

Using web-based Email

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. **Email** is very similar except that you write your letter on the computer and it is sent down your telephone wire (or written and sent via your mobile device) electronically using the Internet where it is sorted (on a server), depending on the friend's **email address**, and stored. When they access their **email** it is sent on to the friend's computer (or mobile device) where it can be read on screen, or it can be printed out to read.
3. You need to have an **email account** and **address**. To get these with web-based **email** you will need to set up an **account** with **either** an Internet Service Provider (ISP) such as BT (using Yahoo), AOL, TalkTalk and many others **or** with an Internet company such as Google, Yahoo, or Outlook. And you need to know your friend's **email address**.

4. You need to have Internet software (called a browser) installed on your computer which will allow access to the **emails**. This could be Internet Explorer




or Mozilla Firefox



or Google Chrome for example.



5. This document describes how to use Gmail  but the principles apply to other web-based **email** providers such as Yahoo mail.



6. Joining Gmail

Either you access Gmail at www.gmail.com

Or you can left-click on Gmail on the Google Home Page.



First of all you will have to register at the Sign in screen. Click on Create an Account.



You will have to fill in your name and other details and choose a Username and password.

The Username is what's going to be your Gmail **email address** and you may find that someone already has the one you want to use.

The password should contain a mixture of upper case and lower case letters and also numbers and should be hard to guess i.e. not be too obvious such as your name!

You don't need to enter your mobile phone number unless you want to.

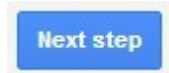
You will have to interpret some text and type it in to prove that you are a real person and not a computer robot.



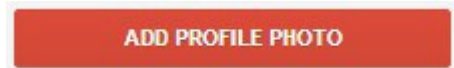
You will also have to tick a box to show you agree to the

Terms and Conditions and Privacy Policy and check whether you want to untick a box agreeing to Google using your **account** information.

When everything is OK you click on Next Step and you are taken to a page to create your profile where you can upload a picture.



If you want to do this then click on Add Profile Photo.

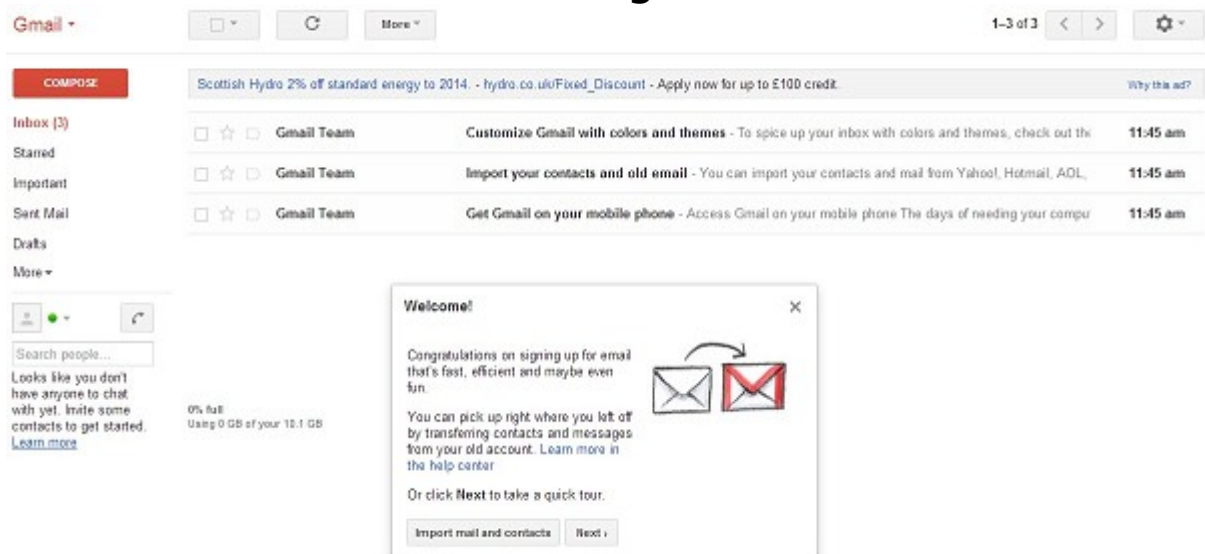


You will then be given the opportunity to **Browse** for a photo on your computer and download it. Once this is done you can Sign in using your chosen email address and password.

You will have some welcome **emails** from Gmail in your **Inbox**.

7. Explanation of the Inbox, Sent Mail etc.

When you first Sign in to the program Gmail the Window will look something like this.

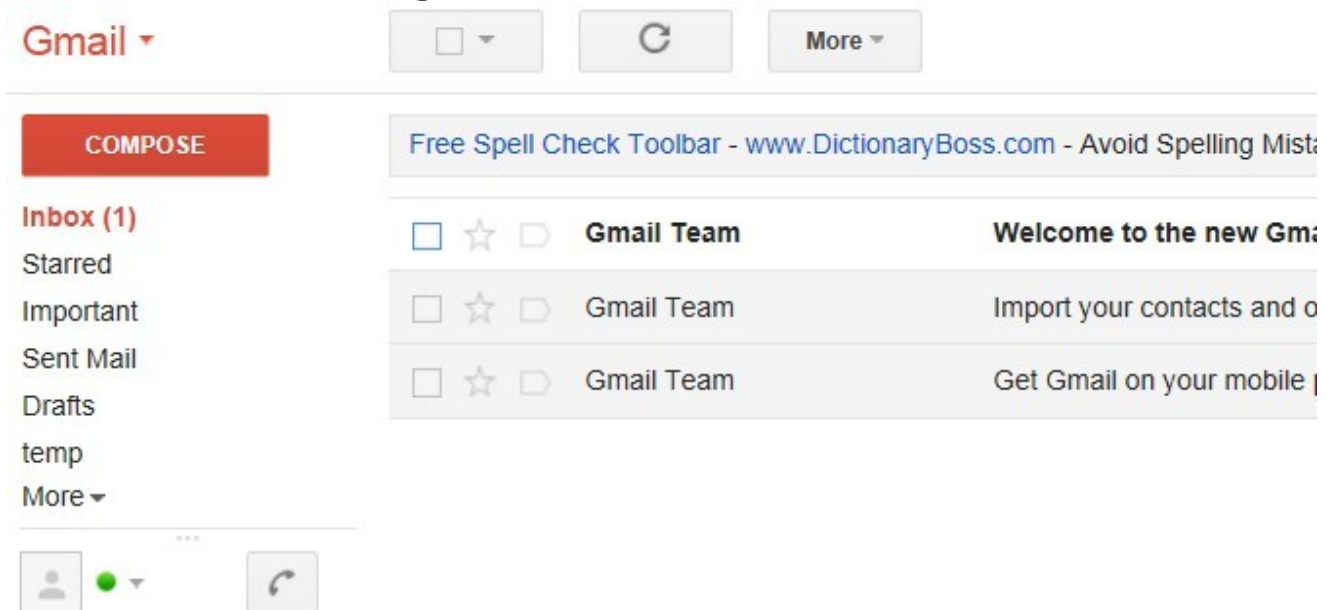


Left-click on the **Inbox**. (Your computer may already be set up to go to the **Inbox** first).

The **Inbox** is where **emails received** are stored and the **Sent Mail** is where **emails** are stored after being sent.


Inbox, **Sent Mail** etc are called **Folders**. To see what is in them you double click on them.

This is what the **Inbox** might look like. Note that "**Inbox**" is shown in orange when it is selected.





The **email** title is in bold if it has not been read. Here one is shown bold and the number (1) after **Inbox** means one **email** has not been read.

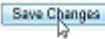
You can carry out various actions such as move **emails** from the **Inbox** into other **Folders** by left-clicking in the box at the left hand side of the **email** (to put a tick in the box to select them) and then on the required action which appears as a symbol. (Slide your mouse over the various symbols to see what they mean).

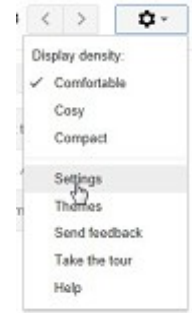
Other action symbols are made visible by left-clicking on **More**.  Experiment with these to see what you can do to organise your **emails** how you want them.

Other **Folders** options can be shown by left-clicking on **More** on the left hand side.

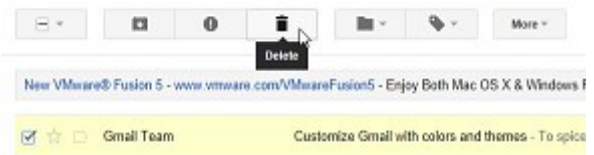


You will notice that at first the date is in the American format. To change this, left-click on the Settings  button and then again on Settings in the  drop down menu. Here you can choose all sorts of options.


Where it allows you to change the language choose English (UK), then left-click on Save Changes  at the bottom of the page and that will change the date format.



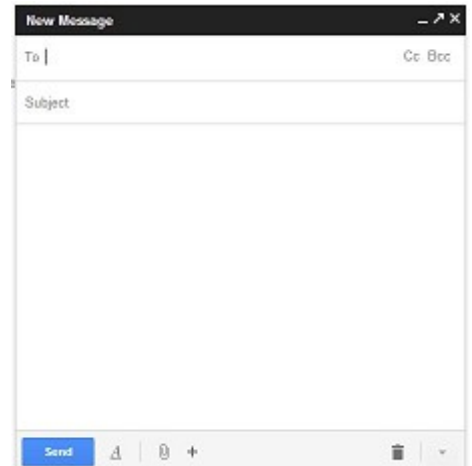
8. To delete an **email** left-click on the box next to it to select it and then left-click on the **Bin** symbol. It is then put into the **Bin Folder**. This is a temporary store in which the **emails** can be totally deleted or restored to wherever you want.




9. Writing a new message

To write an **email** click on Compose.  A box pops up which allows you to fill in who it's to, the **Subject** and your message.

If you write an **email** but don't want to send it immediately then, because it is automatically saved in the **Drafts Folder**, you can access it again later to amend or send. Gmail will save it there every few minutes anyway.



There are various options listed along the bottom of the **Draft** to change the format, add **attachments**, pictures and so on. Slide your mouse pointer along to see them all. One of these is the **Bin**  which allows you to discard the **Draft** permanently.

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10. Adding the recipient's Email address to the message

Either left-click in the **To** field and type in your friend's **email address**. **Email addresses** always have an "@" in them.

Or see para 21 if you want to use **addresses** from a list of **Contacts**



11. Message titles

Left-click in the **Subject** field (you will see that the headings change) and type in the **Subject** of your **email**.



When the **Subject** is completed and you move on to typing the **email** the **Subject** also replaces "New Message".

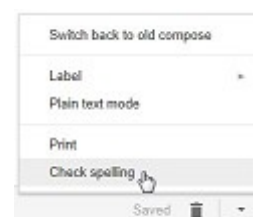


12. Typing email text

Left-click in the box below the **Subject** and just start typing. However it is good practice to make short paragraphs and to put a space between them.

13. Spell checking

In order to check your spelling in the New Message window (now called by the name of your **Subject**) left-click on More Options  in the bottom right hand corner and  then on Check spelling.




The text appears with the examples of incorrect text **highlighted** in yellow. Left-click on the **highlighted** word and a list of suggested correct words appears. Left-click on the one that you want which will change it or just add the correction if there's not one. Note

that the spell-checker is not good with 2 letter words and those with an incorrect first letter. When the first correction is complete the Spellchecker jumps to the next incorrect word. Each time you have the option to select from the Suggestions or to Ignore the Suggestions altogether. When you are happy then your **email** is ready to Send.

14. Copying and pasting, and editing your text

You may want to take some text from another document to include in your **email**. First you **highlight** the text, i.e. in the document, by dragging your mouse with the left button pressed across the text required. Now press Control (Ctrl) followed by C whilst still holding Ctrl down (Ctrl C) and then select the **email** New Message Window and left-click where you want the text to appear in your **email**. Then press Ctrl V to paste it in. If you want to cut out text in your **email** you can **highlight** it and then press Backspace or press Ctrl X.

15. How to send a message

When you are happy with your **email** then left-click on the **Send**  button. A box appears saying that your **message** has been sent and it will appear in the **Sent Mail Folder** so you can refer to it later.

16. Use of the CC and BCC fields

You may want to send your **email** to lots of people. If so, then after typing each **email address**, press return and then type the next **email address** in the **To** field.

The **Cc** field can be used if you want to "carbon copy" someone for information only. Left-click on the **Cc** button and a field appears to let you type in



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the **email address**.

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

17. Add email addresses to the Contacts

Your friends' **email addresses** can be stored as a list of **Contacts** from which you can choose the correct **address**. **Contacts** are also collected by Gmail, if you've already been in contact, from senders and recipients of **emails** and put into this list.

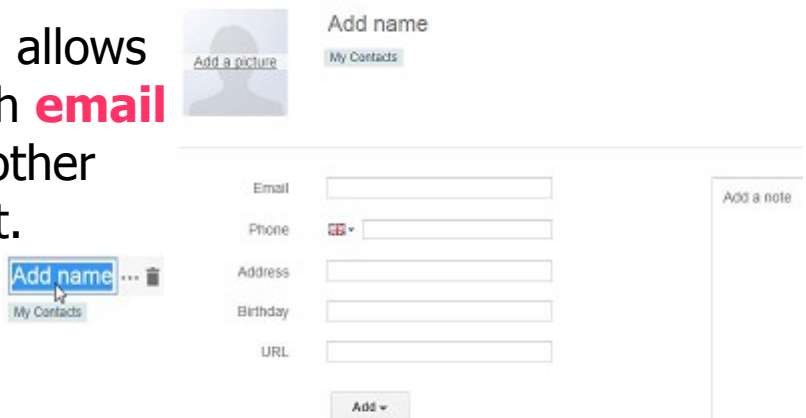
Left-click on the drop down arrow beside Gmail. 

18. A drop-down **Menu** appears. Then left-click on **Contacts** and then **New Contact**.



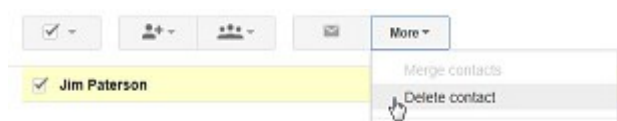
19. A form appears which allows input of new names with **email address** and as much other information as you want.

Left-click on Add name and start typing the name.



20. Then add the **email address** to the box **email**, and it will be automatically saved in **My Contacts**. If you want, you can add other information and even a photo.

21. If you ever want to delete an **address** from the **Contacts** you left-click on the box next to the name and then left-click on **More** and then on Delete contact.



22. Using the Contacts when composing messages

Once **email addresses** have been added to the **Contacts** then, when creating **emails**, instead of typing in the full **email address** they can be included by left-clicking the **To** button and selecting from the **Contacts**.



The **Contacts** may be found in **My Contacts** or **All Contacts**.

These are selected by left-clicking on **All Contacts** and select that or **My Contacts**.



When you select from **Contacts** this puts the **address** into the **To** field of the **email** without having to type it out.

Note that Gmail allows you to import your **Contacts** and mail from other email providers, e.g. Hotmail, where you might have stored a list of contacts.

23. You can **search** in your **Contacts** by typing the initial letter and left-clicking on the magnifying glass.



24. Creating a Group or distribution list

You can create a distribution list which you can use to send an **email** to a number of people. After left-clicking on **New Group** on the list at the Left hand side type in the name of the **Group** in the box which appears and left-click on OK.

Contacts ▾

NEW CONTACT
My Contacts (3)
Most Contacted (2)
Other Contacts
New Group...
Import Contacts...

New group

Please enter a new group name.

OK Cancel

The name of the new **Group** then appears in the list below **Contacts**.

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To add new members left-click on the name of the **Group** (Group1 in this case) and then on **Add to "Group1"** and follow the instructions to make up the **Group**, left-clicking on "Add" each time a name is selected. Once the **Group** has been created, to send the **email** to the whole **Group** add the name of the **Group** to the **To** field.



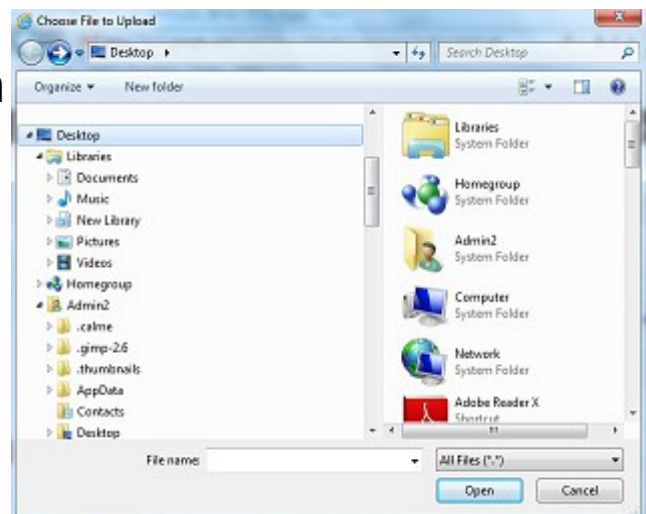
25. Adding an attachment to an Email

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

Look for the **Attach** button at the bottom and left-click on it.



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



26. When you have found the **file** that you want to attach you are best to ensure that the **file** is not in use and has been saved; so close down the **file** and the Application it is used in. Then left-click the **Open** button. The **Attach** field will appear at the bottom of the text field with the **filename** included.

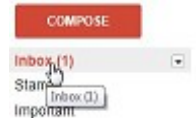


You can attach more than one **file**.

Then you send the **email** in the usual way.

27. How to check for new messages

To receive **emails**, connect to the Internet, go to www.gmail.com (e.g. by left-clicking on Gmail on the Google page) and left-click on the **Inbox** button where new **emails** will appear. Note that unread **emails** are shown in bold and the number of these is indicated in the number in brackets after **Inbox**.



28. How to open a message

Double click on **messages** in the **Inbox** to open them and to read them in a separate window and to be able to access any **attachment**. To return to the **Inbox** left-click on Back to Inbox.



29. Opening mail attachments

When an **email** has an **attachment** (a **file** which comes with the **message**) it is shown in the middle of the text field under the text. This can be opened by double-clicking on it. Or it can be copied into a **Folder** in My Documents and then opened from there. But see para 35 re **viruses**. You can copy it by selecting the picture of the the **file** from the **email**, right-clicking on it and then left-clicking on Copy. Then go to My Documents, select the **Folder**, right-click on it and then left-click on Paste to copy the **file** to the chosen **Folder**.

30. Replying to an incoming message, replying 'to all'

If you want to **reply** to an **email** look for the **Reply** link **either** below the text of the **email** **or** the curly arrow button to the top right. This now gives you options to select type of response ie **Reply**, **Reply to all** (only if there is more than one recipient) which if you left-click on it will put the sender's **email address** into the **To** field. 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 original recipients as well. The **Subject** field will remain the same in Gmail though some providers put **Re:** followed by the original **Subject**. You can then type your **Reply** in the space above the original **message**. Once you start typing the **Reply** it will be saved as a **Draft** which can be recovered if you have to break off for some reason.

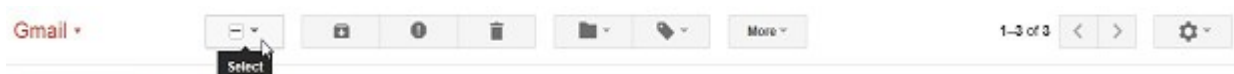


31. Forwarding a message to third parties

Similarly if you want to send the original **message** on to someone else left-click on the **Forward** link or selection when it allows you to insert the new recipient's **email address**.

32. Icons

Some of the more common icons you may see when looking at the **emails** in your **Inbox** are shown here. When the mouse pointer is held over them the function is shown.



Icon

Description



Select

Allows selection of options for types of **emails** in the **Inbox** such as All or those Read.



Archive

Allows **emails** selected (by left-clicking to tick the box at the left of the **email**) to be archived.



Report
Spam

Allows you to report to Gmail that this **email** is considered **Spam** (so in future they should be put into the **Spam Folder**).



Delete

Allows you to delete the **email**. It is put in the **Bin** which can be permanently emptied later.



Move to

Allows you to Move the **email** to another **Folder** (typed in or selected in drop-down menu).



Labels

Allows you to Label **emails**, typed in or selected in drop-down menu, to put them into categories which are essentially **Folders**. These can then be managed to show or hide them.



More

Allows selection of more options to categorise/prioritise the **email** such as 'Mark as unread'. (Setting **Priority** indicates to the recipient how urgent the **message** is).



Newer

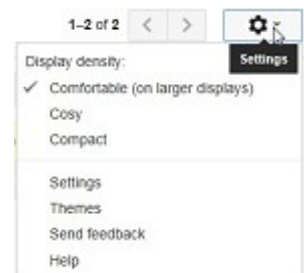
Left-clicking on the arrows allows selection of the previous or next **email** in the **Folder**.



Settings

Allows changes to your Display or Settings from a drop-down menu.



Also accesses Gmail Help




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33. Searching for a message (filtering)

Maybe you can't find that **message** which had some important information. You can **search** for a **message** in various ways. If it was a **message** someone else sent to you then left-click on the **Inbox**. Or if it was a **message** you sent to someone else then left-click on the **Sent Mail**. If you are not sure then left-click on **More** in the left hand column and then on **All mail**.


Then left-click on **More**,  then drag the pointer down to "Filter messages like these" (if some **emails** have been ticked to choose their senders/recipients) or sometimes it shows "Create filter" (to allow you to input your requirements). A window appears which allows you to put in selections as to how you wish to Filter and then left-click on the magnifying glass to Test the **Search**  or on 'Create filter with this search' for future use. This allows you to **search** for various alternatives for what you want to happen 'When a message arrives that matches this search'.

Finally left-click on Create Filter  to implement it. You can also 'Learn more' by  left-clicking on the  link. This takes you to a web based description of filtering.

Let's assume you remember that the information is in an incoming **message** from a friend eg Martha Lester-Cribb whose name and **email address** are in your **Contacts**. Then in the **From:** box type any part of her name or **email address** e.g. "Martha" (without the quotes) and left-click on **Search Mail**.  You will then be shown a list of possible **emails** also showing in which **Folder** they are. You can then open these in turn to find what you were looking for. Alternatively, you can add more detail to the

search by typing in the other boxes or selecting a **date within** a period you think it might have been **received**. Suppose you remembered that the **email** mentions a "party" **either** in the **Subject** or in the text of the **message** then you can type "party" in either of these boxes. Try this out in the various ways and you will soon find that elusive **email** unless of course you have deleted it. However, all is not lost if you have not emptied the **Bin** it will say "Deleted messages match your search" and you may still find it there by left-  clicking on View them .

34. **Sorting messages**

This can be done with a filter as well. An example is shown in the following Window where a **search** for the text "gmail" was made in **All Mail**. By left-clicking on 

You will see that if the **email** was found in the **Inbox**


then **Inbox** is shown and the

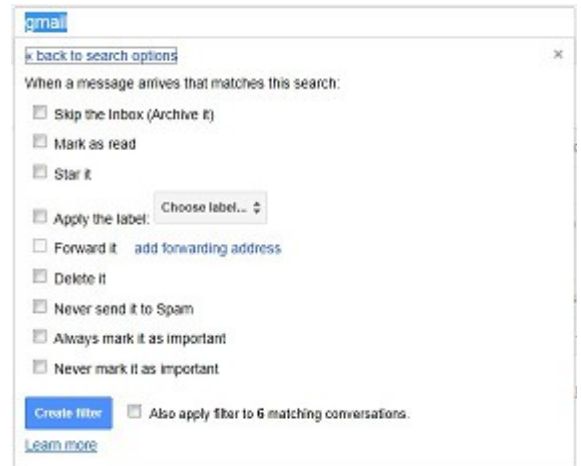
list is shown with various columns of information such as who it was **From**, the **Subject**, when it was **received**.

The columns are not headed.

The filter can be used to determine what happens to the **email** when it arrives, such as to **forward** it to another **email address**.

Left-click on 'Create filter with this search'. 

A new Window appears. Here we can determine what happens by ticking the relevant box and then left-clicking on Create filter. 



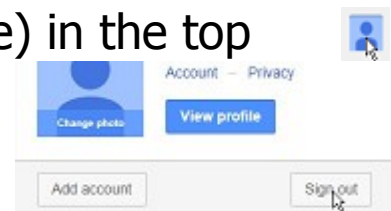
35. Sometimes **emails** don't reach their destinations.

Perhaps you mistyped the **email address**. In this case you may get a message saying that the **address** was not recognised and you will have to create the **message** again or **forward** the original **message**.

36. **Signing out**

It's good practice to Sign out when you have finished looking at your emails. This is particularly important if you are using a publicly accessible computer because otherwise the next person to open Gmail will be able to see your emails.

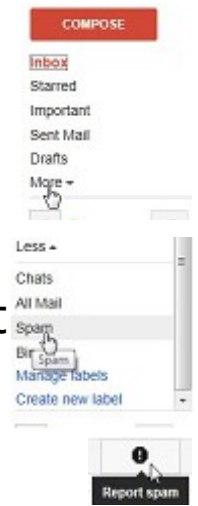
Left-click on your photo (or the silhouette) in the top right hand corner of the screen and then on "Sign out" in the drop-down menu which appears.



37. **Dangers of spam and viruses**

Once you connect to the Internet it is possible for people to find your **email address** and you may start getting unwanted **emails** (called **Spam**), maybe trying to sell you something, or trying to access your computer. Gmail has a **Spam Filter** which transfers it into the **Spam Folder**.

This is found by left-clicking on **More** in the left hand column and then left-clicking on **Spam**. You can then choose to ignore the **email**. You should check this **Folder** every so often just in case a proper **email** has been put in it by mistake as Gmail delete them after 30 days. You may also get an **email** which is not picked up by Gmail as **Spam**. In this case you can report it by selecting it and left-clicking on Report Spam.




It is good practice **not** to open **Spam emails** in case a **virus** may be attached.

Viruses are hidden programs which can upset your computer causing it to slow down, malfunction or even crash. People intent on causing havoc will try to put them on to as many computers as they can. One way in which they do this is to send you an **email** to persuade you to download a program on to your computer which will put some sort of problem on it without your knowing. This might be done by you clicking on a weblink in the **email**. The answer is not to do this unless you are sure it is a safe site. Or it might be done by asking you to open an **attachment**. Gmail scans any **email attachment** for **viruses** before they reach your computer so that should avoid that problem.

38. To keep your computer free of **viruses** you should install **virus protection** software. This will scan your computer regularly to ensure that all the **files** are free of **viruses**. Refer to Pass IT On Virus Protection tutorial.


39. Backing up and archiving emails

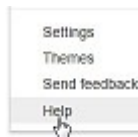
Emails are kept on the Gmail server (i.e. their computer) so they are in effect backed up for you. You will have a storage limit shown at the bottom of the list of **emails**. If you wish to archive **emails** you can copy them from the **Inbox** to the **All Mail Folder**. Select the **email** by left-clicking in the box at the left of the **email**. Then left-click on the Archive  button. This puts the selected **email(s)** into the **All Mail Folder**.

40. Organising the list of emails

Have a look in Settings (see below).

41. Gmail Help

If you are in any doubt about anything you can look up the Gmail Help. This is found by left-clicking on Settings  and then on Help.



Alternatively left-click again on Settings to find a whole lot of ways of setting up and using Gmail.

This document contains only a snapshot of the possibilities. Now *you* can experiment with how you want to use Gmail.

