

UNIT 11: E-mail Messaging (Basic)

Assignment Solutions

Multiple-Choice Questions (MCQs)

1. Which of the following is not a field of an e-mail header?

a. To b. Send
c. From d. Bcc

Ans. b

2. Which one of the following is a non-mandatory field of the message header?

a. To b. Date
c. Bcc d. Message ID

Ans. c

3. Which of the following is not an advantage of an e-mail?

a. It saves paper and makes it easy to edit the message.
b. It transmits messages faster.
c. It prevents virus attacks in your computer.
d. It enables the user to transmit a single e-mail to multiple users.

Ans. c

4. Which of the following is an e-mail client?

a. MS Word b. MS Outlook
c. MS Excel d. MS PowerPoint

Ans. b

5. Which one of the following is not an e-mail service provider?

a. Hotmail b. Gmail
c. Bing d. Yahoo mail

Ans. c

Very Short Answer Questions

1. What is the purpose of creating a password?

Ans. A password is used to provide safety to an e-mail account.

2. Define e-mail software.

Ans. The e-mail applications that are used to send and receive e-mails are known as e-mail software.

3. List a difference between Reply and Reply All.

Ans. The Reply option is used to send a reply to the sender using this option. On the other hand, the Reply All option is used to send a reply to all the e-mail addresses present in the To field as well as in the Cc field at once.

4. What is help feature?

Ans. The help feature is used by the user to view the application's help file to understand its capabilities and features.

Short Answer Questions-I

1. What do you understand by the message body of an e-mail message?

Ans. A message body consists of the text of the message as well as the files or attachments that have to be sent.

2. Write any three advantages of e-mailing.

Ans. The following are the three advantages of e-mailing:

- **No cost delivery:** It requires only an active Internet connection for sending or receiving messages.
- **Worldwide delivery:** One can send the message anywhere and anytime, irrespective of the location of the receiver.
- **Instant delivery:** An e-mail does not take much time to reach the sender.

3. Which two components does an e-mail message consist of?

Ans. Two main components of an e-mail message are:

- a. **Header:** It can be defined as a set of information that contains details about transportation of a message.
- b. **Body:** It contains the message which the sender wants to transmit.

4. Write any two limitations of e-mailing.

Ans. The following are some of the limitations of e-mailing:

- a. Executable files (files with .exe extension) can't be sent as an attachment with an e-mail.
- b. Files larger than 25 MB can't be sent as an attachment with an e-mail.

5. What is Microsoft Outlook?

Ans. Like Gmail, Outlook is also used to send and receive the e-mail messages between users. It is generally available as a part of the Microsoft Office suite. You need to have a computer, an active Internet connection and a Web browser for this.

Short Answer Questions-II

1. Explain briefly the Help feature in Microsoft Outlook.

Ans. The Help feature is used by the user to view the application's help file to understand its capabilities and features. This feature comes handy if you need any help while using the e-mail application. It allows you to search for the required information just by typing the keywords in the search box. All the application based software applications have this help feature, which makes it easy for you to get the required information about any option in the application.

2. Write the steps to attach a file with an e-mail message.

Ans. You can follow the given steps to attach an object with an e-mail message:

1. Click the Attach File button from the Include group of the Message tab. It will open the Insert File dialog box. Here you can browse the location for your file on the computer.
2. Select the file from the list and then click on the Insert button of the dialog box. You can select multiple numbers of files also by holding the Ctrl key from the keyboard and selecting all the required files. In this case, all these files will get attached to the e-mail.
3. Click the Attach File button. Click the Insert button.
4. Click the Send button to send the message.

3. Write a short note on the following:

- a. Application-based e-mail services
- b. Web-based e-mail services

Ans. Application-based e-mail is application software which depends on the operating system. Therefore, just like any other software, it needs to be installed on the system to access the mails. In this case, all the mails are stored on the user's system and on the central server, such as an organization's server.

Web-based e-mail includes the e-mail services that can be accessed from anywhere and from any system connected to the Internet. Here, e-mails are not stored on the user's system, but on the service provider's server.

4. Write the steps to print an e-mail message.

Ans. Perform the following steps to print an e-mail message:

1. Open the message that you want to print.
2. Click the File tab. The Backstage view appears.
3. Select the Print tab. The options related to the printer appear.
4. Select printer and then click the Print button.

After giving the above commands, the e-mail will be printed on the selected printer.

5. Write the steps to create and compose an e-mail message.

Ans. Perform the following steps to create and compose an e-mail message:

1. Start Microsoft Outlook.
2. Click the New E-mail button. It will open a new blank message window where you can write your message.
3. Click the Send button after writing all the details along with the message.

Long Answer Questions

1. Explain the difference between Home tab and View tab in MS Outlook.

Ans. The Home tab has different groups such as New, Delete, Respond, Quick Steps, Move, Tags, Find and Send/Receive.

The most commonly used options of Home tab are:

- **New E-mails:** New e-mails can be written using this option.
- **New Items:** Using this option, new contacts, appointments, meetings, tasks, etc., can be added into the e-mail application.
- **Unread/Read:** This option converts the e-mail from read to unread and unread to read. It helps in filtering out the mails in the inbox.
- **Send/Receive All Folders:** This option performs the task of downloading all the e-mails from the server.
- **Send/Receive Tab:** This tab contains all the options required for downloading e-mails and related tasks such as Send/Receive All Folders, Send All, Show Progress, Work Offline, etc.
- **Folder Tab:** This tab has all the options related to the folders of the e-mail.
- **New Folder:** This option can be used to create a new folder like Important, Work and more.
- **Copy Folder:** It creates a copy of the selected folder.
- **Clean Up Folder:** It cleans up the selected folder.
- **Delete All:** This option is used to delete the folder.
- **Folder Properties:** It shows the properties of the selected folder.

The View tab offers you various modes to view the e-mail. You can change the view of the e-mail using this tab. For example, you can change the settings for navigation pane, add new columns in the e-mail application, expand or collapse any section, etc.

2. Write the steps to add and modify a contact in e-mail software.

Ans. Perform the following steps to add a contact:

1. Click the New Items button in the Home tab.
2. Select the Contact option. A blank form will open up. Here, you can enter the details of the contact. It is not necessary to fill up all the fields of the form. Instead, try to fill up only the important fields.
3. Click the Save & Close button in the Contact tab. The contact will get saved on the e-mail account.

Perform the following steps to modify a contact:

1. Type the name of the contacts whose details you want to modify in the search box under the Find group and then press the Enter key from the keyboard.
The contact form with all the entered details will appear on the screen.
2. Edit the details you want to change.
3. Click the Save & Close button once done.
4. Click the Save & Close button.