

# **SYLLABUS**

## **INTERMEDIATE**



**IE, Microsoft outlook**



**GLOBALCERT**

ΦΟΡΕΑΣ ΠΙΣΤΟΠΟΙΗΣΗΣ ΑΝΘΡΩΠΙΝΟΥ ΔΥΝΑΜΙΚΟΥ

## IE, Microsoft outlook

### 1. Computer Networks and the Internet.

#### a. Terms and Definitions.

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- a1. Definition and understanding of the terms Internet, world wide web, HTTP, URL, FTP, hyperlink.
- a2. Structure of the web page address (URL), email address and analysis of its structure.
- a3. Understanding of the terms web (internet) and world wide web (www) and understanding and distinguishing the differences between them.

#### b. Internet Security.

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- b1. Awareness of the risk of infection by a computer virus when downloading.
- b2. Understanding the term Firewall.
- b3. Understanding what a digital certificate is.

### 2. Browsing on the web.

#### a. Browser Interface.

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- a1. Open, close the navigation application.
- a2. Change the browser home page.
- a3. Stop downloading a webpage.
- a4. Refresh of a web page
- a5. Showing and hiding toolbars
- a6. Use of available help functions of the application.

#### b. Navigate the web and view the information on Web browser.

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- b1. Go to a website using URL.
- b2. Navigate web pages by using hyperlinks.
- b3. Move backward, forward between pages you have navigated on.

b4. Show, hide images on a web page.

**c. Navigate the web and viewing the information on Web browser.**

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- c1. Open a page from your Favourites/Bookmarks.
- c2. Add and Delete webpage from the Favourites/Bookmarks.
- c3. Create folder in Favourites/Bookmarks and add webpage.

**3. Search information.**

**a. Search to sites and manage the content of them.**

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- a1. What are search engines and how we use them.
- a2. Search information using a word or phrase.
- a3. Search using a combination of criteria.
- a4. Save a webpage on specific location on your driver as a plain text or HTML file.
- a5. Download file from a webpage and save it in a certain location.

**b. Print.**

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- b1. Preview webpage.
- b2. Set web printing parameters.

**4. Electronic mail (email).**

**a. Email basics.**

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- a1. Understanding the structure and constraints of an email address.
- a2. Being aware of the risk of infection by a computer virus in an attached message.
- a3. Understanding the benefits of emails and the flexibility of emails provided via webmail.

**b. The interface of an email application.**

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- b1. Opening and closing an email application.

- b2. Understanding and opening default folders: Inbox, sent, outbox, drafts, deleted items.
- b3. Opening, reading and closing a message.
- b4. Marking a message as "Read".
- b5. Using help of the email application.

**c. Messages Use.**

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- c1. Addition and deletion of columns in your inbox (sender, subject, receive date).
- c2. Create a new message.
- c3. Import email addresses into the fields: To, cc or bcc.
- c4. Insert Subject.
- c5. Insert Message body.
- c6. Use available spell checking.
- c7. Attach file to message.
- c8. Delete attachment from message.
- c9. Copy, move text between messages.
- c10. Send message with priority.
- c11. Send message by using the recipient list.
- c12. Forwarding a message.
- c13. Open and save attachments in a specific location.
- c14. Reply a message with or without embedding the original message.
- c15. Reply to sender, reply to all.
- c16. Mark, delete mark/flag of a message.

**d. Managing messages**

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- d1. Create, name and manage folders (files) for the effective administration of messages.
- d2. Delete a message.
- d3. Restore a message from the deleted items folder.
- d4. Empty deleted items folder.

e. **Address book.**

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- e1. Creating and using recipient list.
- e2. Add or delete a contact from your address book.
- e3. Update address book from incoming messages.

f. **Print.**

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- f1. Preview message.
- f2. Select print parameters of a message.
- f3. Print a message.