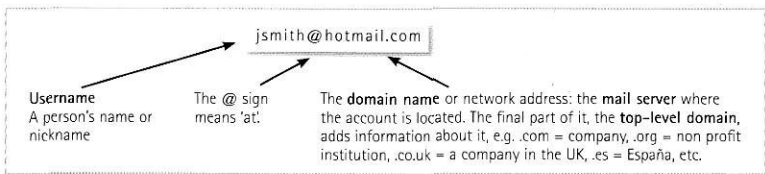


A What an email is

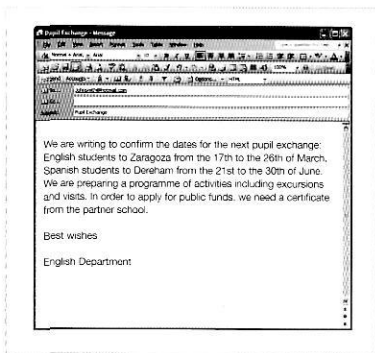
An **email** is an electronic message sent from one computer to another that can also include **attachments**: documents, pictures, sounds and even computer programs.

Although it's much faster and easier to use than the post, **snail mail**, the two have many things in common: you send an email to a **mail server** (an electronic post office) where it is stored in a **mailbox**, which holds incoming mail until the recipient downloads it. Users are given an **email address** and a password by an Internet Service Provider (ISP).

A typical email address has three parts.



B Anatomy of an email



Emails usually have two main parts.

- 1 The **header** generally includes these:
TO (name and address of the recipient)
CC (carbon copy sent to another addressee)
BCC (blank / blind carbon copy)
SUBJECT (topic of the message)
- 2 The **body** (the message itself)

Some email programs also include a **signature**, with added information about the sender, at the end of the message.

You can make your message look more expressive or attractive by using **smileys** (also called **emoticons**): little pictures either made with characters from the keyboard such as :-) for happy, :-o surprised, :-(sad, etc. or downloaded images and animations.



C Spam

Spam, or junk email, is the name given to unwanted messages, mainly commercial advertising. Some companies, **spammers**, use it extensively because it's cheaper than other types of advertising: you or your Internet Service Provider pay for it.

D Mailing lists and newsgroups

A **mailing list** is a basic type of discussion group that uses email to communicate. The messages are distributed to all the subscribers, i.e. everyone who belongs to the list.

Newsgroups are similar. The main difference is that the message is not sent to someone's mail server but to a bulletin board where everybody can read and answer the message.

2.1 Find words in A and B opposite that match these definitions.

- 1 a file that has been included as part of an email message
- 2 conventional mail delivered very slowly in contrast with email
- 3 symbols used to express emotions in an email
- 4 the part of the email address that identifies the user of the service
- 5 the computer that provides you with mail service
- 6 a facility that allows users to send and receive messages via the Internet
- 7 the part of the email where you write the information about the addresses and subject
- 8 the part of the email address that identifies the server
- 9 the place where your Internet Service Provider stores new email for you

2.2 Look at the main parts of an email message in B. Where would you write the information below? What additional information do the TLDs (top-level domains) of the addresses give you?

1 peterswinburn@jazzfree.com

2 Eleanor Richardson
Manager

3 maryjones@arrakis.es; susanwilt@hotmail.co.uk

4 Plane tickets

5 Peter,

I've already booked the plane tickets to attend the Managers' Conference. Mary and Susan are joining us.

Best wishes

2.3 A manager is giving his colleagues some advice on how to prevent spam. Complete the sentences with the words in the box.

mailing list	spam	email address	newsgroups	spammers
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- 1 Never ever reply to a email or click on a link within the mail – this will lead to more junk email being sent to you. Unsubscribing only confirms you do actually exist, so they've hit the jackpot.
- 2 Don't let your email address be displayed anywhere on the Internet, including, chat rooms or any websites.
- 3 Never forward a spam to other people – might be able to track their addresses too, and you could end up losing friends!
- 4 Send your emails on a strictly 'need to know' basis; don't include everyone on a unless it is really necessary.
- 5 Treat your like your phone number – don't give it out randomly. Try to use a different one when shopping online.

You and computers

Smileys can make your email messages look much more expressive. Access the Web and download some for your future messages.



Married couple communicating via email at home