Choosing an email provider

- Some features to consider when choosing a provider:
  - Price
  - Storage space
  - Ease of use
  - Attachment size limitations
  - Access from relevant platforms (desktop, Web, mobile)
  - Other, integrated services (calendar, travel planner, social networking, and so forth)

- There literally are a hundred or more providers from which you can choose.
  - And, yes ... you can choose more than one.
  - In fact, some providers require that you have a second email provider so that the alternate address can be used as a “rescue” line!

- Your best bet in choosing an email provider is to visit their websites, read online reviews, and compare services provided to meet your needs.

- Some of the more popular providers; all provide both free and premium services.
  - Zoho Mail
  - Outlook.com (Microsoft) – If you’ve been using this a long time, your email address may end with hotmail.com or live.com.
  - Gmail (Google)
  - Yahoo Mail (Yahoo!)
  - ProtonMail – email is encrypted.
  - iCloud Mail (Apple)
Good or bad email?

• Bad emails commonly are known as spam.
• Good emails commonly are known as ham.
• Spoofed emails are those messages that come from a forged sender address.
• Phishing emails are spoofed emails that appear to come from a legitimate business in order to trick the recipient into sharing his/her personal (and usually financial) information.

Email clients

• An email client is a program that you use to access and manage your email.

• There are three basic types of clients:
  o Desktop clients – Programs run on desktop and notebook computers.
  o Client apps – Programs run on mobile devices.
  o Webmail clients – Accessed as a webpage through a browser on desktops, notebooks, and mobile devices.

• Webmail clients are the easiest to access.

• Pros:
  o They require no extra software installation.
  o You can access your email from any device with a browser (even your smart TV).

• Cons:
  o If you have multiple email accounts, you must visit a different webpage for each account.

• Desktop clients and apps generally provide more options.
• Pros:
  o They let you manage multiple email accounts.
• Cons:
  o They must be installed and set up, so you cannot easily move between computers.

• Some of the more popular desktop/app clients:
  o Outlook (Microsoft)
  o Thunderbird (Mozilla)
  o Mailbird
  o Zimbra
  o Opera
  o Inky – A client that encrypts your email.

**POP3 vs IMAP vs Exchange**

• When installing an email client program or app, you may be asked to choose between POP3, IMAP, and Exchange.
  o These are different protocols for accessing email.

• Exchange is the protocol used by email servers running the Microsoft Exchange program.
  o If you have an OSU email address, this is the protocol you will use.

• The POP3 and IMAP protocols are used on other mail servers.

• Generally, IMAP is recommended when you want the ability to check your email from multiple devices.
  o A local copy of the email is made, but the original stays on the server.

• POP3 is a better choice if you read your emails on a single device and have limited bandwidth.
  o Emails are downloaded to the local client, and then the original is deleted.
Encryption and signing

- Encryption of a message provides security, but only works if the recipient can decrypt the message.

  Encrypt  →  Decrypt

- Digital signing permits the sender to “sign” an email in such a way that the recipient can be assured that it came from the purported sender (or someone who has the sender’s private signing key).

Demos and questions

- Let’s take a look at email access via webmail clients and desktop programs.