

# Radio Days – 2011-01-08

## *Tip of the Week – Changing Passwords*

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A recent client had wanted to change his password on his email account because he suspected that other members of his family had access to his emails. Normally this is a simple task but, on this occasion, the task proved too much and his emails were no longer available. Because of all the problems he had not been able to access his emails for some months before he rang me. I am not sure just what had been done in the past but one thing I do know: it **IS** a simple task to change the password on an email account if you go about it the correct way.

The main lesson from this task is that the simple way is often the best!

Another lesson, of course, is that if you do not know what you are doing it can often be better to get professional help immediately rather than attempting what you think is the right track only to find that you have, in fact, made things much worse.

## *Setting Up Email Programs*

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In the good old days I used Outlook Express on Windows XP. This combination just worked and worked well. The program was easy to setup for several email accounts and all emails went to the one inbox. When I upgraded to Windows 7 I wanted an email program which worked the same way as Outlook Express on Windows XP.

After trying a number of email programs, or helping clients solve problems with them, I settled on the new open-source version of Eudora. This is the best email program which I have found but it still has problems. It does not store all incoming emails in one inbox, although I hope that this will change in the near future. Apart from this it is an excellent program to use but a nightmare to setup and get working. I pity people who have difficulty understanding how computers work if they try to setup this program.

The most common email programs on Windows 7 (now that Outlook Express is no longer available) is Windows Live Mail. This program is Microsoft's successor to Outlook Express but has a number of major faults from my point of view. The main ones are:

- Multiple inboxes: one for each email account
- Microsoft has tried to make it too easy to use and, in the process, made it difficult to do even some simple things. This is a too-common fault with program designers.

After much soul-searching with Eudora I decided to leave the world of free email programs behind and buy a better one: Pocomail. This email program is the best one that I have found. It is still not as good, in my opinion, as Outlook Express but it seems to be the best of a bad lot. I shall stick with it because the chance of finding a better one is just too stressful.

Oh! for the good old days when Microsoft produced a good program then stuck with it! The team which produced Outlook Express has long been disbanded and there is no chance that the program will ever see the light of day again. Requiescat In Pace!

## *Further Information*

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Eudora [https://wiki.mozilla.org/Eudora\\_OSE](https://wiki.mozilla.org/Eudora_OSE)  
Pocomail [www.pocomail.com](http://www.pocomail.com)