

**Email Made Easy:
MS Outlook/Hotmail
Part 2: Emailing**



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Objectives

- What happened to Hotmail? What is MS Outlook?
- Exercise 1: Send an email
- Exercise 2: Receive an email
- Exercise 3: Reply to an email
- Exercise 4: Create a folder
- Exercise 5: Delete emails
- Junk Mail
- Exercise 6: Attach a document (optional)

So what happened to Hotmail?

Founded in 1996, Hotmail was the world's first web-based email service. It was acquired by Microsoft in 1997, and launched as MSN Hotmail. When MSN launched its Windows Live suite of products, they re-branded Hotmail to Windows Live Hotmail. Until 2012, Hotmail remained the world's second-largest email service after Gmail.

However, as Gmail continued to innovate new products and more and more competitors came on the market, Hotmail found itself struggling to keep pace. Microsoft therefore announced the launch of Outlook.com, a replacement for Hotmail.

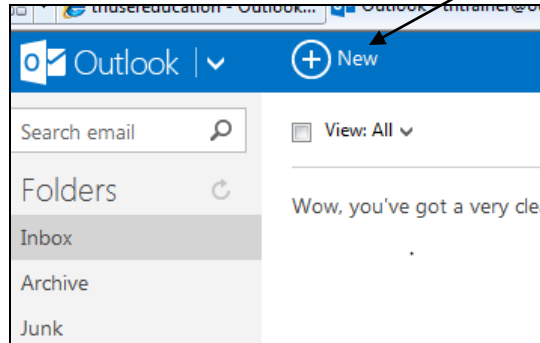
All Hotmail users retain their email addresses (e.g. joesmith@hotmail.com) but new users have the option to choose an Outlook.com email instead.

Outlook.com is intended to mimic the MS Outlook interface that comes with the Windows programs, and features a suite of products that include Calendar, Windows Live Messenger (chat) and SkyDrive (a cloud program for document storage).

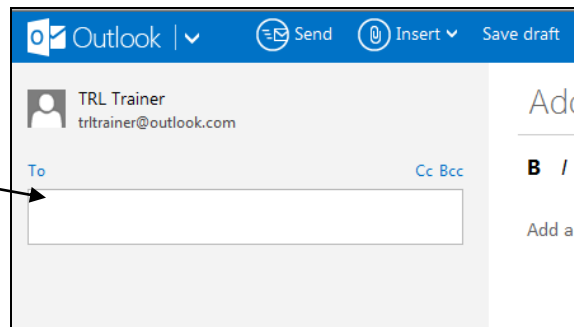
From <https://en.wikipedia.org/wiki/Outlook.com>

Exercise 1: Send an Email

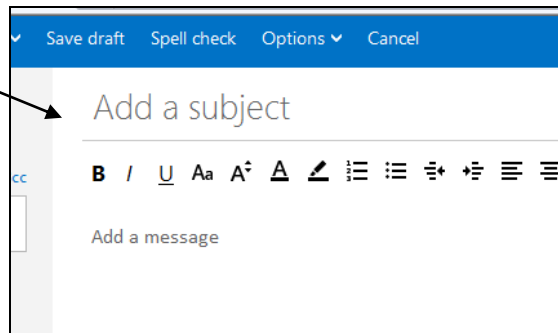
1. Log into your account. The inbox will open.
2. Click on 'NEW,' in the top left of the page.



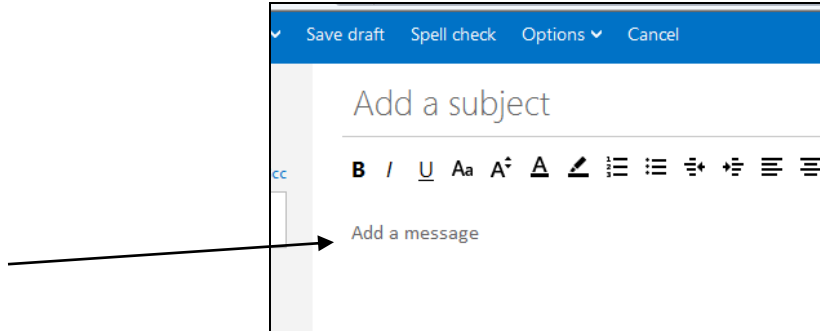
3. Address the email: Click in the 'to' on the left-hand side of the page, so that the cursor is flashing inside the box. Enter the email address of the recipient. Since this is a practice run-through, address the email to yourself.



4. Add a subject: Click on the 'add a subject' line. This is the 'title' of the email that recipients will see in their inboxes. Try to be clear and descriptive so that your recipients know whether the message is urgent, fun, business or entertainment, etc.

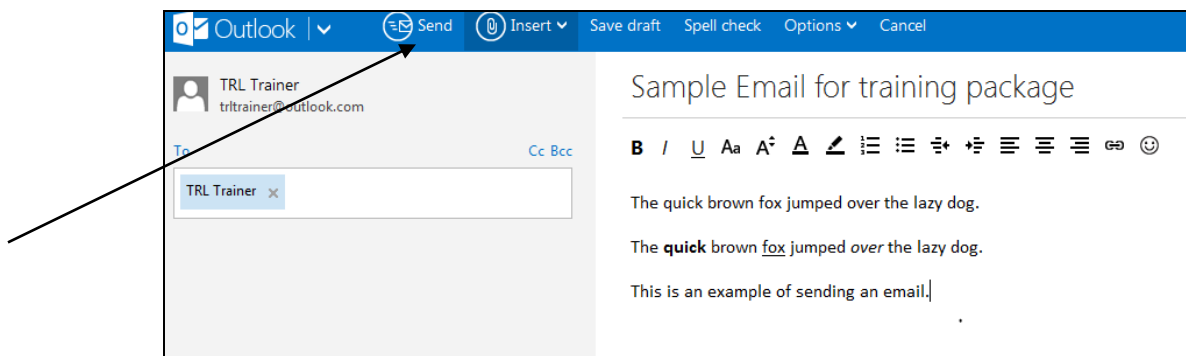


5. Add a message: Click at the top-left of the message area, where the prompt is located.



MS Outlook/Hotmail is designed to mimic MS Word. Type your email below the 'word processing' options. Practice adding bold, italics, etc. to add impact to your message, if desired.

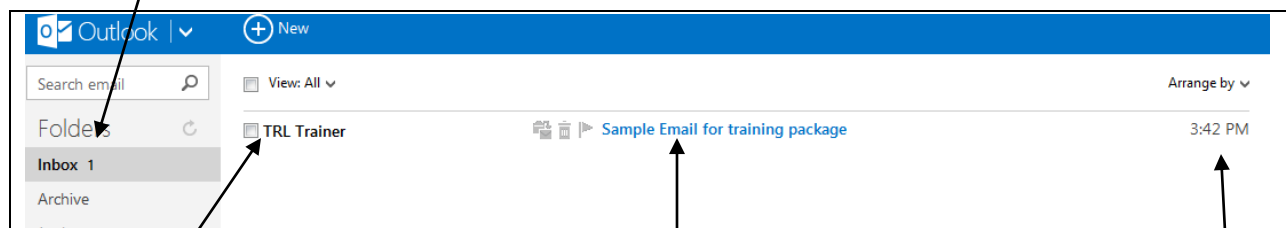
6. When completed, the 'send' page should look something like this example. If satisfied, click on 'send.'



Exercise 2: Receive an Email

1. The email should now appear in the inbox. Note the following:

Inbox 1 – indicates there is one *new* (i.e. unread) email.



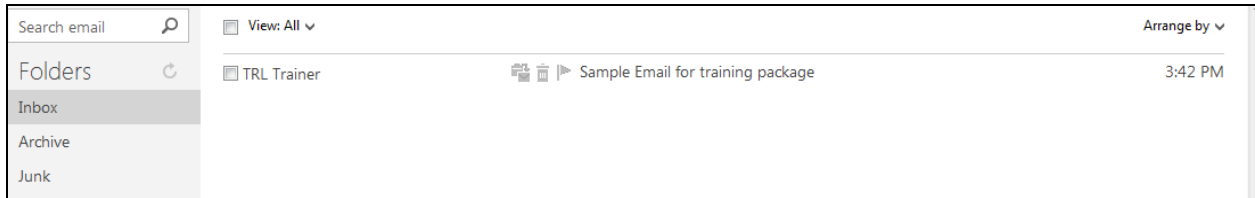
Name of sender.

Subject of message.

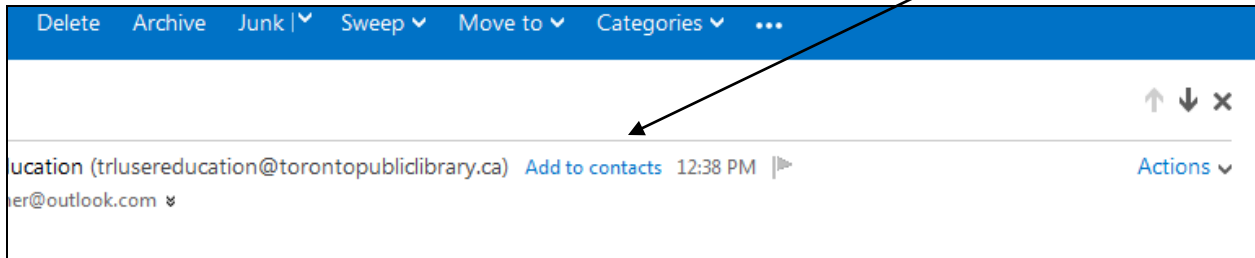
Date/time received.

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2. Hover the mouse over the sender or subject, and the line will turn grey. Click on the line to open the email.
3. If no further action is required, click on 'inbox' in the menu on the left-hand side of the display. This will return you to the inbox. Note that the sender and subject of the email are no longer bold, and the 'Inbox 1' has cleared. This is to indicate that there are no *new* (i.e. unread) emails in the inbox.

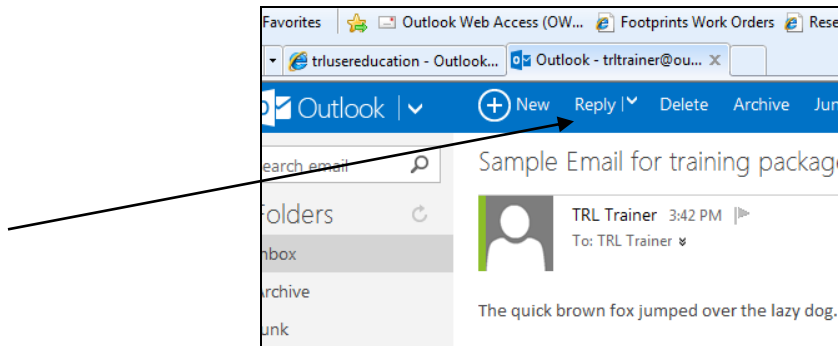


4. Note: Outlook offers the option to add a sender to the 'safe' contacts. This will ensure that all emails from that sender go to the inbox (not to 'junk'). Also, Outlook will remember the sender's email address. To add a sender, click on the 'add to contacts' link.

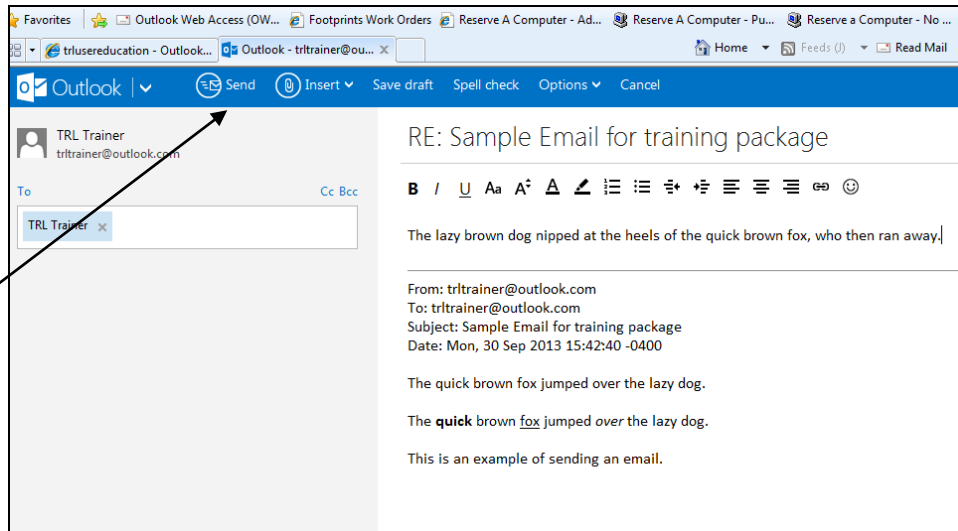


Exercise 3: Reply to an Email

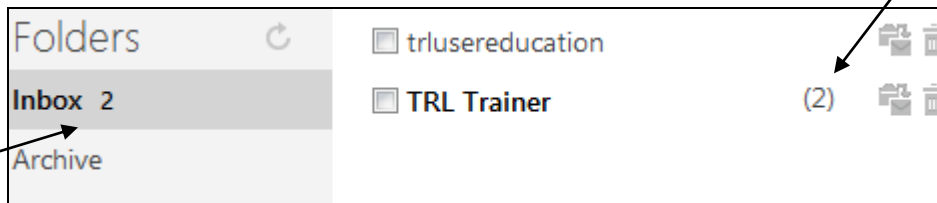
1. Open the sample email, as above, by clicking anywhere on the line.
2. Click on the **reply** button in the top-left menu.



- The email workspace will open as before. This time, the 'to' box will already contain the address of the recipient, as you are replying to their email. The text of the original email will appear in your reply, so that your recipient will have a record of the conversation so far.
- Type a response, and click 'send.'



- Note: click on 'Inbox.' Notice that the new email displays (2) next to the sender's name, and the Inbox itself says there are 2 unread messages.



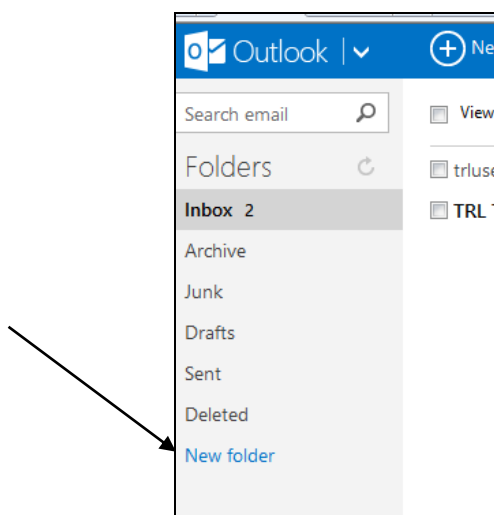
This indicates the number of back-and-forth emails contained in one message. It may take some time to get used to this feature.

Exercise 4: Create a Folder

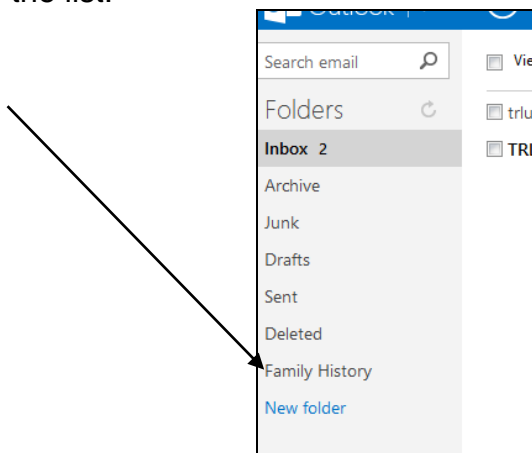
Folders allow Outlook users to retain and/or archive emails for future reference. Moving them out of the Inbox helps to keep emails organized. Think of it as a built-in filing cabinet for email correspondence, complete with labels on your folders.

Outlook automatically offers one folder called 'Archive.' Users can create additional folders for specific kinds of documents. For this exercise, create a folder for family history correspondence.

1. On the left-hand side of the inbox, the grey area displays pre-set folders: Inbox, Archive, etc. Click on '**New Folder**' at the bottom of this list.

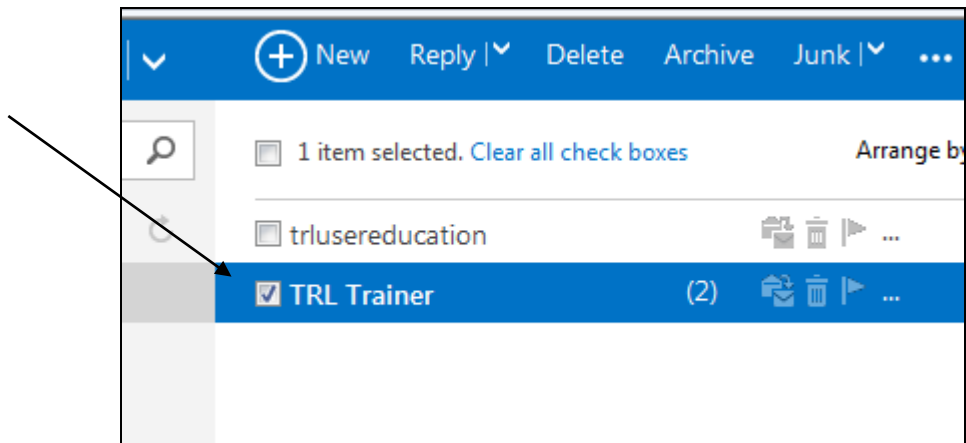


2. Outlook will prompt to enter the name of the new folder. In this example, the new folder is called '*Family History*.' Note that it was not possible to capture the screen with the prompt. A white dialogue box will open immediately above the words 'New folder.' Click inside the box to type. Outlook will add the folder to the bottom of the list.

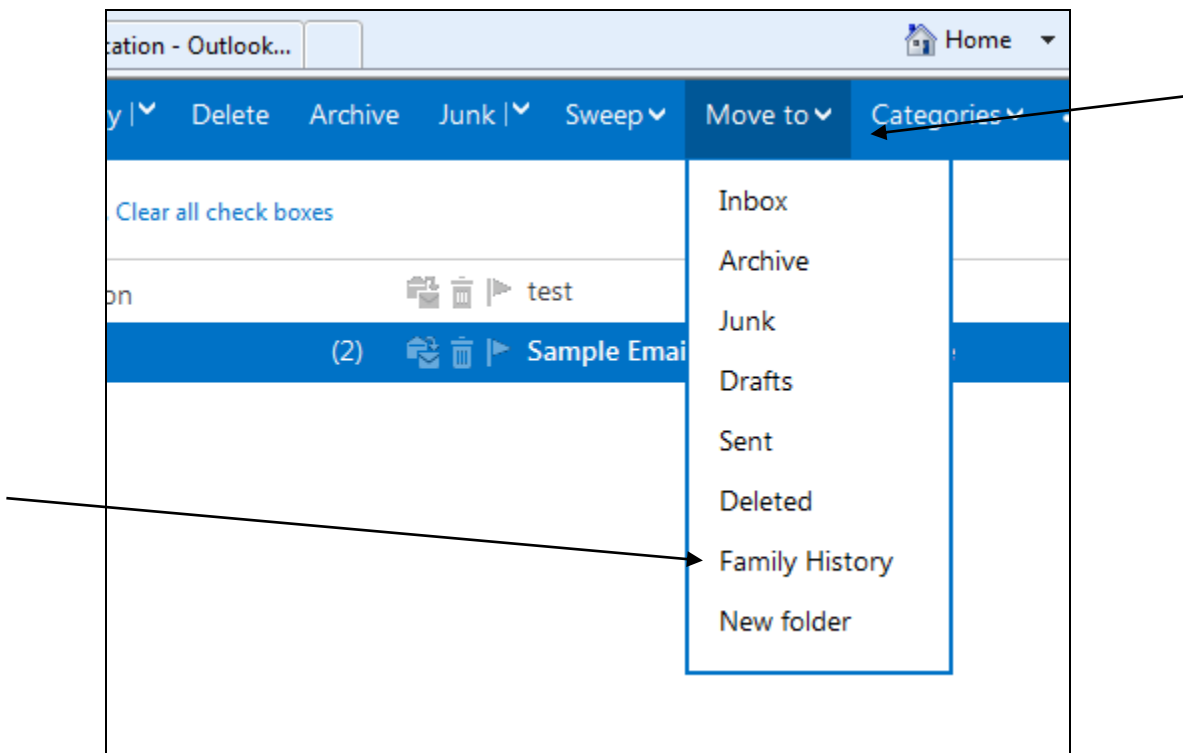


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- To move an email to the folder, first go to the inbox if not already there – click on 'inbox.' Click on the tick-box next to the sender's name in the list of email. A small check will appear in the box, and Outlook will highlight the email.



- Pull down the menu called '**Move To**' in the menu bar along the top of the page.



- Click on the **Family History** folder. Outlook will immediately move the email, and it will disappear from the Inbox.
- To view the email, click on the **Family History** folder. Outlook will close the inbox and open the folder requested.

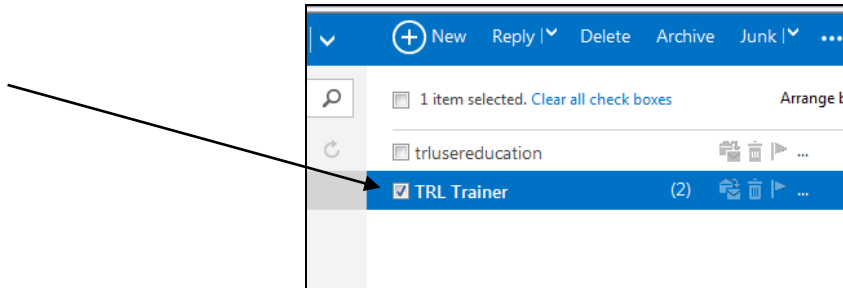
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- Note that if users move an unread email to a folder, the same 'bold + number of unopened emails' cue appears next to the folder name. If an email is moved that has already been read, no prompts will appear to indicate the number of emails in a folder.

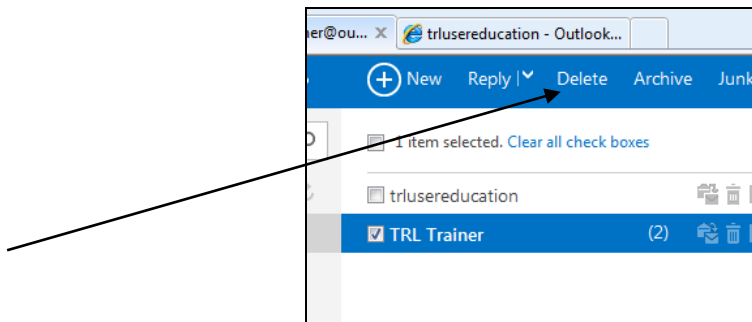
Exercise 5: Delete an Email

Emails can be deleted from any folder, at any time. There are two ways to delete an email in Outlook.

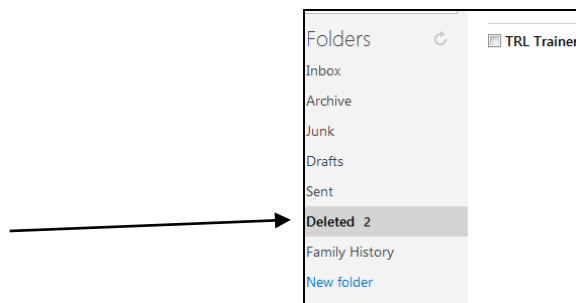
- In the email list of any folder, click the tick-box next to the sender's name.



- Method one: press the **'delete'** key on your keyboard.
- Method two: click on the **'delete'** button in the blue menu bar at the top of the page.

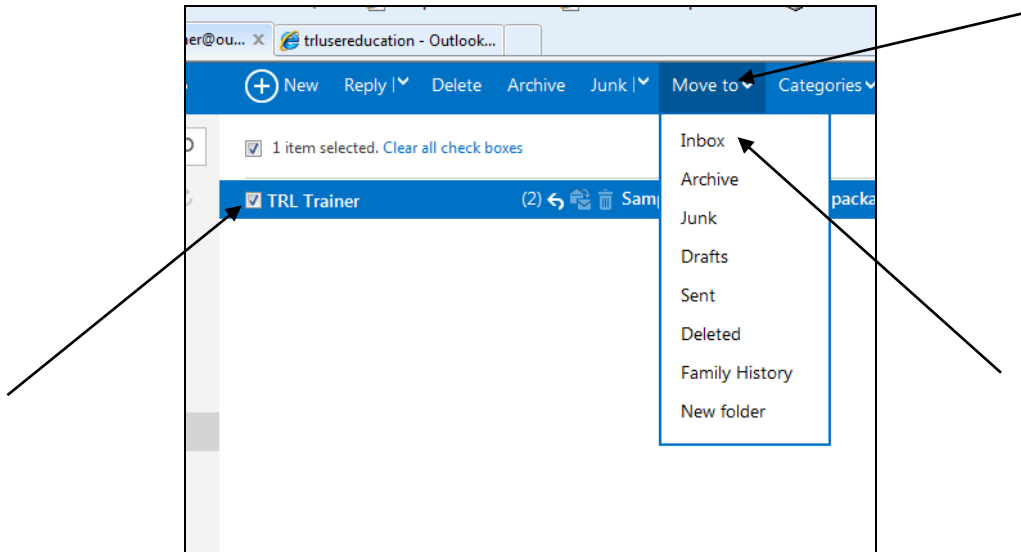


- Made a mistake? Don't panic! Outlook offers a 'just in case' back-up system, and retains deleted emails in the 'Deleted' folder for a short period of time. To retrieve an accidentally deleted email, click on the **'Deleted'** folder.



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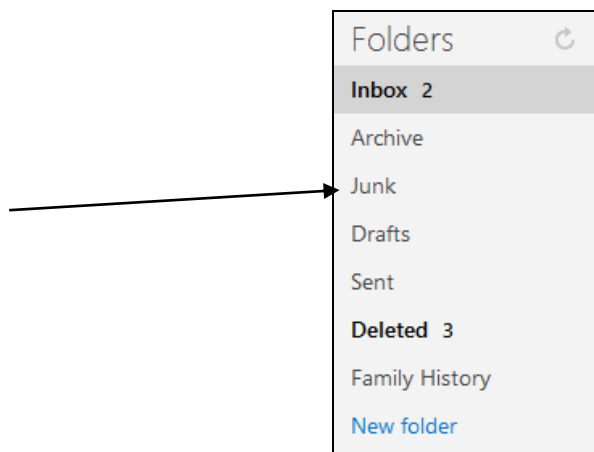
5. Click the tick-box next to the email to be retrieved.
6. Pull down the menu called '**Move To**' in the top blue menu bar.



7. Select a folder – for this exercise, click on '**Inbox.**' Outlook will automatically move the email back to the Inbox.

A Note about Junk Mail

Junk Mail, also known as email spam or unsolicited bulk emails, is a chronic problem for web-based email providers. Outlook will filter any email message it does not recognize, or suspects may be junk, into the **Junk Mail Folder**.

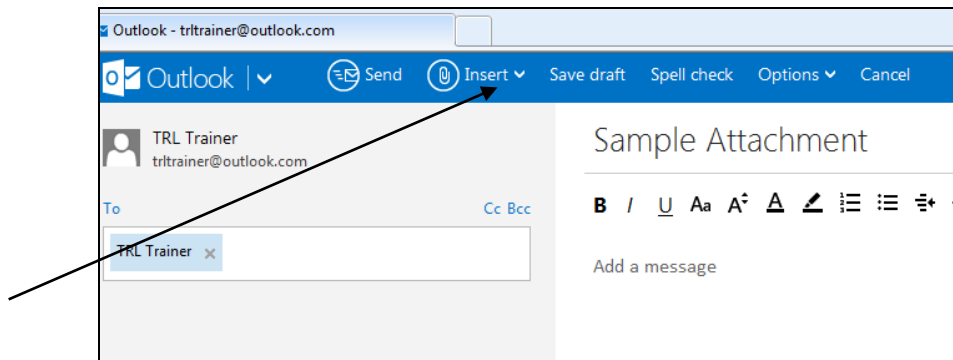


Be sure to check this folder regularly for notifications (bills, banking emails, etc).

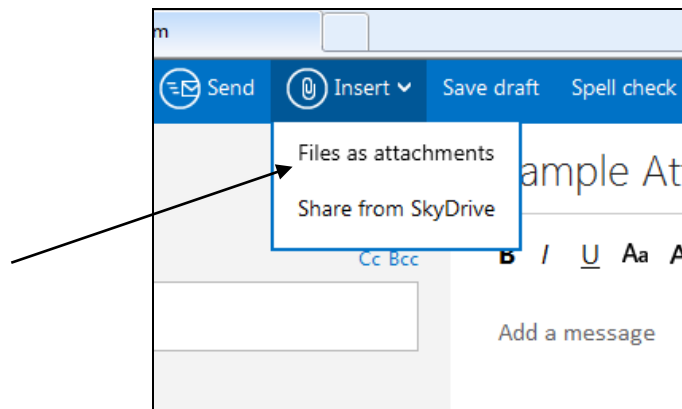
Optional Exercise: Attach a Document

A document saved to a **USB Memory Key** is required for this exercise. If a USB is not available, create a Word or Excel document and save to the P: drive on a library computer. The document may be empty; it simply needs to exist for this exercise.

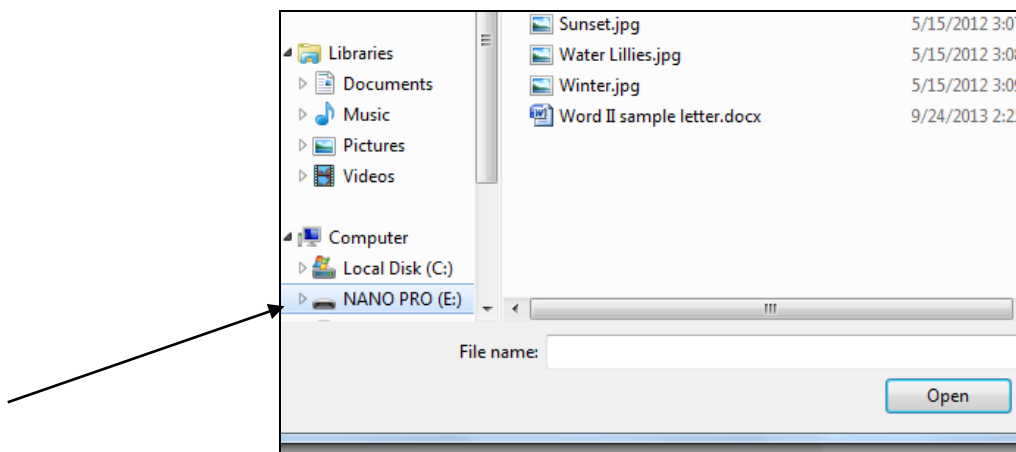
1. From the Outlook Inbox, open a new email.
2. Address the email to yourself.
3. Add the subject line 'Sample Attachment.'
4. Insert the USB, if not already done.
5. Click on down-arrow menu of the **'Insert'** button in the blue menu bar at the top of the page.



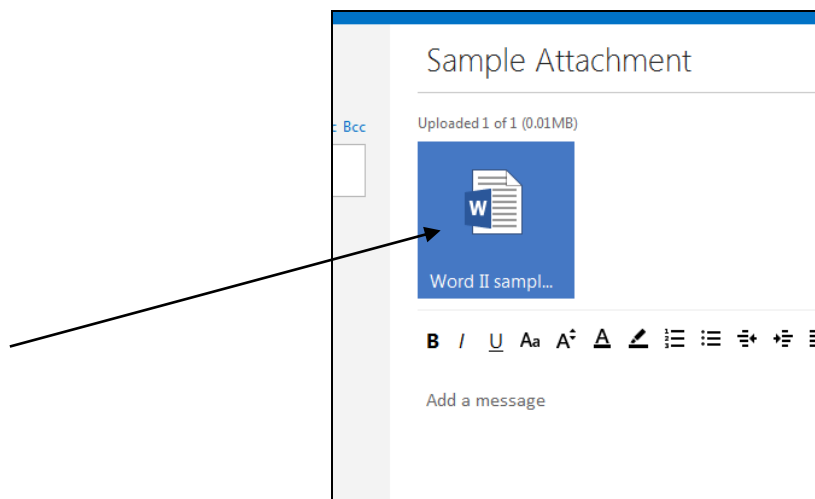
6. Select the first option, **Files as Attachments**. Note: Outlook now offers cloud computing options, called SkyDrive. This service is not covered as part of email training.



7. A dialogue box will open. The P: drive and/or the name of the USB will appear under the word **Computer**. Click on the drive where the document to be attached is stored.

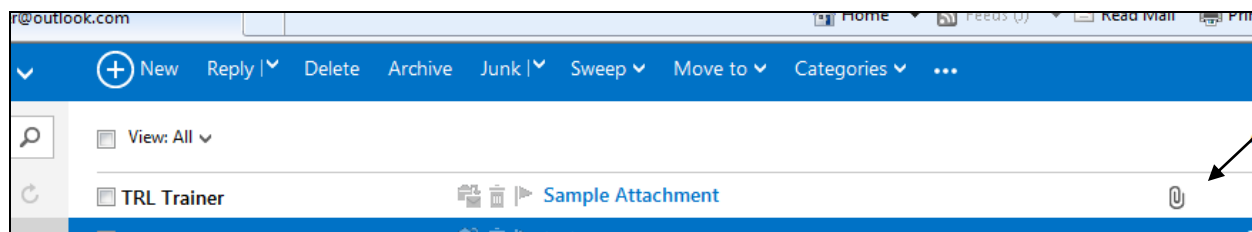


8. A list of documents available on P: or USB drive will appear in the right-hand side of the dialogue box. Double-click on the name of the document to be attached in the email.
9. The dialogue box will close, and Outlook will upload the document selected. This may take a moment (small white dots will 'drift' across the top of the page to indicate that Outlook is working on your request to upload).
10. When completed, the attachment will appear above the message area of the email.



11. Note: If the wrong document is attached (the file name will be incorrect), click on the attachment icon. Outlook will offer the option to remove. It was not possible to capture this image, but a small menu will open with the word **Remove**. Click on the word and the document will disappear.

12. Once the correct document is in place, click **Send**.
13. The email will close. Note in your inbox, the email will appear with a staple icon. This indicates that the new email contains an attachment.



Warning: never open attachments from unknown senders. They often contain viruses that can damage your computer.

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