

ICDL ONLINE ESSENTIALS

Syllabus 1.0
Learning Material (Gmail)



Provided by:
The Cedar Centre

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ICDL Online Essentials

With a growing reliance on the Internet for work, communication and recreational needs, keeping up-to-date with online tools and knowing how to use them effectively is a crucial component of digital literacy. ICDL Online Essentials will guide you through the key skills to get you working and engaging securely in online activities, such as web browsing, social media, and e-mail.

ICDL Online Essentials establishes core concepts and skills relating to web browsing, effective information search, online communication and e-mail. Having completed this module you will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, and web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

What are the benefits of this module?

Knowing how to operate and get the most from web browsers is a vital digital literacy skill that is essential in work and at home. This module also teaches you about online security, keeping your personal information private, avoiding phishing scams, and using e-mail effectively. Once you have developed the skills and knowledge set out in this book, you will be in a position to become certified in an international standard in this area - ICDL Online Essentials.

For details of the specific areas of the ICDL Online Essentials syllabus covered in each section of this book, refer to the ICDL Online Essentials syllabus map at the end of the book.

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LESSON 1 - GETTING STARTED

In this section, you will learn how to:

- Understand and connect to the Internet
- Identify popular browsers
- Start and close a browser
- Recognise part of a web address
- Use browser features

1.1 UNDERSTAND THE INTERNET



Concepts

The Internet is a world-wide system of interconnected computer networks linking billions of devices. It consists of millions of private, public, academic, business, and government networks, connected by a wide range of electronic, wireless, and optical networking technologies.

The terms Internet and the World Wide Web (or just Web) are often used interchangeably. However, the Internet provides many other services, including the inter-linked hypertext documents and applications of the Web, electronic mail, instant messaging, and telephony.

1.2 CONNECTING TO THE INTERNET



Concepts

All modern computers and laptops, as well as many other devices, such as tablets and smart phones, are capable of connecting to the Internet. A common way of connecting to the Internet is through a telephone line, which can carry normal phone calls and Internet data at the same time. Alternatively, you can connect to the Internet by using a service from a mobile network providers. This can be used anywhere there is a mobile signal but can be slower and more expensive than connecting through a landline.

A connection with the Internet is typically made using an Internet Service Provider (ISP). Comparison sites are a good starting point to quickly identify which ISPs have the best combination of speeds and price. You'll also need to visit the individual ISPs' websites to get the fine details on their packages so you can make a thorough comparison for yourself, based on your needs. In particular, pay attention to:

Download and Upload Speeds

We all want the fastest internet at the price we're willing to pay. Make sure when you're comparing services you compare the most similar plans based on both download and upload speeds.

Bandwidth is measured in bits per seconds (bps). As you might guess, this is the number of single bits that can be transferred across a network connection in one

second. Although similar to file size measurements, they are calculated slightly differently.

1.3 WEB BROWSING CONCEPTS



Concepts

Uniform Resource Locator (URL)

URL stands for Uniform Resource Locator (another name for web address / website address) The URL consists of the name of the protocol (usually HTTP); followed by the name of the website you want to connect to.

Hyperlink

A hyperlink is a piece of text or a picture on a web page that when clicked will automatically do one of the following:

1. Take you to a different part on the same page.
2. Take you to a different page within the web site.
3. Take you to a page in a different web site.
4. Enable you to download a file.
5. Launch an application, video or sound.

If a piece of text or a picture is a hyperlink, when you point to it with your mouse, the mouse pointer will change into the shape of a hand.

TIP: Hyperlink text is usually blue and underlined.

1.4 UNDERSTAND THE STRUCTURE OF A WEB ADDRESS

Concepts

Every web page has its unique address that we use to find it. This address is called a Uniform Resource Locator, or URL.



Consider the URL displayed in the address bar above. The following table shows you what the different parts of the URL mean.

http://www.icdl.org			
http://	www.	icdl	.org
Hypertext transfer protocol	World Wide Web	Site name	Domain name
This part tells the computer how to send information to and from your computer		This is the name of the web site on your screen	This tells you the type of web site and sometimes the country it comes from

Don't worry if the URL is long and hard to understand. You don't have to remember it!

The following is a list of the most common domains types:

.com (commercial site)	
.edu (educational / institution)	

.gov (government site)	
.net(network site)	
.org (non-profit or private organisation)	
.it (geographical site with a two letter identifier listing where the site is registered)	

1.5 BROWSING



Concepts

A web browser is a software program that allows you to browse the Web by simple point and click navigation. Examples of web browsers include Internet Explorer, Mozilla Firefox, and Google Chrome.

There are a huge range of activities that you can carry out on the Web by using a browser. These include:

Information Searching

People browse the Web for information, often using search engine such as Google or Yahoo to identify specific topics that are of interest to them.

Entertainment

The Internet provides many opportunities to access entertainment. You can stream videos, playing games with people on the other side of the world, or listen to music. Increasingly, all forms of entertainment are available online.

Communication

Communication is another way to use Internet. People connect via each other through various IM services like Skype and Yahoo messenger, and can use Internet telephony and video services to interact with people irrespective of their location – often for free!

Shopping – E-Commerce

Increasingly people are purchasing directly from Web sites, such as Amazon.com. Most Web-based shopping sites use a virtual “shopping cart” system. As you browse the site you can add any products you want to purchase to your cart. Once you have placed items in the cart you can then move to the checkout stage. At the checkout you enter your name and address, select the type of delivery you want and enter your payment details.

Learning

E-learning refers to learning on a computer or device, often over the Internet. One trainer can train many students at different locations. Students may be able to work at their own pace, and repeat parts of a course which they do not understand. Also the teaching can be at any time, 24 hours a day, and 7 days a week.

Publishing

The Web provides a range of often low-cost opportunities to publish different types of content. For example, you can publish information on web pages or even a book that can be made available through online book stores.

Banking

More and more financial institutions give their customers access to a range of services online, such as paying a bill or transferring funds between accounts. This gives people much more flexibility because they are not restricted by the opening hours of a bank branch.





Government services

E-government (short for electronic government) refers to the use of technology to provide and improve government services, transactions and interactions with citizens and businesses, and within the government.



Steps

In this book, we will focus on the Microsoft Internet Explorer 10 browser. The following are steps to open a web browser.

Steps	Practice Data
1. Click the Start Button and select All Programs. <i>The list of applications available appears.</i>	Click and select All Programs. 
2. Select Internet Explorer. <i>The Internet Explorer window will appear.</i>	Click & open Internet Explorer. 
3. Enter a URL in the address bar and go to the URL. <i>The webpage will load once you press enter.</i>	
4. Close the web browser. <i>The web browser will close.</i>	Click on the close icon in the title bar. 

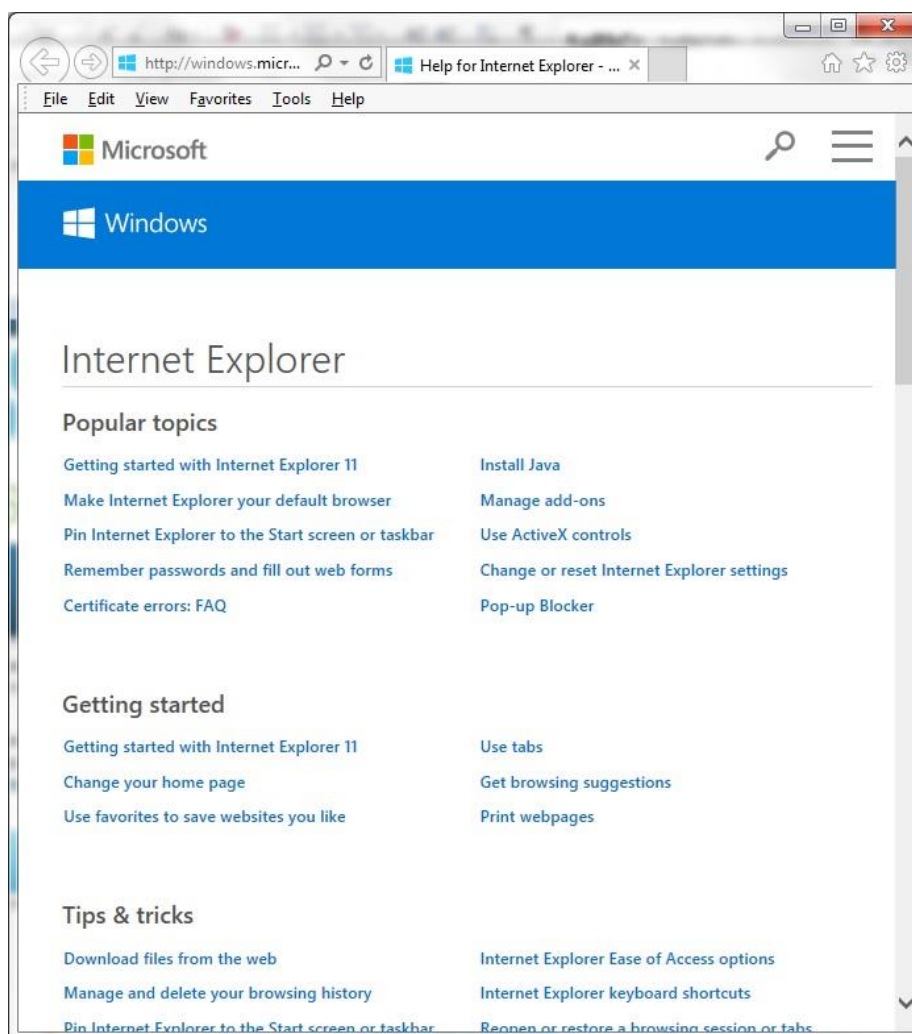
1.6 USE AVAILABLE HELP FUNCTIONS



Concepts

As with most applications, Internet Explorer has a built-in support feature. To use Help, simply click on the Help menu in the main view. Then choose Internet Explorer Help.

The Help window will be displayed as illustrated:



Select one of the available help topics, or click on the Search Box to search for a topic by entering a keyword.

Tip: To open up the Help dialogue box you can hit the F1 button.

1.7 DISPLAY, HIDE BUILT-IN TOOLBARS. RESTORE, MINIMISE THE RIBBON



Concepts

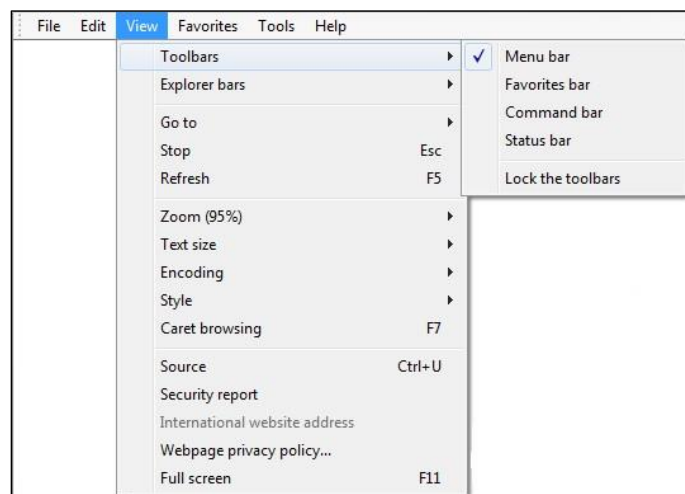
Internet Explorer's user interface is customisable, allowing you to edit the toolbar buttons and title bar text to your personal preference.



Steps

Click View, and then choose Toolbars.

- The menu that appears will show you the available toolbars in your web browser.
- The toolbars that are currently switched on are marked with a tick on the left hand side.
- You can toggle between displaying and hiding toolbars by clicking on them.



Minimise the Ribbon

- To quickly minimise the Ribbon, double-click the name of the active tab. Double-click a tab again to restore the Ribbon.
- Or, to minimise or restore the Ribbon, press CTRL+F1.

Restore the Ribbon

- Click Customize Quick Access Toolbar Button image.
- In the list, click Minimize the Ribbon.
- Or, to minimise or restore the Ribbon, press CTRL+F1.

1.8 REVIEW EXERCISE

1. URL stands for:
 - a. Universal Real Location
 - b. Uniform Resource Locator
 - c. Universal Repeating Layout
 - d. Unified Resource Layout
2. Which of the following is **not** a web browser?
 - a. Google Chrome
 - b. Internet Explorer
 - c. Microsoft Bing
 - d. Mozilla Firefox
3. What is a hyperlink?
 - a. A page containing information found on the Web
 - b. An application for browsing the Web
 - c. An image or text on a Web page that connects to another location
 - d. An address of a specific location on the Web.
4. List three types of activities that you can carry out on the Web.

5. Open your Web browser. Turn on the browser's Menu bar and Favorites bar.

LESSON 2 - NAVIGATION

In this section, you will learn about:

- The address bar
- Navigation buttons
- New tabs
- Tabbed browsing
- Favorites
- Organising favorites
- Deleting favorites
- Browsing history

2.1 THE ADDRESS BAR

Concepts

In order to browse to a specific website you need to enter its URL in the address bar. Then hit the Return key on your keyboard.



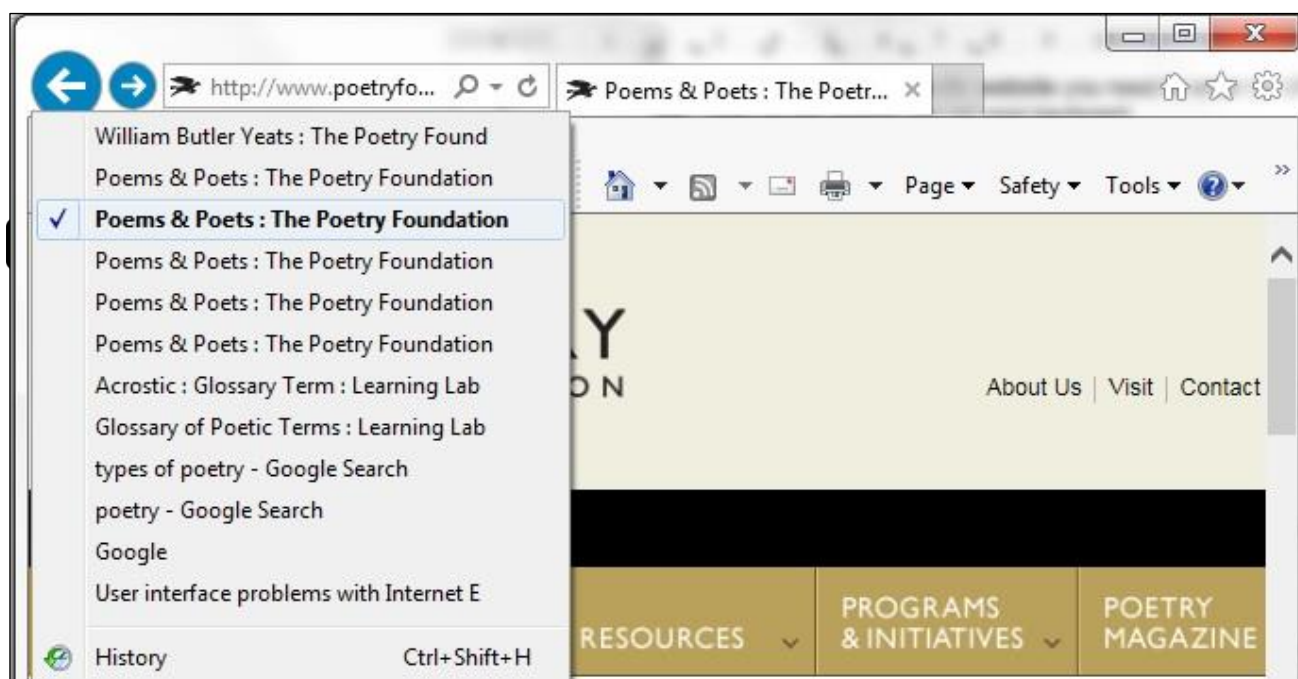
2.2 NAVIGATION BUTTONS



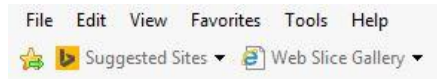

Concepts

The Internet Explorer toolbar displays navigation buttons to access already visited web pages. With the back and forward navigation buttons, you can browse through these pages.

Internet Explorer uses four buttons for navigation: the Back, Forward, Refresh, and Home buttons.

The Back and Forward buttons allow you to move through pages you've recently viewed. Click and hold either button to view your recent history.



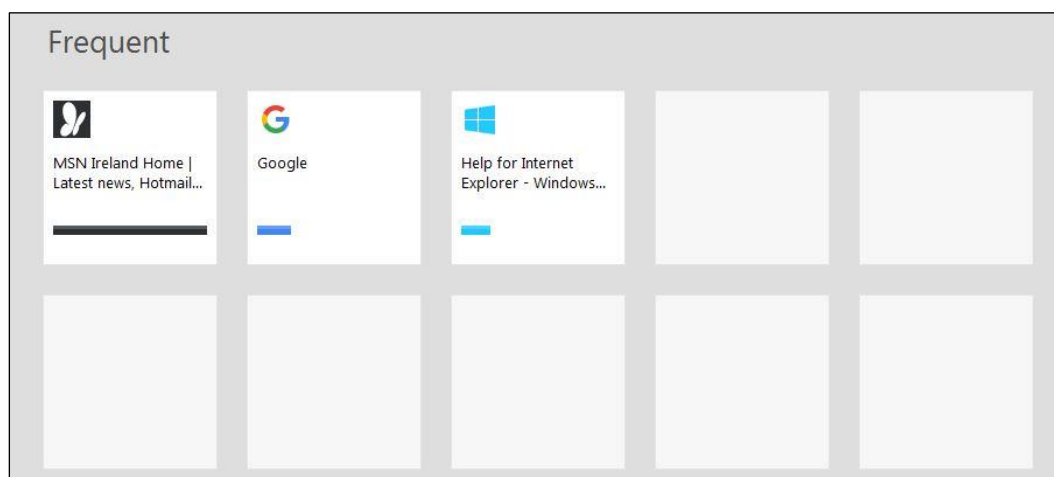
Steps	Practice Data
1. Refresh a Web Page. <i>The web page will reload.</i>	Click on the Refresh icon (near the address bar). 
2. Stop a Web Page. <i>The web page will stop loading.</i>	Click on the Stop icon to stop the Web Page from loading. 
3. Using the Standard Toolbar.	
4. The Home button will navigate to www.msn.com by default. If you want to, choose your own homepage. <i>You will be redirected back to the selected homepage.</i>	Click the Home button, which will take you directly to your homepage. 

2.3 NEW TABS




Concepts

Internet Explorer identifies the websites you visit most and puts them one click away. Once you're in the browser, the New Tab page allows you to browse quickly to frequently visited websites.



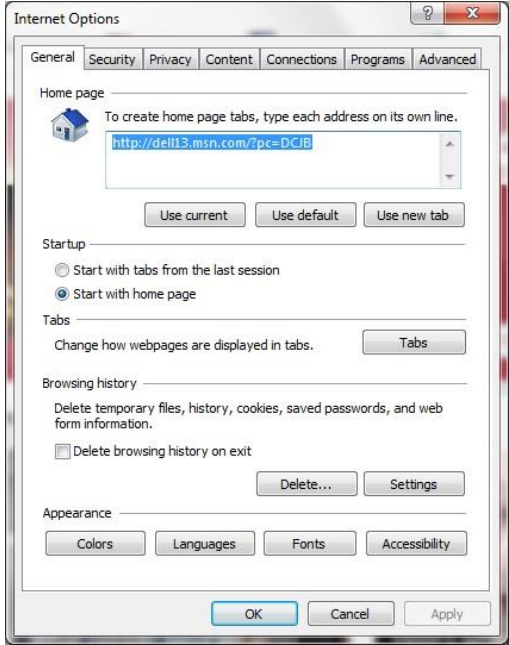




Steps

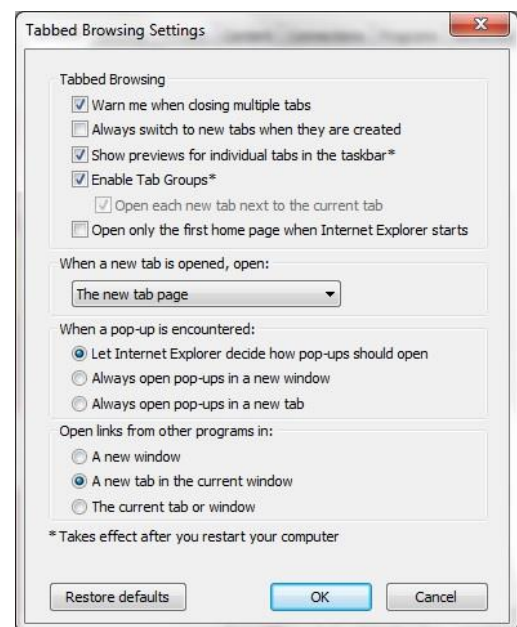
Steps	Practice Data
1. To open a new tab. <i>A new tab opens.</i>	Click the New Tab button or press CTRL+T. 

If you prefer that your home page appear when you open a new tab, follow these steps:

Steps	Practice Data
1. Open Internet Explorer. <i>The Internet Explorer web browser opens.</i>	Click & open Microsoft Explorer. 
2. Click the Tools button. <i>The Tools dropdown list displays.</i>	Click the Tools button,  and then click Internet Options.
3. Change Tabs Settings. <i>The Tabbed Browsing Settings dialog box appears.</i>	Click the General tab, and then, under Tabs, click Settings . 

4. In the Tabbed Browsing Settings dialog box, select Your first home page from the When a new tab is opened: dropdown list.
The Tabbed Browsing Settings dialog box closes.

Click **Your first home page**, click **OK**, and then click **OK** again.



2.4 TABBED BROWSING



Concepts

To open a new tab, click on the new tab icon, and to close the tab click on the x button shown on the tab which you want to close. To switch from one tab to another click on the name shown on the tab.

2.5 BOOKMARKS


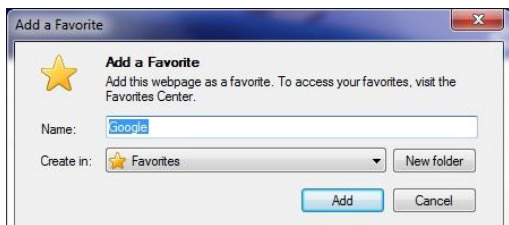



Concepts

If you want to revisit a web site you can bookmark it. This means that you save it, so next time all you have to do is choose it from a menu.



Steps

Steps	Practice Data
1. Go to the website that you wish to set as a bookmark and click on the Star at the right hand side of your Internet Explorer browser. <i>You will be able to View favorites, feeds, and history.</i>	Click 
2. Select Add to favorites button. <i>The Add a Favorite dialog box opens.</i>	Click Add to favorites.
3. Give a name to your bookmark. Choose the folder which you want to add the bookmark to. <i>The bookmark will be added to the folder.</i>	Click Add. 

If you have the Favorites bar displayed in your browser you can also hit the  button in the top left corner, which will add the webpage to the Favorites bar.

2.6 DELETING A BOOKMARK




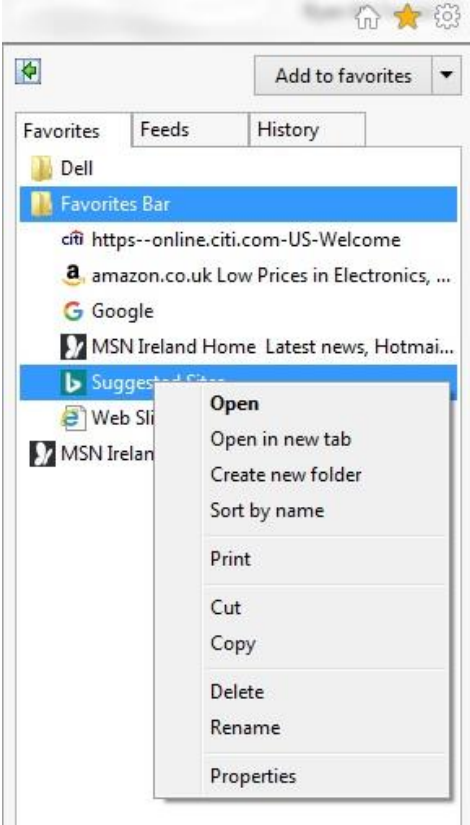
Concepts

If you have bookmarked a page in the past that you used frequently but no longer need it now, you can delete it from your bookmarks list.



Steps

Steps	Practice Data
1. Click on the Star at the right hand side of your Internet Explorer browser. <i>You will be able to View favorites, feeds, and history.</i>	Click 

Steps	Practice Data
2. Click on Favorites. <i>The Favorites tab will appear.</i>	Click Favorites .
3. Choose the bookmark you wish to delete. <i>The bookmark will be deleted.</i>	<p>Right click on the bookmark that you wish to delete, and click delete.</p> 

2.7 SHOW BOOKMARKS / FAVOURITES


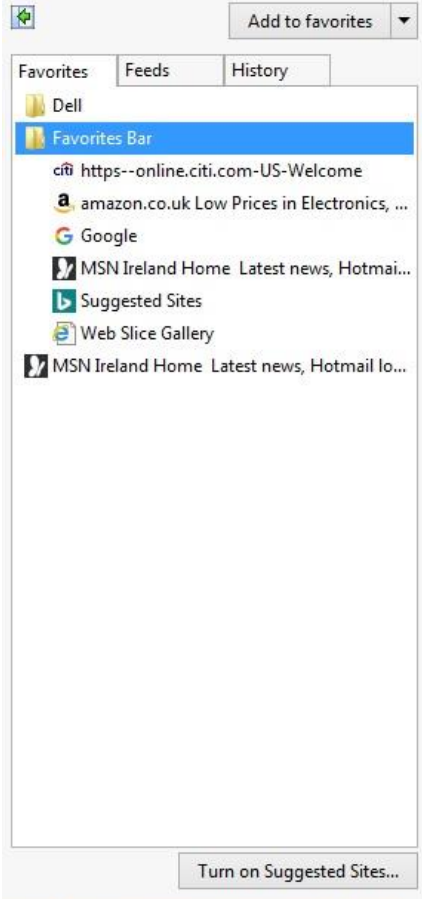


Concepts

You can view your bookmarks and favorites to help you manage your bookmarked websites.



Steps

Steps	Practice Data
1. Click Favorites. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. Select the webpage that you wish to display. <i>The web page will appear.</i>	Click on the webpage. 

2.8 CREATE A BOOKMARK FOLDER


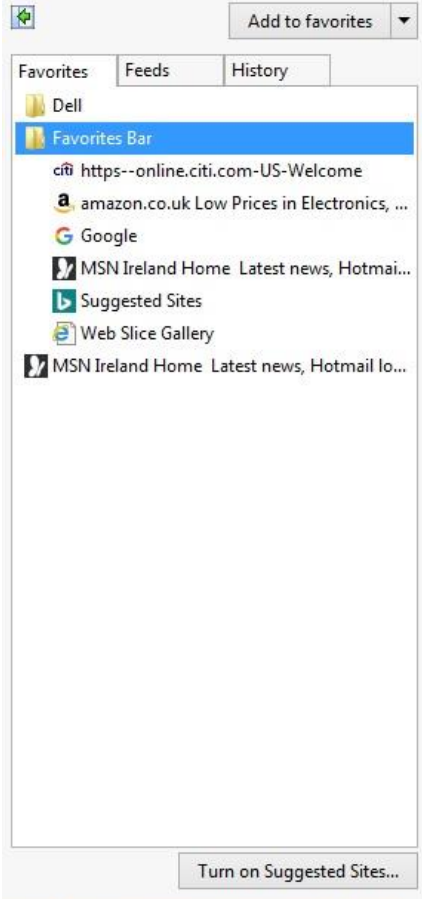


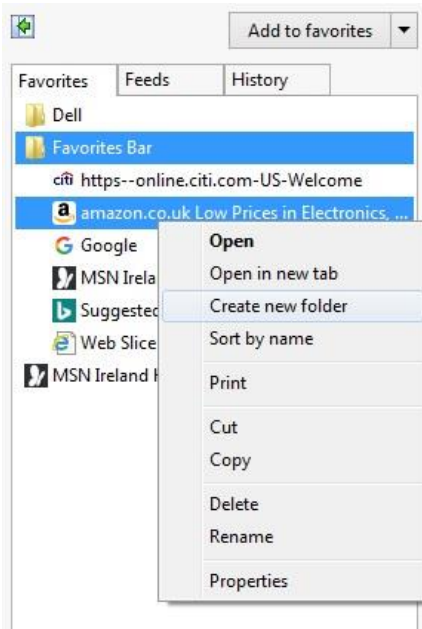
Concepts

You can create folder so that you can group related bookmarks, or bookmarks with a common theme.



Steps


Steps	Practice Data
1. Display your Favorites. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. Bring up the option to Create new folder. <i>This will allow you to add a new folder.</i>	Right click anywhere in the Favourites pane. 

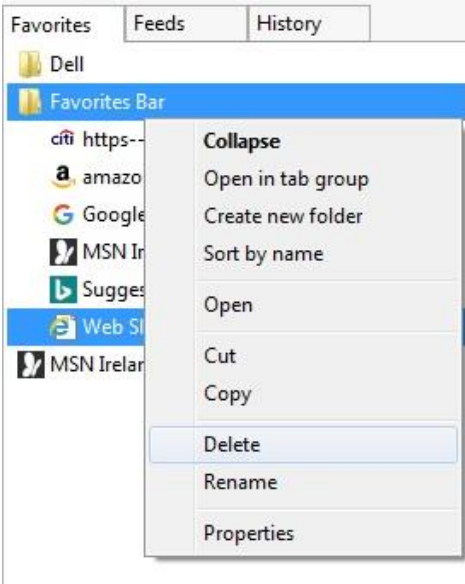
Steps	Practice Data
<p>3. The option to add a new folder will appear. <i>You can make a new folder for your bookmarks.</i></p>	<p>Click Create new folder.</p> 
<p>4. Type in a name for your folder and press Enter. <i>The new folder will be added.</i></p>	<p>Hit Enter.</p>

2.9 DELETING A BOOKMARK FOLDER



Steps

Steps	Practice Data
<p>1. Display your Favorites. <i>You will be able to View favorites, feeds, and history.</i></p>	 <p>Click</p>

Steps	Practice Data
<p>2. Select the bookmark folder that you wish to delete. <i>The option to remove the folder will appear.</i></p>	<p>Right-click on the bookmark folder.</p> 
<p>3. Delete the folder. <i>The folder will be deleted from the Favorites pane.</i></p>	<p>Click Delete.</p>

2.10 BROWSING HISTORY


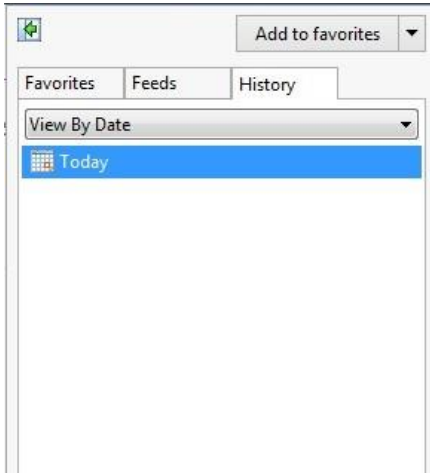

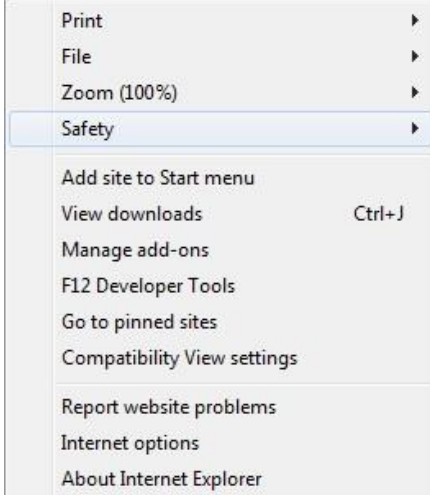
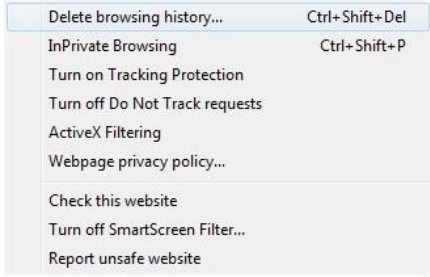


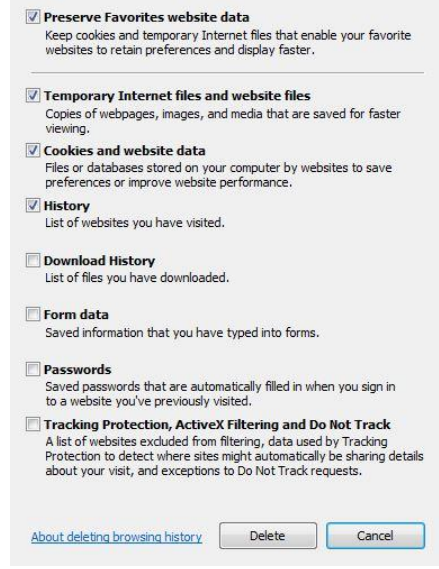
Concepts

You can review the list of website that you have visited, and you can also delete this information.

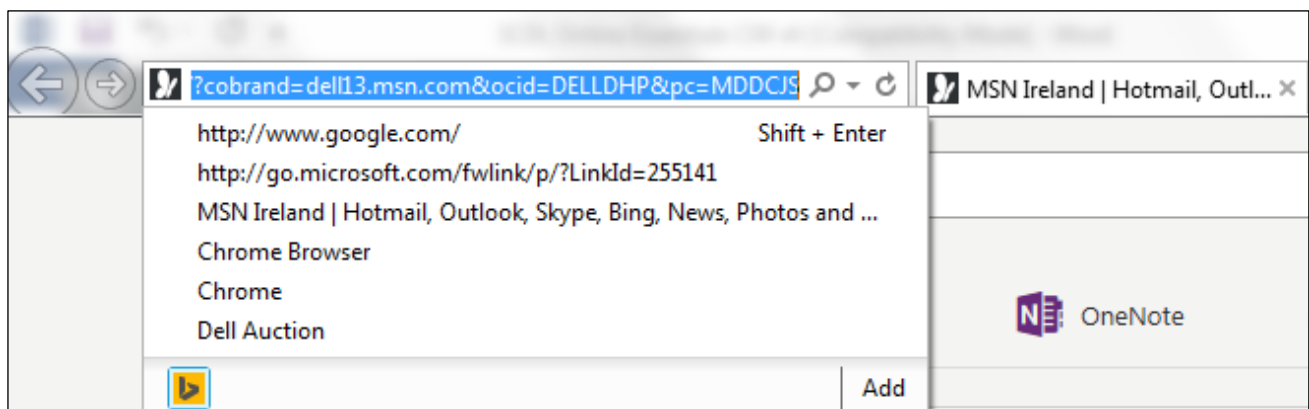


Steps

Steps	Practice Data
1. Open Favorites. <i>You will be able to View favorites, feeds, and history.</i>	 Click
2. View history arranged in dated categories. The default ordering of your history is View By Date . All sites visited (up to the default history time limit) are grouped into time periods. <i>Browsing History will be displayed.</i>	Click History . 
3. Click the Tools button to delete history.	 Click
4. Select Safety . <i>A list of safety options will appear.</i>	
5. Click Delete browsing history. <i>A new window will appear which allows you to specify what you want Internet Explorer to delete.</i>	


Steps	Practice Data
<p>6. Select what you want to delete from your browsing history.</p> <p><i>You will have a selection of items to delete such as Internet history, temporary Internet files and form data.</i></p>	

You can also view your most recently visited websites by clicking the down arrow in the address bar, as shown below.



2.11 REVIEW EXERCISE

1. Name three navigation buttons in Internet Explorer.

2. Which of the following does not appear under the  button:

- a. Favorites
- b. Downloads
- c. History
- d. Feeds

3. What is the shortcut to open a new tab in Internet Explorer:

- a. Ctrl+T
- b. Ctrl+P
- c. Ctrl+N
- d. Alt+T

4. List four items that you can delete from the browsing history window:

5. You can only view recently visited websites by clicking  and then history.

- a. True
- b. False

LESSON 3 - SEARCHING THE WEB

In this section, you will learn about:

- Search engines
- Advanced search
- Search tips
- Website searches
- Finding text on a page
- Critical evaluation

3.1 SEARCH ENGINES

Concepts

A search engine is a tool used to search for information on the World Wide Web. The search results are usually presented in a list and are often called hits.

Examples of Search engines are:

www.google.com

www.bing.com



3.2 ADVANCED SEARCH

Concepts

Many people think that when you use a search engine such as Google, it will magically search the entire Web and find information that you require. The first thing to understand is that a search engine like Google will only search through a list of maintained sites that have been registered with that particular search engine.

This in part explains the differing results you sometimes get when you search using different search engines. Also, each search engine has different criteria for ranking search results. A number of search results per page are presented with a brief description about each site that it has found matching your requirements.



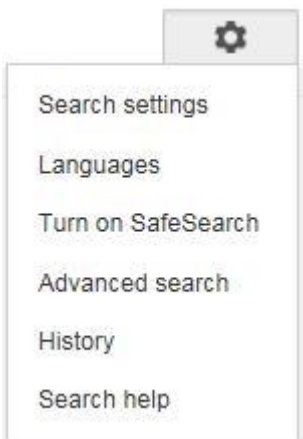
Here are some tips that one should keep in mind when using a search engine:

- Use two or more words, or a short phrase when searching for information.
- Try to use unique words that directly relate to what you are searching for.

- For instance if you are searching for information about ICDL training then search for **ICDL training**, not just **training**, which would include all sorts of training.
- Often, you would be better enclosing your search phrase with quotation marks (""). This will then mean that the search engine will look for the exact phrase that you have entered. If you search for "ICDL training" you will only get results that use that exact term, and not results containing just "ICDL" or just "training".



Steps

Steps	Practice Data
1. Input the URL of a search engine in your web browser and hit the Enter key. <i>The search engine will appear.</i>	Type www.google.com and press Enter.
2. To use advanced search options you need to perform a general search on what you are looking for. <i>Performing the search will bring up a selection of results.</i>	Use Google Search 
3. Having begun your search, you can use the filters Google has provided. <i>Using each filter will vary the results shown on screen.</i>	Filter your search results. 
4. Google offers an advanced search tool that can filter results to a further level. <i>Using Advanced search will allow you to find results based on further specifications.</i>	Click Options , and click Advanced search. 

Google's Advanced search lets you search using criteria including:

- Exact phrase
- Date
- Language
- By excluding words
- By file format, media type etc.

Find pages with...

all these words:

this exact word or phrase:

any of these words:

none of these words:

numbers ranging from: to

Then narrow your results by...

language:

region:

last update:

site or domain:

terms appearing:

SafeSearch:

file type:

usage rights:

[Advanced Search](#)

3.3 SEARCH A WEB-BASED ENCYCLOPAEDIA, DICTIONARY



Concepts

Encyclopaedia

There are several online encyclopaedias and dictionaries available on the web. In this section we will look at some examples.

Enter the URL below in your web browser:

<http://www.britannica.com/topic/Encarta>

To use Encarta's online encyclopaedia, type your keyword or phrase in the search box, and click Return.

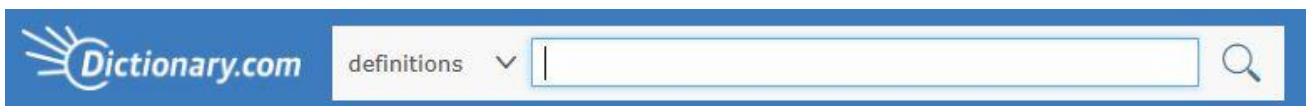


Dictionary

Enter the URL below in your web browser:

<http://dictionary.reference.com/>

To find a definition of a word in the online dictionary, use the search box to type the word, and click Return.



Other examples of online encyclopaedias / dictionaries include:

- www.encyclopedia.com
- www.wikipedia.org
- www.yourdictionary.com
- www.alphadictionary.com

TIP: To force a search engine to give you definitions from web based dictionaries, type “define:” before your actual keyword when using the search engine’s search box.

3.4 CRITICAL EVALUATION



Concepts

There is an enormous amount of content available online. It is important that you critically judge the content you read, view, or hear. Not everything online is true or accurate! One way to help you in the process of critical evaluation is to recognise different types of websites and their purpose.

The most basic site is **informational**. An example of such a site is one that tells a potential customer or visitor what a business is, where it’s located, its hours, how to contact the business owner and maybe a bit more.

Another type of informational site is an online encyclopaedia, such as Wikipedia. This is used as a reference on a huge range of topics. The content is written and edited by anyone who wants to participate, but this has implications for accuracy and consistency.

Many websites provide **entertainment**. For example, while YouTube certainly has educational and informational purposes, it is most often turned to for its entertainment value. **Opinion** sites are used by bloggers and writers to discuss their thoughts on particular topics, often dealing with relevant stories of the time. By their nature, opinion sites such as blogs tend to express subjective views.

Finally, there are commercial sites, focusing on **selling**. These sites exist primarily to promote or sell a product or service directly, or to facilitate selling. Amazon.com and eBay are examples of sites that facilitate selling. Some sites that appear to be informational may in fact be promoting or selling a product or service.

Judging Website Credibility

While the Internet is an invaluable repository of online resources, news and materials, it is important to remain vigilant when quoting or referencing websites, as many can post false or inaccurate information. Here are a few factors that can be considered when judging the credibility of a website and its material.

- **Author**

It is important to recognise the author of what you are viewing when online. Are they a credible professional in their field? Are they writing from a position of knowledge on the subject? If the author has not given their name or written under the title “Anonymous” then it may not be very reliable. Searching for other material they have written or put their name to can be a good way of checking whether or not they are a dependable source.

- **Referencing**

If an author or website is quoting individuals, statistics or other factual pieces, there should be clear references to the work they are getting their information from. If there are no clearly stated references then it is possible that they may not be providing accurate material, and it would be right to question its credibility.

- **Up-To-Date Content**

A website's currency is important when taking into account information that may be statistical or time-sensitive. Material on a site should remain current and be maintained, so keeping an eye out for when it was last updated, when articles or videos were posted and other date-recorded information can help ensure the material you want is of use.

In addition, when reviewing a website, it is important to consider whether or not the website's content is appropriate for, and meets the needs of, its target audience. If a site is designed for children, for example, the website's content, layout and interactivity must be age appropriate.

3.5 REVIEW EXERCISE

1. Open Google search and find four other examples of search engines on the Internet.

2. Which of the following is not an online dictionary / encyclopaedia:

- a. www.wikipedia.org
- b. www.thesaurus.com
- c. www.google.com
- d. www.britannica.com

3. Use Google search to identify four examples of websites primarily focussed on selling items.

4. Which of the following is not used to judge website credibility:

- a. Author
- b. Place in search engine results
- c. Referencing
- d. Up-to-Date content

LESSON 4 - WEB PAGE INTERACTION

In this section, you will learn how to:

- Download files
- Save pictures
- Print a web page / selection of web pages
- Complete a form
- Translate a web page

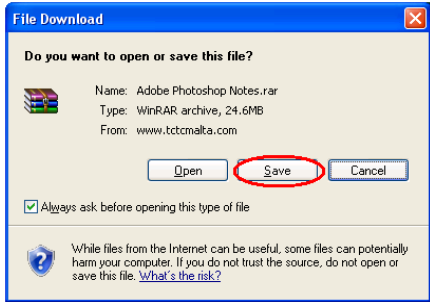
4.1 DOWNLOADING FILES



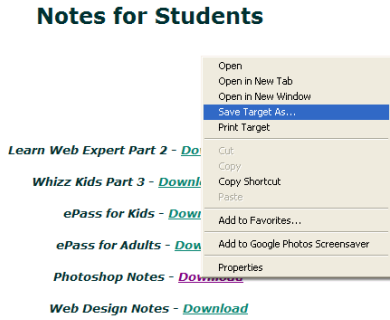
Steps

There are two ways to download a file from a web page.

Option 1:

Steps	Practice Data
1. Left click on the download hyperlink. <i>A window will open, as illustrated.</i>	
2. Save the files to a desired location. <i>The files will be saved to the selected location.</i>	Click Save , and enter the desired location.

Option 2:

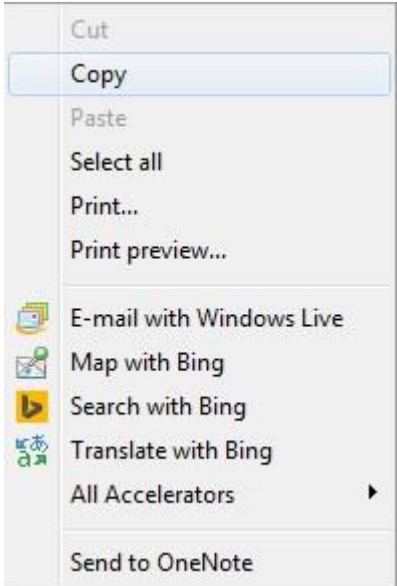
Steps	Practice Data
1. Select on the download hyperlink.	Right-click the hyperlink.
2. Bring up a window to save the file to a location. <i>A Windows window will appear.</i>	Click Save Target As... 
3. Choose a destination where you wish to save the file. <i>The files will be saved to the selected location.</i>	Click Save , and enter the desired location.

4.2 COPY TEXT, IMAGE, URL TO ANOTHER LOCATION LIKE: DOCUMENT, E-MAIL




Steps

Copy text from a web page to a document or e-mail.


Steps	Practice Data
1. Select the text you wish to copy. <i>The text will appear highlighted.</i>	Highlight the text.
2. Copy the text. <i>The text will be copied to the dashboard.</i>	Right-click, and click Copy . 
3. Paste the text into the document. <i>The copied text will appear in the document.</i>	Open the document where you wish to paste your text. Right-click, and click Paste .


Copy an image from a web page to a document.

Steps	Practice Data
1. Select the image you wish to copy.	Right-click on the image.

<p>2. Copy the image. <i>The image will copy to the dashboard.</i></p>	<p>Click Copy.</p> 
<p>3. Paste the image into a document. <i>The image will appear in the document.</i></p>	<p>Open the document where you wish to paste your text. Right-click, and click Paste.</p>

Copy a URL from a website:

Steps	Practice Data
<p>1. Select the URL in the address bar. <i>The URL will be selected.</i></p>	<p>Right click on the website URL in the address bar.</p> 

Steps	Practice Data
<p>2. Copy the web address. <i>The link will copy to the dashboard.</i></p>	<p>Click Copy.</p> 
<p>3. Paste the URL into a document. <i>The link will appear in the document.</i></p>	<p>Open the document where you wish to paste your text. Right-click, and click Paste.</p>

Tip: To quickly copy an item press **Ctrl+C** on your keyboard. To quickly paste an item press **Ctrl+V**.

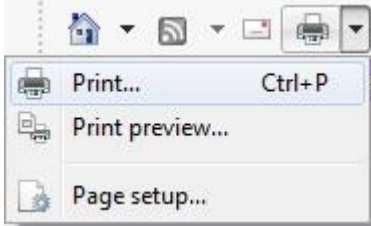
4.3 PREVIEW, PRINT A WEB PAGE, SELECTION FROM A WEB PAGE USING AVAILABLE PRINTING OPTIONS



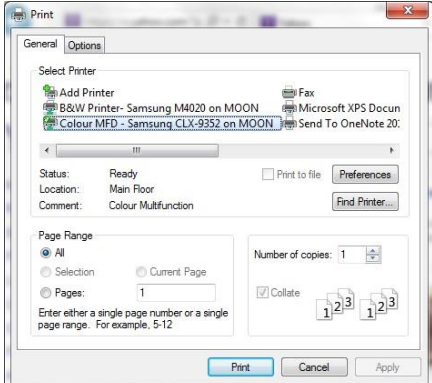
Steps

Preview a Web Page:

Steps	Practice Data
<p>1. Select the arrow next to the printer icon in your web browser. <i>The print options will appear.</i></p>	<p>Click on the Print arrow.</p>

Steps	Practice Data
2. Choose Print Preview. <i>The preview will appear onscreen.</i>	Click Print preview... 

Print a Web Page or a selection from a web page:

Steps	Practice Data
1. Select the arrow next to the printer icon in your web browser. <i>The print options will appear.</i>	Click on the Print arrow.
2. Select Print.	Click Print .
3. The dialog box opens. <i>The dialog box will allow you to adjust various settings.</i>	Print Dialog box. 

You can use this dialog box to change several settings before giving the actual print command.

In the Page Range section you can choose to:

- Print all the pages in a specific webpage.
- Print a Selection from the webpage (you need to highlight the text first.)
- Print a range of pages.
- You can also set the number of copies for a specific print page.

When you have made all the necessary changes click the **Print** button.

Tip: You can open the print feature by pressing Ctrl+P.

4.4 COMPLETE, SUBMIT, RESET A WEB BASED FORM



Concepts

Sometimes when using the Internet for subscribing to a website, creating an e-mail account, completing an online survey and so on, you will be asked to fill in web-based forms. These forms include elements such as text fields, drop-down fields and check boxes in which you record information.

Below is an example of a web-based form used by Outlook.com when creating a new account:

Create an account

If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that email address to [sign in](#). Otherwise, create a new Outlook.com email address.

First name

Last name

User name @outlook.ie drop down menu

Password

8-character minimum; case sensitive

Reenter password text box

Country/region

Birthdate

Gender

Help us protect your info

Your phone number helps us keep your account secure.

Normally you can use the Tab key to move from one field to the next field within the form.

Generally, web-based form will have Submit and Reset buttons.

- Use the Submit button when you are ready to submit your completed form.
- Use the Reset button if you wish to empty your form to start afresh.

4.5 USE A WEB TOOL TO TRANSLATE A WEB PAGE, TEXT



Concepts

Various online tools can be used to translate for free a web page or text to another language. Google Translate is one such service.



Steps

To use Google Translate:

- Enter the URL <https://translate.google.com/> in the address bar.
- Write the Text / URL in the translation box.
- Choose language From and To, or allow Google to Detect language for you.
- Click on Translate.

The screenshot shows the Google Translate web interface. At the top, there are two language selection menus. The left menu has options for 'English', 'Spanish', 'French', and 'Detect language'. The right menu has options for 'English', 'Spanish', and 'Arabic'. A blue 'Translate' button is located to the right of the right menu. Below the menus is a large text input box on the left and a corresponding output box on the right. At the bottom left of the input box, there is a small icon of a document and the text 'Type text or a website address or [translate a document.](#)'

4.6 REVIEW EXERCISE

1. The two methods of downloading files from the Internet both involve opening a:
 - a. New window
 - b. New tab
 - c. Web link
 - d. Hyperlink
2. Go to icdl.org and print the homepage.
3. What key can you normally use when filling in a web-based form to move from one field to the next:
 - a. Return
 - b. Backspace
 - c. Shift
 - d. Tab
4. To use Google Translate you must know the language you are translating from and input it into Google Translate or else it will not work.
 - a. True
 - b. False
5. Go to icdl.org and copy the first paragraph under “ECDL Foundation” to the dashboard. Open Google Translate and paste the text into the text box. Choose a language of choice to translate to.

LESSON 5 - SETTINGS & SECURITY

In this section, you will learn about:

- Home page settings
- Blocking pop-ups
- Allowing / blocking cookies
- Securing websites
- Controlling Internet use
- Staying safe online
- Data protection
- Copyright

5.1 HOME PAGE SETTINGS



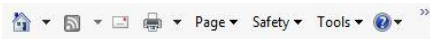
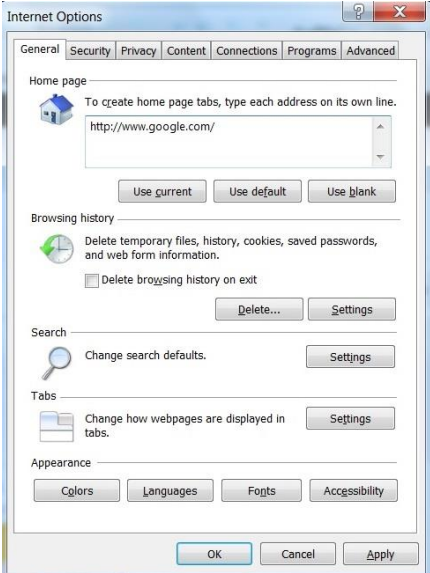
Concepts

The home page is the website that appears every time you open your web browser. You can set the home page to any website you wish.



Steps

To change the home page you have to:

Steps	Practice Data
1. Select Tools. <i>This will open the various options under Tools.</i>	Click Tools . 
2. Select Internet Options. <i>A variety of Internet options will appear.</i>	Click Internet Options .
3. Select the General tab of the Internet Options dialog box. <i>You will be able to set the home page in this tab.</i>	Click the General tab. 

- If you wish to use the currently displayed page as your home page, click on **Use current**.
- If you wish to use the website you had before as the default click on **Use default**.
- If you wish to have a blank page for your home page click on **Use blank**.
- If you wish to use another home page enter the full URL into the home page box.
- Click **OK** to close the Internet Options dialog box.

5.2 BLOCKING POP-UPS



Concepts

Pop-ups are windows that open automatically when you visit some websites. Such pop-ups may relate to gaming or explicit content, and are generally unnecessary. Some pop-ups may be dangerous to your computer; others are not harmful at all.

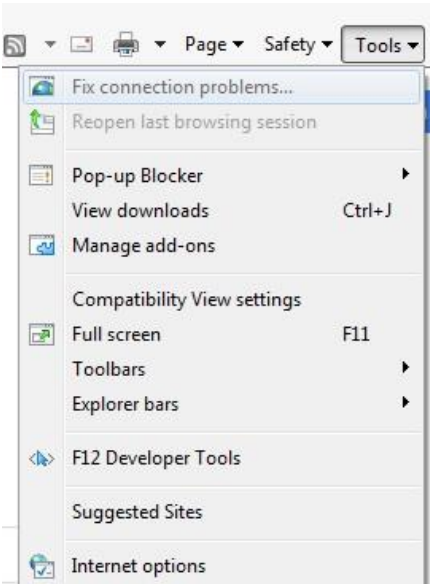
What is a pop-up blocker?

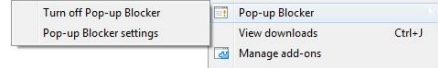
Pop-up Blocker is a feature that lets you limit or block most pop-ups. You set the level of blocking you prefer, from blocking all pop-up windows to allowing certain pop-ups. When Pop-up Blocker is turned on and it blocks a Pop-up, the browser displays a message saying "Pop-up blocked. To see this pop-up or additional options click here."



Steps

To block / allow pop-ups:

Steps	Practice Data
<ol style="list-style-type: none"> 1. Select Turn on Pop-up Blocker from the Tools menu. <i>You will be able to choose whether to allow or block pop-ups depending on your current settings.</i> 	<p>Click Tools, point to Pop-up Blocker, and click Turn on Pop-up Blocker.</p> 

Steps	Practice Data
2. Select Turn off Pop-up Blocker from the Tools menu. <i>You will be able to choose whether to allow or block pop-ups depending on your current settings.</i>	Click Tools , point to Pop-up Blocker, and click Turn off Pop-up Blocker . 

5.3 COOKIES



Concepts

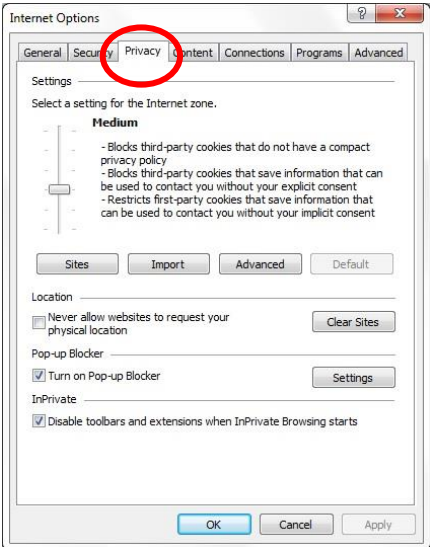
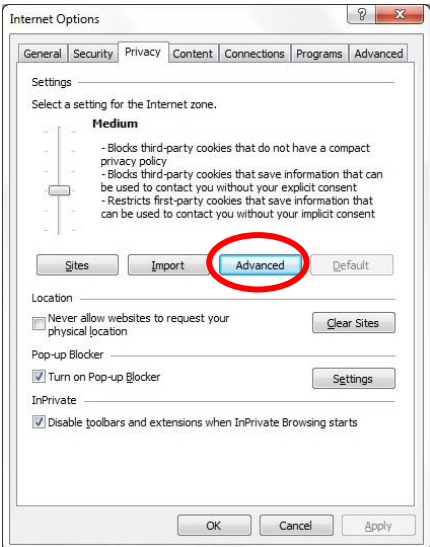

Cookies are small pieces of data that are sent by websites to your browser when you are browsing. They have different functions, including recording of browsing activity. Their use raises privacy concerns, but they can also make navigating the Web easier.







Steps

To allow / block cookies:

Steps	Practice Data
1. Select Tools. <i>The tools menu will appear.</i>	Click Tools
2. Select Internet Options. <i>A variety of Internet options will appear.</i>	Click Internet Options .

Steps	Practice Data
<p>3. Select the Privacy tab. <i>A selection of privacy options for Internet Explorer can be set.</i></p>	<p>Click the Privacy tab</p> 
<p>4. Select Advanced. <i>Advanced options will appear.</i></p>	<p>Click Advanced.</p> 
<p>5. Click <u>O</u>verride automatic cookie handling. <i>You can then specify how you want Internet Explorer to handle cookies from first-party Web sites (the website you are currently viewing) and third-party Web sites (a Web site other than the one you are currently viewing).</i></p>	<p>Click Override automatic cookie handling.</p> 

Steps	Practice Data
<p>6. To specify that you want Internet Explorer to always allow cookies to be saved on your computer, click Accept.</p>	<p>Click Accept.</p> 
<p>7. To specify that you want Internet Explorer to never allow cookies to be saved on your computer, click Block.</p>	<p>Click Block.</p> 
<p>8. To specify that you want Internet Explorer to ask whether or not you want to allow a cookie to be saved on your computer, click Prompt.</p>	<p>Click Prompt.</p> 
<p>9. If you want Internet Explorer to always allow session cookies (cookies that will be deleted from your computer when you close Internet Explorer) to be saved on your computer, click Always allow session cookies.</p>	<p>Click Always allow session cookies.</p> 

5.4 SECURITY AND SAFETY



Concepts

There are a range of measures that you can take to protect yourself when you are online.

Purchase from Secure Reputable Websites

When shopping online, take steps to check the security and reputation of a web site. For example, is the web site linked to an established business that has a physical presence? Are there independent reviews of the web site? If you cannot answer yes to these questions, maybe you should reconsider using the web site. You should also check that the Internet connection is secure before you make a payment.

Avoid unnecessary disclosure of personal and financial information

Do not give any personal or financial information over the Internet if the website is not secure. Even if the connection is secure, you should only provide personal and financial information if it is necessary to make a purchase. In addition, you should be very cautious about providing personal and financial information in other contexts, for example when communication via e-mail or instant messaging. If you are chatting on a discussion board or via instant messaging with someone you do not know personally, use a nickname instead of your real name. Be wary of strangers who may be interested in getting you to reveal personal information that they might seek to misuse.

Log off from websites

It's important that you remember to log out from any website that you have logged in to when you have finished browsing, especially if you are on a computer or device to which other people have access. If you do not log out, other people may gain access to your personal or financial information, or may impersonate you.

5.5 ENCRYPTION



Concepts

Encryption is the conversion of data into a form that cannot be easily read and understood by people.

Encryption is used to protect data as it's passed over a network. It is often used to prevent illegal access to or reproduction of information.

Decryption is the process of changing encrypted data back into its original form, so that it can be read. Decryption uses a key, or algorithm, to “unlock” the encrypted data. A common use of encryption is when data is sent through a secure web connection.

5.6 SECURE WEBSITES



Concepts

When you use a website that handles private or financial information, you should check that it is secure.

To see if a website is secure, make sure that a lock icon displays in the browser window and that the website's address begins with "https" (instead of "http"). Hypertext Transfer Protocol Secure (“https”) is a combination of the Hypertext Transfer Protocol and a security / encryption protocol. These connections are often used for payment transactions on the Web and for sensitive transactions in corporate IT systems.

Even if you do not plan to view or provide private information, it's best to use a secure login whenever possible, to ensure that your login information is encrypted.

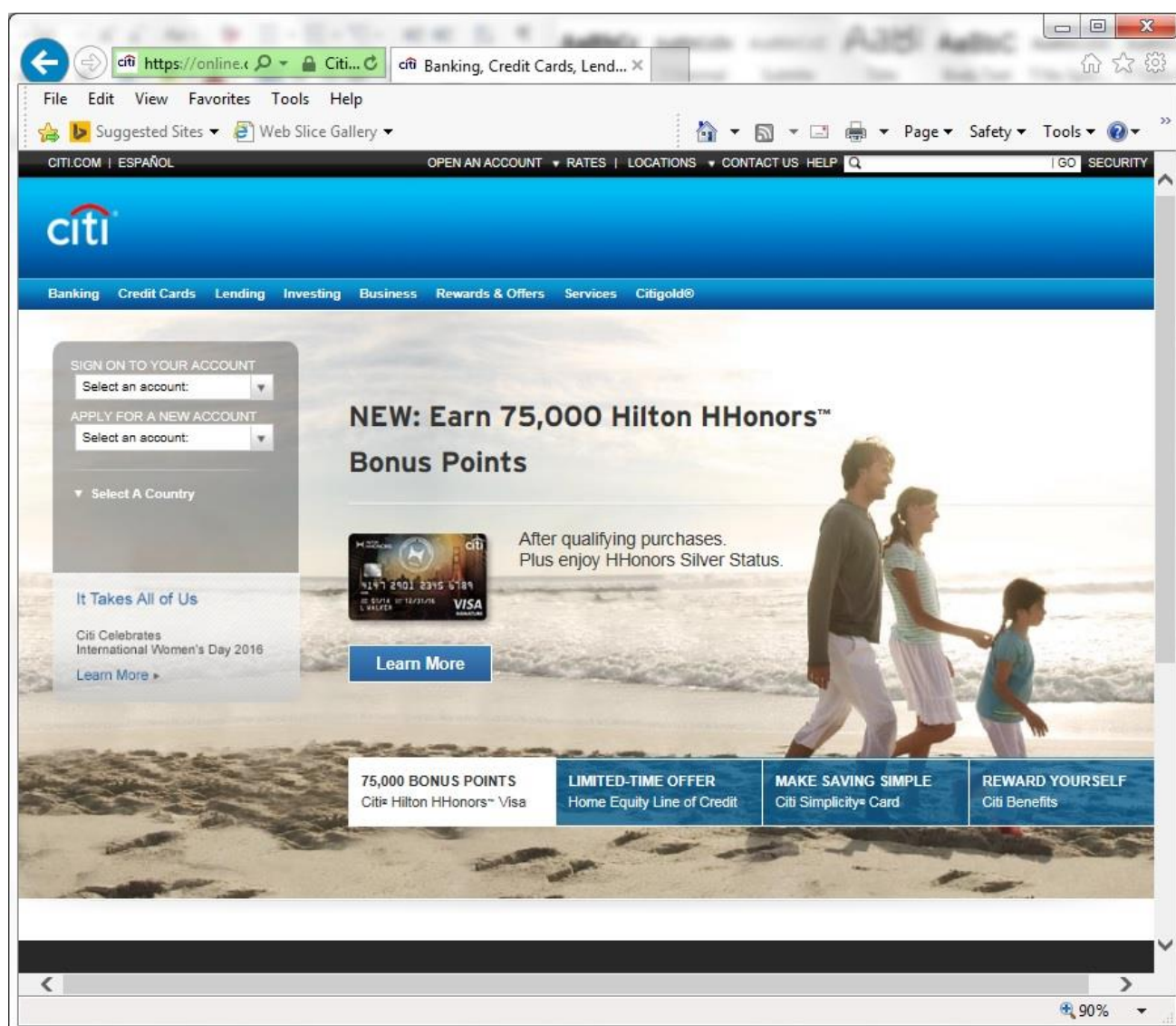
Try typing the following URL in your web browser:

[www.facebook.com.](https://www.facebook.com/)



Note that the URL automatically changes to add https at the front of the web address, and you will also see the padlock. This means that the connection to this website is secure.

The same usually applies if you connect to a financial institution: for example, www.citibank.com



Digital Certificate

E-commerce has flourished because of the ability to perform secure transactions online using the proper tools. In addition to encryption, digital certificates play an important part in supporting secure transactions.

Digital certificates are trusted ID cards in electronic form that bind a website's public encryption key, which it uses to encrypt data, to their identity for purposes of public trust.

Digital certificates are issued by an independent, recognised and mutually trusted third party that guarantees that the website operating is who it claims to be. This third party is known as a Certification Authority (CA). Without digital certificates, the public has little assurance as to the legitimacy of any particular website.

When a Web browser like Internet Explorer makes a secure connection, the digital certificate is automatically turned over for review. The browser checks it for anomalies or problems, and displays an alert if any are found. When digital certificates are in order, the browser completes secure connections without interruption.

Digital certificates play an integral role in keeping online commerce safety. If your browser alerts you to a problem with a digital certificate, you should think twice about proceeding. Instead, try to contact the business through other means, such as by telephone to help you decide whether or not you should proceed with a transaction.

Not all Certificate Authorities are equal. Some CAs are newer and less well known. Two examples of highly trusted CAs are VeriSign and Thawte. If your browser does not recognise a Certificate Authority, it will alert you.

5.7 CONTROLLING INTERNET USE



Concepts

It is highly recommended that parents are aware of their children's activities online. Parents should take an active interest in their children's online activities, and should – especially for younger children – be available to guide them through online environments and to explain and monitor what they are viewing and who they are engaging with. Parental control includes features such as:

- Supervision
- Web browsing restrictions
- Download restrictions.

5.8 COPYRIGHT AND INTELLECTUAL PROPERTY



Concepts

Copyright is a legal right that gives the creator of an original work, such as text or an image, exclusive rights for its use and distribution. Intellectual property refers to the work that has been created and can be protected by laws such as copyright.

For example, most software programmes that you buy are copyrighted and you are generally not permitted to copy and share them.

Copyright and intellectual property does not just apply to software. You should assume that copyright applies to all information that you find on the Web. For example, if you are researching a topic for a study paper or a blog and you find some interesting material online, you cannot just copy this and present it as your own. You may, however, be able to cite or quote from other sources as long as you give a reference to that source.

Some websites have copyright information in their footers or on the home page. These may set out the terms under which you can copy information from the website.

If you are in any doubt about whether or not you can reuse specific content, you should always get the permission of the copyright owner. If you are found guilty of copyright infringement or plagiarism, you could face legal punishment.

5.9 DATA PROTECTION



Concepts

Data protection refers to the legal procedures that must be adhered to in relation to access, collection and use of data, including data stored on a computer. In general it holds that personal data shall be obtained only for a specified and lawful purposes, and that it should not be processed in any manner incompatible with those purposes. If personal information has been stored, it should be destroyed once it is no longer needed. Data subjects should also be notified if data about them has been distributed in an unauthorised way.

You should familiarise yourself with the data protection laws in place in your country, as they can differ between regions.

5.10 REVIEW EXERCISE

1. What tab in Internet Explorer do you use to set the homepage:
 - a. Edit
 - b. View
 - c. Favorites
 - d. Tools

2. Some pop-ups are harmful to your computer while others are not.
 - a. True
 - b. False

3. A small piece of data that is sent by a website to your browser when you are browsing is called a:
 - a. Cookie
 - b. Pop-up
 - c. Web cache
 - d. Add-on

4. _____ is a trusted ID card in electronic form that binds a website's public encryption key to their identity for purpose of public trust.
 - a. A digital certificate
 - b. An encryption key
 - c. An IP address
 - d. A certification authority

5. Search for your country's data protection policy to familiarise yourself with what policies are in place.

LESSON 6 - COMMUNICATION

In this section, you will learn how to:

- Communicate online
- Participate in online communities
- Share content
- Preserve privacy and security

6.1 COMMUNICATING ONLINE



Concepts

A variety of tools are used to communicate online, including Instant Messaging, SMS/MMS, and VoIP.

Instant Messaging

IM – short for instant messaging – is a type of real-time communication service. It is somewhat like e-mail, but much more like a chat room. Both parties are online at the same time, and they "talk" to each other by typing text and sending small pictures in instantaneously.



SME and MMS

The acronym SMS stands for short message service. SMS is also often referred to as texting sending text messages or text messaging. The service allows for short text messages to be sent from mobile phone to another mobile phone or from the Web to another mobile phone.



Multimedia Messaging Service (MMS) is a standard way to send messages that include multimedia content to and from mobile phones. It extends the core SMS capability that allowed exchange of text messages only up to 160 characters in length.

The most popular use is to send photographs from camera-equipped phones, although it is also popular as a method of delivering news and entertainment content including videos, pictures, text pages and ringtones.



Voice over Internet Protocol (VoIP)

VoIP is a technology that allows you to talk with other people using the Internet. You can talk at no extra cost to other people using VoIP on their computers or Internet connected devices. You can even make calls to "real" telephones at a much cheaper rate than normal. Common VoIP services include Skype.



6.2 ONLINE COMMUNITIES

Concepts

An online community (also referred to as virtual community) is a network of individuals that primarily interact via online communication methods, as opposed to face-to-face interaction, for social, professional, educational and other purposes. This is done through social networks, forums, e-mail, newsletters or instant messages. As the mechanism is a computer network, it is called an online community. Virtual and online communities have also become a supplemental form of communication between people who know each other primarily in real life.

Social Networking Websites

There are a lot of social networking sites through which virtual communities are usually created. Social networking websites offer you the possibility to find old and new friends, communicate with your friends through messages and instant messages, upload your photos and comment on friend's photos, and more.



Two examples of Social Networking websites are Facebook (www.facebook.com) and Twitter (www.twitter.com).

Internet Forums

An Internet forum is an online discussion site where members can post discussions as well as read and respond to posts created by other forum members. An Internet forum can be focused on a specific subject, or host a range of subsections that can contain hundreds of threads and topics.

An Internet forum is also called a message board, discussion group, bulletin board or web forum. What makes a forum different to a chatroom or personal blog is that it is usually focussed on a particular topic and contains in-depth replies, allowed to be posted by any member. A chatroom generally has a more general tone, while blogs (web logs) are typically written by one author, and only responses to their posts are typically allowed on the site.

Web Conferencing

A web conference is an online meeting in which users connect to the Internet and use computers to conduct a meeting as though they were all in the room together. Some Web conferencing systems include features such as texting, VoIP (voice over IP) and full-motion video.



Web conferencing allows users to carry out activities such as business meetings, seminars, presentations through video. Screens can be shared so that presentations and visual items can be seen by all, and control over the conference can be shared. Some web conferencing services automatically enlarge the picture of those speaking during a web conference to show who is talking and when. This type of service does require high speed Internet between all users for it to be fully effective.

Chat Room

A chat room is a virtual space on the Internet that allows users to communicate with one another in real time, text communication. Chat rooms can be a website in its own right or a part of a larger site, such as social media (Facebook) or a part of a business's customer support section on their website.

Chat Room Etiquette

Because chat rooms are places where so many different types of people come together to communicate with one another, certain rules need to be in place to keep the peace. Many chat rooms are constantly moderated for any offensive activity, but smaller chat rooms may lack such moderation, and it is therefore up to the users to be sure that no offensive activities take place.



Online Computer Games

Online computer games are also another type of online communities. Such games enable thousands of players from across the globe to come together online through computer gaming.



6.3 PUBLISH AND SHARE ONLINE CONTENT



Concepts

There are a variety of ways for content to be published and distributed online, through both audio and visual media. They include **Blogs**, **Podcasts**, **Images**, and **Audio and Visual clips**.

Blog

A blog is a shared online journal that allows authors, called bloggers, to write about subjects they specialise or have a keen interest in. These blogging sites can have one author or many, and can vary in how content and blogs are presented. Popular blogging platforms include WordPress.com, Blogger.com, and Tumblr.com, with the latter combining elements of social media to its site.

Microblog

Microblogging is a shared online journal with shorter updates compared to a conventional blog post. Microblogs tend to be found on social media platforms, most prominently Twitter, as well as status updates posted on Facebook.

Podcasts

A podcast is a digital audio file released regularly and downloadable, often through an RSS feed. Podcasts are generally released as part of a series, and can include documentaries, debate shows or radio shows released by a radio station after their broadcast ends.

Images

Thanks to improved camera technology on smart phones as well as social media sites dedicated to photo sharing, such as Instagram, original digital photos and graphics can be shared and distributed almost instantly.

Audio and Video Clips

Audio and Video clips are most commonly shared on websites such as YouTube and Flickr, primarily as a source of entertainment. They can also be used to produce and share educational, informative and opinion-based videos.

6.4 GOOD ONLINE COMMUNICATION PRACTICE



Concepts

It is important to maintain good practice when communicating online for the safety and enjoyment of you and fellow users of an online communication service. There are guidelines that can be followed and applied to most forms of electronic communication, including e-mails.

- **Be accurate and brief:** Try not to send messages that are overly long and complex, and choose your words carefully to accurately express your view.
- **Use clear subject headings:** Make the topic of the message clear for the recipient. This will also help ensure your mail doesn't end up in a spam or junk folder.
- **Do not inappropriately disclose personal details:** Be careful to who and how you disclose personal details as they may be misused.
- **Do not circulate inappropriate content:** It is important to remember who you are mailing and to consider what tone and content is appropriate for that person. Also remember that messages can easily be distributed more broadly by the recipient.
- **Spell check content:** In all forms of interaction, but particularly when sending formal communication, it is important that your grammar and spelling is correct.

6.5 PRIVACY AND SECURITY



Concepts

Because people are spending an increasing amount of time online, it is important that everyone takes reasonable measures to protect their privacy and security.

Privacy Settings

Applying the appropriate privacy settings when using online communication tools can help you stay safe and keep sensitive information secure. Making your profile

private on some social media sites might not be the option everyone chooses, but it can help you moderate who can see your posts, news and any information you choose to share.

Restrict Available Personal Information

This will help you the most when avoiding identity theft and fraud. By restricting where and when you post information such as your address, date of birth, telephone number, you can improve your chances of staying safe online. A lot of websites that ask you to sign up require you to give personal information, but always be wary of how secure the links are and how legitimate the site is.

Private Messaging

If there is a private messaging service available to you, you should always use it when communicating information that you do not want others to see. If you make personal communications public there is a higher chance someone unwanted will view it and use this to their benefit, if they are capable of doing so.

Disable Location Information

Disabling the service that tracks (and sometimes posts) your exact location when you post on a social media network is vital in ensuring your own security. People can monitor what time you are out of your house, where you go at certain points of the day. This could leave you open to crimes such as burglary.

Block / Report Unknown Users:

If you are receiving online abuse or repeated messages from an unknown sender, it is best to block and report them to the website.

6.6 REVIEW EXERCISE

1. Which of the following is not a method of communicating online:
 - a. VoIP
 - b. IM
 - c. MMS
 - d. IP

2. An online discussion site where members can read, respond to posts written by other authors, and start their own discussions is called _____.
 - a. An Internet forum
 - b. A web conference
 - c. A chat room
 - d. A blog

3. Name three methods of publishing and distributing content online.

4. Which of the following is not an advised privacy and security measure:
 - a. Restrict personal information.
 - b. Use private messaging.
 - c. Enable location information.
 - d. Block / report abusive users.

LESSON 7 - GETTING STARTED (E-MAIL)

In this section, you will learn about:

- E-mail
- E-mail usage
- Structure of an e-mail address
- E-mail attachments
- Fraudulent and unsolicited e-mail
- Phishing e-mails

7.1 WHAT IS E-MAIL



Concepts

Electronic mail, generally known as e-mail, is a technology for exchanging information or messages on the Internet between a sender and one or many recipients.

E-mail is generally acknowledged to have revolutionised business correspondence, and has become the main medium of electronic communication for many organisations. E-mail is easy to use and is more practical and efficient than postal mail.

7.2 E-MAIL ADDRESS AND E-MAIL STRUCTURE



Concepts

An **E-mail address** contains information about the e-mail box to which e-mail messages are delivered.

For example, an e-mail address such as Jdoe@ecdI.org is comprised of a user name (JDoe), an @ symbol, a domain name (ecdI), and an extension (.org).

E-mail Message

E-mail messages comprise of two areas, the message header and the message body. The header is organised into fields, for example, From, To, CC, Subject, Date, and other data about the e-mail. The body contains the message and sometimes a signature towards the end.

To: The e-mail address(es), and alternatively name(s) of the message's recipient(s).

Cc: Carbon copy; for optional recipients who are not the primary intended recipient.

Bcc: Blind carbon copy; addresses added to the list but not recorded in the message information, so that they cannot be read by other recipients.

Subject: A brief synopsis of the topic of the message. Abbreviations are usually utilised as a part of the subject, including "RE:" for reply and "FW:" for forward.

7.3 E-MAIL ATTACHMENTS



Concepts

An e-mail attachment is a computer file, such as a document, image, or audio clip, that is sent together with an e-mail message. One or more files can be attached to an e-mail message, and is a common method of sharing files between people. An e-mail client typically uses a paper clip symbol to indicate that a file is attached to an e-mail.

Attachment File Size Restrictions

It is important to note that different e-mail service providers may have different file size restrictions. Some Webmail providers will allow you to send a large e-mail message, but there is no guarantee that the recipient who uses a different e-mail service provider will receive the e-mail. Because of this the attachment size limit of the recipient does matter, as your e-mail will be rejected if your file is over the limit.

E-mail Service Account	Attachment Size Limit (per e-mail)*
Gmail	25 MB
Windows Live Hotmail	
Yahoo! Mail	

**Information correct as of November 2015.*

Restricted Attachment File Extensions

Do not attach executable files to your e-mail messages, as they might be blocked by e-mail providers or the antivirus software installed on your recipients' computer.

For example, Gmail will not allow you to send or receive executable files (for example, files ending in .exe). In addition, Gmail does not allow these types of files even if they are sent in a zipped format.

7.4 FRAUDULENT AND UNSOLICITED E-MAIL

Concepts

E-mail has proved to be a convenient and powerful communications tool. Unfortunately, it has also provided scammers and other malicious individuals with an easy means for attracting potential victims.

A common scam is combining e-mail and bogus web sites to trick victims into revealing sensitive information.

Recognising E-mail Scams

Unsolicited commercial e-mail, or “spam,” can be the starting point for many e-mail scams. Before the advent of e-mail, a scammer had to contact each potential victim individually by post, fax, telephone, or through direct personal contact.

Many scams that spam support have existed for a long time. A common list includes:

- “You have won the lottery!”
- Easy money
- “Free” goods
- Diet and health pills.

7.5 PHISHING E-MAILS

Concepts

Phishing e-mails are crafted to look as if they have been sent from a legitimate organisation. These e-mails attempt to fool you into visiting a bogus web site to either download malware (viruses and other software intended to compromise your computer) or reveal sensitive personal information.

For instance, an e-mail can be designed to look like it is from a major bank. It might have an alarming subject line, such as “Issue with Your Account.” These messages usually suggest that there has been an issue with your account details and that you must submit a form to resolve the problem. As some believe these e-mails to be legitimate, they will click on the link and follow the instructions, resulting in sensitive information being passed on to phishers.

You can protect yourself from phishing e-mails by being wary of e-mails with dramatic subject lines, checking for grammar, and carefully examining the URL you are being directed to. You should also be aware that it is unusual for a legitimate institution, such as a bank, to ask for confidential information in this way. If in doubt, contact the institution directly yourself to validate the request.

7.6 REVIEW EXERCISE

1. Which of the following is the main medium of electronic communication form many organisations:
 - a. Postal mail
 - b. E-mail
 - c. Instant messaging
 - d. Telephone

2. Match the following description to the correct e-mail field: “Addresses added to the list but not recorded in the message information, so that they cannot be read by other recipients.”
 - a. To
 - b. Cc
 - c. Bcc
 - d. Subject

3. True or false: A large e-mail will be delivered to the recipient so long as it does not exceed the sender’s file size restriction:
 - a. True
 - b. False

4. Name 4 common types of scam e-mail subjects.

5. Which of the following is not considered best practice when dealing with potential phishing e-mails:
 - a. Checking spelling & grammar
 - b. Remain wary of dramatic subject lines
 - c. Follow the link and check what the website looks like
 - d. Contact the institution directly to validate the request

LESSON 8 - SENDING E-MAIL

In this section, you will learn about:

- Accessing an e-mail account
- The standard Gmail labels
- Using Gmail help
- Creating an e-mail
- Opening an e-mail
- Replying to an e-mail
- Forwarding an e-mail
- Changing the read status of an e-mail
- Printing an e-mail

8.1 ACCESS AN E-MAIL ACCOUNT





Concepts

E-mail is commonly accessed through an online service, such as Gmail, or through an e-mail application that is installed on your PC or laptop such as Microsoft Outlook. Gmail is one of the most popular e-mail providers today.



Steps

Open Gmail.

Steps	Practice Data
1. Select the Start button on the Taskbar. <i>The Start menu appears.</i>	Click 
2. Select Internet Explorer. <i>The Internet Explorer window will appear.</i>	Click & open Internet Explorer 
3. Enter the web address to begin signing into Gmail. <i>The Gmail homepage appears.</i>	Type www.gmail.com
4. Select the Sign in or Create an account options.. <i>Outlook opens or the Choose Profile or Enter Password dialog box opens.</i>	Click Sign in or Create an account
5. If necessary, follow the steps to create a profile, and enter your user name and password information. <i>Outlook opens.</i>	Follow the instructions below to complete this step.



When setting up a Gmail account you are required to enter your first and second name, create an e-mail username and password, and other personal and security information to help you in the event of losing access to your account.

8.2 UNDERSTANDING THE STANDARD GMAIL LABELS



Concepts

E-mail providers generally follow the same folder structure for their e-mail interfaces. Gmail follows this basic structure, but refer to folders as “Labels” which allows them to implement their unique tracking and storage features. These function in the same way as standard e-mail folders but with a few differences.

- **Inbox:** This is the folder that all e-mails are sent to by default.
- **Outbox:** Temporary folder that stores e-mails until they have been sent. Gmail does not include an Outbox folder or label system, e-mails sent instantaneously once the user has hit send.
- **Sent:** Folder that stores all sent e-mails.
- **Deleted / Trash items:** This is where e-mails that are no longer needed are stored. To view e-mails labelled as **Trash** in Gmail, click the **More** drop-down button  and then select the **Trash** option.
- **Draft:** Stores mails before the user chooses to send them.
- **Spam/Junk:** Stores incoming mail from unknown or suspicious senders. To view e-mails labelled as **Spam** in Gmail, click the **More** drop-down button  and then select the **Spam** option.

As noted above, Gmail utilises a label system to mark e-mails, allowing you to have more than one copy of an e-mail under different labels. This allows for a better tracking of e-mails, particularly when managing online purchases or important documents.

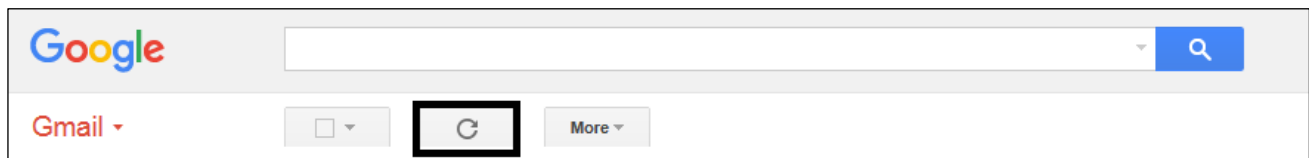


Step

Use the **Labels** pane.

Steps	Practice Data
1. Select the desired folder. <i>The contents of the folder appear.</i>	Click Inbox

If you are using an Internet connection that is performing at a slow speed and feel the need to refresh the labelled e-mails you can do so by clicking the refresh button found along the top of each label pane.

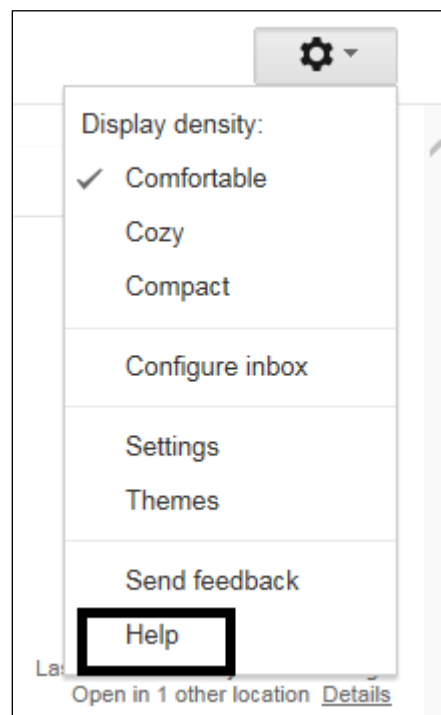
*Refresh Button*

8.3 USING GMAIL HELP

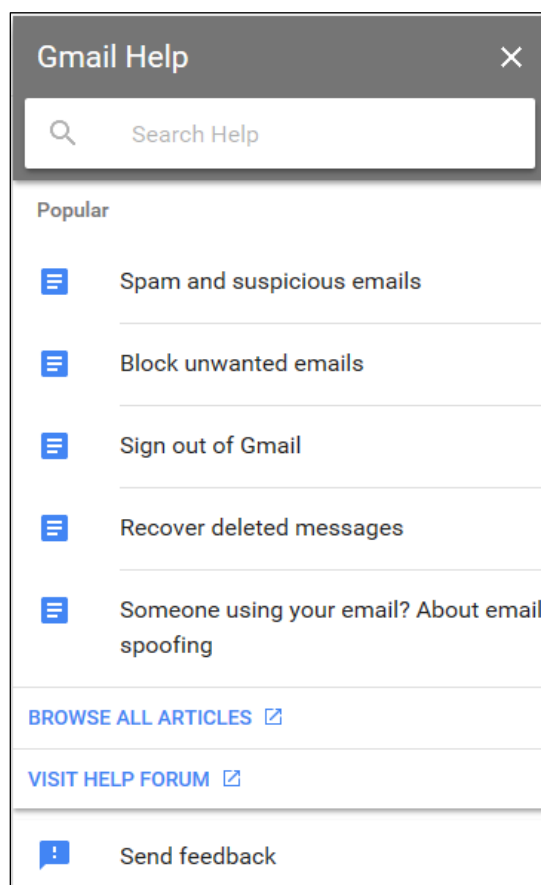


Concepts

If you need assistance on any Gmail topic or task, you can use Gmail's extensive Help facility. You can get help by clicking the **Settings** button and choosing **Help** from the drop-down list.

*Gmail Help Button*

When you access help from **Gmail Help** you have the option to search for specific queries using the search bar that appears, browse popular Help searches that are listed under the search bar, and read other articles and forum entries around questions other users have had.




Gmail Help Options



8.4 CREATE AN E-MAIL

Concepts

Messages are sent to the addresses you enter in the **To** and **Cc** (carbon copy) field. You can type a recipient's name or address in the **To** or **Cc** boxes or use the **To** and **Cc** buttons to access the names and e-mail addresses of contacts added to your Address Book.

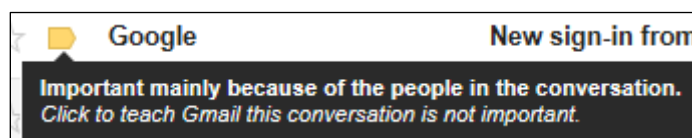
Steps

Steps	Practice Data
1. Select the Compose button above the list of Labels <i>The New Message window opens with the insertion point in the To box.</i>	Click 
2. Type the name or address of the primary recipient. <i>The name or address of the recipient appears in the To box.</i>	Type a name or address (e.g. a fellow student)
3. Select the Cc button. <i>The insertion point appears in the Cc box.</i>	Click Cc

Steps	Practice Data
4. Type the name or address of the carbon copy recipient. <i>The name or address of the recipient to whom the carbon copy will be delivered appears in the Cc box.</i>	Type the name or address (e.g. another fellow students)
5. Select the Subject box. <i>The insertion point appears in the Subject box.</i>	Press [Tab]
6. Type the subject of the message. <i>The subject appears in the Subject box.</i>	Type Communicating through Outlook
7. Select the message box. <i>The insertion point appears in the message box.</i>	Press [Tab]
8. Type the body of the message. <i>The text appears in the message box.</i>	Type Gmail allows you to send messages
9. Perform a spell check on the e-mail. <i>The e-mail will be proofread with suggestions for any mistakes. Click OK when complete.</i>	Click  beside the bin icon and then click Check spelling
9. Select the Send button on the toolbar. <i>The message is sent to the appropriate recipients.</i>	Click 

This message is sent without priority. The importance level of e-mails in Gmail is determined by the application itself, analysing e-mails that are frequently sent between users, noting whether it is ever marked as spam by the receiver etc. This allows Gmail to interpret whether the e-mails are of importance to you, but also means that e-mails cannot have their priority setting changed in Gmail.

Gmail includes a yellow icon beside e-mails they have marked as important in some way, with a brief description outlining why it has been marked.



Marked E-mail in Gmail

You can carry out the same functions as listed under the **Cc** instructions for the **Bcc** (Blind carbon copy) feature. **Blind carbon copy** means that the recipient(s) of a Bcc will be able to see the full e-mail sent and who received it, but those who were Carbon copied will not be able to see the **Bcc** recipient(s).

Tip: You can copy and paste text into the body of an e-mail by selecting the text you wish to copy, right-clicking and selecting **Copy**. Then open the location where you want to paste the text, right-click in the message and select **Paste**.

8.5 OPENING AN E-MAIL MESSAGE



Concepts

Opening a new e-mail is often the beginning of conversation between people. However, it is always important to be cautious of e-mails, who has sent them and how the content may prove to be potentially harmful to your or your device.




Steps

To read a message in a mail folder:

If necessary, display the **Inbox** folder and the **Reading Pane**.

Steps	Practice Data
1. Choose a message in in the list of e-mails and click on it. <i>The message opens.</i>	Click on the e-mail

To exit the e-mail message, click on the **Back to Inbox**  button.

8.6 REPLYING TO A MESSAGE



Concepts

You can choose to reply to the sender of the message or to the sender and all other message recipients. When you reply to a sender, the sender's e-mail address is automatically entered in the **To** field.


Replies sent to you display a number with the amount of e-mails in the thread and the original message subject in your **Inbox** folder.



Steps

Reply to a message.

Open the **Inbox** folder.

Steps	Practice Data
1. Select and open the message to which you want to reply. <i>The message opens.</i>	Click a message in your inbox
2. Select the Reply button to reply to the message author or the Reply to All to reply to all message recipients, if necessary. <i>You can also type directly into the message box below the e-mail, with options to Reply or Forward the message displayed.</i>	Click 
3. You will now be able to type the message. <i>The reply appears in the message box.</i>	Type your reply in the message box

Once a reply is typed you can hit **Send** to send the reply. Close the message without sending.

8.7 FORWARDING A MESSAGE



Concepts

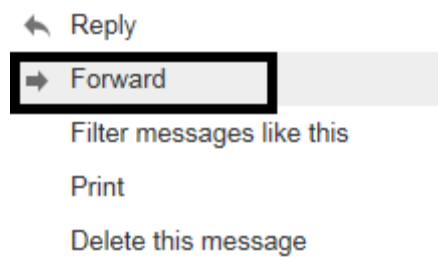

Forwarded messages include all the header information in the original message plus the message body. You can also add your own comments, which appear at the top of the message. You can forward messages to other recipients directly from the Reading Pane or the Message window.



Steps

Forward a message to another recipient.

If necessary, open the **Inbox**.

Steps	Practice Data
1. Select or open the message you want to forward. <i>The message opens.</i>	Click the message
2. Select the Forward button from the reply drop-down menu. <i>The FW: Message window opens with the subject completed and the insertion point in the To box.</i>	Click 
3. You can put in the name of any recipient you wish to forward a message to. <i>The name or address appears in the To box.</i>	Type the name or address of the desired recipient
4. Select the message box. <i>The insertion point appears in the message box.</i>	Click in the message box
5. Type the text you want to include with the forwarded message, if desired. <i>The text appears in the message box.</i>	Type text into the message box
6. Select the Send button. <i>The FW: Message window closes and the message is forwarded to the recipient.</i>	Click 

8.8 CHANGING THE READ STATUS OF A MESSAGE



Concepts

In your Inbox, unread messages have bold subjects and senders. After you have opened a message and returned to the pane you were in the message sender and subject is unbolded.

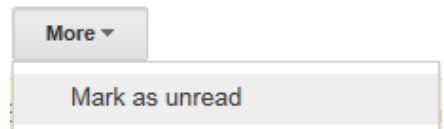
However, you may want to change the status of read message back to unread, if for example you haven't had time to properly deal with the message, and need to return to it.



Steps

Change the read status of a message.

Open the **Inbox**.

Steps	Practice Data
1. Select the message with the read status you want to change. <i>The message is selected and new tabs appear above the e-mails.</i>	Click the check box by the message
2. Select the More drop-down button. <i>A list of options appear.</i>	Click More
3. Select the Mark as read or Mark as unread option depending on the e-mail selected. <i>The message subject and sender will change according to the option selected.</i>	Click 

Notice that the number next to the **Inbox** folder increases by 1.


8.9 PRINTING AN E-MAIL




Steps

Print an e-mail in Gmail.

If necessary, open the **Inbox**.

Steps	Practice Data
1. Open the message you want to print. <i>The message opens.</i>	Click the message
2. Select the Print all button. <i>A new window appears, with a Print dialog box appearing on-screen.</i>	Click 




Steps	Practice Data
3. Select options and change settings as desired. <i>The options are selected or the settings are changed accordingly.</i>	Click Number of copies  to 2
4. Select Print . <i>The Print dialog box closes, and Gmail prints the message according to the settings and options selected.</i>	Click Print

Close the Print tab.

8.10 REVIEW EXERCISE

1. True or false: Unopened e-mails in Gmail appear with a bold sender and subject.
 - a. True
 - b. False

2. True or False: Items moved to the Trash folder are not permanently deleted.
 - a. True
 - b. False

3. Identify what each of these symbols stand for:
 - a. 
 - b. 
 - c. 

LESSON 9 - WORKING WITH E-MAIL COMPONENTS

In this section, you will learn about:

- Attaching a file to a message
- Using the attachment viewer
- Saving a file attachment
- Creating a signature
- Selecting default signatures
- Inserting a signature
- Using the out of office feature
- Creating a contact group
- Using a contact group
- Deleting a contact

9.1 ATTACHING A FILE TO A MESSAGE



Concepts


Distributing a file by e-mail is a common practice and is a useful method of sharing information with colleagues, for example.




Steps

Attach a file to a message.

You want to create a new message addressed to yourself and attach a document.

Steps	Practice Data
1. Select the Attach files button. <i>The Choose File to Upload dialog box is displayed.</i>	Click 
2. Select the drive where the file is located. <i>A list of available folders appears.</i>	Navigate to the relevant folder
3. Open the folder where the file is stored. <i>A list of available files appears.</i>	Double-click to open the folder
4. Select the file that you want to send. <i>The file is selected.</i>	Click the relevant file (a document)
5. Select Open . <i>The Choose File to Upload dialog box closes and an icon representing the file and the file name appears in the Attached box.</i>	Click Open

Click in the message box and type a message. Send the message to yourself.

Tip: To remove an attachment from an e-mail, click the  button after the attachment's name.

9.2 OPENING AN ATTACHMENT




Concepts

If someone sends you an attachment, its presence is indicated with a paperclip icon.



Steps

Use the Attachment Previewer.

Steps	Practice Data
1. Select Inbox to display e-mails. <i>The Inbox e-mails appear.</i>	Click Inbox
2. Select an e-mail with the paperclip icon, indicating there is an attachment with the message. <i>The message opens.</i>	Click the message you sent to yourself with an attachment
3. Select the attachment icon. <i>The right-click menu is displayed.</i>	Click 
4. Select the attachment to open the preview in Gmail. <i>The attachment appears with the background darkened.</i>	Click the attachment

Click on the message icon beside the attachment filename to display the message body.

9.3 SAVING A FILE ATTACHMENT



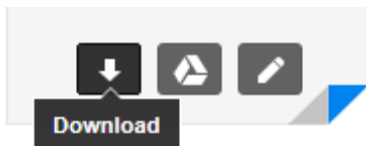
Concepts

If you receive an attachment in an e-mail you may wish to save it to your computer or storage device.



Steps

Save a file attachment.

Steps	Practice Data
1. Display the message with an attachment in the Reading Pane or open it in a message window. <i>The message appears in the Reading Pane or in a message window.</i>	Click the message you sent to yourself with an attachment
2. Select the Download icon when the mouse cursor is hovered above the file. <i>The Internet Explorer download options appear along the bottom of the screen.</i>	Click 
3. Select Save . <i>The attachment will be downloaded and saved to the computer.</i>	Click Save

To save an attachment to a specific location on your computer or external device click the dropdown arrow beside the **Save** button and choose **Save as**. This will launch a **Save As** dialog box where you can name the attachment, change the file type and choose the location to save it to.

9.4 CREATING A SIGNATURE



Concepts

You can use the **Signature** feature to automatically add a signature to each new message you create, or each reply and forwarded message. A signature can include formatted text, e-mail addresses, and hyperlinks. Furthermore, you can create multiple signatures. You can set a separate automatic signature for new messages and another for replies and forwarded messages. In addition, you can also select separate automatic signatures for different e-mail accounts.

Signature:
(appended at the end of all outgoing messages)
[Learn more](#)

☒ No signature

☐

Sans Serif | T | B | I | U | A | | | | | | | | | |




☐ Insert this signature before quoted text in replies and remove the "--" line that precedes it.

Signatures



Steps

Create a signature. Go to the **Inbox** if necessary.

Steps	Practice Data
1. Select the Settings button. <i>The list of Settings options will appear.</i>	Click 
2. Select the Settings option. <i>The Gmail settings will appear</i>	Click Settings
3. Scroll to the Signature text box and click into the box. <i>The Signature text box will be selected.</i>	Click the text box
4. Type the desired signature text, pressing [Enter] as needed to add additional lines <i>The text appears in the text box.</i>	Type: John Doe General Manager
5. Select the text you want to format. <i>The text is selected.</i>	Drag to select all the signature text
6. Select the desired formatting options. <i>The desired formatting options are selected.</i>	Click 
7. Select Save Changes . <i>The Signature is saved.</i>	Click 

When you now create a new message, the signature should be automatically inserted.

9.5 USING THE VACATION RESPONDER

Concepts

You can use the Vacation responder to create Automatic Replies. Automatic Replies are messages that are automatically sent to anyone who sends you a mail while you are out of the office or away on holidays. You can create your own custom message, for example informing people who mail you that you are out of the office on a business trip.

When you turn on the Vacation responder feature, Gmail replies automatically to messages received from other people.

Vacation responder:
(sends an automated reply to incoming messages. If a contact sends you several messages, this automated reply will be sent at most once every 4 days)
[Learn more](#)

☒ **Vacation responder off**
☐ **Vacation responder on**

First day:
☐ **Last day:**

Subject:

Message:

Sans Serif ▾ | T ▾ | **B** | *I* | U | **A** ▾ | | | | | | | | | |

« Plain Text

☐ Only send a response to people in my Contacts

Automatic Replies



Steps

If necessary, open the **Inbox**.

Steps	Practice Data
1. Select the Settings button. <i>The list of Settings options will appear.</i>	Click
2. Select the Settings option. <i>The Gmail settings will appear</i>	Click Settings
3. Scroll to the Vacation responder text box and click into the box. <i>The Vacation responder text box will be selected.</i>	Click the text box
4. Select the Vacation responder on radio button. <i>Vacation responder will be enabled.</i>	Click <input type="radio"/> Vacation responder off <input checked="" type="radio"/> Vacation responder on
5. Type the desired autoreply message.	Type <i>I shall be out of the office until next Friday. Please call Jane Doe for assistance.</i>
7. Select Save Changes to implement the Vacation responder . <i>The Vacation responder will be activated.</i>	Click

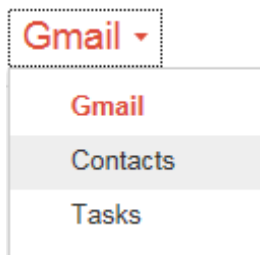
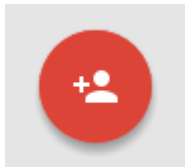
9.6 CREATING A CONTACT GROUP

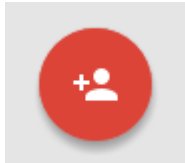
Concepts

Use a contact group to send an e-mail to multiple people such as a project team — or even just a group of friends — without having to add each name each time you want to write them.

Steps

Create a contact group.

Steps	Practice Data
1. Select the Gmail dropdown menu and then choose Contacts . <i>The Google Contacts preview window opens.</i>	Click 
2. Select the Groups drop-down.	Click Groups
3. Select New group from the drop-down option. <i>A window will appear to name the new group.</i>	Click New group
4. Enter the name of the contact group and create the group. <i>The desired name appears in the text box.</i>	Type Expo team , then click Create group
5. Select the Add person button in the bottom corner of the window. <i>A search bar appears in the centre of the screen.</i>	Click 
6. Enter the name or e-mail address of the person you want to add to the contact group. <i>As you type a list of contacts appear, from both your Gmail account as well as Google+ users.</i>	Type the desired name
7. Select the name you want to add to the distribution list. <i>The first name is added to the group and the search bar disappears.</i>	Click the name you want to add

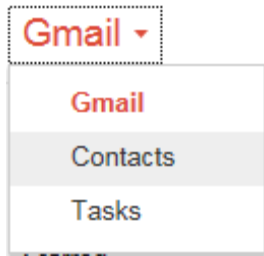

Steps	Practice Data
7. Select the Add person button. <i>A search bar appears in the centre of the screen.</i>	Click 
8. Continue to add names to the contact group as desired. <i>The selected name appears next to the Members button.</i>	Add another contact
9. When finished, close the Google Contacts preview tab to return to Gmail. <i>The changes are automatically saved to the new group.</i>	Close the tab

9.7 UPDATING A CONTACT GROUP



Steps

To update a contact list:

Steps	Practice Data
1. Select the Gmail dropdown menu and then choose Contacts . <i>The Google Contacts preview window opens.</i>	Click 
2. Select the Groups drop-down. <i>The list of groups will appear.</i>	Click Groups
3. Select the check box beside one of the contacts. <i>The contact is selected and a row of options appears above the contact group.</i>	Click the check box beside a contact of choice
4. Press the delete button to bring up the delete options. <i>The delete options are displayed.</i>	Click 

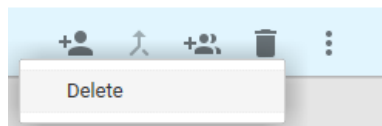
Steps	Practice Data
5. Remove the contact from the group. <i>The contact is removed from the group.</i>	Click Remove from this group

9.8 DELETING A CONTACT

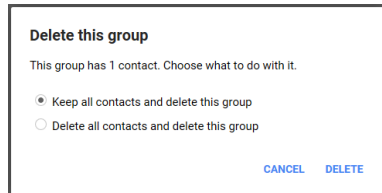


Steps

Delete a contact. If necessary, open the **Google Contacts preview** window.

Steps	Practice Data
1. Select the contact you want to delete. <i>The contact is selected.</i>	Click the check box beside the contact
2. Select the Delete button, and then Delete . <i>The contact is deleted.</i>	Click 

Practice the Concept: Delete the **Expo team** contact group.

Steps	Practice Data
1. Select the contact group you want to delete. <i>The contact group is selected.</i>	Click the Expo team contact group
2. Click the Delete button and confirm deletion. <i>The contact group is deleted.</i>	Click 

9.9 REVIEW EXERCISE

1. An e-mail sent automatically to anyone who e-mails you while unavailable is called _____.
 - a. A signature
 - b. An Out of Office reply
 - c. A Draft
 - d. An IM

2. A contact group is a list of people that you can e-mail in one go without having to add an address each time you wish to message them:
 - a. True
 - b. False

3. Which of the following cannot be included in an e-mail signature:
 - a. Formatted text
 - b. Files
 - c. Hyperlinks
 - d. E-mail address

LESSON 10 - ORGANISING E-MAILS

In this section, you will learn about:

- Sorting messages
- Using search
- Creating a new label
- Adding a label to a message
- Deleting a label
- Deleting a message
- Emptying the trash e-mails
- Using spam

10.1 SORTING MESSAGES



Concepts

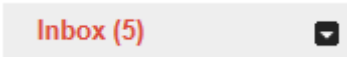
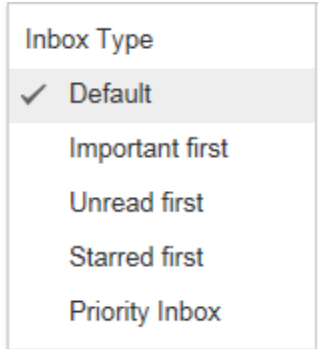
Gmail uses a default layout for the order of e-mails based on the time and date they were received, with the most recent at the top of the list. You can edit the criteria used to determine what e-mails appear first.



Steps

Sort messages.

If necessary, display the **Inbox** folder. You should have at least two messages that are arranged using the default setting.

Steps	Practice Data
1. Hover the cursor over the Inbox label. <i>A drop-down symbol appears to the right of the Inbox.</i>	
2. Select the drop-down symbol to show a list of sorting options. <i>The options appear below the Inbox.</i>	
3. Select the option you want to sort the e-mails in. <i>The e-mails change their sort order to reflect the change.</i>	Click Important first

The **Important first** sort order is now selected. The messages are now arranged based on the importance of their content.

10.2 WORKING WITH TABS

Concepts

You can customise a view in a folder to make it easier to work with the folder items. You can remove and add inbox headings such as **Primary**, **Social**, **Promotions** and more. These headings are based on the types of e-mails you receive and who sends them. If you use your Gmail account for your social media accounts, like Facebook, YouTube etc., e-mails received from those senders will appear under the Social tab.

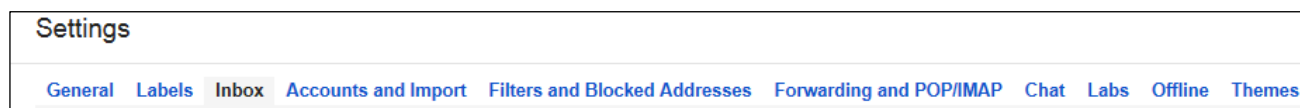


Tabs found under the Inbox label


Messages that do not fall under categories will continue to appear in the **Primary** tab, which acts as the default location for e-mails that you receive.

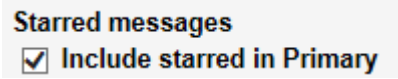
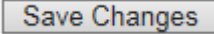
Steps

Edit the layout of the **Inbox**.



Settings

Steps	Practice Data
1. Select the Settings button. <i>The list of Settings options will appear.</i>	Click 
2. Select the Settings option. <i>The Gmail settings will appear</i>	Click Settings
3. Select the Inbox heading. <i>The Inbox settings appear.</i>	Click Inbox
4. Change the Inbox type to Default , if necessary. <i>This is the default layout option in Gmail.</i>	Inbox type: <input type="text" value="Default"/>
5. Select the desired check boxes to add the corresponding tabs to the Inbox . <i>The desired tabs will be selected.</i>	Click the Social and Promotions boxes

Steps	Practice Data
6. Select the Include starred in Primary box, if necessary. <i>Starred messages will have a higher priority and will remain in the Primary tab to remind you of their importance.</i>	
7. Save the changes to implement the tab layout. <i>The changes will be saved.</i>	Click 

Click **Inbox** after saving the changes to return to Gmail. You should now see three tabs running along the top of the **Inbox**.


10.3 USING SEARCH

Concepts

If you need to locate an e-mail quickly but don't wish to scroll through an entire label, you can use the search bar found at the top of the Gmail layout. This allows you to search by sender, keywords and subject. If you are not sure what label the e-mail is under you can perform an overall search throughout your Gmail account.

Steps

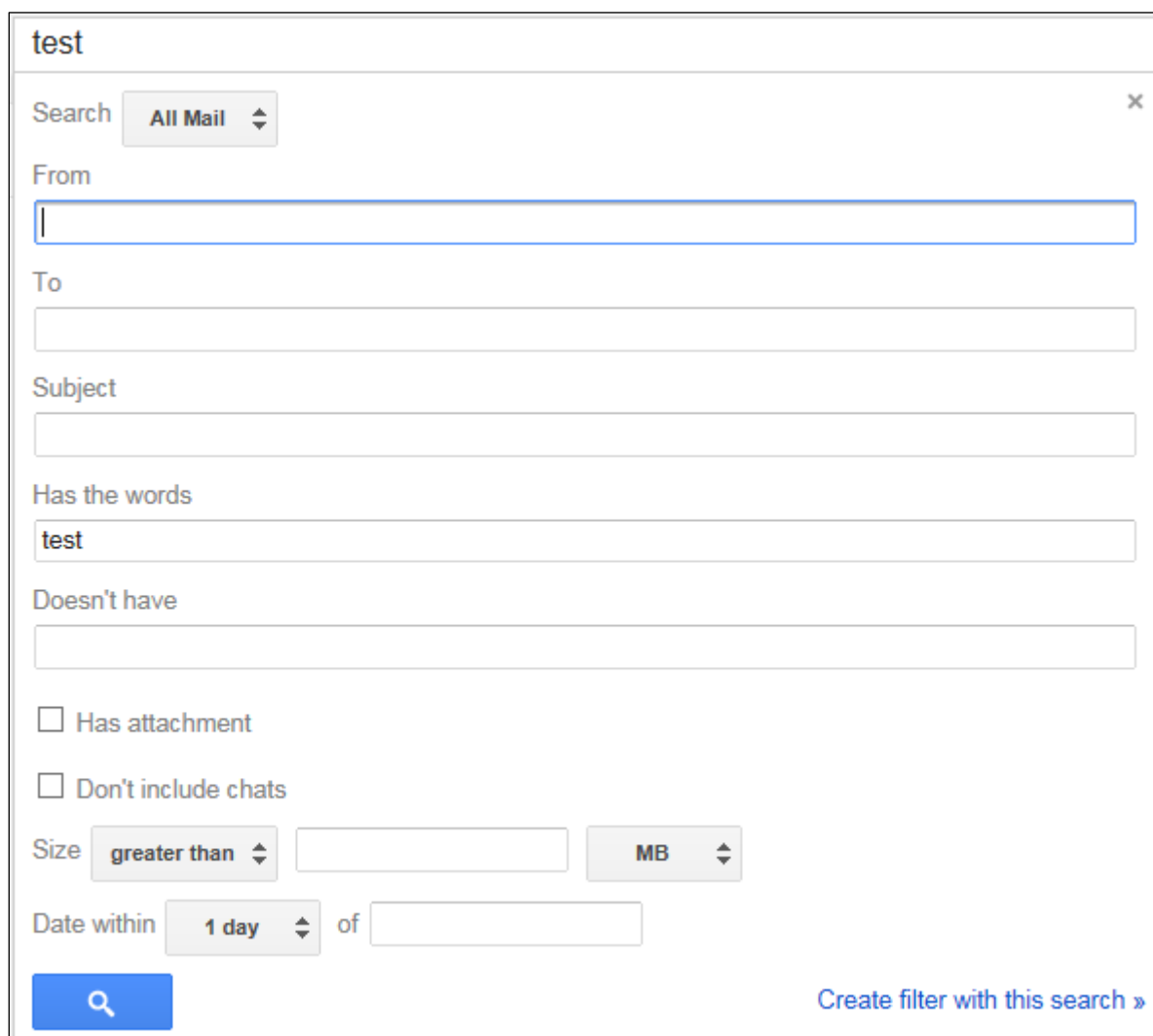
Use Search to find e-mails.

Steps	Practice Data
1. Select the Inbox label. <i>The Inbox e-mails are displayed.</i>	Click Inbox
2. Select the Search bar at the top of the page. <i>The insertion appears in the Search bar.</i>	Click 
3. Type the first letter of the required search text. <i>The search text is displayed in the Search bar and the results are highlighted.</i>	Type the first letter of the required search text
4. Continue typing further characters until the required search term is found. <i>The search text is displayed in the Search bar and the results are highlighted.</i>	Type additional characters

Steps	Practice Data
5. Select the required search term. <i>The results will appear in the layout below the search bar.</i>	Click the required search term

Narrow your search results

If you can't find what you're looking for, use the **Show search options** dropdown button to narrow your search results. These options allow you to hone in on the items you are looking for, especially if you know where they can be found or exact phrases the e-mail did or did not include.



The screenshot shows an email search interface. At the top, the search term "test" is entered. Below it, there's a "Search" button and a dropdown menu set to "All Mail". A close button (X) is in the top right corner. Below the search bar, there are several filter sections: "From" with an empty text box, "To" with an empty text box, "Subject" with an empty text box, "Has the words" with a text box containing "test", and "Doesn't have" with an empty text box. There are also two checkboxes: "Has attachment" and "Don't include chats", both of which are unchecked. Below these, there's a "Size" section with a dropdown set to "greater than", an empty text box, and a unit dropdown set to "MB". At the bottom, there's a "Date within" section with a dropdown set to "1 day", the word "of", and an empty text box. A blue search button with a magnifying glass icon is on the bottom left, and a link "Create filter with this search »" is on the bottom right.

Show search options

10.4 CREATING A NEW LABEL



Concepts


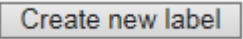
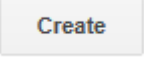
You can create new labels to help you organise Gmail items. For example, you can create a label for a specific customer and keep all the messages relating to that customer under that label.

Labels operate in a different manner to folders, often used by other e-mail clients. An e-mail in the **Inbox** folder can have a number of labels depending on the categories the user feels it can be stored under. So even though an e-mail has a particular label, and Gmail has created an area to collect those e-mails under that label, it still appears in the Inbox as well as under the specified label.



Steps

Create a new label.

Steps	Practice Data
1. Select the Settings button. <i>The list of Settings options will appear.</i>	Click 
2. Select the Settings option. <i>The Gmail settings will appear</i>	Click Settings
3. Select the Labels heading. <i>The Labels settings appear.</i>	Click Labels
4. Scroll to the bottom of the page and select Create new label . <i>A New Label dialog box appears.</i>	Click 
5. Enter the name of the new label you want to create. <i>The name will appear in the Please enter a new label name: box.</i>	Type Business
6. Create the new label. <i>The new label will be created.</i>	Click 


10.5 ADDING A LABEL TO AN E-MAIL

Concepts

Once you have created a label you can begin adding them to the e-mails.

Steps

If necessary, open the **Inbox**.

Steps	Practice Data
1. Select the message that you want to label. <i>The message to be moved is selected.</i>	Click on the message to be labelled
2. Select the Labels button from the options once a message is selected. <i>The list of available labels is displayed.</i>	Click 
3. Select the label you want to move the message to. <i>The submenu closes and the message is labelled.</i>	Click Business

Notice how the e-mail has been labelled in the **Inbox** but a copy of it can now also be seen in the **Business** label section.

10.6 MOVING A MESSAGE TO A DIFFERENT FOLDER


Concepts

You can move messages between folders at any time. You can select several messages to move at the same time by holding the **[Ctrl]** key and clicking the desired messages. If you group messages, you can move the whole group by selecting the group heading.

Steps

Move a message to a different folder.

If necessary, open the **Inbox**.

Steps	Practice Data
1. Select the message that you want to move. <i>The message to be moved is selected.</i>	Click on the message to be moved
2. Select the Move to button from the options once a message is selected. <i>The list of available folders is displayed.</i>	Click 
3. Select the label you want to move the message to. <i>The submenu closes and the message is moved to the selected labelled area.</i>	Click Business


10.7 DELETING A LABEL

Concepts

You can delete a label you have created if you no longer need it. You can delete the label if there are e-mails still categorised underneath it. You cannot, however, delete the default Outlook folders. Deleted folders are moved to subfolders in the **Deleted Items** folder, where they remain until you empty the **Deleted Items** folder.

Steps

Delete a label.

Steps	Practice Data
1. Select the Settings button. <i>The list of Settings options will appear.</i>	Click 
2. Select the Settings option. <i>The Gmail settings will appear</i>	Click Settings
3. Select the Labels heading. <i>The Labels settings appear.</i>	Click Labels
4. Scroll to the Labels that have been created and delete the label of choice. <i>Remove the Business label.</i>	Click remove beside the Business label

10.8 DELETING A MESSAGE


Concepts

You can delete messages from any folder. You should periodically delete messages from your mail folders to keep them manageable. When you delete an item from a folder, it is sent to the **Deleted Items** folder.

Steps

Delete a message.

Display **Inbox** folder, if necessary.

Steps	Practice Data
1. Select the message you want to delete. <i>The message is selected.</i>	Click the first message in the message list
2. Click the Delete button. <i>The message is removed from the folder and moved to the Trash folder.</i>	Click 

10.9 EMPTYING THE TRASH FOLDER

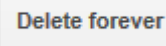
Concepts

As you delete messages, they are sent to the **Trash** folder. Deleted messages remain in this folder until it is emptied. You should empty this folder on a regular basis to make it easier to use and to conserve disk space. Gmail automatically deletes messages that have been in the Trash folder for over 30 days.

Steps

Empty the **Trash** folder.

If necessary, delete a message.

Steps	Practice Data
1. Open the Trash folder. <i>The Trash folder opens.</i>	Click Trash
2. Select the message(s) you want to delete. <i>A Microsoft Office Outlook warning box opens, prompting you to verify the deletion.</i>	Click the appropriate message
3. Select Delete forever to remove the e-mail. <i>The e-mail is permanently deleted.</i>	Click 

You can empty the folder by selecting all of the messages and clicking **Delete forever**.

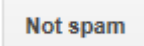
10.10 USING SPAM

Concepts

The Spam filter evaluates each incoming message based on several factors, including the content of the message. You can mark an e-mail as spam by selecting it and clicking **Report spam**.

Steps

Work with Spam E-mail. Display the **Mail** pane.

Steps	Practice Data
1. Open the Spam folder. <i>The Junk E-mail folder opens.</i>	Click Spam
2. Select a message that you want to mark as not spam e-mail. <i>The e-mail is selected.</i>	Select the message check box
3. Select the Not spam option. <i>The e-mail is removed from Spam.</i>	Click 

The conversation has been unmarked as spam and moved to the Inbox. [Learn more](#) [Undo](#)

The message is removed from the **Spam** label and returned to the **Inbox**.

10.11 REVIEW EXERCISE

1. You can delete all labels in Gmail:
 - a. True
 - b. False

2. Create a new message with the subject called **Test** and the body of the message **Test**. Send the e-mail to yourself. After you receive the e-mail, permanently delete both e-mails from the **Inbox** and **Trash**.

3. E-mails that end up under the Spam label are always junk / spam:
 - a. True
 - b. False

LESSON 11 - USING CALENDAR

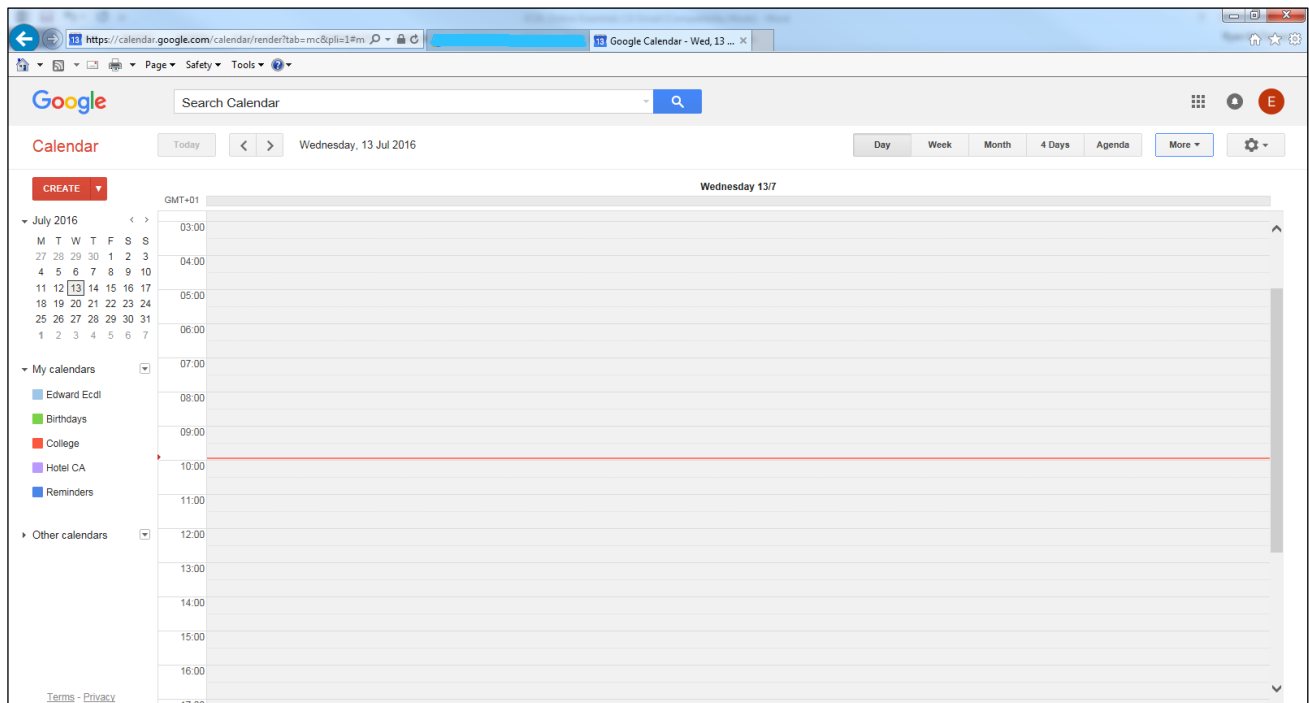
In this section, you will learn about:

- Using Google Calendar
- Navigating the calendar
- Scheduling a new event
- Scheduling a resource for an event
- Accepting/declining event requests
- Proposing a new event time
- Updating an event
- Cancelling an event

11.1 USING GOOGLE CALENDAR

Concepts

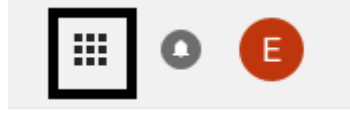
You can enter and track events using the **Google Calendar** component. You can use **Calendar** in conjunction with other components of Gmail to help manage all of your information.

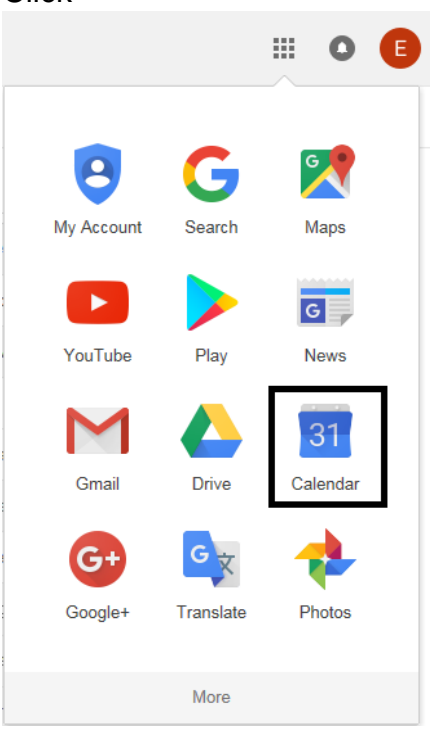


Google Calendar

Steps

To view your calendar in Gmail.

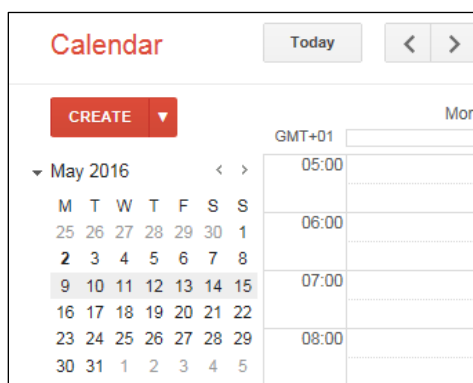
Steps	Practice Data
<ol style="list-style-type: none"> 1. Select the Google apps button in the top right corner of the Gmail layout. <i>The list of Google apps appear.</i> 	<div>  </div> <p>Click</p>

Steps	Practice Data
<p>2. Select the Calendar button from the list of apps. <i>The Google Calendar will open in a new window.</i></p>	<p>Click</p> 

11.2 NAVIGATING THE CALENDAR

Concepts

The default calendar view opens on the current week, with the **Day** view selected listing an hourly breakdown of the day. You can change the view of your calendar between the following views: **Day**, **Week**, **Month**, **4 Days** and **Agenda**. You can use the Mini Calendar or the navigation buttons to jump to different dates. To return to today's date click the Today button when it is active.




Mini Calendar, Navigation Buttons and Today Button



Steps

Navigate the Calendar.

Steps	Practice Data
1. To view the events for a specific date, select the date in the Mini calendar . <i>The date changes at the top of the scheduling area and the events for the date appear.</i>	Click tomorrow's date in the Mini calendar
2. To view the events for a consecutive range of dates, drag the range of dates in the Mini calendar . <i>The events for the selected range of dates appear in the scheduling area.</i>	Drag from Monday to Friday of this week in the Mini calendar
3. To scroll to another month, click the left or right scroll arrows at the top of the Period navigator . <i>The selected month appears in the Date Navigator.</i>	Click  next to the date
4. To change the way events appear, select the Agenda button. <i>Events following a particular date will appear in a list.</i>	Click Agenda

11.3 SCHEDULING A NEW EVENT



Concepts

You can use the **Calendar** to schedule your events. You schedule events by clicking **Create** when in **Google Calendar**. This window allows you to enter a subject, location, and start and end times for an appointment, as well as make the appointment an all-day event. If the new appointment conflicts with another appointment, a message appears above the subject, indicating a conflict.

The screenshot shows the Google Calendar 'Create new event' interface. At the top, there's a search bar and navigation buttons. The main form has sections for:

- Event details:** Includes a title field (labeled 'Untitled event'), date and time pickers (set to 13/7/2016, 12:30 to 13:30), and checkboxes for 'All day' and 'Repeat'.
- Where:** A text input field for the location.
- Video call:** A link to 'Add video call'.
- Calendar:** A dropdown menu currently showing 'Edward Ecol'.
- Description:** A large text area for the event description.
- Attachment:** A link to 'Add attachment'.
- Event colour:** A row of color swatches with the first one (blue) selected.
- Notifications:** A dropdown menu set to 'Notification' with a '30 minutes' timer.
- Show me as:** Radio buttons for 'Available' and 'Busy' (selected).
- Visibility:** Radio buttons for 'Calendar default' (selected), 'Public', and 'Private'.
- Add guests:** A section with a text input for guest email and an 'Add' button.
- Guests can:** Checkboxes for 'modify event', 'invite others' (checked), and 'see guest list' (checked).

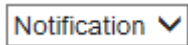
Create new event




Steps

Schedule a new event.

If necessary, open the **Calendar** and click **Create**.

Steps	Practice Data
1. Enter the name of the event in the Untitled event box. <i>The name appears in the Untitled event box.</i>	Type Research for Global Proposal
2. Select the time and date of the meeting. <i>The time slots are selected in the scheduling area.</i>	Choose the following day, setting the time from 13:00 to 14:00
3. Enter a location for the event in the Location box. <i>The text appears in the Location box.</i>	Type Library
4. Type a description about the appointment. <i>The text appears in the Description box.</i>	Type Review RFP and draft a rough outline for the development team
5. Select the colour option you want to appear in the appointment's info bar, the colour of which will also be used for this appointment in the calendar window. <i>The appropriate option is selected.</i>	Click Red
6. Select the Notification option from the Notifications drop-down. <i>A drop-down menu appears.</i>	Click 

Steps	Practice Data
7. Select the desired time the alarm should warn you in advance of the appointment. <i>The time is selected.</i>	Enter 30 and then choose minutes from the dropdown
8. Select Busy from the Show me as options. <i>The Show as list appears.</i>	Click Show me as <input type="radio"/> Available <input checked="" type="radio"/> Busy
9. Select the Save button. <i>The Event window closes, the new event is saved, and both the subject and location of the event appear in the designated time slot in the calendar.</i>	Click 

View the appointments in **Month** view. Then switch to **Day** view and display the current date. To invite guests to the event use the **Add guests** field and type the name of the guest. Click **Add** when the correct contact appears, clicking **Save** to update the event.

11.4 SCHEDULING A RESOURCE FOR AN EVENT

Concepts


You can schedule a resource for a meeting just as you would schedule a person. Resources include conference rooms and equipment, such as a projector. In order to schedule a resource, it must be set up with its own mailbox, usually by the system administrator.

The same scheduling rules that apply to a person apply to a resource. When scheduling a meeting, you invite the resource and, if the resource is free, it will accept the meeting. If the resource is not free, it will automatically reject the invitation.

Steps

Schedule a resource for an event.

Open the **Calendar** and display the schedule for the current day. Click **Create**.

Steps	Practice Data
1. In the Add rooms text box, enter the name of the room you want to add to the event. <i>The room name appears in the text box.</i>	Type the name of the appropriate resource
2. Add the resource to the event. <i>The meeting room will be added.</i>	Click Add
3. Save the event with the new room. <i>A room will be booked and other users will not be able to allocate it to their event for the same time.</i>	Click 

Having successfully setup an event, once you close the event creation page you will notice the event on your Calendar.

To remove invitees or resources from a meeting, select the meeting from your calendar and click the X icon beside the guest / resource's name. Click **Save** and send an update notifying the removal.

11.5 ACCEPTING/DECLINING EVENT REQUESTS

Concepts

You can accept/decline calendar invitations to let people know if you will be able to attend the event. When you are invited to an event through Google Calendar, the event automatically appears in your calendar.

Steps

Accept/Decline event requests.

Steps	Practice Data
1. Open the invitation e-mail, or click into the event that was added to your calendar. <i>The e-mail / event is displayed.</i>	Click the e-mail
2. Select the desired option in the Going? section. <i>The desired option is selected.</i>	Click Yes, No or Maybe

11.6 UPDATING AN EVENT



Concepts

When you update an event you can change the attendees, time, location, and resources for any event that you have organised. You cannot change information for an event that you did not organise.

You can change the status of an event to recurring; or, if an event attendee calls to decline an event invitation instead of responding via e-mail, you can also update the event and change the attendee's status to declined.



Steps

Update an event.

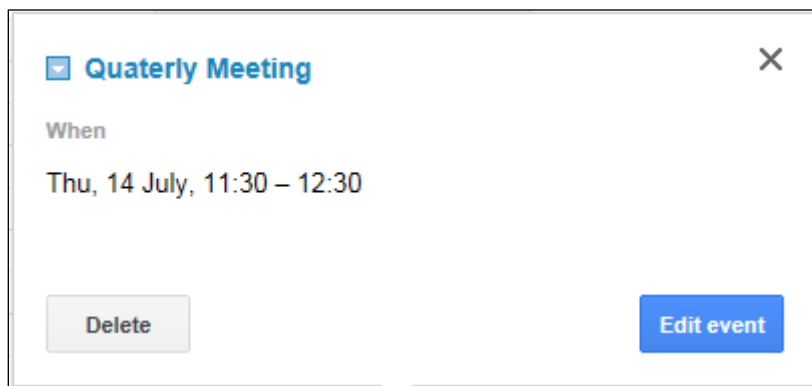
Open Google Calendar if necessary.

Steps	Practice Data
1. Select the event in the calendar. <i>The event is selected and a window appears above the event.</i>	Click the event
2. Select the Edit event button. <i>The event details opens.</i>	Click Edit event
3. Make the desired changes and save the updated event when finished. <i>The changes will be updated and saved for the event.</i>	Edit the event and click Save

11.7 CANCELLING AN EVENT

Concepts

You can cancel a scheduled event. When you cancel a scheduled event that you have already created, and to which you have sent invitations, you should always send cancellation notices to the event attendees.



Delete Event Button

Steps

Delete an event.

Steps	Practice Data
1. Select the event you want to delete. <i>The event is selected.</i>	Click the event
2. Select the Delete button to remove the event from the calendar. <i>The event is deleted from the calendar and cancelled.</i>	Click Delete

If you did not set up the event yourself you can only delete it from your calendar. You will not be able to delete and cancel an event if it was created by another user.

11.8 REVIEW EXERCISE

1. Having accepted a meeting invitation, Google automatically adds it to your schedule.
 - a. True
 - b. False

2. List four items you can change when you are updating a meeting:

3. What must you do if you cancel a meeting in which you have invited other people to?

ICDL Syllabus

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
1.1.1	Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.	1.1 <i>Understand the Internet</i> 1.3 <i>Web Browsing Concepts</i>	2.1.3	Stop a web page downloading.	2.2 <i>Navigation Buttons</i>
1.1.2	Understand the structure of a web address.	1.4 <i>Understand the Structure of a Web Address</i>	2.1.4	Activate a hyperlink.	1.3 <i>Web Browsing Concepts</i>
1.1.2	Identify common types of domains like: geographical, organisation (.org, .edu, .com, .gov).	1.4 <i>Understand the Structure of a Web Address</i>	2.1.5	Open a web page in a new tab.	2.3 <i>New Tabs</i>
1.1.3	Define the term web browser. Identify common web browsers.	1.5 <i>Browsing</i>	2.1.6	Open, close tabs, windows.	2.4 <i>Tabbed Browsing</i>
1.1.4	Outline different Internet activities like: information searching, shopping, learning, publishing, banking, government services, entertainment, communication.	1.5 <i>Browsing</i>	2.1.6	Switch between tabs, windows.	2.4 <i>Tabbed Browsing</i>
1.2.1	Recognise ways to protect yourself when online.	5.4 <i>Security and Safety</i>	2.1.7	Navigate between pages: backwards, forwards, home page.	2.2 <i>Navigation Buttons</i>
1.2.2	Define the term encryption.	5.5 <i>Encryption</i>	2.1.8	Show previously visited URLs using history.	2.10 <i>Browsing History</i>
1.2.3	Identify a secure website: https, lock symbol.	5.6 <i>Secure Websites</i>	2.1.9	Complete, submit, reset a web-based form.	4.4 <i>Complete, Submit, Reset a Web Based Form</i>
1.2.4	Define the term digital certificate.	5.6 <i>Secure Websites</i>	2.1.10	Use a web tool to translate a web page, text.	4.5 <i>Use a Web Tool to Translate a Web Page, Text</i>
1.2.5	Recognise options for controlling internet use like: supervision, web browsing restrictions, download restrictions.	5.7 <i>Controlling Internet Use</i>	2.2.1	Set the web browser home page.	5.1 <i>Home Page Settings</i>
2.1.1	Open a web browsing application.	1.5 <i>Browsing</i>	2.2.2	Understand the term pop-up.	5.2 <i>Blocking Pop-Ups</i>
2.1.1	Close a web browsing application.	1.5 <i>Browsing</i>	2.2.2	Allow, block pop-ups.	5.2 <i>Blocking Pop-Ups</i>
2.1.2	Enter a URL in the address bar and go to the URL.	2.1 <i>The Address Bar</i>	2.2.3	Understand the term cookie.	5.3 <i>Cookies</i>
2.1.3	Refresh a web page.	2.2 <i>Navigation Buttons</i>	2.2.4	Use available help functions.	1.6 <i>Use Available Help Functions</i>
			2.2.5	Display, hide built-in toolbars.	1.7 <i>Display, Hide Built-in Toolbars. Restore, Minimise the Ribbon</i>
			2.2.6	Delete history, temporary internet files, saved form data.	2.10 <i>Browsing History</i>

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
2.3.1	Add a bookmark / favourite.	2.5 <i>Bookmarks</i>	3.1.2	Carry out a search using a keyword, phrase.	3.2 <i>Advanced Search</i>
2.3.1	Delete a bookmark/favourite.	2.6 <i>Deleting a Bookmark</i>	3.1.3	Refine a search using advanced search features like: exact phrase, date, language, media type.	3.2 <i>Advanced Search</i>
2.3.2	Show bookmarks/favourites.	2.7 <i>Show Bookmarks / Favourites</i>	3.1.4	Search a web-based encyclopaedia.	3.3 <i>Search a Web-Based Encyclopaedia, Dictionary</i>
2.3.3	Create a bookmarks/favourites folder.	2.8 <i>Create a Bookmark Folder</i>	3.1.4	Search a web-based dictionary.	3.3 <i>Search a Web-Based Encyclopaedia, Dictionary</i>
2.3.3	Delete a bookmarks/favourites folder.	2.9 <i>Deleting a Bookmark Folder</i>	3.2.1	Understand the importance of critically evaluating online information.	3.4 <i>Critical Evaluation</i>
2.3.3	Add web pages to a bookmarks/favourites folder.	2.8 <i>Create a Bookmark Folder</i>	3.2.1	Understand the purpose of different sites like: information, entertainment, opinion, sales.	1.5 <i>Browsing</i>
2.4.1	Download files to a location.	4.1 <i>Downloading Files</i>	3.2.2	Outline factors that determine the credibility of a website like: author, referencing, up-to-date content.	3.4 <i>Critical Evaluation</i>
2.4.1	Save files to a location.	4.1 <i>Downloading Files</i>	3.2.3	Recognise the appropriateness of online information for a particular audience.	3.4 <i>Critical Evaluation</i>
2.4.2	Copy text, image to another location like: document, e-mail.	4.2 <i>Copy Text, Image, URL to Another Location like: Document, E-mail</i>	3.3.1	Define the terms copyright, intellectual property.	5.8 <i>Copyright and Intellectual Property</i>
2.4.2	Copy URL from a web page to another location like: document, e-mail.	4.2 <i>Copy Text, Image, URL to Another Location like: Document, E-mail</i>	3.3.1	Recognise the need to acknowledge sources and/or seek permission as appropriate.	5.8 <i>Copyright and Intellectual Property</i>
2.4.3	Preview, selection from a web page using available printing options.	4.3 <i>Preview, Print A Web Page, Selection From A Web Page Using Available Printing Options</i>	3.3.2	Recognise the main data protection rights and obligations in your country.	5.9 <i>Data Protection</i>
2.4.3	Print a web page, selection from a web page using available printing options.	4.3 <i>Preview, Print A Web Page, Selection From A Web Page Using Available Printing Options</i>	4.1.1	Understand the concept of an online (virtual) community.	6.2 <i>Online Communities</i>
3.1.1	Define the term search engine and name some common search engines.	3.1 <i>Search Engines</i>	4.1.1	Identify examples like: social networking websites, internet forums, web conferencing, chat, online computer games.	6.2 <i>Online Communities</i>

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
4.1.2	Outline ways that users can publish and share content online.	6.3 <i>Publish and Share Online Content</i>	5.1.2	Outline the main purpose of standard e-mail folders.	8.2 <i>Understand Standard Gmail Labels</i>
4.1.3	Recognise ways to protect yourself when using online communities.	6.5 <i>Privacy and Security</i>	5.1.3	Create an e-mail.	8.4 <i>Create an E-mail</i>
4.2.1	Define the term Instant Messaging (IM).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses, distribution list in the To field.	8.4 <i>Create an E-mail</i>
4.2.2	Define the terms short message service (SMS), multimedia message services (MMS).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses distribution list in the Copy (Cc) field.	8.4 <i>Create an E-mail</i>
4.2.3	Define the term Voice over Internet Protocol (VoIP).	6.1 <i>Communicating Online</i>	5.1.4	Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.	8.4 <i>Create an E-mail</i>
4.2.4	Recognise good practice when using electronic communication.	6.4 <i>Good Online Communication Practice</i>	5.1.5	Enter an appropriate title in the subject field.	8.4 <i>Create an E-mail</i>
4.3.1	Define the term e-mail and outline its main uses.	7.1 <i>What is E-mail</i>	5.1.5	Enter text into the body of an e-mail.	8.4 <i>Create an E-mail</i>
4.3.2	Identify the structure of an e-mail address.	7.2 <i>E-mail Address and E-mail Structure</i>	5.1.5	Paste text into the body of an e-mail.	8.4 <i>Create an E-mail</i>
4.3.3	Be aware of possible problems when sending file attachments like: file size limits, file type restrictions.	7.3 <i>E-Mail Attachments</i>	5.1.5	Spell check an e-mail.	8.4 <i>Create an E-mail</i>
4.3.4	Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.	7.2 <i>E-mail Address and E-mail Structure</i>	5.1.6	Add a file attachment.	9.1 <i>Attaching a File to a Message</i>
4.3.5	Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.	7.4 <i>Fraudulent and Unsolicited E-mail</i>	5.1.6	Remove a file attachment.	9.1 <i>Attaching a File to a Message</i>
4.3.6	Define the term phishing.	7.5 <i>Phishing E-mails</i>	5.1.7	Send an e-mail with, without priority.	8.4 <i>Create an E-mail</i>
5.1.1	Access an e-mail account.	8.1 <i>Access and E-mail Account</i>	5.2.1	Open an e-mail.	8.9 <i>Opening an E-mail Message</i>
			5.2.1	Close an e-mail.	8.5 <i>Opening an E-mail Message</i>
			5.2.2	Use the reply, reply to all function.	8.6 <i>Replying to a Message</i>
			5.2.2	Identify when the reply, reply to all function should be used.	8.6 <i>Replying to a Message</i>
			5.2.3	Forward an e-mail.	8.7 <i>Forwarding a Message</i>

Ref	ICDL Task Item	Location	Ref	ICDL Task Item	Location
5.2.4	Open, save a file attachment to a location.	9.2 <i>Opening an Attachment</i> 9.3 <i>Saving a File Attachment</i>	5.3.6	Update a contact, distribution list / mailing list.	9.7 <i>Update a Contact Group</i>
5.2.5	Preview a message using available printing options.	8.9 <i>Printing from the Message Window</i>	5.4.1	Add, remove message inbox headings like: sender, subject, date received.	N/A
5.2.5	Print a message using available printing options.	8.9 <i>Printing from the Message Window</i>	5.4.2	Search for an e-mail by sender, subject.	10.3 <i>Using Search</i>
5.3.1	Use available help functions.	8.3 <i>Using Gmail Help</i>	5.4.2	Search for an e-mail by e-mail content.	10.3 <i>Using Search</i>
5.3.2	Restore, minimise the ribbon.	N/A	5.4.3	Sort e-mails by name, by date, by size.	10.1 <i>Sorting Messages</i>
5.3.3	Create a text e-mail signature.	9.4 <i>Creating a Signature</i>	5.4.4	Create an e-mail folder/label.	10.4 <i>Creating a New Label</i>
5.3.3	Insert a text e-mail signature.	9.4 <i>Creating a Signature</i>	5.4.4	Delete an e-mail folder/label.	10.7 <i>Deleting a Label</i>
5.3.4	Turn on, turn off an automatic out of office reply.	9.5 <i>Using the Vacation Responder</i>	5.4.4	Move e-mails to an e-mail folder/label.	10.6 <i>Moving a Message to a Different Folder</i>
5.3.5	Recognise e-mail status as read, unread.	8.8 <i>Changing the Read Status of a Message</i>	5.4.5	Delete an e-mail.	10.8 <i>Deleting a Message</i>
5.3.5	Mark an e-mail as read, unread.	8.12 <i>Changing the Read Status of a Message</i>	5.4.5	Restore a deleted e-mail.	N/A
5.3.5	Flag an e-mail.	N/A	5.4.6	Empty the e-mail bin/deleted items/trash folder.	10.9 <i>Emptying the Trash Folder</i>
5.3.5	Unflag an e-mail.	N/A	5.4.7	Move a message to a junk folder.	10.11 <i>Using the Junk E-mail Folder</i>
5.3.6	Create, delete, update a contact, distribution list/ mailing list.	9.6 <i>Creating a Contact Group</i>	5.4.7	Remove a message from a junk folder.	10.10 <i>Using Spam</i>
5.3.6	Create a distribution list / mailing list.	9.6 <i>Creating a Contact Group</i>	5.5.1	Create a meeting in a calendar.	11.3 <i>Scheduling a New Event</i>
5.3.6	Delete a contact, distribution list / mailing list.	9.8 <i>Deleting a Contact</i>	5.5.1	Cancel a meeting in a calendar.	11.7 <i>Cancelling an Event</i>
			5.5.1	Update a meeting in a calendar.	11.6 <i>Updating an Event</i>
			5.5.2	Add invitees, resources to a meeting in a calendar.	11.4 <i>Scheduling a Resource for an Event</i>
			5.5.2	Remove invitees, resources from a meeting in a calendar.	11.6 <i>Updating an Event</i>

Congratulations! You have reached the end of the ICDL Online Essentials book.

You have learned about the key skills relating to key online activities, including:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, and web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

Having reached this stage of your learning, you should now be ready to undertake ICDL certification testing. For further information on taking this test, please contact your ICDL test centre.

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