

INTERNET & E-MAIL

Explorer & Outlook Express

Support notes for students

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"MAKING CONNECTIONS"

COMMUNITY EDUCATION SERVICE

EDUCATION
ANGUS COUNCIL



Overview Internet and E- Mail

This is a basic level course to familiarise you with Internet and E-mail. Please read the overview carefully, as it will help you apply what you have learned on your course.

Internet & E-mail Part 1 (page 2)

- ◆ Explanation of what e-mail is.
- ◆ How the connection is made
- ◆ Breakdown of Outlook Express window
- ◆ Sending an e-mail
- ◆ The Address book
- ◆ Attaching files
- ◆ Additional tools explained

Internet & E-mail Part 2 (page 7)

- ◆ What is the World Wide Web?
- ◆ Browsing and surfing defined
- ◆ Introduction to the browser
- ◆ Toolbars explained
- ◆ Search engines
- ◆ Security

Internet & E-mail Part 3 (page 11)

- ◆ Evaluation (Group work where possible)
- ◆ Exercise 1- 4 e-mail
- ◆ Exercise 5- 8 Internet Explorer

E-MAIL PART 1

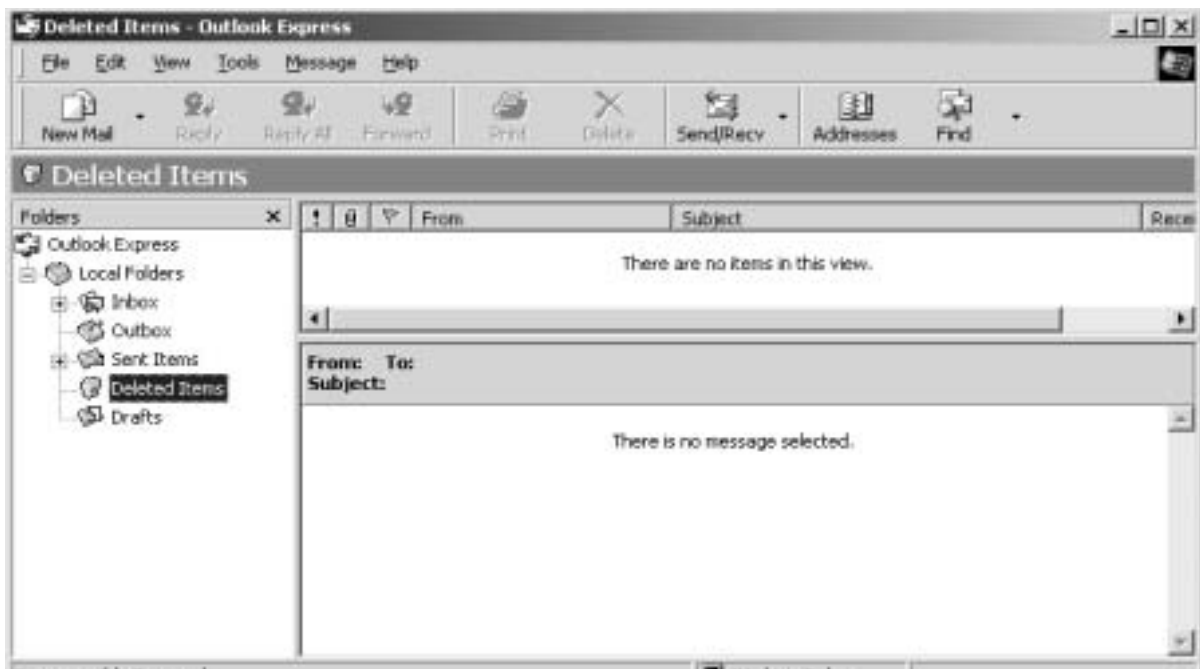
Electronic mail or e-mail is probably the most common use of the internet; it allows you to send mail anywhere in the world for the price of a local telephone call. It also provides the facility to attach files, text, graphics and sound. Although speedy in its delivery, it does rely on the vigilance of the recipient of the mail in collecting his or her mail.

When you send an e-mail it travels to the recipient's post box at his or her Service Provider (a remote networked computer which stores information on your behalf) to await collection. When the recipient logs on to check out his or her mail, the mail will automatically download into the recipients collection box in the email application they have installed on their computer system.

Many e-mail applications are available for use. Outlook-Express is probably the most widely used, this will therefore be the one that will be described in this tutorial.

Outlook Express

Fig 1



The Outlook Express window in **Fig 1** conforms to the usual layout of other Windows applications with the Title bar at the top of the page followed by the Menu bar and the Tool bar. **Remember** though, like all the other Windows you come across the one above is fully customizable so there is no guarantee that when you open this application on a different computer, that it will appear the same as on your own.

The main part of the above window is divided into three. In the left-hand side, is a means to open up a specific folder/s (Local Folders). The folders contain e-mails you have either received (**In Box**), are about to send (**Outbox**), have already sent (**Sent Items**), have discarded (**Deleted Items**) or are in the process of creating (**Drafts**).

The **Top Right** part of the page shows the list of e-mails pertinent to the folder that you

have chosen, along with specific information relating to that e-mail.

The **Lower Right** part of the window will display the contents of the e-mail for you to read, this part to the window will only show if has been configured to do so.

Sending an E-mail

When the window in **Fig 1** is first opened (*depending on how it is configured*) it may have another small window in front of it, "**The Dial-up Connection**" shown in Fig 2. This dialogue box, asks you if you wish to make a connection or work offline. Unless you only want to check for Incoming mail, click "Cancel/Work offline". The Dial Up Connection carries the all important information which allows your computer to create the connection with the remote computer i.e. your "Internet Service Provider (ISP)"

Fig 2



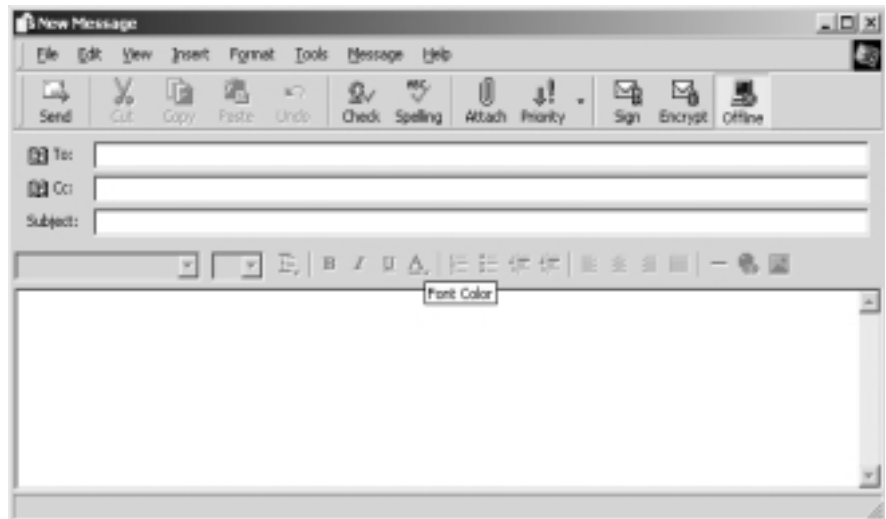
If you have more than one ISP the Dial Up Connection gives you the option of choosing which ISP you wish to connect to for this session. This is done by clicking on the arrowhead at the right hand end of the "Connect" field, circled here with a small arrow. The appropriate User name and password for that ISP would then appear in their respective fields below.

Pressing "Connect" which is circled by the larger circle will then initiate the dial up.

Fig 3

1. New Message Window

Proceed to the Icon at the top right end of the Outlook Window named "New Message" clicking on this will open up a window similar to that shown here in **Fig 3** .



2. In the first text field titled "**To**", enter the e-mail address of the recipient of the message you wish to send, for example:- (jbloggs@nosp.co.uk)

3. Should you wish to send copies of this message to other people you can enter their e-mail addresses in the field below titled "Cc:" they must be interspaced with a semi colon. Cc: stands for Carbon Copy, you can also send mail Bcc: which stands for Blind Carbon Copy. This method unlike the former does not disclose to each recipient who else received that e-mail. You will be told about this method later on.

4. In the final text field you must write in a subject which normally relates to the content of your e-mail. This is really a filing tag for you to keep track of what your messages are about.

5. Now you must write your message in the main text field. The text you place here is capable of being formatted just as you would do in a Word Processing application but of course there are not quite so many tools available to you.

6. When your message is complete proceed to the icon "Send", located in the top left-hand end of the page. Clicking here will return you to the main page where you will now find Outbox in bold type. It will also have a numeric value in brackets after it indicating the number of e-mails waiting to be sent.

Fig 4

7. Proceed to the Toolbar where towards the right hand end you will find the icon "Send/Recv" shown in Fig 4. Clicking on this icon will immediately bring up the "Dial Up Connection" which will prompt you to click on it to connect to your ISP as described previously.



8. Depending on how you have set your options for your e-mail application you may have to close down the connection manually.

9. Should anyone have sent e-mail to you, "Inbox" will now be in bold type. If you click on "Inbox" it will open the top part of the page and display a sealed envelope/s clicking will open the message/s in the window below.

The Address Book

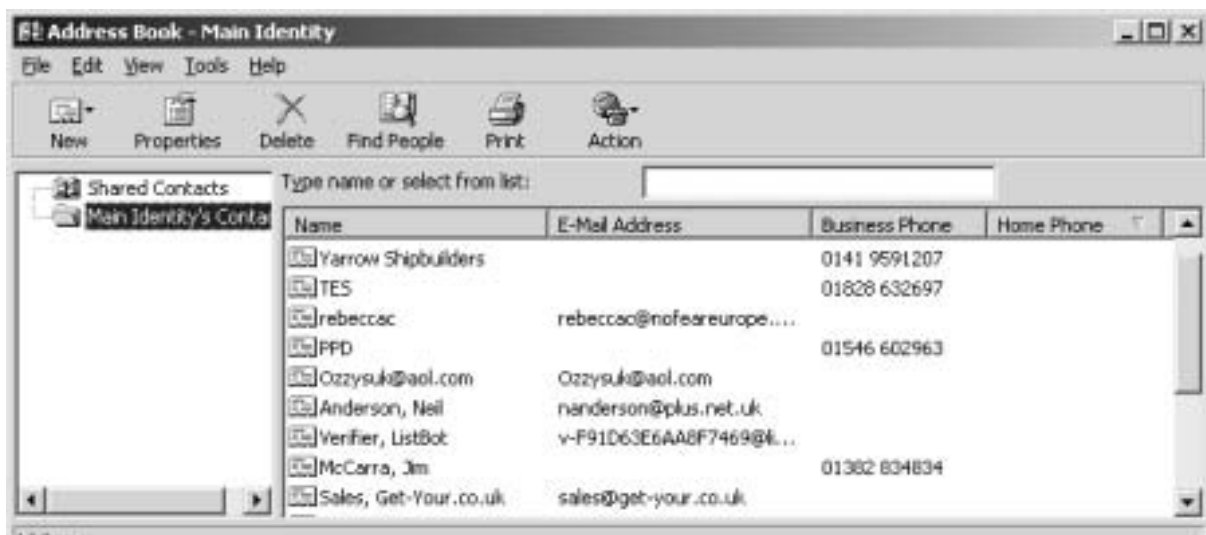
Fig 5

Outlook has an address book, which not only stores e-mail addresses, it allows you to keep a fairly comprehensive dossier on your clients/contacts as well. Here you can keep among other information telephone and fax numbers which are also accessible from other applications.



1. Click on the address book icon shown in Fig 5 or go to the "Tools" menu and come down and click "Address Book".
2. This will result in a window called "Address Book-Main Identity" opening up. An example is shown in Fig 6.

Fig 6



3. The window displays the usual Title, Menu and Icons at the top obviously they perform different functions. On the left-hand side there is a file structure capability, which allows you to arrange your information by adding extra folders as and when you require. The main part of this window displays the information from the selected folder. As you can see from the example above, some of the fields have e-mail addresses some only have telephone numbers.

Sending an e-mail using the address Book

1. Having opened the address book you must proceed to select a recipient for the e-mail you wish to send.

2. With the name selected go to the "**Action**" icon shown in **Fig 7**. Clicking here will give you a submenu with four options, click on the first one "**Send Mail**".

Fig 7

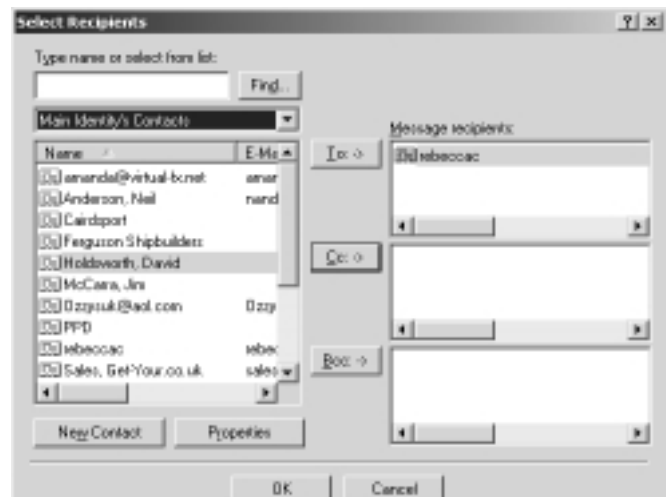


3. You should now have a new e-mail document open in front of you, complete with the recipients **name** in the "To" field at the top of the document. Do not be concerned when you see this as you may have been expecting to see the e-mail address rather than the persons name. The address is there.

Fig 8

4. Should you now decide to send further copies of this e-mail to other contacts double click on "Cc:" this will open the dialogue box indicated in **Fig 8**.

5. If you wish to send a "Cc:" e-mail, simply make sure the correct folder is selected, this one displays "Main Identity Contacts" then select the name you wish and click on the Cc: button and the name will appear in the right middle text field.



6. If you wish to send a "Bcc:" e-mail then select the name you require as before and this time click the Bcc: button and the name will appear in the bottom text field. You can mix both Cc and Bcc as you wish. Click "Ok"

7. The rest of the procedure is as previously described in "Sending an E-mail".

Attaching a File

Outlook allows you to attach files to your e-mails. It is advisable however to be assured of the size of the files you are intending to send as the larger the file size the longer it will take to transmit and receive. This is particularly important when it comes to sending image files. One of the best formats for sending image files is the JPEG format (Joint Photographic Expert Group). It is also important to make sure you are sending a file in a format that the recipient has the capability to open.

1. After you have addressed and written your e-mail is the time to attach any files.
2. In the toolbar of your document you will find a paperclip icon like the one shown in

Fig 9 shown on page 6. Clicking this will open a file dialogue box.

3. You require to trawl through your file hierarchy to find the file/s (you can attach more than one file at a time) you wish to send.
4. When you locate the file select it and click on "Attach" down toward the bottom right hand corner of the box.
5. Clicking here returns you to the document where you will note that below the subject field is another field giving you all the details of your attached file/s
6. You now proceed as before and send the e-,mail in the manner previously described.

Toolbars

Outlook has some other useful features available:



Check

Fig 9

When you can't remember someone's complete e-mail address, you can enter a partial name and then use the Check Names command on the Tools menu to search for matches. Outlook Express first searches your address book and if no matches are found, searches the directory services you have set up to check e-mail addresses.

1. In the Address Book or Outlook Express, click the Tools menu, and then click Accounts.
2. If you are in Outlook Express, click the Directory Service tab.
3. Select a directory service, and then click Properties.
4. On the General tab, select the Check names against this server when sending mail check box.

Spelling

To check the spelling in messages:-

Outlook Express uses the spelling checker provided with the following Microsoft Office 95 and Office 97 programs: Microsoft Word, Microsoft Excel, and Microsoft PowerPoint. If you do not have one of these programs installed, the Spelling command is not available.

- ◆ In the New Message window, click the Spelling button on the toolbar, or click the Tools menu, and then click Spelling.

Tip:

- ◆ To customize the way your spelling checker works, click Options on the Tools menu, and then select the Spelling tab.

Priority

When you send a new message or reply to a message, you can assign the message a priority so the recipient knows to either look at it right away (High Priority) or read it when time permits (Low Priority). A high priority message has an exclamation point next to it, while low priority is indicated by a down arrow.

- ◆ In the New Message window, click the Priority button on the toolbar, and then select the priority you want. Or, click the Message menu, point to Set Priority, and then select a priority option.

THE INTERNET PART 2

What else is available on the WWW ?

E-Mail it has been said is the most popular use of the Internet but there is a whole lot more you can access out there. Information on every subject imaginable is available on the WWW(World Wide Web).

Software Applications:

- ◆ Most of the main software distributors have time limited trial offers of their software available on line and should you then wish to purchase you can do so on line. Some free software (called shareware) is available, however sometimes you are asked to pay a fee after a short assessment period of using the programme.

Music:

- ◆ A real concern at the moment to the Music Industry is the appearance of a file compression called MP3 which basically weeds out all the notes inaudible to the human ear and compresses the file to such a degree that the download time is very small.

Games:

- ◆ You can either download or play them online with other people who may be halfway around the world.

Video:

- ◆ Video can be downloaded but the technology for this is at an early stage.

Shopping:

- ◆ E-commerce, shopping and financial transactions are here already and here to stay. With Banking-on-line and purchasing of goods offering a cheap alternative in some cases.

Newsgroups and Chat lines:

- ◆ Newsgroups and chat lines provide an excellent forum for the exchange of views and information on varied subjects.

Browsers & Surfing

A Browser is a programme that allows you to navigate from page to page on the WWW. There are a number of browsers on the market but the two you are most likely to come across are Microsoft Internet Explorer and Netscape Navigator. We will deal with the former.

Normally when you choose an ISP (Internet Service Provider), part of the software downloaded from their disc will include one if not both of the above mentioned programmes and it is up to you to choose which browser you wish to be your default browser, if you chose to download both programmes.

Internet Explorer

When you click on the icon for Internet Explorer on your desktop it will open a browser window for you and according to how you have set the preferences it will either commence to dial up a connection with your ISP automatically or it will open a new window with a prompt asking if you wish to work online or off. Fig 1 shows you an Internet Explorer 5 browser window displaying a Search engine page. The one showing is the UK version of Excite.

Fig 1



As in Outlook Express and other Windows, at the top of the page is the Title bar followed by the Menu bar and the Tool bar. There is a further bar showing at the top of the page, this is the Address bar, then the main display window, and finally at the bottom the Status bar. Remember though, like all the other Windows you come across the one above is fully customisable so there is no guarantee that every time you open this application on a different computer, that it will appear the same as on your own.

The Address Bar

- ◆ The Address for a page on the www is known as a URL (Uniform Resource Locator) and all web pages are prefixed by the letters http:// which stands for Hypertext Transfer Protocol.
- ◆ An example of a URL might be <http://homepages.force9.net/acornsupplies/index.htm> if we break down the address it is made up as follows:
 1. homepages.force9.net is the directory at force9 (an ISP).
 2. acornsupplies is the ID of the person whose site it is.
 3. index.htm is the leading file in the site (the home page) .
- ◆ Whenever a page shows in the browser a relevant address will show in the address bar.
- ◆ You can type in an address to this field and then click "Go" at the right hand end of the field, this would take you to the requested page which would in turn be displayed in the browser window.

The Tool Bar

- a) To return to the last page you viewed, click the Back button.
- b) To view a page you viewed before clicking the Back button, click the Forward but-

(a) (b) (c) (d) (e) (f) (g) (h) (i) (j)



ton.

- c) If a page you are trying to view is taking too long to open, click the Stop button.

Fig 2

- d)** If you get a message that a Web page cannot be displayed, or you want to make sure you have the latest version of the page, click the Refresh button.
- e)** To return to the page that appears each time you start Internet Explorer, click the Home button.
- f)** Click the Search button on the toolbar to gain access to a number of search providers. Type a word or phrase in the Search box.
- g)** Listing your Favourites for quick viewing. When you find Web sites or pages that you like, you can keep track of them so it's easy to open them in the future. To add a page to your list of favourite pages, go to the page you want to add to your Favourites list. Click the favourites button which will open a panel on the left side of the browser page. On the Favourites menu, click Add to Favourites. Type a new name for the page if you want to.
- h)** To find pages you've recently visited. There are several ways to find Web sites and pages you've viewed in the last few days, hours, or minutes. To find a page you've seen in the last few days:
 1. On the toolbar, click the History button. The History bar appears, containing links for Web sites and pages visited in previous days and weeks.
 2. In the History bar, click a week or day, click a Web site folder to display individual pages, and then click the page icon to display the Web page. To sort or search the History bar, click the arrow next to the View button at the top of the History bar.
- i)** The "Mail" icon will automatically open up Outlook Express and check your e-mail status for you.
- j)** This is the "Print" icon which will print out the current page showing in the browser window.

The Menu Bar

The "Menu" bar of course duplicates a lot of what you see as icons in the "Toolbar" Some of the important ones are described in the following.

File

- ◆ "New" will open a new browser page in the window.
- ◆ "Open" will allow the opening of certain file types into the window.
- ◆ "Save As" lets you save the current window to a destination of your choice.
- ◆ "Page Set Up & Print" are universal in their function and will print out the content of the current window.
- ◆ "Work offline" allows you to browse through all the previously cached pages that have accrued in a preset time set in the "Internet Options" (The length of time you wish to retain a history of the locations you visited on the web can be altered as you wish)

Edit

- ◆ "Cut, Copy, Paste and Select All" are common in most programs and carry out the same function as elsewhere.
- ◆ "Find (on this page)" will allow you to do a word search on the current page in the browser window.

View

- ◆ Toolbars has a 5 choice submenu, 4 of which let you choose to view the following: the Standard Buttons, Address Bar, Links and Radio. The latter two bars are as described. The Links bar will let you place certain links on this bar to place you wish to visit, somewhat like a mini Favourites bar. The Radio bar will let you tune in or find for you any Radio Station.

- ♦ "Text Size" it is possible to change the size of the text in your browser should you find the size difficult to read.
- ♦ "Source" allows you to view the HTML language behind a browser page. HTML stands for Hyper Text Markup Language which is a low brow coding language which lies behind a web page and supplies all the information necessary to display the page.
- ♦ "Full Screen" will allow the Browser to fill virtually the entire screen with the browser page.

Favourites As per previously described for the icons (g).

Tools

- ♦ "Mail & News" 1. Read Mail when chosen on line will open Outlook Express and go to check on your mail status. 2. New Message will open an e-mail document for you to address and send. 3. Send a Link opens a new e-mail document complete with the URL address of the page you are viewing. 4. Send a Page opens an e-mail document with the browser page in it.
- ♦ "MSN Messenger" service is basically a chat line. Chat lines allow you to communicate in real time with other people by typing messages back and forth.
- ♦ "Internet Options" is where you can view and alter the preferences for Internet Explorer. It is well worth taking a note of all the settings in each of the areas in here. The alternative way to do this is to take a screen shot of each page. (To do this hold down the "Alt" key and press "Print Screen" on the keyboard.

Help

- ♦ This area provides you with in-built help with search capabilities to find the exact topic you are querying.

Search Engines

To search for a subject on the www should you not have a URL address, it is necessary to use a search engine such as Excite (shown in Figure 1). There are many to choose from such as Yahoo, Altavista, Lycos and Webcrawler. Each respective search page has a text search field similar to that shown in Fig 3 on the previous page. Search engines can have different approaches to searching. Some will allow only single word searches while others will allow several words, sometimes separated by + signs.

Fig 3



The search engine works like a directory listing many links on

various subjects. Clicking on a link will take you to a more specific area, which allows you to narrow your search criteria, providing of course there is an existing relevant link relating your search.

Security

You should be particularly careful about who you impart information to on the Web. Unless you are quite sure of the company or the person to whom you are giving out your personal details, DO NOT give them out. Certainly, you must NEVER give out your credit card details unless you are in a secure site. You will be told when you entering a secure site. In general be very careful.

The Internet Evaluation

Exercise 1

Using Outlook Express complete three E-mail address fields in the Address book. One of these addresses should be to the tutor (the tutor will give you his/her address), the other two can be to acquaintances you know will not mind having test E-mails sent to them (ask if you cannot come up with any other addresses). Make sure that all the details are correct.

Exercise 2

Using Outlook Express open up a new e-mail document for sending and manually address it to the tutor give it the subject title of Exercise 2. Give the message a high priority and save the document to your draft folder. Do not send it at this stage.

Exercise 3

Using the Address book in Outlook Express open a new e-mail document address it to the tutor give it the subject title of Exercise 3, send a carbon copy to one of the other addresses you entered in Exercise 1, also a blind carbon copy to the final address you entered in Exercise 1. Finally attach a file to the e-mail (ask about which file). Your Outbox should now show that you have 2 e-mails to send. Proceed to send them.

Exercise 4

Once off line check your Inbox. This should reveal one e-mail addressed to you along with an attached file from the tutor, download the file to the desktop. Create a new folder in the Inbox and name it "Hall E-mails" then place the e-mail you received in to it.

Exercise 5

Open Internet Explorer and in Favourites create a folder with your name on it.

Exercise 6

Using the address bar enter the URL for the BBC (you may know this address, if you don't you should be able to work it out), from here find the web page for Walking with Dinosaurs and add it to your favourites folder.

Exercise 7

Using the search engine Altavista search for the weather forecast for the City of Aberdeen. Save this page to the desktop.

Exercise 8

Using explorer and a site called Multimap see if you can find a map showing Ness Bank Road in Inverness.