

## **How to Improve Your Email and Your Communications** by Joe Vangsness

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### **Background**

- Early email systems
- Trends in email use

### **Problems People Have Using Email**

- Too much Spam
- Font size is too small
- Sender asks for a return receipt
- Attachments are too large
- Images are too large
- No clear message
- Forwarded jokes, images, video files

### **Frequently Asked Questions**

- How do you send a message to several people without showing everyone's email address?
- Why do I get some much Spam and what can I do to stop it?
- How do you attach files to an email?
- How do you resize images to make them smaller for an email?
- What's the best way to organize email so I can find the ones I am looking for?
- Which email program is best: Outlook Express, Outlook or Thunderbird?
- My hard drive crashed, how do I recover my email and address book?

### **Outlook Express**

- Basic email client
- Efficient and easy to use
- Comes with Windows and is free
- Has spell check only if you have MS Word or MS Works
- Third party open source spell checkers are available
- My suggestion for new computer users

### **Outlook**

- Email capability as part of a program that offers several functions:
  - Contact information
  - Calendar
  - Create letters and other documents
- Comes with MS Office or can be purchased separately

### **Thunderbird**

- Open source free program
- Email client that is full featured – has spell check
- Is a good replacement for those who used Netscape Mail

### **Conquer Your Email Overload** by Debbie Mayo-Smith

### **Send: Why People Email So Badly and How to Do It Better** David Shipley

### **The Hamster Revolution: How to Manage Your Email Before It Manages You** by Mike Song, Vicki Halsey), Tim Burress

### **The Bliss or "Diss" Connection?: Email Etiquette for the Business Professional** by Cherie Kerr, Jim Doody

### **E-Mail Rules: A Business Guide to Managing Policies, Security, and Legal Issues for E-Mail and Digital Communication** by Nancy Flynn, Randolph Kahn

### **135 tips on email and instant messages : plus blogs, chatrooms, and texting** by Sheryl Lindsell-Roberts.

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