COMPUTER &
LIBRARY TRAINING

Computers for Beginners 6: Use Email - Gmail

tpl toronto public library

SEP 2022 DC/JA

Learning Outcomes

In this class you will:

- Learn how to Sign-in and Sign-out of a Gmail account
- Learn how to
    - **Read** an email
    - **Write** and **Send** an Email
    - **Reply** to an email
    - **Forward** an email
    - **Delete** an email
    - Open or send **Attachments**
- Review the basics of Gmail's **security** and **privacy policy**
- Review additional resources to help you **learn more**

Why Use Email?

- One of the most popular forms of communication today
- For most online services you will need to register with an email address
- Fast and cheap (Internet access required)
- Send and receive email messages from anywhere in the world
- Organize and save your emails into folders
- Send one message to many people at the same time
- Attach documents or pictures to your message and send via email
- With Gmail, you get 15 gigabytes of storage space, across all your services including Gmail, Google Drive and Photos
- Access your email from your phone/tablet/PC or here at TPL

Gmail is a free web-based email service from Google. There are many other services such as Yahoo Mail, Microsoft Outlook (formerly Hotmail) and ProtonMail*. We use Gmail for our lessons because you can **usually** sign up without confirming your identity with a cell phone.

If you have Internet access at home, or a data plan available on your phone or tablet, you may already have an email account included with your Internet Service plan (e.g. Bell, Rogers).

In today's class you will be provided with a **practice Gmail username and password**. This will allow you to log into an email account created specifically for computer classes at the library. The basic principles you learn today apply to most email providers.

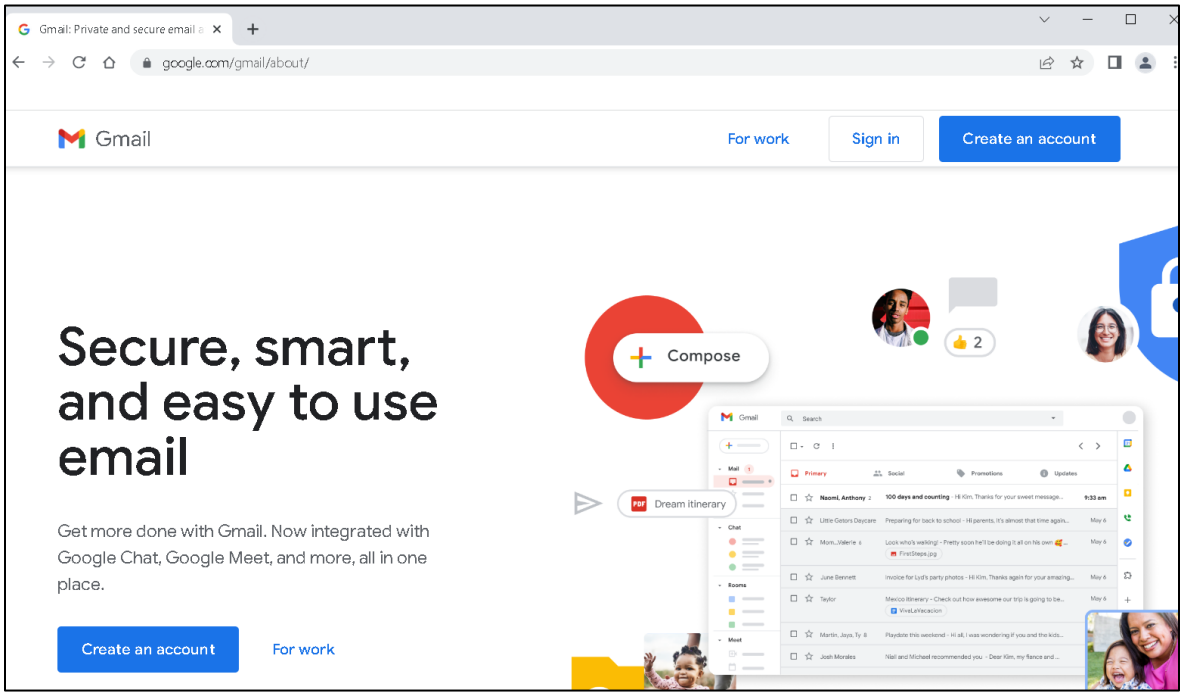
If you wish to get your own Gmail email account, you will need to register with Gmail. Instructions on how to do this are included in this handout.

NOTE: Many email providers want to send a security code to your cellphone to confirm registration. They may also request a back-up email for use if you forget your password and need to recover it.

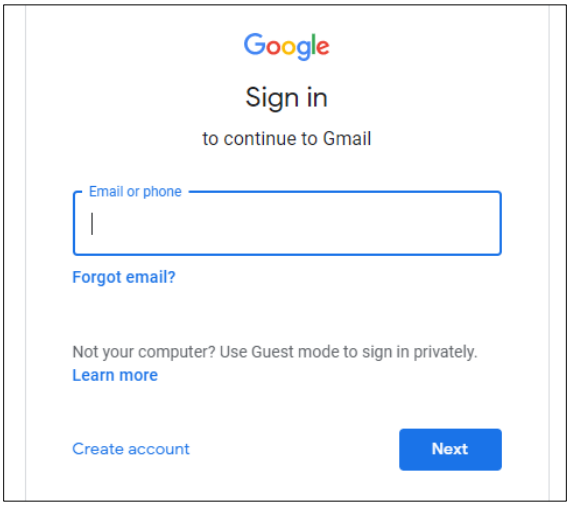
***ProtonMail** does not require this additional verification, at this time, and is a secure email system developed by a group from MIT and CERN.

Exercise 1: Logging in to a Gmail Account

1. **Open a web browser** such as **Chrome**
2. Type in the address **gmail.com**, then press **Enter** on your keyboard



3. Click on Sign-In (top right corner)
4. Type in your **practice email name** and click **Next**
5. Type in your **password** and click **Next**



Exercise 2: Tour - The Inbox

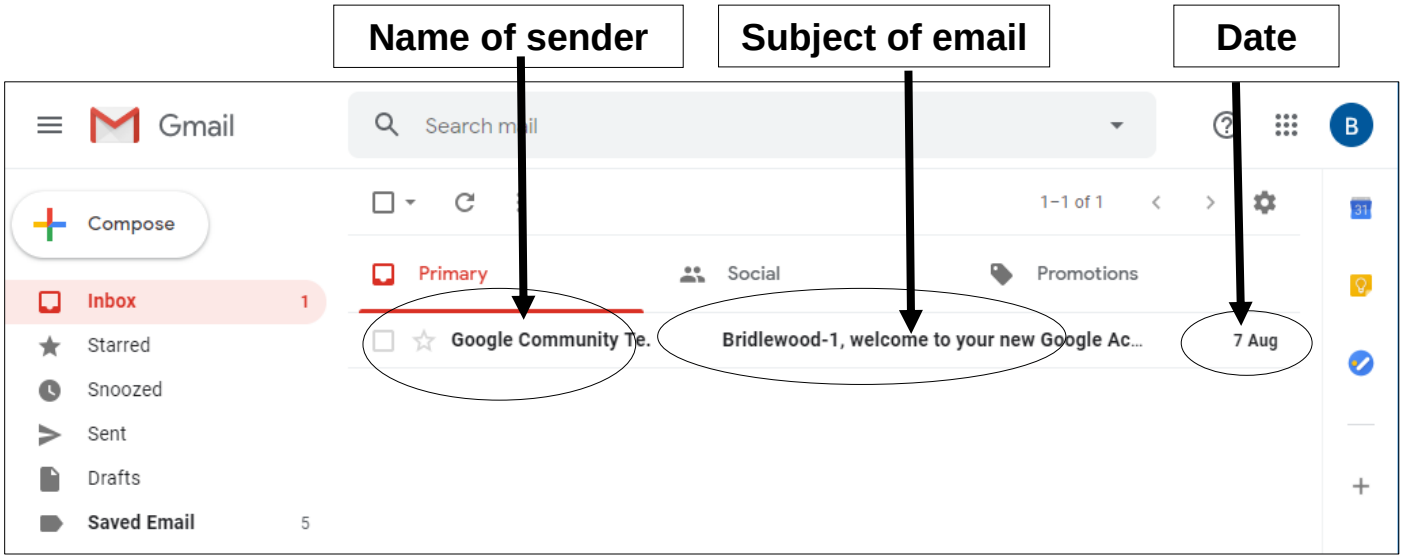
Welcome to your **Inbox**! This is where all the new messages are delivered. There should be some email already there from other classes.

What can you see?

On this page you will see a list of emails you have received. The three columns indicate:

- who the message is **from**
- the **subject** line
- the **date** the message was sent

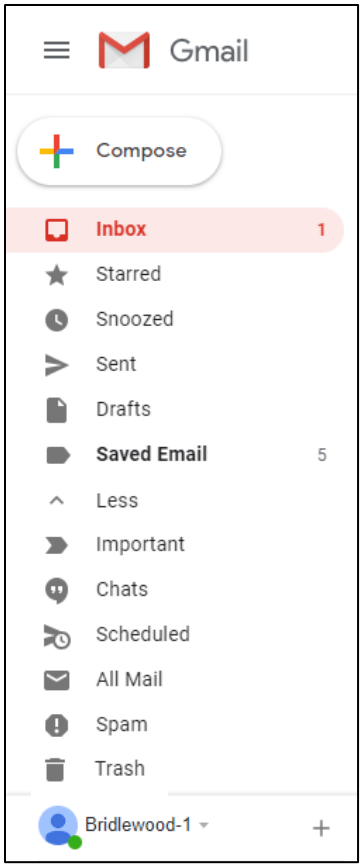
Open the first email and read it!



Tour - Left Panel

Next, you can navigate your email using the menu at the left side of the page.

TIP: if the left panel is not open, click on the **"hamburger menu"** (3 horizontal lines, top left)



Compose – The Compose button is where you would click to write a new message to someone.

Inbox – To return to your inbox at any time or to refresh it, simply click here or on the Gmail logo in the upper left corner of the page. The number to the right indicates the number of unread messages you have.

Labels – Gmail comes with a number of useful **folders which Gmail calls labels**:
Sent Mail
Drafts
All Mail
Spam
Trash (for deleted emails)...and more...

You can also create your own labels, such as a Saved Email.

Explore the labels for a few minutes and get used to how they work! **Please note: many** other email providers use the term **folders** for the same function.

Tour - Inbox Tabs

Your messages are automatically categorized into the following optional tabs, so that messages of the same type are grouped together:

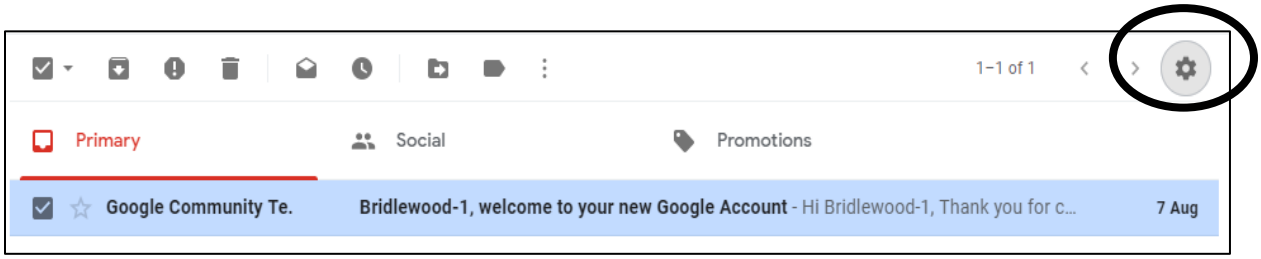
CATEGORY	DESCRIPTION
Primary	Messages from friends and family, as well as any other messages that don't appear in other tabs.
Promotions	Deals, offers, and other promotional emails.
Social	Messages from social networks.
Updates	Notifications such as confirmations, receipts, bills and statements.
Forums	Messages from online groups, discussion boards and mailing lists.

Explore the tabs for a few minutes and get familiar with them!

To choose which tabs to show or hide:

- Click the Gear icon (Settings) on the far right.
- Scroll down to **Inbox Type,** look for **Default** and click on **Customize.**
- Use the checkboxes to make your selections, then click **Save**.

If you hide a tab, messages in that category will appear in your Primary tab instead.



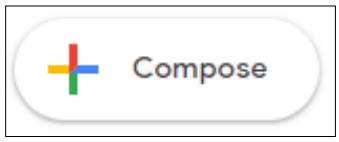
TIP: This gear icon is common to a lot of software and usually indicates access to your Account Settings.

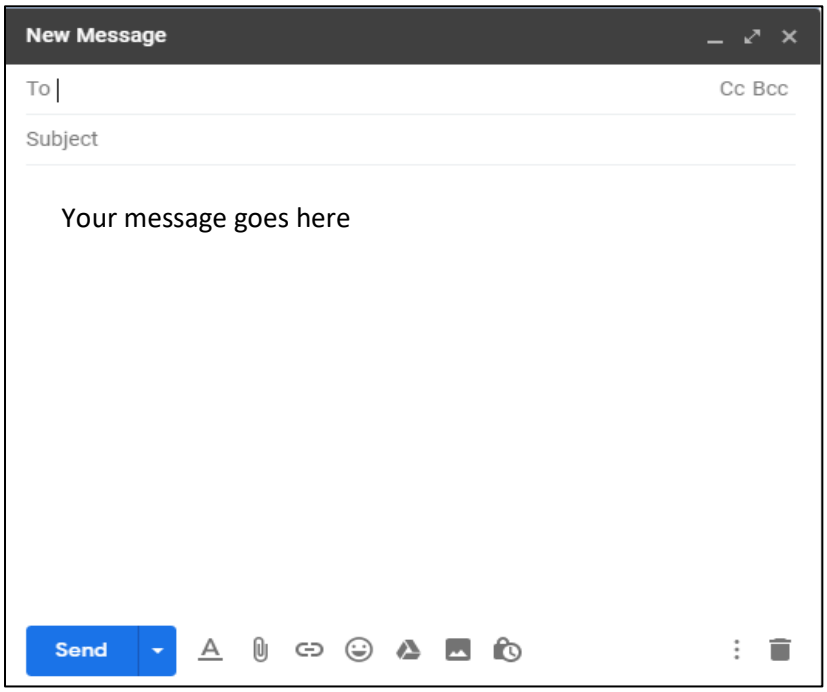
Exercise 3: Composing New Emails

Before you send an email to someone, you need to know their email address. It should look something like this: ***username@emailprovider.com***

The instructor's email address is _____

1. Click on the **Compose** button to send a new email.





To - type the email address of the person to whom you are sending your message. If you do not have a partner for this exercise, you can send an email to yourself!

Subject - give your message a subject line or the title to your email. It can be as simple as "Hello."

Message - Type your message.

Send – When everything looks good click on **Send**

Sent Mail - A copy of your email will be saved to your **Sent** folder. Click on **Sent** to see it.

Drafts of your email are saved automatically. You don't have to start over if you run out of time.

Note:

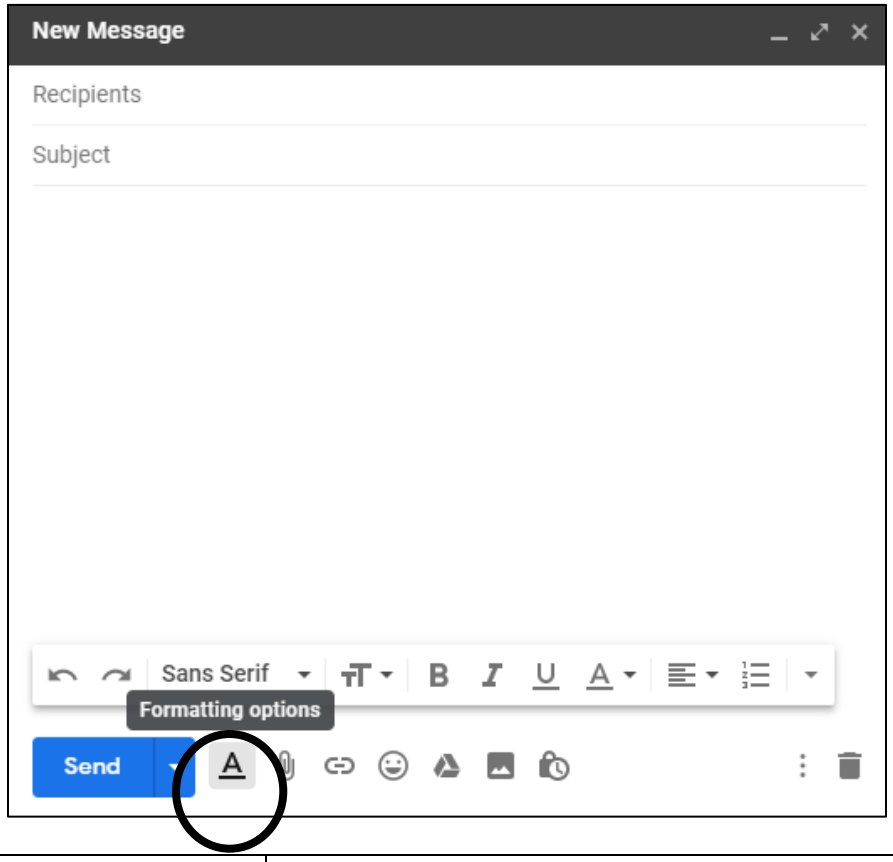
Cc stands for **Carbon Copy**. You can address an email to one person in the **To** field, and send a copy of the email to more people by clicking on **Cc** and typing in their email addresses.

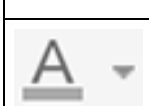
Bcc stands for **Blind Carbon Copy**. When you click on **Bcc** and type email addresses in that section, they are invisible to other recipients. No one else copied on the email will see that others received the same message.

An example of how this could be useful: you are sending out a newsletter to 20 people but they don't want to share their personal email address with anyone but you, the editor. Put your mailing list in Bcc. This will protect everyone's privacy.

<u>OPTIONAL</u> Exercise: Additional Tools in Compose

1. If you want to change the way the text looks, click the **Formatting Options tool** next to the Send button at the bottom of the compose window.
2. Send **another email** to your classmate or to yourself and apply some formatting this time. Just have fun and **experiment**!



TOOL	FUNCTION
	Change the size of highlighted text.
	Make highlighted text bold, italicized or underlined.
	Change the colour of highlighted text, or add coloured highlighting to the selected text.
	Change the alignment of the highlighted text. Choose from flush-left, centered, or flush-right.

Exercise 4: Reading and Replying to Emails

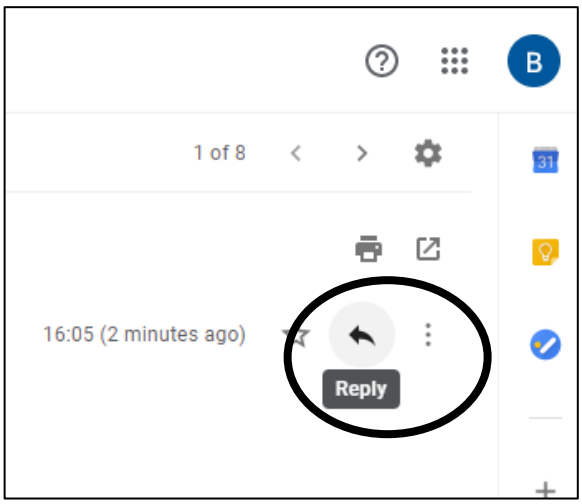
There should be several emails in your inbox.

TIP: If the subject line of the email is **bold** it indicates that the mail has not been read.

1. Click once on your **Inbox**.
2. Click once on your "Reply to this email" message to open it

Once you open an email, a menu of options will be displayed above the message. **Move your cursor over each button**, a text bubble will appear over it to tell you that button's function. We will learn more about some of these buttons today.

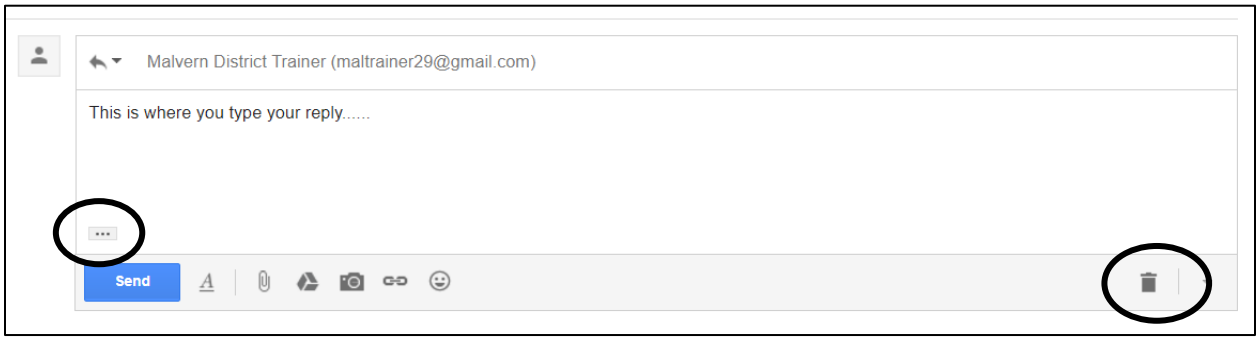
3. Click on **Reply** in the box below the email or using the arrow (or the 3 dots) on the right.

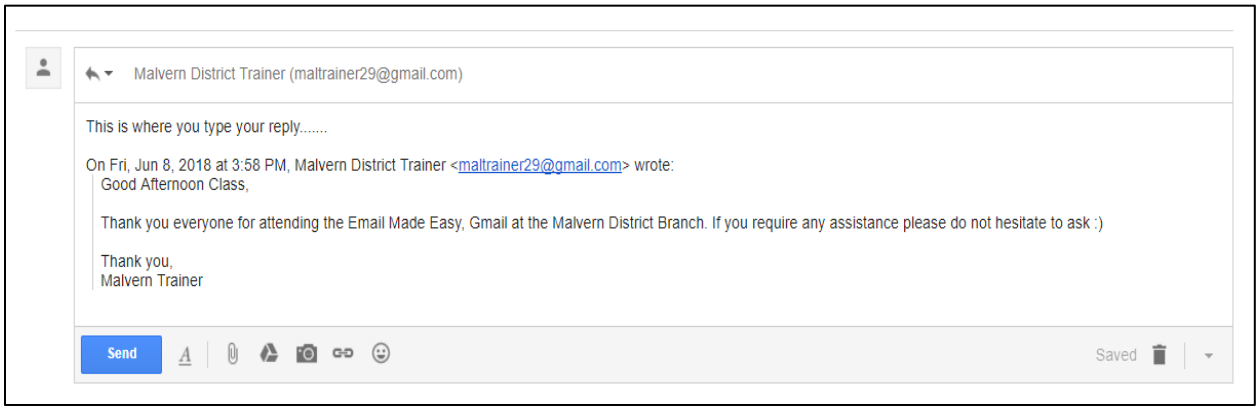


4. A compose message window will open, and the flashing cursor indicates you can start typing your reply. Write a short message to the sender.
5. Then **Send**.

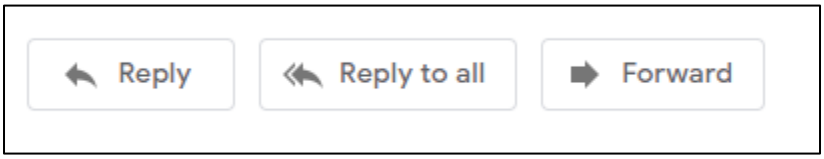
TIP: You can see your original email below if you click on the 3 dots.

TIP: If you change your mind, click on the trash can to delete your reply.





Reply to all is another option you will see if there are multiple recipients for the original email. Be careful to choose the desired command. If you choose Reply to all, everyone's email will automatically be filled in and they will all get your message!

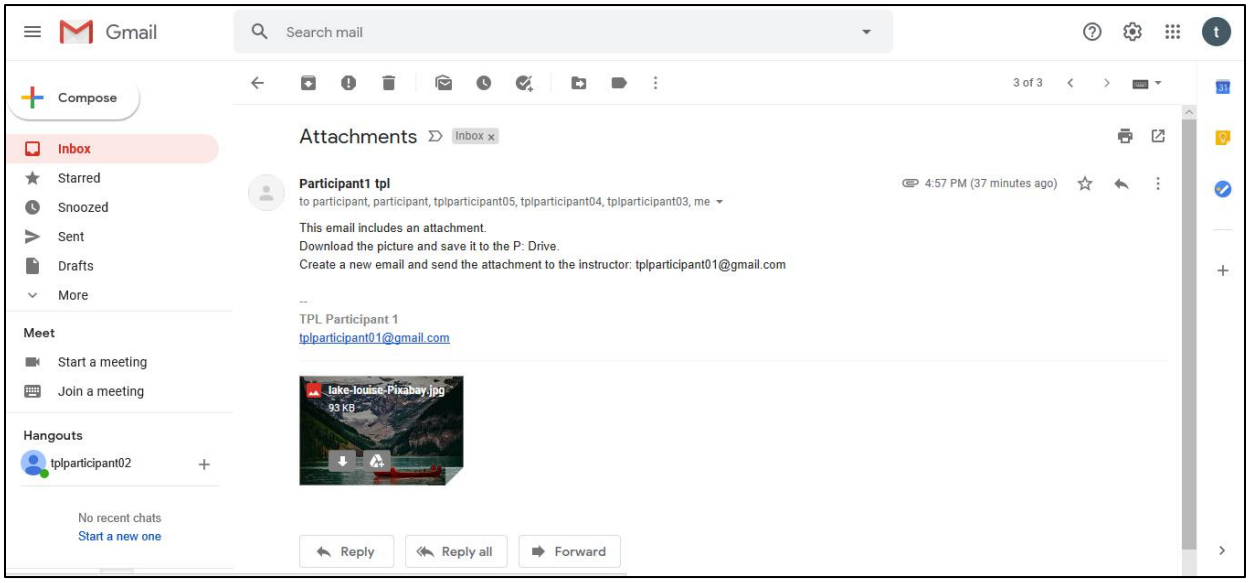


TIP: You can also use the **Forward** command to share an email (and its attachments with someone else.

Exercise 5: View Email Attachments

A valuable email function is the ability to send and receive photos and documents as attachments.

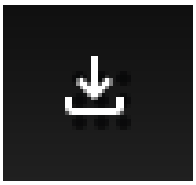
1. You should have a message in your Inbox called “Attachments”
2. Click to open the email message. You should see the attachment – in this case a picture – embedded in the email.



3. Click once on the photo to open it and see it full size. It will open in your browser window.

<u>OPTIONAL</u> Demo: Downloading Attachments

You can download this attachment to your computer. Look in the top right corner of the new window for the down arrow. You can also download the image directly from the email. Look for the same down arrow.

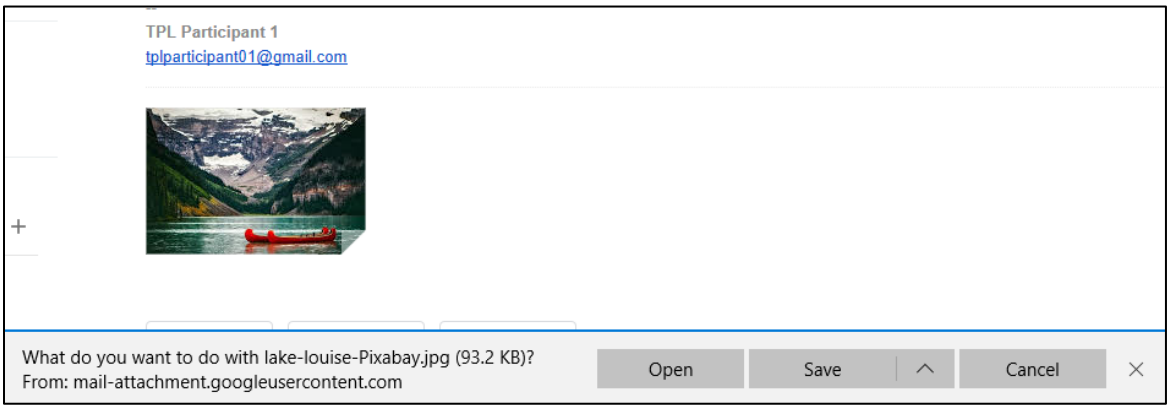


In the browser, if you click on the down arrow, the file will automatically download.

From the email, if you click on the down arrow, a pop-up menu gives you the option to Open, Save or Cancel.

If you choose Save the file will automatically download.

By clicking the arrow next to Save, you can Save As, to have more control over where the file is saved.



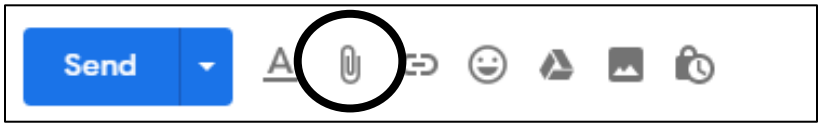
TIP: When using a TPL computer, you can save to the P: drive.

At home, you can save directly to your computer's Pictures or Documents folders.

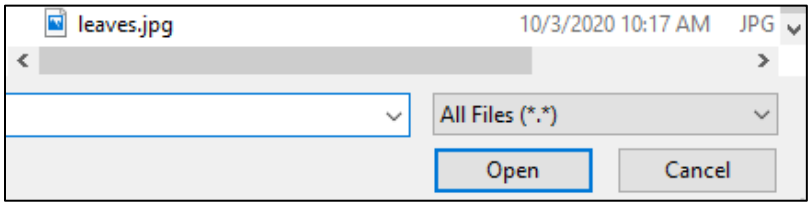
<u>OPTIONAL</u> Exercise 6: Send an Attachment

Let's compose a new email to the instructor and send the instructor the attachment.

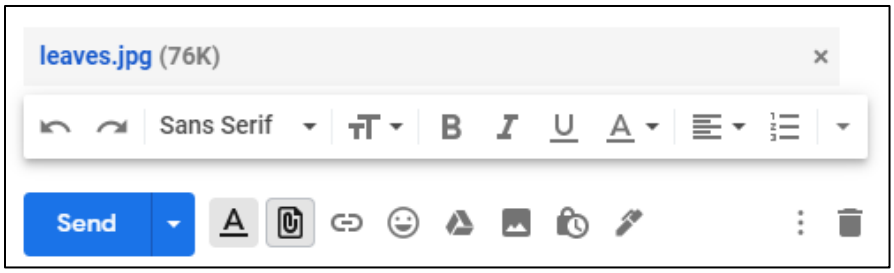
1. Click on Compose
2. Your email is **To:** _____
3. Type in a Subject
4. Click on the paperclip symbol located at the bottom of a new compose message window.



5. Find your file stored in your computer. Using a TPL PC, look in the P: drive for a file called **leaves.jpg.** Otherwise, check your Pictures folder.



6. Click once on the file to select it, then click **Open** and the document/photo has been attached. You will see the name of the attachment in your email window.



TIPS:
Be careful about attaching large files. Not all email accounts accept them
To share the attachment with someone else use the **Forward** command
Attachments **sent to you** are denoted by a **paperclip** next to the email in your inbox or by an icon representing the attachment

Exercise 7: Delete an Email

Gmail has 15 GB of free storage space for your emails and other Google files. To free up space you have the option of deleting your messages.

1. Every time you open an email you will see a toolbar at the top that includes a Trash can – this is your Delete button
2. To delete this email, click on the **Delete** button (**Trash can** icon)
3. You can also delete emails **from your Inbox** by clicking on the **checkbox**, then clicking on the Delete button
4. Deleted messages are sent to the **Trash** folder for 30 days, then permanently deleted.

TIP: You can delete multiple messages from your Inbox by using the checkboxes, and then clicking on Delete.

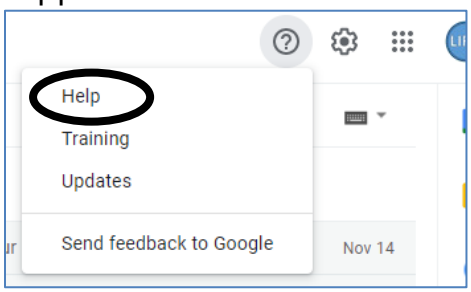
Spam:

Check your Spam folder regularly to make sure that messages are not identified as spam by mistake.

TIP: If you receive unsolicited junk mail, you can report the messages as Spam by clicking on the **Spam** button.

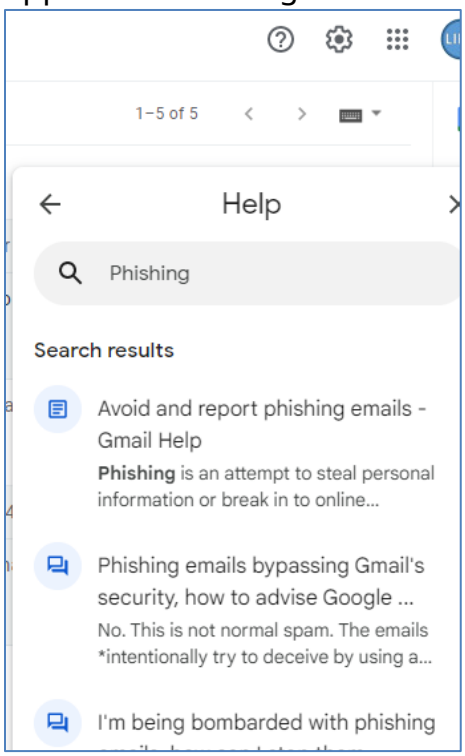
Exercise 8: Using the Help Option

No matter what service or software you are using there is always a **Help** section. Use it any time you get stuck or want to learn something new**.** It provides excellent support and information.



1. To access Gmail Help, click on the gear icon (“Settings”) in the upper right corner of the page.
2. Click on Help in the drop-down menu.
3. Let’s search for topic: **phishing** by typing the keyword in the Search Help box and press Enter.

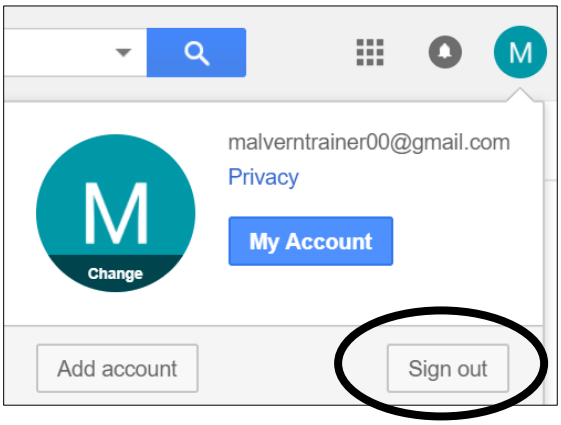
Results include articles with detailed information or links to forums where people exchange information and tips. For more information on Email Security see Appendix 1 in this guide.



Exercise 9: Sign-Out

Always log out of your email account when using a public computer.

1. Click on the name or email address in the upper right corner of the page.
2. Then click ***Sign Out***.



Where to Learn More

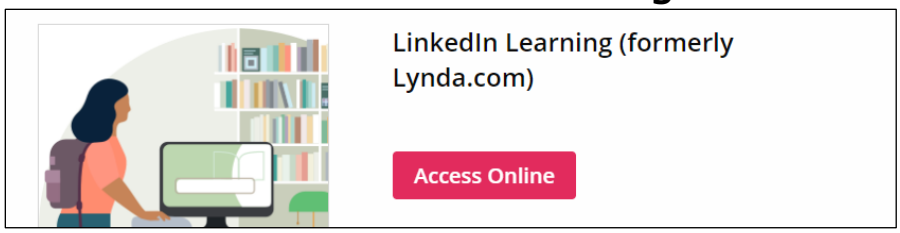
GCF Learn Email: edu.gcfglobal.org/en/topics/emailbasics/

Google Gmail Cheat Sheets:
support.google.com/a/users/answer/9283036

About Phishing: www.phishing.org

LinkedIn Learning (formerly Lynda.com)
This is a collection of high-quality instructional video accessible for free via the library's website: www.tpl.ca/elearning. You must be connected to the Internet and have a valid library card to use this collection.

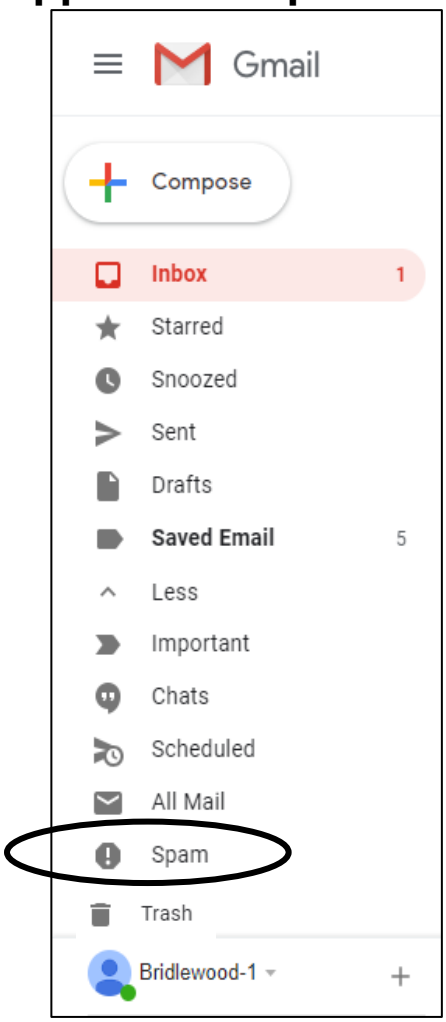
Click on the link to **LinkedIn Learning** and select **Access Online.**



Type your library card number and PIN in the boxes, **Sign In** and click the **Continue** button.
Use the top search box to find video classes, such as:

Gmail Essential Training, 2021
https://www.linkedin.com/learning/gmail-essential-training-2021/tame-your-email-like-a-pro-with-gmail?u=76281980

Appendix 1: Spam and Email Security



Spam Email, a type of Junk Email are unsolicited emails that are sent to individuals without their consent. These are commercial, sent in bulk and not *usually* malicious. Gmail usually identifies Spam email and files it in your Spam folder.

Spam emails **may contain viruses** and clicking on links or replying back to them may allow the sender to access and retrieve information from your email account. You will usually be able to identify them immediately by looking at the sender and reading the email subject. It is best if you **do not open Spam emails.**

For practice: Click on the Spam folder in the menu on the left. You may have to click on **More** to see the full menu of **labels** (folders).

Occasionally, legitimate emails will be designated as Spam so do check the folder regularly.

Phishing Emails are unsolicited, commercial and always malicious. These are rarely filed in Spam as they ***appear*** to be legitimate.

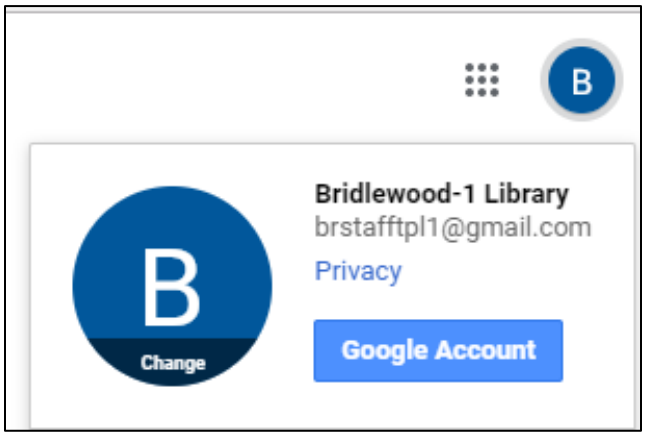
They can contain links to phony websites, often include requests for money or donations, ask for personal information or passwords, and use language which prey on people's trust or which is urgent or threatening.

When reading emails and before replying or clicking on a link, ask yourself:

- Does this sound too good to be true?
- Would my friend really email me and ask me to buy a $300 gift card for her?
- Is it likely the police would contact me by email?
- Is the email address correct?
- Does the URL link match the company name?

Check the website of the company independently and phone them directly to find out if the email is one they sent.
To see examples of clever phishing emails check out **www.phishing.org**

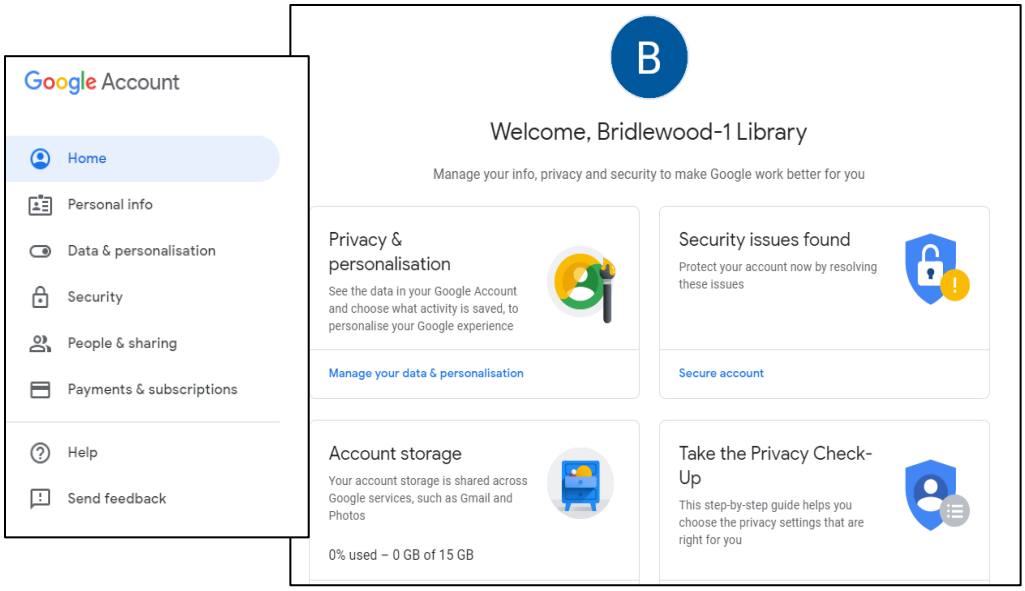
Google offers a range of Security features which are worth learning more about.



Click on the circle with your first name initial located on the top right-hand corner of your Gmail account and click on **Google Account.**

Manage passwords under **Personal Info**

Check **Security** to see which devices were used on what dates to login to your account. Sign-in and password recovery tools are here.

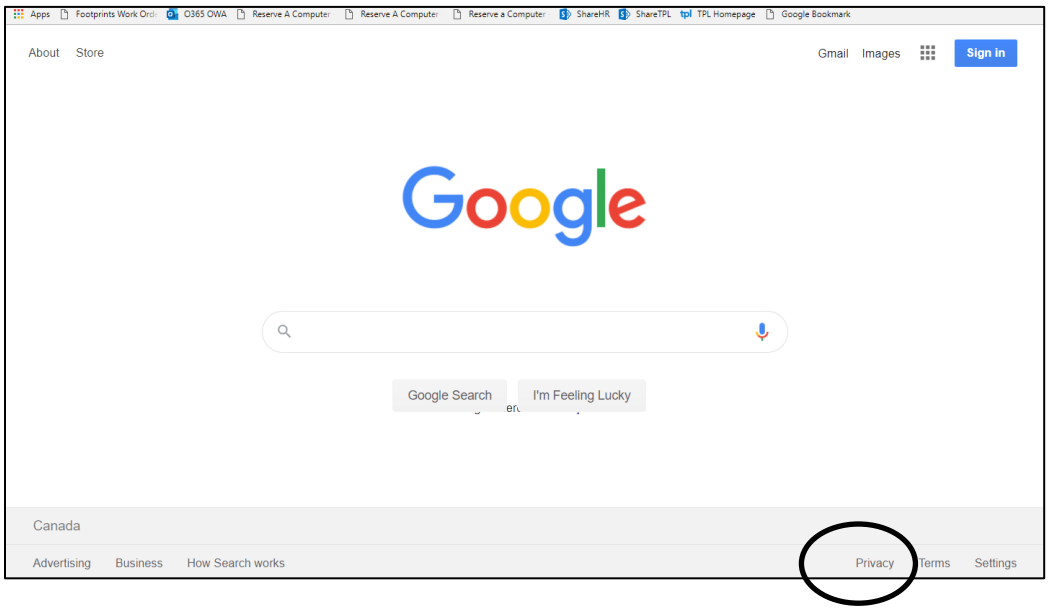


Passwords:

- Always choose a strong password!
- It should be at least 15 characters, include upper and lower case letters, numbers and symbols
- Pass phrases of 4-6 unconnected words are recommended
- Write it down and store it in a VERY safe place
- Never re-use passwords from other accounts
- Consider using a Password manager

Appendix 2: Privacy Policy

When you create an email account, part of the registration process includes agreeing to Google terms of service. The following are a few highlights from Google's Privacy Policy, as of June 2021. We encourage you to read the full terms here: google.ca



Google Terms of Service excerpts - consider if you are ok with these
When you set up a Google Account, we store information you give us like your name, email address and telephone number.

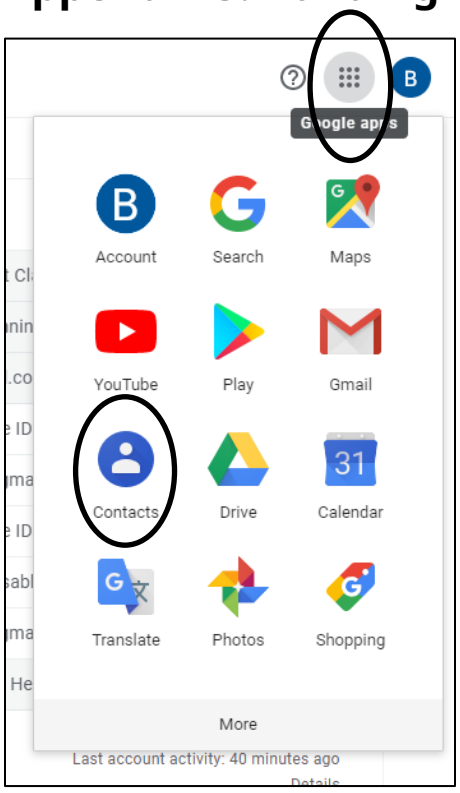
When you use Google services to do things such as write a message in Gmail or comment on a YouTube video, we store the information that you create.

We collect information to provide better services to all our users — from figuring out basic stuff like which language you speak, to more complex things like which ads you'll find most useful.

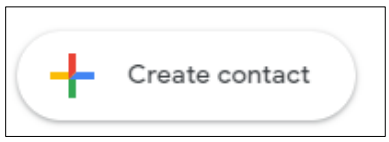
We also collect the content you create, upload, or receive from others when using our services. This includes things like email you write and receive, photos and videos you save, docs and spreadsheets you create, and comments you make on YouTube videos.

You can control how we collect and use this data now by clicking 'More Options' ...You can always adjust your controls later or withdraw your consent for the future by visiting My Account (myaccount.google.com).

Appendix 3: Building Your Contact List

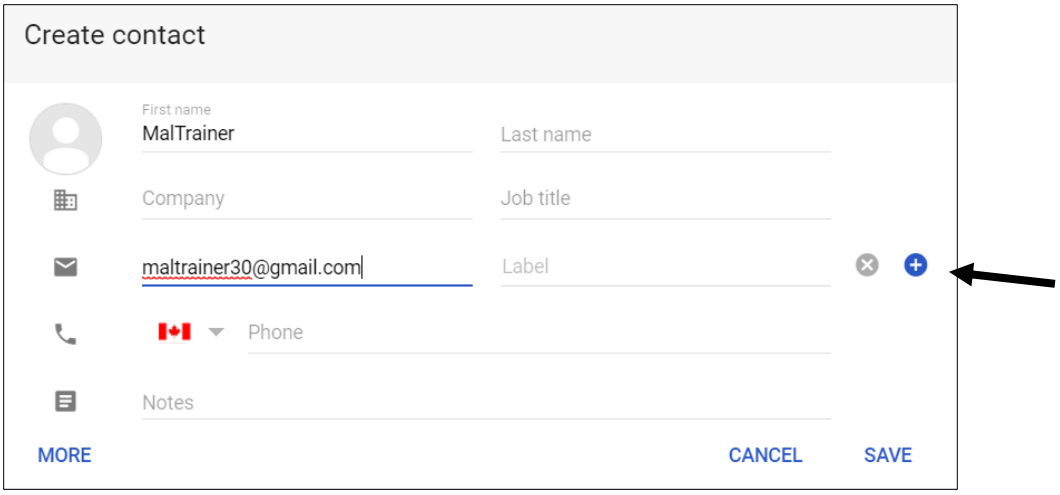


- Your Gmail Account gives you access to even more online software and tools, including **Contacts**
- Open **Chrome** and Login to your account. It's good to practice!
- **Contacts** is a Google App. Click on the 9 dots the upper right corner of the page and then on **Contacts**.
- This is your email address book where you can save people's email addresses.



- Then, Click on the **Create Contact** button, top left
- **Or** click on the **Create Contact** button under the book icon

Fill in the Form with as much information as you choose including the email address. Then click on the **plus sign** to add information, then **Save**.



Appendix 4: Email Etiquette

Email can be a fun and easy way to communicate. Here are a few things to keep in mind when using email.

Know your audience – a casual tone is perfect if you are writing to a friend. But if you are writing for business or official purposes use a more formal tone consistent with how you would write a business letter

Read before you Send - Spelling, grammar and punctuation count, especially with official or business emails. Proof read your email before you send.

Subjects should be meaningful – if you are writing with a specific purpose or for an event, use a clear and specific subject. It will help the recipient find your email easily.

Keep it short – emails are not replacements for long chatty phone calls. Choose the right tool for the job. Keep your emails clear and brief.

Tone – people can't judge the tone of your email from the words alone. To avoid misunderstandings, try not to be overly humorous or sarcastic.

Reply promptly - within reason, try your best to reply promptly within a few days

Watch the size of your attachments – many email providers have a cap on the file size of attachments sent and received – keep them small if possible.

DON'T SHOUT – the use of all caps is akin to shouting online.

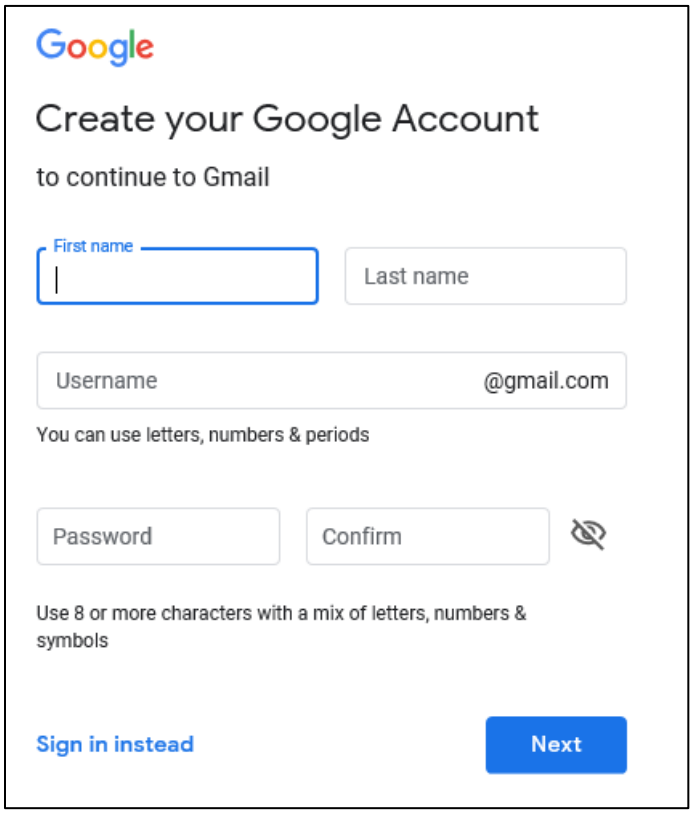
Keep private matter confidential - always keep in mind that once you click on Send you no longer have control over the email. It can be forwarded to other people by the sender. An old rule of thumb, which is still useful: don't put anything in an email that you wouldn't want shared further.

Think before you Reply All – no one wants to read every little exchange if it really has nothing to do with them.

Appendix 5: Gmail Registration

You can register for your own free Gmail account. Here are the steps. They will be similar for most other email providers.

Type **google.com/gmail** into the address bar of your browser



Click on **Create an Account**.

Fill out the registration form. The **username** is the start of your email address. If someone else has taken the name you want, try adding another word or number to make it unique, or choose one of Gmail's alternate suggestions.

The **password** must be at least eight characters. You can use a combination of letters, numbers, or other symbols on your keyboard. Ensure this is a password that is easy for you to remember. Write it down and keep it safe if you need to.

Do not use "password", 12345, your birthday, your name, or your relative's name in your password as this will make it easy for others to hack your account.

You can usually skip the mobile phone and current email address fields because they are optional. However, they can be useful to add as they are your backup security options if you forget your password in the future.

Complete Your Birthday and Gender.

Click **Next** to complete the registration.

You now have a Google Account, which includes Gmail, Google Docs and Google Sheets and storage space on Google Drive.