



Using email



Overview of course

- In this course, you will learn all about email accounts on the internet. The course covers how to set up an email account, as well as how to open, read and send emails safely.
- You can use popular free email providers such as Gmail, Outlook (which used to be called Hotmail) and Yahoo to easily create an email account. You can then use email to keep in touch with friends and family, sell things online, contact community groups or businesses, and much more. Having an email account will also let you access other services on the internet, such as banking or video calling with Skype.

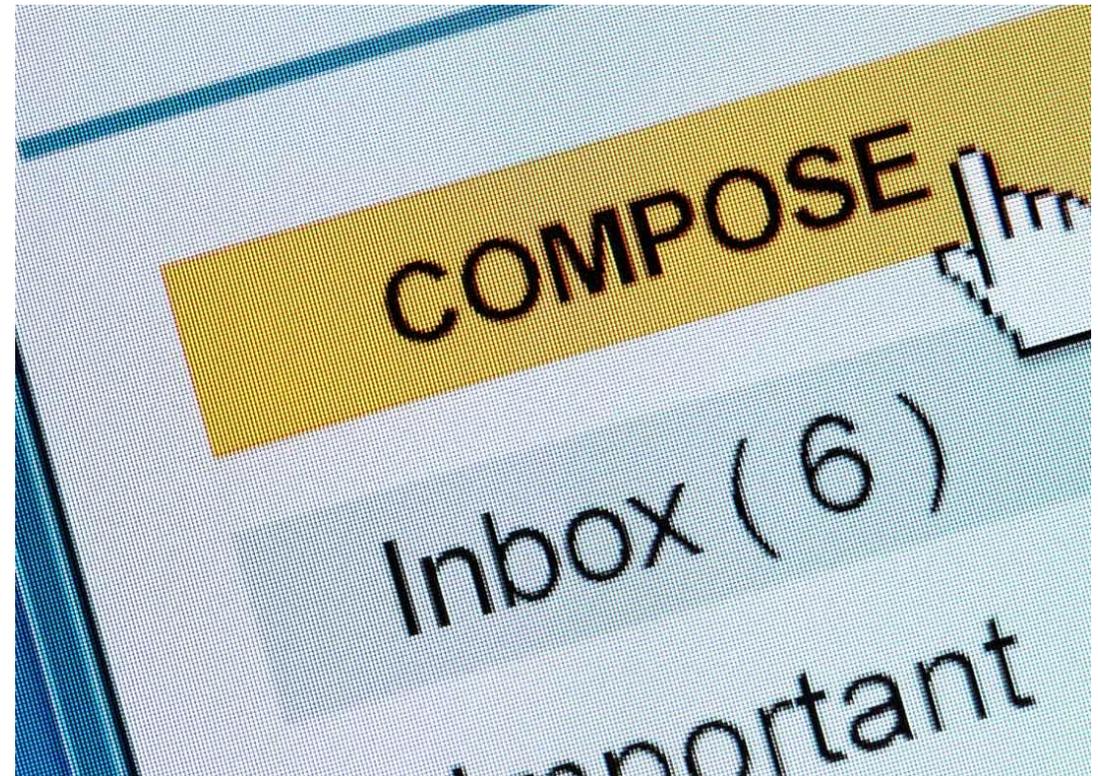
What is email?

- 'Email' stands for 'Electronic mail'. It works a lot like normal letters or mail, but it's online. It allows you to send messages and photos to people instantly - and for free - using the internet.
- In this course, we'll meet Salma. Salma has recently moved and wants to keep in touch with friends that she doesn't see very often.



What is email used for?

- As well as **keeping in touch** with friends and family, you can use your email account to do loads of useful things like apply for jobs, get receipts for things you buy online and get updates from your favourite websites.



Email providers

- An email provider is a web-based service that lets you create an account you can use to send, receive and store your emails. Three of the largest email providers are Gmail, Yahoo and Outlook. You can go to one of their websites to create an account for free.
- Using an email provider you can access your emails from any computer that is connected to the internet.



What it looks like

- Salma has a friend Maryam who uses Yahoo Mail. Let's look at the different parts of her email address.

maryam.dsouza@yahoo.com

Unique username

- The first part is the **unique username**. This is something you can choose for yourself.
- Maryam has chosen to use her first name and her second name but you can use whatever you like, as long as it's not something that's already been used by someone else.
- Like Maryam, you should only use small letters to avoid confusion.



maryam.dsouza@yahoo.com

The '@' symbol

- The next part is the **@ symbol** (pronounced 'at'). This makes it clear that this is an email address rather than a website address or name.

maryam.dsouza@yahoo.com



Your email provider

- The last part of a email address is the name of the email provider, followed by something like .com, .com.au or .org
- This part of your email address is like putting your street name and area on your postal address – it simply tells people which email provider they are sending the message to.

maryam.dsouza@**yahoo.com**

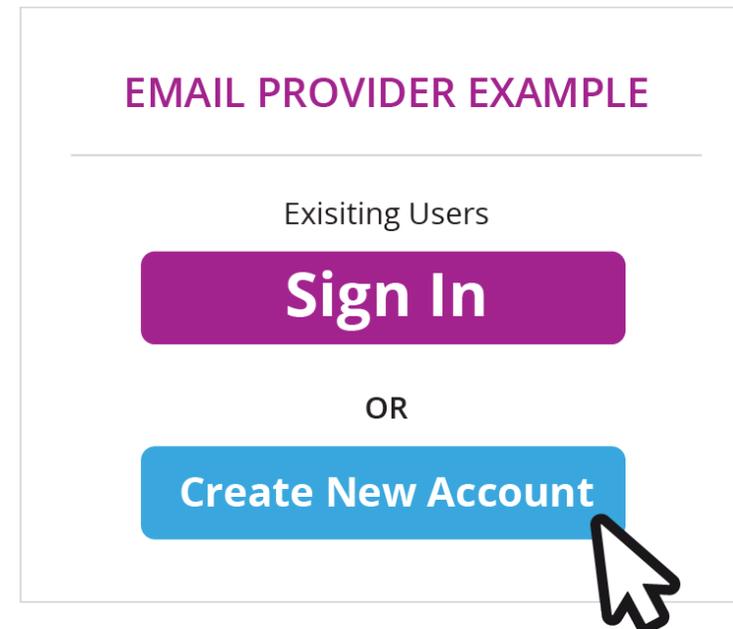




Creating an
email
account -
Yahoo

Setting up an account

- On the email provider's website, there will be a '**Create New Account**' or '**Sign Up**' button.
- On Yahoo's website, select 'Create New Account' to get started.



Complete the sign up form

- The next thing to do is to **fill out a form** that will ask a bit of personal information, like name and phone number.
- If you need some hints and tips about how to fill in forms online, you can take the Using online forms course on the Be Connected website.

Sign up example

First name	Surname
Email Address	@provider.com
Password	
Confirm Password	

[Continue](#)

Choosing an email address

- The first thing to do on the sign up form is enter a name and choose an email address.
- Your email address can be anything you like as long as someone else hasn't used it before.
- When choosing your email address, think about who will see it and what it says about you.

Sign up example

Salma	Singh
-------	-------

Email Address	@provider.com
---------------	---------------

Password

Confirm Password

[Continue](#)

New email address

- This person has chosen 'salma.s141' for email address, so her full email address is **salma.s141@yahoo.com**.
- She has chosen a sensible email address because she knows that she'll be using her email account to send messages to her work mates as well as her friends and family.

Sign up example

Salma Singh

salma.s141 @provider.com

Password

Confirm Password

Continue

Choosing a password

- Secure and memorable
- As well as an email address, you will have to create a password so that you can use it to access your account in future.
- You needs to make sure your password is safe and secure. This means that you'll need to choose something that is easy to remember but isn't easy for other people to guess.



Letters and numbers

- A secure password should be a mixture of letters and numbers. Some email providers will ask you to make your password more than 8 characters long.
- As an example- your favourite holiday destination is Spain and your pet is a dog that you got as a rescue dog when it was 7 years old. So **'spanishpooch7'** would be an option for a password.
- You could choose whatever you like – you just need to remember it.

Sign up example

Salma Singh

salma.s141 @provider.com

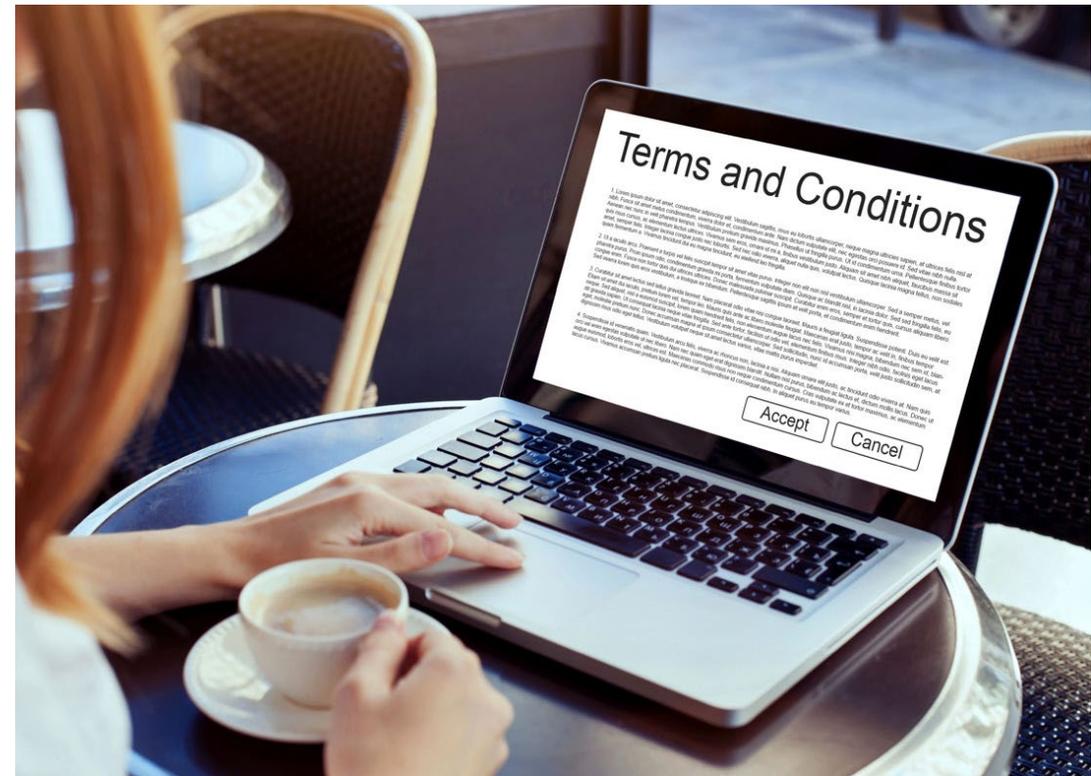
spanishpooch7

.....

[Continue](#)

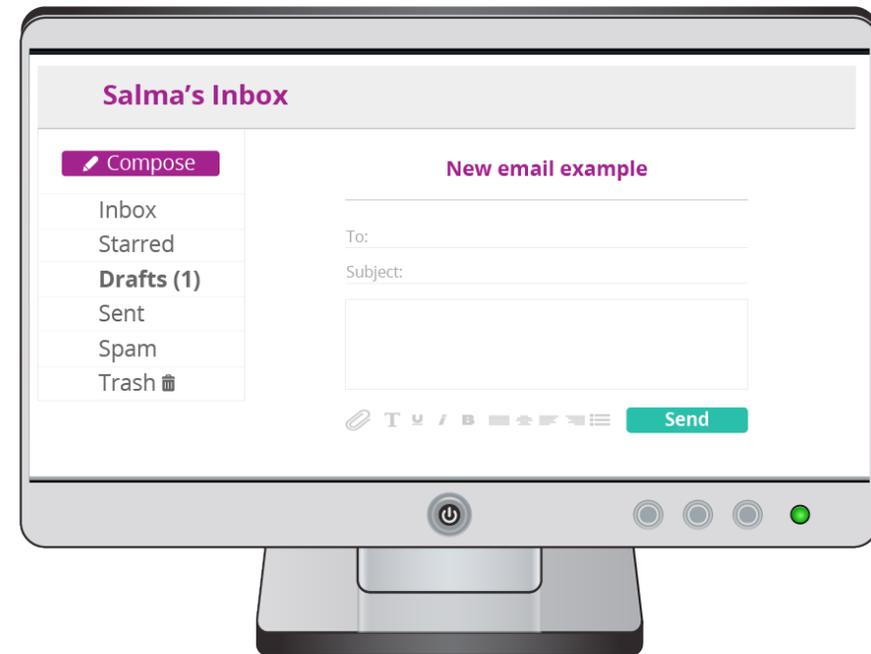
Terms and conditions

- Before you can finish creating your account, you'll be asked to agree to the **terms and conditions** of the email provider.
- Basically, they want to make sure you are going to use the email service nicely.
- It's a good idea to have a look at the terms and conditions before you finish signing up for an email account. If you don't agree with what they say, you might want to try using a different email provider.



Sending an email - Writing an email

- Now you have an email account, you want to learn how to write an email. You may decide to send an email to a friend to check that your account works.
- First, you need to select the 'Compose' button. Some email providers might call this 'New' or even just include an icon (a small picture) that looks like a piece of paper and pen, but the button is usually found in the same place at the top left hand corner of the screen.



Sending an email

- When you write your message, the three most important boxes you'll see are:
 - To
 - Subject
 - Your message
- **To :**
 - This is where you write the **email address of the person you're sending your message to** . For example:
maryam.dsouza@yahoo.com.

New email example

To:

Subject:

 **T** U / **B**        **Send**

Subject

- The subject box is where you'll need to type **what the email is about**. The person you're sending the email to will see the subject of the email before they open it, so it's a good idea to make it as clear as possible. This will help them decide whether or not they want to read the email.

New email example

To:

Subject:

 T U / B            

Message

- This is the big box underneath where it says 'Subject'. This is where you will **type your message**. You should set it out like you're writing a letter, so that it's clear and easy to read.
- When she's sending a message, Salma will have to think about who she's sending it to. If she's emailing Maryam, she'll be friendly and chatty, but when she is writing to her employer she'd be more formal.

New email example

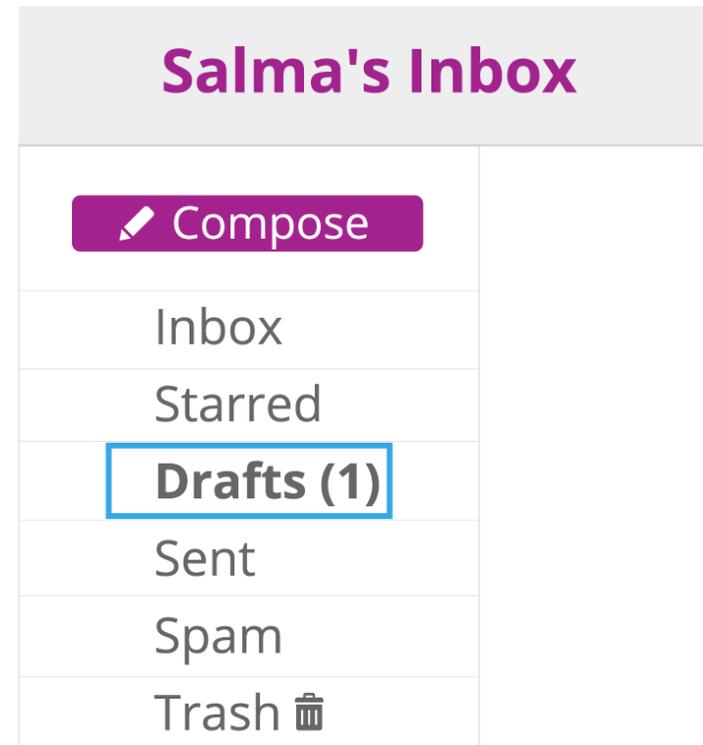
To:

Subject:

 T U / B            

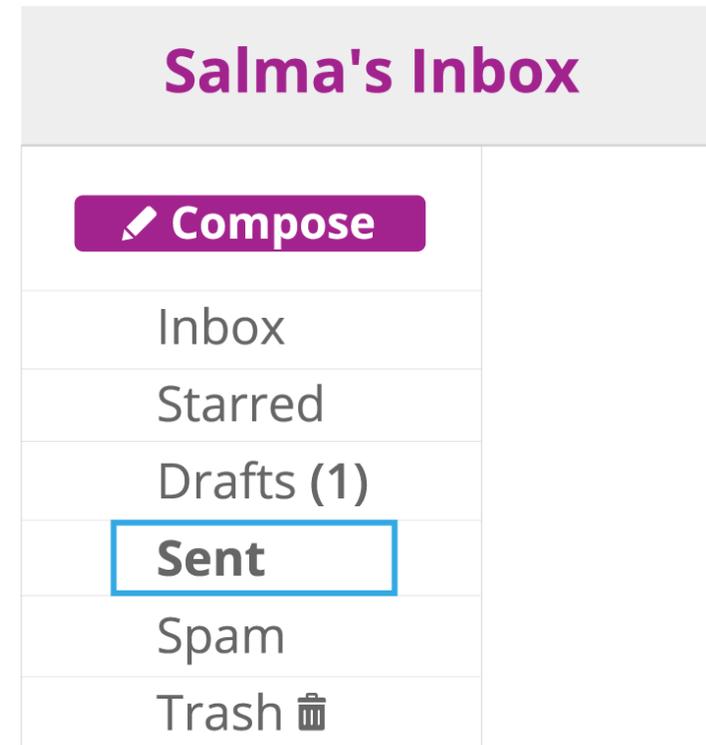
The drafts folder

- If you write an email but decide you're **not ready to send it** yet, you can save it as a 'draft' and send it later.
- Most email providers will automatically save a copy of your email in your 'Drafts' folder until you send it. You can find your drafts folder by clicking the word 'Drafts' on the left hand side of your email screen.
- Any messages you write will stay in your drafts folder until you send them.



The sent folder

- When you've **sent your email**, it will move from the 'Drafts' folder to the 'Sent' folder.
- You can get to your 'Sent' folder by clicking the word 'Sent' on the left side of your email screen.
- In your 'Sent' folder, you'll have a copy of each email you have sent.



Your inbox

- Your inbox is the first screen you'll see when you log in and is where you'll be able to see all of the emails that you receive.
- After you sign up for an email account, the first email in your inbox will usually be a welcome message from your email provider.



Different types of messages

- You might receive a few different types of email message.
- Your **friends and family** might send you chatty emails to keep in touch.



Different types of messages

- Other people, like your **bank, email provider or some supermarkets**, might email you to tell you about their latest news or offers.
- This will only happen if you've given them your email address.



Different types of messages

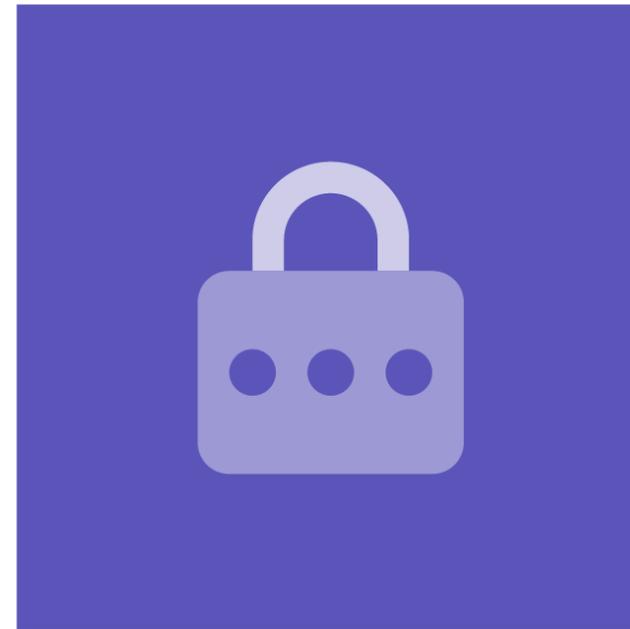
- You may receive messages you don't want. This is called 'spam'. 'Spam' is the email version of junk mail. You'll find out how to deal with 'spam' in the 'Safety and security' part of this course.
- There's a saying – If something seems too good to be true, **it probably is**. This applies very much in email.
- Never reply to people you don't know;
- Never click on links or attachments within an email from a sender you don't know;
- Never provide your banking details – a bank will never ask for your password.

 **Delete**

- Win \$1,000,000 NOW!
- Reclaim lost PPI today!
- FREE Spins - Play Now
- \$500 waiting for you.
- Reply and Win

eSafety Tip

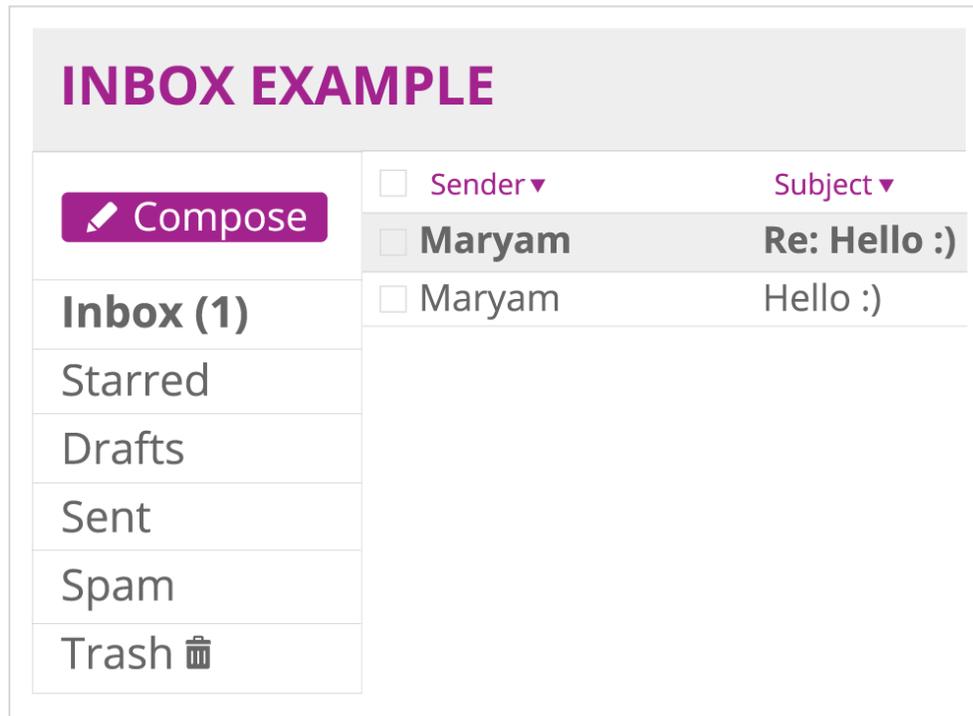
- Don't worry if you receive 'spam' or unwanted mail - it is, unfortunately, just part of having an email address. Just like getting unwanted advertisements or mail through the post, you will also get them electronically in your email inbox. Treat these spam emails the same as you would unwanted post to your house - delete them.



Receiving a reply

- Most new email messages that you receive will go to your inbox.
- However, some emails might go to your 'junk' or 'spam' folder by accident, so you needs to check this regularly so that your not missing anything important.

Unread messages



- When you receive a new email, it will be in a **brighter colour or in bold** compared to the ones you've already read.
- Sometimes there'll be an image next to it, for example a **circle or a closed envelope**.

Sender and subject

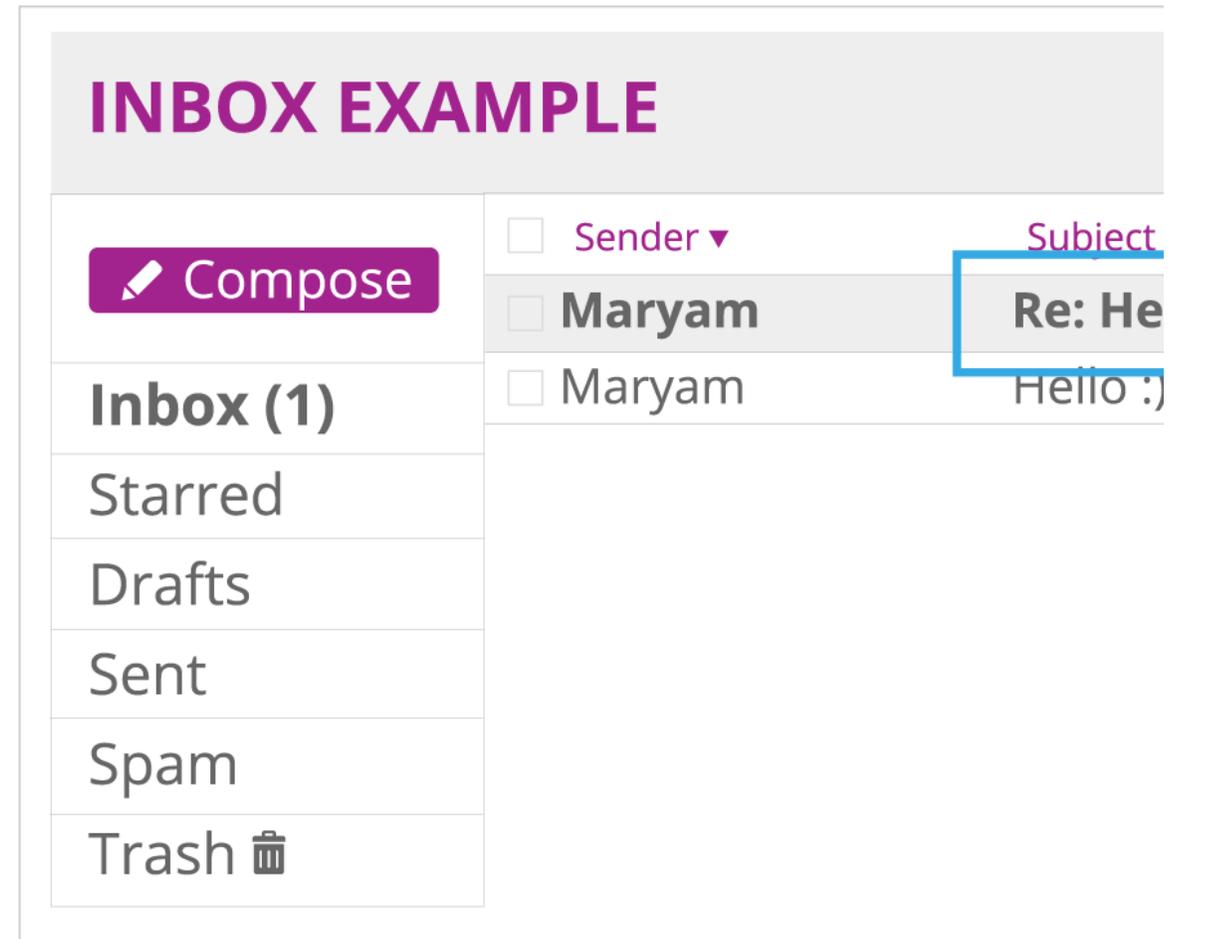
- From her inbox, Salma can see who the email is from and what it's about, which helps her decide whether or not to open it.

The screenshot shows an email inbox interface. At the top, there is a header bar with the text "INBOX EXAMPLE" in purple. Below the header, there is a "Compose" button with a pencil icon. To the right of the "Compose" button, there are two columns: "Sender" and "Subject", both with a downward arrow indicating they are dropdown menus. Below these columns, there is a table of email entries. The first entry is highlighted with a blue border and contains the sender "Maryam" and the subject "Re: Hello :)". The second entry is "Maryam" with the subject "Hello :)". On the left side of the inbox, there is a list of folders: "Inbox (1)", "Starred", "Drafts", "Sent", "Spam", and "Trash" with a trash can icon.

	Sender ▼	Subject ▼
<input type="checkbox"/>	Maryam	Re: Hello :)
<input type="checkbox"/>	Maryam	Hello :)

To open the message from Maryam, you will need to select where it says what the email is about.

Reading the message



The screenshot shows an email inbox interface. At the top, there is a header bar with the text "INBOX EXAMPLE" in purple. Below the header, there is a sidebar on the left with a "Compose" button (a purple button with a white pencil icon) and a list of folders: "Inbox (1)", "Starred", "Drafts", "Sent", "Spam", and "Trash" (with a trash can icon). The main area of the inbox displays a list of messages. The first message is selected and highlighted in grey. It has a checkbox on the left, the sender name "Maryam", and the subject "Re: He". The second message is also from "Maryam" with the subject "Hello :)". A blue box highlights the subject line of the first message.

	Sender ▼	Subject
<input type="checkbox"/>	Maryam	Re: He
<input type="checkbox"/>	Maryam	Hello :)

When you have opened the email, you'll still be able to see who it's from and what it's about.

Sender and subject

INBOX EXAMPLE

 Compose



From: Maryam D'Souza, Today, 12:00
Subject: Hello :)

Inbox

Starred

Drafts

Sent

Spam

Trash 

Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

 [Reply](#), [Reply All](#) | [Forward](#) | [Delete](#)

You can then read the message from Maryam, which will be in the big box underneath.

Reading the message

INBOX EXAMPLE

 **Compose**

inbox

starred

drafts

sent

pam

rash 

 
From: Maryam D'Souza, Today, 1:
Subject: Hello :)

Hi Salma,
It's great to see you using email
Let's keep in touch.

Maryam

 [Reply](#) , [Reply All](#) | [Forward](#) |

What shall I do with this email?

- When you've read an email, you can decide to do a few different things.
- You might choose to reply to the email if you want to keep the conversation going or you need to let the other person know a piece of information.

INBOX EXAMPLE

[Compose](#)  

Inbox

Starred

Drafts

Sent

Spam

Trash 

From: Maryam D'Souza, Today, 12:00pm

Subject: Hello :)

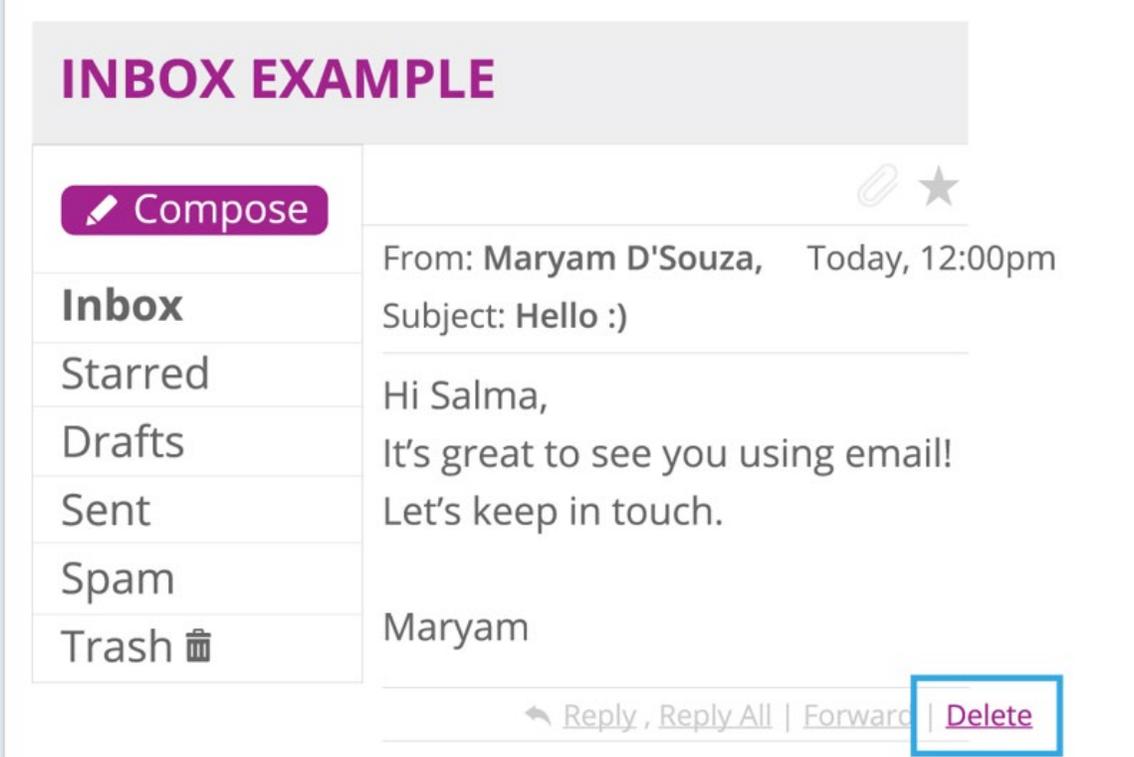
Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

[Reply](#) | [Reply All](#) | [Forward](#) | [Delete](#)

Delete

- You can also choose to delete the email. It's a good idea to do this if you think the message might be harmful. You can find out more about the types of email you should delete in the 'Safety and security' part of this course.



INBOX EXAMPLE

[Compose](#)  

From: Maryam D'Souza, Today, 12:00pm
Subject: Hello :)

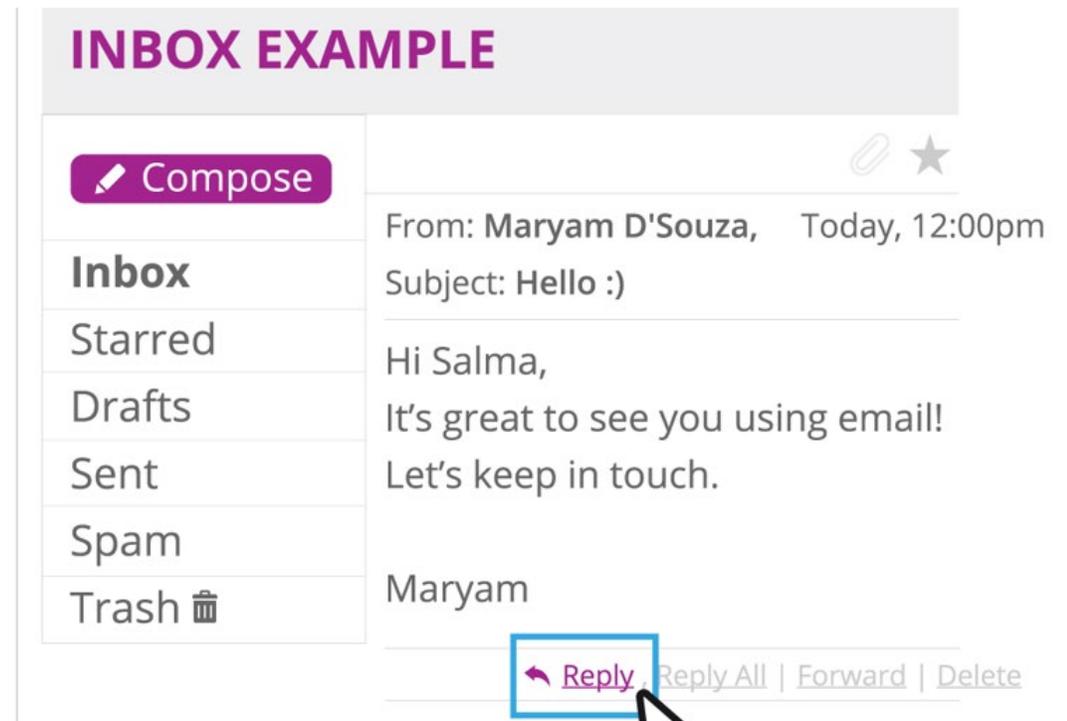
Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

[Reply](#), [Reply All](#) | [Forward](#) | [Delete](#)

Replying to an email

- Salma wants to keep the conversation going with Maryam, so she chooses to reply to her email.
- At the bottom of the message there are some options, including 'Reply', 'Reply All' and 'Forward'.



The screenshot shows an email client interface. On the left is a sidebar with a 'Compose' button and a list of folders: 'Inbox', 'Starred', 'Drafts', 'Sent', 'Spam', and 'Trash'. The main area displays an email from Maryam D'Souza with the subject 'Hello :)'. The body of the email says 'Hi Salma, It's great to see you using email! Let's keep in touch.' The sender's name 'Maryam' is at the bottom. At the bottom right of the email, there are action buttons: 'Reply', 'Reply All', 'Forward', and 'Delete'. The 'Reply' button is highlighted with a blue box and a mouse cursor is pointing at it.

INBOX EXAMPLE

[Compose](#)  

From: Maryam D'Souza, Today, 12:00pm
Subject: Hello :)

Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

[Reply](#) | [Reply All](#) | [Forward](#) | [Delete](#)

'Reply' or 'Reply all'

- Sometimes you'll get an email that has been sent to more than one person. If you want to reply to just the person who sent it, you can press 'Reply'. If you want to send a reply message to everyone, you can select 'Reply All'.
- It's a good idea to double check the 'To' box and make sure that the email is going to the correct person before you press 'Send.'

INBOX EXAMPLE

[Compose](#)  

From: Maryam D'Souza, Today, 12:00pm
Subject: Hello :)

Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

[Reply, Reply All](#) [Forward](#) | [Delete](#)

Reply

- You want to send a message back to Maryam so you select 'Reply.' This creates a conversation between yourself and Maryam.

INBOX EXAMPLE

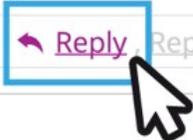
[Compose](#)  

From: Maryam D'Souza, Today, 12:00pm
Subject: Hello :)

Hi Salma,
It's great to see you using email!
Let's keep in touch.

Maryam

[Reply](#) | [Reply All](#) | [Forward](#) | [Delete](#)



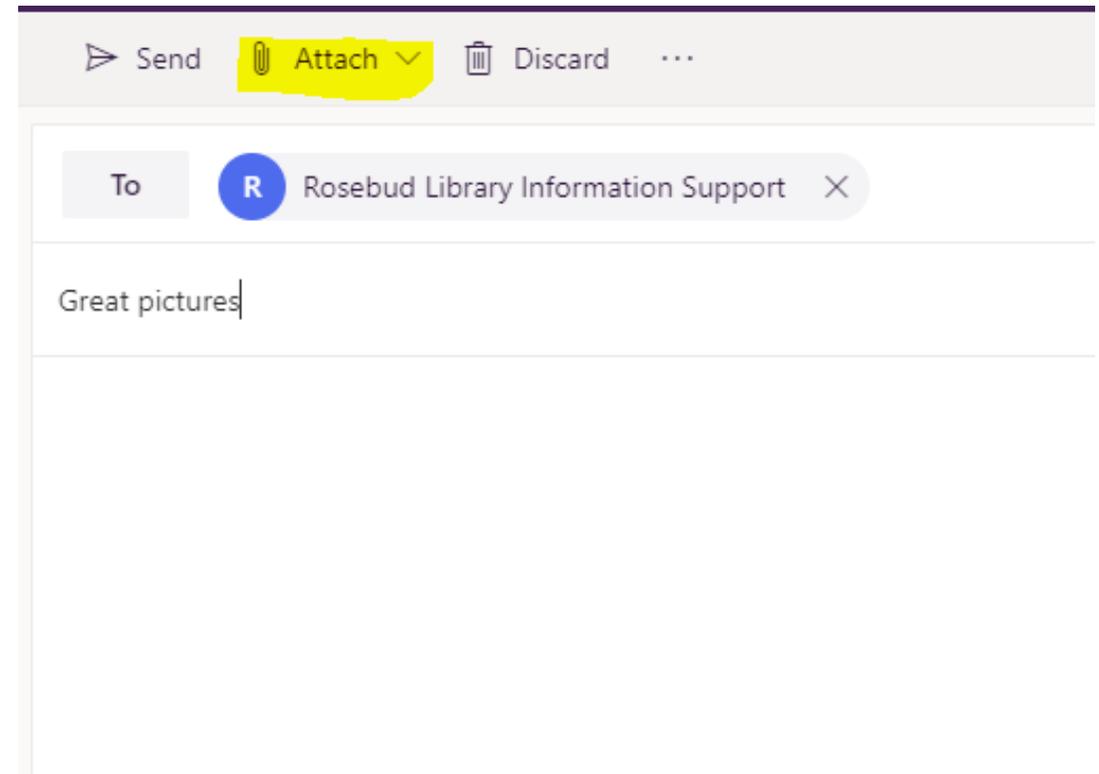


Adding an attachment

You can add files/photos, to your email.

Attachments – part 1

- Create new email – select ‘Compose’ or ‘New Message’ or something similar. Enter the email address in the ‘To’ field and a subject.
- To attach a file etc – select ‘Attach’. It may also be called ‘Insert’. There will usually be an image of a paperclip beside it.



Attachments – part 2

- When you select the Attach option you will be asked where you want to go – in this case we are going to Browse the computer

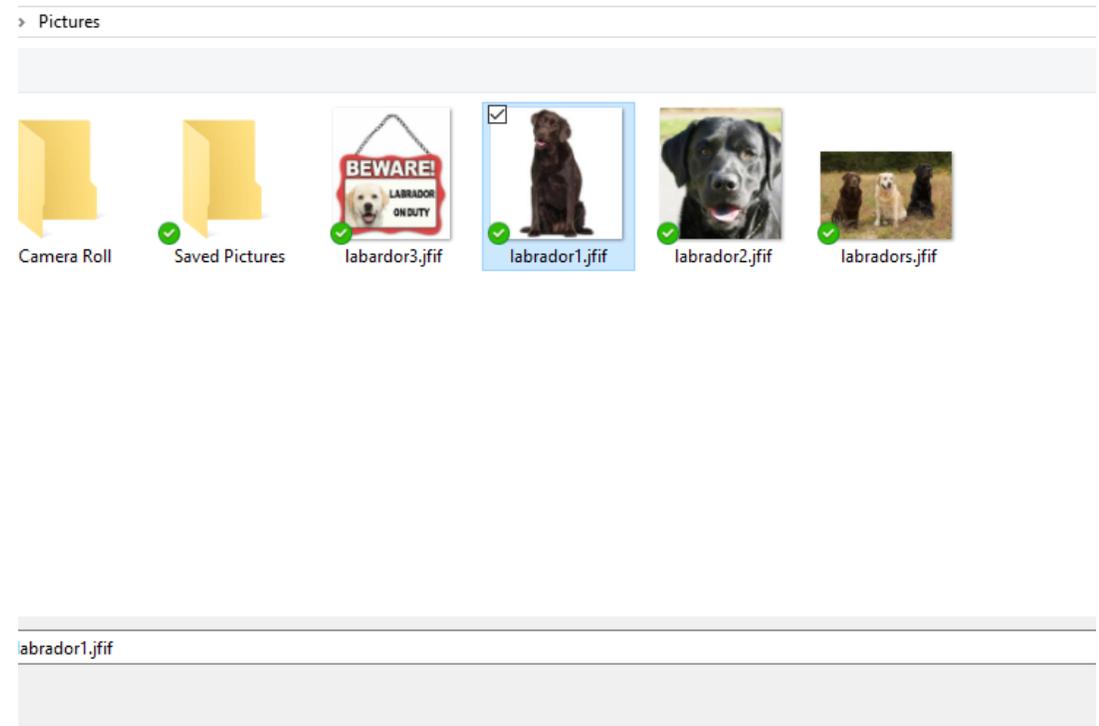


 Browse this computer

 Browse cloud location

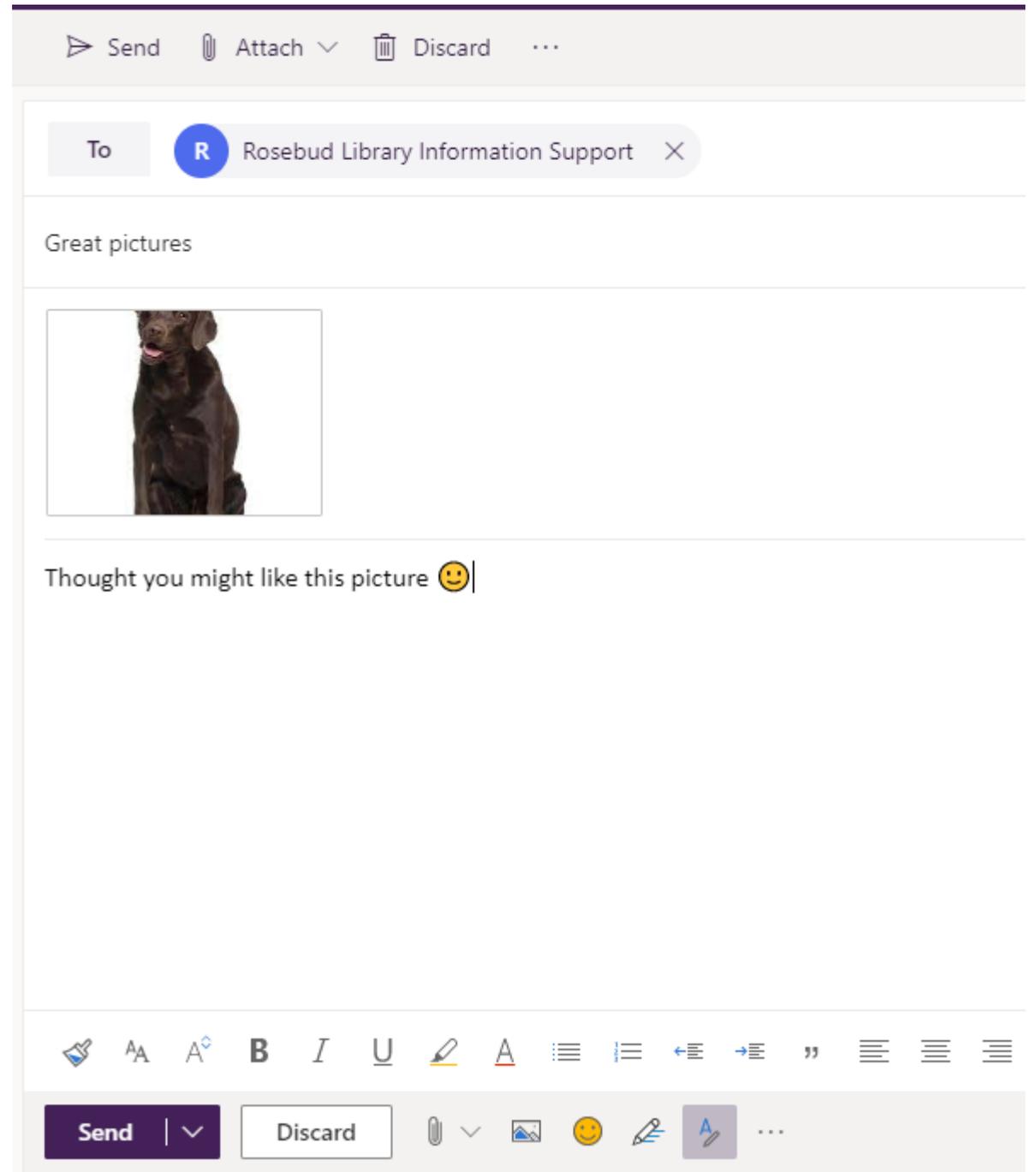
Attachments – part 3

- You will then need to find the file/picture that you want to attach. Once you have found it, select it by clicking on it with your mouse and select Open.



Attachments – part 4

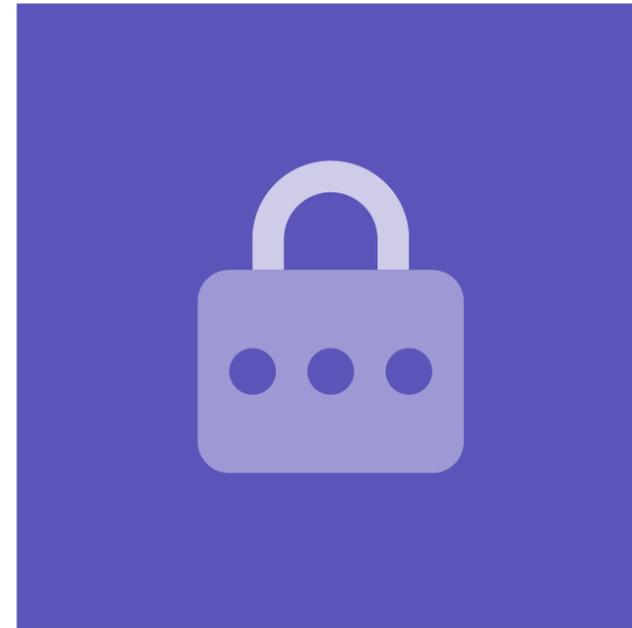
The file is then attached to the email. You can repeat the Attachment process to attach more files. You may like to add a message and select Send.



The screenshot shows an email composition interface. At the top, there are buttons for 'Send', 'Attach', 'Discard', and a menu icon. Below this is the 'To' field, which contains a contact named 'Rosebud Library Information Support' with a blue circular profile picture containing the letter 'R'. The main body of the email contains the text 'Great pictures' followed by a rectangular image of a brown dog sitting. Below the image, the text reads 'Thought you might like this picture 😊'. At the bottom, there is a rich text editor toolbar with icons for undo, redo, bold, italic, underline, link, unlink, list, and text color. Below the toolbar are buttons for 'Send' and 'Discard', followed by icons for attachment, image, emoji, and a pencil icon, along with a menu icon.

eSafety Tip

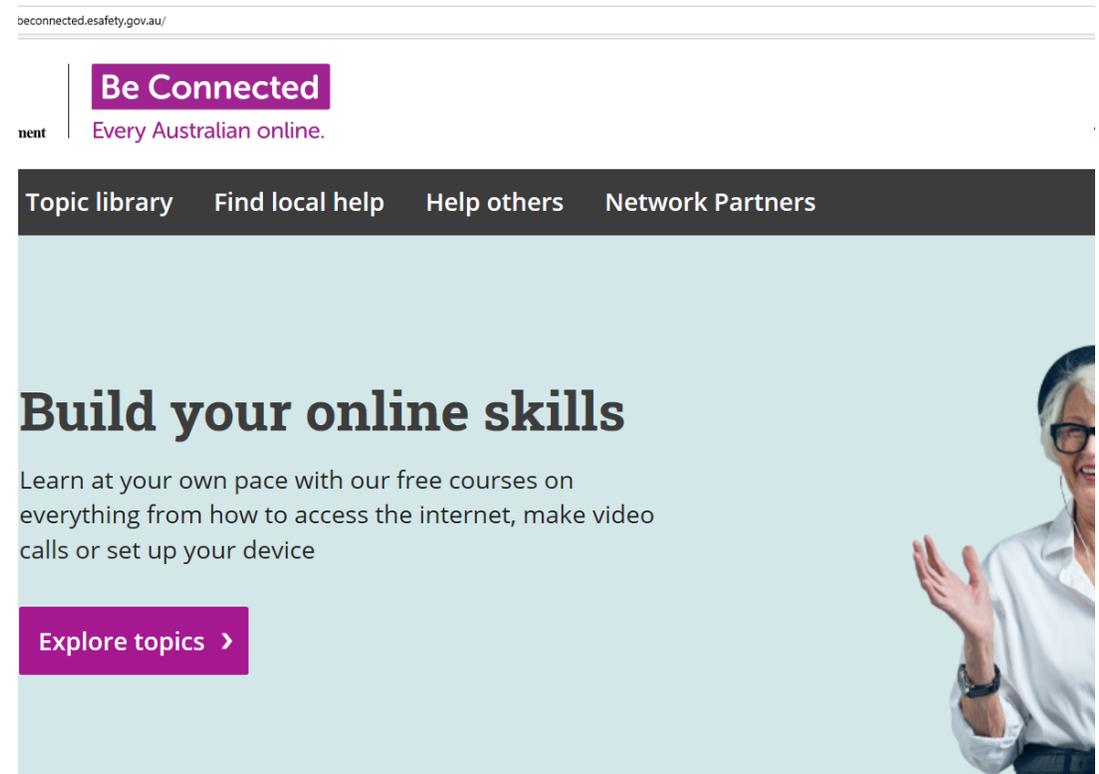
- Don't open or download any attachments from an email that looks like it is spam mail. Delete the email without clicking on anything in it or downloading anything from it.



BeConnected

- Like to know more about Be Connected? Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world. We have online learning resources as well as a Network of community partners - the Be Connected Network - who offer in-person support so you can develop your digital skills and confidence. Find a local place for friendly help and advice, or join the Network to help others.

<https://beconnected.esafety.gov.au>



The screenshot shows the homepage of the Be Connected website. At the top, the URL beconnected.esafety.gov.au/ is visible. The main header features the "Be Connected" logo in a purple box, with the tagline "Every Australian online." below it. A navigation bar contains four links: "Topic library", "Find local help", "Help others", and "Network Partners". The main content area has a light blue background and features the heading "Build your online skills" in a large, bold font. Below this heading, a paragraph reads: "Learn at your own pace with our free courses on everything from how to access the internet, make video calls or set up your device". A purple button with the text "Explore topics >" is positioned below the paragraph. On the right side of the page, there is a partial image of an elderly woman with white hair and glasses, wearing a white shirt, who appears to be speaking or gesturing.

Congratulations



WE HAVE FINISHED THE
POWERPOINT PRESENTATION.



I WILL NOW DO A LIVE
EXAMPLE OF EMAIL.



ANY QUESTIONS??