New Mexico Broadband Program

Introduction to the Internet

Module 3

Using email to communicate
Communication is one of the chief components of our lives and our work. Through communication, we build relationships and foster community.
Today, many businesses, agencies, and individuals are using the Internet to communicate.
These online modes have replaced other forms of communication for many.
One of the most prevalent forms of online communication is email.

Email stands for “electronic mail.” Using email, you can send electronic messages rapidly from any computer.
When you send an email message, you can communicate with someone in the next office or someone on another continent rapidly and efficiently.
How do you get an email account? If you are associated with an organization or institution, you may have been provided with an email account for work.
If you have an Internet connection at home, your Internet Service Provider, the company that hooked up your Internet, may have set up an email account for you.
If not, you can set up an email account yourself. The first step is choosing an email provider.

There are many free email providers, but all are similar in the way they handle email.
The most common open email providers are Gmail, Yahoo, and Hotmail.

Any provider you choose will allow you to send mail to any other provider.
In this class, we will be setting up email accounts with Gmail. Gmail is Google’s free email service. Before we set up an account, we want to understand a bit about email addresses.
An email address consists of two parts: the user name and the email provider web location.

sallyhansen@hotmail.com

User name

Email provider web location
When you create an email, you need to create a user name for yourself. Usually, user names are related to your own name, so that they are easy to remember.
Each user must have a unique email address, so that person’s mail will go only to that email account.

Since names are similar, and there are millions of email addresses and user names, you will have to make changes in your name to create a user name from it.
You can also make up another name for your email address user name.

Examples of user names and email addresses:

<table>
<thead>
<tr>
<th>Your name</th>
<th>User name</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith</td>
<td>Jhnsmth</td>
<td><a href="mailto:jhnsmth@hotmail.com">jhnsmth@hotmail.com</a></td>
</tr>
<tr>
<td>Betty Parker</td>
<td>Betterparking</td>
<td><a href="mailto:betterparking@yahoo.com">betterparking@yahoo.com</a></td>
</tr>
<tr>
<td>Jane Doe</td>
<td>wisejane</td>
<td><a href="mailto:wisejane@gmail.com">wisejane@gmail.com</a></td>
</tr>
</tbody>
</table>
In addition to a user name, you will need a password when creating and accessing your email account.

- For Gmail, your password must be at least 8 characters.
- To create a strong password, make sure it contains both letters and numbers. Try to create a long password that is easy to remember and to use symbols as well.
- Never personal information, such as family names or birthdates, that may be easily guessed.

d1ff1@u[tpa55w*rd
Make sure you write down your user name and password for future reference.

Keep them in a safe place so you won’t forget them.
Now that you are ready to set up your email account, open Google on your computer.

Remember, to do this we type **www.google.com** into the address bar.
Type [www.google.com](http://www.google.com) into the address bar.
Once you are on the Google search page, look for the Gmail link in the menu in the black bar at the top of the page.

Place your cursor over the words and click.
The next screen will show you the Gmail sign-in page. Click on the red “Create an Account” box in the upper right hand corner of your window.
Fill out the section on the right side of the screen to create an account.

Follow the instructions given in the handout and type carefully, checking your work.

Your password will be visible to you only as a series of asterisks ***** so type your password especially carefully.
If your account creation was not successful, review and redo any fields that indicate a problem. Alerts of problems will appear in red print above or below the field that needs attention.

The most common errors are not retyping the password correctly and not reading the captcha correctly.

Ask for assistance, or take a break, if you are still having difficulty.
If your account set-up was successful, you will be taken to a profile page. We will skip this step for the moment, so click on “Next step.”
On the next screen, click on “Continue to Gmail” in the lower left hand corner.

Welcome Elizabeth!

Now you're ready to search, create, and share across lots of Google products. Check out your new account in the upper right (click your photo to edit your profile, access Google+, review account settings, and view or adjust settings for web history). We've also sent you an email to show you how to get even more out of Google.

Your new email address is

Thanks for creating an account. Have fun!

Continue to Gmail
If the next screen offers to show you a video about Google’s new look, skip this and “Continue to the new look.”
You are now in your Gmail account!
Your account opens in your “Inbox.” The inbox is like the mailbox. It shows you all of your new mail messages.
Your account opens in your “Inbox.” The inbox is like the mailbox. It shows you all of your new mail messages.

Click on Inbox when you have opened one message and want to go back to your Inbox to view the others.
To create an email, you need to open the compose feature.

To begin a new message, click on the red Compose box on the top of the left hand menu.
The “Compose” window takes you to a blank email.

Type your message here by placing your cursor in the large empty white space, clicking once, and typing your message.
Type your own address in the address “To” box, then click “Send.”

Recipient email addresses go in the To box. To send yourself an email, type in your new Gmail email address.

Use the Subject line to identify your content.
The message you sent will now be in your Inbox.

Your new message to yourself will be in your Inbox, addressed to “me.”
Follow the instructions on your handout to practice sending emails and replying to them.
Send an email to a classmate and reply.
Attaching a file to an email

Although it’s possible to include lots of information in the body of an email, it’s much more convenient to be able to send some things as attachments.
Attaching a file to an email

Attaching files allows you to easily add documents, photos, and charts to your email.

These attachment can be opened in ready-to-use format and easily printed, saved on your computer, or attached to other emails.
We use attachments when we:

• Turn in school assignments online
• Send an online resume to a prospective employer
• Receive photos of relatives to print or frame
• Submit work documents from home
Attaching and sending a file is also called **uploading**.

**Uploading** means taking a file from your computer and sending it to an Internet location, such as a website or an email provider.
The file could go to an online classroom,
an organization to which you are applying for work,
or an agency from which you are requesting services.
How to attach a file

To attach a file, please follow the instructions on the handout provided with this module.
Attach a file to an email.
Opening attachments

When we use email, we also need to be able to open the attachments we receive.

When we open attachments, we use the process of **downloading**.
**Downloading** a file means we take a file from a location on the Internet and load it onto our computer.

When we open an attachment, we are **downloading** a file.
We can download articles, forms, photos, and even entire books from the Internet.
How to open an attachment

To open an attachment, please follow the instructions on the handout provided with this module.
Open attached file in email.
Using the Internet for communication means that we must understand the codes of behavior governing this realm of interactions.

Just as the rules of “etiquette” govern courteous social interactions, the rules of “netiquette” govern courteous email exchanges.
Rules of netiquette

- Be courteous and send respectful messages.
- Use the subject line to identify your topic.
- If you are using email at work or at school, remember that emails constitute a written record. Be careful to choose your words and your tone.
Rules of netiquette

- Don’t type in ALL CAPS. In emails, using ALL CAPS is often interpreted to mean you are shouting.
- Check and proofread your email for errors before you send it. Use a spellcheck!
- Don’t respond to an email when you are angry! You will probably regret it after you hit the Send button.
Email and internet safety

Finally, we need to consider some basic safety practices for using email as a communication tool.

Email safety requires using common sense practices and understanding the email environment.
Do not speak to strangers

Use email to communicate with people you know, but do not use it to communicate with people you do not know! Do not respond to emails from strangers. Do not open any attachments sent by someone you do not know.
Do not accept online offers

If you would not accept an unsolicited offer face to face, do not accept it in an email!

Most offers for free goods, monetary rewards, or stupendous prizes are insincere.

Do not respond, provide information, or click on links included in these offers.
Ignore links or attachments in email from unknown senders

If you receive an email from an unknown source that includes links or attachments, do not open or click on these.

Attachments and links in unsolicited emails may contain viruses that will infect your computer if opened.

Delete the email without opening links or attachments.
Never send or give out personal or financial information in an email

If you receive an email requesting bank account or credit information, social security numbers, or family information, do not respond. Delete the email.
No reputable organization, business, or agency should make this request.
Never send or give out personal or financial information in an email.

Do not share personal information through email. If this information needs to be shared for legitimate purposes, use the telephone.
More about computer and Internet safety

For more important information about general computer security and online safety, refer to the training modules in “Selecting and Maintaining a Computer” and “Security and Safety in the Digital Age.”
Review

• Understanding email
• Setting up an email account
• Using an email account
• Attaching and opening documents
  • Rules of Netiquette
• Staying safe online with email
We appreciate the time you spent with us. We hope to see you at the next training!

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