



Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

1. Generally, when you receive an email, it will appear in your _____.
 - a. drafts folder
 - b. inbox**
 - c. outbox
 - d. tasks list
2. It's best to ignore or delete _____ emails, also known as junk email.
 - a. draft
 - b. spam**
 - c. trash
 - d. archived
3. Generally, an email you compose should include _____.
 - a. recipients
 - b. a subject
 - c. a message in the body field
 - d. all of the above**
4. The standard format for an e-mail address is:
 - a. username@domain**
 - b. domain@username
 - c. url@username
 - d. @username.domain
5. The domain in an e-mail address corresponds to an existing _____.
 - a. web language
 - b. web site**
 - c. web browser
 - d. web crawler





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

6. Review Diagram 1 on the last page; match numbers in the diagram with the descriptions below
- 1 Recipients for the e-mail message
 - 7 Used when ready to deliver the message
 - 5 Body: the actual text or information in the e-mail
 - 10 Emoticons or Emoji
 - 2 E-mail address
 - 4 Subject line: tells what the e-mail is about
 - 6 Signature line(s)
 - 8 Change the look and feel of text in a message
 - 3 Send an e-mail to someone who is not the main recipient; conceal a recipient's address
 - 9 Attachments: add a file to send along with the e-mail message
7. Review Diagram 2 and match numbers in the diagram with the descriptions below
- 2 Sign-out or view account profile
 - 4 Newly received message will first appear here
 - 7 Whenever an e-mail is deleted it goes here, and can be retrieved for a period of time
 - 3 Create a new e-mail message
 - 8 Folders and labels
 - 5 Messages that you have composed but not sent
 - 9 Respond to sender of an e-mail message
 - 6 Junk e-mails that often carry viruses or scams
 - 10 Respond to a message's sender and all recipients (excluding yourself)
 - 1 A menu to help navigate to different services such as contacts list and calendars
 - 11 Send a received e-mail to another person
8. Review Diagram 3 and match numbers in the diagram with the descriptions below
- 4 Date received
 - 1 Menu options
 - 3 E-mail subject
 - 2 E-mail sender





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

9. Review Diagram 4 and match numbers in the diagram with the descriptions below
- 2 More actions
 - 4 Show details
 - 1 Back to Inbox
 - 3 Navigate messages
 - 5 Reply options
10. In addition to e-mail services, most online providers also offer
- Address book (contacts) and calendar**
 - E-mail marketing services
 - Technical support for phishing, spoofs, and similar scams
 - None of the above
11. Which of the following should be avoided when writing e-mail? (check all that apply)
- Include a greeting
 - Short but clear messages
 - Irony or sarcasm**
 - Check spelling and grammar
 - Limit text formatting
 - Typing in ALL CAPS**
 - Forwarding chain e-mails**
 - Mention attachments
 - Large attachments (file size)**
 - Slang, profanity, or derogatory language**
 - Double-check recipients
 - Including sensitive information e.g. account numbers and passwords**





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

12. If an e-mail contains your bank's logo, then it is absolutely a legitimate message (True) or (False)
- True
 - False**
13. Which of the following would be a legitimate e-mail address for Surety Bank?
- info@suretybank.com**
 - suretybank@info.com
 - info@surebank.com
 - info@surtybank.com
14. A scam that requests personal information by pretending to be another company is called:
- Spam
 - Phishing**
 - Trojan horse
 - Key Logger
15. Which of the following are good practices to avoid phishing scams
- Don't reply-to messages or follow links in an e-mail that requests sensitive information
 - Use SPAM filters and block-lists
 - Pay close attention to web addresses and domain names
 - All of the above**
16. What should you do if you believe an e-mail is a phishing scam?
- Forward the e-mail to the company that is being impersonated
 - Forward the e-mail to the FTC
 - Add the e-mail address to your SPAM filter or block-list
 - All of the above**





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

17. What should you do if you believe that you are a victim of identity theft?
- Contact the FTC to make a complaint
 - File a police report
 - Place a fraud alert on your credit report
 - All of the above**
18. Review Diagram 5 and match numbers in the diagram with the descriptions below
- 2 Makes a fraudulent e-mail look important or urgent for your safety
 - 4 It doesn't necessarily take you to the website that it says
 - 1 Look carefully to make sure it's official and not a close misspelling
 - 3 Can be easily copied and inserted into a message to make it look legitimate
 - 5 Makes you believe that failure to act will result in a penalty
19. Which of the following should you do to avoid virus infections from e-mail attachments?
- Don't open attachments that you weren't expecting (even from trusted contacts)
 - Keep anti-virus software updated
 - Scan attachments before downloading or open them
 - All of the above**
20. Review Diagram 6 and match numbers in the diagram with the descriptions below
- 5 Change settings or get help
 - 7 A list of received messages; click a message to open it
 - 1 Access other Google services
 - 3 Navigate between mail, contacts, and tasks
 - 8 Labels: allow you to organize messages in your Inbox
 - 4 Action buttons
 - 2 An easy way to find specific e-mail messages
 - 6 Navigate between folders in your account



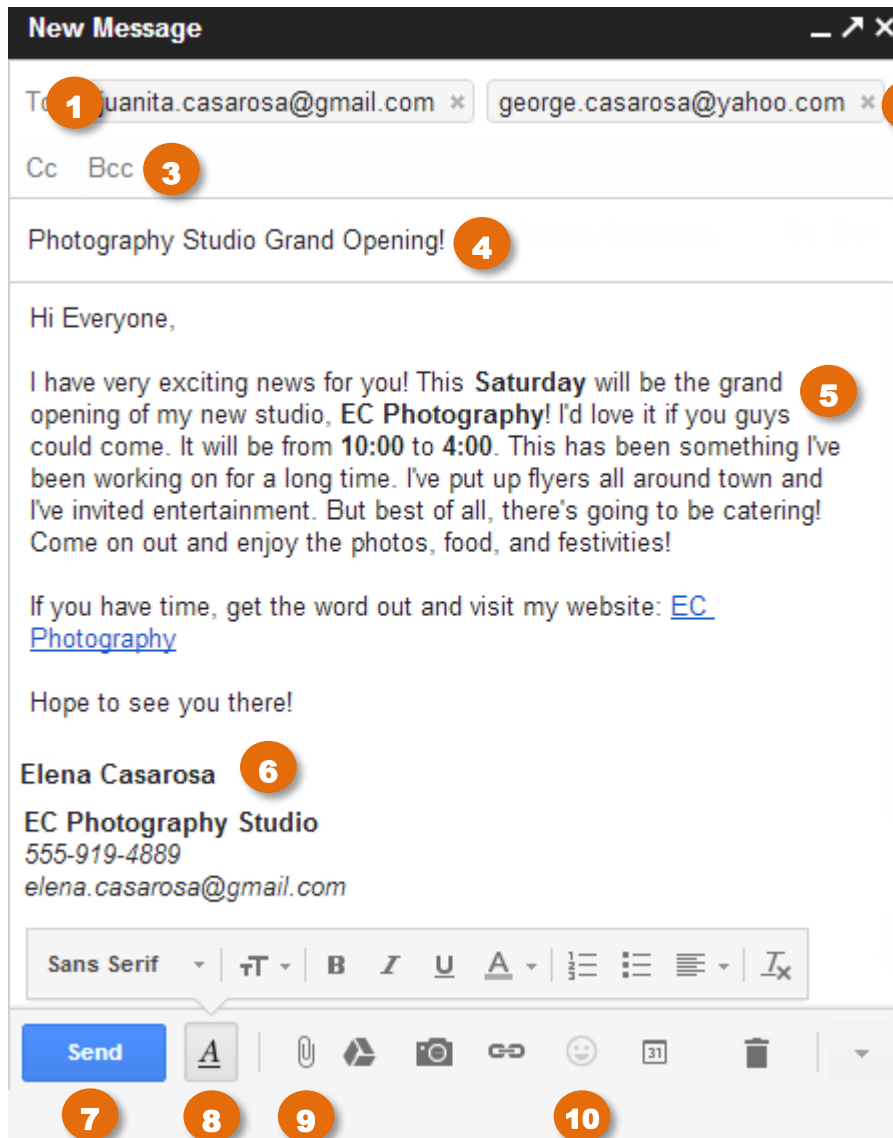


Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 1





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 2

The screenshot shows a Gmail inbox interface with the following numbered callouts:

- 1**: Gmail logo and account name.
- 2**: Profile picture and account name in the top right corner.
- 3**: COMPOSE button in the left sidebar.
- 4**: Inbox folder in the left sidebar.
- 5**: Drafts folder in the left sidebar.
- 6**: Spam folder in the left sidebar.
- 7**: Trash folder in the left sidebar.
- 8**: Friends & Family folder in the left sidebar.
- 9**: Reply button in the email action bar.
- 10**: Reply to all button in the email action bar.
- 11**: Forward button in the email action bar.

The main email content shows a thread titled "Let's go golfing!" with three messages from Amelia Jones, Henri Rousseau, and Desmond Taylor. The interface includes standard email controls like back, forward, delete, and search.



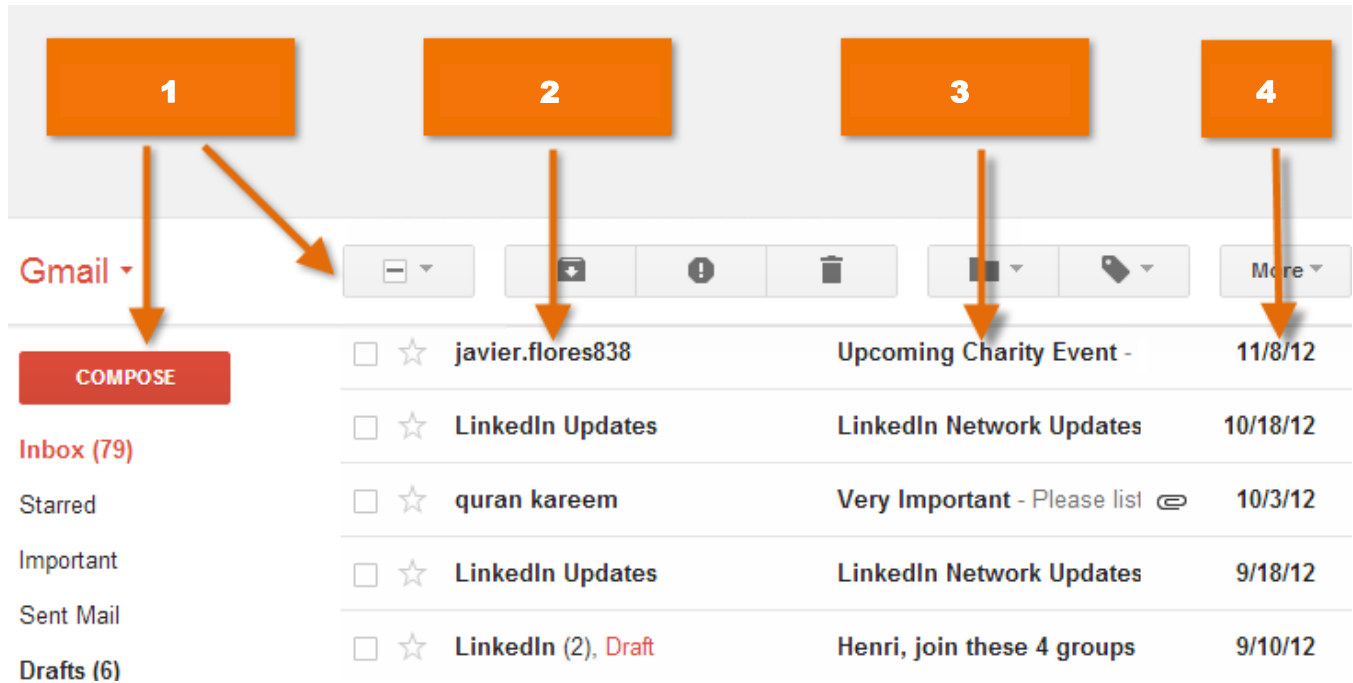


Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 3



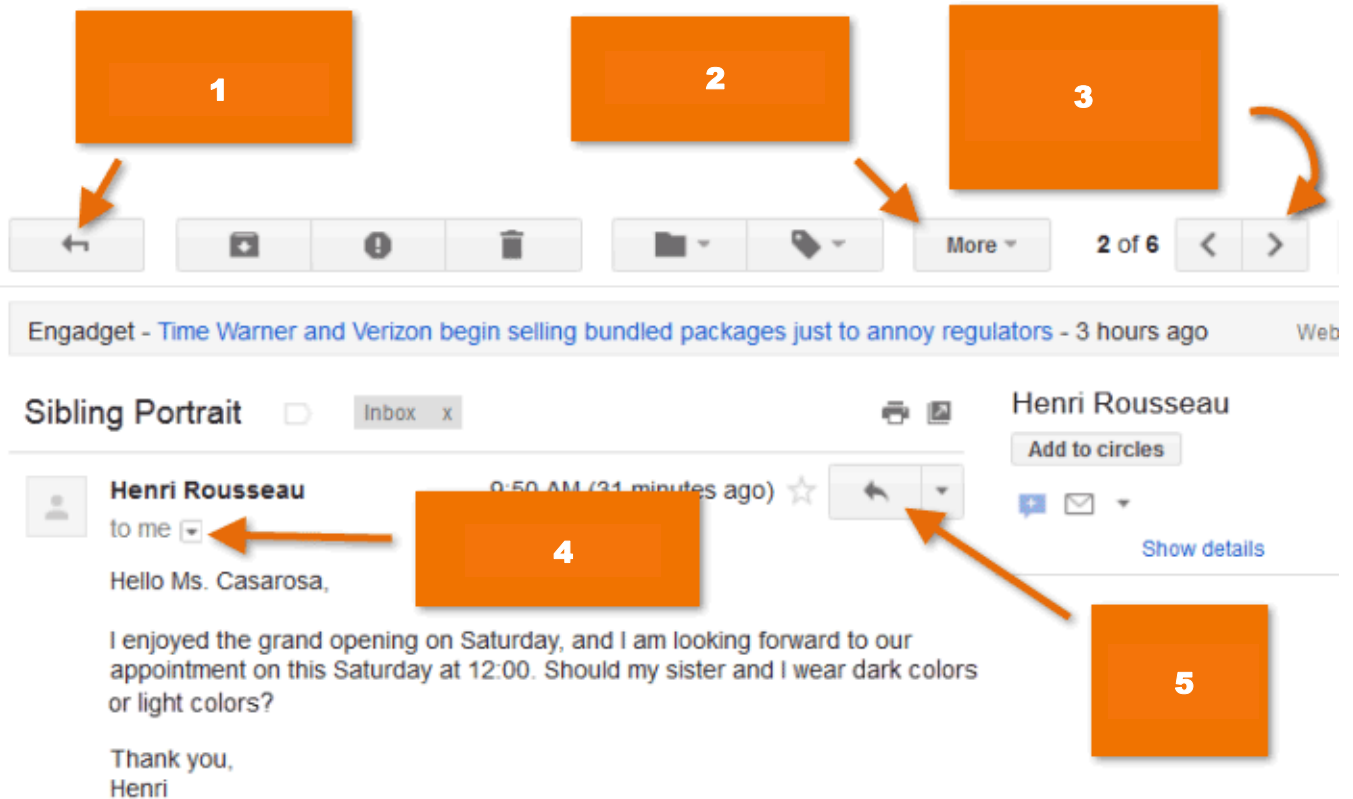


Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 4





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 5

From: "Bank of America" customerservice@bankofamerica.com **1**

To: "Jane Smith" jane-smith12@gmail.com

Date: Wed, May 26, 2010

Subject: Fraud Alert – Action Required **2**



Dear Customer,

At Bank of America, your satisfaction is our number one priority. We have recently added an Advanced Online Security option for our customers with online accounts. It is urgent that you go to our website and add Advanced Online Security to your account. Click on the following and update your information **4** www.bankofamerica.com.

If you do not take these steps, in order to protect you, we will put a hold on your account, and you will be required to visit your local branch to verify your identity. **5**

Thank you for helping us to make Bank of America the safest bank on the internet.

If you are receiving this message and you are not enrolled in online banking, [sign up now](#). New online members will automatically be enrolled in the Advanced Online Security program.

Sincerely,

Bank of America Online Security Department



Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

DIAGRAM 6

The screenshot shows a Gmail inbox interface with the following numbered callouts:

- 1: Google search bar
- 2: Search button
- 3: Gmail logo
- 4: Unread filter button
- 5: Settings gear icon
- 6: Inbox (61) label
- 7: Email subject line: "This Week's New Music - See what's new on Spotify | View in your browser Spotif"
- 8: Notes label in the left sidebar

Sender	Subject	Date
LinkedIn	Richard Branson: What is your definition of entrepreneur? - LinkedIn Don't miss	Nov 9
javier.flores838	Upcoming Charity Event - Hey Everyone! I just wanted to send out a reminder abc	Nov 8
LinkedIn Updates	LinkedIn Network Updates, 11/08/2012 - LinkedIn Network Updates, Nov 1 - Nov 8	Nov 8
Google+ team	Dan Patterson, Madonna, and 1 other shared with you on Google+ - Hi Henri!	Nov 6
LinkedIn Updates	LinkedIn Network Updates, 11/01/2012 - LinkedIn Network Updates, Oct 25 - Nov 1	Nov 1
Spotify	This Week's New Music - See what's new on Spotify View in your browser Spotif	Oct 31
LinkedIn Updates	LinkedIn Network Updates, 10/25/2012 - LinkedIn Network Updates, Oct 18 - Oct 25	Oct 25
Spotify	This Week's New Music - See what's new on Spotify View in your browser Spotif	Oct 23
LinkedIn Today	Top news today: Charles Best: How One Teacher Helped Rebuild Joplin,...	Oct 23
LinkedIn Today	Top news today: Loving Lunch (That Loves Our Kids Back) - LinkedIn Today Li	Oct 16
LinkedIn	Richard Branson: You can bank on personal interaction - LinkedIn Don't miss	Oct 13
LinkedIn Updates	LinkedIn Network Updates, 10/11/2012 - LinkedIn Network Updates, Oct 4 - Oct 11	Oct 11





Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

EXAM 1 Introduction to E-mail

SAFETY DISCLAIMER:

M-SAMC educational resources are in no way meant to be a substitute for occupational safety and health standards. No guarantee is made to resource thoroughness, statutory or regulatory compliance, and related media may depict situations that are not in compliance with OSHA and other safety requirements. It is the responsibility of educators/employers and their students/employees, or anybody using our resources, to comply fully with all pertinent OSHA, and any other, rules and regulations in any jurisdiction in which they learn/work.

M-SAMC will not be liable for any damages or other claims and demands arising out of the use of these educational resources. By using these resources, the user releases the Multi-State Advanced Manufacturing Consortium and participating educational institutions and their respective Boards, individual trustees, employees, contractors, and sub-contractors from any liability for injuries resulting from the use of the educational resources.

DOL DISCLAIMER:

This product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.

RELEVANCY REMINDER:

M-SAMC resources reflect a shared understanding of grant partners at the time of development. In keeping with our industry and college partner requirements, our products are continuously improved. Updated versions of our work can be found here: <http://www.msamc.org/resources.html>.

