

## Chapter 15 - Electronic Communication and Collaboration

Grading:

Notes: \_\_\_\_\_/20

Lesson Review: \_\_\_\_\_/20

IMAP vs POP: \_\_\_\_\_/20

Junk Email: \_\_\_\_\_/20

Spam Teamwork Project \_\_\_\_\_/20

Total points: \_\_\_\_\_/100

### 15.1 - Electronic Mail Section

#### Essential Question

- What would society look like without e-mail?

#### Section 15.1 Learning Goals

After completing this section, you will be able to:

- Discuss various e-mail technologies.
- Describe typical e-mail account settings.
- Explain appropriate e-mail use.
- Manage e-mail communication.

#### Competencies

- 6670.78 Research principles of Internet communication etiquette.

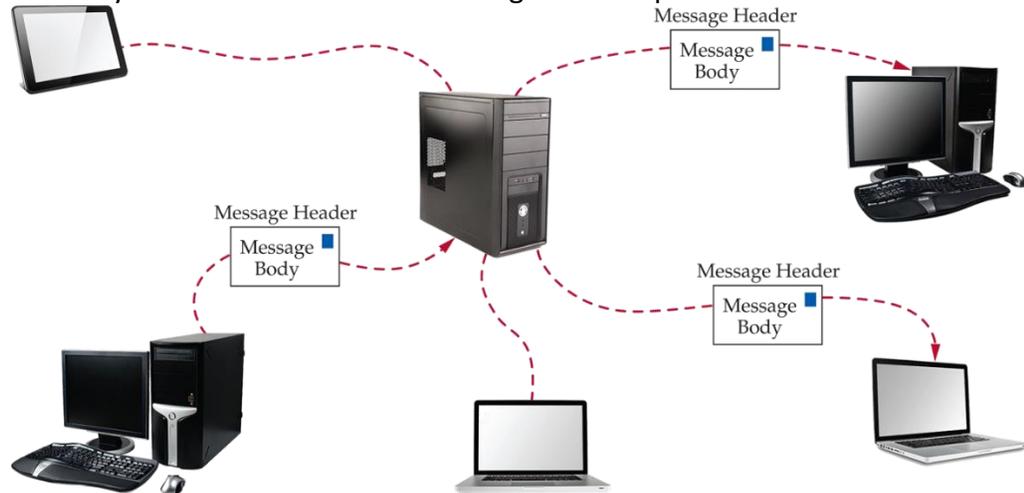
#### Terms

- address book
- archiving
- auto-respond option
- contact group
- credential
- digital citizenship
- e-mail client
- e-mail server
- Internet message access protocol
- (IMAP)
- junk e-mail
- message header
- netiquette
- out-of-office message
- post office protocol (POP)
- simple mail transfer protocol (SMTP)
- spam
- username

#### E-mail Technologies

- **E-mail client** is the \_\_\_\_\_ used to create and send the message
- **E-mail server** handles the \_\_\_\_\_ and delivery of messages
- E-mail Message
  - Message body contains the \_\_\_\_\_ of the message
  - **Message header** contains a variety of information necessary to ensure

- \_\_\_\_\_ delivery
- Message envelope is the \_\_\_\_\_ bundle of the header and the body that is sent as a unit according to e-mail protocols



- **IMAP**
  - Internet message access protocol
  - Describes how to store and \_\_\_\_\_ e-mail messages
- **POP**
  - \_\_\_\_\_ office protocol
  - Application-layer protocol that describes how to store and retrieve e-mail messages
  - Predates IMAP

#### E-mail Technologies

- **SMTP**
  - Simple mail transfer protocol
  - Used to transfer mail from one e-mail system to another over the Internet
  - First standard that emerged from ARPANET
  - Delivers **to the server; IMAP/POP delivers to client**

#### E-mail Account Settings

- **Username**
  - \_\_\_\_\_ identity of account holder
  - Must be unique
- **Password**
  - Means to \_\_\_\_\_ user and messages
  - Possible to save password
    - *Poor practice*
    - *Security risk*
- **Credentials**
  - \_\_\_\_\_ that saves the authentication criteria required to

- connect to a service
- Most often used to verify identity
- Microsoft Outlook
  - E-mail \_\_\_\_\_ in the Microsoft Office suite
  - Not an e-mail service

#### Appropriate E-mail Use

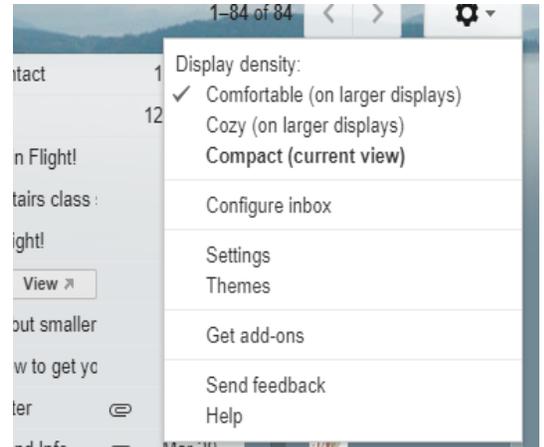
- **Digital citizenship** is the standard of appropriate \_\_\_\_\_ when using technology to communicate
- Header
  - Contains e-mail addresses of recipients
  - CC stands for \_\_\_\_\_ copy
  - BCC stands for \_\_\_\_\_ carbon copy
  - *Subject Line* states the \_\_\_\_\_ of the e-mail
- Body
  - *Salutation* is the greeting in the message
  - If the message is formal, format it the same as a letter
    - *Netiquette* is a set of guidelines for \_\_\_\_\_ behavior on the Internet, including e-mail
    - Use Standard English and the spell-check feature
  - Complimentary Close and Signature
    - *Courteous thank-you* is appropriate
    - Set up a \_\_\_\_\_.

#### Set up signature

- You can add a picture
- Create a signature that will attach to all emails
- Vacation responder

#### Appropriate E-mail Use

- Replying and Forwarding Messages
  - Reply \_\_\_\_\_ comments to the sender
  - Reply all sends \_\_\_\_\_ message to everyone
  - Forward sends the reply to a new recipient
- Attachments
  - Share work
  - Threat of malware
  - \_\_\_\_\_ limit

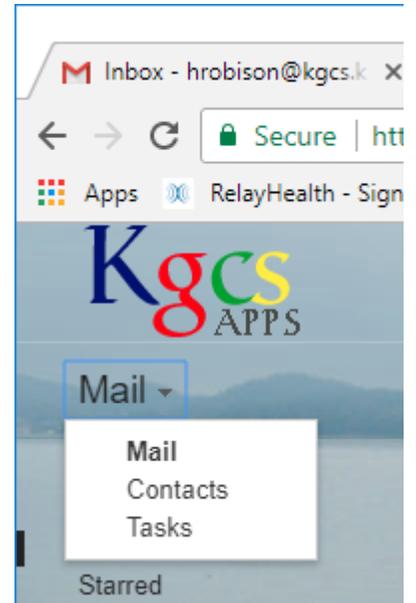


- **Address Book**
  - Contains the e-mail addresses of \_\_\_\_\_ and may contain other information for each
  - **Contact group** is a named collection of e-mail addresses from the address book

Gmail Contacts

Managing E-mail Communication

- Automated Features
  - **Auto-respond option** sends a \_\_\_\_\_ to every e-mail message received
  - Read Receipt
  - **Out-of-office message** is an auto-response message \_\_\_\_\_ once for each user who sends e-mail to the address
  - Auto-Forwarding
  - Signatures
- Personal Folders
  - **Junk e-mail** is unsolicited e-mail messages
  - **Spam** is one unwanted e-mail message sent to a \_\_\_\_\_ number of users or multiple identical \_\_\_\_\_ messages sent to a single e-mail address
- Cleaning Up E-mail Folders
  - **Archiving** consists of \_\_\_\_\_ e-mail messages in a place where they will not load every time the e-mail client is launched
  - Deleting E-mail Messages




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## Section 15.1 Review

1. What stores and delivers e-mail messages?
  - a. E-mail server
  - b. E-mail client
  - c. E-mail message
  - d. E-mail inbox
2. Which protocol is used to transfer e-mail from one system to another?
  - a. IMAP
  - b. POP
  - c. SMTP
  - d. SMS

3. What is the simplest credential for an e-mail account?
  - a. Security questions
  - b. Address book
  - c. Carrier name
  - d. Username and password
4. The part of an e-mail message that can contain malware is the \_\_\_\_\_.
  - a. Message header
  - b. Message body
  - c. Attachment
  - d. Sender's address
5. What is one unwanted e-mail message sent to a large number of users or multiple identical unwanted messages sent to a single e-mail address called?
  - a. Spam
  - b. Netiquette
  - c. Social media
  - d. Multimedia
6. What can be used to effectively manage e-mail messages in a client?
  - a. Multiple user names
  - b. Personal folders
  - c. Unique accounts
  - d. Out-of-office reply
7. \_\_\_\_\_ T/F A notebook is the feature of an e-mail client that is used to save and manage contacts.

What are the 3 parts of an e-mail address?

8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

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### **IMAP vs POP**

1. Research the differences and similarities between the IMAP and POP e-mail protocols.
2. Decide if you feel one appears to be better than the other.
3. Develop a slide presentation that explains the differences, similarities, and your position on which is better.

## **Junk Email**

Junk mail, also known as spam, has continued to grow. The Federal Trade commission's Web site, located at <https://www.consumer.ftc.gov/articles/0262-stopping-unsolicited-mail-phone-calls-and-email> contains information on how to opt out of receiving unsolicited mail. Access this Web page and review the information it contains. Then describe the process you would use to opt out of receiving unsolicited e-mails. Describe what process someone could use if they did not have Internet access.

## **Spam Teamwork Project**

Some countries have laws against spam. Your Internet service provider may try to block spam before it reaches your mailbox. However, you may still be inconvenienced by junk e-mail.

Working with a partner, research spam to learn more about what it is used for, how marketers get addresses, how effective spam is, and ways you can stop spam. You and your teammate should each select one of the two positions – pro spam (how effective it is and what you want it is meant to do) or against spam (it is a nuisance or problem that you want to stop before it reaches your e-mail inbox). Write a brief summary of your findings and compare them with your partner. At the end of your report, answer the following questions with your partner.

1. Is spam ever useful?
2. Should there be laws to restrict spam?
3. Do you think you can block all spam from reaching your inbox?