

How does Email work?

When you send an e-mail message, your e-mail program connects to your Internet service provider's mail server. Like all Internet traffic, your message might be broken into smaller pieces — or packets — before it begins its journey. These smaller packets can travel more quickly from server to server, and are reassembled when they reach their destination.



In the same way that postal mail is sorted first by ZIP code, e-mail messages are sorted by domain.

Each domain name maps to a unique Web address, called an Internet Protocol (IP) address, which is a string of numbers by which each server is identified, the same way a street address identifies a physical location.

Once a message reaches the appropriate domain server, it's channeled into the right e-mail account and stored until the user logs in and checks for mail.

When the recipient tells his or her e-mail program, like Microsoft Outlook, to check for new mail, the e-mail program connects to the e-mail server, looks in the user's mailbox, and retrieves any mail that's waiting. The message's journey is complete — and all this may have taken place in just a matter of seconds.



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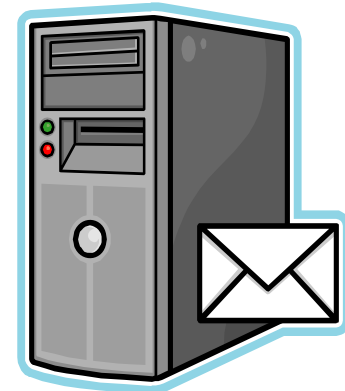
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Development Series

*Email
Etiquette*



“You’ve got mail!”

REASONS for EMAIL Etiquette

- **Professionalism**

- **Efficiency**

- **Protection from Liability**



Use Email Effectively

1. Block off times to process your email each day. Two-three times a day should be plenty. Avoid the temptation to becoming an email checker addict.
2. Check your email for spelling before you send it. Spelling errors seem generally accepted in email, but go beyond acceptable. Aim for excellence!
3. **DON'T TYPE IN ALL CAPS.** This can be perceived as shouting.
4. Re-read your email before sending it. Writing quickly often ends up in awkward grammar.
5. Don't copy documents from other programs. Odd characters can show up as gibberish. Instead, send the original document as an attachment.
6. If you forward a message, include your thoughts at the top.
7. Place emails in separate holding folders.



8. Just say no. If you are on a mailing list for which you have no interest or need, reply by writing "unsubscribe" or "remove" in the comment box. Be careful though. Sometimes mass-mailers use your response to confirm that you have an address and end up sending you more stuff. Use a filter to prevent mail with features that involved downloading or opening up unknown attachments.
9. Use a stacking tray or file folder labeled "E-Mail" to store paper items associated with email you plan to send.
10. Sort incoming email by subject, keyword or sender so you can process it more effectively
11. **Consider carefully what you write.** It's a permanent record and can be forwarded to others. Never accuse people, call them names, suggest they aren't smart, or criticize their spelling. Assume their intentions are genuine
12. Write descriptive "subject" lines. Many busy people will only open messages with captivating or relevant subject lines. Keep it focused, yet creative.
13. Keep an address book to remember email addresses, automatically insert them into new messages and form groups of people that you would want to receive the same messages. Remember to continually update your groups as time goes on.
14. Delete all unnecessary email or things you've addressed already. Too much email will clog up your account and potentially block future messages.
15. Archive older messages that you feel you need to keep and/or reply to at a later date. Save attachments on a disk or CD so you can free up space in your account.



16. Be careful with punctuation. A lot of periods can separate thoughts.....but use a lot exclamation marks and it looks like you're either really angry or over-excited!!!!!! How does a line of question marks perceived?????? You may not intend such strong emotion, but others might not read it that way.
17. **Avoid cyber speak..** Not everyone is familiar with the cute acronyms used in chatrooms. (LOL = laugh out loud). It slows down readers who don't understand the language.
18. Be careful what you send to 'everyone' on your list. Advertising your business or event could seen as "spamming" and most recipients will end up simply deleting it or blocking your address.
19. **DO NOT** overuse the **high priority option!** It will lose its function when you really need it. Plus, it comes off as being aggressive as perceived by the recipient.
20. When replying to a message, make sure you review who your replying to. Do you want everyone to receive your response or just the sender?



Secure (2) email addresses:

1. *School or Work will assign you one for professional/educational usage.*
2. *Seek out an alternate one for personal use.*

Hotmail

Gmail

Yahoo

Comcast

AOL

Fastmail

