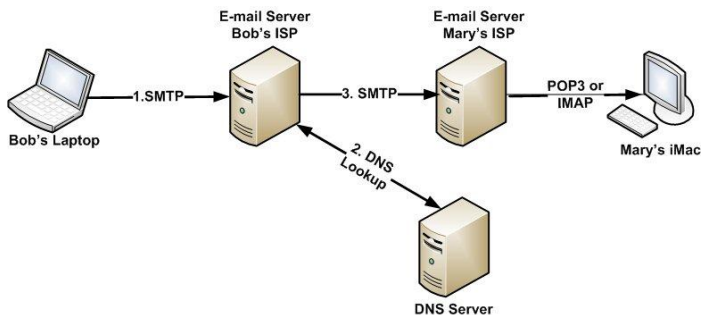# Keeping in Touch: Mail

How Emails Work

First, a scary diagram!

For those who are brave enough to proceed, here is a bit of an overview of how emails work, and more about the different types of email accounts.

- You have an email account with your ISP (internet service provider) – might be Bigpond, Hotmail, iiNet, Gmail, Optusnet, etc.
- When Bob sends Mary an email, it goes via Bob's ISP - its destination is determined by Bob's ISP Email Server (which is a computer!)
- The email is then sent to Mary's Email Server and stored (at least temporarily) on that server (computer).
- A **mail client** on Mary's iMac receives the email by talking to Mary's ISP's email server
    - o The **Mail** app on your Mac, iPad & iPhone is an **email client** application.
    - o **Microsoft Outlook** is another example of an **email client.**
- The features of your email account and how you set it up depends on the type of account you have

Keeping in Touch: Mail

How Email Works

- You create and configure your email account via **Settings -> Mail, Contacts, Calendars**
- Choose **Add Account…** to add a new email account to your iPad/iPhone
- Your ISP will provide instructions on how to configure your email account on your email client – Google is a good way of finding this information if you are not sure.

Types of accounts

POP Accounts

- Mail app downloads email from your ISP's server and you store the downloaded emails locally on your iPad, iPhone.
- You define in Settings or iPad/iPhone whether to delete email from ISP's server as soon as it is downloaded
- If you set up your email client to delete immediately on download, you may not be able to retrieve the email on another device
- Best to set up one device to delete emails from server, but to only do this weekly/monthly so that other devices have time to retrieve the email.
- Any emails you send will only appear on the device from which you sent the mail.

IMAP Accounts

- Unlike POP, IMAP allows you to have two-way communication between the mail on your ISP's Mail Server and your **email client**(s).
- So, when you read an email on one device, it is marked as read on your ISP's Mail Server
- When you see it on another device, it will be already marked as 'read'.
- Or when you delete it on one device, it will appear in the 'Trash' or 'Deleted' mail folder on another device

Keeping in Touch: Mail

How Email Works

- This provides a better method to access your mail from multiple devices.
- Hotmail, Gmail and Windows Live mail can be set up as IMAP accounts
- iCloud mail accounts (@me.com accounts) are automatically set up as IMAP accounts.
- Bigpond is planning to move all its email accounts to Windows Live from 2012
- Any new Bigpond accounts you set up will already be Windows Live accounts.
- Much better web-based mail management facilities under Windows Live

Organising your IMAP email account

- If your mail account is an IMAP account, you will have extra functionality available to organise your mail
- You can create extra folders and move received email to these folders
- Allows you to put emails you need to keep into named folders so that you can find them later
- Open Mail, and choose the Edit function (top)
- Select New Mailbox to create another mailbox