

Glossary of Email Terms

Attachments

These are files which you can send along with your email, for example, graphics files, word processing documents, spreadsheets, etc. Any file you want to send along with your email. Most free email providers have a maximum size limit for attachments.

Block

An action by an Internet Service Provider to prevent email messages from being forwarded to the end recipient.

Bounces: Email messages that fail to reach their intended destination.

"Hard" bounces are caused by invalid email addresses, whereas "soft" bounces are due to temporary conditions, such as overloaded inboxes.

Definable Reply-To Address

When you send an email and the recipient clicks "reply," normally the email address that the message was sent from will automatically be used. This feature allows you to specify an address other than the one the email was sent from for replies to be sent to.

Discussion group

An email list community where members can obtain and share information. Every member can write to the list, and in doing so, everyone subscribed to the list will receive a copy of the message.

Domain name

A name that identifies one or more IP addresses. Domain names always have at least two parts that are separated by dots (for instance lsoft.com).

Download Message

Allows you to save a copy of an email message to your own computer which will be stored as a distinct text file.

Email

Email allows you to send and receive text, HTML, images and other data files over the Internet. Email is one of the most popular online activities and has become a vital tool for electronic commerce.

Email client

The software that recipients use to read email. Some email clients have better support for HTML email than others.

Email header

The section of an email message that contains the sender's and recipient's email addresses as well as the routing information.

Filters

Filters automatically move incoming emails into separate folders according to criteria that you specify. These criteria may be based on who the email is from, the priority, the subject, the main message, etc. This is a useful feature if you have a lot of incoming emails that need some way of being automatically organized.

Forwards

This feature indicates that the provider in question can also automatically forward incoming emails to another email account.

Gateway

This is a hardware or software set-up that functions as a translator between two dissimilar protocols. A gateway can also be the term to describe any mechanism providing access to another system (e.g AOL might be called a gateway to the Internet).

Internet

The largest worldwide computer network.

Intranet

Contrary to the public Internet, an intranet is a private network inside a company or organization.

IP address

An IP (Internet Protocol) address is a unique identifier for a computer on the Internet. It is written as four numbers separated by periods. Each

number can range from 0 to 255. Before connecting to a computer over the Internet, a Domain Name Server translates the domain name into its corresponding IP address.

ISP

Internet Service Provider – A company that provides access to the Internet, including the World Wide Web and email, typically for a monthly fee.

Opt-in

An approach to email lists in which subscribers must explicitly request to be included in an email campaign or newsletter.

Opt-out

An approach to email lists in which subscribers are included in email campaigns or newsletters until they specifically request not to be subscribed any longer. This method is not recommended and may in some cases be illegal.

Out-of-office replies

Automatic email reply messages triggered by incoming email to a user's inbox, typically activated when users are on vacation or otherwise unavailable through email for an extended period.

POP3

This is a computing standard that enables emails to be retrieved from a remote mailbox. That is, it allows you to collect emails from an account that you have on another computer (called a server, or host) to your own email software, such as Outlook, Netscape Messenger, Eudora, Exchange, etc.

Reminders

Some free email providers allow you to set up reminders, which are messages that will automatically be sent to you on a certain date to remind you of important events, such as anniversaries, birthdays, etc.

Signature

A small "footer" that is added to the end of your outgoing email messages which contains text that you specify. This is usually used to specify your name, email address, website, address, phone number, etc. or anything else you want to be on the bottom of all the messages you send! When sending

a message you can usually specify whether or not you want the signature to be appended to that message. Some providers allow you to set up more than one signature and you can select which one you want to use (if any).

SMTP

This is a computing standard that enables emails to be sent through another computer (called a server) from your own email software, such as Outlook, Netscape Messenger, Eudora, Exchange, etc. It is complementary to POP3.

Spam (Also known as unsolicited commercial email)

Unwanted, unsolicited junk email sent to a large number of recipients.

Spell Check

Checks an email message before sending allowing you to correct any spelling errors. This feature is usually similar to the spell checkers found in word processors.

Storage Limit

Most free email providers have a limit to the amount of disk space your emails can take up on their computer. This is usually somewhere between ½MB-10MB.

TCP / IP

Transmission Control Protocol / Internet Protocol – This is the protocol that defines the Internet. TCP / IP was originally designed for the unix operating system, but is today available for every major kind of computer operating system.

URL

Uniform Resource Locator – The address of a file or Web page accessible on the Internet (for example, <http://www.lsoft.com>).

Vacation Reply

This is an email that is automatically sent out from your account whenever an email is received, to the sender of the email. This is also known as an autoresponder. Some systems allow you to set up more than one vacation reply (autoresponder) and it will select which one to send out based on features of the incoming message, which you specify. For example, any

messages from your colleagues may receive one message, whereas messages from external clients receive another.

Virus

A program, macro or fragment of code that causes damage and can be quickly spread through Web sites or email.

Worm

Malicious code that is often spread through an executable attachment in an email message.