

## Email

### Getting the most out of Apple's Mail Application

#### **Setting up Accounts**

- 1) Set up Internet Service Provider (ISP) in Network Preference Pane
- 2) Set up Account details and mailbox function in Mail (Preferences - Accounts). Includes how deleted mail is managed e.g. moved to Trash Mailbox and deleted after one week; and whether messages in the Sent and Junk mailboxes are automatically deleted after a period of time.

#### **Keyboard shortcuts:**

- Show / Hide Mailboxes (⇧⌘M)
- Switch between active windows (Cmd `)
- Show Activity Viewer (⌘0) – Shows what Mail is doing.

#### **Checking for mail**

- Set to Automatic / Manual in Preferences (General)

#### **Viewing mail**

- Organise by threads (View menu) - groups messages with the same subject title. Facilitates following subject across messages, and also allows moving / deleting of messages as a group.
- Searching through mail - Use search box to search 'message' / 'from' / 'to' or 'subject' fields in selected or all mailboxes for matching text (use drop down menu next to magnifying glass to select options).
- Mail will show messages written in HTML and also show images and embedded objects if this option is selected (Preferences - Viewing).
- Mail will show attached image files and single page pdf files.

#### **Writing mail**

- When replying to messages the option to quote selected text in your reply (Preferences - Composing) can clarify your responses to the quoted text. Your responses can be inserted between sections of the quoted text e.g. to respond to a series of questions.
- Messages can be written in Plain Text or Rich Text - Rich text allows the use of different text styles, fonts and formatting and also allows images to be inserted into the text as opposed to as an attachment. However, not all recipient's email applications can display rich text. You can play safe by replying to a message using the same format as the original message (Preferences - Composing)
- Mail can spell check your messages as you type (Preferences - Composing)
- Signatures (Preferences - Signatures) can be used to quickly add details such as name / address / phone number / email address etc. at the end of a message.

#### **Addressing mail**

- OS X's Address Book is integrated with Mail and facilitates auto completing of addresses (Preferences - Composing) and the use of 'Smart Addresses' (View / Addresses menu)
- You can send a message to multiple recipients by typing the name of a Group (as set-up in Address Book) into the address field. You can set-up Mail so that it replaces the group name by the addresses of the members of the group, allowing you to remove some of them if you want (Preferences - Composing).
- Mail also keeps a record of the email addresses to which it has previously sent messages (Window menu - Previous Recipients). From here you can add an address to your Address Book.
- Addresses in the CC (Carbon Copy) field receive a copy of the message and the main recipients of the message will know they have received a copy.

- Addresses in the BCC (Blind Carbon Copy) field (available via View menu) receive a copy of the message and the other recipients of the message will not know they have received a copy.

### **Sending mail**

- If you start writing a message but do not wish to send it yet it can be stored in the Drafts mailbox. This allows you to write a message over several sessions.
- Messages in mailboxes can be copied and this allows frequently used messages to be held in the Drafts or any other mailbox and copied as needed.
- Messages that are 'sent' are transferred to the Out mailbox before actually being sent. If you are not online at the time, any messages will stay in the Out mailbox until you go online again when the messages will be automatically sent.
- After a message has been sent it is transferred to the Sent mailbox.

### **Attachments**

- Files are attached to outgoing mail using the Attach icon on the toolbar, or by dragging the file onto the message.
- Files that are attached to received messages can be listed by clicking on the arrow by the paperclip above the message text. Attached files can be opened by clicking on them, or saved either by clicking on the Save All button, or by Control clicking on the attached file. After saving any attached files, the files can be removed from the message (if the message is not being deleted) to save disk space (Message menu).

### **Organising mail**

- Received messages all arrive in the In mailbox, but it is helpful to create additional mailboxes (which can be nested,) into which messages can be dragged, to organise them.
- Messages held by other email applications can be easily imported (File menu - Import Mailboxes).
- If messages are missing, incomplete, garbled or cannot be deleted then this may be fixed by rebuilding the affected mailbox (Mailbox menu).

### **Junk mail / Spam**

- Mail's inbuilt Junk mail filter can be trained to identify junk mail by indicating which messages you regard as junk, and correcting Mail when it incorrectly labels a message as junk. Once trained the filter can be used to automatically put junk mail in a special Junk mailbox. (Preferences - Junk Mail)
- Junk mail can be sent back to the sender with a message that it was undeliverable, in the hope that they will not send any more mail to your email address (Message menu - Bounce). However, most Spam does not have a valid reply address to which to bounce the message back.
- Don't pass on hoaxes, chain letters, funnies, etc indiscriminately.

### **Webmail**

Some ISPs provide access to your email via the ISP's web site using a standard web browser (similar to Hotmail) allowing you easy access to your email from any computer with internet access.