



# Lecture 1 – Introduction & E-mail Management

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# Themes of the Course

- **The course is structured into two themes**
  - **Understanding what software packages are available and how they are used (and misused!) in practice**
  - **Developing basic competency in a number of common software packages to a level equivalent to the ECDL (European Computer Driving Licence)**



# Approach

- Weekly Lectures
  - Will cover specific types of package
  - How and why they are used
  - Opportunities, Problems and pitfalls
- Practicals
  - Set of activities to ECDL level
  - More advanced activities (optional)
  - 3 groups + self study



# Assessment

- **Tests (end of Autumn & Spring Terms) 5% each**
  - Will test your understanding of practicals
  - You will be caught out if you do not do the practicals!
- **Assignment (set Autumn, Due Spring) 40%**
  - Based on an imaginary case study
  - You will act as consultant to an organisation advising on software packages
- **Examination (Summer Term) 50%**
  - Revision lectures early in Summer Term
  - Answer 4 from 6 questions
  - Largely covering material from lectures
- **Failure is possible!**

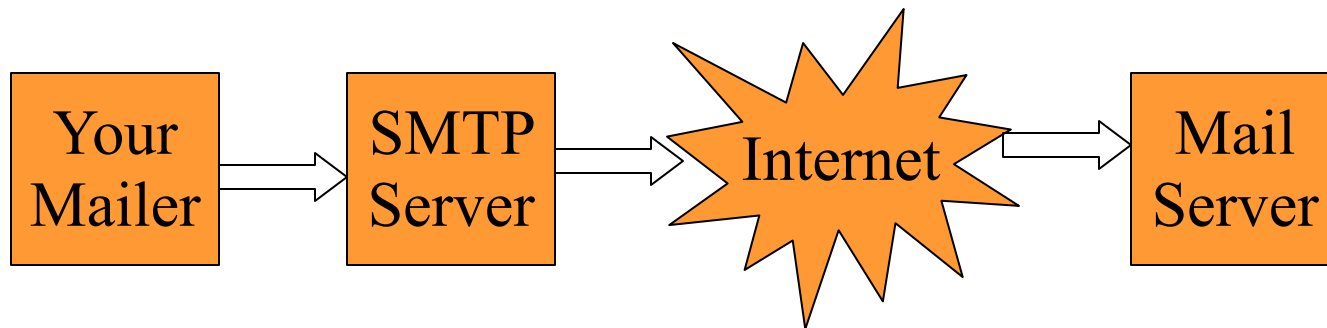


# Today's Subject

- **E-mail management**
  - Why managing e-mail is not always simple
  - How e-mail works
  - The range of e-mail software available
  - E-mail abuses and misuses
- **Practical work to ensure competency with Outlook Express E-mail client**
  - Basic sending and receiving
  - Skills that will be useful to you immediately

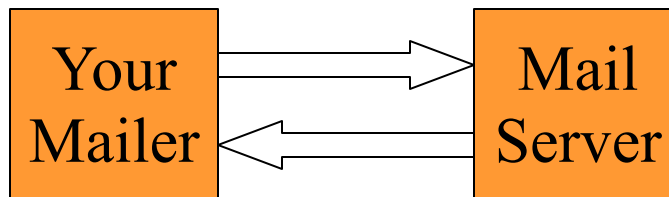
# Sending E-Mail

- **Uses SMTP (Simple Mail Transfer Protocol)**
  - to send mail and attachments
- **Uses DNS (Domain Name System)**
  - to resolve addresses
- **Stored in recipients 'mailbox'**
  - E.g. UNIX mail spool directory
  - or proprietary mailbox



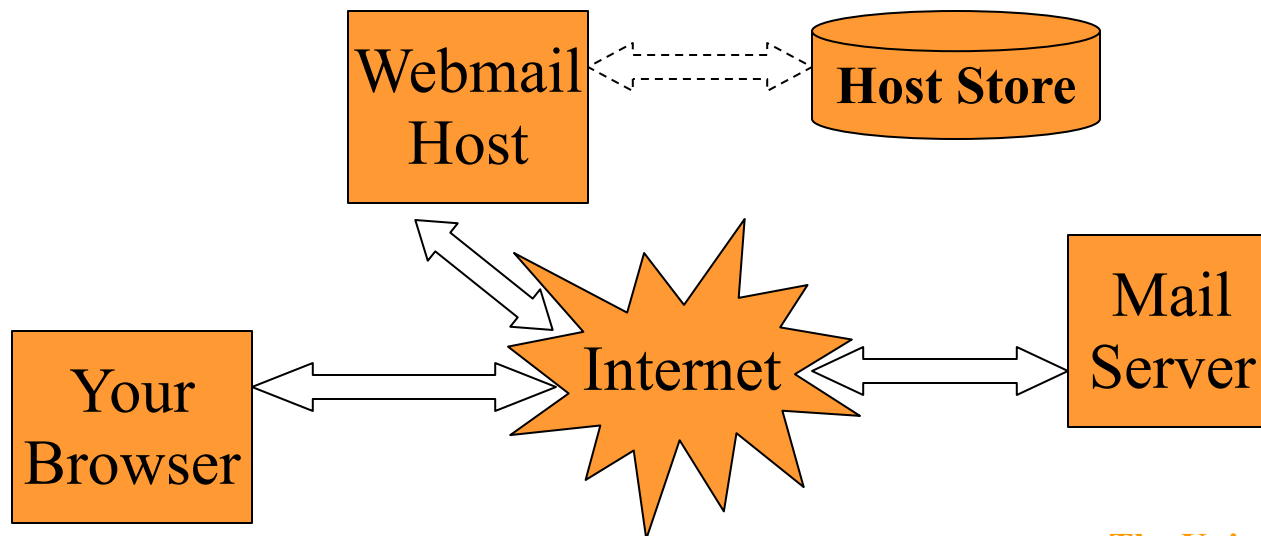
# Simple Receiving

- **Eg**
  - PINE
  - Outlook Express in online mode
- **Uses POP3 (Post Office Protocol) to retrieve mail**
- **Mail stored on server**
- **Must be online to read and send mail**



# Using Webmail

- **Similar to simple mail reading except:**
  - Webmail host talks to mail server
  - Mail displayed in a browser window
  - May allow mail storage on web mail server





# Offline Working

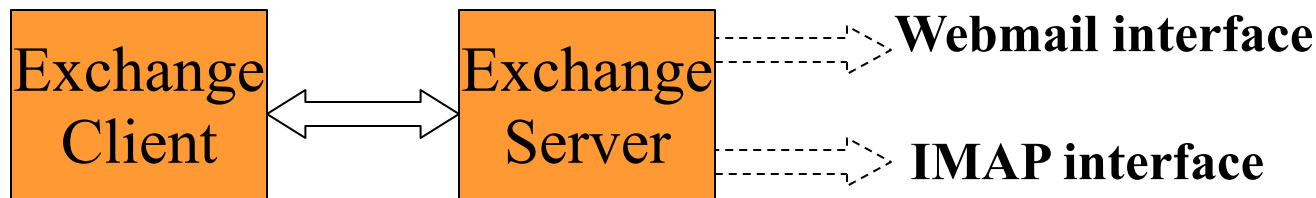
- **Eg**
  - Outlook
  - Eudora
  - Many others
- **Uses POP3 or IMAP**
  - To transfer mail to local folders
  - Folders may also contain notes, addresses, etc
  - IMAP allows folders to be stored on the server and shared





# Proprietary Solutions

- **Hotmail**
  - Web based solution
  - Can read from POP3 mailboxes
  - Cannot be accessed by a offline reader
- **Microsoft Exchange**
  - Client-server with proprietary protocol
  - Rich functionality
  - Can be configured for web mail and IMAP4





# Filters

- **Two main purposes**
  - Deleting unwanted items
  - Automatic sorting and prioritisation
- **Basic filtering by subject, sender, etc**
- **Simple actions e.g.**
  - copy to folder
  - Highlight in a particular colour
- **May have rich functionality e.g.**
  - Automatic forwarding / replying
  - running an arbitrary process
- **Where (client/server) do the filters run?**



# Address Books

- **Corporate Directory**
  - Maintained by the organisation
  - Fairly accurate
  - Limited in scope
  - May include mailing lists
- **Personal Address Books**
  - Created and maintained by the user
  - Can contain any type of address
  - Accuracy up to the user
  - Need to be updated if someone changes their address
- **‘Global’ Directories**
  - E.g. BigFoot, probably of limited use



# Common E-Mail Misunderstandings

- **E-mail is instant**
  - It is (usually) quick but NOT instant
  - Uses a “store & forward” approach
- **“Read” Receipts are meaningful**
  - They do not necessarily mean the message has been read
  - Not receiving one doesn’t mean it hasn’t been read!
- **Message priorities are meaningful**
  - Largely ignored by receiver
- **Your e-mail is private**
  - Not if your friends include you in a big CC: list!
  - Respect others privacy, learn to use BCC:



# Dealing With Spam

- Also known as UCE (Unsolicited Commercial E-mail)
- Black list – disallow from named senders / domains
  - Spammers use new (or fake) sender addresses each time
- White list – receive only from named senders
  - Difficult to keep up to date
- Server based spam filters
  - Lots of commercial products, e.g. Spam Assassin
  - To mark or delete or hold & respond?
- Client based filters
  - e.g. POPfile Bayesian Filter – needs training



# E-mail accounts & addresses

- **From your employer**
  - [Krw@ecs.soton.ac.uk](mailto:Krw@ecs.soton.ac.uk) (POP3)
  - [Karl@cs.rhul.ac.uk](mailto:Karl@cs.rhul.ac.uk) (POP3)
  - [K.R.Wilcox@reading.ac.uk](mailto:K.R.Wilcox@reading.ac.uk) (POP3)
- **From Previous employers**
  - [Karl.Wilcox@honeywell.com](mailto:Karl.Wilcox@honeywell.com) (to iee)
- **From your ISP**
  - [Kwilcox@ntlworld.com](mailto:Kwilcox@ntlworld.com) (POP3)
- **Mail forwarding addresses**
  - [Kwilcox@iee.org](mailto:Kwilcox@iee.org) (to ntlworld)
  - [Kwilcox@computer.org](mailto:Kwilcox@computer.org) (to ntlworld)
  - [Fixtures@whitegrove.com](mailto:Fixtures@whitegrove.com) (to ntlworld)



# Mail Identities

- Some e-mail client programs support the use of multiple identities
- Very useful for small number of people sharing same computer
  - E.g. family computer at home
- *Might* be useful for managing multiple addresses
  - But can collect multiple accounts under one identity anyway
  - Cannot always send from each identity (depends on ISP / network permissions)
  - Can be confusing to switch between identities





## Issues for E-Mail Users (1)

- **Where do they want to read new e-mails?**
  - Always online?
  - From anywhere on the web?
  - Always have access to stored e-mails?
  - What about backups?
- **Where do they want to store e-mails?**
  - On the server?
  - On their own PC?
  - Or both?



## Issues for E-Mail Users (2)

- **Do they have multiple e-mail accounts?**
  - Do they want to receive all e-mails in one inbox?
  - What about copies on the server?
  - May not be able to *send* as required user from same place
- **Do they wish to use filters?**
  - What are they trying to achieve?
- **How will they manage address books?**
  - Similar issues to reading new e-mails
- **How will they manage spam?**



# Today's Practical

- **See lists at front of room for your group & time**
- **Practicals all in IT lab (Physics rm 124)**
- **Tasks on sheet handed out in lab**
- **Helpers on hand in labs**
- **Use Blackboard for problems and questions later**