

# **Computing Fundamentals**

## **USE INTERNET AND E-MAIL APPLICATIONS**

This learning material was produced by the Project Management Unit of the Namibia Training Authority, operating under the auspices of the Ministry of Education, Government of the Republic of Namibia.

**Developed and published by:**



Namibia Training Authority  
Rand Street, Khomasdal  
Windhoek,  
Namibia  
Tel. +264 61 279550  
Fax. + 264 61 279551  
E-mail: info@nta.com.na  
Website: www.nta.com.na

All rights reserved  
© 2007 Namibia Training Authority.

**Printed and distributed by:**

Namibia College of Open learning (NAMCOL)  
Private Bag 15008, Windhoek  
Physical Address:  
2030/1 Independence  
Avenue,  
Katutura, Windhoek  
Telephone:  
061-320 5111  
Fax: 216 987  
**Namcol Bookshop**  
Tel. 061 - 320 5201  
Fax: 320 5211



This work is the copyright of Namibia Training Authority. It may not be reproduced in whole or in part without the written permission of the Project Management Unit of the Namibia Training Authority.

The views expressed in this manual do not necessarily represent the views of the Ministry of Education, nor those of the Government of the Republic of Namibia.

Design and layout by the Namibia Training Authority.

ISBN: 99945-1-008-8

**Acknowledgement:** The NTA gratefully acknowledges all the input, support and hard work that the following organisations have put into the development of these manuals: CECS, Colleges of Education, Compuneeds Namibia, GESCI, IFESH, members of the ICT and Education Steering Committee, Microsoft, Ministry of Education, NAMCOL, NETA, NIED, Polytechnic of Namibia, Schoolnet, UNAM and WorldTeach.

# Contents

<b>Introduction</b> .....	15
---------------------------	----

## **Section 1 : Purpose and use of Internet**

Introduction .....	10
Uses of Internet .....	11
Services of the internet .....	17
Connecting to the internet .....	19
Check your progress 1 .....	23
Practical activity 1 .....	24
Summary .....	25

## **Section 2 : Use a browser and search engine**

Introduction .....	28
Browser .....	29
Using a search engine .....	31
Using links .....	35
Using favourites .....	37
Check your progress 2 .....	39
Practical activity 2 .....	40
Summary .....	41

## **Section 3 : Apply security features**

Introduction .....	44
Security risks .....	45
Minimise risks .....	47
Check your progress 3 .....	49
Practical activity 3 .....	50
Summary .....	51

## **Section 4 : Send and receive e-mails**

Introduction .....	54
Purpose of e-mail .....	55
Attachments .....	62
Check your progress 4 .....	64
Practical activity 4 .....	65
Summary .....	66

## **Section 5 : Use an address book**

Introduction .....	68
Address book .....	69
Grouping addresses to folders .....	71
Check your progress 5 .....	73
Practical activity 5 .....	74
Summary .....	75

<b>List of figures</b> .....	76
------------------------------	----

<b>List of tables</b> .....	77
-----------------------------	----

<b>Glossary</b> .....	78
-----------------------	----

<b>Answers to Check your progress</b> .....	80
---	----

# Introduction

## **Welcome to the training manual *Use Internet and e-mail applications*.**

The purpose of this manual is to give you the knowledge and skills to use Internet and e-mail applications.

## **What is in this manual?**

This training manual is divided into 5 sections:

- Section 1 Purpose and use of Internet
- Section 2 Use a browser, search engine and favourites to enter and download information
- Section 3 Apply security features
- Section 4 Send and receive e-mails
- Section 5 Use an address book.

Each section starts with an introduction and explains the skills you will learn. At the end of the section you will have an opportunity to check your progress by answering some questions.

## **Skills you will learn:**

After you have completed this manual, you will be able to:

- outline the purpose and use of the Internet
- outline the procedure to use a browser, search engine and favourites to enter and download information
- demonstrate the procedure to apply security features
- demonstrate the procedure to send and receive e-mails
- demonstrate the procedure to use an address book.

## How to use this manual

Work through the manual from the beginning. You know that it is divided into 5 sections. It is a good idea to complete a whole section in one go if you can. At the beginning of the section you will find a list of *skills you will learn*. Read these carefully and return to them when you have completed your work. It is important that you do not move on until you have learned all the required skills.

Read each section carefully. You may come across new words which you do not know. These should be explained in the *glossary* at the end of the manual. You will learn many new technical terms as you progress through this manual and it is important that you learn them all well.

At the end of each section, you will find an opportunity to ‘*Check your progress*’. These questions have been carefully designed to help you to see how well you have understood and learned the topic. The answers are given at the end of the manual. You can choose to look at the answers before trying to complete the question yourself, if you want to. But the only person you will be cheating is yourself. No-one will take in your manual and mark it for you. You, yourself must judge how well you are doing.

You may also find some practical activities. You will need to collect the required equipment and carry out these activities. Your instructor or supervisor will assist you.

At the end of each section, you will find a *Summary*. Again, you should read it carefully to review what you have learned. It is a good idea to check the *Skills you will learn* at the start of the section again and make sure you have achieved them all. If not, you may need to revise the section again.

## What these symbols mean

Symbols are placed in the left hand margin to draw attention to the type of information at that point. The symbols used in this manual are:



Read



*Demonstrate/discuss* - at times your instructor will demonstrate the use of tools and equipment.



*Check your progress* - these are easy exercises to test your understanding of the theory you have learnt. Typical correct answers are provided at the back of the manual.



*Practical activity* - these activities help you to practise some of the theory you have learnt.



*Learning activity* - these activities help you to relate the knowledge and skills in the sections to your own work station.



*Remember/Take Note*



*Revise*



*Safety/Caution/Beware*



# SECTION

# 1

## **Purpose and use of the Internet**

# Introduction

In this section of the training manual you will learn about the purpose and use of the Internet.

You will also learn about the types of information that may be obtained from the Internet.

## Skills you will learn

By the end of this section, you will be able to:

- list the reasons for using the Internet
- list the types of information that may be obtained from the Internet.

# Uses of Internet

The Internet started as a tool for connecting individuals, governments, universities and research lab computer networks together for the purpose of sharing resources. A computer network is a collection of computers connected together. Connecting devices include, telephone lines, modems and cabling. Connecting one network to another network creates an *internetwork*. Thus, the Internet can be described as the entire network of networks across the world.

## The World wide web (www)

The World Wide Web (WWW or W<sup>3</sup>) is the hypertext storage and retrieval system of millions of data stored on thousands of computers all over the world called *web servers*.

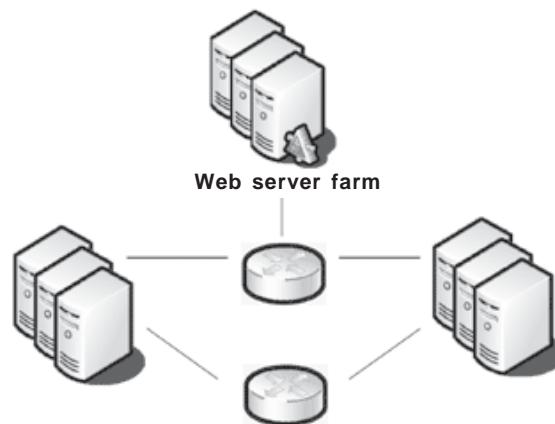


Figure 1: Example of a web server

It is simply the way in which data is exchanged on the Internet. This data represents files, pictures, videos, audio, programs etc. It is probably the largest and most diverse collection of information ever assembled. Computer software applications called *Web browsers* (such as Internet Explorer) are used to access the *Web sites*.

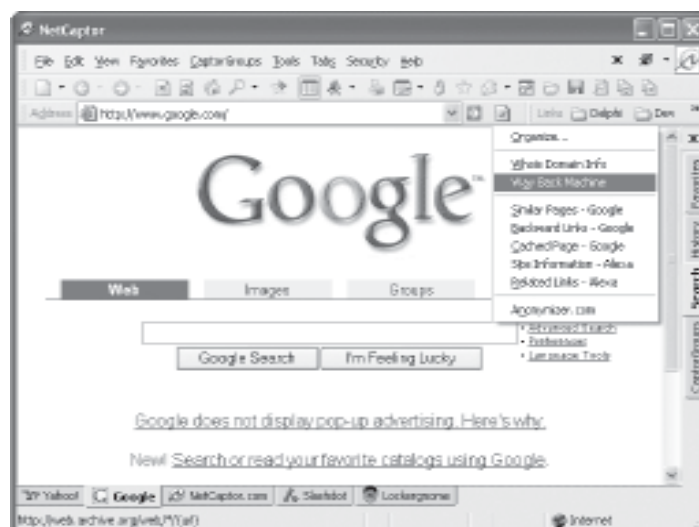


Figure 2: Google is an example of a web browser



Figure 3: Example of the design of a website.

A Web site is a collection of Web pages that can contain text, graphics, animation, sound and a variety of interactive elements. Web pages are connected by hyperlinks. You can move from page to page or switch between these pages by clicking on these hyperlinks. The act of using links to move from page to page is known as browsing, or “surfing” the Web.

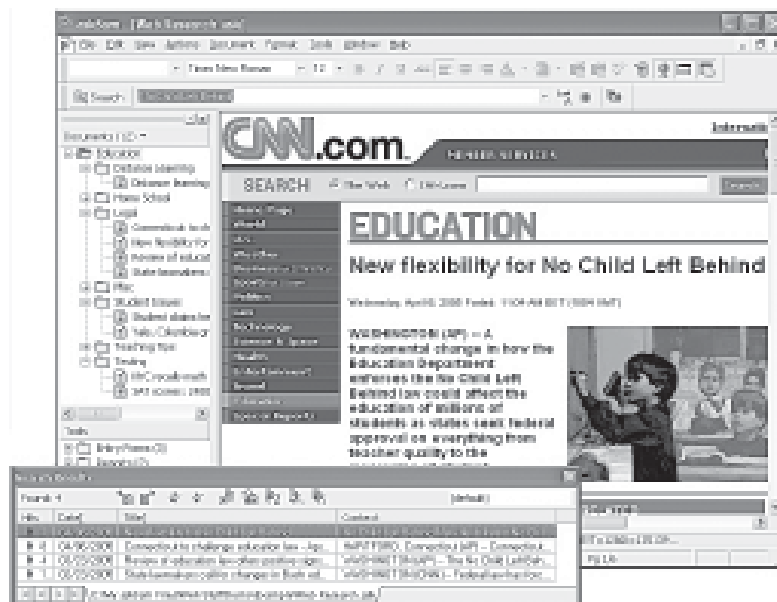


Figure 4: CNN is an example of a web page.

The ease-to-use web system has made it the most popular part of the Internet. Because the information on the Web changes constantly, there is always something new to see.

For example a news story on a computer in Singapore can link you to another story stored in New York. A picture stored in Namibia can link you to another picture stored in Frankfurt.

## Connecting to the internet

To connect to the Internet, you will need the following things:

- A personal computer with a Web browser (Internet Explorer). Internet Explorer is one of the common Web browsers available. Many Web browsers can be downloaded from the Internet for free (Freeware Software).
- Access to a *host computer* (server computer) – that is a computer connected to the Internet. The host computer might be maintained by your company or by a commercial Internet Service Provider (ISP). For example, *iway Namibia*.
- A connection device such as a modem or network cable.

## Internet host computer

You access the Internet by using an Internet service provider to connect to an Internet host computer. A service provider supplies you with an Internet account that includes a user name and password that you use to access the host computer. There are three major types of Internet access:

- **Corporate Network:** If your company network is connected to the Internet, you can use the existing network cable to gain access. As a network user, you first log on to your corporate network and then you can connect to the Internet. If you are connecting from a remote location, you first need a phone line and a modem to dial into your corporate network.
- **Community Network or Free Net:** As part of the National Public Telecomputing Network (NPTN) organization, local communities provide Internet access at public facilities such as libraries or community centers. In this situation, you might be given a user account to log on at a walk-up terminal.
- **Commercial Internet Service Provider (ISP):** you can purchase Internet connection time, an Internet account, and e-mail service from an ISP, such as *iway Namibia* or *AST Namibia*. The cost might include a one-time registration fee, a monthly fee, or charges based on how long you are connected.

## Communication Protocols

In an effort to standardize data transmission, the Transmission Control Protocol/Internet Protocol was created. Today, we refer to this protocol as TCP/IP. More specifically, *Hypertext Mark-up Language (HTML)* is the standard programming language used to build documents for the web; and *Hypertext Transfer Protocol (HTTP)* is the set of rules used to distribute hypertext documents on the Web. Therefore, for most web sites, you will need to use HTTP.

- **FTP** - represents File Transfer Protocol. This is used to transfer files between computers running TCP/IP. Some FTP sites allow you to access them anonymously without supplying a user name and password.

## Internet addresses

Each computer on the Internet must have a unique number for identification. This number, known as an *IP address*, is used for communication and connection purposes. The IP address is a collection of four set of numbers separated by dots. Each set can have a maximum of three digits.

Examples of IP addresses:

199.54.105.9

224.98.214.8

## Host names

The IP numbers are registered with Internet Network Information Center (InterNIC) and given host names that are easier for people to remember. Instead of having to remember a string of numbers, you need to recall only the assigned host name. Host names are usually company names, such as Microsoft, or easy to remember abbreviations. The *Domain Name Service* (DNS) is the method of matching host names with their unique IP addresses and vice versa. At least one computer on each network is designated as the DNS server.

## Domain names

Computer networks are divided into organizational units called *domains*. The domain name might be the same as the host name. In large networks, however, the domain name might be different. Domain can be divided into sub-domains for organizational purposes. The fully qualified domain name combines the host and domain names as shown in the example below:

hostname.subdomain.domain

The following table lists some of the examples of domains:

DOMAIN	DESCRIPTION
.com	Commercial business
.edu	Educational institutions
.gov	Governmental institutions
.mil	Military Institutions
.net	Networks
.org	Organizations (usually non-profit)

*Table 1: Example of domains*

## Uniform Resource Locators (URL)

To locate a particular page or document on the internet, you need an internet address called a *Uniform Resource Locator*, or URL. A URL consists of three major components that provide the necessary information to find a specific document. These components are separated by a forward slash (/). For example, the URL for the page that contains downloadable files for Microsoft Internet Explorer might be as follows:

`http://www.microsoft.com/ie/downloads`

- (`http://`) - is the protocol used.
- (`www.microsoft.com/`)- is the server's host name and domain.
- (`ie/downloads`)- is the directory path where the page is stored. The path might also include file names.

# Services of the Internet

The Internet facilitates various services, ranging from the transfer of files from one place to another, e-mail, the World Wide Web, chat rooms, notice boards, as well as a whole range of online services from shopping to entertainment. In addition, thousands of governments, educational and commercial institutions as well as millions of individuals have information that is stored on computer systems and can be accessed over traditional telephone lines, fibre optic cables, and satellite communications.

Basic Internet Services Include:

SERVICE	EXPLANATION
<b>E-mail:</b>	The e-mail service allows you to exchange messages and files with other users over a network. This is the most popular service on the Internet.
<b>Newsgroup</b>	Consider this example. You want to communicate with a large group of people who share a common interest. However, mailing a message individually to each person will involve considerable time and effort. This situation, a newsgroup is useful because it saves you the time and effort in communication with a large group of people. A newsgroup is a type of discussions group. It consists of a group of subscribers who are connected to one another through Internet.
<b>Teleconference</b>	A teleconference is a meeting in which participants at different locations communicate with each other by using normal telephone lines, such as the dial-up connection or ISDN. For example, a teleconference held between participants located in the United States, India and Germany will involve long distance telephone charges. Therefore, teleconferencing using the Internet telephony feature is possible at the cost of local calls from each location.

*Table 2: Basic Internet services*

## **Introduction to Internet Explorer 6.0**

In this section, you will be introduced to Internet Explorer and learn about the procedures to start the program (Internet explorer).

Internet Explorer is Microsoft's web browser. It provides a user-friendly interface for viewing Web pages. Internet Explorer is installed by default when you install Windows XP.

### **Internet Explorer components**

Internet Explorer is an integral part of your Windows operating system and is one of the most comprehensive Web browsers available today. Some of the following Windows XP components can be used to help maximise your Internet experience.

- Outlook Express 6.0 – for sending and receiving e-mail and participating in newsgroup.
- Windows Media Player for playing multimedia files.
- Internet connection wizard for connecting to the Internet.

You can download additional components from the Internet Explorer Products Web site at <http://www.microsoft.com/windows/ie/downloads/ie6/default.asp>

# Connecting to the internet

To start Internet Explorer, you can use one of the following methods:

- Click start, Programs, Internet Explorer.
- Double-click the Internet Explorer icon on the desktop.
- Click the Internet Explorer icon on the Quick Launch toolbar.

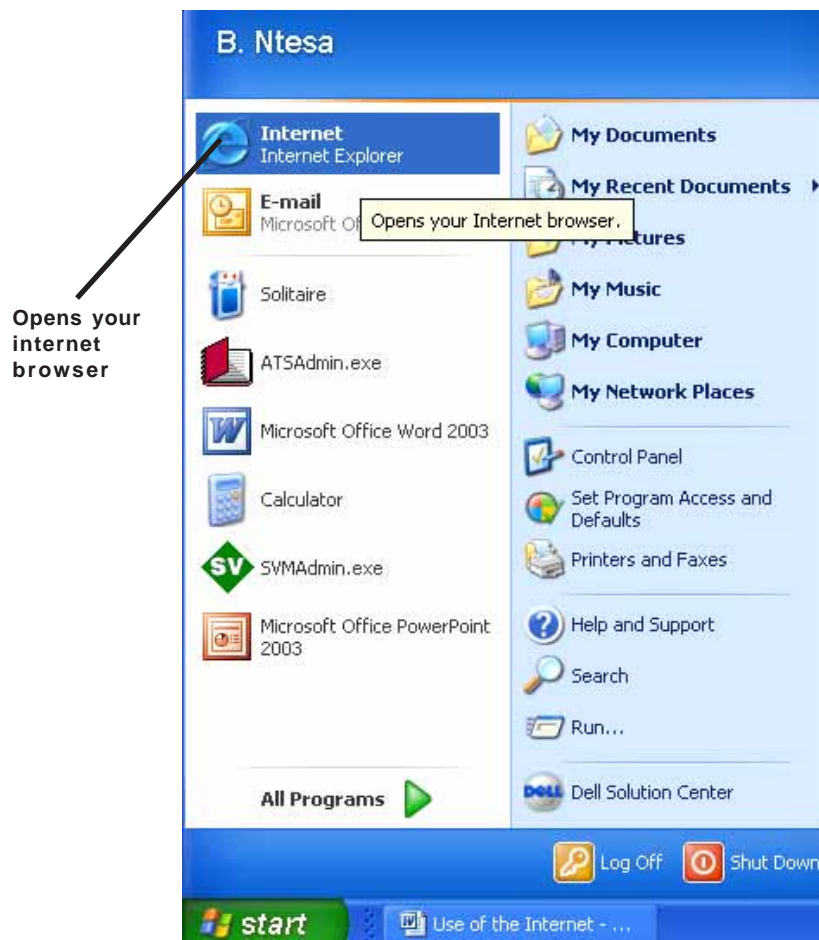


Figure 5: Connecting to the internet

## The Internet Explorer Interface

Internet Explorer shares common features with other Windows applications. It contains the common Windows title bar, control-menu box, control buttons, menu bar, and status bar. These components function in the same manner as in other Windows applications. Components that are specific to Internet Explorer are shown below. Depending on your installation, your Internet Explorer window might look different.

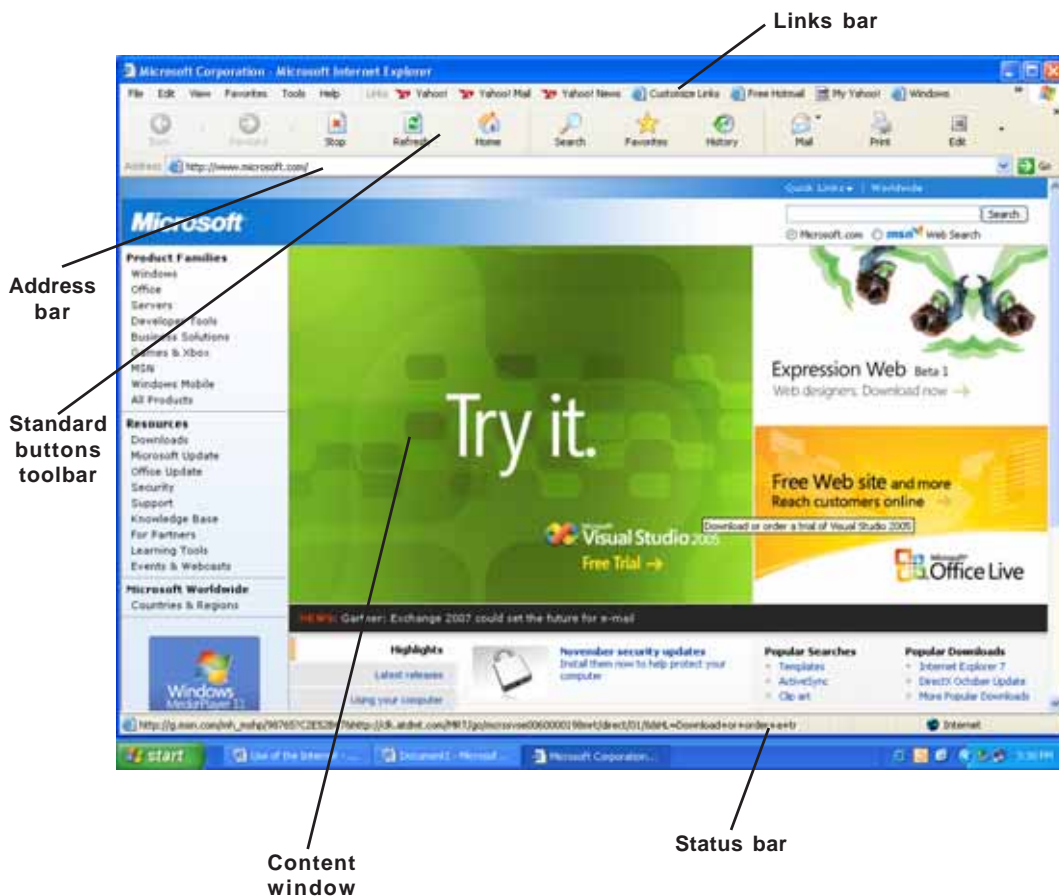


Figure 6: The Internet Explorer Windows displaying the Microsoft home page

## Toolbars

Three toolbars are displayed by default, namely:

- the Standard Buttons toolbar,
- the Address Bar, and
- the Links bar.

You can show and hide toolbars by clicking on the View menu, toolbars and selecting the desired toolbar. You can also right-click any toolbar to use the toolbars shortcut menu. Each toolbar enables you to perform certain actions:

- **Standard Buttons toolbar:** Contains buttons for navigating, searching, printing, and other common tasks.
- **Address Bar:** Displays the Internet address of the current Web page. To go to a different Web page, you can enter an address in the address bar and press Enter or click the Go button.
- **Links bar:** Contains buttons for quickly navigating to specific Web sites.

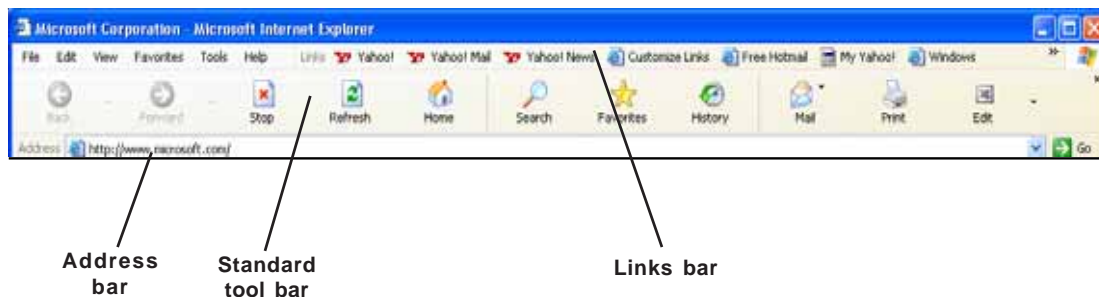


Figure 7: The standard buttons toolbar

## **Content window**

The first page displayed in the content window is the Web browser's *home page*. You can specify the exact Web page to be used as your browser's home page. This page can contain plain text, graphics, buttons and underlined text. The underlined text indicates a hypertext link that, when clicked, opens another Web page or document. By clicking links, you can move between pages of related information. While Web page data is being accessed, the logo at the far-right end of the menu bar becomes animated.

## **Explorer Bar (Standard Tool bar)**

When you click one of the standard toolbar buttons such as search, favourites, Media, or History-the Explorer Bar is displayed as pane on the left side of the screen. You can also choose View, Explorer Bar and then choose the content to be displayed in the Explorer Bar. You can hide the Explorer Bar by clicking its Close button.

## **Status Bar**

Located at the bottom of the screen, the status bar displays messages based on your actions. For example, when you access a Web page, the status bar displays the progress. When you point to a link, the status bar displays the Internet address of the destination Web page.

## **Viewing HTML documents**

The Web is build by linking together multiple documents created with Hypertext Markup Language (HTML). As a user, you generally see the visually pleasing results of these HTML documents. However, you can also view the underlying document for any Web page by choosing View, Source.



## CHECK YOUR PROGRESS 1

### PURPOSE AND USE OF THE INTERNET

1. What is an IP address?

---

---

---

2. How are IP addresses assigned?

---

---

---

3. Name any three types of domains.

---

---

---

4. Identify the components of the following Internet address:

*(<http://www.google.com>)*

---

---

---



## PRACTICAL ACTIVITY 1

### PURPOSE AND USE OF THE INTERNET

Start Internet Explorer.

1. In the address bar, enter any URL address of your choice and press enter.
2. Move your pointer around the page to observe hyperlinks (*Underlined words or pointer changes shape to a pointing hand*).
3. Click any hyperlink of your choice (*to open a different page*).
4. Click on the Back button (*to return to the previous page*).
5. Click the address bar and type the new URL and continue “surfing” the web.

# Summary

Well done! You have completed Section 1 on *Purpose and use of the Internet*.

You should now be confident that you understand the general purpose of the Internet and how to access information.

In section 1, you were introduced to **Internet** and the **requirements** for connecting to it. You learned that **TCP/IP** is the standard communications protocol and identified the components of an Internet address.

You were also introduced to the procedures of launching Internet Explorer as well as get acquainted with the components of Internet Explorer. You learnt how to browse Web pages by clicking hyperlinks, entering an address in the address bar and clicking buttons on the **standard buttons toolbar**.

You should now also be confident that you know the different types of information that be accessed on the internet.

If you feel confident that you have achieved the above, you can move on to the next session where you will learn how to use a browser and search engine on the internet.

If you are unsure of any part, go back and revise it or ask your instructor or supervisor for assistance.



# SECTION

# 2

## Use a browser and search engine

# Introduction

In this section of the manual you will learn what the terms 'browser' and 'search engine' means. You will also learn the purpose of each and the procedures how to use them.

You will also be introduced to procedures for saving links to frequently visited Web sites by using the Favourites feature. You will learn how to navigate to useful websites by using the link bar and return to previously visited Web sites by using the History list.

## Skills you will learn

By the end of this section, you will be able to:

- describe the purpose of a browser and a search engine
- describe and apply the procedures for using a browser
- describe and apply the procedures for using a search engine
- describe and apply the procedure for using links and favourites.

# Browser

If you are new to the Internet Explorer, you can take an online tour that provides a brief introduction to the Web browser. Using Internet Explorer Help is the same as using the help system in any other windows application. In addition to the Help files stored on your local hard drive, you also have the benefit of accessing online support.

## Internet Explorer Help

The standard Help interface should be familiar to Windows users. It contains contents, Index, and Search tabs displayed in the left frame of the Help Window. Each tab provides a different way for you to access Help documents.

- **The contents tab** - provides you with a list of available Help categories.
- **The index tab** - provides an alphabetical list of all available Help topics, much like an index at the end of a book.
- **The search tab** - enables you to search the entire Help system for information by entering a keyword or phrase.
- **The favourites tab** - provides a location to store frequently visited help pages.

The right frame contains the content window in which Help documents are displayed. The toolbar provides buttons for navigating forward and back, changing Help Windows settings, and accessing online support.

## Procedures for navigating in Internet Explorer Help function:

- Click on the Help menu.
- Click the Contents and Index command.
- Click on the Index tab.
- Observe the getting started text in the content window.
- In the right frame, type the keyword you want to find.

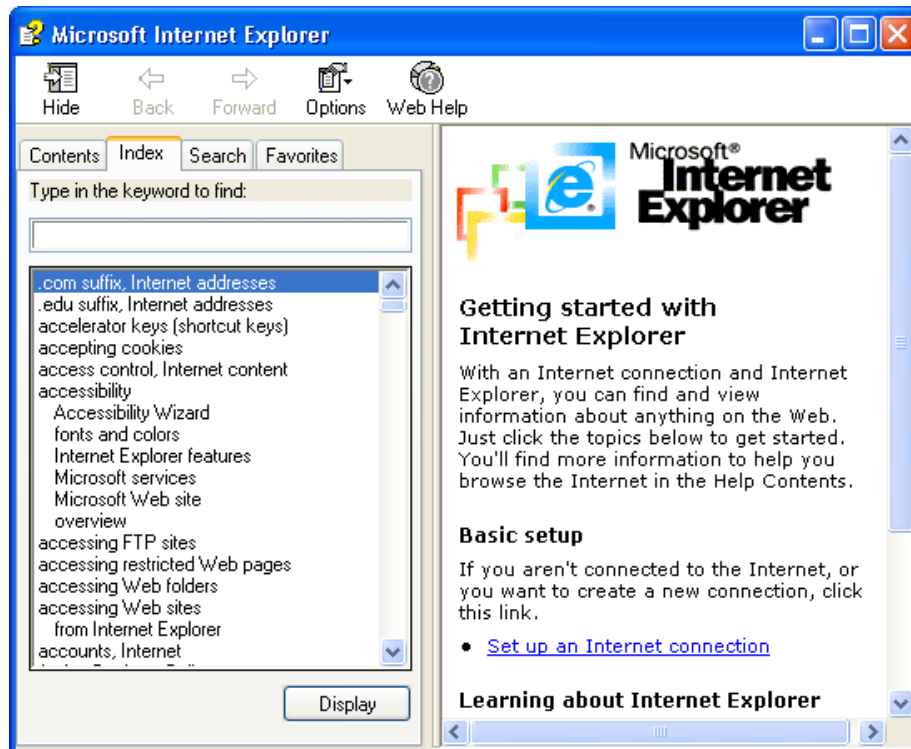


Figure 8: The Internet Explorer Help Window

# Using a search engine

The internet is overflowing with information and fascinating places to visit. Because there is so much at your fingertips, it is often difficult to sort through the vast number of pages to find the exact one you want. To help decrease the amount of time to spent reading unwanted pages, you can use the search features (search engine) that Internet Explorer provides.

## Using the Search Companion

Experienced Web users have their favourite search engines; however, inexperienced or new users might find it helpful to use Internet Explorer's built-in *search companion*. The Search Companion is a collection of search engines. A *search engine* is a tool specifically designed for searching the Internet. The Search Companion feature enables you to dynamically switch between search engines to maximize your searching power.

When you use the Search Companion, several pre-defined search engines perform the same search. By default, results of the MSN Web Search are displayed first. To help you find exactly what you're looking for, the Search companion provides Refinement Suggestions. For example, if you enter "vacation" in the search box, a refinement suggestion such as "find travel information" is offered. An example of a search companion is indicated below:

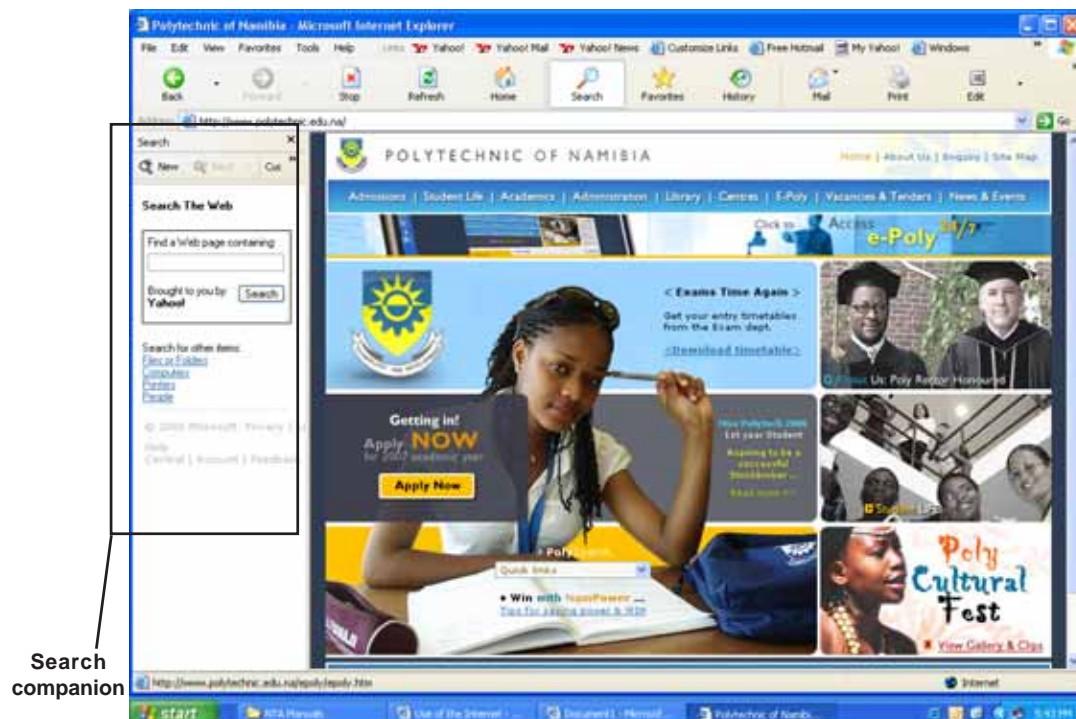


Figure 9: Search Companion displayed in the Internet

## Explorer Bar

To find a Web page by using the Search Companion:

1. Click the search button on the Standard Buttons toolbar. The Search Companion is displayed in the Explorer Bar.
2. In the search box, enter a keyword or question that describes the type of information you want to view.
3. Click Search or press enter. The first 15 matches are displayed as links in the content window. When you point to a link, a screen tip displays the exact URL for that link.

Some of the most common search engines are:

- Google
- Yahoo
- MSN.

## Using Search Operators

You can use the Search Companion to search for multiple keywords. In the keyword box, simply type the desired words. By default, multiple keywords are treated as if there was an operator between each of them. For example, a search “rocket ship” results in documents that contain either the word *rocket* or the word *ship* individually, as well as those that contain both words.

To better define your search, you can use special characters and punctuation that serve as *search operators*. Unfortunately, search engines vary on how they handle search operators. While this non-standard approach might force you to experiment, you can take comfort in knowing that search engines are becoming quite “smart”.

Some common operators that are used by search engines include:

- A plus sign (+) between words to specify an exact phrase, e.g. rocket and ship
- Single or double quotation marks to specify an exact phrase.
- A minus sign (-) preceding a word to be excluded.
- An asterisk (\*) following a partial keyword to indicate that anything is acceptable.

## Downloading files

Downloading files is not restricted to FTP sites. You can download a wide variety of files from both Web pages and FTP sites.

### Introduction to FTP sites

*File Transfer Protocol (FTP)* is a communication protocol used on the Internet. Before Hypertext Transfer Protocol (HTTP) and the Web became so prevalent, FTP was the primary protocol used to transfer files. In the early years, FTP sites required special software to download files. Today, however, Internet Explorer and other Web browsers have FTP protocol capabilities. Companies with a scattered work force might use an FTP site for their employees to transfer files.

### Downloading files from FTP sites

The term *downloading* refers to copying files from an external source to your local hard drive. The process for downloading files from FTP sites can vary from site to site. However, the basics are the same.

To download files:

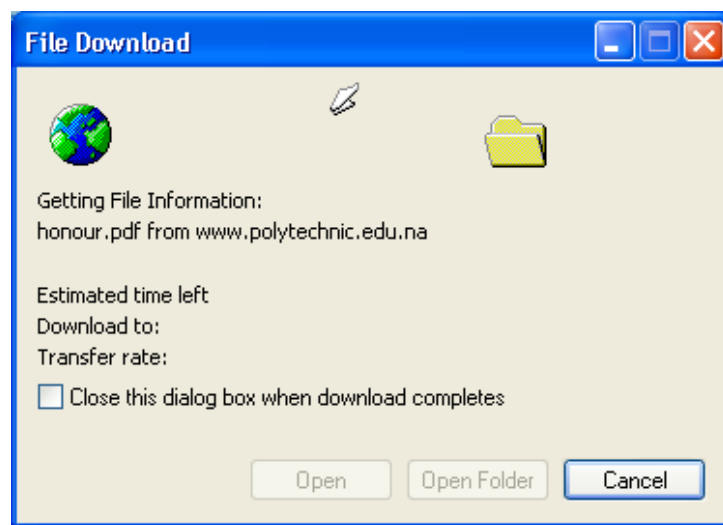
1. Navigate to the desired FTP site.
2. Under folder tasks, click "Copy This Item" to open the *Copy Items* dialog box. You can also click File, Copy To Folder and use the Browse for Folder dialog box.
3. Select, or browse to the destination folder.
4. Click OK to begin the download. A Copying box displays the progress of the download.

If you have the proper access, you can also *upload* or copy files from your hard drive to the FTP site.

## Downloading files from Web sites

You can download files from Web sites quite easily. To make this process convenient for users, many Web sites provide download buttons or hyperlinks. The trickiest part of downloading might be finding the links.

When you initiate a download from a Web site, Internet Explorer displays the file Download dialog box (as shown by the image below). You are given the choice between opening a file or saving it to a disk. It is recommended that you click the save option and check for viruses before opening a file. In addition, it's good idea to keep the default option of being prompted before opening a file.



*Figure 10: The File Download dialog box*

# Using links

The links folder is a folder within Favourites that contains hyperlinks to a variety of Microsoft Web sites. The links button is displayed at the right end of the Address Bar. Clicking the Links button displays a drop-down list of Links. Or, you can display the links as buttons on a toolbar.

## Displaying the Links Bar

To display the links bar, click View, Toolbars, Links. You can rearrange the toolbar by dragging it to a new position. You can also modify the target of URLs to which the buttons refer. If your company has customized Internet Explorer, then your Links buttons might be different than the defaults.



*Figure 11: The default links bar*

## Using History

Another feature of Internet Explorer 6.0 is the History list. As the name implies, the History feature keeps track of all the Web sites you visit each day. You can specify the number of days for which Internet Explorer records the history using the Internet options dialogue box. By default, the history is stored for 20 days.

## The History list

When you click the History button, a History list is displayed in the Explorer Bar. By default, the History list is sorted by date. To display a list of the Web sites you visited on a specific day, you simply select the desired date.

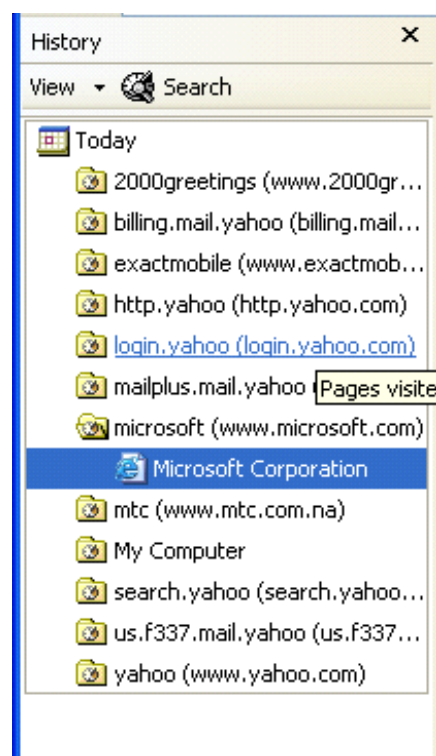


Figure 12: An example of the History List

# Using favourites

The Favourites menu provides a location for storing links to frequently visited Web sites, pages, or documents. While some Internet addresses, or URLs, are relatively simple and easy to remember, others can be quite difficult and require a good memory. For example, some Web sites are referenced by using the server's IP address, such as 208.42.126.9 and remembering this string of numbers can be unnecessarily demanding. Also, should you get lost while browsing from page to page, a Favourites link enables you to find your way back to a familiar page.

## Viewing Favourites

You can access the favourites menu in a variety of ways as indicated below:

- Click Favourites on the menu bar, **or**
- Click the Favourites button on the Standard Buttons toolbar.

By default, Microsoft has included a few folders and Web sites that you might want to have in your favourites folder. However, you can delete them if you desire.

## Adding links to the Favourites folder

Built-in links are helpful, but you will probably want to customize your Favourites folder to include links of your choice. You can easily add links to Web sites you visit frequently. To do so, display the desired Web page in the content window, and then use one of the following methods to add it to your favourites folder:

- Click Favourites button on the standard toolbar. Then, in the Favourites list, click Add, **or**
- Right-click the Web page and choose Add to Favourites from the shortcut menu.

## Naming Favourites for links

The Add Favourite dialog box contains several options. Internet Explorer copies the title bar text and places it in the name box. However, you can change this default name to reflect the content of the page or to change its place in the alphabetical listing.

There are a few naming guidelines that you should follow:

- Keep the names short.
- Keep the names descriptive.
- Remember that a maximum of 40 characters is displayed.

## Using “Add favourite” dialogue box

By default, new links are added at the first level of Favourites. This might be convenient if you have only a few links. However, frequent web servers might soon want to avoid having a lengthy list of unorganised Favourites.

To organize your Favourites, you use a folder structure that resembles the Windows Explorer structure and functions in a similar manner. You can organize Favourites by clicking Favourites on the Standard Buttons toolbar, Organize Favourites, or by clicking Organize in the Favourites list.

To organise your Favourites, you can place each new item in the desired folder as you add it to Favourites. To do so, you can follow the steps indicated below:

1. In the add Favourites dialog box, click the create-in button to display the hierarchical folder structure.
2. Select the desired folder.
3. If no appropriate folder exists, you can click the New Folder button to create one immediately. Enter a folder name and click OK.
4. Click OK to add the new item to the selected folder.

Using the create in list to organise the Favourites menu

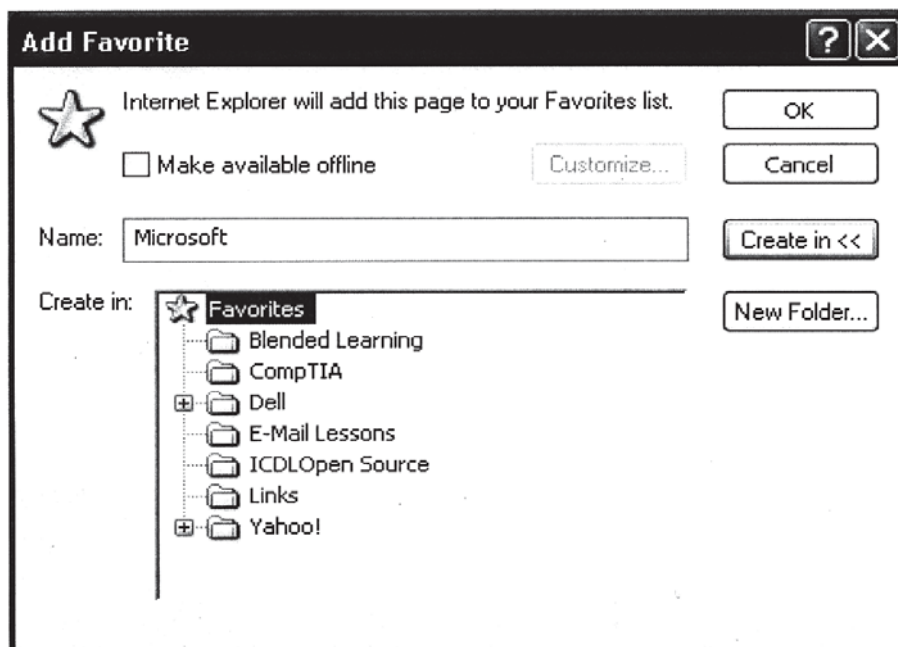


Figure 13: Add favourite dialogue box



# CHECK YOUR PROGRESS 2

## USE A BROWSER AND SEARCH ENGINE

1. What is a Search Engine?

---



---

2. The term downloading refers to.....

---



---

3. Label the Following Diagram

The diagram shows a Microsoft Internet Explorer browser window displaying the Microsoft website. The browser's address bar shows 'http://www.microsoft.com/'. The website content includes a navigation menu on the left, a central 'Try it.' banner for Visual Studio 2005, and various promotional banners for Expression Web and Office Live. Labels A, B, C, and D are placed around the browser window with lines pointing to specific elements:

- A** points to the address bar.
- B** points to the search bar on the right side of the page.
- C** points to the taskbar at the bottom of the screen.
- D** points to the left-hand navigation menu.

4. If you want to navigate to previously visited web sites you use which one of the following:

---

5. List three guidelines for naming Favourites.

---



---



## PRACTICAL ACTIVITY 2

### USE A BROWSER AND SEARCH ENGINE

1. Use the Search Companion to search for Web pages about cookies.
2. Narrow your search results to find chocolate chip cookie recipes.
3. Search for a friend's e-mail address.
4. Close the search companion.
5. Go to your favourite shopping web site.
6. Add the website to your favourite list in a new folder called shopping.
7. Close the favourite list.
8. Display a list of the web sites you listed today.
9. Close the "History dialogue box.
10. Use the "Help" to learn more about search engines.
11. Close the "Help" dialogue box when finished reading.

# Summary

Well done! You have completed Section 2 on *Use a browser and search engine*.

You should now be confident that you know what the terms 'browser' and 'search engine' means, and how to apply the procedures to use these tools on the internet.

In this section, you were introduced to **browsing** and **searching** the Web. You were also introduced to procedures for saving **links** to frequently visited Web sites by using the **Favourites feature**. You learnt on how to navigate to useful websites by using the **links bar** and return to previously visited Web sites by using the **History list**.

If you feel confident that you have achieved all the above, you can move on to the next section where you will learn how to identify security risks when working on the internet and the features you can apply to minimise these risks.

If you are unsure of any part, go back and revise it or ask your instructor or supervisor for assistance.



# SECTION

# 3

## Apply security features

# Introduction

In this section of the training manual you will learn to identify the security risks associated with the use of the internet.

You will also learn ways to minimise these risks, and the procedures you need to apply to access and change security options in the browser.

## Skills you will learn

By the end of this section, you will be able to:

- identify security risks
- identify ways to minimise security risks
- describe and apply the procedures for accessing and changing the security options in the browser.

# Security risks

An important issue for all Internet users is security. Internet Explorer provides a way for you to protect your computer against unwanted viruses and other disturbing elements that might compromise its security. No one wants to have a potentially destructive virus on their computers.

## Security levels in Internet Explorer

There are four pre-defined levels of security:

- **High** - provides the most protection by disabling cookies. Many Web sites will be unavailable for browsing.
- **Medium** - provides reasonable protection for most Web browsing activities. Cookies are enabled, but potentially harmful ActiveX controls are disabled. This is the most common level of security.
- **Medium-low** - provides some of the Medium-level protection, but does not display prompts before running potentially harmful ActiveX controls.
- **Low** - provides very little protection and is not recommended for standard Web browsing activities.

To help you secure your computer, Internet Explorer offers four distinct zones, which are described in the following table. You can add specific Web sites to each zone to better define the type of information contained there. You can also apply a different level of security for each zone.

Zone	Description	Security level
Internet	All Web sites that you have not included (in other zones)	Medium
Local intranet	Web sites for your organization.	Medium-low
Trusted sites	Web site that you trust completely.	Low
Restricted sites	Web sites that you do not trust	High

*Table 3: Example of security for each zone*

To Modify the Security level in Internet Explorer, you use the following procedures:

1. Click Tools, Internet Options.
2. Click the Security tab.
3. Select the desired zone to which to assign security.
4. Click the Default Level to apply the recommended security for that zone. You can use the slider bar to change the desired level. Clicking the Custom Level button allows you to change individual settings.
5. Click OK to save your settings and close the Internet Options dialog box.

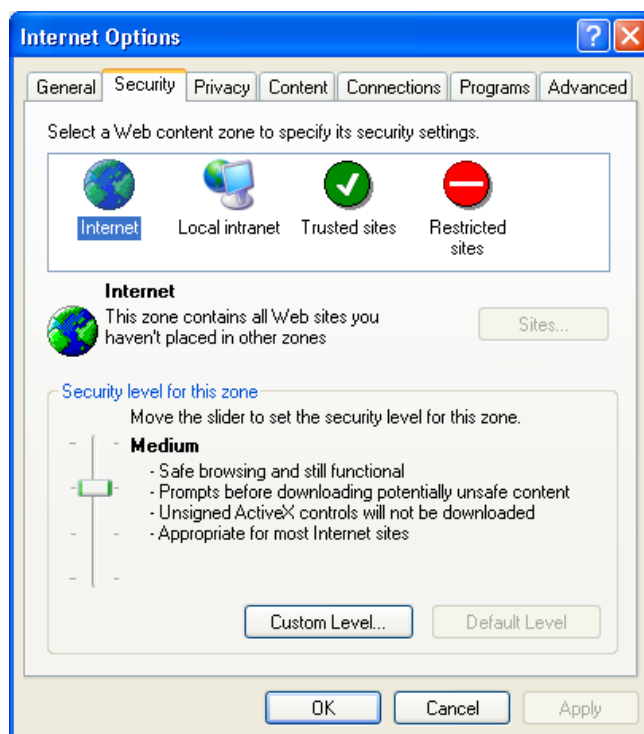


Figure 14: The security tab of the Internet Options dialog box

# Minimise risks

## Customizing security levels

While the pre-defined security levels are designed to handle your basic security needs, you might want to make minor changes to the settings. Internet Explorer lets you customise a selected security level.

For example, it is possible for remote Web servers to access anything you have on your windows Clipboard while you are connected to the Internet. To prevent this from happening, click the Custom Level button and disable the paste operations via scripting in the scripting section.

## Web Privacy and Internet Cookies

New to Internet Explorer 6.0 is a more comprehensive way to keep your personal information private. A common way for organizations to learn about you and your habits is through the use of cookies. Internet *cookies* are small files that are added to your hard drive as you browse the Internet. Cookies can be used to monitor the number of times you visit a Web site, to store your user name and password for a particular Web site, or to gather information about your Web browsing habits. While cookies can make browsing more convenient for you, they can also be interpreted as intrusive. It can be unsettling to know that someone else can monitor what you browse on the Web.

Any Web site you are currently viewing is considered a first-party Web site. Any cookies that are sent from that Web site to your computer are considered to be *first-party cookies*. A third-party Web site is any Web site other than the one you are currently viewing. Third-party Web sites usually have content on the first-party Web site. For example, many organizations place advertisements for their products on other Web sites. Their cookies are considered to be *third-party cookies*.

You can control the use of cookies on the privacy tab in the Internet Options dialog box. It is recommended that you delete cookies before you change the privacy settings because any existing cookies might not be affected by the new settings. To access the settings shown by the image below, use the following steps:

1. Click Tools, Internet Options.
2. Click the Privacy tab to control the privacy settings for the Internet zone.
3. Move the slider to select the desired level. All cookies will be handled according to this setting.
4. Click OK to close the Internet Options dialog box and save your settings.

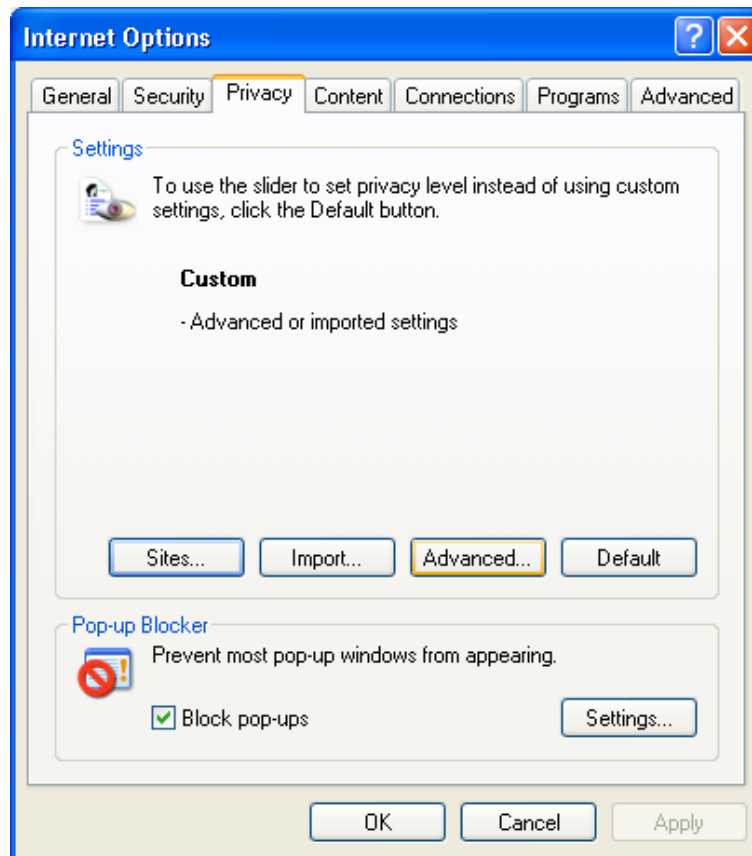


Figure 15: Controlling how cookies are used with privacy settings



## CHECK YOUR PROGRESS 3

### APPLY SECURITY FEATURES

1. TRUE OR FALSE

- **High** – provides reasonable protection for most Web browsing activities. Cookies are enabled, but potentially harmful ActiveX controls are disabled. This is the most common level of security.

TRUE     FALSE

- **Medium** – provides the most protection by disabling cookies. Many Web sites will be unavailable for browsing.

TRUE     FALSE

- **Medium-low** – provides some of the Medium-level protection, but does not display prompts before running potentially harmful ActiveX controls.

TRUE     FALSE

- **Low** – provides very little protection and is not recommended for standard Web browsing activities.

TRUE     FALSE

2. Fill in the following table.

ZONE	DESCRIPTION	SECURITY LEVEL
Internet	All Web sites that are not included (any other zone)	
	Web sites for your organization.	Medium-low
Trusted sites		Low
Restricted sites		

3. What are cookies?

---



---



---



---



## PRACTICAL ACTIVITY 3

### APPLY SECURITY FEATURES

1. Launch "Internet Explorer".
2. Open the Internet options dialogue box.
3. Customise security levels settings.
4. Re-store the security levels to their standard settings.

## Summary

Well done! You have completed Section 3 on *Apply security features*.

You should now be confident that you know and understand the security risks associated with the use of the internet.

You should now also be able to access and change the security options in the browser, thereby minimising security risks.

If you feel confident that you have achieved the above, you can move on to the next section where you will learn the procedures to send and receive e-mails.

If you are unsure about anything, go back and revise or ask your instructor or supervisor for assistance.



# SECTION

# 4

## Send and receive e-mails

# Introduction

In this section of the training manual you will learn how to send and receive e-mails.

You will also learn what an 'attachment' to an e-mail is, and the procedures for using attachment.

## Skills you will learn

By the end of this section, you will be able to:

- describe and apply the procedures for sending and receiving e-mails
- describe and apply the procedures for using attachments.

# Purpose of e-mail

## Using Outlook Express and the address book

In section 2, you learned that some of the following Windows XP components can be used to help maximise your Internet Explorer.

- Outlook Express 6.0 for sending and receiving e-mail and participating in newsgroups.
- Windows Media Player for playing multimedia files.
- Internet Connection Wizard for connecting to the Internet.

In this Section, you will learn about Outlook Express as an integral program for communication, namely sending and receiving e-mail.

## Sending and receiving mail

Windows XP comes with Outlook Express mail application. This mail package can perform most of the tasks you need to communicate through electronic mail (e-mail). You can send and receive e-mail, reply to e-mail and attach files to e-mail.

In addition to having the Outlook Express application, you will need a server that acts as the central post office for your e-mail. In most cases, the system administrator in your company is responsible for setting up the mailboxes and maintaining mail delivery. Or, if you connect to the Internet through an Internet Service Provider (ISP), then your ISP provides your mail services.

## Introduction to Outlook Express

The Outlook Express interface is self-explanatory. At the beginning you will notice the smaller windows in the Outlook window. Similar to the Internet Explorer windows, these windows can be resized if you so desire.

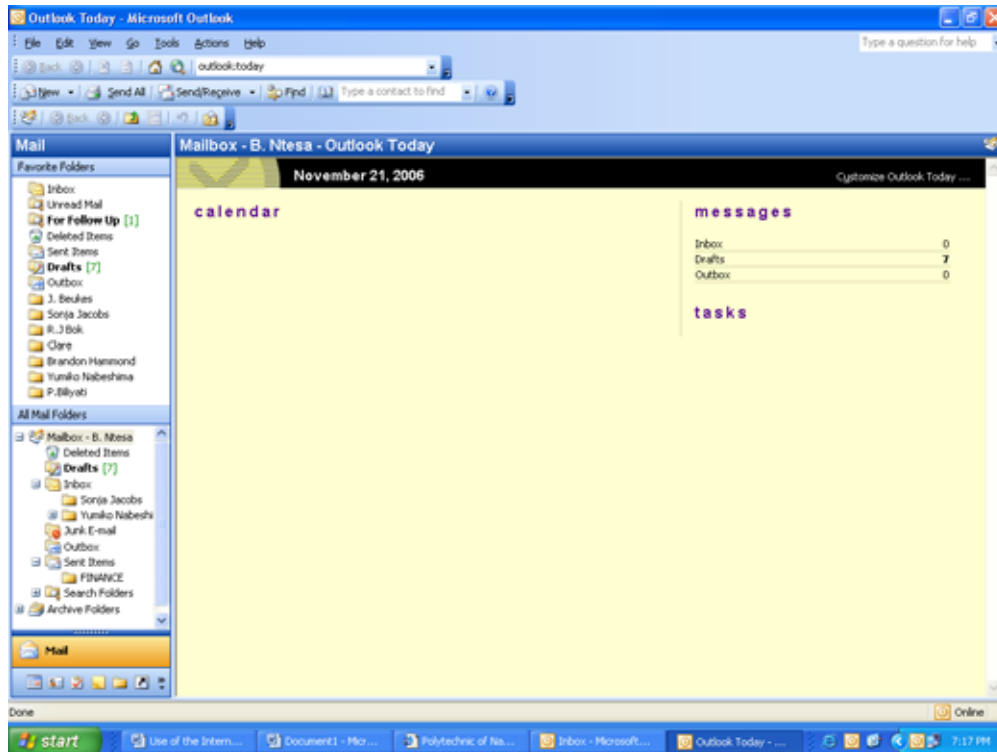


Figure 16: The Outlook Express Start-up Window

- **The folders list** - displays the Outlook Express structure as folders. The most commonly used folder will be the inbox. This is where new messages first appear.
- **The contact list** - is your Address Book. As you add contacts and groups to your Address Book, the names are displayed here. By default, the contact list is empty.
- **The tip of the day** - is displayed along the right edge of the window. You can use the previous and next links to navigate through the collection of tips. To close the tip window, click its close button.
- **The main window** - fills the remaining part of the Outlook Express window. By default, Outlook has anticipated the type of tasks you might be doing. The start-up window contains links to popular e-mail, newsgroup and contact list tasks.

Because reading e-mail is often the reason that you will open Outlook, you can specify that the inbox be opened when Outlook starts. This check box option appears at the bottom of the main window. You can return to the start-up window at any time by clicking the Outlook Express icon at the top of the folders list.

- **The menu and toolbar** - provide commands and buttons to perform common tasks. As you work, the menu commands and toolbar buttons change to reflect what you are currently doing.

## The Inbox

The inbox is the most frequently used folder in Outlook. You can display the inbox by clicking the inbox folder in the folders list or by configuring Outlook to open the inbox upon starting the Outlook Express. New e-mail is delivered to this folder. From here, you can read and reply to your e-mail, or compose new messages.

In addition, the Inbox also contains a message list and a Preview pane. The Message list contains the message header information; the Preview pane displays the message text.

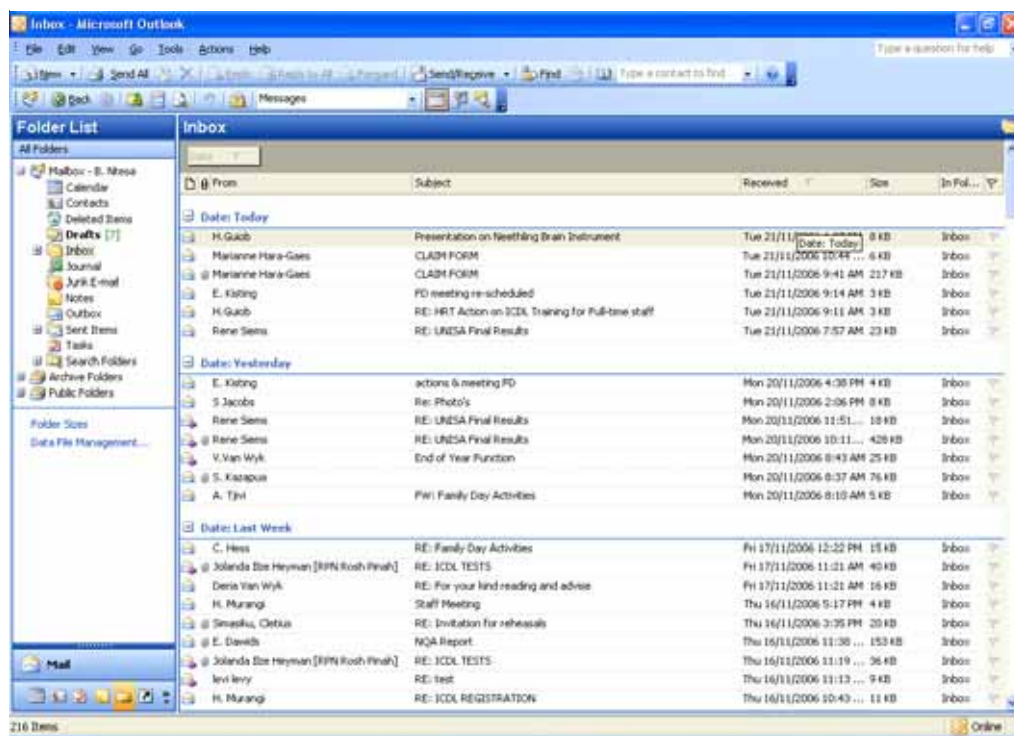


Figure 17: The Outlook Express Inbox

## Message list icons

Header information can be helpful once you understand the meaning of the icons used. The following table describes the icons you might see in the message list.








Icon	Meaning
	New, unread message
	Read message
	Read and replied to message
	Read and forwarded message
	Message is High priority
	File attachment included
	Flagged message for future reference

Table 4: Message list icons

## Sending mail

After reading messages, the next most common tasks you will do in Outlook Express are creating and sending e-mail messages. You can create a new message by clicking the New Mail button on the Standard toolbar.

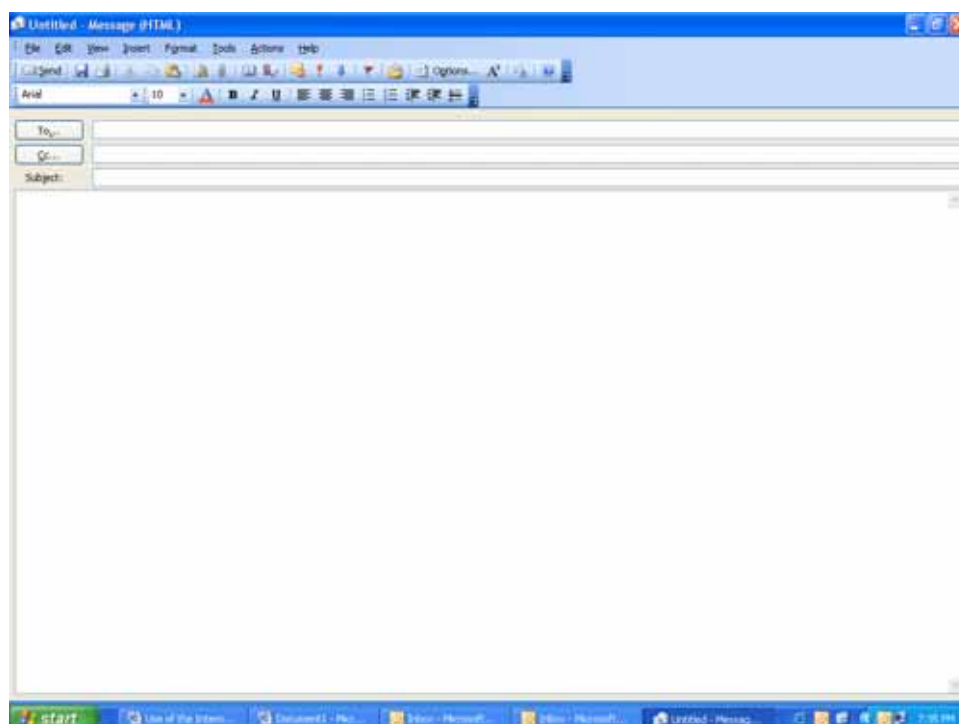


Figure 18: The new message window

- In the “To” box, type the recipient’s e-mail address.
- Use the CC (Carbon Copy) box to send a copy to another person.
- In the Subject box, type the word or phrase that best describes your e-mail. It is also recommended to always include a subject as a courtesy to the recipient. It can also be helpful to you when reviewing sent messages.
- The Standard toolbar enables you to edit your message, check the names and spelling, attach files, set a priority, and send the message.
- The formatting toolbar enables you to apply styles, fonts, and character formats to your message text.

Outlook Express is configured to save every message you send in the send items folder. You can display the list of sent messages by clicking Sent Items in the folders list. The status bar also displays a message telling you the number of messages sent.

### **Using the Send/Receive button**

By default, messages are sent immediately if you are connected to the Internet. When you send a message, it is transferred from the inbox on your hard drive to the mail server. The mail server then sends it to the intended recipients.

By default, Outlook queries the server for new messages every 30 minutes. You can change this default setting or you can manually send and retrieve messages from the server by clicking Send/Receive button on the standard tool bar.



*Figure 19: The send/receive button*

## Replying to e-mail messages

To make replying to e-mail as simple as possible, Outlook Express provides two reply buttons. The reply button creates a return message addressed only to the sender. The Reply to All button creates a return message addressed to the sender and everyone else who received the message to which you are replying. Be careful to not overuse the 'Reply to All' button. Your inbox can quickly fill up with copies of unnecessary messages.

Reply messages always contain the body of the original message to which you are replying. This is helpful when you need to reference a particular statement.



*Figure 20: The Reply/Reply to All button*

## Forwarding messages

When you receive a message that you think someone else would appreciate, you can send, or *forward*, it to him or her. With the intended message selected, click the forward button. After entering the recipient's name in the To box, you can add comments in the message body above the original message. Click the send button to send the message.



*Figure 21: Forward button*

## Deleting Messages

Overtime, large numbers of messages gather in your inbox. To keep your inbox tidy, you can delete messages you have read and no longer need. Clicking the **Delete button** on the standard tool bar allows you to delete any message you have selecting in your inbox. You can delete a single or several messages.

If you have accidentally deleted a message from your inbox, you can drag this message from the Deleted items folder back into Inbox. Furthermore, you can empty your Deleted items folder manually by selecting the messages individually or in groups and clicking on the **Delete button**.



*Figure 22: The Delete button*

## Draft messages

There might be a time when you want to hold onto a message and not send it immediately. Outlook provides a Drafts folder in which you can save partially completed messages to be completed and sent later.

For example, you might create a message and then discover that you need to find a file to attach. Rather than cancelling the new message and, in effect, deleting everything you have just typed, you can save it as a draft. After you have found the appropriate file, you can open the draft message, edit it, and attach the file send it.

To save a draft message, click File, Save. The first time you use this menu command, you will be told that the message is being saved in the Drafts folder. You can select the option to never show this message again.

# Attachments

## Attaching files to e-mail messages

A convenient way to send files to another person is to attach a file, click the “Attach File” button or click Insert, File attachment.

You can browse in the Insert Attachment dialog box to locate the desired file. Once the file is selected, click attach. In the New Message dialog box, the Attach box displays the file name and size.

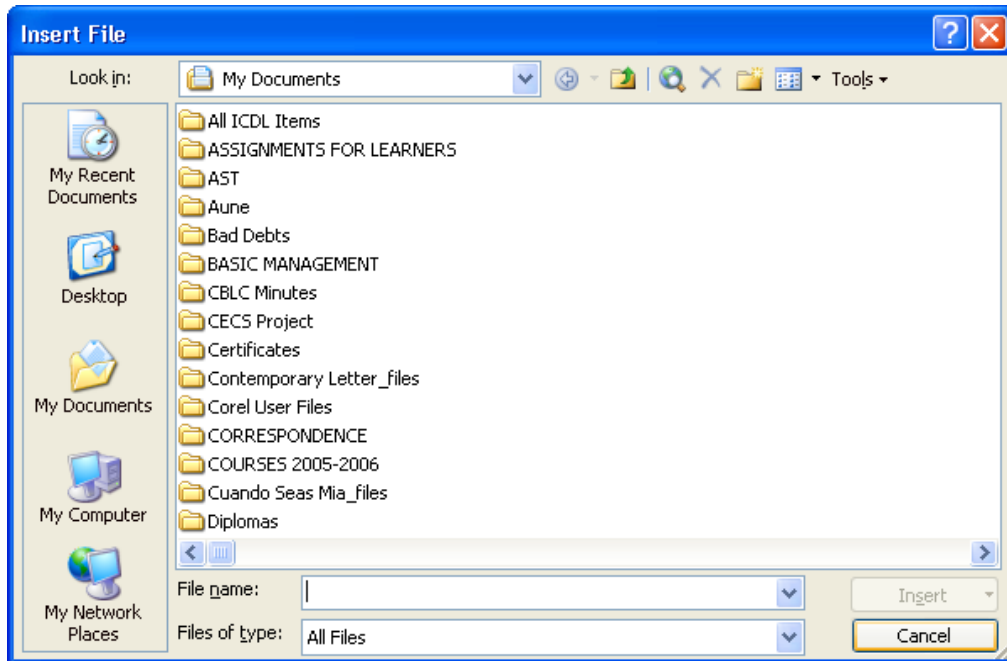


Figure 23: The Insert Attachment dialog box

## Viewing Attachment

When you receive e-mails containing file attachments, you will notice the paper clip icons in the message list, the Preview pane, and the attach box of the message window. In the Message list, a paper clip icon is displayed to the left of the sender's name. The following are some of the ways to view the attachment:

- In the Preview pane, click the paper clip icon in the upper right corner and select the file to be viewed. You can also save the attachment from this shortcut menu.
- Display the message in a separate window and double-click the file attachment icon in the attach box. You will be prompted to open the file or save it.
- Display the message in the Preview pane, choose File, Save attachments, and then click Save to save the attachment. You can then start the applicable program and view the file.

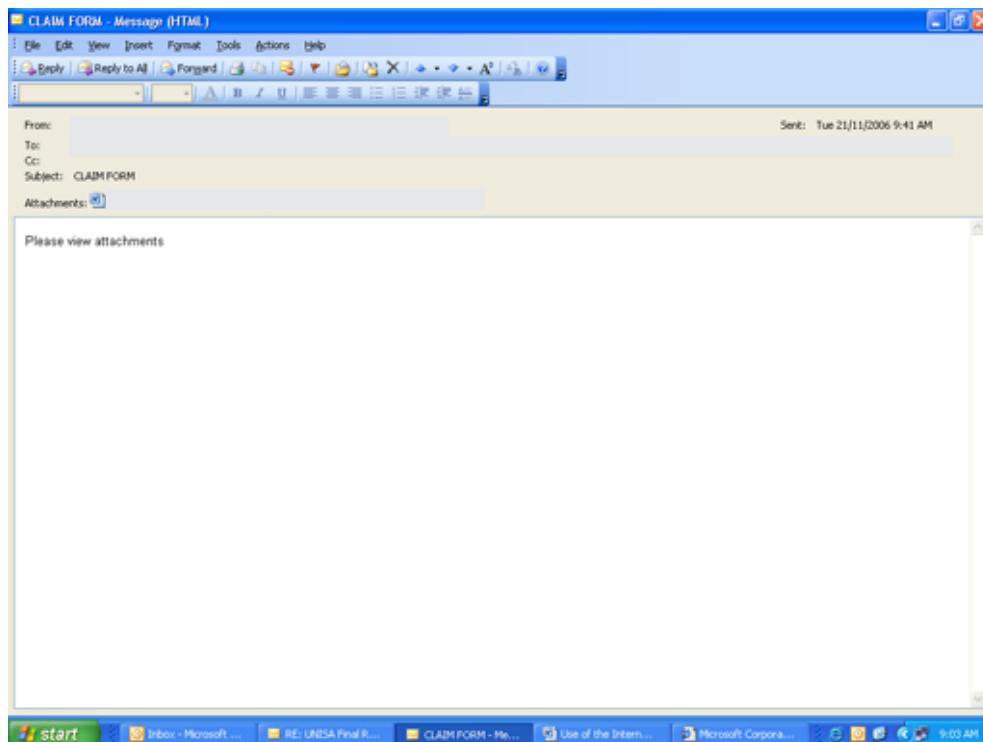


Figure 24: The Message List containing a message with file attachments

## Saving File attachments








Saving a file attachment does not delete it as a file attachment. Therefore, it is recommended that you save attachments only when you plan to delete the e-mail. Otherwise, you will be saving the file in two places: in your mailbox and on your hard drive. Also, be sure to remember where you save the file. It might be a good idea to create a folder especially for e-mail attachments.



## CHECK YOUR PROGRESS 4

### SEND AND RECEIVE E-MAILS

1. Complete the following table

ICON	MEANING
	
	
	
	
	
	
	

2. Explain the purpose of the following e-mail folder

- **Inbox** \_\_\_\_\_  
\_\_\_\_\_



## PRACTICAL ACTIVITY 4

### SEND AND RECEIVE E-MAILS

1. Compose a new message.
2. Send the message to your Instructor.
3. Read the message you received from a Friend.
4. Reply to your Friend's Email.
5. Attach any file of your choice to your reply.
6. Forward the message you received from your Instructor to your friend.

## Summary

Well done! You have completed Section 4 on *Send and receive e-mails*.

You should now be confident that you have the knowledge and skills to send and receive e-mails, with or without attachments. You should now also know the procedures to create a special folder in which to save attachments.

If you feel confident that you have achieved the above, you can move on to the next section where you will learn how to set up and use an address book in your e-mail application.

If you are unsure about anything, go back and revise or ask your instructor or supervisor for assistance.

# SECTION

# 5

## Use an address book

# Introduction

In this section of the training manual you will learn the procedures to create and use an address book.

You will also learn the procedures to use e-mail folders.

## Skills you will learn

By the end of this section, you will be able to:

- describe and apply the procedures to create and use an address book
- describe and apply the procedures for using e-mail folders.

# Address book

The Address Book provides a way to organize information about the people, or *contacts*, with whom you correspond. In addition to storing a person's e-mail address, you can also maintain personal information and business card information about that person. Outlook Express uses the Microsoft Address Book whose contents are available to other Microsoft applications. For example, you can use the Address Book to insert mailing addresses in a word document.

## Address Book items

The Address Book contains individual contacts, groups, and folders. You can create, remove, or modify any of these items. The contents of the Address Book are displayed in the contact list in the lower right section of the Outlook Express window. By default, the Address Book is empty. However, when you reply to a message, the sender is automatically added as a contact.

To open the Address Book, click the addresses button on the toolbar or right-click any item in the contacts list and choose Address Book.

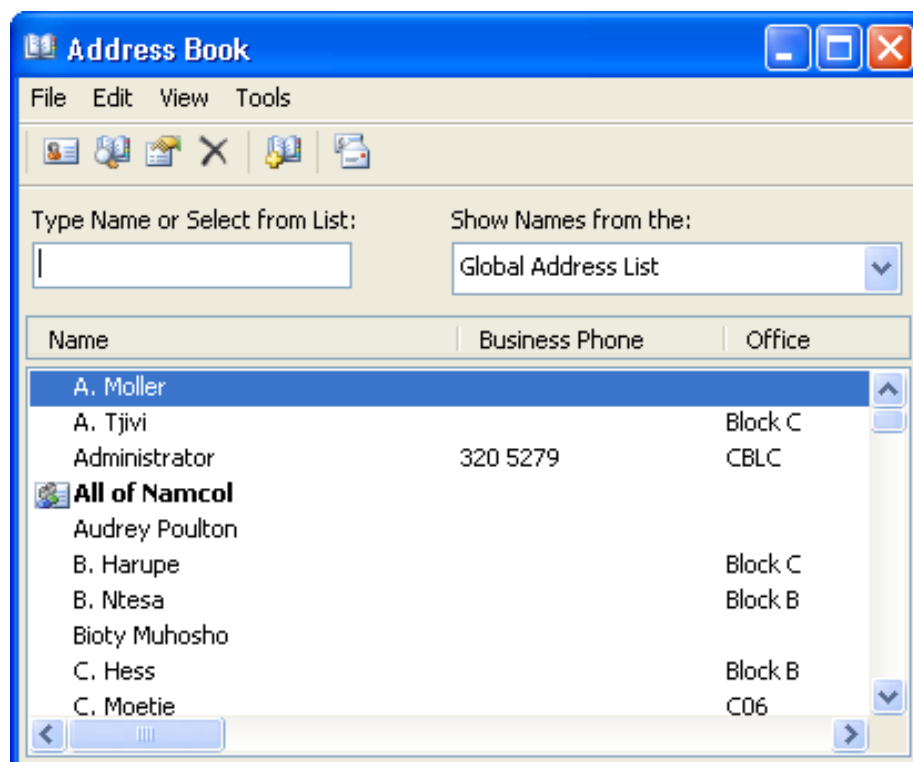


Figure 25: A sample of an Address Book

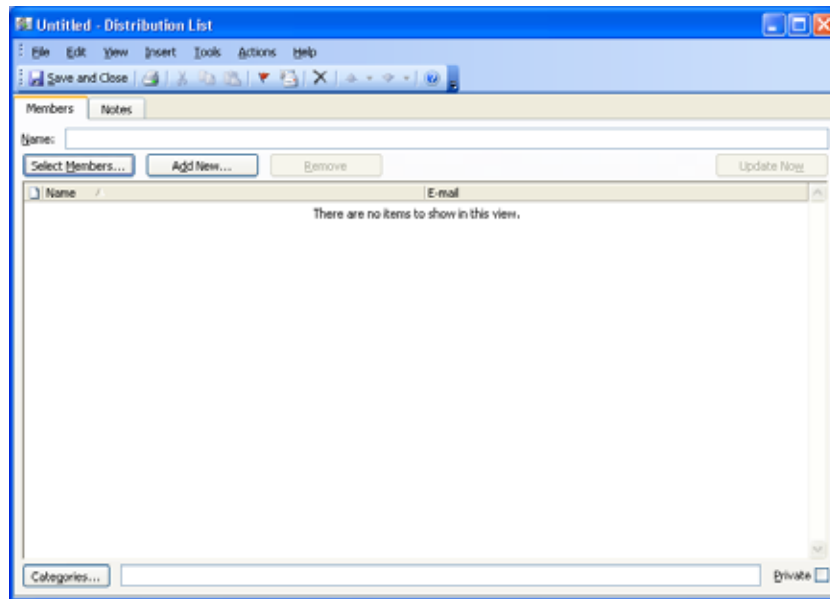


## Grouping addresses to folders

Address Books provide a good organizational tool when working with contacts. Rather than repeatedly sending the same e-mail, you can create a group and send one e-mail to multiple recipients.

To create a group:

1. Open the Address Book.
2. Click the New button and choose New Group to display the group Properties dialog box with two tabs: Group and Group Details.
3. In the Group Name box, type the desired group name.
4. Click the Select Members button to display the Select Group Members dialog box.
5. From the list in the left window, select the desired name(s), and then click the select button. (You can select more than one name at a time.) The Members list in the right window displays the current group members.
6. Click OK to close the Select Group Members dialog box.
7. Click OK to close the group Properties dialog box. The new group is displayed in the Address Book.



*Figure 27: An example of creating a new group or distribution list*

## **Sending E-Mail to a group**

As previously mentioned, the advantage of using groups is that you are able to send one message to multiple recipients. Using the Contact's list in Outlook Express is an efficient way to send e-mail to a group. Like sending e-mail to an individual contact, you simply double-click the group name and complete the New Message dialog box.



## CHECK YOUR PROGRESS 5

### USE AN ADDRESS BOOK

1. What is the purpose of an address book?

---

---

---

---

---



## PRACTICAL ACTIVITY 5

### USE AN ADDRESS BOOK

1. Send an e-mail message to the entire class telling them what you learned about Outlook Express.
2. Create a contact for a friend (you can use any name of your choice)
3. Respond to an e-mail that was sent to you.
4. Close Outlook Express.
5. Add a new content to your address book.

# Summary

Well done! You have completed Section 5 on *Use an address book*.

You should now be confident that you have the knowledge and skills to create and use an address book and folders in your e-mail application.

If you feel confident that you have achieved all the above, congratulations - you have successfully completed the manual *Use internet and e-mail applications*.

If you are unsure about anything, go back and revise or ask your instructor or supervisor for assistance.

# List of figures

	<b>Page</b>
Figure 1 : Example of a web server .....	11
Figure 2 : Google is an example of a web browser .....	11
Figure 3 : Example of the design of a website .....	12
Figure 4 : CNN is an example of a webpage .....	12
Figure 5 : Connecting to the internet .....	19
Figure 6 : Internet Explorer Windows displaying the Microsoft home page .....	20
Figure 7 : The standard buttons toolbar .....	21
Figure 8 : The Internet Explorer Help Windows .....	30
Figure 9 : Search Companion displayed in the Internet .....	31
Figure 10 : The File Download dialog box .....	34
Figure 11 : The default links bar .....	35
Figure 12 : An example of the History list .....	36
Figure 13 : Add favourite dialogue box .....	38
Figure 14 : The security tab of the Internet Options dialog box ..	46
Figure 15 : Controlling how cookies are used with privacy settings .....	48
Figure 16 : The Outlook Express Start-up Window .....	56
Figure 17 : The Outlook Express Inbox .....	57
Figure 18 : The newsmesssage window .....	58
Figure 19 : The send/receive button .....	59
Figure 20 : The Reply/Reply to all button .....	60
Figure 21 : Forward button .....	60
Figure 22 : The Delete button .....	61
Figure 23 : The Insert Attachment dialog box .....	62
Figure 24 : The Message list containing a message with file attachments .....	63

Figure 25	: A sample of an Address Book .....	69
Figure 26	: A new contact dialog box .....	70
Figure 27	: An example of creating a new group or distribution list .....	72

## List of tables

	<b>Page</b>	
Table 1	: Example of domains .....	15
Table 2	: Basic Internet services .....	17
Table 3	: Example of security for each zone .....	45
Table 4	: Message list icons .....	58

# Glossary

Web servers:	Thousands of computers all over the world where millions of data is stored
Web browsers	: Is computer software applications used to access <i>web sites</i>
Web sites	: Is a collection of web pages
Web pages	: Are connected by hyperlinks and can contain text, graphics, animation, sound and a variety of interactive elements.
Modem	: Is a connection device
TCP/IP	: Transmission Control Protocol/Internet Protocol
HTML	: Hypertext Mark-up Language
HTTP	: Hypertext Transfer Protocol
FTP	: File Transfer Protocol
IP address	: Is a collection of four set of numbers separated by dots.
DNS	: Domain Name Service
URL	: Uniform Resource Locator
E-mail	: The e-mail service allows you to exchange messages and files with other users over a network.
Newsgroup	: Is a type of discussion group. It consist of a group of subscribers who are connected to one another through Internet.
Teleconference	: Is a meeting in which participants at different locations communicate with each other by using normal telephone lines, such as the dial-up connection or ISDN.
Accessing	: Entering, or opening a computer file,
Navigating	: Searching
Search engine	: Is a tool specifically designed for searching the Internet.

- Default : Multiple keywords are treated as if there was an operator between each of them.
- Search operators : Are special characters or punctuation used for searching information on the web
- Downloading : Copying files from an external source to your local hard drive.
- Virus : Causes damage to the computer
- Cookies : Are small files that are added to your hard drive as you browse the internet.
- Third-party cookies: Organisations place advertisement for their products on other web sites.
- Integral : Program for communication, namely sending and receiving e-mails.
- Forward : When sending to someone else a message that you have received, you are forwarding it. The Forward button is clicked to pass it on.
- Contacts : Information about people, with whom you correspond.
- Properties : All contacts are saved in the Address Book. The Properties box needs to be completed first.



Write down additional words that you do not understand.  
Ask your instructor to explain the meaning of those words.

# Answers to check your progress

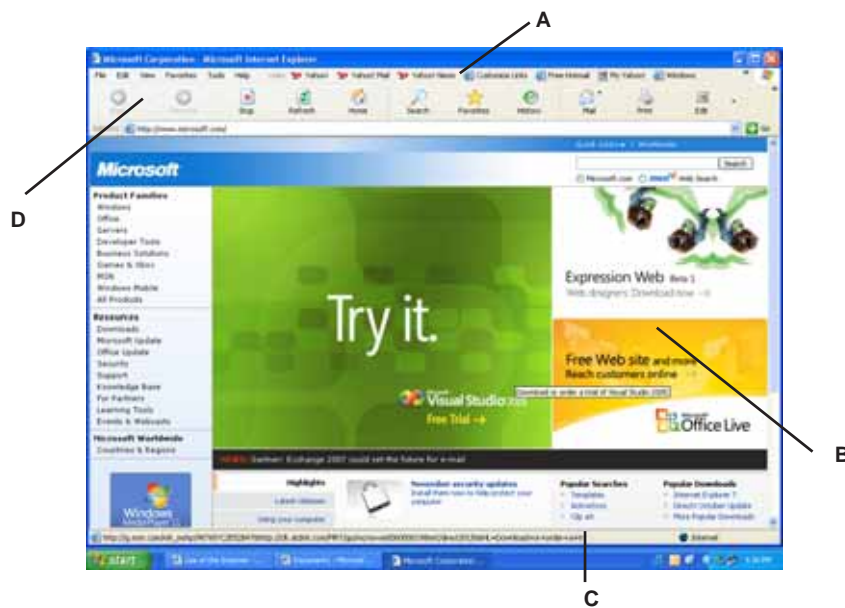
## Check your progress 1

1. An IP address is a collection of four set of numbers separated by dots. Each set can have a maximum of three digits.
2. The IP numbers are registered with Internet Network Information Center (InterNIC) and given host names that are easier for people to remember. Instead of having to remember a string of numbers, you need to recall only the assigned host name. Host names are usually company names, such as Microsoft, or easy to remember abbreviations.
3. Three types of domains  
.com  
.gov  
.org
4. The component of the following Internet address:  
*(<http://www.google.com>)*  
*(http://)* – is the protocol used  
*([www.google.com](http://www.google.com))* – is the server's host name and domain

## Check your progress 2

1. A **search engine** is a program specifically designed for searching the Internet.
2. The term downloading refers to **copying files from an external source to your local hard drive.**

## 3. Label the Following Diagram



- A - Link bar
- B - Content Window
- C - Status bar
- D - Standard buttons toolbar

## 4. If you want to navigate to previously visited web sites you use:

- History

## 5. Guidelines for naming Favourites.

- Keep the names short.
- Keep the names descriptive.
- Remember that a maximum of 40 characters is displayed.

**Check your progress 3**

## 1. True or false

- **High** – provides reasonable protection for most Web browsing activities. Cookies are enabled, but potentially harmful ActiveX controls are disabled. This is the most common level of security. **FALSE**
- **Medium** – provides the most protection by disabling cookies. Many Web sites will be unavailable for browsing. **FALSE**
- **Medium-low** – provides some of the Medium-level protection, but does not display prompts before running potentially harmful ActiveX controls. **TRUE**
- **Low** – provides very little protection and is not recommended for standard Web browsing activities. **TRUE**








2. Fill in the following table.

<b>ZONE</b>	<b>DESCRIPTION</b>	<b>SECURITY LEVEL</b>
Internet	All Web sites that are not included (any other zone)	<b>Medium</b>
<b>Local intranet</b>	Web sites for your organization.	Medium-low
Trusted sites	<b>Web site that you trust completely.</b>	Low
Restricted sites	<b>Web sites that you do not trust</b>	<b>High</b>

3. Cookies are small files that are added to your hard drive as you browse the Internet

## Check your progress 4

1. Complete the following table

<b>Icon</b>	<b>Meaning</b>
	New, unread message
	Read message
	Read and replied to message
	Read and forwarded message
	Message is High priority
	File attachment included
	Flagged message for future reference

2. **Inbox** - The inbox is the most frequently used folder in Outlook that contains new messages.

## Check your progress 5

1. The Address Book provides a way to organize contact details such as e-mail addresses of people you correspond with.