

# Send & Retrieve Information over the Internet using Browsers & Email

ICAU1133B



**Ref No:** DDICAU33A

**Elements of Competency** **Access the internet**

- Open an internet browser and set a home page of personal choice by setting internet options
- Adjust the display of the internet browser to suit personal requirements
- Modify toolbar to meet user and internet browser needs
- Access a particular website, note privacy and other conditions of use and retrieve data
- Enter a uniform resource locator (URL), in the address line of the internet browser

**Search the internet**

- Locate and select appropriate search engine and define search expressions based on the data required
- Save search expression results and present them in a report according to the information requirements
- Create a bookmark within the internet browser or a link for the required web page and save it in a bookmark folder
- Modify the internet browser options for printing and print a web page
- Close the internet browser

**Research and apply 'netiquette' principles**

- Select search engine and using key word search research the concept of netiquette (or web etiquette)
- Review rules of good online manners from at least two netiquette sites
- Develop a personal list of netiquette principles to be applied to email and newsgroup discussions
- Check that these are consistent with organisational policies

**Send and organise messages**

- Open an email application package and create a new email message
- Add addressee to the email message
- Compose the text of an email message according to organisational guidelines
- Create and add an automatic signature for the user, so that it appears automatically in every new email message that the user creates
- Attach files to the email message, using the attachment feature
- Determine and set a priority for an email message and spell check and edit text as required
- Send the email message
- Reply to received messages and forward as appropriate, using the carbon copy and forward features
- Open and save an attachment to the relevant folder
- Search for an email message and set a priority setting or delete as necessary
- Sort inbox according to sender's name and date received
- Save email messages in a folder
- Compact folder to save space
- Print an email message

**Create an address book**

- Manually add an email address to the email package address book

- Update the address book by transferring the email address from a received message
- Create a distribution list and send out email message

**No of Pages** 111

**Audience** This manual is aimed at people who are studying the Certificate I in Information & Communications Technology ICA10105. It covers the core unit of ICAU1133B Send and Retrieve Information over the Internet using Browsers and Emails. This manual is a learning resource and is not an assessment tool.

**Pre-requisites** Basic keyboarding skills.

**Course Length** In a training environment this manual is suitable for approximately One day.

**Course Structure** The course contains instructor lead exercises as well as examples completed at the students' own pace.

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## **Elements of Competency**

### **What is the Internet?**

Internet Explorer  
The Explorer Screen  
Internet Terminology

### **Typing a Web Address**

Browsing from Page to Page  
The Standard Buttons in the toolbar  
Addresses and Links Exercise

### **Printing a Web Page**

Printing Links and Linked Documents  
Typing an Incorrect Address

### **Searching the Web**

Starting the Search  
Search Results  
Search Exercise  
Removing the Search Results  
Another Search  
Using Google  
Using Yahoo!

Saving Search Results

Search Expressions

### **Using Full Screen**

### **Modifying a Toolbar**

### **Working with Graphics**

Downloading a Graphic  
Using a Graphic as Background  
The Quick Launch Toolbar  
Removing the Display of Graphics  
Copyright Issues

### **Page Setup**

### **Screen Resolution**

### **Using History**

History Options

### **Favorites**

Locating a Favorite Site  
Creating a new Folder  
Displaying a Favorites Site  
Adding a Favorite - a Shortcut  
Deleting Favorites

### **Your Home Page**

Changing your Home Page

### **Netiquette**

Netiquette Rules  
Netiquette Exercise

### **Starting Outlook**

### **The Navigation Pane**

### **The Mail Pane**

### **Inbox**

### **Creating a Message**

Addressing a Message  
High Importance  
Viewing Sent Messages

Reading a Mail Message

Replying to a Message

Forwarding a Message

Printing a Mail Message

Deleting a Message

### **Message Options**

Cc and Bcc fields

Setting a Sensitivity flag

Flagging the message for Follow up

Routing replies to another person

### **Spell Check**

Starting the Spell Check

### **Signatures**

Creating a new Signature

Formatting the Signature

Using the Signature

Removing the Signature as Default

### **Creating an email Folder**

Folder Contents

Folder Location

Moving and Sorting Mail Messages

### **Stationery**

### **Mail Attachments**

Attaching a File

Saving an Attachment

Opening an Attachment

### **Address Books**

Using the Address Book

Distribution Lists

Sending mail to a Distribution List

Updating the Address Book

### **Using Search**

### **Mailbox Cleanup**

Archiving Files

Finishing Up