8 Email

1 email address
brown.employee@
brown.employee@tbbrowninc.com

3 domain name
@tbbrowninc.com

ook Express
Local Folders
Inbox
Outbox **2** email client
Sent Items
Deleted Items
Drafts

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

Reply   Reply All   Forward

5 attachment
box

took Express
Local Folders
Inbox
Outbox
Sent Items
eleted Items

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: stmp.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.
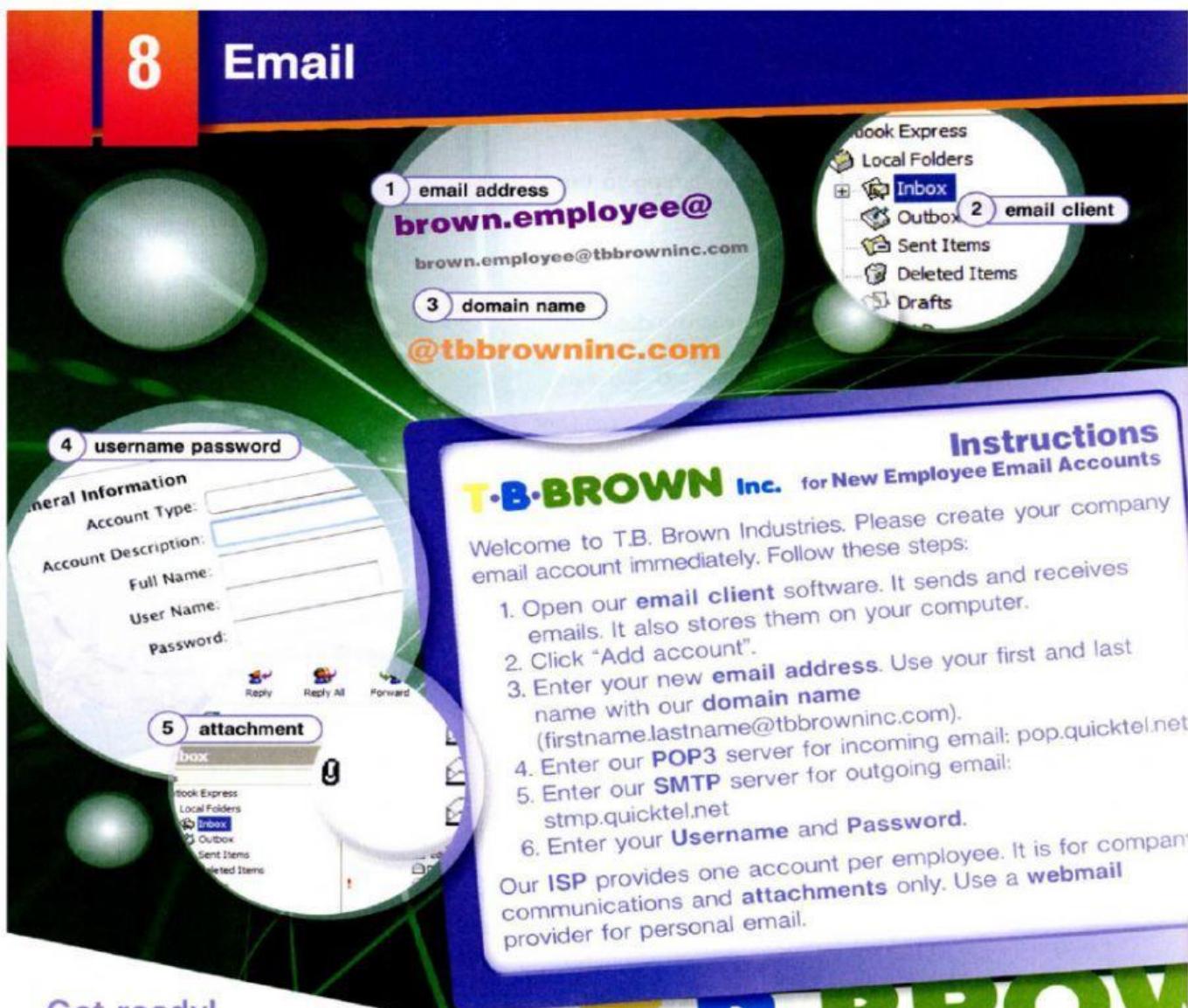
Get ready!

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 <u>company that provides access to the Internet</u> has very good service.

   A ISP   **B** email address   **C** username

2 I use <u>an email service available on web browsers</u>, so my emails are not saved on my computer.

   A POP3   **B** webmail   **C** ISP

3 Enter your <u>code that identifies you on a computer</u> and press "enter".

   A username   **B** webmail   **C** POP3

4 Most people use a <u>method to receive emails from a server</u> 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.