



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!**



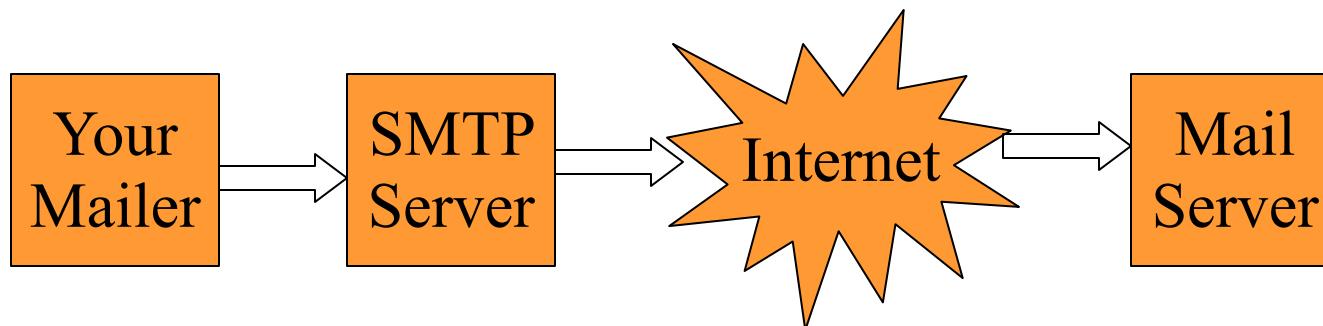
Today's Subject

- **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

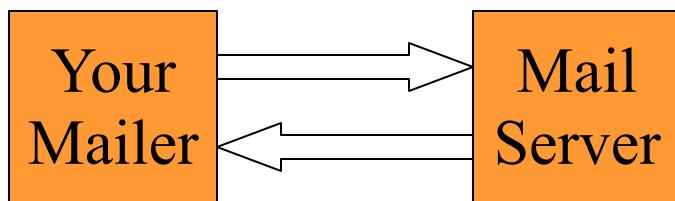
- **Uses SMTP (Simple Mail Transfer Protocol)**
 - to send mail and attachments
- **Uses DNS (Domain Name System)**
 - to resolve addresses
- **Stored in recipients 'mailbox'**
 - E.g. UNIX mail spool directory
 - or proprietary mailbox





Simple Receiving

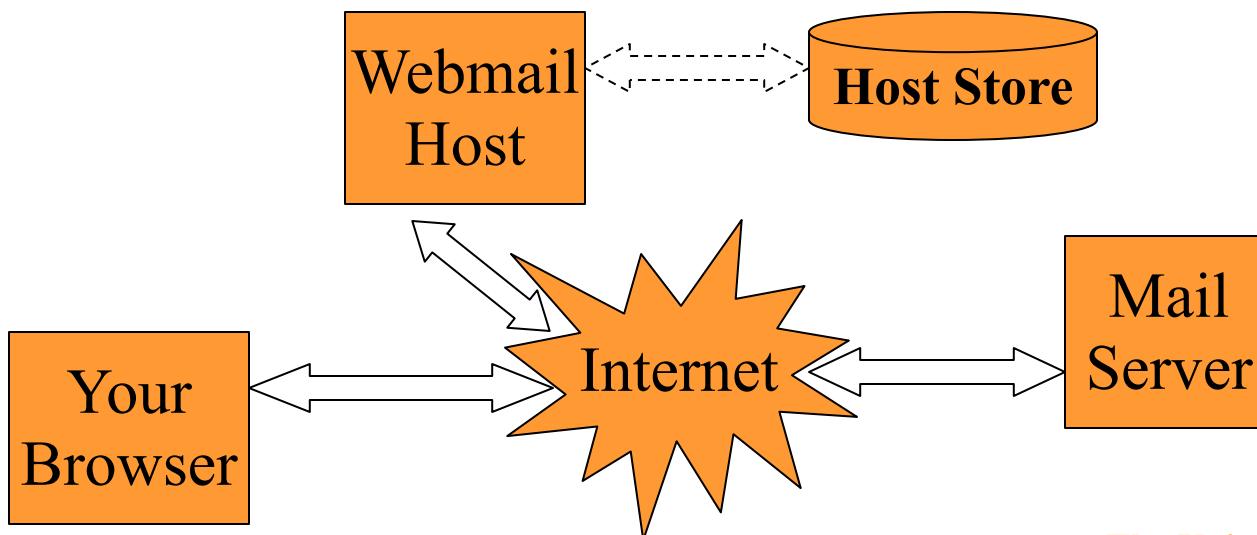
- **Eg**
 - PINE
 - Outlook Express in online mode
- **Uses POP3 (Post Office Protocol) to retrieve mail**
- **Mail stored on server**
- **Must be online to read and send mail**





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

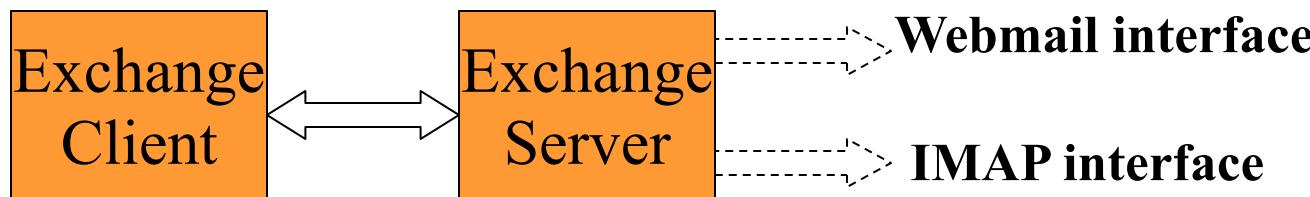




Proprietary Solutions

- **Hotmail**
 - Web based solution
 - Can read from POP3 mailboxes
 - Cannot be accessed by an 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 (POP3)
 - Karl@cs.rhul.ac.uk (POP3)
 - K.R.Wilcox@reading.ac.uk (POP3)
- **From Previous employers**
 - Karl.Wilcox@honeywell.com (to iee)
- **From your ISP**
 - Kwilcox@ntlworld.com (POP3)
- **Mail forwarding addresses**
 - Kwilcox@iee.org (to ntlworld)
 - Kwilcox@computer.org (to ntlworld)
 - 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**