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| **Email & Email Protocols - Worksheet** | **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

1. What is the purpose of email?  
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2. What is meant by the store and forward method and what role does it play with sending messages from one email user to another?

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3. For each of the following statements, write an B (benefit) of D (drawback) with relation to the use of emails:

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| **Statement** | **Answer** | **CHECK** |
| Fast speed of delivery |  |  |
| Both the sender and receiver need internet access to be able to send/retrieve messages |  |  |
| Messages can be delivered to multiple recipients |  |  |
| There is a record kept of all correspondence between users |  |  |
| Emails can be hacked so any personal and private information could be put at risk |  |  |
| Emails are not a “real-time communication method” so they are not appropriate for when an immediate response is required. |  |  |
| Email services are usually very cheap (not always free though!) |  |  |
| Spam emails |  |  |
| Emails (from webmail providers like Hotmail, Gmail etc.) can generally be access anywhere you have the internet and a web browser |  |  |
| You can send attachments and files alongside your text |  |  |
| Viruses can be transmitted easily by emails |  |  |
| Can be sent all around the world – providing you have the address |  |  |
| People may claim to be someone who they are not |  |  |

4. What is meant by the term protocol?

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5. Match the correct acronym to the correct protocol and description of the protocol and identify whether the protocol is for sending or retrieving emails:

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| **Acronym** |  | **Protocol** |  | **Description** |  | **Sending or Retrieving?** | **CHECK** |
| POP3 |  | Simple Mail Transfer Protocol |  | The internet standard used for sending messages across IP networks in server-to-server transfers. Also used by email users to send a message to an email server |  |  |  |
|  |  |  |  |  |  |  |  |
| SMTP |  | Internet Message Access Protocol |  | Used to retrieve emails from an email server over a TCP/IP connection. The mostly widely used protocol. Emails are downloaded to a local computer which then deletes them from the email server. |  |  |  |
|  |  |  |  |  |  |  |  |
| IMAP |  | Post Office Protocol 3 |  | Other widely used email retrieval protocol. Emails are worked on as they stay on the email server. Emails are NOT downloaded from the server. |  |  |  |
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