

EMAIL BASICS

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SUMMARY

There are two ways to access your email:

"Webmail" by means of an Internet-connected Web browser

and

"Client Email Program" by means of a local app

TOPICS

- Path of Email Messages from Sender to Receiver
- Generic Appearance of Email
- Free Training for Email Fundamentals
- "Email Client Program" Versus "Webmail"
- Receiving An Email Message that has a File Attachment(s)
- Attaching a File(s) to an Email Message That You Are Sending

TOPICS (continued)

- Ctrl -, Ctrl +, Ctrl 0 for "Webmail"

**PATH OF EMAIL
MESSAGES THAT
YOU SEND:**

Internet Cloud

**Servers of your
email service**

**Servers of your
friend's email
service**

**Your computer,
tablet,
or cell phone**

Your email

**Your friend's
computer,
tablet,
or cell phone**

**Your friend's
email**

**PATH OF EMAIL
MESSAGES THAT
YOU RECEIVE:**

Internet Cloud

**Servers of your
email service**

**Servers of your
friend's email service**

**Your computer,
tablet,
or cell phone**

Your e-mail

**Your friend's
computer,
tablet,
or cell phone**

**Your friend's
e-mail**

**GENERIC
APPEARANCE OF
EMAIL:**

INBOX

CONTACTS

CALENDAR

 Compose ▾

 Delete



Inbox (3)

▾ SORT BY DATE ▾

Drafts

 Yahoo!  Yahoo! Sig

Sent

 Yahoo! Alerts  Yahoo! RS

Spam

 Yahoo! Mail  Welcome b

Trash

▾ FOLDERS ————— +

Generic Appearance.. (continued)

- **Inbox**
- **Outbox**
- **Sent**
- **Spam**
- **Drafts**
- **Trash**
- **Contacts**

Generic Appearance.. (continued)

- **Inbox:** Incoming email messages
- **Outbox** (not all systems have one): Messages you send if something went wrong after you click on the "Send" button
- **Sent or Sent Mail** (box or folder): Messages that you have sent successfully

Generic Appearance.. (continued)

- **Inbox:** Incoming email messages
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Generic Appearance.. (continued)

- Spam or Junk (box or folder):
Incoming email messages that you probably do not want to read
- Drafts (box or folder): New messages that you start composing by save for later sending
- Trash (box or folder):
Email messages that you have marked for deletion

Generic Appearance.. (continued)

- **Contacts list:**
List of email addresses that you plan to or have already sent email messages to or received email messages from .

FREE TRAINING FOR EMAIL FUNDAMENTALS

<http://www.gcflearnfree.org/email101>

<http://www.gcflearnfree.org/emailbasics>

<http://abbyandme.com/email-tutorial>

DETAILS OF THE VARIOUS PARTS OF THE EMAIL SYSTEM:

Internet Cloud

**Servers of your
email service**



**Servers of your
friend's email service**

**Your computer,
tablet,
or cell phone**

Your e-mail

**Your friend's
computer,
tablet,
or cell phone**

**Your friend's
e-mail**

**Servers of your
email service**

The diagram illustrates the connection between a user's device and email servers. At the top, a grey cloud contains a light blue box with the text 'Servers of your email service'. Below this, a large blue L-shaped arrow points from the servers down and then left towards a red-bordered box. This red-bordered box contains a blue-bordered box with the text 'You use a Web Browser or email client software to access your e-mail'. To the right of the red-bordered box, the text 'Internet Connection' is written in red. The blue arrow represents the path of the internet connection.

**Your Computer, Tablet,
or Cell Phone**

**You use a Web
Browser or email
client software to
access
your e-mail**

**Internet
Connection**

From your "end-user" point of view, the email system has three parts:

- 1) Email provider
- 2) Hardware device
- 3) Software app or program

1) email provider

The diagram illustrates the components and connection for email access. At the top, a grey cloud contains a light blue box with the text '1) email provider'. Below this, a large red-bordered box contains two sub-sections: a top section with black text '2) Hardware device (computer, tablet, or cell phone)' and a bottom section with blue text '3) Software app or program used to access e-mail (email client program/app or your Web browser)'. To the right of the red box, a large blue L-shaped arrow points upwards from the bottom section to the cloud, and then leftwards to the side of the red box. Below this arrow, the text 'Internet Connection' is written in red.

2) Hardware device
(computer, tablet, or
cell phone)

3) Software app or
program used to
access e-mail (email
client program/app or
your Web browser)

**Internet
Connection**

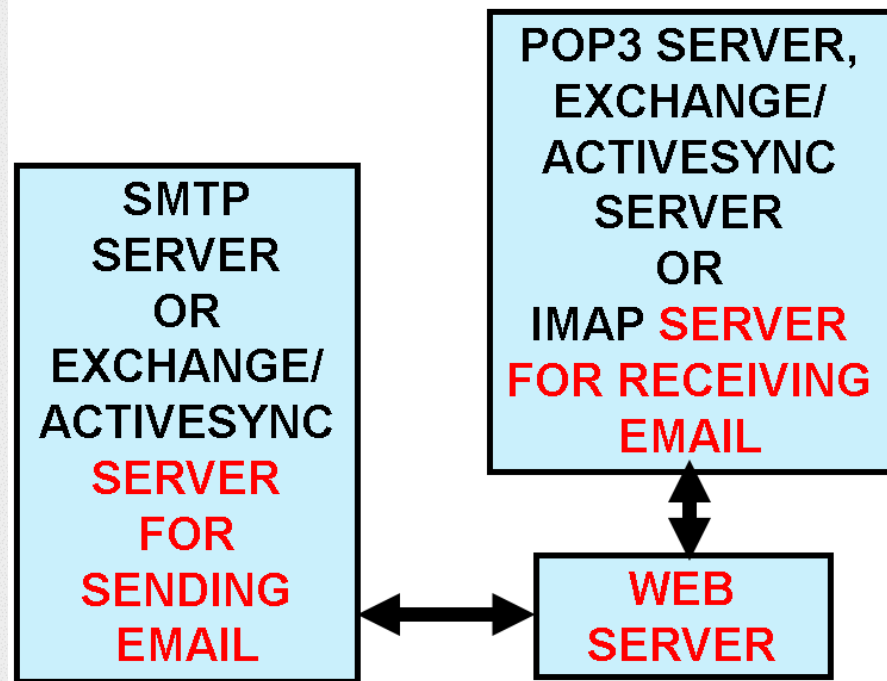
**THREE CLOUD-
BASED SERVERS
FOR THE TYPICAL
EMAIL SERVICE**

THREE CLOUD-BASED SERVERS...

(continued)

- For more information about server farms located in the Internet cloud, see
- [http://aztcs.org/meeting_notes/winhardsi
g/email/email-server-farms.pdf](http://aztcs.org/meeting_notes/winhardsi
g/email/email-server-farms.pdf)

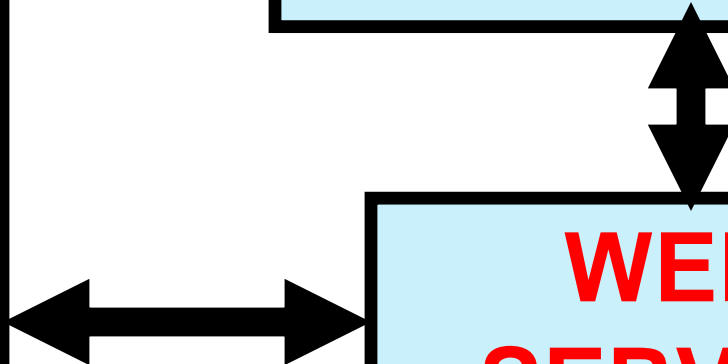
Server Farms Operated by a Web-based Cloud Storage Service such as Gmail or Outlook.com



**SMTP
SERVER
OR
EXCHANGE/
ACTIVESYNC
SERVER
FOR
SENDING
EMAIL**

**POP3 SERVER,
EXCHANGE/
ACTIVESYNC
SERVER
OR
IMAP SERVER
FOR RECEIVING
EMAIL**

**WEB
SERVER**



TWO WAYS TO ACCESS EMAIL

- Use a Web Browser
- Use an "Email Client Program"
(= Use an "app")

**USING A WEB
BROWSER TO
ACCESS YOUR
EMAIL:**

Server farms of an email service such as Gmail or Outlook.com

Internet Connection

Computer, Tablet, or Cell Phone

Web Browser to access <http://gmail.com>

**Ethernet
or
WiFi
or Cell
Data
Plan**

"WEBMAIL" PROBLEM WORKAROUNDS

- When you use a Web browser to access email, strange things sometimes happen:
buttons or controls disappear
or
text is too small to read:
Use keyboard key sequences to resolve these types of problems
Ctrl + and Ctrl - and Ctrl 0₃₀

USING AN "EMAIL
CLIENT PROGRAM"
TO ACCESS YOUR
EMAIL:

Server farms of an email service such as Gmail or Outlook.com

Internet Connection

Computer, Tablet, or Cell Phone

Email Client Apps such as Outlook 2016, Thunderbird, "Mail" in Windows..., or "Mail" in MacOS

Ethernet or WiFi Adapter or Cell Data Plan

YOU CAN USE BOTH A
"WEB BROWSER" AND
AN "EMAIL CLIENT"
SOFTWARE PROGRAM
TO ACCESS YOUR
EMAIL AT THE SAME
TIME!:

Server farms of an email service such as Gmail or Outlook.com

Internet Connection

Computer, Tablet, or Cell Phone

Web Browser to access <http://gmail.com>

Email Client Programs such as "Outlook 2013", or Windows "Mail" or "Thunderbird"

Ethernet or WiFi Adapter or Cell Data Plan

WHEN YOU USE A
"WEB BROWSER" TO
ACCESS YOUR EMAIL,
IT COMMUNICATES
WITH THE WEB SERVER
THAT YOUR EMAIL
SERVICE PROVIDES:

THEN THE WEB
SERVICE PROVIDER'S
WEB SERVER
COMMUNICATES WITH
THEIR SENDING AND
RECEIVING SERVERS:

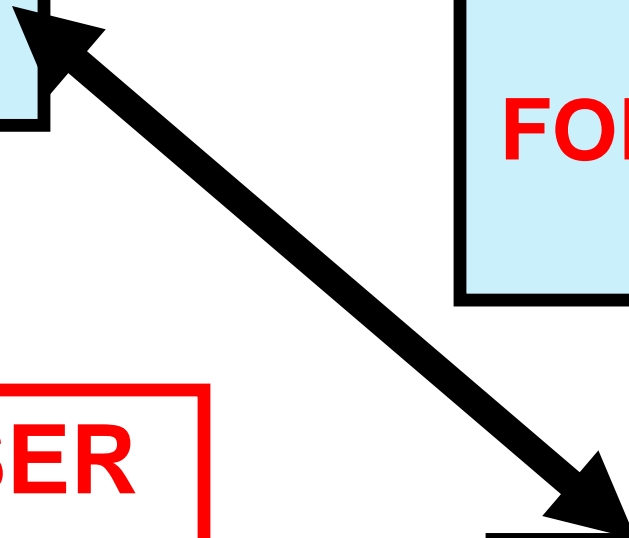
**SMTTP SERVER
OR
EXCHANGE/
ACTIVESYNC
SERVER
FOR SENDING
EMAIL**

**POP3 SERVER
OR
EXCHANGE/
ACTIVESYNC
SERVER
OR IMAP
SERVER
FOR RECEIVING
EMAIL**

**WEB BROWSER
IN YOUR
COMPUTER**

WEB SERVER

Internet Connection



WHEN YOU USE AN "EMAIL
CLIENT PROGRAM" TO
ACCESS YOUR EMAIL, THE
SENDING AND RECEIVING
SERVERS THAT YOUR EMAIL
SERVICE PROVIDES
COMMUNICATE DIRECTLY
WITH YOUR "EMAIL CLIENT
PROGRAM":

**SMTTP SERVER
OR
EXCHANGE/
ACTIVESYNC
SERVER
FOR SENDING
EMAIL**

**POP3 SERVER
OR
EXCHANGE/
ACTIVESYNC
SERVER OR
IMAP SERVER
FOR RECEIVING
EMAIL**

Internet Connection

**EMAIL CLIENT
PROGRAM IN
YOUR COMPUTER**

WEB SERVER

WHEN YOU USE AN "EMAIL
CLIENT PROGRAM", IT
IGNORES THE WEB
SERVER THAT YOUR
EMAIL SERVICE PROVIDES
AND ACTS AS IF THEY ARE
NOT THERE:

**SMTTP SERVER
OR
EXCHANGE/
EXCHANGE
ACTIVESYNC
SERVER
FOR SENDING
EMAIL**

**POP3 SERVER
OR
EXCHANGE/
ACTIVESYNC
OR IMAP
SERVER
FOR RECEIVING
EMAIL**

Internet Connection

**EMAIL CLIENT
PROGRAM IN
YOUR COMPUTER**

"WEBMAIL" VERSUS "CLIENT EMAIL PROGRAM"

- To set up a new email account at an email service provider, you usually have to use "Webmail" with a Web browser: With the exception of the "Mail" app in Windows 10 (which has a wizard that can get you an *@outlook.com email address), you should not attempt to use an email client program to get a new email address from an email provider.

"WEBMAIL" VERSUS "CLIENT EMAIL PROGRAM" (continued)

- When you are using the Internet services hotels or public WiFi locations such as Starbucks', you sometimes will be unable to send email from a "Client Email Program" in a laptop computer. When this happens, you will find that "Webmail" by means of a Web browser still works. The other option that still works will be tethering to a cell phone's data plan

"WEBMAIL" VERSUS "CLIENT EMAIL PROGRAM" (continued)

- If you cannot send or receive email from a "client email program", you can use "Webmail" with a Web browser to determine whether the problem is a problem up at the email provider's server farm(s) or a problem with the configuration settings or the lack of an update for your "client email program"⁴⁴

"WEBMAIL" VERSUS "CLIENT EMAIL PROGRAM" (continued)

- If you run out of storage space up for your email account and you usually use "Webmail" to access your email, you can temporarily use a "client email program" to save your email messages to your local hard drive. Then you can resume using a Web browser to access your email.

"WEBMAIL" VERSUS "CLIENT EMAIL PROGRAM" (continued)

- "Remote content" inside received email messages:
Safer when viewed from a Webpage as Webmail relative to downloading into an "email client program" and making your computer deal with it.

"OUTLOOK" VERSUS "OUTLOOK.COM"

- "Outlook.." is a Microsoft "email client program" that is part of "Microsoft Office.." ("Outlook" resides on the hard drive of your Windows or MacOS computer.)
- "Outlook.com" is the current name for Microsoft's email service. (Outlook.com consists of servers up in Microsoft' server farms.)⁴⁷

"OUTLOOK" VERSUS "OUTLOOK.COM" (continue)

- When someone says "Outlook", you have to determine whether they mean the "Outlook" client email program or the "Outlook.com" email service