Information Technology

NVEQ Level 1 – Class IX

IT107-NQ2012-Email Messaging

Student's Handbook

Student Name:_____

Student Roll Number:_____

Batch Start Date:_____

Acknowledgements

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The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on **"Email Messaging (Basic)"** is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for student's who have passed Class VIII or equivalent examination, was created by a group of experts. The IT-ITeS Skill Development Council approved by the National Skill Development Corporation (NSDC) for the IT/ITeS Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of IT Industry for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with Wadhwani Foundation has developed modular curricula and learning materials (Units) for the vocational qualification package in IT/ITes sector for NVEQ levels 1 to 4; level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills, and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to bring about necessary flexibility in offering of courses, necessary for breaking the sharp boundaries between different subject areas. The workbook attempts to enhance these endeavour by giving higher priority and space to opportunities for contemplation and wondering, discussion in small groups and activities requiring hands-on-experience. We hope these measures will take us

significantly further in the direction of a child-centred system of education outlined in the National Policy of Education (1986). The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job activities and questions. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching and training.

About Your Workbook

This workbook is to assist you with completing the Unit of Competency **IT107-NQ2012: Email Messaging (Basic).** You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer.

This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

Section1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic (s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise (s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

At the end of the Unit, there is a list of learning resources which include books, journals, newsletters, websites, etc. to support your further learning.

In this session, you will be introduced to the concept of email and the steps to create an online email account.

RELEVANT KNOWLEDGE

Electronic mail (E-mail) is an electronic message transmitted over internet/computer network from one user to another. E-mail is a text based mail consisting of lines of text, and can include file attachments. These attachments could be pictures, documents, spreadsheets, audio files, video files etc. The key features of e-mail are as follows:

- E-mail can be sent to one person or more than one person at the same time.
- The recipient of e-mail can open the e-mail at his/her convenience.
- Since messages are transmitted electronically over internet, it is a faster way to communicate with the people. Persons could be located in the same office, home, building, or anywhere in the world.
- E-mail messages can be sent or received at any time and are typically sent over a network (office network or more likely internet).
- If so desired, a copy of the e-mail message that the sender has sent can be saved in the sender's computer e-mail account for later reference.
- In addition to sending messages, e-mail is an ideal method for sending documents as attachments.
- E-mail has quite a few similarities as a regular postal service.
  - o A postal letter is sent to a postal address. An e-mail is sent to an **e-mail address.** E-mail address is much shorter.
  - o Just as in the case of a postal letter, the sender of e-mail composes the message and sends it to the e-mail address of the recipient.
  - o The postal letter is normally put by the postman in the letter box outside the house. Similarly an e-mail is received by the recipient in the *inbox* of the e-mail application.
  - o While postal letter travels from the sender's post office via a postal bus / train / air / postman, the e-mail message travels electronically over the internet and computer network.
- The recipient of e-mail can read the mail, forward it to another person, or reply back. The recipient can also store the e-mail of delete it.

E-mail Address:

To use an e-mail, a user must have an e-mail address. The e-mail address contains all the information required to send or receive a message from anywhere in the world. An e-mail address consists of two parts separated by @

symbol (spelled as *at*) – the first part is the *user_name* and the second part is *host computer name*. The e-mail address might look like:

Ram962@gmail.com
Preetha1a2b@outlook.com
Sudipta123@yahoo.co.in

E-mail Services:

There are two kinds of e-mail services:

- *Application based e-mail* is installed on the user's computer. The mail is stored on the user's computer (as well as a central server, typically for that specific organization). Some of the examples of application based e-mail program are:
  o Microsoft Outlook
  o Mozilla Thunderbird
  o Opera
  o Foxmail etc.

  The user must have an e-mail account either from an internet service provider (ISP) or through one of the free e-mail service providers on the internet.

- *Web-based e-mail* can be accessed by the user from any Internet-connected computer anywhere in the world. Web-based email is not stored on the user's computer. Many web-based e-mail services are available such as *gmail.com, outlook.com, yahoo.com* etc.

E-mail Message Format:

The e-mail message format in any e-mail software, whether *application* based or *web* based, has many common elements. Their arrangement on the user's computer screen may have a different look and feel, but the purpose of each of these elements is same.

•	*From:*	**Sender's email address**
•	*To:*	Recipients' email address
•	*Date:*	When the email was sent
•	*Subject:*	The topic of the message
•	*Cc:*	E-mail addresses of other people, who have been sent a copy of the email. The recipients of the email can see all of the e-mail addressed to which the copies have been sent. *(Note: The full form of CC is "Carbon Copy")*
•	*Bcc:*	E-mail addresses of other people, who have been sent *blind carbon copies* of the email. The recipients of the email (in *To* and *Cc*) do not know that the same email has been sent to other e-mail address in *Bcc*.

• *Message body*	The body consists of the text of the message and any attachments to be sent.

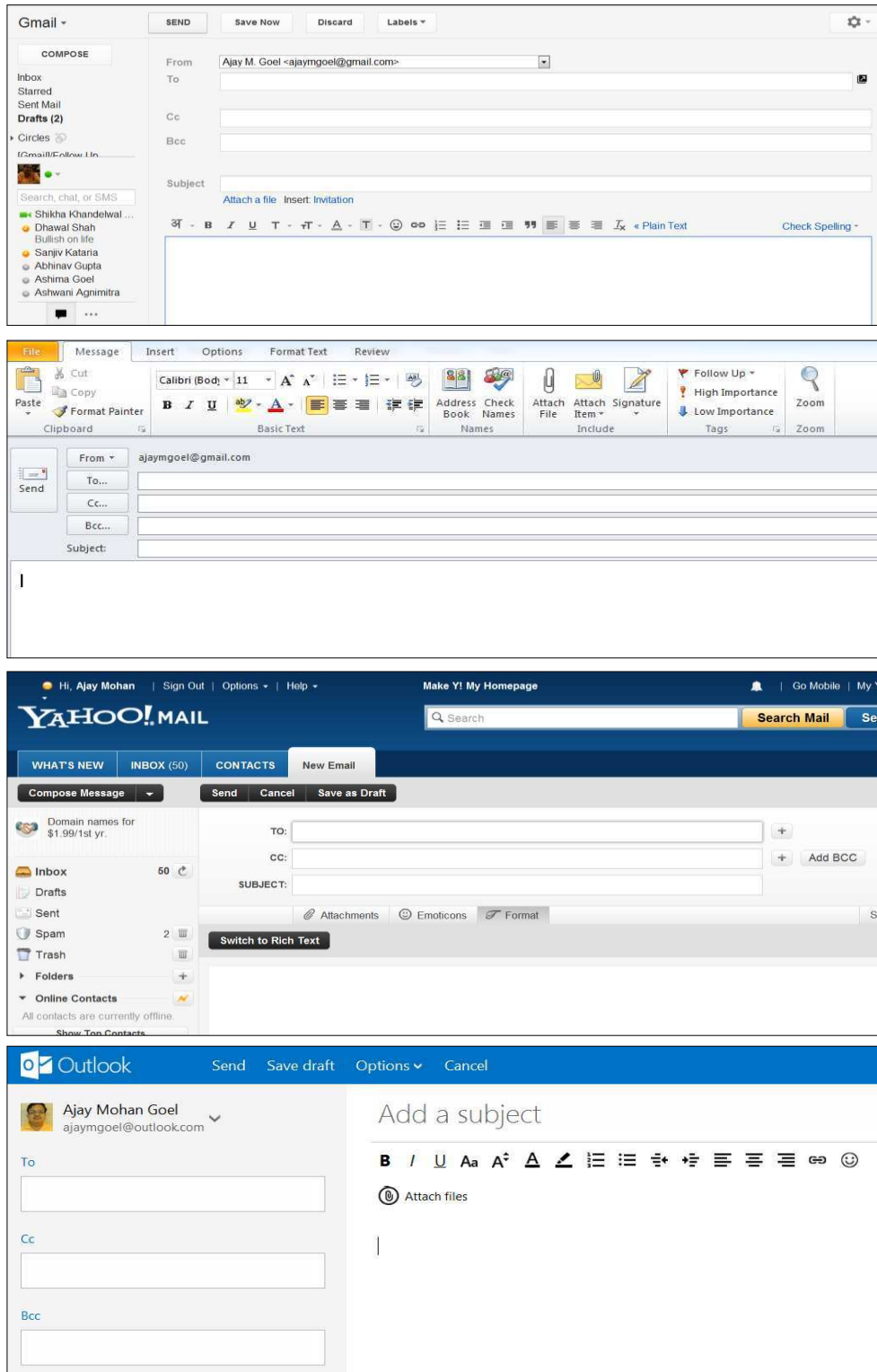Some examples of the *message format* of commonly used email applications are given in Figure 1.

Figure 1

Before you start using email, an email address is required. In this session you will learn to create an email address using *Gmail*. In the next session, you will learn to create an email account using *Outlook*. This would also help you understand the similarities and minor differences in different e-mail applications.

RELEVANT KNOWLEDGE

- To create your Gmail account you only need a web browser and an internet connection.
- Open the Web Browser.
- On the address bar type www.gmail.com. You should now get to a page that looks something like the one in Figure 1.
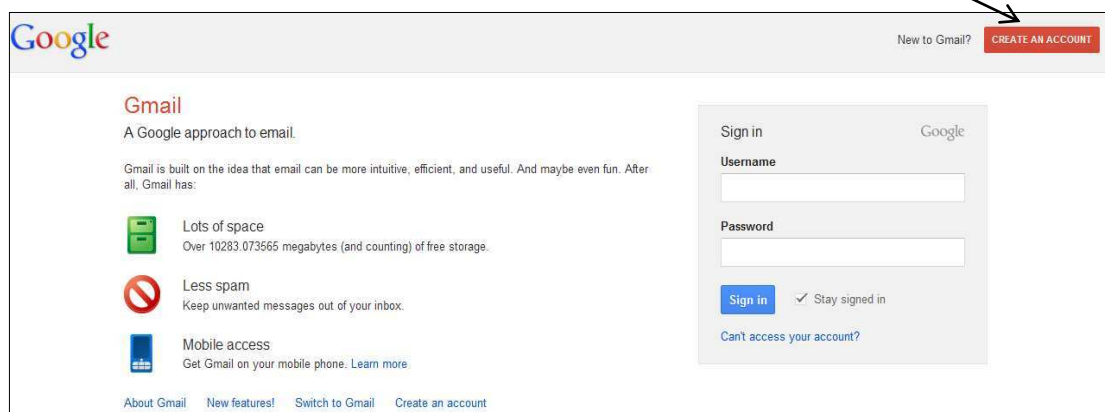

Figure 1

- Click on *Create Account* and then proceed to the next step.
- After you click on the signup link, you shall be shown a form with several fields which need inputs. This is shown in Figure 2.
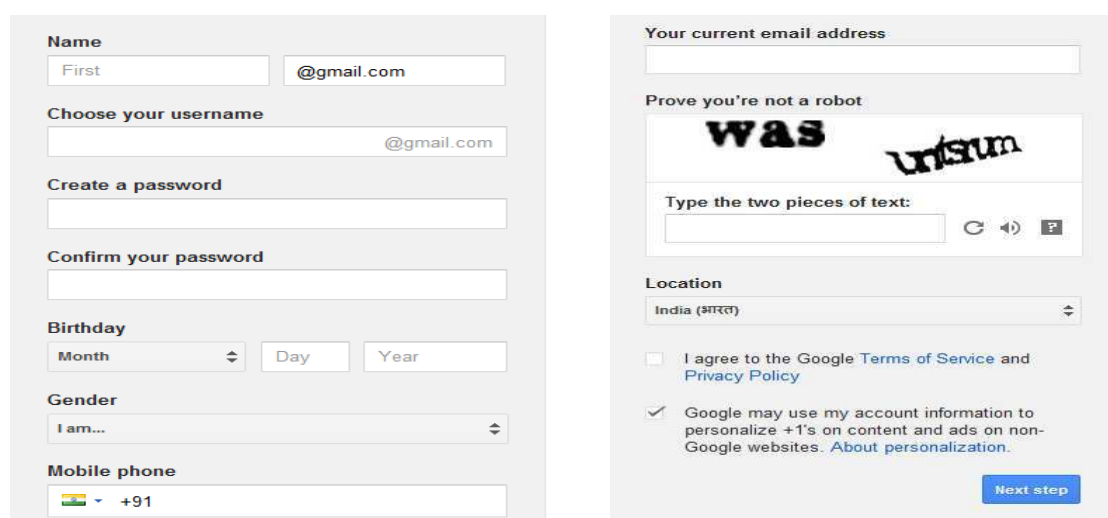

Figure 2

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- *Choose a login name or username*: Choosing a login name is part art and part common sense. Since it determines what your email address will be, we suggest you spend a little time over it. Email addresses need to be unique which means that no two people in the world can have the same address. There is no guarantee that your preferred login name would be available. The following are advice and suggestions on how to choose a login or username.
  - First check if you can get a login name of your name, first name, last name, or firs tname+last name. E.g. *Shalini* or *dalal* or *shalinidalal* or the more popular, firstname.lastname (e.g. *shalini.dalal* or *dalal.shalini*). Getting a Gmail email address of your name is indeed very fortunate because of the sheer number of subscribers to the service. Your login name needs to be catchy and at the same time describe you so people are able to recall it without much difficulty and associate it with you.
  - You can also opt to choose your first name and your birth date: for e.g. *vicky15*.
  - When you move the cursor to the next input field *Password*, in case the username is not available, a message is displayed. This is shown in Figure . You can go back to *username* field and change it.

Figure 3

- *Choosing a password for your email:* Securing your Gmail email account with a strong password is important. Think of the password as the key combination to your safe and give it the same amount of importance. A combination of uppercase and lowercase letters with some digits would be a strong enough password. *You need to enter the password twice*. You can leave the *"Remember me on this computer"* box unchecked.
- Enter your *birthday* and *gender* (Male / Female).
- *Current email address:* In case you already have an existing email address, you can enter that here, or leave this blank.
- *Prove you are not a robot: E*nter the characters displayed in the picture, above the field. This is required so that Gmail knows that the inputs are from a human being and not some automated program.
- Now that everything is set, you can go through the Terms of Service and click on the "*I accept. Create my account.*" button which will create your very own free Gmail account!
- Click *Next*. You will be asked to *Add a profile photo*. You can for the time being skip this and select *Next Step*.
- Your Gmail account is now ready and the inbox will open as shown in Figure .

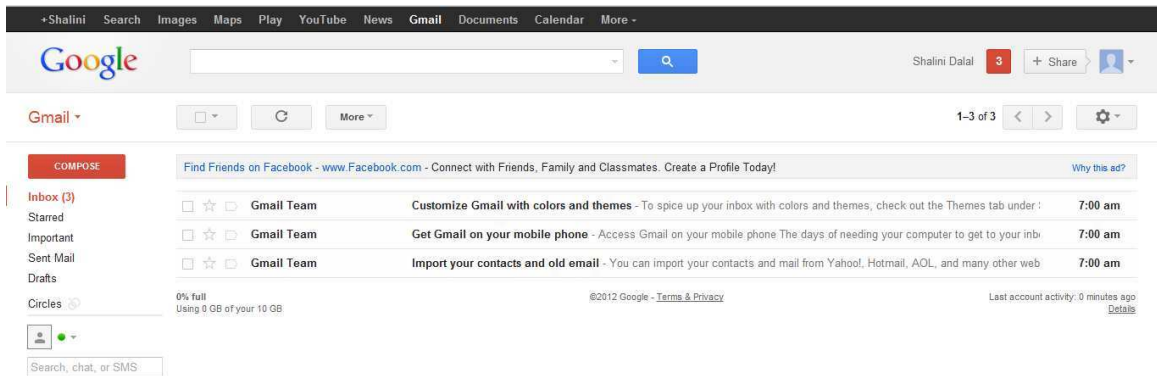- Note the email address and password in a secure place.

Figure 4

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Open an email account with gmail

In the previous exercise you created an email account using *Gmail*. In this exercise you will learn to create an email account with *Outlook*. The steps are almost similar and even a little simpler.

RELEVANT KNOWLEDGE

- To create your Outlook account you only need a web browser and an internet connection. On the address bar of your browser type www.outlook.com. You will see a page that looks like the one shown in Figure1
- Choose the option *"Sign up"* (refer arrow in Figure1.

Figure 1

- After you click on the signup link, a form is displayed. It has several fields that need to be filled (refer Figure 2). Provide all the inputs and click on *"I accept"*.

Figure 2

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- If all the inputs were provided correctly, the inbox of the outlook.com email will open. It looks like the one in Figure 3

Figure 3

You have learnt to create an email addresses using two different free email providers on internet. Note that the details requested and the verification too is more or less the same. You can use any one of these email addresses for the exercises which follow.
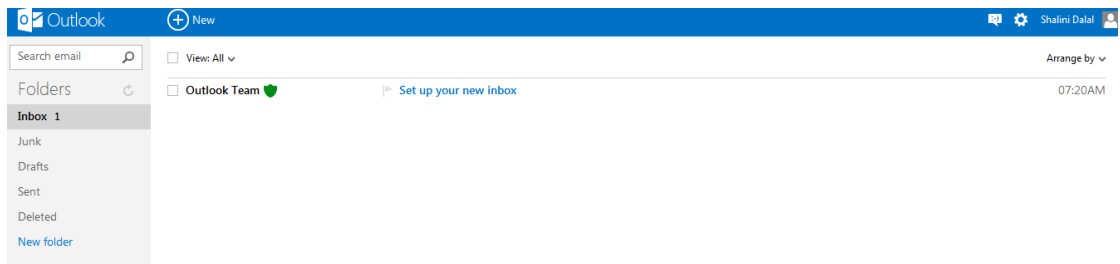
EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Open an email account with outlook

SESSION 4: LINK EMAIL ADDRESS TO EMAIL APPLICATION

In Figure 1 and 2, you created email address by using two different web based email applications. When you use web based email applications, you need to be connected to the internet, as all your emails and related data is stored on the computers of the email providers. It is not stored on your computer.

In rest of the sessions, you will use an application based email software, just like the way you used the word processing, spreadsheet and presentation software.

RELEVANT KNOWLEDGE

There are many email software available such as Microsoft Outlook, Mozilla Thunderbird, Opera, Foxmail etc. You need to have one of them installed on your computer. You can use these packages even if you aren't connected to the network or internet, although the e-mail messages can be received or sent only when this internet connection is available. As an example this exercise uses MS-Outlook to help you learn to use email application software.

Getting started with Email software:

To start you can choose any of the above software. We would encourage you to start learning to email by using either the MS-Outlook or Mozilla Thunderbird. Make sure that this software is already installed in your computer. You can start using MS-Outlook software, by performing any one of the following steps:

a) Double Click on a shortcut key of the MS-Outlook icon, if available, on the desktop; or
b) Click [1] **Start** → [2] **All Programs** → [3] **Microsoft office** → [4] **Microsoft Office Outlook**

If you are using any other email application software, the steps to start it would be almost identical to these.

Once you start MS-Outlook, you will see a screen as shown in Figure 1. Some of the components of the screen displayed are given below. The look may vary in different email software or different versions of MS-Outlook.
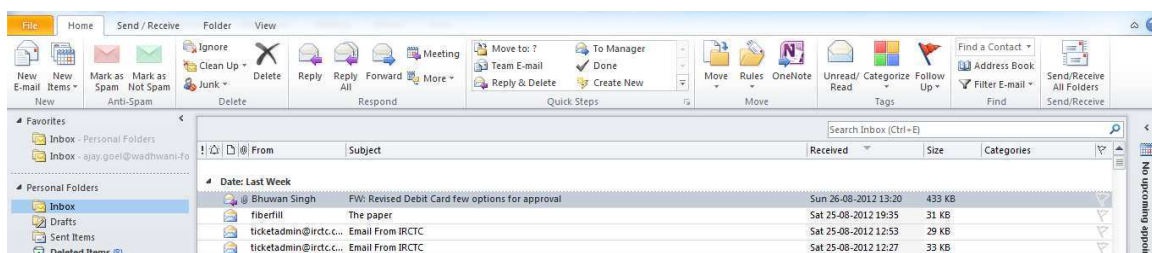

Figure 1

Adding email address to the email software:

To start using email, you need to specify the email address (which you had created in previous exercises), to the software. The steps are as follows:

- Select [1] **File → [2]Add New Account**
- The dialogue box shown in Figure 2 appears. Enter your name, email address, and password which you had given while creating the email account. Click on *Next*.
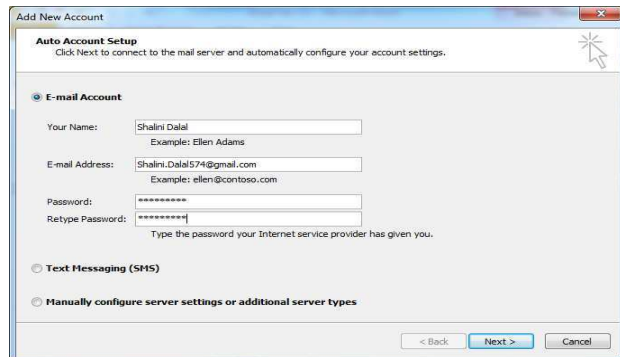
Figure 2

- The dialogue box in Figure 3 appears. The email application connects with your email service provider. If the details entered are correct, it adds the email address to the email software. *(Note: Please note that the computer needs to be connected to internet, while performing this step).*
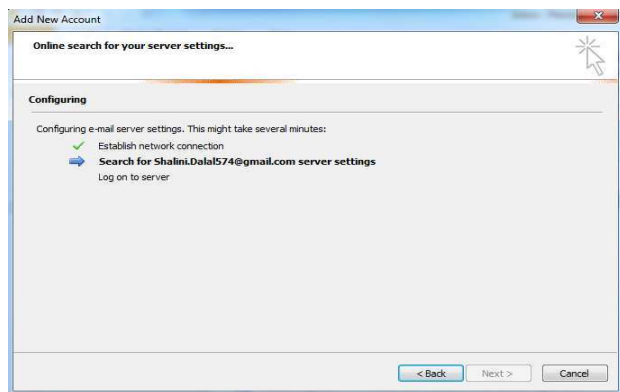- Now you are ready to start sending and receiving emails using this email software. At this stage the email will look like in Figure 4
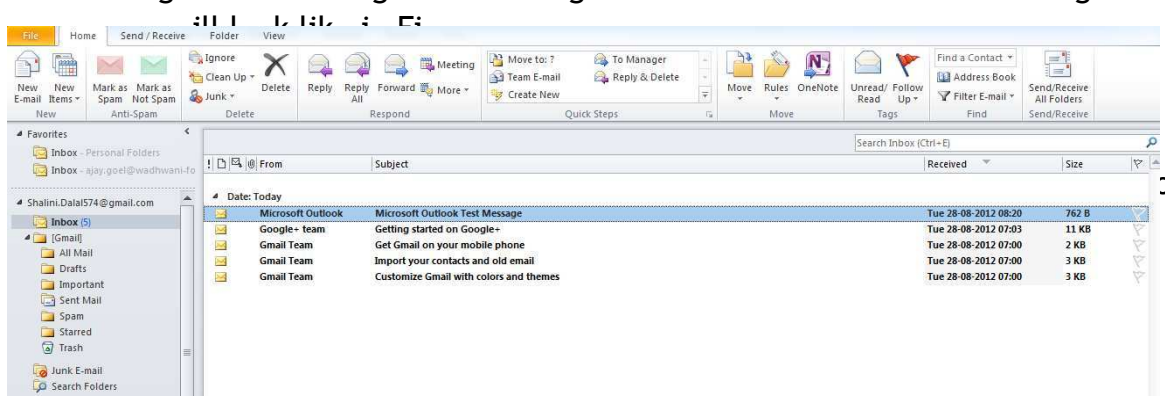
Figure 3

Figure 4

Perform the following activities till you are confident:

S.No.	Activity
1	Add email address to email software

SESSION 5: WRITING AN EMAIL MESSAGE

You are now ready to start using email.

RELEVANT KNOWLEDGE

Start the email software on your computer (You learnt the steps in the previous exercise). Your screen will look similar to what is given in Figure 1.
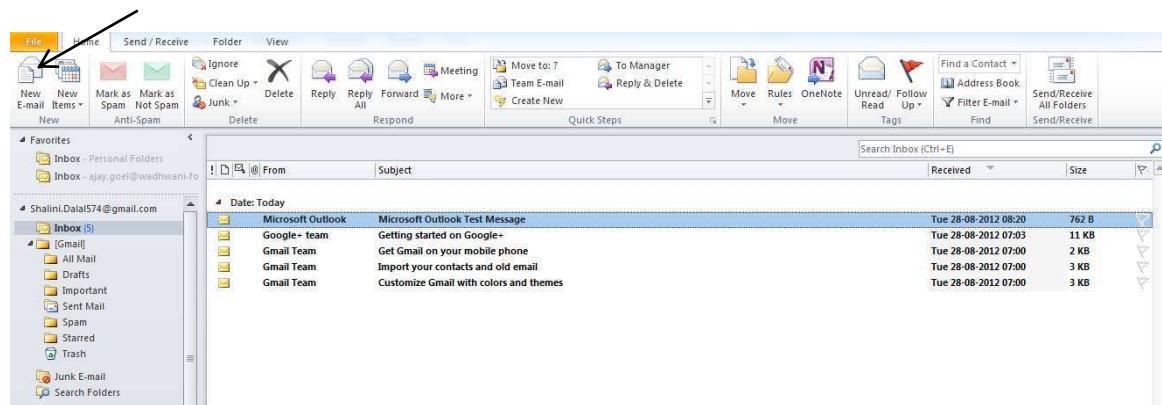

Figure 1

- Select the option *New e-mail*. A blank email screen will open. You can use this to write an email, as shown in Figure 2.
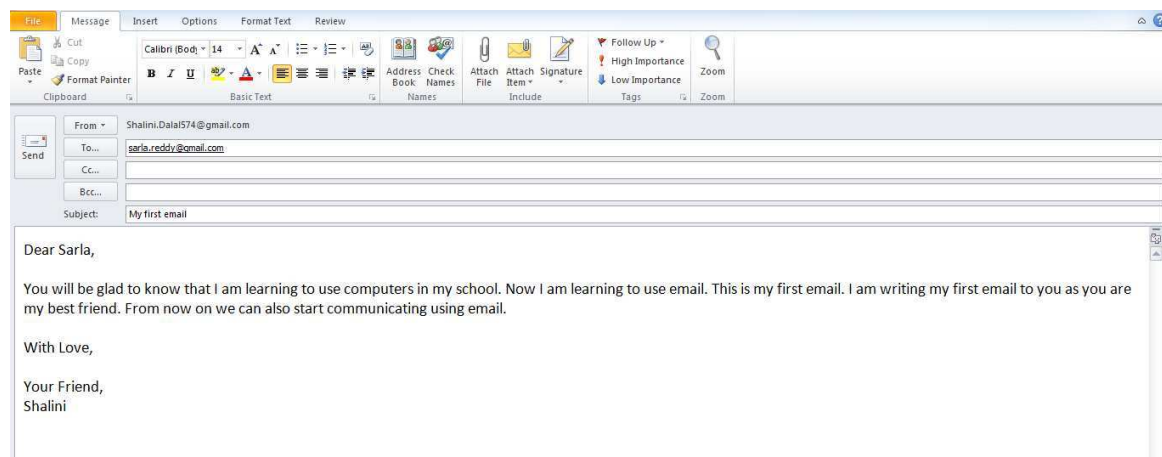

Figure 2

Components of the email screen are as follows:

- o *"To"*: Write the email address of the person you want to send the email to.
- o *"Subject"*: Write the topic or subject of the email here. Write the main message of the email in the message box.
- o *"Send"*: *Once you have complet*ed writ*ing the em*ail, post the mail by clicking this button.

First the mail goes into the *Outbox* of email software. If you are connected to internet, the email is sent from the *Outbox* to the recipient, through the internet. The recipient would be able to read the email, when she / he opens the *inbox* of her email software and downloads all the emails. The recipient needs to be connected to internet to send / receive emails.

TIPS FOR WRITING AN EFFECTIVE E-MAIL MESSAGE

1. Since most e-mail programs have a "spam filter", make sure that the *Subject* of e-mail is *not just one word* such as "Thanks" or "Hello" as these are likely to find their way in the Spam Folder instead of the Inbox. The subject line should be meaningful, alerting the receiver of the message contained in the email.

2. Keep the message *short, simple, and straightforward*. Assume that the reader will not have the patience to go through a long message. Get to the point immediately.

3. *Do not use short forms* or SMS language (plz cud v meet dis Monday) in e-mail messages. Also, *do not use all CAPS* — in an e-mail, using all capitals is equivalent to shouting at someone!

4. For addressing the recipient, use the same formats as suggested in the sections on formal and informal letters. Dear Sir/Madam is acceptable in formal e-mails to people whose names are unknown. In informal emails, it is always better to use the first name of the person in your greeting.

5. Make sure you can be clearly identified by the reader. If you think the reader may not be able to identify you by your email address (for example, if you have an e-mail such as ms2012@gmail.com) make sure that you provide your full name (and even your location) at the bottom of the e-mail.

6. *Proofread*! Remember that once you press the "Send" button, the e-mail's out of your hands! So before you go for this button, make sure that you have read your mail very carefully and have corrected any errors in it.

7. Distinguish between formal and informal situations. Between friends, it is okay to take a few liberties such as using "emoticons" or smileys such as ☺ or ☺. But in a formal mail, you have to stick to the rules as we defined in the section on formal letters.

8. Politeness counts! Using "please", "thank you", and polite expressions such as "May I please request you…" is always helpful.

9. Be careful while using "cc". Add cc recipients only when you want your main recipient to know that others will also get a copy of the mail. If you want to send the same message to more than one person, it is best to put all the e-mail addresses in the "To:" line rather than in the "cc" line.

10. To end, you can use any of the following:
- – Best regards,
- – Regards,
- – Best wishes,

"Yours sincerely" or "Yours faithfully" is not so common in e-mails, though accepted in letters.

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Write an email message

RELEVANT KNOWLEDGE

When you receive an email, you can take one or more of the following actions:

- Read and close it. The email remains in the *inbox*.
- Read and *Delete* it. The email is deleted from the inbox and is moved into a folder called *Trash or Deleted* folder.

Figure 1

- *Reply* to the email, by choosing the *Reply* option. In this case, the email address of the sender, will automatically appear in the *"To"* field. You can write the email message and then *send* the email.
- *Reply All*: In this case, the reply you send will go to the sender and all email addresses present in the *To* and the *Cc* field of the email received by you.
- *Forward:* In this case, no email address will be selected. You can enter the email address to which you want to forward the email received by you.

- Go ahead and send at least 2-3 emails to your other class mates. Ask 2-3 of them to send you an email. And then use one or more of the above options. More you practice, more you will learn. Remember the old proverb, *"Practice makes a man perfect."*

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Open the inbox and read the email messages

You have already become quite familiar with some of the common options on the email ribbon by now. This session will cover some commonly used options in email.

RELEVANT KNOWLEDGE

- *Home Tab:*
  - o *New Items:* Using email software you also store *Contacts* (Address book), *appointments, Tasks* etc. This option is used for creating these items.
  - o *Delete:* You can select an email and delete it by clicking on this option.
  - o *Unread / Read:* New emails in the inbox have a bold font. Once you have opened the email, the font becomes normal. Using this option you can mark a *read* 9normal font) email as *unread* (bold). Similarly an *unread* email can be marked as *read* email.
  - o Some of the options for reply and forward have already been used by you. We will learn about the other options at a later stage.
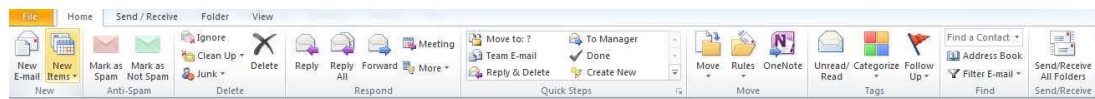

Figure 1: Home Tab

- *View Tab:*
  - o There are many options under this tab. At this stage, try out the three options given in Figure 2. Observe and see what each of them does.

Figure 2

The rest of the Tabs and options, are not being discussed here. You will learn about some of these in later stages.

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Identify home and view tab options
2	Demonstrate the use of home and view tabs

SESSION 8: FORMAT AND SPELL CHECK AN EMAIL MESSAGE

Email software has basic features for text formatting, spelling checks and grammar checks. You are already familiar with these features, and have used them while learning word processing and spreadsheets.

RELEVANT KNOWLEDGE

1. Format an e-mail message:

You would find the basic text formatting options in the ribbon. As seen in the adjacent figure, the icons for the format options are almost similar to that in a word processor.

Figure 1: Format Options

- Compose an email message and then use these options to format the message. A sample message to use is given below. However, you can create your own message.

Dear Didi,

Today in our English class, we learnt how to greet a stranger. I am sharing some of the questions, we can use while greeting a stranger.

Greeting a stranger:
- Hello!
- Good morning/afternoon/evening!
- How do you do?
- My name is Aarti. May I know your name?

I am going to practice using these greetings with at least two strangers every day. I will do this for a full month. I will also share my experience with you at the end of the month.

I hope you get good food in your hostel mess.

With love,
Shalini

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2. Spell check an e-mail message:

The icon for spell check and grammar check is on the main ribbon or on *Review* tab, based on the email software you are using. The steps to perform this activity are exactly the same as you used in word processing.

Figure 2

- Compose an email message. Make sure that you deliberately make some spelling errors and some grammatical errors in this message. Then click on the icon for *Spelling & Grammar,* to correct the mistakes.
- A sample email message is given in Figure 2. You can write a message of your own also.
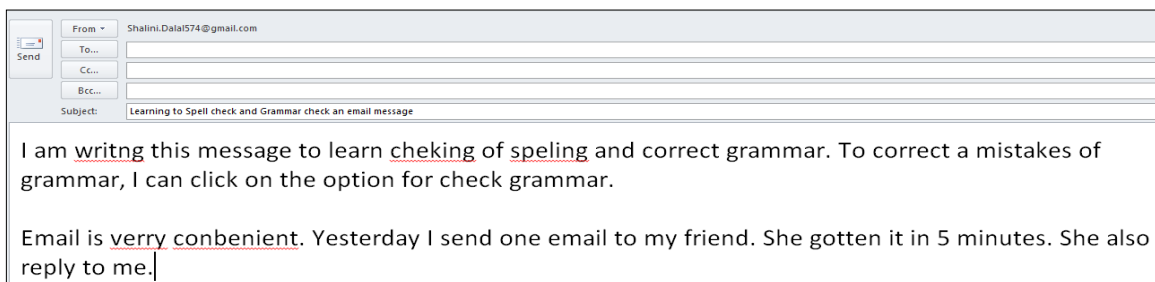
Figure 2

- In case the grammar check is not done, the email software which you are using may require you to check the box for *Check Grammar*. This is shown in Figure 3 below.
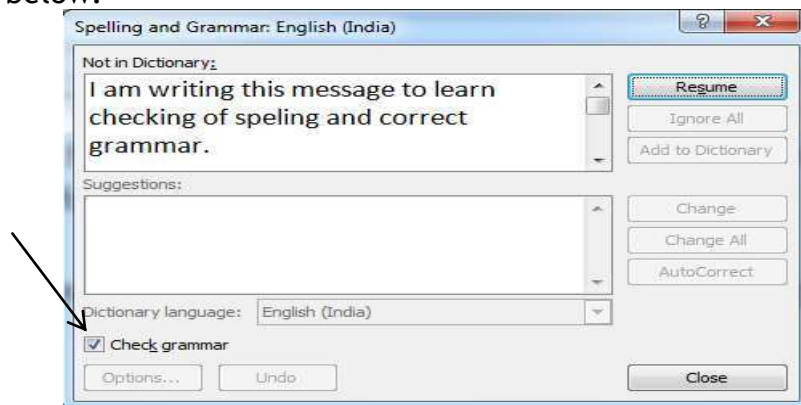
Figure 3

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Align the text in the email message using format options
2	Bold, underline and italicize the text
3	Check and correct the spelling errors using spell check

When you send a letter in a postal envelope along with the covering letter, necessary paper documents can also be stapled or attached with a paper clip. Similarly, in an electronic mail along with the email message, you can attach one or many files. When you send the email, the file goes along with it. The recipient can read the message and also the attached file.

Almost any type of file can be sent via email; videos, music, pictures, presentations and documents etc. However, some restrictions are placed on attachments, such as a file size and permissible file extensions.

RELEVANT KNOWLEDGE

1. Sending Attachments

- In this exercise you will learn to send a file stored in your computer to a class mate, using email.
    1. *Compose* a new email message.
    2. Write the main message in the email, along with a relevant subject. An example is given in Figure 1.
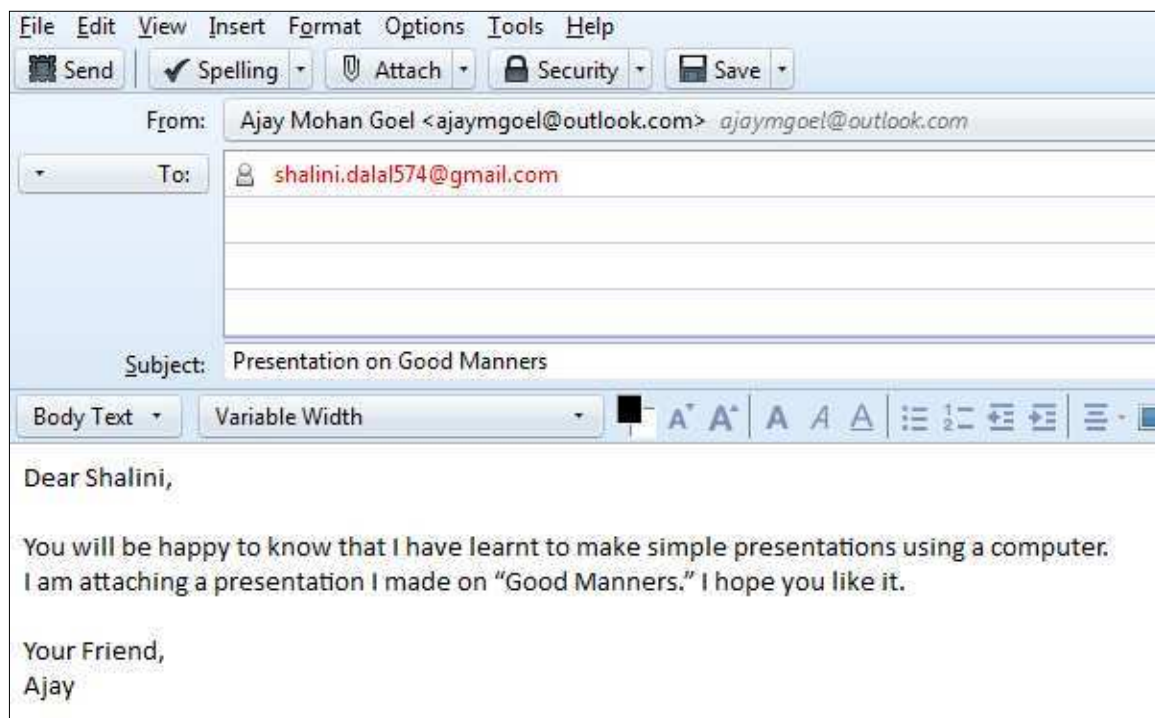
Figure 1

3. Click on the button *Attach*, as shown in Figure 2. A dialogue box for selecting files appears. Browse to the location of the file you want to attach. This could be any file on your computer; it need not be the one shown in Figure 2.
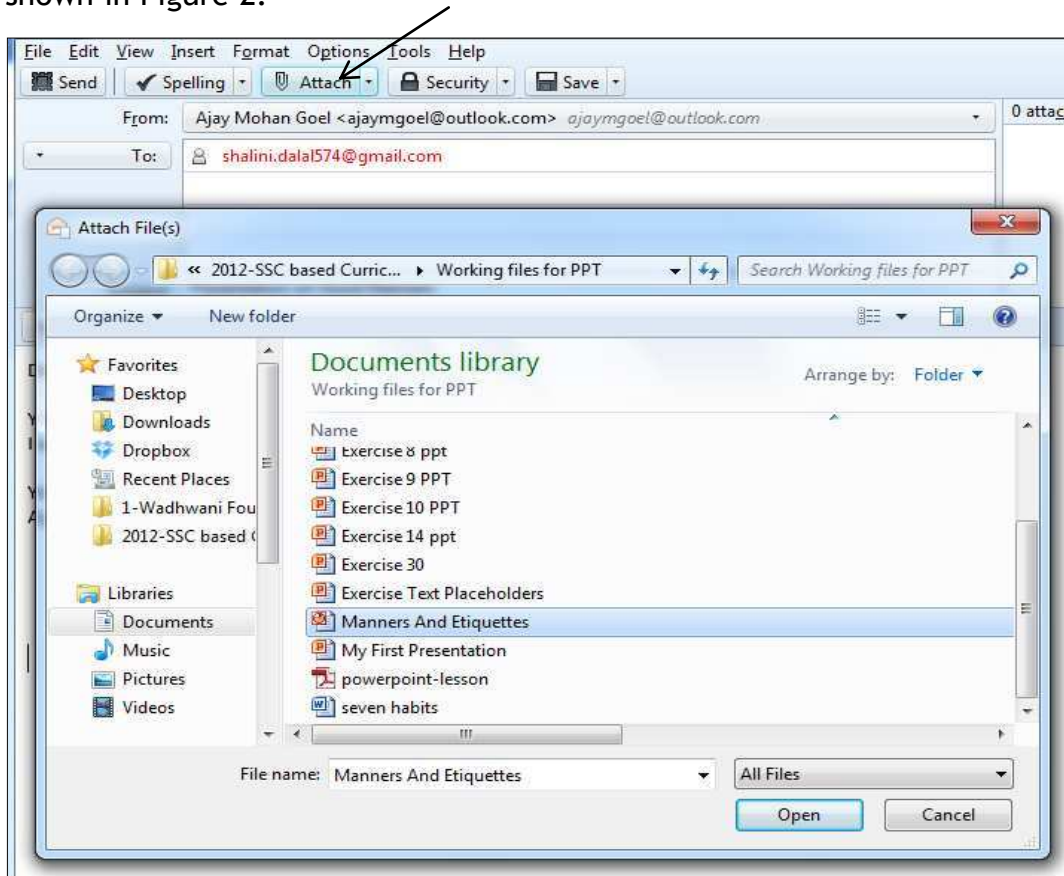

Figure 2

4. Double the click on the file name or select the file. You can select more than one file to be attached by keeping the *Ctrl* key pressed and clicking on the files. Click *Open*. The selected files get attached to the email. (refer Figure 3)
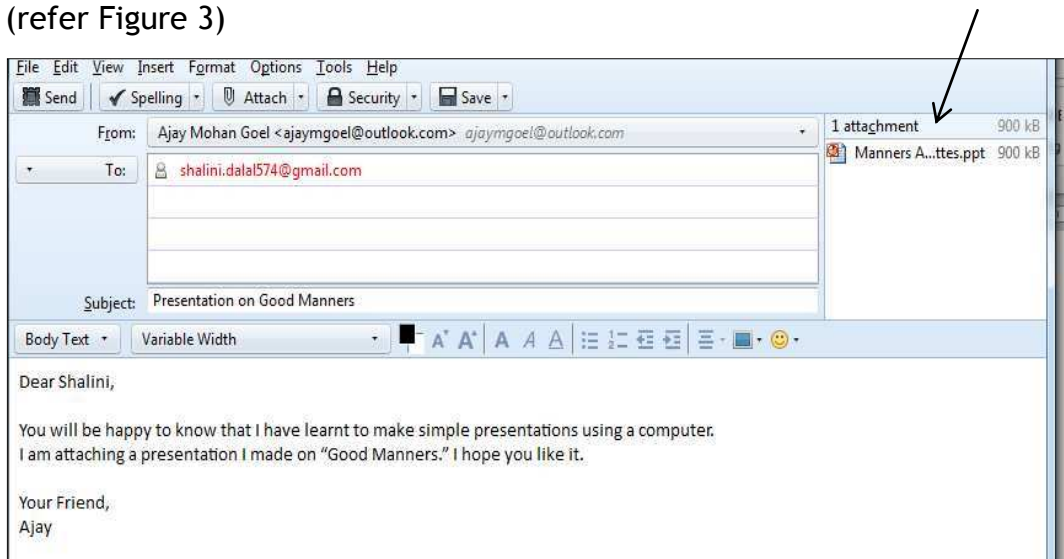

Figure 3

You may have noticed that the design of Ribbon in Figure 1, Figure 2 and 3 is different from what you are familiar with. These figures are from *Mozilla Thunderbird* software. An equivalent of Figure in MS-Outlook is shown in F.
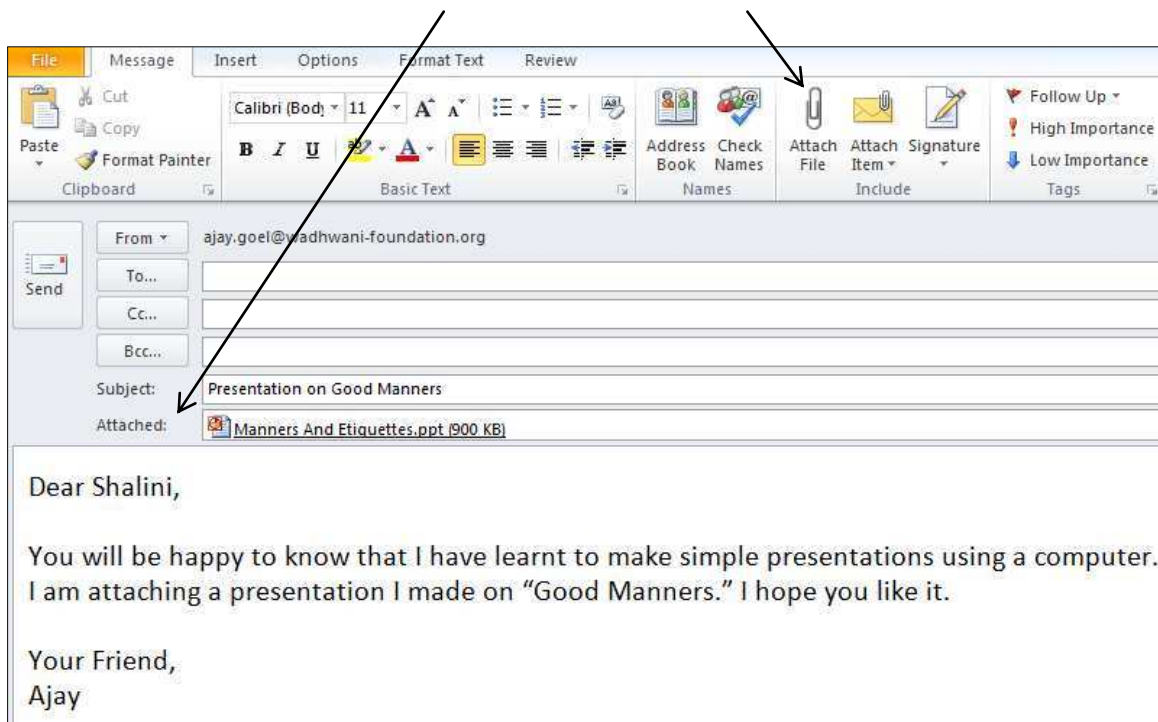
Figure: 4

Note: The basic principle on which these two e-mail software operate is the same. The difference is only in the GUI appearance. Once you have used and are familiar with a particular software, you can use any of its alternatives available in the market.

2. Receiving Attachments

- The icon in the inbox (generally the sign of a paperclip) or within the message, tells you that there is an attachment along with the message. (Refer Figure   5.)

- You can *Open* the attachment by clicking on it.

- You can *Save* the attachment by selecting [1]**File** → [2]**Save As**. Then select the appropriate folder location to save the file.
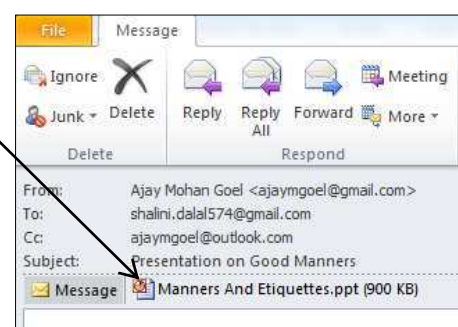
Figure 5

Perform the following activities till you are confident:

S.No.	Activity
1	Attach a file to email message
2	Download attachment and save file(s) in a file with an appropriate name
3.	View the document

While working on email software, you may want to know, how to perform a specific task. Most of the GUI software provides a *Help* feature. So you do not have to open a book but can find help readily available.

RELEVANT KNOWLEDGE

- To start using *Help* in an email software:

  - In MS-Outlook, press F1 or click the symbol💡, type your question in the search box (refer arrow in Figure 1), and then press *Enter*.

  - In Mozilla Thunderbird, press F1 or *Help* icon on the ribbon.

  - A dialogue box appears. Ent*er* the key words related to the task, for which you need help. For example:

    - If you want to find, how to attach a file, you can enter: *"Attach File"*

    - If you want to find, how to delete an email message, you can enter: *"email delete"*.

Figure 1

- As an exercise, enter the keywords: "Attach file" in the search box of MS-Outlook (refer arrow in Figure 1.).

  - A list of all online topics that refer to the keyword you entered is displayed. (Refer Figure 2.)

  - Click on the appropriate topic.

    - The topic page will appear and you will find the step by step instructions for performing that task. (Refer the help box in Figure 3.)

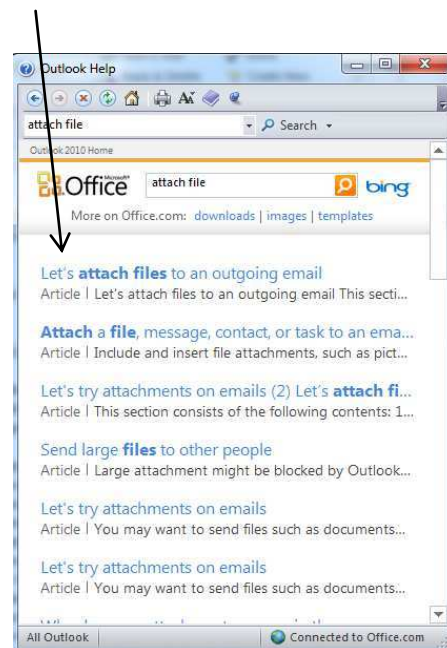   Note: Online is a great resource, but sometimes you are not connected to the

Figure 2

Internet and need Help. When you are offline, the software searches your local Help files and displays the search results that it finds there. When you search offline Help, additional online content is not available.

o You can use the scroll bar on right to read the entire content in the window.

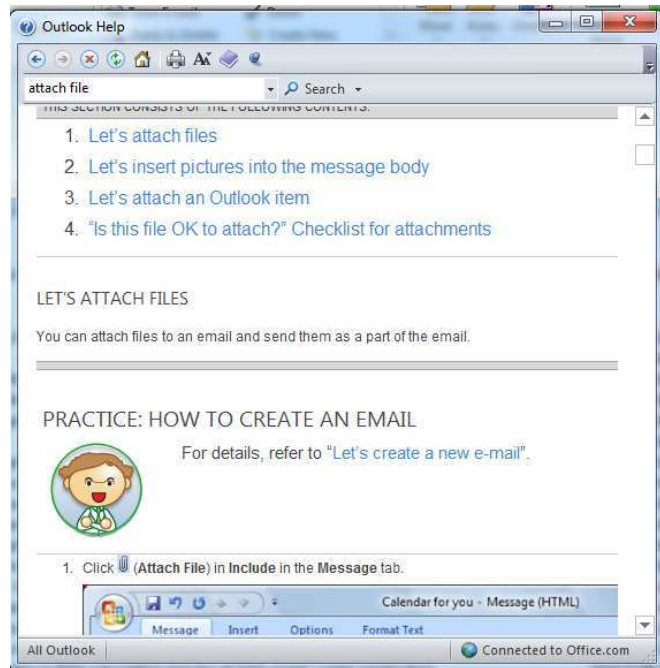o You can also click on the maximise button to increase the size of the help box.

Figure 3

Now practice the use of *Help* feature by finding instructions for the following tasks:

o Sending BCC
o Formatting email
o Print an email message

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Use the various features of help by entering appropriate key word

SESSION 11: PRINT EMAIL MESSAGE

You can easily print an email message received by you. The steps to print an email are similar to those used for printing a document or a spreadsheet.

RELEVANT KNOWLEDGE

You will now print an email message received by you.

1. Open the email message, which you want to print.
2. Click [1]**File → ** [2]**Print**
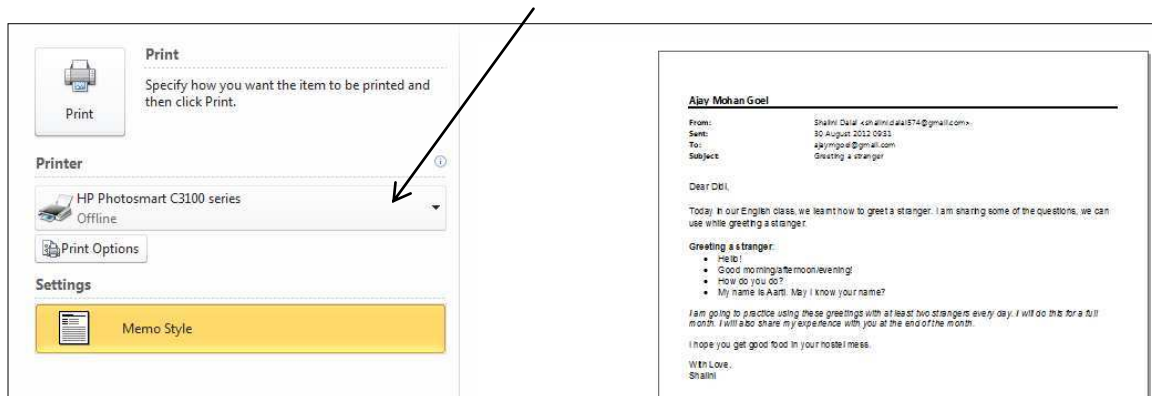3. Select the printer, to print the email message.
4. Click **Print**

Figure 1

The email will be printed on the selected printer. It may look like the following in Figure 2.
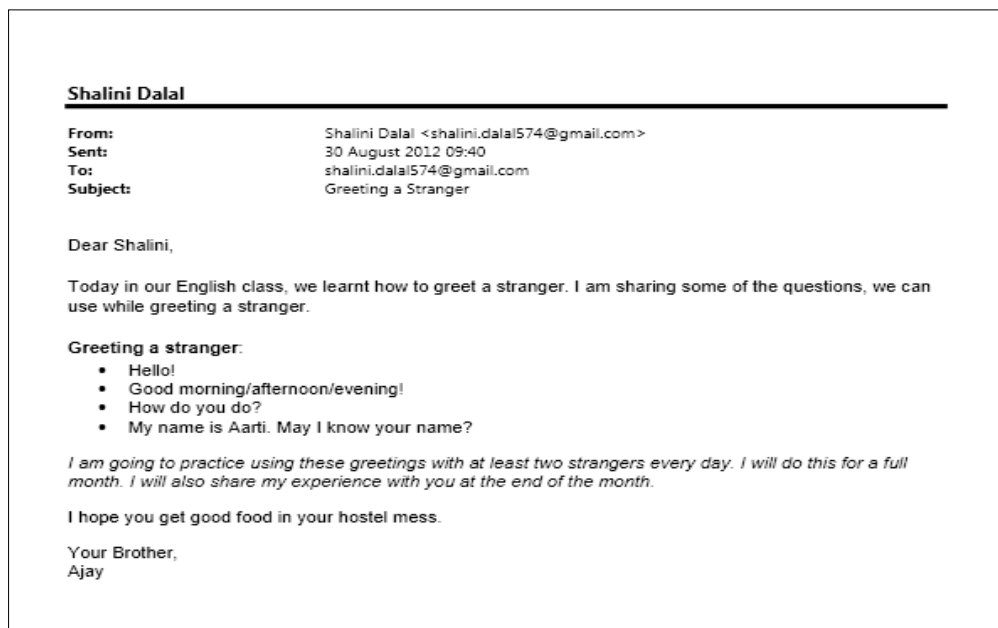
Figure 2

In the exercise, we used the *default* (Standard) settings while printing the email. *Print* dialog box (Refer Figure 33) also provides options for print settings. For example, you can choose to print 5 copies of the same email.

Go ahead and use some of the print options, to become familiar with them.
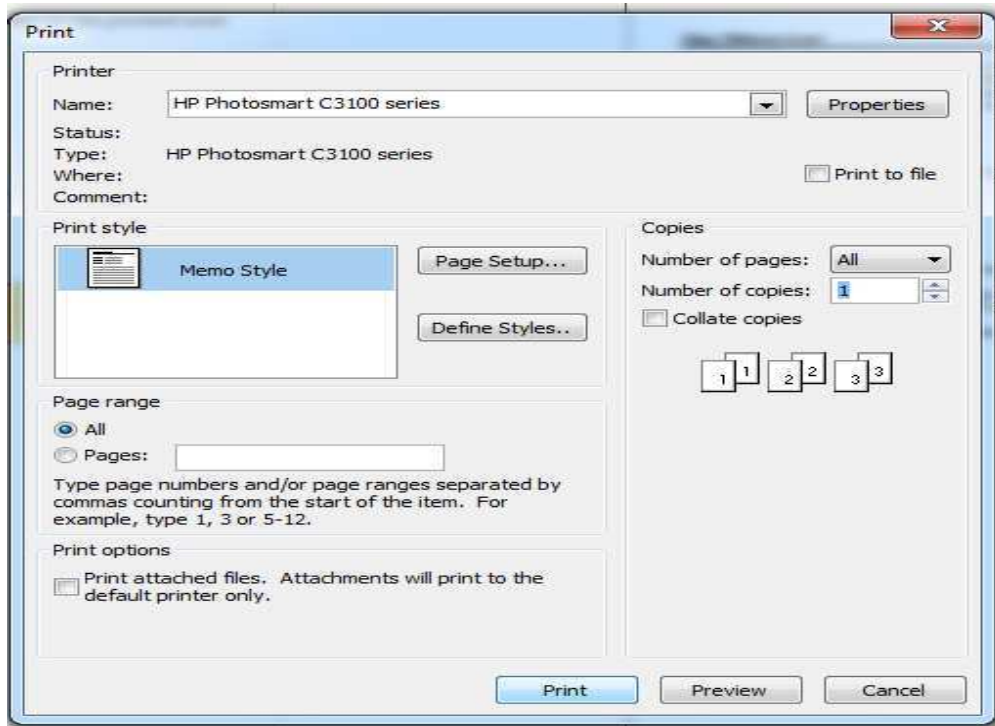
Figure 3

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Print the email message using different style and options
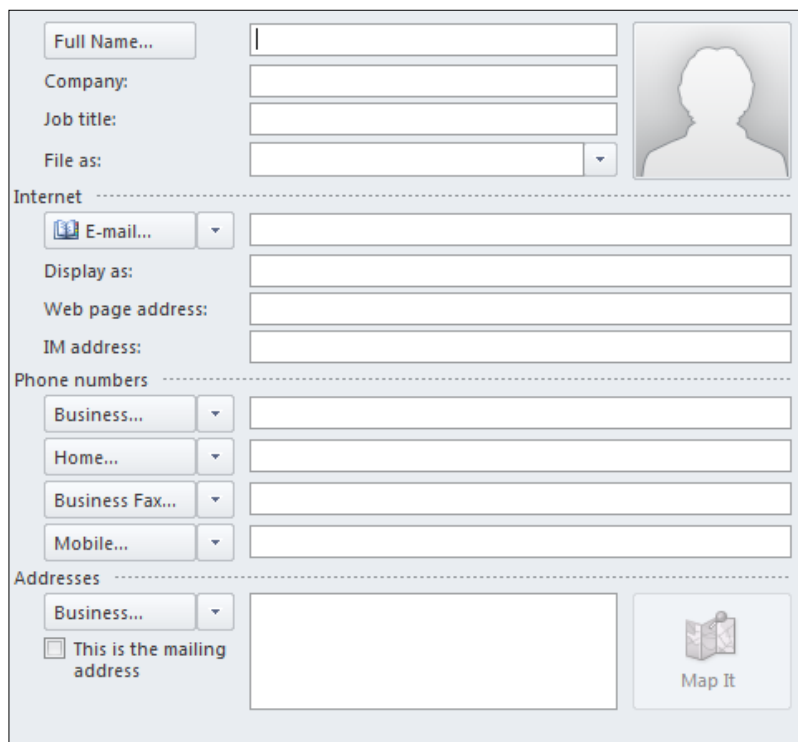
You can also maintain an address book of people using email software. The address book may contain information like name, name of the company, designation, email address, phone number, mobile number, residential address, office address, website URL, birthday, marriage anniversary etc. In some email applications like MS-Outlook, it is called *Contact*; and in some others it is called *Address*.

RELEVANT KNOWLEDGE

1. Add a Contact

The steps to add a *Contact* in MS-Outlook are as follows:

o Under *Home* tab, choose the option *New items*. Then select *Contact*. A blan*k fo*rm appears (Figure 1), in which you can input the details. It is not necessary to fill all the fields.

Figure 1

After adding the details, click on to save and close the form. The contact is saved along with the information added.

Add contacts for one friend and one relative of yours. Do not forget to add one more contact with your own details.

2. Modify an existing Contact

The steps to modify a *Contact* in MS-Outlook are as follows:

Figure 2

o Suppose that you have an existing contact of "Vibha Das".
o Under the *Home* tab, you will see icons as shown in Figure 2.
o Enter the name "Vibha Das" in the search box, as shown, and click *Enter* key. A contact form with the existing details of Vibha Das will appear (refer figure 3).
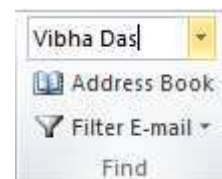

Figure 3

o You can change/edit any of the existing information or add information in the blank fields.
o *Save and Close* the contact.

3. Add and Modify a contact using Mozilla Thunderbird

Adding or modifying a contact using *Mozilla Thunderbird* follows the same basic steps. The icons and their names are slightly different.

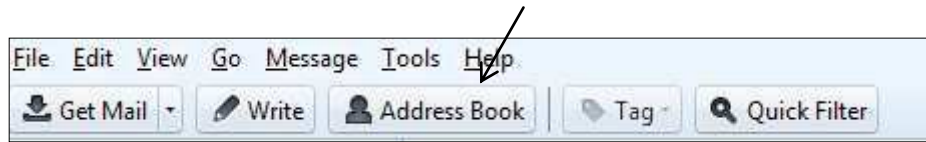- o To add a new address, click *Address Book*, as shown in Figure below.

Figure 4

- o The Address Book form has a different format, but has similar fields as in MS-Outlook. (Refer Figure 4)
- o To save the entered information, select *Ok*.
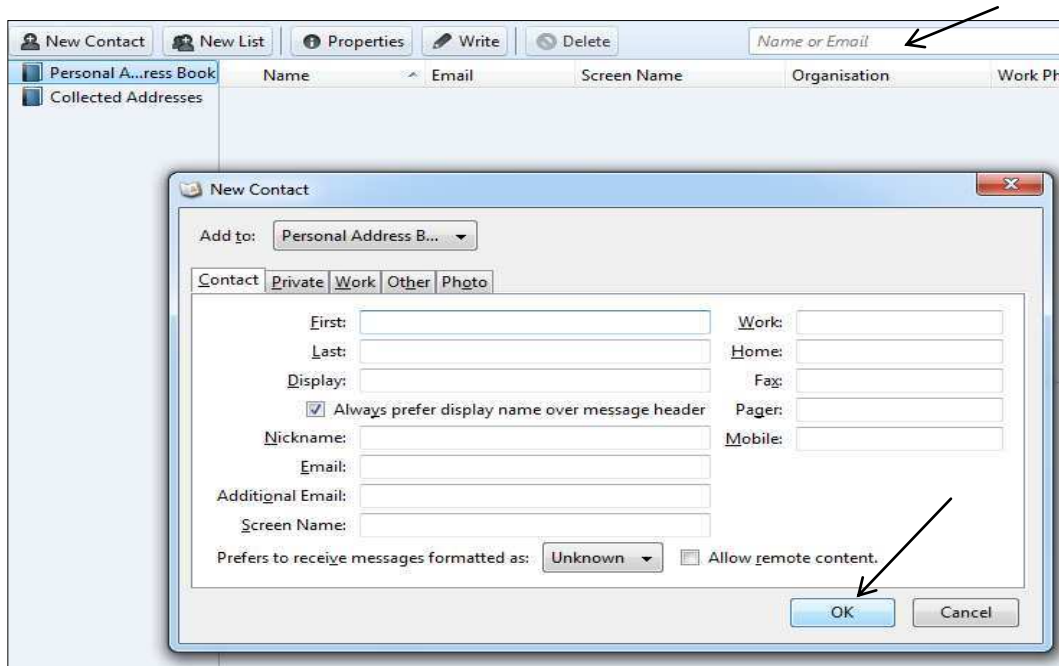- o To search for an existing contact, enter the name in the field shown in Figure 5.

Figure 5

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Add a contact to the contact list or address book
2	Modify the contact
3	Delete a contact

Session 13: Using Folders to Organise Email Messages

In a manual system, people use different files to organise the letters received or sent by them. In a similar manner, email messages can be arranged for easy access by using *Folders*. A *Folder* is like a file in which related email messages can be stored.

RELEVANT KNOWLEDGE

In an email application, some *default folders* are automatically created, when an email account is linked to it. In Figure 1, you can see the existing default folders.

- *Inbox* contains the email messages which you receive. It is an electronic version of a letter box.
- *Trash* folder stores the email messages which have been deleted.
- *Sent Mail* folder contains the email messages sent by *you t*o others.

Figure 1

You can also create a new folder.

1. Create a folder

- Suppose you want to create a folder in which you want to keep all the emails received by you from your father. You may want to give the name "Father" to this folder.
    1. On the *Folder* tab, in the *New* group, click *New* Folder.
    2. A dialogue box appears (refer Figure 2).
    3. Select the folder, under which you want to create this sub-folder.
    4. In the *Name* box, enter a name for the folder.
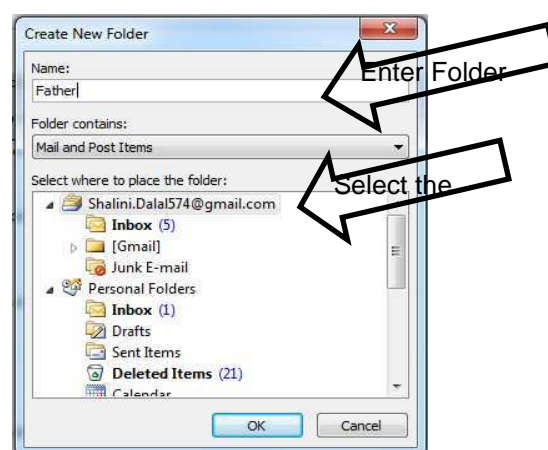   5. A new folder is created called "Father" (refer Figure).

Figure 2

Figure 3

2. Move an email to from Inbox to another folder

You can now move any email message, which you want to file in the folder "Father".

- o Select the email (from the Inbox) that you want to move. (4)
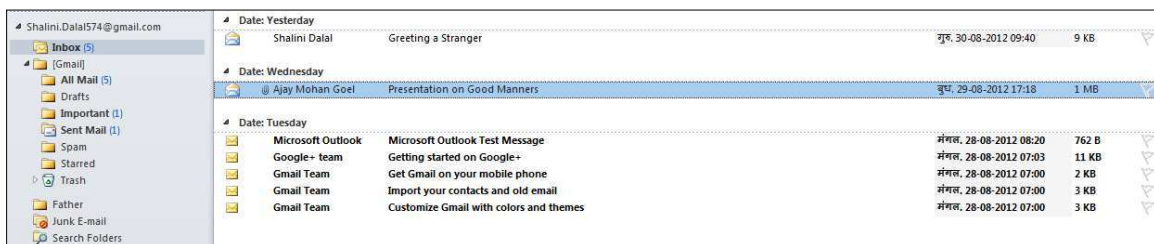- o *Left Click* on it, and drag it to the folder "Father".

Figure 4

- o Release the left button of the mouse. The email will move from the *Inbox* to the folder *Father*.
- o To verify, click on the folde*r Father*.(Figure 5)

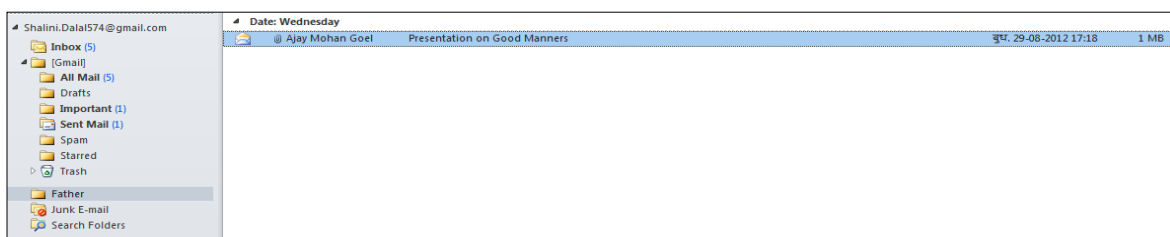Note: Using the same steps it is possible to move emails from one folder to another.

Figure 5

<u>Additional tasks to manage folders</u>

- You can create more than one folder.
- You can delete an existing folder, by right clicking it and choosing the option *Delete Folder*. It deletes the folder and its contents and moves them to the "Deleted Folder".
    Note: You cannot delete any of the *Default* Folders.
- You can *rename* a folder by right clicking it and modifying the existing name.

EXERCISE

Perform the following activities till you are confident:

S.No.	Activity
1	Create and name a folder for sorting the mails
2	Move the folder
3.	Move the messages to the folder
4	Rename the folders
5.	Delete the folders