

Email tips and tricks

Mendlesham Computer Club

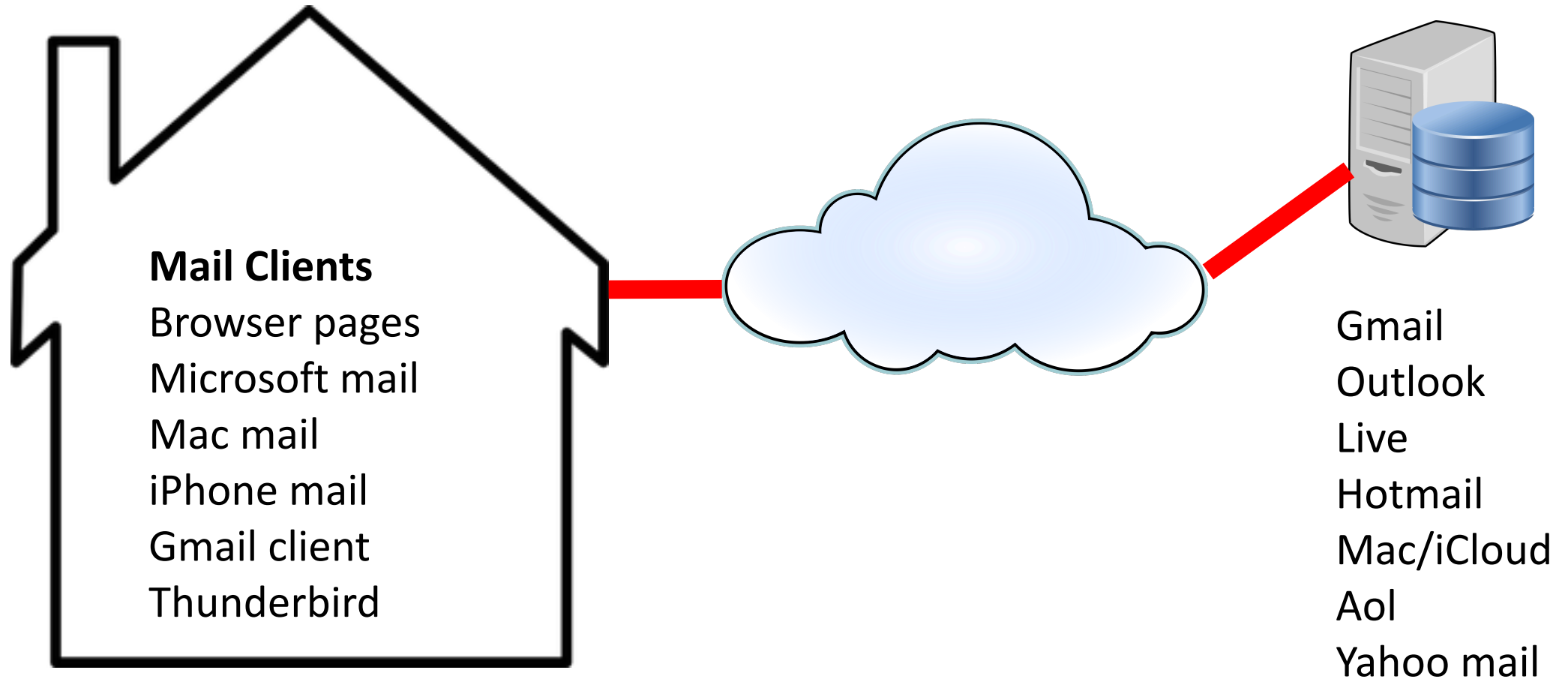
By Giles Godart-Brown

How does email work?

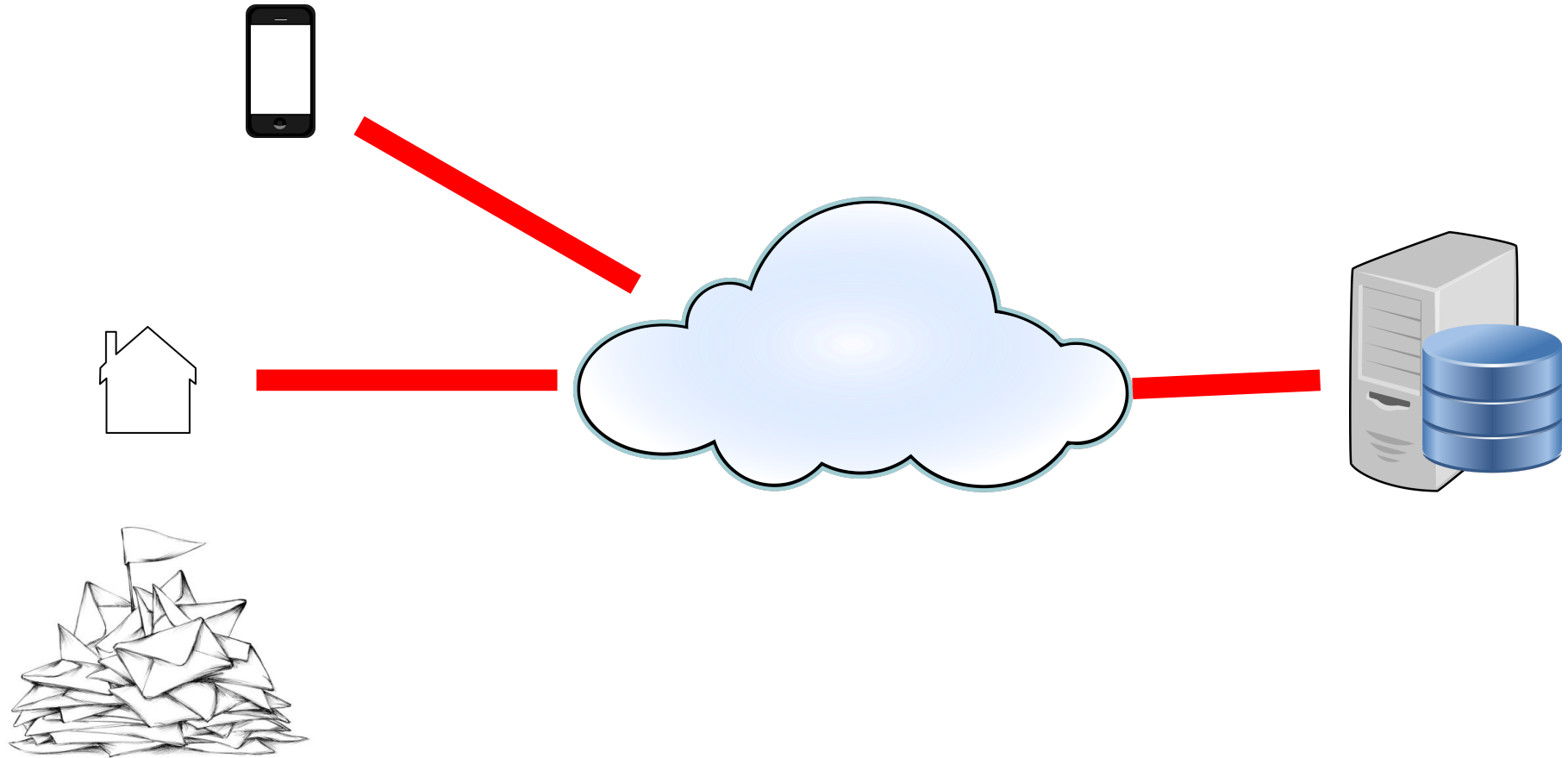
Mail clients and servers

The Internet

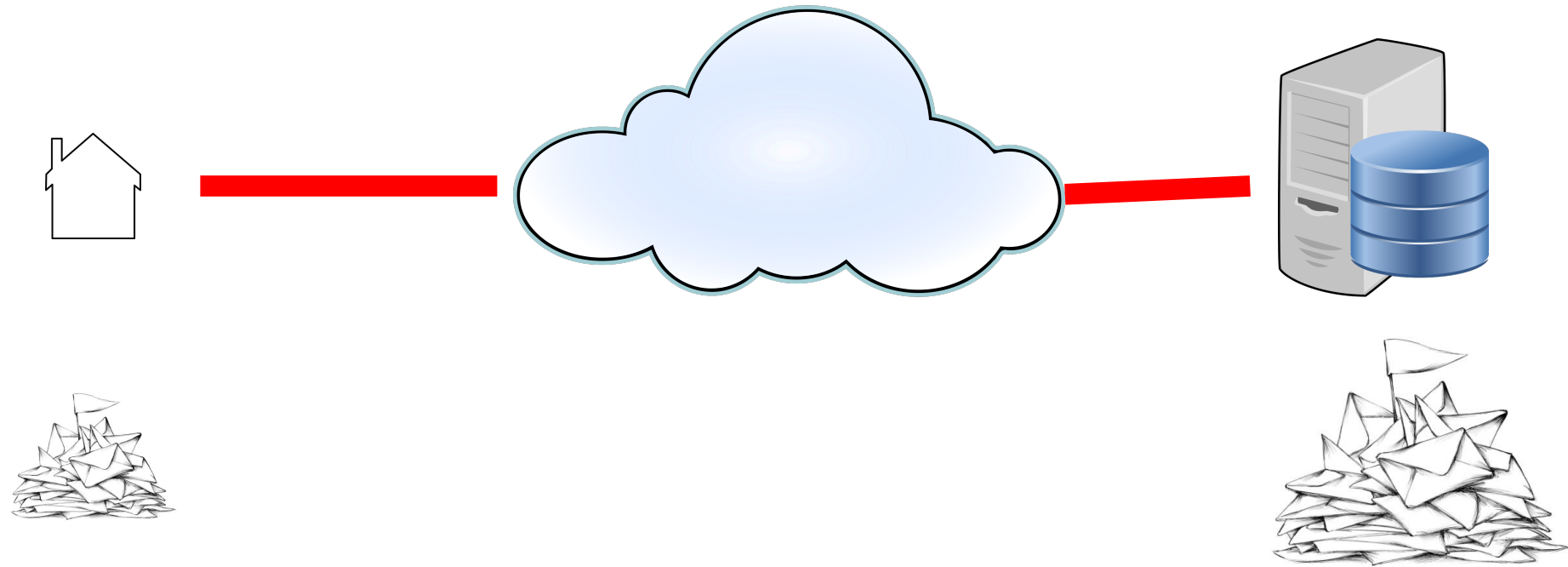
Mail Servers



Post Office Protocol (POP)



Internet Message Access Protocol (IMAP)



Synchronising different clients (phone, tablet, PC client, or Browser)

- Provided you use the same userid, password and server details and you are using IMAP, then all emails will be synchronised across all devices once they successfully connect.
- If in doubt, use the browser interface (e.g. <https://mail.google.com/>). This will verify you have the correct id and password and it will always be the master.

What is an email, how do addresses work and how to use attachments

An email is very like a traditional letter in an envelope

Traditional Letter

Envelope

- Addresses, To, (From)
- Dates – Franked by Post Office

Covering letter

Enclosures

Email

Header

- Addresses, To, From
- Dates
- Subject and other things needed for mail to work

Body

Attachments

Addressing

Email addresses

- Email addresses are in 2 parts a name and a domain, split by the @ character, e.g. giles@godartbrown.co.uk,
- The domain usually indicates the mail server, e.g. @gmail.com = Google, @hotmail.com = Microsoft, @mac.com = Apple
- You can however rent a domain then set up your own, more easily remembered, email names, e.g. I rent godartbrown.co.uk and have email addresses for myself and Sonia

Tips for addressing

- Most email systems support distribution lists.
- Use 'To' and 'CC' wisely e.g. use 'To' for the person who needs to action your email, 'CC' for people that need to know about it.
- Always use 'BCC' (blind copy) when sending or replying to a list. This stops you from broadcasting the email addresses of the recipients (but you can still see who they are in your sent mail folder).
- Think twice (or more) before using reply-all.
- Read-receipt is very seldom used nowadays and can easily be circumvented.

Attachments

Attachments

- Attachments are files (Photos, documents etc.) that are sent with the body of the email, analogous to enclosures in an envelope in snail mail.
- DO NOT open attachments from senders you do not recognise, this is the most common way viruses are transmitted, if in doubt delete. NEVER open an attachment with a name ending in .exe.
- Its OK to save attachments to your local disk if say you want to edit them, but remember to also leave them in a folder in your email system in case your PC dies.
- Some mailboxes have limits on attachment size, so beware of sending very large attachments, or lots of photos, send them in multiple emails if necessary.

Other email tips

Tips for writing emails

- To 'Dear' or not to 'Dear'
 - Up to personal preference, but not often used in emails and never in a reply
- Expressing emotion
 - Emoticons 😊 😞
 - SHOUTING
 - Use pseudo tags e.g. `<sarcasm>`Isn't that clever !`</sarcasm>`

The Subject

- Use subject<EOM> (End Of Message) for one-liners e.g.

Subject: Can you come to a party at 9PM on Saturday?<EOM>

Then you can leave the message blank and the recipient can quickly see what the message is.

- Don't be afraid to edit the Subject or Recipients when a thread changes course.

Folders

Folders

- These are like the folders you have in a filing cabinet or on your disk drive. They contain emails and their attachments.
- If you are using IMAP the master for these is in the Cloud and wont be lost if your PC fails.
- You should always aim to move items out of your inbox into a folder (preferably the trash) as soon as you can.
- There are 2 schools of thought on how to use folders.
 - Have a few folders and use search to find what you want
 - Have an extensive folder structure with folders within folders
- Every mail client differs slightly on how to use these, e.g. Gmail calls them Labels, Apple mail calls them mailboxes.



Inbox zero

Mendlesham Computer Club

By Giles Godart-Brown

Inbox management – Inbox Zero

The aim is to have no emails in you Inbox at the end of each day

- Process email periodically throughout the day, perhaps on the hour.
- First delete as many new messages as possible.
- Then forward what can be best answered by someone else.
- Immediately respond to any new messages that can be answered in two minutes or less.
- Move new messages that require more than two minutes to answer -- and messages that can be answered later -- to a separate "requires response" folder.
- Move messages which are waiting for someone else to do something to a "Waiting-for" folder and review this at the end of each week, chase if necessary.
- Set aside time each day to respond to email in the "requires response" folder or chip away at mail in this folder throughout the day.

How to get to Inbox Zero

1. Have a cull of similar emails using sort or search
2. Create a new folder called 'old inbox'
3. Move whats left in your inbox to 'old inbox'
4. Go to 'old inbox' and start from the oldest email and be ruthless
 1. Delete,
 2. Move into another folder for safe keeping
 3. Reply if you can deal with it in under 2 minutes
 4. Move it to 'waiting for' if you are going to deal with it later
5. Meanwhile, keep you main inbox empty.

Email Filters or Rules


Mendlesham Computer Club

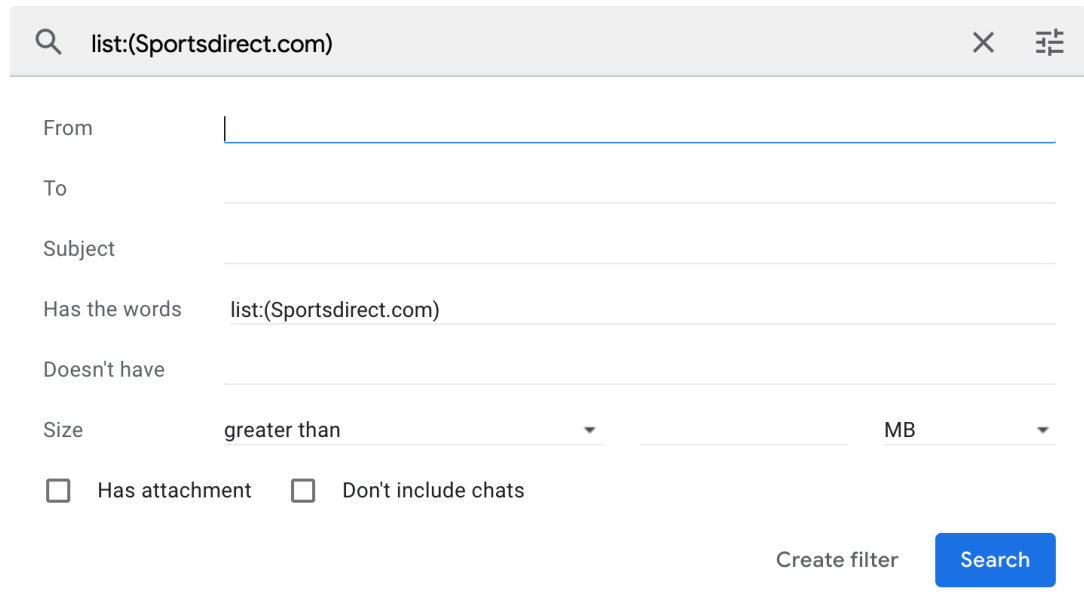
By Giles Godart-Brown

Inbox management – Filters or Rules

- Microsoft and apple Call them Rules, Gmail Filters
- They automatically deal with your emails BEFORE they go into your inbox e.g.
 - Delete all emails from the chosen sender
 - Move all emails with a given subject to a chosen folder
- All email hosts support them, however how you set them up depends on the individual providers and are only possible via a browser (Chrome, Safari, Edge...).

How to create a Gmail filter

- Go to Gmail in your browser (do not use the Windows mail client) <https://mail.google.com/>
- Open an email that you want to filter
- Click on the 3 dots for more 
- Click **Filter messages like these.**



list:(Sportsdirect.com)

From

To

Subject

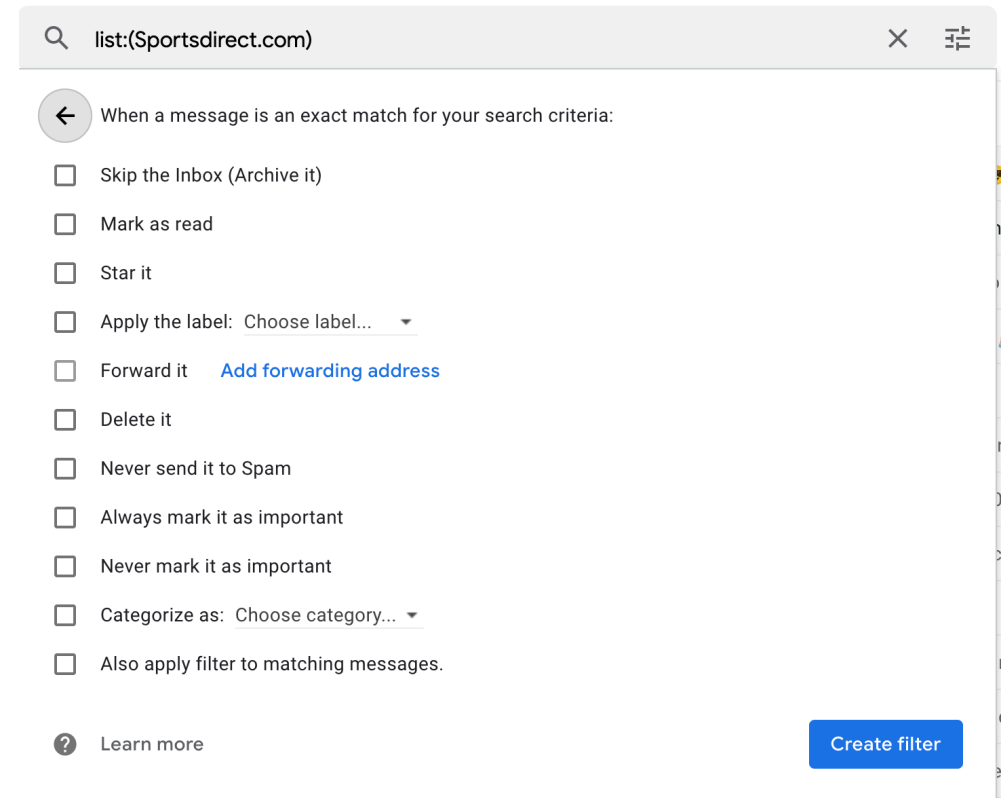
Has the words list:(Sportsdirect.com)

Doesn't have

Size greater than MB

Has attachment Don't include chats

Create filter Search



list:(Sportsdirect.com)

← When a message is an exact match for your search criteria:

Skip the Inbox (Archive it)

Mark as read

Star it

Apply the label: Choose label...

Forward it [Add forwarding address](#)

Delete it

Never send it to Spam

Always mark it as important

Never mark it as important

Categorize as: Choose category...

Also apply filter to matching messages.

[? Learn more](#) Create filter