



Digital Literacy III: The Internet & Beyond

Unit 2 E-mail Communication

UNIT EXAM

1. Identify the correctly written email address below:
 - a. jane&gmail.com
 - b. jane@yahoo.com**
 - c. janeAHotmail.com
 - d. jane.gmail@com
2. In addition to email access, most webmail providers also include _____.
 - a. instant messaging
 - b. an online address book
 - c. an online calendar
 - d. all of the above**
 - e. A and C, but not B
3. Generally, when you receive an email, it will appear in your _____.
 - a. drafts folder
 - b. inbox**
 - c. outbox
 - d. tasks list
4. You can use a/an _____ to automatically include the same text at the end of every email you send.
 - a. signature**
 - b. attachment
 - c. emoticon
5. Once you've added contacts to your online contacts list, you'll use that same contact information with different webmail services, including _____.
 - a. email
 - b. instant messaging
 - c. calendar sharing
 - d. B and C, but not A
 - e. A, B, and C**





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6. Recurring appointments allow you to _____.
 - a. share your appointments with someone else
 - b. create multi-day appointments
 - c. create multiple calendars
 - d. **create future appointments automatically**

7. True or False: You should always send attachments at their original file size.
 - a. True
 - b. **False**

8. It's best to ignore or delete _____ emails, also known as junk email.
 - a. draft
 - b. **spam**
 - c. trash
 - d. archived

9. When you respond to an email from your bank that asks you to verify your account information, you may become a victim of a _____ scam.
 - a. Cyber-stalking
 - b. **Phishing**
 - c. Troll

10. True or False: When you sign up for Gmail, you automatically have access to Google Docs, Calendar, and other services.
 - a. **True**
 - b. False

11. To sign out of Gmail, you'll first need to click _____.
 - a. Mail
 - b. Contacts
 - c. **your name**
 - d. the gear icon





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12. To get to your settings, you'll first need to click _____.
- Mail
 - Contacts
 - your email address
 - the gear icon**
13. Generally, an email you compose should include _____.
- recipients
 - a subject
 - a message in the body field
 - all of the above**
14. True or False: Gmail requires that you create a signature.
- True
 - False**
15. If you want to reply to a group of people, you should use the _____ option.
- Reply
 - Reply to all**
 - Forward
 - Signature
16. If you want to remove a message from your inbox without getting rid of it, use the _____ button.
- Archive**
 - Report spam
 - Delete
 - Labels
17. When you're organizing your messages, you can apply one or more _____ to categorize them.
- folders
 - labels**
 - stickies
 - spams
18. A filter can automatically _____ incoming emails.





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- a. label
- b. archive
- c. forward
- d. **do all of the above to**

19. Which feature helps prevent other people from reading your emails on your mobile device?

- a. Google Sync
- b. IMAP
- c. **Passcode Lock**
- d. Reply to all

20. The standard format for an e-mail address is:

- a. **username@domain**
- b. domain@username
- c. url@username
- d. @username.domain

21. The domain in an e-mail address corresponds to an existing _____

- a. web language
- b. **web site**
- c. web browser
- d. web crawler





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





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24. Review Diagram 3 and match numbers in the diagram with the descriptions below

- a. 4 Date received
- b. 1 Menu options
- c. 3 E-mail subject
- d. 2 E-mail sender

25. Review Diagram 4 and match numbers in the diagram with the descriptions below

- a. 2 More actions
- b. 4 Show details
- c. 1 Back to Inbox
- d. 3 Navigate messages
- e. 5 Reply options

26. In addition to e-mail services, most online providers also offer

- a. **Address book (contacts) and calendar**
- b. E-mail marketing services
- c. Technical support for phishing, spoofs, and similar scams
- d. None of the above

27. Which of the following should be avoided when writing e-mail? (check all that apply)

- a. Include a greeting
- b. Short but clear messages
- c. **Irony or sarcasm**
- d. Check spelling and grammar
- e. Limit text formatting
- f. **Typing in ALL CAPS**
- g. **Forwarding chain e-mails**
- h. Mention attachments
- i. **Large attachments (file size)**
- j. **Slang, profanity, or derogatory language**
- k. Double-check recipients
- l. **Including sensitive information e.g. account numbers and passwords**





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28. If an e-mail contains your bank's logo, then it is absolutely a legitimate message (True) or (False)

- a. True
- b. False**

29. Which of the following would be a legitimate e-mail address for Surety Bank?

- a. info@suretybank.com**
- b. suretybank@info.com
- c. info@surebank.com
- d. info@surtybank.com

30. A scam that requests personal information by pretending to be another company is called:

- a. Spam
- b. Phishing**
- c. Trojan horse
- d. Key Logger

31. Which of the following are good practices to avoid phishing scams

- a. Don't reply-to messages or follow links in an e-mail that requests sensitive information
- b. Use SPAM filters and block-lists
- c. Pay close attention to web addresses and domain names
- d. All of the above**

32. What should you do if you believe an e-mail is a phishing scam?

- a. Forward the e-mail to the company that is being impersonated
- b. Forward the e-mail to the FTC
- c. Add the e-mail address to your SPAM filter or block-list
- d. All of the above**





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33. 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**
34. 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
35. 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**
36. 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





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DIAGRAM 1

New Message [Close] [Maximize] [Refresh]

To: **1** Juanita.casarosa@gmail.com * **2** george.casarosa@yahoo.com *

Cc: Bcc **3**

Photography Studio Grand Opening! **4**

Hi Everyone,

I have very exciting news for you! This **Saturday** will be the grand opening of my new studio, **EC Photography!** I'd love it if you guys could come. It will be from **10:00 to 4:00**. This has been something I've been working on for a long time. I've put up flyers all around town and I've invited entertainment. But best of all, there's going to be catering! Come on out and enjoy the photos, food, and festivities! **5**

If you have time, get the word out and visit my website: [EC Photography](#)

Hope to see you there!

Elena Casarosa **6**

EC Photography Studio
555-919-4889
elena.casarosa@gmail.com

Sans Serif [Font Size] [Text Color] [Bold] [Italic] [Underline] [Text Color] [List] [List] [List] [Link]

7 Send **8** [Text Color] **9** [Attachments] **10** [Rich Text Editor]





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DIAGRAM 2

The screenshot shows a Gmail inbox with the following elements and callouts:

- 1**: Gmail logo and navigation menu.
- 2**: Profile picture and name of the user.
- 3**: Compose button.
- 4**: Inbox folder.
- 5**: Drafts folder.
- 6**: Spam folder.
- 7**: Trash folder.
- 8**: Friends & Family folder.
- 9**: Reply button.
- 10**: Reply to all button.
- 11**: Forward button.

The email content shown includes:

- Subject: Let's go golfing!
- From: Amelia Jones (5/3/11)
- From: Henri Rousseau (5/18/11)
- From: Desmond Taylor (2:02 PM (0 minutes ago))



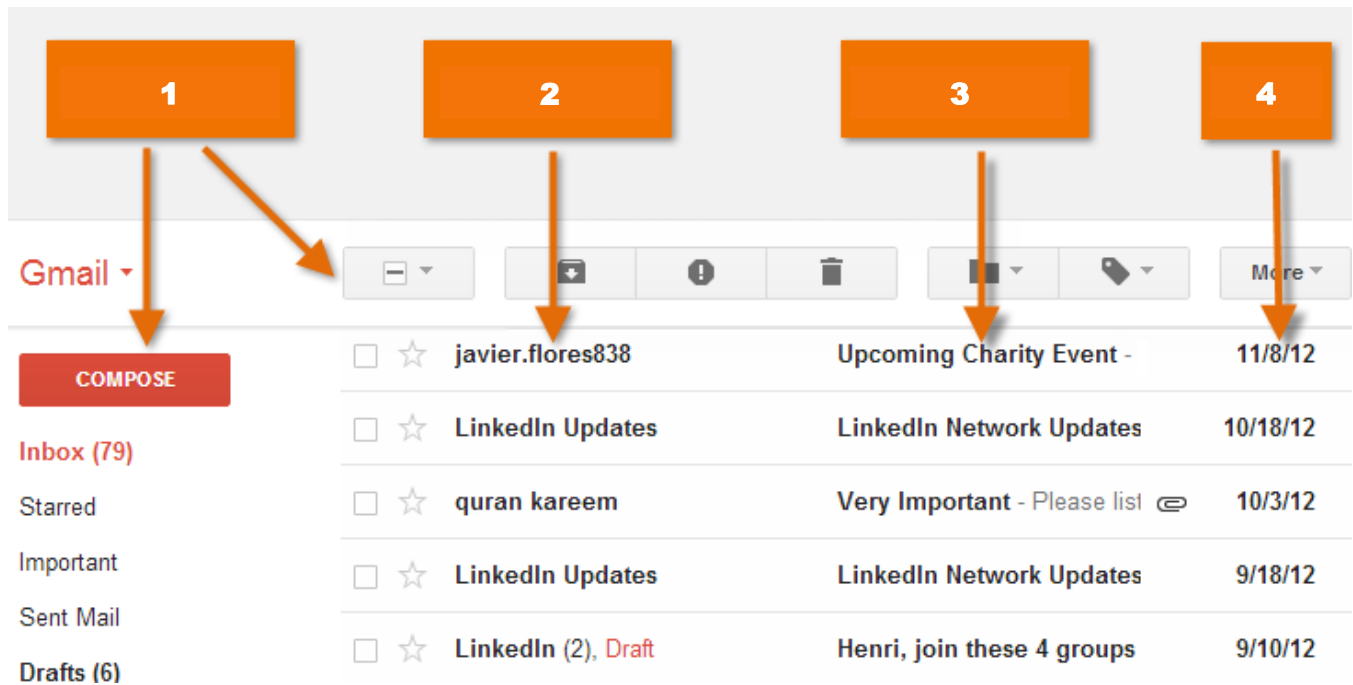


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DIAGRAM 3



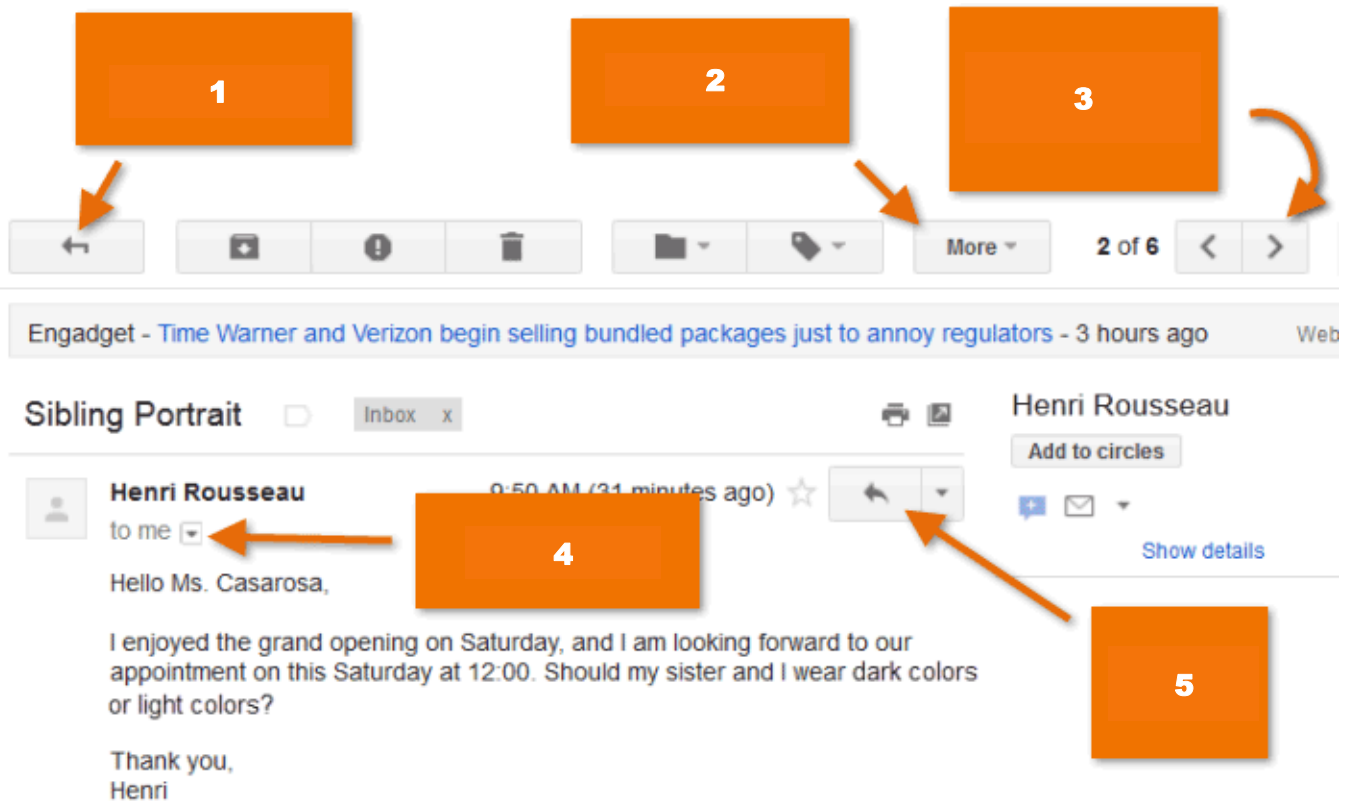


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DIAGRAM 4





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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



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DIAGRAM 6

The screenshot shows a Gmail inbox interface with several numbered callouts:

- 1**: Points to the top navigation bar containing links for Henri, Search, Images, Maps, Play, YouTube, News, Gmail, Drive, Calendar, and More.
- 2**: Points to the search bar and the search button.
- 3**: Points to the Gmail logo and the 'COMPOSE' button.
- 4**: Points to the 'Unread' filter button.
- 5**: Points to the settings gear icon.
- 6**: Points to the 'Inbox (61)' label in the left sidebar.
- 7**: Points to a specific email entry in the inbox list.
- 8**: Points to the '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 Spotify	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 Spotify	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





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