

Overview

This standard is about using advanced e-mail features to support sending and receiving e-mails as well as setting up new e-mail accounts. This involves creating new email addresses with e-mail service providers and setting up e-mail accounts rules and automated responses for e-mail. It also includes managing email security using encryption.

This standard is for those who need to use advanced e-mail settings to meet their own needs or as part of their duties.

Performance criteria

You must be able to:

1.
Implement e-mail account applications on mobile devices in line with organisational procedures
2.
Customise e-mail viewing panes to tailor the display of e-mails in line with organisational requirements
3.
Create e-mail software start-up and exit conditions to automate email housekeeping
4.
Switch to offline working when not connected to the internet to maintain e-mail productivity
5.
Identify when e-mail problems are local or linked to the service provider to organise effective resolutions
6.
Implement e-mail encryption of sensitive or private e-mails to maintain privacy and security

Knowledge and understanding

You need to know and understand:

1. How to select and sign up to an e-mail service provider
2. What is involved in setting up a new e-mail account
3. The methods to improve message transmission
4. How to set up automatic responses for effective handling of incoming messages
5. Why and how to stay safe and respect others when using e-mail
6. How to customise e-mail account settings to meet needs
7. Why, what and when to archive messages
8. How to minimise e-mail problems including mailbox restrictions, e-mail size limitations, attachment issues and transmission limitations
9. The purpose of message encryption and when it is appropriate to use it
10. How to implement encryption to keep e-mail content private
11. How to improve security for e-mail communications
12. How to configure message archiving systems for efficient storage and retrieval of e-mail messages
13. The factors controlling message size and transmission speed

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