

ECDL ® Syllabus Five

Module Seven

Information & Communication

Windows Vista & Microsoft Office 2007 Edition

INTERNET TERMINOLOGY AND CONCEPTS

- World Wide Web (WWW) vs. the Internet
- URL (Uniform Resource Locator)
- Hyperlinks
- ISP (Internet Service Provider)
- Web sites and URLs
- Structure of a Web Address
- Web Browser
- Podcasts

USING INTERNET EXPLORER

- Opening the Microsoft Internet Explorer program
- Entering a URL into the Address Bar
- Minimizing, maximizing, restoring and closing icons
- Zoom
- Hyperlinks
- Navigating through Web sites
- Back and Forward buttons
- Forcing a Web page to display within a new window
- Forcing a Web page to display within a new tab
- Switching between tabs
- Quick Tabs
- Tab List
- Closing a tab
- Stop button
- Refreshing Web pages
- Really Simple Syndication (RSS) feeds
- Internet Explorer icons
- Copying a picture from a Web site page
- Saving a picture on a Web page as a picture file
- Copying a Web address (URL) to a document
- Saving a Web page
- Downloading files from a Web page
- Adobe Acrobat files

SEARCHING THE WEB

- Search Engines
- Searching using Instant Search
- Searching using the Address Bar
- Adding new search engines
- Temporarily changing the search engine
- Changing the default search engine
- Using keywords and phrases
- Don't use a single search word!
- Searching using specific words
- Searching using an exact phrase
- Searching by excluding a word(s)
- Searching by date
- Searching by file format
- Online encyclopaedias
- Online dictionaries

GETTING HELP WITHIN INTERNET EXPLORER

- Displaying Help
- Help Demos
- Browsing for Help
- Printing Help sheets

CUSTOMIZING INTERNET EXPLORER

- Setting your Home Page (starting page)
- Visiting the Home Page
- Setting multiple Home Pages
- Revisiting Web pages via the address bar
- Displaying your viewing history
- Deleting a history item
- Deleting the entire browsing history and temporary files
- Customizing history options
- Internet cache
- Emptying the cache and deleting temporary Internet files
- Adding a Web page to your favourites
- Opening a favourite (bookmark)
- Creating a new favourites folder
- Moving a favourite to a folder
- Renaming a bookmark
- Deleting a bookmark
- Adding a Web page to a specified bookmark folder
- Deleting a favourites folder
- Toolbars
- Disabling picture display
- Setting your default browser
- Installing Add-ons

FEEDS

- What are feeds?
- Viewing Web pages containing feeds
- Subscribing to feeds
- Viewing subscribed feeds
- Unsubscribing from Feeds

SECURITY ISSUES

- Internet security & password logons
- Risks associated with online activity
- Parental control options
- Submitting & resetting Web based forms
- Protected sites
- Digital certificates
- Encryption
- Secure web sites and https
- Viruses & Virus checkers
- Malware & Spyware
- Worms & Trojans
- Spam
- Fraud
- Firewall
- Pop-Up blocking
- Turning off popup blocking
- Cookies
- Information Bar
- Phishing Filter
- Parental Filtering
- Windows Update

INTERNET EXPLORER - PRINTING ISSUES

- Previewing Web pages

- Page Setup - Orientation, paper size and page margins
- Printing the entire Web page
- Printing a selected area on a Web page
- Printing specific page(s)
- Printing a number of copies

A FIRST LOOK AT OUTLOOK

- Starting Outlook
- The Microsoft Outlook Screen
- Help and Outlook Demos
- Printing help sheets
- Microsoft Outlook Navigation Pane
- Microsoft Outlook Standard Toolbar
- Displaying or hiding toolbars
- Quick way of displaying / hiding toolbars
- Closing Outlook

TERMINOLOGY & CONCEPTS

- The structure of an email address
- The advantages of using email
- Netiquette
- Spam or Unsolicited Email
- Viruses
- Phishing
- Digital signatures
- SMS (short message service)
- Voice over Internet Protocol (VoIP)
- Benefits of VoIP
- Instant messaging (IM)
- Benefits of IM
- Online (virtual) communities
- Social networking websites
- Internet forums
- Chat rooms
- Online computer games

SENDING MESSAGES

- Creating and sending your first email
- Checking that your email was sent
- Sending emails to more than one person at a time
- Receiving emails
- Sending a copy of a message to another address
- What is a blind carbon copy?
- Using blind carbon copy
- Setting the message subject
- Spell checking your message
- Attaching a file to a message
- Removing an inserted file from an email
- Issues when sending file attachments
- Setting message importance (message priority)
- Setting message sensitivity
- Saving a draft copy of an e-mail

RECEIVING, READING AND REPLYING TO MESSAGES

- The Inbox Folder
- Opening the Inbox folder
- The Inbox Screen
- Selecting a message
- Message Status icons
- Reading a message
- Switching between open Message windows
- Forwarding a message
- Opening or saving an attached file
- Replying to the sender of a message
- Replying to the sender and all recipients of a message
- Setting message reply options so that the original message is inserted, or not inserted

- Printing a message
- Previewing a message before printing
- Printing Options

MANIPULATING TEXT AND FILES

- Selecting a word within the Message window
- Selecting a line within the Message window
- Selecting a paragraph within the Message window
- Selecting all text within the Message window
- Selecting text using the mouse
- Copying text to the Clipboard from a message
- Pasting text from the Clipboard into a message
- Copying text from one message to another
- Cutting text to the Clipboard from a message
- Moving text from one message to another
- Copying text from another application into a message
- Deleting text in a message
- Deleting text to the left of the insertion point
- Deleting text to the right of the insertion point
- Deleting an attached file from a message

CONTACTS

- What are contacts?
- Opening the Contacts folder
- Creating a contact
- Adding the sender of a message to contacts
- Addressing an email to a contact
- Deleting a contact
- What is a distribution list?
- Creating a new distribution list
- Adding an email address to a distribution list
- Removing an email address from a distribution list
- Sending an email to a distribution list

ORGANISING MAIL

- Searching for a message
- Searching for messages by sender, subject or content
- Creating a new mail folder
- Moving a message to a different folder
- Deleting a mail folder
- Sorting the contents of the Inbox
- Deleting a message
- Opening the 'Deleted Items' folder
- Restoring a message from the 'Deleted Items' folder
- Emptying the 'Deleted Items' folder
- Automatically emptying the 'Deleted Items' folder when you exit Outlook
- Flagging a message
- Removing a flag mark from a mail message
- Identifying an e-mail as read, unread
- Marking a message as unread
- Marking a message as read

CUSTOMISING SETTINGS

- Adding an Inbox heading
- Removing an Inbox heading
- Resetting the Inbox headings