

Functional Skills ICT

Entry 3 to Level 2



YOU DO NOT NEED TO WORK THROUGH THIS. IT IS AN INFORMATION PACK TO TEACH YOU THE SKILLS NEEDED TO COMPLETE THE TASKS. YOU CAN USE IT WHILST WORKING THROUGH THE TASKS, IF YOU NEED TO LEARN HOW TO DO SOMETHING.

Email
2010 Version
Information

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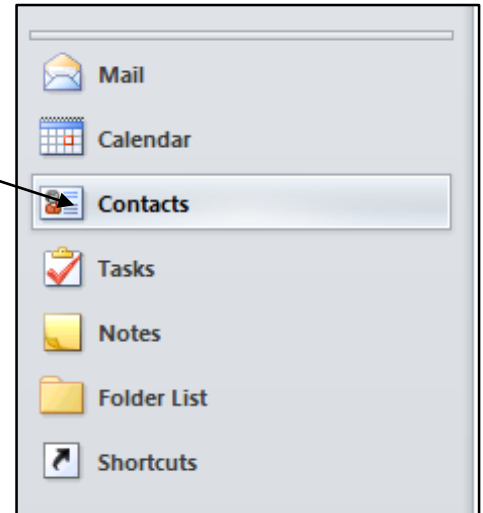
Add a contact to a contact list/address book

Instead of typing email addresses into the **To** box every time, it is possible to save them into your contact list, also known as an address book, which is ready to easily use when sending an email.

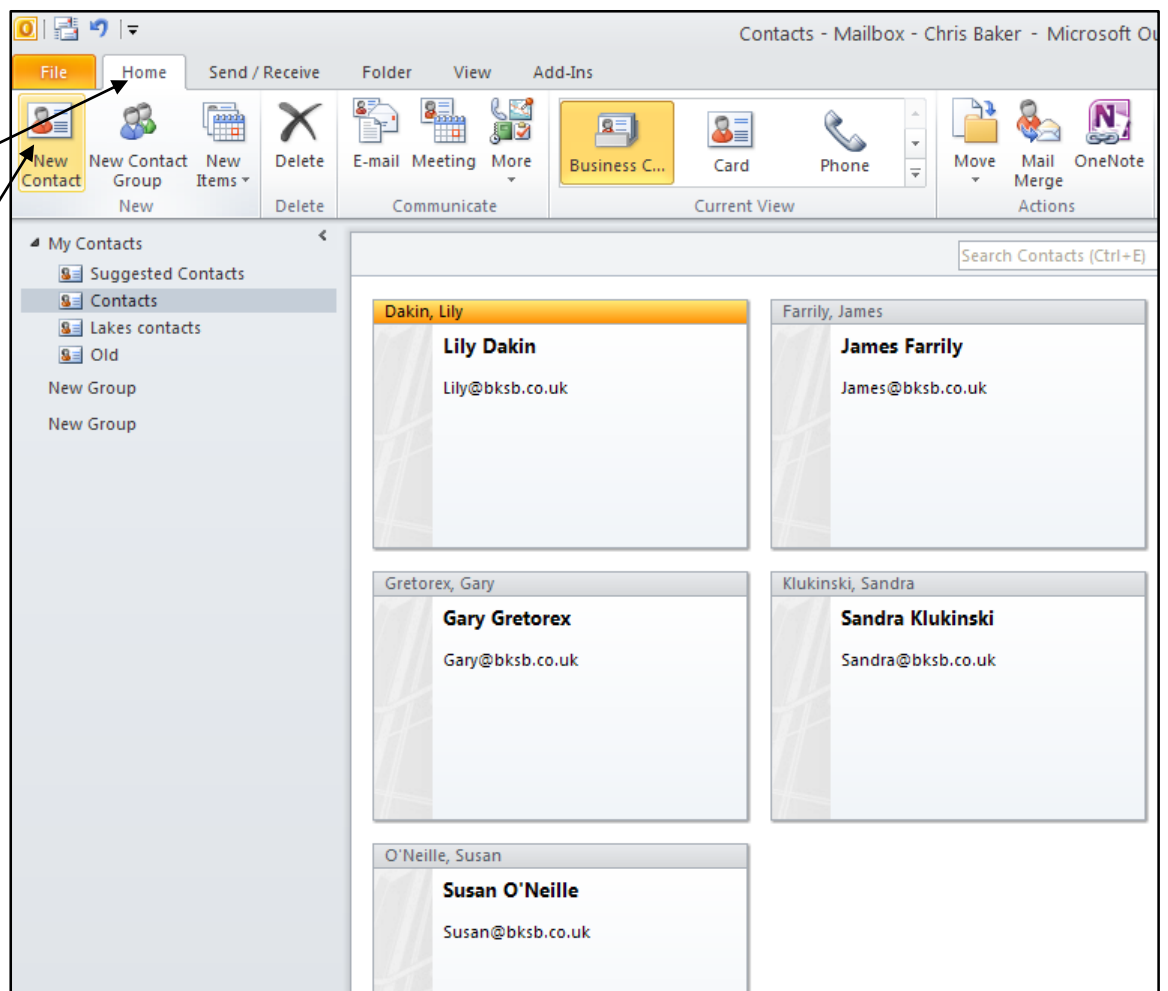
Open **Microsoft Outlook 2010**.

Click on **Contacts** on the bottom left of the screen.

If you have saved any contacts to your address book, they will be showing in your contact list.



To add a new contact, click on the **Home** tab and then on the **New Contact** button.



Continued on next page

A box will open for you to enter the contact's details.

Type the details of the contact into the relevant boxes.

The screenshot shows a 'Contact' window with the following sections and fields:

- File** (highlighted), **Contact**, **Insert**, **Format Text**, **Review**
- Actions:** Save & Close, Delete, Forward, OneNote
- Show:** General (highlighted), Details, Activities, Certificates, All Fields
- Communicate:** E-mail, Meeting, More
- Names:** Address Book, Check Names
- Options:** Business Card, Pictures
- Fields:**
 - Full Name... (empty)
 - Company: (empty)
 - Job title: (empty)
 - File as: (empty)
 - Internet: E-mail... (empty), Display as: (empty), Web page address: (empty), IM address: (empty)
 - Phone numbers: Business... (empty), Home... (empty), Business Fax... (empty), Mobile... (empty)
 - Addresses: Business... (empty), This is the mailing address (unchecked), Map It

When you have entered all the details for the new contact, click on the **Save and Close** button.

If you need to add more contacts, click on the **Save and New** button.

The contact will then be saved in your contact list.

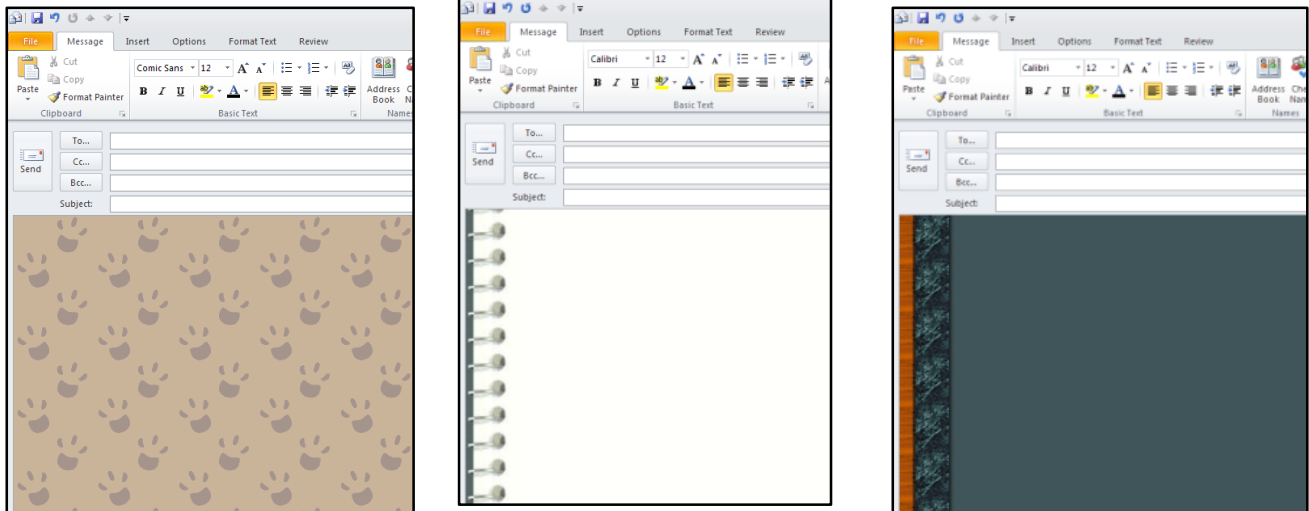
The screenshot shows the same 'Contact' window, but with the following details entered:

- Full Name...:** Chris Baker
- Company:** bksb
- Job title:** (empty)
- File as:** Baker, Chris
- Internet:** E-mail...: Chris.Baker@bksb.co.uk
- Display as:** (empty)

Arrows from the text blocks point to the 'Save & Close' and 'Save & New' buttons in the 'Actions' section of the toolbar.

Add stationery to an email

This is an example of stationery available for you to choose when using **Microsoft Outlook**.



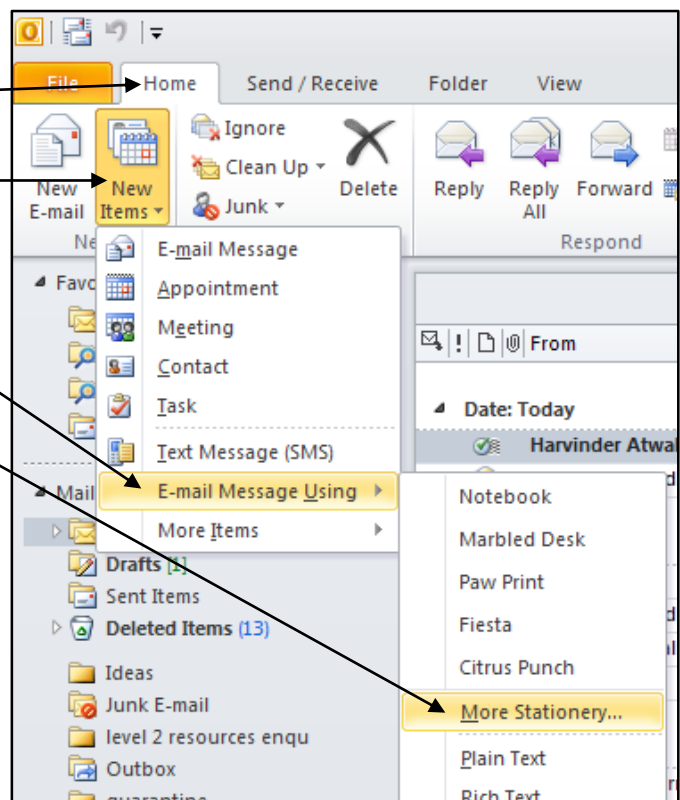
Open Microsoft Outlook.

Click on the **Home** tab,

click on the **New Items** button, in the **New** group,

click on **Email Message Using**,

and then on **More Stationery**.

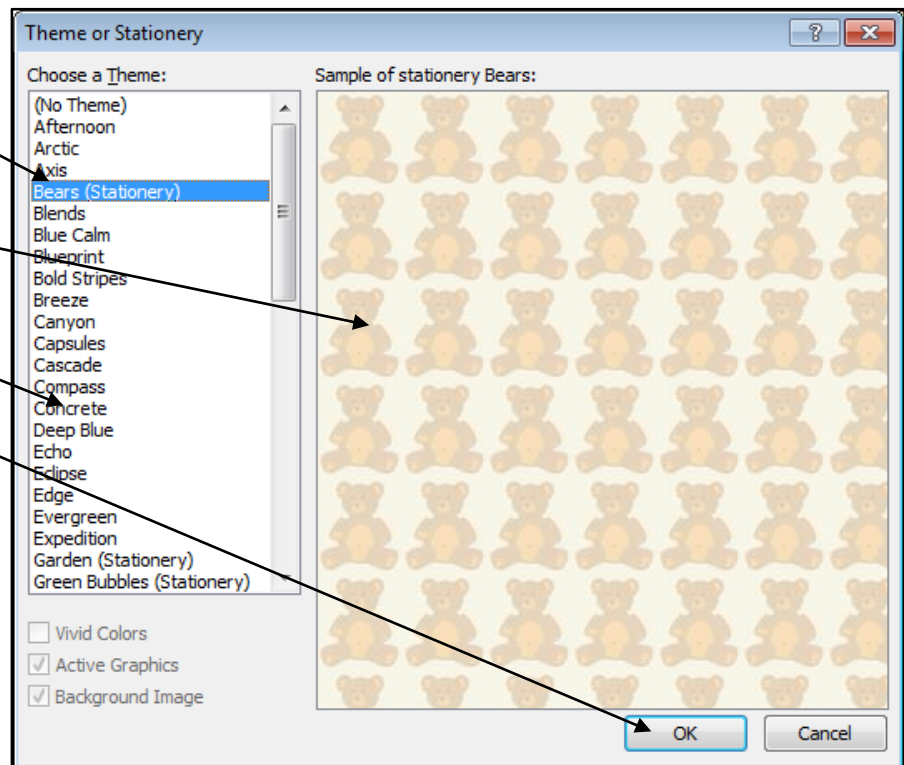


Choose one of the stationery items listed. A sample of the design will show on the right of the dialogue box.

Click on the different designs to see which you prefer.

Click on your final choice of design and click **OK**.

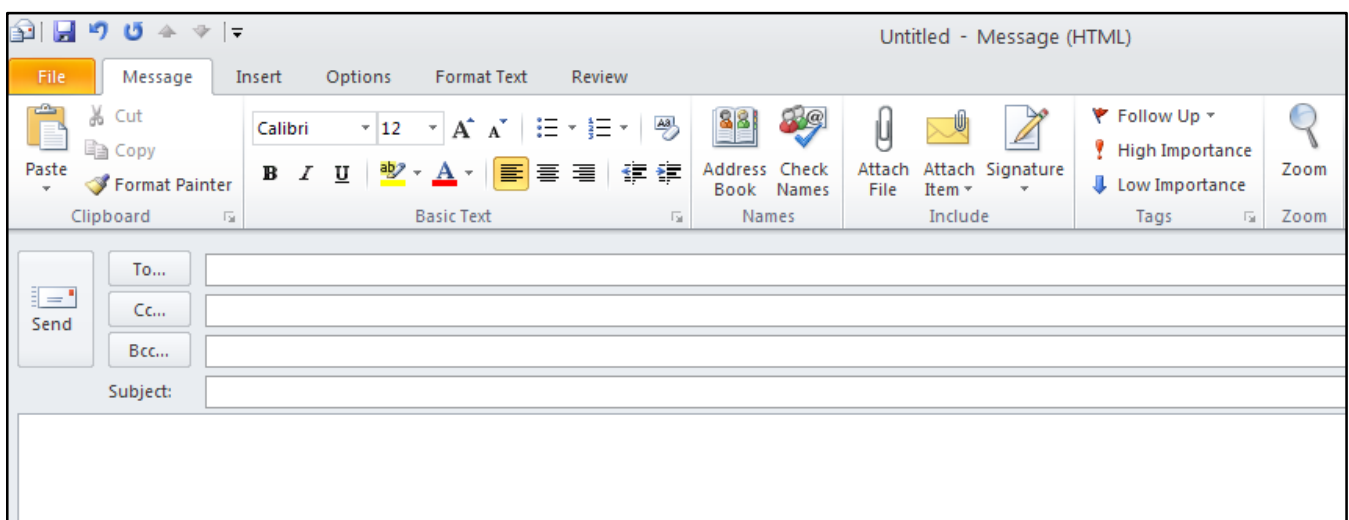
A new email will then show with your chosen design on it.



Attach a file to an email

It is possible to send an email to someone with files or photographs attached.

Create a new email. (See create a new email in this information pack.)



Continued on next page

To attach the file to the email, click on the **Attach** button on either the **Message** tab or the **Insert** tab.



on either the **Message**

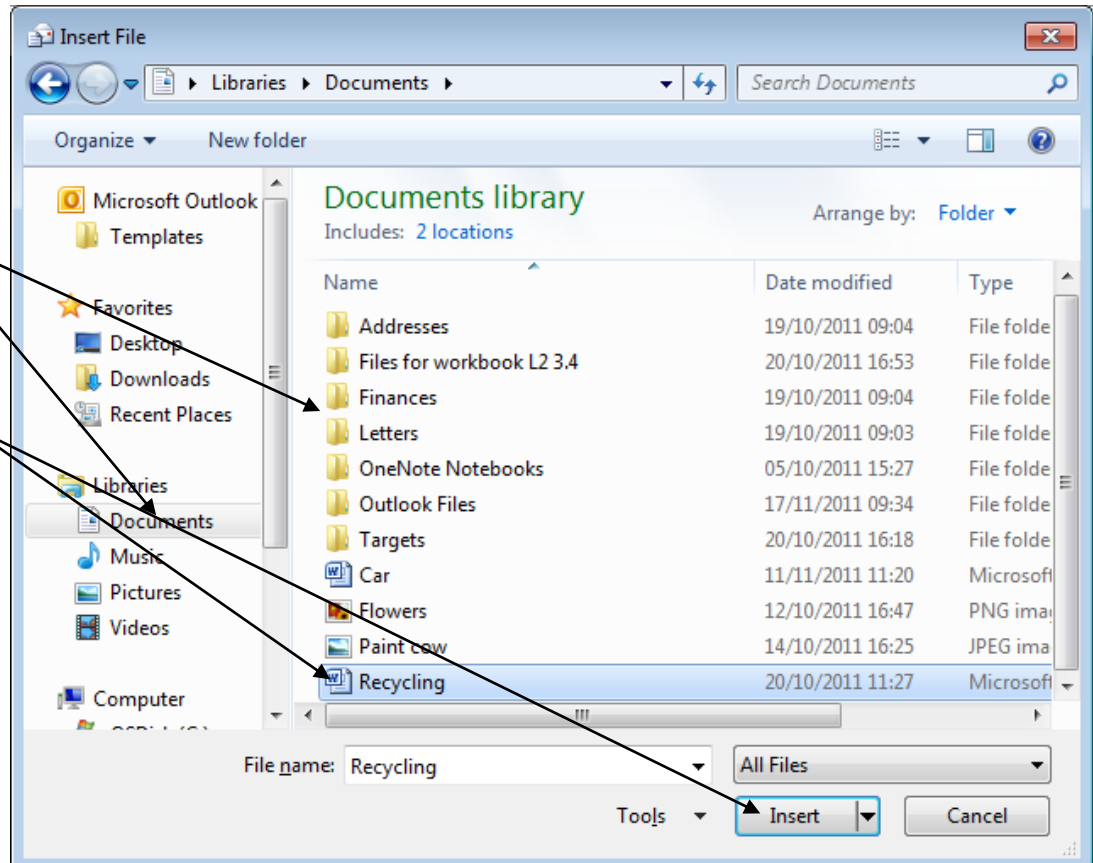
The **Insert File** dialogue box will open.

Open any folders if needed.

Click on the file you would like to attach to the email and click on the **Insert** button,

or

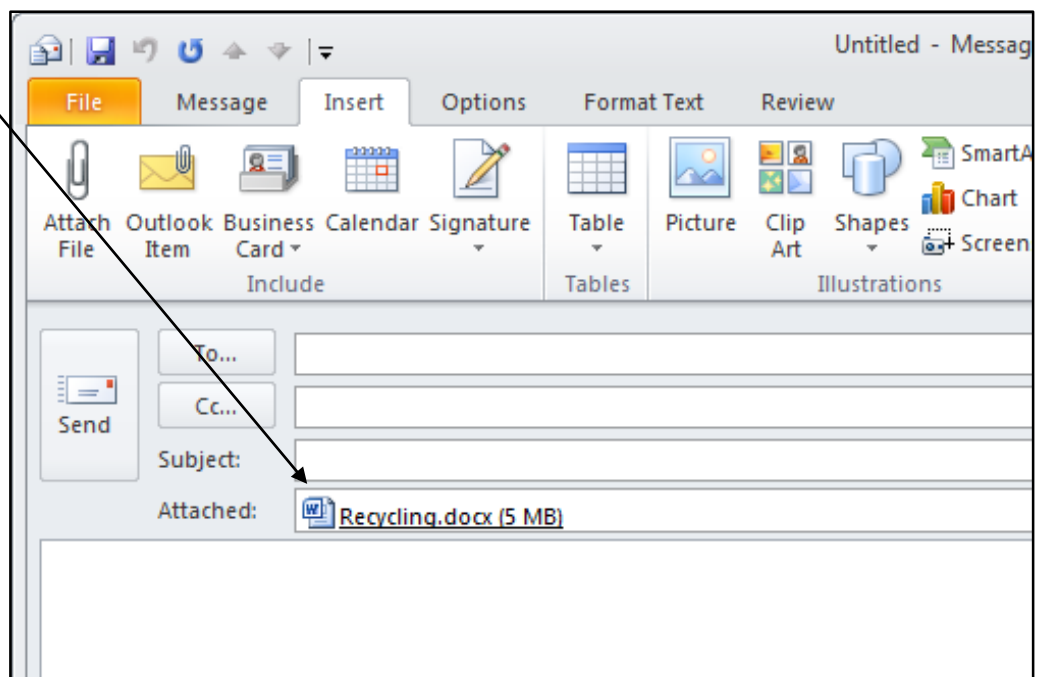
double click on the file you would like to attach.



The file will then be attached to the email. When the email is sent, the file will be sent with it.

The file can then be opened or saved by the person who receives the email.

It is possible to attach more than one file to an email.



Blogs

A blog is a website or part of a website where a log of events can be written and added to. It can be, for example, a log of events about a particular piece of news. It can be text and images and there is a facility for the readers of the blog to add their comments.

Readers of the blog can enter comments in response to what they have read or communicate with each other. There are millions of blogs available to us now. Many provide up to date news about a particular topic.

Change the font of an email message

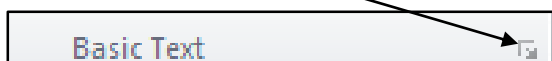
Here are several ways to change the font of your emails.

Method One

Click in the message part of the email.

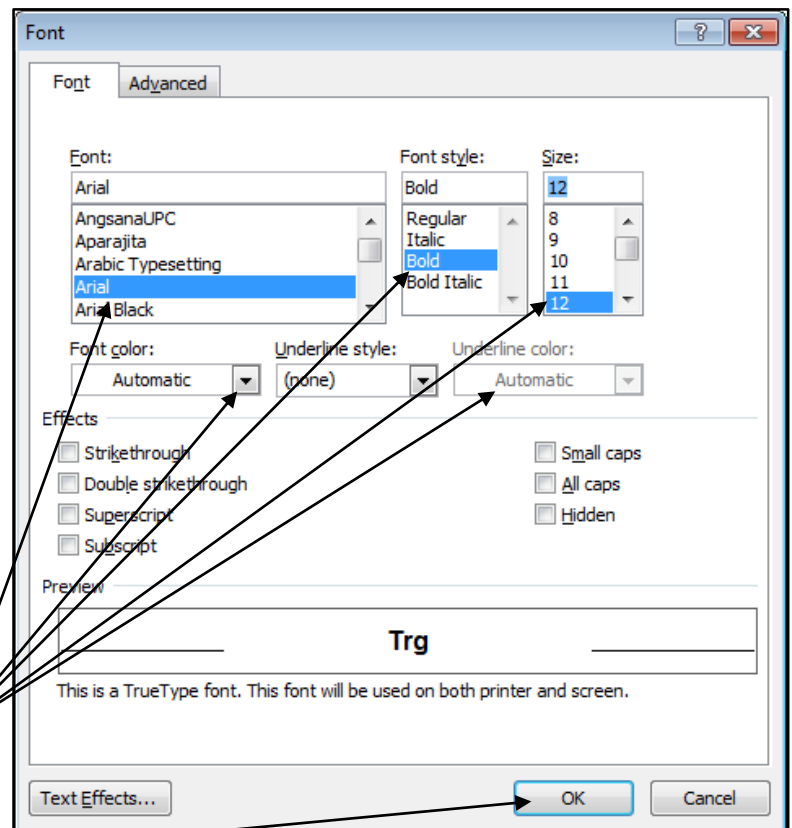
Select the text you would like to change.

Click on the **Message** tab and then click on the **Basic Text** dialogue box launcher.



The **Font** dialogue box will then show.

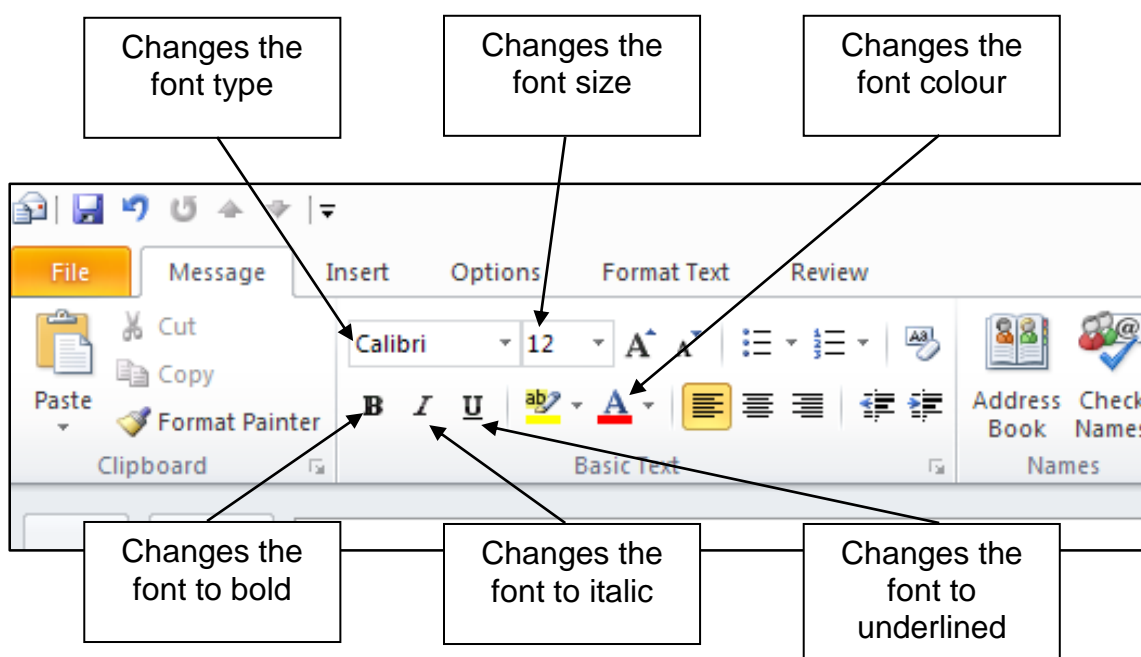
Change the Font, Font style, Size, Effects and Colour to your choice.



Click on the **OK** button.

Method Two

The font can be changed using the buttons on the **Message** tab. If only part of the text is selected, it will change only the selected text to the new font.



Change the style of your emails

There may be times when you want to change the look of the emails you send, to make them look more attractive, less or more formal.

It is possible to add **stationery** to your emails, which in effect is adding a template. This can include a background image and different font colours.

Emails can be formal, for example, for sending a job application, or less formal such as keeping in touch with a friend.

The language used for each of the messages would be different.

The style in which you write an email has to be adapted to suit the person you are sending the email to. Some people use text language on emails to friends.

An email to a friend can be written using text language. It is a chat between friends and spelling mistakes do not matter.

An email to a person in business should be more formal. An email can be a binding document and it is important to make sure it is giving the right impression about you to the person you are sending it to. It may be a potential employer.

There are two examples following. If you were emailing for an application form, example two would be more appropriate.

Example One

Please wud u send me an app form 4 the clerical assistant job advertised in the local paper?

Cheers

Example Two

Hello


I would like to apply for the Clerical Assistant post advertised in the local paper. Please send me an application form.

Thank you

In a friend's email, you may use abbreviated text as if you were sending a text message on a mobile phone. An example would be if it was ended with **C u soon**.

Close a program

When you have closed all the documents, you will need to close the program.

Click on the  in the top right corner of the window and the program will close.

Copy an email to another person

It is important to think about whether you would like to copy anyone in on the email you are sending. If you think someone else needs to know the contents of the email, for example, a work colleague working on the same project, you may want to copy that person in on the email.

Be careful not to copy other people in on information which is confidential. Very often several emails are passed between people and the contents of them are still showing under the current email. It is worth checking to make sure the contents of the previous emails are not confidential before copying anyone in.

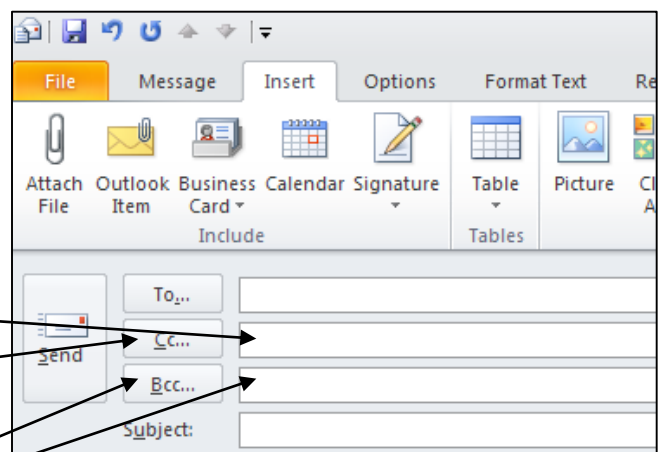
There are two ways of copying someone in on an email, **Cc** and **Bcc**.

You can send the email to more than one person by entering more than one email address into the **To** box.

Cc

If you want to send a copy of an email to another person in addition to the person in the **To** box, you can use the **Cc** or **Bcc** box to do this.

It is possible to use the **Cc** box to enter another person's email address. This can be done by directly typing the email address into the **Cc** box or by clicking on the **Cc** button and then choosing the email address from your contacts.



Bcc

The **Bcc** box is used if you want to send a copy of an email to another person in addition to the person in the **To** box, but you **do not** want the person in the **To** box to know the other person has been copied in.

This can be done by directly typing the email address into the **Bcc** box or by clicking on the **Bcc** button and then choosing the email address from your contacts.

Create a new email

The example used is created in **Microsoft Outlook**. You may not be using this, but there will be similar buttons in the program you are using.

To create a new email, you will need to click on the button in the email system to start a new email. Different systems say different words for this. Usually it will be **New**, **Create** or **Compose**.

In the case of Microsoft Outlook 2010, click on the **File** tab and then on the **New Email** button.

Enter the address of the person you are sending the email to in the **To** box.

Enter the address of the person you would like to receive a copy of the email in the **Cc** box.

Enter a subject e.g. "Friday night", into the **Subject** box. This should be a few words which will summarise the contents of the email. It makes it easier to look through the emails without having to open them.

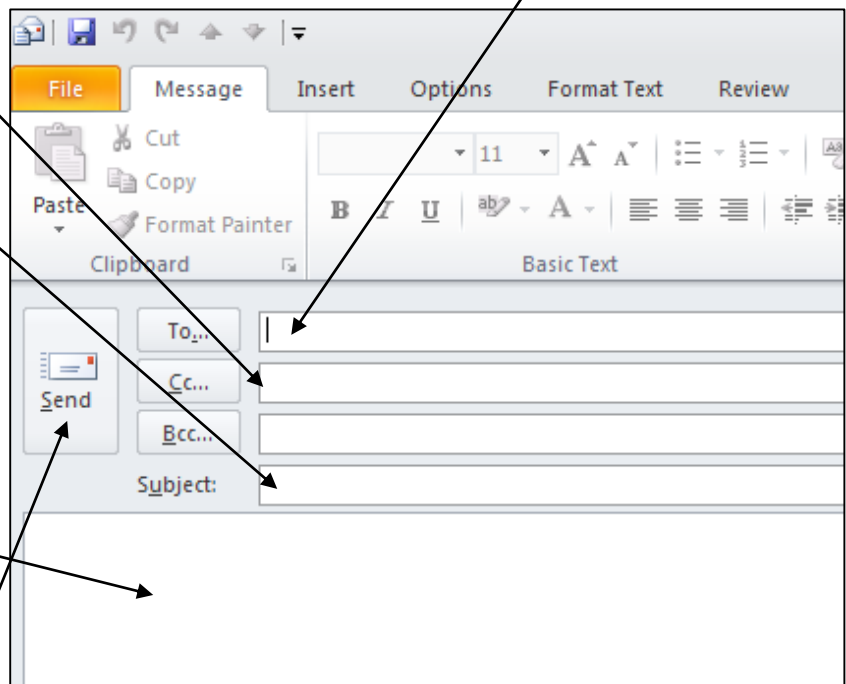
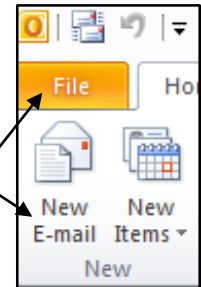
Enter the message in the area under the subject box.

Check the email makes sense.

Click on the **Send** button.

The email will then be sent.

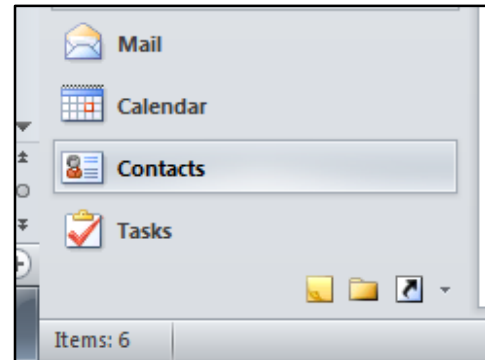
When the email has been sent, it can be stored in the **Sent Items** folder in your email software. (Some programs give you a box to tick for this to happen.) If you need to, you can access it from there.



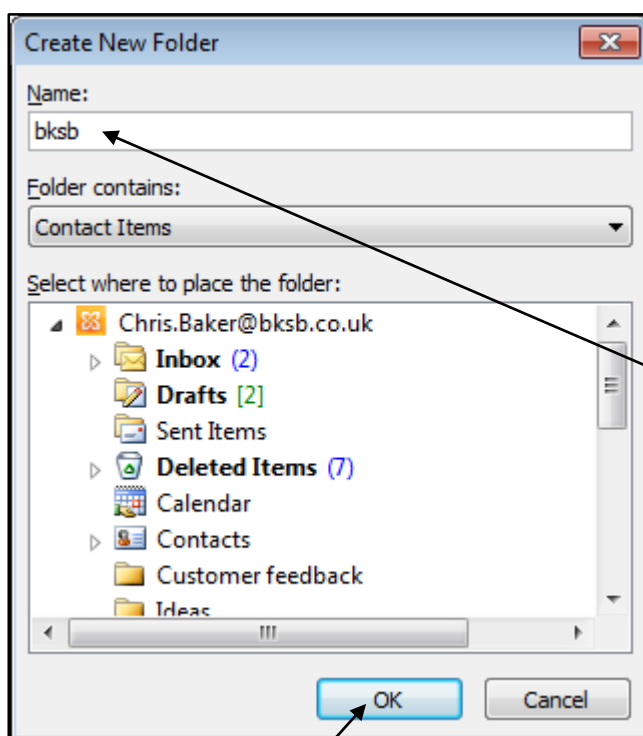
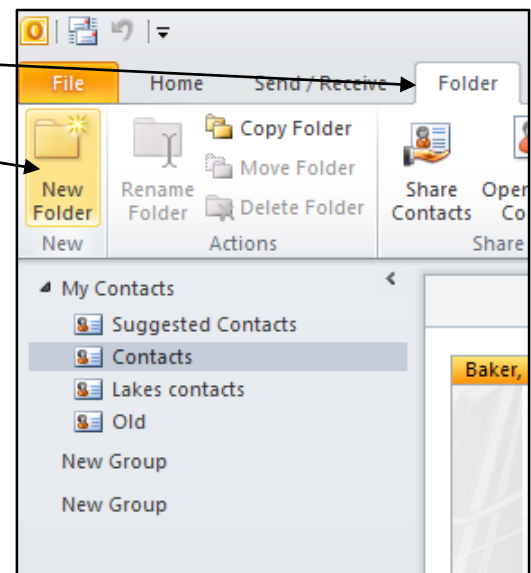
Create a folder for contacts in your contact list/address book

It is possible to put your contacts into different folders. This may not be necessary if there are only a few contacts and they are easy to see. If there are hundreds of contacts in a contact list, it may be easier to find if they are in folders.

To create a folder in the contact list, you will first need to open the contact list by clicking on **Contacts** at the bottom left of the screen.

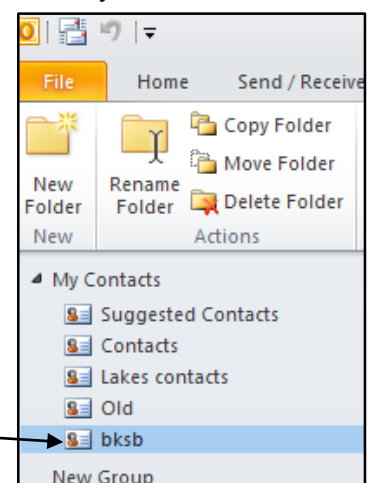


Click on the **Folder** tab, click on the **New Folder** button.



The **Create New Folder** dialogue box will appear.


Type a suitable name for your folder in the **Name** box. This should be a name that you will instantly recognise, for example, a company name for the contacts within that company.



Click on the **OK** button and the folder will be created.

Delete a contact from a contact list/address book

You may want to delete a contact from your contact list.

To do this, click on the **Contacts** button  **Contacts** on the left panel of the screen and, when the contacts show, click on the contact which you would like to delete and either:

click on the **Home** tab menu and then click on the **Delete** button in the **Delete** group,

or

right click on the contact's details and click on **Delete**,

or

click on the contact and press the **delete** key on the keyboard.

The contact will then be deleted from the contact list.

Delete an email message

There are several ways of deleting an email in a system.

The example used is **Microsoft Outlook**. You may not be using this, but there will be similar buttons in the program you are using.

Method One

Open the **Inbox**.

Select the email you want to delete by clicking on it. You may have to put a tick in a box to do this in some email systems.

Click on the **Delete** button in the **Delete** group,

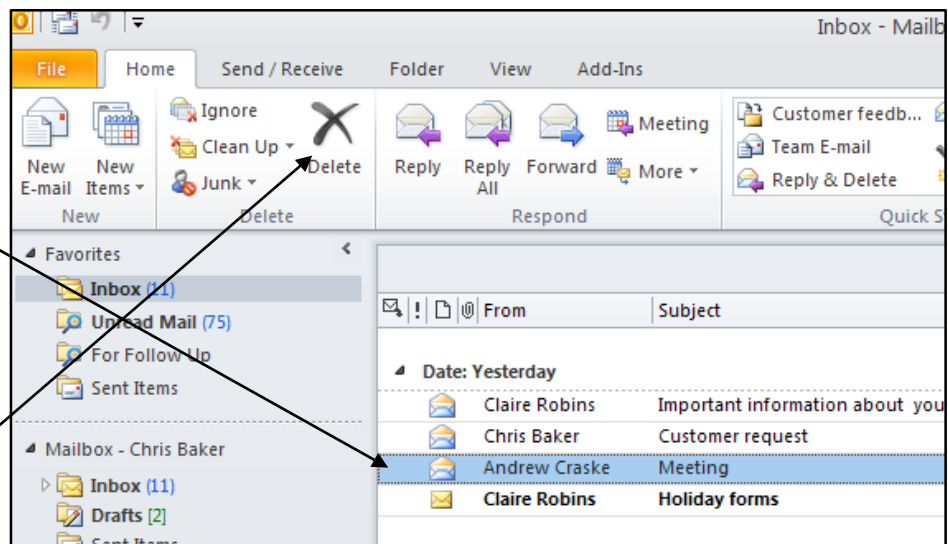
or

press the **Delete** key on the keyboard,

or

press and hold down **Ctrl** on the keyboard and then, whilst still holding the **Ctrl** key down, press **D**.

The email will be deleted.



Continued on next page

Method Two

Open the email.

Click on the **Delete** button in the **Delete** group,

or

press the **Delete** key on the keyboard,

or

press and hold down **Ctrl** on the keyboard and then, whilst still holding the **Ctrl** key down, press **D**.

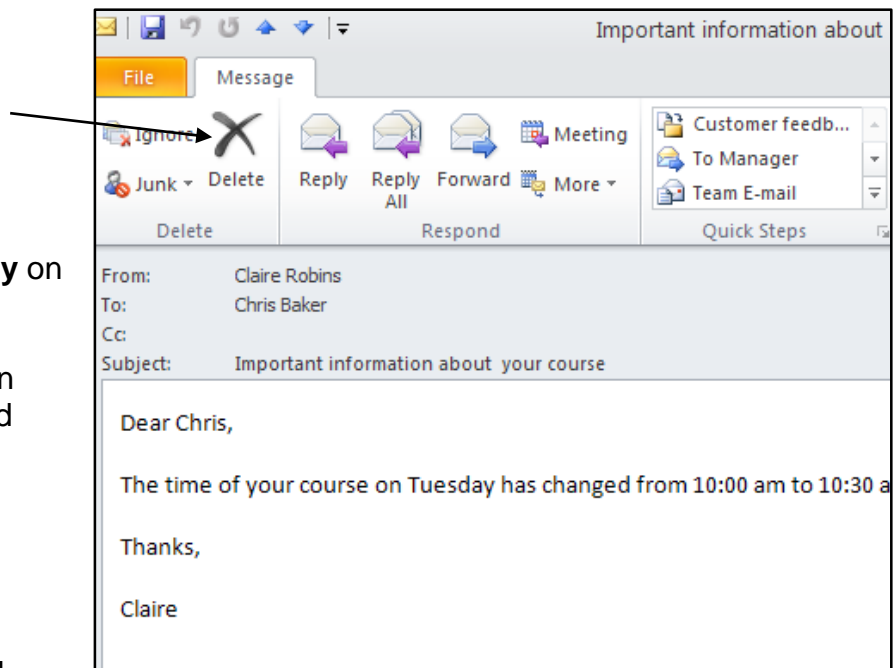
The email will be deleted.

Once deleted, the selected message will be moved to a deleted items folder (sometimes called the trash folder).

If you have deleted the wrong message, you can get it back again.

Click on the **Deleted items** folder and select the message.

Click on the option to **move to a folder** and then select the **Inbox** as the destination folder.



Delete text

Select the text you want to delete and press the **Delete** key on the keyboard.



Another way is to click in the email where you wish to delete the text. You can also use the arrow keys to move the cursor around the email if you want. The cursor is the flashing line on your page, which tells you where you are in the email.


To delete text to the **left** of the cursor, click on the **Backspace** key on the keyboard.



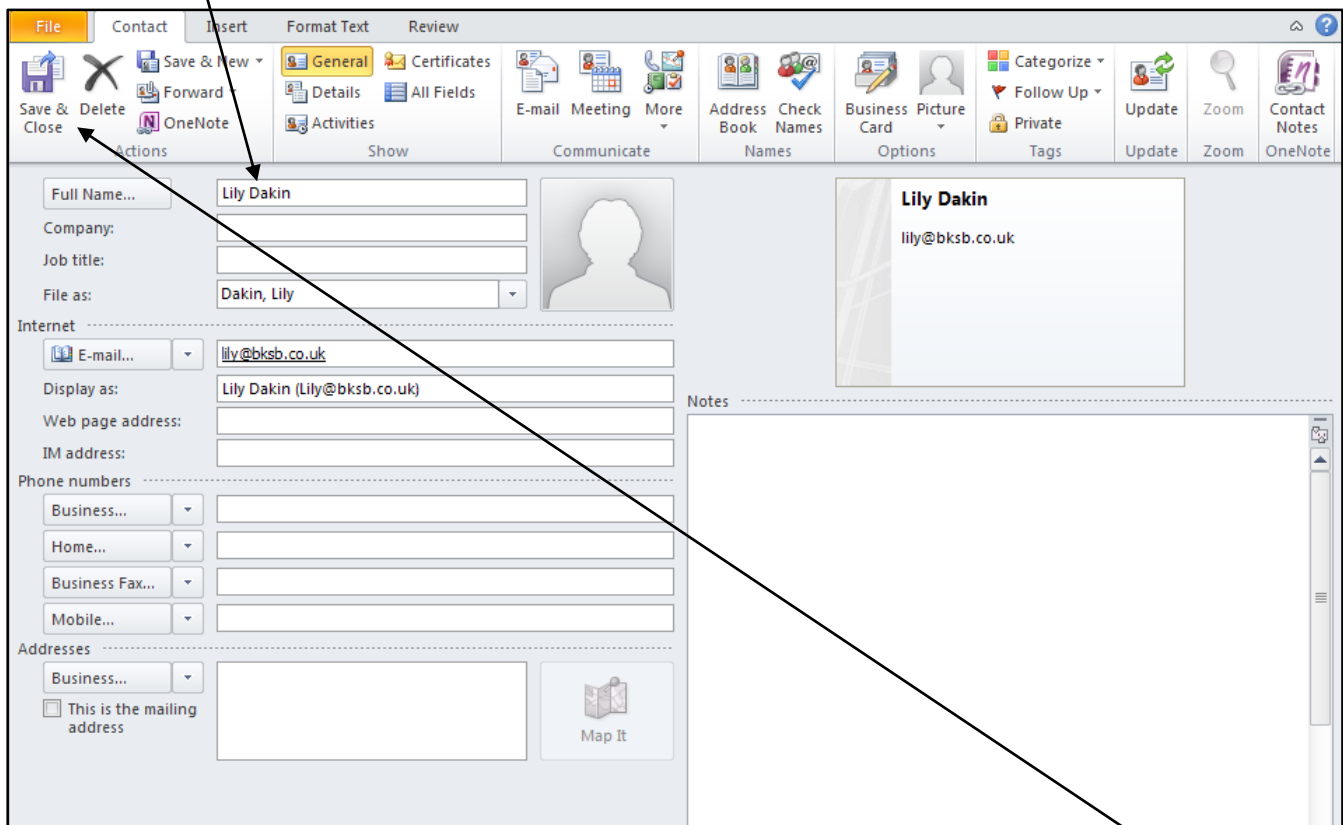
To delete text to the **right** of the cursor, click on the **Delete** key.



Edit details of a contact in a contact list/address book

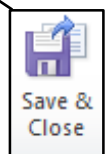
To do this, click on the **Contacts** button  on the left panel of the screen. When the contacts show, **double** click on the contact that you would like to edit.

The contact's details will then be shown.



Click in any of the boxes and edit the details as needed.

To save the changes, click on the **Contact** tab, then on the **Save and Close** button in the **Actions** group.



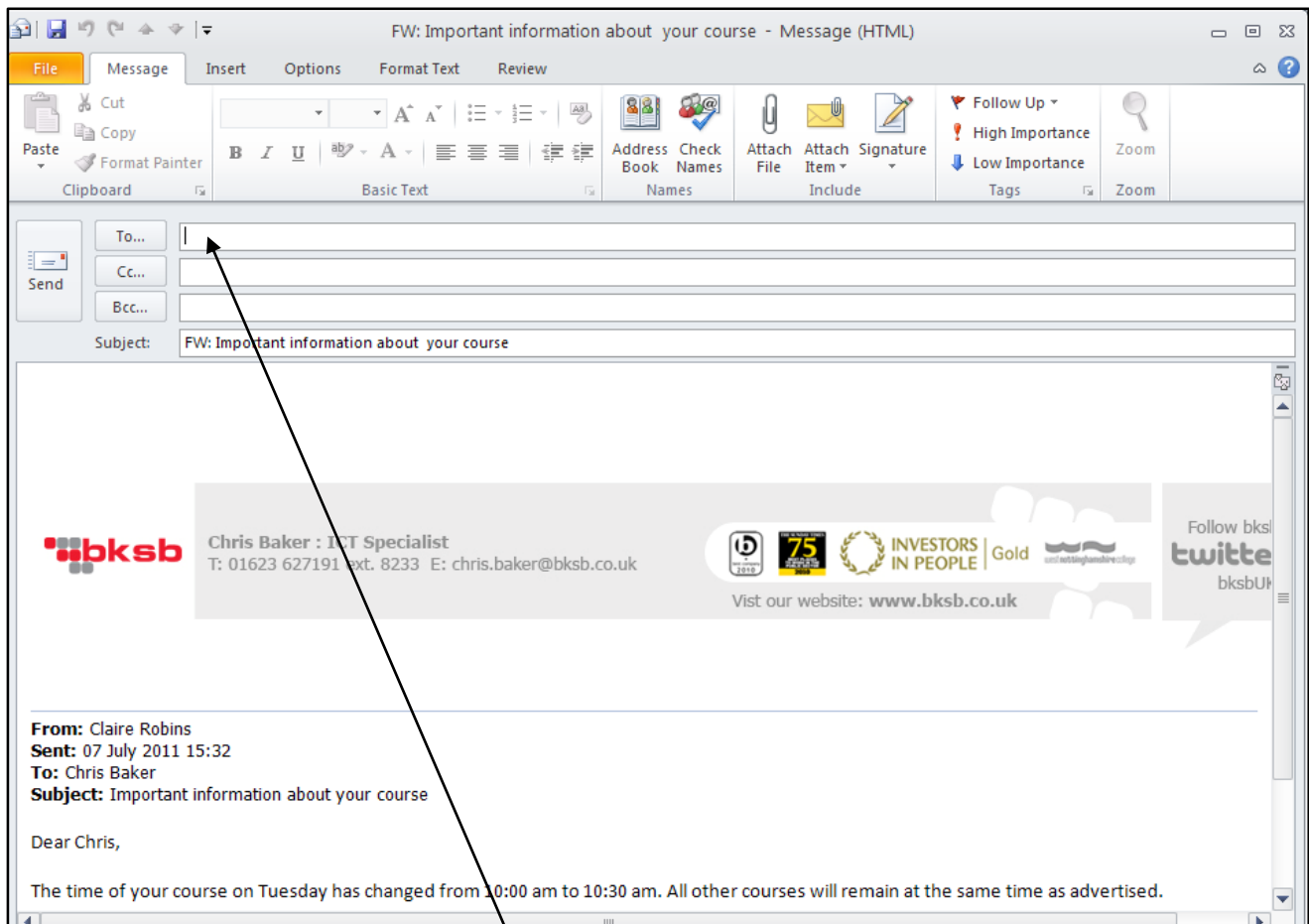
Forward an email

If you receive an email and then want to forward it to someone, either:

open the email and then click on the **Forward** button in the **Respond** group,

or

from the inbox, click on the **Home** tab, then click on the email you want to forward without opening it and click on the **Forward** button in the **Respond** group.



The box will open to allow you to choose who to forward the email to in the normal way.

It can then be sent.

Forums

A forum on the Internet is a website or part of a website which allows discussions on various topics. A forum may contain many discussion topics. Each one is known as a thread.

In order to join in the discussions on a forum, there is very often a log in needed with a username and password. It is possible to reply to individual messages with comments. It is usually set up to allow users to set up new discussion topics. There are various names for these forums. These include message boards, discussion forums, bulletin boards, etc.

They allow topics to be discussed by a group of people without them all being on the Internet at the same time. Each topic may have many discussions.

Insert text

Click in the email where you wish to insert the text. You can also use the arrow keys to move around the email if you want. See **Move around using keys** in this information pack. Then simply begin to type. The old text will move along as you insert the new words.

Instant messaging

There are systems which allow you to chat online. There is usually a system that tells you who, out of your contacts, is online at the current time. A chat box for that person will open which will allow you to type a message. It is then sent to allow the other person to read it. They can then, in the same box, reply to your message and so on. This means a conversation can take place without having to wait for emails to be opened.

If a web cam is used with the instant messaging, then it is possible to see the person you are chatting with. It is also possible now to talk using the Internet. This can be free and is therefore better than using the telephone, particularly if you are speaking to someone in another country.

Maximise the window

There are buttons in the top right corner of any window. They look like this



or

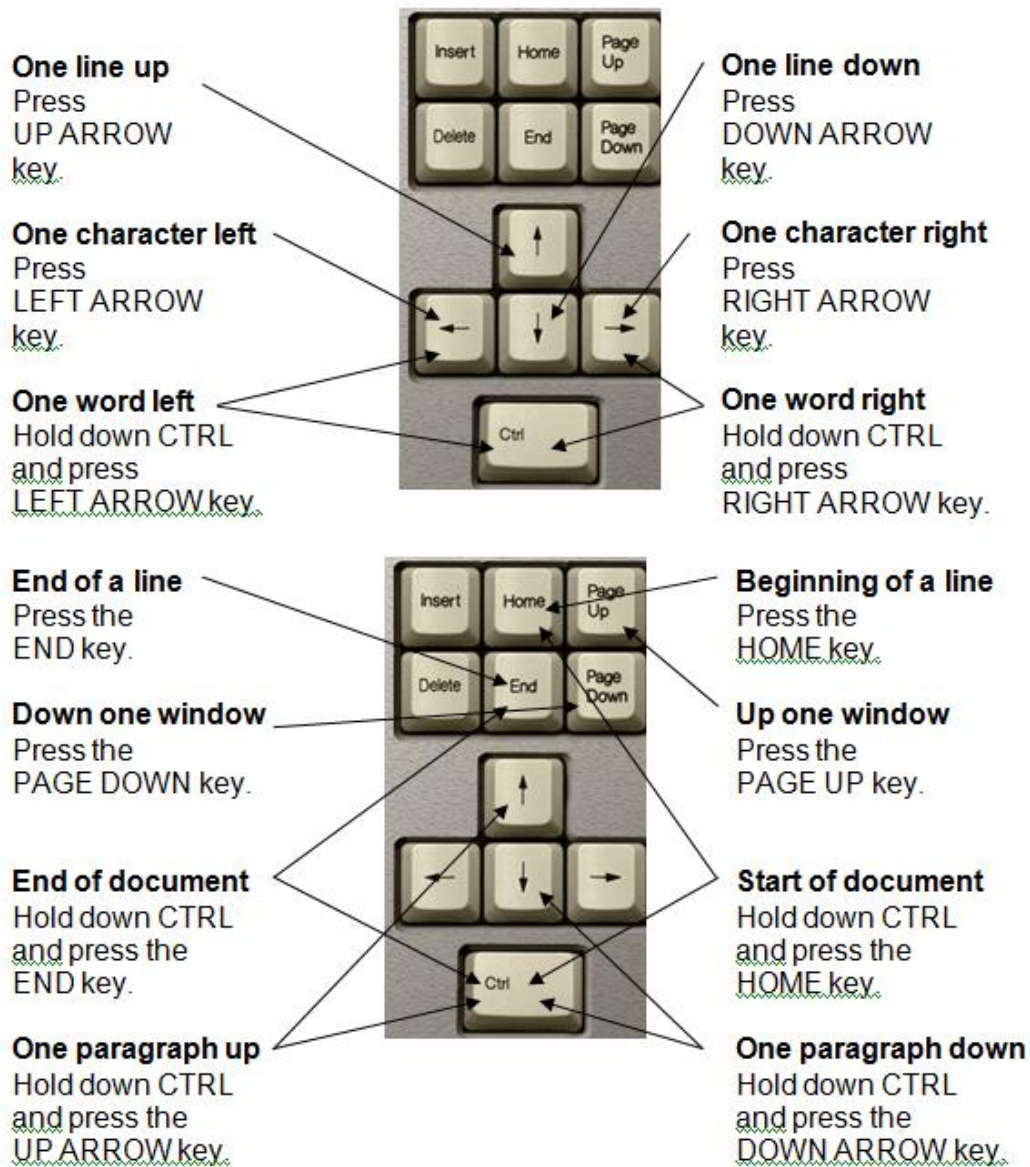


This makes the window smaller and allows you to alter the size of the screen.



This makes the window full screen size (maximised).

Move around using keys



Move contacts to a folder

It is possible to move contacts from one folder to another within the contact list.

Open the contact list and then click on the contacts you would like to move to a different folder.

It is possible to select more than one contact at a time by holding the **Ctrl** key down and clicking on each of the contacts you would like to move.

To move the contacts into a different folder:

Method One

Click on the **Move** button in the actions group.



Click on the folder you wish to move the contacts into or, if it is not in the list, click on

Other Folder.

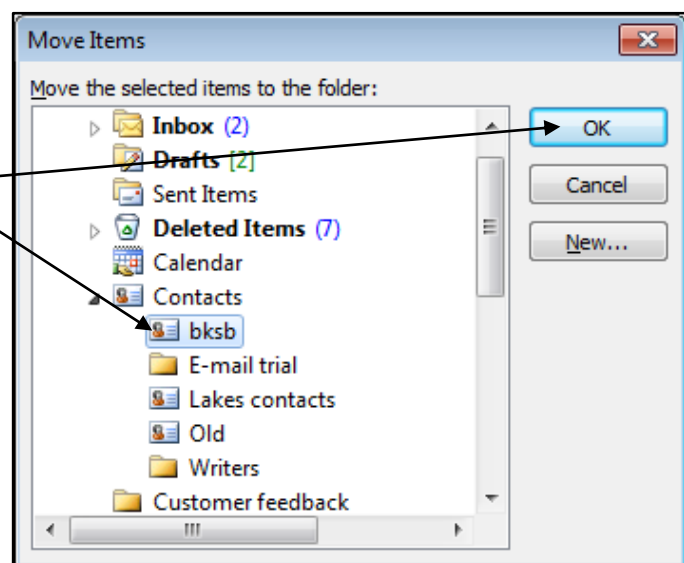
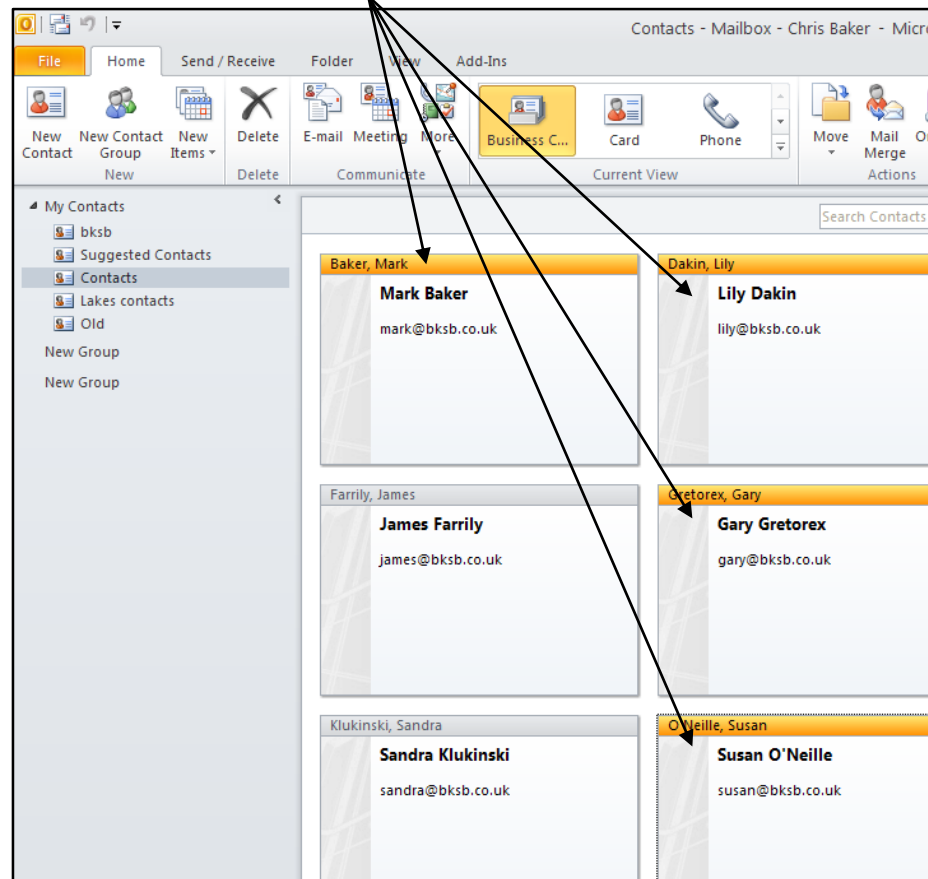
When the **Move Items** dialogue box opens, click on the folder where you would like to move the item to and then click on the **OK** button.

The contacts will then move into the chosen folder.

Method Two

It is also possible to select the contacts from the contacts list that you would like to move, drag them to the folder of your choice and then drop them over the top of the folder.

The contacts will then move into the chosen folder.



Netiquette

Netiquette is the unwritten rules of the Internet. No one enforces these rules but people should be aware of them.

Flaming

When sending emails or any message to other people, it is important that you consider what you write. Consider the feelings of other people who will be reading your message. Some people use message boards and discussion forums to sound off at other people without considering the other person's feelings. They appear to verbally attack a person rather than making a point or stating their opinion. This is not good netiquette.

Shouting

Some people write emails and messages all in capital letters.

THE USE OF CAPITAL LETTERS IN AN EMAIL GIVES THE IDEA YOU ARE SHOUTING.

Avoid doing this as it is not good netiquette.

Spam mail

There are many companies which send out junk emails to everyone. This is known as **spam**. This is not good netiquette but it is difficult to stop people or companies doing this.

It can fill up your email inbox with rubbish. Some of these emails may contain viruses which, if opened, will affect the running of your computer. It is important to delete any spam which arrives in your inbox as soon as possible without opening it.

There are many programs now which will help to cut down the amount of spam sent to your email inbox. These are known as **anti-spam software** or **spam blockers**.

Flooding

There are some people who join in discussions on forums and cannot stop themselves re-entering their opinion over and over again.

This is known as **flooding**. The point of a discussion forum is to get a lot of people's different ideas and allow everyone to voice their opinion. Be aware of this when joining in discussions. Flooding can be bad netiquette.

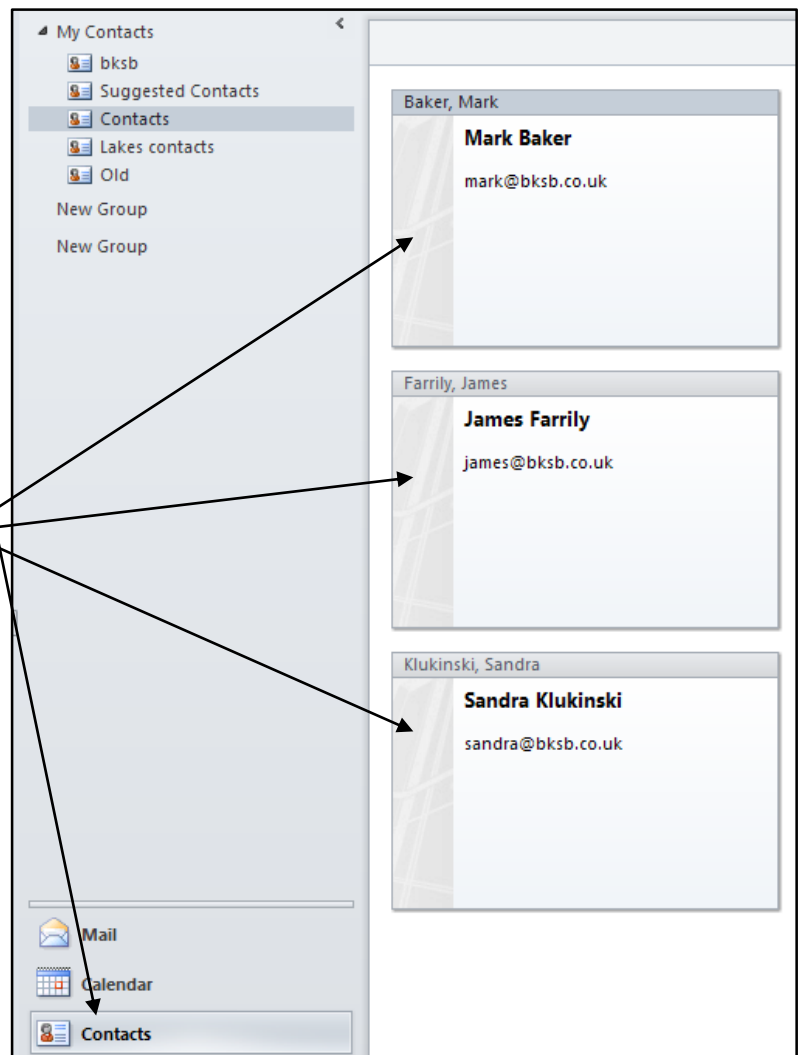
Open a contact list/address book

Instead of typing email addresses into the **To** box every time, it is possible to save them into your contact list, also known as an address book ready to easily use when sending an email.

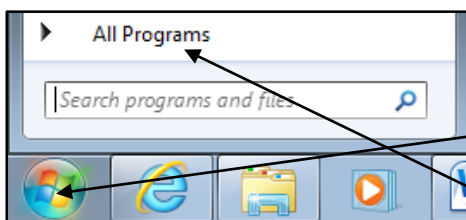
Open the contacts in your email system by clicking on the **Contacts** button in the email system.

If you have saved any contacts to your address book, they will be showing in your contact list.

There may be folders within the contacts list which you may also have to open.

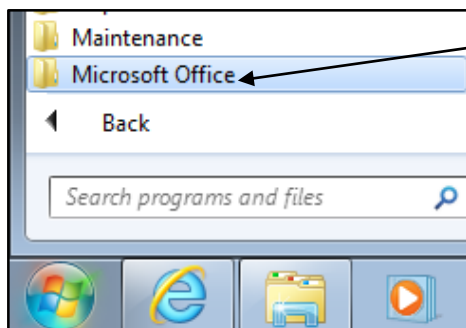


Open a program e.g. Microsoft Outlook



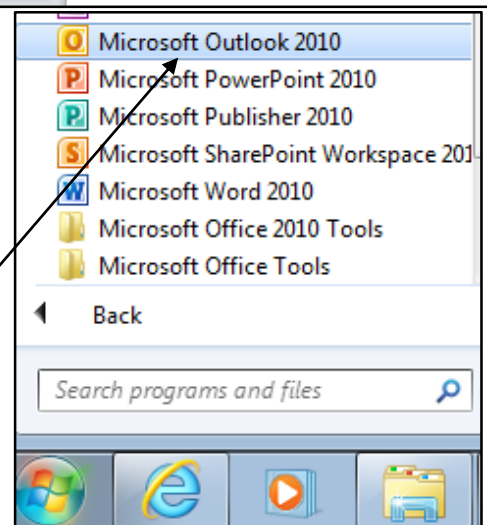
Click on the **start** button.

Click on **All Programs**.



Click on **Microsoft Office**.

Then open **Microsoft Outlook** by clicking on it.



A shortcut way to open Microsoft Outlook



If this icon is on your desktop, simply **double** click on it.

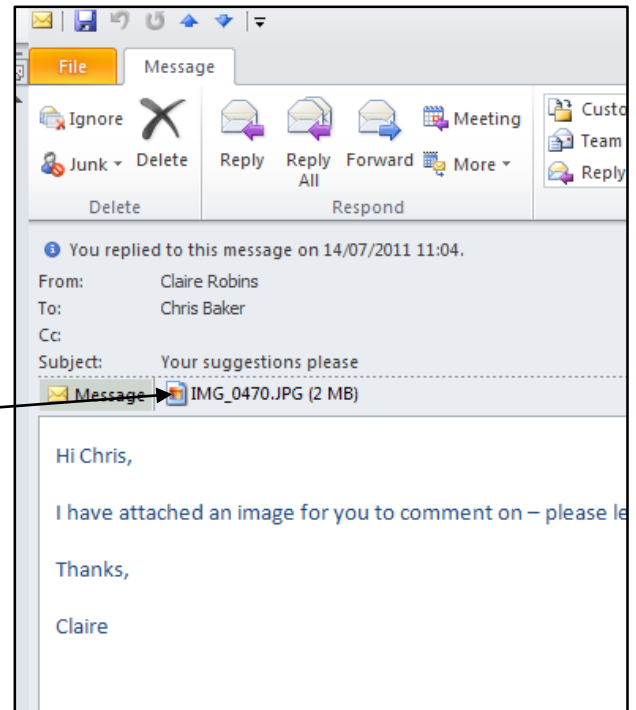
Open an attachment

There are several ways of opening an attachment. Three methods are described below.

Method One

Open email message.

Double click on the attachment and it will open.

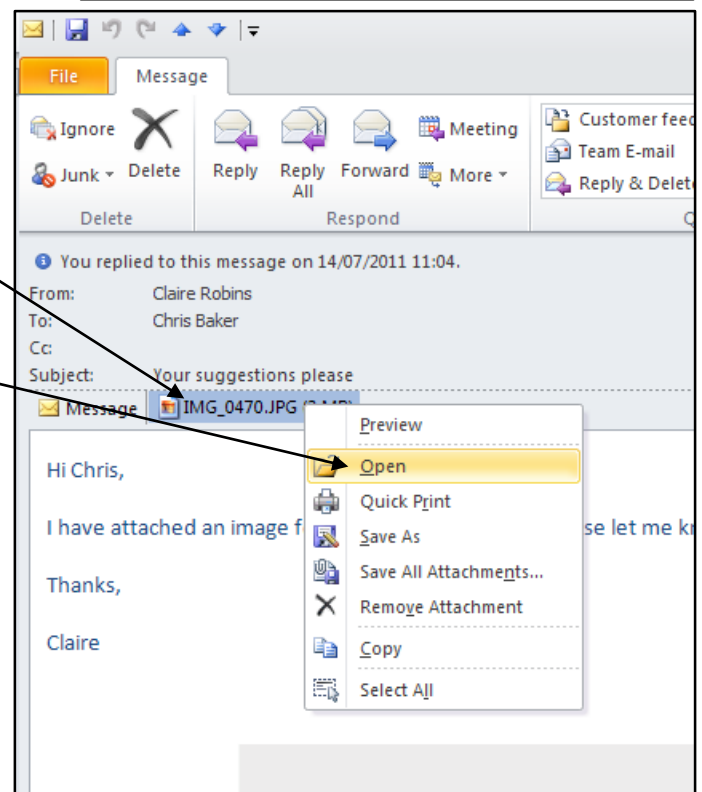


Method Two

Open email message.

Right click on the attachment to be opened.

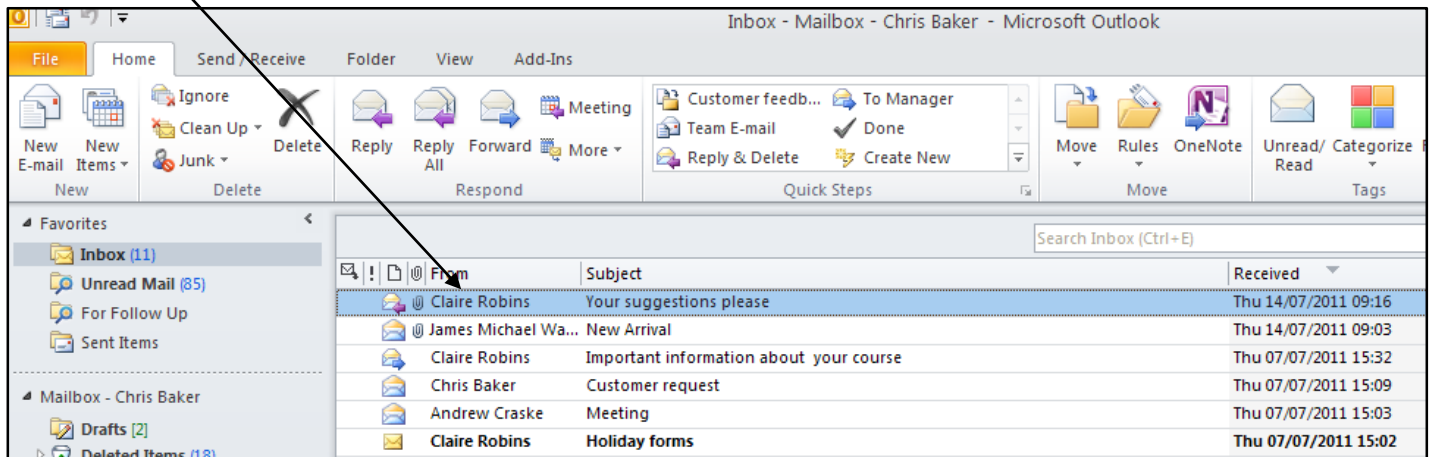
A menu will appear. Click on **Open** and the file will open.



Open an email

Open the inbox of your email system.

Double click on the email and it will open for you to read.



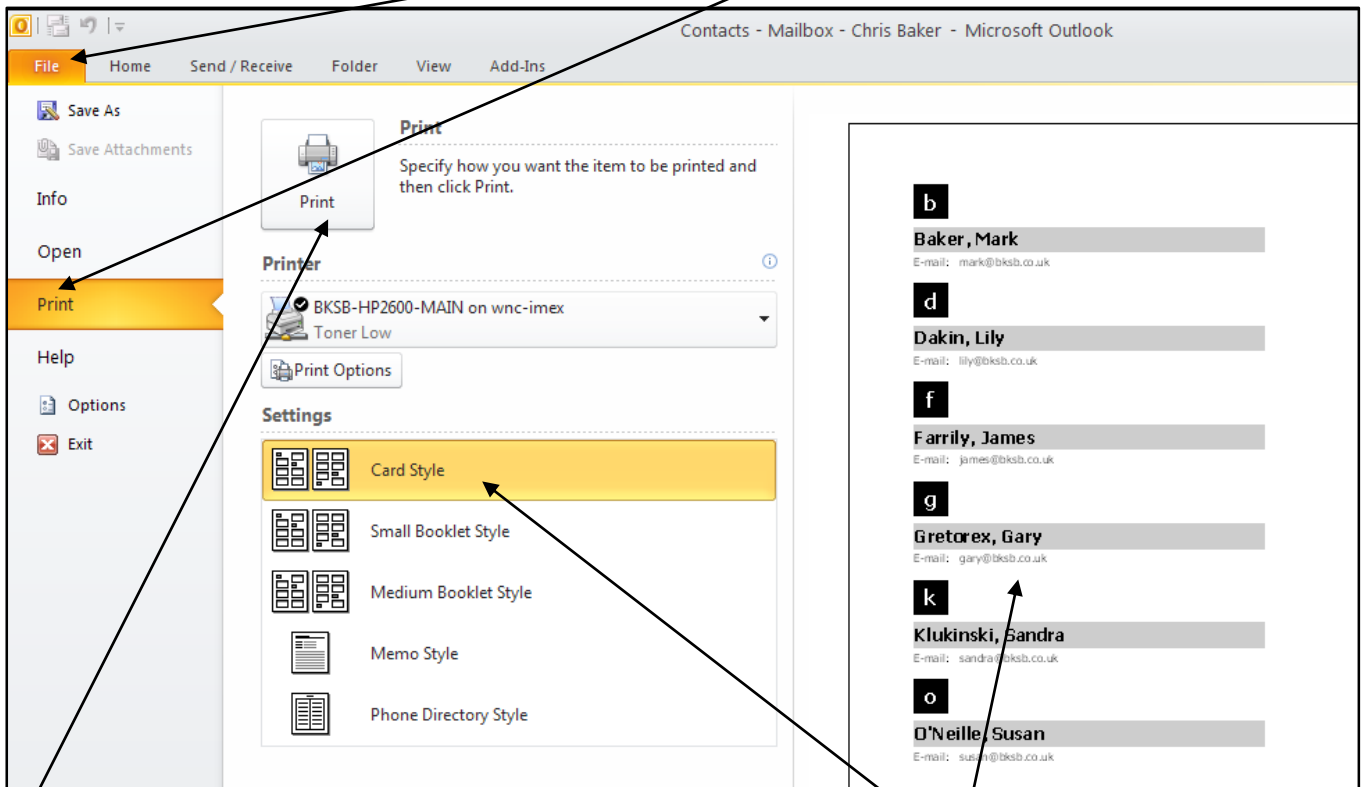
Once an email is opened, at the top it will say who it is from, who it is to and also who has been copied into it, if anyone.



Print a list of contacts

Open the contact list in your email system. If needed, open any folders to show the contacts you would like to print.

To print a list of contacts, click on the **File** tab and then **Print**.



It is possible to choose the layout for the printout of the contacts. To do this, click on one of the options in the **Settings** and a preview will be shown on the right of the screen.

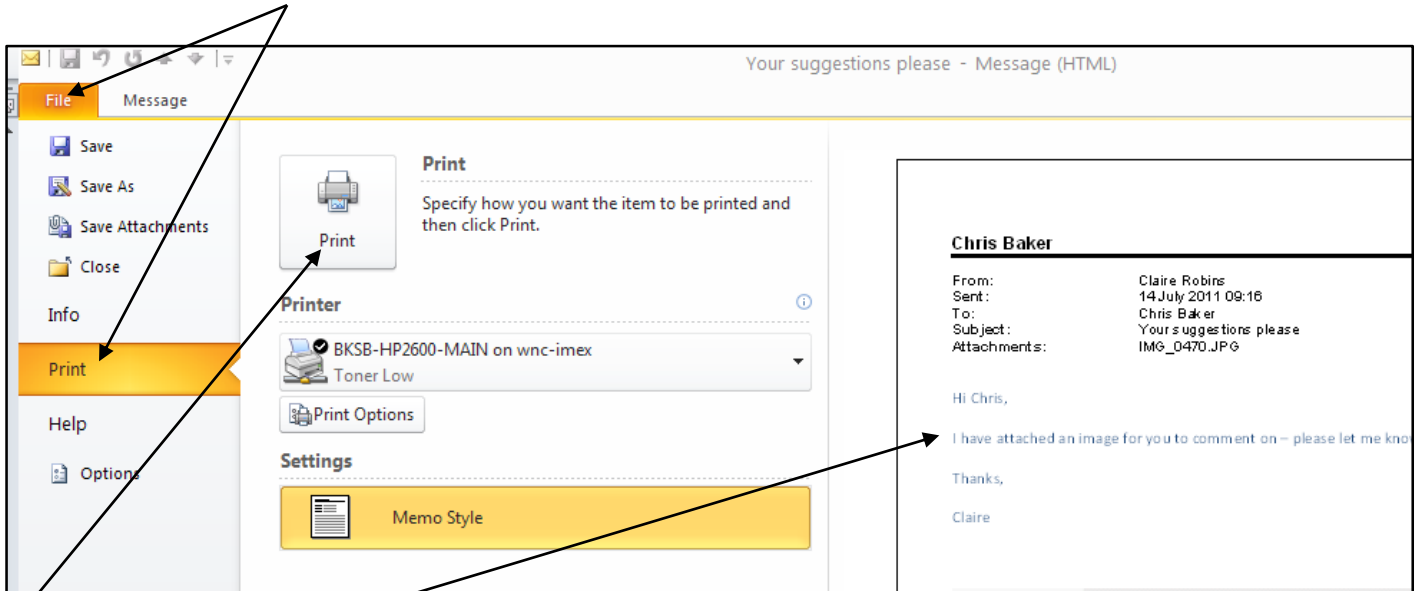
When you have chosen the style you would like, click on it to select it and then click on the **Print** button.

A full list of contacts within the open folder will be printed.

Print an email

Open the email that you would like to print.

Click on the **File** tab and then on **Print**.



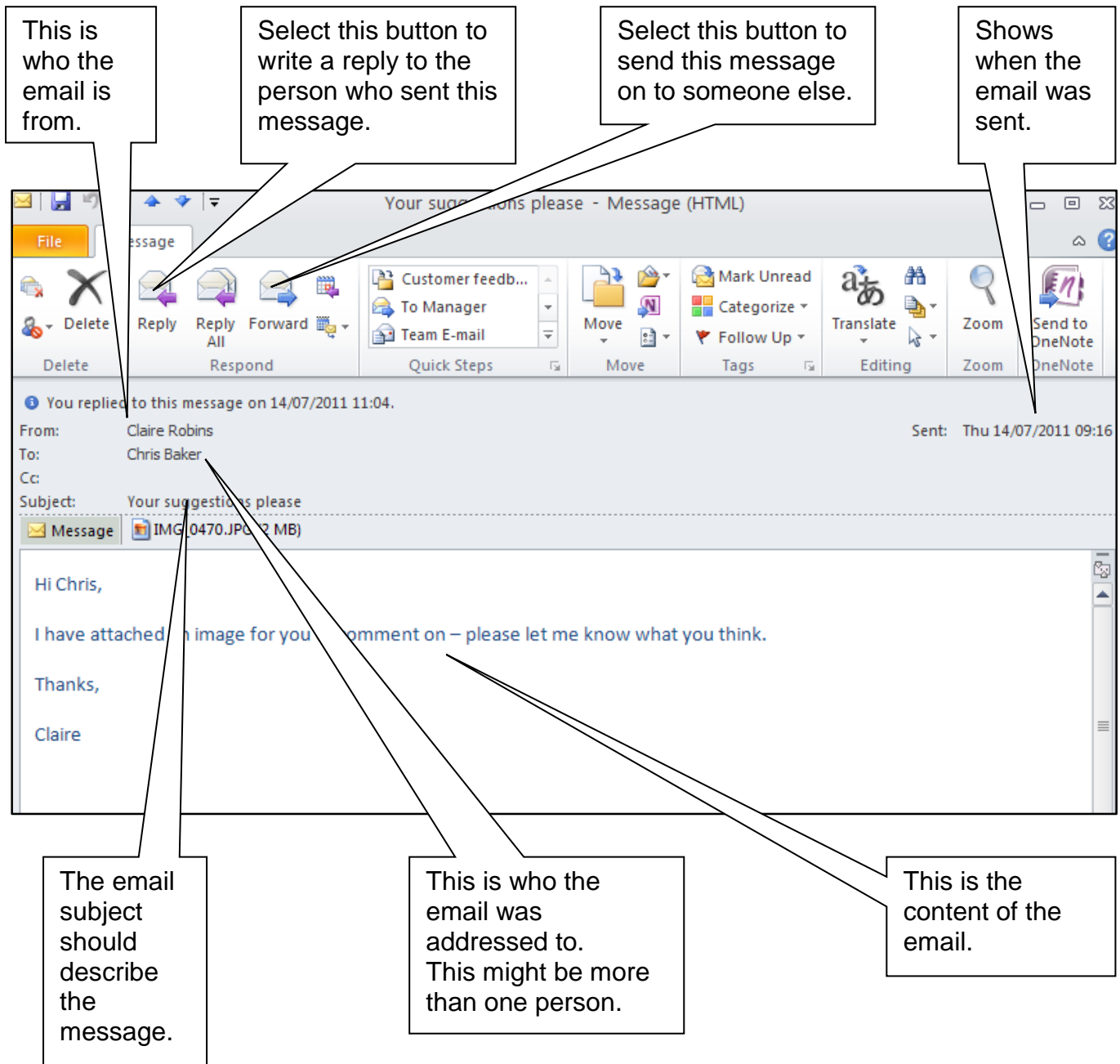
The print preview of the email that you would like to print will show on the right of the screen.

Then, click on the **Print** button and the email will be printed.

Read an email

The example shown is **Microsoft Outlook**. You may not be using this, but there will be similar buttons in the program you are using.

When you have opened an email, this is what it looks like.



Reply to an email

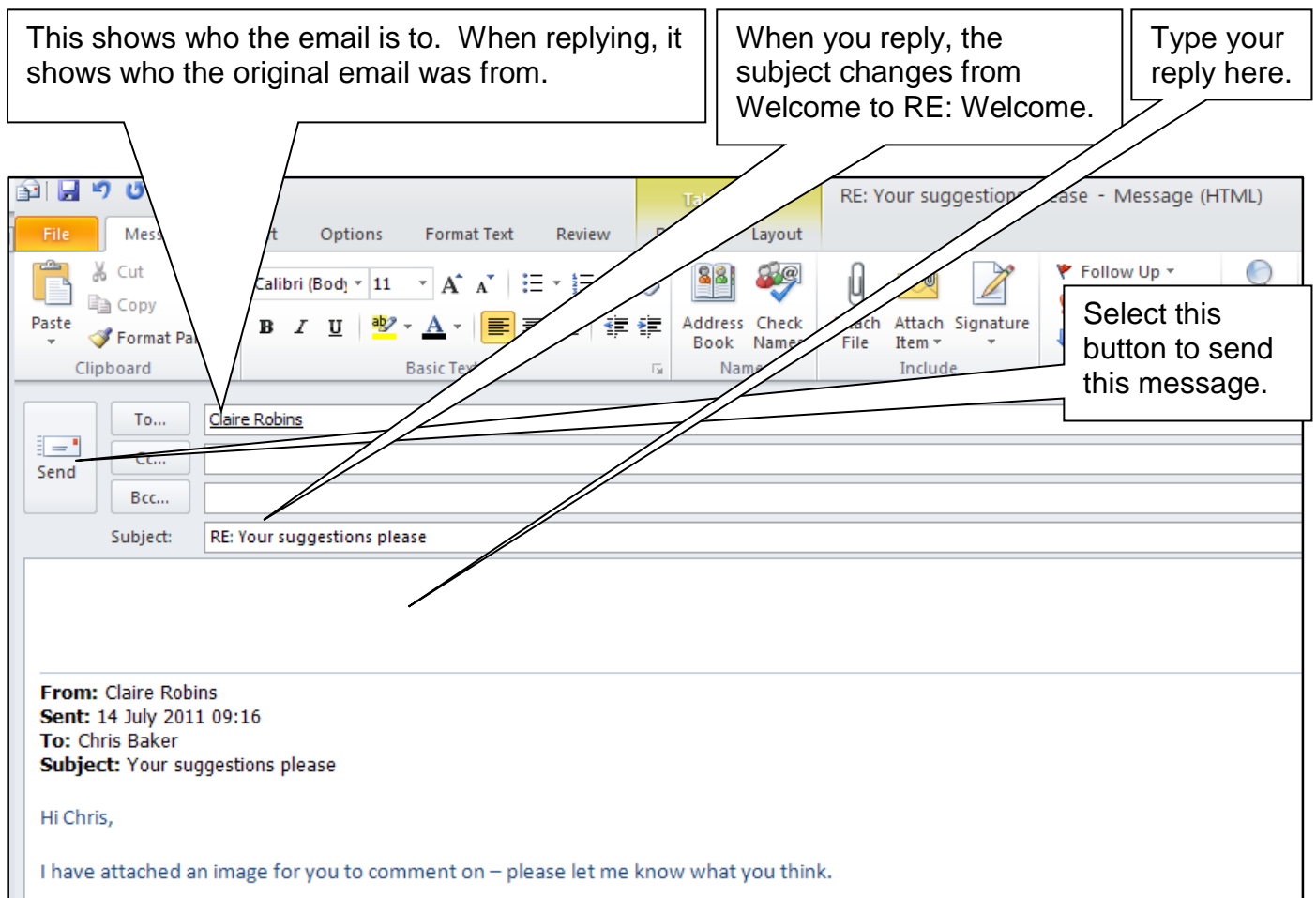
The example used is **Microsoft Outlook**. You may not be using this, but there will be similar buttons in the program you are using.

When an email is open, you can reply to that person by clicking on the **Reply** button.

The name of the person you are replying to will be **automatically** entered into the **To** box.

The subject of the email sent to you will be **automatically** entered into the subject box with **RE:** in front of it. This can be changed, if you want, by removing the text and typing in a new subject.

Below shows what happens in Microsoft Outlook when you have pressed the **Reply** button.



You simply type your reply.

Check the email makes sense and there are no spelling mistakes.

Then, when you have finished, click on the **Send** button.

Request a delivery receipt or a read receipt

It is possible for the email system to let you know when an email has been delivered and also when it has been read.

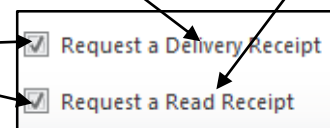
Open a new message.

Click on the **Options** tab.

In the **Tracking** group, there are options for **Request a Delivery Receipt** and **Request a Read Receipt**.

Click in the tick boxes to activate this to happen.

The message can be written and sent as normal.



Delivery receipt

When it has been delivered to the person, an email will come back to you to say the time the email was delivered successfully.

Read receipt

When the person opens the email, another email will come back to say when it was opened.

Resize and move a window

There are buttons in the top right corner of any window.

They look like this  or 



This closes the window.



This minimises the window to a button at the bottom of your screen.



This is an example of a button on the bottom of the screen. When you click on it, the window will display again.




This makes the window smaller and allows you to alter the size of the screen.




This makes the window full screen size (maximised).

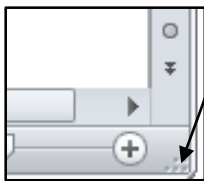
Continued on next page

Move a window

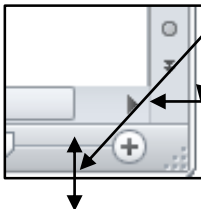
Click on  if it is at the top right of the window. The window should then be smaller and not take up the whole screen.

You can move a window to another place on the screen. To do this, click anywhere on the bar (title bar) to the left of the  buttons, keep your finger on the mouse button and drag the window.

There are 6 dots on the bottom **right** corner of the window.



Click on the dots. Hold down the left mouse button and move (drag) the mouse until the window is the size you want. It will alter in both width and length as you drag.



You can also alter the size of the window by moving the mouse over the sides of the window until you get a double-ended arrow. Left click, hold down the left mouse button and move (drag) the mouse until the window is the size you want.

Save an attachment

There are several ways of saving an attachment. Three methods are described below.

Method One

Open the email message.

Double click on the attachment to be saved. This will open it in the appropriate software.

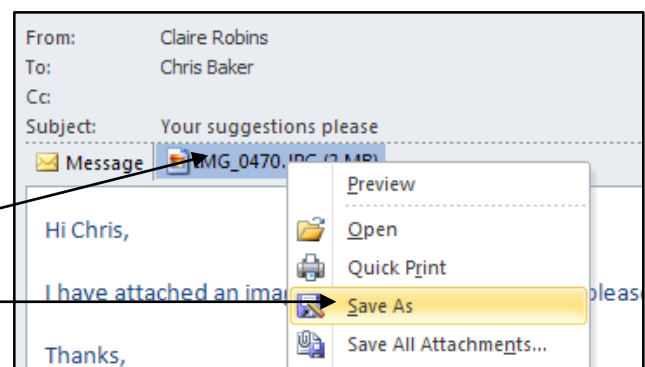
Save the attachment in the usual manner using the software which the attachment has opened in.

Method Two

Open the email message.

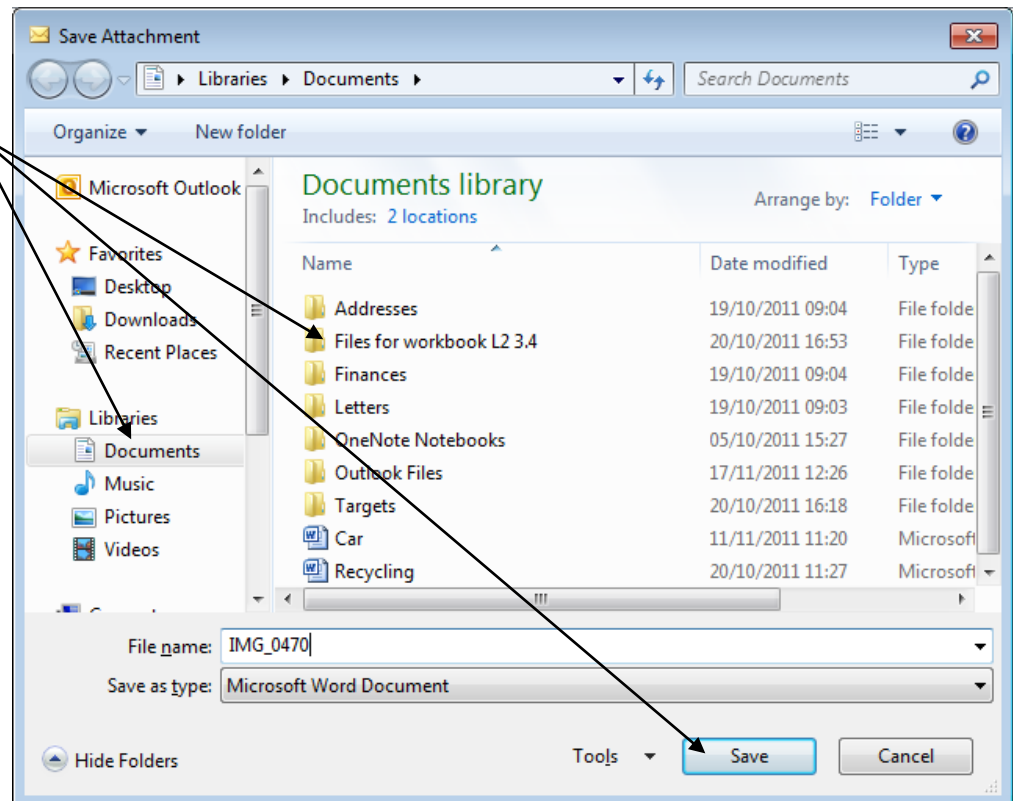
Right click on the attachment to be saved.

A menu will appear, click on **Save As** and the **Save Attachment** dialogue box will appear.



Continued on next page

Choose where you want to save the attachment, then click on the **Save** button and the file will be saved.



Method Three

It is possible to save the attachment from the inbox, without opening the email.

Open the inbox and click on the email containing the attachment to select it.

Click on **File** tab and then click on **Save Attachments**.

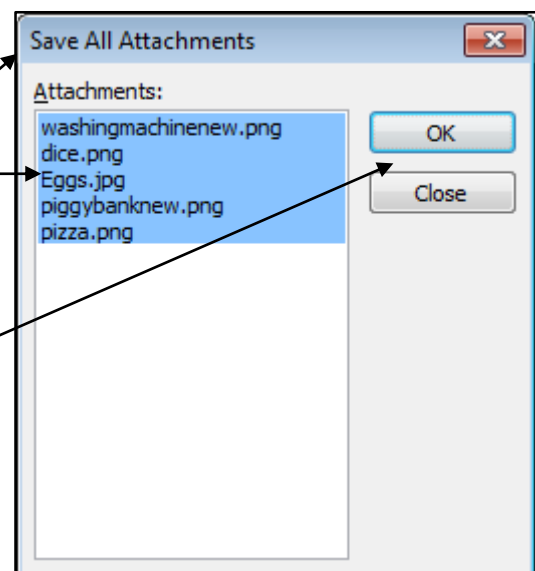
The **Save All Attachments** dialogue box will open showing a list of all the attachments to the email.

All the attachments will be selected automatically. If you do not want to save all of them, click on the one you do want to save. If you want to save more than one, you will need to press the **Ctrl** key on the keyboard to allow you to select more than one.

Then click on the **OK** button.

The **Save Attachment** dialogue box will appear.

Choose where you want to save the attachments, then click on the **Save** button. The file will be saved.



Select text

Another word for select is highlight.

There are lots of ways to select text. Below are some of the ways.

Click at the beginning of the text you want to select. Hold the left mouse button down and drag the cursor across the letters or words you want to select. You can drag across as much text as you want. It will be selected as you drag.

Double click on a word to select that word.

To select a paragraph, **triple** click anywhere in it.

To select all the text in an email, press and hold down the **Ctrl** button on the keyboard and press **A**.

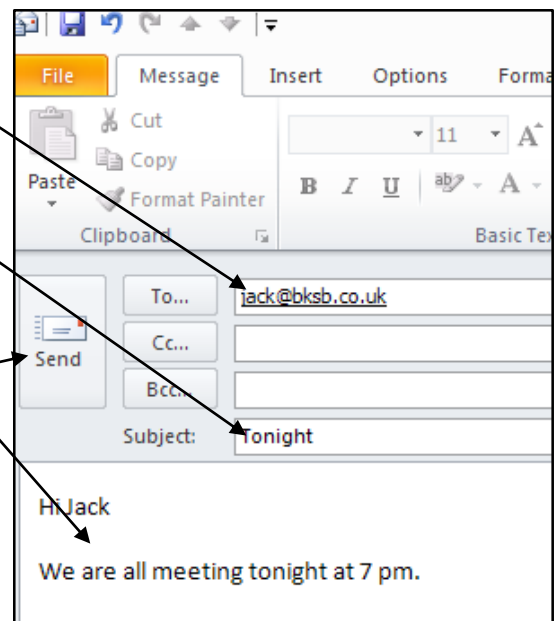
Send an email

Make sure:

- the email address of the person you want to send the email to is in the **To** box;
- the subject of the email is in the **Subject** box;
- the message has been typed correctly.

Then, click on the **Send** button,
or
press and hold down **Ctrl** on the keyboard and press the **Enter** key at the same time.

The email should now be sent.



Shortcuts

When using **Microsoft Outlook**, there are a number of **shortcut keys** which can be used.

Below is a list of some of the most useful shortcuts.

Task	Shortcut keys
Open the Help window	F1
Select all messages	CTRL + A
Print a selected message	CTRL + P
Delete an email	Delete or CTRL + D
Open a new message	CTRL + N
Reply to an email	CTRL + R
Forward a message	CTRL + F
Open a selected message	CTRL + O
Close a message	ESC
Send a message	CTRL + ENTER
Spell check	F7

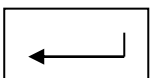
Spacing

Make a space between words

Press the long key at the bottom of the keyboard once. This key is called the spacebar.

Move down to the next line

Press one of the enter keys on the keyboard.



or



To leave a blank line, you will need to press the enter key twice.

There should be one space between words and after a comma.

After a full stop, exclamation mark or question mark there should be either one or two spaces. Choose the one you are going to use and make sure you are always **consistent** throughout the email. Some examination bodies will state there must be two spaces.

There should be one blank line between paragraphs.

Use an address book

The example used is **Microsoft Outlook**. You may not be using this, but there will be similar buttons in the program you are using.

When sending a message, the email address needs to be entered into the **To** box.

To insert email addresses which are already stored in your address book, click on the **To** button.

An address book will appear with all your saved email addresses to choose from.

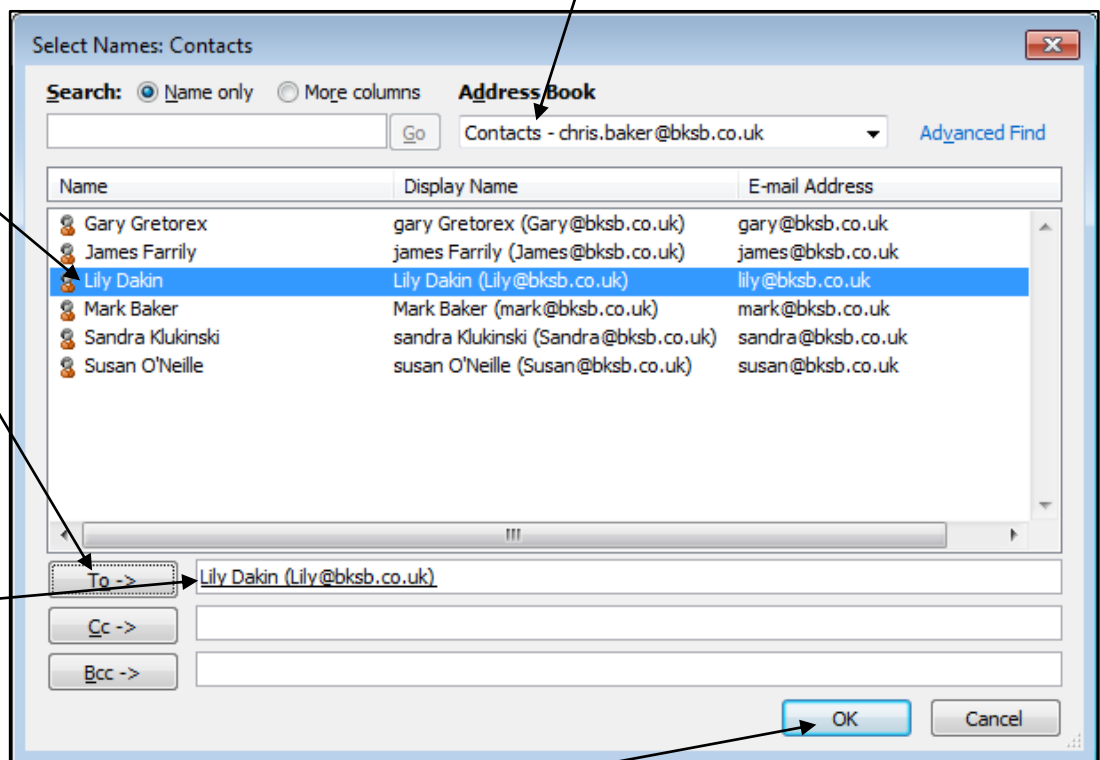
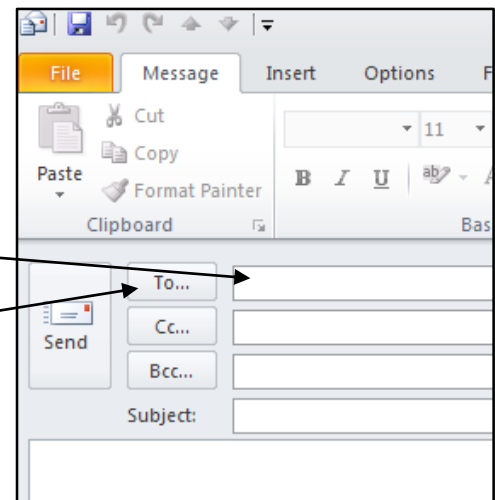
If necessary, select the folder where your contacts are stored.

Click on the name of the contact you would like to send the email to.

Then, click on the **To** button.

The contact that you have selected will appear in the **To** box.

When you have chosen who you want to receive the email, click on the **OK** button.



To send the same message to many people from the list of contacts in your address book, just keep adding the names before clicking on the **OK** button. You will have more than one contact in the **Message recipient** box, if this has been done correctly.

Sending a copy (**Cc**) or blind copy (**Bcc**) of the email to a contact in the address book can be done using the same process as the **To** button.

Video conferencing

It is possible to use two-way video and audio technology to connect two or more people or groups of people, in different places, to allow them to be able to see and speak to each other. This is called video conferencing. Any information displayed on your computer or whiteboard can also be shared during a video conference.

This is a fast way of having meetings with people all over the world without them having to travel.

This can be used by people with family in other countries to allow them to keep in touch.