



Peninsula College Continuing Education - Compute Basics

Week 4 - Email

- Composing and sending an Email message
- Create an email address book and email groups
- Adding attachments
- Email etiquette

■ Composing and sending an Email message

Composing E-Mail Messages

1. You might write a draft of your email first, I like to write them in Word, check my spelling and grammar, then Edit>Select All and Edit>Copy, then Edit>Paste into my email.
2. In Outlook Express, click the Create Mail button on the toolbar or New Message in the menu.
3. Type the recipient's e-mail address in the text box of the To: field
4. Click in the Subject: field and type a succinct description or purpose of the e-mail.
5. Click the cursor in the body of the message, then type the message like any other word processor. Here's were you could paste your text from the clipboard.
6. Attach any files at this time if you wish,

please review the handout.

7. Send the e-mail message by clicking the Send button.

To Read an Email

1. Click the Send/Recv button on the Outlook Express toolbar to download any new messages. When you do this Outlook will open a connection to your mail server and looks for any new messages to download to your computer. New messages placed in the Inbox.
2. To read one of your new messages, just click on the message to open a window with it.
3. To close, just click on the Close box.
4. If you want to organize your emails, you can click and drag the email into the folder you created.
5. Or, delete the email.

Replying to a message

1. To reply to the author of the message, click the Reply button.
2. The message window will open then type your reply above the text of the original message. Some people enter their replies within the body of the original email, if you do this be sure your text is a different format (color, size, font) than the original email. It is confusing if you don't make your reply distinct.
3. Send the reply by clicking the Send button.

Adding Email Addresses to you Address Book

If you receive an email and want to add the address and name to your Address Book, right-click mouse on the sender's name in the header. The dropdown menu will appear > Choose Add sender to address book.

OR If you want to add a new email manually, open the address book, and click > New > Contact. Fill out the fields and click OK.

Email Groups

Each email program is different, so review the Help Menu.

Within the Address Book, you can have sets of emails together called Groups. It can be easier to send an email to a Group of twenty emails than to send twenty separate emails.

You can have any many Groups as you want and name them according to the list's purpose or connection. For example: Brock Cousins, Weaving Guild, Junior High School Friends,

In your address book, you can add a group > click on a button or dropdown menu. Name the Group. Drag and drop the addresses from your book into the Group listing. OR, may be arrows to move them.

You can remove addresses from the Group as well, but be sure you are not deleting the email address from your address book – just the Group.

Remember to review your Group listing, you may have a new member of the Group that you need to add. It is good to double check so people don't feel left out. Not getting an email can be hard on the soul.

I advise that you keep the email address hidden in a Group from others in the Group. That normally happens, but you may have to hit an extra button. It is good not to broadcast everyone's email. It is rude and an invasion of their privacy.

■ Adding attachments

Please review your email program's Help Menu to get details of your software.

Most programs have an Attach button or Paperclip icon > click it.

A dialog box will appear that may be similar to an Open File box. Locate where your file is that you want to attach to the email. Select it and click Open or Attach.

You should see your attached files listed with your email.

Watch how much memory (file size) is used. Some emails can only handle so much, find out your limit and the limit of the person you are sending to. You may have to send several emails if the file size is too big.

■ Email etiquette

☆ Be concise and to the point.

☆ Use a meaningful subject field to indicate content and purpose.

☆ Do not write in CAPITALS. It appears as if you are yelling!

☆ Use proper spelling, grammar & punctuation.

☆ Make it personal. No one likes a form letter.

☆ Answer all questions, if you can.

☆ Use a signature that includes contact information.

☆ Do not overuse the high priority option. Remember the boy who cried, "Wolf!"

- ☆ Do not overuse Reply to All.
- ☆ Do not forward chain letters.
- ☆ Do not use email to discuss confidential information.
- ☆ Use the blind copy and courtesy copy appropriately.
- ☆ Remember that your tone can't be heard in e-mail. That is why some people use abbreviations and emoticons to express beyond words; they are voice inflections in e-mail.

Abbreviations and emoticons

BFN = Bye For Now
 BTW = By The Way
 G = Grin
 HTH = Hope This Helps
 IMHO = In My Humble Opinion
 LOL = Laughing Out Loud
 OTOH = On The Other Hand

- :-) Basic smiley - inflect a sarcastic or joking.
- ;-) Winky smiley - a flirtatious and/or sarcastic remark.
- :-(Frowning smiley – did not like that statement or is upset or depressed.
- :-7 Smirk - a wry statement.
- :-o Uh oh! – oops or mistake.
- :-P Sticking out tongue - aigh!

Dangerous Emails

Spam - Electronic junk mail or newsgroup postings, this also includes any unsolicited e-mail.

phishing - The act of sending an e-mail to you by scam artists and deceitfully claiming to be an established legitimate enterprise in an attempt to scam you into compromise private information that will be used for identity theft. The e-mail provides a link for a bogus website where you are asked to update personal information (social security, bank account, credit card numbers, and passwords) and it is set up merely to steal the your vital information. These emails contain icons and layouts to mimic real companies.

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