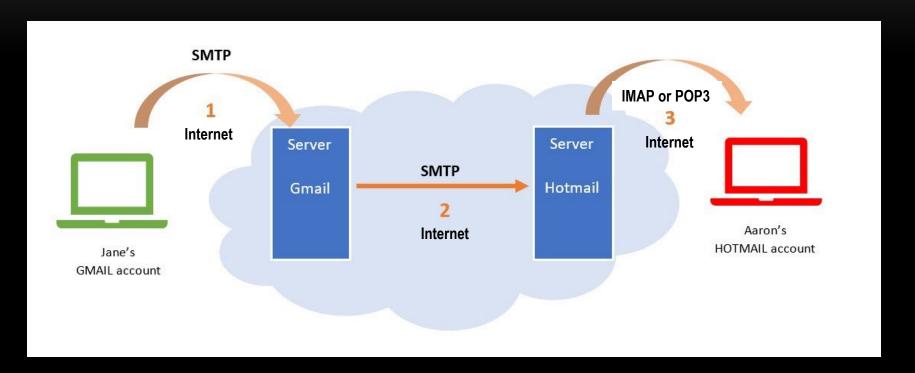
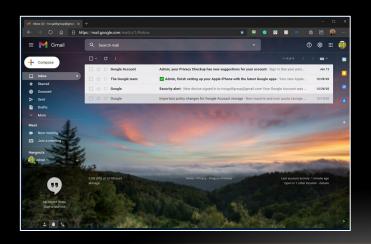


HOW EMAIL WORKS (SIMPLIFIED)

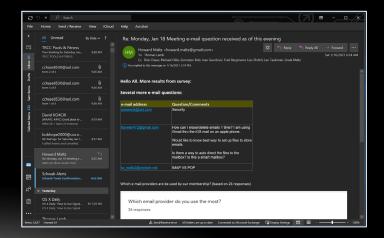


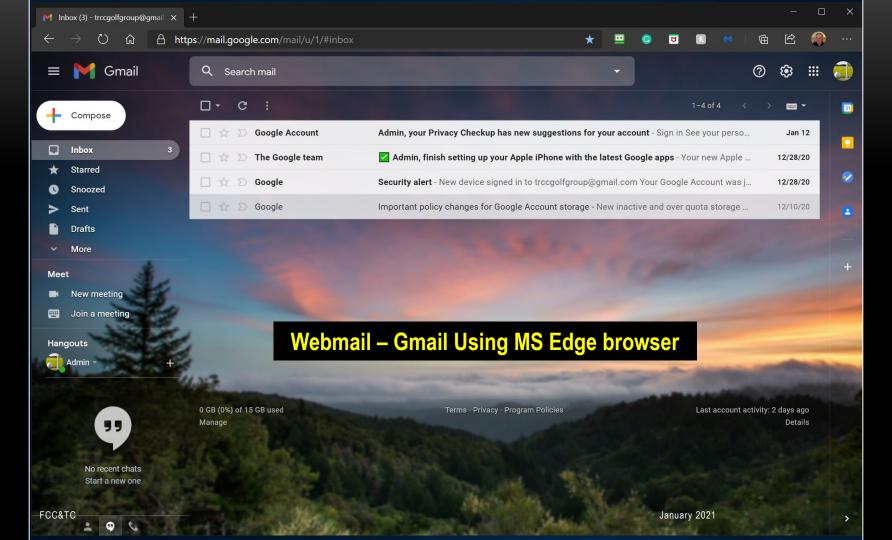
TERMINOLOGY

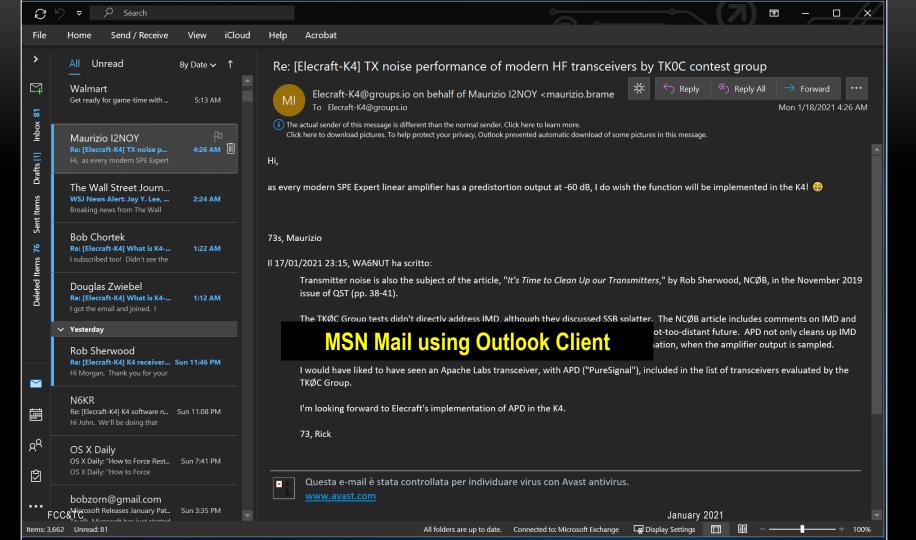
 Webmail - (or web-based email) is an email service that can be accessed using a standard web browser (e.g. MS Edge, Internet Explorer, Chrome, Safari, etc.)



Email Client - is a <u>computer program</u> used to read and send email messages (e.g. *Mail* on a Windows PC; *Mail* on a Mac or iPad or iPhone; *Outlook, Thunderbird*, etc.)







EMAIL TERMINOLOGY

- ISP (Internet Service Provider) Cox, Verizon, HughesNet, etc.
- Email Host the entity who is providing your email service (e.g. AOL, Cox, Gmail, Microsoft, etc.).
- Email Client an application (APP) or computer program for sending, receiving and organizing your email.
- Web-mail using an internet browser (e.g. MS Edge, Chrome, Mail, etc.) to access and manage your email.

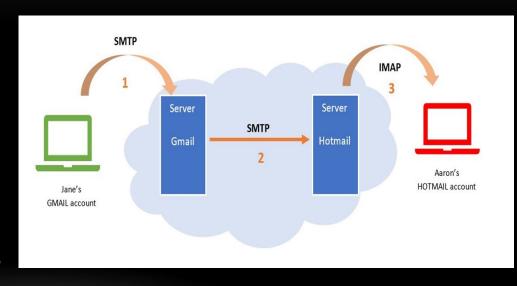
EMAIL TERMINOLOGY

- ISP (Internet Service Provider) Cox, Verizon, HughesNet, etc.
- Email Host the entity who is providing your email service (e.g. AOL, Cox, Gmail, Microsoft, etc.).
- Email Client an application (APP) or computer program for sending, receiving and organizing you email.
- Web-mail using an internet browser (e.g. MS Edge, Chrome, Mail, etc.) to access and manage your email.

- **Protocols** (or rules) that govern the sending and receiving of emails:
 - POP3 = Post Office Protocol 3 (inbound)
 - IMAP = Internet Mail Access Protocol (inbound)
 - SMTP = Simple Mail Transport Protocol (outbound)
- SPAM or Junk mail unsolicited mail mostly harmless, yet annoying
- Phishing fraudsters that try to imitate and look like a legitimate company, who try to get your personal and financial information; and in some cases, try to plant malware onto your device(s).

TERMINOLOGY

- Email server Email servers send and receive email messages.
 - If you have an email client on your computer, the client s/w connects you to the service hosting your email account.
 - If you use a internet browser to do your email, you login to your email account and the web server connects you to the service hosting your email account.
 - In either scenario they connect you to an <u>IMAP</u> or <u>POP</u> server to download your incoming messages to your computer or device, and an <u>SMTP</u> server to send outgoing messages back through the host's email server.



POP3 VS. IMAP

POP3 – Good if you only retrieve your email to ONE device

Pros

- Downloaded email is viewable without an internet connection
- Saves storage space on email server

Cons

- If you don't set email server to retain a copy of your incoming emails, they're purged once downloaded
- A virus can corrupt your device and emails
- Email folders such as drafts, sent, etc. reside only on the device

IMAP – Good if you retrieve your email from multiple devices

Pros

- All email and folders are stored on email server
- All email and folders on all devices are synchronized with the email server

Cons

- When using Webmail, emails and folders are not viewable without an internet connection
- This is due to files and folders being stored locally and temporarily in cache

WHAT IS CACHE (PRONOUNCED CASH)



- A cache is a reserved storage location that collects temporary data to help websites, browsers, and apps load faster. Whether it's a computer, laptop or phone, web browser or app, you'll find some variety of a cache.
- A cache makes it easy to quickly retrieve data, which in turn helps devices run faster. It acts like a memory bank, making it easy to access data locally instead of redownloading it every time you visit a website or open an app.

- When using IMAP, a copy of all your email file folders and their contents are downloaded to your device and stored in a cache file upon logging in to your email account.
- You may have noticed that your inbox starts to fill when you initially login. This indicates that the email server has some changes in your email files since you last logged in. This is the synchronization of the files on your device with those on the email server.
- Synchronization works both ways; that is changes on the server and/or changes on your device get updated periodically (e.g. new mail, deleted mail, drafts, etc.)
- The masters or originals of all your most recently updated email files and folders reside on the email host's server (e.g. Cox, AOL, Gmail, etc.).

EMAIL PHISHING

Send out thousands of phishing emails with link to fake website.



Victims click on link in email believing it is legitimate. They enter personal information.



PHISHING



Build fake site.





Fraudsters compile the stolen data and sell it online or use it themselves.

- Some phishing emails get filtered out by Junk/SPAM detection.
- Scammers who use phishing are very clever and continue change their originating addresses to get around detection.
- The best way to thwart their never-ending attacks is to:
 - Be wary of any unsolicited email requesting action on your part
 - Do not click on any links embedded in these messages
 - Do not provide any personal information
 - Know how to find the originating email address and domain to confirm your suspicion
 - Delete them from your device

EMAIL SERVER SETTINGS

Email Provider	IMAP Settings	POP Settings	SMTP Settings
AOL (including Verizon.net) AOL.	Server: imap.aol.com Port: 993 Encryption: SSL/TLS	Server: pop.aol.com Port: 995 Encryption: SSL/TLS	Server: smtp.aol.com Port: 465 Encryption: SSL/TLS
Gmail	Server: imap.gmail.com Port: 993 Encryption: SSL/TLS	Server: pop.gmail.com Port: 995 Encryption: SSL/TLS	Server: smtp.gmail.com Port: 465 Encryption: SSL/TLS
iCloud iCloud	Server: imap.mail.me.com Port: 993 Encryption: SSL/TLS	Server: Port: Encryption: N/A	Server: smtp.mail.me.com Port: 587 Encryption: STARTTLS
MSN msn	Server: imap- mail.outlook.com Port: 993 Encryption: SSL/TLS	Server: pop- mail.outlook.com Port: 995 Encryption: SSL/TLS	Server: smtp- mail.outlook.com Port: 587 Encryption: STARTTLS

EMAIL SERVER SETTINGS

Email Provider	IMAP Settings	POP Settings	SMTP Settings
Microsoft 365 Microsoft 365	Server: outlook.office365.com Port: 993 Encryption: SSL/TLS	Server: outlook.office365.com Port: 995 Encryption: SSL/TLS	Server: smtp.office365.com Port: 587 Encryption: STARTTLS
Outlook.com Hotmail.com Live.com	Server: outlook.office365.com Port: 993 Encryption: SSL/TLS	Server: outlook.office365.com Port: 995 Encryption: SSL/TLS	Server: smtp.office365.com Port: 587 Encryption: STARTTLS
Yahoo! yahoo!	Server: imap.mail.yahoo.com Port: 993 Encryption: SSL	Server: pop.mail.yahoo.com Port: 995 Encryption: SSL	Server: smtp.mail.yahoo.com Port: 587 or 465 Encryption: TLS/STARTTLS or SSL

EMAIL SERVER SETTINGS

Email Provider	IMAP Settings	POP Settings	SMTP Settings
Cox COX _®	Server: imap.cox.net Port: 993 Encryption: SSL	Server: pop.cox.net Port: 995 Encryption: SSL	Server: smtp.cox.net Port: 587 or 465 Encryption: TLS/STARTTLS or SSL

https://www.cox.com/residential/support/cox-email-server-settings.html

SPAM/JUNK MANAGEMENT – WHITELISTING & BLACKLISTING

- More often than not, email screening as to its legitimacy is done at the email hosting server.
- Algorithms perform this classification. Some hosts provide users control over the level of aggressiveness of this filtering process.
- Most have some form of whitelisting (legitimate email senders) and blacklisting (suspicious email senders).
 The inbound email address is compared to these lists and then route them to the appropriate email folder in your account.
- If the inbound email address is new, the algorithms make an educated guess as to whether the message is legitimate or suspicious. They are imperfect!

SPAM/JUNK MANAGEMENT - WHITELISTING & BLACKLISTING

- More often than not, email screening as to its legitimacy is done at the email hosting server.
- Algorithms perform this classification. Some hosts provide users control over the level of aggressiveness of this filtering process.
- Most have some form of whitelisting (legitimate emassenders) and blacklisting (suspicious email senders).
 The inbound email address is compared to these lists and then route them to the appropriate email folder in your account.
- If the inbound email address is new, the algorithms make an educated guess as to whether the message is legitimate or suspicious. They are imperfect!

If you find a legitimate sender's email keep being routed to your SPAM/Junk folder, you will need to make corrections to the whitelists and blacklists associated with your email account.

Here's how to do it:

- Since there's no standardization of whitelisting and blacklisting settings, these will vary by email host.
 - Perform an internet search "<your email host name> email whitelisting settings"
 - Add the email address to the whitelist; and delete the same email address from the blacklist.
- Reverse step 3 to blacklist an email address.

https://theinvestingbox.com/email-whitelisting/

MEMBERSHIP MAILBAG QUESTIONS

Requested by	Question	Assigned to:	Comments
mboy306@hotmail.c om	How to prevent legitimate email going into junk mail?	Rick	https://clean.email/how-to-whitelist- an-email
tomslot@cox.net	How to set up groups in Windows 10 Mail?	Rick	https://www.techrepublic.com/article/how-to-manually-set-up-groups-in-the-windows-10-mail-app/
rbower3@cox.net	Why do I continually get notifications to give my passwords for my email accounts?	Rick	Something has changed. You'll need to enter your email credentials for both your IMAP and SMTP profiles on your email client.
klgotts@aol.com	How easy is it to notify all those who have your old address of your new address?	Bob	Before closing out old account. Using webmail, set up an autoreply message with your new email address on that account. Also, set up auto forwarding. Delay closing acct for at least 90 days.

MEMBERSHIP MAILBAG QUESTIONS

Requested by	Question	Assigned to:	Comments
mblairocc@yahoo.co m	Best way to remove junk mail forever	Rick	Dream on!
rbeales71@comcast. net	I brought my Comcast.net email address with me when I moved here in 2017. I receive notifications monthly that my Comcast settings are outdated. Should I be concerned that someday I will lose my Comcast address?	Bob	Eventually your old email will be removed from ISP you no longer use. https://www.redstampmail.com/resources/configuring-gmail-to-pull-mail/cox.net/
traveler472@gmail.c om	How can I erase/delete emails 1 time? I am using Gmail thru the iOS mail on an apple phone. Would like to know best way to set up files to store emails. Is there a way to auto direct the files to the mailbox? Is this a smart mailbox?	Rick	https://www.bettercloud.com/monit or/wp- content/uploads/sites/3/2016/06/bc guides-theultimategmailguide.pdf https://support.apple.com/guide/iph one/write-an-email-iph3caef30a/ios
ks_wells2@verizon.n et	IMAP VS POP	Rick	https://youtu.be/SBaARws0hy4

Requested by	Question	Assigned to:	Comments
ESvonGehren@cox.net	Is it my email app or COX that limits the size of my attachment? How can I send attachments that exceed this limit, e.g. an 'MPG' or 'Quick Time' video file?	Bob	Bottom line is don't use Cox as your primary email ID – support, features, and availability are grossly limited. 2Gb total email available, 25Mb per email. Use Dropbox. https://www.cox.com/residential/support/cox-email.html
	How do I get rid of old (no longer valid) addresses that appear when addressing an outgoing message, even though I've removed them from my Contacts book/app? Is this what the appears in the 'Previous Recipients' list?	Rick	It is somewhat dependent on the email client being used. Most do retain previous addresses; so pruning may be necessary
	What is the VIPs "folder"? What is a "Smart Mailbox" and how would I use it?	Rick	This is the Apple Mail client. https://support.apple.com/guide/mail/welcome/14.0/mac
	What does 'Synchronize' mean in my 'pulldown' menu? It shows me a list of all my account folders and it appears that I would be syncing only the folder I select. Sync with what?	Rick	It's syncing with the email host's IMAP server.
	Do I have another option for my ISP other than COX?	Bob	Verizon5G – not yet available in WMBG; satellite Hughesnet

EMAIL "BEST PRACTICES"

- 1. Use the IMAP inbound protocol in your client email applications.
- 2. Be skeptical to any/all unsolicited emails that are request an urgent response with embedded hyperlinks. Check the true email address of sender. And by all means, DO NOT tap or click any links in these suspicious emails. Send them to SPAM or Junk.
- 3. Review the contents of your SPAM or Junk folders regularly to retrieve legitimate emails; move them to your Inbox. Then, empty the SPAM or Junk folder.
- 4. If using webmail, add the email addressee to their Contacts or People address book, this will help ensure emails from these senders will not be erroneously detected as SPAM or Junk.
- 5. If using an email client, and legitimate emails are going to SPAM or Junk, use the host webmail to get to the whitelisting filters and make corrections as needed.
- 6. Periodically empty out your Trash or Deleted email folders.
- On mobile devices, you can limit the time period window of emails downloaded and stored on your device.
- 8. When you have a question or are having a problem, perform an internet search with your questions and cull out information from trusted sources.