

# 12 Email Terms + Do and Don'ts

## *Composing email messages*

### **Compose Message or New**

To write a new email you will need to click on the command for **COMPOSE MESSAGE** or **NEW**. A separate compose window will appear for you to create your email message.

### **Email address**

You must have an email address for the person you want to send an email to. All email addresses have a username, the @ (at) symbol and the email's provider's domain. The must be entered exactly as written in order for an email to be delivered correctly.

### **Contact**

Contact is like an address book. It contains the names and email addresses of the people you communicate with. It also allows you to include other contact information like home addresses and phone numbers if you desire.

### **To or recipient**

You will need to enter the email address of the person you want to email in the To: box. Once you have entered a person into your contacts their email will conveniently appear as you start typing their name.

### **Subject**

It is important to include a brief description of what your email is about in the subject: Box. This is a courtesy to the recipient and helps them to efficiently decide which emails to read, if their time is limited. It also makes an email easy to search for.

### **CC**

CC stands for Carbon Copy and is often used in the workplace. You may want to include other people in an email message to keep them informed, even though they may not be the main recipient of the email. You can do this by entering their email address into the CC box.

### **BC**

BC stands for blind carbon copy. Just like CC, it will copy other recipients; however, those recipients (and their addresses) will not be visible. This is a good idea if you want to send a bulk email out to many people, but do not want all of your contact's email addresses to be visible to everyone.

## *Responding to Emails*

### **Inbox**

Your inbox window will show you all the incoming mail that you have received. You can click on an email to read it. Unread emails usually appear in bold text.

### **Reply**

When you receive an email message from someone, you can click on Reply to respond to the person. A new window will appear with the original message in the body. You can compose your response and then click Send.

### **Reply all**

Sometimes an email you receive has been sent to other people besides yourself. When you respond to these emails, you will need to decide if you want to respond to just the sender to all the recipients. If you want the message to be sent to everyone, you can click on Reply all.

To avoid trouble or embarrassment, it is a good idea to double check the To: box before you click Send to make sure your message is being delivered to the right recipient(s).

### **Forward**

When you want to share an email message that you have received, you can click forward to send it to another person.

### **Spam or junk email**

Just like in your home mailbox, at some point you will likely receive Junk email or spam. Spam often carries viruses or fraudulent scams, so you do not want to open these messages.

Usually your email provider will filter these suspicious emails into a Spam folder, but if you get one in your inbox, you should select it and click the Spam command to move it to the Spam folder. This lets your email provider know what the message is Spam and allows them to block it from your inbox in the future.

### **Trash or deleted items**

To delete a message you can simply click the DELETE command. Some email providers allow you to retrieve deleted emails from the trash or deleted items folders, if you do so right away. If you wait the email may be deleted for good. Other providers allow you to archive messages which move them out of your inbox, but do not permanently delete them.

### **Sign out**

If privacy is not a concern, then you may choose to stay signed into your email account throughout the day for the convenience. However, if you are checking your email from a computer that is not your own or if other people have access to your computer, then you will want to sign out, so no one can get access to your account.

## *Email Do and Don'ts*

### **Do keep emails clear and concise**

Make sure that your recipient can tell what the email is about. Avoid rambling, but provide enough detail to make the point of the email clear

### **Do use a relevant subject line**

The subject line lets the recipient know what to expect in the email. Make it clear and relevant

### **Do add a greeting and closing line to your email**

Just like a written letter, it's nice to add a greeting such as "Dear Amelia," and a closing line such as "Sincerely" or "Thanks" followed by your name.

### **Do be aware that your tone may not be obvious in an email**

Your recipients may not be able to recognize irony and sarcasm in your emails, and this can lead to misinterpretation or confusion. It's best to phrase things in the clearest way possible.

### **Do resize large photos before attaching them**

Large photos take longer to download, especially if someone is viewing them on a mobile device. If you want to send a large photo to someone, resize it before you attach it.

### **Do check over your email before you send it**

Before sending your email, make sure it's free of spelling and grammar errors. Also, for more important emails, take a moment to check the content and wording, to make sure that your message is presented the way you want. Remember, an email generally can't be unsent!

### **Do check your recipients**

Before you send an email, double-check the To, Cc, and Bcc fields to make sure you're sending the email to the right people. This is especially important when you're replying to a message, since it may automatically add unwanted recipients.

### **Don't use caps lock**

Writing in all caps is equivalent to shouting. Your recipient may mistakenly think that you're angry, which can backfire (especially in a business email). Also, emails written in all caps are harder to read.

### **Don't use hard-to-read fonts or colors**

Your email service may have various text formatting options, but you should be aware that some of them may make your emails difficult to read. In many cases, too much text formatting can also look unprofessional or annoying.

### **Don't overuse Reply to All**

Ask yourself whether every person in the group needs to see your reply. If you're only intending the message for one person, use Reply. On the other hand, if you want to keep everybody in the group informed use Reply to All.

### **Don't forward chain emails, even if they sound interesting**

Chain emails can quickly spread throughout the world because they are forwarded to large numbers of people, who then forward them to even more people, and so on. Many of them are hoaxes, and even the ones that aren't may irritate your recipients.