

"Give a man a fish and he will eat for a day; teach a man to fish and he will eat for a lifetime."



The Catch of the Day



Learn To Fish the vast ocean of computer know-how!

Avoiding E-mail Faux Pas

by Kathy

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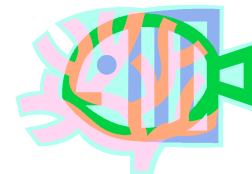
E-mail makes correspondence practically as easy as pushing a button. But the demand for fast information sometimes trumps the etiquette that ensures effective communication. When I e-mail a friend or business contact, I want my message to be welcomed, not dreaded. To that end, I try to both send and answer e-mails carefully so that I don't make gaffes that could easily turn me into an Internet pariah. So here are some tips for socially acceptable e-mail.

Always use the subject line. The subject line's purpose should be obvious: to convey the message's topic. Not using it or using it improperly can confuse the reader as to why you have written. The subject also helps the recipient determine at a glance whether they should save your message based on its content. For messages other than personal correspondence, a subject line that reads only "Hi" usually won't cut it. Get specific, as in "RSVP to Event 10/7." Also, if you reply to an e-mail and change the topic, change the subject line accordingly.

Avoid "Replying-to-All." When you get an e-mail sent to several people, you can reply in two ways. A "Reply-to-All" replies to the sender and everyone else who received the message. But in most cases, this is unneeded. (The last thing you want to do is blast a private message to strangers!) Click with caution: Use the "Reply" button, not "Reply to All." And double-check your recipients list when you compose a reply.

Check messages regularly. By no means do I want to be married to my e-mail, checking it every five minutes. Still, I check my business e-mail several times a day; my personal e-mail can go a day or so without reading. The point is, people who write to me should be able to trust that important item they send me won't go unseen. Nothing's worse than getting someone's e-mail address and finding out they check it so infrequently that snail mail would have been faster.

Read next month's newsletter for additional suggestions for being a smooth e-mail sender.



Service Spotlight:
E-mail Marketing

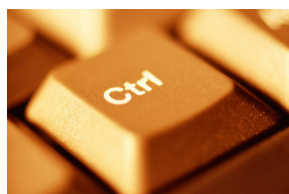


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Shortcut of the Month (brought to you by the letter ...)



Increase efficiency with keyboard shortcuts!

Get Moving with the Tab Key

Though often used in combination with other keys, the **Tab** key is an incredibly useful little key in its own right. There's more to this key than just indenting text in Word — ask a computer data entry specialist. If you're filling out a computerized form, whether on a web site (as when you have to create an account or log in) or in a database, use **Tab** to move from field to field, rather than clicking on each field separately. This also applies to *dialog boxes* (small windows that pop up when a program wants to ask you a question or let you set options.) You can use the **Tab** key the same way on both Mac and Windows computers.

The Random Resource

...because your computer isn't just for computing

Craigslist (Craigslist.org) may not be a flashy web site, but it's got all you need when it comes to Internet classifieds. You can visit your regional Craigslist site (such as albany.craigslist.org) to post *free* ads for services, items for sale, personals, etc. It doesn't even cost anything to add images to your ad. Craigslist is immensely popular, so if you post a classified anywhere, post one here!

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