Email Questions

# Define electronic mail

Electronic mail (e-mail) is a method of distributing messages electronically from one computer user to one or more recipients via a network.

# Give three advantages and three disadvantages of electronic mail

## Advantages

1. Little training is required to learn how to use email
2. After the costs of the computer and network connection, which is now commonplace, email is free to use
3. Files and images can be attached to an email

## Disadvantages

1. Spam is now a large problem in email, and makes up two-thirds of all emails
2. Relies on an Internet connection, which can sometimes fail
3. Emails can contain viruses through attached files

# Define the terms: ISP, CC, BCC, host, domain and file attachment

* ISP: A company that provides its customers with Internet access.
* CC: CC stands for carbon copy, which is a duplicate of an email sent to someone other than the main addressee
* BCC: BCC stands for blind carbon copy, a carbon copy of an email which is sent to an addressee that is not visible to the main and carbon copy addressees
* Host: A host is a computer or server that facilitates the sending and receiving of emails
* Domain: A subsection of the Internet that shares a common suffix in its address – email addresses can also be attached to a domain
* File Attachment: A file connected to an email that is not part of its body, but is sent with the email

# Identify the information technology required to send and receive electronic mail.

The information technology required to send an email includes:

* A computer with a network card and all other components
* A keyboard for typing the email
* A mouse for formatting and editing the email
* An ISP (Internet Service Provider) to send the email
* A computer monitor to view and send emails
* A Modem/Router for sending/receiving emails

# Discuss correct procedures to follow when sending and receiving electronic mail.

Three procedures that should be followed when sending an email include:

* Spell checking the email before sending it to ensure you don’t come across as lazy or rude, also checking the subject.
* Replying to any email that asks for a response or includes a question in it, especially if it would be breaking “netiquette” guidelines by not doing so
* Writing your email whilst following all the rules and procedures included in “netiquette” to ensure your email is courteous and not received as harassment.