ICDL

Computer & Online Essentials

This quick reference is for Microsoft Windows 10, Google Search, Chrome and Outlook 2016.

Quick Reference

Keyboard Shortcuts & Commands

Purpose	Keyboard Shortcut	Purpose	Keyboard Shortcut
Open menu	ALT+LETTER	Undo	CTRL+Z
Help	F1	Up one screen	PAGE UP
Cut	CTRL+X	Down one screen	PAGEDOWN
Copy	CTRL+C	Beginning of a line	HOME
Paste	CTRL+V	End of line	END

1   Computers and Devices

1.1   Hardware

1.1.1   Define the term hardware.
- Hardware – Physical, tangible items that form part of a computer system, like the hard drive, monitor, keyboard, and mouse.

1.1.1   Identify the main types of computers like:
- Desktops – Traditional computers designed to stay in a single location connected to a power outlet.
- Laptops – Portable computers designed for mobile, flexible use.

1.1.1   Identify the main types of devices like:
- Tablets – Hand-held mobile computers with a touchscreen interface that combine computing and Internet access.
- Smartphones – Small hand-held, mobile devices with a touchscreen interface that combine computing and Internet access with the functionality of a mobile phone.

1.1.2   Identify the main types of integrated and external equipment like:

Printer	External devices that print information on paper or other materials.
Screen	Integrated or external devices that visually display output such as text and graphics.
Scanner	External devices that read images or text and convert the data into digital information.
Keyboards	Integrated or external typing devices used to issue commands and enter characters.
Mouse/Track pad	External / Integrated pointing devices used to select items and issue commands.

Touch Screen	Integrated screens that enable interaction with what is displayed on screen by touching the screen with a stylus or one or more fingers.
Camera	Integrated or external cameras used to capture digital images or videos. A web camera (webcam) streams video in real time to or through a computer to a computer network.
Speakers	Integrated or external devices that produce sound waves audible to the human ear.
Microphone	Integrated or external devices used to digitally capture sound.
Headset	External devices that combine headphones and a microphone to provide the functionality of a hands-free telephone.
Docking Station	External devices used to connect laptops to other devices such as keyboards, monitors, speakers or printers.
Storage	Internal or external devices that retain saved data.

1.1.3   Identify common input/output ports like:
- Universal Serial Bus (USB) – Typically used to physically connect storage and other devices.

- High-Definition Multimedia Interface (HDMI) – Typically used to physically connect media devices to transfer video and audio data.
- Video Graphics Array (VGA) – Typically used to physically connect a monitor, projector or TV to transfer video data.

1.1.4   Log off a computer or device using an appropriate routine.
- Close any open files and applications.
- Click the Start button.
- Select the Profile icon.

- Click Sign out.
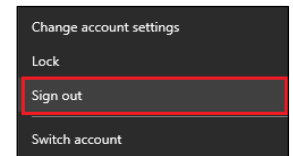
1.1.4   Shut down a computer or device using an appropriate routine.
- Close any open files and applications.
- Click the Start button.
- Click the Power icon.
- Click Shut down.

1.1.4   Restart a computer or device using an appropriate routine.
- Close any open files and applications.
- Click the Start button.
- Select the Power icon.

- Click Restart.

1.1.4 Log in to a different user account.

- Close any open files and applications.
- Click the Start button.
- Select the Profile icon.
- Select Switch account.
- Select the relevant Profile icon and enter the appropriate login information.

1.1.5 Connect a device, equipment to a computer using a USB connection.

- Insert the flash drive (or other device or equipment) into the USB port on the computer.
- The computer will signal that a new device has been detected.
- Save or view files and folders as needed.

1.1.5 Disconnect a device, equipment from a computer using an appropriate routine.
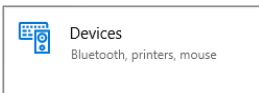
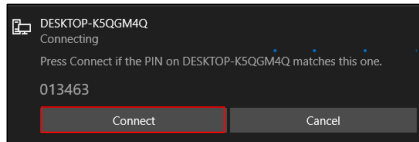- Click the Safely Remove Hardware and Eject Media icon in the notification section of the taskbar.

- Click the device to remove.
- When a Safe to Remove Hardware message appears, remove the device.

1.1.6 Connect computers, devices, equipment using a Bluetooth connection.

- Click the Start button.
- Click the Settings icon.
- Click Devices.

Devices
Bluetooth, printers, mouse

- In Bluetooth & other devices set Bluetooth to On.
- To connect a device, click Add Bluetooth or other device.
- Click Bluetooth.
- Select the relevant device.
- On the device ensure Bluetooth is enabled and if not already paired, click Pair and check that the PINs match.
- Click Connect on the computer.

DESKTOP-K5QGM4Q
Connecting
Press Connect if the PIN on DESKTOP-K5QGM4Q matches this one.

013463

| Connect | Cancel |

- Click Done.

1.1.6 Disconnect computers, devices, equipment using a Bluetooth connection.

- Select the device in Bluetooth & other devices.
- Click Remove Device.
- Click Yes.

1.2 Software

1.2.1 Define the term software.

- Applications or programs designed to tell a computer and related devices to perform specific tasks.

1.2.1 Distinguish between the main types of software like:

- Operating systems – Designed to control the computer, schedule tasks, manage storage, and handle communication with other devices.
- Applications – Designed to perform specific tasks such as creating documents, sending messages or searching online.

1.2.1 Recognise that software can be installed locally or accessed online.

- Software can be installed locally on a specific computer or device, on a network or accessed online (in the cloud).

1.2.2 Identify common examples of operating systems for:

- Computers – Examples include Microsoft Windows, Apple macOS; and Linux.
- Devices – Examples include Google Android OS, Apple iOS, Microsoft Windows.

1.2.3 Identify common examples of applications like:

- Office productivity –These applications, typically combined in suites, are designed for producing outputs, such as, documents, spreadsheets, presentations and databases. Examples include

Microsoft Office (Word, Excel and PowerPoint), G Suite (Docs, Sheets and Slides), Apple iWork (Pages, Numbers and Keynote), Apache OpenOffice (Writer, Calc, Impress), and LibreOffice (Writer, Calc, Impress).

- Web Browser – Examples include Google Chrome, Mozilla Firefox, Apple Safari, Microsoft Edge and Microsoft Internet Explorer. They are used for accessing information on the World Wide Web.
- Communications – Examples include email, messaging, voice call and video call applications, which are used for communicating over the Internet.
- Social networking – Examples include social network websites and Internet forums used for interacting with like-minded people over the Internet.
- Design – Examples include photo-editing applications used for editing digital images (Photoshop, GIMP) and desktop publishing applications used for creating professional page layouts (Adobe InDesign, Microsoft Publisher).

2 Managing Files and Applications

2.1 Introducing File Management

2.1.1 Understand the function of the operating system's file management application, desktop, and taskbar to efficiently manage and access files, folders, applications.

- File Management Application – A graphical user interface used to access and manage files and folders stored on a computer or drive.
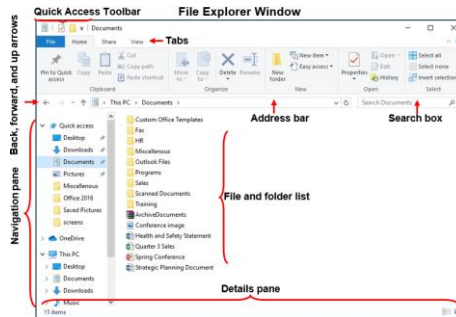
- Desktop – A customisable screen that appears when you log in, which uses icons to provide quick access to files, folders, applications and the Recycle Bin.
- Taskbar – A customisable bar containing the Start button, which provides quick access to applications and settings, the Cortana search box, pinned and open applications, and the notification area.
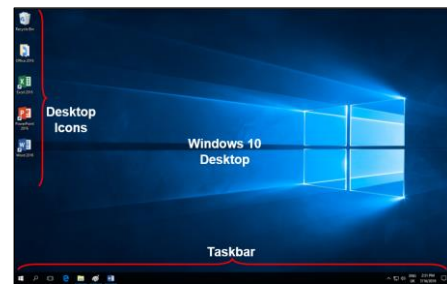
2.1.2 Identify common icons like those representing:

Files

Folders

Applications

Printers

Drives

Shortcuts/aliases

Recycle bin/wastebasket/ trash

2.1.2 Identify common file types like:

File type	File Extension	File Icon
Word Processing	.docx	
Spreadsheet	.xlsx	
Presentation	.pptx	
Portable Document Format	.pdf	
Image	.gif, .jpg, .bmp	
Audio	.mp3, .wav	
Video	.avi	
Compressed	.zip	
Executable	.exe	

2.1.3 Understand how an operating system organises drives, folders, files in a hierarchical structure.

- File Explorer displays the hierarchical structure of files, folders, and drives on a computer.

2.1.3 Navigate between drives, folders, sub-folders, files.

- Click the File Explorer icon on the taskbar.

- In the left-hand pane, click the arrow beside a drive, folder or subfolder to display its contents in the left-hand pane or click on it to display its contents in the right-hand pane.
- In the right-hand pane, double-click a drive, folder, sub-folder or file to open it.
- Click the Back arrow button or the Forward arrow button to navigate back and forwards through previously visited locations
- Click the Up arrow button to navigate up a level in the hierarchy.

2.1.4 Change view to display files and folders like: tiles, icons, list, details.

- In File Explorer, click the View tab.
- Click the preferred option in the Layout group.
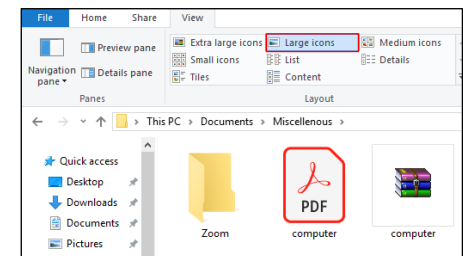
2.1.5 Search for files by properties: all or part of file name.

- In File Explorer navigate to the relevant location to search.
- In the search field enter a full file name or part of a file name.

2.1.5 Search for files by properties: using wildcards if necessary

- In File Explorer navigate to the relevant location to search.
- In the search box enter a file name using the relevant wildcard.
- The question mark (?) is typically used to substitute one character and the asterisk (*) is typically used to substitute many characters.
- For example, in the search box enter *.txt to find all files with the extension .txt or enter b*.* to find all files that begin with the letter b.

2.1.5 Search for files by properties: content.

- In File Explorer navigate to the relevant location to search.
- Click in the search box and select Advanced Options in the Options group in the Search tab.
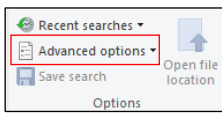
- Select File Contents.
- In the search box enter the text to search for in the files content.

2.1.5 Search for files by properties: date modified.
- In File Explorer navigate to the relevant location to search.
- Click in the search box, enter the text to search for if appropriate, and select Date modified in the Refine group in the Search tab.
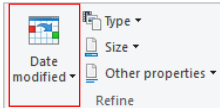
- Select a relevant time period from the menu.

2.2 Organising Files and Folders
2.2.1 Create a folder.
- In File Explorer navigate to where the folder will be created.
- Right-click and click New.
- Click Folder.
- Enter a folder name and press the Return key.

2.2.1 Recognise good practice in folder, file naming:
- Use meaningful names for folders and files to help with searching and organisation.
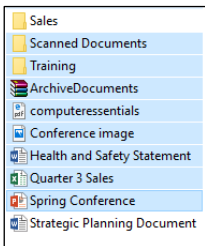
2.2.2 Rename a file, folder.
- Right-click on the file or folder to re-name.
- Click Rename.
- Enter a new name.
- Press the Return key.

2.2.3 Select individual files, folders.
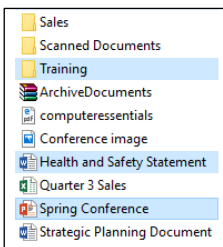- Click a file or folder.

2.2.3 Select adjacent files, folders.
- Click the first file or folder, hold down the Shift key, and then click the last file or folder.

- Release the Shift key.

2.2.3 Select non-adjacent files, folders.
- Hold down the Ctrl key, and then click each file or folder to select.

2.2.4 Copy files, folders between folders, drives.
- Right-click the file or folder to copy.
- Click Copy.
- Navigate to the new location.
- Right-click and click Paste.

2.2.4 Move files, folders between folders, drives.
- Right-click the file or folder to move.
- Click Cut.
- Navigate to the new location.
- Right-click and click Paste.

2.2.5 Delete files, folders to the recycle bin/ wastebasket/trash.
- Right-click the file or folder to delete.
- Click Delete.

2.2.5 Restore files, folders to original location.

- Double-click the Recycle Bin icon.
- Select the items to restore.
- Right-click and click Restore.

2.2.6 Sort files in ascending order by name.
- Double-click the folder containing the files to sort.
- Click the View tab.
- Select Sort by.

- Click Name.

2.2.6 Sort files in descending order by name.
- Click the View tab.
- Select Sort by, click Name, select Sort by and click Descending.

2.2.6 Sort files in ascending order by size.
- Click the View tab.
- Select Sort by, click Size, select Sort by and click Ascending.

2.2.6 Sort files in descending order by size.
- Double-click the folder containing the files to sort.
- Click the View tab.
- Select Sort by and click Size.

2.2.6 Sort files in ascending order by type.
- Double-click the folder containing the files to sort.
- Click the View tab.
- Select Sort by and click Type.

2.2.6 Sort files in descending order by type.
- Click the View tab.
- Select Sort by, click Type, select Sort by and click Descending.

2.2.6 Sort files in ascending order by date modified.
- Double-click the folder containing the files to sort.
- Click the View tab.
- Select Sort by, click Date Modified, click Sort by, and click Ascending.

2.2.6 Sort files in descending order by date modified.
- Click the View tab.
- Select Sort by and click Date Modified.

2.3 Storage
2.3.1 Identify the main types of storage media like:
- Internal hard drive – A non-volatile, random access storage device for digital data.
- External hard drive – A hard disk located outside the computer.
- Network drive – A drive shared by multiple users or devices.
- Online/Cloud file storage – A file storage service available over the Internet.
- USB flash drive – A portable digital storage device.
- Memory card – A digital storage device used in cameras and other devices.

2.3.2 Identify file size, folder size, storage capacity measurements like:

Unit Bit	Size	Comparable To
Kilobyte (KB)	1,024 Bytes	½ page of plain text
Megabyte (MB)	1,024 KB	700 pages of plain text or one picture/graphic
Gigabyte (GB)	1, 024 MB	A set of encyclopaedias
Terabyte (TB)	1,024 GB	A bookstore full of books
Petabyte (PB)	1,000 TB	500 billion pages of plain text

2.3.3 Display file, folder, drive properties like: name, size, location.
- In File Explorer, right-click the file, folder or drive.
- Select Properties.
- Click OK to close.

2.4 Managing Applications
2.4.1 Install an application from a CD or DVD.
- Insert the disc into your computer.
- Many installation CDs or DVDs automatically open an installation wizard for the program. In these

cases, the **AutoPlay** dialog box appears, and you can choose to run the wizard.
- Follow the steps displayed on screen.
- Type the administrator password or provide confirmation if prompted.
- The application will install.

2.4.1 Install an application from the Internet.
- Click the appropriate link on the web page to install or download the application.
- To install the application immediately: click Open or Run and follow the steps on screen. Type the administrator password or provide confirmation if prompted.
- To install the application later: click Save. The installation file will download. Double-click the installation file to install and follow the steps on screen. Type the administrator password or provide confirmation if prompted.

**2.4.1 Install an application from an online application store.**
- Click the Start button.
- If necessary, scroll to the Microsoft Store tile and click the Microsoft Store tile.

- Find and select the required app and click Get.
- Or if the app is not free, click Buy and enter payment details as required.

2.4.1 Uninstall an application.
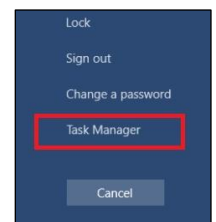- Click the Start button.
- Click the Settings icon and click Apps.
- Select the application to uninstall and click Uninstall.
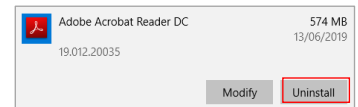
- Click Uninstall again.
- Type the administrator password or provide confirmation if prompted.

2.4.2 Shut down a non-responding application.
- Press the Ctrl+Alt+Delete keys.
- Click Task Manager.

- Select the application.
- Click End task.

2.4.3 Capture a full screen.
- Press the Print Screen key (PrtScn).
- Right-click and click Paste as required.

2.4.3 Capture an active window.
- Open a window on the desktop.
- Press the Alt key + Print Screen key.
- Right-click and click Paste as required.

3 Networks
3.1 Network Concepts
3.1.1 Define the term network.
- More than one computer or device connected through physical (wired) and/or wireless connections.

3.1.1 Outline the purpose of a network:
- To enable computers and devices to share data, applications and devices securely.

3.1.2 Understand the concepts of downloading from, uploading to a network.
- Downloading from a network – Copying a file from a computer on a remote system to a local computer or device.
- Uploading to a network – Copying a file from a local computer or device to a computer on a remote system.

3.1.3 Understand the term Internet.
- A world-wide system of linked computer networks, connecting billions of computers and devices.

3.1.3 Identify some of the Internet's main uses like:

- Information searching
- Communication
- Purchasing
- Selling
- Learning
- Publishing
- Banking
- Government services
- Entertainment
- Software access
- File storage

3.2 Network Access

3.2.1 Identify options for connecting to the Internet like:

- Wired network – Connects computers to the Internet using fixed cables, such as fibre optic, DSL, or cable television lines.
- Wireless network – Connects wireless-enabled computers and devices to the Internet using wireless technology, such as Wi-Fi and satellite.
- Mobile phone network – Connects Internet-compatible mobile devices to the Internet using mobile technology, such as mobile broadband.

3.2.2 Recognise the status of a wireless network:

- Protected/secure – The network is protected to prevent unauthorised access.
- Open – The network is accessible to all.

3.2.2 Connect to a wireless network.

- Click the wireless connection icon in the notification area on the taskbar.

- Select the desired network and click Connect.
- If required, enter a password and click Next.

3.2.2 Disconnect from a wireless network.

- Click the wireless connection icon on the taskbar.
- Select the desired network and click Disconnect.

vodafone-BA53
Connected, secured

Properties

Disconnect
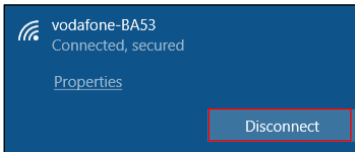
4 Online Information

4.1 Finding Information

4.1.1 Understand the terms:

- World Wide Web (WWW) – A collection of linked documents (web pages), residing on Internet servers around the world, which can be accessed using a web browser.
- Uniform Resource Locator (URL) – A unique address for each web page on the World Wide Web.
- Hyperlink – A link that transfers the user from one web page to another web page by clicking on a highlighted word or icon.

4.1.2 Understand the function of search engines.

- A website used to search for information on the World Wide Web, based on the search criteria entered in the search field.
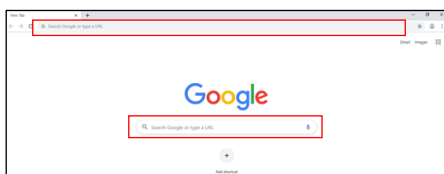
4.1.2 Identify some common search engines.

- www.google.com, www.yahoo.com, www.bing.com.

4.1.3 Carry out a search using a keyword, phrase.

- Click the Google Chrome icon on the taskbar to open the web browser.

- Click in the search box in the Google search engine window or in the Google Chrome address bar.

- Enter the keyword or phrase and press the Return key.

4.1.3 Carry out a search using an exact phrase.

- Enter the exact phrase in quotes in the search box in the search engine window, and press the Return key.

4.1.3 Carry out a search using an image.

- Click Images in the top-right of the Google Search page in the Google Chrome window.
- In the search box in the Google images search engine, select the camera icon.

- Enter an image URL in the search field, or drag an image into the search field.
- Or click the Upload an image tab, click Choose file and browse to an image on your computer or device, select the desired file and click Open.

4.1.4 Refine a search using advanced search features like: date.

- After the initial search, click Tools.
- Click Any time.
- Select the desired time period or range.

4.1.4 Refine a search using advanced search features like: language.

- After the initial search, click Settings.
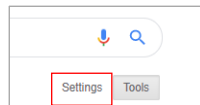
- Select Advanced Search.
- Select the language drop down list in the Then narrow your results by section.
- Select the desired language.
- Click Advanced Search.

4.1.4 Refine a search using advanced search features like: media type.

- After the initial search, click Images or Videos.
- Click Tools.
- Select the desired options.

### 4.1.4 Refine a search using advanced search features like: usage rights.

- After the initial search, click Settings.
- Select Advanced Search.
- Select the usage rights drop down list in the Then narrow your results by section.
- Select the desired license type.
- Click Advanced Search.

4.2 Managing Information

4.2.1 Create a bookmarks / favourites folder.

- Click the Google Chrome icon on the taskbar to open the web browser.
- Click the More button.
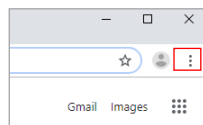
- Select Bookmarks.
- Select Bookmarks manager.
- Click the Organise icon.
- Select Add new folder.
- Enter a name and click Save.

4.2.1 Delete a bookmarks / favourites folder.

- Right-click the desired folder in Bookmarks manager, and click Delete.

4.2.1 Add web pages to a bookmarks / favourites folder.

- Go to the webpage that you want to add to bookmarks and click the star icon in the address bar.
- Enter a new name if required.
- Select the desired folder from the Folder drop-down list.
- Click Done.

4.2.2 Download files to a location.

- Right-click on the hyperlink to the file in the browser window.
- Select Save link as.
- Select a location and enter a filename.
- Click Save.

4.2.2 Save files to a location.

- Right-click the open file in the browser window and click Save As.
- Select a location and enter a file name.
- Click Save.

4.2.3 Preview, print a web page using available printing options.

- Click the More button in the web browser.
- Click Print.
- Select the desired printer and settings and click Print.

4.2.3 Preview, print a selection from a web page using available printing options.

- Make the selection and right-click.
- Select Print.
- Select the desired printer and settings and click Print.

4.2.4 Define the terms copyright, intellectual property.

- Copyright – Exclusive rights to a work for a specified period of time.
- Intellectual property – Creative ideas or inventions that can be protected by the owner.

4.2.4 Recognise the need to acknowledge sources and/or seek permission as appropriate.

- To avoid plagiarism, any content referenced or quoted should be properly acknowledged and permission should be sought to reuse content as necessary.

4.3 Web Browser Settings

4.3.1 Set the web browser home page.

- Click the More button in the web browser.
- Click Settings.
- If necessary, click the Open a specific page or set of pages radio button under On start-up.

On start-up
- Open the New Tab page
- Continue where you left off
- Open a specific page or set of pages
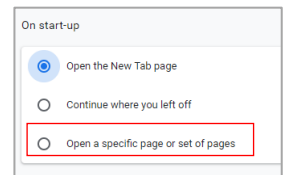
- To edit a home page, click the More button to the right of the page, click Edit, enter the desired URL and click Save.
- To add a new home page to an existing list, click Add a new page, enter the desired URL and click Add.
- To set the page(s) currently opened in the browser as the home page(s), click Use current pages.
- Click X to close the Settings tab.

4.3.2 Understand the term pop-up.

- A new unrequested browser window that opens over the current web page, which usually contains advertisements.

4.3.2 Allow, block pop-ups.

- Click the More button in the web browser.
- Click Settings.
- Scroll to the end of the Settings page and click Advanced.
- Click Site Settings under Privacy and Security.
- Click Pop-ups and redirects under Permissions.
- To allow pop-ups, turn the Blocked slider to On.
- To block pop-ups, turn the Allowed slider to Off.
- Click X to close the Settings tab.

4.3.3 Understand the term cookie.

- A text file stored on a user's computer that monitors their web habits.

4.3.3 Allow, block cookies.

- Click the More button in the web browser.
- Click Settings.
- Scroll to the end of the Settings page and click Advanced.
- Click Site Settings under Privacy and Security.
- Click Cookies under Permissions.
- To block cookies, turn the Allow sites to save and read cookie data (recommended) slider to Off.
- To allow cookies, turn the Blocked slider to On. Allow sites to save and read cookie data (recommended) is displayed.
- Click X to close the Settings tab.

4.3.4 Delete history, temporary Internet files, saved form data, saved passwords.

- Click the More button in the web browser.

- Click Settings.
- Scroll to the end of the Settings page and click Advanced.
- Under Privacy and Security, click Clear browsing data.
- To delete browsing history, if necessary, check the Browsing history checkbox.
- To delete temporary Internet files, if necessary, check the Cached images and files checkbox.
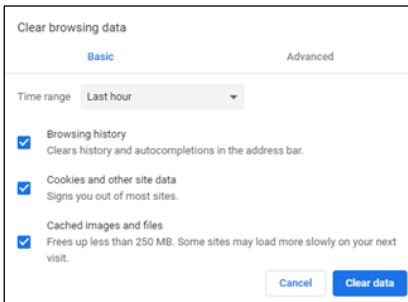
- To delete saved form data, select the Advanced tab and check the Auto-fill form data checkbox.
- To delete saved passwords, select the Advanced tab and check the Passwords and other sign-in data checkbox.
- Set the time range required in the Time range drop-down list.
- Click Clear data.
- Click **X** to close the Settings tab.

5 Online Communication

5.1 Communication Tools

5.1.1 Understand the function and features of email and identify some common examples.

- Email is used to send and receive electronic messages and attachments over the Internet. Most email tools also provide calendar, address book and task management functionality.
- Common examples include Microsoft Outlook, Google Gmail and Yahoo!.

5.1.1 Understand the structure of an email address.

- An example email address is:

j d o e @ i c d l . o r g

Username @ Domain Name Extension

- Username – A unique name identifying the user's email name
- @ – Used to separate the user name from the domain
- Domain Name – The location/company of the email address
- Extension – Typically identifies the type of organisation or the country the email address is associated with

5.1.2 Understand the function and features of messaging, audio call, video call tools and identify some common examples.

- Used to communicate in real-time with one or more contacts over the Internet using messages (text, images, audio and video recordings), voice calls and face-to-face video calls respectively. Many tools combine messaging, audio call and face-to-face video call functionality.
- Common examples include Skype, Whatsapp, Facebook Messenger.

5.1.3 Understand the function and features of social networking sites and identify some common examples.

- Websites that allow users to create profiles, connect with other users, and share content and comments, typically for the purpose of building online communities.
- Common examples include Facebook, YouTube, WhatsApp, Instagram, Twitter, and LinkedIn.

5.1.3 Understand the function and features of forums and identify some common examples.

- Online discussion sites that allow users, typically with shared interests, to have conversations by posting messages.
- Common examples include Reddit and Quora.

**5.1.4 Recognise good practice when using communication tools like:**

- Use an appropriate communication tool and tone for the audience and content.
- Be accurate, brief, clear.
- Do not inappropriately disclose private or sensitive information.

- Do not circulate inappropriate content.
- Use in accordance with usage policies.

5.2 Sending Email

5.2.1 Create an email.

- Click the Start button on the taskbar, select Outlook 2016, entering a password if required.
- On the Home tab, in the New group, click the New Email button.
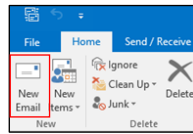
5.2.1 Enter an appropriate title in the subject field.

- Click in the Subject field.
- Enter the subject of the email.

5.2.1 Enter content into the body of an email.

- Click in the body of the email and enter the content required.

5.2.1 Paste content into the body of an email.

- Select the content to copy, right-click and select Copy.
- Open the email message and click the location where you want to paste the content.
- On the Message tab, in the Clipboard group, click the Paste button.

5.2.2 Enter one or more email addresses, distribution list in the To, Copy (Cc), Blind copy (Bcc) fields.

- To add the Bcc field, which does not appear by default, select the Options tab and click the Bcc button in the Show fields group.
- Click in the To, Cc or Bcc field as required.
- Enter the desired email addresses of recipients and name(s) of contact group(s), separating each entry with a semi-colon.

5.2.2 Identify when the To, Copy (Cc), Blind copy (Bcc) fields should be used.

- To – Use for the main recipients of the email and those who need to act on the email.
- Cc – Use for those who are included for informational purposes only.
- Bcc – Blind carbon copy addresses are not visible to the other recipients, so use to keep the recipient private from the other recipients.

5.2.3 Add a file attachment.

- On the Message tab, in the Include group, click the Attach File button.

- Select the desired file from the Recent items list.
- Or select Browse this PC, browse to the file location, select it and click Insert.

5.2.3 Remove a file attachment.

- Select the attachment in the Attached field.
- Press the Delete key.

5.2.4 Send an email.

- Click Send.

5.3 Receiving Email

5.3.1 Open an email.

- Select the Inbox icon in the Folder pane.
- Double-click the email.

5.3.1 Close an email.

- Click the Close button at the top right of the window.

5.3.2 Use the reply, reply to all function.

- Open the message.
- In the Respond group, click the Reply or the Reply all button.
- Enter any text required.
- Click Send.

5.3.2 Identify when the reply, reply to all function should be used.

- Use Reply to send the message to the sender only.
- Use Reply All to send the message to the sender and to all of those in the To and Cc fields in the original message.

5.3.3 Forward an email.

- Open the message and in the Respond group, click the Forward button.
- Enter email addresses into the To and Cc fields as required.

- Enter any text required in the message box.
- Click Send.

5.3.4 Open a file attachment.

- Open the message and right-click the attachment.
- Select Open.

5.3.4 Save a file attachment to a location.

- Open the message and right-click the attachment.
- Select Save As.
- If required, rename the file in the File name box and select a location to save the file.
- Click Save.

5.4 Email Tools and Settings

5.4.1 Recognise options for setting an out of office reply.

- If necessary open the Inbox and select the File tab.
- On the File tab, in Info, click the Automatic Replies button.
- To set an automatic out of office reply, select the Send automatic replies radio button.
- If required, set specific start and end date and times for the automatic reply.
- Enter the message text for recipients inside your organisation, and outside your organisation if required.
- Click OK.
- To manually turn off an automatic out of office reply, click Turn Off in the Automatic replies are being sent message.

5.4.2 Mark an email as read, unread.

- Select the message.
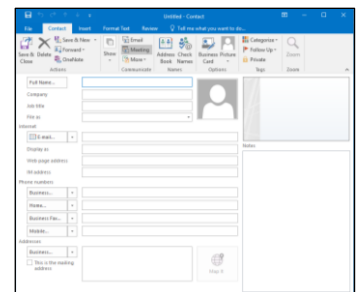- On the Home tab, in the Tags group, click the Unread/Read button.

5.4.2 Flag, unflag an email.

- Select the message.
- On the Home tab, in the Tags group, click the Follow Up button.
- To set a flag, click the desired option or to remove a flag, click Clear Flag.

5.4.3 Create a contact.

- Click the People button on the navigation bar.

- On the Home tab, in the New group, click the New Contact button.
- Enter the contact's details in the required fields.

- In the Contact tab, in the Actions group, click the Save & Close button.

5.4.3 Create a distribution list / mailing list.

- Click the People button on the navigation bar.
- On the Home tab, in the New group, click the New Contact Group button.
- Enter a name for the group in the Name field.
- On the Contact Group tab, in the Members group, click the Add Members button.
- Select from where to enter members' details and enter the desired contact's details.
- In the Contact Group tab, in the Actions group, click the Save & Close button.

5.4.3 Delete a contact, distribution list / mailing list.

- Select the contact or contact group to delete.
- On the Home tab, in the Delete group, click the Delete button.

5.4.3 Update a contact.

- In the contact list, double-click the contact to update.
- Update the fields as required and click Save.
- Click the Close button.

5.4.3 Update a distribution list / mailing list.

- In the contact list, double-click the contact group to update.

- Update the contact group details and members as required.
- In the Contact or Contact Group tab, in the Actions group, click the Save & Close button.

5.5 Organising Emails

5.5.1 Search for an email by sender, subject.
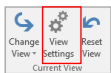- Select the Inbox.
- Click in the Search box.

Search Current Mailbox (Ctrl+E)
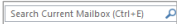
- On the Search tab, in the Refine group, click the From button or Subject button.
- Enter the search criteria.

5.5.1 Search for an email by email content.
- Select the Inbox.
- In the Search box, enter text to search by.
- Emails with this text will be listed in the Search Results window.

5.5.2 Sort emails by name, date, size.
- Select the Inbox.
- On the View tab, in the Current View group, click the View Settings button.

- In the Advanced View Settings: Compact dialog box, click the Sort button.
- To sort by name (sender), click From.
- To sort by date, click Received.
- To sort by size, click Size.
- Click OK.

5.5.3 Create an email folder/label.
- Select the Inbox.
- On the Folder tab, in the New group, click the New Folder button.
- Enter a name for the folder in the Name: field.
- Select where to place the folder, Inbox should be highlighted.
- Click OK.

5.5.3 Delete an email folder/label.
- Select the folder for deletion.
- On the Folder tab, in the Actions group, click the Delete Folder button.
- Click Yes to the displayed message.

5.5.3 Move emails to an email folder/label.
- Select a message to move.
- On the Home tab in the Move group, click Move.
- Click Other Folder.
- Select the desired folder.
- Click OK.

5.5.4 Delete an email.
- Select the email message for deletion.
- On the Home tab, in the Delete group, click the Delete button.

5.5.4 Restore a deleted email.
- Select the Deleted Items folder.
- Select a message to restore.
- On the Home tab, in the Move group, click the Move button.
- Click Other Folder.
- Select a destination folder.
- Click OK.

5.5.5 Move a message to a junk folder.
- Select the message.
- On the Home tab in the Move group, click Move.
- Click Other Folder.
- Select Junk Email.
- Click OK.

5.5.5 Remove a message from a junk folder.
- Click the … button on the Navigation bar then choose Folders.
- Click Junk Email and select the required message.
- On the Home tab in the Move group, click Move.
- Click Other Folder.
- Select Inbox.
- Click OK.

5.6 Using Calendars

5.6.1 Create a meeting in a calendar.

- Click the Calendar button on the navigation bar.

- On the Home tab, in the New group, click the New Meeting button.
- Enter the desired details in the To, Subject and Location fields.
- Enter details in the Start time and the End time fields.
- Enter text in the message body, if required.
- Click Send.

5.6.1 Cancel a meeting in a calendar.
- Select the meeting.
- On the Meeting tab, in the Actions group, click Cancel meeting.
- Click Send Cancellation.

5.6.1 Update a meeting in a calendar.
- Select the meeting.
- On the Meeting tab, in the Actions group, click Open.
- Enter new details as required.
- Click Send Update.

5.6.2 Add, remove invitees, resources (meeting room, equipment) to a meeting in a calendar.
- Select the meeting.
- On the Meeting tab, in the Attendees group, click the Add or Remove Attendees button.
- To add attendees and resources, select the attendee or resource names from the address book displayed and click OK.
- To remove attendees and resources, select attendees or resource names from the address book displayed and press Delete on the keyboard and click OK.
- Click Send Update.
- Select Send updates only to added or deleted attendees or Send updates to all attendees and click OK.

5.6.3 Accept, decline an invitation.
- Open the meeting request.
- On the Meeting tab, in the Respond group, click Accept or Decline.
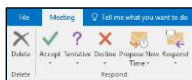
- Select whether to send a response with a message or none at all.

6 Safety

6.1 Computers, Devices and Data

6.1.1 Understand some potential threats to computers, devices and data like:
- Malware – Malicious software typically designed to install itself on a computer or device without consent in order to damage files or steal information.
- Unauthorised access – Accessing computers, devices or data without permission, whether the intention is malicious or not, may have negative consequences such as the alteration, loss or theft of data.
- Theft – Computers, devices and data, in particular mobile devices and unprotected data, are vulnerable to theft and may be used to carry out further crimes, such as identity theft.
- Accidental damage – Damage from accidents such as breakages, fires or floods may result in the destruction, alteration or loss of computers, devices and data.

### 6.1.2 Recognise some ways to protect computers/devices and data like:
- Use anti-virus software to detect viruses and stop them from being installed or removing them.
- Regularly update anti-virus, application and operating system software to detect new viruses, fix known problems and security risks.
- Do not download programs, open attachments or links from unknown sources to minimise the threat of malware being installed.
- Use encryption to encode data so it can be read by authorised people only.
- Use strong passwords to prevent unauthorised access. Passwords should be of adequate length and character mix, kept private and changed regularly.
- Regularly back up data to a remote location to keep it safe in the event of problems such as network, hardware or software problems, theft or accidental damage.

6.1.3 Recognise some ways to protect personal and organisational data when online like:
- Identify a secure website by the presence of https (hypertext transfer protocol secure) and a lock symbol in the Address Bar.
- Purchase from secure reputable websites as they are more likely to have secure connections that support secure payment and data protection.
- Avoid unnecessary disclosure of private, sensitive and financial information to help avoid fraudulent activities such as identity theft.
- Log off from websites to prevent other users from using your personal details.
- Be aware of the possibility of fraudulent and unsolicited communications coming through email or social networking sites. These communications may transmit malware or try to trick the recipient into disclosing personal and financial details in a practice known as phishing.

6.1.4 Use anti-virus software to scan a computer or device.
- Enter Windows Defender in the search tool on the taskbar.
- Select Windows Defender Security Center.
- Select Virus & threat protection.
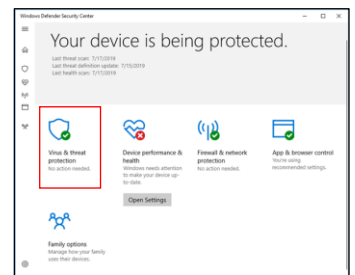
- To perform a quick scan, select Quick Scan.
- To perform an advanced scan, select Advanced Scan, Full scan and Scan now.
- To perform a custom scan, select Advanced Scan, Custom scan, Scan now, select the files or location to scan and click Select folder.

6.2 Well Being and Accessibility

6.2.1 Recognise ways to help ensure a user's well-being while using a computer or device like:
- Take regular breaks – To avoid potential eye, neck, back and wrist strain
- Ensure appropriate lighting – To minimise screen glare and avoid eye strain
- Ensure appropriate posture – By positioning the computer or device, desk and seat correctly to avoid neck, back and wrist strain
- Ensure appropriate headphone volume – To avoid noise-induced hearing damage

6.2.2 Identify some options available for enhancing accessibility like:
- Voice recognition software – Translates voice commands and is used in place of a mouse and keyboard
- Screen reader – Reads information aloud from a computer display
- Screen magnifier – Displays enlarged screen content
- On-screen keyboard – Provides an alternative to a physical keyboard for inputting data
- High contrast – Makes the screen easier to view

6.3 Environment

6.3.1 Recognise computer and device energy saving practices like:
- Turning off – Turn off the computer or device when not in use.
- Adjusting display settings – Reduce the brightness of the display or set the display to turn off after a specified period of inactivity.
- Adjusting power mode settings – Set a lower power mode to activate after a specified period of inactivity.
- Disabling services when not required – Disable services like Internet connections, mobile data, GPS, Wi-Fi, Bluetooth, and automatic application updates when they are not needed.

6.3.2 Recognise that computers, devices, equipment, batteries, printer cartridges and paper should be recycled.

For more information,
visit: **www.icdl.org**