

“All About Email on the Road”

Understanding your Email system and how to Connect from the Road

Frequently Asked Questions

Note: all specific instructions are given based on Windows XP and MS Outlook

My Email Address

My email address is connected to my ISP at home. I plan to cancel my service when I'm on the road. What email address should I use?

- You could get a free account with Yahoo, or Hotmail, or others. These are very good, but rarely is anything totally 'Free'. You may have to deal with advertising or unwanted changes in service.
- We recommend getting your own domain (like RVTravelers.com or SmithFamily.com etc.) from a registrar like Godaddy.com or Catalog.com or many others. It doesn't cost much (\$10 - \$50 per year) and it will then BELONG to you. If you don't like the way Godaddy handles email, you can transfer your domain to another email host. Your address can *forevermore* be john@smithfamily.com. You won't have to change it when you use different ISPs to connect to the Internet.
- DON'T go with another ISP (like Earthlink or Juno for example) and use the email they give you. You'll just have the same problem again when you change ISPs the next time.

Connecting on the Road

How do I connect using my Cell Phone?

- <http://groups.yahoo.com/group/InternetByCellPhone/>

I'm interested in the Datastorm satellite dish for my Internet connection

- www.datastormusers.com

My email address is connected to my ISP at home, how do I check it on the road?

- Most email providers have a web-based interface to their email services. For example, in S. Florida many people use Bellsouth.net as their ISP and their email. If you go to www.bellsouth.net you will see a tab called 'My Account'. Under that is an option for 'Webmail' where you can enter your username and password and then view your inbox.
- Most email providers also give you the ability to receive email on your computer using an email 'client' such as Outlook, Outlook Express or Eudora. You will need to know the settings for the 'Incoming Mail Server' or 'POP3'. You will also need to know the settings for the Outgoing Mail Server, or SMTP. In Outlook for example: Tools, Add New or Change Existing, Click on email account and Change You should now see the places to enter Incoming Server, Outgoing Server, Username and Password.

I want to use Outlook Express for my inbox, where do I get the information about Incoming and Outgoing Servers?

- Most email providers have this information on their websites, perhaps in their 'Frequently Asked Questions'

Everything works fine with Outlook Express, except when I'm connecting with WiFi I can't send email.

- Check with your email provider for further settings on the Outgoing Server. Most of them now require you to check the box that says 'My Outgoing Server Requires Authentication'.
- There are several links at www.coachconnect.net/support Look at the email section of the Frequently Asked Questions.
- Some email providers simply won't let you use their Outgoing Mail Server when you're not connected to them. In this case, you must use the Webmail interface.

I use a dial-up connection to the Internet, who do I dial when I'm on the road?

- Check with your email provider, they may have an 800 number you can use.
- Otherwise, you'll need to sign up with a service such as Walmart, or Earthlink, or Juno in order to get dial up service.

What is Pocketmail?

- Pocketmail is a service as well as a device that allows you to get email with any kind of phone. But, that's all you can do is get email – no web-browsing. Check it out at www.pocketmail.com

Netiquette

Are there generally accepted rules of usage for email?

1. Always enter an informative subject, this will distinguish your emails from spam
2. Always 'sign' your emails – this also identifies your emails better than the 'from' address because that can be 'spoofed' by spammers and viruses.
3. Limit emails to one topic. If you ask several questions, for example, you are less likely to get answers to all of them.
4. Always copy the original email when responding. It is very aggravating for someone to receive an email that just says, "Yes".
5. Don't use all caps. That is considered SHOUTING.
6. Don't forward 'forwarded' emails. Copy and paste into a new email.
7. Don't attach files without a detailed description of the attached file in the body of your message. People should never open an attachment without being sure of what it is. Make it easy for them.
8. Never attach large files. Large would be anything over 200k. Learn to use 'Zip' software to compress files.
9. Never put a lot of email addresses in the To: or the CC: field. Use BCC – these don't show up on the recipient's email.
10. Don't use 'whitelist' methods of blocking spam (that's where everything is blocked EXCEPT people you have on your 'whitelist'). Earthlink is famous for this one. You will miss a lot of legitimate emails. Spam is a fact of life, learn to deal with it. You can change the view of your inbox to more easily see what is spam. In outlook, use 'Messages with Autopreview'. NOT Preview Pane.

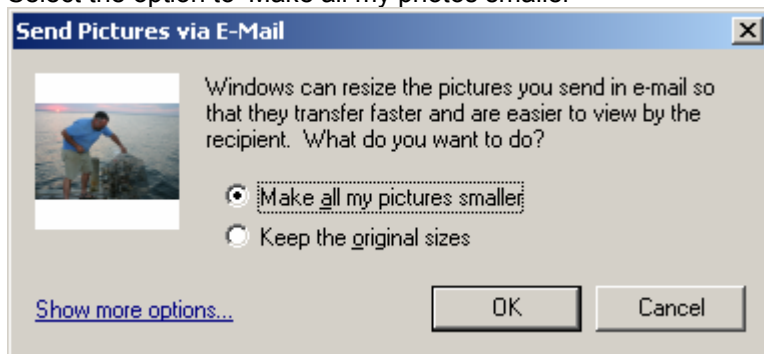
Photos

How do I send a photo with an email?

- First of all, make sure to resize it first, you should get the file to under 100k for it to be reasonable for the recipient. Your camera came with software that should be able to resize, or there is a free program you can download at www.irfanview.com
- Once the file is a reasonable size, you can attach it (remember to say you're attaching it in the body of your message)
- If you are using Outlook, you also have the choice to embed the photo. Use the menu option "Insert Picture" instead of "Insert File"

Using "My Computer" to Resize and Send a photo via email

- Using 'My Computer', find the photo you want to email (you can select multiple photos by holding down the Ctrl key as you click on the subsequent files)
- Right click on it and choose Send To : Mail Recipient
- Select the option to 'Make all my photos smaller'



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- When you click OK, you will be at an email with the resized photo attached.