**MICROSOFT(INTERNET AND E-MAIL)**

**INTRODUCTION**

This skills programme has been designed to provide you with the skills to navigate the internet and use e-mail facilities on an intermediate level.

**PROGRAMME OUTCOMES**

On completion of this learning programme, learners will have covered:

* The Internet
* Web Navigation
* Web Searching
* Electronic Mail S
* Messaging
* Mail Management

**PROGRAMME OUTLINE**

**1. THE INTERNET**

**CONCEPTS / TERMS**

* What is the difference between the World Wide Web (WWW) and the Internet?
* What is a protected site?
* To open the Microsoft Internet Explorer
* To hide or display toolbars within the Microsoft Internet Explorer.
* HTTP (Hypertext Transfer Protocol)
* URL (Uniform Resource Locator)
* Hyperlink
* ISP (Internet Service Provider)
* FTP (File Transfer Protocol)
* Web sites and URLs
* What is a web browser?
* What is a search engine?
* What are cookies?
* What is an Internet cache?

**SECURITY CONSIDERATIONS**

* What is a digital certificate?
* What is encryption?
* Be very cautious about giving your credit card details over the Internet!
* What is a firewall?

**FIRST STEPS WITH THE WEB BROWSER**

* The Microsoft Internet Explorer icons
* To close the Microsoft Internet Explorer
* What is a web site “Home Page”?
* To set a home (i.e. opening) page
* To display a specific web page
* To force a web page to display within a new window.
* To stop a page downloading (once it has started downloading)
* What is web page refreshing?
* To refresh a page download
* To access the built-in tutorial

**ADJUST SETTINGS**

* To set Microsoft Internet Explorer to not display images
* To set Microsoft Internet Explorer to display images
* To use the browser address bar to revisit URLs
* What is the history trail cache?
* To view the history trail
* To delete the history trail
* The dangers of surfing!

**. WEB NAVIGATION**

**ACCESSING WEB PAGES**

* To go directly to a Web page
* What is a favourite (bookmark)?
* To create a new folder within your favourites
* Examples of Search Engines
* To preview a web page before printing
* To activate an Internet link
* Navigating through a Web site
* Using the Back button
* Using the Forward button
* Completing a web based form

**USING BOOKMARKS**

* To add a Web page to your favourites
* To open a bookmark (favourite)

**ORGANISING BOOKMARKS**

* To organise your favourites
* To add a web page to a particular bookmark folder
* To delete or rename a bookmark

**3. WEB SEARCHING/USING A SEARCH ENGINE**

* Using keywords and phrases
* Don’t use a single search word!
* Using + and ” symbols to narrow your search
* To copy a web image from a web page to a document
* To copy a web address from a web page to a document
* To save a web page as a specific file type
* To download files from a web page to a document

**PREPARATION**

* To setup your page using Microsoft Internet Explorer
* To change your web page margins

**PRINTING**

* To print a web page
* To print selected frames within a framed Web site
* To print selected text on a web page

**4. ELECTRONIC MAIL /CONCEPTS / TERMS**

* The structure of an email address
* The advantages of using email
* What is Netiquette?

**SECURITY CONSIDERATIONS**

* What is Spam?
* Take care when dealing with unsolicited mail!
* What is a digital signature?

**FIRST STEPS WITH E-MAIL**

* To start Outlook using the Start menu
* To start Outlook using the icon on the Desktop
* The Microsoft Outlook Screen
* The Microsoft Outlook Bar
* The Microsoft Outlook Standard Toolbar
* To close Outlook
* The Inbox Folder
* To open the Inbox folder
* The Inbox Screen
* To select a message
* To check for new messages
* To read a message
* To print a message
* To delete a message
* To switch between open Message windows
* To close a Message Window
* What is the Microsoft Office Assistant?
* To display the Office Assistant
* To hide the Office Assistant
* “What is this” Help

**ADJUST SETTINGS**

* To remove an Inbox heading
* To add an Inbox heading
* To display or hide a toolbar
* Quick way of displaying / hiding toolbars

**5. MESSAGING /READ A MESSAGE**

* To flag a message
* To remove a flag mark from a mail message
* To mark a message as unread.
* To mark a message as read.
* To open an attached file
* To save a file attached to a message

**REPLY TO A MESSAGE**

* To reply to the sender of a message
* To reply to the sender and all recipients of a message
* To set message reply options so that the original message is inserted, or not inserted

**SEND A MESSAGE**

* To open the Inbox folder
* To create a new message
* To address an Email
* To use the Select Names dialog box
* To send a copy of a message to another address
* What is a blind carbon copy?
* To send a copy of a message to another address using blind carbon copy
* To set the message subject
* To spell check your message
* To insert a file into a message
* To open the Message Options dialog box
* To set message importance
* To set message sensitivity
* To reply to a message sent to a distribution list
* To forward a message

**DUPLICATE, MOVE, DELETE**

* EXTRA – Selection Techniques
* To select a word within the Message window
* To select a line within the Message window
* To select a paragraph within the Message window
* To select all text within the Message window
* To select text using the mouse/To copy text to the Clipboard from a message
* To paste text from the Clipboard into a message
* To copy text from one message to another
* To cut text to the Clipboard from a message
* To paste text from the Clipboard into a message
* To move text from one message to another/To copy text from another application into a message
* To delete text in a message/To delete text to the left of the insertion point
* To delete text to the right of the insertion point/To delete an attached file from a message

**6. MAIL MANAGEMENT TECHNIQUES**

* How to manage your emails

**USING ADDRESS BOOKS**

* What is an address book?/To add the sender of a message to your address book
* Create a new address list/distribution list/To create a new address book distribution list
* To remove an email address from a distribution list

**ORGANISING MESSAGES**

* To search for a message/To search for a message by sender, subject or content
* To create a new mail folder/To move a message to a different folder
* To sort the contents of the Inbox
* To delete a message/To open the Deleted Items Folder
* To restore a message from the Deleted Items Folder/To empty the Deleted Items Folder
* To automatically empty the Deleted Items Folder when you exit Outlook

**PREPARE TO PRINT**

* To preview a message prior to printing
  + To choose what to print

METHODOLOGY

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**Duration:**

2 Day practical sessions

**Assessment:**

Learners will be assessed through completing a practical exam.

**TARGET GROUP**

Any individual who has used a computer before

**BENEFITS**

* Improved efficiency in using the internet and e-mail