Computer Skills Placement Objectives
Internet and Email

The Internet
Concepts/Terms
Understand and distinguish between the Internet and the World Wide Web (WWW).
Define and understand the terms: HTTP, URL, hyperlink, ISP, FTP.
Understand the make-up and structure of a Web address.
Know what a Web Browser is and what it is used for.
Know what a Search Engine is and what it is used for.
Understand the terms cookie, cache.
Security Considerations
Know what a protected Web site is, (use of username and password).
Know what a digital certificate is.
Know what encryption is and why it is used.
Be aware of the danger of infecting the computer with a virus from a downloaded file.
Be aware of the possibility of being subject to fraud when using a credit card on the Internet.
Understand the term firewall.
First Steps with the Web Browser
Open (and close) a Web browsing application.
Change the Web browser Home Page/ Start page.
Display a Web page in a new window.
Stop a Web page from downloading.
Refresh a Web page.
Use available Help functions.
Adjust Settings
Display, hide built-in toolbars.
Display, hide images on a Web page.
Display previously visited URL's using the browser address bar.
Delete browsing history.
Web Navigation
Accessing Web Pages
Go to a URL.
Activate a hyperlink/image link.
Navigate backwards and forwards between previously visited Web pages.
Complete a Web-based form and enter information in order to carry out a transaction.
Using Bookmarks
Bookmark a Web page.
Display a bookmarked Web page.
Organizing Bookmarks
Create a bookmark folder.
Add Web pages to a bookmark folder.
Delete a bookmark.
Web Searching
Using a Search Engine
Select a specific search engine.
Carry out a search for specific information using a keyword, phrase.
Combine selection criteria in a search.
Duplicate text, image, URL from a Web page to a document.
Save a Web page to a location on a drive as a txt file, html file.

Download text file, image file, sound file, video file, software, from a Web page to a location on a drive
Preparation
Preview a Web page.
Change Web page orientation: portrait, landscape. Change paper size.
Change Web page margins top, bottom, left, right.
Printing
Choose Web page print output options such as: entire Web page, specific page(s), specific frame, selected text, number of copies and print.
Electronic Mail
Concepts/Terms
Understand the make-up and structure of an e-mail address.
Understand the advantages of e-mail systems such as: speed of delivery, low cost, flexibility of using a Web-based e-mail account in different locations.
Understand the importance of network etiquette (netiquette) such as: using accurate descriptions in e-mail message subject fields, brevity in e-mail responses, spell checking outgoing e-mail.
Security Considerations
Be aware of the possibility of receiving unsolicited e-mail.
Be aware of the danger of infecting the computer with a virus by opening an unrecognized mail message, an attachment contained within an unrecognized mail message.
Know what a digital signature is.
First Steps with E-mail
Open (and close) an e-mail application.
Open a mail inbox for a specified user.
Open one, several mail messages.
Switch between open messages.
Close a mail message.
Use application Help functions.
Adjust Settings
Add, remove message inbox headings such as: sender, subject, date received.
Display, hide built-in toolbars.
Messaging
Read a Message
Flag a mail message. Remove a flag mark from a mail message.
Mark a message as unread, read.
Open and save a file attachment to a location on a drive.
Reply to a Message
Use the reply, reply to all function.
Reply with, without original message insertion.
Send a Message
Create a new message.
Insert a mail address in the 'To' field.
Copy (Cc), blind copy (Bcc) a message to another address/addresses.
Insert a title in the 'Subject' field.
Use a spell-checking tool if available and make changes such as: correcting spelling errors, deleting repeated words.
Attach a file to a message.
Send a message with high, low priority.

Send a message using a distribution list.
Forward a message.
Duplicate, Move, Delete
Duplicate, move text within a message, or between other active messages.
Duplicate text from another source into a message.
Delete text in a message.
Delete a file attachment from an outgoing message.
Mail Management
Techniques
Recognize some techniques to manage e-mail effectively such as creating and naming folders, moving messages to appropriate folders, deleting unrequired e- mail, using address lists.
Using Address Books
Create a new address list/distribution list.
Add a mail address to an address list.
Delete a mail address from an address list.
Update an address book from incoming mail.
Organizing Messages
Search for a message by sender, subject, mail content.
Create a new folder for mail.
Move messages to a new folder for mail.
Sort messages by name, by date.
Delete a message.
Restore a message from the mail bin/deleted items folder.
Empty the mail bin/deleted items folder.
Prepare to Print
Preview a message.
Choose print output options such as: entire message, selected contents of a message, number of copies and print.