Topic 6: Email

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CS 6
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Fields

- To:

- cc: (carbon copy)
  - Group communications
  - Boss enforcement

- bcc: (blind carbon copy)
  - None of the recipients can see this field
Fields

• **Subject**

• *Be specific*

• *Not good: vague or missing*

• *Question*

• *<blank>*

• *Good: descriptive of content*

• CS 6: Meeting Request for Thursday

• CS 6: Request to See Graded Quiz
Example

Hello Bill,

I’m a student in your CS 6 class. I would like to meet with you to discuss ______ … etc.

Thank you,
John Doe

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Student ID (or other signature)
Example
Hello Bill, ← Always use a greeting

I’m a student in your CS 6 class. I would like to meet with you to discuss ______ … etc.

Thank you,
John Doe

--------
Student ID (or other signature)
Hello Bill,

I’m a student in your CS 6 class. I would like to meet with you to discuss ______ … etc.

Thank you,
John Doe

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Student ID (or other signature)
Example

Hello Bill,

I’m a student in your CS 6 class. I would like to meet with you to discuss ______ ... etc.

Thank you, John Doe

[Signature]

Student ID (or other signature)
Example

Hello Bill,

I’m a student in your CS 6 class. I would like to meet with you to discuss _____ … etc.

Thank you,
John Doe

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Student ID (or other signature)
Informalities

• Depends on person you’re addressing
• Let’s just remember a good rule of thumb:

It’s better to be too formal, than too informal.
Informalities

• Occasional Emoticon usage can be okay
  • Useful to control the tone and reduce flames
  • Best to limit to one or two per email :)

• Some acronyms are okay
  • ASAP, RSVP, FYI, … BTW
  • ttyl, lol
  • Avoid: ttfn, rotfl

• Avoid sarcasm, usually taken wrong way
Professional Integrity

• Professionally: err by being too formal than too informal

• Assume all your professional mail is being monitored

• *Can/Will be used as evidence*
Example

Dear Bill,

I’m a student in your CS 6 class. I would like to meet with you to discuss … etc.

Thank you,
John Doe

Student ID (or other signature)
Vcard

- Electronic business card
- *File format: .vcard, .vcf*
HTML Emails

- To use or not to use [html formatting]?
  - Pros: allows fonts, colors, etc.
  - Cons: formatting issues (unusual), “techie” users often use plain text
  - Defaults on for web clients

- It’s up to you, but don’t lose focus
  - A good email in plain text is the foundation of a good email in html
Signature

- Attaches to all emails
- *Your name*
- *Job title*
- *Company name*
- *Phone number, etc.*

- Not too long (< 5 lines), check it yourself
- Formatting can be done within email program, or attached separately (.txt file)
Caution!

The most dangerous button of all:

- Checklist:
  - *Tone: does this read okay?*
  - *Attachments: did I actually add the file(s)?*
  - *Fields: is it going where I want, subject okay?*
Responding

• **Reply:**
  • *Sent back to the person who sent the email*

• **Reply All:**
  • *Sent back to all original recipients (to, cc)*
Responding

• Forward:
  • Sends message to new recipient

• Redirect
  • Passes the email on from the original sender
  • Appends note to subject
  • Original Sender (by way of Eric Mlinar <emlinar@ee.ucr.edu>)
  • Receiver is not informed
  • Best used for a specific purpose only
Types of Email Servers

• **POP3** (Post Office Protocol v.3)
  - *Email is downloaded to local computer*

• **IMAP** (Internet Message Access Protocol)
  - *Email remains on server, accessible from different computers*

• **SMTP** (Simple Mail Transfer Protocol)
  - *Server (e.g. home ISP) sends outgoing mail*
  - *Receive email from school/work server (IMAP)*
Email Clients

• Local: access email w/out internet
  • Outlook [Express], Mozilla Thunderbird, Eudora, Lotus Notes
  • Some accounts do not allow local use! (e.g. hotmail.com)
  • Can be configured to access all your mail accounts – use instructions of server
  • POP3 and working offline (almost legacy)

• Remote: gmail, yahoo, outlook.com
Organizing Emails

• Create separate labels/folders
• Set up filters to automatically route certain emails
• Only trash what you want
• Most clients allow “archive”
Headers

• Email: envelope (TCP/IP), header, body (message text itself)
• Usually hidden
• Stores information about handling servers, filters, antivirus checks
• Open header to see programs and filters your company runs on your emails…
R’mail Header
(Sent)

MIME-Version: 1.0
Sender: emlin001@ucr.edu
Received: by 10.25.149.80 with HTTP; Wed, 13 Apr 2016 12:50:01 -0700 (PDT)
In-Reply-To: <CAEvVVxdBVxKLGfqFCZ443Ec4k4AdUxpisE1h3+i3a2CZ2uAnvw@mail.gmail.com>
References: <CAEvVVxdBVxKLGfqFCZ443Ec4k4AdUxpisE1h3+i3a2CZ2uAnvw@mail.gmail.com>
Date: Wed, 13 Apr 2016 12:50:01 -0700
Delivered-To: emlin001@ucr.edu
X-Google-Sender-Auth: lLyO31alpQJt5Lu7qUV2gyJ6S2c
Message-ID: <CALfu02UkJ3iQfnKEGpKtK83AS04fsKWeS_LkidFoobP9FTJnw@mail.gmail.com>
Subject: Re: Computer Science and Engineering WCH 351
From: Eric Mlinar <emlinar@ee.ucr.edu>
To: Emily Shiah <eshia001@ucr.edu>
Content-Type: multipart/alternative; boundary=001a113f8f5e54e7d205306315e5
Delivered-To: emlin001@rmaildrop.ucr.edu
Received: by 10.25.139.85 with SMTP id n82csp24501401fd;
    Tue, 22 Mar 2016 16:46:28 -0700 (PDT)
X-Received: by 10.66.54.78 with SMTP id h14mr57838754pap.95.1458690388324;
    Tue, 22 Mar 2016 16:46:28 -0700 (PDT)
Return-Path: <ucr_emergency_communication-bounces@lists.ucr.edu>
Received: from mx1.ucr.edu (mx1.ucr.edu. [138.23.248.2])
    by mx.google.com with ESMTP id 16si21090994pfo.244.2016.03.22.16.46.05;
    Tue, 22 Mar 2016 16:46:28 -0700 (PDT)
Received-SPF: pass (google.com: best guess record for domain of ucr_emergency_communication-bounces@lists.ucr.edu designates 138.23.248.237 as permitted sender) client-ip=138.23.248.237;
Authentication-Results: mx.google.com;
    spf=pass (google.com: best guess record for domain of ucr_emergency_communication-bounces@lists.ucr.edu designates 138.23.248.237 as permitted sender)
    smtp.mailfrom=ucr_emergency_communication-bounces@lists.ucr.edu
X-IronPort-AV: E=Sophos;i="5.24,379,1455004800";
    d="scan'208,217";a="542276362"
Received: from mailman-prd-1.ucr.edu ([138.23.248.237])
    by smtp1.ucr.edu with ESMTP; 22 Mar 2016 16:43:47 -0700
Received: from mailman-prd-1.ucr.edu (localhost [127.0.0.1])
    by mailman-prd-1.ucr.edu (Postfix) with ESMTP id CCFFF3591A8;
    Tue, 22 Mar 2016 16:43:46 -0700 (PDT)
X-Original-To: UCR_Emergency_Communication@lists.ucr.edu
Delivered-To: UCR Emergency Communication@lists.ucr.edu
R’mail Header

X-Original-To: UCR_Emergency_Communication@lists.ucr.edu
Delivered-To: UCR_Emergency_Communication@lists.ucr.edu
Received: from mx2.ucr.edu [mx2.ucr.edu [138.23.62.3]]
    by mailman-prd-1.ucr.edu (Postfix) with ESMTP id 18B3B358F6B
    for <UCR_Emergency_Communication@lists.ucr.edu>;
    Tue, 22 Mar 2016 16:43:21 -0700 (PDT)
X-IronPort-Anti-Spam-Filtered: true
X-IronPort-Anti-Spam-Result:
A2DQAgBD2PFWhzo+F4peDoJagR96BrVWgl+EDRcBAYV0AcFJTAEBADQBIBAQEVEiEkc4RDBS1eASoPRyAGAQ8bD1gToECCM
X-IPAS-Result:
A2DQAgBD2PFWhzo+F4peDoJagR96BrVWgl+EDRcBAYV0AcFJTAEBADQBIBAQEVEiEkc4RDBS1eASoPRyAGAQ8bD1gToECCM
X-IronPort-AV: E=Sophos;i="5.24,379,1455004800"
    d="scan'208,217";a="528686964"
Received: from exch-edge-1.ucr.edu ([138.23.62.58])
    by smtp2.ucr.edu with ESMTP/TLS/AES256-SHA; 22 Mar 2016 16:42:39 -0700
Received: from EXCH-CLNT-3.exch.ucr.edu (138.23.63.24) by exch-edge-1.ucr.edu
    (138.23.62.58) with Microsoft SMTP Server (TLS) id 14.3.248.2;
    Tue, 22 Mar 2016 16:42:44 -0700
Received: from EXCH-MBOX-1.exch.ucr.edu ([169.254.1.208]) by
    EXCH-CLNT-3.exch.ucr.edu ([138.23.63.24]) with mapi id 14.03.0248.002; Tue,
    22 Mar 2016 16:42:39 -0700
From: John Freese <john.freese@ucr.edu>
To: "UCR_Emergency_Communication@lists.ucr.edu"
    <UCR_Emergency_Communication@lists.ucr.edu>
Thread-Topic: UCPD Crime Alert: Attempted Robbery Occurred On Campus
Thread-Index: AdGEkln+V8xQak0Pqna1VOVYup4eSQ==
Date: Tue, 22 Mar 2016 23:42:38 +0000
Message-ID: <93A758C562DE9247A51706860ED2E04E7C8038D9@EXCH-MBOX-1.exch.ucr.edu>
Accept-Language: en-US

CS 6
ERIC MLINAR
Multiple Accounts

• It’s a very good idea to have multiple email accounts!

1. Professional account (@ucr)
2. Personal account (@gmail)
3. Junk mail account (@yahoo)
• Online orders, signing up for clubs, etc.
Additional Features

• Read Receipts:
  • Sends a receipt when recipient opens message
  • Useful in a few business/feedback settings
  • Pretentious, generally avoid

• Priority settings
  • Usually ignored (again, pretentious)
  • Better to make urgency obvious in subject
  • Subject: URGENT: Need to File Taxes Today!
  • Subject: IMPORTANT: CS 6 Quiz Today!
Trust Email?

• Easy to spoof a name or email
  • *First thing to check is full address of sender*
  • “Susy Q (susyq@aol.com)” elitehackz@ru.ru
  • *But even email addresses can be hacked*

• Security: unencrypted emails can be read
  • *Need PGP signature to be certain of sender*
Safety

• To reiterate: don’t open attachments…
Safety

• To reiterate: don’t open attachments… unless you’re expecting them

• One of most common methods of infection

• Have I talked up Gmail enough yet?

• Won’t allow .exe files to be sent, previously would not display images, checks within .zip

• .rar (common substitute for .zip)

• Scans for viruses

• Yahoo doesn’t
Safety

Outlook Express users
Hitting SEND

• Forwarding email is trivial
  • *Don’t say anything you don’t want everyone to be able to read*

• Careers have been ended by forwarded emails

• If you have a moment of panic…
Hitting SEND

• Forwarding email is trivial
  • *Don’t say anything you don’t want everyone to be able to read*

• Careers have been ended by forwarded emails

• If you have a moment of panic…
  • *Gmail has an Undo Sent notification*
Hitting SEND

• Forwarding email is trivial
  
  Don’t say anything you don’t want everyone to be able to read

• Careers have been ended by forwarded emails

• If you have a moment of panic…
  
  Gmail has an Undo Sent notification

  … Because I haven’t talked Gmail up enough
Spam

“Pills for cheap!”

Urgent! Virus warning!

Nigerian banker needs help

• Always do independent verification

• If a site is advertised, don’t click a link

• Go directly to site manually
The End

That's all Folks!