NAME: .... **DATE:** ....

CLASS: .... **MARK:** ..../ 25

Vocabulary

Marks: _____
5×1   5

A.

A.   Complete the sentences with the following words.

email   software   domain   troubleshooting   webmail   password

1   For a new email address, use your first and last name with the ……………. name.

2   Your ……………. should include letters and digits.

3   You can use the ……………. guide when you have a problem.

4   ……………. sends and receives emails and it also stores them.

5   Most companies provide ……………. for its employees nowadays.

Grammar

Marks: _____
5×1   5

B.   Circle the correct answer.

1   Email can *send / be sent* to a number of users at the same time.

2   If you don't scan attachments, the entire system could be *infectious / infected*.

3   Emails can be *misunderstood / disunderstood* if they aren't written in a good way.

4   It *isn't / doesn't* matter if you forget your password.

5   One of our customers isn't pleased *from / with* our service.

Content

C.   Respond to the sentences with True (T) or False (F).

Marks: _____
5×1   5

1   Confidential business documents sent over email can't be read by others. …...

2   Computer viruses aren't delivered through email.   …...

3   There is too much delay to have an active conversation.   …...

4   Our mailboxes aren't filling with junk mail.   …...

5   Users can't access their mails from all locations.   …...

D.   Match the sentences to the second part.

Marks: _____
5×1   5

1   People use email because…   …...

2   The majority of the things on the internet…   …...

3   Is email really the best possible driver of…   …...

4   Email is adequate for communicating…   …...

5   One of your employees can send email inadvertently…   …...

A   require people to have an email account.

B   and it may be completely unprofessional.

C   it's fast, cheap and efficient.

D   corporate and organizational workflow?

E   with the world-at-large.

E.   Answer the questions.

1   Do you use company computers for personal email?

Marks: _____
5×1   5

2   How can you block a sender in your email account?

3   What is something that you send by email?

4   When did you start using email?

5   Do you know how to recover a forgotten password?