

# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 1

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

**E-mail Resources**

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

**Get Your E-mail While Traveling**

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

**Monthly Tools**

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***E-mail's Inner Workings***

This installment of the PC Tutor Times will take an indepth look at the inner workings of e-mail. It is not a general discussion on how to do e-mail. If you would like help with how to do e-mail please see the E-mail Resources links on the left or e-mail me at [ckemo@pctutor.com](mailto:ckemo@pctutor.com).

Spring and summer are that time of year when many of us will be traveling on vacation or visiting loved ones. And just because we are traveling that does not mean that we have to be out of touch with our friends and family. Most e-mail systems allow us to retrieve our e-mail while we are away from home using any computer that is connected to the Internet. In this newsletter I will discuss how this is possible and some of the other finer points of e-mail such as:

- [What is e-mail and how does it work?](#)
- [What is the difference between e-mail we get on our own computers and web based e-mail?](#)
- [How to get e-mail when we are away from home](#)
- [What is POP and SMTP all about?](#)
- [How to get our own permanent e-mail address](#)
- [Is there anything we can do about junk e-mail?](#)

### ***What is e-mail and how does it work?***

The Internet is comprised of different kinds of data that flows from computer to computer around the world. The Internet started as a way for the government to communicate with universities and private contractors. This form of communication was e-mail. At first only the government and the universities and private contractors doing research for the government were connected to each other using a network of computers, telephone lines and satellites. Gradually over the years the general public was allowed to join the network through ISP's (Internet Service Providers).

Think of an ISP as your connection to this network. For example, without a long distance phone company like *Sprint* or *MCI* you would not be able to make long distance phone calls. Likewise, without an ISP like *America Online* or *Earthlink* you would not be able to

[Windows Update](#)

## PC Tutor Web Site

[Home](#)

[Services](#)

[Rates](#)

[Links](#)

[Newsletter](#)

[Feedback](#)

## Past Newsletters

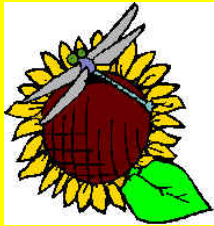
[Winter 2002](#)

[Fall 2000](#)

[Spring 2000](#)

[Fall 1999](#)

[Winter 1998](#)



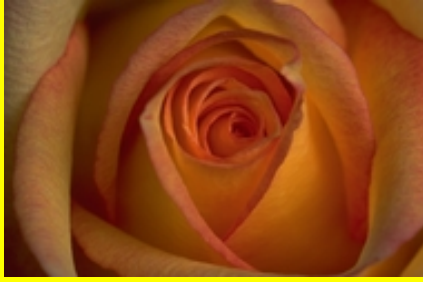
For like *Amended Online or Earthlink* you would not be able to connect to the Internet to send and receive e-mail or look at web sites. Once you are connected to the Internet you can send data in the form of an e-mail message. Therefore, e-mail is just a form of data that flows through the Internet from one computer to another.

When you send an e-mail message it actually goes to the computer of the ISP that your recipient uses. Their ISP holds the e-mail message until the next time your recipient signs on to retrieve his/her messages. That is why your recipient does not have to be online, or for that matter, even have a working computer. Their e-mail messages will be saved for them, by their ISP, until the next time they retrieve them (up to the size limit of their e-mail account).

When you sign on to the Internet from home your computer connects to the Internet through your ISP and retrieves your e-mail messages from your ISP's computer. When you do that the messages are removed from your ISP's computer and transferred to your computer. Next we will discuss the difference between e-mail we get on our own computers and web based e-mail.

[Next](#)

# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 2

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

## E-mail Resources

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

## Get Your E-mail While Traveling

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

## Monthly Tools

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***What is the difference between e-mail we get on our own computers and web based e-mail?***

### **E-mail Programs**

If you use an e-mail program on your own computer like *Outlook Express*®, *Outlook*® or *Netscape Mail*® you are using POP (Post Office Protocol) e-mail. On [page 4](#) I will discuss POP e-mail in detail, but for now all you need to know is that with these e-mail programs your e-mail messages are being transferred from your ISP's computer to your computer when you connect to the Internet to get your e-mail.

Note: If you need to get the same messages on multiple computers, say your notebook computer when you are traveling and your desktop computer when you get home, there is a "leave messages on server" option in all of these e-mail programs. (In AOL use the "Keep as New" button.) Look for the setting where you setup your e-mail account in your e-mail program. Your computer at home must **not** use this setting or else you will exceed your e-mail storage capacity very quickly.

### **Web Based E-mail**

If you use e-mail from [Hotmail.com](#), [Yahoo.com](#) or [Excite.com](#) then you are using web based e-mail. What this means is that your e-mail messages remain on the computers for these companies, they are not transferred to your own computer. The benefit to this is that you can access your e-mail account from any computer in the world as long as it is connected to the Internet. E-mail messages that you choose to save and your address book, are always available to you. The disadvantage to a web based e-mail account is that you always have to sign on to the Internet in order to read your old messages that you have chosen to save. With e-mail we get on our own computers, we do not have to sign on to the Internet just to read old

**PC Tutor Web Site**

[Home](#)

[Services](#)

[Rates](#)

[Links](#)

[Newsletter](#)

[Feedback](#)

**Past Newsletters**

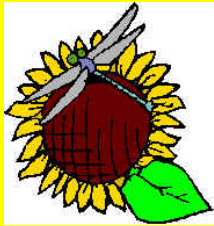
[Winter 2002](#)

[Fall 2000](#)

[Spring 2000](#)

[Fall 1999](#)

[Winter 1998](#)



messages. Also, you can store a lot more messages on your own computer than you can on a web based e-mail system.

Note: It is possible with some web based e-mail systems to get your e-mail in *Outlook Express* somewhat defeating the purpose of web based e-mail but adding *Outlook Express* features you may desire. These web based e-mail systems have free or pay accounts depending on your needs.

When using an e-mail program on our own computers like *Outlook Express* you can create multiple folders for organizing your e-mail, filters to automatically perform certain actions when certain messages arrive, and generally have more control over your e-mail experience. When using web based e-mail accounts you can very easily get your e-mail from any computer in the world and your address book will always be there.

Having said all that I will now tell you on the next page that even if you are using an e-mail program on your own computer you can still get your e-mail when you are away from home.

[Previous](#) | [Next](#)

# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 3

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

**E-mail Resources**

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

**Get Your E-mail While Traveling**

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

**Monthly Tools**

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***How to get e-mail when you are away from home***

If you use a web based e-mail service such as [Hotmail.com](#), [Yahoo.com](#) or [Excite.com](#) you already know how to do it. You simply go to their web site, sign in and start using your e-mail account. You can do this from any computer connected to the Internet, anywhere in the world. More and more public libraries, hotel lobbies, Internet cafes, airport terminals, etc. are offering Internet access, some for free and some for a small fee.

If you are using an e-mail program on your own computer such as AOL, Outlook Express, Outlook or Netscape Mail then you will have to visit the web site of your ISP. Most ISP's like [AOL](#), [AT&T Worldnet](#) and [Earthlink](#), etc. provide a way for you to be able to read your e-mail when you are away from your home computer. On the left-hand side of this newsletter are links to many of the more popular ISP's.

Note: With AOL there are two ways to get your e-mail when away from home. The first way is to use the AOL software which allows you to sign on as a Guest from any computer that has AOL installed. So if you are visiting a relative or friend and they also use AOL simply select "Guest" **before** you sign on and then enter your user name and password when asked. Depending on what versions of AOL you and your relative use your e-mail address book may be there waiting for you.

The second way is to visit [www.aol.com](#) and sign in to your account on the AOL web site.

### **Know your Password**

Once you have signed in to your account on your ISP's web site you will be able to read, reply to and forward your e-mail just as if you were home. In order to be able to sign in you will need your user name and password. If your home computer signs in automatically for you and you don't know what your password is you will have to get it **before** you leave home.

When you sign in away from home there are some limitations depending on your ISP. Your e-mail address book and old e-mail



**PC Tutor Web Site**

[Home](#)

[Services](#)

[Rates](#)

[Links](#)

[Newsletter](#)

[Feedback](#)

**Past Newsletters**

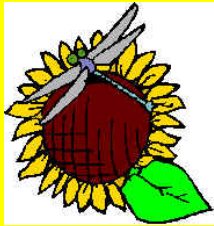
[Winter 2002](#)

[Fall 2000](#)

[Spring 2000](#)

[Fall 1999](#)

[Winter 1998](#)



messages will likely not be there when you sign in. Therefore, it is always a good idea to carry a printed copy of your address book just in case.

Note: Some ISP's allow you to save your address book on their web based e-mail system also, but you would have to look into this **before** you leave home. You may have to re-enter all your names and e-mail addresses into the web based e-mail address book.

### Test Access Before You Leave Home

With some ISP's you must setup Internet access **before** you leave home; with others you can just hit the road. It is always a good idea to test your ability to access your account **before** you leave home. Try the link on the left for your ISP.

### Leave Message On Server?

When you setup your account for Internet access you maybe asked if you want to "leave messages on server?". As I mentioned earlier it is possible to have the e-mail messages that you read on the road show up again on your home computer when you get back. On the other hand, you will have to read the same messages twice. This is a good idea only if you want to make sure you don't loose any messages, so make sure to select "leave messages on server" if you want. If you do not see this choice when you first setup your account for Internet access then look under the Options or Properties section when you sign in.

Next I will talk about the mysterious POP and SMTP settings.

[Previous](#) | [Next](#)

# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 4

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

**E-mail Resources**

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

**Get Your E-mail While Traveling**

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

**Monthly Tools**

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***What is POP and SMTP all about?***

[Post Office Protocol](#), also known as POP and the third generation protocol, POP3, are simply a standardized way for ISP's and e-mail programs to handle e-mail. If we did not have some sort of standardization then all the e-mail messages floating around the world would not be recognized by our ISP's computers and our e-mail programs.

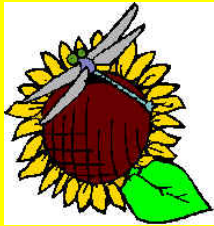
Initially the only time you have to deal with POP server names is when you first setup your e-mail account in your e-mail program. This is usually done by the software installation disk you used or by the person you asked to set up your account. If you would like to add your e-mail account to another computer, say your new notebook computer, then you will have to either use a software disk, ask someone to set it up for you, or know what your POP and SMTP server settings are for your ISP. If you want to know what your POP and SMTP settings are contact your ISP or e-mail me, I may know what they are.

Each ISP has a different POP server setting for receiving e-mail and a [Simple Mail Transfer Protocol \(SMTP\)](#), setting, for sending e-mail. These are simply the web address for the computers used to send and receive e-mail from your ISP. We need these settings in order to be able to send and receive e-mail from our ISP's. They are usually in the form: "mail.yourisp.net" or "pop.yourisp.com" or "smtp.yourisp.com".

Note: AOL does **not** use POP and SMTP.

### **If You Use A Smaller Local ISP**

Another time you may need these settings is if you are trying to use a service like [Web2Mail](#). This web site allows you to enter your user name, password and POP server name so that you can read your e-mail when you are away from home. The only time this makes sense is if your own ISP does not provide a way for you to do the same thing from their web site. For example, a small town ISP might not provide a web site for reading your e-mail when away from home. In that case, get your POP server name from your ISP and use Web2Mail to read your e-mail away from home.

**PC Tutor Web Site**[Home](#)[Services](#)[Rates](#)[Links](#)[Newsletter](#)[Feedback](#)**Past Newsletters**[Winter 2002](#)[Fall 2000](#)[Spring 2000](#)[Fall 1999](#)[Winter 1998](#)**AOL On It's Own**

AOL, in it's infinite wisdom, has decided to use a proprietary protocol that is not fully compatible with the rest of the Internet. AOL has over 34 million users, making it the largest ISP in the world. For some reason, only known to AOL, they have decided to use an e-mail system that is not POP. What this means is that you can not use e-mail programs like *Outlook Express* to read your AOL e-mail, you must use the AOL software or visit [www.aol.com](http://www.aol.com). Also, since AOL uses a proprietary e-mail system some e-mail messages do not show up as intended by the sender. That is why AOL users often have trouble opening an e-mail message sent by someone who does not use AOL. If you would like AOL e-mail to be fully compatible with POP, write or call AOL and tell them so.

With so many ISP's available the time may come when you switch to another one. This will change your e-mail address. If you would rather not change your e-mail address every time you switch ISP's, on the next page I will tell you how to get your own permanent e-mail address.

[Previous](#) | [Next](#)



# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 5

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

**E-mail Resources**

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

**Get Your E-mail While Traveling**

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

**Monthly Tools**

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***How to get your own permanent e-mail address***

Someday you may have to change your e-mail address. This can happen for a number of reasons.

- Your ISP was purchased by another ISP
- Your local ISP goes out of business
- You find a better deal with another ISP
- You decide to switch to cable or DSL service

Whatever your reason you will see that it is not very much fun to change your e-mail address. Think of all the places your e-mail address will have to be changed:

- Your friend's and relative's address books
- Newsletters that you subscribe to
- Online stores you gave your e-mail address to
- Directories you are listed in

Wouldn't it be nice to have an e-mail address that is yours for life? If you are with AOL I suppose it is a safe bet that you will not have to change e-mail addresses. Being the largest ISP in the world you stand a good chance of keeping your e-mail address for life, unless you switch from AOL.

If you are with any other ISP then it is possible that someday you will change e-mail addresses. If you purchase your own e-mail address it may cost a little extra but it sure is nice to know that your e-mail address will never again change. If you run a business you already know the value in having your own identity. If you purchase your own Domain name then you can have your own e-mail identity that will never change.

What is a [Domain name](#)? It is simply a personalized address on the Internet that you own. You can purchase Domain names that end with:

**PC Tutor Web Site**

[Home](#)

[Services](#)

[Rates](#)

[Links](#)

[Newsletter](#)

[Feedback](#)

**Past Newsletters**

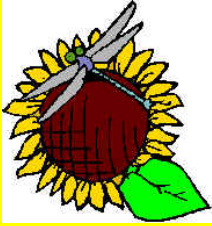
[Winter 2002](#)

[Fall 2000](#)

[Spring 2000](#)

[Fall 1999](#)

[Winter 1998](#)



- .com
- .net
- .org
- .biz
- .info
- .cc
- .ws
- .tv
- .nu
- .bz
- .us (some restrictions apply)
- .name (coming soon)

For example, I own *pctutor.com* and my e-mail address, *ckerno@pctutor.com*, will never change unless I want it to. Over the years I have had many different ISP's but my e-mail address has never changed. You have always been able to e-mail me at *ckerno@pctutor.com* because I take care of changing my POP and SMTP settings (see [page 4](#)) every time I change ISP's.

Note: To give you an idea of costs:

- Domain names start at \$14.95 per year
- E-mail accounts start at \$29.95 per year
- Web site hosting start at \$170 per year  
(This includes multiple e-mail accounts. Web site hosting is only for hosting the web site, the web site itself must also be created.)

If you would like to purchase your own Domain name let me know. There is a lead time of approximately 1 week to set it up with a Domain name registrar.

Now that we know all about e-mail on the next page I will discuss those pesky junk e-mails.

[Previous](#) | [Next](#)

# PC Tutor Times



Spring 2002, Volume IV, Issue 2, Page 6

(Note: Links valid at time of first publication may not be valid today.)

[Happy Mother's Day](#)

[Happy Father's Day](#)

**E-mail Resources**

[Beginning E-mail](#)

[E-mail Netiquette](#)

[E-mail Glossary](#)

[E-mail Shortcuts](#)

[Articles and Tips](#)

**Get Your E-mail While Traveling**

[Get AOL e-mail](#)

[Get AT&T Worldnet e-mail](#)

[Get CompuServe e-mail](#)

[Get Earthlink e-mail](#)

[Get Excite e-mail](#)

[Get Hotmail e-mail](#)

[Get Juno e-mail](#)

[Get PeoplePC e-mail](#)

[Get Royal Internet Services e-mail](#)

[Get Starpower e-mail](#)

[Get Verizon e-mail](#)

[Get Yahoo! e-mail](#)

**Monthly Tools**

[ScanDisk Instructions](#)

[Defragment Instructions](#)

[AntiVirus Updates](#)

## ***Is there anything we can do about junk e-mail?***

We all get it, junk e-mail, also known as spam. It is not fun and often offensive. We seem to be getting more and more of it every day. If your e-mail is with one of the big services like AOL, *Earthlink* and *Hotmail* then you know you are getting more than your fair share of junk mail. Remember, the more members an e-mail service has the more tempting it is for spammers to send junk mail to that membership.

Computers do wonderful things and one of them is the ability to do the same thing over and over again millions of times without complaining. Spammers use software programs that scan the Internet looking for e-mail addresses. They use other programs that generate random addresses millions of times assuring that some of the time they generate a valid address.

So what can we do to stop junk mail? Unfortunately, not much. The time and trouble it takes to block a junk mailer's e-mail address will be wasted when they change e-mail addresses everyday. It is possible to block an e-mail address for an individual sender or domain but before you even have a chance to do that the spammer has changed their address. You will be forever adding addresses to block.

### **Turn on your ISP's Junk Mail Filter**

Some ISP's have a junk mail blocker program that can stop some of the unwanted e-mail before it reaches your inbox. For Example, *Earthlink* uses what they call "Spaminator". Make sure you have turned on your ISP's junk mail filter. AOL says that it is doing everything it can to stop junk mail. They suggest you visit Keyword "[Junk Mail](#)" to learn more about what you can do.

Avoid the temptation to "Reply to this message to be removed from our list". When you do this you are only confirming your e-mail address to the spammer and will end up receiving even more junk mail.

My general recommendation is to simply delete junk mail and go about your business. Don't waste too much time trying to fight it

**PC Tutor Web Site**

[Home](#)

[Services](#)

[Rates](#)

[Links](#)

[Newsletter](#)

[Feedback](#)

**Past Newsletters**

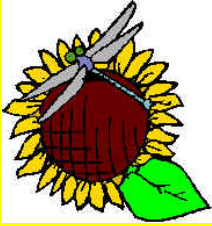
[Winter 2002](#)

[Fall 2000](#)

[Spring 2000](#)

[Fall 1999](#)

[Winter 1998](#)



because the spammers are using even more time figuring out new ways to get junk mail to you. It is definitely an uphill battle but if you would like to take some concrete steps see [About's "Spam-General Information"](#) and [Free E-mail's "How to Beat Spam"](#) pages for more information.

If yo want to take your own aggressive steps to lower the volume of junk mail it will cost you in time and money to pay for services. Microsoft's Business web site has an [article on services you can pay for to help reduce junk mail](#).

Well I hope I have added to your e-mail knowledge and if I have not answered your specific e-mail question you can always e-mail me at [ckerno@pctutor.com](mailto:ckerno@pctutor.com).

Happy travels and happy e-mailing!

[Previous](#) | [Home](#)