

# What your IT guy wishes you already knew about

# EMAIL

## GLOSSARY

**POP:** Mail is pulled down from the server onto your computer. It will ONLY exist on your local machine.\*

**IMAP:** Mail is kept on the server, and your mail program (such as Mail.app or Outlook) sends signals to your server so that all devices are kept in sync. This is great if you have multiple devices checking the same email account.

**MAPI:** Microsoft's version of IMAP; includes Contact and Calendars syncing. This is more commonly known as Exchange, however Exchange is a brand name like Xerox or Kleenex.

**\* IF YOU USE POP EMAIL, DOUBLE CHECK YOUR BACKUP METHOD OR FIND AN ALTERNATIVE ARCHIVING SOLUTION FOR OLDER EMAILS. SINCE POP KEEPS THE MAIL ONLY ON YOUR COMPUTER, YOU NEED TO MAKE SURE YOU ARE BACKED UP IN CASE OF A CRASH OR WORSE. DEFINITELY THINK ABOUT OFFSITE BACKUP!**



## DIFFERENTIATE PERSONAL AND BUSINESS EMAILS.

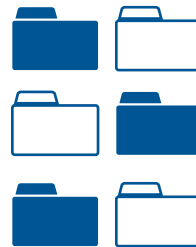
Most mail applications will combine all your inboxes. So if you check your personal and business email on the same computer, be aware of which account you are working with. With a combined inbox, your new emails often default send from the email you were last clicked on (so if you are on a personal email and click to create a new email, the system will think it's a personal email even if it's a business email). **A great tip to make sure you visually see where you are sending from is having different signatures for each of your email accounts.**

## EXPERT TIP

**Use a password manager to handle multiple email accounts rather than using the same password for each one.**

With your folders, organization is key, but not necessary. Keep your inbox clean by regularly sorting out the mail that comes in, but don't make 1000 different folders to micromanage. Too many folders will make organization very difficult.

Mail apps want your inbox clean so **put things in folders**. All mail apps open right to your inbox, which means every time you open the app, it has to re-load your entire inbox. The more items in there, the longer your mail will take to open.

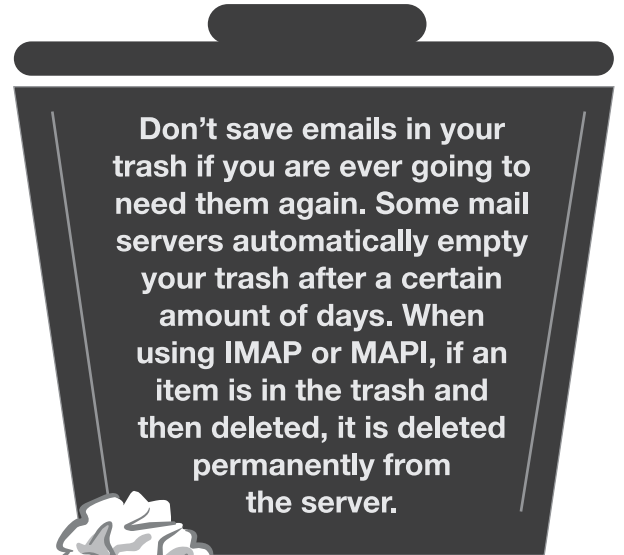


USE A SORTING OR SEARCHING METHOD THAT MAKES IT EASY FOR YOU TO ISOLATE A PARTICULAR PIECE OF MAIL BY SUBJECT OR SENDER. MOST EMAIL CLIENTS ALLOW YOU TO SEARCH BY TO:, FROM:, SUBJECT: AND CONTENT:. IF YOU SORT YOUR MAIL INTO A FEW, APPROPRIATE FOLDERS, THEN USE SEARCH, YOU CAN FIND MESSAGES QUICKLY.

*Signatures*  
should not have attachments.  
(you need to use HTML...call your IT guy)

## DO NOT

send attachments larger than **10MB**. Most mail servers will not allow it—even if your email allows it to go out, does not mean your recipient's email will allow it to come in. **Use tools like Hightail and WeTransfer to send large attachments.**



## USE RULES

Rules are actions taken on specific emails. For example, emails that come from a specific person or subject lines that have specific words can be set to automatically move to the right folders. Some servers even allow rules to happen on the server side, so the e-mail will be moved or deleted as preferred before even arriving on your device. It will show up in the right folder automatically, and never appear in your inbox. Rules on your computer, however, will not impact your mobile device. So if the Mail app is closed on your phone or tablet, the rule doesn't take effect.

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