

## Tutorial 2: Basic Communication on the Internet: Email

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### TRUE/FALSE

1. When you send an email message, the message is sent to a mail server.  
ANS: T                    PTS: 1                    REF: WEB 74
2. The IMAP protocol specifies how to encode nontext data, such as graphics and sound, in an email so that it can travel over the Internet.  
ANS: F                    PTS: 1                    REF: WEB 76
3. A signature is not optional when sending an email.  
ANS: F                    PTS: 1                    REF: WEB 77
4. Bcc email recipients are unaware of other Bcc recipients.  
ANS: T                    PTS: 1                    REF: WEB 78
5. “Detaching a file” is the phrase often used for saving an email attachment to your computer.  
ANS: T                    PTS: 1                    REF: WEB 80
6. The term “NetManners” refers to the set of commonly accepted rules that represent proper behavior on a network.  
ANS: F                    PTS: 1                    REF: WEB 81
7. POP (or POP3) is an extensively used protocol for handling incoming email messages.  
ANS: T                    PTS: 1                    REF: WEB 75
8. Email is considered private, and therefore safe to use as a medium for discussing sensitive information.  
ANS: F                    PTS: 1                    REF: WEB 83
9. Thunderbird is Microsoft’s open source email project.  
ANS: F                    PTS: 1                    REF: WEB 83
10. A message can be queued, or temporarily held with other messages.  
ANS: T                    PTS: 1                    REF: WEB 84
11. An email with a Subject line beginning with “Fw” indicates that the message has been forwarded.  
ANS: T                    PTS: 1                    REF: WEB 85
12. In an email message, it is common to see a special mark preceding each line of a quoted message.

ANS: T                   PTS: 1                   REF: WEB 85

13. Thanks to improved technology, email attachments no longer contain viruses.

ANS: F                   PTS: 1                   REF: WEB 88

14. "UCE" is another term for spam.

ANS: T                   PTS: 1                   REF: WEB 89

15. The CRAM-SPAM law was the first U.S. federal government effort to legislate controls on spam.

ANS: F                   PTS: 1                   REF: WEB 90

16. In Hotmail, if you want to forward the message to several people, type their addresses, separated by periods.

ANS: F                   PTS: 1                   REF: WEB 110

17. When you delete an email message that contains an attached file, you also delete the file that is attached to the message.

ANS: T                   PTS: 1                   REF: WEB 109

18. In Hotmail, when you delete a message or folder, you are simply moving it to the Deleted folder.

ANS: T                   PTS: 1                   REF: WEB 113

19. When you don't need a message any longer, you can delete it by opening the message and then clicking the Recycle link on the Hotmail menu bar.

ANS: F                   PTS: 1                   REF: WEB 113

20. After uploading a file to SkyDrive, you can add comments to it, but you cannot rename the file.

ANS: F                   PTS: 1                   REF: WEB 122

### MODIFIED TRUE/FALSE

1. Protocols are rules that determine how the Internet handles message packets flowing on it.

ANS: T                   PTS: 1                   REF: WEB 74

2. An email user's account name is also known as their domain name. \_\_\_\_\_

ANS: F, user

PTS: 1                   REF: WEB 76

3. In an email, the message body contains the actual message content. \_\_\_\_\_

ANS: T                   PTS: 1                   REF: WEB 77

4. The full email address of the main recipient should be entered into the Cc line of a message header. \_\_\_\_\_

ANS: F, To

PTS: 1 REF: WEB 78

5. You cannot attach more than one file to an email message. \_\_\_\_\_

ANS: F  
can  
may

PTS: 1 REF: WEB 79

6. A(n) emoticon is a group of keyboard characters that when viewed together represent a human expression. \_\_\_\_\_

ANS: T PTS: 1 REF: WEB 82

7. Thunderbird is the companion email program for Mozilla Firefox. \_\_\_\_\_

ANS: T PTS: 1 REF: WEB 83

8. Some email programs let you define and use a(n) queue to move incoming mail into a specific folder. \_\_\_\_\_

ANS: F, filter

PTS: 1 REF: WEB 84

9. Most email programs offer you two options for replying to a message that you have received: Reply or Reply All. \_\_\_\_\_

ANS: T PTS: 1 REF: WEB 86

10. When sending business correspondence, use a(n) comma to indicate a brief pause in a sentence, or to join or separate sentence parts. \_\_\_\_\_

ANS: T PTS: 1 REF: WEB 104

11. When sending business correspondence, use a(n) semicolon to introduce a list of items or an explanation. \_\_\_\_\_

ANS: F, colon

PTS: 1 REF: WEB 104

12. In Windows Live Mail, when you receive new mail, messages that you haven't opened yet are displayed with a(n) closed envelope icon next to them. \_\_\_\_\_

ANS: T PTS: 1 REF: WEB 106

13. To save an attached file in Hotmail using Firefox, click the attached file's Upload link in the message header, click the Save File option button in the dialog box that opens, and then click the OK button.
- 

ANS: F, Download

PTS: 1 REF: WEB 108

14. To reply to a message, click the Reply link on the Hotmail menu bar to reply only to the sender.
- 

ANS: T PTS: 1 REF: WEB 109

15. When you jump a message, you are sending a copy of the message, including any attachments, to one or more recipients who were not included in the original message. \_\_\_\_\_

ANS: F, forward

PTS: 1 REF: WEB 110

### MULTIPLE CHOICE

1. \_\_\_\_ are rules that determine how the Internet handles message packets flowing on it.

a. Mores c. Servers  
b. Protocols d. Codes

ANS: B PTS: 1 REF: WEB 74

2. The sender uses an email program \_\_\_\_ to enter the recipient's email address, compose the email message, attach optional files, and send the message.

a. on a computer c. either a. or b.  
b. on a Web browser d. neither a. nor b.

ANS: C PTS: 1 REF: WEB 74

3. \_\_\_\_ handles outgoing email messages, determining the paths an email message takes on the Internet.

a. POP c. IMAP  
b. SMTP d. MIME

ANS: B PTS: 1 REF: WEB 74

4. An email sender's local network sends the message to the sender's mail \_\_\_\_.

a. portal c. modem  
b. server d. satellite

ANS: B PTS: 1 REF: WEB 74

5. "Email" is short for \_\_\_\_.

a. encoded mail c. electronic mail  
b. ethernet mail d. none of the above

ANS: C PTS: 1 REF: WEB 76

6. The \_\_\_\_ protocol specifies how to encode nontext data, such as graphics or sound, so it can travel over the Internet.



15. A \_\_\_\_ might appear at the bottom of an email message and contain standard information about the sender.

- a. salutation
- b. message header
- c. message body
- d. signature

ANS: D                      PTS: 1                      REF: WEB 77

16. When sending an email to multiple recipients, separate the addresses with a \_\_\_\_.

- a. comma
- b. semicolon
- c. either a. or b.
- d. neither a. nor b.

ANS: C                      PTS: 1                      REF: WEB 78

17. A single email address that can represent several email addresses is called a \_\_\_\_.

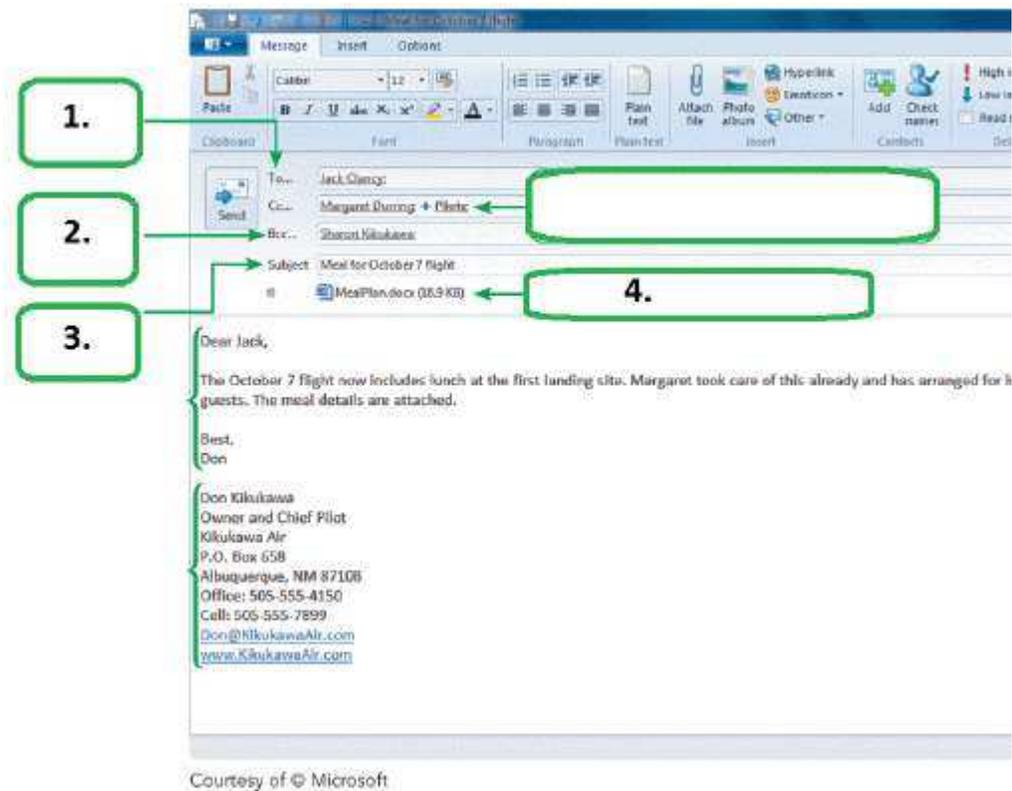
- a. category
- b. group
- c. either a. or b.
- d. neither a. nor b.

ANS: C                      PTS: 1                      REF: WEB 78

18. Some mail servers will reject messages with too many recipients (usually \_\_\_\_ or more).

- a. 25
- b. 50
- c. 10
- d. 100

ANS: B                      PTS: 1                      REF: WEB 78



19. In the figure above, the area labeled “1” indicates the \_\_\_\_.

- a. message’s primary recipients
- b. attachment filename and size
- c. message topic
- d. recipients receiving a blind courtesy copy

ANS: A                    PTS: 1                    REF: WEB 78

20. In the figure above, the area labeled “2” indicates the \_\_\_\_.
- a. message’s primary recipients
  - b. attachment filename and size
  - c. message topic
  - d. recipients receiving a blind courtesy copy

ANS: D                    PTS: 1                    REF: WEB 78

21. In the figure above, the area labeled “3” indicates the \_\_\_\_.
- a. message’s primary recipients
  - b. attachment filename and size
  - c. message topic
  - d. recipients receiving a blind courtesy copy

ANS: C                    PTS: 1                    REF: WEB 78

22. In the figure above, the area labeled “4” indicates the \_\_\_\_.
- a. message’s primary recipients
  - b. attachment filename and size
  - c. message topic
  - d. recipients receiving a blind courtesy copy

ANS: B                    PTS: 1                    REF: WEB 78

23. When you send along a complex document or graphic as part of your email, you send it along as a(n) \_\_\_\_.
- a. tag
  - b. attachment
  - c. protocol
  - d. wrapper

ANS: B                    PTS: 1                    REF: WEB 79

24. A file that has been attached to an email message will be received by those recipients in the \_\_\_\_ line(s) of the message header.
- a. To only
  - b. To and Cc only
  - c. To, Cc, and Bcc
  - d. Bcc only

ANS: C                    PTS: 1                    REF: WEB 79

25. A(n) \_\_\_\_ file is a file you can view but cannot change.
- a. read-only
  - b. locked
  - c. shared
  - d. attach-only

ANS: A                    PTS: 1                    REF: WEB 80

26. If you are using email for a business communication, your \_\_\_\_ usually contains your name, title, and your company’s name.
- a. closing
  - b. e-envelope
  - c. mail server
  - d. signature file

ANS: D                    PTS: 1                    REF: WEB 80

27. The email address someone@mail.com is the same as the email address \_\_\_\_.
- a. somebody@mail.com
  - b. someone@maildotcom
  - c. Someone@mail.org
  - d. Someone@mail.com

ANS: D                      PTS: 1                      REF: WEB 77

28. The term \_\_\_\_ refers to a set of commonly accepted rules for proper behavior on a network.
- a. netiquette
  - b. mores
  - c. e-manners
  - d. E-mily Post

ANS: A                      PTS: 1                      REF: WEB 81

29. All of the following are email acronyms noted in the text EXCEPT \_\_\_\_.
- a. btw
  - b. imho
  - c. wth
  - d. atm

ANS: C                      PTS: 1                      REF: WEB 82

30. A group of keyboard characters that, viewed together, represent a human expression is known as a(n) \_\_\_\_.
- a. e-doodle
  - b. Web face
  - c. emoticon
  - d. Nettitude

ANS: C                      PTS: 1                      REF: WEB 82

31. The email acronym “iow” stands for “\_\_\_\_.”
- a. inbox/outbox/work
  - b. in other words
  - c. in or win
  - d. in one word

ANS: B                      PTS: 1                      REF: WEB 82

32. Mozilla’s email program is called \_\_\_\_.
- a. Thunderbird
  - b. Opera
  - c. Apache
  - d. Outlook Express

ANS: A                      PTS: 1                      REF: WEB 83

33. The following are generally accepted rules for email messages EXCEPT \_\_\_\_.
- a. avoid writing messages in all capital letters
  - b. don’t overuse formatting and graphics
  - c. always forward new information about viruses and hoaxes
  - d. use caution when attempting sarcasm or humor in your messages

ANS: C                      PTS: 1                      REF: WEB 83

34. If you are in the midst of composing an email message, but want to save it and finish it later, you can store your email in your program’s \_\_\_\_ folder.
- a. Buffer
  - b. Inbox
  - c. Drafts
  - d. Queue

ANS: C                      PTS: 1                      REF: WEB 84

35. Some email programs let you use a(n) \_\_\_\_ to move incoming mail to a specific folder or to delete it automatically based on the content of the message.
- a. router
  - b. baffle
  - c. filter
  - d. protocol

ANS: C                      PTS: 1                      REF: WEB 84

36. Another term for junk mail is \_\_\_\_.



45. If you receive an email message from a sender that you don't recognize and the message contains an attached file, you should \_\_\_\_.
- a. contact the local police so they can run a trace on the email
  - b. only open the file in the evenings, when malicious code is less virulent
  - c. immediately delete the email and reboot the computer
  - d. avoid opening the file until you are sure that it doesn't contain a virus

ANS: D                      PTS: 1                      REF: WEB 88

46. Spam \_\_\_\_.
- a. consumes bandwidth
  - b. distracts employees and wastes their time
  - c. may include content that is offensive or misleading
  - d. All of the above

ANS: D                      PTS: 1                      REF: WEB 89

47. According the MAAWG, approximately \_\_\_\_% of all email messages sent every day are spam.
- a. 48-51
  - b. 88-91
  - c. 28-31
  - d. 58-61

ANS: B                      PTS: 1                      REF: WEB 89

48. In January 2004, the U.S. \_\_\_\_ law went into effect.
- a. CAN-SPAM
  - b. END-SPAM
  - c. CRAM-SPAM
  - d. SCRAM

ANS: A                      PTS: 1                      REF: WEB 90

49. Use a(n) \_\_\_\_ to join independent, closely related thoughts.
- a. colon
  - b. semicolon
  - c. comma
  - d. exclamation point

ANS: B                      PTS: 1                      REF: WEB 104

50. Use a(n) \_\_\_\_ to show possession.
- a. colon
  - b. semicolon
  - c. comma
  - d. apostrophe

ANS: D                      PTS: 1                      REF: WEB 104

51. To reply to a message in Hotmail, open the message you want to reply to. Then click the \_\_\_\_ link on the Hotmail menu bar to reply to the sender and other To and Cc recipients of the original message
- a. Reply
  - b. Reply all
  - c. Send
  - d. Send all

ANS: B                      PTS: 1                      REF: WEB 110

52. When forwarding a message, Windows Live Hotmail includes the original message in the message display area and adds a blank line \_\_\_\_ so you can add an optional message to provide context for the recipient.
- a. above it
  - b. below it
  - c. to the right of it
  - d. to the left of it

ANS: A                      PTS: 1                      REF: WEB 110

53. To forward a message in Hotmail, open the message that you want to forward, and click the \_\_\_\_ link on the Hotmail menu bar
- a. Forward
  - b. Send
  - c. Move
  - d. Attach
- ANS: A                      PTS: 1                      REF: WEB 111
54. Copying and pasting contents of a received message into a new message allows you to \_\_\_\_.
- a. remove viruses embedded in the text
  - b. see who received a Bcc of the original message
  - c. forward a message while maintaining the privacy of the original sender
  - d. none of the above
- ANS: C                      PTS: 1                      REF: WEB 112
55. A forwarded message \_\_\_\_.
- a. does NOT include the email addresses of previous recipients and senders
  - b. does include the email addresses of previous recipients and senders
  - c. includes only the email addresses of previous recipients
  - d. includes only the email addresses of previous senders
- ANS: B                      PTS: 1                      REF: WEB 112
56. When you \_\_\_\_ a message, you move it from the Inbox to a folder.
- a. file
  - b. scan
  - c. encrypt
  - d. compress
- ANS: A                      PTS: 1                      REF: WEB 112
57. After you create a folder, you can transfer messages to it \_\_\_\_.
- a. from the Inbox
  - b. from folders you created
  - c. either a. or b.
  - d. neither a. nor b.
- ANS: C                      PTS: 1                      REF: WEB 113
58. You can print a message \_\_\_\_.
- a. when you receive it
  - b. before you send it
  - c. after you file it
  - d. all of the above
- ANS: D                      PTS: 1                      REF: WEB 113
59. A \_\_\_\_ version of a message excludes ads and other content on the page, such as links.
- a. "user-friendly"
  - b. "printer-friendly"
  - c. "Web-friendly"
  - d. "save-friendly"
- ANS: B                      PTS: 1                      REF: WEB 113
60. You can delete a folder by selecting it and then clicking the Delete link on the Hotmail \_\_\_\_ bar.
- a. menu
  - b. status
  - c. scroll
  - d. options
- ANS: A                      PTS: 1                      REF: WEB 113
61. To delete items permanently, click the Deleted link in the Folders list on the left side of the page, click the \_\_\_\_ link on the Hotmail menu bar, and then, if necessary, click the OK button.
- a. Delete
  - c. Remove

b. Empty d. either a. or b.

ANS: D PTS: 1 REF: WEB 114

62. To delete a message in Hotmail, open the folder that contains the message you want to delete. Next, click the \_\_\_\_ to the left of the message you want to delete, and then click the Delete link on the Hotmail menu bar.

- a. exclamation point
- b. check box
- c. red "x"
- d. minus sign

ANS: B PTS: 1 REF: WEB 114

63. Windows Live Hotmail will let you delete \_\_\_\_.

- a. default system folders
- b. folders that you created
- c. either a. or b.
- d. neither a. nor b.

ANS: B PTS: 1 REF: WEB 114

64. As you use Hotmail email to communicate with business associates and friends, you might want to save their contact information in your \_\_\_\_ list to make it easier to enter addresses into the header of your email messages.

- a. buddy
- b. associate
- c. contact
- d. friend

ANS: C PTS: 1 REF: WEB 115

65. In Hotmail, click the Contacts link to open the All contacts page. Then, click the \_\_\_\_ link on the Hotmail menu bar to open the New contact page.

- a. Contacts
- b. Friends
- c. New
- d. Open

ANS: C PTS: 1 REF: WEB 115

66. In Hotmail, you can create a group of contacts, called a category or \_\_\_\_ list, and use the category to address messages to a group of recipients.

- a. feed
- b. blog
- c. social
- d. distribution

ANS: D PTS: 1 REF: WEB 117

67. In Hotmail, to remove a contact from the category, click the \_\_\_\_ button on the contact name.

- a. Delete
- b. Close
- c. Options
- d. Archive

ANS: B PTS: 1 REF: WEB 117

68. In Hotmail, clicking the \_\_\_\_ to the left of a category in the To box displays the individual email addresses in the category so you can delete a recipient or confirm the recipients by name.

- a. minus sign
- b. plus sign
- c. exclamation point
- d. people icon

ANS: B PTS: 1 REF: WEB 118

69. You can use a Windows Live service, called \_\_\_\_, to post your files to a server and then use your Windows Live Hotmail account to share access to these files with users that you specify.

- a. SkyMail
- c. SkyShare



who it is from.

- d. Patty should run Windows Live Deep Scan to test the attachment for viruses.

ANS: C                      PTS: 1                      REF: WEB 88                      TOP: Critical Thinking

75. Patty has been using her email for a few days now, and now has several friends in her Contacts list. A friend has emailed her a joke. The email lists Patty and more than 20 other recipients in its "To:" section. Patty thinks the joke is in poor taste. She wants to show him exactly the part of his email that she found offensive. But she doesn't want to embarrass him in front of the other people on the list. What would be the best way for her to handle this?
- Click "Forward," and enter his email address in the Bcc text box.
  - Click "Reply."
  - Click "Reply All."
  - Click "Junk Mail" to show him what she thought of his joke.

ANS: B                      PTS: 1                      REF: WEB 109                      TOP: Critical Thinking

### Case 2-2

Barry has asked that you give him a pop quiz on the features of Windows Live Hotmail. You are ready and ask him the questions below.

76. Barry thinks he knows the five default folders that appear in the folder pane. You try to stump him. You call out folder names. He should say "False!" when you say \_\_\_\_.
- Junk
  - Drafts
  - Sent
  - Outbox

ANS: D                      PTS: 1                      REF: WEB 101                      TOP: Critical Thinking

77. You ask Barry how to identify an email that he has not read. He correctly answers that the unread message will appear in \_\_\_\_.
- bold font
  - normal font
  - a separate window
  - underlined text

ANS: A                      PTS: 1                      REF: WEB 107                      TOP: Critical Thinking

78. You ask Barry how he can tell, by looking at the message list, which new pieces of mail he has already opened. He tells you that he looks for the \_\_\_\_ icon.
- paperclip
  - pushpin
  - closed envelope
  - open envelope

ANS: D                      PTS: 1                      REF: WEB 106                      TOP: Critical Thinking

79. You ask Barry how he can be sure that an email has been deleted. He replies that the best way is to \_\_\_\_.
- close Windows Live Mail and reboot the computer
  - reformat the hard drive
  - go to the Deleted folder and click Delete from there
  - drag the Windows Live Mail icon from his desktop to the Recycle Bin

ANS: C                      PTS: 1                      REF: WEB 113                      TOP: Critical Thinking

80. Finally, you ask Barry what a "category" is in term of Windows Live Mail. He replies, correctly, that it is \_\_\_\_.
- a group of email addresses saved together in Contacts
  - another name for the columns in the message list
  - the same as a folder

- d. another name for the version of the software that is being used, such as “Category XP” or “Category 7”

ANS: A                      PTS: 1                      REF: WEB 117                      TOP: Critical Thinking

## COMPLETION

1. The two parts of an email address are the user name and the \_\_\_\_\_, separated by the @ sign.

ANS: domain name

PTS: 1                      REF: WEB 76

2. The term Bcc is short for \_\_\_\_\_.

ANS: blind courtesy copy

PTS: 1                      REF: WEB 78

3. Though it can be left blank, the \_\_\_\_\_ line of an email message is very important and should always be completed.

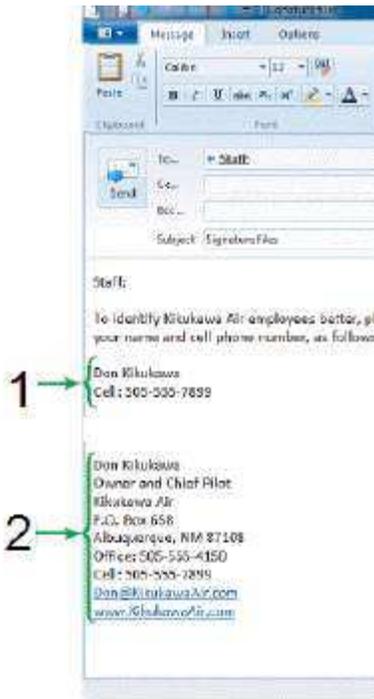
ANS:  
subject  
Subject

PTS: 1                      REF: WEB 79

4. A(n) \_\_\_\_\_ may contain your name, title, and your company's name -- or can be more informal, containing nicknames and graphics or quotations.

ANS: signature file

PTS: 1                      REF: WEB 80



5. Referring to the figure above, the area labeled “1” shows an example of a(n) \_\_\_\_\_ signature.

ANS: informal

PTS: 1 REF: WEB 81

6. Referring to the figure above, the area labeled “2” shows an example of a(n) \_\_\_\_\_ signature.

ANS: formal

PTS: 1 REF: WEB 81

7. The commonly used email acronym “imho” is short for \_\_\_\_\_.

ANS: in my humble opinion

PTS: 1 REF: WEB 82

8. POP is an acronym for \_\_\_\_\_.

ANS: Post Office Protocol

PTS: 1 REF: WEB 75

9. Writing an email message in all capital letters looks like you are \_\_\_\_\_.

ANS:  
shouting  
yelling  
screaming

PTS: 1 REF: WEB 83

10. \_\_\_\_\_ is unsolicited mail usually advertising or selling an item or service.

ANS:  
Junk mail  
Spam

PTS: 1 REF: WEB 84-85

11. When you \_\_\_\_\_ to a message that you received, the email program creates a new message and automatically addresses it to the original sender.

ANS: reply

PTS: 1 REF: WEB 86

12. You use a(n) \_\_\_\_\_ to save email addresses and other optional contact information about the people and organizations with which you correspond.

ANS:  
contact list  
address book  
contact manager

PTS: 1 REF: WEB 87

13. Two categories of software that detect and eliminate viruses are antivirus programs and \_\_\_\_\_ software.

ANS: Internet security

PTS: 1 REF: WEB 88

14. To find email addresses, spammers use software robots to search the Internet for character strings that include the \_\_\_\_\_ character.

ANS:  
@  
at

PTS: 1 REF: WEB 89

15. Click the \_\_\_\_\_ link to return to the Windows Live Hotmail home page for your account.

ANS: Home

PTS: 1 REF: WEB 92

16. Use the \_\_\_\_\_ button to change Hotmail settings or open a help page.

ANS: Options

PTS: 1 REF: WEB 93

17. In Windows Live Hotmail, if a message includes an attachment, the attachment information appears in the message \_\_\_\_\_.

ANS: header

PTS: 1 REF: WEB 107

18. When you receive an email with an attachment or attachments, you can either open the attachment or \_\_\_\_\_ it.

ANS: save

PTS: 1 REF: WEB 107

19. In Windows Live Hotmail, you can delete a message by opening the message or selecting the message in the Inbox, and then clicking the \_\_\_\_\_ link on the Hotmail menu bar.

ANS: Delete

PTS: 1 REF: WEB 113

20. Windows Live Hotmail won't let you delete the default \_\_\_\_\_ folders, but you can delete folders that you created.

ANS: system

PTS: 1 REF: WEB 114

## MATCHING

- |                   |                    |
|-------------------|--------------------|
| a. detaching      | g. Cc              |
| b. message body   | h. closed envelope |
| c. user name      | i. mail server     |
| d. mail server    | j. Fw:             |
| e. message header | k. emoticon        |
| f. signature      | l. virus           |

1. text in a subject line indicating a message is forwarded
2. a malicious program that can harm your computer
3. used to send mail to people who should be aware of the email but are not the main recipients
4. a group of keyboard characters that represent a human expression
5. hardware and software system that determines from one of several electronic routes on which to send an email message
6. the process of saving an email attachment
7. used to route an email message to an individual
8. contains information about the message
9. hardware and software that determines route to send an email message
10. contains the actual message content

11. icon signifying that you have new, unopened messages
12. may appear at the bottom of an email message; contains standard information about the sender

1. ANS: J	PTS: 1	REF: WEB 111
2. ANS: L	PTS: 1	REF: WEB 88
3. ANS: G	PTS: 1	REF: WEB 78
4. ANS: K	PTS: 1	REF: WEB 82
5. ANS: I	PTS: 1	REF: WEB 74
6. ANS: A	PTS: 1	REF: WEB 80
7. ANS: C	PTS: 1	REF: WEB 76
8. ANS: E	PTS: 1	REF: WEB 77
9. ANS: D	PTS: 1	REF: WEB 74
10. ANS: B	PTS: 1	REF: WEB 77
11. ANS: H	PTS: 1	REF: WEB 106
12. ANS: F	PTS: 1	REF: WEB 77

## ESSAY

1. Name and describe the three parts of an email message.

ANS:

An email message consists of three parts: the message header, the message body, and an optional signature. The message header contains information about the message, and the message body contains the actual message content. An optional signature might appear at the bottom of an email message and contain standard information about the sender, which the recipient can use to contact the sender in a variety of ways.

PTS: 1                      REF: WEB 77                      TOP: Critical Thinking

2. Briefly describe the following Hotmail folders: Inbox, Junk, Drafts, Deleted, and Sent Folders.

ANS:

- The Inbox stores messages you have received.
- The Junk folder stores messages that Hotmail thinks are spam.
- The Drafts folder stores unsent messages.
- The Deleted folder stores deleted messages.
- The Sent folder stores copies of messages that you have sent.

PTS: 1                      REF: WEB 92                      TOP: Critical Thinking

3. What is a Webmail provider? How do you access Webmail? How do Webmail providers earn money?

ANS:

A Webmail provider is a Web site that provides a free email address and features to manage, send, and receive email messages. Most Webmail providers also offer other Web-based services, such as online file sharing, to registered users.

An email account that you have with a Webmail provider is also called Webmail because you access the email account through the Webmail provider's Web site.

Webmail providers earn money through advertising.

PTS: 1

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