



Malteser Computer Training

Workshop 3: Emails

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What is an Email and Why use it?



Email is an electronic mail 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 quicker – your recipient receives your email within seconds and they can collect their mail as soon as they go online. It's also secure. You can send and receive emails for free from any corner of the world, communicate with multiple people and share your photos, documents and other files.

To be able to send emails, you need an email account and an email address. Email accounts are hosted by **email providers** also known as **web domains**, the most popular of which today are **Google, Yahoo!, MSN, Outlook, Hotmail** and some other.

Many people also have an email accounts **hosted by their company, school, or organization**. These email addresses are usually for professional purposes. Many hosted web domains end with a suffix other than **.com**. Depending on the organization, your provider's domain might end with a suffix like **.gov** (for government websites), **.edu** (for schools), **.mil** (for military branches), or **.org** (for non-profit organizations).

Also, depending in which country you or your company is located, web domains may end in **.de** (Germany), **.fr** (France), **.co.uk** (United Kingdom), etc.

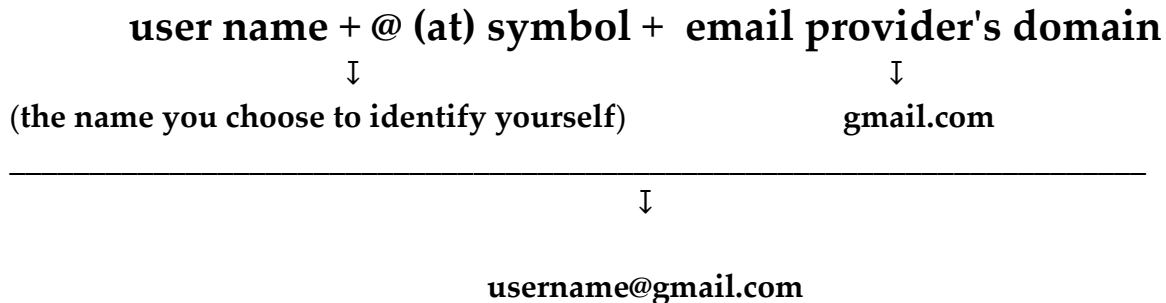
For convenience, we will be using Gmail to describe most features and functions of an email account.



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.

Email addresses are always written in a standard format that includes a **user name**, the @ (at) symbol, and the **email provider's domain**. The **user name** is the name you choose to identify yourself.

Standard email address format includes:



In other words, **email address** - electronic address containing @ symbol; **email account** - the electronic mailbox itself; **email provider** - web domain that hosts an email account.

Here are some examples of **email usernames most appropriate for professional purposes**:

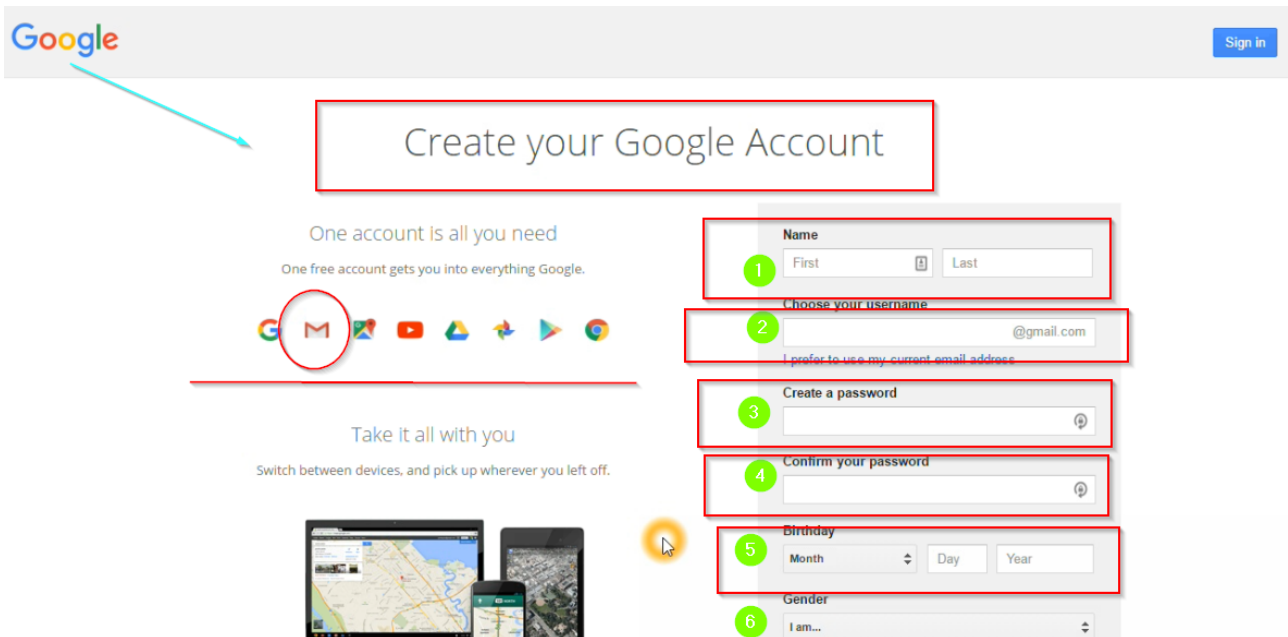
- Name+Surname,
- Name+Surname+Number,
- (Short Name) + (Surname) + (Number),
- using name and surname initials, etc.

In this way it is easy for other colleagues, managers and CEOs to identify the user within the organization.

Also, if you want to send emails to other people, you will need to obtain their email addresses. It's important to learn how to write email addresses correctly because if you do not enter them **exactly right**, your emails will not be delivered or might be delivered to the wrong person.

1. Creating a Google Account

- Visit the Google Account creation 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 is already being used.
- ➔ 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.

IT IS VERY IMPORTANT TO PROTECT ANY PERSONAL INFORMATION!!!

By creating **strong passwords**, you can greatly reduce the chance that your personal or financial information will be stolen.

Many people create passwords based on their spouse's names, a hobby, or a simple pattern. To create a strong password, you will need to avoid these types of common mistakes.

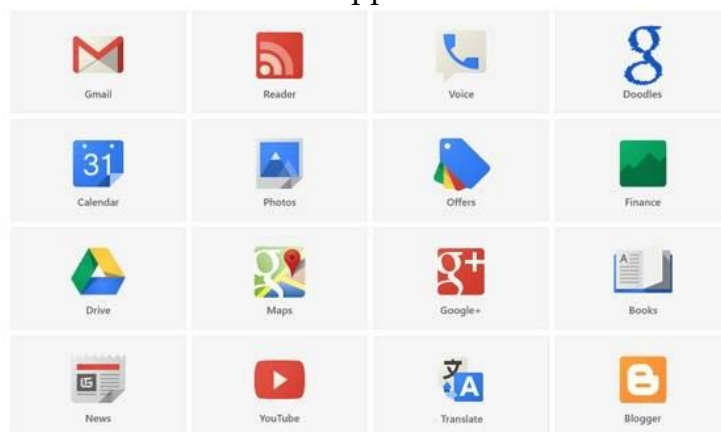
Strong passwords:

- Never use personal information, e.g. date of birth, parents' or spouses' names, pets' names etc;
- Use a longer password;

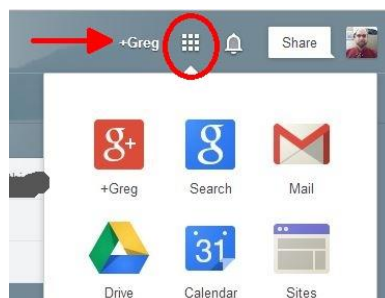
- If you need to write down your passwords, keep them in a secure place; **NEVER share your passwords with anyone!**
- Don't use the same password for each account;
- Try to include numbers, symbols, and both uppercase and lowercase letters if the site allows it;
- Avoid using commonly used words, e.g. "save the planet", "happy Tom" or similar;
- Random passwords are strong e.g., **H=jNp2#**

CONGRATULATIONS!!!

Now you have an email account and a Google Account which also gives you free access to such useful applications like:



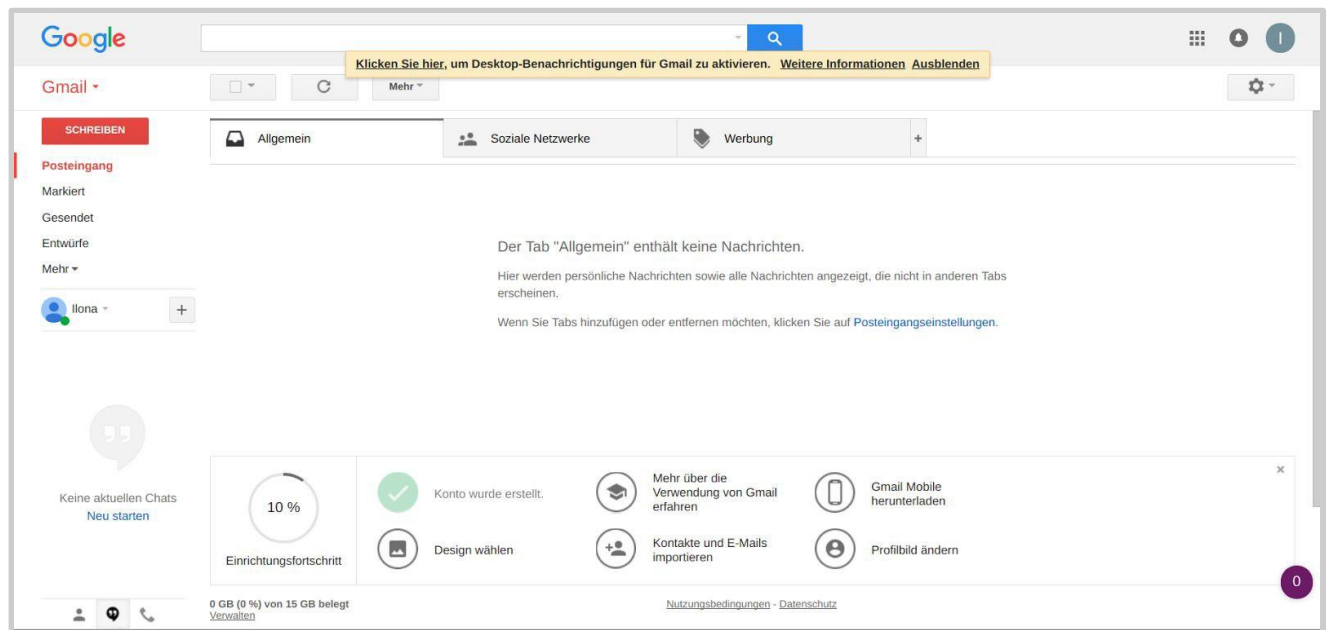
All you need to do is to sign in your Google Account from PC or tablet and find the *Applications menu*.



Google Apps are also available as mobile applications. Feel free to explore their useful functions to organize and optimize your time, schedules, documents, pictures, books and many more!

2. How to use Gmail:

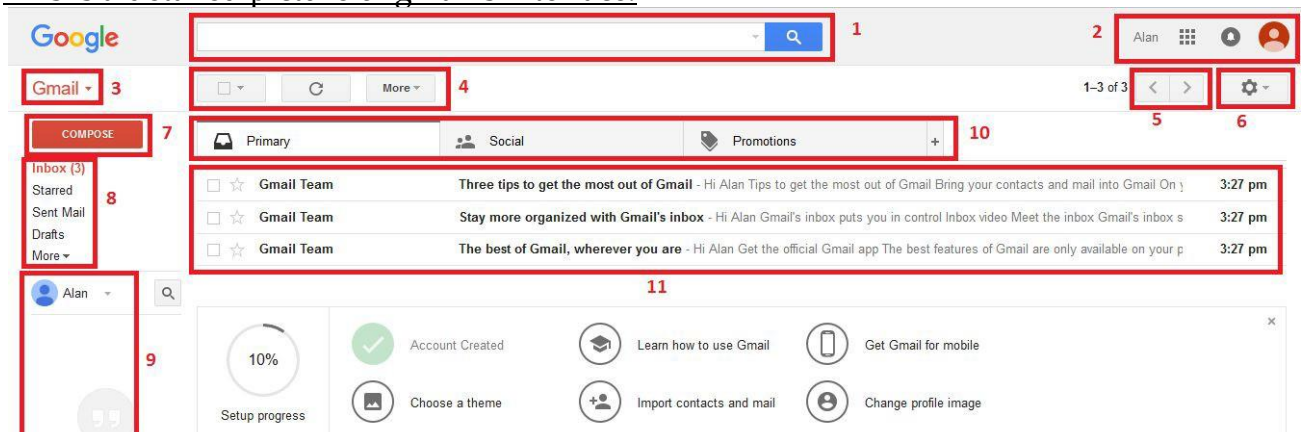
After successfully creating a gmail account, you can now work with gmail. The standard interface looks like this:



Gmail offers you some useful services: inbox, labels, files, filter options and a to-do-list. And you can navigate your contacts.

You can access your gmail account with any computer, tablet or smartphone. One condition is access to Internet, though.

This is a detailed picture of gmail's interface:



- 1 – **Search box:** with this you can search for emails by words
- 2 – **Menu:** the menu offers you different Google services (from left to right: link Google+, button for Google Services, a button for Google messages, a button to

share information, a button for Google services, a button to log-in/ log-out))

3 - Drop-Down-Menu: Choose between gmail, to-do-list and contacts.

4 – With these buttons you can apply different functions to your emails.

5 – With the arrows „back“ and „forth“ you can open different pages of your email list.

6 – Click on **“Einstellungen”** and you will get access to further gmail options.

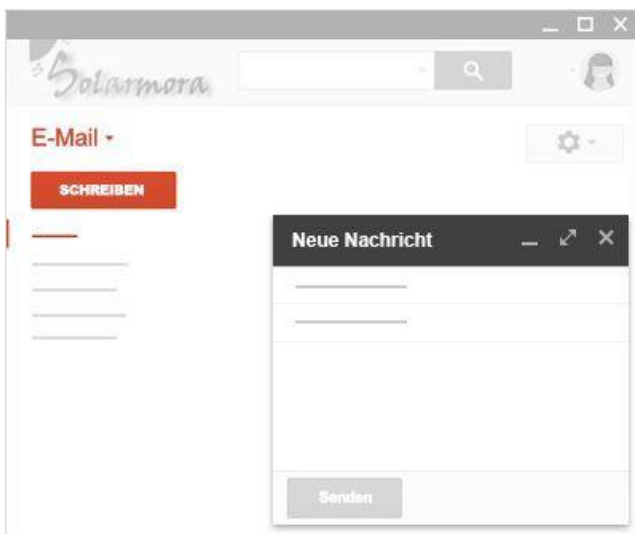
7 – Click on **“SCHREIBEN”** to create and write a new email.

8- This menu on the left side contains different areas of your email account (inbox, labeled emails, sent emails, etc.)

9 - Gmail-Chat

10 - Tabs: There are three tabs: (1) primary, (2) social, (3) promotions. You can add further tabs that are useful for you.

2.1 Writing an email



How to write an email:

Login to your gmail account.

1. Open your inbox

2. Click on „Schreiben“. A new window will appear on the right side.

3. Type the email address of the recipient, subject and the text of the mail in the window that has appeared.

Some words on the “subject”: this is more important than you might think. In this field, write a few words that describe what

the email is about. Some people receive many mails every day, especially when they work at an office. The “subject” of your emails help them to correctly categorize the email. An email with a wisely chosen “subject” looks professional. For example: when you apply for a job, your subject could be: “Bewerbung als Elektroniker”.

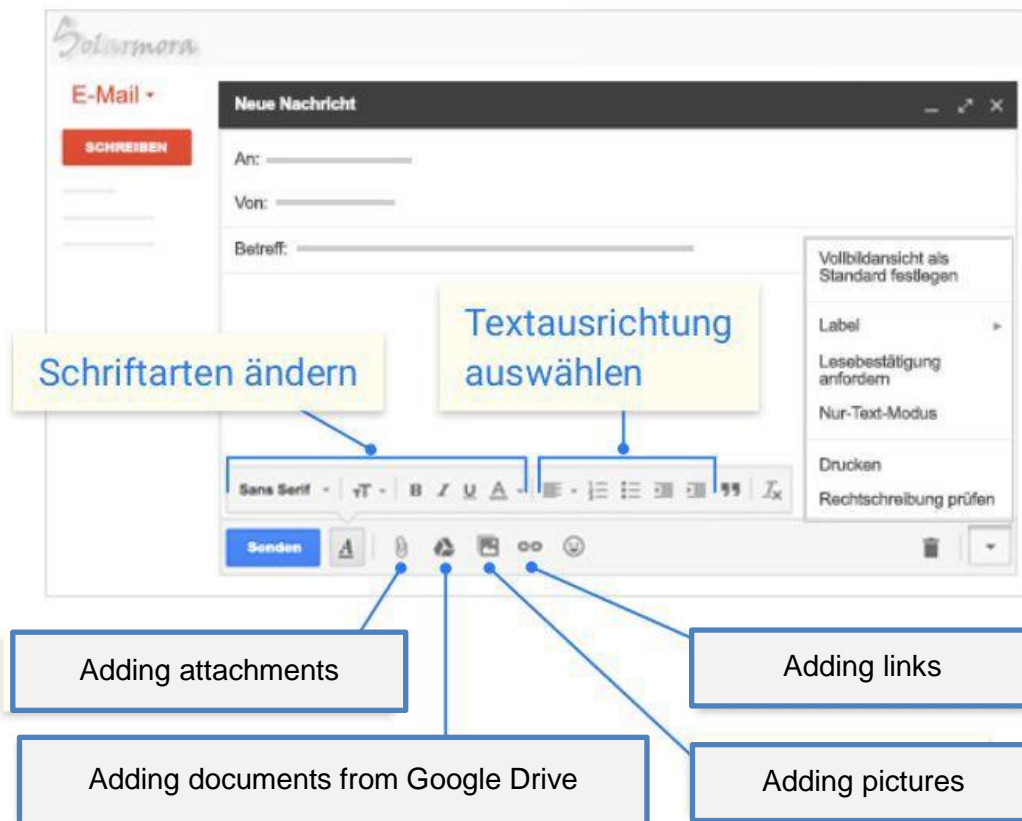
Emails that you wrote but not yet sent, will automatically be saved in the file named “Drafts” (German: “Entwürfe”)

4. Formatting text: If you want to highlight some details of your text, make a list or change the font, you can use the formatting tools at the bottom of the mail-window.

5. You can also add attachments.

How to format a text in Gmail:

You find the text formatting tools at the bottom of the “New Mail”-Window.

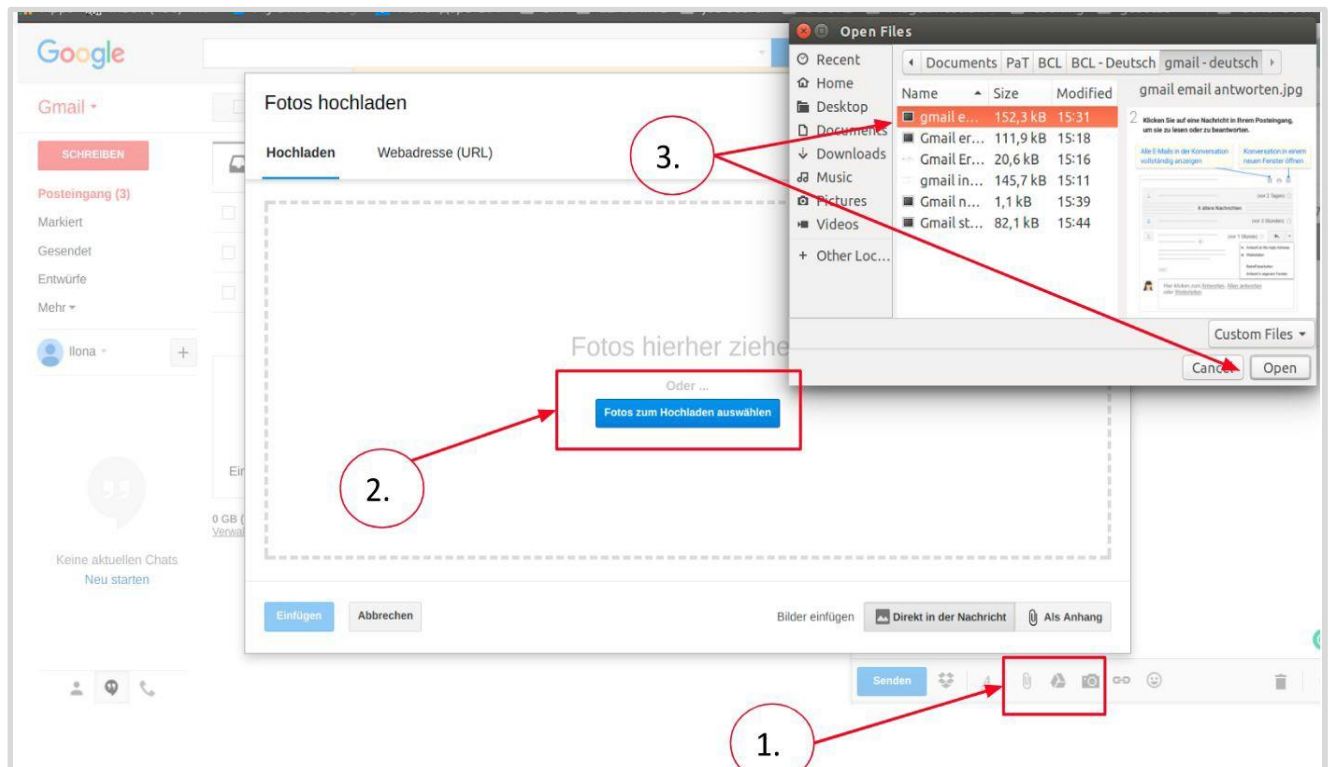


Attachments:

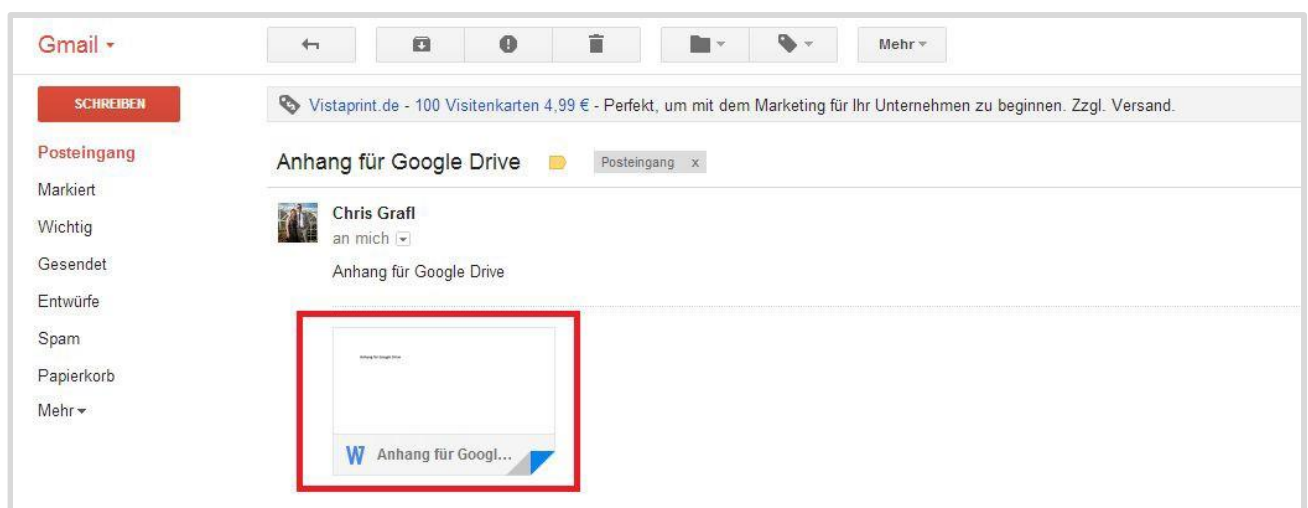
You can send documents and pictures by email as attachments.

1. At the bottom are different symbols. By using them you can attach pictures, files or documents to your email (see screenshot above)
2. Follow the instructions that pop up by clicking on the symbol. Choose the file that you want to attach to your email.
3. Click on the file, click “Open” and upload it to your email.

Screenshot: (see below)



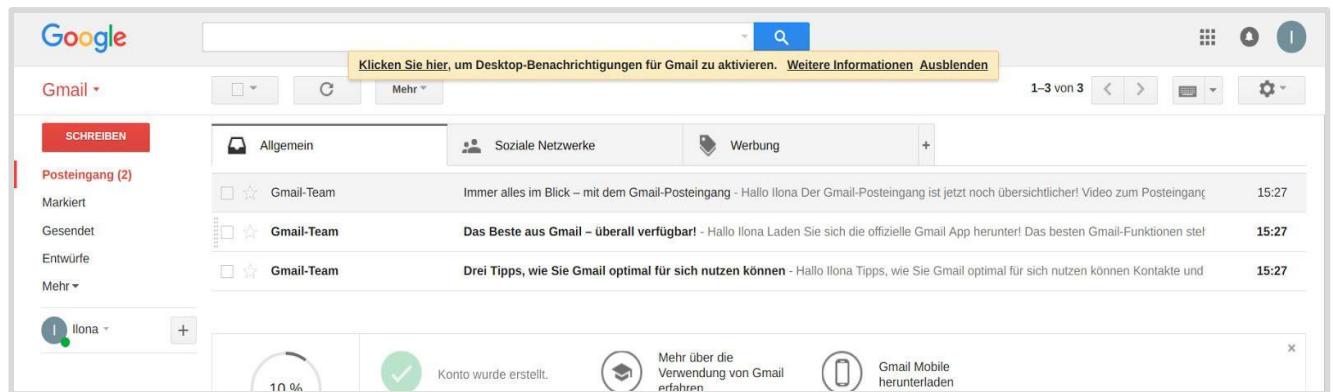
Successfully attached files will be shown in your email like this:



If you use Google Drive, you can also attach documents from your Google Drive. In this case, you can send lots of attachments. Usually, when you attach something to your email, you are limited. It is not possible to send something with more than 25Mb attached. By attaching documents from Google Drive, you won't have this limit.

2.2 Receiving, reading and replying

Emails that you receive, will be in your inbox. Emails that you haven't read yet are bold. To open an email, click on the message that you want to read.

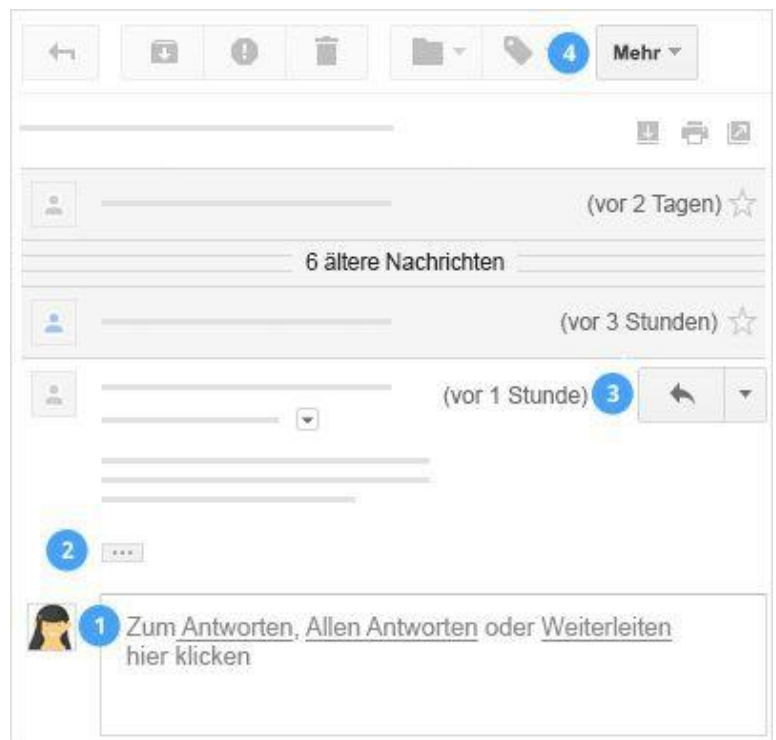


Replying:

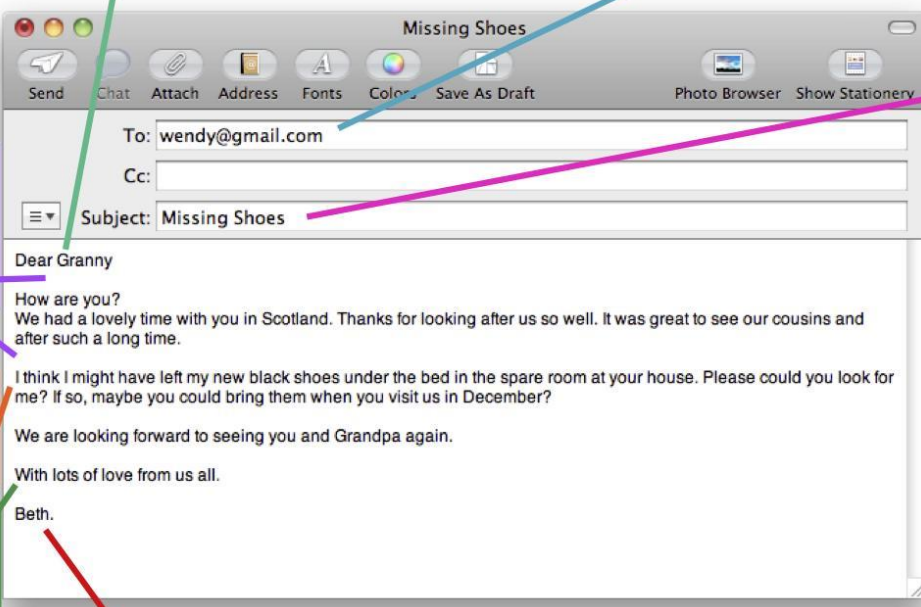
To reply to an email, you can just click in the field below the message. Type in your text.

Furthermore, you can choose, how to reply:

1. Reply only to the person who sent you the email
2. "Allen antworten": Sometimes an email is sent to several persons. You can choose to send your reply mail to all of them
3. "Weiterleiten": you received the email from person A and you forward it to person C.



Emails are usually structured like formal letters: start with a greeting, continue with an introduction followed by the text body. Finally write a send-off and your name.



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.

Introduction

Body

Conclusion

To: wendy@gmail.com

Cc:

Subject: Missing Shoes

Dear Granny

How are you?
We had a lovely time with you in Scotland. Thanks for looking after us so well. It was great to see our cousins and after such a long time.

I think I might have left my new black shoes under the bed in the spare room at your house. Please could you look for me? If so, maybe you could bring them when you visit us in December?

We are looking forward to seeing you and Grandpa again.

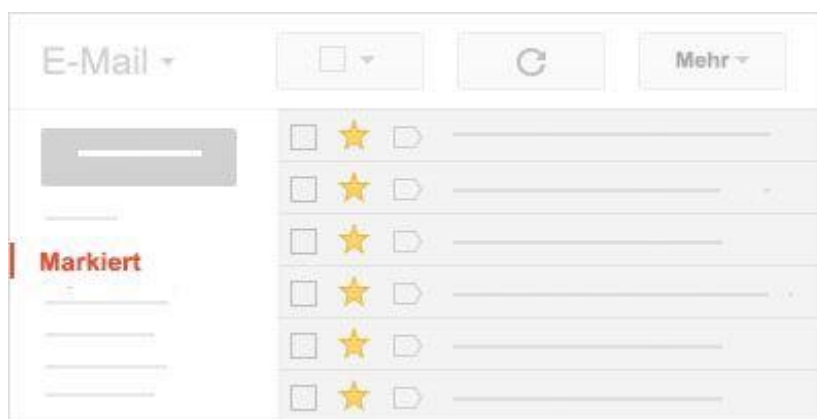
With lots of love from us all.

Beth.

Mark emails as important

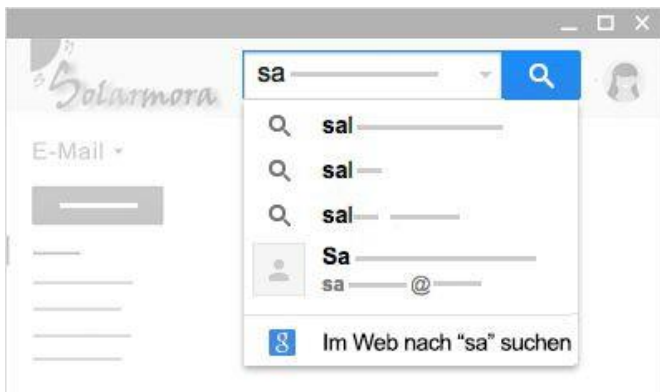
Important emails can be marked as important. Here's how to do it:

- Open your inbox
- click on the „star“-symbol next to the email



Search bar

You received an email and you need to read it again? No problem! Gmail offers a search bar! By typing words in the search bar, you can find the email again. Type in **words** that are written in the **text** or **subject** of the email, that you want to find. Or type in the email address or name of the sender.

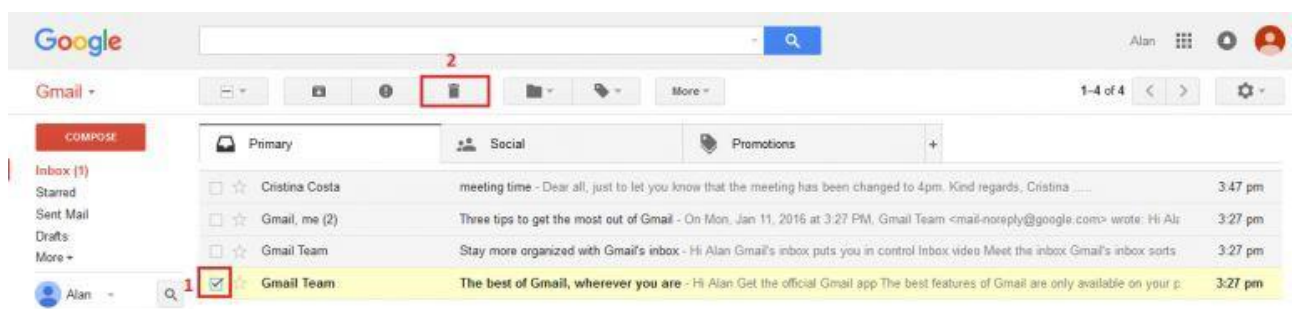


2.3 Delete and restore emails

How to delete an email:

First of all: Open your inbox

- 1) Click the box next to the listed email, that you want to delete
- 2) Click the trash-symbol

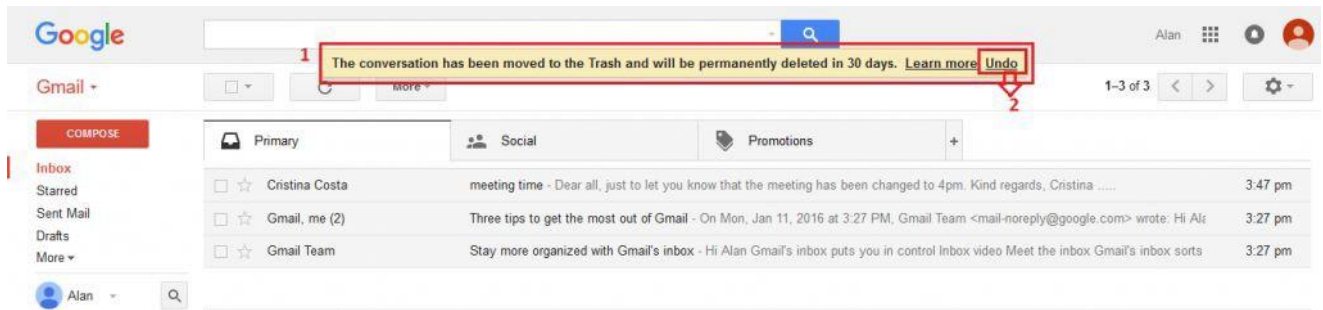


Deleted emails disappear from your inbox. But they aren't ultimately deleted yet. Up to 30 days they are still available – in the folder called “Papierkorb” (engl.:trash”). After 30 days, the emails in this folder will be automatically deleted.

How to restore a deleted email:

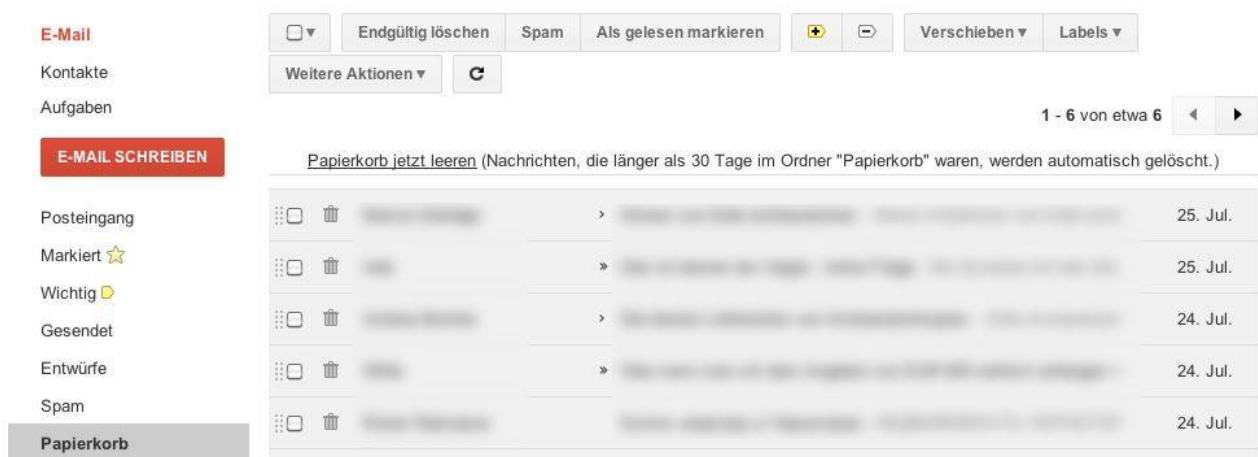
Option 1: Directly after deleting an email, Gmail tells you that your email was deleted. You can click “undo” to restore the email immediately. The email will be in your inbox

again.



Option 2: Move the deleted email back to your inbox:

1. Find your folder "Papierkorb" (trash)
2. Choose the email, that you want to restore, by clicking it
3. Tell Gmail to move the email back to inbox ("Verschieben")



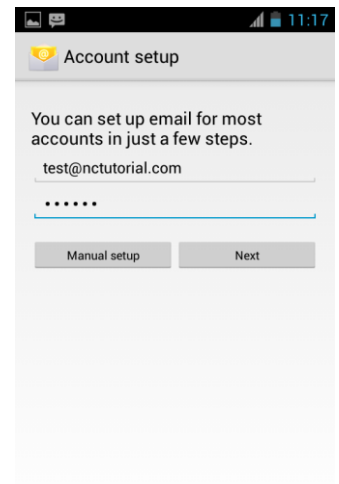
3. Read your emails on your Smartphone

No matter what type of **mobile device** you use, it's easy to send and receive Gmail messages **on the go**. It is possible to set up Gmail with the **native email application** on your device. If you are using only the Gmail then the official **Gmail app** for iPhone and Android is what you need to download and install via Google Play Store (Android device) or App Store (iPhone).



Option 1: Use the native email app on your device. Navigate email app and enter your email address and password and follow the instructions of signing in.

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 this option because it allows you to view and manage all of your messages in one place.



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

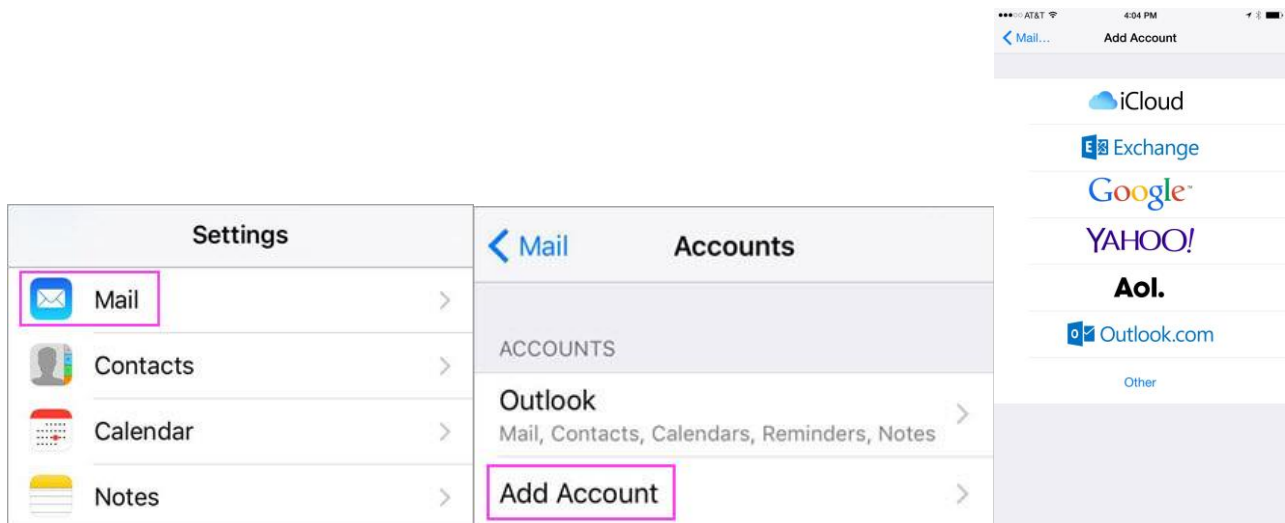
If: you're already a Gmail user; the official Gmail app looks and feels similar to the desktop version, and it includes some custom Gmail features that may not be available in the native email app on your device.

→ 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

Each app gives you access to the same basic features of desktop Gmail.

If you use iPhone, you might need to add a Gmail account first. Navigate **email app settings** and choose the option **"Add Account"** and then sign in! Choose **Google** and follow the instructions of signing in.



* You must be a Gmail user to be able to sign in, otherwise sign up first!

4. Basic E-mail security

4.1 The different dangers of emails

It's important that your personal information that you have provided while creating your email account remains secure and safe and that you aren't open to viruses or hackers.

To achieve that:

- ★ Change your password regularly and make sure it's strong (see §11).
- ★ 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 bank, telephone your branch to verify it and discuss the matter over the telephone instead.
- ★ Make sure that you have **antivirus software** installed and keep it up to date.

You can **reset** or **change** your passwords anytime **by using the corresponding account**

settings, SMS services or alternative email accounts. It is highly recommended to change passwords **frequently** for better protection of your data.

Spam is another term for **junk email** or **unwanted email advertisements**. Today, a majority of emails are spam. **Phishing scams** and **malware** are often included in spam, so it is important to be able to effectively manage the spam we receive in our inbox

Here some tips for dealing with spam emails

- ★ **Use a spam blocker**
- ★ **Don't reply to spam**
- ★ **Turn off images.** An email can contain images spammers can track
- ★ **Regularly check your spam folder** and make sure you are not missing important emails

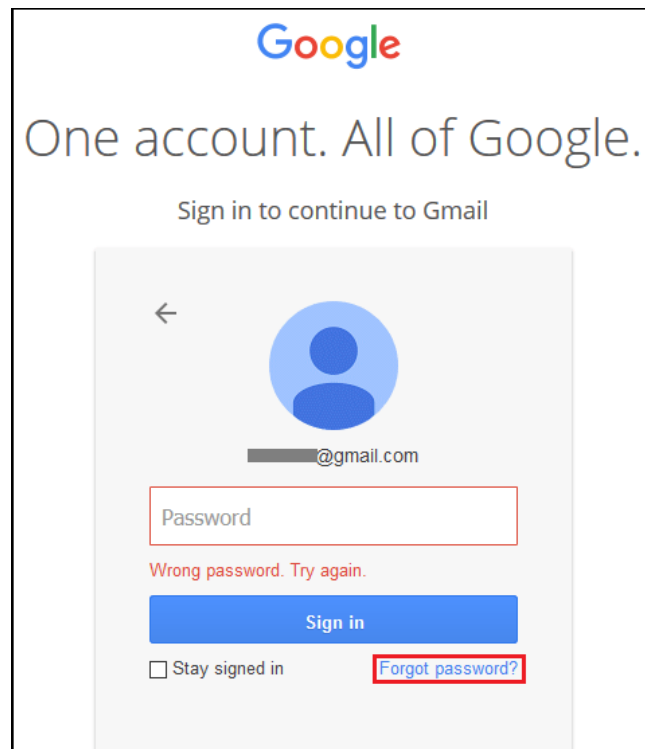
Phishing is a type of scam in **which an email pretends to be from a bank or another trusted source** to trick you into handing over your personal information. Scammers can use this information to withdraw money from your bank account or steal your identity. A phishing email will often have a **sense of urgency**. For example, it may claim that "unauthorized charges" were made on your credit card and that you need to immediately verify your information

Tips for dealing with phishing:

- ★ **Don't follow the link**
- ★ **Report scams and spam.** Some email service providers have a **This is Spam** button or another method for reporting spam

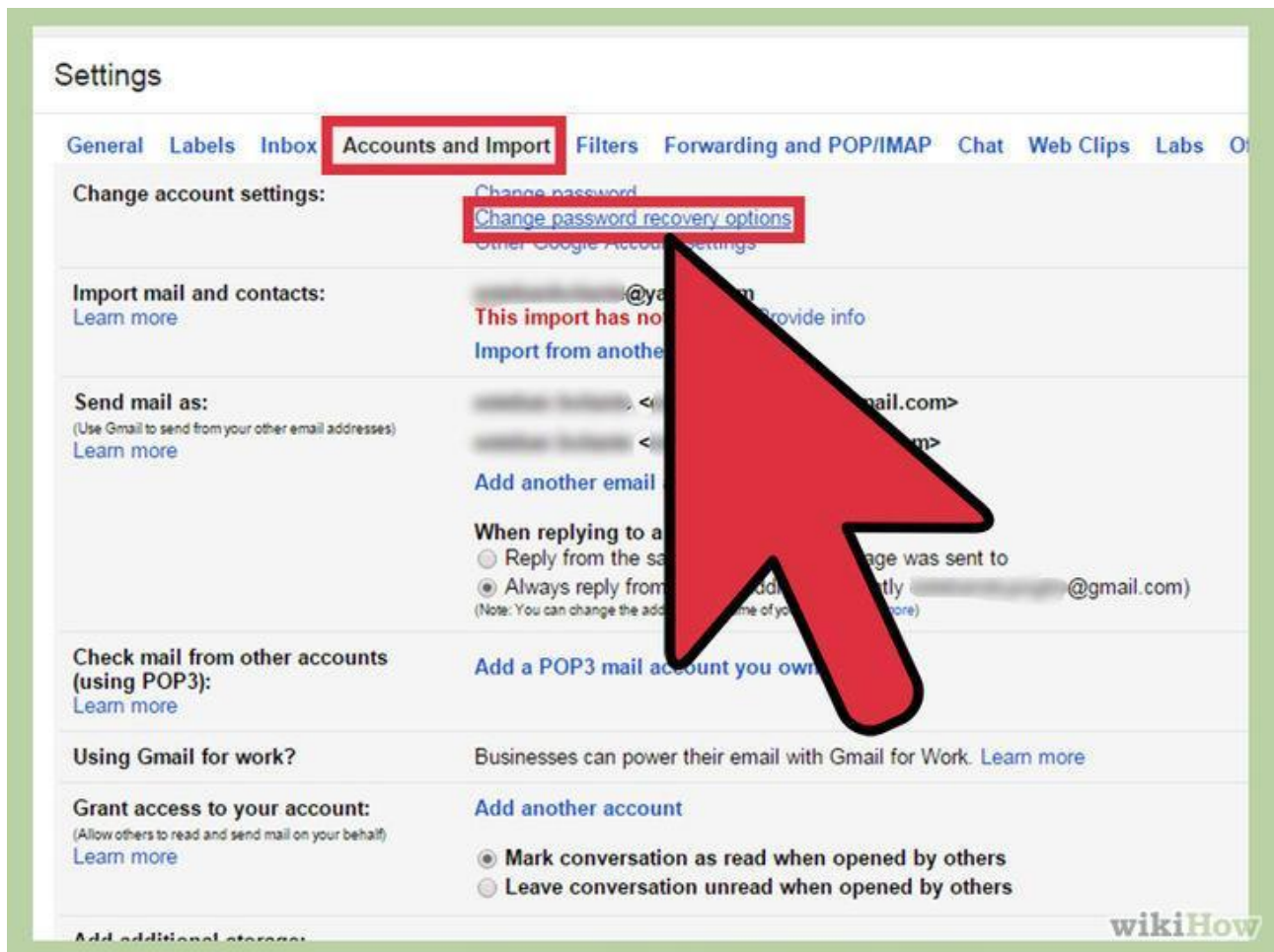
4.1. How to Reset & Change Email Password

You can change your password for security reasons or reset it if you forget it.



- 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!)

To **change** your Gmail password, go to **Gmail Settings/Accounts and Import** tab and follow the instructions to change your password.



SOURCES used for creation of this Handbook and Useful Links for Further Learning:

1. <http://www.gcflearnfree.org>
2. <https://www.avc.edu/administration/its/techtraining/Google>
3. Howcast YouTube channel
4. Teacher's Tech YouTube channel
5. <https://www.fastmail.com/help>
6. <https://www.namecheap.com/support/knowledgebase/subcategory.aspx/2175/private-email-client-setup>
7. <http://www.androidemailsettings.com/setupgmail.php>
8. <https://www.mycyberwall.co.za/get-smart/english/grade-4/writing-friendly-letteremail>
9. LinkedIn SlideShare: <https://www.slideshare.net/lilianamonserrat/what-shall-we-do-to-write-an-email>
10. <http://www.wikihow.com>
11. <http://www.letters.org>
12. Virginia Evans: Successful Writing Intermediate, Express Publishing, 2000