

OLDER ADULTS AND Access to Technology

Be a Peer-Coach, help others!



Funded by:
 Ontario



Introduction to Email

Overview

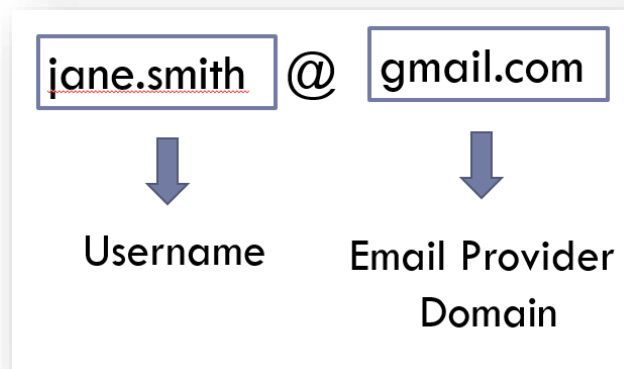
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1. What is Email?



Most common way to exchange messages over the Internet.

- Email addresses: How people find you on the Internet?
 - Email Clients: Offered through internet subscription (ex. `yourname@rogers.ca`)
 - Webmail: Free email offered through a website such as Gmail, Hotmail, or Yahoo (example yourname@gmail.com) usually in exchange for showing advertising.



NOTES

2. Creating Email Account

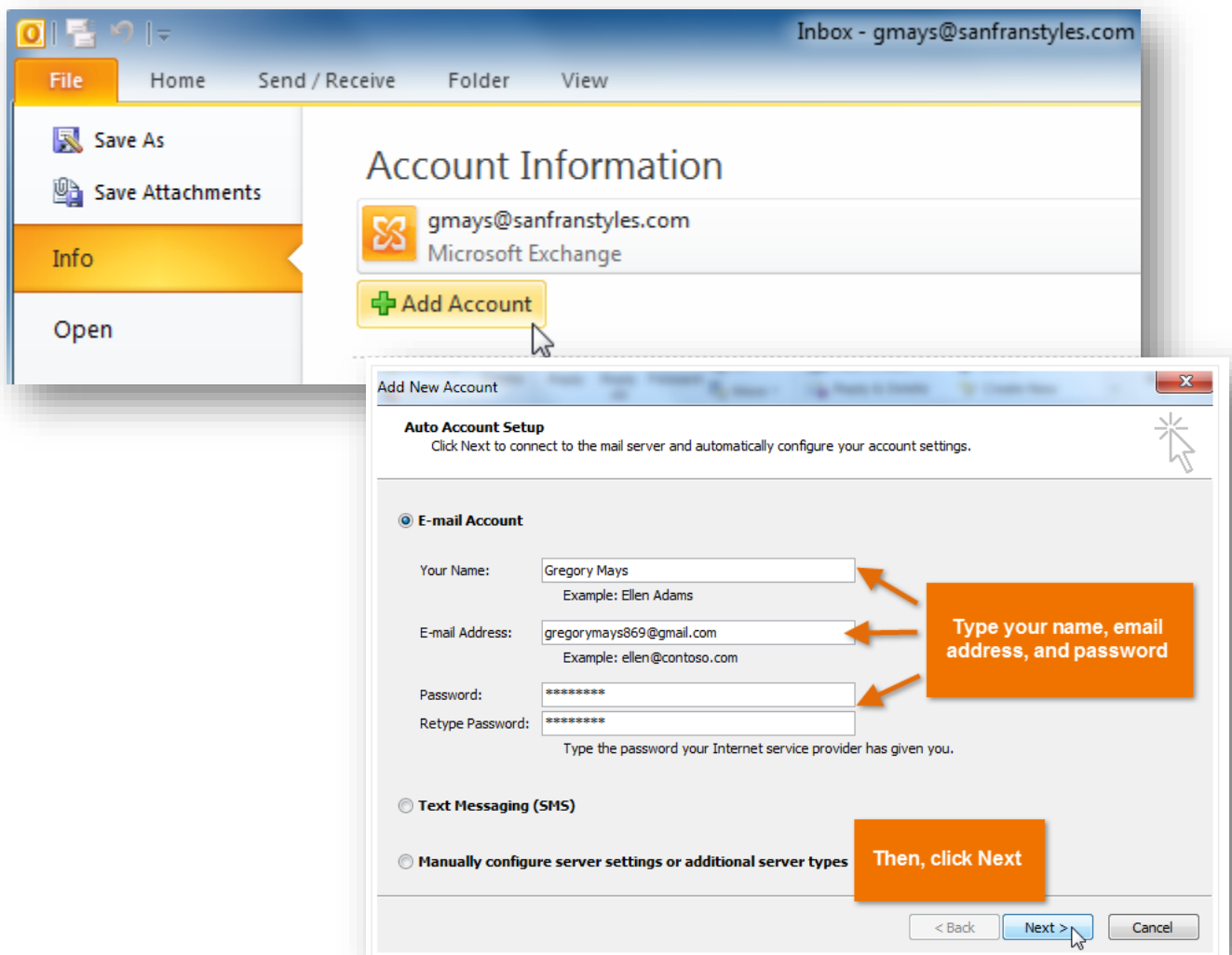
You can open an email account, your electronic address on the Internet, with your Internet provider company (sympatico, rogers, etc.) or with a provider on the Internet itself (Google, Yahoo or Hotmail).

Email Client	Webmail
<input type="checkbox"/> Offered through an Internet subscription	<input type="checkbox"/> Free
<input type="checkbox"/> <i>Your.name@rogers.com</i>	<input type="checkbox"/> Offered through a website
	<input type="checkbox"/> Hotmail, Yahoo, Gmail

NOTES

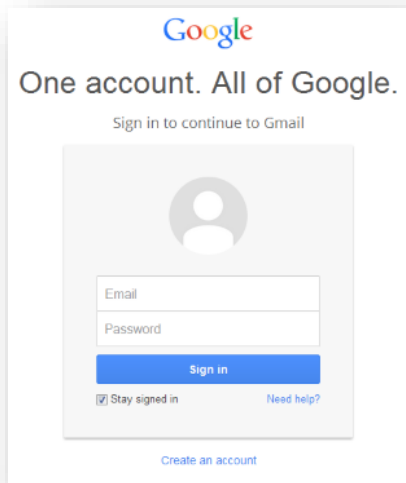
Creating a personal email account with Outlook or Mail

You will need to set up your email program through Information or Settings tab. Either your Internet provide or your employer would have all the information you would need to set up the account. The most important are the username and the password created to create you address. You can always change them.



Creating a Free Email Account

- Go to website of an email provider (ex. gmail.com, hotmail.com, yahoo.com)
- Look for a **Sign Up or Create an account** Link



Google

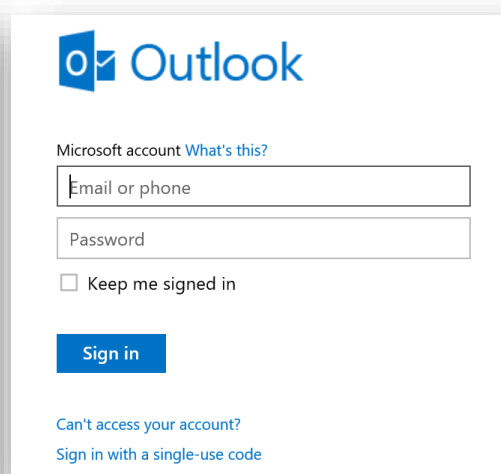
One account. All of Google.

Sign in to continue to Gmail

[Sign in](#)

Stay signed in [Need help?](#)

[Create an account](#)



Outlook

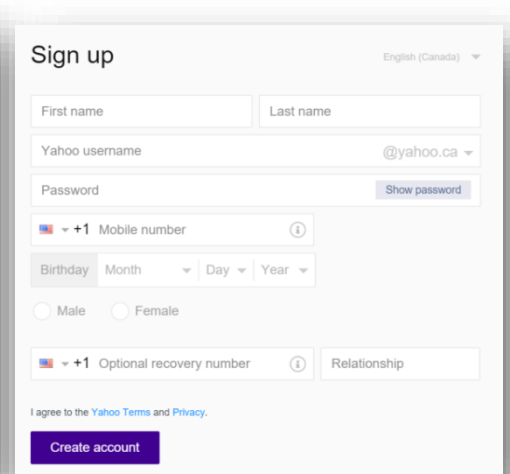
Microsoft account [What's this?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)

[Sign in with a single-use code](#)



Sign up English (Canada) ▾

▾

[Show password](#)

ⓘ

Birthdate ▾ ▾ ▾

Male Female

ⓘ

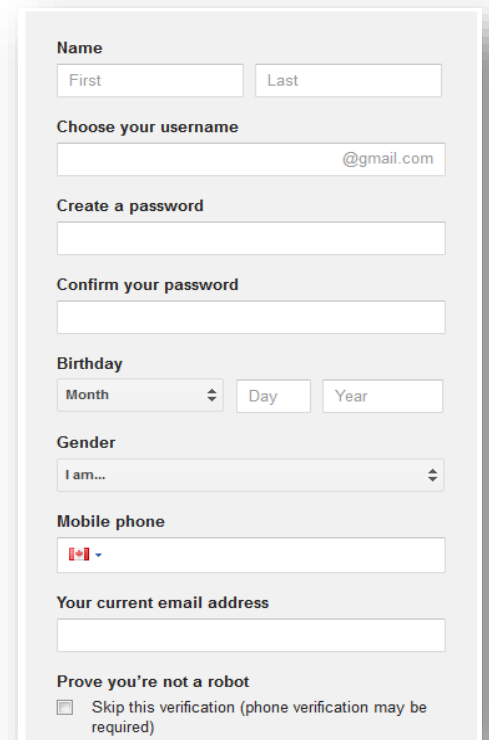
I agree to the [Yahoo Terms](#) and [Privacy](#).

[Create account](#)

NOTES

Fill in Account Information

- Fill in required fields like:
 - Name
 - Gender
 - Birthday
- Create a unique **username** and **password**
- Keep this information handy, you will need it to sign in
- Share the login information with a trusted person
- Creating a safe password
 - Easy for you to remember, but hard for others to guess
 - A random word/phrase (e.g. greenapples)
 - A combination of upper/lowercase letters, numbers, symbols (e.g. Green@pples11)
 - Unique for each of your accounts



The form contains the following sections and fields:

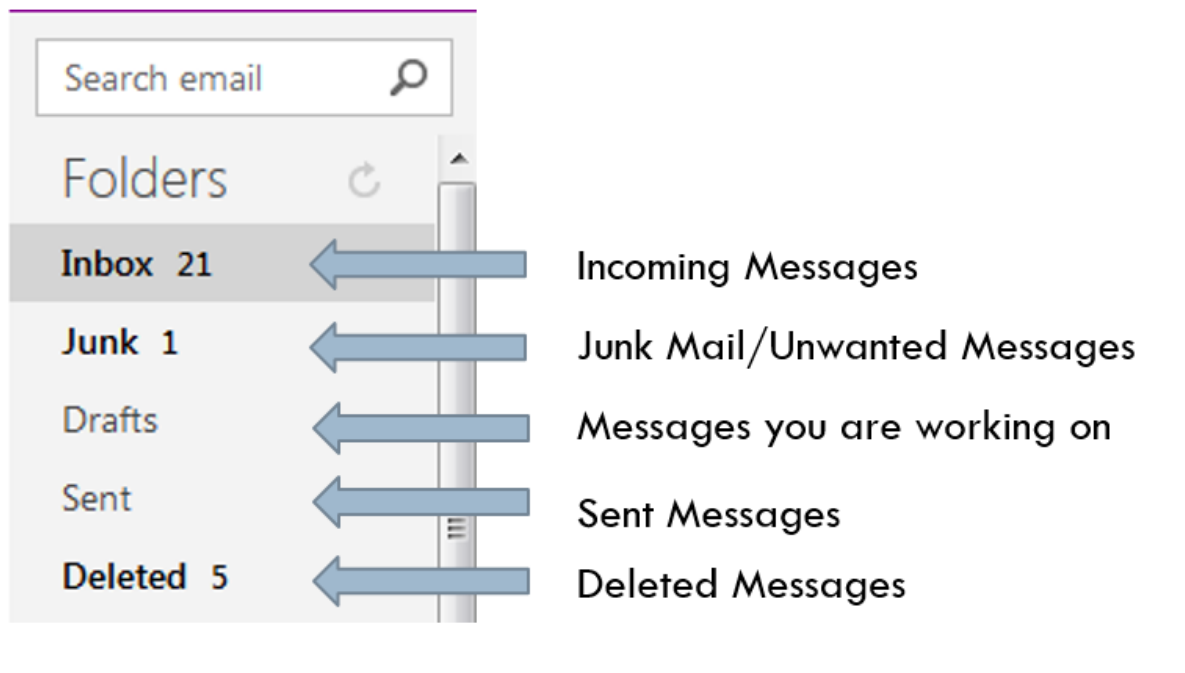
- Name:** Two input fields labeled "First" and "Last".
- Choose your username:** A single input field with a placeholder "@gmail.com".
- Create a password:** A single input field.
- Confirm your password:** A single input field.
- Birthday:** Three input fields labeled "Month", "Day", and "Year".
- Gender:** A dropdown menu with the text "I am..." and a downward arrow.
- Mobile phone:** An input field with a country code dropdown menu showing a flag and "+1".
- Your current email address:** A single input field.
- Prove you're not a robot:** A checkbox labeled "Skip this verification (phone verification may be required)".

NOTES

Email Folders

Folders help manage and organize email messages:

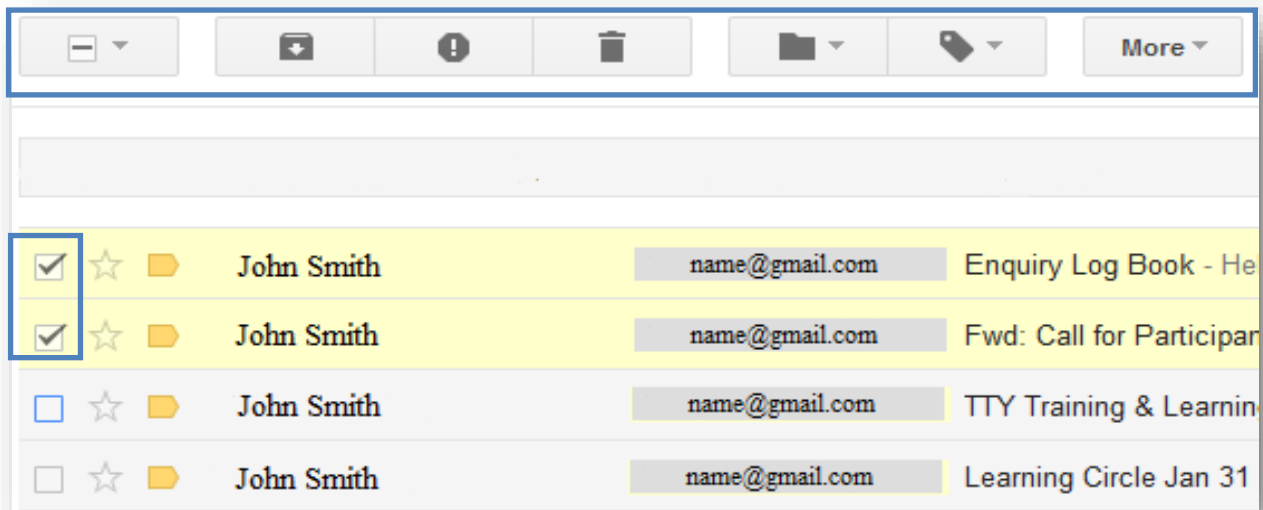
New messages, draft messages, sent messages, etc.



NOTES

3. Managing Messages

- You have to select one or more messages in order to see a full range of buttons with options
- Button icons represent actions to help you manage emails:
 - Archive, Report Spam, Delete, Move, Label and more
 - Usually, when you hover over any active part of the screen such as image buttons or icons, you can see more information about that function.



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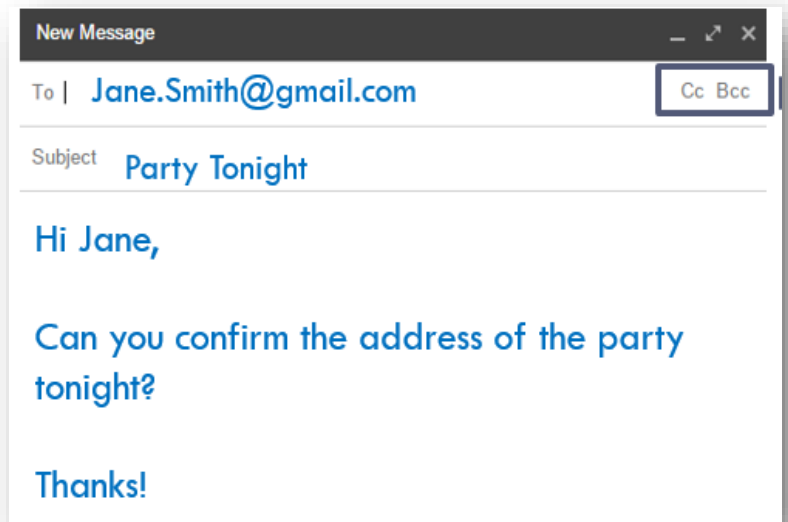
4. Sending and Replying to Emails

To send an email look for a 'Compose' or 'New' button.

- Writing an Email, you have to fill in:
 - To: (someone's email address)
 - Subject: (What the message is about and always try to include meaningful and short 'title')
 - Text: (Greeting, message, thank you and your name)

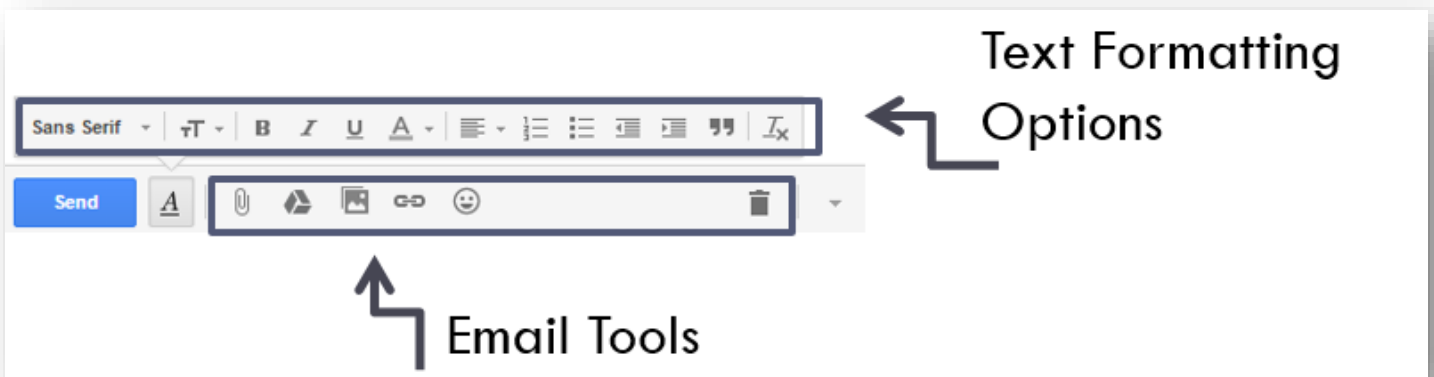


- You can add other recipients
 - Visible to others **Cc:**
 - Invisible to others **Bcc:**



NOTES

Editing Emails



You will usually find two different sets of icons in your email message window:

- Text formatting options (what your text should look like)
- Email building tools (what your email be composed of, images, links, attached documents, etc.)

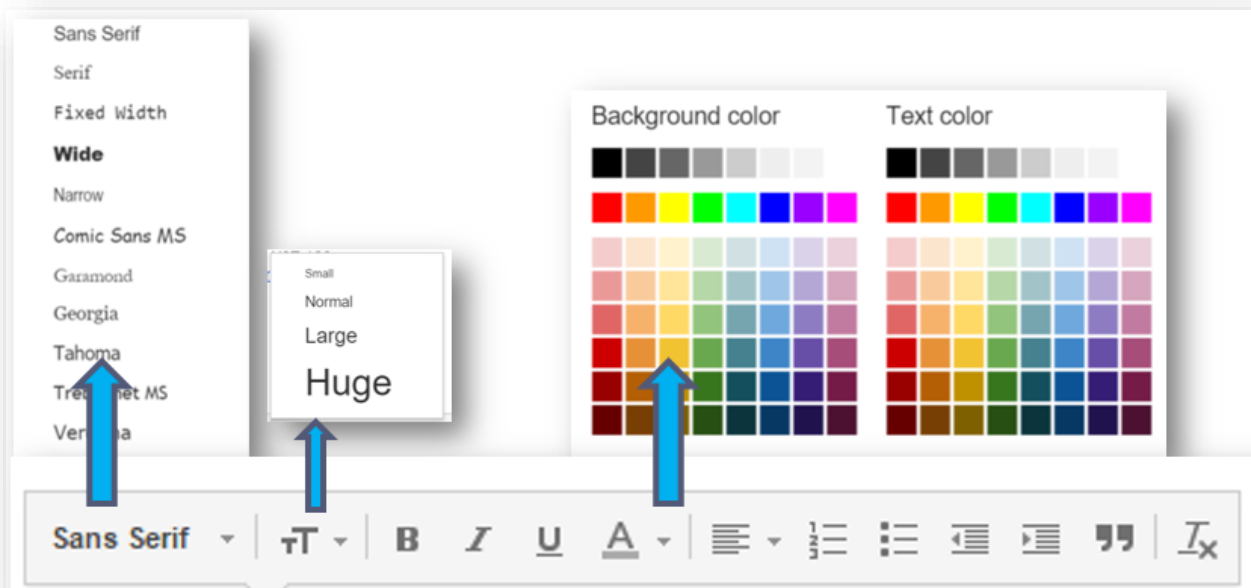
NOTES

Text Editing Options



Some of the options under **Button A** open many choices:

- **Sans Serif** button opens different font options
- **↑T** button opens font size options
- **A** Button with a colour bar under it opens options for an email background and text colour



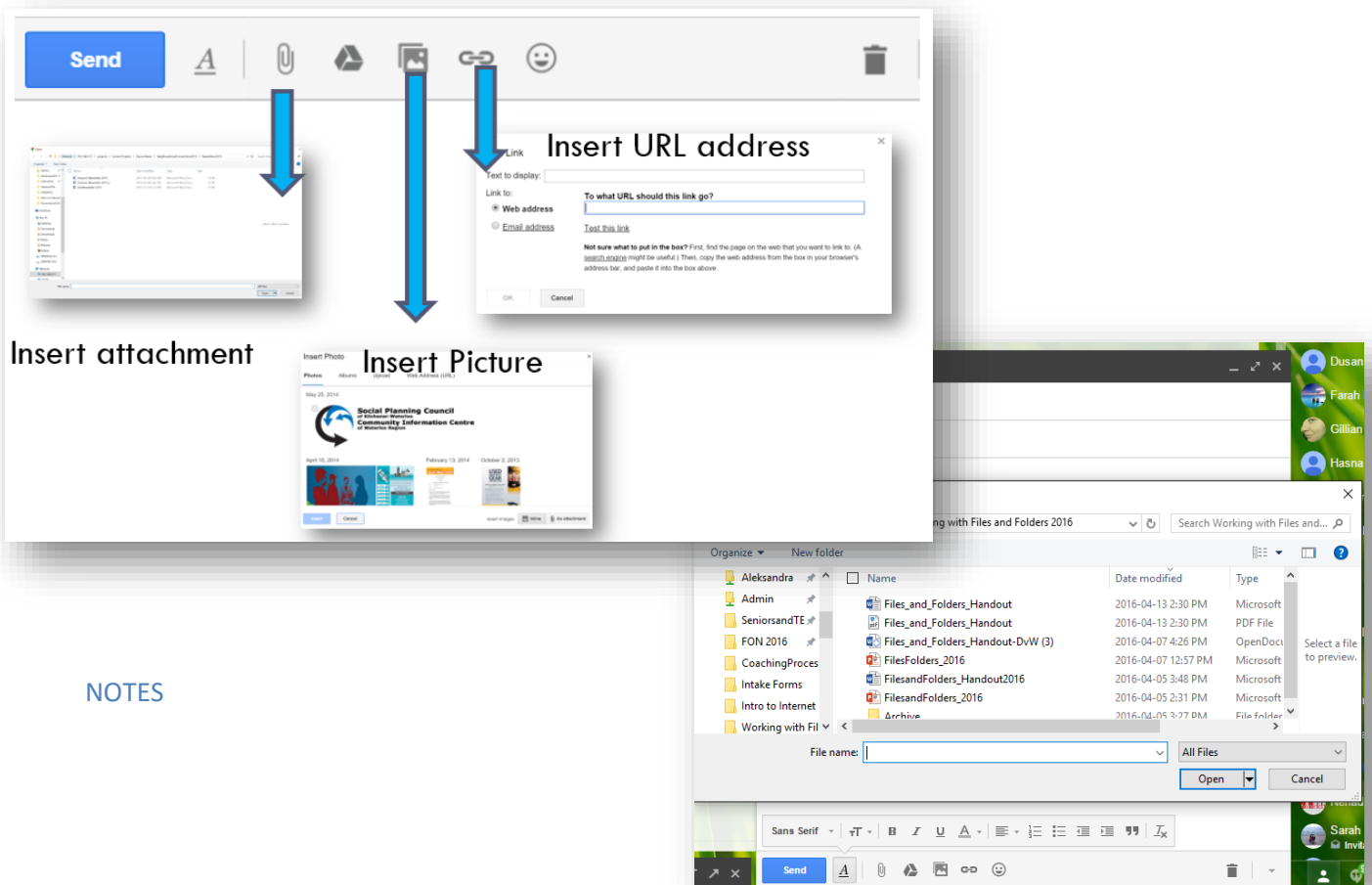
NOTES

Email Editing Options

You may need to add some components to your emails, such as:

- A document as an attachment
- Picture as an illustration
- A link to a webpage or a website you want to share

The documents and the pictures that you want to add are saved on your computer and a dialogue box opens for you to find them and click 'Open' to include them (refer to Files and Folders material).



Respond to Messages

When you are in your message window, you will find the following options to respond to emails you received from other people.



Respond to the sender of the message only



Reply to all the recipients of the original message

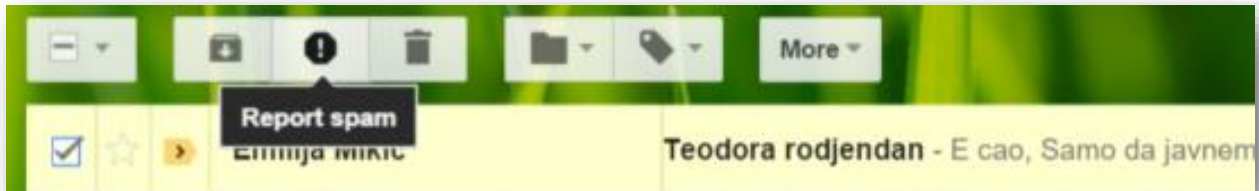


Forward the original message to a new person with or without your comments

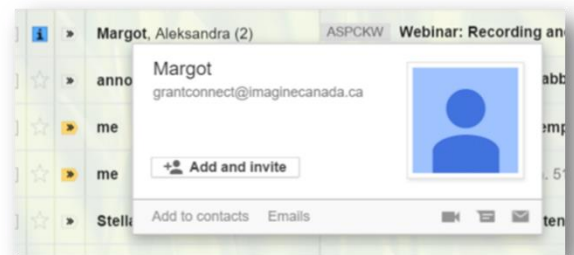
NOTES

Email Safety

- You may receive a SPAM email – an email you do not wish to receive from a person you do not know or from someone that you know. DELETE IT or REPORT AS SPAM

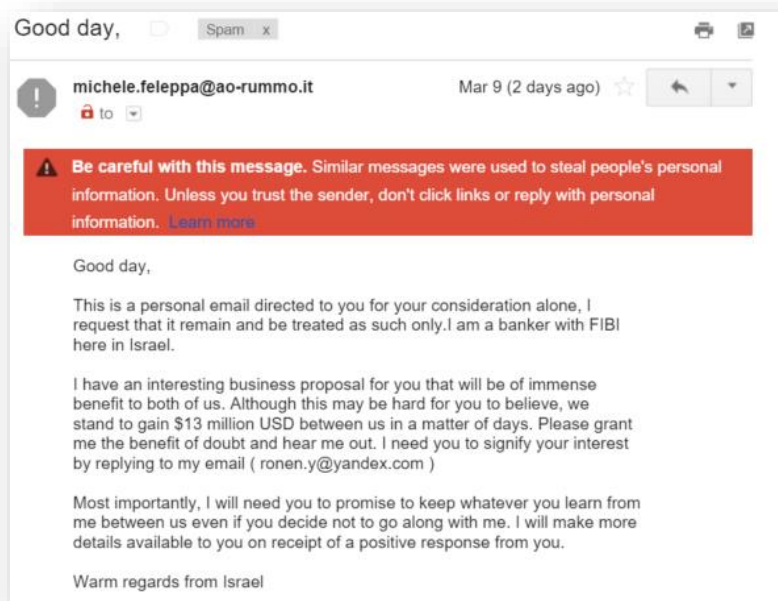


- You may receive a SCAM email - sent from someone who wants your information for malicious reasons – DELETE IT and REPORT AS SPAM



- You may receive MALWARE - Do not open emails or attachments from people you do not know or emails with suspicious subjects– DELETE THEM

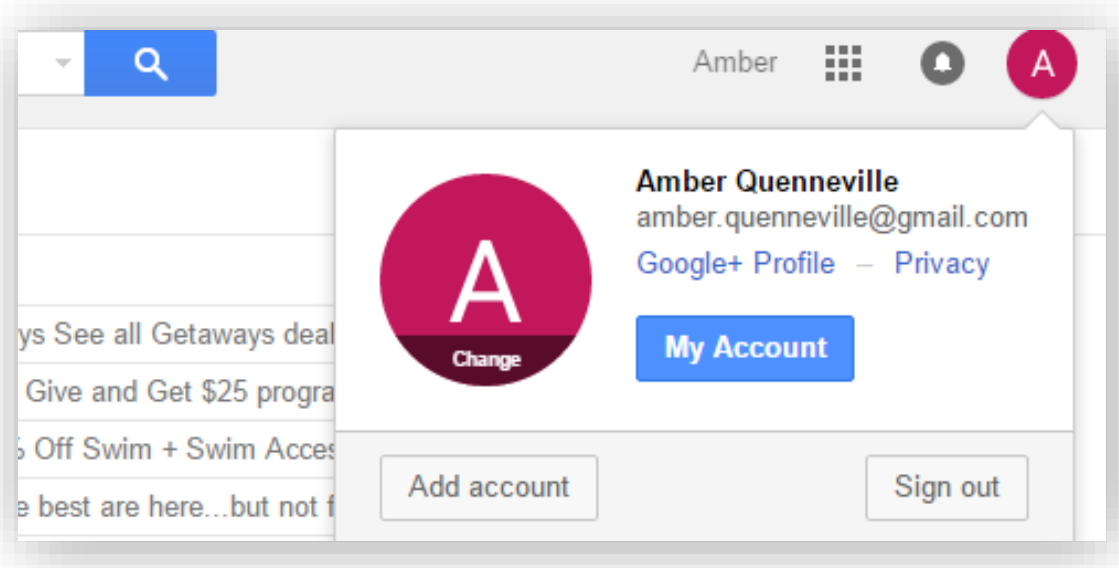
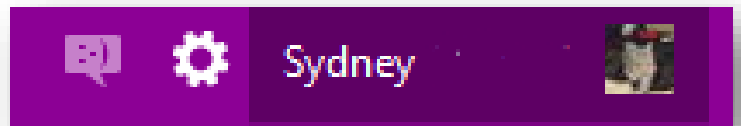
NOTES



5. Signing Out

Remember to sign out (log out) of your email when you are finished, especially when accessing your email in a public location.

You will find the log out button usually in the top right corner of your email software window – together with your name or account information links.



NOTES

Practice and Links

[Goodwill Community Foundation Learn Free – Email 101](#)

[Outlook 2010 Basics](#)