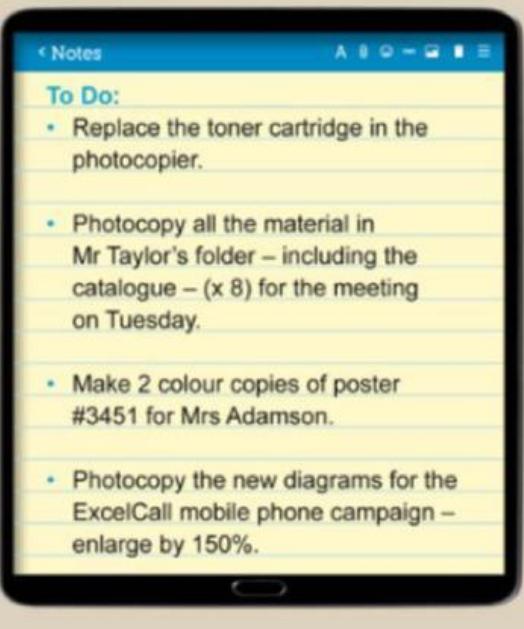




1  **Read Emily's To Do list. Write T (true) or DS (doesn't say) next to the sentences.**



Emily must . . .

- ___ 1. order a new toner cartridge for the photocopier
- ___ 2. put a new toner cartridge in the photocopier
- ___ 3. prepare 8 black-and-white copies of the material in Mr Taylor's folder
- ___ 4. photocopy the material in Mr Taylor's folder before the meeting on Tuesday
- ___ 5. photocopy a poster of new products for Mrs Adamson
- ___ 6. make the diagrams for the mobile phone campaign bigger when she photocopies them

1  **Read the advice about using a computer. Put the summaries (a-f) in the same order that the advice appears in the text.**

Course Module: New Starter IT Skills

Lesson: IT Dos and Don'ts

E-Mailing:

Saving Documents

Save your documents in folders so you know where they are. Keep your folders organised so that you don't lose documents.

Be sure to save your work regularly. If there is a problem with your computer, you might lose the work that you didn't save.

Before you click on 'send', check that you're sending the e-mail to the right people. It's easy to click on 'reply all' when you only meant to click on 'reply'.

If you want someone to read an e-mail, put their e-mail address where it says 'to'. If you copy someone into an e-mail (Cc), they will usually think that they don't need to read the e-mail carefully.

Don't forget to attach the documents that you want to send. It's very easy to forget the attachments after you have written your e-mail.

When you forward an e-mail, remember that you will send the whole thread. Is there anything in that thread that you should not share?

SIGN UP!

- ___ a. Make sure that you don't forget to send any additional documents.
- ___ b. Put your work somewhere that is easy to find.
- ___ c. Don't send an e-mail to the wrong people.
- ___ d. Don't risk losing all of your work.
- ___ e. Think carefully before you share an e-mail from someone else with others.
- ___ f. Make it clear that the person needs to read the e-mail.



2  **Peter (A) is asking Gemma (B) for some help with an IT issue. Listen to the dialogue and fill in the missing words.**

A: Hey, Gemma. Sorry to bother you, but ...

B: What do you need, Peter?

A: Can you help me with something? I sent the 1. you wrote to the director, but she's just told me some 2. are missing.

B: What do you mean?

A: Well, I made the changes you asked me to make and sent it to her as an 3. But the changes aren't in the document that I sent. **What did I do wrong?**

B: Did you save it before you sent it?

A: You said it was 4., so I made the changes and sent it immediately. So, it's possible that I **didn't save it correctly**.

B: Yes, that's very easy to do. You should close a document before you send it as an attachment. That way, you know you're sending the latest 5.

A: Good idea. Thanks, Gemma.

3 **Read the dialogue again. Write T (true) or F (false) next to each statement.**

- 1. Peter sent an e-mail to the director.
- 2. Gemma asked Peter to write a document.
- 3. Peter forgot to do what Gemma asked him to do.
- 4. Peter sent the e-mail to the director as soon as he had finished.
- 5. Peter thinks Gemma's suggestion is helpful.