



E-MAILS



What an e-mail is

- It is an **electronic message** sent from one computer to another.
- It can also include **attachments**.

What an e-mail is

- To communicate via e-mail you need:
 - A **computer**
 - A **connection** to the Internet
 - An **e-mail account** and **address**
 - A **mailing program** if you want to download your mail.

E-MAIL ADDRESSES

- E-mail addresses are indicated by the use of the @ symbol and are divided into two main sections: the **username**, that precedes the @ symbol, and the host or domain name, which follows it.

E-MAIL ADDRESSES

- The **username** can be both an actual name or variant of a name (mrossi) or a nickname. Usernames cannot contain commas, spaces or brackets.
- The host or domain name is the Internet location of the mailbox.

E-MAIL ADDRESSES

- A typical e-mail address:
 - mrossi@hotmail.com
- Username: a person's name or nickname
- It means "at"
- The domain name: the mail server where the account is located. The final part it's the **top level domain** and adds information about the mail server (com = company; org = non profit institution; it = Italy)

STRUCTURE

- E-mails consist of two main parts: the **header** and the **body**.
- **The header** includes the following fields:
- **TO:** name and address of the recipient, the addressee)
- **CC: Carbon Copy:** the secondary addressees, the ones you want to send a copy to, but who are not the main recipients.

STRUCTURE

- **BCC: Blind Carbon Copy:** if you don't want to let the recipients know who you sent the message to.
- **SUBJECT:** the topic of the message.
- **ATTACH:** to enclose another separate file to your message.
- **The BODY is the message itself.**

SPAM

- SPAM, or JUNK E-MAIL is the term used to describe **unsolicited e-mail**.
- With snail junk mail, at least companies sending out such material have to pay for postage, while they can send out e-mail to anyone at minimum cost.

MAILING LISTS AND NEWSGROUPS

- A **mailing list** is a basic type of discussion group that uses e-mail to communicate. The messages are sent to all the subscribers.
- With **newsgroups**, the message is not sent to someone's e-mail address, but to a bulletin board where everybody can read it.

NETIQUETTE

- 1 Use a correct subject-line for your message. For example:

Subject: mum

- 2 If you reply to a message using the reply button, your reply should automatically include a subject-line based on the subject-line of the message you are replying to. For example:

Subject: Re: mum.

If the subject doesn't appear automatically, type it in.

NETIQUETTE

- 3 Include your signature at the bottom of the message.

For

example:

T.Blair@gov.uk, The Management, Downing Street

- 4 Use capitals only to emphasize a point or to indicate a title or heading.

NETIQUETTE

- 5 If you reply to a message, don't include all of the original message—just include enough to make it clear what your reply refers to. Show which lines are from the original message, and which from your reply (you usually do this using >). Show where you have cut out parts of the original message (you usually do this using ... or by writing 'snip').

For example:

... *Does anyone know where to find the CD?* *I do.*

NETIQUETTE

- 6 Be careful if you try to make a joke—use a smiley if you do. For example:

I can work miracles :-)

- 7 If you feel angry, don't write a message. '**Flaming**' (i.e. writing an angry message) is always a mistake. Wait until you no longer feel angry!