



**Malteser**

*...weil Nähe zählt.*



## **Malteser EDV-Training**

*Workshop 3 : Emails*



## What is an email?

**Email** is an electronic mailbox to **send and receive messages** across the Internet. Just as sending a traditional letter via post email is a means of correspondence electronically.

- It is quick
- It's also secure - *by using passwords and regularly updating them*
- It is free and accessible anywhere in the world
  - It allows to send different kinds of data

To be able to send emails, you need an **email account** and an **email address**.

## Email Providers



@otheremailprovider.com  
or .org, .edu, .gov, .mil  
or .de, .fr, .co.uk etc

## Email Address

Before you create email account think of your **username**. Will you use your email as **private or professionally**? Make sure your username defines your purpose.

Standard email address format includes:

**user name** + **@ (at) symbol** + **email provider's domain**

↓ ↓  
(the name you choose to identify yourself) **gmail.com**

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-----  
↓  
**EMAIL USERNAMES MOST APPROPRIATE FOR PROFESSIONAL PURPOSES:**  
username@gmail.com

- Name+Surname,
- Name+Surname+Number,
- (Short Name) + (Surname) + (Number),
- using name and surname initials, etc

(so that it is easy for other colleagues, managers and CEOs to identify the user within the organisation)

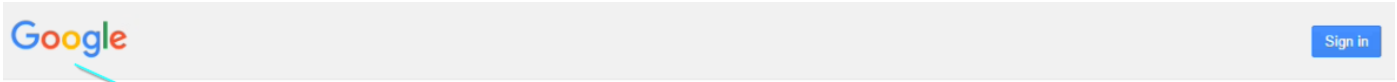
## Creating a Gmail Account

- Visit the Create Google Account page (or type “Gmail Sign Up” into Search Bar of your browser)
- Follow the steps on the screen to complete your account setup.
- After you've created your Google Account, you can use it to sign in to Gmail on your computer, phone, or tablet.

### You won't be able to get a certain Gmail address if:

- The exact username you requested *already exists*
- The username you requested is *very similar to an existing username*. For example, if `example@gmail.com` already exists, you can't use `examp1e@gmail.com`.
- The username *was used by someone in the past*, and they deleted their account.
- The username you want is *reserved by Google to prevent spam or abuse*.

# Creating Gmail Account



Create your Google Account

One account is all you need  
One free account gets you into everything Google.



Take it all with you  
Switch between devices, and pick up wherever you left off.



**Name**

1 First  Last

**Choose your username**

2  @gmail.com

I prefer to use my current email address

**Create a password**

3

**Confirm your password**

4

**Birthday**

5 Month  Day  Year

**Gender**

6 I am...

## **BASIC EMAIL SECURITY**

### **Strong passwords:**

- Never use personal information, e.g. date of birth, parents' or spouses' names, pets' names etc;
- Use a longer password;
- If you need to write down your passwords, keep them in a secure place; **NEVER share your passwords with anyone!**
- Don't use the same password for each account;
- Try to include numbers, symbols, and both uppercase and lowercase letters if the site allows it;
- Avoid using commonly used words and simple patterns e.g. “save the planet”, “happy Tom”, 123456789 or similar;
- Random passwords are strong e.g., **H=iNp2#**

## EMAILS: Additionally...

By signing up to a **Google Account** - your personal public profile on the web, apart from Gmail, Google is providing you with many other useful Applications, e.g. **Calendar, Google Drive (Office Applications and Cloud) and more**, which you can use for free. All you need to do is to sign in your Google Account from PC or tablet and find the **Applications menu**. Google Apps are also available as mobile applications.



Core Google Apps  
*Contract between Harvard and Google*



Consumer Google Apps  
*Contract between YOU and Google*





## Managing Gmail

Watch this video to learn about main features and guidelines to using Gmail





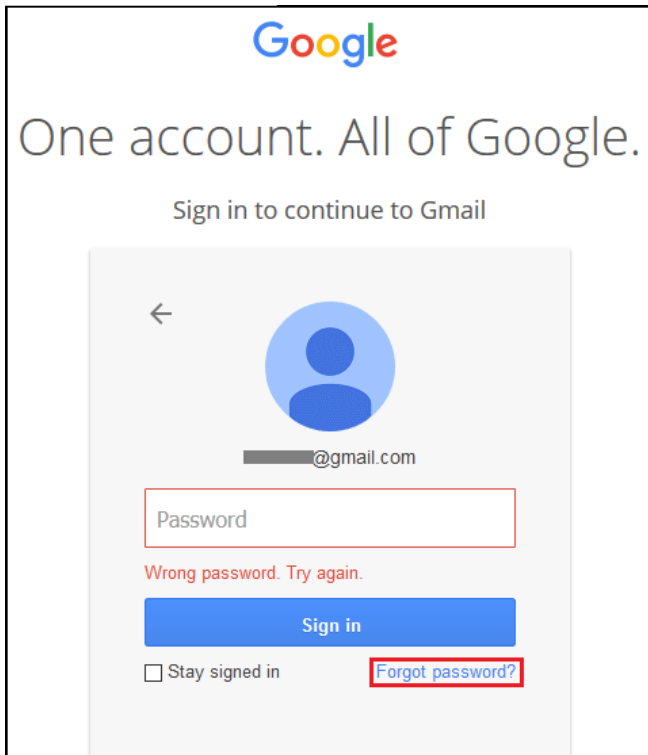
## Managing Gmail

### Can you answer these questions about Gmail?

1. How can you compose a new email?
2. What fields of an email letter are most important?
3. How can you format your email message?
4. How can you make an attachment? (a document/ an image) *How big can attachment be in Gmail?*
5. How can you read and then reply to email messages?
6. How can you organize your Gmail Inbox?
7. Where can you find the list of email labels?
8. How to label emails automatically?
9. How can you delete an email?
10. How can you restore a deleted email by mistake?
11. How can you find a certain (esp archived) email in your Gmail Inbox?
12. What are the other options of Gmail you can use and where can you find them?
13. What is Gmail tabs?
14. What are the options of Gmail Labs?
15. What are the View options of Gmail and how can you use them?

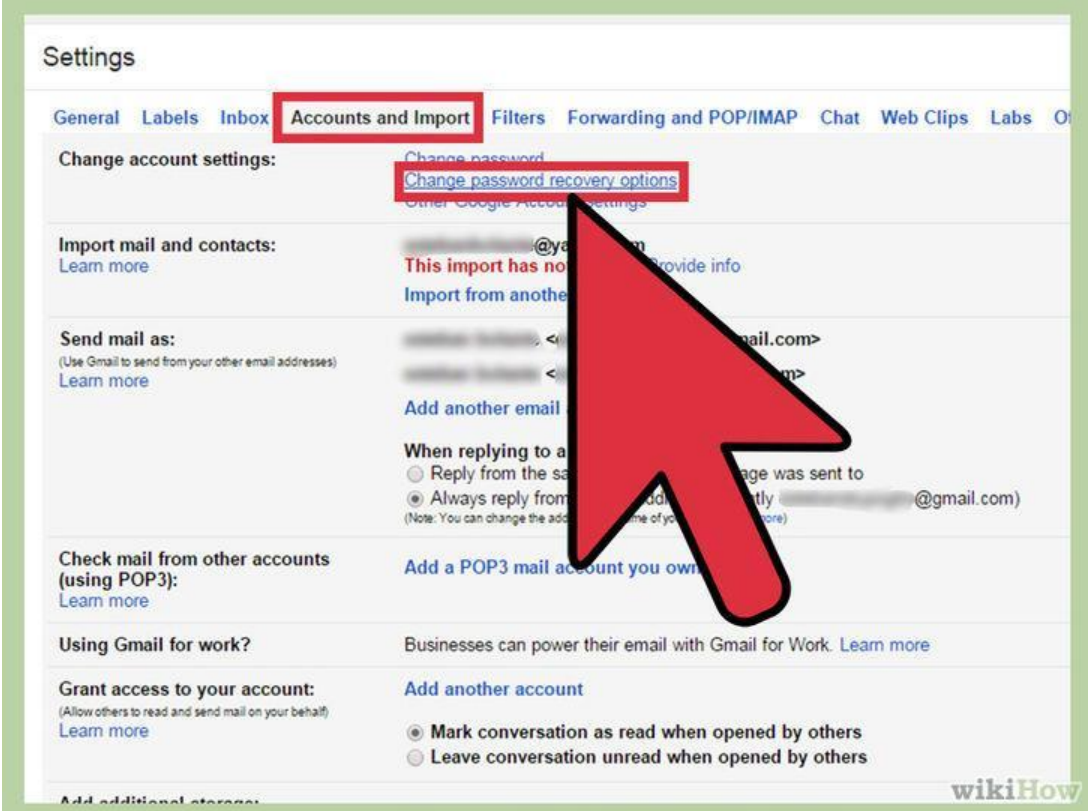
***Watch the video again if you cannot answer these questions!***

# EMAIL: Resetting Email Password



- CLICK "Forgot password"
- Follow the instructions of Google to **verify that the account is yours!**
- You will receive a **verification code to your mobile phone number as SMS or Voicemail** (if you have provided it in your Gmail)
- Or use **an alternative email** to recover your password! (create a new email account if you need!)

# GMAIL: Changing Gmail Password



The screenshot shows the Gmail 'Settings' page with the 'Accounts and Import' tab selected. The 'Change account settings:' section contains three links: 'Change password', 'Change password recovery options', and 'Other Google Account settings'. The 'Change password recovery options' link is highlighted with a red box, and a large red arrow points to it. Below this, the 'Import mail and contacts:' section shows a message: 'This import has no... provide info' and 'Import from another...'. The 'Send mail as:' section lists two email addresses and includes an 'Add another email...' link. The 'When replying to a...' section has radio buttons for 'Reply from the same address that the message was sent to' and 'Always reply from my primary email address' (selected). The 'Check mail from other accounts (using POP3):' section has an 'Add a POP3 mail account you own...' link. The 'Using Gmail for work?' section has a 'Learn more' link. The 'Grant access to your account:' section has an 'Add another account' link and two radio buttons: 'Mark conversation as read when opened by others' (selected) and 'Leave conversation unread when opened by others'. A 'wikiHow' watermark is visible in the bottom right corner.

## **BASIC EMAIL SECURITY**

- ❖ Change your password regularly and make sure it's strong (see next slide).
- ❖ Don't share your password with anyone.
- ❖ **Log out** or **sign off** from your account when you've finished looking at/sending your email. Especially if you don't use your own computer, tablet or mobile phone.
- ❖ **Beware of Spam and Phishing emails:**
  - ★ Don't open emails and their attachments from a suspicious source (**Spam**)
  - ★ Keep your personal information personal – don't share bank or credit card information via email.
  - ★ Your bank will not discuss your private financial situation by email. If you receive any correspondence that claims to come from your

# Spam & Phishing

Sense of urgency 

★ Spam

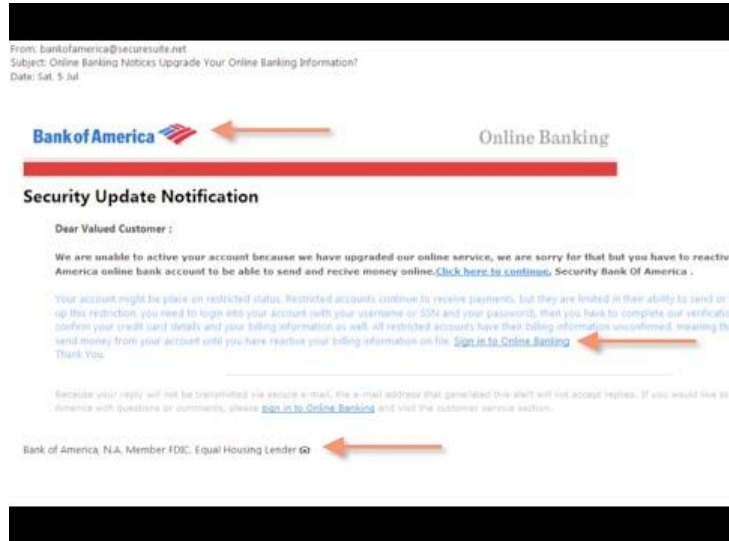
★ (junk mail)

★ Advertisements

★ Phishing

★ Winning big  
amounts of money!

★ Malware



# Spam & Phishing



## Can you answer these questions?

1. What kind of cyber risk does each person have?
2. What is spam?
3. How can you best protect your email inbox from spam?
4. What is phishing?
5. How can you check if a message is a phishing email?
6. How can you best protect yourself from receiving phishing emails?

***Watch the video again if you cannot answer these questions!***

## Gmail for (Smart) Mobile Devices



**Option 1:** Use the native email app on your device.

**If:** you have multiple email accounts through different email providers (such as a personal email and a work email) it might be more convenient to choose

**Option 2:** The official Gmail mobile app, available for iOS and Android.

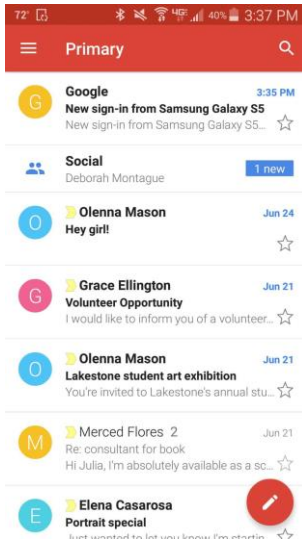
**If:** you're already a Gmail user; the official Gmail app looks and feels similar to the desktop version, and it includes some custom Gmail



# Official Gmail App: for Android and iOS



**Option 2:** Using the **official Gmail mobile app**, available for **iOS** and **Android**. Each app gives you access to the same basic features of desktop Gmail



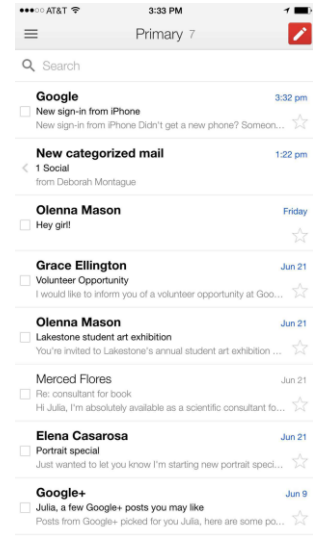
**Android**

Download and install  
**Gmail App** via  
**Google PlayStore**  
on your **Android**  
device or **App Store**  
on **iPhone**

← **Open Gmail App**



and follow the  
instructions of  
**signing in**



**iPhone**

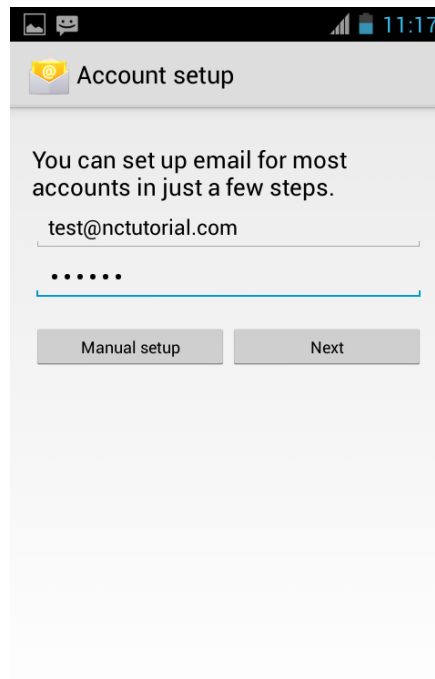
# Gmail for Android and iOS Mobile Devices



Option 1: Using **the native email app** on your device.

Navigate **email app** and enter your email address and password and follow the instructions of **signing in**

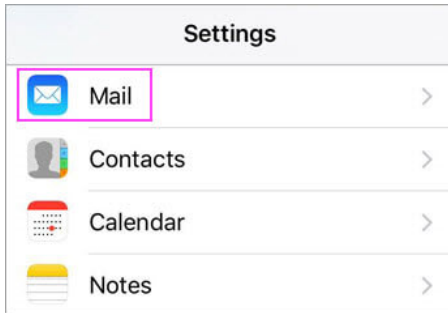
You can synchronize your mailbox by navigating your Gmail settings



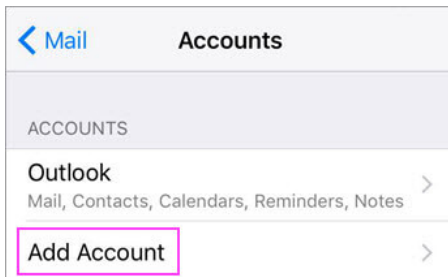
# Gmail for iOS Devices (Mobile and Tablet)



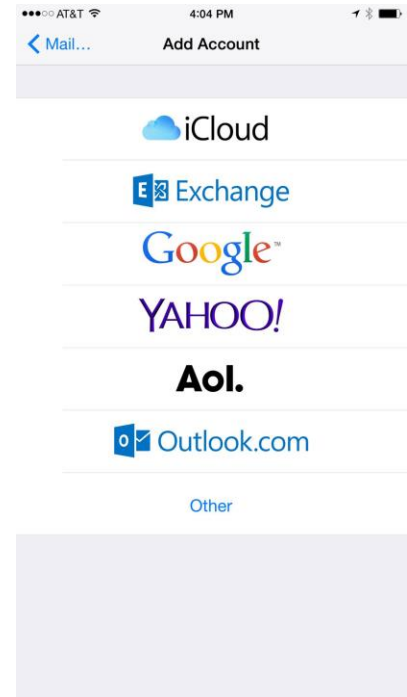
**Option 1: Using the native email app on your device.**



← Navigate **email settings** and choose **Add Account** option



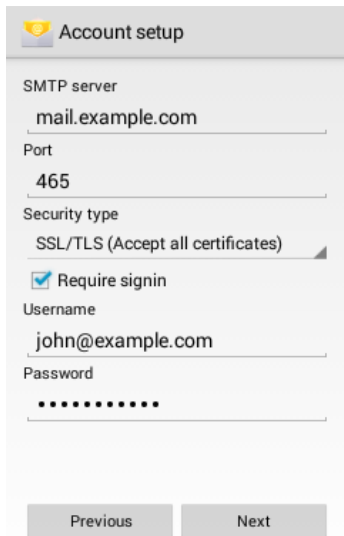
Choose **Google** →  
And follow the instructions of signing in



# Gmail for Android and iOS Mobile Devices



Option 1: Using the native email app on your device.



Account setup

SMTP server  
mail.example.com

Port  
465

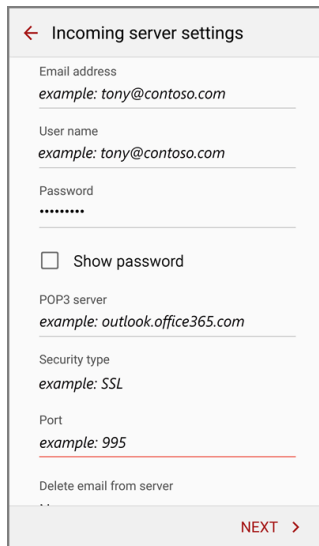
Security type  
SSL/TLS (Accept all certificates)

Require sign-in

Username  
john@example.com

Password  
.....

Previous Next



Incoming server settings

Email address  
example: tony@contoso.com

User name  
example: tony@contoso.com

Password  
.....

Show password

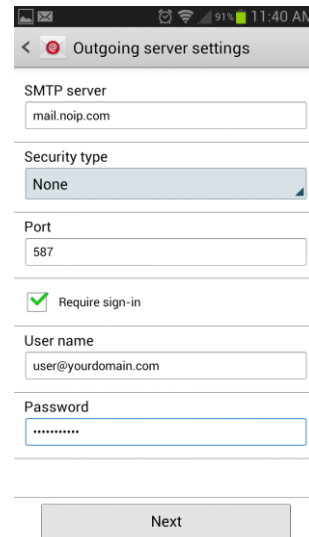
POP3 server  
example: outlook.office365.com

Security type  
example: SSL

Port  
example: 995

Delete email from server

NEXT >



Outgoing server settings

SMTP server  
mail.noip.com

Security type  
None

Port  
587

Require sign-in

User name  
user@yourdomain.com

Password  
.....

Next

If you have emails hosted by **other than** Google, iCloud, Exchange, Outlook.com, AOL, you might be required to setup **POP3 or IMAP**. (Information about your POP/IMAP you can find in the **email account settings - Forwarding and POP/IMAP + Configuration Settings + Enable**) or from your company that hosts your work email



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# Gmail for Mobile Devices: POP3 and IMAP



Option 1: Using the native email app on your device.

Set up email

Outgoing server settings

SMTP server  
smtp.gmail.com

Security type  
SSL (Accept all certificates)

Port  
465

Require sign-in

Username  
petersmith@gmail.com

Password  
.....

Next

Add email account

Account options

Sync schedule  
Every 15 minutes

Peak schedule  
Every 15 minutes

Sync Email

Send email from this account by default

Notify me when email arrives

Next

Incoming server settings

Set up email

Your account is set up, and email is on its way

Give this account a name (Optional)  
petersmith@gmail.com

Your name (Displayed on outgoing messages)  
Peter Smith

Done



# Writing Emails

Start with a greeting. The greeting or salutation should be on its own line.

Type in the correct email address, otherwise the mail will go to the wrong person.

Type in a subject. This tells the reader what the email is about and makes it easier to find it at a later date.

Leave a space between the greeting and first line and between each paragraph.

All paragraphs should start against the margin line.

Put the sign off on its own line. You do not need to use a comma.

End by putting your name.

