Intro to Email: Beyond the Basics

Session Duration:
60-90 minutes

Subject:
Email
Privacy
Security

Materials Needed:
Laptop, tablet or mobile device with internet connection

Links to Resources:
● Apple Mail Support
● Gmail Support
● Outlook Mail Support
● Comcast Mail Support

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In this class, we'll go beyond the basics of setting up an email account to working with attachments, replying and forwarding emails, saving drafts, avoiding spam, organizing emails with labels/folders, searching emails, and so much more! After this class, you'll feel more in control of what's happening to your inbox.

Email Providers...

● Top email providers include Gmail (Google), Xfinity/Comcast,1 Outlook (Hotmail, etc., > Microsoft),2 Yahoo,3 Apple iCloud Mail.4

● Wikipedia.org/wiki/Comparison_of_webmail_providers

Understanding email addresses

● Email addresses are always written in a standard format that includes a user name, the @ (at) symbol, and the email provider's domain.

● The user name is the name you choose to identify yourself.

1 xfinity.com
2 outlook.live.com
3 yahoo.com
4 support.apple.com/kb/ph2621
● The email provider is the website that hosts your email account.

● Some businesses and organizations use email addresses with their own website domain.

Email Clients/Apps

● Desktop software (Outlook, Thunderbird), mobile apps (Mail - Windows 10, iOS, Android)


Organizing your Email...

● Labeling or using folders for your messages
  ○ Gmail
    [support.google.com/mail/answer/118708?hl=en&ref_topic=3394656](https://support.google.com/mail/answer/118708?hl=en&ref_topic=3394656)
  ○ Comcast/Xfinity

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Tech Classes
@ Your Library

- Microsoft

- Apple

- Working with Attachments
  - Gmail
    [support.google.com/mail/answer/30719?hl=en](support.google.com/mail/answer/30719?hl=en)
  - Comcast/Xfinity
    [xfinity.com/support/articles/attach-files-xfinity-connect](xfinity.com/support/articles/attach-files-xfinity-connect)
  - Outlook/Hotmail
  - Apple

- Reply All & Forwarding
  - Gmail
    [support.google.com/mail/answer/6585?hl=en](support.google.com/mail/answer/6585?hl=en)
  - Comcast/Xfinity
  - Outlook/Hotmail
    [support.office.com/en-us/article/reply-to-or-forward-an-email-message-85193265](support.office.com/en-us/article/reply-to-or-forward-an-email-message-85193265)

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8 [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/reply-all-forwarding](digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/reply-all-forwarding)
• **CC & BCC**
  - Gmail
    
    [Link to Gmail help](support.google.com/mail/answer/2819488?hl=en)
  - Comcast/Xfinity
  - Outlook/Hotmail
    
    [Link to Outlook help](support.office.com/en-us/article/reply-to-or-forward-an-email-message-sage-a843f8d3-01b0-48da-96f5-a71f70d0d7c8)
  - Apple
    Choose “cc” or “bcc” in the address line

• **Saving Draft Emails**
  - Gmail
    Unsent messages are automatically saved as a draft. Go to the Drafts folder to view and manage unsent messages.
  - Comcast/Xfinity
    Same as above
  - Outlook/Hotmail

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9 [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/cc-bcc](digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/cc-bcc)
Same as above

- Apple
  support.apple.com/guide/ipad/save-an-email-draft-ipad99a3ed85/ios

- Spam and Junk Emails
  - Gmail
    support.google.com/mail/answer/1366858?hl=en
  - Comcast/Xfinity
    xfinity.com/support/articles/mark-email-as-spam-xfinity-connect
  - Outlook/Hotmail
    support.office.com/en-us/article/Block-or-allow-junk-email-settings-48c9f6f7-2309-4f95-9a4d-de987e880e46
  - Apple
    support.apple.com/en-us/HT204759

- Organizing & Deleting
  - Gmail
    support.google.com/mail/answer/118708?hl=en
  - Comcast/Xfinity
    xfinity.com/support/articles/move-email-in-xfinity-connect
  - Outlook/Hotmail
    support.office.com/en-us/article/Create-a-folder-in-Outlook-3D3120D4-3C0E-4FEF-B396-89B68324EBA6
  - Apple
    support.apple.com/en-us/HT207213

- Searching for Messages
  - Gmail
    support.google.com/mail/answer/6593?hl=en&ref_topic=3394593
  - Comcast/Xfinity
Email Signatures

- Email signatures automate the email closing as well as personalize your message.
  - Gmail
    support.google.com/mail/answer/8395?hl=en
  - Comcast/Xfinity
    connect.xfinity.com/appsuite/#!!&app=io.ox/settings&folder=virtual/settings/io.ox/mail/settings/signatures
  - Outlook/Hotmail
    support.office.com/en-us/article/Create-and-add-a-signature-to-messages-8ee5d4f4-68fd-464a-a1c1-0e1c80bb27f2
  - Apple
    Go to Settings > Mail > Signature.

Read receipts

- komando.com/columns/423831/how-to-check-if-someone-has-read-your-email

Anonymous Email

- Proton Mail\(^{14}\) - free, open source, encrypted and secure (from Switzerland)

“Disposable” Email

- Beat spam with a temporary email service using 10 Minute Email\(^{15}\)

\(^{14}\) protonmail.com

\(^{15}\) 10minutemail.com
How to Avoid Phishing

- [ssd.eff.org/en/module/how-avoid-phishing-attacks](ssd.eff.org/en/module/how-avoid-phishing-attacks)

Use 2-Factor Authentication

- [ssd.eff.org/en/module/how-enable-two-factor-authentication](ssd.eff.org/en/module/how-enable-two-factor-authentication)