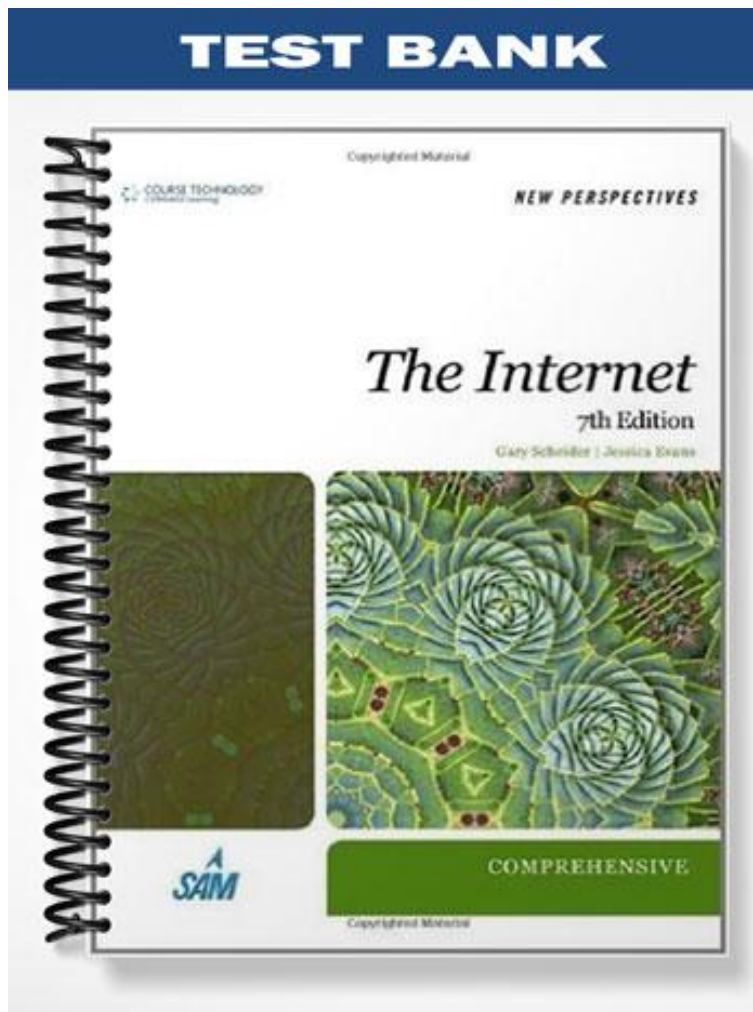


TEST BANK



Tutorial 2: Basic Communications on the Internet: E-mail

TRUE/FALSE

1. Most email addresses are case-sensitive.

ANS: F PTS: 1 REF: WEB 79

2. The only recipients of a message who are aware of Bcc recipients are other Bcc recipients.

ANS: F PTS: 1 REF: WEB 80

3. Most email programs automatically insert the sender's name and email address in the From line of all outgoing messages.

ANS: T PTS: 1 REF: WEB 81

4. Viewing an attachment by double-clicking it saves the file on your computer.

ANS: F PTS: 1 REF: WEB 82

5. You can set your email program to insert a signature automatically into every message you send.

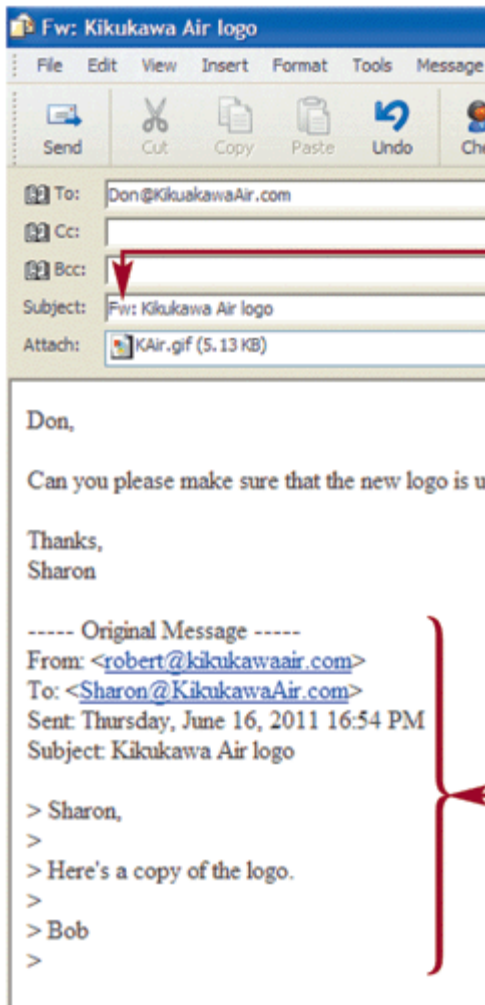
ANS: T PTS: 1 REF: WEB 82

6. The Internet is self-policing.

ANS: T PTS: 1 REF: WEB 83

7. Marking mail as delivered or read is the server's way of distinguishing new mail from mail that you have read.

ANS: T PTS: 1 REF: WEB 85-86



8. The message in the figure above is a reply to a message.

ANS: F PTS: 1 REF: WEB 87

9. In Thunderbird, messages are permanently deleted when you click the Delete button.

ANS: F PTS: 1 REF: WEB 92

10. In Thunderbird, a Saved Search folder searches every folder and message for matches using criteria that you specify.

ANS: T PTS: 1 REF: WEB 93

11. In Opera Mail, you can click the Spam button on the Compose Message toolbar to flag the sender of the selected message so that future messages sent to you by this sender are automatically saved in the Spam folder.

ANS: T PTS: 1 REF: WEB 97

12. When you use a Web-based mail service, you usually will not see advertising links.

ANS: F PTS: 1 REF: WEB 99

13. Because Google performs routine maintenance on its servers, such as backups and archives, some people are concerned that even messages deleted from a Gmail account might be stored forever in these backup files.

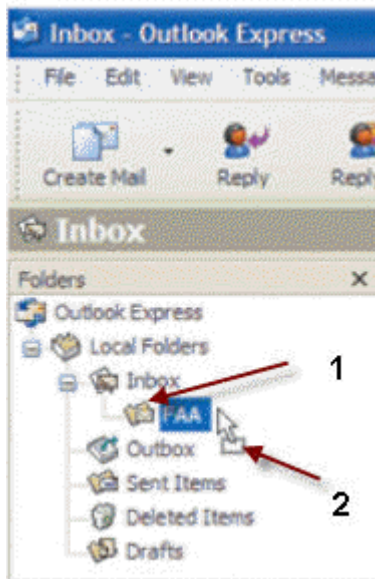
ANS: T PTS: 1 REF: WEB 100

14. The cost of sending email messages is expensive, so spammers must have lists of legitimate email addresses before they send out bulk email.

ANS: F PTS: 1 REF: WEB 101

15. Few industry experts expect CAN-SPAM or similar laws to be effective in preventing spam on the Internet.

ANS: T PTS: 1 REF: WEB 103



16. In Outlook Express, the item indicated by 1 in the figure above is a message.

ANS: F PTS: 1 REF: WEB 117

17. When you forward an email message using Outlook Express, special marks appear in the left margin to indicate the original message.

ANS: F PTS: 1 REF: WEB 115

18. When you create a new folder in Outlook Express, the new folder you create will be a subfolder of the currently selected folder.

ANS: T PTS: 1 REF: WEB 116

19. The Windows Live Hotmail email service is free, but you must have a way to access it using a Web browser and an existing Internet connection.

ANS: T PTS: 1 REF: WEB 142

20. In Windows Live Hotmail, the Message List tab displays a list of messages you have received.

ANS: F PTS: 1 REF: WEB 152

MODIFIED TRUE/FALSE

1. Each mail client determines the next leg of an email message's journey until it finally arrives at the recipient's electronic mailbox. _____

ANS: F, server

PTS: 1 REF: WEB 78

2. To route an email message to an individual, you must identify that person by his or her account name, or target name, and also by the computer on which mail for that user is stored.

ANS: F, user

PTS: 1 REF: WEB 78

3. The From line of an email message includes the sender's name, the sender's email address, or both.

ANS: T PTS: 1 REF: WEB 81

4. Netiquette is the set of commonly accepted rules that represent proper behavior on the Internet.

ANS: T PTS: 1 REF: WEB 83

5. In most email programs, deleting a message is a one-step process. _____

ANS: F, two-step

PTS: 1 REF: WEB 88

6. Just like in other email programs, Thunderbird lets you create mailboxes to manage your messages.

ANS: F, folders

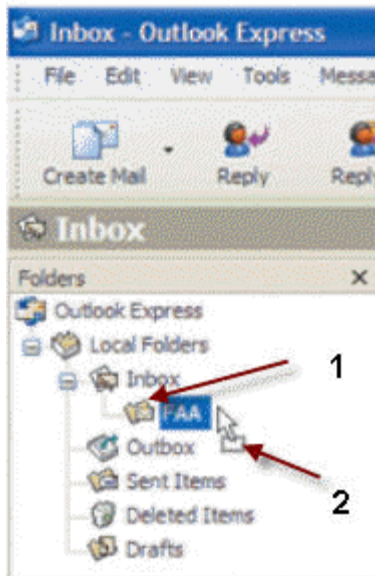
PTS: 1 REF: WEB 92

7. Opera Mail has an command called Redirect that allows you to forward messages without adding "Fwd:" to the Subject line. _____

ANS: T PTS: 1 REF: WEB 97

8. Google offers a Web-based email program called Gmail. _____

ANS: T PTS: 1 REF: WEB 100



13. In Outlook Express, as an item is being deleted, the pointer changes to indicate this, as indicated by 2 in the figure above. _____

ANS: F, moved

PTS: 1 REF: WEB 117

14. In Outlook Express, the item indicated by 1 in the figure above is a folder in the Inbox.

ANS: T PTS: 1 REF: WEB 117

15. In Windows Mail, the Trash Can folder stores email messages that Windows Mail has tagged as junk and unsolicited mail. _____

ANS: F, Junk E-mail

PTS: 1 REF: WEB 124

MULTIPLE CHOICE

1. Special ____ are used to interpret and transmit email.

a. client regulations	c. server regulations
b. protocols	d. indices

ANS: B PTS: 1 REF: WEB 78

2. ____ decides which paths an email message takes on the Internet.

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

ANS: C PTS: 1 REF: WEB 78

3. ____, a standard, extensively used protocol that is part of the Internet suite of recognized protocols, handles incoming messages.

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

ANS: D PTS: 1 REF: WEB 78

4. ____ is a protocol for retrieving mail messages from a server.
- a. MIME
 - b. IMAP
 - c. SMTP
 - d. POP

ANS: B PTS: 1 REF: WEB 78

5. ____ specifies how to encode nontext data, such as graphics and sound, so it can travel over the Internet.
- a. MIME
 - b. IMAP
 - c. SMTP
 - d. POP

ANS: A PTS: 1 REF: WEB 78

6. Most organizations have a single mail ____ to manage the email sent to and from the domain.
- a. caseload
 - b. signature
 - c. server
 - d. client

ANS: C PTS: 1 REF: WEB 78

7. The two parts of an email address--the user name and the domain name--are separated by which of the following symbols?
- a. #
 - b. %
 - c. *
 - d. @

ANS: D PTS: 1 REF: WEB 78

8. Domain names contain ____ to divide the domain name.
- a. periods
 - b. commas
 - c. colons
 - d. semicolons

ANS: A PTS: 1 REF: WEB 79

9. The message ____ contains all the information about the message.
- a. body
 - b. header
 - c. signature
 - d. index

ANS: B PTS: 1 REF: WEB 79

10. A(n) ____ appears at the bottom of your email messages and contains standard information about yourself that the recipient can use to contact you in a variety of ways.
- a. insert
 - b. host link
 - c. signature
 - d. subject

ANS: C PTS: 1 REF: WEB 79

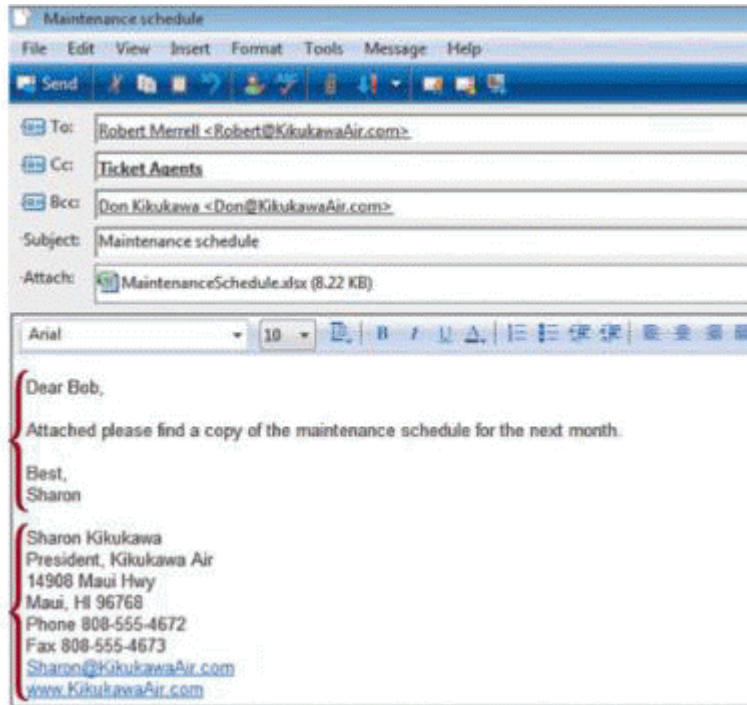
11. You type the recipient's full email address in the ____ line of an email header.
- a. For
 - b. Recipient
 - c. Subject
 - d. To

ANS: D PTS: 1 REF: WEB 80

12. Which of the following recipients is aware of other Bcc recipients?

- a. Bcc
- b. Cc
- c. To
- d. None of the above

ANS: D PTS: 1 REF: WEB 80



13. The item marked 1 in the accompanying figure is the message ____.
- a. matter
 - b. signature
 - c. copy
 - d. body

ANS: D PTS: 1 REF: WEB 80

14. The item marked 2 in the accompanying figure is the ____.
- a. appendix
 - b. signature
 - c. glossary
 - d. footer

ANS: B PTS: 1 REF: WEB 80

15. Sometimes an email address is not one person's address, but rather, a special address called a ____.
- a. roster
 - b. group
 - c. glossary
 - d. roll

ANS: B PTS: 1 REF: WEB 81

16. If the ____ line is blank, then the recipient might not read the associated message immediately or read it at all.
- a. Subject
 - b. From
 - c. To
 - d. Cc

ANS: A PTS: 1 REF: WEB 81

17. Because of the way the messaging system is set up, you can send only text messages using ____.
- a. POP
 - b. SMTP
 - c. IMAP
 - d. Either A or B

ANS: B PTS: 1 REF: WEB 81

18. Which of the following is approximately 1,000 characters?
- a. Byte
 - b. Megabyte
 - c. Kilobyte
 - d. Gigabyte

ANS: C PTS: 1 REF: WEB 81

19. Some programs refer to the process of saving an email attachment as ____ the file.
- a. inserting
 - b. signing
 - c. clicking
 - d. detaching

ANS: D PTS: 1 REF: WEB 82

20. A(n) ____ file is one that you can view but that you cannot change.
- a. read-only
 - b. archival
 - c. master
 - d. static

ANS: A PTS: 1 REF: WEB 82

21. Which of the following is an email acronym?
- a. jk
 - b. iow
 - c. btw
 - d. All of the above

ANS: D PTS: 1 REF: WEB 85

22. What is a smiley :-) an example of?
- a. netiquette
 - b. characterization
 - c. emoticon
 - d. emotive

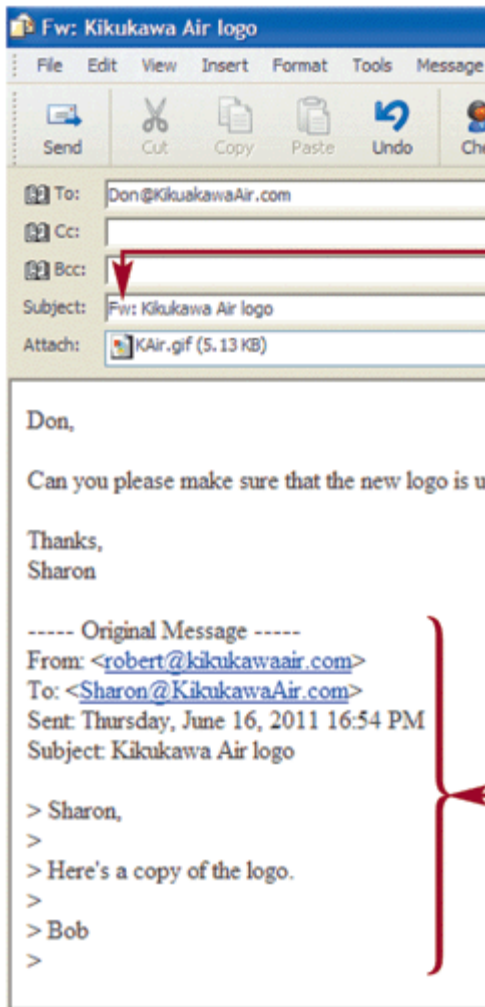
ANS: C PTS: 1 REF: WEB 85

23. A message that is ____ is temporarily held with other messages.
- a. queued
 - b. drafted
 - c. linked
 - d. detached

ANS: A PTS: 1 REF: WEB 85

24. In some email programs, you can set up a ____ to automatically move incoming mail into one or several folders based on the content of the message.
- a. queue
 - b. process
 - c. sort
 - d. filter

ANS: D PTS: 1 REF: WEB 86



25. The figure above shows a ____ message.

- a. detached
- b. forwarded
- c. queued
- d. linked

ANS: B PTS: 1 REF: WEB 87

26. To whom does the email address “robert@kikukawaair.com” belong, in the figure above?

- a. The recipient of this message
- b. The recipient of the original message
- c. The sender of the this message
- d. The sender of the original message

ANS: D PTS: 1 REF: WEB 87

27. Mozilla ____ is part of the Mozilla open source project.

- a. Opera
- b. iRider
- c. Thunderbird
- d. Gecko

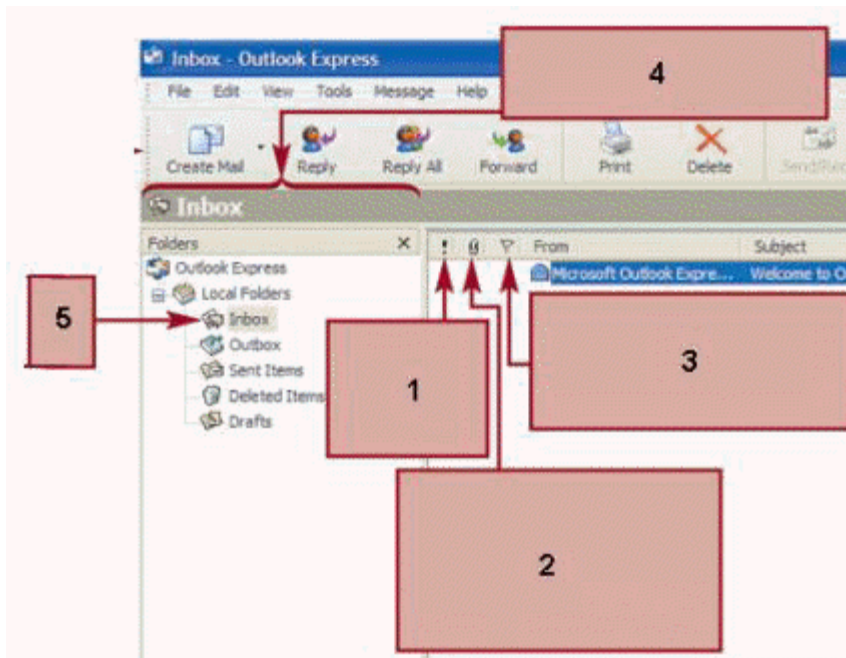
ANS: C PTS: 1 REF: WEB 89

28. In Thunderbird, to compose a message, click the ____ button on the toolbar.

- a. Compose
- b. New Msg
- c. Write
- d. Send

ANS: C PTS: 1 REF: WEB 90

29. If Thunderbird treats a message as junk mail but should not, click the ____ button so Thunderbird will not categorize mail from that sender as junk in the future.
- a. Not Spam
 - b. Clear
 - c. Approved
 - d. Not Junk
- ANS: D PTS: 1 REF: WEB 92
30. In Thunderbird, messages are not permanently deleted until you empty the trash by right-clicking the Trash folder in the Folders pane and then clicking ____ on the shortcut menu.
- a. Recycle
 - b. Empty Trash
 - c. Purge
 - d. Permanent Removal
- ANS: B PTS: 1 REF: WEB 92
31. In Opera Mail, you can close the Mail panel and the Panels bar by pressing the ____ key.
- a. Esc
 - b. F2
 - c. F4
 - d. Ctrl
- ANS: C PTS: 1 REF: WEB 95
32. To download new messages, click the ____ button on the Mail panel.
- a. Send/Recv
 - b. Check/Send
 - c. New Mail
 - d. Import Messages
- ANS: B PTS: 1 REF: WEB 97
33. In ____, messages are stored in a single database so that messages are easy to search for and retrieve.
- a. Opera
 - b. Outlook Express
 - c. Thunderbird
 - d. All of the above
- ANS: A PTS: 1 REF: WEB 98
34. All of the following are popular choices for free Webmail services EXCEPT ____.
- a. Yahoo! Mail
 - b. Outlook Express
 - c. Gmail
 - d. Windows Live Hotmail
- ANS: B PTS: 1 REF: WEB 98
35. ____ provides a way for people who do not have an account with an ISP to use email in public libraries, businesses, and other places that provide connections to the Internet.
- a. Webmail
 - b. ISPs
 - c. POP clients
 - d. ASPs
- ANS: A PTS: 1 REF: WEB 99
36. According to the Messaging Anti-Abuse Working Group, approximately ____ of all email messages sent every day are abusive.
- a. 10%
 - b. 25%
 - c. 65%
 - d. 80%
- ANS: D PTS: 1 REF: WEB 101



37. In Outlook Express as shown in the figure above, a flag appears in the column marked 3 when a(n) _____ is used.

- a. priority
- b. attachment
- c. reminder
- d. link

ANS: C PTS: 1 REF: WEB 105

38. Which of the following is not a default folder in Outlook Express?

- a. Templates
- b. Deleted Items
- c. Sent Items
- d. Addresses

ANS: A PTS: 1 REF: WEB 105

39. In Outlook Express, the _____ folder stores outgoing messages that have not been sent.

- a. Drafts
- b. Pending
- c. Not Sent
- d. Outbox

ANS: D PTS: 1 REF: WEB 105

40. In Outlook Express, the _____ list contains information about the addresses stored in your address book.

- a. Address
- b. Contacts
- c. People
- d. Who

ANS: B PTS: 1 REF: WEB 105

41. In Outlook Express, the message _____ contains summary information for each message that you receive.

- a. roster
- b. glossary
- c. list
- d. index

ANS: C PTS: 1 REF: WEB 105

42. Usually, an incoming mail server name is _____, followed by a domain name.

- a. POP, POP3, or SMTP
- c. IMAP, SMTP, or MIME

51. ____ is installed with Internet Explorer on Windows Vista computers.

- a. Outlook Express
- b. Windows Live Hotmail
- c. Windows Mail
- d. All of the above

ANS: C PTS: 1 REF: WEB 123

52. In Windows Mail, the ____ folder stores outgoing messages that have not been sent.

- a. Drafts
- b. Outbox
- c. Pending
- d. Not Sent

ANS: B PTS: 1 REF: WEB 124

53. In Windows Mail, all of the following are default folders EXCEPT ____.

- a. Templates
- b. Inbox
- c. Drafts
- d. Junk E-mail

ANS: A PTS: 1 REF: WEB 124

54. Depending on your system configuration, Windows Mail might queue messages until you connect to your ISP or click the ____ button on the toolbar.

- a. Import Messages
- b. Get Mail
- c. Send/Receive
- d. Retrieve

ANS: C PTS: 1 REF: WEB 129

55. If you use Windows Mail on a public computer in a university computer lab, it is always a good idea to delete all of your messages from the Inbox and then to delete them again from the ____ folder when you finish your session.

- a. Purged Messages
- b. Trash
- c. Deleted Items
- d. Recycle Bin

ANS: C PTS: 1 REF: WEB 137

56. If you have an existing Hotmail email address or a ____, you can use these user names as your Windows Live ID.

- a. Microsoft index
- b. Windows glossary
- c. .NET link
- d. Passport

ANS: D PTS: 1 REF: WEB 143

57. A Windows Live ID can contain all of the following EXCEPT ____.

- a. letters
- b. numbers
- c. underscore characters
- d. spaces

ANS: D PTS: 1 REF: WEB 145

58. Which of the following is a valid Windows Live ID?

- a. 2amywong
- b. jim_jakes
- c. siddartha deb
- d. Both A and B

ANS: D PTS: 1 REF: WEB 145

59. In Windows Live Hotmail, the ____ page is the page that first opens when you sign into your account.

- a. Inbox
- b. Message Summary
- c. Today
- d. Contacts

68. If you do not sign into your Windows Live Hotmail account within ____ of creating it, your account will become inactive.
- a. 1 day
 - b. 1 week
 - c. 10 days
 - d. 120 days
- ANS: C PTS: 1 REF: WEB 166
69. If you do not sign into your Windows Live Hotmail account for ____ days, your account will become inactive.
- a. 20
 - b. 50
 - c. 120
 - d. 210
- ANS: C PTS: 1 REF: WEB 166
70. If you do not sign into your Windows Live Hotmail account for ____ days, your account will be permanently deleted.
- a. 10 days
 - b. 120 days
 - c. 150 days
 - d. 210 days
- ANS: D PTS: 1 REF: WEB 166

Case-Based Critical Thinking Questions

Case 2-1

In your previous jobs, you have used proprietary email clients unique to the companies for which you worked, but in your new job, you are using Outlook Express for the first time. You ask a colleague for a quick primer in order to make sure that you understand all the features well.

71. You know that the message list's first column indicates the priority of a given message. Of all of the messages you have received in your first day on the job, which ones have high priority?
- a. messages with a red bullet in the first column
 - b. messages with nothing in the first column
 - c. messages with an exclamation point in the first column
 - d. messages with an blue arrow in the first column
- ANS: C PTS: 1 REF: WEB 105
72. In order to show you what messages with low priority look like, you ask your colleague to send you one marked as such. What does it look like in the message list?
- a. It has a green arrow icon in the first column
 - b. It has nothing in the first column
 - c. It has an exclamation point in the first column
 - d. It has a blue arrow icon in the first column
- ANS: D PTS: 1 REF: WEB 105
73. The majority of the messages you have received have normal priority. What do they look like in the message list?
- a. They have a paperclip icon in the second column
 - b. They have nothing in the first column
 - c. They have a blue arrow icon in the first column
 - d. None of the above
- ANS: B PTS: 1 REF: WEB 105

Case-Based Critical Thinking Questions

Case 2-2

Your younger brother is a little frustrated because he has been receiving a lot of error messages while trying to set up a Windows Live Hotmail account, and he has turned to you for help.

74. Which of the following would be a Windows Live ID that he could use to replace the one that has been rejected?
- a. S!mon
 - b. Master plan3
 - c. sulliacacn3
 - d. Any of the above

ANS: C PTS: 1 REF: WEB 145

75. Which of the following can your brother NOT use in his Hotmail address?
- a. periods
 - b. commas
 - c. hyphens
 - d. underscores

ANS: B PTS: 1 REF: WEB 146

76. Which one of the following passwords that your brother has tried to use was the most likely to have been rejected by the Password strength indicator as “weak”?
- a. strong
 - b. str0ng
 - c. \$trong
 - d. \$tr0n&g

ANS: A PTS: 1 REF: WEB 146

Case-Based Critical Thinking Questions

Case 2-3

You are a new user of your Windows Live Hotmail account and you ask for a quick primer from your cousin who is a super-user of the client, including the latest version.

77. Where does your cousin tell you that you can find a message from your sister, which just arrived earlier this morning and which you have not yet read?
- a. Inbox
 - b. Drafts
 - c. Unread Messages
 - d. Today

ANS: A PTS: 1 REF: WEB 152

78. Yesterday, you composed a message to two classmates about a project on which you three are working together, but you never sent the message. Where does your cousin tell you it will be found?
- a. Sent
 - b. Drafts
 - c. Outbox
 - d. Pending

ANS: B PTS: 1 REF: WEB 152

79. Which of the following does your cousin tell you that you CANNOT find on the Today page?
- a. Information about the day’s current events
 - b. A complete list of all your contacts
 - c. Your mailbox
 - d. Appointments you have scheduled using your calendar

ANS: B PTS: 1 REF: WEB 152

80. You sent a message thanking your cousin for his help, and inviting him to join you for a coffee on Friday, but you have forgotten what time you named. In what folder can you find this message?

- a. Past
- b. Sent

- c. Delivered
- d. Outbox

ANS: B

PTS: 1

REF: WEB 152

COMPLETION

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

ANS: Protocols

PTS: 1

REF: WEB 78

2. An email _____ uniquely identifies an individual or organization that is connected to the Internet.

ANS: address

PTS: 1

REF: WEB 78

3. If you need to send a large _____ to a recipient, ask for the recipient's preferences for how to send it.

ANS: attachment

PTS: 1

REF: WEB 81

4. Email attachments can contain malicious programs called _____ that can harm your computer and its files.

ANS: viruses

PTS: 1

REF: WEB 81-82

5. _____ is the set of commonly accepted rules that represent proper behavior on the network known as the Internet.

ANS: Netiquette

PTS: 1

REF: WEB 83

6. Some programs let you define a(n) _____ to move incoming mail into one or several folders automatically based on the content of the message.

ANS: filter

PTS: 1

REF: WEB 86

7. When you _____ a message to another recipient, a copy of the original message is sent to the new recipient you specify without the original sender's knowledge.

ANS: forward

PTS: 1 REF: WEB 86

8. A(n) _____ message is a copy of the sender's original message with your inserted comments.

ANS: quoted

PTS: 1 REF: WEB 86

9. 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 87

10. You can use an address book to save email addresses and to associate those addresses with _____.

ANS: nicknames

PTS: 1 REF: WEB 88

11. Unwanted solicitations, advertisements, or email chain letters sent to an email address are examples of _____.

ANS:

spam

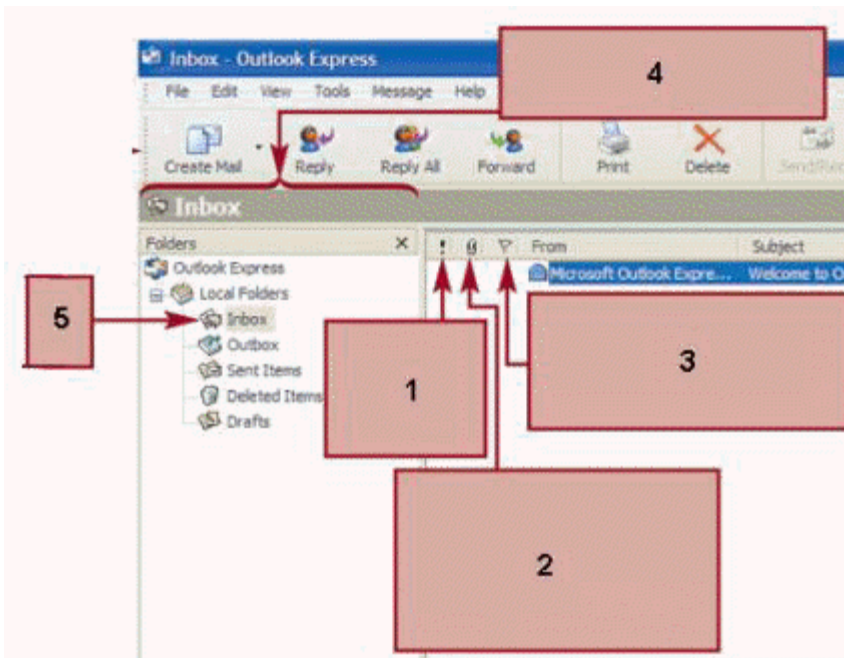
unsolicited commercial email

unsolicited commercial e-mail

UCE

bulk mail

PTS: 1 REF: WEB 101



12. In Outlook Express, the item indicated by 4 in the figure above is the _____.

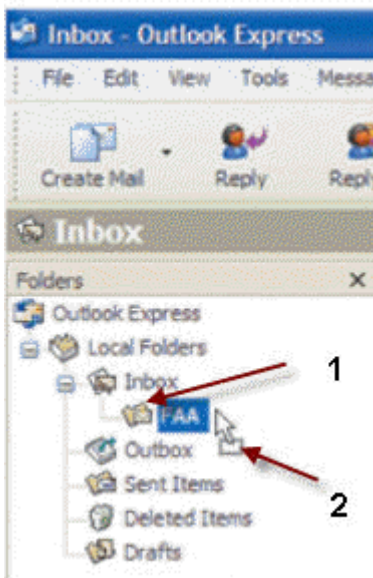
ANS: Folders list

PTS: 1 REF: WEB 105

13. In Outlook Express, the message that is selected in the message list appears in the _____ below the message list.

ANS: preview pane

PTS: 1 REF: WEB 105



14. In the figure above, the item indicated by 1 is a(n) _____.

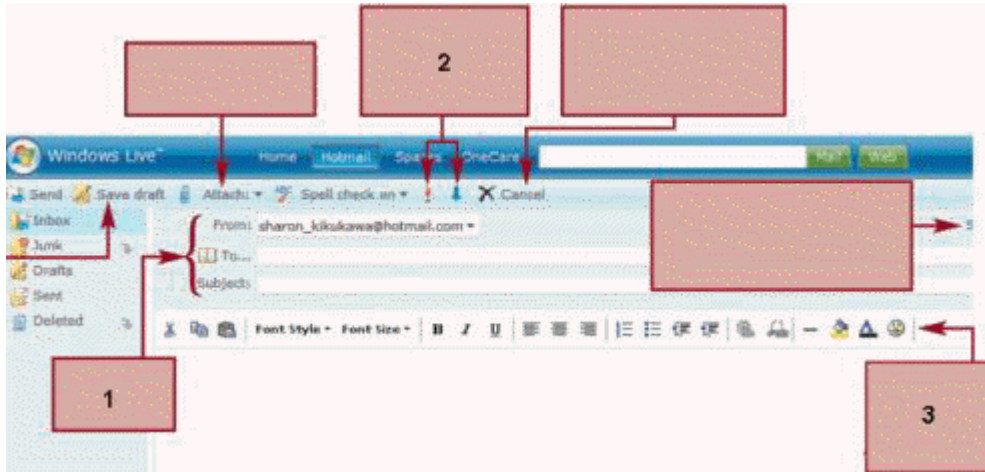
ANS: folder

PTS: 1 REF: WEB 117

15. Microsoft _____ Mail is an email program that you use to send and receive email.

ANS: Windows

PTS: 1 REF: WEB 123



16. The item marked 1 in the accompanying figure is the message _____.

ANS: header

PTS: 1 REF: WEB 153

17. The item marked 2 in the accompanying figure assigns a(n) _____ to the message.

ANS: priority

PTS: 1 REF: WEB 153

18. The item marked 3 in the accompanying figure is the toolbar for _____ the message contents.

ANS: formatting

PTS: 1 REF: WEB 153

19. In Windows Live Hotmail, if you want to remove items permanently and right away, you can delete them from the _____ folder.

ANS: Deleted

PTS: 1 REF: WEB 162

20. _____ is a Webmail provider from Microsoft that you use to send and receive email.

ANS:

Hotmail
Windows Live Hotmail

PTS: 1

REF: WEB 142

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

- | | |
|-------------------------|-------------------|
| a. SMTP | g. message header |
| b. POP | h. message body |
| c. MIME | i. signature |
| d. IMAP | j. attachment |
| e. email address | k. subject line |
| f. mail client software | l. read-only |

1. Uniquely identifies an individual or organization connected to the Internet
2. A protocol for retrieving mail messages from a server
3. A standard, extensively used protocol that is part of the Internet suite of recognized protocols; used to handle incoming messages
4. The part of an email message that contains all the information about the message
5. Appears at the bottom of email messages; contains standard information about the sender
6. Requests mail delivery from the mail server to an Internet device
7. Provides a simple and convenient way of transmitting electronic documents to others
8. The part of an email message that contains the actual message
9. Decides which paths an email message takes on the Internet
10. Specifies how to encode nontext data, such as graphics and sound
11. If this is blank, a message might not get read immediately, or at all
12. A file you can view but cannot change

- | | | |
|------------|--------|-------------|
| 1. ANS: E | PTS: 1 | REF: WEB 78 |
| 2. ANS: D | PTS: 1 | REF: WEB 78 |
| 3. ANS: B | PTS: 1 | REF: WEB 78 |
| 4. ANS: G | PTS: 1 | REF: WEB 79 |
| 5. ANS: I | PTS: 1 | REF: WEB 79 |
| 6. ANS: F | PTS: 1 | REF: WEB 78 |
| 7. ANS: J | PTS: 1 | REF: WEB 81 |
| 8. ANS: H | PTS: 1 | REF: WEB 79 |
| 9. ANS: A | PTS: 1 | REF: WEB 78 |
| 10. ANS: C | PTS: 1 | REF: WEB 78 |
| 11. ANS: K | PTS: 1 | REF: WEB 81 |
| 12. ANS: L | PTS: 1 | REF: WEB 82 |

ESSAY

1. List five generally accepted rules for email netiquette.

ANS:

Avoid writing your messages in all capital letters because it looks like you are shouting.

Keep your messages short, simple, and focused on their topics.

Don't forward information about viruses or hoaxes.

Don't use the "Reply All" feature when only the sender needs to know your response.

Don't assume that everyone you know likes to receive jokes or family pictures; check with the recipients first.

When sending messages to a large group, use the Bcc field for the recipients' email addresses to protect them from receiving additional responses from people who use the "Reply All" feature to respond.

Include a descriptive subject in the Subject line and a signature, so the recipient knows the content of your message and how to get in touch with you.

Use a spell checker and read your message and correct any spelling or grammatical errors before sending it.

Don't overuse formatting and graphics, which can make your email message difficult to read.

Email is not private; don't divulge private or sensitive information in an email message.

Use caution when attempting sarcasm or humor in your messages, as the recipient might not appreciate the attempt at humor and might actually misunderstand your intentions.

Use common courtesy, politeness, and respect in all of your written correspondence.

PTS: 1 REF: WEB 84

2. Describe two ways in which users can attempt to limit the amount of spam they receive.

ANS:

Individuals can attempt to limit the amount of spam they receive by reducing the likelihood that a spammer can automatically generate their email addresses. Many organizations create email addresses for their employees by combining elements of each employee's first and last names. For example, small companies often combine the first letter of an employee's first name with the entire last name to generate email addresses for all employees. Any spam sender able to obtain an employee list can generate long lists of potential email addresses using the names on the list. If no employee list is available, the spammer can simply generate logical combinations of first initials and common names.

A second way to reduce spam is to control the exposure of their email addresses. Spammers use software robots to search the Internet for character strings that include the "@" character that appears in every email address. These robots search Web pages, discussion boards, chat rooms, and other online source that might contain email addresses gathered in this way.

PTS: 1 REF: WEB 101

3. What are the steps to sending a message using Windows Live Hotmail?

ANS:

Click the Inbox folder, and then click the New button. In the To text box, type the recipient's email address. To send the message to more than one recipient, separate additional email addresses with commas or semicolons. To send the message to Cc or Bcc recipients, click the Show Cc & Bcc link if necessary, type the email address of any Cc or Bcc recipients in the appropriate text boxes. Separate multiple recipients' email addresses with commas or semicolons. Type a subject in the Subject text box. If necessary, click the Attach button, click File, browse to and select a file to attach to the message, and click the Open button. In the message body, type your message. Check your message for spelling and grammatical errors. Click the Send button.

PTS: 1

REF: WEB 153