Windows Operating Systems

103-102

Using E-Mail

Notes	Activity

Quick Links

[Ctrl-]Click any of the links below to quickly jump to that location in these notes.

- Configuring Outlook
- Adding to Address Book
- Creating an E-Mail
- Sending the E-Mail
- Adding Attachments
- Viewing Mail
- Viewing an Attachment
- Replying to Mail
- Forwarding Mail
- Deleting Mail
- Using On-Line E-Mail
- Accessing MSTC E-mail On-Line
- Using Google Gmail
- Using Microsoft Hotmail
- Using Yahoo Mail

DVD, Internet, Browser and E-mail Basics, Exploring E-mail

Using E-mail

Unlike web browsers, E-mail programs come in all sizes and flavors. I'll discuss the common features that you'll have to deal with in any E-mail program. You'll have to figure out the unique features of your E-mail program on your own. Outlook is the E-mail we use at MSTC. Many people also have it at home (comes with MS Office)

Demo in Outlook

Notes	Activity

Configuring Outlook

- Tools ▸ Options
- Mail Format Tab
  - ➢ Ensure **message format** is HTML
  - ➢ Turn off the option to use MS Word
  - ➢ Click the Fonts button to set your default font
- Spelling Tab
  - ➢ Decide whether you want Outlook to spell check all your messages.
- Other Tab
  - ➢ Decide whether you want Outlook to automatically delete messages when you leave Outlook.
    –

Changing the Address List Order (Outlook)

- This might <u>not</u> be necessary if you're using Outlook at home
- At MSTC, Outlook is set to look in the Global Address Book first when you type in a contact's name.
  - ➢ The Global Address Book, contains the names of all the students and staff
- Normally, you'll want to tell Outlook to look in your personal address book (Contacts) first.
  - ➢ If the name is not found there, Outlook will then look in the Global Address Book
- With Outlook open:
  - ➢ Click the address book 📖 on the toolbar
  - ➢ In the Address Book window, from the menu, choose Tools ▸ Options
  - ➢ Change *Show this address list first* to **Contacts**
  - ➢ Change the order under *When sending mail…*so Contacts appears first.

Activity column:

Configure Outlook

Note: this only applies to the workstation you're currently on (in the lab). At home/work, it'll stick.

Notes	Activity

Adding to Address Book

- Most E-mail programs come with an address book to store your most commonly used E-mail addresses.
- Locate the address book (Contacts in Outlook) and open it.
- Look for an Add or New button to add a new addressee
  - Provide at least the person's name and E-mail address.
- Outlook Shortcut
  - In Outlook, you can quickly add a new contact using an E-mail message you received.
  - Open the E-mail
  - Right-click the words next to From
  - Choose Add to Contacts

Using message sent by instructor, add instructor to address book.

Creating an E-Mail

Select the Outlook InBox

- Open E-mail program
- Create a new message (look for a ⬛New message button)

Click the New button

- Choose Recipients
  - To:, CC:, BC: (primary, copy, blind copy recipients)
  - Select recipients
    - Type E-mail address (if more than one, separate with semi-colon)
    - Select from address book.
      Most E-mail programs today come with an address book. Clicking the To: label (or button) in the new mail form usually opens the address book.
    - Type name (all or part).
      Most E-mail programs allow you to choose mail recipients from your address book simply by typing the person's name (or at least enough to distinguish this person from others)
- Enter a subject for this message.
  - E-mail etiquette requires a subject
  - Many viruses and lots of spam don't have subjects—you wouldn't want your message confused with one of those!

Compose a message to instructor.

Type in the address, erase it, select from address book

Notes	Activity

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- Enter the Message
  - ➢ Click the message area
  - ➢ Type the message
  - ➢ If your E-mail program is configured for HTML (recommended), you can add colors and pictures
    - – In Outlook, choose Tools | Options
    - – In other programs look for *options* or *format*

</td><td>

Demo in Outlook

Paste the animated MSTC logo into message (note it moves!!!)

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Sending the E-Mail

- Click the ⬛ Send button
- Note in some home E-mail programs, this simply places your message in the *Out Box*. THE MAIL HAS NOT BEEN SENT. Locate the ⬛ Send/Receive button to actually send the mail.
  - ➢ This (annoying, seemingly) feature allows you compose many E-mail message off-line (without being connected to the net and tying up a phone line) and then send them all when you're ready.

  Note: After sending, most E-mail programs place a copy of your message in the Sent Items folder so you can refer back to them later.

Adding Attachments

All E-mail programs allow you add files to a message. Usually, the contents of the files are not displayed in the message, rather a paperclip appears next to the message signifying to the user that an attachment is present.

- Option 1:
  - ➢ Click the attachment button (usually looks like a paperclip 📎)
  - ➢ Using the file browser, locate the file you want to attach
- Option 2:
  - ➢ Locate the file you want to attach using My Computer
  - ➢ Drag the file into your E-mail message

Demo both techniques using Outlook mail. Note: must use Opt1 when accessing MSTC acct remotely

Attach the image you saved from the Internet example

Notes	Activity

Viewing Mail

Outlook Demo

- Connect to the Internet (if necessary)
- Access your E-mail program
- Access your *In Box*
- At home, you might have to click a ▣ Send/Receive button to retrieve mail
- Some programs (like Outlook) allow you to have multiple In Boxes. If so, select the In Box you want to view.
- Click the message you want to read.

Viewing an Attachment

Outlook Demo

- If the message you're viewing has an attachment, there will be a small paperclip 📎 somewhere near the message.
- Double-click the paperclip to open the attachment.
- Note: in order for you to see the attachment, you must have the appropriate program installed on your computer. For example, if your instructor sends you a copy of a homework assignment created in MS Word, you'll have to have MS Word installed on your computer to view it.

Replying to Mail

Outlook Demo

You can quickly respond to a message sent to you by someone else
- While viewing the message you want to reply to, click the ▣ Reply button
- E-mail programs automatically enter the correct address in the To: box from the original message
- Enter addresses for copies if you need to
- Type your response. Most E-mail packages, place a copy of the original message above or below your response.
- Send the reply.

Notes	Activity

Forwarding Mail

Outlook demo

You can also quickly forward (pass on) a message you received to someone else.

- While viewing the message you want to reply to, click the ⬜ Forward button
- Enter the address of the person you want to receive this message (and copies if necessary).
- Add your own note to the original message (optional)
- Note: any attachments will also be included
- Select Send to forward the message

Deleting Mail

Outlook demo.

After you've read a message and no longer need it for reference, you should delete the E-mail message.

- Every program handles deleting messages in a slightly different manner. Generally, follow these instructions:
  - ➢ Select the message(s) to delete
  - ➢ Click the ✗ button or press the Delete key
- In most E-mail programs, this does not delete the messages—they are moved to the Deleted Items folder in case you change your mind. Periodically, you should delete the messages in your Deleted Items folder to remove them completely.
- Outlook is automatically set to delete the items in the Deleted Items folder when you close the program.
  - ➢ You can turn this option off by choosing Tools ‣ Options ‣ Other from the Outlook menu.

Notes	Activity

Using On-Line E-mail

- Many people use on-line E-mail programs so they can access their E-mail from any computer connected to the Internet.
- On-line E-mail programs provide most of the same features as E-mail programs installed on your computer (like Outlook)
- All of the programs listed below are free, but most have limits to the amount of storage space you can use to store your E-Mail.
- Popular on-line E-mail sites
  - MSTC Outlook Web Access (OWA)
  - GMail (Google Mail)
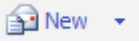 - Hotmail (Microsoft)
  - Yahoo Mail

On-Line E-Mail Differences

The following describe the differences between using the above on-line E-Mail programs and Outlook.

- All on-line E-mail programs require you to log in with a user name and password to verify your identity.
  - Outlook, uses your Windows log in as verification of your identity, so no further log in is necessary.

Notes	Activity

Accessing MSTC E-mail On-Line
using Outlook Web Access (OWA)

- Program Configuration
  - ➢ No menu option exists.
  - ➢ You can activate the Reading Pane, by clicking the Show/Hide Reading Pane button
  - ➢ You can also change the size of the buttons on the Button Bar (lower left of window) by clicking on it
- Adding to Address Book
  - ➢ Click Contacts in the folder list on the left side of the screen
  - ➢ Click the New button to add a contact
  - ➢ You can also quickly add a contact from an existing Email
    - – In the Reading Pane, right-click the person's name (just above the word *Sent*)
    - – Choose Add To Contacts in the pop up menu
- Creating E-mail
  - ➢ If necessary, click Inbox in the folder list
  - ➢ Click the New button
- Sending E-mail
  - ➢ After typing addresses, message and attaching files, click the Send button

Notes	Activity

- Adding Attachments

  ➢ Click the Attach File button 📎
  ➢ For each attachment:
    - Click Browse to locate the file
    - If you want to attach more than one file, click the *Choose more files* link and browse again
      ▪ You can attach up to three files at once
    - Click Attach (click Remove if you change your mind)
    - If you need to attach more than three files, click the paperclip button again.
  ➢ Click the Close button
- Viewing E-mail
  ➢ I recommend turning on the Reading Pane (toolbar button)
  ➢ Click the message to read
  ➢ Or, double-click the message to open it in a new window.
- Viewing an Attachment
  ➢ View the E-mail (see above)
  ➢ Click the attachment you want to view. If the attachment is viewable, it will display
  ➢ To save the attachment on your computer, right-click the attachment and choose Save Attachment As

- Replying to E-mail
  ➢ View the E-mail (see above)
  ➢ Click the Reply button (icon with purple arrow pointing left)
- Forwarding E-mail
  ➢ View the E-mail (see above)
  ➢ Click the Forward button (icon with blue arrow pointing right)
- Deleting E-mail
  ➢ Select the message to delete
    - Ctrl-Click to select multiple messages
  ➢ Click the Delete button on the toolbar
  ➢ Messages are moved to Deleted Items folder
  ➢ Delete the items in the Deleted Items folder to permanently delete them

Notes	Activity

Using Google Gmail

- Program Configuration
  - ➢ Click the Settings link in the upper right corner of the window
- Adding to Address Book
  - ➢ Click the Contacts link on the left side of the screen.
- Creating E-mail
  - ➢ Click the Compose Mail button on the left side of the window
- Sending E-mail
  - ➢ After typing addresses, message and attaching files, click the Send button
- Adding Attachments
  - ➢ Click the Attach a File link
  - ➢ Locate the file to attach and click Open
  - ➢ Click the Attach another file link to attach additional files
- Viewing E-mail
  - ➢ Click the message to read
  - ➢ Click the Back to Inbox link when you're done reading.
- Viewing an Attachment
  - – View the E-mail (see above)
  - – Click the attachment you want to view.
  - – If you want to save the attachment, after viewing, click the Download the original attachment link

Notes	Activity

- Replying to E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Reply link
  - ➢ Or, you can simply begin typing in the small box below the Reply options
- Forwarding E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Forward link
- Deleting E-mail
  - ➢ Click the checkboxes in front of the messages you want to delete
    - – Tip: Click the *All* link to select all the messages
  - ➢ Click the Delete button on the toolbar
  - ➢ Messages are moved to the Trash folder
  - ➢ To delete messages permanently,
    - – click the Trash link
    - – Click the checkboxes in front of the messages to delete
    - – Click the Delete Forever button
    - – Or, click the Empty Trash now link

| Notes | Activity |

Using Microsoft Hotmail

- Program Configuration
  - ➢ Click the Options button in the upper right corner of the window
  - ➢ In the Options list, click *More options*
- Adding to Address Book
  - ➢ Click the Contacts button on the left side of the screen
  - ➢ Click the New button to add a new contact
- Creating E-mail
  - ➢ If necessary, click the Mail button on the left side of the screen
  - ➢ Click the New button
- Sending E-mail
  - ➢ After typing addresses, message and attaching files, click the Send button
- Adding Attachments
  - ➢ Click the Attach button
  - ➢ Click the Browse button, locate the file and click the Open button
  - ➢ Click OK (small link in upper left corner of window)
  - ➢ Or, click OK and Attach Another to attach additional files.
- Viewing E-mail
  - ➢ Click the E-mail to view
  - ➢ Click the Inbox button to return to the list of E-mails
- Viewing an Attachment
  - ➢ View the E-mail (see above)
  - ➢ Click the attachment
  - ➢ Hotmail will first scan the attachment for viruses
  - ➢ After the scan is complete, click the Download File button
  - ➢ Designate whether you want to Open or Save the file.

Notes	Activity

- Replying to E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Reply button
- Forwarding E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Forward button
- Deleting E-mail
  - − Click the check box to select or deselect the E-mail
  - − Click the Delete button on the toolbar
  - − Messages are moved to the Deleted folder
    - ▪ Hotmail deletes all messages in the Deleted folder daily.

Notes	Activity

Using Yahoo Mail

- Program Configuration
  - ➢ Click the Options link in the upper right corner of the window
  - ➢ In the Options window, click the Mail button to set E-mail preferences
- Adding to Address Book
  - ➢ Click the Contacts button on the left side of the screen
  - ➢ Click the Add Contact button to add a new contact
- Creating E-mail
  - ➢ Click the New button
- Sending E-mail
  - ➢ After typing addresses, message and attaching files, click the Send button
- Adding Attachments
  - ➢ Click the Attach button
  - ➢ Click the first Browse button, locate the file and click Open
  - ➢ Click additional Browse buttons to attach more files.
- Viewing E-mail
  - ➢ Under the Subject heading, click the title of the E-mail you want to view
  - ➢ Click the Inbox link on the left to return to the list of E-mails
- Viewing an Attachment
  - ➢ View the E-mail (see above)
  - ➢ The attachment will appear below the E-mail message
  - ➢ Click the document name (it's actually a link)
  - ➢ Click the Download Attachment button
  - ➢ Some attachments can be previewed

Notes	Activity

- Replying to E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Reply button
- Forwarding E-mail
  - ➢ View the E-mail (see above)
  - ➢ Click the Forward button
- Deleting E-mail
  - ➢ Click the checkboxes in front of the messages you want to delete
  - ➢ Click the Delete button on the toolbar
  - ➢ Messages are moved to the Trash folder
  - ➢ To delete messages permanently,
    - − click the Trash button
    - − Click the checkboxes in front of the messages to delete
    - − Click the Delete button
  - ➢ Or, click the [Empty] link next to the Trash button