Microsoft® Office 2013

First Course | Second Course | Third Course

Getting Started with Email

Objectives

- Communicate with email
- Use email addresses
- Create and send a message
- Understand email folders

Objectives

- Receive and reply to emails
- Forward emails
- Send email attachments
- Employ good email practices

Communicate with Email

- **Email** is the technology that lets you send and receive written messages through the Internet

- **Email software** enables you to send and receive email messages over a computer network

- A **computer network** the hardware and software that enables two or more computers to share information and resource
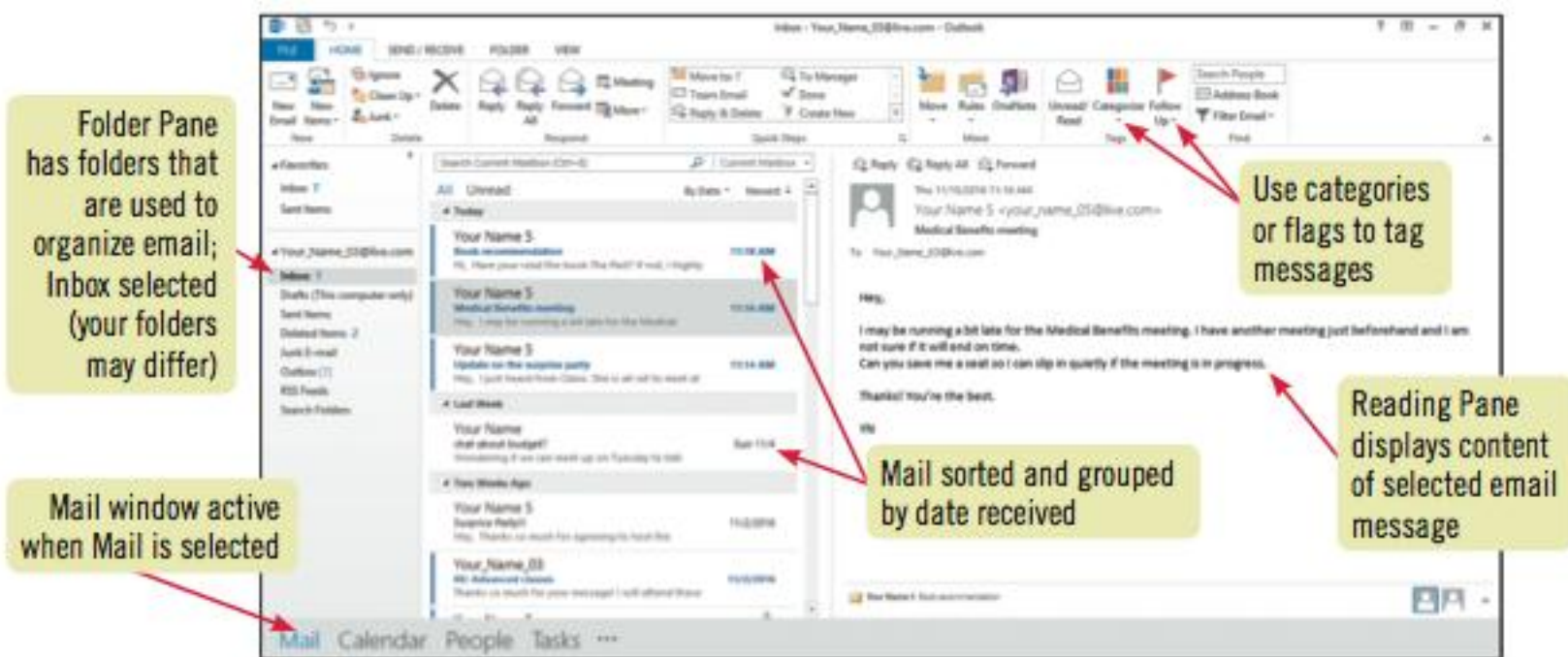
Communicate with E-Mail

- Email enables you to:
  - Communicate conveniently and effectively
  - Organize your emails
  - Send images, video, and computer files as well as text information
  - Communicate with numerous people at once, and never forget an address
  - Ensure the delivery of information
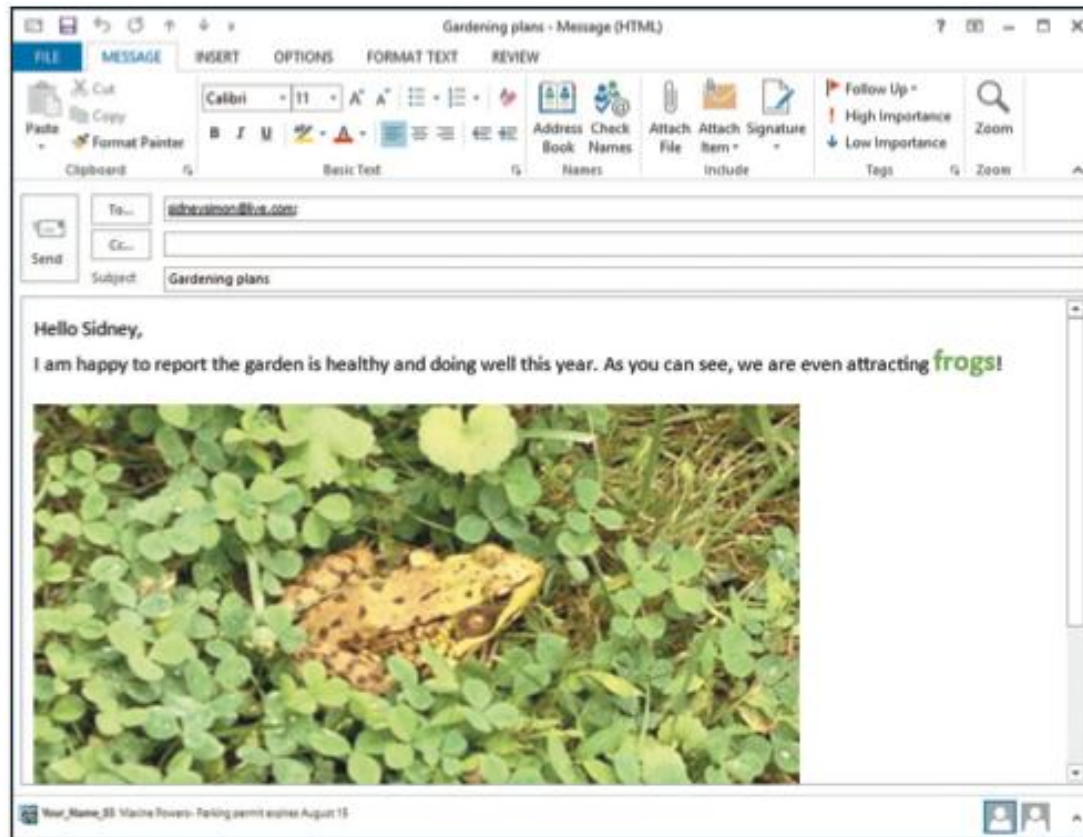 - Correspond from a remote place

Communicating with E-Mail

Mail window Microsoft Outlook

Folder Pane has folders that are used to organize email; Inbox selected (your folders may differ)

Mail window active when Mail is selected

Use categories or flags to tag messages

Mail sorted and grouped by date received

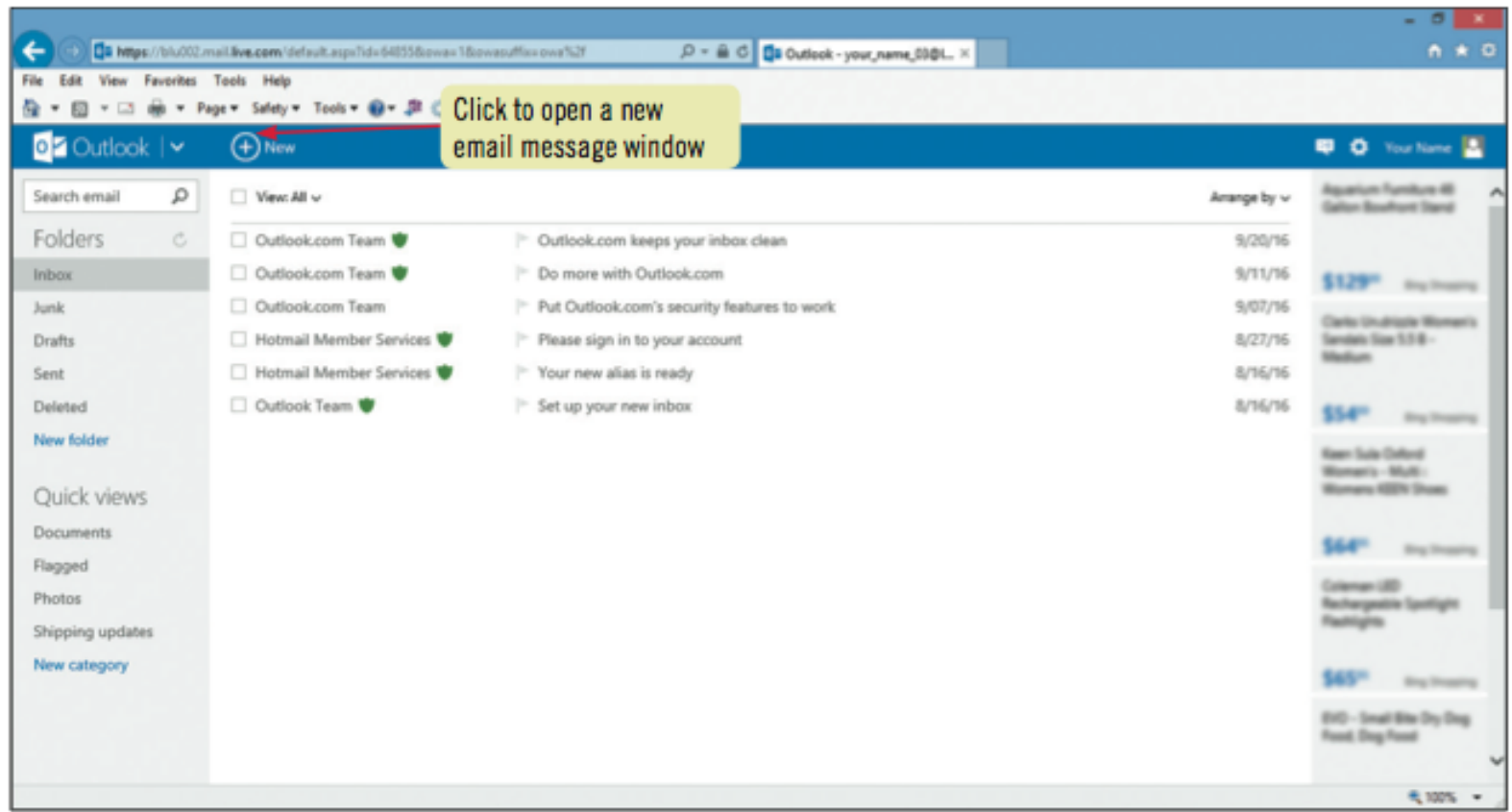Reading Pane displays content of selected email message

Communicating with E-Mail

Messages can include formatted text and graphics

Communicating with E-Mail

### Web-based email Web site Outlook.com

Use Email Addresses

- Each person has a unique email address
- An address book is a stored list of names and email addresses

Use Email Addresses

- Parts of an email address:
  - Username
  - @ sign
  - Email service provider
  - Top-level domain

rdawson@questspecialtytravel.com

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Username | At sign | Service provider | Top-level domain

Use Email Addresses
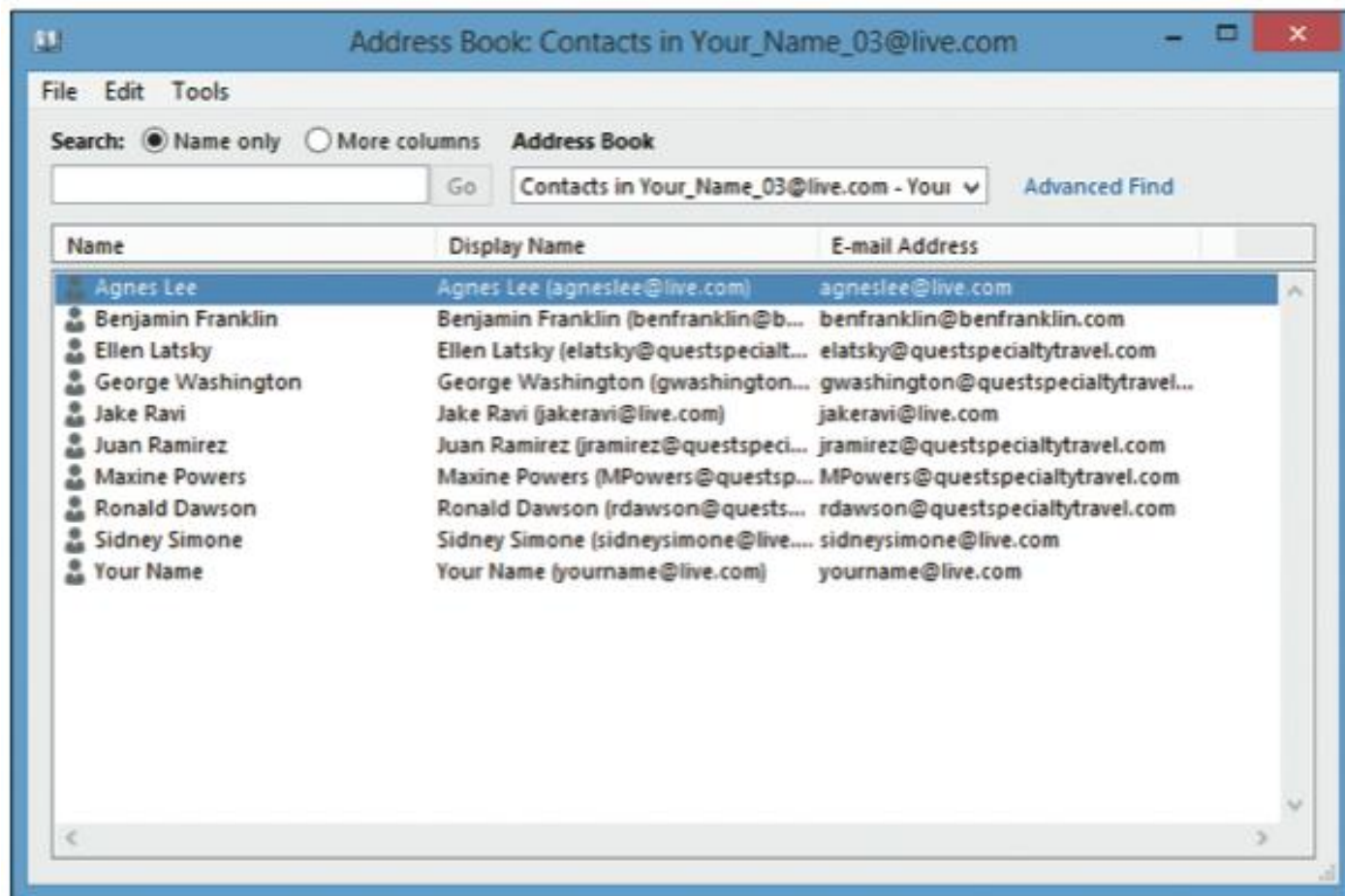
Outlook 2013 address book with sample contacts

Use Email Addresses

Examples of email providers and addresses

| email service provider	examples of email service providers	description of email services	where email is stored	sample email addresses
Corporate or company email	Quest Specialty Travel	Email for employees	On a company server or downloaded to a user's computer	username@ questspecialtytravel.com
Commercial provider: Cable TV, voice, and data communications companies	Comcast Cablevision ATT Verizon	Web space and several email addresses	On an ISP server, until downloaded to a user's computer	username@comcast.net username@optimum.net username@att.net username@verizon.net
Web-based email	Outlook.com (Microsoft) Gmail (Google) Yahoo! Mail (Yahoo!)	Free email addresses and service	On the Web site email server	username@live.com username@gmail.com username@yahoo.com
Educational institution	Wesleyan University University of Delaware	Email for faculty, staff, and students	On the university email server	username@wesleyan.edu username@udel.edu
Organization	American Museum of Natural History	Email for staff	On the organization email server	username@amnh.org

Create and Send Emails

- Enter the email addresses of the people you want to receive the message in the To or Cc text boxes in the **message header**

- Type a meaningful subject in the **Subject line**

- Write the text of your message in the **message body**

Create and Send Emails

- Click the button or link to create new mail
  - **New E-Mail** Message button
  - **Compose Mail** button
- Enter a valid email address in the **To** text box
  - Enter a valid email address in the **Cc** text box
- Type a brief subject in the **Subject** box
- Type a message in the message window
- Click the **Send** button to send your email message

Microsoft Office 2013-Illustrated

Create and Send Emails

New message window
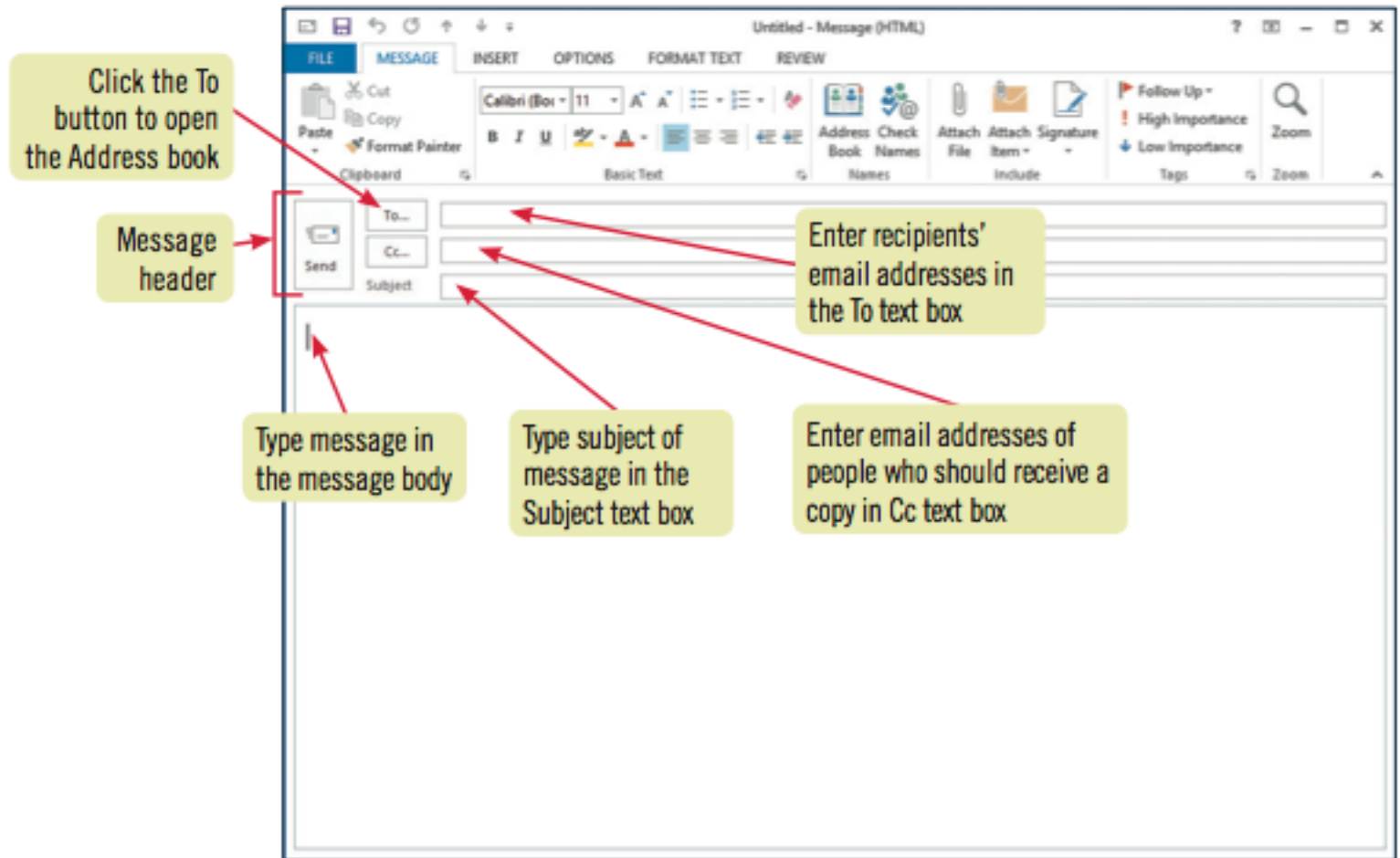
Understand Email Folders

- Common mail folders
  - **Inbox folder:** contains email messages sent to you
  - **Drafts folder:** saves unfinished messages
  - **Sent Items folder:** stores copies of sent messages
  - **Outbox folder:** stores unsent email messages that you wrote

Understand Email Folders

- Common mail folders
  - **Deleted Items or Trash folders:** contain messages you have deleted
    - Available until you **Empty** the **Deleted Items** folder
  - **Junk E-mail** or **Spam folders:** folders where unsolicited mail arrives
    - **Spamming** is the sending of identical or near-identical unsolicited messages to a large number of recipients
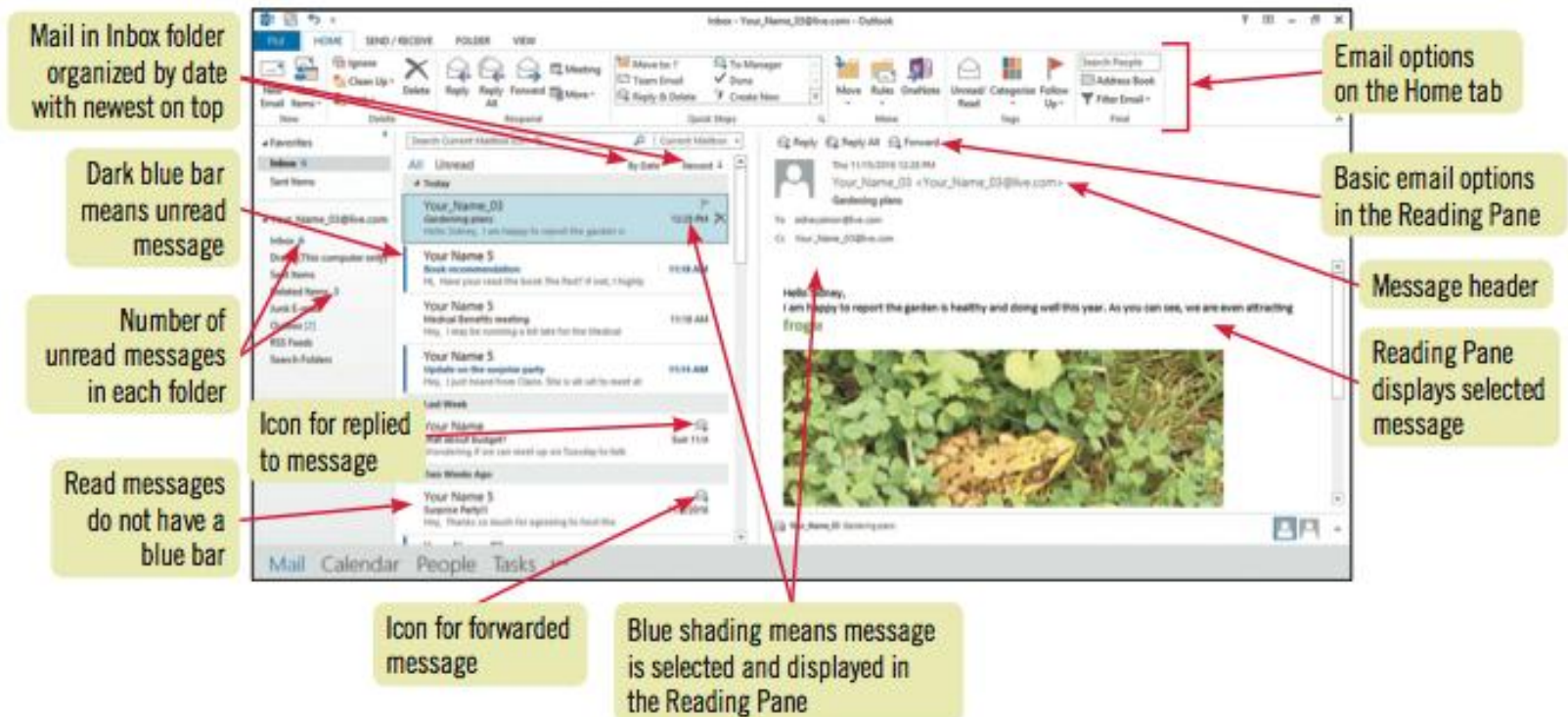
Microsoft Office 2013-Illustrated

Understand Email Folders

Default mail folders

Default mail folders

- ◢ Favorites
  - Inbox 6
  - Sent Items
- ◢ Your_Name_03@live.com
  - **Inbox 6**
  - Drafts (This computer only)
  - Sent Items
  - Deleted Items 2
  - Junk E-mail
  - Outbox [2]
  - RSS Feeds
  - Search Folders

Click to toggle between expanded and collapsed view

Favorites are links to folders you use most

Email folders for one user account (your list might differ)

Understand Email Folders

Outlook Mail window

Mail in Inbox folder organized by date with newest on top

Dark blue bar means unread message

Number of unread messages in each folder

Icon for replied to message

Read messages do not have a blue bar

Email options on the Home tab

Basic email options in the Reading Pane

Message header

Reading Pane displays selected message

Icon for forwarded message

Blue shading means message is selected and displayed in the Reading Pane

Receive and Reply to Emails

- After receiving the message, you can:
  - Read it
  - Leave it in the Inbox
  - Delete it
  - Move it to another folder
  - Flag it
  - Reply to the message
  - Forward the message

Receive and Reply to Emails

- To read a message, select it and then preview it in the Reading Pane

- You can respond to the message by clicking the Reply button

    - Reply

        - Sends message to original sender

    - Reply All

        - Sends message to original sender and all other recipients and persons who received CC copies

# Receive and Reply to Emails
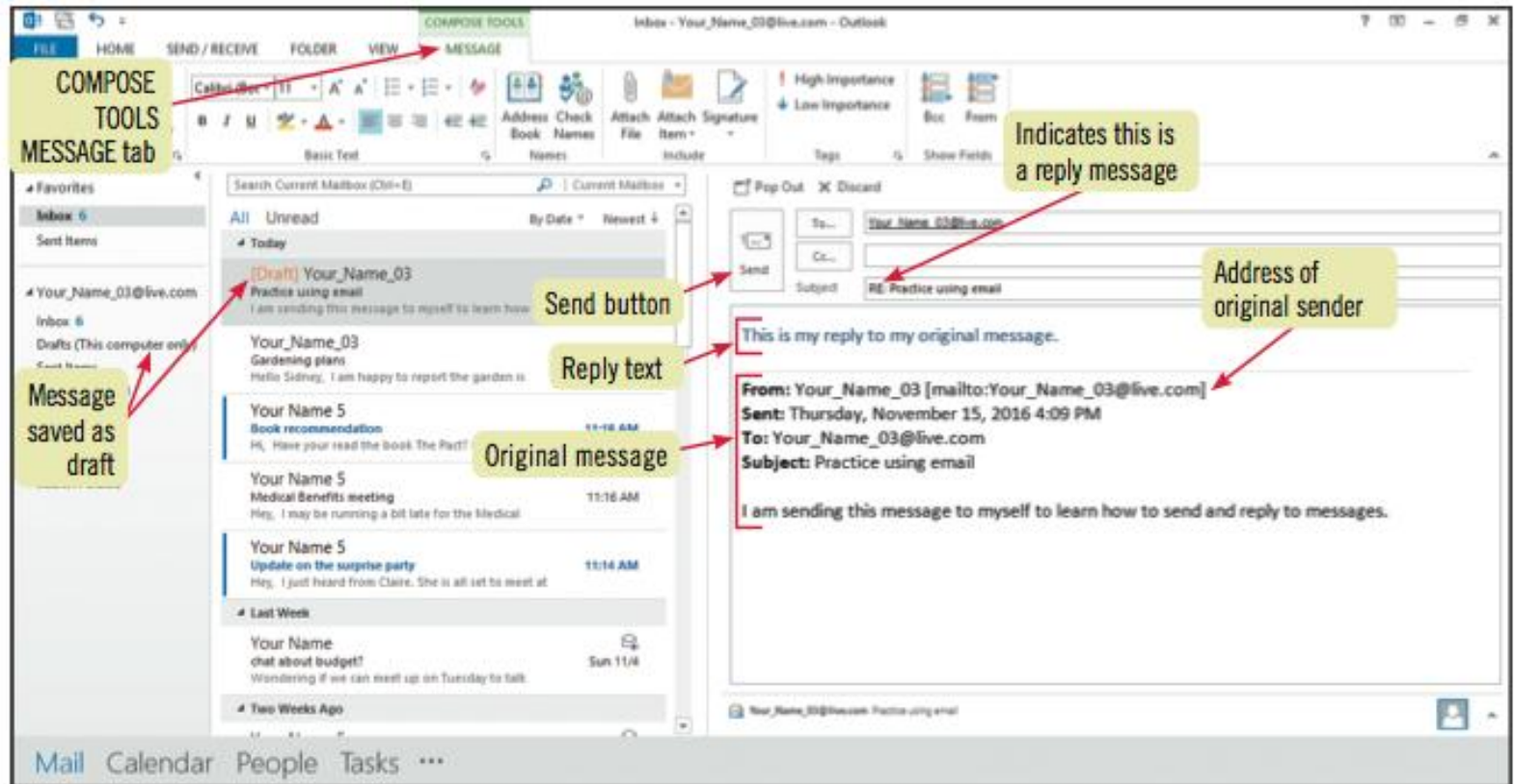
Replying to a message

Forward Emails

- **Forwarding** a message sends a copy on to people who have not yet received it
  - Select the message you want to forward in the Inbox
  - Open the message
  - Click the Forward button
  - Type an email address in the To text box
  - Type the message body above the forwarded message,
  - Click the Send button

Forward Emails

- **Flagging** or **labeling** a message
  - Organizes email
  - Available in colors
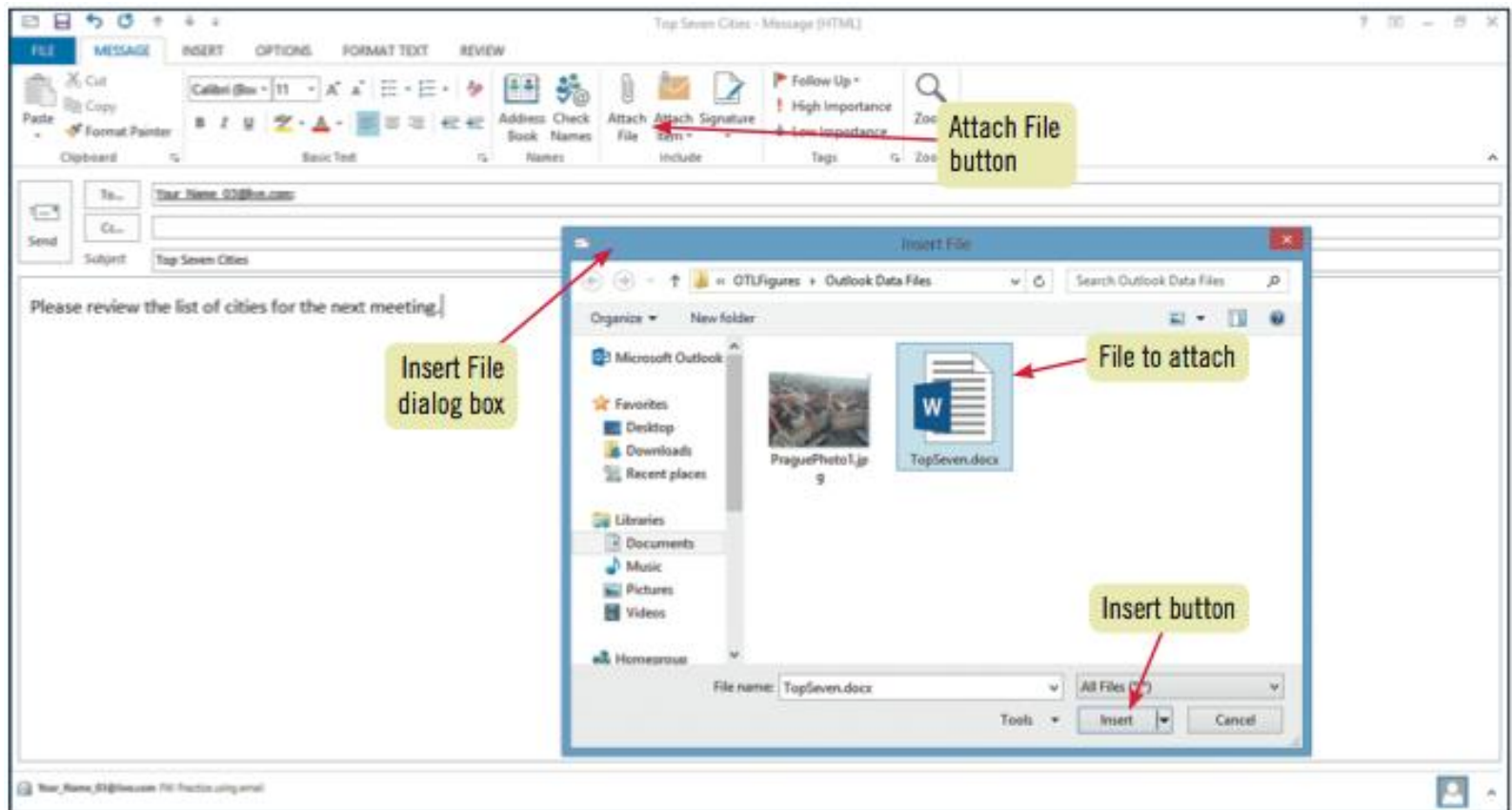 - Allows you to set reminders
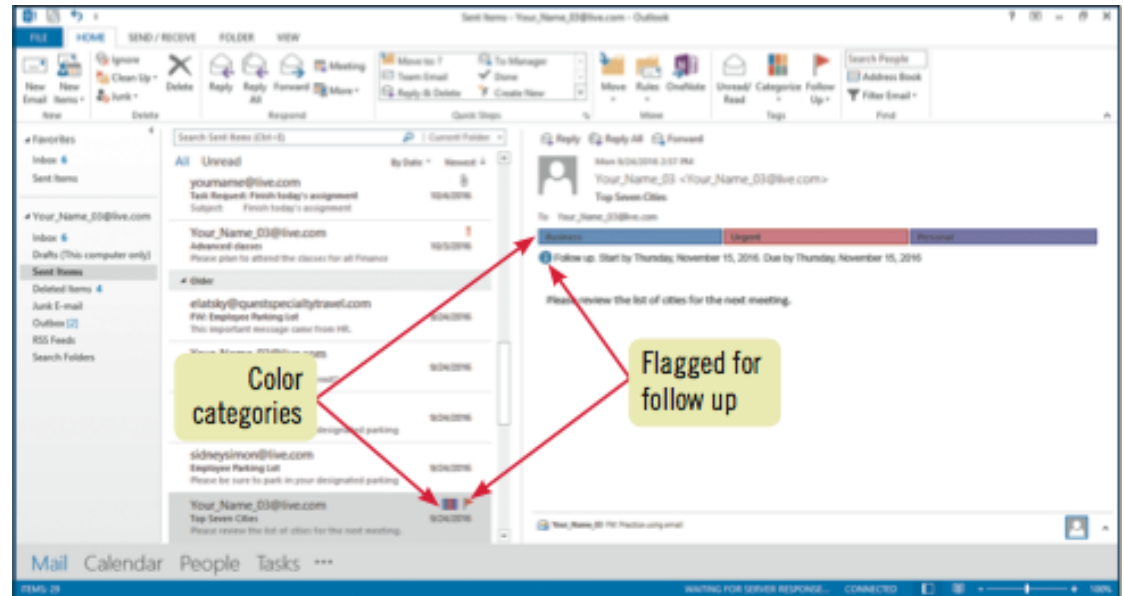
Flagging and using colors to categorize messages

Send Email Attachments

- Attach any type of computer file to an email message, including:
    - Pictures
    - Video clips
    - Audio clips
    - Document files
    - Spreadsheets
    - Presentations

Send Email Attachments

Attaching a file in Outlook
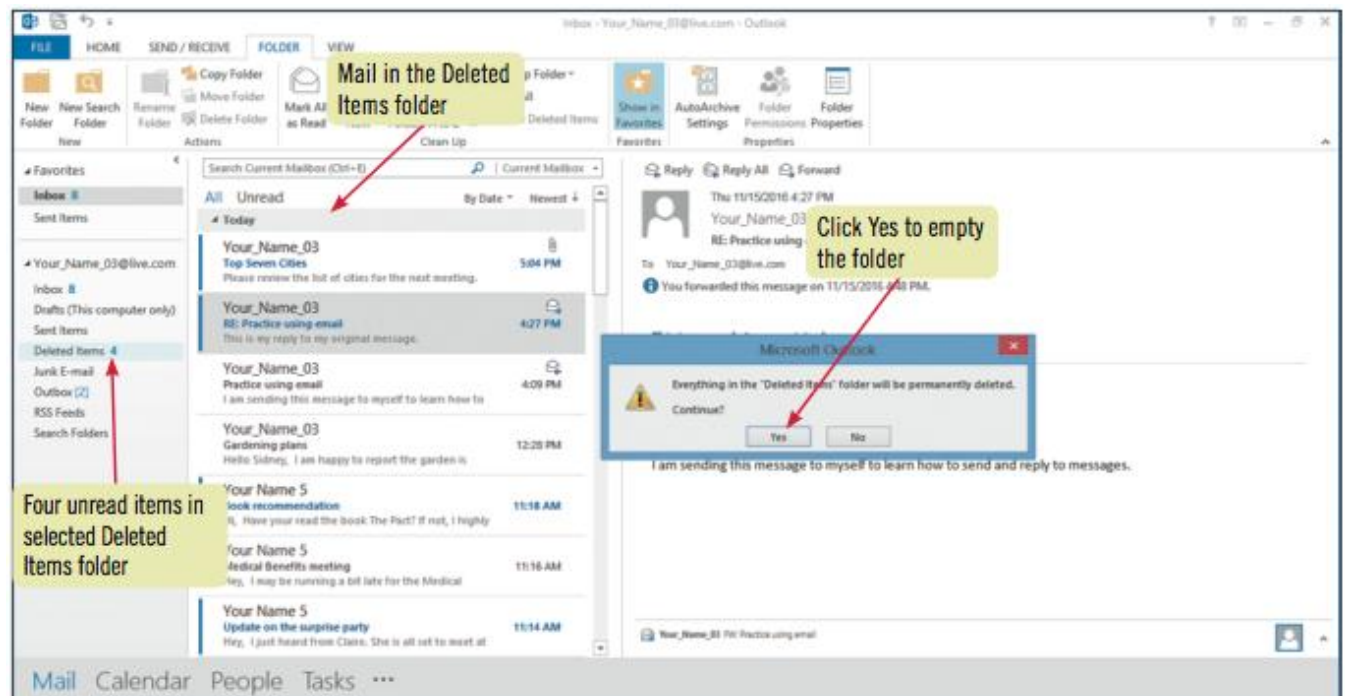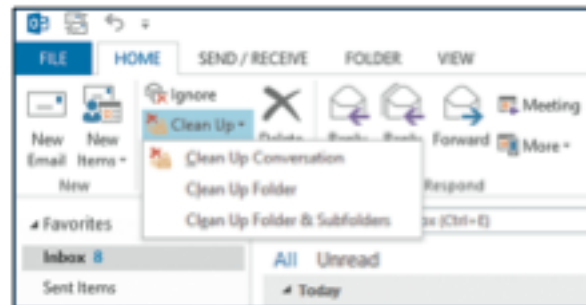
Send Email Attachments

- Options when sending messages
    - Set security level for message
    - Encrypt messages
    - Assign a level of message importance
    - Use voting and tracking
    - Request a message delivery receipt
    - Send replies to another email address
    - Specify delivery dates

Employ Good Email Practices

- **Electronic mail etiquette**
  - Be considerate
  - Consider file size
  - Be safe– delete any suspicious emails
  - Think before forwarding– especially in the workplace
  - Be professional– skip the LOLs
  - Limit emoticons– ☺
  - Maintain your account– delete unwanted messages on regular basis

Employ Good Email Practices

Cleanup tools and deleting items

Summary

- Communicating with email
- Using email addresses
- Creating and sending a message
- Understanding email folders

Summary

- Receiving and replying to emails
- Forwarding emails
- Sending email attachments
- Employing good email practices