

ARUSHA TECHNICAL COLLEGE



MODULE NAME: BUISNESS COMMUNICATION SKILLS

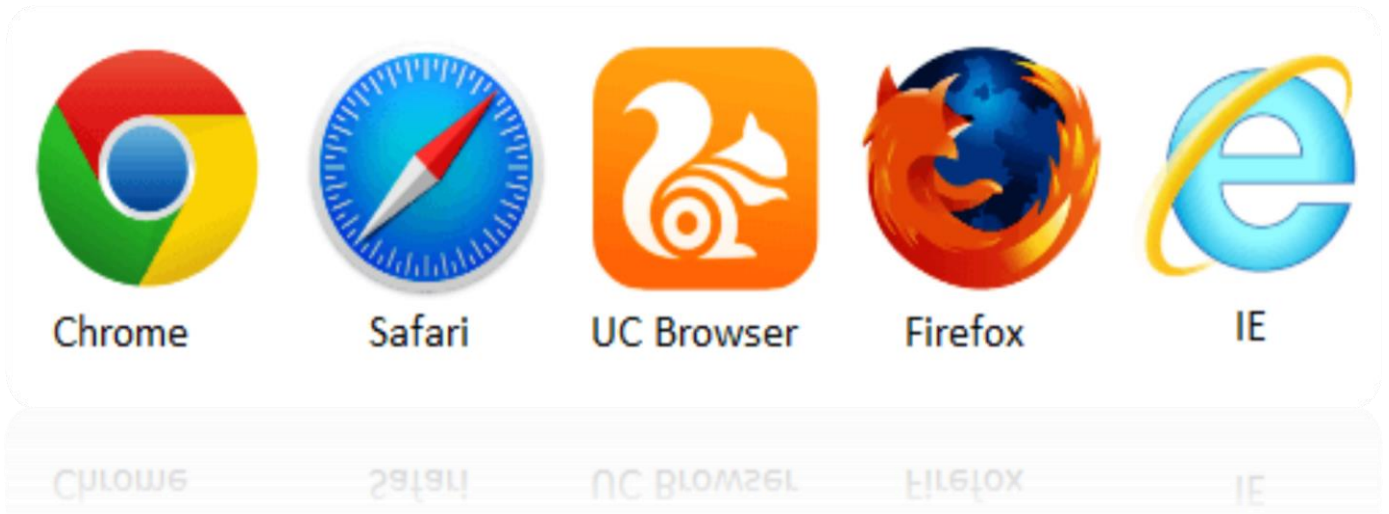
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GROUP NUMBER: 8

NAME	SHAIYA MADUNA	ALI TWARIB	GIFT BOAZ	JACKSON MATHIAS	SOSPETER MOHANDO
ADMISSION NUMBER	19051051018	19050512007	19050512021	19051051018	19050512047

QN 1

web Browser is an application software that allows us to view and explore information on the web. User can request for any web page by



just entering a URL into address bar.

A web browser, which is commonly known as a browser, is a program that displays text, data, pictures, videos, animation, and more. It provides a software interface that allows you to click hyperlinked resources on the World Wide Web.

QN 2

What is World Wide Web?

World Wide Web, which is also known as a Web, is a collection of websites or web pages stored in web servers and connected to local computers through the internet.

These websites contain text pages, digital images, audios, videos, etc.

☐Users can access the content of these sites from any part of the world over the internet using their devices such as computers, laptops, cell phones, etc.

Internet is a worldwide network of devices like computers, laptops, tablets, etc. It enables users to send emails to other users and chat with them online. For example, when you send an email or chatting with someone online, you are using

QN 3

Email Basic

What is Email and Why is it Popular?

- An electronic message sent from one computer to another.
- Email saves money and time compared to regular mail.

An email message takes seconds to reach destination

How does Email Work?

- Email travels via the Internet from one computer to another.
- Computers known as mail servers direct outgoing mail and store incoming the mail.
- Once email reaches your mail server, it waits in an electronic mail box, the "Inbox" for you to collect it.

Things You Can Do with Email

- Compose and Send: write an email and send it to others.
- Reply: reply to an email that you received.
- Forward: pass on an email that you received to others.
- Attachment: You can send files with your email such as:

pictures, music, software and documents

An email address consists of 3 parts:

- **Unique user name** (chosen by the email account owner)
- **"At" (@) Sign**
- **Domain name** (company/organization providing the email service)

Two Ways to Get Email

1. Provided by your Internet Service Provider

Monthly fee for internet connection often includes email service.

- Aliant - ...@sympatico.ca
- Eastlink - ...@eastlink.ca

2. Free Web-Based Service Providers

Advertising on the site pays for the service.

- Gmail - ...@gmail.com
- Hotmail - ...@hotmail.com

Two Ways People Check Email

1. Web-Based Email

- Login to a web site
- Messages stay on the mail server
- Can be accessed from any computer with internet connection

2. Using Email Software

- Open and login to your email software application (e.g. Outlook)
- The application retrieves your messages from the mail server and saves them to your computer's hard drive

How to Sign Up for a Gmail Email Account

1. Go to www.gmail.com
2. Click on "Sign Up for Gmail"



3. Fill in the

Registration Form

Getting Registration Help

1. Gmail provides a registration help section. Click on “Help” at the bottom of the registration page.
2. Book a computer at the library and ask the Information Desk staff for assistance

How to signing In

1. Go to www.gmail.com
2. Type in your username
and password
3. Click on the ‘sign in’
button

A screenshot of the Gmail sign-in interface. At the top, it says "Sign in to Gmail with your Google Account". Below this, there are two input fields: "Username:" and "Password:". Under the password field, there is a checkbox labeled "Remember me on this computer." and a "Sign in" button. At the bottom, there is a link that says "I cannot access my account".

Sign in to Gmail with your
Google Account

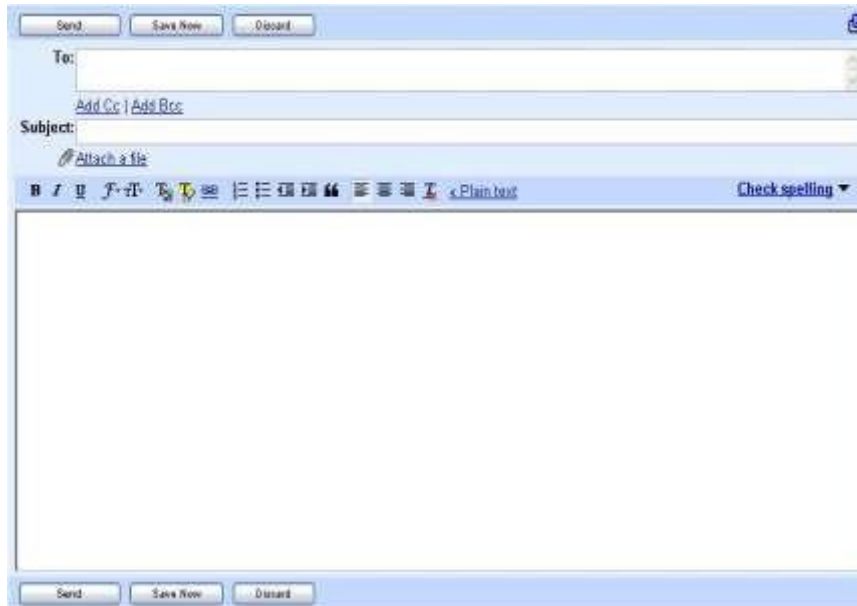
Username:

Password:

☐ Remember me on this computer.

[I cannot access my account](#)

Sending and Receiving Email



Checking for new Email Message



➤ The number of new message in your account appears beside the inbox link.

The inbox



- Un-read message are in bold
- Already open are not bold

Replying to a Message

“Replying” to a message sends it back to the person who sent it to you.

- View the message from your partner
- Click on the “Reply Button”
- Type in a Reply
- Click on Send

Forwarding a Message

By “forwarding” you can pass a message on to other friends.

- View the message from your partner
- Click on the “Forward” button
- Type an address into the “To” box
- Click on “Send”

Three Ways to Delete Messages

1. Click on the delete button while viewing a message

OR

2. Click on the small arrow next to ‘Reply’ and select ‘Delete Message’

OR

3. From the “Inbox”

1. Click on the check box beside a message you want to delete
2. Click on the delete button



The Trash Folder

- Deleted messages go to the “Trash” folder.
- If you delete something by accident, you can retrieve it from “Trash”.
- If you delete a message in “Trash”, it is gone for good.
- You can delete everything in the “Trash” folder by clicking on “Empty”



Email Security

- Always sign out, especially if you are using a public computer!
- Never send your SIN or bank account number by email.
- Beware of messages that:
 - Ask for your bank account information, even if they say they want to put money into your account (e.g. The Nigerian Scam)
 - Ask you to click on a link, login and verify personal information (e.g. Phishing bank scams)
 - inform you that you have won a prize/money and ask for personal information in order to give you your prize

Always Remember to Sign Out!



EMAIL PROTOCOLS

What is POP3 and which are the default POP3 ports

- Post Office Protocol version 3 (POP3) is a standard mail protocol used to **receive emails** from a remote server to a local email client.
- POP3 allows you to download email messages on your local computer and read them even when you are offline.
- Note, that when you use POP3 to connect to your email account, messages are downloaded locally and removed from the servers.
- This means that if you access your account from multiple locations, that may not be the best option for you. On the other hand, if you use POP3, your messages are stored on your local computer, which reduces the space your email account uses on your web server.
- By default, the POP3 protocol works on two ports:

- **Port 110** - this is the default POP3 non-encrypted port
- **Port 995** - this is the port you need to use if you want to connect using POP3 securely

What is IMAP and which are the default IMAP ports

- The Internet Message Access Protocol (IMAP) is a mail protocol used for accessing email on a remote web server from a local client.
- IMAP and POP3 are the two most commonly used Internet mail protocols for retrieving emails. Both protocols are supported by all modern email clients and web servers.
- While the POP3 protocol assumes that your email is being accessed only from one application, IMAP allows simultaneous access by multiple clients.
- This is why IMAP is more suitable for you if you're going to access your email from different locations or if your messages are managed by multiple users.
- By default, the IMAP protocol works on two ports:
- **Port 143** - this is the default IMAP non-encrypted port
- **Port 993** - this is the port you need to use if you want to connect using IMAP securely

What is SMTP and which are the default SMTP ports

- Simple Mail Transfer Protocol (SMTP) is the standard protocol for sending emails across the Internet.
- By default, the SMTP protocol works on three ports:
- Port 25 - this is the default SMTP non-encrypted port
- Port 2525 - this port is opened on all SiteGround servers in case port 25 is filtered (by your ISP for example) and you want to send non-encrypted emails with SMTP
- Port 465 - this is the port used, if you want to send messages using SMTP securely

Reference

1. <https://en.wikipedia.org/wiki/Email>

2. <https://tools.ietf.org/html/rfc5321#section-2.3.11>
3. <http://economictimes.indiatimes.com/tech/internet/datamail-worldsfirst-free-linguistic-email-service-supports-eight-indialanguages/articleshow/54923001.cms>