25SCHOOLS
FREE LEARNING NOTES FOR ZAMBIA

FORM 2 · TERM 3

Information and Communication Technology

Email and Instant Messaging

Lesson notes for learners · Competence-Based Curriculum

INSIDE

1. Mailing services and email addresses
2. Creating an account and sending an email
3. The email interface
4. Instant messaging for school
5. Organising emails and email etiquette
6. Check yourself

Email is a way of sending and receiving messages over the Internet. Instant messaging lets people exchange messages in real time. Learners use both to send assignments, share notes and talk about schoolwork. In this note you will learn what an email address is made of, how to create an account and send a message with an attachment, how the email screen is arranged, how to use instant messaging for school, and how to organise and write emails properly.

AFTER THESE NOTES YOU SHOULD BE ABLE TO

- Name common mailing services and the parts of an email address
- Describe the steps for creating an email account and sending an email with an attachment
- Identify the main parts of an email interface
- Use instant messaging for academic communication in a responsible way
- Organise emails into folders and follow good email etiquette

KEY WORDS

Email address	A unique address used to send and receive electronic mail.
Username	The part of an email address, before the @ symbol, that identifies the account holder.
Domain name	The part of an email address that identifies the email service or organisation.
Attachment	A file, such as a document or image, sent together with an email message.
Cc	A field used to send a copy of an email to additional recipients.
Bcc	A field used to send a copy without revealing the addresses to the other recipients.
Draft	An email message that has been started but not yet sent.
Spam	Unwanted or unsolicited messages.

1 Mailing services and email addresses

A mailing service is an online service that lets you create, send, receive, store and manage emails. You can reach it through a web browser or an email application on a computer, tablet or phone. Common examples are Gmail from Google, Yahoo Mail from Yahoo and Outlook from Microsoft. Others include iCloud Mail, Proton Mail and Zoho Mail. Their

screens may look different, but they all do the same basic job of sending and receiving email. When choosing one, think about ease of use, storage, security, accessibility and extra features such as contacts and spam protection.

An email address has parts that work together. The username comes before the @ symbol and identifies the person or mailbox. The @ symbol is read as at and separates the username from the domain. The domain part comes after it and has a domain name, which identifies the service or organisation, and a top-level domain such as .com, .org, .edu, .gov or .zm. A small mistake, such as leaving out the @ symbol or changing the domain, can send the message to the wrong person or stop it arriving. In practice, use made-up addresses and do not display your own address in public.

Part	Example	What it does
Username	learner	Identifies the user or account
@ symbol	@	Separates the username from the domain
Domain name	school	Identifies the organisation or mail service
Top-level domain	edu.zm	Shows the type and country of the domain

Figure 1. Parts of the address learner@school.edu.zm

2 Creating an account and sending an email

To create an account, choose an email service, open its sign-up page and select Create account or Sign up. Enter the details asked for, choose a username that is available, and create a strong password that is hard to guess. Keep the password private and never share it with classmates. Complete the verification the service asks for, then sign in. For school activities, use a teacher-approved account and avoid giving unnecessary personal information.

To send an email, open the compose window, enter the recipient's address in the To field, and write a short meaningful subject such as ICT Assignment. Type a clear and polite message. If needed, use the attachment option to add a file. Before you press Send, check

the recipient, the subject, the message and the attachment. Afterwards, open the Sent folder to confirm that the message went. The To, Cc and Bcc fields differ: Cc sends a copy to other people, and Bcc sends a copy without showing the other recipients' addresses.

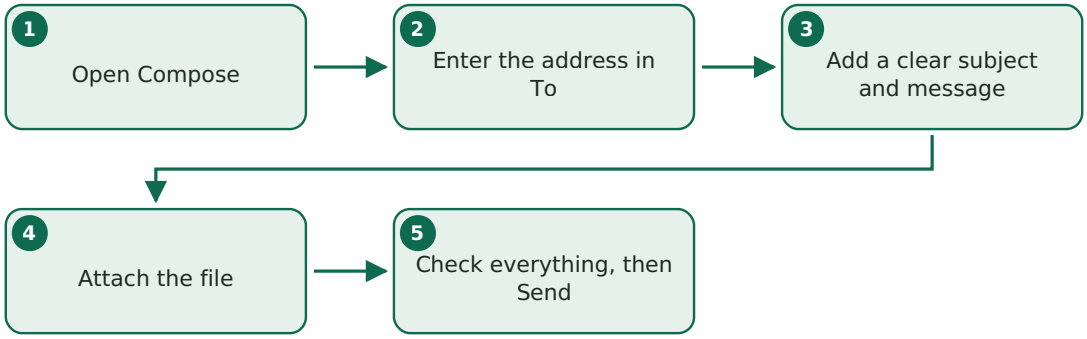


Figure 2. Sending an email with an attachment

3 The email interface

The interface is the screen where you write, send, receive and manage email. Layouts differ between services, so learn what each part does rather than memorising one screen. The Inbox holds received emails, and unread ones usually look different. Compose opens a new message. Drafts holds messages started but not sent, and a message may be saved there automatically when you stop writing. Sent holds messages that have been sent. The Outbox is a temporary place for messages waiting to be sent.

Other common features include Trash or Bin for deleted emails, Spam or Junk for unwanted or suspicious messages, Search to find a message, Reply to answer a message, Forward to pass a message to someone else, and Contacts to store addresses. An attachment can carry harmful content, so check the sender and the file before opening it and report suspicious messages to your teacher or a responsible adult.

Part	What it holds or does
Inbox	Emails you have received
Compose	Opens a new message
Drafts	Messages started but not sent
Sent	Messages already sent
Outbox	Messages waiting to be sent

Figure 3. Main parts of an email interface

4 Instant messaging for school

Instant messaging applications such as WhatsApp, Messenger and Telegram send text, images, documents and voice notes in real time. In school they can be used to share learning materials, discuss assignments, ask questions, share announcements and

coordinate activities. For example, a teacher may post a change in the time of an ICT practical in the class WhatsApp group, or a study group may share revision materials on Telegram.

Academic messages should be respectful, relevant and sent at suitable times. Use polite language, keep messages clear, avoid spam, verify information before you share it, respect other people's privacy and do not share personal information without permission. Follow school rules and your teacher's instructions.

5 Organising emails and email etiquette

Folders or labels group emails by purpose so that you can find them quickly. Create a folder with a clear name, such as Assignments, School Notices, Projects or Revision Materials, then use Move to put each message in the right folder. Organising keeps related emails together, reduces clutter in the Inbox, and saves time when you search. Use clear names, avoid unnecessary folders, tidy your messages regularly and use search when needed.

Email etiquette means rules for writing and answering emails. Begin with a polite greeting such as Good morning, Teacher. Use clear language, and avoid writing everything in uppercase, which can look like shouting. Check the recipient and use a meaningful subject, such as Form 2 ICT Assignment. Do not use insulting, threatening or offensive language. Do not open unexpected emails, links or attachments from unknown sources. Check attachments before sending, and answer emails appropriately.

TRY THIS

With a partner, write down three made-up email addresses for a learner, the school office and the library, and label the username, the @ symbol, the domain name and the top-level domain of each. Then write a short email to your teacher on paper with a greeting, a clear subject, a polite message and a line saying which file is attached. Check it against the etiquette points in this note.

REMEMBER

- Gmail, Yahoo Mail and Outlook are mailing services, and an email address has a username, an @ symbol, a domain name and a top-level domain.
- To send an email, enter the address, add a clear subject and message, attach any file, check everything and send.
- The Inbox, Compose, Drafts, Sent and Outbox are the main parts of the interface, and the Sent folder shows what has gone.
- Instant messaging is quick, but academic messages must be respectful, relevant and private.
- Folders keep emails easy to find, and good etiquette means polite language, clear subjects and safe handling of attachments.

? Check yourself

1. In the address student@school.edu.zm, which part is the username and which part is the top-level domain?
2. What is the difference between Cc and Bcc?
3. A learner has started typing an email to her teacher but closes the window before finishing. (a) Where will the unfinished message be saved? (b) Where should she look to continue writing it? (c) Where will the message appear after it has been sent?
4. You must send your group's ICT assignment to your teacher as a Word file, but you are in a hurry and want to press Send straight away. (a) What should you check before sending? (b) Where can you confirm afterwards that the email went? (c) Why should the attachment have a clear name?
5. You receive an unexpected email with an attachment from someone you do not know, and the message asks you to open it quickly. (a) What should you not do? (b) Who should you tell? (c) Why is it risky?
6. The class WhatsApp group is used to share ICT notes. A classmate posts a message about a rumour that cannot be checked and shares another learner's phone number. (a) What good practice has he ignored about information? (b) What good practice has he ignored about privacy? (c) What would be a better m
7. A learner writes an email to the teacher entirely in capital letters with no greeting and the subject Hello. (a) Why is uppercase a problem? (b) What should the subject say? (c) What should the email begin with?

ANSWERS

1. The username is student and the top-level domain is .edu.zm.
2. Cc sends a copy to extra recipients; Bcc sends a copy without revealing the addresses to the other recipients.
3. (a) In Drafts. (b) In the Drafts folder. (c) In the Sent folder.
4. (a) The recipient, subject, message and attachment. (b) In the Sent folder. (c) So that the teacher can easily recognise the file.
5. (a) Do not open the attachment or any link. (b) Tell your teacher or a responsible adult. (c) An attachment can contain harmful or unwanted content.
6. (a) Verifying information before sharing it. (b) Respecting privacy and not sharing personal information without permission. (c) A clear, polite message with relevant, checked school information.
7. (a) It can seem like shouting. (b) A short meaningful subject such as Form 2 ICT Assignment. (c) A polite greeting such as Good morning, Teacher.

Written by 25Schools to follow the Form 2 Information and Communication Technology syllabus of the Zambian competence-based curriculum. Free for learners to read, download and share. More notes and quizzes at 25schools.com.