

# EMAIL BASICS: USING YOUR GMAIL ACCOUNT

## “Logging in” to your account.

You can access your Gmail account from any computer. To access your account, type in the web address bar: [www.gmail.com](http://www.gmail.com)

On screen will appear this opening page.

In the right side boxes type in your user name (which is everything in your email address before “@gmail.com”) and your password.

*Tip:* After you type in your username, you can press the Tab button the keyboard to jump to the password box.

Make sure “Remember me on this computer” is NOT checked if you are using a library computer.



## “Logging out” of your account

When you are done with your email, at the top right of the screen, it says Sign Out. Click that and your account will be closed, and the screen will return to the log in window.

[Settings](#) | [Help](#) | [Sign out](#)

## Formatting Your Email:

In the blue field below Subject:, there are a number of symbols. These help you to format your email. If you click on any of these, the new formatting will begin where you click and end once you click on that icon again. Or you can highlight the text you would like affected and click the icon.

- **B bold**
- **I italic**
- **U underline**
- **F** allows you to change the font to 5 or 6 options.
- **T** allows you to change the size of the text.
- **T with a checkerboard** allows you to change the color of the text
- **T with a yellow background** allows you to highlight the text (and choose a color)
- The **chain** allows you to insert a website into the text so that someone can click it and go directly to the link.
- The **123 with lines and the boxes with lines** are “bullet points” allowing you to created a list of items with numbers or boxes. (like this one)
- The **arrow with lines** allow you to indent text either less (with the left button) or more (with the right button)

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- The **quotation marks** will make it look like you are quoting text from someone else. (This is typical if you reply to an email)
- The **three lined boxes** allow you to justify the text to the left , center or right
- The **T with the red X** will remove any formatting that is on the document
- **Plain text** removes all of the above options from you.
- And on the right, **check spelling** allows you to check your spelling.

### Attaching a file

Attaching a file is a way to send pictures, resumes, or any other type of document to someone else. It is very easy to do as long as you know WHERE the file is!

*Note:* You can attach a file at any time during the sending of a message.

- Click on attach a file. A box will open up with the word Browse next to it.
- Click on Browse.
- A new window will open. It is here that you will search for the file you want to attach.
  - If it is on a floppy disc, click My Computer on the left side. The drives will be listed in the window. You can double click on which ever drive you have your file.
  - If it is on your hard drive, typically you can click on My Documents, and it will be in there. Or if it is something you have just finished, you can click on My Recent Documents and it will show the most recently finished files.

### Practice:

For today, we are going to send pictures that are installed on the computer to other folks in the class.

- First, we will give you someone in the class' email address.
- Type that into the **To:** window
- Add a friendly subject
- Then, click Attach a file. And click Browse.
- When the new window opens, click on My Documents (the folder on the left).
- Then double click on My Pictures.
- The double click on Sample Pictures.
- Select the picture you like, click on that and click the Open button.
- Once you do that it will return to the email page and there will be a string of words showing where you attached the file from. This is the path that the computer searches to find the file, and it will begin with a paper clip.
- Type a friendly message in the big box and click **Send**.

## Reply to an Email.

Once you have opened a message, you may reply to the sender in two ways.

At the bottom of the email you can click **Reply**. If there are a number of people who the email was sent to, you can reply to all of the people by clicking **Reply to All**. If you click that and there is only one person, it will include just that person.

Or, at the top, it says **Reply** in light blue. If you click that, it will open a new window. If you click the little arrow next to Reply, you have more options, like Reply to All, Forward, etc.

## Forwarding an Email

If you receive an email that you would like to send to someone else, you can send it including an attachment, to as many people as you'd like.

Open the message,

Either scroll to the bottom and click **Forward** or click on the arrow next to **Reply** at the top right of the message and click on **Forward**. Type in your new address in the **To:** box. Note that the subject box contains the word Fwd: and the original subject. This lets all parties know that you are forwarding this from someone else.

It also includes the original email at the bottom of your email, but the original mail will have a gray line to the left of it. This is what is called the "quoted text" You can type your message above the quoted text.

## Deleting an Email

To delete an email click the Delete button at the top of the email.

Note: You actually don't need to delete emails in Gmail, as you are given a large amount of space to save your emails, and Gmail is designed so that you can search old emails. I have nearly 4,500 emails saved in my Gmail account. But I do delete ones that I know I won't want.

Also, if you believe the email you received is spam, check the square at the left of the message (next to the Star) and then click the Report Spam button. The address will be sent to Gmail to add to their spam filters.

## Searching.



If you have an old email that you need information from, you can search you past emails. From any page, next to the Gmail logo is a box with a search button next to it. You can type in any words from your emails, and Gmail will search all of the emails to look for that text. So, if you are looking for a date of a party, or the spelling of an item, you can

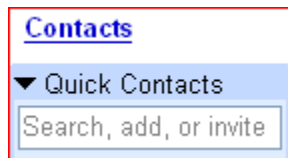
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type in some part of that message and click search. The results will appear underneath the search window,

*Note:* you can also click on Search The Web, and it will take you out of your email into a Google Web search.

*Note also:* If you click on Show search options, the small text next to Search the Web, a new, green section will open that will allow you to narrow down your search options. You can type in who it is from, or what the subject is. You can also state which words to search for and which ones to not search for, as well as the dates that it had been sent.

### Contacts List.



On the left side of the screen you will see a Contacts List. The Quick Contacts displays the people you write to the most. If the button next to their name is gray, you can click on it and their email address will automatically appear in the **To:** box of your new email. If the button next to the name is green, it means the person is also using Gmail and is online right now. If there is an orange button next to their name it means Gmail is open but they have not used it recently. A red button means they are currently busy. If you click their name, with any color other than gray, a Chat window will open. Chat is also known as Instant Messaging. Rather than actually typing full email messages, chat allows you to quickly converse with someone else. You see both sides of the conversation, and Gmail will save any chat in your account.

### To change your password or other settings.

I encouraged you to use the password “library” for the class. When you feel confident with your account, I urge you to change your password to something else that you will remember.

*General Online Tip for any website:* Online passwords should NEVER be anything obvious about yourself like your birthday, your children’s names, your pets’ names, or any variation of your own name. Passwords do not have to be words. In fact, some of the best passwords are random letters and numbers. Some people recommend using your first license plate number or even, if you’re old enough to remember this, the letter & number phone numbers from many years ago. The key is to pick something that you will remember and that other people won’t be able to guess.

Okay, so with that out of the way:

After you log into your account. At the top right of the page, you will see the word **Settings**. If you click on that link, a new page will open (mine is yellow, yours may vary).

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[Settings](#) | [Help](#) | [Sign out](#)

## Settings

[General](#) [Accounts](#) [Labels](#) [Filters](#) [Forwarding and POP](#) [Chat](#) [Web Clips](#)

The second link from the right says **Accounts**. Click on that. The fourth item down is Google account settings. On the right it says “Visit your [Google Account settings](#) to reset your password, change your security question, or learn about access to other Google services.” Click on the blue words [Google Account settings](#). A new window will open that shows Personal Information on the left and Services on the right.

### Google Account settings:

Visit your [Google Account settings](#) to reset your password, change your security question, or learn about access to other Google services

At the bottom of the Personal Information are two blue links: Change password and Change Security Question. As you might suspect, click on each link to do what it says! To change your password, type in the current password that you are using. Then in the bottom two boxes, type in the new password that you would like to use, and then retype it in the Confirm new password box. This ensures that you don't mis-type the password (which I have done many times)

Country: United States

Time zone: (GMT-05:00) Eastern Time

[Change password](#)

[Change security question](#)

## Change password

To reset your password, provide your current password OR the answer to your security question.

Current password:

OR

typical pw??

New password:

[Password strength:](#)

Confirm new password:

*Note:* a password is case sensitive. This means that if you type an upper case letter or a lower case letter, you must always use upper or lower case for that letter. Example:

If your password is PassWorD then you **MUST** always type PassWorD. Any variant like passwordD will simply not work!

The password strength line on the right indicates how good your password is. If it is simply too weak for good protection, Gmail will not allow you to use it. Click Save and your new password is saved.

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You can also change your security question (to access your account if you forget your password) by following the same steps above, just using their drop down menu to select the question you want.

There are many more things on these pages that allow you to customize your email account. Click on **Settings** again:

**My Picture:** If you would like to add a picture to your account, so that other people with Gmail will have something to look at, you can. This is slightly advanced but is essentially the same as attaching a photo to an email. Click on Select a Picture. When the new window opens, simply click on Browse to find the picture you want, and then click Upload Picture. Many people use pictures of their pets or funny pictures from web sites or other things that they like. Note, you must have a picture saved onto your computer before you can upload it.

**My picture:** [Select a picture](#) that other Gmail users will see when you email them.  
[Learn more](#)

**Signature:** This is a message that appears at the end of each and every email that you send. For professional emails, I like to use my name and the address of the library. So, I simply type in what I want, and it will be at the bottom of my emails. Some people like to put quotes or inspirational messages as well. Although it is recommended that they not be too long. Simply click the circle underneath No Signature and then type your Signature in the box next to it.

**Signature:**  
(appended at the end of all outgoing messages)

**No Signature**

**Vacation responder:** This is mostly useful in professional settings. If you are going to be away from your computer for some time and you don't want people to think you are ignoring them, you can set up this automatic vacation notifier. You can type any message you like, such as, "I will be away from my computer until Friday" or something like that. Note: Never say that you won't be at your home! For this one, click on the circle next to Vacation responder on. Type in a subject line (Usually something like: Away until June 1) and then a brief message saying that you'll contact the person when you are next on the computer. You should always be sure to turn it off (clicking the button next to Vacation responder off) when you return.

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**Vacation responder:**  
(sends an automated reply to incoming messages. If a contact sends you several messages, this automated reply will be sent at most once every 4 days)  
[Learn more](#)

Vacation responder off  
 Vacation responder on

Subject:

Message:

Only send a response to people in my Contacts

### Another word about Chats.

Now that you have emailed each other, you will start populating your Quick Contact list. Essentially, the people you write to the most will appear in your list on the left. This list is useful if you want to send someone an email or just chat with them. If you put your mouse over a person's name, a small window will open which will include a message about whether or not they are online right now, or a quote they have chosen to use. Also, the picture they chose to put on their account will show up. To send them an email, click the Mail button and a New Compose window will open. To Chat with them, click the Chat window, and at the bottom right of the screen, a small window will open with that person's name. If the other person is logged in, they will receive a box too, and your conversation will appear in the box as you type. Simply type your words and hit press the enter key and your conversation will begin. The entire conversation will stay on screen until you click the X in the box, or you log out.

### More.

There are many more features available in Gmail. And with the account that you have created you have access to many other features from Google. These will be covered at a later date during an advanced class. But don't be afraid to click some of the links at the top. The Google pages are very friendly, with a lot of explanations as to what these pages are and how to use them. For instance, if you click the blue arrow, a list of options will open up. One of them, Products, is a way to search the internet for items for sale and their prices.

### Getting email addresses from web pages.

We will talk more about using the internet in the next class, but for this class, I wanted to show you how to get email addresses from web pages so that you can contact people, companies or organizations.

Typically, a web site will have a link that says **About Us**. And typically, if you click that link you will see something that says **Contact Us**. And typically, if you click that link, you will see a list of email addresses. Some places will only give out phone numbers, or worse, physical addresses. There's not much you can do about that, I'm afraid.

When you see the email addresses they will usually be underlined and in blue. This means that you can click the link and send that person an email. However, depending on which computer you are on, it may not work that well. Typically, any computer with

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Windows on it will default to opening an email with Outlook Express. Especially on these computers, but possibly on yours at home, you do not have Outlook Express set up for your use. So, you will have no luck in emailing them this way.

There are three ways that you can get this person's email into your message.

This first is to simply type it in. Either write it down on paper, or try to remember it.

The second is if you have already clicked the link and Outlook Express has opened, it will put that address in the To: window of your message. From there you can highlight it with and then copy and paste it into your email.

The third is to try and copy and paste it directly from the page.

*Refresher:* How to copy and paste. It's been a while since we tried to copy and paste. So here's a refresher. Put your mouse to the left of the text you want to copy. Click the left mouse button and hold the button down.

Slide (or drag) your mouse to the right. The words will be highlighted (usually in blue) as you go along. Stop when you get to the end of what you want to copy and let go of the mouse button. The words will stay highlighted. As long as they are highlighted, you can copy them. Move your mouse to the top of the screen, click on Edit and about three or four down it will say Copy. Click on that. Then, return to your email account (or wherever you want to paste this), click in the box you want to put the information. When the cursor is blinking, go back up to Edit and select Paste. Voila, the name appears there. It is very easy to get more than you want when you cut and paste, and really practice is the only way to get good at it, but if you get too many words or letters you can always delete them.

### **Netiquette.**

Now that you are online and sending emails, I want to give some basic lessons in online etiquette.

The most obvious is to treat others as you would like to be treated.

But as for technical information, these are the conventions that should be followed when emailing.

1) It is wisest to use conventional punctuation when typing emails.

- using all lower case letters is okay and not using commas or periods is okay too but it is best used for friends who dont mind casual speak
- However: USING ALL CAPITAL LETTERS IN YOUR MESSAGE IS CONSIDERED "SHOUTING" AND IS CONSIDERED VERY RUDE.
- For any kind of professional correspondence, it is best to treat email as if it were an actual letter

2) Be very careful when making a joke, being sarcastic or trying to use irony in an email. It is very hard to convey this type of information, and you may unintentionally offend someone. If you wish to tell a joke, it is best to end your sentence with ha, ha or (joke) so people know you are kidding. You can also use what is called emoticons or smileys.

These are the four most common keyboard icons that represent faces:

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:-) or :)	Smile or Happy
:-( or :(	Frown or Sad
:-D or :D	Open-mouthed smile
:-p or :p	Smile with tongue out

3) It is fun to forward jokes to other people. Heck, that's what half of email messages are. However, just because someone sends you a funny email doesn't mean you should send it to everyone you know. If you think someone would especially appreciate it then certainly send it, just be careful with "mass mailings"

4) Be careful about sending anything that you'd be embarrassed for other people to read. It is very easy for someone to simply forward your message to any and everyone they know. While this doesn't happen very often, and most of us don't follow this, it's always good to be cautious about what you say in an email.

## SPAM & SCAMS

Gmail is very good at blocking spam. However, you may get some in your Inbox from time to time, so here's some basic guidelines to follow. Most spam is simply the equivalent of junk mail. Just throw it away (delete it). But sometimes it can be more harmful. There may be computer viruses attached to email, or they may try to get personal information from you.

- 1) If you don't know who the email is from (can't read the return address or it is a nonsensical address) it is 99% certainly spam. Simply delete it or click Report Spam in your Gmail account.
- 2) No one is going to give you money or anything else for free in an email. No one is going to open a bank account for you. You haven't won the lottery, or been offered a huge prize from an anonymous donor. Anything else that seems too good to be true is too good to be true. Don't even read it.
- 3) NEVER EVER EVER EVER give out any kind of personal information, like your Social security number or your credit card number or PIN number or anything like that to any email that requests it. Legitimate companies will never ask you for this in an email. Even if it looks like it comes from your bank, scammers can create false addresses. Do not send anyone this information!
- 4) Anything with any kind of drug, sex product, stock market tip, or any other random item that you may see is junk. Delete it.

These are three very common types of scams that you may receive as spam:

This information was taken from the webpage:

<http://www.hoax-slayer.com/common-internet-scams.html>

### Phisher Scams:

You may receive an email from a bank/online service provider/ financial institution that asks you to click a link and visit a website in order to provide personal information. Such an email is more than likely the type of Internet scam known as "phishing".

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A phisher scam is one in which victims are tricked into providing personal information such as account numbers and passwords to what they believe to be a legitimate company or organization. In order to carry out this trick, the scammers often create a "look-a-like" website that is designed to resemble the target company's official website. Typically, emails are used as "bait" in order to get the potential victim to visit the bogus website. Be wary of any email that asks you to click on a link and provide sensitive personal information such as banking details. Information submitted on these bogus websites is harvested by the scammers and may then be used to steal funds from the user's accounts and/or steal the victim's identity.

Most legitimate companies would not request sensitive information from customers via email. **DO NOT** click on the links in these emails. **DO NOT** provide any information about yourself. If you have any doubts at all about the veracity of an email, contact the company directly.

### **Nigerian Scams:**

You may receive an email/letter/fax that asks for your help to access a large sum of money in a foreign bank account. The message says that you will get a percentage of the funds in exchange for your help.

In all probability, the message is an example of the type of scam known as a Nigerian or "419" scam. The "large sum of money" does not exist. The messages are an opening gambit designed to draw potential victims deeper into the scam. Those who initiate a dialogue with the scammers by replying to the scam messages will eventually be asked for advance fees supposedly required to allow the deal to proceed. They may also become the victims of identity theft. The scammers use a variety of stories to explain why they need your help to access the funds.

For example:

- They may claim that political climate or legal issues preclude them from accessing funds in a foreign bank account.
- They may claim that your last name is the same as that of the deceased person who owned the account and suggest that you act as the Next of Kin of this person in order to gain access to the funds.
- They may claim that a rich merchant, who has a terminal illness, needs your help to distribute his or her wealth to charity.

If you receive one of these scam emails, it is important that you do not respond to it in any way. The scammers are likely to act upon any response from those they see as potential victims.

### **Lottery Scams:**

You may receive an email/letter/fax that claims that you have won a great deal of money in an international lottery even though you have never bought a ticket. The email may claim that your email address was randomly chosen out of a large pool of addresses as a

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"winning entry". Such emails are almost certainly fraudulent. In some cases, the emails claim to be endorsed by well-known companies such as Microsoft or include links to legitimate lottery organization websites. Any relationships implied by these endorsements and links will be completely bogus.

There is no lottery and no prize. Those who initiate a dialogue with the scammers by replying to the messages will be first asked to provide a great deal of personal information. Eventually, they will be asked to send money, ostensibly to cover expenses associated with delivery of the supposed "winnings". They may also become the victims of identity theft. DO NOT respond to these messages. DO NOT supply any personal information what so ever to the scammers.

This is not in any way designed to frighten you from using email or having fun on the internet, its just important to be aware that there are people looking to take advantage of the unsuspecting.