

# TECH SAVVY SENIORS


The NSW **Tech Savvy Seniors** program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Literacy Strategy.



**Victorian Tech Savvy Seniors** is a Seniors Card Age Friendly Partners program with Telstra delivering training through rural and remote libraries across Victoria.

# INTRODUCTION TO EMAIL

Part 1

BEGINNERS GUIDE

TOPIC	INTRODUCTION TO EMAIL - PART 1	
<b>WELCOME TO EMAIL!</b>	<p>Email is one of the fundamental internet technologies, a tool used by nearly every person with an internet connection. It allows you to, at no cost, send a letter of unlimited length to one person – or many people at once. It arrives almost instantly, and they can reply straight away. Setting up your own email account will allow you to communicate with people you know in ways you never thought possible.</p>	
<b>WHO IS THIS WORKSHOP FOR?</b>	<p>While you will have heard of email, you may not know exactly how it works, what you need to get set up, or how to use it. You won't have an existing email account, either... but you will after this workshop!</p>	
<b>WHAT YOU'LL NEED</b>	<p>An internet-connected laptop or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop.</p>	
<b>WHAT YOU'LL LEARN</b>	<p>This workshop covers the basic steps you need to help keep in touch with your family and friends using email. It will explain how to set up an email account, how to send an email, and how to read and reply to emails that have been sent to you.</p>	
<b>TIMETABLE</b> We've broken down today's workshop into seven parts, with a 10-minute break in the middle. Remember to ask questions – this works best as an interactive exercise.  	SUBJECT	DURATION
	What is email and how does it work?	10 minutes
	A guide to email addresses: what does the '@' mean?	10 minutes
	A demonstration of email in action	15 minutes
	Setting up your own email account with Gmail	30 minutes
	<b>Break</b>	15 minutes
	Reading email you've received	15 minutes
	Addressing and sending an email	20 minutes
	Replying to and forwarding emails	15 minutes
	Summary	10 minutes
<b>TOTAL</b>	<b>140 minutes</b>	

SUBJECT	WHAT IS EMAIL AND HOW DOES IT WORK?
TIME 	10 minutes
OVERVIEW 	<p>Email is the modern way to send letters – you can send a message to the other side of the world and get a reply in minutes!</p> <p>Email is short for <b>electronic mail</b>. An email is a letter that is sent over a computer network instead of being sent through the post. You can attach documents and photos to emails, just like you can include a photo or a document with a letter. You can also attach computer files, such as programs and spreadsheets.</p> <p>Sending and receiving email is generally free, and you can actually send an email to as many people as you like.</p> <p>Each person on email has a unique email address, which is how you direct an email address to a specific person.</p> <p>You can even send emails to yourself. This sounds kind of silly, but people do this to send themselves reminders and also to transfer files from one place to another.</p> <p>All your emails come into your <b>Inbox</b>, which is like your virtual letter box. Later in this session, we'll talk about how you set up your own Inbox.</p> <p>Email has its own writing conventions, which may take a little getting used to. Not many people start an email with <b>Dear sir</b>, or end it with <b>Regards</b>.</p> <p>It's a lot less formal than that. There's nothing wrong with being formal, of course, but some readers might think it strange.</p> <p>There are also abbreviations and things called <b>emoticons</b> that you might find useful to learn.</p>

EMOTICONS USE PUNCTUATION MARKS AND LETTERS TO HELP INDICATE THE TONE OF AN EMAIL.

HAPPY FACE :-)

SAD FACE :-(

WINK ;-)

PERPLEXED :-/


KISS :-\*

FRUSTRATED :-P

COOL B-)

DAZED \*\_\*

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The dark side of email is that anybody can send email to anybody, and because it's free to send you can end up with a lot of junk (e)mail. That's called spam, and there are tools that can filter spam out from your Inbox.



You can have multiple email addresses if you like. You don't have to limit yourself to just one!

## A BRIEF HISTORY OF EMAIL



Email is actually older than the internet, having been developed in conjunction with the Advanced Research Projects Agency Network (ARPANET) in the late 1960s and early '70s. ARPANET was the precursor to the modern internet that was built as a research project by the US Department of Defence.

Original emails were text only, didn't support having documents, photos or video attached to them, or even different fonts. It was only in the 1980s when ARPANET morphed into the current internet that email started to look like it does today.

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SUBJECT	A GUIDE TO EMAIL ADDRESSES
TIME 	10 minutes
WHAT DOES THE '@' MEAN? 	<p>An email address always has an @ symbol (pronounced <b>at</b>). Australian email addresses often finish with <b>.com.au</b> – although if you use a web mail service like Hotmail or Gmail (which we'll be walking you through later), you can also end up with a <b>.com</b> address.</p> <p>If you get confused between email addresses and website addresses, remember that website addresses begin with <b>www</b>.</p> <p>An example of an email address is <b>mary@domain.com.au</b>. It would be read aloud as <b>mary at domain dot com dot au</b>.</p> <p>Every person's email address is completely unique.</p> <p>If you email a person who works at a company, you'll probably see that their email address ends with the company name.</p> <p>For example, a person named Joe who works at Telstra might have an email address <b>joe@telstra.com.au</b>.</p> <p>If a person uses a free web mail service (like we will later in this workshop), their address will have that service's name after the @ symbol. For example, <b>myname@hotmail.com</b>.</p>

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<b>SUBJECT</b>	<b>EMAIL IN ACTION</b>
<b>TIME</b> 	15 minutes
<b>OVERVIEW</b> 	<p>To give you an idea of how email works, your presenter can provide a quick walkthrough of how to send an email:</p> <ul style="list-style-type: none"><li>▶ First, a new email is created</li><li>▶ Then, recipient addresses are filled in</li><li>▶ Next, a subject line is entered</li><li>▶ Then the content of the email is typed in</li><li>▶ And the email is sent.</li></ul> <p>We'll walk through these stages slowly, step by step, later in the workshop. But first we have to create an email account for you!</p>

## BEHIND THE SCENES: EMAIL ADDRESSES

If you attended our *Introduction to the Internet* workshops, you might have a little background on the idea of domain names. Those are unique web addresses, like **telstra.com.au** that identify websites.

Email addresses use these exact same domains. When you send a mail to **joe@telstra.com.au**, the internet knows to send that email to the computer located at the **telstra.com.au** address. Then that computer looks at the name before the @ symbol and directs it to that particular person's Inbox.

## SUBJECT

## SETTING UP YOUR OWN EMAIL ACCOUNT WITH GMAIL

TIME 

30 minutes

## OVERVIEW



Now it's time to create your own personal email address.

We'll be using a free service called Gmail (short for Google Mail) for this workshop. This is not the only free email provider, but it is a very good one.

As an added bonus, creating a Gmail account also gives you a Google login, which can be used to access other Google sites and services, such as YouTube.

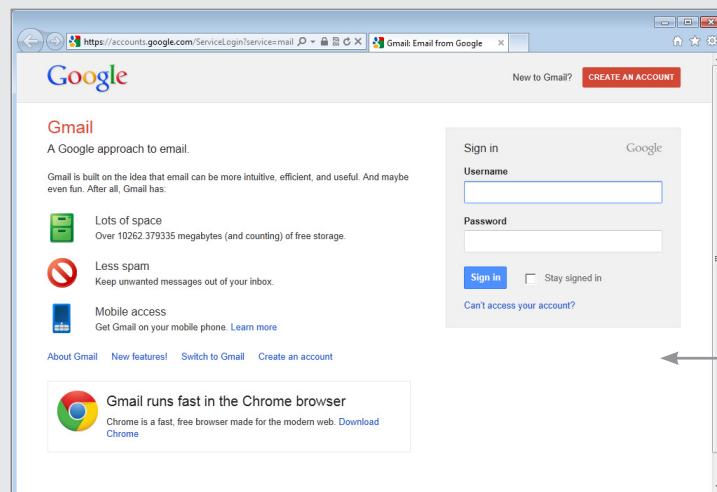
When we're done, you will have a unique, private email address that looks something like **myname@gmail.com** (where **myname** is *your* name).

## SETTING UP A GMAIL ACCOUNT



The first thing we have to do to get our Gmail account up and running is to register a new account.

Go to **www.gmail.com** in your web browser. This takes you to the Gmail login page.



The login page for Gmail

We don't have an account yet, so it's time to create one. Left-click on the **Create an Account** button.

New to Gmail?

**CREATE AN ACCOUNT**

## SETTING UP A GMAIL ACCOUNT



This takes you to the Google Account sign-up page.

The sign-up page requests personal information to create an account

You have to fill in some of the fields. One by one, move your mouse pointer to the empty boxes (called fields) and left-click on them, then type in the answer. In the appropriate fields, you need to enter:

- ▶ Your first name
- ▶ Your last name
- ▶ A username for your email address (your email address will be **username@gmail.com**, where **username** is the name you enter into the field). More on this on page 9.
- ▶ A password (which you have to retype to confirm it). Your password can be anything you like. You just need to remember it!
- ▶ Your birthday
- ▶ Your gender.

You *don't* have to fill in the fields with:

- ▶ Your mobile phone number
- ▶ Your current email address (since you don't have one)
- ▶ Your location.

You can also uncheck the boxes (to uncheck, move the mouse pointer to the box and left-click):

- ▶ **Set Google as my homepage** (if checked, this sets your web browser default page to [www.google.com](http://www.google.com))
- ▶ **Google may use my account information to personalize +1's on content and ads on non-Google websites.** (If checked, when you access Google you will receive 'customised' advertisements.)



## SETTING UP A GMAIL ACCOUNT



You will have to solve the **captcha** (that's the box with the hard-to-read words in it) by typing in the words you see in the box into the field just below it. Thankfully you only have to do this once – it's to prove that you're a real person, not another computer trying to make fake email addresses.

You will also have to check the box that says: **I agree to the Google Terms of Service and Privacy Policy.**

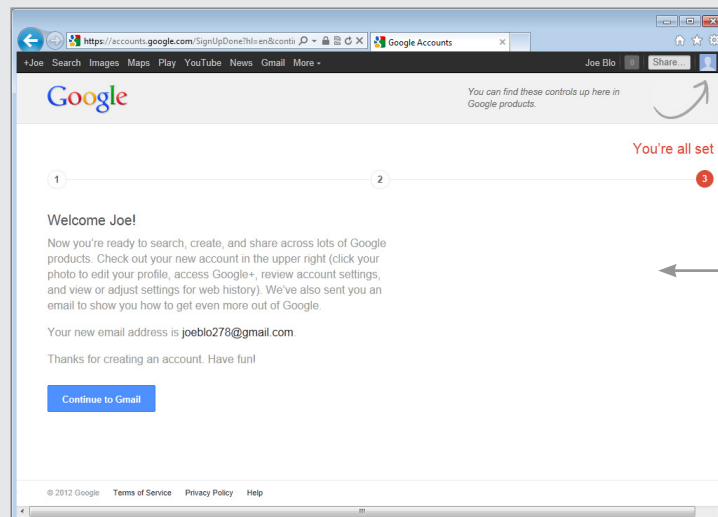
Choosing a username is often difficult, since so many of the common ones are already taken. Unless you have a highly unusual name, it's likely that your name is already taken. You can try nicknames and various alternate spellings. If your name is Joe Blo, you could try JoeBlo, Jblo, JoeyBlo, Jblo24 and so on until you find one that isn't taken.

If a username is already taken, Google will immediately let you know if it is, and suggest alternatives (which are usually whatever you entered with a string of numbers at the end).

When you're done, left-click on **Next Step.**

You can add a profile photo. Don't worry about that for now. Click on **Next Step** again.

You'll come to the welcome page. When you've read what it has to say, click on **Continue to Gmail.**



IT MAY BE TEMPTING TO TAKE A JOKE USERNAME, BUT REMEMBER THAT THIS WILL BE YOUR EMAIL ADDRESS FOREVER! EVERYBODY YOU MAIL WILL SEE THIS ADDRESS, AND STRANGERS MAY NOT GET THE JOKE OR MAY BE OFFENDED BY IT.

THIS IS VERY IMPORTANT TOO: MAKE A NOTE SOMEWHERE OF BOTH YOUR USERNAME/EMAIL ADDRESS AND PASSWORD. YOU'LL NEED THESE TO ACCESS YOUR EMAIL IN THE FUTURE!

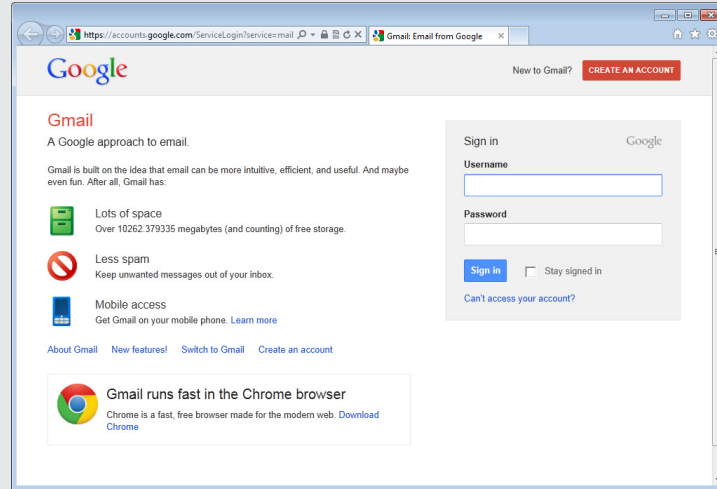
Gmail's welcome page

## SETTING UP A GMAIL ACCOUNT



And that's it – you've created an email account for yourself. It's yours forever.

You can log into your email at any time by going to [www.gmail.com](http://www.gmail.com). Instead of clicking on **Create New Account**, however, you now type your username and password into the login fields.



## OTHER FREE EMAIL PROVIDERS

GMAIL IS NOT YOUR ONLY OPTION. OTHER, SIMILAR PROVIDERS OF ELECTRONIC MAIL BOXES INCLUDE:

### HOTMAIL



[www.hotmail.com](http://www.hotmail.com)

### YAHOO MAIL

**YAHOO!** MAIL

[mail.yahoo.com](http://mail.yahoo.com)

### INBOX.COM

 **inbox.com**

[www.inbox.com](http://www.inbox.com)

## PC EMAIL SOFTWARE

We're using web mail for this workshop. Web mail is an email inbox that you can access using a web browser. You don't need anything installed on your PC apart from your web browser.

You can get software for your computer that allows you to send and receive email without using a web browser. Such software is called an email client, and examples include Outlook, Windows Mail and Mozilla Thunderbird. Setting them up can be a technical challenge, however, so we advise you just to use webmail for now.

SUBJECT

READING EMAIL YOU'VE RECEIVED

TIME 

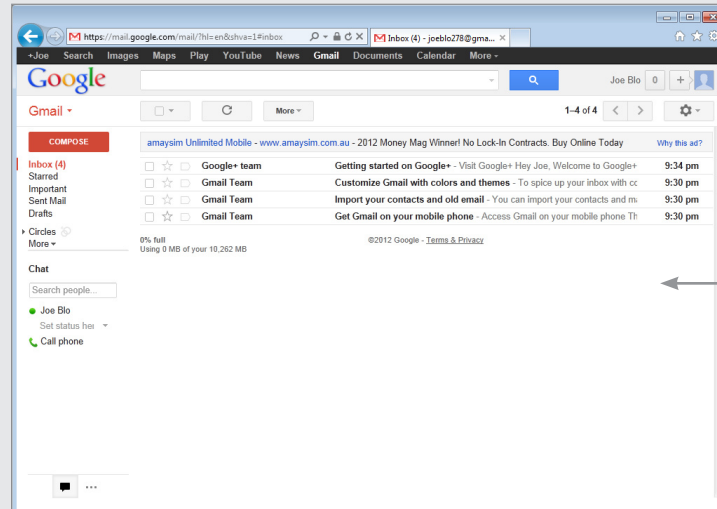
15 minutes

READING EMAILS



Now that we have gone through the process of setting up an email account, it's time to get to the good part: sending and receiving mail.

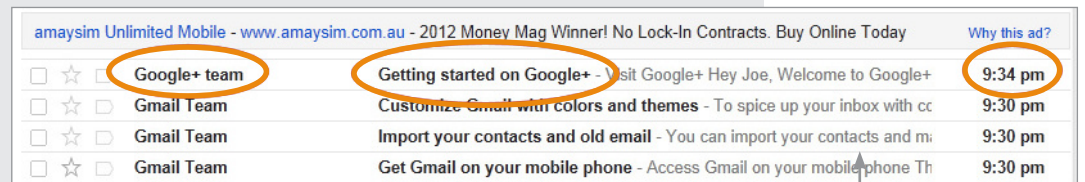
Let's first look at the Gmail interface (this is, in fact, what nearly every email service looks like).



Gmail interface

In the middle you can see all the email in your Inbox. When you create a new account, Google already has some mail there waiting for you, which is mostly user guides and an invitation to its Google+ service (which we won't be looking at here).

From left to right in that main section, you'll see same strangely shaped boxes (they're used for email management; don't worry about them for now), the name of the sender of the email, the subject of the email (along with some of its contents in grey) and the time that it arrived in your Inbox.



On the left are your navigation items: **Inbox, Starred, Important, Sent Mail and Drafts**, with a big red **Compose** button above them. These move you to different sections of your email. For now the important one is the **Inbox**.

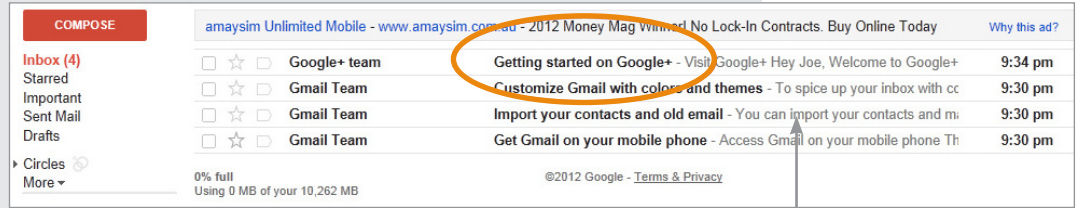
The Gmail Inbox displays information about sender, subject and time

## READING EMAILS



Next to Inbox you'll see a number in parenthesis. For example, **Inbox (4)**. That means you have four new or unread emails waiting in your Inbox.

Now to read one of your emails: simply left-click on the subject of the email.



The email will open up, and you'll see its full contents.

Above the opened email, a new bar will appear, with controls for that email. Some of those we'll cover in the *Part 2 and Part 3* workshops, but for now two are important:

- ▶ the **Back** arrow, which takes you back to your Inbox.
- ▶ the **Trash** can, which deletes this mail from your Inbox



Left-click on an email to open and read it

Delete emails from here

Return to Inbox from here

To go back to your Inbox, left-click on the **Back** arrow. You can also click on Inbox on the left to go back to the main Inbox view.

You'll notice that now you've read the mail, it will no longer be in bold, and the number next to **Inbox** on the left will have dropped by one. Only emails that you haven't yet read are bold.

## SUBJECT

## ADDRESSING AND SENDING AN EMAIL

TIME 

20 minutes

## COMPOSING AND SENDING AN EMAIL

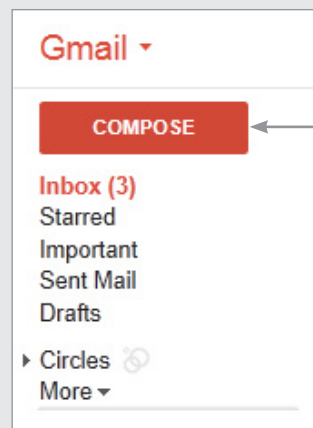


Now that we know how to read emails, it's time to figure out how to send one.

First, you will need a recipient's email address. You might be able to use the address of someone else attending this workshop.

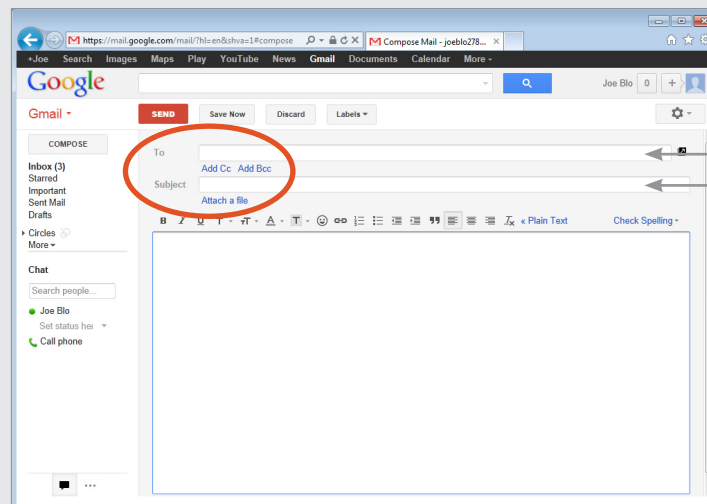
If you don't have someone's address to send to, you can actually send an email to your own address.

In Gmail, click on the **Compose** button on the left.



Click on Compose to begin a new email

Now it's time to address the email: in the **To** field type in the email address of the recipient. It has to be exact: if even one character is wrong, it won't get to its destination.



Enter the email address  
Enter the subject

## COMPOSING AND SENDING AN EMAIL



Next in the **Subject** line, give the email a subject. This can be anything, but the idea is to give a quick overview of what email contains. It appears in the recipient's email Inbox, so they know what your letter is about without having to open it.

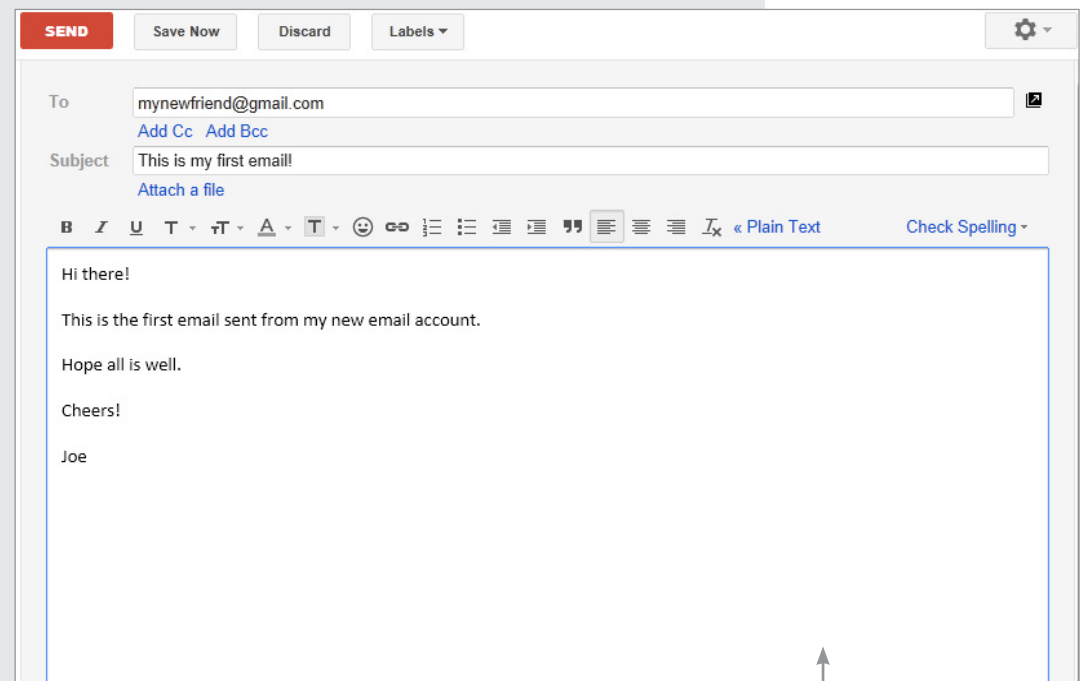
For this first email, you can just type something like *This is my first email!*

And finally, in the big empty box at the bottom (called the **body** of the email), you can type the main contents of the email.

If you want to get fancy, there are formatting buttons, like in a word processor, as well as a spell checker. But for now, let's keep it simple. Type something like *Hi there. This is the first email sent from my new email account! Hope all is well. Cheers!*

The email can literally be as long as you want, five words or thousands. As a rule, though, you don't need to write a whole long letter with each email. Remember that emails are free and instantaneous: they're more like phone texts than written letters. You don't have to write a whole long screed to make it 'worth it'.

When you've finished and you're ready to send the email, click on the red **Send** button.



↑  
The body of an email can be a few words, or thousands

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## COMPOSING AND SENDING AN EMAIL



The email will be sent off into the ether, and you will be returned to your Inbox.

If you're practicing with somebody else in the workshop, they can go to their Gmail Inbox straight away. The email from you should arrive in seconds. If you entered your own email address into the **To** field, it should arrive in your Inbox.

You'll also see one other thing: Gmail keeps a complete record of every mail you send. If you click on **Sent Mail** on the left side of the window, you'll be able to see a record of the mail you just sent. You can click on it to see the contents of the mail, just as if you were opening it on your Inbox. (If you do this, you can return to your inbox again just by clicking on **Inbox**).

SUBJECT	REPLYING TO AND FORWARDING EMAILS
TIME 	15 minutes
OVERVIEW	<p>You've read and sent your first emails. Just one more lesson for today: replies and forwards.</p> <p>A reply is a response to an email you've received. It goes back to the person who sent the original email.</p> <p>People can reply back and forth indefinitely.</p> <p>A forward is when you take an email you've received and send a copy along to somebody other than the original sender.</p>
SENDING A REPLY 	<p>Go to your Gmail Inbox.</p> <p>Open up any mail you've received (although it's best that it's a mail from somebody you know).</p> <div data-bbox="438 929 1173 1366"> </div> <p>Respond to a message you've received, or send it on to someone else</p> <p>Underneath the email you'll see a box saying <b>Click Here to Reply or Forward</b>. Click on <b>Reply</b>.</p> <p>Alternatively, just at the top right of the email there's a little arrow pointing left (see inset image above). That also starts a reply.</p> <p>A Reply window will appear, which looks just like the Compose email window, except that the recipient will already be filled in for you (it will be the person who sent you the email originally).</p>



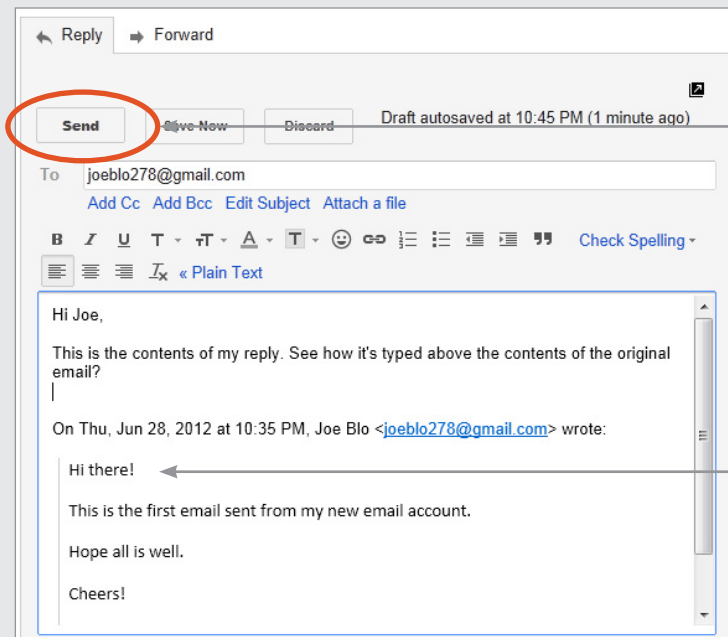
## SENDING A REPLY



The contents of the original email will also be in the main window. Replies keep a complete history of the conversation.

By convention, you're expected to type in your reply to the email in the space above the original letter (so that it's the first thing the recipient sees when they open the email). Don't worry about the amount of space – as you type, the original email will be pushed down.

When you're done, left-click on **Send**.



Click Send to dispatch your email

Reply emails keep a record of shared messages

The person who sent the original email should get your reply straight away. The subject line will be the same as before, but with a **re:** at the beginning of it, indicating that it's a reply.

Again, if you're in a workshop with multiple people, you can practice sending replies back and forth.

## FORWARDING AN EMAIL



Forwarding an email is a lot like replying.

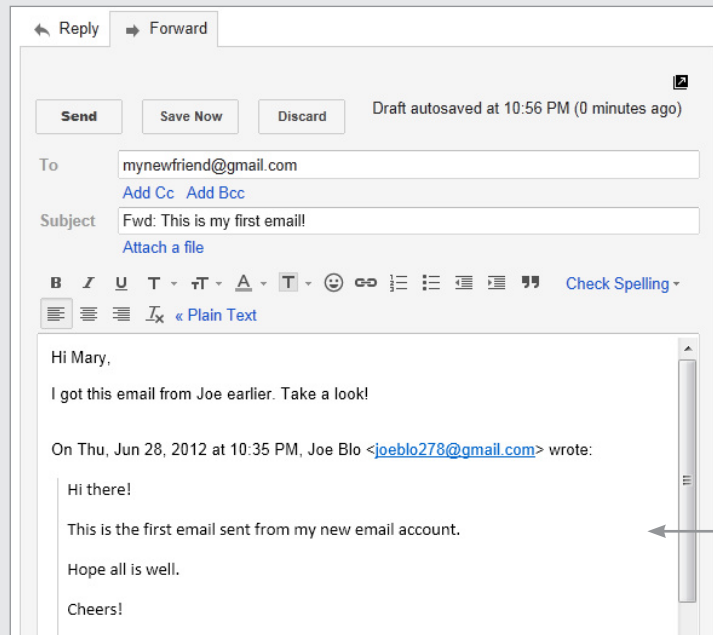
Go through the same steps as above, except instead of clicking **Reply**, click on **Forward** below the opened email.

You'll notice that the process looks nearly identical to Reply, with one notable difference: the recipient in the **To** field isn't filled in for you. You have to type in the name of the person you want to forward the email to.

## FORWARDING AN EMAIL



Again, if you have anything to add to the email, it's expected that you type it above the original contents.



Type your message above the original contents, so it's the first thing the recipient reads

Click on **Send** when you're ready to forward the email on.

When that person receives the email, the subject line will have **Fwd:** at the beginning (indicating that it's a forward).

## SUMMARY

Now we've created an email account and sent our first emails. You can leave Gmail at any time just by closing the web browser window or tab. None of your data will be lost. You should now be able to:

### TIME

10 minutes

### RECAP



- ▶ Create an email account (not that you have to – you can keep on using the one you created here)
- ▶ Read emails that have been sent to you
- ▶ Compose an email, including filling in the recipient's email address, subject line and email contents
- ▶ Reply to somebody else's email
- ▶ Forward an email on to a third party.

### ADDITIONAL WORKSHOPS

As you can probably see from all the extra widgets and gadgets in Gmail, there are a lot more things you can do with email. In Part 2 and Part 3 of our Email workshops, we look at:

- ▶ Organising and archiving emails
- ▶ Dealing with junk mail
- ▶ Sending group email
- ▶ Creating address books so you don't have to remember email addresses
- ▶ How to avoid email scams
- ▶ Some of the stranger conventions of emails.

### USEFUL WEBSITES



Gmail: **mail.google.com**. Google Mail (Gmail), is one of a number of free, web-based email services you can find online. It's very simple to set up an email account.

Gmail support: **support.google.com/mail/**. This includes guides on how to use all the features of Gmail, as well as how to set up a dedicated email program like Outlook or Mozilla Thunderbird to access Gmail.

Mozilla Thunderbird: **www.mozilla.org/thunderbird/**. A standalone email program. It saves you from having to start up a web browser to access your email, but can be a little technical to set up.

## GLOSSARY



TERM	EXPLANATION
BODY	The main (letter) part of an email.
EMAIL	An electronic message that is sent over the internet or a private computer network.
EMAIL ADDRESS	The unique address of an email recipient. It looks something like mary@mycompany.com.au.
FIELD	A box on the screen that you type information into.
FORWARD	Sending an email you've received onto somebody else.
GMAIL	A free web-based email service.
INBOX	Where new incoming emails appear.
INTERNET SERVICE PROVIDER (ISP)	A company that provides access to the internet, for example BigPond is an ISP.
OPEN (EMAIL)	Clicking on an email to see its full contents.
REPLY	An email sent in response to a previous email.
SUBJECT	A special field containing the topic of an email.

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## VICTORIAN TECH SAVVY SENIORS

Everyone can benefit from being connected and online irrespective of their age, income, ability or geographical location. The Victorian Tech Savvy Seniors Program is a Seniors Card Age Friendly Partners Program in partnership with Telstra.

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