

91.113 Exploring the Internet, Fall 2011

Lecture 10. E-mail and Netiquette



Instructor: Jie Yang
Department of Computer Science
University of Massachusetts Lowell



Learning Objectives

1. Become familiar with the basic operations of your e-mail client.
2. Understand the basic differences among the SMTP, HTTP, POP, and IMAP mail protocols.
3. Learn how the MIME protocol and HTML-enabled e-mail clients have changed e-mail.
4. Find out how to augment your primary e-mail service with a Web-based e-mail account.
5. Learn to use e-mail filters to save time and combat information overload.
6. Hands-on Exercise



Taking Charge

- E-Mail has become an indispensable tool for business communication and a speedy, and inexpensive alternative to physical mail.
- It is also **time consuming**.
- If you do not control your email it can take time away from other important tasks or activities.



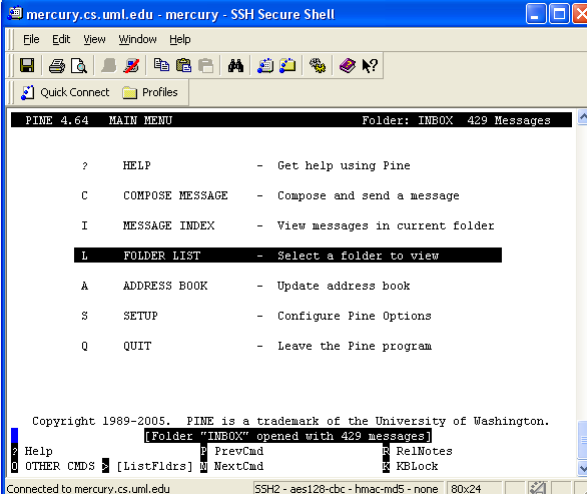
Basic E-Mail Client Operations



- An e-mail message has the following characteristics
 - E-mail messages are usually fairly short
 - Each message usually addresses a single topic
 - Most messages rely on plain text (though this is changing)
 - Messages are usually written in an informal style

- More characteristics include:
 - Some messages are replies to previous messages
 - Messages can be sent to one or more people
 - Messages can be forwarded to other people
 - E-mail is often timely
 - A reckless e-mail message might come back to haunt you

- An email message has 2 parts, the header and the body.
- The header contains addressing information, such as
 - Who sent the message
 - Who the message is sent to
 - When the message was sent
- The body contains the content of the message



The screenshot shows a terminal window titled "mercury.cs.umt.edu - mercury - SSH Secure Shell". The window contains the PINE 4.64 MAIN MENU. The menu items are:

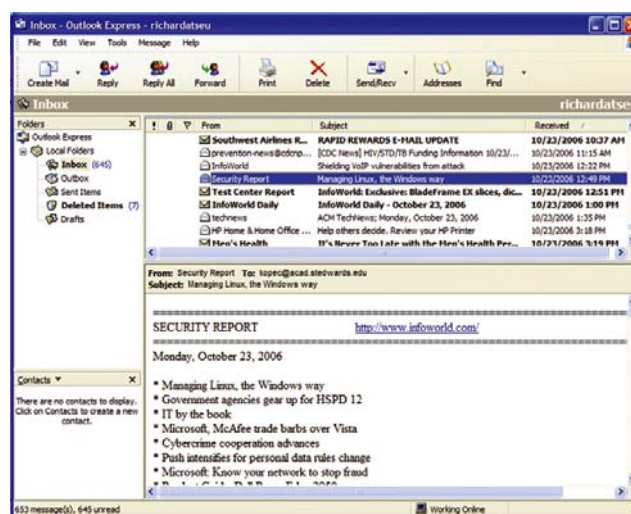
- ? HELP - Get help using Pine
- C COMPOSE MESSAGE - Compose and send a message
- I MESSAGE INDEX - View messages in current folder
- L FOLDER LIST - Select a folder to view**
- A ADDRESS BOOK - Update address book
- S SETUP - Configure Pine Options
- Q QUIT - Leave the Pine program

Below the menu, there is a copyright notice: "Copyright 1989-2005. PINE is a trademark of the University of Washington." and a status bar at the bottom: "Connected to mercury.cs.umt.edu SSH2 - aes128-cbc - hmac-md5 - none 80x24".

- A valid email address consists of a userid and a host address.
 - For example: `jyang@cs.uml.edu`
 - Userid: `jyang`
 - Host address: `cs.uml.edu`
- Be careful as a typo may still send your message to a legitimate address.

- Online directories can help you find people's email addresses.
- An email client allows you send, read, reply or forward email messages.
- A good email client allows you to
 - sort, tag and filter email
 - Keep an address book
 - Save email
 - Use a filter to route incoming email

- If your e-mail account has a quota and you exceed it, new e-mails may be lost.
- If you send an email to someone whose account has exceeded its quota, the mail is lost and the mail server will NOT inform you.





- Some mailers can display text in different colors, fonts or styles. Some let you insert graphics or hyperlinks.
- A signature file can be used to personalize your email messages.
- Text files can be imported into e-mail messages.

- Respond to e-mail using the reply command.
- Reply only replies to the sender of the message.
- Reply-To-All replies to the sender and all of the other recipients.
- The original message can be included in a reply.



- Tips for e-mail replies include:
 - Knowing the difference between sender-only reply and group-reply
 - If you get into a lengthy dialog with someone, replace the Subject when it is no longer accurate
 - If you find yourself responding emotionally to e-mail, take a time out first
 - Be selective when you include text from the original message in your reply

MIME Attachments and HTML-Enabled Mailers



MIME Attachments and HTML-Enabled Mailers

- MIME: Multi-Purpose Internet Mail Extension.
- MIME is a protocol that allows you to send files as attachments to e-mail easily.



- HTML enabled mailers allow you to send and receive e-mail written in HTML.
- Allows e-mail with all the elements found in web pages: pictures, hyperlinks, etc.
- These messages look like Web pages.
- They may be vulnerable to the same viruses that web browsers are.

E-Mail Netiquette and Netspeak

E-Mail Netiquette and Netspeak

- **Netiquette:** Standard rules or courtesy for online communication.
 - Keep your messages short and concise
 - Watch your grammar and spelling
 - Be careful with humor and sarcasm
 - Use uppercase words sparingly, IT MEANS THAT YOU ARE YELLING
 - Never leave the subject line blank
 - Include your name and email in the message body, such as in your signature file
 - Send attachment in a common format (e.g. **PDF**, RTF, DOC)
 - To generate PDF, use Adobe Acrobat (commercial), or doPDF(free), or PrimoPDF(free)

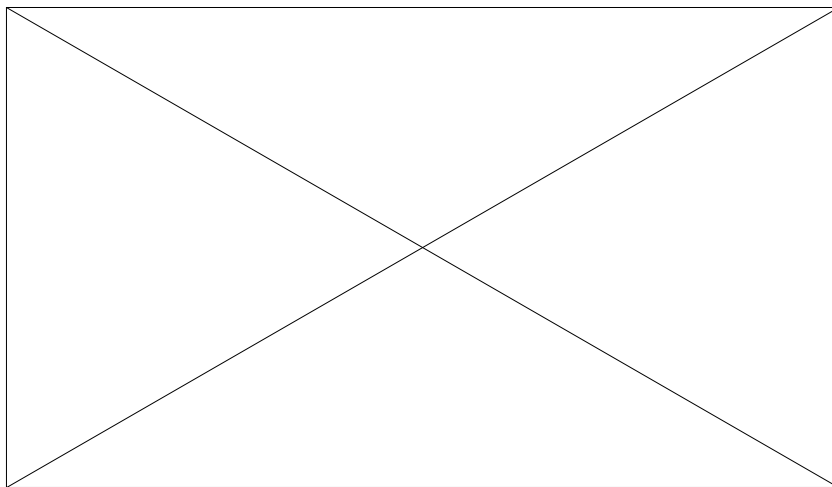
recommended

PDF

- Tips for good e-mail etiquette include:
 - Keep your signature file short, use no more than 4 lines
 - Always include a signature in the message body that contains your full name and return e-mail address
 - Reread the complete message body before sending the mail



E-Mail Netiquette and Netspeak



<http://youtu.be/bNKR3LhzSM>

- Netspeak: A telegraphic style of writing designed to minimize keystrokes through the liberal use of acronyms and emoticons.
 - For example LOL means Laugh Out Loud
- Emoticons: combinations of keyboard characters that represent emotions.
 - For example :-) means a smile or friendly laugh

An example on bad netiquette

September 30, 2010 6:33 PM

Saxby Chambliss Apologizes to Gay Blogger, Fires Staffer

Posted by Brian Montopoli 7 comments

[f Share](#) 39
 [Digg](#) 0
 [Tweet](#) 9
 [Share](#)
[E-mail](#)
[Print](#)
[Font](#)



U.S. Senator Saxby Chambliss. (Credit: AP Photo/John Amis)

The statement did not name the staffer, who was fired following an investigation by the Senate Sergeant at Arms, which runs the Senate information technology system.

The comment appeared on the blog following a post on the vote over "Don't Ask, Don't Tell" repeal. Jervis [posted the IP address](#) of the computer from which the comment was posted, and it was traced to Chambliss' office in Atlanta.

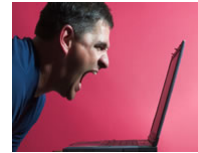
Sen. Saxby Chambliss (R-Georgia) has personally apologized to Joe Jervis, who runs the gay blog "Joe.My.God," after one of Chambliss' staffers left a comment on the blog reading "all faggots must die."

He said he has fired the staffer responsible for the comment.

Chambliss called Jervis to apologize and also released a statement that reads in part, "Regardless of one's position on issues and policies, such comments are simply unacceptable, are not befitting those who work in the U.S. Senate, and I will not tolerate them from my staff."

<http://bit.ly/dfRFRK>

- A “flame” is an angry email message that often attacks someone personally.
- Two people trading “flames” are engaged in a “flame war.”
- Cool down before sending an emotional email to prevent “flaming” another user.



Email Protocols



SMTP and Mail Servers

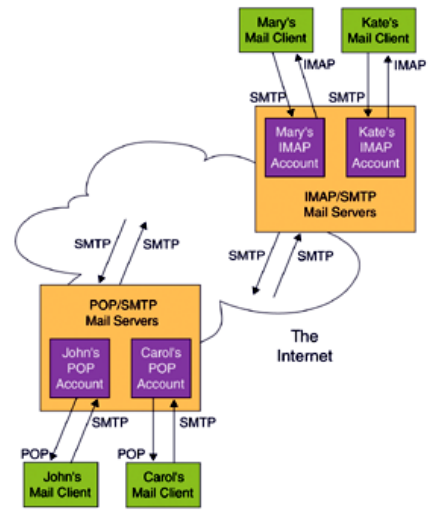
- Simple Mail Transport Protocol or SMTP is the universal standard for moving mail over the Net.
- When setting up your email client you will need to know your incoming and outgoing e-mail servers.
- To send mail you need access to an SMTP server.

HTTP, POP, and IMAP

- There are 3 types of incoming mail servers:
 - **HTTP** or Hypertext Transfer Protocol servers allow web-based e-mail.
 - **POP(POP3)** or Post Office Protocol was designed to allow offline e-mail management.
 - **IMAP** or Internet Message Access Protocol

- HTTP or Hypertext Transfer Protocol
 - Web-based e-mail
 - Your browser is your mailer.
- POP or Post Office Protocol
 - Designed to allow **offline** e-mail management.
 - **Email is downloaded from the mail server to your PC, then you disconnect from the mail server.**
 - Email is sent by connecting to server

- IMAP or Internet Message Access Protocol
 - Allows the user to manage their email on the server.
 - Allows the user to access their email from multiple computers.
 - **The mail always stays on the server.**
- Not all mailers are compatible with all mail servers.
- Some mailers can handle both POP and IMAP.



Email Filtering & Routing

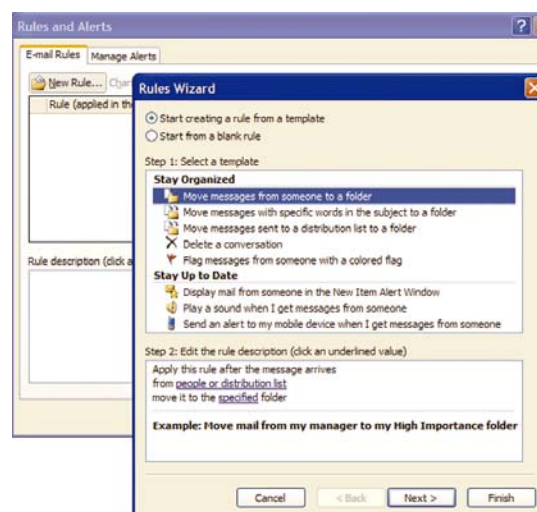


Filtering and Routing

- A mail folder is like a file folder for correspondence.
- Use mail folders to organize your e-mail.
- For example, you can organize your e-mail into Personal, School, and Work folders.

- E-mail filtering and routing allows your email client to automatically sort your mail into folders.
- With filtering the mailer recognizes specific messages by keywords.
- Some people use filtering to try and minimize the spam that they see in their inbox.
- Not all mailers support filtering though.

- With routing, the mailer directs mail to a specific folder or subdirectory.
- Filtering and routing are often combined to help people manage large amounts of e-mail.
- Users create filtering rules in their e-mail client to route their mail to specific folders.
- Automatic e-mail filtering can help you deal with a barrage of e-mail.



Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from people or distribution list
move it to the specified folder

Example: Move mail from my manager to my High Importance folder

The image shows two overlapping dialog boxes from a software application. The background dialog is titled "Rules Wizard" and contains a list of conditions for a rule. The "with specific words in the subject" option is selected. The foreground dialog is titled "Search Text" and has a text input field and a "Search list:" area.

Rules Wizard

Which condition(s) do you want to check?
Step 1: Select condition(s)

- with specific words in the subject
- from people or distribution list
- through the specified account
- sent only to me
- where my name is in the To box
- marked as importance
- marked as sensitivity
- flagged for action
- where my name is in the Cc box
- where my name is in the To or Cc box
- where my name is not in the To or Cc box
- sent to people or distribution list
- with specific words in the body

Step 2: Edit the rule description (click an underlined value)

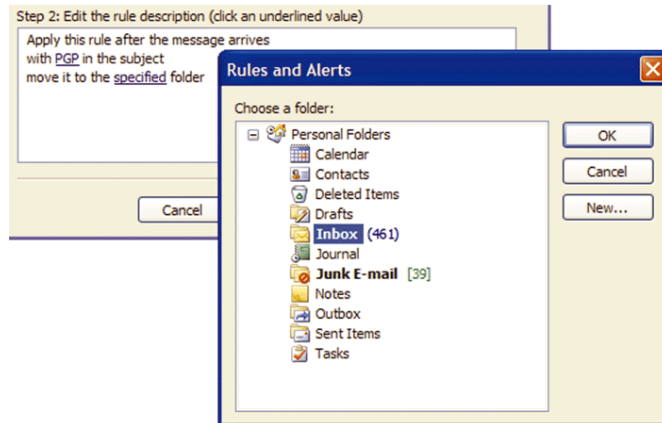
Apply this rule after the message arrives
with specific words in the subject
move it to the specified folder

Search Text

Specify words or phrases to search for in the subject:

Search list:

Buttons: Add, Remove, OK, Cancel

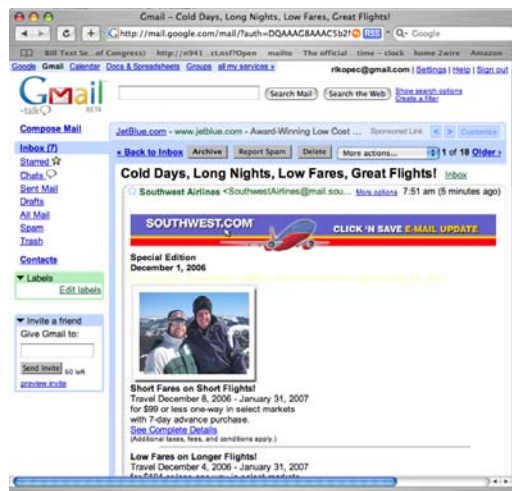


Web-Based E-Mail Accounts



Web-Based E-Mail Accounts

- Every major portal on the web offers free web-based email.
 - Yahoo
 - Hotmail
 - Gmail
- Some allow you to combine e-mail from other accounts.
- You read web-based e-mail with a web browser.





Hands-on Exercise

Exercise 1

- Set up your student account in your favorite email client program, such as Outlook, or Gmail
 - UML Student Email FAQ:
 - <http://www.uml.edu/it/studentmail/live-mail-faq.html>
 - How to set up your UML Student Email account in client programs including Outlook:
 - <http://help.outlook.com/en-us/140/cc875899.aspx>

Exercise 2

- Do you know that gmail can work as a email client like Outlook? Try to set up your UML student email account in your gmail.

Further Reading

- UML Student Email FAQ:
 - <http://www.uml.edu/it/studentmail/live-mail-faq.html>
- How to set up your UML Student Email account in client programs including Outlook:
 - <http://help.outlook.com/en-us/140/cc875899.aspx>
- Wikipedia's explanations
 - Email: <http://en.wikipedia.org/wiki/E-mail>
 - POP3: <http://en.wikipedia.org/wiki/POP3>
 - SMTP: <http://en.wikipedia.org/wiki/SMTP>
 - IMAP: <http://en.wikipedia.org/wiki/IMAP>
- Youtube Video
 - Email basics:
 - <http://youtu.be/C5RAPvKYmaE>
 - Email Etiquette
 - <http://youtu.be/5BvC3ajgs60>