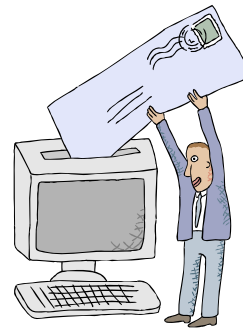


What is E-mail?

- Electronic mail – a message sent from one computer to another. Message typically contains text, but can also contain files, images, or music
- A fast, easy, and typically inexpensive way to communicate with family, friends, and colleagues.



E-mail is similar to traditional postal mail.

<u>Post Office</u>	<u>Computer</u>
<ul style="list-style-type: none"> ➤ You write or type your letter. ➤ You place a stamp on it and put it in the mailbox. ➤ You trust that your letter will be delivered to the designated recipient. 	<ul style="list-style-type: none"> ➤ Type your letter on your computer's keyboard ➤ You click the send button. ➤ You trust that your message will be delivered to the designated recipient.

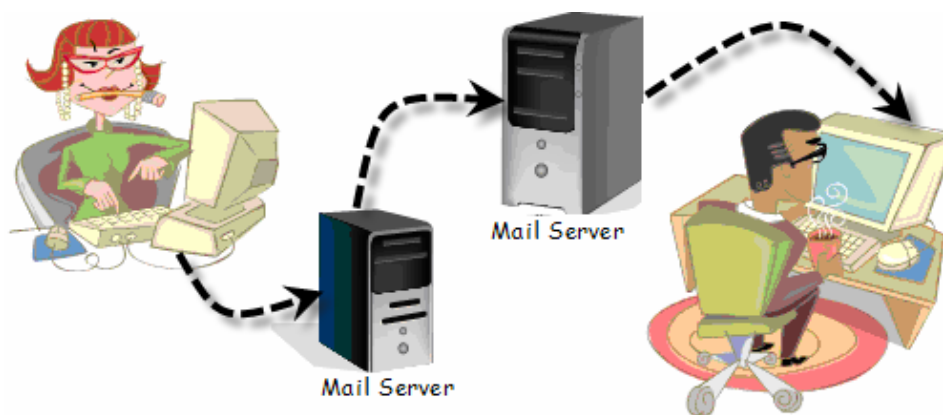
Advantages of e-mail

- No postage costs.
- Typically easy, quick, and reliable.
- Typically don't have to wait long for a response from the recipient.
- If your mail is not delivered for some reason, you usually receive notification rather quickly. This gives you the opportunity to try to send the message again.

Disadvantages of e-mail

- Junk mail, aka Spam. Unsolicited e-mail messages that are sent in huge numbers and clog your e-mail box.

How Does E-mail Work



How a Message Travels

Just as a letter makes stops at different postal stations along its way, e-mail passes from one computer, known as a **mail server**, to another as it travels over the Internet. Once it arrives at the destination mail server, it's stored in an electronic mailbox until the recipient retrieves it. This whole process can take seconds, allowing you to quickly communicate with people around the world at any time of the day or night. Once you have an e-mail account, you can send to *anyone* with an e-mail address.

What Do I Need to Send/Receive E-mail

- A computer (home, library, office, laptop)
- Internet access
- An account on a mail server

How Do I Get an E-mail Account?

1. If you pay for Internet service in your home (e.g. AOL, Juno, MSN, RoadRunner, SBC), you get an e-mail account(s) when you subscribe.
2. If you don't have a computer or use ACORN, you can go to a web site on the Internet that offers free e-mail accounts. (e.g. **Yahoo! Mail** and **Hotmail**, or see Appendix A for a list of other free e-mail web sites.) This class will demonstrate the **Yahoo! Mail** service available at mail.yahoo.com.

What do I get with my account?

1. A username (login) and password to log in to your account.
2. An e-mail address which allows you to send and receive e-mail.

What is My E-mail Address?

It is your username (login), then the @ symbol, followed by the domain name of the service you are using.

Suppose I've registered for an account with **Yahoo!** and selected the following as my account:

Username: ann3hutchison

Password: hds8aw

My e-mail address would be: ann3hutchison@yahoo.com

Note: The @ symbol is made by holding down the *Shift* key and tapping the 2 key.

Tips for creating an e-mail username and password:

- Create something unique, but make sure that that you can remember them easily.
- Use a combination of letters and numbers in your username and password. Try to incorporate numbers within a word rather than typing a word or name followed by a string of numbers. This makes it more difficult for hackers and spammers (advertisers) to track down your account information.
- Some e-mail providers require that your username and password be a certain length of characters.
- Be aware of your use of upper/lower case letters and numbers.

Let's Sign up for an Account!

Log onto any one of the free e-mail services available on the Internet. The examples in this handout will illustrate the **Yahoo!** Service.

(See Appendix A for other popular e-mail sites.)

You can access this account on any computer that has Internet access by connecting to the web site **mail.yahoo.com**

1. Connect to the Internet.
2. Go to mail.yahoo.com
3. Look for the button or link that directs you to register for a new account.
4. Create a unique username and password for your account. Complete additional registration information as required.



Please make note of your username, password and e-mail address in the space below and bring this information with you to E-mail Part II.

<p>Yahoo! ID (username): _____</p> <p>Password: _____</p> <p>My E-mail Address: _____</p>
--

The Registration Screen



[Yahoo! - Help](#)

🔍 Already have an ID or a Yahoo! Mail address? [Sign In.](#)

Fields marked with an asterisk * are required.

Create Your Yahoo! ID

* First name:

* Last name:

* Preferred content: ?

* Gender:

* Yahoo! ID: @yahoo.com
ID may consist of a-z, 0-9 and underscores.

* Password:
Six characters or more; capitalization matters!

* Re-type password:

If You Forget Your Password...

* Security question:

* Your answer:
Four characters or more. Make sure your answer is memorable for you but hard for others to guess!

* Birthday: , ?

* ZIP/Postal code:

Alternate Email: ?

Customizing Yahoo!

Industry:

Title:

Specialization:

Verify Your Registration

* Enter the code shown: [More info](#) ⓘ
This helps Yahoo! prevent automated registrations.



Terms of Service

Please review the following terms and indicate your agreement below. [Printable Version](#) 🖨

1. ACCEPTANCE OF TERMS
Yahoo! Inc. ("Yahoo!") welcomes you. Yahoo!
provides its service to you subject to the
following Terms of Service ("TOS"), which may be

By clicking "I Agree" you agree and consent to (a) the Yahoo! [Terms of Service](#)
and [Privacy Policy](#), and (b) receive required notices from Yahoo! electronically.

Other registration form details:

- If any portion of the registration form includes automatic selections that you do not want to be applied to your e-mail account, make sure that you un-select the option by clicking in any boxes that might be checked.
- You may have to type a code verification to help prevent automated registrations.
- Be certain to read any **terms of service, end user licensing agreement, privacy policies**. These statements will detail how your account information will be used. For example, "will my account information be shared with advertisers or partnering services?"

Sign in to Your Account

- Make your connection to the Internet as you normally would.
- Go to the e-mail provider's web site (e.g. mail.yahoo.com).
- Enter your username (Yahoo! ID) and password, then click "Sign In."

To access Yahoo! Mail...
Sign in to Yahoo!

Yahoo! ID:

Password:

Remember my ID on this computer

MODE: Standard | Secure
Forget your ID or password?
Sign-in help

Callouts:

- Enter your username (leave off the @yahoo.com)
- Enter your password
- Click Sign In to Continue

NOTE: Some Internet services (like free web e-mail) will offer to "**remember your ID on this computer**". Do not select this option if the computer you are using is in a very public place and could potentially be used by several people (e.g. **a public library**). This could make your account more vulnerable to someone trying to gain access to it and your personal information.

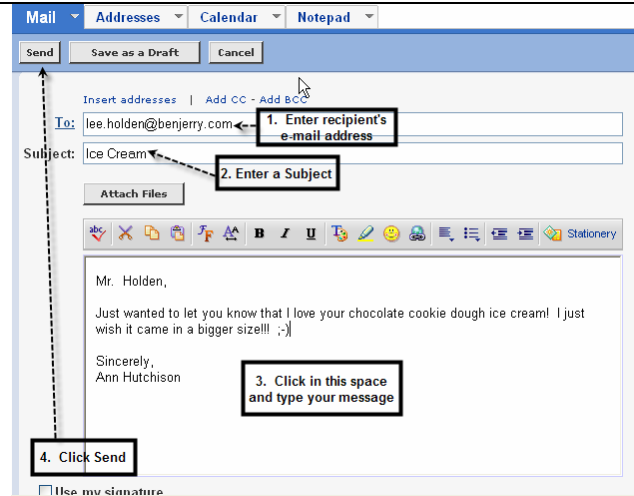
Composing an E-mail Message

1. Click on the **Compose** button.

The screenshot shows the Yahoo! Mail interface. The 'Compose' button is highlighted with a black box and an arrow pointing to it from the instruction. The interface includes a top navigation bar with 'Mail', 'Addresses', 'Calendar', and 'Notepad'. Below this is a 'Check Mail' and 'Compose' button. The main area shows an 'Inbox' with a list of messages. The first message is from 'MAILER-DAEMON@ yahoo.com' with the subject 'failure notice'. Other messages include 'Do I know you?' from 'esdhw@myway.com', 'File Attached' from 'Ann Hutchison', 'FW: Train at N Pole' from 'Hutchison, Ann', and 'Welcome to Yahoo!' from 'Yahoo!'.

Note: Tap the **Tab** key to move to the next field or click in the appropriate box. The blinking cursor indicates that you can begin typing.

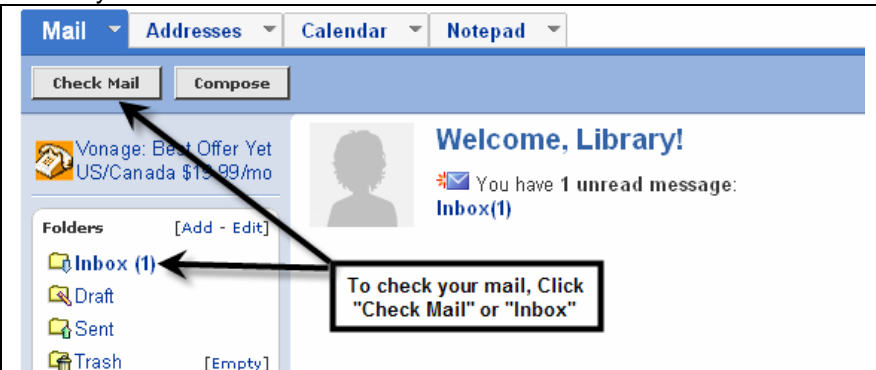
2. Enter the recipient's e-mail address.
3. Enter a subject.
4. Type your message in the big white area.
5. Click the Send button.



Reading Your Mail

To read/get your mail, you must go to your **"Inbox"**. It is similar to retrieving your mail from your postal mail box at home. The **"Inbox"** includes new messages that you have not yet read and older messages that you may not have deleted or move out of the **"Inbox"**. Click **"Check Mail"** or **"Inbox"** to view. Messages will remain in your Inbox until you delete them or move them to another folder.

1. Click Check Mail or Inbox



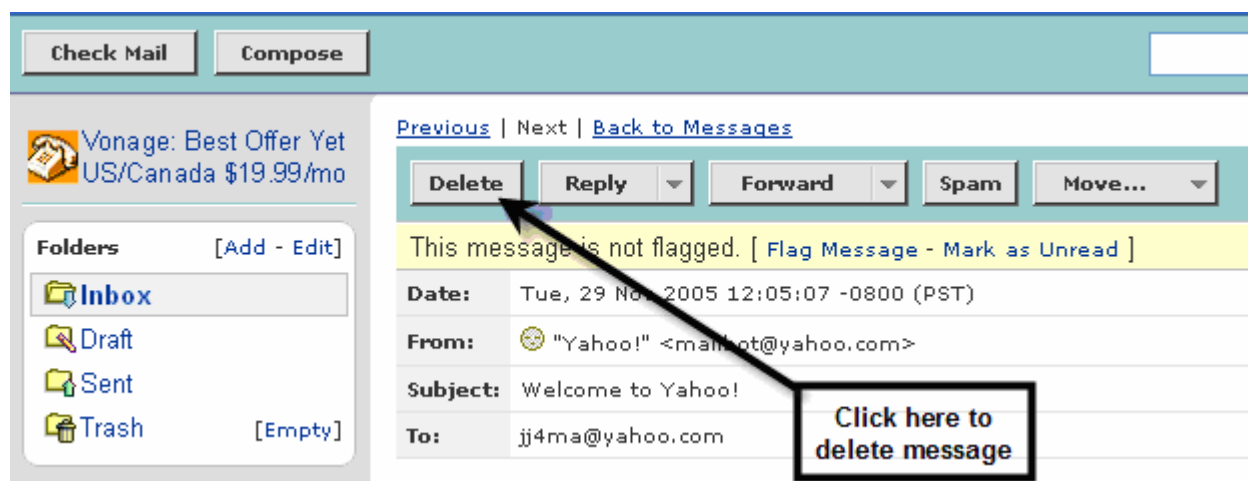
2. Point your mouse pointer over the subject line (right on the text) and click. (Mouse pointer will turn into a pointing hand like this:



IMPORTANT!!!

If you do not recognize an e-mail sender's name or e-mail address, use the delete and block/block sender features before opening the message. This is recommended for preventing the spread of viruses through your e-mail account.

Delete a Message after Reading



NOTE: In most instances, deleting a message from your “**Inbox**” will not remove the message from your account. The deleted message is typically moved to your “**Trash**”, “**Deleted Items**” or equivalent folder. Most services will automatically clear deleted messages from your account after a pre-determined amount of time (e.g. 2 days, 7 days)

Delete a Message without Opening

There are times you might want to delete a message without reading it. If you don't recognize the sender or a message looks like junk mail (spam), it is highly recommended that you delete the message without opening it:

Inbox



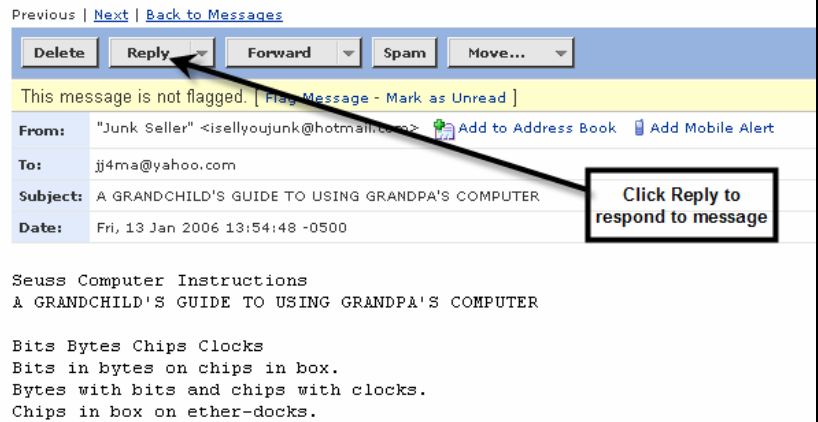
What is Spam?

Spam is unsolicited advertising that is sent to your e-mail account. Many websites partner with advertisers to generate revenue to stay active, so be certain to read all end user **licensing agreements**, **privacy policies**, **terms of agreement**, etc. These statements will outline whether or not your e-mail account information (potentially including personal information) will be shared with or sold to partnering services or advertisers. Anytime a website requires you type your e-mail address before using the website or selecting services, you can be certain that your e-mail account will be infiltrated with **spam**. Spam can sometimes carry viruses too.

Reply to a Message

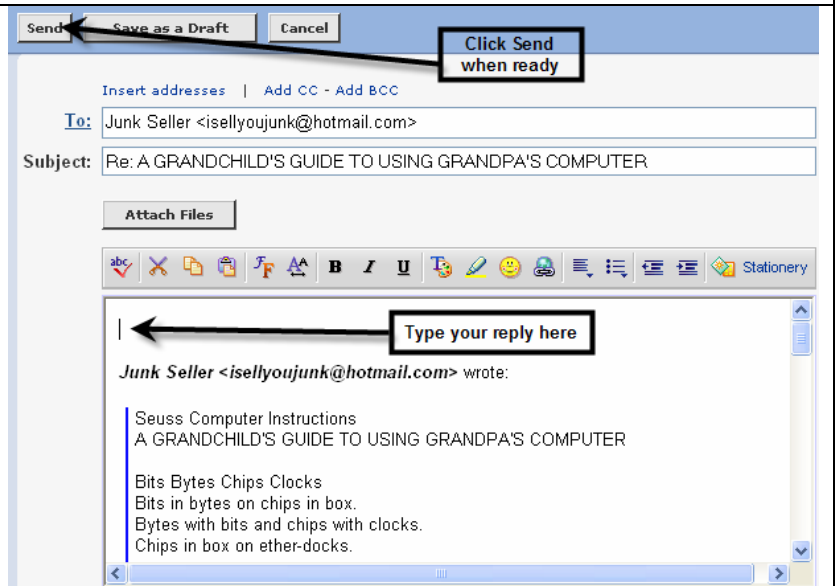
Open a message by clicking on its subject, then click the Reply button.

1. From within the message, click Reply



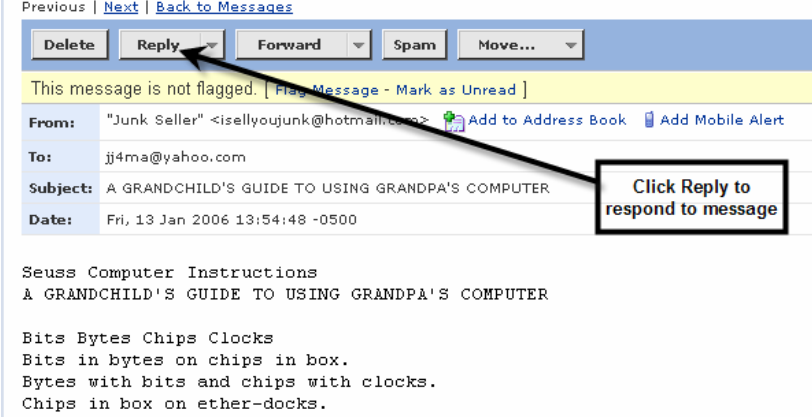
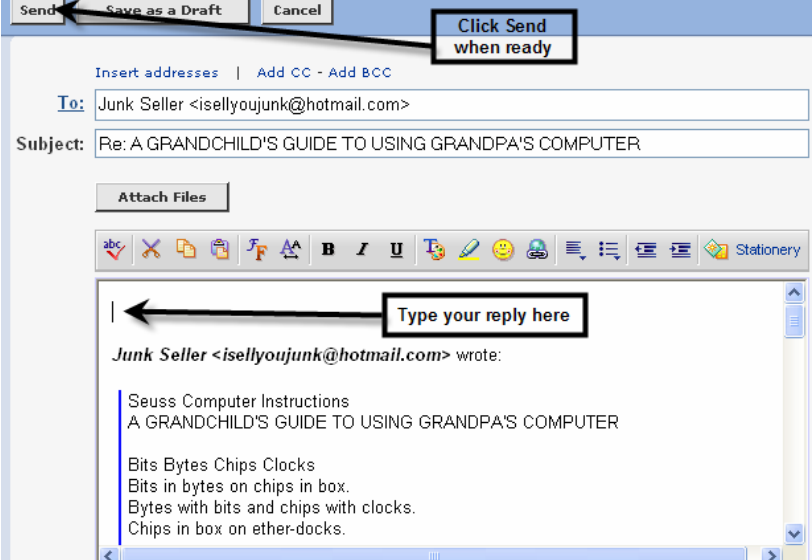
2. Type your reply at the blinking cursor. The sender's original message will appear beneath.
3. Click the Send button when finished.

Your reply will be sent to the e-mail address that is in the To: field (i.e. the original sender of the message.)



Forward a Message

Sends the message to people who are not listed in the original distribution list.
Open a message by clicking on its subject, then click the Reply button.

<p>1. From within the message, click Reply</p>	 <p>Previous Next Back to Messages</p> <p>Delete Reply Forward Spam Move...</p> <p>This message is not flagged. [Flag Message - Mark as Unread]</p> <p>From: "Junk Seller" <isellyoujunk@hotmail.com> Add to Address Book Add Mobile Alert</p> <p>To: jj4ma@yahoo.com</p> <p>Subject: A GRANDCHILD'S GUIDE TO USING GRANDPA'S COMPUTER</p> <p>Date: Fri, 13 Jan 2006 13:54:48 -0500</p> <p>Seuss Computer Instructions A GRANDCHILD'S GUIDE TO USING GRANDPA'S COMPUTER</p> <p>Bits Bytes Chips Clocks Bits in bytes on chips in box. Bytes with bits and chips with clocks. Chips in box on ether-docks.</p>
<p>4. Type your reply at the blinking cursor. The sender's original message will appear beneath.</p> <p>5. Click the Send button when finished.</p> <p>Your reply will be sent to the e-mail address that is in the To: field (i.e. the original sender of the message.)</p>	 <p>Send Save as a Draft Cancel</p> <p>Click Send when ready</p> <p>Insert addresses Add CC - Add BCC</p> <p>To: Junk Seller <isellyoujunk@hotmail.com></p> <p>Subject: Re: A GRANDCHILD'S GUIDE TO USING GRANDPA'S COMPUTER</p> <p>Attach Files</p> <p>abc ✂ 📎 📧 ⌂ B <i>I</i> <u>U</u> 🗑️ 📧 📧 📧 📧 📧 📧 📧 📧 📧 Stationery</p> <p>← Type your reply here</p> <p>Junk Seller <isellyoujunk@hotmail.com> wrote:</p> <p>Seuss Computer Instructions A GRANDCHILD'S GUIDE TO USING GRANDPA'S COMPUTER</p> <p>Bits Bytes Chips Clocks Bits in bytes on chips in box. Bytes with bits and chips with clocks. Chips in box on ether-docks.</p>

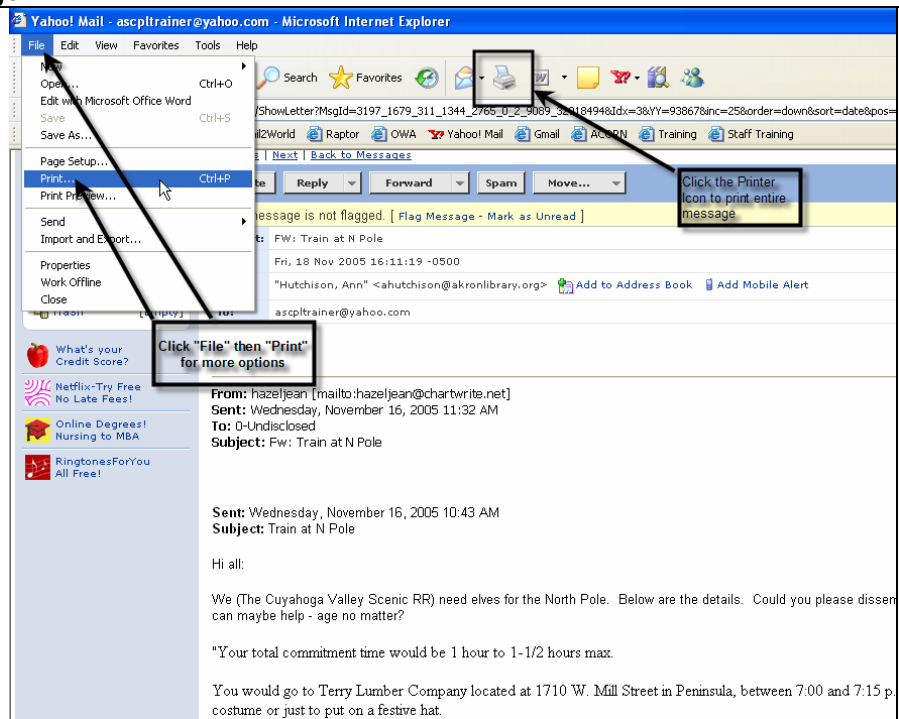
Deleting "all those headers" before forwarding a message

Click the **Forward** button from the original message.

1. Point the mouse to the beginning of the text that you want to delete from the Forwarded version of the message.
2. Press and hold down the left mouse button.
3. Slide the mouse across all of the text that you want to delete.
4. Release the mouse when you are done selecting text.
5. Tap the **Delete** key on the keyboard.

Printing An E-mail Message

Open the message, then click the printer icon or click **F**ile, **P**rint for more options.



'Netiquette

- **'Netiquette** (courtesies to follow when composing and sending e-mail):
 - It is courteous to type something in the subject field that alerts the recipient of the contents of the message.
 - Do not type anything in "ALL CAPS". This is considered shouting and inappropriate **'netiquette**.

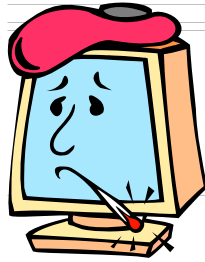
Emoticons ("smileys")

- pictures composed of keyboard characters that are inserted into an e-mail to add expression to the message content.
- new emoticons and variations on them are created every day.
- here are a few of the more commonly used ones and their meanings:

: -)	happy, smiling
; -)	winking, "just kidding"
: -(sad, disappointed
8 -)	wearing glasses
: -o	"oh, oh", look of shock
> :->	devilish smile
: -p	tongue sticking out
: -&	tongue-tied
: -D	laughing out loud

'Net Lingo (shorthand)

- these have become some commonly accepted e-mail abbreviations for commonly used phrases:
 - BTW by the way
 - OTOH on the other hand
 - LOL laughing out loud
 - HHOK Ha Ha Only Kidding
 - AMF Adios, my friend
 - FYI for your information
 - IMO in my opinion
 - OTFL on the floor laughing
- There are DOZENS more!!!



Viruses

What is a virus?

- A “bug” or “infection” that has been transmitted to your computer.
- A piece of software that was created specifically to infiltrate or, as a worst case scenario, cause harm to computers.

Why do people spread viruses?

- Purely malicious behavior.
- To obtain long lists of e-mail addresses so that mass mailings may be sent (also known as “spam”).

How are viruses spread?

- Corrupt files or software downloaded from the Internet.
- Through e-mail messages.
- Sending files from an infected disk to others.
- Opening an infected file or disk that was sent to you.

What should I do if I receive a computer virus?

- If you have anti-virus software installed on your computer, scan your system and all of your disks.
- If you can identify who may have transferred the virus to you, notify that person, or several people, so that they can remedy the situation and prevent spreading the virus further.

How did I spread a virus if I didn't see it on my computer?

- Your computer or disk may be a “carrier” for the virus, much like people can be carriers of physical diseases and viruses.
- The virus may not show up until someone to whom you transfer a file opens it.

How can I avoid contracting or spreading viruses?

- Install anti-virus software on your computer. McAfee and Norton are two reputable producers of very effective anti-virus software.
- Whenever possible, scan any files or software with your virus software before you download them to your computer or disk.
- Periodically scan your computer and disks with your virus software for healthy maintenance of your files and system.
- Do not open e-mail messages from someone you do not know or that have “suspicious” subjects. Delete them immediately without opening the message. If you do not know how to do this, consult the “help” screens/links when you log into your e-mail account.
- Keep e-mail forwarding of stories, chain letters, “warnings”, “giveaways”, etc. to a minimum. These are usually hoaxes and may also contain a virus.
- If you are not sure of a website's reputation, reliability, or security, do not download any files or programs from it.

Anti-Virus Software Producers

These websites also include lists of viruses, hoaxes, and the most current infectious threats.

F-Secure

<http://www.f-secure.com/>

Kaspersky

<http://www.kaspersky.com/>

McAfee

<http://vil.mcafee.com>

Panda Software

<http://us.pandasoftware.com/>

Symantec (Norton Anti-Virus)

<http://www.symantec.com/>

Trend Micro (PC-cillin)

<http://www.trendmicro.com/en/home/us/personal.htm>

Appendix A

Which E-mail Service is right for you?

Free e-mail services allow you to access you account from virtually anywhere an Internet connection is available. Simply type the website address of the e-mail server into your Internet browser and register/login to your account.

E-mail Service	Yahoo! mail.yahoo.com	Hotmail www.hotmail.com	MyWay www.myway.com	SAFe-mail www.safe-mail.net
Inbox Size	1 GB	250 MB*	125 MB or 10,000 messages, whichever is reached first	3 MB
File Attachments	10 MB	10 MB		Msg not larger than 25 MB
Account Expiration	4 months	30 days**	60 days	6 months
Personal Information	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	none
Address Example				
Attachments Scanned for Viruses	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

*Eligible Hotmail users will first receive 25MB at sign-up. Please allow at least 30 days for activation of your 250MB storage to verify your e-mail account and help prevent abuse.

**A free Hotmail account becomes inactive if you do not sign in for 30 days, or within the first 10 days after signing up for an account. Once an account becomes inactive, all messages, folders, and contacts are deleted, but the account name is still reserved. If the account stays inactive for a further 90 days, it is permanently deleted.