

# e-Quals 7266-005

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**CENTRES**

## Using the Internet Level 1

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## **Explain basics of Internet connection and use**

### **Identify the equipment required to use the Internet**

Before connecting to the Internet, you will need the following: a computer system with a modem, the relevant software, a telephone connection and a current Internet access account.

#### **a hardware**

The hardware that is required to connect to the internet is a computer system with a modem, an existing, live telephone line and internet access software usually held on CD.

#### **b telephone connection**

A dial-up describes a way of connecting a computer to the internet by using a modem to dial a number over a public telephone network. When you make use of dial-up, your computer is acting like a telephone and you dial a number supplied by your internet service provider. The modem allows a connection with the internet and the downloading and uploading of data. The connections speeds are limited because you are using a standard telephone line to dial one computer from another. Existing phone lines are analogue and can only allow a maximum connection speed or data rate of 56 Kbps, (56,000 bits per second). Because the dial-up access was limited a new technology arose known as ISDN which provided faster rates.

#### **c computer**

The base unit of the computer system should contain a central processing unit with a minimum speed of 133Mhz; the Random Access Memory should be 32MB or greater. The internal or external modem needs to run at a minimum speed of 28kbps. It is best to use the fastest modem speed available, which is currently 56kbps on a standard telephone line. A telephone connection cable is used to connect the modem to the telephone socket. Once the computer has a working modem and a connected telephone line, then you install the software.

#### **d modem/router type and speed**

The type of telephone line and modem may affect the connection speed of the Internet. A standard telephone line and 56 kilobits per second modem will connect to the Internet with a transfer rate of 56kbps. However, this will depend on the age and efficiency of your existing telephone line. You may achieve higher connection speeds by installing an ISDN line or an ADSL line. The ISDN line will run at 112kbps and the ADSL line, (broadband) which uses a modem/router can run at up to at 20mbps.

## **e internet access account**

Before connecting to the Internet, you need to set up an Internet access account. Make sure that you research internet service providers (ISPs), before deciding to sign up. Review your current telephone line i.e., whom are you currently subscribing to, BT, Cable and Wireless, TeleWest Communications etc. You may obtain a better deal if you subscribe with your current telephone line supplier.

## **f an application**

You contact your supplier and ask for a copy of their Internet access software on CD. This software will set up an account and will allow you to create a username and password. Normally a shortcut icon for the Internet will appear on your desktop. To access the Internet, double-click on the icon and you should be connected within minutes.

## **Identify factors that determine Internet speed**

The type of telephone line and modem may affect the connection speed of the Internet. A standard telephone line with a 56 kilobits per second modem will connect to the Internet with a transfer rate of 56kbps. However, this will depend on the age and efficiency of your existing telephone line. You may achieve higher connection speeds by installing an ISDN line or an ADSL line. The ISDN line will run at 112kbps and the ADSL line, (broadband) at 16mbps.

## **Identify the elements the comprise a URL**

Uniform Resource Locators are addresses that are accessed on the Internet. They consist of a series of 4, 8-bit numbers that relate to a website or web address: e.g. 192. 168. 254. 101.

## **Identify typical services available via the Internet**

Once you are connected to the Internet, you have an infinite amount of information at your fingertips. The Internet is a very large database that you may use to search for specific facts or services. You may access information on any subject of interest. You may use e-mail services, subscribe to clubs, societies, on-line Colleges, chat-rooms, and purchase a variety of items.

The Internet is an excellent learning tool and may be used time and time again to answer any queries you may have on any subject.

## **Identify the advantages and disadvantages of using the Internet**

The main advantages of using the Internet are mentioned above, and this may all be done from the comfort of your own home in a matter of minutes. You may study on-line instead of attending a College. You may purchase a wide range of goods from virtual 'e-shops', which may be delivered within a matter of days. You may send and receive e-mail allowing fast communications with family and friends. You may research your family tree and look up old friends and acquaintances.

The main disadvantages are that you pay for the use of the telephone line. Your telephone line may be engaged for long periods of time while you are 'on-line'. When purchasing on-line, there is the risk that your credit card details may be accessed and used. While on the Internet, the files on your hard-drive may be accessed by hackers. Viruses may infect your computer via e-mail or from downloaded software.

### **Describe terminology associated with the Internet**

There is an Internet language that you need to be familiar with. The following are the most commonly used terms.

#### **a e-mail**

E-mail is electronic mail that is sent and received via a networked computer system. E-mail may be sent internally within an office or worldwide via the Internet. Millions of people around the world are able to contact businesses or family and friends with this application. It is a very fast and efficient way of sending and receiving documents and is a welcome facility for the business world.

#### **b FTP (file transfer protocol)**

File Transfer Protocol is a set of standards, which upload or download files to or from an Internet Server. When publishing web pages, you need to upload the HTML files to your web address. There are many File Transfer Protocol programmes available to help you do this.

#### **c WWW (world wide web)**

WWW is the shortening of the word World Wide Web and it describes (incorrectly) the Internet. All addresses are preceded with these three letters.

#### **d HTTP (hypertext transfer protocol)**

Hypertext Transfer Protocol is a set of standards used to send and receive web pages over the Internet. The Browser will prefix the web address with http:// automatically. The user will not need to type this in.

#### **e HTML (hypertext markup language)**

Hypertext markup language describes the type of language that can be easily read by website browsers. Web pages are produced using this type of language and includes codes to enable the pages to be formatted and include hyperlinks.

**f URL (universal resource locator)**

When you click on your Internet icon, the computer dials a number and connects to your home web page. Your home page has a unique address, which is shown as <http://www.btopenworld.com>. for example. The URL or Uniform Resource Locator will recognise these pages and allow you to view them by use of the browser window. Although the computer is dialling an address it is actually dialling a series of numbers, e.g., the BT home page will have a number similar to 192.185.112.109. The Uniform Resource Locator will recognise any web address or e-mail address simply by the series of numbers used.

**g browser**

The Browser allows you to view Internet pages containing text and graphics. With Windows you use Internet Explorer but others are available. When a web page is loaded on your computer, the information on the page is read as HTML, the browser window converts this data into graphical and textual display.

**h ISP (Internet service provider)**

The Internet Service Provider is an agency with which you create an account. This account provides you with a number of e-mail addresses, possibly an amount of web space and, of course, access to the Internet. You may like to think of the ISP, as it is commonly known, as a doorway to the Internet. Once given permission via a user name and password, you can travel through this doorway and 'browse' or 'surf' the Internet. The following are all leading ISPs, AOL, Freeserve and Tiscali.

**i homepage**

The Homepage is normally the first page displayed, once you are connected to the Internet. You may access your personal details and other information from this page.

**Identify various ways in which a computer virus may be distributed across the Internet**

Internet viruses are files of rogue instructions that may be received via e-mail or Internet pages. The virus may cause damage immediately or may stay dormant until activated by a trigger. A virus checker can detect viruses; all incoming and outgoing mail and all visited web pages will automatically be scanned. The most common way to import a virus is through downloaded files. Therefore any files, should be virus checked.

## **Explain general 'netiquette' terms and usage**

Perhaps one of the biggest problems with e-mail (besides the spam issue) is the fact that not many people know how to properly format their e-mail messages. Properly writing your e-mail is generally known as "e-mail netiquette". The rules of e-mail Netiquette are not "rules" that are written or governed by any authority, but are considered to be general guidelines that help avoid mistakes (like offending someone when you don't mean to) and misunderstandings (like being offended when you're not meant to). These core rules of e-mail Netiquette help us communicate better via e-mail. I will try to comment on the top rules of e-mail netiquette in the following article. Use e-mail the way you can want everybody to use it.

First, let's think: Do you like having these huge attachments being sent to you without asking for them? Do you like reading other people's e-mail that is written on flashing html background with an almost invisible font face? Did you like that huge and childish signature you read on that last e-mail you got this morning?

Treat other humans like you'd like to be treated yourself.

## **Connect to the Internet**

Once you have selected your preferred method to connect to the Internet, e.g. Standard telephone line, ISDN or ADSL, then you need to select an ISP. The speed of the connection is important, standard telephone lines can run up to 56kbps, ISDN up to 112kbps and ADSL up to 16mbps.

### **Select an ISP**

To connect to the Internet select an appropriate Internet Service Provider. Take into consideration the subscription fee and any special packages that may be available at the time, such as use of a local dial-up number. You usually have a variety of options when selecting the connection scheme you would prefer. There are at least three options to select from, based upon the amount of usage time. The first usually allows you to connect at a local rate and pay for the use of the telephone line. This is fine if you are a low user but you may wish to select the second option. This will ask you to pay a monthly subscription fee, which will give you set times during the day that you may access the Internet free of charge. The third option will ask you to pay a slightly higher subscription rate but you may access the Internet, free of charge, at anytime.

If you are using an ADSL line, you have an “always on” connection; therefore the subscription fees will reflect this to pay for the faster data transfer facility.

### **Sign-up to an on-line service e.g., web based e-mail**

To sign up for an on-line service, you need to install the browser software. Once you have decided on your ISP, make sure you have the appropriate software installed that allows you access their homepage. When you receive the ISP dial up software, you will be provided with preferred browser software. You may already have a browser installed on your computer as part of the operating software but your ISP will usually send you the latest version of that software. Once you are connected to the internet you can then set up a web based e-mail account by finding a relevant provider and fill out their on-line form.

### **Choose a browser application**

Insert the provided CD in to the appropriate drive and let it run. This will take you through a series of dialogue boxes, which will enable you to accept the terms of the agreement and in turn install the dial-up and browser software, if required. Follow the on-screen steps, the dialler software will be installed and you will be connect to your ISP, from here you are able to create a username and password. Once installed, you will be able to connect to the Internet by clicking on the shortcut icon.

### **Use a modem/leased line to connect to the Internet**

To use a modem, click on your Internet icon, this will open a connection window and will dial your ISP using the modem.

### **Start the browser application**

To start your browser application, click on the relevant icon or shortcut.

## **Describe the points taken into consideration when choosing an ISP (Internet Service provider) e.g.,**

### **a subscription fee**

When you are doing your initial research in choosing an Internet service provider, one of the most important points you need to consider is the subscription fees. If you are using a dial-up service, this will normally be charged on a time-used basis. Because most users these days are using a broadband connection then it is easier and cheaper to set up a monthly payment to your Internet service provider. There are many ISPs out there who are keen to get your business so shop-around before committing yourself.

### **b special deals e.g., free provision and types of support, access numbers e.g., local or free**

To connect to the Internet select an appropriate Internet Service Provider. Take into consideration the subscription fee and any special packages that may be available at the time, such as use of a local dial-up number. You usually have a variety of options when selecting the connection scheme you would prefer. There are at least three options to select from, based upon the amount of usage time. The first usually allows you to connect at a local rate and pay for the use of the telephone line. This is fine if you are a low user but you may wish to select the second option. This will ask you to pay a monthly subscription fee, which will give you set times during the day that you may access the Internet free of charge. The third option will ask you to pay a slightly higher subscription rate but you may access the Internet, free of charge, at anytime. If you are using a broadband (ADSL) line, you have an “always on” connection; therefore the subscription fees will reflect this to pay for the faster data transfer facility.

### **c speed of connection**

The speed of the connection all depends upon which modem you are using. The modem that you are required to use is an internal or external dial-up modem or a broadband modem. Both of these types of modem are usually provided by your internet service provider. If you can afford it, try to go with the broadband connection and forget dial-up.

## **Identify the steps in subscribing to an ISP**

Once you have chosen an appropriate provider for your Internet access, they will normally provide you with a broadband modem through the post, if you decide to use ADSL. To subscribe to an Internet service provider, firstly obtain their software package, normally held on CD. Run and install the software and follow the on-screen instructions. If you are using the ISP modem then you will be instructed on how to connect it properly and how to then access the Internet. Once everything is connected, you can access the Internet via the modem using your existing telephone line. From here you can set up a username and password and this will automatically be used when you initially click on your browser icon.

## **Identify the costs involved in accessing and using the Internet**

Apart from the initial cost of your computer, modem and telephone line, you have to consider the costs once you are connected to the Internet.

If you are accessing the Internet via a dial-up modem, then you will be charged a 'pay as you go' rate which is usually charged per minute. This is because you are basically using your telephone line to call up and connect to the Internet and can be charged as though it was a telephone call.

If you are using a monthly subscribed broadband account, then you have a constant connection to your subscriber and they can charge you for your usage. The different costs and packages can alter depending upon your preferred connection speed and download quantity. Consider this carefully before signing-up to any service because the costs can dramatically vary.

## **Identify different browser applications**

To access the Internet, you need browser software such as Netscape, WebKit, iCab, Flock or Internet Explorer. This software will allow the user to read pages of information, which is placed on the Internet. The software decodes the written text on the pages and displays it as graphics and text. There are a number of additions that may be added to enhance the browser to display complicated graphics or invisible links. A popular browser application nowadays is Mozilla-Firefox which allows the user to fine-tune their Internet browser and to choose to use a series of add-ons to make the experience more enjoyable and safer.

## Locate information

The Internet is similar to a giant database, full of useful and not so useful information. To find and access this information you need to use a Search Engine.

### Locate and select search engine

A Search Engine is a useful tool that allows you to locate selected information over the Internet. Most homepages have a built in search engine and some search engines have their own web site, e.g., [www.Yahoo.com](http://www.Yahoo.com). Normally you type in an example of the information that you wish to search for and select the Find/Search/Go button. Other examples of Search Engines are Lycos, HotBot and AltaVista.



### Use URLs to locate sites

If you have the address of a website then it may be typed in the address bar.



The address bar is part of the browser window and alternative addresses may be typed here and the URL will search for this new site and display in the browser window. You do not type in the http:// each time you use the address bar.

## Navigate web pages

The typical web page is made up of text and graphics. Some of these areas are active and may provide links to other pages and other sites; they are called “hyperlinks”. To find the active areas you may move your mouse indicator around the page and an active area will show by a change in the cursor shape. You may see links on web pages, as they are so distinctive, they normally shown as [www.Yahoo.com](http://www.Yahoo.com) and change colour when clicked on. You may use the scroll bars at the sides of your screen to navigate and to make use of links on the page. Large pages have navigation buttons, which allow you to access remote areas of the page instantly.

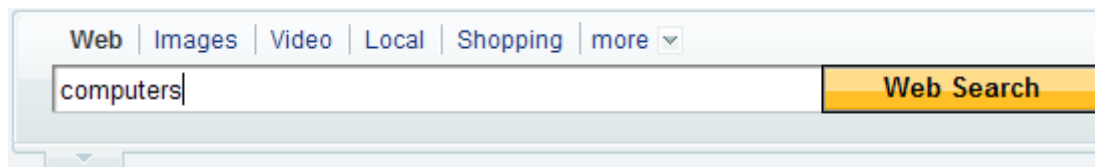
## Use links or hotspots to locate sites

Hotspots are areas created on a picture that are detected by your mouse indicator changing shape. A white hand normally appears on the screen, once you are above a hotspot. All you do is click and this will take you to another part of the page, another page, another site or it may open your e-mail programme. Hotspots are not visible on the web page but may be easily detected by your mouse indicator.

## Using search engines to find typical services

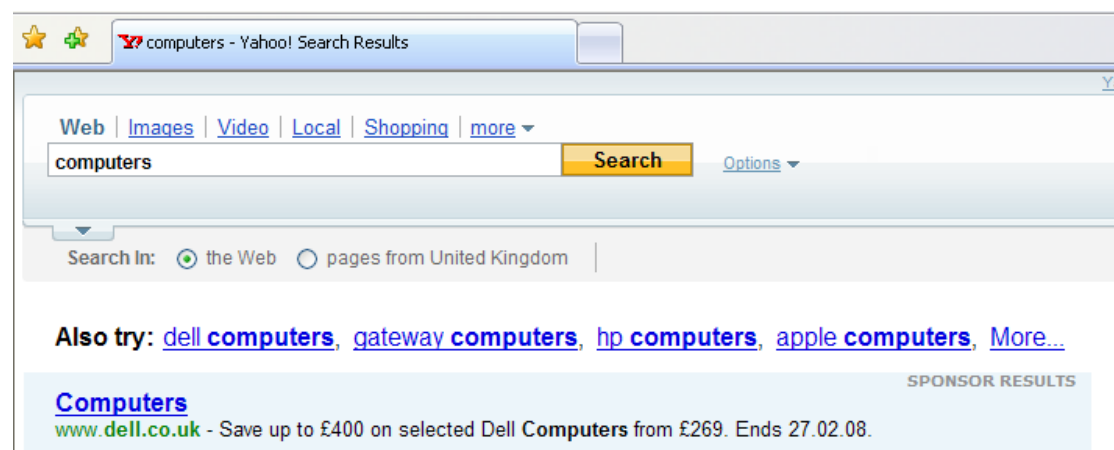
### a one word

An example of the Yahoo search page is shown below and you may clearly see the search box. Type in this box what you wish to search for.



If you wish to look for computers in general, then just type in the word and click on the Search button.

The results for this search will be shown below and the word “Computers” will be searched for and the outcome listed below. There are 147 directories that contain information about computers.



If you scroll down the page, you will be able to view a selection of data containing the word “computers”. In total there are 19 million pages.

SPONSOR RESULTS

[Computers – up to 75% Less](#)  
[www.uk.Best-Price.com](http://www.uk.Best-Price.com) - Incredible prices. Find **computers** & save up to 75% now.

[My Computer](#)  
[www.delv.co.uk](http://www.delv.co.uk) - Compare a range of sites for my **computer**.

**Also try:** [dell computers](#), [gateway computers](#), [hp computers](#), [apple computers](#), [More...](#)

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**b several words**

If you wish to amend the search, you may add words, e.g., Computer Manuals. The search will now be for data containing “computer” and “manuals”, but not necessarily together.

Web | Images | Video | Local | Shopping | more ▾

Press the search button again and the engine will re-search the Internet.

**Also try:** [dell computer manuals](#), [computer software manuals](#), [More...](#)

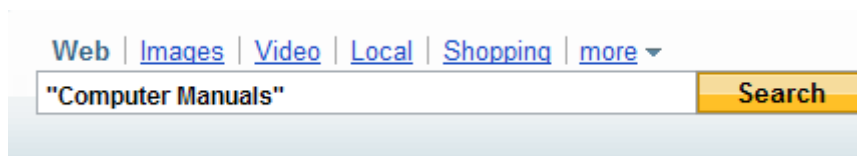
SPC

[Computer Manual](#)  
[Amazon.co.uk/books](http://Amazon.co.uk/books) - And more by Kyle Macrae. Qualified orders over £15 ship free.

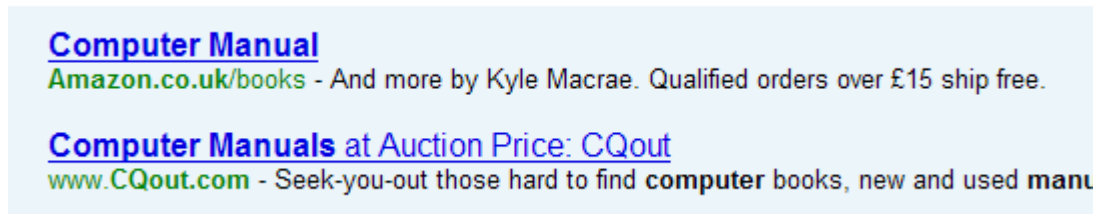
[Computer Manuals at Auction Price: CQout](#)  
[www.CQout.com](http://www.CQout.com) - Seek-you-out those hard to find **computer** books, new and used **manuals**.

**c “quote marks”**

If you wish to search so that the words appear as typed, you need to use text markers.



An example of one found site is shown below.

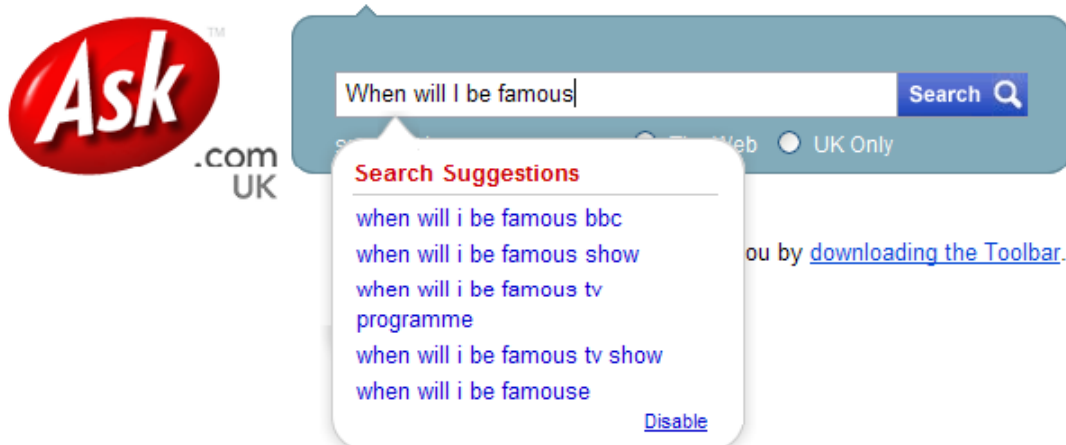


**d + and – signs**

To search for computers manuals that cover specific subjects e.g., the Internet, use a plus (+) sign. You would type in the following, “Computer Manuals” +The Internet. This will initiate a search for Internet computer manuals and the word Internet will be listed in the search. Should you wish to search for computer manuals on the Internet without listing the word Internet you would make use of the minus (-) sign. You would type the following, “Computer Manuals –The Internet. This will provide a list of Internet computer manuals but will not list all sites that include the word Internet.

**e typed in questions**

To type in particular questions using a standard search engine will just search for that particular string of words and will not necessarily link to the correct answer. It is best to use a preset question search engine such as Ask.com.



Type in an appropriate question and a list of words will be shown as search suggestions. Click on the Search button to find your possible answers.

## Use directories/folders to search for information

When using a Search Engine the information is listed as directories and then followed with direct links to web pages. The Search Engine will provide you with an indexed list of available information and you may click and select a directory to access information within that catalogue/schedule/register/registry.

## Use meta searches

Metasearchers do not compile databases. Instead, they search the databases of other engines simultaneously, by employing "spiders" or "robots" ("bots") to crawl through web space from link to link, identifying and perusing pages. Once the spider's reach a web site, they index most of the words on the publicly available pages at the site.

Examples of Individual Search Engines:

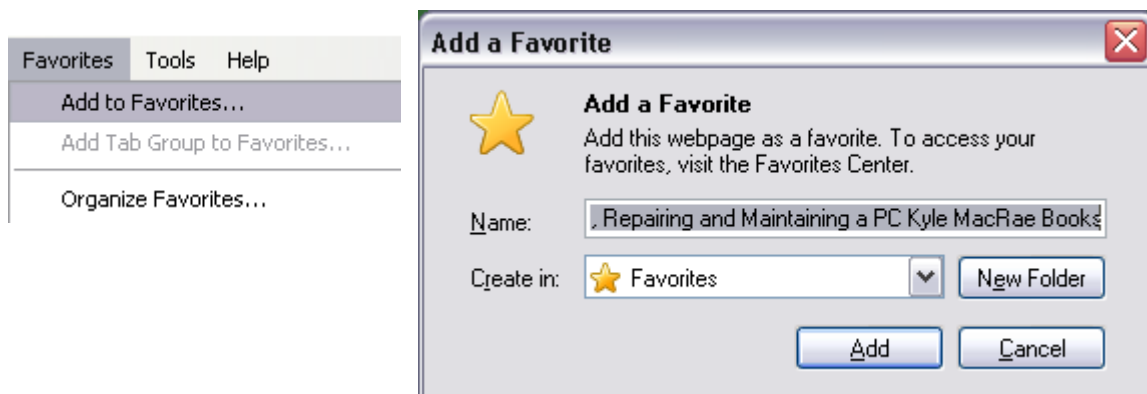
Google	<a href="http://www.google.com/">http://www.google.com/</a>
Excite Precision Search	<a href="http://www.excite.com/search/">http://www.excite.com/search/</a>
Fast Search	<a href="http://www.alitheweb.com/">http://www.alitheweb.com/</a>
HotBot	<a href="http://hotbot.lycos.com/">http://hotbot.lycos.com/</a>
Northern Light	<a href="http://www.northernlight.com/">http://www.northernlight.com/</a>

Examples Of Metasearch Engines:

Ixquick	<a href="http://www.ixquick.com/">http://www.ixquick.com/</a>
MetaCrawler	<a href="http://www.metacrawler.com/">http://www.metacrawler.com/</a>
Metor	<a href="http://www.metor.com/">http://www.metor.com/</a>
Profusion	<a href="http://www.profusion.com/">http://www.profusion.com/</a>
qbSearch	<a href="http://www.gbsearch.com/">http://www.gbsearch.com/</a>
Vivisimo	<a href="http://vivisimo.com/">http://vivisimo.com/</a>

## Create bookmarks/favorites of visited URLs

To keep a link to a site that you have visited, it is possible to save the address by creating a bookmark. Whilst visiting the site, you need to click on the Favorites button followed by the Add to Favorites button. This will display a dialogue box, which will allow you to select where to save your bookmark.



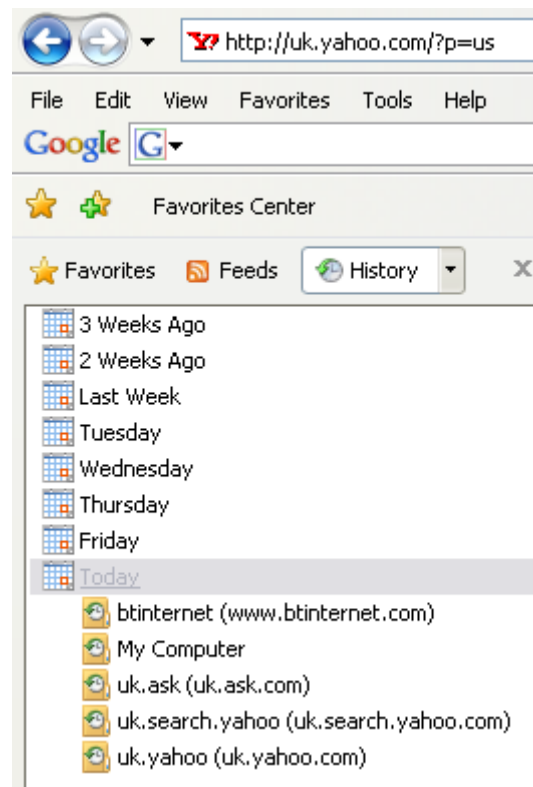
## Use bookmarks/favorites to reload web pages

To use bookmarks to reload web pages, click on the Favorites menu and select the book marked web site from the list or from within any specified directory. By clicking on the bookmark, you will connect to that site.

## Use forward, back, and past site history to locate sites

If you visit a large number of pages and sites, then you may want to use the forward and back buttons of your toolbar. By clicking on the “Back” button you will be taken back by one click or link. The “Forward” button does exactly the same but in the forward direction.

Your browser will maintain a list of sites that you have visited while surfing the net. Should you visit several sites and forget to add them to your favorites, you should be able to access them via your “History” folder. There is usually a “History” button on your toolbar or you may access it via the View menu.



The history list will appear on the left hand side of your screen, click on the required link and the site will appear on the right side of the screen. You may set your history folder to list all sites that you visit over a designated period or you may clear this information each time you close your browser.

## Download information from a site

While visiting sites, it is possible to transfer files or graphics from the site to the hard drive of your computer. This is known as downloading and may be done by right-clicking the mouse on a particular object and saving via the File menu.

### **Save and print web pages**

There will be times when you wish to print web pages, maybe for information purposes or to produce a hard copy of a receipt. Printing may be done in the usual way, by clicking on the File menu followed by Print.

### **Locate and retrieve saved documents**

To locate and retrieve saved documents, you open the file in the usual way via the File menu, locate the relevant directory, and click on the file and open.

### **Exit a browser and disconnect**

To exit the browser, click on the File menu and select Exit, this will close the browser. You may need to double-click on the connection icon to bring up a dialogue box. From here, you may click on the disconnect button.

### **Identify the purpose of search engines**

Search engines are a convenient way of seeking information via the Internet. The Internet is just a massive database of information and search engines are there to scan through literally millions of words to bring up a list which is closest to the chosen words(s) that were put into it.

## Use an e-mail application to

E-mail or electronic mail is a fast and efficient way of transferring and receiving data across a network, either within a company or via the Internet. The majority of the data that is sent and received on the Internet is through the use of e-mail. There are two types of e-mail account that may be set up, web-based and dedicated. The dedicated e-mail is used via Outlook Express or Microsoft Outlook and the web-based e-mail is offered by all ISPs.

## Create an on-line e-mail account

To set up a web-based email account, you must access a specific web site and look for the e-mail link.

Share life as it happens.

Get the new Windows Live™ - Free!

www.windowslive.com

**Windows Live**

Windows Live Hotmail

The new Hotmail brings you more. More space (5 GB), more security, still free. Sign up for our award-winning service.

[Sign up](#)

[Help](#)

**Windows Live ID**

Works with MSN, Office Live, and Microsoft Passport sites

Have an **MSN Hotmail**, **MSN Messenger**, or **Passport** account? It's your **Windows Live ID**.

**Sign in**

Windows Live ID:   
(example555@hotmail.com)

Password:

[Forgot your password?](#)

Remember me on this computer (?)

Remember my password (?)

[Sign in](#)

Use enhanced security

This above is what appears at the top of the msn.co.uk web page. There is a link to Hotmail, which is a free Internet based email service. Clicking on this link takes you to the Sign UP page and then onto the registration page, as shown below. The registration page must be completed.

## Sign up for Windows Live

\*Required fields



Have a **Microsoft Passport, Hotmail, Messenger** or **MSN** account?  
It's your **Windows Live ID**.

[Go to the sign-in page](#)

### Create a Windows Live ID

ricidehq@hotmail.com is available.

\*Windows Live ID:  @

### Choose your password

\*Type password:

Six-character minimum; case sensitive

Password strength:

\*Retype password:

Strong passwords contain 7-16 characters, do not include common words or names, and combine three of these character types: uppercase letters, lowercase letters, numbers, or symbols.  
[Get help with this](#)

### Enter password reset information

Alternate e-mail:

This must be different from your Windows Live ID

\*Question:

\*Secret answer:

Five-character minimum; not case sensitive

### Your information

\*First name:

\*Last name:

\*Gender:  Male  Female

\*Birth year:

Example: 1999

\*Country/Region:

\*Constituent Country:




\*Postal Code:

This information helps us personalize your Windows Live experience.  
[Get help with this](#)

[Privacy for Residents of European Union](#)

Once the registration page is completed and you have chosen an e-mail address and password, you may then move on to the Terms and Conditions page. At the bottom is an “I accept” button, which must be depressed to allow you to complete the registration.

Type the characters you see in this picture

Picture:   

8 characters

\*Type characters:

This helps us prevent automated programs from creating accounts and sending spam. [Get help with this](#)

**Review and accept the agreements**

Clicking **I accept** means that you agree to the [Windows Live Service Agreement](#) and [Privacy Statement](#).

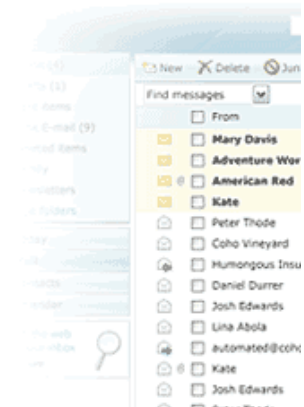
The registration is completed and you are now able to sign in by clicking on either the Classic version or the Full version.

Now that you've created your account, choose which way you want to do e-mail. We'll take you straight to your inbox. If you ever want to switch, just choose **Options**.

**Classic**

A fast, simple way to read and manage mail

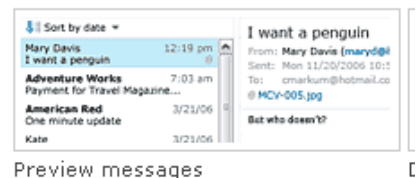
\* Recommended for screen readers and high contrast



**Full**

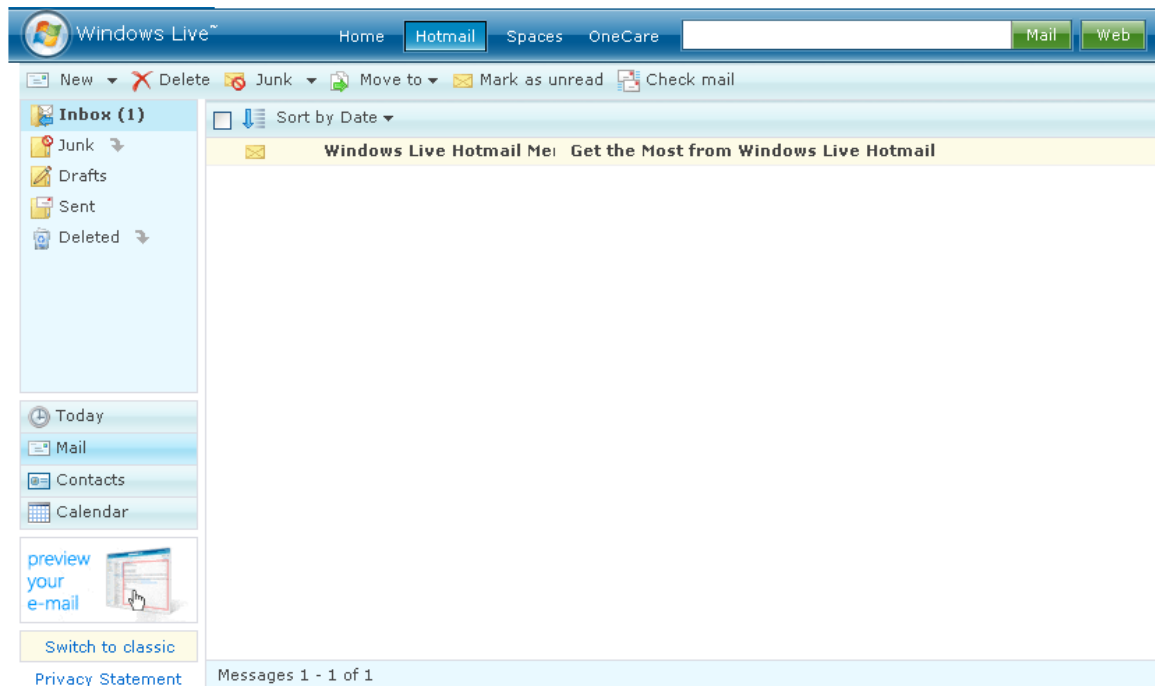
A powerful way to interact with your mail

\* Requires a broadband connection



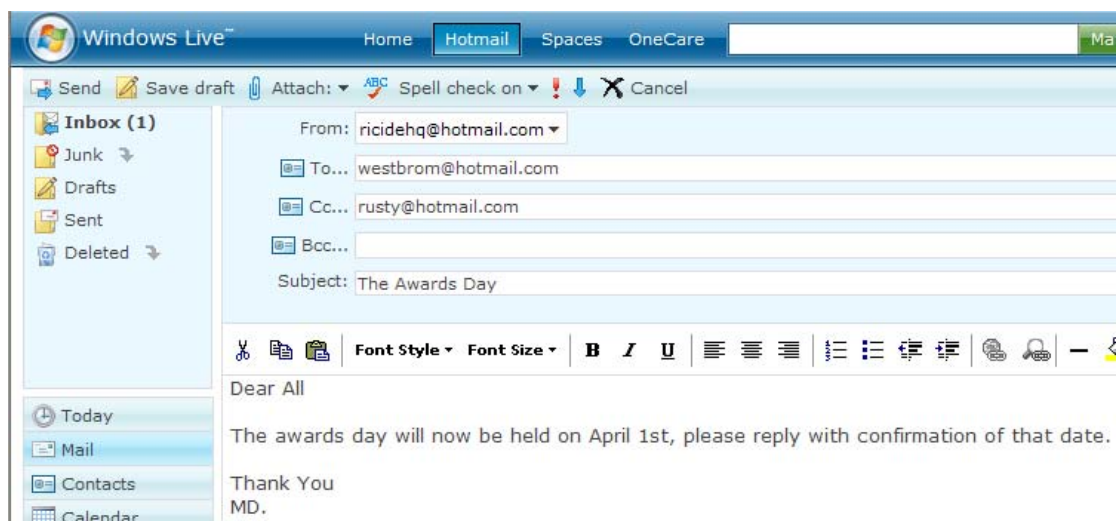
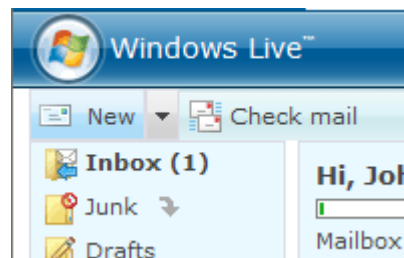
© 2008 Microsoft | [Privacy](#) | [Legal](#)

You will finally arrive at your email page as shown below. From here you may use the e-mail facility much like any other e-mail and send and receive messages.



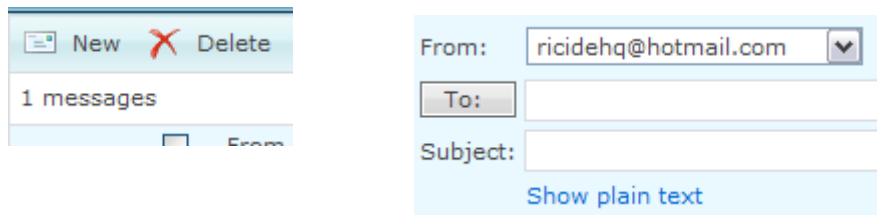
#### a create e-mail messages

To create a new message, click on the New button and fill out the relevant boxes and type in the message. Click on the Send button and the e-mail will be sent to the designated recipient or recipients.

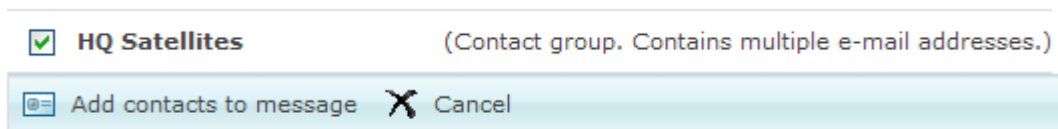


## b attach files to e-mail messages

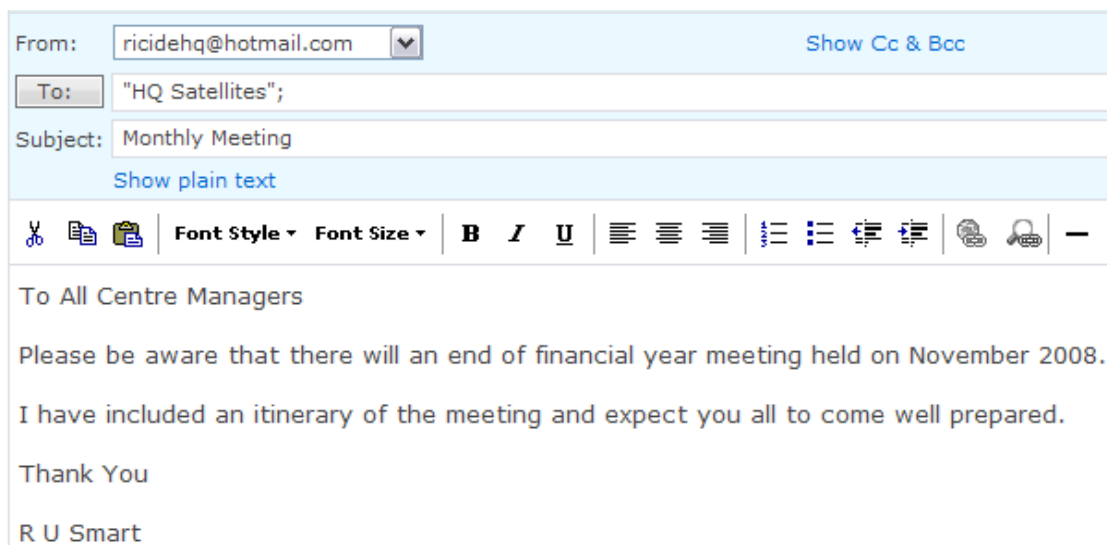
To attach a file to an e-mail message, firstly create the message by clicking on the New button and clicking on the To: button to select the recipients.



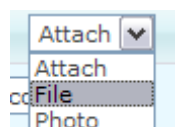
Tick the relevant contacts from the address book and click the Add contacts to message button.



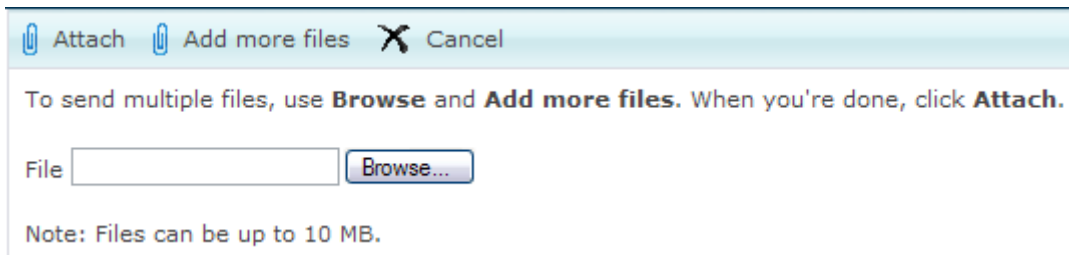
Compose the message in the usual manner before attaching the file.



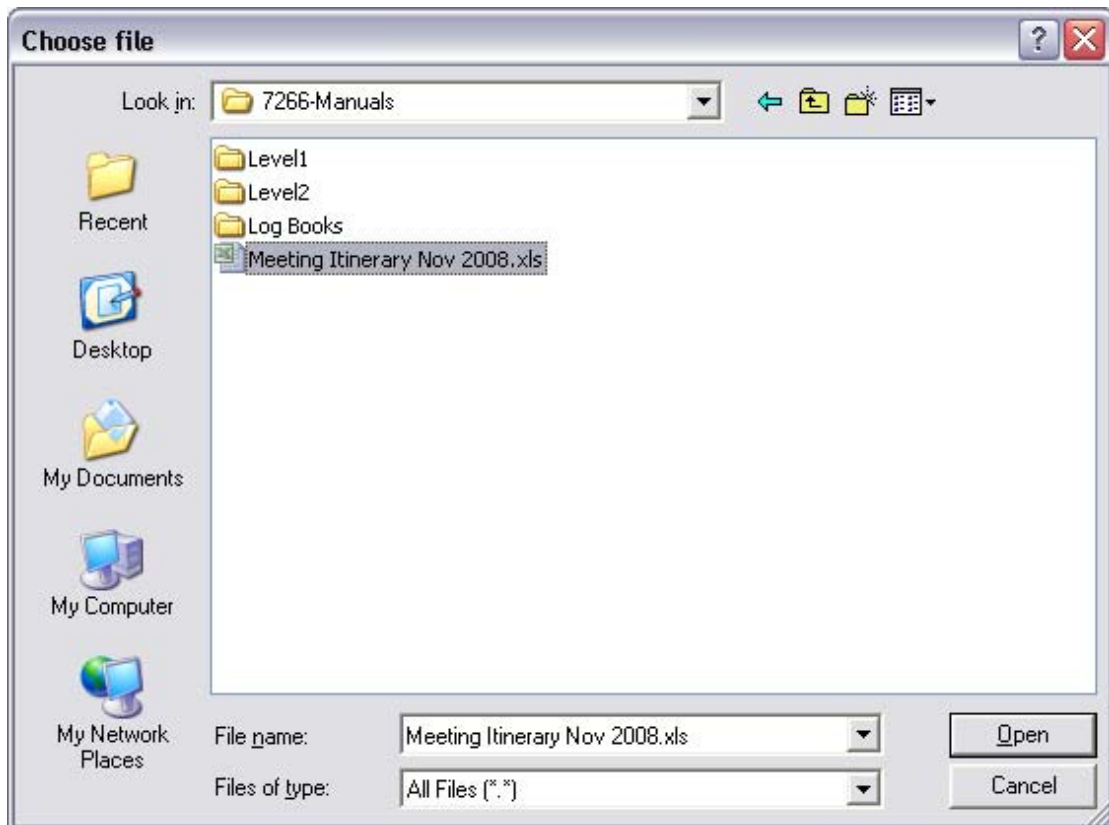
Once the message is complete the file can then be added to it before sending by clicking on the Attach box and choosing File.



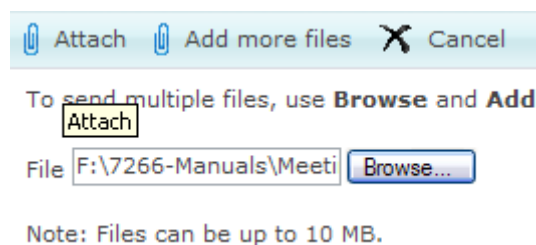
At this screen, click on the Browse button to allow you to locate the file that you wish to attach.



Find the file and click on the Open button to begin the attachment process.

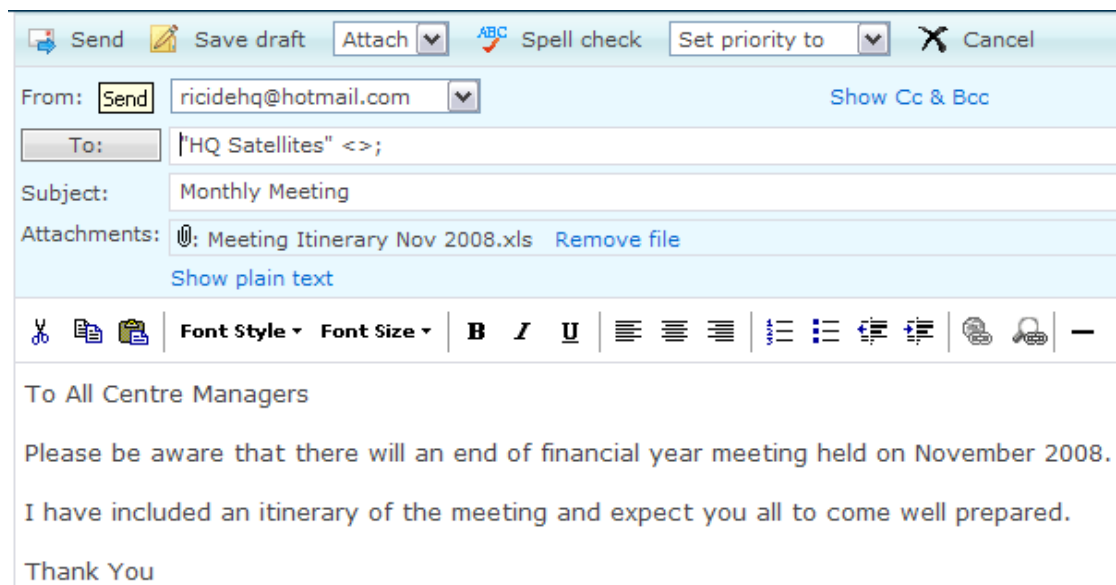


Click on the Attach button and the file will be uploaded on the web-based e-mail.

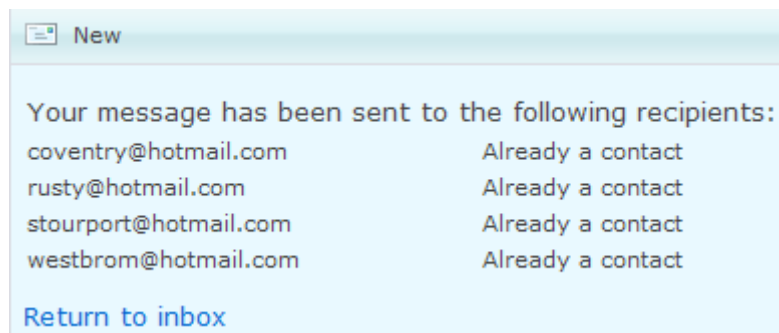


### c send e-mail messages

To send the completed message, click on the Send button.

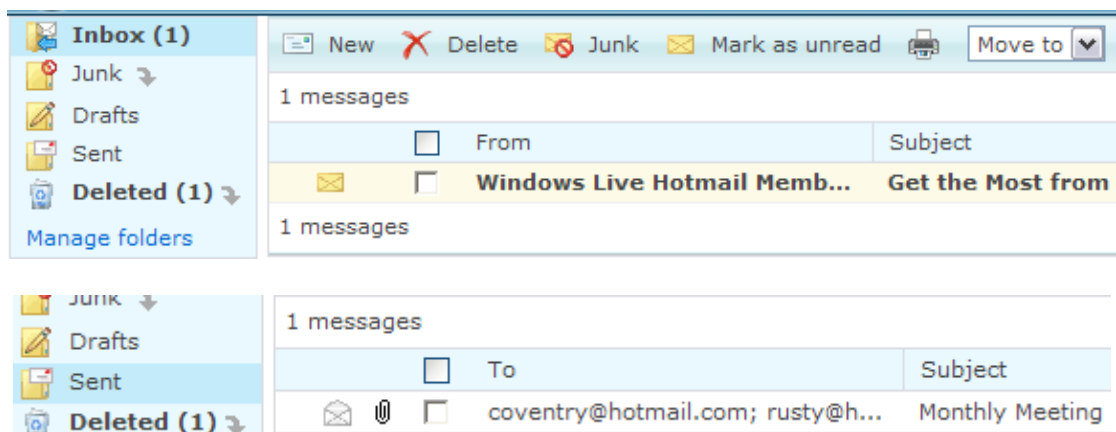


Once the message has been sent, you will be shown a sent confirmed screen and from here you can click on the Return to Inbox link



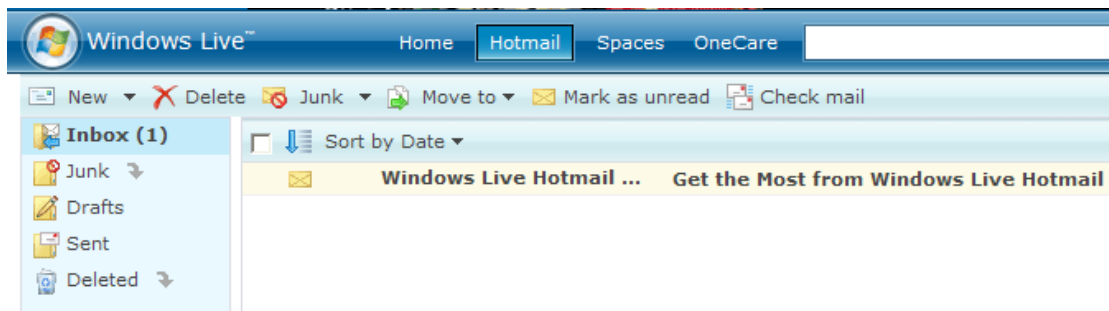
### d find and retrieve e-mail documents

To find and retrieve e-mail documents, make use of the list of buttons down the left hand side to choose the location and the Manage folders link.



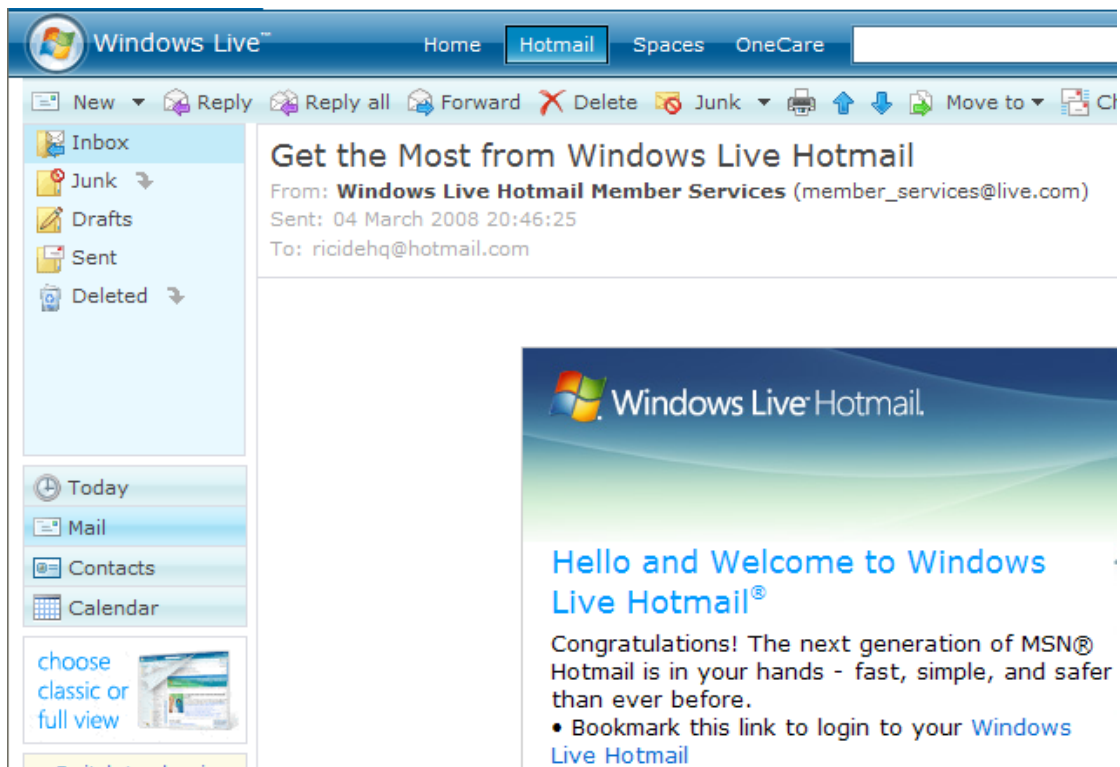
## e read e-mail messages

To read any emails, click on the Inbox and open any specific message.



Click on the Windows Live Hotmail e-mail and the message will open.

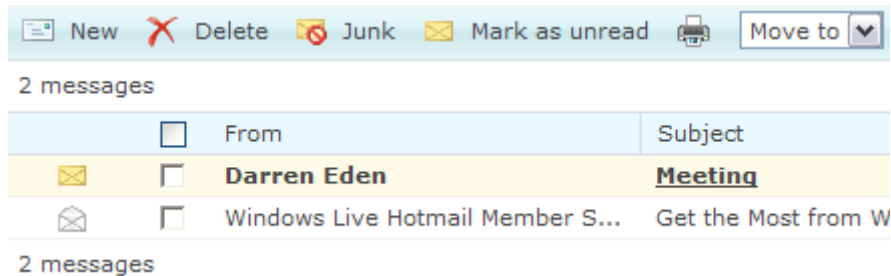
A welcome message will appear and you now know that you are able to receive and open incoming mail.



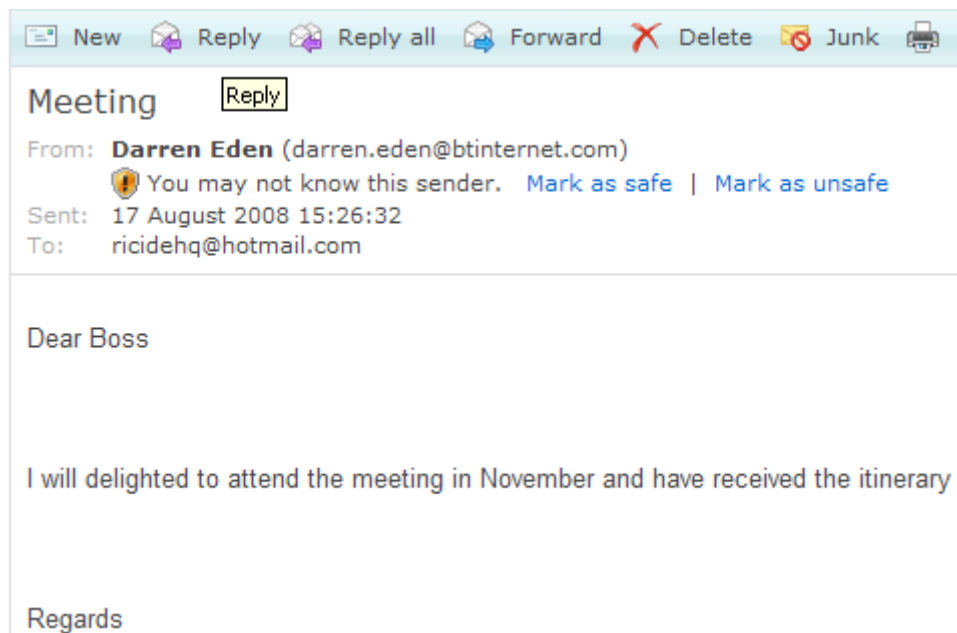
Once messages are received you can decide what to do with them; either place them in a specific folder or delete them. You may create new folders and manage existing folders.

## f reply to e-mail messages

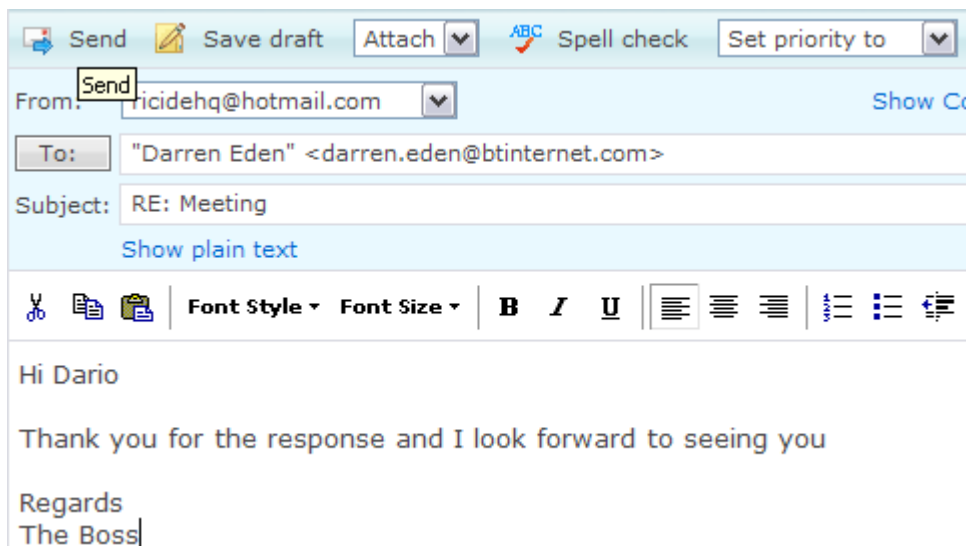
To reply to any received message, ensuring that you are looking in the Inbox, click on the Subject title link to open the message.



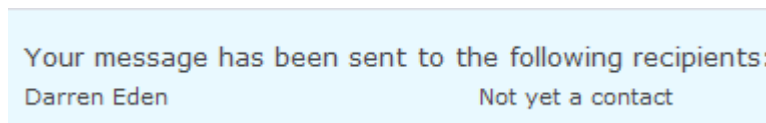
Now click on the Reply button to enable you to compose a message to the sender.



Complete the message in the space provided and click on the Send in the usual manner to send the reply message.



Once the transaction is successfully completed, you will get a confirmation message.



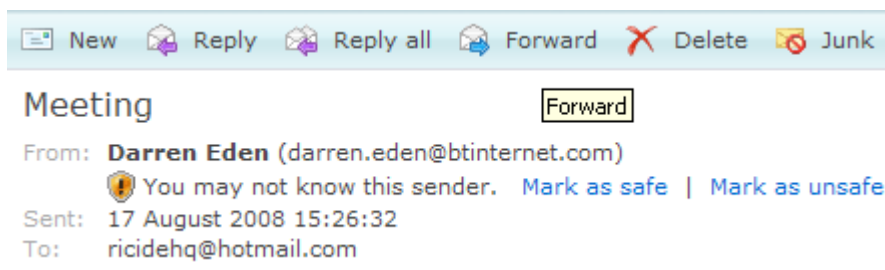
You can choose to add the contact to your address book, click on the appropriate link.



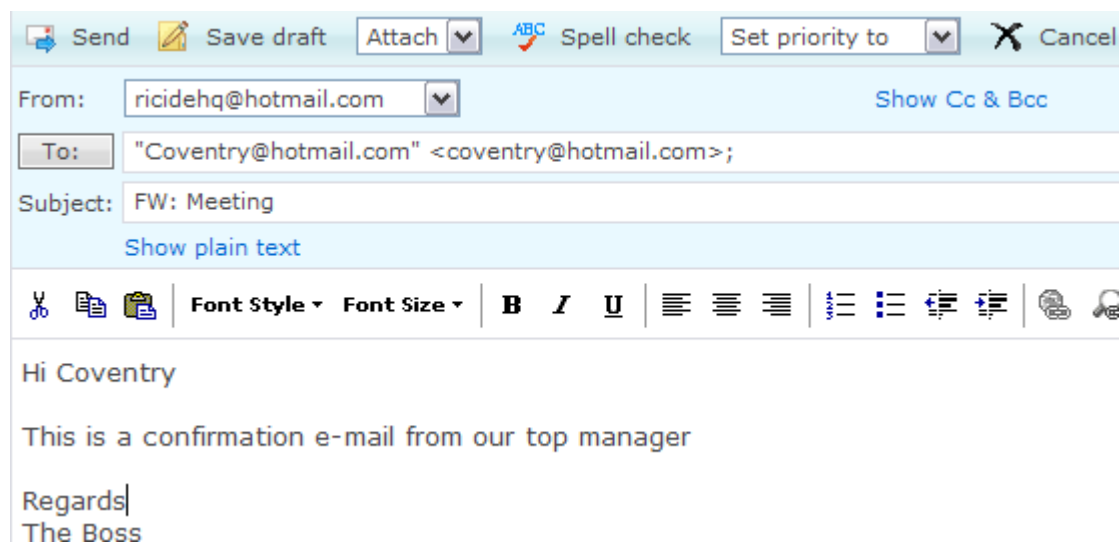
To return to your inbox, click on the Return to inbox link.

### g forward e-mail messages

To forward a received e-mail message to another recipient, firstly open the message in the usual manner and click on the Forward button.

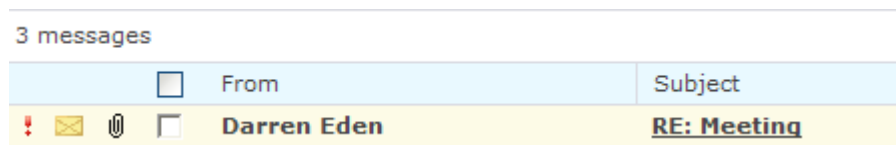


Choose who to forward the message to and then compose the message and send.

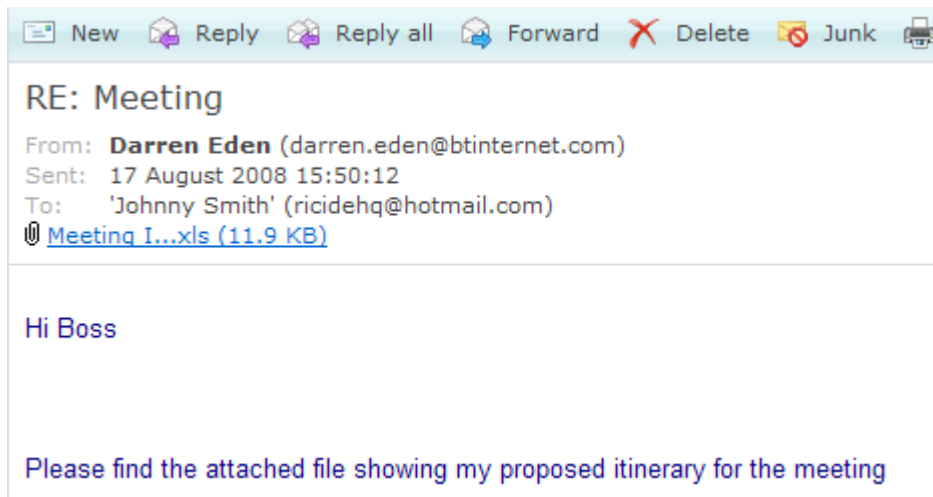


## h open attached files

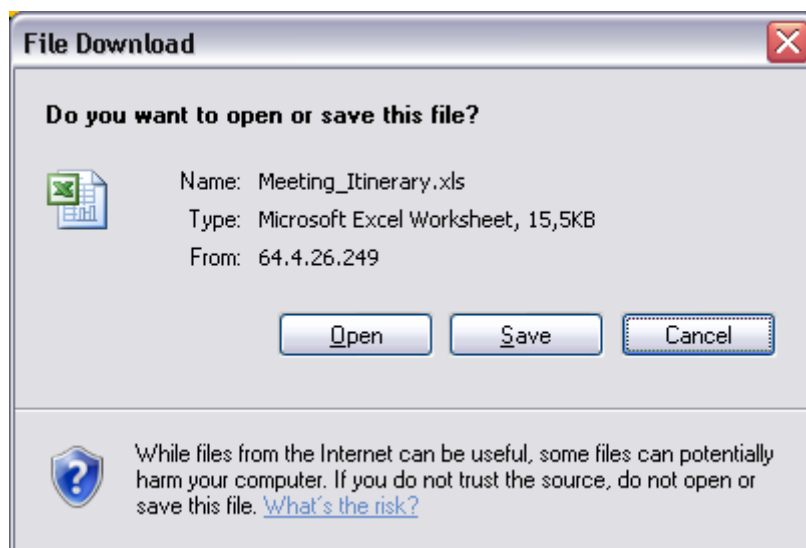
To open any attached files to e-mail messages, firstly open the message in the usual manner.



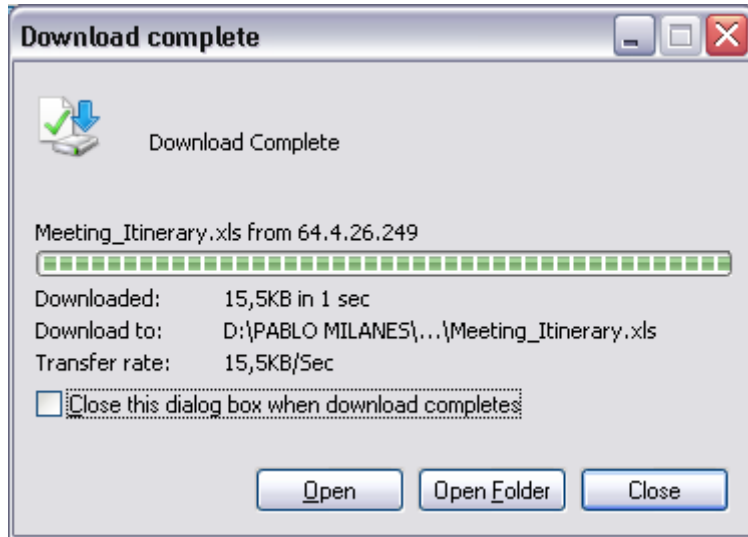
Locate the attachment link and click on it to begin a download



At the next dialogue box you can either choose to Open the attachment file or Save it in an appropriate place.



To download the attached file, click on the Save and locate the file in an appropriate place.



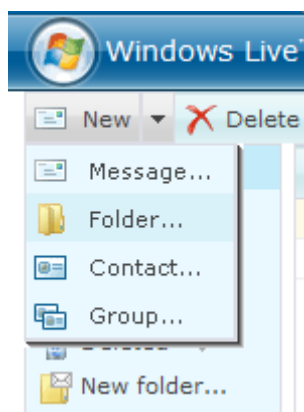
Once the file is downloaded you can click the Open button to open the file on-screen. The attachment file should be opened automatically using a program which is associated with it, in this case Excel has opened a spreadsheet file.

	A	B	C	D
1		Meeting Itinerary		
2				
3	Time	Subject		
4				
5	9:30am	Coffee & Doughnuts		
6				
7				

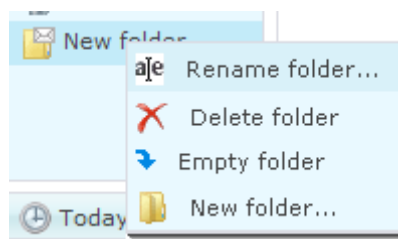
## Use an e-mail file management system to

### a save and print e-mail messages or attachments

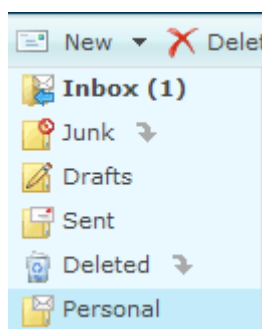
To save any e-mails using the file management system, click on the drop-down arrow next to the New button and select Folder. Type in an appropriate name for the folder; in this example we will use the word, Personal.



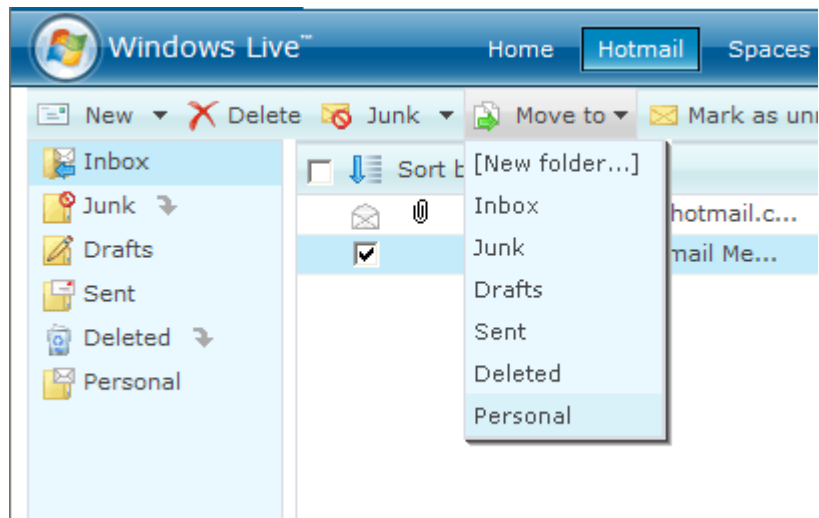
If you name the folder incorrectly or enter it with its default name; right-click on the new folder and select Rename.



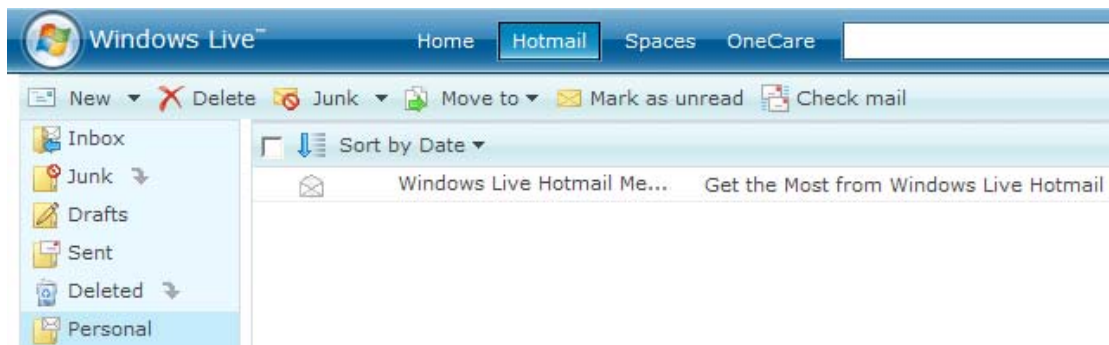
Retype the correct name and it will appear in the folder list underneath the New button.



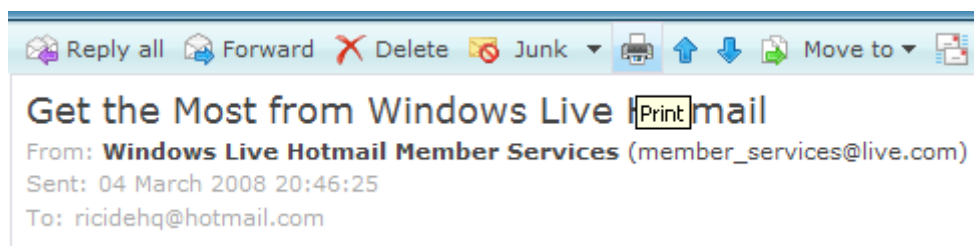
To move any e-mail to the Personal folder, select the tick box next the e-mail and then click on Move to button and choose Personal.



Select the Personal folder to show that the e-mail has been moved correctly.

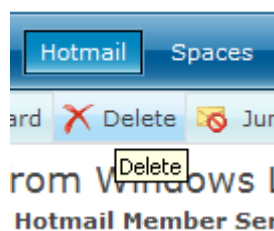


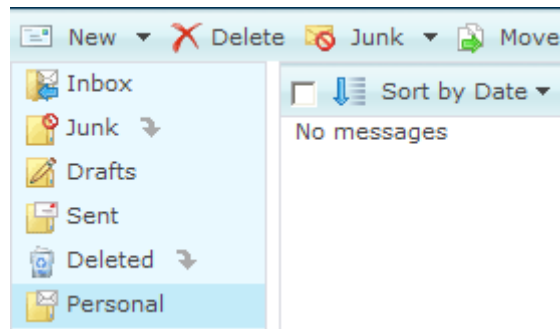
To print the e-mail in the Personal folder, open it first by clicking on it and click on the Print icon.



**b delete e-mail messages**

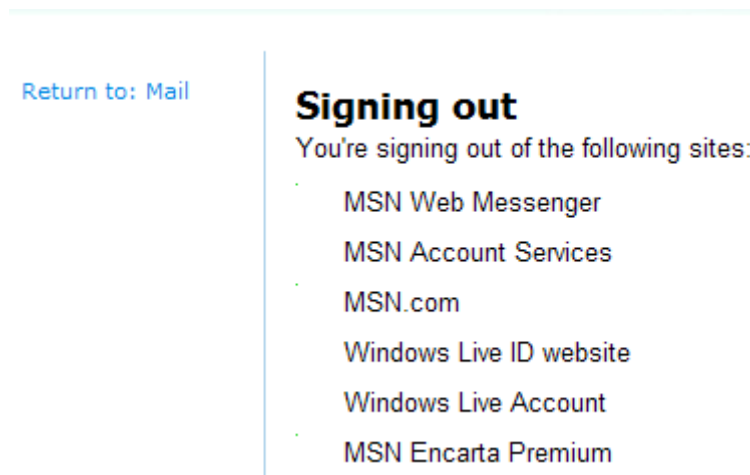
To delete any e-mails, highlight them or select the relevant tick box and then click on the Delete button





## Shut down the e-mail application

To shut down or exit an e-mail application, click on the Sign out link.



## Explain the difference between system base e-mail and web based e-mail

A system based e-mail uses a program such as Outlook Express or Microsoft Outlook and are completely installed on your personal computer. A web based e-mail is held on the Internet and can only be accessed by connecting to the Internet and entering in a username and password.

The advantage of using a web-based e-mail is that you can access the e-mail account from any machine, anywhere in the world. You don't even have to own a machine yourself as you can use machines in libraries or cyber-cafes.

The disadvantage is that you have a limited amount of storage space and of course no access to all of your resources, if not using your own computer and a dedicated e-mail program. Security is definitely less effective than a dedicated e-mail because it is accessible to anyone on the Internet.

## Identify the uses of e-mail

Sent messages are stored in electronic mailboxes until the recipient fetches them. To see if you have any mail, you may have to check your electronic mailbox periodically, although many systems alert you when mail is received. After reading your mail, you can store it in a text file, forward it to other users, or delete it. Copies of memos can be printed out on a printer if you want a paper copy.

The mailbox is an area in memory or on a storage device where e-mail is placed. In e-mail systems, each user has a private mailbox. When the user receives e-mail, the mail system automatically puts it in the mailbox. The mail system allows you to scan mail that is in your mailbox, copy it to a file, delete it, print it, or forward it to another user. If you want to save mail, it is a good idea to copy it to a file, because files tend to be more stable than mailboxes.

### **Identify the advantages of using e-mail**

Email is an effective means of communication for business and personal use.

The advantages are;

1. Email is effective in providing quick answers to yes and no, type questions.  
e.g. Do you do international delivery?
2. Email is effective in finding the right person in an organisation or company to answer your question.
3. Email is good to make appointments for busy people.
4. Email can distribute information quickly to many people for the time it takes to email one person.

### **Identify features available**

#### **a to/from**

The To section contains the recipient and must have someone's e-mail address either typed in or inserted via the address book. The To section must always be filled in because without it the e-mail will not be sent.

The From section usually contains the sender of the e-mail message and this should automatically contain your main e-mail address. The From section must always be filled in because without it the e-mail will not be sent.

#### **b CC (Carbon Copy)**

In e-mail, this is a duplicate copy of a message sent to multiple recipients; a nod to traditional office systems. It is often abbreviated in software and on line to 'cc'.

#### **c BCC (Blind Carbon Cop)**

E-mail message sent to multiple recipients who do not know each other's identities. The facility for blind carbon copies is built into some e-mail software, and is useful in eliminating long lists of recipients, which clutter up a mass-distribution message; it also protects the confidentiality of a particular user's contact list.

#### **d subject**

The subject line is one of the most important areas that should always be filled in. This gives the receiver an idea of what is in the message when it is downloaded to the receiver's personal computer. Before opening any received e-mail, the subject line can be read without opening the whole message. It is a polite thing to do when sending any e-mails and forms part of netiquette.

#### **e attachments**

There are a series of precautions that you should take when processing attachments. Attachments are separate files that have been sent with the main message and are downloaded to your hard drive. The main threat from attachments is viruses and you should always scan all attachments to ensure that they are safe to place on your computer. Otherwise this is most common way of rogue programs or viruses entering on your system and being activated. If you are expecting a message containing an attachment from a known sender, then it is probably safe to assume that it should be ok to open it, but you should always virus check it nonetheless.

Whether you are sending or receiving attachments, always virus check and if the files are large, try to use a zip program. The zip program will compress the files and this will save on upload and download times considerably, especially if you are using a dial up service.

#### **Identify applications suitable for using e-mail via the Internet**

There are a large number of applications suitable for using e-mail via the Internet, e.g., Windows Live Hotmail, Yahoo Mail, Lycos Mail, MSN Hotmail, HotPOP and Gmail (Google Mail). Most of these are free as long as you use them regularly otherwise you can loose the account.

## Explain Internet security issues

While connected to the Internet, you may be vulnerable to viruses and other users may be able to access your computer and your personal information. You need to implement some safety precautions such as virus protection software, locks, alerts, digital signatures and passwords.

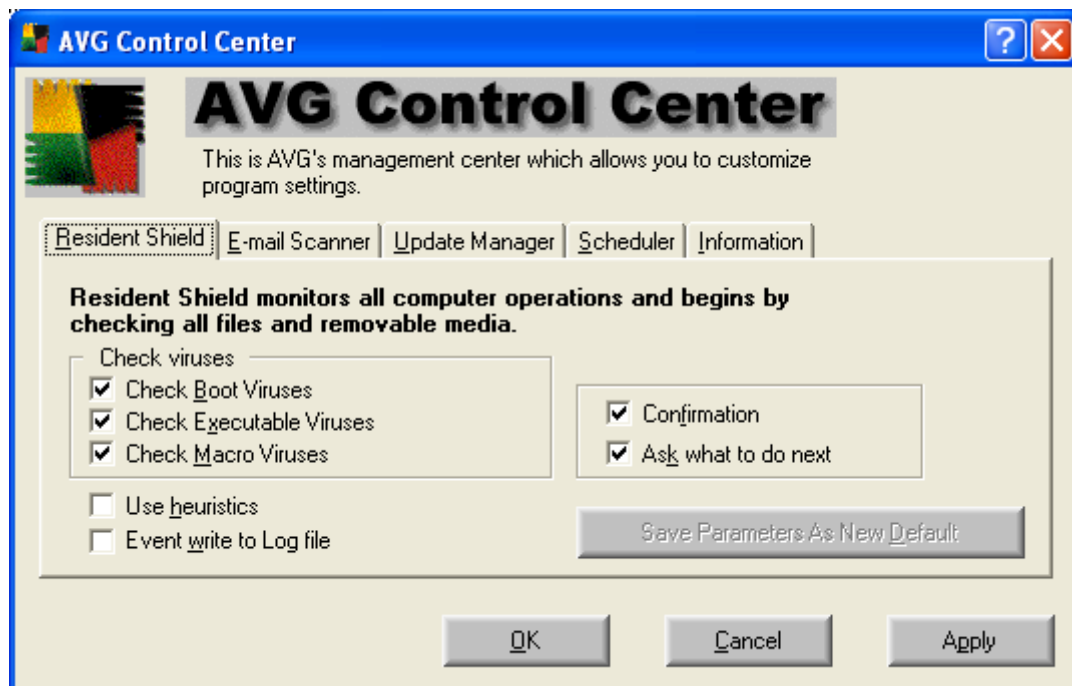
### Set security features

#### a virus protection

Viruses are the most common causes of problems while connected to the Internet or using e-mail. Viruses may come in the form of small programmes or .exe files and are normally downloaded via your e-mail and activated by opening the file.

It is advisable to install reputable virus software to protect you from viruses. This software may be set to check all of your files during booting up and when connecting the Internet or e-mail.

Once the virus software is installed on the computer, it can be set up protect your computer from the booting up process and protect you from Internet bred viruses.



The above dialogue box is an example of the AVG virus protection software, which is available to download free from the Internet. You are able to adjust the Resident Shield, the E-mail Scanner, the Update Manager and the Scheduler. It is easy to use and regular updates may be downloaded at anytime from their dedicated web site.

## **b screen locks**

To protect your files by using a screen saver password, firstly open the display in Control Panel. On the Screen Saver tab under Screen saver, click a screen saver. Select the On resume, password protect check box. If Fast User Switching is turned on, select the On resume, display Welcome screen check box.

To open Display, click Start, click Control Panel, and then double-click Display.

Selecting the On Resume, password protect check box will lock your computer when the screen saver is activated. When you begin working again you will be prompted to type your password to unlock it.

Your screen saver password is the same as your logon password. If you do not use a password to log on, you cannot set a screen saver password.

Fast User Switching is only available for stand-alone computers and users in a workgroup. It is not available if your computer is part of a network domain.

## **c passwords**

Passwords are excellent as a first line of defence against anyone trying to access your computer files. Any connection that you make either to a secure web site or e-mail may be password protected. When selecting a password, use one that you may easily remember, but is not easily guessed by others.

The AutoComplete feature saves previous entries you've made for Web addresses, forms, and passwords. Then, when you type information in one of these fields, AutoComplete suggests possible matches. These matches can include folder and program names you type into the Address bar, and search queries, stock quotes, or information for just about any other field you fill in on a Web page.

### **Identify the reason for using security features**

#### **a virus protection**

Viruses are the most common causes of problems while connected to the Internet or using e-mail. Viruses may come in the form of small programmes or .exe files and are normally downloaded via your e-mail and activated by opening the file.

It is advisable to install reputable virus software to protect you from viruses. This software may be set to check all of your files during booting up and when connecting the Internet or e-mail.

#### **b screen locks**

Screen locks are a cheap and effective way of protecting your computer from unwanted users. You can leave your workstation knowing that your screensaver will activate after a set time and it cannot be switched off again without typing in your logon password.

**c digital signatures**

A digital signature is a digitally coded password that is unique to the user. This password or signature may be used when sending and receiving e-mail.

**d Passwords**

Passwords are excellent as a first line of defence against anyone trying to access your computer files. Any connection that you make either to a secure web site or e-mail may be password protected. When selecting a password, use one that you may easily remember, but is not easily guessed by others.

**Identify the types of information that may be protected by copyright**

**a music**

Any music which is held on the internet or available for download should be copyright protected. It is illegal to copy and reuse any type of music held on CD or otherwise. There are music download sites which have been set up primarily for the downloading of copyrighted music. You are asked to pay a fee for each track to ensure that the proceeds go the artists, writers and record producers.

**b shareware**

Shareware is software that is available for download from the Internet and usually includes a free trial period. After a specified time the software will be rendered useless if you do not pay the required fee.

**c software**

Software tends to fall in to two main categories, either freeware or shareware. Any software that you find on the internet will be either free to download and copy for free or you will be required to pay for it after a specified time period, e.g., 30 days or similar. It is advisable to only use reputable web sites when downloading software.

**d graphics**

There is a massive array of graphics held on the internet, because every website visited has graphics which can be copied and downloaded. Some web-sites lock the pages so this can be stopped but when it comes to graphics it is best to not download it unless it is 100% clear that it is copyright free.

**e textual articles**

Textual documents make up every web-site and documents are freely available from information brochures to instruction manuals. Some of these types of documents are clearly free to download but others are protected and it is all too easy to commit plagiarism without knowing it. Check out carefully any sites that you are using for information purposes and ensure that it is acceptable to copy and download it.