

## Skill Set 3

# Working with E-mail

By the end of this Skill Set you should be able to:

- Format a Message
- Reply to Messages
- Forward Messages
- Send Messages to Multiple Recipients
- Send Carbon Copies
- Send File Attachments
- Open and Preview Attachments
- Spell Check a Message

## Exercise 12 - Formatting E-mail Messages

### Knowledge:

*Outlook* allows you to apply font formatting to your messages to make them more readable and visually appealing (e.g. **bold**, **italic**, **underline**), just as you would use *Word* to create and format a word processed document.

### Activity:

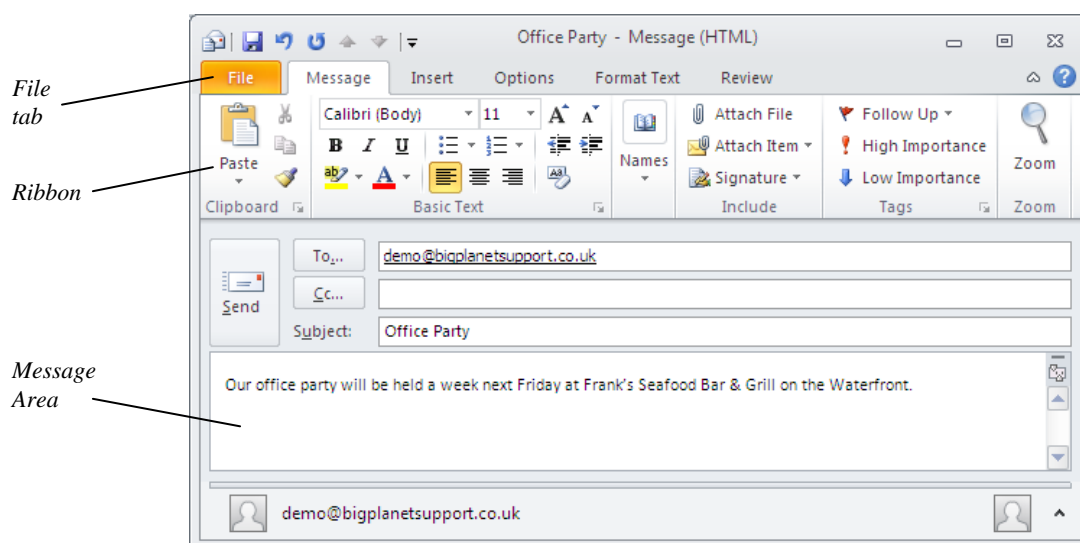
1. Open *Outlook* and start a new message (maximise the window).
2. Enter the following e-mail address into the **To** box:

**demo@bigplanetsupport.co.uk**

**Note:** The e-mail address provided above has been created specifically to accompany this guide. You can use it to practise sending e-mail messages to others. The first message you send may receive an automatic reply, but all others will go unanswered and will be deleted automatically. If you experience any problems with this address, please substitute it for another of your choice (e.g. a willing friend's).

3. Enter the subject **Office Party**.
4. Click once in the **Message Area** and enter the following text:
 

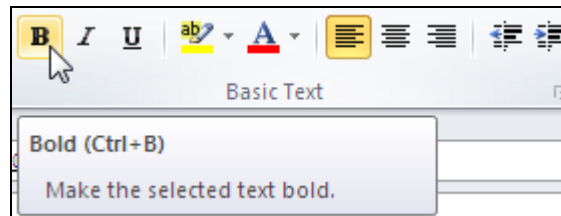
**Our office party will be held a week next Friday at Frank's Seafood Bar & Grill on the Waterfront.**
5. Notice the panel of buttons that appear across the top of the new message window. As with the main *Outlook* screen, this area is called the **Ribbon**, and consists of a range of tabs containing related buttons within groups.



**Note:** The **File** tab contains a list of basic program functions such as **Save**, **Save As**, **Print** and **Close**. More advanced options can also be found here.

## Exercise 12 - Continued

6. The buttons on the **Ribbon** are used to select an action or command in *Outlook*. Move your mouse pointer over any button but do not click (e.g. the **Bold** button in the **Basic Text** group on the **Message** tab). Read the **ToolTip** that appears which gives the name of that button and a small description.



**Note:** If buttons in the **Basic Text** group are not available, make sure **HTML** is selected in the **Format** group on the **Format Text** tab.

7. In the **Message Area**, click and drag the mouse over **Frank's Seafood Bar & Grill** to select and highlight it.
8. Ensure the **Message** tab is displayed on the **Ribbon**, and then click the **Bold** button, **B**, in the **Basic Text** group. The text is made bold.

Our office party will be held a week next Friday at **Frank's Seafood Bar & Grill** on the Waterfront.

9. Add the following text to the end of the message:

**The meal will be followed by live music from Steven Seagull and the Bandits.**

10. Select the text **Steven Seagull and the Bandits**.
11. To make this text **Italic**, click **I**.
12. Start a new paragraph and add the following text to the message:

**Please let me know if you will be attending.**

13. Click and drag the mouse over the whole new sentence, highlighting it.
14. To **underline** this text, click **U**.

Our office party will be held a week next Friday at **Frank's Seafood Bar & Grill** on the Waterfront. The meal will be followed by live music from *Steven Seagull and the Bandits*.

Please let me know if you will be attending.

15. Leave the e-mail message open for the next exercise.

## Exercise 13 - Advanced Formatting Options

### Knowledge:

Similar to a word processing program, *Outlook* also allows you to format font type, text size, text alignment, and indentation. You can even add bullets and numbering.

### Activity:

1. The **Office Party** e-mail message should be open from the previous exercise.
2. Create a blank line and add the following text to the bottom of the message (make sure no formatting, such as **underline**, is currently applied):

#### Starters

Blue Shark Soup

Curried Shrimp

Prawn Cocktail

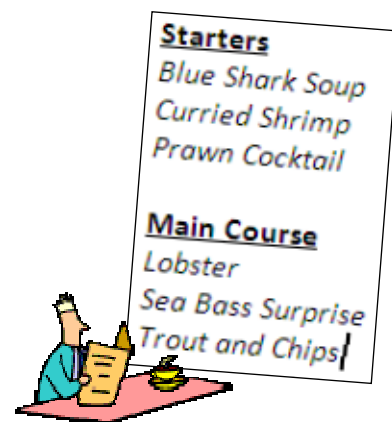
3. Create a blank line and add the following text:

#### Main Course

Lobster

Sea Bass Surprise

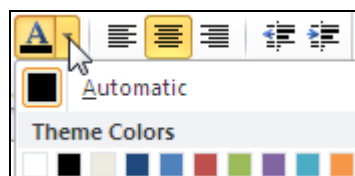
Trout and Chips



4. Highlight the word **Starters**. Click **B** to make the text **bold**, and click **U** to **underline** it.
5. Make the text **Main Course** bold and underlined also.
6. Highlight the individual courses and use **I** to make them **italic**.
7. Highlight all of the text from the word **Starters** to the end of the message.
8. Click **Center** to **Center** the menu.

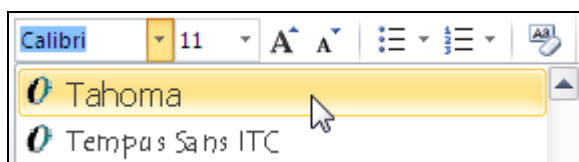
**Note:** The alignment buttons next to the **Center** button can be used to **left align** or **right align** the text.


9. Click the drop-down arrow on the **Font Color** button. Select a shade of blue to change the colour of the menu text.





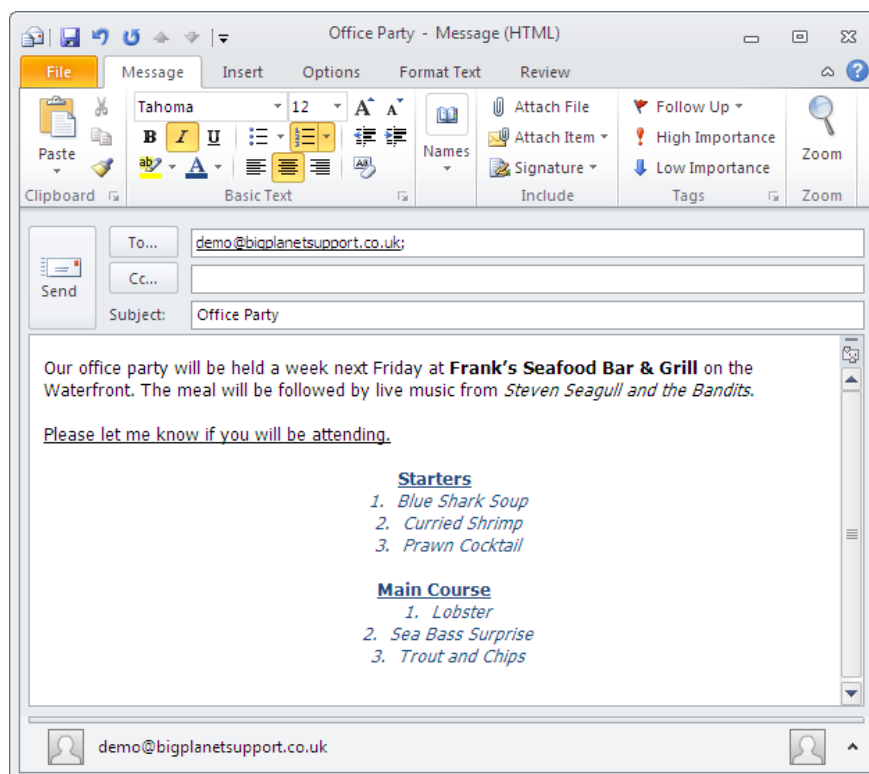
## Exercise 13 - Continued

10. Click and drag to select all of the text in the **Message Area** (or use the keyboard shortcut <Ctrl A>).
11. Locate and click the **Font** drop-down arrow (the small downwards pointing arrow found to the right of the **Font** box), and then select **Tahoma** from the options that appear (you may need to scroll down a little).



12. Select **12** from the **Font Size** drop-down list to increase the size of the text.
13. Select the list of three starters and click **Numbering**, , to number the list. Repeat this action for the three main courses.

**Note:** You can also use the **Bullets** button, , to create a bulleted list, or the **Indent** buttons, , to increase or decrease the left margin.



14. You have finished creating the e-mail message. Click the **Send** button to send it (remember to use the **Send/Receive All Folders** button if necessary).

**Note:** If you receive a prompt to correct spelling errors in your message, click **Cancel**. Checking e-mail for spelling errors is covered in a later exercise.

## Exercise 14 - Multiple Recipients

### Knowledge:

You can easily send any e-mail message that you create to more than one person, so that you can communicate with multiple recipients at the same time. Simply enter each person's address in the **To** box.

If you would like others to receive a copy of a message for information purposes only, their e-mail addresses can be entered in the **Cc** box (which stands for **Carbon copy**). Typically, recipients of carbon copies are not regarded as participants in a conversation, but as observers. For example, if you send an e-mail to a customer, you could also send a carbon copy to your manager for information purposes.

### Activity:

1. Start a new message.
2. Enter your own e-mail address in the **To** box.

**Note:** *It may seem strange addressing messages to yourself, but this simple technique allows you to observe the results of sending e-mail.*

3. After your own e-mail address, press the semicolon key <;> (if one does not appear automatically) and then type the address of a second recipient:

**julie@bigplanetsupport.co.uk**

**Note:** *The semicolon character ; is used to separate multiple e-mail addresses. When you click away from the **To** or **Cc** boxes, Outlook will automatically underline each address to show they are valid.*

To...	trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk;
Cc...	

4. You'd like to send a copy of this message to your manager, **Atesh**. In the **Cc** box, enter his e-mail address:

**atesh@bigplanetsupport.co.uk**

**Note:** *The e-mail addresses provided here have been created specifically to accompany this guide. They will not be received by a real person, and you will not be sent a reply. If you experience any problems with these addresses, please substitute them for others of your choice.*

To...	trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk;
Cc...	atesh@bigplanetsupport.co.uk;
Subject:	

## Exercise 14 - Continued

5. Enter the subject: **Tomorrow's Meeting**.
6. In the **Message Area**, type the following text:

**Don't forget the meeting with the area manager at 2pm tomorrow.**

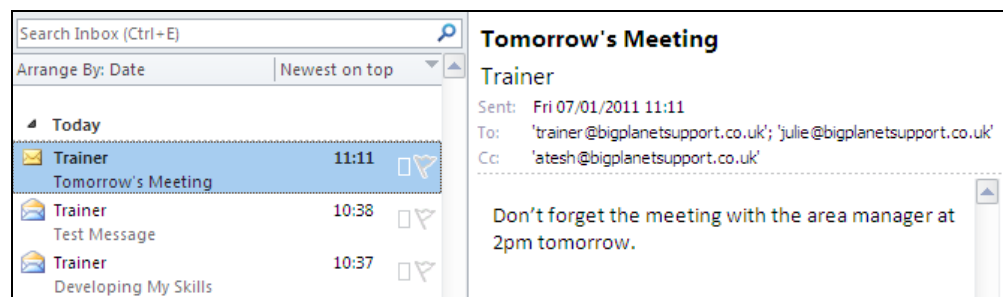
The screenshot shows an email composition window with the following fields:

- To...**: trainer@bigplanetsupport.co.uk; julie@bigplanetsupport.co.uk;
- Cc...**: atesh@bigplanetsupport.co.uk;
- Subject:** Tomorrow's Meeting
- Message Body:** Don't forget the meeting with the area manager at 2pm tomorrow.

7. Send the message.
8. Return to your **Inbox** folder. After a moment, you will receive the e-mail that you addressed to yourself (remember to use the **Send/Receive All Folders** button if necessary to check for new messages).

**Note:** The recipients **Julie** and **Atesh** (as well as you) will all receive the e-mail, but you will not receive confirmation of this.

9. Select the e-mail in the **Message List** to preview it in the **Reading Pane**.



**Note:** Notice that you can see the e-mail addresses of everyone that the message was addressed to. Each recipient can also see this list, which you need to consider when sending messages to others.

Sent: Fri 07/01/2011 11:11  
 To: 'trainer@bigplanetsupport.co.uk'; 'julie@bigplanetsupport.co.uk'  
 Cc: 'atesh@bigplanetsupport.co.uk'

**Note:** Although outside the scope of this guide, it is also possible to send copies of a message to others without all recipients knowing about it. This is known as a **Blind carbon copy** and is covered in more depth at level 2.

10. Leave your **Inbox** open for the next exercise.

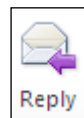
## Exercise 15 - Replying and Forwarding

### Knowledge:

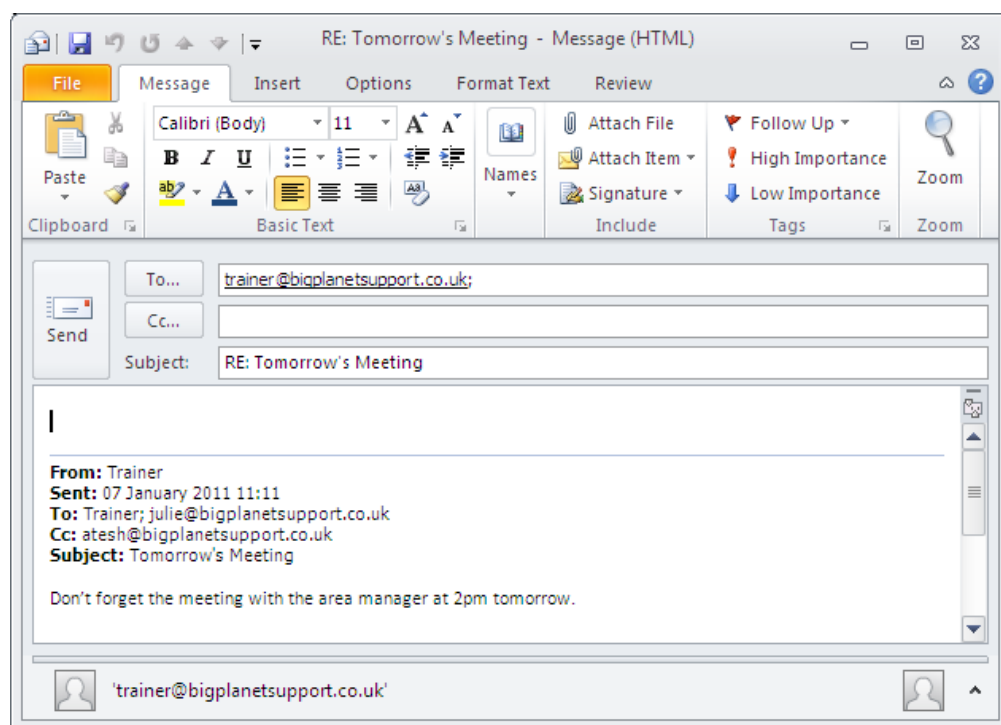
When you receive an e-mail message, it is very easy to create and send a reply to its sender. A message window will appear where your **reply** can be entered (the original message will be included underneath for reference). A message can also be **forwarded** to someone who wasn't on the original list of recipients.

### Activity:

1. Within your **Inbox** folder, select the **Tomorrow's Meeting** e-mail message on the **Message List** (if it is not already selected).
2. On the **Ribbon**, click the **Reply** button in the **Respond** group. A message window, addressed to the sender of the original message (you), will appear.



**Note:** The text of the original message is also displayed in the **Message Area**.



**Note:** The **Reply** button is used to reply to the original sender. The **Reply to All** button, however, can be used to reply to the original sender and all of the message's recipients.

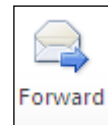
**Note:** The **Subject** begins with **RE:** indicating a reply to a previous message.

3. Enter the following text in the **Message Area** (above the original message):

**Thank you for your message. I have made a note of the details.**

## Exercise 15 - Continued

4. Send the message.
5. After a moment you will receive the e-mail reply (which was again addressed to yourself – remember to use the **Send/Receive All Folders** button if necessary to check for new messages).
6. Select the reply in the **Message List** to preview it.
7. You would like to send this message on to another person. Click the **Forward** button on the **Ribbon**. A new message window will appear.



**Note:** Notice that the **Subject** section begins with **FW:** indicating a forwarded e-mail. An additional message can be typed in the main window, leaving the original e-mail text underneath for reference.


8. Enter the e-mail address **robert@bigplanetsupport.co.uk** in the **To** box.
9. In the message area, enter the following text (above the original message):

**We're having a meeting tomorrow afternoon. Feel free to come.**

10. Click **Send**. The message has been forwarded.

## Exercise 16 - E-mail Attachments


### Knowledge:

It is possible to attach files to an e-mail message in *Outlook*. The attached files are then transmitted along with the message and can be saved or opened by the person who receives it. This makes it easy to send reports, charts, sound files or pictures anywhere in the world. When the message reaches its destination, a paperclip icon, , will let the recipient know there is an attachment.

### Activity:

1. Start a new message and address it to yourself.
2. Enter the subject as **Candidate** and, in the **Message Area**, enter the following text:

**I've had another application for the post of Head Chef. His CV and photograph are attached.**

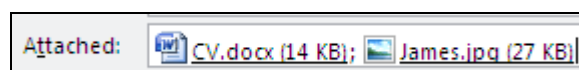
3. **Maximize** the message window and click the **Attach File** button in the **Include** group on the **Ribbon**. The **Insert File** dialog box appears. 
4. Select the location where the data files for this unit are stored (see note on page 3), and then click **CV** once to select it.
5. Click the **Insert** button, and the document file is attached to the e-mail. The attachment appears in a new **Attached** box under the **Subject**.



**Note:** Depending on your default settings, attachments may appear as icons in the **Message Area** instead.

**Note:** You can add more than one attachment to a message.


6. To add a second attachment, click the **Attach File** button again. This time, attach the image file **James**.



7. Send the message.

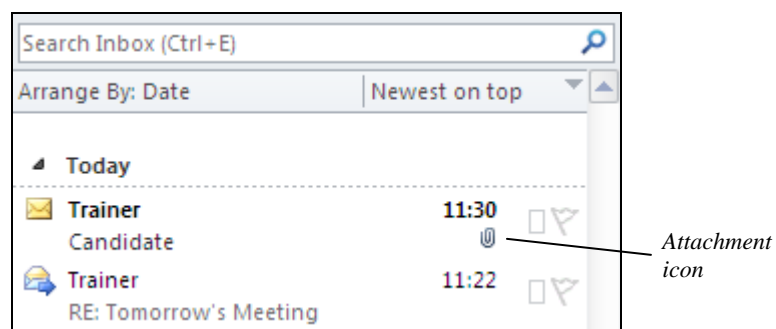
## Exercise 17 - Receiving Attachments

### Knowledge:

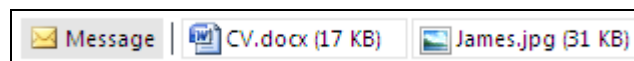
When you receive an e-mail containing attachments, it will appear in the **Message List** marked with a paperclip icon, . The attachments may then be opened and/or saved to your computer for later use outside of *Outlook*.

### Activity:

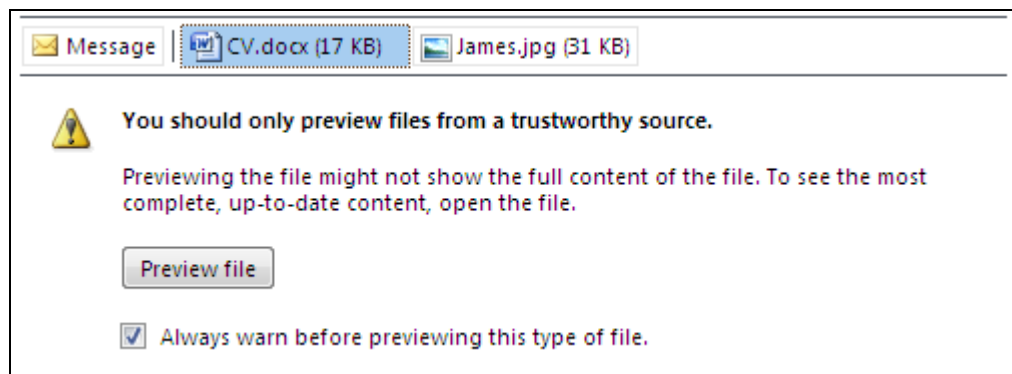
1. The **Candidate** message sent to your own e-mail address in the previous exercise should now appear in your **Inbox** folder (remember to use the **Send/Receive All Folders** button if necessary to check for new messages).



2. Notice the paperclip icon on the **Message List** – this indicates that the e-mail has attachments.
3. Select the message to preview it in the **Reading Pane**. The attached files appear as icons on the message.



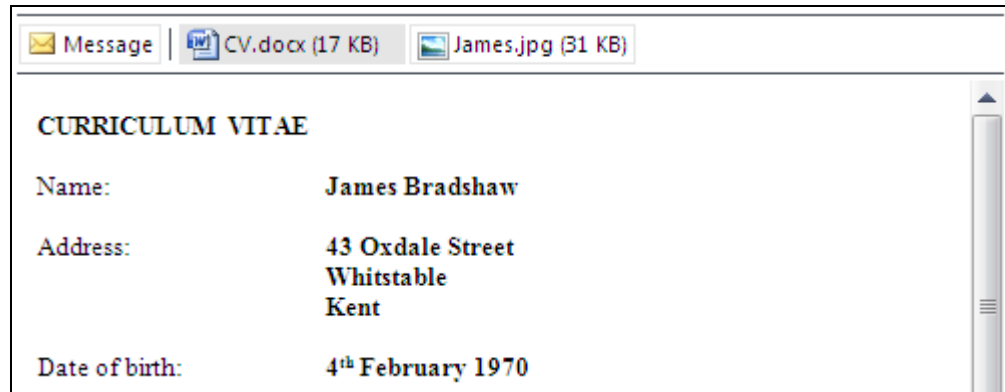
4. Click the **CV** icon once. A warning about previewing files may appear.



**Note:** Because of the danger of viruses in e-mail attachments, you should only open or preview messages from trustworthy sources. Even then, it is recommended that you save the file to your computer and scan it with your antivirus software first.

## Exercise 17 - Continued

5. If a warning appears, click the **Preview file** button. The document opens in the **Reading Pane**.

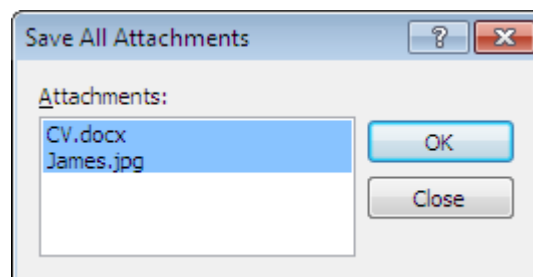


**Note:** Notice the new **Attachments** tab that has appeared on the **Ribbon**.

6. Click the attachment **James** to preview the image file.
7. To save both of these files to your computer (outside of your *Outlook* mailbox), click **Save All Attachments** on the **Ribbon**.

**Note:** You can save a single attachment individually using the **Save As** button.

8. The **Save All Attachments** dialog box appears.



9. With both attachments selected in the **Attachments** box (which they should be by default), click **OK**. An *Explorer* window appears prompting you to select a location to save the attached files to.
10. Ensure that the save location is your **Documents** folder/library (but *not* the **Data Files** folder).
11. Click **OK** to save the attached files.
12. Open your **Documents** folder from the **Start** menu to see the saved files.

**Note:** You can now check the files for viruses or open them in their default program (e.g. *Microsoft Word* or *Microsoft Photo Viewer*). Try it!

13. Close the **Documents Explorer** window.

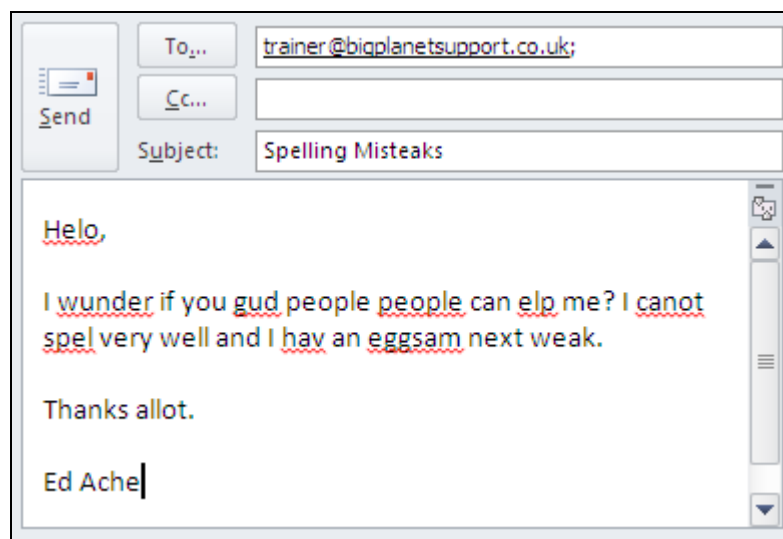
## Exercise 18 - Spell Checking

### Knowledge:

Outlook contains a spell-checking feature which can be used to check the spelling of messages before they are sent. This is a very useful feature and ensures that your e-mails always appear professional. The spell checker is very similar to the one available in *Microsoft Word*.

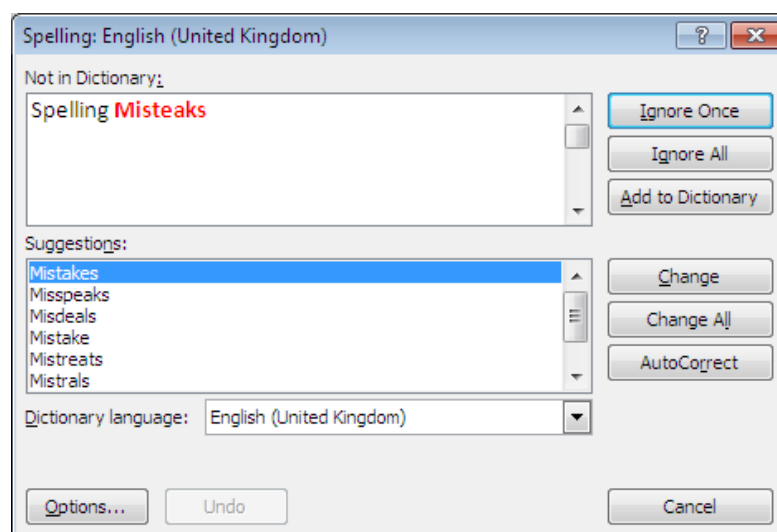
### Activity:

1. From the **Home** tab, create a new message addressed to you, containing intentional spelling mistakes (you can copy the example text below).



**Note:** Spelling mistakes may appear underlined in red as you type them (as seen in the picture above). Some simple spelling mistakes may also be corrected automatically as you type.

2. On the **Ribbon**, click the **Spelling & Grammar** button in the **Proofing** group of the **Review** tab. The **Spelling** dialog box appears.



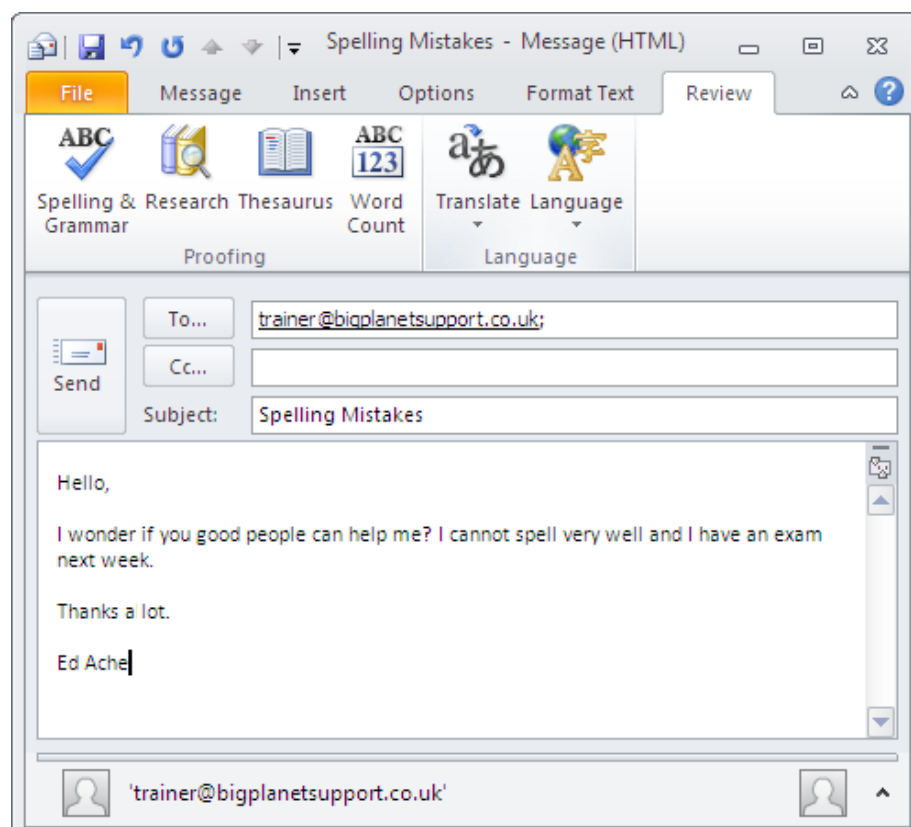
## Exercise 18 - Continued

3. The first misspelled word is highlighted. In our example, this is the word "Mistakes", found in the subject box. Notice the suggested spellings provided.
4. There are options to leave the word as it is (**Ignore Once/All**) or **Change** it. Select the correct choice from the **Suggestions** list and click **Change**.
5. The word is changed in the message and the spell checker moves on to the next unrecognised word. Continue to correct the remaining errors as they are found, either by changing or ignoring them.

**Note:** The spell checker will also find duplicated words – if any are found, click the **Delete** button in the dialog box to remove one of the duplications.

6. Click **OK** when the message appears to say the check is complete.

**Note:** In general, the spell checker only highlights as spelling mistakes words that are not in its dictionary. For example, the words **weak** and **alot** are both incorrect in our example, but because they are valid words, they may not be marked as spelling mistakes (but may be detected as grammar errors).



**Note:** It is good practice to always proofread e-mails before you send them.

7. Close the e-mail message window without saving or keeping a draft (a saved, unsent message), but leave *Outlook* open for the next exercise.

## Exercise 19 - Develop Your Skills

You will find a *Develop Your Skills* exercise at the end of each Skill Set. Work through it to ensure you've understood the previous exercises.

1. Create a new, self-addressed e-mail message.
2. Make sure a **Carbon copy** will go to: **julie@bigplanetsupport.co.uk**
3. Enter the subject **Car Service**
4. Enter the following text in the **Message Area**:
 

**Remember to book the company car in for a service before the end of this month.**
5. Make the text **bold, centred** and **red**.
6. Change the message font to **Times New Roman**, size **20**.
7. You've received a voucher for a reduction from a local garage. Attach the file **Voucher** from the data files



8. Spell-check the message.
9. Send the message, and wait for your copy to return (don't forget to use the **Send/Receive All Folders** button to check for new messages).
10. Preview the **Car Service** message in the **Reading Pane**.
11. Save the **Voucher** attachment to your **Documents** folder using the same file name (not the data files folder).
12. **Forward** a copy of the **Car Service** message to **Robert** (include a message):
 

**robert@bigplanetsupport.co.uk**
13. **Reply to all** recipients of the **Car Service** message (hint: use the **Reply to All** button instead of the **Reply** button). Include the additional text:
 

**Will do - thanks for the reminder!**
14. Close any open messages and leave *Outlook* open for the next Skill Set.

## Summary: Working with E-mail

In this Skill Set you have seen how to format new e-mail messages, how to send messages to multiple recipients, and how to reply to messages and forward them on to others. You have also learned how to send, receive, open and save e-mail attachments.

Your OCR ITQ evidence must demonstrate your ability to:

- Use software tools and techniques to compose e-mail messages:
  - Format text (font, size and colour)
  - Format paragraphs (alignment, bullets, numbered lists)
  - Spell check a message
- Send e-mail messages:
  - Send a message to multiple recipients
  - Send carbon copies of messages
- Receive e-mail messages:
  - Respond to e-mail
  - Reply to received messages (to one or all recipients)
  - Forward received messages
  - Send attachments
  - Open and view attachments