

Module 5: Send and receive emails



What is an email?

- Email (short for electronic mail) is a way to send and receive written messages, photos, files, and links using the internet.
- You can use email to:
 - Stay in touch with family and friends
 - Receive bills or appointment reminders
 - Sign up for newsletters or accounts
 - Contact businesses or organisations
- To use email, you'll need:
 - An email address
 - Access to a device (computer, tablet, or smartphone)
 - An internet connection



Create an email address

- **Create a free email address and Gmail account:**
 - Go to www.gmail.com
 - Select 'Create an account'
 - Follow the prompts



Log into your email account

- If you already have an email address, log into your account using a browser or an app.
- Open your email provider's website or app and enter your email address and password.



Read, send, forward and delete emails

- **To send an email:**
 - Select Compose (or + sign)
 - In "To", enter the email address (e.g. friend@example.com)
 - Add a Subject
 - Type your message
 - Select the paperclip icon to add an attachment (e.g. photo)
 - Select Send (paper plane icon)
- Unread emails appear bold in your inbox
- **To read:** Select to open and read emails
- **To reply:** Select the reply icon > type your message > select Send
- **To forward:** Select the forward icon > type your message > select Send
- **To delete:** Select the email > select the delete icon



Recognising suspicious emails

- If something feels wrong or too good to be true — like a prize, refund, or threat — it probably is.
- Do not open any links or download attachments from emails you don't trust.
- If you're not sure, you can contact the company directly before opening anything suspicious.
- A real company (like your bank or Telstra) will never ask for your password by email.



Key icons

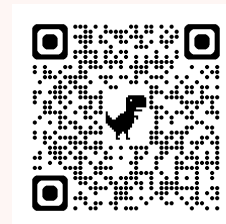
- | | | | |
|---|-----------|---|------------|
|  | New email |  | Forward |
|  | Send |  | Delete |
|  | Reply |  | Attachment |
|  | Reply all | | |



User guide

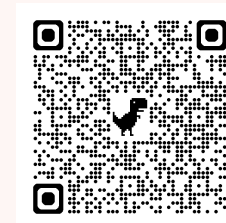
Scan the QR code (with your camera) or select the link.

[Gmail for beginners](#)



[eSafety](#)

What happens to your digital accounts after you die



[Service NSW](#)

Get started making a will

