

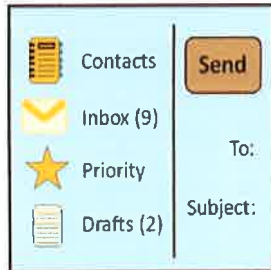
Email 101

Introduction to Email



Page 1

Introduction



Do you ever feel like the only person who doesn't use email? You don't have to feel left out. More than ever, email is easy to understand and use.

In this lesson, you will learn **what email is**, how it compares to **traditional mail**, and **how email addresses are written**. We'll also discuss various **types of email providers** and the **features and tools** they include with an email account.

Page 2

Getting to know email

You may know that **email** (electronic mail) is a way to **send and receive messages** across the Internet, but do you know how individual emails are sent, or what they cost, or how email compares to traditional "snail" mail? To get a better idea of what email is all about, review the infographic below and consider how you might benefit from its use.

UNDERSTANDING EMAIL

What is Email?

Email is a way to send and receive digital messages and content over the internet.

Snail Mail vs. Email

| | | |
|-----------------|--|---|
| Address | Michelle Garcia 202 Cedar Lane Raleigh, NC 27601 | mgarcia212@yahoo.com |
| Delivery | <ul style="list-style-type: none"> Your envelop or package is delivered by a mail carrier Received in a home mail box or post office box | <ul style="list-style-type: none"> Your digital message is delivered electronically across the internet through various servers Received online in the Inbox of your email service provider (Gmail, Yahoo, Hotmail, etc.) |

| | | |
|-----------------|--|--|
| Time | <ul style="list-style-type: none"> • Average of 2 days for letters • Average of 3-10 days for packages | Instantly or within a few minutes if servers are busy |
| Contents | May include packets with documents or packages with larger items | May include attachments for digital documents, files, images, video and more |
| Costs | The price of stamps or shipping for larger items | Free with internet connection |

Email Advantages



Productivity Tools

Email is usually packaged with a calendar, address book, instant messaging and more for convenience and productivity.



Access to Web Services

If you want to sign up for accounts like Facebook, or order products from services like Amazon, you will need an email address, so you can be safely identified and contacted.

Easy Mail Management

Email service providers have tools that allow you to file, label, prioritize, find, group, and filter your emails for easy management. You can even easily control spam, or junk email.

Communicate with Multiple People

You can send an email to multiple people at once allowing you the option of having a conversation with several people or sending out a message to a hundred.



Private

Your email is delivered to your own personal and private account with a password required for accessing and viewing emails.

Access Anywhere at Anytime

You don't have to be at home to get your email. You can access it from any computer or mobile device that gets an internet connection.



Understanding email addresses

To receive emails, you will need an **email account** and an **email address**. Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly, because if you do not enter them exactly right your emails will not be delivered or might be delivered to the wrong person.

Email addresses are always written in a standard format that includes a **username**, the @ (at) symbol, and the **email provider's domain**. The **username** is the name you choose to identify yourself, and the **email provider** is the website that hosts your email account.

Review the graphic for examples of how email addresses are written.

grace.ellington@gmail.com

username at email provider

bhubbard522@yahoo.com

Usernames often contain numbers and shortened versions of a name to prevent duplicates

will@gcflearnfree.org

Some businesses and organizations provide emails with their own website domain

Page 4

About email providers

In the past, people usually received an email account from the same companies that provided their Internet access. For example, if AOL provided your Internet connection, you'd have an AOL email address. While this is still true for some people, today it's increasingly common to use a **free web-based email service**, also known as **webmail**. Anyone can use these services, no matter who provides their Internet access.

Webmail providers

Today, the top three webmail providers are **Yahoo!**, Microsoft's **Outlook.com** (previously Hotmail), and Google's **Gmail**. These providers are popular because they allow you to access your email account from anywhere with an Internet connection. You can also access webmail on your **mobile device**.

Visit the links below to compare the features of the three top webmail providers:

- [Yahoo! Features](#)
- [Outlook.com Features](#)
- [Gmail Features](#)

YAHOO! MAIL

Hotmail.

Gmail

Other email providers

Many people also have an email address **hosted by their company, school, or organization**. These email addresses are usually for professional purposes. For example, the people who work for this website have email addresses that end with **@gcflearnfree.org**. If you are part of an organization that hosts your email, they'll show you how to access it.

Many hosted web domains end with a suffix other than **.com**. Depending on the organization, your provider's domain might end with a suffix like **.gov** (for government websites), **.edu** (for schools), **.mil** (for military branches), or **.org** (for nonprofit organizations).

Information management software

Many companies and organizations use an information management application, like **Microsoft Outlook**, for communicating and managing their email. This software can be used with any email provider, but is most commonly used by organizations that host their own email.

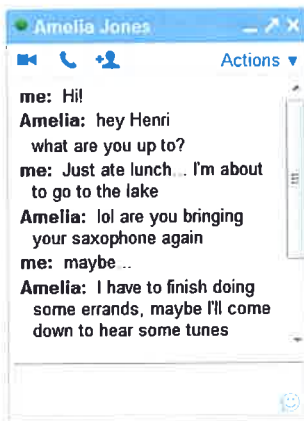
Visit our [Outlook 2010](#) tutorial to learn more about using this application.

Page 5

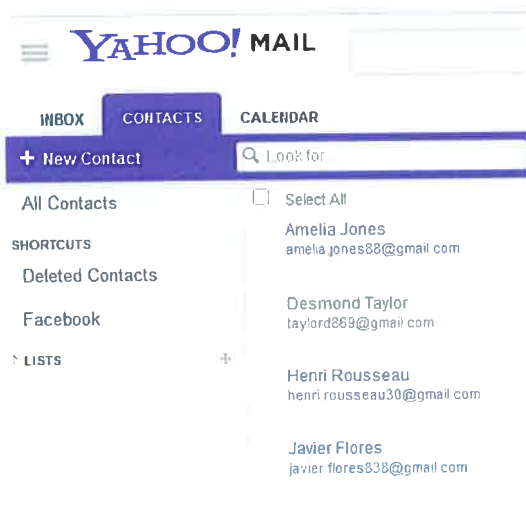
Email productivity features

In addition to email access, webmail providers also offer **various tools and features**. These features are part of a **productivity suite**—a set of applications that help you work, communicate, and stay organized. The tools offered will vary by provider, but all major webmail services offer the following features:

- **Instant messaging, or chat**, which lets you have **text-based conversations** with other users; check out our [Beyond Email](#) lesson to learn more about the basics of instant messaging

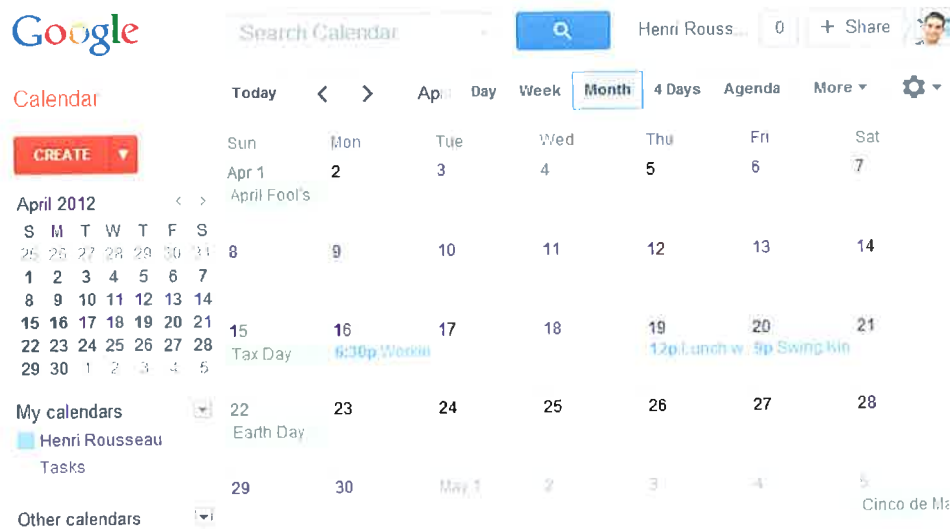


- An **online address book**, where you can store **contact information** for the people you contact frequently



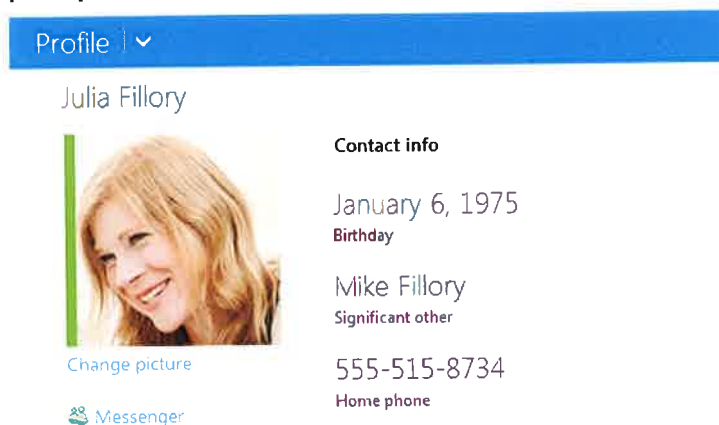
The screenshot shows the Yahoo! Mail interface. At the top, there are tabs for 'INBOX', 'CONTACTS', and 'CALENDAR'. Below the 'CONTACTS' tab, there is a search bar labeled 'Look for' and a '+ New Contact' button. A list of contacts is displayed, including 'Amelia Jones' (amelia.jones88@gmail.com), 'Desmond Taylor' (taylord869@gmail.com), 'Henri Rousseau' (henri.rousseau30@gmail.com), and 'Javier Flores' (javier.flores838@gmail.com). There are also options for 'Select All', 'Deleted Contacts', and 'Facebook'.

- An **online calendar** to help **organize your schedule** and **share that schedule** with others



The screenshot shows the Google Calendar interface. At the top, there is a search bar labeled 'Search Calendar' and a 'Share' button. Below the search bar, there are navigation options for 'Today', 'Week', 'Month', '4 Days', 'Agenda', and 'More'. The main calendar view shows a grid for April 2012, with dates 1 through 30. The calendar includes events such as 'April Fool's', 'Tax Day', 'Earth Day', and 'Cinco de Ma...'. There is also a 'CREATE' button and a 'My calendars' section showing 'Henri Rousseau' and 'Tasks'.

- A **public profile** that contains your name and basic contact information



The screenshot shows a public profile page for Julia Fillory. The profile includes a blue header with the name 'Profile' and a dropdown arrow. Below the header, there is a profile picture of Julia Fillory, a woman with blonde hair. To the right of the picture, the contact information is listed: 'Contact info', 'January 6, 1975' (Birthday), 'Mike Fillory' (Significant other), and '555-515-8734' (Home phone). There are also links for 'Change picture' and 'Messenger'.

In addition, each provider offers some unique features. For instance, when you sign up for Gmail you gain access to a full range of Google services, including **Google Drive**, **Google Docs**, and more. Hotmail, on the other hand, offers connectivity with **SkyDrive** and **Microsoft Office Web Apps**. You can visit our tutorials on [Google Drive and Docs](#) and [SkyDrive](#) to learn more.

Getting started with email

You should now have a good understanding of what email is all about. Over the next few lessons, we will continue to cover essential **email basics**, **etiquette**, and **safety tips**.

When you're ready, you can try one or both of the following:

Get your own email account:

If you want to sign up for your **own email account**, we suggest choosing from one of the three major webmail providers.

Follow the links below to sign up for an email account:

- **Yahoo! Mail**: Click **Create New Account**
- **Outlook.com**: Click **Sign Up**
- **Gmail**: Click **Create an account**; you can visit our lesson on [Setting Up a Gmail Account](#) for help.

Learn how to use an email program:

Keep in mind that **Email 101** will not show you how to use a specific email account. For that, you will need to visit our **Gmail** tutorial. It's a useful course for learning the basics, even if you ultimately end up choosing an email provider other than Gmail, such as Yahoo! or Outlook.com. There, you will learn how to:

- Sign up for an email account
- Navigate and get to know the email interface
- Compose, manage, and respond to email
- Set up email on a mobile device

Beyond email: More ways to talk online

Once you've completed the lessons in this topic, you may wish to explore other popular ways of communicating and sharing online. Check out our **Beyond Email** topic to learn more about **online chat**, **text messaging**, **video chat**, **social networking**, and more.

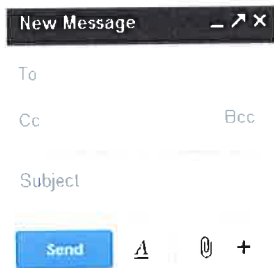
Email 101

Email Basics



Page 1

Introduction



No matter which email service you choose, you'll need to learn how to interact with an **email interface**, including the **inbox**, the **Message pane**, and the **Compose pane**. Depending on the email provider, the interfaces may look and feel different, but they all function in essentially the same way.

In this lesson, we'll talk about using an **email interface** to send and receive messages. We'll also discuss various **terms**, **actions**, and **features** that are commonly used when working with email.

Page 2

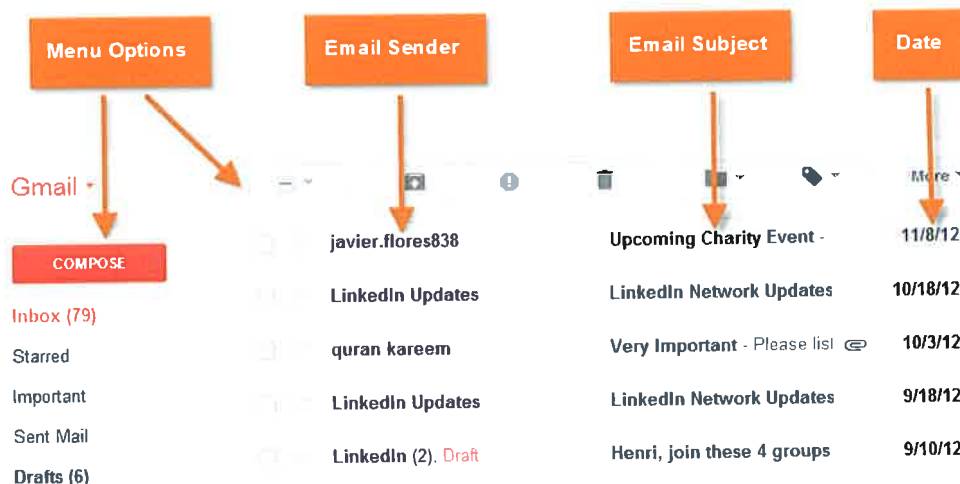
Understanding the email interface

Below are some examples of different **email interfaces** from **Gmail**. Review the images below to become familiar with various email interfaces.

Keep in mind that these examples will only provide a general overview. You can visit our [Gmail](#) tutorial to learn how to use an email application in detail.

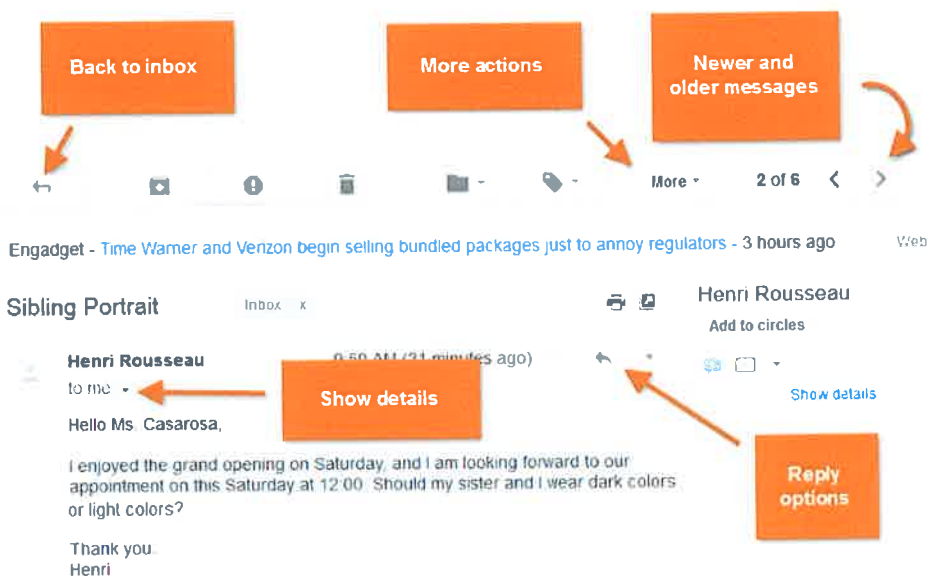
Inbox

The **inbox** is where you'll view and manage **emails** you receive. Emails are listed with the name of the **sender**, the **subject** of the message, and the **date received**.



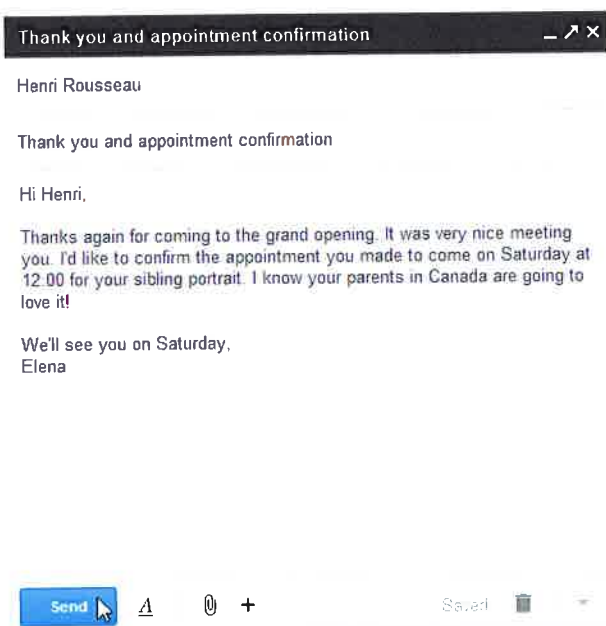
Message pane

When you select an email in the inbox, it will open in the **Message pane**. From here, you can **read the message** and choose **how to respond** with a variety of commands.



Compose pane

You can click the **Compose** or **New** button from your inbox to open the **Compose pane** to create your own email message. From here, you'll need to enter the **recipient's email address** and a **subject**. You'll also have the option to upload files (photos, documents, etc.) as **attachments** and **add formatting** to the message.

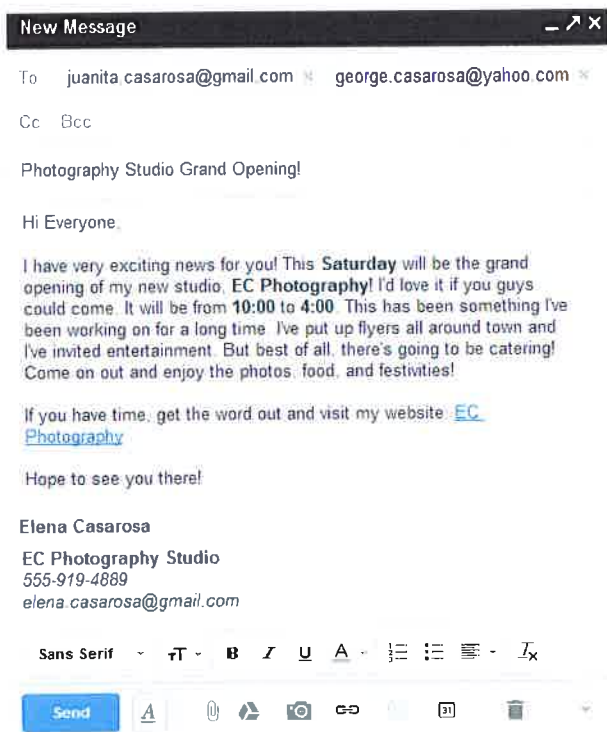


A Compose pane will also appear when you select **Reply** or **Forward**. The text from the original message will be copied into the Compose pane.

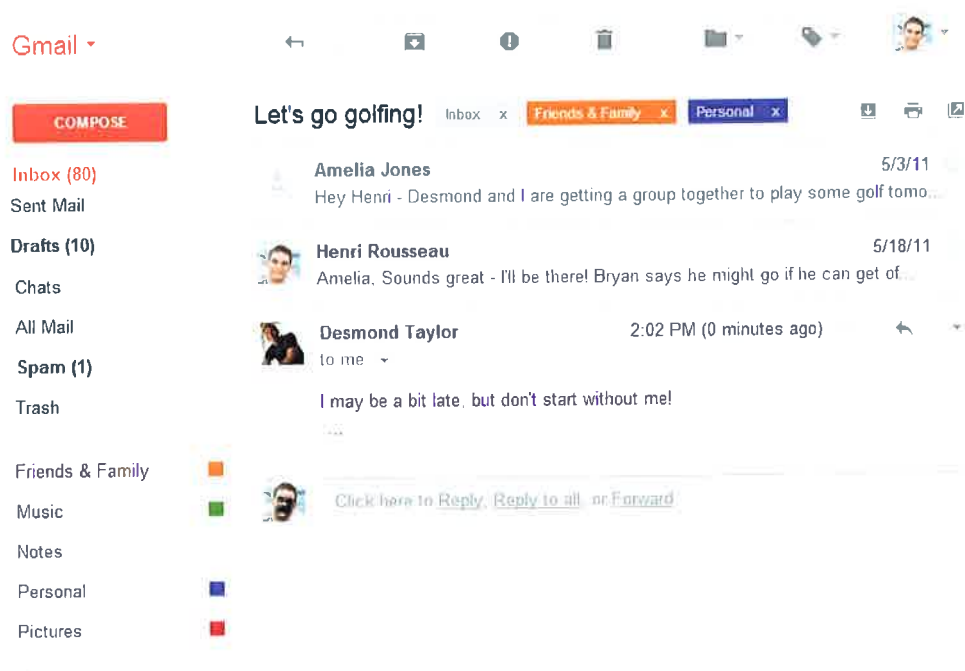
Common email terms and actions

All email applications use certain **terms** and commands that you will need to understand before using email. The examples below use **Gmail's Compose pane** and **Message pane** to introduce basic email terms, but these will still be applicable for Yahoo! or Outlook.com.

Click the buttons in the interactive below to learn more about the **Compose pane**.



Click the buttons in the interactive below to learn more about the **Message pane**.



Email 101

Email Etiquette and Safety



Page 1

Introduction

New Message

Museum Planning

Dear Amelia,

I was wondering if you still had some time for the museum?

Thanks! -Henri

Send



Like any form of online communication, it's important to practice good **etiquette** and **safety** when using email. Etiquette is a set of **rules and guidelines** that people use to **communicate more effectively**. You should also know how to protect yourself from certain risks, like **malware** or **phishing**.

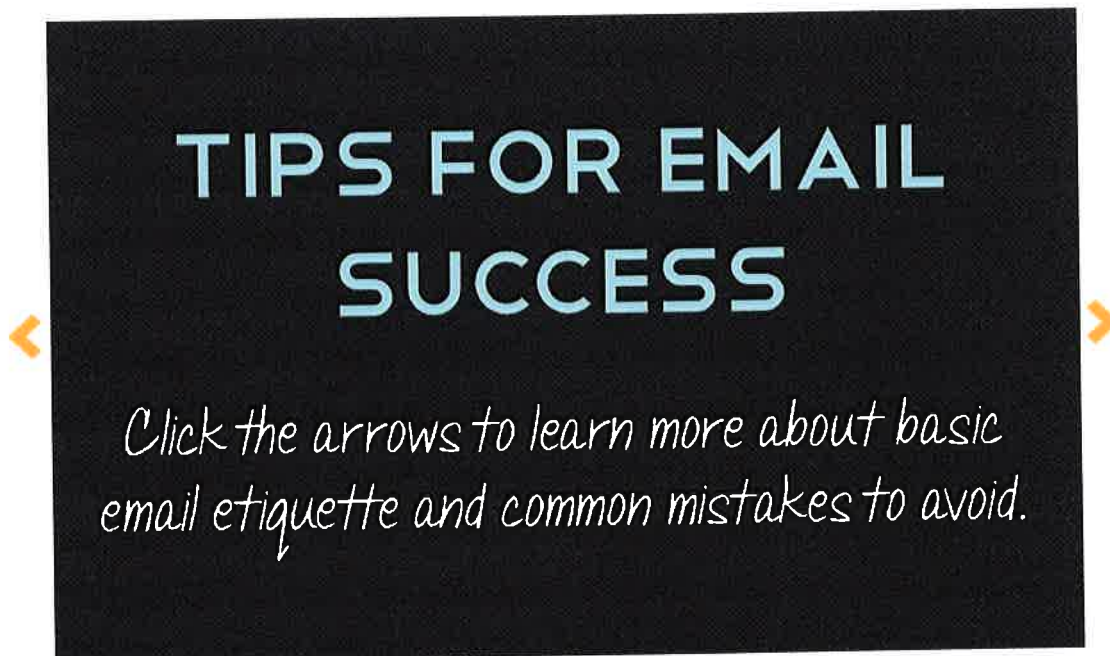
In this lesson, we'll discuss writing more effective emails using good **email etiquette**, both for **personal use** and **in the workplace**. We'll also talk about different strategies for using email **safely**.

Page 2

Tips for email success

Here are some **basic rules** you can follow to write better emails, no matter who you're emailing. In some cases, it's OK to break these rules. Use these rules as a starting point, then tailor each email you send based on the situation.

Click the arrows in the slideshow below to learn more about basic email etiquette.



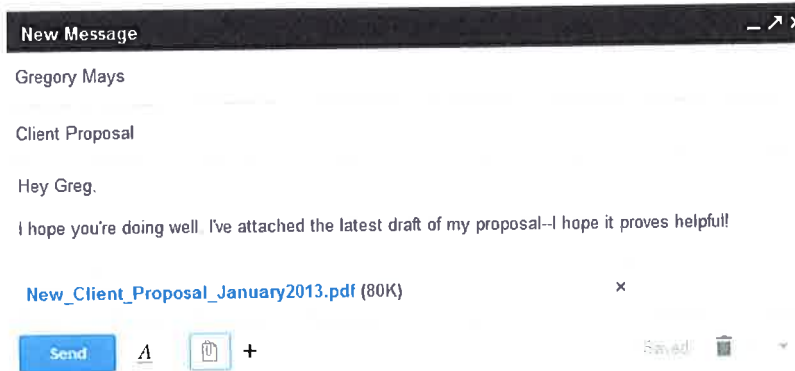
Page 3

Email attachment etiquette

Attachments are an easy way to share **files, photos, and more**, but many people aren't aware of some of the most common **attachment mistakes**. Be sure to follow these basic rules when including attachments in your emails:

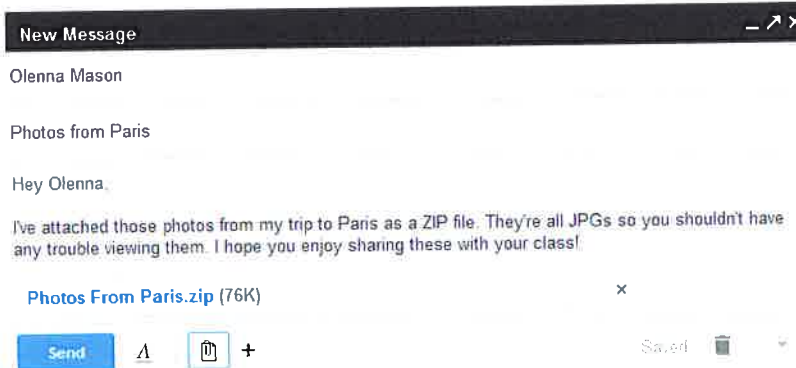
- **Mention included attachments**

Never attach a file without **mentioning it** in the body of your email. Something as simple as **"I've attached a few photos to this email"** will help your recipients **know what to expect**. On the other hand, make sure that attachments you mention **are actually included** with the message—it's easy to focus on your message and forget to include the file itself. We recommend attaching any files **before** you start writing.



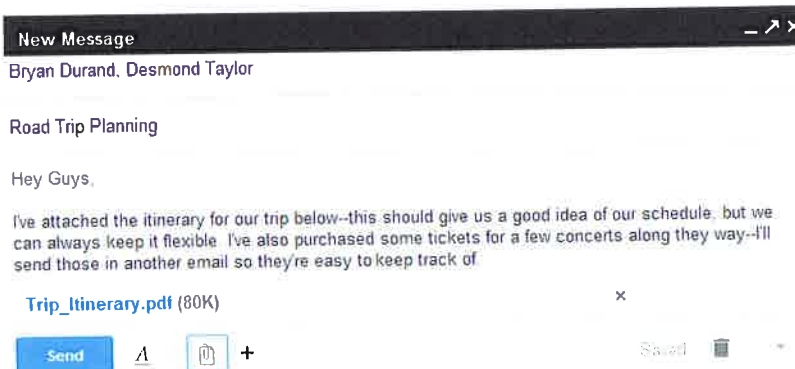
- **Consider file size and format**

Avoid sending excessively **large attachments** or **uncompressed photos**, which can take a long time for your recipients to download. You can always **ZIP** or **compress** files to make them easier to send over the Web. Additionally, make sure your attachments don't need to be viewed in a **specific application**—use **universal file types** like .PDF, .RTF, or .JPG.



- **Only include related files**

If you need to send a lot of **different files** to the same person, consider sending the attachments through multiple emails. If you include several **unrelated files** in the same email, it can be difficult for your recipients to find the exact file they need.



While attachments are still an easy way to share files quickly over email, many people have started using cloud-based storage services like [Google Drive](#) and [Microsoft SkyDrive](#) to **share large files**. Rather than sharing the file itself, you

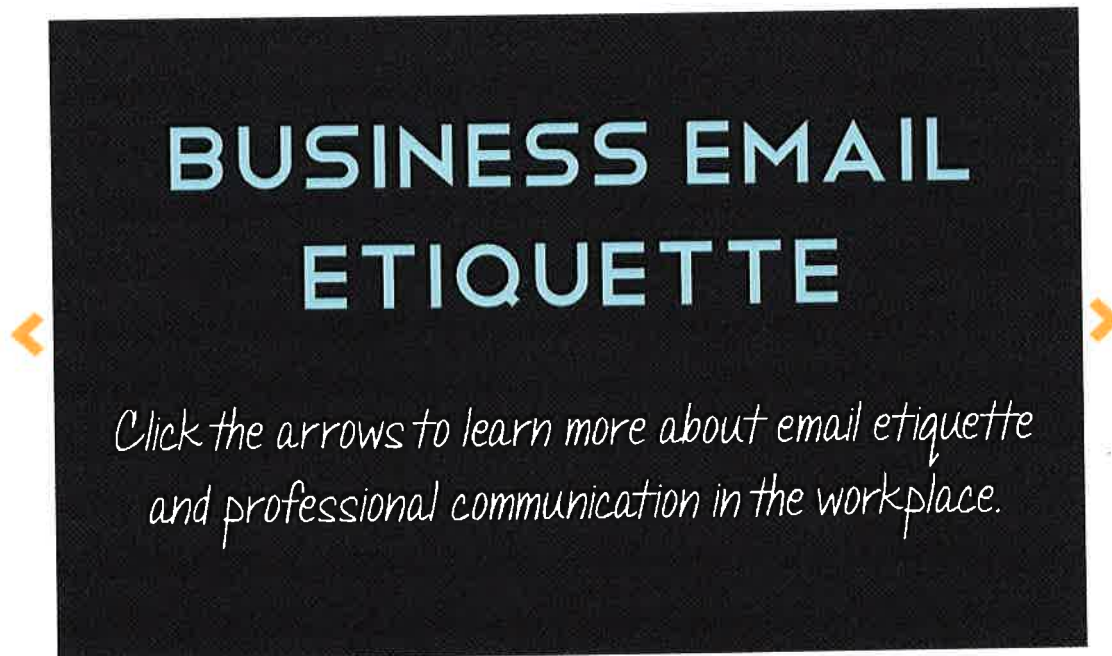
can **share a link**, allowing others to access the file remotely. Check out our lessons on [Sharing Files in Google Drive](#) and [Sharing Files in SkyDrive](#) to learn more.

Page 4

Using email in business

Whether you're using email at work or applying for a job, the normal rules of email etiquette still apply. However, there are a few additional considerations to keep in mind, as **business emails** can affect your **professional reputation**.

Click the arrows in the slideshow below to learn more about using email in the workplace.



Remember, you should never use your work email account for personal communication. It's best to get your own personal account from a webmail service like Gmail, Yahoo!, or Outlook.com.

Page 5

Email safety

Email is not totally secure, so you should avoid sending sensitive information, such as **credit card numbers**, **passwords**, or your **Social Security Number**. In addition, you may receive emails from **scammers** and **cybercriminals**, so you'll need to know how to deal with those messages. Here are a few things to watch out for:

Spam: Spam is another term for **junk email** or **unwanted email advertisements**. It's best to **ignore** or **delete** these messages. Luckily, most email services offer some protection, such as **spam filtering**.

Phishing: Certain emails pretend to be from a **bank** or **trusted source** in order to steal your personal information. It's easy for someone to create an email that looks like it's from a specific business. Be **especially cautious** of any emails requesting an urgent response.

Attachments: Some email attachments can contain **viruses** and other **malware**. It's generally safest not to open any attachment that you weren't expecting. If a friend sends you an attachment, you may want to ask if he or she meant to send it before downloading.

For more information, check out [Email Tips for Scams and Spam](#) in our [Internet Safety](#) tutorial.

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|-------------------------|--|
| Jumbo-Disco | Los mejores Descuentos en Disco y Jumbo |
| Ricochet Bar & Lounge | The Weekend at Ricochet! - THE WEEKEND |
| Zinio Digital Magazines | Just a few days left: Renew Your ESPN The |
| ChristianMingle | Meet Christian Singles Today - Please click |
| Got Auto Protection | Free auto warranty quote and up to 60% of |
| Thought Catalog Weekly | To Love And Lie In The Age Of 'Catfish' - TI |
| JDate Dating Offer | Meet Jewish Singles Today! - Meet Jewish S |
| afrikarabia | [blogSpiri] Newsletter du blog AFRIKARAE |

Now that you've finished exploring Email 101, you can:

- **Get your own email account.** It's easy to get a free email account from any major webmail provider, such as [Yahoo!](#), [Outlook.com](#), or [Gmail](#).
- **Learn how to use a specific email client.** Our [Gmail](#) tutorial will provide step-by-step instructions for sending, receiving, and managing your email.
- **Check out our Beyond Email tutorial.** If you're ready to explore other ways of talking and sharing online, go to our [Beyond Email](#) tutorial to learn about **instant messaging, video chat, text messaging, social networking, blogging,** and more.