



This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Successful candidates will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, bookmarks, 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.

Keyboard Shortcuts & Commands

Purpose	Keyboard Shortcut	Purpose	Keyboard Shortcut
Open menu	ALT+LETTER	Undo	CTRL+Z
Help	F1	Up one screen	PAGE UP
Cut	CTRL+X	Down one screen	PAGE DOWN
Copy	CTRL+C	Beginning of a line	HOME
Paste	CTRL+V	End of line	END

1 Web Browsing Concepts

1.1 Key Concepts

1.1.1 Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.

- **Internet** - A global network connecting millions of computers worldwide
- **World Wide Web (WWW)** - A collection of linked documents residing on Internet servers around the world
- **Uniform Resource Locator (URL)** - An address for web pages found on the Internet
- **Hyperlink** - A link that transfers the user from one web page to another web page by clicking on a highlighted word or icon

1.1.2 Understand the structure of a web address.

- **Protocol** - Usually http:// (Hypertext Transfer Protocol) this defines how the information is transmitted
- **WWW** - Indicates the website is on the World Wide Web
- **Domain** - The section of the Internet owned by the website
- **Extension** - Identifies either the type of organisation or the country of origin of the website.

http://www.ecdl.org

Protocol www Domain Extension

1.1.2 Identify common types of domains like:

- **geographical, organisation (.org, .edu, .com, .gov).**
- **Geographical domain** - Two letter identifier that lists where the website is registered
- **Organisation domain** - Three letter identifier that identifies if the organisation is commercial, governmental, educational, non-profit making etc.

1.1.3 Define the term web browser. Identify common web browsers.

- **Web browser** - A software program used to view information on the World Wide Web
- **Examples** - Firefox, Google Chrome, Internet Explorer, Safari

1.1.4 Outline different Internet activities like:

- [Information searching](#)
- [Shopping](#)
- [Learning](#)
- [Publishing](#)
- [Banking](#)
- [Government services](#)

- [Entertainment](#)
 - [Communication](#)
- ### 1.2 Security and Safety
- #### 1.2.1 Recognise ways to protect yourself when online:
- **Purchase from secure reputable websites** - More likely to have secure payment and data protection
 - **Avoid unnecessary disclosure of personal and financial information** - Helps avoid identity theft
 - **Log off from websites** - Prevents others using your personal details
- #### 1.2.2 Define the term encryption.
- **Encryption** - The encoding of data to prevent unauthorised access
- #### 1.2.3 Identify a secure website: https, lock symbol.
- **https** - (Hypertext Transfer Protocol Secure) is displayed in the **Address Bar**
 - **Lock symbol** - Displayed in the **Address Bar**
- #### 1.2.4 Define the term digital certificate.
- **Digital certificate** - Certifies the validity and credentials of a website
- #### 1.2.5 Recognise options for controlling Internet use like:
- **Supervision** - Physical or software monitoring of Internet activity
 - **Web browsing restrictions** - Using browser settings to control web browsing
 - **Download restrictions** - Limiting the type or amount of data downloaded

2 Web Browsing

2.1 Using the Web Browser

2.1.1 Open a web browsing application.

- Click the **Start Button**.
- Select **All Programs**.
- Click **Internet Explorer**.

2.1.1 Close a web browsing application.

- Click the **Close** button in the top right of the window.
- If message displayed, click **Close all tabs**.

2.1.2 Enter a URL in the address bar and go to the URL.

- Click into the **address bar**.
- Enter the **URL**.

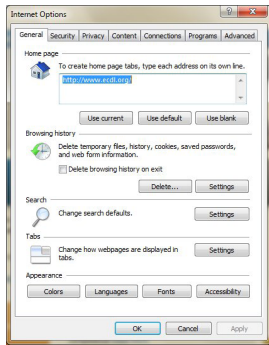
2.1.3 Refresh a web page.

- Click the **Refresh** button beside the **Address Bar**.

2.1.3 Stop a web page downloading.

- Click the **Stop** button beside the **Address Bar**.
- #### 2.1.4 Activate a hyperlink.
- Place the mouse pointer over the hyperlink.
 - Click on the hyperlink.
- #### 2.1.5 Open a web page in a new tab
- Open a Web page.
 - Right-click on a link.
 - Click **Open in new tab**.
- #### 2.1.5 Open a web page in a new window.
- Right-click on a link.
 - Click **Open in new window**.
- #### 2.1.6 Open, close tabs, windows.
- To open a tab, click on the **New Tab** icon at the top of the browser window.
 - To close a tab, click the **Close Tab** icon in the corner of the open tab.
 - To open a window, click the **Page** menu on the **Command Bar** and click **New Window**.
 - To close a window, click on the **Internet Explorer** icon on the taskbar and click the **Close** button.
- #### 2.1.6 Switch between tabs, windows.
- To switch between tabs, click on the tab required at the top of the browser window.
 - To switch between windows, click on the **Internet Explorer** icon on the **Task Bar** and select the window required.
- #### 2.1.7 Navigate between pages: backwards, forwards, home page.
- To show the previous web page visited, click the **Back** button beside the **Address Bar**.
 - To show the next web page visited, click the **Forward** button beside the **Address Bar**.
 - Click the **Home** button on the **Command Bar**.
- #### 2.1.8 Show previously visited URLs using history.
- Click the **View favorites, feeds, and history** button.
 - On the **History** tab, click on a date.
- #### 2.1.9 Complete, submit, reset a web-based form.
- To complete a form, click into each form field and enter text or select from given options as required.
 - To send the entered data from the form to the server, click **Submit**.
 - To remove any entered data in the form and start again, click **Reset**.
- #### 2.1.10 Use a web tool to translate a web page, text.
- To translate a web page, right-click and click **Translate with Bing**.
 - To translate text, select the text, right-click and click **Translate with Bing**.

2.2 Tools and Settings



2.2.1 Set the web browser home page.

- Navigate to the web page to set as the home page.
- Click the **Tools** button on the **Command Bar**.
- Click **Internet Options**.
- Click **Use current**.
- Click **OK**.

2.2.2 Understand the term pop-up.

- **Pop-up** - A new browser window that opens unrequested over current web page and usually contain advertisements

2.2.2 Allow, block pop-ups.

- Click the **Tools** button.
- Click **Internet Options**.
- Select the **Privacy** tab.
- To allow pop-ups, uncheck the **Turn on Pop-up Blocker** checkbox.
- To block pop-ups, check the **Turn on Pop-up Blocker** checkbox.
- Click **OK**.

2.2.3 Understand the term cookie.

- **Cookie** - A text file stored on a user's computer that monitors their web habits

2.2.3 Allow, block cookies.

- Click the **Tools** button.
- Click **Internet Options**.
- Click the **Privacy** tab.
- Under **Settings**, move the slider to the top to block all cookies or to the bottom to allow all cookies.
- Click **OK**.

2.2.4 Use available help functions.

- Click the **Help** button on the **Command Bar**.
- Click **Internet Explorer Help**.

2.2.5 Display, hide built-in toolbars.

- Right-click near the top of the window.
- To display a toolbar, click on the toolbar name so that a check mark is showing.
- To hide a toolbar, click on the toolbar name to remove the checkmark.

2.2.5 Restore, minimise the ribbon.

- To minimise the ribbon, click **F11**.
- To restore the ribbon, click **F11**.

2.2.6 Delete history, temporary internet files, saved form data.

- Click the **Tools** button.
- Click **Internet Options**.
- In the **General** tab, in the **Browsing History** field, click **Delete**.
- To delete history, check the **History** checkbox.
- To delete temporary internet files, check the **Temporary Internet Files** check box.
- To delete saved form data, check the **Form Data** check box.
- Click **Delete**.

2.3 Bookmarks

2.3.1 Add a bookmark / favourite.

- Go to a web page.
- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click **Add**.

2.3.1 Delete a bookmark / favourite.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Select a web page and click **Delete**.
- Click **Close**.

2.3.2 Show bookmarks / favourites.

- Click the **Favorites** button.
- On the **Favorites** tab, click a web page.

2.3.3 Create a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Click **New Folders** and name the folder.

2.3.3 Delete a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.

- Click **Organize Favorites**.
- Select a folder and click the **Delete** button.

2.3.3 Add web pages to a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click the **Create in** arrow and select a folder to store the bookmark in.
- Click **Add**.

2.4 Web Outputs

2.4.1 Download files to a location.

- Right-click on the item.
- Select **Save Target As**.
- Create a filename and select the location.
- Click **Save**.

2.4.1 Save files to a location.

- Click the **Page** button on the **Command Bar**.
- Click **Save As**.
- Select a location.
- Enter the file name.
- Click **Save**.

2.4.2 Copy text, image to another location like: document, e-mail.

- Right-click on the text or image.
- Select **Copy**.
- Open a document or e-mail.
- Right-click and click **Paste**.

2.4.2 Copy URL from a web page to another location like: document, e-mail.

- Click in the address bar.
- Select the URL.
- Right-click and click **Copy**.
- Open a document or e-mail.
- Right-click and click **Paste**.

2.4.3 Preview, selection from a web page using available printing options.

- On the **Command Bar**, click the **Print** arrow.
- Click **Print Preview**.

2.4.3 Print a web page, selection from a web page using available printing options.

- On the **Command Bar**, click the **Print** arrow.
- Click **Print**.
- To print a web page, click **All** and click **Print**.
- To print a selection from a web page, select the text, click **Selection** and click **Print**.

3 Web-Based Information

3.1 Search

3.1.1 Define the term search engine and name some common search engines.

- **Search engine** - A website used to search for information on the World Wide Web, based on the criteria entered
- **Examples**-www.google.com, www.yahoo.com, www.bing.com

3.1.2 Carry out a search using a keyword, phrase.

- Open a search engine.
- Click into the search box in the search engine window.
- Enter the keyword or phrase and press the **Return** key.

3.1.3 Refine a search using advanced search features like: exact phrase, date, language, media type.

- After initial search, click the **More search tools** link from the search engine window.
- Enter a combination of criteria and selections from the advanced choices.

3.1.4 Search a web-based encyclopaedia.

- Click into the **Address Bar**.
- Enter the URL http://en.wikipedia.org/wiki/Main_Page.
- Click into the search box at the top right of Wikipedia.
- Enter a keyword or phrase.
- Press the **Return** key.

3.1.4 Search a web-based dictionary.

- Click into the **Address Bar**.
- Enter the URL <http://www.collinslanguage.com>.
- Click into the search box at the top of Collins dictionary.
- Enter a word.
- Click the **Search** button.

3.2 Critical Evaluation

3.2.1 Understand the importance of critically evaluating online information.

- Online data should be checked or questioned rather than accepted as fact.

3.2.1 Understand the purpose of different sites like:

- **Information** - Giving readers facts on current affairs, special interests
- **Entertainment** - Providing humorous or engaging content
- **Opinion** - Sites, such as blogs, that provide the author's view on topics
- **Sales** - Online shopping and promoting

- products or services

3.2.2 Outline factors that determine the credibility of a website like:

- **Author** - The author or authors should be clearly identified
- **Referencing** - Referencing of all sources quoted or mentioned should be clear
- **Up-to-date content** - Material should be current and maintained

3.2.3 Recognise the appropriateness of online information for a particular audience.

- Web content should be adapted to the needs of the audience
- For example, those sites geared towards children should have age-appropriate material, higher graphic content, lower text volume.

3.3 Copyright, Data Protection

3.3.1 Define the terms copyright, intellectual property.

- **Copyright** - Exclusive rights to a work for a specified period of time
- **Intellectual property** - Creative ideas or inventions that can be protected by the owner

3.3.1 Recognise the need to acknowledge sources and/or seek permission as appropriate.

- To avoid plagiarism any content referenced or quoted should be properly acknowledged
- Permission should be sought to quote someone particularly for interviews or e-mail exchanges

3.3.2 Recognise the main data protection rights and obligations in your country.

- Note that rights can vary between countries and states
- Destroy personal information no longer needed by the business
- Notify data subjects if data about them acquired in an unauthorised way
- Implement reasonable security

4 Communication Concepts

4.1 Online Communities

4.1.1 Understand the concept of an online (virtual) community.

- Like-minded individuals who interact online

4.1.1 Identify examples like:

- **Social networking websites**
- **Internet forums**
- **Web conferencing**
- **Chat**
- **Online computer games**

4.1.2 Outline ways that users can publish and share content online:

- **Blog** - A shared on-line journal
- **Microblog** - A shared on-line journal with smaller updates
- **Podcasts** - Digital media files released regularly and can be downloaded through an RSS feed
- **Images** - Digital photos and graphics
- **Audio and video clips** - typically shared on sites like YouTube and Flickr

4.1.3 Recognise ways to protect yourself when using online communities:

- Apply appropriate privacy settings- Make your profile private
- Restrict available personal information- Help avoid identity theft and fraud
- Use private messaging when appropriate- Do not make personal communications public
- Disable location information- If not, your current location is displayed
- Block/report unknown users- Unless you can verify their identity

4.2 Communication Tools

4.2.1 Define the term Instant Messaging (IM).

- **IM** - Real-time text-based communication via the Internet

4.2.2 Define the terms short message service (SMS), multimedia message service (MMS).

- **SMS** - The sending and receiving of short text messages between mobile devices.
- **MMS** - The sending and receiving of audio and video clips between mobile devices.

4.2.3 Define the term Voice over Internet Protocol (VoIP).

- Allows users to talk to each other in real time over the Internet

4.2.4 Recognise good practice when using electronic communication:

- **Be accurate and brief**
- **Use clear subject headings**
- **Do not inappropriately disclose personal details**
- **Do not circulate inappropriate content**

4.3 Spell check content

4.3 E-mail Concepts

4.3.1 Define the term e-mail and outline its main uses.

- An electronic message sent or received over the Internet
- Used for sending and receiving messages and attachments

4.3.2 Identify the structure of an e-mail address.

jdoe@ecd1.org

UserName @ Sign Domain Name Extension

- **UserName** - A unique name identifying the user's e-mail name
- **@** - Used to separate the user name from the domain
- **Domain Name** - The location/company of the e-mail address
- **Extension** - Typically identifies the type of organisation or the country the e-mail address is associated with

4.3.3 Be aware of possible problems when sending file attachments like:

- **File size limits** - E-mail attachments may exceed the e-mail provider's maximum file size limit
- **File type restrictions** - Executable files are often rejected by e-mail servers

4.3.4 Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.

- **To** - Main recipient of the e-mail and has to act on the e-mail
- **Cc** - Included for informational purposes only
- **Bcc** - Blind carbon copy address not visible to other recipients

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.

- E-mail users may receive e-mail or junk mail from unscrupulous sources.
- Viruses may be activated when an e-mail messages or attachments from unknown sources are opened.

4.3.6 Define the term phishing.

- A fraudulent e-mail message that often has a link to a fake website
- Encourages recipients to divulge personal and financial details

5 Using E-mail

5.1 Sending E-mail

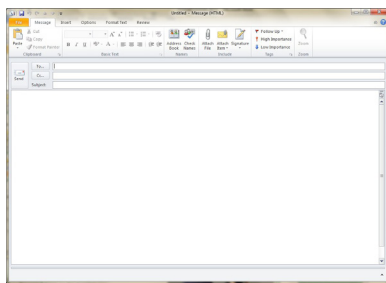
5.1.1 Access an e-mail account.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft Office**.
- Click **Microsoft Office Outlook 2010**.

5.1.2 Outline the main purpose of standard e-mail folders:

- **Inbox** - Folder all e-mails are sent to by default
- **Outbox** - Temporary folder that stores e-mails until they have been sent
- **Sent** - Folder that stores all sent e-mails
- **Deleted / Trash Items** - Stores mails no longer needed
- **Draft** - Stores mails before the user chooses to send them
- **Spam/Junk** - Stores incoming mail from unknown or suspicious senders

5.1.3 Create an e-mail.



- On the **Home** tab, in the **New** group, click the **New E-mail** button.

5.1.4 Enter one or more e-mail addresses, distribution list in the To field.

- Click in the **To** field.
- Enter the e-mail address of the recipient or the name of a contact group.

5.1.4 Enter one or more e-mail addresses, distribution list in the Copy (Cc) field.

- Click in the **Cc** field.
- Enter the e-mail address of the Cc recipient or the name of a contact group.

5.1.4 Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.

- Click in the **Bcc** field.
- Enter the e-mail address of the Bcc recipient or the name of a contact group.

5.1.5 Enter an appropriate title in the subject field

- Click in the **Subject** field.
- Enter the subject of the e-mail.

5.1.5 Enter text into the body of an e-mail.

- Click in the body of the e-mail and enter text required.

5.1.5 Paste text into the body of an e-mail.

- Select the text to copy, right-click and select **Copy**.
- Open the e-mail message and click the location where you want to paste the text.
- On the **Message** tab, in the **Clipboard** group, click the **Paste** button.

5.1.5 Spell check an e-mail.

- Click at the beginning of the e-mail message.
- On the **Review** tab, in the **Proofing** group, click the **Spelling & Grammar** button.
- Correct errors as suggested.
- Once the spell check is complete, click **OK**.

5.1.6 Add a file attachment.

- On the **Message** tab, in the **Include** group, click the **Attach File** button.
- Locate and select the file to attach.
- Click **Insert**.

5.1.6 Remove a file attachment.

- Select the attachment in the **Attached** field.
- Press the **Delete** Key.

5.1.7 Send an e-mail with, without priority.

- On the **Message** tab, in the **Tags** group, click the **High Importance** or the **Low Importance** button.
- Click **Send**.

5.2 Receiving E-mail

5.2.1 Open an e-mail.

- Select the **Inbox** icon on the Navigation pane.
- Double-click the e-mail.

5.2.1 Close an e-mail.

- Click the **Close** button at the top right of the window.

5.2.2 Use the reply, reply to all function.

- Open the message.
- On the **Home** tab, in the **Respond** group, click the **Reply** or the **Reply all** button.
- Enter any text required.
- Click **Send**.

5.2.2 Identify when the reply, reply to all function should be used.

- Use **Reply** to send message to the Sender.
- Use **Reply All** to send message to the Sender and to all of those in the **Cc** field.

5.2.3 Forward an e-mail.

- Open the message.
- On the **Home** tab, in the **Respond** group, click the **Forward** button.
- Enter e-mail addresses into the **To** field and the **Cc** field as required.
- Enter any text required.
- Click **Send**.

5.2.4 Open, save a file attachment to a location.

- Open the message.
- Right-click on the attachment.
- Select **Save As**.
- Create a file name and select a location to save the file.
- Click **Save**.

5.2.5 Preview a message using available printing options.


- Open the message.
- Click the **File** menu, select **Print**.
- A print preview is displayed on the right of the window.

5.2.5 Print a message using available printing options.

- Open the message.
- Click the **File** menu, select **Print**, then click **Print**.
- Select desired options.
- Click **OK**.

5.3 Tools and Settings

5.3.1 Use available help functions.

- Click the **Help** button  on the Standard toolbar.

5.3.2 Display built-in toolbars.

- Right-click on the **Toolbar** area at the top of the window.
- Click on a **Toolbar** that is not currently displayed.

5.3.2 Hide built-in toolbars.

- Right-click on the **Toolbar** area at the top of the window.
- Click on a **Toolbar** that is currently displayed.

5.3.2 Restore, minimise the ribbon.

- Right-click any tab.

- To minimise the ribbon, click **Minimize the ribbon**.

- To restore the ribbon, click on the checked **Minimize the ribbon**.

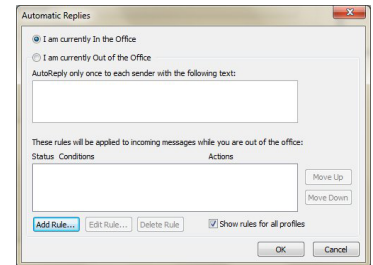
5.3.3 Create a text e-mail signature.

- Create a new e-mail.
- On the **Message** tab, in the **Include** group, click the **Signature** arrow.
- Click **Signatures**.
- On the **E-mail signature** tab click **New**.
- In the **Enter a name for your new signature** box, enter a name.
- Click **OK**.
- In the **Edit signature** box, enter the text to be included in the signature.
- To format the text, select the text, and then use the style and formatting buttons to select the options preferred
- Click **OK**.

5.3.3 Insert a text e-mail signature.

- Create a new e-mail.
- If the signature is not shown automatically, on the **Message** tab, in the **Include** group, click the **Signature** arrow.
- Click the name of the signature previously created.

5.3.4 Turn on, turn off an automatic out of office reply.



- Click on the **File** menu, then click **Info**.
- Click the **Automatic Replies** button.
- To turn on an automatic out of office reply, check the **I am currently Out of the Office** checkbox.
- To turn off an automatic out of office reply, check the **I am currently In the Office** checkbox.
- Click **OK**.

5.3.5 Recognise e-mail status as read, unread. Flag, unflag an e-mail.

- **Read** e-mail messages appear in regular type with an open envelope icon.
- **Unread** e-mail messages appear in bold type with a closed envelope icon.

5.3.5 Mark an e-mail as read, unread.

- Select the message.
- On the **Home** tab, in the **Tags** group, click the **Unread/Read** button.

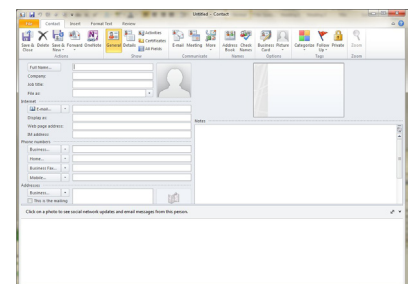
5.3.5 Flag an e-mail.

- Select the message.
- On the **Home** tab, in the **Tags** group, click the **Follow Up** button.
- Click option preferred.

5.3.5 Unflag an e-mail.

- Select the message.
- On the **Home** tab, in the **Tags** group, click the **Follow Up** button.
- Click **Clear Flag**.

5.3.6 Create, delete, update a contact, distribution list/ mailing list.



- Click on the **Contacts** button on the navigation pane.
 - On the **Home** tab, in the **New** group, click the **New Contact** button.
 - Enter the contacts details in the required fields.
 - In the **Contact** tab, in the **Actions** group, click the **Save & Close** button.
- 5.3.6 **Create a distribution list / mailing list.**
- Click on the **Contacts** button on the navigation pane.
 - On the **Home** tab, in the **New** group, click the **New Contact Group** button.
 - Enter a name for the group in the **Name** field.
 - On the **Contact Group** tab, in the **Members** group, click the **Add Members** button.
 - Select from where to enter members details.
 - In the **Contact group** tab, in the **Actions** group, click the **Save & Close** button.
- 5.3.6 **Delete a contact, distribution list / mailing list.**
- Select the contact or contact group to delete.
 - On the **Home** tab, in the **Delete** group, click the **Delete** button.
- 5.3.6 **Update a contact, distribution list / mailing list.**
- Double-click on the contact or contact group to update.
 - Enter or delete required fields.
 - In the **Contact** or **Contact Group** tab, in the **Actions** group, click the **Save & Close** button.

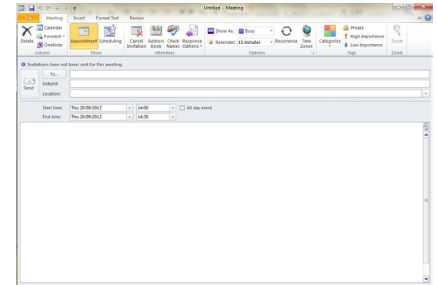
5.4 Organising E-mails

- 5.4.1 **Add, remove message inbox headings like: sender, subject, date received.**
- On the **View** tab, in the **Current View** group, click the **View settings** button.
 - On the **Advanced View Settings:Compact** dialog box, click the **Columns** button.
 - To add inbox headings, select a field in the left column and click **Add**.
 - To remove inbox headings, select a field in the right column and click **Remove**.
 - Click **OK**.
- 5.4.2 **Search for an e-mail by sender, subject.**
- Select the **Inbox**.
 - Click in the **Search** field.
 - On the **Search** tab, in the **Refine** group, click the **From** button or **Subject** button.
 - Enter the search criteria.
- 5.4.2 **Search for an e-mail by e-mail content.**
- Select the **Inbox**.
 - In the **Search** box enter text to search by.
 - All e-mails with this text will be listed in the Search Results window.
- 5.4.3 **Sort e-mails by name, by date, by size.**
- Select the **Inbox**.
 - On the **View** tab, in the **Current View** group, click the **View settings** button.
 - On the **Advanced View Settings:Compact** dialog box, click the **Sort** button.

- To sort by name, click **From**.
 - To sort by date, click **Received**.
 - To sort by size, click **Size**.
 - Click **OK**.
- 5.4.4 **Create an e-mail folder/label.**
- Select the **Inbox**.
 - On the **Folder** tab, in the **New** group, click the **New Folder** button.
 - Enter a name for the folder in the **Name:** field.
 - In **Select where to place the folder**, **Inbox** should be highlighted.
 - Click **OK**.
- 5.4.4 **Delete an e-mail folder/label.**
- Select the folder for deletion.
 - On the **Folder** tab, in the **Actions** group, click the **Delete Folder** button.
 - Click **Yes** to the displayed message.
- 5.4.4 **Move e-mails to an e-mail folder/label.**
- Select a message to move.
 - On the **Home** tab in the **Move** group, click the **Move** arrow.
 - Click **Other Folder**.
 - Select folder preferred.
 - Click **OK**.
- 5.4.5 **Delete an e-mail.**
- Select the e-mail message for deletion.
 - On the **Home** tab in the **Delete** group, click the **Delete** button.
- 5.4.5 **Restore a deleted e-mail.**
- Select the **Deleted Items** folder.
 - Select a message to restore.
 - On the **Home** tab in the **Move** group, click the **Move** button.
 - Click **Other Folder**.
 - Select a destination folder.
 - Click **OK**.
- 5.4.6 **Empty the e-mail bin/deleted items /trash folder.**
- Select the **Deleted Items** folder.
 - On the **Folder** tab, in the **Clean Up** group, click the **Empty Folder** button.
 - Click **Yes** to the displayed message.
- 5.4.7 **Move a message to a junk folder.**
- Select the message.
 - On the **Home** tab in the **Move** group, click the **Move** arrow.
 - Click **Other Folder**.
 - Select **Junk E-mail**.
 - Click **OK**.
- 5.4.7 **Remove a message from a junk folder.**
- Click the **Folders** button on the **Navigation** pane.
 - Click **Junk E-mail**.
 - On the **Home** tab in the **Move** group, click the **Move** arrow.
 - Click **Other Folder**.
 - Select **Inbox**.

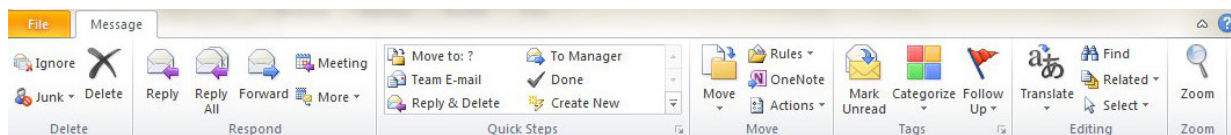
5.5 Using Calendars

- 5.5.1 **Create a meeting in a calendar.**
- On the **Home** tab, in the **New** group, click the **New Meeting** button.
 - Enter details in the **To**, **Subject** and **Location** fields.
 - Enter details in the **Start time** fields.
 - Enter details in the **End time** fields.
 - Click **Send**.
- 5.5.1 **Cancel a meeting in a calendar.**

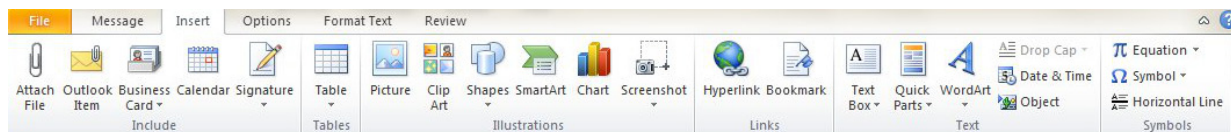


- Select the meeting.
 - On the **Meeting** tab, in the **Actions** group, click **Cancel meeting**.
 - When prompted, click **Send Cancellation**.
- 5.5.1 **Update a meeting in a calendar.**
- Select the meeting.
 - On the **Meeting** tab, in the **Actions** group, click **Open**.
 - Enter new details as required.
 - Click **Send Update**.
- 5.5.2 **Add invitees, resources to a meeting in a calendar.**
- On the **Meeting** tab, in the **Attendees** group, click the **Add or Remove Attendees** button.
 - Select names from address book displayed.
 - Click **OK**.
- 5.5.2 **Remove invitees, resources from a meeting in a calendar.**
- On the **Meeting** tab, in the **Attendees** group, click the **Add or Remove Attendees** button.
 - Select names from **Required** field.
 - Press the **Delete** key.
 - Click **OK**.
- 5.5.3 **Accept, decline an invitation.**
- Open the meeting request.
 - On the **Meeting** tab, in the **Respond** group, click the **Accept** button.
 - Click **Send the response now**.
- 5.5.3 **Accept, decline an invitation.**
- Open the meeting request.
 - On the **Meeting** tab, in the **Respond** group, click the **Decline** button.

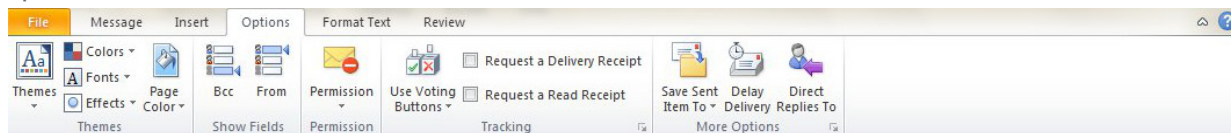
Outlook 2010 Tabs Message



Insert



Options



Format Text



Review

