Name:
Lesson 5: Communicating using Email

Email
- Allows you to send messages along with attachments quickly and easily via the Internet as long as all _____ have an e-mail client (software).
- Email Clients: software program _____ on your computer used to send, receive and manage e-mail messages, examples are: Microsoft Outlook, Mozilla Thunderbird, Apple Mail
- Web Based Email: Browser based email that is not _____ to your PC. Accessed from anywhere you have an Internet connection. Web-based e-mail providers: Gmail, Yahoo, Hotmail, and Now Outlook.com

Contact Management
Consist of the following:
- Address book: contains _____ information for people in your contacts.
- Calendar
- To do list
- Instant messaging: Similar to ____ messaging, both parties must be online

Email Address
- Email address combines a user name and a _____ name, such as student@school.edu
- A unique combination of numbers and _____ that identifies a particular user.
- The user name must be _____ from any others within the same domain
- Requires a _____ to login

Attachments
- Files attached to an _____ that are sent via the email, such as word-processing documents, spreadsheets, graphics, audio, video, links and other electronic _____.

Email Netiquette (Professional Email)
- Write with a respectful and _____ tone
- _____ using emoticons such as :-)
- Do not use all _____ letters.
- Avoid writing in a casual, _____ style to convey a feeling of friendliness.

<u>**Classroom Guide to E-Mail Etiquette and Safety**</u>
In this activity, you will create classroom guides on e-mail etiquette and safety.

1. Open a Web browser.

2. Research E-mail Etiquette websites.

3. Create a guide on email etiquette and safety with at least 10 guidelines.

As you are creating your guide, consider the following:
. What if I get an e-mail message with a flame, spam or hoax?
. What if a friend sends me an e-mail message that makes me uncomfortable?
. What if I receive an e-mail message with an attachment?
. What if I get a bad feeling about an e-mail message or a question asked in it?

Video Resources
Attachments (http://mistreamnet.org/videos/3112/attachments) – A file with an .exe extension was attached to an e-mail message. In the second part of the video, a photo was attached as a joke. Has this ever happened to you or a friend?
Forwarding an E-mail (http://mistreamnet.org/videos/3113/email-forwarding) – One friend confronts another about forwarding e-mails. Why is it important not to forward chain messages?
Caught (http://mistreamnet.org/videos/3114/caught-emailing) – A student is using e-mail to send mean messages. What should you do before sending e-mail messages?
Quick to Respond (http://mistreamnet.org/videos/3115/quick-to-respond) – Two friends discuss sending flame e-mails. Why should you think before you send?
Spam (http://mistreamnet.org/videos/3117/flaming-email) – Two friends meet by the soda machine and talk about spam, e-mail filters and hoaxes. Why should you inform your parents before you open an e-mail account?
Flames (http://mistreamnet.org/videos/3116/spam-not-a-food) – Two friends talk about junk e-mail. What is spam? And how can you be more careful with your e-mail address?
Note: The incorrectly named URLs for the Spam and Flames videos are errors by the source Web site.

Lesson 5 Quiz

 Select the correct response for each question.

1. Which statement is true about e-mail use today?

    a. E-mail is used mainly for personal communication.
    b. E-mail is used mainly for business communication.
    c. E-mail is used mainly by scientists to communicate with each other.
    d. E-mail is a primary method of communication for personal and business use.

    Answer Choice

2. Which of these is a correctly formatted e-mail address?

    a. john.gmail@com
    b. john&gmail.com
    c. john@yahoo.com
    d. johnAThotmail.com

    Answer Choice

3. In addition to e-mail, most Webmail providers also include:

    a. spreadsheet creation tools.
    b. an address book and a calendar.
    c. instant messaging, address book and calendar.
    d. an interface that looks completely different from desktop e-mail clients.

    Answer Choice

4. When you receive an e-mail message, it will appear in your e-mail client's:

    a. inbox.
    b. outbox.
    c. calendar.
    d. drafts folder.

    Answer Choice

5. You can use _____to automatically include the same text at the end of every e-mail message you send.

    a. a subject
    b. copy and paste
    c. a signature
    d. an attachment

    Answer Choice

6. It is best to ignore or delete _____e-mail, also known as junk e-mail.

    a. draft
    b. spam
    c. trash
    d. reply

    Answer Choice

7. What is the code of acceptable behaviors that users should follow when communicating online?

    a. Spam
    b. Blogging
    c. Uploading
    d. Netiquette

    Answer Choice

8. What would you do if you received an e-mail message from someone you did not know?

    a. Forget about it.
    b. Tell your parents or a trusted adult.
    c. Open it right away to see what it says.
    d. Forward it to everyone in your address book.

    Answer Choice

9. What would you do if you received a hurtful or nasty message online?
      a. Delete it.
      b. Forward it.
      c. Send a nasty or threatening reply.
      d. Tell your parents or a trusted adult.

Answer Choice

10. In an e-mail address, the part directly after the @ sign is called the:
      a. domain
      b. server
      c. host
      d. client

Answer Choice

11. The software program used to send, create, and receive e-mail messages is called the:
      a. domain
      b. server
      c. host
      d. client

Answer Choice

12. When you're sending an e-mail, you should avoid:
      a. greetings, such as "Dear Tom".
      b. signatures
      c. subject lines
      d. long rambling messages

Answer Choice

13. Which of these are important points to remember when composing an e-mail?
      a. Emoticons or emojis can help to make your intent clearer.
      b. Longer is better. Short e-mails can sound abrupt or rude.
      c. Subject lines get in the way. Just get to the point in the body of the e-mail.
      d. All of the above

Answer Choice

14. Identify the information that's safe to send via e-mail.
      a. addresses
      b. credit card information
      c. passwords
      d. phone numbers

Answer Choice