

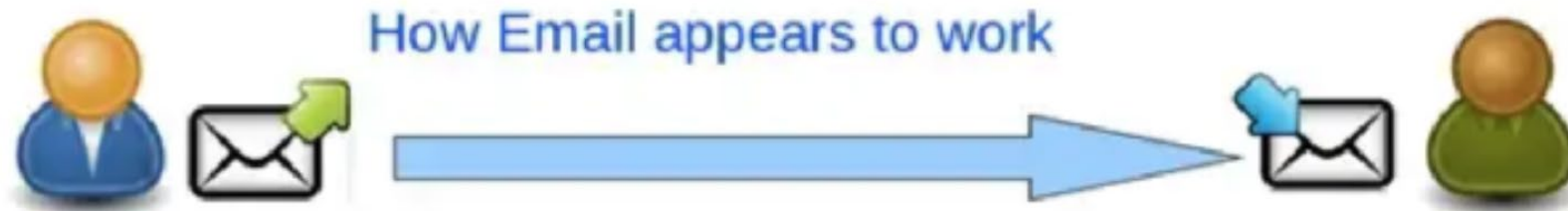


Email Basics

Hillingdon u3a
Computer Club

February 2026

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

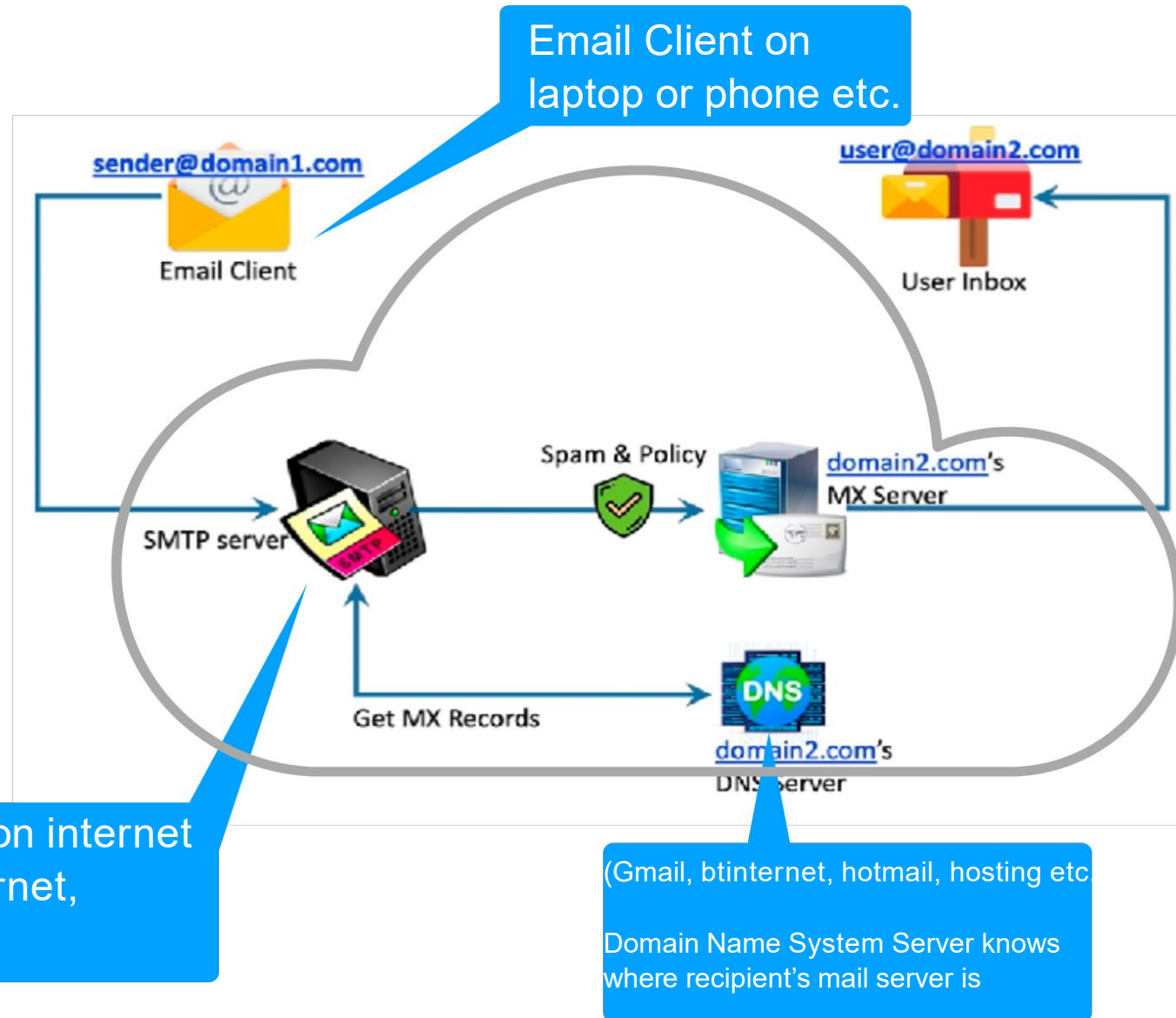
Tony reads his messages

Clicks on SEND



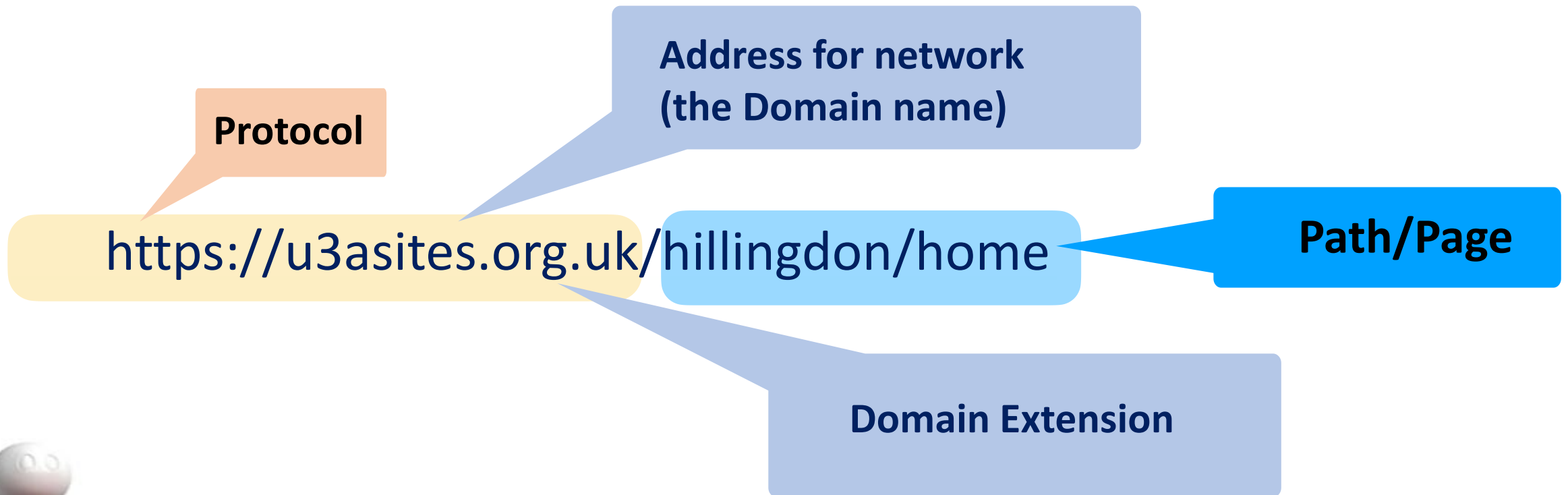
Email – The Basics

How Email Really works



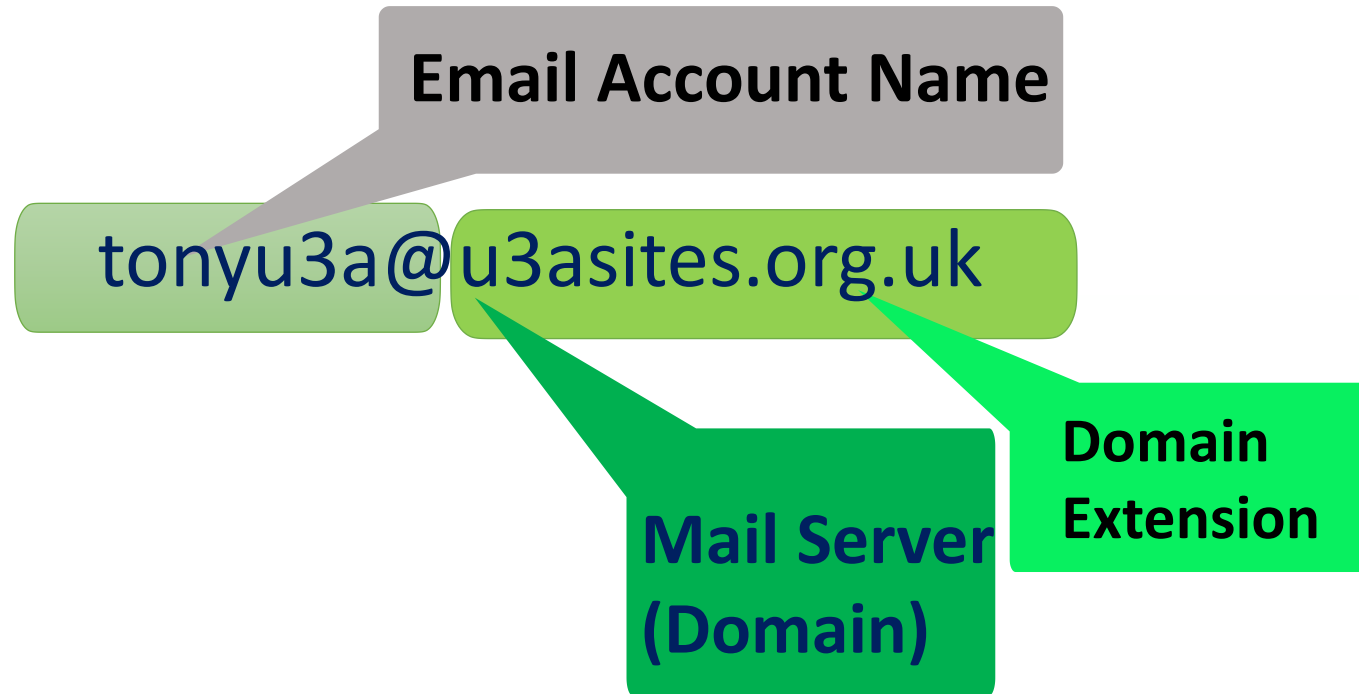
Email – The Basics

A Typical Internet Address



Email – The Basics

A Typical Email Address



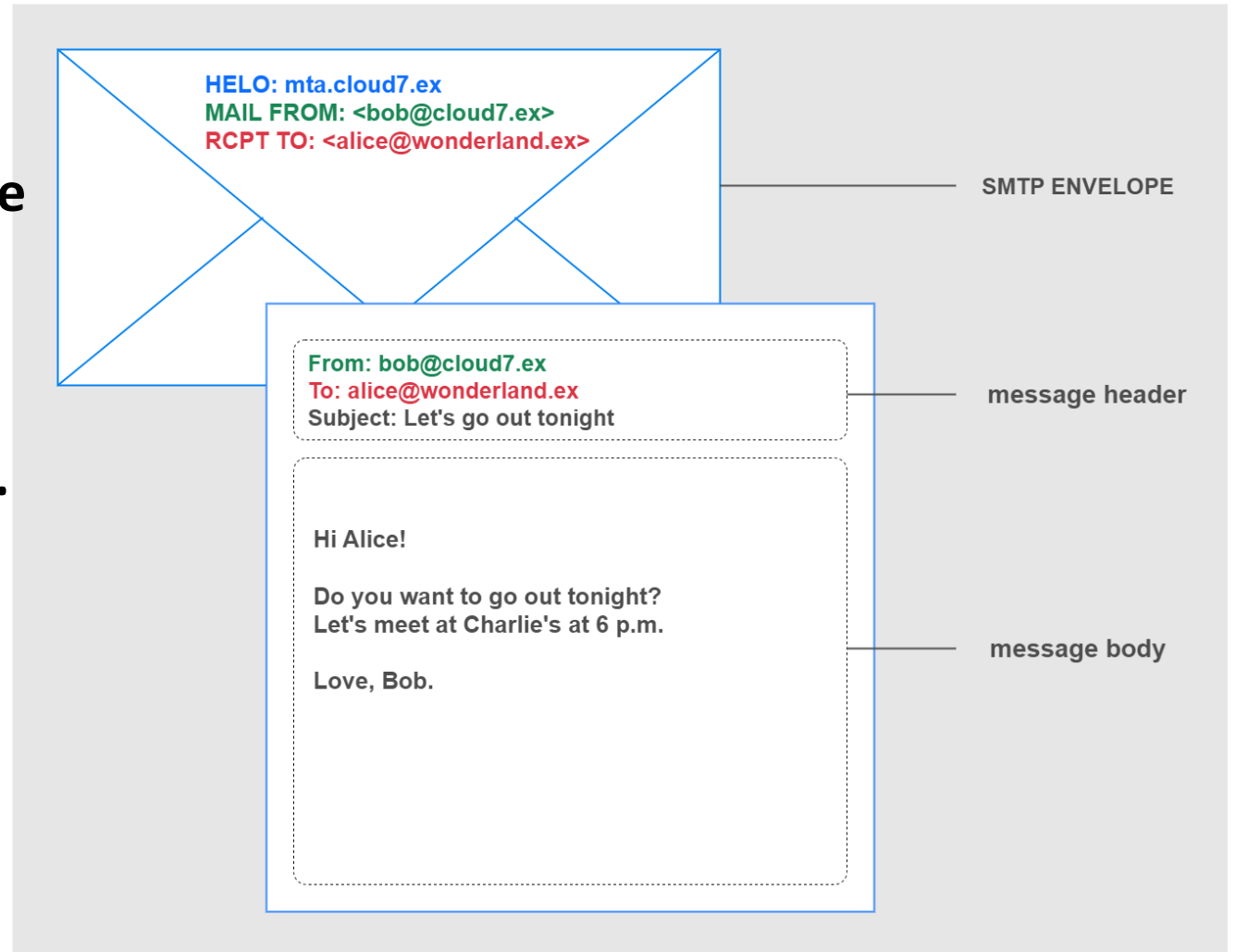
Email – The Basics

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.

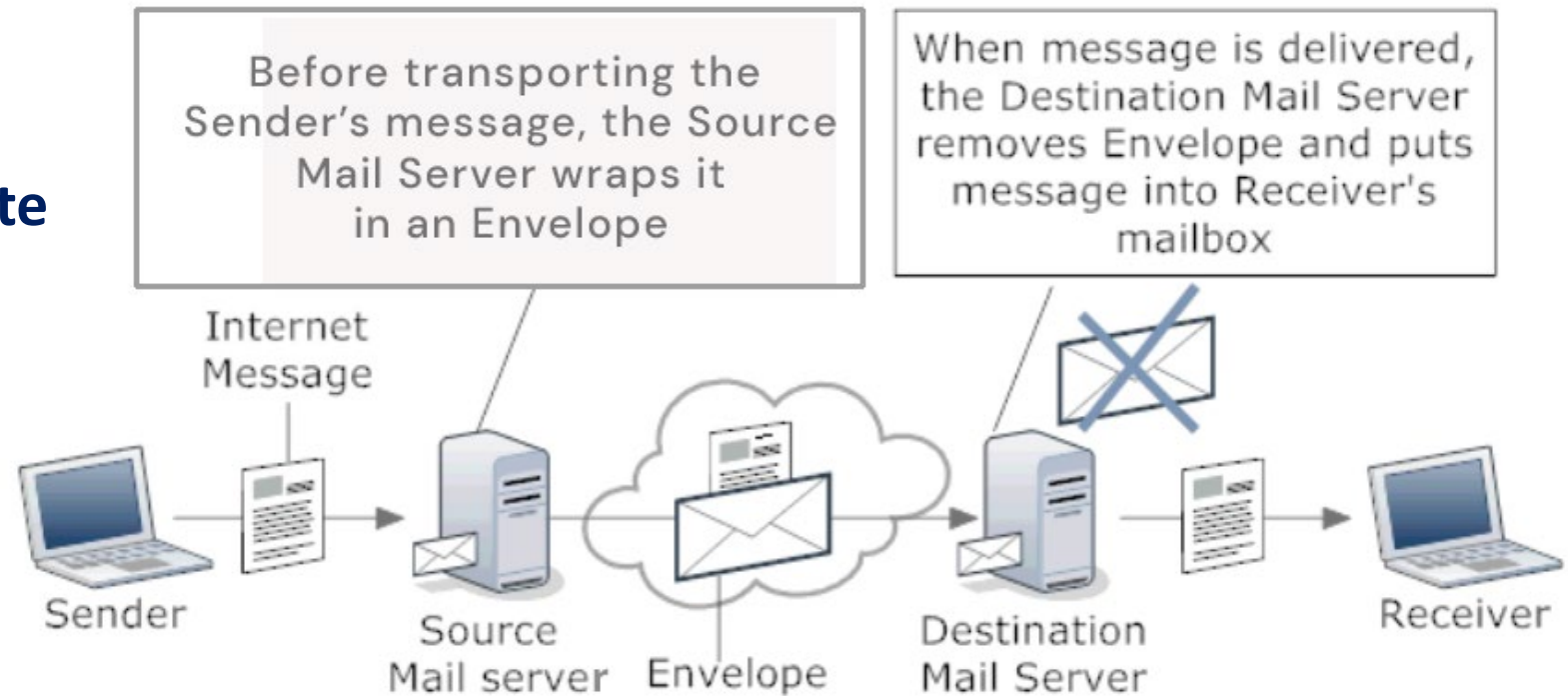


Email – The Basics

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

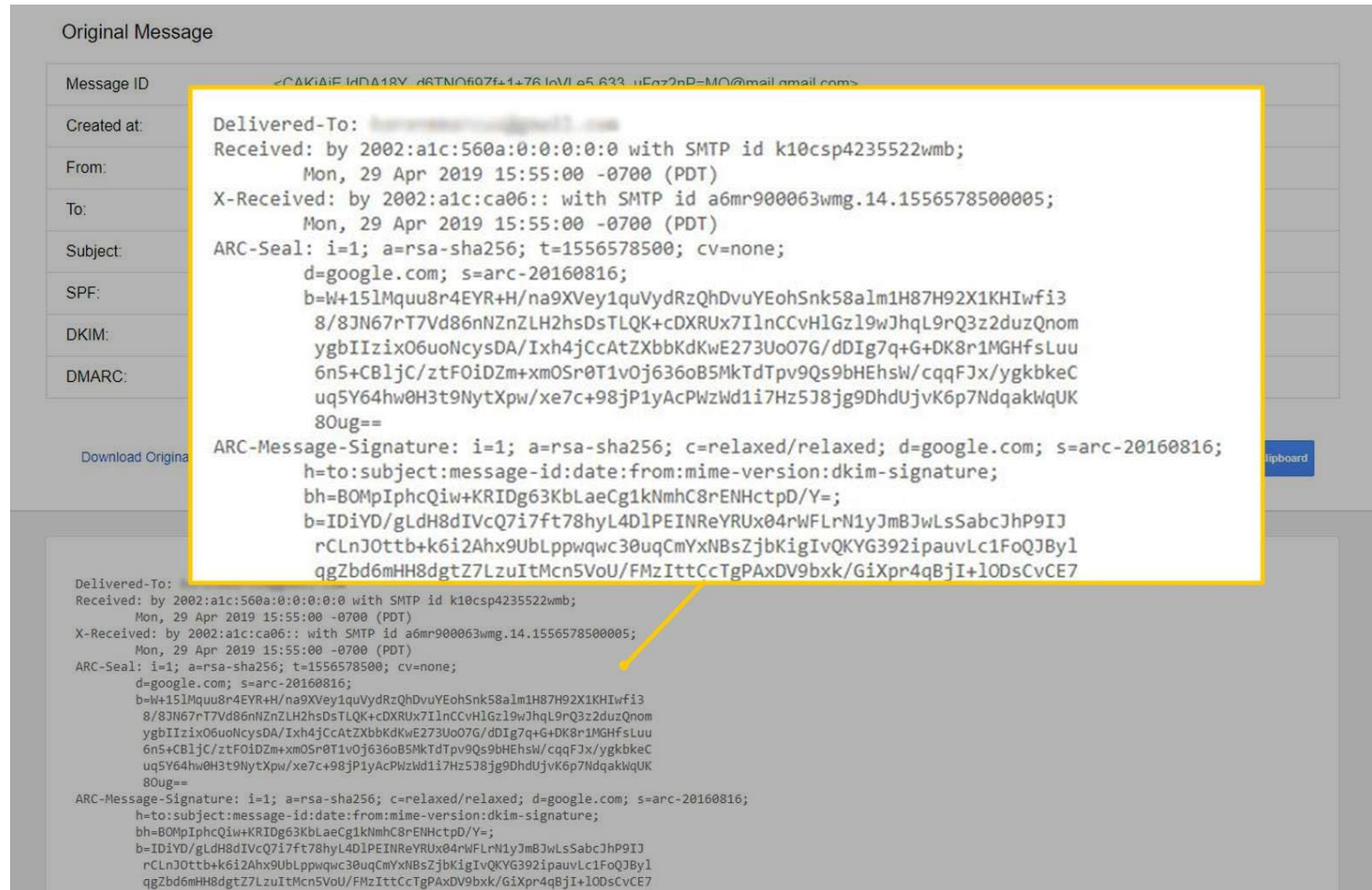


Email – The Basics

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 lose your account, you're likely to lose all your emails. Free accounts are more vulnerable.



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Email – IMAP Vs POP3

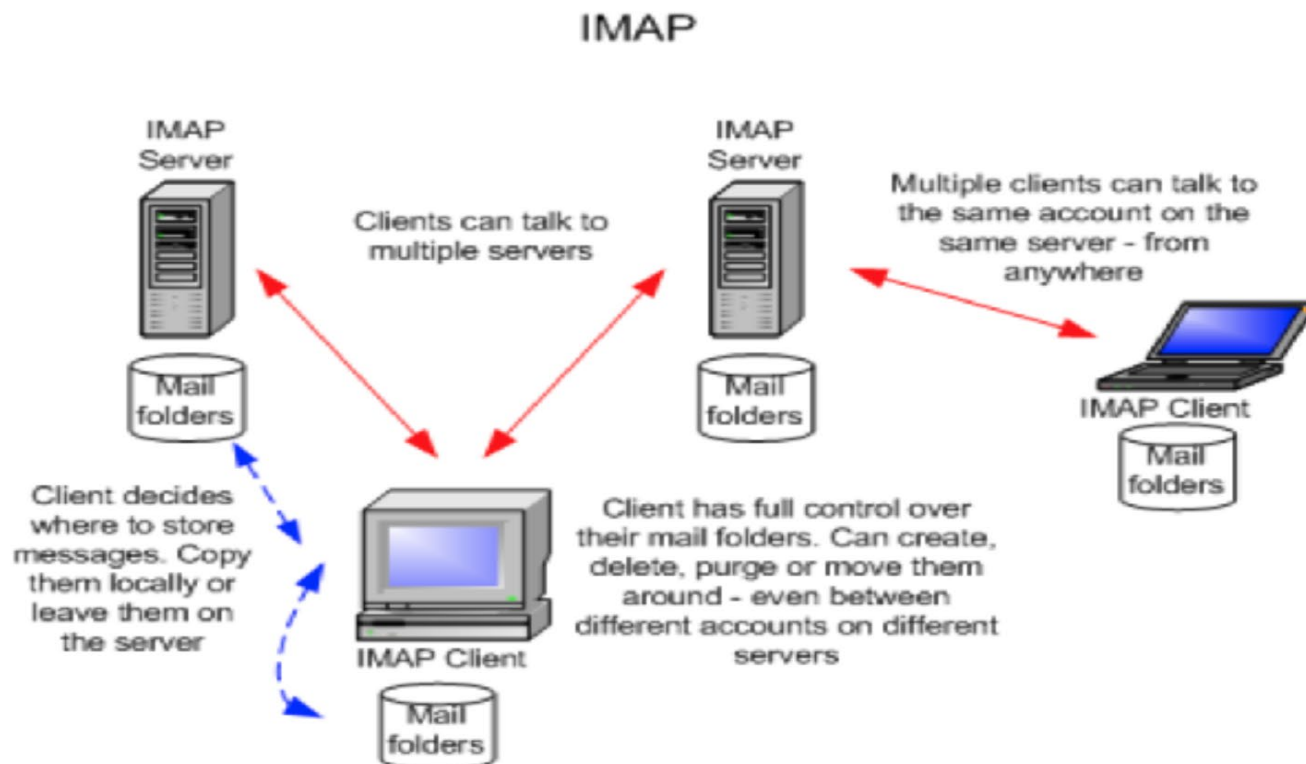
IMAP (Internet Message Access protocol)

IMAP allows:

Multiple clients with synchronised mailboxes

Multiple servers

Choice of storage locations



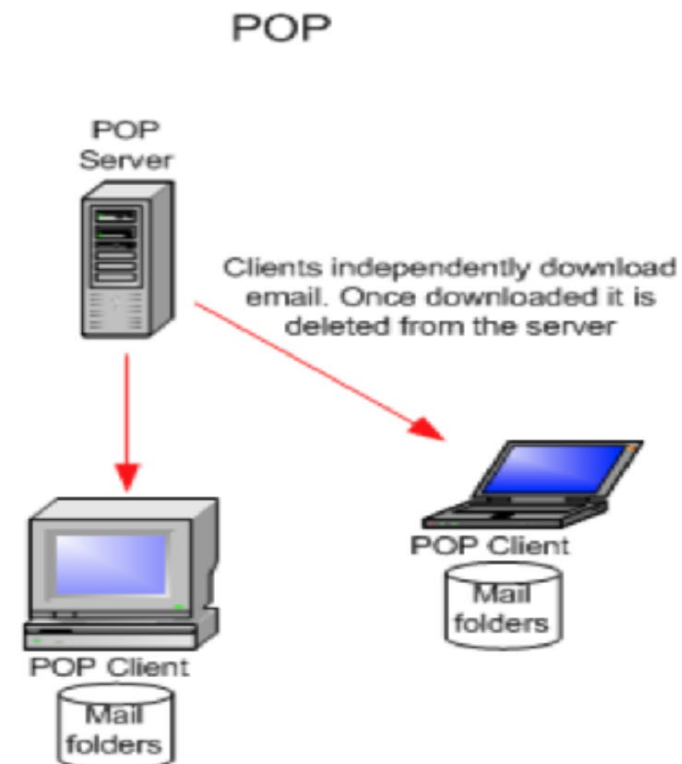
POP3 (Post Office Protocol)

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: . (is a 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 App	Basic, simple and free with Windows	Windows, Gmail & iCloud
Proton Email	Free and most secure, 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
Apple Mail	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

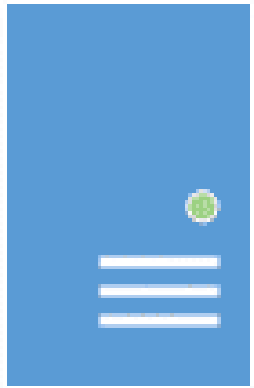
- Web-based
- PC-based using POP3
- PC-based using IMAP



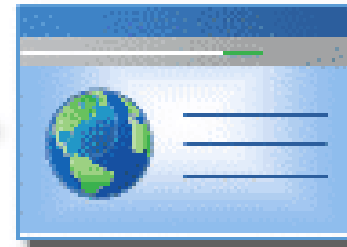
Email – on Multiple Devices

Web-based

Your email stored
on the email server



Your Email Service Provider's
Mail Server

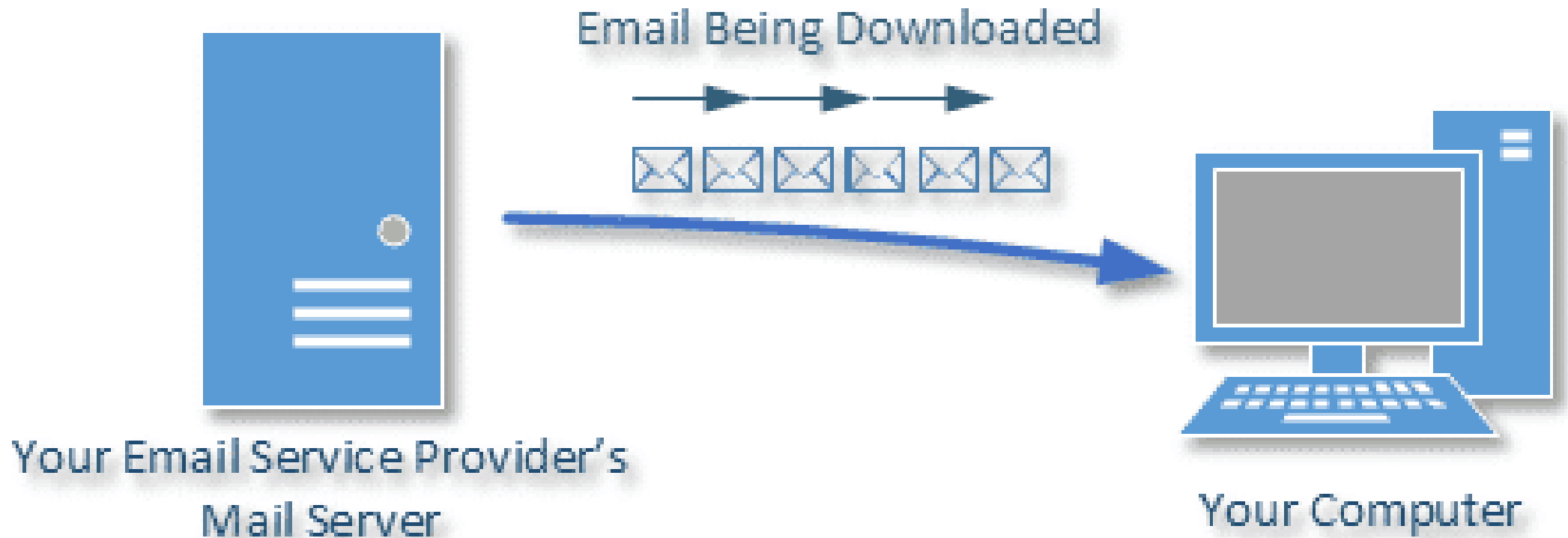


Your Web Browser



Email – on Multiple Devices

PC-based POP3

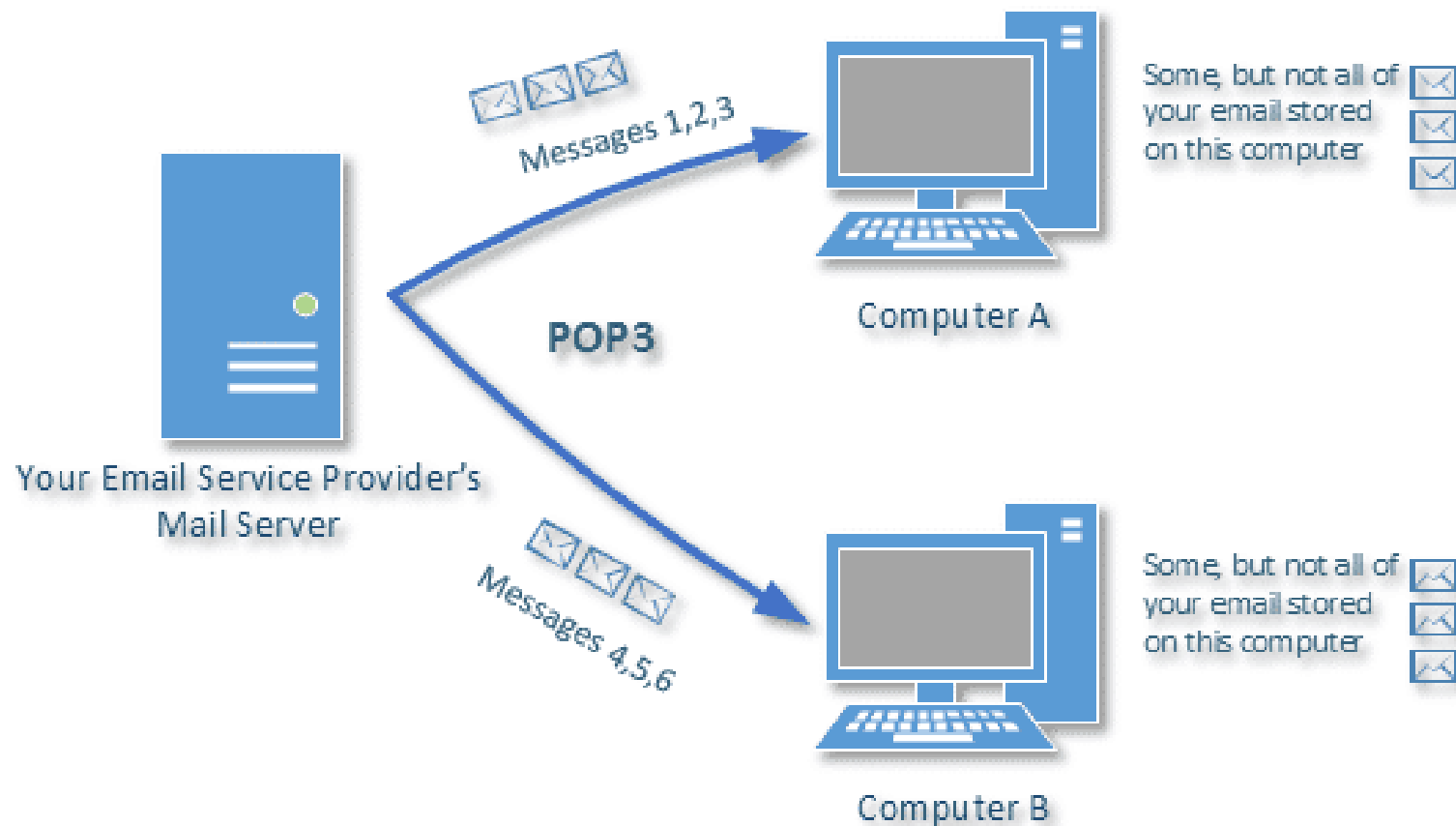


Once downloaded, the email resides only on your machine.



Email – on Multiple Devices

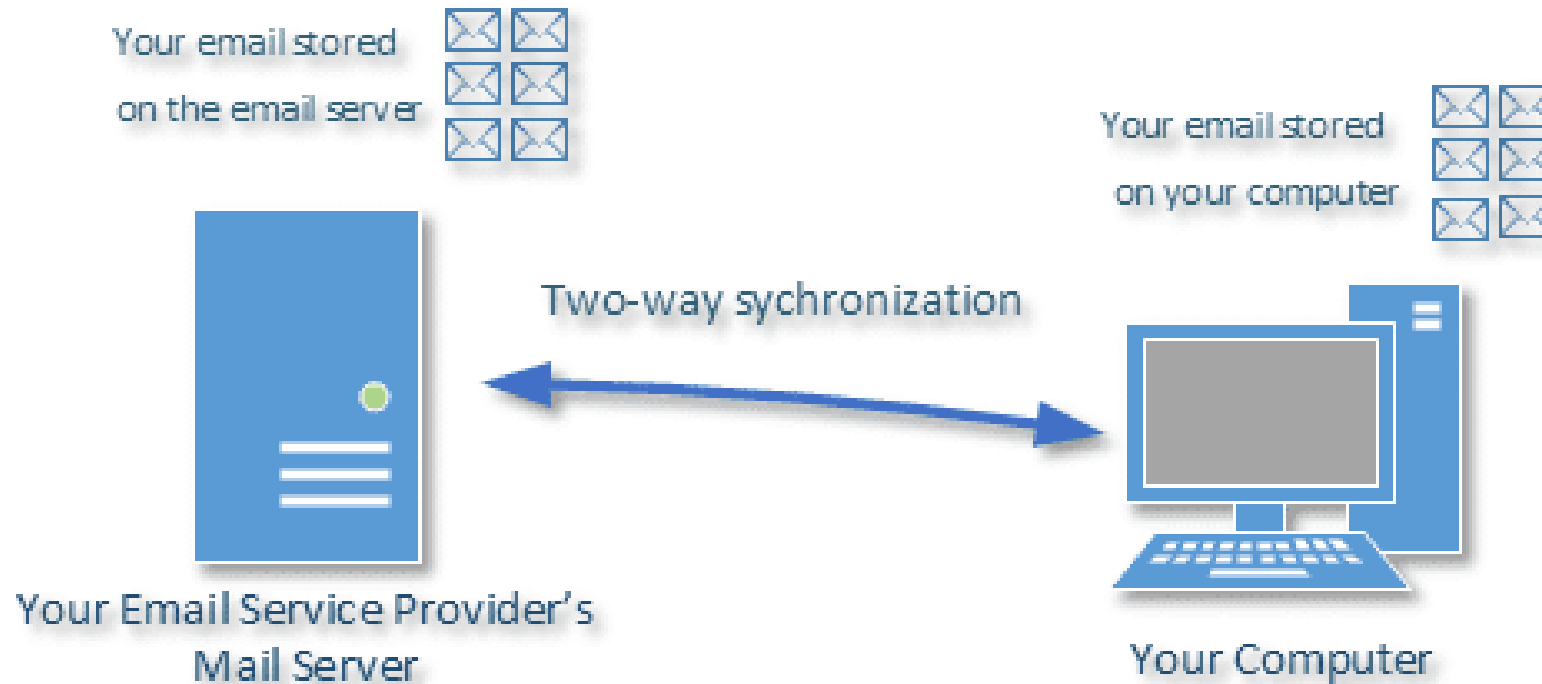
PC-based POP3



Once downloaded, the email resides only on your machine.

Email – on Multiple Devices

PC-based IMAP



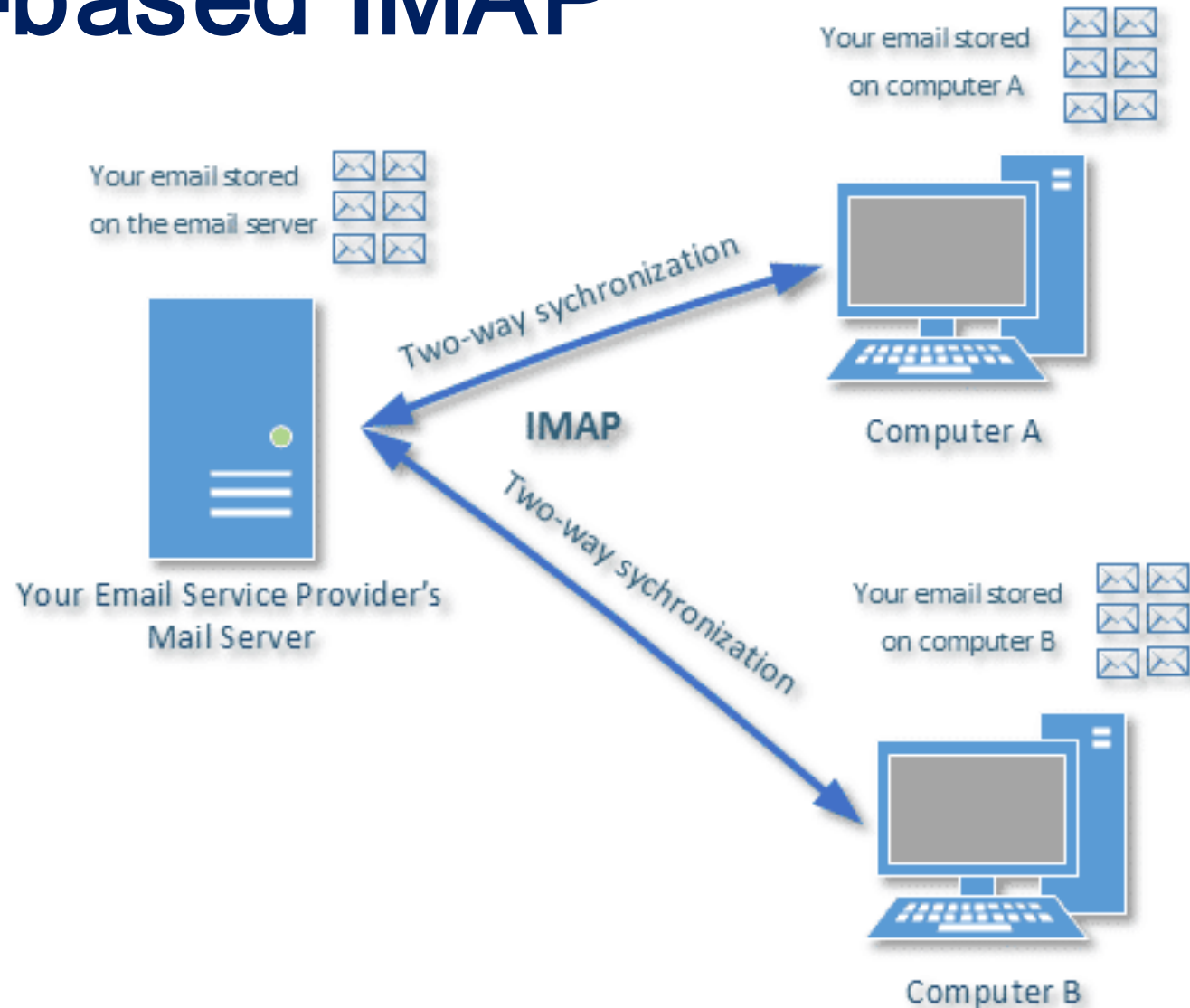
Email is copied from the server to your PC, leaving the original on the server.



Email – on Multiple Devices

PC-based IMAP

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



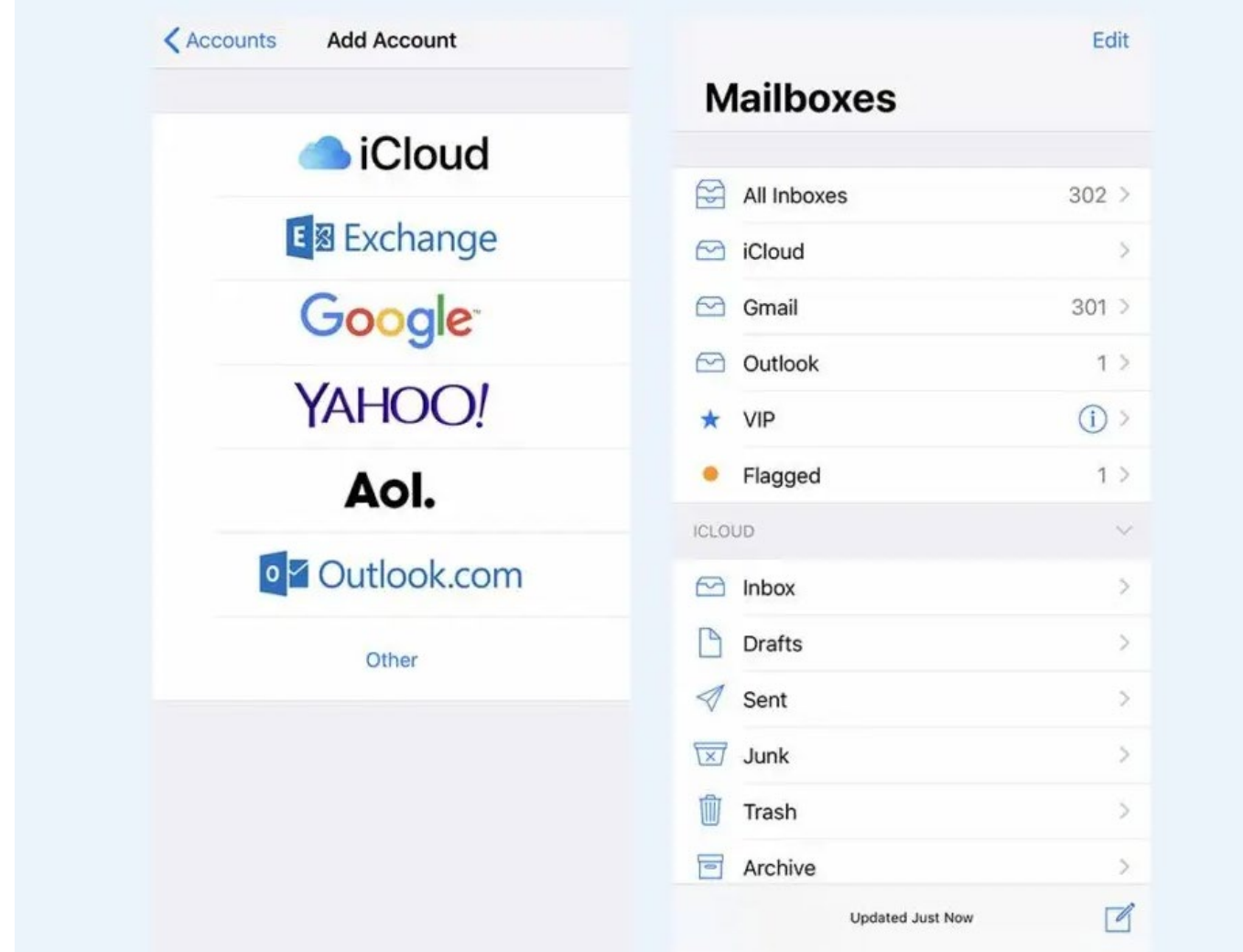
Email – on iPhone or iPad

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.

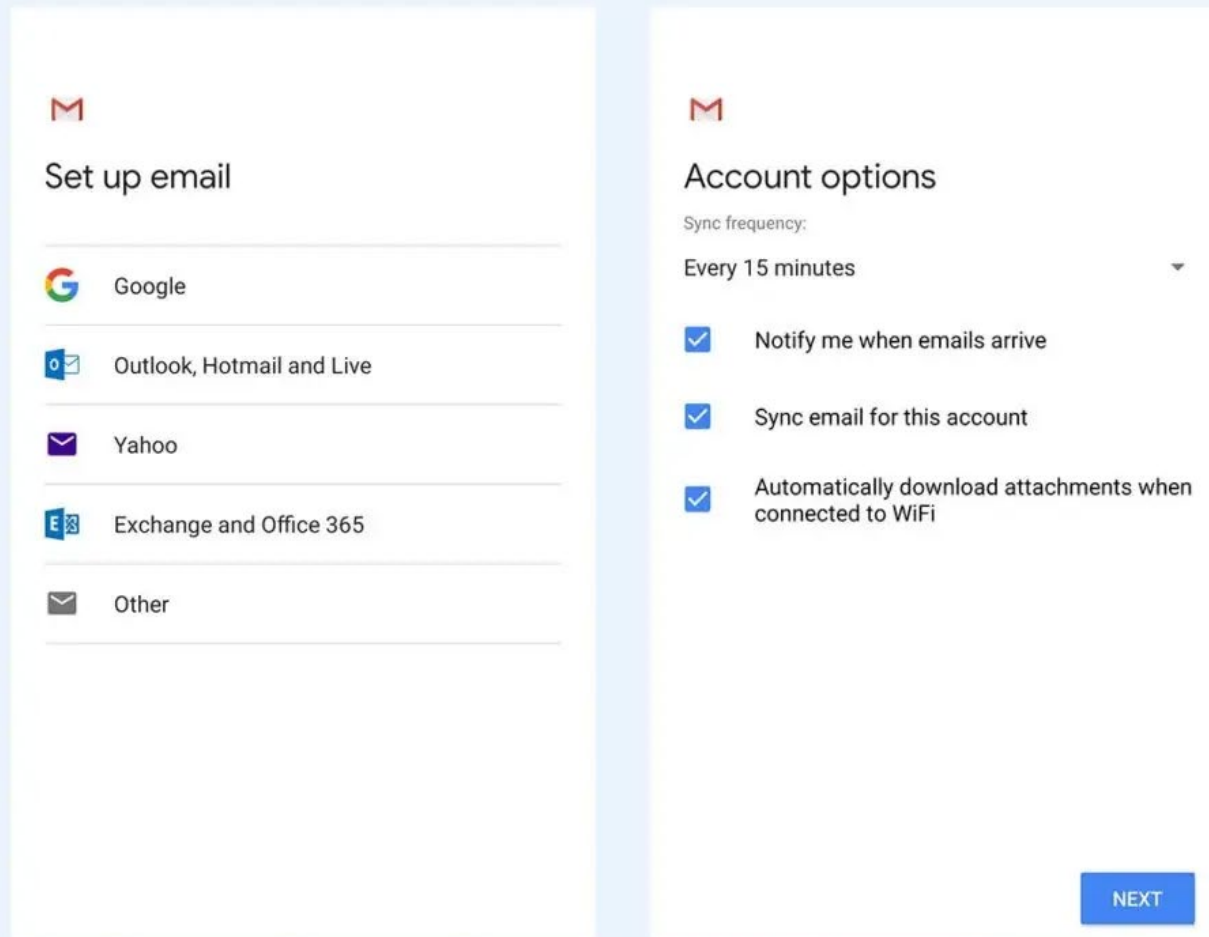
You can either see All Inboxes of the individual Inboxes.



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 screenshots of the Gmail app's account setup process. The left screenshot, titled 'Set up email', shows a list of email providers: Google, Outlook, Hotmail and Live, Yahoo, Exchange and Office 365, and Other. The right screenshot, titled 'Account options', shows settings for the selected account, including a sync frequency of 'Every 15 minutes' and three checked options: 'Notify me when emails arrive', 'Sync email for this account', and 'Automatically download attachments when connected to WiFi'. A blue 'NEXT' button is visible at the bottom right of the right screenshot.



Email – Organise Your Emails with Rules

You need to manage incoming mail to ensure it gets stored effectively so using RULES you set means this can happen.

- Depending on which email client you use (Mail on Mac, MS Outlook or Thunderbird on PC) the basic logic is the same – rules are used to manage what happens to emails in your inbox.
- Things you can do - move, flag or respond to emails automatically.
- This helps logically stored and organised email so you can find them when you need to.
- A really simple rule is to receive an email and have it go to a folder you have dedicated for a person, group, email address or project.



Email – Organise Your Emails with Rules

Rules Wizard

Which condition(s) do you want to check?

Step 1: Select condition(s)

- ☐ from [John Rowe](#)
- ☐ with [Canal Group Update](#) in the subject
- ☒ sent to [Tony Kemp](#)
- ☐ with [Canal Group Update](#) in the subject or body
- ☐ through the [specified](#) account
- ☐ sent only to me
- ☐ where my name is in the To box
- ☐ marked as [importance](#)
- ☐ marked as [sensitivity](#)
- ☐ flagged for [action](#)
- ☐ where my name is in the Cc box
- ☐ where my name is in the To or Cc box
- ☐ where my name is not in the To box
- ☐ with [specific words](#) in the body
- ☐ with [specific words](#) in the message header
- ☐ with [specific words](#) in the recipient's address
- ☐ with [specific words](#) in the sender's address
- ☐ assigned to [category](#) category

Step 2: Edit the rule description (click an underlined value)

Apply this rule once the message has arrived
sent to [Tony Kemp](#)

Cancel < Back Next > Finish

Rules Wizard

What do you want to do with the message?

Step 1: Select action(s)

- ☐ move it to the [Inbox TonyU3A Hotmail.com](#) folder
- ☐ move a copy to the [Inbox TonyU3A Hotmail.com](#) folder
- ☐ assign it to the [category](#) category
- ☐ delete it
- ☐ permanently delete it
- ☐ forward it to [people or public group](#)
- ☐ forward it to [people or public group](#) as an attachment
- ☐ redirect it to [people or public group](#)
- ☐ have server reply using [a specific message](#)
- ☐ reply using [a specific template](#)
- ☐ flag message for [follow up at this time](#)
- ☐ clear the Message Flag
- ☐ clear message's categories
- ☐ mark it as [importance](#)
- ☒ print it
- ☐ play [a sound](#)
- ☐ mark it as read
- ☐ stop processing more rules

Step 2: Edit the rule description (click an underlined value)

Apply this rule once the message has arrived
sent to [Tony Kemp](#)

Cancel < Back Next > Finish



Email – Organise Your Emails with Rules

Rules Wizard

Are there any exceptions?

Step 1: Select exception(s) (if necessary)

- ☐ except if from people or public group
- ☐ except if the subject contains specific words
- ☐ except through the specified account
- ☐ except if sent only to me
- ☐ except where my name is in the To box
- ☐ except if it is marked as importance
- ☐ except if it is marked as sensitivity
- ☐ except if it is flagged for action
- ☐ except where my name is in the Cc box
- ☐ except if my name is in the To or Cc box
- ☐ except where my name is not in the To box
- ☐ except if sent to people or public group
- ☐ except if the body contains specific words
- ☐ except if the subject or body contains specific words
- ☐ except if the message header contains specific words
- ☐ except with specific words in the recipient's address
- ☐ except with specific words in the sender's address
- ☐ except if assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule once the message has arrived
sent to Tony Kemp
move it to the Inbox TonyU3A Hotmail.com folder

Cancel < Back Next > Finish

Rules Wizard

Finish rule setup.

Step 1: Specify a name for this rule

Tony Kemp

Step 2: Setup rule options

- ☐ Run this rule now on messages already in "Inbox TonyU3A Hotmail.com"
- ☒ Turn on this rule
- ☐ Create this rule on all accounts

Step 3: Review rule description (click an underlined value to edit)

Apply this rule once the message has arrived
sent to Tony Kemp
move it to the Inbox TonyU3A Hotmail.com folder

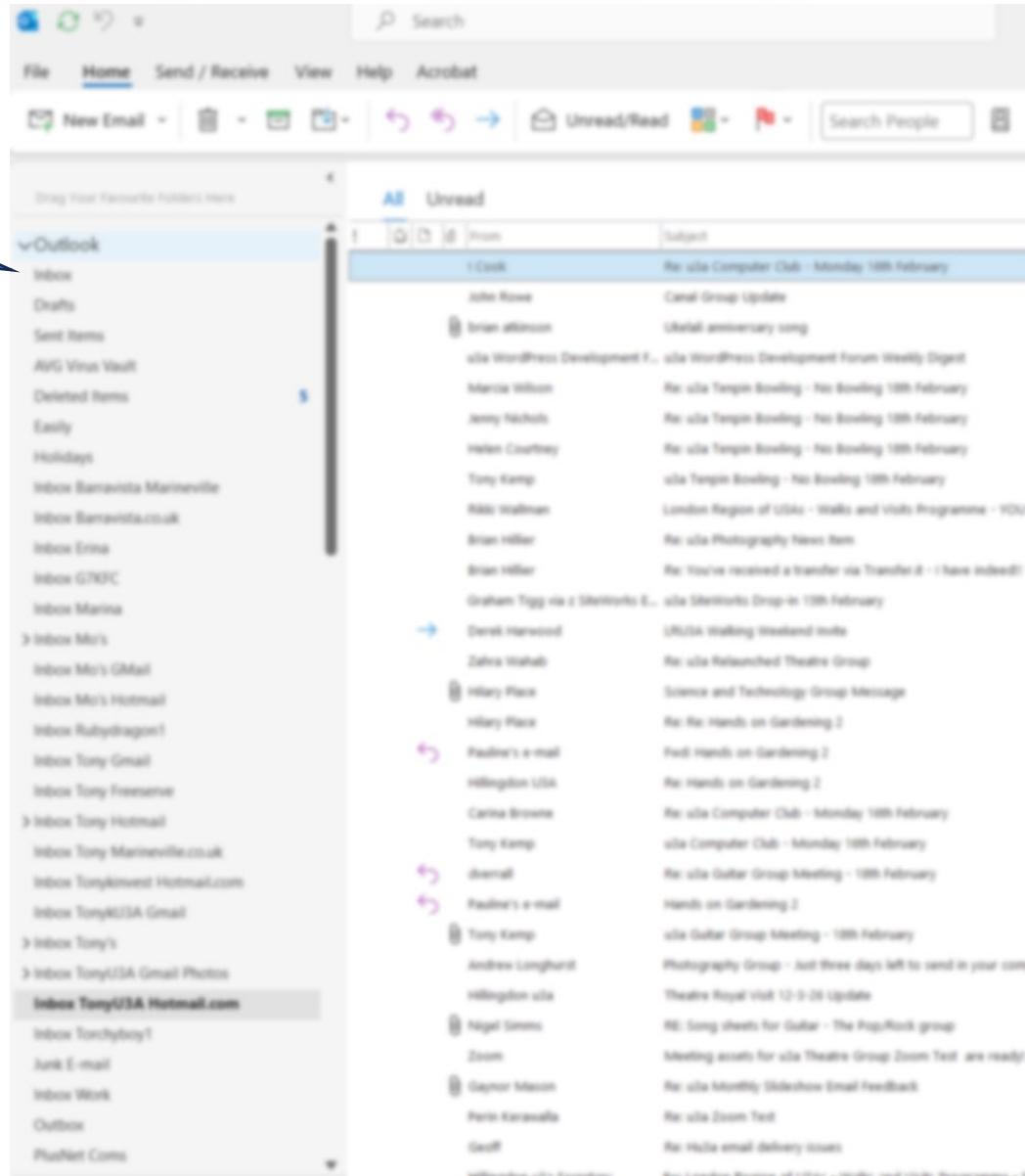
Cancel < Back Next > Finish



Email – Organise Your Emails with Rules

InBox

Folders



Rules Wizard

Which condition(s) do you want to check?

Step 1: Select condition(s)

- ☒ only on this computer
- ☒ through the specified account
- ☐ from people or public group
- ☐ with specific words in the subject
- ☐ sent only to me
- ☐ where my name is in the To box
- ☐ marked as importance
- ☐ marked as sensitivity
- ☐ flagged for action
- ☐ where my name is in the Cc box
- ☐ where my name is in the To or Cc box
- ☐ where my name is not in the To box
- ☐ sent to people or public group
- ☐ with specific words in the body
- ☐ with specific words in the subject or body
- ☐ with specific words in the message header
- ☐ with specific words in the recipient's address
- ☐ with specific words in the sender's address

Step 2: Edit the rule description (click an underlined value)

Apply this rule once the message has arrived
through the tonyu3a@hotmail.com account
and only on this computer
move it to the Inbox TonyU3A Hotmail.com folder

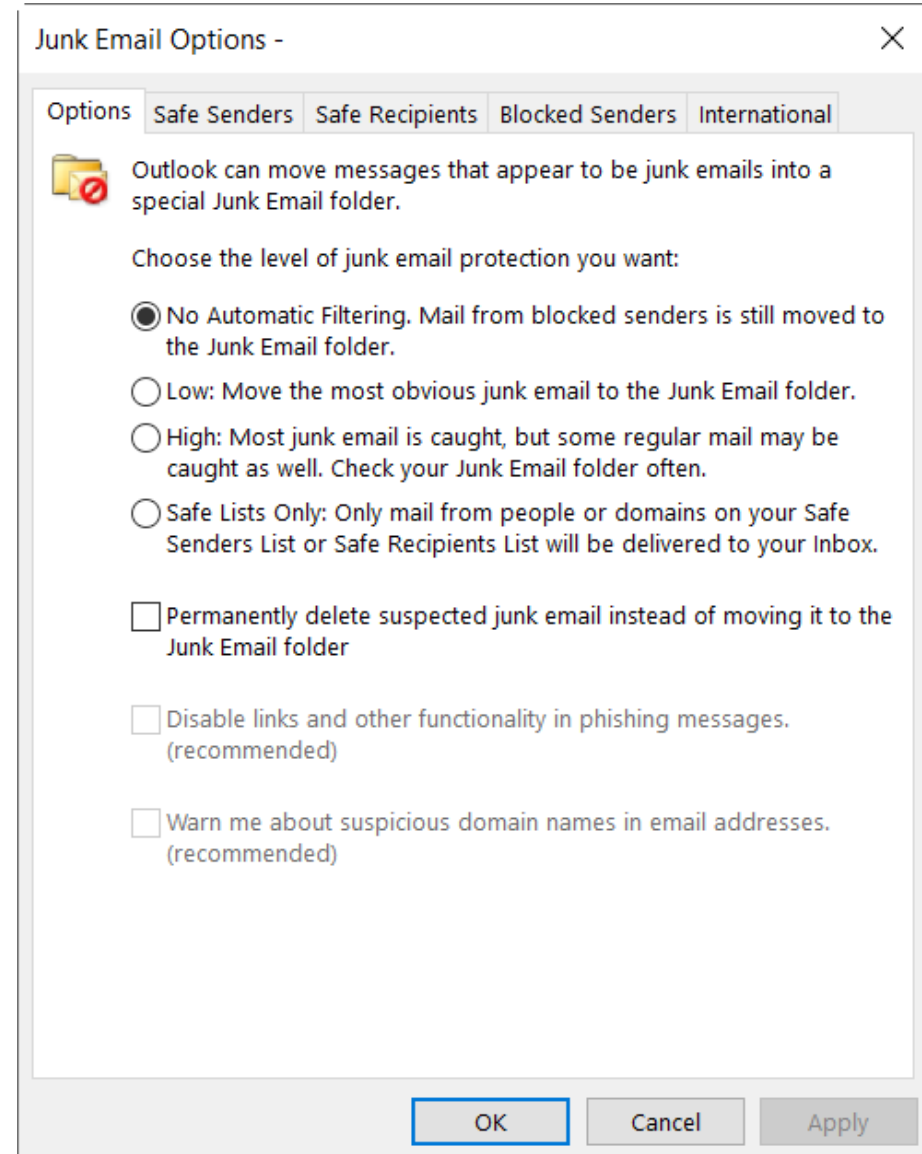
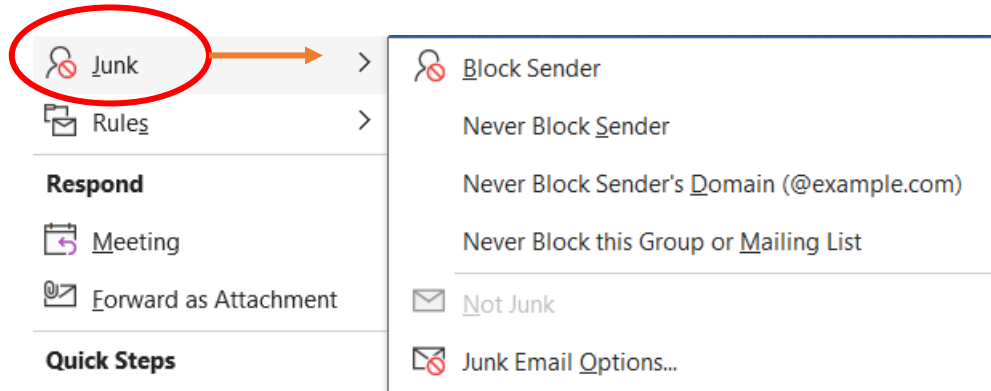
Cancel

< Back

Next >

Finish

Email – Junk Settings



Email – Junk Settings

Junk Email Options -

Options Safe Senders Safe Recipients Blocked Senders International

 Email from addresses or domain names on your Safe Senders List will never be treated as junk email.

do_not_reply@hu3a.org.uk

Add...

Edit...

Remove

Import from File...

Export to File...

☒ Also trust emails from my Contacts

☐ Automatically add people I email to the Safe Senders List

OK Cancel Apply

Junk Email Options -

Options Safe Senders Safe Recipients Blocked Senders International

 Email sent to addresses or domain names on your Safe Recipients List will never be treated as junk emails.

judypeddie999@btinternet.com

Add...

Edit...

Remove

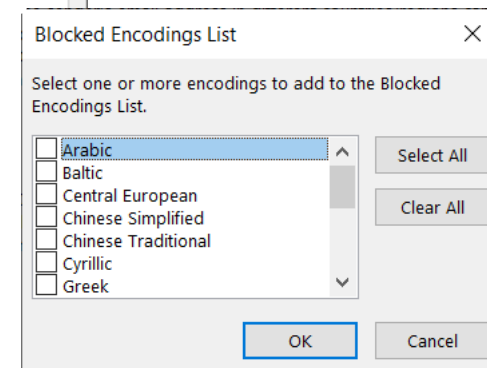
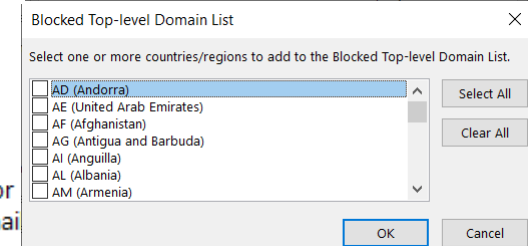
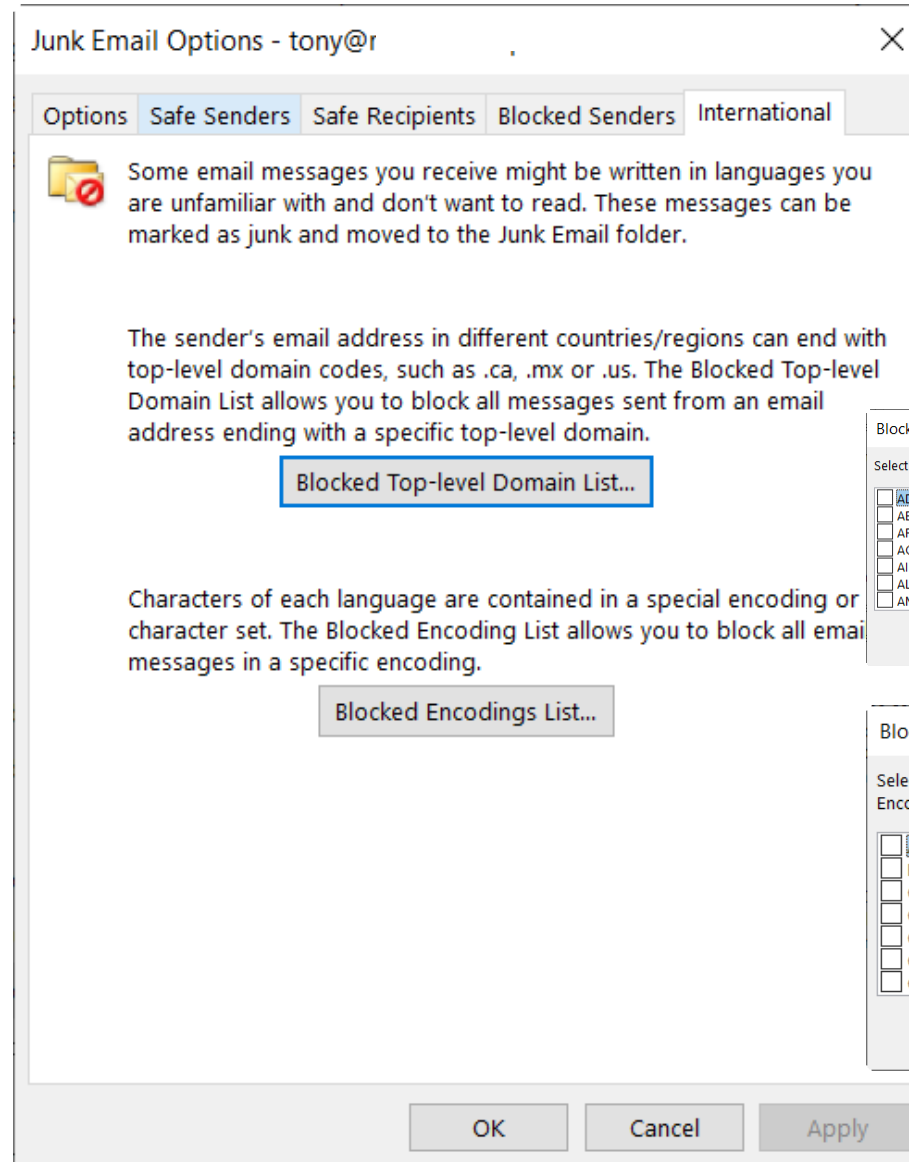
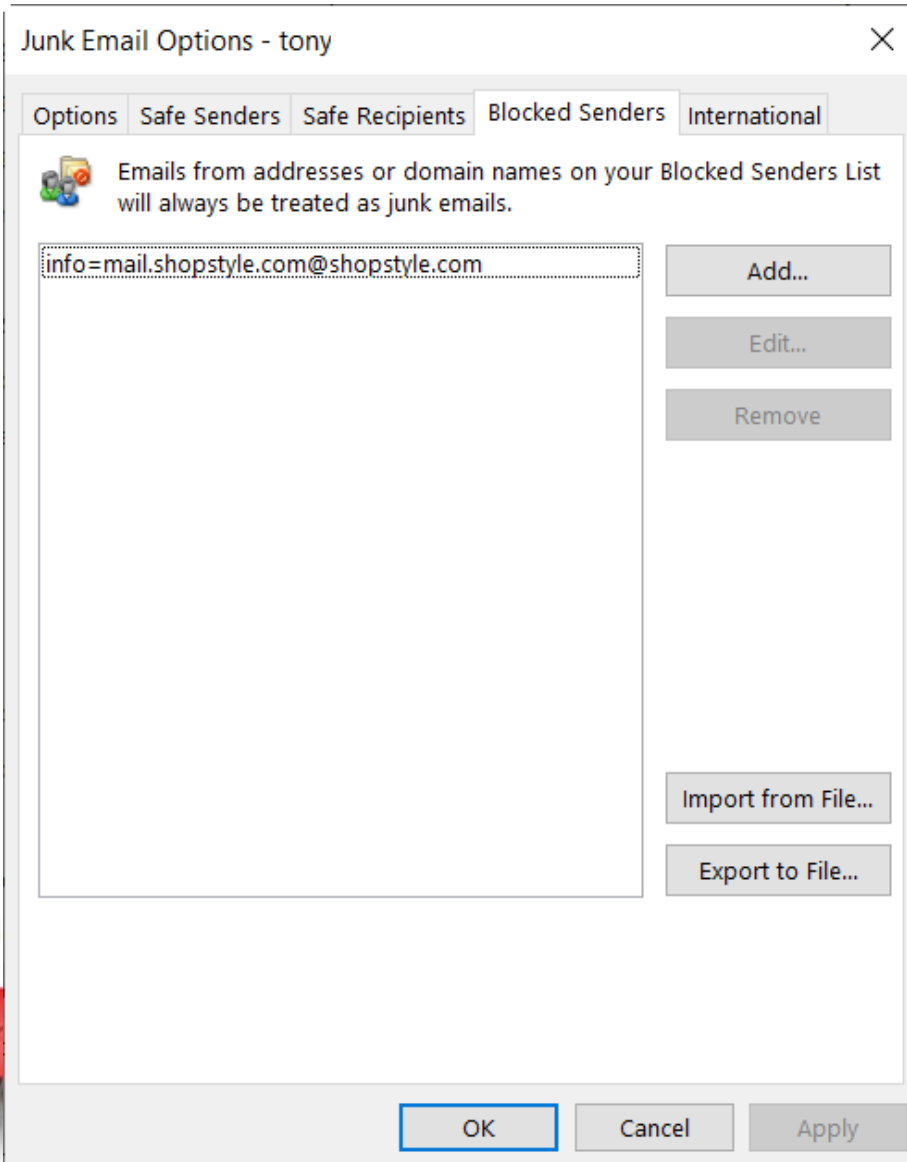
Import from File...

Export to File...

OK Cancel Apply



Email – Junk Settings



Email – Fixing Issues

[https://hillingdon.u3asite.uk
/are-you-having-problems-
receiving-emails/](https://hillingdon.u3asite.uk/are-you-having-problems-receiving-emails/)



Email – MailStore

MailStore Home Portable

Archive

Quick Search Archive

Search

Start Page

My Archive

Search E-mail

Archive E-mail

Export E-mail

Recent Results

Administrative Tools

About MailStore Home

Start Page

MailStore Home Portable

Tony
142,393 messages archived
Version 22.4

MAIL
STORE

Quick Access

Archive E-mail

Search E-mail

Export E-mail

Backup to HDD or USB

Password Protection

Administrative Tools

Dashboard

MailStore Home

Version22.4.0.21151 (Build Date 11/11/2022)

Update available26.1.0.23845 (Build Date 16/12/2025)

[Download and Install](#) [Changelog](#) [Update Notices](#)

Tell Others About MailStore

[f](#) [t](#)

Archive

Total Size142,393 messages / 15,641 MB

LocationD:\! Mailstore Archive

Available Disk Space27.67 GB free of 59.38 GB

Messages

The last execution of one or more archiving profiles has failed.

License

MailStore Home is free for non-commercial usage.

Helpful Links

▶ MailStore Home Help

▶ MailStore Home Website

▶ MailStore Home Support Community

▶ MailStore on Facebook

▶ MailStore Business Products

Featured Products & Content

Are you an IT professional?
Try MailStore Server for SMBs

Test
now

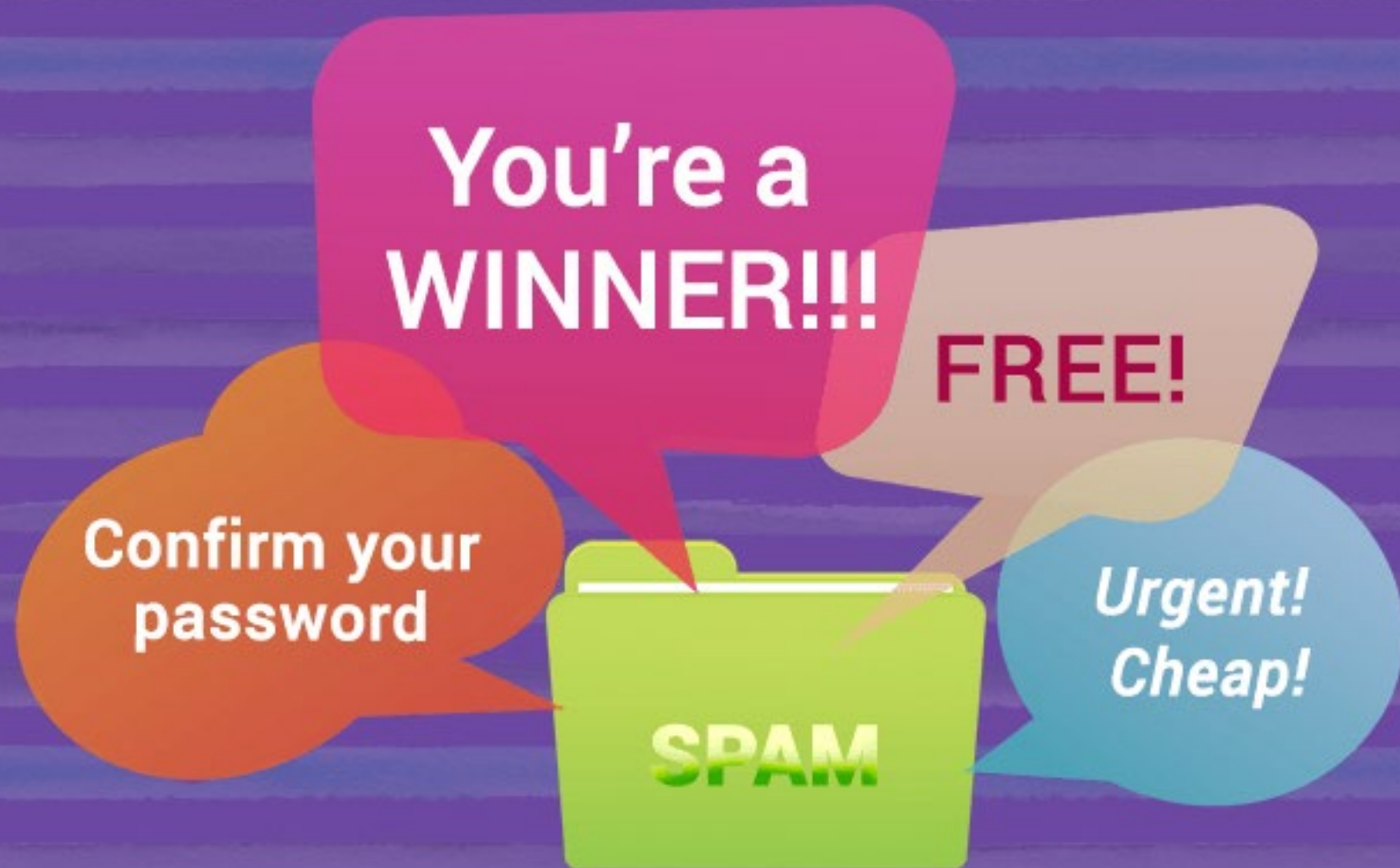
MAIL
STORE

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CHILLBLAST



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 big organisation will send emails from an address that ends '@hotmail.com' or '@yahoo.com'. However, trades people & small traders will.
- 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”





The End

Hillingdon u3a Computer Club