

Electronic mail, commonly called *e-mail*, is simply an electronic form of paper mail. Paper mail and e-mail are the same in that they each need to be addressed correctly, contain a return address, and will be returned to the sender if they are not addressed correctly. The difference is that e-mail does not require postage and it is much faster. E-mail can be sent all over the world, just as paper mail can be sent.

The intention of this guide is to teach basic electronic mail skills such as sending, receiving and forwarding a message; using an address book; and sending an attachment with a message. Netscape Mail is the program that will be utilized. However, these basic skills can easily be applied to other email programs such as Eudora Light. See the section at the end of this tutorial for additional information on using Eudora Light.

This guide was designed for both Macintosh and Windows 95 users. When using the Internet both interfaces are almost identical in appearance and in operational methods. The main difference between the two is the manipulation of the Apple (Macintosh) keyboard versus the PC (Windows 95) keyboard. To maximize space within the guide, commands and figures in this guide are based on the Macintosh version. When describing an operation, if there is a difference between the Macintosh version and the Windows version, the Windows version will be shown in brackets [ ] following the Macintosh command.

## E-mail Addresses

Paper mail is addressed by name, address, city, state, and zip code (and country when necessary). An e-mail address is composed of two main components: the *user's name*, and the name of the *computer, service provider, or mail host* that the person uses.

The name of the *host* is often divided into at least two parts. The first part is the *host's name* and the second part is the *host's affiliation* (e.g., educational, governmental, commercial, or organizational).

For example, the following e-mail address **ican@sun.org** indicates that **ican** is the *user's name*, **sun** is the *host's name*, and **org** is an abbreviation for organization which is the *host's affiliation*.

The *user's name* and *host's name* are always separated by the symbol “@.”

The host's information may be two to three terms separated by periods and always ending with the abbreviation for affiliation. **Note: An e-mail address does not have spaces.**

ican@sun.org		
ican	@sun	.org
user identity	where mail is received (mail host)	affiliation of mail host

Other abbreviations for affiliations are *net* for network, *edu* for education, *gov* for government, and *com* for commercial.

affiliation abbreviation	meaning
.com	Commercial
.edu	Educational
.gov	Governmental
.int	International
.mil	Military
.net	Internet resource
.org	Non- profits
.au, .fr, .pl	Australia, France, Poland
.ia, .ill	Iowa, Illinois



## Hands-On

This section contains step-by-step instructions for using Netscape e-mail. Although you will be following directions for utilizing Netscape e-mail; the skills you learn will be transferable to other e-mail programs.

When you are asked to tap, or lightly strike, a certain key on the keyboard it will appear in ALL CAPS and in **boldface**. In addition, if you are asked to use the keyboard to type text, the designated text will appear in “quotations” and in a typewriter font.

### Netscape E-mail Settings

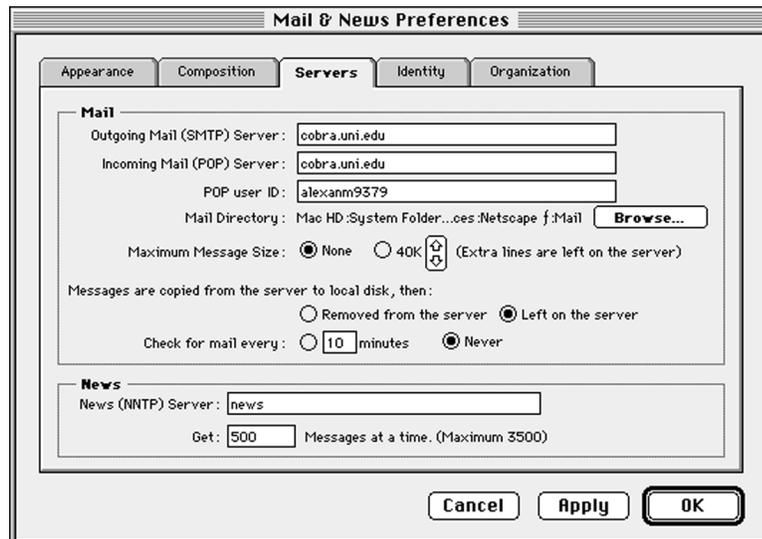
The first time you send or check your e-mail, there are a few settings you will need to enter in Netscape. Locate and double-click on the Netscape icon to begin. The Netscape start-up screen should appear.

#### Server Settings

- 1a. Place the mouse icon over **Options** menu. Click and hold down on the **Options** menu [Click on the **Options** menu].
- 2a. Holding the mouse button down, drag the mouse icon down the menu and select **Mail and News Preferences** command [Select the **Mail and News Preferences** command].
- 3a. Select the **Servers** tab.

- 4a. In the **Outgoing Mail (SMTP) Server** information box, enter the section of your e-mail address that appears after the @ symbol. (For example, if your e-mail address was llary@lane.k12.or.us, you would enter: lane.k12.or.us)
- 5a. In the **Incoming Mail (POP) Server** information box, again enter the section of your e-mail address that appears after the @ symbol.
- 6a. In the **Pop user ID** information box, enter the section of your e-mail address that appears before the @ symbol.
- 7a. You can adjust how often you want your mail to be checked when Netscape is open. Look for **Check for mail every**. Click in one of the circles to enter your choice.
- 8a. Click on **Apply** to save the settings [No action required].

Don't click on **OK** at this point.

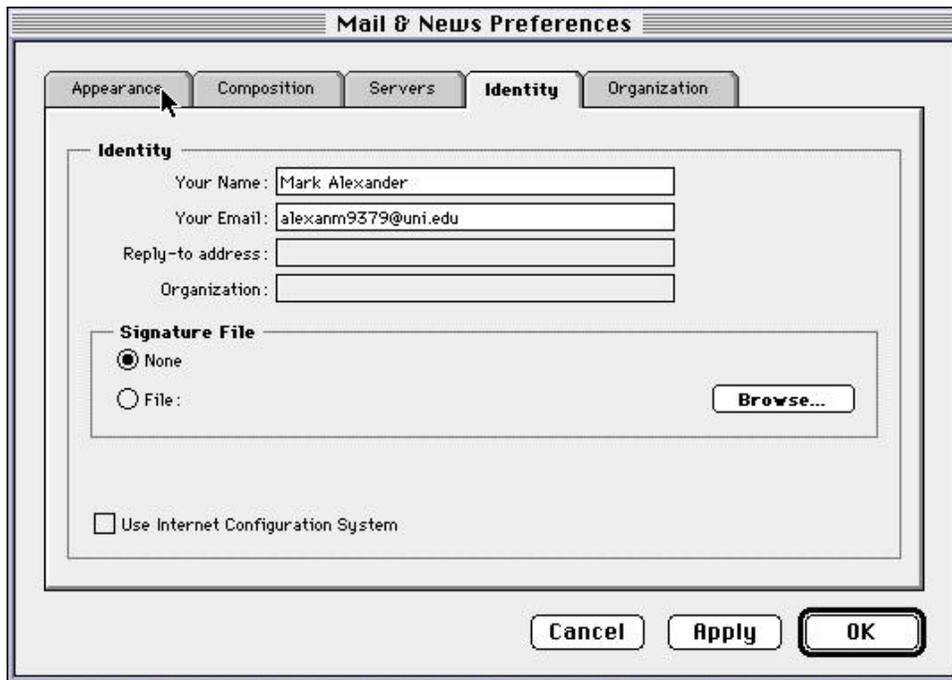


### Special Note

On the Macintosh version of Netscape, clicking on the Apply button allows you to save the settings and continue working in the Mail and News Preferences Window. Clicking on the OK button saves the settings but closes the active window. In the Windows version of Netscape the settings are saved automatically. Clicking on the OK button saves the settings and closes the active window.

## Identity Settings

- 1b. Continuing in the **Mail and News Preferences** window, select the **Identity** tab located in the top area of the window.
- 2b. In the first information box, enter your name the way you want it to appear on e-mail messages.
- 3b. In the second information box, enter your complete e-mail address.  
  
(**Reply to Address** and **Organization** are optional.)
- 4b. Click on **Apply** to save the settings [no action required].
- 5b. Click on **OK** to close the **Mail and News Preferences** window.



### Special Note

#### **Signature Files:**

A signature is text that usually includes a person's name, title, school, school district, e-mail address, and phone number. The signature is placed at the bottom of e-mail messages. For example:

Ray Miller, Grade 5 Teacher  
Clearwater Elementary School  
Ersatz School District  
rmiller@cfm.org  
319-948-623

If you choose to use a signature file:

- You must open a new word processing document and enter the information you want to include in your signature.
- Save the document as a Text file. Save the file to a location on your hard drive that you can easily identify later.
- Open Netscape
- Select **Mail and News Preferences** command from the **Options** menu, then select the **Identity** tab.
- Look for **Signature File** and click on the circle next to **File**.
- Click on **Browse**.
- Locate your signature file, click on it, select **Open**, then click on **OK**.

### Special Note

- To retain a copy of messages you write or send, open the **Options** menu, select **Mail and Preferences** command, then click on the **Composition** tab.
- Click on **Apply**, then click in the **Mail File** box.
- Click on **OK**.

### Opening the E-mail Application

- 1c. To access the e-mail portion of Netscape, click on the envelope icon in the lower right hand corner of Netscape's main browser window.
- 2c. When prompted, enter your e-mail password in the Password dialogue box.

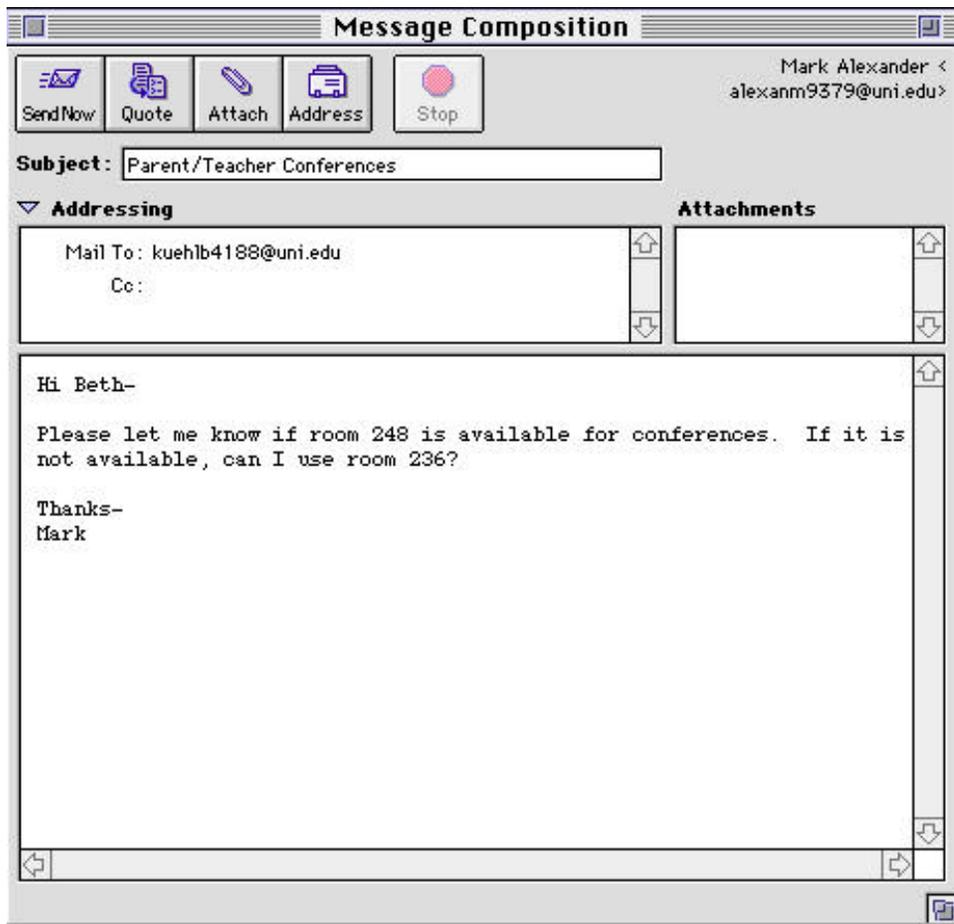
### Special Note

Another way to access e-mail is to select **Netscape Mail** from the **Window** menu. Then click on the **Get Mail** button.

### Creating and Sending E-mail

- 1d. Click the **To: Mail** button for a new message composition window.
- 2d. Click in the **Subject** box, then enter several meaningful words to describe the content of your message.
- 3d. Tap **TAB** key to move the cursor to the **Addressing** box, then enter the recipient's e-mail address. If there is more than one recipient, separate the addresses with a comma.

- 4d. Tap **TAB** key to move the cursor to the **Cc:** portion of the Addressing box. If applicable, enter the carbon copy (Cc) recipient's e-mail address; if there is more than one Cc recipient, separate the addresses with a comma.
- 5d. Tap **TAB** key to move the cursor into the blank message area, then enter your message.
- 6d. Click on the **Send Now** button to send your message.

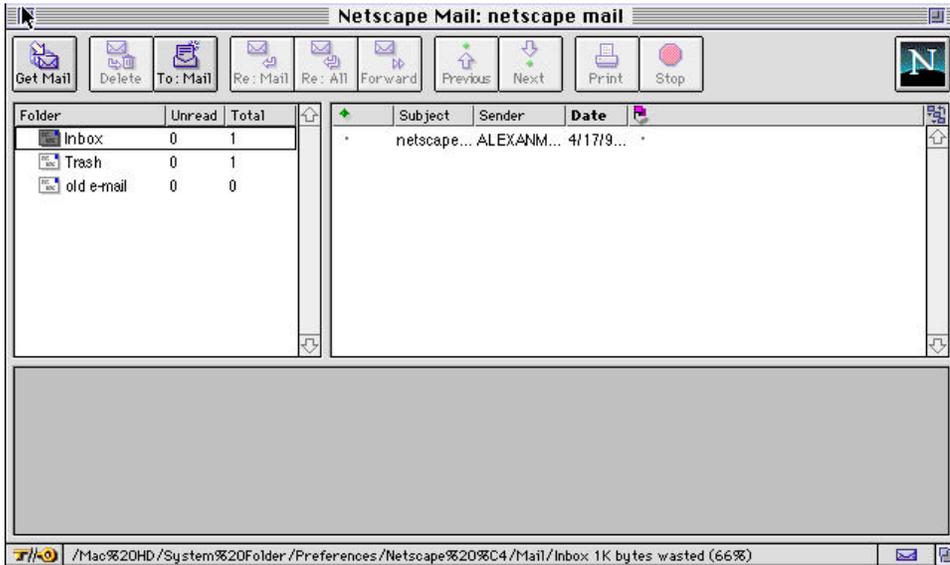


### Checking E-mail

Once you access the e-mail portion of Netscape, your mail will be checked at the time intervals you specified in the “Mail and News Preferences” set-up. If you did not specify a time interval for mail to be checked, you must click on the **Get Mail** button to check your mail.

If you receive new mail, a blinking exclamation point will appear next to the envelope in the lower right hand corner. To see a list of your new e-mail messages, click on the envelope. New e-mail messages will be listed on the right side of the mail window. If you have several messages, you can sort

them by *Sender* or *Subject* by clicking on the appropriate button. (See the following illustration.)



### Reading E-mail

- 1e. Click on the message you want to read. The message will appear toward the bottom of the mail window.
- 2e. To read mail in order, click on the **Next** button located at the top of the mail window. Once you have read all of your messages, the **Next** and **Previous** buttons will turn gray. This indicates that all of your mail has been read.

### Replying to a Message

- 1f. Once you have read a message, you may want to send a reply. To do so, click on the **Re: Mail** button at the top of the screen, then enter your reply in the message composition area.
- 2f. Click on the **Send Now** button to send your reply.

### Deleting a Message

- 1g. Click on the message to highlight it.
- 2g. Click on the **Delete** button. This moves the message to the Trash Folder.

## Special Note

To permanently delete items in the Trash Folder, select Empty Trash Folder from the File menu.

### Forwarding E-mail

Once you have read an e-mail message, you may wish to send a copy to someone else.

- 1h. Click to highlight the message to forward it to someone else.
- 2h. Click on the **Forward** button at the top of the mail window.
- 3h. Enter the e-mail address of the person you want to forward the message to.
- 4h. Tap **TAB** key twice so the cursor appears in the message composition area.
- 5h. Enter a short message to preface the forwarded message.
- 6h. Click on the **Send Now** button to forward your message.

### E-mail Folders

Folders are a handy way to organize e-mail. You may create and name your own folders. Netscape automatically creates the following folders for you:

- **Inbox:** is where new mail is stored.
- **Sent Mail:** contains a copy of all e-mail messages you have sent.
- **Trash:** is a temporary storage area for items you plan to delete.

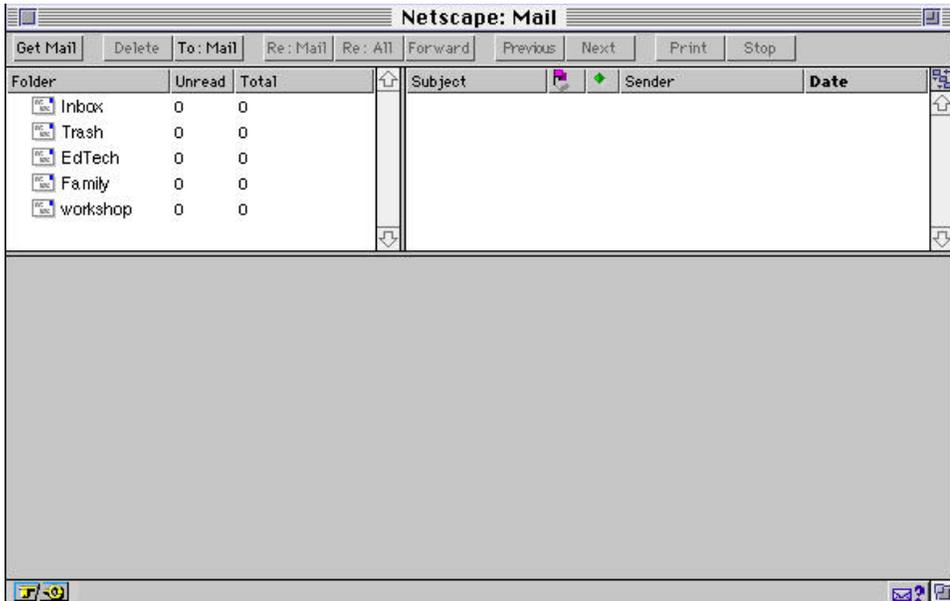
The number of unread messages and the total number of messages in a folder are listed next to each folder. Click once on a folder to view its contents.

### Creating and Using E-mail Folders

- 1i. Place the pointer icon over **File** menu. Click and hold down on the **File** menu [Click on the **File** menu].
- 2i. Holding the trackpad button down, drag the mouse icon down the menu and select **New Folder...** command [Select the **New Folder...** command].
- 3i. Enter a name for the folder, then click on **OK**.

To move a message into a folder, click and drag the message to the folder, then release the button when the envelope icon next to the folder is highlighted.

To delete a folder, click on it, then select **Delete Folder** from the **Edit** menu.



## E-mailing URLs

Netscape Mail allows URLs to be sent which can also be clicked on to access a Web site from within an e-mail message.

- 1j. Create a new e-mail message. Include a URL in the body of the message.

**Note:** You must include the `http://` portion of the URL as appropriate.

- 2j. Send the message. When the recipient opens the message, the URL will be highlighted as a link that can be clicked to access the Web site.

### Special Note

#### **Attachments:**

You can send Web pages as well as files created with other application programs (word processors, graphics programs, etc.) as an attachment to an e-mail message. If the recipient of your message has an application capable of opening the attachment, they will be able to open, view, and work with the file you attach.

### **Attach a URL:**

Imagine you've found an interesting Web page you'd like a friend to examine. You can send your friend a copy of its URL or the page via e-mail to be examined at his/her convenience.

- Open any Web page.
  - Create a new mail message. Address it to yourself to observe the results of this procedure.
  - Click on the **Attach** button. A dialogue box will appear.
  - Click **Attach Location (URL)** and enter the URL.
  - Select the **Source** button. Click on **OK**, then **Done**.
- For practice, send the e-mail message with the attachment to yourself.

### **Attach a File:**

- Create a new e-mail message. Address it to yourself to observe the results of this procedure.
- Click on the **Attach** button.
- A dialogue box will appear. Click **Attach File** to send a file.
- Locate a word processing file previously saved on your computer. Click on it, select **Open**, then click **Done**.
- Send the e-mail message with the attachment to yourself for practice.
- When your e-mail message appears, a link with the name of your attachment will appear at the bottom of the screen. Click on the link. Name and save the file when you are prompted, then close Netscape.
- Locate the attachment file you saved, then open the document.

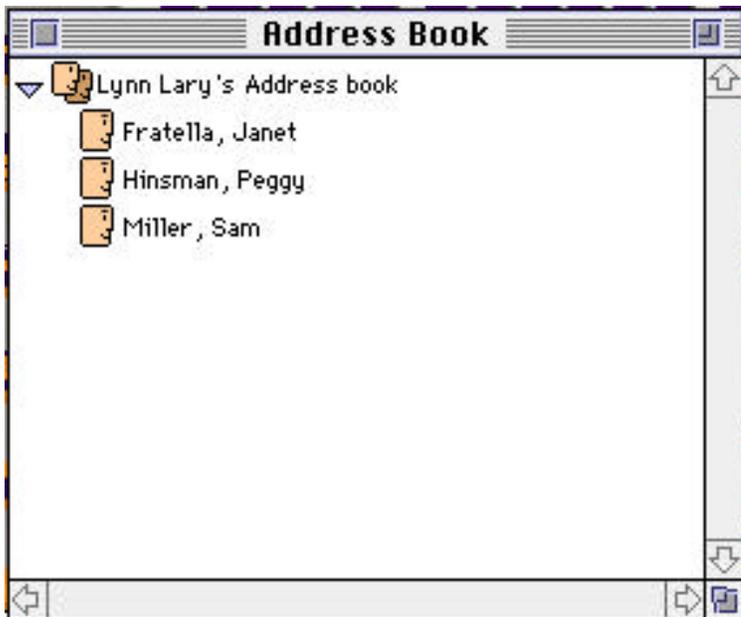
## **Address Book**

It's handy to keep a reference file of e-mail addresses you frequently use in an Address Book. Netscape's e-mail Address Book also has a convenient option that lets you create "nicknames" (abbreviated versions of e-mail addresses) for people you send e-mail to on a regular basis.

### Creating an Individual Nickname

- 1k. Place the pointer icon over **Window** menu. Click and hold down on the **Window** menu [Click on the **Window** menu].
- 2k. Holding the trackpad button down, drag the mouse icon down the menu and select **Address Book** command [Select the **Address Book** command].
- 3k. Place the pointer icon over **Item** menu. Click and hold down on the **Item** menu [Click on the **Item** menu].
- 4k. Holding the pointer button down, drag the pointer down the menu and select **Add User** command [Select the **Add User** command].

- 5k. Enter the nickname you wish to use; a nickname should be short, meaningful, and may only contain lowercase letters and numbers (e.g., Jack Smith may have the nickname **jack**, **jacks** or **js**.)
- 6k. Enter the person's name; enter the last name first if you want the address book to display data in alphabetical order by last name.
- 7k. Enter the individual's complete e-mail address. If desired, you can also add a brief description about the person.
- 8k. Click on **OK**.



### Using Nicknames

To send an e-mail using a nickname,

- 1l. Open a new e-mail message window.
- 2l. On the **Mail:To** line, enter the nickname.
- 3l. Tap **TAB** key twice, complete the e-mail message, then send.

### Creating a Group List

You can create a "list," which is a folder for storing a group of e-mail addresses. Creating a list also permits you to easily send e-mail messages to groups of people, such as committees.

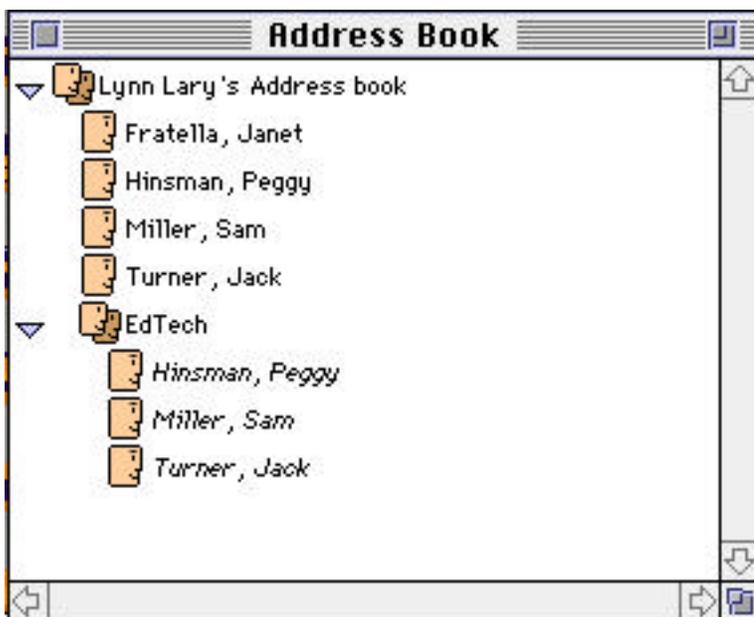
- 1m. Place the pointer icon over **Window** menu. Click and hold down on the **Window** menu [Click on the **Window** menu].

- 2m. Holding the trackpad button down, drag the pointer icon down the menu and select **Address Book** command [Select the **Address Book** command].
- 3m. Place the pointer icon over **Item** menu. Click and hold down on the **Item** menu [Click on the **Item** menu].
- 4m. Holding the trackpad button down, drag the pointer icon down the menu and select **Add List** command [Select the **Add List** command].
- 5m. Enter a nickname for the list.
- 6m. Enter a name for the list that will appear in the address book. If desired, you can also add a brief description about the list.

### Adding Users to a Group List

- 1n. Place the pointer icon over **Window** menu. Click and hold down on the **Window** menu [Click on the **Window** menu].
- 2n. Holding the trackpad button down, drag the pointer icon down the menu and select **Address Book** command [Select the **Address Book** command].
- 3n. To move a name into your group list, click and drag the individual name icon over the icon of the group list you have created. When the group list icon is highlighted, release the button.

The nickname will appear indented, in italics, below the list icon. You may place a nickname in as many lists as you want. To open or close a list, click once on the triangle that is just to the left of the list's name.



## Using A List

To address an e-mail message using a list:

- 1o. Open a new e-mail message window by clicking on **To:Mail**.
- 2o. When the Message window appears, enter the list's nickname on the **Mail:To** line and tap the **TAB** key. (A list can also be accessed directly by clicking on the **Address Book**, and then clicking on the list's nickname.)
- 3o. The list nickname will appear in the **To** box. It represents all of the e-mail addresses contained in the list. Your message will be sent to everyone on the list.

## E-mail Guidelines

There are many resources on the Internet about "Netiquette," etiquette for using the Internet. However, the best advice is to use common sense and be courteous to others. Please consult the Internet for additional information.

### Special Note

For more information on using the Eudora Light program for electronic mail, use these sights.

- Eudora Light for Windows  
<http://www.chippewa.tec.wi.us/eudora/Eudora.htm>
- Eudora Light Tutorial (Windows)  
<http://www.srl.rmit.edu.au/pd/wineudl/>
- Eudora Light Tutorial (Macintosh)  
<http://www.srl.rmit.edu.au/pd/maceudl/>

**This guide contains modified content from the Oregon/U S WEST Teacher Network Project.**