

Section 3

Send and Receive

By the end of this Section you should be able to:

Send, Open, Read and Flag Messages

Attach Files

Change Message Priority

Reply to and Forward Messages

Use Contacts

Add Sender to Contacts

Create and Use a Distribution List

To gain an understanding of the above features, work through the **Driving Lessons** in this **Section**.

For each **Driving Lesson**, read the **Park and Read** instructions, without touching the keyboard, then work through the numbered steps of the **Manoeuvres** on the computer. Complete the **Revision Exercise(s)** at the end of the section to test your knowledge.


Driving Lesson 15 - Sending Messages

Park and Read


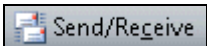
Outlook allows the user to send an e-mail message to anyone on the Internet, as long as his or her address is known.



Manoeuvres

1. Click  to start a new message.
2. Enter your own e-mail address in the **To** box, so the message will come back to you and the results of this Driving Lesson can be observed.
3. In the **Subject** box, enter **Test message**.
4. A carbon copy of this message can be sent to another recipient who needs to take some action on it. Click in the **Cc** box and type in the e-mail address of a friend.
5. **Bcc** stands for **blind carbon copy**. To make this box available, display the **Options** tab and click **Show Bcc** from the **Fields** group. Use the **Bcc** box to send a copy of a message to someone who needs to know about the original message, but is not required to take any action on it. Other addressees are not aware if a blind carbon copy is sent. Enter a friend's e-mail address in the **Bcc** field (a different to the one in the previous step).
6. Type in the following message text:

E-mail can be used to catch up with your friends, wherever they are, for the cost of a local telephone call.

7. Click  to send the message to the **Outbox** ready to be sent. The message may be sent from here immediately.
8. If the **Outbox** still shows the message, send it to the server (where it is then forwarded to its destination), by clicking . When this button is clicked, *Outlook* also checks for any incoming mail.
9. When the message has been sent, click on the **Sent Items** folder in the **Navigation Pane**. A copy of all sent messages is kept here (optionally).





*The options to send messages immediately and save copies in the **Sent Items** folders can be set or cleared using **Tools | Options, Preferences** tab, **E-mail Options**.*

10. It can sometimes take a few minutes for messages to be received. Check with your friends that they received the message.


Driving Lesson 16 - Open and Read Messages

P Park and Read

Messages are received in the **Inbox** and are shown in bold type, with an unopened envelope icon next to the sender's information,  Gillian Atkinson. Once a message has been read, its icon changes to an opened envelope, .




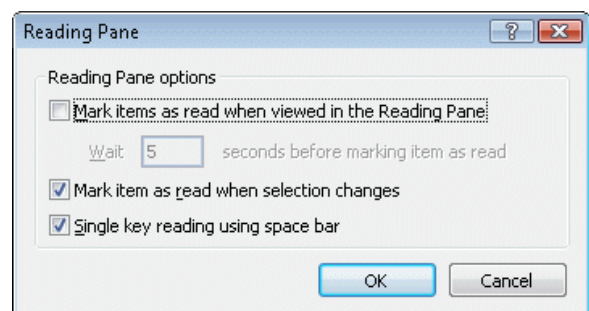
Manoeuvres

1. Click the **Send/Receive** button,  and a dialog box will briefly appear to say *Outlook* is checking for new messages.
2. Display the **Inbox** and watch the new messages appear in the message pane. There should be at least one message (**Test message**, sent to yourself earlier).



*If the message has not arrived, wait for a few minutes and try **Send and Receive** again.*

3. To read a message, either click on it once, then view its contents in the **Reading Pane**, or double click to see the whole message, including the sender's e-mail address. Click on the **Test message** and read its contents in the **Reading Pane**.
4. By default, the message will be marked as read as soon as another message is selected or the display is changed, but this can be changed. Select **Tools | Options** and click the **Other** tab.
5. Click the **Reading Pane** button.
6. The default setting is shown. Selecting **Mark items as read when viewed in the Reading Pane** and setting a **Wait** time will change the way messages are marked as read. Unchecking both of the first two options will mean that messages are never marked as read by appearing in the **Reading Pane**. Click **Cancel** to leave the setting unchanged. Click **Cancel** again.
7. To mark the **Test message** as **Unread**, select it, then select **Edit | Mark as Unread**. The envelope icon changes to closed and the text to bold type.
8. Read any other messages which are present.
9. Double click on the **Test message** to open it.
10. Close the message window by clicking the **Close** button, .





Driving Lesson 17 - Flagging a Message

P Park and Read

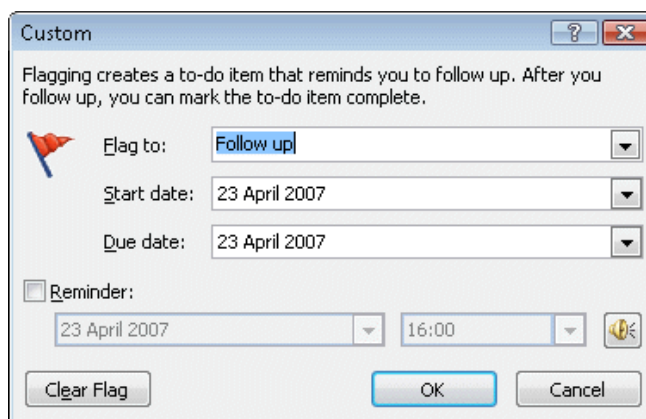
A message can be **flagged** to indicate that further actions need to be carried out on the message, such as a follow up call, reply, etc. The flag action can have a start date, a due date and a completed date. You can also add a complete by date to the flag action, which will display a reminder.


Manoeuvres

1. Select a message in the **Inbox** and click **Follow Up**,  on the toolbar.


 The same **Follow Up** button is also available from the **Ribbon** when a message is opened.

2. Click **Custom** from the **Follow Up** options.
3. Display the drop down list of **Flag to** reasons, but leave the option as **Follow up**.
4. Leave the **Start date** as today's date but change the **Due date** to a future date then click **OK**. A coloured flag appears at the right of the message.



 To display all flagged messages together, click in the header of the flag column in the **Inbox**.


5. Use the techniques described earlier to add the following headings to the **Inbox**; **Start Date**, **Due Date**, **Flag Completed Date**.

Size	Start Date	Due Date	Flag Complete...
11 KB	Mon 23/04/2007	Tue 24/04/2007	None 

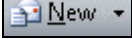
6. Click the **Flag** icon for the message to mark it as complete. The flag changes to a tick and the **Flag Completed Date** is added.
7. Flag another message.
8. To remove a flag either, click the **Follow Up** button and select **Clear Flag** or right click on an actual flag and select **Clear Flag**. Remove the **Flag** just set by using either method.
9. Select **View | Current View | Customize Current View | Reset Current View** to return the **Inbox** headings to their default settings. Click **OK** and **OK** again.

Driving Lesson 18 - Attaching Files


P Park and Read

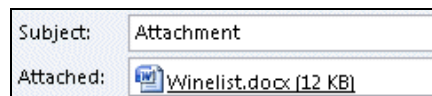
It is possible to attach any sort of file to an e-mail message in *Outlook*, provided it doesn't exceed the size the destination mailbox will allow (if this is the case the message will be returned undelivered). This makes it easy to send reports, charts, sound files or pictures, for example. When the message reaches its destination, the paperclip icon adjacent to the envelope, , will let the recipient know there is an attachment.

Manoeuvres



1. Within **Inbox**, click on the **New Mail Message** button, .
2. Enter a friend's e-mail address (or your own) in the **To** box and enter the **Subject** as **Attachment**.
3. In the message area, type the following text:

Could you look at the attached file and let me know which wines you want to order for the party next week?

4. Click the **Attach File** button,  and the **Insert File** dialog box will appear.
5. Select the location where the ECDL word processing data files are stored (a folder named **3 Word Processing**), then double click on the **WineList** file to attach it.
6. If the message is being created in HTML format (the default), all attachments appear on a new **Attached:** line under the **Subject**.



*If the message is being created in **Rich Text** format, attachments will appear as icons in the text area of the message.*

7. To attach a second file, repeat steps **4** and **5**, this time double clicking the **Banking** file from the same location.
8. The **Banking** file has been attached in error. To delete this attachment, select its entry in the **Attached** box, then press **<Delete>**.
9. Click , then  to send the message together with its attachment.
10. Leave *Outlook* open.



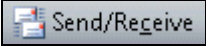
Driving Lesson 19 - Open and Save a File Attachment

P Park and Read


When a message with an attachment is received, it can be opened, saved, or both. You should be aware that some anti-virus protection and firewall software can prevent you receiving certain types of attachment. If you are connected to a network – in an office for example – it may also have been set up to prevent access to these types of attachment. Typically, problems may occur when receiving files with an **.exe** or **.mdb** extension. These files run scripts and macros in order to function – so do many types of virus. Attachments are a common way for viruses to be introduced to your system. Be very wary of opening any attachment if you are not absolutely sure of its source.

Manoeuvres

1. Within **Inbox**, create a new message and enter your own e-mail address in the **To** box. Enter the subject as **Saving Attachments**.
2. In the message area, type **The attached file may be of interest to you**.
3. Attach the **Maneaters** file from the ECDL word processing data files, as described in the previous Driving Lesson.

4. Click , then  to send the message.
5. If necessary, wait a few seconds before clicking  again. The message is displayed in the **Inbox** with an attachment icon.



*It is possible that Outlook will identify this message as **Junk Mail** and store it in a special **Junk E-mail** folder. If so, open the **Junk E-mail** folder from the **Folders Pane**, select the **Saving Attachments** message and click the **Not Junk** button, . The message will be moved to the **Inbox**.*

6. Double click on the message to open it.
7. To open the attachment, right click on the **Maneaters** icon in the message and select **Open** from the shortcut menu (or double click the icon). Attachments are a common source of computer viruses so a security message may be displayed. If so, click **Open**.

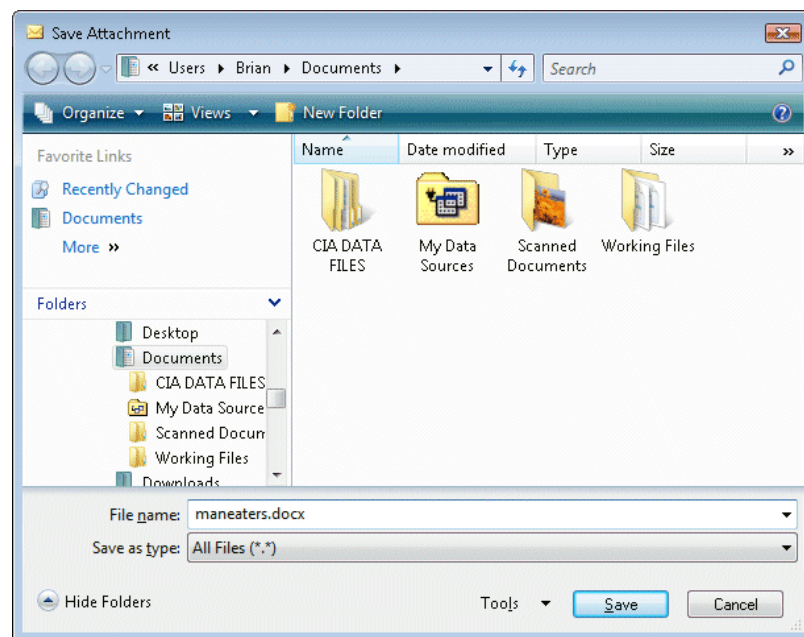


Driving Lesson 19 - Continued

8. *Word* starts, displaying the contents of the attached file. Read the file then close *Word*.
9. To save the attachment without opening it (so that it could be checked for viruses for example), right click on the **Maneaters** icon in the message and select **Save As** from the shortcut menu.
10. When the **Save Attachment** dialog box is displayed, ensure that the save location is **Documents**.



If **Documents** is not shown by default, select it from **Favorite Links** or locate it in the **Folders** list on the left of the dialog box.



11. Click **Save** to save the attached file or files.
12. Open the **Documents** folder from the **Start** menu to see the file then close the **Documents** window and close the message window.
13. Attachments can be saved without opening the message. Make sure the **Saving Attachments** message is selected within **Inbox**.
14. Select **File | Save Attachments**, then **Maneaters.doc**.
15. The **Save Attachment** dialog box is displayed again. As there already is a saved copy of this file, click **Cancel** to close the dialog box.



Outlook will not open certain file types (such as **.exe** or **.bat** files) that are more likely to contain viruses. Depending on the security settings they will be handled in one of two ways;

- a) the files will be totally inaccessible and a note will appear at the top of the message listing all such attached files.
- b) the files will be shown but can only be saved so they can be virus checked.



Driving Lesson 20 - Changing Message Priority

P Park and Read

Messages have **Normal** priority by default, but it is possible to change their priority to either **High** or **Low**. This does not mean that they are sent more quickly or slowly, only that the recipient will be aware of their urgency by an icon at the left of the message.



Manoeuvres

1. Start a new message.
2. Address it to yourself and enter the subject as **Urgent!**
3. In the message area, type **Don't forget the meeting with the area manager at 2pm today.**
4. Make sure the **Message** tab is displayed on the **Ribbon** and click the **High Importance** button, 
5. Send the message, then after a few seconds, click .
6. When the message arrives in the **Inbox**, it will have an **Importance** icon set.



7. Open the message. A bar appears across the top of the message to show that it is high priority.



*The process to make a message low priority is the same. Select the **Low Importance** button from the Ribbon. It will have a low importance icon when it is received. When opened, the bar on the message will indicate that it is Low Importance.*

8. Close the message.


Driving Lesson 21 - Reply to/Forward Messages

Park and Read

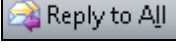
A user can reply to the sender of a message, or reply to all the recipients of a message as well as the original sender. A message form will appear where the reply can be entered (the original message will be underneath for reference). A message can also be forwarded to someone who wasn't on the original send list.



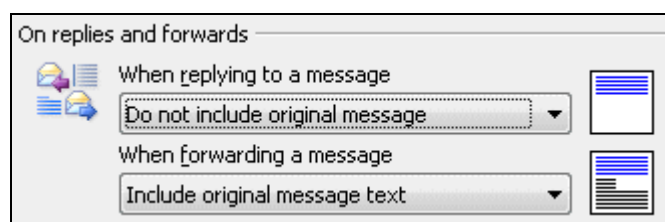
Manoeuvres


1. Within **Inbox**, select the message named **Urgent**.
2. Click on the **Reply** button, , to display a message form, addressed to the sender of the original message. The original message is displayed.



The **Reply to All** button, , is used to send the reply to all recipients of the original message.

3. If you never want the original message to appear in the replies you send, it can be omitted automatically. Minimise the reply message form to activate the main menus and select **Tools | Options** and the **Preferences** tab.
4. Click **E-mail Options** and open the drop down list from **When replying to a message**.
5. Select **Do not include original message**.

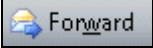


6. Click **OK** then **OK** again.
7. Maximise the **Urgent** message and close it without saving.
8. To see the effect of the new settings, click  again. Notice how the original message is not included.
9. The **Subject** section begins with **Re:** indicating a reply to a previous message. After **Re:**, delete the existing subject and replace it with **Replying to messages**.



Driving Lesson 21 - Continued

10. Enter the following message text:

I was aware of the meeting. There is no need for concern, but thank you for your message.
11. Click **Send**, then **Send and Receive**.
12. To change the settings to their usual status, select **Tools | Options** and the **Preferences** tab, click **E-mail Options** and select **Include original message text** for the **replying** option.
13. Click **OK** to confirm the change, then **OK** again.
14. Select the **Urgent** message and click the **Reply** button. The original message is shown but can be deleted manually - use the mouse to highlight the text, then delete it. (This method is used to remove an original message from the current reply only).
15. Close the message window without saving.
16. Select the **Urgent** message again, then click the **Forward** button, . When the message form is displayed, click in **To** and enter a friend's address.
17. The **Subject** section begins with **FW:** indicating a forward message. The forwarding message can be typed in the main window, leaving the original message underneath for reference. In the **Subject** box, enter **Forwarding messages**.
18. In the message area, enter the following text, above the original message:

This message is forwarded as part of Module 7 of the ECDL.
19. Click **Send**. The message has been forwarded to a friend.
20. Leave *Outlook* open.

Driving Lesson 22 - Contacts

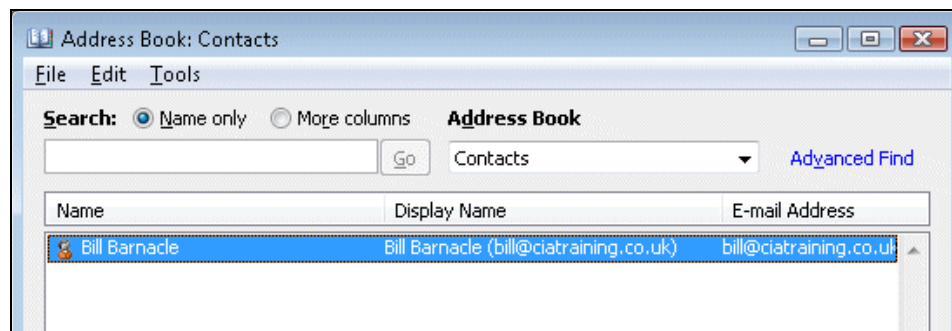
P Park and Read

To avoid typing addresses onto every e-mail message, lists of known addresses can be stored by *Outlook* in the Address Book. If *Outlook* is being used on a network a **Global Address List** will be available, listing the details and e-mail addresses of all users on the network. This is maintained by the network administrator. It is also possible for any user to create a personal list (stored within the **Contacts** folder in *Outlook*), which lists the details of specific, personal contacts.



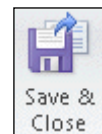
Manoeuvres

1. Select **Tools | Address Book** to display the **Address Book**.
2. The **Global Address List** may be displayed by default. It is not possible to add names to this list unless you are an administrator. Click on the drop down arrow under **Address Book** and select **Contacts**.



There may be no **Contacts** records present if none have been added yet.

3. From the **Address Book** window select **File | New Entry**. Select **New Contact** and click **OK**.
4. Enter your own details in the relevant boxes. There are many possible fields but only **Full Name** and **E-mail** address are required for this guide. Click **Save & Close** to add the entry.



Details in the **Contacts** list can also be maintained and created from the **Contacts** folder of *Outlook*.

5. In the same way, add the names and details of four friends to the address book.



Someone in the **Global Address List** can be added to the **Contacts** list by right clicking their name and selecting **Add to Contacts**.

6. Close the **Address Book**.

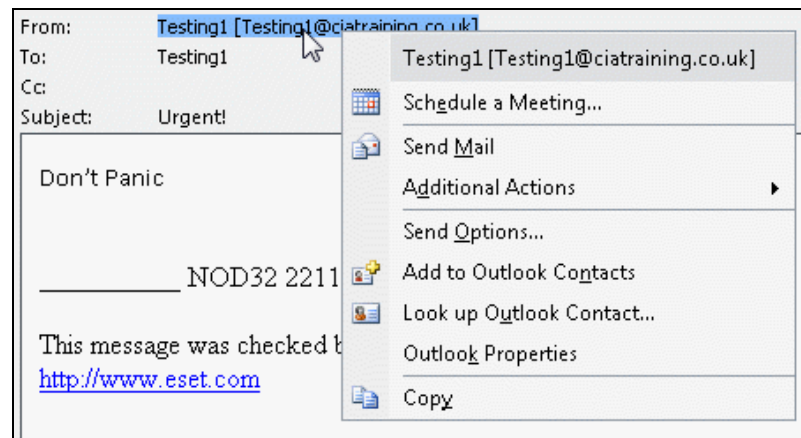
Driving Lesson 23 - Add Sender to Contacts

P Park and Read

When a message is received from a contact, there is a quick and easy way to add that contact's details to your address book.

Manoeuvres

1. Open any message from your **Inbox** and right click on the **From** address.



2. Select **Add to Outlook Contacts** from the shortcut menu. When the contact form appears, add any further details that may be required, then click **Save & Close**.
3. Close the message.
4. Open the **Address Book**, select **Contacts** and make sure you can see the new entry.
5. Close the **Address Book**.
6. The contact that was just added to the address book has decided to move to a deserted island, without leaving a forwarding address. Open the **Address Book** again and display **Contacts**.
7. Select the new contact and press the <Delete> key. Click **Yes** at the prompt to delete the contact's details.
8. Close the **Address Book**, but leave the **Inbox** open.

Driving Lesson 24 - Distribution Lists

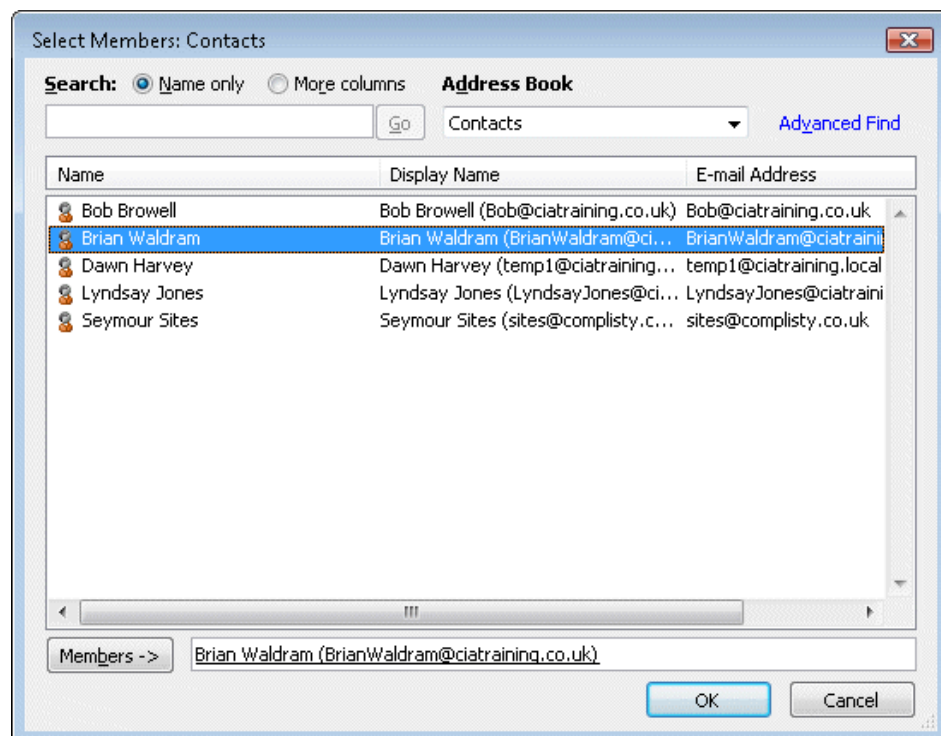
P Park and Read

It is possible to create **Distribution Lists** of specific contacts, so that messages can be sent to groups of people with a single click of the mouse. Multiple distribution lists can be created, each containing particular types of contact, such as family, darts team, friends, etc. Any contact can belong to more than one list.



Manoeuvres

1. To create a distribution list from an existing address book, open the **Address Book**. Select **File | New Entry** and select **New Distribution List**.
2. Click **OK** to display the **Untitled - Distribution List** window.
3. Enter **Friends** in the **Name** box. This is the name of the distribution list.
4. Click **Select Members** from the **Ribbon**. Make sure **Contacts** is selected in the top drop down box, then double click on a name from the list, to add them to the list of **Members** shown at the bottom of the dialog box.

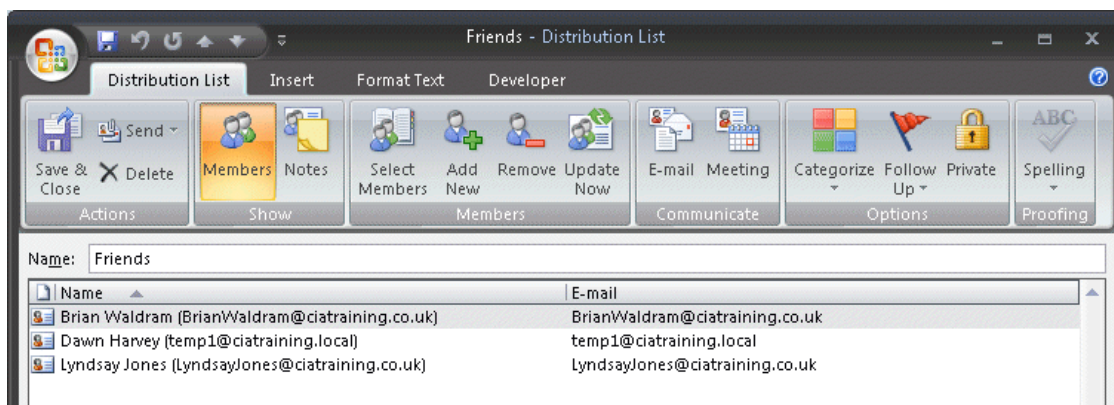


5. Repeat the process to add two other friends to the list. Multiple selections can be made using any technique then several records can be added at once.



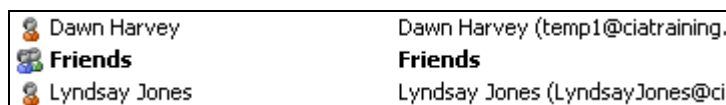
Driving Lesson 24 - Continued

6. Click **OK** to return to the **Friends Distribution List** window..



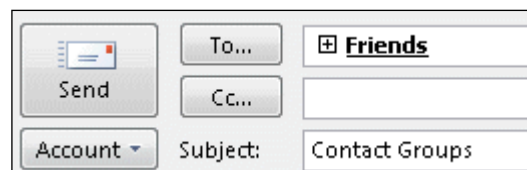
Notice there are buttons here to **Select** more members for the list, **Add New** members who are not currently in the **Address Book**, and **Remove** members from the list. Removing members does not delete them from the **Address Book**.

7. Click **Save & Close**. The **Friends** distribution group is added to the **Contacts Address Book**. Display the **Contacts** list to see it.



8. Close the **Address Book** and compose a new message. To send the message to everyone on the **Friends** contact group, click on **To...**. Display **Contacts**. The **Friends** group appears with the other contacts.
9. Double click on **Friends** from the list to add it as the target address, then click **OK**. The group name is added to the message.

10. The message will be sent to all addresses included in the **Friends** distribution list. Enter the subject as **Contact Groups**.



11. Type in a suitable message and send it.



Once the message is sent, all the individual addresses in the distribution list will be shown the **To** address box.



To send the same message to several people in the **Contacts** who are not on a distribution list, click **To...**, then double click on each required name, before clicking **OK**.

Driving Lesson 25 - Revision

This covers the features introduced in this section. Try not to refer to the preceding Driving Lessons while completing it.

1. Check for any new messages in the **Inbox**.
2. Read any that may have arrived.
3. Select any single message that has been read and mark it as unread.
4. Flag the selected message.
5. Remove the flag.
6. Close any open messages.
7. Open the **Contacts Address Book** and add three new entries, using the names and addresses of colleagues.
8. Create a new distribution list in **Contacts**, named **Colleagues** and add the new entries to it.
9. Create a new message and address it to the **Colleagues** distribution list and enter the subject as **Diet**.
10. Attach the file **Calories** (located in the **ECDL** subfolder **4 Spreadsheets**).
11. Enter the message text as follows:

I thought this calorie counter might be useful for those of us starting the new wonder diet.
12. Make the message **High Priority** and then send it.

If you experienced any difficulty completing the Revision, refer back to the Driving Lessons in this section. Then redo the Revision.

Driving Lesson 26 - Revision

This covers the features introduced in this section. Try not to refer to the preceding Driving Lessons while completing it.

1. Start a new message and address it to yourself.
2. Send a copy to a friend or colleague.
3. Enter the **Subject** as **Web Page**.
4. Attach the file **Images.htm** that was saved in the **Documents** folder as part of the Internet guide, Driving Lesson 33. If you do not have this file choose any other.
5. Enter the body of the message as **Have a look at the web site in the attached file**.
6. Send the message.
7. After a minute check for incoming mail.
8. When the **Web Page** message arrives save the attachment in **Documents**.
9. Overwrite the original file if prompted, as the attachment is exactly the same.

If you experienced any difficulty completing the Revision, refer back to the Driving Lessons in this section. Then redo the Revision.

Driving Lesson 27 - Revision

This covers the features introduced in this section. Try not to refer to the preceding Driving Lessons while completing it.

1. Create a distribution list named **Staff**.
2. Add three friends or colleagues to the list.
3. Create a new message.
4. Address the message to the **Staff** distribution list.
5. Send a carbon copy to yourself.
6. Enter the **Subject** as **Team Building Trip**.
7. Make the message high priority.
8. Enter the following message:

This month's outing is to a local paint balling range. Please let me know if you are free on Friday week.

9. Send the message.
10. Check for incoming mail.
11. Flag the **Team Building Trip** message.
12. Reply to the message, saying that you are free.
13. Send the message.

If you experienced any difficulty completing the Revision, refer back to the Driving Lessons in this section. Then redo the Revision.

Once you are confident with the features, complete the Record of Achievement Matrix referring to the section at the end of the guide. Only when competent move on to the next Section.