



**Vietnam Veterans of America
Leadership Conference
Greenville, SC
July 19, 2008**

**E-mail...That's what I am
talking about!**

Seminar Handouts

<http://www.eudora.com/download/>

Q: What's the truth about email?

... The odds that the person you are emailing is sitting there at his desk this exact moment, waiting for an email to show up, and will respond within seconds is... not very good. Not good at all.

... A good reason why someone hasn't responded yet is that they have a life, job, children, or a favorite program is on TV. Email is just like any other form of communication, people will get back to you when they can.

... Your newbie status will shine thru the moment you write to someone and ask if they got your email an hour ago. If he has not answered you yet, think of your phone answering machine at home. When you get home to listen to messages, don't you hear all 12 from Mom at once, asking you if you got the previous messages? My favorite one is the last... "I guess you are not home."

... If you wrote to a business, or a stranger, and haven't heard back in a day or two, write again and ask if your first email got caught in their spam folder and they never saw it. Then go have a beer while you think about how your second email is going to bypass their spam program if the first one didn't. (More about automated spam programs later.)

... Using an email to your local police in place of a 911 call for emergency service is really stupid.

... If you are emailing an important insurance paper to your doctor's office and there is no time issue involved, that's fine. Put a receipt on that one email so you'll know they got it by the date and time it was opened in their office. Receipts are wonderful for a working project with someone whose internet provider is flaky as a corn cereal and you have to know that every step of the project is being worked on at the same time with the newest version. Do NOT use receipts all the time. Some folks have to click on a popup screen to agree to send every receipt from their email system. If you send an email to a friend, they will let you know if they don't get it. Go have another beer, you still aren't "getting this" are you?

... Never, ever, ever, ever, ever send any email you get in, on to your friends without checking it at [Truth Or Fiction](#) first. Click on the Search link at the top banner and look for your email subject matter. Forwarding on an emergency email about a child who wasn't even missing 10 years ago when the email started being circulated, or any of the old wives tales, warnings, offers, or other bogus emails, will make you look silly at best. It'll get you yelled at in online groups. Your dog will run away from embarrassment. Young children will point and laugh on the street.

... Email is not a chat screen. CU may be fine for "texting" but in an email it makes you look like a 12 year old middle school dropout. While we're on the subject... use the spell checker. Making the occasional silly is one thing and no one cares. People who write serious emails often are going to be judged by the look and content of their email, as well as the ugly, or lack of a good [sig file](#).

... Email and web pages are forever. Remember when your Dad told you to never commit anything to writing because it can come back and bite you in the rear later? He was right. The "web" is a living, breathing, growing critter that has an incredible memory and it wants to stomp you into the ground. It will ruin you in any way possible. It could use a newbie who makes a mistake and writes to someone else with your note still there below on that same email form. It can use you when you scan an email quickly and respond thinking you are writing back to one person when it's really someone else. It will cause us to hit the wrong addy in our own addy books when writing to one person and in reality sending the email to someone else. It will take private email and post it on web pages that are forever [searchable](#), and old copies of a page, how it looked years ago, are [retrievable](#). Removing a web page from the web doesn't mean it is gone.

... When sending an email, it comes FROM you and goes TO the person you are writing to.

... If you are sending an email to a lot of folks, send it FROM you and TO you, add the other folks to the BCC line. This way everyone responds only to you and not to everyone causing a chain reaction of everyone answering everything that everyone says. This mistake will lead you into a downward spiral of hundreds of emails telling you to use the BCC line and fighting over whatever the innocent topic was in the first place. By the time Joe checks his email in 4 days and finds 300 emails all with the same subject line... you lost a friend. The Pope himself would respond that he hates sunny days just to jump in and argue with the guy who told someone else that they are stupid.

... Everyone getting an email FROM and TO you will not know who else got the original email. They will also know that there is no chance of this email being forwarded onto others and picked up for harvesting by evil email spammers.

... When is an email exchange over? If the email is with 2 people or a BCC group of 100... if there is no question posed to you or everyone in the group, don't answer it. If there is a question but it is not for you to personally answer by name, don't answer it. If you have nothing important to add, don't answer it. Otherwise you'll end up in several email encounters that never die.

... If you send a note to your friend saying, "It sure is cold here!" you may not get a response. If you ask, "Is it cold there too?" you will get an answer. You are not allowed to say a month later that the other person owes you the next email because you told him it was cold in your area. That only works for real snail mailed letters delivered by a postal employee. With real mail, you play "tag," but not in email.

Everything written above is from experience, things that people do all the time, things that newbies will do next week, things that shouldn't happen at all but are part of the natural learning process.

10 tips for E-mail

1. Write a meaningful subject line.

Recipients **scan the subject line** in order to decide whether to open, forward, file, or trash a message. Remember -- your message is not the only one in your recipient's mailbox.

 Subject: "**Important! Read Immediately!!**"

What is important to you may not be important to your reader. Rather than brashly announcing that the secret contents of your message are important, write an informative headline that actually communicates at least the core of what you feel is so important: "Emergency: All Cars in the Lower Lot Will Be Towed in 1 Hour."

[I have my e-mail filter set to trash e-mail messages with more than one exclamation mark in the subject line. Anyone who shouts at me is being abusive, trying to sell me something, or both. --DGJ]

 Subject: "**Meeting**"

The purpose of this e-mail might be a routine request for a meeting, an announcement of a last-minute rescheduling, or a summary of something that has already happened. There's no way to know without opening the message, so this subject line is hardly useful.

 Subject: "**Follow-up about Meeting**"

Fractionally better -- provided that the recipient recognizes your name and remembers why a follow-up was necessary.

 Subject: "**Do we need a larger room for meeting next Fri?**"

Upon reading this revised, informative subject line, the recipient immediately starts thinking about the size of the room, not about whether it will be worth it to open the e-mail.

My e-mail accounts get dozens of virus-bearing junk mails each day, often bearing a vague title such as "That file you requested," or no title at all. You'll get a faster response if your recipient can tell from the subject line that it's a real message from a real person.

2. Keep the message focused and readable.

Often recipients only read partway through a long message, hit "reply" as soon as they have something to contribute, and forget to keep reading. This is part of human nature.

If your e-mail contains **multiple messages that are only loosely related**, in order to avoid the risk that your reader will reply only to the first item that grabs his or her fancy, you could **number your points** to ensure they are all read (adding an introductory line that states how many parts there are to the message). If the points are substantial enough, **split them up into separate**

messages so your recipient can delete, respond, file, or forward each item individually.

Keep your message readable.

- **Use standard capitalization and spelling**, *especially* when your message asks your recipient to do work for you. If you are a teenager, writing a quick gushing "thx 4 ur help 2day ur gr8" may make a busy professional smile at your gratitude... but there comes a time when the sweetness of the gesture isn't enough. i dont think u want ur prof r ur boss 2 think u cant typ LOL ;-)
- **Skip lines between paragraphs.**
- **Avoid fancy typefaces.** Don't depend upon bold font or large size to add nuances -- many people's e-mail readers only display plain text. In a pinch, use asterisks to show **emphasis**.
- **Don't type in all-caps.** Online, all-caps means shouting. Regardless of your intention, people will react as if you meant to be aggressive.

3. Avoid attachments.

Put your information in the body of your e-mail whenever possible. Attachments

- are increasingly dangerous carriers of viruses
- take time to download
- take up needless space on your recipient's computer, and
- don't always translate correctly (especially for people who might read their e-mail on portable devices).

Instead of sending a whole word processor file, just **copy and paste the relevant text** into the e-mail (unless of course your recipient actually needs to view file in order to edit or archive it).

[I'm annoyed when people send bulk e-mails with attached PDF or Word documents that contain nothing more than a few paragraphs of ordinary text. I'd much rather get a plain text message, with a link to where I can download the full version if I want to enjoy all the colors and typefaces. Sending a 1MB attachment to hundreds or thousands of employees is a huge waste of digital resources. -- DGJ]

4. Identify yourself clearly.

When contacting someone cold, always include your name, occupation, and any other important identification information in the first few sentences.

If you are following up on a face-to-face contact, you might appear too timid if you assume your recipient doesn't remember you; but you can drop casual hints to jog their memory: "I enjoyed talking with you about PDAs in the elevator the other day."

5. Be kind. Don't flame.


To "flame" someone is to write an abusive personal attack. If you find yourself writing in anger, take a break. Take some time to cool off before you hit "send." Don't "flame" without weighing the consequences.


The "flame" is a long-established Internet tradition.

When groups of people gather, they signal status by who gets the comfy chairs, who can talk and who must listen, etc. Online communities don't provide these physical signals, so the words you use become even more important.

Flaming anyone who (intentionally or otherwise) threatens the cohesion of the group helps online communities **uphold hierarchy, define membership, and forge allegiances.**

But the relationship between boss and employee (or professor and student) is not primarily social. Because the **power differential** complicates the situation, the rules of etiquette are stricter.

 If you **flame your boss or your professor**, that message will probably surface someday when you're up for promotion or you want a letter of recommendation.

 If you **flame an underling or student** (especially in public), then you damage that person's trust in your leadership, and you probably won't get that person's best work in the future.

Praise in public, criticize in private. If you want to complain about someone, do it in person or by telephone, so there won't be a permanent record.

-- DGJ

6. Proofread.

If you are asking someone else to do work for you, take the time to **make your message look professional.**

While your spell checker won't catch every mistake, at the very least it will catch a few typos. If you are sending a message that will be read by someone higher up on the chain of command (a superior or professor, for instance), or if you're about to mass-mail dozens or thousands of people, take an extra minute or two before you hit "send". Show a draft to a close associate, in order to see whether it actually makes sense.

7. Don't assume privacy.

Unless you are Donald Trump, **praise in public, and criticize in private.** Don't send anything over e-mail that you wouldn't want posted -- with your name attached -- in the break room.

E-mail is not secure. Just as random pedestrians could easily reach into your mailbox and intercept the envelopes that you send and receive through the post office, a curious hacker, a malicious criminal, or the [FBI](#) can easily intercept your e-mail. In some companies, the e-mail administrator has the ability to read any and all e-mail messages (and may [fire you](#) if you write anything inappropriate).

8. Distinguish between formal and informal situations.

When you are writing to a friend or a close colleague, it is OK to use "smilies" :-), abbreviations (IIRC for "if I recall correctly", LOL for "laughing out loud," etc.) and nonstandard punctuation and spelling (like that found in instant messaging or chat rooms). These linguistic shortcuts are generally signs of friendly intimacy, like sharing cold pizza with a family friend. If you tried to share that same cold pizza with a first date, or a visiting dignitary, you would give off the impression that you did not really care about the meeting. By the same token, don't use informal language when your reader expects a more formal approach. Always know the situation, and write accordingly.

9. Respond Promptly.

If you want to appear professional and courteous, make yourself available to your online correspondents. Even if your reply is, "Sorry, I'm too busy to help you now," at least your correspondent won't be waiting in vain for your reply.

10. Show Respect and Restraint

Many a flame war has been started by someone who hit "reply all" instead of "reply."

While most people know that e-mail is not private, it is good form to ask the sender before forwarding a personal message. If someone e-mails you a request, it is perfectly acceptable to forward the request to a person who can help -- but forwarding a message in order to ridicule the sender is tacky.

Use BCC instead of CC when sending sensitive information to large groups. (For example, a professor sending a bulk message to students who are in danger of failing, or an employer telling unsuccessful applicants that a position is no longer open.) The name of everyone in the CC list goes out with the message, but the names of people on the BCC list ("blind carbon copy") are hidden. Put your own name in the "To" box if your mail editor doesn't like the blank space.

Be tolerant of other people's etiquette blunders. If you think you've been insulted, quote the line back to your sender and add a neutral comment such as, "I'm not sure how to interpret this... could you elaborate?"

Sometimes E-Mail is Too Fast!

A colleague once asked me for help, and then almost immediately sent a follow-up informing me she had solved the problem on her own.

But before reading her second message, I replied at length to the first. Once I learned that there was no need for any reply, I worried that my response would seem pompous, so I followed up with a quick apology:

"Should have paid closer attention to my e-mail."

What I meant to say was "[I] should have looked more carefully at my [list of incoming] e-mail [before replying]," but I could tell from my colleague's terse reply that she had interpreted it as if I was criticizing *her*.

If I hadn't responded so quickly to the first message, I would have saved myself the time I spent writing a long answer to an obsolete question. If I hadn't responded so quickly to the second message, I might not have alienated the person I had been so eager to help.

References & Further Reading

- Alsop, Stewart. "My Rules of Polite Digital Communication." *Fortune*. 142.2 (10 July 2000): p 76. Online. Academic Search Elite. 9 October 2000.
- Cronin, Jennifer. "Netiquette, schmetiquette." *Des Moines Business Record* 16.24 (12 June 2000): p 11. Online. MasterFILE Premier. 9 October 2000.
- "Email Etiquette." I Will Follow Services. 1997. <<http://www.iwillfollow.com/emailetiquette.html>>. 9 October 2000.
- Nucifora, Alf. "Use etiquette when messaging via email." *Memphis Business Journal* 21.51 (14 April 2000): p23. Online. MasterFILE Premier. 9 October 2000.
- Thorton, Sam. "Rules and Regulations: Email Etiquette." 29 April 1998. <<http://www.lse.ac.uk/Depts/ITS/rules/email.htm>>. 9 October 2000.
- Jessica Bauer and Dennis G. Jerz
12 Dec 2000 -- first submitted by Bauer
23 Jan 2001 -- posted by Jerz
16 Feb 2001 -- updated by Jerz
25 Oct 2001 -- minor updates by Jerz
16 Apr 2003 -- further updates & changes by Jerz
10 Jun 2004 -- strengthened advice against attachments

VERY GOOD INFORMATION ON E-MAIL.

Check this out for some great lessons on e-mail, viruses, etc..**Words To Live By.**

A friend who is a computer expert received the following directly from a system administrator for a corporate system. It is an excellent message that ABSOLUTELY applies to ALL of us who send e-mails. Please read the short letter below, even if you're sure you already follow proper procedures.

Do you really know how to forward e-mails? 50% of us do; 50% DO NOT.

Do you wonder why you get viruses or junk mail? Do you hate it?

Every time you forward an e-mail and there is information left over from the people who got the message before you, namely their e-mail addresses and names. As the messages get forwarded along, the list of addresses builds, and builds, and builds, and all it takes is for some poor sap to get a virus, and his or her computer can send that virus to every E-mail address that has come across his computer. Or, someone can take all of those addresses and sell them or send junk mail to them in the hopes that you will go to the site and he will make five cents for each hit. That's right, all of that inconvenience over a nickel! How do you stop it? Well, there are several easy steps.

Try the following if you haven't done it before:

- (1) When you forward an e-mail, DELETE all of the other addresses that appear in the body of the message (at the top). That's right, DELETE them. Highlight them & delete them, backspace them, cut them, whatever it is you know how to do. It only takes a second. You MUST click the "Forward" button first and then you will have full editing capabilities against the body and headers of the message. If you don't click on "Forward" first, you won't be able to edit the message at all.
- (2) Whenever you send an e-mail to more than one person, do NOT use the To: or Cc: fields for adding e-mail addresses. Always use the BCC: (blind carbon copy) field for listing the e-mail addresses. This is the way the people you send to will only see their own e-mail address. If you don't see your BCC: option click on where it says To: and your address list will appear. Highlight the address and choose BCC: and that's it, it's that easy. When you send to BCC: your message will automatically say "Undisclosed Recipients in the "TO:" field of the people who receive it.
- (3) Remove any "FW" in the subject line. You can re-name the subject if you wish or even fix spelling.
- (4) ALWAYS hit your Forward button from the actual e-mail you are reading. Ever get those e-mails that you have to open 10 pages to read the one page with the information on it? By forwarding from the actual page you wish someone to view; you stop them from having to open many e-mails just to see what you sent.
- (5) Have you ever gotten an email that is a petition? It states a position and asks you to add your name and address and to forward it to 10 or 15 people or

your entire address book. The email can be forwarded on and on and can collect thousands of names and email addresses. A FACT: The completed petition is actually worth a couple of bucks to a professional spammer because of the wealth of valid names and email addresses contained therein. If you want to support the petition, send it as your own personal letter to the intended recipient. Your position may carry more weight as a personal letter than a laundry list of names and email address on a petition. (Actually, if you think about it, who's supposed to send the petition in to whatever cause it supports? And don't believe the ones that say that the email is being traced, it just ain't so!)

Some of the other emails I hate include:

1. The one that says something like, "Send this email to 10 people and you'll see something great run across your screen." Or sometimes they'll just tease you by saying 'something really cute will happen.' IT AIN'T GONNA HAPPEN!!!! (Trust me; I'm still seeing some of the same emails that I waited on 10 years ago!)
2. I don't let the bad luck ones scare me either, they get trashed. (This could be why I haven't won the lottery.....)
3. Before you forward an 'Amber Alert', or a 'Virus Alert', or some of the other emails floating around nowadays, check them out before you forward them. Most of them are junk mail that's been circling the net for YEARS! Just about everything you receive in an email that is in question can be checked out at Snopes. Just go to www.snopes.com or www.urbanlegends.com it's really easy to find out if it's real or not. If it's not, please don't pass it on.

So please, in the future, let's stop the junk mail and the viruses. Finally, here's an idea! Let's send this to everyone we know (but strip my address off first, please). This is something that SHOULD be forwarded, so..... Go to it.

EVERYONE NEEDS TO READ THIS!!!! THERE IS SOME REALLY GOOD INFORMATION HERE

IMPORTANT!! HOW TO FORWARD EMAIL APPROPRIATELY

Every time you forward an e-mail there is information left over from the people who got the message before you, namely their e-mail addresses & names. As the messages get forwarded along, the list of addresses builds, and builds, and builds, and all it takes is for some poor sap to get a virus, and his or her computer can send that virus to every e-mail address that has come across his computer. Or, someone can take all of those addresses and sell them or send junk mail to them in the hopes that you will go to the site and he will make five cents for each hit. That's right, all of that inconvenience over a nickel!

Please, read this!! Very Important!

How do you stop it? Well, ***there are several easy steps:***

(1) When you forward an e-mail, **DELETE** all of the other addresses that appear in the **body** of the message (at the top). That's right, **DELETE them.** Highlight them and delete them, backspace them, cut them, *whatever it is you know how to do.* It only takes a second. **You MUST click the "Forward" button first** and then you will have full editing capabilities against the body and headers of the message. ***If you don't click on "Forward" first, you won't be able to edit the message at all.***

(2) Whenever you send an e-mail to more than one person, **do NOT use** the To: or Cc: fields for adding e-mail addresses. **Always use the BCC: (blind carbon copy)** field for listing the e-mail addresses. This is the way the people you send to will only see their own e-mail address. If you don't see your BCC: option click on where it says To: and your address list will appear. Highlight the address and choose BCC: and that's it, *it's that easy.* When you send to BCC: your message will automatically say "Undisclosed Recipients" in the "TO:" field of the people who receive it.

(3) Remove any "FW:" in the subject line. You can re-name the subject if you wish or even fix spelling.

(4) ALWAYS hit your Forward button from the actual e-mail you are reading. Ever get those e-mails that you have to open 10 pages to read the one page with the information on it? By Forwarding from the actual page you wish someone to view, you stop them from having to open many e-mails just to see what you sent.

(5) Have you ever gotten an email that is a petition? It states a position and asks you to add your name and address and to forward it to 10 or 15 people or your entire address book. The email can be forwarded on and on and can collect thousands of names and email addresses. **A FACT: The completed petition is actually worth a couple of bucks to a professional spammer because of the wealth of valid names and email addresses contained therein.** **If you want to support the petition, send it as your own personal letter to the intended recipient. Your position may carry more weight as a personal**

letter than a laundry list of names and email address on a petition.

(Actually, if you think! about it, who's supposed to send the petition in to whatever cause it supports? And don't believe the ones that say that the email is being traced, it just ain't so!)

(6) One of the main ones I hate is the ones that say that something like, "Send this email to 10 people and you'll see something great run across your screen." Or, sometimes they'll just tease you by saying something really cute will happen. **IT AINT GONNA HAPPEN!!!!** *(Trust me, I'm still seeing some of the same ones that I waited on 10 years ago!) I don't let the bad luck ones scare me either, they get trashed. (Could be why I haven't won the lottery??)*

(7) Before you forward an Amber Alert, or a Virus Alert, or some of the other ones floating around nowadays, check them out before you forward them. **Most of them are junk mail** that's been circling the net **for YEARS!** Just about everything you receive in an email that is in question can be checked out at Snopes. Just go to <http://www.snopes.com/>

Remember, if you haven't already heard it on the news, it most likely isn't true. ***It's really easy to find out if it's real or not. If it's not, please don't pass it on.***

So please, in the future, let's stop the junk mail and the viruses. ALSO, PLEASE REMOVE THE E-MAIL ADDRESS FROM THE FORWARD OF THE PERSON THAT HAD JUST SENT YOU AN E-MAIL, DON'T SEND THE E-MAIL THAT YOU JUST RECEIVED BACK TO THE PERSON THAT SENT IT TO YOU! THIS GETS DISCOURAGING!!!!!!!!!!!!!!!!!!!!

Finally, here's an idea!!! Let's send this to everyone we know (but strip my address off first, please). This is something that SHOULD be forwarded.

Q: How do I copy and paste?

Moving text from a web page onto an email or from a Word doc to something is all the same. You are moving text from one place to another without having to retype it all in the new location.

1. Copy and paste with your mouse:

Open a web page and a new email form.

Take your mouse, and place your cursor at the beginning of the text you want to copy, then click and hold the LEFT mouse button, while pulling your mouse over the text. This should highlight the text.

Release the LEFT mouse button. With the cursor over the highlighted text, click on the RIGHT mouse button for options, and select 'copy'.

Go to the open email form, put your cursor where you want the copied text to appear. RIGHT click your mouse, and select 'paste.' The text you copied from the page is now on your email.

2. Copy and paste with shortcut keys:

To Highlight everything on the page: Press 'Ctrl' + 'A'.

To Copy: Highlight an area, as shown above, then hold 'Ctrl' + 'C' (For Mac users

'Apple' + 'C').

To Paste: Click your mouse where you want the text pasted, and then press 'Ctrl' + 'V' (For Mac users 'Apple' + 'S').

3. Copy and paste with drop down menus:

Highlight the text you want with your LEFT mouse button and dragging across the text. Click on EDIT at the top of your browser or Word screen and choose COPY. Go to where you want the text, click on EDIT at the top of your browser or Word screen and choose PASTE.

Making changes in an E-mail

Your e-mail program will not allow you to make changes to an e-mail that has been sent to you. You must create an outgoing e-mail before you can do any editing.

The first thing to do, is click the forward button. This creates a new e-mail which contains the contents of the original e-mail.

Now that you have your message in an outgoing format, you can simply highlight and delete any parts of the message you want, including the lists of addresses the message has been forwarded to in the past.

If the message you want to forward is an attachment to an e-mail, don't forward the e-mail with the attachment. Just open the attachment (sometimes you have to open quite a few attached e-mails to get to the message) and then click the "Forward" button in the e-mail that actually contains the message.

Now you can clean up and send the forwarded message, and the people you send it to won't have to open up a dozen attachments!

A few ways you can avoid getting spam with your E-mail address are:

1. Don't post your E-mail address on websites, or chat sites. If you want to sign a guestbook, or participate in an online activity that requires an E-mail address, open a disposable E-mail account at one of the free sites like Yahoo or Hotmail. Spammers have robot software that just scans the web for any E-mail address and collects them.

2. Don't sign up for free drawings online. All this does for you is get you lots of junk mail.

3. Use a software program to filter out junk mail and bounce spam. If the spammers get a bounce message they will think that the E-mail address has been closed and take you off their list. <http://www.mailwasher.net> is one free program that will bounce messages for you.

Excellent Information from Snopes.com

Just a word to the wise.

E-mail petitions are NOT acceptable to Congress or any other municipality. To be acceptable petitions must have a signed signature and full address. Same with "prayer chains" -be wary.

Almost all e-mails that ask you to add your name and forward on to others are similar to that mass letter years ago that asked people to send business cards to the little kid in Florida who wanted to break the Guinness Book of Records for the most cards. All it was, and all this type of e-mail is, is to get names and "cookie" tracking info for tele-marketers and spammers to validate active e-mail accounts for their own purposes.

Any time you see an e-mail that says forward this on to "10" of your friends, sign this petition, or you'll get good luck, or whatever, it has either an e-mail tracker program attached that tracks the cookies and e-mails of those folks you forward to, or the host sender is getting a copy each time it gets forwarded and then is able to get lists of "active" e-mails to use in spam e-mails, or sell to others that do.

Please forward this notice to others and you will be providing a good service to your friends, and will be rewarded by not getting 30,000 spam e-mails in the future. (If you have been sending out the above kinds of email, now you know why you get so much spam!)

How do I get organized?

1. Organizing E-mail With Folders

Remember when managing your e-mail was simple? You only received a few messages each day so you could just delete the ones you didn't want and drag the rest into one "Save" folder. But times have changed - now you may be getting dozens of e-mail messages daily from friends, family, co-workers, online subscriptions, and, unfortunately, spammers. The solution is to create new folders to save e-mail messages in an organized way.

Outlook Express Users

Creating a New E-mail Folder in Outlook Express

With Outlook Express open, click on your Inbox.

Click on "File" in the menu bar. Select "Folder" and then "New" from the drop-down menu.

In the Create Folder window, type in a name for your folder. If you want to clean up your Inbox by removing old messages, you could name it "Old E-mail."

Click and highlight the name of the folder in which you want to create your new folder. To make a new top-level folder (a folder outside your Inbox, Outbox, etc.), click on "Local Folders."

Click the "OK" button to close the Create Folder window.

Manually Sorting Old E-mail into Folders in Outlook Express

With Outlook Express open, click on your Inbox.

Click on the message you want to move, and then drag it onto the folder where you want it to be stored. To move multiple messages at one time, press and hold the Control (CTRL) key while you click on each message. Then click and drag them to the folder.

Thunderbird Users

Creating a New E-mail Folder in Thunderbird for the Macintosh and PC

With Thunderbird open, click on your Inbox.

Click on "File" in the menu bar. Select "New" and then "New Folder" from the drop-down menu.

In the Create Folder window, type in a name for your folder. If you want to clean up your Inbox by removing old messages, you could name it "Old E-mail."

Click in the "Create as a subfolder of:" field and select the name of the folder into which you want to create your new folder. To make a new top-level folder (a folder outside your Inbox, Outbox, etc.), click on "Local Folders."

Click the "OK" button to close the Create Folder window.

Manually Sorting Old E-mail into Folders in Thunderbird for the Macintosh and PC

With Outlook Express open, click on your Inbox.

Click on the message you want to move, and then drag it onto the folder where you want it to be stored. To move multiple messages at one time, press and hold the Control (CTRL) key on a PC and the Command key on a Macintosh while you click on each message. Then click and drag them to the folder.

2. Auto Folder Delivery:

I don't suggest doing this because most people won't check every folder every day. Using it for one or two rules may work:

Create message rules that will automatically sort e-mail into these folders. Here's how to do it:

Outlook Express Users

Sorting New E-mail into Folders Using Rules in Outlook Express

Click "Tools" in the menu bar. Then select "Message Rules" and "Mail."

Check the conditions by which you wish to sort your messages.

Check the "Move it to the specified folder" action.

Click the "contains specific words," "contains people," or the "specified account" link in the "Rule Description" box.

Type in the name, words, or e-mail address you are using to sort e-mail and then click the "Add" button. Click "OK."

Click the "Move it to the specified folder" link.

Select the folder into which you want to sort messages. (You can create a new folder by clicking the "New Folder" button.) Click "OK."

Enter the name of the rule and then click "OK."

Click the "New" button in the "Message Rules" window to create more rules;

otherwise click the "OK" button.

Thunderbird Users

Sorting New E-mail into Folders Using Rules in Thunderbird for the Macintosh and PC

Click "Tools" in the menu bar. Then select "Message Filters."

When the "Message Filters" window opens, click on the "New..." button.

When the next window opens, type the name of your rule in the "Filter name:" field.

Click on the radio button either next to "Match all of the following" or "Match any of the following."

Choose the parameters of the filter by clicking the button of the name of the e-mail header field like "Subject," "From," etc. and then click the button "contains," "doesn't contain," "is," "isn't," etc. You can also add or subtract parameters using the "More" and "Fewer" buttons.

Click the check box next to "Move to folder:" and then click on the button next to it to pick the "Old E-mail" folder you just created. Click "OK."

Close the "Message Filters" window.

You can have the e-mails go into separate folders using Outlook Express message rules. These rules have changed with different versions of Outlook Express, but since you are using Windows XP, you should be able to follow these directions with no problems.

1. First, if you have not already made folders for your messages to be filtered into, create them now. Just right-click on "Local Folders" and click on "New Folder...". Type a name for your new folder and click "OK".
2. Now to create the rule to move mail to that folder, click on "Tools" in the menu bar, then point to "Message Rules" and click on "Mail".
3. You will now see the "New Mail Rule" window. The first section of this window says "Select the conditions for your rule". Scroll down and find the condition that says "Where the message is from the specified account" and click to put a check mark on that line.
4. In the middle section, you will chose an action for the rule. In this case, you want to check "Move it to the specified folder".
5. Now look at the third section of the window. You will see a description of your rule with two parts that are underlined. Click on the underlined words and select the mail account and folder for your rule.
6. The last section is simply a place for you to type the name for your mail rule. Give it a name that describes its function and click "OK". Make sure the new rule has a check mark in front of it, and click "OK" again.

The messages from that account will now go into the folder you specified. You can repeat this action for as many e-mail accounts as you wish.

Question -

I read in a recent newsletter something about that you can make folders in your Gmail account. PLEASE share HOW you do that? I cannot figure it out. I want to use my Gmail account more, but I prefer using folders over the way it works now.

Thank you for this question! I have used Gmail for so long, that I never even thought about the difference, and it might be hard to find!

In Gmail, instead of allowing you to set up folders, you set up something called labels.

Log into your Gmail account and take a look at the left hand edge of the window. You will see the Inbox and other folders, and under that you will see a contacts box with a list of people who you can chat with. Scroll down below the chat box, and you will see a small green box named Labels.

In this labels box, there is a link that says "Edit Labels" click on that link, and a page will appear that contains a text box that says "Create a new Label".

Type a name for your label (or folder) in that text box, and then click on the "Create" button. You should now have that name listed in the Labels box.

To put a message in that label (or folder) go back to your inbox and click on the message. Once that message opens, click the drop down arrow that says "More Actions". You will notice that the bottom section of that list is called, "Apply Label". Click on the label (or folder) that you want to move the message into, and then click on the "Archive" button at the top of the message.

Your message will now be in your new label, but not in your inbox.

If you want to move several messages at once, go to your inbox, and click to put a checkmark in front of each message that you want to move.

Once you have checked off your messages, click "More Actions", then the label, and then click the Archive button.

Signature File

Q: What is a sig file?

The signature file is the text that automatically shows up below what you are typing on a new email, or a response to an email.

Q: What are the advantages to having a sig file?

1. The reader knows how to contact you and where your web page is quickly and easily.
2. You don't risk typing errors in your link and email addy in the body of your email that will keep people from finding you.
3. No more wasting time typing your link and email addy in the body of your email.
4. A free advertisement for your site with every email you write. Your email to a friend about building bat houses may result in them clicking on your site about bungee jumping.
5. Most forums and groups will allow short sig files when you post, giving you a free advertisement with every email. (Large sig files risk deletion. If your legitimate post is shorter than your sig file, you may be banned from a group for just sending an advertisement to the group like a spammer.)

Q: How do I make a sig file?

In Outlook Express:

Tools
Options
Signatures

Q: What is a good sig file?

It depends on what you want. But be sure to write the sig file to match the font, size, and color of the emails you write. A huge or tiny sig file, or lots of colors, looks dumb. Sig files should look like the rest of the text in your email.

1. Here is one you might set up just to save time with friends and never have to sign your email again:

Yours,
Samantha
<http://www.smokersclubinc.com>
<mailto:info@smokersclub.com>

2. Here is one you might set up with the line to separate the body of the email from the sig file because you sign your emails differently during the day.

Samantha Phillipe - <<mailto:info@smokersclub.com>>
The Smoker's Club, Inc. & Video Archive - <http://www.smokersclub.com>
Smokers Rights Newsletter - <http://www.smokersclubinc.com>
Smokers Rights Chats & Forums - <http://www.smokersclubinternational.com>

Q: Do I always have to use the sig file? The same one?

Nope. When you open an email, just delete part or all, or make changes to the

sig file that automatically shows up.

You can set up as many sig files as you want to use for different email accounts, or reasons for email. Only one will be your "default" sig file and the one that comes up all the time without choosing anything. So be sure that is the one that you want to use the most.

Q: Can I use photos and special stuff in my sig file?

Yes. But don't. Not only will it be difficult to do, each person who gets your email may see your sig file differently. Some will be ugly.

I use outlook express and want to be able to put my name and address along with other information in my email message without having to type in every time. Is there a way to do that?

What you want to do is create a signature file in Outlook Express.

Here is how:

1. Open Outlook Express and click on "Tools" in the menu bar.
2. Click on "Options" in the sub-menu under tools.
3. Click on the "Signatures" tab in the Options window.
4. In the "Signatures" section of the page, click the "New" button.
5. In the "Edit Signature" section of the page, type the information that you want to appear at the bottom of each email message.
6. Once your message is written, go back up to the top of the page, and click to put a check mark in front of "Add signatures to all outgoing messages".
7. Click the "OK" button to save your changes and close the window.

All that said, let's talk a little about e-mail etiquette, something Emily Post didn't cover but certainly could have helped with.

For example, let's face it right off the bat that some of us aren't great e-mailers. When typing in one name for the "to" address, for example, another name might pop up accidentally and without realizing it your confession to true love might not get to the person you intended. Big "oops" possibilities there. Let's look at a few basic rules of e-mail.

- First, should you correspond about this particular subject by e-mail? Or would the telephone or even face to face be best?
- Second, no, colored fonts are not all right.
- Third, pay attention to the subject line. An e-mail that comes with a subject of "Fw Re: Re: Re: Re: Re: Whatever" is clearly an e-mail that's been circulated too long. If you're going to pass it along, fix the subject line.

- Fourth, proper spelling, punctuation and grammar count in e-mail, particularly if it's a business e-mail. Punctuation, or the misinterpretation thereof, has led historians to claim that Admiral Farragut, upon entering Mobile Bay perched at the top of the mast of his flagship the USS Hartford, shouted in regard to the tethered mines — called torpedoes — that guarded the bay "Damn the torpedoes! Full speed ahead!" Others claim that what might have actually been said was "Damn! The torpedoes! Full speed ahead!" You can see the difference in a little punctuation there.
- Fifth, don't use all upper case letters when typing the e-mail, it makes you look like you're shouting. I treasure to this day an e-mail I received from an irate gentleman, typed in all upper case, who called me the "MOST IMPOSSIBLE" person he'd ever had to deal with, or something to that effect. Just imagine.
- Sixth, through thirty-seventh, you'll find advice such as "avoid using URGENT and IMPORTANT" and "be concise and to the point" at a Web page called www.EmailReplies.com

I was wondering if you could give our office some tips on effective business writing. We create a lot of proposals and memos and I find far too many with run-on sentences, grammatical mistakes, etc. Some basic rules to follow would be great.

Writing for business is not that different than writing generally, though I do think that more care must be taken in business writing because people are less forgiving and more demanding regarding business correspondence than personal correspondence.

Although there are, of course, no hard and fast rules for effective business writing, here are five tips that I think could make anyone a better writer:

1. Learn from the Internet. One of the interesting things I have noticed recently is that the Internet has even changed how we write, along with just about everything else it has touched. Specifically, because people are now getting so much of their information online, they (we) have become used to that style of writing.

What do I mean by that? Well,

Bullet points are far more common. People like, and often expect, to get their information in bite-sized chunks. This is also due in no small part to the pioneering style of this paper, USA TODAY, as well as, I think, the mass use of PowerPoint, where bullet points carry the day.

Paragraphs are shorter. It used to be that we could write full thoughts in long paragraphs of, say, ten sentences or more. And although it is still acceptable, people quite often tend to skip them in favor of smaller paragraphs. If you want people to read your stuff, you will try and avoid overly-long paragraphs.

2. Punch it up. What do I mean by that? Well, business writing can tend towards either the boring or the verbose. Filling your documents with jargon is a sure way to lose people's interest, as it taking too long to get to the point.

Keep your sentences short. Get to the point quickly. Write in a style that hopefully engages the reader. In this day and age, readers have less time and patience, so keep that in mind and write accordingly.

3. Remember that email is a business tool: Write clearly, avoid too many abbreviations, don't be too colloquial, and remember, there is no room for nuance in email.

I remembered this just last week when I was corresponding with a business associate, and for emphasis, I CAPITALIZED A FEW SENTENCES THAT I THOUGHT WERE IMPORTANT. In response, he told me that I had no reason to be mad at him and I realized that he thought my caps were me yelling at him. No, there is no nuance in email.

Similarly, it is easy to dash off an email without double-checking it. But just remember that when you do, it can contain spelling or grammatical mistakes which are still no-no's in business, even for a quick email.

Which brings me to . . .

4. Don't forget your grammar. You don't have to be a librarian or a grammarian to take grammar seriously and use it appropriately. Commas break up ideas and can clarify meaning. For instance, just look at that title (about pandas if I recall correctly) from the great little book Eats, shoots, and leaves. Of course the sentence would make sense with the right comma Eats shoots, and leaves.

Proper grammar is your friend.

5. Remember, writing is re-writing.: I tell my daughters this so often, that it is probably as ingrained in their psyche as "look both ways when crossing the street!" Few of us get it right the first time, or even the second time. To get your point made in a powerful, memorable way requires that you write it, read it, and then kill those sentences that, while maybe beautiful, don't serve your purpose. Write it and then re-write it.

Finally, don't be afraid to infuse your writing with some personality. Doing so is fine, smart even, as long as you make your point.

Or at least I hope so!

Outlook Express, How To Unblock Sender

You are using Outlook Express for your e-mail, so here are the directions for Outlook Express:

1. Open Outlook Express and click on "Tools" in the menu bar, point to "Message Rules" and click on "Blocked Senders List" in the sub-menu of "Message Rules".
2. This will bring up the "Message Rules" window, opened to the "Blocked Senders" tab. On this page, is a list of senders you have blocked.
3. Scroll down the list until you find your daughter-in-law. Click on her address, then click on the "Remove" button to the right.
4. Outlook Express will ask you if you are sure you want to do this, click the "Yes" button and then click "OK" to close the Message Rules Window.

But, I Read It On The Internet!

I was on my way to the post office to pick up my case of free M&M's sent to me because I forwarded their e-mail to five other people, (celebrating the fact that the year 2000 is "MM" in Roman numerals) when I ran into a friend whose neighbor, a young man, was home recovering from having been served a rat in his bucket of Kentucky Fried Chicken - which is predictable, since as everyone knows, there's no actual chicken in Kentucky Fried Chicken, which is why the government made them change their name to KFC.

Anyway, one day this friend went to sleep and when he awoke he was in his bathtub and it was full of ice and he was sore all over and when he got out of the tub he realized that He saw a note on his mirror that said "Call 911!" but he was afraid to use his phone because it was connected to his computer, and there was a virus on his computer that would destroy his hard drive and infect all the electronics in his house if he opened an e-mail entitled "Join the crew!"

He knew it wasn't a hoax because he himself was a computer programmer who was working on software to prevent a global disaster in which all the computers get together and distribute the \$250.00 Neiman-Marcus cookie recipe under the leadership of Bill Gates. (It's true - I read it all last week in a mass e-mail from BILL GATES HIMSELF, who was also promising me a free Disney World vacation and \$5,000 if HIS KIDNEYS HAD BEEN STOLEN!!! I would forward the e-mail to everyone I know.)

The poor man then tried to call 911 from a pay phone to report his missing kidneys, but a voice on the line first asked him to press #90, which unwittingly gave the bandit full access to the phone line at the guy's expense. Then reaching into the coin-return slot he got jabbed with an HIV-infected needle around which was wrapped around a note that said, "Welcome to the world of AIDS."

Luckily he was only a few blocks from the hospital - the one where that little boy who is dying of cancer is, the one whose last wish is for everyone in the world to send him an e-mail and the American Cancer Society has agreed to pay him a nickel for every e-mail he receives.

I sent him two e-mails and one of them was a bunch of x's and o's in the shape of an angel (if you get it and forward it to more than 10 people, you will have good luck but for 10 people you will only have OK luck and if you

send it to fewer than 10 people you will have BAD LUCK FOR SEVEN YEARS).

So anyway, the poor guy tried to drive himself to the hospital, but on the way he noticed another car driving without its lights on. To be helpful, he flashed his lights at him and was promptly shot as part of a gang initiation.

Send THIS to all the friends who send you their junk mail and you will receive 4 green M&Ms, but if you don't, the owner of Proctor and Gamble will report you to his Satanist friends and you will have more bad luck: you will get cancer from the Sodium Laureth Sulfate in your shampoo, your wife will develop breast cancer from using the anti-perspirant which clogs the pores under your arms, and the U.S. government will put a tax on your e-mails forever.

I know this is all true 'cause I read it on the Internet!

SUMMARY OF MY LAST YEAR ON THE COMPUTER

I have to scrub the top of every can I open.

I don't have any savings because I gave it to a sick girl (Penny Brown) who is about to die in the hospital for the 1,387,258th time.

In fact I don't have any money at all, but that will change once I receive the \$15,000 that Bill Gates/Microsoft and AOL are sending me for participating in their special e-mail program.

I don't have to worry about my soul because I have 363,214 angels looking out for me, and St. Theresa's novena has granted my every wish.

I no longer eat KFC because their chickens are actually horrible mutant freaks with no eyes or feathers.

I no longer use cancer-causing deodorants even though I smell like a water buffalo on a hot day

Thanks to you, I have learned that my prayers get answered only if I forward an email to seven of my friends and make a wish within five minutes.

I no longer can buy gasoline without taking someone along to watch the car so a serial killer won't crawl in my back seat when I'm pumping gas.

I no longer drink Pepsi or Dr. Pepper since the people who make these products are atheists who refuse to put "Under God" on the cans.

Also, I no longer drink Coca Cola because I can use it to remove toilet stains.

I don't use Saran wrap in the microwave because it causes cancer.

And thanks for letting me know I can't boil a cup of water in the microwave anymore since it will blow up in my face, disfiguring me for life.

I no longer check the coin return on pay phones because I could be pricked with an infected needle.

I no longer go to shopping malls because someone will drug me with a perfume sample and rob me.

I no longer receive packages from UPS or FedEx since they are actually Al Qaeda in disguise.

I no longer shop at Target since they are French and don't support our American troops or the Salvation Army.

I don't answer the phone anymore because someone will ask me to dial a number for which I will get a phone bill with calls to Jamaica, Uganda, Singapore, and Uzbekistan.

I don't have to buy expensive cookies from Neiman Marcus since I now have their recipe.

I can't use anyone's toilet but mine because a big brown African spider is lurking under the seat to cause me instant death when it bites my rear-end.

And thanks to your great advice, I can't ever pick up \$5.00 I find in a parking lot because it was probably placed there by a sex molester waiting underneath my car to grab my leg.

I can't drive my car anywhere now because we're no longer supposed to buy gas from any gas stations.

If you don't send this e-mail to at least 144,000 people in the next 70 minutes, a large dove with diarrhea will land on your head at 5:00 PM today, and the fleas from 12 camels will infest your back, causing you to grow a hairy hump. I know this will occur because it actually happened to a friend of my next door neighbor's ex-mother-in-law's second husband's cousin's beautician...Have a wonderful day!

Technology @ its Finest

Many members are unaware that there is a National Talk List for current members of VVA and AVVA.

The Talk List has a simple-to-follow registration process and the rules are basic. They boil down to respect and what some call “netiquette.”

Once you are on the list, you will receive daily e-mails from fellow veterans on a variety of subjects. Some will give you benefits information, some will direct you to other sites that can tell you how to fix your computer, the proper way to dispose of flags, where to get flags, and other topics. Mostly, however, you will be able to eavesdrop on some powerful conversations regarding politics, the War on Terror, Iraq, Afghanistan, how to help the troops, what chapters are doing locally, where the Moving Wall will be, and how you can volunteer your time and resources for the betterment of communities throughout the world.

There also are discussions you can take part in or not, about things such as whether Army will beat Navy. Those are regulated so that the List maintains its integrity and balance. Under the supervision of one of the fairest and patient members—me—complaints are few. If they are legitimate, they are properly addressed.

It may not be to everyone’s liking, but the List is worth joining just for all the current VVA and world information that comes across your home computer station. It is technology at its finest, and best of all, it’s free.

Let the Talk List open up a whole new world for you and your family. Come and stand side by side with your brothers and sisters once again, and enjoy the camaraderie, knowledge, and experience of fellow veterans. Contact me at southern@lodelink.com to sign up for the Talk List.

From the *Veteran* March/April 2005

Here we have a group of folks that each has their own "Passion", through the keeping of an open mind, not taking comments personally and truly reading word for word what a person is saying will continue to make the talk list the important medium that it is. No other Veterans Organization has this type of information medium.

Frank Gillette
VVA Life Member
10/10/07