Email Basics

AIM

Learn how to create, use and maintain an email account.

Account Creation

- Enter Name
- Create User name/email address
- Create password
  - Use 8 or more characters with a mix of letters numbers and symbols.
- Verify your phone number
  - Enter verification code
- Enter recovery email (optional)
- Enter personal details
  - Birth date
  - Gender
- Review and agree to Terms of Service and Privacy Policy

Sign in to Account

- Open email website or download Application
- Enter User name/email address
- Enter password
  - enter verification code sent to mobile if logging in from a new computer or device

Navigating your account

- **Navigation menu**
  - Email
  - Contacts
  - Calendar
- **Folders**
  - Inbox
  - Drafts
  - Sent
  - Spam
  - Trash/Bin
  - Create a folder

- **Email/Message Pane**
  - Sender
  - Subject
  - Date received
- **Icons**
  - Archive
  - Report
  - Trash
  - Next page

Email Creation

- Create/compose new email
  - Recipients
    - TO:, CC: BCC:
  - Subject
  - Body
  - Add attachment
  - Send

Read, Respond and Delete Emails

- Read
    - Unread emails
    - Sender
    - Subject
    - Text Body
    - Opening attachments
- Reply
    - Reply All
- Forward
- Delete
    - Delete multiple emails

Contacts

- Adding a new contact
  - Name
  - Email
  - Phone number
  - Address
  - Automatically add contact
- Groups

Suspicious Messaging

Treat any unexpected message with caution

- Protect yourself from email scams, malicious software, and identity theft.
- Understand how to identify and avoid potentially dangerous content in your inbox,
  including spam and phishing attempts.
- If it's too good to be true, it probably is.
- Most companies will never contact you asking for personal information.
- Security Software

Training Resources

Training Resources – Session Specific:

Email Basics

- http://www.gcflearnfree.org/email101/

Gmail:

- http://www.gcflearnfree.org/gmail - Including - account setup, creating contacts, composing, attaching, sending and receiving of emails, Gmail for mobile devices.

Microsoft (Hotmail/Live/Outlook):

- http://www.gcflearnfree.org/microsoftaccount/creating-a-microsoft-account/full/ - Account setup and profile.

- http://www.gcflearnfree.org/outlook2010 - using Outlook - sending, receiving, organising, contacts and calendars

- https://support.office.com/en-us/article/Add-your-Outlook-com-account-to-another-mail-app-73f3b178-0009-41ae-aab1-87b80fa94970 - tablet help. This is for Windows, Apple and Android accounts. Very basic.

Email on Android:

- http://www.gcflearnfree.org/androidbasics/setting-up-your-email/1/

Apple Mail: This is to configure an Apple device with an existing account

- https://support.apple.com/en-us/HT201320 - Account setup - tablet

https://en.wikipedia.org/wiki/Comparison_of_webmail_providers