



Ethiopian TVET-System



Clerical Work Support Level-II

Based on August 2012 G.C. Occupational Standard

Module Title: Communicating Electronically

TTLM Code: EIS CWS2 TTLM 0919V1

This module includes the following Learning Guides

LG17: Implementing procedures to send and receive electronic mail

LG Code: -EIS CWS2 M06 LO1-LG17

LG18: Manage electronic mail

LG Code: -EIS CWS2 M06 LO2-LG18

LG19: Collaborate online

LG Code: -EIS CWS2 M06 LO3-LG19



Instruction Sheet

LG17: Implementing 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:

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

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:

- Login to software for sending and receiving email
- *Check outgoing email for accuracy* and ensuring attachments
- Identify urgent, confidential, personal, suspicious or potentially dangerous email
- Deal with returned email

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3, and Sheet 4.
4. Accomplish the “Self-check of each content
5. If you earned a satisfactory evaluation from the “Self-check” proceed to other operation with its content and self-check.
6. Perform LAP Test or Job sheet in order to answer questions in the LAP Tests
7. LAP Test should be done in the presence of your trainers
8. Visit other office and familiarize yourself with the job or task you perform it
9. Identify the usefulness of spread sheet and ask questions for clarification.



LO 1: Implementing procedures to send and receive electronic mail

- 1.1 Logging in to software for sending and receiving email
- 1.2 Checking outgoing email for accuracy and ensuring attachments
- 1.3 Identifying urgent, confidential, personal, suspicious or potentially dangerous email
- 1.4 Dealing with returned email

1.1- Logging in to software for sending and receiving email

Electronic mail (email) allows people to communicate by sending and receiving electronic messages using a computer.

Messages can include:-

- Pictures
- Sound files,
- Email
- social media newsgroups
- chat rooms
- Video conferencing, instant messaging, phone and fax.

Advantages:

- ✓ Speed – a message can be sent and received within a minute
- ✓ Saves paper
- ✓ Available 24 hours a day
- ✓ International – can be accessed around the world at any computer location
- ✓ can combine text, pictures and diagrams
- ✓ Files can be attached to the message
- ✓ Can send to multiple recipients at the one time
- ✓ Can store the message and send at off-peak times
- ✓ Email messages can be saved for future reference or inserted into other documents

Disadvantages:

- ✓ Must have a computer and internet facilities
- ✓ Can't get in if you forget your password
- ✓ Very informal layout – does not look as professional as a business letter
- ✓ Chance of virus infection through suspect files

Electronic mail (or email) has quickly become the preferred way to send and receive many types of business correspondence.



Email offers organizations several advantages, including:

- ✓ low cost communication
- ✓ the sender does not need to know the receiver's geographic location when sending an email, email is almost instantaneous
- ✓ files produced using a range of software can be attached to the email
- ✓ email can be retrieved 24/7 (twenty-four hours per day, seven days per week) depending on the receiver's situation
- ✓ Communication can be sent to a large number of parties simultaneously
- ✓ Hyperlinks can be included in the email for guiding the receiver to certain internet sites.

The computer programs and hardware used and an organization's policies and procedures will determine how an individual employee sends, saves, records and retrieves emails.

Logging into email software

Traditionally, to send and receive email you need a computer, a modem to connect your computer to the telephone line, a telephone line, and connection with internet service provider (ISP) and email software. Wireless internet and hand held communication devices are being introduced to workplaces.

Occupational health and safety (OHS)

Remember to ensure you retain good posture while working on your computer, by raising the seating to the correct level and using a foot support, setting your screen at the right level for your gaze, taking regular stretch breaks, resting your eyes by looking at various objects that are close by and further away and blinking regularly.

Ensure you have set up your workstation correctly for you to reach your keyboard easily. Also ensure the correct positioning of your mouse, chair, keyboard and wrist supports.

Email addresses

Like a business or home address, the email address is the way electronic mail is delivered. You can spot an email address immediately by the way it is laid out. The first section is the name of the recipient. This is generally called the user ID. Then there is the 'at' sign (@) and everything after this is the address of the email server. The email server is connected to the Internet through a company network, an Internet service provider or an email service provider such as 'Hotmail'. United States email addresses do not include a country code.

An example of an email address using Hotmail would look like: robin@hotmail.com

An example of an email address using Gmail would look like: Omar223@Gmail.com

Therefore the email address is: username@domainname.organisationtype.country

OPERATION SHEET #1

Purpose:

Clerical Work Support L – II EIS CwS2TTLM 09 19V1 LG01	Version I: Sept. 2019 Author :federal TVET agency
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This learning outcome aims to provide trainees with the knowledge, skill and attitude in developing key board skills. Understanding the safe work practice, when we use a computer

Equipment, Tools and Materials:

- ☞ Computer with Microsoft office
- ☞ *Internet accessory*

Conditions- Students and trainers are legally required to lock the health and safety of Trainer. This applies to all organizations and including voluntary organizations.

- ❖ Students must provide safe working environment.
- ❖ Students must not put themselves or others at risk.

Procedure:

Unit Purpose

On successful completion of this unit you should be able to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging. Specifically you will:

- implement procedures to send and receive electronic mail
- manage electronic mail
- collaborate online.

Skills and Knowledge

Required skills

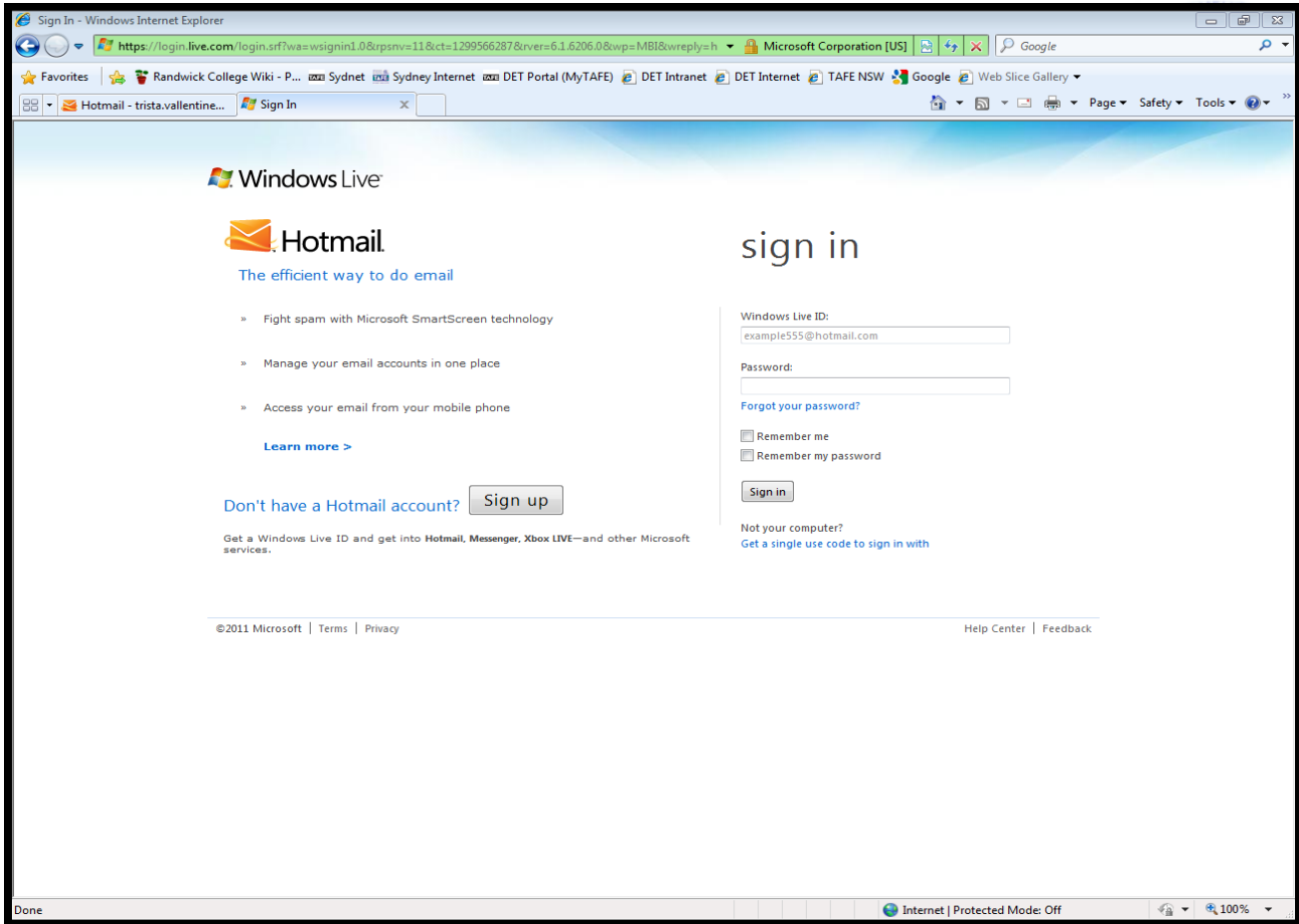
- communication skills to request advice, to receive feedback and to work with a team
- literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to draft simple correspondence
- problem-solving skills to solve routine technology problems.

Required knowledge

- different methods of electronic communication
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:

- ❖ anti-discrimination legislation
- ❖ ethical principles
- ❖ codes of practice
- ❖ privacy laws
- ❖ Occupational health and safety.

Activities Activity 1 -Create an Email account



- A) If you don't have already an Hotmail account please create new one
- b) Go to www.hotmail.com
- c) Follow the steps to create a new email a

Checking your email

Your volume of email will determine how often during the day you need to check your email. Your email software can notify you when new mail arrives, however this automatic warning message can be distracting and disrupt your work schedule. However, a message prompt can be useful if you don't check your email regularly but are expecting an urgent reply.

Incoming emails will show you the name of the sender (From) and what the email is about (Subject). The subject should be clear. Unfortunately, many people do not think carefully enough when they write in the subject line.

Activities Activity 2 -Create an Email account



Google Accounts

https://accounts.google.com/SignUp?service=mail&continue=https%3A%2F%2Fmail.google.com%2Fmail%2F&hl=en

One account is all you need
A single username and password gets you into everything Google.

Make Google yours
Set up your profile and preferences just the way you like.

Take it all with you
Switch between devices, and pick up wherever you left off.

Name
First Last

Choose your username
@gmail.com

Create a password

Confirm your password

Birthday
Month Day Year

Gender
I am...

Mobile phone
+251

Your current email address

Prove you're not a robot
 Skip this verification (phone verification may be required)

Type the text: 44958824

Location
Ethiopia

I agree to the Google Terms of Service and Privacy Policy

Next step

Activities Activity 3 – login to Email account

Gmail

Sign In

https://accounts.google.com/ServiceLogin?continue=https%3A%2F%2Fmail.google.com%2Fmail%2F&service=mail&sauc=

Google

One account. All of Google.

Sign in to continue to Gmail

goitomaks64@gmail.com

Sign in

Stay signed in [Need help?](#)

[Create an account](#)

One Google Account for everything Google

3:28 PM 1/8/2014



Self-Check -1	Written Test
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Directions: Answer all the questions that are you are asked below.

1. What are the advantages and disadvantages of electronic mail? 2 Point

2- What is Email addresses and what it contains? 4 point

3- What are the several advantages that email offers organizations? 2 point

3- As a student do you use email if you use it what advantage you get it? 2 point

Note: Satisfactory rating – 6 points and above Unsatisfactory - below 6 points

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



1.2- *Checking outgoing email for accuracy and ensuring attachments*

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 organisation will expect you to prepare email using a specific language, tone and format. There are many different options and combinations, and you need to know what is expected in your workplace.

Addresses

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

When asking for a person's email address, get them to spell out their email address slowly and repeat the address back to them to make sure you have heard correctly. Some email addresses have numbers and other symbols in them. Enter people's details into your email system in a consistent way so that the system can 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, not a bit of both as this could result in some addresses sorted under first name and some under the last name.

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/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.



Before you **Cc** any email, think carefully about whether those other people really need it. A common complaint is that people find they are receiving Cc messages unnecessarily. Be selective and consider your colleagues' or manager's work schedules. 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.

Activity -1

Consider the following comments from two managers at Larger than Life, a large public relations firm:

'Sometimes I end up with several copies of the same email. It can be very time-consuming going through them all.'

'I get a lot of email. Often there is just not enough time in the day to respond, so I do it at home after work. It takes a lot of time. I find it particularly irritating when there are emails that I don't need to see. Staff seems to use CCs a lot just to cover themselves and this creates even more work.'

1. If you were in the first manager's team, how could you avoid contributing to the problem?
2. What does the person in the second statement mean by 'cover themselves'?

Subject line

The subject line should contain a brief description or title for your message. This is one of the most important parts of an email message. You can send a message without filling in the subject line, but this could frustrate the recipient. An email sent without a subject line can also appear suspicious and some people may delete it as a precaution against virus transmission.

You have to make your own subject line clear and precise. It helps the recipient make decisions about the importance of your message and when and how to deal with it. A well-written subject line also makes it easier for both the sender and receiver to file the message and find it later.

Activity -2

The following table describes the content of a range of emails that you need to send. Record the information you would include in the subject area for each email.

Content of email	Subject
Advise client that they have an appointment next Monday at 10.00 am to discuss refinancing their mortgage.	
Contact the maintenance supervisor regarding a broken handrail on the stairs at the entrance to the library.	
You need to book a meeting room for each Monday morning in June for the senior management meeting.	
Team leaders need to advise you of nominations of team members who will attend this month's safety training.	
Distribution of the most recent minutes of the occupational health and safety committee meeting.	



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.

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. If you need to include lots of information it could be more appropriate to add an attachment containing the information instead.

Language

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

Even if your organisation does not have written policies, you are expected to understand and comply with legal requirements relating to workplace standards. These may include laws about: equal employment opportunity, bullying, sexual and other kinds of harassment.

As with other forms of business correspondence, emails should be written in clear, plain English, using professional language. They should be short and to the point. Your message will also be easier to understand if you use uncomplicated words, short sentences and simple language.

The four Cs OF Email messages should be:-

- Clear
 - Concise
 - correct and
 - Courteous.
- **Clear:** Clear writing is easy to understand. It involves using simple words wherever possible.
- **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 organisation are consistent in their appearance. Always ensure that the information you have included is accurate and that your grammar and spelling are correct. Your email program will usually have a spell check function to help you. To check spelling, select Tools, Spelling and follow the prompts throughout the text.

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

Tone

Some workplaces expect you to draft email messages using formal language (a more serious tone), just as you would in a letter. Other workplaces may instruct staff to use a more casual tone for email, similar to that used for phone messages or memos.

The use of language, tone and type of message all vary according to the purpose of the message and the audience. For example, if you have to tell an important client about a problem with a delivery, you would draft a message using formal business language. If you want to invite staff to morning tea to welcome the new manager, you could send an informal email message.

Layout

The layout of your email should make the message as 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.

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 organisation wants to include. This may be your job title 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 organisation's required format?

Checking your draft

When you have drafted your message, check it to make sure everything is correct. 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: sending 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.

Preparing attachments

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 it might be a better way of sending the material. As with the subject line, attachments should be clearly labelled so they can be easily identified, filed and retrieved later.

An email message doesn't take long to send or receive. However, attachments increase the size of the email message, so it takes longer to send and receive. Be careful about the size of the attachments you want to send. You can find out the size of a file by locating the document icon for the proposed attachment through Windows Explorer (or your computer network). Right click on the file (without opening) and select Properties. You will discover a list of options relating to characteristics of the file.

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. You first have to check with the receiver that they have the software for decompressing them. There are many different applications available that compress files; for example, Drop Stuff and WinZip.

Self-executable files are self-contained programs that can launch, update or manipulate a file; for example, a virus update that updates the virus program running on your computer. Self-executable files are identified by the file extension '.exe' (for example, Microsoft Excel.exe). These files vary in memory so it is advisable to check their size before attaching them to an email message.

Some organisations may use different types or versions of a program. Data must be saved in a version the person receiving your email is running on their system. For example, documents in Microsoft Word versions prior to 2007 save as 'filename.doc' while Microsoft Word 2007 saves as 'filename.docx', unless the user creating the document has changed the default setting when saving. If a receiver says they are unable to open their attachment, check to see if this is an issue, and if necessary, resend the item saved in a different version of the software.

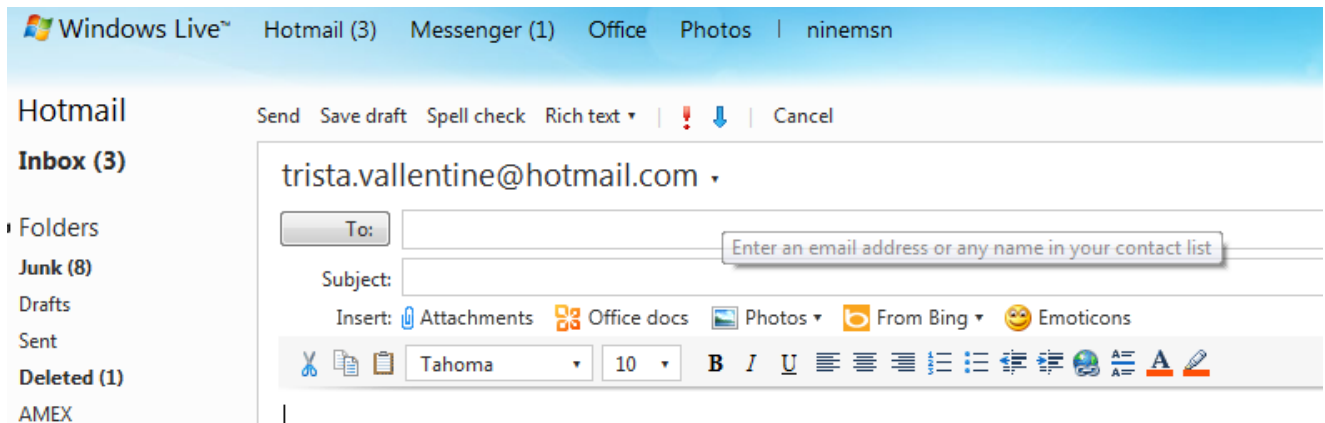
Sending email on time



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.

Unfortunately, however, you might not be able to send email because of server, connection or other computer problems in your workplace or in the recipient's workplace. Such problems are beyond your control, but you should keep them in mind and plan your work carefully, allowing plenty of time in case such events occur.

Activity 3-Create a New Message



Activity 4

You are required to prepare an email message that includes a file attachment and then send the email to your teacher.

1. Prepare a short spread sheet or word document that records the range of skills you need to learn to demonstrate your competence in using electronic communication.
2. Prepare an email to send to your teacher that includes an appropriate subject line and a brief description of the attachment in the body of the email.
3. Attach your spread sheet or document and send your email.

Self-Check -2	Written Test
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Directions: Answer all the questions that are you are asked below.

- 1- Prepare one message by following the way to write messages and Forward your trainer's email?
3 point

- 2- What are the four C's of the Email messages? **3 point**



Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher/trainer for any help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

**1.3- Identifying urgent, confidential, personal, suspicious or potentially dangerous email**

Suspicious or potentially dangerous email may include:

- Attachments
- email where sender is unknown, and subject line is enticing and/or personal (e.g. Urging the receiver to open immediately)
- particular file extensions
- spam (unsolicited commercial email or junk email)
- unsolicited email containing viruses

Email programs offer a range of tools to allow you to effectively and efficiently manage your email. You must be able to identify and take appropriate actions with urgent, confidential, personal, suspicious or potentially dangerous email.

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. These symbols and the contents of the subject line will help you decide what to do.

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. Let the sender know you have received their email even if they are expecting you to forward it or take some other follow-up action. You can use your reply to tell the sender what you are going to do. After you have dealt with urgent emails, you still have to prioritise your other emails. There may be a large number of them, depending on your job role. 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.

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. By default, the importance level in most email software packages is set to normal.

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).

For example, if you need to send an email to another member of staff about their leave entitlements or salary conditions, you can mark the message as private, personal or confidential. This also prevents the message from being modified after it has been sent. Such labels are applied to a new mail message after



it is created through View and Options. To mark a message as private, personal, or confidential, choose the Sensitivity drop-down list and select the appropriate option.

Flagging mail messages

You can either flag messages as a reminder for yourself or you can flag messages for others if you require follow-up action. You can also draw their attention to a message by flagging it For Your Information, Forward, Read and so on. Flagging marks an item to remind you that it needs to be followed up. After it's been followed up, you can mark it complete. You can flag a message for yourself simply by highlighting the message in the inbox with a right click of the mouse and selecting Flag for Follow Up. This command brings up the shortcut menu and allows you to select similar options. You can also right click on the message to remove a flag.

Tracking options

Unlike a phone call, you do not immediately know whether the recipient of your message is available or has received the message. While you expect your email and Internet services to be reliable, there may be server or line difficulties that present temporary technical problems. Setting your email software to track messages can be very useful. You can then be confident the recipient has received and, in some instances, opened your message.

Personal emails

You should discuss with your supervisor your employer's policy in regard to the receiving and sending of personal email. Some organisations 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.

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.

Respect your organisation's policy regarding forwarding email. Policies are likely to include not using your work email system to forward jokes, chain email or other non-work-related information. Such messages quickly fill up your inbox, making it difficult to identify important work-related messages.

Disclaimers

Sometimes legal and/or copyright information is included after the signature. There may be a warning about the confidentiality of the information in the email message. There are risks associated with using email. You must be careful not to expose your organisation to litigation. You mustn't disclose any



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

Here are two disclaimers:

Disclaimer -1

This email is intended for the use of the addressee only and may contain confidential information. If you are not the intended recipient, you are hereby notified that any use or dissemination of this communication is strictly prohibited. The sender disclaims liability for any errors, omissions, viruses, loss and/or damages arising from using, opening or transmitting this email. If you receive this transmission in error, please notify the sender immediately then delete this email.

Disclaimer -2

The information in this message and in any attachments may be confidential. If you are not the intended recipient of this message, you must not read, forward, print, copy, disclose, or use in any way the information this message or any attachment contains.

If you are not the intended recipient, please notify the sender immediately and delete or destroy all copies of this message and any attachments.

Dealing with suspicious or potentially dangerous email

Suspicious or potentially dangerous email messages can contain computer viruses or spam.

Activity 6

Read the following case study. Write down your answer to the task.

Ian works for a small organisation that doesn't have a detailed email policy. He used to receive a lot of emails from friends with long jokes and animated images.

One day he received quite a lot of this personal mail. He also noticed an important email from a client that he felt should be forwarded to his manager. Just as he was forwarding it he received another funny email from a friend, which distracted him. He then left work at the end of the day.

The next day the manager was upset with Ian. The email he had forwarded was one of the animated jokes and not the important email. He also realised that he might have forwarded the customer's email to one of his friends by mistake. Ian was very embarrassed.

Suggest some guidelines for email use that Ian's organisation should give him.



Self-Check -3	Written Test
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Directions: Answer all the questions that are you are asked below.

1- What are Suspicious or potentially dangerous emails? 3 point

2- As a student's how you keep/secure the Privacy, integrity and confidentiality of the emails or messages that you are forwarded or sent by others? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher/trainer for any help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

**1.4- Dealing with returned email**

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.

The main reasons email is undeliverable are:

- 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.

Firstly check that you typed in the address correctly. 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 organisation'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.

Dealing with returned email may include:-

- checking email address
- checking size of attachment/s
- re-sending
- sending message by other means e.g. facsimile, post
- telephoning addressee

Common Bounce back Messages:-** **Inbox is Full****

This is a typical indication that the email recipient's inbox is full and cannot accept any more messages. There is little you can do to resolve this error message unless you have another means of contacting that person to notify them of the full inbox. They should usually be able to resolve this issue by deleting old emails or raising their current mailbox quota.

 **Email Account does not exist**

If you send an email and get this message, it's best to double check that you have spelled the recipient's email address correctly.

If you are sure that is correct, the email account may have been deleted. If you have another means of contacting the recipients you may try notifying them of the error.



+ IP Address Blacklisted/ Blocked

The bounce back message will typically refer to an IP address being blocked and will usually provide a hurl with more information as well. We ask that these types of bounce back messages be forwarded to us at support@inmotionhosting.com so that we can assist you in resolving this issue.

+ Grey listing/ Email Message Deferred

Typical messages due to grey listing will usually refer to an email message being "deferred." Grey listing is a methodology utilized by some mail servers to deter spam. If you send a message to a server that uses grey listing and you are not on that server's white list the receiving server will temporarily reject that message and will often return a message that is formatted very similar to a bounce back but will list the error as temporary instead of permanent.

The sending server will attempt to resend the message at a later time, but the recipient will experience a delay in receiving the message. The best way to avoid grey listing is to ask anyone who uses grey listing on their server to add you to their white list so they can receive messages from you without delay.

+ Send Limit Exceeded:

On all of our shared servers, the number of emails that can be sent per hour is limited to 250 per hour with a additional limitation of 50 recipients per message (this includes To:, Cc: and Bcc: fields). If you attempt to exceed that amount you will receive a bounce back that will say something similar to: "Domain domain.com has exceeded the max emails per hour (250) allowed. Message discarded."



Self-Check -4	Written Test
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Directions: Answer all the questions that are you are asked below.

1- *What are the main reasons emails are undeliverable?* **3 point**

2- *What are the Common Bounces that Messages back?* **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher/trainer for any help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



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

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

This guide will also assist you to attain the learning outcome stated in the content coverage.

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

- Set security levels and/or filters for incoming email
- Create and maintaining individual mailboxes
- Store email and/or attachments
- Empty inboxes and archive
- Prepare and maintaining electronic mailing lists

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3, Sheet 4 and Sheet 5.
4. Accomplish the “Self-check of each content
5. If you earned a satisfactory evaluation from the “Self-check” proceed to other operation with its content and self-check.
6. Perform LAP Test or Job sheet in order to answer questions in the LAP Tests
7. LAP Test should be done in the presence of your trainers
8. Visit other office and familiarize yourself with the job or task you perform it
9. Identify the usefulness of spread sheet and ask questions for clarification.



LO 2: Managing electronic mail

- 2.1- Setting security levels and/or filters for incoming email
- 2.2- Creating and maintaining individual mailboxes
- 2.3- Storing email and/or attachments
- 2.4- Emptying inboxes and archive
- 2.5- Preparing and maintaining electronic mailing lists

2.1- Setting security levels and/or filters for incoming email

Your organisation will almost certainly have policies about how you are to handle incoming email. This will apply especially to email that looks suspicious or dangerous to the organisation. Some organisations will not permit emails to be received by multiple recipients. Most have restrictions regarding the size of the email, attachments and specific topics. If you are expecting an email that is valid, it may not arrive if it has an inappropriate (blocked) heading such as 'Competition' or 'The Winner!'

Some of us use email clients (such as Outlook, Windows Live Mail or Eudora), and others use on-line servers, or webmail, to access our accounts (such as Gmail, Hotmail or Squirrel mail). Regardless which we use, security should be a major concern. Viruses or other malware are often circulated via email, and the simple click of a button can allow such bugs full access to your computer.

Most clients and servers have some level of filtration for spam and malware. Some provide for complete scanning of an email before it is even shown in your inbox. However, it's important to remember that these protection filters are designed and coded by the same sort of experts that design and code malware. From one day to another, either side may be a step ahead of the other. That's why it's extremely important for each of us to *participate* in our security process. This thread will focus on incoming email security practices, when using an email client, such as Outlook, Windows Live Mail, Eudora, or one of the many others available. As a starting point, we'll assume that you have already set up your email client's spam filter, and that you already have real time virus and malware protection active on your computer, set up to scan all incoming emails and files.

The most important habit to form, I believe, is similar to that of a target shooter. They're taught to never point their weapon at anything they don't intend to shoot, and never put their finger on the trigger until it is *safe* to shoot. Consider the left-click button on your mouse to be the trigger, in this instance. You should NEVER click on an email until you are comfortable that it is safe to do so. The fact that the

FROM address happens to contain your best friend's name means nothing... it could be a fake, or it could have been sent from their computer by a self-propagating virus, worm or Trojan. You may be required to notify the information technology (IT) person in the organisation, tell your managers or warn your team



members of any possible virus infected attachment or spam that may have been sent to multiple email lists. If you have accidentally sent one yourself to colleagues, you must warn them not to open it. Because most viruses can be transmitted from one computer to another via email, proper virus protection helps protect everyone that receives email from you.

Viruses

Computer viruses are easily transmitted through email messages, especially in attachments. They can cause significant damage to your computer and your organisation's computer network. You can pass them on without realising. 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 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 organisation will also probably have antivirus software installed on your computer. The anti-virus software files will be updated regularly to make sure they automatically scan files. To avoid information loss, your organisation's network system will probably back up files on a regular basis. So, if a virus destroys your files, they can be replaced.

You should be wary and suspicious of:

- Email messages that are from an unknown sender and have an attachment.
- an unknown sender, as the email could contain a virus or spam
- Email messages that are from an unknown sender and have a subject line urging you to open the message immediately, such as 'Check this out - it's great!', or 'You've got to see this picture!'
- Email messages with attachments that have unusual file extensions rather than the common file ones you would usually receive, such as .doc, .xls, .gif, .jpg and .ppt.

If you see any suspicious messages or extensions that you are not familiar with, don't open them under any circumstances. Ask your supervisor or IT help desk for assistance. Make sure your virus protection program is set to scan your incoming mail and notify you of any infection it finds. It's also good practice to undertake a virus scan of your entire computer system on a regular basis, just in case. Most viruses require you to actively open the email that contains them before they become active, so your best method of prevention is not to open any email until you're sure that it's safe to do so.

What to do if you suspect your computer has been infected

If you suspect that your computer has been infected by a virus, and you have a virus protection program, immediately run a full scan of your computer. In those cases where you have a virus, virus protection programs will advise you on what course of action is required.

You may need to take such actions as:

- delete the infected file
- download a special file from the Internet to remove the virus completely
- seek professional advice
- Advise your IT department in line with your particular workplace policy and procedures.

If you know the name of the virus, sometimes looking it up on the Internet will provide you with useful information.



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 in your inbox, the less effective email is as a business communication tool.

Australia has anti-spam legislation. It prohibits sending unsolicited spam that has an Australian link. This includes spam sent by mobile phone as well as email. The law has stiff penalties with fines of up to \$1.1 million for breaking that law.

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.

For example, in Outlook:

- Go to Options and select the Preferences tab.
- Select E-mail, junk E-mail then E-mail Options.
- Select the Options tab.
- Select the appropriate setting for your needs. If you rarely receive inappropriate emails, a low setting or the setting selected by the IT department is suitable.



Self-Check -1	Written Test
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Directions: Answer all the questions that are you are asked below.

1- What to do if you suspect your computer has been infected by viruses? **3 point**

2- What is spam and Individual filtering options? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



2.2- Creating and maintaining individual mailboxes

Organisations have traditionally developed systems to store documents received in the mail. Filing systems have been developed to store copies of documents including invoices, tenders, promotional materials that have been received by the organisation. Increasingly this type of correspondence is being sent electronically. It is important that the organisation has in place policies and procedures that address issues related to managing the potentially vast amounts of information that has been processed in the email system.

Create a mailbox; you'll need to access the ACC's Create Mailbox interface by following the steps below:

1. Log in to the ACC.
2. Click on Create New Mailbox under the E-Mail Management header.

When creating a new mailbox, you'll need to make selections for a variety of settings:

- **Username:** The username and domain name you specify will be used when accessing the mailbox from pair Networks' Webmail e-mail system, or from a desktop or mobile e-mail reader.
- **Password:** The passwords you choose will be used for accessing the mailbox from pair Networks' Webmail e-mail system. It can also be used for accessing the mailbox from a desktop or mobile e-mail reader.
- **Maximum Mailbox Size:** You have the opportunity to decide whether to set a maximum size for the mailbox.

Note that mailboxes and their files are counted when calculating your monthly file usage.

- **Junk E-Mail Filtering:** You have the option to use junk e-mail filtering. By default, no junk e-mail filtering is active for your mailbox. Finally, when creating a new mailbox, you also have the option to list additional e-mail addresses that will deliver to the mailbox you are creating. When you're done choosing options for your new mailbox, click on the Add Mailbox button.

Note: It may take up to 10 minutes for your new mailbox to become active.

Creating Multiple Mailboxes at Once

The ACC offers an interface for creating more than one new mailbox at a time.

You can access this interface by following the steps below:

1. Log in to the ACC.
2. Click on Create Multiple Mailboxes under the E-Mail Management header.



To Create Multiple Mailboxes interface requires you to provide three pieces of information for each mailbox you want to create.

- **E-Mail Address:** the e-mail addresses you specify will be used when accessing the mailbox from pair Networks' webmail e-mail system, or from a desktop or mobile e-mail reader.
- **Password:** The passwords you choose will be used for accessing the mailbox from pair Networks' webmail e-mail system. It can also be used for accessing the mailbox from a desktop or mobile e-mail reader.
- **Junk Filter:** Choose whether to enable junk e-mail filtering for the mailbox in question. If you enable junk e-mail filtering, junk messages will be marked as junk but kept in your mailbox. When you are done entering information for all of the mailboxes you want to create, click on the Create Mailboxes button. Mailbox Settings in Detail Mailbox *Username and Password Restrictions*

The following restrictions apply to mailbox usernames:

- A mailbox username must contain at least one letter
- A mailbox username must be 1 to 128 characters long, and may only consist of letters, numbers, dots, and underscores.
- "default" is not a valid username

The following restrictions apply to mailbox passwords:

- A mailbox password must be at least 8 characters long
- Special characters, including spaces, are allowed for mailbox passwords
- Passwords will be checked against a list of unsafe passwords (see below)

Maximum Mailbox Size

When creating or modifying a mailbox, you have the opportunity to set a maximum size for the mailbox. By default, no maximum size is set for mailboxes.

You can set a maximum mailbox size at the time of the mailbox's creation. You also have the opportunity to add, modify, or remove a maximum size for a mailbox after it is created.

Please note that mailbox usage is counted towards your disk space usage. Mailbox usage is recorded daily. At the end of each calendar month, your daily disk usage data is collected and averaged. The highest usage day is dropped from the mailbox calculation.

Junk E-Mail Filtering

By default, no junk e-mail filtering is active for your mailbox. However, you can choose one of two filtering behaviors when creating or editing an individual mailbox.

Mark junk e-mail and store it in the mailbox

Clerical Work Support L – II EIS CwS2TTLM 09 19V1 LG01	Version I: Sept. 2019 Author :federal TVET agency
---	--



This option flags junk messages, but keeps them in your inbox. This is a good option if you are worried about missing legitimate messages, or if you use your e-mail reader to separate junk e-mail from real e-mail.

Store junk in the Junk mail folder

This option moves junk messages to a separate folder, called Junk, in your mailbox. This is a good option if you are worried about junk messages cluttering up your inbox.

Editing Mailbox Settings

After a mailbox is created you can edit its settings, including the mailbox's maximum size, its junk e-mail filtering, and its password.

To edit mailbox settings, visit the E-Mail Management section of the Account ControlCenter, as follows:

1. Log in to the Account Control Center
2. Click on E-Mail Management
3. Under the Mailbox Usage header, you will see text showing how many mailboxes you currently have configured. Click on this text to be taken to a detailed listing of your mailboxes.
4. Click on the mailbox you want to change settings for
5. You will be taken to a screen allowing you to make changes to the mailbox

Note: changes to mailbox settings may take up to 10 minutes to take effect.

Changing Mailbox Passwords

On the mailbox settings screen, enter the password you would like to change to. You do not need to know the mailbox's existing password in order to be able to change the mailbox's password. Note: changing your password may take up to 10 minutes to take effect.

Mailbox Settings Used by E-Mail Readers

The mailbox settings interface displays information about your username and incoming and outgoing mail servers. You will use this information to set up an e-mail reader for use with your mailbox.

The information is used as follows:

- **Username:** You will use the username in both your incoming and outgoing mail settings.

Make sure to use the complete email address shown in the Username field when setting up your incoming and outgoing mail settings.

- **POP3 or IMAP server name:** This server is used in your e-mail reader's incoming mail server settings.
- **SMTP server name:** This server is used in your e-mail reader's outgoing mail server settings.

Best practices to keep your mailbox lean If email is stored on an email server such as Exchange, when mailbox reaches its upper limit the administrator might start limiting functionality. For example, at 90 MB you might get a warning, at 100 MB you might be unable to send email, and at 110 MB you might be unable to receive email.



Here are some ways to keep your mailbox size under control:

- **Archive older items** – Move old items you want to keep to an archive. You can create a separate Outlook Data File (.pst) that you can open from Outlook any time you need it. By default, Can be also archive items manually whenever. That way, you can decide which items to archive, when to archive them, and where to store them.
- **Note if you don't see the Archive command, your organization may have turned off the feature.**
- **Empty the Deleted Items folder** – Empty the Deleted Items folder frequently to make sure you aren't keeping messages you don't need.
- **Empty the Junk Email folder** – Periodically empty the Junk Email folder to save your inbox space for messages you actually want.
- **Store attachments outside your mailbox** – As attachments accumulate over time, they can take up a lot of space. For attachments you want to keep, consider saving them to a team site, to one, Drive, or to folders on your computer.

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.

Activity -1

Practise creating new folders in your email system. What names can you give them to help you organise your mail? If you have never created a folder in your email, do the following steps: Click File on the toolbar Select the New, Folder options from the drop-down list, Type in an appropriate name for your folder and remember to select where you want the folder placed (within another folder or on its own).



Self-Check -2	Written Test
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Directions: Answer all the questions that are you are asked below.

1- When you creating a new mailbox, what'll you need to make selections for a variety of settings?
3 point

2- What are the ways to keep your mailbox size under control? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-3

Storing email and/or attachments

2.3- Storing email and/or attachments

As you receive more email messages, they take up valuable space on your computer. Messages with attachments take up even more space. Eventually, the messages can slow down your computer, as well as the organisation's server. Your applications will run more slowly and email will take longer to send and receive. The more messages you have in your inbox and other email folders the harder it is to find the message you need. For any these reasons, develop good habits and regularly tidy up your email folders.

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.

Recording and storing incoming emails

Email messages, just like paper-based business correspondence, are regarded as legally binding business documents and must be stored carefully if they contain important information. Emails can be stored electronically or printed out and stored as paper copies.

Understanding and using your inbox

If you receive many emails each day, it is sometimes difficult to file them immediately. However, it is wise to briefly see if an email contains important information. It is also possible to know what messages you have and haven't read when using your incoming emails, preventing confusion. Once you have opened an email, it is no longer shown in bold print. However, the message heading will also change if you have had your cursor resting on that email. You can 'mark as read/mark as unread an email, in order to glance at it and come back to action it later in the day.

Keeping records of what you send

When you send email 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. 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
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Directions: Answer all the questions that are you are asked below.

1- How you Record and store outgoing emails and incoming emails? 3 point

2- What are the different locations that Email can be copied and stored and saved? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-4	Emptying inboxes and archive
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2.4- Emptying inboxes and archive

You should regularly empty your inbox to keep your email system running efficiently. What should you do with messages that aren't needed? If you are absolutely sure that the message is no longer needed, delete it. If the message is still needed, but will probably only be accessed infrequently, archive it.

Legal retention periods

The legal retention period for email is the same as for printed communication in the organisation. Email transmissions may be subjected to a range of legislation depending on the type of work performed in the organisation.

This legislation includes:

- *Freedom, of Information Act 1982* (Cth), which provides a legal right for members of the public to have access to information held by public sector agencies.
- *Ombudsman Act 1976* (Cth), which grants power to the Ombudsman in a specific industry to request documents or other records relevant to any investigation they are conducting.
- *Electronic Transactions Act 1999* (Cth), which provides a regulatory framework that facilitates the use of electronic communications as a way of entering into transactions.

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.

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.

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. 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.

Activity -2

1. Where does the message go once you have deleted it from your inbox in your email?
2. Do you need to select it in the Deleted Items folder and delete it again?
3. What would be the difference between deleting and archiving a message - seeing that they both are gone from your computer?

Activity-3

Read the following case study and answer the questions.

Omar is employed as a project officer on a large construction site. He is responsible for photocopying, opening and distributing mail, copying and distributing construction plans and recording information about the quality of the various construction works that is completed on the site. The following is a list of emails that he received several months ago.

Electronic information	Archive or delete (write the correct response)
Unsolicited advertising material	
Quality inspection report	
Request for information required from the local council	
Staff lunch BBQ last month	
Collection of money for gift for Tom	
Quote received from electrician on current project	
Receipt for payment of Work Cover insurance	
Reminder for staff to attend workplace safety meeting	
Last month's stationery order	
Quest to the Department of Transport to close road for construction work	
Thank you note to staff from site manager	



Self-Check -4	Written Test
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Directions: Answer all the questions that are you are asked below.

1- What is Archiving email ? 3 point

1- Explain the main reason of why you delete messages? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



Information Sheet-5	Preparing and maintaining electronic <i>mailing lists</i>
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2.5- Preparing and maintaining electronic *mailing lists*

Occasionally you be required to send email to a group of people at the same time. Distribution lists are groups or lists of email addresses stored in one place.

Preparing electronic mailing lists

Address lists (address books, contacts, mailing lists) allow you to store contact information about people, including their email address, job title, 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 organisation.

Distribution lists

Distribution lists provide an easy method of sending messages to a group of people simultaneously. For example you could create a distribution list called All Staff that contains the names of all staff members; a message sent to this distribution list will then go to all recipients listed in the distribution list – ie all staff members. You can easily add, amend and delete names from a distribution list to ensure that they are kept up to date.

Activity -4

Create a distribution list for five people in your class.

Activity -5

Send an email to the people in your distribution list from activity 11. Invite them to a recruitment session for a movie which is going to be produced locally. The session is going to be held this afternoon in F3 from 3:30 pm – 5:30 pm. The movie producers are looking for extras aged between 15 and 17. Afternoon tea will be provided. Save this email in your mail folder.

Ensure your email message is accurate before you send it.

Activity -6

Send a second email to the people in your distribution list. Send them an attachment that has the name of the movie, and a list of the famous movie stars who will be appearing in the movie. (Create this document in Word first).



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.

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

1. 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.
2. Enter the email address into your organisation'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.
3. Find out the preferred place for entering addresses - it could be a contacts folder, various distribution lists, address books or a database.

Discussion topics

'Lots of my colleagues print out their emails. What's the point? I thought emails were supposed to be helping to reduce paper use in offices!' Discuss this issue.

'I delete emails from my inbox but keep most of them in the Deleted Items folder in case I need them.' Discuss whether this could be a problem.



Self-Check -5	Written Test
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Directions: Answer all the questions that are you are asked below.

1- Mention What Distribution lists? 3 point

2- What are the three key points to remember when preparing email addresses and distribution lists? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



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

- Identifying software to collaborate
- Ensuring online collaboration
- Following organizational policy, procedures and net etiquette
- Responding to posts or communications

This guide will also assist you to attain the learning outcome stated in the content coverage.

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

- Identify software to collaborate
- Ensure online collaboration
- Follow organizational policy, procedures and net etiquette
- Respond to posts or communications

Learning Instructions:

10. Read the specific objectives of this Learning Guide.
11. Follow the instructions described below
12. Read the information written in the information “Sheet 1 up to information Sheet 4
13. Accomplish the “Self-check of each content
14. If you earned a satisfactory evaluation from the “Self-check” proceed to other operation with its content and self-check.
15. Perform LAP Test or Job sheet in order to answer questions in the LAP Tests
16. LAP Test should be done in the presence of your trainers
17. Visit other office and familiarize yourself with the job or task you perform it
18. Identify the usefulness of spread sheet and ask questions for clarification.




**LO3. Collaborating online**

- 3.1- Identifying software to collaborate
- 3.2- Ensuring online collaboration
- 3.3- Following organizational policy, procedures and net etiquette
- 3.4- Responding to posts or communications

3.1- Identifying software to collaborate

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.

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 'talk' 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 other people in an instant messaging conversation.

Activity- 1

Read the case study. Write down your answer to the question.

Asha is completing a qualification in business studies. Her trainer has assigned her to a small group that is collaborating on a project developing a new customer complaint form for a small business.

Hamse, the group leader, has asked all team members to use instant messaging to stay in touch with each other as they draw together the various pieces of information that will form the final report.

Record your observations about any positive or negative outcomes from using the technology.

+ 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 organisations 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' (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.

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')
- ✚ Podcast (audio) and podcasts (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 categorise the entries, which let visitors see only those related to a specific topic.

You can customise your blog by modifying templates and style sheets, or by selecting a different theme. It is particularly important that you do not breach the privacy of other individuals or the organisation by including inappropriate information on the blog, or by plagiarising (copying) another author's works. Remember to use non-inflammatory, non-discriminatory language when posting to a blog that is related to your work role.

You can perform a range of functions using blogs including:

- ✓ Create and edit your own blogs.
- ✓ Add a file or image to your postings.
- ✓ Add entries and comments.
- ✓ Comment on other blogs.
- ✓ Create a list of your favourite blogs.
- ✓ Edit your blog template (colours and fonts).
- ✓ Moderate postings to your blog before they are visible on the Web.
- ✓ View postings by day or month.
- ✚ **Podcasts** provide a way to distribute audio-video files across the Internet. **Podcasts** may be used to refer to audio only or both audio and video (which are sometimes called 'podcasts').



Podcasts are recordings that can be played through any MP3 player, such as Windows Media Play or QuickTime or a portable MP3 player.

To create a podcast, you need a microphone and headphones (or a headset) and recording software. If you want to create a vodcast, you also need a digital video camera and video editing software. You may distribute your podcast by emailing a link to the podcast, or by including it on your organisation's website.

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 allow discussions to take place over a longer period of time than other methods of communication.

The main features of online forums include:

- ✓ the ability to categorise the messages
- ✓ a mechanism for creating responses to the original messages (often called threading)
- ✓ the 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.

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.

Intranet versus Internet discussions

An intranet is an internal site, operating on your company's own servers. It is a 'web' of computers spread across your own business world.

There are advantages and disadvantages to this, including:

- ✓ Pages and links will have correct information for your needs if updates are made regularly.
- ✓ Downloading is faster as it is internally controlled.



- ✓ Information should be safe from virus contamination.
- ✓ It doesn't have the breadth of information that's available on the Internet.

When using an intranet site it is usual for the interactive sections to look slightly different from the company's public website, which is available on the Internet and designed to provide information to the public. The software running the intranet is not always the same as that running the company's website as it has special functions to permit or prevent access, and is designed to be easily maintained and altered by specialist staff.

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 spread sheets. 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.

In some cases you might want to simply allow other people to view files. In other instances, you might want to allow your work colleagues to edit your files and then upload them. Information-sharing tools such as 'wikis' 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 encyclopaedia. 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.

Installation of a wiki requires that you upload or copy files to your server, create a SQL (structured query language) database and user account, and run the installation scripts. Installation packages are available for some wikis.

The benefit of using a wiki includes 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 -1	Written Test
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Directions: Answer all the questions that you are asked below.

1- Explain an instant messaging program? 3 point

2- Explain blogs (short for 'weblogs') and Podcast (audio and audio-video)? **3 point**

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



3.2- Ensuring online collaboration

Online collaboration may include:

- ✓ chat rooms
- ✓ email communications
- ✓ instant messaging
- ✓ intranet

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. 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.

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 emphasise points in your message. This is seen as 'shouting' and therefore considered not polite. A commonly acceptable way to emphasise 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 behaviour you would if you were face-to-face with someone.



Be careful about criticising 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.

Self-Check -2	Written Test
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Directions: Answer all the questions that are you are asked below.

1- What is online collaboration? 3 point

2- Explain Net etiquette? 3 point

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

Ask your teacher for help if you need.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



3.3- Following organizational policy, procedures and net etiquette

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. 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 behaviour makes you uncomfortable and that you want the behaviour 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. 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.

Bulletin boards

Bulletin boards and discussion lists are ways of distributing email messages to groups of people who subscribe to the lists. 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 would like to know.

Remember that you are representing your workplace. Have your message authorised 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.

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.



Self-Check -3	Written Test
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Directions: Answer all the questions that are you are asked below.

1- What is a Bulletin board? 3 point

1- What are the General guidelines for bulletin board netiquette? 3 point

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

For any help ask your teacher.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

**Information Sheet-4****Responding to posts or communications****3.4- Responding to posts or communications**

Social Media is a unique public environment that has its own culture and expectations.

Traditional customer service and public relations may not be enough.

Here are some tips to handle complaints, negativity or inappropriateness online.

Document it If a negative or controversial comment comes up on Twitter, Facebook, your website comments, etc., the first thing you should do is taking a screen capture or documents it in some way. Some things can be deleted or modified by the poster, so it is important to have proof if the matter is contested or the issue escalates to a more serious matter.

Do not delete negative comments

It will only aggravate the commenter, or move the conversation elsewhere. Deleting things on the internet is an illusion anyway, and will bring into question your integrity to not only the complainer, but all your followers. Do block users who abuse the site, and remove inappropriate comments (i.e., racist, derogatory, pornographic, etc.), ones that are too far off topic, or just trying to use your site to sell a product or service.

Keep it cool

It's not uncommon that an offended customer or internet troll is trying to get an emotional reaction or response from their post. It is critical that you never take it personal or engage or challenge the person negatively. Remember, this is in public, and you are being judged by not only the poster, but all your followers.

Act as if you are responding to an angry mob:-

- ✓ Being right might not be the end goal.
- ✓ You don't have to reply to everything.
- ✓ If the comment is clearly an attack or an effort to pick a fight, let it go.

Check your head

Social media is just like any other social experience to the extent that there is never a clear answer; it is chaotic and unpredictable just like any other social experience. Before reacting, communicate the issue to your colleagues and leadership. Also, the well-publicized social media mistakes made by larger organizations happened because they tried to make decisions in the board room with traditional public relations techniques by people who didn't participate in social media. They probably would have fared better if they asked their teenage children what to do. Traditional public relations techniques do not work in social media.

Don't delay

Word travels swiftly on social networks, so respond quickly, particularly during a crisis.



We're talking hours (or less) here, not days. A slow response can damage a company's reputation.

Respond to each complaint in the public stream

The culture of social media demands that you are addressing the issue.

That doesn't mean you have to discuss every detail in public. So tweet or comment back and say something like "please e-mail me more info" or "looking forward to helping you. Can you DM/message me more?" Also when it's resolved, tweet that back as well. Try "Thanks so much for letting us know. I hope the issue has been resolved for you?" Follow up is KEY. If it's on Facebook, make sure you comment on the original stream where the complaint was written.

You set the tone

The general nature and tone of your posts will, in a sense, set the rules of engagement on your site. A pleasant, positive, playful tone creates an atmosphere where aggressive negativity or attacks will seem out of place. In this scenario, it's even possible that your other followers will come to your defense so you don't have to. On the contrary, avoid sounding like an authority and never be a smart aleck, as the internet is always smarter.

Consider another avenue for complaints Chances are, the customer is not seeking to rat you out on the social sites. They just want to vent to their friends, or force your hand to address the issue. So make sure you publicize other options for customers to talk to you and assurances that you will. Then follow through and get back to your customer quickly.

Keep your eyes open

Use Google Alerts to keep an eye on your reputation. Google Alerts and similar services allow you to enter search terms, such as your organization's name, your Twitter handle, and just about any other name or term that relates to your organization and product. The service scours the internet for any match to your terms and e-mails you when it finds any. Trial and error till you feel comfortable with the volume and nature of the matches.



Self-Check -4	Written Test
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Directions: Answer all the questions that are you are asked below.

1- Explain Social Media? 3 point

2- As student using social media how deal with the person that you come across negative comments? 3 point

Note: Satisfactory rating – 5 and above points

Unsatisfactory - below 5 points

For any help ask your teacher.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____



List of Reference Materials

- 1- BSBITU203A Communicate electronically.
- 2- BSBITU203 Communicate electronically.
- 3- <https://aspire-solidus-production.s3-ap-.amazonaws.com/assets/BXITU203/samples/BXITU203.pdf>
- 4- <https://www.abf.gov.au/help-and-support-subsite/Guides/cs-faq-comms-electronic-customs.pdf>
- 5- www.google.com(books)