

Chapter 3 Creating Your e-mail Messages

Learning to use e.mail

The term e-mail is referred to in two ways depending on how you manage it. When e-mail is referred to as web mail it is meant that it is handled on the ISP's web sight. Almost all Internet Service Providers provide their clients with the ability to read, write and store their e-mail messages on the ISP's web site. In order to do so they must include on their website an e-mail program that allows you to handle it while you are online and on their web site. This allows you to manage your e-mail from any location and using any computer, a must for some people. When you use this method of handling your e-mail as web mail you limit yourself to the features of their program and you must always store and maintain your e-mail on their site. AOL's mail is always handled as webmail

The second method of handling your e-mail is on your computer. When it is on your computer you have absolute control in the way you handle it. Most ISP e-mail accounts give you the option of handling it as web mail or allowing you to down load it to your inbox on your computer. AOL and MSN do not give you this option. You cannot download your mail to your computer unless you use a third party program to do so.

The best way to handle your e-mail is on your computer. It is not wise for new users to learn the web mail method because your comfort zone becomes oriented into using the ISP's program and you are reluctant to change. Thus you are a captive customer. AOL is very successful at this and has managed to keep millions of clients or customers captive to their high monthly charge of \$24 per month. They depend upon your limited computer and Internet knowledge to stay with their service. I have always used the yardstick of judging a person's computer savvy by their Internet Service Provider. If aol.com was part of their e-mail address I judged them to have limited computer savvy.

This workshop will teach you how to handle your e-mail on your computer using the e-mail program that came with your computer and under your control. It, "Outlook Express" is NOT a bad program. It has all the e-mail features of any web mail program but more important it is a standard for the industry.

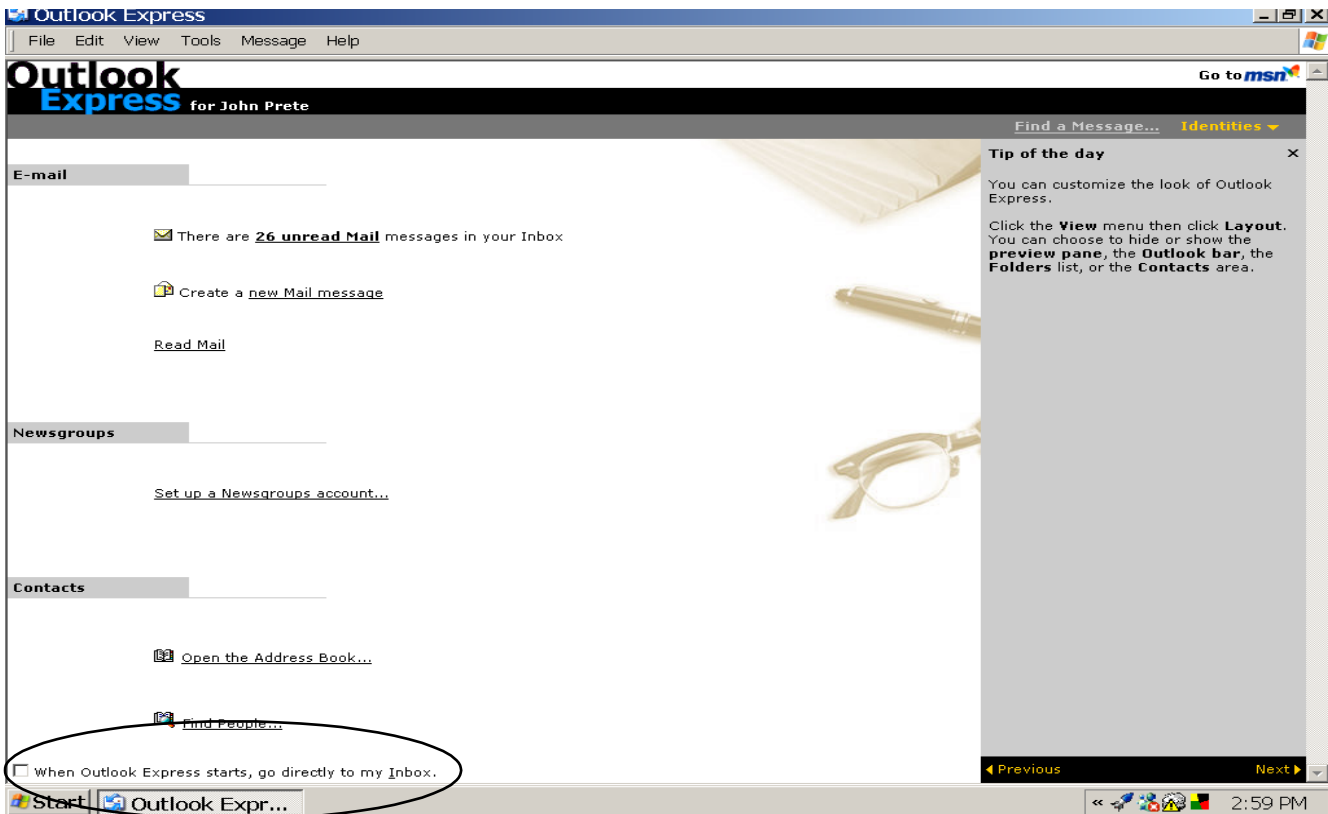
We will go through and demonstrate the important features of this program "Outlook Express" so that you can see how it is used. This manual will include the step by step procedure so that can refer to it at a later date or when you are "stuck" and cannot remember how to do "that." It is important that you witness and understand the step by step method and then have a reference to remind you how it was done.

The first (top) picture on the next page is how "Outlook Express" looks when you first install it. This window gives you choices as to how you want to use it and how to customize it for your use.

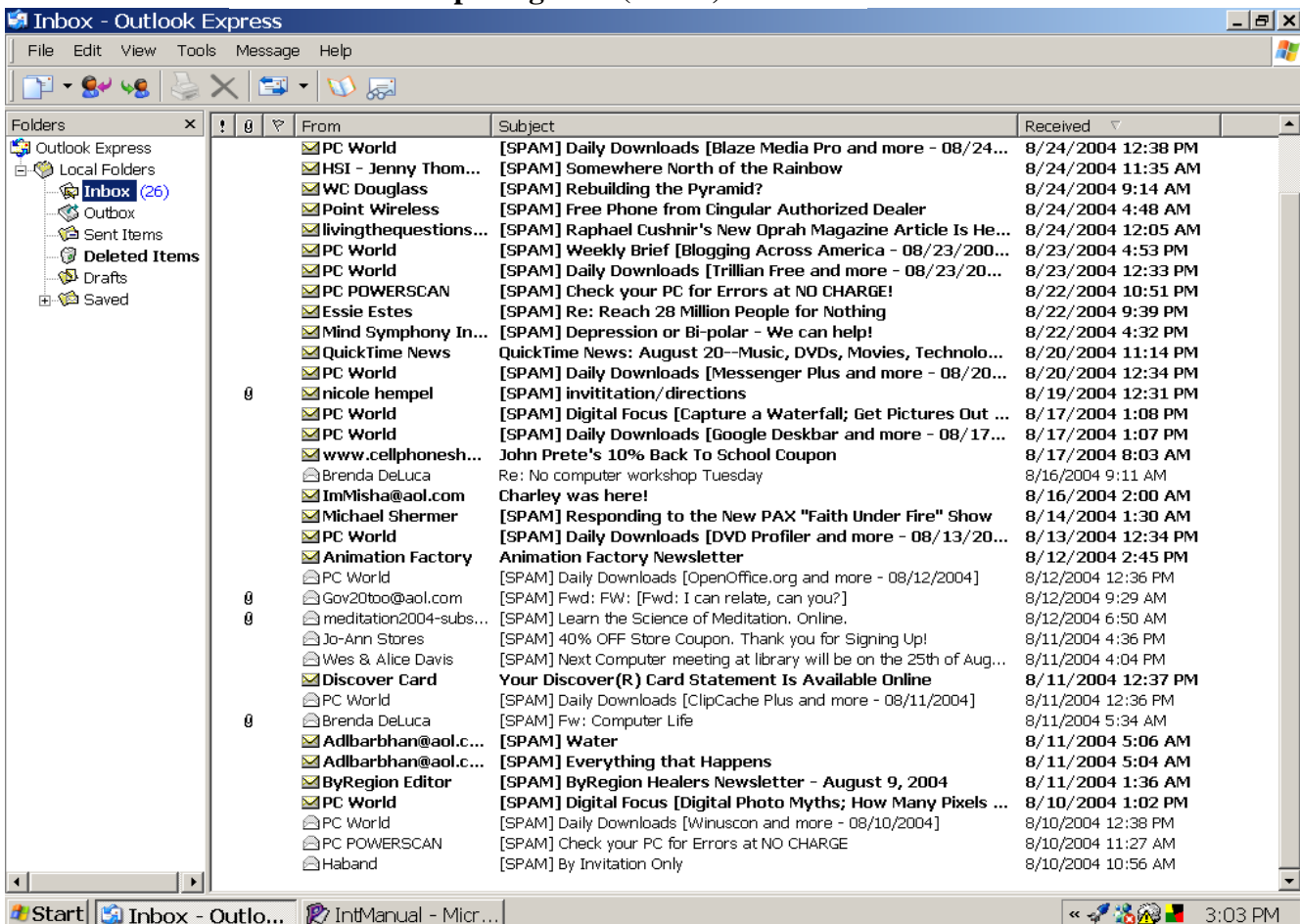
The second window is how it should appear or open up on your computer so it is ready for your use. We will demonstrate how to change it to this appearance and then leave it in this appearance.

We will then go through Outlook Express's features as to how you will use it in your normal e-mail endeavors.

Initial opening view



Best opening view (Below)



Starting Outlook Express

There are many ways to start Outlook Express, but here's a sure way to find and start it as you would many other programs on your computer. If you have an Icon on your desk top that is even quicker. If you'll notice that when you use Outlook Express regularly, Windows XP will put the Outlook Express icon on the Start menu (along with other programs you've used recently). In that case, just click the **Outlook Express** icon in the **Start** menu to open the program, otherwise.

1. Click the **Start** button.
2. Point to **All Programs**.
3. Click **Outlook Express**.
4. If asked whether you'd like to open this particular account automatically every time you start Outlook Express, click **Yes** (if you do) or **No** (if you don't).

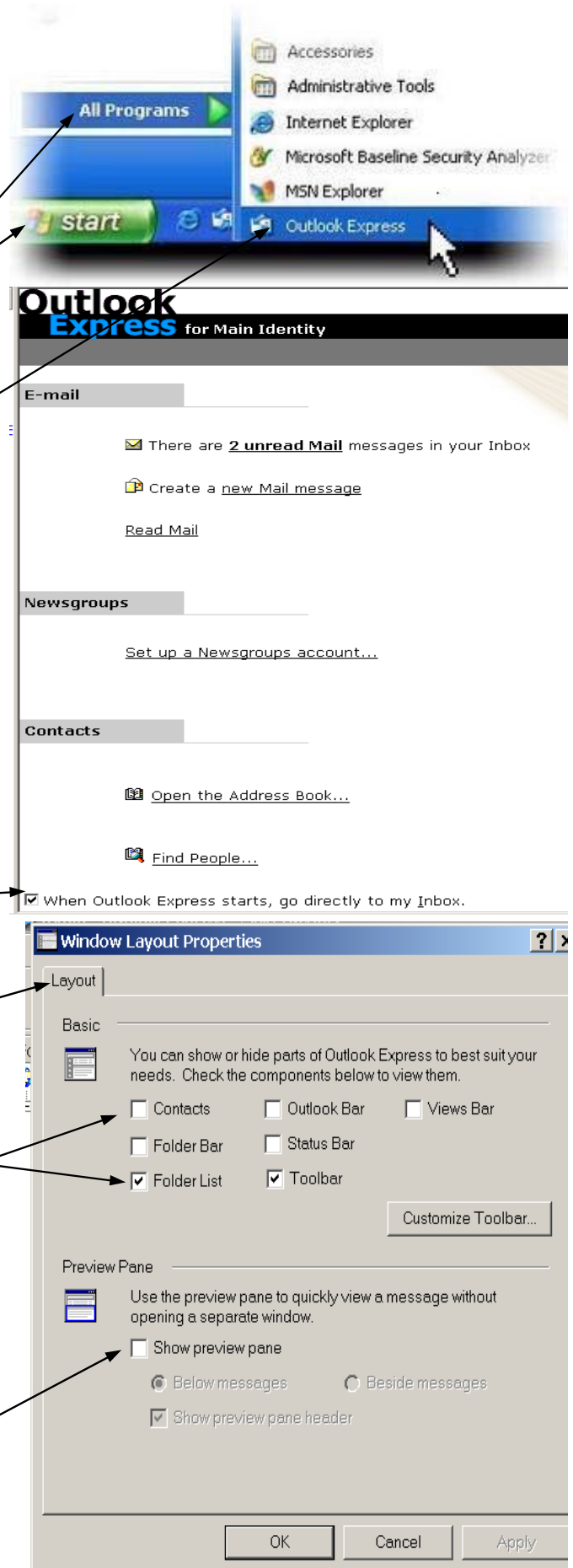
If you don't want to be asked this question again, click to check the **Always perform this check...** box.

5. Check **When Outlook Express starts, go directly to my Inbox**. It is located on the lower left corner of the start-up window. Outlook Express directs all incoming mail to the Inbox, so it makes sense to bypass this opening page.

If you don't see the list of folders and contacts on the left like the picture on the previous page, click **Layout** in the **View** menu on the menu bar at top of window. Click **Contacts** or **Folder List** to check them, and then click **OK**. You will notice other boxes that will also add some of the **Outlook Express** features to this opening window.

Contacts will add your address book as a viewable window.

This **Layout** window also allows you to add or subtract the message preview window options. If you handle a large number of messages, the preview window might be cumbersome. Review all other options by trying each one to see if it appeals to you. Preview pane is displayed next page.



Message displayed with preview pane

The screenshot shows the Outlook Express interface. The title bar reads "Inbox - Outlook Express - Main Identity". The menu bar includes "File", "Edit", "View", "Tools", "Message", and "Help". The toolbar contains icons for "Create...", "Reply", "Forward", "Print", "Delete", "Send/R...", "Addresses", "Folder List", and "Mark Un...".

The "Folders" pane on the left shows the following structure:

- Outlook Express
 - Local Folders
 - Inbox (11)**
 - Outbox
 - Sent Items
 - Deleted Items (14E)
 - Drafts
 - Saved (2)
 - Scams (6)
 - Unworked (4)

The main pane displays a list of messages with columns for "From", "Subject", and "Received". The selected message is:

From	Subject	Received
InnerSelf Magazine	[SPAM] InnerSelf Magazine: 10-10-2004 (New issue of InnerSelf)	10/10/
Michael Shermer	[SPAM] e-Skeptic #37	10/8/
BellSouth Products and Servi...	BellSouth Bill Ready	10/8/2
tonyegl@bellsouth.net	[SPAM] Fw: This is a good read	10/7/
ImMisha@aol.com	[SPAM] Twas the night before Frances	10/7/2
HSI - Jenny Thompson	[SPAM] Tree extract slashes cholesterol levels better than a com...	10/7/
Nutrition and Healing - A...	[SPAM] Go with the flow	10/7/
HSI - Jenny Thompson	[SPAM] The Secret Life of K	10/7/
PC World	Repair Windows Registry Problems With 1 Simple Mouse Click	10/6/2

The preview pane below the list shows the following details:

From: ImMisha@aol.com **To:** ImMisha@aol.com
Subject: [SPAM] Twas the night before Frances

The message body contains the following text:

This is really cute and could apply to Charley, Frances, Ivan, or Jeanne

Twas the night before Frances

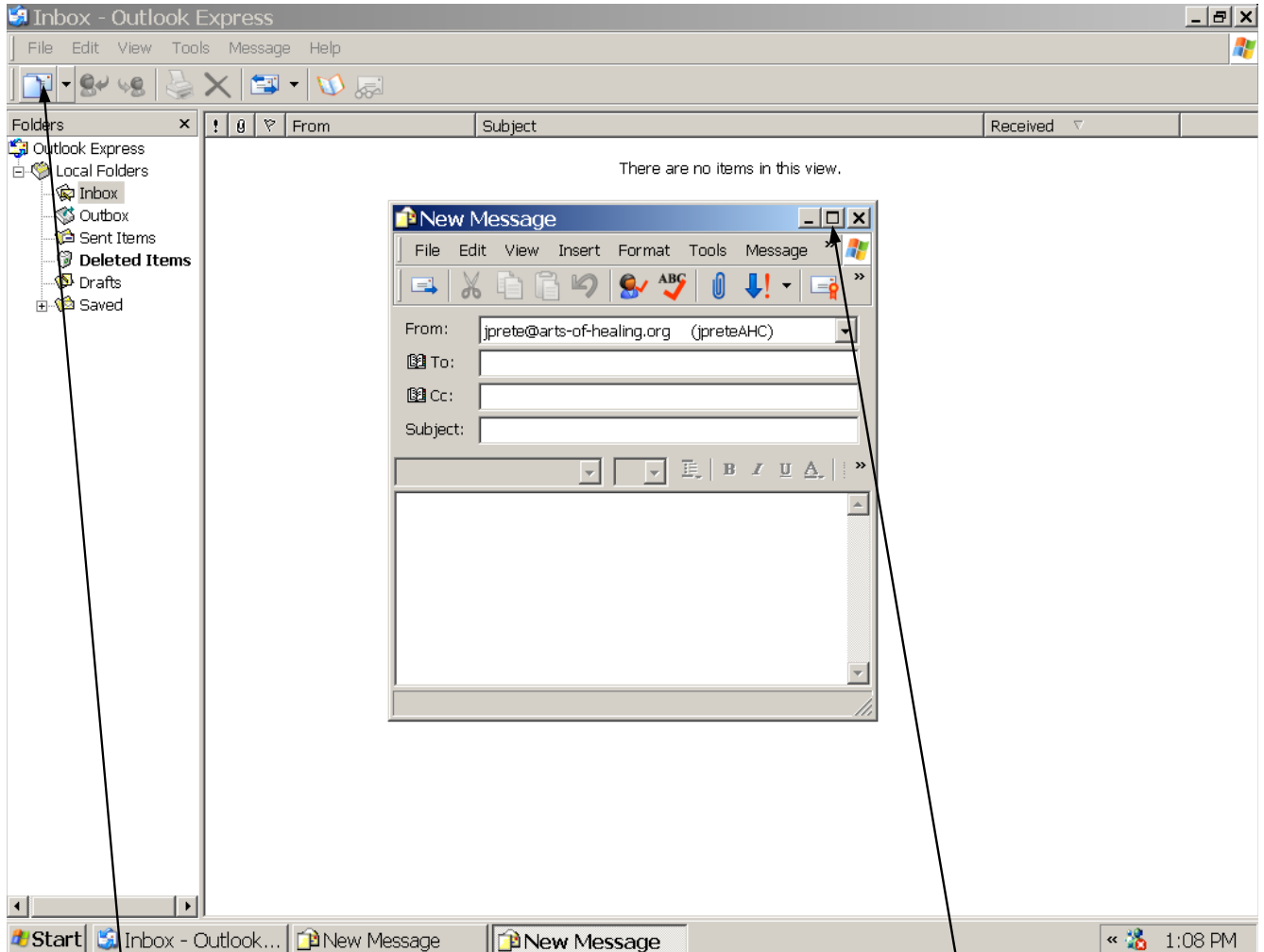
'Twas the night before Frances
When all through the state
Not a gas pump was pumping
Not a store open late

All the plywood was hung
On the windows with care
Knowing that a hurricane
Soon would be there

The children were ready
With flashlights in hand

Creating and Sending Your e-mail Message

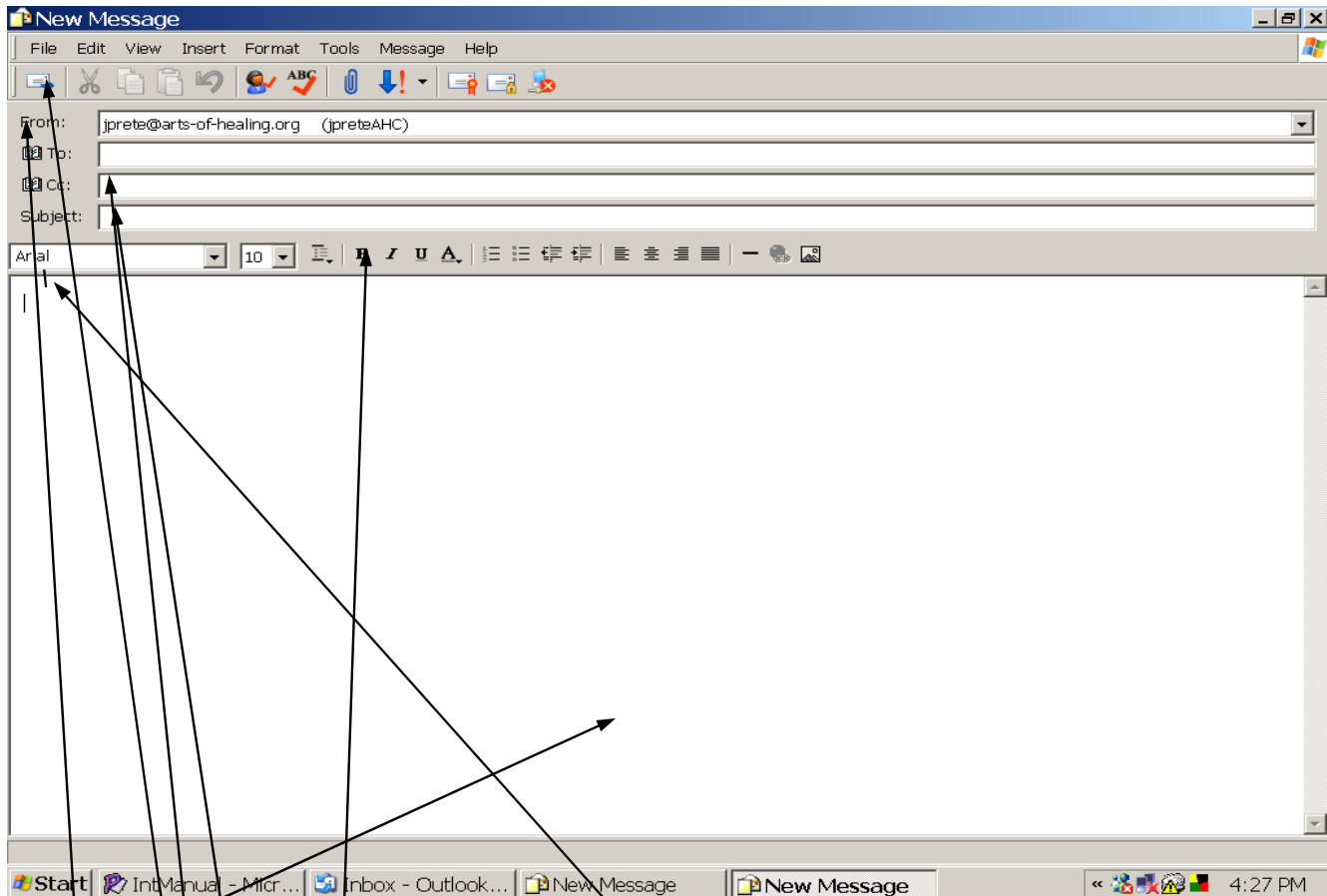
This manual and workshop is designed to make you proficient as possible in creating, sending, receiving and managing your e-mail. Creating e-mail can be a very creative and artistic endeavor. The use of artistic graphics, personal photos, animations and even movies can be inserted into and become a part of your creativity. Learning the basics of handling e-mail is important first. This workshop is devoted to these basics. If at a later date there is an interest in developing more creative e-mail, a workshop session as such can also be created. For NOW. . . just the basics.



The above is the Outlook Express' window customized to open in the inbox view with automatic e-mail downloading eliminating all steps required to retrieve your e-mail manually. If you are on-line when you click on your Outlook Express icon on your desktop, it will automatically go to your ISP's server and download your e-mail from your mailbox and display it here in your inbox window. You will then only have to double-click on the listed message to open it and read or process it. We will go into more detail in the reading of and handling of individual messages in the next segment.

Also displayed in the smaller window is a blank or empty e-mail message form ready for your creating. We will be working on creating and handling messages to be sent at this point. This NEW MESSAGE window was opened by double clicking on the new message icon on the icon bar at the top of the OE window. The window displayed is the smaller minimized window within the full maximized Inbox window. You can make it a full screen window by clicking on the maximize button in the upper right-hand corner. The next page displays the full size window for us to work on.

Anatomy of an e-mail message



The Body - The part of the message where you type your message. Most of the general word processing rules apply. The Formatting Bar displays all the formatting features. You need to be familiar with word process to full make use of all these features.

- You can only type in the body if it is active. The cursor must be showing and flashing when active.
- The formatting will also only be active when the body is active and the cursor is flashing.

The Subject Line - Every message should have a subject describing briefly the message. It is very impolite to send a message without a completed subject line. This is what shows on recipient's message as part of the inbox description along with the senders name. You must click on its body to make it active so that you can type. It uses only the default type. No other formatting like the body is available.

Sender - You are the sender and your name as you set it up appears here. It also appears at the beginning of your recipients message identifying you as the sender of the message. You can only send a message from your active mailbox. Even if you have other mailboxes that are listed in the send box list, the only message that will go is the one identifying you with your name and being sent from the current active ISP's mail box. This is to prevent false identities.

To: Your Recipient - This box is where you must put your recipients address (e-mail address). . .and it must be exact. We have not yet discussed the AddressBook but it is the easiest way to handle your recipient's address. If not from your address book, you must type it in. If you will notice there is a little icon (picture of an open book) next to the (To:) By clicking on this icon it will open your address book and you can easily choose your recipient and address automatically installing it here. You also have the ability to send the same message at the same time to more than one recipient. We will discuss this in detail when we cover the address book.

CC: Carbon Copy - You have the ability to send a copy of this message to a second party and identify to your recipient that a copy is being sent and to whom.

When you have completed your message the next step is to send it. Just click on the send icon and your message will automatically go to the send folder known as the “outbox” awaiting to be sent to your ISP who will automatically send it to the recipient.

Before the message is sent it is most common to have the Spell Check program set at automatic. When you clicked on the send icon Spell Check automatically checks the spelling and prompts you on any misspelled words. If no conflicts with the built in dictionary the message continues on its way.

Your message is now sitting in the outbox waiting to be sent. If you are on line it will automatically be sent. If you are not online it will stay in the outbox until you are again online. This is an optional setting.

Among the tools in the Tools menu is the send and receive command. It is also an icon on your Icon Bar. This gives you the manual ability to send and receive your messages. It also allows you to choose to send only or receive only. If you have multiple inboxes you can choose which one you want to receive or download.

Also among the commands in the Tools menu is “Options. . .” which opens a multi-tabbed options menu that allows you the set-up and change to the many features of “Outlook Express.” It is suggested that you go through this “Options” folder and see the many options that are available to you. Many you will not understand. . . but it will be an excellent learning experience that will generate questions to bring into our discussions.

As we were discovering how to create new messages, reference was made to the “Address Book.” Developing your ability to build and use your Address Book is one of the most important tools you have within your e-mail experience. Another chapter will be detailed in building your address book.

