



#### ❖ General Description

This unit provides the skills and knowledge required to connect to the internet, securely send and receive emails, search the internet using web browsers and interact securely and in a socially responsible manner with a range of different internet sites. It applies to individuals who use business technology to perform a range of routine tasks in the workplace or home office with limited responsibility.

#### ❖ Learning Outcomes

At the completion of this course you should be able to:

- understand some of the theoretical aspects of the internet
- use **Internet Explorer** to access the internet, search for and locate information
- understand and conduct effective searches of the internet
- download and use information from the internet
- use the internet with a good awareness of security issues
- start **Outlook** and navigate some of its key features
- create and send email messages
- receive emails in your **Inbox** and then work with them
- work effectively with junk email
- use online researching resources
- conduct an online transaction
- understand and work with some of the more advanced search tools and aids

#### ❖ Prerequisites

ICTICT103 Use, Communicate and Search Securely on the Internet assumes little or no knowledge of computing.

#### ❖ Topic Sheets

148 topics

#### ❖ Methodology

The InFocus series of publications have been written with one topic per page. Topic sheets either contain relevant reference information, or detailed step-by-step instructions designed on a real-world case study scenario. Publications can be used for instructor-led training, self-paced learning, or a combination of the two.

#### ❖ Formats Available

A4 Black and White, A5 Black and White (quantity order only), A5 Full Colour (quantity order only), Electronic Licence

#### ❖ Companion Products

There are a number of complementary titles in the same series as this publication. Information about other relevant publications can be found on our website at [www.watsoniapublishing.com](http://www.watsoniapublishing.com).

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INFOCUS COURSEWARE

# ICTICT103 Use, Communicate and Search Securely on the Internet



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## Contents

### About the Internet

- The Internet and the World Wide Web
- How the Internet Began
- Connection Requirements
- Understanding Web Browsers
- Understanding Search Engines
- Understanding Web Addresses
- Key Terms and Internet Jargon
- Cookies and Caches
- Testing an Internet Connection

### Internet Explorer Basics

- Desktop Versus Start Screen App
- Starting Internet Explorer From the Desktop
- The Internet Explorer Screen
- Displaying Screen Elements
- Using the Command Bar
- Going to a Specific URL
- Controlling the Browser Window Size
- Hiding and Displaying the Images on a Web Page
- Understanding the New Tab Page
- Adding New Tabbed Pages
- Working With Tabbed Pages
- Closing Pages
- Zooming
- Using the Back and Forward Tools
- The Browsing History
- Stopping and Refreshing Pages
- Understanding Netiquette
- Checking Organisational Netiquette Policies
- Closing Internet Explorer

### Searching the Web

- Searching The Web
- Understanding How To Search Effectively
- Using The Address Bar To Search
- Adding Search Providers
- Using A Different Search Provider
- Setting Your Default Search Provider
- Searching Based On A Keyword
- Searching Based On A Phrase
- Combining Selection Criteria
- Finding Information On A Page
- Saving Search Results

- Marking Favourite Websites
- Viewing Favourite Web Pages
- Creating a Favourites Folder
- Organising Favourites
- Adding a Website to a Favourites Folder
- Deleting a Favourite
- Changing the Home Page

### Accessing Information

- Complying With Copyright Legislation
- Using Print Preview
- Changing Page Orientation
- Changing Paper Size
- Changing Web Page Margins
- Printing an Entire Web Page
- Copying Text to a Document
- Copying an Image to a Document
- Files Available for Download
- Safety Issues When Downloading Files
- Downloading an Image File
- Understanding FTP

### Internet Security

- Protected Websites
- Understanding Firewalls
- Using The SmartScreen Filter
- Using Tracking Protection
- Controlling Cookies
- Understanding Pop-Ups
- Using InPrivate Browsing
- Understanding Encryption

### Outlook 2013 Basics

- How Email Works
- Email Addresses
- Understanding Outlook 2013
- Starting Outlook From the Desktop
- Common Outlook 2013 Screen Elements
- Using the Ribbon
- The Folder Pane
- The Mail Screen
- The People Screen
- Exiting Outlook

### Sending Email

- Email in Outlook

- How Outlook Mail Works
- Composing an Email Message
- The Message Window
- Creating a New Message
- Checking the Spelling
- Adding an Attachment to a Message
- Adding Importance
- Requesting Message Receipts
- Sending the Message
- Creating an AutoSignature
- Using an AutoSignature
- Sending a Courtesy Copy

### Receiving Email

- Understanding the Inbox
- Retrieving Email
- Opening an Outlook Data File
- Adjusting the Message View
- Previewing Messages
- Arranging Messages
- Reading Messages
- Opening Several Messages
- Understanding Conversation View
- Navigating Messages in a Conversation
- Replying to a Message
- Replying to a Message in a Conversation
- Forwarding Messages
- Finding Related Messages
- Marking Messages as Unread
- Printing a Message

### Junk Email

- Spamming and Junk Email
- Phishing and Junk Email
- Understanding Junk Email Options
- Marking Messages as Junk Mail
- Marking Messages as Safe
- Deleting Junk Email

### Researching on the Web

- Accessing Wikipedia
- Checking Privacy and Copyright
- Retrieving Information From Wikipedia
- Understanding Consumer Specific Sites
- Examples of Consumer Specific Sites



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- Locating Consumer Specific Sites
- Finding a Flight
- Checking the Weather
- Understanding Online Forms
- The Good and Bad of Online Forms

## Transacting Online

- Understanding Online Transactions
- The Online Transaction Process
- Accessing Transaction Sites
- Transacting Securely Online
- Entering Required Information
- Completing the Transaction
- Online Receipts

## Advanced Search Concepts

- Using Advanced Search Features
- Boolean Logic
- Activity - Advanced Searching
- Understanding Meta Searching
- Understanding Discussion Forums
- Understanding Wikis
- Activity - Researching the Search Tools
- Using Internet Information
- Saving Information Found on the Web

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# ICTICT103 Use, Communicate and Search Securely on the Internet



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## Unit Mapping

This unit describes the skills and knowledge required to connect to the internet, securely send and receive emails, search the internet using web browsers and interact securely and in a socially responsible manner with a range of different internet sites.

	Performance Criteria	Location
<b>1</b>	<b>Connect to and access the internet</b>	
1.1	Connect to the internet via existing internet connection and confirm functionality	Chapter 1: About the Internet
1.2	Open internet browser and set home page of personal choice by setting internet options	Chapter 2: Internet Explorer Basics, Chapter 3: Searching the Web
1.3	Ensure internet browser software security	Chapter 5: Internet Security
1.4	Adjust the display of the internet browser to suit personal requirements	Chapter 2: Internet Explorer Basics
1.5	Modify toolbar to meet user and internet browser needs	Chapter 2: Internet Explorer Basics
1.6	Access a particular website, note privacy and other conditions of use, and retrieve data	Chapter 1: About the Internet, Chapter 2: Internet Explorer Basics
1.7	Use socially responsible behaviour when sharing information on the internet	Chapter 2: Internet Explorer Basics
1.8	Enter uniform resource locator (URL) in address line of internet browser	Chapter 1: About the Internet, Chapter 2: Internet Explorer Basics
<b>2</b>	<b>Use email for communications</b>	
2.1	Open email application package, create new email message and add addressees	Chapter 6: Outlook 2013 Basics, Chapter 7: Sending Email
2.2	Compose text of an email message according to organisational guidelines, and spell check and edit text as required	Chapter 7: Sending Email
2.3	Create and add an automatic signature for the user	Chapter 7: Sending Email
2.4	Attach files to the email message where required	Chapter 7: Sending Email
2.5	Determine and set priority and send email message	Chapter 7: Sending Email
2.6	Reply to and forward a received message using available features	Chapter 7: Sending Email, Chapter 8: Receiving Email
2.7	Open and save an attachment to the relevant folder	Chapter 8: Receiving Email
2.8	Search for, sort and save email message using available settings	Chapter 8: Receiving Email
2.9	Adjust email accounts to restrict and quarantine possible email security problems	Chapter 9: Junk Email
2.10	Print email message as required	Chapter 8: Receiving Email
<b>3</b>	<b>Search the internet</b>	
3.1	Review organisational guidelines on internet access	Chapter 10: Researching on the Web
3.2	Open internet application and locate and access a search engine on the internet, and define search expressions based on data required	Chapter 3: Searching the Web
3.3	Enter appropriate key words into the search engine to locate desired information	Chapter 3: Searching the Web



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	Performance Criteria	Location
3.4	Refine a search depending on outcomes of original search	Chapter 3: Searching the Web
3.5	Save search expression results and present them in a report according to information requirements	Chapter 3: Searching the Web
3.6	Create a bookmark within the internet browser or a link for the required web page for the key results	Chapter 3: Searching the Web
3.7	Save key results in a bookmark folder	Chapter 3: Searching the Web
3.8	Modify internet browser options for printing and print a web page	Chapter 4: Accessing Information
3.9	Close internet browser	Chapter 2: Internet Explorer Basics
<b>4</b>	<b>Access and use consumer specific sites on the internet</b>	
4.1	Identify, access and review information specific sites to gain consumer information	Chapter 10: Researching on the Web
4.2	Identify and use internet application sites to lodge details and gain access and information	Chapter 10: Researching on the Web
4.3	Access and use online forms on the internet	Chapter 10: Researching on the Web
<b>5</b>	<b>Undertake online transactions</b>	
5.1	Access online transaction site	Chapter 11: Transacting Online
5.2	Ensure security of transaction site	Chapter 11: Transacting Online
5.3	Enter required information into fields on merchant's website	Chapter 11: Transacting Online
5.4	Ensure pop-up dialog boxes, prompts or feedback mechanisms are completed	Chapter 11: Transacting Online
5.5	Enter, check and make changes to preferred transaction options	Chapter 11: Transacting Online
5.6	Complete online transaction	Chapter 11: Transacting Online
5.7	Record and archive receipts according to business processes	Chapter 11: Transacting Online
5.8	Close down and leave transaction process	Chapter 11: Transacting Online
<b>6</b>	<b>Conduct an advanced search</b>	
6.1	Use search tools and advanced search features	Chapter 12: Advanced Search Concepts
6.2	Use Boolean search techniques when required to enhance the search	Chapter 12: Advanced Search Concepts
6.3	Use multiple or meta-search tools with a range of key words	Chapter 12: Advanced Search Concepts
6.4	Use search engines particular to a field of knowledge to refine the outcome	Chapter 10: Researching on the Web, Chapter 12: Advanced Search Concepts
6.5	Access related virtual community sites and newsgroups, and note their objectives and operational arrangements	Chapter 10: Researching on the Web, Chapter 12: Advanced Search Concepts
6.6	Conduct a search with domain names to refine the search	Chapter 12: Advanced Search Concepts
<b>7</b>	<b>Use information that has been located</b>	
7.1	Cross reference information found by using several websites to determine accuracy of information	Chapter 12: Advanced Search Concepts
7.2	Check date that website was last updated or properties of website to determine currency of information	Chapter 12: Advanced Search Concepts
7.3	Determine website authority by looking at copyright statements, privacy statements and organisational information	Chapter 12: Advanced Search Concepts
7.4	Save and print information found in different file forms	Chapter 12: Advanced Search Concepts

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