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E-Mail Basics Class Handout
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1. E-mail is an electronic mail message sent from one computer to another.
2. There are two basic kinds of e-mail:
 - Client-based such as AOL and Outlook that reside on your computer
 - Cloud (Web-based)-Gmail, Hotmail (Outlook Mail), Yahoo Mail, etc)
(Cloud mail servers direct outgoing mail and store incoming mail)
3. All e-mail programs consist of the following folders*
 - Inbox- stores new messages as well as messages that have been read
 - Outbox-stores messages waiting to be sent (*Not found in Webmail)
 - Sent- messages that have been sent
 - Drafts- stores incomplete/saved messages waiting to be sent
 - Trash- contains messages deleted from any folder
 - Junk- stores messages detected or selected as Spam
 - Custom- additional special purpose folders created by the user
4. Every e-mail address is unique and consists of three parts:
A user name, the @sign, and a domain name (host, company, organization)
5. The address book contains a list of e-mail contacts or recipients
6. Things you can do with an e-mail message
 - Compose/Write
 - Save as a Draft to hold for review and possibly send out later. **Think BEFORE you send.** If in doubt, place the messages(s) in the Drafts folder.
 - Reply- answer an e-mail you have received
 - Forward- pass on an e-mail you have received to others
 - Attach- add photos, music, documents, videos, or hyperlinks
7. Parts of an e-mail message
 - To: contains name(s) of contact(s) to which the e-mail is being sent
 - CC (Carbon Copy)- contains contacts receiving a copy of the e-mail
 - BCC (Blind Carbon Copy)- a copy of an e-mail message sent to a recipient whose e-mail address does not appear in the message. Protects identities
 - Subject: tells the recipient(s) what the e-mail is about
 - Body- the large blank area in which the e-mail message is typed
 - Formatting- using a special e-mail style in the message
8. Do your homework. Research e-mail sources before creating needless panic.
9. Don't open unfamiliar e-mails or click on unusual ads appearing within them.
10. Respect your recipient's Internet connection speed when sending attachments
11. Look for a secure https: or a yellow padlock in the e-mail program address bar
12. NEVER send confidential e-mails in an unsecured public environment.
13. Clean out your Inbox regularly. Print out e-mails you do not need to store.
14. Don't use all CAPS in an e-mail message. This is called SHOUTING.
15. Set up your antivirus program to scan ingoing and outgoing e-mail.
16. You can also set up e-mail accounts on a variety of mobile devices.