Objectives

Session 2.1
- Learn about email and how it works
- Learn about different email clients
- Learn about viruses, antivirus software, and spam

Session 2.2
- Configure and use Windows Live Mail to send, receive, and print email messages
- Create and maintain contacts in Windows Live Mail

Basic Communication on the Internet: Email

Evaluating Email Options and Programs

Case | Kikukawa Air

Since 1994, Sharon and Don Kikukawa have operated an air charter service in Maui, Hawaii. At first, Kikukawa Air employed only Sharon, who managed the office, reservations, and the company's financial records, and her husband Don, who flew their twin-engine, six-passenger plane between Maui and Oahu. After many successful years in business, Sharon and Don expanded their business to include scenic tours and charter service to all of the Hawaiian Islands. As a result of their expansion, Kikukawa Air now has six twin-engine planes, two turboprop planes, and a growing staff of more than 30 people.

Because Kikukawa Air has a ticket counter at airports on all of the Hawaiian Islands, many miles now separate the company's employees. Originally, employees used telephone and conference calling to coordinate the business's day-to-day operations, such as schedule and reservation changes, new airport procedures, and maintenance requests. Sharon soon realized that these forms of communication were difficult to coordinate with the growing number of busy ground-service agents and pilots. Most employees already use email to communicate with each other and with outside vendors and clients, but they are not all using the same email program. Sharon believes that Kikukawa Air could benefit from organizing the company's employees so that everyone uses the same email program. This coordination will make it easier to manage the accounts and computers, and will streamline the company's operations.

Sharon has hired you to train the staff members of the Kikukawa Air offices and ticket counter facilities to use Windows Live Mail.

Starting Data Files

Tutorial.02 → Tutorial
Physicals.pdf

Review
KAir.gif

Cases
Recycle.pdf

Session 2.1

What Is Email and How Does It Work?

Electronic mail, or **email**, is a form of communication in which electronic messages are created and transferred between two or more devices connected to a network. Email is one of the most popular forms of business communication, and for many people it is their primary use of the Internet. Email travels to its destination and is deposited in the recipient's electronic mailbox. Although similar to other forms of correspondence, including letters and memos, email has the added advantage of being fast and inexpensive. Instead of traveling through a complicated, expensive, and often slow mail delivery service, such as a postal system, email travels quickly, efficiently, and inexpensively to its destination down the hall or around the world. You can send a message any time you want, without worrying about when the mail is collected and delivered or adding any postage. For many personal and business reasons, people rely on email as an indispensable form of communication.

Email travels across the Internet like other forms of information—that is, in small packets that are reassembled at the destination and delivered to the recipient, whose address you specify in the message. When you send an email message, the message is sent to a **mail server**, which is a hardware and software system that determines from the recipient's address one of several electronic routes on which to send the message. The message is routed from one computer to another and is passed through several mail servers. Each mail server determines the next leg of the message's journey until it finally arrives at the recipient's electronic mailbox.

Sending email uses one of many Internet technologies. Special **protocols**, or rules that determine how the Internet handles message packets flowing on it, are used to interpret and transmit email. **SMTP (Simple Mail Transfer Protocol)** determines which paths an email message takes on the Internet. SMTP handles outgoing messages; another protocol called **POP (Post Office Protocol)** handles incoming messages. POP is a standard, extensively used protocol that is part of the Internet suite of recognized protocols. Other protocols used to deliver mail include IMAP and MIME. **IMAP (Internet Message Access Protocol)** is a protocol for retrieving mail messages from a remote server or messages that are stored on a large local network. The **MIME (Multipurpose Internet Mail Extensions)** protocol specifies how to encode nontext data, such as graphics and sound, so it can travel over the Internet.

When an email message arrives at its destination mail server, the mail server's software handles the details of distributing the message locally, in the same way that a mailroom worker opens a mailbag and places letters and packages into individual mail slots. When the server receives a new message, it is not saved on the recipient's Internet device, but rather, the message is held on the mail server. To check for new email messages, you use a program stored on your Internet device—which might be a personal computer, cellular phone, or other wireless device—to request the mail server to deliver any stored mail to your device. The software that requests mail delivery from the mail server to an Internet device is known as **mail client software**, or an **email program**.

An **email address** uniquely identifies an individual or organization that is connected to the Internet. To route an email message to an individual, you must identify that person by his or her account name, or **user name**, and also by the name of the mail server that manages email sent to the domain. The two parts of an email address—the user name and the domain name—are separated by an "at" sign (@). Sharon Kikukawa, for example, selected the user name *Sharon* for her email account. Kikukawa Air purchased the domain name KikukawaAir.com to use as both its Internet address (URL) and in the email addresses for its employees. Therefore, Sharon's email address is Sharon@KikukawaAir.com.

Tip

Most organizations have a single mail server to manage the email sent to and from the domain. For very large organizations, the domain might use multiple mail servers to manage the organization's email.

A user name usually identifies one person's email account on a mail server. When you are given an email address from an organization, such as your school or an employer, the organization might have standards for assigning user names. Some organizations set standards so user names consist of a person's first initial followed by up to seven characters of the person's last name. Other organizations assign user names that contain a person's first and last names separated by an underscore character (for example, Sharon_Kikukawa). When you are given the opportunity to select your own user name, you might use a nickname or some other name to identify yourself. On a mail server, all user names must be unique.

The domain name is the second part of an email address. The domain name specifies the server to which the mail is to be delivered on the Internet. Domain names contain periods, which are usually pronounced "dot," to divide the domain name. The most specific part of the domain name appears first in the address, followed by the top-level domain name. Sharon's Web site address, KikukawaAir.com (and pronounced "Kikukawa Air dot com"), contains only two names separated by a period. The *com* in the domain name indicates that this company falls into the large, general class of commercial locations. The *KikukawaAir* indicates the unique computer name (domain name) associated with the IP address for KikukawaAir.com.

Most email addresses aren't case-sensitive; in other words, the addresses sharon@kikukawaair.com and Sharon@KikukawaAir.com are the same. It is important for you to type a recipient's address carefully; if you omit or mistype even one character, your message could be undeliverable or sent to the wrong recipient. When a message cannot be delivered, the receiving mail server might send the message back to you and indicate that the addressee is unknown. Sometimes mail that cannot be delivered is deleted on the receiving mail server and no notice is sent to the sender.

Managing More than One Email Address | InSight

Most people have more than one email address to manage their correspondence. It is very common for people to have a primary email address that they use for personal or business correspondence, and a secondary email address that they use for online subscriptions, online purchases, and mailing lists. If you are careful about how you distribute your primary email address, you might reduce the amount of unsolicited mail that you receive. When your secondary email address starts getting a lot of unwanted messages, you can discard it and create a new one. If you keep track of who has your secondary email address, it will be easy to update them if you need to change your secondary email address.
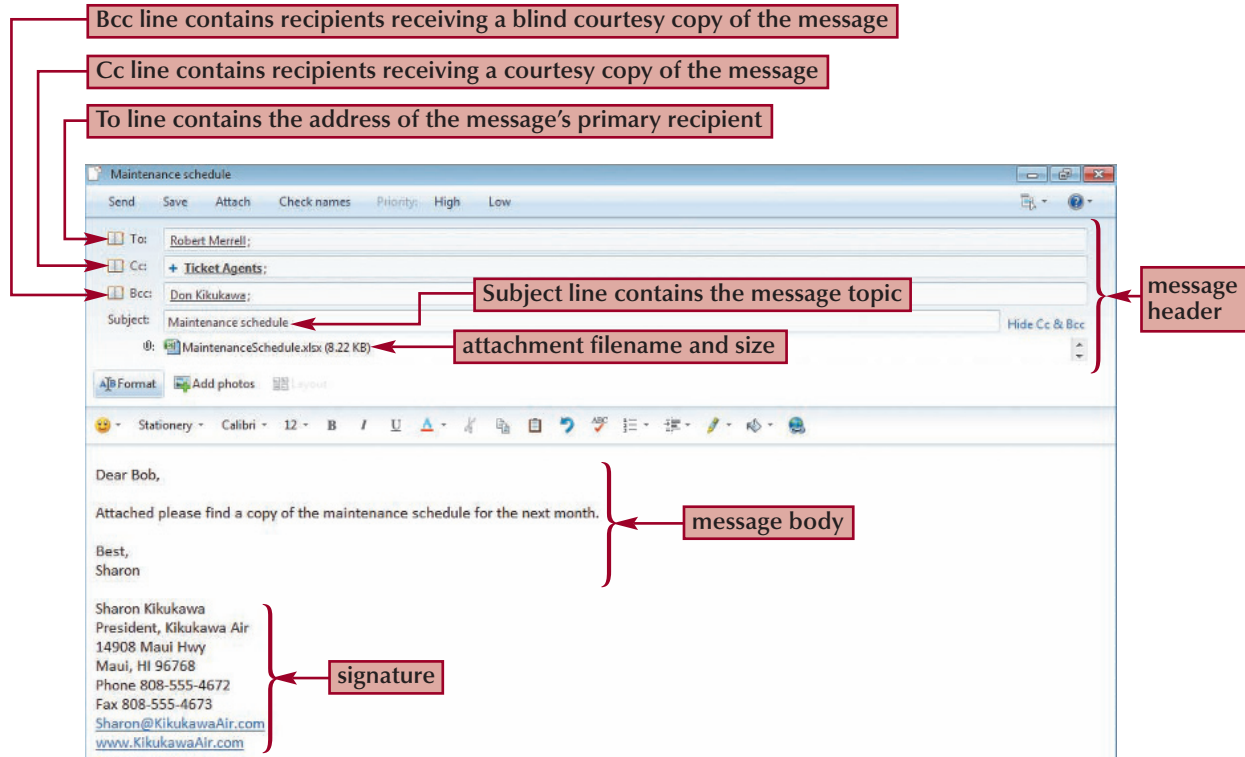
Keep in mind that an email account that you have from your school or employer is subject to the rules of use that the organization has established. Some schools and most employers have policies that dictate the permitted use of their equipment and email accounts. You should not use your employer's email address for personal correspondence unless your employer specifies that your personal use of the email account and your workplace computer is acceptable. In some cases, an employer might terminate employees who abuse the company's resources for personal use.

Common Features of an Email Message

An email message consists of three parts: the message header, the message body, and the signature. The **message header** contains information about the message, and the **message body** contains the actual message content. An optional **signature** might appear at the bottom of an email message and contain standard information about the sender, which the recipient can use to contact the sender in a variety of ways.

Figure 2-1 shows a message that Sharon Kikukawa wrote to Bob Merrell, Kikukawa Air ticket agents, and Don Kikukawa. The message contains an attached file named MaintenanceSchedule.xlsx. Sharon created this file using a spreadsheet program, saved it, and then attached it to the message. Each of the message parts is described in the next sections.

Figure 2-1   **Common features of an email message**

Bcc line contains recipients receiving a blind courtesy copy of the message

Cc line contains recipients receiving a courtesy copy of the message

To line contains the address of the message's primary recipient

Subject line contains the message topic

attachment filename and size

message header

message body

signature

To, Cc, and Bcc

You type the recipient's full email address in the **To line** of a message header. You can send the same message to multiple recipients by typing a comma or semicolon between the recipients' email addresses in the To line. If you have saved a recipient's email address, the email program might display the address using the person's name, as shown in Figure 2-1, instead of the recipient's actual email address. The number of addresses you can type in the To line or in the other parts of the message header that require an address is not limited, but some mail servers will reject messages with too many recipients (usually 50 or more) as a way of controlling unsolicited mail. In Figure 2-1, Sharon used the To line to address her message to one recipient.

You can use the optional **courtesy copy (Cc)** and the **blind courtesy copy (Bcc)** lines to send mail to people who should be aware of the email message, but are not the message's main recipients. When an email message is delivered, every recipient can see the addresses of other recipients, except for those recipients who receive a blind courtesy copy. Because Bcc addresses are excluded from messages sent to addresses in the To and Cc lines, neither the primary recipient (in the To line) nor the Cc recipients can view the list of Bcc recipients. Bcc recipients are unaware of other Bcc recipients, as well. For example, if you send a thank-you message to a salesperson for performing a task especially well, you might consider sending a blind courtesy copy to that person's supervisor. That way, the supervisor knows a customer is happy and that the praise was unsolicited. In Figure 2-1, Sharon sent a blind courtesy copy of her email message to Don Kikukawa so he could monitor the maintenance schedule without Bob or the ticket agents at Kikukawa Air being aware of his involvement.

Sometimes an email address is not one person's address, but rather, a special address called a **group** or a **category**. In a group, a single email address can represent several or many individual email addresses. In Figure 2-1, the "Ticket Agents" address in the Cc line represents the three email addresses of people who work as ticket agents at Kikukawa Air; there is no "Ticket Agents" user name. Clicking the plus sign in the "Ticket Agents" user name displays the individual user names in the group or category.

From

The **From line** of an email message includes the sender's name, the sender's email address, or both. Most email programs automatically insert the sender's name and email address in the From line of all outgoing messages. You usually do not see the From line in messages that you are composing, but you can see it in messages that you receive. Figure 2-1 does not show a From line because this is a message that Sharon is composing.

Subject

The content of the **Subject line** is very important. Often the recipient will scan an abbreviated display of incoming messages, looking for the most interesting or important message based on the content in the Subject line. If the Subject line is blank, then the recipient might not read the associated message immediately or at all. Including an appropriate subject in your message helps the reader determine its content and importance. For example, a Subject line such as "Just checking" is less informative and less interesting than "Urgent: new staff meeting time." The email message shown in Figure 2-1, for example, contains the subject "Maintenance schedule" and thus indicates that the message concerns maintenance.

Attachments

Because of the way the messaging system is set up, you can send only text messages using SMTP, the protocol that handles outgoing email. When you need to send a more complex document, such as a Word document or an Excel workbook, you send it along as an attachment. An **attachment** provides a simple and convenient way of transmitting files to one or more people. An attachment is encoded so that it can be carried safely over the Internet, to "tag along" with the message. Frequently, the attached file is the most important part of the email message, and the message body contains only a brief statement, such as "Here's the file that you requested." Sharon's email message (see Figure 2-1) contains an attached file, whose filename and size in kilobytes appear in the Attach line in the message header. (A **kilobyte (KB)** is approximately 1,000 characters.) You can attach more than one file to an email message; if you include multiple recipients in the To, Cc, and Bcc lines of

the message header, each recipient will receive the message and the attached file(s). However, keep in mind that an email message with many attachments quickly becomes very large in size, and it might take some recipients with slower Internet connections a long time to download your message. In addition, some Internet service providers (ISPs) place limits on the size of messages that they will accept; in some cases, an email message with file attachments over two megabytes in size might be rejected and returned to the sender.

Email programs differ in how they handle and display attachments. Some email programs identify an attached file with an icon that represents a program associated with the attachment's file type. In addition to an icon, some programs also display an attached file's size and filename. Other email programs display an attached file in a preview window when they recognize the attached file's format, and can start a program on the user's device to open the file. Double-clicking an attached file usually opens the file using a program on the user's device that is associated with the file type of the attachment. For example, if a workbook is attached to an email message, double-clicking the icon for the workbook attachment might start a spreadsheet program and open the workbook. Similarly, a Word document opens in the Word program window when you double-click the icon representing the attached document.

Viewing an attachment by double-clicking it lets you open a read-only copy of the file, but it does not save the file on your device. (A **read-only** file is one that you can view but that you cannot change.) To save an attached file on your computer or other device, you need to perform a series of steps to save the file in a specific location, such as on a hard drive. Some programs refer to the process of saving an email attachment as **detaching** the file. When you detach a file, you must indicate the drive and folder in which to save it. You won't always need to save an email attachment; sometimes you can view it and then delete it. You will learn how to attach and detach files using your email program later in this tutorial.

Message Body and Signature Files

Most often, people use email to write short, quick messages. However, email messages can be many pages in length, although the term "pages" has little meaning in the email world. Few people using email think of a message in terms of page-sized chunks; email is more like an unbroken scroll with no physical page boundaries. An email message is often less formal than a business letter that you might write, but it's still important to follow the rules of formal letter writing when composing an email message. You should begin your messages with a salutation, such as "Dear Sharon," use proper spelling and grammar, and close your correspondence with a signature. After typing the content of your message—even a short message—you should check your spelling and grammar. You can sign a message by typing your name and other information at the end of each message you send, or you can create a signature file.

If you are using email for business communication, a **signature file** usually contains your name, title, and your company's name. Signature files might also contain a mailing address, voice and fax telephone numbers, a Web site address, and a company's logo. If you are using email for personal communication, signatures can be more informal. Informal signatures can include nicknames and graphics or quotations that express a more casual style found in correspondence between friends and acquaintances.

You can set your email program to insert a signature automatically into every message you send so you don't have to repeatedly type its contents. You can modify your signature easily or choose not to include it in selected messages. Most email programs allow you to create multiple signature files so you can choose which one to include when sending a message.

When you create a signature, don't overdo it—it is best to keep a signature to a few lines that identify ways to contact you. Figure 2-2 shows two examples of signatures. The first signature, which Sharon might use in her business correspondence to Kikukawa Air employees, is informal. Sharon uses the second, more formal signature for all other business correspondence to identify her name, title, and contact information to make it easy for people outside of the organization to reach her.

Sample signatures | **Figure 2-2**
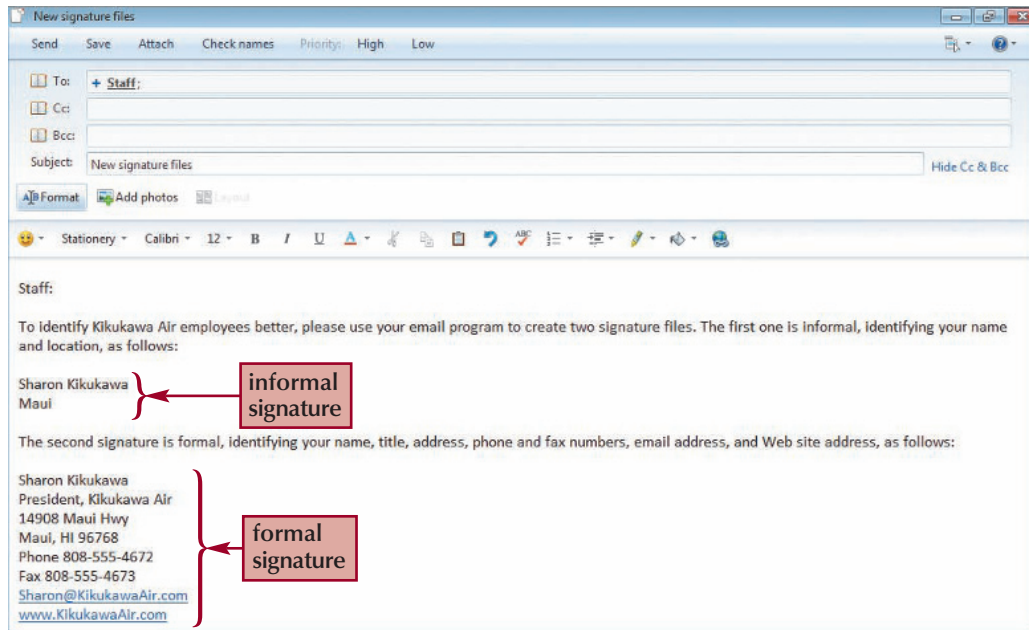
Internet Etiquette (Netiquette)

Netiquette, a term coined from the phrase "Internet etiquette," is the set of commonly accepted rules that represent proper behavior on a network. Just as there are rules of proper conduct on networks that are owned or operated by schools and businesses, the Internet has its own set of acceptable rules. Unlike business networks on which administrators and webmasters set guidelines for acceptable use, and moderators are authorized to restrict usage of that network by users who don't follow those rules, the Internet is self-policing. Email has its own set of rules, which have evolved over time and will continue to evolve as it gains new users.

InSight | Generally Accepted Rules for Email Messages

When composing email messages, keep the following generally accepted rules in mind, especially for business correspondence:

- Avoid writing your messages in ALL CAPITAL LETTERS BECAUSE IT LOOKS LIKE YOU ARE SHOUTING.
- Keep your messages simple, short, and focused on their topics.
- Don't forward information about viruses or hoaxes. In many cases, you're forwarding incorrect information. Check with a reputable site for information about viruses or hoaxes.
- Don't use the "Reply All" feature when only the sender needs to know your response.
- Don't assume that everyone you know likes to receive jokes or family pictures. Check with the recipients first.
- When sending messages to a large group, use the Bcc field for the recipients' email addresses to protect them from receiving additional responses from people who use the "Reply All" feature to respond.
- Include a descriptive subject in the Subject line and a signature, so the recipient knows the content of your message and how to get in touch with you.
- Use a spell checker and read your message and correct any spelling or grammatical errors before sending it.
- Don't overuse formatting and graphics, which can make your email message difficult to read. The fonts you select on your device might not be available on the recipient's device and the message might not be displayed as you intended.
- Email is not private—don't divulge private or sensitive information in an email message. It's very easy for the recipient to forward your message to everyone he or she knows, even if it's by accident.
- Use caution when attempting sarcasm or humor in your messages, as the recipient might not appreciate the attempt at humor and might actually misunderstand your intentions. Without the sender's body language and tone of voice, some written statements are subject to misinterpretation.
- Use common courtesy, politeness, and respect in all of your written correspondence.
- When specifying a user name for your email address, select something that is appropriate for both professional and personal correspondence, and that clearly identifies you to recipients.

Because it sometimes takes so little time and effort to compose an email message, you might be tempted to take some shortcuts in your writing, such as omitting the salutation and using acronyms for commonly used phrases, such as the ones shown in Figure 2-3. These shortcuts are fine for informal messages that you might send to your friends and family members but they are not acceptable in business communication. An email message is a business document, just like a memo or letter, and you should treat it with the same formality. Sending a message containing spelling and grammatical errors to a colleague or to an employer at which you are seeking a job is a poor reflection on you and your work. Many employers seeking to fill open positions automatically disregard email messages that do not contain a subject line or information in the message body describing the contents of the attachment and the applicant's intention to apply for the position. In addition, some employers will not seriously consider applications that are sent with email messages that contain typos or demonstrate poor communication skills.

Commonly used email acronyms ◀ Figure 2-3

Acronym	Meaning
atm	At the moment
b/c	Because
btw	By the way
iac	In any case
iae	In any event
imho	In my humble opinion
imo	In my opinion
iow	In other words
jk	Just kidding
thx	Thanks

Email can be an impersonal form of communication, and as a result some writers use emoticons to express emotion. An **emoticon** is a group of keyboard characters that when viewed together represent a human expression. For example, a smiley :-) looks like a smiling face when you turn your head to the left. Other emoticons are a frown :-(a smiley with a wink ;-) and fear or surprise :-o . Some writers use emoticons to show their readers a form of electronic body language. Just like acronyms, emoticons are appropriate in informal correspondence but not in business correspondence.

You can learn more about Netiquette by following the links in the Netiquette section of the Online Companion page for Tutorial 2.

> **Tip**
>
> Some email programs let you insert emoticons as pictures instead of typing keyboard combinations.

Common Features of Email Programs

Although there are many different ways to send and receive email messages, most email programs have common features for managing mail. Fortunately, once you learn the process for sending, receiving, and managing email with one program, it's easy to use another program to accomplish the same tasks.

Sending Messages

After you finish addressing and composing a message, it might not be sent to the mail server immediately, depending on how the email program or service is configured. A message can be **queued**, or temporarily held with other messages, and then sent when you either exit the program, connect to your ISP or network, or check to see if you have received any new email. Most email programs and services include a "Drafts" folder in which you can store email messages that you are composing but that you aren't ready to send yet. These messages are saved until you finish and send them.

Receiving and Storing Messages

The mail server is always ready to process mail; in theory, the mail server never sleeps. When you receive email, it is held on the mail server until you use your email program to ask the server to retrieve your mail. Most email programs allow you to save delivered mail in any of several standard or custom mailboxes or folders on your Internet device. However, the mail server is a completely different story. Once the mail is delivered to your Internet device, one of two things can happen to it on the server: either the server's copy of your mail is deleted, or it is preserved and marked as delivered or read. Marking mail as delivered or read is the server's way of distinguishing new mail from mail that

you have read. For example, when Sharon receives mail on the Kikukawa Air mail server, she might decide to save her accumulated mail on the server—even after she reads it—so she can access her email messages again from another device. On the other hand, Sharon might want to delete old mail to save space on the mail server. Both methods have advantages. Saving old mail on the server lets you access your mail from any device that can connect to your mail server. However, if you automatically delete mail after reading it, you don't have to worry about storing and organizing messages that you don't need, which requires less effort. Some ISPs and email providers impose limits on the amount of material you can store so that you must occasionally delete mail from your mailbox to avoid interruption of service. In some cases, once you exceed your storage space limit, you cannot receive any additional messages until you delete existing messages from the server, or the service deletes your messages without warning to free up space in your mailbox.

Printing a Message

Reading mail on a computer or an Internet device is fine, but there are times when you will need to print some of your messages. Most email programs let you print a message you are composing or that you have received. The Print command usually appears on the File menu, or as a Print button on the toolbar.

Filing a Message

Most email programs let you create folders in which to store related messages in your mailbox. You can create new folders when needed, rename existing folders, or delete folders and their contents when you no longer need them. You can move mail from the incoming folder to any other folder to file it. Some programs let you define and use a **filter** to move incoming mail into a specific folder or to delete it automatically based on the content of the message. Filters are especially useful for moving messages from certain senders into designated folders, and for moving **junk mail** (or **spam**), which is unsolicited mail usually advertising or selling an item or service, to a trash folder. If your email program does not provide filters, you can filter the messages manually by reading them and filing them in the appropriate folders.

> **Tip**
>
> Filters aren't perfect. When using filters to move mail to specific folders or to the trash, it's a good idea to check your messages occasionally to make sure that your incoming messages are not moved to the wrong folder.

Forwarding a Message

You can forward any message that you receive to one or more recipients. When you **forward** a message to another recipient, a copy of the original message is sent to the new recipient you specify without the original sender's knowledge. You might forward a misdirected message to another recipient or to someone who was not included in the original message routing list.

For example, suppose you receive a message intended for someone else, or the message requests information that only a colleague can provide. In either case, you can forward the message you received to the person who can best deal with the request. When you forward a message, your email address and name appear automatically in the From line; most email programs amend the Subject line with the text "Fw," "Fwd," or something similar to indicate that the message has been forwarded. You simply add the recipient's address to the To line and send the message. Depending on your email program and the preferences you set for forwarding messages, a forwarded message might be sent as an attached file or as quoted text. A **quoted message** is a copy of the sender's original message with your inserted comments. A special mark (a > symbol or a solid vertical line) sometimes precedes each line of the quoted message. Figure 2-4 shows a quoted message; the quoted message appears at the bottom of the message and the "Fw:" text in the Subject line indicates a forwarded message.

Figure 2-4
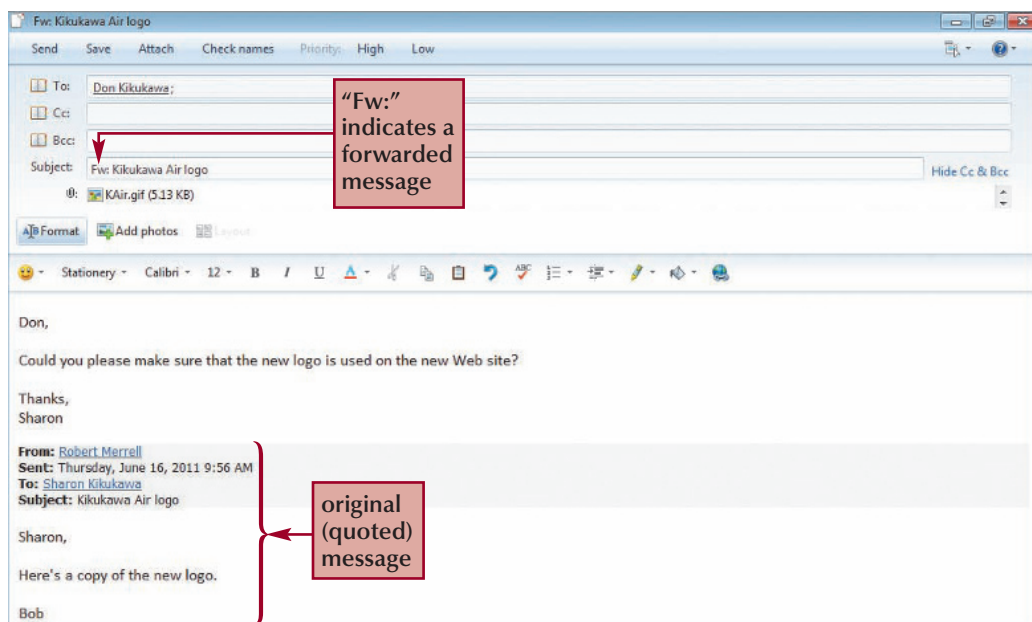
Forwarding Messages Appropriately | InSight

When forwarding a message to a new recipient, and especially when forwarding a message that was forwarded originally to you, keep in mind that a forwarded message includes the email addresses of all the message's previous recipients and senders. Some people might not want to have their addresses sent to other users, who might in turn send them unwanted email messages. If you need to send something you received to a new recipient, and it's not important that the new recipient know who sent you the original message, you should use the Copy and Paste commands in your email program to paste the content of the forwarded message into a new message, thus protecting the privacy of the message's original recipients and making the message easier to read for its new recipients.

Some people routinely send information about Internet viruses and hoaxes or about emotional causes, such as cancer research, to everyone they know in an attempt to "spread the word." Often, these messages contain incorrect information. Before being alarmed by information about viruses or hoaxes, contributing to any charity that you learn about in this way, or forwarding the message to other users, be sure to check one of the many reputable Internet resources for more information. The Virus Protection section of the Online Companion page for Tutorial 2 contains links to sites that contain information about viruses, hoaxes, and fraudulent schemes.

Replying to a Message

Replying to a message is a quick way of sending a response to someone who sent a message to you. Most email programs provide two options for replying to a message that you have received. You can reply to only the original sender using the Reply option, or you can reply to the original sender and all other To and Cc recipients of the original message by using the Reply All option. When you **reply** to a message that you received, the email program creates a new message and automatically addresses it to the original sender

(when you select the Reply option) or to the original sender and all of the original To and Cc recipients of the message (when you select the Reply All option). Most email programs will copy the contents of the original message and place it in the message body of the reply. Like forwarded messages, a special mark might appear at the beginning of each line to indicate the text of the original message. When you are responding to more than one question, you might type your responses below the original questions so the recipient can better understand the context of your responses. When you respond to a message that was sent to several people, make sure that you select the correct option when replying.

Deleting a Message

In most email programs, deleting a message is a two-step process to prevent you from accidentally deleting important messages. First, you temporarily delete a message by placing it in a "trash" folder or by marking it for deletion. Then you permanently delete the trash or marked messages by emptying the trash or indicating to the email program to delete the messages. It is a good idea to delete mail you no longer need because it takes up a lot of space on the drive or server on which your email messages are stored.

Maintaining an Address Book

You use an **address book** to save email addresses and other optional contact information about the people and organizations with which you correspond. The features of an email address book vary by email program. Usually, you can organize information about individuals and groups. Each entry in the address book can contain an individual's full email address (or a group email address or category to represent several individual addresses), full name, and complete contact information. In addition, most email programs allow you to include notes for each contact. You can assign a unique nickname to each entry so it is easier to address your email messages. A **nickname** might be "Mom" for your mother or "Maintenance Department" to represent all the employees working in a certain part of an organization.

After saving entries in your address book, you can refer to them at any point while you are composing, replying to, or forwarding a message. You can review your address book and sort the entries in many ways.

Email Programs

Tip

Some domains, such as Yahoo.com, let you send and receive email messages using its Web site. However, you must pay an additional fee to send and receive Yahoo email using an email program.

Different software companies that produce Web browsers might also produce companion email programs that you can use to manage your email. For example, when you install Microsoft Internet Explorer for Windows XP, the Outlook Express email program is also installed. Windows Vista and Windows 7 users might choose to install Windows Live Mail, and Mozilla Firefox users might choose to install the companion Thunderbird email program to manage their email messages. You can use these types of email programs to manage messages that are routed through a domain that sends email messages using the POP protocol. Messages that are routed through a domain in this way are called **POP messages** or **POP3 messages** because of the protocol used to send them. You might also have multiple email programs installed on your computer; in this case, the choice of which email program to use is up to you.

Before you can use an email program to send and receive your email messages, you must configure it to work with your email accounts. Before you decide which email program to use, you should be familiar with the different ones available. In Session 2.2, you will learn how to configure and use Windows Live Mail. Because you might end up using different email programs in the future, it is important to know about two other popular email programs, Mozilla Thunderbird and Opera's M2 email client, which are free email programs available for download.

Mozilla Thunderbird

Mozilla Thunderbird is part of the Mozilla open source project. Although Thunderbird complements the Mozilla Firefox Web browser, Thunderbird is available only as a separate download from the Mozilla Web site. A link to Thunderbird's Web site is provided on the Online Companion page for Tutorial 2.

Starting Thunderbird

When you start Thunderbird for the first time, you might have the option of importing items from other email programs on your computer. If you choose this option, the address book entries and other settings from the email program on your computer that you select will be imported into Thunderbird. You'll also see the Account Wizard, which lets you set up mail and other types of accounts. Figure 2-5 shows the Thunderbird Account Wizard dialog box.

Thunderbird Account Wizard dialog box ◄ **Figure 2-5**
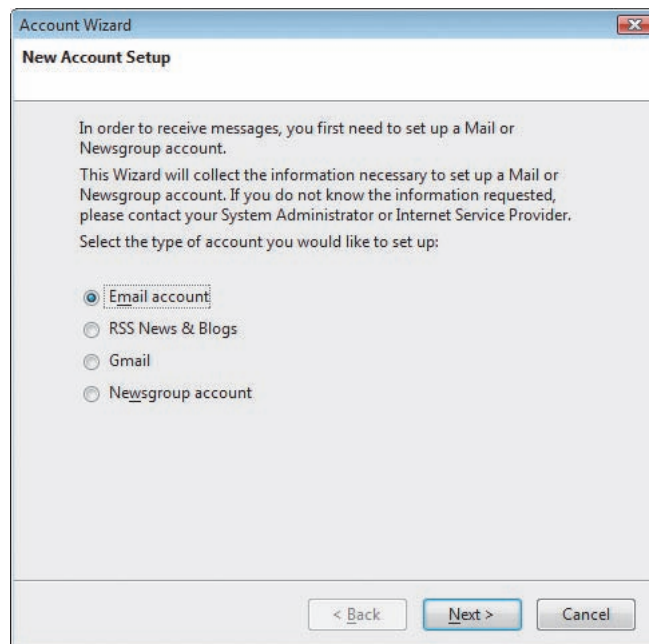
The first thing you need to set up is your email account so you can send and receive email messages through your ISP. You need to enter your name and email address, your incoming and outgoing mail server information and user name, and the account name you'd like to use to identify your email account. After setting up your email account, you can use Thunderbird to send and receive email messages. Figure 2-6 shows the Thunderbird Inbox window.

Figure 2-6 Thunderbird Inbox window
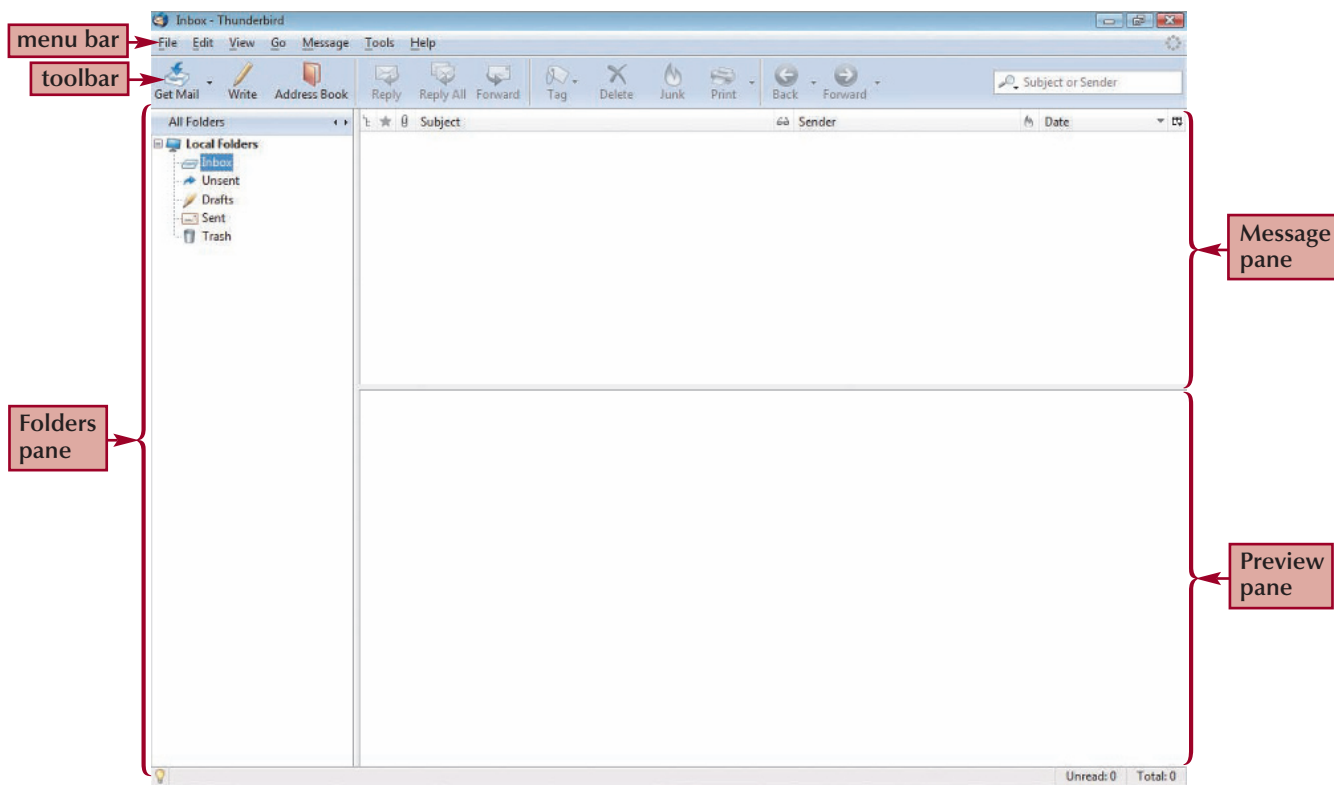
Thunderbird uses a Folders pane, a Message pane, and a Preview pane to organize your email messages.

Sending and Receiving Mail in Thunderbird

To write a message, click the Write button on the toolbar. The Compose window opens, in which you enter the email address of the message's recipient in the To text box. You can send the message to multiple recipients by separating their email addresses with commas. To send Cc or Bcc messages to additional recipients, press the Enter key to move to the next line in the message header, click the To button, select the message recipient type, and then type the recipient's email address. You can also click the Contacts button to open the Contacts pane and view the email addresses you have saved in your Thunderbird address book. You can use the Attach button to attach files, Web pages, or personal cards to your message. Figure 2-7 shows the Compose window after writing a message to Don Kikukawa and attaching a file named Physicals.pdf.

Thunderbird Compose window ◀ Figure 2-7
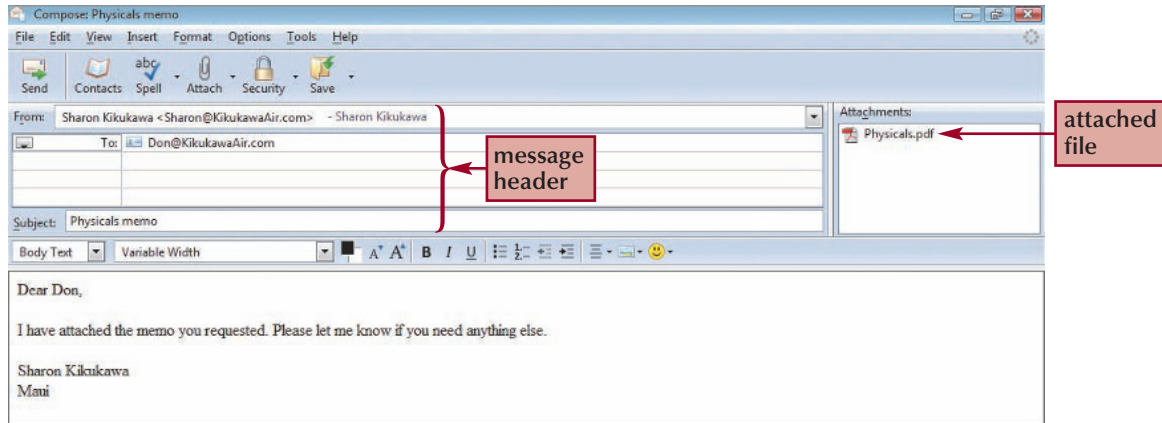
Before sending the message, you can check the document for spelling errors by clicking the Spell button on the toolbar. If you don't want to send the message right away, you can use the options on the Save button menu to save the message as a file, as a draft in the Drafts folder, or as a template. To send the message, click the Send button on the toolbar. By default, messages are sent immediately when you click the Send button, and copies of your sent messages are saved in the Sent folder in the Folders pane.

When you receive a message, the message header appears in the Message pane. Clicking the message opens it in the Preview pane, as shown in Figure 2-8.

Receiving a message in Thunderbird ◀ Figure 2-8
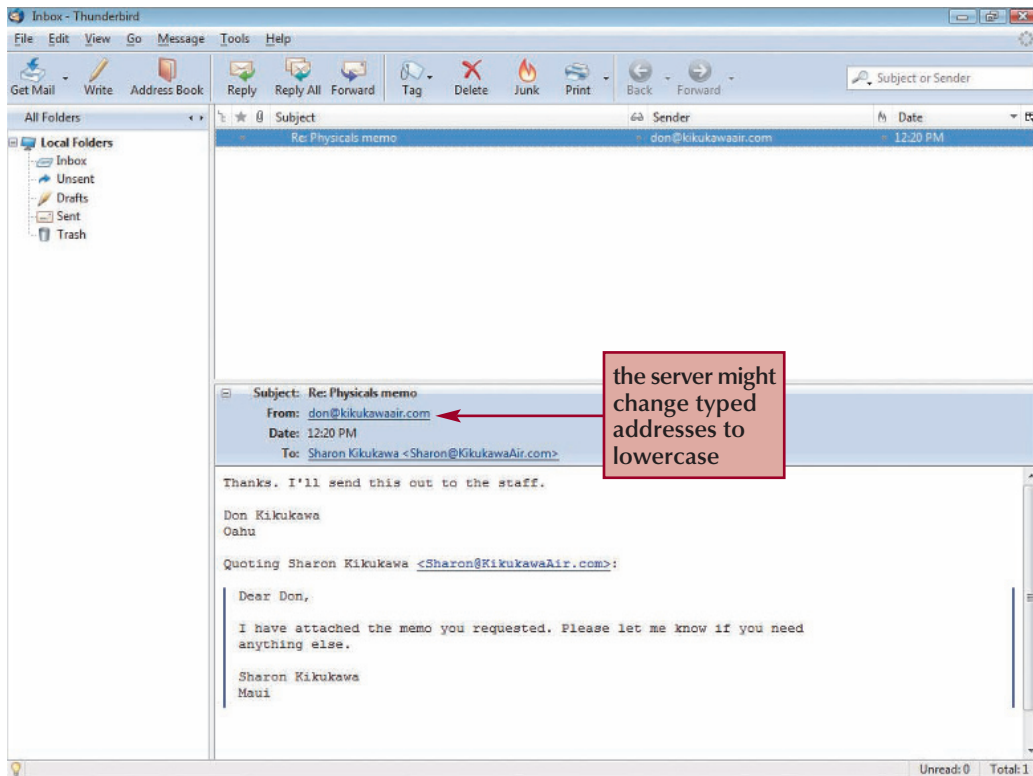
To view an attached file, right-click the filename in the Attachments box, and then click Open on the shortcut menu. An Opening dialog box appears and gives you the choice of opening the file using a program on your computer, or saving the file to disk.

After receiving a message, you can reply to the sender or to all message recipients by clicking the message in the Message pane, and then clicking the Reply or Reply All button on the toolbar. To forward the message to another recipient, click the Forward button on the toolbar. By default, messages are forwarded as attachments. If you prefer to forward inline messages, you can change this setting by clicking Tools on the menu bar in the Compose window, and then clicking Options to open the Options dialog box. Click the Forward messages arrow on the General tab, and then click Inline. To print a message, click the Print button on the toolbar, and then select the printer and other options for printing the message.

Managing Messages in Thunderbird

Just like in other email programs, Thunderbird lets you create folders to manage your messages. To create a new folder in the Folders pane, right-click Local Folders (or your mailbox account name) at the top of the Folders pane to open the shortcut menu, and then click New Folder. In the New Folder dialog box, type the name of the folder, specify where to create it (if necessary), and then click the OK button. To file a message in a folder, drag it from the Message pane to the folder in which you want to save it. To delete a message, select the message in the Message pane, and then click the Delete button on the toolbar. Messages are not permanently deleted until you empty the trash by right-clicking the Trash folder in the Folders pane, and then clicking Empty Trash on the shortcut menu.

Managing Junk Mail in Thunderbird

Tip

If Thunderbird treats a message as junk mail but should not, click the Not Junk button so Thunderbird won't categorize mail from that sender as junk in the future.

A powerful feature of Thunderbird is its adaptive spam and junk mail filters. Based on how you manage your incoming mail, these filters "learn" how to manage your messages for you—with the goal of displaying less junk mail in your Inbox. When you receive junk mail, Thunderbird might automatically mark it as junk mail. You can also click the Junk button on the toolbar, which changes to a Not Junk button after you click it, to designate a message as junk. After clicking the Junk button on the toolbar, Thunderbird changes the message and its sender to junk mail and displays a junk mail icon and notice, as shown in Figure 2-9.

Junk mail identification in Thunderbird ◄ **Figure 2-9**
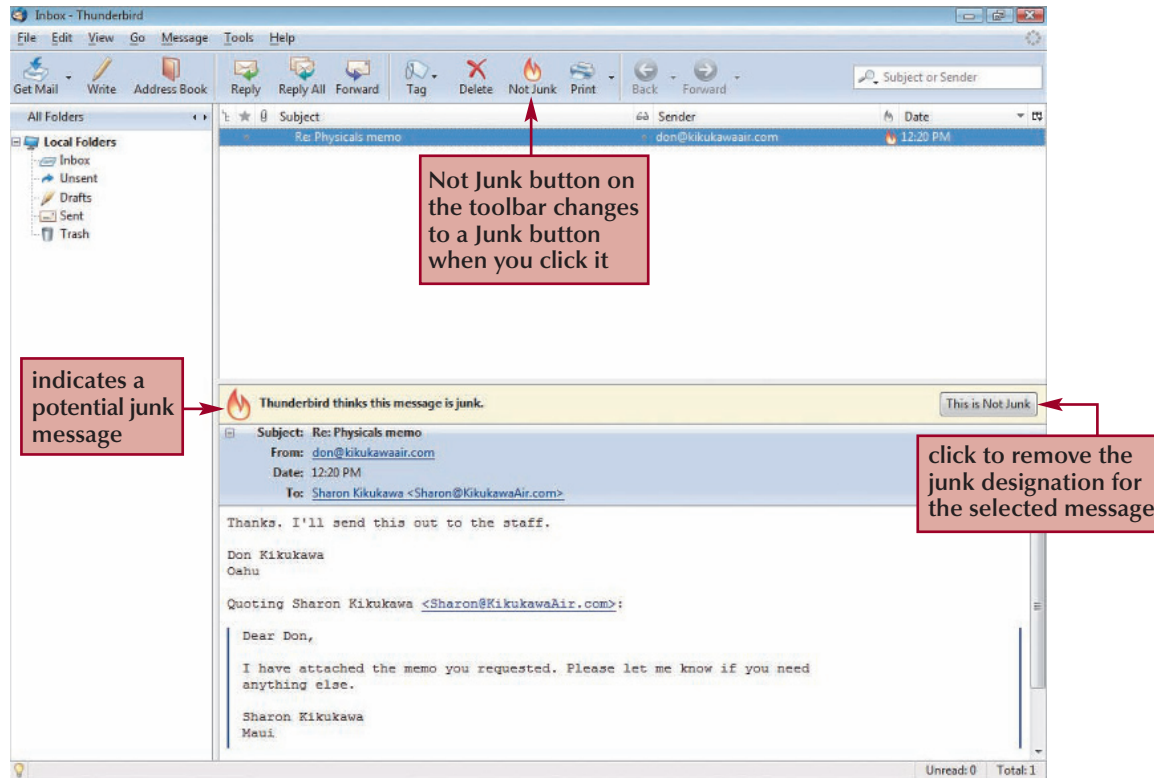
You can set Thunderbird to move messages into a junk folder so it's easy for you to identify and delete unwanted messages later. You can use the "Run Junk Mail Controls on Folder" option located on the Tools menu to set up the junk mail filter so it learns how to identify your incoming mail.

Creating a Saved Search Folder in Thunderbird

To make it easy to find messages based on criteria that you specify, Thunderbird lets you create Saved Search folders. A **Saved Search folder** looks like a regular mail folder, but when you click it, it searches every folder and message for matches using criteria that you specify. To create a Saved Search folder, click File on the menu bar, point to New, and then click Saved Search. The New Saved Search Folder dialog box opens, in which you must specify a Saved Search folder name, location, and the criteria that define the search. For example, you might create a Saved Search folder that finds all messages sent by a specific person, or messages that are older than 60 days. When you run the search, matching messages will appear in the Message pane. Figure 2-10 shows a Saved Search folder named "Don" in the Folders pane. Double-clicking the Don Saved Search folder finds all messages in which Don Kikukawa is the sender.

Using a Saved Search folder in Thunderbird
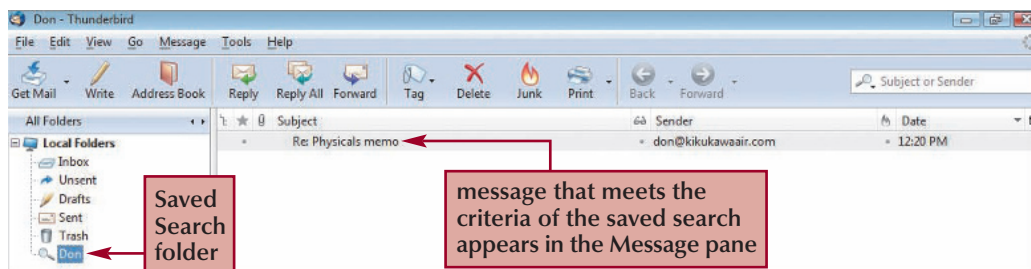
Using the Thunderbird Address Book

To manage your contacts in Thunderbird, click the Address Book button on the toolbar. The Address Book window shown in Figure 2-11 opens and displays the contacts in your Personal Address Book and in the Collected Addresses Book. You can add new email addresses using the New Card button or manage mailing lists using the New List button. To compose a message to someone in your address book, click the person's name, and then click the Write button on the toolbar. Thunderbird lets you store more than just a person's name and email address; if you double-click the contact name in the address book, you can enter a person's phone number, address, and other information, such as a cell phone number.

Figure 2-11 **Thunderbird Address Book window**
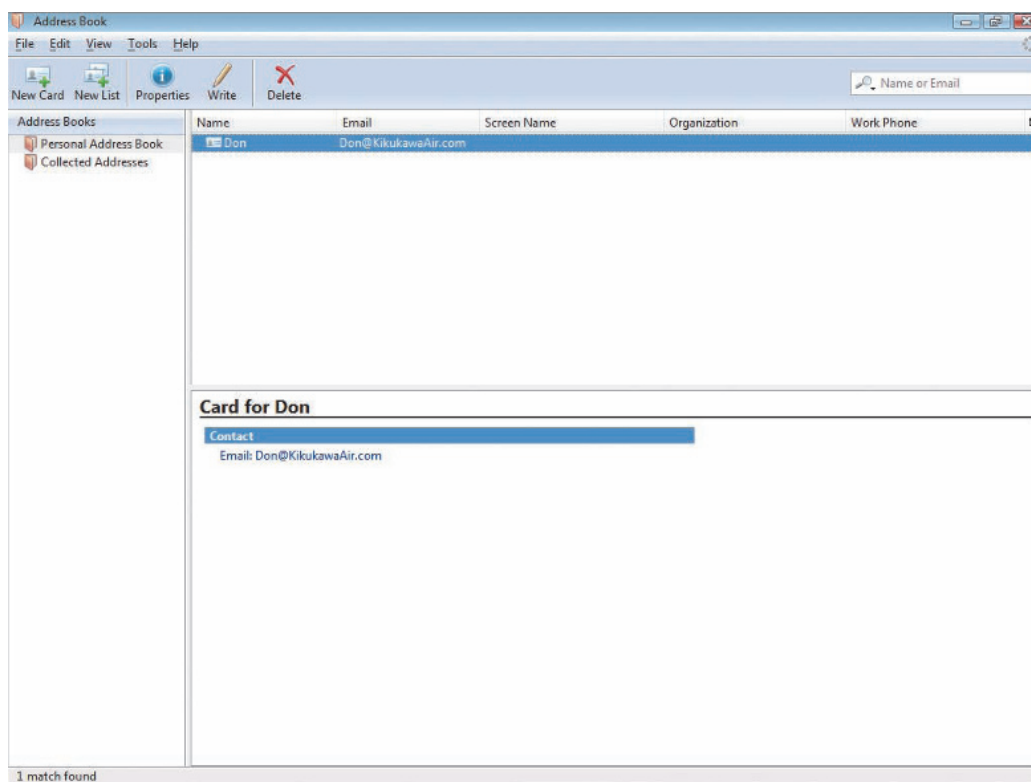
Opera Mail

Another popular email program is the **Opera Mail** built-in email client, which is installed with the Opera Web browser. You can download the Opera browser by following the link on the Online Companion page for Tutorial 2.

Starting Opera Mail

When you start the Opera Web browser for the first time, you can use the New account wizard to create an email or other type of account. You can also import information from other email programs.

The first thing you need to set up is your email account so you can send and receive email messages through your ISP. You need to enter your name and email address, your incoming and outgoing mail server information and user name, and the account name you'd like to use to identify your email account. After setting up your email account, you can use Opera to send and receive email messages.

To send and receive messages using Opera, start the Opera browser, and then click the Mail button on the Panels toolbar to open the Mail panel, as shown in Figure 2-12.

Opera Mail panel   **Figure 2-12**
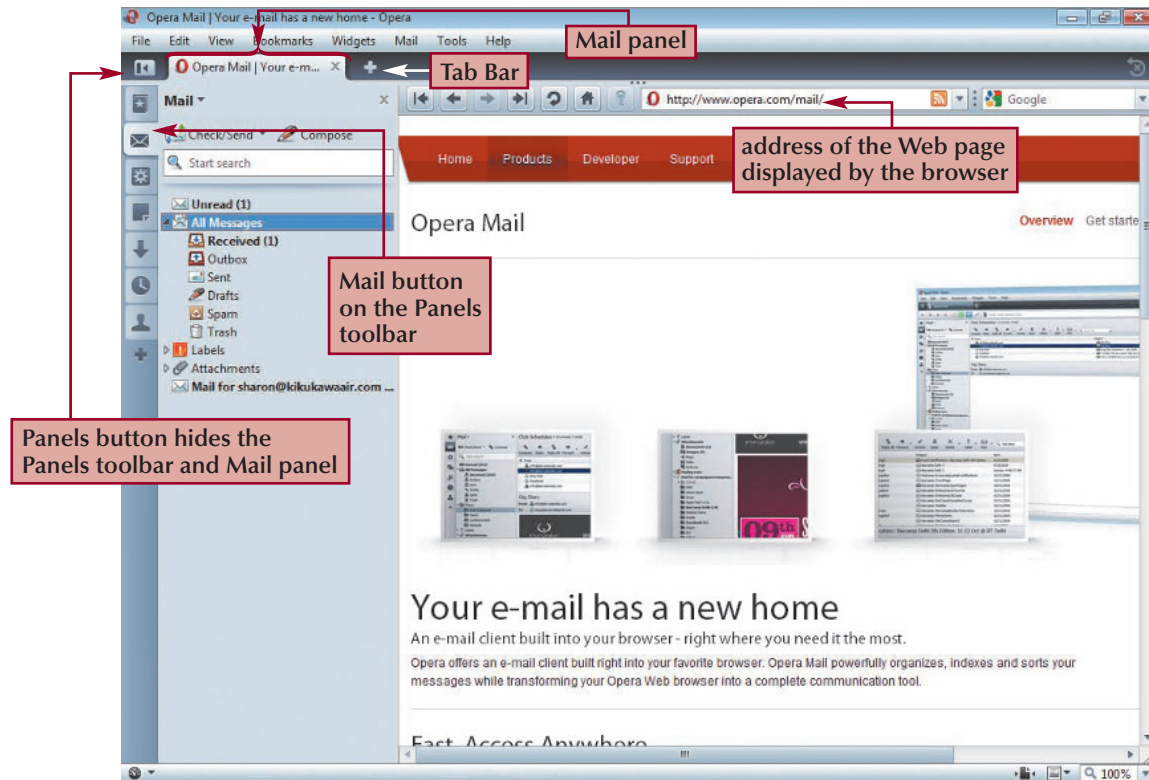
The Mail panel includes buttons to check (receive) and send email, and a Compose button to create new messages. You can close the Mail panel and the Panels bar by pressing the F4 key. Most people use the Mail panel to check for new messages quickly without closing the current page being displayed by the browser. To read a message, click the Received folder on the Mail panel to open the Received tab, which displays the message list and a preview pane, a shown in Figure 2-13.

Figure 2-13 | **Mail received using Opera Mail**
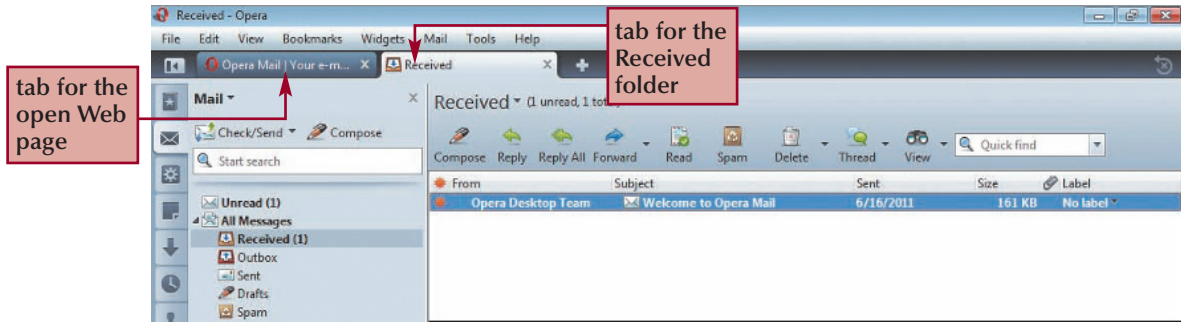
Sending and Receiving Email in Opera

To write a message, click the Compose button on the Mail panel. The Compose Message tab opens and displays a new message. You can type email addresses in the To, Cc, and Bcc text boxes to add them to your message. To view contacts saved in your address book, click the Contacts button on the Panels toolbar, which opens the Contacts panel to the left of the Compose Message tab. Clicking the Add button on the Contacts panel opens a dialog box in which you can enter a person's name, email address, Web site address, and other contact information. To attach a file to your message, click the Attach button on the Compose Message toolbar, and then browse to and select the file. After attaching the file, it appears in the Attachment window. Figure 2-14 shows the Compose Message tab after writing a message to Don Kikukawa and attaching a file named Physicals.pdf. Notice the promotional message that appears at the bottom of all outgoing messages sent from Opera. This text is actually a signature file that Opera inserts by default into all outgoing messages. If you don't want to include this message in an outgoing email message, you can select the text and delete it from your message before sending it.

Figure 2-14 | **Composing a message in Opera Mail**
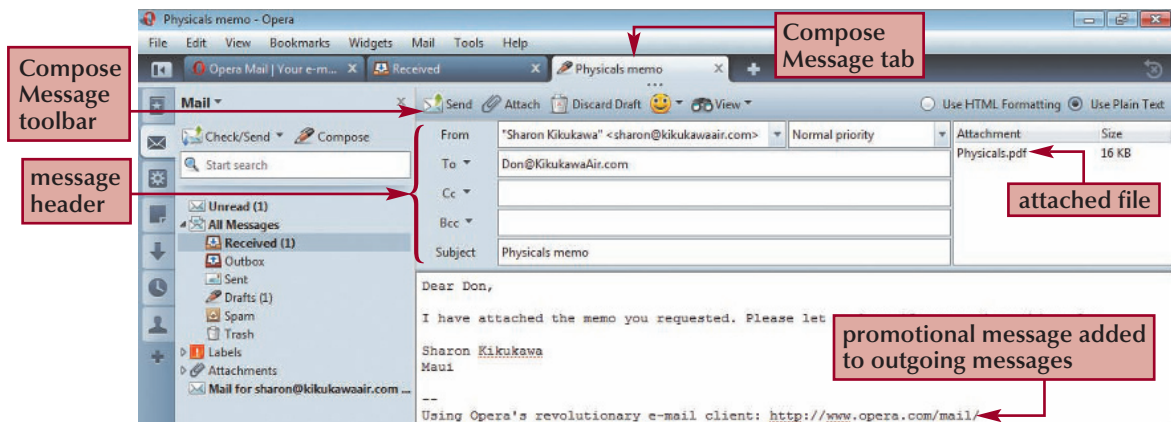
Clicking the View button on the Compose Message toolbar lets you show and hide the different parts of the message header, such as the email account name and the Cc and Bcc text boxes. To send the message, click the Send button on the Compose Message toolbar. A ScreenTip opens in the lower-left corner of the browser window to indicate that your message is being sent. By default, messages are sent immediately when you click the Send button, and copies of your sent messages are saved in the Sent folder.

To download new messages, click the Check/Send button on the Mail panel. Figure 2-15 shows that one new message was received.

Receiving a message in Opera ◄ Figure 2-15
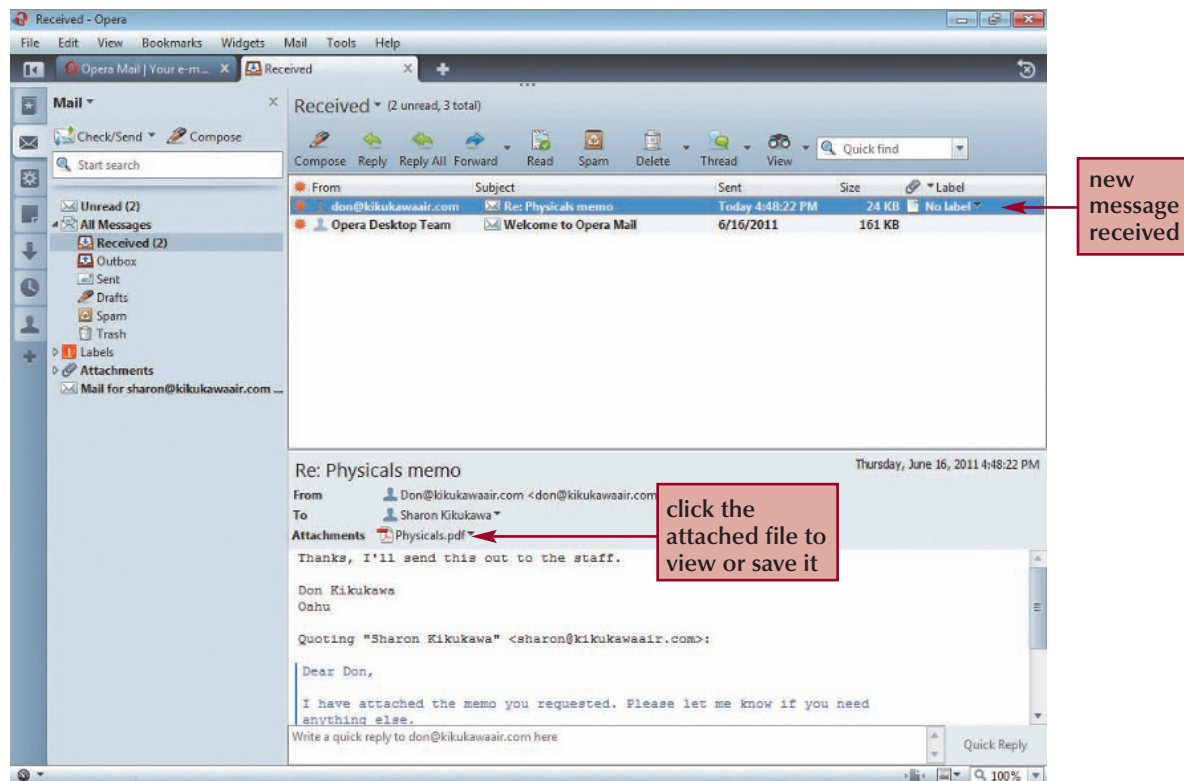
When a message includes an attached file, click the attachment to open a shortcut menu. Click the Open command to open the attachment using a program on your computer, click the "Save to Download Folder" option to save it to the default download location for Opera files, or click the Save As option to save it in a specific folder or drive on your computer.

After receiving a message, you can reply to the sender or to all recipients by clicking the Reply or Reply All button on the Compose Message toolbar. To forward a message to another recipient, click the Forward button on the Compose Message toolbar. By default, Opera sends forwarded messages as inline text. To redirect a message to a new recipient, click the Forward button arrow on the Compose Message toolbar, and then click Redirect. This option makes it easy to send a message to a new recipient without adding the "Fwd:" prefix to the Subject line. To print a message, click File on the menu bar, and then click Print.

Managing Messages in Opera

After reading a message, you can mark it as read by clicking the Read button on the Compose Message toolbar. Clicking the Spam button on the Compose Message toolbar flags the sender of the selected message so that future messages sent to you by this sender are automatically saved in the Spam folder. Clicking the Delete button on the Compose Message toolbar deletes the message and moves it to the Trash folder. To permanently delete the message, right-click the Trash folder on the Mail panel, and then click Empty Trash on the shortcut menu. Clicking the Label column for a message in the message list lets you assign a category to the message so you can quickly identify and easily search for important messages, messages that require action, and messages that are funny or valuable. Clicking Labels on the Mail panel lists messages that you have assigned to categories so you can identify and sort them easily. The View button above the message list contains options for displaying relevant information about all of your messages, such as only the message headers or messages received during predefined time periods (such as "Today" or "Three Months").

A unique feature of Opera's email client is how it stores its messages. In other email programs, messages are stored in folders in a mailbox. Opera's messages are stored in a single database so that messages are easy to search for and retrieve. You can sort messages by using the View button on the Compose Message toolbar to assign messages to categories as you receive them, or you can create custom filters to sort messages based on their content or sender. Because messages are not saved into folders, viewing messages based on their content or category results in all messages matching your search criteria being selected, regardless of the folder in which they are stored.

Protecting Your Computer from Viruses

Email attachments, just like any other computer files, can contain malicious programs called **viruses** that can harm your computer and its files. Some users send attachments containing viruses without realizing that they are doing so; other users send viruses on purpose to infect as many computers as possible. If you receive an email message from a sender that you don't recognize and the message contains an attached file, you should avoid opening that file until you are sure that it doesn't contain a virus.

People create viruses by coding programs that hide by attaching themselves to other programs on a computer. Some viruses simply display an annoying or silly message on your screen and then go away, whereas others can cause real harm by reformatting your hard drive, changing all of your computer's file extensions and their associations, or sending a copy of the virus to everyone in your email program's address book. You must know how to detect and eradicate viruses if you plan to download anything, including data, programs, instant messages, or email attachments, from any Internet server.

Software that only detects viruses and eliminates them is called an **antivirus program**. The category of software that detects viruses and other common security threats on the Internet is called **Internet security software**. This software usually includes tools that eradicate specific Internet threats, including viruses. Internet security software and antivirus programs start automatically when you start the computer and regularly scan the files on your computer and the files being downloaded to your computer and compare them to a signature that known viruses carry. A **virus signature** (also called a **virus pattern** or a **virus definition**) is a sequence (string) of characters that is always present in a particular virus. An antivirus program can scan a single file or folder or your entire computer to search for infected files. When the antivirus program finds a virus signature, it warns you. You can either delete the file containing the virus or ask the antivirus program to remove the virus. Most antivirus programs can clean infected files by removing the virus. If your computer does not have an antivirus program or security suite installed on it, you can follow the links in the Virus Protection and Internet Security Software sections of the Online Companion page for Tutorial 2 to find

resources on Internet security, viruses, and antivirus programs. The Online Companion is located at www.cengage.com/internet/np/internet8. (After logging in, click the Tutorial 2 link to access the information and links for this tutorial.)

Using Antivirus Software Effectively | InSight

Dell Inc., Hewlett-Packard, Apple, and other computer manufacturers preload most new computers with an antivirus program or Internet security suite. Three popular choices for protecting computers are produced by Symantec (Norton), McAfee, and ZoneAlarm. Security and antivirus programs protect your computer from viruses, but only when they are turned on, properly configured, and include current virus patterns. When you first start your antivirus program, it will ask you to make a connection to its server, from which the program will download the most recent virus patterns. You must regularly download virus patterns from the server to keep your computer safe. Some programs include features that automatically download the patterns for you on a weekly or bi-weekly basis; other programs require you to connect to the server and initiate the download. When you purchase and install an antivirus program, you usually receive a free trial subscription—usually up to 12 months—for downloading current virus patterns. After this initial period ends, you must pay the software producer a fee to continue downloading current virus patterns. In either case, your antivirus software can protect you only from viruses that it recognizes. If you install an antivirus program and do not regularly download new patterns, your computer isn't protected from dozens of new virus threats each month. In addition, if your antivirus software isn't turned on or set to scan downloaded files, it cannot protect your computer.

And, finally, keep in mind that you usually have to open or execute a file to unleash any virus it contains. By regularly scanning your computer for viruses, keeping your virus patterns current, configuring your antivirus program to work automatically, and scanning all downloaded files, you can protect your computer from viruses.

"You've Got Spam!"

Spam, also known as **unsolicited commercial email (UCE)** or **bulk mail**, includes unwanted solicitations, advertisements, or email chain letters sent to an email address. For most Internet users, spam represents waste in terms of the time it takes to download, manage, and delete. Besides wasting people's time and their computers' disk space, spam can consume large amounts of network capacity. If one person sends a useless email message to hundreds of thousands of people, that unsolicited message consumes Internet resources for a few moments that would otherwise be available to users with legitimate communication needs. Although spam has always been an annoyance, companies are increasingly finding it to be a major problem. In addition to consuming bandwidth on company networks and space on email servers, spam distracts employees who are trying to do their jobs and requires them to spend time deleting unwanted messages. In addition, a considerable number of spam messages include content that is offensive or misleading to its recipients. According to the Messaging Anti-Abuse Working Group (MAAWG), approximately 80% of all email messages sent every day are abusive. In real numbers, this is billions of email messages a day.

Many grassroots and corporate organizations have decided to fight spam aggressively. AOL, for example, has taken an active role in limiting spam through legal channels. Many companies now offer software that organizations can run on their email servers to limit the amount of spam that is delivered to the organization's email addresses. Although individual users can install client-based spam-filtering programs on their computers or set filters that might be available within their email client software, most companies find it more effective and less costly to eliminate spam before it reaches users.

As spam continues to be a serious problem for all email users and providers, an increasing number of approaches have been devised or proposed to combat it. Some of these approaches require new laws, and some require technical changes in the mail handling systems of the Internet. Other approaches can be implemented under existing laws and with current technologies, but only with the cooperation of many organizations and businesses.

One way to limit the amount of spam an organization or individual receives is to reduce the likelihood that a spammer can automatically generate their email addresses. Many organizations create email addresses for their employees by combining elements of each employee's first and last names. For example, small companies often combine the first letter of an employee's first name with the entire last name to generate email addresses for all employees. Any spam sender able to obtain an employee list can generate long lists of potential email addresses using the names on the list. If no employee list is available, the spammer can simply generate logical combinations of first initials and common names. The cost of sending email messages is so low that a spammer can afford to send thousands of messages to randomly generated addresses in the hope that a few of them are valid.

Another way to reduce spam is to control the exposure of your email address in places where spammers look for them. Spammers use software robots to search the Internet for character strings that include the "@" character that appears in every email address. These robots search Web pages, discussion boards, chat rooms, and other online sources that might contain email addresses. If you don't provide your email address to these sources, you reduce the risk of a spammer getting it. A spammer can afford to send thousands of messages to email addresses gathered in this way. Even if only one or two people respond, the spammer can earn a profit because the cost of sending email messages is so low.

Some individuals use multiple email addresses to thwart spam. They use one address for display on a Web site, another to register for access to Web sites, another for shopping accounts, and so on. If a spammer starts using one of these addresses, the individual can stop using it and switch to another. Many Web hosting services include a large number of email addresses—often up to 10,000—as part of their service, so this is a good tactic for people or small businesses with their own Web sites.

The strategies previously described focus on limiting spammer's access to, or use of, an email address. Other approaches use one or more techniques that filter email messages based on their contents. Many U.S. jurisdictions have passed laws that provide penalties for sending spam. In January 2004, the U.S. CAN-SPAM law (the law's name is an acronym for "Controlling the Assault of Non-Solicited Pornography and Marketing") went into effect. Researchers who track the amount of spam noted a drop in the percentage of spam messages in February and March 2004. A MessageLabs study tracked the spam message rate from 62% of all Internet messages sent in January to 59% in February and 53% in March. However, by April, the rate was back up to a new high—68% of all messages sent. It appears that spammers slowed down their activities immediately after the effective date of CAN-SPAM to see if a broad federal prosecution effort would occur. When the threat did not materialize, the spammers went right back to work.

The CAN-SPAM law was the first U.S. federal government effort to legislate controls on spam, as shown in Figure 2-16. It regulates all email messages sent for the primary purpose of advertising or promoting a commercial product or service, including messages that promote the content displayed at a Web site. The law's main provisions are that unsolicited email messages must identify the sender, contain an accurate message subject and a notice that the message is an advertisement or solicitation, make it possible for the recipient to "opt out" of future mailings within 10 days of receipt of the request, include the sender's physical postal address, and prohibit the sender from selling or transferring an email address with an opt out request to any other entity. Each violation of a provision of the law is subject to a fine of up to $11,000. Additional fines are

assessed for those who violate one of these provisions and also harvest email addresses from Web sites, send messages to randomly generated addresses, use automated tools to register for email accounts that are subsequently used to send spam, and relay email messages through a computer or network without the permission of the computer's or network's owner.

CAN-SPAM Act requirements for commercial emailers | Figure 2-16

Few industry experts expect CAN-SPAM or similar laws to be effective in preventing spam on the Internet. After all, spammers have been violating existing deceptive advertising laws for years. Many spammers use email servers located in countries that do not have (and that are unlikely to adopt) antispam laws. Enforcement is a problem, too. Spammers can move their operations from one server to another in minutes.

Some critics argue that any legal solution to the spam problem is likely to fail until the prosecution of spammers becomes cost-effective for governments. To become cost-effective, prosecutors must be able to identify spammers easily (to reduce the cost of bringing an action against them) and must have a greater likelihood of winning the cases they file (or must see a greater social benefit to winning). The best way to make spammers easier to find is to make changes in the email transport mechanism in the Internet's infrastructure. To learn more about legislation geared to prevent spam, follow the links in the Email section on the Online Companion page for Tutorial 2.

Now that you understand some basic information about email and email software, you are ready to start using Windows Live Mail.

Review | **Session 2.1 Quick Check**

1. The special rules governing how information is handled on the Internet are collectively called _____ .
2. What are the three parts of an email message?
3. True or False: On receipt, Bcc recipients of an email message are aware of other Bcc recipients who received the same email message.
4. Can you send a Word document over the Internet? If so, how?
5. What are the two parts of an email address and what information do they provide?
6. Why is it important to delete email messages that you no longer need?
7. What is a Saved Search folder and in which program is this feature available?

Session 2.2

## Windows Live Mail

Windows Live Mail is an email program that you use to send and receive email. You start Windows Live Mail by using the Start button. Figure 2-17 shows the Windows Live Mail Inbox window. You can customize Windows Live Mail in many ways by resizing, hiding, and displaying different windows and their individual elements, so your screen might look different from Figure 2-17.

Windows Live Mail Inbox window ◄ **Figure 2-17**
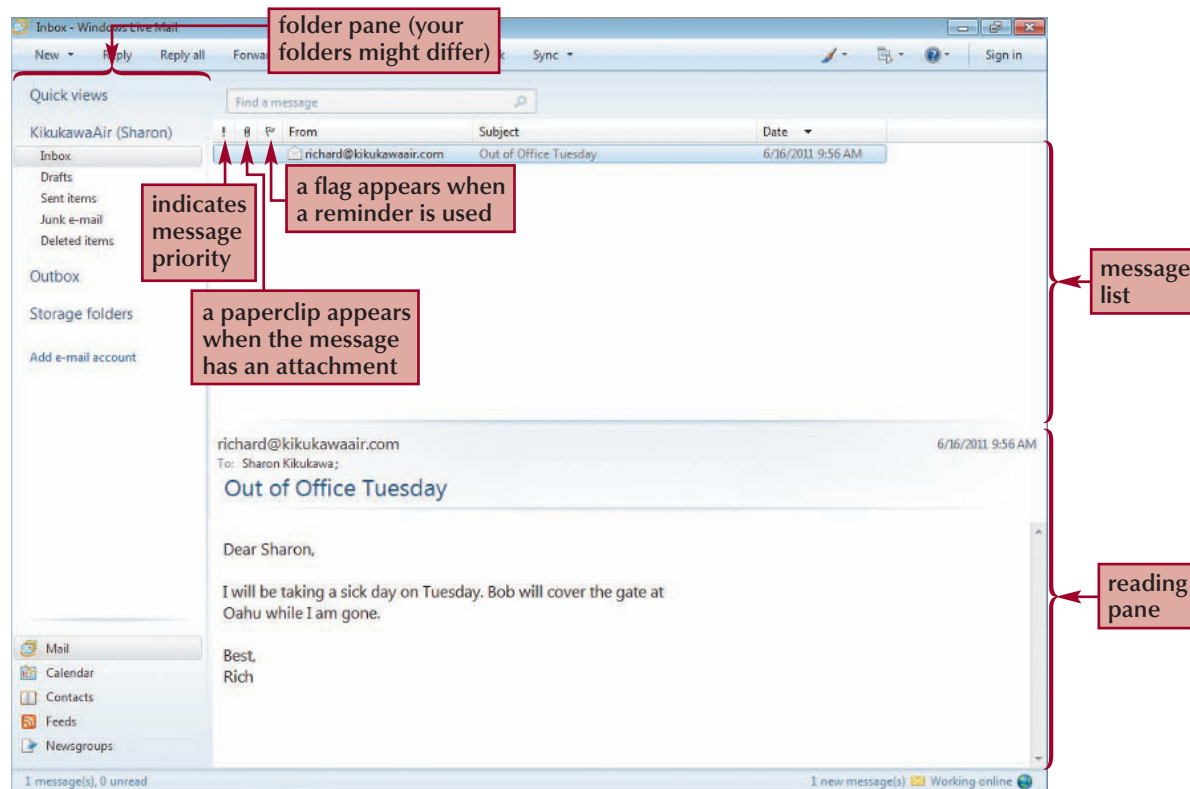
The Inbox window contains three panes: the folder pane, the message list, and the reading pane. The **folder pane** displays a list of folders for receiving, saving, and deleting mail messages. You might see more folders than those shown in Figure 2-17, but you should see the five default folders. The **Inbox folder** stores messages you have received, the **Sent items folder** stores copies of messages you have sent, the **Deleted items folder** stores messages you have deleted, the **Drafts folder** stores messages that you have written but have not sent, and the **Junk e-mail folder** stores messages that Windows Live Mail has tagged as junk and unsolicited mail. The **Outbox** stores outgoing messages that have not been sent. Your copy of Windows Live Mail might also contain folders you have created, such as a folder in which you store all messages from a certain recipient.

The **message list** contains summary information for each message that you receive. The first three columns on the left might display icons indicating information about the email message. The first column indicates the message's priority: You might see an exclamation point to indicate a message with high priority; a blue arrow icon to indicate a message with low priority; or nothing, which indicates normal priority. The sender indicates a message's priority before sending it; most messages have no specified priority, in which case no icon will appear in the column. The second column displays a paperclip icon when a message includes an attachment. Finally, if you click the third column for a message you have received, a red flag will appear. You can use a flag to remind yourself to follow up on the message later.

The message list also displays the sender's name in the From column, the message's subject in the Subject column, and the date and time the message was received in the Date column. You can sort messages by clicking any column in the message list.

The message that is selected in the message list appears in the reading pane. The **reading pane** appears below the message list and displays the content of the selected message in the message list. You can use the horizontal scroll bar to scroll the message.

Tip

The first time you start Windows Live Mail, you will not see the Inbox window until you create your mail account.

Creating an Email Account

You are ready to get started using Windows Live Mail. These steps assume that Windows Live Mail is already installed on your computer. First, you need to configure Windows Live Mail so it will retrieve your mail from your ISP.

To configure Windows Live Mail to manage your email:

▶ **1.** Click the **Start** button on the Windows taskbar, click **All Programs**, click **Windows Live**, and then click **Windows Live Mail** to start the program. Normally, you do not need to be connected to the Internet to configure Windows Live Mail; however, your system might be configured differently. If necessary, connect to the Internet.

Trouble? If you do not see a Windows Live folder on your Start menu, Windows Live Mail might not be installed on your computer. Ask your instructor or technical support person for help.

Trouble? If your computer runs Windows XP or earlier, you should complete Appendix B on Outlook Express.

Trouble? If you see a Windows Mail folder on the All Programs menu, instead of a Windows Live Mail folder, complete Appendix C on Windows Mail.

Trouble? If a dialog box opens and asks to make Windows Live Mail your default email program, click the No button.

Trouble? If a dialog box opens and asks to import information from another email program installed on your computer, click the Cancel button.

▶ **2.** Click the **Add e-mail account** link on the left side of the Windows Live Mail window. The Add an E-mail Account dialog box opens, as shown in Figure 2-18. The first step in creating an email account is to the enter your email address, password, and the name that you want to appear in the From line of your messages.

Trouble? If you have already set up your mail account (or if someone has set up an account for you), click the Cancel button in the Add an E-mail Account dialog box and skip this set of steps. If you are unsure about any existing account, ask your instructor or technical support person for help.

Figure 2-18 **Add an E-mail Account dialog box**

▶ **3.** Type your full email address (such as student@university.edu) in the E-mail address text box, and then press the **Tab** key twice to move the insertion point to the Password text box. To protect your password's identity, Windows Live Mail displays dots or asterisks in this text box instead of the characters you type. To prevent other users from being able to access your mail account, you will not enter your password and you will clear the Remember password check box. When you access your mail account, Windows Live Mail will prompt you to enter your password. If you are working on a computer to which you have sole access, you might want to set Windows Live Mail to remember your password, so you don't need to type it every time you access your account.

▶ **4.** If necessary, click the **Remember password** check box to clear it.

▶ **5.** Press the **Tab** key to move the insertion point to the Display Name text box, type your first and last names as you would like them to be displayed in the From line of your messages, if necessary, click the **Manually configure server settings for e-mail account** check box to select it, and then click the **Next** button. The next dialog box asks you to specify your incoming and outgoing server information.

▶ **6.** Type the names of your incoming and outgoing mail servers in the Incoming server and Outgoing server text boxes. Your instructor, technical support person, or ISP will provide this information to you. Usually, an incoming mail server name is POP, POP3, or IMAP followed by a domain name. An outgoing mail server name usually is SMTP or MAIL followed by a domain name.

▶ **7.** If necessary, type your Login ID as supplied by your instructor, technical support person, or ISP in the Login ID text box. Make sure that you type your user name and not your domain name (some ISPs require both a user name and a domain name). When you are finished, click the **Next** button to continue.

▶ **8.** In the final dialog box, click the **Finish** button to save the mail account information, close the dialog box, and display your mail account in the folder pane. Figure 2-19 shows the Windows Live Mail window after creating an account for Sharon Kikukawa.

Trouble? The Windows Live Mail window can be configured differently, so your window might look different from the one shown in Figure 2-19.

Figure 2-19 Mail account created for Sharon Kikukawa
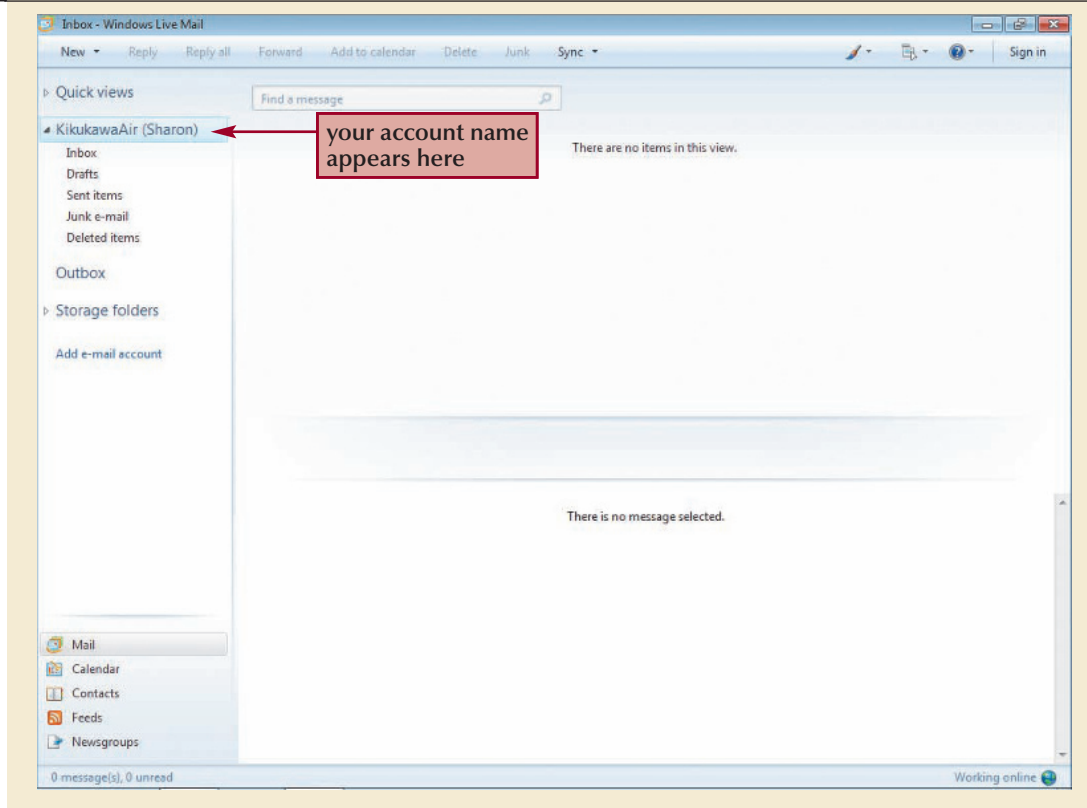
Now Windows Live Mail is configured to send and receive messages, so you are ready to send a message to Don Kikukawa.

Sending a Message Using Windows Live Mail

You are ready to use Windows Live Mail to send a message with an attached file to Don Kikukawa. You will also send a courtesy copy of the message to your own email address to simulate receiving a message.

Sending a Message Using Windows Live Mail | Reference Window

- Click the New button on the toolbar to open the New Message window.
- In the To text box, type the recipient's email address. To send the message to more than one recipient, separate additional email addresses with commas or semicolons.
- If necessary, click the Show Cc & Bcc link to the right of the Subject text box to display the Cc and Bcc text boxes, and then type the email address of any Cc or Bcc recipients in the appropriate boxes. Separate multiple recipients' email addresses with commas or semicolons.
- If necessary, click the Attach button on the toolbar, in the Open dialog box browse to and select a file to attach to the message, and then click the Open button.
- In the message body, type your message.
- Check your message for spelling and grammatical errors.
- Click the Send button on the toolbar.

To send a message with an attachment:

▶ **1.** If necessary, click your mail account in the folder pane, and then click the **New** button on the toolbar to open the New Message window. If necessary, click the **Maximize** button on the New Message window. See Figure 2-20. The New Message window contains a toolbar for working with the message options. It also contains the message display area, a toolbar for formatting and composing the message content, and boxes in which you enter address and subject information. The insertion point is positioned in the To text box when you open a new message.

   Trouble? If you do not see the Cc and Bcc text boxes in the message header, click the Show Cc & Bcc link to the right of the Subject text box.

   Trouble? If you don't have the starting Data Files, you need to get them before you can proceed. Your instructor will either give you the Data Files or ask you to obtain them from a specified location (such as a network drive). In either case, make a backup copy of the Data Files before you start so that you will have the original files available in case you need to start over. If you have any questions about the Data Files, see your instructor or technical support person for assistance.

Figure 2-20	New Message window
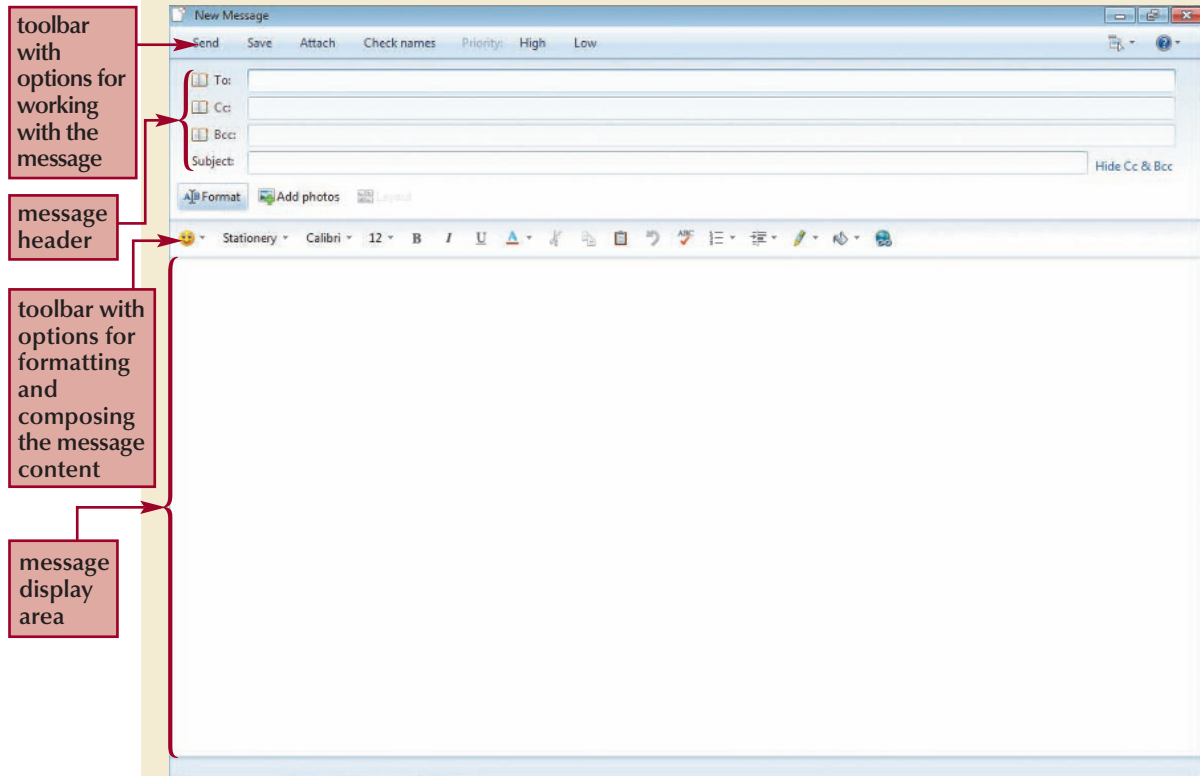
toolbar with options for working with the message

message header

toolbar with options for formatting and composing the message content

message display area

2. In the To text box, type **Don@KikukawaAir.com**, and then press the **Tab** key to move to the Cc text box.

   Trouble? Make sure that you use the address Don@KikukawaAir.com or its lowercase equivalent, don@kikukawaair.com. If you type an email address incorrectly, your message will be returned as undeliverable.

3. Type your full email address in the Cc text box. When you send this message, you and Don will both receive it.

   Trouble? If you make a typing mistake on a previous line, use the arrow keys or click the insertion point in the line so you can correct your mistake. If the arrow keys do not move the insertion point backward or forward in the message header, press Shift + Tab or the Tab key to move backward or forward, respectively.

4. Press the **Tab** key twice to move the insertion point to the Subject text box, and then type **Physicals memo**. Notice that the title bar now displays "Physicals memo" as the window title.

5. Click the **Attach** button on the toolbar. The Open dialog box appears.

6. Browse to the location that contains your Data Files.

7. Double-click the **Tutorial.02** folder, double-click the **Tutorial** folder, and then double-click **Physicals.pdf**. The Open dialog box closes, and the attached file's icon, filename, and file size appear below the Subject text box.

8. Click in the message display area, type **Dear Don,** (including the comma), and then press the **Enter** key twice to insert a blank line.

9. In the message display area, type **I have attached the memo you requested. Please let me know if you need anything else.**

10. Press the **Enter** key twice, type **Sincerely,** (including the comma), press the **Enter** key, and then type your first name to sign your message. See Figure 2-21.

Composing an email message | Figure 2-21
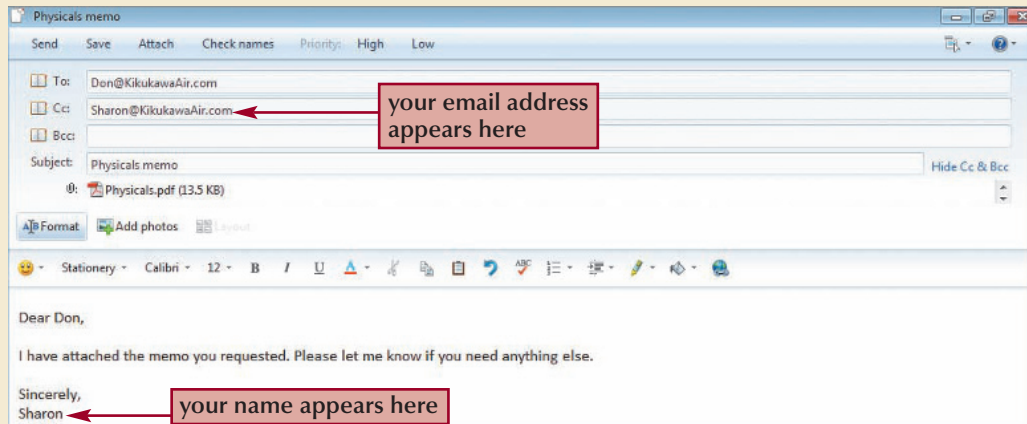
11. Click the **Check spelling** button on the toolbar above the message display area to check your spelling before sending the message. If necessary, correct any typing errors. When you are finished, click the **OK** button to close the Spelling dialog box.

12. Click the **Send** button on the toolbar to mail the message. The Physicals memo window closes and the message is sent.

Trouble? If a Send Mail dialog box opens and tells you that the message will be sent the next time you choose the Sync command, click the OK button to continue.

Trouble? If Windows Live Mail is configured to queue messages, the message will be stored in the Outbox, as indicated by a "(1)" in the Outbox. This difference causes no problems.

Depending on your system configuration, Windows Live Mail might not send your messages immediately. It might queue (hold) messages until you connect to your ISP or click the Sync button on the toolbar. If you want to examine the setting and change it, click the Menus button on the toolbar, click Options, and then click the Send tab in the Options dialog box. If the Send messages immediately check box contains a check mark, then Windows Live Mail sends messages when you click the Sync button on the toolbar. Otherwise, Windows Live Mail holds messages until you click the Sync button.

Receiving and Reading a Message

When you receive new mail, messages that you haven't opened yet are displayed with a closed envelope icon next to them in the message list; messages that you have opened are displayed with an open envelope icon next to them. You check for new mail next.

- If necessary, connect to your ISP.
- Click the Sync button on the toolbar.

To check for incoming mail:

1. Click the **Sync** button on the toolbar, type your password in the Password text box of the Logon dialog box (if necessary), and then click the **OK** button. Depending on your system configuration, you might not need to connect to your ISP and type your password to retrieve your messages. Within a few moments, your mail server transfers all new mail to your Inbox. The Physicals memo message was sent to Don and also to your email address, which you typed in the Cc text box. Notice that the Inbox folder in the folder pane is bold, but other folders are not. A bold folder indicates that it contains unread mail; the number in parentheses next to the Inbox folder indicates the number of unread messages in that folder.

   Trouble? If a message box opens and indicates that it could not find your host, click the Hide button to close the message box, right-click your mail account in the folder pane, and then click Properties on the shortcut menu. Verify that your incoming and outgoing server names are correct, make any necessary changes, click the OK button, and then repeat Step 1. If you still have problems, ask your instructor or technical support person for help.

   Trouble? If you do not see any messages in your Inbox, then you either did not receive any new mail or you might be looking in the wrong folder. If necessary, click the Inbox folder for your mail account in the folder pane. If you still don't have any mail messages, wait a few moments, and then repeat Step 1 until you receive a message.

2. If necessary, click the **Physicals memo** message in the message list to open the message in the reading pane. See Figure 2-22.

Receiving an email message   **Figure 2-22**
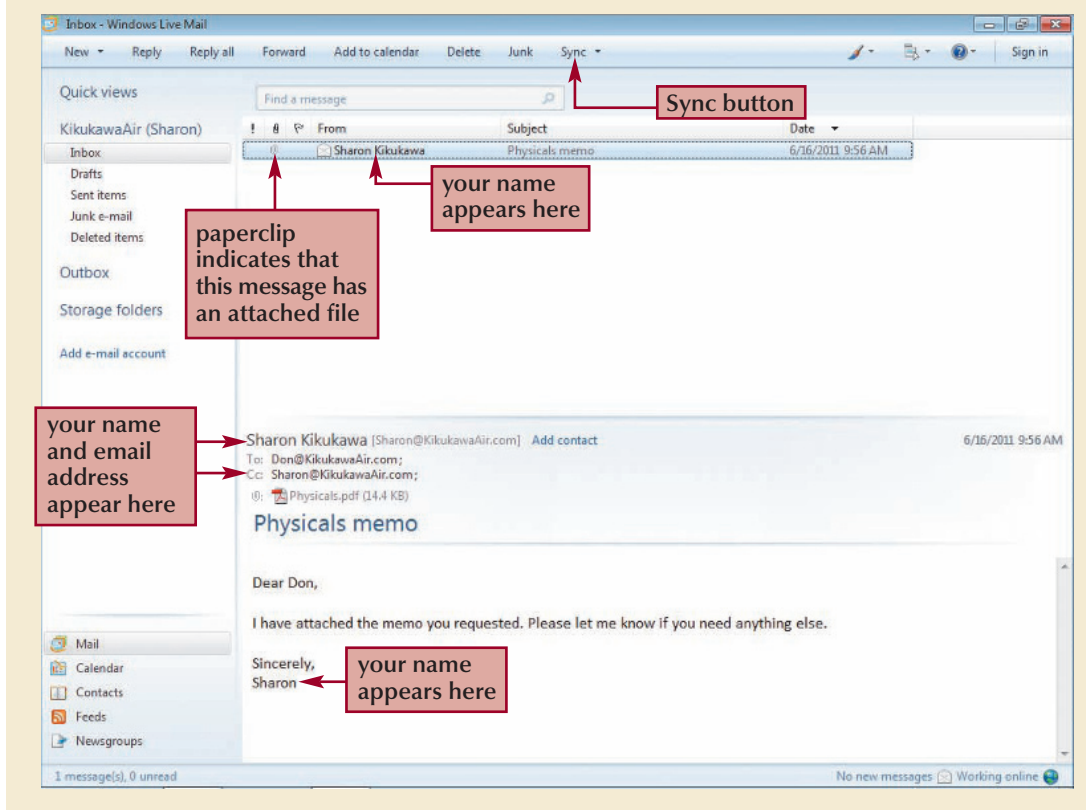
You received your copy of the message that you sent to Don. The paperclip indicates that the message has an attachment. When you receive a message with one or more attachments, you can open the attachment or save it.

Viewing and Saving an Attached File

You want to make sure that your attached file was sent properly, so you decide to open it. Then you will save the file.

Viewing and Saving an Attached File in Windows Live Mail | Reference Window

- If necessary, click the message that contains the attached file in the message list to display its contents in the reading pane.
- To view an attached file, double-click it, and then click the Open button in the Mail Attachment dialog box. Close the program window that opens after viewing the file.
- To save an attached file, right-click the file to open the shortcut menu, click Save as, navigate to the drive and folder in which to save the attached file, and then click the Save button.

To view and save the attached file:

▸ **1.** Make sure that the **Physicals memo** message is selected in the message list.

▸ **2.** Double-click the **Physicals.pdf** file in the reading pane. The Mail Attachment dialog box opens, as shown in Figure 2-23.

Figure 2-23	Mail Attachment dialog box
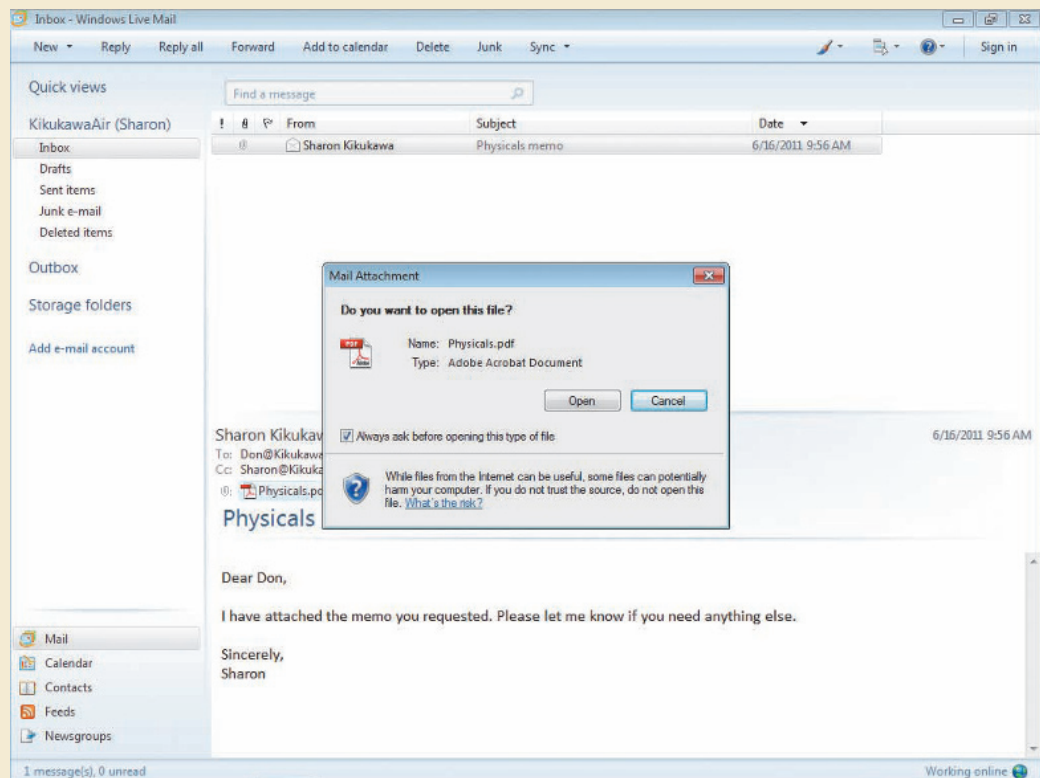
The Mail Attachment dialog box identifies the name of the attached file and the program that Windows Live Mail will use to open it.

▸ **3.** Click the **Open** button. Adobe Reader or another program on your computer starts and opens the attached file. If necessary, maximize the program window that opens.

▸ **4.** Click the **Close** button on the program window displaying the Physicals memo document. Now that you have viewed the attachment, you can save it.

▸ **5.** Right-click the **Physicals.pdf** file in the reading pane, and then click **Save as** on the shortcut menu. The Save Attachment As dialog box opens. The Physicals.pdf file is already selected for you.

▸ **6.** Navigate to the drive or folder that contains your Data Files, open the **Tutorial.02** folder, and then open the **Tutorial** folder.

▸ **7.** Click the **Save** button to save the attached file, and then click the **Yes** button to overwrite the file with the same name.

Saving Attachments | InSight

When you receive a message with an attached file, you can view and save the attachment for as long as you store the message. When you delete the message, you also delete the file attached to the message. When you detach a file from an email message and save it on a disk or drive, it is just like any other file that you save. Be sure to save any important attachments soon after receiving them, so you do not inadvertently delete the messages containing them.

Replying to and Forwarding Messages

You can forward any message you receive to one or more email addresses. Similarly, you can respond to the sender of a message quickly and efficiently by replying to a message.

Replying to an Email Message

To reply to a message, select the message in the message list, and then click the Reply button on the toolbar to reply only to the sender, or click the Reply All button to reply to the sender and other people who received the original message (those email addresses listed in the To and Cc text boxes). Windows Live Mail will open a new "Re:" message window and place the original sender's address in the To text box; if you clicked the Reply All button, then other email addresses that received the original message will appear in the To and Cc text boxes as appropriate. You can leave the Subject text box as is or modify it. Most email programs, including Windows Live Mail, will copy the original message and place it in the message body. A special mark might appear to the left of the response, indicating a quote from the text of the original message. Figure 2-24 shows a reply to the Physicals memo message.

Replying to a message | Figure 2-24
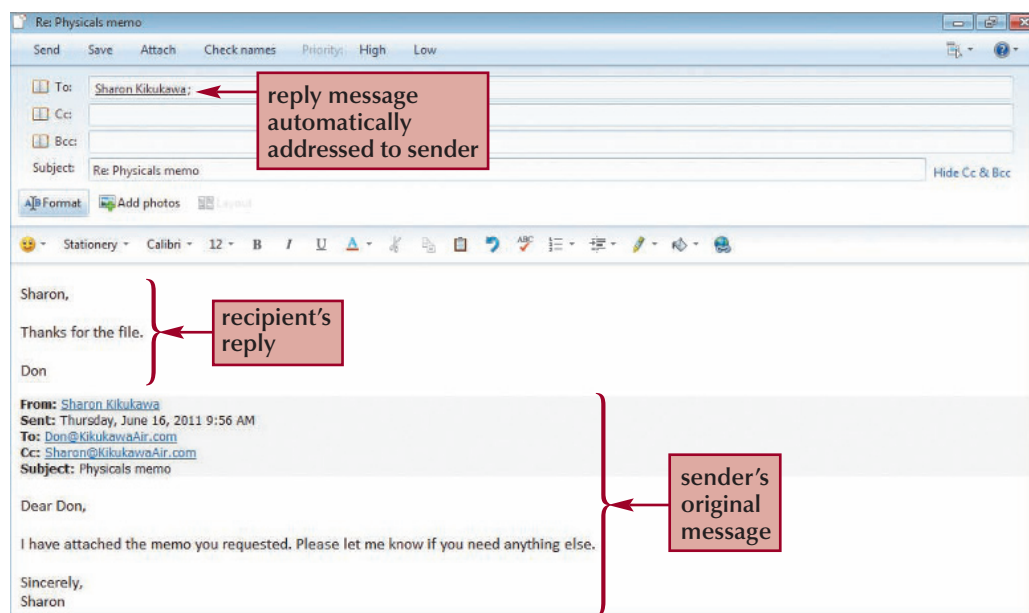
Replying to a Message Using Windows Live Mail

- Click the message in the message list to which you want to reply.
- Click the Reply button on the toolbar to reply only to the sender, or click the Reply all button on the toolbar to reply to the sender and other "To" and "Cc" recipients of the original message.
- Type other recipients' email addresses in the message header as needed.
- Change the text in the Subject text box as necessary.
- Edit the message body as necessary.
- Click the Send button on the toolbar.

Forwarding an Email Message

When you forward a message, you are sending a copy of your message, including any attachments, to one or more recipients who may not have been included in the original message. (If you do not want to forward the original sender's attached file to the new recipients, select the attachment filename in the message header, and then press the Delete key.) To forward an existing mail message to another user, open the folder containing the message you want to forward, select it in the message list, and then click the Forward button on the toolbar. The "Fw:" window opens, where you can type the address of the recipient in the To text box. If you want to forward the message to several people, type their addresses, separated by commas (or semicolons), in the To text box (or Cc or Bcc text boxes). Windows Live Mail inserts a copy of the original message in the message display area (as it does when you reply to a message). Figure 2-25 shows a forwarded copy of the Physicals memo message.

Figure 2-25 **Forwarding a message**

attachment from original message is also forwarded

new recipient's address

original recipient's message

original sender's message

- Click the message in the message list that you want to forward.
- Click the Forward button on the toolbar to open the "Fw:" window, which contains a copy of the original message.
- Click the To text box, and then type one or more email addresses, separated by commas or semicolons.
- Click the blank line above the quoted message, and then type an optional message to add a context for the recipient(s).
- Click the Send button on the toolbar.

Occasionally, you receive important messages, so you want to make sure that you can file and print them as needed.

Filing and Printing an Email Message

You can use the Windows Live Mail folders to file your email messages by topic or category. When you file a message, you move it from the Inbox to another folder. You can also make a *copy* of a message in the Inbox and save it in another folder by right-clicking the message in the message list, clicking Copy to folder on the shortcut menu, and then selecting the folder in which to store the copy. You will file your message in a new folder named "FAA" for safekeeping. Later, you can create other folders to suit your needs.

To create a new folder:

▶ **1.** Right-click the **Inbox** folder in the folder pane to open the shortcut menu, and then click **New folder**. The Create Folder dialog box opens. When you create a new folder, first you must select the folder at the level above which to create the new folder. Because the Inbox folder is selected, the new folder that you create is a subfolder of the Inbox folder.

▶ **2.** Type **FAA** in the Folder name text box. See Figure 2-26.

Creating a new folder   Figure 2-26

new folder name

new folder will be a subfolder of the selected folder
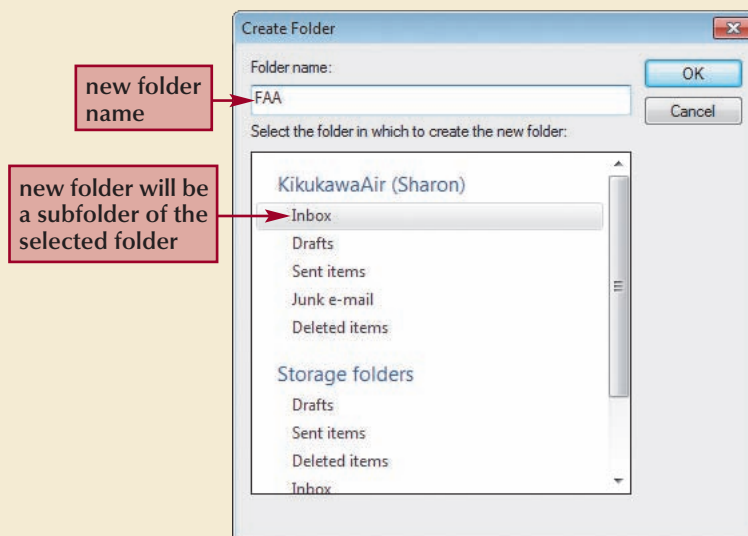
▶ **3.** Click the **OK** button to create the new folder and close the Create Folder dialog box. The FAA folder appears in the folder pane as a subfolder of the Inbox folder.

After you create the FAA folder, you can transfer messages to it. Besides copying or transferring mail from the Inbox folder, you can select messages in any other folder and then transfer them to another folder.

To file the Physicals memo message:

▶ **1.** If necessary, click the **Physicals memo** message in the message list to select it.

▶ **2.** Drag the **Physicals memo** message from the message list to the FAA folder in the folder pane. See Figure 2-27.

Figure 2-27 | **Filing a message**

selected folder is highlighted

pointer changes shape to indicate a message is being moved
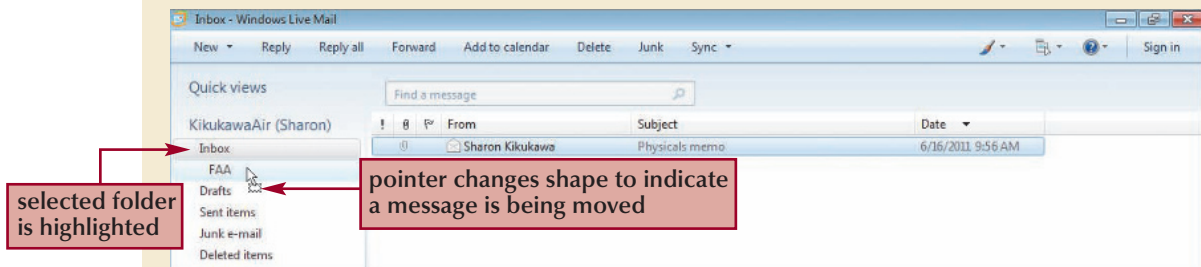
▶ **3.** When the FAA folder is selected, release the mouse button. The Physicals memo message is now stored in the FAA folder.

▶ **4.** Click the **FAA** folder in the folder pane to display its contents. The Physicals memo message appears in the FAA folder, and its contents (the Physicals memo message) appear in the message list.

You might want to print certain messages for future reference. You can print a message at any time—when you receive it, before you send it, or after you file it. You print the message next.

To print the email message:

▶ **1.** Right-click the **Physicals memo** message in the message list to select it and open the shortcut menu.

▶ **2.** On the shortcut menu, click **Print**. The Print dialog box opens.

▶ **3.** If necessary, select your printer in the list of printers.

▶ **4.** Click the **Print** button. The message is printed.

When you no longer need a message, you can delete it.

Deleting an Email Message and Folder

When you don't need a message any longer, select the message in the message list, and then click the Delete button on the toolbar. You can select multiple messages by pressing and holding the Ctrl key, clicking each message in the message list, and then releasing the Ctrl

key. When you click the Delete button on the toolbar, each selected message is deleted. You can select folders and delete them using the same process. When you delete a message or a folder, you are really moving it to the Deleted items folder. To remove items permanently, use the same process to delete the items from the Deleted items folder.

Deleting Messages on a Public Computer | InSight

If you are using a public computer in a university computer lab, it is always a good idea to delete all of your messages from the Inbox and then to delete them again from the Deleted items folder when you finish your session. Otherwise, the next person who uses Windows Live Mail will be able to access and read your messages.

Deleting an Email Message or a Folder in Windows Live Mail | Reference Window

- Click the message you want to delete in the message list. If you are deleting a folder, click the folder in the folder pane that you want to delete.
- Click the Delete button on the toolbar. If you are deleting a folder, click the Yes button.
- To delete items permanently, click the Deleted items folder to open it, select the message(s) or folder(s) that you want to delete permanently, click the Delete button on the toolbar, and then click the Yes button.
  or
- Right-click the Deleted items folder to open the shortcut menu, click Empty 'Deleted items' folder, and then click the Yes button.

To delete the message:

▶ 1. If necessary, select the **Physicals memo** message in the message list.

▶ 2. Click the **Delete** button on the toolbar. The message is deleted from the FAA folder and is moved to the Deleted items folder.

▶ 3. Click the **Deleted items** folder in the folder pane to display its contents.

▶ 4. Click the **Physicals memo** message to select it, and then click the **Delete** button on the toolbar. A dialog box opens and asks you to confirm the deletion. See Figure 2-28.

Deleting a message ◀ Figure 2-28
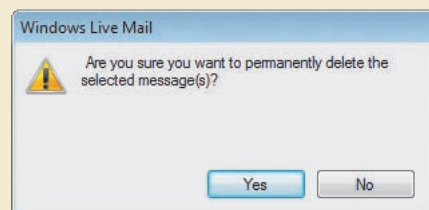
▶ 5. Click the **Yes** button. The Physicals memo message is deleted from the Deleted items folder.

To delete the FAA folder, you follow the same process.

To delete the FAA folder:

▶ 1. Click the **FAA** folder in the folder pane to select it. Because this folder doesn't contain any messages, the message list is empty.

▶ 2. Click the **Delete** button on the toolbar. A dialog box opens and asks you to confirm moving the folder to the Deleted items folder.

▶ 3. Click the **Yes** button. The FAA folder moves to the Deleted items folder. The Deleted items folder has an arrow to its left, indicating that this folder contains another folder.

▶ 4. Click the **arrow** to the left of the Deleted items folder, and then click the **FAA** folder to select it.

▶ 5. Click the **Delete** button on the toolbar, and then click the **Yes** button in the message box to delete the FAA folder permanently.

▶ 6. Click the **Inbox** folder in the folder pane to return to the Inbox.

Maintaining Your Windows Live Contacts

As you use email to communicate with business associates and friends, you can save their addresses in an address book to make it easier to enter addresses into the header of your email messages. In Windows Live Mail, the address book is called **Windows Live Contacts**.

Adding a Contact to Windows Live Contacts

You can open the Windows Live Contacts window by clicking the Contacts shortcut in the folder pane. To create a new address, click the New button arrow on the toolbar to open the Add a Contact dialog box, in which you can enter information about the new contact. On the Quick add page, you can enter a contact's name, email address, phone number, and company name; you can use the other pages to enter optional address, business, personal, and other information about that contact. If you enter a short name in the Nickname text box on the Contact page, you can type the nickname instead of a person's full name when you address a new message.

Reference Window | Adding a Contact to Windows Live Contacts

- Click the New button arrow on the toolbar, and then click Contact.
- On the Quick add page of the Add a Contact dialog box, enter the contact's name and email address. Use the other pages in the Add a Contact dialog box as necessary to enter other information about the contact.
- Click the Add contact button to add the contact.

You will start by adding Jenny Mahala's contact information to Windows Live Contacts.

To add a contact to Windows Live Contacts:

▶ **1.** Click the **Contacts** shortcut in the folder pane. If necessary, maximize the Windows Live Contacts window that opens.

▶ **2.** On the toolbar, click the **New** button arrow, and then click **Contact**. The Add a Contact dialog box opens with the insertion point positioned in the First name text box on the Quick add page.

▶ **3.** Type **Jenny** in the First name text box.

▶ **4.** Press the **Tab** key to move the insertion point to the Last name text box, and then type **Mahala**.

▶ **5.** Press the **Tab** key to move the insertion point to the Personal e-mail text box, and then type **Jenny@KikukawaAir.com**. Jenny's contact is complete. See Figure 2-29.

Tip

As you send messages, Windows Live Mail might add the addresses of the recipients to Windows Live Contacts automatically. So you might see contacts listed, even if you didn't add them.

Adding a contact to Windows Live Contacts **Figure 2-29**
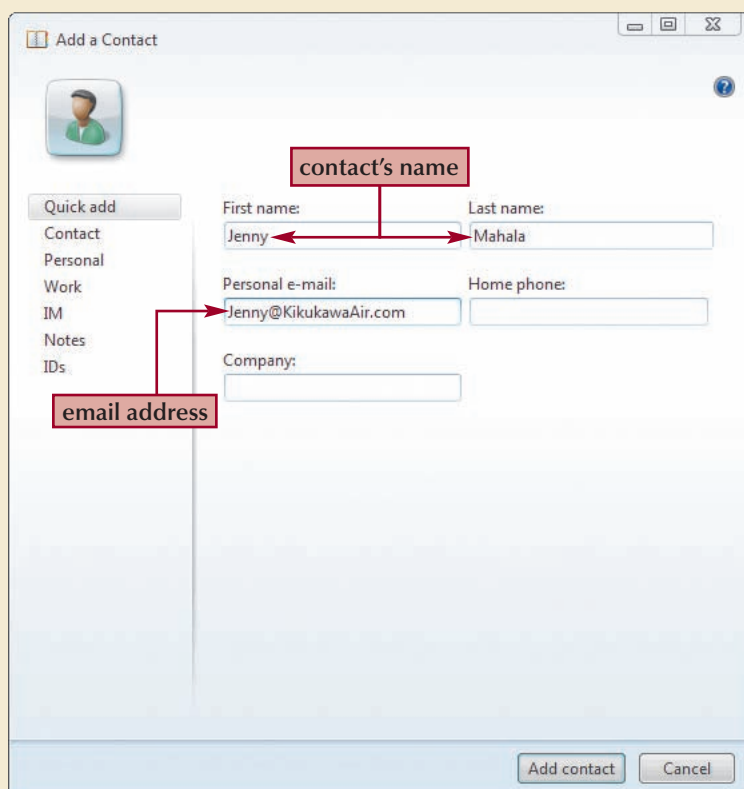
▶ **6.** Click the **Add contact** button. The Add a Contact dialog box closes and you return to the Windows Live Contacts window. Jenny's contact now appears in the contacts list.

▶ **7.** Repeat Steps 2 through 6 to create two new contacts for the following Kikukawa Air employees:

First	Last	Email Address
Zane	Norcia	Zane@KikukawaAir.com
Richard	Forrester	Richard@KikukawaAir.com

▶ **8.** When you are finished entering the contacts, click the **Close** button on the Windows Live Contacts window title bar to close it.

Now that these email addresses are stored in Windows Live Contacts, when you create a new message and start typing the first few letters of a nickname or first name in a text box in the message header, Windows Live Mail will complete the entry for you. Clicking the Check names button on the toolbar in the New Message window changes the names you typed to their matching entries in Windows Live Contacts.

When you receive mail from someone who is not in your Windows Live Contacts, double-click the message to open it, right-click the "From" name to open the shortcut menu, and then click Add to contacts. This process adds the sender's email address to Windows Live Contacts, where you can open his or her information as a contact and edit and add information as necessary.

Using Windows Live Contacts to Create a Category

You can use Windows Live Contacts to create a group of email addresses, called a category. Usually, you create a category when you regularly send messages to a group of people.

For example, Sharon frequently sends messages to Zane, Jen, and Rich as a group because they have the same positions at the Kikukawa Air ticket counters. She asks you to create a category so she can type one category name for the group of email addresses, instead of having to type each address separately.

Reference Window | **Using Windows Live Contacts to Create a Category**

- Click the Contacts shortcut in the folder pane to open Windows Live Contacts.
- In the Windows Live Contacts window, click the New button arrow on the toolbar, and then click Category.
- In the Create a new category dialog box, type a category name for the group in the Enter a category name text box.
- Click the contacts that you want to add to the category.
- Click the Save button.

To create a category in Windows Live Contacts:

1. Click the **Contacts** shortcut in the folder pane, and then, if necessary, maximize the Windows Live Contacts window.

2. Click the **New** button arrow on the toolbar, and then click **Category**. The Create a new category dialog box opens and displays a list of your contacts.

3. With the insertion point positioned in the Enter a category name text box, type **Ticket Agents**. This category name will represent the individual email addresses for employees working in this position.

4. Click **Jenny Mahala** in the list. Jenny's contact is added to the text box as the first member of the category.

5. Click **Richard Forrester** and **Zane Norcia** to add them to the category.
    Figure 2-30 shows the completed Ticket Agents category, which contains three contacts.

Creating a category ◄ **Figure 2-30**

category name

contacts in Windows Live Contacts (your list might differ)

contacts added to this category
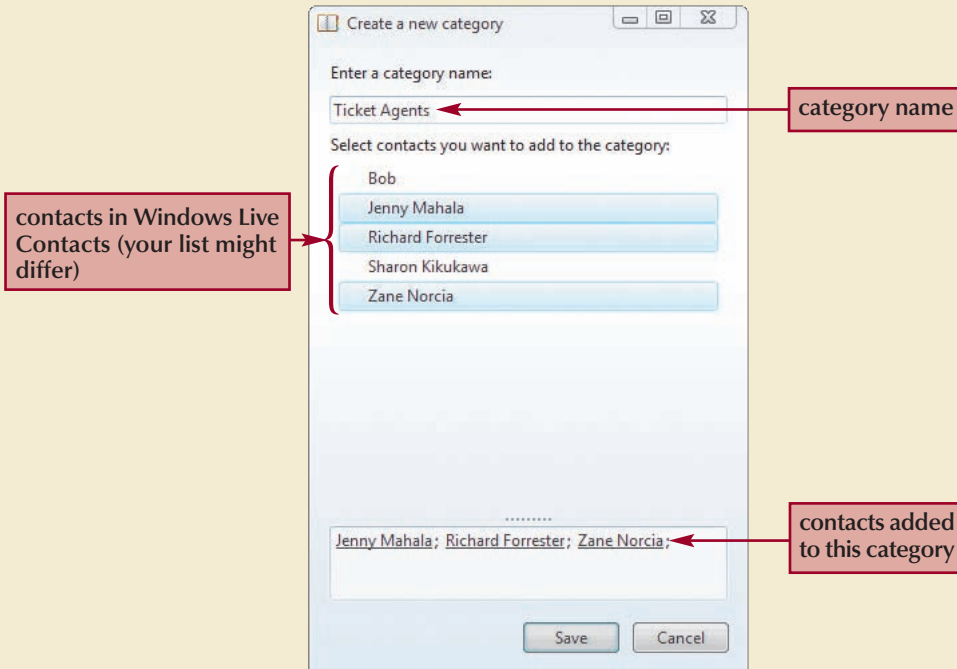
▶ **6.** Click the **Save** button to close the Create a new category dialog box. The name of the new category, appears in the Contacts pane.

▶ **7.** Click the **Close** button on the Windows Live Contacts window to close it.

Now, test the new category by creating a new message.

To address a message to a category and close Windows Live Mail:

▶ **1.** Click the **New** button on the toolbar. The New Message window opens.

▶ **2.** Type **Ticket Agents** in the To text box. As you type the first two or three letters, Windows Live Mail might complete your entry for you by selecting the Ticket Agents category. As soon as you see the Ticket Agents category in the menu, stop typing.

▶ **3.** Press the **Tab** key. The Ticket Agents category changes to bold and underlined, indicating that Windows Live Mail recognizes it as a category. A plus sign appears to the left of the category name to indicate that the category might contain more than one email address. Clicking the plus sign expands the category and lists the individual email addresses in the category, so you can see who will receive the message, and delete any recipients as necessary.

▶ **4.** Click the **Close** button on the New Message window title bar, and then click the **No** button to close the message without saving it.

▶ **5.** Click the **Close** button on the Windows Live Mail title bar to close the program.

When you need to modify a category's members, you can delete one or more members from the category by opening Windows Live Contacts, clicking the category name in the Contacts pane, clicking the contact to remove, clicking the Delete button on the toolbar. Similarly, you can add members by clicking the category, clicking the contacts to add to it, and then clicking the Save button.

In this session, you have learned how to use Windows Live Mail to create, send, receive, and manage email messages. You have also learned how to use Windows Live Contacts to manage email addresses.

Review | **Session 2.2 Quick Check**

1. The folder that stores messages you have written but have not yet sent is the _____ folder.
2. True or False: You can set Windows Live Mail so it remembers your Internet account password.
3. What happens when Windows Live Mail queues a message?
4. When you receive a message with an attachment, what two options are available for the attached file?
5. When you delete a message from the Inbox folder, can you recover it? Why or why not?
6. What information can you store about a person you have added as a contact?

Review | **Tutorial Summary**

In this tutorial, you learned how to use email as a form of communication and how to send and receive email messages using Windows Live Mail. You also learned how to print, file, save, delete, respond to, and forward email messages. You used Windows Live Contacts to store the name, email address, and other important details about a person or a group of people. Now that you have learned these important skills, you can use Windows Live Mail or the email program of your choice to send and receive your own email messages. As you use your email program, expand your skills by using its Help system to explore the many other features that it includes.

Key Terms

address book
antivirus program
attachment
blind courtesy copy (Bcc)
bulk mail
category
courtesy copy (Cc)
Deleted items folder
detaching
Drafts folder
electronic mail
email
email address
email program
emoticon
filter
folder pane
forward
From line
group
IMAP (Internet Message
    Access Protocol)
Inbox folder

Internet security software
Junk e-mail folder
junk mail
kilobyte (KB)
mail client software
mail server
message body
message header
message list
MIME (Multipurpose
    Internet Mail
    Extensions)
Mozilla Thunderbird
netiquette
nickname
Opera Mail
Outbox
POP (Post Office Protocol)
POP message
POP3 message
protocol
queued
quoted message

read-only
reading pane
reply
Saved Search folder
Sent items folder
signature
SMTP (Simple Mail
    Transfer Protocol)
spam
Subject line
To line
unsolicited commercial
    email (UCE)
user name
virus
virus definition
virus pattern
virus signature
Windows Live Contacts
Windows Live Mail

| Practice | **| Review Assignments** |

Practice the skills you learned in the tutorial using the same case scenario.

Data File needed for the Review Assignments: KAir.gif

Now that you have learned how to use Windows Live Mail to manage your email messages, Sharon asks you to submit a review of your experience using the program and a recommendation about whether Kikukawa Air should continue using it. Sharon also wants to see how graphics are sent over the Internet, so she asks you to send her the Kikukawa Air logo to simulate how it will appear when sent by Kikukawa Air employees. To evaluate the Windows Live Mail program for Sharon, complete the following steps.

1. Start Windows Live Mail.
2. Add your instructor's full name and email address and Sharon Kikukawa's full name and email address (Sharon@KikukawaAir.com) to Windows Live Contacts.
3. Create a category named **Classmates** in Windows Live Contacts using the full names and email addresses of three of your classmates.
4. Create a new message. Address the message to Sharon and to your instructor. Send a courtesy copy of the message to yourself, and send a blind courtesy copy of the message to the Classmates category. Use the subject **Email Recommendation** for the message.
5. In the message body, type three or more sentences describing your overall impressions about Windows Live Mail. Be sure to evaluate the program's features, ease of use, and other important considerations that you determine. Conclude your message with a recommendation of whether Kikukawa Air employees should continue using Windows Live Mail.
6. In the message body, press the Enter key twice, and then type your full name and email address on separate lines.
7. Attach the file named **KAir.gif**, from the Tutorial.02\Review folder included with your Data Files, to the message.
8. Check the spelling in your message before you send the message and correct any mistakes. Proofread your message and verify that you have created it correctly, and then send the message.
9. Wait about one minute, check for new mail (enter your password, if necessary), and then open the message you sent to Sharon and your instructor. Print the message.
10. Forward the message and the attached file to only your instructor. In the message body, describe the appearance of the file you attached to the message and explain your findings in terms of attaching a graphic to an email message. Send the message.
11. Exit Windows Live Mail.

| Apply | **| Case Problem 1** |

Apply the skills you learned to send and file an email message.

There are no Data Files needed for this Case Problem.

Worldwide Golf Resorts   Worldwide Golf Resorts is a corporation based in Kansas City, Missouri that owns and operates golf resorts in 22 countries worldwide. These resorts are popular destinations for people on vacation, and two of them host annual professional golf tournaments. You work for the regional vice president, Michael Pedersen, and handle all of his business correspondence. The Information Technology department just installed Michael's new computer, and now you need to send a test message to make sure that Michael's email account is working correctly. You will create and send the message by completing the following steps.

1. Start Windows Live Mail.
2. Use Windows Live Contacts to create individual contacts with the full name and email address of your instructor and two classmates.
3. Use Windows Live Contacts to create a category named **Managers** using the two classmates you added in Step 2.
4. Create a new message addressed to your instructor. Send a courtesy copy of the message to the Managers group and a blind copy of the message to yourself. Use the subject **Worldwide Golf Resorts test message**.
5. In the message display area, type a short note telling the recipients that you are sending a message for Michael and ask them to respond to you when they receive your message. Sign your message with your first and last names.
6. Send the message, wait a minute, and then retrieve your messages from the server. Print the message you sent to your instructor.
7. Create a folder named **Golf**, and then file the message you received in the Golf folder.
8. Exit Windows Live Mail.

Challenge		**Case Problem 2**

Use Windows Live Help to learn how to manage unsolicited email messages.

There are no Data File needed for this Case Problem.

Estancia Ridge Estate   Bridget Estancia owns and operates the Estancia Ridge Estate, a small, private, family-owned olive grove specializing in locally grown olives that are pressed into olive oil on the premises. Bridget manages the gardens, historic estate where she also lives, tours of the home and grove, and a gift shop. Olive oil sales are Bridget's largest income item, but she has seen a rise in tourism over the past year at her unique estate. Because of this rise in tourism, Bridget is advertising in local tourism publications and in other publications that might attract people to visit the estate. As part of the advertisements, she includes the estate's phone number, Web site address, and her email address. Although she receives many email messages from interested tourists, she has also started receiving many unsolicited messages as her email address is added to different mailing lists distributing information that she does not want to receive. Bridget asks you to research how she can use Windows Live Mail to manage the email messages she receives by blocking senders from which she does not want to receive mail, deleting junk mail, and filtering messages into categories or different views so she receives fewer messages in her Inbox. You will conduct this research for Bridget by completing the following steps.

1. Start Windows Live Mail.
2. Create a new message addressed to your instructor. Enter your email address on the Cc line. Use the subject **Junk Mail and Filter Options**.
3. Click the Help button on the toolbar, and then click Get help with Mail. Your browser will start and open the Help page for Windows Live Mail.

⊕ **EXPLORE**

4. Use the Search text box to search Windows Live Mail Help using the word **filter**. Explore the links provided to learn about how to set the junk email filtering level, how to block unwanted messages, and how to create a custom view. As you read each topic, consider how Bridget might use each feature to block mail from senders from which she does not want to receive any mail, filter mail into categories, and delete junk mail. If necessary, explore the Help topics further to conduct additional research.

EXPLORE   5. In the message display area for the message addressed to your instructor, type a short memo of two to three paragraphs explaining your recommendations about how Bridget can use Windows Live Mail to better manage the mail she receives. Use information from Windows Live Mail Help in your response and cite specific features and steps for your recommendations. Sign your message with your first and last names.

6. Send the message to your instructor.

7. Exit Windows Live Mail.

Challenge | Case Problem 3

Create a signature for your outgoing email messages.

Data File needed for this Case Problem: Recycle.pdf

Recycling Awareness Campaign You are an assistant in the Mayor's office in Cleveland, Ohio. The mayor has asked you to help with the recycling awareness campaign. Your job is to use email to increase awareness of the recycling centers throughout the city and to encourage Cleveland's citizens and businesses to participate in the program. You will send an email message to members of the city's chamber of commerce with an invitation to help increase awareness of the program by forwarding your message and its attached file to their employees and colleagues by completing the following steps.

1. Start Windows Live Mail.

2. Add the full names and email addresses of five classmates to Windows Live Contacts to act as chamber of commerce members. After creating the contacts for your classmates, use Windows Live Contacts to create a category named **Chamber**. Then add the full name and email address of your instructor to Windows Live Contacts.

3. Create a new message and address it to the Chamber category. Add your instructor's email address to the Cc line and your email address to the Bcc line. Use the subject **Recycling campaign for businesses**.

EXPLORE   4. Write a two- or three-line message urging the chamber members to promote the city's new business recycling campaign by forwarding your message and the attached file to local businesses. Make sure to thank them for their efforts on behalf of the Mayor's office.

5. Attach the file named **Recycle.pdf**, located in the Tutorial.02\Cases folder included with your Data Files, to the message.

EXPLORE   6. Create a signature file with your full name on the first line, the title **Assistant to the Mayor** on the second line, and your email address on the third line. (*Hint:* In Windows Live Mail, click the Menus button on the toolbar, and then click Show menu bar. Click Tools on the menu bar, click Options, and then click the Signatures tab in the Options dialog box. Click the New button and then type your signature in the Text text box in the Edit Signature section.)

EXPLORE   7. Include your signature file in the new message. If necessary, insert one blank line between your memo and your signature. (*Hint:* In Windows Live Mail, click Insert on the menu bar, and then click Signature.)

8. Proofread and spell check your message, and then send your message. After a few moments, retrieve your email message from the server and print it.

9. Forward the message to one of the classmates you added to Windows Live Contacts in Step 2. Add a short message to the forwarded message that asks the recipient to forward the message to appropriate business leaders per your program objectives.

EXPLORE 10. Save a *copy* of your message in a new subfolder of the Inbox named **Recycling**, and then delete the message from the Inbox.

⊕ **EXPLORE** 11. Delete your signature file. (*Hint:* In Windows Live Mail, select your signature on the Signatures tab in the Options dialog box, and then click the Remove button.)

12. Exit Windows Live Mail.

Apply | **Case Problem 4**

Apply the skills you learned in this tutorial to create a category for a group of students.

There are no Data Files needed for this Case Problem.

Student Study Group   In two weeks, you have a final exam, and you want to organize a study group with your classmates. Everyone in your class has an email account provided by your school. You want to contact some classmates to find out when they might be available to get together in the next week to study for the exam. To create a study group, you will complete the following steps.

1. Start Windows Live Mail.
2. Obtain the email addresses of at least four classmates, and then enter them in the To line of a new message. In the Cc line, enter your email address, and then in the Bcc line, enter your instructor's email address. Do *not* add these names to Windows Live Contacts.
3. Use the subject **Study group** for the message. In the message body, tell your classmates about the study group by providing possible meeting times and locations. Ask recipients to respond to you through email by a specified date if they are interested. Sign the message with your full name and email address.
4. Proofread and spell check your message, and then send your message. After a few moments, retrieve your email message from the server and open it.
5. Add each address in the To and Cc lines to Windows Live Contacts.
6. Create a new category named **Study Group** using the addresses you added to Windows Live Contacts in Step 5. Then forward a copy of your message to the study group.
7. Send your message. After a few moments, retrieve your email message from the server and print it.
8. Exit Windows Live Mail.

Create | **Case Problem 5**

Expand the skills you learned in this tutorial to create a document that you can send to a group of recipients as an email attachment.

There are no Data Files needed for this Case Problem.

Murphy's Market Research Services   You work part-time for Murphy's Market Research Services, a company that surveys students about various topics of interest to college students. A local music store, CD Rocks, wants you to send a short survey via email to students at your university to learn more about student-buying habits for music CDs. You need to find out the names of three of their favorite music CDs, where they prefer to shop for music CDs, and how much time they spend each day listening to music. You will create the survey using any word-processing program, such as Microsoft Word, WordPad, or WordPerfect, and then you will attach the survey to your email message. You need to receive the survey results within three weeks, so you will ask the respondents to return the survey via email within that time period. You will create and send the survey by completing the following steps.

1. Using any word-processing program, create a new document named **Survey** and save it with the program's default filename extension in the Tutorial.02\Cases folder included with your Data Files.

2. Create the survey by typing the following questions (separate each question with two blank lines) in the new document:
   a. What are the titles of your three favorite music CDs?
   b. Where is the best place (online or retail) to shop for music CDs?
   c. Approximately how much time per day do you spend listening to music?
3. At the bottom of the document, type a sentence that thanks respondents for their time, and then on a new line, type your first and last names. Save the document, and then close your word-processing program.
4. Start Windows Live Mail.
5. Obtain the email addresses of three classmates, and then enter them in the To line of a new message. In the Cc line, enter your email address, and then in the Bcc line, enter your instructor's email address. Do *not* add these names to Windows Live Contacts.
6. Use the subject **Music survey** for the message. In the message body, ask recipients to open the attached file and to complete the survey by typing their responses into the document. Make sure that recipients understand that you need them to return the survey within three weeks. As an incentive for completing the survey, ask recipients to return the survey via email, and also to print their completed survey and bring it to their local CD Rocks outlet for a $2 discount on any purchase. Sign the message with your full name, the company name (Murphy's Market Research Services), and your email address.
7. Attach the survey to your email message, and then send the message. After a few moments, retrieve your email message from the server.

✦ EXPLORE 8. Open the attached file, and then complete the survey. Before saving the file, use your word-processing program's Print command to print the document.

✦ EXPLORE 9. In your word-processing program, click File on the menu bar, and then click Save As. Browse to the Tutorial.02\Cases folder included with your Data Files and then save the file as **Completed Survey**, using the program's default filename extension. Close your word-processing program.

10. Forward the message to your instructor, attach the **Completed Survey** file to the message, make sure that the original message text appears in the message body, type a short introduction (such as "Here is my completed survey."), sign your message with your full name and email address, and then send the message.
11. Exit Windows Live Mail.

Reinforce | Lab Assignments
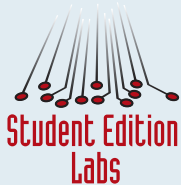
The interactive Student Edition Lab **Email** is designed to help you master some of the key concepts and skills presented in this tutorial, including:

- sending and receiving email messages
- replying to email messages
- storing and deleting email messages

This lab is available online and can be accessed from the Tutorial 2 Web page on the Online Companion at www.cengage.com/internet/np/internet8.

Review | **Quick Check Answers**

Session 2.1

1. protocols
2. message header, message body, signature
3. False
4. Yes; you can attach the Word document file to an email message.
5. The user name identifies a specific individual, and the domain name identifies the computer on which that individual's account is stored.
6. By deleting unnecessary messages, you clear space on the drive or server on which your email messages are stored.
7. A folder that contains a saved search; clicking the folder runs the search and finds all messages that match the search criteria. This feature is available in Thunderbird.

Session 2.2

1. Drafts
2. True
3. Windows Live Mail holds messages that are queued until you connect to your ISP and click the Sync button on the toolbar.
4. You can view the attached file if your computer has a program that can open it, or you can save the attached file on your computer.
5. Yes, you can recover the message because it is stored in the Deleted items folder.
6. name, email address, nickname, address, business information, personal information, and so on

Reality Check

In Tutorials 1 and 2, you learned that every computer on the Internet has a unique IP address, and that this IP address is more commonly called a domain name. When you use a Web browser to load a Web page or an email program to send and receive email messages, you use the domain name as a way of identifying the Web site or email address that you need.

In Tutorial 1, you learned that the not-for-profit organization that coordinates and ensures unique domain names and IP addresses on the Internet is ICANN. ICANN is also responsible for accrediting domain name registrars. A **registrar** is a for-profit organization that collects information about new or renewed domains and submits information about it to a database of all Internet domain names, called the **registry**. The registry contains the necessary information to associate a specific domain name with an IP address, and to connect this information to a specific computer. The registry also contains information that delivers email messages sent to a domain to the correct computer.

Some registrars simply register a domain for a yearly fee; other registrars register the domain and offer additional services, such as Web site hosting and creation or email forwarding. Because registrars often provide different services, the amount that you pay to register a domain differs. Some registrars will provide a free yearly domain name when you use the registrar to host a Web site. When you purchase a domain name, you might choose to purchase it for one year. Some registrars offer discounted annual fees when you purchase a domain for longer than one year. However, ICANN does not permit registrars to sell domain names for longer than a period of 10 years at a time.

When you use a registrar to register a domain, you must provide your contact information. This information is stored in the registry; some registrars offer additional services so that your information is held private in the registry for an additional fee. The domain is registered for you for the duration of the registration term. At the end of the registration term, the domain will expire. Before a domain expires, most registrars will contact the domain name owner using the information that was collected during registration. When the domain expires, you have the choice of renewing it or relinquishing it. Some registrars provide additional services to prevent the loss of a domain name when it expires. If you fail to renew a domain name, the Web site you host at that domain and all email accounts associated with it might be deleted from the Internet. In some cases, another person or organization might purchase the domain and associate it with its Web site, causing you to lose access to your site and all email sent to it.

ICANN maintains a list of accredited registrars on its Web site. When you purchase a domain through an accredited registrar, you are protected by certain legal rights about how your domain name will be registered and protected. ICANN has accredited over 800 registrars that can register a domain name. Some registrars are not accredited directly by ICANN because they are resellers of domain names from accredited registrars. ICANN suggests working with accredited registrars for maximum consumer protection.

In this exercise, you'll use the Internet to learn more about how to register a domain name that you can use for a Web site and email accounts. You will send an email to your instructor summarizing your findings.

1. Start your Web browser, open the Online Companion page at www.cengage.com/internet/np/internet8 and log in to your account, click the Tutorial 2 link, and then click the Reality Check link.

Reality Check

2. Click the ICANN FAQs link and wait while your browser opens the Web page. Read the information on the page to learn more about what it means to register a domain and how to register a domain. In an email message addressed to your instructor, describe how to register a domain.

3. Return to the Online Companion page for Tutorial 2, and then click the Network Solutions Registry Whois link to open the Web page. Read the information provided on this page to learn about the Whois service. In your email message to your instructor, describe the Whois service.

4. Click in the Search text box on the page, enter the domain name **course.com**, make sure the Domain Name option button is selected, and then click the Search button. In your email message to your instructor, note the name of the registrant for this domain and when the domain record expires.

5. Near the bottom of the page, click the Email link in the "by Category" section to open a page that contains information about email hosting services. In your email message to your instructor, describe the features that are provided with email hosting services.

6. Use your browser's Back button to return to the WHOIS page, clear the Search text box if necessary, and then enter your full name, followed by a period and the top-level domain **com** in the Search text box. Make sure that the Domain Name option button is selected, and then click the Search button. Is the domain name available? If not, who owns it and when does it expire? Add this information to your email message to your instructor.

7. Add your full email address to the Cc line of your message and an appropriate subject, and then send the message.

8. Close your Web browser.