

Private Security

NVEQ Level 2 – Class X

SS205-NQ2012- Email Messaging

Student's Workbook



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Table of Contents

ACKNOWLEDGEMENTS	4
PREFACE	6
ABOUT YOUR WORKBOOK	8
INTRODUCTION	9
SESSION 1: OPENING EMAIL ACCOUNT	10
SESSION 2: SENDING, FORWARDING AND SEARCHING EMAIL	24
SESSION 3: ORGANISING EMAILS AND MANAGING CONTACTS	33
SESSION 4: EMAIL ETIQUETTES AND BEST PRACTICES	44
SUGGESTED READING	52

Preface

The National Curriculum Framework, 2005, recommends that children's life at school must be linked to their life outside the school. This principle makes a departure from the legacy of bookish learning which continues to shape our system and causes a gap between the school, home, community and the workplace.

The student workbook on “**Email Messaging**” is a part of the qualification package developed for the implementation of National Vocational Education Qualification Framework (NVEQF), an initiative of Ministry of Human Resource Development (MHRD), Government of India to set common principles and guidelines for a nationally recognized qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities. It is envisaged that the NVEQF will promote transparency of qualifications, cross-sectoral learning, student-centred learning and facilitate learner's mobility between different qualifications, thus encouraging lifelong learning.

This student workbook, which forms a part of vocational qualification package for students who have passed Class IX or equivalent examination, was created by a group of experts. The Security Knowledge and Skill Development Council (SKSDC) approved by the National Skill Development Corporation (NSDC) for the Private Security Industry developed the National Occupation Standards (NOS). The National Occupation Standards are a set of competency standards and guidelines endorsed by the representatives of Private Security Industry for recognizing and assessing skills and knowledge needed to perform effectively in the workplace.

The Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), a constituent of National Council of Educational Research and Training (NCERT) in association with SKSDC has developed modular curricula and learning materials (Units) for the vocational qualification package in Private Security sector for NVEQ levels 1 to 4; level 1 is equivalent to Class IX. Based on NOS, occupation related core competencies (knowledge, skills, and abilities) were identified for development of curricula and learning modules (Units).

This student workbook attempts to discourage rote learning and to bring about necessary flexibility in offering of courses, necessary for breaking the sharp boundaries between different subject areas. The workbook attempts to enhance these endeavours by giving higher priority and space to opportunities for

contemplation and wondering, discussion in small groups and activities requiring hands-on-experience. We hope these measures will take us significantly further in the direction of a child-centred system of education outlined in the National Policy of Education (1986).

The success of this effort depends on the steps that school Principals and Teachers will take to encourage children to reflect their own learning and to pursue imaginative and on-the-job activities and questions. Participation of learners in skill development exercises and inculcation of values and creativity is possible if we involve children as participants in learning, and not as receiver of information. These aims imply considerable change in school routines and mode of functioning. Flexibility in the daily time-table would be a necessity to maintain the rigour in implementing the activities and the required number of teaching days will have to be increased for teaching and training.

About Your Workbook

This workbook is to assist you with completing the Unit of Competency **SS205-NQ2012: Email Messaging**. You should work through the workbook in the classroom, at the workplace or in your own time under the guidance and supervision of your teacher or trainer. This workbook contains sessions which will help you to acquire relevant knowledge and skills (soft and hard) on various aspects of the unit of competency. Each session is small enough to be easily tackled and digested by you before you move on to the next session. Animated pictures and photographs have been included to bring about visual appeal and to make the text lively and interactive for you. You can also try to create your own illustrations using your imagination or taking the help of your teacher. Let us now see what the sections in the sessions have for you.

Section1: Introduction

This section introduces you to the topic of the Unit. It also tells you what you will learn through the various sessions covered in the Unit.

Section 2: Relevant Knowledge

This section provides you with the relevant information on the topic (s) covered in the session. The knowledge developed through this section will enable you to perform certain activities. You should read through the information to develop an understanding on the various aspects of the topic before you complete the exercise (s).

Section 3: Exercise

Each session has exercises, which you should complete on time. You will perform the activities in the classroom, at home or at the workplace. The activities included in this section will help you to develop necessary knowledge, skills and attitude that you need for becoming competent in performing the tasks at workplace. The activities should be done under the supervision of your teacher or trainer who will guide you in completing the tasks and also provide feedback to you for improving your performance. To achieve this, prepare a timetable in consultation with your teacher or trainer and strictly adhere to the stipulated norms or standards. Do not hesitate to ask your teacher or trainer to explain anything that you do not understand.

Section 4: Assessment

The review questions included in this section will help you to check your progress. You must be able to answer all the questions before you proceed to the next session.

INTRODUCTION



Electronic mail, commonly called as **Email** is a method of exchanging digital messages from an author to one or more recipients. It has distinct advantages over postal services and phones. Email is cheaper and faster than a letter, less interfering than a phone call and has less hassle than sending a FAX. It can be easily forwarded and sent to numerous people simultaneously without the consideration of geographical locations and enables the recipients to respond quickly. Because of these advantages, email is being used increasingly by people as a means of communication. However, emails do not convey emotions that we communicate through face-to-face or telephone conversations. It lacks vocal intonation and gestures.

When e-mail is used skillfully, it enables effective communication. When not used effectively, email can become a huge drain on time and efforts. There are many free email service providers such as Google (Gmail), Yahoo (Yahoo! Mail) and Rediff (RediffMail). To access an email service on the Internet, you must have an email address with at least one of these service providers which offer free email accounts.

Information and Communication Technology (ICT) tools, such as Email, Gchat and Facebook have now created new online communities, reduced the geographic barriers, and brought people closer to each other.

In this Unit, you will learn about the effective use of emailing for communicating with people and organizing email contacts and account for efficient use of resources and time.

SESSION 1: OPENING EMAIL ACCOUNT, COMPOSING MAIL AND ATTACHING FILES

RELEVANT KNOWLEDGE

To send and receive emails, you should first open an **email account**. Opening an email account is simple. First, choose an email service that you prefer (major ones include Yahoo, Hotmail, Gmail, etc). Next, decide what user name you wish to have. This will act as both your login name and your email address name (ex. yourname@yahoo.com). If the name has already been booked by someone else, then try a variation of the name, or add numbers, spaces or hyphens in it. After you have chosen a name, you will have to create a password and a security question and answer. Make sure to choose a password that you will be able to remember, but it should be difficult for others to guess.

The final step is to fill out your personal information and activate your account (Figure 1). Once this is completed, you will be able to use your email to send and receive messages, add addresses and phone numbers into your contact book.

Email is neither private nor secure. Do not use emails to discuss confidential or sensitive information. An email is a permanent record and can be easily forwarded to others or intercepted. Double check all addresses and content before you send. **NEVER** give your **password** to anyone, as there are many scam and phishing sites that will try to steal your information.

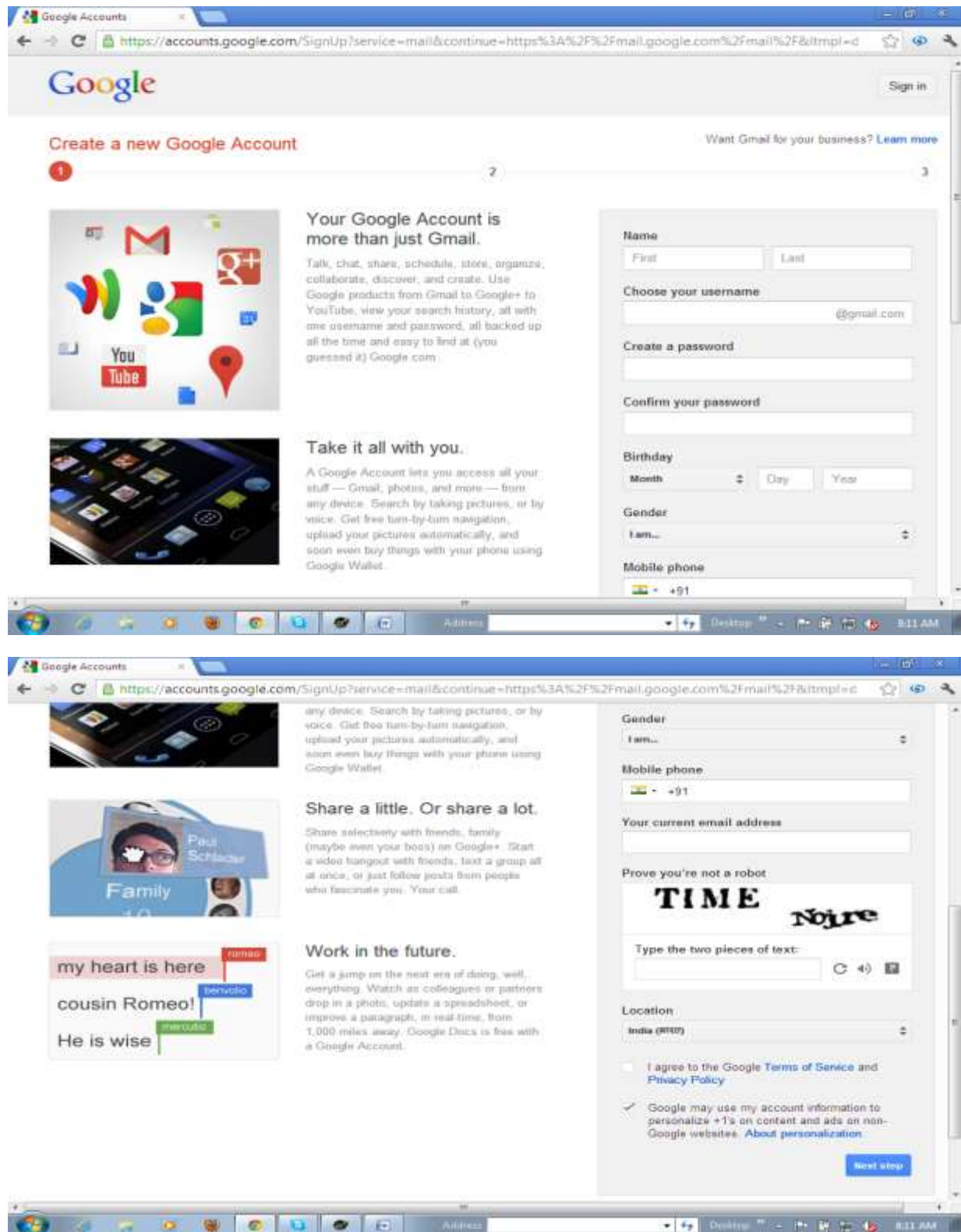


Figure 1: Opening an account in G-mail

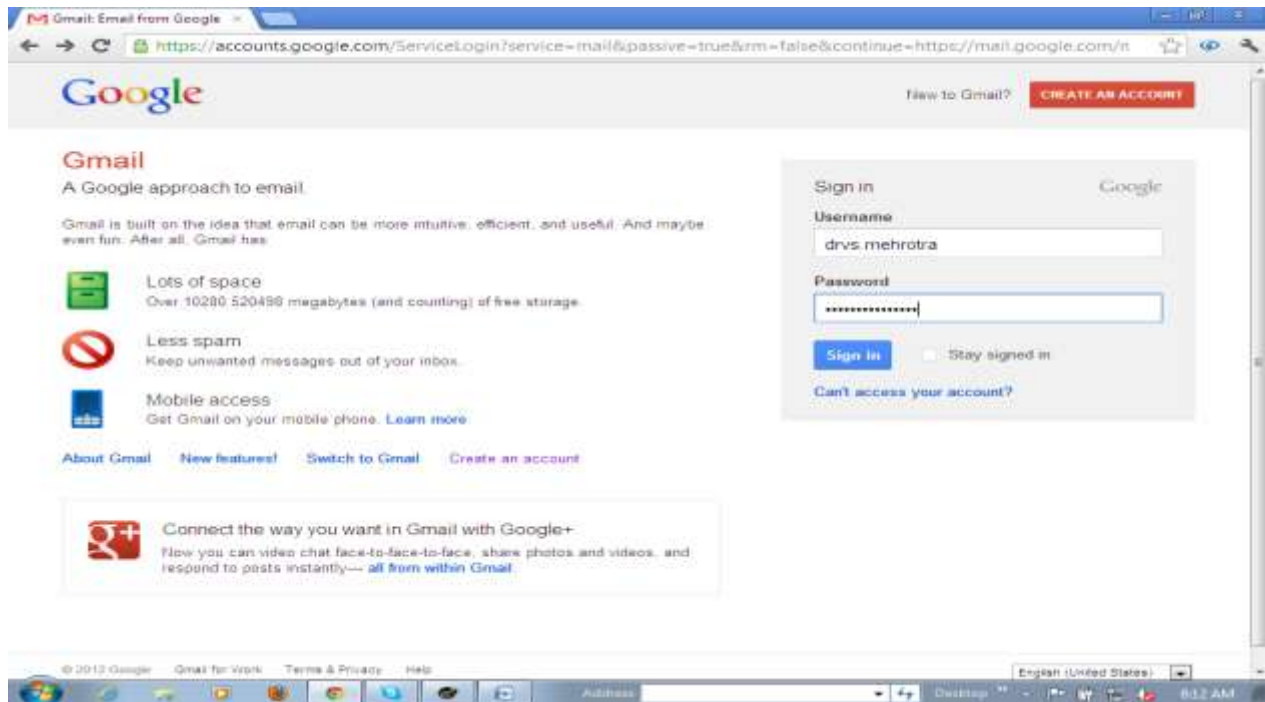


Figure 2: Gmail Sign in Section

Sign In

Having opened an Email account, you just have to **sign in** next time. Once you have created an account, you get an **online mailbox** to send, receive and store contacts. A mailbox is identified by an **email address**. The email address is similar to a postal address or a phone number. An email address is a character string that identifies an email user. An email address consists of two parts, separated by @ symbol.

The first part is the username and the second part is the email service provider's domain name. The username may be up to 64 characters long. It is generally case-sensitive and cannot contain any spaces. The domain part cannot be longer than 255 characters and is case insensitive. There are many free email service providers such as Google (Gmail), Yahoo (Yahoo! Mail) and Rediff (Rediffmail).

When using email, you will interact with several windows, including the **Inbox** window, the **Email Message** window and the **Compose Message** window. Depending on the email provider, these windows may look and feel different, but the way they function is essentially the same. For ease of understanding, the steps presented in this unit will focus on one of the email services, known as **Gmail**.

Gmail (also called Google Mail) is a free, email service provided by Google. In many ways it is like any other email service: you can **send and receive emails**, **block spam**, create an **address book**, and do other basic emailing tasks.

Gmail also has some unique features such as **Priority Inbox**, **Conversation View**, phone call facility, etc. that help to make it one of the most popular email services on the web.

Useful Features of Gmail

A few of the useful features offered by Gmail worth exploring are as follows:

1. **Spam Filtering:** Spam is another name for unwanted or junk emails. Advanced technologies are now being used by Gmail to keep spam out of your Inbox. Emails marked as Spam by you or recognized by Gmail are automatically sent to a separate **Spam** folder. The mails in Spam folder are automatically deleted after 30 days.
2. **Priority Inbox:** This feature identifies the most important emails (by number of times you correspond with the sender of that email) and places them at the top in the inbox. This feature is particularly useful if you get many emails every day, as it saves you from the effort of manually sorting emails received by you.

3. **Conversation View:** A conversation occurs when you send emails back and forth to another person (or a group of people), often about a specific topic or event. Gmail groups these emails together by default, which helps to keep your Inbox more organized.
4. **Built-in Chat:** Instead of sending an email, you can send someone an instant message “chat” or use the voice and video chat feature if your computer has a microphone and/or webcam.
4. **Call Phone:** The call phone feature is similar to voice chat, except it allows you to dial a phone number to call any phone in the world. It’s a free service for calls made to people in United States of America or Canada, but for other countries calls can be made at relatively low prices.
5. **Different Inbox View Styles:** It is possible to view your inbox in different styles like Classic, Unread first, Important first, Starred first and Priority Inbox. These styles help you decide which emails will be displayed at the top of the inbox. To change the inbox view simply click on the small arrow link next to the inbox in the left menu pane and choose the appropriate style from the drop down list.
6. **Auto-responders:** You can use Auto-responders to handle the most frequently requested information people ask from you. This feature is very useful to respond to your mails automatically when you are out of station for a long vacation or official purpose.

Sign in

To send or receive emails, the first step is to log on to the email account by providing the correct username and password on the login page of the email service provider. Enter your username and password and click on **Sign in** button.

Inbox



Once you log in to your Gmail account, you will see the **inbox**. The inbox is the folder that contains all the incoming emails. The Gmail inbox has some key features which include the following:

- Unread messages appear in bold.
- Names of the email senders are listed on the left.
- Displays snippets and small lines of text next to each recent message to reveal a bit of the content.
- Messages are grouped into 'conversations', so that all follow-ups and responses appear as a single line in your inbox.
- The time or date of the most recent message is displayed on the far right of the conversation line.
- Check boxes appear next to the sender's name to perform actions like deleting individual emails.

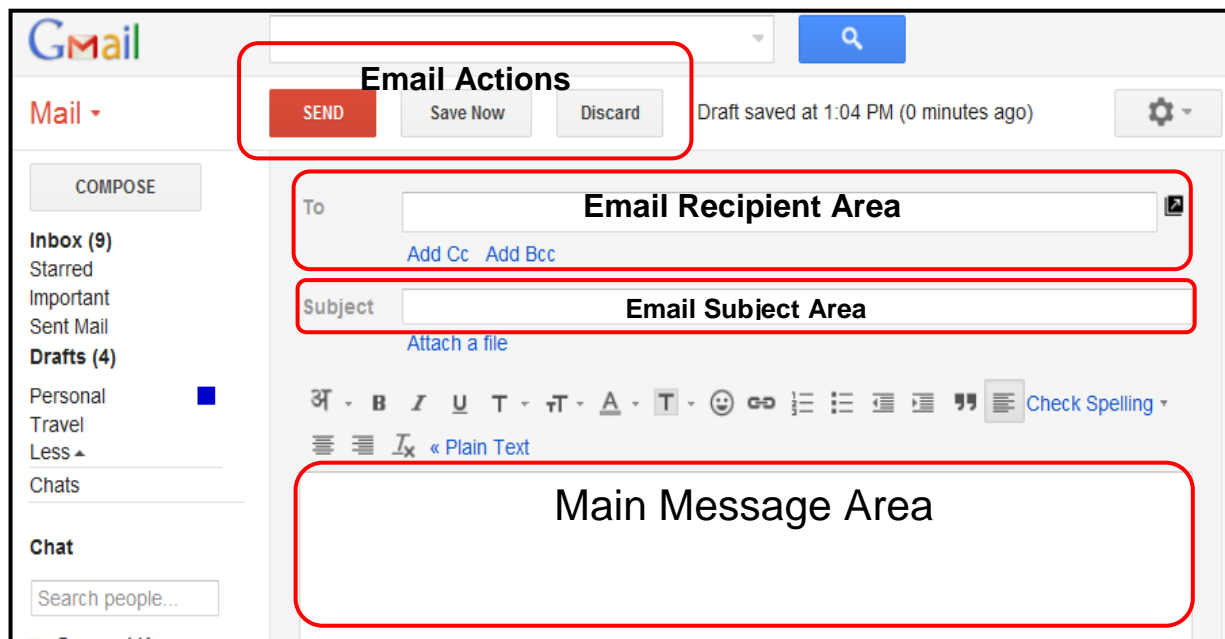


Figure 3: Features of Inbox

- It is possible to view your inbox in different styles. A few popular ones are:
 - **Classic** - Classic is the default style in which messages are ordered chronologically in the order of the date.
 - **Unread First** - Unread mail stays at the top; everything else is at the bottom.
 - **Important First** - Displays mail from the contacts you email most often and other important mail at the top. All other mails are displayed in a different section at the bottom.

Composing mail

The first step towards composing effective email is to define the purpose for the email. Email can range from the formal to the informal. Formal emails should begin with appropriate greeting and end with "regards". Don't use an informal style unless you know the person very well. After defining the purpose, begin drafting the message. Begin the message by addressing the recipient in the way the contact prefers. Keep in mind that the more concise your message is, the more likely it is that the recipient will read it and take action. If the message requires some details and explanation, be sure to break up the information using bullet points.

The user-friendly “**Compose Mail**” interface has the following major elements:

- **To** textbox: In the “To” box you have to enter the email address of the recipient(s). This can contain multiple addresses separated by a comma.
- **Cc/Bcc** link: Click on this to display a textbox where the email addresses of recipients who have to receive the carbon copy/ blind carbon

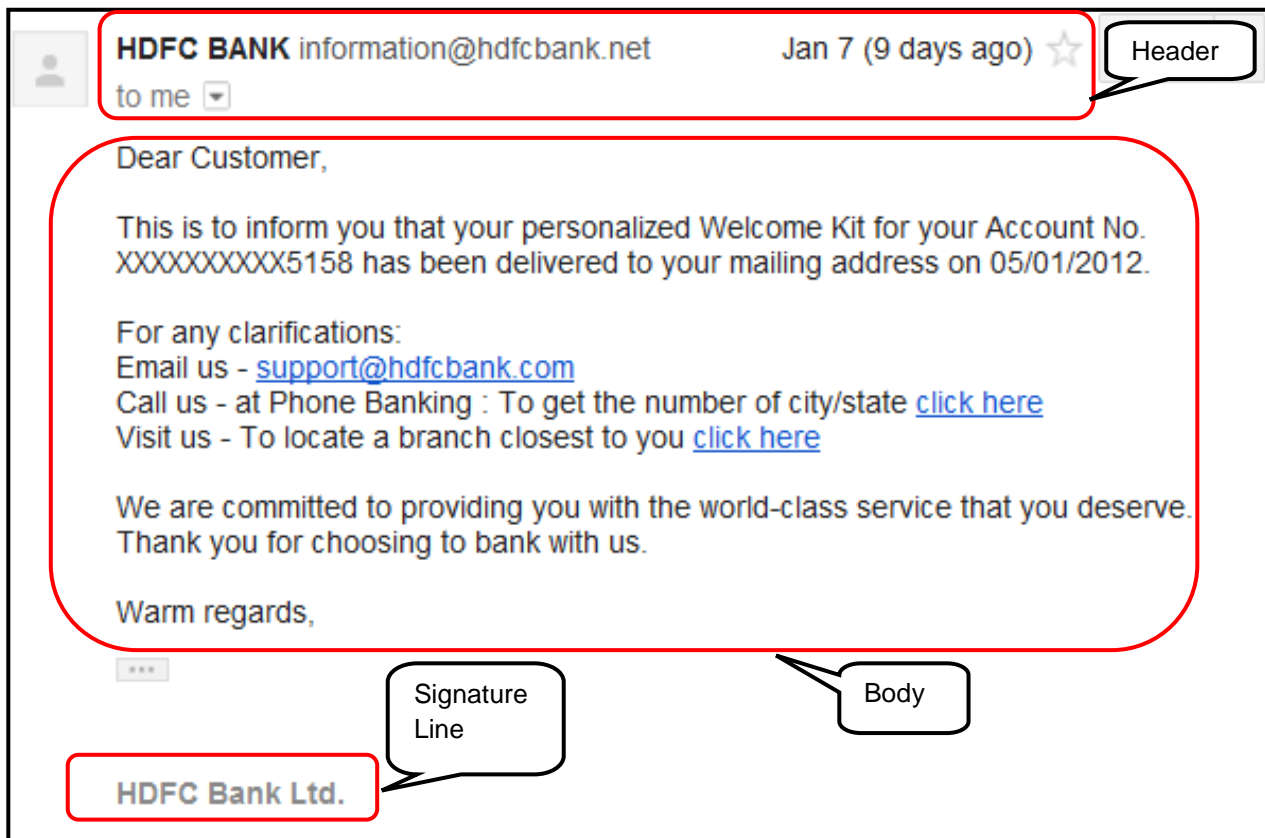


Figure 4: Composing a simple and short message

copy can be entered. The Carbon Copy (CC) and Blind Carbon Copy (BCC) are used to send multiple copies of a message. The CC field allows you to send a copy of the message to multiple people. In this case all the recipients will be able to see the addresses of all other recipients. BCC field allows you to send a copy of the message to other people without the recipients knowing about it.

- The **Subject** textbox: This textbox is used for entering the Subject. The subject line should be short and give a clear indication of the content of the message. For example, if you are sending a presentation on “how to save water” to your teacher, then you can mention in the subject textbox “ Presentation on “How to Save Water”.

- The **Message Area**: Type the message in this area. The message should have the following parts:
 - (a) **Header**: The header has information about the sender, like the address of the sender, those that the email was sent to and/or CC, date and time of the message and the Subject Line.
 - (b) **Body**: The body contains the text of the email.
 - (c) **Signature Line**: A signature is an optional block of text that appears below every email you send. By default, Gmail does not include a signature, but it's easy to create one. A typical signature includes name and some contact information, like phone number or email address. If you are using Gmail at work, you may like to include your title and your company's address or website.
- The **Attach a file link**: This link is used to select the files to be sent as attachments. Attachments can be digital files for documents, images, videos, presentations or more. These attachments can be opened and downloaded by the recipient.

Formatting text

Gmail allows you to format text while composing an email. The "formatting bar" tool is available right below the subject field. If it is not visible, click **Rich formatting** link. The formatting bar has several buttons and you can understand what each one does if



Figure 5: Formatting Toolbar in Gmail

you move the cursor over it. Some of the rich-text formatting that you may use include:

- Typing in Hindi language.
- Making text bold, italic or underlined.
- Changing font size and font type.
- Adding colour to selected text.
- Highlighting text.

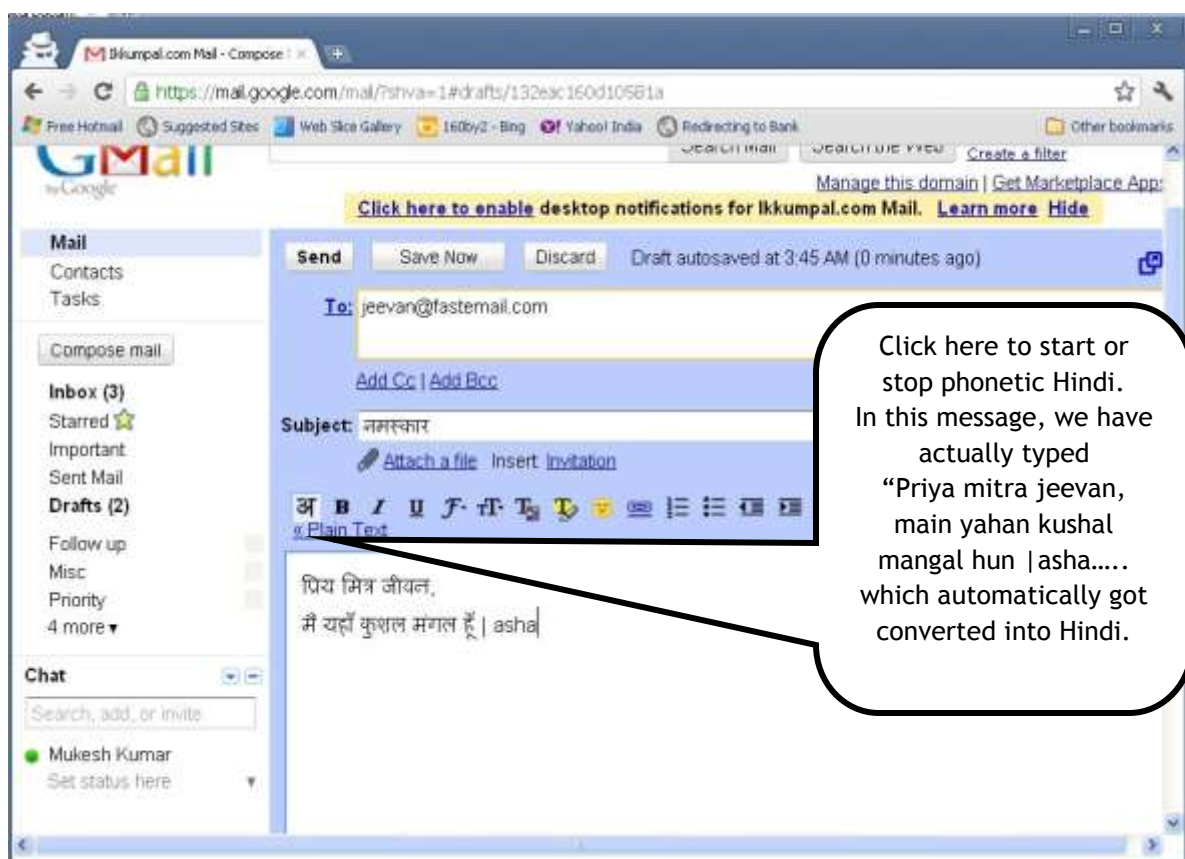


Figure 6: Typing in Hindi in Gmail

- Including emoticons and web links (URL).
- Adding formatted lists (numbered, bulleted).
- Indenting.
- Aligning text.
- Removing text formatting.
- Checking spelling.

For official emails, such as job applications, you should not add formatting that seems too informal, such as bright colours or emoticons.

Adding Signatures

To add a signature, follow the steps given below:

- Step 1:** Click the **gear icon** in the top-right corner of the page and select **Mail settings**.
- Step 2:** Scroll down until you see the **Signature** section.
- Step 3:** Type your desired **signature** in the box. You can also change the **font**, add **other formatting**, or insert an **image** if you want.
- Step 4:** Scroll down to the bottom of the page and click **Save Changes**.

In Gmail, signatures are separated from the rest of your message by two hyphens. If you don't want your signature to appear on a specific message, you can delete it by highlighting the text (move the cursor over the text) and delete it by pressing the delete key before sending the message.

Adding Attachments

An attachment is a file (e.g. an image or document file) that is sent along with your email. For example, if you are applying for a job, you might send your resume and cover letter as an attachment. It's a good idea to include a message in the body of your email explaining what the attachment is, especially if the recipient is not expecting an attachment. To add an attachment follows the given steps:

- Step 1:** Click **Attach a file**.
- Step 2:** Choose the file you want to attach and click **Open**. The attachment will begin to upload. Most attachments will upload within a few seconds, but larger ones can take longer.
- Step 3:** Click **Send**. You can click **Send** before the attachment finishes uploading. It will continue to upload and then send the email.

Never send attachments to email lists or to large groups of people until necessary. Instead of sending an attachment, consider putting the text you wish to send in the body of your email.

To prevent spread of virus, executable files, i.e. the ones with “.exe” extension are not allowed as attachments.

Let us quickly review the steps involved in composing an email:

1. Sign in to Gmail account.
2. Click the **Compose** button in the left menu pane.
3. Fill in the **To: and Subject:**
4. Click on the **CC (copy) or BCC** (blind carbon copy) buttons and enter additional addresses of the persons you wish to send the email (optional).
5. Type your message inside the message screen.
6. Use the formatting toolbar to add font styles (**bold**, *italic*, underline) and other formatting features (if required).
7. Click **Save Now** button on the top to save the mail in the **Drafts** folder or send the email by clicking on send button.

Saving Draft

After composing your message, you might decide to review it thoroughly at a later date before actually sending it. To save the draft message till you are ready to send it, click on **Save Now** button or use the keyboard shortcut ‘**Ctrl+S**’. The message will be saved in the Drafts folder and can be retrieved later for editing. The **Drafts** folder contains email messages that have been composed but have not been sent. Gmail automatically saves a copy of the message being composed in the Drafts folder periodically to avoid loss of data in case of a browser crash, power failure or other errors.

Sending Email

After composing an email, you need to send the email. To do that you should click the Send button on the toolbar to deliver the email to the specified recipient(s). When you send an email, a copy is placed in the **Sent Mail** folder for your future reference. This is really helpful when sometimes you want to resend or forward the sent message.

EXERCISE

Practice Session

1. Open an email account.
2. Type the username and password and log on to your account.
3. Compose emails and send them.
4. Attach files
5. Add signature
6. Send email

ASSESSMENT

A. Fill in the Blanks

1. Domain part cannot be longer than ____ characters.
2. Files ending with _____ file extension are not allowed as attachments in Gmail.
1. To send and receive emails, you should open an email _____.
2. An email address consists of two parts, separated by ____symbol.
3. The _____ box contains messages that have been composed but not sent.
4. Suspicious mails are flagged as _____.
5. The other name for log on is to _____in.
6. The other name for log out is to _____ out.
7. The _____ is the folder that contains all the incoming mails.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between sign in and sign out.
- (b) Differentiated between inbox and outbox.

Part B

Discussed in class the following:

- (a) What is the purpose of email?
- (b) What are the advantages of email?
- (c) What are the precautions are should take while operating an email account?
- (d) What are the uses of various features of G-mail?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Open a new email account.		
Sign in email account		
Make a signature block.		
Compose an email		
Prepare a Draft message and save in drafts folder.		
Attach a file.		
Send email		

SESSION 2: SENDING, FORWARDING, AND SEARCHING EMAIL

RELEVANT KNOWLEDGE

Sending Email

After composing an email, you need to send the email. To do that you should click the Send button on the toolbar to deliver the email to the specified recipient(s). When you send an email, a copy is placed in the **Sent Mail** folder for your future reference. This is really helpful when sometimes you want to resend or forward the sent message.

Receiving Email

All the received emails are stored in the inbox. The received emails are generally displayed chronologically on the basis of the time when they are received. To open emails simply click on the mail in the Inbox. When you open an email for reading, a separate window containing the email is displayed in place of the inbox. As soon as you select any email by placing a checkmark [✓] in the checkbox next to an email in the inbox, Gmail activates the toolbar that displays different options of actions that can be performed on the selected email.

Viewing Email Attachments in Gmail

In Gmail, attachments are displayed as thumbnails with two links beside each - **View** and **Download**. Clicking on View displays the full size image or document in a new browser window or a new browser tab. Microsoft Word documents (including .docx files) can be converted by Gmail to HTML format so that you can read these online (without downloading) and other kinds of email attachments like PDFs and text files, which can be viewed through **Google Docs**.

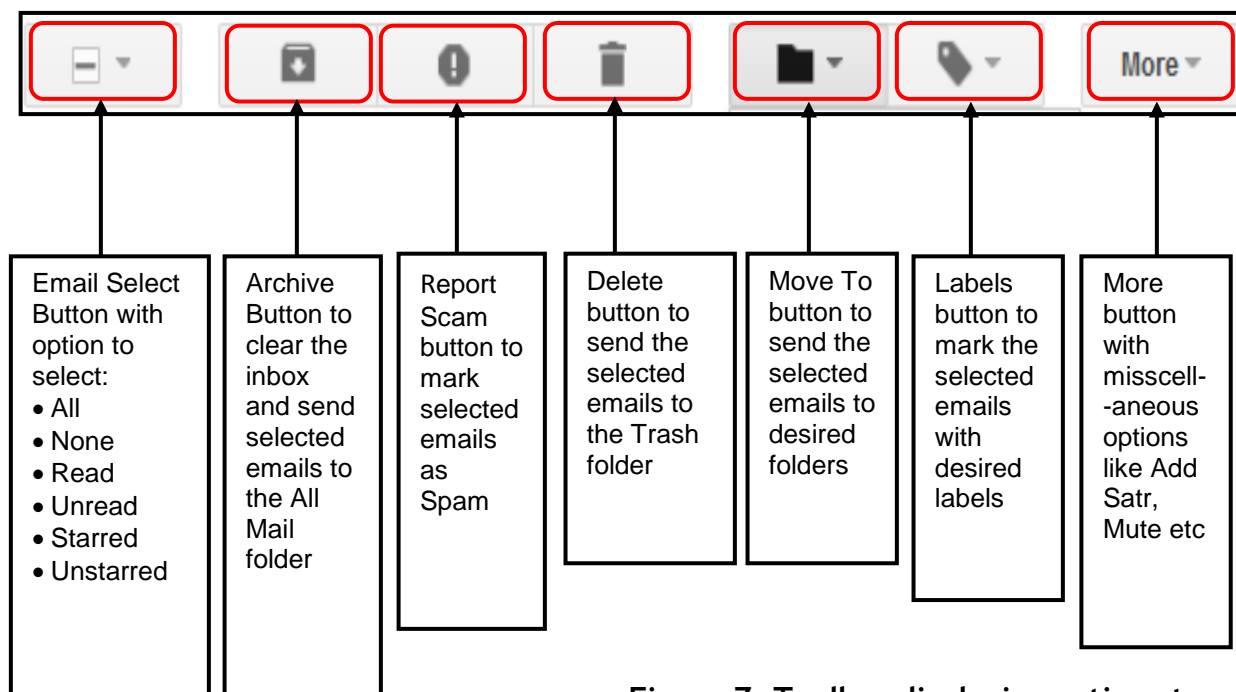


Figure 7: Toolbar displaying actions to be performed on an Email

Downloading Gmail attachments

You can download Gmail attachments, either one by one or all together. Clicking on the **Download** link beside an email attachment will download *only that file*. The **Download all attachments** link is found right under the actual email message and just before the email attachment list. Clicking on this link downloads all the attachments as zip file.

Depending on which web browser you are working on, email attachments will either be downloaded to a specified directory (the download directory set in the browser) or the program, we will let you choose the storage location. Never open an attachment unless you know the sender or at least sure about the authenticity of the emails from unknown senders. Do not open emails in the spam box, as they may contain viruses. Always up-date the antivirus on your computer to prevent virus attack.



Figure 8: Attachments in different format

Replying to emails

The received mails are displayed in the **Inbox**. Emails are listed with the name of the sender, the subject of the message and the date received with the most recent at the top. Unread emails usually appear in **bold text**. Select an email in the **Inbox** by clicking on it and it will open in the **Email Message window**.

Read the message and determine how to respond to it with a variety of commands:



1. **Reply:** To respond to the sender of the email choose the reply option. A new compose window will appear just below the original email with the original message in the body. Compose your response and then click on **Send** button.

2. **Reply to all:** Sometimes emails may be sent to multiple recipients. To respond to such emails, first decide whether the reply is to be sent just to the sender or to all the original recipients. If the message is to be sent to all original recipients as well as the original sender then choose the **Reply All option**.
3. **Forward:** Forwarding means to share a received email message with others. To forward an email click the Forward link and then enter the email addresses of the person(s) to whom the mail is to be sent.

Forwarding Email

To forward an email, simply click on the Forward link and then click on send. Note that Gmail automatically fills in the Subject textbox with the prefix Fwd: followed by the original Subject line of the message being forwarded. The prefix Fwd: is used to indicate to the recipient that this email contains a forwarded message. Be careful while forwarding any chain mail message. It is always better to first check the mail for authenticity before forwarding chain mails.

Deleting Emails



To delete a message, simply click the Delete icon (a trash bin symbol) displayed at the top. Deleted emails are stored in the **Trash folder**. Deleted emails can be retrieved from the Trash within **30 days** of deletion after which they are permanently deleted.

Archiving Emails

Archiving is one of the original and unique feature of Gmail. When you receive an email, it first goes into your inbox. You can read it, reply to it, forward it, trash it, or you can report it as Spam. All emails will

remain in your inbox until you specifically "**Archive**" them.

Archiving is a message which simply tells Gmail to remove the message from your Inbox folder and keep it in your "**All Mail**" folder. Archiving simply cleans up your inbox. All archived messages are always accessible through the "All Mail" folder and may be easily moved back to the inbox when required. To archive an email simply select the mails to be archived by clicking on the checkbox before them and click on the Archive button.

Flagging email as Spam

You can flag your emails as Spam by



1. Selecting the email message from the list.
2. Click the Spam button on the toolbar.
3. The conversation will move from the Inbox folder to the Spam folder.
4. A confirmation message displays at the top of the screen.

Recover Email from Spam folder

If you receive email in your Spam folder that wasn't spam then you recover them by following the steps given below:

1. Click on the email(s) to select.
2. Click on the **More actions** button on the toolbar above the message list.
3. Click on Not Spam. The email will be marked as **Not Spam** and it will be sent to the **Inbox**.

Searching for Email

Because of the large storage space in your inbox, you can keep emails forever and hence there is no need to delete messages frequently. This means you can potentially store tens of thousands of emails. But this could be a cause of a major problem of searching for a particular email in your account. It's like trying to locate a needle in a haystack.

This is where Google's search algorithms come into play! The search field on your Gmail account is located at the top on the right of the logo. It allows you to perform searches on both email messages in your Gmail account and the World Wide Web (www).

To search for an email message follow the given steps:

Step 1: Type in your query in the search field and click the **Search Mail** button. If the search is complex then proceed to step 2.

Step 2: You can perform specific searches by clicking on the "Show search options" link which opens up the options window. You can use one or more fields to enter your search options. For instance, if you want to list all emails with attachments from a friend Puneet, you would type in Puneet's email address or his name in the *From:* field and check the *Has attachment* checkbox.

Step 3: Click on the *Search Mail* button.

Using the Search Mail button you can search for:

- emails from specified senders or recipients using the **From:** and **To:** fields.

- messages containing or not containing specified words using the **Has the words** and **Doesn't have:** fields.
- email subject lines for keywords using the **Subject:** field.
- emails that have attachments using the **Has attachment** checkbox.
- within a specified date range using the **Date** within textboxes.
- email messages that are lying in your inbox, trash, chats, spam, drafts, send folder or those that have been read or unread using the **Search** drop down list.

EXERCISE

Practice Sessions

1. Log in to your email account.
2. Open inbox and read the message
3. Download or View the attachment
4. Prepare a suitable reply to the message
5. Send the email
6. Forward an email to 2 contacts
7. Delete an email
8. Archive email
9. Flag email as spam
10. Move the email from Spam folder to inbox
11. Search for an email

ASSESSMENT

Fill in the blanks

1. When you send an email, a copy is placed in the _____ Mail folder.
2. All the received emails are stored in the _____.
3. The received emails are generally displayed _____ on the basis of the time when they are received.

4. To open emails simply click on the mail in the _____.
5. To select an email placing a checkmark [✓] in the _____ next to an email in the inbox.
6. In Gmail, attachments are displayed as thumbnails with two links i.e. **View** and _____.
7. Clicking on this Download all attachments downloads all the attachments as _____ file.
8. If the message is to be sent to all original recipients as well as the original sender then choose the Reply _____ option.
9. Deleted emails are stored in the _____ folder.
10. _____ is a message which simply tells Gmail to remove the message from your Inbox folder and keep it in your "All Mail" folder.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between 'reply' and 'forward'.
- (b) Differentiated between 'reply' and 'reply all'.
- (c) Differentiated between CC and BCC.

Part B

Discussed in class the following:

- (a) What are the precautions to be taken while sending and reading emails?
- (b) How to protect computer from online virus attack?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Compose and send an email.		
Download an attachment.		
Download and open zip file.		
Retrieve emails saved in the Drafts box and edit them before sending.		
Forward received messages.		
Archive emails		
Flag email as spam		
Recover email from spam folder		

SESSION 3: ORGANIZING EMAILS AND MANAGING CONTACTS

RELEVANT KNOWLEDGE

Gmail provides the facility to categorize and organize emails into different folders, known as **labels**. Each label may be "opened" and it is possible to see all the messages in it. This feature has an obvious advantage. It is possible to put any message in any number of folders. An email can belong to the "Most Urgent" messages as well as to a particular project at work.

Creating a label in Gmail

Step 1: While viewing the message in your mailbox, click the **Labels** button



Step 2: Select **Create new**.

Step 3: Type the desired label name, e.g. work, personal, confidential, etc.

Step 4: If this label is to be nested under another label then select the name of the parent label from the drop-down list.

Step 5: Click Create.

Applying label to a message

Step 1: While viewing the message, click the **Labels** button. A drop-down menu will appear with a list of labels. Alternatively check the message in the message list and then click on Labels button.

Step 2: Place a **check mark** next to all of the labels you want, and then click **Apply**. Now, when you view your Inbox, you'll be able to see the label next to the message subject.

Viewing labeled messages

Once you have added labels to some of your messages, you can easily view all of the messages contained in a particular label. To view the messages with a particular label, click the desired label name in the left panel of the mailbox. If the label is not visible then click **more** drop-down arrow below the list of labels and then click the desired label. From there you can also click **Manage labels** to control the ones to be hidden.

Choosing a label colour

Step 1: In the **left menu pane**, locate the label for changing the colour (e.g., work).

Step 2: Click the **drop-down arrow** next to the label name.

Step 3: From the menu, select the desired **colour**.

Step 4: The label will be updated with the color chosen by you.

Customizing colour for labels

You can customize the colour of the labels by following the steps given below:

Step 1: When picking a label's colour, select **Add custom color**.

Step 2: Select the desired colors for text and background.

Step 3: Click **Apply**.

Removing a label from a message

- Step 1:** Check on the labeled message in the message list or open it.
- Step 2:** Click the **Labels** button.
- Step 3:** Click on the desired checked label to be removed. Alternatively deselect the check box in front of the label name and click **Apply**.

Using filters for organizing mails


You can also set up filters and rules for incoming mail. It is useful for organising mail from mailing lists and deleting spam straight away. The filters let you automatically segregate email messages based on the criteria you specify. Filters for email messages is probably the most useful and overlooked feature of the free email service. Once the emails have been segregated, you can then indicate an **action** to be applied such as deletion, forwarding, archiving, etc. Filters can be applied to both new incoming messages and to older ones. Let us now look at the usefulness of filters and how you can create these to manage your messages and save time.

Creating filters

Filters are created by specifying **search criteria** that automatically sort email messages in your account. Filter in Gmail can be created in two steps. In the first step, you choose search criteria, which segregate the email message. In the second step, you *select an action* to be applied to the search results.

Gmail filters are found under **Settings**, which is located at the link near the top right.

To create your first Gmail filter, follow the steps given below:

- Step 1:** Click on the gear icon  to open the Settings window.
- Step 2:** Select the **Filters** tab.
- Step 3:** Click on the **Create a new filter** link.
- Step 4:** Specify your **search criteria** based on which the emails are to be searched and segregated.
- Step 5:** Click on the **Test Search** button to check your specified search criteria.
- Step 6:** Click on **Next Step** button.
- Step 7:** Choose an action to be implemented on the segregated emails from the available list.
- Step 8:** Click on the **Create Filter** button.

Specifying search criteria

As mentioned above, the most important step in creating a Gmail filter is to indicate a *search criteria* based upon which the emails will be searched and segregated and you'll find a total of six (five text fields and a checkbox) options to specify the search criteria as explained below:

- **From (text field):** enter the name of the sender or their email address.
- **To (text field):** specify the email account to which the email comes to - especially helpful if you have added multiple accounts on Gmail.
- **Subject (text field):** Enter keywords to search the email subject line.
- **Has the words and Doesn't have (text fields):** specify keywords to search the email message body.
- **Has attachment (checkbox):** results in segregating emails that have attached files.

The **Test Search** button is a convenient way to check your specified search criteria. Using the test search button, you can check if the specified criteria work properly, else modify the search criteria.

Choosing action for search results


Once you've specified the search criteria (and don't forget to check it using the "Test Search" button) you need to **indicate an action** to be implemented on the results. Gmail offers you the following seven different actions that you can apply.

- **Skip the Inbox:** The message will be archived and will not be displayed in the Inbox.
- **Mark as read:** Marks the email message as read. The message in your Inbox will not appear in bold.
- **Star it:** Marks the email with a star. Star lets you give messages a special status and make them easier to find.
- **Apply the label:** Select and apply a label to the email message.
- **Forward it to:** Forwards the email message to another account that you specify.
- **Delete it:** Deletes the email message.
- **Never send it to Spam:** Never send the filtered messages to **Spam** box.

Since these are checkboxes, you can have one or more actions applied to the searched results. Furthermore, the actions are executed not only on new incoming messages but also older ones residing in your inbox. You can have as many email filters as you want in Gmail.

Editing and deleting filters

You can edit or delete filters by following the steps given below:

- Step 1:** In the top-right corner of the page, click the **gear icon** and go  to **Mail settings**.
- Step 2:** Click on the **Filters** tab to view a list of filters that are currently active.
- Step 3:** You can then click on the **edit** or **delete** links to edit or delete the desired filters.

Contact feature

Contact is like an address book. It contains the names and email addresses of the people with whom you have communicated. It allows you to include other contact information like home address and phone number if desired. Apart from saving the hassle of remembering everyone's email address, Email also has the provision to create Contact Groups i.e., Family, Friends, Work, etc. The most important benefit of having groups of Contacts is the ease with which you would be able to send messages to multiple recipients i.e., all the contacts in a group.

Creating a contact

To create a contact follow the steps given below:

- Step 1:** Click on the **Contacts** button in the left-hand column.
- Step 2:** Hit the **New Contact** button in the top left corner of the **Contacts** box.
- Step 3:** Fill in all of your contacts information in the appropriate fields. Any information added will save automatically otherwise you may click **Save Now** when you are ready to add the contact.
- Step 4:** You can enter additional contact information by clicking the **Add** drop-down menu.

Email addresses are automatically added to your Contacts list each time you use the Reply, **Reply to all** or **Forward** button to send messages to addresses not previously stored in your **Contact list**. If you don't want contacts to be automatically added, choose **I'll create contacts myself setting**. To do this, visit the '**Create contacts**' section of the General tab in your Settings.

Editing a contact

- Step 1:** Click on the **Contacts** button in the left-hand column.
- Step 2:** Select **All Contacts** and scroll through the list until you find the contact you want to edit.
- Step 3:** Click on the name of the contact you want to edit.
- Step 4:** Make necessary changes.
- Step 5:** Exit the editing field to save automatically or click on the **Save Now** button.

Creating a contact group

- Step 1:** Click on the **Contacts** button in the left-hand column.
- Step 2:** Click on the **Groups** drop-down menu or Click on the **New Group** button in the top-left corner of the **Contacts** box
- Step 3:** Select **Create New**.
- Step 4:** Type in the name of the group you want to create.
- Step 5:** Click on the **OK** button.

Adding contacts to contact group

- Step 1:** To add contacts to a group, check the box next to the contacts you want to add.
- Step 2:** Open the **Groups** drop down menu
- Step 3:** Choose the group you want to add the contacts to or select **Create New** to create a new group

Removing contacts from contact group

- Step 1:** Select the contact in the Contacts list.
- Step 2:** Open the **Groups** drop-down menu.
- Step 3:** Deselect the checkbox of any groups. You would like to remove these contacts from.

Managing contact groups

To edit the contact group name

- Step 1:** Click **Contacts** on the side of any page.
- Step 2:** Select the group you'd like to edit.
- Step 3:** Click **More actions** and select **Rename group**.
- Step 4:** Enter the new name and click **OK**.

Deleting contact group

- Step 1:** Click **Contacts** on the left side of any page.
- Step 2:** Select the contact group from the groups list.
- Step 3:** Select **Delete group** from the **More actions** drop-down menu at the top of the page.
- Step 4:** Click **OK**.

This will delete the group but not the individual contacts. They will remain in your Contacts list.

Searching for contacts

To search for a contact:

- Step 1:** Click **Contacts** along the side of inbox page.
- Step 2:** Enter the name or email address of the person you are searching for in the contacts search box.
- Step 3:** Click on **Search Contacts** button

Tips for searching contacts:

- You can use prefixes.
- You can search by a person's first and/or last name.
- You can search for contacts by phone number, or notes you've entered about them.
- You can search by domain1 or username. For example, searching for 'gmail.com' will return all contacts with a Gmail address.

You can see all of the details about your contacts by printing them. Here is how you can do it:

1. Click **Contacts** on the side of any Gmail page.
2. Click the **More actions** drop-down menu and select **Print**.
3. Select the details you'd like to display.
4. Click **Print**. A new browser window or tab will open with the details you have chosen.
5. Perform a search in your browser for the contact information you are looking for.

EXERCISE

Practice Sessions

1. Create a label
2. Apply label to a message
3. View labeled message
4. Customize colour for label
5. Remove label from a message
6. Create filters
7. Search email
8. Create and edit contacts
9. Search for contact

ASSESSMENT

Fill in the blanks

1. Gmail provides the facility to categorize and organize emails into different folders, known as _____.
2. You can customize the colour of the labels by selecting _____ custom color.
3. Filters are created by specifying _____ criteria that automatically sort email messages in your account.
4. Gmail filters are found under _____, which is located at the link near the top right.
5. Marking the email as _____ will give your message a special status and make it easier to find.
6. _____ in an email is like an address book.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between contact and contact groups.

Part B

Discussed in class the following:

- (a) What is the utility of labels and filters?
- (b) What is the benefit of creating contact groups?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Create filters to automatically sort email messages		
Edit and delete filters		
Create labels		
Create, edit and delete contacts		
Search for a contact		
View labeled messages		
Customize colours of labels		

SESSION 4: EMAIL ETIQUETTES AND BEST PRACTICES

RELEVANT KNOWLEDGE

The use of email, instant messaging, texting, and various other digital communicative tools is increasing rapidly. Electronic communication, because of its speed and broadcasting ability, is fundamentally different from paper-based communication. Due to the fast response time, email is proving to be more useful than postal letters or even faxes. In a paper document, it is absolutely essential to make everything completely clear and unambiguous because the audience may not have a chance to ask for clarification immediately. But with email documents, the recipient can ask questions immediately. Email does not convey emotions as is possible with face-to-face conversations. It lacks vocal intonation and gestures.

You will now learn about the best practices in emailing and the etiquettes that one should follow while writing emails.

1. **Useful Subject Lines:** Meaningful subject lines should not be more than 5-6 words. Avoid using special characters, symbols, website address and email address in the subject line. The subject line should catch the eye of the reader. You should avoid using words like “Help” in the subject line as some email providers treat such mails as Spam.

Notice that the subject lines are precise and compact. Each of these subject lines has a common problem. They are too long and hence inconvenient and unpleasant for the reader. Just like a long subject line is unpleasant, not including a subject at all is equally irritating.

Remember that the subject line should be indicative of the content of the mail. It should not contain all the information to be included in the mail.

2. **Use appropriate prefixes in Subject Lines:** Apart from the rule of keeping the subject line short and precise, it is a good practice to prefix the subject line with appropriate abbreviations.

- For time-critical messages, starting with **URGENT:** is a good idea.
- For requests, starting with **REQ:** can signal that action is needed.
- If you are sending some information that requires no response from the other person, preface the subject line with **FYI:** (For Your Information)
- Use of **FWD:** while forwarding emails is polite and ethical.

3. **Greet your recipients:** Emails are generally informal so the use of Hi or Hello is satisfactory, especially if you are senior than your correspondent. On the other hand, if you are sending a cover letter for a job application it will be better to use the traditional way of greeting i.e. Respected Sir/Madam. When sending out information to a junior, like in the case of a Team leader sending Project information to his manager, use of first name along with the greeting, is polite. Juniors and customers respond better when their name is used. Personalization helps build the relationship with the reader. Given below are some examples of proper greetings:

- Hello Shiny - appropriate for a junior.
- Dear Shiny - appropriate for a friend.
- Respected Sir/Madam - appropriate for official emails.

- Hi - appropriate for a colleague.
 - Good Day Sir/Madam - appropriate for a senior.
4. **Keep the messages short:** It is always suggested to keep the content of the message as **precise** and to the point as possible as most of the internet users and readers are busy and prefer doing many activities at the same time while being online. Remember, people are busy and do not have the time to read **complex messages**. There is another valid reason to keep the messages small. Now-a-days most of the people check their emails on **mobile** and it is inconvenient to scroll up and down in **small screens** to make sense out of a long and complex message.
 5. **Watch the spelling:** It's easy to make mistakes and ignore them, but sending out messages with misspelled words is a bad sign to the recipient.
 6. **Be careful using abbreviations and emoticons:** Emoticons and abbreviations such as lol (Laugh Out Loud) may be acceptable in informal emails sent to friends. However, in formal communication, it is considered inappropriate and frivolous to use such features to display emotions.
 7. **Use proper Intonations:** An email is not capable of conveying emotions nearly as well as face-to-face or even telephone conversations. It lacks vocal modulations and gestures. For the receiver, it is, therefore, difficult to judge whether the sender is serious or kidding, happy or sad. Therefore, you have to be very careful while composing an email message.

It is considered rude to use all capital letters as it conveys the emotion of yelling or shouting. So it will totally be inappropriate to use all capital

letters in a situation when you are calm. Similarly writing in all small case letters can be used to denote lowering of voice. Always sign out of your email account before leaving the cubicle.

- Never use the save password option provided by most email providers.
- Make sure that no unwanted people are around you while typing passwords
- Do not reveal your passwords to any of your colleagues or close friends as they might misuse your account to send unsolicited mails.
- Never send personal information like credit card numbers, Automated Teller Machine PIN numbers on emails.
- Always use reliable internet cafes and avoid logging on through unsecured WiFi networks.

8. **Every email is a legal document:** Be very careful while writing to a stranger as every email you send can be tracked and identified and can be used as a legal proof. So it is advisable not to create anonymous accounts and send mail using that account. Moreover it is not ethical too.

EXERCISE

Assignment

1. Log into your email account and compose a simple invitation for your birthday party which you are going to organize in a farmhouse to be sent to your relatives and friends. Attach a map with the directions for the venue. Also attach a document with a detailed program of the party. Make sure that the message conforms to all email etiquettes and best practices you have learnt in this Unit.

2. Log into your email account and store relevant contact information of all your close friends and relatives. Now create two separate labels namely Friends and Family. Next create a filter to automatically apply the appropriate labels to all incoming mails.
3. Log into your email account and one-by-one search for all friends using their first names/ email ids from the contacts list to make sure that you have the birthday dates of all your friends.

ASSESSMENT

Multiple Choice Questions

1. Which of the following is a valid e-mail address?
 - (a) India.user.com
 - (b) India@user.com
 - (c) India.user.co.in
 - (d) None of the above
2. What do we call the files that we send along with the messages?
 - (a) Pop-ups
 - (b) Signature
 - (c) Attachments
 - (d) Trash
3. Generally, an email that you compose should include _____.
 - (a) Recipients
 - (b) A subject
 - (c) A message in the body field
 - (d) All of the above
4. When you are organizing your mails, you can apply one or more _____ to categorize them
 - (a) Filters
 - (b) Groups
 - (c) Address Book
 - (d) Labels

5. A filter can automatically _____ incoming emails
- (a) Label
 - (b) Archive
 - (c) Forward
 - (d) All of the above
6. We usually create _____ to store one type of contacts in our e-mail account
- (a) Signatures
 - (b) Groups
 - (c) Blind Carbon Copy
 - (d) None of these
7. Which symbol is used to separate user name and domain name?
- (a) @
 - (b) *
 - (c) \$
 - (d) #
8. We need the recipient's _____ to send him an e-card over the internet.
- (a) Postal address
 - (b) E-mail address
 - (c) Website address
 - (d) None of the above
9. Where do we find the information about all the mails that we receive?
- (a) Trash
 - (b) Drafts
 - (c) Sent Mail
 - (d) Inbox
10. To get to your mail Settings, you will first need to click
- (a) Your email address
 - (b) Contacts
 - (c) The gear icon
 - (d) Inbox

B. Fill in the Blanks

1. The _____ special character is a must in the email address.
2. Emails containing unsolicited advertising messages to a wide audience are marked as _____.
3. _____ feature tries to identify the most important emails and puts them at the top of your inbox.
4. The AutoSave feature prevents _____ of data in case of power failures and broken connections.
5. You should use the _____ when sending emails to undisclosed recipients.
6. Typing in all caps when writing an email is considered as _____.
7. When you sign up for _____, you automatically have access to Google Docs, Calendar and other services.

CHECKLIST FOR ASSESSMENT ACTIVITY

Use the following checklist to see if you have met all the requirements for assessment activity.

Part A

- (a) Differentiated between values and etiquettes.

Part B

Discussed in class the following:

- (a) What is the importance of email etiquettes?

Part C

Performance standards

The performance standards may include, but not limited to:

Performance standards	Yes	No
Demonstrate the use of appropriate prefixes for subject lines		
Greet recipients appropriately		
Prepare short messages		
Demonstrate the knowledge of using appropriate abbreviations and emoticons		

SUGGESTED READINGS

BOOKS

- Business Email Etiquette | THE MANUAL, Judith Kallos
- Gmail Unlocked, Scott Lasak
- Teach Yourself Gmail in 10 Minutes, Steven E. Holzner

WEBSITES

- <http://www.gcflearnfree.org/email101>
- <http://www.gcflearnfree.org/gmail>
- <http://gmailblog.blogspot.com/>
- <http://g04.com/misc/GmailTipsComplete.html>