

# ICDL Internet Exams

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<b>FTP</b>	The set of rules used for transferring files on the World Wide Web.
<b>URL</b>	The unique address for a web page.
<b>Hyperlink</b>	A clickable item in a web page that connects to another web page.
<b>ISP</b>	A company that enables individuals to connect their PCs to the Internet.
<b>HTTP</b>	A set of rules frequently used to transfer web pages to a host server on the Internet.

**URL**   **ISP**   **Hyperlink**   **FTP**   **HTTP**

**A search engine is a program**

- that helps you to find information located on the Internet.
- that can be used to find errors in the HTML code for a web page.
- that is used to find the web sites you have most recently visited.
- on the Internet that locates all users logged onto a web site.

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- That helps you to find information located on the internet

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The main purpose of a firewall is to:

- prevent unauthorised users from gaining access to a network.
- protect network servers from the risk of fire.
- prevent employees from accessing the Internet during work hours.
- prevent network users from sending and receiving personal e-mail.

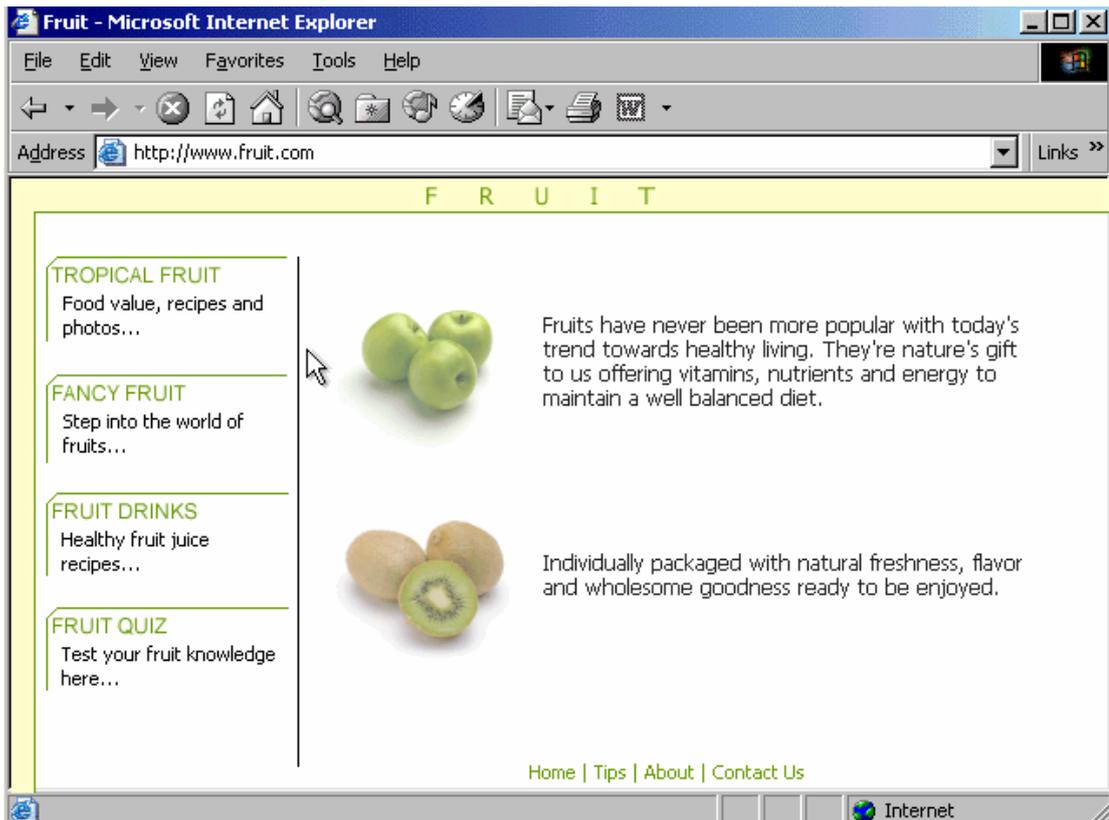
- Prevent unauthorized users from gaining access to a network

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

- This globe symbol  means a site is secure for entering credit card details.
- You should only enter credit card details into a form on a secure web site.
- Your credit card statement may not include extra costs such as shipping.
- E-mail is the most secure way to send your credit card details to a website.

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

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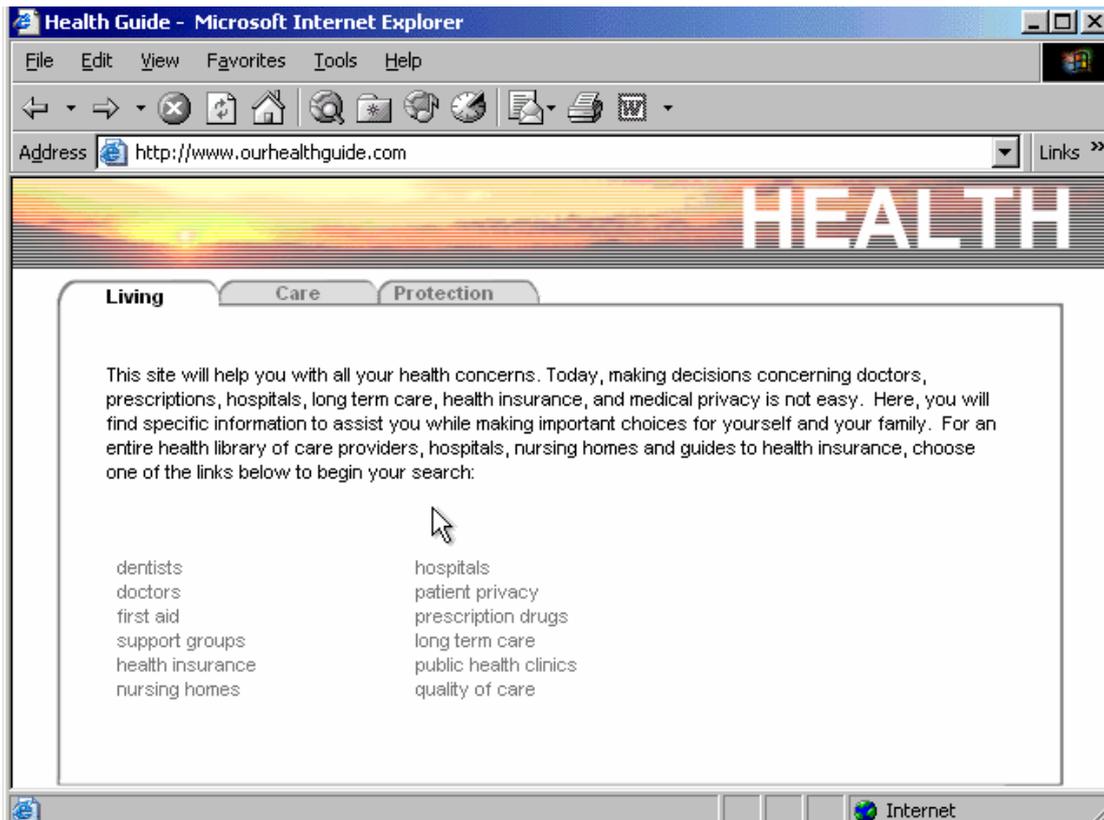


**Make this page <http://www.fruit.com> your browser's new Home Page.**

**Do not change any other setting.**

**Tools → internet options → click on use current → ok**

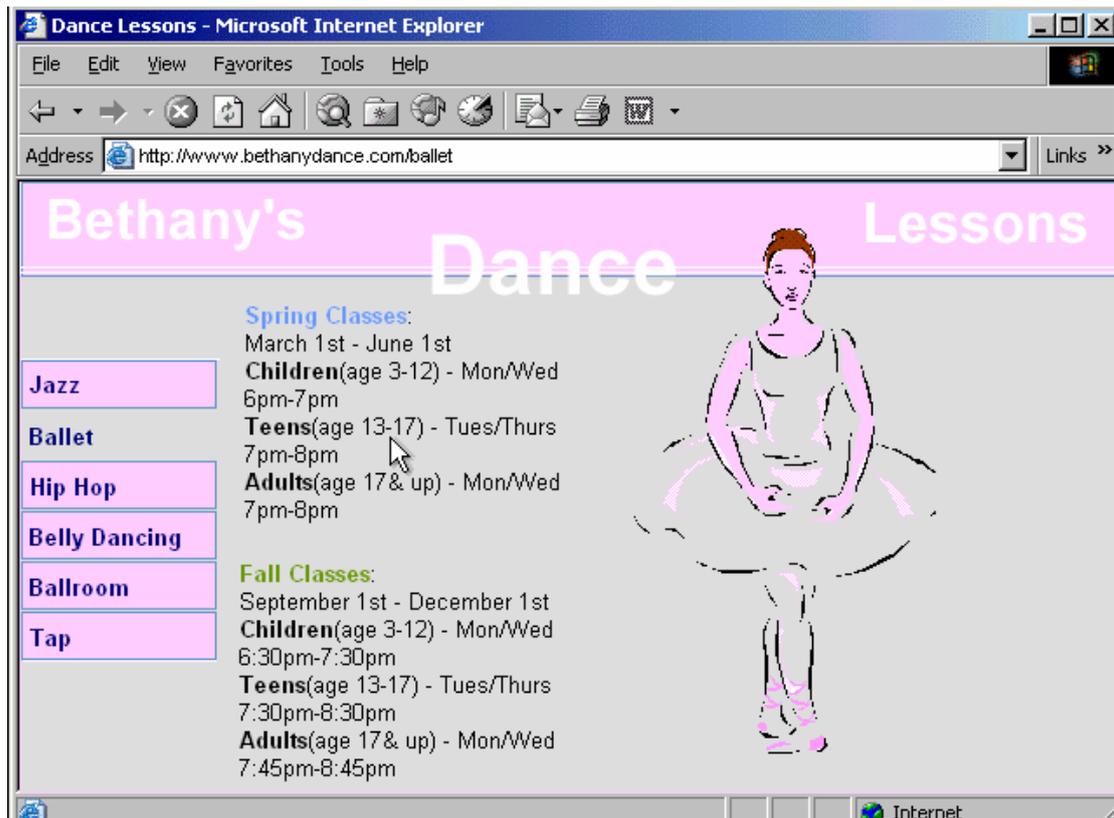
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Use **Internet Explorer Help** to access information on **History lists**.

**Help** → **contents and index** → **type History lists** → **display**

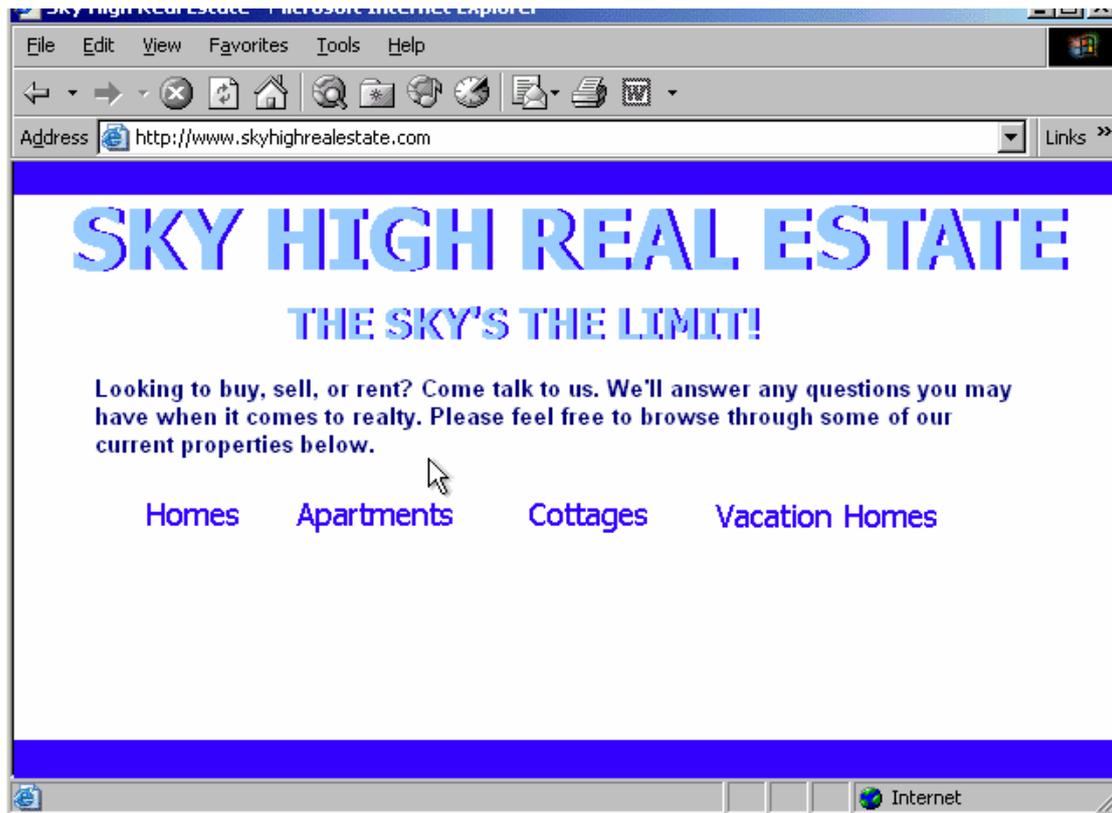
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Hide the **Standard Buttons** toolbar of this web browser.

Right click on the menu bar → select the standard buttons

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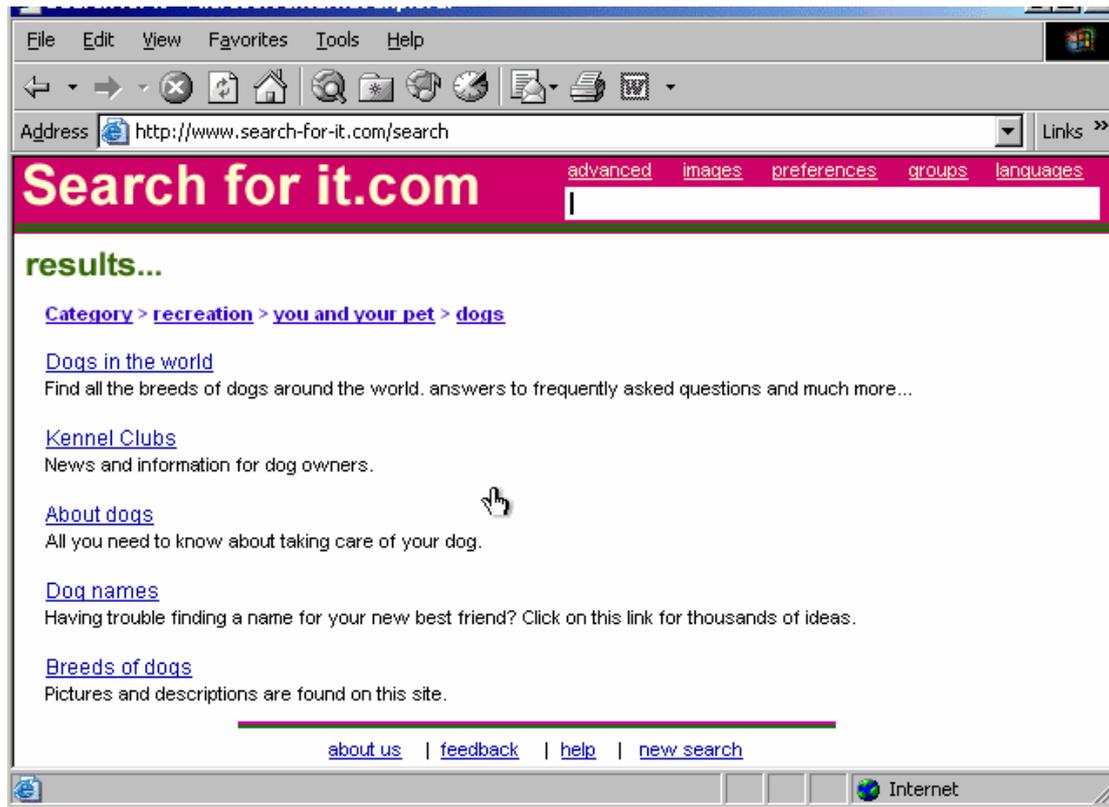


Use the web address <http://www.macromedia.com> to navigate to the Macromedia website.

Press **Enter** when you have finished.

In the address box type <http://www.macromedia.com> → press enter from the keyboard

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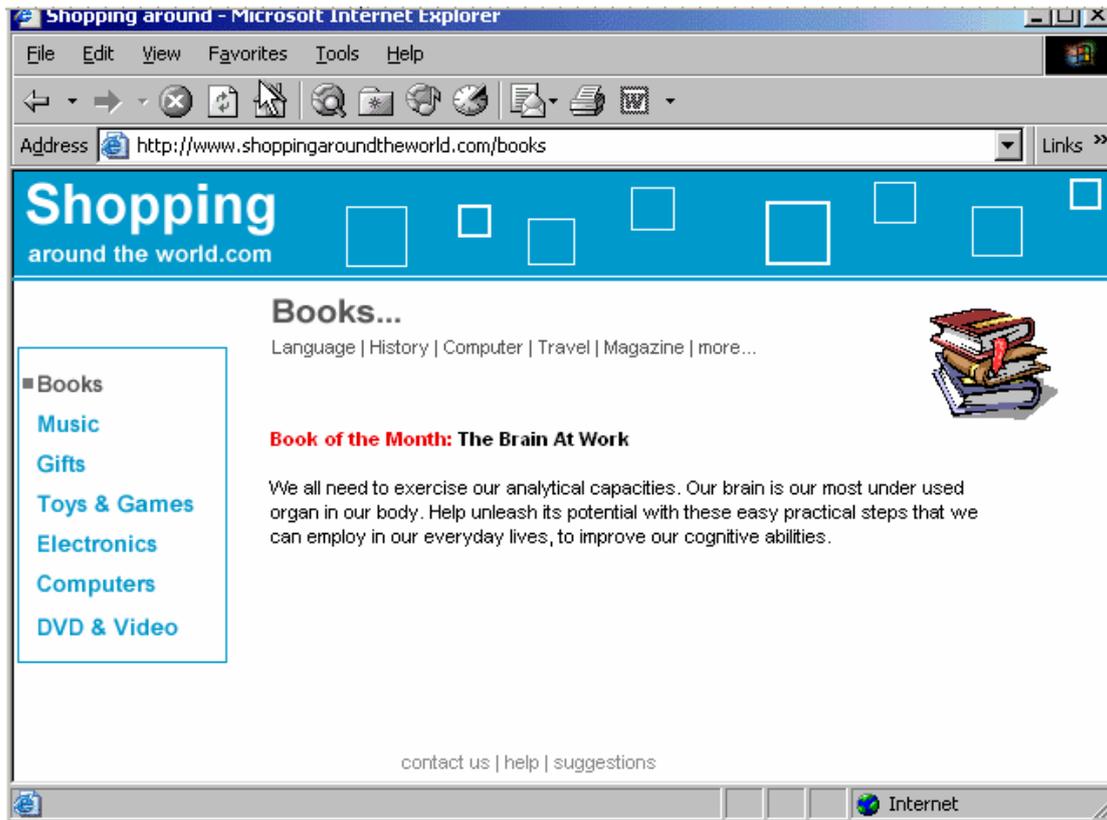


A web search has been carried out producing the results displayed on screen.

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

Click on the **Kennel Clubs** hyperlink

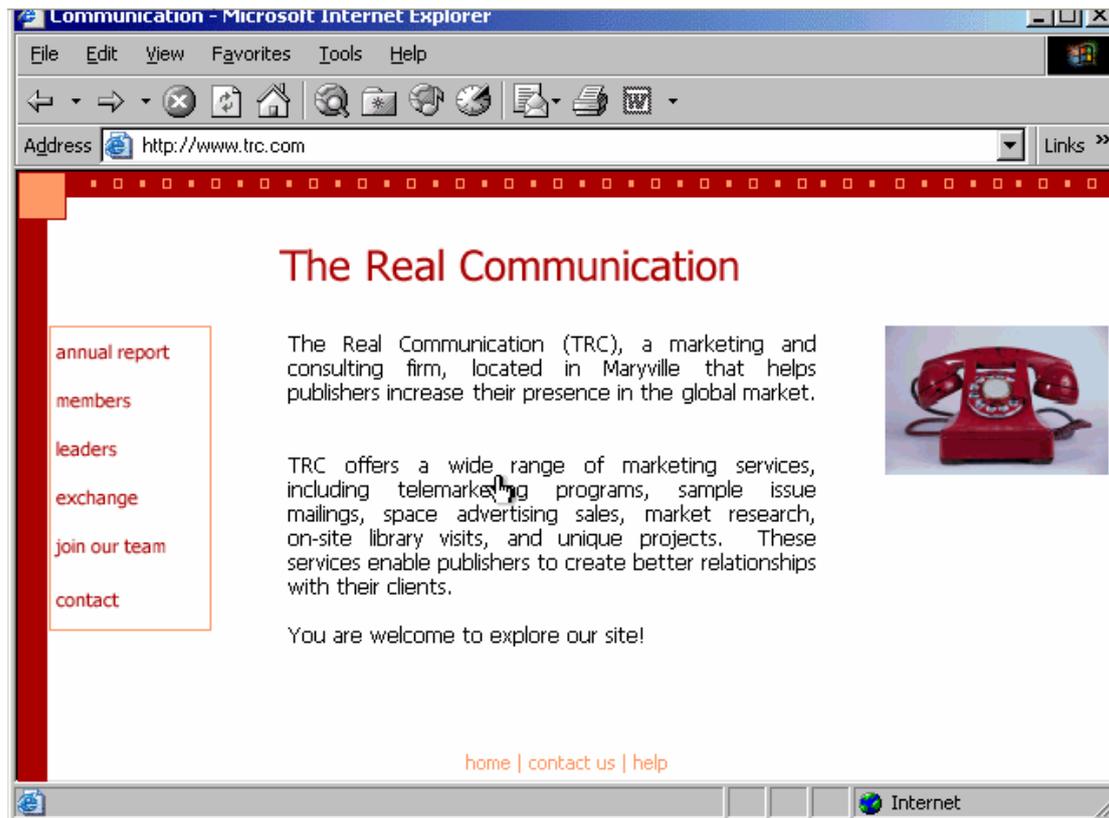
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Without changing its name, add this web page to your **favorites**.

**Favorites** → **add to favorites** → **ok**

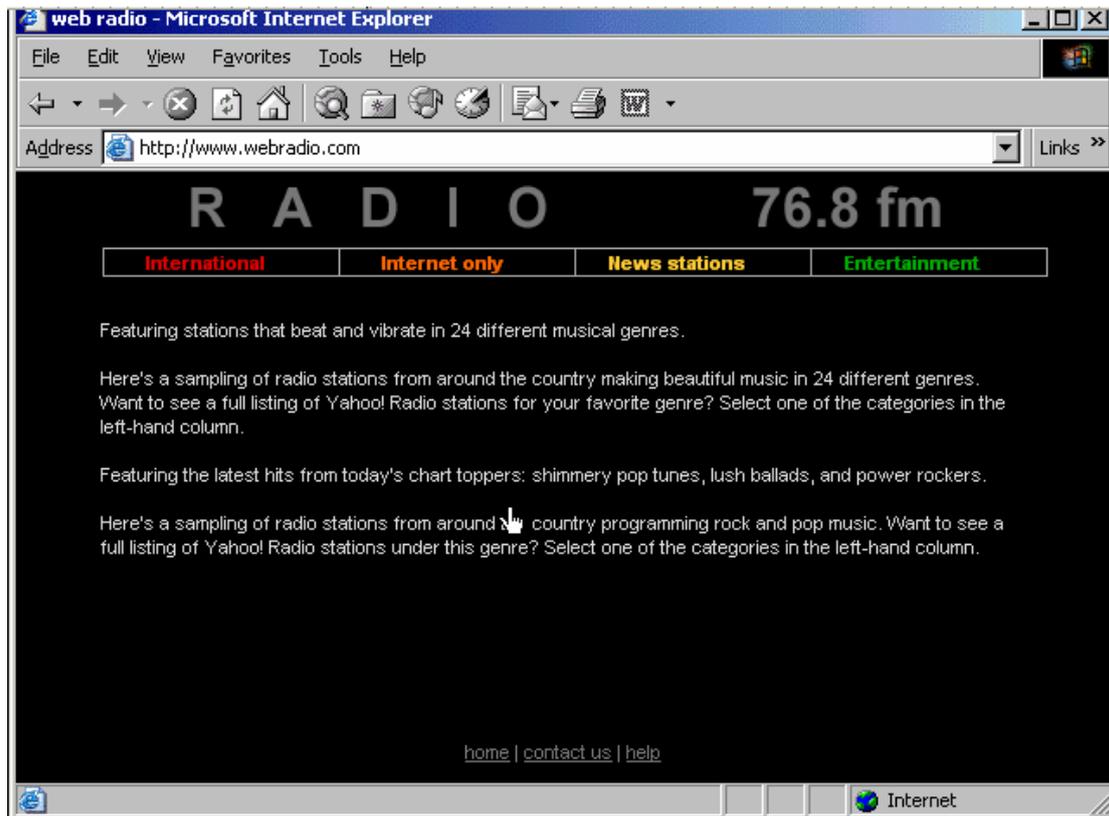
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Delete **Club Internet** from your favorites menu.

**Favorites** → **organize favorites** → **select club internet** → **click on delete**  
→ **yes**

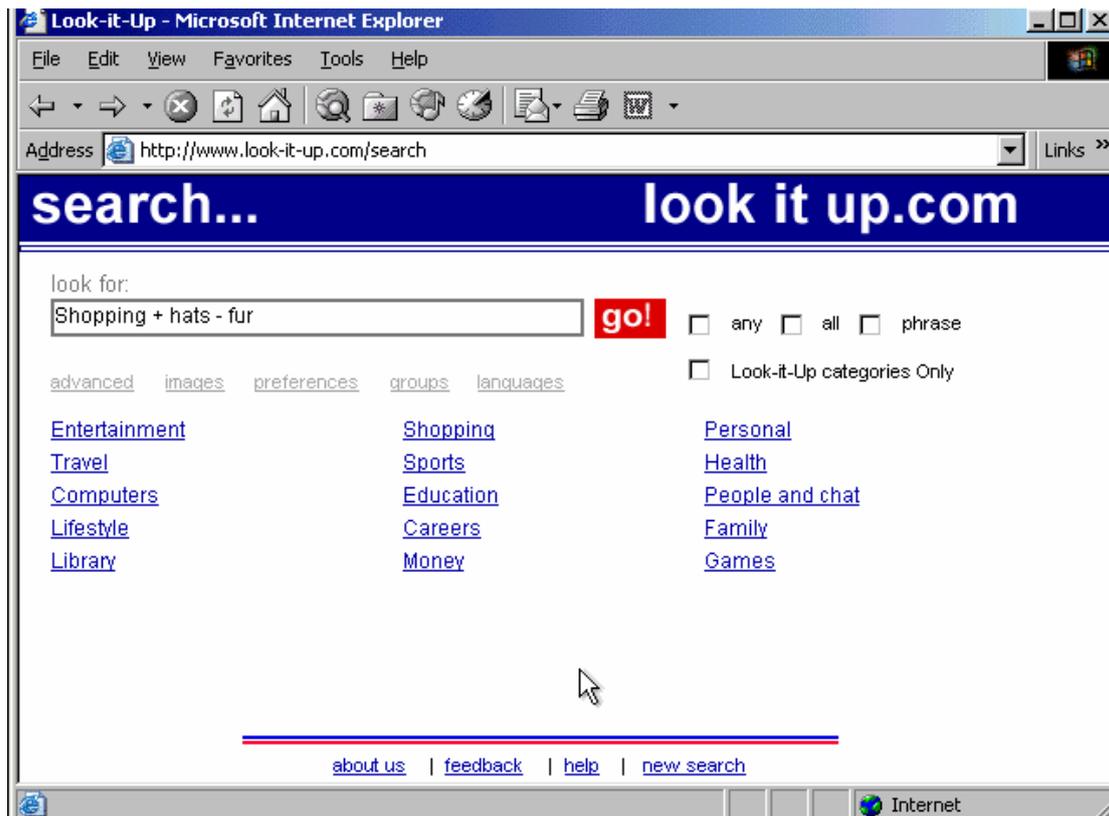
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Navigate to the [www.AltaVista.com](http://www.AltaVista.com) search engine.

In the address box type [www.AltaVista.com](http://www.AltaVista.com)

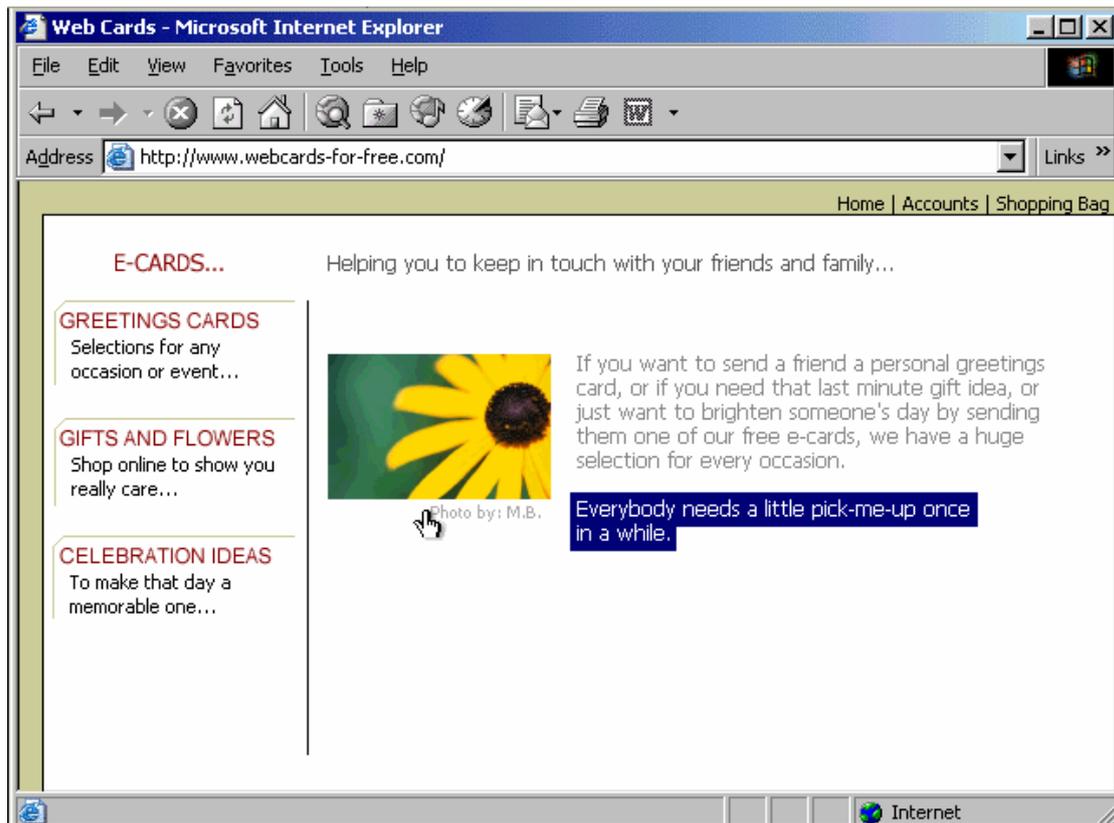
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Modify the search requirements to include a **Look-it-Up categories only** for the words listed in the search criteria.  
Click **go!** to submit your answer.  
**Do not change any other settings.**

Check the look-it-up categories only → click on go

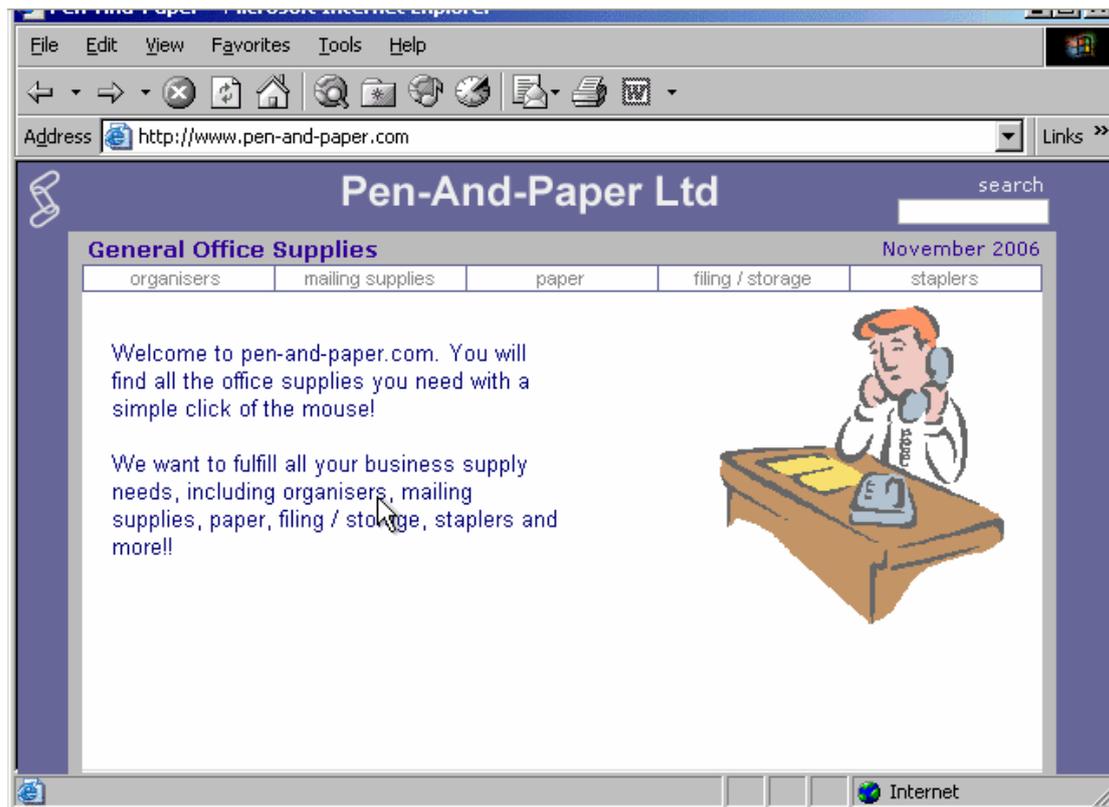
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**Copy** the selected text from this web page to the clipboard.

**Right click** on it and copy

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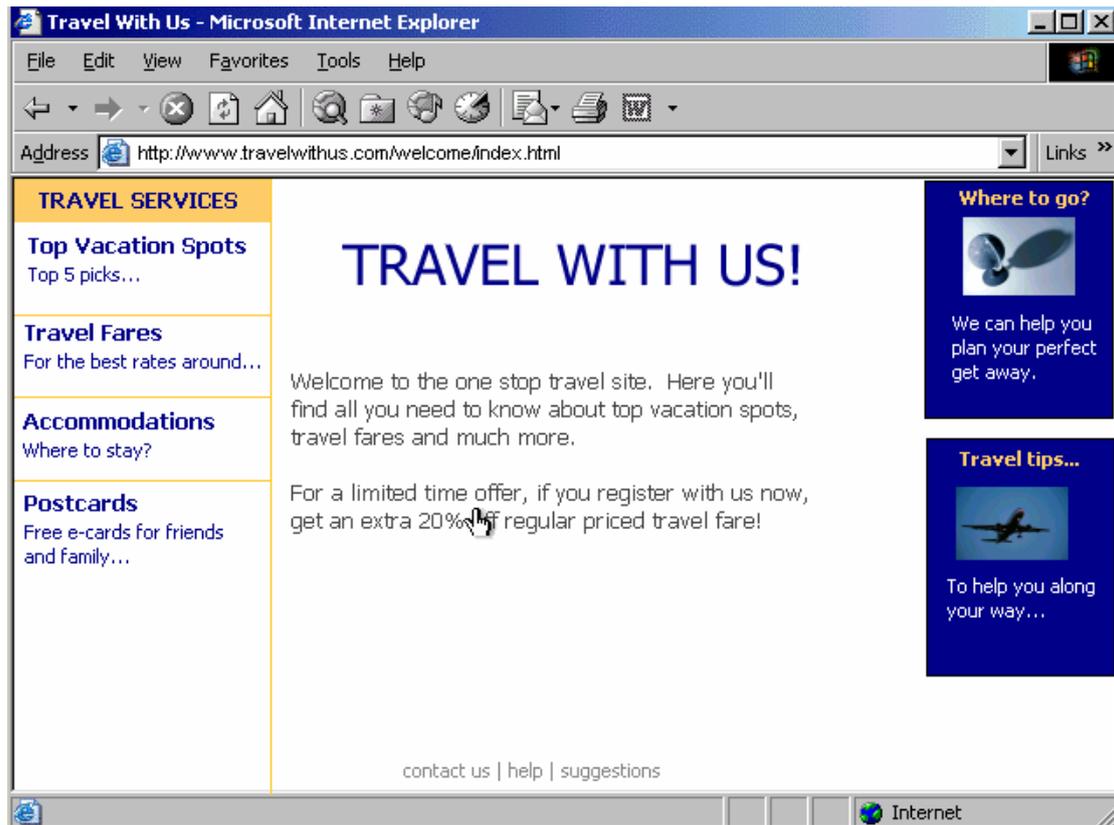


Save this web page as a text file onto the A: drive of this computer.

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

**File** → **save as** → in the save in box select drive A: → in the save as type select text file → click on save

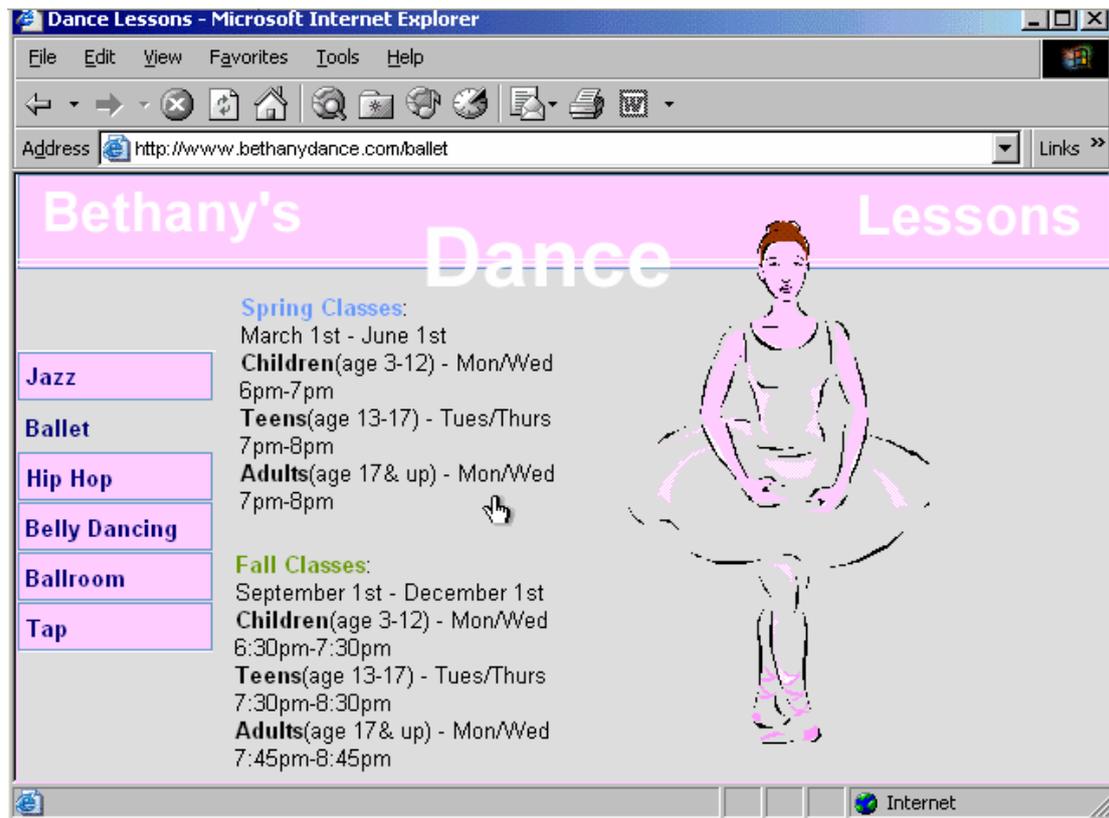
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Preview this web page for printing.

File → print preview

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

**File → print → in the number of copies select 3 → click print**

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De	Country domain
helga	User name
Sales.	Company department
Motomart.	Domain name
@	At

helga @ sales. motomart. de

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

To: john@sales.motomart.com  
Cc:  
Subject: Important message

Hiya John,  
Last night was a bit boring wasn't it?

To: john@sales.motomart.com  
Cc:  
Subject: HOWAREYOUTODAY?

HI!  
HOW ARE YOU DOING?  
WANT TO MEET THIS EVENING?

To: john@sales.motomart.com  
Cc:  
Subject: Meting

In response too youre last message.  
I am unable to attend.

To: john@sales.motomart.com  
Cc:  
Subject: Holiday request approved

John,  
OK for leave day on the 31st, however  
allow more notice in the future.  
A Browne  
(Human Resources)

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

- Automatically encrypts the contents of an e-mail.
- Is a scanned image of your real signature.
- Is used to verify the identity of the sender of a message.
- Is used to add a personal touch to e-mail messages.

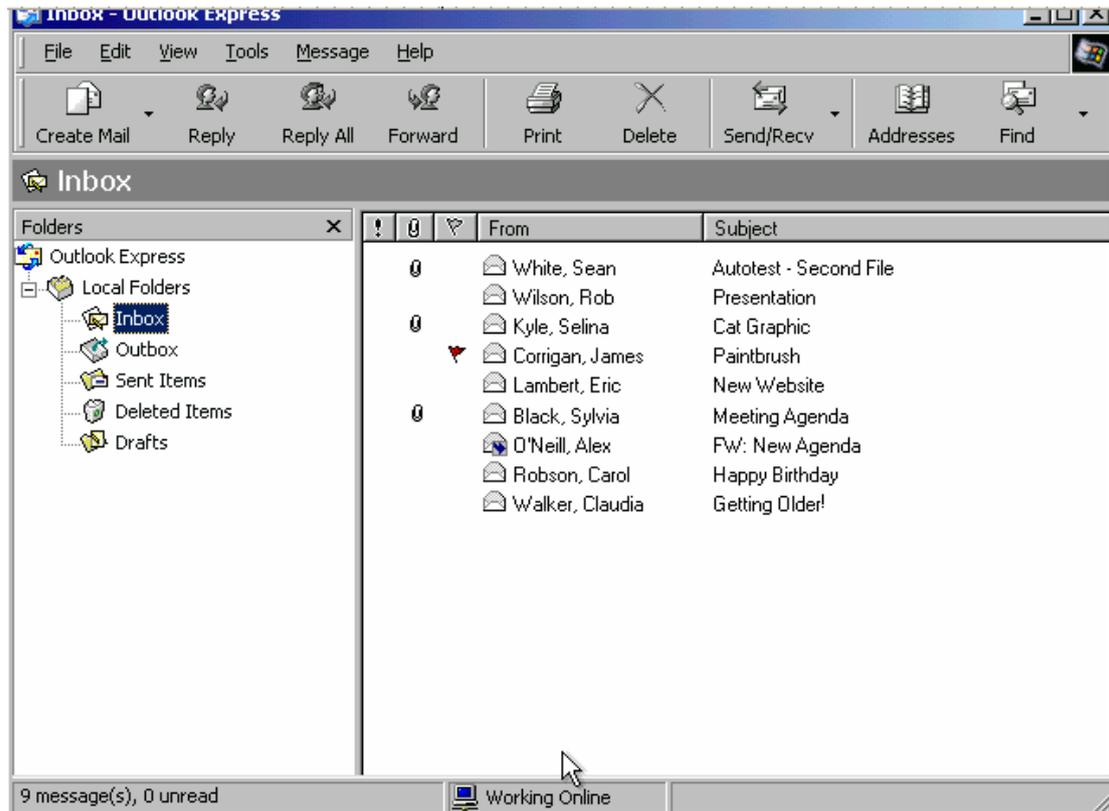
- Is used to verify the identity of the sender of a message

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

- a Uniform Resource Locator
- a Search Engine
- a Find Wizard
- Online Help

- A search Engine

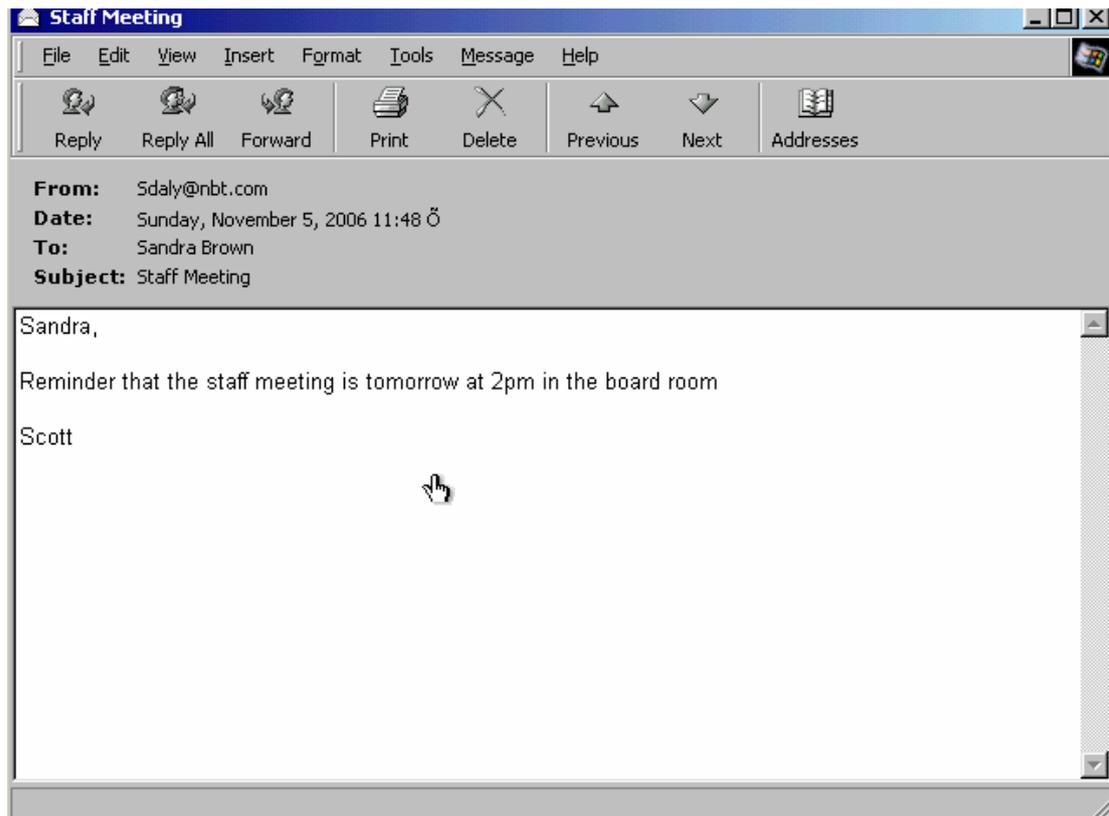
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Open the e-mail message from **Selina Kyle**.

Double click on the **Selina Kyle** message

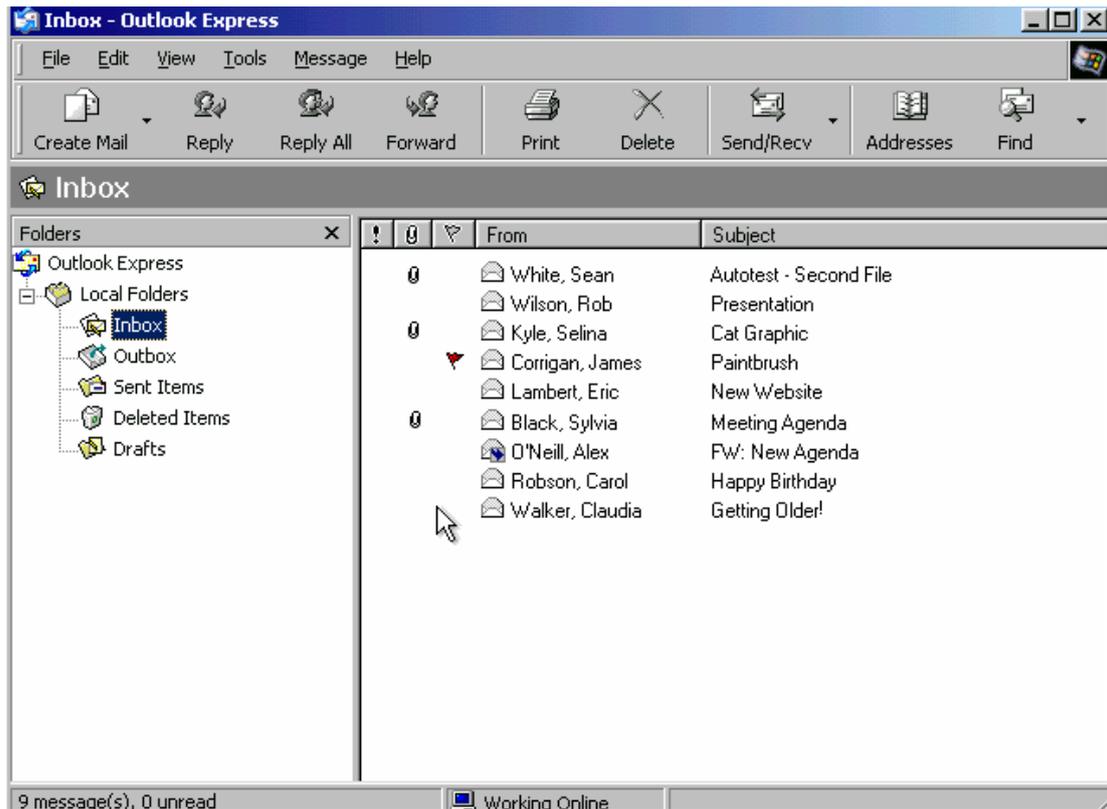
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**Close the e-mail message that is currently open.**

**Click on close from the title bar**

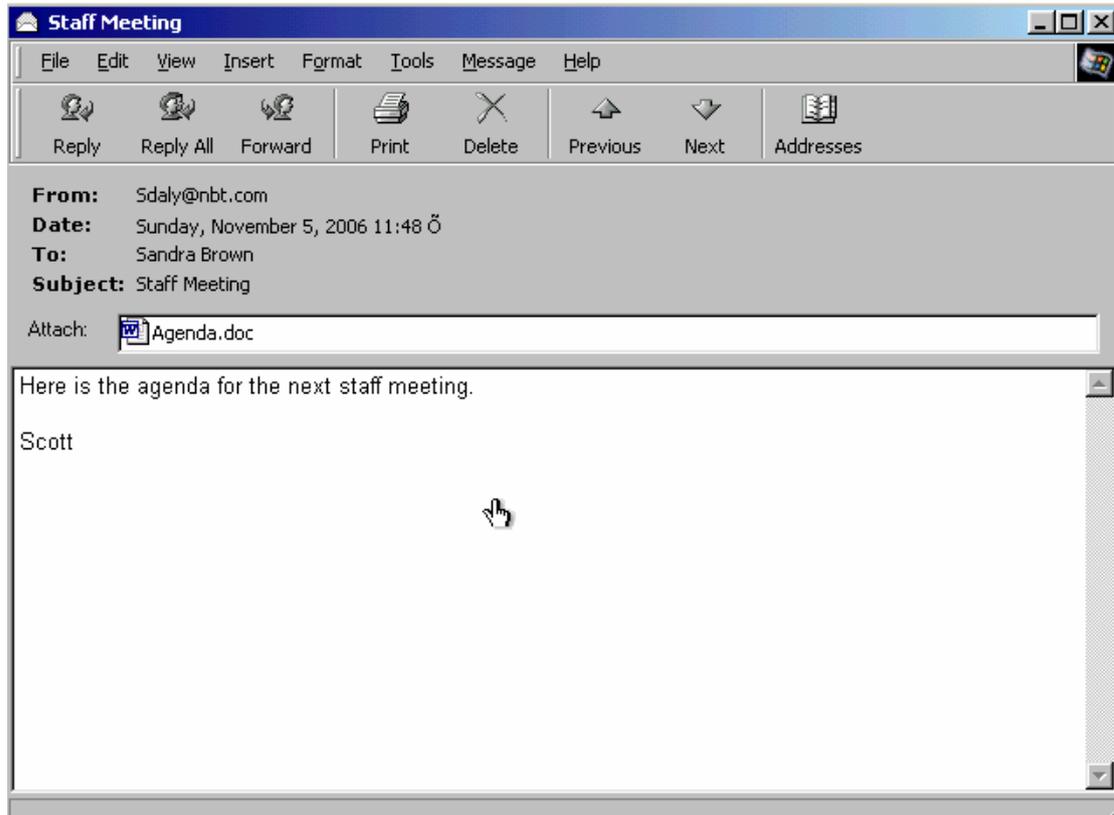
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Remove the **Flag** heading from the Inbox.

**View** → **columns** → **uncheck flag** → **ok**

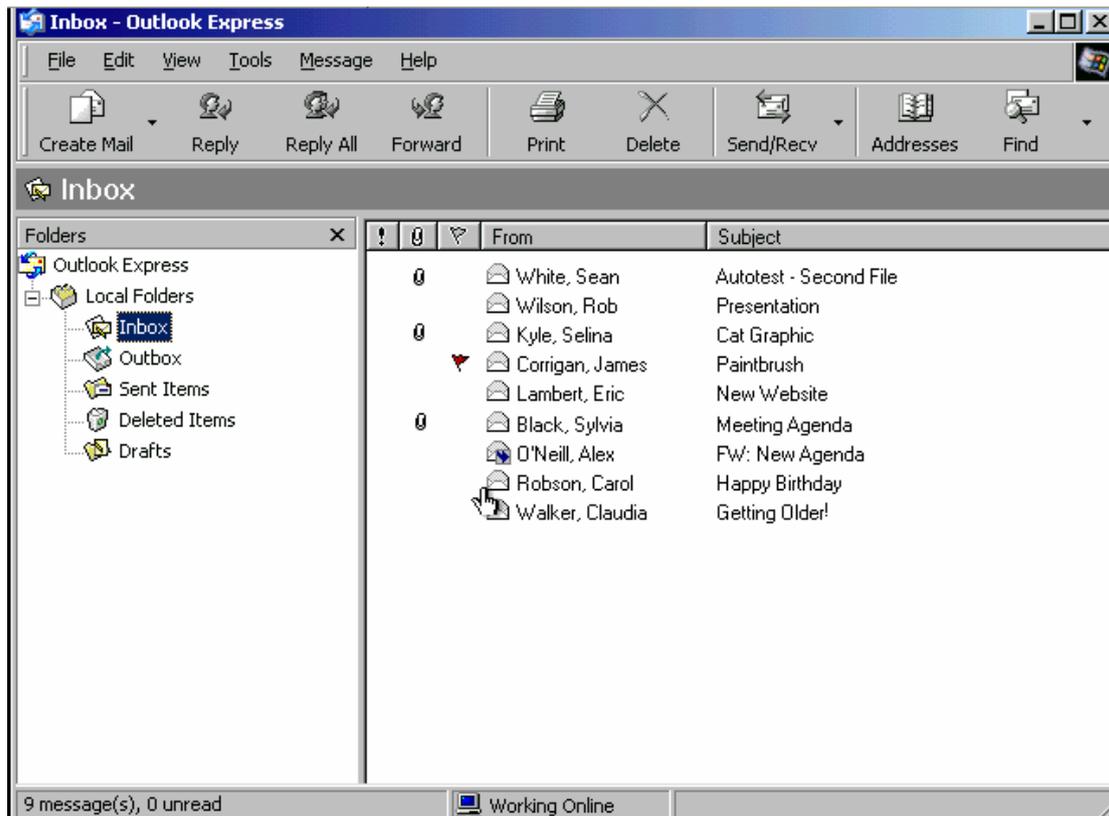
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**Without opening this attachment, save it onto the **Desktop** of this computer.**

**Right click on the Agenda.doc select save as → select desktop → save**

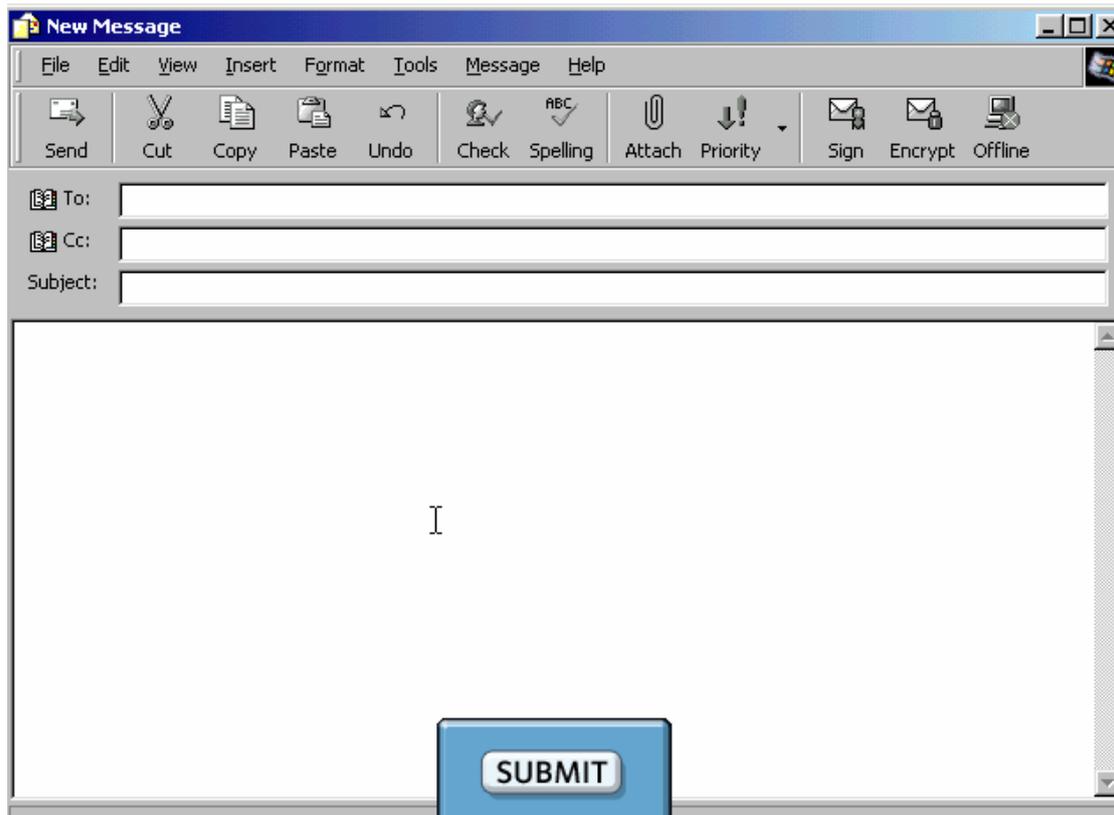
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**Change the application settings so that when you reply to messages, the original message does not display.**

**Tools → options → select send tab → uncheck the include message in reply → ok**

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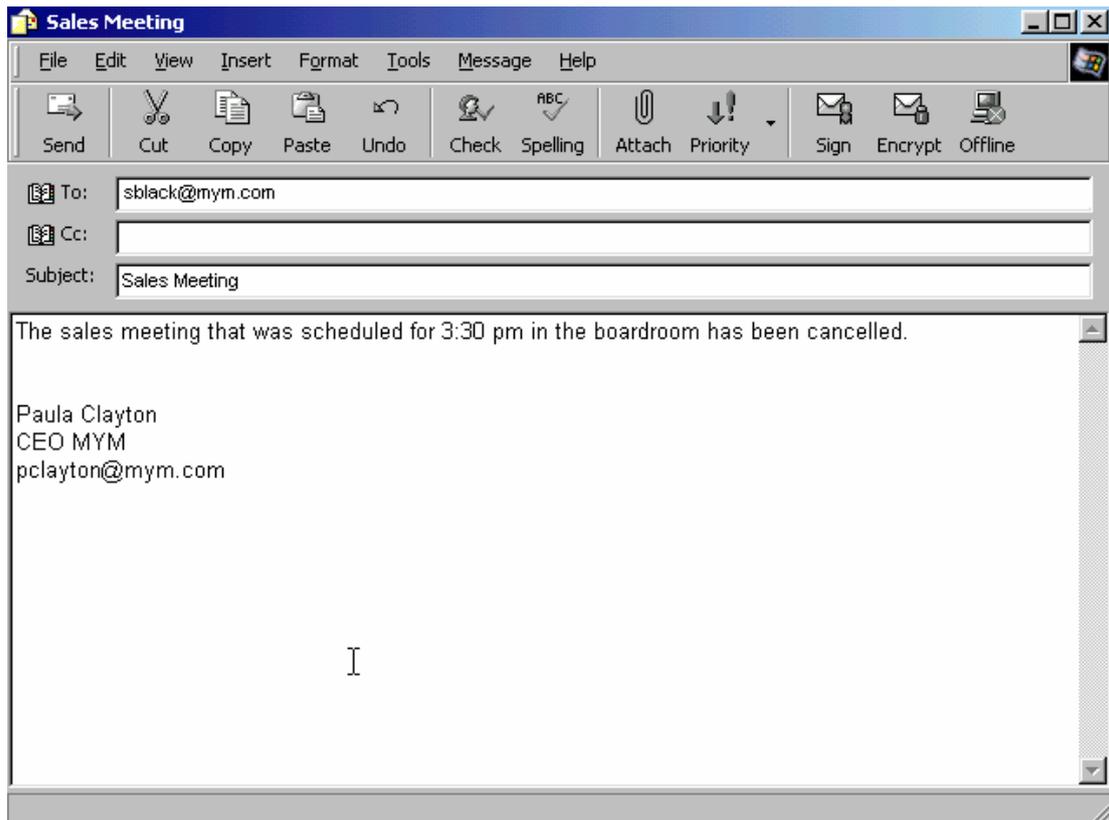


Make **[bjones@mym.com](mailto:bjones@mym.com)** the main recipient of this e-mail message.

Click the **SUBMIT** button when you have finished.

In the To box type **[bjones@mym.com](mailto:bjones@mym.com)** → click submit

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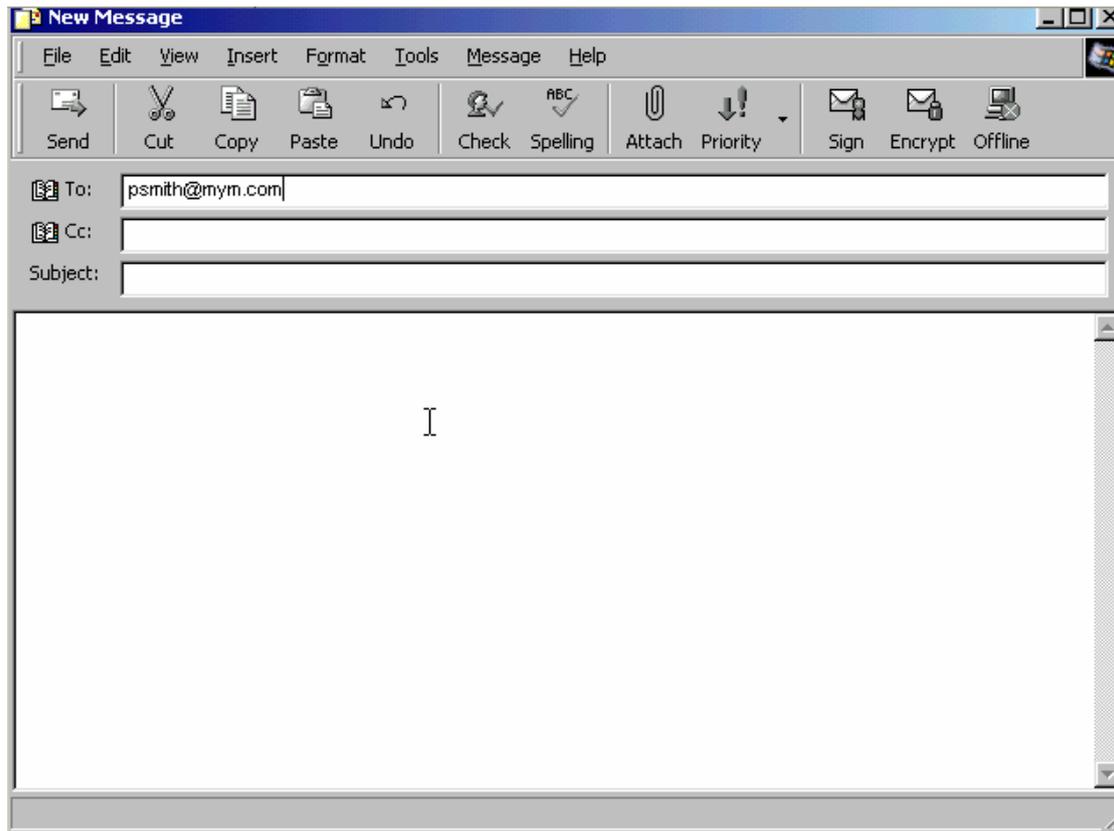


Send a carbon copy of this message to **SeanWhite@mym.com**.

**Send** the message immediately when you have finished.

In the Cc box type **Sean Whete@mym .com** → click send

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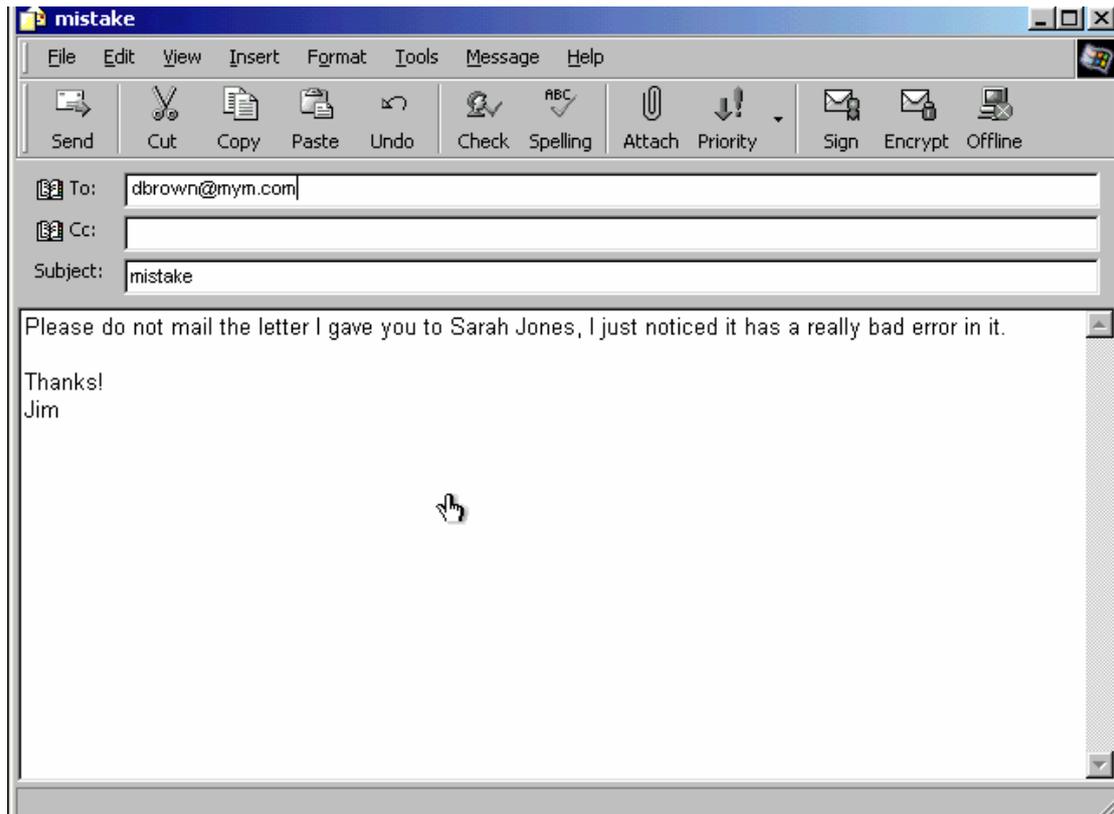


Attach the file **Accounts.xls** to this message.

This file is in the **My Documents** folder.

Click on the attach button → select my documents → select **Accounts.xls** → click attach

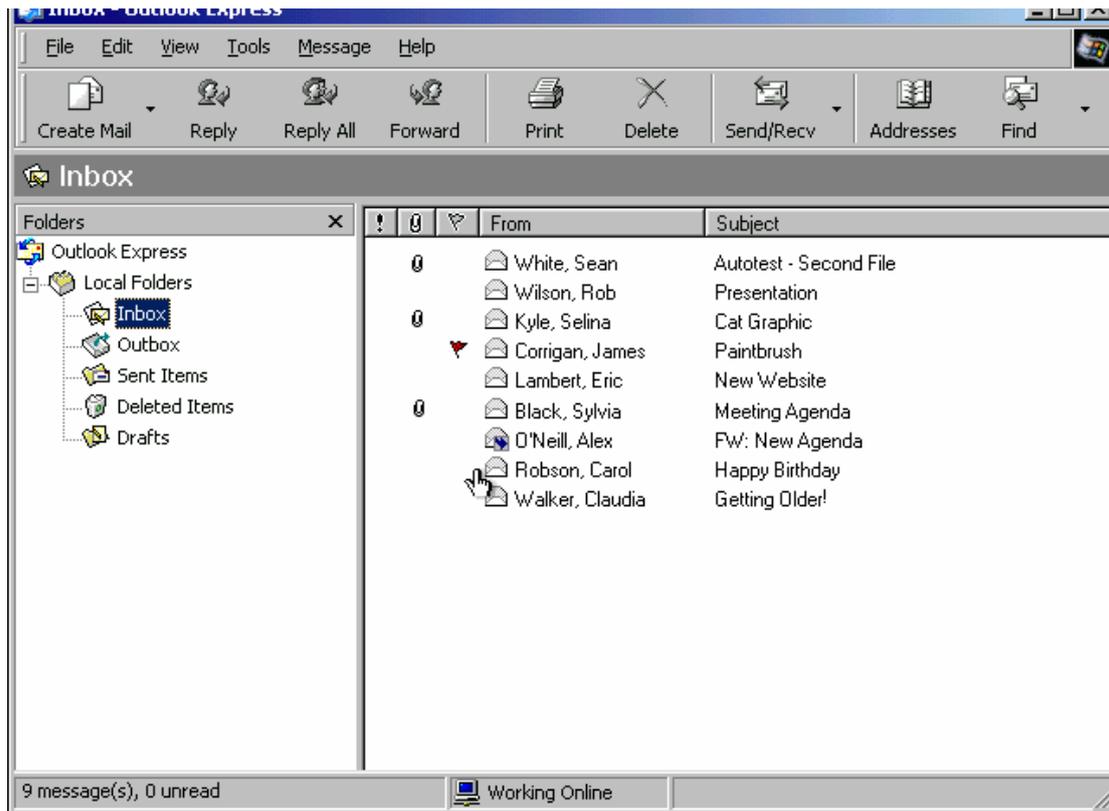
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Change the priority for this message to **High**.

From the priority drop down list select high priority

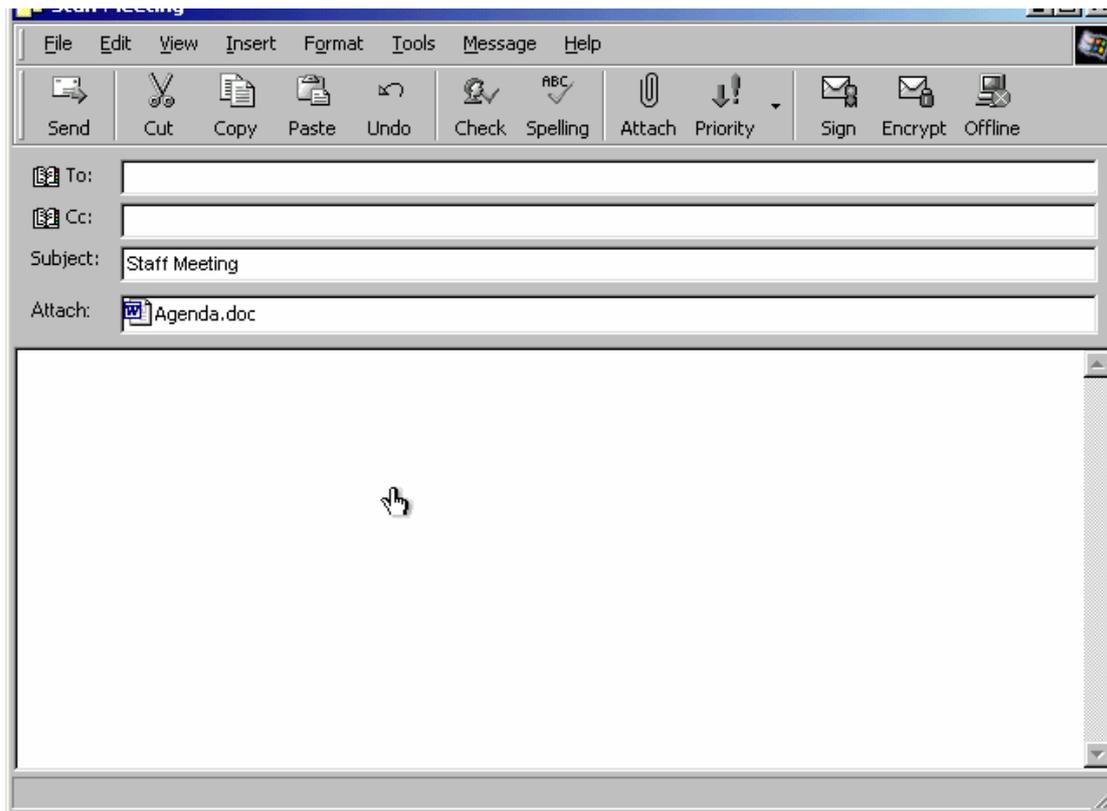
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**Forward the e-mail message from Rob Wilson to [SelinaKyle@mym.com](mailto:SelinaKyle@mym.com).  
Do not open the message.  
Send the message immediately when you have finished.**

**Select rob Wilson message → click on forward button → in the To box  
type [SelinaKyle@mym.com](mailto:SelinaKyle@mym.com) → click send**

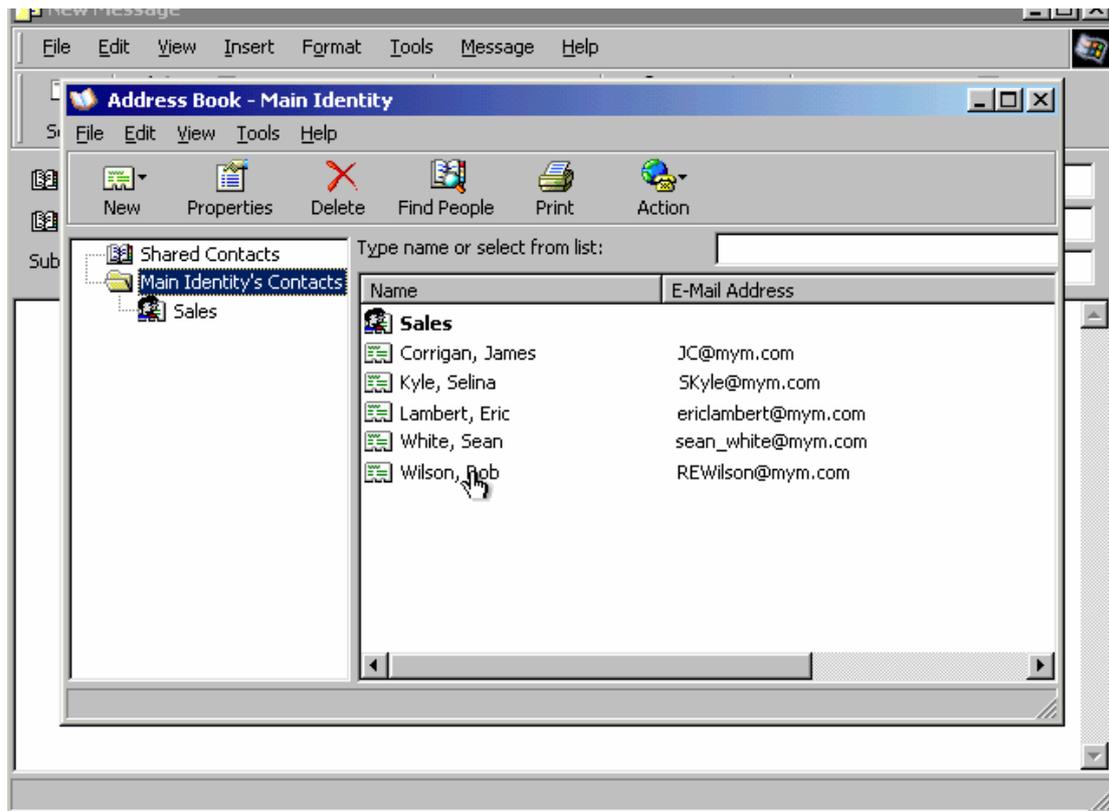
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**Delete** the file entitled **Agenda.doc** from this e-mail message.

Select the file **Agenda.doc** → press delete from the keyboard

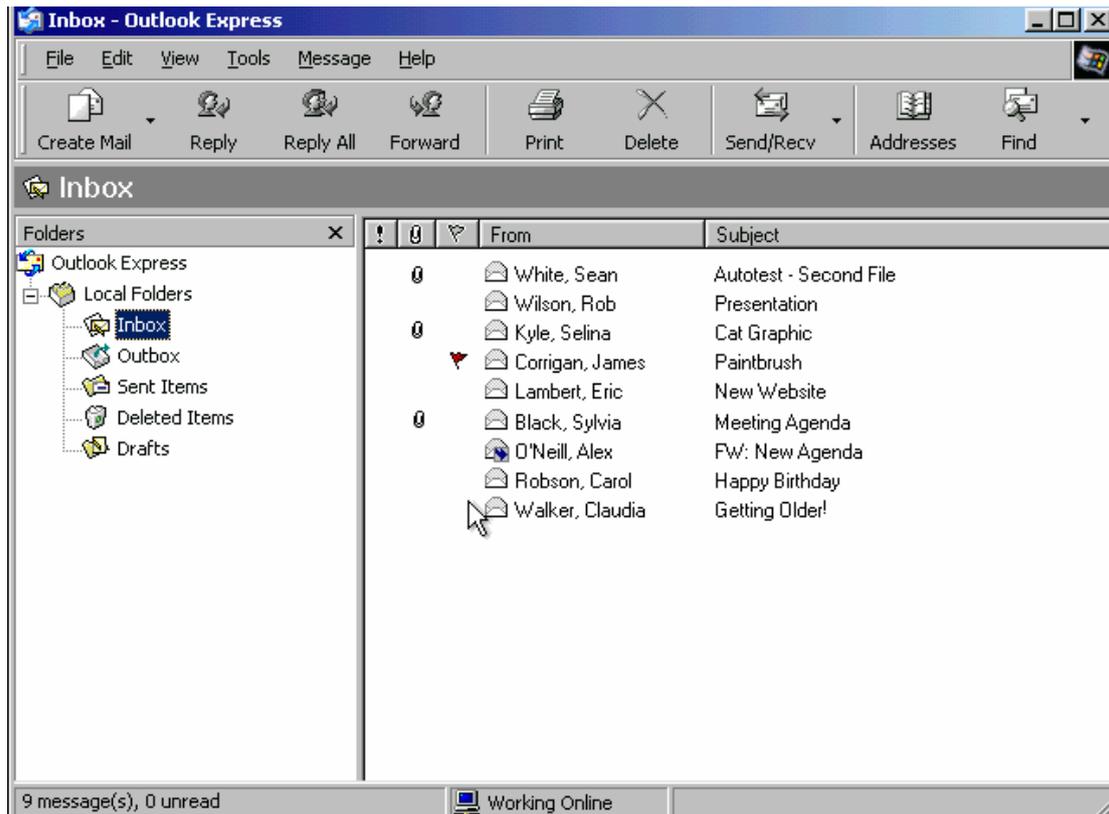
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Create a new group called **Research Team** that contains addresses for **Rob Wilson** and **Sean White**.

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

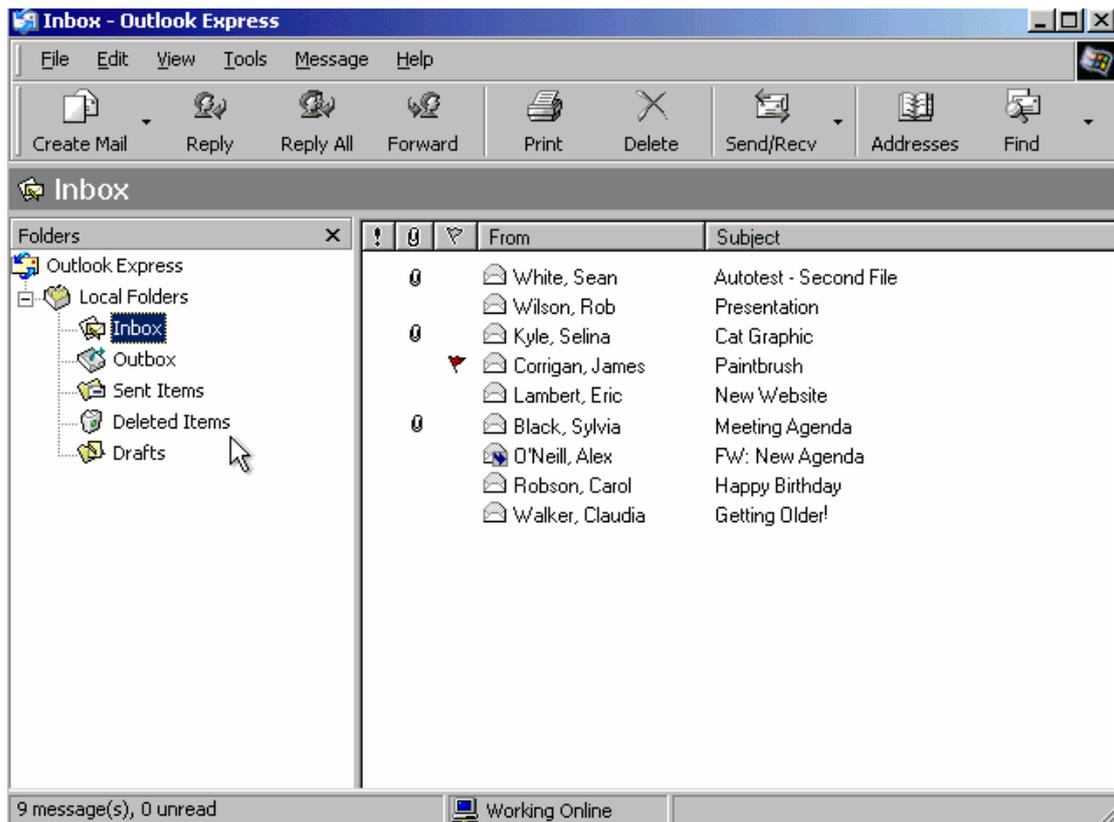
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Messages under the Subject heading **Planning** are located in various mail folders in Outlook Express.  
Use the **Find** tool to display a complete listing of them.

**Edit → find → messages → in the subject box type Planning → click on find now**

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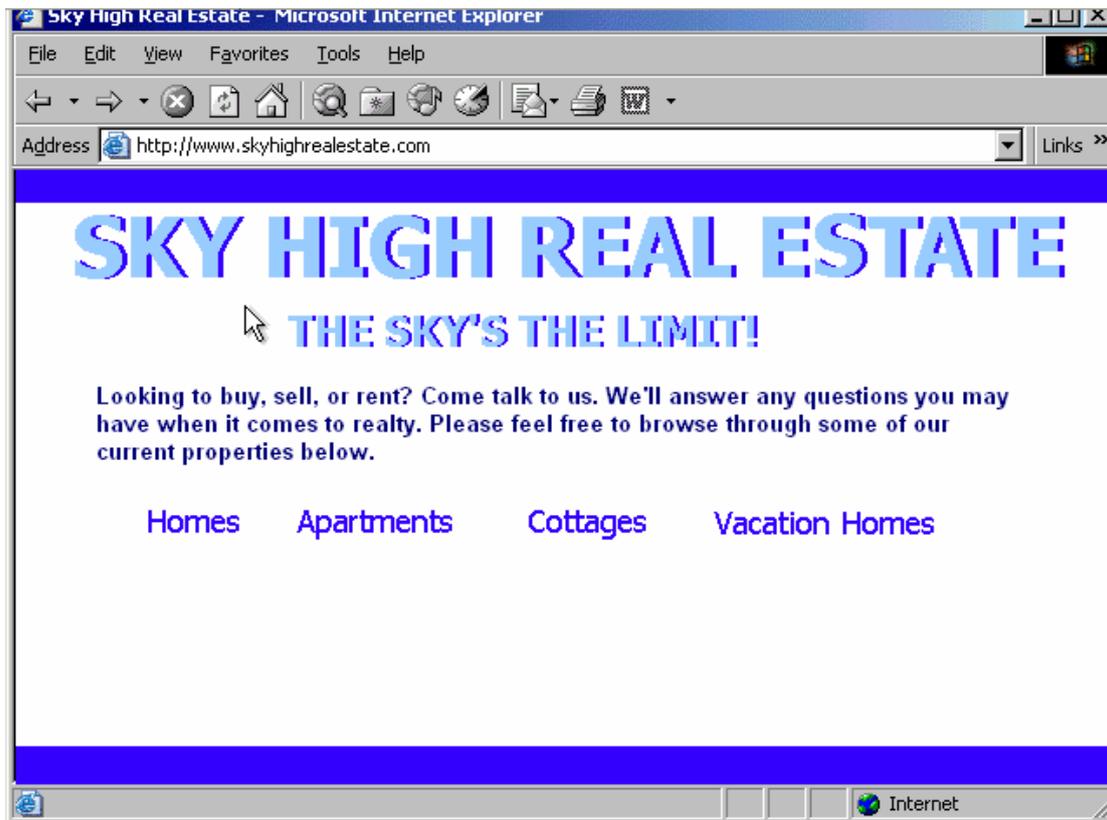


**Empty the Deleted Items folder.**

**Do not use the Delete key for this exercise.**

**Right click on the deleted items → select empty 'deleted items' folder**

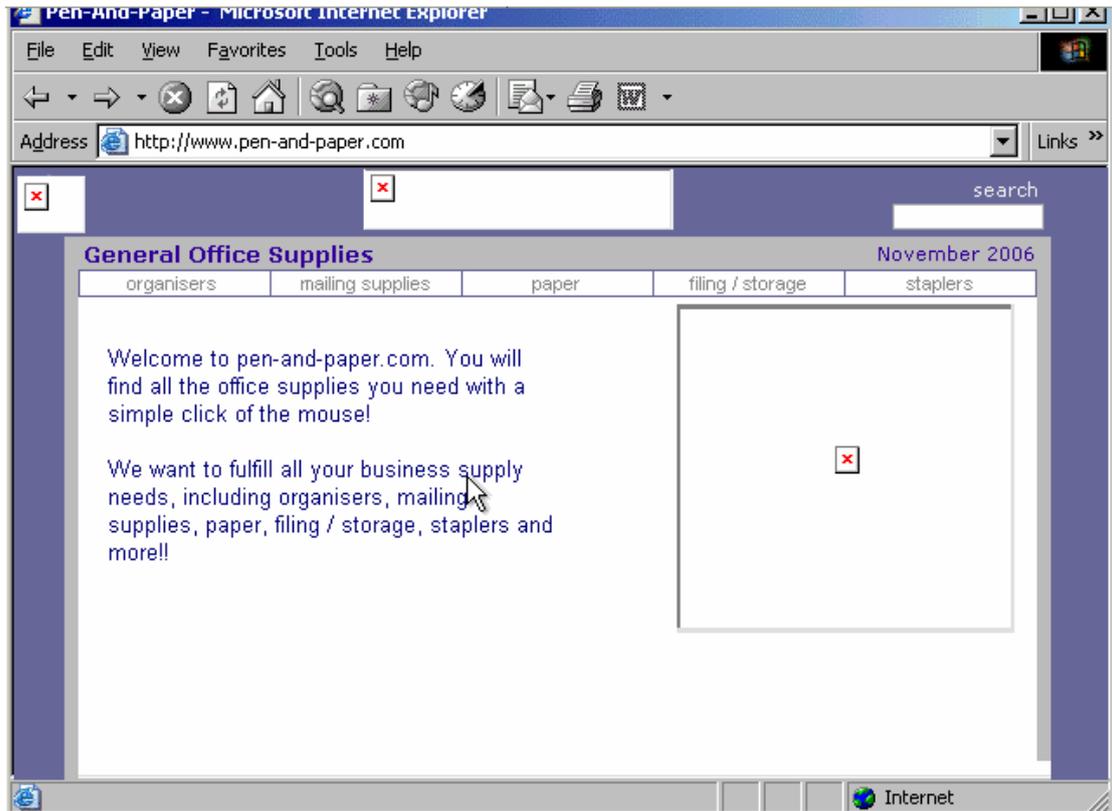
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Open this web page in a new window.

**File → new → window**

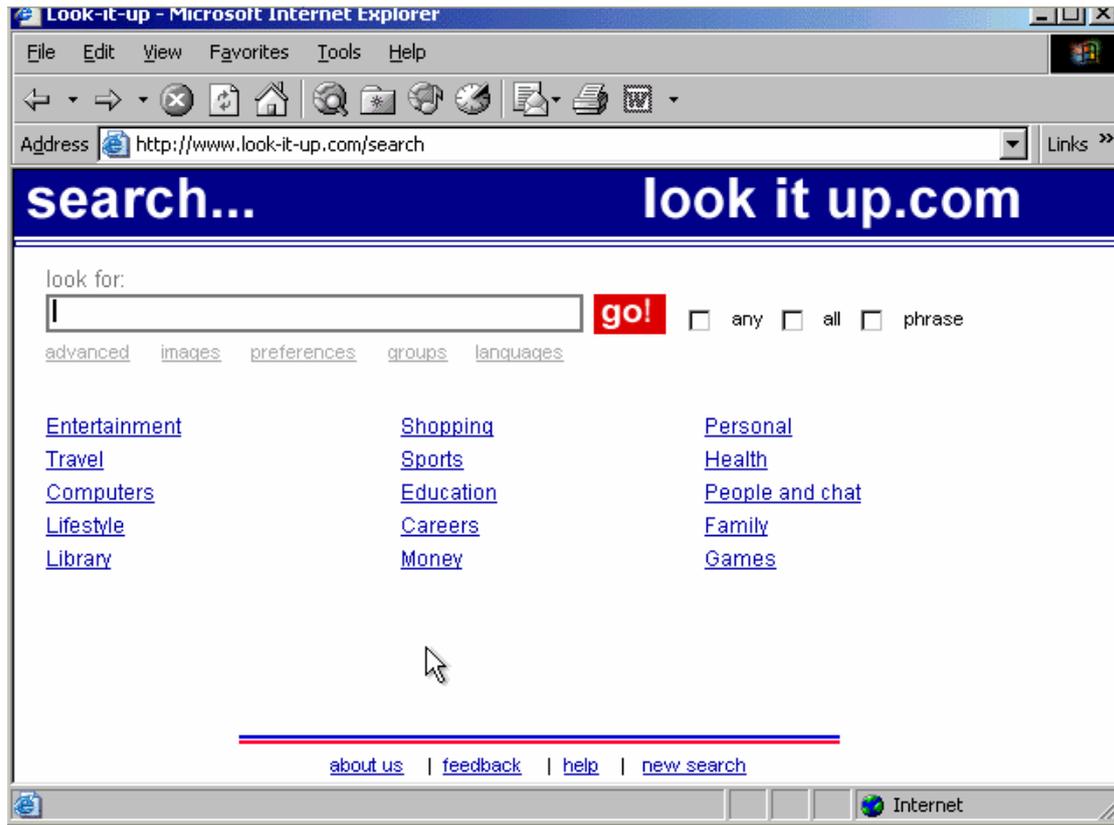
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**Refresh this web page.**

**Click on the refresh button**

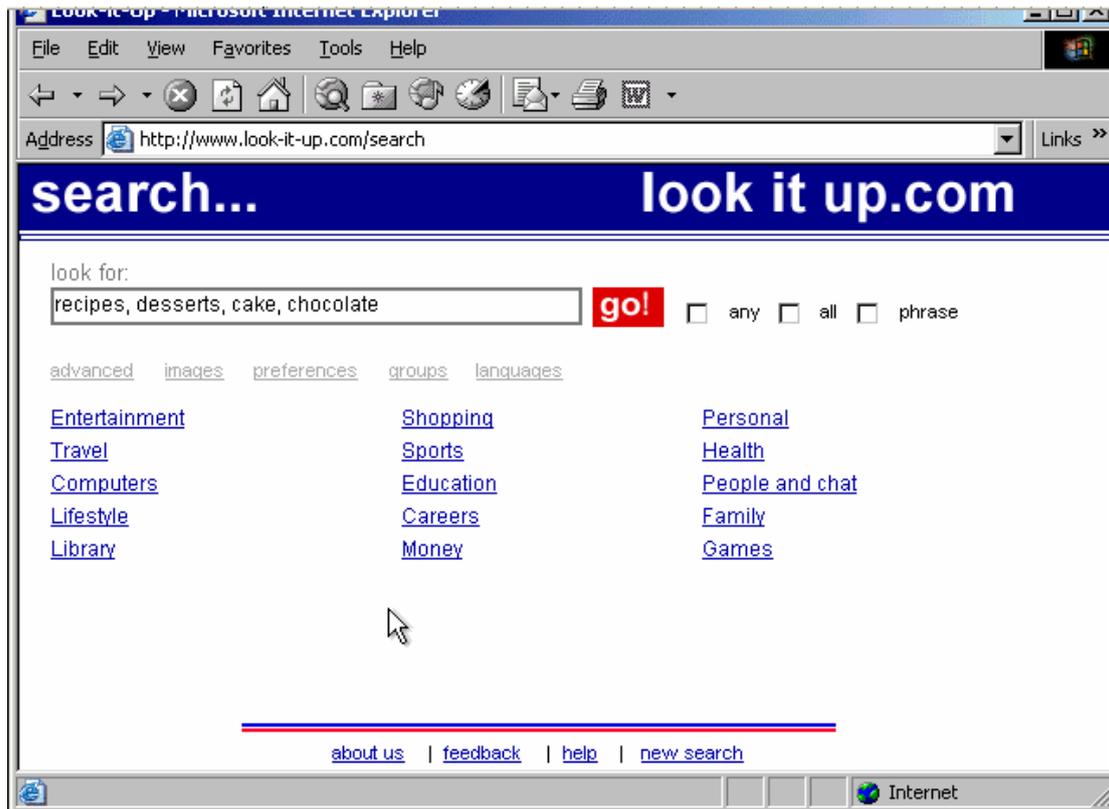
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Add this Web page to the **Media** folder in your Favorites.

**Favorites** → **add to favorites** → **select Media folder** → **ok**

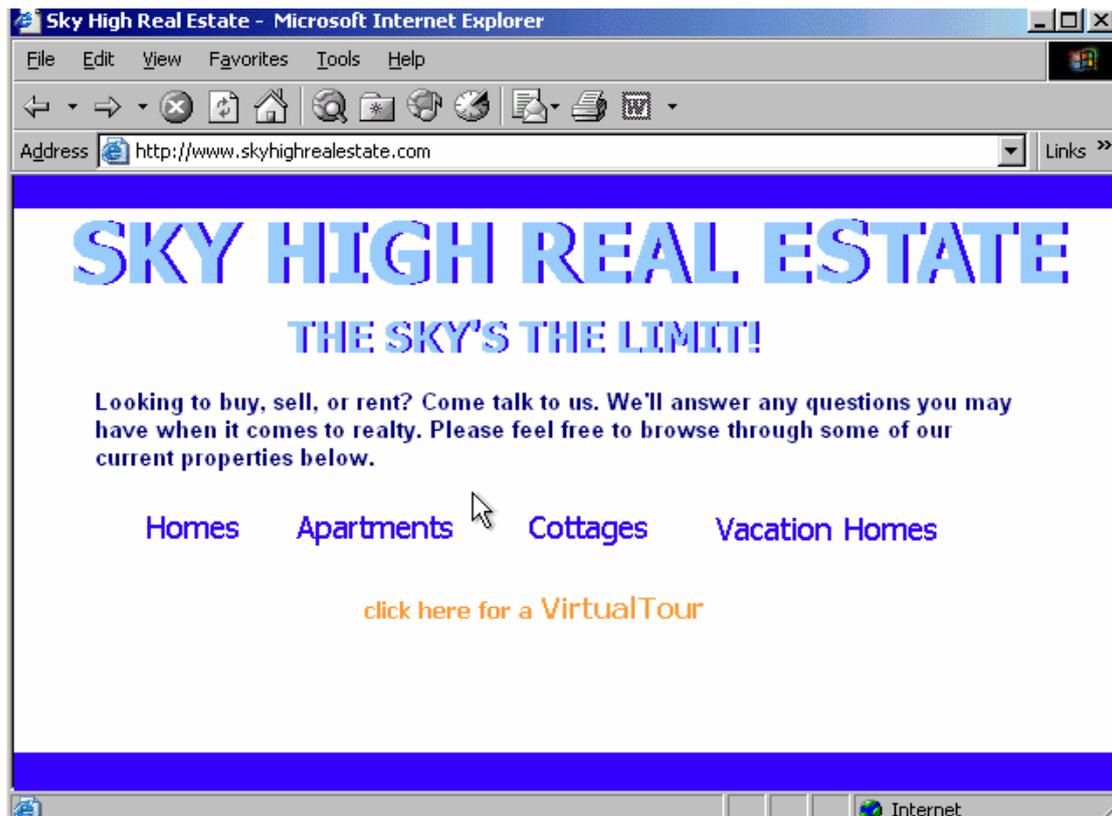
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Modify the search requirements to include **any** of the words listed in the search criteria.  
Click **go!** to submit your answer.  
**Do not change any other settings.**

Check any and then click go

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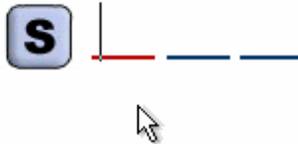
Download the **Virtual Tour** movie file to the **My Documents** folder.

Click on the **click here for a Virtual Tour** → select **my documents** → save

Clue:

**Unsolicited e-mail is often referred to as:**

(1 word, 4 letters)



**Spam**

The World Wide Web is:

- 
- a huge collection of linked files held on computers all over the world.

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  - a world wide network of telephone cables and related equipment.

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  - a network of computers and cables that connect e-mail users all around the world.

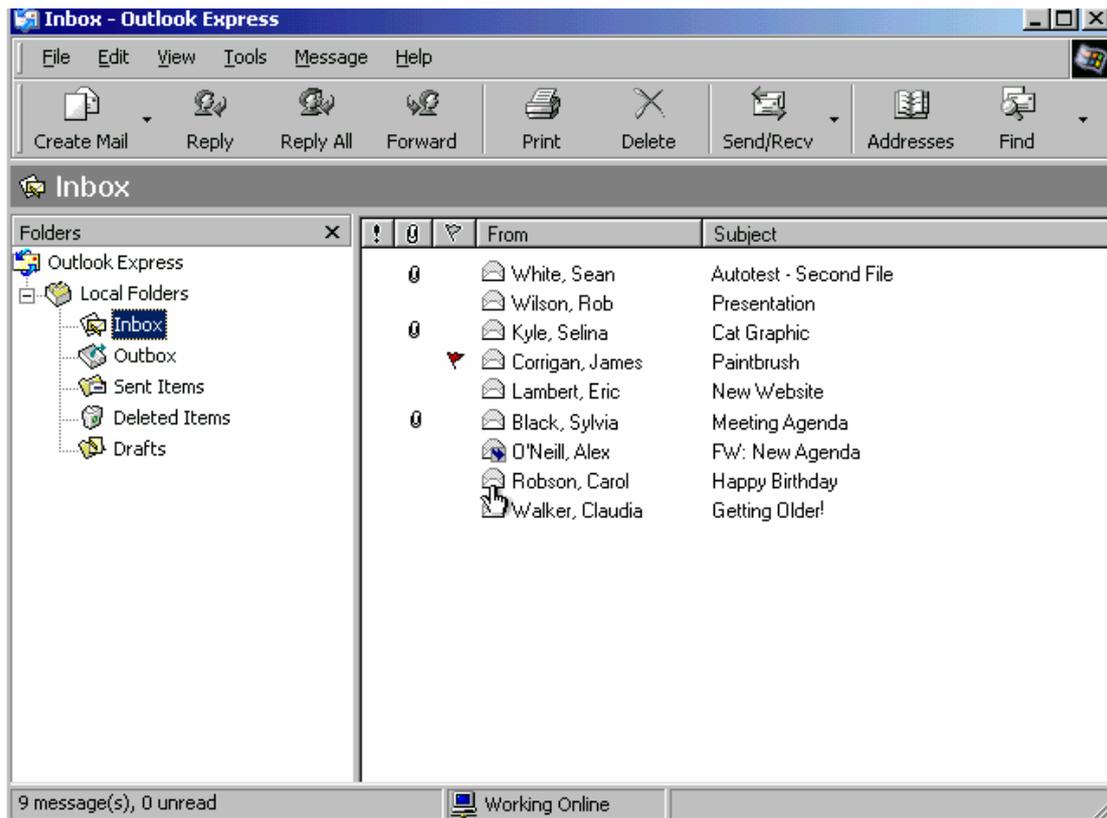
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  - a global network of communication satellites.

---

- A huge collection of linked files held on computers all over the world**

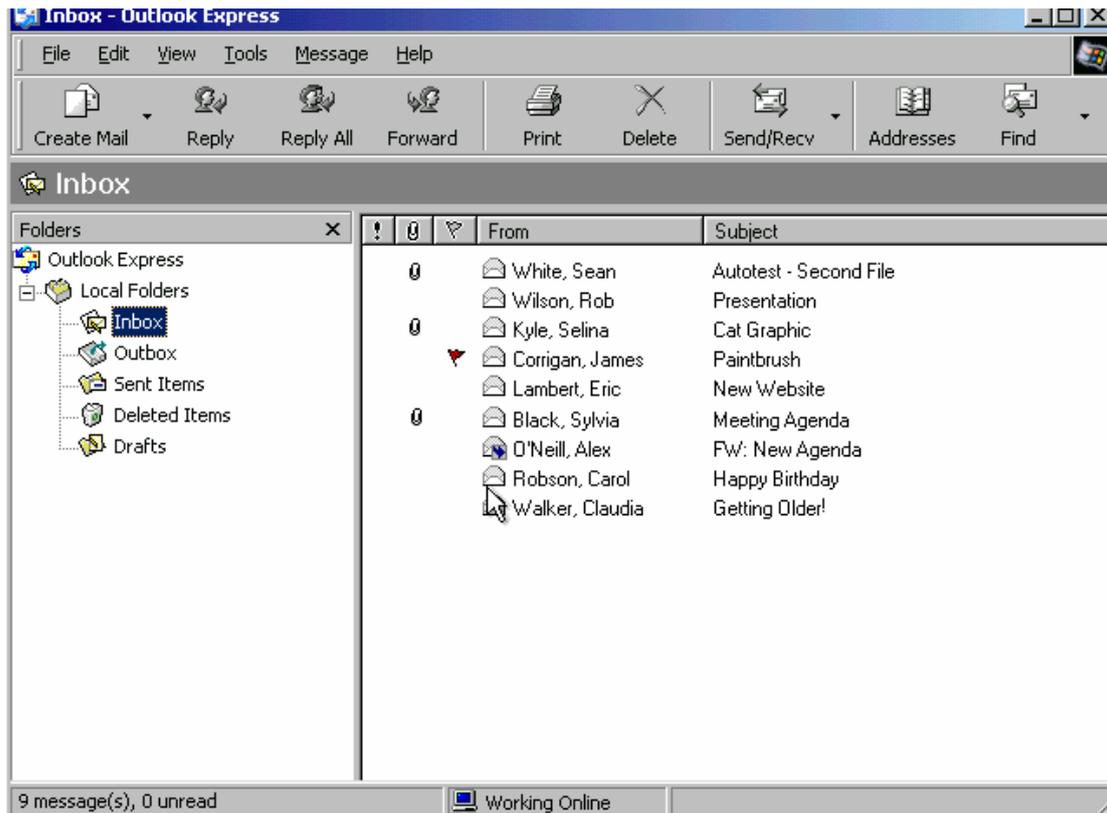
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Use **Outlook Express Help** to access information on **unread messages**.

**Help → contents and index → type unread messages → display**

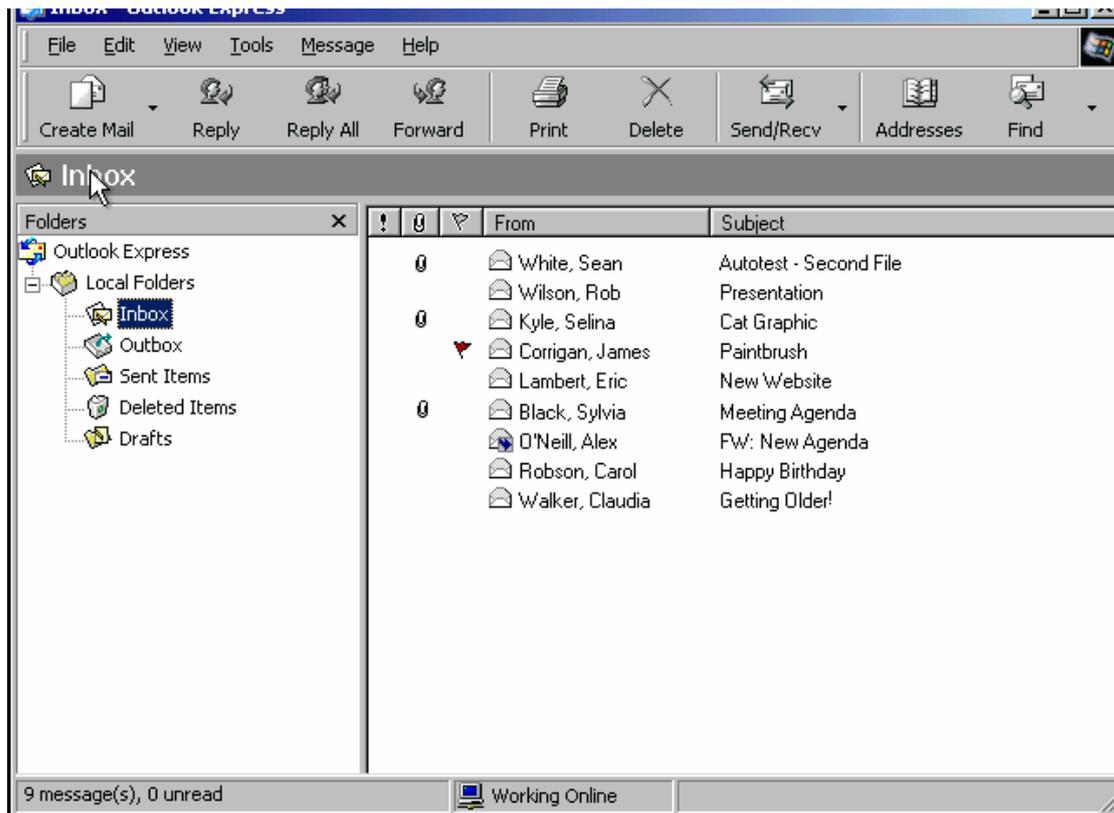
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Reply to **Rob Wilson's** e-mail with the message **Yes, it will**. This should be sent only to Rob Wilson. **Do not open the message.**  
**Send** the message immediately when you have finished.

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

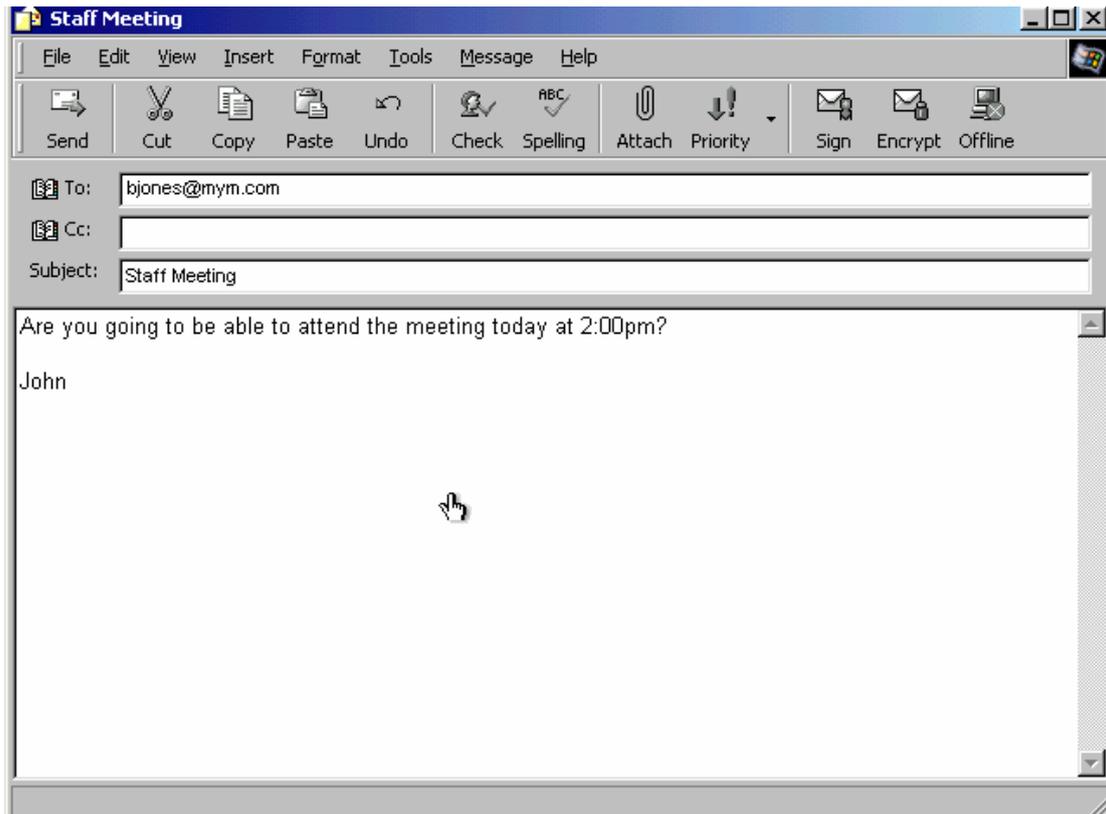
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**Open the New Message window to create a new message.**

**Click on create mail button**

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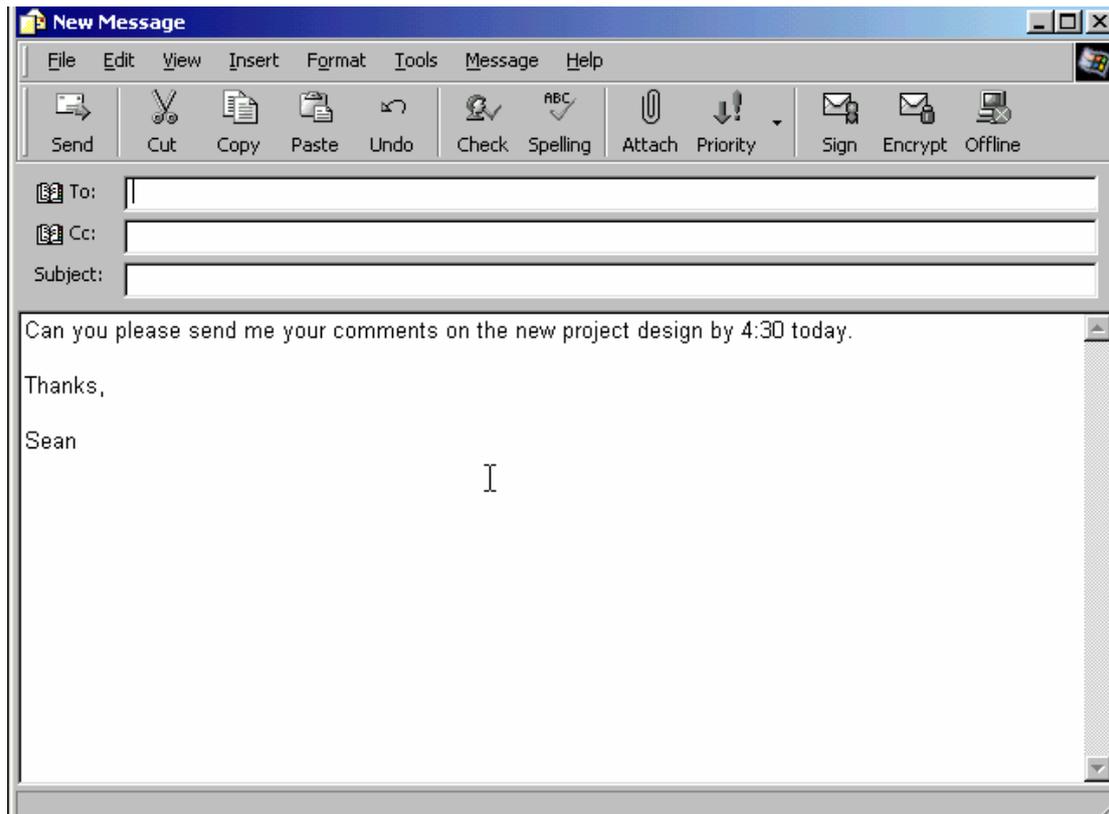


Change the subject of this message to **Meeting**.

**Send** the message immediately when you have finished.

In the subject box delete the word **staff** → click send

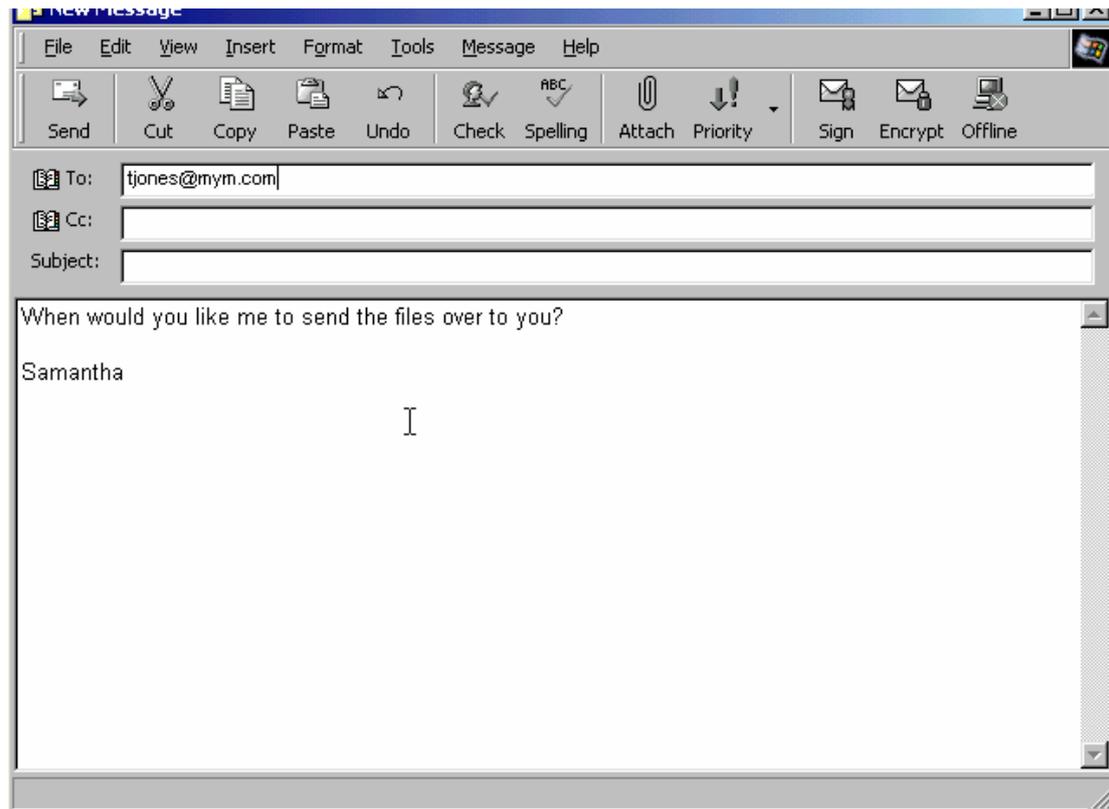
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**There is a group in the Address Book for this e-mail account.  
Make the group the recipient of this message.**

**Click on the  To: → select the Electric paper → click To → ok**

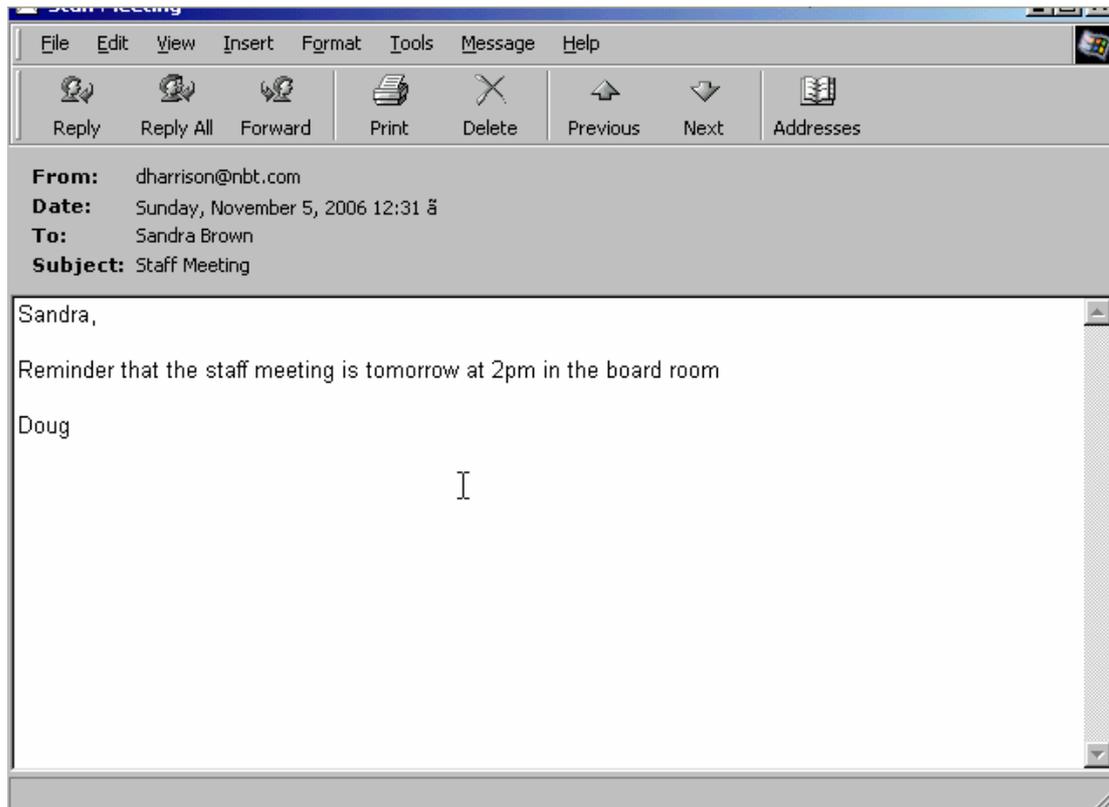
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**Paste** the contents of the clipboard into the **subject** area of the window.

**Right click in the subject box → select paste**

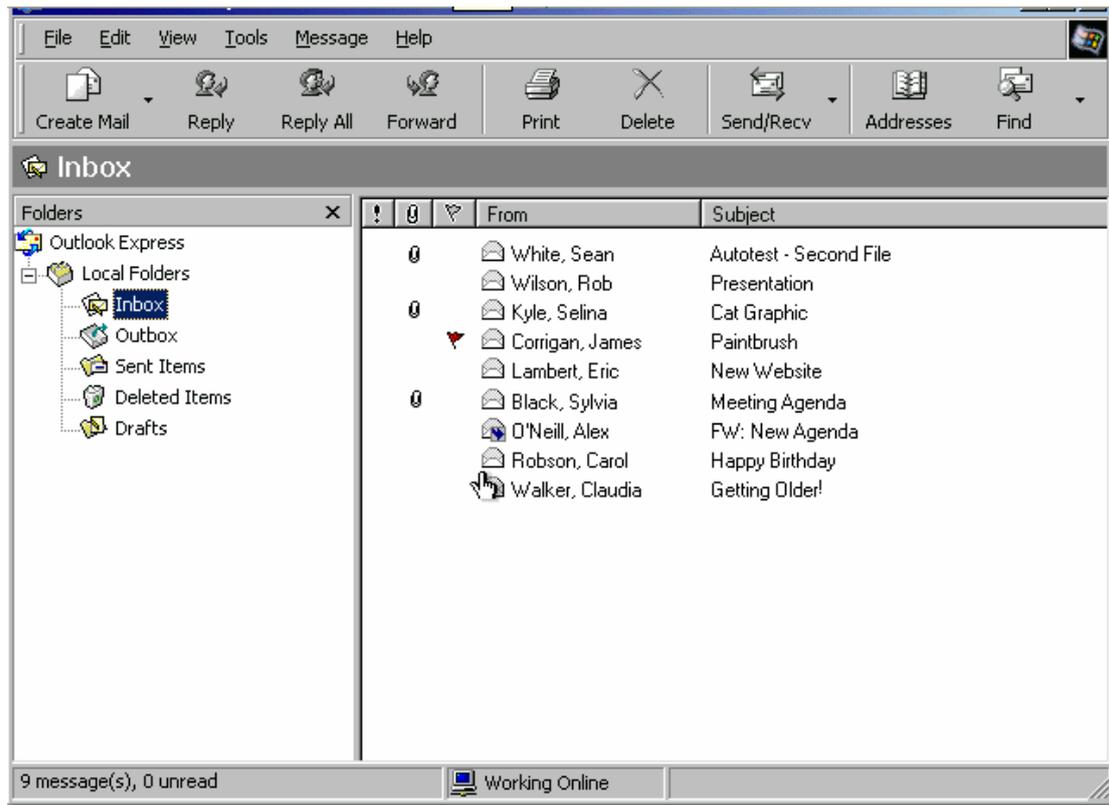
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Use the application's built-in features to automatically add the **sender** of this message to your **Address Book**.

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

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Create a new folder in your **Inbox** and name this folder **Personal**.

**File** → **new** → **folder** → in the folder name box type **Personal** → **ok**

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

True

False

Are commonly used to make web sites more secure.

Enable you to register downloaded software.

Enable you to print a guarantee for goods purchased online.

Can be used to provide a digital signature.

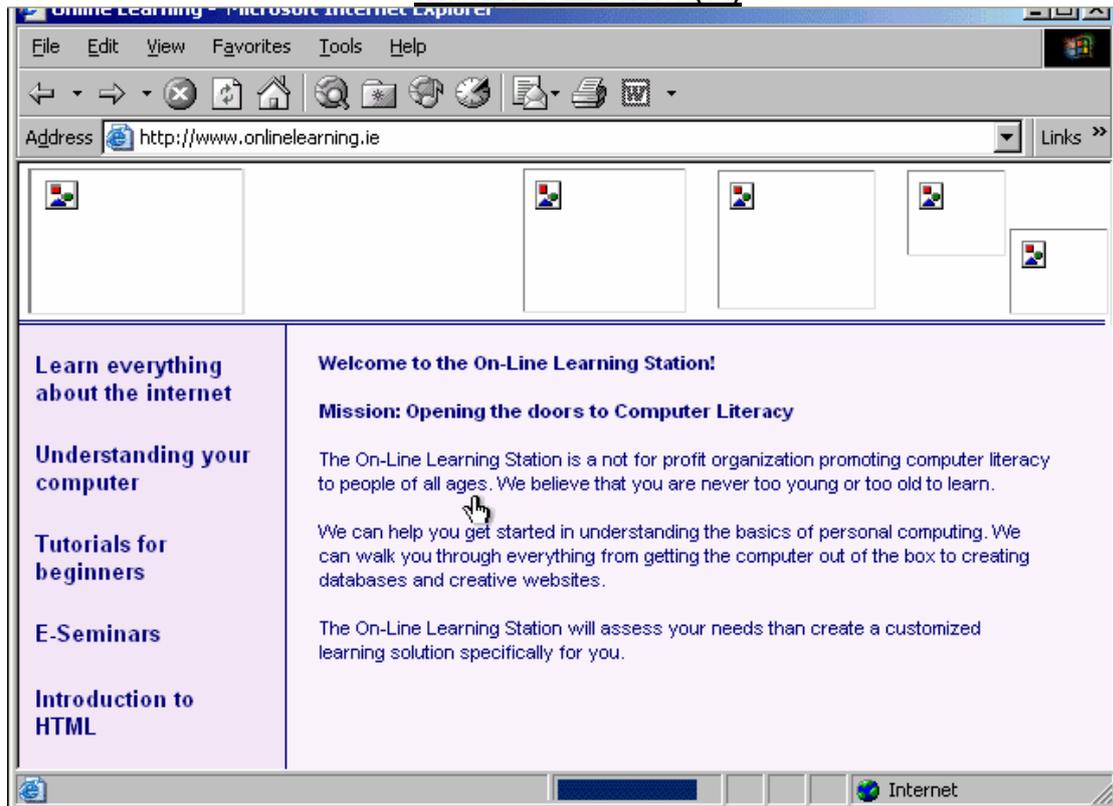
**True**

- 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

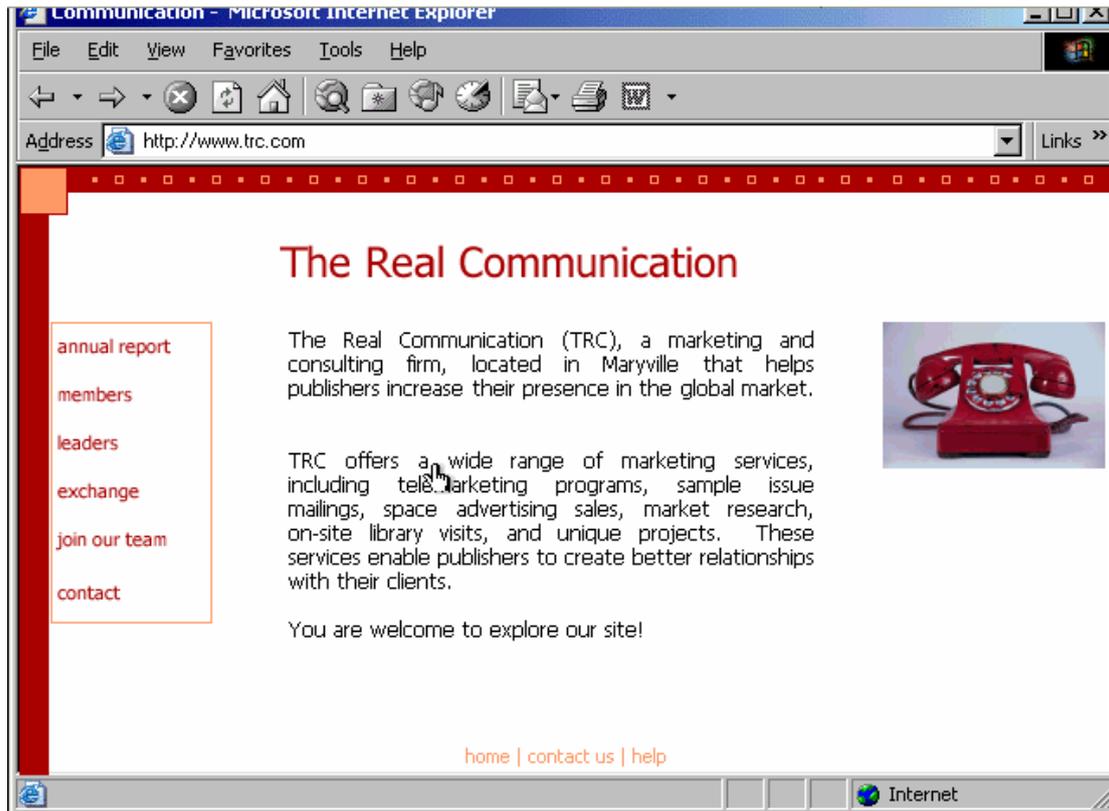
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This web page is not displaying properly. **Stop** this web page from downloading.

Click on the stop button

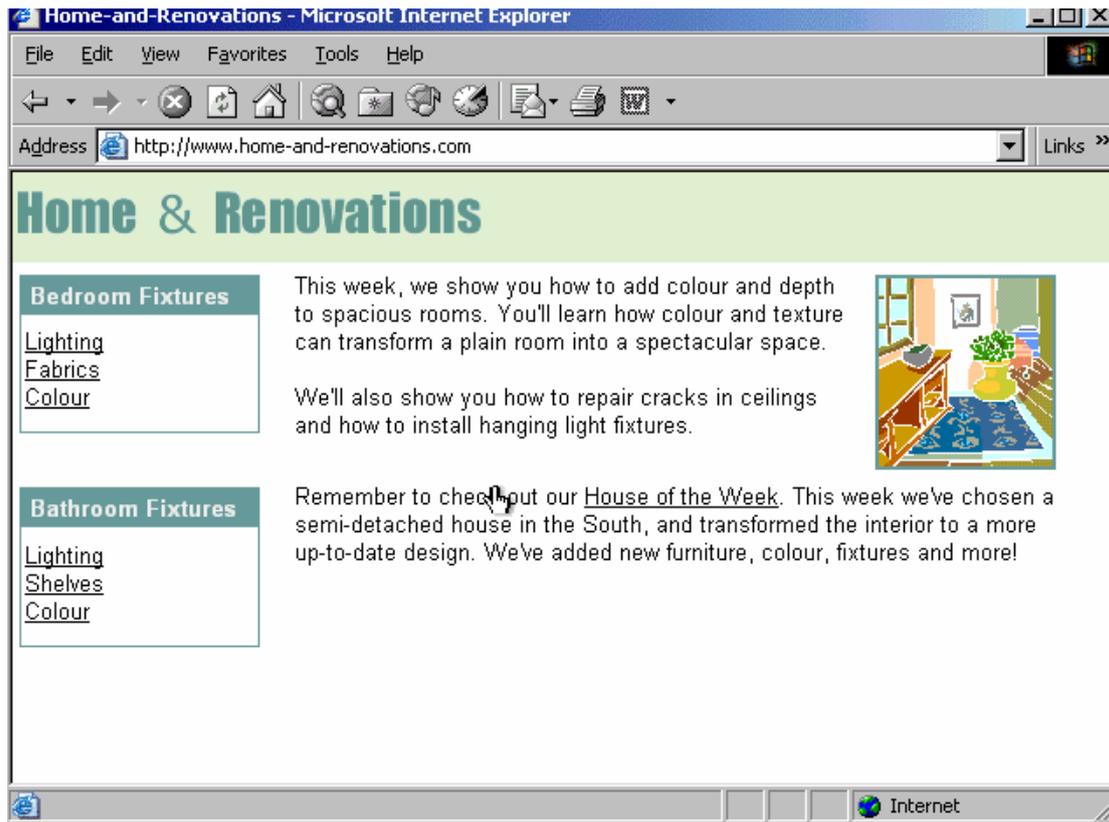
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Use the browser address bar to display previously visited URLs and access a site that you visited before this one.

From the drop down list → select the first URL

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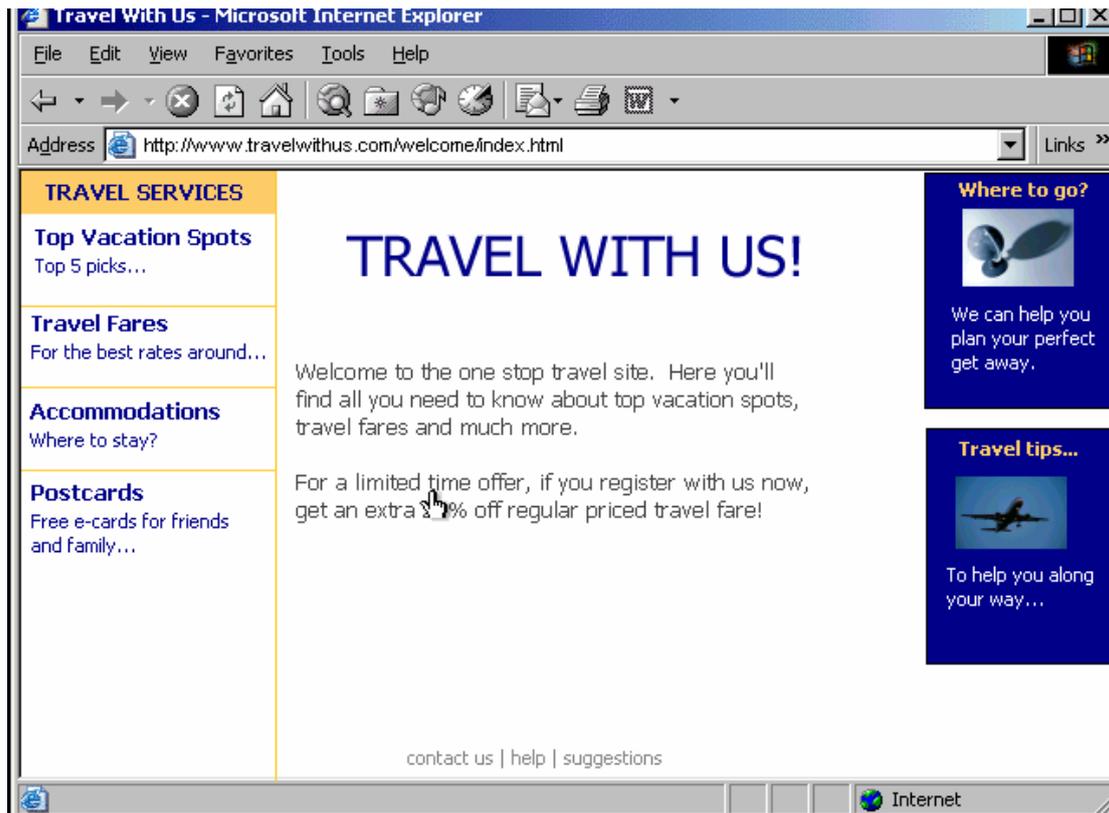


You have just navigated to this web page using a hyperlink.

Return to the previous page.

Click on the back button

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The MSN web site is one of your listed **favorites**.

Use this fact to navigate to the **MSN** site.

**Favorites → select MSN**



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"movie reviews" OR cinemas

"movie reviews" - cinemas

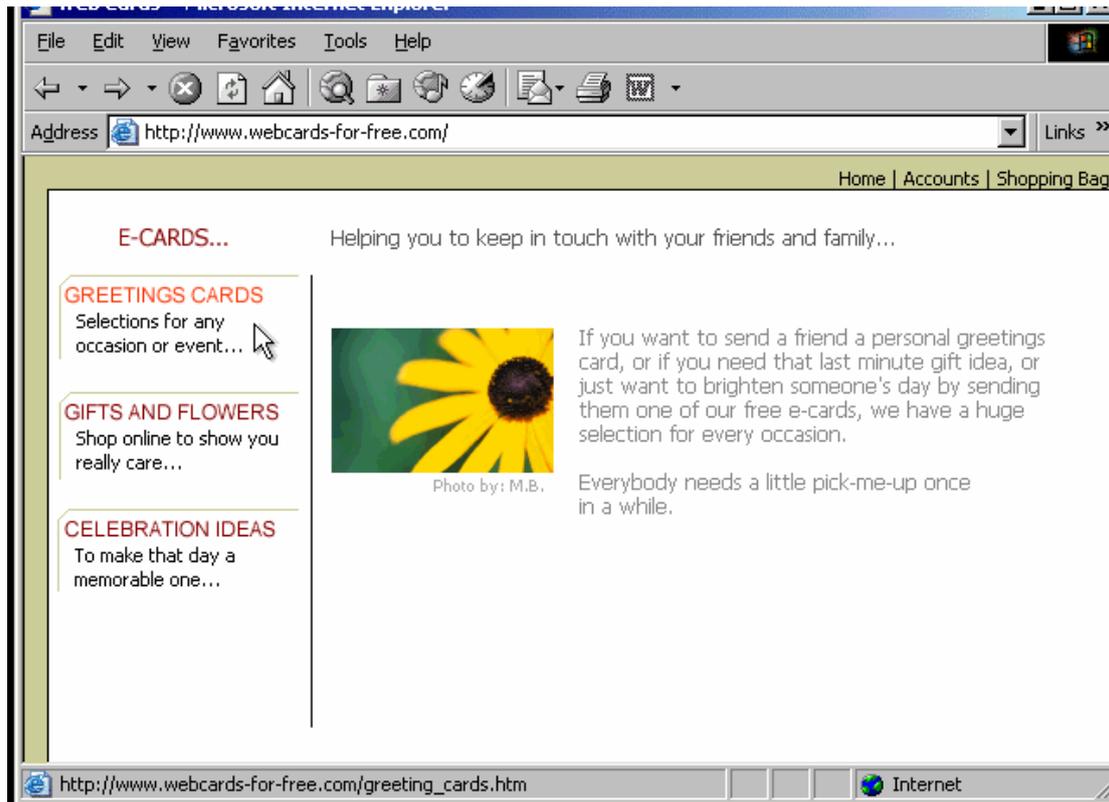
"movie reviews" + cinemas

"movie reviews" ? cinemas

"movie reviews" @ cinemas

**"Movie reviews" + cinemas**

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

Right click on the photograph → select save picture as → select the desktop → save

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

- You must send and receive e-mail on separate telephone lines.

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- E-mail stands for Electronic Mail.

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

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

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

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- 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**?

- Viruses can only be transmitted via an e-mail attachment.

---

- A virus can spread via e-mail by mailing itself to everyone in a victim's address book.

---

- Viruses are only spread via unsolicited mail.

---

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

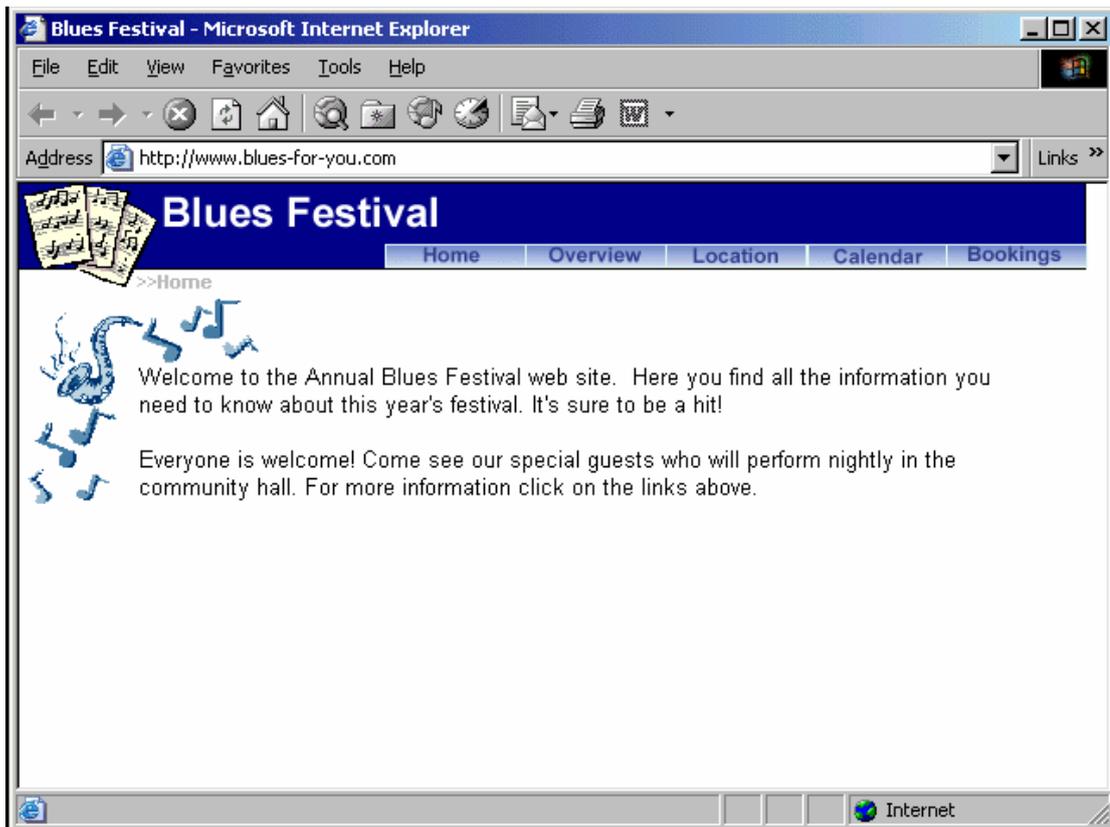
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- You are more at risk from viruses if you use Web based e-mail.

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- 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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**Internet Exams (v4)**



**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 → click on the rooms/Accommodation → from the first drop down list select Park's Inn → from the second drop down list select single room → click book now**

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**Internet Exams (v4)**

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

- You can only access one e-mail account at any time.
- Each user can only access their e-mail account from a single PC.
- You need a user name and password to access your e-mail.
- 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.

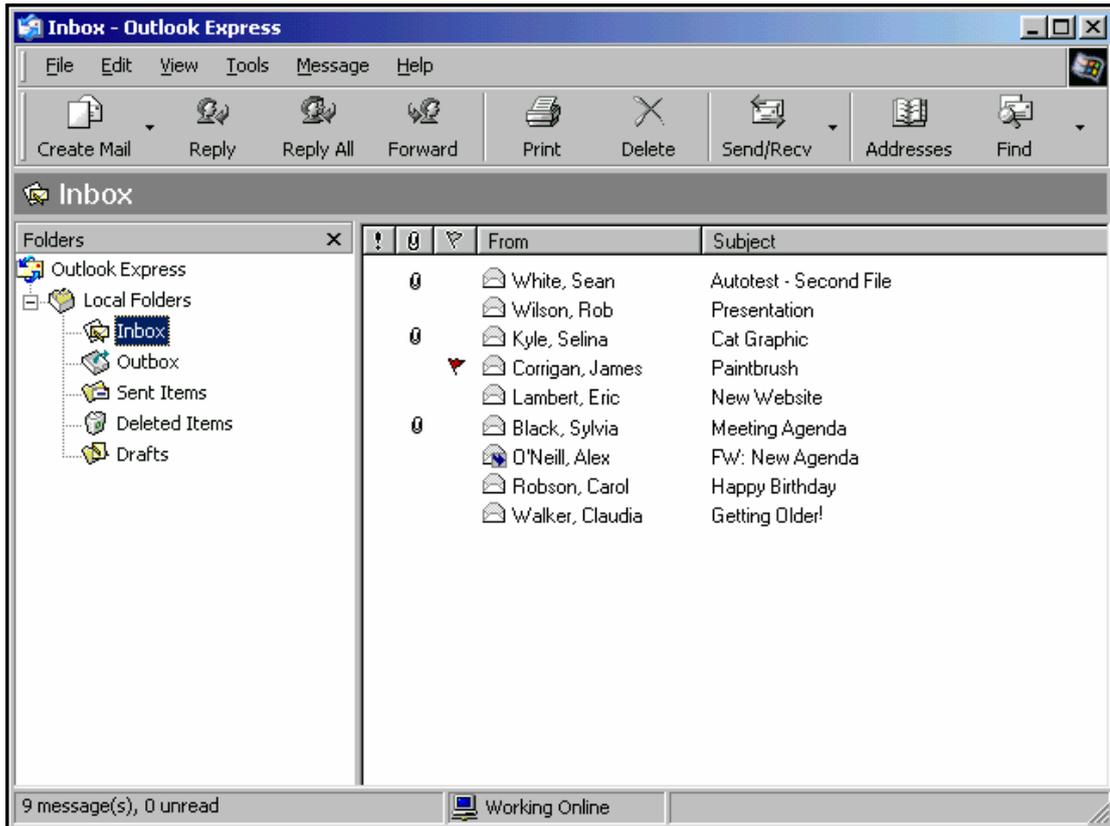
A cache enables a web site to recall details of your previous visit.

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.

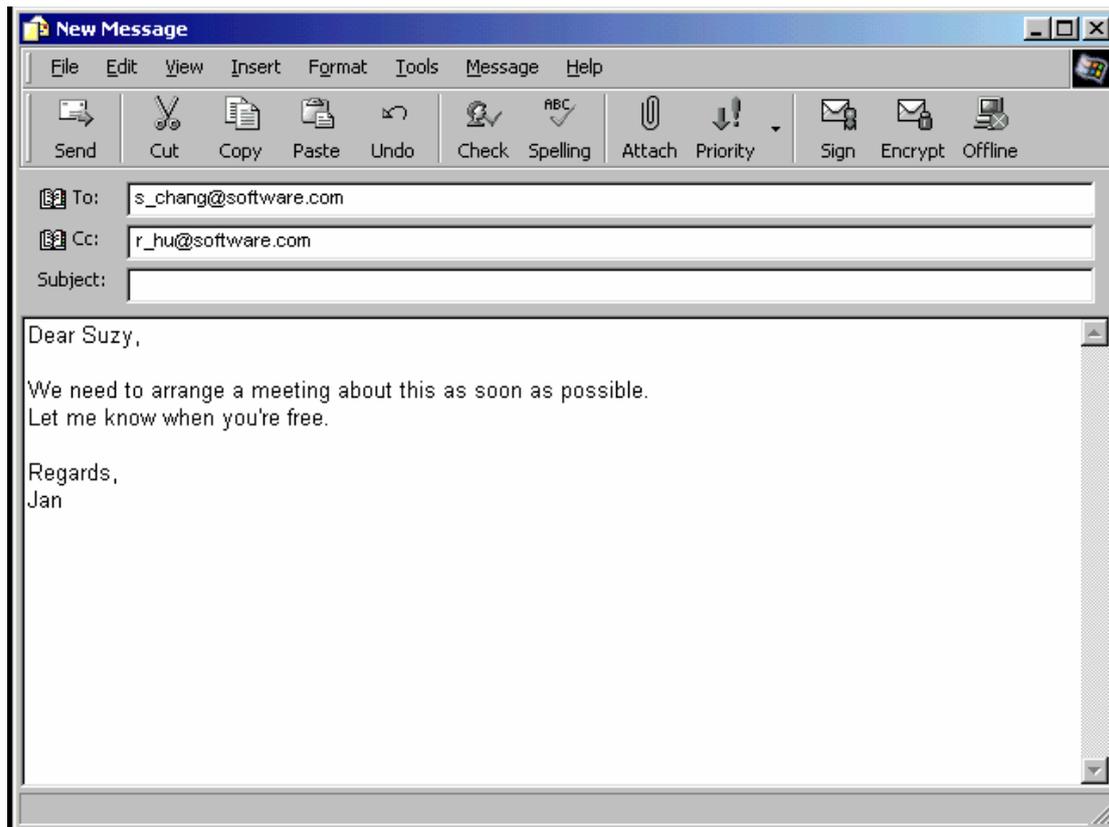
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Mark the message from **Rob Wilson** as Unread.

Right click on Rob Wilson → select mark as unread

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**Internet Exams (v4)**

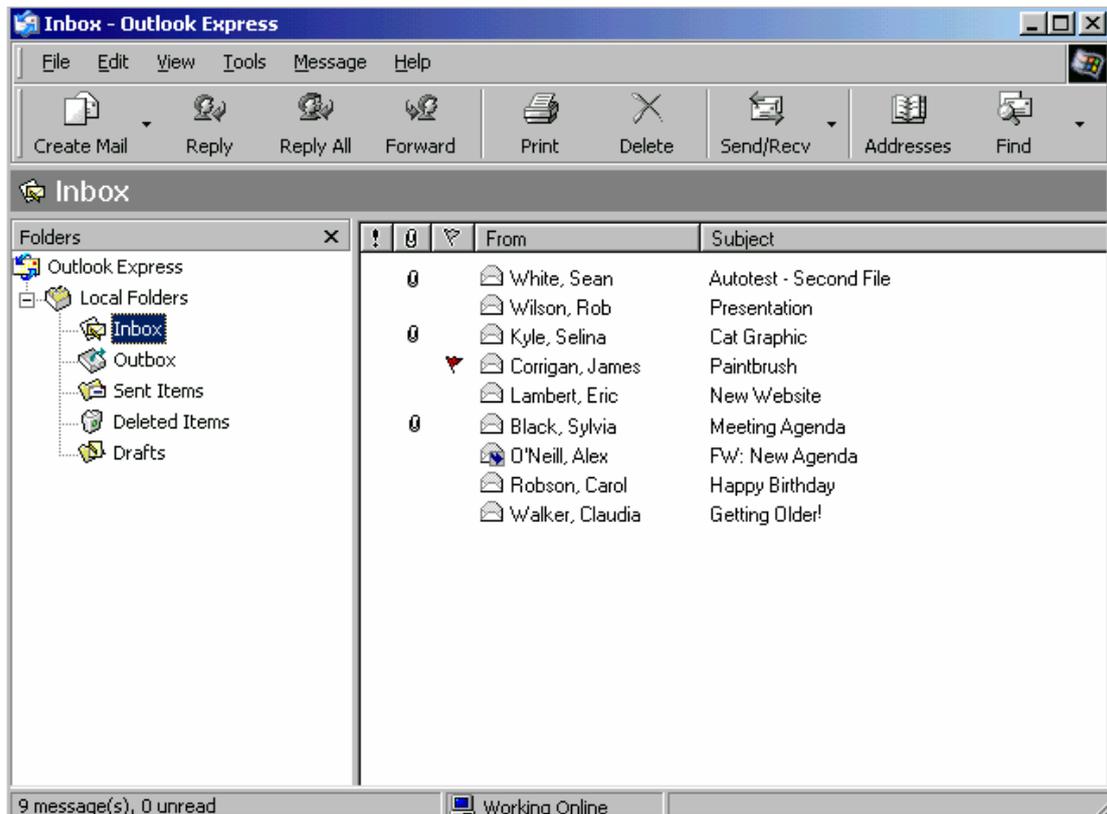


Enter the phrase **Company meeting** into the appropriate field to indicate what the message is about.

**Send** the message when you have finished.

In the subject box type **Company meeting** → click send

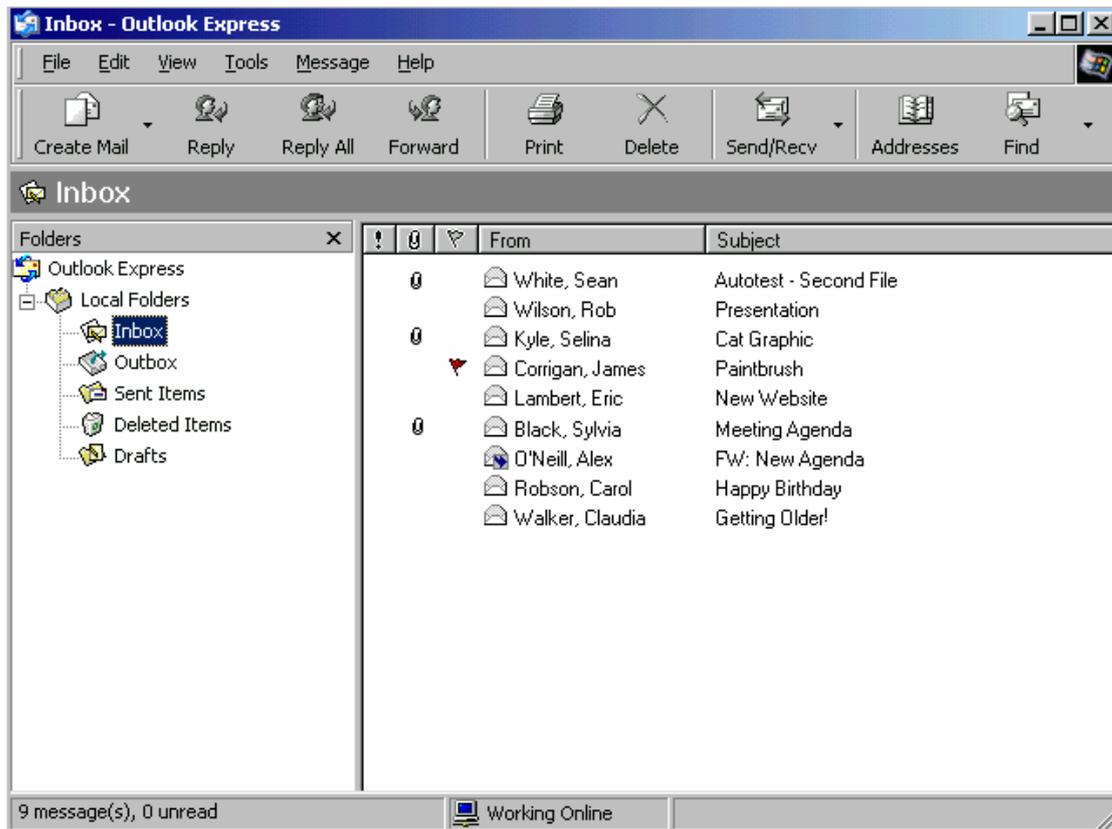
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Move the e-mail message from **James Corrigan** to the **Drafts** folder.

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 → **select delete**

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Which **one** of these statements is **true**?

- It is not possible to encrypt the content of e-mail messages.
- Encryption prevents unauthorised users from reading data.
- You can't send encrypted data out over the Internet.
- Encryption converts data so that it can be understood.

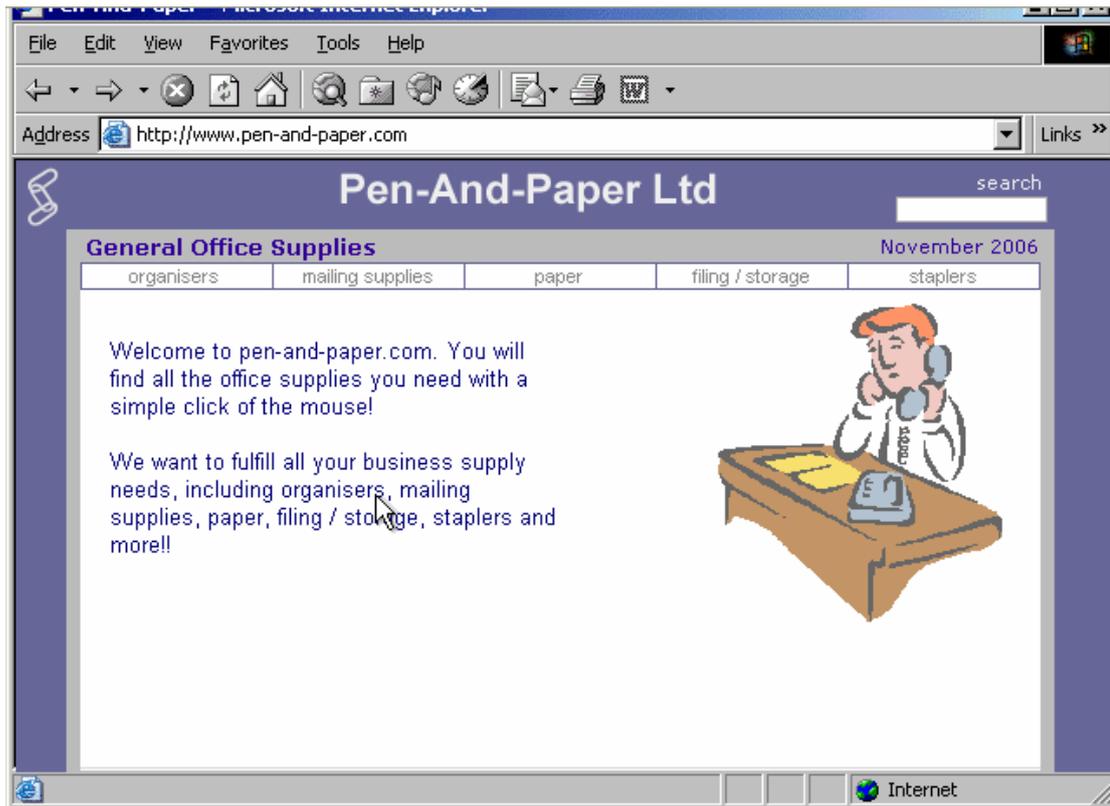
- Encryption prevents unauthorised users from reading data

Which **two** of these statements about encryption are **true**?

- An encryption key is used to compress documents that you wish to store safely.
- Encryption prevents unauthorised users from reading your data.
- Encryption converts data so that it cannot be understood.
- You can't encrypt your e-mail messages.
- 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

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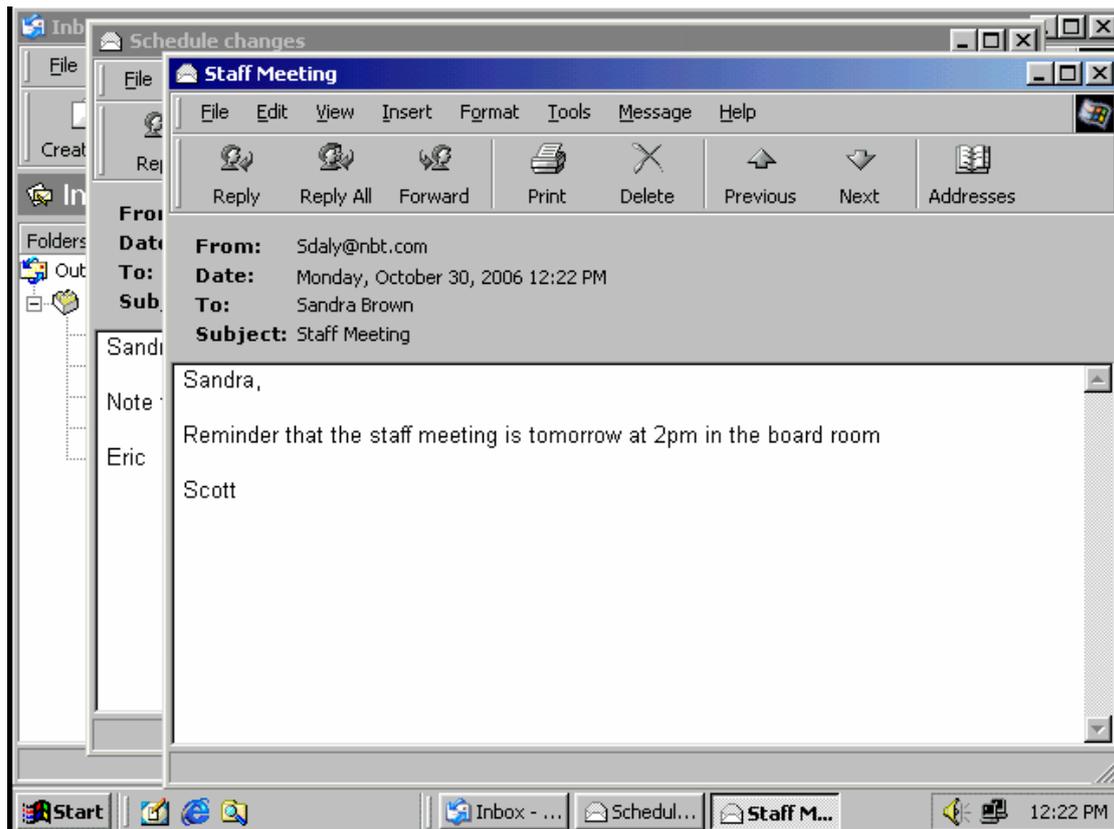


**Clear this browser's entire History list.**

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

**Tools → internet options → click on clear history**

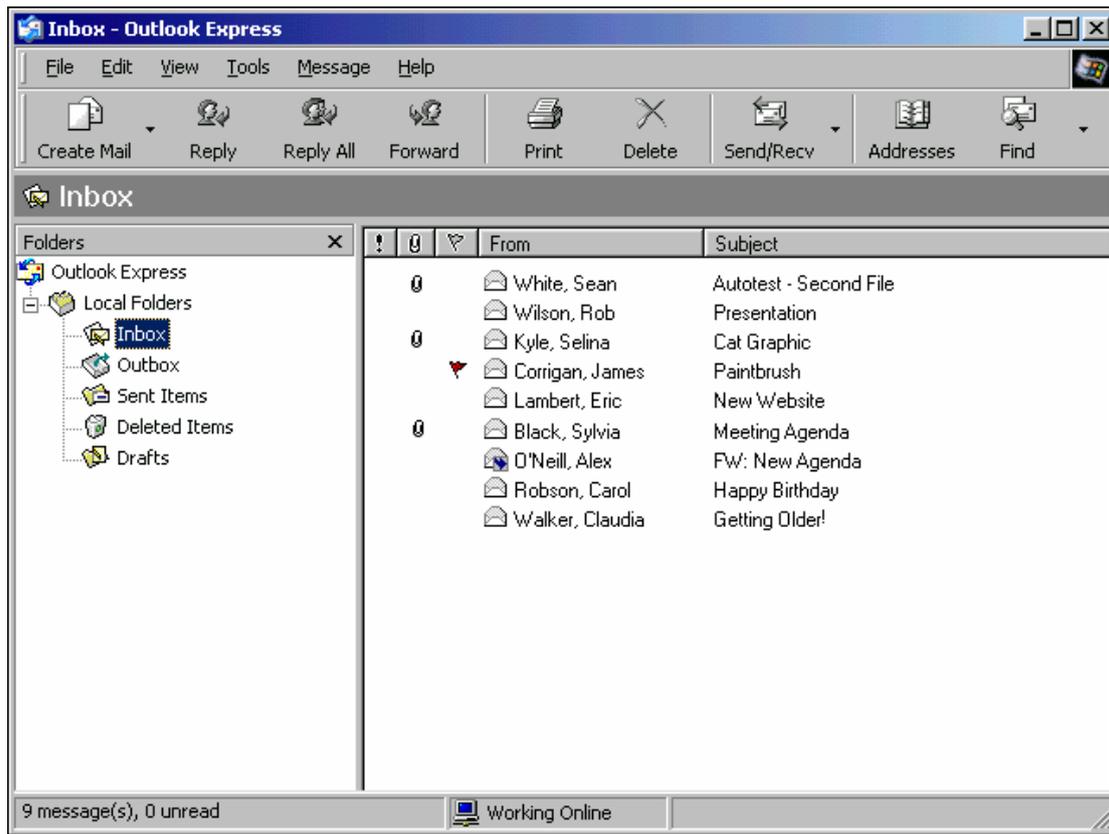
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Make the other open e-mail, **Schedule changes**, the active e-mail.

Select the **Schedule changes** from the task bar

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**Internet Exams (v4)**



**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 → click on reply all → type Can you call me about this? → Click send**

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

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

---

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

---

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

---

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

---

- 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**?

- The content of web pages that you view while using a browser is lost from memory after the computer is shut down.

---

- Web browsers are software applications that are used to visit Web pages in various locations.

---

- Browsers contain hypertext links to different documents and sites on the Web.

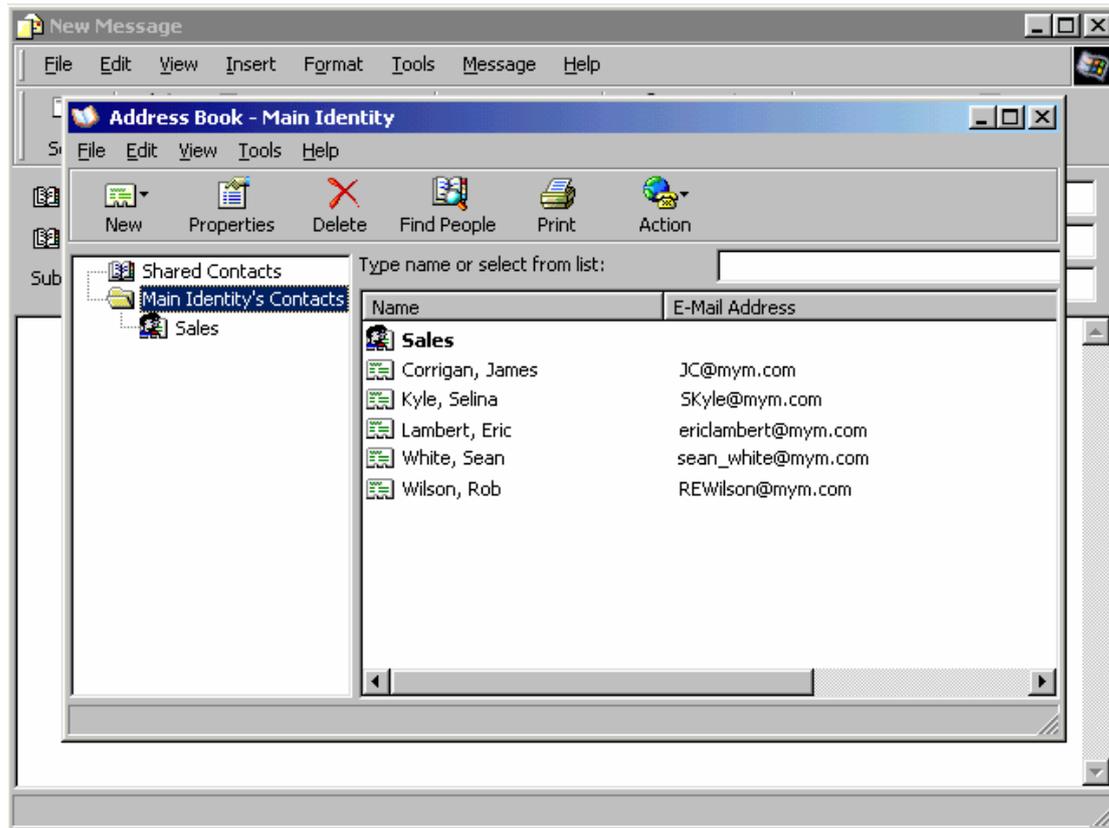
---

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

---

- A web browser is a site where you can search for information on the web

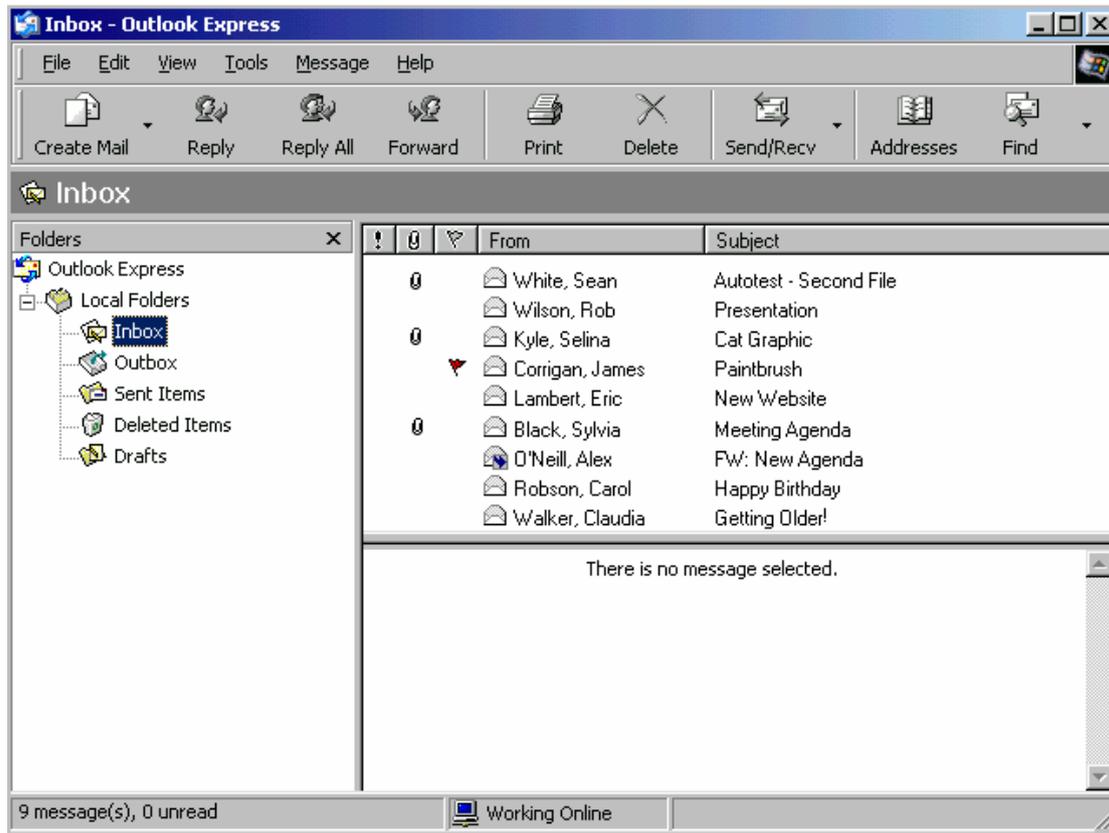
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**Add Eric Lambert to the Sales group in this Address Book.**

**Select Sales → click properties → click select members → select Eric Lambert → ok → ok**

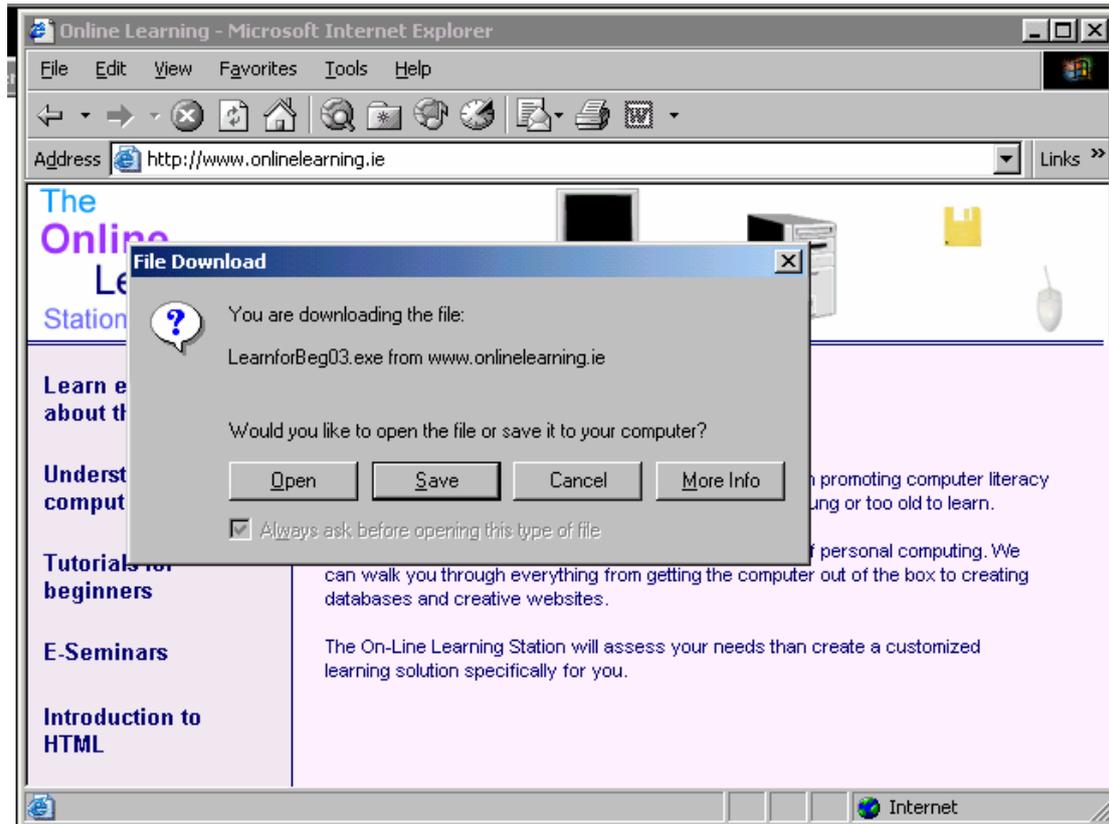
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Display the message from **Selina Kyle** in the Preview pane.

Select Selina Kyle message

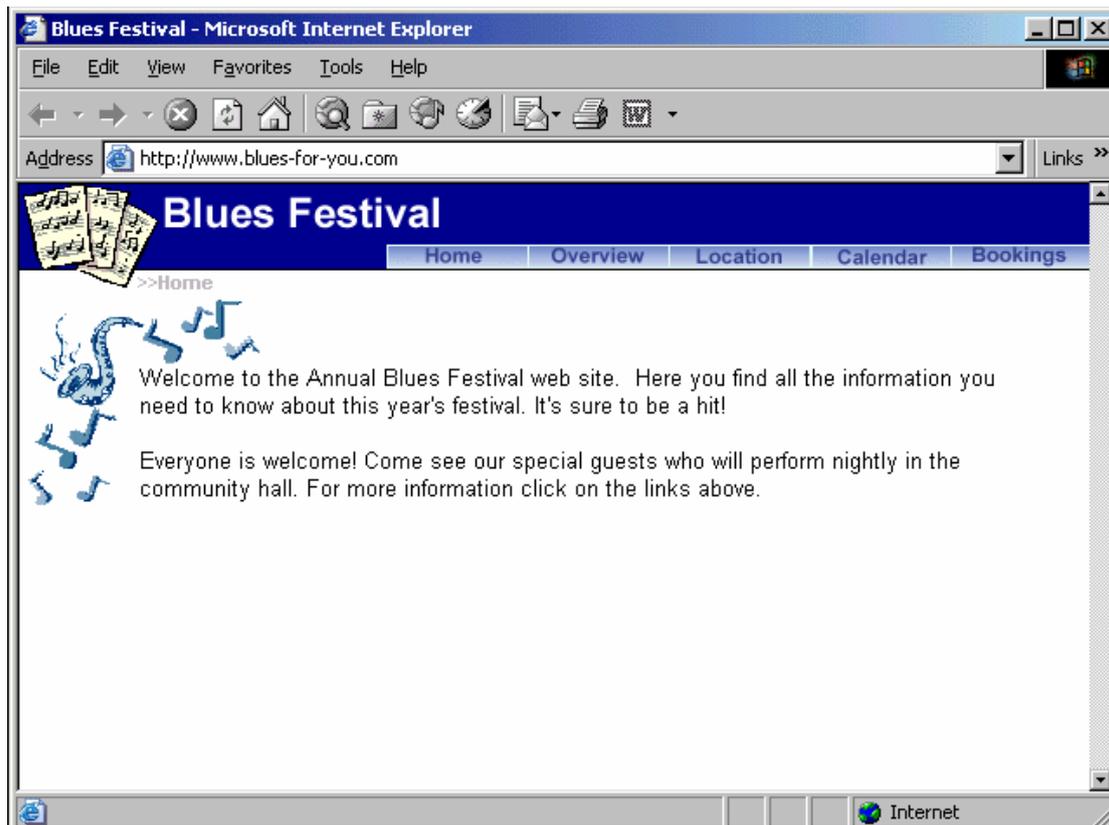
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**Click the option that would download the selected file with the least risk of virus infection?**

**Click save**

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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.

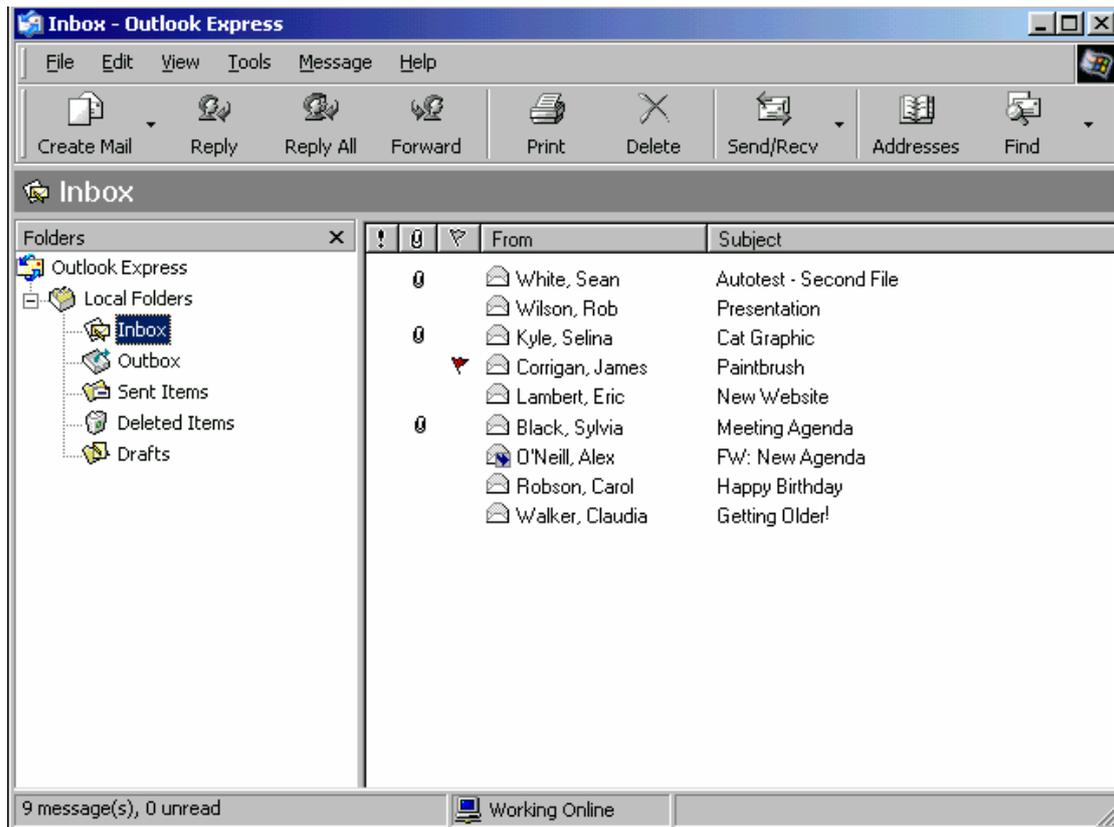
Click **bookings** → click **Events and venues** → from the first drop down list select **Concert in the Park** → from the second drop down list select **single ticket** → click **book now**

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@	At
Accounts	Company department
Bsmith	User name
uk	Country domain
Encel	Domain name

bsmith @ accounts. Encel. uk

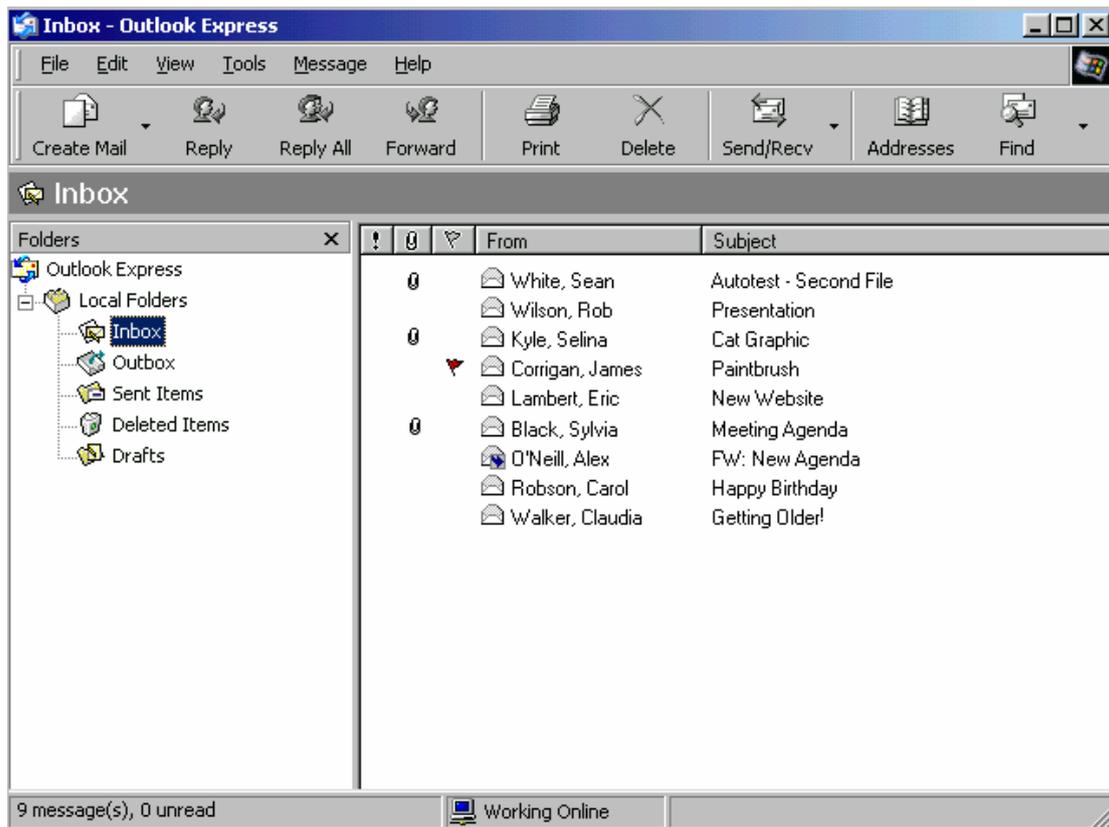
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**Sort the Inbox messages by sender.**

**View → sort by → sent**

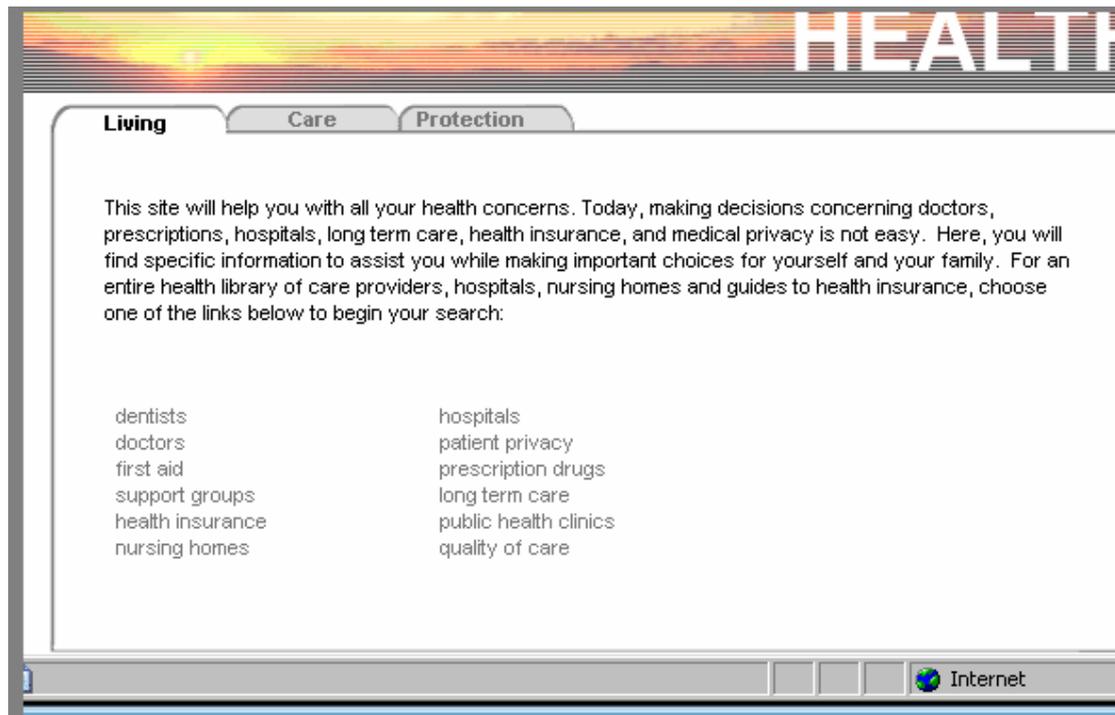
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Move the deleted mail from **Joe Thompson** back to the Inbox.

Select Deleted Items → right click on Joe Thompson message → select move to folder → select inbox → ok

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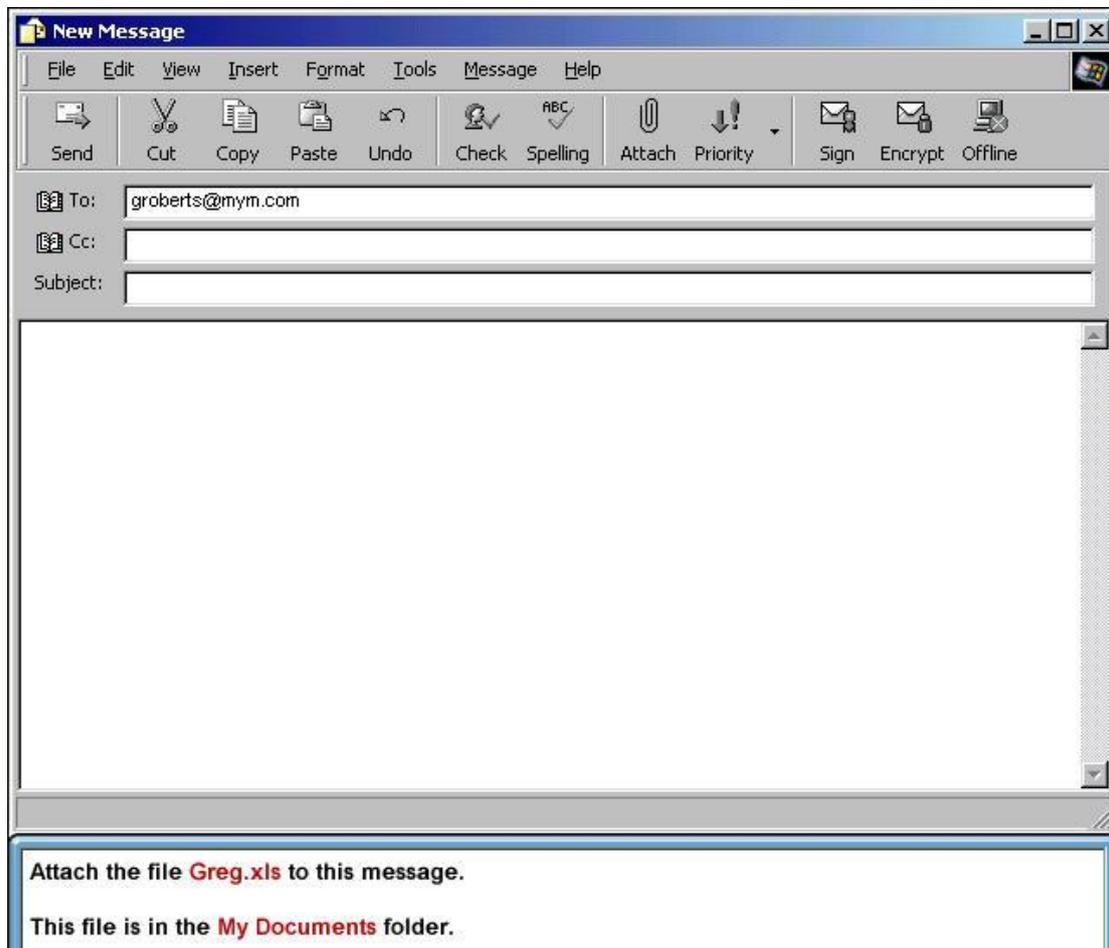


**Change the settings of this web browser so that images will NOT be displayed.**

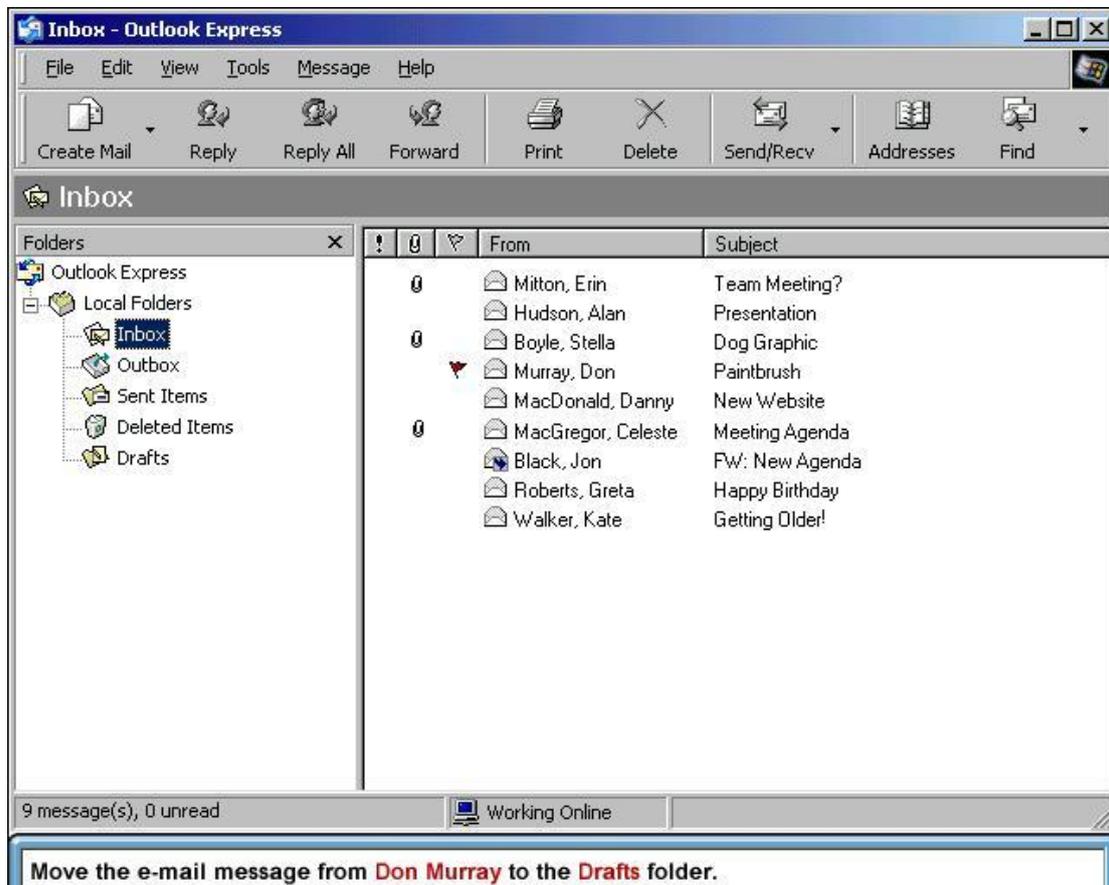
**Do not change any other settings.**

**Tools → internet options → advanced tab → in the multimedia section  
uncheck the show pictures**

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Internet Exams (v4)



The screenshot shows the Outlook Express interface. The title bar reads "Inbox - Outlook Express". The menu bar includes "File", "Edit", "View", "Tools", "Message", and "Help". The toolbar contains icons for "Create Mail", "Reply", "Reply All", "Forward", "Print", "Delete", "Send/Recv", "Addresses", and "Find". The "Inbox" folder is selected in the left-hand pane, which also shows "Outlook Express", "Local Folders", "Outbox", "Sent Items", "Deleted Items", and "Drafts". The main pane displays a list of messages with columns for "From" and "Subject". The message from "Murray, Don" with the subject "Paintbrush" is selected. The status bar at the bottom indicates "9 message(s), 0 unread" and "Working Online". A blue task bar at the very bottom contains the instruction: "Move the e-mail message from Don Murray to the Drafts folder."

	From	Subject
0	Mitton, Erin	Team Meeting?
0	Hudson, Alan	Presentation
0	Boyle, Stella	Dog Graphic
▼	Murray, Don	Paintbrush
0	MacDonald, Danny	New Website
0	MacGregor, Celeste	Meeting Agenda
0	Black, Jon	FW: New Agenda
0	Roberts, Greta	Happy Birthday
0	Walker, Kate	Getting Older!

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**Travel With Us - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://www.travel-with-us-cheap.com/welcome/9873.html> Links >>

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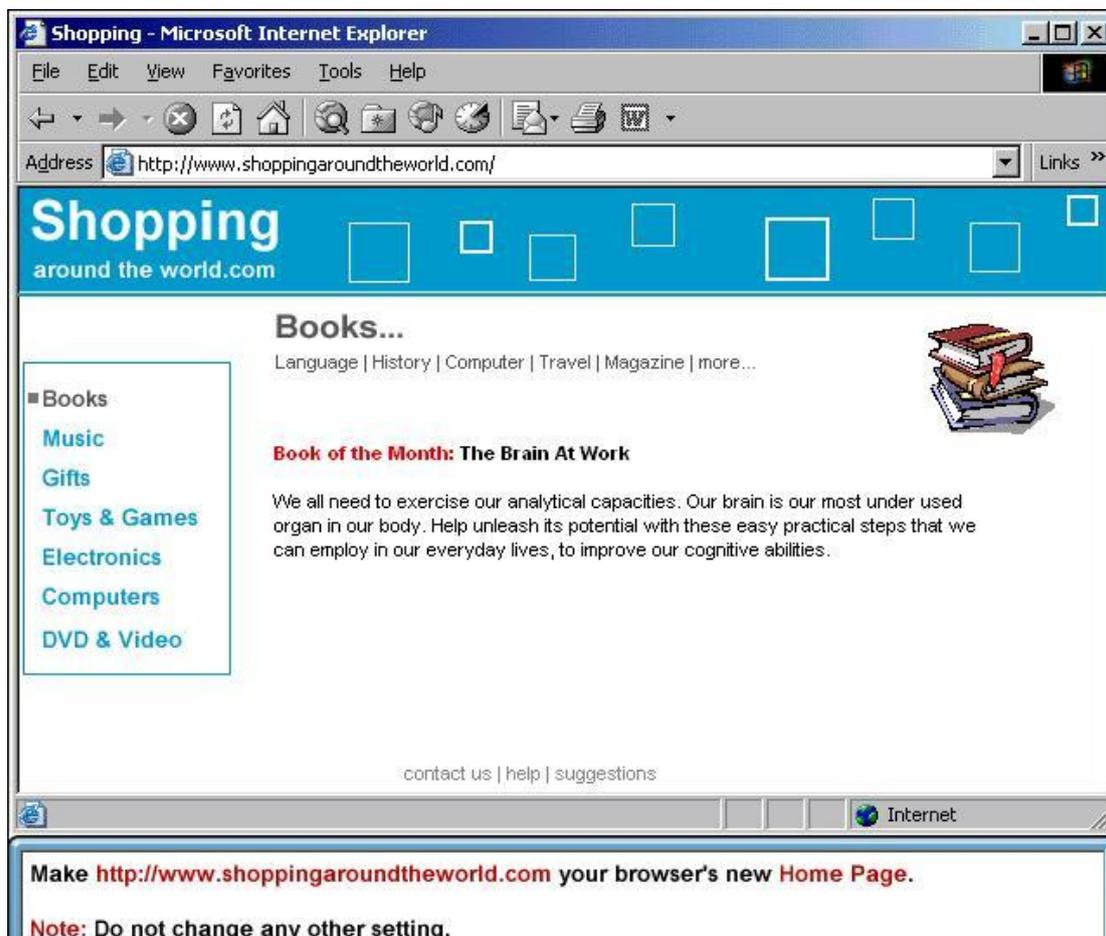
[contact us](#) | [help](#) | [suggestions](#)

Internet

**Add this web page to your Favorites.**

**Do not change the current settings.**

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**Internet Exams (v4)**



Shopping - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.shoppingaroundtheworld.com/> Links >>

# Shopping

around the world.com

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**Book of the Month: The Brain At Work**

We all need to exercise our analytical capacities. Our brain is our most under used organ in our body. Help unleash its potential with these easy practical steps that we can employ in our everyday lives, to improve our cognitive abilities.

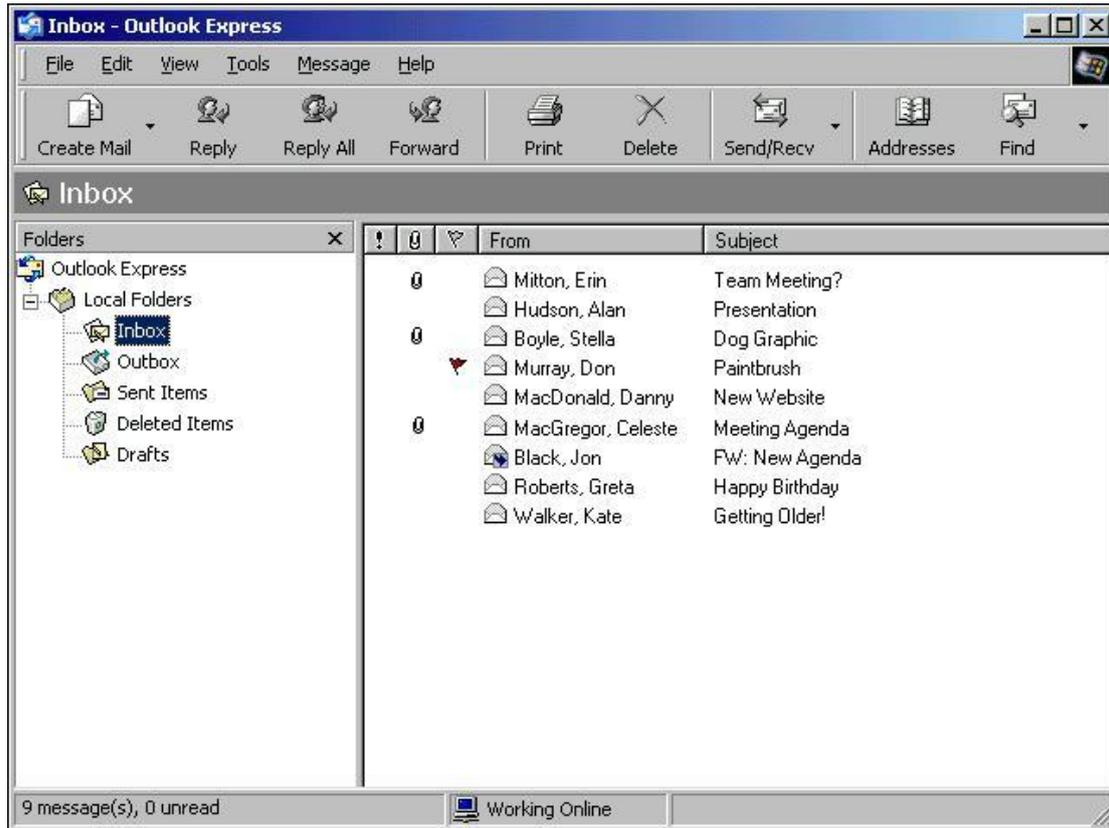
[contact us](#) | [help](#) | [suggestions](#)

Internet

Make <http://www.shoppingaroundtheworld.com> your browser's new Home Page.

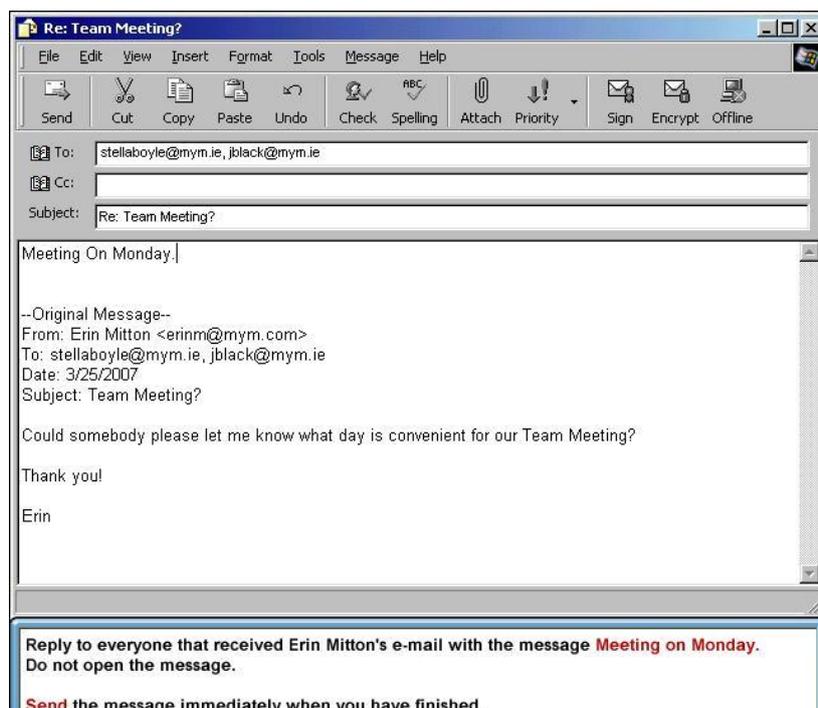
**Note:** Do not change any other setting.

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**Internet Exams (v4)**

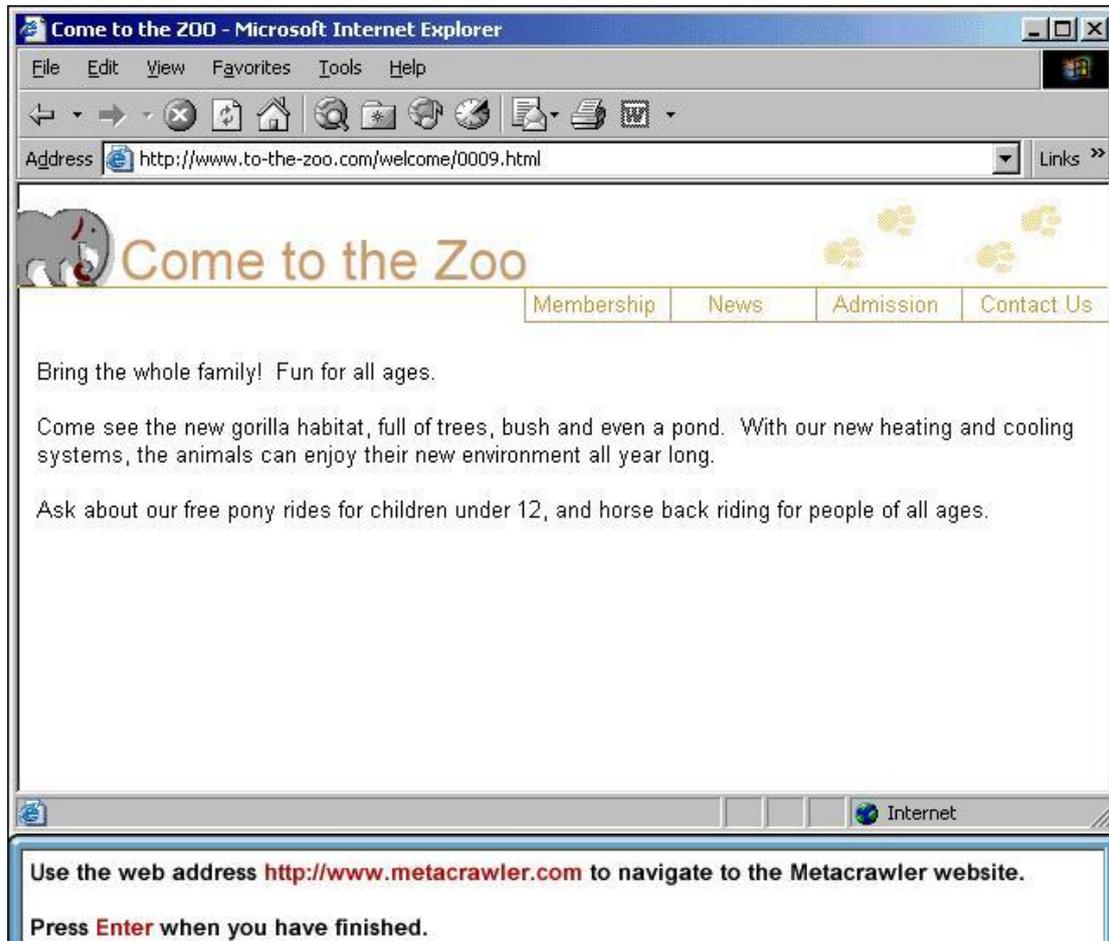


Reply to everyone that received Erin Mitton's e-mail with the message **Meeting on Monday**. Do not open the message.

**Send** the message immediately when you have finished.



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