

# Email 101

## December 2016

### 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:
  - Desktop clients – Programs run on desktop and notebook computers.
  - Client apps – Programs run on mobile devices.
  - Webmail clients – Accessed as a webpage through a browser on desktops, notebooks, and mobile devices.
- Webmail clients are the easiest to access.
- Pros:
  - They require no extra software installation.
  - You can access your email from any device with a browser (even your smart TV).
- Cons:
  - If you have multiple email accounts, you must visit a different webpage for each account.
- Desktop clients and apps generally provide more options.

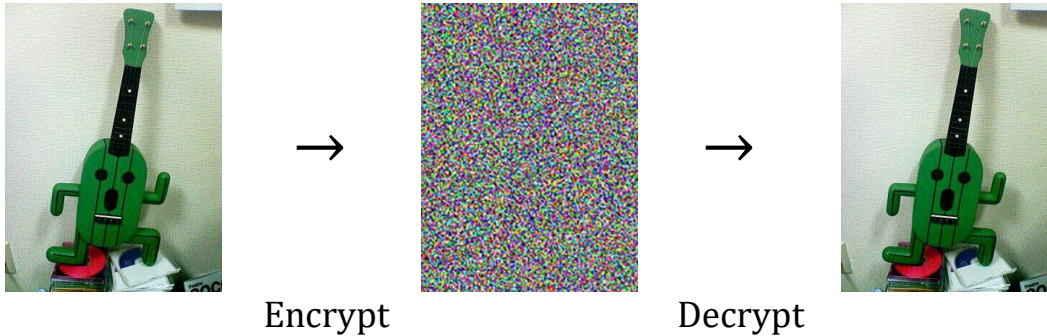
- Pros:
  - They let you manage multiple email accounts.
- Cons:
  - They must be installed and set up, so you cannot easily move between computers.
- Some of the more popular desktop/app clients:
  - *Outlook* (Microsoft)
  - *Thunderbird* (Mozilla)
  - *Mailbird*
  - *Zimbra*
  - *Opera*
  - *Inky* – 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*.
  - These are different protocols for accessing email.
- Exchange is the protocol used by email servers running the Microsoft Exchange program.
  - 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.
  - 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.
  - 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.



- 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.