

# INTRODUCTION TO EMAIL



*Benbrook Public Library*

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# What is E-Mail?

The term 'E-Mail' means 'electronic mail'

E-Mail uses the Internet and applications to send and receive messages all over the world

E-Mail is transmitted almost instantly

All a user needs is access to a computer with an internet connection



# What is E-Mail? (continued)

E-Mail can include text, images, and hyperlinks

It is also common to attach additional documents, photographs, sound (music) and other file types to email



# What is E-Mail? (continued)

**Send mail electronically via the Internet**

**Requires an account on a mail server and supporting software on your PC**

**The username and password will allow you to access your account**

**All e-mail programs allow you to Send, Compose, Reply, and Forward mail**



# What is E-Mail? (continued)

An E-Mail address has two parts that are separated by the '@' symbol:

`username@domainname.extension`

The user creates an username when setting up the account.

The domain name and extension are designated by the service provider



# Types of E-Mail

## Client Based

This is a “paid” account that is often included with an internet service provider (ISP)

The user needs an application to view, send, receive & manage email on their own computer (client)





# Types of E-Mail (continued)

## Web Based

This type of E-Mail is offered through a website interface. The user can access email from anywhere with a browser and internet connection.

There are many free providers including:

[www.hotmail.com](http://www.hotmail.com)

[www.yahoo.com](http://www.yahoo.com)

[www.mail.google.com](http://www.mail.google.com)





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[www.mail.google.com](http://www.mail.google.com)



# Types of E-Mail: Protocols

## POP Client – *Post Office Protocol*

- Lets users work without being connected to mail server
- Upload to send mail - Download to read mail
- Allows almost any e-mail program to access e-mail from server

## IMAP – *Internet Message Access Protocol*

- Permits a "client" email program to access remote message stores as if they were local
- Enables user to access messages from more than one computer



# E-Mail Capacities

Both client-based and web-based and free and paid email service providers limit the capacities of their users.

There are limits on storage, or the amount of messages the service will store in memory.

There are limits on the sizes of messages that will transmit through their systems.



# E-Mail Interface Examples





# E-Mail Interface Examples



# Send & Receive E-Mail

**Compose** – Originate a message

**Reply** – Answer or respond to a received message (goes only to sender)

**Reply All** – Answer or respond to a received message (copies to each addressee in the **TO:** and **CC:** address lines)

**Forward** – Send a received message to a different recipient



# E-Mail Addressing

When sending, responding, or forwarding messages, the user can address them in three ways:

**TO:** is the '*primary*' intended recipient

**CC:** is a '*carbon copy*' to a secondary recipient (both addressees are aware each has received a copy)

**BCC:** is a '*blind carbon copy*' where each addressee is unaware of the other intended recipients





# E-Mail Folders

- ***Inbox*** – new messages as well as messages that have been read
- ***Outbox*** – messages not yet sent
- ***Sent items*** – messages that have been sent (moved here from outbox)
- ***Deleted items*** – messages deleted from any folder



# E-Mail Folders (continued)

- ***Drafts*** – Messages composed, but not sent
- ***Spam*** – Messages identified by user or service provider as “junk” mail
- ***Custom folders*** – additional folders and subfolders created by the user



# E-Mail Folders - Examples

The screenshot shows a Yahoo! Mail interface. At the top, it says "Hi, TaylorCJay" and "Available". There's a search bar and a "WEB SEARCH" button. The left sidebar shows folders: "Inbox (6)", "Drafts", "Sent", "Spam", "Trash", "Contacts", "4 Online" (with contacts like Sally Smith, Nicole, Jessica M, Delwin Jackson), "Calendar", "Notepad", "Applications" (with links to Flickr, Photos by Xoopit, Flixster Movies, Family Journal, Yahoo! Greetings, WordPress), and "My Folders" (with "Misc" and "Personal (8)").

The main area shows an "Inbox" with 462 messages. A table lists several emails:

<input type="checkbox"/>	From	Subject	Date	Size
<input type="checkbox"/>	michael kronthal	Dinner in the city?	Yesterday, 3:22 AM	17KB
<input type="checkbox"/>	<b>Martin Ortlieb</b>	<b>dinner recipes from the bbc</b>	<b>Yesterday, 10:13 AM</b>	<b>7KB</b>
<input type="checkbox"/>	<b>Suzanne Wang</b>	<b>Isn't the weather just wonderful</b>	<b>Thu, 12/11/05 6:21 AM</b>	<b>249KB</b>
<input type="checkbox"/>	<b>Gary Minnaert</b>	<b>where did you go?</b>	<b>Thu, 12/11/05 4:49 AM</b>	<b>9.3MB</b>
<input type="checkbox"/>	<b>elliott schei</b>	<b>mr lion</b>	<b>Wed, 12/10/05 5:09 AM</b>	<b>3KB</b>
<input type="checkbox"/>	Gary Minneart	brunch next sunday	Wed, 12/10/05 11:08 PM	9KB
<input type="checkbox"/>	Gary Minneart	why didn't you come for dinner?	Tue, 12/9/05 4:10 AM	8KB
<input type="checkbox"/>	daniel postoian	i love your cookies	Tue, 12/9/05 4:39 AM	23KB

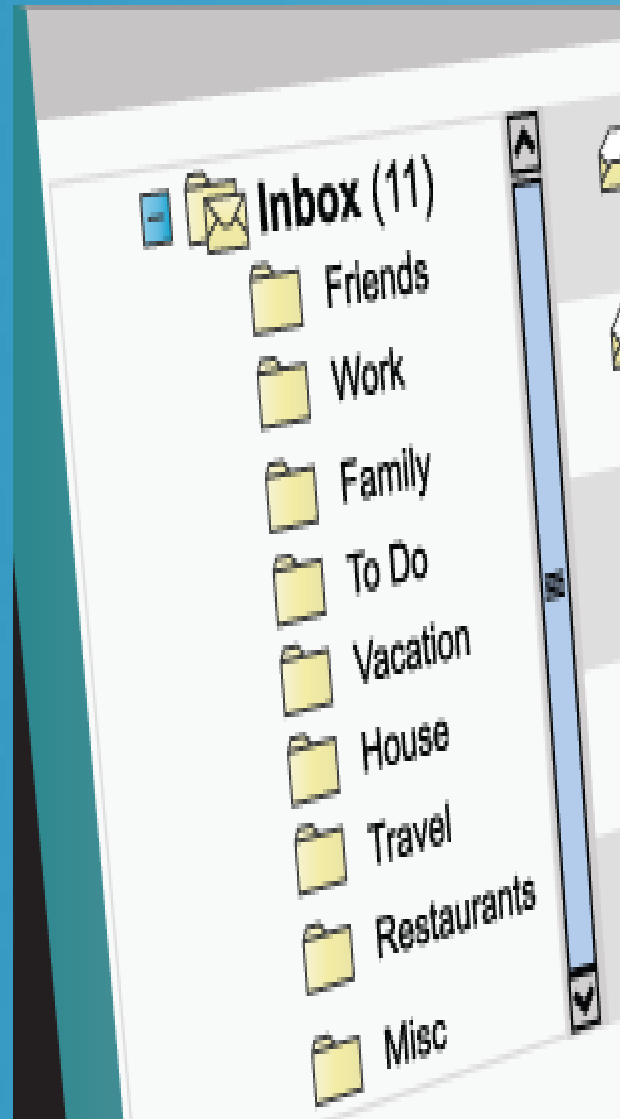
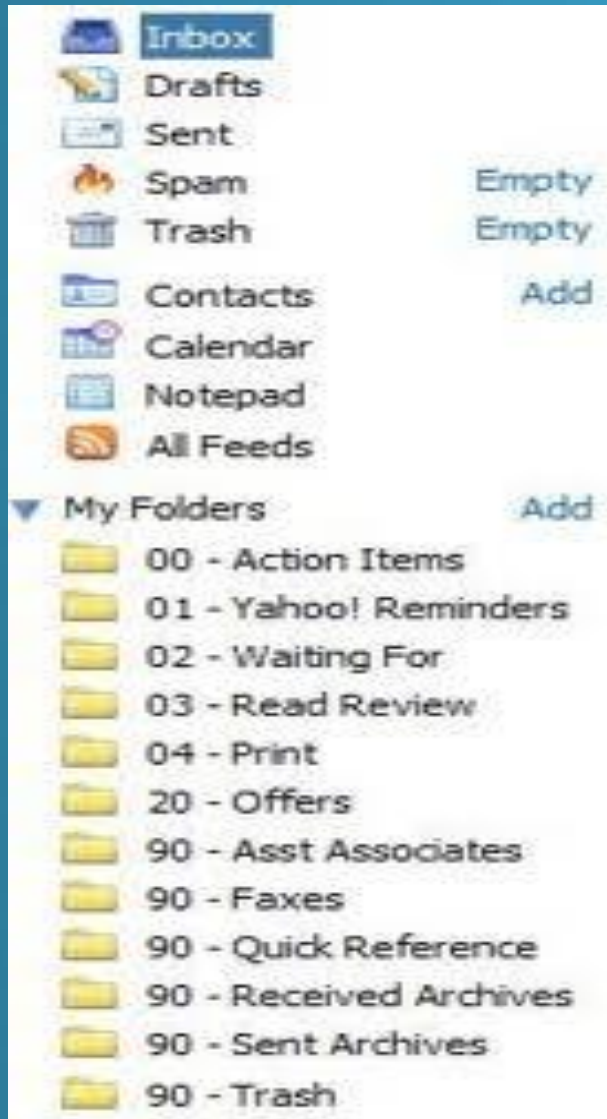
The selected email is titled "Dinner in the City?" from Michael Kronthal. The body text reads: "Hi guys, I was wondering if you wanted to join me for some yummy yummy tapas in the Mission this weekend. Jen and I will be driving into San Francisco around 7:30; maybe you can meet us at Ramblas or Cha Cha Cha at 8:00? Do you have any other suggestions? Mike".

At the bottom, a calendar strip shows: "TODAY 12/16, 12:00p Lunch with Dave 1:00p Meet Mom", "WED 12/17, 9:00a Dentist Appointment", and "THU 12/18, 6:30p Dinner @ Jessica's".

On the right side, there are promotional banners for "PayPal Free Shipping Site to Store" and "Walmart Sweet Deals".



# E-Mail Folders - Examples



# Standard File Types

When sending attachments, try to use common formats to increase the likelihood that the recipient can open the attachment.

Common formats are:

.pdf – documents (text & text with images)

.jpeg – photos, pictures, and images

.mp3 – sound and music





# E-Mail Etiquette

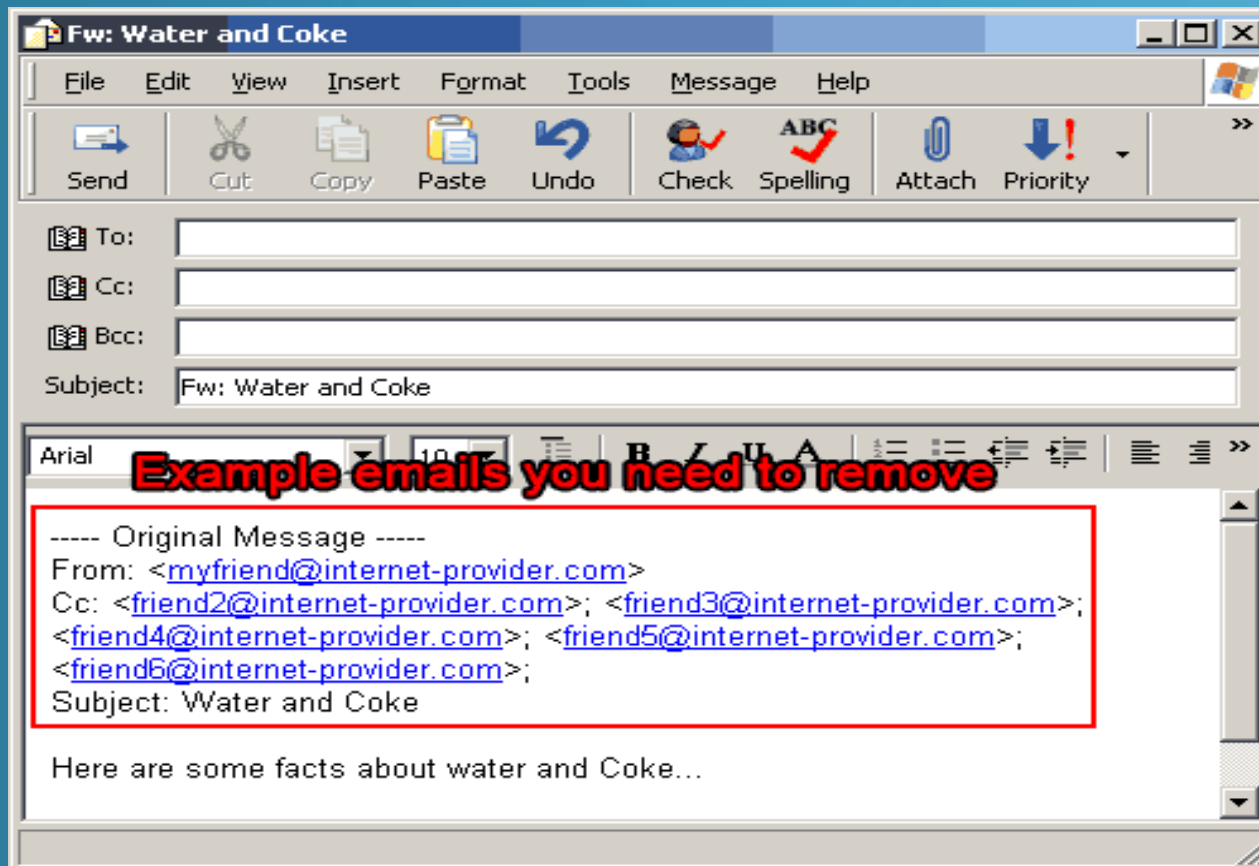
**Never send anything in E-Mail that you would not want to see on the front page of the newspaper!!!**

**E-Mail can be forwarded by recipients to other addressees an UNLIMITED number of times!!!**



# E-Mail Etiquette (continued)

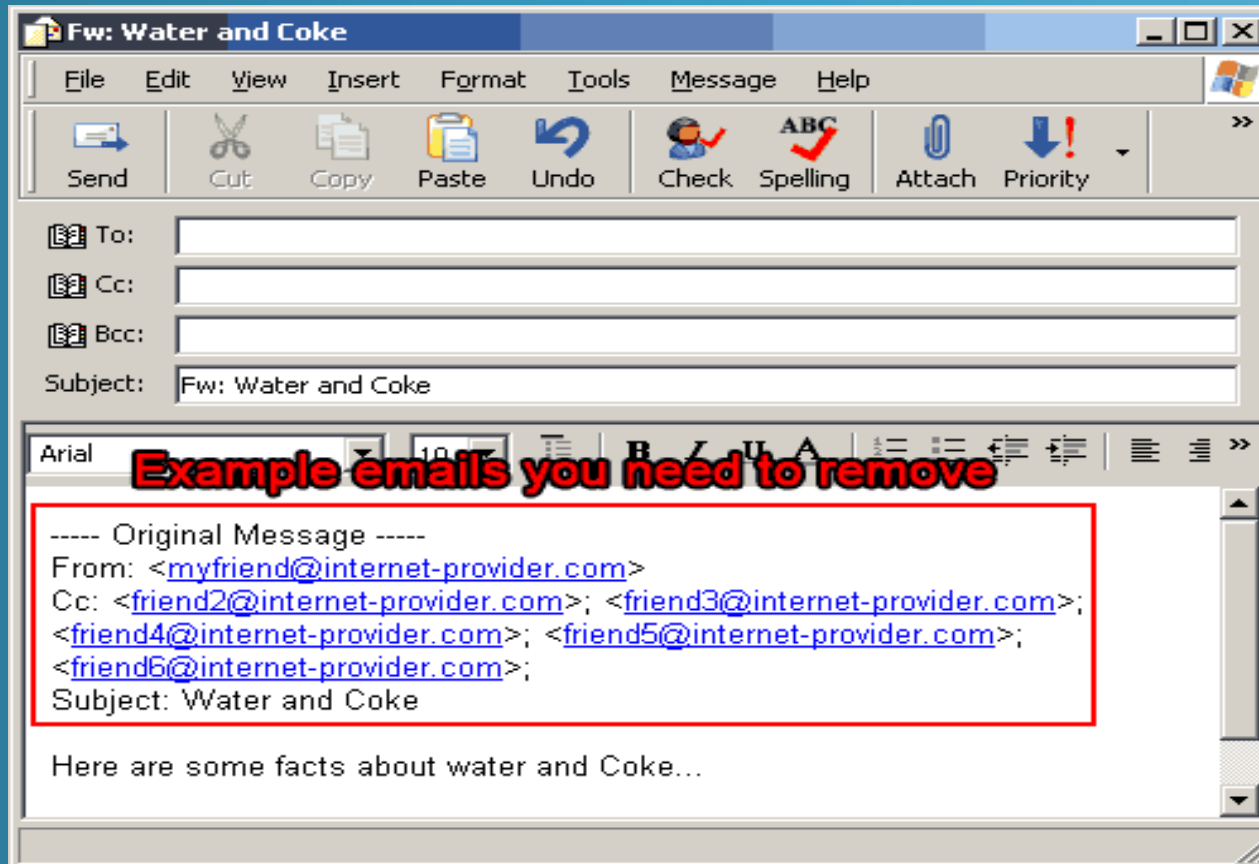
When forwarding E-Mail, remember to delete E-Mail addresses from previous sender(s) to preserve their confidentiality





# E-Mail Etiquette (continued)

When forwarding E-Mail, send to BCC: if you wish to preserve the confidentiality of intended recipients



# Privacy and Terms of Agreement

E-Mail is less private than postal mail

If you need privacy, send a letter

Every mail server has terms that the user must agree to:

*No copyright infringements*

*No harassing or stalking*

*No junk mail or spamming*

*No intentional sending of*

*viruses*



# Message Rules

Users can set up rules to manage incoming messages so they will be placed into custom folders and subfolders

This is helpful for users who receive a lot of messages, especially for different purposes of E-Mail (work, family, friends, hobbies, etc.)



# Managing Contacts

Commercial senders can be designated as “safe senders” and will be treated differently than ‘unknown’ senders.

Messages from safe senders will display added content without special user permission.

This special content can include pictures and hyperlinks.

Think of sales brochures.



# Managing Contacts

## Address Book

Contains the E-Mail addresses of frequent contacts

Enables user to enter an alias; e.g., “Bob” instead of the complete address

## Distribution List

A set of E-Mail addresses stored under one name

Enables user to E-Mail all family members, group of friends, club members, etc. with a single message



# E-Mail Customization

Users can customize their E-Mail messages and management

Customize messages with stationary, signature blocks, and urgency designations

Customize message handling by with Auto Reply, Return Receipt Requests, and Message Rules (*place messages in pre-designated folders*)





# Virus Protection

Most antivirus programs include protection for email.

These are primarily used to detect viruses and other malware in email attachments.

The antivirus program will alert the user to potential viruses, but it is up to the user to choose to open or not to open attachments.





# Spam Management

## Spam Folders

Messages that are believed to be spam are placed in spam folders.

The user can 'validate' messages for future incoming messages to go to their inbox



# Spam Management

## Spam Filtering

The service provider catches 'known' spam and will not deliver it to their users

Suspected, but unverified spam messages may be delivered to the users spam folder

When users repeatedly delete unopened messages from the same source, the system is 'trained' to treat messages from that sender as spam

