

Email



Electronic mail, or e-mail, is the most frequently used service on the Internet

Why use Email

@ You can send a message **any time, any where.**

@ You can send the same message to several people at the same time.

@ You can **forward information** to co-workers without retyping it.

Why use Email

@ You can save time. **E-mail is fast**, usually taking no more than a few minutes to be received.

@ You can e-mail electronic documents and the **recipients can then edit and return** revised versions.

@ You can **send messages around the world** as easily as to co-workers in the next office.

How Email works on the Internet

Like a postal address, an **e-mail address** specifies the **destination** of an electronic message.

An **Internet** e-mail address looks like this: **user name@domain name**

The **user name** is a unique name that identifies the **recipient**.

The **domain name** is the address. Many people can share the same domain name.



How Email works on the Internet

- Ⓜ E-mail is sent and received through electronic "post offices" known as **mail servers**.
- Ⓜ To read your e-mail, you must retrieve it from the **mail server**.
- Ⓜ Once you enter the address of the recipient, compose your message, and click **Send**, your e-mail software handles the delivery.

How Reliable is Email

@ If the message doesn't reach its destination the first time, the **mail server** sends it again.

@ If the message is not delivered, you usually receive a **message explaining the problem**, along with the full text of the original message. You can correct the problem--usually an incorrect e-mail address--and resend it.

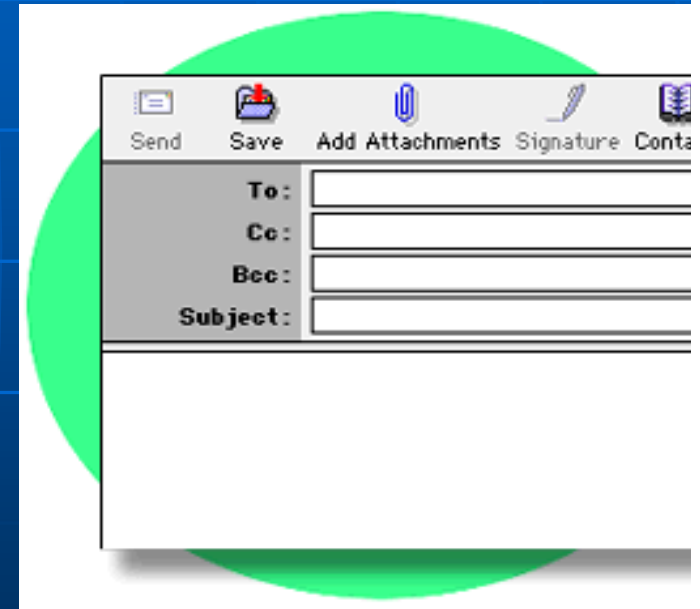


Anatomy of an Email message

@ **To** contains the e-mail addresses of the **recipients**. This is a mandatory entry.

@ **CC**, short for **Carbon Copy**. This is optional.

@**BCC:**, short for **Blind Carbon Copy**, contains the e-mail addresses of other recipients who receive copies, but their names and addresses are hidden from the other recipients. This is optional.

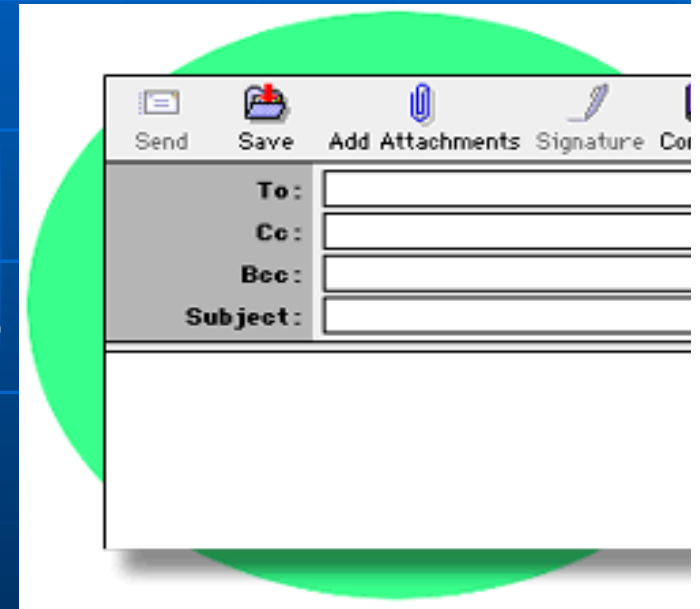


Anatomy of an Email message

② **Subject** contains the **main topic** of the message. Keep this brief. Recipients see this in their summary of incoming e-mails.

② **Attachment** contains the **names of files** that you may be sending, for example, a word-processing document or a spreadsheet.

② **Body** contains the **message** itself,

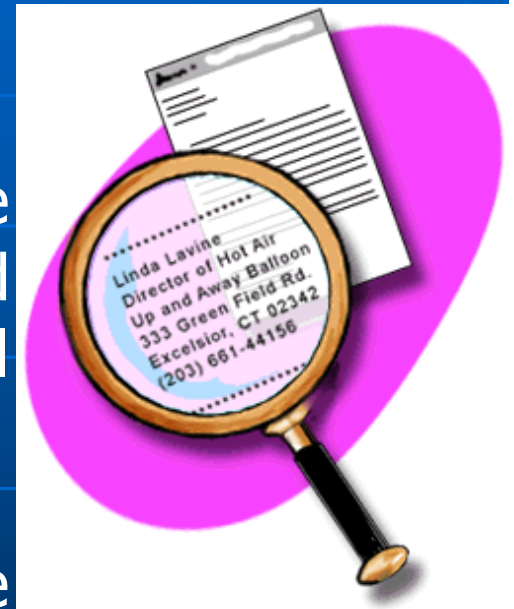


Signatures

@ E-mail can include a **signature** at the end of the message. An e-mail **signature** is not your hand-written signature.

@ Like a business card, an e-mail signature can include your name, title, telephone and fax numbers, street address, and e-mail address.

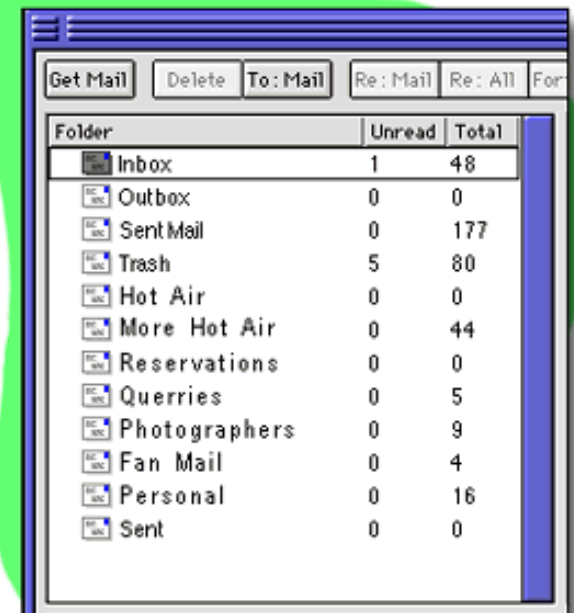
@ It **saves time**, you don't have to retype the information each time you send a message. Clicking the feature automatically adds it to the message.



Reading Email messages

① Messages are organized in **folders** or **boxes**. Received mail is kept in an **Inbox**; outgoing mail is stored in an **Outbox**; sent mail is filed in a **Sent** box.

② To read an e-mail, double-click on the **envelope icon** or the **Subject** line of the message. This opens a new window containing the **header** and **body** of the message.

A screenshot of an email client interface. At the top, there are buttons for 'Get Mail', 'Delete', 'To: Mail', 'Re: Mail', 'Re: All', and 'For'. Below these is a table with columns for 'Folder', 'Unread', and 'Total'. The 'Inbox' folder is selected and highlighted in blue. The table lists various folders with their respective unread and total message counts.

Folder	Unread	Total
Inbox	1	48
Outbox	0	0
SentMail	0	177
Trash	5	80
Hot Air	0	0
More Hot Air	0	44
Reservations	0	0
Querries	0	5
Photographers	0	9
Fan Mail	0	4
Personal	0	16
Sent	0	0

Replying to Email messages

@ The window with the e-mail you are reading has a **Reply** or **Re** button. Click on this button to open a new window. The **To** and **Subject** lines are automatically filled in with the e-mail address of the sender and the subject of the message.

@ the text of the original e-mail appears in the body of the reply, usually **marked in a different font or color**, or with a **special character**, such as the greater than sign (>) at the beginning of each line.

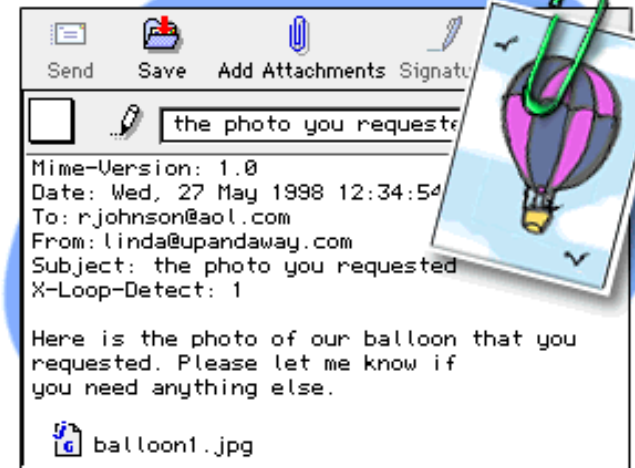


Sending files as attachment

e-mail programs allow you to attach word-processing documents, spreadsheets, graphics, audio, video, and other electronic files to your message.

To attach a file:

① Click on the **Attachment** or **Include File** icon, often represented by a **paper clip**. Select the file you want from the file attachment window.



Opening attachment

Open or save an attached file by **double-clicking on the icon** for the file.



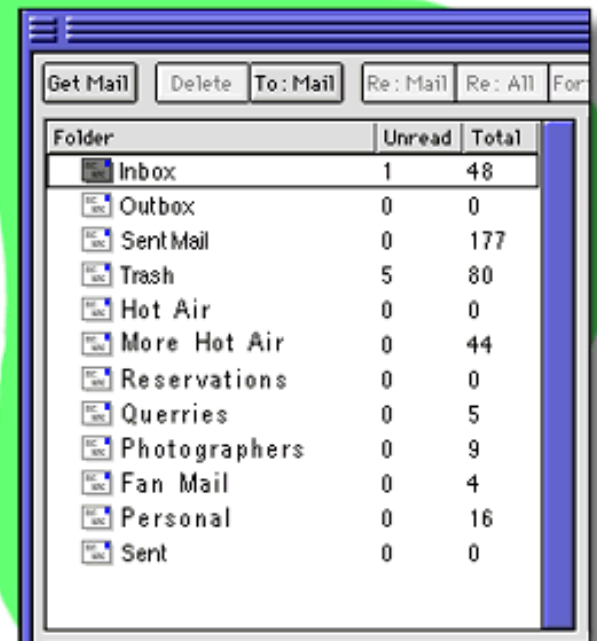
Caution: Your computer can contract a **virus** when you open an attached file. If you do not know or trust the person who sent the e-mail, **delete the attachment** to avoid infection

Managing your Messages

@ You may create **folders** so you can file your messages.

@ You can drag a message from the **Inbox** or **Sent Mail** box to another folder.

@ When you **delete** a message, it is moved to your **Trash** or **Deleted Mail** folder. The message still exists, however. You may want to delete all the files from the Trash periodically.

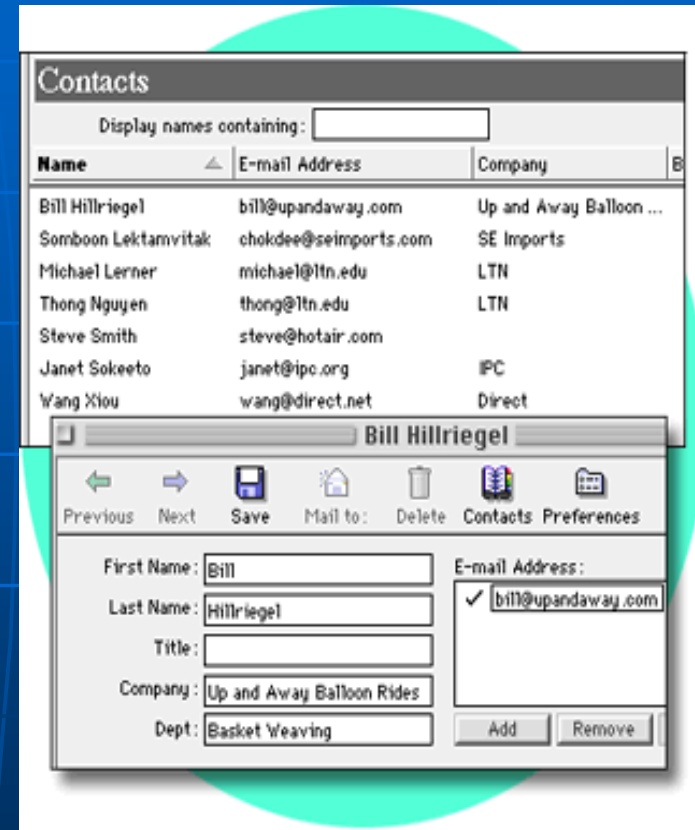
A screenshot of an email client interface. At the top, there are buttons for 'Get Mail', 'Delete', 'To: Mail', 'Re: Mail', 'Re: All', and 'For'. Below these buttons is a table with three columns: 'Folder', 'Unread', and 'Total'. The table lists several folders with their respective unread and total message counts.

Folder	Unread	Total
Inbox	1	48
Outbox	0	0
SentMail	0	177
Trash	5	80
Hot Air	0	0
More Hot Air	0	44
Reservations	0	0
Querries	0	5
Photographers	0	9
Fan Mail	0	4
Personal	0	16
Sent	0	0

Managing your Addresses

@ E-mail programs have an address book feature where you can record the e-mail addresses and other information of people you contact frequently.

@ By using the **address book**, you won't have to retype an e-mail address each time you want to send a message. This **saves time** and **avoids returned mail** due to typing mistakes.



Managing your Addresses

- With most software, you can create a set of e-mail addresses called a **group**. When you address a message with a group, the message is automatically **addressed to all the people** in the group. This is sometimes referred to as a **mailing list**.

- As your list grows, use the **Search** or **Find** function in the address book to locate an e-mail address based on a person's first or last name.

