Introduction to Email

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What is email?

- E-mail (electronic mail) is a method of sending messages electronically from one computer to another.

  The service you choose allows you to compose and send messages, where that message is stored in the destinations file system. That allows the person you sent the email to access the message.

- What is an email address?

  - A specific address, like a postal address, that is identified with a specific person. It has two parts, the first part identifies the user, and the second part identifies the computer or organization storing the message. The two parts are joined by the @ symbol.

Sending an email

- Email messages have two parts, a header and a body.
  - The Header (or Subject) lets the receiver know what the message is about
    - FW: means that it is a message that has been forwarded, or sent, to you out of their email
    - Re: - means that they are responding to your email, or that they are responding to another email, but are including you in the response
  - The Body is what the message is.
    - Also included within this can be attachments, which are files that have been sent with the email

Sending an email
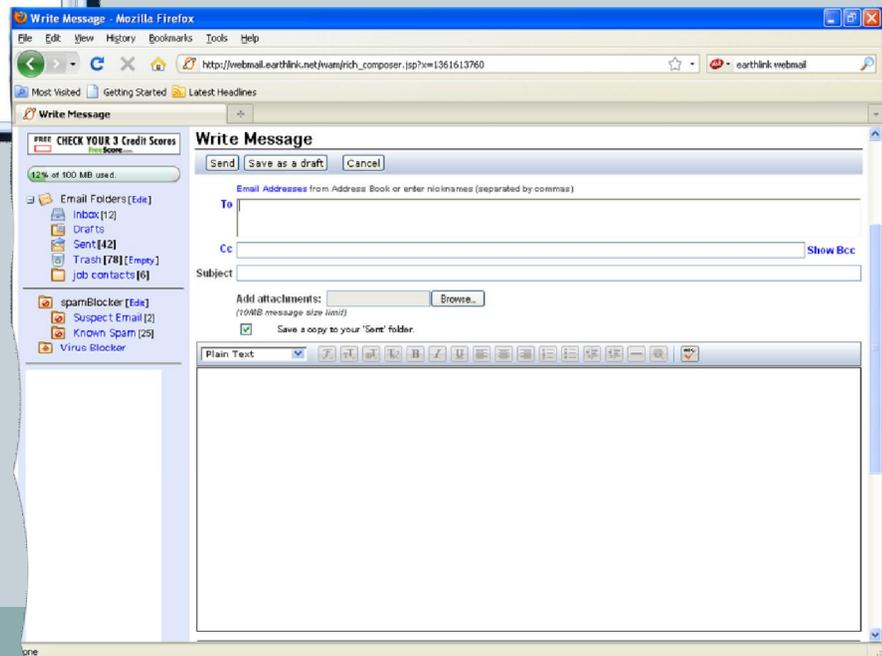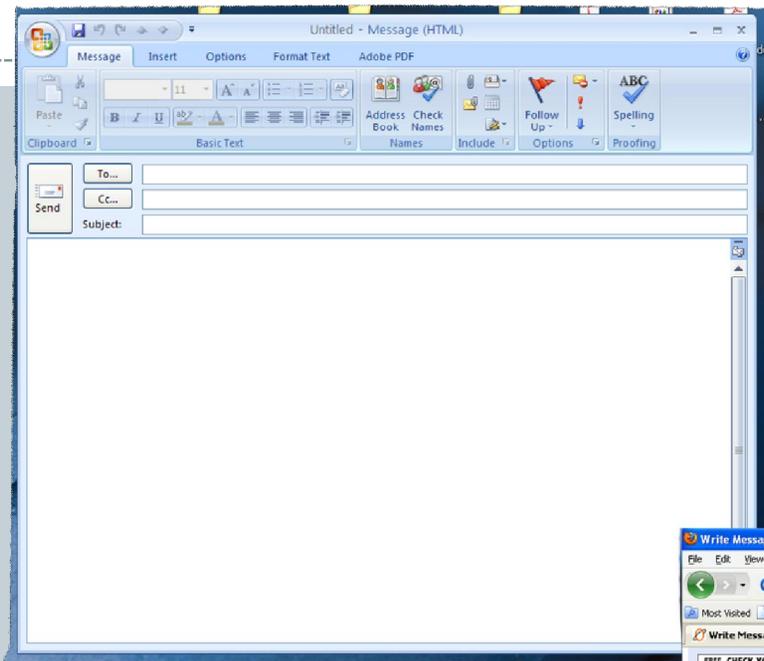
Sending an email

- When Sending an email, there are many options as to how you can send it
  - To: this is where you enter the email address to whom you are sending the email
    - It needs to be typed exactly, including the user name, the @ symbol, and the domain name
    - If it's not typed exactly, it will be returned to you or delivered to the wrong person
  - CC: carbon copy, additional addresses that you are sending the message to

Your Email Account

Your email Account

- Not every email looks the same, but most have the same features.
  - Inbox – Is where that have been sent to you are stored, and will be marked as "read" or "unread"
  - Drafts – Are messages that you have written, but have not sent to anybody yet
  - Trash (Deleted) – are the messages that you have deleted from your Inbox, and will be stored there until you delete them.
  - Junk (Spam) – depends on your security settings, but filters your incoming emails for Junk or Spam emails and places them here, where you can delete or move to Inbox
  - Check Mail – if you are already have your email open, this will receive any mail that has been sent to you

Attachments

- Attachments are files that are sent with an email
  - There are many different file types that can be attached
    - JPEGs – usually photos or pictures
    - Text files – can be documents, notes, links to websites
    - Program files – files that need a specific program to open, usually happens within office emails
    - Audio or Video files
    - Emails – can be sent as attachments when forwarding
- When sending attachments, you need to be aware of the file size. The bigger the file size, the long it takes to send and receive.

Attachments

- Opening an attachment
  - When you receive an email with attachments, you will see the file name attached to the email
    - By double clicking the attachment, the computer will use (or ask) the appropriate software needed to open the attachment.
    - From there, you can then treat it like any file
- To save an attachment, you can click "save…" and find the correct folder, or create one, to save in.
  - By clicking the "Browse" button, you can search your computer to locate the folder that you would like to save the attachment in, or create a "New Folder"

Links within an email

- Links
  - You can also receive links to web pages in emails
    - Links are usually in a different color from the other text, and are underlined
    - Links are attached that take you directly to a web page, just by double clicking it
    - You can copy a web page address and paste it into an email to send to someone.
      - Just highlight the web page address in the address bar, copy it, then select inside your email and paste it.

Email addresses

- The same idea is used for email addresses.
    - By double clicking on them, you automatically open your email accounts and the email address is placed in the "To:" line.
        - So you would be sending them an email, or responding to their email
        - Good to use if you needed to contact a business, and their email address is on their website.

Address Book

- An Address Book for emails keeps the information on people you contact in one place. It can save time when typing an email, and help to stop misdirected emails from typos.
  - You can customize your address book by having display names instead of email addresses
  - You can add other information to you address book, such as telephone numbers, physical address, so you can have them all in one place.
- Find the address book in your email, and double click it to open it. Then you can edit the information for each person in your address book.

Things to know:

- If it sounds alarming, urgent, or to good to be true, delete it at once.
  - If a company emails you regarding your account, or asking for personal information, make sure to call them directly instead of replying, as it could be a scam

- Utilize your Spam settings and report messages as spam to block senders from sending messages.

- Never respond to Spam, even if you are trying to remove yourself from their list. Instead, use your anti-spam tools provided by your email.

Things to know:

- **Keep the length of the message short**
  Shorter email messages are more likely to be completely read than long messages. If a longer message is necessary, consider attaching a file with that longer message. One rule of thumb is that the body of an email should have fewer words than the Gettysburg Address.

- **Make sure that attachments can be read by the recipient**
  Attachments that are too large may not be accepted by the recipient's system. Also, the format of the attachment should be one that the recipient can read. For example, you might need to convert a word processing file to a PDF file to make it easier for someone to open your document.

- **Keep unsolicited mail to a minimum**
  Think twice before you send a personal email to someone who does not expect it. If you do, try to send a message that the recipient would find useful.

- **Use a clear and descriptive subject line**
  Typically, most email users see only the address of the sender and the subject line of incoming email. That subject line may be the difference between an email that is read and one that is discarded.

- **Use appropriate spelling and grammar**
  The alternative is to create email that creates a negative impression of the writer or the writer's organization.

Things to know:

- **Keep the number of recipients as low as practical**
  Emails with a long list of recipients in the **To:** or **Cc:** fields may not be seen as urgent as emails directly addressed to an individual. This is especially important when using email in the workplace.

- **Respect the privacy of email addresses**
  When sending emails to multiple recipients, do not put in an email address in the **To:** or **Cc:** field if one or more recipients have no need to know that address. If you are sending an email to multiple recipients and you don't want the recipients to see any other address, then put the list of addresses in the **Bcc:** field.

- **Assume that your email will be forwarded on to someone you do not know**
  Anyone who receives an email from you may forward that email to others, usually without your knowledge. If the contents of an email would cause you embarrassment if it fell into the wrong hands, consider not sending the email in the first place.

- **Make sure the recipient can identify you**
  When you are sending email to someone you don't know or don't know well, make sure that the recipient can figure our who you are, how you found out about the recipient, what your want, and why they should respond to your email. You should compose the subject line and the first sentence of the email so that these questions are answered. Otherwise, your email may be quickly deleted.

- **Use plain text for the body of an email** While some email software allows recipients to view email formatted with various fonts, not every program has that option available, and if it is available it may not be activated by the recipient. A plain text email can be read by even the simplest of email programs.

Things to know:

- **Email is an insecure communication**: Treat an email like a postcard and assume that someone other than the recipient will be able to read it.
- **Email can't be recalled**: Once an email has been sent, it is out of the sender's control.
- **Email is forever**: The sender, the recipient, and any computer system involved with transmitting the email may have copies, and there is no way of knowing how long those copies will stay around.
- **Email should be treated seriously**: Many of the laws and traditions associated with written correspondence apply to email.
- **The contents of an email may be copyrighted**: This means that the person who wrote the email can control how it can be used. This is true for the United States and for countries with similar copyright laws.

Things to know:

- **Not every email you receive deserves a response**: If a response is not expected or not required, don't respond.
- **Not every recipient of your email will send a response**: If a response is expected, ask the recipient to send one.
- **Free speech has its limits**: The regulations and laws that limit free expression apply to email.
- **Pay attention to the rules**: Be aware of the rules that your ISP, school, or organization may have about sending and receiving email.
- **Email is not going away**: Email will likely remain an important method of communication.