

1. 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.
2. Mail Program used to compose and read e-mail.
  - (a) Outlook, Outlook Express, Mozilla Thunderbird, Netscape Messenger, Eudora, and etc.
    - i. Mail is downloaded and stored on your computer
    - ii. Editor used to compose e-mail messages.
    - 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 easily include other media with the e-mail message, i.e. pictures, and sound files.
  - (b) Web Mail systems, Hotmail, Gmail, Yahoo Mail, Comcast and most Internet providers too.
    - i. Access mail using Browser, like Internet Explorer, Mozilla Firefox, and Safari.
    - ii. Mail stays on the server unless downloaded or deleted.
    - iii. Access mail from anywhere an Internet connection is available.
    - iv. Relatively safer from viruses and worms, you can still get infected if attachment is opened.
    - v. Most offer content filtering of junk mail, and virus attachments.
    - vi. Many of the same features of mail client applications
  - (c) Options to format text in HTML or plain Text, Window layout, Replies, Forward.
  - (d) Address book or list of often used e-mail contacts, and groups of contacts.
  - (e) Management of folders, creating, moving, deleting, empty trash folder
  - (f) Message Rules, on receiving a message, to move, delete or copy.
3. Benefits of email
  - (a) One of the earliest applications on the Internet.
  - (b) Efficient, send e-mail memo to several associates rather than printing, copying, and delivering the paper copies.
  - (c) Not as intrusive as a phone call. The person receiving the email is not interrupted from their current duties.
  - (d) Exchange more than just text. pictures, sound, and programs may be attached to email messages.
  - (e) High speed communication across great distances inexpensively.
  - (f) Compatibility with all operating systems. Standard mail protocols POP, IMAP and SMTP.
  - (g) Very reliable system, store and forward between servers and clients.
4. Annoyances of email
  - (a) Unsolicited mail from many sources.
  - (b) Forwarded mail from friends, usually jokes, human interest, chain letters or outrageous stories.
  - (c) Email with very large attachments, usually from a friend who has a digital camera and a broadband connection.
  - (d) Warnings about email viruses that are questionable or have not been verified.
5. 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, sometimes used to get you to verify your email address by clicking on remove.
  - (d) Stock scams, email from unknown source to some unknown addressee with hot stock tip.
  - (e) Phishing messages, looks like legitimate source of e-mail, used to get personal information for possible ID theft.
  - (f) Avoid Flame Wars, defending or proposing a controversial topic argument, usually on a mailing list or Blog.

6. E-mail Trojans, Viruses and Worms

- (a) Requires you have an Anti-virus program and retrieve updates weekly or more often.
- (b) Best not to open Attachments, disable Preview Pane.
- (c) Most dangerous to Windows users because the component parts of the Operating System are so well known.
- (d) Identification of e-mail containing virus difficult, it may come from friend and have a relevant subject.
- (e) Some e-mail virus are programmed to send unsolicited e-mail from your computer using your address book.
- (f) Some malicious e-mail has schedule built in to activate at some future date to cause larger disruption.

7. E-mail Tips and Techniques

- (a) Default configuration using preview pane should be discouraged. Messages should allow deletion without opening.
- (b) If possible, use web mail to preview mail, and eliminate trash without downloading.
- (c) Never reply to junk e-mail to remove your name from their list, they just put you on many other lists.
- (d) Do not become curious about an unknown e-mail subject or author, just delete and move on.
- (e) Do not open any bank or financial institution e-mail, most do not communicate using email.

8. E-mail attachments.

- (a) Documents: word processor docs, spreadsheets, and presentation slides.
- (b) Pictures: usually jpeg because they can be compressed to reduce the size to transfer faster by email.
- (c) Video clips, sound files and other media types.
- (d) Most media files get larger when sent through e-mail as it contains binary bytes that must be encoded.
- (e) MS-TNEF - Microsoft Transport Neutral Encapsulation Format, not portable across email programs.

9. 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 text sources and email.

10. Email Links at Front Range PC Users group web site.

- (a) [HTTP://www.frpcug.org/frpcug/oe-email.htm](http://www.frpcug.org/frpcug/oe-email.htm)