories are to files. You can create mail folders in which you store incoming and outgoing mail. Often users are careful about creating folders for incoming mail but forget completely about organising outgoing mail. Copies of outgoing mail are allowed to accumulate in the **Sent** folder. One way of dealing with this is to create a folder for a particular category and then create two sub-folders within this for incoming mail and copies of outgoing mail.

Sometimes you may receive so much mail for a particular category that it needs to be divided into sub-categories which in turn have in-coming and out-going sub-folders. This will be illustrated in 7.6.3.2

When you create folders give them meaningful names.

You can modify your folder structure on an on-going basis and drag mail from one folder to the next.

Delete unwanted mail. Only keep mail that you need to keep a record of. As a security measure against viruses you may want to delete mail from suspicious sources without opening it.

If you find you are receiving spam, consider making use of **anti-spam** software that will block spam from known sources.

Make use of **address / distribution lists** to send email to groups of recipients. Instead of having to type a list of email addresses, you only need to enter the name of the distribution list.

7.6.2   Using Address Books

7.6.2.1 Create a new address list/distribution list.

- **Tools >> Address Book**
  or click on **Address icon**
  on **Toolbar** or **Ctrl+2.**
- **Click on New List icon**
  on **Toolbar.**
- Enter relative information
  and enter members email
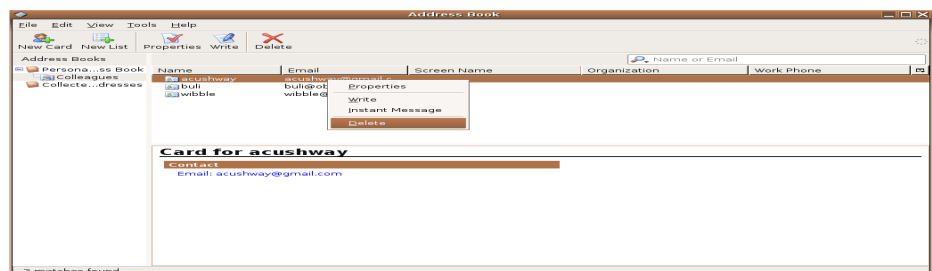 addresses.
- Click **OK** when complete.
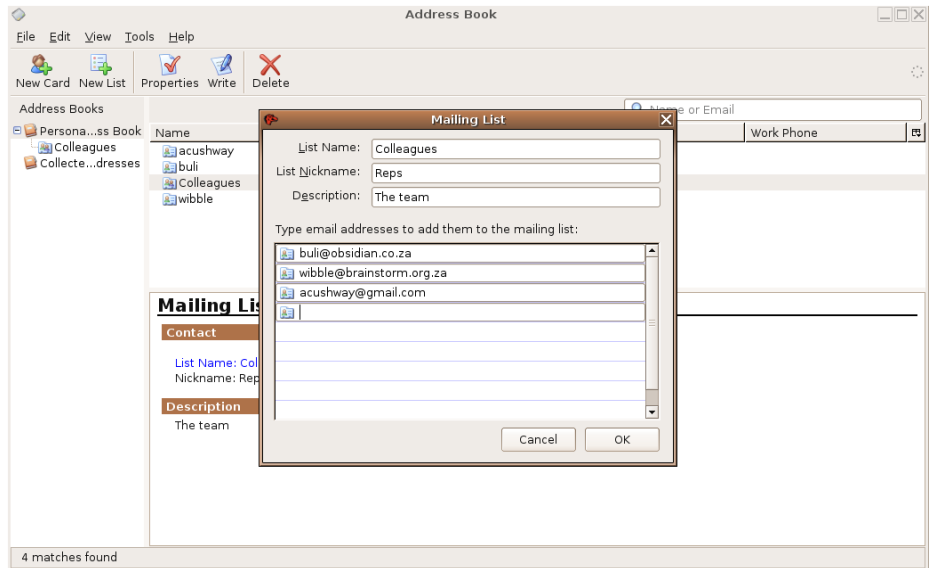
7.6.2.2 Add a mail address to an address list.

- Click the **Address Book**
  icon on **Toolbar**.
- The address lists are
  displayed along with other
  contacts.
- Double click on the name
  of the address list. A list of
  existing members will be
  displayed.
- Type in the name of the
  new member of the
  address list.
- Click **Add**.
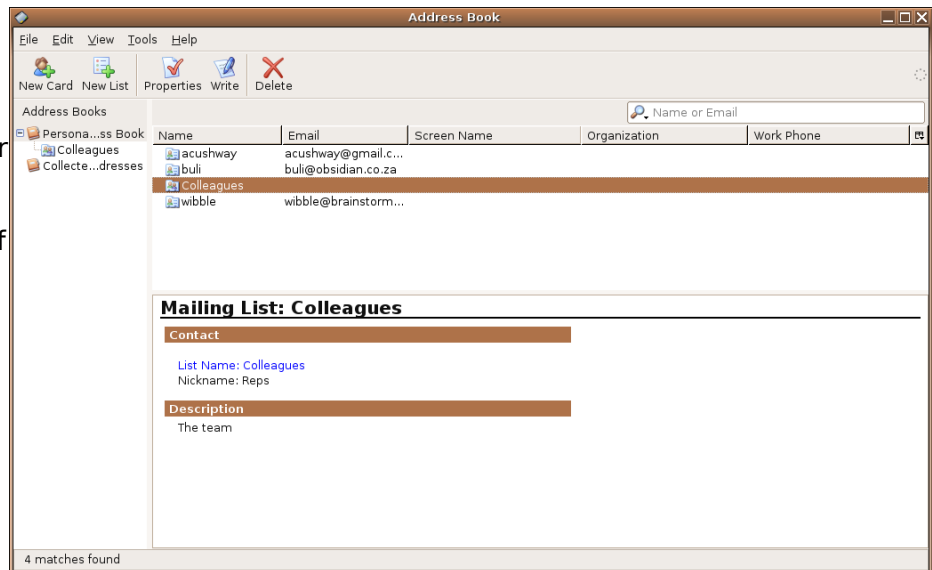
7.6.2.3 Delete a mail address from an address/distribution list.

- Open the **Address Book**.
- Expand the **Personal
  Address Book** by clicking
  on the **+** sign.
- Click on the relevant
  Address list.
- Highlight the name you

wish to remove and click
the **Delete** icon on the
Toolbar or right click on
name and choose **Delete**.

7.6.2.4 Update an address book from incoming mail.

Mozilla Thunderbird automatically adds contacts from outgoing email addresses to the Address
Book. To turn this option off go to:

*   **Edit** >> **Preferences.**
*   Click on the **Advanced** icon and untick **Automatically add outgoing e-mail addresses to
   my Address Book.**

7.6.3   Organising Messages

7.6.3.1 Search for messages by sender, subject, mail content

You can enter filter criteria in the **Search tool** window to display messages from a particular
sender or messages having a similar subject title or those containing certain words in the body of
the message.

*   Open **Mozilla Thunderbird**.
*   Click the drop down window at the left of the **Search tool**.
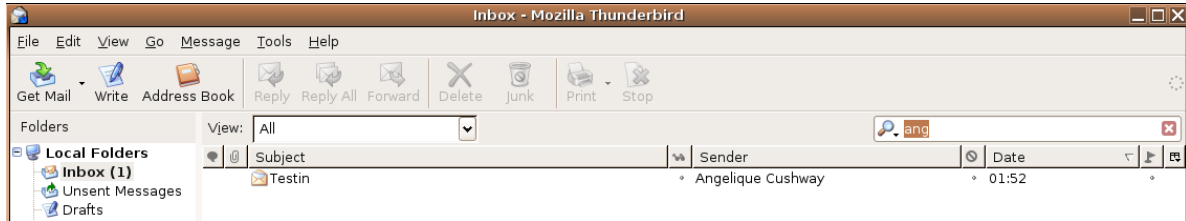
Search for messages by subject
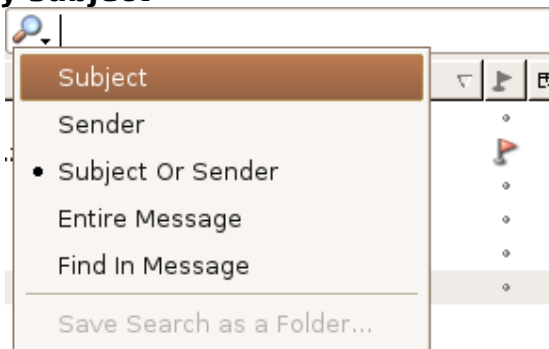
*   Click **Subject**.
*   Enter text that the subject must contain and press **Enter**.
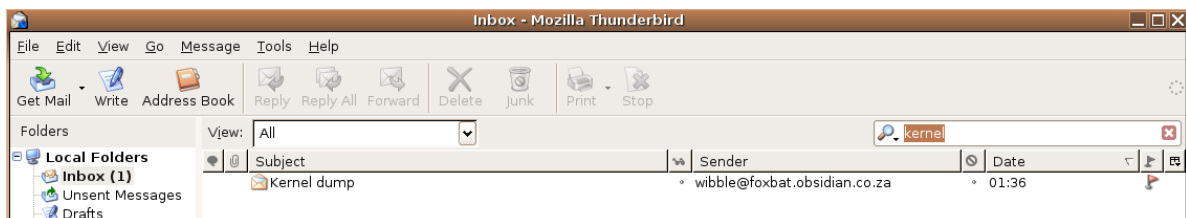
Search for messages by sender

*   Click the drop down window in the **Search tool**.
*   Click **Sender**.
*   Enter text that selects the sender. (It can be part of the sender's name) and press **Enter.**
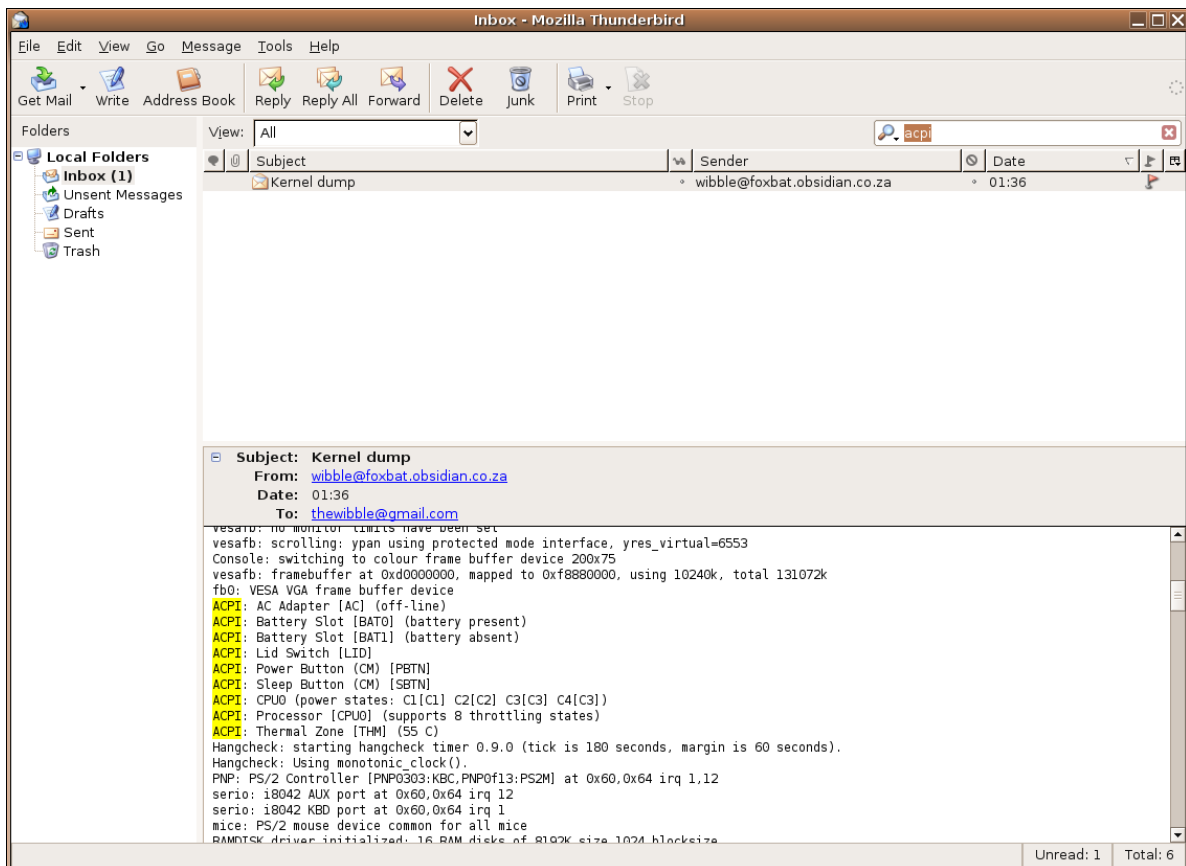
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Search messages for content

The previous two options limited the search to the sender or the subject. You may search all parts of the message.

- Click the drop down window in the **Search tool**.
- Click **Find in Message**.
- Enter a word or phrase that the message contains and **Enter**.

Each occurrence of the word is highlighted in the message.

Search using the other options

The main components of a message are the sender, subject and message body. The **body** of a message is the actual text of the message excluding subject and sender. When you search using the **Entire Message** option, the search function will scan the subject and body and will display the message headings of all messages containing the word. If you select the **Find in Message** option the word will be highlighted as you individually scan through each message. The main advantage is that by being more specific about where to search, the speed of the search will improve. This is important if you have thousands of messages in your mailbox.

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7.6.3.2 Create a new folder for mail.

Suppose you wish to keep a record of all your email correspondence dealing with Projects. You also wish to sort this into an Inbox and a Sent box.

- **File >> New >> New Folder**.
- Type in a name for the new folder. In this case it is **Project**.
- Click **OK**.

Create sub-folders

- **File >> New >> New Sub Folder** or **right click** on folder.
- Type in a name for the new subfolder. In this case it is **Inbox**.
- Expand **Local Folders** and make sure that **Project Folder** is highlighted.
- Click **OK**.
- In the same way, create another sub-folder in **Project** called **Sent**.
- Create a number of folders and sub-folders to suit your needs.
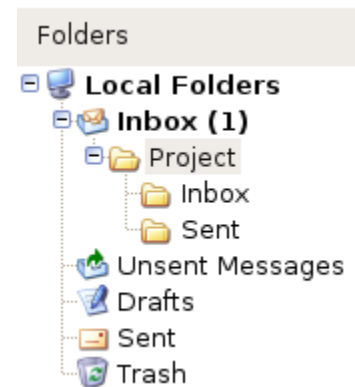
The adjacent screen illustrates the folder system.

The Project folder contains an **Inbox** and an **Sent box**.

This is only a suggestion of how to organise email. Use a method that best suits your own needs.

7.6.3.3 Move messages to a new folder for mail.

Move a message by dragging

- Highlight the message you wish to move.
- Hold down the left hand mouse button and drag the message to the new folder.

Move a message using the context menu

- Right click on the message you wish to move.
- Select **Move to Folder** in the **context menu**.
- Click on the target folder in the list that is displayed.

Copy a message to a new folder

You can use a similar method to make a duplicate of a message in a folder.

- Right click on the message you wish to move.
- Select **Copy to Folder** in the **context menu**.
- Click on the target folder in the list that is displayed.

7.6.3.4 Sort messages by name, by date.

With Mozilla Thunderbird messages can be sorted under numerous different headings.

- **View**>>**Sort by**.
- Select an option.

Date: This sorts messages in date order.

Sender: Clicking on the **sender** heading or choosing the menu option, sorts headings in alphabetical order.

Subject: This sorts the email messages in alphabetical order according to the subject entered by the sender.

By selecting **Grouped by Sort** all subject matter is **grouped** according to the sort method previously selected.

By default messages are sorted in **Ascending** order. To revert to **Descending** order click on the heading or select **View** >> **Sort by** >> **Descending**.
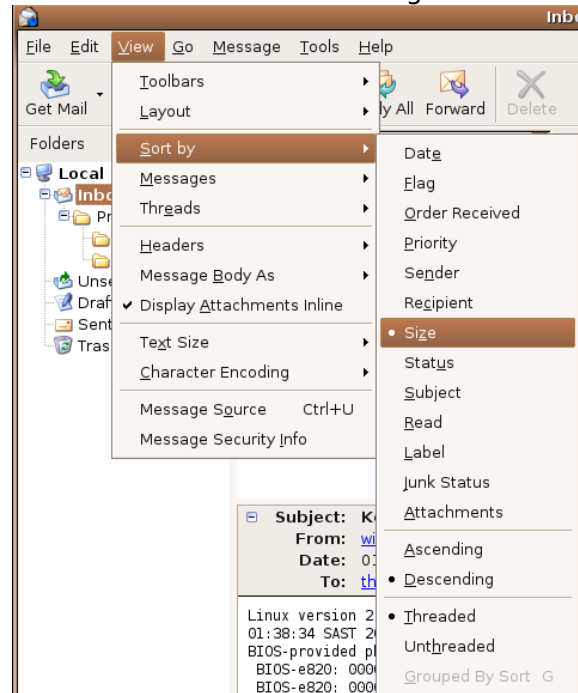
7.6.3.5 Delete a message.

- Highlight the message you wish to delete and press the **Delete** key or right click on the message and select **Delete** in the context menu.

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

Delete a message

When you delete a message, Mozilla Thunderbird does not permanently delete it but moves it to a special folder called **Trash**. Messages can be retrieved from **Trash**.

- Click on **Trash** in the **Folder bar**. This will display the messages in **Trash**.
- Right click on the message you wish to recover.
- Select **Move to>> Local Folders.**
- Click on the folder you wish to move the message back to.

7.6.3.7 Empty the mail bin / deleted items folder.

If you are sure that you no longer need any message in **Trash**, you can empty its contents. This will permanently delete all the messages.

- **File >> Empty Trash** or right-click on the **Trash** folder to access the same options.
- Click **Yes** if you are sure.

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7.6.4   Prepare to Print

7.6.4.1 Preview a message.

You can view what a message will look like when printed before actually printing it.

- Click on the message you wish to preview.
- **File >> Print Preview**.

This will display the message in its printed format.

- If the message contains more than one page, you can move to the next or previous page. Alternatively, you can move to the last page or the first page.
- Click **Print** or **Close** when done.

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

- Open the message you wish to print.
- **File >> Print**

- In the print window, specify which printer to use (that is if you have more than one printer attached to your computer).
- Set the **number of copies** you wish to print.
- If the message contains more than one page, check **Collate** if you wish the pages to be collated.
- Specify whether you want to print **All** or a range of pages.
- Should you wish to print at a later stage, tick the **Print to File** box.

Note: At this point of time Mozilla Thunderbird does not support the printing of a selection of text.
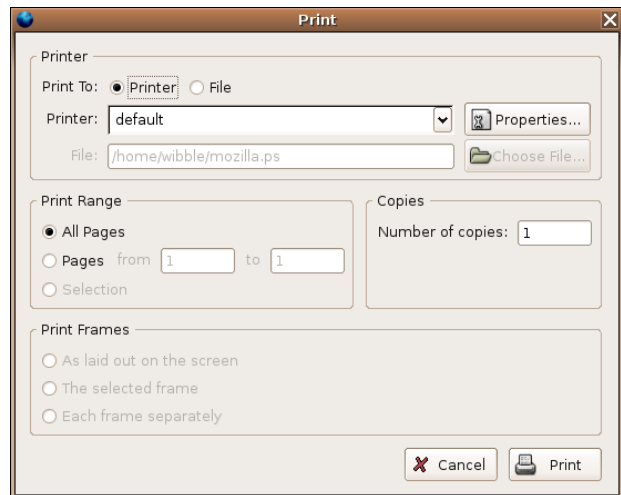
To access more options click on:

- **File**>>**Page Setup**
- Select **Properties>>Layout**
- Under **Orientation** choose **Portrait** or **Landscape**.

- Changes made can be viewed in a preview window.

To change the paper size:

- **File >> Print**
- Select **Properties** and change the page size.

- When done, click **OK** to get back to the Properties window and then **OK** again to revert back to the **Print** window.

- Click **OK** to print.