

# E-mail

- SONIYA SHARMA
- Institute of Law, Jiwaji University Gwalior (M.P.)
- [Email-sharma.soniya845@gmail.com](mailto:Email-sharma.soniya845@gmail.com)
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- Short for **electronic mail**, **e-mail** or **email** is information stored on a computer that is exchanged between two users over telecommunications.
- . More plainly, e-mail is a message that may contain text, files, images or other attachments sent through a network to a specified individual or group of individuals.
- The first e-mail was sent by [Ray Tomlinson](#) in [1971](#). Tomlinson sent the e-mail to himself as a test e-mail message, containing the text "something like QWERTYUIOP." However, despite sending the e-mail to himself, the e-mail message was still transmitted through ARPANET.
- By 1996, more electronic mail was being sent than postal mail.
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# How to send and receive e-mail

- **E-mail program**
- To send and receive e-mail messages, you can use an **e-mail program**, also known as an **e-mail client**.
- To send and receive e-mail messages, you can use an **e-mail program**, also known as an **e-mail client**, Such as Microsoft outlook or Mozilla thunderbird.
- When using an e-mail client, a server that stores and delivers your messages is used. This server is often hosted by your ISP, but can be another Internet company.

- An e-mail client needs to connect to a server to download new e-mail, whereas e-mail stored online is always available to any Internet-connected device.
- **Online e-mail**
- An alternative way of sending and receiving e-mail (and the more popular solution for most people) is an online **e-mail service** or webmail. Examples include hotmail (now Outlook.com), Gmail. Many of the online e-mail services, including the ones we mentioned, are free or have a free account option.

# What is webmail or online E-mail

- If you've ever started a Gmail, Hotmail, Yahoo or other email account, chances are you've used webmail. With webmail, you read and send email through your web browser and a web-based interface. In fact, webmail allows you to access your email from any web browser, on any device, as long as you are connected to the Internet.
- When you access your domain emails via a webmail interface, you will open your web browser and type in the address of your webmail login panel.

# What is email client?

- If you've used a program like Microsoft Outlook, Windows Live Mail, Mozilla Thunderbird or Apple Mail to manage your emails, then you've used an email client.
- An email client is a piece of software that is installed on your computer. You then use this software to download your emails from the server to your computer and from there you can read and send emails.
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- In other words, in order to use an email client to access your domain emails, you will first need to install the email client software on your computer.
- If you are have the Microsoft Office bundle installed on your computer, you will find Outlook a part of the bundle; or if you are using a Mac, you can easily find Apple Mail, the default Mac email application.
- Other examples of an email client includes Airmail and Mozilla thunderbird
- Once you have installed the email client, you will then need to configure it so that it knows where (ie. which mail server) to retrieve your emails from. Basic configurations include setting your domain email address, username, password, incoming and out coming mail servers and ports

# Use of e-mail

- In many ways, email has made my life easier. It allows me to:
- Contact people all over the world for free (or inexpensively)
- Communicate with more than one person at a time
- Document interactions (e.g. the highly prized CYA paper-trail)
- Leave messages any time of day without bothering people
- It was only when people started using it in alternative ways that things started to get messy, really messy. Instead of looking for a different model email kept evolving to meet new demands and expectations such as:
  - Working collaboratively
  - Sending attachments
  - Keeping a conversation together for multiple people(e.g. thread)
  - Searching capabilities
  - Automating actions with rules



- Some of these new demands were a natural fit for this mode of communication, while others stretched the limitations and made it seem really clunky. For example, sharing digital photos through email was never a good solution. The attachments are large to send and can quickly clog up an inbox making it problematic for both the sender and the recipient(s).

# The Challenge

- Email has now become a “problem child” for information management professionals. But in a lot of ways, email gets a bad rap. Email is not necessarily the problem. It’s the way we use it and think about it that is the real issue. Since email is a way to replace verbal communication, in some ways we want it to emulate qualities associated with having a conversation such as being able to seamlessly transition between topics, mixing personal and professional, and responding in the moment. Although email is capable of doing these same things, it doesn’t do it as well and the end result is a large volume of poorly created emails, which makes the information management aspect challenging.
- Email is used for more than just correspondence.
- People have grown to rely on email for any number of uses.

- people using email for all kinds of things beyond its primary use for correspondence. Although these alternative usages are so common that they are defining the new norm for using email.
- People have come to rely on email for any number of functions, in addition to communication, including but not limited to reference, collaboration, storage, task management, mobile access, calendars & planning, *and* covering your bleep.
- numerous inboxes and spoken with many people who seem to think it's normal to either never empty their email trash (“just in case”) or who use the trash as a repository for reference materials. Gmail even offers an option to store every email in an “All Mail” folder which, according to Google “