

Internet and e-Mail Tutorial

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References:

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"Getting Started with Yahoo! Mail" from help.yahoo.com*

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Chapter 1: Internet

WHAT IS INTERNET

The Internet can be defined as the wired or wireless mode of communication through which one can receive, transmit information that can be used for single or multiple operations.

The Internet is a global network connecting millions of computers. More than 100 countries are linked into exchanges of data, news and opinions. According to Internet World Stats, as of December 31, 2011, there was an estimated 2,267,233,742 Internet users worldwide. The number of Internet users represents 32.7 percent of the world's population.

The Internet is decentralized by design. Each Internet computer, called a host, is independent. Its operators can choose which Internet services to use and which local services to make available to the global Internet community.

INTERNET TIMELINE

1958	President Eisenhower requests funds to create ARPA. Approved as a line item in Air Force appropriations bill.
1961	Len Kleinrock, Professor of Computer Science at UCLA, writes first paper on packet switching, "Information Flow in Large Communications Nets." Paper published in RLE Quarterly Progress Report.
1962	J.C.R. Licklider & W. Clark write first paper on Internet Concept, "On-Line Man Computer Communications." Len Kleinrock writes Communication Nets, which describes design for packet switching network; used for ARPAnet
1964	Paul Baran writes, "On Distributed Communications Networks," first paper on using message blocks to send info across a decentralized network topology (Nodes and Links)
Oct. 1965	First Network Experiment: Directed by Larry Roberts at MIT Lincoln Lab, two computers talked to each other using packet-switching technology.
Dec. 1966	ARPA project begins. Larry Roberts is chief scientist.
Dec. 1968	ARPANet contract given to Bolt, Beranek & Newman (BBN) in Cambridge, Mass.

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5 THE PNP BASIC COMPUTER ESSENTIALS e-Learning (Internet and e-Mail)

Sept. 1, 1969	First ARPANet node installed at UCLA Network Measurement Center. Kleinrock hooked up the Interface Message Processor to a Sigma 7 Computer.
Oct. 1, 1969	Second node installed at Stanford Research Institute; connected to a SDS 940 computer. The first ARPANet message sent: "lo." Trying to spell log-in, but the system crashed!
Nov. 1, 1969	Third node installed at University of California, Santa Barbara. Connected to an IBM 360/75.
Dec. 1, 1969	Fourth node installed at University of Utah. Connected to a DEC PDP-10.
March 1970	Fifth node installed at BBN, across the country in Cambridge, Mass.
July 1970	Alohanet, first packet radio network, operational at University of Hawaii.
March 1972	First basic e-mail programs written by Ray Tomlinson at BBN for ARPANET: SNDMSG and READMAIL. "@" sign chosen for its "at" meaning.
March 1973	First ARPANET international connections to University College of London (England) and NORSAR (Norway).
1974	Intel releases the 8080 processor. Vint Cerf and Bob Kahn publish "A Protocol for Packet Network Interconnection," which details the design of TCP.
1976	Apple Computer founded by Steve Jobs and Steve Wozniak. Queen Elizabeth II sends out an e-mail. Vint Cerf joins ARPA as program manager.
1978	TCP split into TCP and IP.
1979	Bob Metcalfe and others found 3Com (Computer Communication Compatibility).
1980	Tim Berners-Lee writes program called "Enquire Within," predecessor to the World Wide Web.
1981	IBM announces its first Personal Computer. Microsoft creates DOS.
1983	Cisco Systems founded.

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Nov. 1983	Domain Name System (DNS) designed by Jon Postel, Paul Mockapetris, and Craig Partridge. .edu, .gov, .com, .mil, .org, .net, and .int created.
1984	William Gibson writes "Neuromancer." Coins the term "cyberspace". Apple Computer introduces the Macintosh on January 24th.
March 15, 1985	Symbolic.com becomes the first registered domain.
1986	5000 hosts on ARPAnet/Internet.
1987	10,000 hosts on the Internet. First Cisco router shipped. 25 million PCs sold in US.
1989	100,000 hosts on Internet. McAfee Associates founded; anti-virus software available for free. Quantum becomes America Online.
1990	ARPAnet ends. Tim Berners-Lee creates the World Wide Web.
1992	"Surfing the Internet" is coined by Jean Armour Polly.
1993	Mosaic Web browser developed by Marc Andreessen at University of Illinois, Champaign-Urbana. InterNIC created. Web grows by 341,000 percent in a year.
April 1994	Netscape Communications founded. Jeff Bezos writes the business plan for Amazon.com. Java's first public demonstration.
Dec. 1994	Microsoft licenses technology from Spyglass to create Web browser for Windows 95.
May 23, 1995	Sun Microsystems releases Java.
August 24, 1995	Windows 95 released.
1996	Domain name tv.com sold to CNET for \$15,000. Browser wars begin. Netscape and Microsoft two biggest players.
1997	business.com sold for \$150,000.
January 1998	Microsoft reaches a partial settlement with the Justice Department that allows personal computer makers to remove or hide its Internet software on new versions of Windows 95. Netscape announces plans to give its browser away for free.

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1998	US Depart of Commerce outlines proposal to privatize DNS. ICANN created by Jon Postel to oversee privatization. Jon Postel dies.
1999	AOL buys Netscape; Andreesen steps down as full-time employee. Browsers wars declared over; Netscape and Microsoft share almost 100% of browser market. Microsoft declared a monopoly by US District Judge Thomas Penfield Jackson. Shawn Fanning creates Napster, opening the possibilities of peer-to-peer file sharing and igniting a copyright war in the music industry.
2000	Fixed wireless, high-speed Internet technology is now seen as a viable alternative to copper and fiber optic lines placed in the ground. The Dot-Com Bubble bursts. A majority of the dot-coms ceased trading after burning through their venture capital, often without ever making a net profit.
January 10, 2000	AOL Merges with Time-Warner. AOL shareholders take 55% stake in newly formed company.
February 2000	A large-scale denial of service attack is launched against some major Web sites like Yahoo! and eBay, alerting Web sites to the need for tighter security measures. 10,000,000 domain names have been registered.
September 2000	There are 20,000,000 websites on the Internet, numbers doubling since February 2000.
July 2001	A federal judge rules that Napster must remain offline until it can prevent copyrighted material from being shared by its users. The Code Red worm and Sircam virus infiltrate thousands of web servers and email accounts, respectively, causing a spike in Internet bandwidth usage and security breaches.
November 2001	The European Council adopts the first treaty addressing criminal offenses committed over the Internet. First uncompressed real-time gigabit HDTV transmission across a wide-area IP network takes place on Internet2.

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January 2002	Name begins resolving
January 2003	The SQL Slammer worm causes one of the largest and fastest spreading DDoS attacks ever, taking only 10 minutes to spread worldwide. The Internet celebrates its 'unofficial' 20th birthday.
September 2003	The RIAA sues 261 individuals for allegedly distributing copyright music files over peer-to-peer networks
December 2003	The Research project "How much information 2003" finds that Instant messaging generates five billion messages a day (750GB), or 274 Terabytes a year and that e-mail generates about 400,000 terabytes of new information each year worldwide.
2005	YouTube.com launches
2006	There are an estimated 92 million Web sites online
May 2006	A massive DDOS assault on Blue Security, an anti-spam company, is redirected by Blue Security staff to their Movable Type-hosted blog. The result is that the DDOS instead knocks out all access to over 1.8 million active blogs.
August 2006	AOL announces that they will give for free virtually every service for which it charged a monthly fee, with income coming instead from advertising.
October 2006	There are an estimated 92 million Web sites online (some stats say over 100 million) Google Inc. acquires YouTube for \$1.65 billion in a stock-for-stock transaction.
January 2007	Microsoft launches its various consumer versions of Microsoft Vista.
February 2007	Apple surpasses one billion iTunes downloads.
March 2007	1.114 billion people use the Internet according to Internet World Stats.
April 2007	Search engine giant Google surpasses Microsoft as "the most valuable global brand," and also is the most visited Web site.
"Brief Timeline of the Internet" from webopedia.com	

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<p>2008</p>	<p>In a move to challenge Google's dominance of search and advertising on the Internet, software giant Microsoft offers to buy Yahoo for \$44.6 billion.</p> <p>In a San Francisco federal district court, Judge Jeffrey S. White orders the disabling of Wikileaks.org, a Web site that discloses confidential information. The case was brought by Julius Baer Bank and Trust, located in the Cayman Islands, after a disgruntled ex-employee allegedly provided Wikileaks with stolen documents that implicate the bank in asset hiding, money laundering, and tax evasion. Many web communities, who see the ruling as unconstitutional, publicized alternate addresses for the site and distributed bank documents through their own networks. In response, Judge White issues another order to stop the distribution of bank documents.</p> <p>Microsoft is fined \$1.3 billion by the European Commission for further abusing its dominant market position, and failing to comply to their 2004 judgment, which ordered Microsoft to give competitors information necessary to operate with Windows. Since 2004, Microsoft has been fined a total of \$2.5 billion by the Commission for not adhering to their ruling.</p>
<p>2012</p>	<p>A major protest online in January shakes up Congressional support for anti-Web piracy measures. The protest, including a 24-hour shutdown of the English-language Wikipedia site, is over two bills, the Stop Online Piracy Act in the House and the Protect IP Act in the Senate. The main goal of both bills is to stop illegal downloading and streaming of TV shows and movies online. The tech industry is concerned that the bills will give media companies too much power to shut down websites</p>

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2014	<p>A coding error discovered in April in OpenSSL, encryption software that makes transactions between a computer and a remote secure, makes users vulnerable to having their usernames, passwords, and personal information stolen. Millions of banks, Internet commerce companies, email services, government sites, and social media sites rely on OpenSSL to conduct secure transactions. The coding error was made in 2012. Computer security experts encourage computer users to change their passwords.</p>
<p>“Internet Timeline” from www.infoplease.com</p>	

COMPONENTS OF THE INTERNET

- **World Wide Web (WWW or Web)** is a vast information resource that exists around the world on hundreds of thousands of computers called Web Servers.

To view the documents published on the Web, a web browser is necessary. The list below shows the most popular web browsers today:

- Microsoft Internet Explorer
 - Netscape
 - Mozilla Firefox
 - Opera
 - Google Chrome
 - Safari (Apple Macintosh)

- **Electronic Mail or email** allows computer users locally and worldwide to exchange messages. Each user of e-mail has a mailbox address to which messages are sent. Messages sent through e-mail can arrive within a matter of seconds.

A powerful aspect of e-mail is the option to send electronic files to a person’s e-mail address. Non-ASCII files, known as binary files, may be attached to e-mail messages. These files are referred to as MIME attachments. MIME stands for **Multimedia Internet Mail Extension**.

- **File Transfer Protocol (FTP)** is both a program and a method used to transfer files between computers. Anonymous FTP is an option that allows users to

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transfer files from thousands of host computers on the Internet to their personal computer account.

FTP sites contain books, articles, software, games, images, sounds, multimedia, course work, data sets, and more.

- **Chat and Instant Messaging** allows users on the internet to communicate with each other by typing the information into the interface, in real time. Users can log into the “chat room” to exchange comments and information about the topics addressed on the site.
- **Internet Relay Chat (IRC)** is a service through which participants can communicate to each other on hundreds of channels. These channels are usually based on specific topics.
- **Telnet Sites** is a program that allows you to log into computers on the internet and use online databases, library catalogs, chat services, and more. There are no graphics in Telnet sessions, just text.

With the popularity of the Web, Telnet is less frequently used as a means of access to information on the Internet.

- **Email Discussion Groups** offers to people worldwide to communicate via e-mail. The Internet is home to a large community of individuals who carry out active discussions organized around topic-oriented forums distributed by e-mail.

RETRIEVING DOCUMENTS ON THE WEB

Uniform Resource Locator (URL) specifies the Internet address of a file stored on a host computer connected to the Internet. Every file on the Internet has a unique URL. Web browsers use the URL to retrieve the file from the host computer and the specific directory in which it resides. This file is downloaded to the user’s client computer and displayed on the monitor connected to the machine.

URLs are translated into numeric addresses using the **Domain Name System (DNS)**.

The **DNS** is a worldwide system of servers that stores location pointers to Web sites. The numeric address, called the **IP (Internet Protocol)** address, is actually the “real” URL. Since numeric strings are difficult for human to use, alphanumeric

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addresses are employed by end users. Once the translation is made by the DNS, the browser can contact the Web server and ask for a specific file located on its site.

ANATOMY OF A URL

This is the format of the URL: protocol://domain/path/filename

Where: protocol – defines the kind of service to access on the internet

domain – is the domain host

path – the full path where the file can be located in the given domain host

filename – the name of the file to access

For example, this is the URL of the main web page on the web site of PNP:

<http://www.pnp.gov.ph/index.html>

Dissecting the above URL, it says that:

- The protocol used is HTTP (HyperText Transfer Protocol)
- The domain host is pnp.gov.ph
- It access a file from the default path (usually the web directory)
- The name of the file is index.html

Categories of Top Level Domains

.com	Commercial enterprise
.edu	Educational institution
.gov	Government entity
.mil	Military entity
.net	Network access provider
.org	Usually nonprofit organizations

In addition, dozens of domain names have been assigned to identify and locate files stored on host computers in countries around the world. These are referred to as two-letter Internet country codes, and have been standardized by the International Standards Organization as ISO 3166. For example: (ph – Philippines; jp – Japan; uk – United Kingdom)

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Definition of terms for What is a web browser? from www.webopedia.com

WHAT IS A WEB BROWSER?

It is a software application used to locate, retrieve and display content on the World Wide Web, including Web pages, images, video and other files.

The most popular web browsers:

- **Microsoft's Internet Explorer:** A Web browser that made its debut in 1995 as Microsoft's response to Netscape, one of the first graphical-based Web browsers.
- **Opera:** A Web browser developed in 1994 by Norwegian company Telenor. Opera is boasted as being the speediest and most standards-compliant of the current browsers in use, supporting such standards as 128-bit encryption, SSL2 and 3, CSS1, partial CSS2, XML, HTML and JavaScript.
- **Mozilla's Firefox:** Firefox is a free, open source Web browser for Windows, Linux and Mac OS X. It is based on the Mozilla code base and offers customization options and features such as its capability to block pop-up windows, tabbed browsing, privacy and security measures, smart searching, and RSS live bookmarks.
- **Apple Safari:** Web browser available for the Macintosh and Windows operating systems as well as the iPhone, iPod Touch and iPad.
- **Google chrome:** An Internet browser developed by Google Inc. that combines a minimal design with sophisticated technology to make the Web faster, safer and easier.

PARTS OF A WEB BROWSER

- **Status bar:** is located at the bottom of the GUI (graphical user interface) that shows the user different bits of information about the program they are using.
- **Address bar:** displays the URL or Web site address.
- **Title bar:** A bar on top of a window. The title bar contains the name of the web page.
- **Display Window:** the browser work space/display; it's the frame through which you see the web page.
- **Scroll Bars:** A bar that appears on the side or bottom of a window to control which part of a list or document is currently in the window 's frame. They're navigational/directional aids.

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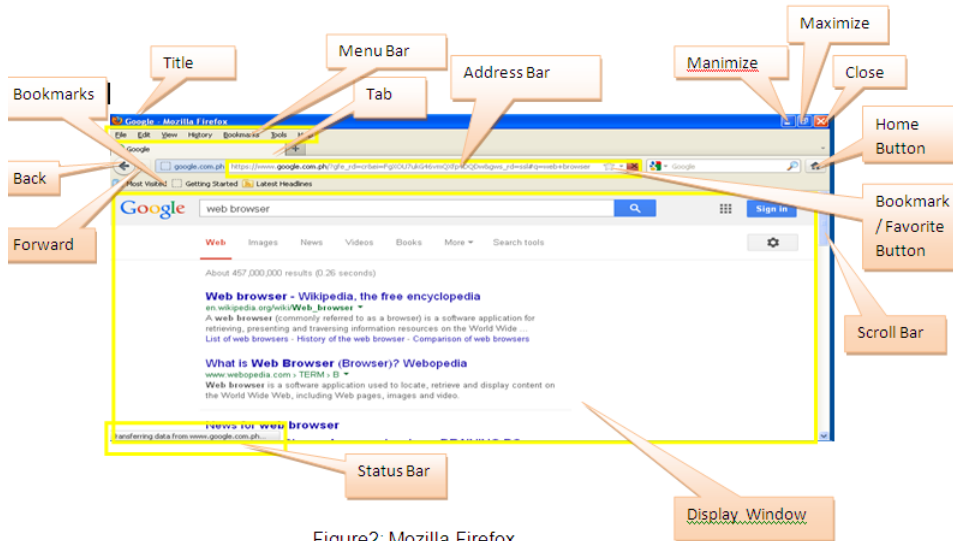


Figure2: Mozilla Firefox

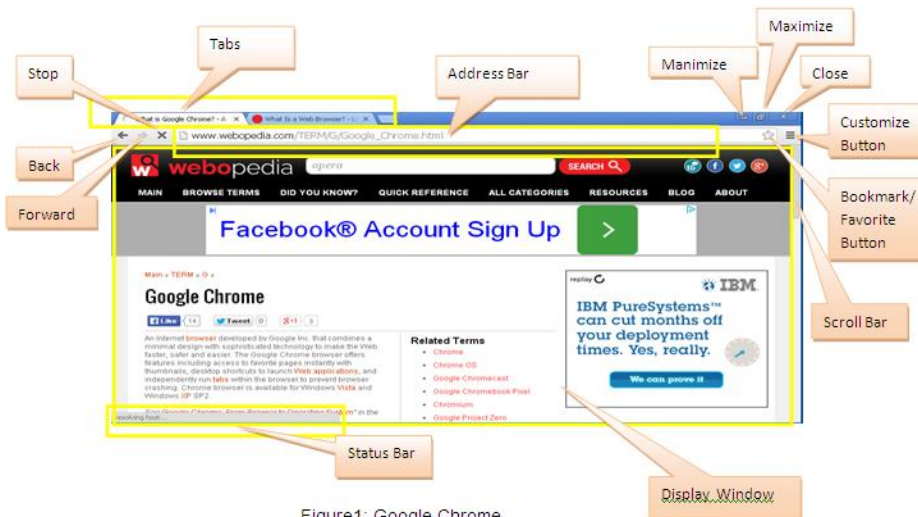


Figure1: Google Chrome

WHO OWNS THE INTERNET?

No one actually owns the Internet, and no single person or organization controls the Internet in its entirety. The Internet is more of a concept than an actual tangible entity, and it relies on a physical infrastructure that connects networks to other networks.

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IS WEB AND INTERNET THE SAME?

The Internet is **not** synonymous with World Wide Web. The Internet is a massive network of networks, a networking infrastructure. It connects millions of computers together globally, forming a network in which any computer can communicate with any other computer as long as they are both connected to the Internet. The World Wide Web, or simply Web, is a way of accessing information over the medium of the Internet. It is an information-sharing model that is built on top of the Internet

Chapter 2: Security and safe computing

If you are connected to the Internet to allow other people to use your computer or share files then you should take steps to protect your computer from harm.

There are computer criminals (sometimes called **hackers**) who attack other people's computers. These people break into your computer through the Internet and stealing your personal information. They also create malicious software to harm your computer.

USE A FIREWALL

A firewall is software or hardware that filters information coming from the Internet or from a network that pass through your computer. A firewall can help prevent hackers and malicious software from gaining access to your computer.

Windows has a built in firewall.



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- "Internet: What is internet" written by: Abhimanyu Mathur from www.engineersgarage.com
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- "Internet Timeline" from www.infoplease.com
- Definition of terms for What is a web browser? from www.webopedia.com

USE ANTI-VIRUS

Viruses, worms, and Trojan horses are programs created by hackers to infect vulnerable computers. Viruses and worms can replicate themselves from computer to computer, while Trojan horses enter a computer by hiding inside an apparently legitimate program. Destructive viruses, worms, and Trojan horses can erase information from your hard disk or completely disable your computer..

Antivirus programs scan e-mail and other files on your computer for viruses, worms, and Trojan horses. Antivirus program either **quarantines** (isolates) or deletes viruses, worms and Trojan horses entirely before it damages your computer and files.

USE ANTI-SPYWARE

Spyware is software that can display advertisements, collect information about you, or change settings on your computer, generally without appropriately obtaining your consent. For example, spyware can install unwanted toolbars, links, or favorites in your web browser, change your default home page, or display pop-up ads frequently.


To protect your computer from spyware, use an antispyware program. Windows 7 OS has a built-in antispyware program called Windows Defender. Windows Defender alerts you when spyware tries to install itself on your computer. It also can scan your computer for existing spyware and then removes it.

Windows Defender must be regularly updated to detect and guard against the latest spyware threats.

UPDATE WINDOWS AUTOMATICALLY

Microsoft provides important updates to Windows that can help protect your computer against new viruses and other security threats. To ensure that you receive these updates, turn on automatic updating.

To turn on automatic updating:

- Open Windows Update by clicking the **Start** button . In the search box, type **Update**, and then, in the list of results, click **Windows Update**.
- Click **Change settings**.
- Make sure **Install updates automatically (recommended)** is selected.

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| <i>"Getting Started with Yahoo! Mail" from help.yahoo.com</i> | |

- Windows will install important updates for your computer as they become available. Important updates provide significant benefits, such as improved security and reliability.
- Under **Recommended updates**, make sure the **Give me recommended updates the same way I receive important updates** check box is selected, and then click **OK**.
- Recommended updates can address non-critical problems and help enhance your computing experience. 🌐 If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

INSTALL THE LATEST VERSION OF YOUR WEB BROWSER AND KEEP IT UP TO DATE

Install updates for your browser whenever they're available because the latest version of a web browser contains security fixes and new features that can help protect your computer and your privacy while you're online. For Internet Explorer, the update is set automatic.

To manually request updates:

- Click the **Safety** button, and then
- Click **Windows Update**.
- Follow the instructions on the screen.

TURN ON YOUR BROWSER'S SECURITY FEATURES

Security features that are available in many web browsers:

- **Smart Screen Filter** which can help you protect from online phishing attacks, fraud, and spoofed or malicious websites.
- **Domain highlighting** which allows you to see the real web address of websites you visit. It will help you avoid deceptive or phishing websites. The true domain you're visiting is highlighted in the address bar.
- **Manage Add-ons** which allows you to disable or allow web browser add-ons and delete unwanted ActiveX controls.
- **Cross site scripting (XSS) filter** which helps prevent attacks from phishing and fraudulent websites.

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| <i>"Getting Started with Yahoo! Mail" from help.yahoo.com</i> | |

- A 128-bit secure (SSL) connection helps Internet Explorer create an encrypted connection with websites run by banks, online stores, medical sites, or other organizations that handle sensitive customer information.

Chapter 3: Introduction to e-Mail

E-MAIL (SHORT FOR ELECTRONIC MAIL)

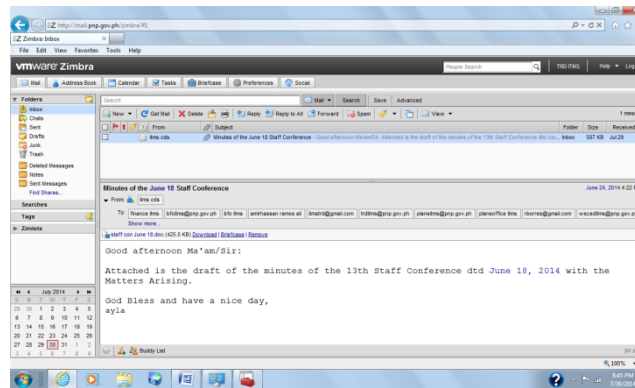
It is a fast and convenient way to communicate with others. You can use e-mail to:

- Send and receive messages.
- Send and receive files.
- Send messages to groups of people.
- Forward messages.

THREE THINGS YOU NEED BEFORE YOU CAN USE AN E-MAIL

- Internet connection.
- An e-mail program or web-based e-mail service.
- An e-mail address.

CREATING AND SENDING E-MAIL MESSAGES




Sample e-mail message

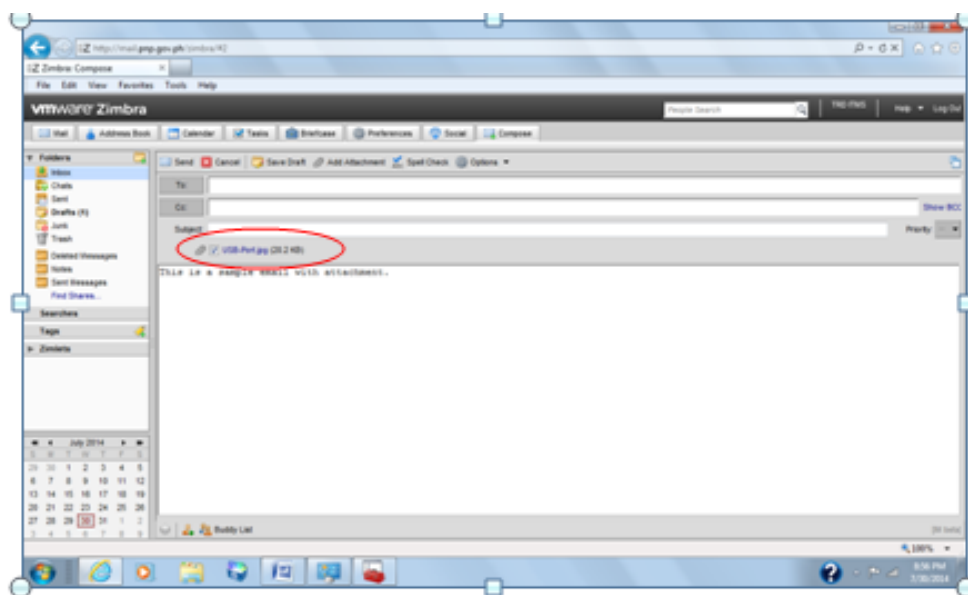
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How to fill out the message window in most e-mail programs:

- Type the e-mail address of at least one recipient **To** box. If you're sending the message to multiple recipients, type a semicolon (;) between e-mail addresses.
- Type the e-mail addresses of any secondary recipients **Cc (Carbon copy)** box. These are people who should know about the message but don't need to act on it. They'll receive the same message as the people in the **To** box. Leave the **Cc** box blank if there are no secondary recipients.
- Type the e-mail address **Bcc (Blind Carbon Copy)** box. This is use if you want to copy a message to many people without each of them seeing who the other recipients are.
- Type a title for your message **Subject** box.
- Type your message in the work area – the blank white area.
- Attach a file to the message.
 - **To attach a file:**
 - Click the **Attach File** button  on the toolbar
 - Locate and select the file
 - Click **Open**. The file now appears in the **Attach** box in the message header.
 - Click the **Send** button.



File attached to an e-mail message

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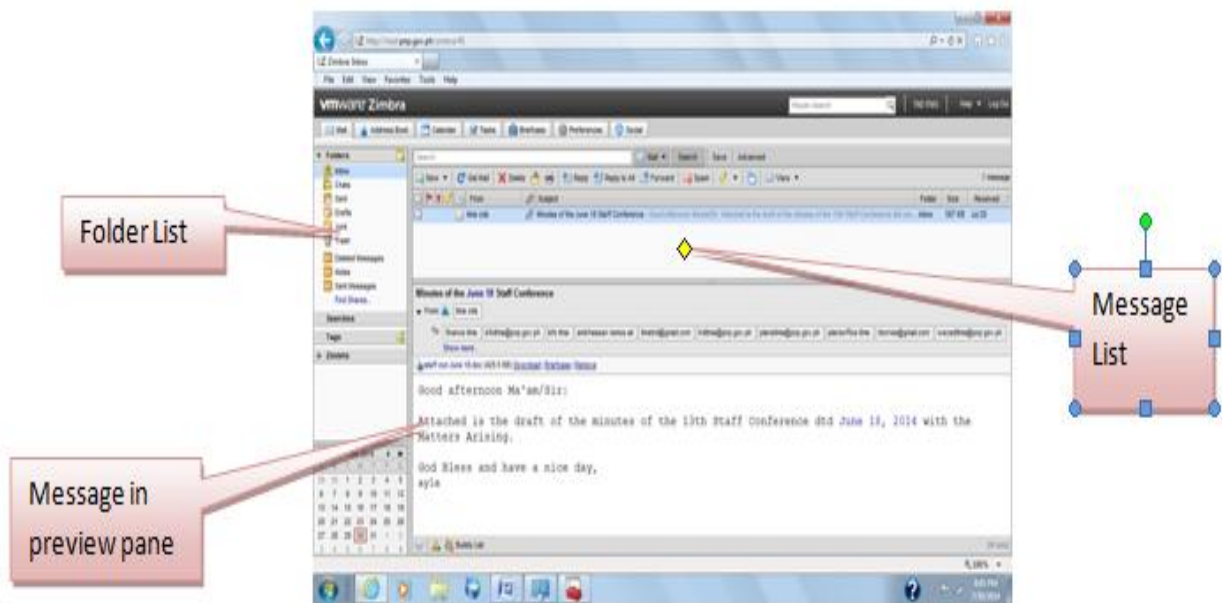
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READING E-MAIL MESSAGES

To see a list of e-mail messages you've received:

- Click **Inbox** to see you email messages. Your e-mail messages should appear in the message list. The list typically shows who sent the mail, the subject, and when it was received.
- Click the email message in the message list.
- Click the **Reply** button to reply to a message.



E-MAIL ETIQUETTE/NETIQUETTE (INTERNET AND ETIQUETTE)

- **Be careful with humor and emotion.** Recipient might misinterpret your message.
- **Think before you send.** Make sure to read your message carefully and avoid writing when you're angry.
- **Use a clear and concise subject line.** Summarize the contents of your email. Always keep it short.
- **Avoid using ALL CAPITAL LETTERS.** Sentences written in all capital letters perceive as yelling.

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- **Be careful with sensitive or confidential information.** Classified information may leak intentionally or accidentally.
- **Avoid spelling and grammatical errors.** Proofread your messages before you send them.

EMOTICONS

To convey emotion, you may use **emoticons** (a combination of the terms emotion and icons). These are sequences of keyboard characters that symbolize facial expressions.

EMOTICON	MEANING
:) or :-)	Smiling, happy, or joking
:(or :-(Frowning or unhappy
;-)	Winking
:-	Indifferent or ambivalent
:-o	Surprised or concerned
:-x	Not saying anything
:-p	Sticking out your tongue (usually in fun)
:-D	Laughing

PREVENTING JUNK E-MAIL

To prevent junk e-mail:

- Use caution in giving out your e-mail address. Avoid publishing your real e-mail address in newsgroups, websites or in other social media.
- Check the site's privacy statement before you give your e-mail address to a website. Read non disclosure police statement.
- Never reply to a junk e-mail message. The sender will know that your e-mail address is valid and might sell it to other companies.
- Delete junk or unsolicited message.

USING E-MAIL AND THE WEB SAFELY

- **Use caution when opening e-mail attachments.** E-mail attachments are a primary source of virus infection. Never open an attachment from someone you

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don't know. If you know the sender but weren't expecting an attachment, verify that the sender actually sent the attachment before you open it.

- **Protect your personal information carefully.** Do not share your credit card number, bank information or other personal information to untrusted websites.
- **Be careful when clicking hyperlinks.** Hyperlinks are often used in phishing and spyware scams. Only click links in your e-mail messages that you trust.
- **Only install add-ons from trusted websites.** These are add-ons features of the web browser that allow web pages to display things like toolbars, stock tickers, video, and animation. However, some add-ons can also install spyware or other malicious programs.

Chapter 4: Creating And Using Yahoo Mail

INTRODUCING YAHOO MAIL

Yahoo! Mail is an email application that allows you to send and receive email messages over the Internet.



How to use Yahoo! Mail:

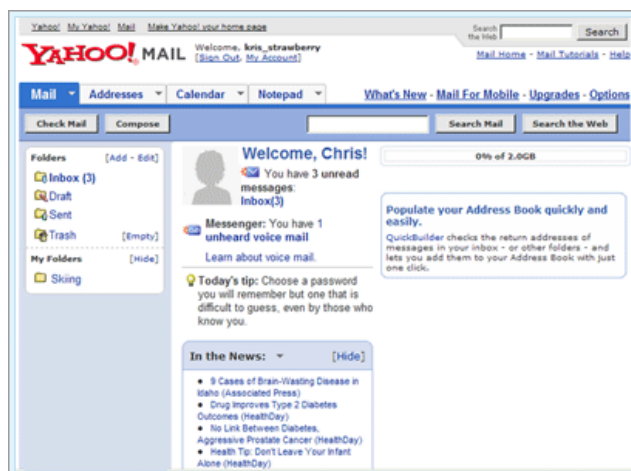
- Connect to the Internet;
- Launch a web browser;
- Enter the following address in the address bar and press enter:
<http://mail.yahoo.com/>.
- Once the Yahoo! Mail sign in page appears in the browser, Enter your Yahoo! ID and password, then click **Sign In**.

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- If you don't have a Yahoo! ID, sign up on the Mail sign in page.



The Yahoo! Mail Welcome page appears in the browser.

READING A MESSAGE

To read a message:

- Open Yahoo! Mail.
- Click the **Inbox** folder in the Folders list on the left side of the page. Yahoo! Mail displays a list of the messages in your Inbox.
- Click the subject of the message you want to read. Yahoo! Mail displays the selected message.

REPLYING TO A MESSAGE

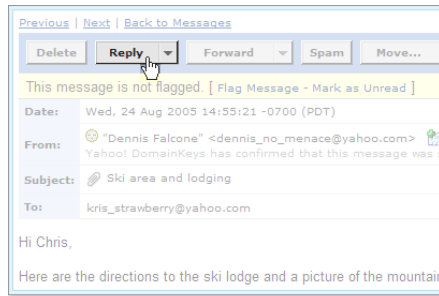
To reply to a message:

- Read an email message.
- Click the **Reply** button.

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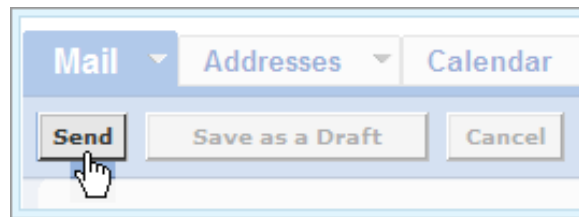
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The **Compose** page appears, and it is automatically addressed to the sender of the message to which you are replying. The subject is the same, but it is preceded by “Re:”, which means “**related to**”. If you set your preferences to include the text of the original message, it appears in the message area with a blue vertical line to its left.

- Enter the text of your reply above the original message.
- When you finish entering your reply text, click the **Send** button.



SENDING A MESSAGE

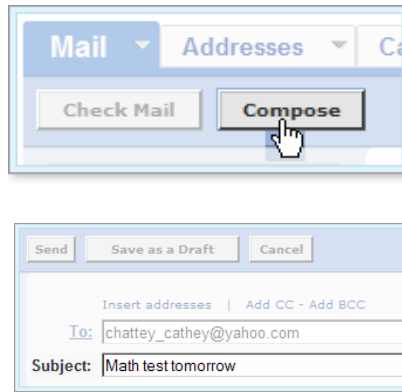
To send a message:

- Open Yahoo! Mail.
- Click the **Compose** button.
- Enter the email address of the person you want to send the message to.
- Enter the subject of the message – a few words to give the recipient an idea of what the message is about.
- Enter the body of the message – the text that is the message you want to send.
- When you finish writing and addressing your message, click the **Send** button.

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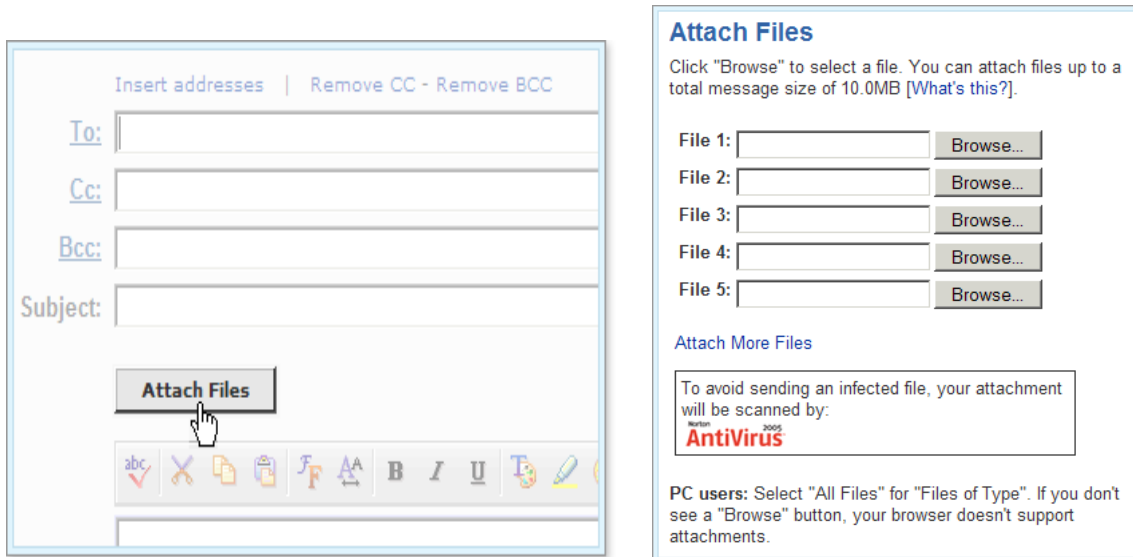


SENDING ATTACHMENTS WITH OUTGOING EMAIL MESSAGES

You can send all types of files as attachments, including word processor or spreadsheet documents, audio files, image files (such as .bmp, .jpg, .gif), web pages saved as HTML files, and more.

To attach file:

- Open Yahoo! Mail.
- Click the **Compose** button.
- Click the **Attach Files** button.



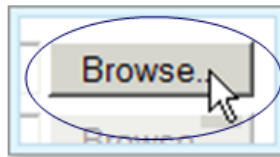
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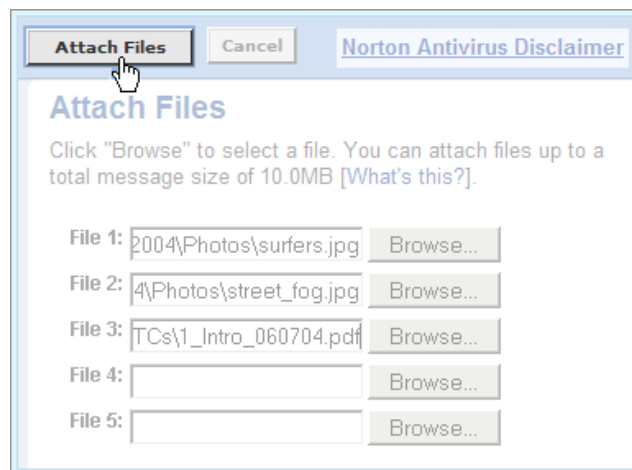
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Note:

- Anti-virus software in Yahoo! Mail automatically detects and cleans viruses in incoming and outgoing email and attachments
 - All outgoing email attachments and will not let you attach an infected file.
 - Yahoo! Mail does not scan PDF, GIF, OR JPG files for viruses.
 - Not all viruses can be detected and cleaned
- Click the first **Browse** button. The Choose File or Open File dialog box appears.



- Locate the file you want to attach, select it, and click the **Open** or **Ok** button. The selected file and its location appear in the first attachment field.
- To attach more files, click the next **Browse** button, and repeat step 5.



Note:

- You cannot attach the same file multiple times to the same email message. If you need more attachment fields, click the **Attach More Files** link. Yahoo! adds another field.

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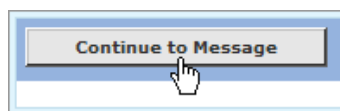
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- You can attach one or more files up to a total combined size of 10MB (Yahoo! Mail Plus can have a total combined size of 20MB).
- When all the files you want to send are listed, click the **Attach Files** button.

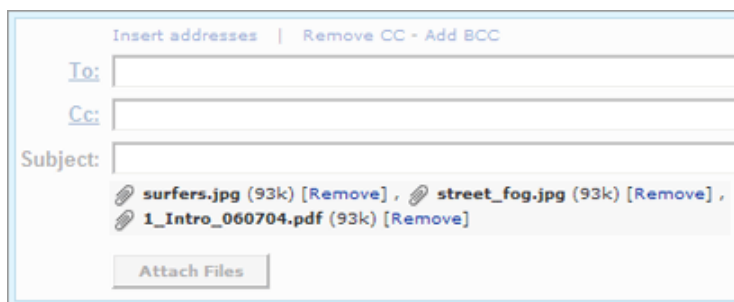


Note:

- Progress bars display the process of scanning and attaching each file. When the process is complete, a message confirms that the files were attached.



- Click the **Continue to Message** button.



- You will be prompted to the Compose page with the attached files listed above the message area, write your message and click send button, to send your e-mail.

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AVOIDING COMPUTER VIRUSES IN EMAIL ATTACHMENTS

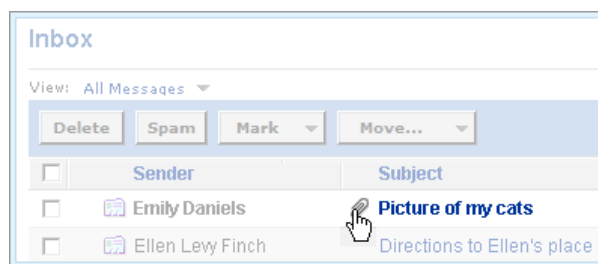
Ways to avoid computer viruses in email attachments:

- Install up-to-date anti-virus software on your computer, and download the latest virus definitions frequently.
- Back up important files on your computer.
- Never send, click, open, save, or run email attachments that you are not expecting. (Be particularly cautious about executable files, which end with these extensions: **.exe, .com, .vbs, .lnk, .pif, .scr, .bat.**)
- If you receive an email attachment from someone you do not know and trust, delete the message immediately without opening the attachment. If you know and trust the sender, email the person to verify that they meant to send the attachment.
- Make sure any attachments you send are virus-free. Yahoo! Mail automatically scans your outgoing attachments for viruses. Include a description of the attachment in the body of the message.

OPENING EMAIL ATTACHMENTS

To open the attachments:

- Open Yahoo! Mail, and check for new messages.
- If a paper clip icon appears next to the subject of messages that include attachments, click the paper clip icon or the subject of the message.
- If the attachment is an image file, the image is displayed below the message.



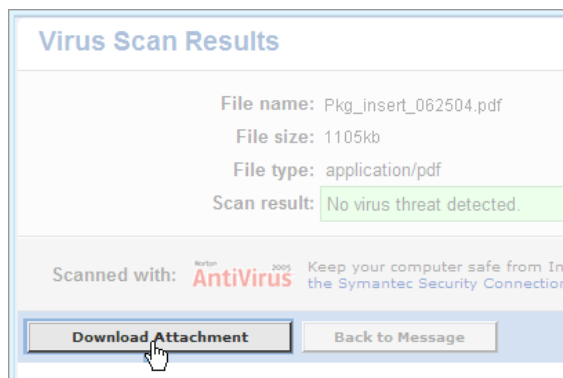
- If the attachment is other type of file, such as a Word, PDF, or executable file, an attachment icon appears below the message.
- Click the file name or the **Save to Computer** link. Yahoo! Mail scans the attachment and displays the results.

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- If no virus threat is detected, click the **Download Attachment** button. A File Download dialog box prompts you to open or save the file.



- If you want to open and view the attachment, click the **Open** button. The attachment opens in a browser window or the appropriate application.
- If you want to save the document, click the **Save** button. (The **Save** window opens. The appearance of this window varies, depending on your operating system and other factors.)
- In the Save window, select the location on your computer where you want to save the file, then click the **Save** or **OK** button.
- If a virus is detected, Yahoo! Mail informs you that the attachment is infected and you cannot download it. To return to the message, click the **Back to Message** button.
- If the virus is “cleanable”, the anti-virus software automatically removes it and displays an appropriate message.

Chapter 5: Setting up a wireless network

GETTING THE RIGHT EQUIPMENT

- **Broadband Internet connection and modem** is a high-speed Internet connection.
- **Modem** is actually short for Modulator/Demodulator. A modem is a communication device that can be either internal or external to your computer. It allows one computer to connect another computer and transfer data over telephone lines. The original dial-up modems are becoming obsolete because of their slow speeds and are being replaced by the much faster cable and DSL modems.

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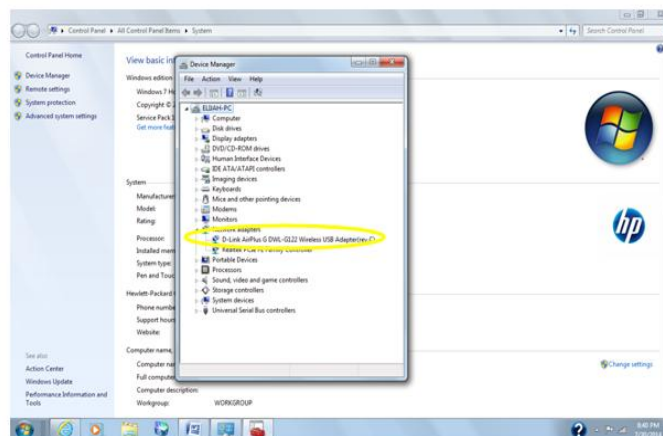
References:

“Getting started with e-mail” from <http://windows.microsoft.com> “Understanding security and safe computing” from <http://windows.microsoft.com>
 “Setting up a wireless network” from <http://windows.microsoft.com> “Internet” from www.webopedia.com
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 “Anatomy of web address” from googleguide.com Definition of terms for What is a web browser? from www.webopedia.com
 “Getting Started with Yahoo! Mail” from help.yahoo.com

- **Wireless router** sends information between your network and the Internet. It connects computers to your network using radio signals instead of wires. It is recommended to use router that supports 802.11g or 802.11n because they are fast and provide a strong wireless signal.
- **Wireless network adapters** is a device that connects your computer to a network. To connect your laptop or desktop computer to your wireless network, the computer must have a wireless network adapter. Most laptops and many desktop computers come in bundled with a wireless network adapter.

To check if your computer has a wireless network adapter:

- Open Device Manager by clicking the **Start** button, clicking **Control Panel**, clicking **System and Security**, and then, under **System**, clicking **Device Manager**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- Double-click **Network adapters**.
- Look for a network adapter that includes "wireless" in the name.



Device Manager showing a wireless network adapter

SETTING UP THE MODEM AND INTERNET CONNECTION

To set up the modem and internet connection:

- If your modem wasn't set up for you by your Internet service provider (ISP), follow the instructions that came with your modem to connect it to your computer and the Internet.

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 "Getting Started with Yahoo! Mail" from help.yahoo.com

- If you're using Digital Subscriber Line (DSL), connect your modem to a phone jack.
- If you are using cable, connect your modem to a cable jack.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

POSITIONING THE WIRELESS ROUTER

Ways to position your wireless router in place where it will receive the strongest signal:

- **Position your wireless router in a central location.** Place the router as close to the center of your home as possible to increase the strength of the wireless signal throughout your home.
- **Position the wireless router off of the floor and away from walls and metal objects, such as metal file cabinets.** The fewer physical obstructions between your computer and the router's signal, the more likely that you'll be using the router's full signal strength.
- **Reduce interference.** 802.11g networking equipment uses a 2.4 gigahertz (GHz) radio frequency. This is the same frequency as most microwaves and many cordless phones. If you turn on the microwave or get a call on a cordless phone, your wireless signal might be temporarily interrupted. You can avoid most of these issues by using a cordless phone with a higher frequency, such as 5.8 GHz.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

SECURING YOUR WIRELESS NETWORK

Ways to help secure your network:


- **Protect your router by changing the default user name and password.** Most router manufacturers have a default user name and password on the router as well as a default network name. Change the default user name and password for your router. Check the information on the owner's manual.
- **Set up a security key for your network.** Wireless networks have a network security key to help protect them from unauthorized access.

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"Getting Started with Yahoo! Mail" from help.yahoo.com

To set up a network security key:

- Open Network and Sharing Center by clicking the **Start** button , and then clicking **Control Panel**. In the search box, type **network**, and then click **Network and Sharing Center**.
 - Click **Set up a new connection or network**.
 - Click **Set up a new network**, and then click **Next**. The wizard will walk you through creating a network name and a security key. If your router will support it, the wizard will default to Wi-Fi Protected Access (WPA or WPA2) security. We recommend that you use WPA2, if possible, because it offers better security than WPA or Wired Equivalent Privacy (WEP) security. With WPA2 or WPA you can also use a passphrase, so you don't have to remember a cryptic sequence of letters and numbers.
 - If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.
- **Write down your security key and keep it in a safe place.**
 - **Use a firewall.**


ADDING COMPUTERS TO YOUR NETWORK

Ways to connect your laptop or desktop computer to your wireless network:

- Open Connect to a Network by clicking the network icon ( or ) in the notification area.
- In the list of networks, click the network that you want to connect to, and then click **Connect**.
- Enter the security key. You can either type in the key or insert a USB flash drive that contains the security key into a USB port on the computer.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

SHARING FILES AND PRINTERS



To turn on Public folder sharing:

- Open Advanced sharing settings by clicking the **Start** button , and then click **Control Panel**. In the search box, type **network**, click **Network and Sharing Center**, and then, in the left pane, click **Change advanced sharing settings**.


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References:

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| <i>"Getting Started with Yahoo! Mail" from help.yahoo.com</i> | |




- Click the chevron  to expand the current network profile.
- Under **Public folder sharing**, click one of the following options:
 - **Turn on sharing so anyone with network access can read and write files in the Public folders**
 - **Turn off Public folder sharing (people logged on to this computer can still access these folders)**
 - If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.
- Click **Save changes**.  If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- To share your files, save them or copy them to a Public folder on your computer. There is a Public folder for each type of library (Documents, Music, Videos, and Pictures). Every user on the computer will gain access to the shared folder.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

To open the Public Documents folder:

- Open the Documents library by clicking the **Start** button , and then click **Documents**.
- In the navigation pane, under **Libraries**, double-click **Documents**, and then double-click **Public Documents**.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

SHARING A PRINTER

To share a printer:


- Log on to the computer that has the printer attached to it.
- Open Advanced sharing settings by clicking the **Start** button , and then click **Control Panel**. In the search box, type **network**, click **Network and Sharing Center**, and then, in the left pane, click **Change advanced sharing settings**.
- Click the chevron  to expand the current network profile.
- Under **File and printer sharing**, click **Turn on file and printer sharing**, and then click **Save changes**.  If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

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- Definition of terms for What is a web browser? from www.webopedia.com

To access the printer from any computer on the network:

- Open Network by clicking the **Start** button , and then click **Control Panel**. In the search box, type **network**, and then, under Network and Sharing Center, click **View network computers and devices**.
- Double-click the icon for the computer that has the printer attached to it.
- Double-click the icon for the printer. Windows will automatically add the printer to your computer and install the printer driver.
- If you have further questions, contact ITMS Helpdesk through telephone numbers 723-0401 local 4425 and (02) 633-6752.

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Chapter 6: PNP E-mail System



Republic of the Philippines
NATIONAL POLICE COMMISSION
PHILIPPINE NATIONAL POLICE
INFORMATION TECHNOLOGY MANAGEMENT SERVICE
Camp Crame, Quezon City
Website: <http://www.pnp.gov.ph>



MEMORANDUM

FOR : TDCA

THRU : TDCO

TACDS

TADICTM

FROM : AD, ITMS

SUBJECT : **Memorandum Directive on Additional Guidelines on the Use of the PNP e-Mail System**

DATE : FEB 28 2014

1. References:

- a. Meeting with TACDS on January 13, 2014;
- b. LOI 40/2012 (PNP e-Mail System) dated October 8, 2012; and
- c. LOI 39/2012 (Management of Free-Web-based e-Mail Accounts).
- d. VI of C, PNP on February 11, 2014.

2. Please be informed that the undersigned together with ASDS and AC, NOC met with TACDS on January 13, 2014 to discuss the use of the current e-mail system in fast tracking the transmittal of certain communications. The salient points taken during the said meeting were as follows:

- a. Use of current e-mail system to transmit certain communications among the NHQ Command Group, Directorial Staff and Personal Staff;
- b. In addition to the office unit e-mail accounts, the creation of personalized (individual) accounts of all PNP Units/Offices;

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- c. Test-trial of e-mail communication for three months;
- d. Migration of the hosting of the PNP e-mail to DOST-ICTO; and
- e. Revision of existing LOI on PNP e-mail System to address paragraphs 2 (b) and (d) above; and
- f. Issuance of a Memorandum Directive.

3. Subsequently, ITMS prepared a draft of the Memorandum Directive on the Additional Guidelines on the Use of the PNP e-Mail System. The said draft Memorandum Directive already includes inputs and comments from the Directorial Staff and NSUs especially on e-mail protocol and procedures and e-mail communication flowcharts.

4. In this connection, respectfully request approval and signature on the attached Memorandum Directive.


NAPOLEON CABALLES TAAS
Police Senior Superintendent

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Republic of the Philippines
National Police Commission
NATIONAL HEADQUARTERS PHILIPPINE NATIONAL POLICE
OFFICE OF THE DEPUTY CHIEF PNP, FOR ADMINISTRATION
Camp Crame, Quezon City



MEMORANDUM:

TO : See Distribution
FROM : TDCA
SUBJECT : **Additional Guidelines on the Use of the PNP e-Mail System**
DATE : MAR 03 2014

1. References:

- a. Administrative Order 39 (AO 39) dated July 12, 2013 entitled, "Mandating Government Agencies to Migrate to the Government Web Hosting Service (GWHS) of the Department of Science and Technology-Information and Communications Technology Office (DOST-ICTO)";
- b. LOI 40/2012 dated October 8, 2012 with subject, "PNP e-mail System";
- c. LOI 39/2012 dated September 17, 2012 with subject, "Management of Free Web-based E-mail Accounts"; and
- d. Republic Act No. 8792 entitled, The Philippine e-Commerce Law "An Act Providing for the Recognition and Use of the Electronic Commercial and Non-Commercial Transactions, Penalties for Unlawful Use Thereof, and Other Purposes".

2. Majority of the PNP Offices/Units are now using the official PNP e-mail system established by the Information Technology Management Service (ITMS)

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under the Sub-domain <http://mail.pnp.gov.ph> pursuant to LOI 39/2012 and LOI 40/2012. This system aims to serve as an efficient organization-wide e-mail service that would not only contribute to an efficient means of data transmission within the organization but will also promote the web identity of the PNP as a business organization.

3. However, a review of the provisions of LOI 39/2012 and LOI 40/2012 showed that there is a need to provide additional guidelines that will enhance the security and efficient use of the PNP e-mail system.

4. In this regard, all PNP Offices/Units are hereby directed to adhere to the herewith attached "Additional Guidelines on the Use of the PNP e-Mail System". (Annex "A")

5. For strict compliance.



FELIPE LOZADA ROJAS, JR.
Police Deputy Director General

Distribution:

D-Staff
P-Staff
D, NSUs
RDs, PROs

Copy Furnished:

Command Group

Attachments:

"A" - Additional Guidelines in the Use of PNP e-Mail System is attached for ready reference.

"B" - Flowcharts

"C" - List of New PNP e-Mail Accounts

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ANNEX “A”- ADDITIONAL GUIDELINES ON THE USE OF THE PNP e-MAIL SYSTEM

1. DEFINITION OF TERMS:

- a. Attachment – A file attached to an e-mail message.
- b. Bcc – Stands for “Blind Carbon Copy.” Means a copy was furnished to the e-mail account without those in the “cc” knowing it.
- c. Cc - Stands for “Carbon Copy”. Means a copy was furnished to the e-mail account.
- d. Domain – A group of computers and devices on a network that are administered as a unit with common rules and procedures. Within the Internet, domains are defined by IP address (ex. pnp.gov.ph).
- e. DOST-ICTO - Stands for Department of Science and Technology-Information and Communications Technology Office. This office serves as the implementing agency that shall administer, operate, and maintain the Government Website Hosting Services (GWHS) 24/7.
- f. E-mail Protocol – A set of generally accepted practice in transmitting, replying, and making e-mail messages.
- g. Government Web Hosting Service (GWHS) – The Integrated Government Philippines (iGovPhil) Project provides a web hosting service to government entities, thus, allowing government websites to be housed under one roof.
- h. Office Account – An official e-mail account assigned to a particular PNP office using the name of the unit as naming convention (**ex. itms@pnp.gov.ph**).
- i. Official Account – An official account maybe an office or personalized email account assigned to a specific office or individual that will be used for official communications and transactions.
- j. Personalized Account –An official e-mail account assigned to an individual police personnel using his/her first and last name as naming convention (ex. rafael.crame@pnp.gov.ph).
- k. Security Protocol - A set of generally accepted practice to ensure the protection of data in the e-mail system.

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2. GUIDELINES:

a. Security Protocol

- 1) The PNP e-mail system will be under the sub-domain <http://mail.pnp.gov.ph>. Only ITMS shall be authorized to activate and deactivate official e-mail accounts. Created e-mail accounts shall only be used for official communications. Any security breach or unauthorized use or access of the e-mail facility shall be immediately reported to ITMS for damage control if needed and/or for appropriate action by Anti-Cybercrime Group (ACG);
- 2) Specific users may be held liable for intentional forwarding/sending libelous, defamatory, offensive, racist, obscene remarks, or attachment that contains a virus;
- 3) Users are strictly prohibited to forward/send unsolicited e-mail messages or attachments. Users must not forge or attempt to forge e-mail messages as well as disguise and attempt to disguise identity when sending e-mail;
- 4) Users must not support or forward chain messages that might cause dense traffic to the e-mail system;
- 5) All e-mail accounts maintained in our e-mail systems are property of the PNP; e-mail can be monitored without prior notification if the PNP deems it necessary. If there is evidence that a user is not adhering to guidelines, the PNP reserves the right to take disciplinary action, including legal action, or termination of account;
- 6) Password should not be given to other people and should be changed every 90 days. Users must also sign-out when not using the e-mail. E-Mail accounts not used for 180 days will be deactivated and possibly deleted;
- 7) Personalized e-mail account may be used by concerned PNP personnel while in the active service unless said account is deactivated sooner;
- 8) An e-mail account that needs to be deactivated shall be properly communicated to the Office/Unit Admin Officer. Prior to the deactivation, all official communications in the mailboxes that have long-term business or historical value shall be downloaded and printed (if possible) for safekeeping. Disposal of any information should be in accordance with the guidelines set by the Directorate for Intelligence (DI). After an e-mail account is deactivated, Admin Officer shall request ITMS for the deactivation of the e-mail account and its replacement if necessary; and

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9) ITMS shall be the Office Primarily Responsible (OPR) for the implementation of this security protocol.

b. e-Mail Protocol and Procedure

1) Apart from the usual "Chain of Command" protocol, communications must be subject to the following e-mail protocol:

- a) Address all communications to mail.pnp.gov.ph email accounts of various offices and/or officers;
- b) Start your opening statements with Courtesy (Ex. Dear Sir, Dear Madam, Respectfully furnished for your ready reference and information is... etc.);
- c) e-Mail accounts should be opened at least **5x a day** on or about the following time: **8:00 AM/11:00AM/1:30 PM/3:00 PM/5 :00 PM**

And 3x a day on weekends: **8:00 AM/1:00 PM/5:00 PM**

- d) Officers/offices/units that are direct recipients of an email (To:) must mandatorily acknowledge receipt of the email and respond to the same. Those that have been copy furnished (Cc) only need not acknowledge and respond but may give relevant comments;
- e) Avoid attachments except for multiple documents that need to be brought to the attention of concerned officer/offices/units;
- f) Only the main text of the memo must form part the body of the email (cut and paste is allowed). Omit the heading/letter head;
- g) Use of personalized account – the head of office must use their personal account in sending communications to higher offices unless the report is recurring or routine in which case, the responsible officer may send the same using the office account concerned. This, however, will not excuse the head of office from checking the correctness of the report before sending the same;
- h) When communications are sent through office accounts, the sender must indicate his full name in order to institutionalize a way of knowing whom to recognize or acknowledge when replying to emails;
- i) Do not click "Reply All" when replying to emails that require plain acknowledgement except when there are inputs for the benefit of other recipients; and

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- j) End the e-mail with appropriate e-mail complimentary close (Regards, Best regards, Warm regards, Cheers etc).
 - k) The following communications could be e-mailed to the PNP Command Group.
 - k.1) Weekly Significant Activities Communications for the week;
 - k.2) Conference notices;
 - k.3) Calendar of Activities;
 - k.3.1) Daily;
 - k.3.2) Weekly; and
 - k.3.3) Daily D-Staff Activities.
 - k.4) D-Staff Weekly, Monthly, or required Statistics that could be published for information of D-Staff, CG, TCDS;
 - k.5) Memorandum Compliance to directives;
 - k.6) Report on Significant Incident;
 - k.7) Announcements; and
 - k.8) After activity, meeting, conference, symposium, and similar engagement Reports and Special Reports but only essential attachments not exceeding two pages should accompany such reports.
 - k.9) The following can be an attachments:
 - k.9.1) Program;
 - k.9.2) Only one picture; and
 - k.9.3) List of participants.
 - k.10) In addition, the report itself:
 - k.10.1) Must not be more than two pages except when extremely necessary to emphasize certain points; and
 - k.10.2) Must be direct to the point and substance of the subject avoiding emphasis on who delivered the opening and closing statements and similar discussions.
 - l) The OTCDS through OSDS shall be the Office Primarily Responsible for the implementation of this e-mail communication protocol.
- c. Communication flowchart (Annex "B")
 - d. All PNP Offices/Units shall provide their respective necessary equipment and internet connection for this system.
 - e. TCDS through SDS and D, ITMS may amend the e-mail and security protocols, respectively, as necessary subject to publication requirement.
 - f. ITMS shall coordinate with DOST-ICTO for the migration of the PNP e-mail hosting service.

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- "Internet Timeline" from www.infoplease.com
- Definition of terms for What is a web browser? from www.webopedia.com

3. TRANSITORY PROVISION:

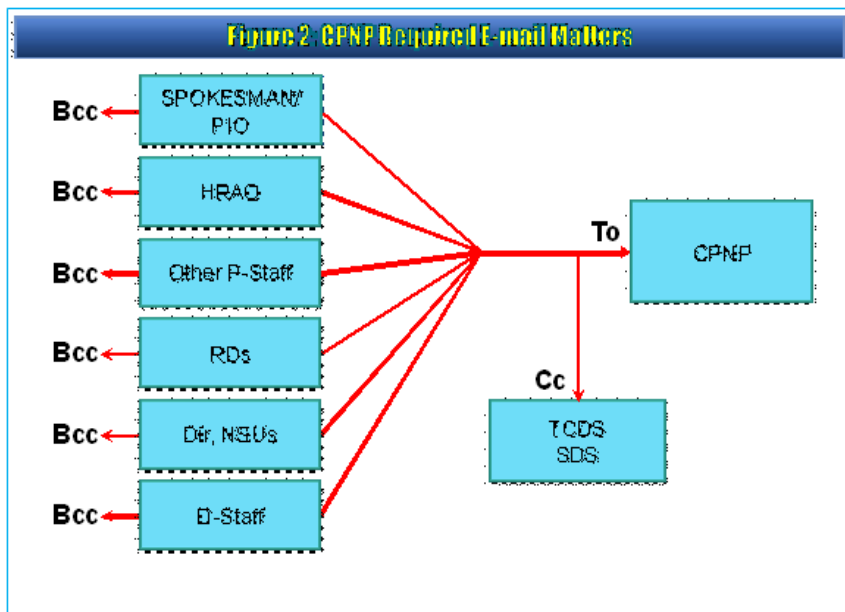
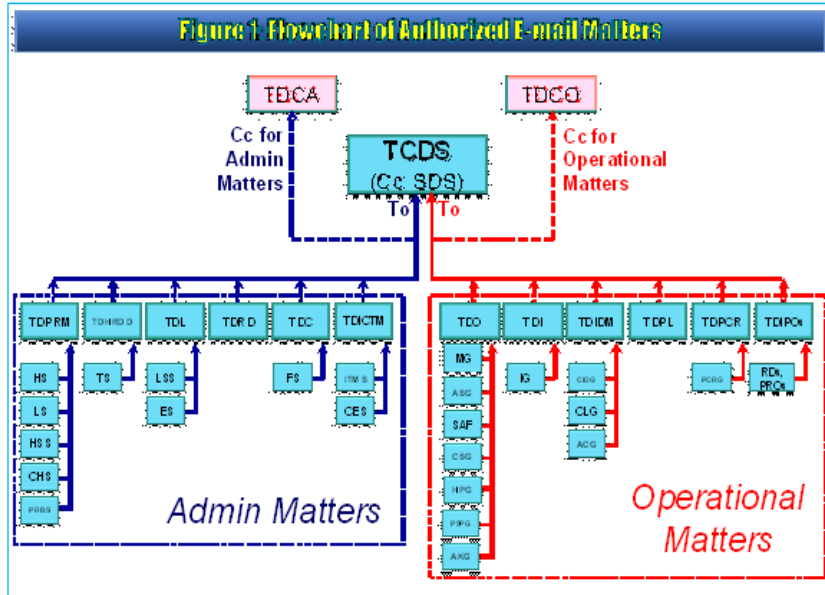
- a. There shall be a trial period for three months for the use of this e-mail system at the level of the NHQ Command Group, Directorial Staff, and Personal Staff using the office and personalized e-mail accounts.
- b. ITMS shall conduct basic training to Administrative Officers and IT Officers of CG, D-Staff, PROs, and NSUs on the use of the PNP e-mail system.
- c. Key personnel who will be given personalized e-mail account shall ensure the availability of their smart phones for configuration.

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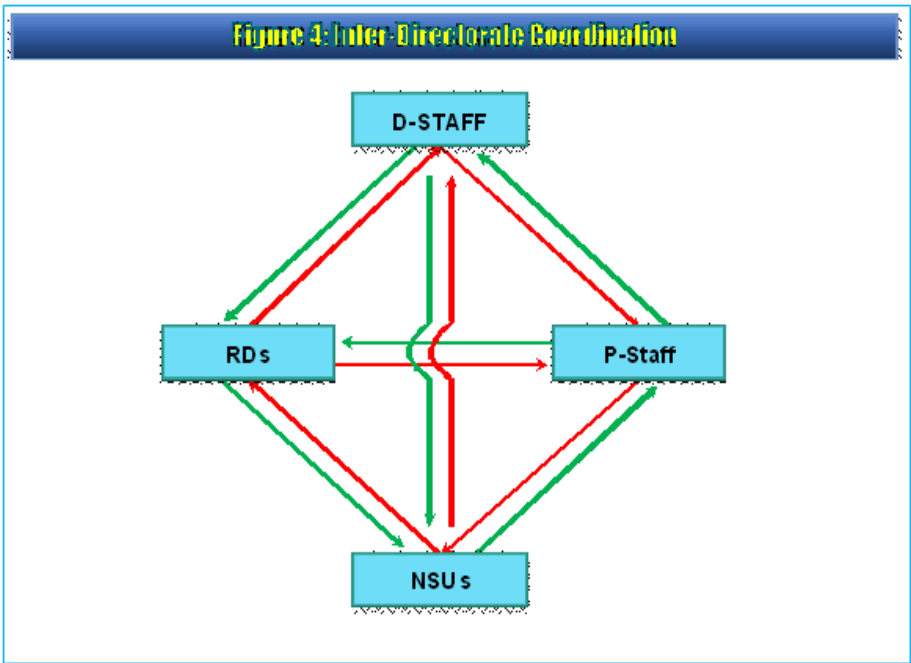
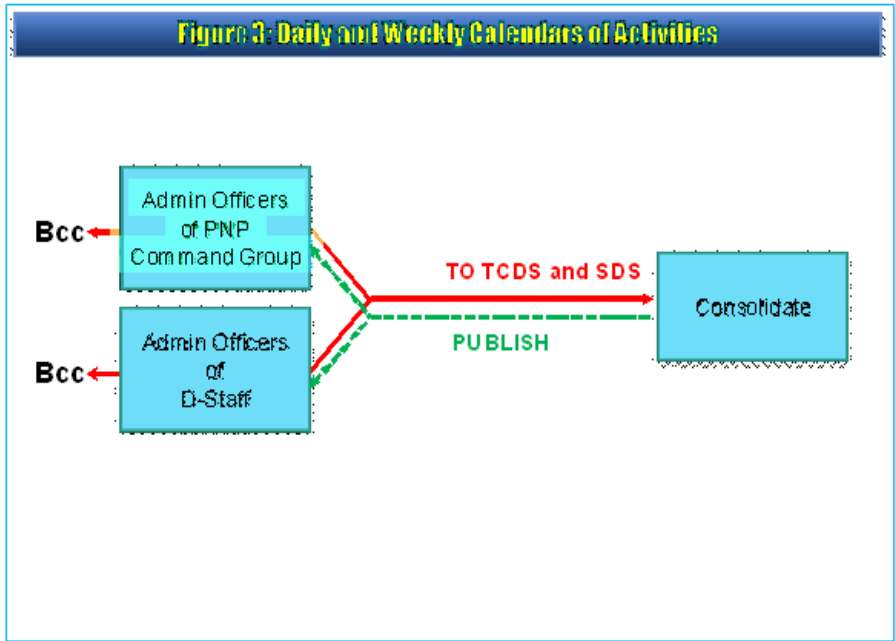
Annex “B” Flowcharts



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Republic of the Philippines
Department of Interior and Local Government
National Police Commission
PHILIPPINE NATIONAL POLICE
OFFICE OF THE CHIEF, PNP
Camp Crame, Quezon City

SUBJECT : LOI 40/2012
PNP e-mail System

TO : See Distribution

DATE : OCT 08 2012

1. REFERENCES:

- a. The Philippines e-Commerce Law – Republic Act No. 8792 “An Act Providing for the Recognition and Use of the Electronic Commercial and Non-Commercial Transactions, Penalties for Unlawful Use Thereof, and Other Purposes”;
- b. National Computer Center Memorandum Circular 2003-01 “Guidelines on Compliance to e-Commerce Act (RA No. 8792) and Stage 2 and 3 of the UN-ASPA Five Stages of e-Government”; and
- c. Chief, PNP Letter of Instructions 03/09 (Spider-Web) dated November 11, 2009.

2. PURPOSE:

This Letter of Instructions (LOI) provides the guidelines and procedures for the creation, management and maintenance of a secured e-mail system using the official PNP domain (pnp.gov.ph). This system shall provide a web-based electronic mail to be used by the PNP from the National Headquarters down to the police stations. The purpose of this policy is to ensure the proper use of the PNP e-mail system and ensure that users are aware of the acceptable and unacceptable use of the PNP e-mail system.

3. SITUATION:

Recognizing the efforts of the Philippine government to take advantage of existing ICT advancements as manifested in the e-Governance initiatives, the PNP has taken steps to contribute to this endeavor. As one of these steps, the PNP has established an official e-mail system under the pnp.gov.ph domain. This system was developed and is being maintained by the Information Technology Management Service (ITMS). The existing e-mail services however has been found to have limitations on accounts, storage and system performance. This predicament has prompted other PNP units/offices to utilize public e-mail services as a mode of electronic communications with no semblance of legitimacy or standard.

With this, the establishment and use of an efficient organization-wide e-mail service would not only contribute to an efficient means of data transmission within the organization, but will also promote the web identity of the PNP as a business organization.

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4. MISSION:

To establish and institutionalize a secured and official e-mail system for the PNP under the pnp.gov.ph domain.

5. OBJECTIVES:

- a. Establish an Official e-mail system for the PNP using the pnp.gov.ph domain;
- b. Set procedures that will be followed by e-mail account users or operators regarding the creation, usage and deactivation of an official secured PNP e-mail accounts;
- c. Ensure the proper turn-over of e-mail accounts created for official communication;
- d. Remind the users/operators of security issues, that information sent via e-mail are vulnerable to snooping or prying, hijacking and other malicious activities by other persons who might have interest to know and meddle in the activities of the PNP or of the state in furtherance of their personal or organizational objectives; and
- e. Designate tasks and responsibilities to certain offices/units of the PNP.

6. EXECUTION

a. Concept of Operations

Considering that e-mail messaging is a vital means of communication for the PNP, services related to this must be considered critical. Data in the form of video, audio, image and text sent via e-mail should be transmitted in a secure manner. This is imperative as content may contain sensitive information which ranges from police reports, journals, to even updates of information systems. This mechanism essentially bridges the local police units to the regional/national offices, and vice-versa.

The PNP e-mail system will be established under the sub-domain <http://mail.pnp.gov.ph> using private hosting services for a virtual private server (VPS) capable of providing reliable service and support to the PNP. Each PNP unit shall be assigned a unique official unit e-mail account on which all official communications shall be transmitted. The implementation on the use of these official e-mail accounts shall be done in two phases. Issuance of PNP e-mail accounts for Phase 1 will initially cater the Command Group, Personal Staff, PROs and NSUs. Phase 2 will cover e-mail addresses for Provincial and Police Stations Nationwide. Upon implementation, all messages coming from these accounts shall be considered official communications and are subject to the existing policies on correspondence. Safeguards shall be put in place to ensure the high availability of this e-mail service. In the same manner, policies shall be put in place to establish accountability and provide for the application of best practices.

b. Tasks:

- 1) **Directorial Staff, Command Group, PROs, NSUs and Personal Staff**
 - a) Shall be responsible for the dissemination of their respective e-mail address to all offices/units of the PNP as well as entities outside the organization;

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- b) Responsible for the proper use of e-mail accounts i.e. limiting the use of the e-mail system only for official communications;
 - c) Shall submit the profile of operators using the e-mail account to the ITMS;
 - d) Regularly change passwords using letters, numbers and special characters (avoid using dictionary words);
 - e) Ensure internet connection within respective offices;
 - f) Shall include the official office/unit e-mail address at the last line of the letter/communication heading; and
 - g) Perform other tasks as directed.
- 2) **Directorate for Information and Communication Management**
- a) Supervise the management of the e-mail system;
 - b) Provide and update policies on the acceptable use and security of the e-mail system;
 - c) Approve the activation and deactivation of accounts;
 - d) Research on security issues and development of e-mail services and applications to suit the needs of the PNP; and
 - e) Perform other tasks as directed.
- 3) **Directorate for Comptrollership**
- a) Provide funds for the initial setup and recurring monthly rental of the VPS of the e-mail system;
 - b) Provide additional monthly funds for the expansion of storage and bandwidth capacity for phase 2 and future expansions; and
 - c) Perform other tasks as directed.
- 4) **Information Technology Management Service**
- a) Shall install, configure and maintain the e-mail System;
 - b) Shall ensure that system security for the e-mail system to include audit trails are in place;
 - c) Shall provide standard naming convention using the acronym of each offices;
 - d) Update the necessary operating system, application software and other patches as necessary;
 - e) Create and activate the accounts of the different PNP offices/units and deactivate the same when necessary or as directed;
 - f) Provide basic user training on the user interface of the said e-mail system for both operators and executives; and
 - g) Perform other tasks as directed.

c. Coordinating Instructions

- 1) The e-mail accounts shall only be used for official communication and shall represent the office/unit for which it has been assigned to;
- 2) Additional e-mail accounts by subordinate offices shall be done through request endorsed by the Chief of the mother unit;
- 3) No personal e-mail accounts shall be activated by ITMS;
- 4) Any security breach or unauthorized use or access of the e-mail facility shall be immediately reported to the Administrative Officer of each office/unit and to ITMS for damage control if needed. The ITMS shall in turn submit a report to the Anti-Transnational Cybercrime Division, CIDG for appropriate disposition;
- 5) Each unit shall adopt policies set forth in the attached e-mail policies;

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- "Getting Started with Yahoo! Mail" from help.yahoo.com*

- 6) The use of public e-mail (Yahoo!, Gmail, Hotmail, etc) as governed by LOI 39/2012 is still allowed as long as it is consistent with the provisions of this LOI; and
- 7) Any policy inconsistent with this LOI is hereby rescinded.

7. EFFECTIVITY:

This LOI shall take effect immediately upon approval.



[Signature]
NICANOR A. BARTOLOME, CSEE
 Police Director General
 Chief, PNP



Distribution:

- Command Group
- D-Staff
- P-Staff
- OIC, IAS
- Dirs, NSUs
- RDs, PROs

Attachments:

- I. PNP e-Mail System Policy "A"
- II. List of New PNP e-mail Accounts "B"
- III. List of Existing PNP e-mail Accounts "C"
- IV. Features of the e-Mail System Zimbra "D"
- V. Receipt of the VPS Account "E"

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POLICIES ON THE USE OF THE PNP E-MAIL SYSTEM

1. Purpose :

The purpose of this policy is to ensure the proper use of PNP's e-mail system and make users aware of what PNP deems as acceptable and unacceptable use of its e-mail system. The PNP reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

2. Legal risks:

The PNP e-mail system is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature e-mail seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of its usage. The PNP and the specific user may be held liable for:

- a. Sending e-mails with any libelous, defamatory, offensive, racist or obscene remarks;
- b. Forwarding of e-mails with any libelous, defamatory, offensive, racist or obscene remarks;
- c. Unlawfully forwarding confidential information;
- d. Unlawfully forwarding or copying messages without permission of the rightful owner or acknowledging the source/author;
- e. Intentional sending of an attachment that contains a virus

By following the guidelines in this policy, the e-mail user can minimize the legal risks involved in the use of e-mail system. If any user disregards the rules set out in this e-mail Policy, the user will be fully liable and PNP will disassociate itself from the user as far as legally possible. (Please see disclaimer clause)

3. Legal requirements

The following rules are required by law and are to be strictly adhered to:

- a. It is strictly prohibited to send or forward e-mails containing libelous, defamatory, offensive, racist or obscene remarks. If users receive an e-mail of this nature, they must promptly notify their supervisor.
- b. Users must not forward messages without acquiring permission from the sender first.
- c. Users must not send unsolicited e-mail messages.

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| "Getting Started with Yahoo! Mail" from help.yahoo.com | |

- d. Users must not forge or attempt to forge e-mail messages.
- e. Users must not send e-mail messages using another entity's e-mail account.
- f. User's must not copy a message or attachment belonging to another user without permission of the originator.
- g. Users must not disguise or attempt to disguise their identity when sending mail.
- h. Users must not support or forward chain-messages that might cause dense traffic to the email system.

4. Best Practices

The PNP considers e-mail as an important means of communication and recognizes the importance of proper e-mail content and speedy replies in conveying a professional image and delivering good service. Further, communications must be subject to the usual chain of Command protocol aside from the internet protocol. The following e-mail protocol is hereby enjoined.

a. Writing e-mails:

- 1) Address all official correspondence to the pnp.gov.ph e-mail accounts of the various office and/or officers;
- 2) Write well-structured e-mails and use short, descriptive subjects;
- 3) PNP's e-mail style is informal. This means that sentences can be short and direct to the point. You can start your e-mail with "Sir," or "Madam," and the name of the person. Messages can be ended with "Best Regards" or "Warm regards", or "Regards", or "Respectfully Yours." The use of internet abbreviations and characters such as smiley or emoticons however, is not encouraged;
- 4) Signatures must include your full name, job title and unit name;
- 5) Use the spell checker before you send out an e-mail;
- 6) Users should not send unnecessary attachments;
- 7) Users should not write e-mails in capital letters/ upper case;
- 8) Users should not use "Cc" or "Bcc" fields frequently, unless the recipient is aware that you will be copying/sending a mail to him/her and knows what action to take; if any,
(Cc: **carbon copy**-all the recipients can see the other addresses the message was sent to) or Bcc: (**blind carbon copy**-is a useful way to send without the main recipient knowing. This also prevents the e-mail addresses from being captured by someone in the list who might use them for spamming purposes)

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- 9) Should users forward mails, he must state clearly what action he expects the recipient to take;
- 10) Do not mark e-mails as important if they are not really important; and
- 11) Indicate “No need to REPLY” if no response is needed from the recipient. Do not click “Reply All” – when replying to emails which requires plain acknowledgement, but if there are inputs on such communication which the other recipients may benefit from, then you may use the “Reply All” button;
- 12) Omit the heading/letter head in the mail body of the e-mail;
- 13) Use of personalized account – the head of office must use their personalized account in sending communications to higher headquarters unless it’s a recurring or routine report in which case it may be sent using the office/unit e-mail account.
- 14) Important or priority emails which need immediate reply or feedback should be coupled with sms/text from the sender to the recipient.

b. Replying to e-mails:

1. E-mails should be checked/opened at least five (5) times a day preferably on or about the following times: 8AM, 11AM, 1:30PM, 3:00 PM and 5PM;
2. E-mails should be answered within 8 working hours upon receipt; and
3. Priority e-mails should be replied within 2 hours upon receipt.

5. Personal Use

The PNP e-mail System is meant for official use. The PNP does not allow the use of the PNP e-mail for personal purposes. All messages distributed via the PNP e-mail system, even personal e-mails, are considered PNP property.

6. Confidential information

Users are advised to take precautionary measures in sending confidential information by e-mail. Secure your information by having a strong password or encryption mechanisms or other technologies and then provide the recipient with the password by means of other communication, for instance by telephone.

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7. Disclaimer

The following disclaimer will be added to each outgoing e-mail:

“This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this e-mail in error please notify admin@pnp.gov.ph. Please note that any views or opinions presented in this e-mail are solely those of the author and do not necessarily represent those of the agency. Finally, the recipient should check this e-mail and any attachments for the presence of viruses. The agency accepts no liability for any damage caused by any virus transmitted by this e-mail.”

8. System Monitoring

Users must have no expectation of privacy in anything created, stored, sent or received on the Agency’s computer system. e-Mail can be monitored without prior notification if PNP deems it necessary. If there is evidence that a user is not adhering to the guidelines set out in this policy, the PNP reserves the right to take disciplinary action, including termination and/or legal action.

9. e-Mail Accounts

All e-mail accounts maintained on our e-mail systems are property of PNP. Passwords should not be given to other people and should be changed every 90 days. E-mail accounts not used for 180 days will be deactivated and possibly deleted.

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Chapter 7: Sample Exercises

MULTIPLE CHOICE

- It allows computer users locally and worldwide to exchange messages.
 - FTP
 - Telnet Sites
 - Email
 - Discussion Groups
- Specifies the Internet Address of a file stored on a host computer connected to the Internet.
 - URL
 - DNS
 - IRC
 - FTP
- It is a vast information resource that exists around the world on hundreds of thousands of computers called Web Servers.
 - pdf
 - www
 - http
 - html
- Websites you have visited that you would like to store for easy access.
 - Back
 - Favorites
 - Forward
 - Home
- An icon containing the two curved arrows use to retrieve the page you are currently viewing.
 - Discuss
 - Stop
 - Search
 - Refresh
- In replying message, the subject is the same, but it is preceded by “re” which means _____.
 - Reward
 - Required
 - Reply
 - Related
- Which of the following is not an image files?
 - .html
 - .jpg
 - .bmp
 - .gif
- Is a unique name that identifies an internet resources such as a website.
 - domain
 - protocol
 - filename
 - path

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9. Contains icons for a variety of features such as Back, Forward, etc.
- a) Title Bar
 - b) Menu Bar
 - c) Standard Toolbar
 - d) Formatting Toolbar
10. A device used to connect to the internet over a telephone line.
- a) modem
 - b) usb port
 - c) memory
 - d) video card
11. Recipients are invisible to all of other recipients of the message.
- a) carbon copy
 - b) blind carbon copy
 - c) subject
 - d) draft folder
12. Which of the following is an example of domains?
- a) .php
 - b) .exe
 - c) .vbs
 - d) .com
13. It is a computer network made up of thousands of networks worldwide.
- a) file sharing
 - b) networking
 - c) internet
 - d) file transfer
14. It is copying a file to your computer.
- a) downloading
 - b) file transfer
 - c) uploading
 - d) file sharing
15. Programs that has certain period to end up your trial and for evaluation purposes only.
- a) freeware
 - b) peopleware
 - c) shareware
 - d) downloadable files
16. Transmitting a file from your computer to another computer on the internet.
- a) file transfer
 - b) uploading
 - c) back up files
 - d) downloading
17. An internet standard that extends the format of email to support text in character sets other than ASCII, non-text attachments, header information in non-character sets etc.
- a) Electronic Mail
 - b) Multimedia Internet Mail Extension
 - c) File Transfer Protocol
 - d) Internet Relay Chat
18. Software that does not require registration and/or payment.
- a) freeware
 - b) peopleware
 - c) shareware
 - d) downloadable files

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- "Brief Timeline of the Internet" from webopedia.com
- "Internet: What is internet" written by: Abhimanyu Mathur from www.engineersgarage.com
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19. Folder contains messages from the recipients.
- a) spam
 - b) inbox
 - c) draft
 - d) sent
20. Folder that contains unsolicited messages from unknown sender.
- a) sent
 - b) draft
 - c) inbox
 - d) spam

ICDL TYPE OF EXAMINATION

EMAIL

1. Launch Google chrome and open your email address.
2. Compose an email
3. Type in the TO box: itmstrd@google.com
4. Type in the CC box: your email address.
5. Type in the subject box: my first email
6. Type in the message box/work area the following: The quick brown fox jumps over the lazy dog near the bank of the river.
7. Go to Google.com and download an image of a fox near a river or any body of water.
8. Attach the image to your mail.
9. Send your email.
10. After sending your email, go to your inbox and delete the email with subject my first email. Likewise, delete the same in your sent items folder.

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This tutorial is for training purposes only and not for sale.

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