



Tech Savvy Seniors

Introduction to Email

Part 2 Intermediate Guide





TOPIC	INTRODUCTION TO EMAIL – PART 2
EMAIL FEATURES	<p>Now that you have an email account set up and have learned the basics of addressing and typing up emails, it's time to learn some of the tricks and traps of using email.</p> <p>Did you know that you can send a single email to a large number of people at once, making it perfect for invitations and groups messages? And that when you send it, you can hide the names of the recipients? Or that you can set up an address book with groups for easy sending of multiple emails?</p> <p>You'll also learn about what to do with email from unwanted sources - the internet's infamous "spam". And you'll also find out how to deal with attachments, which are files sent along with an email.</p>
WHO IS THIS WORKSHOP FOR?	<p>You may be looking to follow-up what you learned in the Introduction to Email Part 1 workshop, or wanting to improve upon your existing understanding of email. Either way, this session completes the course and equips you to use all of email's most important features.</p>
WHAT YOU'LL NEED	<ul style="list-style-type: none"> ▶ An internet-connected laptop or desktop computer; either your own or supplied by the workshop organisers. You may need to share a computer with others in the workshop. ▶ An email account; either the Gmail account set up in the Introduction to Email Part 1 workshop, or another existing email account. ▶ Ideally, you will also have some emails in your Inbox, and a saved photo or file on your computer to send as an attachment.
WHAT YOU'LL LEARN	<p>In this workshop you'll learn how to add people to your Contacts list; how labels can help you send group emails; how CC and BCC work (and what they are); how to use attachments to send files; and how to deal with spam email.</p>




TIMETABLE

We've broken this session into five parts, with a break in the middle. The workshop works best as an interactive experience, so feel free to ask questions.

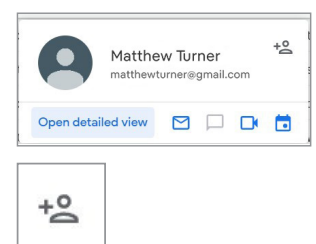


SUBJECT	DURATION
Introduction and review	10 minutes
Creating and managing your contacts list	40 minutes
Break	15 minutes
Sending emails to multiple people	20 minutes
Using CC and BCC (and what they mean)	10 minutes
Using attachments	20 minutes
Managing and avoiding junk email	15 minutes
Summary	10 minutes
TOTAL	140 minutes

SUBJECT	INTRODUCTION AND REVIEW
TIME 	10 minutes
RECAP 	<p>In the Introduction to Email Part 1 workshop we covered the very basics of getting email up and running. If you've gone through that session, you should now have a Gmail (Google Mail) account and a basic understanding of how to send and receive email.</p> <p>Specifically, we covered how to:</p> <ul style="list-style-type: none">▶ Create an email account with Gmail▶ Read emails that have been sent to you▶ Compose an email, including filling in the recipient's email address, subject line and email contents▶ Reply to somebody else's email▶ Forward an email onto a third party. <p>If there's anything you need to go back over, don't hesitate to ask your workshop leader.</p> <p>To complete your understanding of email, we're going to be looking at:</p> <ul style="list-style-type: none">▶ Adding people to your Contacts list, and managing their details▶ Creating groups and sending emails to multiple people▶ CCs and BCCs, what they are and why you might need to use them▶ Using attachments, which let you send a file, photo, or video along with your email▶ Avoiding junk mail known as spam, which clutters up the Inbox of every person who uses the internet.

SUBJECT	CREATING AND MANAGING YOUR CONTACTS
TIME 	40 minutes
OVERVIEW 	<p>Thankfully you don't have to have to remember the email address of everybody you know.</p> <p>Instead, you can use a Contacts list that stores them all for you. Once you've added a person to your Contacts, all you need to do is type their name into the To field and Gmail will automatically fill in the email address for you.</p> <p>When you reply to an email you've received, it will also automatically add the Sender's name and email address to your Contacts list. You'll find them under Other Contacts.</p> <p>As well as individual contacts, you can also create Groups. Groups are useful for batch emails. For example, you could create a group called Family that includes all your immediate family members. Then you could send an email to your family group and everybody in the group would receive it.</p>
ADDING A CONTACT FROM AN EMAIL YOU HAVE RECEIVED 	<p>First, let's start by sending emails between workshop group members. Tell each other your email address, and then use the knowledge learned from the Introduction to Email Part 1 workshop to send a short email to each other. It doesn't matter what it says.</p> <p>Now you should all have new emails sitting in your Gmail Inbox.</p> <p>Open up one of these new emails.</p> <p>Put your mouse over the person's name at the top of the email and wait a moment. A contact card will pop up.</p> <p>In the top right of the card, you can see the Add Contact icon. Click this to add the person to your Contacts. The Add Contact icon will turn into the Edit Contact icon, which looks like a pencil.</p> <p>If the person is already in your Contacts, you won't see the Add Contact icon, instead the card will come up with the Edit Contact icon already showing.</p>

A Gmail contact card



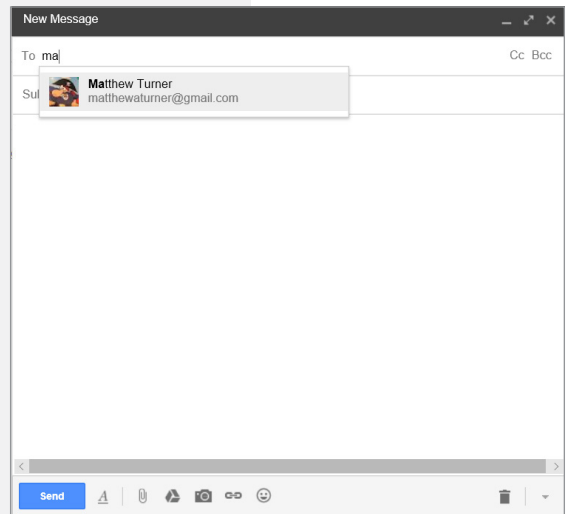
ADDING A CONTACT FROM AN EMAIL YOU HAVE RECEIVED



That's all there is to it. Now let's use that to send an email to the person now on your **Contacts** list. Click on **Compose**.

In the **To** field, start typing the name of the person you want to send the email to.

You can type the person's full name if you want, but Gmail actually gives you a shortcut as well. As soon as you start typing the name, a list of contacts matching the letters you've typed so far will appear just under the **To** field. For example, if you're sending an email to **Matthew**, as soon as you type **Ma** in the field, Matthew's full name will appear just below the box. You can click on this name and Gmail will fill in the rest.



MANUALLY ADDING A CONTACT

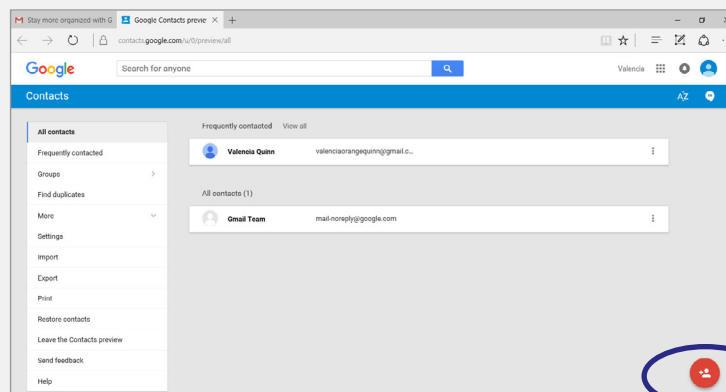
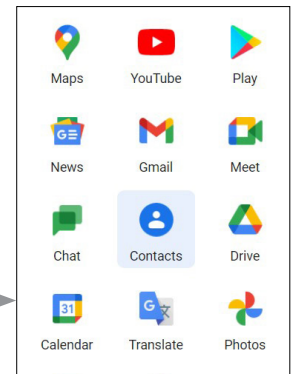


If you've never received an email from the person you want to add, you can still add a contact manually. You can also use this to add extra details to your contacts, like a photo, birthday, home address and phone number.

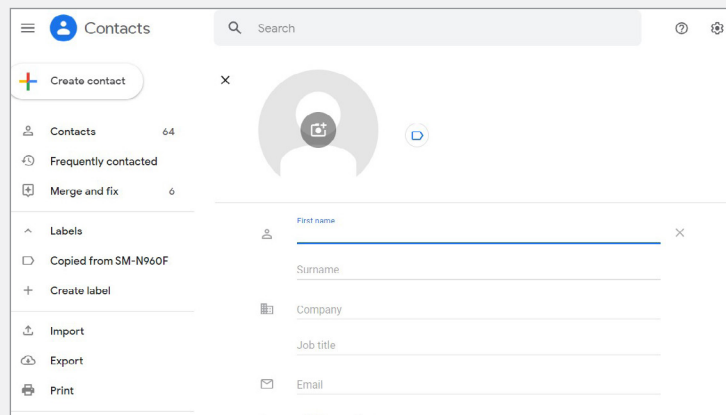
First, go to the **Menu** button at the top right, it looks like a grid of nine dots. Left-click on it. You'll see a drop-down list. Select **Contacts** from that list.

This takes you to your Contacts page, which has a complete list of all your contacts.

To add a new contact, click the red circle icon at the bottom right of the page.



MANUALLY ADDING A CONTACT



← The Gmail contacts page

A new page will appear, showing a blank **Contact** form. You can fill in their **First name**, **Surname**, and then **Email** for now. The other fields can be left blank.

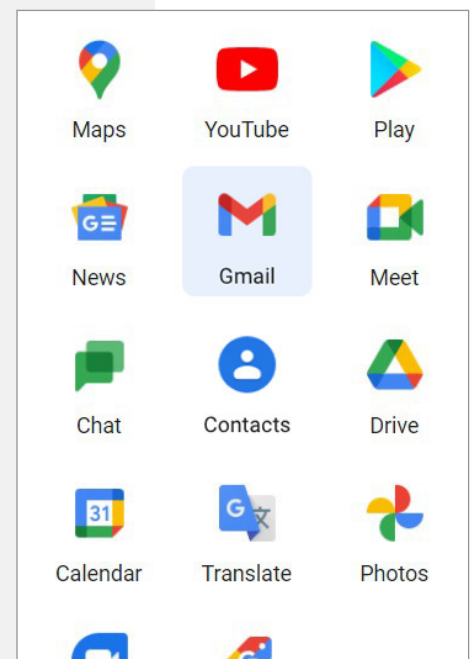
The large circle is where you can upload a photo to identify your contact, if you have one. The picture will appear next to any new emails you receive from them.

When you're done, click **Save**. This will return you to your Contacts list.

To edit an existing contact, click the pencil icon that appears on the far right of the contact field when you hover your mouse over it. This will display the information page for that contact, where you can change or add details.

Click on the grid icon in the top-right corner of the Gmail window again. This displays a range of Google applications, including Gmail. Click on the **Gmail** icon.

The grid icon at the top of the window provides links to Google services, including Gmail



CREATING GROUPS



In Gmail you can create groups (now called **Labels**, which can be a bit confusing) which are categories of contacts. A contact can be in multiple groups (or none at all). Having a contact in a group lets you quickly send an email to all the people in that group.

First go to **Contacts** (if you're not already there), by clicking on the menu icon at the top right and selecting **Contacts**.

Now, in the menu of options, click on **Labels** and then **Create Label**.

In the box that pops up, give the label a name. It can be anything you want. For this example, you can just use **Friends**. Click **Save** when you're done.

Create label

Friends

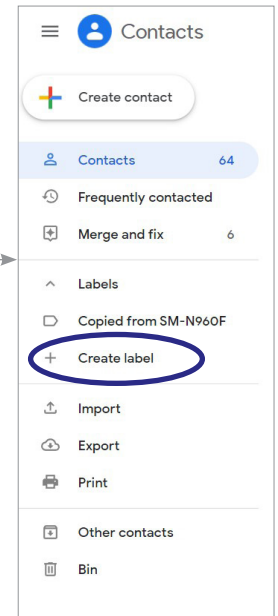
Cancel Save

The Friends label will now appear on the left under **Labels**. Clicking on it will show a list of all the people in that group. For now there won't be any, because we haven't added people to the group yet.

Click on **Contacts** on the left to go back to your main Contacts page.




When you hover over a contact, the icon to its left changes to a check box. When you click on it, a little tick will appear in the box. For every person you want to add to the Friends group you just created, check the box and select the **Manage Labels** button at the top of the list of contacts. It looks a bit like a blank signpost. This will ask you which label you want to add them to. Click on the **Friends** label we just created which you'll see in the drop-down menu and then click **Apply**.

That's it. They're now members of your Friends group. If you click on the label name on the left now, they will appear in the list of group members. We'll use this in the next section to send a group email.

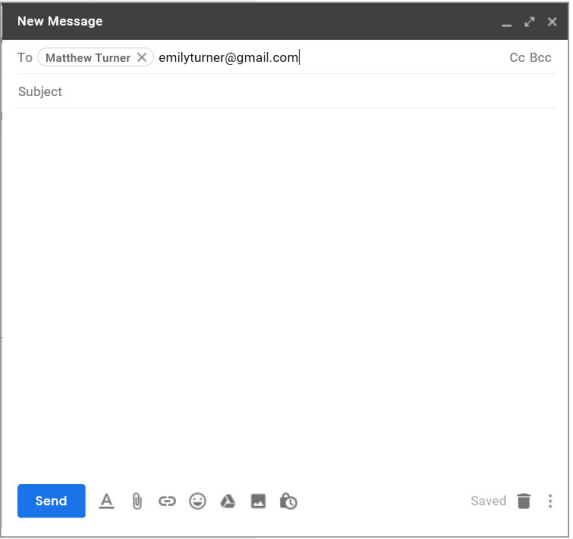


The **Manage Labels** button



SUBJECT	SENDING EMAILS TO MULTIPLE PEOPLE
TIME 	20 minutes
OVERVIEW 	<p>There is no limit on the number of people you can send an email to at once. You can send a single email to two, ten or 100 people, if you want. The email system will automatically make a copy for each person you want to send the email to.</p>
SENDING TO MULTIPLE RECIPIENTS 	<p>You can send emails to multiple people by using labels, which we just created, or by simply listing multiple recipients in the To field.</p> <p>This is very simple – all you have to do is separate the names in the To field with a comma.</p> <p>Go to your Inbox and click on Compose.</p> <p>In the To field, where you enter the name of the recipient, type in the name of the first person you want to send the email to. Next, type a comma (,) then the next email address, and so on. You can have as many people as you want.</p> <p>As you finish typing an address, Gmail will automatically circle it and add an X. You can click this X later to remove the address from this group email. This is handy if you suddenly realise that, for example, the sixth person on the list shouldn't be there - you don't have to delete all the addresses and start again. Just click the X!</p> <p>Type a subject and contents for the email and send. The email will go to every address in the list.</p>

A group email shows the addresses of many people, with each address circled and with an X you can click to remove it.



SENDING TO A GROUP



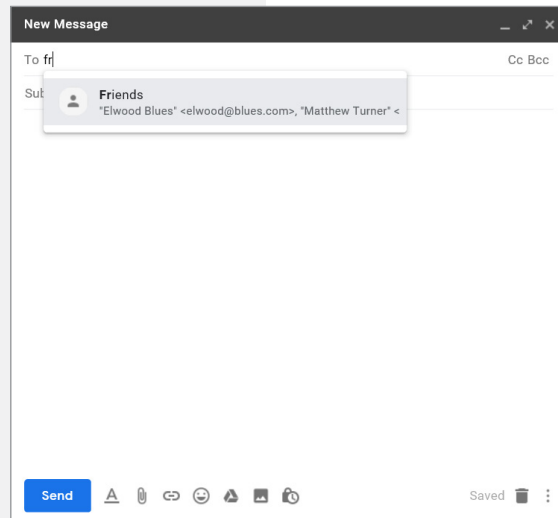
Sending an email to a group is functionally the same as sending it to multiple recipients, except that instead of having to type in the names individually, you just have to type in the name of the group you've created.

Go to your **Inbox** and click on **Compose** to start a new email.

In the **To** field, type in the name of the group you want to send it to. You'll notice that, as it does with individual names, Gmail performs an advance lookup of names that you can click on. For example, if you created a group called **Friends**, as soon as you type **Fr** into the box, an option will appear just below offering Friends (group). Clicking on that will fill in the rest of the field for you.

Now you can just fill in the subject and body of the email as normal, and click **Send** when you're done. Gmail will automatically send the email to everybody in the group.

Group emails can be sent to many people, without the need to type addresses individually



REPLYING TO A GROUP EMAIL



When an email is sent to multiple people, everybody can see the names and email addresses of all the other recipients (unless the sender uses the BCC field, which we'll cover shortly).

When you get an email that was sent to multiple people, you may want to reply to it. Sometimes you want to reply just to the sender; sometimes you want your reply to go out to all the other recipients as well. There are options for both.

Clicking on the normal **Reply** button will send your reply to just the sender of the email. Nobody else will get or see your reply.

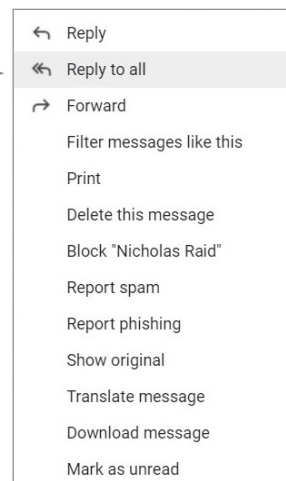
But if you want everybody to whom the original email was sent to get your reply, you can use the **Reply to all** option. Click on the three dots next to the **Reply** button, and from the drop-down list click on **Reply to all**.




You'll see that a new email is created, populated with all the addresses of the recipients of the original email. One thing you'll notice is that everybody other than original sender has their names in the **CC** field rather than the **To** field. That's OK – they'll still get the email – and we'll discuss what **CC** means in a moment.




When you're done composing, click on **Send**. Everybody who received the original mail will also receive your reply.



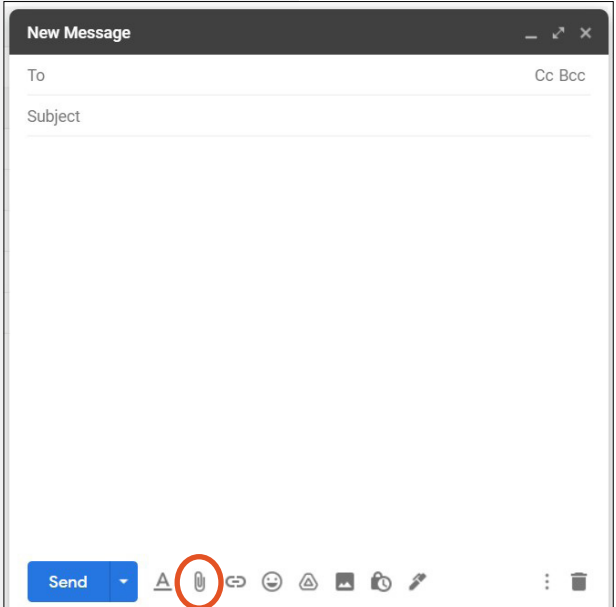
The three dots next to the **Reply** arrow reveals a menu of options



SUBJECT	USING CC AND BCC (AND WHAT THEY MEAN)
TIME 	10 minutes
OVERVIEW 	<p>CC and BCC stand for carbon copy and blind carbon copy respectively. They're used to include people in an email exchange who aren't necessarily the primary recipients.</p> <p>You can enter email addresses into the fields just like you do into the To field. Any email address you enter into those fields will also receive the email, just as if the addresses had been entered into the To field.</p> <p>CC has no real function other than to signify that the recipient is not the primary target of the email. It's most used 'for your information' type notices. If for example, you send an email to somebody, but you wanted a third party to know that you sent the email and what its contents were, you could enter their name into the CC field.</p> <p>CC is often used for group replies. For example, somebody sends out a group email inviting you (and others) to a party. You can use the Reply to all function (from earlier in this workshop) if you wanted everyone to know you were coming. The original sender would be in the To field, because they're the primary target of your response. Everybody else would be in the carbon copied (CC) field, because they're not the primary target, but you'd like to let them in on the email conversation nonetheless.</p> <p>BCC has a special function. Normally every recipient of a group email can see who every other recipient is, so you get the full list of everybody the email went out to. But blind carbon copy keeps the names of people hidden from the view of other recipients.</p> <p>For example, say you were writing an email to somebody and you wanted to CC a third party in on the email. Normally, the primary recipient would know that you also CC'd that third party in. But if you put the third party email address in the BCC field (rather than the CC field), the primary recipient would not know that the third party also received a copy of your email.</p>
ADDING A CC OR BCC TO AN EMAIL 	<p>Go to Gmail and click on Compose.</p> <p>At the top right you'll see Cc and Bcc options. Click on one or the other (depending on which you want to use).</p> <p>A new field will appear. Enter the email address of the person you want to CC (or BCC) in on the email into this new field. It works just like the To field.</p> <p>Compose your email and send.</p>

SUBJECT	USING ATTACHMENTS
TIME 	20 minutes
OVERVIEW 	<p>An attachment is a computer file that you attach to an email. When the recipient gets the email, they also get the file. They can just click on it to open or save it to their computer. It's kind of like slipping something into an envelope you send via regular mail.</p> <p>Any type of file can be attached. It can be a digital photo, a small video, a document, even a computer program that can be run on your PC (though programs do cause some problems).</p> <p>You can actually attach multiple files to a single email. For example, you could send an email with five, ten or even more photos attached.</p> <p>There is a file size limit on most email systems, however. If the file you're trying to attach is too big, it may be rejected. On Gmail, for example, the size limit for an attachment is 25 megabytes. In practical terms, this is enough for 5-10 good quality photos. You couldn't attach a full movie, but very short videos are possible. Of course, you can send multiple emails if you have more items to attach.</p> <p>Attaching files to emails is really easy! We'll walk through it step by step.</p>
ATTACHING A FILE TO AN EMAIL 	<p>First things first: have a file that you want to attach ready on your computer. It can be anything really – a photo you've imported from your digital camera, or maybe a document you need to send someone.</p> <p>Open up your Gmail account.</p> <p>Click on Compose to create a new email.</p> <p>Enter the address of the person you want to send it to, type a description into the Subject line and add text to the body of the email, just as normal. For now, it's a good idea to send it to one of the other people in your workshop, since the next activity involves opening an attachment!</p> <p>Under the message area of the email, you'll see a paper clip icon. Left-click on it.</p>

Click the paper clip icon to attach a file



ATTACHING A FILE TO AN EMAIL

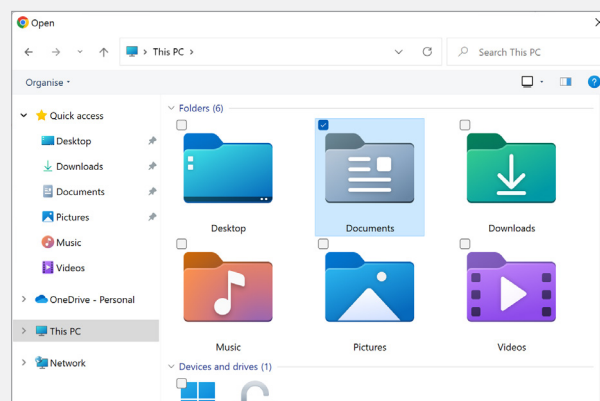


A window will pop up. This is a very important screen; one you may have seen in other programs. It's your computer's **File Explorer** and is used to navigate through your computer to find a specific file.

Let's navigate to find a photo. Look at the left hand side of the window under **Quick Access**, and click on **Pictures**. This is the default folder Windows uses for photos. The right hand side of the window will show all the files in the **Pictures folder**.

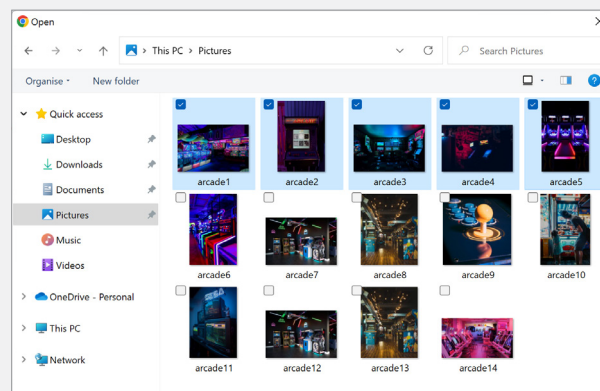
Your **Pictures** folder may contain a mix of files and other folders, but only files can be attached to an email. then select the folder and the photo you want to attach. Only files can be attached, not folders.

You can either double-click on the specific photo you want to attach, or you can click to select it and then click on **Open**.



Windows 11 File Explorer helps navigate the folders and files on your computer

A quick tip: you can easily attach multiple files here by holding down the **Ctrl** button and clicking on the photos you want to attach one by one. This selects multiple files, and when you click on **Open**, all of them will be attached.



Choose multiple images by holding down the Ctrl button as you select

Why a file size limit?

Email has a size limit for a good reason – it's because you can send a single email to as many people as you want. If you create an email with a very large attachment, and send it to thousands of people, that email, and all the data it contains, has to be copied thousands of times – and allowing that could really clog up the internet!

If you need to send large file, there are other ways, which we cover in our **Introduction to Social Media** workshops.

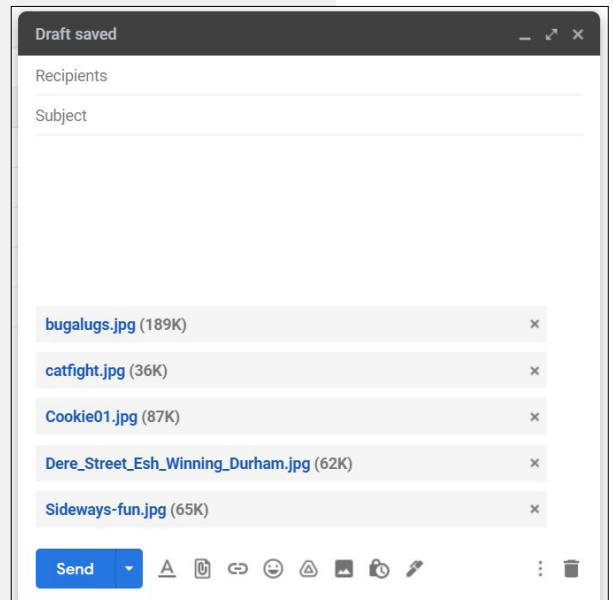
ATTACHING A FILE TO AN EMAIL



Back in Gmail, you'll now see a progress bar just under the main message as your computer uploads the file(s) to Gmail. When it's done, you'll see the attachment listed, like below:

You can attach another file by clicking the paper clip and repeating the process.

If you change your mind and don't want to attach the file, just click on the **X** next to the attachment name to unselect it. If you do that, the attachment won't be sent.



Now just click on **Send**. The email will send as normal.

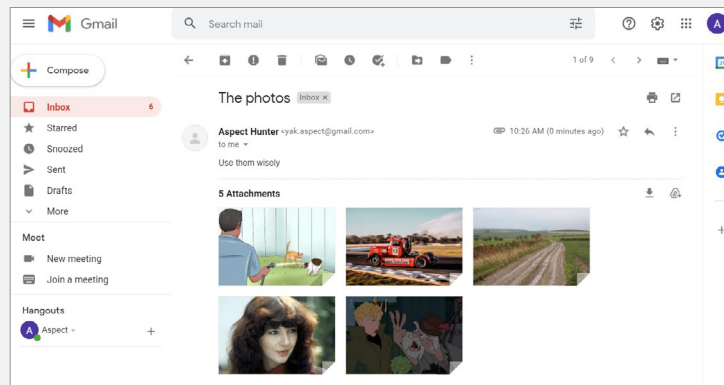
RECEIVING AN EMAIL ATTACHMENT



If you sent the attachment to one of your workshop mates, they should have it in their Inbox now.

To open the attachment, just open the email. Below the body of the email you'll see an icon representing the attachment, and a link to download it.

If it was a photo that was attached, Gmail has a special way of handling it. You can download it as normal, but you'll also see a thumbnail (a miniaturised version) of the photo. If you click on it, the image will display in your web browser at full size without you needing to download it.



Emailed attachments can be viewed or saved to your computer

Attaching programs

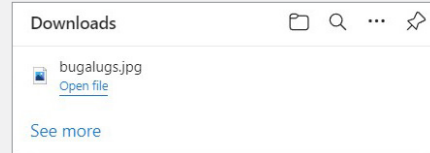
Any kind of digital file can be attached to an email, but if you attach a program, like a file that ends with **.exe**, it may not make it to its destination. That's because this kind of file is often used to spread viruses, so a lot of computers automatically filter out any emails with programs attached.

RECEIVING AN EMAIL ATTACHMENT



To download the attached file to your computer, put your mouse over the thumbnail, and some icons will appear. Click the download icon, which looks like a down arrow. In Windows, the browser automatically saves the image to the **Downloads** directory on your computer. (Other browsers may ask you where you want to save the file.)



That's it, the attachment is saved to your computer. You



can open it at any time, just like any other file on your computer, by going to your Downloads directory and double-clicking on the file.

Attachments on replies and forwards

If you receive a mail with an attachment, you can reply to or forward it as normal. Special rules apply, however. By default, if you **Reply** to an email, the file won't be reattached to your reply (because it's assumed that the person who sent you the file already has it). If you **Forward**, however, the attachment will stay attached, so the recipient of the Forward will also receive a copy of the attached file.

SUBJECT	AVOIDING JUNK EMAIL
TIME 	15 minutes
HOW TO MINIMISE JUNK 	<p>Junk email, also known as spam, is a common problem on the internet. You will undoubtedly receive emails that you don't want, and in some cases these emails might even be offensive.</p> <p>Like other email providers, Gmail has a built-in junk email filter. It will pre-screen your email for anything it detects as spam, and will automatically move it to a Spam folder for you.</p> <p>To minimise the amount of spam you receive, follow two simple rules.</p> <p>Rule #1: Don't give out your (main) email address to strangers</p> <p>Spammers typically rely on massive mailing lists to send out junk email. To minimise the amount of junk email you get, try to avoid giving out your email address as much as possible.</p> <p>One common tactic is to have a second email address. You can use Gmail (or Outlook, or Yahoo Mail) to create a dummy email address. If you go to a site that demands your email address, give them the dummy address rather than your real address. You don't need to do this for every site; your bank, for example, is quite safe, and you probably want to receive emails from it in your main Inbox.</p> <p>Rule #2: Don't respond</p> <p>Never respond to a spam email, no matter how much it infuriates you. Doing this will simply confirm that your email address is real, which will invite more spam.</p>

JUNKING SPAM



If you receive email that you consider junk, it's very easy to move it to your **Spam** folder.

Select the junk email using the check box next to it.

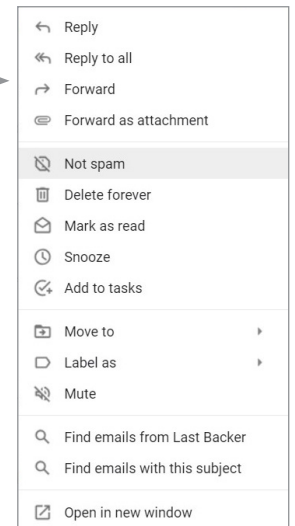
Click on the **Spam** button above the email list. It looks like a stop sign with an exclamation mark in it.

Gmail moves the email to your **Spam** folder where, as with your **Trash** folder, items are deleted after one month.

Sometimes an email will end up in the **Spam** folder by mistake. To get it back to your inbox, first click on **Spam** in Gmail's left menu to open the **Spam** folder. Find your email in the list, right-click it, and choose **Not spam** from the menu. The email will disappear from the **Spam** folder, and appear in your **Inbox**.



Spam icon



The difference between deleting and junking

On the surface, it may seem like these deleting and junking options are identical, and in practice they are very similar. But it's a good idea to use them correctly, as Gmail actually learns from what you do with respect to spam.

For example, if you mark an email from someone you know as spam (rather than deleting it), Gmail may start to assume all email from that sender is junk, and may automatically start moving all email from them to the Spam folder.

This works both ways; if an email is recovered from the Spam folder, Gmail may add the sender to its OK list, and future emails from that address will go to your Inbox rather than Spam folder.

SUMMARY

Well done! You've made it to the end of our last workshop on email. You should be close to mastering it now. If you attended both workshops, you should be able to:

TIME

10 minutes

RECAP



- ▶ Create a Gmail account
- ▶ Understand what email addresses mean
- ▶ Compose and send an email
- ▶ Read and reply to or forward an email you've received
- ▶ Add an email address to your contact list
- ▶ Create a contact group, and send emails to that group
- ▶ Send emails to multiple people, and know how to reply to group emails
- ▶ Understand what CC and BCC fields are for
- ▶ Attach files to emails
- ▶ Create folders/labels and organise your emails into them
- ▶ Delete emails
- ▶ Move junk mail to your spam folder and recover legitimate emails that are accidentally marked as spam.
- ▶ Minimise the amount of spam you receive.

USEFUL WEBSITES



Gmail: **mail.google.com**. Google Mail (Gmail), is one of a number of free, web-based email services. It's very simple to set up an email account.

Gmail support: **support.google.com/mail/**. This includes guides on how to use all the features of Gmail, as well as how to set up a dedicated email program like Outlook or Thunderbird to access Gmail.

Outlook: **www.outlook.com**

Yahoo Mail: **mail.yahoo.com**

Inbox.com: **www.inbox.com**

GLOSSARY



TERM	EXPLANATION
BODY	The main (letter) part of an email.
BCC	Blind carbon copy. A CC (see below) that is sent without the primary recipient knowing about it.
CC	Carbon copy. To send a copy of an email to somebody who is not the primary recipient.
DRAFT	An email that has been fully or partially typed up, but not yet sent.
EMAIL	An electronic message that is sent over the internet or a private computer network.
EMAIL ADDRESS	The unique address of an email recipient. It looks something like mary@mycompany.com.au
FIELD	A box on the screen that you type information into.
FORWARD	Sending an email you've received on to somebody else.
GMAIL	A free web-based email service.
GROUP MAIL	An email that is sent to multiple recipients.
INBOX	Where new incoming emails appear.
INTERNET SERVICE PROVIDER (ISP)	A company that provides access to the internet, for example Telstra is an ISP.
LABEL	Gmail's term for an organisational email folder.
OPEN (EMAIL)	Clicking on an email to see its full contents.
REPLY	An email sent in response to a previous email.
REPLY TO ALL	A reply that goes to every recipient of the original email.
SPAM	The email equivalent of junk mail.
STARRED	A flag on an email that makes it visible in the starred section of Gmail.
SUBJECT	A special field containing the topic of an email.