

CWS

community workshop series

University of North Carolina at Chapel Hill Libraries
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EMAIL BASICS:

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View our full schedule, handouts, and additional tutorials on our website:

www.lib.unc.edu/cws

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WHAT YOU WILL LEARN

Prerequisites:

It is assumed for this class that the user is comfortable with basic computer operations. In addition, very basic Internet experience is recommended.

- This workshop is intended for new email users.
- We will be using PC desktop computers running Microsoft Windows Operating System in addition to Gmail email services.
- Please let the instructor know if you have any questions or concerns prior to starting class.

What You Will Learn

Understand the pros and cons of email use	Create and access an email account	Open and read received email
Compose and send email	Attach a document or picture to an email	Open an attachment
Organize your emails	Retrieve a document or picture from a received email	Utilize the Address Book feature

INTRODUCTION

What is Email?

Email, short for Electronic Mail, consists of messages which are sent and received using the Internet. While there are many different email services available that allow you to create an email account and send and receive email and attachments, we have chosen to focus this class on the services available through Gmail and Yahoo! Mail because they are free and are two of the more popular email services available.

The Pros

- It's fast. Most messages are delivered within minutes – sometimes seconds – around the world without the inconvenience and cost of using a postal service. In fact, postal service is often referred to as "snail mail" by email users.
- It's personal. While the nature of email is informal, its efficiency is an excellent substitute for telephone conversations.
- You can think through your response. Like a letter, you can type your reply and make changes before sending.
- The sender and the receiver don't have to be working at the same time. Email avoids problems such as telephone tag or trying to contact someone in a different time zone.
- Email makes it easy to keep a record of your communication. You can save and refer to later copies of the emails you send as well as those you receive.
- You can reach a lot of people at once. It is possible to send one message to hundreds of recipients at once, or you can send a private message to one individual.

The Cons

- Junk Mail (also referred to as *spam*). This is as annoying in email as it is with traditional mail. Most email services now filter incoming mail and sort email messages that are most likely advertisements or scams into a folder called "spam."
- Friendly spam. Try not to forward unnecessary messages to friends who may not appreciate hearing the latest list of "Top Ten Things..."
- Ads. The reason you can get free email services like Gmail and Yahoo! Mail is because of advertisements. You pay the price of having to click around them to read your mail.
- Misinterpretation. Email arrives without tone or facial expressions, which can lead to misunderstanding.
- Email messages can be passed on to others. You should always count on the possibility of your message ending up in the inbox of someone it wasn't intended for.

- You can hide behind email. It's tempting to use email instead of facing a person when you have to deal with an unpleasant situation. It's best to talk to a person face-to-face under these circumstances.

Don't use email for:

- Long or complicated messages
 - Sometimes it's more effective to speak to someone in person or on the phone. It can be difficult to effectively write down a complicated message in email format.
- Questions that require a lot of clarification
 - If a message is going to require several exchanges back and forth to make sure it is understood, more direct communication is best.
- Delivering indiscreet, sensitive, or private information.
 - While your email account is personal, keep in mind that, while rare, passwords have been stolen and there are ways for interested parties to intercept information. Do not send your social security number, credit card number, or bank account information in an email if it can be avoided.
- Angry exchanges
- Things you should say in person

GETTING STARTED

Setting Up Your Email Account

1. Connect to the Internet by double-clicking the **Internet Explorer** or **Firefox** desktop icon.



2. Go to the Gmail site by typing gmail.com into the address bar at the top of the screen, and press the **Enter** key on your keyboard.

3. You should see a screen that looks like this:

Click on the **Create an Account** link

The screenshot shows the Gmail homepage. At the top left is the Google logo. To the right, it says 'New to Gmail?' with a red button labeled 'CREATE AN ACCOUNT'. Below this, the 'Gmail' logo is followed by the text 'A Google approach to email.' and a paragraph describing Gmail's benefits. Three key features are listed: 'Lots of space' (over 7659.873498 megabytes), 'Less spam' (keep unwanted messages out), and 'Mobile access' (get Gmail on your mobile phone). At the bottom left are links for 'About Gmail', 'New features!', 'Switch to Gmail', and 'Create an account'. On the right side, there is a 'Sign in' form with 'Username' and 'Password' fields, a 'Sign in' button, and a 'Stay signed in' checkbox. A red arrow points from the 'CREATE AN ACCOUNT' button to the text above, and another red arrow points from the 'Stay signed in' checkbox to the text below.

Make sure “Stay Signed in” is UNchecked whenever you log in

4. Complete all starred information in the form (if you do not have another email address, you may leave this blank).

Your Google Account is more than just Gmail.

Talk, chat, share, schedule, store, organize, collaborate, discover and create. Use Google products from Gmail to Google+ to YouTube, Google Maps, and more.

You can use letters, number, and periods.

Name

First Last

Choose your username

communityworkshopseries.unc@gmail.com

Someone already has that username. Try another?

Available: communityworkshopseriesunc050

Desired Username: Keep in mind that your **Gmail Username** will become your email address so choose carefully! Because there are so many people who use Gmail, sometimes you might have to try a few before finding one that is available. When you type in your selection, if this username is already in use it will suggest some alternative usernames that are available which will be displayed below the username box. Common email addresses are: firstname.lastname OR firstinitial.lastname. People often choose to use their name if they will be using this email address for professional purposes.

Tip: Your Username/email address doesn't *have* to be your given name. With email, you can, for example, choose something that is related to your occupation or interests. For example, you might want to be bluebird@gmail.com. If you find that name is already taken, you could always add some numbers after it to make it more unique. If you were born in 1960, you could be bluebird1960@gmail.com. ***Don't use the same words/numbers you plan to use in your password though!***

ssed it) Google.com.

Available: communityworkshopseriesunc5

Create a password

Confirm your password

Password strength: Too short

Use at least 8 characters. Don't use a password from another site, or something too obvious like your pet's name. [Why?](#)

Password: You will also need to select your password. Make sure your password is something that you can remember, but no one else can easily figure out! Don't ever share your password with anyone else. Follow the guidelines provided for the required number of characters. To protect your password, it's a good idea to change it periodically.

Here are tips from Google regarding passwords
(<https://www.google.com/accounts/PasswordHelp>):

Tips for creating a secure password:

- Include punctuation marks and/or numbers.
- Mix capital and lowercase letters.
- Include similar looking substitutions, such as the number zero for the letter 'O' or '\$' for the letter 'S'.
- Create a unique acronym.
- Include phonetic replacements, such as 'Luv2Laf' for 'Love to Laugh'.

Things to avoid:

- Don't use a password that is listed as an example of how to pick a good password.
- Don't use a password that contains personal information (name, birth date, etc.)
- Don't use words or acronyms that can be found in a dictionary.
- Don't use keyboard patterns (asdf) or sequential numbers (1234).
- Don't make your password all numbers, uppercase letters or lowercase letters.
- Don't use repeating characters (aa11).

Tips for keeping your password secure:

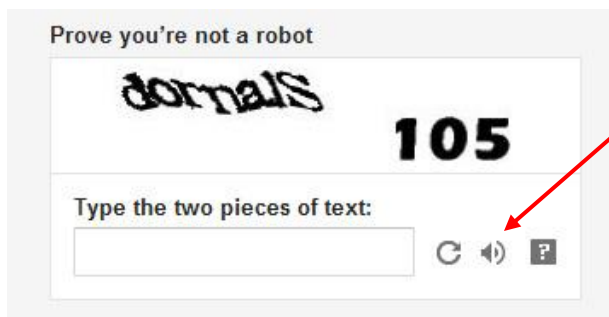
- Never tell your password to anyone (this includes significant others, roommates, parrots).
- Avoid writing your password down (unless you have problems remembering, then keep it in a safe place!).
- Never send your password by email.
- Periodically change your password (e.g., every six months).
- Do not save your password in your internet browser (your browser will likely ask if you wish to save the password) – other people who use your computer will be able to log in!

For now, write down your Google Username and password. This is crucial because you will NOT be able to access your email without them, but *keep this piece of paper in a safe place!*

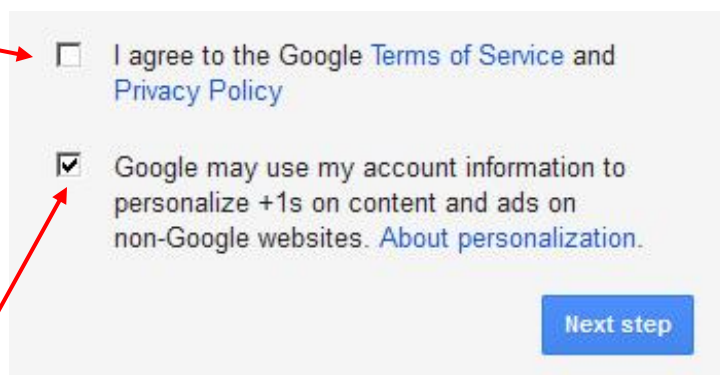
Google Username: _____

Password: _____

5. After you've entered your Birthday, Gender, Mobile Phone Number, and Other Email Address (optional), type the code into the box as you see it on your screen. These codes can be hard to read, if you are having trouble with some of the characters you can choose to listen to them read aloud.



7. Finally, you have to agree to the Terms of Service. Read through the text, and then click "I Agree."



If you do not wish to you Google+ uncheck the second box (let the instructor know if you have questions about this).

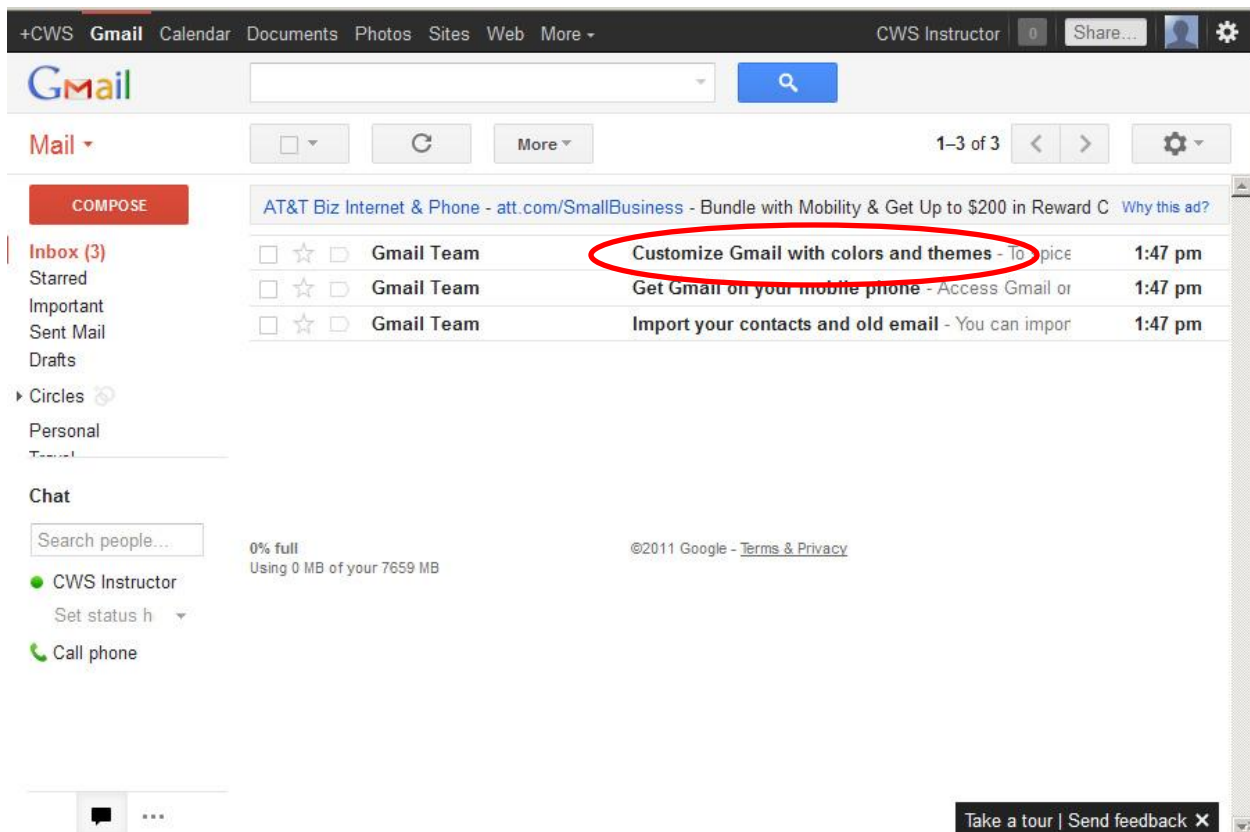
Congratulations – You now have an email account! Remember that your email address is your Google Username directly followed by "@gmail.com."

Before you are directed to your email inbox, Google will ask you if you would like to set up a Profile picture, this is an optional step and you may choose to skip it and Continue to Gmail.

MANAGING YOUR EMAIL

Once you have set up your email account, you can check your mail anywhere that you can access the Internet. This is how it is done:

1. Connect to the Internet by double-clicking the **Internet Explorer** or **Firefox** desktop icon.
2. Go to the Gmail site by typing gmail.com into the address bar at the top of the screen.
3. Type your **Google Username** and **Password** into the box on the right.
4. You will be directed to your inbox when you logon. The number of new or unread message in your inbox is displayed next to **Inbox** on the left-hand navigation column.

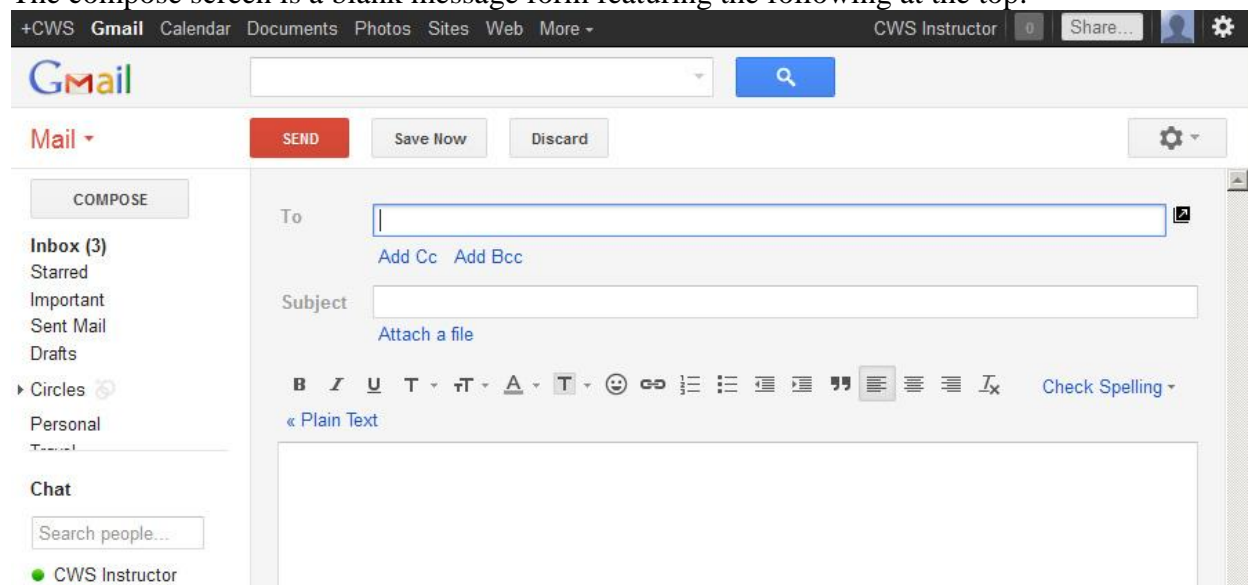


5. The inbox is where all of your incoming messages are stored. Click on the **subject** of the message to open and read it. We will go into more detail regarding Receiving and Reading messages in a later section.

Composing and Sending Messages

To create a new message, click the **Compose Mail** button on the top left side of the screen.

The compose screen is a blank message form featuring the following at the top:



To: is where you type the email address of the person(s) to whom you wish to send the email.

Subject: is a brief summary of the subject of your message. It is important to include a subject line because it will allow the recipient to see what your email is about before they open it. It is especially helpful if you are sending email to someone who might not recognize your email address. This will help indicate to them that the email is not spam or junk email.

Add CC / Add BCC: To add secondary addresses to your email, click on these links and additional boxes will appear.

- **Add CC:** "CC" stands for "carbon copy." This box allows you to "copy" a person on an email that you are sending to someone else. The person who's email address is in the "To:" box will be able to see the email address of anyone who is CC'd.
- **Add BCC:** This is for "blind carbon copies." If you send a copy of an email to someone by putting their address here, the recipients in the **To:** and **CC:** boxes will not be able to see that person's address.

You can enter multiple recipients in all three address boxes. Separate the addresses with a comma and a space. Example: bluecat461@gmail.com, gsmith18@gmail.com

The box where you actually type your message is easy to spot because it's the largest one in the window. Click inside to start typing. If you want to change the appearance of your text, you can use the formatting toolbar at the top of the box. The formatting options are similar to those used in Microsoft Word.

1. Click on the down arrow of the "Look in:" drop-down menu to find the file on your computer. Click on the file you wish to attach and click **Open**. If you have more files to attach, repeat these steps before moving on to step #2.

2. Gmail will automatically attach the files to your message. This may take a little time, depending on the size of your file. Once the file is attached, you'll see the name and size displayed underneath the **Subject** box.

Click **Send** to send the message.

Receiving and Reading Messages

As we went over earlier, when you log into Gmail, the number of new or unread messages is indicated in parentheses next to the word "**Inbox**" in the left-hand navigation column.

By default, email messages are viewed in the **Inbox**. New messages are in bold font. To view your message, click on the **subject** to open it.

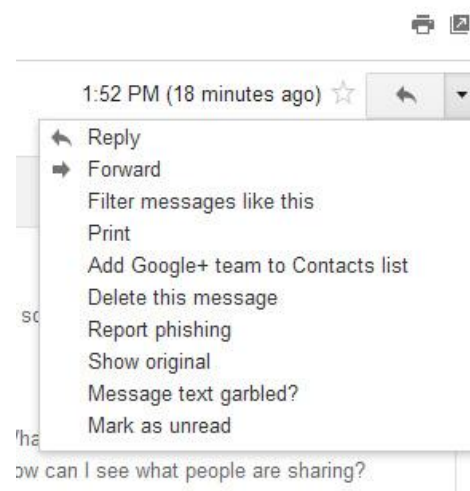
Once you have read your message, you have several options.

Replying to the message: Selecting this option will include the original message at the bottom of the email and automatically address the message to the person who sent it to you. You can then add text to the existing message and delete portions of the original text if you wish before sending your reply to the original sender (kind of like replying to a letter and including the original letter in your new envelope).

Click on the **Reply** button to reply only to the sender. Or click on the arrow on the Reply button and select **Reply to all** if you prefer to send the message to all recipients of the original message.

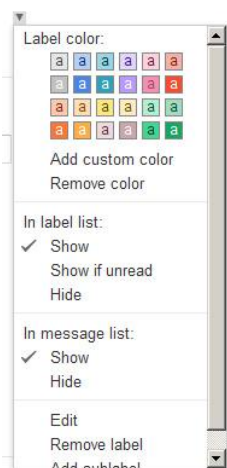
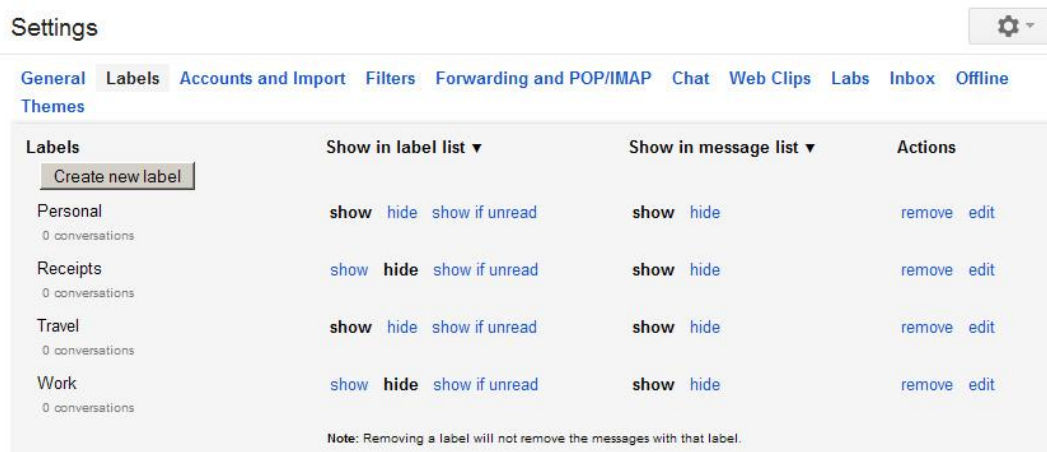
Forwarding the Message: This feature copies the message you are viewing for delivery to another email address. You can't see the original message but you can add text at the beginning of the message before sending it.

Deleting a Message: When you click on this option, the message you are viewing is moved to the **Trash** folder. Gmail does not automatically delete messages in the Trash folder right away, so you must enter the trash folder by clicking on it in the left navigation bar, select messages you wish to delete, and then click the **Delete Forever** button in order to delete messages permanently.



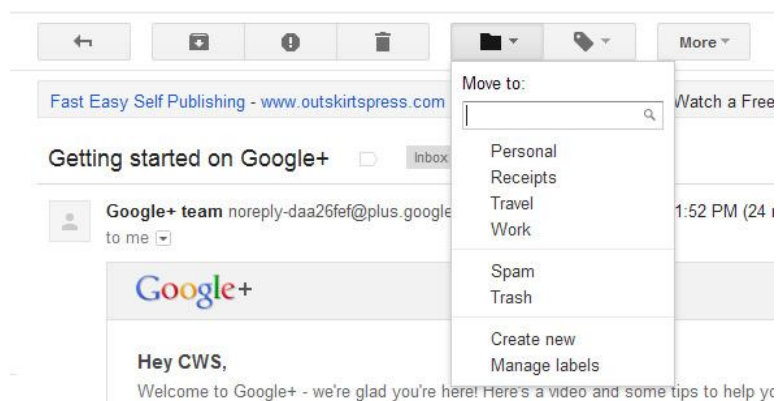
Assigning Labels: You have the ability to organize your email with labels. When you assign a label to an email, it can then be found in the corresponding folder. For instance, if you receive an email related to work, and assign it the Work label, it can then be found in the Work folder (listed on the left-hand navigation column).

Several labels have already been created for you (Personal, Receipts, Travel, Work). To create labels of your own or edit existing labels, click the **Labels** button at the top of the Inbox, then click **Manage Labels**. You can create as many labels as you want and assign colors to each individual label.



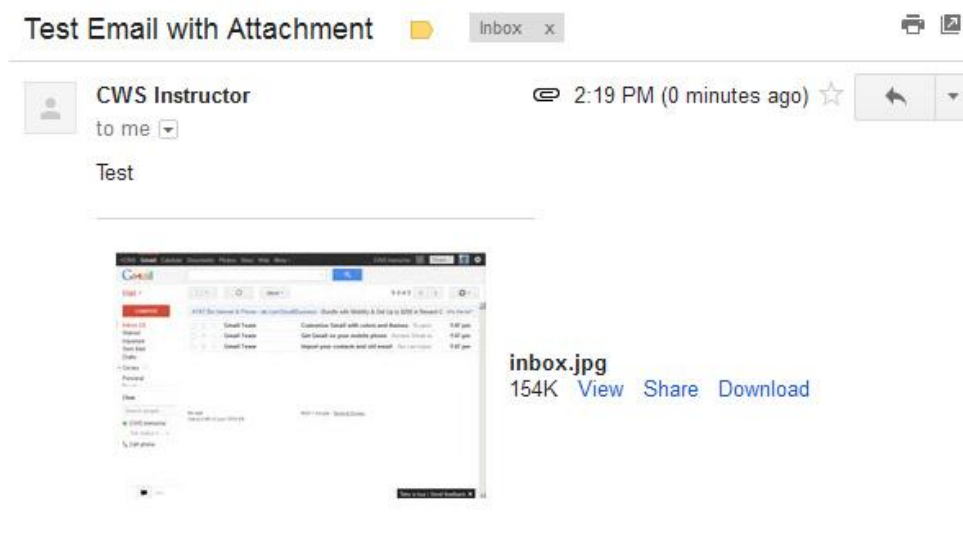
Change colors by selecting the small square to the left of the label in the Inbox view. This allows you to color code your messages and view them by each label category. Labeling an email does not automatically move it out of the inbox, see below on moving messages.

Moving Messages: Messages can be moved to folders by selecting them in the **Inbox**, and selecting a location using the **Move To** menu.



Receiving an attachment: When you receive a message with an attachment, a paper clip appears next to the subject of the message in your inbox.

Click on the subject of the message to open the email. At the bottom of the message, you will see a preview of the attached file and its name.



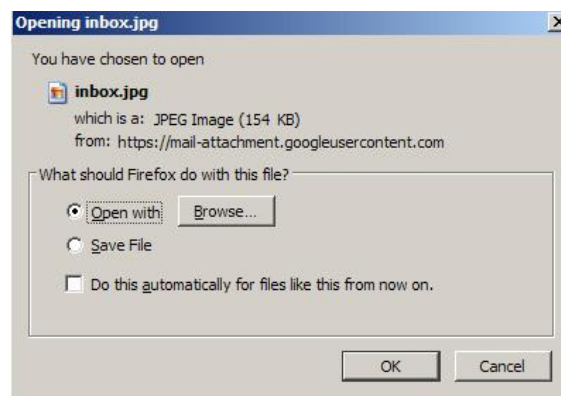
This email has an image file attached to it called inbox.jpg.

If you click on the **Download** link, Gmail will download the attachment to your computer.

A box will pop up and ask you if you would like to open the file, or if you would like to save it to a disk:

To open the file, select **Open With**, and then click the **OK** button, and the program that runs this type of file (such as Word) will open the attached file.

To save the file to your computer, select **Save File**. If you choose this option, you won't get to see the contents of the file first.



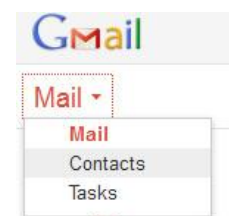
IMPORTANT: Never open an attachment if you don't know the person who sent it. This is the most common way computer viruses are sent. Do not open a file that ends in .exe unless you already know what it is and why you're receiving it. If you think any attachment – even from someone you know – looks suspicious, do not open it. If you would like to learn more about computer viruses, how they are transmitted, and what damage they can do to your computer, go to this web address:

<http://computer.howstuffworks.com/virus.htm>

ADDITIONAL FEATURES

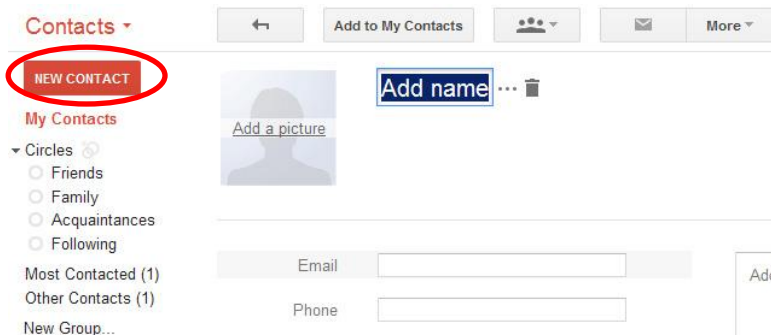
Contacts

The **Contacts** feature allows you to keep track of email addresses, which can sometimes be hard to remember. To access your address book, click on the dropdown list under Mail, and select the **Contacts** link.

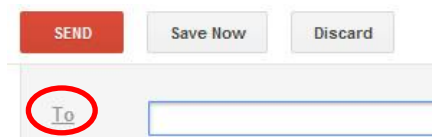


Adding addresses: To add an address, click on the **New Contact** button.

You can add as little or as much additional information about each email address as you prefer. Keep in mind, however, that if you add the name of the person associated with the email address, it will be easier to look up later since email addresses don't always contain the person's name. Email addresses are automatically added to your Contacts list whenever you reply to an email, so there's no need to add a contact manually if you correspond with that person frequently.



Looking up addresses: Once an email address is saved in your address book, you can look it up when sending an email. If you can't remember the email address off hand, just click on the **To** link. A pop-up box with a list of all your saved contacts will appear, click on the contacts you wish to send the email to (a check will appear next to the selected contacts) and click on done when all have been selected. Otherwise, just start typing the first letter or two of the person's email address or name, and Google will suggest email addresses for you.



Calendar

Gmail also has a calendar that you can use to keep track of your schedule. To access it, click **Calendar** at the top of the screen, and then simply click anywhere in the calendar to create and edit an event. You can create multiple calendars, and can even color code them. For more information, click the Gear Icon in the top right corner of the screen and click on **Calendar Help** in the drop-down menu.

The screenshot displays the Gmail Calendar interface. At the top, the navigation bar includes '+CWS Gmail **Calendar** Documents Photos Sites Web More -'. The 'Calendar' link is circled in red. On the right side of the navigation bar, the user's name 'CWS Instructor' and a gear icon (also circled in red) are visible. Below the navigation bar, the Google logo and a search bar are present. The main calendar area shows a weekly view for 'Dec 18 - 24, 2011'. A modal window titled 'Event | Appointment slots New!' is open, showing the event details: 'When: Tue, December 20, 11am - 12pm' and 'What: [input field] e.g., Breakfast at Tiffany's'. The modal includes 'Create event' and 'Edit event »' buttons. The calendar grid shows a blue event block for '11 - 12p' on Tuesday, December 20.

GETTING HELP

At the Library

You can access your Gmail account from anywhere there is an internet connection or wireless internet, including your public library. However, the library has no control over your free email account. While library staff might be able to help you with the features of your account, remember that they cannot look up your username and password for you.

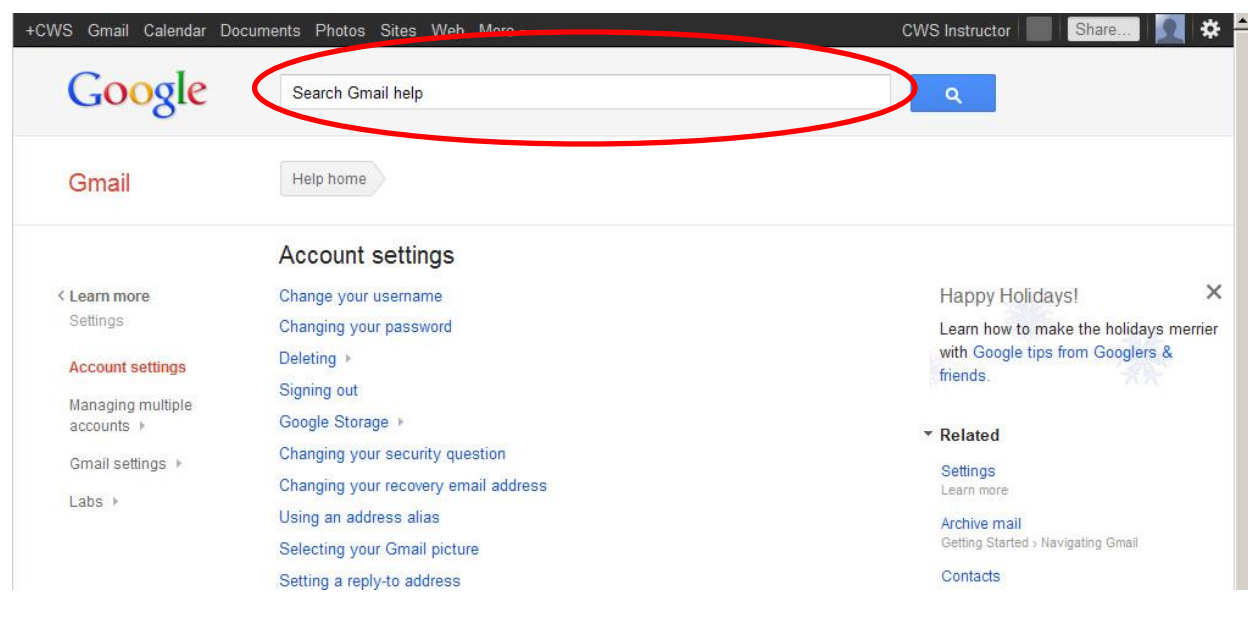
What if I forget my password?

If you can't remember your ID or Password, Gmail can help you remember it. Remember those personal questions you answered when you were signing up? Click on the "**Can't access your account?**" link located beneath the **Sign in** box on Gmail's home page. This will take you to a page where you can retrieve your password by answering your security question. If your answer matches the one you provided when you signed up, or if you can provide enough personal information, you should be able to retrieve your forgotten information.

Note: This feature only works if you can remember either your ID or password. If you have forgotten both, you may need to create a new account.

Gmail Help

If you have a specific question, at the top right corner of your Gmail page you will find the Gear icon. Click on the Gear icon, and then click on the **Mail Help** link. On the Help page, you can type your question or problem into the search box, or you can browse through the categories and find one that best suits your needs. To learn more about Gmail in general, check out the **Help Articles** written by Google Staff that you'll find on the Help home page. This page includes a ton of great information, including tutorials on how to handle spam and how to set up filters. There is more to learn about email than we can cover in a class, so make use of this resource.



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