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Electronic Services Division
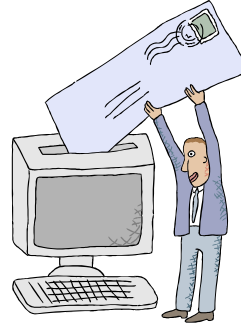60 South High Street, Akron, OH 44326

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.

| Post Office	Computer
➢ You write or type your letter.	➢ Type your letter on your computer's keyboard
➢ You place a stamp on it and put it in the mailbox.	➢ You click the send button.
➢ You trust that your letter will be delivered to the designated recipient.	➢ You trust that your message will be delivered to the designated recipient.

Advantages of e-mail

▪ There are no postage costs.

▪ It is typically easy, quick, and reliable.

▪ You 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
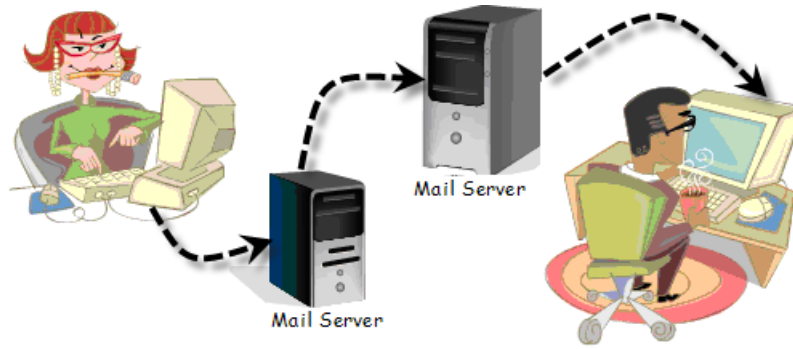
How a Message Travels

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. AT&T, RoadRunner, AOL, Juno, MSN) you get an e-mail account(s) when you subscribe.
2. If you don't have a computer, 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: ann3smith

Password: hds8aw

My e-mail address would be: ann3smith@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 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 in your password.
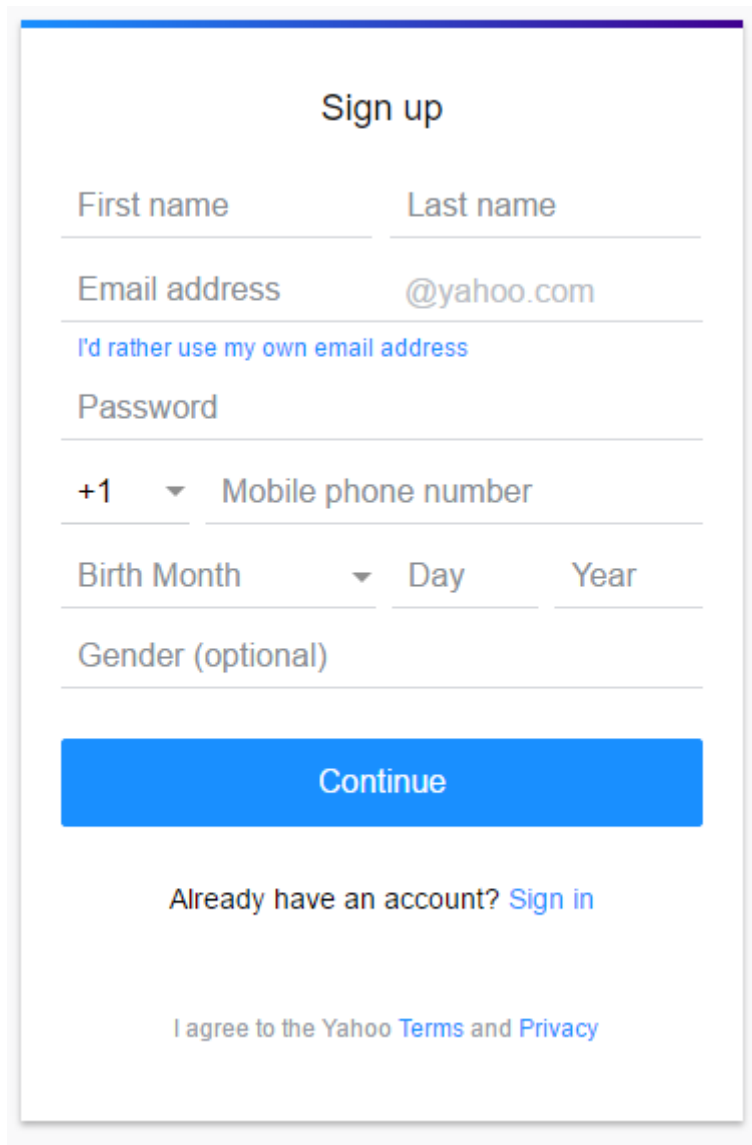
Let's Sign up for an Account!

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

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

Don't have an account? Sign up

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.

The Yahoo! Registration Screen

Sign up

First name Last name

Email address @yahoo.com

I'd rather use my own email address

Password

+1 ▼ Mobile phone number

Birth Month ▼ Day Year

Gender (optional)

Continue

Already have an account? Sign in

I agree to the Yahoo Terms and Privacy

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.

Yahoo! ID (username): _____

Password: _____

My E-mail Address: _____

Other registration form details:

a. If any portion of the registration form includes automatic selections that you <u>do not</u> want to be applied to your e-mail account, make sure that you <u>un</u>-select the option by clicking in any boxes that might be checked.

b. You may be asked to type a code verification several times to help prevent automated registrations.

c. 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

1. Make your connection to the Internet as you normally would.
2. Go to the e-mail provider's web site (e.g. mail.yahoo.com).
3. Enter your username (Yahoo! ID), or e-mail address on the first screen, and click "Next"
4. Enter your password on the next screen, and then click "Sign In."

NOTE: Some Internet services (like free web e-mail) will offer to "**remember your ID on this computer**" or **"stay signed in"**. <u>Do not</u> select this option if the computer you are using is in a very public place and could potentially be used my 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.
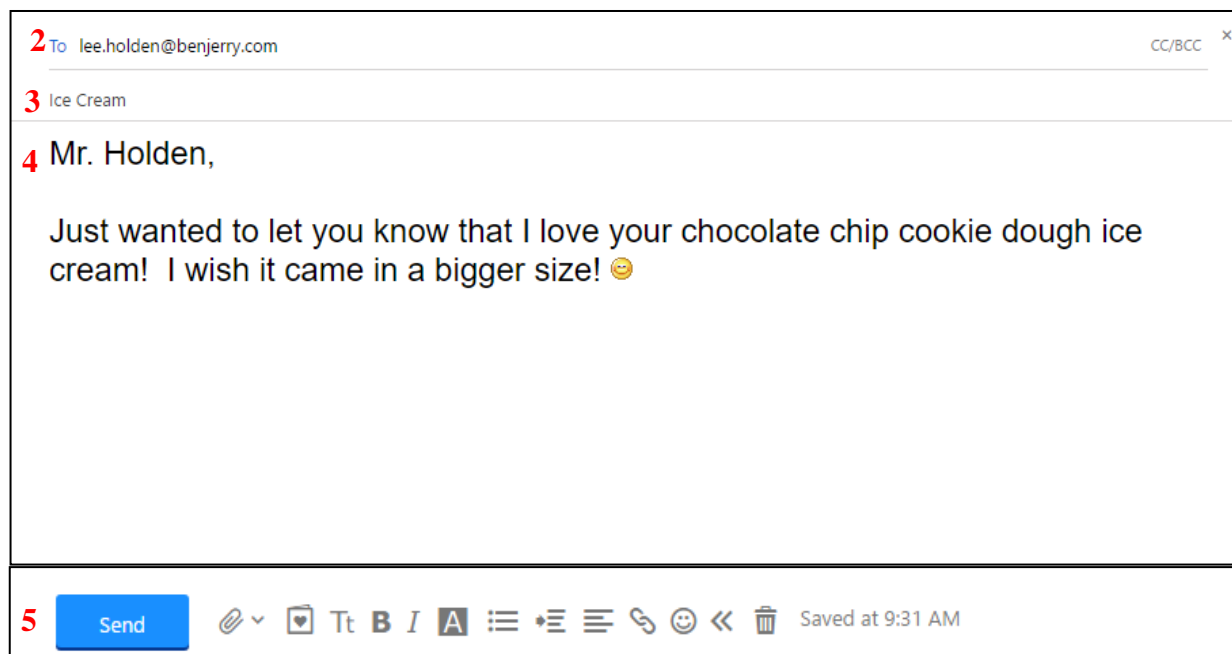
1. Click on the **Compose** button in the top left corner of the page.
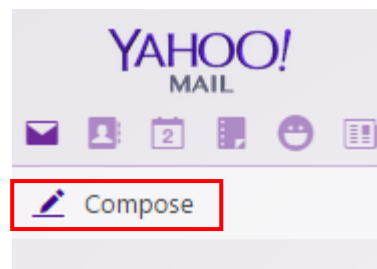
*Note: Tap the **Tab** key to move to the next field or click in the appropriate box. The blinking cursor indicates that you can begin typing.*

2. Enter the recipient's e-mail address. If sending to multiple people, separate e-mail addresses with a comma.
3. Enter a subject.
4. Type your message in the empty white area.
5. Click the Send button when finished with your message.

2 To lee.holden@benjerry.com   CC/BCC ×

3 Ice Cream

4 Mr. Holden,

Just wanted to let you know that I love your chocolate chip cookie dough ice cream! I wish it came in a bigger size! ☺

5 Send   Saved at 9:31 AM

Reading Your Mail

To read 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 moved out of the **Inbox**. Messages will remain in your Inbox until you delete them or move them to another folder.

1. Click **Inbox** in the pane on the left. The number in parentheses represents the number of unread messages that you have.
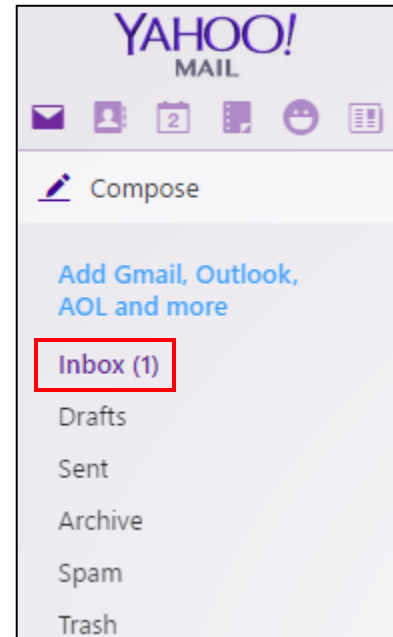
2. Point your mouse pointer over either the subject line or the sender's name (right on the text) and click. The message will open. (Note: The dot to the left of the sender's name indicates an unread message)
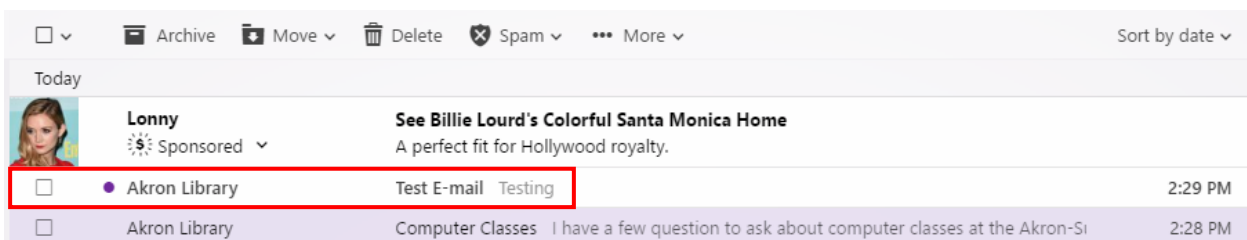
Reply to a Message

Open a message by clicking on its subject, and then click the Reply button at the top left of the screen.

1. While looking at the message, click reply to sender ( ) to reply only to sender of the e-mail. If you want to reply to everyone who received the e-mail (group e-mail) click reply to all ( ).
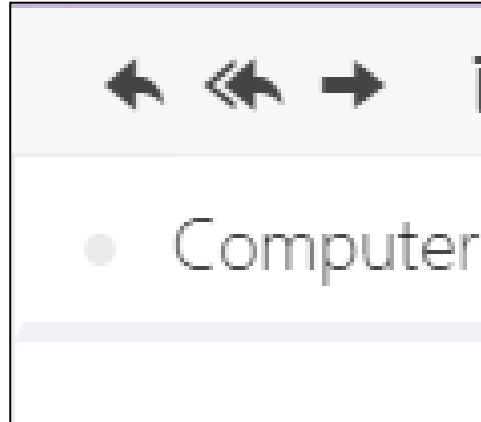
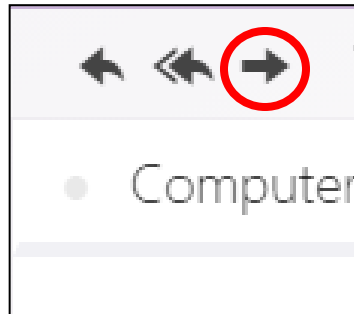2. Type your reply at the blinking cursor. The sender's original message will appear above.
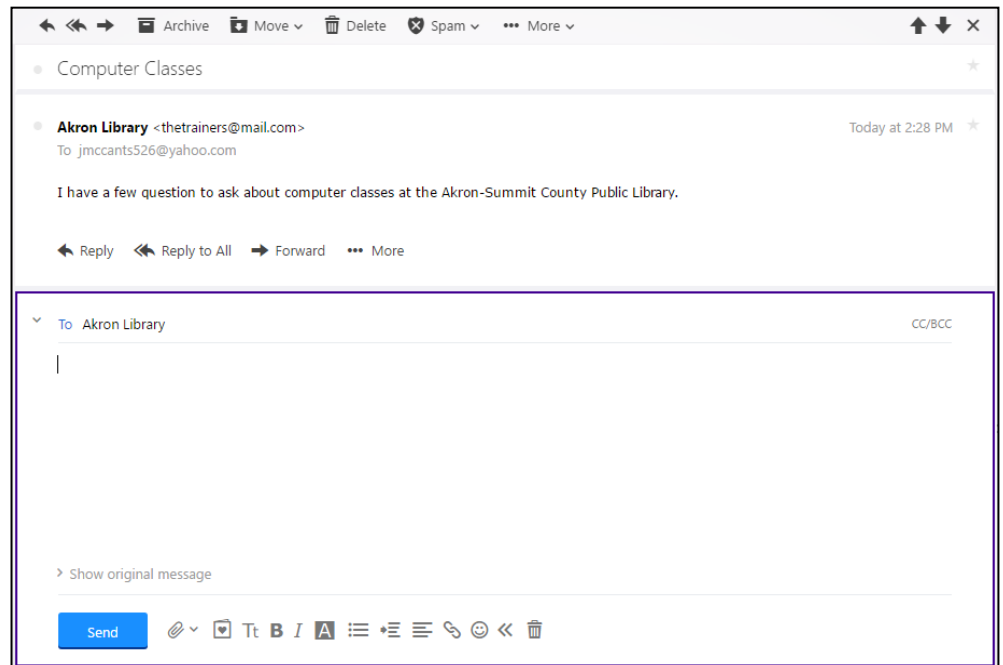
3. Click the blue **Send** button when finished.

Forward a Message

This sends the message to people who are not listed in the original distribution list.

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

1. When viewing the message, click **Forward**.

2. Enter the recipient's e-mail address in the **To**: field.

3. Add your own message at the blinking cursor. The sender's original message will appear beneath.

4. Click the **Send** button when finished.

The message will be sent to the e-mail address that is in the To: field.
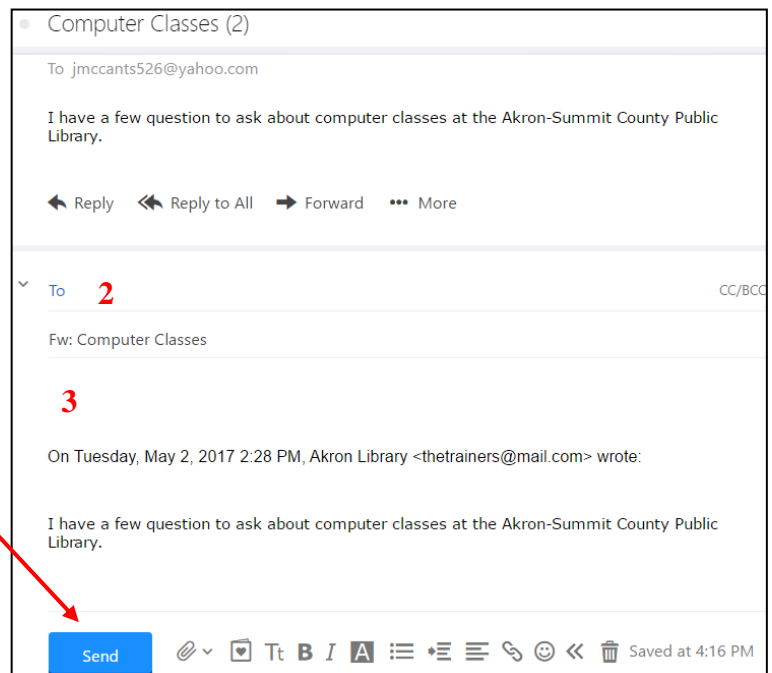
Printing an E-mail Message

Open the message, and then click "**More**" and then "**Print**" on the toolbar above the messages. A new window will open.
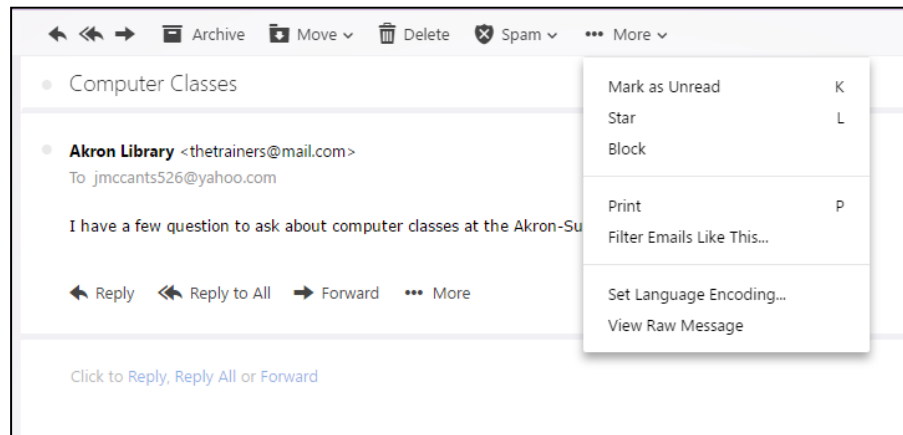
NOTE: If you have a pop-up blocker enabled, you may have to disable it first. Your web browser should give you a notification when a pop-up is blocked.

In the new window, click "**Print**" to print the message.

8/23/2017 AH, KJ, RV, MG, JM

Delete a Message after Reading

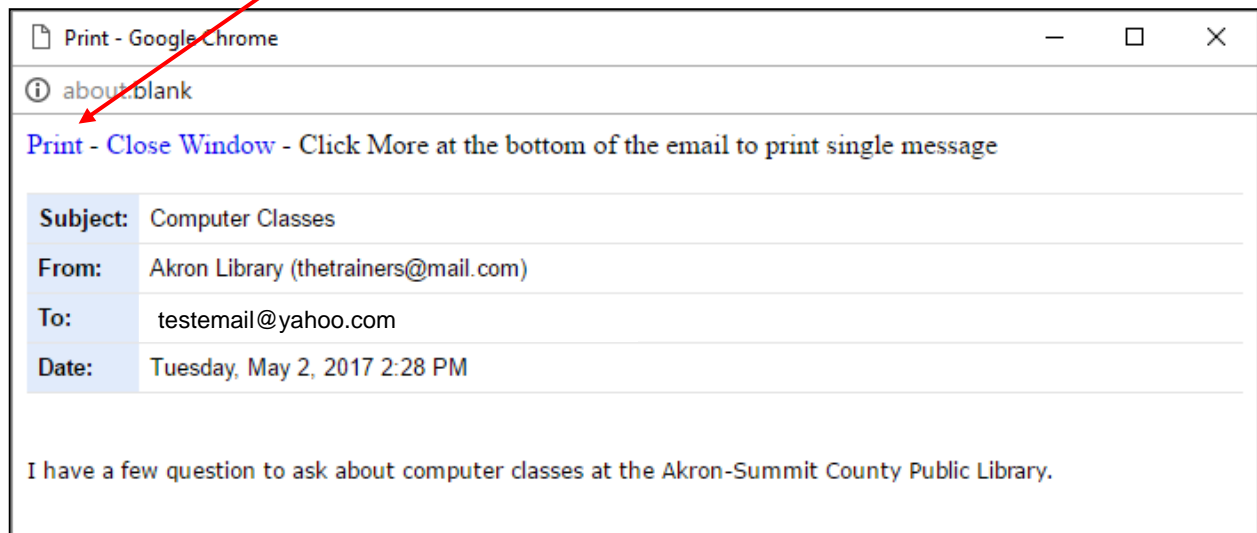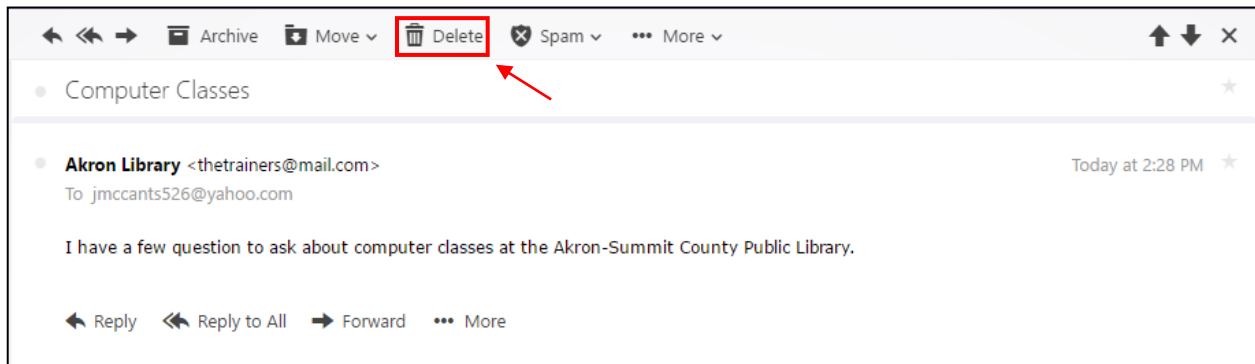After you open the message, the option to delete will appear at the top of the message. You can also select "more", and then select "delete" from the drop-down list.

NOTE: In most instances, deleting a message from your **Inbox** will not remove the message from your account. The deleted message is moved to your "**Trash**", or equivalent folder. Most services will automatically clear deleted messages from your account after a pre-determined amount of time (usually 30 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 if a message looks like junk mail (spam), it is highly recommended that you delete the message without opening it.

Select the checkbox to the left of any item that you want to remove, and click delete. Click the checkbox at the top to select all items.
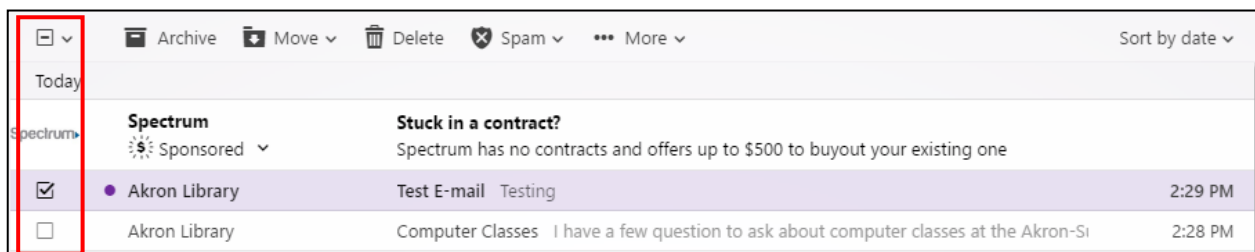
IMPORTANT!!!
If you do not recognize an e-mail sender's name or e-mail address, use the delete feature before opening the message. This is recommended for preventing the spread of viruses through your e-mail account.

- ➢ **'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**.

<u>**Emoticons**</u> ("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
<3	heart, love

'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
    - ▪ OMG   Oh my gosh

  - ➢ There are <u>DOZENS</u> more!!!
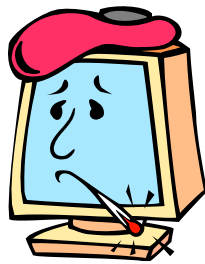
Viruses and Spam

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.

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.

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	Gmail	SAFe-mail www.safe-mail.net
Inbox Size	Unlimited	500 MB*	10.1 GB and increasing daily	3 MB
File Attachments	25 MB	10 MB	25 MB	Msg no larger than 25 MB
Account Expiration	4 months	30 days**		6 months
Personal Information	☑	☑	☑	none
Attachments Scanned for Viruses	☑	☑	☑	

 *Eligible Hotmail users will first receive 25MB at sign-up. Please allow at least 30 days for activation of your 500MB 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.

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

Panda Software
http://us.pandasoftware.com

Kaspersky
http://www.kaspersky.com

Symantec (Norton Anti-Virus)
http://www.symantec.com

McAfee
http://vil.mcafee.com

Trend Micro (PC-cillin)
http://www.trendmicro.com/en/home/us/personal.htm

AVG
http://free.grisoft.com