

## EMail Basics

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### Important Terms

#### Email Address (account)

This is your mailing address. This is what people will put in their To: field when they want to send you email.

#### Mail Server(s)

Think of the **mail server** as the post office. When an **email address** is created, some space is created on the **mail server**. This is where the mail stays until you pick it up.

#### Mail Client(s)

The **mail client** is the program on your computer that retrieves the mail from the **mail server**. Some popular **mail clients** are Outlook Express and Netscape Mail.

#### User Name & Password

The **user name & password** is what the **mail client** uses to access your space on the **mail server**. Once the **mail client** successfully accesses your space using your **user name & password**, it retrieves any mail and stores it in your **mail client**. Your **user name** is identical to your **email address** on the cogeco.ca platform.

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### What do I need to do to use Cogeco's email services?

#### Step 1.

Create an **email address** on the **mail server**.

If the **email address** has been created on the server already, go to next step. Cogeco creates a primary address for all internet subscribers at the time of install. Any secondary accounts (up to six) must be created by using the self care page. For a walkthrough on how to create an **email address** see **Creating a new e-mail address** in the knowledgebase.

### Step 2.

Set up your **mail client**.

To use any **email address** that has been created on the **mail server**, you must enter information about it in to your **mail client**. For a walkthrough on how to add this information to your **mail client**, see **Adding a new e-mail account** in the knowledgebase.

### Step 3.

You're done. Once the **email address** exists on the **mail server**, and you have entered all the required information in to the **mail client**, you are ready to send and receive email.

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## **What happens when someone sends me an email?**

### Step 1.

Mail is sent to your **email address**

### Step 2.

The mail arrives at Cogeco's **mail server** and it stays in your personal space

### Step 3.

Launch your **mail client**

### Step 4.

The **mail client** connects to the **mail server** using the **user name & password**

### Step 5.

If the **user name & password** is correct, the **mail client** retrieves any mail that is on the **mail server** and stores it on your computer

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