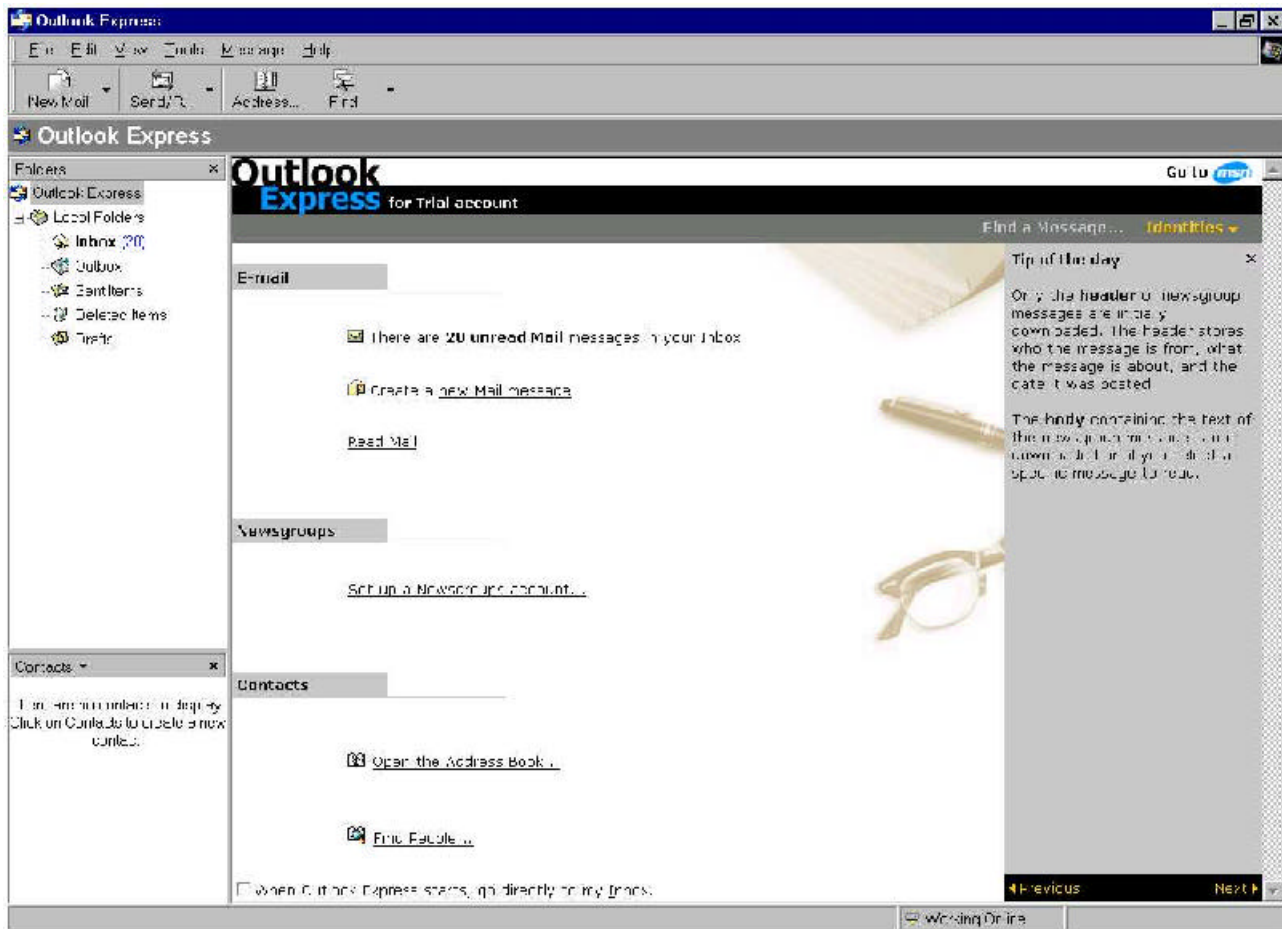


OUTLOOK EXPRESS



Outlook Express is a multi-purpose mail, news and directory service client that comes as part of most Microsoft operating systems.

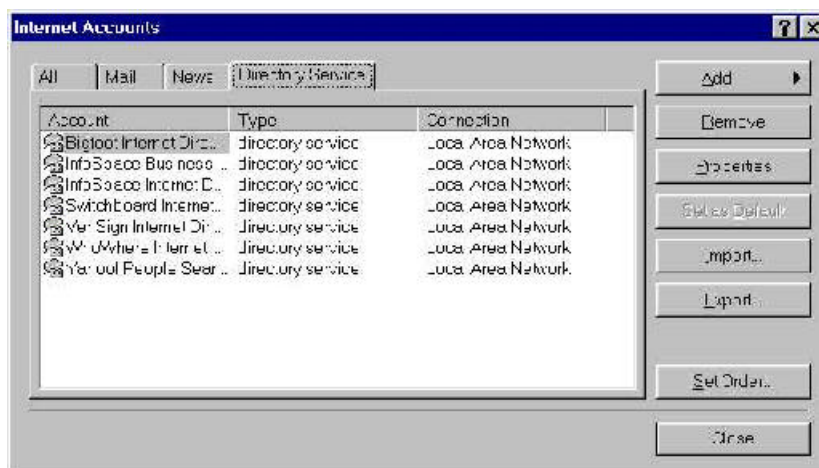
There is a lot wrong with OE; very few experienced Internet users employ it. However, it is the most commonly used client, and for this reason we must assume it to be the client used on most people's computers.

We can forget "directory services". I know of nobody who uses them. News we will talk about in another session. Today, we will concentrate on setting up accounts and sending and receiving e-mails.

SETTING UP AN ACCOUNT

Start Outlook Express. Click on "Tools" then "Accounts"

There should be a pop-up box something the picture on the next page:



Click on "Mail", then "Add", then "Mail"

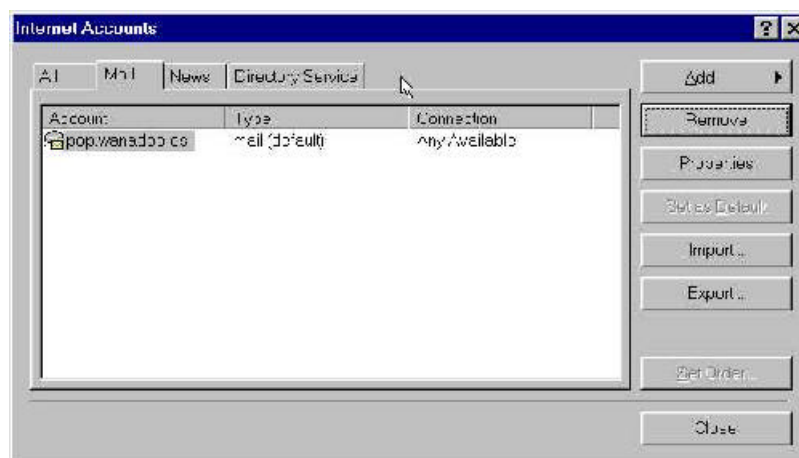
First insert your name, as you want it to appear in outgoing e-mail messages, then click next.

Now check "I have an existing e-mail address I'd like to use", and enter the e-mail address (your "public" address that was given when you obtained your ISP account (my.name@wanadoo.es, for example)

Click next. Unless you have a most unusual account, your incoming mail server will be POP3., and your outgoing mail server SMTP. Enter the addresses of these servers, i.e. pop.wanadoo.es and smtp.wanadoo.es.

Click next. Now enter the user name and password given you to access your e-mail. Depending on your ISP, these may be different from the user name and password needed to connect to the Internet (your socket).

You will now get a "congratulations" message. When you click "Finish", your new account should have been added



SENDING AND RECEIVING YOUR E-MAIL

Connect to your ISP ("log on"). Start Outlook Express and click on "Tools", "Send and Receive", "Send and receive all" (there are other ways to do it).

If everything has been configured correctly, any e-mails waiting for you at your ISP should now be downloaded onto your computer for later perusal, and any outgoing messages sent.

HOW TO READ E-MAIL

Outlook Express is very insecure. We'll discuss this later. E-Mails received in plain text are safe, but anything written in HTML or with an attachment could contain a virus, even if it is from someone you know well. Take what precautions you can. You will receive junk e-mail (Spam). Most is harmless, if irritating, but it is best to delete unsolicited mail without reading it. That way it cannot harm you. If you want to open an attachment (and very often you will), check its extension first. Above all, invest in antivirus software.

HOW TO COMPOSE AND REPLY TO AN E-MAIL

Unless you have a special reason not too, you should always send your e-mail using plain text. Since attachments are what cause a lot of the virus problems with OE, it is polite to explain in your e-mail exactly what the attachment is, and invite the recipient to check with you first if they're not sure.

There are accepted ways to reply to an e-mail. Of course, between friends it doesn't matter, but in public forums, and in business or other formal correspondence, it is courtesy to use the correct form. There are two golden rules.

DO NOT TOP POST!

When replying, do not put your reply at the top of the e-mail and quote the whole original message underneath. This is the way Outlook Express does it by default, but even Microsoft, in their documentation, agree it is wrong

SNIP IRRELEVANT MATERIAL

*Put your reply **underneath** the part of the original message to which it refers, and delete (i.e. Don't include) any parts of the original that are unnecessary. In other words, don't be a bandwidth hog. are an original message and reply.*

Here's an example. Note the use of the quote symbol (>).

Original

Hi, Bill

Can you make it to the Oasis Centre on 26th May to give another of your sleep inducing talks?

Is your laptop available, and will you need the projector?

Regards

Clive

Reply

Hi, Clive

On 22nd May 2001 at 12:13 +0200 you said:

> Can you make it to the Oasis Centre on 26th May to give another of your sleep inducing talks?

Sure. Make sure everybody has comfortable beds this time.

>Is your laptop available

Henrietta is free

> will you need the projector?

If anybody wants to see what I'm doing, then yes please!

Hasta sabado

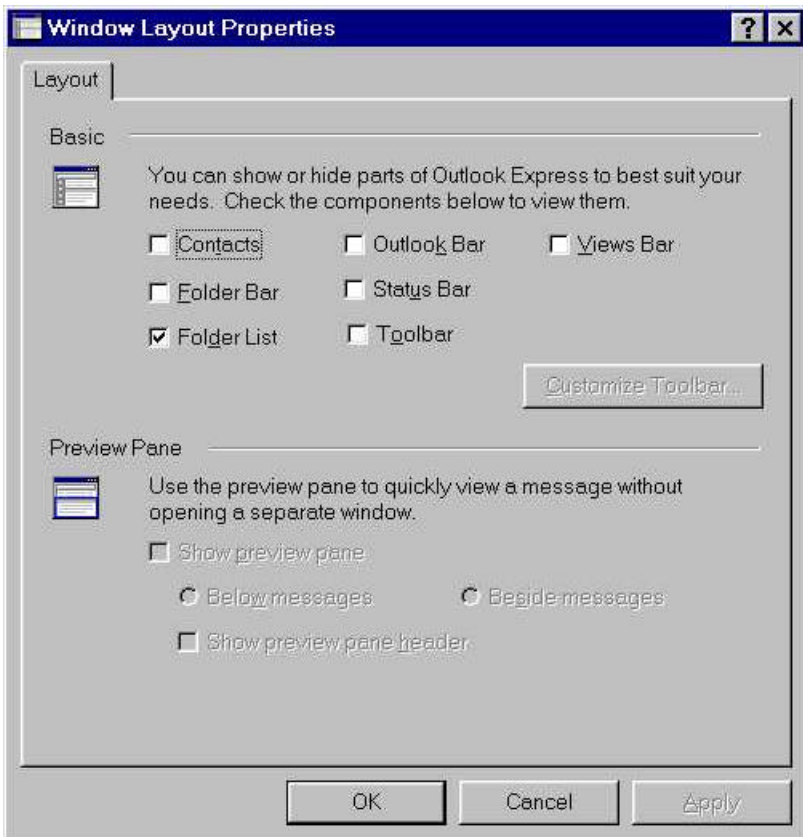
Bill

bill@billnot.com

CONFIGURING OUTLOOK EXPRESS

The default configuration of Outlook Express is far from satisfactory, and there is a lot that can be done to improve things:

In View - Layout, delete all unnecessary options:



All you need checked is "folders list". Whatever you do, do NOT have a preview pane. This opens attachments without being asked ; a major cause of virus and trojan infection.

The main tool for configuration is Tools - Options. We'll discuss this in depth during the session. You may wish to watch and take notes.

