

Basics Lesson Four – E-Mail Essentials

What is E-mail?

- E-mail provides a way to communicate electronically with others all over the world QUICKLY, using the Internet, over DSL (Digital Subscriber Line), cable connections, satellite, fiber optics, or conventional phone lines (primarily the way of the past).
 - It easily allows for communication without time zone conflicts.
 - You can send text, or any type of file, or information.
 - Such as pictures, photos, sounds, e-mail greeting cards you create, or data files
 - Sometime the term "carrier" or "provider" is used to refer to the service that provides you e-mail service, termed your ISP (Internet **S**ervice **P**rovider).

Common Types of E-Mail

1. POP3 and IMAP

- Most ISPs (Internet Service Providers) were traditionally POP3 "e-mail clients".
 - But now most offer both services.
 - The difference between POP and IMAP
 - A **POP** account is used with a PC-based email program. That program has at least an Inbox, Outbox, Sent and Deleted mail folders; you can create more folders as desired.
 - The email program retrieves your mail from your ISP's server and places it into the Inbox. The example, is you go to your physical mail box, and take your mail out of the box and place it on the table or desk (the inbox).
 - The mail box (server) is now empty.
 - With an IMAP account your ISP has all your mail folders (In box, Outbox, etc.) on their server. IMAP also requires a PC-based email program, but the program does not create folders by itself; it merely "mirrors" the folders which are on your ISP's server.
 - The mail program merely displays those folders.
 - Whatever you do in the folders (read mail, send mail, delete mail, etc.) is duplicated in the folders on the server.
 - You may not be able to create new desired folders without going to the carrier's (ISP) website to create them. Then they too will be present on your PC. Here the example would be going to the post office and reading your mail there and destroying it or replacing into the mail slot.
- POP mail programs are Windows Live Mail, Microsoft Outlook, or Thunderbird (Firefox's email program). More traditionally it was Outlook Express or Windows Mail.
- AOL (America Online) was the original IMAP program.
- Windows 8 and 10 introduced a new PC-based email program called **Mail**
 - Mail on Windows 8 could create only IMAP accounts. Gmail, Yahoo, AOL, Outlook (the replacement for Hotmail, MSN and Live mail) all provided such account access.
 - Windows 10 enhanced Mail to allow also POP setup, and most ISPs now have an IMAP alternative, which Microsoft encourages in place of POP accounts.
- The advantage of IMAP, is you have your mail accessible easily to multiple devices.
 - With smartphones and tablets popularity, this offers tremendous advantages.
- POP accounts traditionally required using the same PC all the time to view your mail.
 - However, most POP programs now allow you to keep a copy of your mail on the server.
- POP and IMAP Contacts (addresses) however are not automatically synced between devices.

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2. Web-Based

- Rather than use a PC-based email program, you simply open your browser (such as Microsoft Edge, Internet Explorer, Chrome or Firefox) and navigate to the Internet site of your email.
 - As examples, go to gmail.com, or yahoo.com, or outlook.com, or aol.com.
- Most ISPs offer "web-mail" availability.
 - The primary advantage is the mail program from the carrier remains exactly the same, no matter what computer source you use, such as through hotel computers, friends' computers, etc.
- Web-based e-mail can be accessed through any computer anywhere which can access the Internet. Simply reach the provider's home page, and look for E-mail, WebMail, or something similar. This is an advantage if traveling a lot without your own computer...can use others, or public.
- Your address book is also available on-line as well from any location.
 - And also constantly backed up against loss.
- Helpful if you have multiple people in different locations needing access to the same e-mail.
- A potential disadvantage, how fast you can accomplish e-mail tasks such as read, write, or use other e-mail functions (such as access your address book) is limited by speed of the Internet connection, and congestion of the Internet.
 - Where POP accounts are used at the speed capable of the device, and not slowed by the Internet.
 - Everything you do must wait for a new web page or pop-up to come up (each step of an e-mail, such as accessing or editing the address book, writing, replying, sending, deleting, or attaching files).
 - Each e-mail message is a separate web page.
- You must be on-line to do anything.
 - Also the case with IMAP accounts
 - POP has the advantage of being able to read, write, and reply offline.
 - Only during receiving and sending email do you need to be online.
- Accidental disconnection from the Internet means you lose anything you're in the midst of creating, and you cannot continue reading an e-mail.
- Address book is at greater risk of privacy breach.

3. Proprietary

- Except for AOL Desktop, these are commonly work-related programs.
- These require their own programs for use, and do not totally act like POP3 accounts. They are technically IMAP accounts.
- You must use the particular email carrier's program to access the mail.
- AOL Desktop is the most popular proprietary service.
 - Even AOL uses Internet Explorer in the background, but not exactly, rather as a "shell".

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Regardless of the type e-mail you wish to use, to get an e-mail address, you first need an online provider, such as Comcast, telephone company (here in Florida is CenturyLink), Satellite, AOL, AT&T, Yahoo, EarthLink, or similar.

How to Pick an Internet Service Provider (ISP)

- Ask your friends who they use.
- If you have no idea who to use, you can search for a provider using a friend's computer.
 - Otherwise contact by phone your cable or telephone provider.
- Criteria used to choose an ISP best for you:
 - Decide on the cost and speed you are comfortable with. Usually the faster the connection the more expensive.
 - Now, with the change in cost and availability, few use dialup services.
 - But some isolated areas may not have high speed availability.
 - Less likely with Satellite offering Internet access.
 - Confirm the service offers the features (if special) you are looking for.

What makes up an E-mail address?

- An e-mail address consists of a **Username**, and a **Domain** attached by the **@ sign**.
 - Example: "userID@domain.name".
 - There can be no spaces in an email address.
 - Use a period (.), a dash (-), or an underscore (_) to separate words if desired.
- The user ID or Username is the specific name each person has chosen (such as jdoe, or skier123, or j.doe123).
- The Username is followed by the @ sign (Shift + number 2 key above the letter characters).
- The Domain Name is the ISP network name (such as comcast.net, centurylink.net, aol.com, gmail.com or yahoo.com).
 - The domain name always consists of a name and extension separated by a period.
 - Example: comcast.net, earthlink.net, aol.com, yahoo.com
 - Be sure of the extension. For example: yahoo.net will not work. It is yahoo.com.
- It is in effect "User at Domain".
- E-mail addresses are not case sensitive. JDOE@YAHOO.COM is the same as jdoe@yahoo.com.

Establishing an e-mail address requires a user ID (the username), **and a password** (and possibly a Security word and answer).

- The user ID can be anything you want not already in use by the "carrier"
- The password is private only to your username and usually has certain requirements specific to each carrier (number of characters, variety of characters or special characters). The carrier will inform you of their specific requirements.
 - Use something easy to remember, but if security is important, hard to guess by an outsider.
 - Using 8 or more characters, including both letters and numbers and/or including both case letters are most secure, but hardest to remember.
 - If multiple non-critical passwords are needed for various sites (such as logging onto a non-sensitive web site), or programs, you can use the same one (so you don't become confused). This does not mean banking or investment sites or similar.

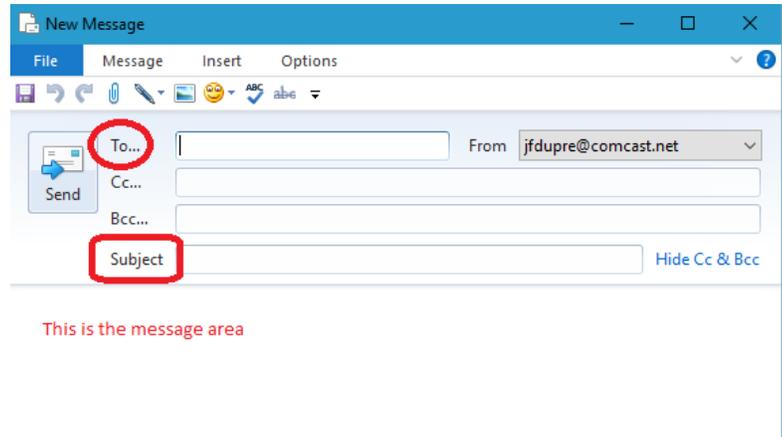
Be sure to write down your User ID, your Password, and the Security Word(s) or Answer(s)!

- Even the credit card number, or checking account you sign up (and pay) with may be needed.
- May need the info to get your password "reset" if you forget it, or need a new password
- Unexpected things happen. Sometimes the computer (Windows) FORGETS to remember.
- Or you may need to restore your computer, or add or use another at some time.

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Working with E-Mail

- Parts of an e-mail message window are:
 - The To: (To: Cc: or Bcc:) line
 - The Subject line
 - The text message box
 - The usual parts of a window (menu bar, toolbar or ribbon, status bar (if present) at the bottom, and scroll bars).
 - If a toolbar or item missing, try the View menu.
 - If the ribbon is not visible, double-click a tab on the ribbon
- Remember, in order to Send or Receive E-mail (send that which has been written, or receive e-mail to read), you must first be connected to the Internet.
 - In today's world most of us are "always connected" (such as Comcast, DSL from your phone company, or wireless "hotspot" (such as a coffee house, restaurant, or lounge area).
 - If you are in a hotel, or using some form of ISP which is not automatically connected, this may require a Sign On (also termed Connect or Log On).
- If you have web-based (AOL, MSN, Yahoo, etc.), then you MUST be online all the time when using (and in order to use) the e-mail program, read or write email.
- The e-mail window is manipulated just as with any other window (resizes, moves, minimizes, maximizes, opens or closes, etc.).
 - Windows retains the size of the last-closed window, and reopens at that size.
 - So if the window is small, drag it larger and close it so Windows can remember the larger size.
- Writing e-mail works just like a word processor.
 - Remember to first click (or tab) into the "text (or message) window".
 - Fill out the To: and Subject: lines.
 - Either before or after writing the e-mail text
 - Most programs will automatically open your contact (email address list) when you click in the box next to or on the **To:**
 - Hint: If you are not ready to send yet, waiting to enter address or addresses in the To: line until ready, prevents the incomplete e-mail being sent (doesn't go accidentally before finished, if you hit the Send button prematurely).
 - Using the Enter vs. allowing Word Wrap to change lines is the same as discussed with word processing.
 - Not allowing word wrap (not Enter) controls the appearance and read-ability of the message. Use of too many Enter key line changes break up the message into partial lines for the recipient of the email.
 - Remember with Word Wrap, the text moves to a new line automatically based on the size of window viewed, and changes again automatically if either the writer or reader changes window size.
 - i.e. Using the ENTER key to change lines prevents the lines from auto-adjusting.



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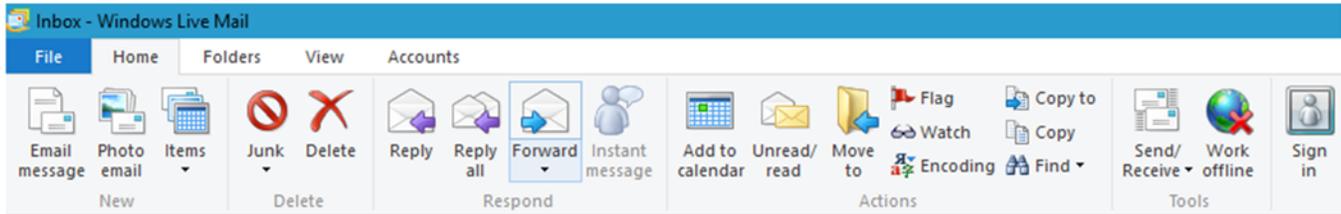
- Moving about within the text message
 - ENTER key creates a new paragraph (or blank line).
 - The BACKSPACE key removes a single character, or blank paragraph line, preceding the insertion point (left of the insertion).
 - The DELETE key removes a single character following the insertion point (right of the insertion).
 - The Arrow keys move the insertion point a character at a time left and right, or a line at a time up or down within the created message. It will not move below the last existing line, or to the right of the last existing character. Remember a space or an empty line is still an "existing" entity to the computer.
- Changing text colors, use the  button, or the Format | Font menu (if present).
- Bold/Underline/Italics can be done by the  buttons.
- Plain text messages (the opposite of HTML messages) are those which are done without the benefit of any of the fancy font changes, colored text, or bold, italics, and underlined.
- Save (not Save As) can be used to save a message for completion at a later time.
 - Saying SAVE, places a copy of the message in the Draft folder on Outlook Express or Windows Mail, for opening later. Some web-based pages offer saved drafts.
 - Before saving, be sure to fill in the Subject line. This will make it easier to find later.
 - To open the message for completion, go to the Draft folder and double-click on the message.
- Saving messages as Drafts is not available with AOL.

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- **Ribbon/Toolbars Functions**

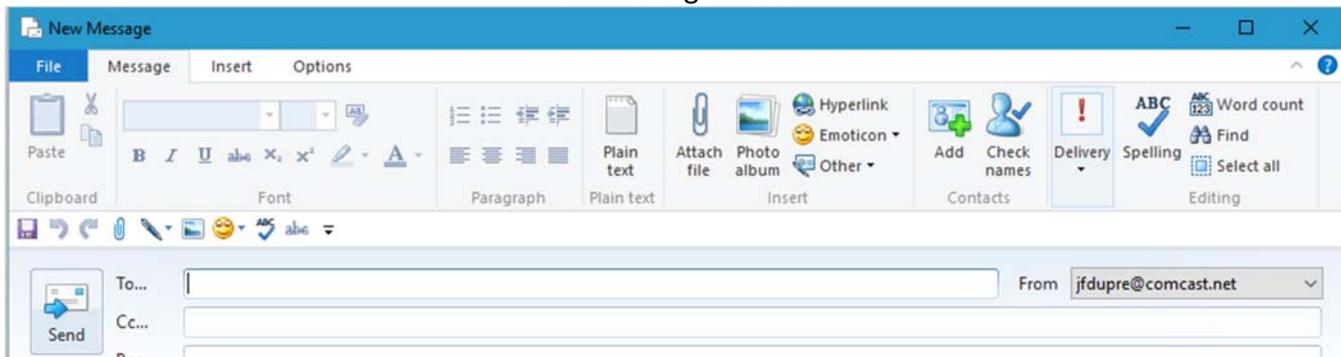
Using Windows Live Mail as an example

The Main window's Ribbon



- Hit the **Send/Receive** button to check again for mail (again, only works while online).
- **Reply** means you wish to reply to only the individual who sent the message.
- **Reply to All** is used if there were several who received the message (in the To or Cc lines), and you want all of them to see your reply as well.
- **Forward** sends the entire message to an entirely new individual (or group).
- The **Email Message** (or New Message, Write, Compose) button opens a New Message window.
- **Print** brings up the Print dialog box in order to print the entire message.
 - This may be on a different (as it is here) ribbon
 - Or may only appear if in a message you are reading, thus can print.

New Message Ribbon



- The **Send** button immediately sends the e-mail you are creating.
 - Go to the File menu | Send Later if you are not online, or do not want to send immediately.
- Use the **Attach file** button to browse for, then add an attachment (file on your computer) to your message.
- A **Contacts**, or an **Addresses** (or Address Book) button accesses your e-mail address book. It is at Windows Live Mail's main window at the bottom, so not showing here.
- If there is a **Find** button, it allows you to search the current folder for a message, or a person.
 - Windows Live Mail simply has a box above the email folder list.



- This is an extremely useful button and drop-down menu.

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- Toolbars Functions
America Online (AOL)



Write Mail Toolbar

- Mail, People, Services, Settings, Favorites (ignore for now)
- The **Read** button brings up your mail box.
 - Version 9.x has a print button.
- Clicking the **Write** button brings up the Write Mail window, the equivalent of a New Message window.
- **Send Now** is like the Send/Receive button in Windows Live Mail.
- **Send Later** is like choosing File menu | Send Later in Outlook Express.
- **Address Book** accesses the Address book in AOL.
- Greetings allows cute backgrounds or effects.
- The Attach File button browses for adding attachments.
- There is no Find button in AOL.

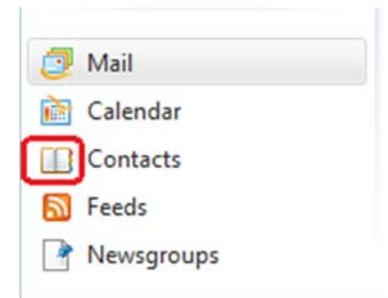
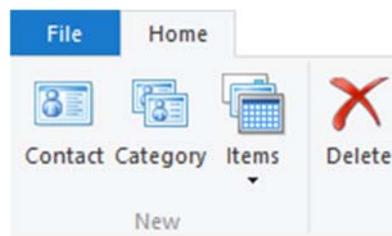


Miscellaneous "how to" most email programs

- Opening E-mail, simply double-click
 - Some programs offer a Preview Pane
 - Opening Attachments
 - On AOL you must "Download Now", and then AOL gives an opportunity to open the downloaded file.
 - With Windows Live Mail, the file automatically gets downloaded. To open the file, you must double-click on the attachment.

- Adding people to the Contact list or Address book

- Windows Live Mail
 - Open the Contacts (click on the Contacts icon, (or label "Contacts").
 - Click on **Contact**, and when the New Contact windows opens, fill in the name



and e-mail address.

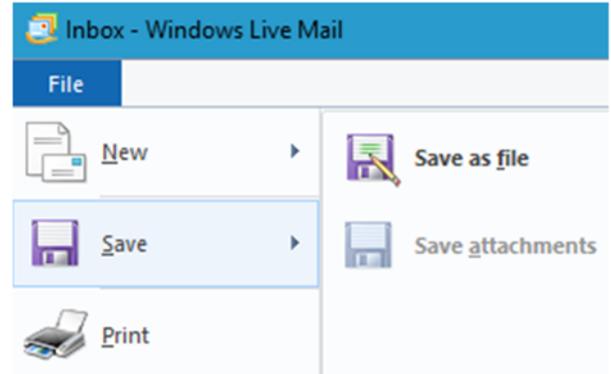
- AOL
 - Open the Address Book by going to Mail
 - Click on the "Add" button bottom left, and fill in the name and enter the Screen Name (if an AOL member), or place the full e-mail address in "Other E-mail" (if other than an AOL.COM member...any other domain).

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- **Frequently used items on the Menu Bar or Ribbon**

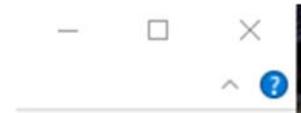
Windows Live Mail

- The **File** menu contains these useful commands:
 - Print, which opens a print dialog box.
 - Save | Save a file, allows you to save a selected e-mail message elsewhere in your computer (or another drive).
 - On the New Message window, Save stores the message in the Drafts folder.
 - Options adjusts many aspects of the program.
 - Options | Email Accounts allows you to add, edit or delete e-mail accounts.
 - Options | Safety Options is where to the Block Senders List (to remove a blocked sender).
- **Folders** ribbon contains Message Rules allow you to sort mail into folders automatically.
- Find Cut, Copy, Paste, on the New Message window only.
- For Select all requires a right-click or keyboard shortcut.
- Right-click on an email Message to add people to the Block Sender list.
 - Choose Junk | Add address or domain to the Block Sender's list.
- **Help** is found at the top far right, as a question mark in blue.



AOL 9.x still has similar menus as well as toolbars.

- **File** menu contains
 - Print
 - Print Preview
 - Filing Cabinet (which allows looking at any saved mail).
- **Edit** menu contains the Cut, Copy, Paste, and Selection commands.
- **Print** brings up the print dialog box.
- Window
- Sign On menu gives choices of:
 - Sign On
 - Sign Off
 - Switch Screen Names (for those with more than one).
- Help



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Other "How to" Instructions regarding email

- **Add Attachments** (See also elsewhere on this website for step-by-step instructions)

On Windows Live Mail:

- On the Home ribbon, choose Email; at the New Message window, click the Attach button (at the top on the Message ribbon); navigate to the location, and then double-click the file. The file is listed in the Attach line (just below the subject line, and marked by a paper clip).
- Choosing multiple files can be done; instead of double-clicking the file, you can click on one, hold the CTRL key, choose a second or third, then click on "Open".

On AOL:

- Choose "Write Mail"; at the window, click on Attachments (at the bottom); on the next window click Attach; then pick the attachment location; double-click the file, then click OK. The file is listed below the message.

- Moving or Organizing an E-mail message (or messages) is easy.

- With either Windows Live Mail or AOL (in Filing Cabinet) you can create folders, and then drag e-mail to them.
 - On Windows Live Mail, simply right-click on the folder you want the new folder to be contained within. If you want it in the same line as Inbox, etc., right-click on the email account name.
 - On AOL, you will find a create folder icon.

- Opening an attachment just involves double-clicking on it.

- This is the same on almost all email programs.

- Adding the Original Message in a Reply

Windows Live Mail:

- It is set this way by default.
- To change this, go to File | Options | Mail | Send. Uncheck the "Include message in reply".
- If you want the message in the reply sometimes, leave it set to include the message. On the messages you do not want the reply, simply select it and then delete it when you do not want it. This can be easily and quickly done by holding down the SHIFT key and CTRL key simultaneously, hitting the END key (while S+C are held down). This selects the message from the point of insertion cursor to the end of the message. Then release the keys, and hit the DELETE key. You now have a message box without the original message.

On AOL:

- There is no way to set Preferences to include the original message. BUT include the message by:
 - Highlighting the entire message (CTRL-A automatically highlights everything, including the headers.)
 - Now hit the Reply button. The original message will be there. Just click at the front of the message, hit ENTER once or twice, and the UP ARROW key the same to be in front and above the original message, and start typing above it.

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- **Zippping and Unzipping Files**

What is a zipped file?

- It is either a file which has been compressed, or multiple files which have been condensed into one for ease of attaching and receiving.
- Windows has its' own zipping/unzipping program

Why zip a file?

- Condenses, or compresses the file (makes it smaller) for saving or sending.
- Combines multiple files into one, so it can be sent to any carrier which allows file attachments.
- AOL does not accept multiple files from other than another AOL member. Thus AOL combines them into a .zip file.

Final Hint: If a photo received in email is too large to see the entire picture (photo):

- If it came as an attachment, just double-click it.
 - Windows has a built in photo viewer which displays the entire picture.
- If it was inserted directly into the message, just save the picture to disk (right-click and choose **Save as Picture**).
 - Navigate to the folder into which you saved the photo, and open it by double-clicking.
 - Again, Windows has a built in photo viewer which displays the entire picture.

Email Etiquette

- Use a personal, or sensible name, so people can identify you. "Guess who", or similar ID's are a bad idea, particularly in our virus-suspicious world.
 - Too simple increases likelihood of Spam. A combination of letters and numbers is best.
- Include a Subject line. If replying to a message, but with a different subject, change the Subject line. Don't just keep using the same subject when it no longer applies to the message.
- Don't us ALL UPPER CASE. It is the equivalent of yelling electronically. An occasional capitalized word is OK for emphasis.
- Remember, some people cannot receive HTML formed message (those with **bold**, or underlined, or **colors**, or different font sizes, or cute signatures (text-based are OK). If you are unsure of your recipient's email capabilities (or preferences) and/or you want to maintain email purity, utilize the well-understood methods for expressing emphasis and intonation without all that fancy formatting.
- Never give credit card numbers, or accounts, or **passwords** in e-mails. They are not secure.
- Never put anything in an e-mail you do not want anyone else to see, or do not want documented.
 - Remember, Email is forever.
- Include parts of the original message, when important for the recipient to know what you are referring to. Be sure the recipient can distinguish between new, and original message. (This is what the > is for). **Show how to include original messages, and remove them when unnecessary.**