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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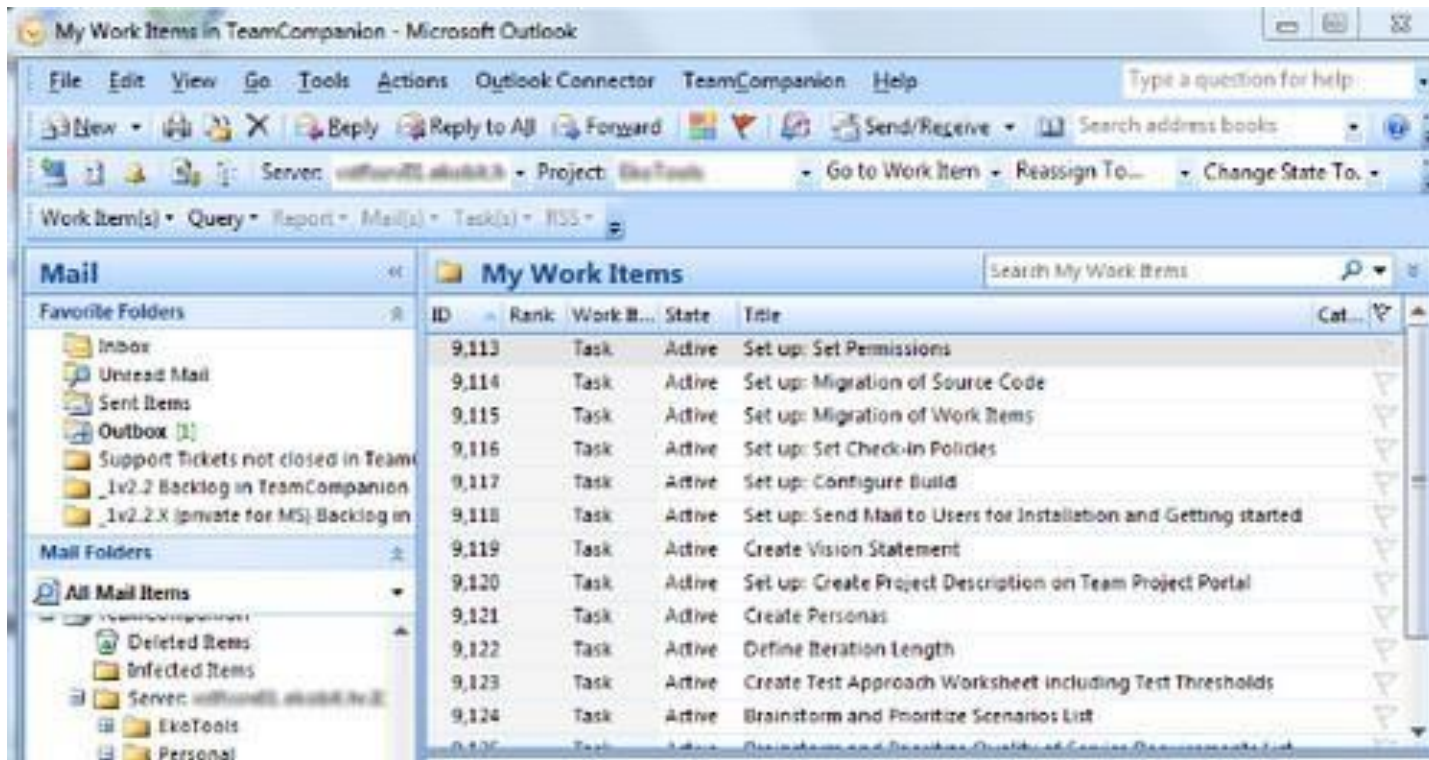| Work Area Code:	9
Work area title:	ICT SKILLS
Unit Code:	3.18
Unit Title:	USING EMAIL TO ACCOMPLISH TASKS (SUCH AS COMPLEX EMAILS OR INSTANT MESSAGING)
Learning Outcomes Nos:	LO81
Learning Outcomes titles:	Demonstrate the ability to use email and communication software tools, Skype, instant messaging, 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)

- ## Apple Mail (Mac, Free)

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- Thunderbird (Windows/Mac/Linux, Free)

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- ## Gmail (Web-based, Free)

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

- 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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An online calendar to help organize your schedule and share it with others
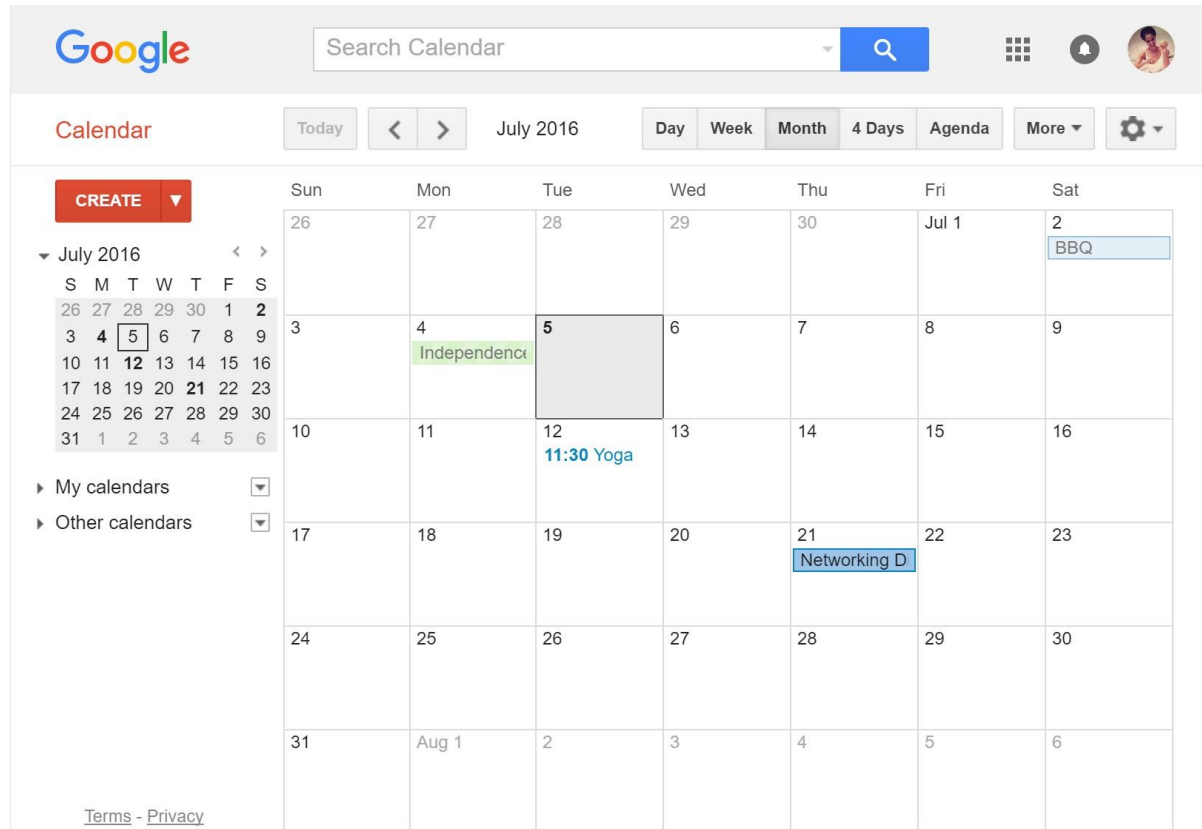
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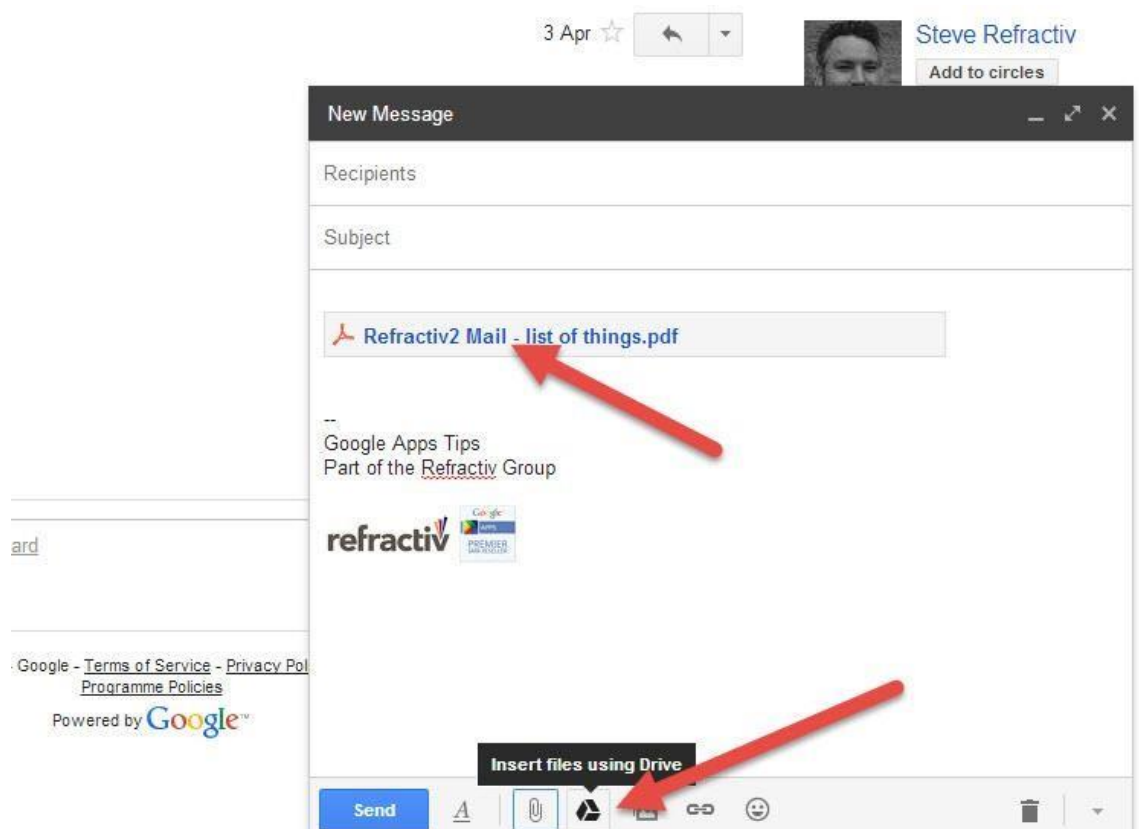1.On the File menu, click New, and then click Mail Message.
2.On the Message tab, in the Include group, click Attach File.
3.In the Insert File dialog box, browse to and choose the file that you want to attach, and then click Insert.
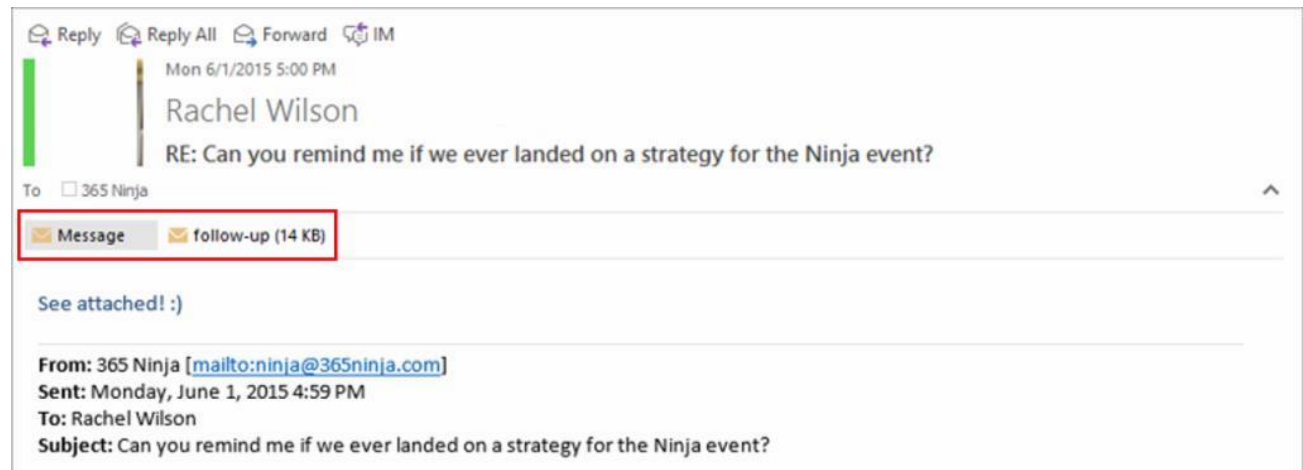
1.Open the Account Settings dialog;
File-> Account Settings-> Account Settings…->
tab E-mail
2.Select the POP3 account for which you want
to change the delivery location.
3. Press the "Change Folder" button at the
bottom of the dialog.
4.Select the folder to which you want your
new messages delivered 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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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
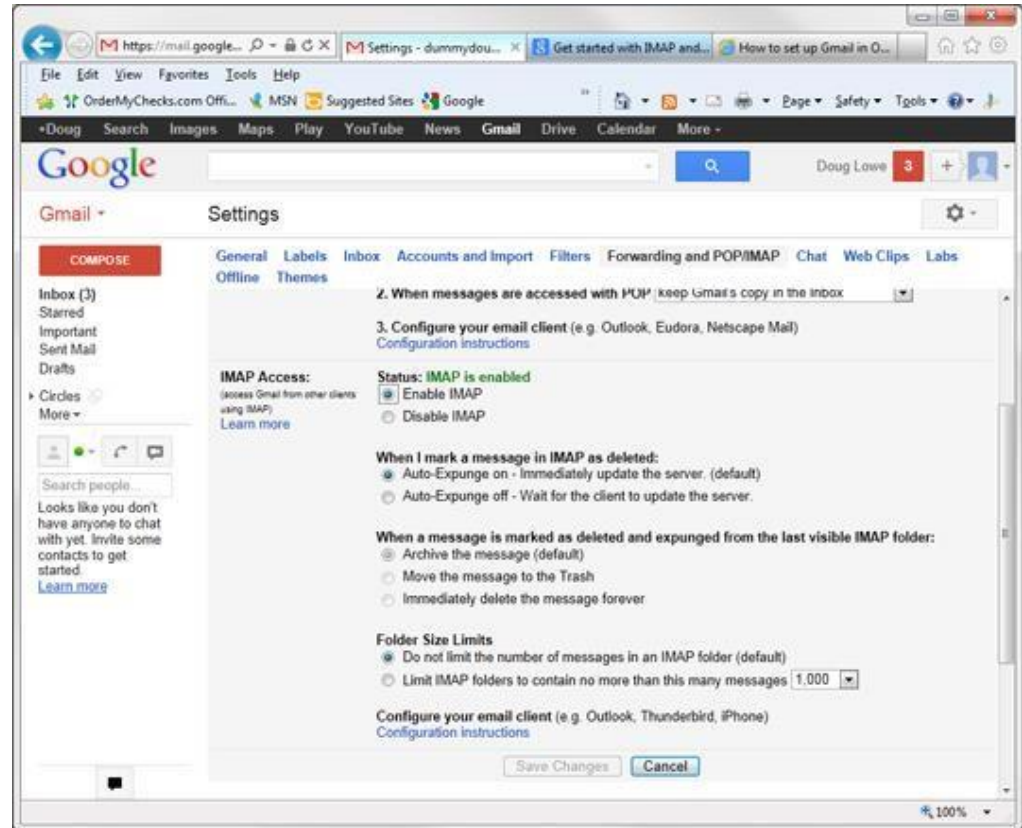
- ## Configuring the Outook Gmail settings

  – Start Outlook: from the main Outlook window, go to Tools -> Email Accounts
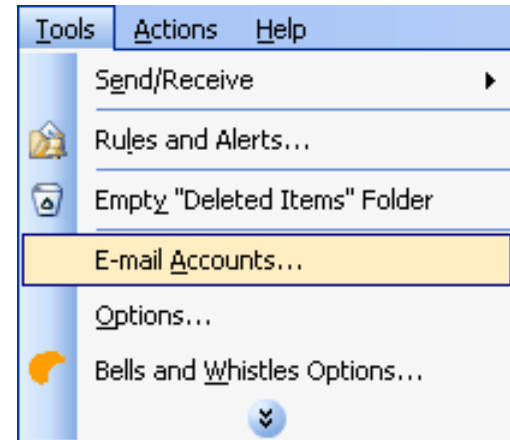
- ## Configuring the Outook Gmail settings

  – On the Outlook popup window, select to "Add a new e-mail account" and click on Next.
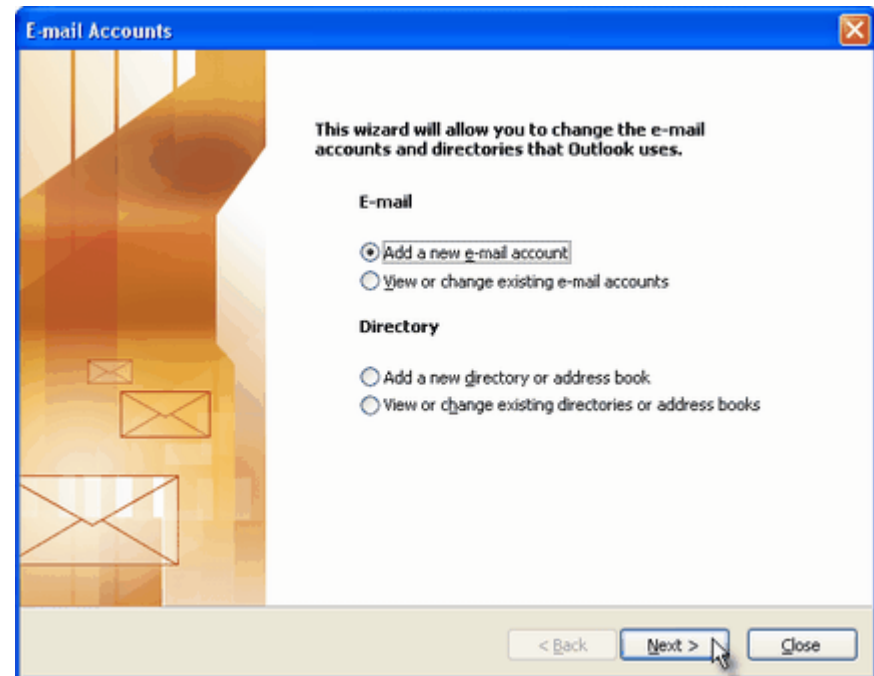
- **Configuring the Outook Gmail settings**

  – On the server type step, select POP3 or IMAP (depending on your needs) for the Outlook email account type, then click on 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.
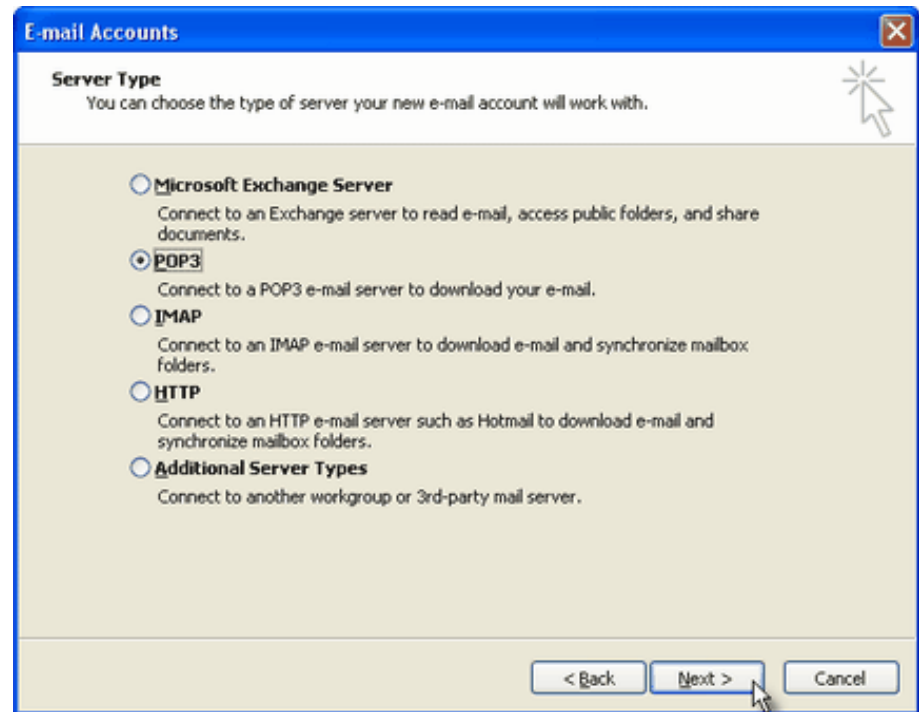
E-mail Accounts

Server Type
You can choose the type of server your new e-mail account will work with.

○ **Microsoft Exchange Server**
Connect to an Exchange server to read e-mail, access public folders, and share documents.

◉ **POP3**
Connect to a POP3 e-mail server to download your e-mail.

○ **IMAP**
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.

○ **HTTP**
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.

○ **Additional Server Types**
Connect to another workgroup or 3rd-party mail server.

[< Back] [Next >] [Cancel]

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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.

- **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.com
  - Outgoing mail server: smtp.gmail.com.

E-mail Accounts

Internet E-mail Settings (POP3)
Each of these settings are required to get your e-mail account working.

User Information
Your Name: User
E-mail Address: user@gmail.com

Server Information
Incoming mail server (POP3): pop.gmail.com
Outgoing mail server (SMTP): smtp.gmail.com

Logon Information
User Name: username@gmail.com
Password: **********
☑ Remember password
☐ Log on using Secure Password Authentication (SPA)

Test Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings ...

More Settings ...

< Back   Next >   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 POP Outlook 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)".
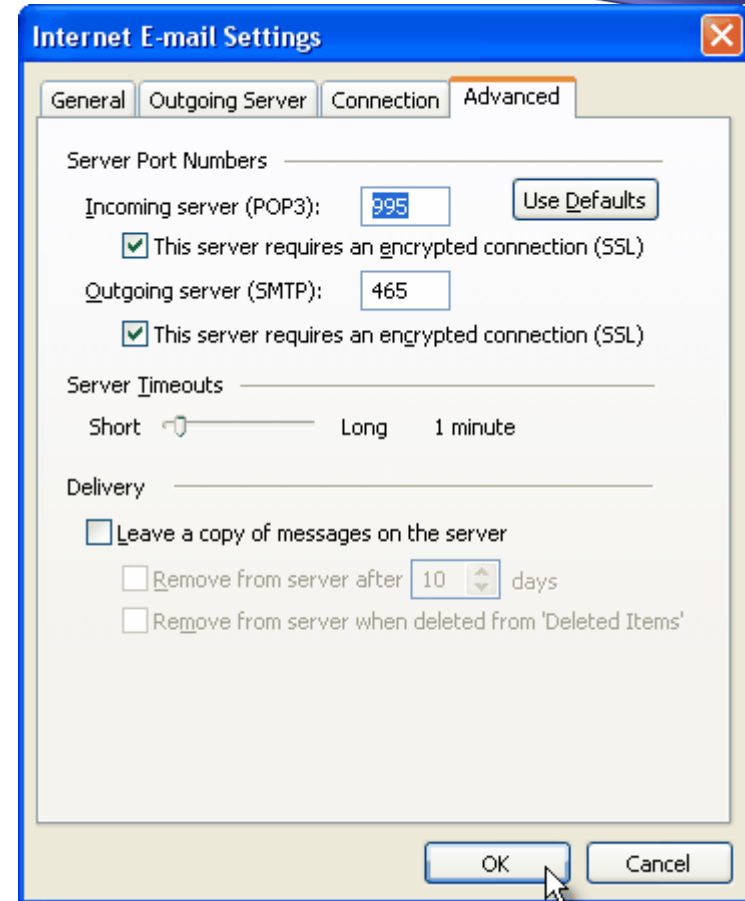
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- **Configuring the Outook Gmail settings**

  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)".

Internet E-mail Settings

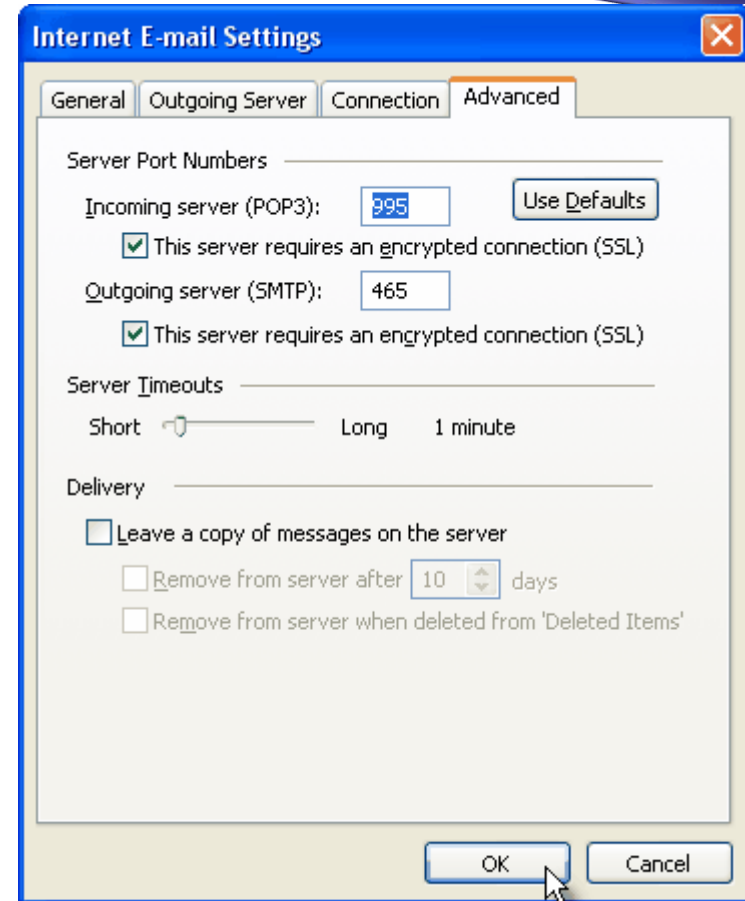General | Outgoing Server | Connection | **Advanced**

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
Short ⎯○⎯ Long   1 minute

Delivery
☐ Leave a copy of messages on the server
☐ Remove from server after 10 ⇕ days
☐ Remove from server when deleted from 'Deleted Items'

OK   Cancel

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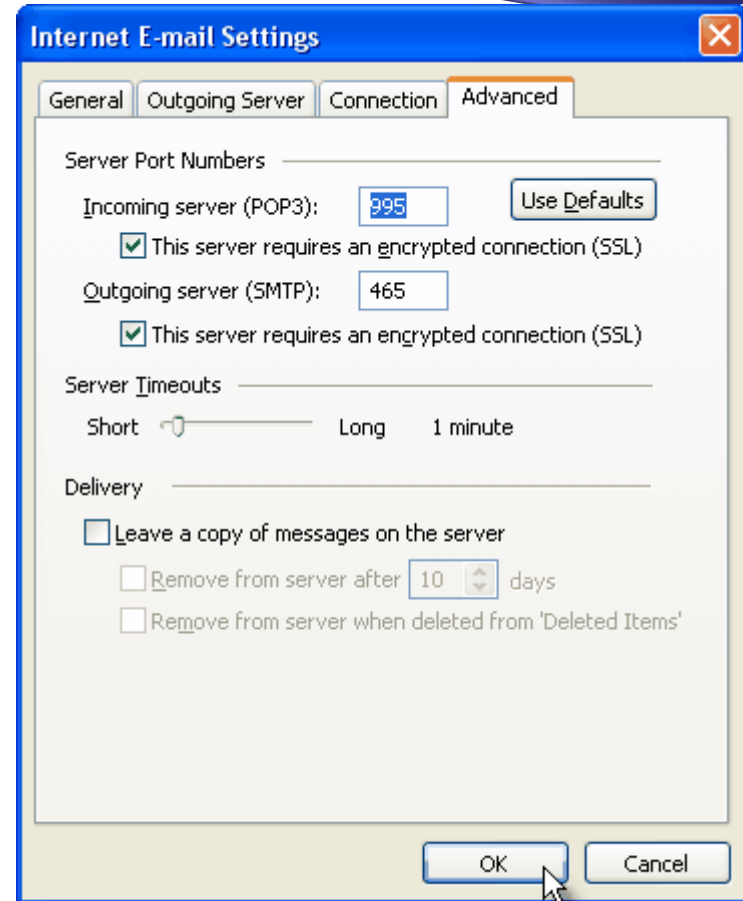
- **Configuring the Outook Gmail settings**

  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.

Internet 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
Short ⎯〇⎯ Long   1 minute

Delivery
☐ Leave a copy of messages on the server
☐ Remove from server after 10 days
☐ Remove from server when deleted from 'Deleted Items'

OK   Cancel

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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**

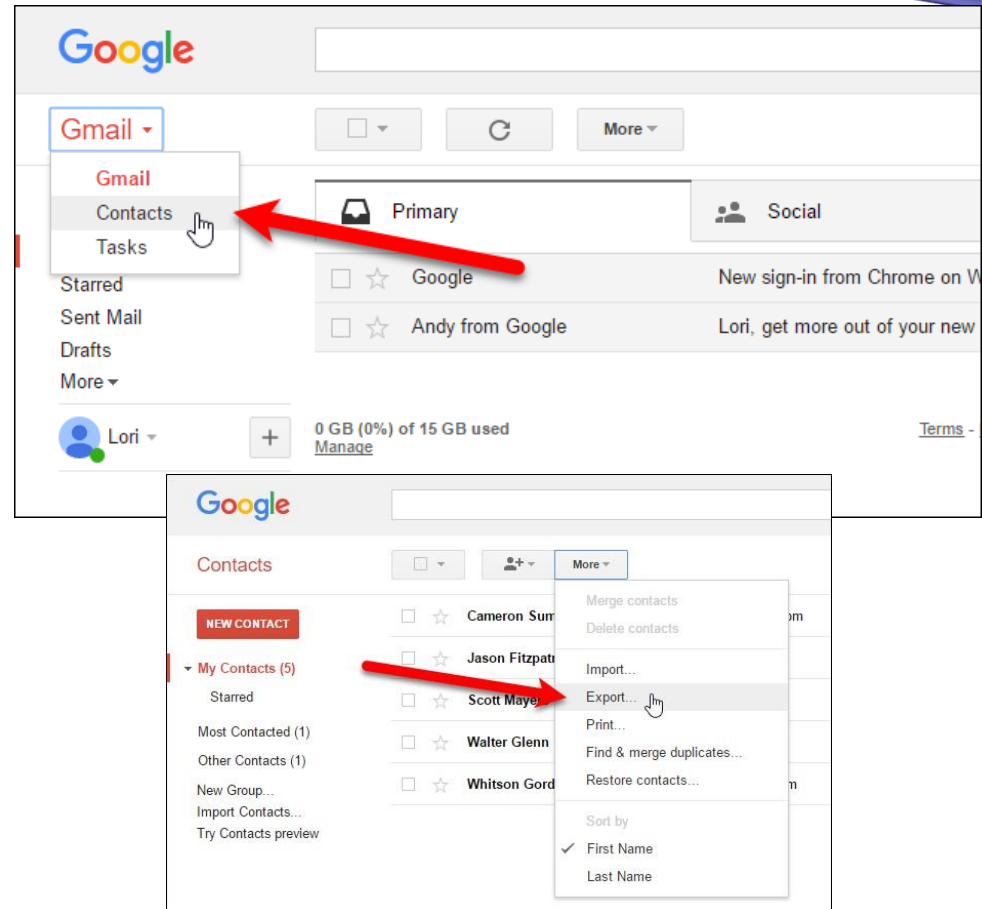- Click **Next**

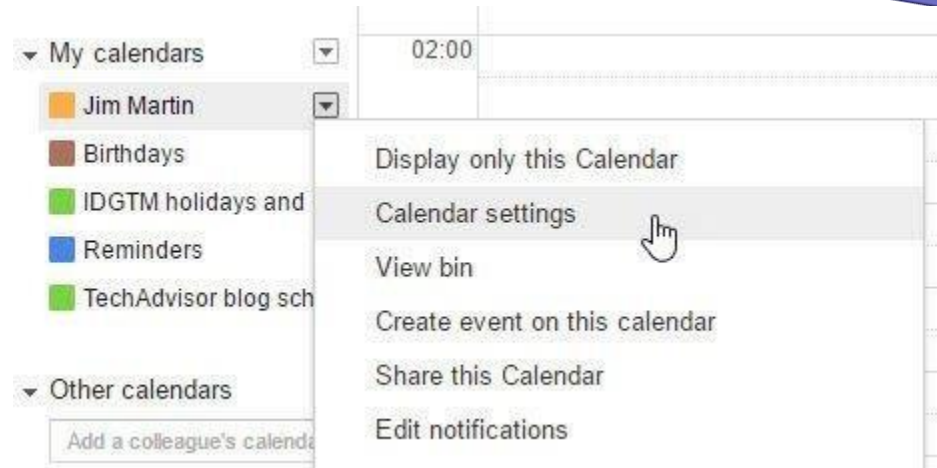- Follow the steps in the wizard

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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

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Import a Google calendar into Outlook

- Go to File

- Open and export

- Import and export

- Select the option to import an iCalendar (.ics) file

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- **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.

- 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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- 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 custom choices, 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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- What should you do if you receive a chain e-mail that promises you will receive lots of money if you forward it to at least 10 people?

Group discussion

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- 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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Methodological tool

Let's communicate

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

Well Done!

You have completed this unit

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