

## 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,<sup>1</sup> Outlook (Hotmail, etc., > Microsoft),<sup>2</sup> Yahoo,<sup>3</sup> Apple iCloud Mail.<sup>4</sup>
- [Wikipedia.org/wiki/Comparison\\_of\\_webmail\\_providers](https://en.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.

<sup>1</sup> [xfinity.com](https://www.xfinity.com)

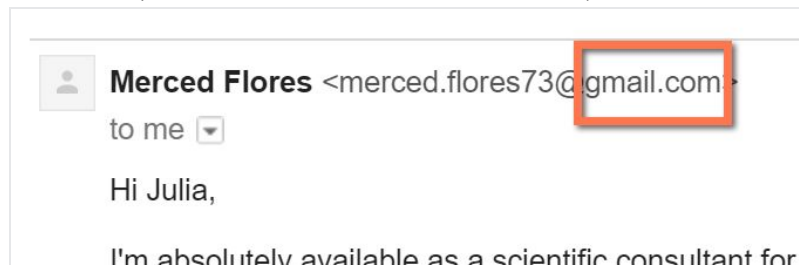
<sup>2</sup> [outlook.live.com](https://outlook.live.com)

<sup>3</sup> [yahoo.com](https://www.yahoo.com)

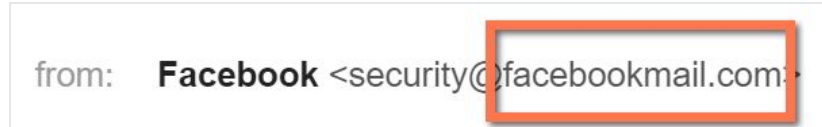
<sup>4</sup> [support.apple.com/kb/ph2621](https://support.apple.com/kb/ph2621)



- 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

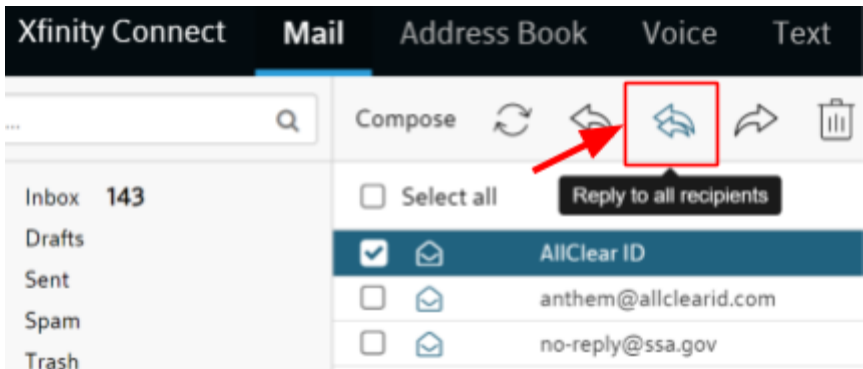
- Desktop software (Outlook,<sup>5</sup> Thunderbird<sup>6</sup>), mobile apps (Mail - Windows 10, iOS, Android)
- [wikipedia.org/wiki/Comparison\\_of\\_email\\_clients](http://wikipedia.org/wiki/Comparison_of_email_clients)

## Organizing your Email...

- Labeling or using folders for your messages
  - Gmail  
[support.google.com/mail/answer/118708?hl=en&ref\\_topic=3394656](http://support.google.com/mail/answer/118708?hl=en&ref_topic=3394656)
  - Comcast/Xfinity  
[xfinity.com/support/articles/move-email-in-xfinity-connect](http://xfinity.com/support/articles/move-email-in-xfinity-connect)

<sup>5</sup> [office.live.com/start/Outlook.aspx](http://office.live.com/start/Outlook.aspx)

<sup>6</sup> [mozilla.org/en-US/thunderbird](http://mozilla.org/en-US/thunderbird)

- Microsoft  
[support.office.com/en-us/article/working-with-message-folders-in-outlook-com-6bb0723a-f39f-4a8d-bb3f-fab5dcc2510a](https://support.office.com/en-us/article/working-with-message-folders-in-outlook-com-6bb0723a-f39f-4a8d-bb3f-fab5dcc2510a)
- Apple  
[support.apple.com/en-us/HT207213](https://support.apple.com/en-us/HT207213)
- [Working with Attachments<sup>7</sup>](#)
  - Gmail  
[support.google.com/mail/answer/30719?hl=en](https://support.google.com/mail/answer/30719?hl=en)
  - Comcast/Xfinity  
[xfinity.com/support/articles/attach-files-xfinity-connect](https://xfinity.com/support/articles/attach-files-xfinity-connect)
  - Outlook/Hotmail  
[support.office.com/en-us/article/Attach-files-or-insert-pictures-in-Outlook-email-messages-BDFAFEF5-792A-42B1-9A7B-84512D7DE7FC](https://support.office.com/en-us/article/Attach-files-or-insert-pictures-in-Outlook-email-messages-BDFAFEF5-792A-42B1-9A7B-84512D7DE7FC)
  - Apple  
[support.apple.com/en-us/HT208481](https://support.apple.com/en-us/HT208481)
- [Reply All & Forwarding<sup>8</sup>](#)
  - Gmail  
[support.google.com/mail/answer/6585?hl=en](https://support.google.com/mail/answer/6585?hl=en)
  - Comcast/Xfinity  
A screenshot of the Comcast/Xfinity webmail interface. The top navigation bar includes "Xfinity Connect", "Mail", "Address Book", "Voice", and "Text". Below this is a search bar and a row of icons: "Compose", a refresh icon, a "Reply to all recipients" icon (highlighted with a red box and a red arrow), a forward icon, and a trash icon. A dropdown menu is open under the "Reply to all recipients" icon, showing a "Select all" option and a list of email recipients: "AllClear ID" (checked), "anthem@allclearid.com", and "no-reply@ssa.gov".

Folder	Count
Inbox	143
Drafts	
Sent	
Spam	
Trash	
  - Outlook/Hotmail  
[support.office.com/en-us/article/reply-to-or-forward-an-email-mes](https://support.office.com/en-us/article/reply-to-or-forward-an-email-mes)

<sup>7</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/working-with-attachments](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/working-with-attachments)

<sup>8</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/reply-all-forwarding](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/reply-all-forwarding)

[sage-a843f8d3-01b0-48da-96f5-a71f70d0d7c8](https://sage-a843f8d3-01b0-48da-96f5-a71f70d0d7c8)

- Apple



- [CC & BCC](#)<sup>9</sup>

- Gmail

[support.google.com/mail/answer/2819488?hl=en](https://support.google.com/mail/answer/2819488?hl=en)

- Comcast/Xfinity



- Outlook/Hotmail

[support.office.com/en-us/article/reply-to-or-forward-an-email-message-sage-a843f8d3-01b0-48da-96f5-a71f70d0d7c8](https://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](#)<sup>10</sup>

- 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

<sup>9</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/cc-bcc](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/cc-bcc)

<sup>10</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/saving-draft-emails](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/saving-draft-emails)

Same as above

- Apple  
[support.apple.com/guide/ipad/save-an-email-draft-ipad99a3ed85/ios](https://support.apple.com/guide/ipad/save-an-email-draft-ipad99a3ed85/ios)

- [Spam and Junk Emails](#)<sup>11</sup>

- Gmail  
[support.google.com/mail/answer/1366858?hl=en](https://support.google.com/mail/answer/1366858?hl=en)
- Comcast/Xfinity  
[xfinity.com/support/articles/mark-email-as-spam-xfinity-connect](https://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](https://support.office.com/en-us/article/Block-or-allow-junk-email-settings-48c9f6f7-2309-4f95-9a4d-de987e880e46)
- Apple  
[support.apple.com/en-us/HT204759](https://support.apple.com/en-us/HT204759)

- [Organizing & Deleting](#)<sup>12</sup>

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

- [Searching for Messages](#)<sup>13</sup>

- Gmail  
[support.google.com/mail/answer/6593?hl=en&ref\\_topic=3394593](https://support.google.com/mail/answer/6593?hl=en&ref_topic=3394593)
- Comcast/Xfinity

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<sup>11</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/spam-and-junk-emails](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/spam-and-junk-emails)

<sup>12</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/organizing-deleting](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/organizing-deleting)

<sup>13</sup> [digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/searching-for-messages](https://digitallearn.org/courses/intro-to-email-2-beyond-the-basics/lessons/searching-for-messages)

[xfinity.com/support/articles/search-your-xfinity-connect-inbox](https://xfinity.com/support/articles/search-your-xfinity-connect-inbox)

- Outlook/Hotmail  
[support.office.com/en-us/article/Find-a-message-or-item-with-Instant-Search-69748862-5976-47b9-98e8-ed179f1b9e4d](https://support.office.com/en-us/article/Find-a-message-or-item-with-Instant-Search-69748862-5976-47b9-98e8-ed179f1b9e4d)
- Apple  
[support.apple.com/guide/ipad/search-for-email-ipadedcc14e6/ios](https://support.apple.com/guide/ipad/search-for-email-ipadedcc14e6/ios)

### Email Signatures

- Email signatures automate the email closing as well as personalize your message.
  - Gmail  
[support.google.com/mail/answer/8395?hl=en](https://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](https://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](https://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](https://komando.com/columns/423831/how-to-check-if-someone-has-read-your-email)

### Anonymous Email

- Proton Mail<sup>14</sup> - free, open source, encrypted and secure (from Switzerland)

### “Disposable” Email

- Beat spam with a temporary email service using 10 Minute Email<sup>15</sup>

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<sup>14</sup> [protonmail.com](https://protonmail.com)

<sup>15</sup> [10minutemail.com](https://10minutemail.com)

## How to Avoid Phishing

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



## Use 2-Factor Authentication

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