



# E-LEARNING

Level 2



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## WA 09: ICT skills

### UNIT 2.10 Using email for business purposes

LO21: Demonstrate an understanding of email software tools and the ability to apply these understandings in composing, sending and receiving email messages for business purposes; archive email messages efficiently and securely and carry out troubleshooting of users' problems.



- Electronic mail, commonly called email or e-mail, is a method of exchanging digital messages from an author to one or more recipients.





- Modern email operates across the Internet or other computer network.
- Some early email systems required that both the author and the recipient were online at the same time, same as instant messaging.



Today's email systems are based on a store-and-forward model.

## Email servers:

- accept
- forward
- deliver, and
- store messages.



- **Inbox**
- **Outbox**
- **Sent Items**
- **Deleted Items**
- **Drafts**

## Sending emails buttons

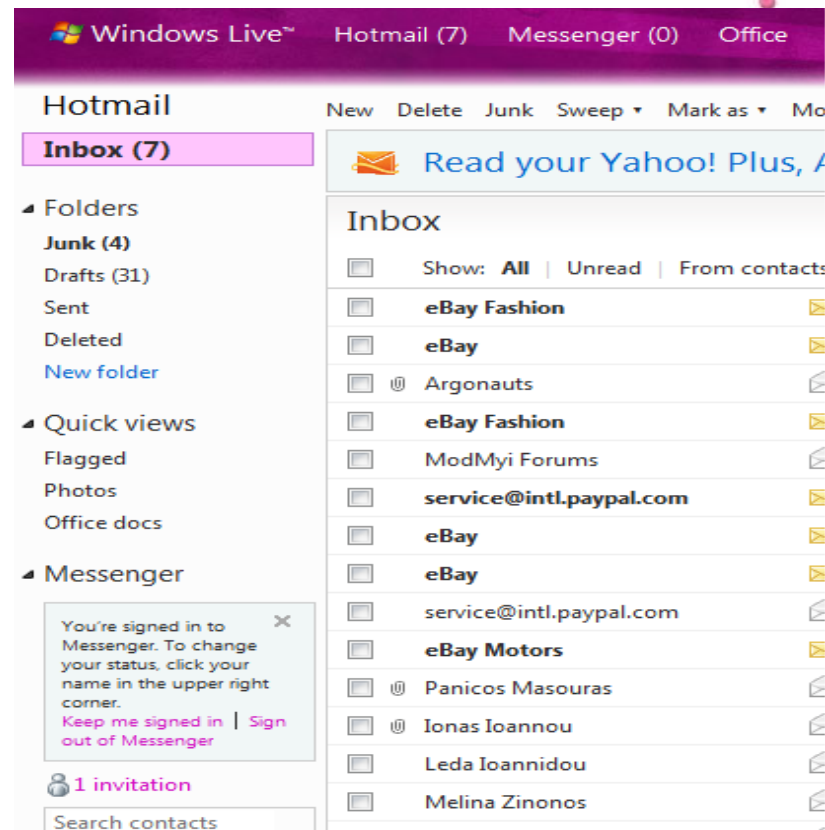
**Cc=** Carbon Copy

**Bcc=** Blind Carbon Copy

**Reply**

**Reply All**

**Forward**



(2 items remaining) Downloading data http://gfx4.hotmail.com/mail/15.4.3079

# Sending emails buttons

- In email, the abbreviation **CC** indicates those who are to receive a copy of a message addressed primarily to another.
- The list of CCed recipients is visible to all other recipients of the message.
- An additional **BCC** (blind carbon copy) field is available for hidden notification; recipients listed in the BCC field receive a copy of the message but are not shown on any other recipient's copy (including other BCC recipients).
- It is considered good practice to indicate to the other recipients that a new participant has been added to the list of receivers (e.g., by writing "I have CCed Rudolf Grabner").



- SUBJECT
- SIGNATURE





- There is a difference between:
  - Email
  - Web mail

Accordingly to it, it is necessary to differentiate between email clients and web mail ones.



# Different types of email clients:



Thunderbird



Outlook



pidgin

- **Microsoft Outlook**

- is a personal information manager from Microsoft, available both as a separate application as well as a part of the Microsoft Office suite.



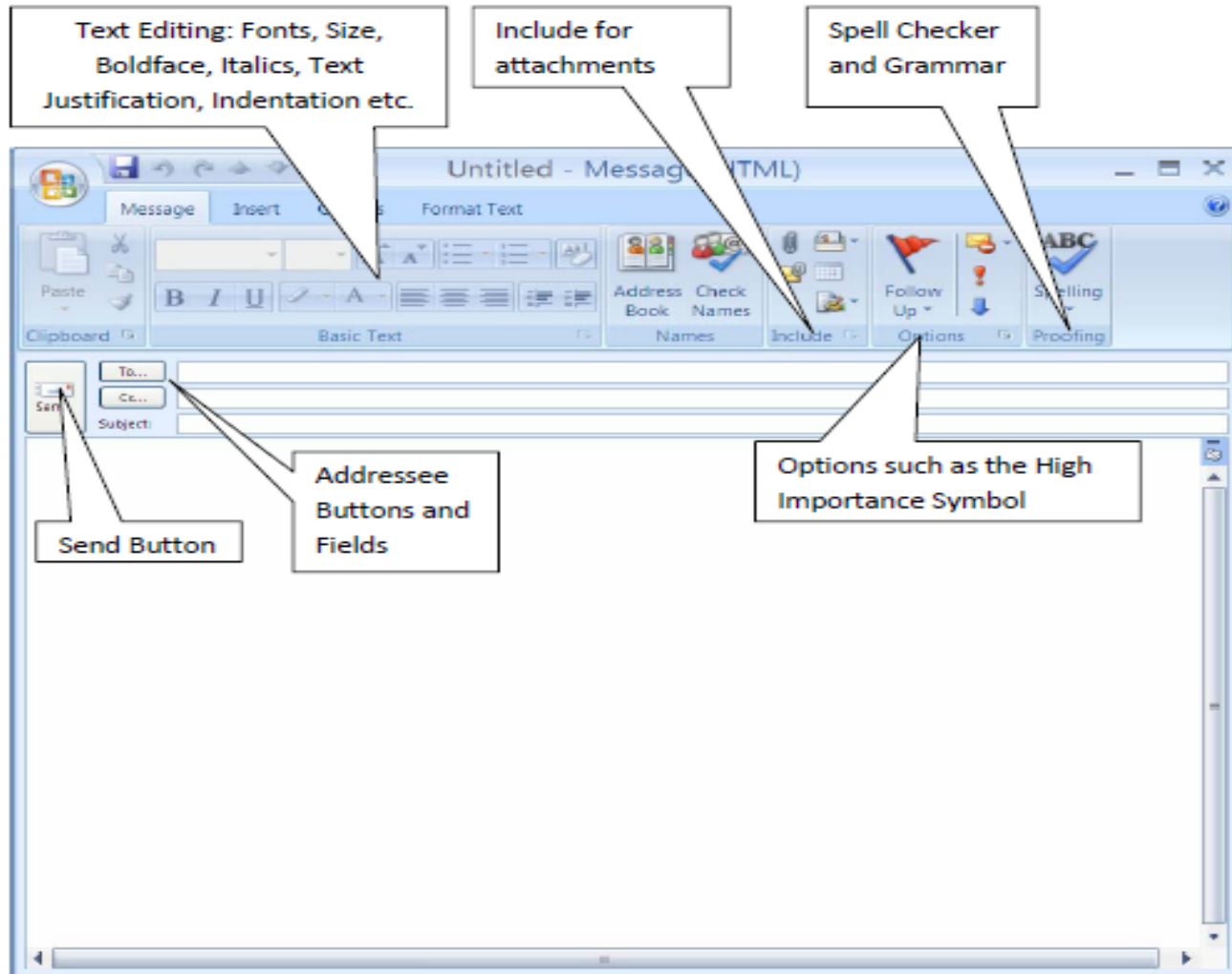
# The Outlook Environment

The screenshot displays the Microsoft Outlook interface with the following labeled components:

- Menus:** File, Edit, View, Go, Tools, Actions, Help
- Standard toolbar:** New, Print, Delete, Reply, Reply to All, Forward, Send/Receive
- Folder list:** Mail, Mail Folders, All Mail Items, Mailbox - John Doe, Deleted Items (1), Drafts [47], **Inbox (747)**, Junk E-mail
- Navigation pane:** Mail, Calendar
- Search text box:** Search Inbox
- Inbox:** Date: Today, John Doe, John Doe, John Doe
- Reading pane:** **New Time Proposed**  
**Doe, Jane**  
The meeting was updated after th sent this response  
Doe, Jane Elizabeth tentpted and propose



# Send Email from Outlook - Environment



Nowadays, security is a big concern when using emails at work. Therefore, cybersecurity gives you tools which are mandatory to manage emails safely and securely.



# Methodological Tool I



**Test your knowledge on Email**

E-EUPA\_LO\_2.10\_M\_001



## **Sending an Email**

E-EUPA\_LO\_2.10\_M\_002



# Revision Questions

## Revision Question 1

What is an e-mail?

## Revision Question 2

What are the differences between email and webmail?

## Revision Question 3

How should a professional email be written?

## Revision Question 4

What are the difference types of email client?

## Revision Question 5

Why is email security important?

# Key points

- **Understanding Email:** Learn the concept of email as a digital messaging system and differentiate between email and webmail.
- **Email Tools and Clients:** Explore different email clients like Microsoft Outlook and their functionalities.
- **Writing an Email:** Follow proper formatting, including subject lines and signatures, for effective communication.
- **Security Practices:** Understand the importance of cybersecurity in managing emails safely and securely.
- **Email Features:** Familiarize with features like CC, BCC, reply, reply all, and forward for professional email management.





**WELL DONE!**

**You have completed Unit 2.10**



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