

# EMAIL NETIQUETTE

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In its simplest form, e-mail is an electronic message sent from one computer to another. The standard protocol used for sending email over the Internet is called **Simple Mail Transfer Protocol** (SMTP). One major advantage over regular mail is that you can retrieve your email from any location. Once you connect to your mail provider, you can download your messages.

To receive email, you must have an account on a mail server. This is similar to having a post office box where you receive letters. Every time you send an email message, your computer forwards it to your Internet Service Provider's (ISP) mail server. The server checks the email address and then sends it on its way.

Emails often pass through different mail servers on their journey. Each server reads the address before sending it on towards its final destination. When the email finally arrives at the destination mail server, it's stored in an electronic mailbox until the recipient checks their mail. When they log on, their new messages are displayed.

## Understanding email addresses

All email addresses are fairly simple and contain two sections. The **header** generally contains the name and address of the recipient, the time it was sent, and the subject of the message. The **body** of the email contains the actual message itself.

Every email address is typically made up of certain sections that help ensure it gets to its intended recipient. Let's look at a typical email address:

greg@netguide.co.nz

The first part is the user's account name. The @ (at) sign separates the user name from the server name, also called the domain name. The domain name is the mail server where the recipient has their electronic mailbox. Most often it's usually the name of a company or the recipient's ISP, like **bigpond.com** , **nzmail.co.nz** , or **aol.com** .

The next section indicates the type of domain or organisation. In this case **.co** or **.com** indicates a business or company. There are different types of top-level domains, such as **edu** (places of education like schools or universities), **org** (non-commercial **org** anisations), or **gov** ( **gov** ernment departments). Moves are also afoot to introduce several new top-level domains, such as **.tv** (television), **.info** (information), **.biz** (business), and **.pro** (professionals).

The last part of the domain name shows the country where the host server is located. While **.nz** stands for New Zealand, there are no prizes for guessing where **.uk** and **.us** represent. Addresses that simply end in **.com** are located in the US; such a powerful entity and the "inventor" of the Internet does need to announce itself with a suffix.

## Netiquette and style tips

As the use of email has grown and developed in popularity, so has a basic set of rules or **netiquette** (network etiquette) for using email when communicating with other people. While this is by no means an exhaustive list, the following rules are worth sticking to.

- NEVER TYPE IN ALL CAPS. This is perceived as shouting and is considered to be rude.

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- Carefully consider what you write before sending it. Email is far more immediate than a traditional letter, and it can be easy to send something in the heat of the moment.
- An email is a permanent record, so make your points clear and concise. Use a spell checker if available.
- Sending unsolicited emails to people who haven't given you their email address personally is considered as **spamming** .
- Use descriptive subject lines. Give people an idea of what the information is about before they open the message.
- Limit the length of your lines to 65-70 characters across. Some email programs will wrap the text at wrong points or not wrap it at all.
- Don't attach large files (over 50K) to your emails without getting permission.
- When forwarding messages, put your comments at the top of the message.
- Use **emoticons** (smileys) when trying to convey a tone of voice :- ) (see below)

## Emoticons

Letting other people know how you really feel isn't always easy. Faced with this problem, the early devotees of electronic bulletin boards began using simple punctuation marks as a way to express their moods and feelings to each other while online.

Emoticons - originally known as smileys - are facial expressions or gestures made by using a certain series of keystrokes to produce an image (viewed sideways).

They started with a simple smiley face: :-)

Such a basic pleasantry literally means "I'm happy to hear from you". A smiley can also wink, as if to say something "tongue in cheek": ;-)

An emoticon can even be unhappy or upset: :-(

Quite often, an emoticon can indicate a type of mood or response. Many are a clever use of a normal keyboard's symbols. Most are simply a bit of fun. Here is a sample of what we have found on the net

!-(	Black eye	:()	Loudmouth
#-)	Wiped out, partied all night	:+(	Got punched in the nose
#:-o	Shocked	:(	Crying
%*}	Inebriated	:-&	Tongue-tied
%-(	Confused	:-> :-/	Wry face
%-)	Dazed or silly	:-@	Screaming
%\	Hangover	:-D	Laughing

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>>:- >:- >:-(	Annoyed	-D	Big laugh
>=^ P	Yuck	:-X	My lips are sealed; or a kiss
( 8(l)	Homer	:-	Indifferent, bored or disgusted
(( )):**	Hugs and kisses	:-  :-	Déjà vu
(-:	Smiley from the southern hemisphere	:-}	Mischievous smile
(:-*	Kiss	:/)	Not funny
:(	Sad	;)	Wink
(:-\	Very sad	=:-)	Punk
(:):(:	Bandaid, meaning comfort	d :-o	Hats off to you!
(:	Egghead	P*	French kiss
0:-)	Angel	[::-)	Wearing headphones
@ }->----	Rose	[::-	Frankenstein
~:-\	Elvis	[:]	Robot
8-O	Astonished	`:-)	Raised eyebrow
8-[	Stressed	( (	Sleepy

## Chat Abbreviations

As with email there are a number of abbreviations which have become standard when chatting. Below is a list of the most commonly used

<b>AFAIK</b> = As Far As I Know	<b>AFK</b> = Away From Keyboard
<b>ASAP</b> = As Soon As Possible	<b>BAS</b> = Big A\$\$ Smile
<b>BBL</b> = Be Back Later	<b>BBN</b> = Bye Bye Now
<b>BBS</b> = Be Back Soon	<b>BEG</b> = Big Evil Grin
<b>BF</b> = Boyfriend	<b>BIBO</b> = Beer In, Beer Out
<b>BRB</b> = Be Right Back	<b>BTW</b> = By The Way
<b>BWL</b> = Bursting With Laughter	<b>C&amp;G</b> = Chuckle and Grin
<b>CICO</b> = Coffee In, Coffee Out	<b>CID</b> = Crying In Disgrace
<b>CNP</b> = Continued (in my) Next Post	<b>CP</b> = Chat Post(a chat message)
<b>CRBT</b> = Crying Real Big Tears	<b>CSG</b> = Chuckle Snicker Grin
<b>CYA</b> = See You (Seeya)	<b>CYAL8R</b> = See You Later (Seeyalata)
<b>DLTBBB</b> = Don't Let The Bed Bugs Bite	<b>EG</b> = Evil Grin
<b>EMSG</b> = Email Message	<b>FC</b> = Fingers Crossed
<b>FTBOMH</b> = From The Bottom Of My Heart	<b>FYI</b> = For Your Information
<b>FWIW</b> = For What It's Worth	<b>GAL</b> = Get A Life
<b>GF</b> = Girlfriend	<b>GFN</b> = Gone For Now
<b>GMBA</b> = Giggling My Butt Off	<b>GMTA</b> = Great Minds Think Alike
<b>GTSY</b> = Glad To See You	<b>H&amp;K</b> = Hug and Kiss
<b>HABU</b> = Have A Better 'Un	<b>HAGN</b> = Have A Good Night
<b>HAGU</b> = Have A Good 'Un	<b>HHIS</b> = Hanging Head in Shame
<b>HUB</b> = Head Up Butt	<b>IAE</b> = In Any Event
<b>IC</b> = I See	<b>IGP</b> = I Gotta Pee
<b>IMNSHO</b> = In My Not So Humble Opinion	<b>IMO</b> = In My Opinion
<b>IMCO</b> = In My Considered Opinion	<b>IMHO</b> = In My Humble Opinion
<b>IOW</b> = In Other Words	<b>IRL</b> = In Real Life
<b>IWALU</b> = I Will Always Love You	<b>JMO</b> = Just My Opinion
<b>JTLYK</b> = Just To Let You Know	<b>KIT</b> = Keep In Touch
<b>KOC</b> = Kiss On Cheek	<b>KOL</b> = Kiss On Lips

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<b>L8R</b> = Later	<b>L8RG8R</b> = Later 'Gater
<b>LHM</b> = Lord Help Me	<b>LHO</b> = Laughing Head Off
<b>LHU</b> = Lord Help Us	<b>LMAO</b> = Laughing My A\$\$ Off
<b>LMSO</b> = Laughing My Socks Off	<b>LOL</b> = Laugh Out Loud
<b>LSHMBB</b> = Laughing So Hard My Belly is Bouncing	
<b>LSHMBH</b> = Laughing So Hard My Belly Hurts	
<b>LSHTTARDML</b> = Laughing So Hard The Tears Are Running Down My Leg	
<b>LTNS</b> = Long Time No See	<b>LTS</b> = Laughing To Self
<b>LUWAMH</b> = Love You With All My Heart	<b>LY</b> = Love Ya
<b>MTF</b> = More To Follow	<b>NRN</b> = No Reply Necessary
<b>NADT</b> = Not A Darn Thing	<b>OIC</b> = Oh, I See
<b>OL</b> = Old Lady (significant other)	<b>OM</b> = Old Man (significant other)
<b>OTOH</b> = On The Other Hand	<b>OTTOMH</b> = Off The Top of My Head
<b>PDS</b> = Please Don't Shoot	<b>PITA</b> = Pain In The A\$\$
<b>PM</b> = Private Message	<b>PMFJI</b> = Pardon Me For Jumping In
<b>PMP</b> = Peed My Pants	<b>POAHF</b> = Put On A Happy Face
<b>QSL</b> = Reply	<b>QSO</b> = Conversation
<b>QT</b> = Cutie	<b>ROFL</b> = Rolling On Floor Laughing
<b>ROFLAPMP</b> = ROFL And Peeing My Pants	<b>ROFLMAO</b> = ROFL My A\$\$ Off
<b>ROFLMAOAY</b> = ROFLMAO At You	
<b>ROFLMAOWTIME</b> = ROFLMAO With Tears In My Eyes	
<b>ROFLUTSROFL</b> = Unable to Speak	<b>RTFM</b> = Read The F***** Manual!
<b>SETE</b> = Smiling Ear To Ear	<b>SHID</b> = Slaps Head In Disgust
<b>SNERT</b> = Snot-Nosed Egotistical Rude Teenager	<b>SO</b> = Significant Other
<b>SOT</b> = Short Of Time	<b>SOTMG</b> = Short Of Time Must Go
<b>SWAK</b> = Sealed With A Kiss	<b>SWAS</b> = Scientific Wild A\$\$ Guess
<b>SWL</b> = Screaming with Laughter	<b>SYS</b> = See You Soon
<b>TA</b> = Thanks Again	<b>TGIF</b> = Thank God It's Friday
<b>TCOY</b> = Take Care Of Yourself	<b>TILII</b> = Tell It Like It Is
<b>TNT</b> = Till Next Time	<b>TOY</b> = Thinking Of You
<b>TTFN</b> = Ta Ta For Now	<b>TTYL</b> = Talk To You Later
<b>WAS</b> = Wild A\$\$ Guess	<b>WB</b> = Welcome Back
<b>WTH</b> = What/Who The Heck (or sub an 'F' for the 'H')	
<b>YBS</b> = You'll Be Sorry	<b>YG</b> = Young Gentleman
<b>YL</b> = Young Lady	<b>YM</b> = Young Man
<b>: </b> = Ambivalent	<b>o:-)</b> = Angelic
<b>&gt;:-)</b> = Angry	<b> -I</b> = Asleep
<b>(:()::)</b> = Bandaid	<b>:-{}</b> = Blowing a Kiss
<b>\-o</b> = Bored	<b>:-c</b> = Bummed Out
<b> C </b> = Can of Coke	<b> P </b> = Can of Pepsi
<b>:()</b> = Can't Stop Talking	<b>:*)</b> = Clowning
<b>:'</b> = Crying	<b>:'-)</b> = Crying with Joy
<b>:'-(</b> = Crying Sadly	<b>:-9</b> = Delicious, Yummy
<b>:-&gt;</b> = Devilish	<b>;:&gt;</b> = Devilish Wink
<b>:P</b> = Disgusted (sticking out tongue)	<b>:*)</b> = Drunk
<b>:-6</b> = Exhausted, Wiped Out	<b>:(</b> = Frown
<b>\~/</b> = Full Glass	<b>\~/</b> = Glass (drink)
<b>^5</b> = High Five	<b>{{{name}}}</b> = Hug (cyber hug)
<b>{{{{{name}}}}}}</b> = Hug (warm cyber hug)	<b>{{ }}:**</b> = Hugs and Kisses

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<b>:I</b> = Indifferent	<b>:-#</b> = Lips are Sealed
<b>:~/</b> = Mixed Up	<b>:-O</b> = Mouth Open (Surprised or Shocked)
<b>(_)</b> = Mug (coffee, beer)	<b>@[_]~~</b> = Mug of HOT Coffee or Tea
<b>****</b> = Popcorn	<b>&lt;&lt;{:}</b> = Ice cream
<b>&amp;&amp;&amp;&amp;</b> = Pretzels	<b>@)--{--{--</b> = Rose
<b>:-@</b> = Screaming	<b>:-)</b> = Smile
<b>0;-)-x-&lt;</b> = The Saint (Thanks to Karey)	<b>^</b> = Thumbs Up
<b>:-&amp;</b> = Tongue Tied	<b>:-\</b> = Undecided
<b>;-)</b> = Wink	<b> -O</b> = Yawning
<b>c[T]</b> = cup of tea	<b>c[C]</b> = cup of coffee
<b>(%&gt;</b> = pizza	<b>„I,</b> = the finger
<b>&gt;^-.^&lt;</b> = cat	<b>(\_)(\_)(\_)</b> = dancing ass off
<b>:-P~</b> = drooling	<b>&lt;o&gt; &lt;o&gt;</b> = staring
<b>?€?€</b> = hiding, staring in the dark.	<b>{\o/}</b> = angel
<b>&lt;o&gt;¿~~</b> = wink	
<b>:------)</b> = Viagra smile	

This information was taken from the NetGuide website at:

[www.netguide.com.au/useful\\_stuff/tutorials](http://www.netguide.com.au/useful_stuff/tutorials)