



# ICAU1133B Send and Retrieve Information

## Using Internet Explorer 8 and Microsoft Outlook 2010



WATSONIA PUBLISHING

INFOCUS COURSEWARE

Curriculum Series

Order Code: INF876

ISBN: 978-1-921939-08-2

### ❖ General Description

The skills and knowledge acquired in ICAU1133B Send and Retrieve Information Using Internet Explorer 8 and Microsoft Outlook 2010 are sufficient to use a web browser effectively to access information from the internet and send and receive email.

### ❖ Learning Outcomes

At the completion of ICAU1133B Send and Retrieve Information Using Internet Explorer 8 and Microsoft Outlook 2010 you should be able to:

- use a range of basic techniques in Internet Explorer
- effectively search the web for the information that you want
- create and work with favourites
- use a range of printing techniques
- use the tools on the web to research information
- behave appropriately when on the Web and using the internet
- start Outlook 2010 and navigate the various features
- create and send email messages
- receive emails in your Inbox
- organise and work with mail folders and use quick steps
- create and work with contacts

### ❖ Target Audience

This publication has been written to serve as a learning guide and resource for students undertaking the IT competency ICAU1133B Send and Retrieve Information using web browsers and email.

### ❖ Prerequisites

ICAU1133B Send and Retrieve Information Using Internet Explorer 8 and Microsoft Outlook 2010 assumes no knowledge of browsers or email software. However, it would be beneficial to have a general understanding of personal computers and the Windows operating system environment that is consistent with the IT competency ICAU1128B Operate a personal computer.

### ❖ Pages

118 pages

### ❖ Nominal Duration\*

Competency nominal 25 hrs

### ❖ Student Files

Many of the topics in ICAU1133B Send and Retrieve Information Using Internet Explorer 8 and Microsoft Outlook 2010 require you to open an existing file with data in it. These files can be downloaded free of charge from our web site at [www.watsoniapublishing.com](http://www.watsoniapublishing.com). Simply follow the student files link on the home page. You will need the product code for this course which is INF876.

### ❖ Methodology

The In Focus 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 other complimentary titles in the same series as this publication. Information about other relevant publications can be found on our web site at [www.watsoniapublishing.com](http://www.watsoniapublishing.com).

\* Duration relates to study time only and does not include assessment time. Duration should be used as a guide only. Actual duration will vary depending upon the skills, knowledge, and aptitude of the participants. This information sheet was produced on Monday, May 09, 2011 and was accurate at the time of printing. Watsonia Publishing reserves its right to alter the content of the above courseware without notice.



47 Greenaway Street  
Bulleen VIC 3105  
Australia  
ABN 64 060 335 748

Phone: (+61) 3 9851 4000  
Fax: (+61) 3 9851 4001  
[info@watsoniapublishing.com](mailto:info@watsoniapublishing.com)  
[www.watsoniapublishing.com](http://www.watsoniapublishing.com)

Product Information



# ICAU1133B Send and Retrieve Information

Using Internet Explorer 8 and Microsoft Outlook 2010



WATSONIA PUBLISHING

INFOCUS COURSEWARE

Curriculum Series

Order Code: INF876

ISBN: 978-1-921939-08-2

## Contents

### > Internet Explorer Basics

- ✓ The Internet And The World Wide Web
- ✓ Understanding Web Browsers
- ✓ Starting Internet Explorer
- ✓ The Internet Explorer Screen
- ✓ The Command Bar
- ✓ Turning On Other Screen Elements
- ✓ Going To A Specific URL
- ✓ Activating A Hyperlink
- ✓ Activating An Image Link
- ✓ Adding New Tabbed Pages
- ✓ Working With Tabbed Pages
- ✓ Closing Tabs
- ✓ Zooming
- ✓ Using The Back And Forward Tools
- ✓ The Browsing History
- ✓ Stopping And Refreshing Pages
- ✓ Closing Internet Explorer

### > Searching The Web

- ✓ Effective Searching
- ✓ Using The Address Bar To Search
- ✓ Using The Instant Search Field
- ✓ Adding Search Providers
- ✓ Using A Different Search Provider
- ✓ Adding Search Providers From Web Pages
- ✓ Removing Search Providers
- ✓ Searching Based On A Keyword
- ✓ Searching Based On A Phrase
- ✓ Combining Selection Criteria
- ✓ Finding Information On A Page

### > Working With Favourites

- ✓ Marking Favourite Web Sites
- ✓ Viewing Favourite Web Pages
- ✓ Creating A Favourites Folder
- ✓ Organising Favourites
- ✓ Adding A Web Site To A Favourites Folder
- ✓ Deleting A Favourite
- ✓ Changing The Home Page

### > Printing Techniques

- ✓ Using Print Preview
- ✓ Printing An Entire Web Page
- ✓ Printing Specific Pages
- ✓ Printing Pictures

### > Researching On The Web

- ✓ Accessing Wikipedia
- ✓ Checking Privacy And Copyright
- ✓ Retrieving Information From Wikipedia

### > Netiquette

- ✓ Understanding Netiquette
- ✓ Searching For Netiquette Rules
- ✓ Creating A List Of Netiquette Rules
- ✓ Checking Organisational Netiquette Policies

### > Outlook 2010 Basics

- ✓ Understanding Outlook 2010
- ✓ Starting Outlook
- ✓ Common Outlook 2010 Screen Elements
- ✓ Using The Ribbon
- ✓ Understanding The Backstage View
- ✓ Accessing The Backstage View
- ✓ Understanding The Quick Access Toolbar
- ✓ Adding Commands To The QAT
- ✓ The Mail Screen
- ✓ The Contacts Screen
- ✓ Exiting Outlook

### > Sending Email

- ✓ Email In Outlook
- ✓ How Outlook Mail Works
- ✓ Composing An Email Message
- ✓ 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
- ✓ Removing An AutoSignature
- ✓ Sending A Courtesy Copy
- ✓ Sending A Blind Copy

### > Receiving Email

- ✓ Understanding The Inbox
- ✓ Retrieving Email
- ✓ Opening An Outlook Data File
- ✓ Adjusting The Message View
- ✓ Reading Messages
- ✓ Deleting Messages
- ✓ Understanding Message Attachments
- ✓ Saving A Message Attachment
- ✓ Opening A Message Attachment
- ✓ Replying To A Message
- ✓ Forwarding Messages
- ✓ Emptying Deleted Items

### > Organising Messages

- ✓ Using Instant Search
- ✓ Expanding The Search

- ✓ Search Query Syntax
- ✓ Creating A Message Folder
- ✓ Moving Messages
- ✓ Deleting Message Folders
- ✓ Archiving Messages
- ✓ Printing A Message

### > Contacts

- ✓ Understanding The Contact Form
- ✓ Viewing Your Contacts
- ✓ Creating A New Contact
- ✓ Entering Contact Details
- ✓ Adding A Contact From An Email
- ✓ Creating A Contact Group
- ✓ Using A Contact Group
- ✓ Using A Partial Contact Group
- ✓ Deleting Members From A Contact Group

### > Concluding Remarks



47 Greenaway Street  
Bulleen VIC 3105  
Australia  
ABN 64 060 335 748

Phone: (+61) 3 9851 4000  
Fax: (+61) 3 9851 4001  
info@watsoniapublishing.com  
www.watsoniapublishing.com

Product Information