Ethiopian TVET-System

customer contact works support
LEVEL-II
Based on August 2012GC Occupational standard

Module Title: Communicating Electronically
TTLM Code: EIS CCSTTLM 0919V1

This module includes the following Learning Guides

LG27: Implement Procedures to Send and Receive Electronic Mail
   LG Code: EIS CCS2M09 LO1 LG-27
LG28:Managing electronic mail
   LG Code: EIS CCS2M09 LO2 LG-28
LG29:Collaborating online
   LG Code: EIS CCS2M09 LO3 LG-29

Instruction Sheet	LG27: Implement Procedures to Send and Receive Electronic Mail

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ❖ *Implementing procedures to send and receive electronic mail*
- ❖ *Managing electronic mail*
- ❖ *Collaborating online*

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- ❖ **Logging in to** *software* **for sending and receiving email**
- ❖ *Checking outgoing email for accuracy*
- ❖ **Ensuring** *attachments*
- ❖ **Identifying urgent, confidential, personal,** *suspicious or potentially dangerous email*
- ❖ *Dealing with returned email*

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 10.
3. Read the information written in the "Information Sheets1- 5". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish each "Self-check**.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each self check).
6. If you earned a satisfactory evaluation proceed to next Information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to pervious learning Activity.
7. Submit your accomplished Self-check. This will form part of your training portfolio.
8. Read the each Operation Sheet and try to understand the procedures discussed.
9. Do each LAP test (if you are ready). Request your teacher to evaluate your performance and outputs. Your teacher will give you feedback and the evaluation will be either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work.

Introduction

Electronic mail or e-mail makes it possible to exchange messages through a local or worldwide communication network such as Internet. Computers are generally used as terminals, but electronic agendas, cell phones, data communication terminals or other data exchange equipment can also be used. The best known and most widely used network is Internet. Most e-mail software and services allow for the attachment of files containing text, documents, sound, pictures, and even computer programs.

There are two main types of e-mail. The first enables subscribers of a network provider to send and receive messages with e-mail software. Messages are processed on the sender's terminal. The second type, Web mail, is accessible through navigation software that enables a computer connected to Internet to send and receive mail, without the services of a network provider. If such service were offered in Québec, only data essential to the object of the file could be retrieved.

1.1. What is Email and how does it Work

Email, short for Electronic Mail, consists of messages which are sent and received using the Internet.

Email is short for **electronic mail**. An email is a letter that is sent over a computer network instead of being sent through the post. You can attach documents and photos to emails, just like you can include a photo or a document with a letter. You can also attach computer files, such as programs and spreadsheets.

Sending and receiving email is generally free, and you can actually send an email to as many people as you like. Each person on email has a unique email address, which is how you direct an email address to a specific person.

You can even send emails to yourself. This sounds kind of silly, but people do this to send themselves reminders and also to transfer files from one place to another.

All your emails come into your **Inbox**, which is like your virtual letter box. Later in this session, we'll talk about how you set up your own Inbox.

Email has its own writing conventions, which may take a little getting used to. Not many people start an email with **Dear sir**, or end it with **Regards**. It's a lot less formal than that. There's nothing wrong with being formal, of course, but some readers might think it strange. There are also abbreviations and things called **emoticons** that you might find useful to learn.

The dark side of email is that anybody can send email to anybody, and because it's free to send you can end up with a lot of junk (e) mail. That's called spam, and there are tools that can filter spam out from your Inbox. You can have multiple email addresses if you like. You don't have to limit yourself to just one!

History of Email

Email is actually older than the internet, having been developed in conjunction with the Advanced Research Projects Agency Network (ARPANET) in the late 1960s and early '70s. ARPANET was the precursor to the modern internet that was built as a research project by the US Department of Defense. Original emails were text only, didn't support having documents, photos or video attached to them, or

even different fonts. It was only in the 1980s when ARPANET morphed into the current internet that email started to look

Email Advantages

Productivity tools: Email is usually packaged with a calendar, address book, instant messaging, and more for convenience and productivity.

Access to web services: If you want to sign up for an account like Face book or order products from services like Amazon, you will need an email address so you can be safely identified and contacted.

Easy mail management: Email service providers have tools that allow you to file, label, prioritize, find, group, and filter your emails for easy management. You can even easily control spam, or junk email.

Privacy: Your email is delivered to your own personal and private account with a password required to access and view emails.

Communication with multiple people: You can send an email to multiple people at once, giving you the option to include as few as or as many people as you want in a conversation.

Accessible anywhere at any time: You don't have to be at home to get your mail. You can access it from any computer or mobile device that has an Internet connection.
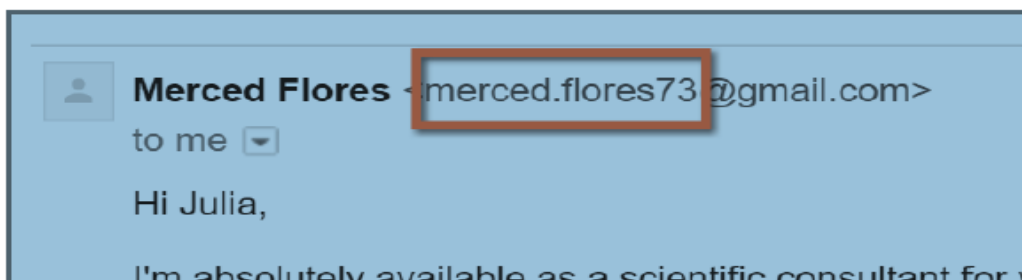
1.2.   Email addresses

An email address is a unique identifier for an email account. It is used to both send and receive email messages over the Internet.

Every email address has two main parts: a username and domain name. The username comes first, followed by an at (@) symbol, followed by the domain name. In the example below, "mail" is the username and "techterms.com" is the domain name.

To receive emails, you will need an **email account** and an **email address**. Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly because if you do not enter them exactly right, your emails will not be delivered or might be delivered to the wrong person.

Email addresses are always written in a standard format that includes a **user name**, the @ (at) symbol, and the **email provider's domain**.

The **user name** is the name you choose to identify yourself.

The **email provider** is the website that hosts your email account.

Merced Flores <merced.flores73@gmail.com›

to me ▾

Hi Julia,

I'm absolutely available as a scientific consultant for \.

Some businesses and organizations use email addresses with their own website domain.

from: **Facebook** <security@facebookmail.com›

1.3. Email and Webmail providers

In the past, people usually received an email account from the same companies that provided their Internet access.

For example, if AOL provided your Internet connection, you'd have an AOL email address. While this is still true for some people, today it's increasingly common to use a **free web-based email service**, also known as **webmail**.

Anyone can use these services, no matter who provides their Internet access.

Today, the top three webmail providers are **Yahoo!**, Microsoft's **Outlook.com** (previously Hotmail), and Google's **Gmail**. These providers are popular because they allow you to access your email account from anywhere with an Internet connection. You can also access webmail on your **mobile device**.

Other Email providers

Many people also have an email address **hosted by their company**, **school**, **or organization**. These email addresses are usually for professional purposes. For example, the people who work for this website have email addresses that end with **@gcflearnfree.org**. If you are part of an organization that hosts your email, they'll show you how to access it.

Many hosted web domains end with a suffix other than **.com**. Depending on the organization, your provider's domain might end with a suffix like **.gov** (for government websites), **.edu** (for schools), **.mil** (for military branches), or **.org** (for nonprofit organizations).

1.4. Email applications

Many companies and organizations use an email application, like **Microsoft Outlook**, for communicating and managing their email. This software can be used with any email provider but is most commonly used by organizations that host their own email.

Outlook, Outlook Express, or Thunderbird

Outlook, Outlook Express, and Thunderbird are pieces of software that are installed on your computer and can be set up to check your email. These are usually used with an existing email account (like your work account or the account you were given when you signed up for your internet access). Setting up Outlook, Outlook Express, and Thunderbird can be tricky - but if someone else has already done it for you - you're set!

Using one of these programs is great if you only check your email from one computer - but if you use lots of computers to check it, then you may want to go with a "web-based" email like Yahoo! or Gmail.

1.4. Email Interface

Below are some examples of different **email interfaces** from **Gmail**. Review the images below to become familiar with various email interfaces. Keep in mind that these examples will only provide a general overview. You can visit our Gmail tutorial to learn how to use an email application in detail.
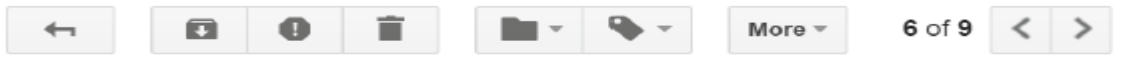
Inbox

The **inbox** is where you'll view and manage **emails** you receive. Emails are listed with the name of the **sender**, the **subject** of the message, and the **date received**.

Message pane

When you select an email in the inbox, it will open in the **Message pane**. From here, you can **read the message** and choose **how to respond** with a variety of commands.

Re: consultant for book ▶ Inbox x

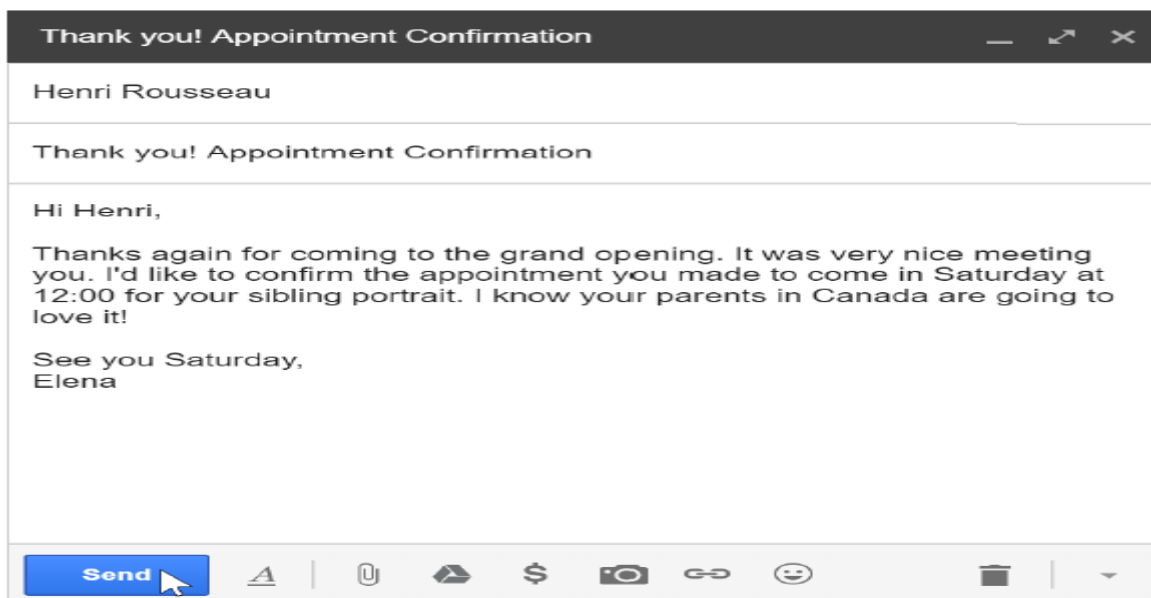Merced Flores <merced.flores73@gmail.com>   Jun 21 ☆
to me ▾

Hi Julia,

I'm absolutely available as a scientific consultant for your book! Thanks so much for considering me.

Merced

Compose pane

You can click the **Compose** or **New button** from your inbox to open the **Compose pane** to create your own email message. From here, you'll need to enter the **recipient's email address** and a **subject**. You'll also have the option to upload files (photos, documents, etc.) as **attachments** and **add formatting** to the message.

Thank you! Appointment Confirmation   — ↗ ×

Henri Rousseau

Thank you! Appointment Confirmation

Hi Henri,

Thanks again for coming to the grand opening. It was very nice meeting you. I'd like to confirm the appointment you made to come in Saturday at 12:00 for your sibling portrait. I know your parents in Canada are going to love it!

See you Saturday,
Elena

Send   A | ⬀   ▲ $ ◙   ⊙   ☺   🗑 | ▾

A Compose pane will also appear when you select **Reply** or **Forward**. The text from the original message will be copied into the Compose pane.

Common email terms and actions

All email applications use certain **terms** and commands you will need to understand before using email. The examples below use **Gmail's Compose pane** and **Message pane** to introduce basic email terms, but these will still be applicable for Yahoo! and Outlook.

Forward

Whenever you want to **share an email** you've received, you can use the **Forward** command to send the message to another person.

1.5.   Checking Email

You can check your daily email messages in various ways, depending on your workload and work habits. For example, if you organize a lot of meetings you might need to check emails regularly throughout the day. If you don't deal with a lot of people you might only need to check your email once in the morning and once in the afternoon. Your email software can notify you when new mail arrives.

Replying to email

To reply to a message, you open or select it from the inbox. Click Reply on the toolbar to reply to the sender only. You could click Reply to All on the toolbar to send a reply to all recipients of the original message, as shown below.

The reply window is then displayed with the 'To' and 'Subject' fields complete. The cursor is in the message area, ready for you to type in your reply. The original message is also displayed in the reply window.

When replying to email messages you might want to include all or part of the original message in your reply. This can help recipients understand which parts of their message you are referring to. Depending on your email software, there are different ways to format the original message to make it stand out from your new message.

Self-Check -1	Written Test

Directions I: Fill in the Blank Space. Use the answer sheet provided in the next page:

1. _____ is a letter that is sent over a computer network instead of being sent through the post.
2. _____ is where you'll view and manage **emails** you receive.
3. _____ is the name you choose to identify yourself.
4. _____ is the website that hosts your email account.
5. Email addresses are always written in a standard format that includes_____, _____, and the ___

Directions II: Give Short answer. *Use the answer sheet provided in the next page:*

1. List the three top webmail providers
2. List the advantages of Email

Answer Sheet

Name: _____   Date: _____

Directions I: Fill in the Blank Space. Use the answer sheet provided in the next page:

   1. _____
   2. _____
   3. _____
   4. _____
   5. _____, _____, _____

Directions II: Give Short answer. Use the answer sheet provided in the next page:

   1.

_____
_____
_____

   2.

_____
_____
_____
_____
_____
_____

Score = _____

Rating: _____

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**

Operation Sheet1	Logging in to Software for Sending and Receiving Email

Procedures to Setting up and Checking a Yahoo!/ Gmail Email Account

Procedures to Setting up a Yahoo! Email Account

➤ Connect to the Internet by double-clicking the Internet Explorer desktop icon.

➤ Go to the Yahoo! Mail site by typing http://mail.yahoo.com into the address bar at the top of the screen.

You should see a screen that looks like this:

➤ Click on the **Sign Up** link at the bottom of the box.

Complete all information on the form

Yahoo! ID: Keep in mind that your Yahoo! ID will become your email

address, so choose carefully! When you type in your selection, a box will pop up that will ask you to check the availability of your ID. Because there are so many email users, sometimes you might have to try a few before finding one that is free.

Tip: Your ID/email address doesn't have to be your given name. With email, you can choose something that is related to your occupation or interests. For example, you might want to be

bluebird@yahoo.com. If you find that that is already taken, you could always add some numbers after it to make it more unique. If you were born in 1960, you could be bluebird1960@ yahoo.com.

Password: You will also need to select your password. Make sure your password is something that you can remember, but no one else can easily figure out! Usually, you will need a password that is 6 characters or longer, and includes at least one letter, one number, and one special sign.

> **Write down your Yahoo! ID and Password.** This is crucial because you will NOT be able to access your email without them.

Yahoo! ID: _____

Password: _____

If you do forget your password, the next section of the form makes it possible for you to retrieve it.

3. In case you forget your ID or password...

|	
Alternate Email	
1.Security Question	- Select One - ▼
Your Answer	
2.Security Question	- Select One - ▼
Your Answer	

Here you can select two questions that Yahoo! can ask you to make sure you are really who you say you are. That way, your password won't be given out to someone trying to break into your account.

You may want to write down your answers if you think you might forget!

The next portion of the form is simply another security measure. Type the code into the box as you see it on your screen. These can be tricky, so if you don't think you can read the numbers and letters, then "try a new code" or click the "Need audio assistance?" button to hear it said to you.

Type the code shown [   ] 🔊 Need audio assistance ?

nGov3n

Try a new code
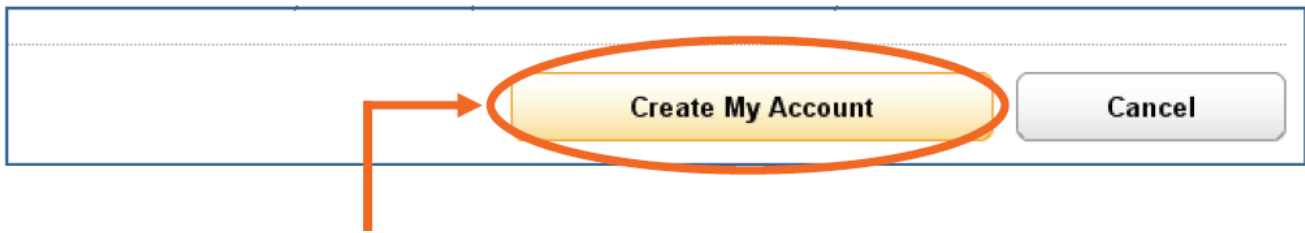
➢ Then click the "Create My Account" Button and you are done!

If you forgot a piece of required information, or something isn't quite right - the same page will flash back up except there will be a red note beside what you need to fix. Additionally, if you take too long the form might "time out" and you could have to start all over again. So work as quickly as you can!!!

Congratulations - You now have an email account! Remember that your email address is your Yahoo! ID directly followed by "@yahoo.com".

Procedures to Setting up Gmail account

Gmail is very similar to Yahoo! Mail in many ways.

➢ Go to www.gmail.com and click on the "create an account" on the right side of the screen. The sign-up procedure is very similar to the one for Yahoo! Mail.
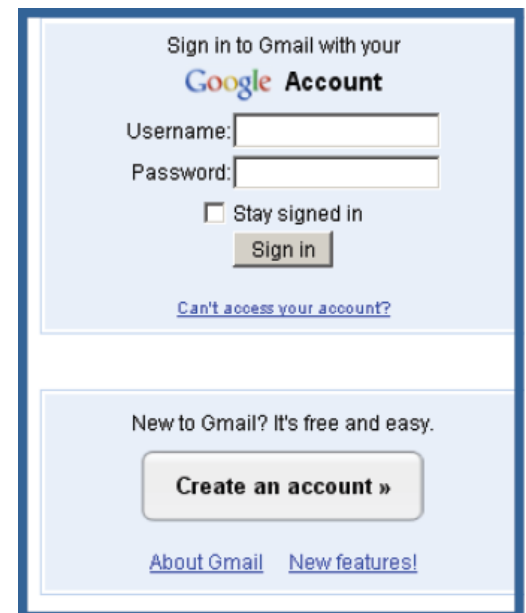
Procedures to check Email with Yahoo! and Gmail Account

To check email with Yahoo

Once you have set up your email account, you can check your mail anywhere that you can access the Internet. This is how it is done:

➢ Connect to the Internet by double-clicking the Internet Explorer desktop icon.
➢ Go to the Yahoo! Mail site by typing http://mail.yahoo.com into the address bar at the top of the screen.
➢ Type your **Yahoo! ID** and **Password** into the box at right. (don't forget the @yahoo.com at the end!)The next page will show you the number of new messages in your Inbox.

> ➢ Click on the **Inbox** link in the middle or on the Menu bar at left to retrieve your messages.

The Inbox is where all of your incoming messages are stored.
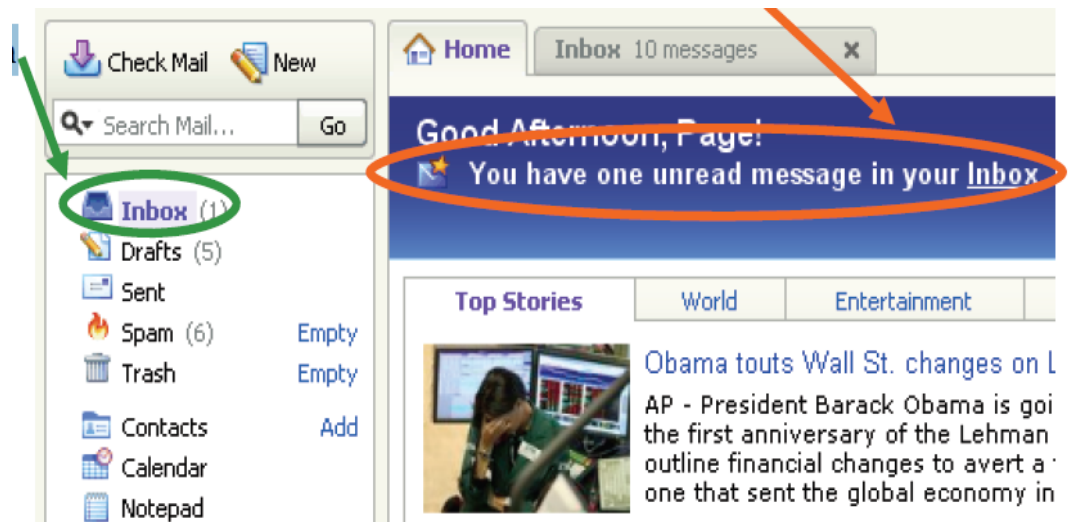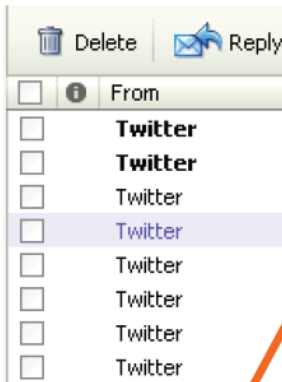
> ➢ Click on the **Subject** of the message to open and read it. We will go into more detail regarding Receiving and Reading messages in a later section. Usually, an unread (or new) message will be in bold!)

To check Email with Gmail

To check your email,

> ➢ Go to www.gmail.com and enter your username and password. Once you click "sign in" it takes you automatically to your inbox. Just as in Yahoo! Mail the unread emails are bold and you click on the subject of the email to open it and read it.

To Log out/Sign Out from your email account

On Desktop

> ➢ From the Gmail main screen, navigate to your profile picture in the upper right-hand corner.

> ➢
> Next, click Sign out.
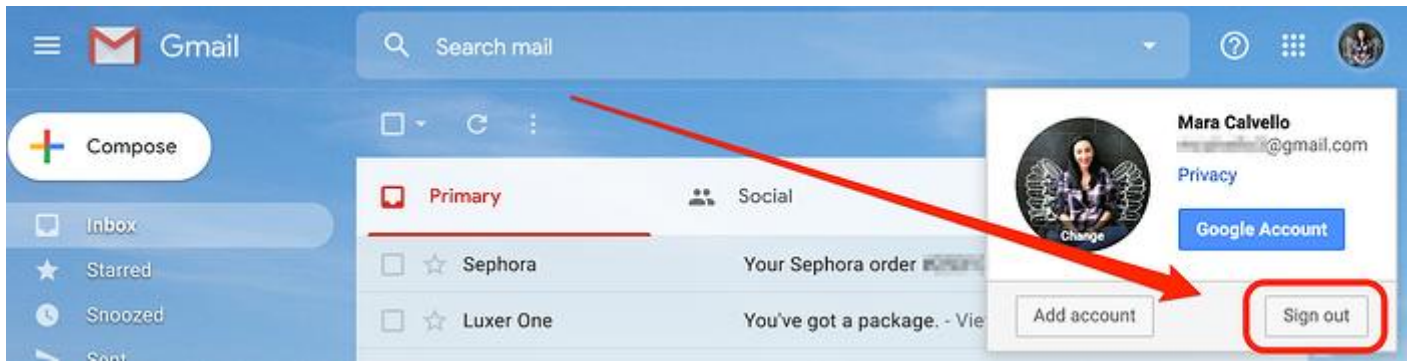
On IP hone app

The process of logging out of your Gmail account is similar to the way you would on desktop. When you're logged into the app, tap on your profile picture.
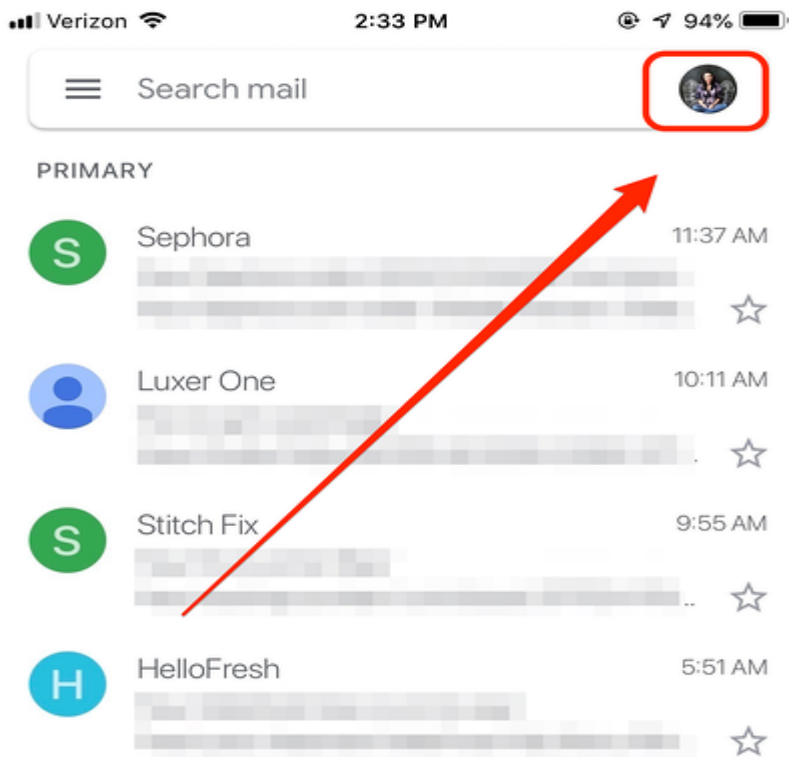
You'll then see any and all Gmail accounts you have signed into this device. Choose *Manage accounts on this device*.

Lap Test 1	Logging in to *Software* for Sending and Receiving Email

Instructions

1. Set up a new Yahoo/Gmail email account for you by following the procedures listed in an operation sheet1

2. Check your yahoo/Gmail email account that you create

3. Logout from your email account

Information Sheet-2	*Checking Outgoing Email for Accuracy*

2.1. Organizing and Sending Emails

Email is very convenient, time-efficient and easy to send. However, you can easily make mistakes when sending an email. You need to take the same care when drafting and sending an email as you would do with any other written correspondence, such as a letter or fax. Always follow workplace procedures for sending email. An email should include:

- ❖ the email address of the recipient
- ❖ a subject line
- ❖ a greeting
- ❖ the main body of the message
- ❖ the close of the message
- ❖ a signature
- ❖ any attachments.

The date is automatically inserted into your email by the email program. Your organization will expect you to prepare email using a specific language, tone and format.

Addresses

Correct email addresses are vital for sending email successfully. While addresses on paper-based mail need to be correct, a misspell street name does not always mean your mail will be returned. With email, however, incorrect addresses are not deliverable.

Forwarding email

Just as with faxes, memos or letters, you can address your email message to one or more people.

The "To" Field is where you insert the address of the person or people you wish to send your message to.

The "Cc..." field is where you insert the addresses of one or more people you want to send copies of the message to. Cc is short for 'carbon copies'.

Some email software also includes **"Bcc",** which is short for 'blind carbon copies'. This means you can send a copy of the message to someone (by typing their address in the Bcc field) without the other recipients knowing.

There are many reasons why you should forward email. For example, you might need to forward it to your manager for help and feedback when you don't know how to respond to a particular message. You might also receive an email message that others need to know about.

You must know who you should forward email to and when. If you are unsure about when it is appropriate to forward email, or who you should forward it to, ask your supervisor or colleagues for help.

Greeting

The type of greeting you use depends on who you are sending your message to and the purpose of your message. It also depends on whether you are expected to use a formal or informal tone. For example, you may start your email with 'Dear Mr Harcourt' if Mr Harcourt is an important client you don't know very well, or simply 'Dear John' if John is someone you know well. If you are in any doubt, it is always better to use a formal greeting. A formal greeting is also better when the recipient may need to forward the message to someone else, perhaps their manager.

You should consider the following questions:
- ❖ Is the greeting appropriate for the audience?
- ❖ Is the greeting appropriate for the purpose of the message?

Main body of message

The main body of text contains your message. Sentences should be short and the meaning clear. Each paragraph should contain one idea only. You might need to include two or more paragraphs, but try to keep your message brief. Most people expect email messages to be short and to the point. If you need to include lots of information it could be more appropriate to add an attachment containing the information instead.

Language

Most organizations have written policies against using offensive, sexist or racist language. Many also have policies or guidelines on the type of language they expect you to use when sending correspondence on behalf of the organization. The same rules that apply to printed correspondence can also apply to email correspondence.

The language you are expected to use in a professional email (or other correspondence used in attachments) can include particular phrases, titles, terminology and greetings commonly used in your industry and organization.

Remember the four Cs: email messages should be clear, concise, correct and courteous.

Clear: Clear writing is easy to understand. It involves using simple words wherever possible. The sentences should be active, not passive.

Concise: A concise message uses as few words as possible to convey the information clearly. To write concisely you should:
- ❖ explain exactly what you mean
- ❖ avoid repeating yourself
- ❖ ensure you don't distract the reader with unnecessary information.

Correct: Writing correctly means following specific rules and styles for business writing. Your workplace may have established a document referred to as a style guide, which describes the

formatting rules you need to follow to make sure various documents prepared across the organization are consistent in their appearance.

Courteous: Courteous writing is polite and respectful. It tends toward the formal unless you know the person very well.

Tone

Think about your purpose when you are choosing the tone of your message. Make sure your purpose is clear.

❖ Is the spelling, punctuation and grammar correct?
❖ Is the meaning clear?
❖ Is the text formatted correctly, either to a standard business format or to your organization's required format?
❖ Is the information in the message correct?

Layout

The layout of your email should make the message was clear and easy to read as possible. Therefore, use the kind of layout you would use in a letter. Insert a blank line between the greeting, between each paragraph, and before the close and signature.

Spelling

To check the spelling, select **Tools, Spelling** and follow the prompts throughout the text. If you made a error in spelling, you would click the **Change** button to correct your mistake. You would click **Ignore** the Word is correct. The spellchecker often queries non-Anglo-Saxon names.

Close

If you have included a greeting, you should also include a close. How you sign off (close) your message depends on the purpose of the message and your audience. The close should match the formality or informality of the greeting. 'Yours sincerely' is a more formal close than, 'Regards'. If your email message includes a request, 'Thank you' might be appropriate.

Electronic signatures

Your electronic signature should contain your name and any other details your organization wants to include. This may be your job tide and contact details. You need to provide enough information for the recipient to contact you easily.

When checking the close and signature, ask yourself the following questions:

❖ Does the close match the greeting in formality and format?
❖ Does the signature contain all the necessary information; for example, telephone and fax numbers?
❖ Will the recipient be able to contact the sender easily using the signature information?
❖ Is the signature in your organization's required format?

Checking your draft

Checking is extremely important, as once you have clicked the **Send** icon it is difficult to get your message back. You can make serious mistakes by sending email messages without checking them *first. Such common mistakes include:*

- ❖ ending confidential information to the wrong person
- ❖ saying that an attachment is included, when you have forgotten to attach it
- ❖ sending email to an incorrect address, so the message is undeliverable.

2.2. Sending Email on time

Email, just like other mail, must be sent on time. People rely on you to send items within the time lines they have specified. Some email software allows you to prepare messages in advance and specify the time when you want the message sent. When preparing replies to messages find out when the information is required, and plan your tasks accordingly.

Self-Check -2	**Written Test**

Directions1: Fill in the Blank space

1. *Email messages should be____ ,_____ ,___ and_____*

Direction1: Fill in the Blank Space.

1. List the thinks to be needed to send email

Answer Sheet

Name: _____   Date: _____

Score = _____

Rating: _____

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**
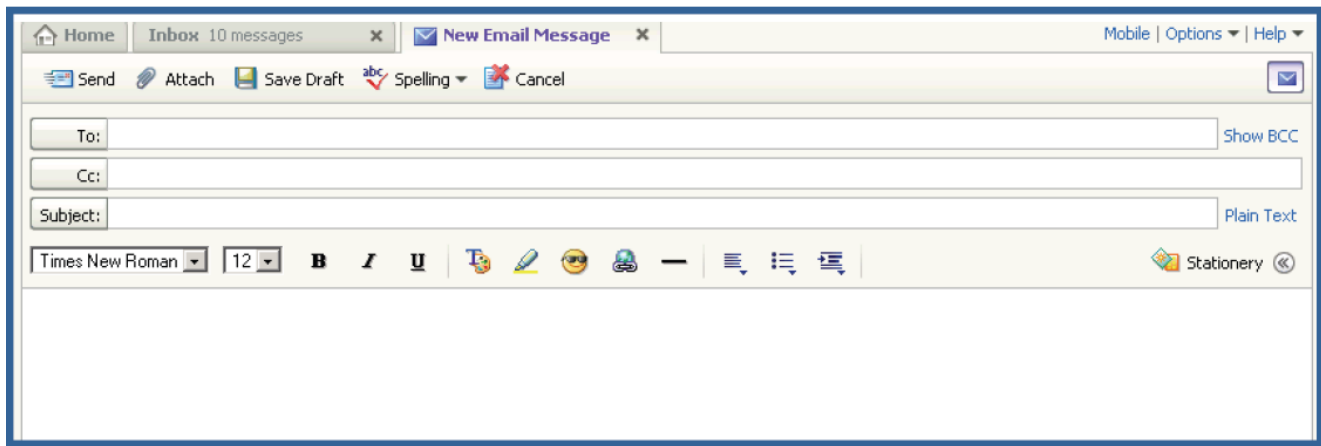
| Operation Sheet 2 | *Checking Outgoing Email for Accuracy* |

Procedures to Composing and Sending Messages

➢ To compose a message, click the **New** or **Compose** button at the top of any screen.

The compose screen (below) is a blank message form.

From: is your email address, or the address sending the email. Usually this is already filled in with your address

To: is where you type the email address of the primary recipients.

Subject: is a concise indication of the subject of your message. It is important to include a subject line because it will benefit the recipient by allowing them see what your email is about before they open it. It is especially helpful if you are sending email to someone who might not recognize their address. This will help indicate to them that the email is not spam, or junk email.

Add CC / Add BCC: To add secondary addresses to your email, click on these links and additional boxes will appear.

Add CC: CC stands for "carbon copy." This allows you to "copy" a person on an email that you are sending to someone else.

Add BCC: This is for "blind carbon copies." If you send a copy of an email to someone by putting their address here, the recipients in the **To:** and **CC:** boxes will not be able to see that person's address.

The box where you actually type your message is easy to spot because it's the largest one in the window. Click inside to start typing. If you want to change the appearance of your text, you can use the formatting toolbar at the top of the box. The formatting options are similar to those used in Microsoft Word.

Yahoo Formatting Toolbar

> ➤ Once you have completed your message, send it by clicking on the **Send** button at the top of the window.

Importance: You cannot cancel a message once you have sent it, so make sure you want to send the message before you click **Send**.
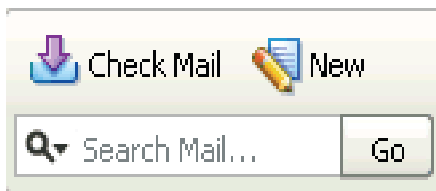
By default, Yahoo! Mail saves the messages you send in your Sent messages folder so you have a record of what you sent and when. You can find your Sent message folder from the main Mail tab in the Menu bar on the left in Yahoo! Mail and on the left side of each page.

Lap Test 2	Checking Outgoing Email for Accuracy

Instructions;

1. *Login your yahoo/Gmail email account
2. Compose a message use (Welcome to yahoo/Gmail email) as a text message
3. Send a message for your teacher. (ask your teacher email address)

Information Sheet-3	Ensuring *Attachments*

3.1. Preparing Attachments

When referring to e-mail, an **attachment** is a file sent with an e-mail message. An attachment can be a picture, a Microsoft Word document, a movie, a sound file, an Excel spreadsheet, or any other file that requires another program to open it.

Attachments are documents or other files that are attached separately to email messages. Sending attachments with an email is one of the most convenient features of email. When you are attaching files to an email message, your message acts as a covering letter, giving the recipient a brief description of what you have attached. Attachments could be pictures, word processed documents, a database, or other electronic media.

Be aware, however, that attachments are useful only if your recipient can open and read or view them. To send attachments successfully you need to be sure that the recipient has the necessary software or applications to open the files. If you are not sure, check with the recipient first. Also, attachments can carry viruses. For this reason some people don't like receiving attachments. In these cases cutting and pasting short documents into the email itself might be a better way of sending the material.

As with the subject line, attachments should be clearly labeled so they can be easily identified, filed and retrieved later.

If you need to attach a number of files or large files to an email message, consider two alternatives:

1. Divide the message into a number of smaller messages. For example, if you are sending drafts of a large report, send each section in a separate message. Make sure you label your messages very clearly in the subject line; for example, 'Sales Report Section 1: message 1 of 3' and 'Sales Report Section *2:* message 2 of 3'.

2. Reduce the size of large files by compressing them.

3.2. Icons for Adding Attachments to an E-mail

All e-mail programs and services are different. However, the de facto standard for the attachment icon is a paper clip. Below is a picture of the attach files icon in Google Gmail.
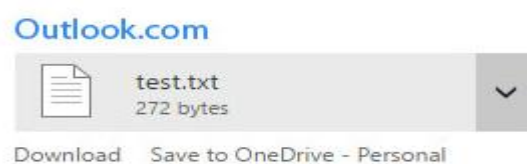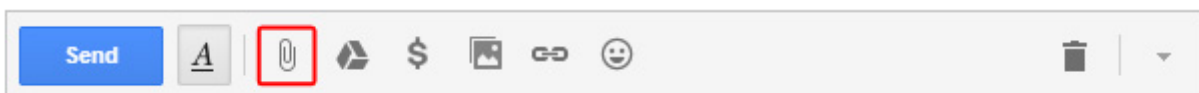
Here are a few examples of what e-mail attachments look like in the body of a message.

3.2. Receiving Attachments

When you receive a message with an attachment a paper clip appears next to the subject of the message in your inbox window.

Click on the subject of the message to open it. At the bottom of the message "header" (aka where the to, from, and subject lines are and before the body of the message, you'll see a list of the attachments:

Self-Check -3	Written Test

Directions: True/False. Use the Answer sheet provided in the next page:

1. An attachment can be a picture, a Microsoft Word document, a movie, a sound file, an Excel spreadsheet, or any other file that requires another program to open it.

2. Sending attachments with an email is one of the most inconvenient features of email.

Direction2: Give short answer. *Use the Answer sheet provided in the next page:*

1. Define an attachment

Answer Sheet

Name: _____   Date: _____

Directions: True/False.

1. _____

2. _____

Give short answer Questions

1.

_____

_____.

Score = _____
Rating: _____

Operation Sheet 3	Ensuring *Attachments*

Steps to Attach file and Receiving an attachment

Attaching Files

To attach a file,

➢ Click on Compose

➢ Type the address

➢ Type the subject

➢ Type the message

➢ When you are finished with your message, in Yahoo! click on the "Attach"
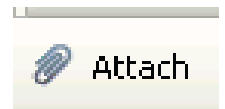
Button under the subject box. This will open an Attachment Window
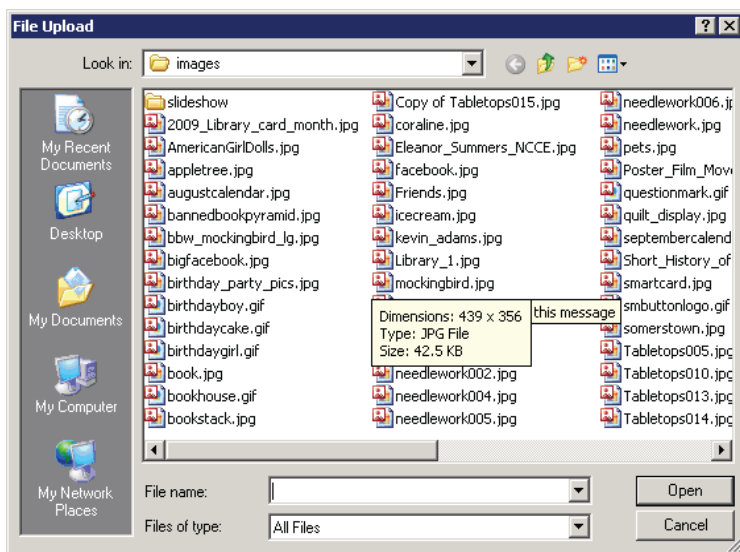
➢ The **File Upload** window (left) should be open. Click on the down arrow of the "Look in:" window to find the file on your computer. Click on the file to select and click **Open**.

➢ If you have more files to attach, repeat these steps 5 and 6 before moving on.

➢ Once you click **Open,** you will return to the composition screen and Yahoo! Will automatically scan the attachment for viruses and attach it to your email if it's clean. This may take a little time, depending on the size of your file. Once the file is attached, you'll see the name, the size and confirmation that the file has been checked for viruses. Notice that the name of your file appears with a paperclip icon next to it.

➢ Click **Send** to send the message (in either program).

Schedule	
Nicole Mull <nmull@bcpls.org> 📇 View	To: Page Andersen
📎 Week 3 Complete.xls (63KB)	
Staff:	
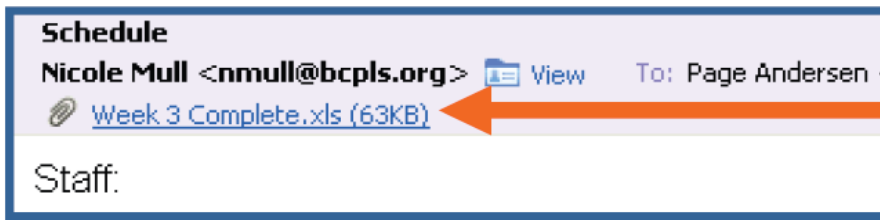
This Email has an attachment called "Week_3_Complete.xls"

Receiving an Attachment

Steps to Receive an attachments;

➢ Click on the attachment name, and Yahoo! Will scan the attachment for possible viruses and give you a report. Once the document has been determined clean, a box will pop up and you click on "Download Attachment" to download the document to your computer

Download Attachment

No viruses detected
The virus scan did not find any viruses in your attachment. Click the download button to continue.

✓ Week 3 Complete.xls (63KB)

Norton AntiVirus   [Download Attachment] [Cancel]

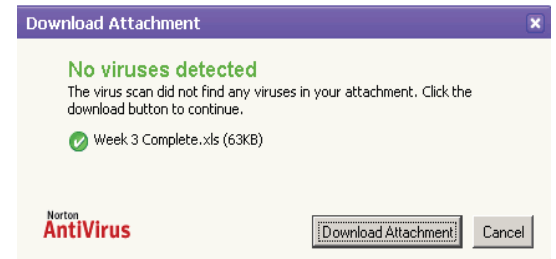➢ Once you click on Download, a box will pop up and ask you if you would like to open the file, or if you would like to save it to a disk:

Steps to open the file;

➢ Click the **Open** button, and the program that runs this type of file (such as Word) will open with the attached file.

Opening Sample.Doc

You have chosen to open

📄 **Sample.Doc**
    which is a: Microsoft Word Document
    from: http://216.252.110.31

What should Firefox do with this file?

⊙ Open with [Microsoft Office Word (default) ▼]
○ Save to Disk

☐ Do this automatically for files like this from now on.

[OK] [Cancel]

Steps to save the file to your computer, or a floppy disk or USB key:

➢ Click the **Save** button. If you choose this option, you won't get to see the contents of the file first. Then you will have to "browse" to where you want to save the file.

File Upload   ? ✕

Look in: 📁 images   ▼ ⬅ 🗁 📁 ▦▼

📁 slideshow   📄 Copy of Tabletops015.jpg   📄 needlework006.jp
📄 2009_Library_card_month.jpg   📄 coraline.jpg   📄 needlework.jpg
📄 AmericanGirlDolls.jpg   📄 Eleanor_Summers_NCCE.jpg   📄 pets.jpg
📄 appletree.jpg   📄 facebook.jpg   📄 Poster Film Mov

My Recent Documents
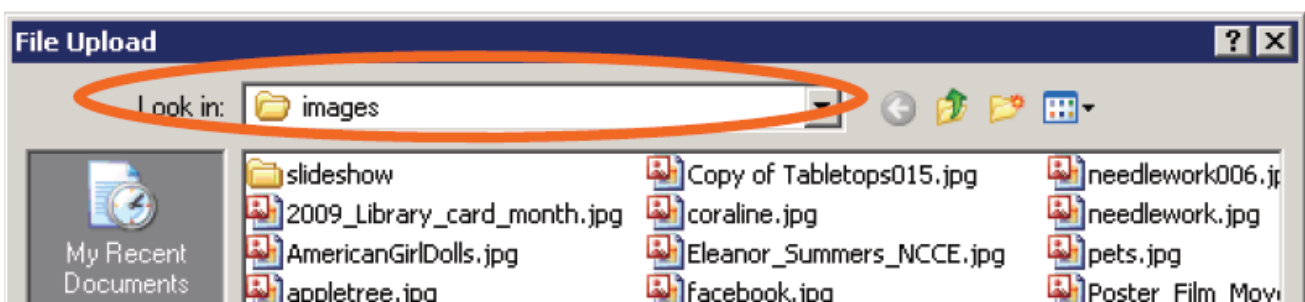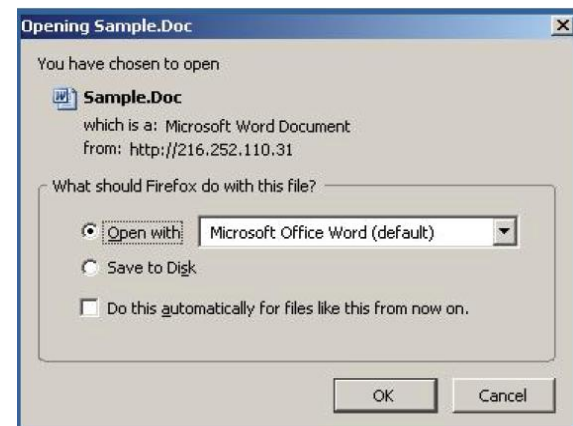
Lap Test 3	Ensuring *Attachments*

Instructions.

1. Login to your Yahoo!/Gmail account
2. Attach one of the file you want from your computer for your teacher email(ask your teacher email address)
3. Open your Inbox receive an attachment that sent from your teacher email address and open it.

Information Sheet-4	Identifying Urgent, Confidential, Personal, Suspicious or Potentially Dangerous Email

Introduction

Email programs offer a range of tools to allow you to effectively and efficiently manage your email. In this section, you will learn about the various tools that allow you to identify important characteristics of the email that you receive and the methods you should follow to attach these same characteristics to the emails that you send. You have an important responsibility to ensure that your email processes comply with your workplace policies and procedures. This means that you must be able to identify and take appropriate actions with urgent, confidential, personal, suspicious or potentially dangerous email.

4.1. Receiving an urgent email message

An email can be marked with a symbol: an exclamation mark, a flag or a paperclip. An exclamation mark indicates that the email is important or urgent. A flag indicates that some follow-up action is required, that is, you need to respond in some way. A paperclip shows that there is an attachment to the email.

The symbols and the contents of the subject line will help you decide what to do next

You will have to deal with urgent email according to what your workplace expects. You will need to decide whether it should be forwarded to a senior person for their attention or whether you can reply to it yourself. Generally, an urgent email requires a reply.

After you have dealt with urgent emails, you still have to prioritize your other emails. Look at the subject lines and at who the emails are from. After dealing with those marked urgent, decide which ones you think are important for your work. Open these next and take note of what they require you to do, replying if necessary.

4.2. Sending Urgent/Important email

Email programs offer a range of tools that you can use to alert the receiver that your email requires special attention. You might need to send an email to a client about an urgent meeting. In this case, you will need to mark the message as urgent. You can set a message to be of high, normal or low importance. You can also insert priority instructions by clicking **View and Options.** In the **Importance** list, you can either mark a message as very important (click **High**) or not important (click. Low).

4.3. Personal Emails

You should discuss with your supervisor your employer's policy in regard to the receiving and sending of personal email. Some organizations will allow you to send and receive personal emails during your lunch break or perhaps throughout the entire workday, while others will have a strict policy against the use of office technology for any personal communication (including email). These restrictions may have been established to reduce the potential of email being received that includes viruses, spam or other malicious content.

4.4. Privacy, Integrity and Confidentiality

Think about other people's privacy and confidentiality when forwarding an email. The sender might have intended that only you read it. They may not approve of you passing their message on to others. Emails can contain confidential information that is illegal to pass on to others, such as private information about a client. Think carefully before forwarding it. Sometimes you will need to ask permission from the original sender.

When you forward email, *never* change the content of the original message. This is dishonest because you are not forwarding the true words of the original sender.

Disclaimers

A disclaimer is a message that protects the organization against liability (a situation where the organization may have to pay damages) should the email be received by the wrong person or be misrepresented by someone. It is designed to minimize damage in the event of either of these problems occurring.

It is not possible to disclaim or foresee every possible type of damage that may occur. However, including a disclaimer does reduce the risk of damage. It also serves as a reminder that you should be careful how you word email messages.

Self-Check -4	Written Test

Directions: ***True/False. Use the Answer sheet provided in the next page:***

1. An exclamation mark indicates that the email is important or urgent.
2. A flag indicates that some follow-up action is required
3. When you forward email, *never* change the content of the original message.

Answer Sheet

Name: _____   Date: _____

Directions: True/False.

1._____

2. _____

3. _____

Score = _____
Rating: _____

***Note:* Satisfactory rating - 3 points   Unsatisfactory - below 3 points**

Dealing with Returned email

An important aspect, of effective use of the email system is ensuring that your emails have been received by the intended recipient. You may have had the personal experience of sending an important email, such as your resume to a potential employer, and wondering if the appropriate person received and read your email. In this section you will read about the methods you may use to ensure that your email reaches the intended audience.

If something is very important, sending an email is not the same as 'communicating'. The receiver may not have read every part of their email, even though they did open it and you have received a return receipt. If a deadline is approaching and you have not received an expected response, the email should be followed up to check on progress. Your workplace supervisor's guidance should be sought before taking this action. If you have sent a communication by email, you have a responsibility to follow its progress and outcome just as thoroughly as you would if the communication had been via a telephone call or a face-to-face request.

Sometimes email messages don't reach their destinations. These messages are 'undeliverable' or returned. Your email system can send you a message to let you know that your message was undeliverable, as in the following example, which is marked with a return arrow. However, be aware that your email system might not send you such a message.

If you open the message, you will see which message was undeliverable and why, as in the following example:

- ❖ the recipient's address is incorrect
- ❖ your server was temporarily out of order
- ❖ the recipient's server was temporarily out of order
- ❖ your email contains a file that is too large or not permitted by the recipient.

The first thing to do is check that you typed in the address correctly. It is very easy to make mistakes, such as putting the full stop in the -wrong place or misspelling a name. If you used an old email address, you could call the person to check whether they have changed it. If you tried to send an attachment, check how large it is. If it is very large the recipient's ISP might not accept it. You might need to divide the attachment into separate files or use software to compress the files.

When you have checked that the problem is not with your organization's email server, that you have the correct address and that you have not sent a large attachment, try resending the email. If it is still undeliverable, contact the recipient for further information.

Self-Check -5	Written Test

Directions: Answer the question . Use the Answer sheet provided in the next page:

1. List the reason that your message is undeliverable

Note: **Satisfactory rating - 3 points**　　　　**Unsatisfactory - below 3 points**

Answer Sheet

Name: _____　　*Date:* _____

Directions: Answer the question .1.

1.

_____

_____

_____

_____

Score = _____
Rating: _____

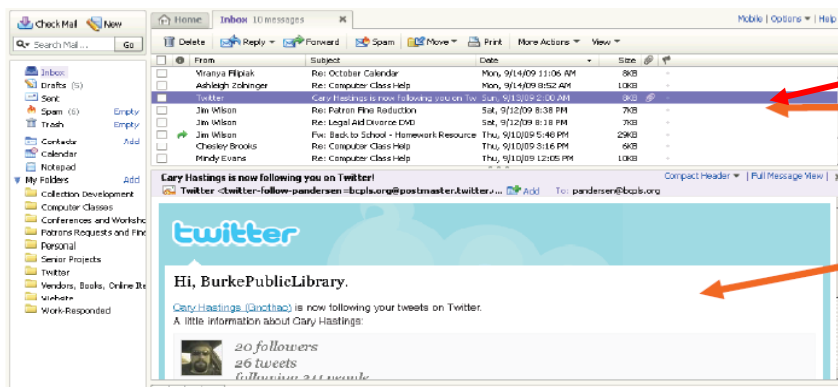| Operation Sheet 5	*Dealing with Returned Email*

Procedures to Reading and Receiving Messages

To view your message

- ➢ Click on the subject to open the message. The message will appear in the "preview pane" below the list of emails.

If you want to open the email in a separate tab,

- ➢ Double-click the subject.

List of Emails

"Preview Pane" with selected Email viewed

To Replay to the message

- ➢ Click on the **Reply** button to reply only to the sender. Or, click on the arrow on the **Reply** button and select "Reply to Everyone" if you prefer to send the message to all recipients of the original message.

Steps to Logout to Gmail/yahoo Using Computer Mobile App

Logout to Yahoo email Using a Computer

- ➢ **Open Yahoo Mail in your internet browser.** Type or paste https://mail.yahoo.com into your browser's address bar, and press ↵ Enter or ↵ Return on your keyboard.

If you're signed in to Yahoo Mail in multiple browsers, you will have to sign out of each browser separately.

- ➢ **Click your name or profile picture on the top-right.** You'll find your name and profile picture in the upper-right corner of your mailbox. Click on it to see your options in a drop-down.

- ➢ **Click the** Sign out **button.** This button is at the bottom of the drop-down window. It will instantly sign you out of Yahoo Mail in your browser.

Logout to Yahoo email using mobile App

➤ **Open the Yahoo Mail app on your phone or tablet.** The Yahoo Mail icon looks like a white envelope in a purple square. You can find it on your home screen, in an app folder, or on the Apps tray.

➤ **Tap the three-line menu ☰ button.** This button is in the upper-left corner of your screen. It will open a navigation panel on the left-hand side.

➤ **Tap Manage Accounts on the menu.** This will open a list of all your saved mail accounts on a new page.

➤ **Slide the switch next to your email address to ⬭ Off.** This will turn off the selected email address in the Yahoo Mail app. You won't be receiving mail here anymore. You can turn it back on, and log in on the same menu any time.

Logout to Gmail using computer

1. Click or tap the image at the top right corner of Gmail. It's probably the letters of your name or your own face unless you've changed it to something else.

2. Choose **Sign out** when you see the menu.

f you're logged in to multiple Gmail accounts at once, you can sign out of those accounts, too. To sign out of another account you're logged into, choose that account instead, to switch to it. Then, repeat the steps above to sign out.

Logout Gmail using Mobile App

1. From the Gmail app, tap the hamburger menu on the top left.

2. Tap your email address at the top, and choose **Manage accounts**.

3. On the **Accounts** screen, tap the toggle switch for any accounts you want to remove from your mobile device.

4. The account can be turned back on for the Gmail app at any time with this same method.

Lap Test 5	Reading and Receiving Messages

Instructions;

1. Login into your yahoo/Gmail email
2. Open the message from inbox and read it
3. Replay to the sender
4. Logout from your Gmail/Yahoo account

Instruction Sheet	**LG28:Manage Electronic Mail**

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- ❖ *Implementing procedures to send and receive electronic mail*
- ❖ *Managing electronic mail*
- ❖ *Collaborating online*

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- ❖ Setting security levels and/or filters for incoming email
- ❖ Creating and maintain individual mailboxes
- ❖ *Storing email* and/or attachments
- ❖ Emptying inboxes and archive
- ❖ Preparing and maintaining electronic *mailing lists*

Learning Instructions:

10. Read the specific objectives of this Learning Guide.

11. Follow the instructions described in number 3 to 10.

12. Read the information written in the "Information Sheets1- 3". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.

13. Accomplish each "Self-check**.**

14. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each self check).

15. If you earned a satisfactory evaluation proceed to next Information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to pervious learning Activity.

16. Submit your accomplished Self-check. This will form part of your training portfolio.

17. Read the each Operation Sheet and try to understand the procedures discussed.

18. Do each LAP test (if you are ready). Request your teacher to evaluate your performance and outputs. Your teacher will give you feedback and the evaluation will be either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work.

19. If you earned a satisfactory evaluation proceed to the next Operation Sheet

Information Sheet-1	Setting security levels and/or filters for incoming email

Email Filtering

Email filtering is the processing of email to organize it according to specified criteria. It also refers to the automatic processing of incoming messages with anti-spam techniques - to outgoing emails as well as those being received.

E-mail filtering allows you to select messages that contain certain strings of text or other symbols, and either discard them or send them to another e-mail box of your choice.

Common uses for mail filters include organizing incoming email and removal of spam and computer viruses. A less common use is to inspect outgoing email at some companies to ensure that employees comply with appropriate policies and laws. Users might also employ a mail filter to prioritize messages, and to sort them into folders based on subject matter or other criteria.

Methods of filtering

Viruses

Computer viruses are easily transmitted through email messages, especially in attachments. They can cause significant damage to your computer and your organization's computer network. You can pass them on without realizing. As soon as you open an infected message or attachment the damage is done. So how can you identify suspicious messages and avoid infection?

Email services, including those offered by most internet service providers (ISPs),usually have some kind of virus filter protection for emails that are sent or received through them. Your ISP may send you information from time to time advising you of the anti-virus measures they are using. Your organization will also probably have anti- virus software installed on your computer. The anti-virus software files will be updated regularly to make sure they automatically scan infected files.

Spam

Spam is unsolicited commercial or junk mail. It is similar to junk paper-based mail. You don't ask for it, it clogs up your inbox and it is usually trying to sell you something. Delete junk email as soon as you identify it. Chain emails can also be regarded as spam. Do not forward chain emails. The more spam people have in their inboxes, the less effective email is as a business communication tool.

Individual filtering options

You also have the ability to set your own filters for the email you receive. Depending on the email receipt program you have, you may need to access some help the first time you set these, and know how to take the settings off again for special situations where an email is accidentally prevented from coming to your mailbox. Check that you may do this with your supervisor and/or the IT Department.

Self-Check -1	Written Test

Directions I: Fill in the Blank space. Use the answer sheet provided in the next page:

1. _____ is the processing of email to organize it according to specified criteria.

Directions I: Give Short answer. Use the answer sheet provided in the next page:

1. List methods of email filtering

Answer Sheet

Name: _____   *Date:* _____

Directions I: Fill in the Blank space. Use the answer sheet provided in the next page:

1.

_____

Directions I: Give Short answer.

1.

_____

_____

_____

```
Score = _____

Rating: _____
```

Note: **Satisfactory rating - 3 points   Unsatisfactory - below 3 points**

Information Sheet-2	Creating and Maintain Individual Mailboxes

Copying and storing in your email program

The first place to copy and store messages is usually your email program. Most programs allow you to create folders to hold messages you don't want to delete. Folders can relate to projects, departments or work tasks. Perhaps you prefer to create folders that have the same headings as the paper filing system. It is sometimes appropriate to store emails in more than one place. You can also separate personal emails from work emails.

In the following example, Claire at public relations firm Larger than Life has created 15 folders for the various projects the firm is currently engaged in. In this system, all messages relating to the Omega Project can be copied and stored in the Omega Project folder.

Storing attachments

Attachments come in many forms, shapes and sizes, and you need to know how to deal with each one. You can save attachments in other software applications. For example, someone might send you a spreadsheet of the latest customer's figures, which you have to copy into your department's customer database. The way you do this depends on the requirements of your job, your organization and the types of software programs you work with. You need to learn what your workplace requires regarding different ways of transferring electronic information. Where you store messages and attachments depends on the file management practices of your workplace.

Organizing your inbox

One method of prioritizing and sorting your messages is to organize your inbox in a certain way. Your email software can do this in different ways. It depends on the types of emails you receive and how they affect your work. For example, you may decide to sort your incoming messages by subject (in alphabetical order), by which ones are urgent or by the time and date the emails are received.

Self-Check -2	Written Test

Directions1: True/False. **Use the answer sheet provided in the next page:**

1. One method of prioritizing and sorting your messages is to organize your inbox in a certain way.

Answer Sheet

Name: _____   Date: _____

Directions1: True/False

1. _____

Score = _____

Rating: _____

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**

Information Sheet-3	*Storing Email* and/or Attachments

Recording and storing outgoing emails

When sending emails, keep records of what you send and who you send it to. If there is a problem with delivery, or if someone in your office needs to obtain a copy of emailed correspondence after you have sent it, you will need to be able to find the email message promptly.

Some organizations have policies and procedures to follow when recording and storing emails. Many organizations leave it up to the individual to make a judgment about what is important and what should be recorded and/or saved. Find out whether there are any guidelines in place in your office.

Recording and storing incoming emails

Incoming emails can be recorded in various ways. A report can be printed or a mail register kept, as with paper-based mail.

Emails can be stored electronically or printed out and stored as paper copies. Organizations will vary as to what types of messages must be kept, whether they are to be kept electronically or printed out, and where they must be kept in your personal computer files, the central computer files, a paper filing system etc. For example, you may be able to delete routine emails confirming meeting times, but must keep a printed paper copy of emails containing information about contracts.

When should you copy and store email and attachments? Your organization should have guidelines for cleaning out inboxes, and copying and storing mail. For example, some organizations might insist that all staff keep the number of messages in their inbox to a maximum of 50. Other guidelines could relate to copying certain types of documents and filing them in specific locations.

Keeping records of what you send

When you send email yourself, or on behalf of someone else, you may be required to keep copies of the message, depending on how important the content is. If the message is routine, it may be enough to keep a copy in your 'sent items' folder for a short time until you are sure the message has been received or the issue it describes has been resolved. More important messages may need to be kept in a specific email folder. For example, you may have a folder for messages about a particular project and the messages are stored in that folder until the project is completed.

Very important messages may have to be printed out and kept in paper form in a file. Each organization does things differently and you will have to find out how to keep accurate records of what you send. If you are unsure about which messages are important and which should be kept in which location, ask for assistance.

Many email systems allow you to receive confirmation that your message has been delivered. This is called a receipt. You may be required to file receipts for important email messages to prove that the recipient received the message at a certain time, on a certain day.

Storing away from your computer

There are many reasons for copying and storing email and attachments. Your workgroup might want copies of messages about a particular project stored in one place where everyone can access them. You might store non-urgent messages on your computer so you can reply to them later. Stored versions of emails may be useful in case anything happens to the original documents. Sometimes email messages or attachments contain information that must be kept for legal reasons; for example, a contract.

Email can be copied and stored in different locations. For example, you can save messages:

- ❖ in your email program
- ❖ in other software applications
- ❖ on your computer
- ❖ on a shared computer network
- ❖ on CDs or other electronic storage applications
- ❖ in a filing system in paper-based form.

Self-Check -3	Written Test

Directions: Give Short Answer. Use the Answer sheet provided in the next page:

1. List 4 locations of copied and stored email.

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**

Answer Sheet

Name: _____   Date: _____

Directions: Give Short Answer.

1.

_____

_____

_____

_____

Score = _____

Rating: _____

Information Sheet-4	Emptying Inboxes and Archive

Determining the value of an email message

Email transmissions usually fall into one of the following four categories:

1. Administrative
2. Information value only
3. Spam
4. Personal

Administrative

These are emails which are received or sent by an organization's employees, and relate to the business activities of the organization. Your workplace policies and procedures may require you to retain printed copies of administrative emails in the organization's record management system. The policies and procedures that relate to the retention and destruction of these records will then be managed in the same way as all other records of the organization. Organizations in the public sector, law and health industries have strict regulations that govern the retention of records.

These could include:

- ❖ authorizations or instructions to other parties (such as a purchase order to buy new equipment or stationery)

- ❖ communication between employees relating to the operation of the business

- ❖ development or amendment of policies and procedures

- ❖ final versions of reports or recommendations

- ❖ formal communication with external organizations

- ❖ agreements or legal documents

- ❖ minutes and agendas of meetings

- ❖ submissions to external bodies

- ❖ provision of legal, medical or technical advice.

You would expect to retain administrative emails for as long as they are needed to meet administrative and legal retention requirements. These records will then be:
- ❖ useable and accessible for as long as required
- ❖ secure from unauthorized access, alteration and deletion.
- ❖ linked to other relevant records that support the particular business activity.

Information value only

You will encounter email that has only temporary value to the organization. Examples include:

- ❖ advice of meeting arrangements
- ❖ advice of staff movements
- ❖ copies of documents sent only for reference purposes
- ❖ stationery requests
- ❖ instructions to perform tasks
- ❖ invitations
- ❖ staff leave requests.

Spam

Any unsolicited email messages that you receive that are not related to your work responsibilities should be deleted immediately.

Personal

Your personal email can be deleted at any time. Personal email could be related to lunch arrangements, jokes and private messages between employees and people from outside the organization.

Delete email

Regularly deleting emails is good practice as it ensures that your inbox doesn't get too clogged up with junk mail or old emails that you no longer need. For security reasons, it's also recommended that you delete emails from people you don't know.

Archiving email

Archiving email messages means storing them for a long time, usually in a safe location away from your personal computer. Archived messages are kept for a variety of reasons. Sometimes messages cannot be deleted as they contain important information that might be needed in the future. Some documents must be kept for a specific number of years, according to legal requirements. Archived messages can be stored on a computer server, CD, tape or other electronic storage device.

Once messages are archived they can be retrieved or accessed from time to time as needed. You need to search for the message in its archived location. This can involve searching on disks or on a computer server you don't normally use. The location of archived messages and the methods you need to use to retrieve them will vary according to the systems used in your workplace.

Because you often have to retrieve archived messages a long time after they were sent or received, the clarity of the subject line is very important. Imagine you have to find the message in a year's time. Would you be able to identify it from its subject line and know what the message was about? Always think about how easy it will be to retrieve messages when you archive them.

Deleting email

When you are absolutely sure you no longer need an email message, delete it. Some email systems have a **Delete** button so all you have to do is select the message then click on the button. The message will then be removed from your inbox or whatever folder it was in. However, the message may not be permanently deleted. It might just have been moved to a **Deleted Items** folder, as in the following example.

If you want to permanently delete the message, you will need to delete it a second time. Select it in the **Deleted Items** folder and click **Delete** again. You will then get a warning asking whether you want to delete the message permanently, as follows.

Remove all files from your Deleted Items folder regularly.

Different email software allows you to delete messages in different ways. Sometimes you can set up your email system so that messages are permanently deleted the first time. There may also be a keyboard shortcut that allows you to do this, or perhaps you can choose to permanently delete all messages when you shut down your computer. It is important not to move items to this folder if an auto-delete setting is operational, unless you are absolutely sure you will not require them later.

Self-Check -4	**Written Test**

Directions: Fill in the Blank Space. Use the Answer sheet provided in the next page:

1. ___ is storing them for a long time, usually in a safe location away from your personal computer.

2. ___ are emails which are received or sent by an organization's employees, and relate to the business activities of the organization.

Directions: Give short answer. Use the Answer sheet provided in the next page:

1. List the categories of email transmissions

Note: **Satisfactory rating - 3 points**   **Unsatisfactory - below 3 points**

Answer Sheet

Name: _____   Date: _____

Directions: Fill in the Blank Space.

1. _____

2. _____

Directions: Give short answer.

1.

_____

_____

_____

Score = _____
Rating: _____

Operation Sheet	Emptying Inboxes and Archive

Procedures to empty the deleted items folder

Delete all email from a folder

To delete all email from a folder;

1. Make sure that the **Folder** pane is expanded. To expand the **Folder** pane, click the arrow at the top left of the pane.

2. In the **Folder** pane, right-click the folder that you want to empty, and then click **Delete All**.

3. When you're prompted to move everything to the **Deleted Items** folder, click **Yes**.

4. All the selected items are now in the **Deleted Items** folder. See Empty the Deleted Items folder to permanently delete them.

Note: If you're trying to free up space in your mailbox, you **must** empty the **Deleted Items** folder before you can reclaim that space

Delete multiple emails

To delete a multiple emails

1. To select and delete **consecutive** emails, in the message list, click the first email, press and hold the **Shift** key, click the last email, and then press the **Delete** key.

2. To select and delete **nonconsecutive** emails, click the first email, press and hold the **Ctrl** key, click each email that you want to delete, and then press the **Delete** key.

Delete all email in all folders

To delete all email in all folder;

➢ The only way to delete all email in all folders is to right-click each folder in your folder list, select **Delete All**, and move the items to the **Deleted Items** folder.

Empty the Deleted Items folder

To empty the deleted items from the folder

1. In the **Folder** pane, right-click the **Deleted Items** folder, and then click **Empty Folder**.

2. You'll be prompted to confirm that you want to permanently delete the items. Click **Yes**.
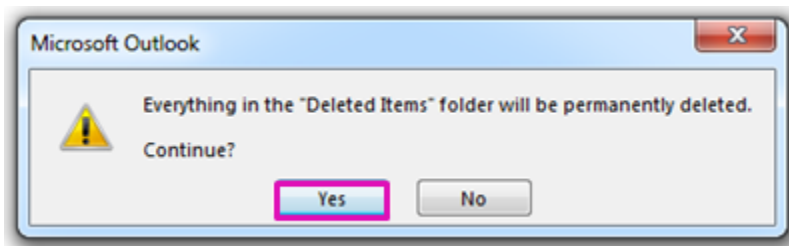
Lap Test	Emptying Inboxes and Archive

Instructions'

1. Select all email from inbox and delete it
2. Select two emails from inbox and delete it
3. Open sent mails and inbox folder
4. select all lists and delete it
5. Empty the deleted items from the folder

Information Sheet-5	Preparing and Maintaining Electronic *Mailing lists*

Preparing electronic mailing lists

Address lists (address books, contacts, mailing lists) allow you to store contact information about people, including their email address, job tide, postal address, street address, phone number, mobile number, fax, web address and so on. You can set up your own address lists on your email system. Shared lists can be accessed by a number of people in an organization.

By entering someone's details into an address list you can sort your contacts in a way that suits you; for example, by business name or by email address.

Email address lists are not always part of your email system. Email addresses and other contact details can be stored in a variety of locations; for example, in electronic files such as word-processed documents and databases. Different organizations arrange information in different ways. You need to know the various sources of contact information you are required to work with. For example, databases that are used specifically to record customer details, and possibly many items (such as follow-up dates or account manager in charge of the customer) are referred to as customer relationship management systems (CRMs).

Distribution lists

Most email systems allow you to set up distribution lists (mailing lists), which contain groups of addresses under a single name. For example, an organization's staff address book may list all staff in the organization, while the human resources distribution list might contain only the names of staff who work in that section. Distribution lists allow you to send messages to groups of people at one time. You can use the lists to communicate internally with other staff and externally with customers, suppliers, distributors, agents and so on. You could be required to set up distribution lists related to work projects.

The **Address Book** in Microsoft Outlook stores names, email addresses and fax numbers to which you can send mail messages. The **Address Book** can contain many different address books such as the following:

Global Address List - This contains all email addresses for users and work groups within your organization.

Contacts This is used to customize and store the email addresses of the business contacts you use.

Maintaining electronic mailing lists

For email to be an effective way of sending business correspondence, addresses must be maintained. Make sure you maintain the currency of your lists by always checking whether an address or name has changed and adjusting your records accordingly. Maintaining address lists is a very important part of communicating successfully by email.

When preparing email addresses and distribution lists there are three key points to remember:

❖ Ask people to spell out their email addresses slowly, and repeat the address back to them to ensure you have heard them correctly. Some email addresses have numbers and others have symbols in them, such as underscores (_),

❖ Enter the email address into your organization's email system in a consistent way, so that the system will sort the addresses in an easy-to-find order. For example, enter a first and last name for everyone, or only a first name for everyone. Don't; use a mix of both, as this could result in some addresses sorted by first name and some by last name.

❖ Find out the preferred place for entering addresses — it could be a contacts folder, various distribution lists, address books or a database.

Self-Check -5	Written Test

Directions: Fill in the Blank Space. Use the Answer sheet provided in the next page:

1. _____is contains all email addresses for users and work groups within your organization.
2. _____ is used to customize and store the email addresses of the business contacts you use.
3. ____ is allow you to send messages to groups of people at one time.

Note: **Satisfactory rating - 3 points   Unsatisfactory - below 3 points**

Answer Sheet

Name: _____   Date: _____

Directions: Fill in the Blank Space.

1. _____
2. _____
3. _____

Score = _____

Rating: _____

Instruction Sheet	**LG29: Collaborate Online**

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

❖ *Implementing procedures to send and receive electronic mail*

❖ *Managing electronic mail*

❖ *Collaborating online*

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

❖ **Identifying Software to Collaborate**

❖ **Ensuring Online Collaboration**

❖ **Following organisational policy, procedures and** *net etiquette*

❖ **Responding to posts or communications**

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the "Information Sheets1- 3". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish each "Self-check**.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished each self check).
6. If you earned a satisfactory evaluation proceed to next Information Sheet. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to pervious learning Activity.
7. Submit your accomplished Self-check. .

Information Sheet-1	Identifying Software to Collaborate

Introduction

Online collaboration tools provide ways to communicate in real time with other parties by typing, by voice, by video or by all three methods. There are a range of tools available including chat rooms, file transfers and application sharing. Usually, all participants must have compatible software installed, and may need a headset, a microphone, and/ or a video camera.

In this section you will learn about some of the more widely-used online collaboration tools, including:

- ❖ Instant messaging programs
- ❖ Voice over Internet Protocol (VoIP)
- ❖ Web-based meeting programs.

Instant messaging

An instant messaging program is one that can instantly send messages from one computer to another. They are a form of 'instant email'. They can let you know when your friends or family are online, and allow you to send them short messages, similar to sending an SMS text message on your mobile phone. Instant messaging applications let two or more people 'talk1 in real time by:

- ❖ typing messages in a chat window
- ❖ using a headset to carry on a conversation
- ❖ using a video camera and microphone to both talk and see other people.

Some common instant messaging applications include:

- ❖ AIM
- ❖ AOL Instant Messenger
- ❖ ICQ
- ❖ Jabber and Gaim
- ❖ Skype

- ❖ Trillian
- ❖ Windows Live Messenger
- ❖ Twitter
- ❖ Yahoo Messenger.

Most instant messaging programs are free and are either installed with new computers or can be downloaded from the Internet. Some instant messaging programs have versions that work on mobile telephones. Once the program is running on your computer, you will need to create an account and a profile. Your user profile may include personal information.

The benefits of instant messaging, include the following:

- ❖ The programs are usually free and either already installed on your computer or available as a download from the Internet.
- ❖ You can easily communicate with people in real time across the Internet.
- ❖ You can communicate privately (one-to-one) or publicly (one-to-many).
- ❖ Files (such as photos and documents) can be transferred easily to another party through many instant messaging programs.
- ❖ Web cameras can be used to view images of other people in an instant messaging conversation.

Voice over Internet Protocol (VoIP)

VoIP is becoming much more popular, and many instant messaging applications now provide the opportunity to use VoIP to contact others with your computer and a high speed connection. Some, like Skype, include the VoIP network, while others, such as Windows Live Messenger, require an external service to connect to a VoIP network.

Web-based meeting programs

There is a range of web-based programs that you can use to:

- ❖ hold online meetings, which might include a presentation
- ❖ conduct conferences, training sessions and presentations.

Web-based meeting programs are particularly useful to organizations that have staff based in different geographical locations. Online meetings offer a range of advantages including the following:

- ❖ Participants can be located anywhere they have access to the Internet.
- ❖ Time spent travelling to meetings is reduced.
- ❖ All attendees have the opportunity to fully participate in the meeting.
- ❖ Individuals can be 'whispered to', which means two people can discuss a particular issue privately.
- ❖ Documents relevant to the meeting may be emailed before the meeting or posted to the meeting forum during the meeting,
- ❖ The transcript can be saved for generating minutes from the meeting.

Web-based meetings usually have a moderator who controls the agenda and the mute button, which prevents interruptions. Attendees can also mute themselves so as to prevent background noise at their location from interfering with the meeting.

Whispering should be kept to a minimum, and is usually just a quick clarification of something; for example, terminology that is unfamiliar to one person.

Directions I: Give Short answer. Use the answer sheet provided in the next page:

1. List 3 common instant messaging applications
2. List 3 benefits of instant messaging,
3. List 3 advantages of Online meetings

Answer Sheet

Name: _____   Date: _____

Give Short answer Questions

1.

_____

_____

_____

2.

Score = _____

Rating: _____

_____

_____

_____

3.

_____

_____

_____

Information Sheet-2	**Ensuring *Online Collaboration***

Information Broadcasting Tools

Information broadcasting applications are used to .distribute information to team members and other internal and external parties. Information broadcasting tools include:

- ❖ blogs (short for 'weblogs')
- ❖ podcasts (audio) and vodcasts (audio-video).

Blogs are an online tool that allows people to share personal information informally. Blogs are usually in the form of an online journal. They may be used to record individual or group experiences, observations, reflections, impressions, opinions, questions and research relevant to the interests of the blogger (the author of the blog). Most blogs allow the author to categorize die entries, which let visitors see only those related to a specific topic.

Online forums

A forum is an area on a website where people can exchange ideas, thoughts and messages about particular subjects or areas of interest. Forums are also sometimes referred to as 'message boards' or 'bulletin boards'. Many educational establishments use a system called 'blackboard' which combines a range of functions, including an online forum for students and lecturers to discuss items of interest or concern. Online forums are a form of asynchronous communication. This means that communication, is in one direction at a time. You don't have to be online at the same time as other participants. Participants can read and reflect on postings and seek out further information before making a response. Online forums allow discussions to take place over a longer period of time than other methods of communication.

A range of names are used to refer to online forums, including message boards, web forums, bulletin boards, forums, and discussions. ***The main features of online forums include:***

- ❖ the ability to categorize the messages
- ❖ a mechanism for creating responses to the original messages (often called threading)
- ❖ he capacity for all participants to view all of the messages and responses in the forum
- ❖ a mechanism for finding old threads.

Groups that use online forums appoint a moderator for each discussion. The role of the moderator is to edit, move or remove comments as required. The moderator is responsible for deciding how long postings remain on the discussion board. The moderator is also responsible for cautioning users who do not comply with the rules or guidelines for use of the online forum. Postings stay on the discussion board for as long as the moderator wants.

There are typically two options for posting a message. You can reply to someone else's message or you may want to start a new topic of discussion.

You can reply or comment on a post by clicking on the Reply button included at the bottom of the selected post. This reply will appear below the message that you are replying to.

To start a new topic of conversation, click on New **Topic** in the top menu. When people comment on your contribution, the comments will be displayed under the topic name you created.

Discussions are viewed in threads. Each discussion may have a number of threads made up of an initial posting (which starts the thread) and replies to that posting (which build up the thread). Individual users can edit their own comments.

It is important to remember that forums require the member to visit the website and check for new posts. You should check the forum regularly. You may be able to arrange for an alert email to be sent when there are any new postings that relate to the thread you have been participating in.

Information-sharing tools

When you are working and collaborating with other people, including work colleagues online, you may need to share electronic files. File-sharing software allows you to upload any kind of file for use or review by other people, including graphics, documents and spreadsheets. It is possible for users of the information-sharing tool to download and edit the files, and then re-upload them. It is essential that an appropriate tool is used to manage and record the edits to documents.

Information-sharing tools such as 'wilds' and Microsoft's SharePoint, includes a version control system that prevents people from undoing each other's work and also allows you to track changes to show exactly who did what (and when).

Wikis

Wikis are collaborative websites that allow users to add and edit content. The word 'wiki' is Hawaiian for 'fast or quick' and can refer to the site or software installed on the site.

The prime example of a wiki is Wikipedia, the open-source encyclopedia. Almost all wikis use revision control to prevent abuse and track changes, so if someone decides to erase one or more pages it is easy to 'revert' back to previous good version of the erased page. If someone repeatedly attempts to abuse the system, their IP address can simply be blocked.

The benefits of using a wiki include the following:

- ❖ It records ideas quickly, giving you more time for formal writing and editing.
- ❖ It's instantly collaborative without emailing documents.
- ❖ It's accessible from any computer with access to the Internet.
- ❖ It enables archiving of revised pages.
- ❖ It promotes participation in innovation and change through the sharing of ideas.

Self-Check -2	Written Test

Directions1: Fill in the Blank space. Use the answer sheet provided in the next page:

1. _____is an online tool that allows people to share personal information informally.

2. ____ is an area on a website where people can exchange ideas, thoughts and messages about particular subjects or areas of interest.

3. ___ is collaborative websites that allow users to add and edit content.

Answer Sheet

Name: _____   Date: _____

Directions1: Fill in the Blank space

*1.*_____

2. _____

3. _____

Score = _____

Rating: _____

Note: **Satisfactory rating - 3 points   Unsatisfactory - below 3 points**

Information Sheet-3	**Following Organisational Policy, Procedures and Net Etiquette**

Introduction

When communicating online, there are specific conventions that Internet users may be expected to follow. Net etiquette (sometimes called 'netiquette') refers to the rules of electronic communication. Certain practices are considered rude, impolite or just annoying. Your workplace may have developed specific guidelines for employees to follow when collaborating online. These guidelines may be included in your workplace policies and procedures.

Net etiquette

Net etiquette or netiquette covers all areas of your electronic communication: its language, tone, format, content and structure. One of the basic net etiquette rules is not to use capital letters or bold font to emphasize points in your message. This is seen as 'shouting' and therefore considered not polite. A commonly acceptable way to emphasize a word in email is to put asterisks around it. For example:

Could you please let me have your report by *tomorrow* afternoon.

The policy on these standards varies from company to company, and you will need to check your policy and procedures so you are communicating effectively with others in the 'language' they expect and understand.

Net etiquette includes respecting other people's privacy; for example, by not forwarding their email unless asked and not giving out email addresses without permission.

Don't send aggressive messages, even if you are justifiably angry about something. Such messages are called 'flames'. If you have to send a stern or difficult message of some kind, wait until you are calm and even think about it overnight before you send it.

If you have asked for information from someone, thank them when you receive it. Always apply the same polite behavior you would if you were face-to-face with someone.

Be careful about criticizing other people in emails. This is not ethical and, moreover, you need to remember that you cannot assume that you and the addressee will be the only people to read your email. Email is not necessarily private.

In some cases, organizations have developed policies and procedures that relate specifically to the use of either email or other forms of electronic communication.

Netiquette for forums and online discussion boards

As you have discovered, when participating in forums and discussion boards you may be sharing ideas, opinions and information with people you do not have a business relationship with. The lack of personal contact between participants can increase the potential for participants to behave poorly and inappropriately. Many organizations are continually improving their policies and procedures for the use of forums and online discussion boards as they come to terms with this evolving technology.

Self-Check -3	Written Test

Directions: Fill in the Blank Space. Use the Answer sheet provided in the next page:

1. _____ is covers all areas of your electronic communication: its language, tone, format, content and structure.

Answer Sheet

Name: _____   Date: _____

Fill in the Blank Space.

1._____

Score = _____

Rating: _____

Introduction

Protocols to guide users in the use of online communication platforms have been developed. In this section you will examine the protocols and procedures that you should follow to respond to posts or communications.

Participating in online meetings

As a participant in an online meeting, you may be asked for your views on issues or to provide an update of your progress on specific tasks, or to participate in general discussion about a particular work topic. You are able to contribute any time to the meeting once called to do so by the chairman. You will also be able to read all the views of others and make comment as well. You do not need wait to be called on unless that is specified by the chairman. Post comments until the chairman puts up a message that it is time to move on. Remember that comments appear in the order that they are posted in so conversations will not be grouped together.

You should bear in mind that it is easy to be misinterpreted in this environment because of the absence of visual cues such as gestures and facial expressions so avoid jokes and sarcastic comments.

Bulletin boards

Bulletin boards and discussion lists are ways of distributing email messages to groups of people who subscribe to the lists. Each list has its own set of rules and guidelines, which are set up to stop people from sending inappropriate information. If you are sending messages to a bulletin board or discussion list, make sure you understand the rules of the list, and have the correct address and relevant information that the subscribers to the list would like to know.

Remember that you are representing your workplace. Have your message authorized by your manager first to make sure that the views you are expressing are those of your employer.

Many people make embarrassing mistakes when sending email to bulletin boards and discussion lists. **Common mistakes include:**

- ❖ using an incorrect address or hitting the reply button and sending email to the whole list when you only meant one person to see your message
- ❖ sending irrelevant information that wastes everyone's time
- ❖ misrepresenting your organization
- ❖ including part of another person's message in your message to the group, without the other person's permission.

Check all details of your message carefully, understand the rules of the list, and ask your manager for feedback and authorization if necessary, before you send your message.

Other general guidelines for bulletin board netiquette include the following:

- ❖ Always be polite.
- ❖ Do respect the privacy of other people
- ❖ Don't abuse, stalk, harass, threaten or otherwise knowingly violate the legal rights of others.
- ❖ Don't transmit any message, data, image or program that is indecent, obscene or pornographic.
- ❖ Don't use jargon.

- ❖ Don't use the board as an advertising tool.
- ❖ Only answer questions if you have something useful to add.
- ❖ Show a professional approach.

Dealing with inappropriate behavior

Your workplace policies and procedures will usually include information about what to do if you are being bullied, discriminated against or sexually harassed in the workplace.

These policies and procedures will usually also apply when you are collaborating with others as a part of your work role. Larger organizations and government departments will most likely have developed specific policies and procedures that address issues related to the inappropriate use of electronic communication.

Unfortunately, you may at some time experience some form of inappropriate electronic communication. It is important that you follow your workplace policies and procedures in dealing with this situation. You may be required to contact the other party and tell them that their behavior makes you uncomfortable and that you want the behavior to stop. You should consider whether it is appropriate to print the communication so that you have a copy if you need to take further action.

Should the behavior continue, or if the original behavior was particularly threatening, abusive or offensive, you should advise your supervisor who will then have the responsibility of taking appropriate action. You should be mindful that it is not a good idea to post any personal information in a forum that could be used to find your home address or phone number, personal email or mobile phone.

Self-Check -4	Written Test

Directions: Fill in the Blank Space. Use the Answer sheet provided in the next page:

1. _____is ways of distributing email messages to groups of people who subscribe to the lists.

Directions2: Give Short Answer. Use the answer sheet provided in the next page:

1. List common mistakes when sending email to bulletin board and discussion lists.

2. List the general guidelines for bulletin board netiquette

Answer Sheet

Name: _____   Date: _____

***Directions: Fill in the Blank Space* 1.**

1._____

Directions2: Give Short Answer.

1.

_____
_____
_____
_____

2.

_____
_____

_____
_____

_____
_____

_____
_____

Score = _____
Rating: _____

List of Reference Materials

- *https://www.digitalunite.com › email-skype › how-send-email*

- *https://training.gov.au › Training › Details*

- *https://managementhelp.org › communications › 2016/01/31*

- https://www.quora.com › What-is-email-and-its-purpose-H...
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- *https://www.lifewire.com › ... › Gmail Tips & Tricks*