

## E-Mail – General Information

E-mail works in a very similar way to the Royal Mail Service here in the UK and no doubt many other countries too. The protocol used to send most mail is called POP3 which stands for Post Office Protocol.

In its simplest terms, this is what happens:-

Email goes into a mailbox which we provide attached to your web site domain names. This is similar to a PO Box at the sorting office. This is the only bit we provide along with junk filtering etc.

Mail transport is handled by your ISP (Internet Service Provider) since they provide broadband. (this is a bit like the road between your house and the post office)

The mail is delivered by the software on your computer (Outlook Express for instance) visiting the mail box by means of the ‘road’ provided by your ISP.

When it gets to the Mail Box it knocks on the door and is asked for a password. If it gives the right answers it gets given the mail which it then saves on your computer.

You can also visit the mail box directly to view its contents using web mail from any pc connected to the internet. This is covered in another article.

E-mail is often fairly instant but that doesn’t mean it will be every time. I’ve known mail to arrive for me 3 months after it was sent. Just like physical mail, e-mail can get lost in the system.

E-mail is not secure. Generally, any mail you send *could* be intercepted and read by others or by special software. Never send personal financial information via e-mail. (Secure e-mail services where the messages are scrambled and unscrambled, are available. Search on Google)

Not all e-mail sent will get through. Mail boxes are provided by companies for their clients, *but*, they sometimes impose rules about what types of e-mail they will accept and where it comes from. if your mail isn’t received, it may have fallen fowl of these *Rules*. Aol is known to have very aggressive

spam filters which will not allow mail through. You can ask the recipient to add you to their safe senders list, which will bypass the filtering system.

Some service providers will only allow you to send mail through their mail servers. BT residential customers for instance. You can have a mail box with us with your private e-mail address and receive e-mail but you then have to send mail through your BT account. So instead of your mail coming from your private e-mail, it will say its from your [e-mailname@bt.com](mailto:e-mailname@bt.com) for instance. There is little you can do about this as it's another rule imposed by your internet service provider.

Most business broadband services are not affected by this rule.