



Email Basics Class

Jan. 19, 2017

Join us as we go through the basics of setting up your Brazos email account. Learn how to work with attachments, address book and signatures.

Jana Keeter

Brazos Communications

INTRODUCTION

What is Email?

Email, short for Electronic Mail, consists of messages which are sent and received using the Internet. There are many different email services available that allow you to create an email account and send and receive email and attachments.

The Pros

It's fast. Most messages are delivered within minutes – sometimes seconds – around the world without the inconvenience and cost of using a postal service. In fact, postal service is often referred to as "snail mail" by email users.

It's personal. While the nature of email is informal, its efficiency is an excellent substitute for telephone conversations.

You can think through your response. Like a letter, you can type your reply and make changes before sending.

The sender and the receiver don't have to be working at the same time. Email avoids problems such as telephone tag or trying to contact someone in a different time zone.

Email makes it easy to keep a record of your communication. You can save copies of the emails you send as well as those you receive, and refer to them later.

The Cons

Junk Mail (also referred to as spam). This is as annoying in email as it is with traditional mail. Most email services now filter incoming mail and sort email messages that are most likely advertisements or scams into a folder called "spam."

Friendly spam. Try not to forward unnecessary messages to friends who may not appreciate hearing the latest list of "Top Ten Things..."

Misinterpretation. Email arrives without tone or facial expressions, which can lead to misunderstanding.

Email messages can be passed on to others. You should always count on the possibility of your message ending up in the inbox of someone it wasn't intended for.

You can hide behind email. It's tempting to use email instead of facing a person when you have to deal with an unpleasant situation. It's best to talk to a person face-to-face under these circumstances.

Don't use email for:

- Long or complicated messages
Sometimes it's more effective to speak to someone in person or on the phone. It can be difficult to effectively write down a complicated message in email format.
- Questions that require a lot of clarification
If a message is going to require several exchanges back and forth to make sure it is understood, more direct communication is best.
- Delivering indiscreet, sensitive, or private information.
While your email account is personal, keep in mind that, while rare, passwords have been stolen and there are ways for interested parties to intercept information. Do not send your social security number, credit card number, or bank account information in an email.
- Angry exchanges
- Things you should say in person

GETTING STARTED

Email Clients

There are several email clients that can be used to send and receive email.

Web based clients: Brazos WebMail

Gmail

Hotmail

AOL

Computer based clients: Microsoft Outlook

Microsoft Outlook Express

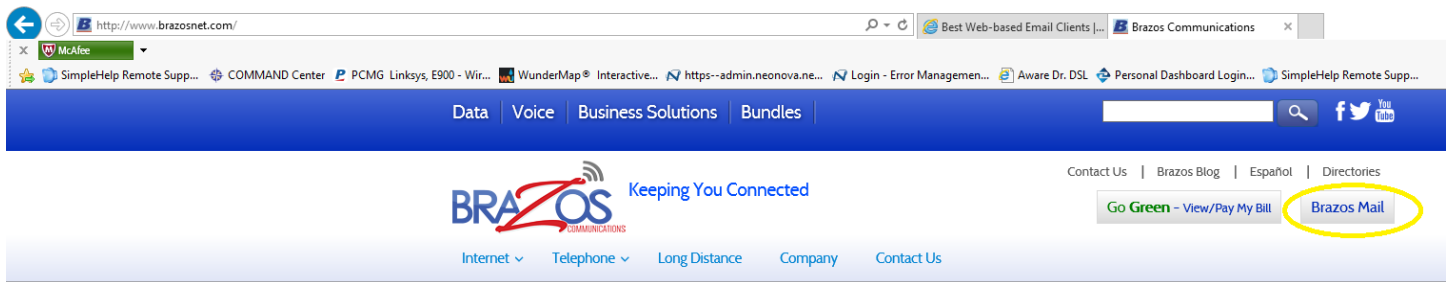
Windows Live Mail

Mozilla Thunderbird – Apple/Mac

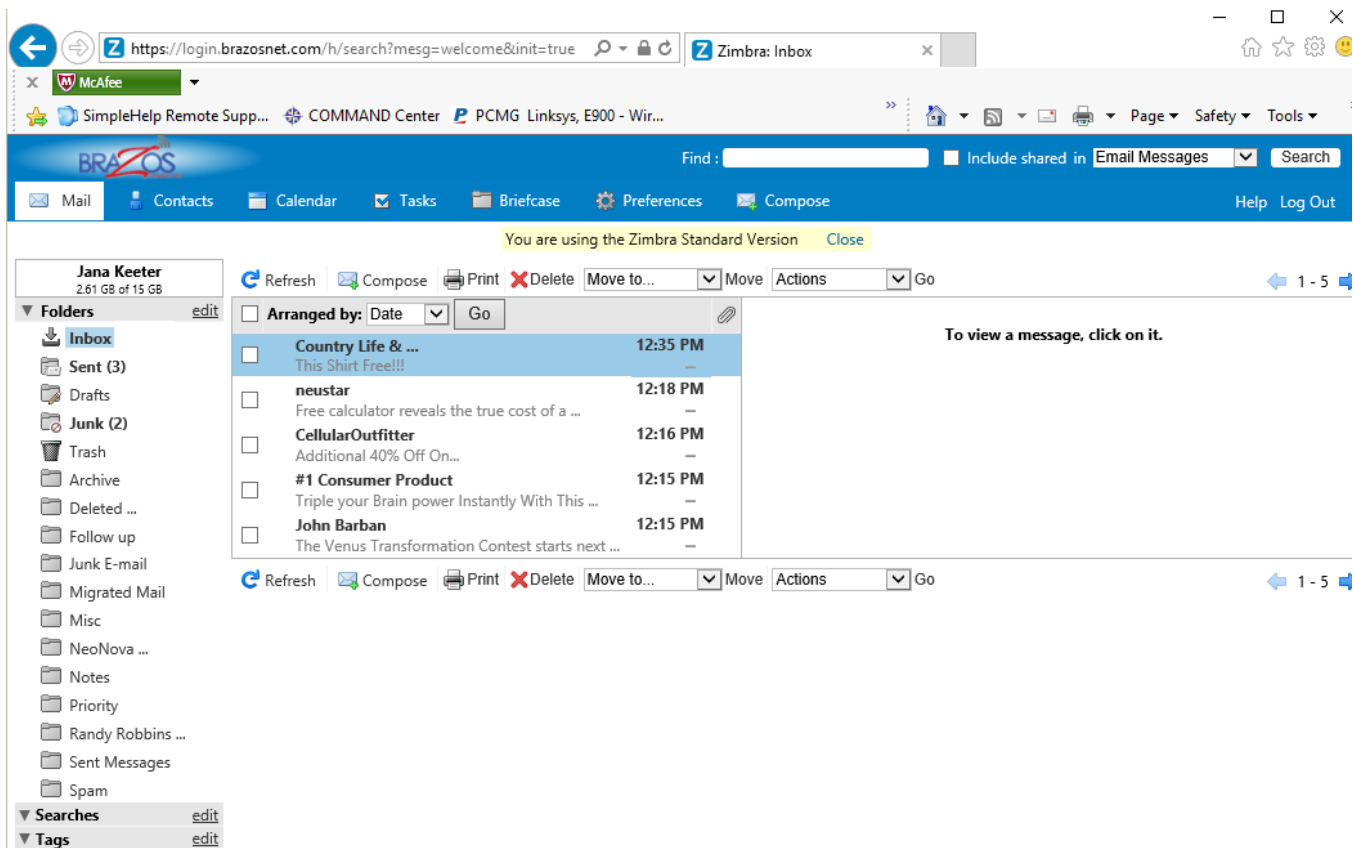
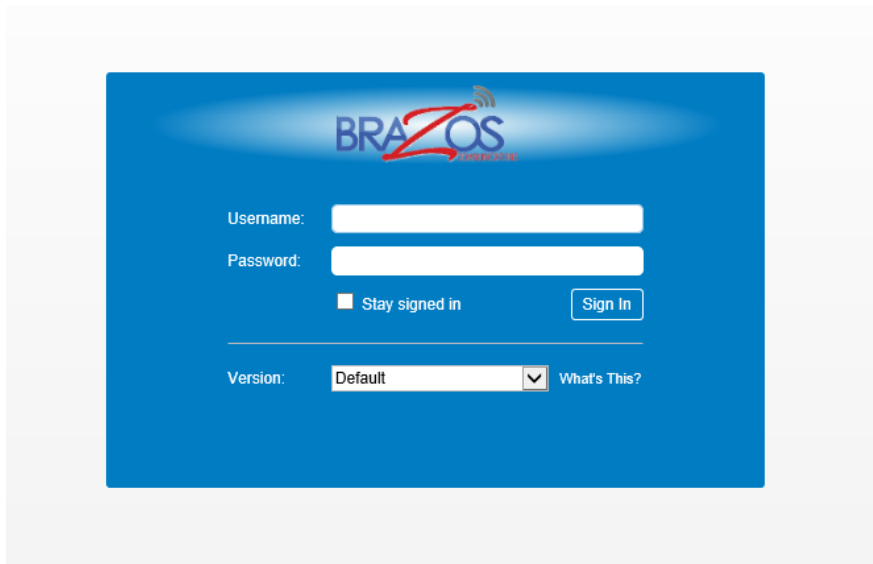
Web Based Email

This is actually the safest form of email for your computer. Web based email does not download onto your computer. You log in to an email server online. This is ideal for people who use many different devices to connect to the Internet and need the advantage of access without a mail client service.

As a customer of Brazos Internet, you have the capability to log in to Brazos Mail from our Brazos homepage at <http://www.brazosnet.com>. Click on the button on the upper right side of the webpage that is labeled Brazos Mail.

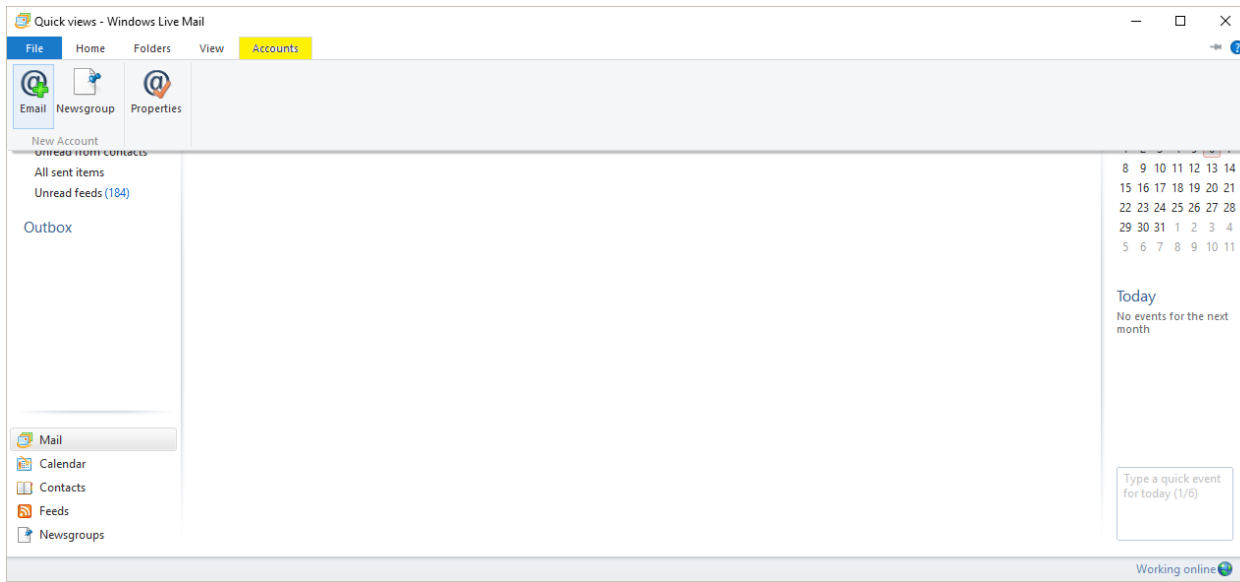


Type in your username and password for your Brazos email account.



Setting up your email account on your devices.

The following screen shots are done in Windows Live Mail. Each client is just a little different, but the information to be entered is the same.



At top of email screen, click on **Accounts**, then click on **Email**.

A screenshot of the 'Add your email accounts' setup window in Windows Live Mail. The window has a blue header with the title 'Add your email accounts' and a close button. Below the header, there is a message: 'If you have a Windows Live ID, sign in now. If not, you can create one later.' followed by a link 'Sign in to Windows Live'. The main area contains two columns of input fields. The left column has 'Email address:' with a yellow input box, a link 'Get a Windows Live email address', 'Password:' with a yellow input box, a checked checkbox 'Remember this password', 'Display name for your sent messages:' with a yellow input box containing 'Example: John Doe', and a checked checkbox 'Manually configure server settings'. The right column has the text 'Most email accounts work with Windows Live Mail including' followed by a list: 'Hotmail', 'Gmail', and 'and many others.'. At the bottom right, there are two buttons: 'Cancel' and 'Next'.

Your **Email address** will be given to you by your internet service provider. For example, johnndoe@brazosnet.com.

The **Password** will be the email password that you gave your provider when you signed up for service. It should be at least 8 characters long.

The **Display name** will be how it appears on an email that someone receives from you. You will want it to be something they recognize, so that they won't think it is spam or bogus email.

Once you fill in these three boxes, click on the box beside **Manually configure server settings**. And click **Next**.

Windows Live Mail

Configure server settings

If you don't know your email server settings, contact your ISP or network administrator.

Incoming server information

Server type: **IMAP**

Server address: **mail.brazosnet.com** Port: **993**

☒ Requires a secure connection (SSL)

Authenticate using: **Clear text**

Logon user name: **johnndoe@brazosnet.com**

Outgoing server information

Server address: **smtp.brazosnet.com** Port: **465**

☒ Requires a secure connection (SSL)

☒ Requires authentication

Cancel **Back** **Next**

Fill out the boxes as shown above with:

Server type – IMAP

Server address – mail.brazosnet.com

Verify that the port number shows to be 993

Check the box below Server address - Requires a secure connection (SSL) Authenticate using should be Clear text

Logon user name (your email address)

Outgoing server address – smtp.brazosnet.com

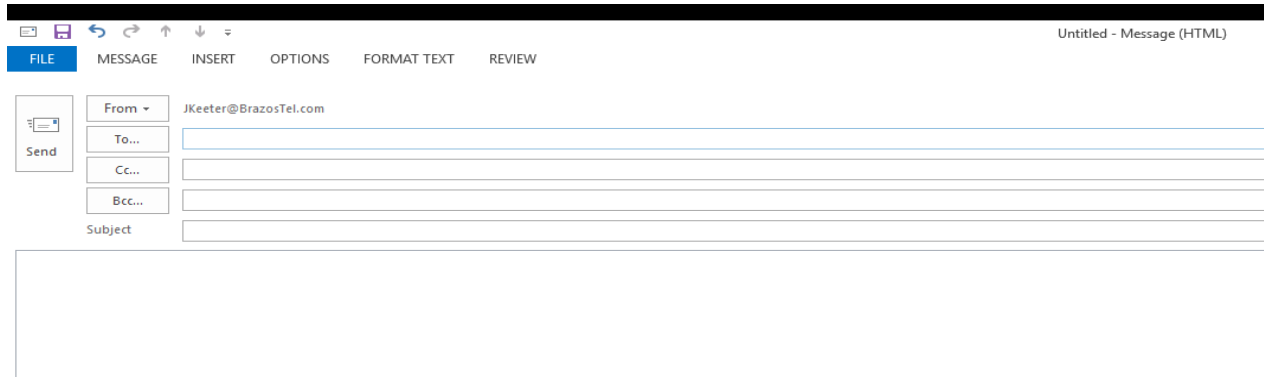
Change the port number to 465

Check the two boxes – Requires a secure connection (SSL), and Requires Authentication

Click Next. You will see the message *Your email account was added*. Click Finish.

Composing and Sending Messages

To create a new message, click the **Compose or New Message** button on the top left side of the screen.



The blank message screen features the following at the top:

From: is *your* email address, or the address sending the email.

To: is where you type the email address of the person(s) to whom you wish to send the email.

Subject: is a brief summary of the subject of your message. It is important to include a subject line because it will benefit the recipient by allowing them to see what your email is about before they open it. It is especially helpful if you are sending email to someone who might not recognize your email address. This will help indicate to them that the email is not spam or junk email.

Add CC / Add BCC: To add secondary addresses to your email, click on these links and additional boxes will appear.

Add CC: "CC" stands for "carbon copy." This box allows you to "copy" a person on an email that you are sending to someone else. The person who's email address is in the "To:" box will be able to see the email address of anyone who is CC'd.

Add BCC: This is for "blind carbon copies." If you send a copy of an email to someone by putting their address here, the recipients in the **To:** and **CC:** boxes will not be able to see that person's address.

You can enter multiple recipients in all three address boxes. Separate the addresses with a comma and a space. Example: bluecat461@brazosnet.com, ggsmith18@brazosnet.com

The box where you actually type your message is easy to spot because it's the largest one in the window. Click inside to start typing. If you want to change the appearance of your text, you can use the formatting toolbar at the top of the box. The formatting options are similar to those used in Microsoft Word.

Once you have completed your message, send it by clicking on the **Send** button at the bottom of the window.

IMPORTANT: You cannot cancel a message once you have sent it, so make sure you want to send the message before you click **Send**.

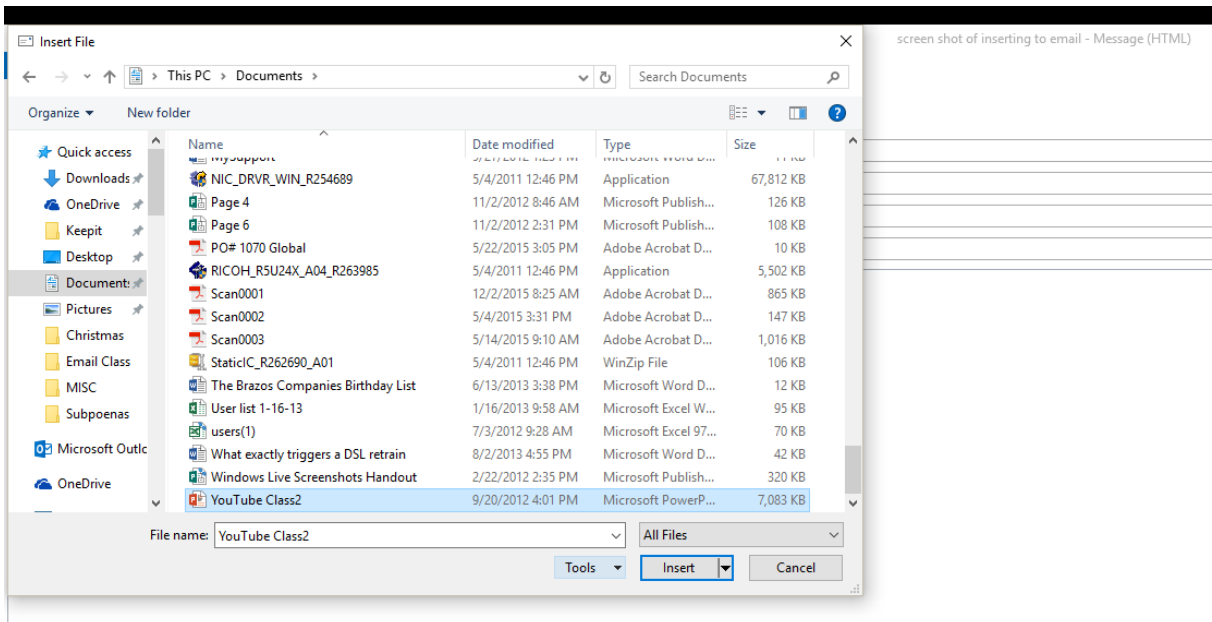
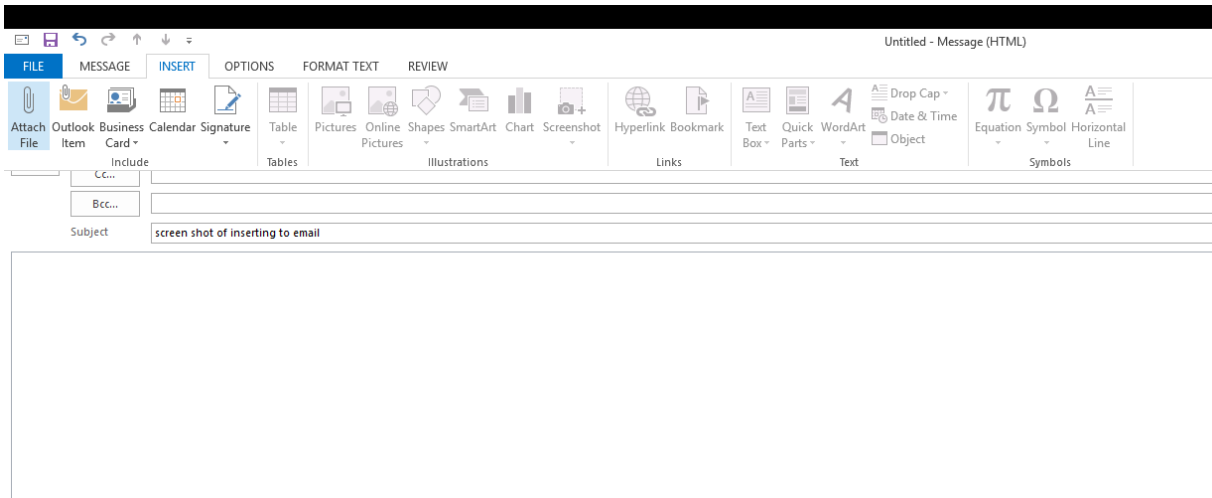
Attaching a file to your message

You can attach files to your email messages. This feature allows you to send pictures, documents and even sounds.

To attach a file, first you need to do the same things you do to compose a message.

1. Click on **Compose**.
2. Type the address
3. Type the subject
4. Type the message

When you finish typing your message, click **Insert** (at top), then **Attach File**



This opens the Attachment window:

1. Find the folder that the file is in. Click on the file you wish to attach and click **Insert**. If you have more files to attach, repeat these steps before moving on to step #2.
2. Once the file is attached, you'll see the name and size displayed underneath the **Subject** box. Click **Send** to send the message.

Receiving and Reading Messages

When you log in to your email, the number of new or unread messages is indicated in parentheses next to the word “**Inbox**” in the left-hand navigation column.

Email messages are viewed in the **Inbox**. New messages are in bold font. To view your message, double-click on the message to open it. Once you have read your message, you have several options.

IMPORTANT! Never open an attachment if you don’t know the person who sent it. This is the most common way computer viruses are sent. If you think any attachment – even from someone you do know – looks suspicious, do not open it.

Replying to the message: Selecting this option will include the original message at the bottom of the email and automatically address the message to the person who sent it to you. You can then add text to the existing message and delete portions of the original text if you wish before sending your reply to the original sender (kind of like replying to a letter and including the original letter in your new envelope).

Click on the **Reply** button to reply only to the sender. Or select **Reply to all** if you prefer to send the message to all recipients of the original message.

Forwarding the Message: This feature copies the message you are viewing for delivery to another email address. You can add text at the beginning of the message before sending it.

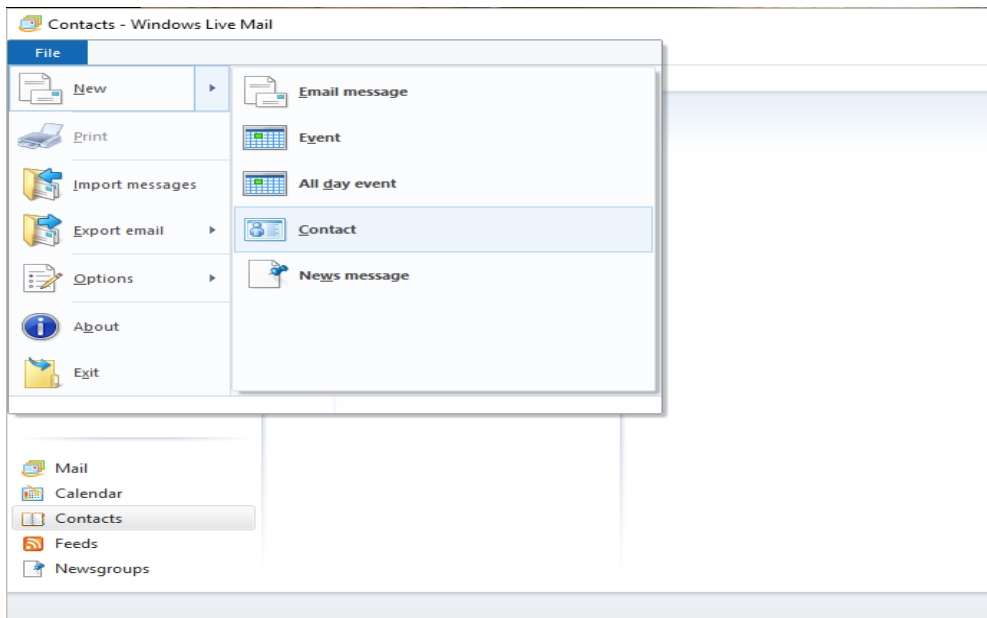
Deleting a Message: When you click on this option, the message you are viewing is moved to the **Trash** folder. Most email clients do not automatically delete messages in the Trash folder, so you must enter the trash folder by clicking on it in the left navigation bar, select messages you wish to delete, and it will ask you if you want to delete messages permanently. Click yes.

Once you have deleted the email, it will not show up on any of your folders on your computer.....or will it?????

Address Book/Contacts List

To add someone to your Address Box/Contact List in Windows Live email. Look in the lower left hand corner of the email screen and you will see a list that includes Mail, Calendar, Contacts, Feeds, and Newsgroups.

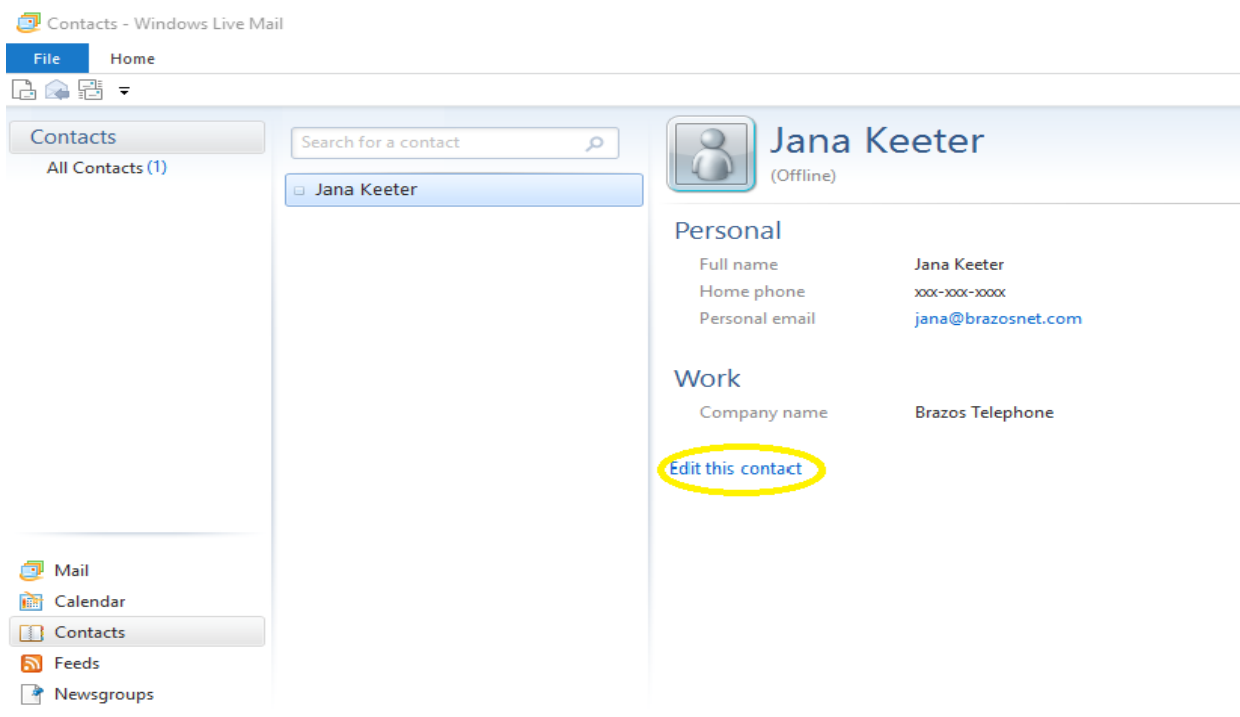
Click on Contacts. To add a new contact, click File, New, Contact



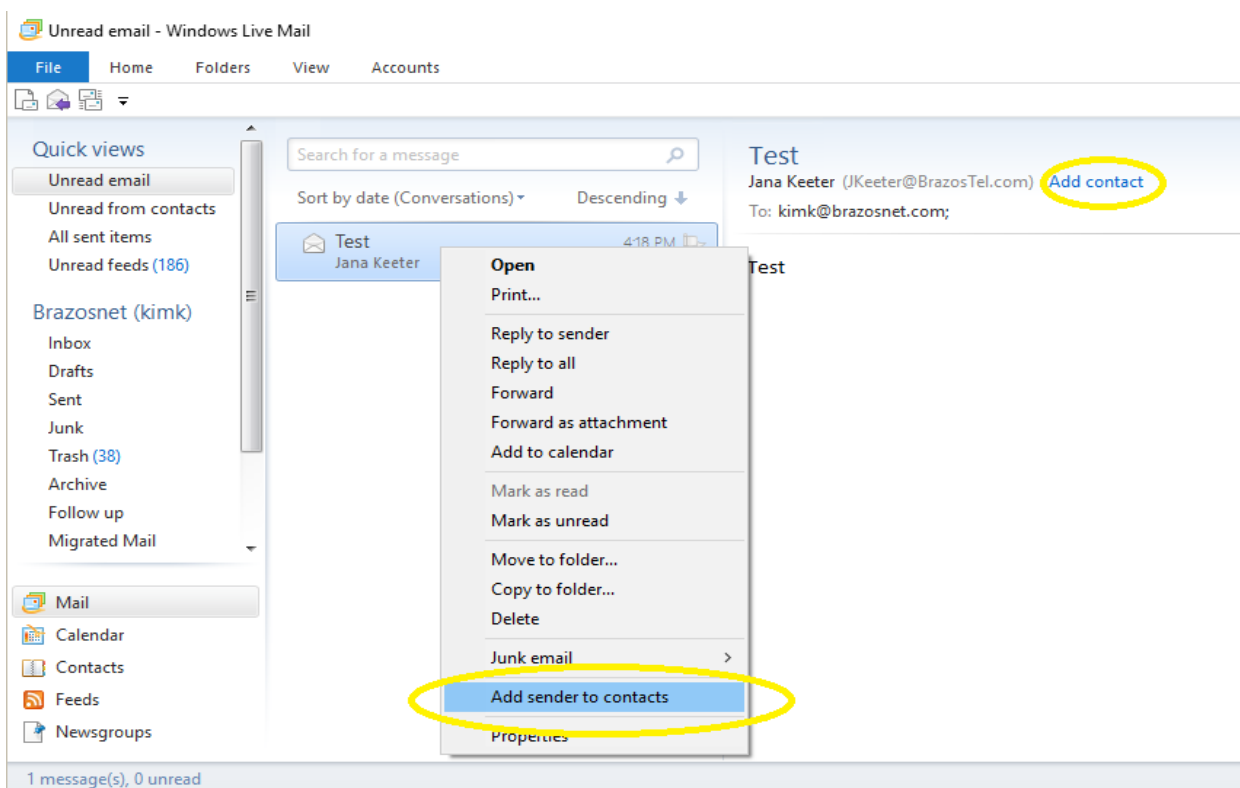
A new box will pop up for you to add your contact's information, then click Add Contact.

A screenshot of the 'Add a Contact' dialog box. It features a 'Quick add' button and a list of contact types: 'Contact', 'Personal', 'Work', 'IM', 'Notes', and 'IDs'. The 'Contact' type is selected. The form includes input fields for 'First name:', 'Last name:', 'Personal email:', 'Home phone:', and 'Company:'. At the bottom right, there are 'Add contact' and 'Cancel' buttons.

It will add the contact to your list as shown below. If you need to make a change to the information, you can click Edit this contact.

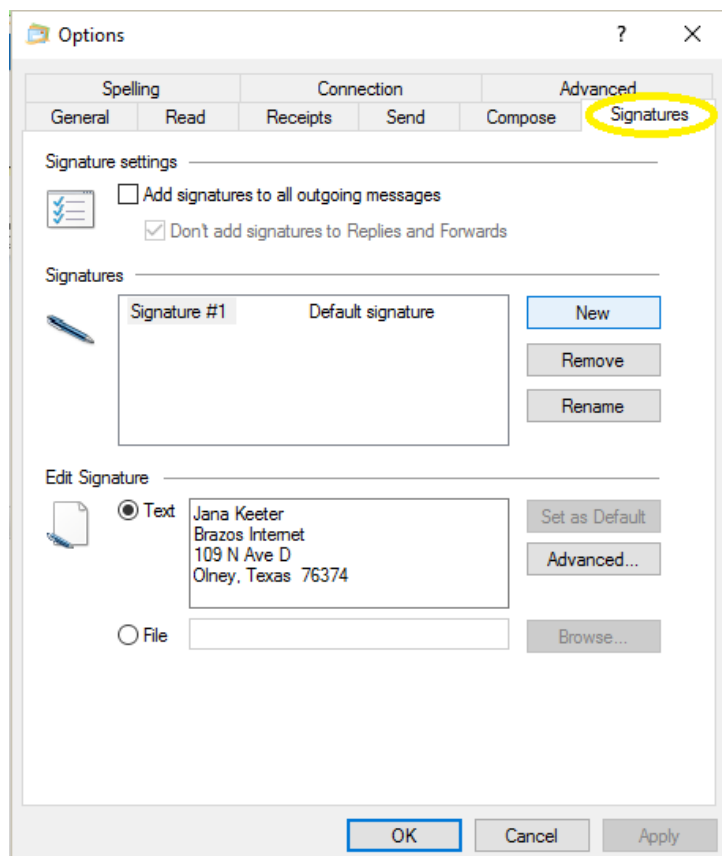
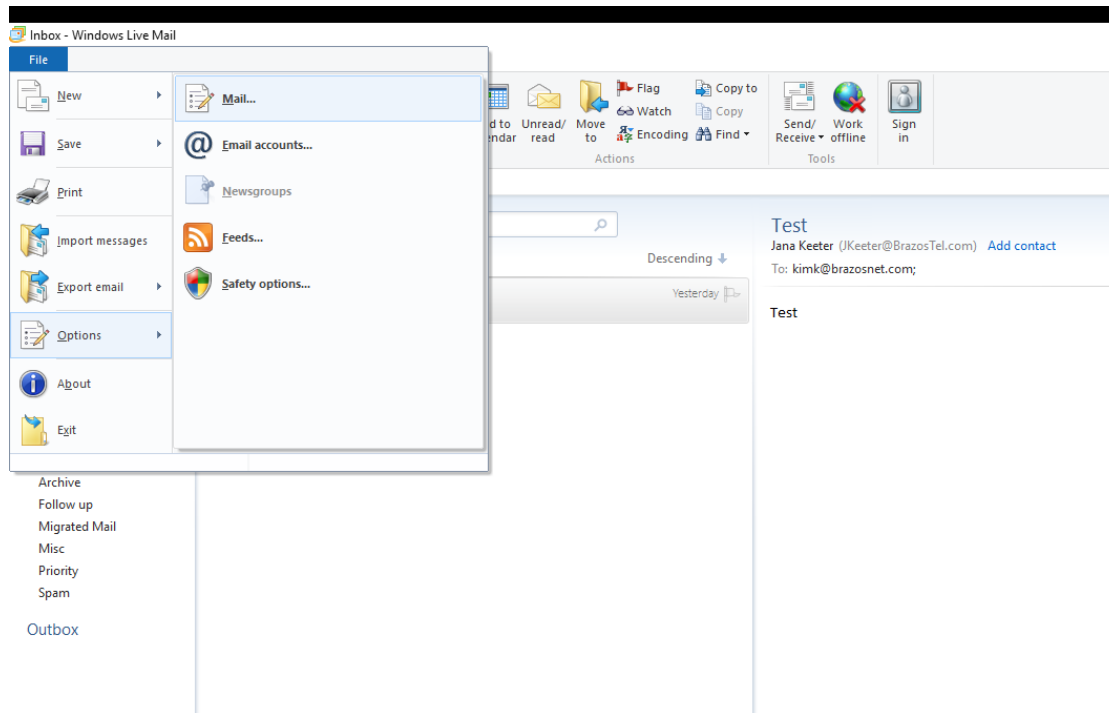


Another way to add contacts to you Address Book/Contact List is when you receive a message from them. If you right click on the message, it should give you the option to Add Sender to Contacts.



Adding signatures to email.

Each email program is different. These instructions are for Windows Live Mail.
Click on File, Options, Mail. Select the Signature tab. Add your signature information.
Click Apply, and OK.



Tips & Warnings

- Each email server has a different method of including a signature in your emails, so be sure to check the "Help" link for the program you are using if you need more information.

Add a Signature to Email in Microsoft Outlook

Step 1

Open Microsoft Outlook. This can be done from a shortcut on the desktop, from the Start menu or from the Quick Launch Bar if you've enabled it on the taskbar.

Step 2

Click the "Tools" menu on the menu bar.

Step 3

Click "Options."

Step 4

Click on the "General" tab.

Step 5

Click the "Email Options" link.

Step 6

Click the "Email Signatures" tab.

Step 7

Enter the title of the signature in the title box. The title of the signature is important, especially if you plan on using more than one signature for your emails (one for personal emails, one for professional, one for fun, etc.).

Step 8

Fill in the body of the signature in the text field titled "Create your email signature." Here you can include plain text, as well as pictures, animated images (in the form of HTML links) and anything else that can be displayed in a HTML enabled email server.

Step 9

Click "Add" to finalize the signature.

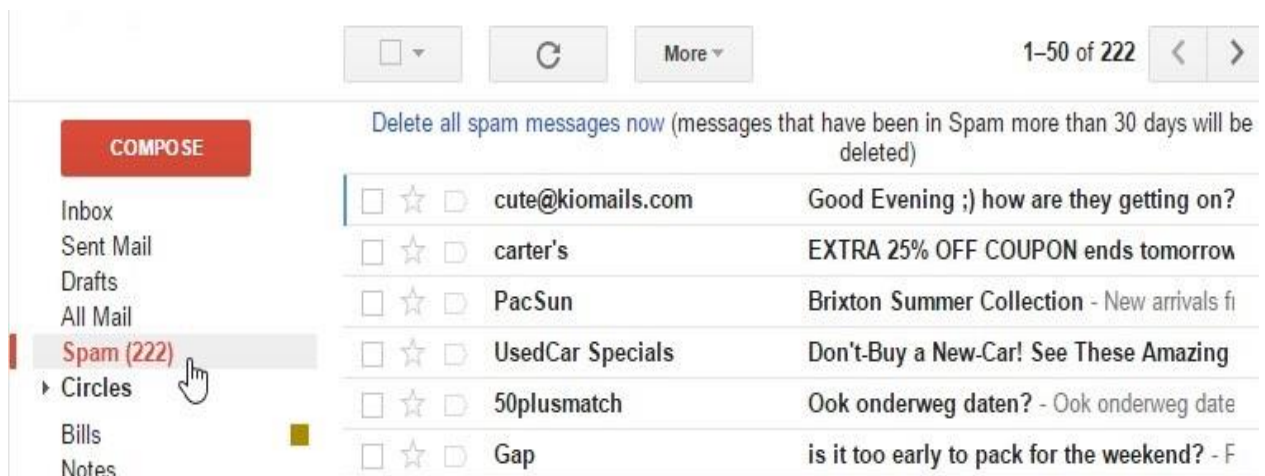
Avoiding spam and phishing

From email to instant messaging to social media, the Internet is an essential communication tool. Unfortunately, it's also popular among scammers and cybercriminals. To protect yourself from **email scams**, **malicious software**, and **identity theft**, you'll need to understand how to identify and avoid potentially dangerous content in your inbox, including **spam** and **phishing attempts**.

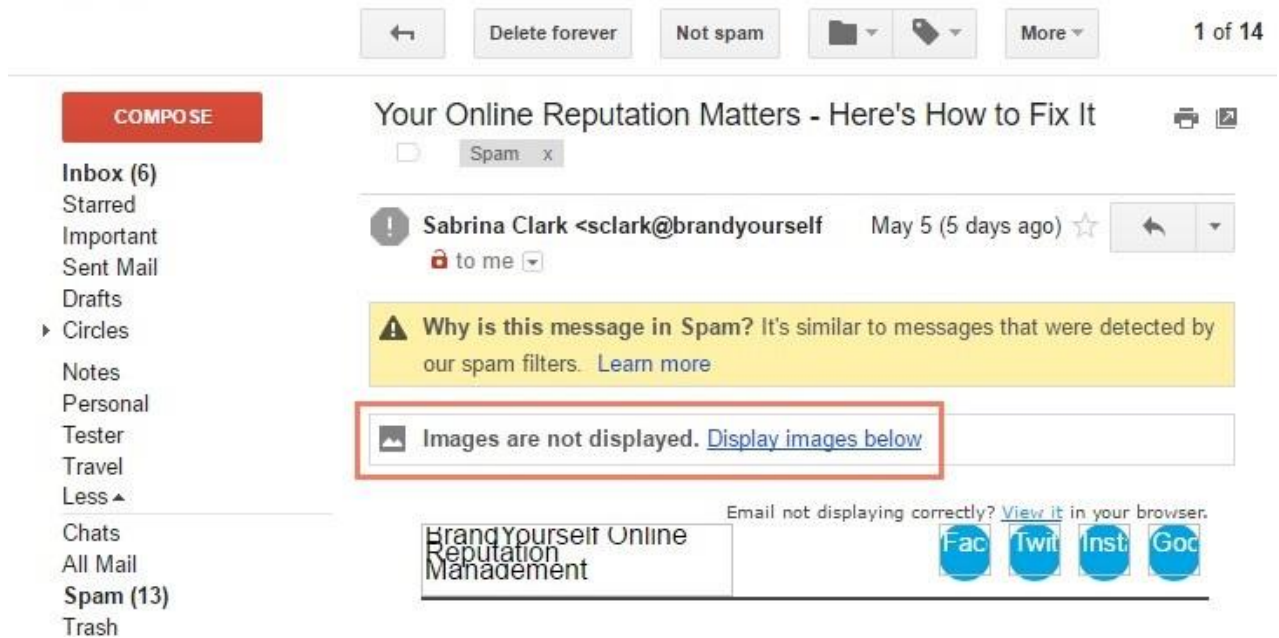
If you've ever received unwanted email advertisements, you may already be familiar with **spam**, also known as **junk email**. Spam messages can clutter your inbox and make it more difficult to find the emails you actually want to read. Even worse, spam often includes **phishing scams** and **malware**, which can pose a serious risk to your computer. Fortunately, most email services now include several features to help you protect your inbox from spam

Whenever you receive an email, most email providers will check to see if it's a real message or spam. Any likely spam messages will be placed in the **spam folder** so you don't accidentally open them when checking your email.

Spam-blocking systems aren't perfect, though, and there may be times when legitimate emails end up in your spam folder. We recommend checking your spam folder regularly to make sure you aren't missing any important emails.



Whenever you open a message with images, most providers will prevent the images from loading by default.



Phishing

Phishing scams are messages that try to **trick you into providing sensitive information**.

These often appear to come from a bank or another trusted source, and they'll usually want you to re-enter a password, verify a birth date, or confirm a credit card number. Phishing messages may look real enough at first glance, but it's surprisingly easy for scammers to create convincing details.

From: "Bank of America" customerservice@bankofamerica.com
To: "Jane Smith" jane-smith12@gmail.com
Date: Wed, May 26, 2010
Subject: Fraud Alert – Action Required



Dear Customer,


At Bank of America, your satisfaction is our number one priority. We have recently added an Advanced Online Security option for our customers with online accounts. It is urgent that you go to our website and add Advanced Online Security to your account. Click on the following and update your information www.bankofamerica.com.

If you do not take these steps, in order to protect you, we will put a hold on your account, and you will be required to visit your local branch to verify your identity.

Thank you for helping us to make Bank of America the safest bank on the internet.

If you are receiving this message and you are not enrolled in online banking, [sign up now](#). New online members will automatically be enrolled in the Advanced Online Security program.

Sincerely,

Bank of America Online Security Department 

Logo Fraud

It's easy to make a **copy** of any logo. This one looks identical to Bank of America's official logo, but it doesn't mean it is authentic. In a case like this, always pick up the phone and call the company before you reply with any information.

Other common email scams

Spam and phishing are common problems, but there are many other types of **email scams** you may encounter. Some will promise to give you a lot of money if you advance a small amount upfront. Others may pretend to be from people you know in real life, and they'll often ask you to send money or download an attached file.

As with spam and phishing scams, remember to **trust your best judgement**. You should **never send someone money** just because you've received an email request. You should also **never download email attachments you weren't expecting** because they might contain malware that could damage your computer and steal your personal information.

Spam, scams, and phishing schemes will continue to evolve and change. But now that you know what to look for—and what to avoid—you can keep your inbox and computer that much safer.

Email violations can jeopardize your job

Embarrassing or inappropriate communications sent via company email can damage professional credibility, reputations, and careers. Employees who violate their companies' email policies can face penalties ranging from disciplinary action to termination.

Many employers monitor email, and some employees have even been fired for violating their companies' email policies. Violation of company email policy and messages containing inappropriate or offensive language are the two most common causes for email-related firing. While workers may be disciplined or fired because of inappropriate email messages, companies can face the risk of lawsuits.

It's important to find out what your company's email policies are, and make sure you comply. But in general, there are a few guidelines to keep in mind when it comes to handling email at work.

Keep it professional

Never convey anger, use profanity, or make racist or sexist remarks on email. Remember, inappropriate words or images sent via email can come back to haunt you. Don't send or forward emails containing defamatory, offensive, racist, or obscene remarks—even if they are meant to be a joke.

Keep in mind that while email is a convenient way of sending information, it's not always the best way to communicate. Things like tone, facial expression, and body language can completely change the meaning of a word or phrase. But because these things are lost in email communication, it's possible for people to interpret messages the wrong way.

Don't discuss confidential information

Most email is insecure unless it has been encoded or encrypted. Because of this, sending an email is like sending a postcard for many eyes to see. Never send confidential information to someone through email.

Think before you send

Don't treat email casually. Play it safe. In general, don't write anything in email that you wouldn't feel comfortable saying in a crowded elevator. Whenever you're writing an email, take a moment to think before you send.

Thank you for attending our Email Basics Class.

If you have any questions about the class, or need information about any of our services, please call 940-564-5659. We will be glad to help.

**Brazos Communications
109 N Avenue D
Olney, Texas 76374
940-564-5659
<http://www.brazosnet.com>**