

EMPLOYABILITY SKILLS

(Class IX)

Common to All Sectors



PSS Central Institute of Vocational Education
Shyamla Hills, Bhopal – 462 013 , Madhya Pradesh, India

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UNIT 3 : INFORMATION AND COMMUNICATION TECHNOLOGY SKILLS

Session 12 : Communication and networking — receiving and replying to e-mails

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Session Objectives

The students will be able to:

- ❑ Identify a new mail in the Inbox of an email account;
- ❑ Reply or forward an e-mail; and
- ❑ Delete an e-mail.

Receiving an E-mail

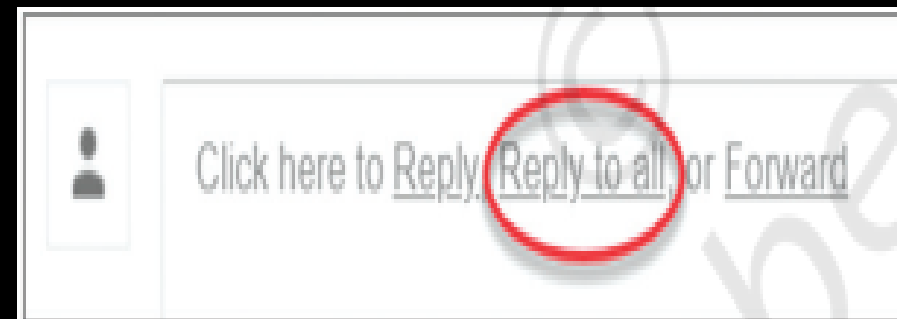
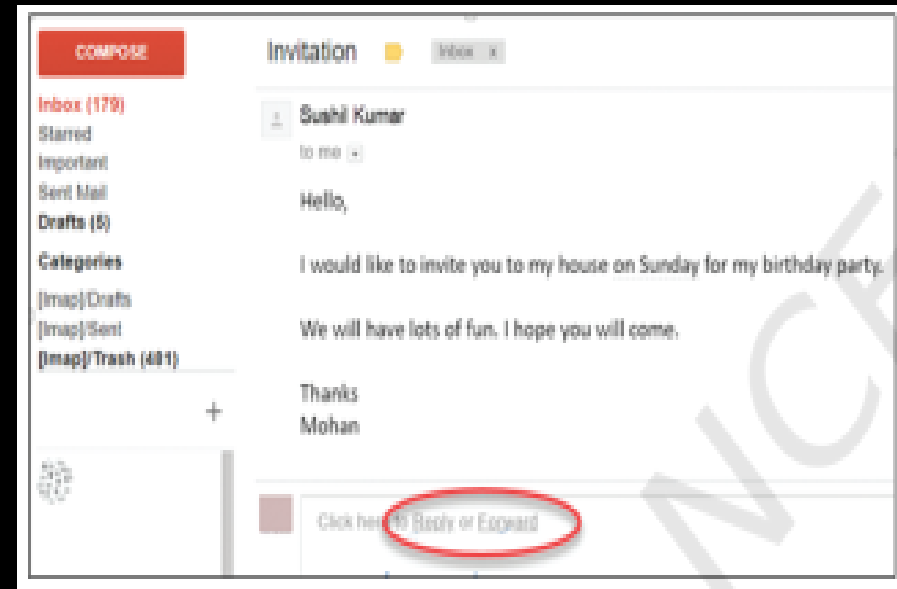
Imagine your friend sends you an e-mail. The e-mail will appear in your **Inbox**. It shows the name of the sender, subject and a title of the main message. It will remain **bold** till you open it.

1. Click on the mail to open it.



Replying to an E-mail

2. Once you have read the e-mail, you can **reply**, **forward** or **delete** the mail.
3. If the invitation was sent to many people, you get another option, i.e., **Reply to All**. When you click this, the reply will be sent to all the people who received a copy of this mail.



Replying to an E-mail

1. Click on the **Reply** option at the bottom. This will open a space where you can write your reply. The e-mail address of the person to whom this e-mail will be sent is already present at the top.
2. Type your reply and click **Send**.



Reply to an Email

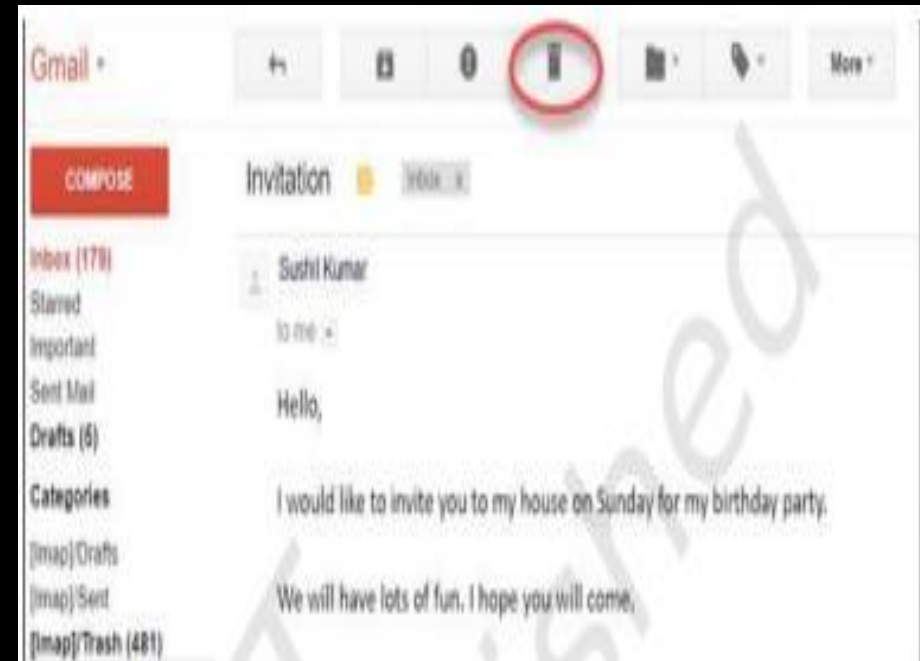
Forwarding an E-mail

You can also forward an e-mail.

1. When you click on **“Forward”**, a space is displayed with the old message copied to it.
2. You can give the e-mail address of the person(s) you want to forward to and write anything extra you want to add.
3. Then click on the **“Send”** button.

Deleting an E-mail

You can delete the mail by clicking on the delete icon. This will remove the e-mail from your inbox and move it to the “Trash” folder. It will remain there for a few days before it is removed from the system.



Delete

Summary

In this session, you have learnt to identify a new mail in your inbox and reply, forward and delete an e-mail.

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