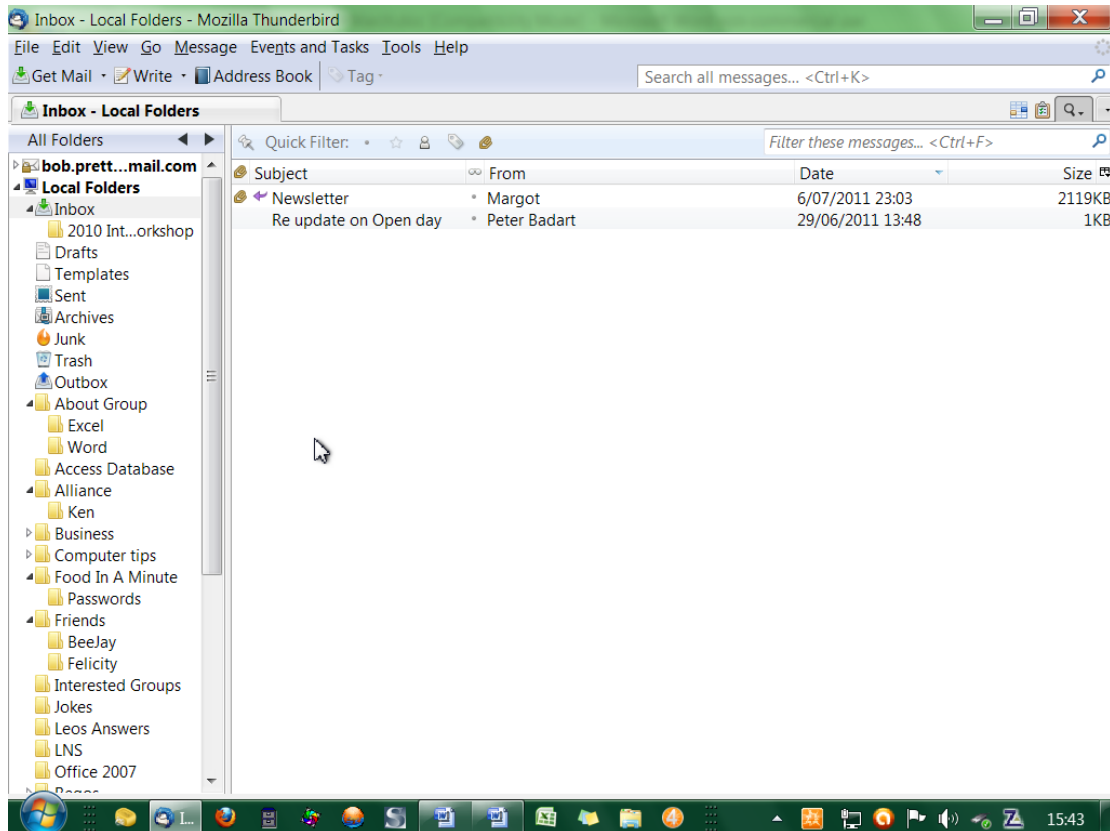


E-mail Tips
From March - July 2011



Written and Researched by Bob Pretty

Version 2.04 July 2011

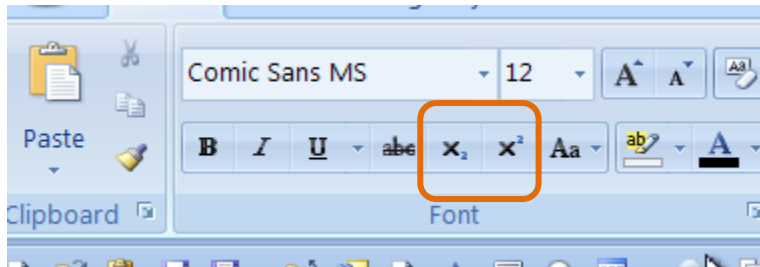
Email

CONTENTS

SUPERSCRIP AND SUBSCRIPT	3
USING A WORD PROCESSOR TO GET RID OF FORWARD BRACKETS	3
EMAIL SAFETY	5
BCC EXPLAINED	5
ENABLE THE BCC FIELD	6
FORWARDING EMAILS SAFELY	6
HOW MANY EMAIL ADDRESSES DO I NEED?	6
SIMPLIFYING REPLIES IN THUNDERBIRD	7
REMOVING BLUE VERTICAL LINES IN YOUR FORWARDED WINDOWS LIVE E-MAIL:	8
PRINTING SELECTED PARTS OF AN EMAIL	9
QUICKFOLDERS TOOLBAR FOR THUNDERBIRD	9

Superscript and Subscript

When writing email, there are times I would like to use a superscript (degree C) and subscript (H₂O). Is there a way to do this in email?



If you're using Microsoft Word or Outlook 2007 or 2010, you can easily add either superscript...or subscript from the toolbar. In Word, it's found under the **Home** tab.

Or, in any version of Word, from 2003 onwards, both types can also be added by selecting the desired text and using the following keyboard shortcuts:

Superscript - (Ctrl+Shift++) this is Ctrl Shift Plus - hold down the Ctrl and shift keys and type the + key once.

Subscript - (Ctrl+=)

To return to normal script, just retype the shortcut.

If you don't have access to Word, these can also be added in OpenOffice Writer, using the keyboard shortcuts listed below.

Subscript - (Ctrl+Shift+B)

Superscript - (Ctrl+Shift+P)

Then retype the shortcut to return to normal script.

There are menu options available also (I'm not going into them here).

Now to insert them into your email, if you're not using MS Outlook (that's Outlook that comes with Professional Office not Outlook Express) use the copy and paste method. I copied subscript from a Word document into an email then sent it by Thunderbird to myself as the recipient, I also did this using Gmail to send and receive by. Both displayed both the subscript and superscript. The best way to try these out is to do the same in the email you are using and test it the same way.

Using A Word Processor To Get Rid Of Forward Brackets

How do I get rid of all those symbols that appear in forwarded emails?

Have you received an e-mail that's been forwarded to you with all those annoying >> marks in front of each line? You can easily eliminate these marks by copying the message to a word processor such as Microsoft's Word or WordPad. Following is a partial e-mail message which was forwarded to me:

Hi Bob, I thought this was within your 'orbit' of humour...
Cheers, Ken.

BRILLIANT!!!!!! Or What

A SENIOR MOMENT - An elderly lady actually wrote this letter to her bank. The bank manager thought it amusing enough to have it published in The Times and this newspaper thanks him most sincerely.

As can be seen my e-mail client is Thunderbird and instead of the >> marks that come with Outlook Express there are the vertical lines running down the page. How many lines present is to do with the number of times the email has been forwarded. If this is copied into a word processor such as Word the lines just disappear.

BRILLIANT!!!!!! Or What

A SENIOR MOMENT - An elderly lady actually wrote this letter to her bank. The bank manager thought it amusing enough to have it published in The Times and this newspaper thanks him most sincerely.

The above part of the email was just highlighted in the email page and drag 'n dropped into the word document. Is that simple or what?

Email Safety

The Senior Net Porirua New update newsletters are all sent by email any questions or replies that are produced from it land in my email Inbox. I'm pretty careful when I receive inward emails because I use Mail Washer in which, I can trap bad emails from the point of view that they are Spam and it also alerts me via my Anti-virus software if the email contains a virus or a suspected virus. By using Mail Washer the actual Email is still sitting on the ISP server and I am at liberty to delete it at that point so that it never gets anywhere near my computer email inbox. I also can Blacklist certain email senders and mark as friends, senders I trust. However, bear this in mind, some people that may be friends may have a virus that has attacked their machine and via their address book send out an email containing the virus in an email they are quite unaware they have sent.

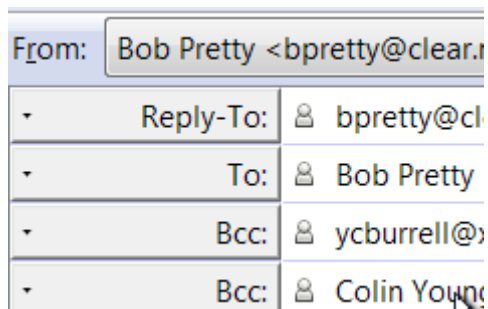
There are other forms of keeping safe on email and this can apply to more than your computer. I received an email not long ago from a friend - well an acquaintance really - that gave me details of his address and phone number plus an overseas trip the dates of his departure and arrival back into the country. He told us that his house would be locked up and that if we sent any emails to him that an automatic answer had been set up to say when he would be back that email also contained the very same details. Great stuff this, suppose some untrustworthy spammer who was also dishonest enough to do a break in had received this auto reply. What a time they could have had in an empty house that obviously contains a computer among other things. Really all this person had to do was supply everyone with his bank account details and he was laid open for a complete shake down. Emails do not have to rely on scams and viruses to lay the email user open to security risks. Auto replies are great to use on office networks they can keep a fellow worker why you're not replying to emails or the phone. But use your loaf when applying them to home use - in fact having informed your friends in a group e-mail why do they need to see an auto reply?

Bcc Explained

How is it that you get emails that aren't addressed to you? Well let me say now you haven't done anything wrong. The answer lies with the sender not using the Bcc field. This tip describes some the role of the Bcc field and its uses.

The Bcc field in an email client enables you to send an email to anyone, while displaying someone else's email ID in the To: field. I usually send out the SNP News Updates this way sending the To: field with my address in it then the Bcc: field with all the other recipients' names in it.

Email



Shown here is a screen shot of the heading of the SNP News Update heading lines.

In addition to being sent to myself (yes that's not a typing error, I send the original to myself) this email will also be sent to the current members of SeniorNet Porirua.

Enable the Bcc Field

In some email programs it is necessary to enable the BCC: field in order to use it. This is not the case in some other email programs, in Thunderbird it is part of the sending email program automatically but then this program does so many things better than some of the others. If you need to enable BCC your best option is to check your program's help file.

Forwarding Emails Safely

Let's suppose that you receive an email that has some very special or specific information that you wish to forward to other people but the original has not been sent via BCC: how can you get rid of the addresses? The easiest way is to cut and paste the message only into a new email and then address the recipients in the BCC address. This means that you are at least safeguarding other peoples' addresses - some of whom may be unknown to you or to your recipients. This is a little longer than just clicking on Forward but can you be sure that your recipients are not going to forward it? Think of this:

You receive an email with twenty addresses listed and you then forward it to just your close family and friends. Each of them, we'll say there are ten of them, send it to five others now fifty people have them, you can see where this is going can't you?

How Many Email Addresses Do I Need?

I know people that have their own email account with Xtra or Clear and have other addresses with Gmail, Hotmail, yahoo etc. if they are receiving attachments in these email accounts they have set up for themselves a thankless task. It becomes necessary to remember all the usernames and passwords and to check on a regular basis each and every one of the accounts for attachments and just email.

A problem with several email accounts is that some of the older attachments get lost among the latest ones received. You may have to regularly email clients, customers or others asking them to send an old attachment again, which eats into productivity time. Remember time, even for those of us that are retired, is

Email

a resource not to be wasted on mundane chores. Unless you really need all of these accounts I would suggest closing all but one of them - required for giving out over the internet when requested by some site you are unable to trust when first looked at. I never give my ISP such as my "Clear Net" address to an internet site until I know I can trust them.

Simplifying Replies in Thunderbird

I use Thunderbird as my email client (program). With this I get many emails asking questions about how to do things in programs. On average I answer about 20 queries a week. My replies may include part of a manual I have written or some other quite long article. Sometimes I get a further request for information and the email contains not only the original question but my reply including all material sent.

I like to delete everything but the enquiry in my answer. I used to do this manually, and then someone gave me a way to do this in an easy way to clear unnecessary data from replies in Thunderbird. He advised me to only highlight the question and not all the other; it will all be there if you just click the Reply button as shown here.

On 20/04/2011 11:07, Gus & Win Weir wrote:

Hello Bob again,
Thanks for your efforts but unfortunately Office 2003 seems to be quite different to the explanation you sent me. However I was able to overcome my problem, although I am not quite sure why.

Kind regards

Graham W

----- Original Message -----

From: [Bob Pretty](#)

To: [Gus & Win Weir](#)

Sent: Thursday, April 14, 2011 6:48 AM

Subject: Re: "Tech Question"

When the message only is highlighted and the Reply button is clicked this is what will happen.

The screenshot shows the Thunderbird email client interface. At the top, there is a toolbar with various icons for text formatting and editing. Below the toolbar, the email content is displayed. The message from Gus & Win Weir is highlighted in blue. The text of the message is: "Hello Bob again, Thanks for your efforts but unfortunately Office 2003 seems to be quite different to the explanation you sent me. However I was able to overcome my problem, although I am not quite sure why. Kind regards Graham W". The Reply button is visible at the bottom of the message area.

I can now just highlight the text I want to display in my reply and click Reply and that is all that is seen in my reply. This means that I no longer have to spend time in the reply edit screen highlighting and deleting the text and extraneous data I don't want to send back.

Removing Blue Vertical Lines in Your Forwarded Windows Live E-mail:

Ever tried to forward a joke type e-mail, only to have the forward email appear mis-formatted due to those blue vertical lines running down the left side of your e-mail? It's not you or your method of sending that does that you are definitely not alone in your despair. It's something generated by the e-mail program when a message is forwarded. Thank goodness they do not all do this but, these coloured lines are annoying and a pain in the butt plus something that most of us want to get rid of. However, there are a few tricks to speed up the removal of these lines without the need of third party "e-mail cleaning" programs.

Windows Live Mail

The latest version of Outlook Express is Windows Live Mail, which offers a push button solution to remove these lines, here's how:

Select your e-mail and press the forward button.

This will open it in the standard editor.

This means that you can now edit the received email, which is not possible in the received screen.

Place the cursor to the right of the vertical line you want to remove.

At the top of your editor screen, select the Message tab if it is not already selected.

Different message formatting options will appear.

Find and click the Clear formatting button to the right of the font size and style fields.

The vertical line to the left of the cursor will disappear.

If (as in some cases) there is more than 1 line repeat the process by placing your cursor to the right hand side of the next line as you did previously.

Ok there is now a big space in front of the text, or should I say to the left of the text so how do we get rid of that? You don't have to choke a cat with cream to kill it and the answer here is simple. It's called copy and paste.

Select the message content to be forwarded by highlighting it.

Use Ctrl + C to copy it.

Move to the top of the page above the content you just copied.

You may have to type the enter key to make a space for the cursor to fit at the top.

Now use the Ctrl + V which will past in the contents as you want them to look.

Move to the old content highlight it and then delete it by typing the Delete key once. It should be deleted and you are left with a nice formatted letter which you can now forward by clicking the Send button. Why the forwarding program

puts these in is anyone guess they are not really needed and are as useful as Long John Silver's parrot.

Printing Selected Parts Of An Email

Ever had to print just a couple of paragraphs of a received email? Every book I've read tells you to highlight the text required and either copy it into another program such as Word or Notepad and print that document. The other way that they teach you to do this is to use the printer and select Selection. To tell you the truth I've never been able to get Print Selection option to work when using Email. I also think that if you have to start another program then you are not making the computer work for you. If you can't get the Print Selection option to work in Email even tho' it works in Internet and will work in some versions of email and with the correct printer with good up-to-date drivers then do the following:

Highlight the selection you require.

Right click on the text.

From the drop-down menu select Print preview and then print.

Once you get used to doing this and are sure of yourself just click the Print button and by-pass the preview part of the operation.

That's it, no more messing with copy and paste with email and other programs.

QuickFolders Toolbar for Thunderbird

The question that I'm asked fairly often is in Thunderbird, how can I put a shortcut icon to the Inbox on the Mail Toolbar?

My usual answer is why would you want to do this?

I have found nothing in the Thunderbird set-up that would allow this to be done but as I'm asked the question so often I decided to do a bit more research on it and what I came up with is an add-on called Quick Folders that will do this. I used it for a demonstration to show how it's done but removed it again afterwards because I don't use toolbar icons very much and use mainly short cut keys when I don't use the mouse.

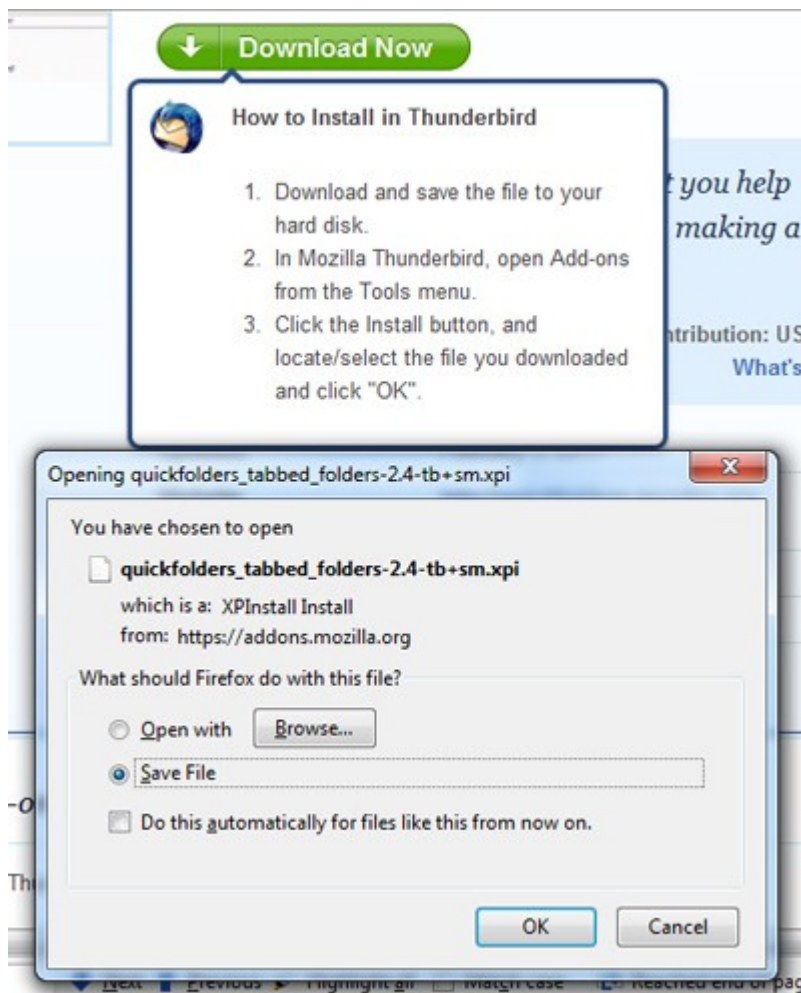
However there is an add-on available called Quick Folders that offers this option I can see no point in using this particular add-on for two reasons:

It's just as quick to have the list of folders displayed and click the one you want

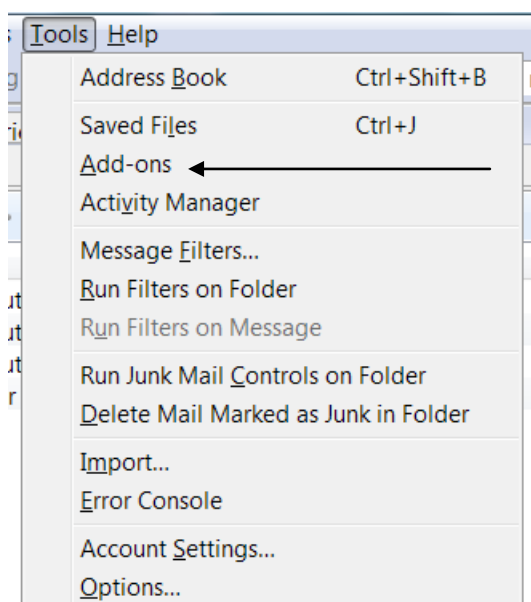
It means a bit more clutter on the email tool bar.

Setup instructions appear, along with the download (see below). You'll need to be able to find the installation application later, so it's a good idea to save it to a place that's easy to remember.

Email

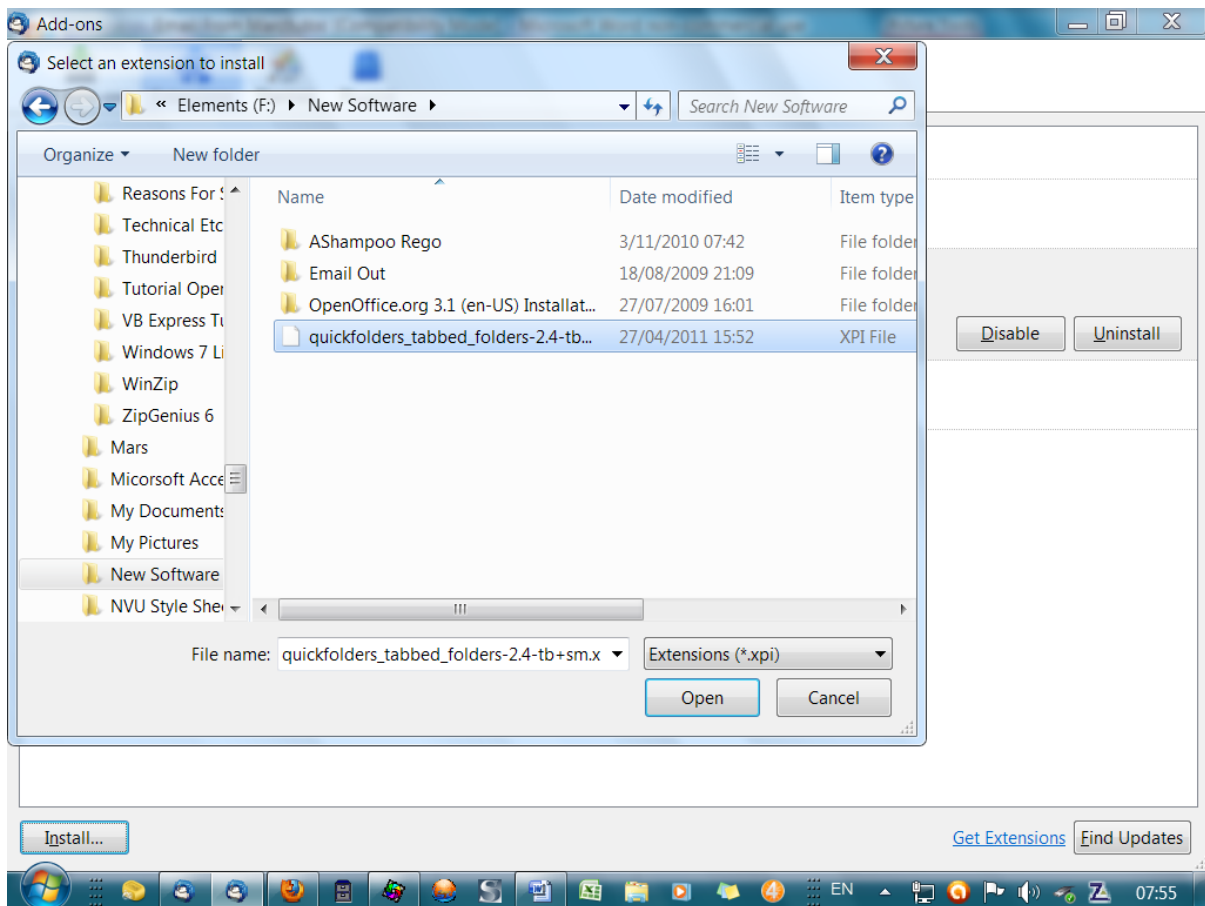


I always save applications to a folder that I name New Software. Open Thunderbird and, in the Tools menu, click Add-ons.



Email

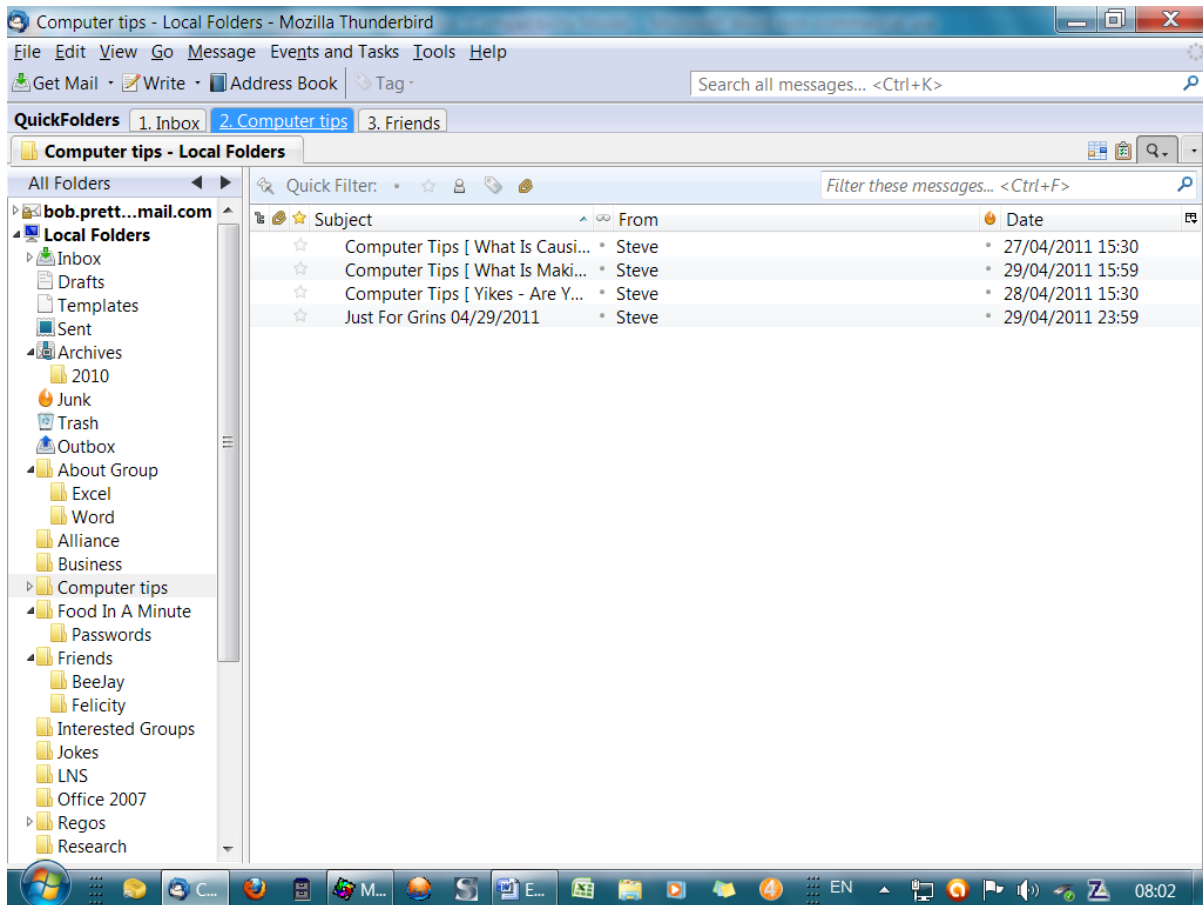
In the Add-ons dialog box, click the Install button and in Select an extension to install, open the application. Knowing the location of the file is imperative on this operation that is why I always download software into the F: drive and the New Software folder as shown here.



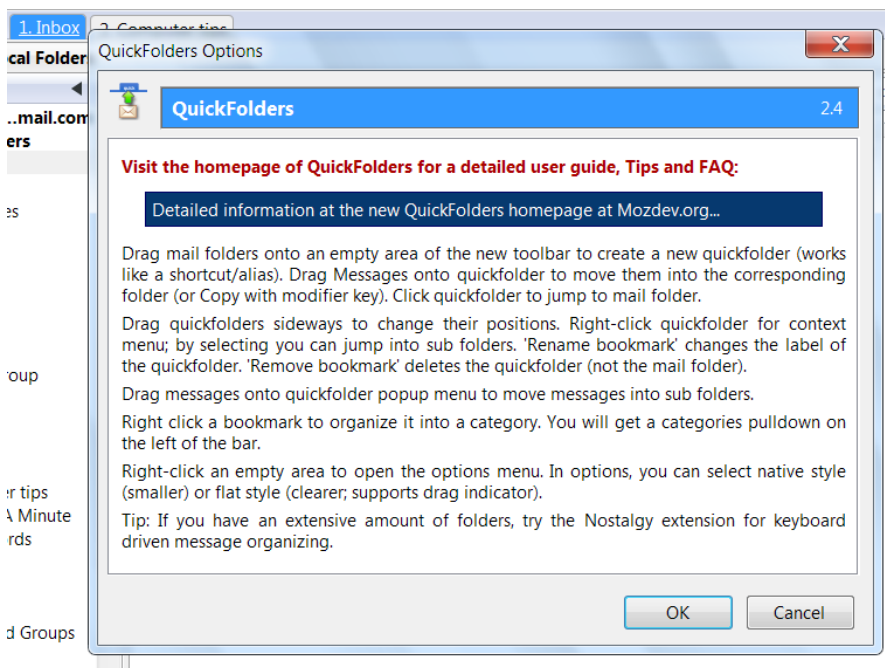
You will need to restart Thunderbird when the install has completed for it to become active.

You will see in the diagram below that all that you need to do to place a folder (you are limited to 9) is to drag and drop it into the tool bar. These will be numbered as they are placed in the toolbar. You may swap from one to the other by pointing and clicking the mouse on them or use Alt + x (where x is the number alongside and to the left of the name of the folder).

Email



Right click on the folder toolbar for on one of your tabs listed and a small menu will display. It's possible to change the colour of the tabs and by clicking the QuickFolders Help button. This will give you access to the help contained in the Add-on without the necessity of going on line to find help.



As stated at the beginning of this item I personally can see no advantage in using this Add-on unless you have more than 20 folders and wish to place the most common ones on the toolbar. To use it to place just the Inbox on the toolbar so that you

Email

may use Alt + 1 - or Ctrl + 1, whichever is your choice from the setup menu, is really just a waste of computer resource.