

Glossary of Email Terms

Email electronic mail that enables people to communicate with others around the world instantly and free of charge regardless of the length of the message or the distance of the recipient

Internet an international network of computers linked up to exchange information: the word is a contraction of “**international**” and “**network**.” Each one of these computers registered and paid to get a unique address or **Uniform Resource Locator**, URL.

ISP (internet service provider) an organization that provides access to the Internet via a variety of methods (dial-up, DSL, cable) for a monthly fee

Internet Connection the three most common ways to connect to the internet are: telephone line (dial-up), cable line (through your cable provider), and DSL line (secondary phone line)

Email Providers *free email services vs email provided by an ISP*

Free email services: a large variety of choices, changing ISPs doesn't affect your account, you have to set up the account yourself, little to no technical support

Examples: Gmail, Yahoo, Hotmail

Email provided by an ISP: the account is set up for you when you sign up for service, many ISPs have unlimited customer support 24/7, your email account is tied to your ISP, if you change service you lose your account and address

Examples: Comcast, Quest

Gmail free email service provided by Google, www.google.com

Logging in the process of accessing your email account using your login name and password.

Login Name a unique name that identifies you on your email system. It is used to log you in to your email account and it forms part of your email address.

*also referred to as a screen name, username, sign-in name, registration name, or ID

Password a combination of letters, numbers, and/or symbols used in conjunction with your login name to access your email account

Email Address an email address is like your home address, it's a unique set of letters and/or numbers which enables email to be delivered to a specific person or organization. There are 4 components that make up an email address:

1. Login name
2. @
3. email provider's name (hotmail, yahoo, gmail, AOL, Comcast)
4. extension (.com, .net, .edu, .org, .gov)

example: johndoe555@gmail.com

Inbox after you log-in, most email systems will take you directly to your inbox. The inbox is a list of all email messages you've received. The inbox will show who the email is from, the subject of the email, and when it was sent.

Folders on the left side of your screen is a list of alternate locations for email messages. In addition to your inbox there is: Sent Mail – a list of messages you've sent to others, Drafts – a list of messages you've composed but not yet sent, Spam – a list of messages from unknown senders (junk mail), Trash – a list of deleted messages.

Contacts vs. Quick Contacts your contacts folder contains all the names and email addresses you've either saved from received messages or added manually (you can also add additional information about a contact). Your "quick contacts" is a short list of email addresses that you use most often.

Junk Mail also known as spam. Junk mail, like the junk mail you receive through your home mailbox, is usually from people and businesses you may or may not know and is generally an attempt to promote or advertise a product or service. Some junk mail may be an attempt to spread computer viruses or to obtain your personal information. Junk mail will accumulate in your junk mail folder until your email service periodically clears it out or until you delete it. Some legitimate email messages may end up in your junk mail folder and you may want to check periodically for misdirected mail.

Delete vs. Archive Gmail gives you two options for removing email messages from your inbox. You can either remove it permanently by deleting it or you can archive it if you feel you may want to access it again in the future.

Forwarding allows you to send a message you've received on to another person or persons. You can either send the message as is or you can add your own message along with it.

Add Cc vs. Bcc when you want to send an email message to more than one person you can use the Cc line or the Bcc line in addition to the "To:" line. The Cc (or carbon copy) line gives you another line for additional email addresses. The Cc line, however, will enable all recipients of your email message to see each other's email addresses. When you don't want your recipients' email addresses visible to all others receiving your email message, use the Bcc (or blind carbon copy) to keep everyone's email addresses hidden.

Attachments computer files (pictures, word processing files, etc...) attached to an email message. When you receive an email message with an attachment you will see a paperclip next to the subject. When you want to send an email with an attachment simply compose a new email and then click on "attach a file" (right below the subject line). A new window will pop up and you will be asked to choose which file you wish to attach. Click on the file and then click "open", your attachment will appear below the subject line next to a small paperclip.