

# Email: Basics



## Learning Services

Hernando County Public Library System

[www.hernandocountylibrary.us](http://www.hernandocountylibrary.us)

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## Welcome...

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to *Email: Basics*, where you will learn how to access your email on the Web.

### **What You Should Already Know**

Coming into this class, you should already have:

- Basic mouse skills like clicking, double-clicking, click-and-drag, and understanding when to right-click
- Basic typing skills
- An awareness of folders and how to use them
- An idea of why you would like to use email

### **What You Will Learn**

- To understand email etiquette
- How to compose, read, reply to, forward and delete email messages
- How to attach files and download attachments
- To keep your Inbox organized

## What is email?

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Email provides immediate text connections to anyone anywhere in the world. You can get to your email from programs installed on your computer, like Outlook, Outlook Express, or Thunderbird, or you can check your email on the Web. Today, we will look at email on the Web. To begin, you need Web access, and then you need to create an email account. Creating an email account is free and easy.

### **Creating an email address**

Yahoo! MSN, Hotmail, and NetZero are all popular email providers. For this class, however, we will use Gmail. During today's class, you will be assigned a Gmail account by the instructor. Should you wish to create your own online email account, please see the Appendix at the end of this document.

### **Email addresses**

An email address is made from joining a user name to an email provider name with an "@" sign. Do not confuse an email address with a Web address. An email address identifies a Web user, not a website. Therefore, an email address is not a Web address. An email address always

includes an “@” sign, a Web address never does. Numbers, underscores, hyphens, and periods can be included in an email address. Neither email address nor Web address uses spaces, and upper and lower case letters **never** matter. For example, **HCPLinstructor@gmail.com** is the same as **hcplinstructor@gmail.com**. The only time case matters is when entering a password.

Examples of different email addresses:

**hcplinstructor@gmail.com**

**library2011@yahoo.com**

**Betty\_Brown1999@whatever.org**

**27louis.lopez@aol.com**

## Logging into Gmail



1. To get into your Gmail account, open Mozilla Firefox from your desktop
2. Click in the Address Box
3. Type **www.gmail.com**
4. Press the Enter key
5. On the right side of the new screen notice there is an area labeled **Sign in**, here you will see two text boxes

A screenshot of the Gmail sign-in page. At the top left, it says "Sign in" and at the top right, the "Google" logo. Below that, there are two text input fields: the first is labeled "Username" and the second is labeled "Password". At the bottom left, there is a blue "Sign in" button. To its right is a checkbox labeled "Stay signed in". At the very bottom, there is a link that says "Can't access your account?" in blue text.

6. Type in your username (@gmail.com does not need to be included) and password

**Today**, you will all use classroom email addresses, which I will provide:

Username – hcpluser## (## reflects the number of your classroom computer)

Password – hcpl9999

You are not to use this account after class, as others will be given the same username and password in the future.

7. Click in the box to the left of “Stay signed in”

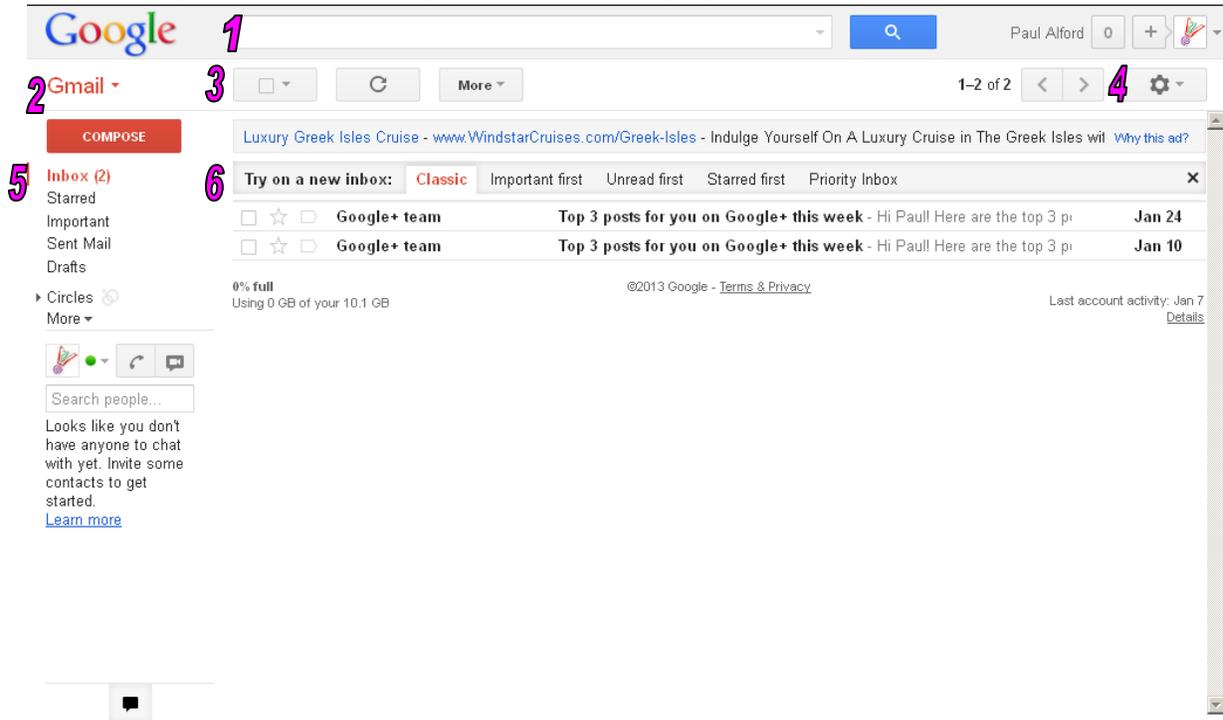
This will be helpful as class progresses **today**. In future, you may vary your decision depending upon your needs at the time.

8. Click the “Sign in” button

## The Email Interface

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While using an email provider, whether it’s Gmail or another email provider, you will come across a fairly similar interface. Every email provider will have a different display with different symbols but you will find that they all serve the same purpose.



1. Search Box - type in the Search box to find an important email
2. Gmail Drop down Menu - gives you a list to navigate to your Mail, Contacts, and Tasks
3. Action Buttons - where you will find options, hover your mouse over buttons to find out what they do
  - From left to right, these are the Select, Refresh, and More buttons. Notice, the Refresh button makes it possible for you to see any new emails that have arrived while you have been busy reading.
4. Gear Icon - here you can change your settings and get help
5. Left Menu Pane - where you can compose new messages and locate folders
6. Inbox - where you can locate received messages

Looking in your menu options on the left side of the window, notice that the word “Inbox” is highlighted in red, meaning this is the current open folder. The Inbox reproduced on this page is

where new mail would appear. Emails listed here show the sender's name, the subject of the message and the date it was received.

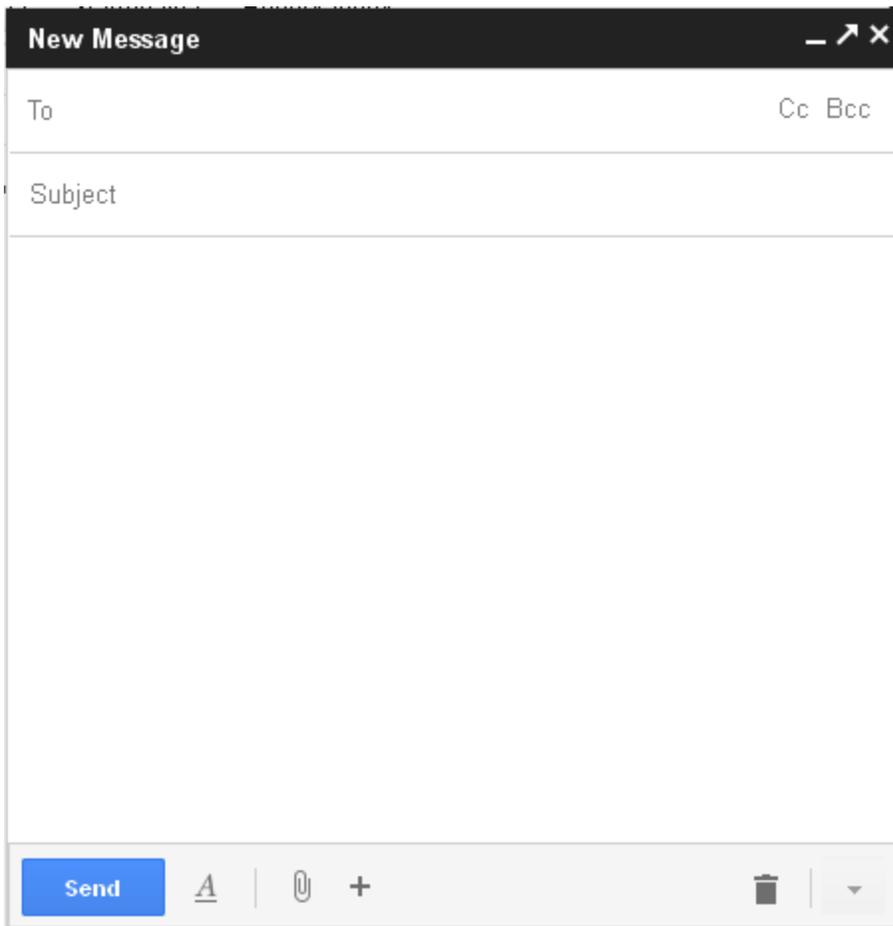
## Sending an Email

1. Click 

A new window will appear in the bottom right corner of the screen.

2. Click the Pop-out button in the upper right-hand corner of the New Message box

This NE pointing arrow enlarges your work area, if you so desire.



1. In the box labeled "To" type **hcplinstructor@gmail.com** Then, press the Enter key to let the computer know that you have finished typing  
If you want to send your email to more than one person, you would type their email addresses here.
2. Press the Tab key

You may Tab between the To box, the Subject box and the Message box of a New Message, a Reply Message or a Forwarded Message, while using any email provider.

3. In the box labeled "Subject" type **Class**
4. Press the Tab key to move to the large Message box under Subject, this is where you will type your message
5. Type ***I am in class right now.***
6. Click 

Once the email has been sent, you will be returned to your Inbox window.

## View and Reply

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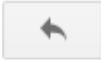
A selected message will open in the Email Message window, where you can view the message. At the top of the screen, you will see a list of commands, which allow you to do many things with this email message.

1. View your Inbox
2. Click on the Subject of the message from HCPLInstructor : **Welcome to Email Basics**

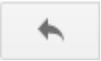
This is the text found in the center of the line of email information. It is to the right of the Sender's name, and to the left of the indication of the time the email was received.

When a message opens, you can view the subject of the email, the sender's name, their email address, the date it was sent and lastly the message itself. The presence of a Paperclip icon on the same line as the sender's name indicates that an attachment is included with the message. Read the message.

### Reply

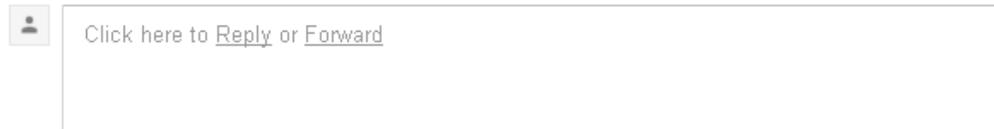
1. To respond to this email hover over the Reply button  located at the far right of the Sender line

The word **Reply** appears. When you are unsure about something, hover over it and it will give you more information.

2. Now, click the Reply button 

A blank message box will appear with a blinking cursor. The blinking cursor indicates that you can begin typing your message.

Alternatively, you can choose **Reply** in the upper left-hand corner of the Message box located below your email. However, since this box descends as you receive more emails, it can sometimes be hard to locate.



3. Type **Here's another message**
4. Click  at the bottom left of the Reply window

## Forwarding Emails

The Forward option allows you to share a message with someone to whom it was not sent. The entire message is usually forwarded and the subject line is usually prefixed with "Fwd:"

1. Click on the red Inbox along the left sided of the screen  
Always navigate between folders using this navigation pane.
2. Click on the email subject heading **Forward this**
3. When the message opens, click the drop down arrow to the right of the Reply button  
This reveals the More drop down menu.
4. Select Forward

Alternatively, you can choose **Forward** in the upper left-hand corner of the Message box located below your email. However, since this box descends as you receive more emails, it can sometimes be hard to locate.



1. Type the recipient's email address in the **To: field**  
Remember, do not put spaces in email addresses. We will use a classmate's email today

2. Click 

You can type a message at the head of the message you are forwarding, but we won't do that today

5. To go back to your Inbox, click 

Notice in your Inbox that the message you recently viewed is no longer bold like the unread messages.

## Sent Mail

But did the mail actually get sent? On the one hand, in Gmail, the only time you can be sure the recipient received the email is when you get a reply. But you can confirm the email was in fact sent out, as well as retrieving old emails you may have sent by visiting the Sent Mail folder.

### Examining Sent Mail

1. Click on the link Sent Mail on the list of folders in the Left Pane Menu  
Observe which folder name is now in red and the change in the name in the tab on the Title Bar.
2. Read the list of subjects for emails in the Library Pane on the right  
Can you identify the messages you have sent today?
3. Click on the link Inbox to return to the Inbox

## Email attachments

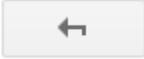
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Many times, you will receive emails that contain attachments. If a message has an attachment a Paperclip icon will appear to the right of the message subject in your inbox. Many files can be viewed in a browser and saved to your computer.

### Viewing and Saving an Attachment

1. In your Inbox, click on message Photo from your instructor
2. Notice that this email has a photo attachment
3. Next to the attachment, click **View**  
The image will open in a new tab.
4. Click the X located at the end of the current tab to close it  
You will now be sent back to your email window
5. To save the image click **Download**
6. When the pop up message appears, choose **Save File**
7. Click **Ok**  
The photo is now saved to your computer. You can access it by going into your "Download" folder under Documents and Attachments.
8. Click the  button to return to your Inbox

## Downloading Multiple Attachments

1. Click on the message with the subject heading **Multiple Photos**
2. At the top of the message click on the link Download all attachments
3. When the pop up message appears, choose **Save File**
4. Click **Ok**
5. The photo is now saved to your computer. You can access it by going into your “Download” folder under Documents and Attachments.
6. Click the  button to return to your Inbox

## Zip Files

Those steps worked well for one picture, but now let’s download and open a .zip file. Zipped files are compressed files that enable large bodies of data to be stored and transferred rapidly. When we want to see the contents of a zipped file, the data has to be extracted.

1. Click Start button
2. Choose All (or your computer’s name) from the top of the list on the right (dark) side of the pane
3. Click on Downloads on the Navigation pane on the left side of the new popup
4. Right click on the zipped folder
5. Left click on Extract All... on the popup menu  
At this point, you are free to change the location where the unzipped files will go
6. Click the Extract button on the bottom of the menu  
You will be taken to the folder where the pictures are now stored. You may delete the zipped file now or at any time in the future without losing the unzipped photos

## Sending an Email with an Attachment

Now we will email each other. Each classmate’s temporary email address is “hcpluserxx@gmail.com,” where xx is the number of your lab computer.

1. Click 
2. Enter the recipient’s address

We will use a classmate’s email today

3. Press Tab

4. Type **Share** as the Subject
5. Press Tab
6. Locate and click the Paperclip button



A dialog box appears.

7. Use the drop down box to search Documents, Desktop, E: drive, or Downloads  
Today, you will send the picture of a president which you received from the instructor. It will be in the Downloads folder.
8. Select your document and click on **Open**

After a moment the file will be attached.

9. Then click **Send**

## Staying Organized

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As you use email more and more, your Inbox can become cluttered with old messages. It is important to keep your Inbox organized so that you can find messages when you need them.

### Deleting a Message

1. Locate the checkboxes in your Inbox window
2. Select the first message

A check mark appears in the box and commands appear in the top of the window.

3. Locate the button shaped like a trash can and hover over it

This is the Delete button.

4. Click the Delete button

You will get a notification saying, “The conversation has been moved to the Trash” and it will give you the option to Undo this.

5. In the menu options click **More**
6. Find and select the Trash folder
7. Select the checkbox again

A check mark and commands will appear.

8. Click **Delete forever**

Your message will now be permanently deleted.

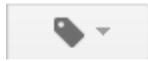
## Labeling Messages

Labels allow you to organize your messages and make them easier to find. Applying a label to a message is kind of like putting it into a folder.

1. Select the **Inbox** folder
2. Check the first message in your Inbox

Once checked, many action buttons will appear. Notice the action buttons change depending on your prior selections.

3. Click the **Labels** button



4. Choose **Personal**

This message will now be added to your Personal Label folder.

## Reporting Spam

Spam is known as **junk email** or **unwanted email advertisements**. These messages sometimes advertise legitimate products, but often they are scams. It's best to **ignore** or **delete** these messages. You can protect yourself by filtering these messages into a Spam folder where they will no longer show up in your Inbox.

1. Go to your Inbox folder
2. Click the check box to the right of the spam message to select that message
3. In the commands, hover over the button that resembles a stop sign

This button reports a message as spam.

4. Click the button
5. Select **Report spam**
6. To make this spam message Not spam, click on the More drop down arrow in the Left Menu Pane
7. Click on **Spam**
8. Click on the box to the left of the spam message
9. Click on the **Not Spam** button

Notice the action buttons change depending on your prior selections.

## Logging Out of Your Email Account

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1. Locate your classroom email address in the upper right-hand corner
2. Click on the drop down arrow to the right of your classroom email address

3. Click on Sign out

You **MUST** Sign out of your email account before you close your computer session. This ensures that the next person to use Gmail on this computer will not be USING YOUR ACCOUNT!

## Restarting the Computer Lab Computers

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*At the Library*, to make your lab computer available to others now that class is over, please follow the steps below to **Restart**, not Shut down your computer:

1. *Do not* click on Shut down
2. Left-click the Windows **Start** button  in the lower left corner of the screen
3. Hover over the arrow  to the right of the Shut down button
4. Click on **Restart**, found on the resulting fly-out menu



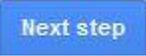
**Thank you for your help.**

At home, in order to close your computer down safely, you begin by clicking the Windows Start button in the lower left corner of the screen. At home, you would find the Shut down button on the resulting menu and click it...

Thank you for joining us today. Have a wonderful afternoon!

## Appendix: Creating a Gmail Account

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1. Go to [www.gmail.com](http://www.gmail.com)
2. Click 
3. On the **Create a new Google Account** page you will need to complete the form with your information  
Your username will become your email address when joined to the email provider's name with an @ sign.
4. Agree to the Google Terms of Service and Privacy Policy
5. Click 
6. You will be sent to the **Create your profile** page
7. Click  again
8. Click **Continue to Gmail**