

## Internet E-mail by Front Range PC Users Group - Charles McJilton

- I. E-mail – electronic mail.
  - A. Messages sent over a network from one computer to another.
  - B. Messages sent within the same computer to notify status of computer.
  - C. News group or mailing list messages.
- II. Mail Program used to compose and read e-mail.
  - A. Outlook, Mozilla Thunderbird, Mac Mail, and etc.
  - B. Features
    - i. Editor used to compose e-mail messages.
    - ii. Address book or list of personal e-mail contacts, and groups of contacts.
    - iii. Folders used to keep received e-mail by topic or category.
    - iv. Sorting features used to sort e-mail within folders by date, subject or sender.
    - v. Ability to attach other media with the e-mail message, i.e. pictures, or sound files.
  - C. Email messages downloaded are available off-line.
  - D. Options, Format HTML or Text, Window layout, Replies, Forward.
  - E. Security, Attachments, Preview Pane.
  - F. Management of folders, creating, moving, deleting, empty trash folder
  - G. Message Rules, on receiving a message, to move, delete or copy.
  - H. Drawbacks, hard to control spam, requires local setup.
- III. Web Mail systems, Hotmail, Gmail, Yahoo Mail, Comcast and Earthlink
  - A. Access mail using Browser: Internet Explorer, Mozilla Firefox, and Safari.
  - B. Access mail from anywhere an Internet connection is available.
  - C. Relatively safer from viruses and worms, you can still get infected if attachment is opened.
  - D. Most offer content filtering of junk mail, and virus attachments.
  - E. Many of the same features as the mail client applications above.
- IV. Benefits of email
  - A. One of the earliest Internet applications, mature, large user acceptance.
  - B. Send e-mail memo to several people, instead of printing, and delivering paper copies.
  - C. Not as intrusive as a phone call, the recipient is not interrupted.
  - D. Exchange more than just text; pictures, sound, and programs may be attached to an email.
  - E. High speed communication across great distances inexpensively.
  - F. Compatibility with all operating systems.
  - G. Standard mail protocols POP, IMAP and SMTP.
  - H. Very reliable system, store and forward between servers and clients.
- V. Annoyances of email
  - A. Email forwarded from friends, usually jokes, chain letters or outrageous stories.
  - B. Very large attachments, usually from a friend with a digital camera and a fast connection.
  - C. Warnings about email viruses that are questionable or have not been verified.
  - D. Unsolicited email of all kinds.
- VI. Abuse of e-mail system.
  - A. Fraudulent use of e-mail, i.e. Nigerian money schemes.
  - B. Offers to sell questionable products at very low prices, i.e. drugs or drug substitutes.
  - C. Porn or other sex related email, used to verify your email address when you click remove.
  - D. Stock scams, email from unknown source to some unknown addressee with hot stock tip.
  - E. Phishing messages, appear to be legitimate, used to get personal information from you.

## VII. E-mail Trojans, Viruses and Worms

- A. Requires you have an Anti-virus program and retrieve updates weekly or more often.
- B. More target Windows users because the parts of the Operating System are so well known.
- C. Identifying e-mail viruses is very difficult, it can be from a friend and have a relevant subject.
- D. E-mail virus are often programmed to use social engineering, e.g. raise your curiosity.

## VIII. E-mail Tips and Techniques

- A. Default configuration using preview pane should be discouraged.
- B. Using web mail to preview mail, you can eliminate trash without downloading.
- C. Messages should allow you to delete without opening.
- D. Never reply to unsolicited e-mail to remove your address, they just add you to other lists.
- E. Do not become curious about an unknown e-mail subject or author, just delete and move on.
- F. Do not open any bank or financial institution e-mail.

## IX. E-mail attachments.

- A. Documents: word processor docs, spreadsheets, and presentation slides.
- B. Pictures: usually jpeg because they can be reduced in size to transfer faster by email.
- C. Video clips, sound files and other media types.
- D. Media files get a little larger when sent through e-mail, as they are encoded to text.

## X. Exercises:

- A. Sorting incoming email.
- B. Create folders for saved email messages.
- C. Rules for identifying and saving or deleting email messages.
- D. Saving email address or creating new addresses to address book or contacts.
- E. Creating email address groups.
- F. Composing email with attachment.
- G. Addressing message modes To, CC and BCC.
- H. Copy, Cut and paste between other sources and email.
- I. Forward email removing unwanted email addresses and other unnecessary content.

## XI. Email Links.

- A. <http://www.freeemailtutorials.com/>
- B. <http://mail.google.com/>
- C. <https://login.yahoo.com/>
- D. <http://login.live.com/>