



Gurukul Technicals Institute

Computer education · Robotics · Science projects · Delhi

FREE EBOOK

COMPUTER AND OFFICE SKILLS

Email, Online Forms and Everyday Digital Tasks

Send email, scan and attach documents, fill online forms and keep copies safely

INSIDE THIS BOOK

- Getting started with email
- A strong password and a safe account
- Writing a polite email
- Attachments, CC and BCC
- ...and 6 more chapters, practice questions and a glossary

Beginner

New computer users, parents and adults who handle forms and documents

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Email, Online Forms and Everyday Digital Tasks

Learn to set up a safe email account, write polite emails, and send documents as attachments. You will also scan papers, make PDFs, resize photos and signatures, fill online forms without mistakes, use OTPs safely, and keep your receipts and files where you can find them again.

WHO IT IS FOR	New computer users, parents and adults who handle forms and documents
LEVEL	Beginner
SUBJECT AREA	Computer and office skills
WHAT IS INSIDE	10 chapters, practice questions with answers, and a glossary

HOW TO USE IT

Read one chapter at a time and try the examples as you go: on a computer, at your workbench or in your notebook. The boxes give tips, safety points and short activities. When you finish, test yourself with the practice questions and check your answers at the end. Words you may not know are explained in the glossary.



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Getting started with email

Email is short for electronic mail. It is a way to send a written message from one phone or computer to another over the internet. An email reaches the other person in a few seconds. It can carry files, such as a photo or a mark sheet. It costs nothing beyond your internet data. Schools send notices by email, offices ask for resumes by email, and online forms send receipts to your email address.

What an email address looks like

Every email account has an address, like a postal address for messages. For example:

priya.sharma2008@example.com

Part	Example	What it means
User name	priya.sharma2008	The name you choose for yourself
The @ sign	@	Read as "at". It joins the two parts
Domain	example.com	The name of the email service

An email address never has spaces in it. A single wrong letter sends your message to the wrong place, or nowhere.

Choosing a user name

Choose a user name you will be happy to give a teacher or an employer. Your own name with a number or a dot works well, such as rahu.l.verma.delhi. Names like coolboy420 look careless on a job application. On most free services you cannot change the address later, so choose well.

Creating an account, step by step

Several companies give free email accounts. The screens differ a little, but the steps are nearly the same.

1. Open the email app on your phone, or the email service's website on a computer.
2. Choose **Create account** or **Sign up**.

3. Type your first name, last name and date of birth.
4. Choose your user name. If someone already has it, the service will suggest others.
You can also add a number or a dot.
5. Make a strong password. The next chapter shows you how.
6. Add your mobile number. The service sends a one-time code to check that the number is yours.
7. Read the terms and click **Agree** only when you understand them.

REMEMBER

If you are a school student, ask a parent to help you create the account. Many services set a minimum age, and younger children need an account that a parent manages.

You can then open the same account on your phone and on a computer, and everything stays the same in both places.

CHAPTER 2

A strong password and a safe account

Your email account is more important than it looks. When you forget the password of a shopping site or a bank app, the "reset password" link usually comes to your email. So a person who gets into your email can often get into many other accounts too. That is why your email password must be the strongest one you have.

What makes a password strong

A strong password is long, hard to guess and used for nothing else. A good way to make one is a passphrase. A passphrase is three or four unrelated words joined together, with a number and a symbol added. It is long, so it is hard to crack. It is made of words, so it is easy to remember.

Weak password	Why it is weak	A stronger idea
123456	The first thing anyone tries	Three or four unrelated words

Weak password	Why it is weak	A stronger idea
priya2008	Your name and birth year are easy to find	Words that have nothing to do with you
password	Found in every list of common passwords	Add a number and a symbol between the words
The same password everywhere	One leak opens every account	A different password for email

A phrase built from a kite, a bucket, the rain and a number is far stronger than any name or date. Never copy a password from a book. Make your own.

SAFETY

Never tell anyone your email password, not even a friend who wants to "help". No genuine company will ever ask for it by phone, message or email.

Turn on two-step verification

Two-step verification means that signing in needs two things: your password, and a second proof that it is really you. The second proof is usually a code sent to your phone, or a tap on a message in an app. Even if someone learns your password, they cannot get in without your phone.

Look in your account's **Security** settings for "2-step verification" or "two-factor authentication", and follow the steps on the screen. It takes a few minutes and is one of the best things you can do for your safety.

Recovery details

Add a recovery phone number and, if you have one, a recovery email address, such as a parent's. If you forget your password, the service uses these to prove the account is yours. Check them once a year, because people change their mobile numbers and forget to update them.

Using a shared computer safely

In a cyber café, a library or an office, other people use the same computer after you.

- Use a private or incognito window. It does not keep your history after you close it.

- If the browser offers to save your password, choose **Never**.
- Do not tick "Keep me signed in".
- Sign out when you finish, then close the browser.

EXAMPLE

Imran checks his email at a cyber café in Lucknow. He opens a private window, downloads and prints his admit card, and signs out. Then he deletes the downloaded file and closes every window. The next customer finds nothing of his.

Signs that someone else got in

Watch for emails you did not send, sign-in alerts from places you have never been, or settings you did not change. If you see any, change your password at once from your own device.

CHAPTER 3

Writing a polite email

A good email is short, clear and polite. The reader should know in a few seconds who you are, what you want and what they need to do. An email to a principal or an employer is a little more formal than a message to a friend.

The parts of an email

Part	What goes in it
To	The email address of the person you are writing to
Subject	A short line that says what the email is about
Greeting	"Dear Sir", "Dear Ms Iyer", "Hello Ravi"
Body	Your message, in short paragraphs
Closing	"Regards", "Thank you", "Yours sincerely"
Signature	Your name, and a phone number if it helps

The subject line

The subject is the first thing the reader sees in a long list of emails. Make it specific. "Hello" or "Urgent" tells the reader nothing. "Application for Office Assistant post – Arjun Mehta" tells them everything. Never leave the subject empty.

Greetings and closings

When you write to	Greeting	Closing
Someone you do not know	Dear Sir or Madam	Yours faithfully, or Regards
A teacher or manager you know	Dear Ms Iyer, Dear Mr Khan	Regards, or Thank you
A friend or relative	Hi Ravi, Hello Didi	Take care, See you

A worked example

Arjun Mehta lives in Jaipur and wants to apply for a job he saw in a newspaper. Here is his email.

EXAMPLE

Subject: Application for Office Assistant post – Arjun Mehta. Dear Sir or Madam, I saw your advertisement for an Office Assistant in Sunday's newspaper, and I would like to apply. I have finished Class 12 and a basic computer course, and I can type letters and keep records in a spreadsheet. My resume is attached as a PDF. I can come for an interview on any weekday. Thank you for your time. Regards, Arjun Mehta, mobile 98XXXXXXX.

The subject names the job and his name. The first line says why he is writing, the middle gives the useful facts, and the end thanks the reader. In a real email each part sits on its own line or in its own short paragraph.

Good habits

- Keep paragraphs short: two or three sentences each.
- Do not type in CAPITAL LETTERS. It reads like shouting.
- Read the email once before you click **Send**. Check names, dates and amounts.
- If you mention an attachment, attach it first. People often forget.

- Use plain words. "Please send the form by Friday" is better than a long, fancy sentence.

TRY THIS

Write an email to your class teacher asking for the notes of a class you missed. Give it a clear subject, a greeting, two short paragraphs and a closing. Read it aloud. Does it sound polite and clear?

A signature that types itself

Most email services let you save a signature: a few lines added to the end of every email you write. Look in **Settings** for "Signature". Your name and phone number are enough. Never put an ID number in it.

CHAPTER 4

Attachments, CC and BCC

An attachment is a file sent along with an email, like a photocopy clipped to a letter. It can be a PDF, a photo, a Word document or a spreadsheet.

How to attach a file

1. Write your email as usual.
2. Click the paper-clip icon, usually near the **Send** button.
3. Find the file on your phone or computer and select it.
4. Wait until the upload finishes. A small bar often shows the progress.
5. Check that the file name now appears in the email.
6. Click **Send**.

Size limits

Every email service limits how big the attachments in one email can be. The limit differs from one service to another. A single phone photo can be several megabytes, so a handful of photos can cross it.

If your files are too big, you can:

- send them in two or three separate emails;
- make photos smaller (see the chapter on photos and signatures);
- put the files in an online storage service and send a link instead.

NOTE

When you share a link to a file in online storage, check who can open it. "Anyone with the link" means exactly that. For ID documents, share only with the named person's email address.

Choosing the right file type

File type	Ending	Best for
PDF	.pdf	Forms, resumes, certificates, scanned papers
JPEG	.jpg or .jpeg	Photos
Word document	.docx	Letters someone needs to edit
Spreadsheet	.xlsx	Tables of numbers

Give the file a clear name before you attach it. `Arjun_Mehta_Resume.pdf` is easy for the reader to find later. `IMG_20251104_093321.jpg` is not.

To, CC and BCC

When you send an email to more than one person, you have three boxes to choose from.

Box	Stands for	Who sees the address
To	The main person	Everyone who gets the email
CC	Carbon copy	Everyone who gets the email
BCC	Blind carbon copy	Only you. The others cannot see it

Use **To** for the person who must act on the email, **CC** for someone who should simply know about it, and **BCC** when you write to many people who do not know each other.

EXAMPLE

Kavita runs a tuition centre in Indore. She emails a holiday notice to 30 parents, with her own address in **To** and all the parents in **BCC**. Each parent gets the notice, but no parent can see the other 29 addresses.

REMEMBER

Putting a large group of strangers in **To** or **CC** shares all their email addresses with each other. That is a privacy mistake.

CHAPTER 5

Replying, forwarding and finding emails

Once emails start arriving, you need to answer them, pass some of them on, and find old ones again.

Reply, Reply all and Forward

Button	What it does	When to use it
Reply	Sends your answer only to the person who wrote	Most of the time
Reply all	Sends your answer to the sender and everyone in To and CC	Only when every person needs your answer
Forward	Sends the email, with its attachments, to someone new	To pass information on

When you reply, the subject gets "Re:" in front of it; when you forward, it gets "Fwd:". The earlier messages usually appear below yours.

EXAMPLE

A class teacher in Patna emails all 40 parents about a picnic. Mr Sinha wants to say his son will come. If he clicks **Reply all**, 40 families get his message, and some will reply to everyone too. He clicks **Reply**, and only the teacher gets it.

Forwarding with care

Before you forward an email, read all of it, including the older messages at the bottom. They may contain phone numbers or comments not meant for the new person, so delete what is not needed. Add a line at the top saying why you are forwarding it. Never forward chain messages or warnings you cannot check; most are false.

Keeping your inbox tidy

Your inbox is the folder where new emails arrive. A few habits keep it under control.

- **Search.** The search box at the top finds emails by a name, a word or an address. Type "admit card" or the sender's name.
- **Star or flag** important emails so they are easy to find.
- **Labels or folders.** Make a few, such as "School", "Bank" and "Job". Move emails into them.
- **Archive.** This removes an email from the inbox without deleting it. You can still find it with search.
- **Delete** emails you will never need, such as old advertisements.

TIP

Once a week, spend five minutes clearing advertisement emails. Use the "unsubscribe" link at the bottom of emails from shops you know and trust, so they stop sending them. Do not click "unsubscribe" in emails that look suspicious.

A free account has limited storage space. When it fills up, new emails may stop arriving, so delete old emails with big attachments now and then.

CHAPTER 6

Spam and phishing

Not every email is honest. Spam is unwanted email sent to thousands of people at once, mostly advertisements. It is annoying but usually harmless. Phishing is far more dangerous. It is a fake email made to look as if it comes from a bank, a company or an

office. Its aim is to trick you into giving away a password, an OTP or card details, or into opening a harmful file. The word sounds like "fishing", because the sender throws out bait and waits for someone to bite.

Signs of a phishing email

Sign	What it looks like
Fear or hurry	"Your account will be blocked today!"
A prize you never entered	"You have won ! 25,00,000 in a lucky draw"
A strange sender address	A familiar name, but an odd address after the @
A request for secrets	Password, OTP, PIN, card number or CVV
A link to "update KYC" or "verify"	The link opens a site that only looks real
Poor spelling and grammar	"Dear costumer, kindly do the needful urgent"
An unexpected attachment	A file you did not ask for, especially a zip or a program

A worked example

Sunita in Nagpur gets this email: "Dear Customer, your Bharat Bank account is suspended due to incomplete KYC. Click below within 24 hours to avoid permanent blocking." The sender's name says Bharat Bank Alerts, but the full address ends in `bharatbank-kyc-verify.net`, which is not her bank's address. The email creates hurry and asks her to click a link. She does not click. She calls the number on the back of her debit card, and the bank confirms that her account is fine.

SAFETY

Your bank will never ask for your password, PIN, OTP or CVV by email, phone call or message. Anyone who asks is a fraudster, however real the email looks.

What to do with a suspicious email

1. Do not click any link or open any attachment in it.
2. Do not reply, not even to say "stop".
3. Check with the company yourself: open its official app, or call the number on your card or passbook. Never use a number printed in the email.

4. Use the **Report spam** or **Report phishing** option in your email app. This helps the service block similar emails.
5. Delete it.

If you already clicked

What matters is acting fast. If you typed your password into a fake page, change that password at once from your own device, and change it on any other account that used the same one. If you shared bank details or an OTP, call your bank immediately to block your card or account. Report the fraud on the national cyber crime helpline, 1930, or on [cybercrime.gov.in](https://www.cybercrime.gov.in).

DID YOU KNOW

Fraudsters often copy a real company's logo and colours exactly. A perfect logo proves nothing; the sender's address and the request tell you far more.

Harmful attachments

Some attachments carry malware: software made to damage your device or steal information. Be most careful with files ending in **.exe**, zipped files you did not expect, and documents that ask you to "enable" something before you can read them. Check unexpected files with the sender by phone first.

CHAPTER 7

Scanning documents with a phone or a scanner

Many online forms ask you to upload documents such as a mark sheet or a certificate. Scanning means making a clear, flat digital copy of a paper document. You can do it with a phone or with a scanner.

Scanning with a phone

A plain photo of a document often comes out tilted, shadowy or blurred. A document scanning mode fixes this: it finds the edges of the page, straightens it and cleans up the background. Many phones have one in the camera, a notes app or a files app, and many online storage apps have a scan button.

1. Put the document on a flat surface of a different colour, such as a dark table, so the edges stand out.
2. Use good light. Daylight near a window is best. Avoid the shadow of your own phone and hand.
3. Hold the phone straight above the page, not at an angle.
4. Keep still and let the app find the edges. Take the picture.
5. Adjust the corners if the app got them wrong.
6. Choose a colour mode: colour for certificates with seals and photos, black-and-white for plain text pages.
7. Add more pages if the document has them, then save as a PDF.

TIP

Check every scan at full size before you upload it. If you cannot read a word, the officer checking your form cannot either.

Scanning with a scanner

A flatbed scanner, often part of a printer, gives very clean copies.

1. Lift the lid and place the document face down on the glass.
2. Line it up with the corner arrow marked on the glass, and close the lid.
3. On the computer, open the scanning app that came with the printer, or the scan option in your computer's settings.
4. Choose colour or black-and-white, the file type (PDF or JPEG) and the resolution.
5. Click **Scan**, then save the file with a clear name.

Resolution is measured in DPI, dots per inch. Higher DPI gives a sharper picture but a bigger file. A middle setting is usually enough for documents. If a form names a resolution, use that.

Which copy to scan

Scan the original, not a photocopy, unless the form says otherwise. Remove staples and unfold the paper fully. For a two-sided document, scan both sides if the form asks for them.

SAFETY

Scans of ID documents are valuable to fraudsters. After scanning on a shared computer, delete the files and empty the recycle bin. Never leave your scans in a shop's computer or chat group.

EXAMPLE

Farida in Bhopal needs to upload her Class 10 mark sheet. Her first phone photo is yellow and tilted. She places the mark sheet on her dark bedsheet near a window, uses her phone's document mode, crops it, picks colour so the board's seal shows, and saves it as `Farida_Class10_Marksheet.pdf`. The new copy is straight, white and easy to read.

CHAPTER 8

PDFs, photos and signatures of the right size

Almost every online form has rules about uploads: the file type, the size of the picture and how heavy the file can be. Forms reject files that break them.

What a PDF is

A PDF (Portable Document Format) is a file that looks exactly the same on every phone and computer. That is why forms, receipts and certificates usually come as PDFs.

You can make a PDF in several ways:

- **From a phone scan.** Most scanning modes save straight to PDF.
- **From Word or a similar program.** Choose **Save As** or **Export** and pick PDF.
- **By printing to PDF.** On many Windows computers you can press **Ctrl + P** in almost any program and choose the printer named "Microsoft Print to PDF". It saves a PDF instead of printing on paper. You can also select several photos, choose **Print** and pick the same PDF printer to get one PDF with all of them.

Pixels and kilobytes

Two different numbers describe a photo, and forms often ask for both.

Measure	What it means	Example
Pixel size	How many tiny dots wide and tall the picture is	300 × 400 pixels
File size	How much storage the file takes	45 KB

A pixel is one tiny dot of colour. KB means kilobytes and MB means megabytes; one MB is about 1,000 KB. A fresh phone photo is often several MB, far too heavy for most forms.

REMEMBER

Every form sets its own rules for size, type and background. Read the instructions on that form and follow them exactly. The numbers in this book are only practice examples.

Resizing a photo on a Windows computer

Paint, which comes with Windows, can resize a photo.

1. Right-click the photo, choose **Open with**, then **Paint**.
2. Find the **Resize** option. In newer versions it may be called **Resize and skew**.
3. Choose **Pixels** instead of **Percentage**.
4. Keep **Maintain aspect ratio** ticked, so the face does not get stretched.
5. Type the width the form asks for. The height changes on its own.
6. Use **Save As** and choose JPEG. Give it a new name, so the original stays safe.
7. Right-click the new file and choose **Properties** to see its size in KB.

If the file is still too heavy, make the picture a little smaller and save again. Never enlarge a tiny picture a lot, because it turns blurry.

Getting the shape right

Aspect ratio means the shape of a picture: how wide it is compared with how tall. If a form wants 300 × 400 pixels, the shape is 3 wide to 4 tall. Most phone photos are already 3 to 4, so they shrink neatly. If the shape is different, crop the photo first, using the **Crop** tool, and then resize it.

EXAMPLE

A practice form asks Riya for a photo of 300 × 400 pixels, between 20 KB and 50 KB, in JPEG. Her phone photo is 3000 × 4000 pixels and 2.4 MB. She crops away the extra wall around her head and shoulders, keeping the 3 to 4 shape. Then she resizes it to 300 pixels wide; the height becomes 400 on its own. She saves it as Riya_Photo.jpg, checks Properties and sees 38 KB. It fits.

Photos and signatures

For the photo, use a recent picture with your face clearly visible against a plain, light background. For the signature, sign with a dark pen on plain white paper and photograph it in good light. Crop close around it, leaving a little white space, then resize it to the form's numbers.

SAFETY

Avoid uploading your ID documents or signature to random "free photo resizer" websites. You do not know who keeps a copy. Use the tools on your own computer or phone.

TRY THIS

Check any photo's pixel size and KB in Properties. Resize a copy to 300 pixels wide in Paint, save it as JPEG and check again. How much lighter is it?

CHAPTER 9

Filling online forms carefully

An online form is a set of boxes on a website or app that you fill in and submit. Admission forms, job applications and scholarship forms all work this way. A small mistake, such as a wrong date of birth, can be hard to correct later, so go slowly and check everything.

Before you start

- Read the instructions or the notice fully, from start to end.

- Get the website address from an official notice, an official letter or a trusted person, not from a random message. Most Indian government websites end in **.gov.in** or **.nic.in**, but always check the full address carefully.
- Keep your documents, scans, photo and signature ready in one folder.
- Keep the phone with your registered mobile number charged and near you for OTPs.
- Start well before the last date. Websites often become slow on the final day.

Kinds of boxes on a form

Item	What it looks like	How to use it
Text box	An empty box	Type your answer
Drop-down list	A box with a small arrow	Click and choose one option
Radio buttons	Small circles	Choose only one
Check boxes	Small squares	Tick all that apply
Date picker	A small calendar	Choose day, month and year
Required field	Marked with a star (*)	You must fill it

Typing your details

Type your name exactly as it appears on your documents. Check how the form wants dates: DD/MM/YYYY (day first) is common in India, but some forms want the month first. Type your email address and mobile number slowly, because a wrong number means you miss every OTP and update.

TIP

Keep a "form details" page in your notebook: your name as on documents, date of birth, father's and mother's names, address with PIN code, mark details and ID numbers. Copying from one checked page avoids fresh mistakes every time.

OTPs

An OTP is a one-time password: a short code sent to your phone or email to prove that you are the person filling the form. It works only once and only for a few minutes. If it expires, ask for a new one.

SAFETY

Type an OTP only into the form or app that you opened yourself, at that moment. Read the whole OTP message first; it usually says what the code is for. If a caller asks you to read out an OTP, it is a fraud, every time.

Uploads, preview and submit

1. Upload each document in the right box, in the right type and size.
2. Look at the small preview of each upload, if the form shows one.
3. Fill in any captcha, the wavy letters or puzzle that proves you are a person and not a computer program.
4. Click **Preview** or **Review**. Read every line slowly. Ask someone to check it with you.
5. Correct mistakes now. After final submission, changes may not be possible.
6. Click **Submit** only once. Do not press the browser's back or refresh button while it saves.

Paying a fee

Pay only through the payment page that opens from the form itself. Write down the transaction ID. If the screen freezes, do not pay again straight away. Check your bank messages and the form's status page first, because the first payment may have gone through.

EXAMPLE

Sunil fills a college admission form in Kanpur. On the preview page he notices that he chose "1980" instead of "2008" in the year list. He goes back, fixes it, reads the whole page again with his elder sister, and only then submits.

CHAPTER 10

Saving receipts, organising files and printing

The job is not finished when you click **Submit**. You need proof that you applied, and you need to find your files again next month or next year.

Keep the acknowledgement

After you submit a form, most websites show an acknowledgement: a page or slip that confirms your application. It usually has an application number or reference number.

Keep it in more than one way:

1. Download it as a PDF, if there is a button.
2. If there is no button, press **Ctrl + P** and save it as a PDF, or take a screenshot.
3. Write the application number and the date in your notebook.
4. Check your email and SMS for a confirmation, and keep that too.
5. Print one copy if you may need to show it in person.

REMEMBER

Without the application number, it can be very hard to check your status or prove that you applied. Save it before you close the page.

Name files so you can find them

A good file name says what the file is and when it is from. Write the date as year, month and day, so files sort in date order on their own.

Poor name	Good name
download (3).pdf	2026-10-04_College_Form_Acknowledgement.pdf
IMG_4471.jpg	Arjun_Photo_300x400.jpg
scan.pdf	Arjun_Class12_Marksheet.pdf

Organise your folders

Files you download usually land in the **Downloads** folder. It fills up fast. Make a few main folders and move files into them once a week.

Folder	What goes in it
Documents – ID	Scans of ID cards and certificates
Forms and receipts	Filled forms, acknowledgements, fee receipts
Photos for forms	Your resized photo and signature files
Job	Resume, cover letters, offer letters

Keep the original large scans in one place and the resized copies in another, so you never upload the wrong one.

TIP

Keep a backup copy of important files on a pen drive or in an online storage account that is protected with a strong password and two-step verification. A phone can be lost or broken in a second.

Printing a document

1. Open the file and press **Ctrl + P**, or choose **Print** from the menu. On a phone, look for **Print** in the share menu.
2. Choose the printer from the list.
3. Look at the print preview, the small picture of how the page will come out.
4. Choose which pages to print: all of them, or only some.
5. Set the number of copies.
6. Choose colour or black-and-white. Colour costs more, so use it only when needed.
7. Check the paper size (usually A4) and the direction: portrait (tall) or landscape (wide). If the page is cut off at the edges, choose an option such as **Fit to page**.
8. Click **Print**.

DID YOU KNOW

In most print windows you can type **1-2, 5** in the pages box to print pages 1, 2 and 5 only. It saves paper when you need just a few pages of a long PDF.

Printing at a shop

If you print at a shop, carry the file on a pen drive or send it by email. If you send it to the shop's phone, ask them to delete it in front of you.

EXAMPLE

Meena in Kochi saves her son's admission acknowledgement as `2026-10-04_Admission_Acknowledgement.pdf`, prints two copies at a nearby shop, and keeps the PDF in her "Forms and receipts" folder and on a pen drive. A month later the school asks for the application number. She finds it in under a minute.

Practice questions

1. What are the three parts of an email address, and what does each part mean?
2. Why is your email password more important than most of your other passwords?
3. What is a passphrase, and why is it a good way to make a strong password?
4. What does two-step verification add to your account's safety?
5. Name three things you should do when you use email on a cyber café computer.
6. Which greeting and closing would you use for an email to someone you have never met?
7. What can you do if your attachments are bigger than the email service allows?
8. What is the difference between CC and BCC?
9. Kavita is sending a notice to 30 parents. Where should she put their addresses, and why?
10. When should you use **Reply all**, and when should you not?
11. What is phishing?
12. Give four signs that an email may be a phishing email.
13. You typed your password into a fake page by mistake. What should you do?
14. Give three tips for getting a clear scan with a phone.
15. What is the difference between a photo's pixel size and its file size?
16. Why should you keep "Maintain aspect ratio" ticked when you resize a photo?
17. What is an OTP, and when is it safe to type one?
18. Why should you click **Submit** only once and avoid pressing the back button?
19. Give two ways to keep a copy of an acknowledgement slip.
20. Why is a file name like `2026-10-04_College_Form_Acknowledgement.pdf` better than `download (3).pdf`?

Answers

1. The user name is the name you choose; the @ sign, read as "at", joins the parts; the domain names the email service.
2. "Reset password" links for other accounts usually come to your email, so whoever controls your email can often take over those accounts too.
3. It is three or four unrelated words joined, with a number and a symbol added. Its length makes it hard to crack, and the words make it easy to remember.
4. Signing in needs a second proof, such as a code on your phone, so a person who knows your password still cannot get in.
5. Any three: use a private window; never let the browser save your password; do not tick "Keep me signed in"; sign out and close the browser; delete any files you downloaded.
6. "Dear Sir or Madam" to begin, and "Yours faithfully" or "Regards" to close.
7. Send the files in separate emails, make the photos smaller, or put the files in online storage and share a link with only the right person.
8. Everyone who receives the email sees the CC addresses. Only the sender sees the BCC addresses.
9. In BCC, with her own address in To, so no parent can see the other parents' addresses.
10. Only when every person in To and CC needs your answer. For a simple answer to the sender, use Reply.
11. A fake message made to look as if it comes from a trusted company, sent to trick you into giving away secrets or opening a harmful file.
12. Any four: fear or hurry; a prize you never entered; a strange sender address; a request for a password, OTP, PIN or card details; a link to "update KYC"; poor spelling; an unexpected attachment.
13. Change that password at once from your own device, and on any account that used the same one, and turn on two-step verification. If you shared bank details or an OTP, call your bank and report it on 1930 or [cybercrime.gov.in](https://www.cybercrime.gov.in).
14. Any three: a background of a different colour; good light without shadows; the phone held straight above the page; the document scanning mode; checking the scan at full size.
15. Pixel size is how many dots wide and tall the picture is, such as 300 × 400. File size is how much storage it takes, such as 45 KB.
16. So the picture keeps its shape and the face is not stretched or squashed. If the shape is wrong, crop first.

17. A one-time password that proves it is you. Type it only into a form or app you opened yourself, at that moment, after reading what the message says it is for.
18. Clicking again or going back while the form saves can cause a double entry, a double payment or an error.
19. Any two: download it as a PDF; save it with Ctrl + P or a screenshot; write the application number in a notebook; keep the confirmation email or SMS; print a copy.
20. It says what the file is and when it is from, and dates written as year, month and day sort in order on their own.

WORD LIST

Glossary

Acknowledgement

a page or slip that confirms a form was submitted, usually with an application or reference number.

Archive

to remove an email from the inbox without deleting it.

Aspect ratio

the shape of a picture, meaning its width compared with its height.

Attachment

a file sent along with an email.

BCC

blind carbon copy; addresses in this box are hidden from the other people who get the email.

Captcha

a small puzzle on a form that proves you are a person and not a computer program.

CC

carbon copy; addresses in this box are seen by everyone who gets the email.

Domain

the part of an email address after the @ sign, which names the email service.

DPI

dots per inch, a measure of how sharp a scan is.

Incognito window

a private browser window that does not keep your history after you close it.

KB and MB

kilobytes and megabytes, units for file size; one MB is about 1,000 KB.

Malware

harmful software made to damage a device or steal information.

OTP

one-time password, a short code that works only once and only for a few minutes.

Passphrase

a long password made of several unrelated words, with a number and a symbol added.

PDF

Portable Document Format, a file that looks the same on every device.

Phishing

a fake message made to look trustworthy, sent to steal secrets such as passwords or OTPs.

Pixel

one tiny dot of colour in a digital picture.

Scanning

making a clear, flat digital copy of a paper document.

Spam

unwanted email sent to many people at once, usually advertisements.

Two-step verification

a sign-in that needs your password and a second proof, such as a code on your phone.



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