

USING E-MAIL**Course 8200330: Computers and Business Skills****Benchmark: 41.09**

Use the Internet to perform e-mail activities.

For sources of e-mail, see such mail providers as <http://msn.com>, <http://aol.com>, and <http://yahoo.com>.

<http://www.microsoft.com/office/outlook/prodinfo/default.msp>

Microsoft provides information about Microsoft Outlook 2003, their personal information manager and communications program. Microsoft Outlook is one the most commonly used programs for managing e-mails.

<http://en.wikipedia.org/wiki/E-mail>

Wikipedia's coverage of "e-mail" is extremely comprehensive. It discusses the origins of e-mail, how e-mail works, and spamming. It provides links to a number of related topics.

http://www.penmachine.com/techie/emailtrouble_2003-07.html

This article, titled "How to Keep Out of Trouble with Your E-Mail," is a practical guide to performing e-mail activities. It covers style; formatting; technical considerations; replying, quoting, and forwarding; and provides additional tips on the use of e-mail.

<http://www.iwillfollow.com/email.htm>

This is a good source for e-mail etiquette. It includes smiley faces and often-used abbreviations.

<http://www.albion.com/netiquette/>

This source of e-mail etiquette (called "netiquette") includes a netiquette quiz.

<http://www.emailreplies.com/>

This site explains how to send effective e-mail replies. It includes 32 useful tips.