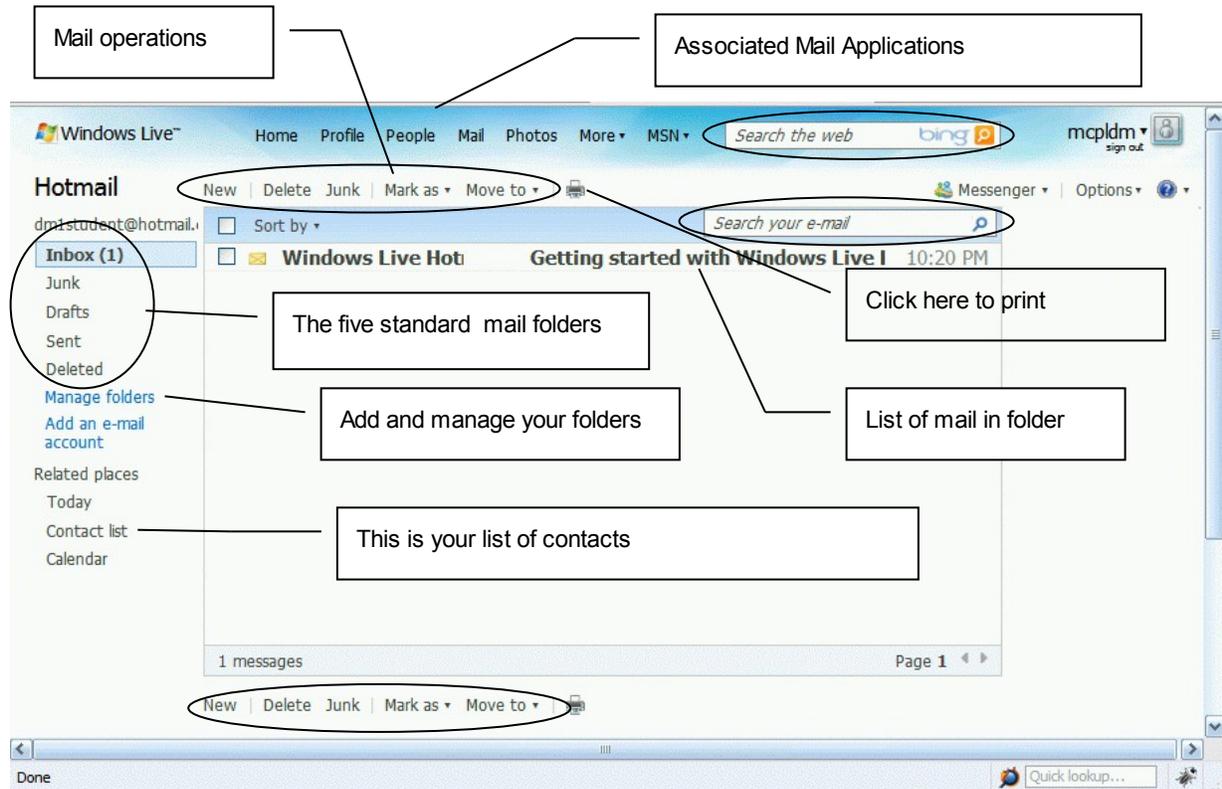


Beginning Webmail

This is the MSN Hotmail [or Live mail] interface, but is typical of most web mail clients.

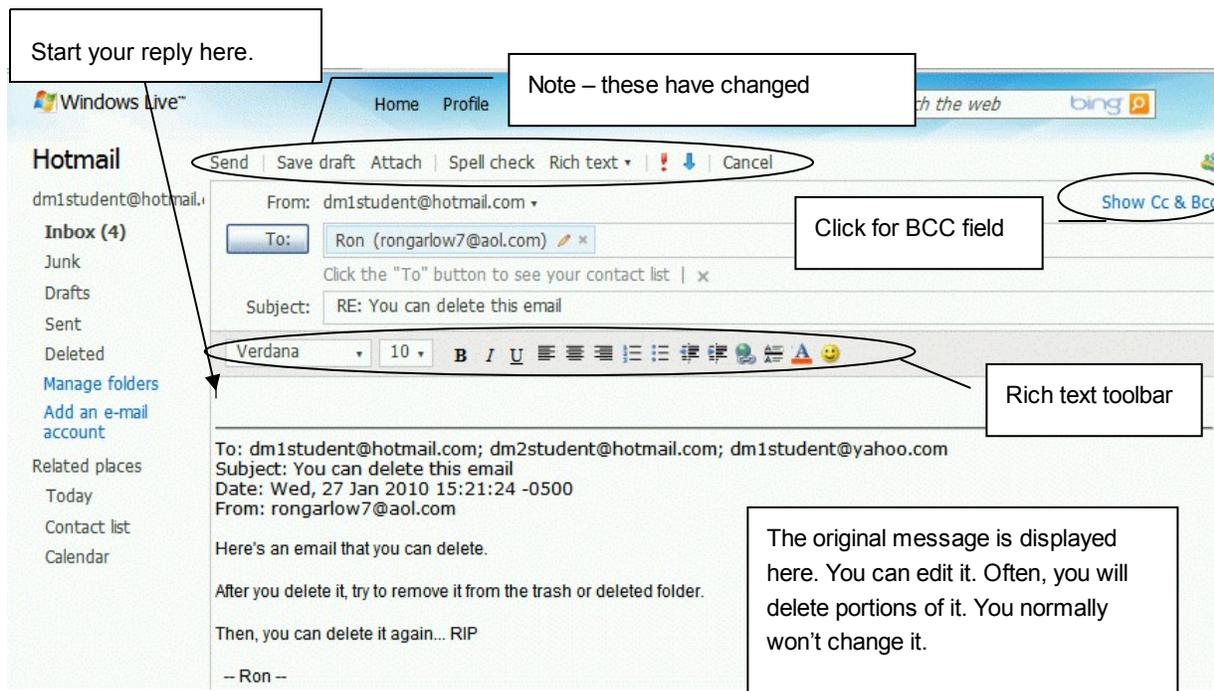


Open your webmail account (using a browser)

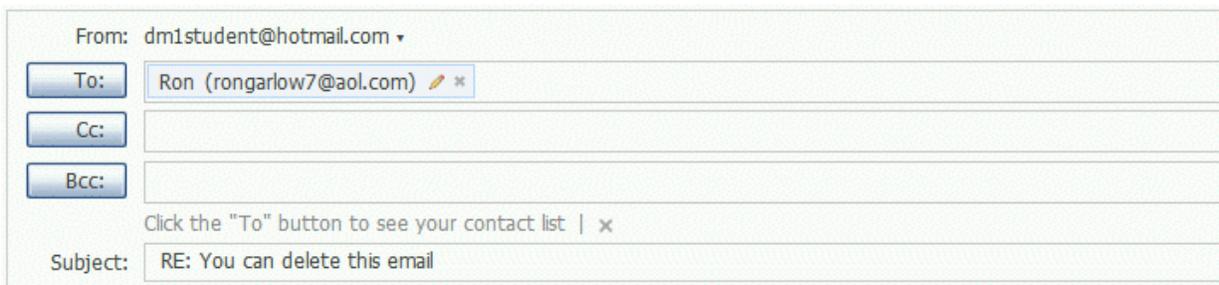
- Initial page is a “Welcome” page.
- Options from the welcome page [ignore the ads]:
 - Read news
 - Open a mail folder to view mail
 - Manage your contacts
 - Something else – may have a calendar, photo library, chat, or other feature.
- **Click “Inbox” in list of folders** or “Check Mail” to display inbox contents
- A list of emails in the Inbox folder is displayed. (number in parenthesis is number unread).
- **Click on the email subject** to read it (same window)
 - Reply, Reply All send a message back to sender. **Be careful with Reply All** (*you’ve been warned*)
 - Forward to send this email to another person
 - Print – it will open in a new window and then display the printer dialog [cancel at that point]
 - Delete, Mark, Junk or Spam, Move to [a different folder]
 - **Use browser Back button to get back to list of mail in folder**

- **Compose mail** (includes Reply and Forward)
 - **Window opens** – can be “Rich Text” or plain text.
 - If you started with Reply or Forward, body of previous mail is included.
 - **Subject – Add it or change it if necessary to reflect content of your email.**
 - Body – compose. Rich text allows you to control font face, size, bold, etc. Just select some text, and click one of the rich text buttons.
 - **Insert a web page link.**
 - Enter the text to be displayed
 - Click the  icon, and enter the web page address.
 - **Add an attachment** [from a directory on your computer]
 - Click the Attach button
 - The attachment address box appears; click the Browse button.
 - The File Upload box opens. Navigate to the document and click Open
 - The address of the file is now listed in the email attachment list. It can be removed.
 - **Send, Save as Draft, Cancel or Spell Check** [some mail agents]
- **Update your Contacts list**
 - Click on “Contacts” to display your list.
 - A contact should include a name and email address.
 - You can add a contact – or update one that exists.
- **Create a Category or List** of your contacts
 - A category allows you to send email to a group. E.g. all your siblings. When you compose the email, just type the name of your category, and all members of the category will receive the email. When you update an email address for a contact, the category is updated automatically.
 - Warning 1: Setting this up may be confusing. Web applications today like Facebook and Twitter are creating “Social Networks”. Mail programs are now trying to adapt to these new networks.
 - Stick with it – it’s worth the effort.
- **Attach a picture** –
 - At one point, webmail programs made it easy to include a photo in the body of the email. Most webmail clients removed this feature in 2009. There’s a chance that AOL mail may once again support it. I discovered that AOL mail had added a camera icon to the rich text bar to allow you to add a picture to the body of the email. That doesn’t mean that all clients will display it correctly.
 - The safest way to send a picture is still by attaching it as an attachment.
 - Mail clients have upper limits on the total size of attachments. So – don’t try to send full-size photos until you know that your friend can accept it. Use IrfanView or another program to reduce the size of the photo.
- **All the other stuff** –
 - Chat, Instant Message, SMS (text to a cell phone), calendar – may be supported. Feel free to try them.

Compose and Answer Email



The Address Fields



Email has three address fields.

To: is used for the person who is the primary recipient – the one who should take action.

Cc: [Carbon Copy] – others who should see the information.

Bcc: [Blind Carbon Copy] – People in this list will receive the email, but their names are not shown. There are two main uses for this field.

- Names of people you want to receive the information, but you don't want others to know you sent it to them.
- For big distribution lists, usually humor or jokes, put all the names in this field. It's a courtesy to others who don't want to have to look at a long list of names preceding the joke.

Printing Email

Printing webmail a two step process.

- Printing works from mail in the inbox and sent folders. You get very different results if you try to print from the compose function because the entire screen area including all the commands and options is included in the output.
- The web mail client produces a page that contains only the email, and excludes the ads, mail commands, and other extraneous items that are not part of the email. There is usually some “branding” on the output that identifies the mail client. The page that is produced may include the top menu of the browser commands – most important is the File menu.
- Normally a print dialog opens from the print version produced by the client. You can dismiss the print dialog if you want to check the resulting email first. The actual printing is controlled by the browser and the operating system in the computer – not the web mail client. So – if you access the same email account using two different browsers, you may see some differences.
- Firefox has a Print Preview command (on the File menu). Google’s Chrome browser does not have this feature. The Print Preview feature can help you decide how many pages to print for long emails. The print window from Hotmail does not include the Browser commands – so even through Firefox can give you a print preview, if the page omits the browser menu, your only remaining option is Print.

Other Mail Clients

Your operating system probably has one or more mail programs included. These connect through the web to a mail server, and don’t use a browser for mail. Most Internet Service Providers (ISPs) have mail servers as part of the service. If your internet connection comes from Verizon or Comcast, you probably have access to mail through Outlook Express (W9x and XP), Outlook (big brother – often used in companies with internal networks that have their own mail server as part of the network) or Microsoft Mail (Vista). The connection to these mail servers use one or more of several protocols.

- SMTP – Simple Mail Transport Protocol
- POP – Post Office Protocol
- IMAP – Internet Message Access Protocol

The mail client in the operating system has to be configured before first use. You will add strings in a setup screen to provide the connections to at least two of the protocols. All of the free web mail accounts can also use the Windows Mail or Outlook Express as the client. See the documentation provided by each provider. So the user can pick his mail provider – Google Mail, Hotmail, and Yahoo – and configure the mail client in the computer to connect to one or more of them. In general, when you use Outlook, Outlook Express, or Mail, the mail is transferred from the mail server to your computer. This means you can read mail already downloaded without having to be connected to the internet. You can also prepare replies. The next time you connect, your mail is sent and any new mail downloaded. About a month after mail is downloaded to your computer, it is deleted from the mail servers provided by the ISP.

Internet service providers, e.g. Verizon and Comcast, also provide a web mail connection to their servers that use a browser. When you use a public or borrowed computer, you probably won’t be able to configure the mail client for mail – so they provide a path that uses a web browser. Many companies provide this as well.