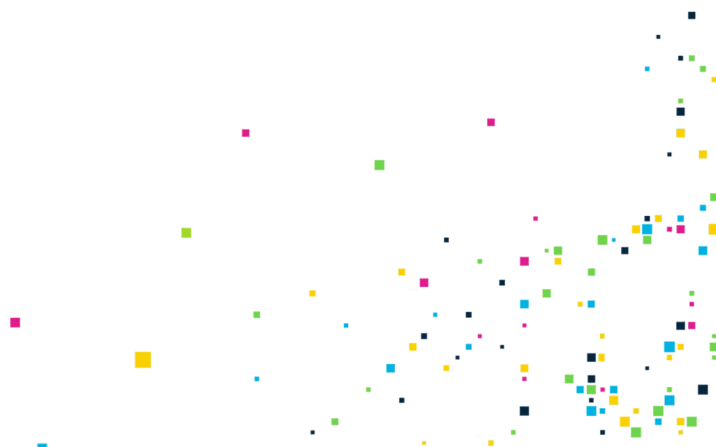




Email Basics

This module will cover email basics including creating an email account, using email, organizing your inbox, email settings, and other email tools.



Email

Email is a common way of communicating. It is a way to send electronic letters over the internet. Email is more convenient than a postal letter because it is instant and in many cases free, unlike posting a letter using a postage stamp. It is important to have an email account as many businesses and services communicate almost exclusively through email.

Email Clients

An email **client** is a piece of software that provides email accounts. The two most common email options are **Gmail** and **Outlook**. Other email clients you might see are Yahoo and Hotmail.



From left to right: Gmail, Yahoo, and Hotmail logos

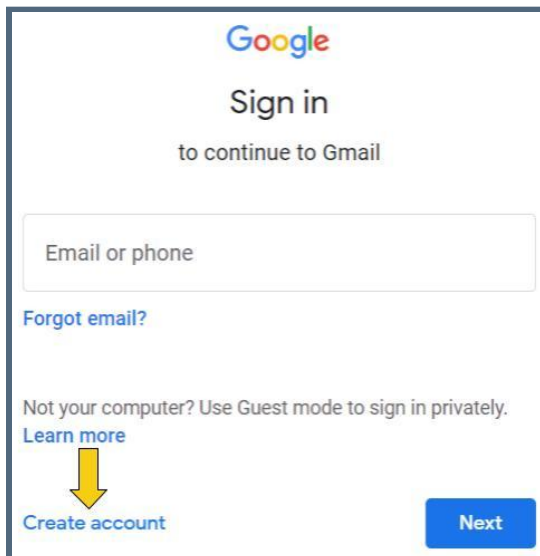
Gmail is Google's email client and, in order to use it, you need to have set up a Google account. This account can also be used to access many of Google's tools such as Drive, Docs, Youtube, and Meet. It is free to sign up for a Google account.

Creating an Account

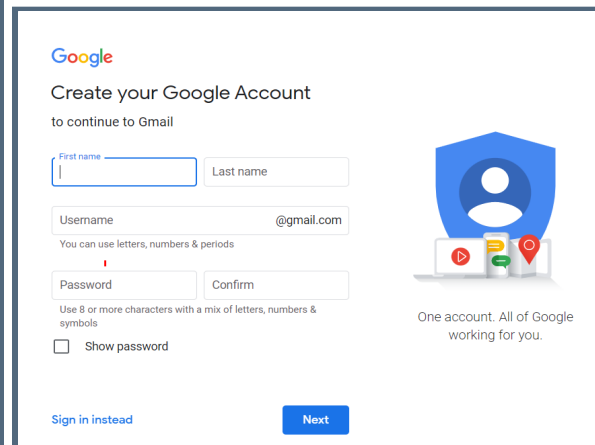
To create an email account, go to the website for your email service of choice. This module will focus on Gmail, but the steps are similar for Outlook and other email clients.

To create a Gmail account, go to <https://www.google.com/gmail/>

Click “Create Account” and fill out the information requested.



Create Account button for Gmail



Create Account page for Gmail

When you create your account you will enter your first and last name, as well as a username and password. The username will appear in your actual email address. Make sure that your username is appropriate for the ways you plan on using your account. If you are going to be including this email address on resumes or sharing it with employers or schools, you want it to be professional.

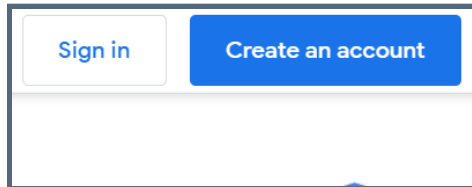
Examples of Good & Bad Passwords

Examples of Bad Passwords	Examples of Good Passwords
Password	@H76cxgV90\$\$jKTsk
John2021	IegtDL2021!
03-21-1990	P3aS0up4me
Wizzard22	nwso^d-scr23ap(hk3dh



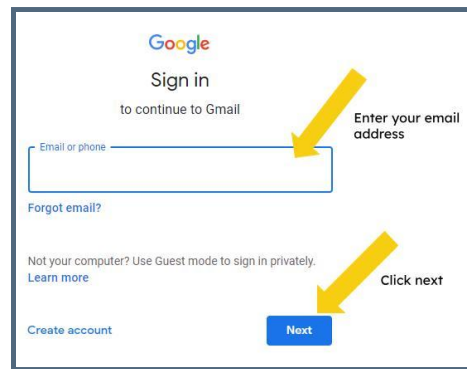
Logging In

In order to log into your email account, the first step is to visit the website for your email client. At the website, you will see a “Sign in” button you will need to click.



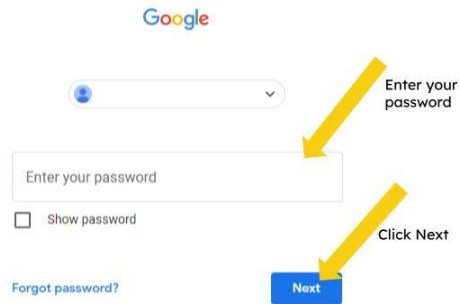
The “Sign in” button for Gmail at google.com

Once you click on “Sign in,” you will be taken to a screen where you will be prompted to enter your email address.



Entering your email address in Gmail

After this, you will be prompted to enter your password. Once you have entered your password in Gmail, you will be signed in and can begin using your email application.



Entering your password in Gmail

Writing your First Email

To write a new email, click on the new message button. This will open up a new message where you can identify your recipients, write a subject, and begin composing your message.



The New message button in Gmail

Recipients

You have three fields in your message where you can add a recipient's email address.

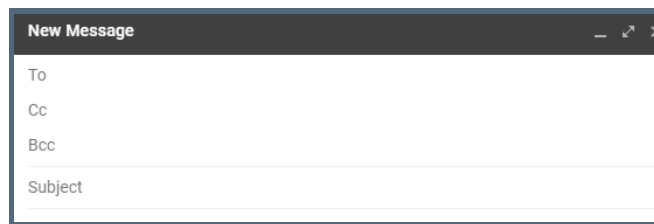
To is for your main recipient or recipients.

Cc stands for carbon copy and indicates someone who is not the main recipient, but who should receive a copy of the email to be aware of a situation or information contained in the message. Addresses in the Cc

field will be visible to anyone who receives the email. If anyone hits **Reply All**, someone who is Cc'd will also receive the reply.

Bcc stands for blind carbon copy. This recipient's email address will not be visible to other recipients and they will not receive a reply if someone hits **Reply All**. You can use Bcc to keep someone in the loop without other people being aware or if you are emailing a group of people who may not want their email addresses shared with each other. To add any of these types of recipients, you place your **cursor** in the field you would like to choose and click. Then, begin typing their email addresses.

A cursor is an indicator used to show the current position for user interaction on a computer monitor or other display device that will respond to text input from a keyboard or movement from a mouse.



The recipient fields in Gmail

Writing your Email

The next step in writing your email is identifying a subject for it. The subject will appear in the recipient's inbox and give them an idea of what your email is about before they open it. Again, place your cursor in the field, click, and begin typing.

You can click your **cursor** into the body of the email and begin typing your message.



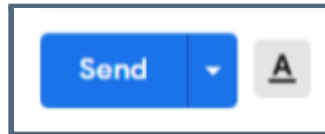


Composing an email in Gmail



Sending and Replying

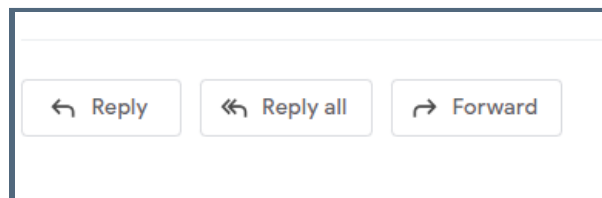
When you are ready to send your email to your recipients, you will click the Send button. Before you do this, it is a good idea to make sure that you have the correct email addresses for your recipients as well as proofreading your email for typos and to make sure it says what you want to say.



The send button in Gmail

When you receive an email, your response is called a **Reply**. You have two options for your reply. One is **Reply**, which will send your response to the sender only. **Reply All** will send your response to the sender and anyone who was included in the Cc field on the original email. Be careful to use Reply All only when you actually need everyone to see your response. Be especially careful not to use Reply All if your response contains personal or sensitive information that should not be shared with the full group.

You can also **Forward** an email to someone who was not included on the original email. This will pass the email you received to a third party and will also give you a field in which to add your own comments or other information to the original email. It is important to be mindful that any information you type in an email can easily be forwarded to another recipient, so always be careful not to send sensitive information that you would not want forwarded to others or stored on the email client's servers.



Email Etiquette

When using email, it is important to remember that you are communicating with another person and you should use the same common courtesy that you would in a letter.

Email Etiquette Tips

- ★ Do not send emails with empty titles/subject lines. All emails should have short relevant titles/subject lines.
- ★ Do not send emails with a blank body. It is important to include text in the body of an email so that the recipient knows why you are sending an email. It is especially important to include text in an email that you are sending a link or file so that the recipient knows why they are receiving it and that it is safe to open.
- ★ Do sign your emails. Make sure that the emails you send have a closing/signature. This can be as simple as “Sincerely, Your Name”
- ★ Do keep the tone and language professional. When talking via email it is important to use professional language and tone because it will create a good impression and help avoid potential misunderstandings.
- ★ Do make sure you are clear and concise. It is important in written communication to be clear with what you are communicating to or needing from someone. It is also important to make sure you are being concise with your language because it can be difficult to read and understand long emails and some points you are trying to communicate may get lost.



Organizing your Inbox

Folders and Labels

You can use **folders** or **labels** to organize your Inbox. When you are done reading an email, you can move it to a folder where you will be able to find it later. There are some folders that are already set up for you:

Inbox is for emails that you have received and have not deleted or filed in a new folder.

Outbox is for emails that are currently being processed to send out.

Drafts are emails that you have started, but not yet sent.

Sent is where you can look back at past emails that you have sent.

Trash contains emails that you have deleted. Some email clients automatically empty your trash at certain intervals, others wait until you do it manually.

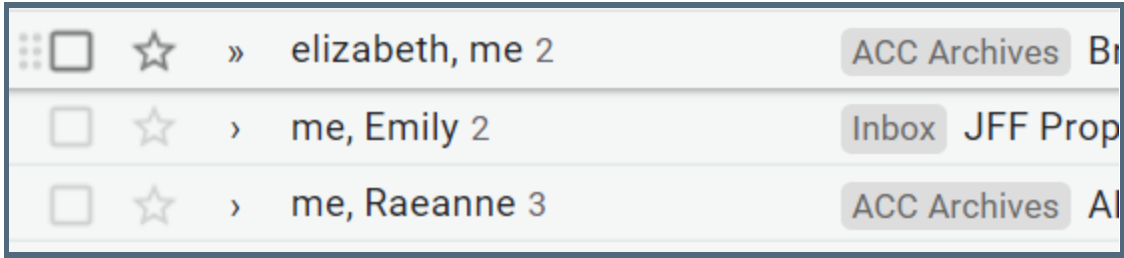
Spam is for emails that your email client has flagged as spam (junk mail).

What is Spam?

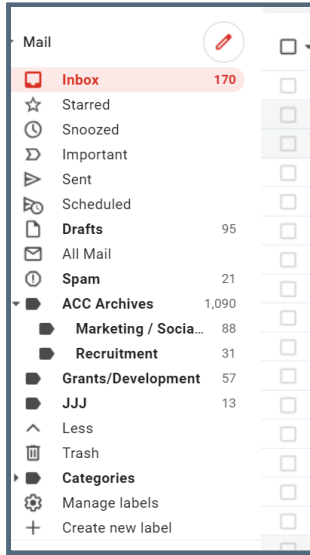
Junkmail, also known as spam, is unwanted or unsolicited email advertisements received to your email address.

You can also create your own folders that match your personal needs. To create a folder or label you start by accessing the folder or label menu. You then need to left-click on the new label button. Then you fill out the pop-up with the information for that label.





Email displayed in your inbox

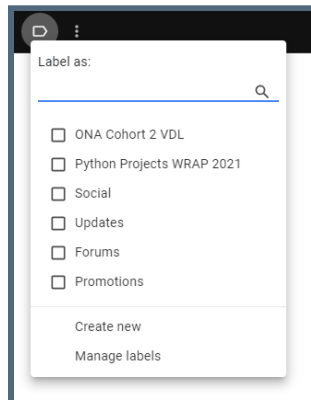


Labels will appear on the side bar of your email



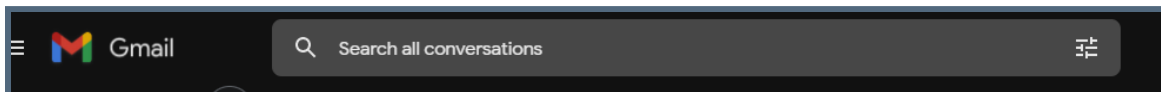
Adding a label to email

To assign a label to an email while viewing the email, you need to press the **labels** button. A menu will appear and you will be able to select the labels you want to apply to the email. You can use these labels to sort your inbox.



Searching Email

You can search your email in order to find old emails or to filter out emails. You can search emails by using the search bar at the top of the email client. Here you can search your email using **keywords**. For example, if you wanted to find emails from a specific person, you would search their email address or, if you wanted to search for emails about a vet visit for your dog, you could search “vet”.



Search bar in your Gmail client

Keywords are words that describe the topic you are searching for. For example, if you are searching for examples of resumes, using a keyword search of “Resume Examples” will provide better results than just searching the word “Resume.”

You can also filter the search results with the icon on the right hand side of the search bar. Here you can filter by who an email is from, who it is sent to, if it has an attachment, or how old the email is.

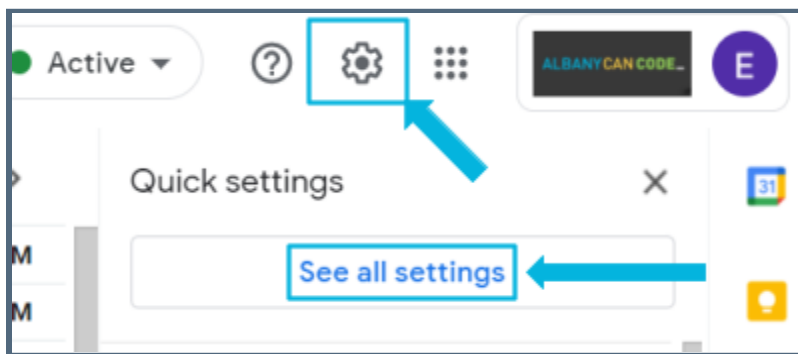
A screenshot of the Gmail search filter options. The form includes fields for "From", "To", "Subject", "Has the words", "Doesn't have", "Size" (with a dropdown for "greater than" and a unit dropdown for "MB"), "Date within" (with a dropdown for "1 day" and a calendar icon), "Search" (with a dropdown for "All Mail"), and a checkbox for "Has attachment". There are "Create filter" and "Search" buttons at the bottom right.

Email Settings

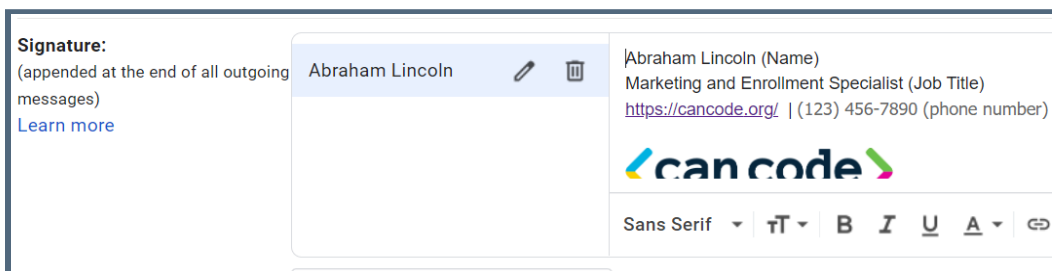
Signature

You can create a **signature** for your emails. It can include your name, title, company, and contact information. Once set up, the signature will automatically appear on all your emails unless you manually remove it.

To create a signature, go to the Settings menu in your email client. In Gmail, you will click on the settings icon in the top right corner of your screen. That will open up your Quick Settings menu. From there, you will click “See all settings.”



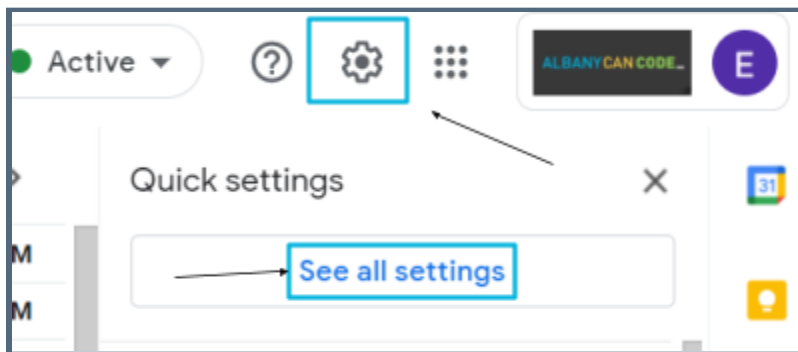
First step is to click on the settings icon and then “See all settings”



Signature section of email

General Settings

Under the general settings, you have the ability to customize how your email functions. You can turn on or off things like grammar check or auto complete. Under **Quick settings**, you have the ability to customize how your inbox is layed out. You can change how big emails are, what emails appear first, and how they are organized.

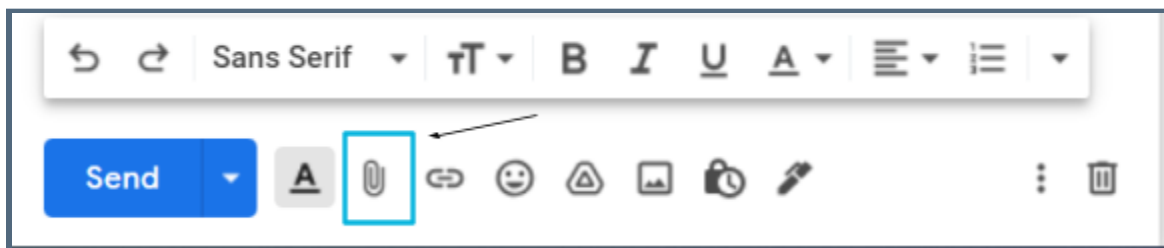


Click on the settings icon and then 'See all settings.' This will give you access to the General Settings.

Once you have set up your preferred settings, you will not have to keep changing settings and will be good to go!

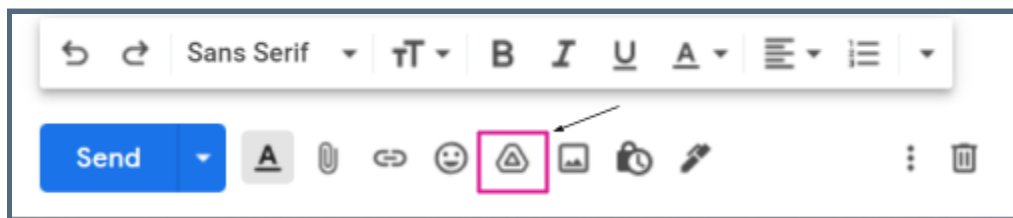
Attaching Files to Emails

You may wish to send a file to someone using email. You can do this by attaching the file to the email. This will send the file to the recipient of the email so that they can access it. In order to do this, you will press the **Attach File** button (commonly a paper clip) and then be prompted to select the file you want to attach using your system's file management tool (Find for Mac, File Explorer for Windows, and Files for Android).

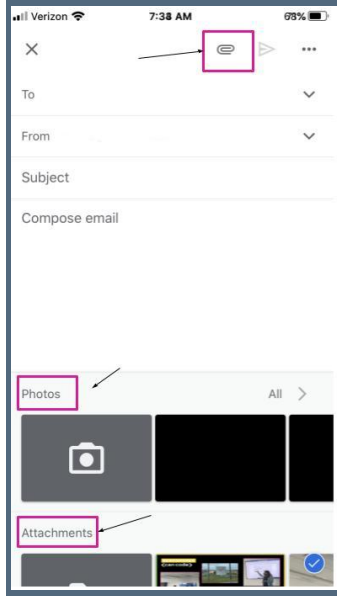


To send an attachment, choose the attachment icon at the bottom of your open email.

If you are using Gmail, you also have the option to send a file using **Google Drive**. You can send a link to the file in Google Drive or attach the file as a PDF. The recipient can access either of these options. You can only do this with files that have been uploaded to Google Drive. Instead of pressing the Attach File icon, you will press the Drive icon. You will then use the Drive file management system to select the file to share.



To send an attachment stored in your Google Drive, choose the Drive icon.



To send a file that is stored on your computer, click the paperclip icon.

When you receive emails with file attachments, always be cautious about opening them. Only open files or click on links in emails from senders you trust. If you are ever in doubt as to whether or not an email is safe to open, check with the sender to confirm that they intended to share it with you and that it is safe to open before it.