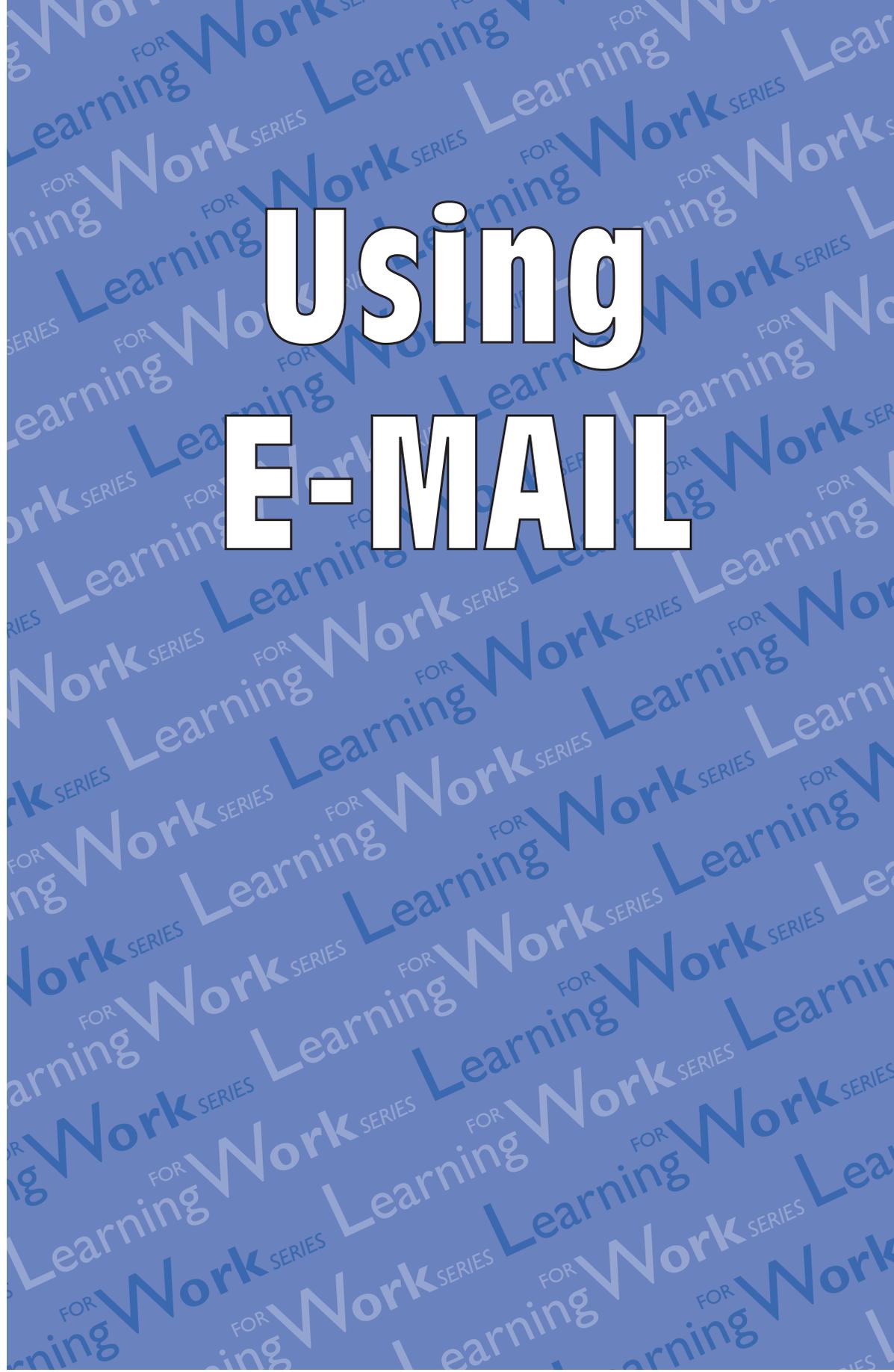


FOR **Learning** **Work** SERIES

Using
E-MAIL



Booklet

20



Name: _____

Using E-MAIL

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Introduction

Using E-mail is one of a valuable and user-friendly new series of easy-to-read booklets created specially to help you develop at work. The materials have been created from actual experience in workplace training. Experts from Workbase Training and Campaign for Learning have pooled their knowledge and experience to involve you in learning new skills and building on those you already have. The booklet is divided into clear *sections*, containing specially devised *activities* to allow you to practise as you learn.

Before you begin using this booklet, it is assumed that:

- you will have already received an introduction to the computer
- you are familiar with the keyboard
- you can use a mouse to point, click, double-click and drag
- you have a Windows package and e-mail software
- you have a login name and password to dial into the internet and access e-mail on your computer system.

Information and skills you will acquire

Using E-mail will enable you to:

- Understand how to use e-mail.
- Create your own e-mail messages.
- Send and receive e-mail messages.
- Reply to and delete messages you no longer need.
- Use Address Book to store and look up e-mail addresses.
- Attach documents to be sent with e-mail messages.
- View documents attached to e-mail messages.

Getting the most out of this booklet

You may want to work your way through the booklet from start to finish or focus on a particular area of interest.

Once you have completed the questionnaire on page 4 you will be able to see clearly which topics you need most help with, and which areas you can safely leave out.

The questionnaire will also allow you to create your own learning plan for which an example and space is provided on page 5.

You may want to ask your supervisor or another colleague for their views on the areas you could work on, or for help with the activities in the booklet.

As you may want to use the booklet for future reference, you may want to write the answers out in rough first and then write them in the booklet.

Section I

HOW DOES E-MAIL WORK?

E-mail (electronic mail) allows you to send and receive messages using a computer and a telephone line. Sending an e-mail costs no more than a local telephone call. It is an effective way of getting a message across in a short space of time. You can send e-mail messages to anyone who has an e-mail address. When a message is sent, it is received in a 'mail box' or 'Inbox' almost immediately, and stays there until the receiver checks their new messages.

To use e-mail, you need to have:

- a computer
- an internet service provider (ISP) through which you can connect to e-mail
- an e-mail software program, such as Microsoft Outlook or Hotmail, to enable you to send and receive messages.

What is an e-mail address?

An e-mail address is similar to a telephone number – each address is unique. Using e-mail is like calling someone on the telephone and leaving a message on their answering machine. The difference is that an e-mail message is a typed message sent to a 'mail box' address rather than a voice message that would be left on the telephone answering machine.

E-mail addresses:

- are always typed in small (lower case) letters
- contain an @ sign
- contain at least one full stop
- are continuous and have no spaces.

All digits in an e-mail address are important. You should always check that you have the correct e-mail address for the person you want to send a message to and that you have typed in an e-mail address correctly. If the address is incorrect the message will be returned to you.

An e-mail address is made up of three parts. The first part is the name you have chosen to be identified by, e.g. username. Following the @ sign is your internet service provider's name, e.g. domain. The final part is

the type of organisation offering the internet service (e.g. co is for company) and the country where the internet service provider originates (e.g. uk, meaning United Kingdom). An example of an e-mail address is:

username@domain.co.uk

Connecting to your e-mail service

The way in which you connect to e-mail will depend on how the service has been set up on your computer.

To send and receive e-mail messages, you will need to be connected to the telephone line and have the details necessary to dial into your internet service provider. You may need to type in a **login name** and a **password** to access the service. There are various ways that computers can be set up to access e-mail. Some may automatically connect to e-mail when the e-mail program is opened. With others you may need to dial in using Dial-up Networking and then open the e-mail program. Your computer may be different from these examples, so you will need to speak to your colleagues or a supervisor in your organisation to find out how to access your e-mail system.

Activity 1

Find out the following details from your colleague or supervisor.

How do I connect to the e-mail service?

What is the login name I need to use the e-mail service?

Is there a password I need to use to access the e-mail service?

Which software program is used for e-mail on the computer I will be working on?

What is my e-mail address?

Find an e-mail address that you can send a message to and write it here.

Note: Login names and passwords should not be disclosed to unauthorised personnel.

Key Learning Points

- Using e-mail is a cost-effective and fast method of sending and receiving messages, using a computer and a telephone line.
- To use e-mail you need to have a computer, modem, e-mail program and internet service provider. You will need to know how to connect to e-mail.
- You must know the e-mail address of anyone you want to send a message to.
- E-mail addresses must be typed in correctly or they will be returned to you.

Section 2

UNDERSTANDING THE E-MAIL SCREEN

When you use an e-mail program you can create, send and receive e-mail messages. The program makes it easier to manage the messages you send and receive. Popular e-mail programs include Microsoft Outlook Express, Microsoft Outlook, Eudora and Hotmail from the internet. Different programs display their e-mail screen in slightly different ways; however, the features are very similar. In this section the main elements of the e-mail screen will be explained.

Using an e-mail program, you can:

- create and send e-mail messages
- receive e-mail messages
- reply to e-mail sent to you
- forward e-mail to other people who may be interested in the message
- delete unwanted messages
- store e-mail addresses in Address Book
- attach documents to send with your e-mail messages
- view documents received with e-mails sent to you.

The E-mail program screen

If you understand the features on the e-mail program screen or window you will find it easier to use and manage your e-mail. You can access the different options available by using either menu options or toolbar icons.

Menu options

This is the bar at the top of the screen that begins with the word **File** and ends with the word **Help**. Clicking once on a menu option displays a list of functions available for your use. For example, if you click once on **File** a drop-down menu will appear below the word. To hide the list of options, click once on **File** again.

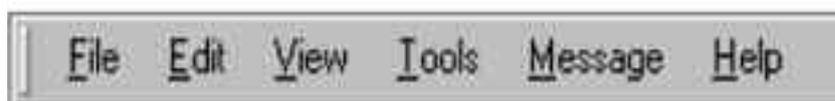


Fig.1 Menu options

Toolbar icons

The toolbar contains a row of picture symbols that represent different functions that are available for your use. Click once on a symbol to use the function displayed.



Fig. 2 Toolbar icons

E-mail folders

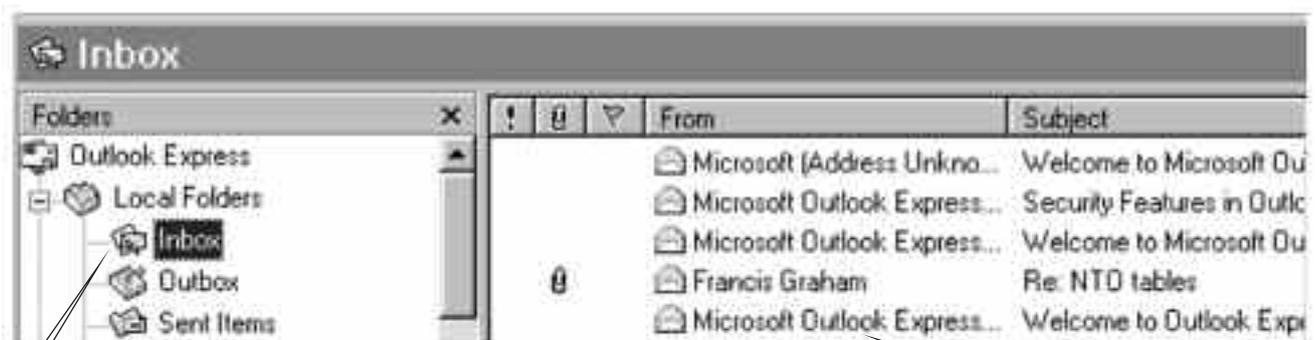
E-mail messages are sorted into different folders or sections to make managing and storing your e-mail easier. Below is an example of how this is done:

E-mail type	E-mail folder or section
Incoming mail	Inbox
Outgoing mail	Outbox
E-mail sent	Sent Items
Deleted e-mail	Deleted Items

Inbox – incoming message display

Incoming messages are placed in the **Inbox** in your computer. Clicking on the **Inbox** icon or function in a menu or toolbar will display a list of all your incoming messages on the screen. The list displays details about who the message is **from** and the **subject** of the message. It may also include the **date** and **time** that the message was sent.

To read a message listed on the screen, you point the cursor on it and double click. The contents of the message will be displayed on the screen for you to read. When you have finished reading the message, you can close it by selecting **Close** from the **File** menu. The message will remain stored in the **Inbox** list.



Inbox folder example.

List of e-mail in **Inbox**. Double click on icon to open and read message.

Fig. 3 Inbox window

Other folders

Examples of other e-mail program folders are: **Outbox** – storing messages before they are sent; **Sent Items** – storing messages sent; and **Deleted Items**. Selecting any one of the other folders or sections available in your e-mail program will display any messages placed in that section.

Activity 2

1. Give three examples of what you can do using an e-mail program.

2. Which section of your e-mail program would you look at to check for incoming messages?

3. Why are e-mail messages sorted into different folders?

You will find the feedback to this activity on page 25.

Key Learning Points

- Using e-mail, you can create, send and receive messages.
- Folders, such as **Inbox** and **Outbox**, are used to store e-mail messages of different types.
- When you open a folder any e-mail it contains will be displayed as a list on the screen.
- The toolbar icons and menu options can also be used to access different e-mail features.

Section 3

CREATING AN E-MAIL MESSAGE

You can create an e-mail message to send to anyone who has an e-mail address. To create a new message, click once on the **Compose Message** or **Create Message** icon on the toolbar or appropriate menu option. This will display the **New Message** window, which is divided into sections. You click with the mouse in the section where you want to type. Figure 4 below shows what you should type in each part of the window.

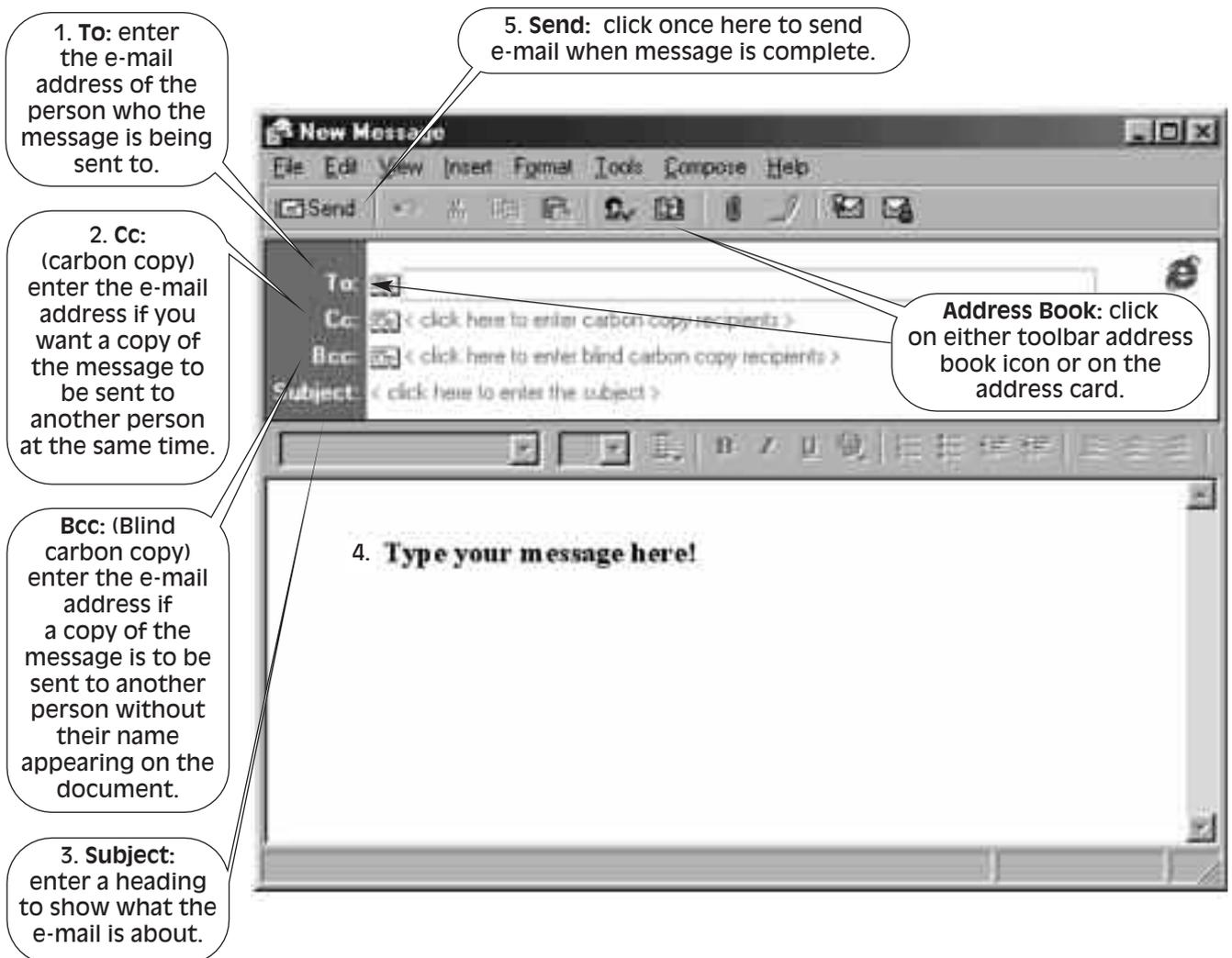


Fig. 4 New Message window

When you have finished typing all your message details, you can send your e-mail by clicking once on the **Send** or **Send and Receive** icon on the toolbar (see Section 4). Depending on how your computer is set up, your message may be stored in an **Outbox** waiting to be sent. The **Outbox** is like using a 'post out' tray.

Working offline

To send an e-mail, you will need to dial into your internet service provider. However, you do not have to be connected to your service provider to create and type a new message. You can work **offline** until you are ready to send your message. This will save on the cost of the telephone call. You have to be **online** only when you are sending and receiving messages. **Work offline** can be accessed from the **File** menu in some e-mail programs.

You will need to use a computer to carry out the following and all subsequent activities in this booklet.

Activity 3

Create an e-mail message.

1. Click once on the **Compose Message** toolbar icon or menu option to bring up the **New Message** window.
2. Enter the person's address by clicking in the **To** box and typing the e-mail address.
3. Click in the **Subject** area and type in a subject for your message, e.g. **Testing e-mail**.
4. Click in the lower, blank section of the new message window. Type in a message, e.g: **I am using e-mail for the first time. I am creating my first message**. Type your name on a new line below your message.
5. Save your message.

You will find the feedback to this activity on page 25.

Key Learning Points

- You can create e-mail messages by using a **Compose Message** or **Create Message** menu option or toolbar icon and typing in the required sections in the **New Message** window.
- By giving the message a **Subject** name you let the reader know what the e-mail is about.
- When you click on the **Send** or **Send and Receive** toolbar icon or appropriate menu option, completed messages will be sent.
- You only need to be connected to your service provider when you are ready to send your e-mail message or you want to check for any new messages that may be waiting for you. Otherwise you can work **offline**.

Section 4 SENDING AND RECEIVING E-MAIL MESSAGES

To send and receive e-mail you need to be connected to your internet service provider. You are then able to send messages and receive any messages waiting to be delivered to you.

A **Send and Receive**, **New Mail** or **Incoming Mail** toolbar icon or menu option is used to deliver and collect e-mail messages. Messages sent will then be stored in the **Sent Items** folder and any new messages delivered to you will be stored in your **Inbox**. You can check that e-mail has been sent and/or received by selecting the relevant folder and viewing the list of messages displayed on the screen. You do not have to be online to read any messages received.

To send an e-mail message

1. Connect to your service provider if you are not currently working online.
2. Open the **Outbox** and click on the message you wish to send, then click once on the **Send** or **Send and Receive** icon.
3. Once a message has been sent it will be placed in the **Sent Items** folder.
4. Check that there are no messages left to be sent in **Outbox**.

To read a message sent to you

1. Select the **Inbox** to display your list of messages on the screen. (Depending on how your computer is set up, a number may appear in brackets after the word **Inbox** to show how many new or unread messages you have.)
2. Click once to select a message received. You can then preview the contents of the message on the screen.
3. Click twice on the message to open it in a separate window and read it. You could also print the message by choosing the print icon.
4. Go to the **File** menu and select **Close** when you have finished reading the message or click on the **x** at the top right corner to close the window.

Activity 4

Send your e-mail message.

1. Ensure you are connected to your service provider.
2. Click once on the **Send and Receive** toolbar icon or the appropriate menu option.
3. Look in the **Sent Items** folder to confirm that your e-mail has been sent. It should appear in the list of items.

Key Learning Points

- To send and receive e-mail messages, you must be connected to your internet service provider.
- The **Send and Receive** toolbar icon or appropriate menu option allows you to send messages from your **Outbox** as well as check for any new messages that may be waiting in your **Inbox**.
- You can confirm whether e-mail has been sent by looking in the **Sent Items** folder.
- You can read any new messages received by selecting from the list in the **Inbox** folder.
- You do not need to be online to read messages received; you can read messages offline.

Section 5

RESPONDING TO E-MAIL MESSAGES

Replying and forwarding

Once you have received and read your messages, you may want to reply to a message that has been sent to you. You can respond to your e-mail in various ways:

- You can create a new message to answer a message you have received.
- You can reply to a message using the **Reply** toolbar icon or appropriate menu option without having to retype the sender's e-mail details: your reply will appear above a copy of the original message.
- You may want to send an e-mail you have received to someone else who may be interested in it. The **Forward** toolbar icon or appropriate menu option allows a copy of an e-mail you have received to be sent to another person.

When you have clicked on your message to read it, you can choose one of the toolbar icons or appropriate menu options either to reply to a message or to forward a message.

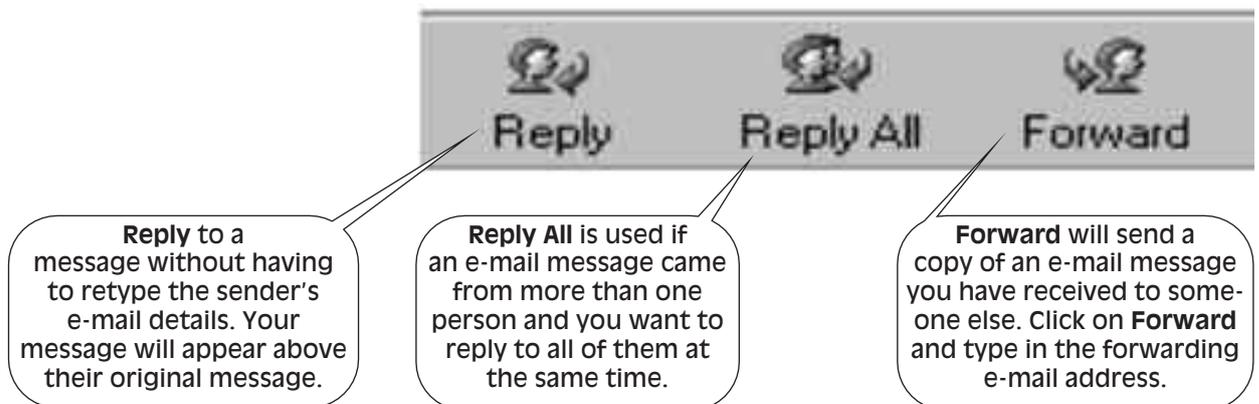


Fig. 5 Reply and Forward toolbar icons

Deleting messages

Messages no longer required can be deleted quite easily. The message does not need to be open on the screen. To delete an e-mail message, select the message from the **Inbox** and press the delete key on the keyboard. The message will be deleted from the list.

Activity 5

1. Reply to a message you have received, using the **Reply** icon described above.
2. Forward a message you have received in your **Inbox** to another person.
3. Check that the messages have been sent.

Key Learning Points

- You can reply to a message received by using the **Reply** icon on the toolbar. This reduces the time it takes to find and type in an e-mail address. A copy of the original message will appear below your typed reply.
- You can forward a message to someone else who may be interested by simply selecting the **Forward** option and typing in their e-mail address. A copy of the e-mail will be forwarded to them.
- Messages no longer required can be deleted by selecting the message and pressing the delete key on the keyboard.

Section 6 USING THE ADDRESS BOOK

You can store e-mail addresses in the program's **Address Book**. Once an address is stored in the Address Book it can be inserted into a message without the need to be typed. Addresses can also be amended if you wish to change a person's details and you can delete addresses that you no longer need.

You can use the address book to:

- store addresses
- insert an address in the **To** or **Cc** boxes when creating a message
- amend the details of an address
- delete an e-mail address.

Storing an address

To store an e-mail address in the Address Book:

1. Click once on the **Address Book** icon on the toolbar or the appropriate menu option.
2. Click once on the **New Contact** icon: this will bring you to another dialogue box (see fig. 7).

New Contact – click here to add someone's e-mail details to your address book.



Fig. 6 Address Book window

3. Enter details by clicking in the box and typing in the address.
4. Click once on **OK**.
5. The contact will appear in the Address Book list.

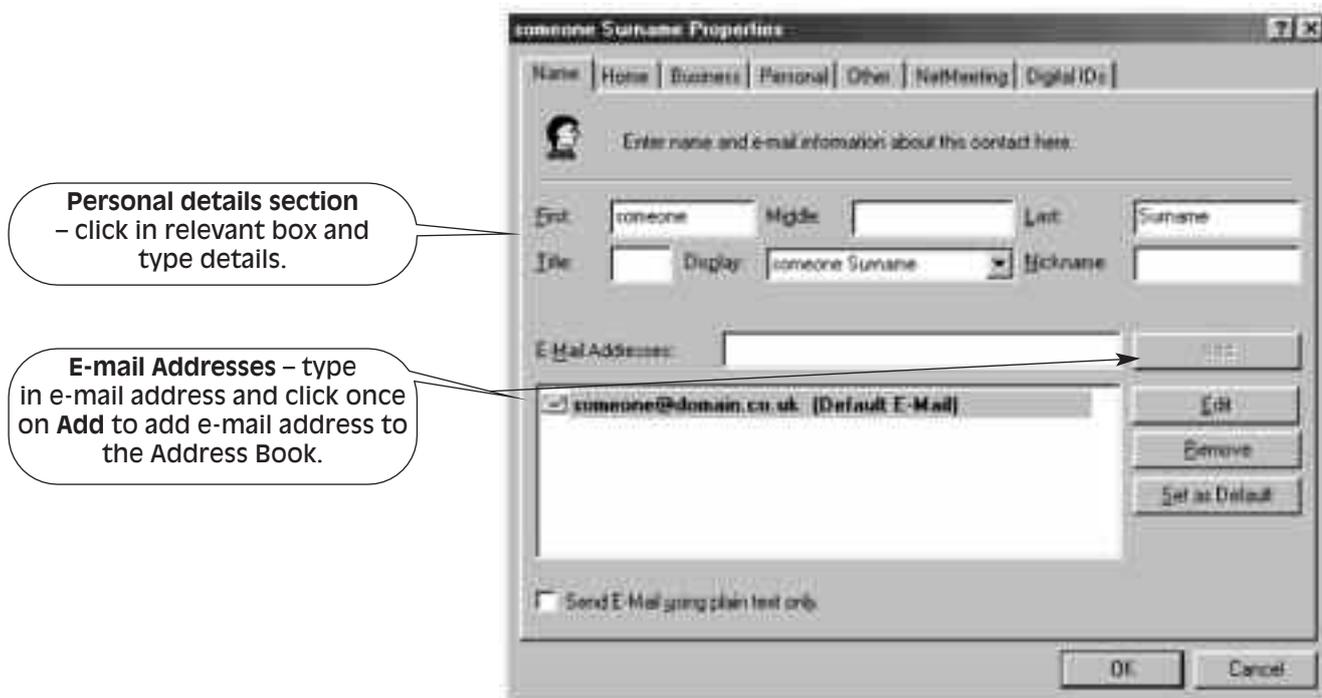


Fig. 7 Address Book – New Contact dialogue box

Activity 6

Store an e-mail address in the Address Book.

1. Insert the personal and e-mail address details for the person you noted down in Activity 1 into the Address Book.
2. Check that the details now appear in the Address Book list.

Using an address from the Address Book

To insert a stored address into a message:

1. Select **Compose Message** to create a new message.
2. Click on the **Address Book** toolbar icon or appropriate menu option. This will bring you to the Address Book list in the **Select Recipients** dialogue box.
3. Click once on the name required from the Address Book list and press the relevant button – for example, **To**, **Cc** and/or **Bcc** to insert the name in the correct section of your new e-mail message.
4. The name will be inserted in the appropriate section (see fig. 8).

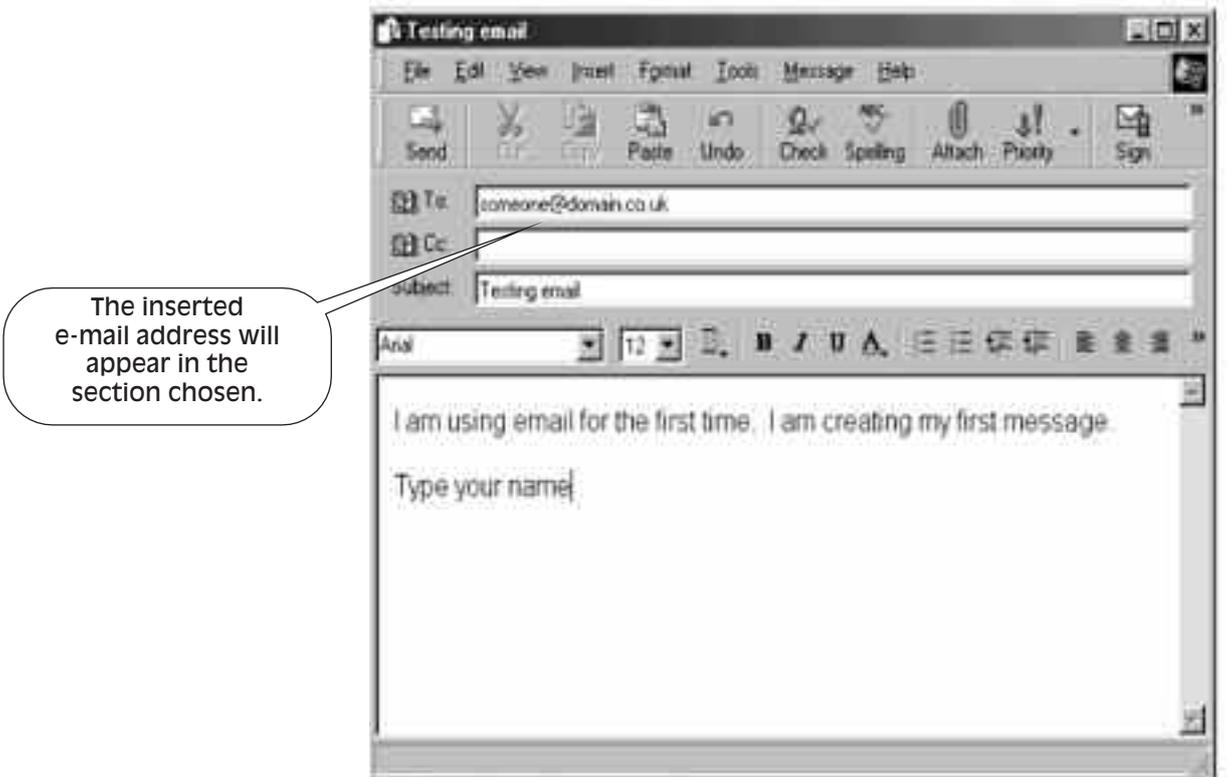
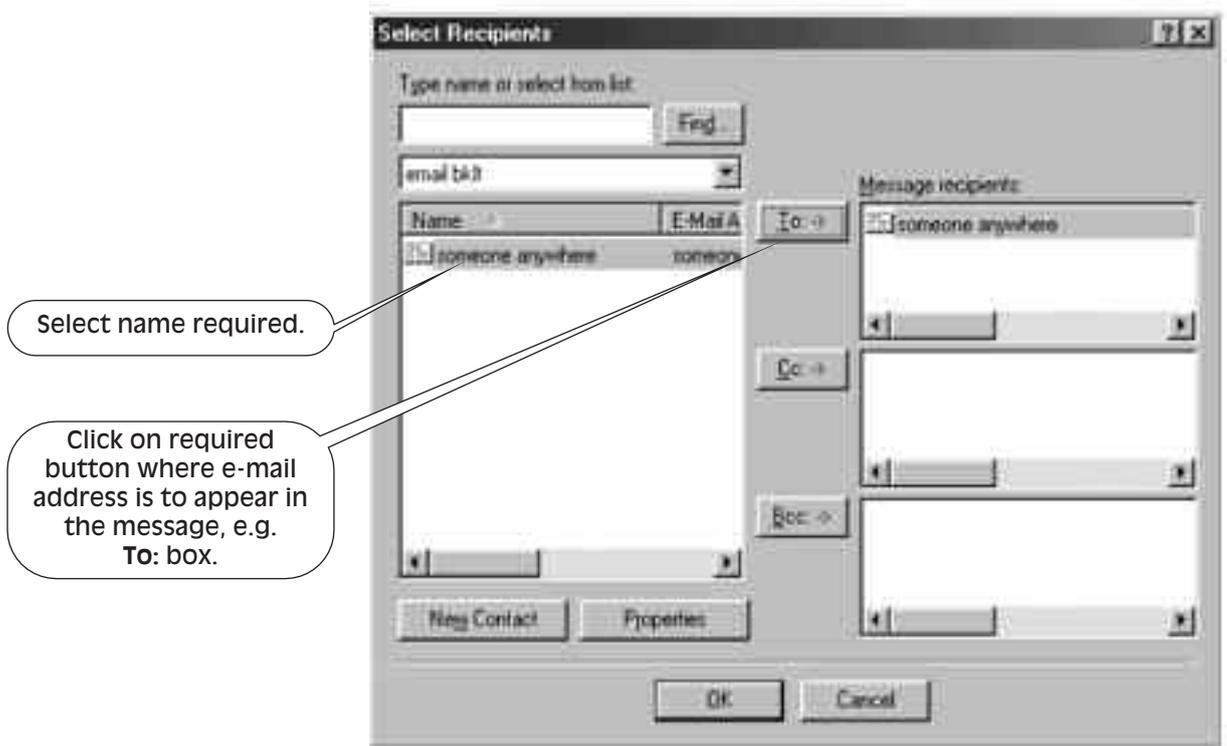


Fig. 8 Inserting an address from Address Book into a message

Activity 7

Use **Address Book** to insert an address in your message.

1. Add two e-mail addresses to your address book, plus your own e-mail address.
2. Insert an e-mail address in your message by selecting a name and clicking on the **To** button.
3. Send a copy of the message to yourself by inserting your e-mail details in the **Cc** box.
4. Send the message.
5. Check to see that the message has been sent and check your **Inbox** to see if the message copied to yourself has been received.

Amending an address

You can make changes to an entry in the Address Book if you wish to. For example, you may have made a spelling mistake, an e-mail address may have changed, or you may wish to add more information to a person's details.

To amend an e-mail address:

1. Select the **Address Book**.
2. Click twice on the name of the person whose address is to be amended.
3. In the details dialogue box, click into the relevant section and make the amendments required.
4. Click once on OK when you have finished typing.
5. The amendments will now appear in the Address Book list.

Deleting an address

To delete an e-mail address:

1. Select the **Address Book**.
2. Click once to select the name of the person whose address is to be deleted.
3. Press the delete key on the keyboard or click once on the **Delete** toolbar icon.
4. Their details will now have been removed from the Address Book list.

Key Learning Points

- Using the Address Book makes managing e-mail addresses easier because you can store, amend and delete addresses in the Address Book.
- Once an address has been stored in the Address Book you can insert it into an e-mail message without having to retype it.

Section 7 ATTACHMENTS TO E-MAIL MESSAGES

Sending documents with your messages

You can attach documents from another program to an e-mail message you wish to send. For example, you can create a document using wordprocessing software like Microsoft Word and send it with your message. If the person who is receiving the message has the same or a compatible wordprocessing program, they can open the document on their computer and read or amend it. This is a cheap and efficient way of sending a document, rather than using fax or post. In the list of messages, a paperclip appears to the left of an e-mail message which has a document attached.

To attach a document to your e-mail message:

1. Compose a message (see Section 3) and enter address and subject details.
2. Click once on the paperclip toolbar icon or appropriate menu option to see the **Insert Attachment** dialogue box (shown in fig. 10).

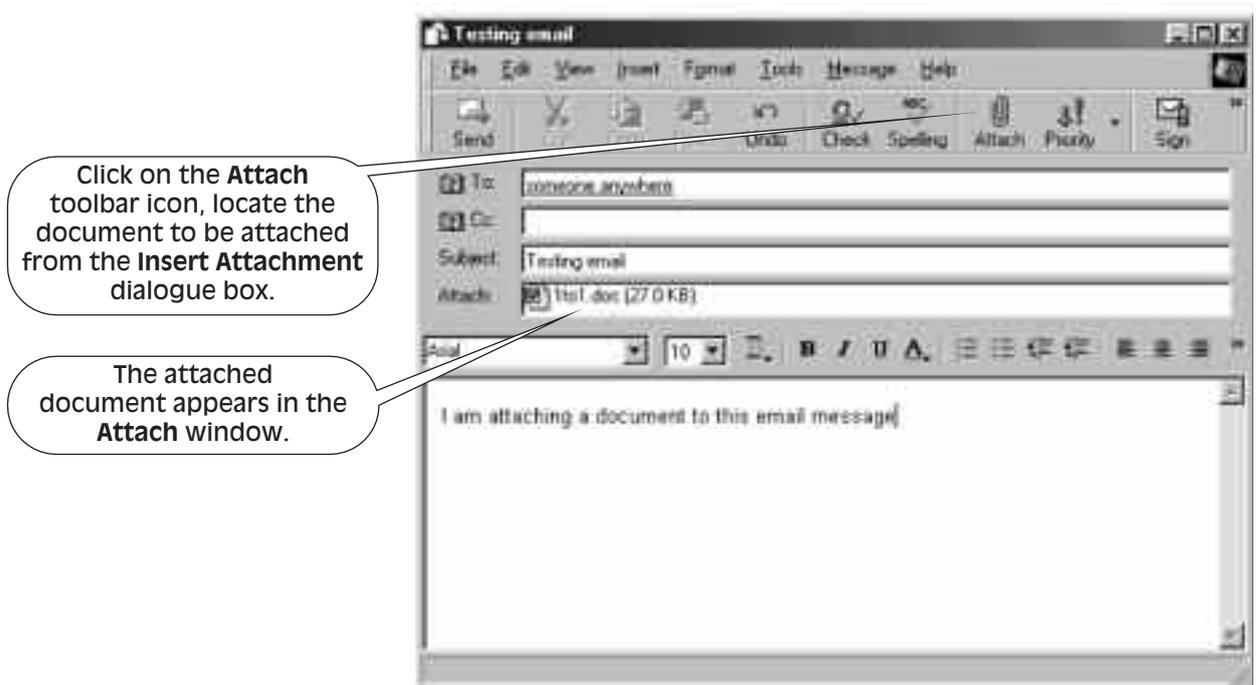


Fig. 9 E-mail message with attachment

3. From the **Desktop** window click twice on the folder where the Microsoft Word file is stored, e.g. My Documents, in order to view the documents in the folder.

4. Select the required document.
5. Click once on **Attach**.

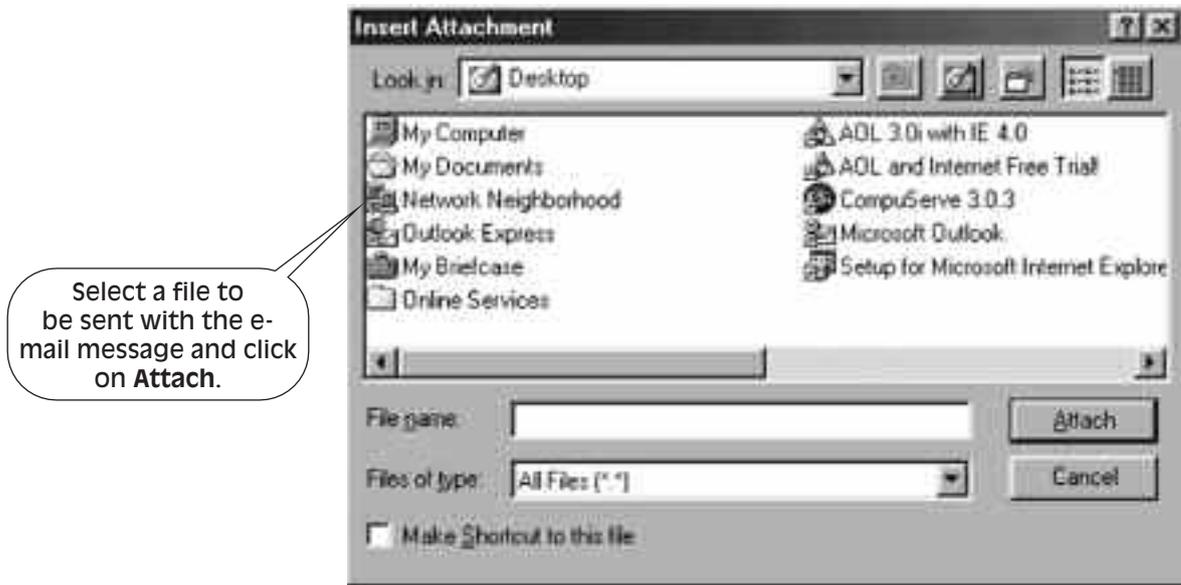


Fig. 10 Insert Attachment dialogue box

6. The attached file will appear in the **Attach** window of the e-mail message. (see fig. 9).

Activity 8

Create an e-mail message and include an attached document.

1. Create a new e-mail message and Cc it to yourself so that you receive a copy.
2. Choose the paperclip to attach a document.
3. Select the document to be attached.
4. You should be able to see the name of the attached document in the e-mail message window.
5. Send the e-mail with the document attached.
6. Check **Sent Items** to see that the message and document have been sent. Notice that a paperclip icon appears to the left of the message name.

Viewing documents received with messages

You may sometimes receive e-mail messages with documents attached. If an attachment is sent to you, a paperclip will appear on the message. To open and view a document that has been sent to you as an attachment, you must have the same program that the document was created in.

To view a document sent with a message you have received:

1. Click twice on the attached document.
2. The document will be opened in the program it was created in, e.g. Microsoft Word.
3. You can now read and amend the document if you wish to.

Activity 9

Open the document that you copied (Cc) to yourself in Activity 8.

Key Learning Points

- You can create or send an existing document with an e-mail message.
- Attaching a document to a message is a quick and efficient method of sending a document to someone else.
- In the list of e-mail messages, a paperclip appears to the left of a message which has a document attached.
- You can view a document sent to you as an attachment by clicking twice on the document name, provided that you have the same software program.

FeedBack toActivities

FEEDBACK TO ACTIVITY 2

1. You may have listed any of the following: create and send messages; receive messages; reply to messages; forward e-mail to others; store addresses; attach and view documents.
2. Inbox.
3. To make storing messages sent and received easier to manage.

FEEDBACK TO ACTIVITY 3



Glossary

of terms used

Address	An e-mail address is a unique address which must be entered on the screen in order to contact that person or organisation. Example: username@domain.type
Address Book	Facility within an e-mail program that allows you to store e-mail addresses and other details.
Attachment	A document created in another program, e.g. a letter created in a wordprocessing program that is attached and sent with an e-mail message. A paper-clip sign beside the message indicates that a document is attached.
Delete	Remove unwanted e-mail messages from the computer. Select the relevant message and press the delete key on the keyboard.
Dial-up Networking	Facility to dial into your internet service provider (ISP).
Dialogue box	A box that appears when some toolbar icons or menu options are selected. A dialogue box allows you to make choices about options you wish to use (see fig. 7).
Document	A computer file which can contain pages of text, numbers or graphics and which can be saved on the computer for later use.
E-mail	Electronic mail – enables you to send and receive messages using a computer, a telephone line and an internet service provider.
E-mail program	Computer software that allows you to create, send and receive e-mail messages. Examples are Microsoft Outlook Express and Hotmail.

File	See Document .
Folder	Storage area for documents/files – the computerised version of a paper folder that documents are stored in. On the screen it is usually yellow.
Forward e-mail	Send a copy of an e-mail message you have received to another person.
Icons	Picture symbols used to activate different functions (see fig. 2).
Inbox	Storage folder for incoming e-mail.
Internet service Provider (ISP)	An internet company that provides you with a dial-up account to dial into and access e-mail and internet services.
Login name	A unique name used to access e-mail and internet services.
Mailbox	An Inbox or post-in box where any mail sent to you will be received and stored.
Menu options	Grey bar near the top of the screen that starts with the word File and ends with the word Help . Clicking on any word brings down a list of different functions that can be used (see fig. 1).
Modem	Computer equipment (hardware) that allows you to have access to a telephone line facility on a computer.
Offline	Temporarily suspending the telephone line until you are ready to send or receive e-mail. Working offline can often be accessed from the File menu option.

OK	After choosing options in a dialogue box, click on OK to accept the options chosen.
Online	Connecting to a telephone line via your computer to dial into your internet service provider (ISP). Once you are connected to your isp, you are online. You will pay the cost of a local telephone call for the duration of your time online until you disconnect from the telephone line or choose to work offline.
Open	Retrieve a file stored in the computer and display its contents on the screen.
Options	Functions and features available to be used. The menu options bar displays a list of options available.
Outbox	Storage area for e-mail messages before they are sent out – like a 'post out' tray. Not all e-mail programs have an outbox.
Page	Alternative word for a document or file (see Document).
Password	A unique code made up of letters and/or numbers used to access the internet.
Print	Produce a copy of a document on paper called a hard copy.
Reply	By using this function you can respond to an e-mail without the need to type in the sender's e-mail address.
Selecting	Highlighting by clicking and dragging over a selection of words or letters until they are all black. Selecting is used when you wish to carry out a function on the selected area only.

Send	Connecting to a telephone line and your internet service provider allows e-mail to be transmitted and stored in the recipient's mail box. The Send or Send and Receive function is used.
Sent items	A record or list of e-mail that has been sent.
Software program	A program installed on a computer that allows you to do various things, e.g. e-mail program – to send and receive e-mail; wordprocessing program – to type letters and other text.
Toolbar icons	Picture symbols in a grey bar; each symbol represents a different function that is available for your use (see fig. 2).
Window	A boxed area displayed on the screen, e.g. New message window.

Have you:

Wanted to send e-mails like many of your friends and colleagues?

Worried that you will never be able to use e-mail like all your colleagues?

Needed to send a message and additional documents urgently and were unsuccessful because you couldn't use e-mail?

If you answered 'Yes' to one or more of these questions, you will find that the explanations and activities in this booklet will help you with the following:

- understand e-mail and be able to send messages
- use e-mail successfully to save costs
- learn how to store and amend e-mail addresses for easy reference
- send documents attached to e-mail messages for rapid exchange of information.

WORKBASE TRAINING

Finchley House Business Centre
707 High Road
Finchley
London N12 0BT



INVESTOR IN PEOPLE

e-mail:workbase@workbase.org.uk

CAMPAIGN FOR LEARNING

19 Buckingham Street
London WC2N 6EF
Tel: 0207 930 1111
Fax: 0207 930 1551



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e-mail:info@cfllearning.org.uk

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