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The following eight units are available on a unit by unit basis

NEW! 2nd Editions These have expanded content, and include the practice tasks from product codes PT1, PT2, PT3, PT4, PT5, PT6, PT7 and PT8 respectively. (Product codes PT1, PT2, PT3, PT4, PT5, PT6, PT7 and PT8 also include the task solutions).

UNIT 1 - FILE MANAGEMENT AND e-DOCUMENT PRODUCTION

(Using Windows XP and Word 2003)

UNIT 2 - CREATING SPREADSHEETS AND GRAPHS

(Using Excel 2003)

UNIT 3 - DATABASE MANIPULATION

(Using Access 2003)

UNIT 4 - e-PUBLICATION CREATION

(Using Publisher 2003)

UNIT 5 - CREATE AN e-PRESENTATION

(Using PowerPoint 2003)

UNIT 6 - e-IMAGE CREATION

(Using Publisher 2003 and Paint Shop Pro)

UNIT 7 - WEB PAGE CREATION

(Using FrontPage 2003)

UNIT 8 - ONLINE COMMUNICATION

(Using Internet Explorer and Outlook 2003/7)

LEARN, PRACTISE
AND PASS
CLAIT 2006 - LEVEL 1

UNIT 8
ONLINE
COMMUNICATION

USING
INTERNET EXPLORER v7
AND OUTLOOK 2003 / 2007

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CLAIT 2006 – LEVEL 1 – UNIT 8

ONLINE COMMUNICATION

USING INTERNET EXPLORER v7 AND OUTLOOK 2003 / OUTLOOK 2007

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FORWARDING EMAILS

You have seen how easy it is to reply to an email message.

Another great feature of email software is the forwarding facility – this enables you to easily send a message that you have received to someone else, which is known as forwarding the message.

In preparation for this section, you will need to send the following email to the email address that is used by the computer at which you are sitting.

Important Note: For the purposes of the workbook, we will refer to your email address as learner@justclait.co.uk. When you see this address in this book you should substitute it for YOUR computer's email address. If you do not know that email address then find it out now!

Open Outlook and send the following email message.

To: learner@justclait.co.uk (i.e. YOUR computer's email address)

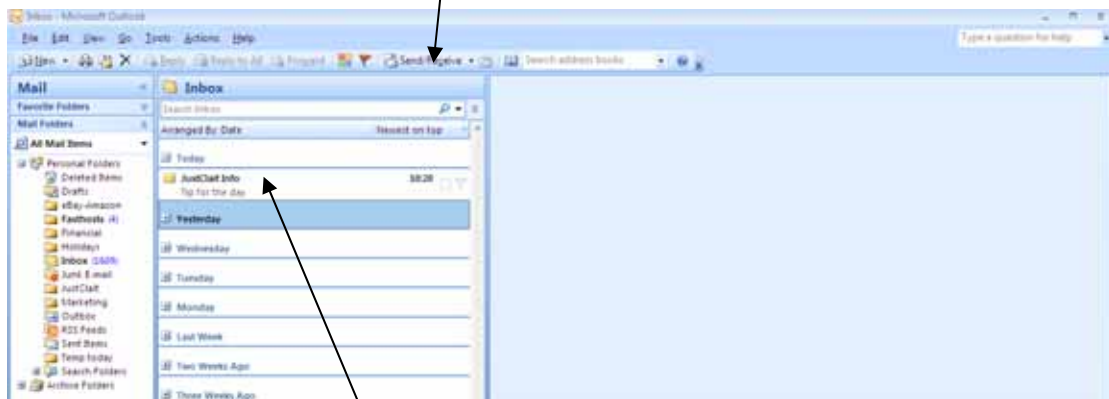
Subject :Tip for the day

Message :The price of JustClait shares are expected to fly through the roof today – buy some now quick, and pass this information onto your friends.

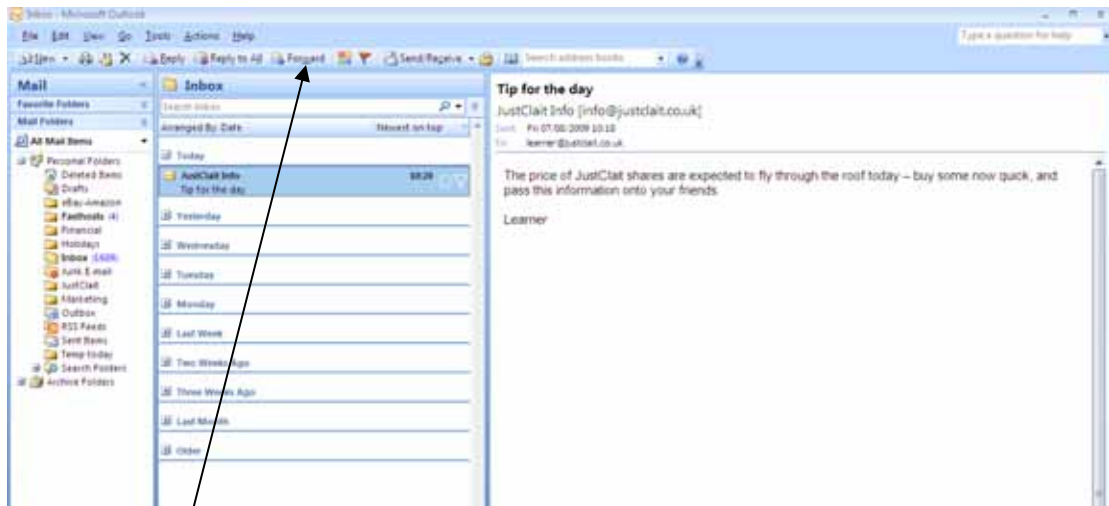
Action Add your name below the message.

Action Send the above message to yourself.

Action Point and click on the **Send/Receive** button. The above message should appear in your Inbox as below:

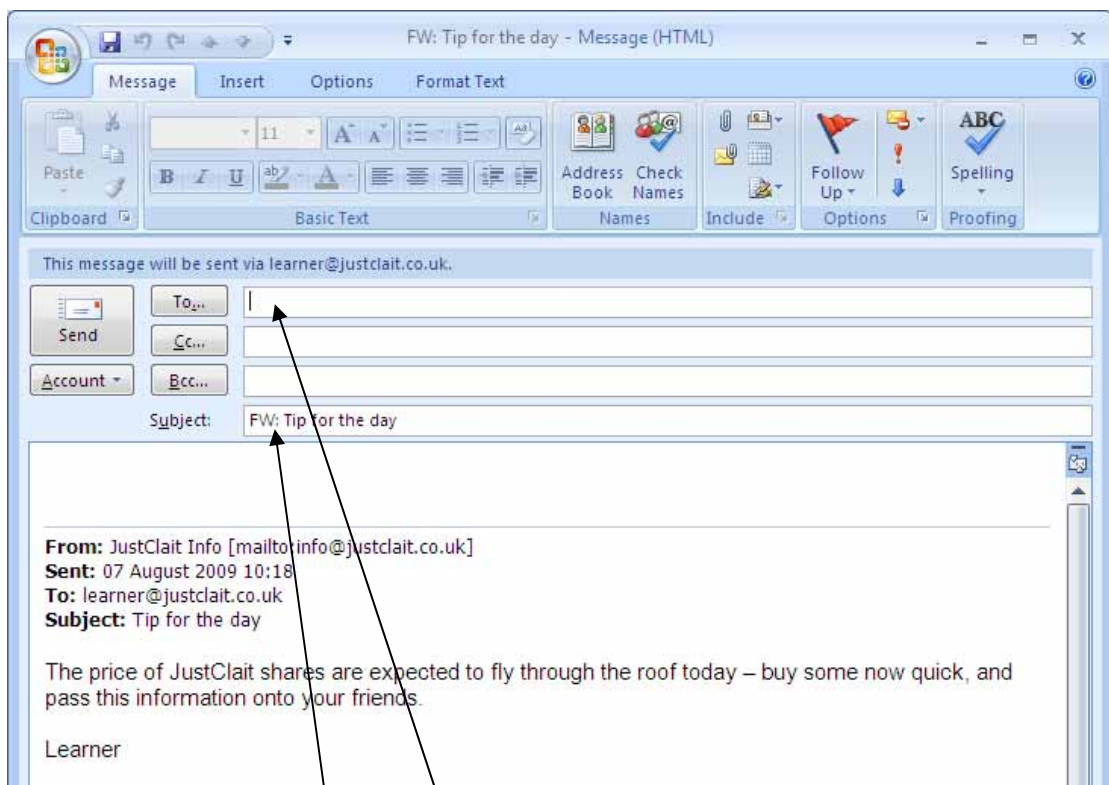


Action Point and click on the message header in the middle pane, to display the message content as overleaf.



Action To send this email on to someone else (i.e. forward the email), point and click on the **Forward** button.

A new message window will appear, as below:



This is similar to the window you see when you reply to a message, with two key differences.

Firstly, the email address in the **To:** section is blank – you have to specify who you are going to forward the message on to.

Secondly, notice how the subject line has the original message subject prefixed with the letters **FW**. This identifies the message as being forwarded.

Action In the **To:** box enter the email address of the person to whom you are forwarding on the email. In this instance enter the following email address

oppscentre@hotmail.co.uk

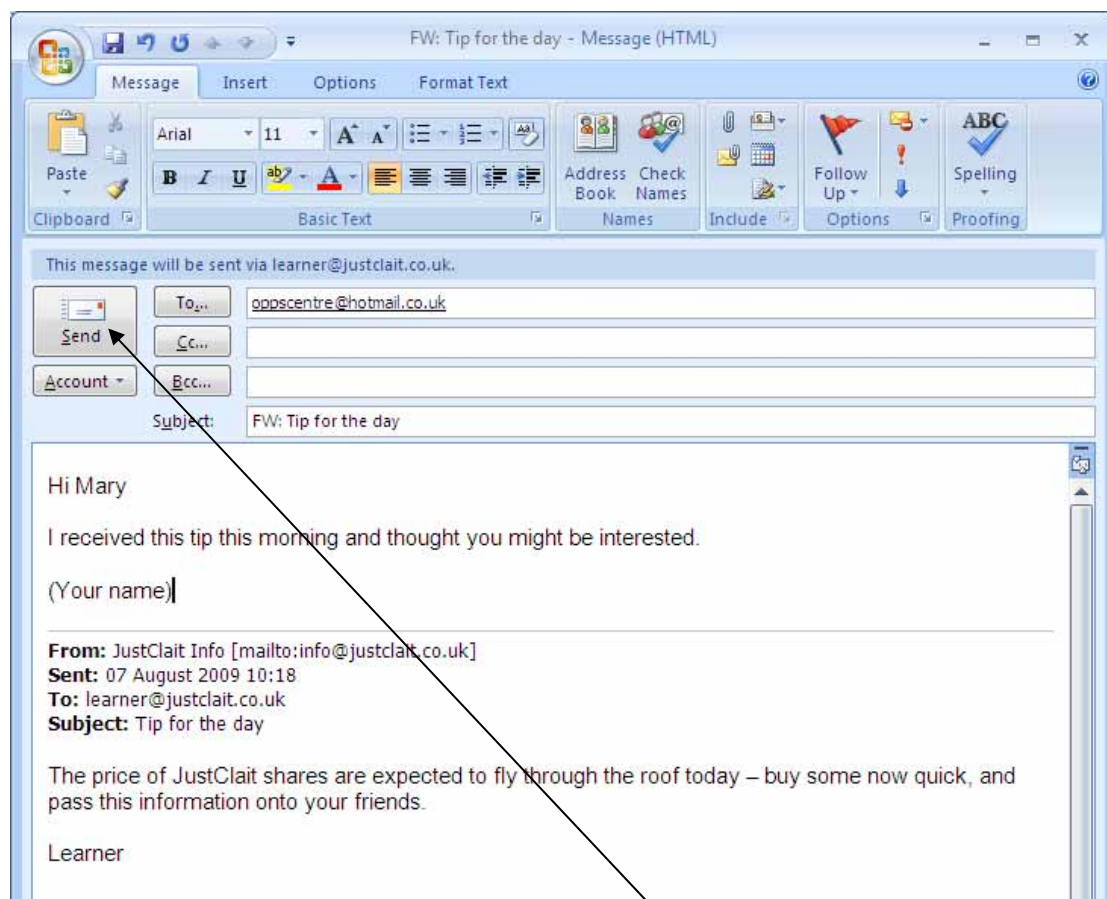
You could now just forward the email. However, it is good etiquette to add your own message to the email. Just as when replying to an email, you place your message above the original.

Action Add the following text to the forwarded message.

Hi Mary

I received this tip this morning and thought you might be interested.

Action Add your name below the above text, as shown below.



Action To send the message, point and click on the **Send** button.

Action As with any other email that you send, this forwarded message will appear in your **Sent Items** folder.

Action Navigate to the **Sent Items** folder, and print out the message that you have just sent. Then close Outlook and tackle the next three tasks.

Practice Task 31

**FORWARDING AN EMAIL
DELETING EMAILS**

The data files required for this exercise are: **Email message Task31**

1. Switch on the computer
2. Login using your username and password
3. Load an email program such as Outlook and check your Inbox
4. Open the message in your Inbox titled **Task31**
5. Forward the email to the email address below – do not change the subject heading

oppscentre@yahoo.co.uk

6. Add the following message text above the original message

Hi Jenny

Did you know anything about this?

7. Add your name below your message
8. Send the message, ensuring your software saves a copy
9. Print out a copy of the sent message
10. Delete the message **Task31** from your Inbox
11. Delete your forwarded message from your Sent Items folder
12. Close the email program

End of task

Practice Task 32

**FORWARDING AN EMAIL
DELETING EMAILS**

The data files required for this exercise are: **Email message Task32**

1. Switch on the computer
2. Login using your username and password
3. Load an email program such as Outlook and check your Inbox
4. Open the message in your Inbox titled **Task32**
5. Forward the email to the email address below – do not change the subject heading

oppscentre@hotmail.co.uk

6. Add the following message text above the original message

Hi Bill

Do you fancy coming with me to this?

7. Add your name below your message
8. Send the message, ensuring your software saves a copy
9. Print out a copy of the sent message
10. Delete the message **Task32** from your Inbox
11. Delete your forwarded message from your Sent Items folder
12. Close the email program

End of task

Practice Task 33

**FORWARDING AN EMAIL
DELETING EMAILS**

The data files required for this exercise are: **Email message Task33**

1. Switch on the computer
2. Login using your username and password
3. Load an email program such as Outlook and check your Inbox
4. Open the message in your Inbox titled **Task33**
5. Forward the email to the email address below – do not change the subject heading

fredbloggs@justclait.co.uk

6. Add the following message text above the original message

Hi Betty

I thought you ought to know about this. Will you pass it on to Joe too please, as I don't know his email address. Thanks.

7. Add your name below your message
8. Send the message, ensuring your software saves a copy
9. Print out a copy of the sent message
10. Delete the message **Task33** from your Inbox
11. Delete your forwarded message from your Sent Items folder
12. Close the email program

End of task



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The workbooks only are based upon: (1: Windows XP/Vista & Word 2003/7) (2: Excel 2003) (3: Access 2003) (4: Publisher 2003) (5: PowerPoint 2003) (6: Publisher 2003 (1 section uses Paint Shop Pro)) (7: FrontPage 2003) (8: Internet Explorer & Outlook 2003/7).

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