

2.21 Using email to carry out simple tasks

LO037: Demonstrate the ability to use email software tools and techniques to compose and send messages; manage incoming email efficiently, safely and securely to meet the requirements of the office



Module Details

Work Area Code:	9
Work area title:	ICT skills
Unit Code:	2.21
Unit Title:	Using email to carry out simple tasks
Learning Outcomes Ids:	LO037
Learning Outcomes titles:	Demonstrate the ability to use email software tools and techniques to compose and send messages; manage incoming email efficiently, safely and securely to meet the requirements of the office.
Recommended Duration:	2 hours
Trainer:	



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



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- Modern email operates across the Internet or other computer network. Some early email systems require that the author and the recipient both be online at the same time, in common with instant messaging.

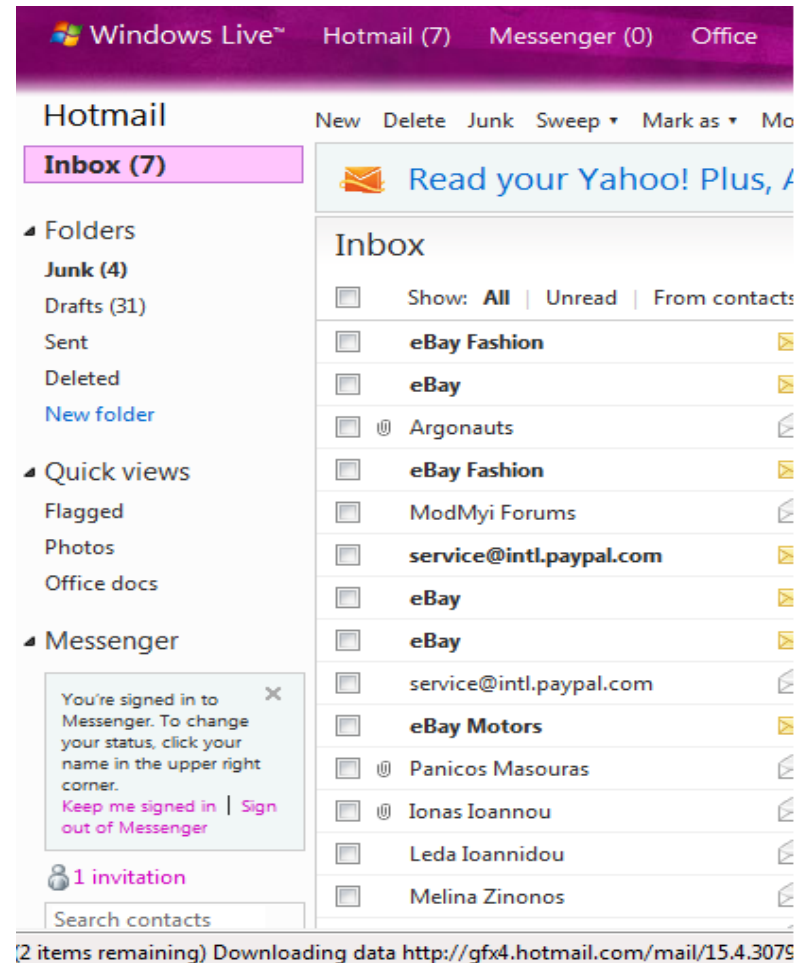


- Today's email systems are based on a store-and-forward model. Email servers:
 - accept
 - forward
 - deliver, and
 - store messages.





- **Inbox**
- **Outbox**
- **Sent Items**
- **Deleted Items**
- **Drafts**
 - **Sending emails buttons**
 - **Cc**= Carbon Copy
 - **Bcc**= Blind Carbon Copy
 - **Reply**
 - **Reply All**
 - **Forward**



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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").



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Sending emails buttons



- In common usage, recipients in the To field are the primary audience of the message, while CC field recipients are others whom the author wishes to publicly inform of the message, and BCC field recipients are those surreptitiously being informed of the communication.



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

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



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Different types of email clients:



Thunderbird



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IMPORTANT INFORMATION TO BE ALWAYS INCLUDED IN AN EMAIL



- SUBJECT
- SIGNATURE



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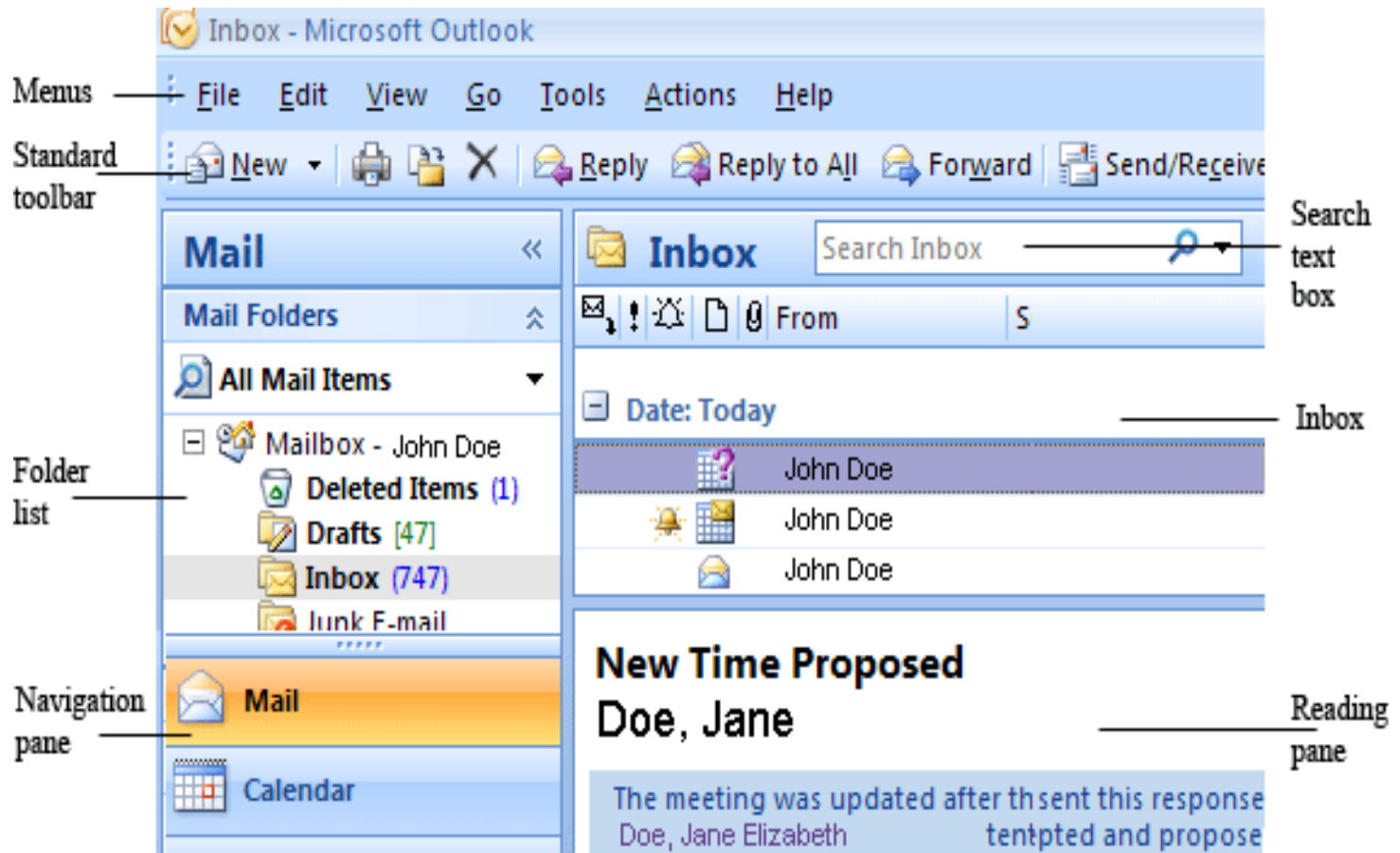


- **Microsoft Outlook**

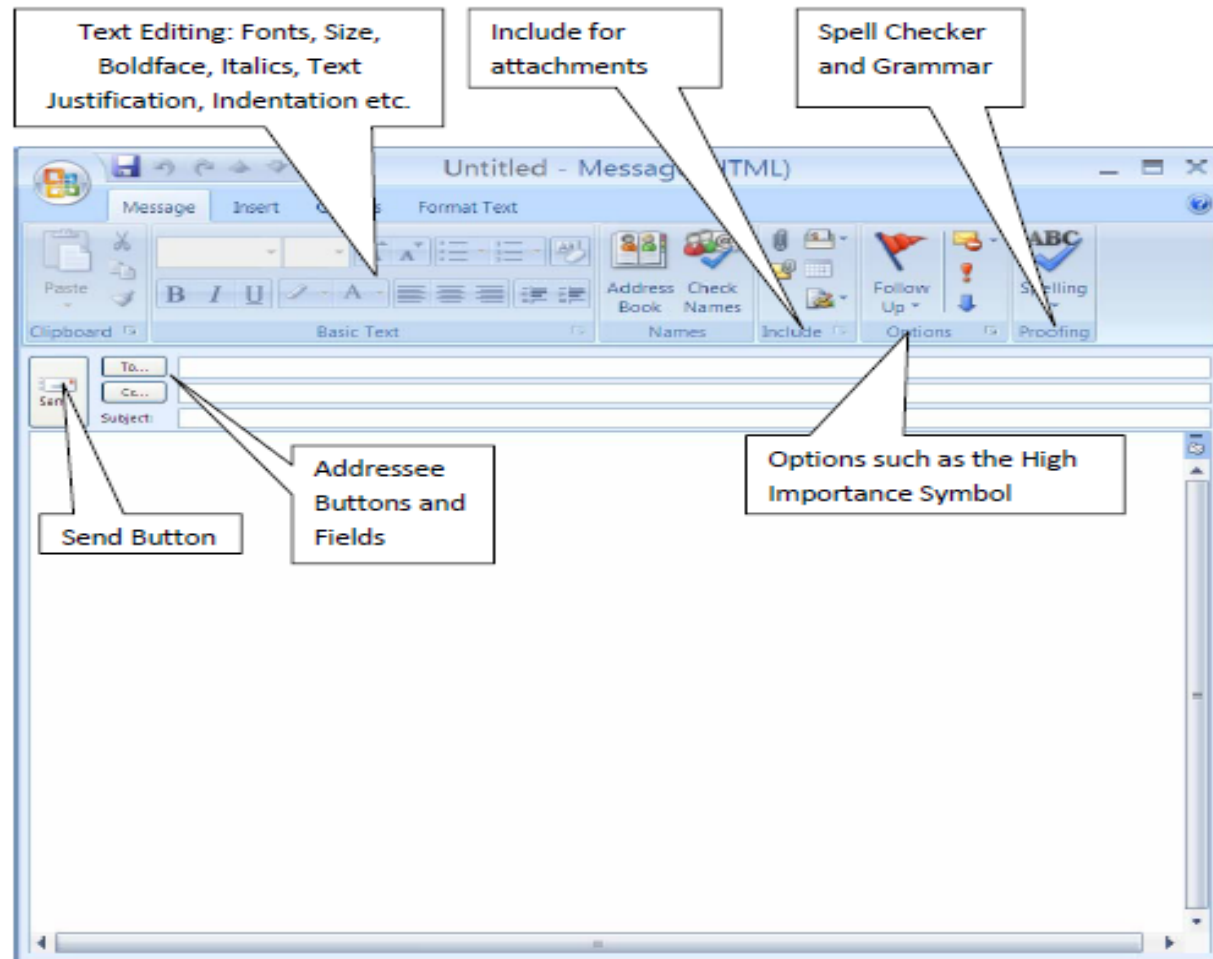
- is a personal information manager from Microsoft, available both as a separate application as well as a part of the Microsoft Office suite. The current version is Microsoft Office Outlook 2010 for Windows and Microsoft Office Outlook 2011 for Mac.



The Outlook Environment



Send Email from Outlook - Environment





Nowadays, security is a big concern when using emails at work. Therefore, cybersecurity is a compulsory tool to manage emails safely and securely.



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CREATE FOLDERS AND MOVE EMAILS TO THOSE MANUALLY



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Methodological tool

EMAIL

EUPANEXT_LO_037_M_040



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- List different email software tools
- List important information to be included in an email



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





Well Done!

You have completed this unit



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