

Keyboard Shortcuts & Commands

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

Certification Test Goals

This module sets out essential concepts and skills relating to web browsing, effective information search, online communication and e-mail.

Successful candidates will be able to:

- Understand web browsing and online security concepts.
- Use the web browser and manage browser settings, book- marks, web outputs.
- Search effectively for online information and critically evaluate web content.
- Understand key copyright and data protection issues.
- Understand concepts of online communities, communications and e-mail.
- Send, receive e-mails and manage e-mail settings.
- Organise and search e-mails and use calendars.

1 Web Browsing Concepts

1.1 Key Concepts

1.1.1 Understand the terms: Internet, World Wide Web (WWW), Uniform Resource Locator (URL), hyperlink.

- **Internet** – A global network connecting millions of computers worldwide.
- **World Wide Web (WWW)** – A collection of linked documents residing on Internet servers around the world.
- **Uniform Resource Locator (URL)** – An address for web pages found on the Internet.
- **Hyperlink** – A link that transfers the user from one web page to another web page by clicking on a highlighted word or icon.

1.1.2 Understand the structure of a web address.

- **Protocol** – Usually http:// (Hypertext Transfer Protocol) this defines how the information is transmitted.
- **WWW** – Indicates the website is on the World Wide Web.
- **Domain** – The section of the Internet owned by the website.
- **Extension** – Identifies either the type of organisation or the country of origin of the website.

<http://www.icdl.org>

Protocol www Domain Extension

1.1.2 Identify common types of domains like:

- **geographical, organisation (.org, .edu, .com, .gov)**
- **Geographical domain** – Two letter identifier that lists where the website is registered.
- **Organisation domain** – Three letter identifier that identifies if the organisation is commercial, governmental, educational, non-profit making etc.

1.1.3 Define the term web browser. Identify common web browsers.

- **Web browser** – A software program used to view information on the World Wide Web.

- **Examples** – Firefox, Google Chrome, Internet Explorer, Safari.

1.1.4 Outline different Internet activities like:

- Information searching
- Shopping
- Learning
- Publishing
- Banking
- Government services
- Entertainment
- Communication

1.2 Security and Safety

1.2.1 Recognise ways to protect yourself when online:

- **Purchase from secure, reputable websites** – More likely to have secure payment and data protection.
- **Avoid unnecessary disclosure of personal and financial information** – Helps avoid identity theft.
- **Log off from websites** – Prevents others using your personal details.

1.2.2 Define the term encryption.

- **Encryption** – The encoding of data to prevent unauthorised access.

1.2.3 Identify a secure website: https, lock symbol.

- **https** – (Hypertext Transfer Protocol Secure) is displayed in the **Address Bar**.
- **Lock symbol** – Displayed in the **Address Bar**.

1.2.4 Define the term digital certificate.

- **Digital certificate** – Certifies the validity and credentials of a website.

1.2.5 Recognise options for controlling Internet use like:

- **Supervision** – Physical or software monitoring of Internet activity.

- **Web browsing restrictions** – Using browser settings to control web browsing.

- **Download restrictions** – Limiting the type or amount of data downloaded.

2 Web Browsing

2.1 Using the Web Browser

2.1.1 Open a web browsing application.

- Click the **Start Button**.
- Select **All Programs**.
- Click **Internet Explorer**.

2.1.1 Close a web browsing application.

- Click the **Close** button in the top right of the window.
- If message is displayed, click **Close all tabs**.

2.1.2 Enter a URL in the address bar and go to the URL.

- Click into the **address bar**.
- Enter the **URL**.

2.1.3 Refresh a web page.

- Click the **Refresh** button beside the **address bar**.

2.1.3 Stop a web page downloading.

- Click the **Stop** button beside the **address bar**.

2.1.4 Activate a hyperlink.

- Place the mouse pointer over the **hyperlink**.
- Click on the **hyperlink**.

2.1.5 Open a web page in a new tab.

- Open a web page.
- Right-click on a link.
- Click **Open in new tab**.

2.1.5 Open a web page in a new tab.

- Right-click on a link.
- Click **Open in new tab**.

2.1.6 Open, close tabs, windows.

- To open a tab, click on the **New Tab** icon at the top of the browser.
- To close a tab, click the **Close Tab** icon in the corner of the open tab.
- To open a window, click the **Page** menu on the **Command Bar** and click **New Window**.
- To close a window, click on the **Internet Explorer** icon on the **Task Bar** and click the **Close** button.

2.1.6 Switch between tabs, windows.

- To switch between tabs, click on the tab required at the top of the browser window.
- To switch between windows, click on the **Internet Explorer** icon on the **Task Bar** and select the window required.

2.1.7 Navigate between pages: backwards, forwards, home page.

- To show the previous web page visited, click the **Back** button beside the **Address Bar**.
- To show the next web page visited, click the **Forward** button beside the **Address Bar**.
- Click the **Home** button on the **Command Bar**.

2.1.8 Show previously visited URLs using history.

- Click the **View favorites, feeds, and history** button.

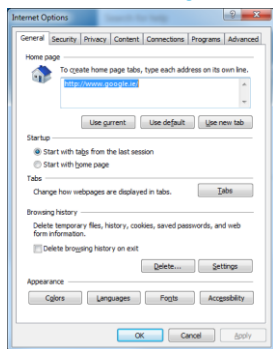
2.1.9 Complete, submit, reset a web-based form.

- To complete a form, click into each form field and enter text or select from given options as required.
- To send the entered data from the form to the server, click **Submit**.
- To remove any entered data in the form and start again, click **Reset**.

2.1.10 Use a web tool to translate a web page, text.

- Enter the URL <https://translate.google.com> in the address bar.
- Write the Text / URL in the **translation box**.
- Choose language **From** and **To**, or allow Google to **Detect language for you**.
- Click on **Translate**.

2.2 Tools and Settings



2.2.1 Set the web browser home page.

- Navigate to the web page to set as the home page.
- Click the **Tools** button on the **Command Bar**.
- Click **Internet Options**.
- Click **Use current**.
- Click **OK**.

2.2.2 Understand the term pop-up.

- **Pop-up** – A new browser window that opens unrequested over current web page and usually contains advertisements.

2.2.2 Allow, block pop-ups.

- Click the **Tools** button.
- Click **Internet Options**.
- Select the **Privacy** tab.
- To allow pop-ups, uncheck the **Turn on Pop-up Blocker** checkbox.
- To block pop-ups, check the **Turn on Pop-up Blocker** checkbox.
- Click **OK**.

2.2.3 Understand the term cookie.

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

2.2.3 Allow, block cookies.

- Click the **Tools** button.
- Click **Internet Options**.
- Click the **Privacy** tab.
- Under **Settings**, move the slider to the top to block all cookies or to the bottom to allow all cookies.
- Click **OK**.

2.2.4 Use available help functions.

- Click the **Help** tab on the **Command Bar**.
- Click **Internet Explorer Help**.

2.2.5 Display, hide built-in toolbars.

- Right-click near the top of the window.
- To display a toolbar, click on the toolbar name so that a check mark is showing.
- To hide a toolbar, click on the toolbar name to remove the checkmark.

2.2.5 Restore, minimise the ribbon.

- To minimise the ribbon, click **F11**.
- To restore the ribbon, click **F11**.

2.2.6 Delete history, temporary Internet files, saved form data.

- Click the **Tools** button.
- Click **Internet Options**.
- In the **General** tab, in the **Browsing History** field, click **Delete**.
- To delete history, check the **History** checkbox.
- To delete temporary Internet files, check the **Form Data** check box.
- Click **Delete**.

2.3 Bookmarks

2.3.1 Add a bookmark / favourite.

- Go to a web page.
- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click **Add**.

2.3.1 Delete a bookmark / favourite.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Select a web page and click **Delete**.
- Click **Close**.

2.3.2 Show bookmarks / favourites.

- Click the **Favorites** button.
- On the **Favorites** tab, click a web page.

2.3.3 Create a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Click **New Folders** and name the folder.

2.3.3 Delete a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** arrow.
- Click **Organize Favorites**.
- Select a folder and click the **Delete** button.

2.3.3 Add web pages to a bookmarks / favourites folder.

- Click the **Favorites** button.
- Click the **Add to Favorites** button.
- Click the **Create in** arrow and select a folder to store the bookmark in.
- Click **Add**.

2.4 Web Outputs

2.4.1 Download files to a location.

- Right-click on the item.
- Select **Save Target As**.
- Create a filename and select the location.
- Click **Save**.

2.4.1 Save files to a location.

- Click the **Page** button on the **Command Bar**.
- Click **Save As**.
- Select a location.
- Enter the file name.
- Click **Save**.

2.4.2 Copy text, image to another location like: document, e-mail.

- Right-click on the text or image.
- Select **Copy**.
- Open a document or e-mail.
- Right-click and click **Paste**.

2.4.2 Copy URL to another location like: document, e-mail.

- Click in the address bar.
- Select the URL.
- Right-click and click **Copy**.
- Open a document or e-mail.

- Right-click and click **Paste**.

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

- On the **Command Bar**, click the **Print** arrow.
- Click **Print Preview**.

2.4.3 Print a web page, selection from a web page using available printing options.

- On the **Command Bar**, click the **Print** arrow.
- Click **Print**.
- To print a web page, click **All** and click **Print**.
- To print a selection from a web page, select the text, click **Selection** and click **Print**.

3 Web-Based Information

3.1 Search

3.1.1 Define the term search engine and name some common search engines.

- **Search engine** – A website used to search for information on the World Wide Web, based on the criteria entered.
- **Examples** – www.google.com, www.yahoo.com, www.bing.com.

3.1.2 Carry out a search using a keyword, phrase.

- Open a search engine.
- Click into the search box in the search engine window.
- Enter the keyword or phrase and press the **Return** key.

3.1.3 Refine a search using advanced search features like: exact phrase, date, language, media type.

- After initial search, click the **More search tools** link from the search engine window.
- Enter a combination of criteria and selections from the advanced choices.

3.1.4 Search a web-based encyclopaedia.

- Click into the **Address Bar**.
- Enter the URL http://en.wikipedia.org/wiki/Main_Page.
- Click into the search box at the top right of Wikipedia.
- Enter a keyword or phrase.
- Press the **Return** key.

3.1.4 Search a web-based dictionary.

- Click into the **Address Bar**.
- Enter the URL <http://www.collinslanguage.com>.
- Click into the search box at the top of Collins dictionary.
- Enter a word.
- Click the **Search** button.

3.2 Critical Evaluation

3.2.1 Understand the importance of critically evaluating online information.

- Online data should be checked or questioned rather than accepted as fact.

3.2.1 Understand the purpose of different sites like:

- **Information** – Giving readers facts on current affairs, special interests.
- **Entertainment** – Providing humorous or engaging content.
- **Opinion** – Sites, such as blogs, that provide the author's view on topics.
- **Sales** – Online shopping and promoting products or services.

3.2.2 Outline factors that determine the credibility of a website like:

- **Author** – The author or authors should be clearly identified.
- **Referencing** – Referencing of all sources quoted or mentioned should be clear.
- **Up-to-date content** – Material should be current and maintained.

3.2.3 Recognise the appropriateness of online information for a particular audience.

- Web content should be adapted to the needs of the audience.
- For example, those sites geared towards children should have age-appropriate material, higher graphic content, lower text volume.

3.3 Copyright, Data Protection

3.3.1 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.

- 3.3.1 Recognise the need to acknowledge sources and/or seek permission as appropriate.**
- To avoid plagiarism, any content referenced or quoted should be properly acknowledged.
 - Permission should be sought to quote someone particularly for interviews or e-mail exchanges.
- 3.3.2 Recognise the main data protection rights and obligations in your country.**
- Note that rights can vary between countries and states.
 - Destroy personal information no longer needed by the business.
 - Notify data subjects if data about them is acquired in an unauthorised way.
 - Implement reasonable security.

4 Communication Concepts

4.1 Online Communities

4.1.1 Understand the concept of an online (virtual) community.

- Like-minded individuals who interact online.

4.1.1 Identify examples like:

- Social networking websites
- Internet forums
- Web conferencing
- Chat
- Online computer games

4.1.2 Outline ways that users can publish and share content online.

- Blog** – A shared online journal.
- Microblog** – A shared online journal with smaller updates.
- Podcasts** – Digital media files released regularly and can be downloaded through an RSS feed.
- Images** – Digital photos and graphics.
- Audio and video clips** – Typically shared on sites like YouTube and Flickr.

4.1.3 Recognise ways to protect yourself when using online communities:

- Apply appropriate privacy settings** – Make your profile private.
- Restrict available personal information** – Help avoid identity theft and fraud.
- Use private messaging when appropriate** – Do not make personal communications public.
- Disable location information** – If not, your current location is displayed.
- Block/report unknown users** – Unless you can verify their identity.

4.2 Communication Tools

4.2.1 Define the term Instant Messaging (IM).

- IM** – Real-time text-based communication via the Internet.

4.2.2 Define the terms short message service (SMS), multimedia message service (MMS).

- SMS** – The sending and receiving of short text messages between mobile devices.
- MMS** – The sending and receiving of audio and video clips between mobile devices.

4.2.3 Define the term Voice over Internet Protocol.

- Allows users to talk to each other in real time over the Internet.

4.2.4 Recognise good practice when using electronic communication.

- Be accurate and brief
- Use clear subject headings
- Do not inappropriately disclose personal details
- Do not circulate inappropriate content
- Spell check content

4.3 E-mail Concepts

4.3.1 Define the term e-mail and outline its main uses.

- An electronic message sent or received over the Internet.
- Used for sending and receiving messages and attachments.

4.3.2 Identify the structure of an e-mail address.

jdoe@icdl.org

Username @ sign Domain Name Extension

- Username** – A unique name identifying the user's e-mail name.
- @** – Used to separate the user name from the domain.

- Domain Name** – The location/company of the e-mail address.
- Extension** – Typically identifies the type of organisation or the country the e-mail address is associated with.

4.3.3 Be aware of possible problems when sending file attachments like:

- File size limits** – E-mail attachments may exceed the e-mail provider's maximum file size limit.
- File type restrictions** – Executable files are often rejected by e-mail servers.

4.3.4 Outline the difference between the To, Copy (Cc), Blind copy (Bcc) fields and recognise their appropriate use.

- To** – Main recipients of the e-mail and has to act on the e-mail..
- Cc** – Included for informational purposes only.
- Bcc** – Blind carbon copy address not visible to other recipients.

4.3.5 Be aware of the possibility of receiving fraudulent and unsolicited e-mail. Be aware of the possibility of an e-mail infecting the computer.

- E-mail users may receive e-mail or junk mail for unscrupulous sources.
- Viruses may be activated when e-mail messages or attachments from unknown sources are opened.

4.3.6 Define the term phishing.

- A fraudulent e-mail message that often has a link to a fake website.
- Encourages recipients to divulge personal and financial details.

5 Using E-mail

5.1 Sending E-mail

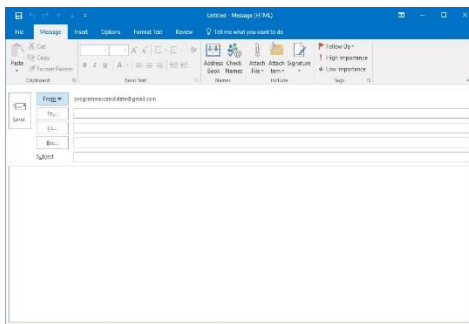
5.1.1 Access an e-mail account.

- Click the **Start** button.
- Select **All Programs**.
- Click **Microsoft Office**.
- Click **Microsoft Office Outlook 2016**.

5.1.2 Outline the main purpose of standard e-mail folders.

- Inbox** – Folder all e-mails are sent to by default.
- Outbox** – Temporary folder that stores e-mails until they have been sent.
- Sent** – Folder that stores all sent e-mails.
- Deleted / Trash Items** – Stores mails that are no longer needed.
- Draft** – Stores mails before the user chooses to send them.
- Spam/Junk** – Stores incoming mail from unknown or suspicious senders.

5.1.3 Create an e-mail.



- On the **Home** tab, in the **New** group, click the **New Email** button.

5.1.4 Enter one or more e-mail addresses, distribution list in the To field.

- Click in the **To** field.
- Enter the e-mail address of the recipient or the name of a contact group.

5.1.4 Enter one or more e-mail addresses, distribution list in the Copy (Cc) field.

- Click in the **Cc** field.
- Enter the e-mail address of the Cc recipient or the name of a contact group.

5.1.4 Enter one or more e-mail addresses, distribution list in the Blind copy (Bcc) field.

- Click in the **Bcc** field.
- Enter the e-mail address of the Bcc recipient or the name of a contact group.

5.1.5 Enter an appropriate title in the subject field.

- Click in the **Subject** field.
- Enter the subject of the e-mail.

5.1.5 Enter text into the body of an e-mail.

- Click in the body of the e-mail and enter text required.

5.1.5 Paste text into the body of an e-mail.

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

5.1.5 Spell check an e-mail.

- Click at the beginning of the e-mail message.
- On the **Review** tab, in the **Proofing** group, click the **Spelling & Grammar** button.
- Correct errors as suggested.
- Once the spell check is complete, click **OK**.

5.1.6 Add a file attachment.

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

5.1.6 Remove a file attachment.

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

5.1.7 Send an e-mail with, without priority.

- On the **Message** tab, in the **Tags** group, click the **High Importance** or the **Low Importance** button.
- Click **Send**.

5.2 Receiving E-mail

5.2.1 Open an e-mail.

- Select the **Inbox** icon in the Folder pane.
- Double-click the e-mail.

5.2.1 Close an e-mail.

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

5.2.2 Use the reply, reply to all function.

- Open the message.
- On the **Home** tab, in the **Respond** group, click the **Reply** or the **Reply all** button.
- Enter any text required.
- Click **Send**.

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

- Use **Reply** to send message to the Sender.
- Use **Reply All** to send message to the Sender and to all of those in the **Cc** field.

5.2.3 Forward an e-mail.

- Open the message.
- On the **Home** tab, in the **Respond** group, click the **Forward** button.
- Enter e-mail addresses into the **To** field and the **Cc** field as required.
- Enter any text required.
- Click **Send**.

5.2.4 Open, save a file attachment to a location.

- Open the message.
- Right-click on the attachment.
- Select **Save As**.
- Create a file name and select a location to save the file.
- Click **Save**.

5.2.5 Preview a message using available printing options.

- Open the message.
- Click the **File** menu, select **Print**.

5.2.5 Print a message using available printing options.

- Open the message.
- Click the **File** menu, select **Print**, then click **Print**.
- Select desired options.
- Click **OK**.

5.3 Tools and Settings

5.3.1 Use available help functions.

- Click **File**.
- Click the **Microsoft Outlook Help** button.

5.3.2 Display built-in toolbars.

- Right-click on the **Toolbar** area at the top of the window.
- Click on a Toolbar that is not currently displayed.

5.3.2 Restore, minimise the ribbon.

- Right-click any tab.
- To minimise the ribbon, click **Minimize the ribbon**.

- To restore the ribbon, click on the checked [Minimize the ribbon](#).

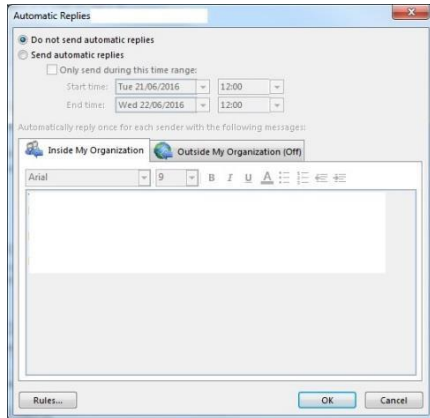
5.3.3 Create a text e-mail signature.

- Create a new e-mail.
- On the [Message](#) tab, in the [Include](#) group, click the [Signature](#) arrow.
- Click [Signatures](#).
- On the E-mail signature tab click [New](#).
- In the [Enter a name for your new signature](#) box, enter a name.
- Click [OK](#).
- In the [Edit signature](#) box, enter the text to be included in the signature.
- To format the text, select the text, and then use the style and formatting buttons to select the options preferred.
- Click [OK](#).

5.3.3 Insert a text e-mail signature.

- Create a new e-mail.
- If the signature is not shown automatically, on the [Message](#) tab, in the [Include](#) group, click the [Signature](#) arrow.
- Click the name of the signature previously created.

5.3.4 Turn on, turn off an automatic out of office reply.



- Click on the [File](#) menu, then click [Info](#).
- Click the [Automatic Replies](#) button.
- To turn on an automatic out of office reply, check the [Send automatic replies](#) checkbox.
- To turn off an automatic out of office reply, check the [I am currently in the Office](#) checkbox.
- Click [OK](#).

5.3.5 Recognise e-mail status as read, unread. Flag, unflag an e-mail.

- [Read](#) e-mail messages appear in regular type with an open envelope icon.
- [Unread](#) e-mail messages appear in bold type with a closed envelope icon.

5.3.5 Mark an e-mail as read, unread.

- Select the message.
- On the [Home](#) tab, in the [Tags](#) group, click the [Unread/Read](#) button.

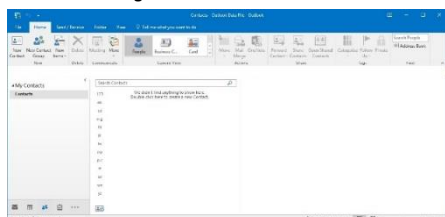
5.3.5 Flag an e-mail.

- Select the message.
- On the [Home](#) tab, in the [Tags](#) group, click the [Follow Up](#) button.
- Click option preferred.

5.3.5 Unflag an e-mail.

- Select the message.
- On the [Home](#) tab, in the [Tags](#) group, click the [Follow Up](#) button.
- Click [Clear Flag](#).

5.3.6 Create, delete, update a contact, distribution list/ mailing list.



- Click on 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.

5.3.6 Create a distribution list / mailing list.

- Click on 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.
- In the [Contact Group](#) tab, in the [Actions](#) group, click the [Save & Close](#) button.

5.3.6 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.

5.3.6 Update a contact, distribution list / mailing list.

- Double-click on the contact or contact group to update.
- Enter or delete required fields.
- In the [Contact](#) or [Contact Group](#) tab, in the [Actions](#) group, click the [Save & Close](#) button.

5.4 Organising E-mails

5.4.1 Add, remove message inbox headings like: sender, subject, date received.

- On the [View](#) tab, in the [Current View](#) group, click the [View settings](#) button.
- On the [Advanced View Settings: Compact](#) dialog box, click the [Columns](#) button.
- To add inbox headings, select a field in the left column and click [Add](#).
- To remove inbox headings, select a field in the left column and click [Add](#).

5.4.2 Search for an e-mail by sender, subject.

- Select the [Inbox](#).
- Click in the [Search](#) field.
- On the [Search](#) tab, in the [Refine](#) group, click the [From](#) button or [Subject](#) button.
- Enter the search criteria.

5.4.2 Search for an e-mail by e-mail content.

- Select the [Inbox](#).
- In the [Search](#) box enter text to search by.
- All e-mails with this text will be listed in the Search Results window.

5.4.3 Sort e-mails by name, by date, by size.

- Select the [Inbox](#).
- On the [View](#) tab, in the [Current View](#) group, click the [View Settings](#) button.
- On the [Advanced View Settings: Compact](#) dialog box, click the [Sort](#) button.
- To sort by name, click [From](#).
- To sort by date, click [Received](#).
- To sort by size, click [Size](#).
- Click [OK](#).

5.4.4 Create an e-mail 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](#).

5.4.4 Delete an e-mail 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.

5.4.4 Move e-mails to an e-mail folder/label.

- Select a message to move.
- On the [Home](#) tab in the [Move](#) group, click the [Move](#) arrow.
- Click [Other Folder](#).
- Select folder preferred.
- Click [OK](#).

5.4.5 Delete an e-mail.

- Select the e-mail message for deletion.
- On the [Home](#) tab in the [Delete](#) group, click the [Delete](#) button.

5.4.5 Restore a deleted e-mail.

- 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](#).

5.4.6 Empty the e-mail bin / deleted items / trash folder.

- Select the [Deleted Items](#) folder.
- On the [Folder](#) tab, in the [Clean Up](#) group, click the [Empty Folder](#) button.

5.4.7 Move a message to a junk folder.

- Select the message.
- On the [Home](#) tab in the [Move](#) group, click the [Move](#) arrow.
- Click [Other Folder](#).
- Select [Junk E-mail](#).
- Click [OK](#).

5.4.7 Remove a message from a junk folder.

- Click the [...](#) button on the [Navigation](#) bar then choose [Folders](#).
- Click [Junk E-mail](#).
- On the [Home](#) tab in the [Move](#) group, click the [Move](#) arrow.
- Click [Other Folder](#).
- Select [Inbox](#).

5.5 Using Calendars

5.5.1 Create a meeting in a calendar.

- On the [Home](#) tab, in the [New](#) group, click the [New Meeting](#) button.
- Enter details in the [To](#), [Subject](#) and [Location](#) fields.
- Enter details in the [Start time](#) fields.
- Enter details in the [End time](#) fields.
- Click [Send](#).

5.5.1 Cancel a meeting in a calendar.

- Select the meeting.
- On the [Meeting](#) tab, in the [Actions](#) group, click [Cancel meeting](#).
- When prompted, click [Send Cancellation](#).

5.5.1 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](#).

5.5.2 Add invitees, resources to a meeting in a calendar.

- On the [Meeting](#) tab, in the [Attendees](#) group, click the [Add or Remove Attendees](#) button.
- Select the names from address book displayed.
- Click [OK](#).

5.5.2 Remove invitees, resources from a meeting in a calendar.

- On the [Meeting](#) tab, in the [Attendees](#) group, click the [Add or Remove Attendees](#) button.
- Select the names from address book displayed. Press the [Delete](#) button on the keyboard.
- Click [OK](#).

5.5.3 Accept an invitation.

- Open the meeting request.
- Click [Accept](#). Select whether to send a response with a message or none at all.

5.5.3 Decline an invitation.

- Open the meeting request.
- Click [Decline](#). Select whether to send a response with a message or none at all.

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