

What is e-mail? (using Outlook Express)

1. When you want to send a letter to a friend you write it, put it in an envelope, stamp it and put it in the post box. From there the postman picks it up, takes it to a sorting office from where it gets sent



to a sorting office near to the recipient. At the far end it gets sorted into the postman's routes and he takes it and puts it through your friend's letter box. Your friend opens it and reads it. They may want to reply or they may not.

2. E-mail is very similar except that you write your letter on the computer and it is sent down your telephone wire electronically using the Internet where it is sorted (on a server), depending on the friend's e-mail address, and stored. When they access their e-mail it is sent on to the friend's computer where it can be read on screen, or it can be printed out to read.

3. Your computer needs to have a **modem** fitted which is connected to the telephone line. It can be a dial-up (slower) or a broadband (faster) modem. Your computer connects to the Internet using the modem.

4. You need to have an **e-mail account** and **address**. To get these you will need to set up an account with an Internet service provider such as BT, AOL, Tiscali, Pipex, TalkTalk and many others. And you need to know your friend's e-mail address.

5. You need to have some software installed on your

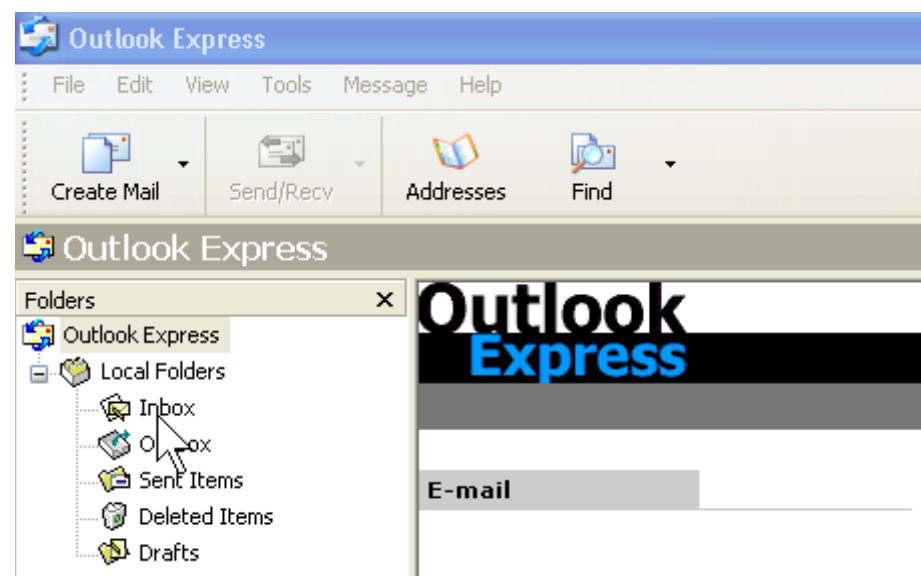
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computer which will access the e-mails. This may be provided by the Internet service provider or you can use Outlook Express. This document describes how to use Outlook Express.

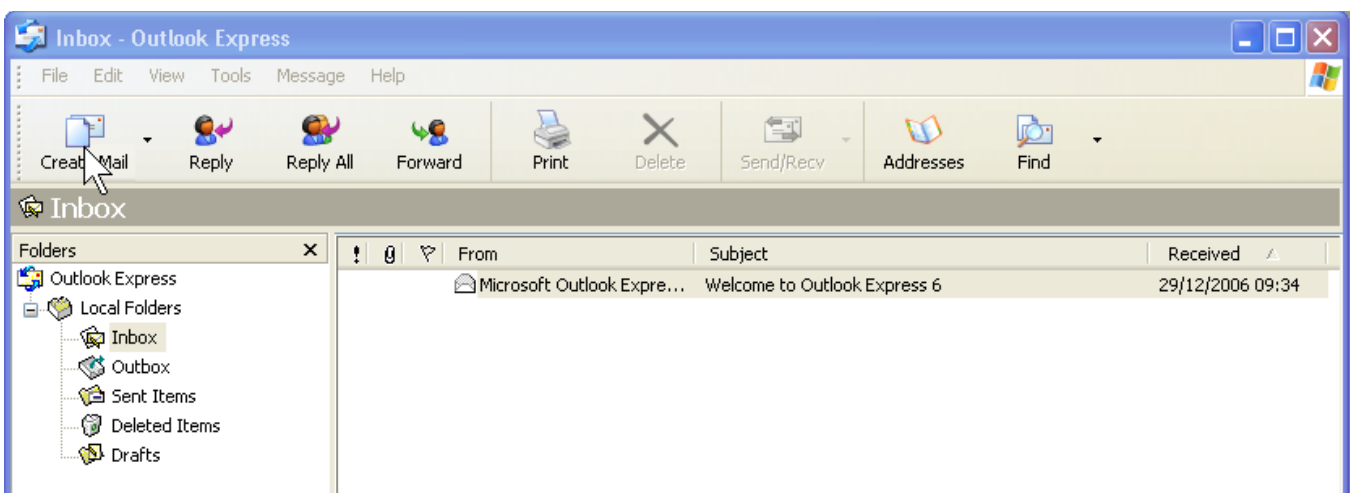
6. When you first open the program Outlook Express the Window will look something like this.



Left-click on the **Inbox** which will let you see the facilities available. (Your computer may already be set up to go to the **Inbox** first).



7. To write an e-mail left-click on the button **Create Mail**.

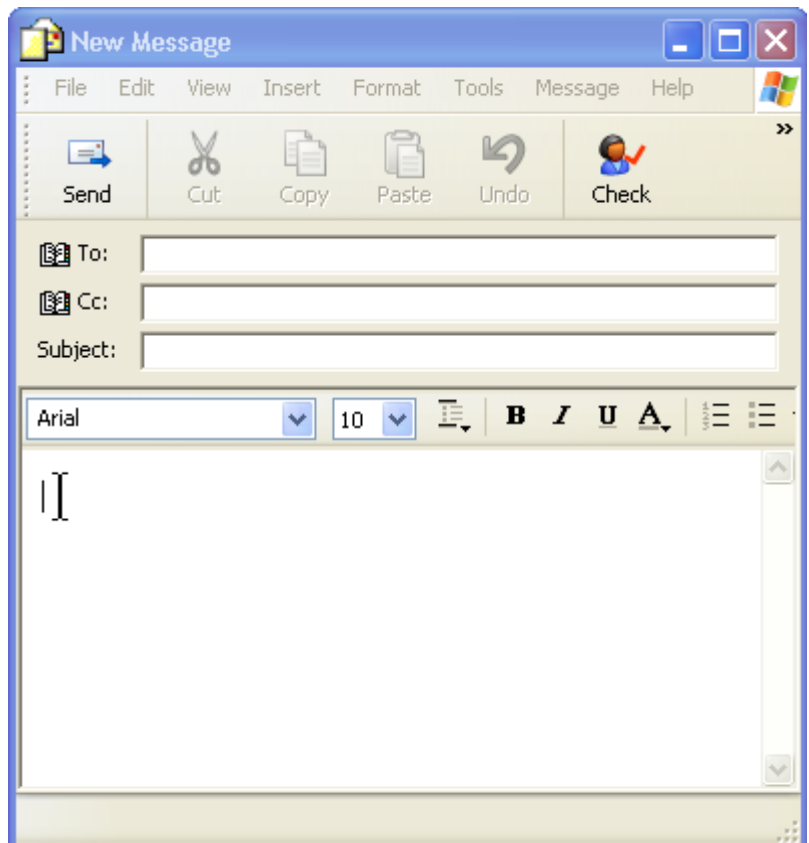


8. Left-click on the lower field and start typing your message. If you wish you can select a different font and use various formats such as Bold.

9. Left-click in the **To** field and type in your friend's e-mail address. E-mail addresses always have an "@" in them.



10. Left-click in the **Subject** field and type in the subject of your e-mail.



11. When you are happy with your e-mail then left-click on the **Send** button.



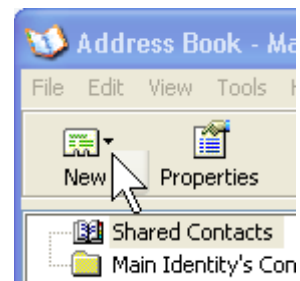
The e-mail will be temporarily saved in the **Outbox Folder** and sent provided you are on-line (connected to the Internet). You left-click the Send/Receive button and it will then be saved in the **Sent Items Folder** so you can refer to it later. You will find that the first time you do this a Wizard appears which allows you to set up your account. Ask your usual source of help to take you through this.

12. Your friends' e-mail addresses can be stored in the **Address Book**. To access this left-click on the **Addresses** button.



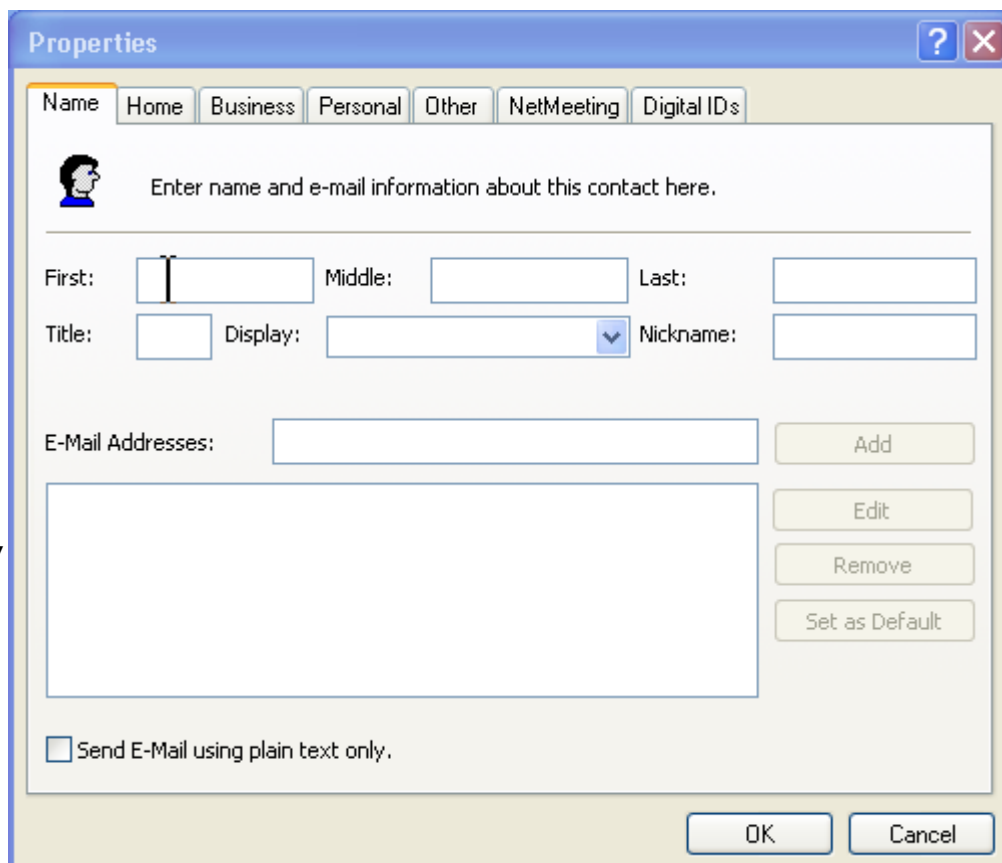
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13. The addresses can be saved in various contact folders. Let's assume that we want to save them in the **Shared Contacts Folder**. Left-click on this and then left-click on **New**.



A drop-down **Menu** allows selection of **New Contact**.

14. A **Properties** window appears which allows typing in of details as shown.



15. When the e-mail address has been added to the box **E-mail Addresses**, left-click on **Add** to include it. Once all the details have been

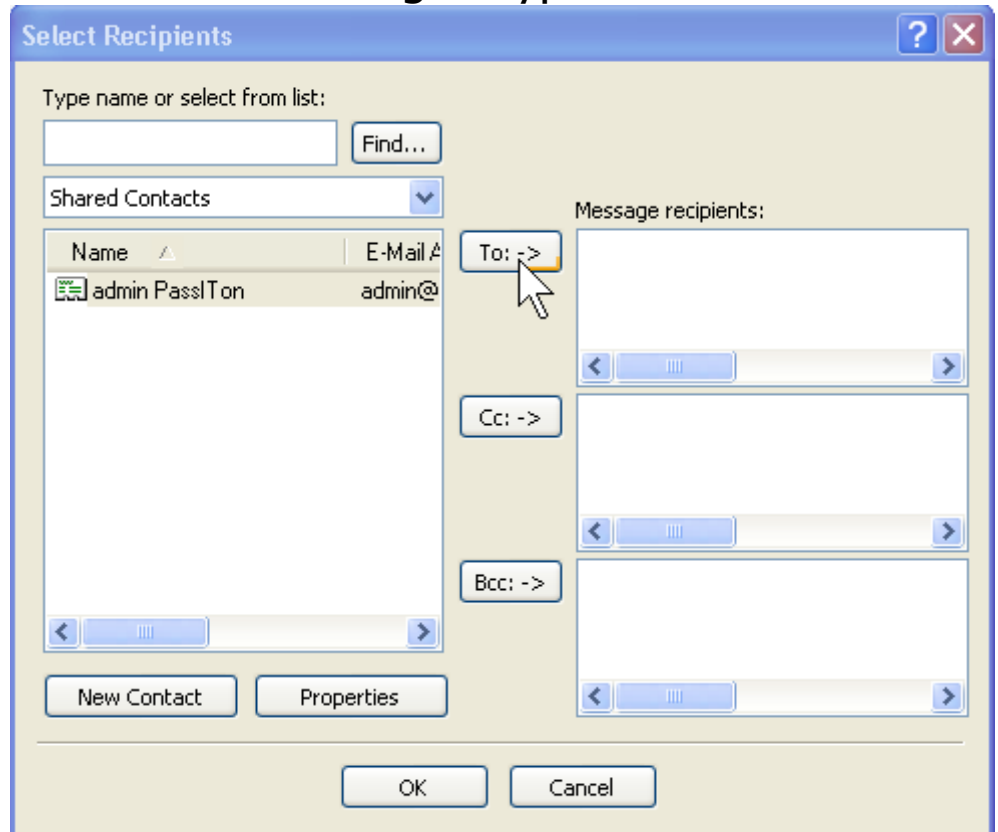
included left-click on the **OK** button. It will be saved as the Default e-mail address.

16. Once e-mail addresses have been added to the address book then, when creating e-mails, instead of typing in the full e-mail address they can be included by left-clicking the



button and selecting from the **Address book**.

Select **Shared Contacts**, then left-click on the required e-mail address, then left-click on the **To: ->** button which puts the address into the **Message Recipients** box and then left-click on **OK** which puts the address into the **To** field of the e-mail without having to type it out.



17. You may want to send your e-mail to lots of people. If so then select more than one e-mail address to put into the **To** field.

The **Cc** field can be used if you want to “carbon copy” someone for information only.

The **Bcc** field can be used if you want to “blind carbon copy” someone ie not let the other recipients know this person is receiving the e-mail.

18. You can create a distribution list which you can use to send to a number of people. After left-clicking on **New** on the drop-down **Menu** select **New Group** and type **PTO**

in the name of the **Group**. Left-click on **Select Members** and follow the instructions to make up the **Group**. Once the **Group** has been created, to send the e-mail to the whole **Group** add the name of the **Group** to the **To** field.

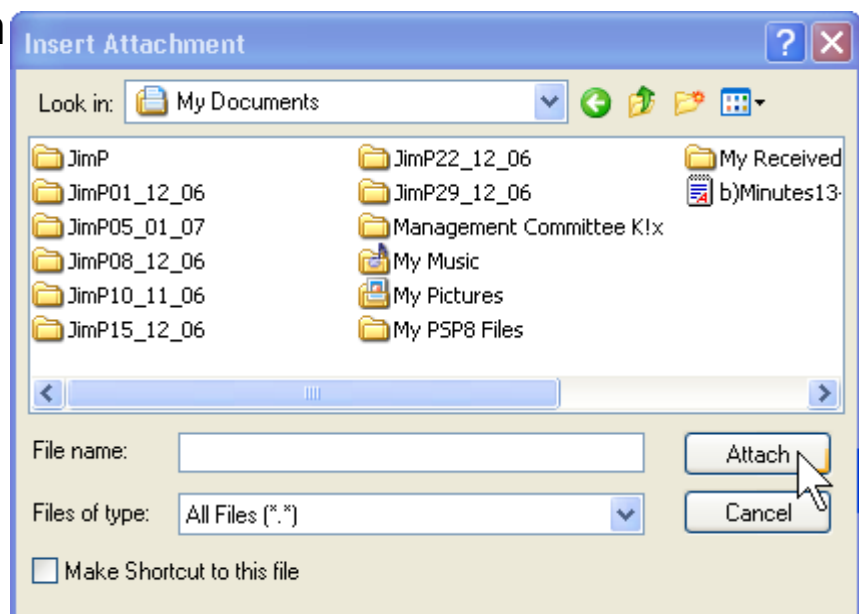
19. When you write a letter, sometimes you may want to enclose a photo or a copy of a document. You can do this with e-mail as well providing that you have your photo or document as a **file** on your computer or on a disc.

Look for the **Attach**

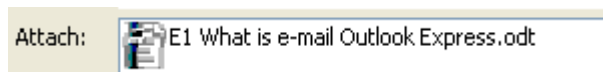



You may have to maximise the New Message Window to see it.

This will bring up a Window, **Insert Attachment**, which allows you to **Browse** for the file you want.



20. When you have found the file that you want to attach then left-click the **Attach** button. The **Attach** field will appear under the Subject field with the **filename** included.











21. To receive e-mails, connect to the Internet and left-click on the **Send/Receive**  button. (They may appear automatically if the correct Option has already been set up). New e-mails will appear in the **Inbox**. Double click on these to open them to read them.

22. If you want to reply to an e-mail look for the **Reply** button which if you left-click on it will put the sender's e-mail address into the **To** field. The **Subject** field will have **Re:** followed by the original subject. You can then type your reply in the space above the original message. Left-clicking on **Reply** will send the reply to the original sender. Left-clicking on the **Reply All** button will send the reply to all the recipients as well.



23. Similarly if you want to send the original message on to someone else left-click on the **Forward** button.

24. Some of the more common icons you may see when looking at the e-mails in your **Inbox** are shown here (from Outlook Express Help).

Icon	Indicates that:
	The message has one or more files attached.
	The message has been marked high priority by the sender.
	The message has been marked low priority by the sender.
	The message has been read. The message heading appears in light type.
	The message has not been read. The message heading appears in bold type.
	The message has been replied to.
	The message has been forwarded.
	The message is in progress in the Drafts folder.

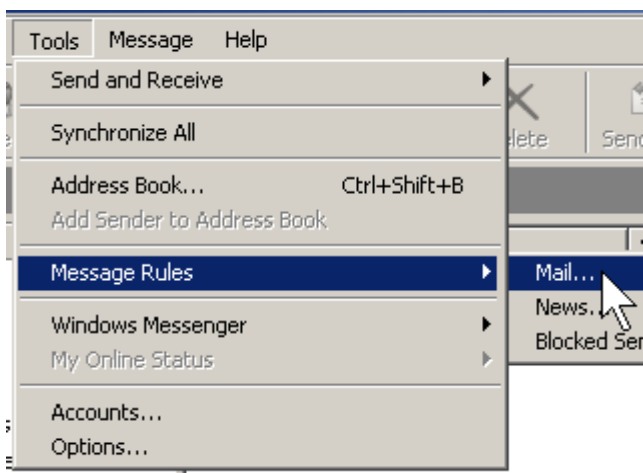
25. You will notice that **Priority** can be set. (Setting **Priority** indicates to the recipient how urgent the message

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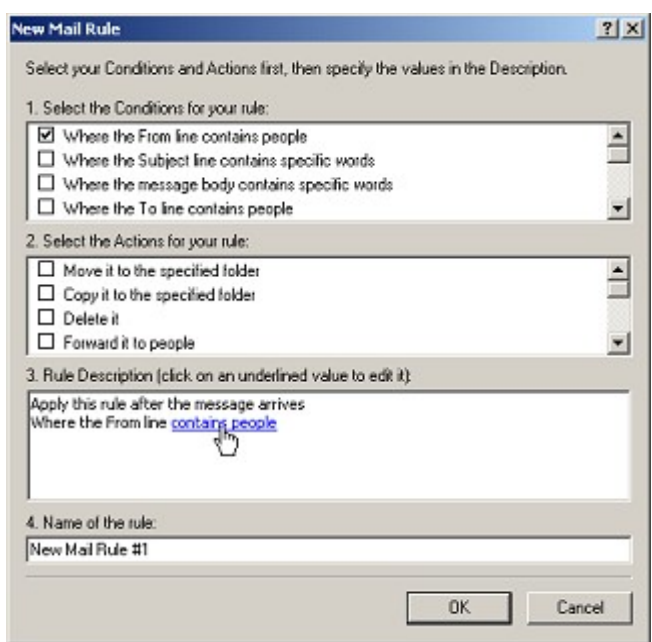
is). This is done by left-clicking on **Priority** whilst in the New Message window. You may have to maximise the New Message Window to see it. Left-click on the Menu arrow as shown to allow setting of **High**, **Normal** and **Low Priority**.



26. You can create folders to store your e-mails just like with other files. Suppose you want to collect together all your e-mails from your friend Jim. Right-click on **Inbox** and left-click on **New-Folder...** in the drop-down menu which appears. In the **Create Folder** window type "Jim" in the **Folder Name:** field and left-click on **OK**. This adds a folder **Jim** to the **Inbox**. Each time you get an e-mail from Jim you will then be able to drag it into the folder **Jim**. This can be done automatically if you set up a **Rule**. Left-click on **Tools**, select **Message Rules** and then **Mail....**



This allows you to set up when e-mails will go into the folder **Jim**.



27. Once you connect to the Internet it is possible for people to find your e-mail address and you may start getting unwanted e-mails (called **Spam**), maybe trying to sell you something, or trying to access your computer. Usually your Internet Service Provider will have some sort of Spam Filter which will give an indication when **Spam** is suspected. The e-mail will come into the **Inbox** with eg “[Probable Spam]” in front of the Subject. You can then choose to ignore it. It is good practice **not** to open **Spam** e-mails in case a virus may be attached. A **Rule** may be set up to store all the e-mails indicated as **Spam** in a Folder called **Spam**. They can then be deleted when you are satisfied they are **Spam**.

28. Sometimes e-mails don't reach their destinations. Perhaps you mistyped the e-mail address. In this case you may get a message saying that the address was not recognised.