

INTRODUCTION TO EMAIL

Whether America Online, Windows Live Hotmail or Yahoo! Mail, every email service provides the same basic functions to their clients. In this course you will use a Gmail email account to:

- Read and delete email messages;
- Write, reply to, forward and archive email messages;
- Create and use an address book;
- Send and receive attachments;
- Use the Cc: and Bcc: features.

To create your free *Gmail* email account:

1. Open a web browser (such as Internet Explorer) and type www.gmail.com in the address bar. After a moment, the **Welcome to Gmail** webpage will appear.
2. Click the **“Create an account”** button in the lower right to go to the **Create an Account** webpage.
3. Most of the registration form is self explanatory, so I will just highlight a couple of points:
 - a. The **Desired Login Name** must be unique. You can use any combination of letters (a-z), numbers (0-9), and periods (.) to create your login. Click **Check Availability** to confirm that your login is unique and available.
 - b. The **Security Question** is a secret question *Gmail* will ask you in case you forget your password in the future, so make sure to select a question and answer you will always remember.
4. When you have finished, click the **“I accept. Create my account.”** button.
Note: If you get the registration form again, you may have left some required answers blank or the address you chose may already belong to someone else. In that case, follow the instructions in red and click “I accept. Create my account.” again when you have finished.
5. Click the button that says **Show me my account**. You are automatically taken to your *Gmail* welcome screen and you already have messages in your Inbox!

Congratulations! You now have your own *Gmail* email address!

PART ONE: YOUR INBOX / MAILBOX – READING AND DELETING

1. Once you have logged on to your email account using your ID and password, you will want to read your new messages. Click the blue word **Inbox** towards the upper left of your screen. (*With email providers other than Gmail, look for words like New Mail, New Messages, Inbox or Mailbox or look for an icon that looks like a mailbox, an envelope or a folder.*)
2. To open each message, click on the subject of the message in black letters. In this case it's **Get started with Gmail**. (*With other email providers, you might open messages by clicking the sender's name or by double-clicking on the subject of*

the message.)

Click the blue words **show details** to display information labeled **From** (the name and email address of the person who sent the message), **To** (the email address of the recipient—you!), **Date** (the date and time the message was sent) and **Subject** (what the sender entitled the message). Below this information, you will find the body of the message. You may need to use the scroll bars to the right and/or at the bottom of the window in order to read the entire message. Once you have read a message, you have several options displayed at the top and bottom of the message. These options allow you to **Archive** a message, **Report Spam**, **Delete** a message, **Move to** a label, apply **Labels to it**, or **More actions** (like mark it as unread and more).

3. With other email services, it's a good idea to delete most messages – but with *Gmail*, you have so much storage space that you'll never need to delete an email again. Instead, you will usually want to **Archive** it, which will move it out of the **Inbox** and into the **All Mail** section.

PART TWO: WRITING, REPLYING, FORWARDING AND SAVING

In this part of the exercise you will be emailing others in the class.

A. WRITING

1. In the upper-left corner of the screen, click the blue words **Compose Mail**. (*With other email providers, the link for creating a new message might say **New** or **Write** or it might have the image of pen and paper.*)
2. Put the main recipient's address in the **To:** box. Every email message should have at least one entry in this box. For this exercise, turn to the person sitting next to you and ask them for their *Gmail* email address. Put their email address in the **To:** box.
3. Although the **Subject:** box is optional, it is a good idea to give your message a subject. Your recipients may receive many pieces of email, maybe even many just from you alone. The subject identifies which message is which. Type a subject of your choice in the subject box.
4. Click in the large empty box at the bottom of the window and type a short message followed by your name.
5. Click **Send** to send the message. (*If you decide you don't want to send a message, you can always click the **Discard** button to get rid of it.*)

B. REPLYING

6. Return to your Inbox by clicking the blue word **Inbox**, if necessary. There should be a new message from one of your fellow students. *(If you do not see a message and you know that your classmate already sent it, you may need to click the Refresh or Reload button on your browser to get your new mail. If you get a message from **Mailer Daemon**, you may have typed the address incorrectly. Check the address and try to send the message again.)*
7. Open your message from your fellow student the same way you did the message from the **Gmail Team**. Read the message.
8. When you've read the message, click the blue word **Reply** at the bottom of the message. Now you can write a new message with the address and subject automatically filled out for you! Notice that the text of your classmate's message has also been copied into your new message. As you type, the text will move down. Type a short message followed by your name and click **Send**.

C. FORWARDING *(Taking a message you have received from one person and sending it to another person.)*

9. Return to your Inbox and open your classmate's reply. To forward this message, click the blue word **Forward** at the bottom of the message.
10. The subject and message are automatically copied to your new message, but you have to fill in the **To:** box. Type your classmate's email address in this box. *(Normally, you wouldn't forward a message back to the person who sent it to you in the first place, but that's what we'll do this time to make this practice exercise a little easier.)*

D. ARCHIVING *(Moving a message out of your Inbox for safe-keeping.)*

11. Your mail is currently organized into seven **Labels** listed at the left side of your screen: **Inbox, Starred, Chats, Sent Mail, Drafts, All Mail, Spam** and **Trash**. *(Because Gmail doesn't use folders, messages can appear under several different labels.)*
12. Back in your Inbox, open your classmate's forwarded message.
13. To archive this message, click the **Archive** button.
14. Return to your Inbox to see that the forwarded message is gone. Click on the blue words **All Mail** to the left to see your message safely stored there.

PART THREE: YOUR CONTACTS

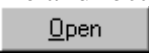
The contacts list or address book is a place where you can store email addresses so you do not have to memorize them or type them in every time you compose a new email message.

1. Click the blue word **Contacts** at the left of the screen to go to the contacts list.
2. Click the **New Contact** button to the right of your **Compose Mail** link. A blank add contact form appears. The only boxes that are essential to fill in are the ones labeled **Name** and **Email**. You may leave the others blank if you do not wish to put in that information.
3. Click in the space labeled **Name**, type the name of the classmate you've been emailing with today.
4. Click in the space labeled **Email** and type the classmate's email address.
5. For now, leave all the other spaces blank and click the **Save** button below.
6. *Gmail* displays the new contact information for you. The name and address now appear in the contacts list. Clicking the **Show** link after **Recent conversations** will allow you to view email messages sent to you from this contact. Clicking the contact's email address will open a new blank message with the address already filled out. You never have to type that address again!


PART FOUR: ATTACHMENTS

Attachments allow you to send computer files like photos or text documents to another person by email. You will practice by sending a file from the desktop.

A. SENDING ATTACHMENTS

1. From your contacts list, click on your classmate's email address. Next, click on the **Compose** button near the top of the screen. You are ready to write a message.
2. Fill in the space labeled **Subject** and in the body of the email write a short message followed by your name.
3. To attach a file, click on the blue words **Attach a File** under the subject line.
4. *Gmail* will ask for the file name and location. Your teacher will tell you which file to select. Then click the  button.
5. Notice that the symbol of a paperclip has appeared under the subject line along with the name of your document.
6. Click the **Send** button.

B. RECEIVING ATTACHMENTS

1. Return to your Inbox, where you will find your classmate's new message. The paperclip icon  indicates that the message has an attachment. *(It is important for you to learn to recognize the particular symbol your email provider uses to mark messages containing attachments.)*

IMPORTANT NOTE: NEVER open an email containing an attachment unless you (1) know the person who sent it AND (2) were expecting them to send you an attachment. If you know the person, but did not know they were going to send you an attachment, contact them BEFORE opening the message (by phone or email) to make sure they sent it. A virus can infect a computer, then email itself as an attachment to every person in that computer's address book. If you do not recognize the address of the person who sent you an attachment, DELETE the message WITHOUT OPENING IT. You're not being rude, you're being smart. If it's someone who knows you, they should inform you before sending an attachment or identify themselves more clearly in the email's subject line.

2. Open the message.
3. The attachment shows up at the bottom of the message. *(To download an attachment with other email providers, there might be a button labeled Download or Attachment or showing the image of a paper clip or a floppy disk.)*
4. You can choose to either **Download** the attachment to your computer or **View** the attachment online. Normally, you would download an attachment for safekeeping on your computer, but today we will simply view it. Click the blue word **View**.
5. The document is displayed. We want to return to our email message without printing or saving, so close the document.

NOTE: When you download an attachment to your computer, Windows gives you an opportunity to save the document in a specific location. It is important to pay attention to where you are saving a document, so you can locate it again later.

PART FIVE: CC AND BCC

There are three address boxes available when you write a new email message, labeled **To:**, **Cc:** and **Bcc:**. The **To:** box is for the address of the main recipient of your email. It must be filled out in order for an email to be sent. The **Cc:** and **Bcc:** boxes are for addresses of additional recipients of your email message.

The **Cc:** box is for "courtesy copy" or "carbon copy" messages. You put additional recipients in this address box.

The **Bcc:** box is for “blind courtesy copy” or “blind carbon copy” messages. If you have additional recipients but would prefer to hide their names from the other recipients, use this box.

To see how this works we are going to send a message to ourselves and put other members in the **Cc:** and **Bcc:** address boxes.

1. Click the blue words **Compose Mail**.
2. Click in the **To:** box and type in your own email address. (*Hint: it appears at the top of the screen.*)
3. Click in the **Subject:** box and type in a subject.
4. Click the blue words **Add Cc**. A box will appear labeled **Cc:**. Fill it in with your classmate’s email address.
5. Click the blue words **Add Bcc**. A box will appear labeled **Bcc:**. Fill it in with your teacher’s address.
6. In the large text box, type a short message followed by your name and click **Send**.
7. Go back to your Inbox and open the message you just sent to yourself. Notice that the **To:** line shows your address and the **Cc:** line shows your classmate’s address, but there is no **Bcc:** line at all. Your teacher is an invisible recipient. However, if you look at the big screen at the front of the class, your teacher will show you that your message was successfully copied to his/her address.

*Note: You can also use the **Bcc:** to hide long distribution lists. This is done by typing your own email address in the **To:** box and the long list of recipients in the **Bcc:** box. This way the recipients will not have to scroll through a long list of recipients to see the message.*