

Work Area 9 ICT SKILLS

3.18 USING EMAIL TO ACCOMPLISH TASKS (SUCH AS COMPLEX EMAILS OR INSTANT MESSAGING)

LO81: Demonstrate the ability to use email and communication software tools, Skype, instant messaging, and to use different options (e.g. attachments, voting buttons, etc.) and link to other office tools (e.g. address book and diary); archive email messages efficiently and securely and carry out troubleshooting of users' problems.



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Module Details

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Work Area Code:	9
Work area title:	ICT SKILLS
Unit Code:	3.18
Unit Title:	USING EMAIL TO ACCOMPLISH TASKS (SUCH AS COMPLEX EMAILS OR INSTANT MESSAGING)
Learning Outcomes Nos:	LO81
Learning Outcomes titles:	Demonstrate the ability to use email and communication software tools, Skype, instant messaging, and to use different options (e.g. attachments, voting buttons, etc.) and link to other office tools (e.g. address book and diary); archive email messages efficiently and securely and carry out troubleshooting of users' problems.
Recommended Duration:	3 hours
Trainer:	



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• Outlook (Windows, \$399 for Office Standard Suite)

File Edit View Go Tools A	ctions Ou	tiook Connec	tor Tear	nCompanion Help Type a que	stion for help	
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Favorite Folders	R ID	Rank Work	I State	Title	Cat V	7 4
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Untead Mail	9,114	Task	Active	Set up: Migration of Source Code		2
Sent Items	9,115	Task	Active	Set up: Migration of Work Items		7
Support Tickets not closed in Tea	9,116	Task	Active	Set up: Set Check-In Policies	1	7
1v2.2 Backlog in TeamCompanie		Task	Adive	Set up: Configure Build	1	2
1v2.2.X (private for MS) Backlog	in 9,111	Task	Athe	Set up: Send Mail to Users for Installation and Getting	started	2
Mail Folders	9,119	Task	Active	Create Vision Statement	1	2
All Mail Items	9,120	Task	Active	Set up: Create Project Description on Team Project Por	tel	2
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Deleted Rems	9,122	Task	Active	Orfine Iteration Length		2
infected items	9,123	Task	Active	Create Test Approach Worksheet including Test Thresh	holds	2
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Main types of email programs

• Apple Mail (Mac, Free)

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Cet Mail	Delete Junk Repty All Forward New Message Note To Do Search	
MAILBOXES	Construction of the second of the secon	* 8.08 AM 9.21 PM 7.40 PM 4.18 PM 3.24 PM 3.24 PM 1.30 PM +
MAIL ACTIVITY		
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Main types of email programs

Thunderbird (Windows/Mac/Linux, Free)

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🖄 Inbox							
Smart Folders	• •	13 🟠	0 5	Subject			
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Main types of email programs

• Gmail (Web-based, Free)

Compose Mail	Funny Quote of the Day - Mike Ditka - "If God had wanted man to play soccer, he wouldn't have given us arms " Wet	
inbex.(1)	Archive Report spam Celete Move to v Labels v. More actions v. Refresh	1-1 of 1
Stated \$	Select: Alt, None, Read, Unread, Starred, Unstarred	
Sent Mail Drafts	Gmail is different. Here's what you need to know Messag	Jan 1
Travel		
6.more • Contacts Tasks		
6.more+ Contacts Tasks Chat	Select All None Read Unstanted Unstanted	
6.more+ Contacts	Select: All, None, Read, Unread, Starred, Unstarred Archive Report span, Delete Move to v Labels v More actions v Refresh	1-1d1



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Basic options of email and software tools

Instant messaging, or chat, which lets you have text-based conversations with other users



Hey! How was your three day weekend?

It was so good, over way too soon of



course

haha, I know the feeling.

Want to grab some lunch later?

Yeah absolutely!

Julia • Now

Send a message



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Instant messaging

- Many social media platforms, apps and other software (skype, whatsapp, viber, gmail, hangouts, etc.) allow us to instantly message another user
- Their interface is similar





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Basic options of email and software tools

An online calendar to help organize your schedule and share it

Google Search Calendar Q Calendar July 2016 Day Week Month 4 Days Agenda More Sun Mon Tue Wed Thu Fri Sat CREATE 26 28 30 Jul 1 2 29 BBQ July 2016 < > F S 5 4 6 7 8 9 4 5 Independence 10 11 12 13 14 17 18 19 20 21 22 23 24 25 26 27 28 29 30 11 12 13 14 15 16 31 1 2 3 4 5 6 11:30 Yoga Ŧ My calendars Ŧ Other calendars 17 18 19 20 22 23 21 Networking D 24 26 25 27 28 29 30 31 Aug 1 2 3 5 6 Terms - Privacy



with others

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Attachments (gmail)

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	New Message			_ ~ ×
	Recipients			
	Subject			
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	Google Apps Tips Part of the Refractiv C	Group		
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Google - <u>Terms of Service</u> - <u>Privacy Pol</u> <u>Programme Policies</u> Powered by Google*		sert files using Drive	/	
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Attachments (Outlook)

1.On the File menu, click New, and then click Mail Message.
2.On the Message tab, in the Include group, click Attach File.
3.In the Insert File dialog box, browse to and choose the file that you want to attach, and then click Insert.





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Combining inbox folders from different accounts

1.Open the Account Settings dialog; File-> Account Settings-> Account Settings...-> tab E-mail

2.Select the POP3 account for which you want to change the delivery location.

3. Press the "Change Folder" button at the bottom of the dialog.

4.Select the folder to which you want your new messages delivered for that account. This can be an already existing folder such as the Inbox of your main mailbox or a separate (sub) folder.





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Configure Gmail to work with Outlook

Configuring Gmail settings

- Log into your Gmail account
- Click the gear icon at the top right, then choose Settings
- Click Forwarding and POP/IMAP to bring up the POP and IMAP settings
- Click Enable IMAP
- Click Save Changes





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Configuring the Outook Gmail settings

 Start Outlook: from the main Outlook window, go to Tools -> Email Accounts

<u>T</u> oo	ls -	<u>A</u> ctions	<u>H</u> elp			
	Send/Receive					
Â	Rules and Alerts					
۵	Empty "Deleted Items" Folder					
	E	-mail <u>A</u> ccour	nts			
	Options					
•	Bells and Whistles Options					
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• Configuring the Outook Gmail settings

 On the Outlook popup window, select to "Add a new e-mail account" and click on Next.





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Configuring the Outook Gmail settings

- On the server type step, select POP3 or IMAP (depending on your needs) for the Outlook email account type, then clickon Next.
- There is no need to select the IMAP type, because the Gmail web based account will anyway keep a copy of all emails, just like an IMAP account would do.





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Configuring the Outook Gmail settings

Specify your Outlook Gmail settings, such as your Gmail username and password, and Outlook Gmail display name.

On the User Information section, enter your Name (it can be anything, but remember this is going to be the name/text that people will see when you will send them an email via your Outlook Gmail account) and your Gmail email address.

E-mail Accounts	5			E
	ail Settings (POP3) se settings are required to g	jet your e-mail account working.		×
User Informati	ion	Server Information		
Your Name:	User	Incoming mail server (POP3):	pop.gmail.com	
E-mail Address:	user@gmail.com	Outgoing mail server (SMTP):	smtp.gmail.com	
Logon Informa	tion	Test Settings		
User Name: Password:	username@gmail.com	After filling out the information recommend you test your accorduction below. (Requires network)	ount by clicking the	
	Remember password	Test Account Settings		
Log on using S Authentication	Secure Password n (SPA)		More Settings	
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Configuring the Outook Gmail settings

On the Server Information section, enter the Google Gmail servers:

POP Gmail servers for Outlook:

- Incoming mail server: pop.gmail.com
- Outgoing mail server: smtp.gmail.com.

IMAP Gmail server for Outlook:

Incoming mail server: imap.gmail.comOutgoing mail server: smtp.gmail.com.

E-mail Account	5			1
	ail Settings (POP3) ese settings are required to ç	get your e-mail account working.		×
User Informat	ion	Server Information		
Your Name:	User	Incoming mail server (POP3):	pop.gmail.com	
E-mail Address:	user@gmail.com	Outgoing mail server (SMTP):	smtp.gmail.com	
Logon Informa	ation	Test Settings		
User Name:	username@gmail.com	After filing out the information recommend you test your account		
Password:	*******	button below. (Requires netwo		
	Remember password	Test Account Settings		
Log on using Authenticatio	Secure Password n (SPA)		More Settings .	
		< <u>B</u> ack		Cancel



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Configuring the Outook Gmail settings

Click on the "More Settings" button and go to the "Advanced" window tab.

If you use Gmail as a POPOutlook account:

-On the "Incoming server (POP3)" field, enter 995 and mark the box "This server requires an encrypted connection (SSL)";

-On the "Outgoing server (SMTP)" field, enter 465 and mark the box "This server requires an encrypted connection (SSL)".

nternet E-mail Settings	×
General Outgoing Server Connection Advanced	
Server Port Numbers	
Incoming server (POP3): 295 Use Defaults This server requires an encrypted connection (SSL)	
Outgoing server (SMTP): 465	
This server requires an encrypted connection (SSL)	
Server Timeouts	
Short 🕣 Long 1 minute	
Delivery	
Leave a copy of messages on the server	
<u>R</u> emove from server after 10 🔷 days	
Remove from server when deleted from 'Deleted Items'	
OK Cancel	
X	



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Configuring the Outook Gmail settings

If you use Gmail as an IMAP Outlook account:

-On the "Incoming server (IMAP)" field, enter 993 and mark the box "This server requires an encrypted connection (SSL)";

-On the "Outgoing server (SMTP)" field, enter 587 and mark the box "This server requires an encrypted connection (TLS)".

ternet E-mail Settings
General Outgoing Server Connection Advanced
Server Port Numbers Incoming server (POP3): 995 Use Defaults This server requires an encrypted connection (SSL) Outgoing server (SMTP): 465 This server requires an encrypted connection (SSL)
Server Timeouts Long 1 minute
Delivery Leave a copy of messages on the server Remove from server after 10 adays Remove from server when deleted from 'Deleted Items'
OK Cancel





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Configuring the Outook Gmail settings

For both POP and IMAP, you also have to enable the option "My outgoing mail server requires authentication" from the Outgoing Server tab.

You can also change the server timeouts period: this defines the time interval for which Outlook will wait to establish a Gmail connection, before triggering a connection error.

The "Delivery" options are not important for an Outlook Gmail account: no matter what you would change here, Gmail will always keep a copy of each email on the Gmail server.





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next

Import contacts from Gmail

- Sign in to Gmail
- Click Gmail > Contacts
- Click More > Export
- In Outlook, click File > Open & Export
- Click Import/Export
- Click Import from another
 program or file
- Click Next
- Follow the steps in the wizard





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Sync Google and Outlook Calendars

Export a Google calendar

- Click the drop-down menu next to the relevant calendar in the My Calendars section on the left
- Choose Calendar Settings.
- Scroll down and click Export this calendar
- It downloads as a zip, so copy the .ics file out

• My calendars	02:00
📕 Jim Martin 🖃	
Birthdays	Display only this Calendar
IDGTM holidays and	Calendar settings n~
Reminders	View bin
TechAdvisor blog sch	Create event on this calendar
 Other calendars 	Share this Calendar
Add a colleague's calenda	Edit notifications

Calewilar Address: Learn more <u>Change sharing settings</u>	ICAL HTML (Calendar ID: jim_martin@idg.co.uk) This is the address for your calendar. No one can use this link unless you have made your calendar public.
Private Address:	ICAL Reset Private URLs
Learn more	This is the private address for this calendar. Do not share this address with other users unless you want them to see all the events on this calendar.
Export Calendar:	Export this calendar
Learn more	Export: All events in this calendar will be exported in an ICS file.
Delete calendar:	Delete all events in this calendar
Learn more	Delete: All events in this calendar will be deleted. If any event has guests, it will be removed from guests' calendars as well.



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Sync Google and Outlook Calendars

Import a Google calendarinto Outlook

- Goto File
- Open and export
- Import and export
- Select the option to importan iCalendar (.ics) file





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Example of creating professional emails

MailChimp

MailChimp also offers paid plans as an ESP, but its free service contains some pretty useful features too. One of the more popular tools available from MailChimp is the Subject Line Researcher.





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Voting button in outlook

- With the New Message form open, click the Options tab in the Ribbon and then click the Use Voting Buttons button.
- A list of suggested voting buttons appears. The suggested choices include the following:
 - Approve;Reject
 - Yes;No
 - Yes;No;Maybe
 - Custom
- If you choose Custom, type your own choices in the Use Voting Buttons text box. Separate your options with a semicolon.





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Voting button in outlook

VOTE

- Click the set of voting buttons that you want to use.
- The message You Have Added Voting Buttons to This Message now appears at the top of your message. If you are adding your own customchoices, however, you'll need to click the Close button in the Properties dialog box when you are done to return to your message.
- Click the Send button.



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This is a discussion slide

 What should you do if you receive a chain email that promises you will receive lots of money if you forward it to at least 10 people?

Group discussion



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Activities

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next

Critical

Time

- List different email clients (software)
- Identify different options provided by different email and communication software
- How can you merge inboxes from different accounts?



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Let's communicate

EUPA_LO_81_M_01



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Methodological 1001



- Email programs and Software tools
 - Programs (Free, Commercial)
 - Online clients
 - Other Tools
 - Instant messaging
 - Attachments



next



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Well Done!

You have completed this unit



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