



Email – Some Useful Stuff

Hillingdon u3a
Computer Club

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Have you seen any of these on an email ?



Spotting Spam

Spotting a Fake Email

Check if the message is sent from a public email domain

- No legitimate organisation will send emails from an address that ends '@hotmail.com' or '@yahoo.com'.
- If the domain name (the bit after the @symbol) matches the apparent sender of the email, the message is probably legitimate e.g. @saga.co.uk.
- The domain name is misspelt. e.g. Someone@microsoft.com
- Inconsistencies in Email Addresses, Links & Domain Names
- The email is poorly written i.e. does it contains poor spelling and grammar.



Spotting Spam

Spotting a Fake Email

- The email includes suspicious attachments or links
e.g.
 - View your Energy bill here: [INV-94709](#)
 - Press “Button” to access your account
- The message creates a sense of urgency
 - e.g. “You must move your money to a safe account now to avoid scammers making withdrawals”.
- Too Good to Be True emails
 - e.g. An offer that “you’ll get £50,000 to use your bank account”



Email – The Basics



Judy writes an email using her email app on the laptop, tablet or phone

Tony checks his email using his email client or an online webmail app

Or Judy may go online & use her webmail service

Email appears in his Inbox

Judy adds Tony's email address

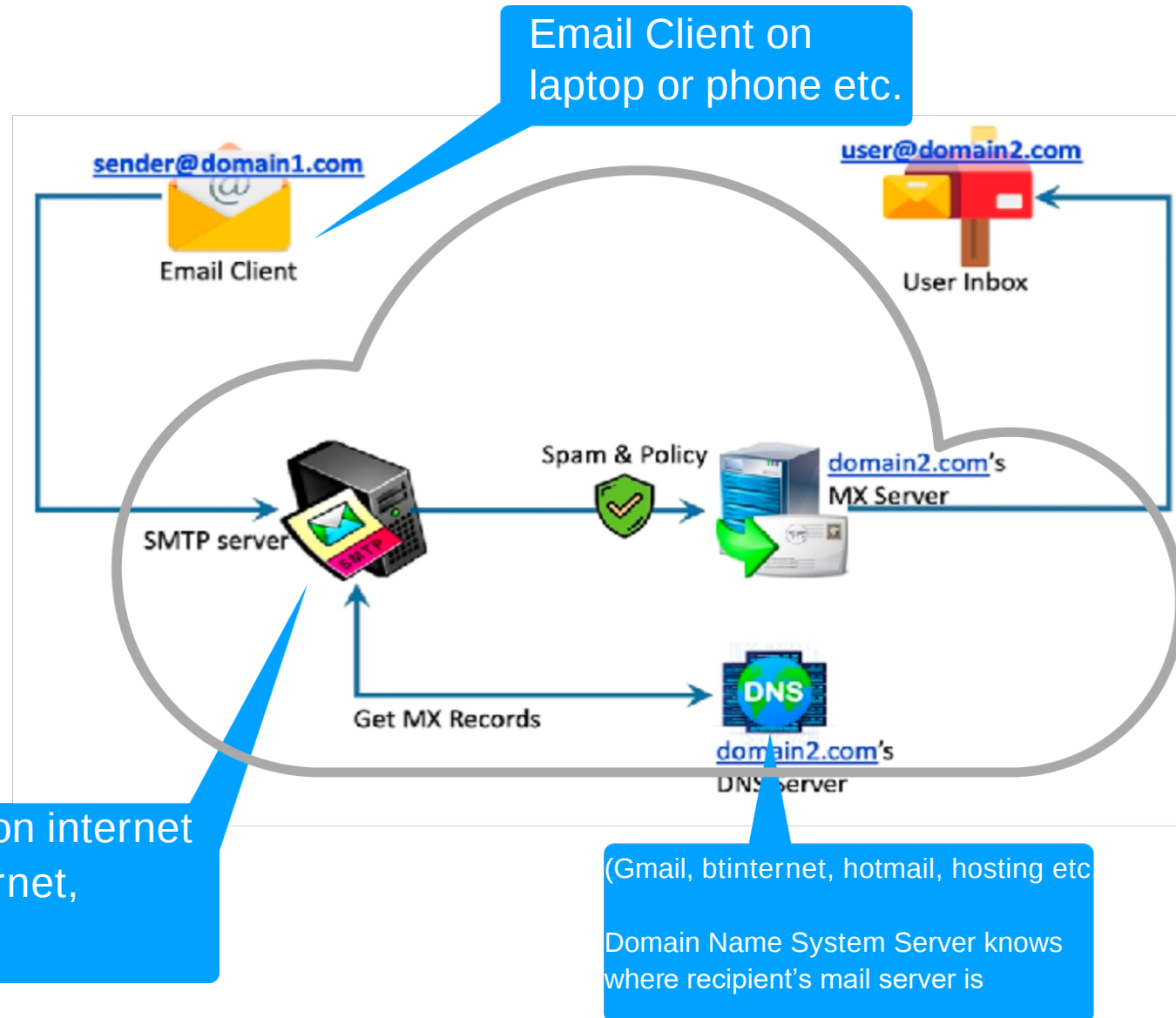
Tony reads his messages

Clicks on SEND



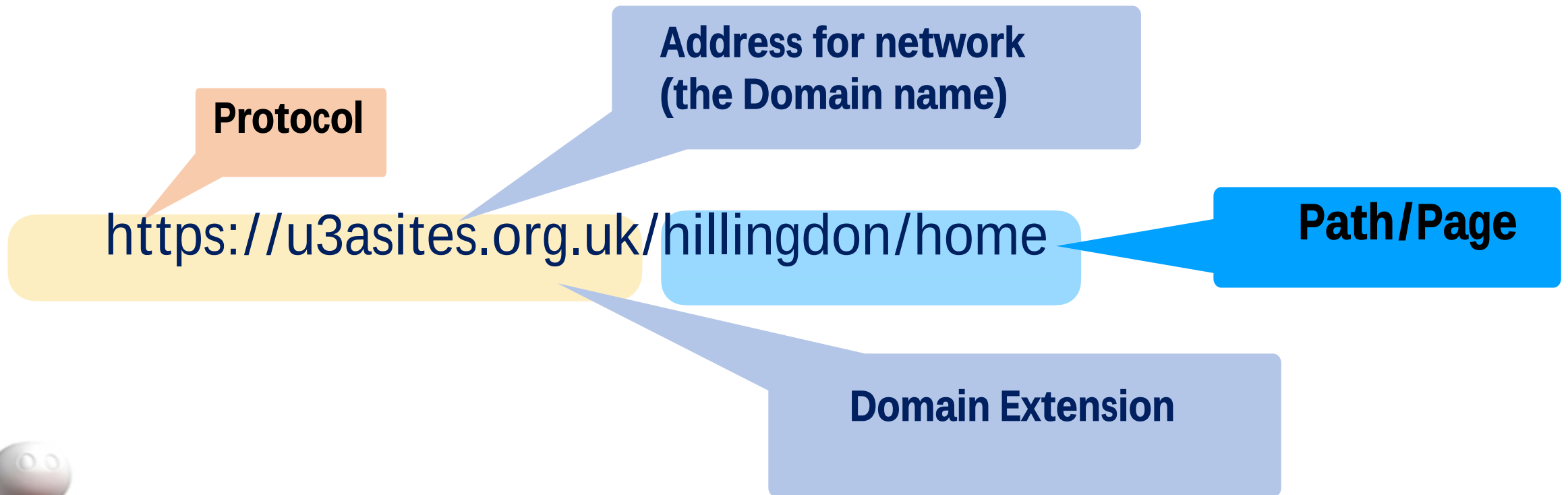
Email – The Basics

How Email Really works



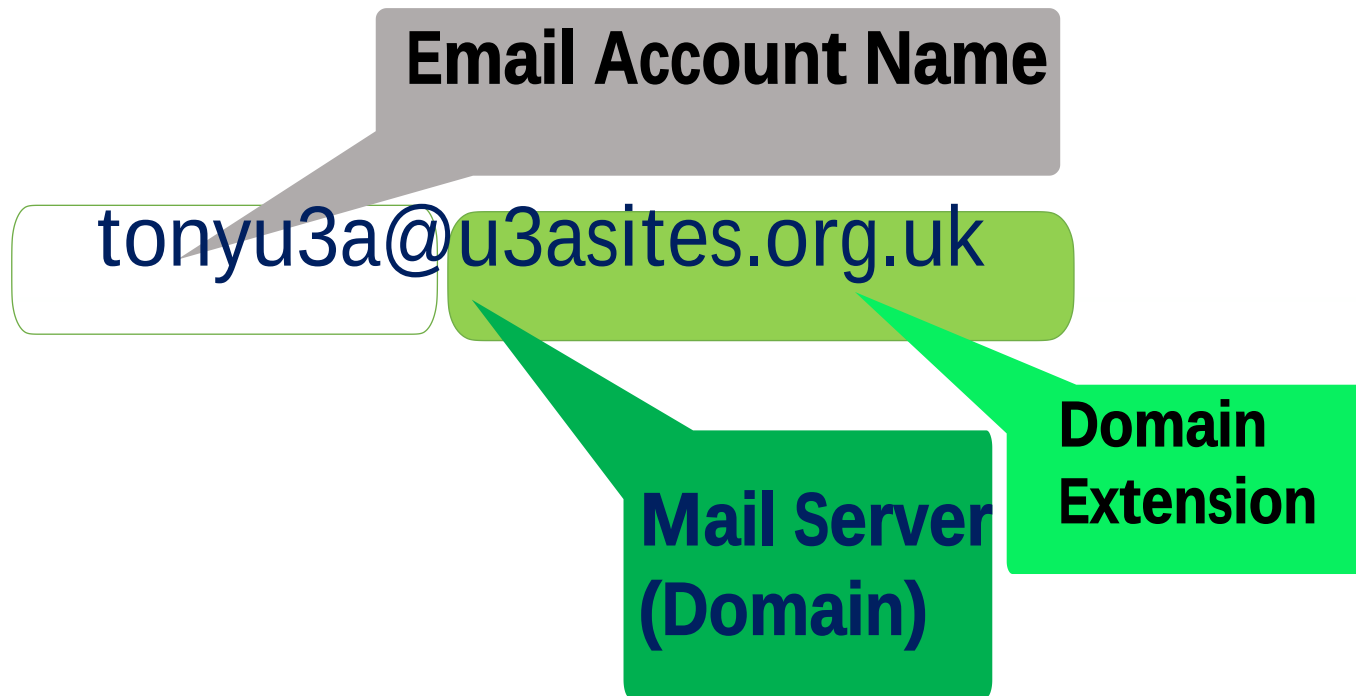
Email – The Basics

A Typical Internet Address



Email – The Basics

A Typical Email Address



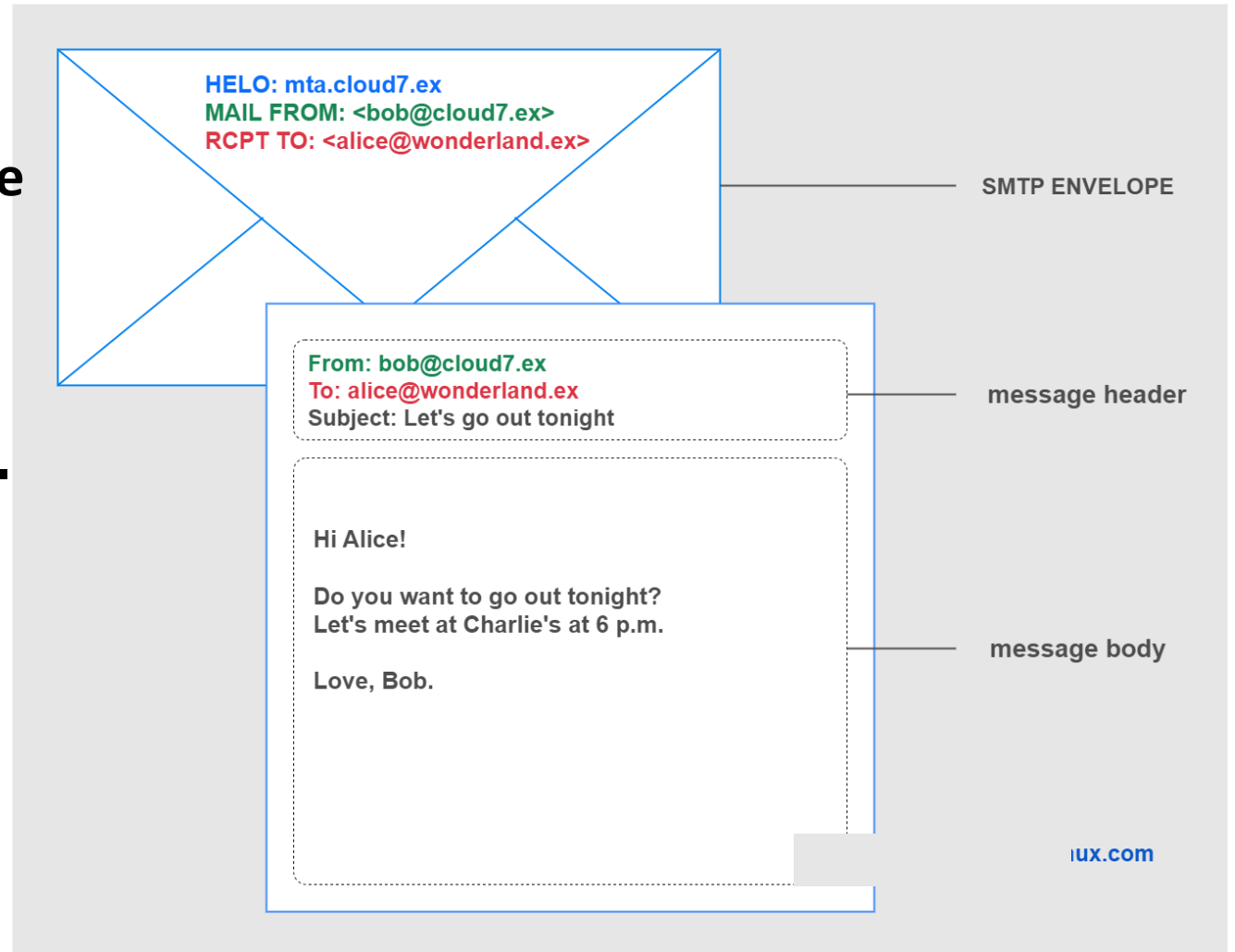
Email – The Basics

An email works like real letter

It's made up of a letter and an envelope

The Envelope is the information used by email servers to perform the delivery. i.e. sender, recipient & return.

The letter is the email content with a header and a body.

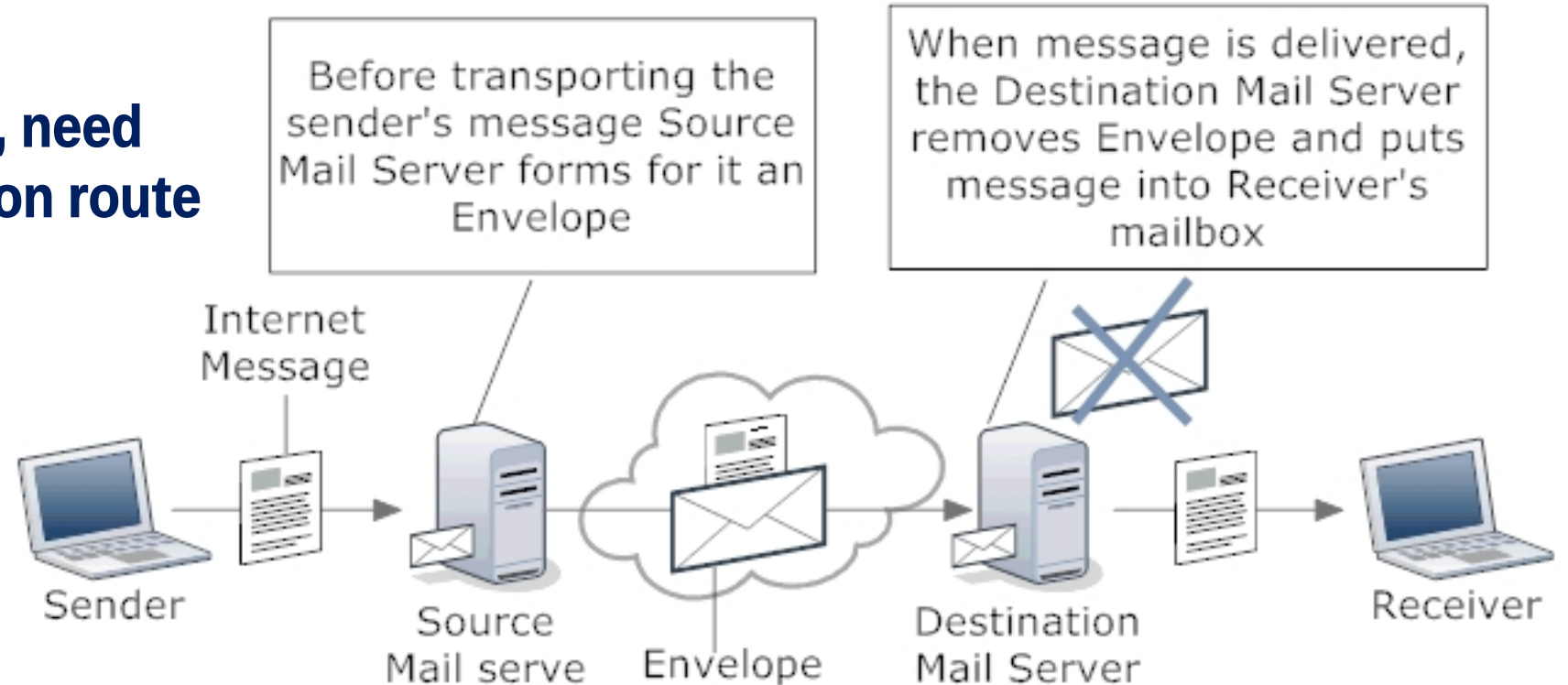


Email – The Basics

The SMTP mail server wraps the content in an envelope

The envelope holds all the data needed send the email to its destination.

However, it does however, need more routing information on route



Email – The Basics

The Email header does have a lot of useful data if you're checking on the validity of the sender.

The interesting ones are;

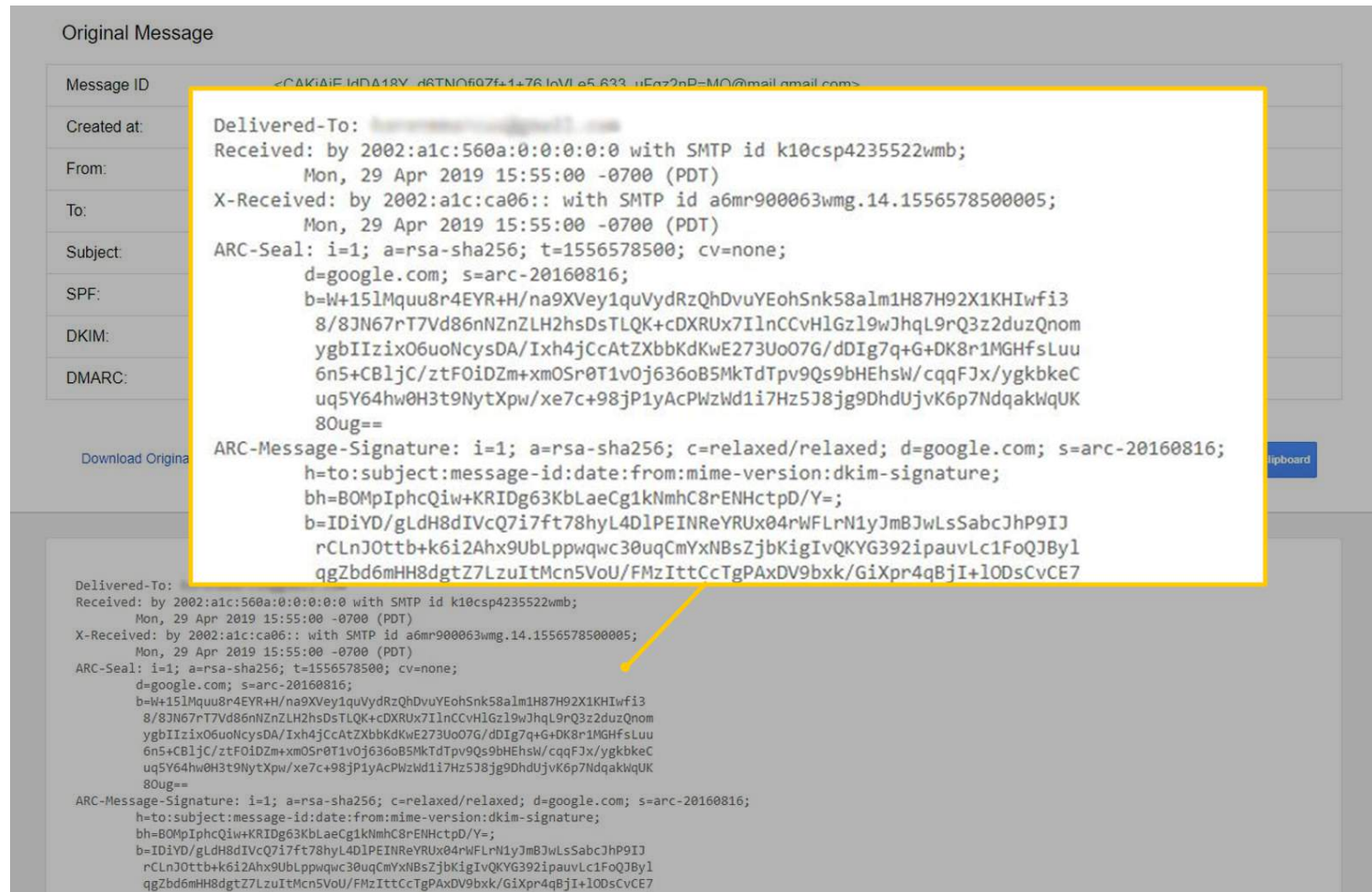
Return-Path:

Authentication-Results:

Received*:

Precedence:

***=** Note that an email can go through multiple MTA's and will collect many Received Headers.



Email – Webmail vs Email Client

Webmail

- Possibly the easiest way to access your email as it's available via a browser the internet
- All the main email providers will have a Webmail facility
- So Gmail, Hotmail, BTInternet, AOL will all have a Webmail service.

Advantages

- Use any device with internet access to access your email
- Doesn't use or need storage on your device

Disadvantages

- Must be online to see email.
- Need to sign on every time
- Downloading attachments is a separate action
- Must use the email Services Contacts and Calendar to get the integration.
- Emails stored only in the cloud meaning if you loose your account, you're likely to loose all your emails. Free accounts are more vulnerable.



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Email – IMAP Vs POP3

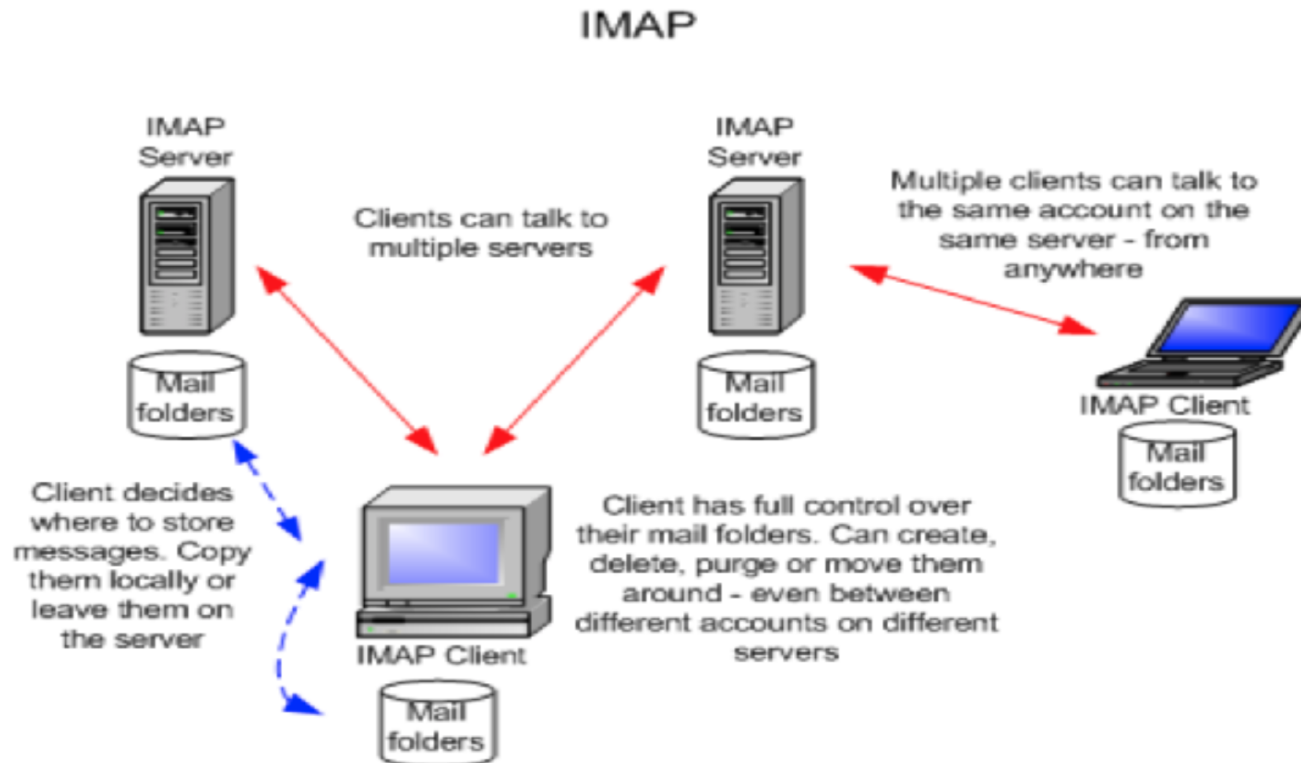
IMAP (Internet Message Access protocol)

IMAP allows:

Multiple clients with synchronised mailboxes

Multiple servers

Choice of storage locations



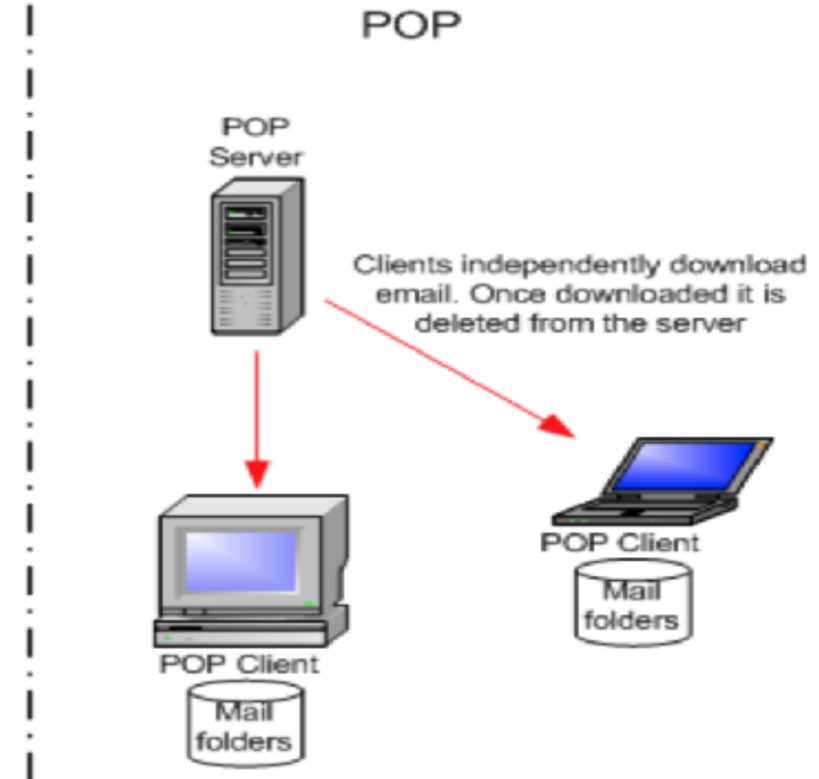
POP3 (Post Office Protocol)

POP3 :

Downloads emails & attachment once (single shot)

Emails only on the one system.

Emails then deleted from the server



Email – BT Configuration

IMAP settings

Incoming Mail Server: mail.btinternet.com

Port: 993 (this should be automatically populated by selecting the SSL encryption)

SSL Encryption: Enabled (but not STARTTLS)

Username: your email address including the @btinternet or @btopenworld.com part

Password: your btinternet or btopenworld password

Root folder/path:

Folder separator: . (full stop)

Please do NOT enable "secure password authentication" (SPA). It's not needed when you use SSL encryption and won't work.

POP3 settings

Incoming Mail Server: mail.btinternet.com

Port: 995 (this should be automatically populated by selecting the SSL encryption)

SSL Encryption: Enabled (but not STARTTLS)

Username: your email address including the @btinternet.com or @btopenworld.com part

Password: your btinternet or btopenworld password
POP from folder: by default, POP will pull emails from your inbox

SMTP settings

Outgoing Mail Server: mail.btinternet.com

Port: 465 (this may not be automatically populated on selecting SSL, so you'll need to check)

SSL Encryption: Enabled (but not STARTTLS)

Authentication: PLAIN

Username: your email address including the @btinternet or @btopenworld.com part

Password: your btinternet or btopenworld password



Email – Webmail vs Email Client

Email Client

- Needs an application on your PC/Laptop, Tablet or Phone. The application requests emails from the domain server and downloads them to the application.

Advantages

- Lots of features in a client like integrated contacts, tasks and calendar
- Can have multiple email accounts in one place
- Retention of Email history under your control
- Storage under your control
- Can still use Webmail



Disadvantages

- The good Applications cost like Outlook (although there are some free ones).
- The application needs to be configured
- Storage under your control

Email – Webmail vs Email Client

Email Clients

Application	Why	Use for
Windows Mail	Basic, simple and free with Windows	Windows, Gmail & iCloud
eM Client	Free for 2 A/C's, good interface, desktop only	Windows & Mac
Thunderbird	Free, highly configurable. Lots of add-ons. Not the prettiest	Windows, Mac & Gmail
MS Outlook	An MS Office app, Win 365, Sophisticated & robust	Windows, Mac
MS Outlook.com	Free with One Drive. Good balance between simplicity & features	Android, iPhone, iPad
Kiwi for Gmail	Part of G Suite for use with Gmail	Windows & Mac
Mail by Apple	Basic but good. Integrated with Apple MACOS	Mac's, iPhone, iPad
Gmail (mobile only)	Integrated with other Google Apps	Android, iPhone iPad



Email – on Multiple Devices

Three Basic Approaches To Managing Emails

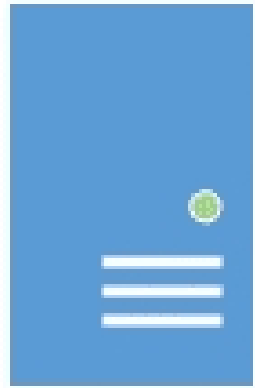
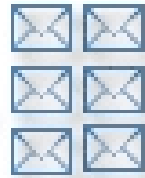
- Web-based
- PC-based using POP3
- PC-based using IMAP



Email – on Multiple Devices

Web-based

Your email stored
on the email server



Your Email Service Provider's
Mail Server

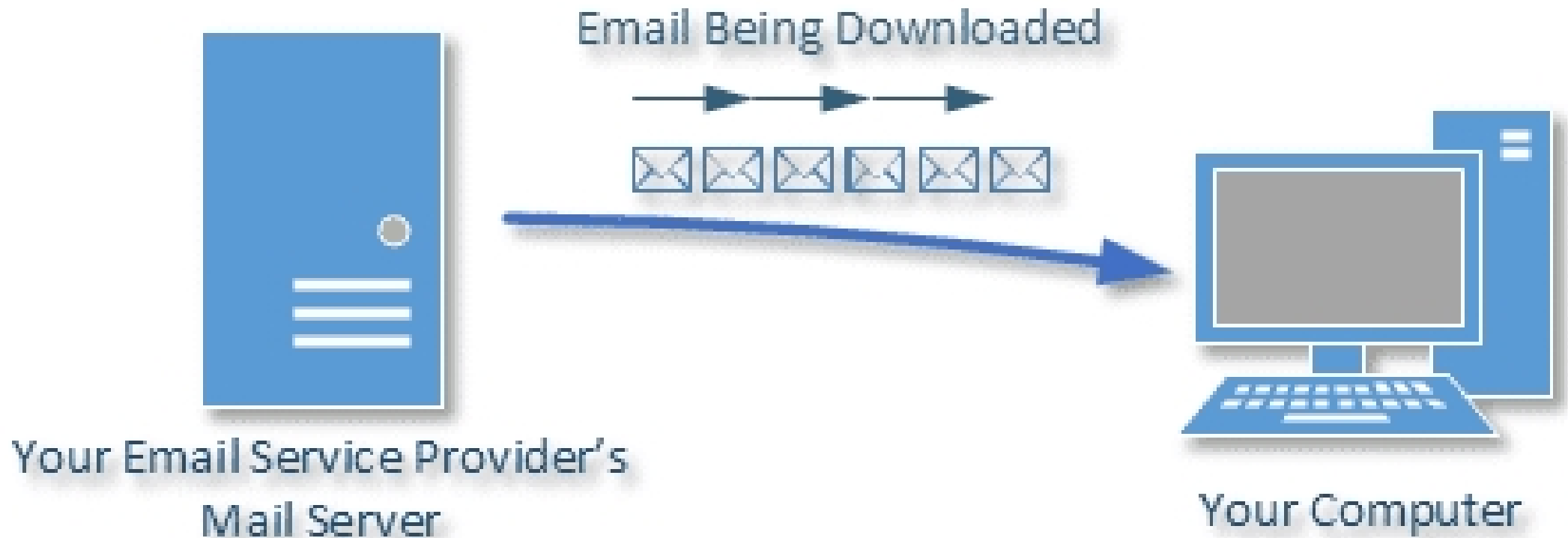


Your Web Browser



Email – on Multiple Devices

PC-based POP3

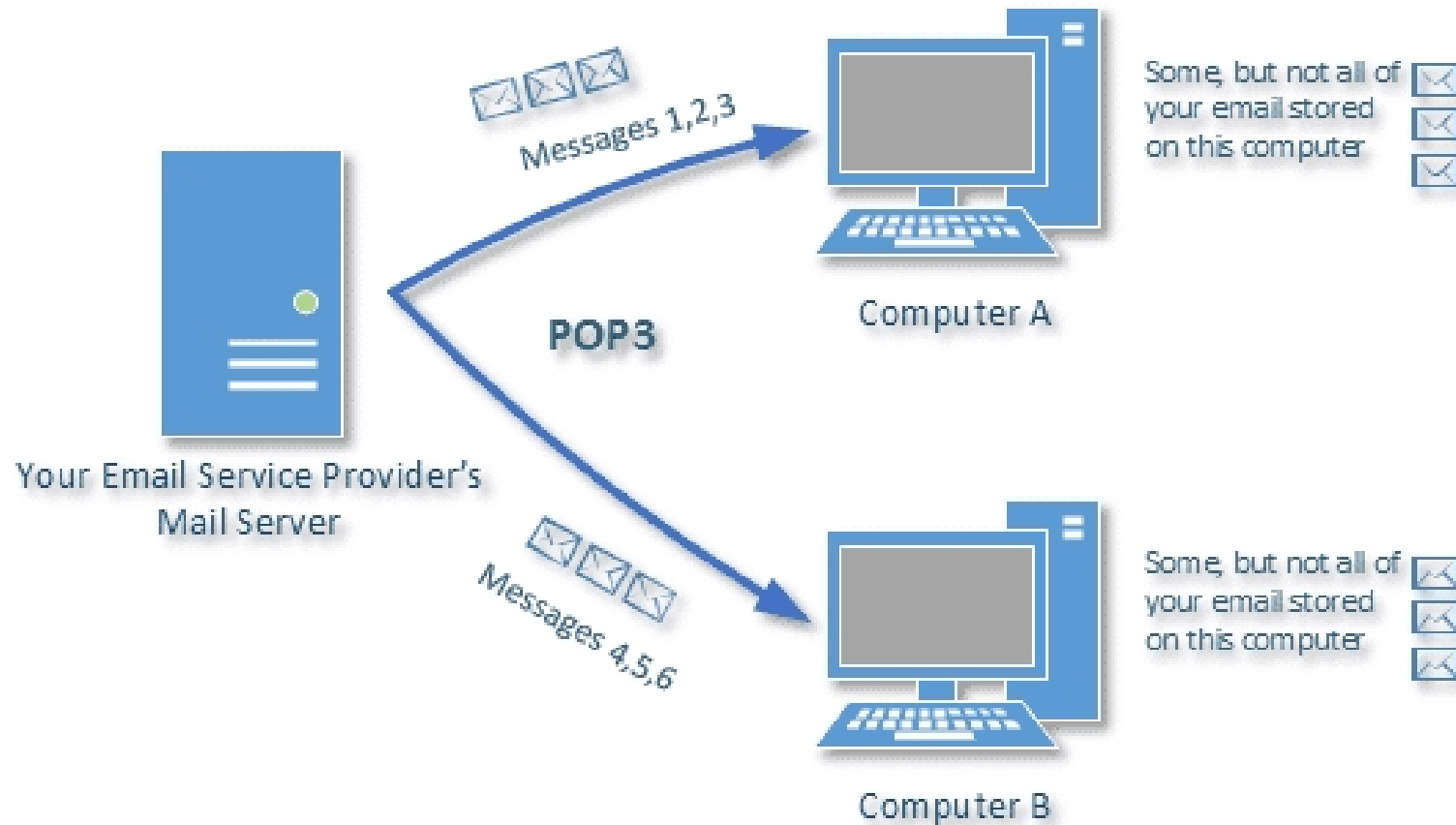


Once downloaded, the email resides only on your machine.



Email – on Multiple Devices

PC-based POP3

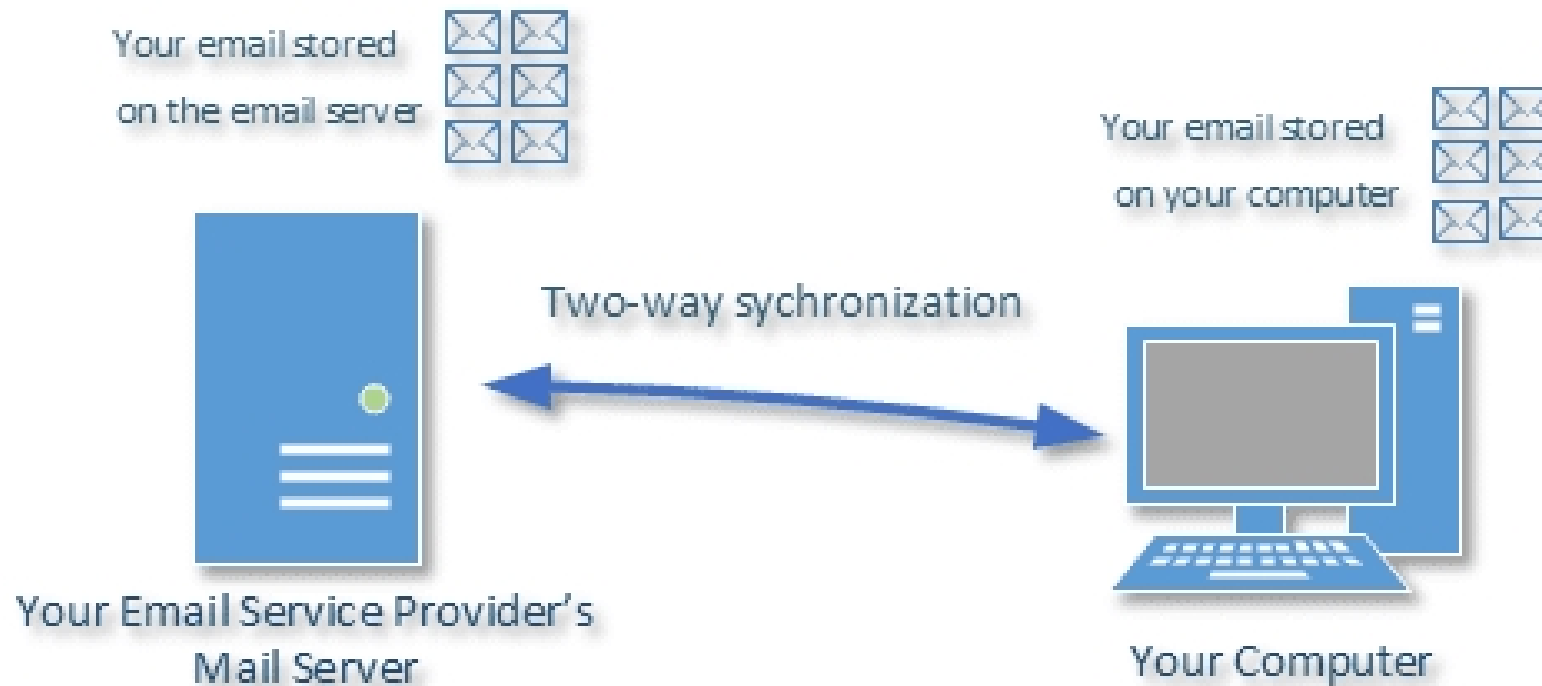


Once downloaded, the email resides only on your machine.



Email – on Multiple Devices

PC-based IMAP



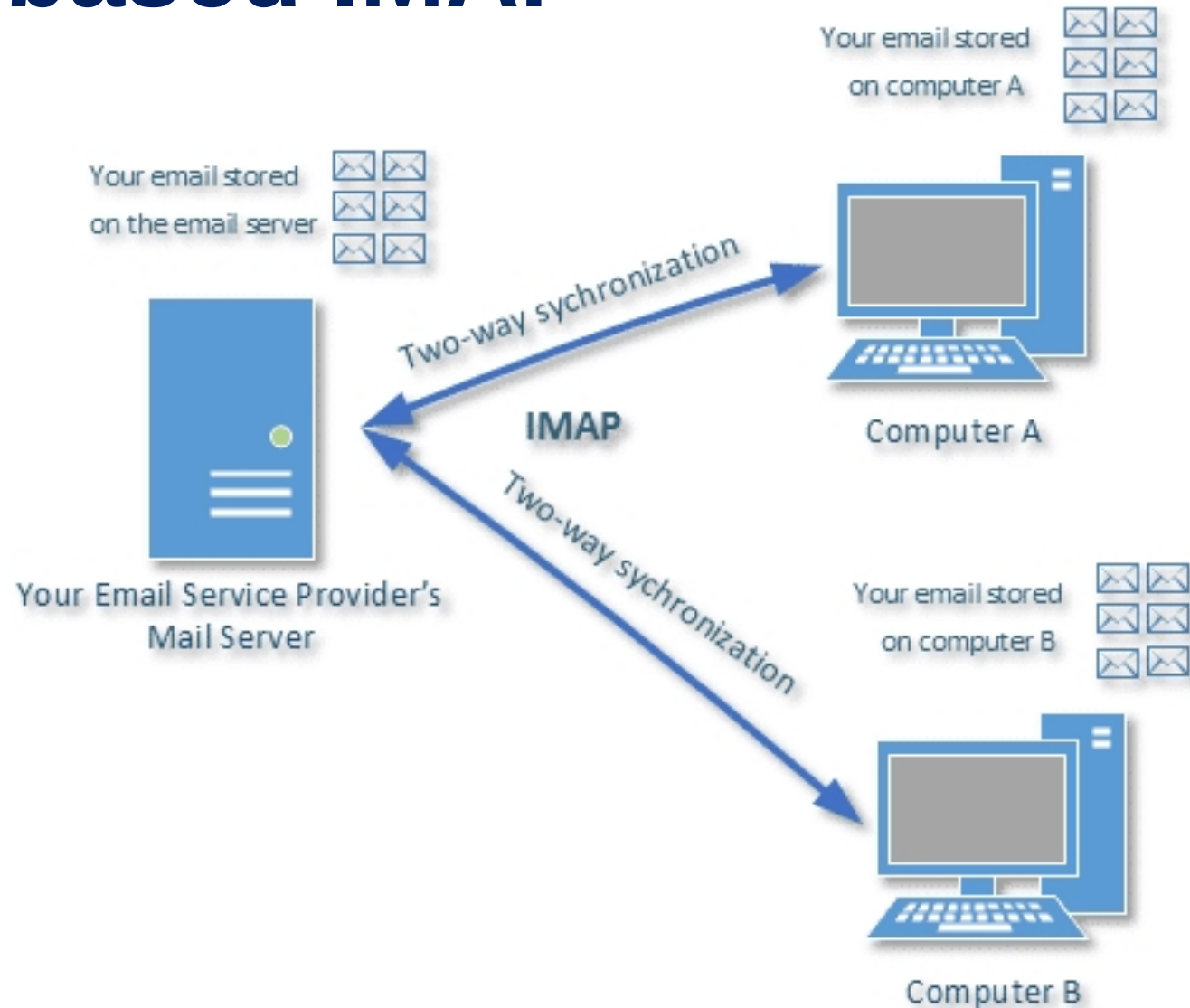
Email is copied from the server to your PC, leaving the original on the server.



Email – on Multiple Devices

PC-based IMAP

Email is copied from the server to your PC, leaving the original on the server.



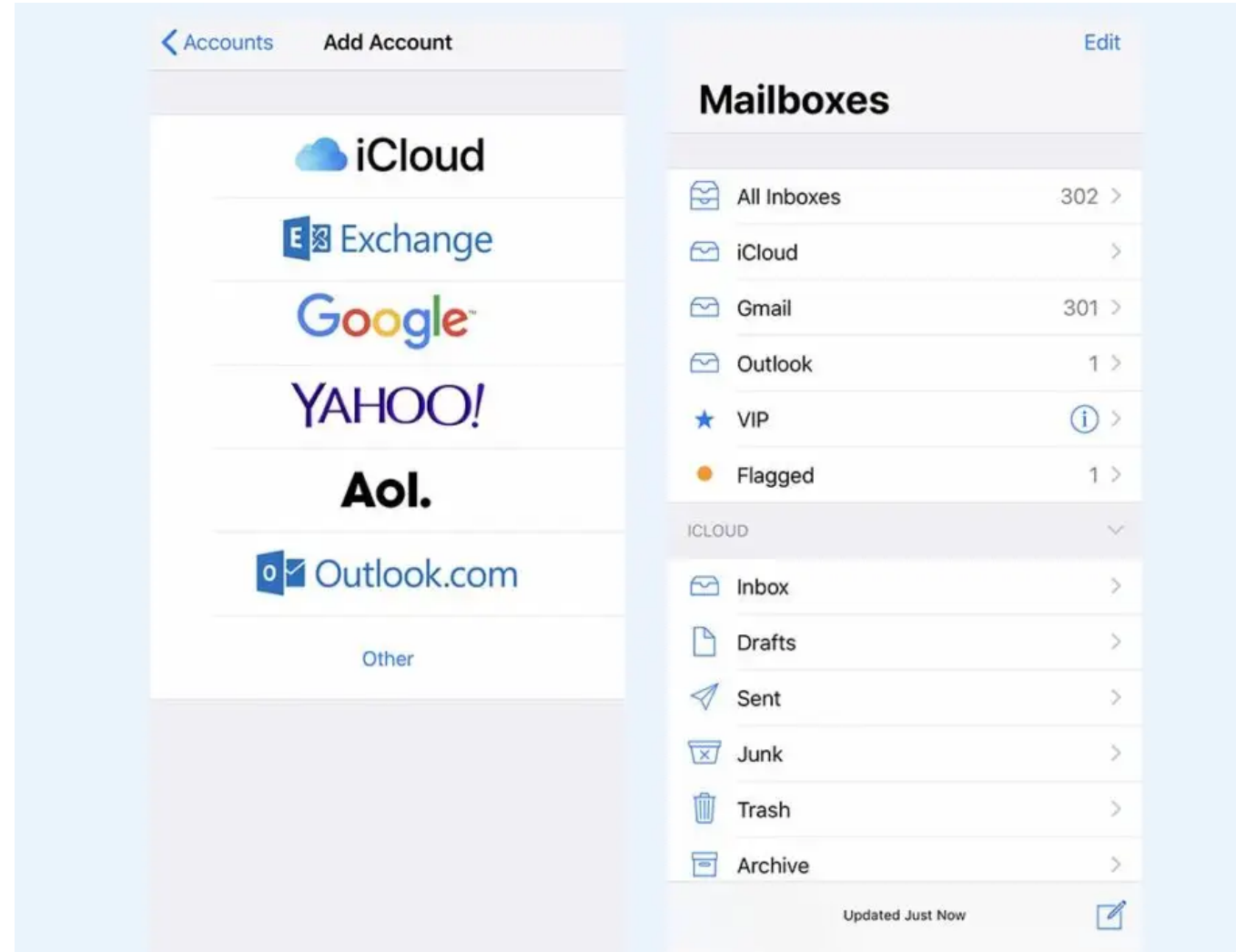
Email – on iPhone or iPad

To set up your email account on an Apple iPhone or iPad:

-> 'Settings' -> 'Mail' -> 'Accounts' --> 'Add Account' Choose email provider --> follow setup steps & input the data requested. You'll be asked if you want to sync contacts, calendar & other data but you choose.

With new account(s), they will appear on the **Accounts** screen, where you can use the **Fetch New Data** menu to choose when to sync new emails.

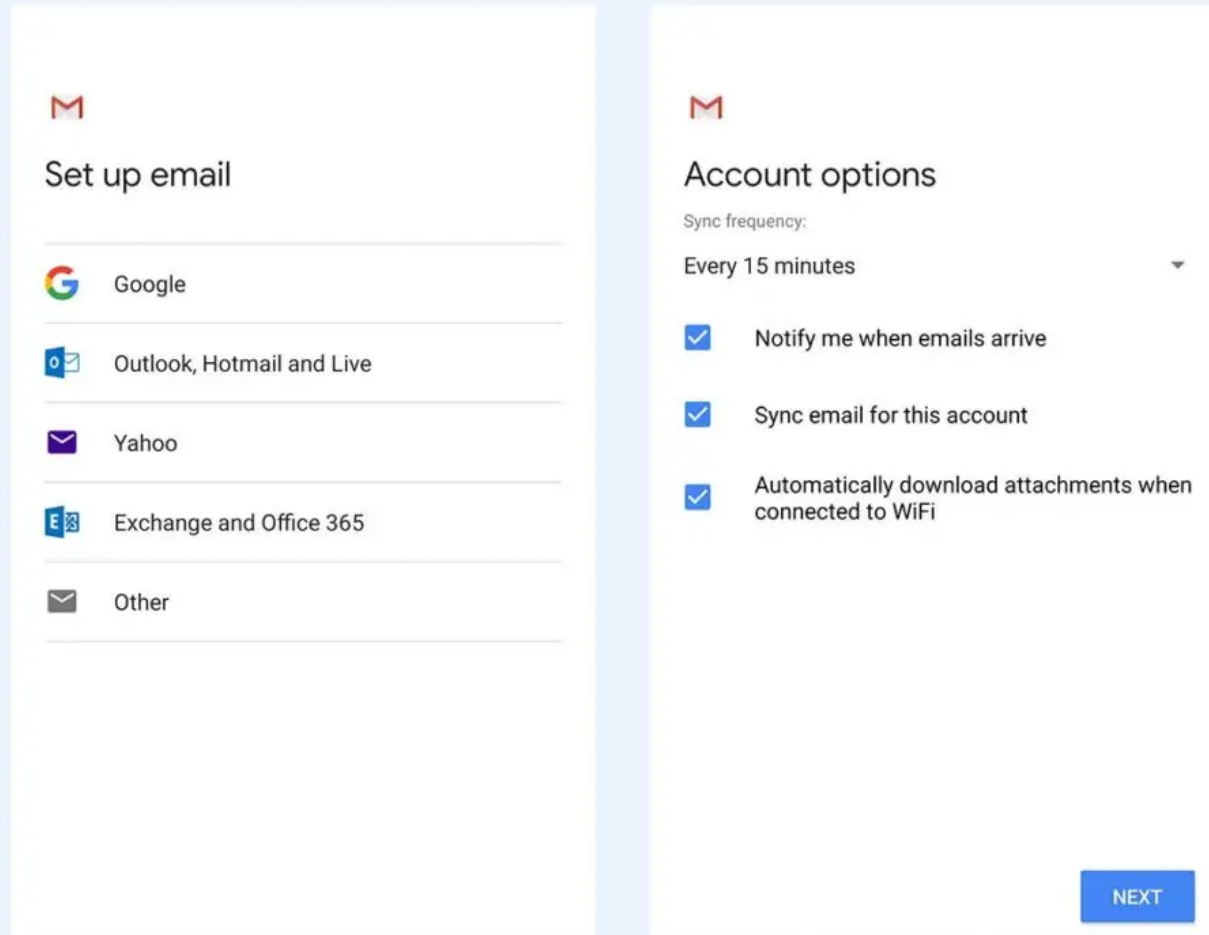
You can either see All Inboxes of the individual Inboxes.



Email – Syncing on Android

Gmail is the default app but you can add other email accounts to an Android Phone or Tablet.

Open 'Email' on your Android device. Tap on 'Menu' (3 horizontal lines, top left) → 'Settings' → 'Add Account' select email provider & enter the email address and it's password. Tap on the app & choose All inboxes. You will then see all accounts together with Gmail emails



The image displays two sequential screenshots of the Gmail app's account setup process on an Android device.

Left Screenshot: Set up email

- Header: Gmail logo and "Set up email"
- Options for email providers:
 - Google (with Google logo)
 - Outlook, Hotmail and Live (with Outlook logo)
 - Yahoo (with Yahoo logo)
 - Exchange and Office 365 (with Exchange logo)
 - Other (with envelope icon)

Right Screenshot: Account options

- Header: Gmail logo and "Account options"
- Sync frequency: "Every 15 minutes" (with a dropdown arrow)
- Checkboxes for account settings:
 - ☒ Notify me when emails arrive
 - ☒ Sync email for this account
 - ☒ Automatically download attachments when connected to WiFi
- Bottom button: "NEXT"





The End

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