



Email and Emailing

Maylands Public Library

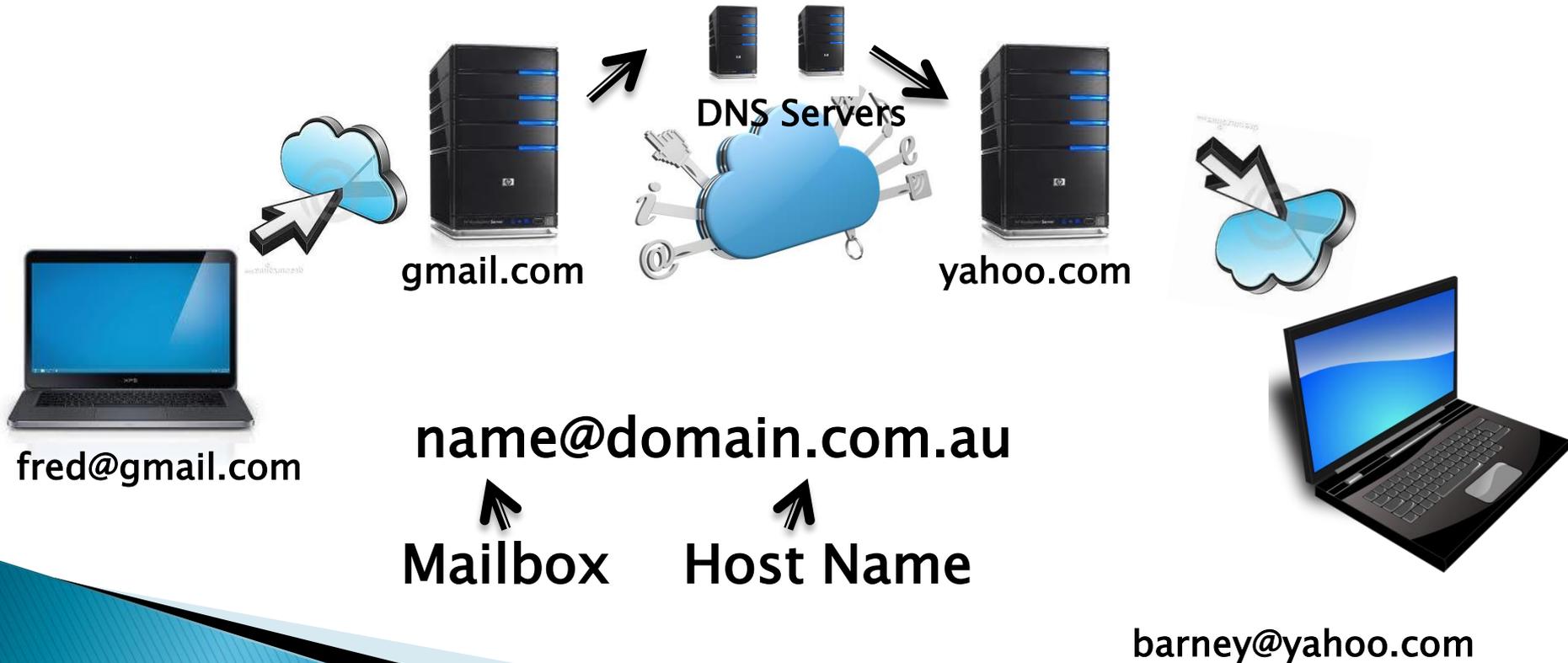


City of Bayswater



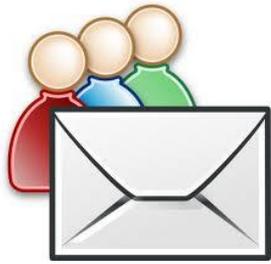
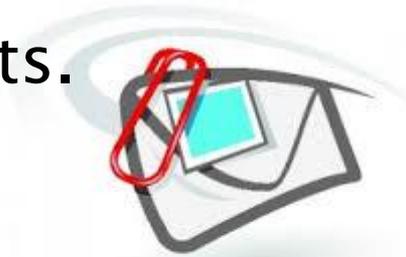
What is email?

- ▶ Electronic Mail. These are messages which are distributed electronically by means of a computer or smart device.
- ▶ Typically 2 million emails are sent around the world per second every day... of which >70% is considered spam.





Why use email?

- ▶ Fast (seconds). 
- ▶ Offline communication – send anywhere, anytime to be read when convenient by the recipient. 
- ▶ Multiple people can be addressed at the same time. 
- ▶ Information can be forwarded on easily. 
- ▶ Can include digital attachments. 



How Reliable is email?

- ▶ Mostly, but not guaranteed.
 - (delivery and read receipts)
- ▶ Email, can be blocked or intercepted by filtering software.
- ▶ Mail servers are clever enough to attempt resending and give feedback to the sender in the event of failure.





How Private is email?



- ▶ Messages can be intercepted and read as they travel over an unsecured public internet.
- ▶ Encryption software is available to secure sensitive or confidential emails if necessary.
- ▶ Company policy can dictate that emails are not private.
- ▶ Does delete really delete?





Etiquette

- ▶ Use the subject line... Preferably meaningfully
- ▶ Start with a greeting and end with your name.
- ▶ Keep messages short and avoid multiple unrelated topics. If you need to address multiple related points, use numbers or bullets and whitespace.
- ▶ Avoid all CAPITALS as it is difficult to read and is known to imply SHOUTING!
- ▶ Check your spelling.
- ▶ You cannot un-send an email, so be thoughtful of the content as it might come back to bite you later.





Email providers

- ▶ Which one (or more) should I use?





Email Options

- ▶ iinet, amnet, bigpond,...
- ▶ Usually at least one (additional) email address is provided as part of your internet plan.
- ▶ Typically 5 addresses are made available.
- ▶ Email is accessed via an email portal (website) or you can download to your PC or smart device.
- ▶ Gmail (Android phone/tablet, Google: Docs, Calendar, Apps)
- ▶ Outlook.com (Hotmail) (Windows 8, Office, Surface, Windows Phone)
- ▶ iCloud (apple devices – ipad, iphone, mac)
- ▶ Yahoo Mail
- ▶ Facebook Messages
- ▶ GMX

Through your ISP

Via Free (or paid) online



Online Email

- ▶ Known as webmail, mail is only available to view while online.



- ▶ Available through your ISP (web portal) or one of the many online email options.



- ▶ The connecting PC or smart device should allow for attachments to be (downloaded) saved for later.



- ▶ Similarly, photos and other attachments can be uploaded before sending onward via email.



Downloading Email

- ▶ MS Windows provides Outlook Express, Windows Mail, Windows Live Mail (part of Windows Essentials), Windows 8/10 Mail.
- ▶ Mac provides Apple Mail as standard.
- ▶ Smart Devices offer default mail apps plus many others.





The not so good stuff

- ▶ Abuse
- ▶ Spam
- ▶ Phishing
- ▶ Viruses and Malware





Spam Email

- ▶ Junk email, Unsolicited email.
- ▶ Mostly spam is just a nuisance, however...



- ▶ Clicking on links or opening attachments could lead to unexpected problems including Phishing and Malware.
- ▶ Spammers collect and sell email addresses from chatrooms, newsgroups, websites, customer lists, viruses (address books).





Phishing

- ▶ Ways to obtain personal information.

- ▶ “Click here to verify and update your information”.



- ▶ Fake Emails
YOU"VE WON!!!



Redeem your prize before it's too late.

- ▶ False Websites

- ▶ www.fake.com/paypal/login.html





Avoid Phishing Attacks

- ▶ Stay away from phishy looking emails.
- ▶ Never use links embedded in emails, instant messages, or whenever things look suspicious.
- ▶ Avoid sending personal information in an email.
- ▶ Beware of false websites.
- ▶ Avoid filling in online forms asking for personal information unless you are sure it is a legitimate site.
- ▶ Beware of support phone calls
- ▶ If in doubt check out **Hoax-Slayer**



Hoax-Slayer



Phishing Examples

Inbox - Microsoft Outlook

File Edit View Go Tools Actions Help

New Reply Reply to All Forward Send/Receive Search address books

Mail

Favorite Folders

Mail Folders

- All Mail Items
- Personal Folders
 - Deleted Items (303)
 - Drafts
 - Inbox (1617)
 - Ebay (149)
 - Hooley
 - Library Seminars (7)
 - Netgear Logs (157)
 - PC Prices
 - Piano Files (1)
 - Reference
 - RMT
 - Vodafone
 - Junk E-mail (129)
 - Outbox
 - RSS Feeds
 - Sent Items
 - Search Folders
 - Archive Folders
 - Archive Folders 2006-2008

Inbox

Search Inbox

From	Subject	Received	Size
Importance: High (12 items, 5 unread)			
The Gmail	Tony Private notifications	Sat 15/03/2014 9:43 AM	5 KB
TheGmailTeam	Tony New messages	Fri 14/03/2014 1:48 AM	5 KB
AutoFacebook Support	[SPAM] Tony Personal notifications	Tue 11/03/2014 10:53 PM	6 KB
TheYouTubeReminder	[SPAM] Tony! Direct notification from YouTubeReminder!	Tue 4/03/2014 3:52 AM	6 KB
AutoGmail Notifier	[SPAM] Tony Private notification from Gmail Notifier!	Sat 1/03/2014 3:37 AM	5 KB
The YouTubeSupport	[SPAM] Tony. Urgent notification from YouTubeSupport.	Thu 27/02/2014 5:22 PM	6 KB
Auto YouTubeService	[SPAM] Tony, Direct notification from YouTubeService	Tue 25/02/2014 10:43 PM	6 KB

Tony Private notifications

The Gmail [marlanacathygz@kalmangroner.com]

This message was sent with High importance.

Sent: Sat 15/03/2014 10:43 AM
To: tony@wildtop.com.au

Gmail

Private notifications.

[View notification](#)

With many thanks,
Gmail.

This notification was sent to tony@wildtop.com.au; Don't want occasional updates about Gmail activity and friend suggestions? Change what notification Gmail sends you. Google Inc., 1600 Amphitheatre Pkwy, Mountain View, CA 94043 USA



Phishing Examples

Search Current Mailbox Current Mailbox

All Unread By Date Newest

Apple
[SPAM] iTunes ID Locked 29/09/2016
iTunes Store Hello Dear Customer, Your

Reply Reply All Forward IM

Thu 29/09/2016 9:21 AM

Apple <no-reply@pub2.net>
[SPAM] iTunes ID Locked

To support@magooit.com.au

iTunes Store

Hello Dear Customer,
Your iTunes ID has been disabled, So Please update your account details. If you do not update your account iTunes within 24 hours, will be disabled your iTunes account.

[Update Now](#)

<http://www.le-champ.net/blog/htaccess/>
Click or tap to follow link.

We hope to see you again soon.
Sincerely,
From iTunes

www.le-champ.net/blog/htaccess/mpp/

Deceptive site ahead

Attackers on **www.le-champ.net** may trick you into doing something dangerous like installing software or revealing your personal information (for example, passwords, phone numbers, or credit cards).

Automatically report details of possible security incidents to Google. [Privacy policy](#)

DETAILS [Back to safety](#)

www.le-champ.net/blog/htaccess/mpp/

Store Mac iPhone Watch iPad iPod iTunes Support

My Apple ID

Sign In to iTunes Connect

Please Sign In to you Apple ID to resolve the problem.

Apple ID

Password

[Sign In](#)

[Forgot your Apple ID or password?](#)

Give the gift of iTunes.
Music, movies, apps, and more.

(PRODUCT)RED
Red is a good color for you.
And millions of others.

My Apple ID

Copyright © 2016 Apple Inc. All rights reserved. [Terms of Use](#) [Privacy Policy](#)



Phishing Examples

Junk E-mail - Microsoft Outlook

File Edit View Go Tools Actions Help

New Not Junk Reply Reply to All Forward Send/Receive Search address books

Mail

Favorite Folders

Drag Your Favorite Folders Here

Mail Folders

All Mail Items

Personal Folders

- Deleted Items (303)
- Drafts
- Inbox (1617)
 - Ebay (149)
 - Hooley
 - Library Seminars (7)
 - Netgear Logs (157)
 - PC Prices
 - Piano Files (1)
 - Reference
 - RMT
 - Vodafone
- Junk E-mail (129)
- Outbox
- RSS Feeds
- Sent Items
- Search Folders
- Archive Folders
- Archive Folders 2006-2008

Junk E-mail (Search Results) verify

From	Subject	Received	Size	Categ...
PayPal	[SPAM] IMPORTANT NOTICE: Your account has been temporarily limited!	Fri 10/01/2014 12:11 ...	7 KB	
Mark Flores	[SPAM] Learn how to beat the system and never work again	Sat 26/10/2013 12:41...	8 KB	

Date: Older

[SPAM] IMPORTANT NOTICE: Your account has been temporarily limited!

PayPal [update@paypal.com]

Links and other functionality have been disabled in this message. To restore functionality, move this message to the Inbox.
This message was marked as spam using the Outlook Junk E-mail filter.
This message was converted to plain text.

Sent: Fri 10/01/2014 12:11 AM
To: tkjmac@wildtop.com.au

<https://www.paypalobjects.com/en_US/i/logo/paypal_logo.gif>

Dear Customer,

We are sorry to inform you that your account has been temporarily limited! We're constantly working to make PayPal safer, simpler and more convenient for you by regularly screening the accounts in our system. PayPal takes the safety of your account, business and financial data as seriously as you do, and these ongoing checks of our system contribute to our high level of security.

This might be due to the following reasons:

1. An inability to accurately **verify** your selected option of payment due to an internal error within our systems.
2. A recent change in your personal information (ie. change of address, email address).

How to remove limitation from your account.

We would like to restore your access as soon as possible, and we apologize for the inconvenience. To remove restrictions, confirm that you're the owner of the account, and then follow the instructions using the following link:
Confirm my account <<http://espacio2.cl/index.html>>

Until we can collect secure information, your access to sensitive account features will be limited. This is a security measure intended to help protect you and your account.

Yours Sincerely,
PayPal
Account Review Department
Email ID PP852-13-22323123

Mail



How to use email

- ▶ Checking for new messages.
- ▶ Creating messages, replying, forwarding, drafts, spelling, attachments.
- ▶ To, Cc, Bcc, From,
- ▶ Reading messages and attachments.
- ▶ Printing messages.
- ▶ Maintain an Address Book.
- ▶ Organising messages and folders.
- ▶ Mail rules and junk filters.
- ▶ Delete and really delete.
- ▶ Delivery and Read receipts



Thank you

www.magooit.com.au

Magoo IT

Connect with us

Home About Events Blog Training & Topic Choices Contact Resources & Links

Past Events 2015
Past Events 2014
Past Events 2013

Help is on the way...
your question?
the thingamabob is in the whoos-a-me-whatsit, can the whoos-a-me-whatsit connect to the whatchamacallit, and then download a hoos-i-jig to interact with my doohickey?

ASK US NOW !

Magoo iT
Seniors Tech Support

GRANDMA!

Magoo IT: helping Seniors with technology

Magoo IT is passionate about adult education and encouraging seniors to utilise, or embrace, technology to improve their lives. Tony has a unique ability to inspire confidence with a hands-on approach and encourages participants to bring in and use the devices during these sessions.

Training • Advice • Support



City of Bayswater

support@magooit.com.au
www.magooit.com.au