

EMAIL FOR BEGINNERS

WELCOME TO EMAIL



Email is one of the most important methods of communication in the world today. Not only does it allow you to contact one or more people almost instantly, but it also acts as your online credentials when logging in to certain websites, such as your

bank, Amazon.com, and Facebook. Most email accounts are free and can be created through online services or through work. This class will walk you through the basics of using an email account, including logging in and understanding the layout of the account, writing a new email message with an attached document, reading a message that was sent to you, opening an attachment, and good practices when using email.



TERMS TO KNOW

Attachment—Document, picture, or other files that are sent via email message and can be downloaded to the computer.

Bcc (Blind Carbon Copy) —Any email addresses listed in this field will not be seen by other recipients.

Cc (Carbon Copy)—contacts who need to be aware of the information but are not the primary recipients.

Compose—Write a new email message.

Contact—The email address of another person to which you wish to email.

Draft—An email message that is being written but has not been sent.

Email—A way of sending information to one or more people through the internet.

Folders—Assist in organizing email messages for quick access.

Forward—Sends a copy of a message you received to another contact.

Inbox—The folder containing all new incoming email messages.

Password—A group of characters that act as the key to unlock your email or other online accounts. It is good to change your password every couple of months, for better security.

TERMS TO KNOW

Reply—From within a received message, allows you to send a reply to the contact who sent the original message.

Reply All—Sends a reply to the contact who sent the original message AND to all of the recipients of that original email.

Sent—Folder which contains the email messages you have sent to others.

Spam—Unwanted, unsolicited email messages; can appear in the Inbox or in the Spam folder.

Trash Folder—Contains messages that have been deleted.

Username—The name or phrase used to access your account when logging into various websites.

Viewer—Where the message appears for viewing in the email account.

Notes

LOGGING IN AND OUT OF YOUR EMAIL ACCOUNT

- Open your internet browser and go to your email provider's website.
- Enter your **Username** and **Password** into the sign in fields.
- If you are using a public computer, make sure the box next to "Remember me" is unchecked.
- Click **Sign In**. You will be taken to your email home page.



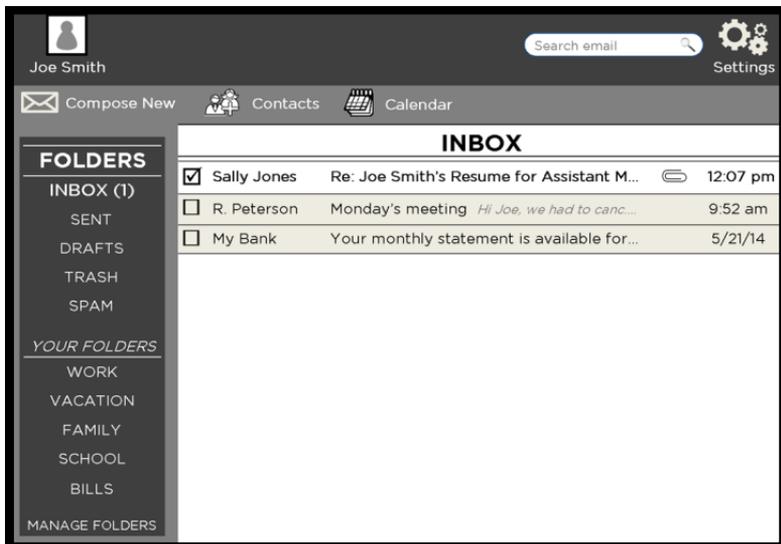
When you are finished sending or checking your email messages, it is good practice to sign out or log out of your account, especially if you are using a public computer. To do so:

- Find the icon or email address in the top corner of the home page.
- **Click** or **hover over** the icon or email address to open the options to sign out or log out of the account.



Notes

HOME PAGE



- **Compose a New Message**—Usually found in the top left side of the page.
- **Read messages**—Email messages will appear in the **Inbox**, located in the main **Viewer** on the right side of the home page.
- **Organize your messages**—The **folders sidebar**, located along the left side of the home page, helps you organize your messages. Some of the most used folders include:
 - **Inbox**—Holds all incoming emails.
 - **Sent**—Messages that have been sent.
 - **Drafts**—Saved copy of messages currently being written.
 - **Trash**—Deleted messages.

COMPOSING A NEW MESSAGE

To: sjones@email.com	Cc/Bcc					
Subject: Joe Smith's Resume for Assistant Managerial position						
Ms. Jones, Please see the attached resume for the Assistant Managerial position with your company. Thank you for your consideration, and I look forward to hearing from you soon. Sincerely, Joe Smith (123) 456-7890 <i>JoeSmithResume.docx</i>						
SEND	 Attachment Options	Tt B I U A Text Style and Formatting	 Bullets and Numbering	 Text Align	 Add Link	 Delete Message

- **To:**—Type the email addresses of the contacts to whom you wish to send the message in the To: field. You MUST use the full version of their email address (e.g.: jsmith@gmail.com). You can put as many email addresses in the To: field as you want, usually separated by commas. You can also choose to include addresses in the **Cc:** (Carbon Copy) and **Bcc:** (Blind Carbon Copy) fields.
- **Subject**—In this field, type a brief 3-5 word description of the message, so that the recipient knows what the message is about.
- **Message**—This is where you type the full detailed message you wish to send. Make sure to check spelling and grammar, to use proper salutations, and keep the message clear and concise.

COMPOSING A NEW MESSAGE

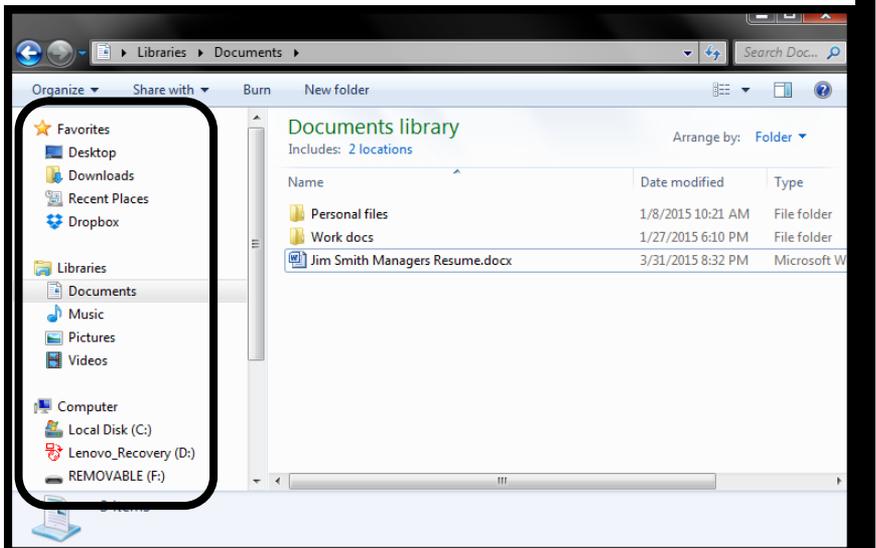
- **Saving a Draft**—A copy of the message may be automatically saved by the email provider every few minutes. This copy can be found in the **Drafts** folder, which is usually located on the left side of the email account in the Folders sidebar.
- **Formatting Options**—There are several options to attach a document and edit the formatting of the message, like text font, size, and style; paragraph settings; bullets and numbering; adding a link to a webpage; or deleting the message.

Notes

ADDING AN ATTACHMENT

To attach a file to your outgoing message, click the **paperclip icon** in your message options. You will be given the option to attach a file from your computer or from an online cloud storage site, such as Google Drive, OneDrive, or Dropbox. Clicking these options will open the list of files you have saved, allowing you to search for and open the file. 

If attaching a file from your computer or from an external flash drive, use the **Navigation Pane** on the left side of the File Explorer window to find the folder you need. Computer files are usually located under Libraries, and external drives will usually be one of the Computer folders listed by name with the drive letter next to it (e.g.: “Removable Drive (F:)”).



SENDING THE MESSAGE

When you have finished the message and double checked it for spelling and grammar issues, click **Send** to deliver it to the recipient. You cannot undo this action once you click Send.



Notes

UNDERSTANDING YOUR INBOX

Emails are listed from newest on top down to the oldest. Unopened emails will have bold print and may be highlighted, while viewed emails will have regular print.

Sally Jones Re: Joe Smith's Resume for Assistant M...  12:07 pm

- **Checkbox**—Allows you to select multiple messages to delete or to move to another folder.
- **Sender**—The name and/or email address of the contact who sent the message.
- **Subject Line**—A short phrase that lets you know what the message is about.
- **Attachment**—Paperclip icon; indicates that a file is attached.
- **Date/Time**—When the message was delivered.

Notes

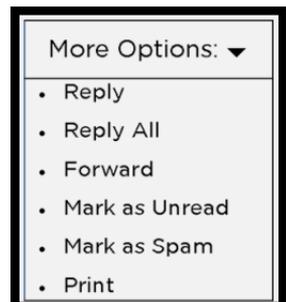
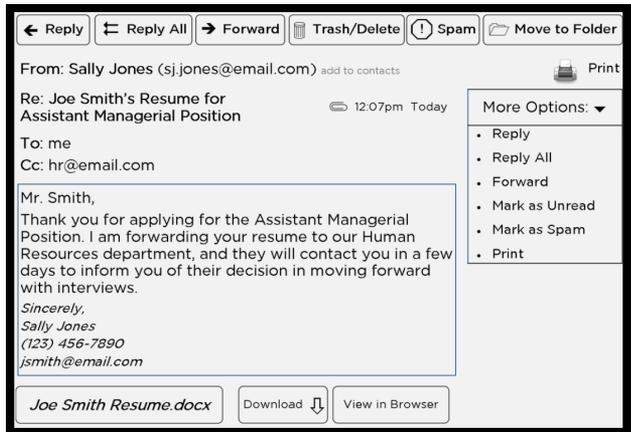
READING AN EMAIL

Clicking the email **subject line** will usually open the email message in the main viewer for you to read.

Once you have read the message, there may be several options along the top of the email, including:

- Reply to sender
- Reply to All recipients
- Forward the message to another contact
- Delete the message
- Mark the message as Spam
- Move the message to another folder

These options and more (such as **Print** and **Mark as Unread**) can also be found in a dropdown menu titled **More** or **More Options**.



OPENING AN ATTACHMENT



When an attachment is included in a message, it will usually be located at the bottom of the message with the option to View or Download.

Viewing an attachment will open the file in a new window (as seen below) or in a new tab. You may have to close the Viewer window in order to download or print the file. To close, click the **X** in the top right corner of the Viewer window.



OPENING AN ATTACHMENT

Downloading an attachment will save the file to your computer in the Downloads folder and will sometimes open up the attachment immediately for you to view. Be careful when downloading attachments, as some could contain harmful computer viruses.



Notes

EMAIL ETIQUETTE

- **Use a Descriptive Subject Line**

Without one, the recipient may assume that it's spam and delete it. It's also helpful in finding a specific email in your Inbox. But keep it to 3-5 words.

- **Use Opening and Closing Salutations**

Begin the message with "Dear" or "Hi," and end with "Sincerely," or simply with your name. If you and the recipient continue to reply back and forth to each other, it is not necessary to continue to include salutations.

- **Check Spelling, Grammar, and Format**

This makes your email more reader-friendly.

- **Check Your Email Regularly**

While you don't have to be a slave to your email, still try to check your email at least daily. It is very frustrating to senders if they need information soon and you don't read the email until after the deadline.

- **Have Patience; Email is not Instantaneous**

Depending on how fast (or slow) your internet connection is, your email may not arrive in the recipient's Inbox immediately. It may take a few minutes to an hour to appear.

EMAIL ETIQUETTE

- **Don't Forward Junk Mail To Others**

Nobody appreciates junk mail. You could be sending a virus without knowing it.

- **Don't use ALL Capital Letters or too many Smiley Faces**

Using all capital letters is the same as SHOUTING. And while Smiley Faces are cute, too many of them just become annoying. :-)

- **Watch Out For Email Rage**

Don't send an email to someone when you are angry or upset at them. Once you click "Send," you can't take it back.

Notes

FREE EMAIL SERVICES

If you want to create a new email account, here are a few of the more popular free email websites:



gmail.com



outlook.com



yahoo.com

Other Helpful Programs at Your Library

Program: _____

Branch: _____

Date: _____

Time: _____

Program: _____

Branch: _____

Date: _____

Time: _____

Program: _____

Branch: _____

Date: _____

Time: _____

Online Learning opportunities:
mymcpl.org/online-learning

