A Guide to Email

For Beginners

em@il

What is email?

Email is a way of sending messages or letters to someone electronically using the internet. Messages usually arrive instantly in the recipient's mailbox.

In order to use email you need to have an email address. There are many Internet Service Providers (ISPs) who provide email accounts with their internet packages. You can also subscribe for free to various web-based accounts such as Hotmail, Gmail or Yahoo. These allow you to access your email from any computer in the world and this means <u>you do not need your own computer at home to have an email address and receive emails</u>.
(All of your emails are stored remotely on one of the company's secure servers. There is often an option to pay a monthly fee for an upgraded version of an account but the free versions are adequate for the average user of email).

What will this guide teach me?

This guide will show you how to set up an email address using Gmail (also known as Google Mail). There are many other email providers available but all appear slightly different and it would not be possible to produce a guide to all of them. Feel free to choose another provider - simply follow their on screen instructions. Examples of other free email providers:

- Hotmail
- AOL
- Yahoo!
- Lycos

This guide will also take you through the following subjects:

- Sending and receiving emails
- Adding an attachment
- Deleting emails
- Avoiding spam emails and deleting junk mail
- Email etiquette (often referred to as netiquette)

You can find further information about email on **Universal Skills**, accessible via Newcastle City Libraries' 24 hour library. This is a free website that can be accessed remotely at home or in the library with a library card number and PIN. It provides tuition on basic computer skills, along with employability and job skills and information on Universal Job Match and Universal Credit: http://library.newcastle.gov.uk/web/arena
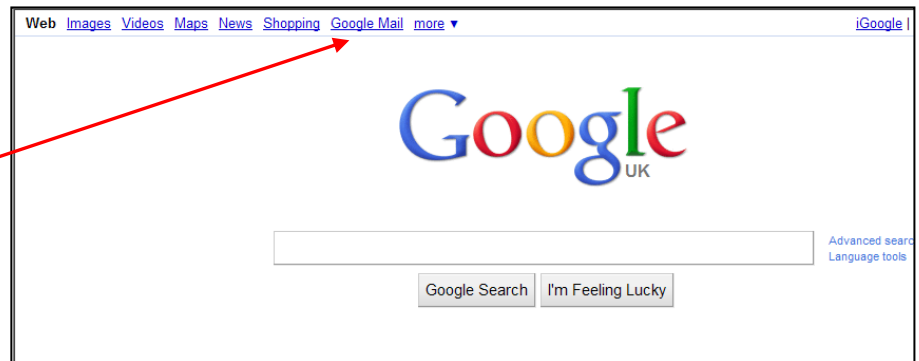
Please Note
Google now requires you to enter a <u>mobile</u> telephone number at the end of the sign up process in order to verify your account. Please ensure you have a mobile number before proceeding to set up a G-mail account. If you don't, you should set up an account with another provider e.g. www.mail.com , www.AIM.com or www.gmx.co.uk.

Setting up a Google mail (Gmail) email account

1) Go to www.google.co.uk

2) Click on the text 'Google Mail'. You will be taken to the registration page.

Web Images Videos Maps News Shopping Google Mail more ▼   iGoogle

Google
UK

Advanced search
Language tools

Google Search   I'm Feeling Lucky

3) Fill out the registration form with your details.

You can type in your choice of email address here.

You can type in your name or anything else you would like. It will end in @gmail.com. Once you have typed something in the box click on Check Availability to see if this email address is available.

Create an Account

Your Google Account gives you access to Gmail and other Google services. If you already have a Google Account, you can sign in here.

Get started with Gmail

First name:

Last name:

Desired Login Name: @gmail.com
Examples: JSmith, John.Smith

check availability!

Choose a password: Password strength:
Minimum of 8 characters in length.

Re-enter password:

☑ Stay signed in

☑ Enable Web History Learn More

4) At the bottom of the page you need to type in the letters shown on the screen for security purposes. It is not case sensitive don't worry about capital letters. Accept the Google terms and conditions by clicking on 'I accept. Create my account'.

Print (Alt+R)

wandfuri

Letters are not case-sensitive

Terms of Service: Please check the Google Account information you've entered above (feel free to change anything you like), and review the Terms of Service below.

With Gmail, you won't see blinking banner ads. Instead, we display ads you might find useful that are relevant to the content of your messages. Learn more

Printable Version

Welcome to Google!

1. Your relationship with Google

1.1 Your use of Google's products, software, services and web sites (referred to collectively as the "Services" in this document and excluding any services provided to you by Google under a separate written agreement) is subject to the terms of a legal agreement between you and Google. "Google"
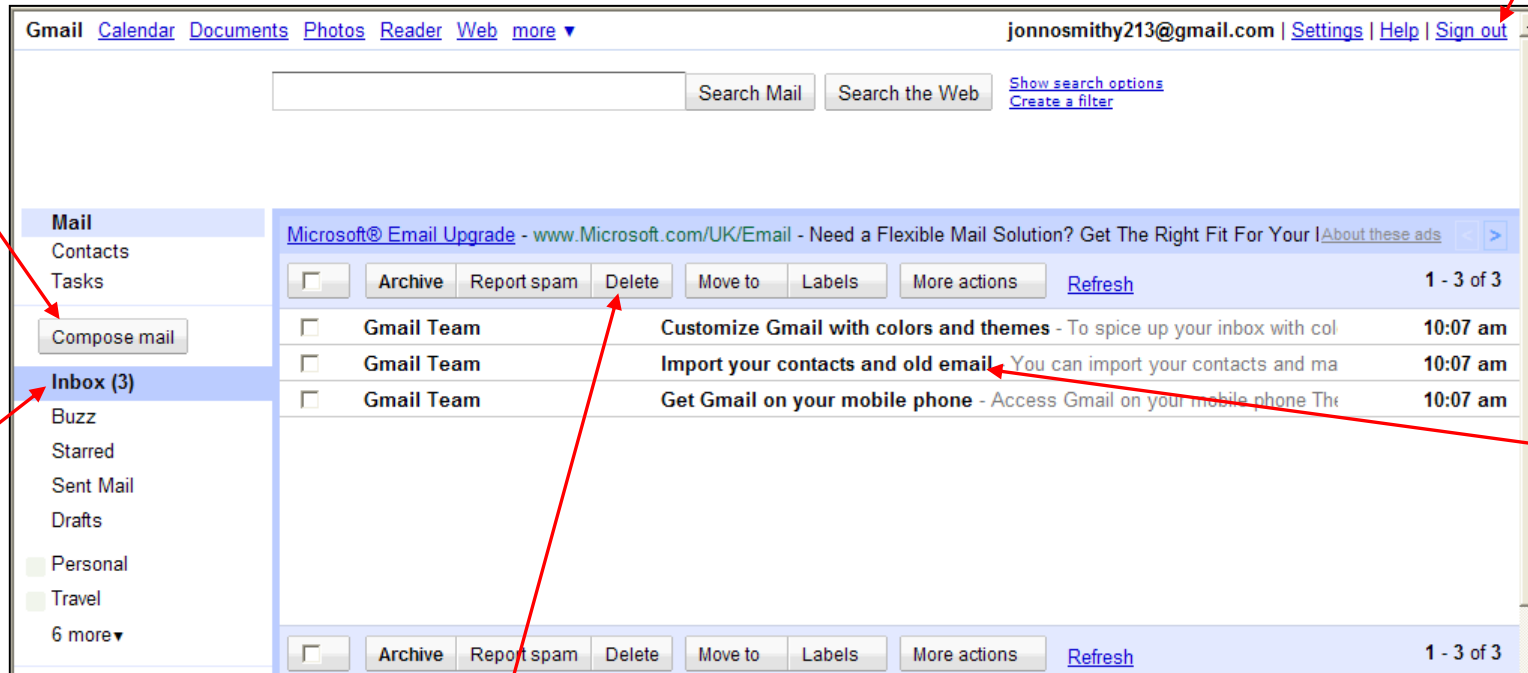
By clicking on 'I accept' below you are agreeing to the Terms of Service above and both the Program Policy and the Privacy Policy.

I accept. Create my account.

5) On the next page you will need to enter a mobile phone number so they can send you a text with a code to verify your account. Enter the code then click 'Verify' to confirm your registration.

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A basic overview of Gmail

It is important to click here to sign out – especially if you are using a public computer.

Click here to compose a new email.

Your emails are stored in your inbox. Click here to go to your inbox.

| Gmail | Calendar | Documents | Photos | Reader | Web | more ▼ | | jonnosmithy213@gmail.com | Settings | Help | Sign out |

Search Mail   Search the Web   Show search options
Create a filter

Mail
Contacts
Tasks

Compose mail

Inbox (3)
Buzz
Starred
Sent Mail
Drafts
Personal
Travel
6 more▼

Microsoft® Email Upgrade - www.Microsoft.com/UK/Email - Need a Flexible Mail Solution? Get The Right Fit For Your l About these ads   >

Archive   Report spam   Delete   Move to   Labels   More actions   Refresh   1 - 3 of 3

□	**Gmail Team**	**Customize Gmail with colors and themes** - To spice up your inbox with col	10:07 am
□	**Gmail Team**	**Import your contacts and old email** - You can import your contacts and ma	10:07 am
□	**Gmail Team**	**Get Gmail on your mobile phone** - Access Gmail on your mobile phone The	10:07 am

Archive   Report spam   Delete   Move to   Labels   More actions   Refresh   1 - 3 of 3

Your emails are listed in date order in this pane and emails in **bold** text have not been read.

You can delete a message by selecting it and clicking here.

4

Reading and deleting emails in Gmail

To read an email simply click on the subject of the email or on the email sender; this will open the email and display its contents (see diagram below).

To delete an email click on it and then click on the delete button near the top of the screen. To delete more than one email click on the box to the left of the email sender. This will place a tick in the box. Place ticks in the boxes of all the emails that you want to delete. Then click on the delete icon. Your deleted emails will be saved in a folder on the left called 'Trash' in case you have accidentally deleted something and need to refer back to it later.

Printing

Click here to print an email. It usually works better to click this print icon rather than going to File-Print in the menu bar (often email messages are printed incorrectly this way).
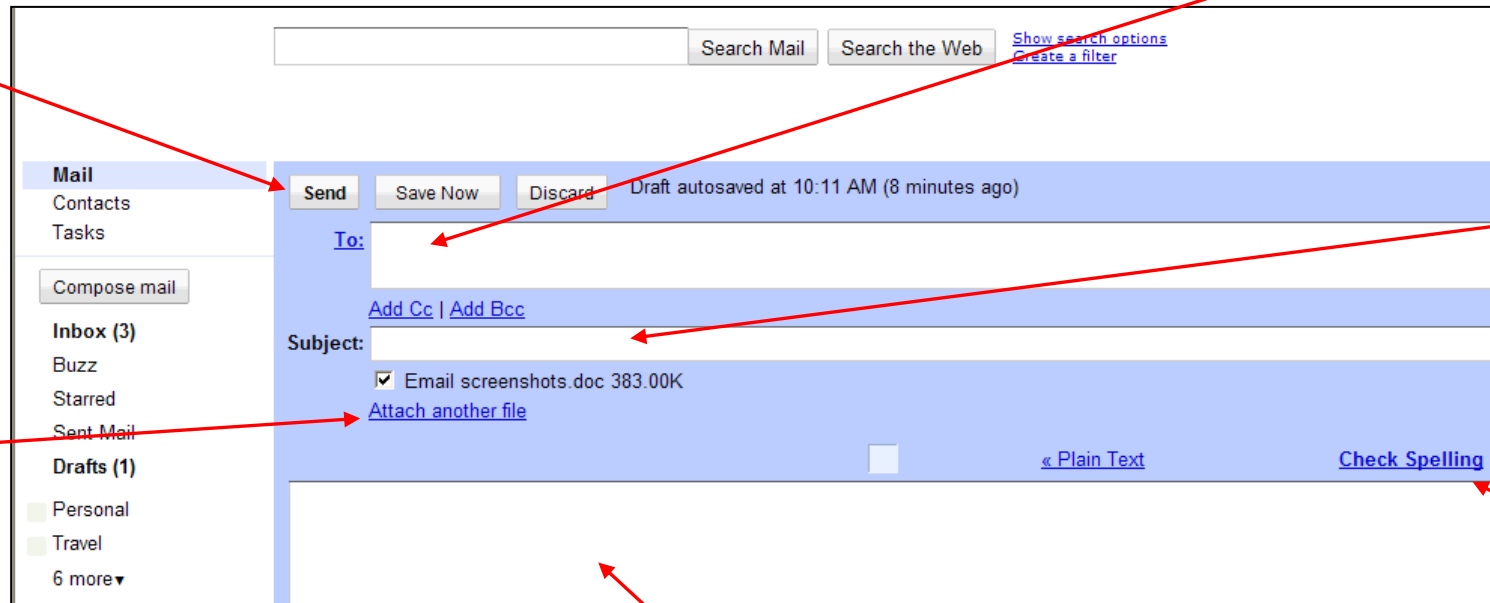
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Writing an email in Gmail

Click on the 'Compose mail' button on the left-hand side of the screen (see previous diagram).
You will then be presented with the screen below.

Type the email address of the recipient here. To send it to more than one person separate the email addresses with a comma.

Once you have written your email, click here to send it.

Click here to add an attachment (see instructions further on).

Type a subject for the email here.

Click here to check the spelling in your email.

Type your message in this blank space.

	Search Mail	Search the Web	Show search options / Create a filter

Mail
Contacts
Tasks

Compose mail

Inbox (3)
Buzz
Starred
Sent Mail
Drafts (1)
Personal
Travel
6 more ▾

Send   Save Now   Discard   Draft autosaved at 10:11 AM (8 minutes ago)

To:

Add Cc | Add Bcc

Subject:

☑ Email screenshots.doc 383.00K
Attach another file

« Plain Text   Check Spelling

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Adding an email attachment

You can attach documents such as Word files or pictures to an email message. This is useful if you are sending a prospective employer a CV for example.
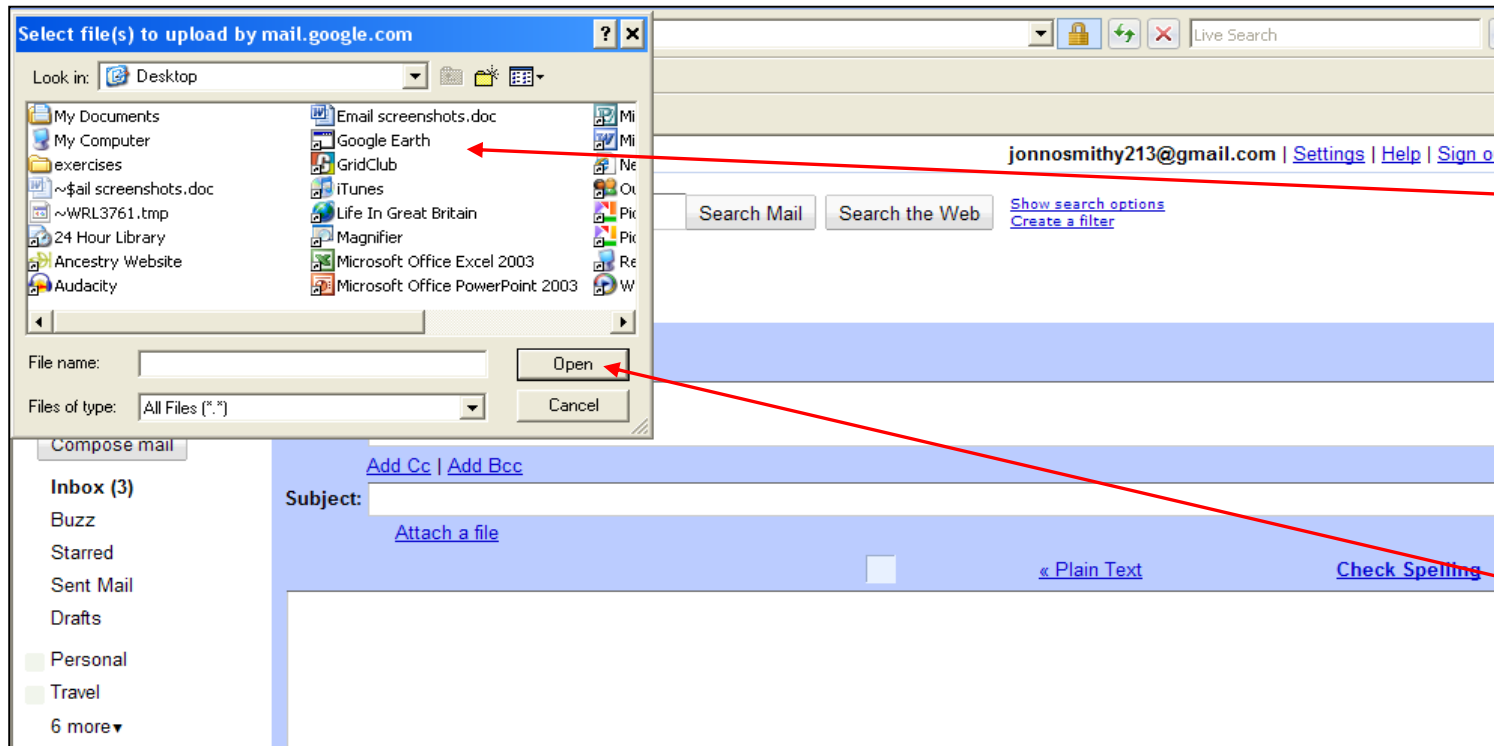
When you click on the attach button a box will appear. This allows you to find the file you want to attach on your computer hard drive or a memory stick for example.

Once you have found the file click on open. Gmail will then upload this file and attach it to your email.

You can see here that your file has been uploaded. Gmail will also automatically do a virus scan as it is attaching the file.

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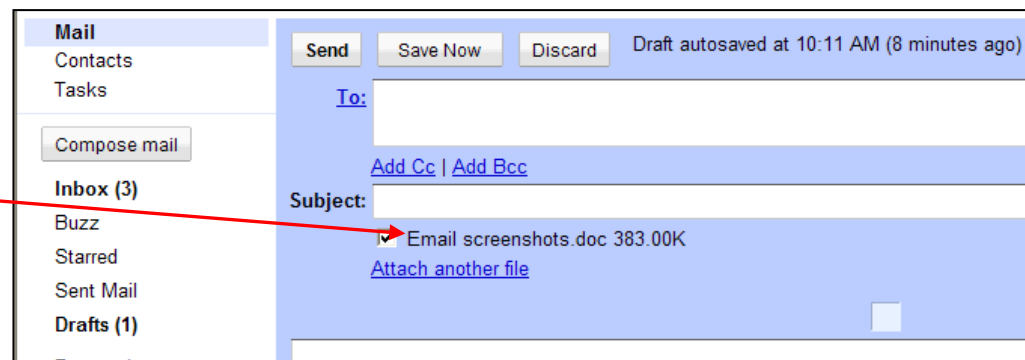
Email etiquette – netiquette tips

- DO NOT TYPE COMPLETELY IN CAPITAL LETTERS AS WHEN WRITTEN ON-SCREEN IT APPEARS YOU ARE SHOUTING.
- Use proper spelling, grammar and punctuation.
- Do not type in shorthand when composing emails unless it's meant to be informal. For example use 'thanks' instead of 'thx' and 'please' instead of 'pls'.
- Avoid using smileys and other 'emoticons' when composing formal emails. For example do not use ☺ ;) or :-D
- Try to reply to emails promptly. Usually others expect a reply the same day and businesses who provide an email address should respond within the week at least.
- Do not forward chain emails or spam (junk emails) – just delete them.
- Make sure you have a relevant subject heading for your email.

Email glossary

Below are a few terms that you may come across when using email:

Spam:
This refers to junk email that you may receive in your inbox. It's like receiving unwanted junk mail in the post. Usually there's a link within the email to unsubscribe but it is unwise to click on links in emails unless you trust the source. Often it is best to just delete the email. If you keep getting the same email regularly it is more likely to be from a reputable source. This could be from a site you have previously registered with or from a company who has been given your email address by an affiliated company.

BCC:
This stands for blind carbon copy and means you can send the same email to many different people without them knowing who else you have sent it to. None of the recipients will see any of the other recipient's details.

CC:
This stands for carbon copy and means you can send a copy of the email to other people and they will be able to see who else you have sent it to.

Spoof email:
A spoof email is an email which looks very similar to an email from a legitimate source but is in fact fraudulent. They can be very convincing as a fraudster often uses the same logos, designs and font as the legitimate company. Ebay and large banks are often a target for spoof emails.

Phishing:
This is an example of attempted fraud where a person or organised group send out large amounts of spoof emails pretending to be from a legitimate source (eg banks, ebay). They encourage you to click on links within emails which take you to fraudulent sites asking you to enter personal details such as bank account information.

Web-based email:
This is email that you can access from an internet browser on any computer in the world. It does not have to be accessed from special software installed on your computer at home.

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Forward:
You can forward mail you have received to another person by clicking on the forward button and typing in their email address.

Mail bomb:
This is an orchestrated attempt to shut down a mail server by sending more messages than it can handle in a short period of time.

Mailing list:
You can subscribe to the mailing lists of various websites in order to receive a regular email newsletter detailing new products, news, events etc