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## Email FAQ

Q. How do I check mail while connected to another Internet Provider?

A. If you would like to check your Guernsey.Net mail from a different provider, or you are using a friend's computer, you can modify their e-mail settings to correspond to Guernsey.Net's mail settings and check your mail. You will need to enter Guernsey.Net's Incoming Mail Server Address, which is [post.guernsey.net](mailto:post.guernsey.net), your Guernsey.Net username and your password in the e-mail program you are using. Once you have checked your mail, you will want to remember to remove your settings, and re-enter to original mail settings!

Q. How do I check mail from another country?

A. If you would like to check your mail from another country, the process is the same as outlined above. You have complete access to your Internet mail, provided you are connected to the Internet via a PPP connection. Simply modify the settings of the e-mail program you are using to correspond to Guernsey.Net settings. The telephone number you will use is the one in the UK, please check our main web site for the number.

Q. How do I send attachments?

A. Sending attachments is quite easy with current Email programs. Just click the attachment option in the e-mail program you are using and a window will appear, asking you where the document/file is located that you want to attach to your e-mail. For example, if you are using Eudora, there is a button on the Compose Mail screen called Attach. You will need to browse your hard drive, find the file you would like to send, select it and click OK. The file is automatically appended to your e-mail message. One thing to keep in mind is that the recipient of the e-mail must have a program that can read your attachment i.e. If you are sending a Word document, you need to make sure that your recipient has Word.

Q. Why does my e-mail show up blank for some people?

A. Email can be blank for a number of reasons, the most popular reasons being incompatible e-mail programs and differing encoding mechanisms in e-mail programs. For example, if you have a MAC and send your e-mail encoded in Bin-Hex, and your recipient does not have an e-mail program that can decode Bin-Hex, they will most likely have a problem reading your mail. Thankfully, most popular e-mail programs have overcome this issue by being able to decode both MIME and Bin-Hex encoding.

Q. How do I find someone's e-mail address?

A. There are many resources on the Internet to find people's e-mail addresses. However, most rely on people "registering" their e-mail address, or having posted to a newsgroup at some point in their Internet career. Some popular Email Finders are:

- BigFoot at <http://www.bigfoot.com>
- Who Where at <http://www.whowhere.com>
- Switch Board at <http://www.switchboard.com>
- Four11 at <http://www.four11.com>

Q. Does it cost more to send e-mail overseas?

A. No, there is no additional charge for sending e-mail outside of the country of origin. This is one of the perks that makes the Internet a fantastic tool - no long distance charges!

Q. I have received an attachment - what do I do now?

A. If you have received an e-mail attachment from someone, usually all you have to do is double click on it and it will open in the appropriate program. However, some e-mail programs save the attachments in a special folder on your hard drive. For example, there are some versions of Eudora that will save attachments in the Eudora/attach folder. In this case, you would have to open Windows Explorer or File Manager and go to your Eudora/attach folder to double click on the attachment. If the file does not automatically open in the correct program, it may be that you do not have a program that can read the file, or the file association with a specific program has not been made.

Q. What is my Guernsey.Net E-mail address?

A. Your Guernsey.Net e-mail address is your username@guernsey.net For example, if your username was jsmith, then your e-mail address would be jsmith@guernsey.net your username is the name you created when you registered your Guernsey.Net account, and it is the name you use to log into the Guernsey.Net system.

Q. How long does it take for e-mail to be received?

A. The length of time it takes to receive an e-mail can depend on many variables - the speed of the local network, the speed of the Internet, and the speed of the recipient's Internet provider. Generally, e-mail can be received from within one second to 48 hours.

Q. How Can I Be Sure My Mail Was Sent OK?

A. There are many factors involved in the delivery of an e-mail message. Our mail server tries for up to three days to deliver a message. If you receive no "bounced" or rejected mail after that time, it is safe to assume that it left our server intact. Here are some additional conditions which influence e-mail:

- The server on the receiving end.
- The path (other servers, etc.) that an individual message takes to reach its destination.
- The type of system receiving the mail (UUCP, etc.)

One way to test a mail message is to send a carbon copy (CC :) to yourself. If our mail server returns it, it was sent out properly.

If you are having trouble sending e-mail to a specific individual, it may be a problem on their end. If you receive bounced mail, please let us know. Include the headers and error messages in your message. These will help us try to determine the cause of the problem.