

# **ECDL<sup>®</sup>**

## **European Computer Driving Licence<sup>®</sup>**

### **Using Email and the Internet - Part 2 BCS ITQ Level 1**

#### **Using Microsoft<sup>®</sup> Outlook<sup>®</sup> 2010**

#### **Syllabus Version 1.0**

*This training, which has been approved by BCS, The Chartered Institute for IT, includes exercise items intended to assist learners in their training for an ECDL Certification Programme. These exercises are not ECDL certification tests. For information about Approved Centres in the UK please visit the BCS website at [www.bcs.org/ecdl](http://www.bcs.org/ecdl).*

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# Section 1

# Getting Started

**By the end of this section you should be able to:**

**Understand Basic E-mail Principles**

**Start and Close Outlook**

**Recognise and Use the Outlook Screen**

**Find Help**

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

# Driving Lesson 1 - E-mail and Outlook

## Park and Read

One of the most popular uses of the Internet is sending and receiving “electronic mail” (**e-mail**). E-mail is an extremely important communication tool that allows people to send multimedia messages to other ICT users anywhere in the world *instantly*. Think about how much more quickly information can be sent using e-mail rather than by traditional surface or airmail.

This guide will introduce you to *Microsoft Outlook*, a popular **Personal Information Management (PIM)** tool that allows you to send, receive and organise e-mail messages. *Outlook* can also be used to attach files to messages, maintain an address book of contacts, and create useful calendars and to-do lists.



*There are many online services that you can use to send and receive e-mail. However, in most professional situations, an e-mail program such as Outlook is used.*

Before you can use *Outlook* (or any other e-mail system), you will first need your own e-mail address. In the same way that a phone number uniquely identifies an individual telephone on a network, your e-mail address uniquely identifies your “mailbox” on the Internet (i.e. the location where your e-mail is delivered).

E-mail addresses all follow the same general format, as the following example shows:

**trainer@bigplanetsupport.co.uk**



*The @ symbol is pronounced “at” and is used to separate a person’s mailbox name (which can include full stops, e.g. john.smith) from the name of their organisation or Internet Service Provider (ISP). Notice that this matches the organisation’s or ISP’s **domain name**.*



*If you do not know your own e-mail address, contact the person who runs your computer network. If you are a home user, contact your ISP.*

Of note, when you are not using *Outlook*, messages are stored for you until they are collected. You do not need to keep the program running all of the time.



## Manoeuvres

Food for thought:

1. In 2010 research showed that around 2.8 million e-mails were sent every second of every day!
2. There are approximately 1.4 billion e-mail users in the world.

## Driving Lesson 2 - Starting Outlook


### **P** Park and Read

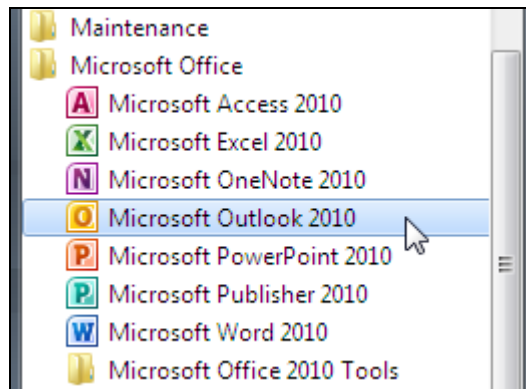
*Microsoft Outlook* is part of the *Microsoft Office* suite of applications. Although there are numerous ways to start the program, the following method is recommended for beginners.



### Manoeuvres



1. Click once on the **Start** button,  (found at the bottom left of the screen on the **Taskbar**), to show the list of start options available. Nearly all *Windows* applications can be started from here.
2. Click once on **All Programs**. After a moment, a full list of programs will be displayed.
3. Click the **Microsoft Office** folder to display its contents.



4. To start *Outlook*, click **Microsoft Outlook 2010**.



*It may also be possible to start Outlook by single clicking the **Microsoft Outlook 2010** entry on **Start Menu's** quick launch list (i.e. the list that appears when you first click the **Start** button). Alternatively, an icon for the program may be "pinned" to your **Taskbar**.*

5. The *Outlook* window will be displayed. Maximise it (so it fills the screen) and leave it open for the next lesson.



*Outlook may need to be set up before it can be used for the first time. If the **Internet Connection Wizard** or **Add New Account** dialog box appears when you start Outlook, your computer is not yet ready to use e-mail. It is recommended that you find somebody who can help you set up an account.*



*When you start Outlook you may first be asked to connect to the Internet – you need to do this to send and receive e-mail. If there is more than one e-mail account (or profile) available on the computer, you will also need to select one.*

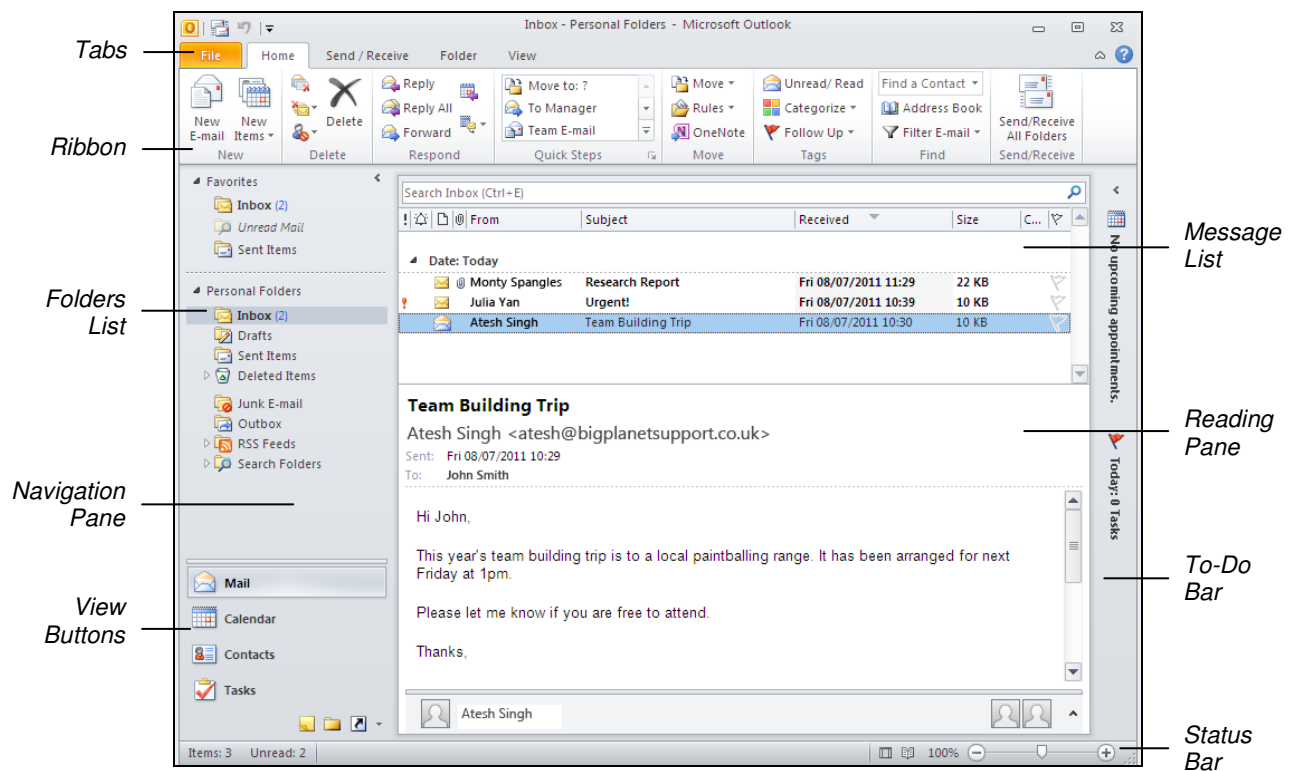
## Driving Lesson 3 - The Outlook Window


### **P** Park and Read


When the *Outlook* window (or “screen”) appears, the program usually displays your **Mail** view by default. All of your e-mail messages are contained here in folders known collectively as your **mailbox**.

### Manoeuvres

1. Examine the *Outlook* window. In particular, locate the **Ribbon**, **Navigation Pane**, **Folders List**, **View Buttons**, **Message List** and **Reading Pane**.




 Outlook features a wide variety of screen layouts and set-up options. As a result, your screen may not appear exactly as shown above. However, you will learn how to adjust basic display settings in the next lesson.

 Depending upon your e-mail account, you may see more than one mailbox in the **Folders List**. If this is the case, you have more than one e-mail account set up in Outlook, each with its own collection of folders (i.e. **Inbox**, **Drafts**, **Sent Items**, etc). For this guide, use the mailbox with **Personal Folders** or your name/e-mail address as its title.

2. Locate the **Title Bar** at the top of the screen. This shows the name of the mailbox that is currently open.

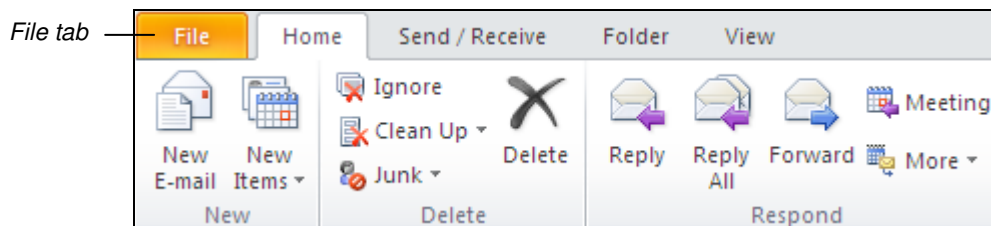
## Driving Lesson 3 - Continued

- At the top left of the screen is the **Quick Access Toolbar**, . Identify the two useful buttons that are available here: **Send/Receive All Folders** and **Undo**.



As you will learn later, more buttons can be added to this toolbar.

- Locate the **Ribbon**. This consists of a range of tabs containing buttons within groups.



The **File** tab contains a list of basic program functions such as **Open**, **Save As**, **Print** and **Exit**. More advanced options can also be found here.

- The buttons on the **Ribbon** are used to select an action or command in *Outlook*. Move the mouse pointer over any button but do not click. Read the **ToolTip** that appears which gives the name of that button and a small description.



- Find the **To-Do Bar** which appears on the right side of the screen. This features upcoming tasks and diary appointments.
- Find the **Status Bar** which runs along the bottom of the window. This displays messages as tasks are performed. It will currently show the total number of messages (or items) in your **Inbox**.
- Notice the **Zoom** slider on the right side of the **Status Bar**. This can be used to increase or decrease zoom levels in the **Reading Pane**.



- Leave the *Outlook* window open for the next lesson



## Driving Lesson 4 - Outlook Views

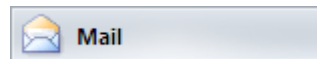
### **P** Park and Read

There are many different views available in *Outlook*, but perhaps the most important is your **Mail** view. This shows a **Folders List** containing all of the various mailbox folders available to you (e.g. **Inbox**, **Sent Items**, **Deleted Items**, etc). To open a folder and view its contents, simply click the folder title on the **Navigation Pane**.

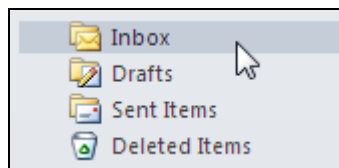


### Manoeuvres

1. Notice that **Mail** is the currently selected view button on the **Navigation Pane** (as shown in lesson 3). If it is not, select it now.



2. Find and examine the contents of the **Folders List**. If your **Inbox** folder is not currently selected, select it now.




*All messages that you receive are placed in your **Inbox** folder.*

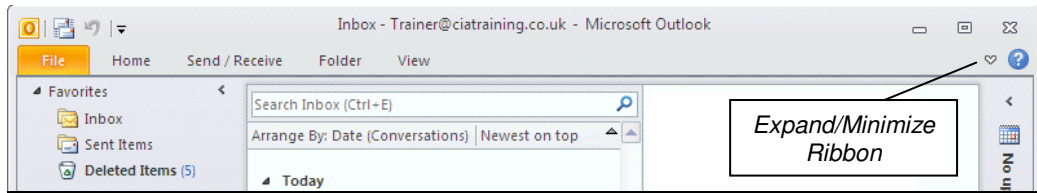
3. Locate the **Message List**. This will show all of the messages currently contained in the selected folder. If this is the first time you have used *Outlook*, your **Inbox** folder will probably be empty.
4. Locate the **Reading Pane**. The content of any message selected in the **Message List** is previewed in the **Reading Pane**.




*Outlook features a range of useful options to hide, show, reposition and resize the **Navigation Pane**, **Reading Pane** and **To-Do Bar**.*

5. Display the **View** tab. Then, in the **Layout** group, click the **Navigation Pane** drop down button. From the options that appear, select **Minimized** and observe the effect.
6. Next, click the **Reading Pane** button in the **Layout** group. Select the **Off** option and observe the effect.
7. The **To-Do Bar** shows upcoming appointments and tasks. To hide the **To-Do Bar**, click the **To-Do Bar** button and select **Off**.
8. To minimise the **Ribbon**, click the **Minimize the Ribbon** button, , shown at the top right of the *Outlook* window (or press <Ctrl F1>). Hiding the **Ribbon** gives you a little more room to work in.

## Driving Lesson 4 - Continued



9. To restore the **Ribbon**, click the **Expand the Ribbon** button, .
10. Click the **Calendar** view button on the **Navigation Pane**. The *Outlook Calendar* is shown. As you will learn later, this can be used to plan your daily activities and to schedule appointments and meetings.



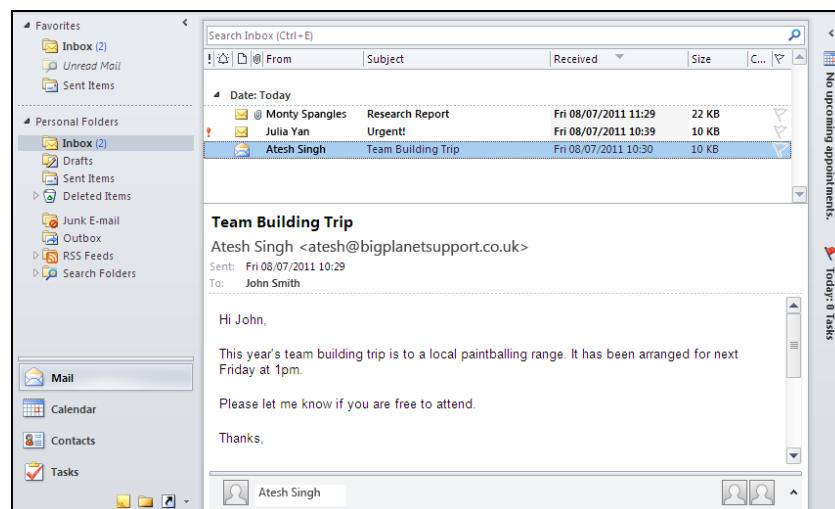
*If your organisation supports it, you can choose to share your **Calendar** with others on your network. This makes it very easy for others to see what you are doing and to organise meetings with your colleagues.*

11. Click the **Tasks** view button on the **Navigation Pane**. This view can be used to create useful task lists and reminders.
12. Click the **Mail** view button to return to your mailbox.



*In practice you can choose whichever screen layout you feel is most practical. However, for the remainder of this guide, it is recommended that you set up Outlook using the following instructions.*

13. To adjust your screen's **Mail** layout to match this guide's recommended settings, display the **View** tab and click the **Change View** drop-down button in the **Current View** group. Select **Compact**.
14. Then, using the buttons in the **Layout** group, make sure **Navigation Pane** is set to **Normal**, **Reading Pane** is set to **Bottom**, and **To-Do Bar** is set to **Minimized**, as shown below.



*The various panes can be resized or hidden by dragging their boundary bars.*

# Section 2

# Send & Receive

**By the end of this section you should be able to:**

**Compose a New E-mail Message**

**Address an E-mail**

**Send an E-mail**

**Receive an E-mail**

**Mark an E-mail as Read/Unread**

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

# Driving Lesson 8 - Creating a Message

## **P** Park and Read

New e-mail messages can easily be created in *Outlook*. All you need is the e-mail address of the **recipient** (i.e. the person you are sending the message to).

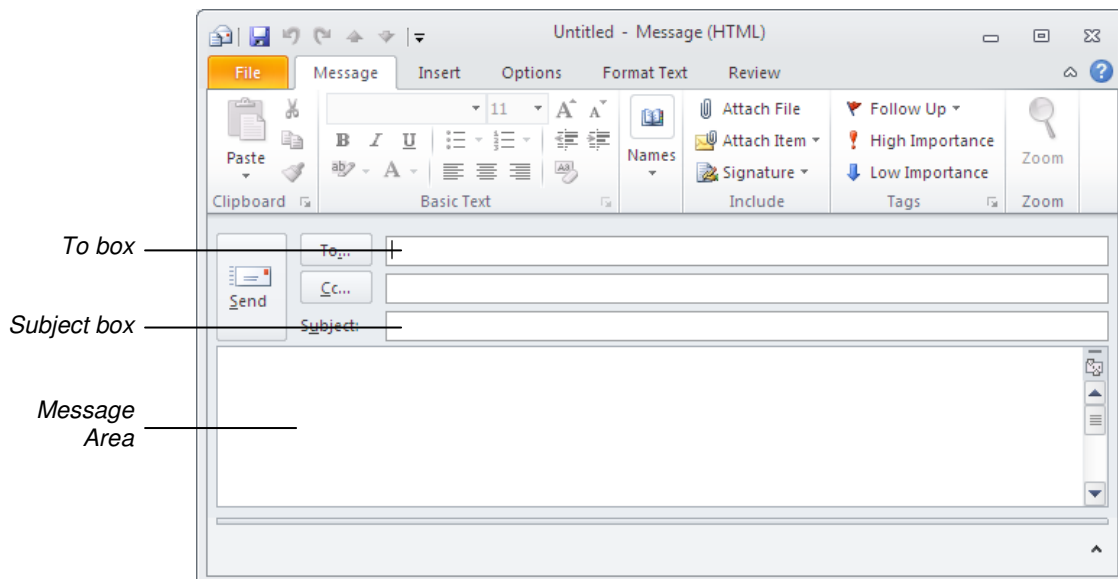
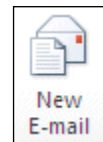



*Always be careful when you enter an e-mail address. One letter out of place will result in the message being returned “undelivered” or – even worse – going to the wrong person.*



## Manoeuvres

1. Start *Outlook*. When the *Outlook* window opens, the **Mail** view should appear automatically with the **Inbox** folder selected.
2. Locate the **New** group on the **Ribbon** (make sure the **Home** tab is displayed). Click the **New E-Mail** button to start a new message.
3. An **Untitled Message** window appears.



*To give you more space to work in, you should maximise the **Untitled Message** window (i.e. make it fill your entire screen) by clicking the **Maximize** button, , on the window's **Title Bar**.*

4. Notice that the cursor is currently flashing in the **To** box (if it is not, click inside the **To** box now). The **To** box is where you enter the e-mail address of the person you are sending the message to.
5. For this lesson, type your own e-mail address into the **To** box.

## Driving Lesson 8 - Continued



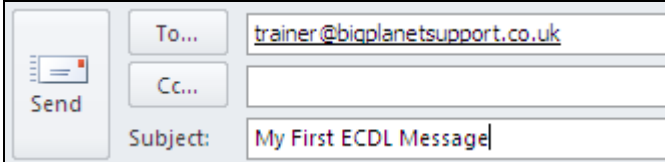
Entering your own e-mail address in the **To** box will cause any message you send to be immediately returned to you. This allows you to observe the results of sending messages. Sending a message to another person follows exactly the same steps.

- Click once in the **Subject** box. The text you enter here is used to briefly describe the content of your e-mail (allowing the recipient to see at a glance what the message is all about).



It is good practice to always enter a short but relevant subject for every new message that you create.

- Enter the following subject text: **My First ECDL Message**.



Send	To...	trainer@bigplanetsupport.co.uk
	Cc...	
	Subject:	My First ECDL Message




The e-mail address **trainer@bigplanetsupport.co.uk** will be used in screenshots throughout this guide. Wherever relevant, you will be prompted to substitute this with your own e-mail address.

- Click once in the **Message Area**. Notice that the title of the e-mail, shown on the **Title Bar**, now changes to **My First ECDL Message**.
- Type the following text into the **Message Area**:

**I am sending this e-mail message as part of my studies for ECDL.**



If you make a spelling mistake when typing it will be underlined in red. You will learn more about correcting spelling errors in the next section.



Send	To...	trainer@bigplanetsupport.co.uk
	Cc...	
	Subject:	My First ECDL Message

I am sending you this e-mail message as part of my studies for ECDL.

- Leave the new e-mail message open for the next lesson.

## Driving Lesson 9 - Sending a Message

### **P** Park and Read

When you have finished composing a new e-mail, the message is ready to be sent. Copies of sent messages are stored in the **Sent Items** folder for you to refer back to later.



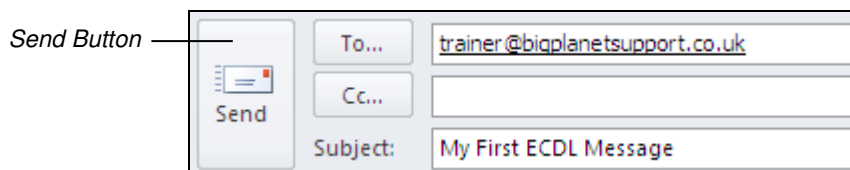
### Manoeuvres

1. The e-mail created in the previous lesson (**My First EC DL Message**) should still be open. You are now going to send it.



*It is always a good idea to check the content of e-mail messages before you send them to ensure address, subject and message texts are all correct. Once an e-mail is sent, there is very little you can do to get it back again.*

2. Click the **Send** button to send the message to the recipient (yourself in this case).

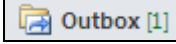


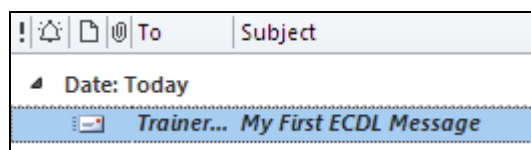
*If you receive a prompt to correct spelling errors in your message, click **Cancel**. Checking e-mail for spelling errors is covered in a later lesson.*

3. The e-mail window automatically closes and the message is sent to your **Outbox**.



*E-mail messages that you send are first moved to your **Outbox** folder before being sent. If you are connected to the Internet, they will be sent immediately from there. If you are not, messages will remain in your **Outbox** until you connect – this way you can create e-mail messages “offline” and then send them when you connect.*

4. Select the **Outbox** folder, , from the **Folders List**. Any messages waiting to be sent are shown here.




*If your **Outbox** is empty (and no number is shown in square brackets after the folder name on the **Folders List**), then your message has already been sent.*

## Driving Lesson 9 - Continued

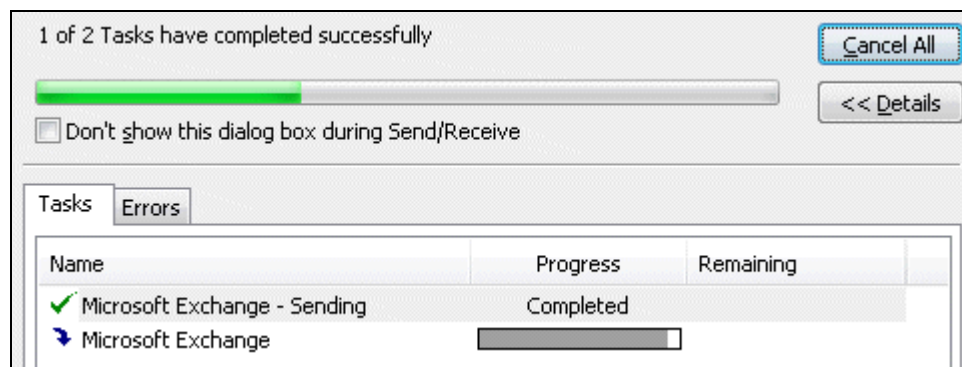
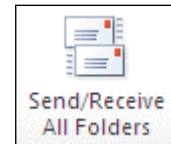


The **Send/Receive All Folders** button can be used to force Outlook to send any waiting messages (if this does not occur automatically).

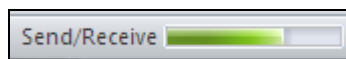


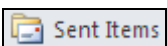
As it is used frequently, a **Send/Receive All Folders** button is also available on the **Quick Access Toolbar**, . You can also use the keyboard shortcut <F9>.

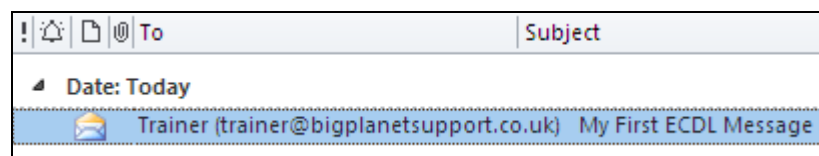
5. Display the **Send/Receive** tab.
6. Then, click the **Send/Receive All Folders** button. A progress dialog box, as shown below, may appear for a moment. If you are prompted to connect to the Internet, please do so.



A **Send/Receive** status message may be shown on the **Status Bar**. Always wait for the **Send/Receive** process to finish before moving on.





7. Select the **Sent Items** folder, , on the **Folders List**. Notice that a copy of your message is saved here.



8. Leave *Outlook* open for next lesson.

# Driving Lesson 10 - Receiving a Message

## **P** Park and Read

When you receive an e-mail it is stored in your **Inbox** folder. New and unread messages are shown in the **Message List** in bold type with an unopened envelope icon, . Once you read the message its icon changes to an open envelope, .



*E-mail messages are stored on a mail server (either in your company or at your ISP) which is where they remain until you download them. You do not need to keep the program running all of the time.*



## Manoeuvres

1. Select your **Inbox** folder, , from the **Folders List**. The folder's contents are shown in the **Message List**.



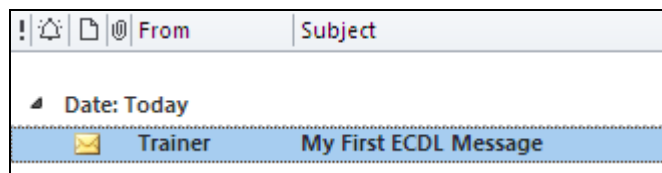
*Notice the number shown in brackets after the folder name; if applicable, this shows the number of unread messages in that folder.*


2. After a short time you will receive the message that you sent to your own address in the previous lesson. If it has not appeared in your **Inbox** yet, use the **Send/Receive All Folders** button to check for new messages.



*Outlook will regularly check for new messages automatically, but clicking the **Send/Receive All Folders** button forces it to check for new messages immediately. Bear in mind that it sometimes takes a little while for messages to “pass through the system”.*

3. Notice the closed envelope icon and bold text indicating that the new message has not yet been read. The name shown indicates who the e-mail was sent from, followed by the message's subject text and the date and time it was received.




*It is possible that Outlook will identify this message as **Junk Mail** and store it in a special **Junk E-mail** folder (which you will learn more about later). If so, open the **Junk E-mail** folder on the **Navigation Pane** and select the **My First ECDL Message** e-mail. Display the **Home** tab on the **Ribbon** and click the **Junk** button, , in the **Delete** group. From the submenu that appears, select **Not Junk**. The message will be moved back to the **Inbox**.*

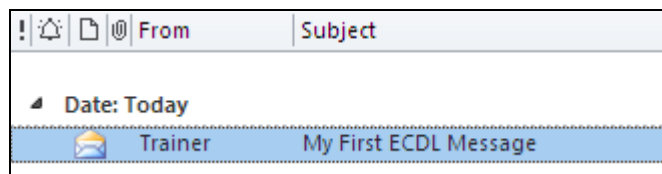


## Driving Lesson 10 - Continued

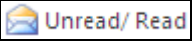
- Click the message once on the **Message List**, if it is not already selected, to preview its contents in the **Reading Pane**.



- Double click the e-mail on the **Message List** to open it in a new window. Notice the features available on the **Ribbon**.
- Close the e-mail by clicking the **Close** button, , found towards the top right corner of the message window.
- Notice the **My First ECDL Message** e-mail on the **Message List**. The closed envelope icon will have changed to an open envelope and the bold formatting will be removed. This indicates that the message has now been read.



Sometimes you will open an e-mail but not have time to read it. Being able to mark items as **Unread** so that you can return to read them later is a very useful feature.

- To mark the **My First ECDL Message** e-mail as **Unread**, first make sure the **Home** tab is displayed.
- Then, click the **Unread/Read** button, , in the **Tags** group. The message's open envelope icon changes back to a closed envelope and the text reverts back to bold.



Similarly, you can use the **Unread/Read** button to mark an unread message as read.

- Click the **Unread/Read** button again to mark the message as read.
- Leave your **Inbox** open for the next lesson.

# Driving Lesson 11 - Revision

## Park and Read

At the end of every section you get the chance to complete one or more revision exercises to develop your skills and prepare you for your ECDL certification test. You should aim to complete the following steps without referring back to the previous lessons.



## Manoeuvres

1. Create a new e-mail message with the subject: **Developing My Skills**.
2. Enter your own e-mail address in the **To** box.
3. In the **Message Area** type:  
**Always remember to check my e-mail regularly!**
4. Send the message.
5. Check your **Outbox** to make sure that the new e-mail has been sent (use the **Send/Receive All Folders** button if necessary on the **Send/Receive** tab).
6. View your **Sent Items** folder to check that a copy of the message has been saved.
7. Return to your **Inbox** and wait for the **Developing My Skills** e-mail to appear (use the **Send/Receive All Folders** button to check for new messages if needed).
8. Preview the message in the **Reading Pane**.
9. Double-click the message to open it in a new window.
10. Close the **Developing My Skills** message window.
11. Mark the message as **Unread**.
12. Mark the message as **Read** again.



Now complete the **Record of Achievement Matrix** at the back of the guide. You should only move on when confident with the topics and features described in this section.

# Section 8

# Contacts

**By the end of this section you should be able to:**

**Add and Remove Contacts**

**Maintain and Edit Contacts**

**Create a Contact Group**

**Send Messages to Contacts**

**Delete Contacts**

Work through the **Driving Lessons** in this section to gain an understanding of the above features.

For each **Driving Lesson**, read all of the **Park and Read** instructions and then, if applicable, perform the numbered steps of the **Manoeuvres**. Complete the **Revision** exercise(s) at the end of the section to test your knowledge.

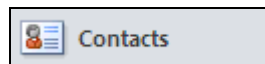
## Driving Lesson 35 - Creating Contacts

### **P** Park and Read

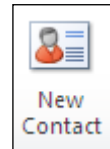
Over time you will find that many of the e-mail messages that you create will be sent to the same group of people. Often these will be friends, family or work colleagues. To avoid having to remember all of their individual e-mail addresses and personal details, you can store them in *Outlook's* **Contacts** (also known as the **Address Book**).

### Manoeuvres

1. From the *Outlook* **Navigation Pane**, click the **Contacts** view button.

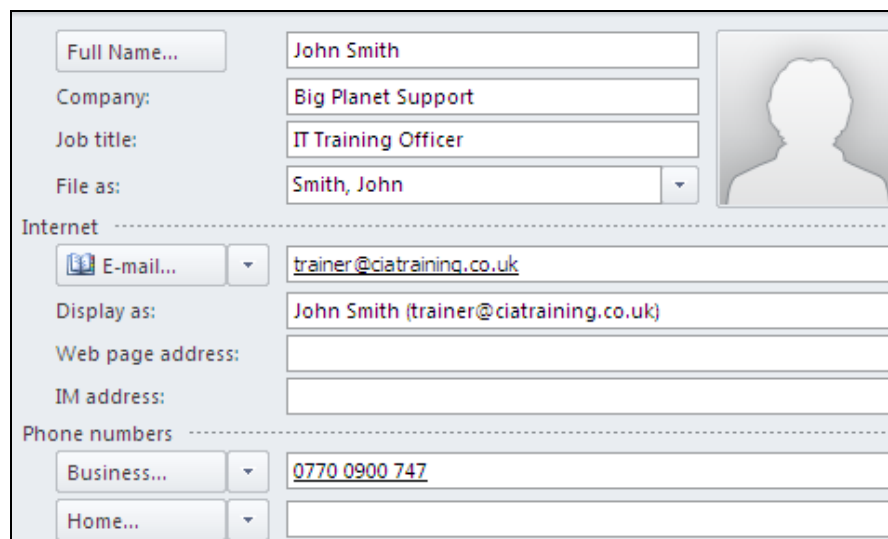


2. The **Contacts** view appears. If you have never used this view before the list will probably be empty.



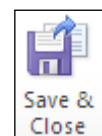
3. To create a new contact, click the **New Contact** button in the **New** group on the **Home** tab.

4. An **Untitled Contact** window appears. Enter your own personal details into the text boxes (you do not need to complete every box). Make sure you enter your real e-mail address correctly, however, as this will be used in later lessons.




*If any dialog boxes appear (e.g. prompts to check full name or conversion of telephone numbers), click **Cancel** to continue.*

5. After all of the information has been entered, click the **Save & Close** button in the **Actions** group. A personalised contact has now been created for you.



## Driving Lesson 35 - Continued

- The new contact will appear as a “virtual” **Business Card** (make sure **Business Cards** is selected on the **Ribbon** in the **Current View** group).



- Let’s try adding a few more contacts. Click the **New Contact** button again and enter the following details:

Full Name:	<b>Fiona Jones</b>
Company:	<b>Big Planet Support</b>
Job Title:	<b>Reception Assistant</b>
E-mail:	<b>fiona@bigplanetsupport.co.uk</b>
Business Phone:	<b>0770 0900 823</b>

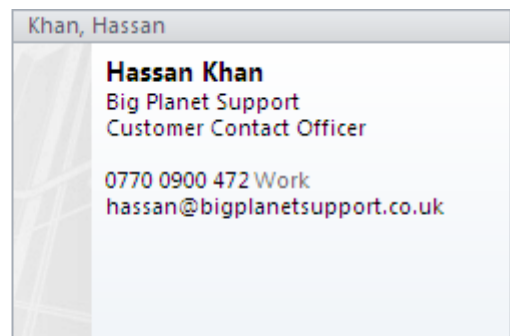
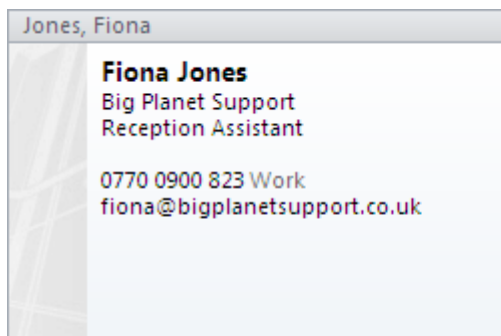


*Always make sure you enter details accurately, especially e-mail addresses and phone numbers. Personal details such as date of birth, nickname or anniversary can also be included by selecting **Details** in the **Show** group.*

- Save & Close** the new contact. The contact’s business card is created.
- Add the following friend as a new contact:

Full Name:	<b>Hassan Khan</b>
Company:	<b>Big Planet Support</b>
Job Title:	<b>Custom Contact Officer</b>
E-mail:	<b>hassan@bigplanetsupport.co.uk</b>
Business Phone:	<b>0770 0900 472</b>

- Leave the **Contacts** view open for the next lesson.



## Driving Lesson 36 - Editing Contacts

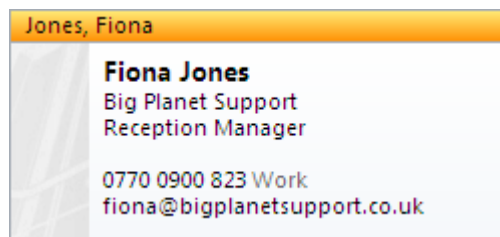
### **P** Park and Read

*Outlook* makes it easy to change contact details by simply double clicking an entry in the **Contacts** view. The record can then be edited as required before selecting **Save & Close** to update the information.



### Manoeuvres

1. The **Contacts** view should still be open from the previous lesson. Locate the **Business Card** for *Fiona Jones*.
2. You have been informed that she has been promoted to **Reception Manager** and her work telephone number has changed to **0770 0900 583**. Let's edit her contact record...
3. Double click her **Business Card**. The **Contact** window appears.
4. Change *Fiona's* **Job Title** to **Reception Manager** and her **Business** phone number to **0770 0900 583**.
5. Click **Save & Close** to save the new information. Notice that her **Business Card** is automatically updated.



6. *Hassan Khan* has transferred to another department. His new **Job Title** is **IT Support Executive** and his **Business** phone number is **0770 0900 643**. Change his contact record accordingly.
7. *Hassan* has a new mobile phone. His number is **0770 0900 432**. Add this information to his contact record.



8. Leave the **Contacts** view open for the next lesson.

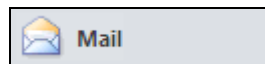
# Driving Lesson 37 - Using Contacts

## **P** Park and Read

The *Outlook Address Book* provides another view of your **Contacts**. When you create a new e-mail message (or forward a message to another recipient), it can be used to quickly look up and select e-mail addresses stored in your **Contacts** list.


## Manoeuvres

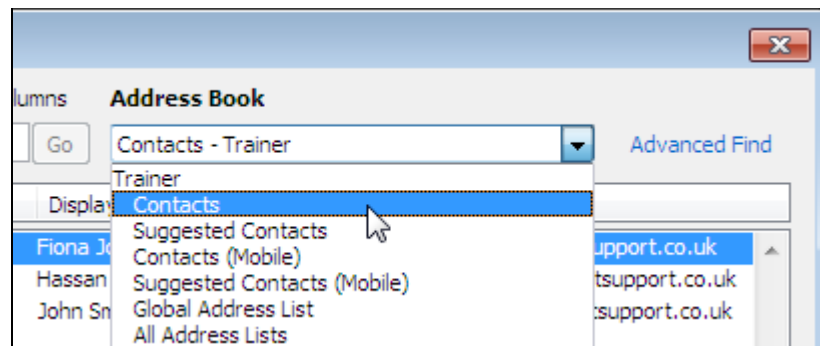
1. Return to the **Mail** view by clicking the **Mail** view button on the *Outlook Navigation Pane*.



2. Create a new e-mail message by clicking the **New E-mail** button on the **Ribbon**. An **Untitled Message** window appears.

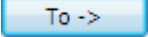


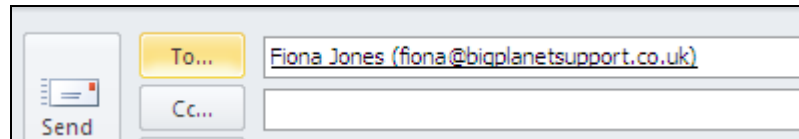
3. Notice the **To**, **Cc** and **Bcc** buttons. These allow you to open your **Address Book** and select the e-mail addresses of people in your **Contacts** list.
4. Click the **To** button, . Your **Address Book** opens.
5. From the drop-down box found below **Address Book**, make sure **Contacts** is selected (if it is not already).




*It is possible to have more than one list of contacts. For example, if your computer is connected to a network (perhaps at work), a **Global Address List** may also be available listing the details and e-mail addresses of all users on the network.*

## Driving Lesson 37 - Continued

- Select the entry for *Fiona Jones*, and then click the **To** button, . Her e-mail address is copied to the **To** box.
- Click **OK**. Her e-mail address now also appears in the e-mail's **To** box.

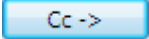


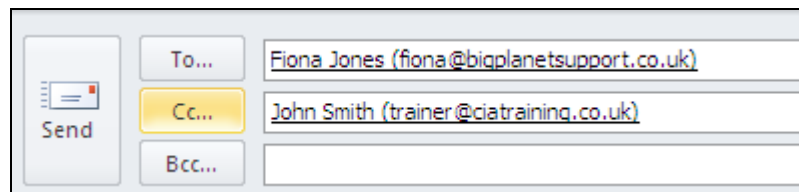
Notice the format of the contact's name and e-mail address in the **To** field. This is determined by the contents of the **Display as** box when creating a new contact.

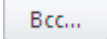
- Click the **Cc** button, . The **Address Book** appears again.

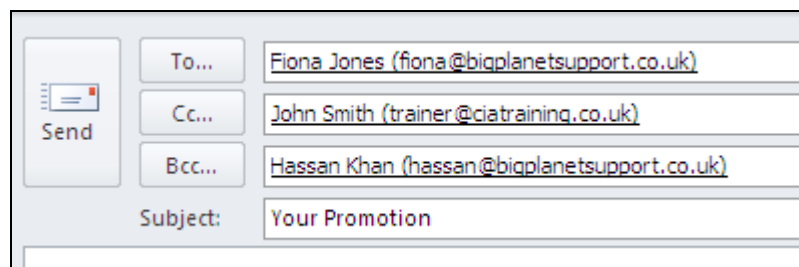


Once again, make sure **Contacts** is selected in the **Address Book** drop-down. You will need to do this every time you use your **Address Book**.

- Select your own contact record and click the **Cc** button, . Your e-mail address is copied to the **Cc** box. Click **OK**.



- Click the **Bcc** button, , and add *Hassan Khan's* e-mail address to the **Bcc** field. Click **OK**.
- Enter the e-mail message subject as **Your Promotion**.



- Finally, enter the following message in the **Message Area**:

**Hi Fiona. I hear you have been promoted. Congratulations!**

- Send the message (a **Carbon copy** will be returned to you).



When you receive a message from another person, you can add their details to your **Contacts** by right-clicking their name or e-mail address in the **Reading Pane's** header area and selecting **Add to Outlook Contacts**.