Email Troubleshooting and Security Awareness

Part 1: Office Roleplay Dialogue

Scenario: An employee, Lisa, contacts the IT technician, Mark, because she didn't receive an important email, and she is also concerned about suspicious emails in her inbox.

Lisa: Hi Mark, I think I'm having issues with my email. I was expecting an important message from a client, but I never received it.

Mark: Hi Lisa, let's check a few things. First, have you looked in your spam or junk folder?

Lisa: Oh, let me check... Oh! Here it is. Why did it go there instead of my inbox?

Mark: Sometimes, the email server filters messages based on security rules. The system checks the **MX record (Mail Exchange Record)** of the sender to verify if the email is coming from a trusted source. If the record isn't properly set up or if the email looks suspicious, it might get flagged as spam.

Lisa: I see. Is there a way to stop that from happening with trusted senders?

Mark: Yes, you can mark the email as "Not Spam," or I can add the sender to the safe list. Also, your email provider uses **SMTP (Simple Mail Transfer Protocol)** to send emails and **IMAP (Internet Message Access Protocol)** to retrieve them. Sometimes, if there are server delays, emails may take longer to arrive.

Lisa: That makes sense. I also got a weird email asking me to confirm my password. It looked urgent, but something felt off.

Mark: That sounds like **phishing**. Cybercriminals send fake emails pretending to be from legitimate companies to steal your login credentials. Never click on suspicious links or enter your password unless you're 100% sure the email is genuine.

Lisa: Good to know! I'll be more careful. By the way, I sometimes get a notification that my mailbox is full. What does that mean?

Mark: That's your **quota**. Email servers set a storage limit for each user. If your mailbox reaches its quota, you won't be able to receive new messages until you delete some old ones or archive them.

Lisa: I see. I'll clear out my inbox regularly then. Thanks, Mark!

Mark: No problem, Lisa. Let me know if you need further help!

Part 2: Comprehension Questions

1. Why did Lisa's important email go to the spam folder?

(A) Because the sender's MX record might not be properly set up ✅

(B) Because Lisa's internet was slow

(C) Because the email was too large

(D) Because Lisa's mailbox was full

2. What protocol is responsible for sending emails?

(A) IMAP

(B) SMTP ✅

(C) FTP

(D) DNS

3. What is phishing?

(A) A method to send large files

(B) A security feature in email settings

(C) A type of cyberattack where fake emails trick users into giving away personal information ✅

(D) A way to store emails more securely

4. What happens when Lisa reaches her email quota?

(A) She will receive more spam emails

(B) She won't be able to receive new emails until she deletes old ones ✅

(C) Her emails will be automatically forwarded to another inbox

(D) Her computer will shut down

Part 3: Key Vocabulary Definitions in Japanese

1. **SMTP (Simple Mail Transfer Protocol) (シンプルメール転送プロトコル)** – メールを送信するためのプロトコル。

2. **IMAP (Internet Message Access Protocol) (インターネットメッセージアクセスプロトコル)** – メールをサーバー上に保存し、複数のデバイスからアクセスできるようにするプロトコル。

3. **Phishing (フィッシング詐欺)** – 偽のメールやウェブサイトを使用して、個人情報やパスワードを盗もうとするサイバー犯罪。

4. **MX Record (Mail Exchange Record) (メール交換レコード)** – メールを適切なサーバーに転送するための DNS 設定。送信者の信頼性を確認するのに使用される。

5. **Quota (クオータ)** – メールボックスの容量制限。上限を超えると、新しいメールを受信できなくなる。

Part 3: Answers

1. Why did Lisa's important email go to the spam folder?
✅ (A) Because the sender's MX record might not be properly set up

2. What protocol is responsible for sending emails?
✅ (B) SMTP

3. What is phishing?
✅ (C) A type of cyberattack where fake emails trick users into giving away personal information

4. What happens when Lisa reaches her email quota?
✅ (B) She won't be able to receive new emails until she deletes old ones