INGLÉS TÉCNICO DE GRADO SUPERIOR UD-8

EMAIL

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# GET READY!

Before you read the passage talk aboutthese questions.

1. *How is email helpful to people and businesses?*

Email is a fast and effective way to communicate with people. Emails are cheap and one message can be sent to several users. With email, people can include graphics and keep then for easy reference. In business, email can be used to promote services and products worldwide. Through email marketing, newsletters can help a company to build up a mailing list of clients who are relevant to their business and keep in regular contact with them.

1. *What are some problems with email?*

Using email does have some disadvantages. First and most important, is the fact that the sender could send a virus or malware through and attachment. If the recipient doesn’t scan this attachment, the entire computer system could become infected. Secondly, spam and unwanted advertisements can be a nuisance and identity theft are also possible. Finally, emails can be misunderstood if they are written in an impersonal way.

# READING

Read the excerpt from the employee handbook guide at T.B. Brown Inc. Then, mark the following statements as true (T) or false (F).

1. **T** The company uses a POP3 server to receive email.
2. **F** The company provides webmail for all employees.
3. **F** All employees have multiple company email accounts.

# VOCABULARY

Match the words (1-5) with the definitions (A-E).

1. **SMTP server**: a computer that sends email.
2. **Email client**: a program that saves, sends, and receives email.
3. **Domain name**: words/letters used to identify companies and addresses.
4. **Password**: letters/numbers that let a person access something.
5. **Attachment**: a file that is sent with an email.

Choose the word that is closest in meaning to the underlined part.

1. That **company that provides access to the Internet** has very good service.
2. **ISP**
3. Email address
4. Username
5. I use **an email service available on web browsers**, so my emails are not saved on my computer.
6. POP3
7. **webmail**
8. ISP
9. Enter your **code that identifies you on a computer** and press "enter".
10. **username**
11. webmail
12. POP3
13. Most people use a **method to receive emails from a server** to get their email.
14. Email address
15. **POP3**
16. Webmail

Other vocabulary

* Forward: reenviar.
* Sender: remitente
* Recipent/addressee: destinatario.
* Inbox: bandeja de entrada.
* Incoming mail: mensaje entrante.
* Outgoing mail: mensaje saliente.
* Draft: borrador.

POP3 (Post Office Protocol): It’s an older protocol designed to be used on only one computer. It supports one-way email synchronization, allowing users to download emails from a server to a client.

SMTP (Simple Mail Transfer Protocol): It’s used to send and receive emails.

ISP (Internet Service Provider).

Listen and read the excerpt from the employee handbook guide at T.B Brown Inc. again. What must be included with the user name when setting up the email address?

When setting up the email address, employees need to include their user name along with the company’s domain name.

# LISTENING

Listen to a conversation between a QuickTel employee and a customer. Choose the correct answers.

1. What are the speakers mostly talking about?
2. how to create a new email address
3. why a customer is not pleased with QuickTel
4. when to enter a username and password
5. **what's wrong with a customer's email**
6. Which of the following is NOT a potential cause of the customer's problem?
7. username
8. password
9. POP3 settings
10. **webmail account**

Listen again and complete the conversation.

E: Thanks for calling QuickTel. How may I help you?

C: Well, I'm a new customer, and my 1 **email address** isn't receiving mail.

E: Okay. Do you have the correct 2 **username** and 3 **password**?

C: Yes. Those work fine.

E: Okay, do you have a 4 **webmail** account or an email client? There are some common mistakes with those.

C: An 5 **email client**. Does that matter?

E: New customers often make mistakes with the 6 **POP3** settings. The correct server is POP.QuickTel.net.

C: Oh, that's it. I have Pop.QuickTel.com. Thanks.