

The Joys of Email

How does it work?
What's their handle?

What is email?

- ▶ **Electronic mail (email or e-mail)** is a method of exchanging messages ("mail") between people using electronic devices. Email was conceived as the electronic (digital) version of, or counterpart to, postal mail, at a time when "mail" meant only physical mail (hence e- + *mail*). Email later became a very widely used communication medium, to the point that in current use, an e-mail address is often treated as a basic and necessary part of many processes in business, commerce, government, education, entertainment, and other spheres of daily life in most countries. Email is the medium, and each message sent is called an email.
- ▶ See: [Email - Wikipedia](#)

Email clients / Webmail

- ▶ When opening email you open an email client like Outlook, Gmail or Mail, or you open a webmail interface.
- ▶ The email interface allows users to process email.
- ▶ Using an email interface a user can:
 - ▶ receive and read emails
 - ▶ Reply to emails, with updates to the existing text if required
 - ▶ Forward emails to other people
 - ▶ Compile and send emails
 - ▶ Add attachments to an email
 - ▶ Please note most email systems have a size limit (10MB is a common one)
- ▶ Webmail needs an internet connection, a client can work offline.
- ▶ See [Comparison of email clients - Wikipedia](#)

Types of email engine

- ▶ There are a number of types of engine:
 - ▶ Exchange server like Outlook
 - ▶ Web mail
 - ▶ Google mail
- ▶ The engine is where the emails are actually stored.

Outlook client

The screenshot displays the Outlook web interface for the account 'mark_l_riley@hotmail.com'. The interface is divided into several sections:

- Top Ribbon:** Includes tabs for FILE, HOME, SEND / RECEIVE, FOLDER, and VIEW. The HOME tab is active, showing various email actions like 'New Email', 'Clean Up', 'Delete', 'Reply', 'Forward', 'Move to?', 'To Manager', 'Done', 'Reply & Delete', 'Create New', 'Move', 'Rules', 'Unread/ Read', 'Categorize', 'Follow Up', 'Search People', 'Address Book', 'Filter Email', 'Store', 'Rich Text', 'Plain Text', and 'HTML'.
- Left Navigation Pane:** Shows 'Favorites' with 'Inbox 40' and 'Sent Items'. Below, it lists email accounts: 'marklr@me.com', 'mark_l_riley@hotmail.com' (selected), and 'ml@rileyclan.co.uk'. Under 'mark_l_riley@hotmail.com', the 'Inbox 1' is expanded, showing 'Drafts', 'Sent Items', 'Deleted Items', 'Archive', 'AVG Virus Vault', 'Conversation History', 'Junk Email', 'Outbox', and 'Search Folders'.
- Search and Filter Area:** A search bar for the 'Current Mailbox (Ctrl+E)' is present. Below it, filters for 'All' and 'Unread' are shown, along with sorting options 'By From' and 'A to Z'. A list of search results shows an email from 'Mark Riley' with the subject 'FW: TDU3a Compute...' and a time of '12:19'.
- Email Content Area:** Displays an email from 'Mark Riley <marklriley@msn.com>' with the subject 'FW: TDU3a Computer Group' sent on 'Thu 13/01/2022 12:19'. The email body contains:

From: Ian Duncan [<mailto:jianduncan@gmail.com>]
Sent: 12 January 2022 12:08
To: Ian Duncan <jianduncan@talktalk.net>
Subject: TDU3a Computer Group

Happy New Year to you all

The next Computer Group meeting will be held next Monday 17 January 2022 in the Assembly Room at Holland Public Hall at 14:00 hrs.
Mark Riley will be conducting a Workshop on emails; including Gmail.

A reminder that face masks must be worn.

I look forward to seeing you.

Best wishes
Ian
- Bottom Status Bar:** Shows 'ITEMS: 1 UNREAD: 1', 'ALL FOLDERS ARE UP TO DATE.', 'CONNECTED TO: MICROSOFT EXCHANGE', and a zoom level of '100%'.

Outlook.com (Web)

The screenshot displays the Outlook.com web interface. At the top, there is a browser window with the address bar showing 'https://outlook.live.co...'. Below the browser window is the Outlook navigation bar, which includes a search box, 'Meet Now' button, and a profile icon labeled 'MR'. The main interface is divided into three sections: a left-hand navigation pane, a central inbox, and a right-hand email view pane.

Navigation Pane (Left):

- Favourites
 - Inbox 39
 - Sent Items
 - Your family 1
 - Add favourite
- Folders
 - Inbox 39
 - Junk Email
 - Drafts
 - Sent Items

Inbox (Center):

Inbox (Filter)

- Ian Duncan**
TDu3a Computer Group Wed 12:08
Happy New Year to you all The next ...
- This month**
- eBay**
✓ wood effect double ... Mon 21:20
Your listing is now live. View or upda...
- eBay**
Important: Confirmatio... Mon 21:18
Your payment method has been upd...
- Amazon.co.uk Reviews**
Mark Riley, did 'CHOSRY... Sun 09/01
Tell other shoppers what you thoug...

TDu3a Computer Group (Right):

Ian Duncan
<jranduncan@gmail.com>
Wed 12/01/2022 12:08
To: Ian Duncan

Happy New Year to you all

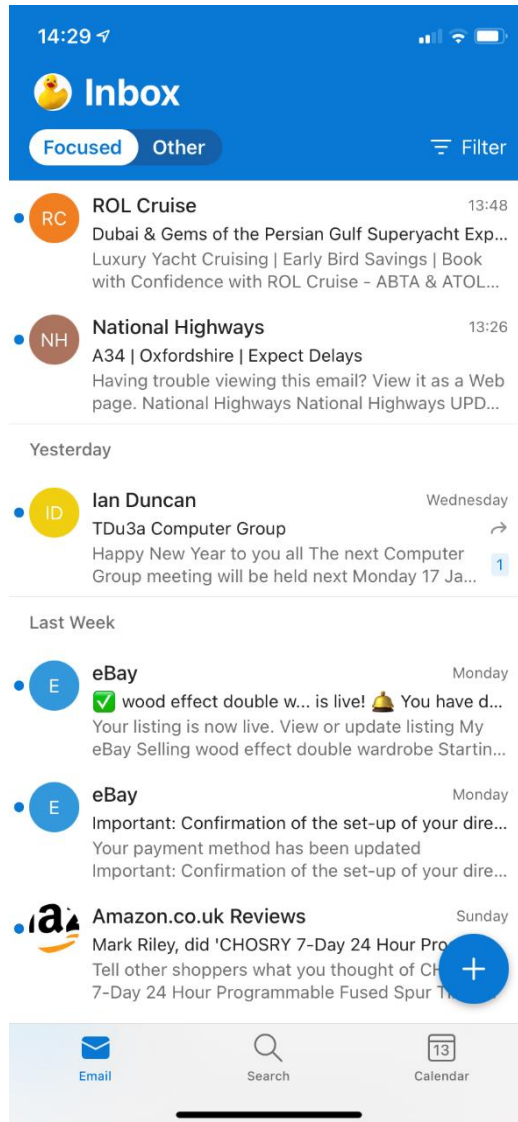
The next Computer Group meeting will be held next Monday 17 January 2022 in the Assembly Room at Holland Public Hall at 14:00 hrs. Mark Riley will be conducting a Workshop on emails; including Gmail.

A reminder that face masks must be worn.

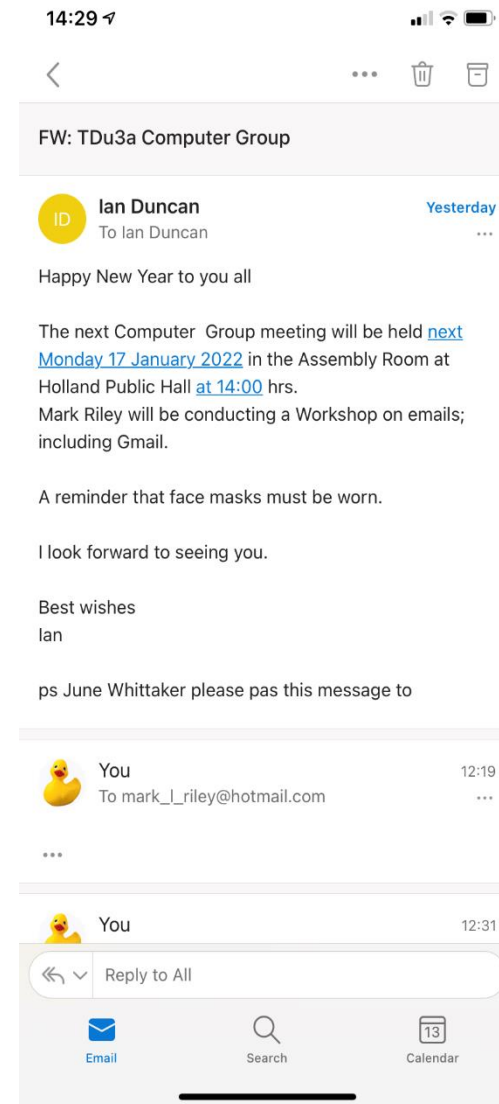
I look forward to seeing you.

Outlook app

The interface when setup looks like this



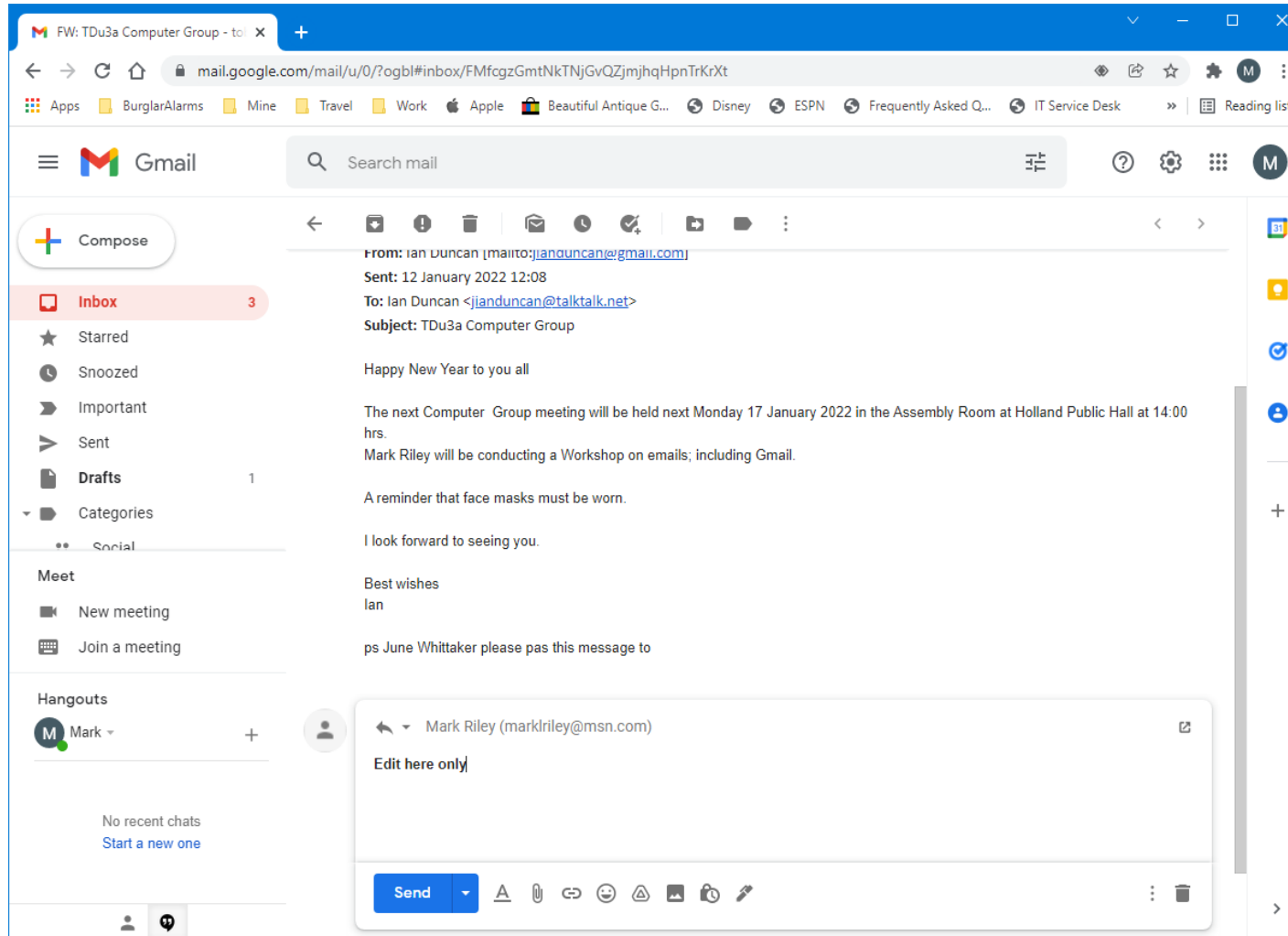
When looking at or replying it looks like this



Gmail webmail

The screenshot shows a web browser window displaying the Gmail webmail interface. The browser's address bar shows the URL `mail.google.com/mail/u/0/?ogbl#inbox/FMfcgzGmtNkTNjGvQZjmjhqHpnTrKrXt`. The Gmail header includes the search bar and navigation icons. The left sidebar shows the 'Compose' button and a list of folders: 'Inbox', 'Starred', 'Snoozed', 'Important', 'Sent', 'Drafts', 'Categories', and 'Social'. Below these are 'Meet' options (New meeting, Join a meeting) and 'Hangouts' (Mark, 3 Invitations). The main content area displays an email titled 'FW: TDU3a Computer Group' from Mark Riley, received at 12:31. The email body contains the following text: 'Happy New Year to you all', 'The next Computer Group meeting will be held next Monday 17 January 2022 in the Assembly Room at Holland Public Hall at 14:00 hrs. Mark Riley will be conducting a Workshop on emails; including Gmail.', 'A reminder that face masks must be worn.', 'I look forward to seeing you.', 'Best wishes', 'Ian', and 'ps June Whittaker please pas this message to'. At the bottom of the email, there are 'Reply' and 'Forward' buttons.

Gmail - replying to an email



The screenshot shows a Gmail interface in a web browser. The browser tab is titled "FW: TDU3a Computer Group - to". The address bar shows the URL "mail.google.com/mail/u/0/?ogbl#inbox/FMfcgzGmtNkTNjGvQZjmhqHpnTrKrXt". The Gmail header includes the search bar and navigation icons. The left sidebar shows the "Compose" button and the "Inbox" folder with 3 items. The main content area displays an email from Ian Duncan (mailto:jianduncan@gmail.com) sent on 12 January 2022 at 12:08. The email subject is "TDU3a Computer Group". The body of the email contains the following text:

Happy New Year to you all

The next Computer Group meeting will be held next Monday 17 January 2022 in the Assembly Room at Holland Public Hall at 14:00 hrs.
Mark Riley will be conducting a Workshop on emails; including Gmail.

A reminder that face masks must be worn.

I look forward to seeing you.

Best wishes
Ian

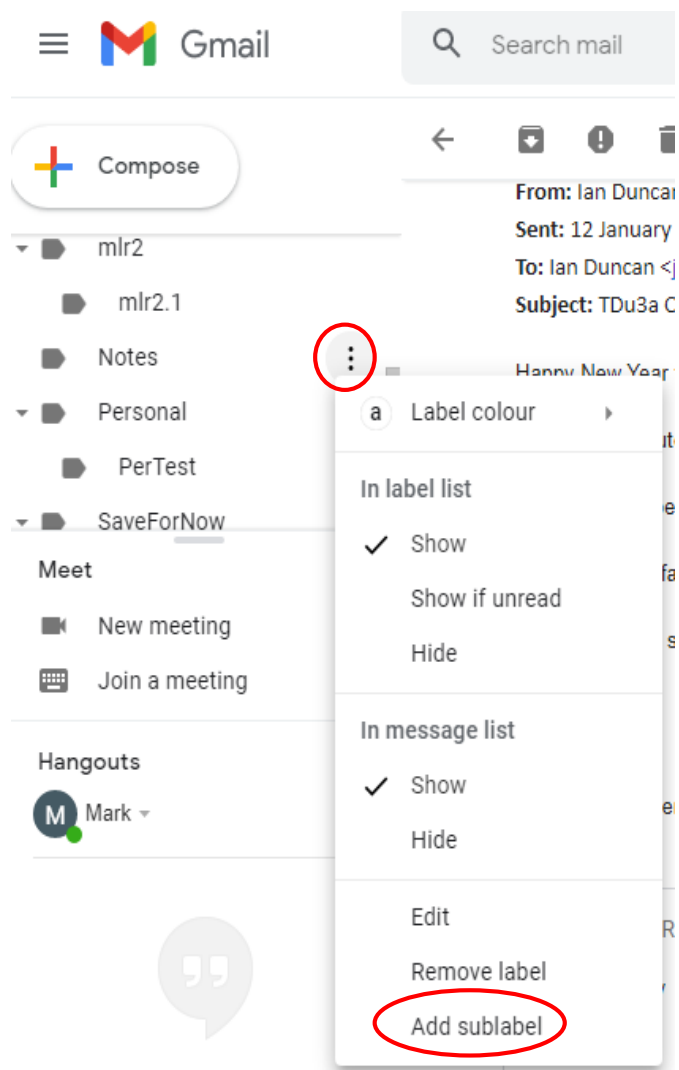
ps June Whittaker please pas this message to

A reply composition window is open, addressed to Mark Riley (markriley@msn.com). The text "Edit here only" is entered in the body of the reply. The "Send" button is visible at the bottom of the composition window.

Gmail - creating subfolders to store emails 1

- ▶ Gmail uses labels instead of folders to organize emails, but labels function similarly to folders.
- ▶ **Method 1**
- ▶ **How to create a folder in Gmail on desktop**
- ▶ Go to the Gmail website. ...
- ▶ Click the gear-shaped Settings icon at the top-right of the screen, then select See all settings. ...
- ▶ In the Labels tab, scroll down to the Labels section and click Create new label.
- ▶ Enter the name of the label you want, then click Create.

Gmail - creating subfolders to store emails 2



- ▶ On a Folder/Label at or below the Notes folder click on the 3 vertical dots
- ▶ From the displayed menu select 'Add sublabel'
- ▶ This is displayed

A screenshot of the 'New label' dialog box in Gmail. The dialog has a title bar with 'New label' and a close button. Below the title bar, there is a text input field with the placeholder text 'Please enter a new label name:'. Below that is a checked checkbox labeled 'Nest label under:' followed by a dropdown menu currently showing 'Notes'. At the bottom right of the dialog are two buttons: 'Cancel' and 'Create'.

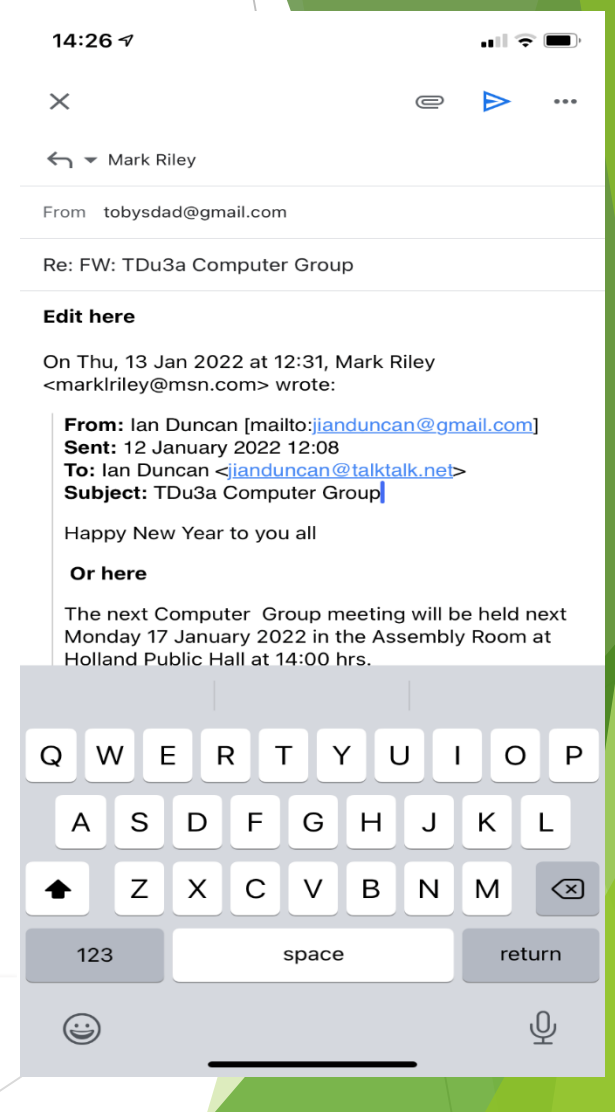
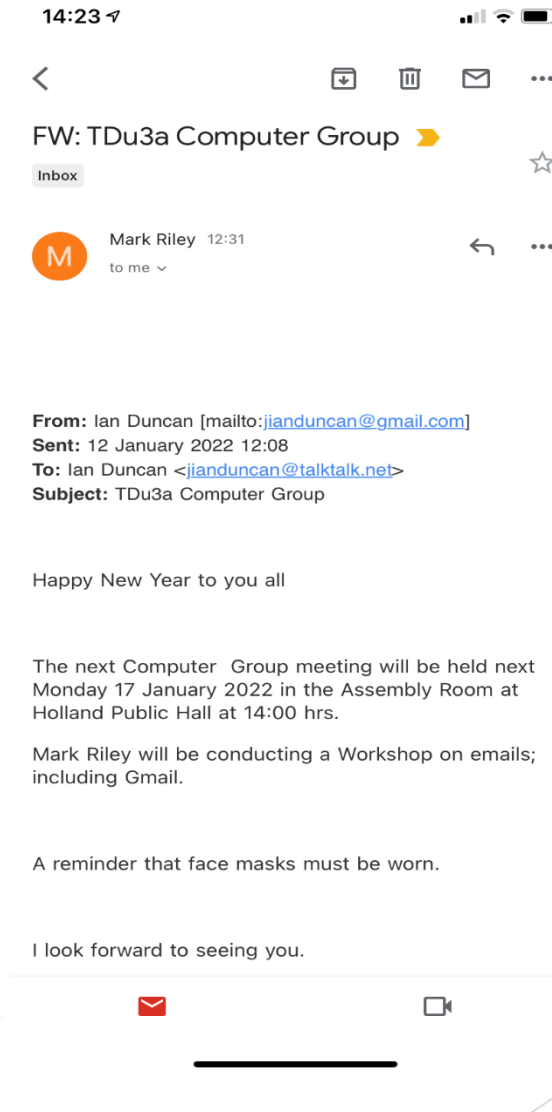
- ▶ Enter the name of the
- ▶ Untick the nest label under box to create a new top level folder.
- ▶ Or select a folder you want to create a subfolder for.
- ▶ Then press the Create button.....viola.

Gmail app

When opened
The app looks
like this

Open an
email

Reply and
edit the email

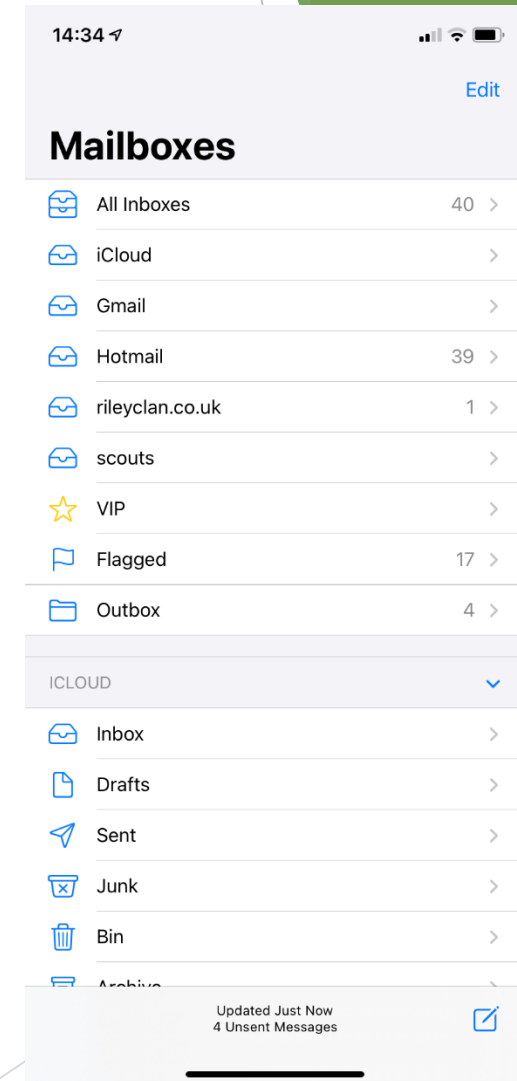
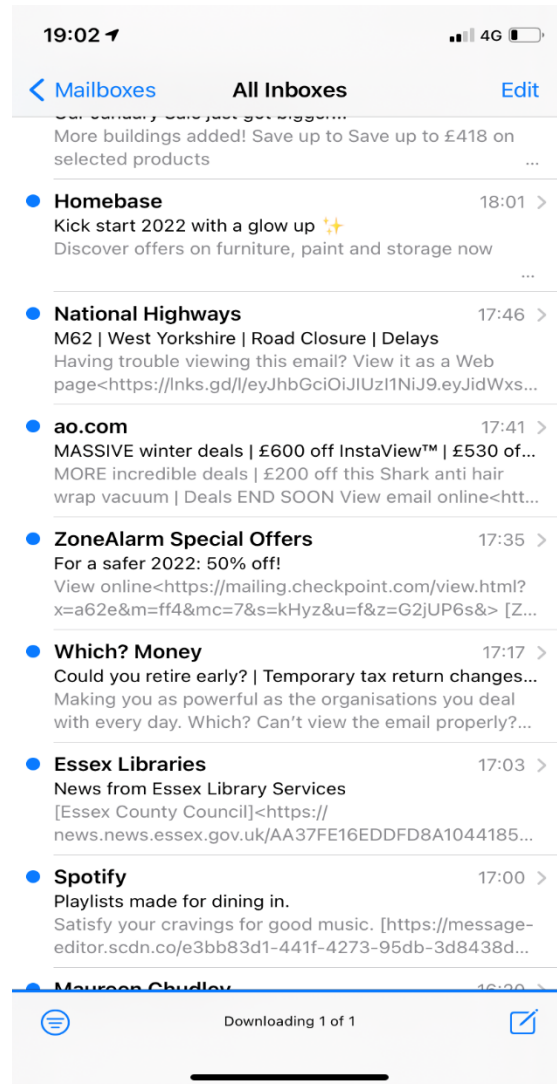


Apple mail app

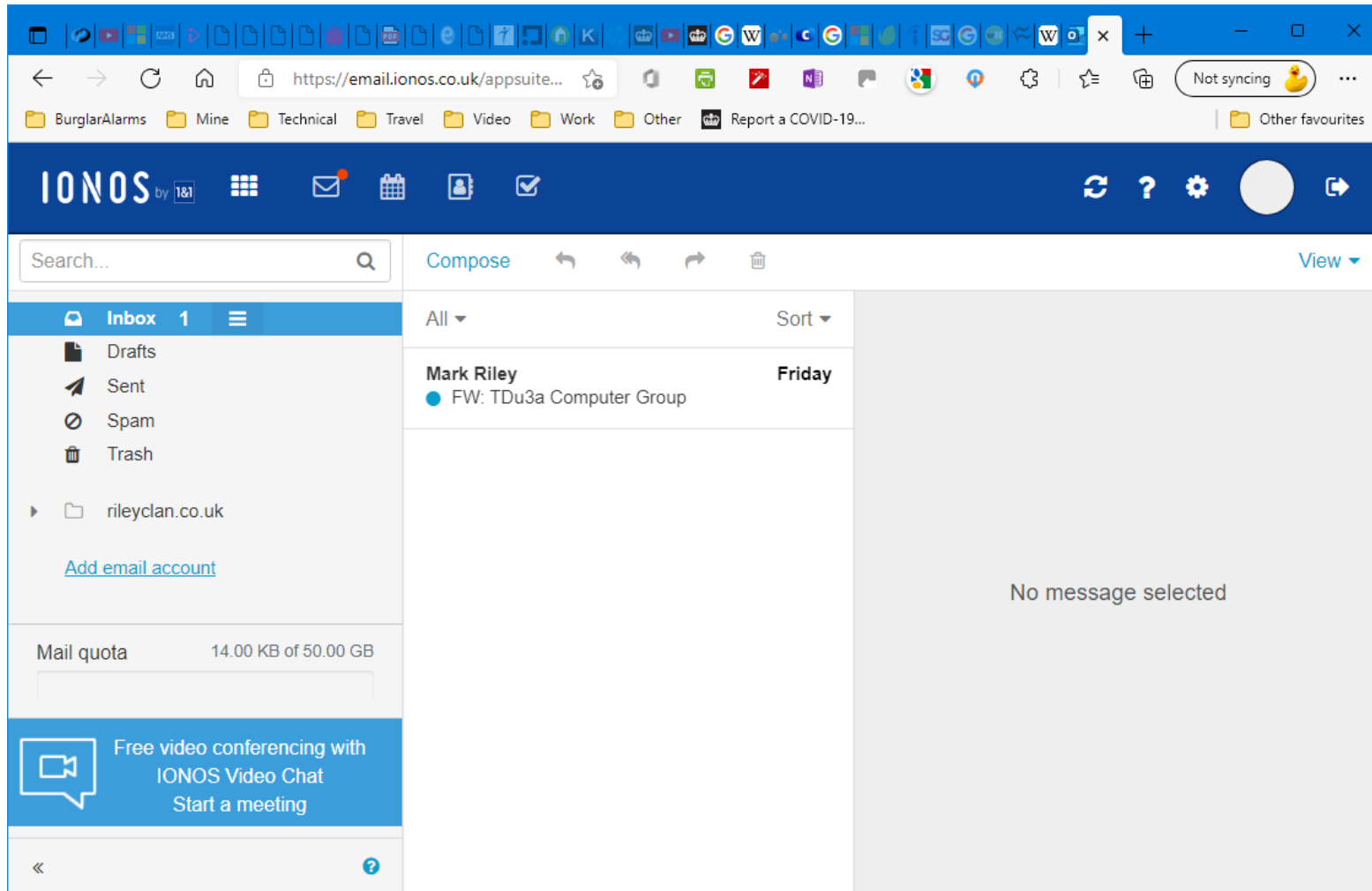
Open app
and it looks
like this

Or this

Click the
< mail box
to see all
mailboxes



A webmail interface



Phishing

- ▶ Phishing (pronounced: fishing) is an attack that attempts to steal your money, or your identity, by getting you to reveal personal information -- such as credit card numbers, bank information, or passwords -- on websites that pretend to be legitimate. Cybercriminals typically pretend to be reputable companies, friends, or acquaintances in a fake message, which contains a link to a phishing website.
- ▶ Visit [How to Recognize and Avoid Phishing Scams | Consumer Advice \(ftc.gov\)](#)
- ▶ If you suspect an email as being a phishing attack please forward the email to: report@phishing.go.uk

In Summary

- ▶ An email client runs off your own computer, and you can also back up your emails in the cloud. This is opposed to webmail which hosts everything on a server. Email clients are more common for business purposes, while webmail is more for personal use.
- ▶ In both email clients and webmail environments subfolders(/labels) can be created to organise your emails.
- ▶ Multiple mailboxes can be accessed from the same platform in both email clients and webmail environments.

Appendix - useful / interesting links

- ▶ [Email - Wikipedia](#)
- ▶ [Comparison of email clients - Wikipedia](#)
- ▶ [Best email hosting 2023: Top providers compared](#)
- ▶ [Best email hosting providers of 2023](#)
- ▶ [Outlook vs. Gmail: Which is Better?](#)
- ▶ [Differences: Microsoft Outlook Mail Vs Apple Mail](#)
- ▶ [What is Phishing](#)