

Dear EClub,

Debra claims here that she is not a Computer Guru, but I believe she is!! She sends an updated version of this 4 times a year, and I have learned so much about email and computers from her. Read on!

Love,

Denise

thank you, Debra Bishop

■ (NEW STUFF ADDED!!)

Hi Everyone!

It's once again time for my NETIQUETTE email. I send this out about 4 times a year to help train and educate you on email usage. Before you ask, I am by no means a computer guru!!

Everything I know is self-taught. But because I believe that if we understand computers, we will be more effective in our businesses, I've made it my business to educate myself. One of the best tools I use is a daily tip from Computer Expert Kim Kommando. I also get her weekly newsletter. She puts things in terms that even the most computer illiterate can understand. To subscribe to her newsletter, go to <http://www.komando.com/newsletter.asp>

My other favorite site is www.urbanlegends.about.com That is where I go to see if that email you sent is a hoax or is real.

I've added a couple of new things, as well as some info about REAL VIRUSES vs VIRUS HOAXES!! Seems like there are a rash of them out there. Every day my Virus Program catches several. **IF YOU USE EMAIL AND DO NOT HAVE AN UP-TO-DATE VIRUS PROTECTION PROGRAM, THEN YOU ARE BEING IRRESPONSIBLE AND PUTTING ANYONE YOU HAVE EVER EMAILED AT RISK!!** Why? Because many of the viruses out there today can attach themselves to your address file and then will randomly send out viruses to people and you don't even know it!!!! Many of them have the ability of sending itself to you with someone's name that you may know, but that is not where it came from!! WOW!! Isn't that crazy...which just proves that as these viruses and worms get more and more sophisticated, we need more help. You can get a good virus program for \$30 and they are worth every penny!!

I have gotten a slew of viruses lately that are from people I actually know. Because I know the nature of these viruses (how?? I read about them so I will know.), I also know that they did not send that virus. It is one of those that has that ability to come from an infected computer and change the name to anyone in their address file.

Also, even if you have a current up-to-date virus program or if you have an older program, make sure that you are doing weekly scheduled live updates so that you can be current with the latest viruses.

Because I am getting sooooo many viruses from addresses I have never heard of, I now go to MESSAGES and BLOCK SENDER so that if it comes again, it automatically goes into that box. I always delete ANY message that Norton says is infected, even if it tells me it was repaired. Nothing is that important that I need to read it!!

Here is a good rule to follow - if in doubt, **don't open!!** If you aren't sure, email the person who sent it and ask them first. Believe me, if it is legit, you'll probably get it again.

If you want to do a scan to see if your system is clean, the best site I've found for a free scan is <http://housecall.antivirus.com> This did a free scan of my entire system very, very quickly. You'll need to load the program and that takes a few minutes but the scan is very quick and very thorough. It takes a few min. to do the scan, depending on how many files you have, so be patient. This site also offers a one-time cleaning if you have viruses. You can also purchase (optional) their virus protection program.

Another free program that I recommend loading is some kind of firewall. A firewall protects your computer against hackers. *Without a firewall, your computer is operating under an "open door" policy. Bank account information. Passwords. Credit card numbers. Documents and photos that you don't want to share with the world. They are all available to anyone with bad intentions and basic computer skills. Hackers can get in, take what they want, and even leave open a "back door" so they can turn your computer into a "zombie" and use it to attack other computers.* I use ZoneAlarm. I installed it about 3 months ago and as of today it had blocked some 165,000 intrusions of which 850 were high rated!! ZoneAlarm is also free. Go to www.zonelabs.com

If you have other items that you feel need to be added to this list, please let me know.

Hope you find this info useful.

Thanks,

Debra Bishop

"NETIQUETTE" - If such a word were in Webster's, it would tell you that it is etiquette on the internet! As the internet becomes more and more popular and a bigger source of communication, we find that our email becomes busier and busier and more clogged. There are so many of you out there learning about this wonderful tool! May I pass along a few helpful hints that will help us all. My apologies to the "Internet Whizzes"...you can just delete (or pass along to others).

1) [FW: FW: FW: FW: FW: FW: FW:](#)

Well, you get the idea! Don't you just hate all of those emails with the umpteen forwards??? I have to confess that once I open the 3rd one, I just delete it. I figure it'll come around again!

Here's how to avoid passing that on down the line.

First, once you are reading that email that you won't pass along, DON'T go back to the Inbox! In most email programs, you can **FORWARD FROM THAT PAGE!** I have Microsoft Outlook and I can forward from there. Just look for the "forward" box (mine looks like a woman with a curved arrow - a "forward" box shows when you put your cursor on it)

OR, **better yet**, you can copy and paste into a new email. Simply hold down your left mouse key and highlight the email (*please do us all a favor and leave out those addresses!*), go to edit on the top bar, click on "COPY". Then go to the new email, put the cursor in the body of the email, go to edit and click on "PASTE." VOILA!! There is the email, without all of the addresses, without all of the forwards and none of those annoying little <<<<<< things!

2) THE MILLION ADDRESSES IRRITATION

You know what I mean...it's when you have to scroll down through every single email address of every person who ever received this email!! If you want to pass along that email, PLEASE copy and paste it into a new email, leaving out all of those addresses. (See #1 above for how to do that.) Everyone who gets that email in the future will thank you! Besides, I personally don't want my email address out there for every spammer to get!!

(Note - Just read up that a lot of spammers get their addresses from emails that do not use BCC. They glean the email addresses and then start sending all manner of ads, trash, etc. to your address. Help protect us all, USE BCC!!) See #3.

3) THE JOY OF BCC

Most of you are familiar with the use of BCC - Blind Carbon Copy. In case you aren't, this is a feature that allows you to send out that email to lots of people, but each person only reads their name and does not have to wade through every name you sent it to. It also allows you to send email and everyone doesn't know who got it. The biggest plus, though, is for the reader. Thank you for using BCC.

Some Email features automatically include BCC. I use Outlook Express and to get to it, I click on the TO, that takes me to my address file. The BCC comes up in that box. I click on the address (mine are grouped so I don't have to type out everyone's name) and then on BCC.

4) VIRUSES, DISEASES, COOTIES, FREE STUFF!! (The one that bugs me the most!!)

Almost daily we get emails about viruses on the net, deadly diseases out there, and free stuff just for sending this email to every one you know!! Almost all of them are rumors and hoaxes!! How do I know? I go to one of these reliable sites listed below and check them out. I recommend that you **bookmark** these and then refer to them whenever you get one of those "I-wonder-if-it-is-true" Emails.

Let me tell you that Gap, Disney, Bill Gates, M & M's and Abercrombie and Fitch are NOT giving

away free stuff!! Anti-perspirants and tampons do NOT cause cancer! (As verified by the American Cancer Society's web page.) Hypodermic needles in phone booths may happen, but that story won't die! Poor Amanda Bundy, the sick child who is dying....I got that email over 5 years ago and then got it again last weekend. And internet viruses....if they are for real, then don't you think it will be on the national media? Both "Melissa" was "I Love You" were big-time national news. Never have I heard Dan Rather or Tom Brokaw talk about the "Budweiser Frog" virus. As a Cancer Sur-Thriver, I get LOTS of emails about cancer dangers and emails about folks, especially children dying with cancer and if you forward this email, such-and-such organization will donate 10 cents for each address. I do a lot of work with the American Cancer Society and I do not know of any reputable fund-raising organization that will do that. *Most of those scams are used to a) clog up email and b) collect email addresses - didn't you wonder how you got that email from someone wanting you to invest, buy addresses, pornography etc??*

These sites give you all of that info. ***Folks, we have a responsibility to check things out before we pass them along. It speaks to our credibility.*** Just because it came from a "reliable" source and is on the internet, does NOT make it fact. If that were the case, you would please send this out....DEBRA BI SHOP IS A JILLIONAIRE, A SIZE 6, AND AN NSD!! Wow, it must be true, I read it on the 'net!

PLEASE BOOKMARK THESE SITES!! I USE THEM ALMOST DAILY TO VERIFY THINGS BEFORE I SEND THEM OUT.

The 2 sites to check out rumors, hoaxes and such are:

<http://urbanlegends.about.com>

<http://hoaxkill.com>

Please, please, take a minute and look it up BEFORE you pass it along.

5. PLEASE, PLEASE, PLEASE FORWARD...HELP FIND THIS MISSING CHILD

I make it a habit to check on all missing children email at the above mentioned sights. Most of the time, the children aren't real, nor or the people who supposedly wrote the email. Yes, sometimes they are of actual, real children who did disappear, but those children were found within a few hours of missing but the email has now taken on a life of it's own. You can find this out by going to www.urbanlegends.about.com, type in the child's name and it will tell you if this is real. Please check them out first. It's sorta like crying "WOLF"....we send these out, get de-senthitized and when a real emergency happens, we tend to blow it off. Again, educate yourself.

6) IF YOU LOVE ME SEND THIS TO 10 PEOPLE

There are so many wonderful motivational poems and stories out there! I don't want you to have your feelings hurt and I want you to know that my love for you is NOT based on whether or not I return a poem to you and 10 other people. If you send me one of those "if you love me, send this

to 10 people and back to me" things, I WILL NOT be sending it back. And don't even think that for one minute I believe that bad things or good things will happen to me if I don't pass along that email in one minute or less!! I put my faith in God, not emails!! Why don't I pass it along anyway?? I don't want to clog up the email any more than it is and besides, you've already read it!! You are still one of my favorite people and I know you know that!

7) THE UEO...not UFO...UNIDENTIFIED EMAIL OBJECT - This is when you neglect to put a topic in an email or else you have a title that doesn't identify the email...such as "Read this PLEASEEEEEEEEEEE!" or "This is good!" or "You'd Better Send this back!" or even "Fw". For those of us who get a lot of email, it helps to have a topic there. Many times we've already received it and can catalog and delete it. Besides that, if it is that good, title it correctly!

8) KISS - KEEP IT SIMPLE SWEETIE!

Those ornate colorful backgrounds are pretty, but bad on eyes! Sometimes they are just too busy to read! And, if you sent me something that I wanted to print out, it is difficult to do. Many of us would appreciate it if you kept the backgrounds simple (white) and the font easy to read. If you are sending me a birthday email or an "Yipee" email or an occasional one, then ok, but please, not for everyday use.

9) I CAN HEAR YOU! Did you know that in computerese, using ALL CAPITAL LETTERS MEANS YOU ARE SCREAMING AT THE OTHER PERSON!! And it's not easy to read either. So don't yell your entire message, we'll think you're mad at us!

10) THE TACO BELL DOG AND OTHER VISIONS! If you want to see the Taco Bell Dog, you'll just have to watch TV because, folks, HE AIN'T GONNA RUN ACROSS YOUR COMPUTER SCREEN no matter how many people you forward that email to!! The same goes for other pop-ups. Whenever I see an email that says, "this is hysterical...I don't know why it works, but it does!!!", I just delete. They do not work!! That is just another way to collect those email addresses and clog up the system.

Here are a few other helpful hints:

1) Don't forget to empty the trash! If you don't, every email you've ever gotten or received is still there!! If you don't know how, call your internet provider and ask them to talk you through it.

2) You'll also need to compact your files occasionally.

3) Address Groups - you can put your addresses in groups so that you don't have to type the names in each time. For example, you can have one with Customers, another with Friends, one for Relatives, Co-workers, etc. Again, ask your provider to help you with this.

4) Before you automatically add people you don't know that well to your address file and then send them everything, you might should check with them first. Some people do not want to get everyone's email.

5) Check your email frequently!!! Especially if it is business related!

[Now for some info about mailboxes.](#) If you use a free mailbox like Hotmail or Yahoo, then you need to know that Hotmail has one of the smallest boxes out there. That means that it fills up fast! It only takes a few emails with attachments that have graphics or pictures and it is probably full. Then everything else will bounce. I don't know about others, but my policy is that if your email bounces more than 2-3 times, I delete you until you let me know it is fixed. I send out a lot of email and if only 5-10 people on my list have bouncing email and everything I send comes back, that is A LOT of email. This is the only way I can control it.

If you get a lot of email and do not check your email box EVERY SINGLE DAY, then I recommend that you either get a separate email for your business mail OR find a bigger box. I went to a Search and typed in "free email" and got a long list of sites. I checked out a few and this is what I found:

Hotmail - 2 MB (this is VERY small)

Yahoo - 4 MB

Gogoworld - 6 MB

Mail.com - 10 MB

There are many, many more listed. Check them out and find one that fits your needs.

I hope this helps everyone out there. I know that I am still learning every day how to use this wonderful tool and when I was new at this email-stuff, I appreciated any help I could get.

Happy emailing!

Debra Bishop

Blessings are chasing me down and overtaking me!!