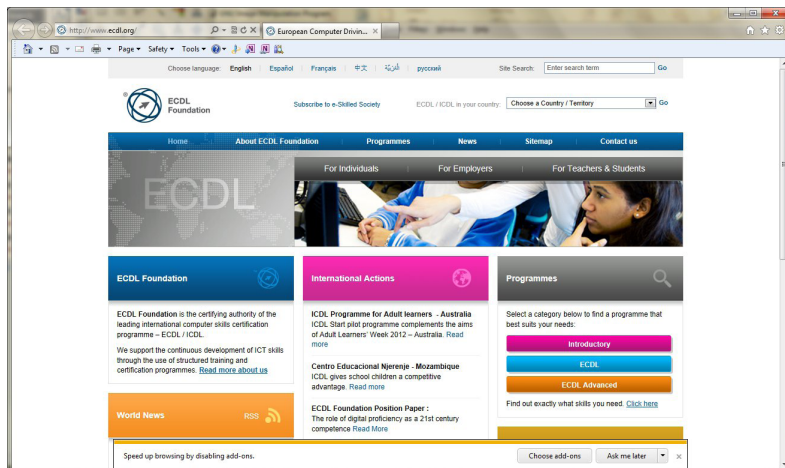


Online Essentials

This quick reference is for Microsoft Internet Explorer 9.0 and Outlook 2010

Quick Reference



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 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

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.

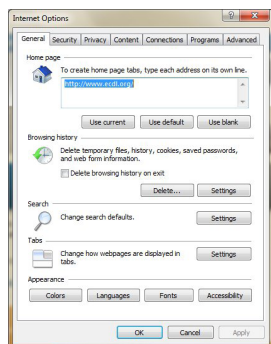
2.1.9 Complete, submit, reset a web-based form.

- 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**

- 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.

j.doe@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

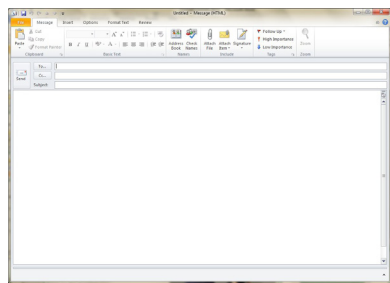
5.1.1 Access an e-mail account.

- 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**.

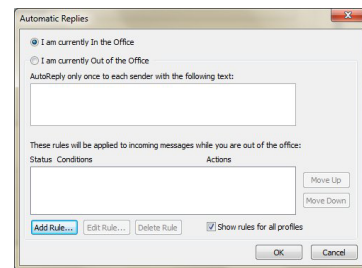
5.3.3 Create a text e-mail signature.

- 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.

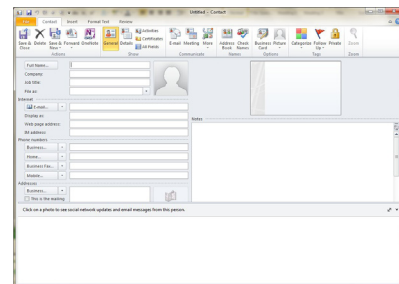
5.3.5 Flag an e-mail.

- 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.

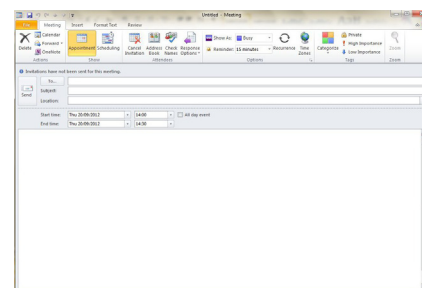
- To sort by name, click **From**.
 - To sort by date, click **Received**.
 - To sort by size, click **Size**.
 - Click **OK**.
- 5.4.4 **Create an e-mail folder/label.**
- Select the **Inbox**.
 - On the **Folder** tab, in the **New** group, click the **New Folder** button.
 - Enter a name for the folder 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**.

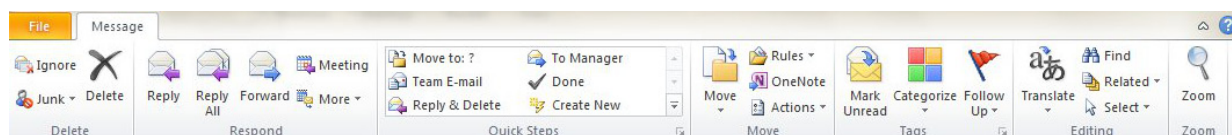
5.5.3 Accept, decline an invitation.

- Open the meeting request.
- On the **Meeting** tab, in the **Respond** group, click the **Accept** button.
- Click **Send the response** now.

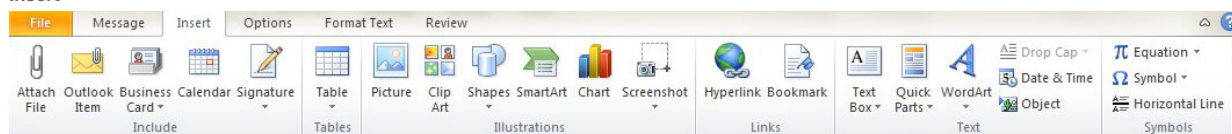
5.5.3 Accept, decline an invitation.

- Open the meeting request.
- On the **Meeting** tab, in the **Respond** group, click the **Decline** button.

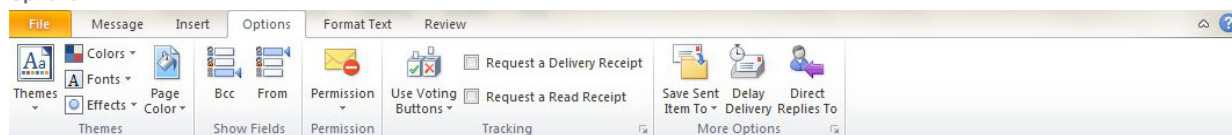
Outlook 2010 Tabs Message



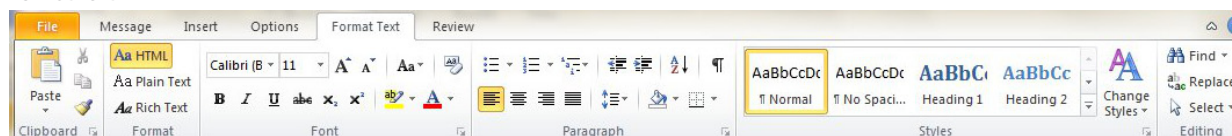
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Options



Format Text



Review

