



Email Start to Finish: Set up a New Account or Use Your Own

Overview: Set up a free email account on the Internet. Learn how to send, receive, reply, and forward an email. Learn about adding attachments to your messages! Add a folder to your email box, and practice copy/paste techniques.

Student Skill Level: Basic/Intermediate

Requirements

- Basic mouse skills (Ability to move the mouse around the computer screen with some assistance. Ability to “click” and “double click” the mouse as instructed during class)

Objectives

- The student will:
 - Create a unique username and password
 - Create an email account
 - Log into his/her new personal account
 - Send an email
 - Add a New Contact
 - Reply to an email
 - Spam vs. Trash:
 - Deleting emails – using the Trash Folder
 - Get rid of unwanted emails forever – using the Spam Folder
 - Attachments:
 - Attach a pre-existing file to an outgoing email
 - Send the email
 - Open and view an attachment received from another student in class
 - Forward an email
 - Delete unwanted information before you send!

Email Defined

The term electronic mail understandably shortened itself to “email.” It’s a message delivered over the Internet, sometimes with other files attached to it. Files could contain pictures, video, or text, as long as they don’t exceed 25MB in size (about 3-4 digital photos).

We will create a FREE email account that can be accessed anywhere there is a device (computer, laptop, or mobile device) **with an Internet connection**. These types of accounts are **highly recommended** as you may access your complete email account from anyplace with an Internet connection.

Create your Email Account

Create online ID/username/email address/login name – something easy to remember and totally unique. Usually a combination of letters and numbers works well. The account you’re creating will be on the Google network; this means your email will be **your ID@gmail.com**. This is going to be YOUR email address that you will tell to your friends and family. Capitalization DOES NOT matter in the ID.

Password – something **unique** that you can remember. This is your KEY to getting into your mailbox. A combination of letters and numbers works best, and it should be 8 characters or more. CAPITALIZATION MATTERS. Your password **cannot** be “password” or “1234” as the computer will reject these. A good password should be unique and have some combination of letters, numbers, or special characters. The following examples are actually completely **different** passwords:

mypet2011

Mypet2011

myPet2011

mype#2011

MyPet201!

Security Questions – In case you forget your password, Google MAY ask you to create two **security questions**. Answering **your** security questions correctly authenticates that you ARE you and allows you to **reset** your **password**. The answer to this question should be something from your long term memory as you will NOT use it daily. Keep your answer in a safe place! **Alternately, you may be asked to provide a telephone number (mobile or land line)**. If you forget your password, Google will call or text you with a one-time-use authentication code. Once you enter the code, you may reset your password.

Fill out the following form:

ID: _____@gmail.com

Password: _____

Gmail Sign In

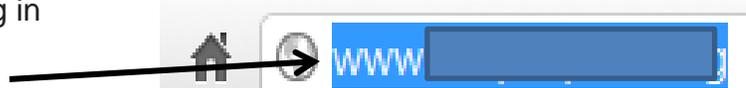
For this class, we will create a **new** Google account



To sign into your account:

Double click the Internet **icon** on **desktop**

Click **once** in the **address** bar (everything in the bar will turn blue. This is NORMAL)



Type www.google.com and press the **Enter** key on your keyboard

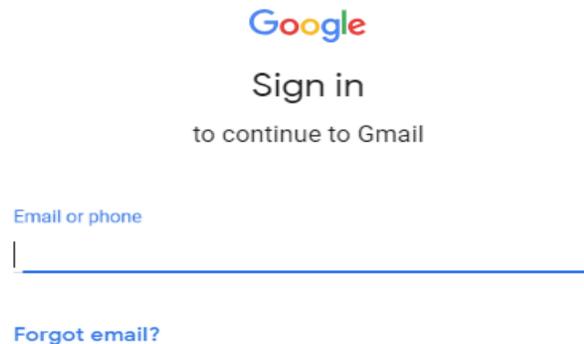
The Google home page loads. Click the **Gmail** link, then **Sign In**.

<https://www.google.com>

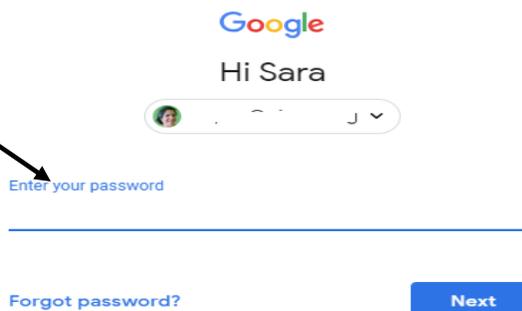
Getting into Your Google Account

When the sign in page loads:

Type your Google ID in the first blank and press Enter

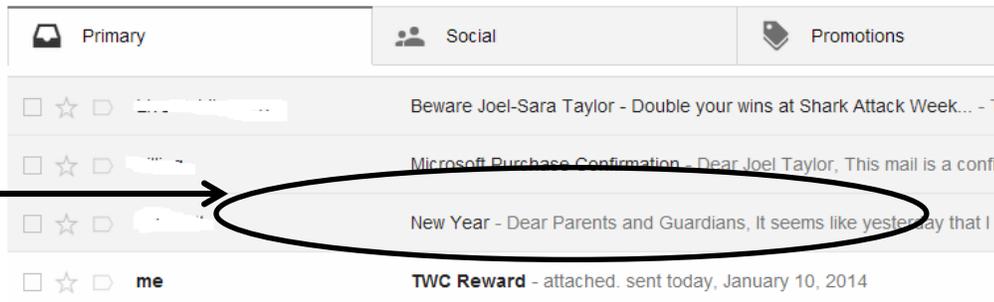


Type your **password** in the block and press Enter



Your Inbox

Your Inbox is like your mailbox at home. The **envelopes** are inside the mailbox with “return addresses” (called the **Sender or “From”**) but you can only see the email’s **Subject** until you actually open it and read its contents

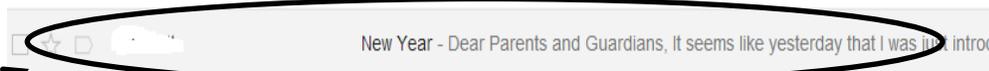


Google also separates your Inbox into tabs: **Primary, Social, and Promotions.**

Opening Email

To **open any** email you receive:

Click once on the **email itself**



The email will open upon the screen for a full view

New Year ⌵ Inbox x



KBarrett@

to KBarrett ⌵

Dear Parents and Guardians,

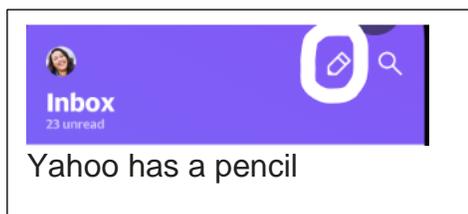
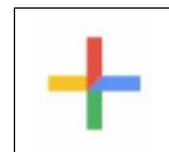
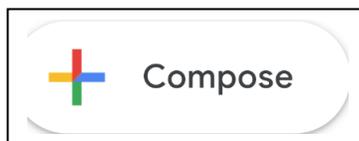
It seems like yesterday that I was just introducing myse
First of all "Happy New Year" to all of you. I sincerely a

To get back to the Inbox, **move your mouse to this button at the top** and click it.



Composing and Sending an Email

Click the button labeled **Compose** on the left side of the screen (at any point – even while reading an email). Sometimes you will need to find a symbol, like a plus sign. Click or tap it.



A blank email form will appear.
Notice:

To: line must have a **complete** email address (name@email.com)

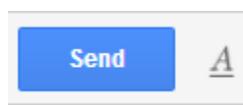
Subject: line is always filled in. If you choose not to type in a subject, the computer will fill in "no subject."

Rich Text Formatting: this allows you to attach files, change font type and size, and more

Click in the body of the email to type

Send the email

This is the body of the email where you type



Typing an email is very similar to typing in **Microsoft Word:**

Be sure you have a **cursor**

Fill out the **To:** line first (Have a COMPLETE ADDRESS – name@email.com)

Fill out the **Subject** line

Type the body of the email:

Use the **Space Bar** for proper word spacing/intervals

Use the **Enter key** to move your cursor down one line at a time and create paragraph breaks (Press the Enter key twice – that creates a blank line between paragraphs)



Please note: in email it is acceptable and even expected, that all paragraphs are left justified – there are no indents or indenting in email.

Replying to an Email

Once you have sent emails, you will probably receive some.

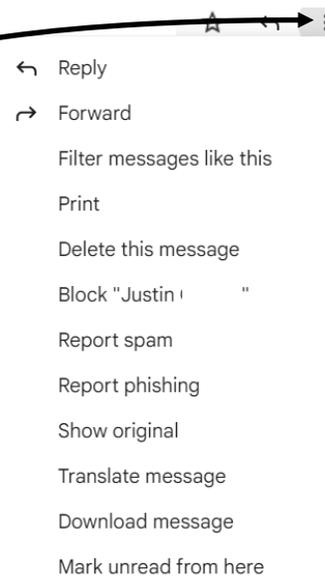
To **reply** to an email, follow these steps:

Open and read the email

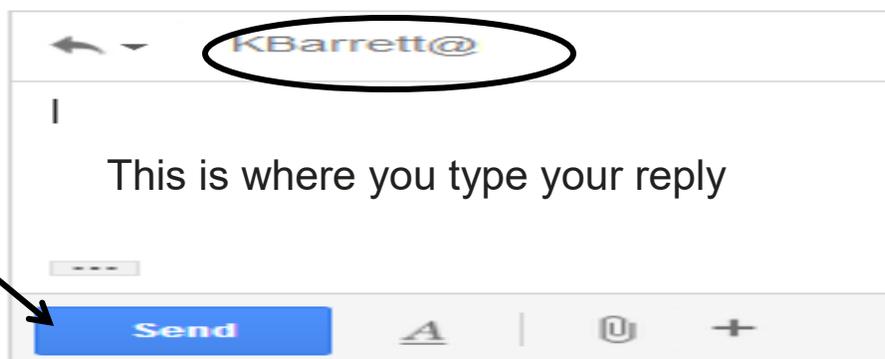
Click on the **hamburger menu** to see choices

Or **Reply** sends an email to the original sender

You may also **Forward** the email to a brand-new person



A **new** email box will open
BELOW the original
The **To** line will be filled in
It will have **the original**
email at the top **and** a space
for you to **type** your
response
After you type, click the
Send button at the bottom of
the email



Marking Emails for Deletion or Spam

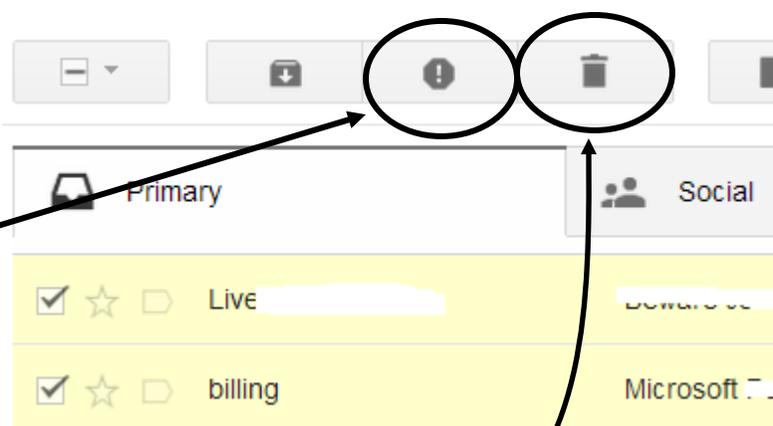
To move an email, or group of emails,
first you need to select them.
In the **Inbox**, move your mouse
pointer to the **checkbox** to the left of
the sender's name.

Click on the **Spam** button to move to
the **Spam** folder. Remember! Once
you mark an email as spam, Google
will filter ALL emails **from that sender**
and route them into your Spam folder.
To "unmark" a sender from Spam:
Click the Spam folder > check the box
to the left of the chosen email > Move
> Inbox

OR

Click once (a checkmark will appear
in the box).

Click on the **Delete** button to move the
email to the **Trash** folder.



Click the checkbox first

Remember, Spam is a **filter**. All incoming emails go through your Spam filter prior to landing in your inbox. If a sender is marked "Spam" (by you), the email will be automatically routed to the Spam folder, not the inbox.

Marking any unwanted emails "Spam" is the best way to clean up your inbox and avoid having your email address sold to other "spammers."

Google also uses its tabs (Primary, Social, and Promotion) as a "pre-spam" filter. **Primary** is to contain any important emails. **Social** contains emails sent from any social media site (like Facebook). And **Promotions** contains any store ads sent to you (like from Payless or another store). Google does this automatically.

Folders Overview

Inbox: this is your **email**. **All** emails addressed to your email address will go here **except** if you mark them Spam.

Starred: any emails you have starred as of first importance

Important: “secondary” importance. Both are a way of filtering messages for quick retrieval.

Sent – this is a record of all the emails you have sent out to other people. You can keep it as a record if there are any questions about what was sent when. Also, sometimes emails get lost in the system so you have a convenient way to resend them if needed.

Drafts – this is the equivalent of “save as.” If you are typing a long email, it is good to click “save as draft” every so often so you don’t lose it before you send it.

Trash – deleted emails go here for final deletion (Same as the **Recycle Bin** on the computer). Again, they can be kept up to 30 days but are subject to deletion at any time.

Inbox (3)

Starred

Important

Sent Mail

Drafts

Circles

[Imap]/Trash (52)

Spam (not shown) – this is where “junk” emails go. They are kept for up to 30 days, although they are subject to deletion at any time. Spam is actually a type of filter that Google uses to attempt to keep unwanted emails out of your Inbox entirely. The Google spam filter works by actually blocking emails **you choose** to mark in your Inbox, or any that look suspicious.

Attach a Picture File to an email

Many web-based email services appear similar in their usage of **icons**. **Most** have adopted the **paperclip** as the symbol of “attachment” (some may have a paperclip and piece of paper) and Google has a button below the blank email.

These directions are specific to **Google** but are still useful for many other popular email providers (Hotmail and Yahoo for example)



To attach **any file**:

Open your email account

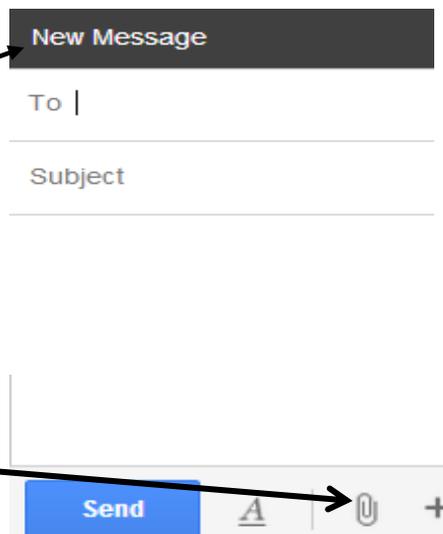
Click on Compose:

Type in the address that will receive your attachment practice

Type in a Subject line

For the email itself, type “see attached”

Click on **Paperclip**



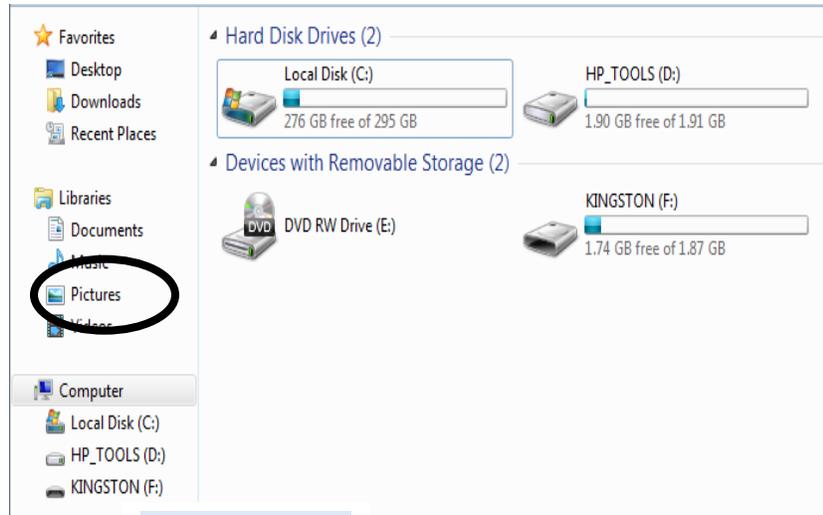
Find the Picture File (for the Attachment)

PLEASE NOTE: This class does **not** cover downloading picture files from a digital camera to the computer. You would follow these steps **AFTER** downloading your pictures.

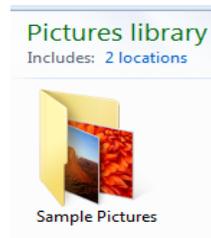
There are Sample Pictures pre-loaded on the computers
We will find and open one picture to attach to our outgoing email

After clicking **Attach**, the **Choose File** dialog box will appear

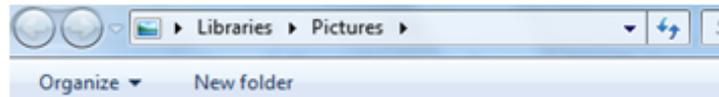
Click the **Pictures** button on the shortcut menu



Double click **Sample Pictures**



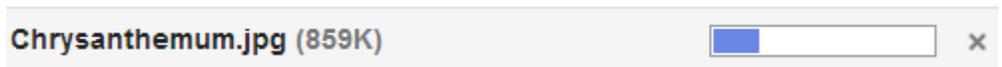
Note: the **Look In:** directory has changed as the view in the dialog box has changed



Double click on a file to open it



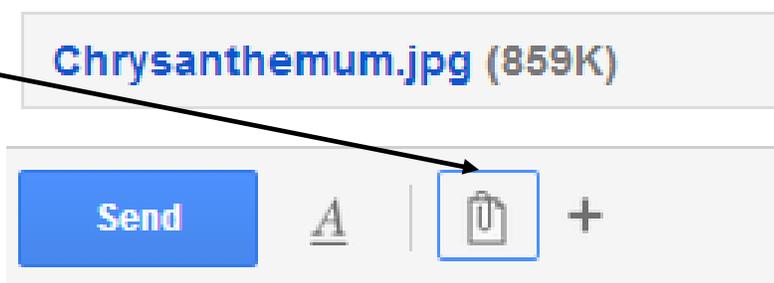
The attachment will add onto the email.



Send the Email

Notice that your file is “attached” to the top of the email with the **paperclip**. You may attach another file in the same manner. Google currently has a 25Mb attachment size limit.

Click **Send** and you have successfully sent an email with an attachment!



Open and View Attachment

Open your email account and look for **any** email that has a **paperclip** next to it

Open that email

The attachment will appear in the email

You have two options: Click on the thumbnail to **View** the picture file (or **View Slideshow** if there's more than one picture)

This is merely a larger view of the picture. You have not saved or changed the image in any way. Click the **Close** link at the top of the image. (The “X”)

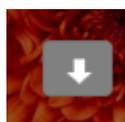
to me ▾



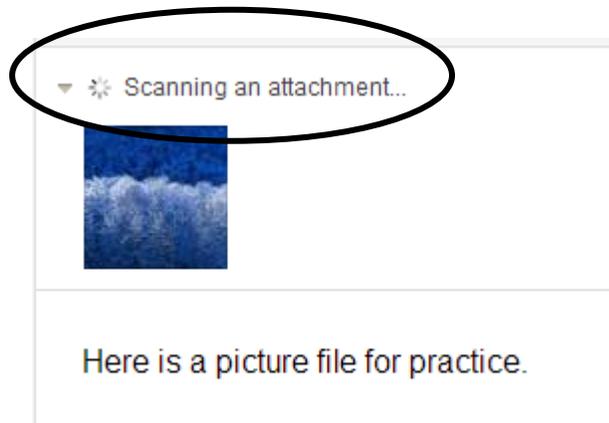
Download an Attachment to Your Computer

This image will now remain in your email box until you delete it. Sometimes, though, it is good to save the file onto your computer. This is especially true if you'd like to keep all files in order and easily accessible at all times.

CLICK the downward pointing arrow on the thumbnail

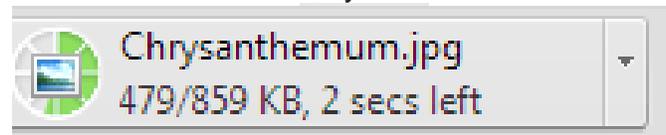


Your email provider **should** automatically scan for any existing computer viruses. However, please **DO NOT** rely on this type of scanning to keep your personal computer virus-free. You should **ALWAYS** run an **antivirus application** on your own home computer.

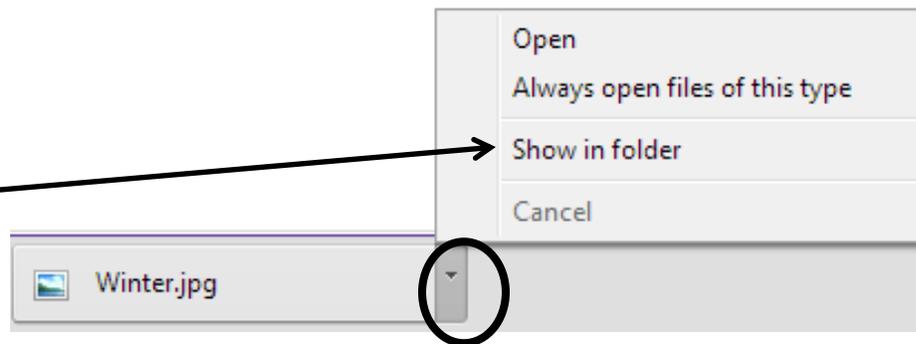


If there are no detected viruses, then it should be safe to download the file to your computer. The **Chrome** browser **automatically** downloads the file to the **Downloads folder** on your computer. You can move it to your flash drive

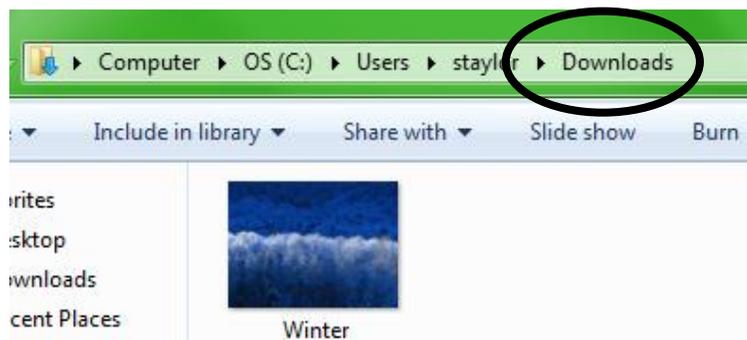
This is at the bottom of your screen:



Click the drop-down button and choose **Show in folder**



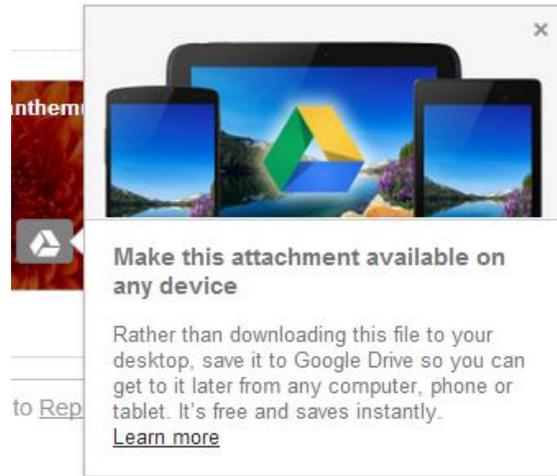
Here it is in the **Downloads** folder on your computer.



The picture will now be in both your email and your downloads folder.
It's always nice to have a backup!

SIDE NOTE:

Google promotes the use of its **Photos** feature. This is essentially saving the picture to the “Cloud.” The **Cloud** is space on the Google servers that is allocated for you to use, free of charge. Although we are not using this today, you may use it in the future. Any Cloud backup requires an Internet connection to use.

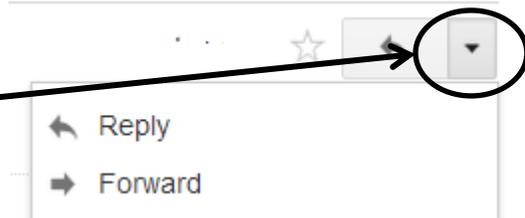


Forward an Email

The easiest way to forward an email is:

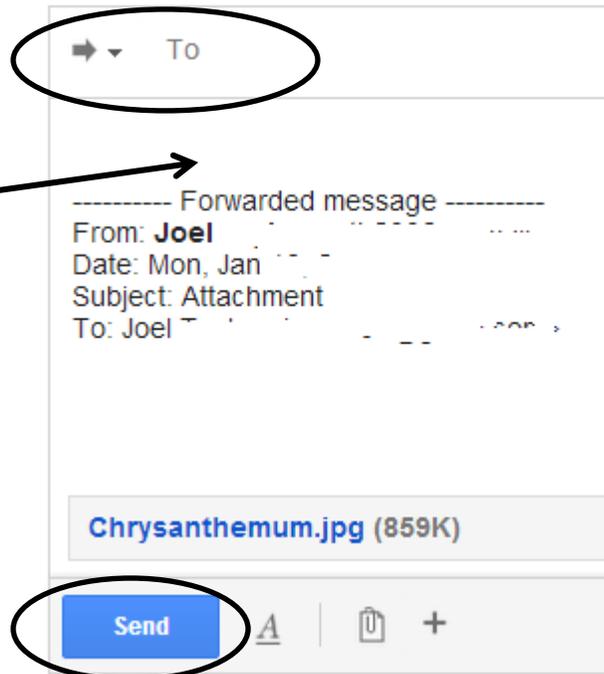
Click **once** on the email

Click the **drop down arrow** and choose **Forward**



The email will appear beneath the old one in Google.

Fill out the To: line with a complete email address, add your own text, if desired, and send it!



To forward an email that has been forwarded many times before, I recommend simply **deleting** what you don't want out of the email and then sending the email as you normally would.

Resources

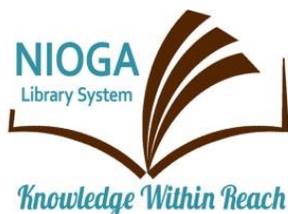
These items are available in the NIOGA Library System!

Contact your local library for assistance!

Author	Title
Gorzka, M	Easy Email: A step-by-step guide for the computer shy (DVD)
Guerin, L.	Smart policies for workplace technologies: email, blogs, cell phones & more
Muir, N	Computers for Seniors for Dummies
Reeves, B	The Internet and email for the over 50s
Shiple, D	The essential guide to email for office and home

Edited 2023

Computer Training Program is provided by:



NIOGA LIBRARY SYSTEM

6575 Wheeler Road - Lockport, NY 14094
Phone - (716) 434-6167 Fax - (716) 434-8231





Email Etiquette

Quick Reference Guide



Email Etiquette 101

- ① Proof messages before sending
- ② Be careful using all caps & emojis
- ③ Include a clear subject
- ④ Let people know an email is received
- ⑤ Compress attachments
- ⑥ Reply promptly
- ⑦ Think before using reply all

Addressing Emails

- ✉ The subject should be concise and match the message of the email
- ✉ The email should only be addressed to necessary recipients

Did you know?



47% of emails are opened based on the subject line



69% of email is marked as spam based on the subject



46% of emails are opened on mobile first



Email subjects that create urgency are opened **22%** more

Source: <https://www.invespro.com>

Message Content

An Email Message Should...

Get to the Point

The reader should immediately know the objective of your email. Your message will be lost if the action isn't identified in the first paragraph.

Be Personalized

Personal emails build direct connections with the recipient. This can be as simple as addressing the person by name.

Have Space Between Paragraphs

The white space between paragraphs increases readability and indicates a transition between topics.

Use Headers, Bullets, and Numbering

Summarizing large paragraphs into smaller sections with concise lists makes the email easier to process. Long emails are less likely to be read.

Not Include Confidential Information

Emails should never include confidential information such as social security numbers or banking information.

Know Your Audience

Is the reader a friend? Your boss? A stranger?

Is the tone friendly? Formal?

What kind of impression are you trying to make?

All these things should be considered before including humor, acronyms, emoticons, or slang in your email message.

PLEASE READ THE ATTACHED EMAIL ABOUT THE EMAIL I SENT YESTERDAY IN REFERENCE TO FLOODING THE SYSTEM WITH TOO MANY UNNECESSARY EMAIL. PLEASE FORWARD THIS EMAIL TO YOUR ENTIRE STAFF.



Formatting and Proofing

Once an email is ready to send, it's important to proof it and check for formatting issues. Check not only the message body, but the subject and recipients too.

DO'S

- Re-read the message
- Run your email client's spelling and grammar check
- Double-check the recipients
- Keep formatting simple and easy to read



DONT'S

- Use poor grammar in your writing
- Overuse different fonts, font colors, or highlighting
- Use all capital letters
- Overuse exclamation points

When Not to Send an Email

Email is not the only tool for communication, and in some cases it's a bad one. For messages that are full of emotion or conflict, or could be misinterpreted, choose a different form of communication.



A phone call should be used instead of email if you want to apologize, you anticipate a lot of questions, you need to give a long explanation, or there's a sense of urgency.



A face-to-face conversation should be used instead of email if the matter is personal, you want to strengthen a bond, seeing emotion is important, or there are complex details to discuss.



Never hide behind an email to express anger. Either write the message, then come back to it once you've settled down, or cool off and then have a conversation.

Response Time

Always respond to email as quickly as possible. Customers and co-workers need a response within 24 hours.

If you need more time to gather information, let the person know when they can expect a reply.

Use an out of office message if you'll be out for an extended period of time. Include how long you'll be out.



Attachments and Hyperlinks

You can share additional information in an email by including attachments and links.

Attachments

- Limit file size—large files may be blocked
- Mention the included attachment
- Only include related and necessary files

Hyperlinks

- Should be clearly labeled and easy to identify
- Must go where they say they are going
- Should allow the reader to save time reading an email

Signatures

Lasting impressions are important, so wrap up your emails with a simple and professional signature. A good signature is informative and visually appealing but shouldn't include so much information that the reader is overwhelmed. You should also:

- Limit the number of fonts and colors used
- Keep graphic elements simple
- Use linked social media icons to drive traffic
- Make it mobile-friendly

