

Student workbook

**BSBITU213**

**Use digital technologies to communicate remotely**

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**TAFE NSW would like to pay our respect and acknowledge Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respect to the Elders, both past and present of all Nations.**

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# Introduction

We are increasingly dependent on digital technology to communicate on a daily basis. The technology has developed to a point where we can communicate with anyone, anywhere, at any time! This resource will help you to understand:

* the different methods available for digital communications
* how to communicate using digital technologies
* the importance of communicating according to organisational guidelines
* legal obligations relating to digital communications
* potential security issues to be aware of
* sound information management practices when communicating across platforms.

A series of activities in topic 3 will give you a chance to practice and reinforce your learning.

# Icon legends

| Icons | Descriptions |
| --- | --- |
|  | **Practice activity**  Learning activities are the tasks and exercises that assist you in gaining a clear understanding of the content in this workbook. It is important for you to undertake these activities, as they will enhance your learning.  Activities can be used to prepare you for assessments. Refer to the assessments before you commence so that you are aware which activities will assist you in completing your assessments. |
|  | **Collaboration**  Whether you discuss your learning in an online forum or in a face-to-face environment discussions allow you to create and consolidate new meaningful knowledge. |
|  | **Self-check**  A self-check is an activity that allows you to assess your own learning progress. It is an opportunity to determine the levels of your learning and to identify areas for improvement. |
|  | **Readings (Required and suggested)**  The required reading is referred to throughout this Student workbook. You will need the required text for readings and activities.  The suggested reading is quoted in the Student workbook, however you do not need a copy of this text to complete the learning. The suggested reading provides supplementary information that may assist you in completing the unit. |

Topic 1

Methods of digital communication

# Topic 1: Methods of digital communication

## Communicate digitally

Digital communications can be via television, radio, mobile phones and the internet. In most business organisations digital communication occurs via mobile phones or the internet, so we will focus on these methods.

The way we decide which is the best method we should use to communicate our information is to consider:

* Why am I communicating this information?
* Who do I want to read the information?
* What information am I trying to communicate?
* Is this information available for the public or is it just for the eyes of people within the organisation?

You would be familiar with making calls and sending text messages, the use of these forms communication within an organisation is on the decline as other digital forms take over. You may find that you make calls over the internet and send messages over the internet already. Do you make calls or send messages on Messenger or What’s App? Do you use Snapchat, Instagram, Facebook? These are all examples of digital communication over the internet. Businesses tend to use slightly different internet tools to communicate such as Skype or Microsoft teams.

## Email

Email (electronic mail) allows you to send and receive messages using the internet. In addition to sending messages you can attach files such as brochures, videos, images, letters etc.

Emails are accessible from computers as well as portable devices such as smartphones and tablets allowing for people to access their emails anytime, anywhere.

There are two ways of accessing emails:

1. Applications installed on your computer or device such as Microsoft Outlook.
2. Web based emails accessed from websites such as Gmail, Yahoo and Outlook.com.

Always follow the organisation’s policy/procedures for the use of email. Most organisations do not allow personal messages to be sent using business email. Throughout the course you will be using your TAFE (or as instructed by teacher) email account which uses Gmail (Google Mail) as the email platform.

Your TAFE email address appears at the bottom of your receipt which is attached to your enrolment form when you enrol. This receipt also displays your User Name: *FIRSTNAME.LASTNAME* and password for first time use e.g. *dd/mm/yyyy*. You will need to change your password when you log in for the first time. Your teacher will guide you through this process.

## Internet

The Internet is a global system of interconnected computer networks that use the standard Internet Protocol Suite (TCP/IP) to serve billions of users worldwide. It is a network of networks that consists of millions of private, public, academic, business, and government networks, of local to global scope, that are linked by a broad array of electronic, wireless and optical networking technologies. The Internet carries a vast range of information resources and services, such as the inter-linked hypertext documents of the World Wide Web (WWW) and the infrastructure to support electronic mail.

## Intranet

An intranet is an internal private computer network that uses Internet Protocol technology to securely share any part of an organisation's information or network operating system within that organisation. It is an internal site, operating on your own company’s servers and available only to employees, not the general public. The advantages of this are:

* Pages and links will have correct information for your needs if updates are made regularly.
* Downloading is faster as it is internally controlled.
* Information is safe from virus contamination.

The software running the Intranet is not always the same as that running the company’s website as it has special functions to permit or prevent access and is designed to be easily maintained and altered by specialist staff.

## Online collaboration

Online collaboration is the term used to describe communicating and sharing information online. Examples of online collaboration include Chat rooms and instant messaging on the internet and organisational intranets.

It is rare these days for workplaces to have all their employees working together in a single location, thus it is essential for employees to be able to communicate with their colleagues using digital communication tools.

These tools allow workers in different geographical locations to communicate remotely and be able to interact using a range of communication and meeting software, which allows them to share their ideas, exchange documents and give updates of their progress.

This section covers the software used to collaborate online, using netiquette in online collaboration and how to respond to online posts or communications.

## Collaboration tools

Online collaboration tools provide ways to communicate in real time with other parties by typing, by voice, by video or by all three methods. There are a range of tools available including chat rooms, file transfers and application sharing. Usually, all participants must have compatible software installed and may need a headset, a microphone and/or a video camera.

### Instant Messaging (IM)

A form of real-time direct text-based communication between two or more people using [personal computers](http://en.wikipedia.org/wiki/Personal_computer) or other devices, along with shared [clients](http://en.wikipedia.org/wiki/Client_(computing)). The user's [text](http://en.wikipedia.org/wiki/Written_language) is conveyed over a [network](http://en.wikipedia.org/wiki/Computer_network), such as the [Internet](http://en.wikipedia.org/wiki/Internet). More advanced instant messaging software clients also allow enhanced modes of communication, such as live voice or [video callin](http://en.wikipedia.org/wiki/Videophone)g.

This program can instantly send messages from one computer to another. They are a form of ‘instant email’. Instant messaging applications let two or more people ‘talk’ in real time by:

* Typing messages in a chat window.
* Using a headset to carry on a conversation.
* Using a video camera and microphone to both talk and see other people.

Some common instant messaging applications include:

* Windows Live Messenger
* Twitter
* Skype
* Yahoo Messenger

There are many types of software which encourage collaboration in the workplace, these will generally have an instant messenger or chat function. The benefit of this type of software is that all team members can be involve dint he chat and often other features are built in. Some examples are Trillian, Jira, Asana, Huddle, Trello and Confluence. Search these terms on the internet for more information on each.

The benefits of instant messaging include the following:

#### Web based meeting programs

These are particularly useful to organisations that have staff based in different geographical locations. They may be used to hold online meetings and conduct conferences, training sessions and presentations. Adobe Connect is a popular example.

#### Chat rooms

A chat room is a web site, part of a web site, or part of an online service, that provides a venue for communities of users with a common interest to communicate in real time. Chat room users register for the chat room of their choice, choose a user name and password, and log into a particular room (most sites have multiple chat rooms). Inside the chat room, generally there is a list of the people currently online, who also are alerted that another person has entered the chat room. To chat, users type a message into a text box. The message is almost immediately visible in the larger communal message area and other users respond. Users can enter chat rooms and read messages without sending any, a practice known as lurking.

Chat rooms can be found that focus on virtually any aspect of human endeavour or interest: there are current communities based on classic movies, Irish ancestry, baton twirling.

### Forums and discussion groups

Forums and discussion groups, in comparison, allow users to post messages but don't have the capacity for interactive messaging.

An **Internet forum** is an online discussion site where people can converse by posting messages. They differ from [chat rooms](http://en.wikipedia.org/wiki/Chat_rooms) in that messages are at least temporarily archived. Also, depending on the access level of a user and/or the forum set-up, a posted message might need to be approved by a moderator before it becomes visible.

#### **Blogs**

Blogs are an online tool that allows people to share personal information informally, usually in the form of an online journal. They may be used to record individual or group experiences, observations, reflections, impressions, opinions, questions and research relevant to the interests of the blogger (author of the blog). You can create your own blog or respond to other peoples. The use of blogs in the workplace will be governed by your organisation’s policies and procedures. Also, remember that your work colleagues may have access to any blog you create for your own personal use so don’t post information that you would not want them or any future employers to see.

Podcasts provide a way to distribute audio-video files across the Internet. They may be audio only, or audio and video (vodcasts) and can be played through any MP3 player.

### Social media

Two examples of social media platforms that you can use for collaboration are Facebook and Twitter.

|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

## Social media

In small groups, discuss the types of social media you currently use.

Create a list of all social media used by group members and why they use it.

For example – Instagram – used to share photos and videos with my friends

#### Facebook

Facebook is a social networking service and website, users may create a personal profile, add other users as friends, share photos, thoughts and exchange messages, including automatic notifications when they update their profile.

Additionally, users may join common-interest user groups, organized by workplace, school or college, or other characteristics.

#### **Twitter**

Twitter is a [social networking](http://en.wikipedia.org/wiki/Social_network_service) and [microblogging](http://en.wikipedia.org/wiki/Microblogging) service, where users can send and read messages called *tweets*.

Tweets [are text-b](http://en.wikipedia.org/wiki/Text-based_(computing))ased posts of up to 280 [characters](http://en.wikipedia.org/wiki/Character_(computing)) displayed on the user's [profile](http://en.wikipedia.org/wiki/User_profile) page. The short format of the tweet is a defining characteristic of the service, allowing informal collaboration and quick information sharing.

### Voice Over Internet Protocol (VOIP)

Internet telephony refers to communications services—Voice, [fax, SMS](http://en.wikipedia.org/wiki/SMS), and/or voice-messaging applications—that are transported via the Internet, rather than the [public](http://en.wikipedia.org/wiki/Public_switched_telephone_network) [telephone network](http://en.wikipedia.org/wiki/Public_switched_telephone_network)

#### Skype

Skype is a software application that allows users to make voice and video calls and chats over the Internet. Calls to other users within the Skype service are free, while calls to both traditional landline telephones and mobile phones can be made for a fee using a debit- based user account system.

Skype has also become popular for its additional features that include instant messaging, file transfer, and video conferencing.



Figure Two people with laptop on lap

### Information sharing tools

When collaborating online you may need to share electronic files (using MS Sharepoint or Google docs, for example). File-sharing software allows you to upload any kind of file for use, or review by other people. They can then download, edit and re-upload the files or they can edit them online. It is essential that you use an appropriate tool to manage and record the edits to documents. Information sharing tools such as Wikis and Microsoft SharePoint, include a version control system that prevents people from undoing each other’s work and also allows you to track changes to show exactly who did what and when.

Wikis are collaborative websites that allow you to add and edit contents, the prime example being Wikipedia, the open-source encyclopaedia. The benefits of wikis are that ideas are quickly recorded, they are instantly collaborative (no emailing documents), they enable archiving of revised pages and they promote participation in innovation and change through the sharing of ideas.

## Using netiquette in online collaborations

Netiquette is a term derived from the words ‘Internet Etiquette’ or ‘Network Etiquette’ and describes the use of proper manners and behaviour online. Follow netiquette guidelines in all areas of electronic communication including email, chatting, blogging, discussion forums, and so on.

It is important to treat others with dignity and respect both on and offline. Although the rules may vary depending on the specific forum used, the Netiquette guidelines outlined on the [**Netiquette web site**](https://onlinestudyaustralia.com/netiquette-rules-guidelines-students/)(<https://onlinestudyaustralia.com/netiquette-rules-guidelines-students>) will offer some *basic* Internet tips and suggestions to provide a pleasant and safe online experience.

You might also have to follow organisational guidelines for language, tone, format, content and structure when communicating online. Your teacher can give you a copy of Plan2go’s Digital and Communications Policy and Procedures (available in BSBITU213\_AE\_SR1 from the Learning bank)

You should also be respectful of other people’s privacy, for example, by not forwarding their emails or giving out email addresses without permission. Don’t send aggressive messages and be very careful of criticising people in emails, not only is this not ethical, but you should never assume emails are private; they can be forwarded on without your knowledge.

Forums and chat rooms most often involve communications with people unknown, thus the potential for inappropriate and poor behaviour in increased. Remember to be respectful of other people’s opinions, time and bandwidth. Share expert knowledge promptly and likewise remember to thank those who have provided you with their information. The rule of thumb is to always provide the same polite behaviour you would if you were face-to-face with someone.

Most organisations will have their own policies and procedures in regards to email and online collaboration; you should make yourself familiar with these and follow at all times.

Do not use all capital letters, (UPPERCASE) or overdo punctuation (!!!!!!). This is the online equivalent of shouting. It’s considered by many to be very rude.

## Emoticons

A combination of short keyboard letters/symbols (or icons) which show the writer's mood or facial expression.

Emoticons are used in e-mail, chat, SMS and other forms of communication. The most popular emoticons are the **smiling faces** (smileys) e.g.

: - ) Smile

If you don't see that it represents a smiling face, tip your head to the left and look at it again. The colon represents the eyes, the dash represents the nose, and the right parenthesis represent the mouth.

Table Emoticons

|  |  |  |  |
| --- | --- | --- | --- |
| Asleep | |-| | Black eye | ?-( |
| Laugh – big laugh | |-D | Loudmouth | :( ) |
| No comment | {} | Sad | : ( |
| Silly | %-) | SLEEPY | |-( |
| Smile | :-) | Surprised | :-O |

Although people use these emoticons consistently, be aware that representations of emoticons can differ across the world.

Many people add “emojis”, or graphic images, into their messages with friends and family, these are generally added when using a smart phone but are common in instant messaging or chat pods on computers. You need to be cautious when using these in a business sense due to their relative informality. Check with your organisations guidelines to see if it is ok to use them and if in doubt don’t include in business messages.

## Acronyms

Instead of writing out the words in full, only the first letter of the words is used.

Table Acronyms

|  |  |
| --- | --- |
| **Asap** | As soon as possible |
| **B4N** | Bye for now |
| **BBL** | Be back later |
| **BWL** | Bursting with laughter |
| **CUL** | See you later |
| **GAL** | Get a life |
| **GMTA** | Great minds think alike |
| **IBTD** | I beg to differ |
| **JK** | Just kidding |
| **LOL** | Laughing out loud |
| **L8R** | Later |
| **ROTFL** | Rolling on the floor laughing |
| **S** | Smile |
| **WRT** | With regard to |
| **MYOB** | Mind your own business |

**Note:** Although emoticons and acronyms are fun to use when emailing or messaging friends, don’t use them in a business environment.

## Responding to online posts or communications

You should follow certain protocols and procedures when responding to posts or communications. These will now be explored.

### Participating in online meetings

As a participant in an online meeting, you may be asked for your views on certain issues, to provide an update of your progress on certain tasks or to participate in general discussion about a particular work topic. A chairperson runs these meetings and may specify when you can contribute. You will also be able to read the views of others and make comments in the chat area. You can post comments anytime until the Chairperson signals it is time to move on. Comments appear in the order they are posted, so conversations will not be grouped together.

You should also be aware it is easy to be misinterpreted in this environment, particularly if there is no video/camera option. This is due to the absence of visual cues such as gestures and facial expressions, so avoid jokes and sarcastic comments.

### Posting to online forums and chat rooms

If you are sending messages to an online forum, make sure you understand the rules of the forum (these are established to stop people from sending inappropriate information and vary depending upon which forum you are using). Make sure you check the content of your message for relevance and accuracy and have the correct address.

You should also ensure you follow the principles of Netiquette above. In essence, be polite, respect other people’s privacy, don’t use jargon, and don’t send offensive material. Remember to be professional and only answer questions if you have something useful to add.

Remember, if you are representing your workplace, have your message authorised by your supervisor to ensure that the views you are expressing are those of your employer.

## Dealing with inappropriate behaviour

Every workplace should have policies and procedures in place for dealing with discrimination, harassment, intimidation and abuse in the workplace. These will also apply when you are collaborating online with others as part of your work role. Larger organisations and government departments will most likely have specific policies and procedures related to the inappropriate use of digital communication.

If at any time you do experience inappropriate digital communication it is important that you follow your workplace policies and procedures in dealing with the situation. Generally this will involve contacting the other party and telling them their behaviour makes you uncomfortable and you want it to stop. You should also consider printing the communication so you have a copy if further action is required.

Should the behaviour continue, or if the original behaviour was particularly threatening, abusive or offensive, you should advise your supervisor who will then have the responsibility of taking appropriate action. You should be mindful that it is not a good idea to post any personal information in a forum that could be used to find your home address or phone number, personal email or mobile phone.

## Email

Email is a very common digital communication tool in a business setting. You can attach documents to emails. You can contact people at any time of the day without interrupting whatever they are doing and they can reply when it’s convenient to them.

E-mail is mail that is electronically (or *digitally*) transmitted by your computer. E-mail sends your messages instantaneously, anywhere in the world. It has the capability to send messages at any time, to anyone, for less money than mailing a letter or calling someone on the telephone.

In fact, there are now more e-mail addresses than telephone numbers in the world, and more people have multiple e-mail addresses than multiple telephone numbers. Linked by high-speed data connections that create a global network, e-mail lets you compose messages and transmit them in seconds to one or more recipients across the office, the street, or the country.

To get started you need a computer, an operating system (like Windows) a modem and some kind of internet connection from an Internet Service Provider (ISP) and of course you will need an e-mail program.

### Using email

An email address is a single string of characters like [*username@domain.com.au*](mailto:username@domain.com.au)

The part before the @ sign (pronounced ‘at’) is called a ‘user name’. When you sign up for an email account, you choose your own user name. For private email accounts, you are free to choose any name you like, as long as it has not already been taken by another mail user. **At work when using the organisation’s email service, you must follow the organisation’s guidelines as to how your name is listed. It is usually your first and last name.**

After the @ is the name of the mail server which hosts that particular user's email account, in this case *domain.com.au*.

Your email address will be similar to the following: [***mary.jones@tafensw.net.au***](mailto:mary.jones@tafensw.net.au)

There are several types of domains. Companies or commercial organisations use ‘.com’ Educational institutions use ‘.edu.’ Government ‘.gov’.

Countries also have their own domains. Some examples of country domains are: au: Australia, uk: United Kingdom.

### Advantages and disadvantages of email

#### Advantages

##### Managing email is easy.

All your emails can be managed on screen, including answering, revising, storing and sending to others, all without reams of paper involved.

##### Email is fast.

Mail is delivered instantly from your computer to anywhere in the world. No other method of delivery can provide this service.

##### Email is inexpensive.

Compared to telephone calls, faxes, or overnight courier service, email is less expensive.

##### Email is easy to filter.

The subject line on an email makes it easy to prioritise messages. You can identify critical correspondence quickly and deal with it immediately. Unlike regular mail, which needs to be opened and reviewed, or voice mail where you need to either listen to or scan all your messages for those that you need to respond to immediately.

##### Transmission is secure and reliable.

The level of security in transmitting email messages is very high, and the industry continues to strive to develop even tighter security levels. Email is private. Often telephone and fax messages are not. If the address information is correct, rarely does an email go astray.

##### Read messages at your convenience.

You can send messages at any time that you choose. The recipient reads them at a time of their choice. This is a great way to avoid playing "Telephone Tag" particularly with people in other time zones. Users should remember to read their email on a regular basis.

##### Connect related messages (threading).

A good email program links messages with the same subject, so that you read them in sequence, rather than scattered among other unrelated messages. This feature allows you to quickly delete "junk mail" which often has multiple copies.

##### Send mail at your convenience.

You can send email anytime that you want.

##### Use address books and abbreviations.

All email programs provide some form of address book to save the addresses of your regular correspondents. They also provide an ‘abbreviation’ or ‘alias’ feature so that you do not have to re-type the full address each time that you send a message.

##### Import message text.

You can type the message into your email program, or import text using your computer's ‘cut and paste’ capability. A courteous correspondent will keep their email messages short, and restrict them to a single topic, allowing you to quickly address the same topic in your reply.

##### Delivery time is faster than postal mail.

‘Snail Mail’ is the Internet term for regular mail. Messages are usually delivered within minutes to anywhere in the world. Occasionally network problems will delay a message for a few hours. If a message is not delivered, the system will usually tell you.

##### Forward messages to another person.

You can forward any message that you receive to someone else. So be careful what you say in a message, in case someone else forwards it to others.

##### Send the same message to a group of people.

All email programs allow you to create mailing lists. This is a very useful feature if you need to share information with a group of people, such as a committee.

##### Email can be encrypted for security.

Any email message can theoretically be intercepted as it passes from computer to computer on the Internet. This can be prevented by purchasing additional software that encrypts the message. Your correspondents must use the same encryption system in order to decode your messages.

#### Disadvantages

One of the biggest disadvantages of email is the capability for misunderstanding. Email has some other disadvantages as well. It can be used to talk to more than one person at a time, but the means for doing so can be a bit cumbersome. At its core, email is a one-to-one communication medium. Email requires active participation. You have to check your email to get messages. If you do not check your email, you will never know that somebody has contacted you.

Other disadvantages include:

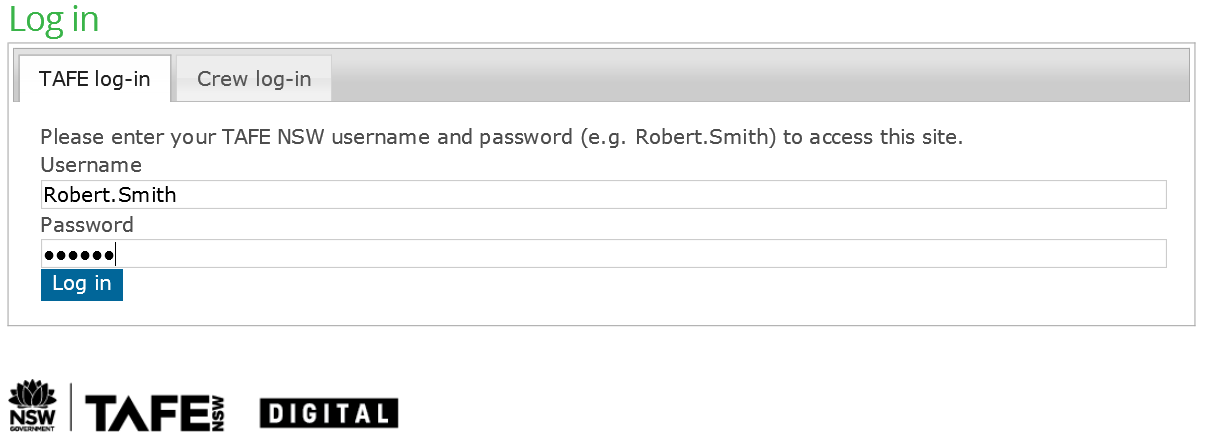
* junk mail
* may carry viruses
* systems fail
* delays in receipt can be unpredictable and excessive
* access constraints to hardware can be limiting
* works only if the recipient responds
* can be overwhelming
* filter out many human components of communication.

Topic 2

Plan2go Organisational   
policies and procedures

# Topic 2: Organisational policy and procedures

In this topic, you will learn about the Plan2go organisational policy and procedures for electronic communications. [Plan2go](http://plan2go.nctafe.edu.au) is a TAFE NSW simulated organisation, log on using your TAFE NSW log on details, and have a look around if you are not familiar with it.





## Plan2go—Digital Communications

*Plan2go* is committed to producing professional digital communications that reflect an attitude of excellence.

Staff are encouraged to use email as a standard form of communication, however be aware that when an email message is sent or received in the course of a person’s duties, that message is a business communication and therefore constitutes a record belonging to the business.

Employees should be aware that electronic communications could be forwarded, intercepted, printed and stored by others. Staff also need to be mindful of Privacy Legislation and are accountable for emails sent in their names or held in their mailbox, and are expected to use electronic communications in an acceptable and ethical manner and limit the exchange of personal emails.

### Procedures

* All digital communications need to be professional and follow the guidelines relating to the transmitting of sensitive or controversial information.
* Ensure that all digital communications are clear, concise, correct and courteous
* All emails are to be responded to within 24 hours
* Use email for all internal correspondence where possible

### Email style guidelines

* Use appropriate punctuation and grammar
* Spell check and proofread emails before sending
* Check email addresses
* Use Font Calibri 11pt
* Avoid the use of contractions

### Netiquette

* Do **not** type in capitals when communicating digitally
* Use a positive and polite tone
* Use non-discriminatory and gender-neutral language
* Use **Kind Regards** to end an email (before you add your name).

### Email signature

Your email signature should include:

* Your first and last name.
* Your position.
* Plan2go.
* Your email address.

Example:

Justin.Hart  
Administration Assistant  
Plan2go  
justin@plan2go.com

### Returned email

* If mail is returned, check the addressee’s email address with the client list. If correct, contact the recipient by telephone. Use appropriate interpersonal skills to problem solve.
* If the addressee’s email is incorrect, resend the email.

#### Security and dangerous/suspicious emails

* For security, ensure macros are disabled.
* Set security levels and/or filters for incoming digital communications as instructed by your Supervisor.
* Delete suspicious or dangerous emails and report this to the IT Department.

#### Email housekeeping

* Regularly delete unwanted emails.
* Store emails in relevant folders.

#### Group distribution lists

* Distribution lists are to be used to define staff in a group.

#### Confidentiality

* All electronic confidential information should be protected via firewalls, encryption and passwords.
* Employees should clear their desks of any confidential information before going home at the end of the day.
* Do not leave confidential information visible on computer monitors when you leave your work stations.
* All confidential information, whether contained on written documents or digitally, should be marked as “confidential.”
* All confidential information should be disposed of properly (eg shred confidential information).
* Avoid using digital communications to transmit commercial sensitive or controversial information. Examples of commercial sensitive information includes: operational data; work obligations; revenue and cash flow data; and employee information.

#### Responding to online posts/bulletin boards or communications

* Avoid jokes or sarcastic comments—it is easy to be misinterpreted (due to the absence of visual cues such as gestures and facial expressions).
* Always adhere to the principles of netiquette—be polite, respect other people’s privacy, don’t use jargon, and don’t send offensive material, be professional and only answer questions if you have something useful to say.
* As you are representing your workplace you can ask your Supervisor to check your message before posting—if in doubt.
* All policies and procedures in place for dealing with discrimination, harassment, intimidation and abuse in the workplace also apply when collaborating online with others as part of your work role.
* When collaborating online please advise your Supervisor if you experience any inappropriate digital communication so that the appropriate action can be taken.
* Do not post any personal information in forums that could be used including: home address; phone number, mobile number; personal email address.

### Email procedures

#### Incoming email

* Identify urgent or confidential mail and respond promptly.
* Be alert to the problems of importing viruses and delete any suspicious mail immediately including hoax or chain emails.
* Staff are encouraged to store emails with attachments in appropriate departmental folders.
* Inboxes are to be cleaned up periodically and emails archived or permanently deleted as required.
* Archived messages and attachments can be converted to a PDF file and stored appropriately on your computer.
* Returned mail—after checking the email address is correct, contact the recipient by phone to advise that their emails are being returned.

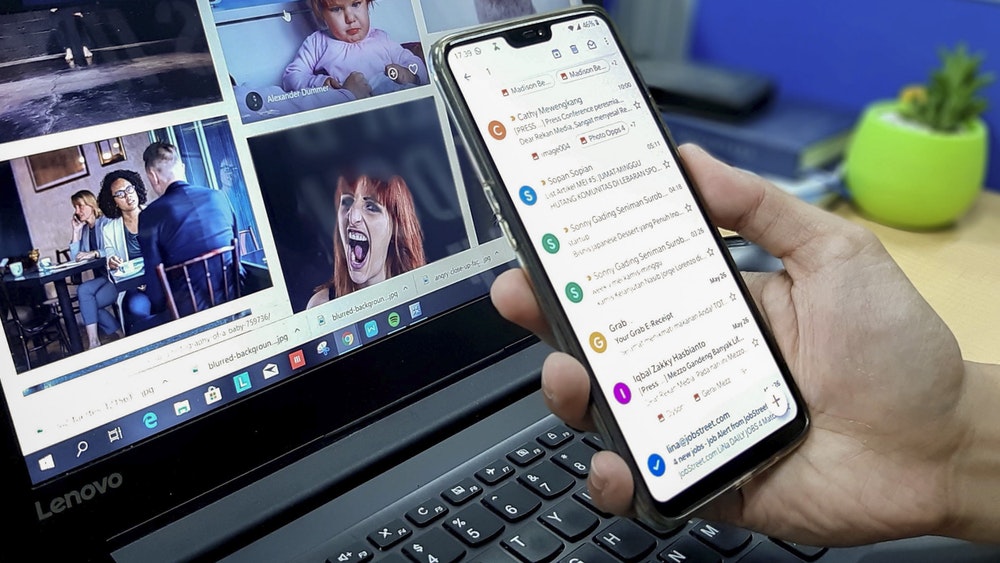


Figure using multiple devices

**Outgoing email**

* Ensure that the following privacy and confidentiality message is attached to your signature on all outgoing e-mails.

**This message is intended for the addressee named and may contain privileged information or confidential information or both. If you are not the intended recipient please delete it and notify the sender.**

* Reply to emails promptly.
* Identify if your message is urgent.
* Before sending emails check you have the following:
  + Correct email address.
  + Relevant Subject line.
  + Your message is clear, polite, accurate, complete and has correct spelling, grammar and punctuation.
  + Attachments are included and are no larger than 4GB due to server requirements.
  + Your signature with privacy information above is at the bottom.
* Mailing lists can be created for sending group emails.
* Only forward emails with permission of previous senders.

#### Don’ts

* Don’t broadcast junk messages.
* Don’t send messages (or jokes) likely to promote feelings of sexual, racial or other harassment in the mind of the recipient.
* Don’t assume your message is private. It may be held on the system for some time or re-transmitted.
* Don’t send an email message if a face-to- face discussion would be more appropriate.

**NOTE: The organisation regularly monitors e-mail messages.**

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| Practice activity icon | Practice activity |

## Key organisational procedures

Review the content of Topic 2 and identify the key points which will help you to keep track of your digital communications. (Hint – think about what you can do to keep the number of emails in your inbox manageable)

Topic 3

Practice using email

# Topic 3: Email Introduction

Email is the most commonly used method of digital communication in the workplace. In this section you will be shown how to:

* Access your TAFE email account.
* Identify and manage your mailboxes
* Create new emails
* Reply and forward emails
* Create email signatures, contacts and groups
* Prioritise and flag emails
* Block spam emails
* Deal with undeliverable emails
* Follow the rules of netiquette

Throughout this section you will be completing activities and putting them together to create a portfolio of work.

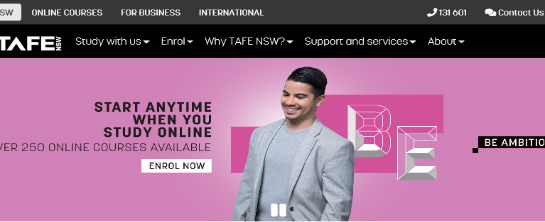
# Accessing TAFE email account

As outlined in **Topic 1**, you will use your TAFE email account for this unit. In the instructions below you will learn how to access your TAFE email.

1. Open your preferred web browser. This could be Internet Explorer, Chrome, Firefox, Microsoft Edge.
2. In the address bar, enter the TAFE NSW web address:

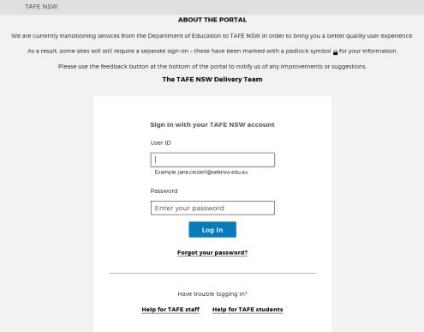


1. In the top right-hand corner of the TAFE NSW homepage, click on **Login**:

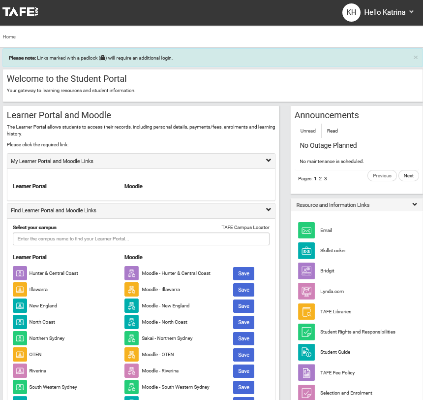


1. The login screen will appear. Enter your TAFE NSW username and password and click on **Log In**:

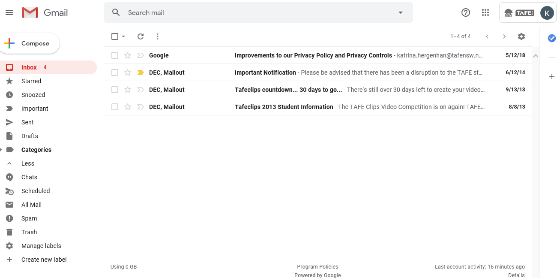
Note: Your TAFE user name appears at the bottom of your receipt which is attached to your enrolment form when you enrol. User Name: *FIRSTNAME.LASTNAME* and password for first time use e.g. *dd/mm/yyyy*.



1. You will be taken to the TAFE NSW student portal. Click on **Email** on the right-hand side of the screen:



1. You will be taken to your TAFE NSW student email:



Your TAFE NSW student email is a Gmail account

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| Practice activity icon | Practice activity |

## Activity 6: Login to email account

1. Using the instructions above, login to your TAFE NSW student email account.
2. Show your teacher that you have logged in.

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| Practice activity icon | Practice activity |

## Activity 7: Students’ email addresses

Along with the other students in your class, you are to write your full name and **TAFE email address** on the board. Using the table below, write down your class mates’ details.

You will use these addresses to send/receive emails for the following activities. They should be used for **class work only**.

Your teacher will let you know their email address.

|  |  |
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| **Name** | **Email addresses** |
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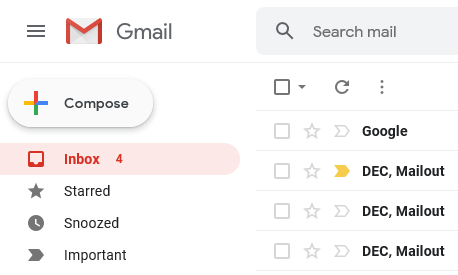
# Screengrab of mailboxesMailboxes

Email accounts have various mailboxes (folders). Whilst they may vary from one to another, the main folders you will find are:

* **Inbox:** Stores all incoming mail.
* **Sent mail:** Stores copies of messages that have been sent.
* **Trash/Deleted items:** Stores messages that have been deleted.
* **Drafts:** Stores messages you have started (but not sent yet) and saved to work on later.
* **Spam/Junk Email:** Stores any junk or suspicious mail that you receive (SPAM).

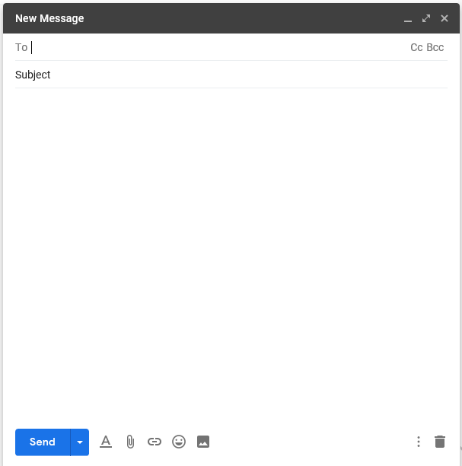
# Create and send a new email

1. To create a new email, click on **Compose** in the top left-hand corner of the screen:



**Note:** Other email systems such as Outlook say **New** rather than **Compose**.

1. The new email window will appear in the bottom right-hand corner of the screen:



Area to write email message

Insert   
photo

Insert  
emoji

Insert   
link

Add   
attachment

Formatting

Carbon Copy

Blind Carbon Copy

Trash

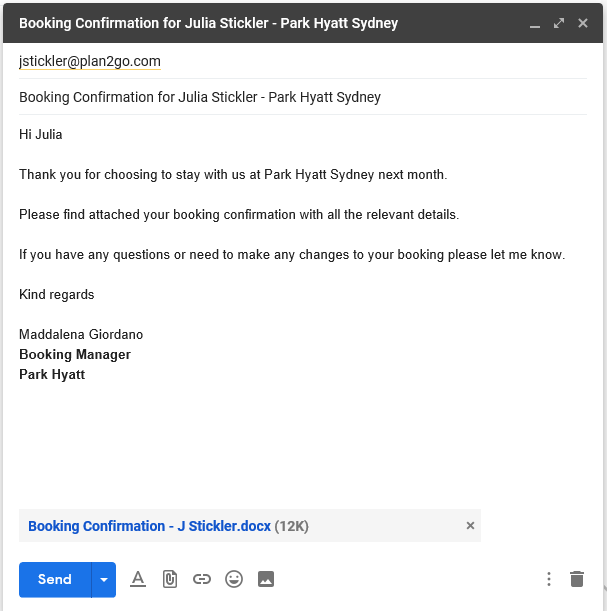
The new email window is made up of the following parts:

* **To:** Enter in the email address(es) of the recipient/s.
* **CC (Carbon Copy):** This is used when you want someone else to receive a copy of the email that you have sent to a recipient. The recipient **CAN** see that a copy of the email has been sent to another person and **CAN** see who it has been sent to. You enter their email address(es).
* **BCC (Blind Carbon Copy):** This is used when you want someone else to receive a copy of the email that you have sent but you do not want the recipient to know that you have done so. The recipient **CANNOT** see that a copy of the email has been sent to another person and **CANNOT** see who it has been sent to. You enter their email address(es).
* **Subject:** A short description explaining the content of the email.
* **Send:** Click on to send the completed email to the recipient.
* **Formatting:** Allows you to format the font in the message including style, colour, size and alignment.
* **Add attachment:** Allows you to send a file/s along with your email such as a document, video, image, audio clip.
* **Insert link:** Allows you to insert a hyperlink to a webpage.
* **Insert emoji:** Allows you to insert an emoji symbol. **Note:** Sending emojis in a business email is inappropriate. Only use in personal emails.
* **Insert photo:** Allows you to send photo/s along with your email.
* **Trash:** Allows you to delete the email if you no longer wish to send it.

When composing an email remember the following:

* Begin your email with a greeting such as *Dear XXXX* or *Hi XXXX*.
* Use clear and concise wording for the body of your message.
* Finish your email with an appropriate close such as *Regards* or *Thank you*.
* Ensure that any required attachments are added.
* Check spelling *(this is can be done via email functionality).*

## Email example



|  |  |
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| Practice activity icon | Practice activity |

## Activity 8: Create and send a new email

1. Create a new email.
2. Add your teacher’s email address (teacher to inform you of the address) in the **To** field.
3. Insert the following as your subject:*My TAFE NSW student email address.*
4. Add the message below

Hello *Teacher’s name*

This is to confirm that I have followed the correct procedures for logging into my TAFE NSW student email account.

My email address is *(Type your email address eg –* [*joe.bloggs@tafensw.net.au*](mailto:joe.bloggs@tafensw.net.au)*).*

Regards

*Your name*

1. Click on **Send** to send the message.

# Undeliverable mail

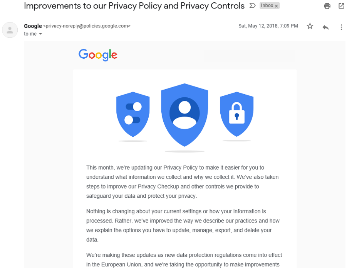
Emails that you send may be returned to your Inbox as ‘undeliverable’. This may also be referred to as **Bounced**.

Below is a list of reasons why an email may be returned and solutions to try if it happens:

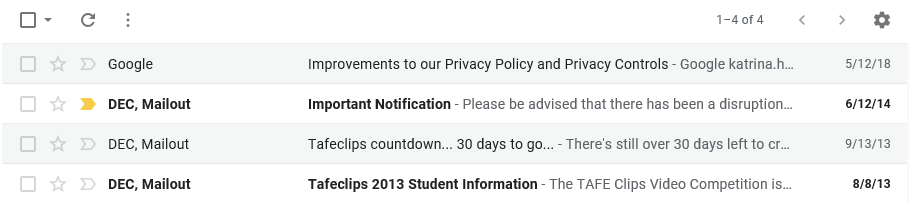
| Issue | Solution |
| --- | --- |
| Incorrect email address. | Double check that you have typed the correct address. If you have then contact the person to confirm their address. |
| The size of the attachment files you are sending are too large. | Try zipping (compressing) the files or if it is multiple files you are sending, try sending them in multiple emails. |
| The recipient’s mailbox is full. | Contact the person to let them know that the email has bounced and to check their mailbox to see if it is full. |
| The email account (address) may not be valid. | Contact the person to see if email address is still current. |
| It may be blocked by the recipient. | This generally will occur when you are sending emails to people who are on your organisation’s mailing list. They may have unsubscribed from the newsletters that you email out, for example. In this situation, remove them from your mailing list. |
| Fault with the internet connection. | Check your internet connection. Fix if you are able to or wait to resend once it is reconnected. |

# Screengrab of "inbox"Reading emails

Emails you receive are automatically placed in your Inbox. A number beside the Inbox indicates the number of emails that have not been read. In the example to the right, you can see that there are four unread emails in the Inbox.

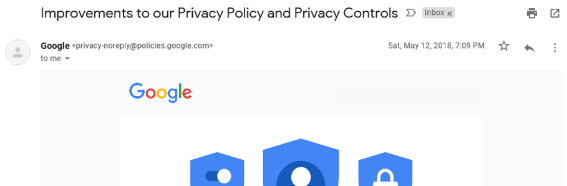
To read an email, simply click on the message from the list. Once you do that, the whole email will be displayed on the screen.

After you have read a message, the message's information line (Sender, Subject, Date etc.) no longer appear in **bold** in the list of messages in the folder. Only the information lines of **unread** messages appear in **bold**. In the example below you can see the second and fourth emails are unread as they are in bold.

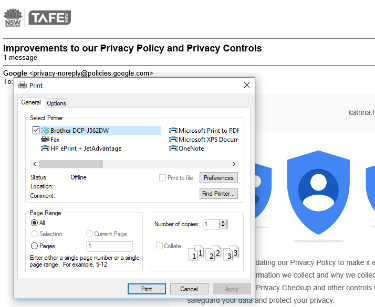


# Printing an email

1. Click on the email to be printed.
2. Click on printer icon in the top right-hand corner of the message:



1. In a new tab in your internet browser, a print preview screen will appear with the **Print** window:



1. Select the required printer. *(Teacher to confirm printer name)*
2. Click on **Print**.

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| Practice activity icon | Practice activity |

## Activity 9: Printing an email

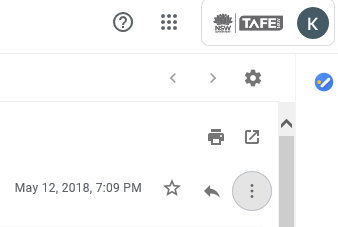
1. Your teacher will send you an email with the subject: ***Welcome to Communicate Digitally****.*
2. Open this email and print a copy for your portfolio.

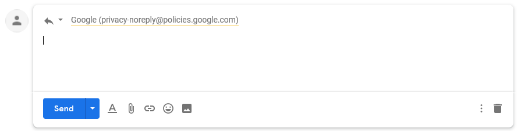
# Replying to an email

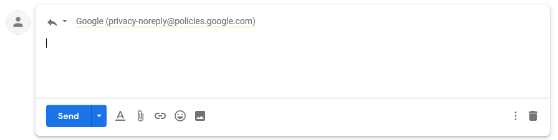
Most emails you receive will require you to reply to the sender. Even if you do not need to provide any specific response to the email, it is good etiquette to reply to let the sender know you have received and read the email.

## Replying to the sender

1. Click on the email in the Inbox to open the message.
2. Click on the arrow in the top right-hand corner of the message:



1. The following will appear below the original email message with a cursor flashing in the textbox ready for you to write your reply. Note that the sender’s email address is automatically entered:
2. Type your message in the message box, add any attachments if necessary, then click on **Send**.



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| Practice activity icon | Practice activity |

## Activity 10: Reply to welcome email

1. Reply to the email that your teacher sent in *Activity 3* with the following message:

Hello *Teacher’s name*

I am replying to your email which relates to Activity 3.

Thank you for your welcome message.

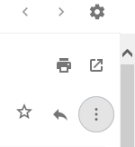
Regards

*Your name*

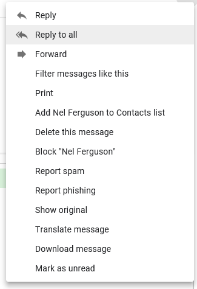
1. Print a copy of the email for your portfolio.

## Replying to multiple people

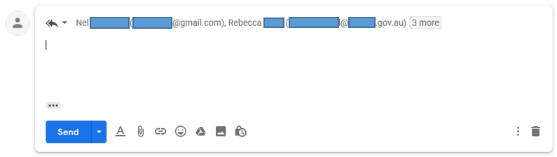
Some emails you receive will be sent to more than one person. Think about the email you printed in the last exercise; your teacher had emailed all the students in the class. This means that each student received that email.

With some of these emails you will need to reply to everyone who received the email. This is referred to as **Reply All**. This sends your reply to all recipients of the original email, as well as the sender. The process is very similar to replying to the sender.

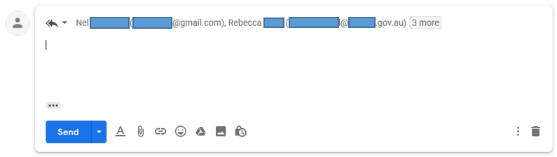
1. Click on the email in the Inbox to open the message.
2. Click on the three vertical dots next to the reply arrow in the top right-hand corner of the message:
3. A drop down menu will appear. Chose **Reply to all** from the list:



1. The following will appear below the original email message with a cursor flashing in the textbox ready for you to write your reply. Note that the sender’s email address and every other address is automatically entered:



1. Type your message in the message box, add any attachments if necessary, then click on **Send**.



**Note:** Do not reply all when it’s only necessary for the sender to receive your reply. It is poor etiquette to reply all unnecessarily.

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| Practice activity icon | Practice activity |

## Activity 11: Reply all to welcome email

1. Reply all to the email that your teacher sent in *Activity 3* with the following message:

Hello class

Good luck with your emails.

Regards

*Your name*

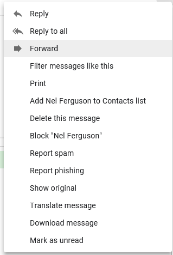
1. Print a copy of the email for your portfolio.

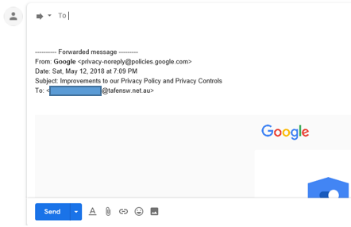
# Forward an email

This is where you have received an email and want to send it on to another person or persons without having to retype or copy it.

It is very important that you remember to delete any personal details before forwarding an email unless you are sending a business email.

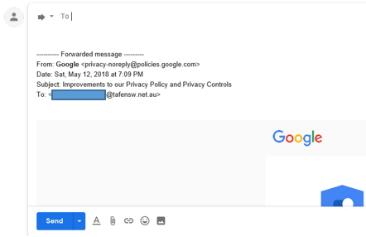
1. Click on the email in the Inbox to open the message.
2. Click on the three vertical dots next to the reply arrow in the top right-hand corner of the message:
3. A drop down menu will appear. Chose **Reply to all** from the list:



The following will appear below the original email message with a cursor flashing in the textbox ready for you to write your reply. 

**Note**: that the original email including the details of the original email including who it is originally from, the date it was sent, the subject and who it was sent to.

1. Type your message in the message box then click on **Send**.



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| Practice activity icon | Practice activity |

## Activity 12: Forward

1. Use the ***Forward***feature to forward a message to your teacher. Forward an email you have received from one of your class mates.
2. Print a copy of the email for your portfolio.

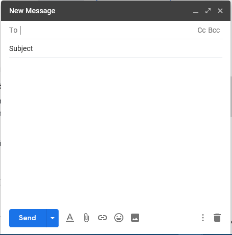
# Email attachments

Attachments are documents (files) that you can add (attach) to your email message. You can add attachments any time while you are composing an email. A paperclip symbol indicates there is an attachment.

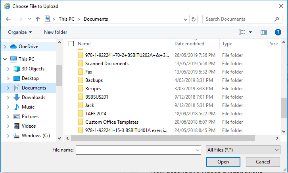
## Adding an attachment to an email

To attach a file to a message you are composing, follow these steps:

1. Create the email as normal.
2. Click on the **Attach Files** button (looks like a paper clip).



1. The following window will appear, allowing you to locate the file/s you are wanting to attach. When you locate the file/s you want to attach, click on it then click on **Open**:



***Note*:** Check the size of the document you wish to attach because if the file is too large it will impact on whether you can send the email and also whether the recipient can receive. If the attachment is too large, try sending a couple of emails and splitting the attachment over these emails. (You can also try compressing the document/file before sending).

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| Practice activity icon | Practice activity |

## Activity 13: Sending email with an attachment

1. In a new Word document, type the following information:

### Virus protection software

Computer viruses are small software programs that are designed to spread from one computer to another and to interfere with computer operation.

A virus might corrupt or delete data on your computer, use your e-mail program to spread itself to other computers, or even erase everything on your hard disk.

Computer viruses are often spread by attachments in e-mail messages or instant messaging messages. That is why it is essential that you never open e-mail attachments unless you know who it's from and you are expecting it.

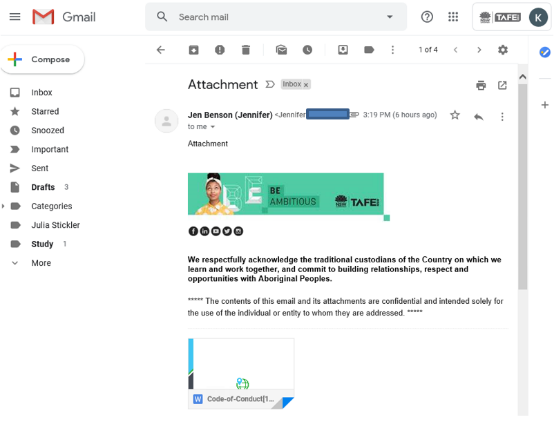
Viruses can be disguised as attachments of funny images, greeting cards, or audio and video files.

1. Save the Word document as *Virus Protection Software* in a place specified by your facilitator.
2. Create a new email to send to your teacher.
3. Insert an appropriate subject, such as *Attaching a File—Virus Protection Software*.
4. Insert an appropriate message. Ensure that you include:
   * A greeting
   * A short and concise message (only needs to be one or two sentences).
   * A closing such as Regards and your name.
5. Make sure you have attached the file before sending.
6. Print the email after you have sent it to your teacher and for your portfolio.

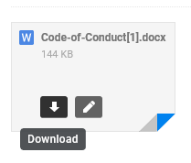
## Downloading an attachment from an email

Most email attachments that you are sent will need to be saved onto your computer or your organisation’s server.

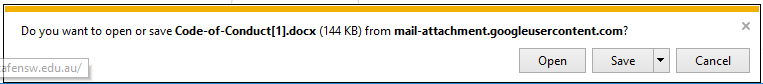
1. Click on the email with the attachment you want to download.
2. Scroll to the bottom of the email to find the attachment:



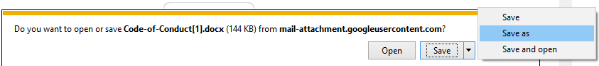
1. Hover your mouse over the attachment to display the download button. Click on it:



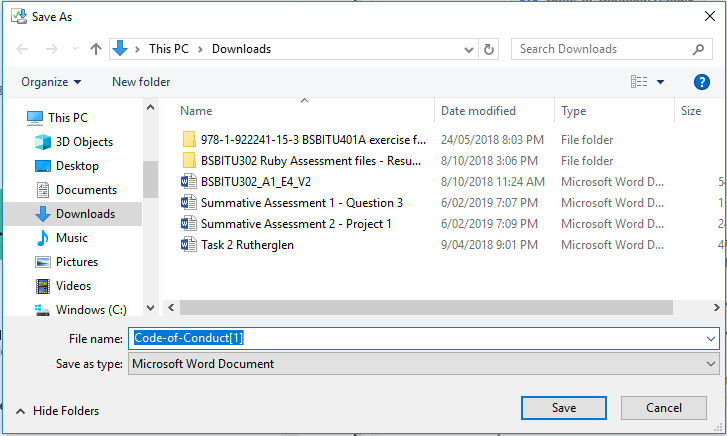
1. At the bottom of the screen a pop up window will appear asking if you want to **Open** or **Save** the document.



1. Click on the drop down arrow next to **Save** and click on **Save as**:



1. A **Save As** window will appear. Locate the location you would like to save the file and click **Save**:



**Note:** Ensure that the file is saved in an appropriate location with an appropriate file name.

# Email signature

As email signature is personalised text (such as your contact information) that is automatically inserted at the bottom of every message you send. It is professional to include an email signature at the bottom of you work emails.

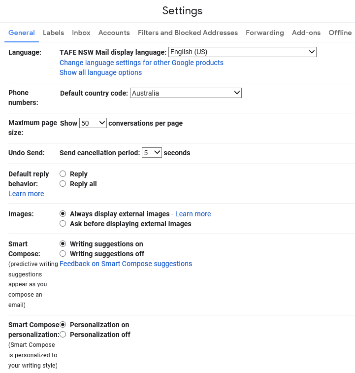
## Creating a signature

To create a signature:

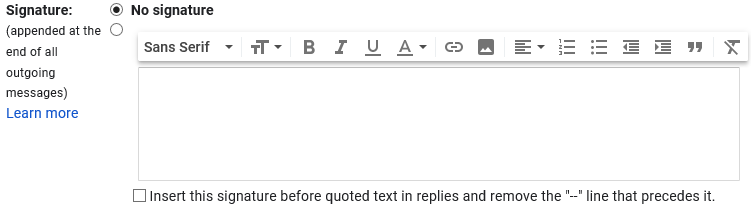
1. Click on the **Settings** icon at the top right of the screen:



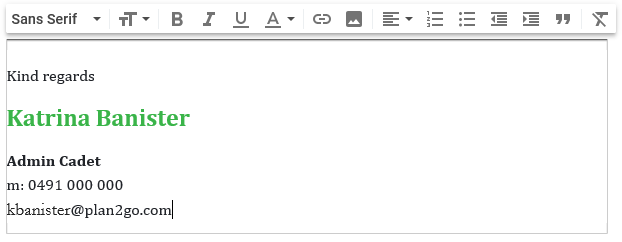
1. The **Settings** screen will appear as below with the **General** tab open:



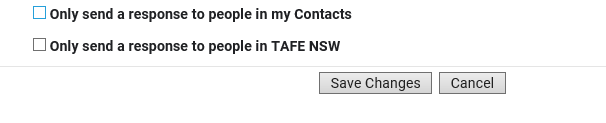
1. Scroll down the page using the scrollbar on the right-hand side of the screen until you get to the **Signature** section:



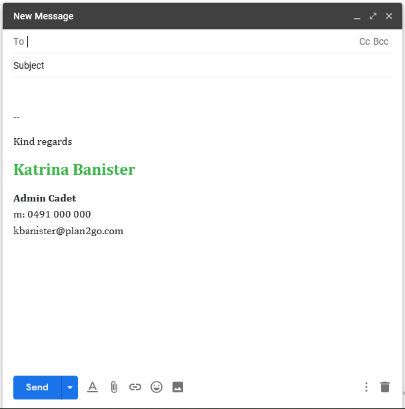
1. In the textbox, type the way you want your signature to appear eg Name, Title, Company etc
2. Use the formatting buttons above the textbox to format your text appropriately:



1. Scroll down to the bottom of the page and click on Save Changes:



When you create a new email your signature will automatically show at the bottom of it:



**Note:** If you do not want your signature to appear on a specific message, you can delete it manually before sending the message. Just highlight the text and delete it before sending.

## Other email signature content

### Email disclaimers

An **email disclaimer** is a [disclaimer, notice](http://en.wikipedia.org/wiki/Disclaimer) or [warning](http://en.wikipedia.org/wiki/Warning) which is added to an outgoing [em](http://en.wikipedia.org/wiki/Email)ail and so forms a distinct section which is separate from the main message. The reasons for adding such a disclaimer include [confidentiality, copyright,](http://en.wikipedia.org/wiki/Confidentiality) [contract formation](http://en.wikipedia.org/wiki/Implied-in-fact_contract), [defamation,](http://en.wikipedia.org/wiki/Defamation) [discrimination, harassment,](http://en.wikipedia.org/wiki/Discrimination) [privilege](http://en.wikipedia.org/wiki/Law_of_Privilege) and [viruses.](http://en.wikipedia.org/wiki/Computer_virus) Example below:

*This message is intended for the addressee named and may contain privileged information or confidential information or both. If you are not the intended recipient please delete it and notify the sender. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.*

### Logos and banners

Some business email signatures will contain the logo of the organisation or a banner. TAFE NSW staff emails have a variety of logos and banners to use. A logo will remain the same and banners may change as they are used to promote activities, achievements and events. Below are a sample of TAFE NSW banners:



### Environmental awareness

Some email signatures will ask you to be considerate of the environment and only print the email if necessary. On the Plan2go email signature they include the following statement:



### Social media links

Most organisations now have social media accounts and will place links as icons in their email signature. Plan2go include their Facebook, Twitter and LinkedIn accounts in their email signature:



TAFE NSW include the links to their Facebook, LinkedIn, YouTube, Twitter and Instagram accounts:

[TAFE NSW FaceBook link icon](https://www.facebook.com/TAFENSW/)[TAFE NSW LinkedIn link icon](https://www.linkedin.com/company/tafe-nsw)[TAFE NSW YouTube link icon](https://www.youtube.com/user/tafe)[TAFE NSW Twitter link icon](https://twitter.com/tafensw)[TAFE NSW Instagram link icon](https://www.instagram.com/tafensw/)

Note**:** You can click on these icons above to look at their accounts. You will need a LinkedIn account to view TAFE NSW’s page.

### Acknowledgements

TAFE NSW also include an acknowledgement of the traditional custodians of the Country:

**We respectfully acknowledge the traditional custodians of the Country on which we learn and work together, and commit to building relationships, respect and opportunities with Aboriginal Peoples.**

|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

## Activity 14: Create your email signature

1. In your TAFE NSW student email, create a suitable signature eg:

*Regards*

***First and Last Name****Certificate II Business*

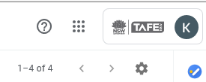
1. Show your teacher.
2. Take a screenshot of the signature, paste into a Word document and print out for your portfolio.

# Contacts

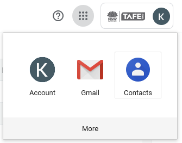
Your Contacts section is like an address book. You can store the details of the people you regularly email.

## Create a new contact

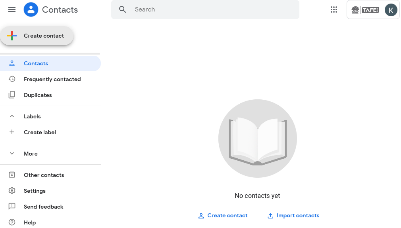
1. Click on the nine dots symbol in the top right-hand corner of the screen:



1. From the drop-down list, choose Contacts:

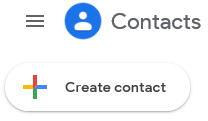


1. A new tab will open in your internet browser with the following screen:

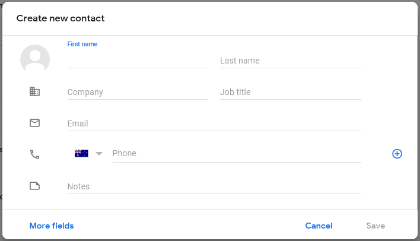


**Note:** In this example, no contacts have been created yet. When contacts are created, they would be displayed here in alphabetical order.

1. Click on **Create contact** in the top left-hand corner of the screen:

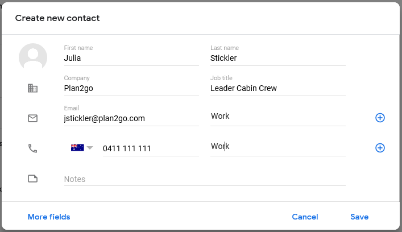


1. A new window will open to allow you to enter in the details of your contact:

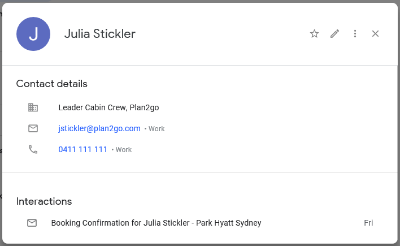


As you enter in email and phone details you are able to identify whether these details are work or personal details. If you click on **More fields** in the bottom right-hand corner you can add additional information such as address, nickname, birthday and more.

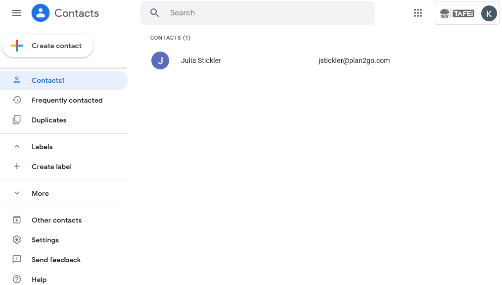
1. When you have finished filling in the details click on **Save**:



1. A summary of the contact details along with interactions (here it is showing an email sent to Julia) with that contact:



1. Click elsewhere on the screen and the contact is added to the screen:



|  |  |
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| Practice activity icon | Practice activity |

## Activity 15: Contacts

1. Add your teacher and three (3) class mates as contacts into your contacts list.
2. Show your teacher.
3. Take a screenshot of the Contacts List screen with your new contacts added, paste into a Word document and print out for your portfolio.

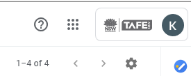
# Distribution List

A distribution list is a special usage of email that allows for widespread distribution of information to many recipients. It is similar to a traditional mailing list—a list of names and addresses—as might be kept by an organisation for sending publications to its members or customers.

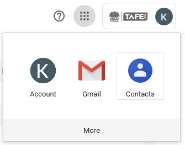
Most email software allows you to set up **distribution lists (mailing lists)** which contain **groups of addresses under a single name**. You would assign ‘a name’ e.g. Marketing and add the email address of people who you want to receive any marketing messages. When you then want to send a message to all those specific people, instead of typing out multiple emails you just select ‘Marketing’ and it will automatically include all the email addresses you have added.

## Creating a distribution list

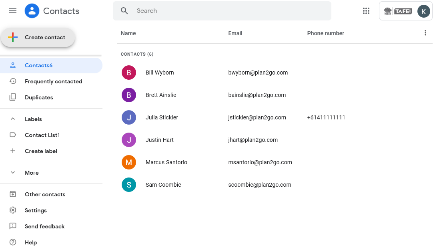
1. Click on the nine dots symbol in the top right-hand corner of the screen:



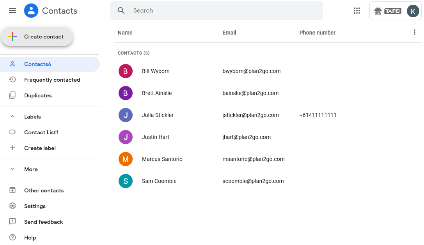
1. From the drop-down list, choose **Contacts**:



1. A new tab will open in your internet browser with the following screen:



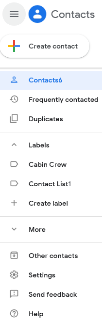
1. Click on **Create label**:



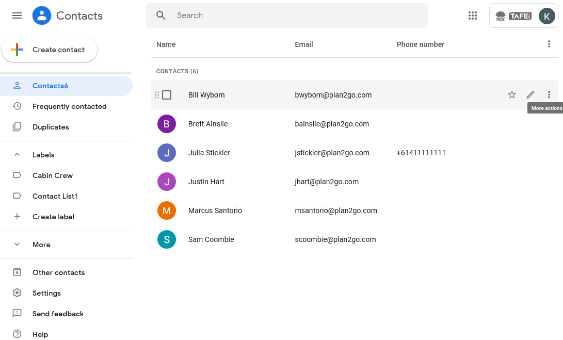
1. A window will appear allowing you to give your distribution list a name. Enter the name you want and click **Save**:



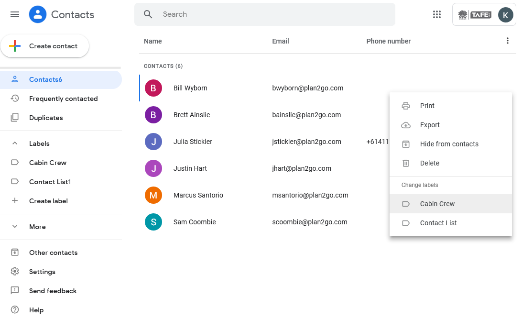
1. Your new label will appear on the left-hand side of the screen, under **Labels**:



1. Hover your mouse over the contact you wish to add to the distribution list to show the **More actions** button (three dots). Click on the dots:



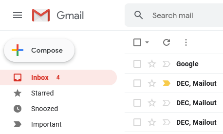
1. From the drop down list , click on the distribution list (label) you want to add the contact to:



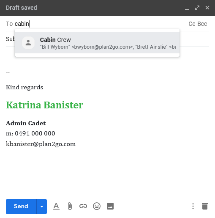
1. A tick will appear next to the distribution list you have chosen. Click elsewhere on the screen to escape from the menu.
2. Repeat the process to add remaining contacts you would like to have on that distribution list.

## Sending an email to a distribution list

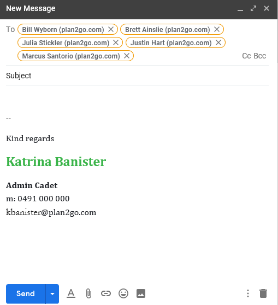
1. Create a new email by clicking on **Compose** in the top left-hand corner of the screen:



1. In the **To** field, as you begin to type the name of the distribution list the distribution list name will appear:



1. Press **Enter** to select and all of the email addresses of the contacts in the distribution list will appear:



1. Compose message, add a subject and any required attachments and click on **Send**.

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| Practice activity icon | Practice activity |

## Activity 16: Distribution list

1. Using the contacts you added in the previous activity, create a distribution list called *TAFE class*.
2. Add your teacher and three (3) class mates as contacts into your contacts list.
3. Show your teacher.
4. Take a screenshot of the distribution list with your new contacts added, paste into a Word document and print out for your portfolio.

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| Practice activity icon | Practice activity |

## Activity 17: Emails

1. Send the following email to ***two***colleagues and ***cc*** to your teacher.

Subject: ***Contact List—Activity***

Message:

*I have created a new group which list names and email addresses for four class members.*

1. Print a copy of the email.

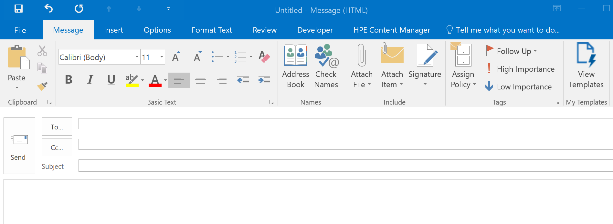
# High importance emails

At times there will be emails that you receive that are important and need to be read or actioned quickly. We can identify these emails by the red exclamation mark (!) next to them.

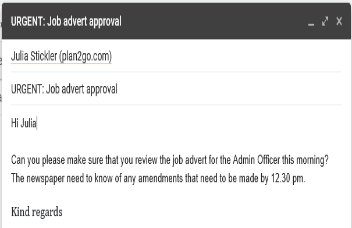
In the example below you can see the red exclamation mark on the right-hand side of the message:



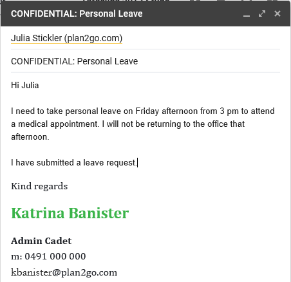
If you want to send a high importance email, some email programs have a built-in function. Below is an example of a new email in Outlook. You can click on the **High Importance** button:



In Gmail, the High Importance function does not exist. In cases where the High Importance function does not exist, you can identify these emails by placing the word *URGENT* at the beginning of your Subject:



You can also use this same strategy to identify confidential emails:



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| Practice activity icon | Practice activity |

## Activity 18: Urgent email

1. Create a new email to send to your teacher.
2. Type in the following message:

*Hi (teacher’s name)*

*Can you please advise what the dates are for the mid-semester break?*

1. Insert an appropriate subject line. Don’t forget to identify that it is urgent.
2. Print a copy of the email for your portfolio.

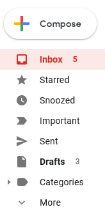
# Organising emails

Especially with work email accounts, it is important to organise your emails into separate folders rather than just leave them all in your inbox. In email accounts like Outlook, you can create subfolders in your inbox to organise your emails. In your TAFE NSW student email account they call them *labels* rather than *folders*.

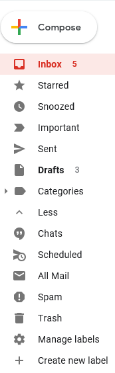
It can be helpful to create labels for different staff members, different departments or different topics. There is not one set way of organising your inbox; unless there is a specific organisational policy, it really is what works for you.

## Creating a new label

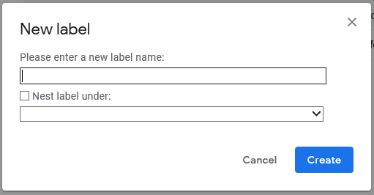
1. Click on **More** on the left-hand side of the screen:



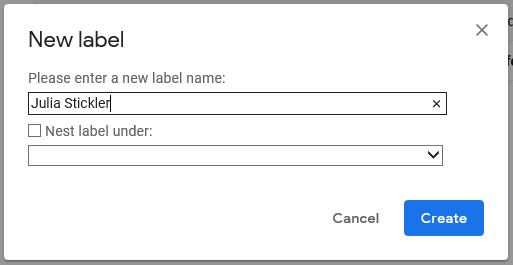
1. Click on **Create new label**:



1. A window will appear on the screen allowing you to type in the label name:

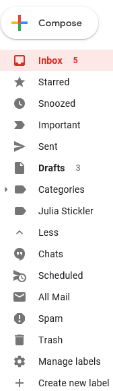


1. Type in the label name and click **Create**:



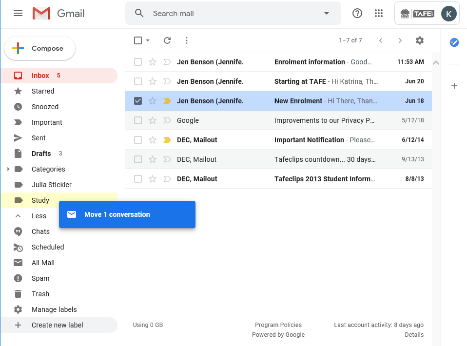
**Note:** The Nest label under function allows you to create sub-labels within another label. For example, a Plan2go employee might create a label for a department such as Cabin Crew and then have sub-labels underneath for each staff member in that department.

1. Your new label will appear on the left-hand side of the page:



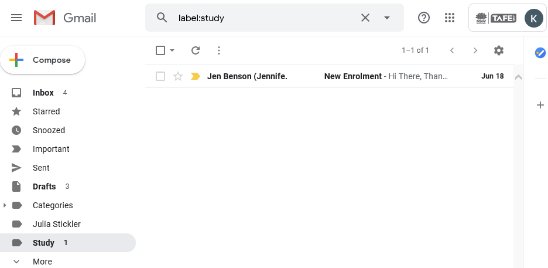
## Moving emails to a label

1. Click on the email you wish to move and drag and drop the emails across to the label you want to move it to:



**Note:** As you drag the email across to the label you will see that the label is highlighted in yellow.

1. Click on the label to see the email is now located in that label:



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| Practice activity icon | Practice activity |

## Activity 19: Filing

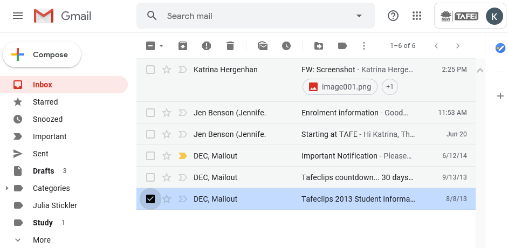
1. Create a label for your teacher.
2. Move all emails in your Inbox from your teacher to their label.
3. Take a screenshot of the emails now located in the label for your teacher, paste into a Word document and print out for your portfolio.

# Deleting emails

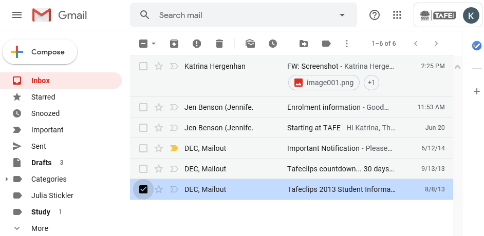
Some of the emails you receive will need to be deleted:

* Suspicious emails
* Dangerous looking emails
* Junk emails
* Emails that are no longer needed and you know for sure will not be referred to in the future.

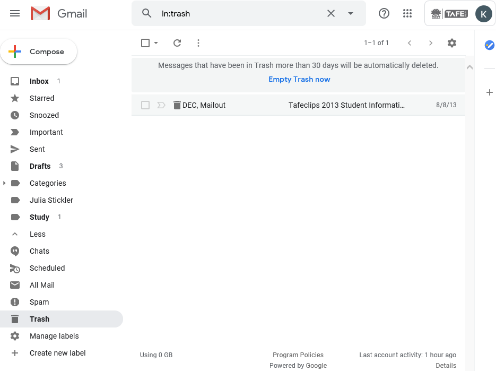
1. Click in the checkbox of the email you wish to delete:



1. Click on the **Delete** button (looks like a trash can):



1. The email will be moved to the **Trash** folder:



**Note:** As the message states on the screen, *Messages that have been in the Trash for more than 30 days will be automatically deleted*. This means it will be deleted permanently and you will not be able to retrieve it after that time.

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| Practice activity icon | Practice activity |

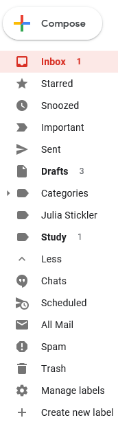
## Activity 20: Deleting an email

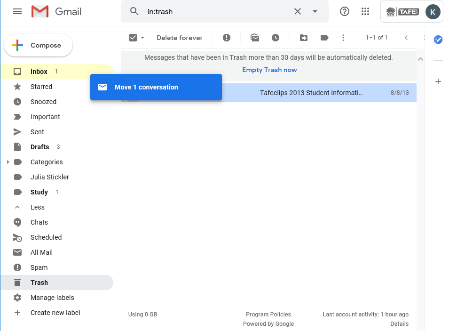
1. Delete an email from your Inbox.
2. Open your **Trash** folder and show your teacher.

# Restoring a deleted email

If you accidentally delete an email or there is an email you have deleted that you wish to keep, you are able to move the email from the Trash folder back into the Inbox or a label. Remember this will only work if the email has been in the Trash folder less than 30 days.

1. Click on the **Trash** folder on the left-hand side of the screen:



1. Click on the email you wish to move and drag and drop the emails across to the Inbox or the label you want to move it to: 

## Permanently deleting emails

If you want to permanently delete a message, never to read it again, ensure that you delete it from the **Trash** folder.

# Archiving emails

If you are using an email account already, be it a personal one or a work one, you will notice that you can receive a lot of emails daily. For this reason it is important to regularly review the emails in your inbox, sent mail and other folders. Delete any messages no longer required.

Important emails need to be ‘archived’. Some documents need to be kept for a certain number of years due to legal or organisational requirements. They are usually ‘archived’ on a separate server or storage device. Archiving is to move emails to another location out of the way as to not clog your Inbox or other labels.

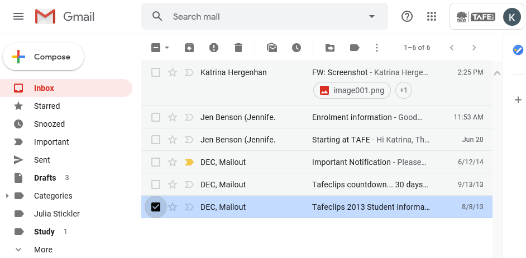
## Legal retention periods

Before you permanently delete any emails it is important to check whether you need to retain the email for a specific period of time under the law:

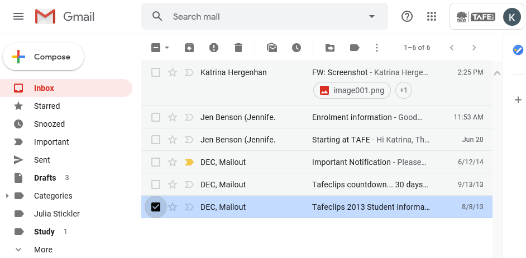
* *Freedom of Information Act 1982—*under this legislation the public have a right to access information held by public sector agencies.
* *Ombudsman Act 1976*—under this legislation, the Ombudsman for a specific industry can request documents or other records relevant to any investigation they are undertaking.
* *Electronic Transactions Act 1999—*this legislation outlines the requirements that businesses have in relation to undertaking electronic commerce including communication with their customers.

## Archiving an email

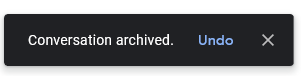
1. Click in the checkbox of the email you wish to archive:



1. Click on the **Archive** button:

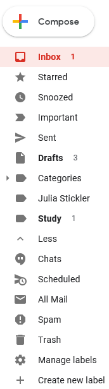


1. The email will be removed from the Inbox (or the label you are in) and a message will appear in the bottom left-hand side of the screen allowing you to undo the action:

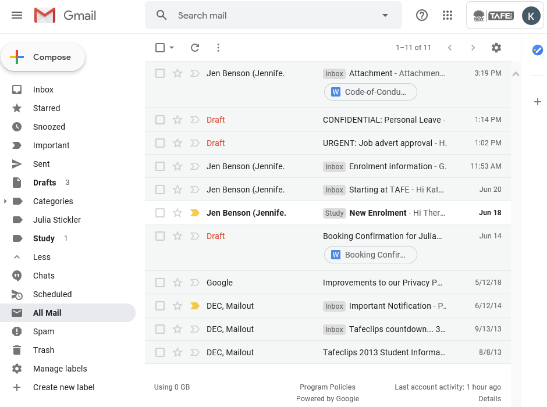


## Accessing an archived email

1. Click on **All Mail** from the left-hand side of the screen:



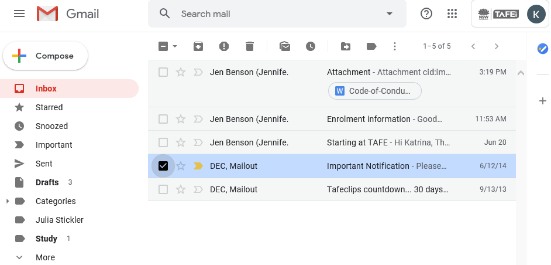
1. The **All Mail** folder contains emails from the Inbox, all labels, draft emails and those archived. Choose from the list or search using the search bar at the top of the screen:



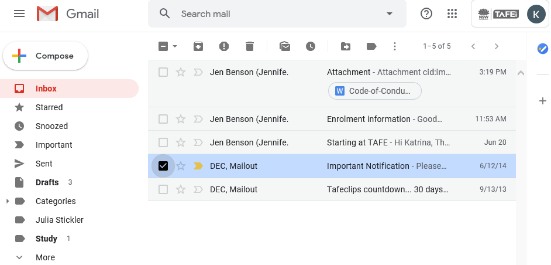
# Blocking unwanted emails (spam or junk emails)

Unfortunately, it is common to receive unwanted emails. These are referred to as spam or junk emails. Spam or junk emails may be selling products you are not interested in, trying to get you to sign up for websites, offering competitions to enter etc. Some spam is harmless (just annoying) and others can be harmful. They might contain viruses if you click on the links in the message or pose as a legitimate business to try to get you to share your personal information such as banking details. If you have a private email account it is more than likely that you have quite a few spam emails in your Inbox. They are annoying at best and clog up your emails. The best thing to do is block them!

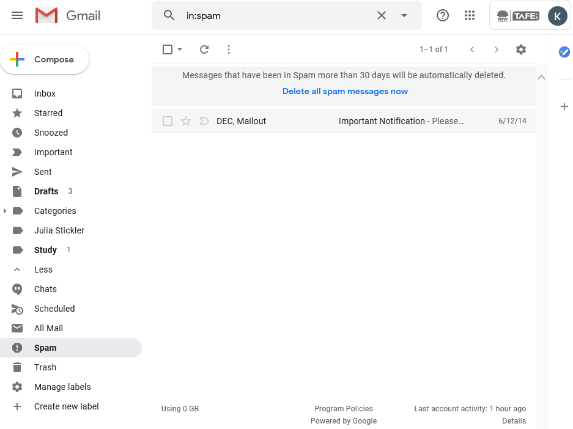
1. Click in the checkbox of the email you wish to block:



1. Click on the **Report spam** button:



1. The message is automatically moved to the **Spam** folder:



**Note:** Similar to the **Trash** folder, the message states on the screen, *Messages that have been in the Trash for more than 30 days will be automatically deleted*. This means it will be deleted permanently and you will not be able to retrieve it after that time.

1. From now on, if emails are sent to you from that address in the future they will be automatically directed to the **Spam** folder rather than going into your Inbox.
2. It is a good idea to check the **Spam** folder occasionally as email accounts sometimes try to identify spam emails themselves and will move emails automatically to the **Spam** folder, even you have not marked it as so.

|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

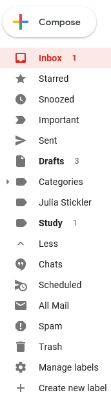
## Activity 21: Block an email

1. Block an email of a colleague from your Contacts list created in ***Activity 2***.
2. Show your teacher.
3. Ask the colleague to send you a short email to show that the block has worked.
4. Show your teacher.

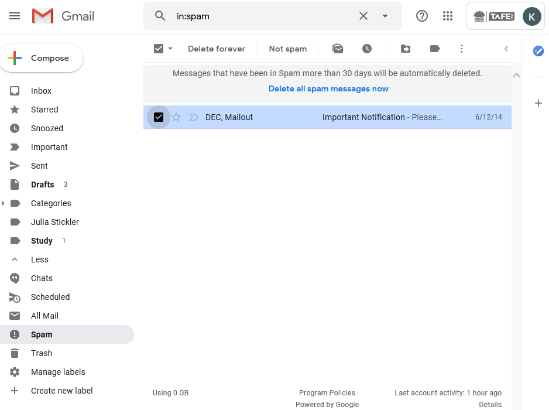
## Unblocking spam

You may have accidentally marked a sender as spam and want to unblock them.

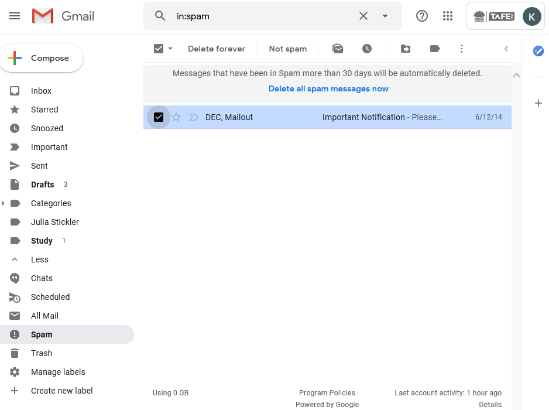
1. Click on the Spam folder on the left-hand side of the screen:



1. Click in the checkbox of the email you wish to unblock:



1. Click on **Not spam**:



1. The email will be moved back to the Inbox and future emails should not be blocked:



|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

## Activity 22: Unblock an email

1. Unblock the email so that it appears in your inbox.
2. Ask the colleague to send you a short email to show that the unblock has worked.
3. Show your teacher.

# Filtering

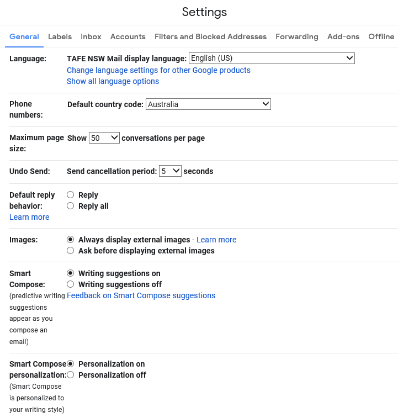
Filtering is a function that allows you to organise what happens to emails as they come into your inbox. It can be used to move emails from a specific person directly into their folder (label) to assist with keeping your emails organised.

## Moving incoming emails to a folder (label)

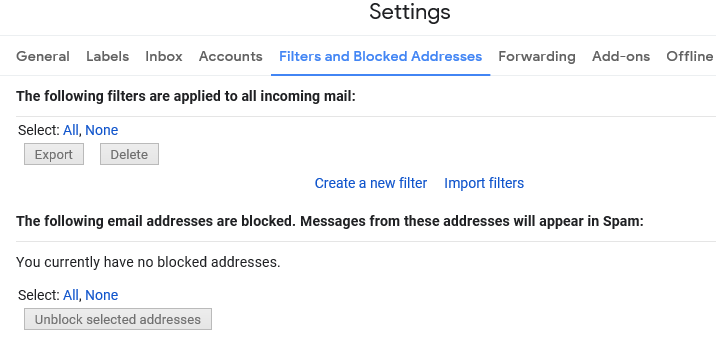
1. Click on the **Settings** icon at the top right of the screen:



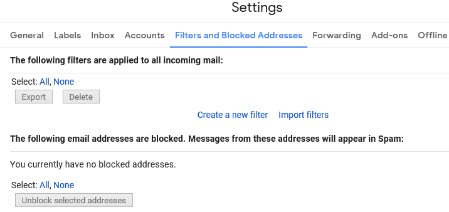
1. The **Settings** screen will appear as below with the **General** tab open:



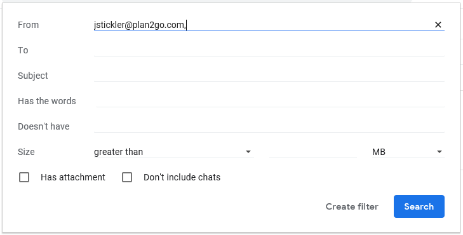
1. Click on the **Filters and Blocked Addresses** tab:



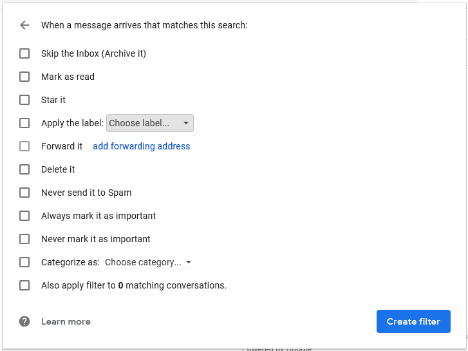
1. Click on the **Create a new filter**:



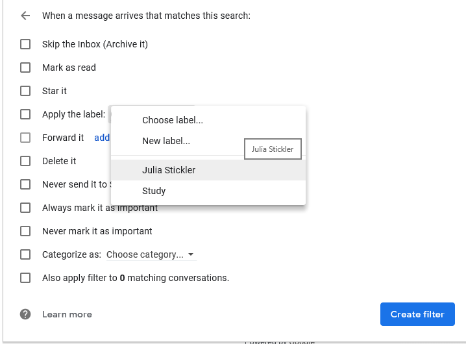
1. For this example we are going to set a filter for emails that are received from Julia Stickler. In the **From** field, type in the email address and click on **Create filter**:



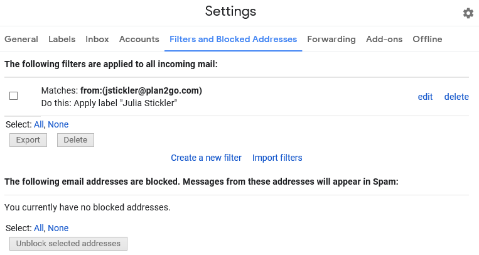
1. A new window will appear allowing you to choose what you would like done to the email:



1. In this example we are going to apply the label of Julia Stickler so it is moved to her folder. Click on the drop down box next to Apply the label: and choose the label you wish to attach. Then click **Create filter**:



1. The filter is now listed in the **Filters and Blocked Addresses** tab:



|  |  |
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| Practice activity icon | Practice activity |

## Activity 23: Moving teacher’s incoming emails to their label

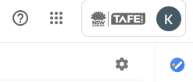
1. Create a filter that will move the incoming emails from your teacher to their label.
2. Print screen the **Filter and Blocked Addresses** screen to show your filter and add to your portfolio.

# Out of office reply

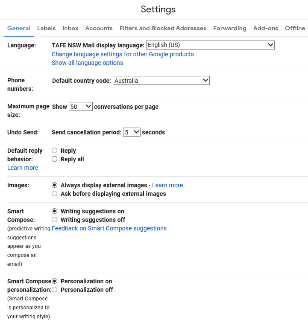
When you on leave from work, be it a couple of days or a couple of weeks, it is professional to set an out of office reply. When someone sends you an email when you are out of office reply is set, they will receive an automatic reply email to say that you are out of the office and will advise when you will return. In Gmail they refer to it as **Vacation Responder**.

## Set an out of office reply

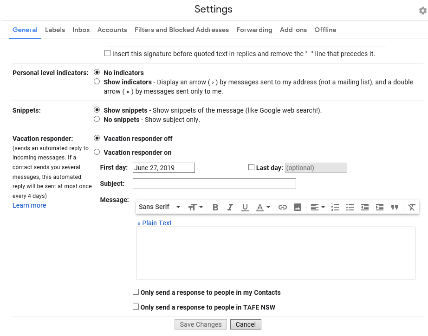
1. Click on the **Settings** icon at the top right of the screen:



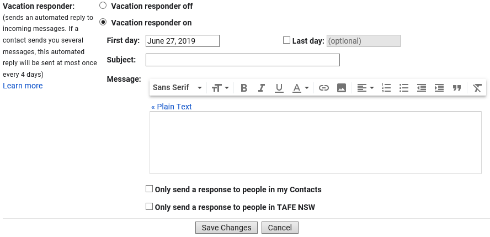
1. The **Settings** screen will appear as below with the **General** tab open:



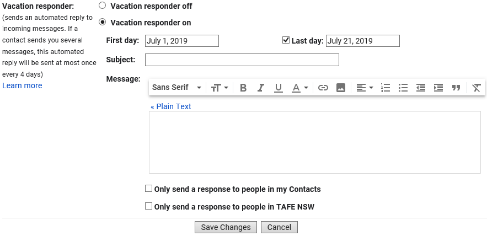
1. Scroll down to the bottom of the **General** tab to the **Vacation Responder** section:



1. Click on **Vacation responder on**:

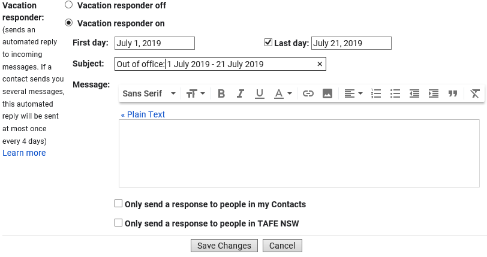


1. Identify the date you would like the reply to start and when you would like it to finish:

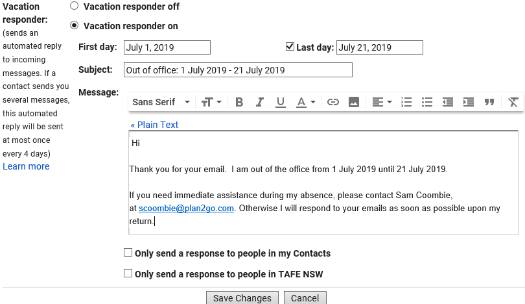


**Note:** You do not need to have an end date, however, if you choose not to have one then you must remember to go back into **Settings** and turn **Vacation Responder** off.

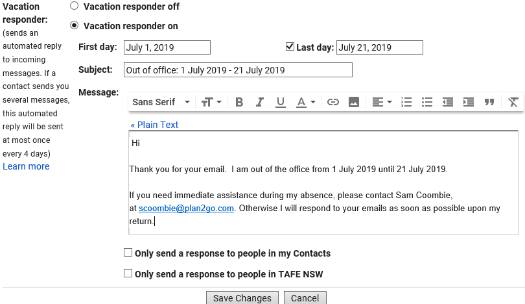
1. Insert a subject for the out of office reply email:



1. Type an appropriate reply message:



1. Click on **Save Changes**:



|  |  |
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| Practice activity icon | Practice activity |

## Activity 24: Create an out of office reply

1. Create an out of office reply starting today and ending in one week.
2. Insert the following subject:

Away from TAFE

1. Insert the following message:

Hi

Thank you for your email. I am away from TAFE from ***today’s date*** and will return on ***one******week from today’s date***.

I will respond to your emails as soon as possible upon my return.

1. Take a screenshot and print out for your portfolio.
2. Show your teacher.
3. Have a colleague send an email to your email address to show that the out of office reply works.
4. Go back into Settings and remove the out of office reply.

Topic 4

Legal obligations

# Topic 4: Legal obligations

## Privacy and confidentiality

Ensure you follow any legal and/or workplace policies/procedures in regard to confidential information contained in any emails you send or receive.

Email users should:

* Change their password regularly and not share it with other users.
* Never publish or disclose the email address or personal information (including names, addresses, photographs, credit card details and telephone numbers) of another person or user without that person’s explicit permission.
* Take responsibility for protecting their own personal information and not reveal personal information (including names, addresses, photographs, credit card details and telephone numbers) of themselves or others.
* Ensure privacy and confidentiality is maintained by not disclosing or using any information in a way that is contrary to any individual’s interests.
* Respect the integrity of all individual emails within an email trail by not forwarding or publishing emails across the wider community.

### Email disclaimers

An **email disclaimer** is a [disclaimer, notice](http://en.wikipedia.org/wiki/Disclaimer) or [warning](http://en.wikipedia.org/wiki/Warning) which is added to an outgoing [em](http://en.wikipedia.org/wiki/Email)ail and so forms a distinct section which is separate from the main message. The reasons for adding such a disclaimer include [confidentiality, copyright,](http://en.wikipedia.org/wiki/Confidentiality) [contract formation](http://en.wikipedia.org/wiki/Implied-in-fact_contract), [defamation,](http://en.wikipedia.org/wiki/Defamation) [discrimination, harassment,](http://en.wikipedia.org/wiki/Discrimination) [privilege](http://en.wikipedia.org/wiki/Law_of_Privilege) and [viruses.](http://en.wikipedia.org/wiki/Computer_virus) Example below:

*This message is intended for the addressee named and may contain privileged information and/or confidential information. If you are not the intended recipient please delete it and notify the sender. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.*

### Filters

Most email systems provide a functionality where you can use a ‘filter’ to ‘block’ certain messages. You can block messages sent from an email account (e.g[. johndoe@mmm.com](mailto:johndoe@mmm.com.au).au) or by a word contained in the subject line of the message. You enter the types of messages you wish to block. Depending on the email system – these messages once received are moved to a specific Folder—Junk or SPAM.

Some email systems provide “Spam Filters” (see below for further information on SPAM mail).

## Inappropriate use of email

Some organisations have system/network functionality that mail you send and receive is scanned for certain words or contents that are 'deemed unacceptable' e.g:

* Racial comments, adult material.
* Inappropriate use of email can lead to dismissal or disciplinary action.

### Never send or publish:

* A message that was sent to you in confidence, without the approval of the person who sent the message.
* A computer virus or attachment that is capable of damaging recipients’ computers.
* Chain letters and hoax emails.
* Spam.
* A message that has been altered without the knowledge of the originator.
* Unacceptable or unlawful material or remarks, including offensive, abusive or discriminatory comments.
* Material that is threatening, bullying or harassing to another person, or makes excessive or unreasonable demands upon another person.
* Sexually explicit or sexually suggestive material or correspondence.
* False or defamatory information about a person or organisation.

# Spam (junk mail)

Ref: Scamwatch – Australian Competition and Consumer Commission

Spam is unsolicited (or junk) electronic messages sent by email, SMS, MMS or instant message. Spam messages can offer free goods or ‘prizes’, very cheap products, promises of wealth or other offers that could result in you taking part in a scam. You might be asked to pay a joining fee, to buy something to 'win' a prize or some other benefit or to call or text a 190 telephone or fax number (calls made to these numbers are charged at premium rates). Spam messages can offer you anything and everything—from fake college degrees to pirated software and counterfeit designer watches—so it pays to be suspicious and delete unsolicited emails.

Spam messages differ from regular printed junk mail in one major way—responding to a spam message can cause you many problems. You may find that malicious software like spyware has been downloaded onto your computer. You may find you are bombarded with more spam messages. Your credit card numbers or other personal details may be stolen. You may send away money for something that never arrives or is not what you thought it would be.

## What to do with spam (junk) mail?

* Speak to your internet service provider about spam filtering or purchase a spam filter for your email account.
* Do not open suspicious or unsolicited emails (**spam**): delete them.
* Do not click on any links in a spam email, or open any files attached to them.
* Never call a telephone number that you see in a spam email or text message.
* **NEVER** reply to a spam email (even to unsubscribe).
* Never enter your personal, credit card or online account information on a website that you are not certain is genuine.
* Never email your personal, credit card or online account details.
* Use your commonsense: the offer may be a scam. For further information check out [http://www.scamwatch.gov.au](http://www.scamwatch.gov.au/)

## Phishing

Spam is also a medium for [fraudsters](http://en.wikipedia.org/wiki/Fraudster) to [scam](http://en.wikipedia.org/wiki/Scam) users into entering personal information on fake Web sites using e-mails forged to look like they are from banks or other organisations. This is known as [*phishing*.](http://en.wikipedia.org/wiki/Phishing)

## Viruses

Ref**:** LivingInternet.com ©1996-2007 by William Stewart

Computer viruses of one kind or another have infected the [*Internet*](http://www.livinginternet.com/) since its very first years of existence. Virus protection is now required technology for everyone that uses the Internet.

Some viruses are only annoying, displaying a message, using extra memory or disk, or changing file names. However, some are destructive and will change files and erase data, and some will erase your entire hard drive. Some run silently in the background and give outside agents complete control of your computer without your knowledge whenever you are connected to the Internet.

The Internet gives viruses are a particularly efficient new path for global infection. Some [*email*](http://www.livinginternet.com/e/es.htm)[*viruses*](http://www.livinginternet.com/e/es.htm) have spread around the world and brought down tens of thousands of computers in just a few hours. It is absolutely essential that you run an **anti-virus protection program to safeguard your computer from these serious threats.**

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| Practice activity icon | Practice activity |

## Activity 16: Identifying emails

You return from a break and see the four emails in your inbox, identify which one fits each of the following descriptors and use that term in column 2 in the table below;

Urgent, Personal, Suspicious, Confidential

In the third column describe any action you might need to take or how you would treat that email.

YOU HAVE WON!!!  10:18 AM
Congratulations, you have been chosen as a winner. You have won $300,000 dollars, all you needto do is.......

Hi Mum 10:17AM
Hi Mum,
Can we please come for dinner tonight? We can be at your

Confidential: HR Issue 10:16AM
Dear Jasmin, Can you please confirm the terms of my employment

Urgent review 10:14AM
Hi there ca you please review this immediately

|  |  |  |
| --- | --- | --- |
| Time | Descriptor | Action required or how you would treat the email |
| 10:14 |  |  |
| 10:16 |  |  |
| 10:17 |  |  |
| 10:18 |  |  |

Topic 5

Web based meeting software:

Zoom

# Topic 5: Web based meeting software

As mentioned in Topic 1, in some instances it maybe more cost effective to hold a video conference, which allows people to join a meeting from their personal computer or mobile phone. You may have heard of web based meeting software such as Skype for Business. These have become increasingly popular as organisations have become more dispersed and people are able to work in a wider variety of locations. Skype for Business requires a meeting organiser to have access to an account, many larger organisations have this available to staff. Smaller organisations and community groups may choose to use freely available products like ‘Zoom’ or ‘GoToMeeting’.

Figure Meeting using web based software – © Shutterstock copied under licence

|  |  |
| --- | --- |
| cid:image002.jpg@01D5229F.F6379580 | Video |

Watch the [Join a meeting](https://www.youtube.com/watch?v=vFhAEoCF7jg) video on how to use Zoom to host a web based meeting.



Figure Join a meeting Youtube video available at: <https://www.youtube.com/watch?v=vFhAEoCF7jg>

|  |  |
| --- | --- |
| Practice activity icon | Practice activity |

## Activity 25: Conduct an online meeting

You will now work in small groups to host web-based meetings using Zoom software.  Go to Zoom at <https://www.zoom.us/> or search for Zoom in the App Store or on Google Play to download to your phone (you will be unable to install this software on a TAFE computer). Setup a meeting request and invite your colleagues to your meeting. You should all have a go at hosting a meeting and attending others’ meetings to see how this software works.

# Summary

Well done on completing this workbook. Hopefully you now have a sound understanding of the current methods of digital communications available, their key features, and how to use them in a workplace or personal context. Best of luck in your assessments!

# Attributions table

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| Screenshots | Used with permission from Microsoft |
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| Figure 2: Multiple devices | Created by [Yogas Design](http://www.yogasdesign.com/). Available at <https://unsplash.com/>  Reproduced under [Creative Commons CC0](https://creativecommons.org/publicdomain/zero/1.0/). |