




Email is "the" fundamental Internet application. Messages can be sent from your computer to anyone having an active email address. The format of the email address is someone@anyplace.com. The special character, @ (at-sign), separates the **Username** from the **Domain name**.

1. GETTING ONLINE

- Choose a "service" company that has a local telephone number. [[EZ](#) - [NW](#)]
- Setup using your ISP's instructions or CD. [[EZ](#) - [NW](#)]
- Getting connected requires a '**Clean**' telephone line. CNET offers the '14 downloads that make the most out of your modem.'

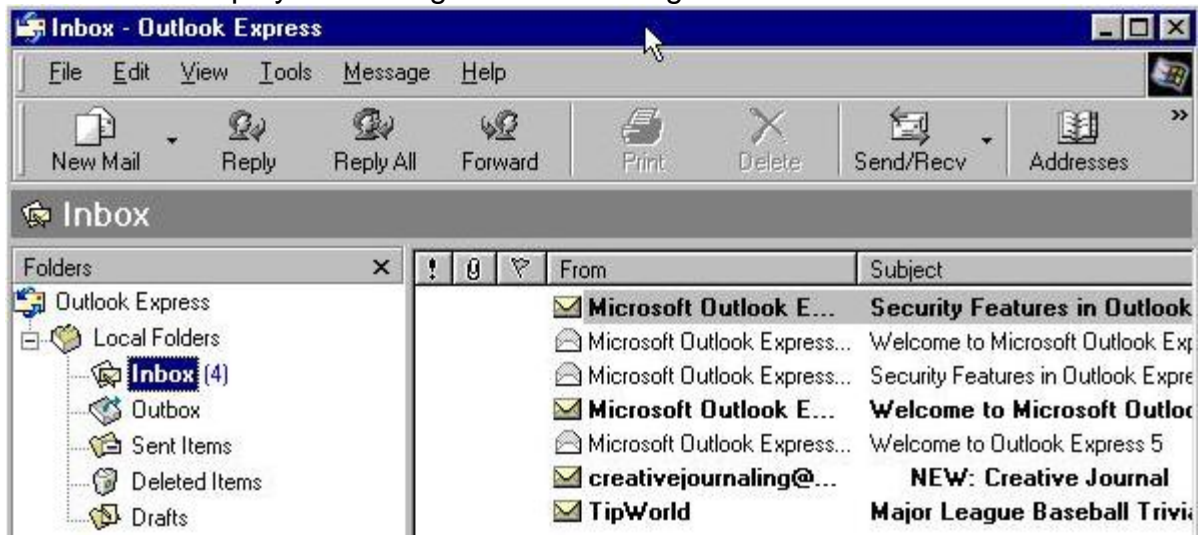
<http://www.cnet.com/internet/0-3823-7-289933.html>

- Choose an Email program like **Outlook Express** or **Netscape Mail**.
- Disconnecting means **Exiting** the programs **and** breaking the connection to the ISP. Close the email program before logging off the server. 

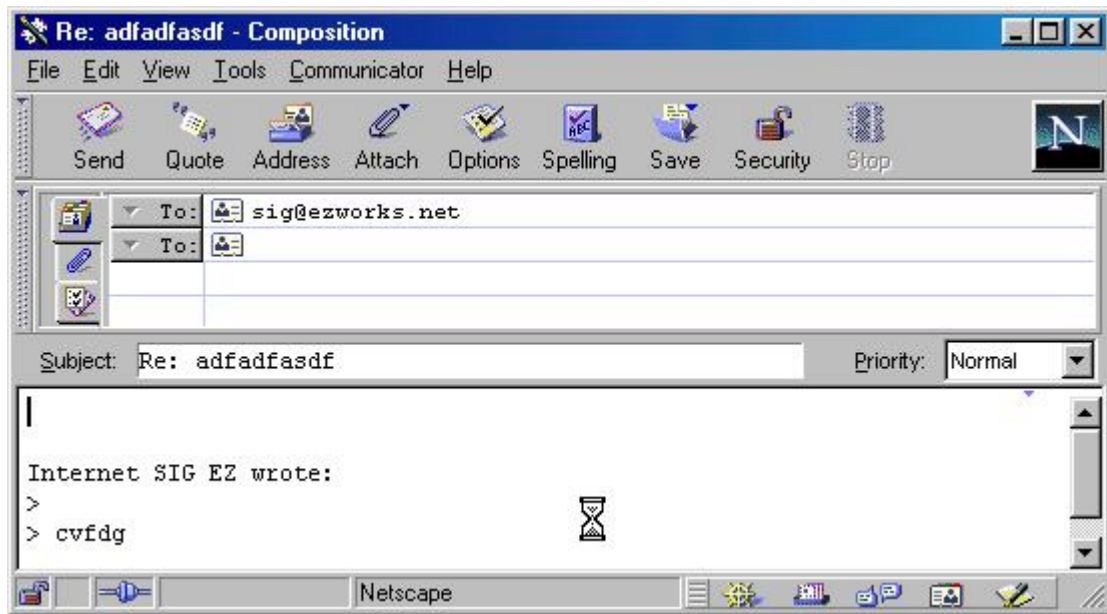


2. BASICS

- Execute the **Email program**; understand where it is located on your computer.
 - Use [My Computer](#) or [Windows Explorer](#) to navigate your hard drive.
 - The **Start-Find-Files or Folders** sequence can help.
- Reading** messages from the **Inbox**.
 - New messages will appear differently than those already Read, usually **BOLD**
 - The order of displayed messages can be changed.



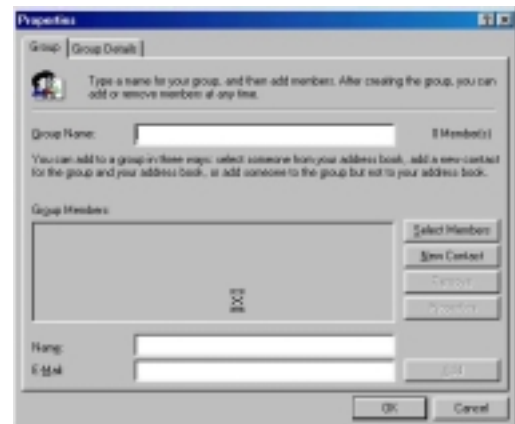
- iii) **Replying** to email sent to you is important.
 - Unlike mailed letters, emailed letters seem to require prompt replies.
 - Select the "**reply**" option to respond.
 - The sender's address is automatically placed in the To: field.
 - Also, the sender's original message is included. Note that the lines are preceded with 'greater than' signs, >.



- v)
- d. **Composing** an email message to Send includes:
- i) Proper addressing for **To: Cc: and/or Bcc:**
 - ii) The **subject line** is important. Make it relevant to the content of the message.
 - iii) Practice.
 - (1) Begin by sending email messages to **yourself** for practice.
 - (2) Ask your friends for their email address. Do some **testing** on them.
 - (3) Then try sending the same message to several people at the same time by placing multiple addresses in the **To:** field.
- e. Message **maintenance** involves deleting, saving as email, saving as text.
- i) If a message is to be **Saved**, it can remain as an email message in the **Inbox** or some **other email folder**. Messages can also be saved to the **hard drive** as a Text message.
 - ii) Delete unnecessary messages from the Inbox. This process usually involves placing the messages in a **Deleted folder**. It also needs to be **Emptied**.

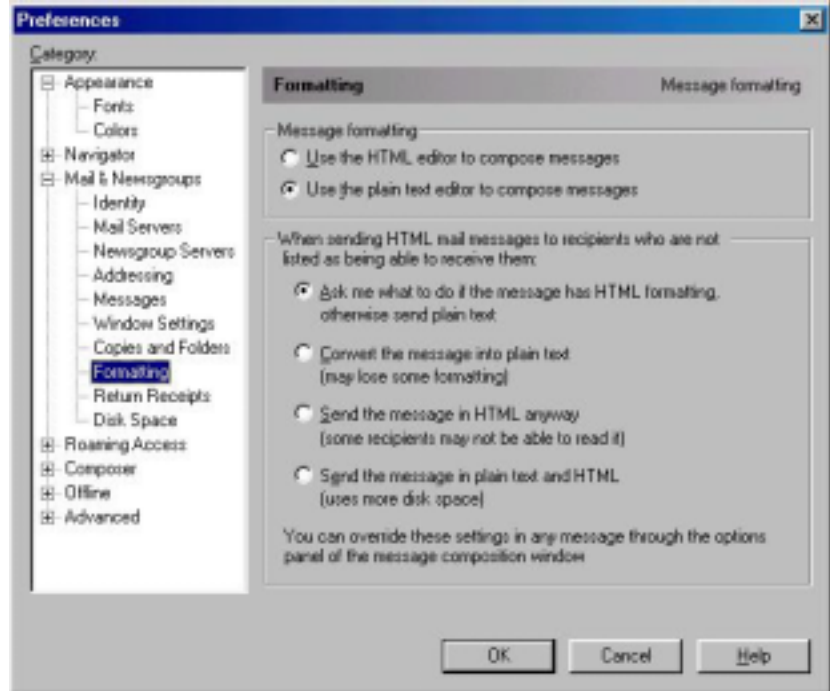
3. INTERMEDIATE

- a. Use of folders for **filtering** incoming email messages.
 - i) Use Netscape's **Edit-Message Filters**
 - ii) For Outlook Express, click **Tools-Message Rules-Mail**
 - iii) As email arrives, the 'rules' will be checked to determine 'routing' to a sub-folder.
- b. Creating **distribution lists** for mass mailing
 - i) **Add** the email addresses for the list to your Address Book.
 - ii) Open a **new** distribution list from within the Address book.
 - iii) Place existing addresses into the List



c. **Plain text vs. HTML**

- i) **HTML** formatted email is pleasant to your eyes, has 'clickable' links, and can include viruses. **Plain text** is so very plain, and sometimes boring.
- ii) Email clients include settings for either setting. For Outlook Express, click **Tools-Options-Send tab** to see the choices. In Netscape Mail, click **Edit-Preferences-Mail & News groups-Formatting** to make your choice.

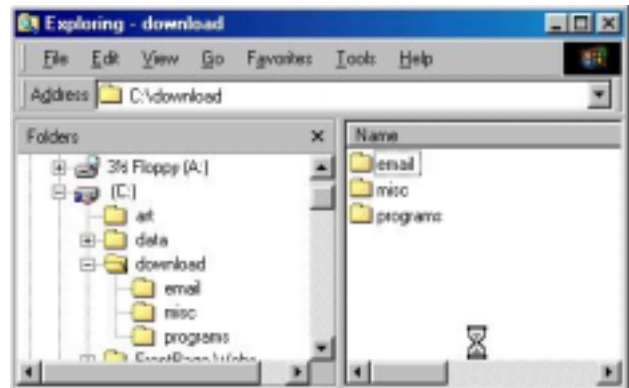


d. **Forwarded** mail

- i) **Fw:** in the subject line is a hint.
- ii) Do you get tired of all the >-signs? Visit <http://www.ibmckee.com/formatit/>

e. **Email attachments**

- i) Begin with an understanding of your hard drive's **folder and file layout**.
- ii) Create a folder at the root level named '**download**.' When you download files from the Internet, create another folder named appropriately.
- iii) Create a folder for email downloads. You might name it '**email**.'
- iv) When sending large attachments, they should be **ZIP'ed** first. See <http://www.winzip.com/>. This software will **compress** the file to allow it to be transmitted faster.



To open an attachment, for example, you need to have a program on your computer that is capable of reading it. But, even if you have the right software, the translation between your email client and the sender's client may not be compatible. If you have this problem with an attached text document, ask the sender to simply copy and paste the document into the body of the message, and thereby avoid problems.

f. **Unwanted** email

i) **Unsolicited** email can be bothersome.

- (1) If your **'friends'** are sending email that you do not want, simply ask them not to Forward these messages, or to be removed from their distribution list.
- (2) If the **'junk'** mail is coming from some strange address, it requires more thought. **First**, delete them directly from the Inbox. **Second**, do not REPLY to ask to be removed. This action will only validate your email address to them. **Lastly**, if you've been the target of a "junk e-mail" scam, contact your Internet service provider, your local consumer protection agency, your state Attorney General's office, or The National Fraud Information Center (NFIC) at 1-800-876-7060. NFIC is a project of the National Consumers League. You also may send your complaint to the FTC. Write to: Consumer Response Center, Federal Trade Commission, Washington, DC 20580.

g. Mind your Email **Manners**, visit <http://www.rcs.k12.va.us/cs/jh/emailhlp.htm>

h. Use of **listserv/subscribing to newsletters**.

- i) Begin with Tip World at <http://www.topica.com/tipworld/index.html>
- ii) You can create your own FREE mass mailing list. Visit <http://groups.yahoo.com/>.

4. WEBMAIL

a. **Advantages**

- i) Available from any Internet connected computer in the world.
- ii) No email 'client' software required on your computer.
- iii) Requires 'zero' megabytes on hard drive to store email.
- iv) No email viruses will be loaded onto your computer ... unless ...

b. **Disadvantages**

- i) Fewer features than email 'client' software
- ii) No local storage of files unless a 'Save As' is executed.
- iii) Missing or limited spell checking capability.
- iv) JAVA-enabled browser settings must be set to allow the program to work.
- v) Hacker access might allow someone to read your email. But it is commonly understood that email is NOT private.

c. **Examples**

- i) <http://www.ezworks.net/webmail>
- ii) <http://webmail.nwonline.net>



5. **Email Etiquette.** As the Internet has matured, a few **ground rules** for email have emerged. Avoiding a few basic no-nos--mistakes that no newbie to the Net would know about--can make email transactions much more sane. So learn how to avoid common email bloopers with these **seven guidelines**.

With a flood of incoming email, your correspondents may not read all their email, and if you're **replying** to an earlier message, they may not remember it.

- a. Put **thought** behind your Subject: line. There's nothing more annoying than getting a long list of emails with empty Subject: lines. That makes it impossible to scan your inbox quickly, and makes it difficult to find the email later.
- b. By default, most email programs will include the body of the message you are replying to in the body of your reply. By **including their email to you** (or just the relevant parts), they will instantly remember why you are replying, and your message becomes that much more effective.

Common Email Errors to Avoid.

- c. Unlike a telephone call or a face-to-face meeting, an email contains no clues to your personality besides the words you use. **Misunderstandings** are much more common via email because, without voice and facial clues, words can be easily misinterpreted and accidentally offend. For this reason, it is important that the emails you send look as **professional** and **intelligent** as possible.
- d. **DECEPTIVE CASUALNESS.** While the ease of email tempts us to become lazy in our writing habits, you will gain the respect of your correspondents if you ensure that your emails are **well spell checked** (most email programs can do this for you), and **grammatically correct**.
- e. **NO CAPS.** Additionally, emails should **not** be typed in all capital letters. Capital letters are harder for the eye to read, and all caps become the textual equivalent of **SHOUTING!** for the experienced email user. Remember that the only thing that distinguishes your email is the maturity of your writing. So make the most of your education. Avoid misspellings and typing in all caps.
- f. If you are sending an **attachment** with your email, whether it is an Excel spreadsheet, a Word Document, or a cute little program, do your recipients a favor and make sure that nothing you are sending comes with a nasty surprise like a virus.
- g. **Scan** all documents and programs with your **favorite virus scanner** before it goes out; nothing will make a person more afraid of reading your email than catching a virus from some attachment you've sent along. For more information about viruses and virus scanning software, see either:

<http://www.symantec.com/avcenter/index.html> Norton Anti-Virus or
<http://www.mcafee.com/anti-virus/default.asp> McAfee Anti-Virus

<p>EZWorks 219 South Front Street Fremont, Ohio 43420 419-332-6677 info@ezworks.net</p>	<p>General Support Information Access Number: 419-334-1700 Primary DNS: 63.238.60.4 (ns.ezworks.net) Secondary DNS: 63.238.60.7 (ns2.ezworks.net) Incoming Mail Server (POP3): (mail.ezworks.net) (63.238.60.5) Outgoing Mail Server (SMTP): (mail.ezworks.net) (63.238.60.5) Tech Support Number: 419-332-6677 http://www.ezworks.net/techsupport/techmain.htm</p>
<p>NetWorld Online 1243 Napoleon St. Fremont, Ohio 43420 419-334-9042 support@nworldonline.net</p>	<p>General Support Information Access Number: 419-355-1408 Primary DNS: 208.231.144.2 (spanky.nworldonline.net) Secondary DNS: 208.231.144.4 (dilbert.nworldonline.net) Incoming Mail Server (POP3): mail.nworldonline.net Outgoing Mail Server (SMTP): mail.nworldonline.net Tech Support Number: 888-644-6638 http://www.nworldonline.net/nworldonline/TechHelp/ Knowledge Base: https://secure.nworldonline.net/inettech/kb/</p>

<http://www.nworldonline.net/nworldonline/TechHelp/DialUp/> Setup options for various operating systems

<http://www.webfoot.com/advice/email.top.html> A Beginner's Guide to Effective Email

<http://www.northernwebs.com/bc/bc30.html> Beginners' Central walks you through setting up your email

<http://www.northernwebs.com/bc/bc50.html> Beginners' Central email beyond set up.

<http://www.chooseyourmail.com/spamindex.cfm> SPAM Recycling Center

<http://www.junkemail.org> Tired of being a spectator in the junk email debate?

<http://digital.net/~gandalf/spamfaq.html> Figuring out fake E-Mail & Posts

<http://www.help.com/cat/3/325/612/index.html> Outlook Express HELP!

<http://www.thatgame.com> Chess or Battleship games by Email

The Internet SIG has a web presence at <http://www.nworldonline.net/lgundy/signews.html>
The PDF version of this article can be found there.