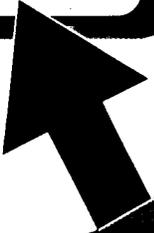


## CHAPTER 11

### E-Mail (Electronic Mail)

#### Chapter Overview and Related Terms

Electronic mail or e-mail is a way to communicate over the Internet. Contrary to what many people believe, e-mail is not delivered instantaneously, but it is pretty fast. When you send an e-mail letter to someone, it usually is received within a few minutes. With e-mail you don't have to pay long distance charges or worry about time zone differences, and you don't have to worry about all the other hassles and costs associated with mail, telephones, and fax machines. After reading this chapter, you will understand the advantages of e-mail and how to obtain an e-mail account. You will learn how to compose an e-mail and e-mail's special features, and common etiquette. Here are definitions of terms that will help you understand the material within this chapter.



send



## Terms

- E-mail (Electronic Mail) - An easy, cost effective, and reliable Internet protocol that consists of messages sent from one person to another person via a computer and the Internet.
- ISP (Internet Service Provider) - A company or organization dedicated to providing businesses or home users access to the Internet, usually for a fee.
- Address Book - A feature within e-mail that stores information regarding individuals to whom you wish to send e-mail.
- Nickname - A word used to access e-mail addresses within an Address Book. Nicknames are usually similar to the name of the individual whose e-mail address you are trying to find.
- Netiquette - An informal and undocumented set of rules that ensure a pleasant surfing experience for all users. Netiquette is a set of generally accepted etiquette procedures that encourage responsible surfing.
- Flaming - An insulting or derogatory message usually sent via e-mail as punishment for breach of netiquette. There have been instances of 'Flame Wars,' when other people join in the heated exchanges. In either case, neither is recommended.



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## Why E-mail is Better than Other Standards

E-mail allows for easy, cheap, and reliable communication. E-mail is superior to the three communication standards (telephone, fax, and mail) in many different ways. E-mail is much more cost effective than the telephone because the cost of e-mail is the same regardless of whether the message is to a person in your home city or to a person in China. Also, with e-mail you never get a busy signal.

E-mail is a superior technology compared to fax transmission as well. E-mails are less expensive, faster, and more flexible than faxes. You could send a couple of e-mails back and forth between individuals in the amount of time it would take to send a fax.

E-mail is better than using regular mail for a number of reasons. Integrity and speed are the biggest reasons. With e-mail you know that the receiver got your e-mail the same way you sent it.

Although e-mails are not delivered instantaneously, regular mail takes at least two or three days to reach its destination, while e-mail usually arrives within minutes. Using e-mail is fast, inexpensive, and dependable.

There are two different ways that you can obtain an e-mail account. If you have your own computer, you could sign up with an ISP (Internet Service Provider) and receive an account from them. From your ISP, you would get a connection to the Internet and an e-mail account.

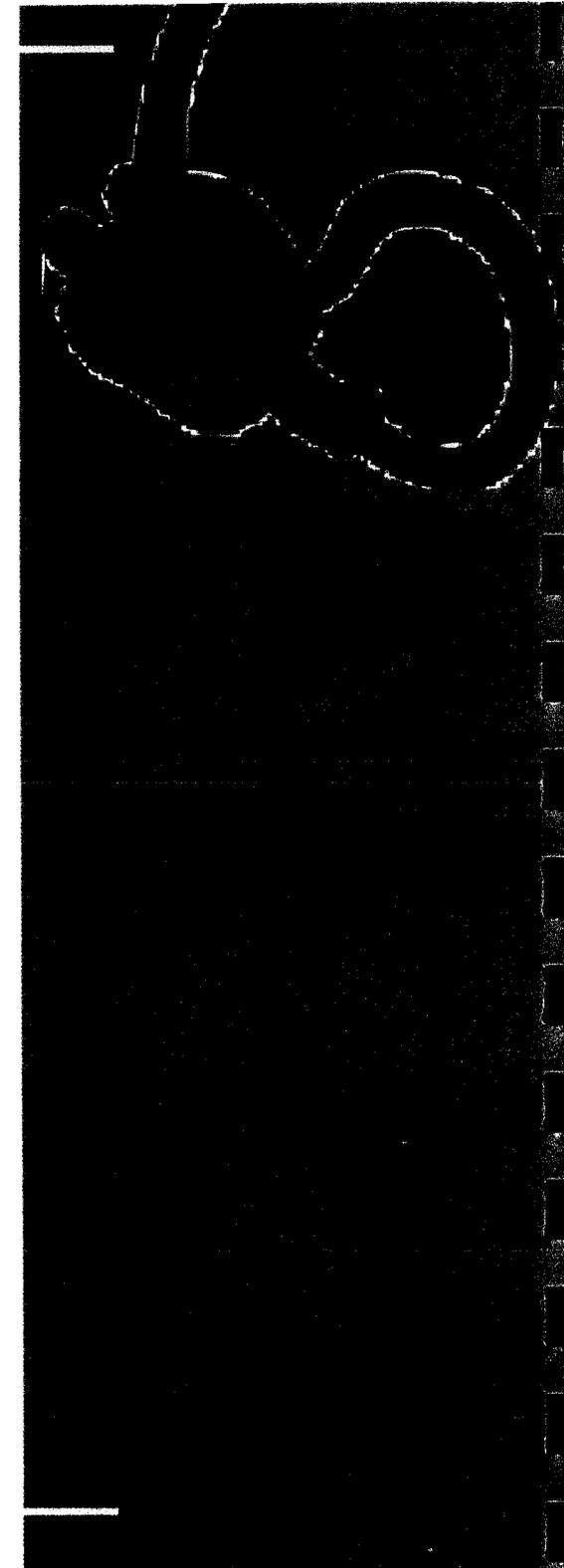
The other way is to obtain a free web-based e-mail account. The most popular web-based e-mail accounts are through Hotmail and Yahoo. Free web-based e-mail accounts are very popular and allow anyone who can access the Internet an opportunity to send e-mail. It costs you nothing to send an e-mail.

## ISP E-mail Accounts

When you sign up for Internet service with an Internet Service Provider (ISP), you receive many features. First, you obtain some form of access to the Internet. You also receive an e-mail address. E-mail addresses are composed of three parts. The first part is your user name. The second part is your domain name or your ISP's name, and the third part is the type of institution. For example, the e-mail address johndoe@netcompany .com belongs to John Doe. "johndoe" is the user name of the account. "netcompany" is the domain name or ISP. ".com" is the institution type of a business or company. Other types of institutions are ".edu" for schools and educational institutions, ".net" for ISP and other network providers, ".org" for organizations, and ".gov" for government agencies. Some countries have their own institution type like Japan, ".jp" and Canada, ".ca". ISP e-mail accounts are very secure and usually offer you more extensive capabilities than a free e-mail account.

## Free E-mail Accounts

If you don't own a computer, but you do have access to one, free e-mail accounts are great. Free e-mail accounts reside on the WWW and allow you to send and receive e-mail from any computer connected to the Internet. All you have to do is access the web site where your account is and away you go. Free e-mail accounts do have some disadvantages though. Your account can be taken away for any reason at any time. Free e-mail accounts do not have as much memory as other accounts and have limits on the size of the e-mails you can send or receive. When you have a free e-mail account, you have to play by the rules of the account provider. Although this is true, the rules that you have to follow should never be a problem.



## Get a Free E-Mail Account

You can sign up for a free e-mail account at either [www.mail.yahoo.com](http://www.mail.yahoo.com) or at [www.hotmail.com](http://www.hotmail.com). Both of these sites will ask you for some basic information that you have to provide in order to receive a free e-mail account. After filling out this form you will be asked to determine a logon name and a password. Because free e-mail accounts are used by thousands of people, you may not be able to use your name for your login, or you may have to add numbers at the end of your name (johndoe500). Once you receive your e-mail account, you can start sending messages! Every time that you wish to "check your e-mail" you go to the site and type in your login and password. This will take you to your account and from here you can send, receive, and store e-mail.

## Compose and Send E-Mail

Now that you know the advantages of e-mail, let's learn how to actually compose a message and send it. Let's say that you

want to send an e-mail message to your mother in California, telling her about your new job. What do you say in the e-mail and how do you get it to her? When you compose an e-mail, there are required fields that you must complete. The first is the "TO:" field.

This lets the WWW know who will receive the e-mail. This field is where you place your mother's e-mail address (mother@netcompany.com). The next line you should fill in is the "SUBJECT:" line. This lets the person receiving the e-mail know what the e-mail is about. Your subject should be relevant to the body of the message and should be fairly short. The last part of the e-mail that you need to fill in is the "BODY." The body is where you actually type your message.

## Special Features of E-Mail Programs

Aside from just sending e-mail, there are some features of e-mail programs that are very useful. These special features are designed to



help make e-mailing and e-mail maintenance easier. Those special features include forwarding, address book, folders, and attachments.

## Forwarding

The first special feature is forwarding. If you receive an e-mail that you wish to send to other individuals, you can forward the e-mail instead of re-typing the whole e-mail. When you forward a message to someone, the original message is copied to your new message. From here, all you have to do is fill in the "TO:" line. You specify who should receive the message and away it goes. Think twice before forwarding messages and never forward chain letters. Sometimes chain letters are part of a hoax to distribute bad information.

## Address Book

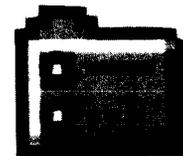


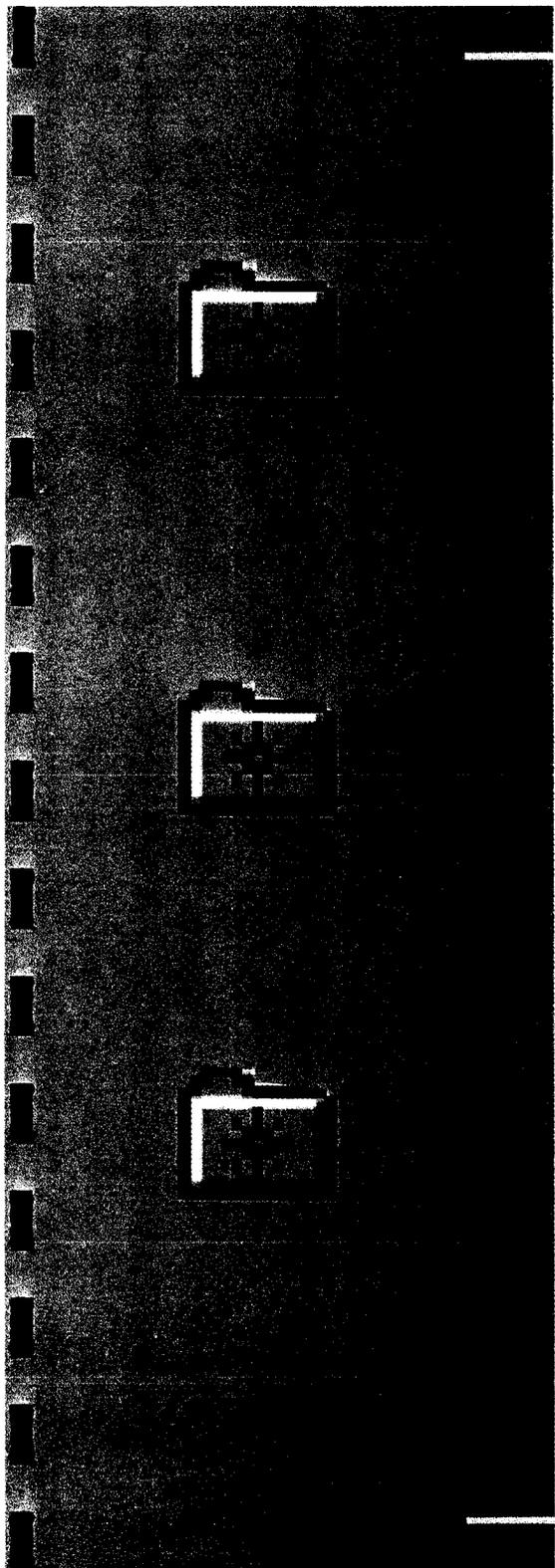
Address Books are a feature that make sending an e-mail easier. It is easy to forget

someone's e-mail address. The best way to avoid this problem is to create an address book. It is your little black e-mail address book. When adding an entry to an address book you fill in the name of the individual, his/her e-mail address, and the nickname. The nickname is used in the "TO:" field. If you have a friend, Jane Doe, this would be a good way to set up her profile in the address book:

First Name: Jane  
Last Name: Doe  
E-mail address:  
janedoe@netcompany.com  
Nickname: Jane

Because you have created a profile in the address book for Jane Doe, all you have to do is remember her nickname to send her an e-mail. When you go to compose an e-mail, you type the nickname of the person you want to send an e-mail to in the "TO:" field and the e-mail program fills in the address. In order to remember the nicknames of those in your address book, it is a good idea to use their first name as their nickname. Using obscure names for nicknames often causes you to forget the nickname of an individual.





## Folders

Folders are a handy way of keeping all your e-mails organized. If you get e-mail from your mother and your friend, John, you could create folders for each of them and file the messages that you receive from them into their own folders. This allows you to catalog your messages and maintain a way for locating any old messages you need to find.

## Attachments

Like forwards, attachments allow a sender to pass along a document or file. Attachments are great ways to send someone a piece of work that you wish them to see. Attachments allow you to combine the power of document creation and the ease of sending information via the World Wide Web. Attachments are a very handy way of sending files across the Internet.

Here is an example of how you can use attachments. Let's say that you stayed home from school one day because you were sick. You had a paper that was due on that day, and the only way that you will receive credit for the paper is to turn it in on time. You could send this file to your teacher via e-mail. You would simply insert the document file as an attachment and e-mail it to your teacher. Attachments can be useful but remember to check with the person to whom you are sending a large file to make sure they will be able to open it.

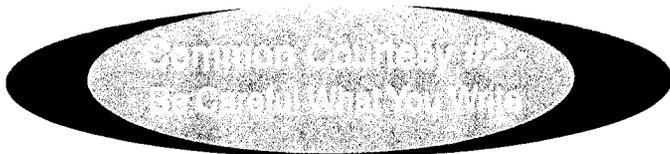
## Netiquette

Netiquette is a term used to describe generally accepted procedures associated with the Internet. Netiquette is knowing how to act while you are in cyberspace. If you follow the core rules of cyberspace, you'll enjoy your time there and you won't upset anyone. Listed below are the three most commonly forgotten netiquette rules.





Doesn't that seem like someone shouting at you? That is how it is perceived on the Internet. It is common courtesy not to type in all capital letters. If someone asks you to stop yelling or shouting at them, it is probably because you are typing in all capitals. Typing in all capital letters for a couple of words is ok, and is even good practice to stress a point you wish to emphasize, but typing more than a couple of words in all capitals can really irritate people.

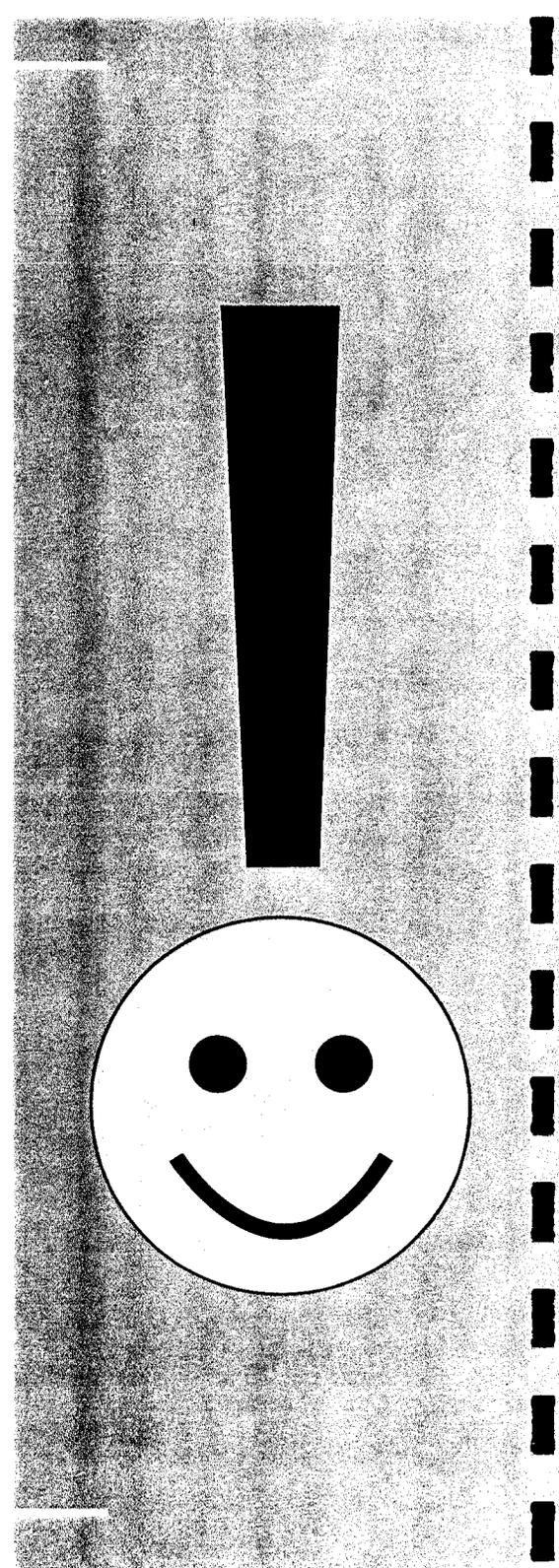


You have to remember that when you write an e-mail to someone, there is always the possibility of your message being intercepted by someone else. What you write is permanent and can be

forwarded on to anyone, even people that you do not wish to see what you wrote. For this reason, you should be very careful of what you write. Remember that the Internet is not solely private, so watch what you say in order to not offend others.



Flaming is when you write something bad about someone. This is something that could cause you problems because other people may see what you have written. As a rule it is a good idea to be polite to the people to whom you send e-mail.



## Test Your Knowledge

1. Explain why e-mail is a more effective way of communicating than regular mail, fax transmissions, and telephone communication. \_\_\_\_\_

2. True or False - You can only access e-mail by having an account with an Internet Service Provider. There are no such things as free e-mail accounts.

3. An \_\_\_\_\_ is a component of e-mail that lets you store addresses of people to whom you write e-mail. This component also allows you to fill in their e-mail address in the "TO:" field by typing in their nickname instead of their full address.

4. It is considered \_\_\_\_\_ when you type in ALL CAPITAL LETTERS when you compose an e-mail message.

5. On the Internet, go to [www.hotmail.com](http://www.hotmail.com). You should see an area to set up a new account. Click on this and set up a new account. After you have set up a new account, locate the "compose" link. This will take you to a page where you can send e-mails. From here, find the "TO:" field. In the "TO:" field type: [bbaker@iowalegalservices.org](mailto:bbaker@iowalegalservices.org). In the subject line type, "my first e-mail." After completing this, click in the body of the e-mail (the large area for typing). Type a message explaining how easy or difficult the Internet is for you and if you like or dislike what you have done so far. After you have finished typing your e-mail, click the send button.

**Congratulations!!!! You have just sent your first e-mail.**

