

Attachment - An audio, video or other data file that is attached to an email message. The contents usually aren't part of the original email but can be accessed by clicking an icon. This opens the file. An email with an attachment usually has a symbol, such as a paper clip, which alerts the recipient that the email contains an attachment.

Bounces- Email messages that fail to reach their intended destination. "Hard" bounces are caused by invalid email addresses, whereas "soft" bounces are due to temporary conditions, such as overloaded inboxes.

BCC "Blind Carbon Copy"

Field in email programs, used to send a message to a large number of recipients without them being able to see each other's addresses.

CC "Carbon Copy"

Field in email programs, used to send an identical email message to an additional recipient besides the original recipient in the "To:" field.

Email address - Identifies a specific e-mail account (username) located at (@) a particular domain.

Emoticon - An **emoticon** is a symbol or combination of symbols used to convey emotional content in written or message Also called a "smiley." For example: ☺

Hyperlink - A clickable connection that allows you to jump from one word, picture, or information object to another.

Mailing list - A type of on-line discussion group. Messages are sent to subscribers using the e-mail system.

Netiquette - Internet behavior, which is considered friendly and non-offensive

Phishing - so called because scammers use email "bait" to "hook" victims, is the newest form of identity theft. Scammers send out millions of fake emails designed to trick unwary recipients into disclosing sensitive and valuable information, such as Social Security, credit-card and bank-account numbers, which they can then use to open on-line accounts, make on-line purchases or wreak other financial havoc.

Reload/Refresh - Fetch a fresh copy of the Web page currently displayed in the browser window.

Signature - Contains information that you want to automatically include in your e-mail messages, such as your name, mailing address, etc.

Spam - Unsolicited "junk" e-mail, usually selling a product or service.