TECH SAVVY SENIORS

The NSW 'Tech Savvy Seniors' program is a key initiative of the NSW Ageing Strategy and the Telstra Digital Literacy Strategy.

'Victorian Tech Savvy Seniors' is a Seniors Card Age Friendly Partners program with Telstra delivering training through rural and remote libraries across Victoria.

INTRODUCTION TO EMAIL

Part 3

INTERMEDIATE GUIDE

TOPIC	**INTRODUCTION TO EMAIL – PART 3**
LET'S GET ORGANISED	Now that you have an email account and an understanding of how to send, reply to and forward email, it's time to start organising your email.

Because it's free, a lot of email is sent, and you'll likely find your Inbox getting quite full soon enough. You'll also receive email from unwanted sources that you'll have to learn to deal with; this is called spam, the junk mail of the internet. Before all that, however, we'll talk a little about attachments and how to use them. |
| **WHO IS THIS WORKSHOP FOR?** | If you have a working knowledge of email, this is a good first session for exploring its more advanced features.

If you have attended the *Introduction to Email Part 1 and 2* workshops, this session completes the course and equips you to use all email's most important features. |
| **WHAT YOU'LL NEED** | ▶ 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.

▶ You will need 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** | This workshop explains how to use attachments, how to use online folders to organise your email library, and how to keep a copy of emails you've sent as well as received. You'll also learn some tips to help you avoid junk mail and protect your privacy online. |

TIMETABLE

This session is divided into four sections, with a break in between. Feel free to ask questions, and remember that the times are suggestions only.

SUBJECT	DURATION
Introduction and review	15 minutes
Using attachments	35 minutes
Break	15 minutes
Organising your email into folders	45 minutes
Avoiding junk email	20 minutes
Summary	10 minutes
TOTAL	140 minutes

SUBJECT	INTRODUCTION AND REVIEW
TIME	15 minutes

RECAP

In the previous two email workshops we covered off a lot of topics. By now you should have:

- Your own Gmail account
- An understanding of how to send, reply to and forward emails
- The ability to create groups and send emails to multiple people
- An address book set up with your most common contacts
- Some basic understanding of email etiquette and CCs and BCCs.

That's a lot of stuff! If there are things you can't quite remember correctly, don't worry; just ask your presenter to recap those earlier lessons for you.

This time around, we're going to be looking at:

- Attachments, which let you add a file, photo or video to an email
- Organising your email using favourites and folders. That way you don't just have everything sitting in your Inbox, which can be painful to sort through later
- Avoiding junk mail known as spam, which clutters up the Inbox of every person who uses the internet.

SUBJECT	**USING ATTACHMENTS**
TIME 🕐	35 minutes

OVERVIEW ①

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.

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).

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.

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. For example, you could not attach a full movie to an email – it would be rejected. In technical terms, no more than three or four megabytes (3-4MB) of data can be attached; in practical terms that works out to be about 10 or so large photos or documents, and only very short videos are possible. Of course, you can send multiple emails if you have more items to attach.

Attaching files to emails is really easy! We'll walk through it step by step.
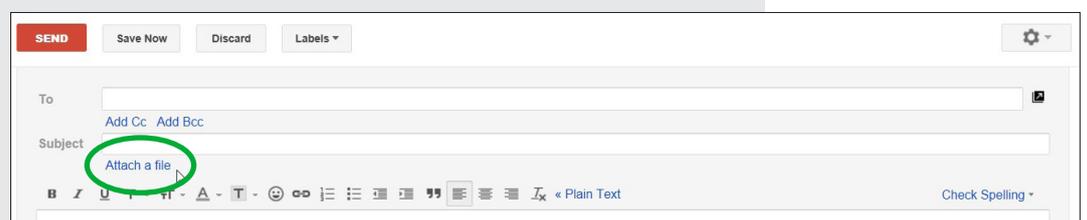
ATTACHING A FILE TO AN EMAIL 🖥️👤

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.

Open up your Gmail account.

Click on **Compose** to create a new email.

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!

Just under the subject line, you'll see a blue link: **Attach a file**. Left-click on it.

ATTACHING A FILE TO AN EMAIL

A window will pop up. This is your computer's file navigation tool – you may have seen it in other programs. You have to navigate through your folders to find which file on your computer you want to attach. For example, if you have a photo in your Windows Pictures library that you want to attach, click on **Libraries** on the left, then **Pictures**, 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 on it then click on **Open**.

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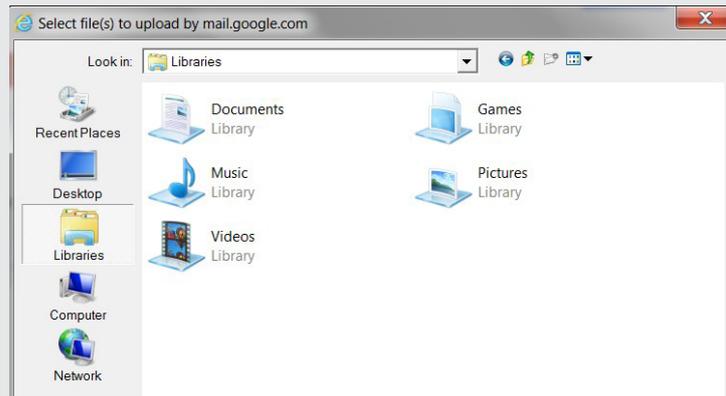
A quick tip: you can easily attach multiple files here by holding down the **Ctrl** button and clicking on the photos you want to attach one by one. This selects multiple files, and when you click on **Open**, all of them will be attached.

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 subject line as your computer uploads the file(s) to Gmail. When it's done, you'll see the attachment listed there with a tick next to it, like this:
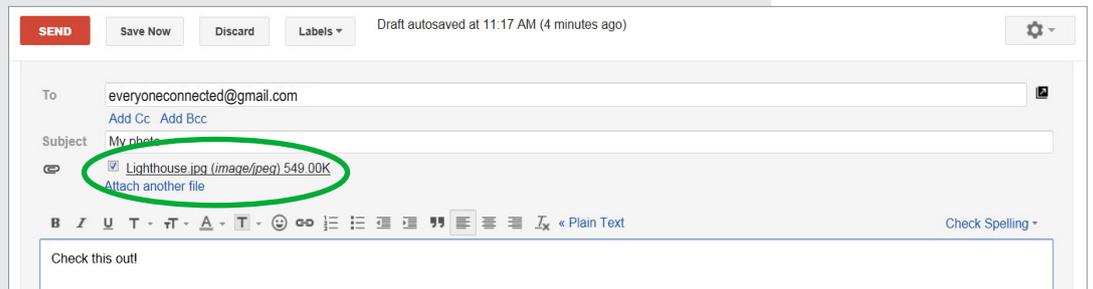
You can attach another file by clicking on **Attach Another File** and repeating the process.

If you change your mind and don't want to attach the file, just click on the tick 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. Just 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 small version of the photo and a View button next to it. If you click on the **View** button, it will show you the image in your web browser at full size in a new tab without needing to download it.
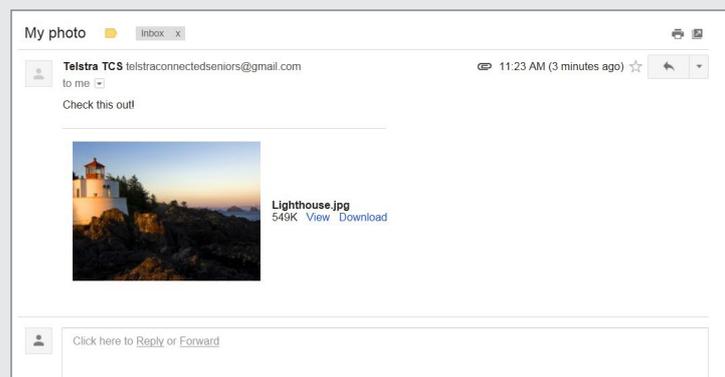
Emailed attachments can be viewed or saved to your computer

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 viruses are spread using files like these, 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, click on **Download** next to the attached file. Your browser will popup a window asking you if you want to save it.

This follows the normal web browser download rules that you might have come across if you attended our *Introduction to the Internet* workshops. Click on **Save** and it will download the file and store it in your computer's downloads directory.

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.

Do you want to open or save **Lighthouse.jpg** (548 KB) from **mail-attachment.googleusercontent.com**?

Open | Save | ▼ | Cancel

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	ORGANISING YOUR EMAIL INTO FOLDERS
TIME	45 minutes
OVERVIEW	Normally all the mail you receive comes into your Inbox and stays there. At first that's fine, but you may find that over time your Inbox becomes unwieldy, with potentially thousands of emails clogging it up. It's then that you need some kind of organisation. So let's walk through how to create folders, move emails to folders, and how the favourites system works.

USING FAVOURITES

Sometimes you get an email that you know you'll want to reference later. Perhaps it has important information, password details or other information you want to keep easily accessible.

Gmail has a built-in system to make this easy. You simply mark such emails as important, and you can very easily access them later. It actually has two options for this; **Starred** and **Important**. Both serve very similar functions.

Open up your **Gmail Inbox**.

Find a mail that you want to mark as important.

You'll see, next to the subject line, a little flag icon. Click on it. It will turn yellow, marking this email as **Important**. (Note that you can also click on the **Star** icon, which marks this email as **Starred**. An email can be both Starred and Important.)
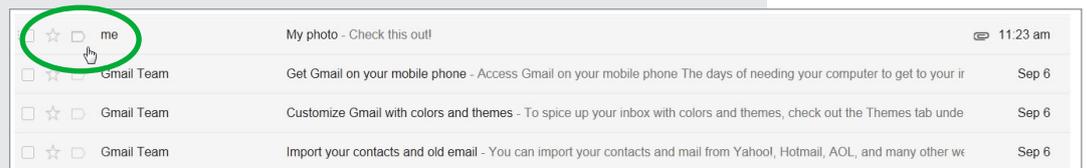
Now on the left-hand side, you can click on **Important**. This will show you all the emails that you've marked as Important. If you click on **Starred**, it will show you all the emails you've flagged as Starred.
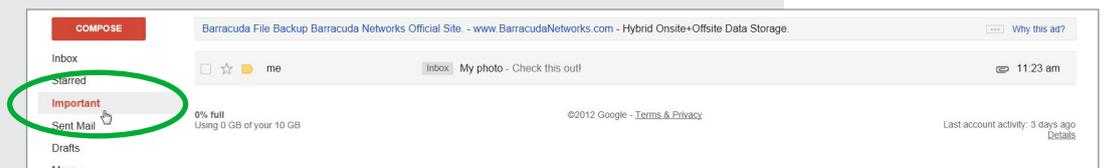
CREATING A FOLDER AND MOVING MAILS TO IT

Important and Starred are simple premade ways of organising your email. But you can create your own folders (called **Labels** in Gmail) as well. For example, you could create a Label for all invitations that you receive. Then you could move all the invitations you receive to that folder.

First of all, you need to expand the view in Gmail. On the left, under **Inbox**, click on **More**.

This expands the options on the left. Next, click on **Create New Label**.

A new box will pop up, asking you to give the new Label a name. Type one in; let's say **Invitations**. (You'll also be asked if you want to **Nest** it, which adds it as a sub-label of an existing label; we don't have any other labels so you can skip this for now). Then click **Create**.

Now you'll see the new label that you've created on the left. It's time to start moving items to it. The first step is to select the email(s) you want to move. Next to each email in your Inbox there's a little square box. When you click on it, a tick appears in the box. This is the process for selecting emails – it's important, and we'll be doing it a few more times in the workshop. You can select one or multiple emails. Select the email(s) you want to move to your new Label.

Now above the list of emails there's an icon with a picture of a folder on it. This is the **Move To** icon. Click on it. A drop-down list will appear, showing your **Labels** (as well as **Spam** and **Trash**; you can also create new Labels here). Click on the name of the Label you want to move the selected email to.

The email will then disappear from your Inbox. It can now be seen when you click on the **Label** name on the left-hand side.
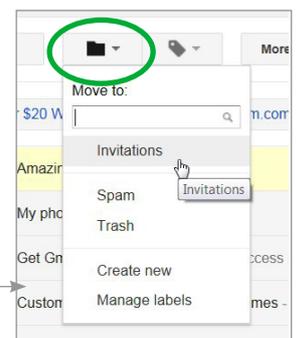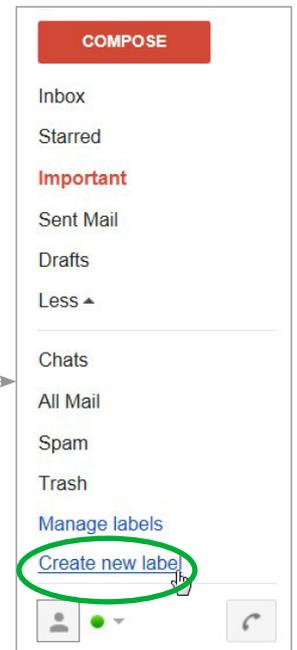
Move selected emails to a Label by clicking the Move To icon

USING SEARCH

If you find that you need to go back and find an email that you've previously received, but don't know where it is or when you received it, the easiest way to do that is with search. Email search works a lot like Google search; you type in your keywords and Gmail will bring up a list of emails with contents that match those keywords.

This is super-easy to use. At the top of the **Gmail** page there's a big **Search** bar. Click on it, and type in the words you want to search for.
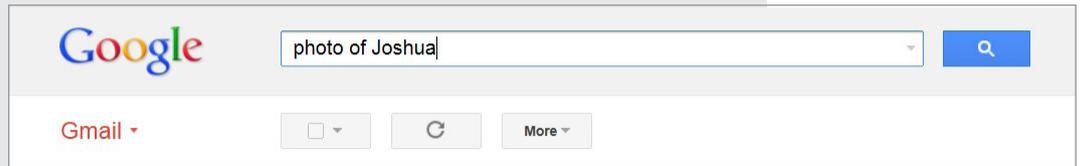
In the main window, all the emails you have received that match those keywords will appear.

DELETING EMAIL

Sometimes you don't want to keep your email. It's better just to get rid of it. Deleting mail moves it to your Trash (you can see your Trash on the left if you click on More.) If a mail sits in the Trash for one month, it will be deleted permanently.

To delete email, select all the emails you want to delete using the square select box (as we did in the Creating a Folder activity on page 9).

Once you've ticked the emails you want to delete, click on the **Trash** icon above the email list.

They will immediately disappear from your **Inbox** (or wherever you deleted them from).

If you made a mistake, don't worry. Click on **More** on the left, then on **Trash**. This will show all the emails currently in your Trash. You can tick-select any of them as before, and move them using the Move To icon we used in the Moving Emails activity on page 9.

The trash icon stores deleted mail

SUBJECT	AVOIDING JUNK EMAIL
TIME 🕐	20 minutes

HOW TO MINIMISE JUNK

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. For the most part, you just have to patiently deal with them.

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. In rare cases you get false-positives, where it detects something as spam that isn't. This is quite easy to deal with.

You can also quickly junk emails yourself. Moving an email to your Spam folder is similar to deleting it.

To minimise the amount of spam you receive, follow two simple rules.

Rule #1: Don't give out your (main) email address to strangers

Spammers typically rely on massive mailing lists to send out junk email. They harvest these addresses from online sources, like sites that demand your email address before they let you access them, and forums where people post their email address. To minimise the amount of junk email you get, try to avoid giving out your email address as much as possible.

One common tactic is to have a second email address. You can use Gmail (or Hotmail, or Yahoo Mail) to create a dummy email address. You just create a new email address the way we did in our first *Introduction to Email* workshop. When 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.

Rule #2: Don't respond

Never respond to a spam email, no matter how much it infuriates you. At best your response will be ignored. At worst it will simply confirm that your email address is real, which will invite more spam.

JUNKING SPAM

Spam icon

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.

The email will immediately be moved to your Spam folder. As with your Trash folder, any items in your Spam folder will be deleted after one month.

You can recover items from your junk folder the exact same way as we did from the Trash folder: click on **More** on the left-hand side, then select **Spam**.

This will show you your Spam folder. Anything you've accidentally junked can be recovered from here, just the same way we did in the Trash folder above.

Sometimes somebody will tell you they've sent you an email, but it does not appear in your Inbox. If you're looking for it, your Spam folder may be a good place to start. Sometimes Gmail will detect as spam email that is not.
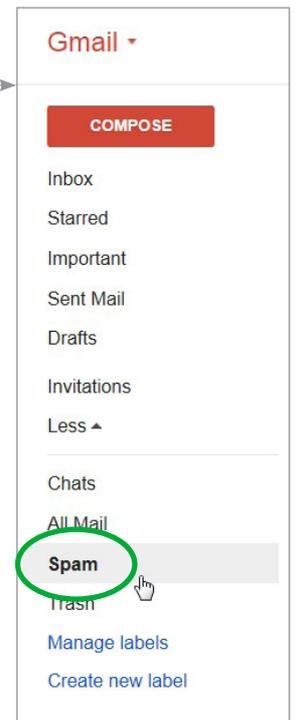
THE DIFFERENCE BETWEEN DELETING AND JUNKING

On the surface, it may seem like these 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 all three 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 spam to your junk folder
- ▶ Search your email archive
- ▶ 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 you can find online. 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 Mozilla Thunderbird to access Gmail.

Hotmail: **www.hotmail.com**

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

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

Windows Live Mail: **www.live.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	A collection of email contacts.
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.
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	Junk email, the electronic 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.

VICTORIAN TECH SAVVY SENIORS

Everyone can benefit from being connected and online irrespective of their age, income, ability or geographical location. The Victorian Tech Savvy Seniors Program is a Seniors Card Age Friendly Partners Program in partnership with Telstra.

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