ICDL Internet Exams





• That helps you to find information located on the internet

The main purpose of a firewall is to:

hit

O prevent unauthorised users from gaining access to a network.

O protect network servers from the risk of fire.

O prevent employees from accessing the Internet during work hours.

O prevent network users from sending and receiving personal e-mail.

• Prevent unauthorized users from gaining access to a network

Which one of the following statements about online credit card transactions is true?

O This globe symbol 🔮 means a site is secure for entering credit card details.

O You should only enter credit card details into a form on a secure web site.

O Your credit card statement may not include extra costs such as shipping.

O E-mail is the most secure way to send your credit card details to a website.

2

• You should only enter credit card details into a form on a secure web site

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TROPICAL FRUIT Food value, recipes and photos FANCY FRUIT Step into the world of fruits FRUIT DRINKS Healthy fruit juice recipes	€	Fruits have never been more popular with today's trend towards healthy living. They're nature's gift to us offering vitamins, nutrients and energy to maintain a well balanced diet. Individually packaged with natural freshness, flavor and wholesome goodness ready to be enjoyed.								
FRUIT QUIZ Test your fruit knowledge here		Home Tips About Contact Us								
e		🕐 Internet								

Make this page http://www.fruit.com your browser's new Home Page.

Do not change any other setting.

 $\textbf{Tools} \rightarrow \textbf{internet options} \rightarrow \textbf{click on use current} \rightarrow \textbf{ok}$

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Use Internet Explorer Help to access information on History lists.

 $\text{Help} \rightarrow \text{contents} \text{ and index} \rightarrow \text{type History lists} \rightarrow \text{display}$



Hide the Standard Buttons toolbar of this web browser.

Right click on the menu bar \rightarrow select the standard buttons

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Looking to buy, sell, or rent? Come talk to us. We'll answer any questions you have when it comes to realty. Please feel free to browse through some of our current properties below.	may
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Use the web address http://www.macromedia.com to navigate to the Macromedia website.

Press Enter when you have finished.

In the address box type http://www.macromedia .com \rightarrow press enter from the keyboard



A web search has been carried out producing the results displayed on screen.

Use these results to navigate to the Kennel Clubs web site.

Click on the Kennel Clubs hyperlink



Without changing its name, add this web page to your favorites.

Favorites \rightarrow add to favorites \rightarrow ok



Delete Club Internet from your favorites menu.

Favorites \rightarrow organize favorites \rightarrow select club internet \rightarrow click on delete $\rightarrow yes$

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Navigate to the www.AltaVista.com search engine.

In the address box type www.AltaVista.com

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Modify the search requirements to include a Look-it-Up categories only for the words listed in the search criteria. Click go! to submit your answer. Do not change any other settings.

Check the look-it-up categories only \rightarrow click on go



Copy the selected text from this web page to the clipboard.

Right click on it and copy



Save this web page as a text file onto the A: drive of this computer.

Note: This is a simulation - you do not need a floppy disk in the disk drive.

File \to save as \to in the save in box select drive A: \to in the save as type select text file \to click on save



Preview this web page for printing.

File \rightarrow print preview



Print three copies of this web page using the current settings.

File \rightarrow print \rightarrow in the number of copies select 3 \rightarrow click print



Which one of these messages conforms to the basic rules of netiquette?

😭 Τα	john@sales.motomart.com
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Subject:	Important message
Hiya Jo Lastnig	hn. ht was a bit boring wasn't it?
1369 Tar	

	Touring sales motomatic contra
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Subject;	Meting
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lamuna	ible to attend.

🛐 To:	john@sales.motomart.com
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HĻ	
HOW A	REYOU DOING?
WANT:	TO MEET THIS EVENING?
1891 To:	ishn@aales metemart.com

📑 Io:	john@sales.motomart.com
🛐 Co:	
Subject:	Holiday request approved
John, OK for le allow mc A Brown (Human	ave day on the 31st, however ore notice in the future. e Resources)

Which **one** of these statements about digital signatures is **true**? A digital signature:

O Automatically encrypts the contents of an e-mail.

O Is a scanned image of your real signature.

O Is used to verify the identity of the sender of a message.

O Is used to add a personal touch to e-mail messages.

• Is used to verify the identity of the sender of a message

2

An Internet tool that enables you to quickly find information on the Web is called:

O a Uniform Resource Locator

2

O a Search Engine

O a Find Wizard

O Online Help

o A search Engine

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Open the e-mail message from Selina Kyle.

Double click on the Selina Kyle message

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Close the e-mail message that is currently open.

Click on close from the title bar

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Remove the Flag heading from the Inbox.

 $\textbf{View} \rightarrow \textbf{columns} \rightarrow \textbf{uncheck flag} \rightarrow \textbf{ok}$

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Without opening this attachment, save it onto the **Desktop** of this computer.

Right click on the Agenda.doc select save as \rightarrow select desktop \rightarrow save

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Change the application settings so that when you reply to messages, the original message does not display.

Tools \rightarrow options \rightarrow select send tab \rightarrow uncheck the include message in reply \rightarrow ok

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Make **bjones@mym.com** the main recipient of this e-mail message.

Click the SUBMIT button when you have finished.

In the To box type $\underline{bjones@mym.com} \rightarrow click submit$

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Send a carbon copy of this message to SeanWhite@mym.com.

Send the message immediately when you have finished.

In the Cc box type Sean Whete@mym .com \rightarrow click send

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Attach the file Accounts.xls to this message.

This file is in the My Documents folder.

Click on the attach button \rightarrow select my documents \rightarrow select Accounts.xls \rightarrow click attach

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Change the priority for this message to High.

From the priority drop down list select high priority

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Forward the e-mail message from Rob Wilson to SelinaKyle@mym.com. Do not open the message. Send the message immediately when you have finished.

Select rob Wilson message \rightarrow click on forward button \rightarrow in the To box type <u>SelinaKyle@mym.com</u> \rightarrow click send

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Delete the file entitled Agenda.doc from this e-mail message.

Select the file Agenda.doc \rightarrow press delete from the keyboard

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Create a new group called **Research Team** that contains addresses for **Rob Wilson** and **Sean White**.

From the new drop down list select new group \rightarrow in the Group name type Research Team \rightarrow click on the select member button \rightarrow select Rob Wilson click select \rightarrow select Sean White click select \rightarrow ok \rightarrow ok

ICDL Internet Exams (v4) <u>- 🗆 ×</u> 🗐 Inbox - Outlook Express <u>File E</u>dit <u>V</u>iew <u>T</u>ools <u>M</u>essage Help 3 \mathcal{D} 包 気 É $\mathcal{Q}_{\mathcal{Q}}$ <u>69</u> 4 ${}^{\times}$ Create Mail Reply Reply All Forward Print Delete Send/Recv Addresses Find 鲸 Inbox Folders × ! 0 8 From Subject 🗐 Outlook Express 0 🖂 White, Sean Autotest - Second File 🗄 🧐 Local Folders 🛆 Wilson, Rob Presentation 🔯 Inbox 0 🖻 Kyle, Selina Cat Graphic I Outbox 👻 🖻 Corrigan, James . Paintbrush 🌾 Sent Items 🛆 Lambert, Eric New Website 🗑 Deleted Items 0 🖻 Black, Sylvia Meeting Agenda 🚯 Drafts 🔊 O'Neill, Alex 🗌 FW: New Agenda 🖻 Robson, Carol Happy Birthday Valker, Claudia Getting Older! 9 message(s), 0 unread 💻 Working Online

Messages under the Subject heading Planning are located in various mail folders in Outlook Express.

Use the Find tool to display a complete listing of them.

Edit \rightarrow find \rightarrow messages \rightarrow in the subject box type Planning \rightarrow click on find now

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Empty the Deleted Items folder.

Do not use the Delete key for this exercise.

Right click on the deleted items \rightarrow select empty 'deleted items' folder

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Open this web page in a new window.

 $\textbf{File} \rightarrow \textbf{new} \rightarrow \textbf{window}$

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Refresh this web page.

Click on the refresh button

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Add this Web page to the Media folder in your Favorites.

Favorites \rightarrow add to favorites \rightarrow select Media folder \rightarrow ok
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Modify the search requirements to include any of the words listed in the search criteria. Click go! to submit your answer. Do not change any other settings.

Check any and then click go

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Download the Virtual Tour movie file to the My Documents folder.

Click on the click here for a Virtual Tour \rightarrow select my documents \rightarrow save





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9 message(s), 0 unread		Working Online		

Use Outlook Express Help to access information on unread messages.

 $\text{Help} \rightarrow \text{contents} \text{ and index} \rightarrow \text{type} \text{ unread messages} \rightarrow \text{display}$

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Reply to Rob Wilson's e-mail with the message Yes, it will. This should be sent only to Rob Wilson. Do not open the message.

Send the message immediately when you have finished.

Select Rob Wilson message \to click on reply button \to click in the message body and type yes, it will \to click send

ICDL Internet Exams (v4) 5 File <u>E</u>dit <u>V</u>iew <u>T</u>ools <u>M</u>essage <u>H</u>elp 国 \mathcal{D}_{q} Q. 4 \times 匂 Ń <u>62</u> Create Mail Delete Send/Recv Addresses Reply Reply All Forward Print Find 😨 Inloox Folders × ! 🛛 🕅 From Subject 🞲 Outlook Express 🖻 White, Sean Autotest - Second File 0 🗄 🧐 Local Folders 🖂 Wilson, Rob Presentation 🔯 Inbox 0 🖻 Kyle, Selina Cat Graphic . 🔇 Outbox 👻 🖻 Corrigan, James I Paintbrush 🗯 Sent Items 🛆 Lambert, Eric New Website - 🞯 Deleted Items 0 🖻 Black, Sylvia Meeting Agenda -🚯 Drafts 😰 O'Neill, Alex 🛛 FW: New Agenda 🖻 Robson, Carol Happy Birthday 🖻 Walker, Claudia Getting Older! 9 message(s), 0 unread 📃 Working Online

Open the New Message window to create a new message.

Click on create mail button

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👔 Staff Meeting	
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Barron Bjones@mym.com	
[] Cc:	
Subject: Staff Meeting	
Are you going to be able to attend the meeting today at 2:00pm?	
John	
	_
	11.

Change the subject of this message to Meeting.

Send the message immediately when you have finished.

In the subject box delete the word staff \rightarrow click send

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There is a group in the Address Book for this e-mail account. Make the group the recipient of this message.

Click on the \square To: \rightarrow select the Electric paper \rightarrow click To \rightarrow ok

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Paste the contents of the clipboard into the subject area of the window.

Right click in the subject box \rightarrow select paste

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Use the application's built-in features to automatically add the sender of this message to your Address Book.

Right click on the email address in the from and select add to address book

File Edit View Tools Messad	e Help						1
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Create a new folder in your Inbox and name this folder Personal.

 $\textbf{File} \rightarrow \textbf{new} \rightarrow \textbf{folder} \rightarrow \textbf{in the folder name box type Personal} \rightarrow \textbf{ok}$

Drag the following statements about digital certificates to the appropriate boxes.



True

- 1) are commonly used to make web sites more secure
- 2) enable you to register downloaded software

False

- 1) enable you to print a guarantee for goods purchased online
- 2) can be used to provide a digital signature

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Introduction to HTML								
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This web page is not displaying properly. Stop this web page from downloading.

Click on the stop button



Use the browser address bar to display previously visited URLs and access a site that you visited before this one.

From the drop down list \rightarrow select the first URL



You have just navigated to this web page using a hyperlink.

Return to the previous page.

Click on the back button



The MSN web site is one of your listed favorites.

Use this fact to navigate to the MSN site.

 $\textbf{Favorites} \rightarrow \textbf{select MSN}$

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Create a new folder for storing some of your favourites. Call this folder <mark>Cooking</mark>.

Favorites \rightarrow organize favorites \rightarrow create folder \rightarrow type Cooking

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Save a copy of the photograph onto the Desktop of this computer.

Right click on the photograph \rightarrow select save picture as \rightarrow select the desktop \rightarrow save

Which two of these statements about e-mail are true?

- O You must send and receive e-mail on separate telephone lines.
- O E-mail stands for Electronic Mail.

O The cost of sending e-mail depends on where the recipient lives.

O You can only send or receive e-mail offline.

C The distance over which e-mail is sent does not significantly affect the speed of delivery.

- E-mail stands for Electronic Mail
- The distance over which e-mail is sent does not significantly affect the speed of delivery

Which two of these statements regarding the risk of transmitting viruses via e-mail are true?

- O Viruses can only be transmitted via an e-mail attachment.
- O A virus can spread via e-mail by mailing itself to everyone in a victim's address book.
- O Viruses are only spread via unsolicited mail.

O You should not open e-mail if it has a suspicious subject line.

- O You are more at risk from viruses if you use Web based e-mail.
 - A virus can spread via e-mail by mailing itself to everyone in a victim's address book

• You should not open e-mail if it has a suspicious subject line

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Home Overview Location Calendar Bookings Home Welcome to the Annual Blues Festival web site. Here you find all the information you need to know about this year's festival. It's sure to be a hit! Everyone is welcome! Come see our special guests who will perform nightly in the community hall. For more information click on the links above.
i Viternet

Use this site to reserve a single room at the Park's Inn.

Follow the instructions that are provided on the web page.

Click on Bookings \rightarrow click on the rooms/Accommodation \rightarrow from the first drop down list select Park's Inn \rightarrow from the second drop down list select single room \rightarrow click book now

Which one of these statements about e-mail is true?

O You can only access one e-mail account at any time.

O Each user can only access their e-mail account from a single PC.

O You need a user name and password to access your e-mail.

O Email accounts on a single PC share the same folders.

• You need a user name and password to access your e-mail

Cookie & Cache

A cookie is a small file sent to Your computer when you Visit a website

A cache helps web pages you Have visited recently to load More quickly

If a cookie gets too full older Files are deleted to make Space for new ones A cookie is a small file sent to your computer when you visit a website.

A cache enables a web site to recall details of your previous visit.

A cache helps web pages you have visited recently to load more quickly.

Your browser uses a cookie to store the files you download from the Internet.

If a cookie gets too full, older files are deleted to make space for new ones.

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9 message(s), 0 unread	<u> </u>	Working Online		li

Mark the message from Rob Wilson as Unread.

Right click on Rob Wilson \rightarrow select mark as unread

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Enter the phrase Company meeting into the appropriate field to indicate what the message

is about.

Send the message when you have finished.

In the subject box type Company meeting \rightarrow click send

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Move the e-mail message from James Corrigan to the Drafts folder.

Select the message from James Corrigan and drag it to drafts

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Delete the e-mail message from Selina Kyle.

Right click on Selina Kyle message \rightarrow select delete

Which one of these statements is true?

O It is not possible to encrypt the content of e-mail messages.

O Encryption prevents unauthorised users from reading data.

O You can't send encrypted data out over the Internet.

O Encryption converts data so that it can be understood.

• Encryption prevents unauthorised users from reading data

Which two of these statements about encryption are true?

O An encryption key is used to compress documents that you wish to store safely.

O Encryption prevents unauthorised users from reading your data.

O Encryption converts data so that it cannot be understood.

- O You can't encrypt your e-mail messages.
- C Encryption can only be used to encrypt text files.

Encryption prevents unauthorised users from reading your data
 Encryption converts data so that it cannot be understood



Clear this browser's entire History list.

Do not use the History Bar to carry out this task.

Tools \rightarrow internet options \rightarrow click on clear history



Make the other open e-mail, Schedule changes, the active e-mail.

Select the Schedule changes from the task bar

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9 message(s), 0 unread		Working Online		

Reply to everyone that received Sean White's e-mail with the message Can you call me about this?

Do not open the message.

Send the message immediately when you have finished.

Select the Sean White's message \rightarrow click on reply all \rightarrow type Can you call me about this? \rightarrow Click send

Which **two** of the following statements, about organising your e-mail within most popular e-mail applications, are **true**?

O You need to create folders before you can send or receive e-mail.

O You must read e-mail before you can organize it into folders.

O You can use cut-and-paste to move mail to different folders.

O You must open an e-mail before you can duplicate it.

O E-mail messages can be sorted alphabetically inside a folder.

You must read e-mail before you can organize it into folders
 E-mail messages can be sorted alphabetically inside a folder

Which one of these statements is false?

0	The content of web pages that you view while using a browser is lost from memory after the computer is shut down.
0	Web browsers are software applications that are used to visit Web pages in various locations.
0	Browsers contain hypertext links to different documents and sites on the Web.
-	

O A web browser is a site where you can search for information on the Web.

$\circ~$ A web browser is a site where you can search for information on the web

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					📰 Kyle	, Selina			SKyle@mym.com		
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					📰 Whit	e, Sean			sean_white@mym.com		
					📰 Wilse	on, Rob			REWilson@mym.com		
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Add Eric Lambert to the Sales group in this Address Book.

Select Sales \rightarrow click properties \rightarrow click select members \rightarrow select Eric Lambert \rightarrow ok \rightarrow ok



Display the message from Selina Kyle in the Preview pane.

Select Selina Kyle message

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E-Seminars	The On-Line Learning Station will assess your needs than create a customized learning solution specifically for you.
Introduction to HTML	
0	See Internet

Click the option that would download the selected file with the least risk of virus infection?

Click save

🚰 Blues Festival - Microsoft Internet Explorer
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Address 🙆 http://www.blues-for-you.com 🔽 Links »
Blues Festival Home Overview Location Calendar Bookings
Welcome to the Annual Blues Festival web site. Here you find all the information you need to know about this year's festival. It's sure to be a hit! Everyone is welcome! Come see our special guests who will perform nightly in the
S J community hall. For more information click on the links above.
E Internet

Use this site to reserve a single ticket for the Concert in the Park.

Note: Follow the instructions that are provided on the web page.

Click bookings \rightarrow click Events and venues \rightarrow from the first drop down list select Concert in the Park \rightarrow from the second drop down list select single ticket \rightarrow click book now


ICDL Internet Exams (v4) 🗿 Inbox - Outlook Express <u>File E</u>dit <u>V</u>iew <u>T</u>ools <u>M</u>essage <u>H</u>elp 包 豪 2₽ Qq 4<u>9</u> 9 \times D) Send/Recv Create Mail Reply Reply All Forward Print Delete Addresses Find 🏟 Inbox Folders × ! 0 や From Subject 🗐 Outlook Express 0 🖻 White, Sean Autotest - Second File 🗄 🧐 Local Folders 🛆 Wilson, Rob Presentation - 🔯 Inbox 0 🖻 Kyle, Selina Cat Graphic . 🔇 Outbox 🔻 🖻 Corrigan, James Paintbrush 👘 Sent Items 🛆 Lambert, Eric New Website 🔞 Deleted Items 0 🖻 Black, Sylvia Meeting Agenda 🐠 Drafts 🔊 O'Neill, Alex FW: New Agenda 🛆 Robson, Carol Happy Birthday 🛆 Walker, Claudia Getting Older! 9 message(s), 0 unread 📃 Working Online

Sort the Inbox messages by sender.

View \rightarrow sort by \rightarrow sent

Internet Exams (v4)										
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9 message(s), 0 unread		Working Onli	ne							

Move the deleted mail from Joe Thompson back to the Inbox.

Select deleted Items \to right click on Joe Thompson message \to select move to folder \to select inbox \to ok

health concerns. Today, making decisions concerning doctors, care, health insurance, and medical privacy is not easy. Here, you w 'ou while making important choices for yourself and your family. For ers, hospitals, nursing homes and guides to health insurance, choose ir search:
care, health insurance, and medical privacy is not easy. Here, you w rou while making important choices for yourself and your family. For ers, hospitals, nursing homes and guides to health insurance, choose ir search:
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patient privacy
prescription drugs
long term care
quality of care
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Tools \rightarrow internet options \rightarrow advanced tab \rightarrow in the multimedia section uncheck the show pictures

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This file is in the My Documents folder.

<u>ICDL</u> Internet Exams (v4)

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Move the e-mail message from	Don Murray to the Drafts fol	der.



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🗿 Inbox - Outlook Express File Edit View Tools Messag	e Help			
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Send the message immediately when you have finished.

Send	Cut Copy Paste Undo Check Spelling Attach Priority Sign Encrypt Offline	
😭 To:	stellaboyle@mym.ie, jblack@mym.ie	
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Origina	Message	
From: E	in Mitton <erinm@mym.com></erinm@mym.com>	
Date: 3/	5/2007	
Subject:	Team Meeting?	
Could so	mebody please let me know what day is convenient for our Team Meeting?	
Thank vi	nd	
inank y		
Erin		
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Dealer		
Reply to Do not	o everyone that received Erin Mitton's e-mail with the message Meeting on Monday. open the message.	
Reply to Do not	o everyone that received Erin Mitton's e-mail with the message Meeting on Monday. open the message.	

🗿 Come to the	200 - Microsoft Internet Explorer				
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Press Enter when you have finished.