

8

Email

1 email address
brown.employee@tbbrowninc.com

2 email client
Inbox

3 domain name
@tbbrowninc.com

4 username password
General Information
Account Type: _____
Account Description: _____
Full Name: _____
User Name: _____
Password: _____

5 attachment
attachment icon

Instructions
T.B. BROWN Inc. for New Employee Email Accounts

Welcome to T.B. Brown Industries. Please create your company email account immediately. Follow these steps:

1. Open our **email client** software. It sends and receives emails. It also stores them on your computer.
2. Click "Add account".
3. Enter your new **email address**. Use your first and last name with our **domain name** (firstname.lastname@tbbrowninc.com).
4. Enter our **POP3** server for incoming email: pop.quicktel.net
5. Enter our **SMTP** server for outgoing email: smtp.quicktel.net
6. Enter your **Username** and **Password**.

Our ISP provides one account per employee. It is for company communications and **attachments** only. Use a **webmail** provider for personal email.

Get ready!

- ① Before you read the passage, talk about these questions.

- 1 How is email helpful to people and businesses?
- 2 What are some problems with email?

Reading

- ② Read the excerpt from the employee handbook guide at T.B. Brown Inc. Then, mark the following statements as true (T) or false (F).

- 1 ☐ The company uses a POP3 server to receive email.
- 2 ☐ The company provides webmail for all employees.
- 3 ☐ All employees have multiple company email accounts.

Vocabulary

- ③ Match the words (1-5) with the definitions (A-E).

- | | |
|--|---|
| 1 ☐ attachment | 4 ☐ email client |
| 2 ☐ domain name | 5 ☐ SMTP server |
| 3 ☐ password | |

- A a computer that sends email
B a program that saves, sends and receives email
C words/letters used to identify companies and addresses
D letters/numbers that let a person access something
E a file that is sent with an email

4 Choose the word that is closest in meaning to the underlined part.

- 1 That company that provides access to the Internet has very good service.
A ISP B email address C username
- 2 I use an email service available on web browsers, so my emails are not saved on my computer.
A POP3 B webmail C ISP
- 3 Enter your code that identifies you on a computer and press "enter".
A username B webmail C POP3
- 4 Most people use a method to receive emails from a server to get their email.
A email address B POP3 C webmail

5 Listen and read the excerpt from the employee handbook guide at T.B Brown Inc. again. What must be included with the user name when setting up the email address?

Listening

6 Listen to a conversation between a QuickTel employee and a customer. Choose the correct answers.

- 1 What are the speakers mostly talking about?
A how to create a new email address
B why a customer is not pleased with QuickTel
C when to enter a username and password
D what's wrong with a customer's email
- 2 Which of the following is NOT a potential cause of the customer's problem?
A username C POP3 settings
B password D webmail account

7 Listen again and complete the conversation.

- E: Thanks for calling QuickTel. How may I help you?
C: Well, I'm a new customer, and my 1 _____ isn't receiving mail.
E: Okay. Do you have the correct 2 _____ and 3 _____?
C: Yes. Those work fine.
E: Okay, do you have a 4 _____ account or an email client? There are some common mistakes with those.
C: An 5 _____. Does that matter?
E: New customers often make mistakes with the 6 _____ settings. The correct server is POP.QuickTel.net.
C: Oh, that's it. I have Pop.QuickTel.com. Thanks.