



EMAIL

Program Choices & Features

TYPES OF EMAIL PROGRAMS

POP

Mail delivers to your computer and can retain a copy on the mail server.

All other folders are stored only on your computer.

IMAP

All folders (Inbox, Sent, Draft, Trash and all additional folders) are stored on the server and also on as many other devices or computers that you wish, all synchronized with each other.

WEB

Access all folders from any computer.

Complete freedom to check your email from anywhere, on any device.

SOFTWARE PROGRAMS

INSTALLED ON
YOUR
DEVICE OR
COMPUTER

ALL THREE
SUPPORT ALL
EMAIL TYPES:
POP, IMAP, WEB

Windows 10 Email

Truly Designed for WebMail –
Poor Features



Mozilla Thunderbird

- Great for all account types
- Full Features



Microsoft Outlook Outlook 365 (2016) Desktop Version

- Great for all account types
- Full Features plus To-do List,
- Calendar and robust Contact Mgr.



WEB MAIL ACCOUNTS

PRO: Can be accessed from any computer with your login and password.

PRO: No need to backup your account if your computer crashes because the files are not stored in your computer.

CON: Less privacy – increased risk of your account being hacked






First, let's take a look at the software program choices...



WINDOWS 10 MAIL

Truly designed to allow one spot for you to check multiple web based email account. You can very easily configure it to access HotMail, Gmail, Yahoo Mail or truly any WEB ONLY email account.

Configuring it for a POP mail account, such as Volcano Internet takes a bit more configuration, but it will work.

Search   

Inbox All ▾

Sunday, August 21, 2016

Me

◀ Note to myself - remind student: 8/21/2016





Me
Sent from Mail for Windows 10 Sent Mail

Me
Sent from Mail for Windows 10 8/21/2016

Google
New sign-in from Firefox on Win
New sign-in from Firefox on Win 8/21/2016

Thursday, July 14, 2016

Andy from Google
computer, welcome to your new
Get more from your new Google 7/14/2016

 Reply  Reply all  Forward  Archive  Delete 



cpustudent1@gmail.com

8/21/2016 10:29 PM

Note to myself - remind students of alternate ways to use email

To: cpustudent1@gmail.com

Sent from [Mail](#) for Windows 10

This program is very simple and basic.

It may be the perfect program for you, or may leave you wanting more options and features.



Search



Format

Insert

Options



Discard



Send



Inbox

All ▾



Google

New sign-in from Firefox on Windo

New sign-in from Firefox on Windo

9:52 PM



Thursday, July 14, 2016

Andy from Google

computer, welcome to your new

Get more from your new Google

7/14/2016

From: cpustudent1@gmail.com

To: cpustudent1@gmail.com;

Cc & Bcc

note to myself - remind students of alternate ways to use email

This is a test I sent to myself. Yes, you can send yourself an email!

I use it as a reminder to do something important because I know I check my email many times throughout the day. I always type something in the subject line that reminds me of the email contents.

So you see, there are many uses for email!

Of course, I also use my email to communicate with family and friends, business clients and the world in general.

Sent from [Mail](#) for Windows 10



☰ All folders

+ Outbox

☰ Inbox ☆



[Gmail]

All Mail

Drafts

Important

Spam

Starred

Drafts ☆

Sent Mail ☆

Trash



To access your email organization folders, click the FOLDER icon on the left edge.

Notice the GMAIL folder. Windows Live mail will allow you to work with ALL your email accounts from this one place.

You can have a Gmail Account, Yahoo Account, and Volcano Email account all with separate folders, all accessed from this one program.

Inbox - Gmail - Mail

Search

Inbox All

Tuesday, July 12, 2016

YouTube
TheHonestGuys: "Spoken Sleep Talk Down to Thunder & TheHonestGuys: "Spoken Sleep Talk Down to Thunder & Tue 9:42 AM

Misfit
More Than 40% off Shine and Misfit's Most Popular Trac More Than 40% off Shine and Misfit's Most Popular Trac Tue 6:31 AM

Sunday, July 10, 2016

Facebook
Do you know Patrick Crew, Alyshia Davies Drake and 7 o Facebook Add the people you know to see their photos Sun 9:48 PM

Friday, July 8, 2016

Facebook
Do you know Daniel S. Nakasone, Shawn Hansen Miller and 7 Facebook Add the people you know to see their photos and u Fri 7/8

Pandora
Moody Blues type of weekend
Pandora The weekend is finally here! | But it won't be complet Fri 7/8

Monday, May 9, 2016

Facebook
Carol, you have 1 friend request
Facebook A lot has happened on Facebook since you last lo 5/9/2016


YouTube
The Haunting of Sunshine Girl Network: "The Confrontation The Haunting of Sunshine Girl Network: "The Confrontation 5/9/2016

Saturday, May 7, 2016

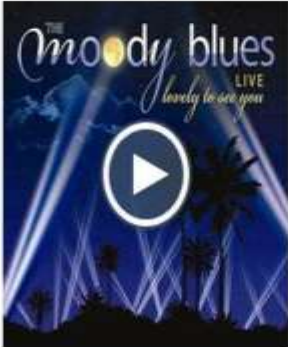
← Reply ← Reply all → Forward Archive Delete Set flag ...

P Pandora
7/8/2016 2:26 PM

Moody Blues type of weekend
To: tmoodyblue@gmail.com



The weekend with Moody Blues



Got plans this weekend? Take Moody Blues Radio with you.

Launch Station

Ask me anything

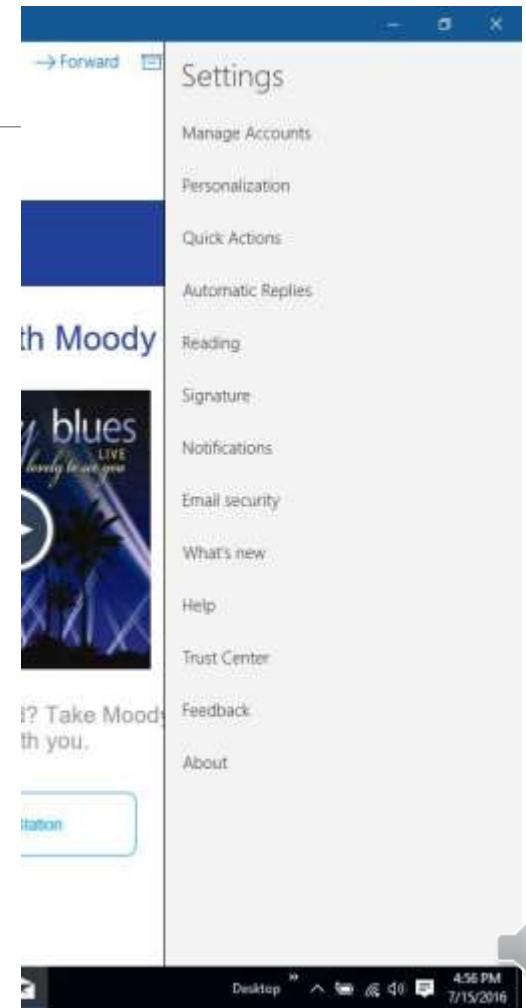
Desktop 4:55 PM 7/15/2016

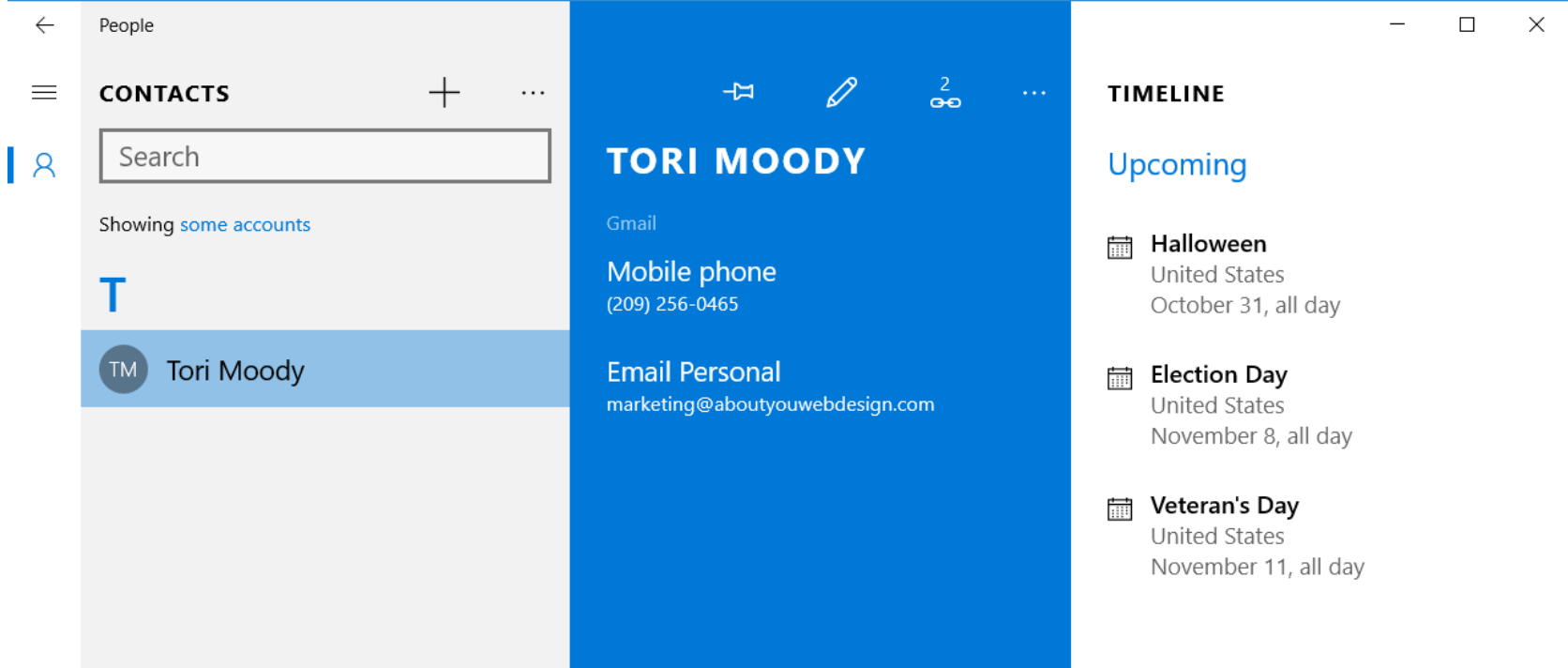


EMAIL SETTING OPTIONS

Click the gear icon (settings) to open the left hand pane for the email options. From here you can:

- Manage the email accounts (add or remove, or edit settings)
- Add an automatic signature to your emails
- Setup Notifications for new mail arrival
- Configure email security settings
- and more....

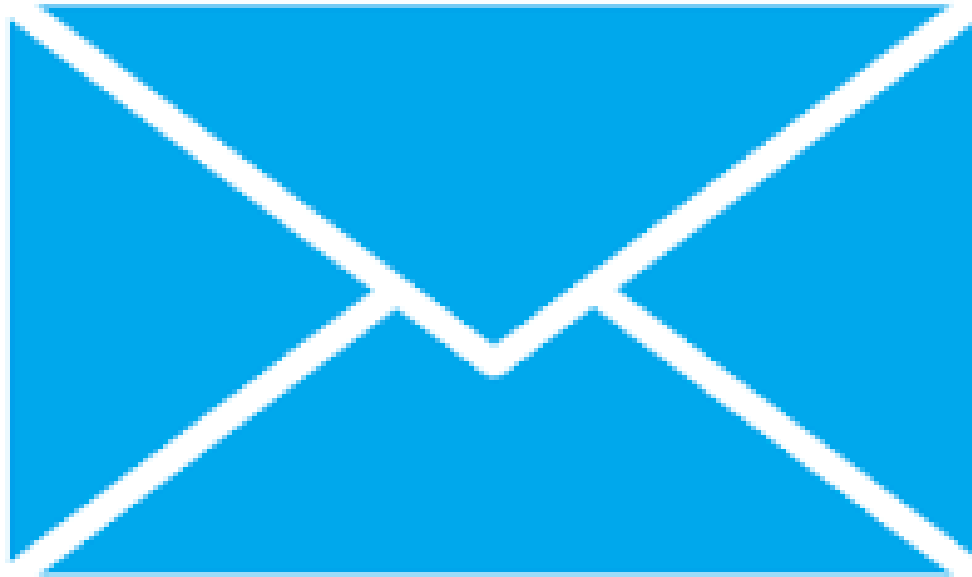




Windows Mail has NO contacts address book. It uses the PEOPLE App inside Windows 10, which is your universal address book that is shared amongst multiple programs. If you have configured a POP account, like a Volcano email account, you will need to rebuild the addresses in the People App. You can find the PEOPLE APP at the Start Menu under the letter P.

For your Web Based accounts such as Hot Mail, Gmail, etc., it will use the contacts that are configured inside those accounts.

LIVE DEMO! Windows Mail



My personal preference...



Mozilla Thunderbird

Capable of working with POP, IMAP and WEB mail.

Many features not found in other email programs.

Visit <https://www.mozilla.org/en-US/thunderbird/features/> for a full description.

Best of all... It's FREE!

LIVE DEMO! THUNDERBIRD



OUTLOOK 2016 /OUTLOOK 365

Outlook is part of the Microsoft Office Suite of programs, and as such is truly designed to benefit the business person wishing to integrate the email program with Word, Excel, Access and PowerPoint.

It accommodates the ability to send very large files if used in combination with Microsoft OneDrive.

For the typical home email user, many features of the program will not be necessary.

Cost for Microsoft Office varies. Outlook is sold as a separately.

New Conversation
 New Items
 Reply All
 Forward
 Membership
 Members
 Conversations
 Calendar
 Files
 Notebook

 Address Book
 Filter Email
 Reading Pane

- Clutter 39
- Contacts
- Conversation History
- Journal
- Junk Email
- Notes
- Outbox
- RSS Feeds
- Sync Issues 1
- Tasks
- Search Folders
- Groups
 - Coho Sales Team 2
 - Engineering 22
 - Finance and Accounting 19
 - Marketing 25
 - Product Launch 31
- Favorite Group Calendars
- online archive - prestong@...

Coho Sales Team (Public Group) Joined

Search Coho Sales Team (Ctrl+E)

Yesterday

Coho Sales Team
Get our act together
Sun 10:54 AM

Edward Mendelson; Alf...
Hello everyone. Check out the la...
Just what I needed for the scree...
Sun 7:45 AM

Two Weeks Ago

Abby Montoya; Alex D...
RFP Review
Quite alright Alex. I'll catch you u...
9/10/2015

Alex Darrow
Team Meeting
9/10/2015

Christina Bell; Abby Mo...
Hi Abby, I just got off the phone...
Hi Abby, please let me know wh...
9/10/2015

Abby Montoya; Alex D...
Hi All
Thanks for helping out Alex!
9/10/2015

Abby Montoya; Chuck...
Hi everyone, just got back from...
Abby Montoya has shared a One...
9/9/2015

Alfredo Coppola; Coho...
Sales Proposal Discussion
Hi Abby, Thank you for setting u...
9/9/2015

Hello everyone. Check out the latest video from our PR team.

Conversation with Edward Mendelson; Alfredo Coppola; Coho Sales Team; Abby Montoya;

Abby Montoya
9/10/2015

Hello everyone. Check out the latest video from our PR team.

<https://www.youtube.com/watch?v=OtoZde3xVt4>

Like

Alfredo Coppola
9/10/2015

Thank you for sharing this. When was it released?

Like

Edward Mendelson
Sun 7:45 AM

Just what I needed for the screen shot that will display this message. Thanks (and of course ignore this).

Like Harry McCracken likes this.

WEB MAIL – Online Email Services

ONLINE email services do not require you to install or configure any software into your computer. Simply go to their website, click the link to sign up for an account, answer a few questions and you are ready to send and receive email.

- Gmail – owned by Google
- Yahoo Mail – owned by Yahoo
- MSN Mail – owned by Microsoft

We will preview GMAIL for this lesson, but rest assured that all email programs are very similar.

LIVE DEMO! Gmail



Create your Google Account

One account is all you need

One free account gets you into everything Google.



Take it all with you
Switch between devices, and pick up



Password strength:
Use at least 8 characters. Don't use a password from another site, or something too obvious like your pet's name. [Why?](#)

Name
cpu student9

Choose your username
cpustudent20@gmail.com
[I prefer to use my current email address](#)

Create a password

Confirm your password

Birthday
Month Day Year

Gender
I am...

Mobile phone
+

Your current email address

Location
United States

[Next step](#)

Privacy and Terms

By choosing "I agree" below you agree to Google's [Terms of Service](#).

You also agree to our [Privacy Policy](#), which describes how we process your information, including these key points:

Data we process when you use Google

- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data at My Account (myaccount.google.com).

Why we process it

We process this data for the purposes described in [our policy](#), including to:



- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data at My Account (myaccount.google.com).

Why we process it

We process this data for the purposes described in [our policy](#), including to:

- Help our services deliver more useful, customized content such as more relevant search results;
- Improve the quality of our services and develop new ones;
- Deliver personalized ads, both on Google services and on sites and apps that partner with Google;
- Improve security by protecting against fraud and abuse; and
- Conduct analytics and measurement to understand how our services are used.

Combining data

We also combine data among our services and across your devices for these purposes. For example, we show you ads based on information from your use of Search and Gmail, and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

CANCEL

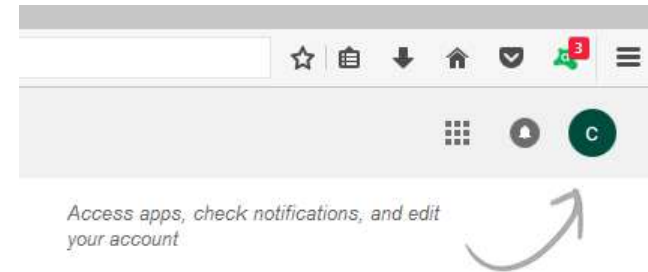
I AGREE

Welcome!

Your new email address is cpustudent20@gmail.com

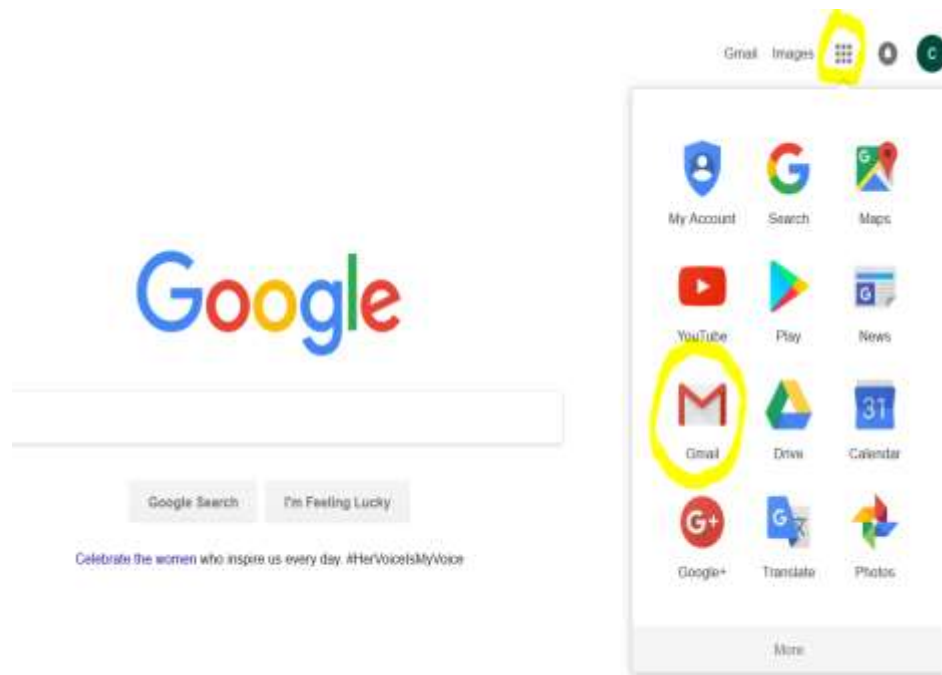
Thanks for creating a Google Account. Use it to subscribe to channels on YouTube, video chat for free, save favorite places on Maps, and lots more.

Continue



If you wish to edit your email account setting, such as changing the password, click the circle in the upper corner with your initial. Then click on the words “MANAGE ACCOUNT”.

To open your Gmail, click the tiled square in the upper right corner, then click Gmail icon.





Google Chrome

Try a fast, secure browser with updates built in

1

URL Field - you may leave the email and go directly to a website by typing the website address here. Example: facebook.com

NO THANKS

YES

Google

Gmail

1-2 of 2

COMPOSE

Inbox (1)

Starred
Sent Mail
Drafts

More labels

CPU

Google

Andy from Google

0 GB (0%) of 15 GB used
Manage

2

This is the INBOX screen. It contains all your incoming messages. Ones that you have read already will turn grey, while the unread messages will be a bold black.

New sign-in from Firefox on Windows - New sign-in from Firefox on Windows computer, welcome to your new Google Account - Hi computer, I'm so glad y

9:52 pm

Jul 14

The date the message was delivered. If there is only a time, the message was delivered today.

3

Details

4

Folders that organize your email. You can STAR a message for importance and find it again quickly in the STARRED folder.

No recent chats
Start a new one

EMAIL DEMO - Gmail

You are encouraged to visit YouTube.com to view several tutorials on the features of Gmail.

One such tutorial that I found beneficial and helpful is located at:

<https://www.youtube.com/watch?v=AGiFkJDwG-k>

To find more videos, go to <http://youtube.com> and search using the words “gmail tutorial”

FILE ATTACHMENTS



Regardless of the Email program you are in, the tool to use to attach a file (document, picture, spreadsheet, etc) typically looks like a paperclip and is located along the top toolbar.

Once you click the paperclip, you will be prompted to locate the file you wish to attach. Select it and click either OK or Attach – depending upon your program.

PHOTOS – file size should be less than 3 mb, no more than 5 mb total if sending multiple picture. If you are not sure of the file size, try sending one at a time.

DOCUMENTS – file size of a document rarely exceeds 5 mb, but if sending multiple documents, you may need to split them into several messages.

FILE ATTACHMENTS



Regardless of the Email program you are in, File Attachments you receive are best saved to your hard drive, inside the folder best suited.

PHOTOS - are best saved in the PICTURES library folder on Drive C. You can create sub-folders inside of Pictures folder to better match the content of the photo. Such as Pictures/christmas/2016.

DOCUMENTS – are best saved in the DOCUMENTS library. You can create sub-folders inside of Documents folder to better match the content of the photo. Such as Documents/email-attachments/2016.

NAMING ATTACHMENTS

When you are sending attachments, include in the email the filename, and what it contains:

Attached: "Project3Proposal.doc" with my proposal.

Attachments often carry viruses – don't forward attachments unless you are requested to do so by the receiving party.

CREATE MAIL SUB-FOLDERS

Best Advice: create sub-folder titles that describe the contents of the folder. If necessary, create multiple levels.

Example of good structure

- >Inbox
 - > Personal
 - Medical
 - Financial
 - Legal

Example of poor structure

- Inbox
 - Medical
 - Financial
 - Legal

The first choice allows you to shrink the contents of the Inbox sub-folders, or even just the contents of the Personal Folder.

CREATE MAIL SUB-FOLDERS

- Right Click on the main folder name – example: Inbox
- Select NEW FOLDER from menu
- Type desired name of new folder
- Press Enter (or just click away from the text box)
- Hide or show the sub-folders by clicking the >
- It is wise to create an ARCHIVE folder, with sub-folders for each year to store your VERY old messages.

ORGANIZE YOUR MESSAGES

Now that you have organizational folders created, it is time to move your messages into the proper folders.

Simply left click and drag the message to the folder.

Tip: to grab a group of files to move, that are all in a successive order, CLICK on the first file, then SHIFT CLICK on the last file in the group.

Tip: to either select or un-select individual files, use CTRL CLICK

SUMMARY OF EMAIL LESSON

- ❖ There is not right or wrong email program. It is a matter of personal choice
- ❖ Most important factor is the TYPE of email account: POP, IMAP or WEB
- ❖ Of the free email programs available, Mozilla FireFox has the most features
- ❖ If using your email primarily for business, Outlook may be the right choice
- ❖ Webmail is less private and more subject to being hacked
- ❖ To make a sub-folder, Right Click on the main folder name, select “new folder”
- ❖ To save an attachment, Right Click, select “save attachment” and direct it to save in your desired location.

Why is Email Etiquette Important?

We interact more and more with the written word.

Without immediate feedback from a face-to-face conversation, it's easy to be misunderstood.

Email is still
a formal
correspondence



EMAIL BASIC RULES

Think twice about whether or not the content of your email is appropriate for virtual correspondence - once you hit Send, anyone might be able to read it.

Use a professional font, not decorative

Be cautious about sending personal information

- Never email your credit card info
- Never email your social security number
- Never email your confidential email password

THE SUBJECT LINE

Always enter brief text and follow these rules:

- It Should give your reader an idea of the content of the email
- It Should be appropriate, because anyone can look at the subject, even if the recipient chooses not to open the message
- When changing the subject, start a new message

RESPONDING

- Respond in the same time frame you would respond to a phone call
- Be conscious of responding to the sender only or Reply to all
- Do not overuse Reply to all
- Be conscious of your recipient and their schedule
- Don't expect an immediate response

THE TONE OF YOUR MESSAGE

Unless you intend to offend someone, always write in a positive tone. You don't know what kind of day they are having so go out of your way to ensure they don't misinterpret your tone.

Limit the use of emoticons, 😊, winks ;-), and other graphical symbols to personal friendly email – NEVER use in business email.

Use **please** and **thank you** often.

CONTENT DO'S

- Do check your grammar and spelling – Toolbar has help for this
- Do use proper structure and layout – Paragraphs instead of one block of text.
- Do be efficient - Emails that get to the point are much more effective and well received
- Do read the email back to yourself, before you send it
- Do try to keep the email brief (one screen length)

CONTENT DON'TS

- Don't respond if you are upset. Take some time to cool off and consider appropriate response.

Tip: Leave the TO field blank until you are ready to send it.

- Don't Use all CAPITALS
- Don't Leave out the message thread
- Don't Use long sentences. It is hard to retain the meaning.
- Don't send attachments that are over 2 mb, especially pictures!
- Plz Don't Abbrvt. You are not texting. Abbreviations indicate you were in a hurry and may not have taken time to compose your message carefully.

SIGNATURE

By customizing your email program to add a “signature” to the end, you are showing consideration for the recipient. You have given them all the info they need to contact you by phone or in writing, in addition to by email.

Example:



Tori Moody
CPU Onsite
209-256-0660 –
Office
209-256-0465 –
Cell
[cpu@cpu-
onsite.com](mailto:cpu@cpu-onsite.com)
[www.cpu-
onsite.com](http://www.cpu-
onsite.com)

WHAT'S IN A NAME?

What does your email address say about you?

- hotmama@gmail.com (home based hot sauce business)
- hottotrott@hotmail.com (Trotter Horses)
- dangerdude@hotmail.com (self-defense instructor)
shootemupjoe@gmail.com (Joe Smith - shooting range master)
- Your email address should be appropriate to the receiver
- Consider a second address for professional use such as j.smith@gmail.com or better yet j.smith@sacshootingsports.com

SPAM – *Not the stuff in the can*

- Don't send Spam (unsolicited email to a group of people)
- **Don't reply to spam**

Replying confirms that the address is 'live', and that the receiver opens the messages, reads them, and responds to them. This is a sure-fire way to guarantee your email address will be resold on the open market to more Spammers. You are better to block them or delete them. *Refer to the MESSAGE RULES tool at the top toolbar to create a new rule in your email that will always either block or delete messages from specific senders.*

SUMMARY OF DAY 2

The Internet

- How it works
- Browser Apps
- Terminology
- Internet Safety

Email

- Email Apps
- Web Mail
- Email Social Rules
- Choosing an Email Address
- Spam email
- Attaching and Saving Attachments



- Saving and opening files
- Computer Hardware
- Open Question Time