

## Exercises

## 18 USING THE INTERNET AND EMAIL

**18.1** Write **S** if the items are the same or very similar. Write **D** if they are different.

|  |                                     |
|--|-------------------------------------|
| 1 the Internet/the web                 | <input checked="" type="checkbox"/> |
| 2 a browser/a search engine            | <input type="checkbox"/>            |
| 3 your favorites/your bookmarks        | <input type="checkbox"/>            |
| 4 a link/an icon                       | <input type="checkbox"/>            |
| 5 sign in to a site/log in to a site   | <input type="checkbox"/>            |
| 6 copy text/paste text                 | <input type="checkbox"/>            |
| 7 download a program/install a program | <input type="checkbox"/>            |
| 8 reply to an email/forward an email   | <input type="checkbox"/>            |
| 9 a file/a folder                      | <input type="checkbox"/>            |
| 10 send somebody a copy/cc somebody    | <input type="checkbox"/>            |

**18.2** Underline the correct word in italics.

- 1 *roll/scroll* up and down the page
- 2 use the Back and Forward *buttons/labels*
- 3 *block/prohibit* pop-ups
- 4 *click/press* on a link
- 5 *enrol/register* with a site
- 6 *enter/write* a password
- 7 *overview/preview* a page before printing
- 8 *send/transmit* an email
- 9 *delete/destroy* an email
- 10 *attach/enclose* a document

**18.3** Match an item on the left with an item on the right to make phrases from the text opposite.

|               |            |
|---------------|------------|
| 1 search      | setting    |
| 2 default     | networking |
| 3 video       | clip       |
| 4 drop-down   | engine     |
| 5 social      | menu       |
| 6 browsing    | mailing    |
| 7 smart phone | history    |
| 8 drafts      | line       |
| 9 mass        | folder     |
| 10 subject    | app        |

**18.4** Complete the sentences with a phrase from Exercise 18.3.

- 1 Google is the most popular *search engine*.
- 2 Facebook and Twitter are *social* sites.
- 3 Move your mouse over the headings at the top of the page and you'll see a *clip*.
- 4 You can use my laptop, but please don't change any of the *settings*.
- 5 Wait a moment while I look for the email I was writing earlier – OK, here it is in my *mailing*.
- 6 I have dozens of emails from you – what was the *subject* of the one you're talking about?
- 7 I think we should do a *mass* email to all our customers about the special promotion next month.
- 8 I think Apple has always had the coolest *design* and that's why the iPhone is doing so well.

**18.5** Complete the sentences with these prepositions: *at, down, in, into, off, on, on, to, up*.

- 1 Why don't you go *to* our website and look *at* the video clips of our products?
- 2 You'll find the 'Contact us' link if you scroll *up* to the bottom of the page.
- 3 The usefulness of the search depends on exactly which term you type *into* the search engine.
- 4 Just click *on* the link at the bottom of this email to go straight to our site.
- 5 I'm trying to access my webmail but it won't allow me to sign *in*.
- 6 I'm going to copy this paragraph from the site and paste it *into* an email to all my friends.
- 7 I'm just *downloading* some photos of my holiday to Facebook.
- 8 I have all my emails stored *on* my hard drive, so I can access them even when I'm *off* line.

**18.6** Complete the text using the words and phrases in the box.

bullets capital letters forwarded  
mobile device recipients remaining information  
Reply to All subject line

There are many unwritten rules of email etiquette in a business context. Here are some of the most important:

- Clearly state the topic in the *subject line*. This helps people organize their email.
- Keep your messages short. They might be read on a *mobile device* where the screen size is small.
- Answer all the questions – don't leave the other person wondering if a second email is coming with the *Reply to All* button.
- Use paragraphing, *bullets*, etc – it's much easier to read and respond to an email where the text is broken down into separate points.
- Don't copy every message you write to everyone in your team. Unnecessary messages are annoying. Similarly, when you answer an email do not overuse the *forward* button.
- Use Bcc when the *recipients* don't know each other. It's not polite to give out someone's email address without their agreement.
- Avoid using *capital letters* for whole words. IT MAKES IT LOOK LIKE YOU'RE SHOUTING AND IT'S ALSO MORE DIFFICULT TO READ.
- Don't write anything you wouldn't say in public. Once the email has left your outbox it can be *forwarded* to anyone in the world. If in doubt, use the telephone.

See page 147 for some discussion topics.