

# **ICDL Syllabus**

## **Module # 7**

### **Information and Communication**

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# Information and Communication

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**Module 7 Information and Communication** is divided into two sections. The first section, Information, requires the candidate to understand some of the concepts and terms associated with using the Internet, and to appreciate some of the security considerations. The candidate shall also be able to accomplish common Web search tasks using a Web browsing application and available search engine tools. He or she shall be able to bookmark Web sites, and to print Web pages and search outputs. The candidate shall be able to navigate within and complete Web-based forms. In the second section, Communication, the candidate is required to understand some of the concepts of electronic mail (e-mail), together with having an appreciation of some of the security considerations associated with using e-mail. The candidate shall also demonstrate the ability to use e-mail software to send and receive messages, and to attach files to mail messages. The candidate shall be able to organize and manage message folders/directories within e-mail software. *(Taken from the ICDL Syllabus.)*

## Introduction

This manual deals with the requirements for the ICDL exam using open-source software, and the programs used for this section of the Syllabus are:

- ◆ Mozilla Firefox – a browser
- ◆ Google – a search engine
- ◆ Mozilla Thunderbird – an e-mail program

Topics covered include:

- ◆ The Internet
- ◆ Web Navigation
- ◆ Web Searching
- ◆ Electronic Mail
- ◆ Messaging
- ◆ Mail Management

*Instructions for downloading and installing Thunderbird are included at the end of this module.*

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# 7.1 The Internet

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## 7.1.1 Concepts/Terms

### **Understand and distinguish between the Internet and the World Wide Web (WWW).**

The Internet and the World Wide Web are related, but they are two different elements. The Internet is an international collection of computer networks in which any computer anywhere can connect to another computer if it is connected to the Internet. The World Wide Web (WWW/Web) is what allows users to access the information on the Internet. Web pages are linked together and use HTTP protocol to transmit data (*see below*). You need a browser and an Internet connection to access Web pages.

### **Define and understand the terms HTTP, URL, hyperlink, ISP, FTP.**

- **HTTP** – Hypertext Transfer Protocol - is the method used for transferring data over the Internet. It is a set of rules which allows browsers to communicate with servers and exchange files, including text, graphic, music and video files. These letters are commonly seen at the beginning of a web address.
- **URL** – Uniform Resource Locator – is an address for a resource on the Internet. It is basically the Web address for a site on the Internet and is seen in the Locator box when you visit any Web site. This is often pronounced “you-erl” or “earl”.
- **Hyperlink** – this is a link in a Web document which connects to information in another document. It is usually highlighted in the text, and sometimes is underlined as well, but it can also be an image or graphic. When you click on a Hyperlink on a Web page it takes you to another Web page or another section of the current Web site.
- **ISP** – Internet Service Provider – a company that provides access to the Internet. These companies usually charge a fee and provide the user with a dial-up number, cable access or a satellite connection which allows use of their computer system and services.
- **FTP** – File Transfer Protocol – is the language used to transfer files between computers on the Internet.
- **HTML** – Hypertext Markup Language – is a standardized coding language used to create Web pages. It is not a programming language, but instead controls the design and links on the pages of a website.

### **Understand the make-up and structure of a web address.**

A Web address (URL) is a string of characters and symbols which create a unique Web address for specific sites. There are no spaces in a Web address. The URL is composed of:

1. The first part of a web address shows the type of resource (protocol) used to locate the address (usually HTTP://).
2. The next part of the address indicates the actual address of the Web site. This is the 'domain' name which the site owner must purchase from a registered Internet 'agent'. Example:

*www.Hotmail.com*. WWW indicates that it is a World Wide Web address, Hotmail is the Domain name and .com is the extension.

3. Domain names can have different extensions, depending on the content and domain agent. Typical extensions are:
  - .com - commercial
  - .net - network
  - .gov – government
  - .info – information service
  - .org - organization
  - .edu – education
  - .it, .ca, .ng, .na, etc. – country codes

### **Know what a Web browser is and what it is used for.**

A Web browser is a program which interprets files (pages) on the World Wide Web so users can see them on their monitors. People use them to browse or surf the web. Examples: *Netscape, Firefox or Internet Explorer*.

### **Know what a Search Engine is and what it is used for.**

A search engine is a program which searches the Web for specific keywords to create vast databases of information. Some of the better known search engines are Google, Yahoo and Excite. The search engines use programs called 'spiders' or 'robots' which are continually re-visiting Web sites to update the databases. When a user enters a keyword into the search box the search engine scans the databases for related content and returns the results. The user selects sites from a list to find the reference material requested.



### **Understand the words cookie, cache.**

- Cookie – a cookie is a small data file which is downloaded to the user's computer from certain websites. The cookie is stored in the user's files and can contain information related to the user's password or ID, or personal preferences related to the Web page. You can prevent cookies from being downloaded to your computer by setting up this option on your Web browser.

- Cache – this is a short term memory storage area used by the computer to store information about recently accessed data. When you shut down the computer this information is erased. This is also frequently used by search engines to speed up Web access. For example, if you visit a Web page and then go to other pages some Web browsers keep the information in a cache. If you return to a previous page, the search engine pulls the page from its cache, it does not perform a new search.

## 7.1.2 Security Considerations

### **Know what a protected Web site is (use of username and password).**

A protected Web site uses restrictions such as usernames and passwords to control access to certain files and documents. It is commonly used for sites providing e-mail services or for e-commerce where the user sets up an account using secret and personal user ID. While a password is a private code used by the individual to gain access to an account or program, user ID is a different type of security which is often required with the password. Your user ID is usually a name you have chosen when setting up an account. It could be your real name or an alias. For example, when using Hotmail to send an e-mail, you would login with your user ID and a password:

**User name (ID):**      **simonsays@hotmail.com**  
**Password:**            **\*\*\*\*\***

### **Know what a digital certificate is.**

A digital certificate (Digital ID) is a form of electronic identification used by the account holder for electronic user verification on a Web site. The certificate is issued by a Certified Authority (CA) and is used to ensure security on the Internet. Only the person who holds the account information can present the 'digital certificate'.

### **Know what encryption is and why it is used.**

Encryption is a method of coding files or e-mail messages so they can only be read by authorized users. It is commonly used to protect data on secure web sites. If a third party manages to intercept an encrypted file it cannot be read, because to read an encrypted file you need to have the 'key' or password which opens (decrypts) the file. Encrypted data is also called 'cipher text'.

### **Be aware of the danger of infecting a computer with a virus from a downloaded file.**

A virus is a program usually designed to cause damage to a computer. It is self-replicating, which means that it copies itself and spreads. Viruses imitate a human virus which spreads when the infected person comes into contact with a healthy person. When a computer has a virus it is 'infected', just as a human is infected with a virus.

The way the virus infects other computers is that it attaches itself to another program (it 'piggybacks'). For example, e-mail viruses attach themselves to an e-mail message. When the message is opened, the virus will mail itself to the people in the user's address book. Viruses can cause small problems or major damage, depending on the type, and can spread quickly. They are spread by using infected disks, files or software.

To protect a computer from a virus, use a high quality anti-virus program and update it frequently, at least once a week. New viruses are being created constantly, and updates are released as they are discovered. Anti-virus software usually runs in the background, checking all files as they are used. Good quality software automatically updates itself when you connect to the Internet.

While anti-virus software is an essential tool, good computer practices are also necessary to ensure computer health:

- Scan files, disks, software before using it on your computer for the first time.
- Scan your disks after using them on another computer and scan all downloaded files from the Internet.
- Don't open unsolicited e-mail or attachments as they could contain viruses.

### **Be aware of the possibility of being subject to fraud when using a credit card on the Internet.**

The advantage to online shopping is that e-commerce web sites which offer goods or services are open 24 hours a day. Many sites have most or all of their stock catalogued online, allowing the user to view a wide selection of products and compare prices from different sites without leaving home. Also, customers can track the status of their orders online. The disadvantage is that people cannot talk to a person about the purchase or see the product which is being bought. And e-commerce is not possible in much of the developing world.

A key issue of e-commerce is credit card safety – make sure you order from a legitimate, secure website to avoid credit-card fraud. This fraud occurs when someone uses your credit card information to make unauthorized purchases, and this can happen as easily offline as online. Newer versions of browsers handle SSL- Secure Socket Layer, an encryption method used to safely send your personal information over the Internet and commonly used by reputable e-commerce sites. When you are using a secure page, there is an 's' after the http part of the URL in the address box. For example, a secure page would have the address: <https://amazon.com>. Note: only pages requiring extra security will show the extra 's' in the address.

### **Understand the term firewall.**

The use of a firewall contributes to network security in an organization. A firewall is a hardware/software system which is used to prevent unauthorized users. It can also filter data entering a system to prevent the appearance of viruses or inappropriate material. Firewalls are used on many LANs and WANs.

## **7.1.3 First Steps with the Web Browser**

### **Open (and close) a Web browsing application.**

To open a web browser, locate the browser shortcut on your Desktop and double-click on it, or go to **Start>Programs** and locate the browser program. Click on it to open. To close the browser, go to **File>Exit** or click on the Exit icon (X) in the top right corner of the browser window.

### **Change the Web browser home page/ start page.**

The home/start page is the screen which appears when you open the browser. You can also get to the home/start page by clicking on the Home icon in the toolbar. (This usually looks like a small house.) You can use a wide variety of pages as your home/start page by customizing your browser options. Where the options menu appears in the Menu Bar depends on the browser you are using, and you may need to go to the browser's Help Menu to find the location. Once you reach the Options menu, the instructions are basically the same.

First, decide which page should be the new home page. You usually have the options of selecting a page, using a blank page or using the browser's default page. To change the page to a web page, for example, Google, go to the page. (It's a good idea to Bookmark the page at this time, as some browser options let you assign a bookmark as a home page.) Next, go to the browser's option page to make changes.

In **Mozilla Firefox**, go to **Tools>Options>Main>Startup**. The options are as follows:

- You can specify the new home page by typing in the web address, or you can copy and paste the web address into the text box, or you can click on **Use Current Page**.
- **Use Bookmark** lets you select a bookmarked page as the Home/Start page.
- **Restore to Default** returns the Home page to the default home page used by the browser.
- Or click on the drop-down arrow in the Startup options and select **Use a Blank Page**.
- When you have finished with your selections click on OK.

### **Display a Web page in a new window.**

You can open another window in your browser so that you can work with two (or more) Web pages at the same time. Press CTRL+N or go to **File>New Window**. This is basically like running two copies of your browser program. To open a new tab in the same window, go to **File>New Tab** or press CTRL+T.

### **Stop a Web page from downloading.**

At times a page may take a long time to download, or you accidentally click on the wrong selection and you need to stop the downloading process. The browser has a "Stop" icon located on the Toolbar. It looks like a stop sign with an X in the middle. Click on this to stop the process.

*Refresh icon* →



← *Stop icon*

### **Refresh a Web page.**

When you refresh/reload the Web page any new information for the page will be updated. This is commonly used with an e-mail program so the user can see if there are any new messages in the Inbox. Click on the Refresh/Reload button in the Toolbar or right-click the mouse and select Refresh/Reload. It looks like a circle with an arrowhead, and is to the left of the Stop icon.

### **Use available Help functions.**

Click on the Help button in the Menu Bar to access your browser's Help features. Use the Contents list or the Search box to locate information related to using the browser and the Internet. In the Contents section, click on a topic to view the information or the submenus. To search for a specific topic, type a word or phrase into the Search box.

## 7.1.4 Adjust Settings

### Display, hide built-in toolbars.

When using your browser it may be more convenient for you to modify or customize some of the settings. As with most programs which contain toolbars, you can choose to display them or hide them. The standard menu location for displaying or hiding toolbars is in the View menu. Go to **View>Toolbars** and click on the title of the toolbar to either display or hide it. When there is a checkmark beside it, it's already open. To close it, click on the toolbar name. There are four main toolbars in Firefox:

- **Menu Bar** – similar to the Menu Bar in most applications, this contains the browser's menus: File, Edit, View, History, Bookmarks, Tools and Help. You cannot close this toolbar, it must remain open while you are using the browser.
- **Navigation Bar** – this bar provides the tools for navigating Web sites, including the Location Bar.
- **Bookmarks Toolbar** – contains the Bookmarks Folder.
- **Status Bar** – located at the bottom of the screen over the Windows Taskbar. This toolbar gives important information about the page, or shows if a page is loading, etc.

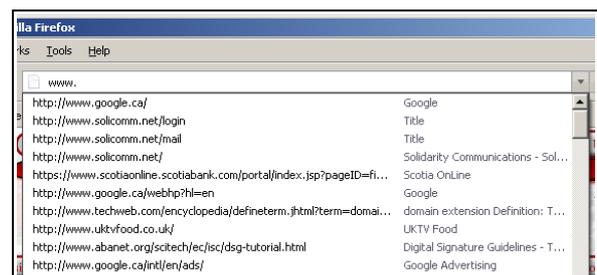
### Display, hide images on a Web page.

By default Firefox displays images from Web pages unless the option is disabled. To prevent the automatic display of images, go to **Tools>Options>Content**. Deselect the box next to *Load images automatically* and images will be hidden when you visit a Web page. Repeat the process and select the box to display the images again.

You can also customize this setting so that images from specified sites will load or not load. Click on the *Exceptions* button (next to the *Load images* option) to open the Exceptions menu which lets you specify sites where you want to load or block images. Note: this setting overrides the setting in the Content menu for automatic display of images.

### Display previously visited URLs using the browser address bar.

Sometimes you need to return to a previously visited site while you are browsing the Web. A quick way to do this is to click on the drop-down arrow on the right side of the Location Bar. This will display a list of addresses still in the computer's memory. Click on an address to return to the site.



The History menu in Firefox will also display previously visited sites as well as searches and other references, depending on the setup of the program. To change the History settings or clear the settings, go to **Tools>Options>Privacy>History** and select or deselect the options needed. If you deselect the options and close the program, all sites listed in the History menu will be erased. In some versions of Firefox you can click on the Clear button to erase current listings, but leave the original settings.

You can set the History display to show in a sidebar while you are working. Go to **History>Show in Sidebar** or press CTRL+H. Repeat this step to close the sidebar or click on the Exit icon (X) in the History Title Bar.

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## 7.2 Web Navigation

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### 7.2.1 Accessing Web Pages

#### Go to a URL.

There are several ways to access a Web page.

1. If you know the Web address, type it into the Locator Bar and press Enter, or click on the Go button.
2. Once you have visited a Web page you can create a Bookmark to make it easier to locate the page again, if you find it of interest (see Bookmarks below). Go to Bookmarks in the Menu Bar and select the bookmark to go to the page.
3. Search for information by typing a keyword or phrase into the Search Bar on your browser's Home Page. Press Enter. Choose a site from the results by clicking on it to go to the related Web page.
4. Click on a hyperlink or image link to go to the related page. *(See hyperlinks below.)*

#### Activate a hyperlink/image link.

Many Web pages contain links to other sections of the Web site, or to other different Web sites.

When you move the mouse cursor over a hyperlink or image link the cursor changes to a hand with a pointing finger. Click on the link to go to the related page. Many hyperlinks are highlighted in the text and some are also underlined, to make it easier to locate them in the text.

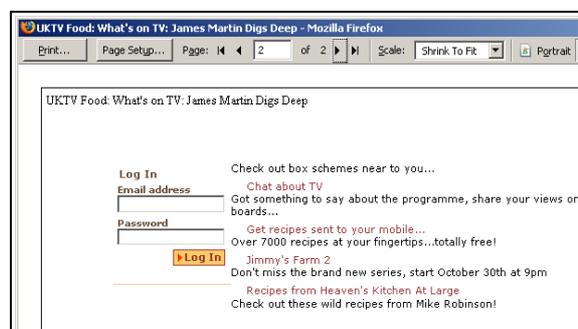
It is also possible to open hyperlinks or image links in a new window or a new tab. Right-click on the link and choose *Open Link in New Window* or *Open Link in New Tab* from the menu items. If you choose New Window, the page will open a second copy in another window, almost as if you had opened your browser twice. If you open the link in a new tab, it opens as another file and appears as a tab on a new toolbar under the Bookmarks Toolbar. Click on the tabs to move between windows. Click on the 'X' on the tab to close.

#### Navigate backwards and forwards between previously visited Web pages.

To navigate backwards and forwards between previously visited Web pages, click on the Back/Forward arrows on the left side of the Navigation Toolbar. (When they are greyed out it means that this option is not available.)

#### Complete a Web-based form and enter information in order to carry out a transaction.

Occasionally you will find a Web page which requests information before you can view the contents. For example, if you want to read information on a specific topic, the site might ask you to register or set up an account. Sometimes you need to enter information to join a chat group or newsgroup. In most cases you only need to give your name and e-mail address. When you return to the site you can login using the name and password you created when you set up the account.

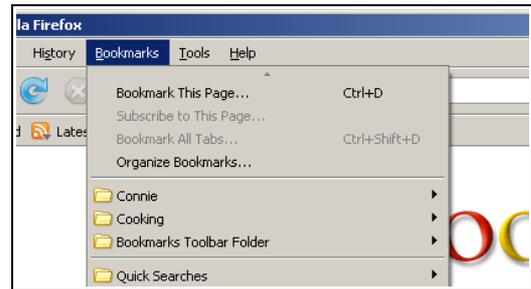


## 7.2.2 Using bookmarks.

### Bookmark a Web page.

A bookmark copies the address of a selected page to the Bookmark Folder. When you want to re-visit a site you can select it from the list of bookmarks to return to it quickly. It's a type of address book for your favourite Web sites. To add a bookmark from the current Web page, go to **Bookmarks>Bookmark this Page** (CTRL+D) or right-click on the page and select *Bookmark this page....* In the *Add Bookmark* dialog box

the name of the page shows in the Name box. You can accept the name or change it. (*Under the Name box is Create In: which lets you put the bookmark in a specific location. This is explained below.*) Click on OK. The Web address will be added to the list. You can create folders to keep specific types of pages in groups, such as Recipes, Travel, Forums, etc.



### Display a bookmarked Web page.

To return to a bookmarked page, click on Bookmarks in the Menu Bar and make a selection. When you click on the page name the program will automatically load the bookmarked page.

## 7.2.3 Organizing Bookmarks

### Create a bookmark folder.

When you have several bookmarks with a similar theme, it may be more convenient to put them in a folder. Also, once you have visited and bookmarked many websites, the Bookmarks list can grow very large, so a folder makes your favourite sites easier to locate in the list. To create a folder, go to **Bookmarks>Organize Bookmarks**. Click on the New Folder button in the Bookmarks Manager window. A Properties dialog box opens where you can name the new folder. You can also enter a description of the folder, but this is usually not necessary. Enter a name for the folder and click on OK. **Note:** the title New Folder appears highlighted in the Name box. When you begin to type the highlighted text disappears and the new name is entered. The new folder appears in the list of Bookmark entries.

You can also create a folder while you are saving a bookmark. When you are at a page of interest, go to *Bookmarks>Add Bookmark*. To the right of the *Create In:* box is a small button with a drop-down arrow. When you click on this the Bookmarks list opens to let you choose a folder. Under this list is a button 'New Folder'. Click on this to create a new folder for the entry.

### Add Web pages to a bookmark folder.

Go to **Bookmarks>Add Bookmark**. The dialog box offers the option *Create In:* and when you click on the drop-down arrow a list of entries and folders is opened. Select a folder for the entry. When you click on a folder the name appears in the *Create In:* box. Click on OK to add the bookmark to that folder. If the folder doesn't appear in the list, click on the arrow button on the right side of the dialog box to open a larger list of folders. Click on OK. Repeat this process to add other Web pages to the folder.

### **Delete a bookmark.**

Go to **Bookmarks>Organize Bookmarks**. Select a bookmark and click on the *Delete* button in the Toolbar, or right-click and select Delete. You may need to open a folder to locate the bookmark. If you accidentally delete the wrong bookmark, go to **Edit>Undo Delete Bookmark** and start over.

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## **7.3 Web Searching**

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### **7.3.1 Using a Search Engine**

#### **Select a specific search engine.**

Internet search engines help you locate information of specific interest on the Internet. Google and Yahoo are two commonly used search engines. To select a search engine, find the logo for the current search engine on your Navigation Toolbar. When you click on this a menu opens and all available search engines are listed. Click on one to make a selection.

#### **Carry out a search for specific information using a keyword, phrase.**

It is very easy to carry out a search on the Internet, just type a word or phrase in the Search box and press Enter to find information. However, to save time, you should try to type a word or phrase that will give more accurate results. If you want information about the government of Canada, but you only type the word *Canada*, you could get thousands of results but not the specific information you need. To find more specific results, you could type the phrase 'government of Canada'. The more specific your search criteria, the more accurate the results of your search will be.

#### **Combine selection criteria in a search.**

The Internet contains vast amounts of information, more than anyone could ever imagine or use, on just about every topic possible. If your search criteria is too general, you may end up visiting a lot of these pages instead of finding the pages related to your needs. There are ways of running advanced searches using search criteria that narrow the search to only those pages directly related to your request.

To the right of the Google Search Box you will see Advanced Search. Click and open this search page. Here you can make more specific entries related to the request, thereby making it easier for the search engine to locate the information you need.

Another way of making your search more specific is to use extra characters such as the plus or minus signs (+/-) or quotation marks. If you type a phrase in quotation marks, such as “government of Canada”, the search results will only return results which contain that exact phrase. Without the quotations marks, the search engines will return results that include both the words government and Canada, but not necessarily together in a phrase. When you use a word with a plus or minus sign, this tells the program to include or not include specific words. For example, if you type *chocolate +nuts -flour* you get pages that contain both the words chocolate and nuts but not the word flour.

Using either the special characters or the advanced search can speed up your search and provide more useful results.

### **Duplicate text, image, URL from a Web page to a document.**

Copying text or images from the Internet is similar to copying material in a wordprocessing program. If you decide you would like to make a copy of text or images from a Web page to include in a document, first select the text or image, then go to **Edit>Copy**, or right-click and select *Copy*.

- To select text, drag the cursor across the text until it is highlighted
- To select an image, click on the image

Open the document where you are going to insert the text/image and move the cursor to the correct location – the material which you have copied will be inserted at the cursor. Go to **Edit>Paste**, or right-click and select Paste. You can also press CTRL+V or use the Paste icon in the Standard Toolbar.

### **Save a Web page to a location on a drive as a .txt file, .html file.**

To save a Web page to a location on the drive, go to the Web page and then go to **File>Save Page as...** or press CTRL+S. Choose a location in the 'Save in:' box. Give the file a name or accept the default name in the 'File Name' box. Click on the drop-down arrow next to the Save as Type' box and make a selection for either text (.txt) or html. When you have finished making selections click on Save.

### **Download text file, image file, sound file, video file, software from a Web page to a location on a drive.**

On any page that allows you to download text, image, sound, video or software files there will be a download link available. Click on the link and follow the directions for downloading which appear in a dialog box in your browser window.

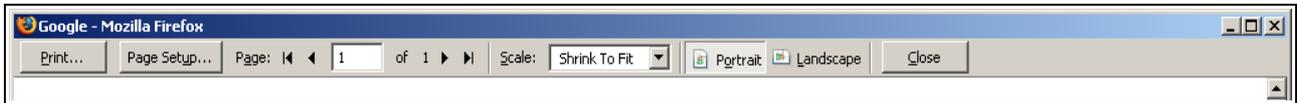
You will need to choose a location for the files, such as the hard drive, diskette or CD-ROM. The steps are similar to saving a text file. When the file is completely downloaded the program will ask if you want to open the file, and also ask which program to use to open it.



## 7.3.2 Preparation

### Preview a Web page.

At times you will want to print a Web page, but it is a good idea to 'preview' the page first, to make sure the paper size, orientation, etc. are setup properly for your printer. To see a page before it prints, go to **File>Print Preview**. If there is more than one page you can view other pages by clicking on the right/left arrows next to the page number in the Toolbar. Click on the *Close* button in the Toolbar to exit Print Preview.

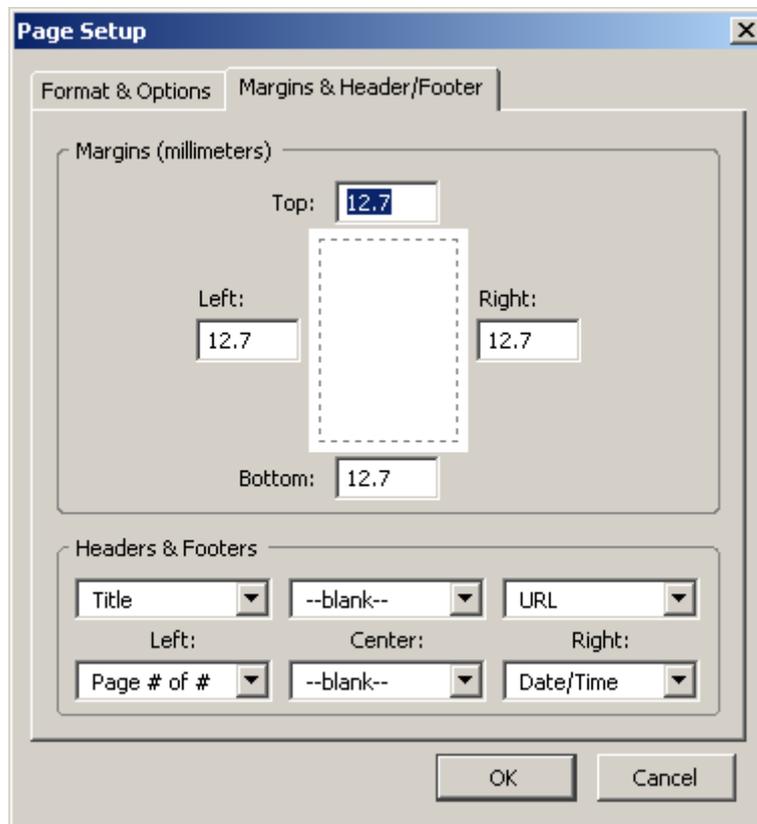


### Change Web page orientation: portrait, landscape. Change paper size.

To modify any of the print settings for the Web page, go to **File>Print Preview** and use the Page Preview Toolbar. Click on the Page Setup button to view the setup options. Click on the *Format & Options* tab to modify the page size or change the page orientation from Portrait to Landscape. (You can also change page orientation by clicking on the Portrait/Landscape buttons on the Toolbar.) Click on OK to accept the changes. Click on the *Close* button in the Toolbar to exit Print Preview.

### Change Web page margins: top, bottom, left, right.

To change the margins for the Web page, go to **File>Print Preview**. Click on the *Page Setup* button and select the *Margins & Header/Footer* tab. Make changes to the margins as needed. You can also modify settings for the header/footer in this window. Click on OK to accept the changes. Click on the *Close* button in the Toolbar to exit Print Preview.



### 7.3.3 Printing

**Choose Web page print options such as: entire Web page, specific page(s), specific frame, selected text, number of copies and print.**

Printing Web pages is similar to printing pages in a wordprocessing program. To print a Web page or series of pages, go to **File>Print**. Click on *Properties* to make changes to the quality of the print, if necessary. In the Print Window, select *All* for all pages, or choose a series of pages or *Selection*, if you have selected elements from the Web page. Choose the number of copies and click on OK.

You can also use the Print icon in the Toolbar or click on CTRL+P, but this will print automatically and you will not have any print options available.

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## 7.4 Electronic Mail

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### 7.4.1 Concepts/Terms

**Understand the make-up and structure of an e-mail address.**

E-mail (electronic mail) consists of messages created and sent via the computer and the Internet. Usually they are text messages, sometimes with files or graphics attached. As with any piece of mail, it cannot be delivered unless the message has an address. An e-mail address consists of the name of the person or company, the @ symbol (at) and the name of the service provider. For example, in the e-mail address simonsays@hotmail.com, *simonsays* is the name/identification of the recipient, and *hotmail.com* is the service provider.

**Understand the advantages of e-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.**

Using e-mail has become so popular that it is used around the world in businesses and homes as a standard means of communication. Some of the benefits of using e-mail are:

- E-mail messages are delivered very quickly, sometimes within seconds of the time the message was sent. Messages can be sent world-wide at any time of the day, and multiple messages can be sent at the same time.
- Sending messages is basically free, if you are connected to an Internet service. For dial-up users the cost of a local call applies to sending the message, but if you prepare the message in another program and copy/paste it as an e-mail message, sending the e-mail only takes a few seconds of calling time.
- When you have a Web-based e-mail account you can send messages from any location where you have access to the Internet.
- Most hotels and large towns/cities have Internet cafés where you can use the Internet access for a small fee, making it easy to communicate via e-mail even when you are away from home or for those who don't have regular access to the Internet.

**Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell-checking outgoing mail.**

Netiquette refers to the etiquette (acceptable rules) of using e-mail. It is an informal set of rules, but respected by most Internet users. Some of the rules are:

1. Remember that the person receiving your message can only see what you have written, they do not know if you are joking or in a bad mood while you are writing. When writing a message, re-read it to make sure you have not written anything offensive.
2. There is an old saying that "Time is Money", and when using e-mail this proverb can be very true. If you are sending messages to someone in an office, they will not have a lot of time for long or unimportant messages. Keep the message short and to-the-point where possible.
3. Enter an accurate description in the subject line so that the person receiving the message can decide how important the message might be. If you regularly receive twenty e-mails a day, you need to open them by priority if your time is short.
4. In many cases the person receiving the message does not know you well. They form an opinion of you by what you write. Try to check your messages for spelling errors before sending them. Most e-mail programs have a built-in spell checker which works just like those in wordprocessing programs.
5. Do not type words in capital letters (MAIL) because this indicates anger and can be taken as an insult.
6. If you receive messages with errors, don't be overly critical. You don't know how much time the sender had to prepare the message, perhaps there wasn't time to check for errors, is new to using e-mail, or perhaps the person isn't a good typist or is communicating in a second language.
7. Don't send sensitive information via e-mail, as someone else might view the message, especially in an office situation.
8. If your e-mail is sent through an organization or you use a name in your address that is not easily recognizable you should also type your name at the bottom of the message so the person receiving it knows who sent it.

## **7.4.2 Security Considerations**

**Be aware of the possibility of receiving unwanted e-mail.**

While e-mail has many advantages, one of the major disadvantages is receiving unwanted / unsolicited messages. This type of e-mail is called 'Spam' or electronic junk mail and is often sent as a form of advertising. A lot of spam is sent as 'nuisance' mail, while some is pornographic and some is sent intentionally to spread viruses, which are easily spread through e-mail attachments.

Another illegal use of e-mail is 'Phishing', which is when a message is sent to try and get personal or financial information from the sender, usually for fraudulent purposes. Before using any e-mail program, make sure that you have a good anti-virus program installed.

Most e-mail programs have filters which you can set to customize the contents of your Inbox. Never provide personal or financial information via e-mail unless you are absolutely sure you know the sender and that the message is legitimate.

**Be aware of the danger of infecting a computer with a virus by opening an unrecognised mail message, an attachment contained within an unrecognised mail message.**

A virus is a program usually designed to cause damage to a computer. It is self-replicating, which means that it copies itself and spreads. The way a virus infects other computers is that it attaches itself to another program (it 'piggybacks'). For example, e-mail viruses attach themselves to an e-mail message. When the message is opened, the virus will mail itself to the people in the user's address book. Viruses can cause small problems or major damage, depending on the type, and can spread quickly. They are spread by using infected disks, files or software.

**Know what a digital signature is.**

This is a system which allows organizations or individuals to electronically confirm the identity of the sender of a message. A block of encrypted data is attached to the message which shows that the message is legitimate and has not been modified or forged. Special software is required to produce or read a digital signature, as well as special 'keys' which are issued by registered authorities. Digital signatures are not the same as digital certificates.

### 7.4.3 First Steps with E-Mail.

**Open (and close) an e-mail application.**

The program used for this section of the module is Mozilla Thunderbird. To open Thunderbird, either go to **Start>Programs>Mozilla Thunderbird** and select the program, or click on the shortcut icon on the Desktop. To close the program, go to **File>Exit** or click on the Exit icon (X).

**Open a mail inbox for a specified user.**

Before you can send or receive messages you need to have an account. Instructions for creating a Thunderbird account are explained at the end of this module. Once your account is created, open Thunderbird as explained above and 'login' using your user name and password. The term 'login' comes from the expression 'to log in' which means to sign your name into a log book. In computer terms it means to enter a username and password into a computer program to gain access to the system. When you finish using the program you 'logout'. Note: if you are using a personal computer you can change the settings so that the program remembers your username and password, which means that you can automatically login when you open the program. To change these settings, select the option *Use Password Manager*.

**Open one, several mail messages.**

Once you are logged into Thunderbird you will see the title *Inbox* in the column on the left. Click on this to open a list of messages, or click on *Read Messages* under the heading e-mail to open the Inbox. Double-click on a message to open it. While a message is open you will see the text from the message subject line in a tab under the message, as well as a tab for the Inbox. To open another message, click on the Inbox tab and select another message.

To open multiple messages, right-click on a message in the Inbox and select *Open Message in New*

*Window*. Repeat this for additional messages. You can also Shift + click or CTRL + click to select multiple messages. Once the messages are selected, double-click to open them. Switch between messages by clicking on the tabs under the message window.

### Switch between open messages.

When you are working with several messages open at once, each message will show as a tab under the text window. The subject line of each message will show on the tab. To switch between messages, click on a different tab.

### Close a mail message.

To close a mail message click on the 'X' icon to close a message, or go to **File>Close**.

### Use available Help settings.

Mozilla Thunderbird provides an online help section for new users. To open the Help settings, click on Help in the Menu Bar. You can enter a keyword or phrase into the Search box, or use the Help topics in the column on the left. In addition, the online Help offers step-by-step tutorials. Click on a topic to open the information pages. To exit Help, go to **File>Close** or click on the Exit icon (X).



*The Thunderbird Help Screen.*

## 7.4.4 Adjust Settings

### Add, remove message inbox headings such as: sender, subject, date received.

When you open the Inbox each message has specific information included with its properties, for example, the subject, the sender and the date and/or time received. This helps the reader to identify the sender and to decide which messages are more important, for example. You can customize these settings by changing the message properties. To do this, go to *View>Sort by* and make a selection click on the icon on the right side of the property window.

### Display, hide built-in toolbars.

As with any program that features toolbars, you can display or hide the toolbars in Thunderbird. Go to **View>Toolbars**. If a toolbar has a checkmark beside the title it is open. Click on a toolbar title to open or close it.

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## 7.5 Messaging

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### 7.5.1 Read a Message

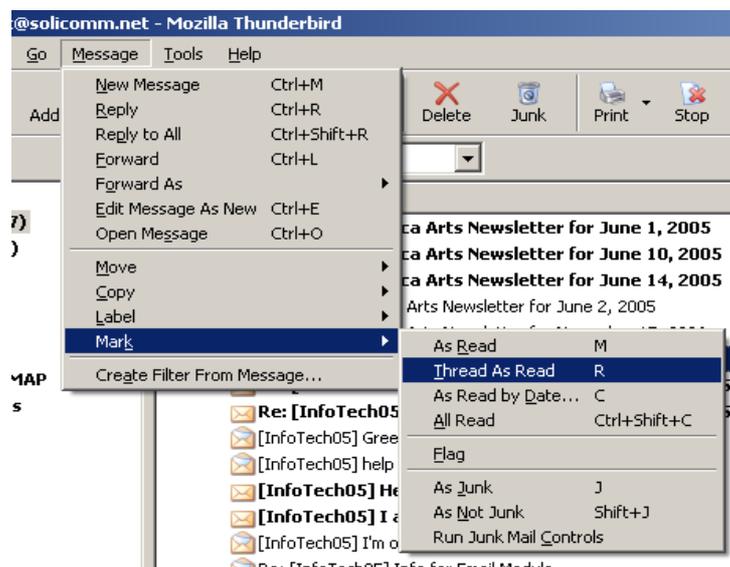
#### Flag a mail message. Remove a flag mark from a mail message.

When you start receiving a lot of messages it becomes important to organize them in a useful way. One method is to 'flag' or label messages that may be important or need further attention. Select the message and then open the Message Menu in the Toolbar. Go to Mark and make a selection. You can also right-click on the message and choose Mark to see the options. When you flag a message a red flag appears beside the message title, making it easier to find in the list. To remove a flag, repeat the above steps and de-select the flag setting.

To label a message, right-click on the message in the Inbox and select Label. From the pop-up menu make a selection. Each category puts a different coloured label on the message. (You can also do this with the message open.)

#### Mark a message as read, unread.

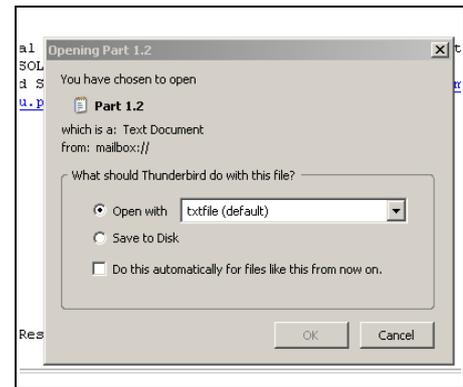
Select a message then right-click and choose *Mark>Read*, or go to **Message>Label>Read**. When you click on Read, the message will be marked as Read and a checkmark will appear beside the option. To mark a message as unread, go to **Message>Mark** and de-select the Read option. An envelope icon appears beside each message in the Inbox. When a message is read the envelope is open and when it is unread the envelope is closed.



## Open and save a file attachment to a drive.

Attachments are extra files that are included with an e-mail message. When there is an attachment to an e-mail, it will have a paper clip symbol next to it in the list of messages in the Inbox. When you open the message an attachment box appears in the Status Bar under the message.

Double-click on the attachment filename to open it, or right-click and select Open. A dialog box appears with the options of opening or saving the file to disk. To read the file, select Open and click on OK. To save the file, select Save to Disk and then OK.. The Save window will open and you can select a drive location and filename for the attachment. Click on Save.



## 7.5.2 Reply to a Message

### Use the reply, reply to all function.

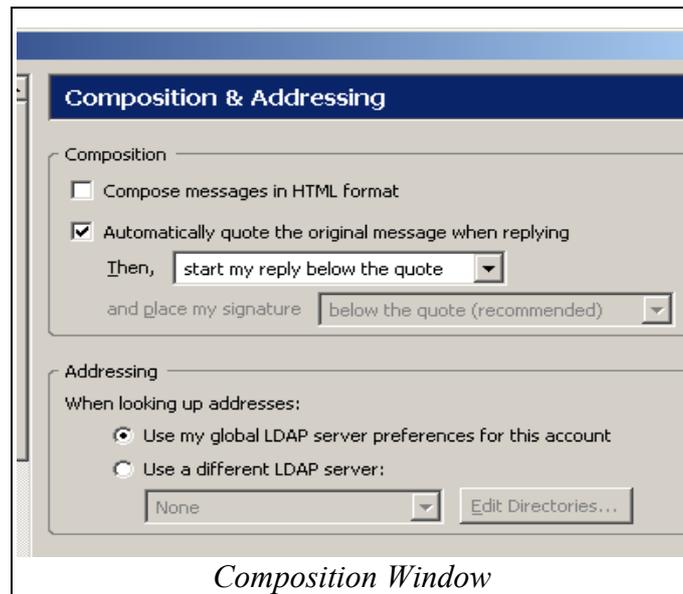
You will frequently need to reply to a message. You can send your reply to the person who wrote the message quite easily by clicking on the **Reply** button in the Mail Toolbar. When you reply to a message the program automatically enters the subject of the message into the subject box, with the letters Re: (reply) in front, for example <Re: Meeting Timetables>. You can also right-click on the message to select the Reply option. After you have typed the reply in the text box click on the **Send** button.

Messages can be sent to multiple addresses. If you have received a message addressed to multiple recipients (Cc:) you can choose to reply to the sender only, or to reply to others who have received the same message. By clicking on Reply the message is only sent to the person who originally wrote the message. To send the reply to all recipients, click on Reply to All. The program will automatically mail the reply to everyone in the list of recipients.



### Reply with, without original message insertion.

Replies can include the original message so that everyone reading the message knows exactly what the reply is about. They can also be sent without the original message, it depends on the settings for your account. To change the settings, go to **Tools>Account Settings**. In the column on the left select Composition and Addressing. In the Composition and Addressing window select the box beside *Automatically quote the original message when replying*. Click on OK. When this option is selected all replies will include the text of the original message. To send a message without the original message, repeat these steps and de-select the box beside *Automatically quote the original message when replying*.



### 7.5.3 Send a Message

#### Create a new message.

Open Thunderbird and select *Write a new message* or click on the Write button in the Mail Toolbar. This opens the Compose window where you can create the new message. Your e-mail address appears in the **From:** box under the toolbars.

- Click inside the text/message area and type your message.
- When you are finished typing, re-read the message to check that you have written the message correctly.

#### Insert a mail address in the 'To' field.

In order to send a message you need to have the address of the recipient. Type this address into the **To:** box. If you have a Contacts list you can also click on the Contacts icon to select an address. This will automatically be entered into the To: field. (*See Using Address Books below for information on creating a list of contacts.*)

#### Copy (Cc), blind copy (Bcc) a message to another address, addresses.

It is possible to send copies of the message to multiple recipients. Once you have inserted an address in the To: field another box opens below it. To send a copy, click on the drop-down arrow next to the 'To' entry. Choose Cc (Carbon Copy) and then either insert an address or go to the Contacts list to insert an address. Repeat this to send additional copies.

When you send a 'blind' carbon copy (Bcc) of a message, the recipients can't see the addresses of others who receive the copies, only their own address appears in the message properties. It appears that you have only sent one message, when in fact you have sent a copy to another address. Insert the address of the first recipient into the first 'To' field. Move down to the next field. Click on the drop-down arrow and select Bcc. Insert the next address. Repeat if necessary.

### Insert a title in the 'Subject' field.

Type a brief description of the message into the Subject box. This helps the person you are sending the message to identify the type of message being received. For example, if you type 'Hello', the recipient knows the message isn't urgent and will leave it until there is more time to read it if he or she is busy. If the message says 'Urgent reply requested' the recipient knows that the message is important and will open it much sooner than a message with the subject line 'Hello'.

### Use a spell-checking tool if available and make changes such as: correcting spelling errors, deleting repeated words.

Once you have finished typing the message it is always a good idea to check the spelling to make sure there aren't any major mistakes in your text. Click on the Spell button in the Mail Toolbar. This will open the Spell Checker and you can make corrections. The spell checker works in the same manner as most checkers in other programs. When the program finds an error it will highlight the misspelled word and offer suggestions for a corrected version. Click on Replace to insert the word in your text or click on Ignore to keep the word in its original form. (*For more information on using a Spell Checker see Module Three.*) Click on the **Close** button to exit the Spell Checker.

To set the Spell Checker to automatically check for errors in all of your messages go to **Tools>Options>Composition**. Select *Check spelling before sending*.



### Attach a file to a message.

At times you will want to attach a file to a message. You can send any type of file as an attachment, for example a text file or a graphics file, etc. Click on the *Attach* icon in the Mail Toolbar. This looks like a large paper clip. In the 'Attach files' window navigate to the file you are planning to attach. Select it and click on Open. A new field will appear to the right of the address fields which will show the file(s) you have attached. Repeat this step to attach additional files.

### Send a message with high, low priority.

When you send a message you can assign a priority level so that the recipient can tell how important you think the message is to either you or the person you are writing to. Go to **Options** in

the Mail Menu Bar. Click on **Priority** and make a selection. When the message is received it will be displayed in the recipient's Inbox at the priority level you have chosen.

### Send a message using a distribution list.

Before you can use a distribution list you need to create it. In Thunderbird open the Inbox and click on **Address Book** in the Toolbar. You can also go to **Tools>Address Book** or press CTRL + 2 to open this option. Click on **New List**. Click on the drop-down arrow next to the Add to: field and select an *Address Book* from the list. Give the distribution list a name and then type in the e-mail addresses which will make up your distribution list. Alternately, click on OK and return to the Address Book window, and click and drag e-mail addresses into the distribution folder.

To send a message to the distribution list, click on the *Address Book* icon and select the required address book from the column on the left. Select the distribution list and then click on *Write*. All of the names in the list should appear in the *To:* fields. Compose the message, insert a subject in the Subject field and click on *Send*.

### Forward a message.

After you have read a message you may want to forward the contents to other recipients. Click on the **Forward** button in the Mail Toolbar. Insert an address into the *To:* field by either typing it or selecting it from your list of contacts. Click on **Send**.



## 7.5.4 Duplicate, Move, Delete

### Duplicate, move text within a message or between other active messages.

Open a message and select text.

- To duplicate text, go to **Edit>Copy** or right-click and select *Copy*. Move the cursor to the new location for the text. Go to **Edit>Paste** or right-click and select *Paste*.
- To move text, go to **Edit>Cut** or right-click and select *Cut*. Move the cursor to the new location for the text. Go to **Edit>Paste** or right-click and select *Paste*. Note: you cannot 'cut' text from an incoming message, only messages you create yourself (an 'active' message).

### Duplicate text from another source into a message.

To bring text into a message from another source, open the source document and select the text. Go to **Edit>Copy** or right-click and select *Copy*. Open or create the message and put the cursor where the text should be copied to. Go to **Edit>Paste** or right-click and select *Paste*.

### Delete text in a message.

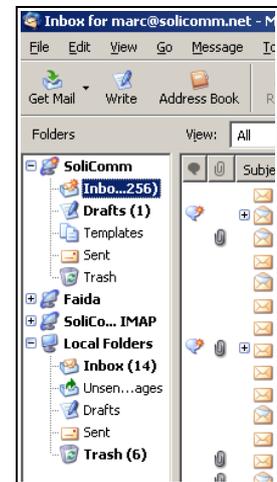
Select the text and press the *Delete* or *Backspace* key or right-click and select *Delete*. Note: you can only delete text in an active message, that is one you create yourself. You cannot delete text in an incoming message.

### Delete a file attachment from an outgoing message.

If you attach a file to a message and then need to delete it, select the file from the list of attachments, right-click and select *Delete*. If the message has been saved but not sent, open *Local Folders* under the list of *Folders* in the left column. Select the *Unsent messages* option. Open the message with the attachment and look for the attachment file name. Right-click and select *Delete*.

### Save an unsent message.

Go to **File>Save** or click on the *Save* icon on the *Toolbar*. There are three options: you can save the message as a *File*, *Draft* or *Template*. *Draft* messages and *templates* are saved in folders in your email program. Messages saved as files are usually stored in the default document directory.



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## 7.6 Mail Management

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### 7.6.1 Techniques

**Recognize some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting unrequired e-mail, using address lists.**

If you don't manage your e-mail messages you will soon have a long and unmanageable list of messages and finding the important ones will be next to impossible. There are various ways of managing your messages, including creating folders or simply deleting unimportant messages. Not all messages are equally important. Different folders can help you sort and file them under different headings, such as family, business, urgent, etc.

#### **Creating new folders:**

- Folders can be created in your *Local Folder* or as sub-folders inside other folders, such as in the *Inbox*. To create a folder, right-click on *Local Folder* and select *New Folder*. Name the folder and click on *OK*. To create a sub-folder, right-click on a folder, ie: *Inbox*. Select *New Folder*. Name the folder and click on *OK*. The new folder will appear under the name of the folder you originally selected.

#### **To rename a folder:**

- Right-click on the folder name and select *Rename Folder*. Type a new name and click on *OK*.

***To move messages from one folder to another:***

- Right-click on the message, select *Move to* and select a folder. The message will be moved to the selected folder. You can also select a message from the list of messages in your Inbox and drag it to a folder. Note: if you accidentally move a message to the wrong folder, go to **Edit>Undo Move Message**.

***To copy messages from one folder to another:***

- Right-click on the message, select *Copy to* and select a folder. The message will be copied to the selected folder.

***To delete unrequired/unwanted e-mail:***

- Right-click on the message(s) and select *Delete* or click on *Delete* in the Mail Toolbar. The message(s) will be moved to the Trash folder. To permanently delete messages from the Trash folder, right-click on the folder and select *Empty Trash*.

***To delete folders/subfolders:***

- Right-click on the title of the folder and select *Delete*. If the folder is empty, it will be deleted immediately. If there are messages in the folder you will be asked to confirm that you want to delete the folder. Click on **OK** to delete.

***Managing/using address lists:***

- Keeping address lists up-to-date is also important for effective e-mail management. When new messages come in you can add the addresses to your address book. At times you will need to change the sender's address because he/she has changed e-mail services. As with e-mail messages, you can sort addresses into different address book folders, delete addresses or copy and paste them to other address books. See below for additional information.

## **7.6.2 Using Address Books**

**Create a new address list/distribution list.**

Thunderbird lets you create an address book to maintain a list of e-mail addresses. It is also possible to create a 'distribution' list where e-mail addresses can be sorted into groups. The default address book is called the Personal Address Book. To see the current entries, click on the Address Book icon in the Mail Toolbar.

***To create a new address book:***

- Click on *Address Book* in the Mail Toolbar. Go to **File>New>Address Book**. Name the address book and click on **OK**.

***To create a new distribution list:***

- Click on *Address Book* in the Mail Toolbar. Select an address book from the sidebar. Click on *New List* in the Mail Toolbar or right-click and select *New List*. Type a name and a description for the list. Add the e-mail addresses and click on **OK**. You can also click on **OK** and then drag addresses into the folder. To edit the list, double-click on the list name to open it, make changes and click on **OK**.

### Add a mail address to an address list.

To add e-mail addresses to an existing address book:

- Click on *Address Book* in the Mail Toolbar. Click on the name of the address book in the sidebar, ie: *Personal Address Book* and then click on the *New Card* icon in the Toolbar, or right-click and select *New Card*. Enter the e-mail address and any other required information. When you have completed the form, click on OK. The address will be added to the current list. (It isn't necessary to complete all of the fields.)
- To add an address from an incoming message, open the message and right-click on the e-mail address at the top of the message. Select *Add to Address List*. The 'New Card' dialog box will open (*see right*). Select the address book from the *Add to:* list. The selected e-mail address will show in the Internet e-mail field. Fill in any necessary information and click on OK.

*New Card Window*

### Delete an address from an address list.

Open the appropriate address list, select the address, then click on the *Delete* icon in the Mail Toolbar or right-click and select *Delete*.

### Update an address book from incoming mail.

To add an address from an incoming message, open the message and right-click on the e-mail address at the top of the message. Select *Add to Address List*. (*See 'Add a mail address' above.*)

### Using addresses from an address book.

When you are composing a message you can use the Address Book to insert e-mail addresses automatically. Click on the *Contacts* icon in the Mail Toolbar and navigate to the address you need. Double-click on the address to insert it into the address field for the message. Compose the message and click on *Send*.

### Using a distribution list.

Click on the *Address Book* icon in the Mail Toolbar and locate the distribution list you are going to use. Select the list, then click on *Write in the* in the Mail Toolbar. All of the addresses in the list should appear in the address field for the message. Compose the message and click on *Send*.

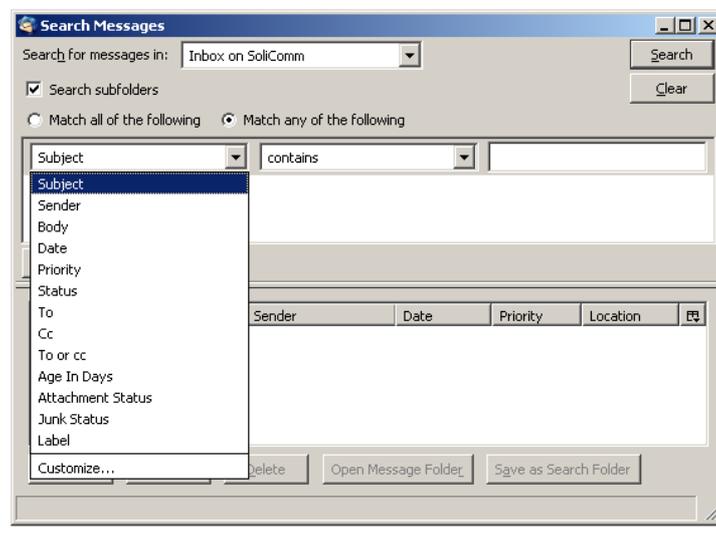
## 7.6.3 Organizing Messages

### Search for a message by sender, subject, mail content.

Select the folder where you are going to search for messages.

- Right-click and select *Search Messages*. If you want to include subfolders in the search make sure that the box is selected for this option.

- Next you have the option of matching all/any of the selected criteria. Make a selection.
- Click on the drop-down arrow next to the Subject field and choose a search criteria.
- In the next field click on the drop-down arrow next to 'Contains'. Choose a search condition.
- Type the text you are searching for in the third field. This box will increase in size to hold text if necessary.
- Click on Search to begin the search function. Any messages which match the search criteria will be displayed in the bottom display window.
- To save the search results click on the *Save as Search Folder* button under the display of messages.
- Type a name for the folder and click on OK.



*The Search Messages Window.*

### **Create a new folder for mail.**

Folders can be created in your Local Folder or as sub-folders inside other folders, such as in the Inbox. To create a folder, right-click on Local Folder and select *New Folder*. Name the folder and click on OK. To create a sub-folder, right-click on a folder, ie: Inbox. Select *New Folder*. Name the folder and click on OK. The new folder will appear under the name of the folder you originally selected.

### **Move messages to a new folder for mail.**

Right-click on the message, select *Move to* and select a folder. The message will be moved to the selected folder. You can also select a message from the list of messages in your Inbox and drag it to a folder. Note: if you accidentally move the wrong message, go to **Edit>Undo Move Message**.

**Sort messages by name, date.**

When you open the Inbox each message has specific information included with its properties, for example, the subject, the sender and the date and/or time received. This helps the reader to identify the sender and to decide which messages are more important, for example. To sort the messages by name or date, go to **View>Sort by** and select Date/Sender or any other listed search criteria.

**Delete a message.**

Right-click on the message and select *Delete Message*, or select the message and click on the *Delete* icon in the Mail Toolbar.

**Restore a message from the mail bin/deleted items folder.**

Open the Trash folder and locate the message. Right-click on it and select *Move to*, then select the folder where the message should be restored. If you have recently deleted a message and want to restore it, you can also go to **Edit>Undo Delete Message**.

**Empty the mail bin/deleted items folder.**

To empty the Trash folder, right-click on the folder and select Empty Trash. Note: this will permanently delete the messages in this folder, so it is a good idea to check the messages inside the folder to make sure you really want to delete them.

## 7.6.4 Prepare to Print

**Preview a message.**

To preview a message before printing it, go to **File>Print Preview**. Click on the *Close* button to exit the Print Preview screen.

**Choose print output options such as: entire message, selected contents of a message, number of copies and print.**

Open the message and go to **File>Print**. Select the number of copies required. Click on OK.

In theory, if you want to print only selected text, highlight the text in the message, go to **File>Print** and choose Selection. This does not always appear as an option. If it does, click on OK.

**Print to file.**

In some cases it may be necessary to “Print to file”, where there is no printer available or in a classroom situation, for example. Go to **File>Print**. Select *Print to File*. Select a destination for the file. When you save the file it will have a .PRN extension.