

# You Have Email

## 1. Email

- 1.1. One of the internet's oldest services
  - 1.1.1. Client-server model
  - 1.1.2. Mail servers relay and store mail
  - 1.1.3. Client software connects to server to send and retrieve email
- 1.2. Early days: POP mail
  - 1.2.1. Post Office Protocol
  - 1.2.2. Sent messages exist in one place at a time
  - 1.2.3. Email hops from mail server to mail server
  - 1.2.4. You connect with your computer to retrieve mail
  - 1.2.5. Messages download to your device and are removed from the server
- 1.3. The dilemma
  - 1.3.1. Great...but what happens if someone has multiple devices
  - 1.3.2. Mail downloaded to the work computer, won't appear on the home computer
  - 1.3.3. POP mail changed to allow mail to be download to a computer, but also remain on the mail server
- 1.4. The new dilemma
  - 1.4.1. Clients don't know about each other
  - 1.4.2. Message downloaded to a work computer and deleted must also be deleted separately from a home computer
  - 1.4.3. Computers aren't supposed to double the work
- 1.5. Nowadays: IMAP mail
  - 1.5.1. Internet Message Access Protocol
  - 1.5.2. Email messages stay on the mail server
  - 1.5.3. Multiple clients can access the server and manipulate mail messages...and all clients see the same thing
  - 1.5.4. Messages moved to the trash on one device will appear in the trash on all devices
  - 1.5.5. Messages read on one device will show up as read on other devices
  - 1.5.6. New messages are pushed from the server to the client

## 2. Apple Mail

- 2.1. Available on Mac, iPad, iPhone
- 2.2. Basic structure of accounts, mailboxes, messages
- 2.3. Apps function similarly, with some differences due to interface
- 2.4. Mail on Mac has the most features of all the versions
- 2.5. Mail can handle multiple email accounts in the same interface
- 2.6. Dedicated mail client software will always be faster than managing email in a web browser
- 2.7. Using a web browser, however, means you don't have to have your device with you

## 3. Mail Settings

- 3.1. Mail > Preferences
  - 3.1.1. General
  - 3.1.2. Accounts
    - 3.1.2.1. Add accounts here (also in System Preferences > Internet Accounts)
      - 3.1.2.1.1. Select provider's name or Other Mail Account....
      - 3.1.2.1.2. Provide basic details: Name, email address, password
      - 3.1.2.1.3. If email address and password are verified against the provider's mail server, the account is added
      - 3.1.2.1.4. Turn on or off the mail account, as well as optionally storing Contacts, Calendars, Notes, Reminders in the account
    - 3.1.2.2. Mailbox behaviors
    - 3.1.2.3. iCloud accounts: Send large attachments with Mail Drop
      - 3.1.2.3.1. Attachments are stored with your iCloud account, and recipients receive an email with link to follow to download them
  - 3.1.3. Junk Mail
  - 3.1.4. Fonts and Colors
  - 3.1.5. Viewing
    - 3.1.5.1. Move discarded messages into Trash/Archive
  - 3.1.6. Composing
    - 3.1.6.1. Quoting
  - 3.1.7. Signatures

### 3.1.8. Rules

## 4. Sidebar: Account mailboxes

- 4.1. Standard set of mailboxes for each account
  - 4.1.1. Inbox
  - 4.1.2. Drafts
  - 4.1.3. Sent
  - 4.1.4. Junk
  - 4.1.5. Trash
  - 4.1.6. Archive
- 4.2. With IMAP, you can add your own mailboxes on the server and they will appear on all your devices
- 4.3. With POP, mailboxes you create exist only on that device
- 4.4. Favorites
  - 4.4.1. Click + next to Favorites header; choose mailbox to add to Favorites
  - 4.4.2. Control-click a favorite mailbox, chose Remove from Favorites from menu that appears
- 4.5. Smart Mailboxes
  - 4.5.1. Like a saved search
  - 4.5.2. Mailbox > New Smart Mailbox
  - 4.5.3. Choose criteria
  - 4.5.4. Messages that match criteria you determine will appear in the smart mailbox, without being moved from their actual location
  - 4.5.5. Or perform a search and click the + button at the top of the message list to create a smart mailbox
- 4.6. To create your own mailboxes, choose Mailbox > New Mailbox or click the + button Next to the header for the account in the sidebar
  - 4.6.1. Give the mailbox a name
  - 4.6.2. Choose a location for it
    - 4.6.2.1. Pick an account or an existing mailbox in an account to create a nested mailbox
  - 4.6.3. Click OK

#### 4.7. Move messages

4.7.1. Drag messages to a Mailbox in the sidebar

4.7.2. Use Message > Move To

4.7.3. Control-click the message and from the menu that appears choose Move To

4.7.4. Use the Move To pop-up menu in the Toolbar

### 5. Messages list

5.1. Select a mailbox to see a list of messages it contains

5.2. Unread messages have a blue dot in front of them

5.3. Messages you've replied to have a reply arrow next to them

5.4. Messages you've flagged have a flag on them

5.5. Attachments are designated with a paper clip

5.6. Threaded messages have a circled arrow and number near the date or time

5.6.1. Click to display the message thread

5.6.2. Messages are organized together in a thread (or conversation) for easier reading and reference, even if they arrived hours or days apart

5.7. Swipe right to expose a Mark as Unread button

5.8. Swipe left to expose a Trash button

5.9. Click and hold Filter button above the message list to choose various ways to filter the email messages

### 6. Toolbar

6.1. The usual suspects: Get Mail, Compose Message, Archive, Trash, Junk/Not Junk, Reply, Reply All, Forward, Flag, Mute Conversation, Move, Search

6.2. View > Customize Toolbar

6.3. Search

6.3.1. Use your own words (e.g., "to Anne about remodel", "from Joe yesterday", "PDF attachments", "green flag")

6.3.2. Use keywords such as date:, To:, Priority:, and operators (e.g., Yellowstone AND Tahoe NOT Yosemite); multiple keywords can be used in a single search

6.3.3. If search filter item contains a down arrow, click to change the filter (e.g., change To to From)

- 6.3.4. Click mailbox(es) in the sidebar to widen or narrow the scope of the search

## 7. Reading email and attachments

- 7.1. Select a message to read it
- 7.2. Double-click an attachment to view it
  - 7.2.1. Photos and single-page PDFs will appear in place within the mail message
- 7.3. Click the Delete button to move message to trash/archive
- 7.4. Click sender's or recipient's name for options, including
  - 7.4.1. Copy Address
  - 7.4.2. Add to VIP
  - 7.4.3. Block a contact
  - 7.4.4. Add to Contacts
  - 7.4.5. Add to Existing Contact

## 8. Composing, replying, forwarding, and sending a message

- 8.1. Click New Message button to make a new message (or choose File > New Message)
- 8.2. Type a name or email address or click + button to pick a recipient from your Contacts app
  - 8.2.1. Mail remembers names and email addresses of previous recipients, even if they are not in your Contacts app, and displays matches as you type
  - 8.2.2. Mail also remembers groups, and a single click can add several recipients
  - 8.2.3. Drag names of recipients between To:, Cc:, and Bcc: lines
  - 8.2.4. Click a recipient's name then press the Delete key on the keyboard to remove a recipient from a message
- 8.3. Enter a subject and message
- 8.4. Attaching documents, photos, and videos
  - 8.4.1. Drag icon to the body of the message
  - 8.4.2. Click Attach button in Toolbar
  - 8.4.3. Click Photo Browser in Toolbar
    - 8.4.3.1. Option to take photo with iPhone and have it inserted in the mail message
  - 8.4.4. Total size of a message will be shown below the subject
  - 8.4.5. Image sizes can be adjusted
    - 8.4.5.1. Rule of thumb for total size of attachments to an email message: 10 MB

- 8.5. Select some text and format it by clicking the Aa button
  - 8.5.1. Change the style, size, and color of the font, add a numbered or bulleted list, change the justification, and indent/outdent text
- 8.6. Click the Send button
  - 8.6.1. To save a draft, click the red button to close the message window, then click Save
- 8.7. Reply or Reply All
  - 8.7.1. Reply goes only to sender; Reply all goes to sender and Cc: recipients
  - 8.7.2. Text in the message is automatically included in the reply, but not attachments
- 8.8. Forward
  - 8.8.1. Text in the message—as well as attachments—are automatically included in the new message

## 9. Odds and Ends

- 9.1. Mail will identify events in an email and offer to create a calendar event
- 9.2. Mail will identify messages from mailing lists
  - 9.2.1. Unsubscribe with a click
  - 9.2.2. If email is from a reputable company, eventually you'll be unsubscribed
  - 9.2.3. If email is from a spammer, and you unsubscribe... you'll likely get more spam
    - 9.2.3.1. So delete these messages or move them to the Junk mailbox
- 9.3. Phishing emails
  - 9.3.1. An attempt to get you to reveal some information about yourself, such as a password or account information
  - 9.3.2. Click the sender's name to see the email address of the sender
  - 9.3.3. Point at a button or link in the body of an email to reveal the web destination
  - 9.3.4. If it's a phishing email, move it to the Junk mailbox
- 9.4. To quote only a portion of a message in a reply, select the text, then click the reply button
- 9.5. Use Siri to create an email message, such as "Email Simon and say I got the forms, thanks." or to check on mail, such as "Any new mail from Stephanie today?"
- 9.6. Pictures of people in email messages
  - 9.6.1. Pulled from Contacts app
  - 9.6.2. Pictures are shown only to you, they aren't sent with your messages

## 10. Good places for help

10.1. Apple Support: [www.apple.com/support/](http://www.apple.com/support/)

10.2. Help menu

10.3. Me: Mike Matthews [mamatthews@icloud.com](mailto:mamatthews@icloud.com) (925) 876-4098

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