Q1. What is E-mail?
Ans: Electronic mail (E-mail) is an electronic message transmitted over internet/ computer network from one user to another.

Q2. What are the advantages of email?
Ans2. Advantages of Email are as follows:
a. Emails are delivered extremely fast when compared to traditional post.
b. Emails can be sent 24 hours a day, 365 days a year.
c. Webmail means emails can be sent and received from any computer, anywhere in the world, that has an Internet connection.
d. Cheap - when using broadband, each email sent is effectively free. Dial-upusers are charged at local call rates but it only takes a few seconds (for conventional email, eg text only) to send an email.
e. Emails can be sent to one person or several people.

Q3. Describe the term e-mail address.
Ans. The e-mail address contains all the information required to send or receive a message from anywhere in the world. An e-mail address consists of two parts separated by @ symbol – the first part is the user_name and the second part is host computer name. The e-mail address might look like: Ram962@gmail.com

Q4. How much kind of e-mail services available in world?
Ans: a. Application based e-mail Services
b. Web based e-mail Services

Q5. Give example of some web based e-mail services.
Ans: Gmail.com, outlook.com, rediffmail.com

Q6. Give example of Application based e-mail services.
Ans: Microsoft Outlook, Mozilla Thunderbird, Opera, Gmail, Yahoo Mail, iCloud.

Q7. Differentiate between cc and bcc option.
Ans: cc: E-mail addresses of other people, who have been sent a copy of the email. The recipients of the email can see all of the e-mail addressed to which the copies have been sent. The full form of CC is "Carbon Copy".
Bcc: E-mail addresses of other people, who have been sent blind carbon copies of the email. The recipients of the email (in To and Cc) do not know that the same email has been sent to other e-mail address in Bcc.

Q8. Give tips for writing an effective email message.
Ans: Tips for writing an effective email message as follows:
 a. Keep the message short, simple, and straightforward. Assume that the reader will not have the patience to go through a long message. Get to the point immediately.
b. Do not use short forms or SMS language (plz cud v meet dis Monday) in email messages. Also, do not use all CAPS — in an e-mail, using all capitals is equivalent to shouting at someone!
c. For addressing the recipient, use the same formats as suggested in the sections on formal and informal letters. Dear Sir/Madam is acceptable in formal e-mails to people whose names are unknown. In informal emails, it is always better to use the first name of the person in your greeting.
d. Make sure you can be clearly identified by the reader. If you think the reader may not be able to identify you by your email address (for example, if you have an e-mail such as ms2012@gmail.com) make sure that you provide your full name (and even your location) at the bottom of the e-mail.
e. Proofread! Remember that once you press the —Send button, the e-mail's out of your hands! So before you go for this button, make sure that you have read your mail very carefully and have corrected any errors in it.

f. Distinguish between formal and informal situations. Between friends, it is okay to take a few liberties such as using —emoticons or smileys such as or. But in a formal mail, you have to stick to the rules as we defined in the section on formal letters.

g. Politeness counts! Using —please, —thank you and polite expressions such as —May I please request you...is always helpful.

h. Be careful while using —cc Add cc recipients only when you want your main recipient to know that others will also get a copy of the mail. If you want to send the same message to more than one person, it is best to put all the e-mail addresses in the —To: line rather than in the —cc line.

i. To end, you can use any of the following:

- Best regards,
- Regards,
- Best wishes,

—Yours sincerely or —Yours faithfull is not so common in e-mails, though accepted in letters.

Q9. Write the steps to create an Email account.

Ans 9. Gmail is completely free.

To get started, follow the steps below:

a. Visit http://mail.google.com/mail/signup.

b. Fill in the information requested on the sign-up page:

  • First name • Last name • choose your username: This could be any combination of letters and/or numbers. Choose something that you can easily remember.

  • Create a password: Your password must be a minimum of 8 characters. Use a password with a mix of letters, numbers and symbols

  • Confirm your password • Birthday • Gender • Mobile phone (optional) — this can be used for password recovery should you forget your password and need to reset it.

  • Your current email address (optional) — this can be used for password recovery should you forget your password and need to reset it.

  • Prove you're not a robot — you will need to enter the code on the screen. This is required as an effort to protect users and combat abuse of Google® systems.

  • Agree to the Google Terms of Service and Privacy Policy by checking the checkbox.

c. Click on Next step button.

d. You have created your free Gmail account!

e. Click on the Continue to Gmail button to get to your inbox.

Q10. Write the steps to send an Email.

Ans 10. Steps to send an Email are as follows:

a. On your computer, open Gmail.

b. In the top left, click Compose.

c. In the "To" field, add recipients. If you want, you can also add recipients in the "cc" and "bcc" fields.

d. Add a subject.

e. Write your message.

f. At the bottom of the page, click Send.

Q11. Write the various features of help by entering appropriate keyword.

Ans 11. Various features of help by entering appropriate keyword as follows:

a. c: Lets you compose a new message.

b. Shift + c: composes a message in a new window.

c. d: Compose a message in a new tab

d. f: Forward a message

e. e: Archive a message

f. #: Delete a message

g. /: Do a Gmail email search

h. Shift + i : Mark as read

i. Shift + u: Mark as unread
j. Ctrl + s: Save draft

Q12. Write the steps to print an email message.
Ans.12. To print an email message, use the following steps.
a. Select the mail you want to print.
b. Choose More options in the upper-right corner of the page.
c. Choose Print.
d. A new window will open with a preview of your email on the right and various print options on the left.
e. To send your email to the printer, choose Print.

Q13. Write the steps to add a Contact in MS-OUTLOOK.
Ans 13. Add a contact from an email message
a. Open the message so that the person's name is shown in one of these lines: From:, To:, Cc:, or Bcc:.
b. Right-click the appropriate name, choose Add to Outlook Contacts. ...
c. In the window that opens, fill in the details you want. ...
d. Choose Save.

Q14. What is the significance of making folders in Google Drive?
Ans 14. Folders in Google Drive help us to organize the files, to make them easier to find and share with others.

Q15. What are Gmail Labels?
Ans 15. Gmail Labels make it easy to keep your Gmail fresh and clean. Individual emails can have multiple labels – customized with bright colors to keep track of what's what.
Gmail labels can mark emails that are present in the Inbox, and can also be used as folders. To move an email into a label folder, select or open an email and choose the Move To option to move the email into the label.

Q16. Write the steps to create a folder in your Gmail account.
Ans 16. Steps to create a folder:
a. Click Manage Folders from the navigation panel. The Manage Folders screen appears under a new tab.
b. In the Create Folder area, type the name for your new folder in the Folder Name field.
c. Next click Create Folder. The folder is then added to your list of mailboxes.

Q17. How will you move an mail/message from Inbox to another folder?
a. Create a new folder to organize the email in.
b. Click Move messages sent to a public group to a folder and click Next.
c. In the Step 1 screen, sent to people or public group should be selected.
d. In Step 2, click the words people or public group and select the email address from your address book or type it in.
e. Next, select the word specified to select which folder to send the email to.
f. Click Next. You will be able to add more conditions if you choose. When done click Next.
g. Name the rule, make sure Turn on Rule is selected and click Finish.

Q18. Write a short note on the following terms:
a. Spam: Spam email is any email that was not requested by a user but was sent to that user and many others, typically (but not always) with malicious intent. The source and identity of the sender is anonymous and there is no option to cease receiving future emails.

b. Trash: When you delete a message, it stays in your Trash for 30 days. After that time, it will be permanently deleted from your account and can't be recovered.

c. Drafts: You can save your message as a draft to be completed and sent at a later time. Draft messages are saved in your Draft folder until you send them or delete them from the folder. You can enable a preference to automatically save your email as a draft while you are composing the message.

d. Starred: Gmail's star system allows you to mark your most important emails so you can easily find them later. By default, starred messages are labeled with a yellow star, but you can add other color and types of stars. Stars display to the left of the sender's name in your inbox.

Q19. Write the features of Google Drive.
Ans 19. Features of Google Drive as follows:
a. Data Storage
Google drive offers a standard 15GB of storage space for free to all the users. Gmail users can store all their email communications, attachments, photos and videos directly on to the Google Drive storage servers without any fuss. Users are also offered with a variety of other storage plans. Subscribers can choose a suitable storage plan depending upon their need.

b. Different file storage
Microsoft office files can also be stored in the Google Drive safely. Businesses can save their presentations and other project documents on the Drive under high security. Employees and businesses can communicate and execute their business without any hassle with the help of Google Drive. All types of files and data can be stored in the Google Drive, which is one of the important benefits as users need not worry about the type of files they possess.

c. Collaboration
Files stored in the cloud are kept confidential and it is up to the user to decide on whether to share their files online or not. Users can share their files with their loved ones and this allows others to edit and comment on the file shared. Invitations can be sent in a swift manner and likewise, the invitees could join their closed ones without any trouble. Online collaboration is probably one of the best features provided by Google Drive when compared to all other cloud.
d. Data Security
Data stored in the cloud is stored under high quality security and protection. Security to the files stored in the cloud is very important. Secured Socket Layered online protection is offered by Google Drive and with the help of this, the user can protect their data stored in smartphones and tablets too. All Google services use SSL encryption to protect the data.

e. Gmail Attachments
Most of the individuals and business organizations use Gmail accounts and Google Drive offers excellent platform for users to store their email attachments and documents on to the Drive at ease. In the attachment, the user could find the Google Drive logo and with just a click, the user could send the files they want on to Drive.

f. Google Drive Search
Drive also provides ease of accessibility to the user by providing a search feature which enables users to find the files they need from the cloud by just entering the keyword. All the documents corresponding to the keyword would be displayed and the user could choose the file they need from the list.

g. Google Photos
Users can store all their personal photos on the Drive and give them a new life with the help of Google Photos. Google photos can be used to perform expert editing, animation settings etc. without having to do anything. Users can transform their pictures completely.

Q20. What is Email Archiving?
Ans 20.Email archiving (also spelled e-mail archiving) is a systematic approach to saving and protecting the data contained in email messages to enable fast retrieval. These tools play a vital role at organizations in which data permanence is a priority.