

## In this issue...

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## Special Update

### On the Web:

- ? **Special Offer: June 2002**  
If you have a Web site hosted by another ISP and would like to host it with us, we'll waive the set-up fee saving you up to £39.95\* - When ordering, simply quote JANSETUP.
- ? **Register yourname.uk.com?**  
If someone has already beaten you to registering your ideal domain name in .co.uk or .com why not secure the same name in another extension? With the choice of uk.com, uk.net, gb.com, gb.net and eu.com to choose from, why wait? Call 0800 0688634 to get yours!
- ? **Technical Support Online**  
Have you visited our online technical support area at <http://www.netenergy.net/support/> - with immediate answers to many problems, the answers are here.
- ? **Secure Online Payments**  
Did you know that we can accept secure credit and debit card payments online at <http://www.netenergy.net/contact/forms/payment.asp>.
- ? **Have you just signed up?**  
If you want to read (or re-read) any of the past nine issues, visit our online archive at <http://www.netenergy.net/about/newsletter/>.

### Customer Feedback...

*"Thanks again. I have to say that you have the best customer service I've ever experienced!"*

Guido Martini - EMC Extra

We welcome comments and any suggestions for improvement. Please e-mail us at [feedback@netenergy.net](mailto:feedback@netenergy.net).

### E-mail Forwarding Update

We are delighted to be able to introduce the latest addition to our e-mail control panel in the form of auto-responders on all e-mail forwarding accounts.

Previously, only POP3 accounts could make full use of the auto-responder option, also known as a vacation message, used to send an automatic reply when an e-mail has been sent to a specified address.

Frequently used to let people know that you are out of the office or won't be able to reply to their message for a while, the use of auto-responders has extended to automate tasks such as distributing price lists, appointments and events.

The information within your auto-responder is sent without any interaction on your behalf, saving time whilst giving the people who send you e-mail up-to-date information without you lifting a finger.

More examples using auto-responders as well as full details to set up your own can be found overleaf.

### Web Forwarding Update

Our Web forwarding service now includes the option to add three popular meta tags (title, keywords and description) to your domain name pointer for no additional cost.

Although the meta tags won't be visible on your Web site, they may assist your ranking when promoted to different search engines worldwide.

To add new or updated meta tag information to your Web forwarding, simply e-mail [support@netenergy.net](mailto:support@netenergy.net) with the title of your Web site, a brief description of the content and a list of keywords that you expect people to type into search engines to find your Web site.

*Please note: Each meta tag may not exceed 255 characters (including spaces) in length.*

*See issue 4 for more information on meta tags and search engine promotion.*

### Planned Improvements...

Although still very much 'under wraps', we are working on a selection of improved search engine submission packages designed more than ever to boost your rating in the search engines and to get people to your Web site.

No further details are available at the moment, however the latest news will appear in the coming issues of Energise...

*With the forecast of a scorching summer fading almost as quickly as our chances of winning the World Cup, we would like to make the most of the summer showers and introduce you to a fine appetiser of improvements that can be added to your existing services.*

*Whether you are a regular user or weren't aware that the e-mail control panel existed, we invite you to take advantage of the new options available and make changes to your e-mail account details, including changing password information and viewing the addresses currently received by a particular account.*

*We would also like to apologise to all customers who did not receive the update earlier in the month on our new services. If you would like more details, please e-mail [sales@netenergy.net](mailto:sales@netenergy.net).*

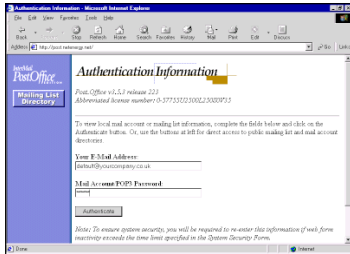
*As always, should you have any questions, queries or suggestions for improvement, please don't hesitate to get in touch.*

*Best Wishes,*

*Net Energy Internet Ltd.*

## Logging into the e-mail control panel

The e-mail control panel is available 24x7 online at either <http://post.netenergy.net/> or at <http://post.yourname.co.uk/> (where yourname.co.uk is replaced with your domain name).



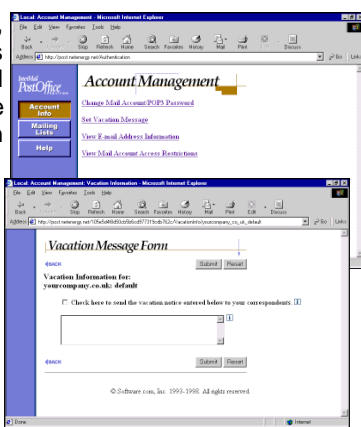
*Don't forget to leave out 'www' when typing in the address!*

You will be asked for your e-mail address, typically *default@yourname.co.uk* or the specified address for your account and the

password you use to receive e-mail (these details can be found on your technical information sheet).

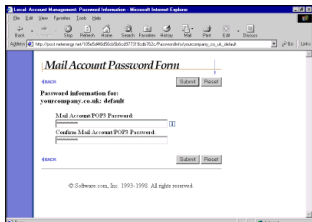
Once you have logged in, you will have four options available for each e-mail account, now including the option to add a 'vacation message', also known as an 'auto-responder', on all e-mail forwarding accounts.

Simply type (or copy and paste) your message into the space provided. Then tick the box to send the message when people e-mail your address and click 'Submit'. To stop the auto-responder at any time, simply log in, delete the message, remove the tick and click on the 'Submit' button.



Changing your password is just as straightforward. Again, log into the control panel and select 'change password' on the menu.

Once you have entered your new password, it will be effective immediately.



## Four common uses of auto-responders

1. Let colleagues and customers know that you won't be available for a while by setting up an "Out of Office" message.
2. Add an auto-reply to the account collecting orders from your Web site, confirming that you have received the order.
3. Auto-responders can be used as a courtesy response acknowledging that you have received a message and letting the sender know that their message will be answered shortly.
4. Save time by setting up (and updating when necessary) price lists, items for auction, event dates or any other information that you would normally need to copy and paste into a new message when replying to people who have asked for the same information.

## Technology Terms

### Meatloaf

Unlike unsolicited commercial e-mail, better known as Spam, meatloaf is the term used to describe unsolicited personal e-mail usually jokes or anecdotes sent by friends or colleagues. The term derives from spam reflecting that the messages are 'homemade'.

### POP3

Not to be confused with the term Point of Presence, (a telephone number or connection point used to provide dial-up access), POP3 stands for Post Office Protocol version 3 and is the protocol used by your e-mail software to retrieve messages from an e-mail server.

## When to change your password

Since with the username and password, your e-mail messages can be downloaded using any computer, anywhere in the world, it makes sense to ensure that these details are only known by yourself and trusted individuals.

If you suspect that someone knows your password, or if a member of staff who received e-mail using your domain name has left the company, it can be a good idea to change the password at the earliest opportunity.

Simply log in as shown opposite to view and update your account information when necessary.

## Questions & Answers from Technical Support

### No password?

No problem. Simply send an e-mail (you don't need the password to be able to send a message) or a fax requesting a new password.

To ensure that we can issue the new password as soon as possible, please include your username, domain name and a contact method so that we can contact you with the password.

### What is your spam policy?

At Net Energy Internet, we appreciate the inconvenience of unsolicited e-mail and the problems it can bring to both service providers and end-users alike.

Details of our zero tolerance of spam can be found in our acceptable use policy online.

### What is spam?

Spam, or UCE (unsolicited commercial e-mail) is the term used to describe an e-mail sent to a large number of people without their consent.

### Why is it called spam?

The term 'spam' allegedly comes from the Monty Python television show where in one particular episode there were so many references to the canned meat product that the rest of the show was overshadowed.

Another source draws a similarity between their low opinion of the "content-free" food compared with e-mails with little or no content.

Either way, Spam® is a registered trademark of Hormel Corporation (for it's processed meat).



## Free Lunch

Having taken a short break, Free Lunch returns with another cryptic question with which the correct answer offers you the chance to win a flexible £10.00 Amazon voucher that can be cashed in against a prize of your choice!

As usual, please e-mail your answer to [lunch@netenergy.net](mailto:lunch@netenergy.net). We will select a winner at random on the 25<sup>th</sup> of July, so to be in with a chance, make sure your answers reach us by 6pm on the 24<sup>th</sup> of July!

So easy we are almost giving the prize away, just let us know what **POP3** is an acronym for.

