

Part 3 – Using Email

Making the Miles Fade

Using your smartphone, tablet, PC or laptop to bring you closer to friends and family who live far away (*and those who don't*)



Tech Inner Circle Edition

THE
HELPFUL BOOK
COMPANY

An Employee-Owned Company

Making the Miles Fade

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A note about this chapter

Hello

In this chapter, we'll be showing you how to get the most out of your email account.

Now, if I'm honest, I don't really use email for contacting friends and family any more. I'm much more likely to use Facebook Messenger or a text message.

But that doesn't mean I don't use email – it's just that I use it for all my boring adminy things instead.

Email's great for that, because you can attach any file you like (no need to post copies of documents any more, you can just take a photo and email them). And it means all my receipts for things I've bought online are saved in one handy place that I easily look back at if I need to.

And I do still get the odd personal email – and that *does* make me smile. It's a bit like finding a postcard on the mat in amongst all the bills and catalogues...

Chapter 3

Using Email

The Different Options

Before I get stuck into how to set up your email on your device, how to send an email, etc, it's a good idea to understand the different options for getting at your email. All computers, laptops, tablets and smartphones come with an email app already on them, but you can also use something called "webmail" to view them too.

Email is a great way to keep in touch

With all the newfangled technology around these days, you might think that email was getting a bit old hat. But I don't think that's true. It's still a great way to contact people directly – it's pretty much replaced writing a letter on paper and posting it by Royal Mail for a lot of people. Now don't get me wrong, I do still love getting a letter in the post – an email can never replace that lovely feeling of a handwritten letter landing on the doormat.

But email does have a lot of advantages over the old-fashioned ways:

- It's really quick – at most you might have to wait 10 minutes or so for an email to get from one end to the other. (Wherever you are in the world.)
- It's free, unlike paying 60-odd pence for a stamp to post a letter (or more if you're sending a big fat wallet full of photos).
- You can attach pretty much anything to an email as long as you can get at it from the computer, phone or tablet you're using to email. The only restriction is that you can't send too much at once – but you can send things in separate emails to get round that problem.
- You can send the same thing to lots of people at once, without having to write it out 50 times to get it to all the members of your family or group.
- You can read your emails anywhere you have access to the internet – either by going to a website or by having an app installed on various phones and tablets.

And although there are other instant ways of keeping in touch these days, I think email still holds its own – and it's still the way most businesses communicate a lot of the time.

These are the things that I think set it apart from other types of messaging:

- Email is easy to use on any computer, phone or tablet by logging into webmail. Some of the other services are only available on mobile phones or tablets.
- Unlike with texts on a phone, it's easy to type a longer message.
- You can send any type of file as an attachment to an email.
- You can search emails for key words, filter by sender, etc.
- You can easily print out emails if there's something you wanted to keep (e.g. an order confirmation).
- Most people have an email account – whereas not everyone uses some of the newer services (which I'll come to later in the book).

How To Use Email Nowadays

There are two main ways you can get at your emails and send them. You can use an email program or app on your PC, smartphone and/or tablet, or log into webmail from any device.

Email program (app) on a computer

If you've got a Windows PC it'll come with a built-in email program (now called an app). In the past there have been Outlook Express, Windows Mail and Windows Live Mail. The latest one is called the **Mail App** – and it works best with Microsoft email addresses (otherwise you don't get all the features you might expect, which can be a bit annoying).

The Mail App

This is a decent basic program (sorry, app) that lets you read your emails, reply to them and send new ones. The first time you use it, you need to set it up by typing in your email address and password, but once that's done, it shouldn't ask you for your email password again. (If your email address is the same Microsoft account that your computer's signed in with, it's even easier – you just click a button.)



Thunderbird and other options



There are other alternative email programs, such as **Thunderbird**, which is more like the older email programs that came with Windows. It's not perfect, but it works reasonably well. You might have got your computer with one of these programs already installed on it – but usually you just get the Microsoft Mail App.

So if you want a different program you have to download it yourself, install it and set it up using your email address, password and sometimes some extra details too. But again, once it's set up it shouldn't ask you for your password again.

If you want to give Thunderbird a try, it's completely free to use. Go to www.thunderbird.net to find out more.

Email apps on smartphones and tablets

Email apps on smartphones and tablets are a bit like the Mail App in Windows – you set them up to check your emails, and then once they're set up you don't need to type in your email address and password every time – it knows who you are.

Depending on your settings, you might also get a little red blob with a number on it on the email app icon to show how many unread messages you have – or you might get notifications pop up on your lock screen as new messages arrive.



Email on smartwatches

You might also have heard people talking about smartwatches. The way they work is that they're connected to a phone or tablet using a system called "bluetooth". What you see on your watch is just what your phone or tablet is showing it.

So you can use an **Apple watch** to see emails that are being received by your iPhone (it doesn't work with an iPad), or you can use an **Android watch** to see emails that are being received by your Android phone or tablet.

You can also reply to emails on a smart watch, and you have a few options to help (given that the screen's so small!). You can choose from some preset replies, record a message, use voice-typing, use handwriting recognition and write with your finger on the screen... all very clever really.

Smart watches might seem a bit "Tomorrow's World", but for some people (like my friend Jane, who runs a café) they're pretty handy for checking emails without having to fish out their phone. So I thought it was worth a mention!

“Hotmail” was one of the first companies to offer webmail, and lots of people still have hotmail email addresses. They’re part of Microsoft now.

Webmail on any device

I think webmail is brilliant. It’s one of those great computing leaps (along with things like attaching computers to a screen instead of paper printouts) that was a real game changer.

Email used to be tied to a single machine – so you could only check emails while you were at home (*or in the office, or wherever your email was based*). The idea of webmail was that you could check your email from any computer that was connected to the internet. And that meant that you could check your personal email at work on your lunch break. Or in the library while you were out shopping for the day. Or in the internet café in New Zealand, China, Ecuador...

It’s a simple idea, and one that’s really caught on – now pretty much all the email providers let you check your email using webmail:

- 1) Open a web browser on **any** computer, tablet or smartphone and go your email provider’s website. Log in using your email address and password.
- 2) Then you can read your emails, reply to them, write new ones, store contacts, sort emails into folders – in fact, anything you would expect to be able to do with emails, you can do through webmail.
- 3) Depending on your settings, the web browser might remember you next time you use that device to check your email. That can save you time if you always use the same machine to check your emails, but it’s also worth remembering about if you’re using a public computer – make sure you log out properly when you’ve finished, and tell it not to remember your details!

Apps vs. Webmail

You can use both an email app and webmail if you want to, on any device.

- 1) You might use an email app at home on your computer, tablet or smartphone then webmail when you’re away from home, in an internet cafe or something.
- 2) If you’ve got a tablet or smartphone, it’s often easier to use an app, because it’ll be set up to work well on that device.
- 3) The main advantage of using an app (on a smartphone, tablet or PC) is that once you’ve got it set up, you don’t need to keep typing your email address and password in, like you do in webmail.

Whether you’re using webmail or an app, you need an internet connection to load any new emails. Most smartphones have mobile data on them, so you can view your emails anywhere (although data can be expensive to use). Most tablets and laptops don’t have mobile data though, so you’d need a wi-fi connection to view your emails.

Different email accounts

There are so many different email accounts that you can have. Most are free accounts that anyone can sign up for, like Gmail and Outlook. Others are linked to Internet Service Providers such as Sky, TalkTalk and BT Internet.

It doesn’t matter what sort of email account you sign up for, but do bear in mind that if you change your ISP (Internet Service Provider), you’ll lose access to any email accounts you have through them. You’ll then have to pay a fee to carry on using them.

Because of that, unless you’re sure you’re not going to want to change your ISP somewhere down the line, I’d go with a free account. See page 24 for how to set one up.

Not having to type in your details each time saves you the time and bother. It’s also good if you’re hopeless at remembering passwords, like me!

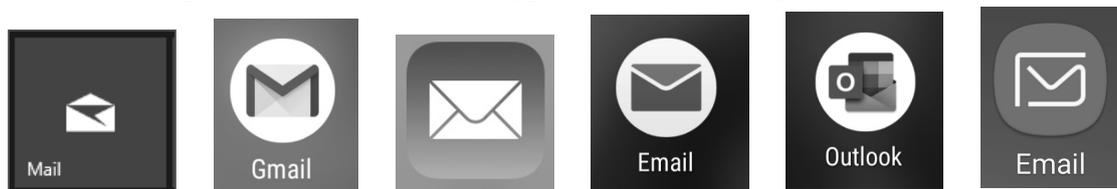
Setting up an Email App

There are quite a few different email apps and which one your device has will depend on what the manufacturer has chosen to put on it. They all work in pretty much the same way though.

Different email apps

Most devices will usually have the email app on the Home Screen (or Start menu on a computer or laptop). If you can't find the app, try searching for "Mail" on your device.

Here's an example of some of the email app icons that you might have:



Setting up the email app

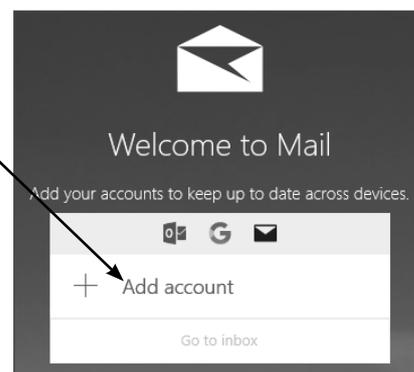
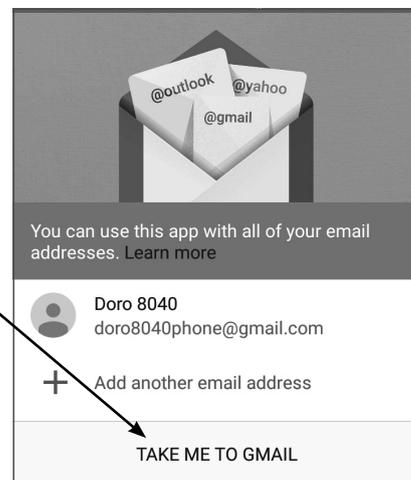
- 1) To open the app, click or tap on it.
- 2) When you first open it, the screen might look slightly different depending on the app you're using and the device you're using. You might get a couple of screens to read, telling you about the app.
- 3) Then it'll check to see if you have an email address set up already. You'll already have one set up if your **device** is signed in to an account – a Microsoft account on a PC or laptop, a Google account on an Android phone or tablet or an Apple account on an iPhone or iPad.

Android devices – If you've linked a Google account to your device, your email app will be set up automatically with your Gmail email address. You might have some information to read about the app. Click or tap on "Done" and then "Take me to Gmail" at the bottom of the screen.

iPads/iPhones – If you've linked an Apple account to your device and it has an iCloud email address, i.e. it ends in @icloud.com, it'll have already set up the Mail app for you. You can start using it straight away.

Windows 10 Mail app – Your computer will know your Microsoft email address if you're signed in with a Microsoft account. You still need to do a bit of setting up, though. Click or tap "Add Account" on the first screen, then choose your email address and it'll set it all up for you.

You only need to do this setup once. The next time you open the app it'll go straight to your emails.

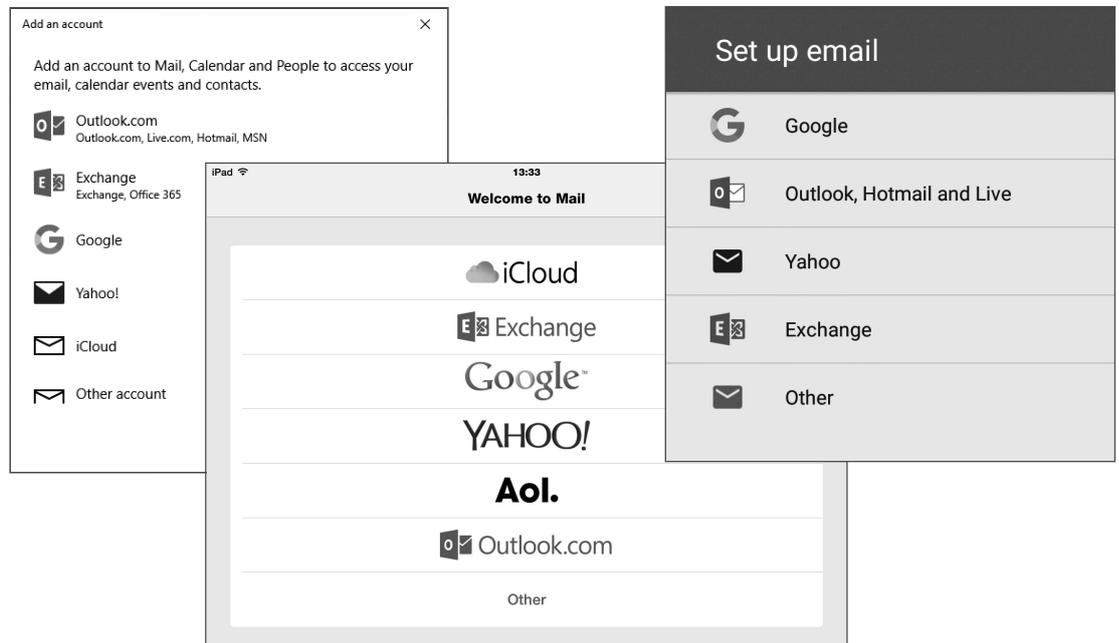


If that step worked, great stuff – you can jump to page 25 and get stuck in.

If it doesn't automatically set up the email app...

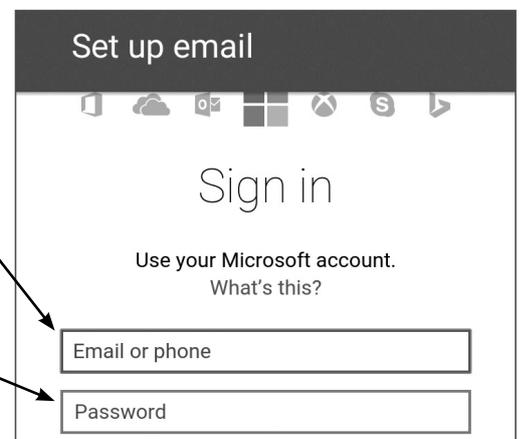
If your device doesn't have an email account linked to it, the email app will realise that and ask you to link one.

1) You'll get a screen with lots of different email account types, a bit like these:

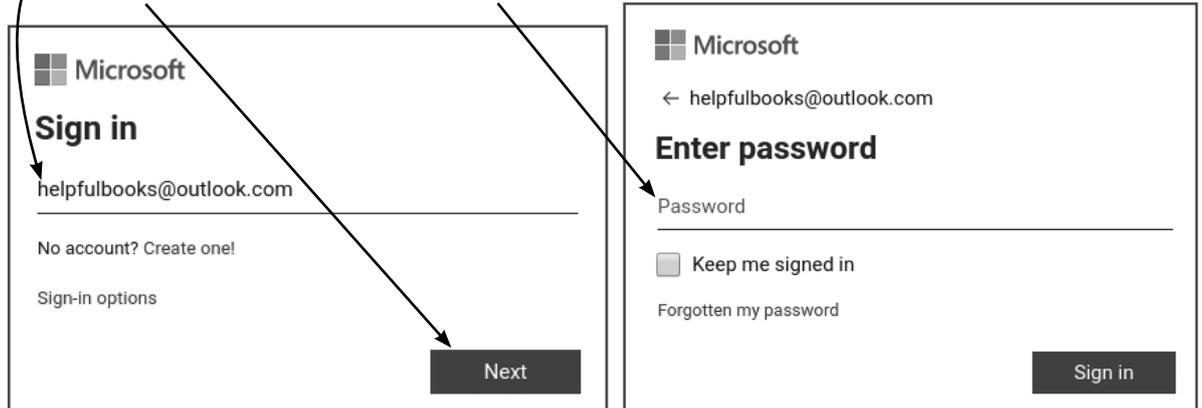


2) Click or tap on the type of email account you have – for example, if your email address ends in @gmail.com, click on “Google” in the list. See the next page if your email account isn't listed.

3) The next screen will look different depending on the type of email address you have and which email app you're using. Sometimes, you type your email address and password in like this:



Or you might need to type your email address in, click or tap “Next” and then type your password in on a separate screen.



In some email apps, you get the option to sync your contacts and calendars to your device, if you have any linked to that email account.

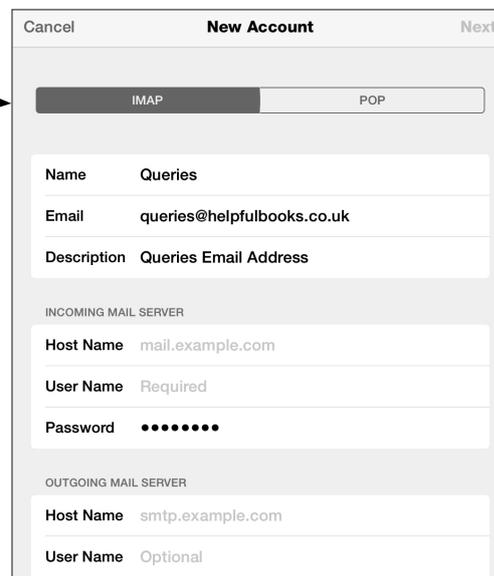
4) Once you've typed your email address and password in, click or tap on “Sign in” (or something similar) and you'll be taken to the main Inbox screen (see page 25).

What if my email account isn't listed?

- 1) If your email account isn't listed on the first screen then click or tap on "Other" or "Other account".



- 2) On the next screen, type in your email address and password (on iPads and iPhones you need to tap on "Add Mail Account" first and enter your name too).
- 3) Hopefully the email app will recognise the type of account and connect to your email. If it doesn't recognise it you'll get a screen a bit like this:
- 4) You'll have to fill in the host name and user name for the incoming mail server and the outgoing mail server (and possibly the password for both, if it hasn't filled them in already for you).
- 5) You'll also have to tell it if it's IMAP or POP by clicking or tapping on either one.
- 6) Don't worry too much about the technical terms here – you can get all the information by searching the internet for your email account type and "server settings" and you should find them. E.g. search for "BT email server settings".



If you get a choice, I'd recommend IMAP. With IMAP, the emails are never actually stored on your device – your email program just reads them over the internet. That means you can use any device to read, move or delete your emails. If you make a change to your emails on your computer, it will show up on your tablet or smartphone too (and vice versa).

How to get an email account if you don't have one

If you don't have an email account then you need to set one up before using an email app. There are lots of web-based email suppliers but the best known are Hotmail (which is now called Outlook), Yahoo and Gmail. All of these are recognised by email apps, so I'd recommend choosing one of them rather than a less well-known provider.

To set up an email account:

- 1) Go to the provider's website (www.yahoo.co.uk, www.outlook.com or www.gmail.com) and click or tap where it says sign up for an account. It's totally free by the way (they pay for the service by having adverts on screen while you're looking at your emails).
- 2) Fill in the information they ask for, such as your name and phone number. Then you'll be given/choose an email address. In theory you can choose anything as long as it ends in @yahoo.co.uk (or @hotmail.com, @outlook.com or @gmail.com) but in practice there are so many people already signed up, you might not get your first few choices.
- 3) You'll have to create a password too. Try to make it at least 8 characters, including at least one number and one capital letter.
- 4) They'll also usually ask you for a phone number or an alternative email address, in case you forget your password and need to re-set it. It's quite common for them to also send you a code by telephone or text message to confirm your account. This is just to make sure you're a real person setting up the account.

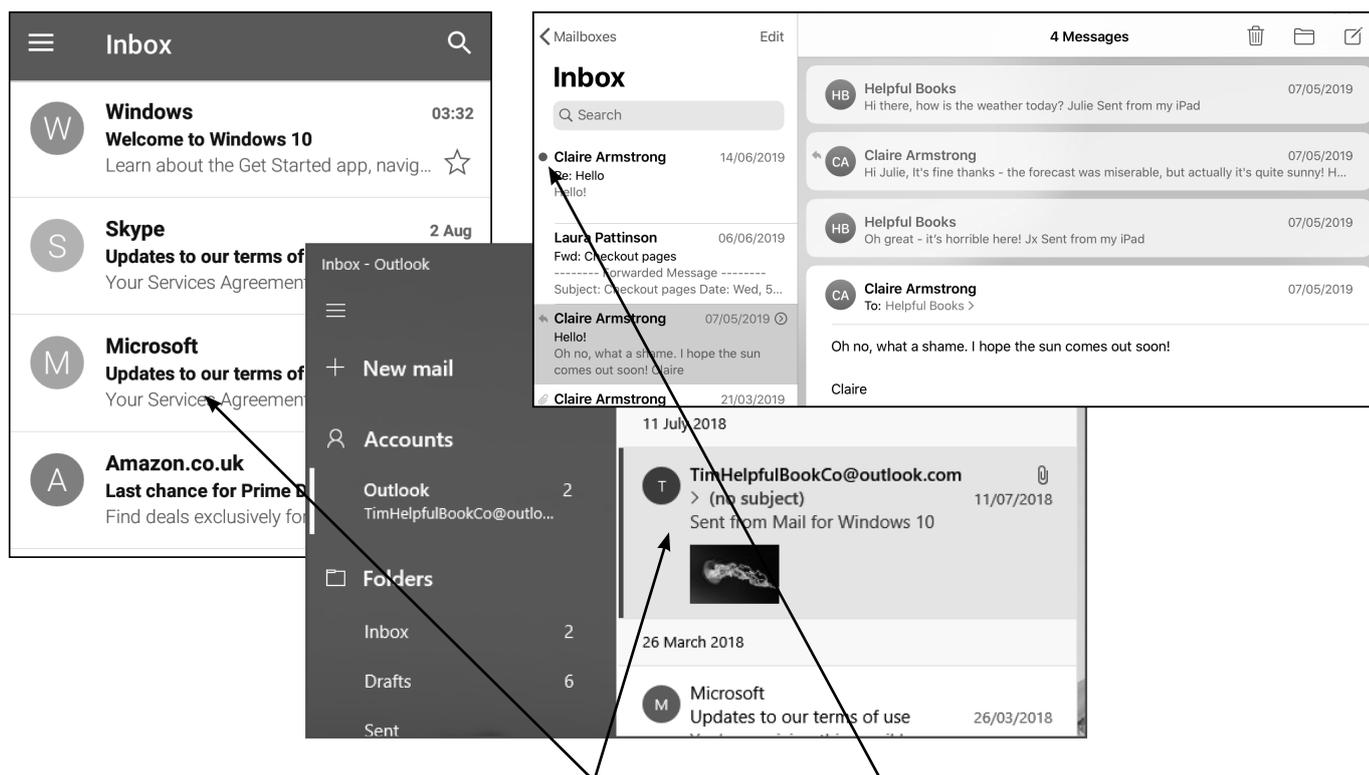
Once you've set up an account you can access your email from anywhere in the world where you have an internet connection – just go to the provider's website and sign in to view them.

Email App Basics

Depending on the device you're using, the email app can look quite different. On a tablet or smartphone, most options are hidden away to make it easier for you to read your emails. Don't worry, I'll show you how to find everything over the next few pages.

Your Inbox shows all the emails you've been sent

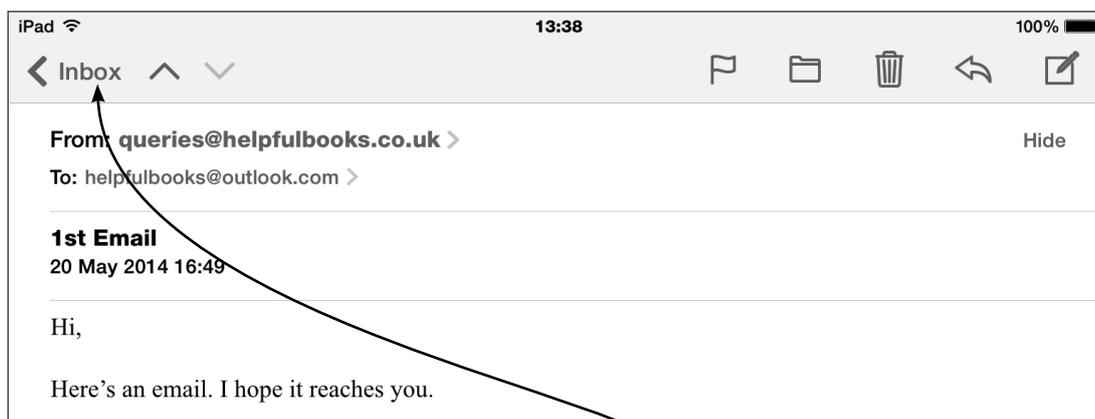
Whichever email app you've got, your inbox will probably be the first thing you see (apart from iPads if they're held upright, see below) – it's the main folder where all your new emails go. Here's how it looks on a few different devices:



Any unread emails will be in **bold** or they'll have a blue dot next to them (*iPhones and iPads*).

Getting to your Inbox on an iPad held upright

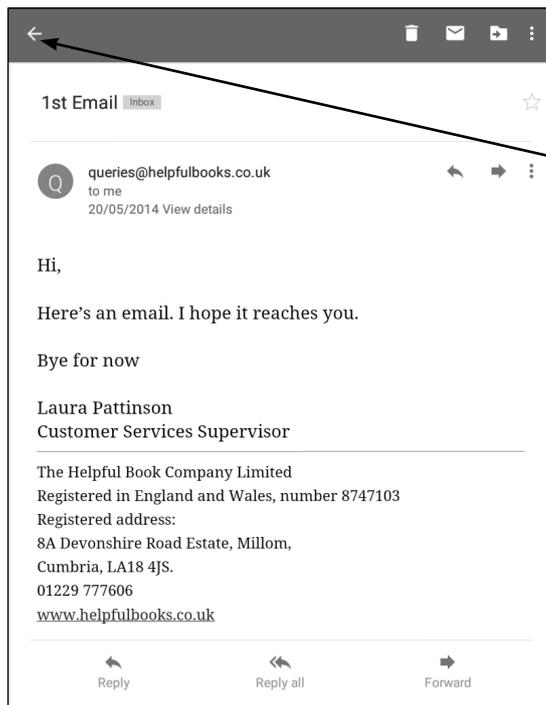
If you're using an iPad, what you see depends on how you're holding it. If you've got your iPad upright, when you open the Mail app you'll be shown your most recent email:



To see the rest of the emails in your Inbox, tap on "Inbox" (or it might just be a back arrow) up at the top left, or swipe to the right from the left edge of the screen.

Reading an email

On a smartphone or tablet held upright:



To read an email just tap on it in your inbox.

If you're using a smartphone, or a tablet that's held upright, the email will fill the screen.

Tap on this button to go back to your inbox or on some tablets and smartphones, you'll get a button a bit like one of these:



Once in the full-screen view you can switch between emails by swiping left or right on the screen, and in some apps you can also tap "Newer" or "Older" at the bottom of the screen.

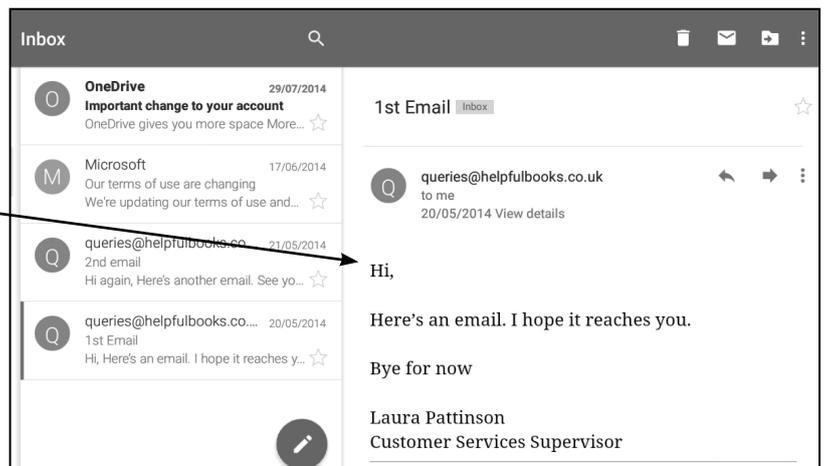
On Apple devices, you get two arrows up in the top left corner of the screen to switch between emails.



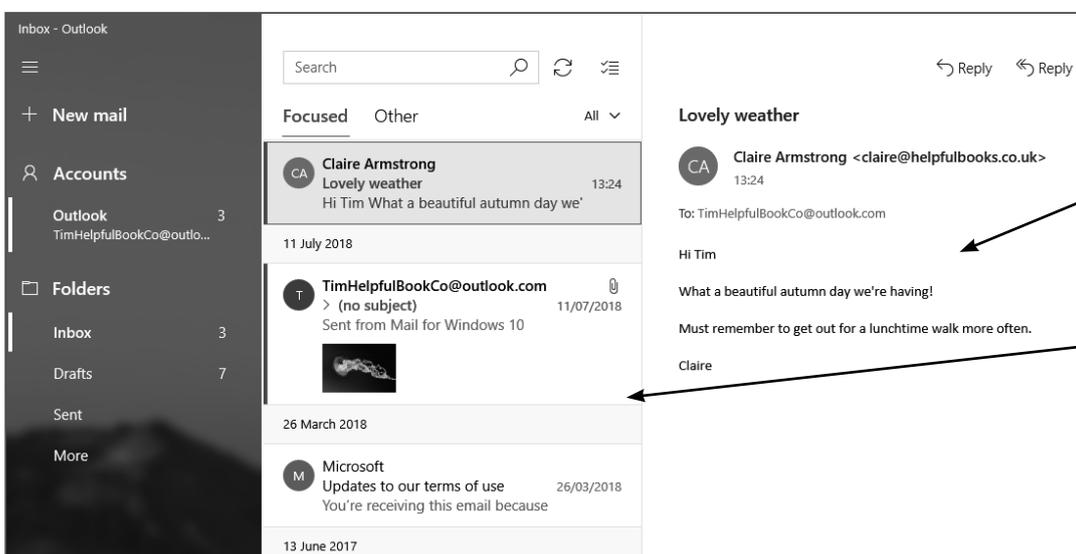
On a tablet held sideways:

If you're using a tablet on its side, it'll display the email next to the list of emails.

This is useful for quickly checking your emails, but it's harder to read individual emails like this, especially if they're quite long.



On a PC or laptop:



If you're using a computer or laptop, the email will be shown on the right-hand side of the screen next to the list of emails.

You can switch between emails by clicking on them in the list in the middle.

There's a menu on the right-hand side too.

Web-based Email Basics

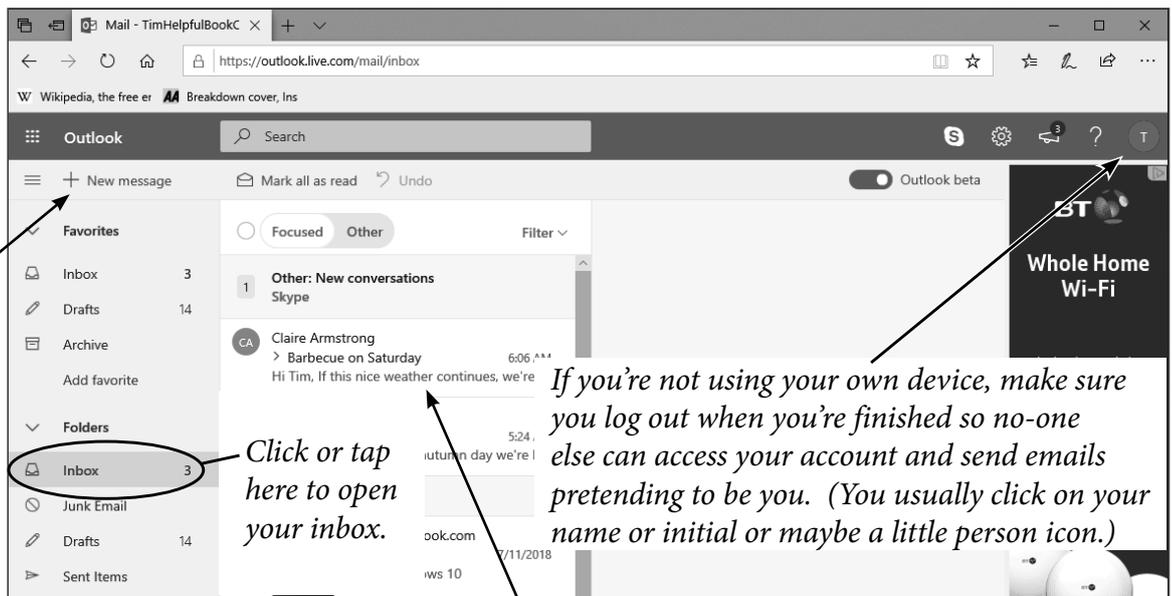
As I mentioned on page 21, you don't have to use the email app or program that came with your device at all. You can decide to use web-based email (webmail) instead.

Using Webmail

Using webmail on a tablet or smartphone can be quite fiddly, as the screen is quite a bit smaller than most computer or laptop screens. It might be easier to read if you turn your device on its side.

Assuming you've already got an email address (see page 24), here's how to use webmail:

- 1) Go to your chosen company's website, e.g. www.outlook.com for Microsoft email addresses, or bt.com for BT email addresses, www.yahoo.com for Yahoo email addresses, etc.
- 2) On the home page, fill in your email address and click or tap "Next", then on the next screen fill in your password and click or tap "Sign in".
- 3) You'll get a screen that looks a bit like this (or it might start up with a news screen, in which case you have to click or tap on "Mail" to get to your messages):



To create a new message, there'll be a "New message" button (or, depending on the particular website, it might be "Create" or "Compose" instead). See the next page for more about writing emails.

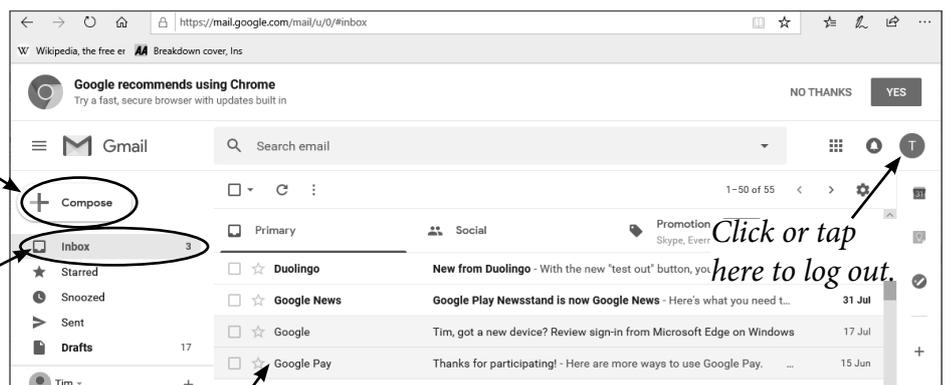
- 4) To read a message, click or tap on it here to show it filling the screen.

If you're not using your own device, make sure you log out when you're finished so no-one else can access your account and send emails pretending to be you. (You usually click on your name or initial or maybe a little person icon.)

Just to show you how different (and similar) it can look on a different website, here's the Gmail version:

Click or tap here to compose a new email.

Click or tap here to access your inbox.



Click or tap on a message in this list to read it.

Sending an Email

This is a fairly straightforward page – assuming you’ve got your email address set up, let’s get straight to it – let’s send an email.

Sending an email

- 1) To create a new email, click or tap on “New Mail”, “Compose” or something similar, or look for one of these symbols in your email app and click or tap on it:



- 2) A new panel or screen will then open up that looks a bit like this:

| Cancel | New Message | Send |
|------------------------------------|-------------|------|
| To: | | (+) |
| Cc/Bcc: | | |
| Subject: | | |
| [Large text area for message body] | | |

- 3) Click or tap here and carefully type in the email address of the person you’re sending it to. If you get even one letter wrong, it won’t get there. (It might try to guess the email address you’re after – if it finds the right one just click or tap on it. If not just carry on typing.) OR you might be able to add the email address from your contacts list (see below).
- 4) Give the email a subject, so the person you’re sending it to can see at a glance what it’s about.
- 5) Type your message in this bit.
- 6) When you’re done, just click or tap on the “Send” icon. It might say the word “Send” or it might be a paper aeroplane icon instead.
- 7) If you don’t want to send the email after all, just click or tap on “Cancel” (usually in one of the top corners of the email) then choose whether you want to save the email as a draft to come back to later, or delete it completely. If you can’t see the word “Cancel”, try clicking or tapping on a menu icon (usually three lines or dots) to see if it’s hiding in there.

You can send one email to multiple people by typing multiple email addresses in. Just type the first one in, tap “return” on the keyboard, then type the next one and so on.

If you save an email as a draft it will go into your Drafts folder (see page 34 for more on folders).

See page 7 for how to add someone to your contacts, or page 40 for how to save someone’s email address to your contacts from an email they’ve sent you.

Choosing someone from your contacts

- 1) If you have someone’s email address saved to your contacts list, then you can click or tap on one of these icons to open up your contacts: 
- 2) On some devices, you might have to click or tap on three lines or dots in the top corner of the screen to choose “Add from Contacts”.
- 3) You’ll then see a list of your contacts that have an email address linked to them. On an Apple device, you’ll see a list of all your contacts but the contacts with an email address linked to them will be bold.
- 4) Click or tap on one to choose it and it’ll appear in the “To” line in your email.

Editing your Email

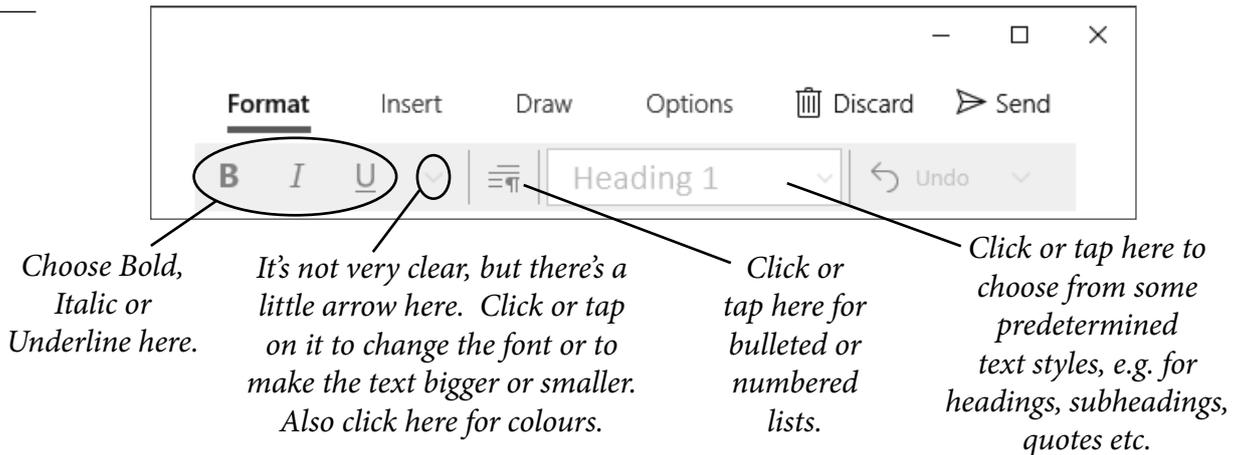
Here are a few fancier things that you might want to do when sending an email.

Formatting the text in an email

Some tablets have the formatting options above the on-screen keyboard.

If you want to make your email look a bit more interesting, you can use the formatting options. Most of the text formatting options in the Mail app (on your computer or laptop) or in most webmail are quite easy to find.

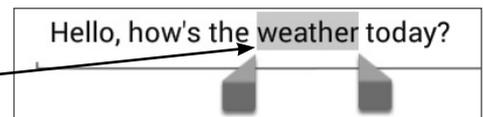
They appear either at the top of the screen or just above (or next to) the Send button. Here's an example of the options you might get:



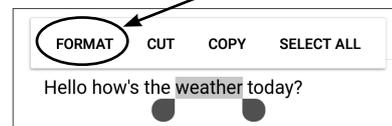
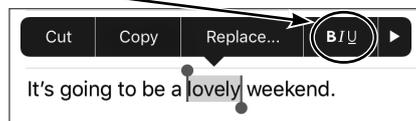
It's a little bit of a fiddle to add bold, italics or underlining to your email if you're emailing from your phone, so you might not want to bother with it. But if you do, don't worry – the options are there, just a bit hidden away.

- 1) First you need to select the text. Tap on the word you want to format and hold your finger down for a second then lift it off. On some phones and tablets you can double tap on the word instead.

- 2) The word will now have a blue background with little blue "handles" on either side.

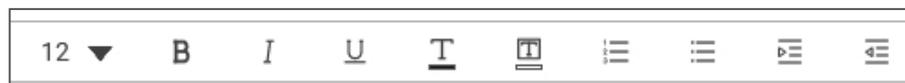
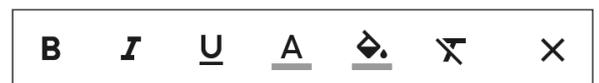


- 3) A little menu will pop up above the word, and you either tap on "Format" or tap on "BIU".



- 4) You'll get the choice of bold (B), italics (I) or underlining (U).

On some tablets you might get the choice of changing the text colour, the background colour and possibly the text size. Here's some examples:



- 5) Tap the one you want and you're done.

It's a bit of a fiddle, but if you want to write a nicely formatted email from your phone or tablet, it is still possible!

You can use the blue handles to change which bits of text are selected.

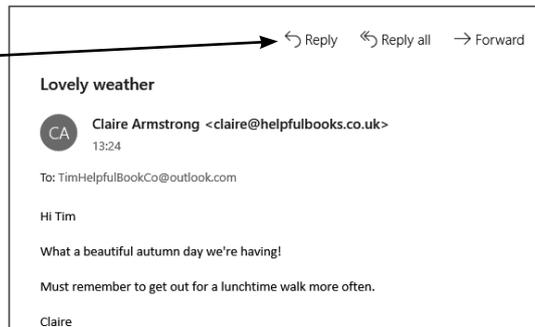
Replying and Forwarding

It's one thing to send a new email, but you also need to know how to reply to one that you've been sent. I'll also go over a couple of other options – “reply all” and “forward”.

Replying to an email

Most email apps have the word “Reply” at the top or bottom of the email you have open. But in some apps and webmail, it's not quite as simple as that.

Instead, you have to click or tap on an icon like this:



You then get a few options, including “Reply”. Click or tap on that and a new email will pop up for you to reply to the message you're looking at. It'll automatically be filled in with the email address of the person who sent that message.

Some nifty features of reply:

- 1) You can add extra addresses if you want. For example, this could be useful if someone's told you about a concert that's on and you want to say you'll be there but also want to tell Bob about it.
- 2) Your device automatically adds the message you're replying to at the bottom of your message. You can delete it if you want. Just highlight it and press delete.
- 3) It automatically puts “RE:” and the subject of the original message in the subject line, so people know what it's about, and know that it's a reply to another email.
- 4) You can actually edit the text of the original message. That's handy because:
 - If someone's asked you a string of questions, you can answer them next to the question.
 - If you're feeling crafty, you can play a joke on someone. I used to know someone who had memorised the first 100 digits of pi (I've no idea why). He sent me an email to prove it, so I replied, changing the 65th digit and pointing out it was wrong. He couldn't believe I'd spotted his mistake. I did confess eventually...

Reply all and forward

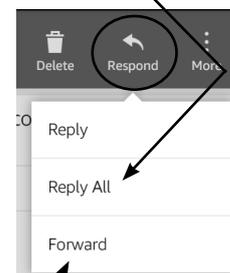
Reply All: Instead of sending a reply to just the person who sent the email, it sends it to everyone who that email was sent to. Everything else works like “reply”.

The “Reply all” button usually looks like this:

In some apps, you tap the menu button: or “Respond” to get the option “Reply all”.

Forward: This sets up a new email to forward the original email on to someone else. You can add some text at the start to say why you're sending it on to them.

The “Forward” button usually looks something like this:



In some apps, you need to tap “Respond” to see “Forward”.

Attachments – Receiving

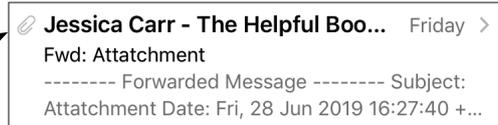
Attachments are a way of sending any kind of file with an email. That means you can share photos, pass on a document for someone else to review or send a recording of the baby gurgling in a way that might possibly be mistaken for “Dadda”.

Receiving an attachment

If you see a picture of a paperclip next to an email you’ve been sent, that means there’s an attachment. You might want to just look at the attachment or you might want to keep it, in which case you can save it to a folder on your device.

- 1) In your inbox, there’ll be a paperclip next to an email if there’s an attachment.

It’ll either be on the left-hand side of the email, like this:

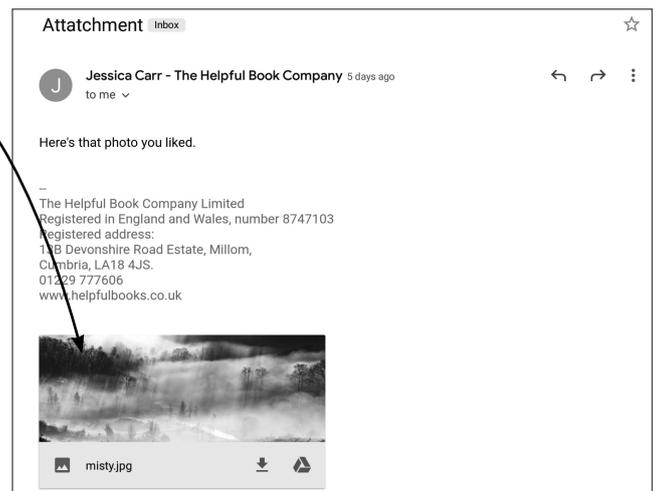
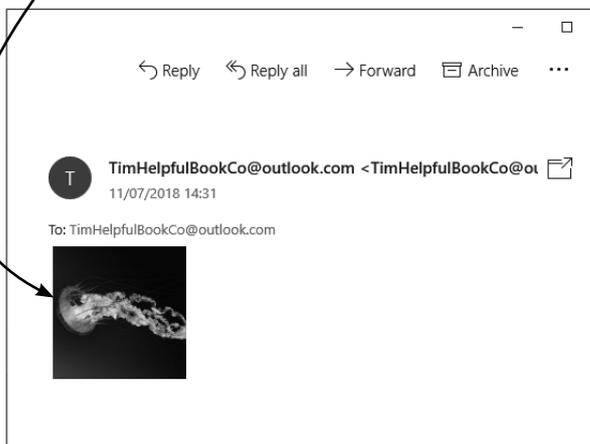


Or it’ll be on the right-hand side, near the date, like this:

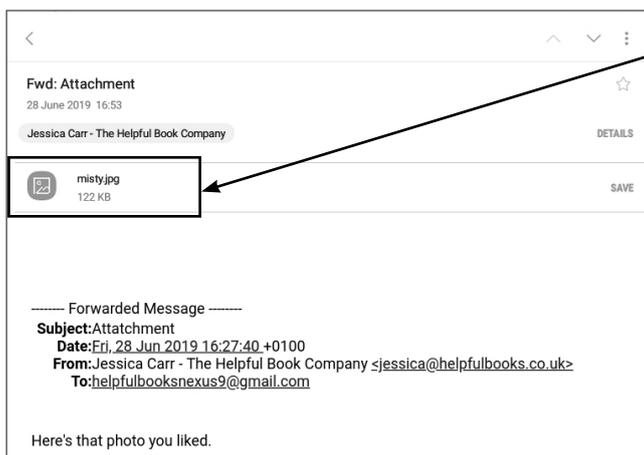


- 2) When you click on the email to open it, it might not be clear where the attachment is.

Some email apps will show you the attachment in the body of the email, like this (you might need to scroll down a bit in the email to see it).



Others will only show an icon either at the top or at the bottom of the email.



- 3) Tap or click on the attachment to open it so it fills your whole screen.

- 4) Unless you only want a quick look, it’s generally best to save the file so you can come back to it easily, edit it and open it in the program you want instead of whatever the email app or your browser chooses. See the next page for how to save an attachment to your device.

Be careful!

If an email goes into the Junk or Spam folder in your email app (see page 34), it will protect you against these nasties by blocking attachments and links – handy.

Attachments can be of any type of file. That makes them great for passing on viruses. All some twisted individual has to do is write a program that messes up your files and sends itself on to the people in your address book as an attachment in an email saying “Hi – here’s a great photo that you’ll love”. So:

Three steps to email safety:

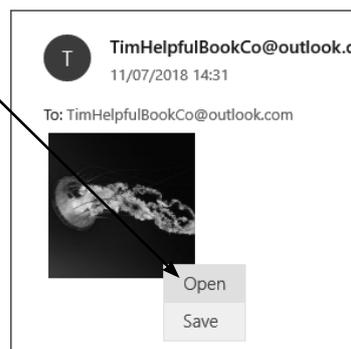
- 1) Always keep your anti-virus program up to date on a PC or Laptop.
- 2) If you get an email from someone you know and it doesn’t sound like them, check they really did send it (e.g. phone them up) before opening any attachments.
- 3) If you get an email with an attachment from someone you don’t know, for goodness’ sake don’t open it unless you’re really confident they’re genuine.

Saving an attachment to your device

The way you save an attachment depends on the device you’re using. (If you’re using webmail, it’ll depend on which browser you’re using as well – the method will be similar to one of these, though.)

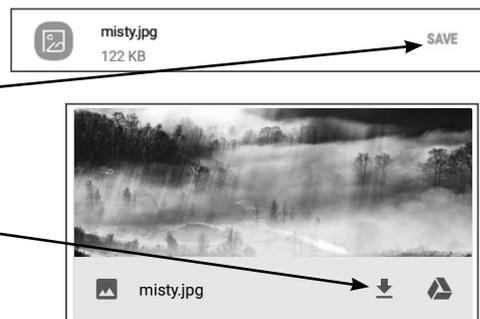
To save an attachment on a computer or laptop using the Windows 10 Mail app:

- 1) Open the email that has the attachment in it.
- 2) Right click on the attachment and click on Save. It will then give you the option to choose which folder on your computer or laptop you’d like to save it to.
- 3) Click on the folder and then click on Save at the bottom of the screen.



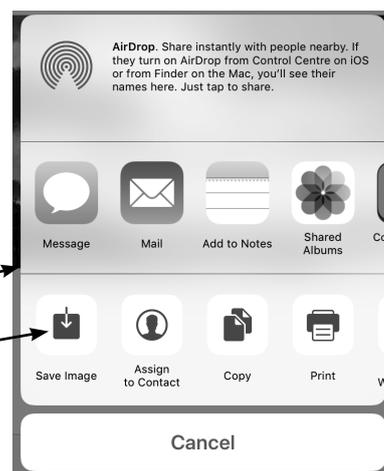
To save an attachment on an Android phone or tablet:

- 1) Open the email with the attachment in it.
- 2) On some devices, you might see the word “Save” next to the attachment. On others, you might have a little symbol like this underneath the attachment: Just tap on one of those and it’ll save the attachment to your Downloads folder.



To save an attachment on an iPhone or iPad:

- 1) Open the email with the attachment in it.
- 2) Tap on the attachment so it fills the whole screen.
- 3) Somewhere on the screen, you should have an icon that looks like this: 
- 4) Tap on that and you’ll get a few options pop up:
- 5) Tap on “Save Image” and it’ll save the attachment to your device. This attachment is an image so it’ll save it to my Photos app. If it was a different file, it would say “Save File” and it would save it to the Files app instead.



On a touchscreen device, if you tap and hold on the attachment, it’ll give you the option to save it.

If you can’t see your Downloads folder in your all apps list, try looking for something like “My Files” instead.

Attachments – Sending

This page is about sending attachments. It doesn't matter what you're attaching – a photo, a Word document, a scanned form, etc – it's the same method.

In some email apps, it'll recognise if you've typed the word "attached" or "attachment" and it'll prompt you to add an attachment before you send it.

To attach more than one file, in the Windows 10 Mail app, hold the Ctrl key down and click on the others to highlight them too. On an Android device, tap and hold on a file until a tick appears on it, and then tap on any other files you want to send. On an iPad or iPhone, just tap on all the files you want to send.

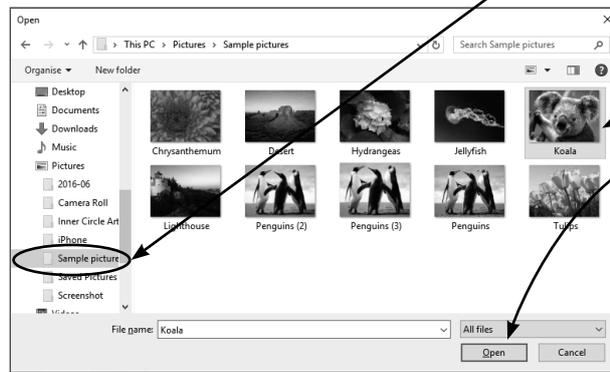
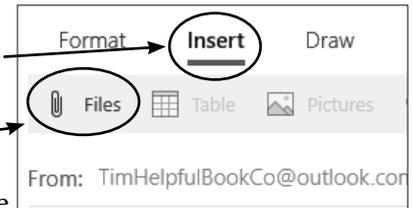
There's a file size limit for how much you can attach to emails, but it's only really a problem if you're emailing more than a few high resolution photos. If the email won't send, try splitting the photos into a couple of emails.

Sending an attachment

Before you add an attachment you need to create a new email as normal (see page 28 if you need to remind yourself of how to do that). You can type in your text before you add the attachment or after (or a bit of both), but I'd suggest adding the attachment first because otherwise it's too easy to forget. I've lost count of the number of times I've had to send another email saying "Sorry, I forgot to attach the file. Here it is".

If you're using the Windows 10 Mail app:

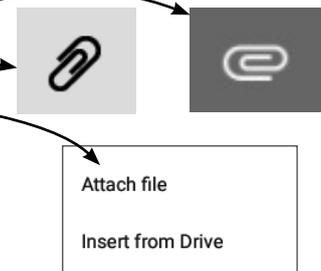
- 1) With your new email ready and waiting, click or tap on the "Insert" tab then on "Files".
- 2) File Explorer will open so you can choose the file you want to attach. Choose the folder on the left that has the file you want to attach in it, e.g. the Pictures folder.



- 3) Click on the file you want to attach on the right (it'll highlight it in blue) and then click "Open" at the bottom of the screen.
- 4) You'll be taken to your email, where you can see the attachment and type your message, subject, email address and so on if you haven't already.

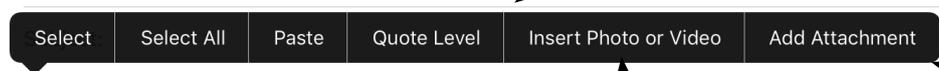
If you're using an Android smartphone or tablet:

- 1) In your new email, tap on the paperclip symbol and then on "Attach file".
- 2) It will then show you a list of documents and photos you've viewed recently. To attach one just tap on it. If the one you want isn't there, tap on the menu icon in the top left corner and choose another place to look from the menu, e.g. "File Manager".



If you're using an iPad or iPhone:

- 1) In your new email, double tap the screen where you'd write your message and some options will pop up (tap on the arrow pointing to the right to see more options).



- 2) To attach a photo or video, tap on "Insert Photo or Video". To attach a file, tap on "Add Attachment".
- 3) Tap on the folder that contains the file, then tap on the file you want and finally tap on "Choose" or "Use".

Folders

You might have noticed that you have a few more folders besides the Inbox. In some email apps you might have more and in some you might have less, but I'll go through some of the main ones and how to get to them.

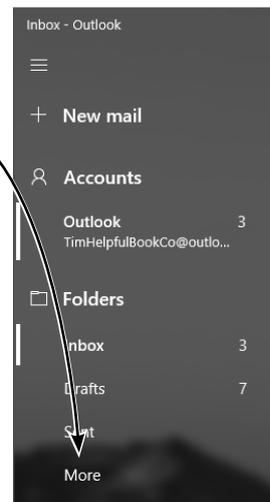
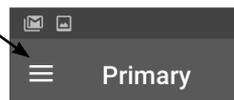
Viewing the other folders

To get to your other folders:

Windows 10 Mail app – the folders are listed on the left-hand side of the screen. Click or tap on “More” to see the other folders.

Android devices – tap on the menu icon in the top left corner of the screen. Confusingly, Gmail call their folders Labels, but they work in the same way. Gmail also splits emails into different categories (see below).

Apple devices – tap on “Mailboxes” on the top left corner of the screen to see the different folders.



You can also open the panel on Android devices by swiping right from the left-hand edge of the screen.

If you're using **webmail**, your folders are usually listed down the left-hand side.

The main folders/labels/categories

Here's what the most common folders/labels are for (just click or tap on one to open it):

Sent – pretty self explanatory, this contains copies of all the emails you've sent.

Spam or Junk – where emails your provider thinks are junk go. If you're waiting for an email and it hasn't arrived in your Inbox, try checking in here.

Bin or Trash – this is where deleted items go for a short time before they're actually deleted (so you can get something back if you accidentally deleted it).

Outbox – where emails go for a very short time before they're actually sent (usually for a couple of seconds).

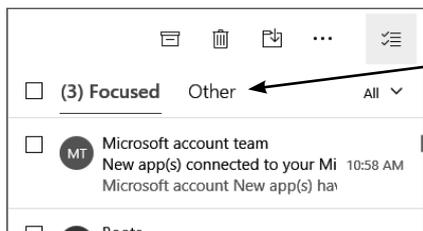
Starred – you can star important emails that then go into this folder.

VIP – you can set up certain people to be VIPs, then all their emails will go in here.

Drafts – this is for storing emails that you've started writing but haven't sent yet.

Archive – if you want to keep your inbox clear, but don't like permanently deleting emails in case you need them again, you can instead choose to archive them. It takes the email out of the inbox and you can get at it through this folder.

Focused and Other tabs (Microsoft accounts only) – Microsoft accounts have two different tabs – “Focused” and “Other”. Important emails get filtered in to the “Focused” tab, for example an email from someone saved in your contacts list. Advertising emails from companies usually get filtered in to the “Other” tab, but check it regularly as important emails can sometimes be filtered in to this tab by mistake.



Gmail Categories – Gmail splits your emails into three categories – Primary, Social and Promotions. Primary is where the majority of your emails will go, Social is for social network emails and Promotions is usually from companies advertising something.

Deleting and Moving Emails

You'd be surprised how quickly your inbox fills up after you've been emailing for a while, so it's a good idea to get rid of old emails as you go to stop it getting unwieldy. You can also move emails from one folder to another.

Deleting emails

If you want to delete an email after you've read it, just look for a rubbish bin icon somewhere on your screen and click or tap on it.

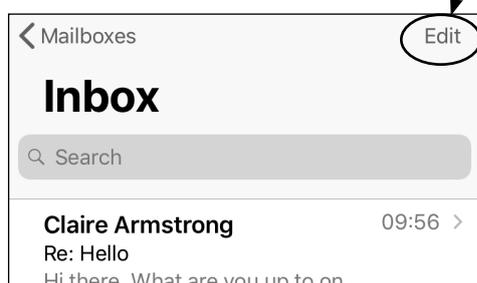
If you want to delete a few emails in one go then there's an easier way to do it than deleting each one individually:

Don't worry if you accidentally delete an email – you can get it back by going to the Trash folder (see previous page) and moving it back to your inbox.

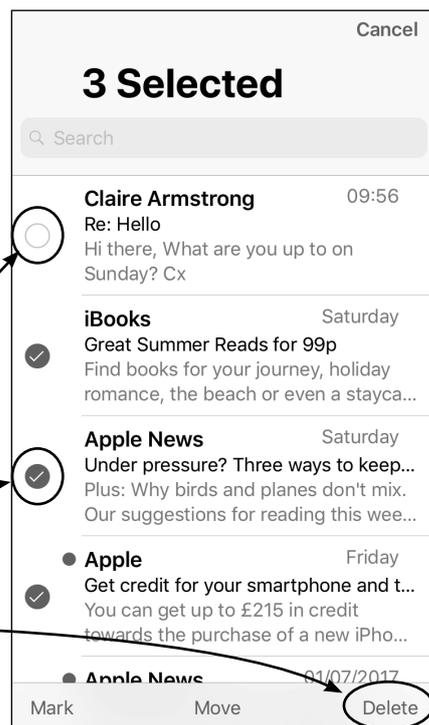
You can also delete individual emails from your inbox without having to read them. Swipe right to left on them in the list and some options will appear on the right – tap "delete".

Using an iPad/iPhone

- 1) Open your inbox (or whatever folder you want to delete emails from) and tap on "Edit".

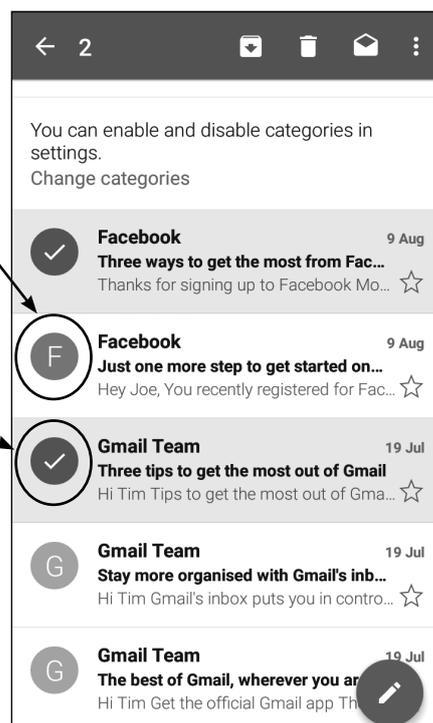


- 2) A circle will appear next to each email. Tap all the emails you want to delete and ticks will appear by them.
- 3) At the very bottom of the screen, tap on "Delete".
- 4) If you don't want to delete anything after all, just tap on "Cancel" at the top and the circles will disappear.



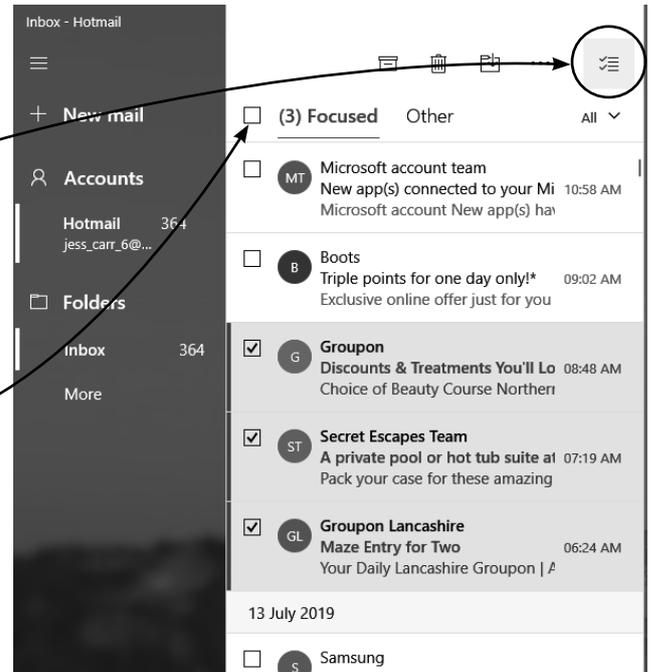
Using an Android tablet or phone

- 1) Open your inbox, or whatever folder you want to delete emails from, and tap on the box (or circle) to the left of the email (you might need to tap the three dots in the top corner of the screen and then choose "Edit" to bring up these boxes).
- 2) A tick will appear in the box or circle. Tap all the emails you want to delete so they're all ticked.
- 3) Tap on the rubbish bin icon at the top.
- 4) If you don't want to delete anything after all just tap "←" at the top left.



Using the Windows 10 Mail app

- 1) Open your inbox (or whatever folder you want to delete emails from) and click or tap on this icon (Microsoft call it “Selection Mode”).
- 2) Little boxes will appear next to each email. Click or tap on all the emails you want to delete so they have a tick next to them. If you want to select all the emails in that folder, click or tap on this box here:
- 3) Click or tap on the rubbish bin icon at the top of the screen to delete them.
- 4) If you change your mind and you don’t want to delete anything, just click or tap on the “Selection Mode” icon at the top of the screen.

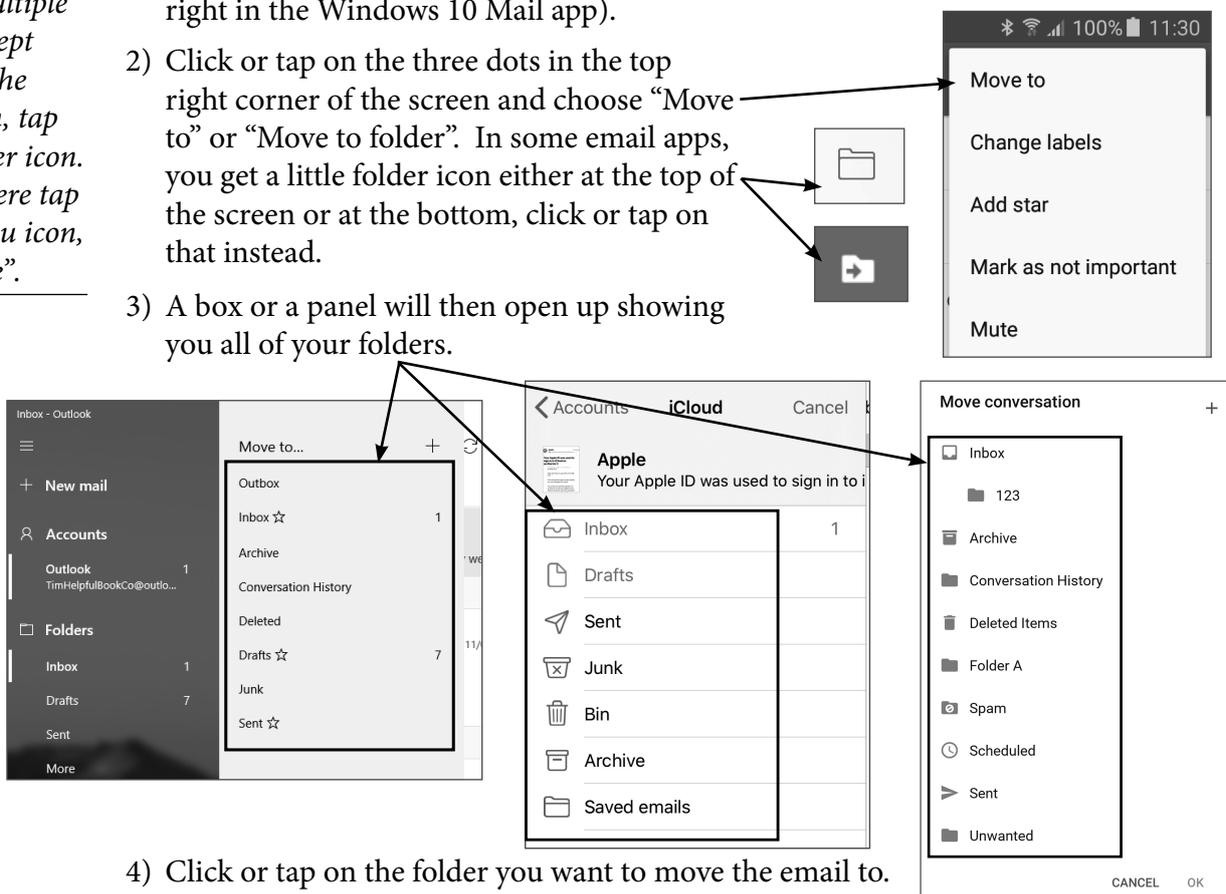


Moving emails between folders

You can also move multiple emails all at once. It's the same process as for deleting multiple emails, except instead of the rubbish bin, tap on the folder icon. If it isn't there tap on the menu icon, then "Move".

You might need to do this if a message has been put in the Spam/Junk folder that isn't junk, or you want to keep a group of emails from a friend or a company all in one place, like our free email newsletters for example.

- 1) Find and open the email you want to move so it fills the screen (or the panel on the right in the Windows 10 Mail app).
- 2) Click or tap on the three dots in the top right corner of the screen and choose “Move to” or “Move to folder”. In some email apps, you get a little folder icon either at the top of the screen or at the bottom, click or tap on that instead.
- 3) A box or a panel will then open up showing you all of your folders.



- 4) Click or tap on the folder you want to move the email to. In most email apps it moves it straight away but in others you might have to click or tap on OK.

Other Features

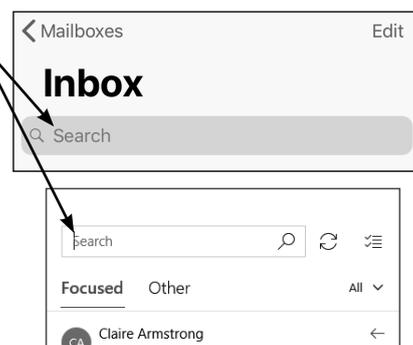
There are a lot of useful email functions that you could live without but which make things a little bit easier. Searching, “Cc” and “Mark as Unread” are like that. Not essential, but handy.

Searching for an email

If you’ve got hundreds of emails, it can be very time-consuming trawling through them all to find the one you want. An easier way is to do a search.

1) Open up your email app and click or tap on the folder you want to search in.

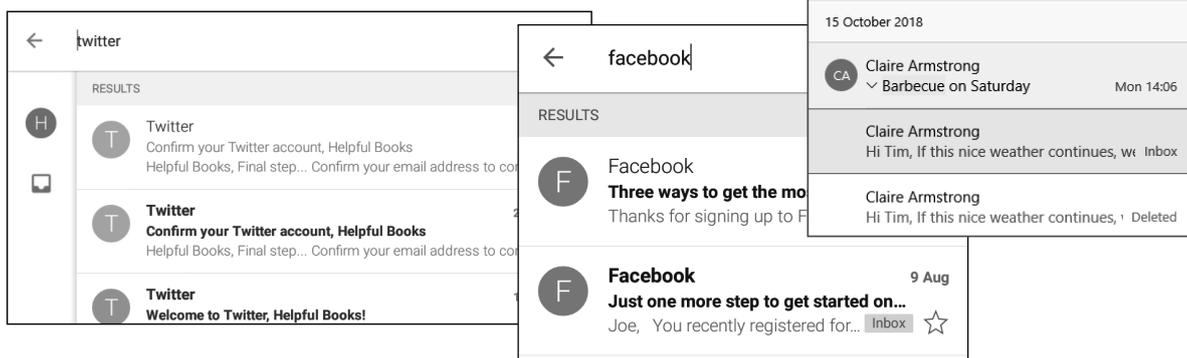
2) Most email apps will have the search box at the top of the list of emails that you’re looking at. If you can’t see a search box, look for a magnifying glass icon and click or tap on that.



3) In the search box, type in a word to search for. Bear in mind that most email apps search both the senders and the content of the emails themselves for your term. For example, a search for “Matt” will find all the emails from Matt, and also any others that mention him. This means it’s a good idea to be as specific as you can when searching for a particular email. You can use more than one search term at a time – for example, you could enter both “Matt” and “party” to find an email from Matt about a party.

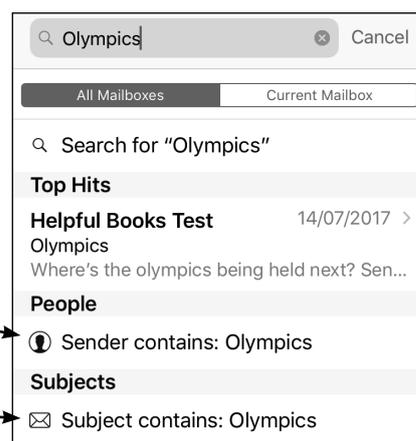
4) Click or tap on the magnifying glass or enter on the keyboard. On some onscreen keyboards, you might have a tick instead of a magnifying glass or the enter button.

5) The results will then appear on a new screen. Just click or tap on the one you were looking for.



In some email apps, it’ll suggest some results as you’re typing in what you’re searching for. If it suggests the right one, just click or tap on it in the list.

You can also specify where you want to search in some email apps. For example, in the Mail app on an Apple device, it gives you the option to just search for a specific sender or an email with a particular word in its subject line:



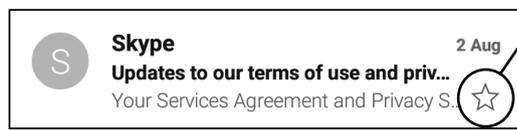
If you can't see the search box, don't worry – it does get “tidied away” sometimes. Make sure you're at the top of the list of messages and if it still isn't there just swipe down on the screen to bring it up.

Flagging/Starring an email

In most email apps, you can make an email stand out by flagging or starring it. This can be handy if you've been sent a confirmation email after booking a holiday and you need to make sure you can find it easily. In the Gmail app, when you star an email it goes into its own folder so you can keep important emails together.

To star an email in the Gmail app:

1) Next to each email in your Inbox, you'll see a little outline of a star.



2) If you click or tap on the star, the star gets filled in and turns yellow. The email is marked as important, and it will appear in your "starred" folder as well as in your Inbox (see page 34).

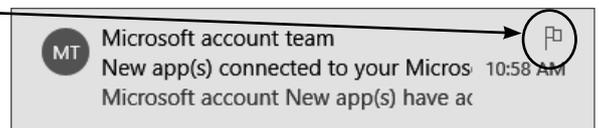
To flag an email in the Windows 10 Mail app:

1) Open your Inbox and click or tap on the email you want to flag.

2) Click or tap on "Set Flag" up in the top right corner of the email.



This adds a little red flag to the email in your Inbox so you can easily spot which ones have been flagged as important.



To flag an email in the Mail app (iPhones and iPads):

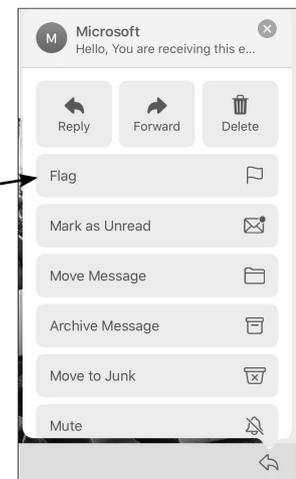
1) Open your Inbox and tap on the email that you want to flag.

2) Tap on this icon at the bottom of the screen:



3) A list of options will pop up, tap on "Flag" to add a flag to that email.

4) Then choose a colour to use for the flag and tap on the cross to close the menu.



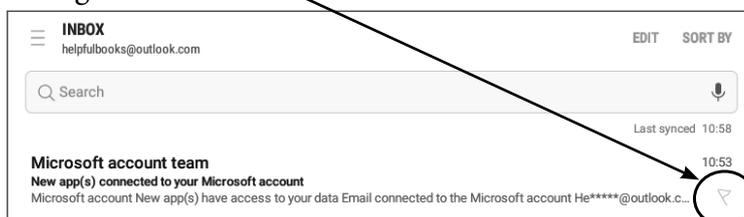
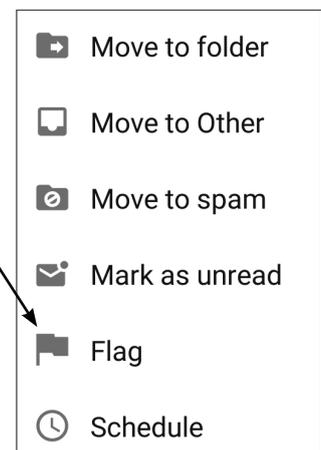
To flag an email in most other email apps:

1) Open your Inbox and click or tap on the email that you want to flag.

2) Click or tap on the menu icon (usually either three horizontal lines or three dots) in the top right corner.

3) Click or tap on "Flag" in the menu to flag that email.

4) If you can't see the option to flag the email there, try going back to your Inbox and look for a tiny flag on the right-hand side of the email and tap on that to flag it.



If you're using a mouse, you can quickly flag an email by hovering over the email in your Inbox and click on the little flag that appears there.

On older iPads and iPhones, you'll have a flag icon on the screen. Tap on that and then tap on "Flag" to add a flag to that email.

Mark as unread

You might want to do this to remind yourself to come back to an important email later. It makes it seem as if you haven't opened it yet, even if you have. Here's how:

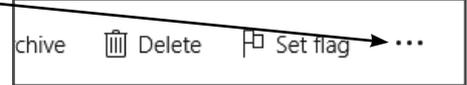
On older iPads and iPhones, you'll have a flag icon on the screen. Tap on that and then tap on "Mark as Unread".

1) Open the email you want to mark as unread, so the message fills the screen (or the right-hand side panel if you're using the Windows 10 Mail app).

2) Click or tap on either the menu icon in the top right corner:



or this icon at the bottom of the screen (iPads and iPhones):



3) Click or tap on "Mark as Unread" in the menu that pops up.

4) If you're using Gmail, to mark an email as unread, you need to click or tap on this icon:



5) The email will now be bold or it'll have a blue dot next to it to show that you haven't read it. Your Inbox folder will also have a number next to it to show that there is an unread email.

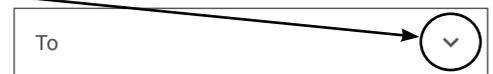
Cc/Bcc

The name "carbon copy" comes from the days when people might have a carbon paper copy of a letter for information.

You can copy people in on emails you send using "Cc" and "Bcc" lists. "Cc" stands for "Carbon copy". People in this list get sent the email, but they'll know it's just for their information and is mainly meant for the people in the "To" list. "Bcc" stands for "Blind carbon copy". People in this list get the email, but no one else can see that they've been sent the email. It's handy if you want to email a group of people without sharing everyone's email addresses with the whole group.

To add email addresses to a Cc or Bcc list

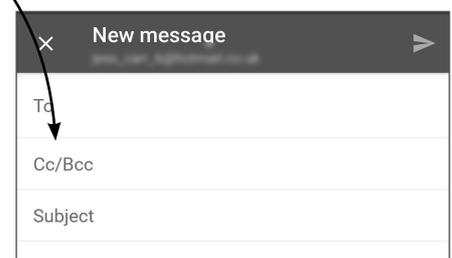
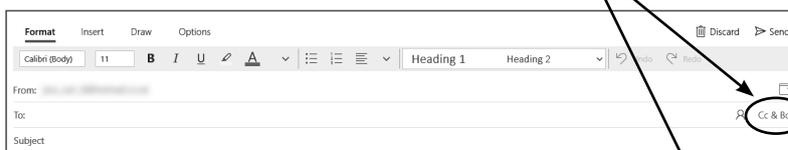
Tap the arrow next to the "To" line in an email – two more lines will appear (a Cc line and a Bcc line) and you just type addresses in as normal.



In other email apps, the Cc and Bcc options might already be there:



Here's a few examples of what it might look like in other email apps:



Adding Someone to your Contacts App from an email

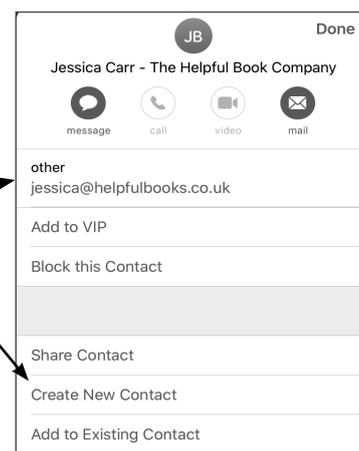
If you've received an email from someone who's not in your contacts app, you might want to save their details so you have them handy for when you want to email them.

Adding a contact

Adding someone to your contacts app from an email you've been sent works slightly differently in different email apps.

iPads/iPhones

- 1) Tap on the email to open it so it fills the whole screen.
- 2) Tap on the person's name at the top of the email and it should turn blue. Tap on it again to bring up a menu.
- 3) Swipe up on the screen to find "Create New Contact" and tap on it.
- 4) Once you've added any extra details, tap on "Done" to save it to your Contacts app.



Gmail app

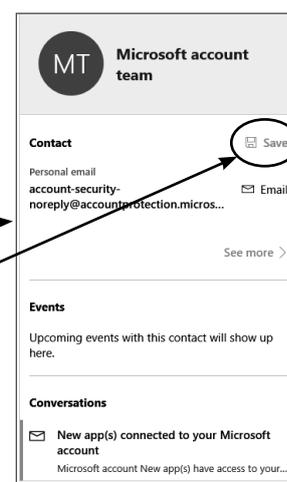
If you're using the Gmail website, hover your mouse over the person's name and then click on "Add to Contacts".

- 1) Tap on the email so it fills the whole screen.
- 2) Tap on the coloured circle next to their name and it'll show you their contact details.
- 3) To save them to your Contacts app, tap on this icon at the bottom of the screen:
- 4) Choose "Create contact", then choose where you want to save it to (your device or an account that's synced to your phone or tablet).
- 5) Fill in any extra details you want and then tap "Save" at the top of the screen.



Windows 10 Mail app

- 1) Select the email so it fills the right-hand side panel.
- 2) Click or tap on the coloured circle next to the person's name and it'll show you their contact details.
- 3) Click or tap on "Save", fill in any extra details you want to add and then choose Save at the bottom of the screen.



Other email apps

- 1) Open the email so that it fills the whole screen.
- 2) Click or tap on the person's name at the top of the email (you might have to choose "View contact") to bring up their contact details.
- 3) Click or tap on "Create Contact" or "Add Contact" or something similar.
- 4) Once you've chosen where to save it to, add any extra details you want to add and then click or tap on Save.

To be continued...

Hello again

So, there are lots of different options around for getting to your email – on a computer, via webmail or using one of the many apps for phones and tablets. Just remember that you don't need to use everything in this chapter – just pick the bits that work best for you.

Next time, we'll be showing you how to use Facebook to keep in touch with your all your friends and family at the same time.

Until then

Julie Wakeling and The Helpful Book Company

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Written by Tim Wakeling, with a bit of help from Claire Armstrong, Ellen Bowness, Jessica Carr and Julie Wakeling.

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