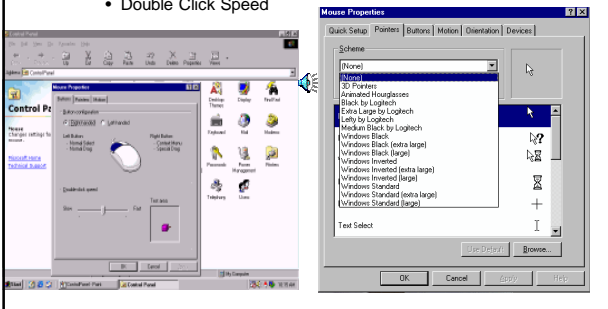


Class 3 Office

Email
04/01/2011

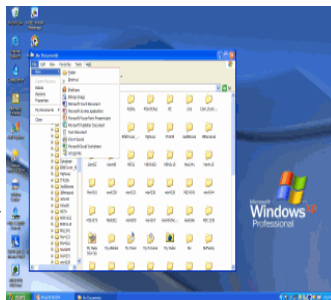
Adjusting Mouse

- Mouse
 - Button Tab
 - Double Click Speed
- Pointer Tab
 - Size of the Pointer



Review Windows Explorer

- Right Click on Start Button
- Create Directory - Folder Class3
- Folders
 - My Documents
 - Program Files
- Creating Folders
- Renaming Files or Folders
- Copying Files or Folders
 - Copy a Picture From CD to Their Directory
 - Copy a Picture to Their Floppy Disk
- Moving Files or Folders

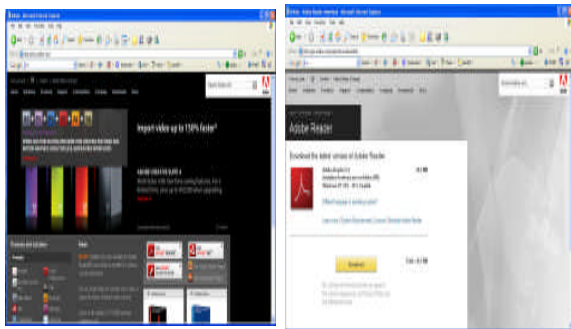


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- Senior Training
 - Links to Web Sites
 - Photo Gallery
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- On Our Favorites
- Our Web Site
- Sponsored by
 - South Boston Citizens Association
- Slides on Site in PDF Format

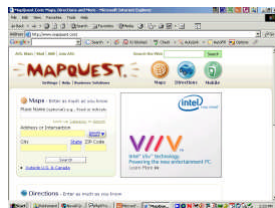


Adobe.Com



MapQuest.com

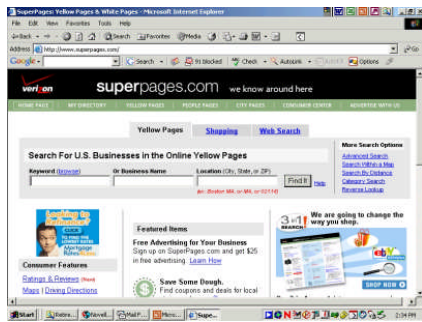
- The leading consumer website, MapQuest.com, helps people find places, get there, and find places nearby



SuperPages.com

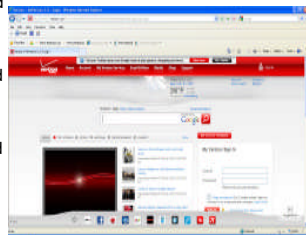
- People Pages
 - Our interactive service features comprehensive and accurate business information for over 11 million businesses in virtually every city in the United States.
- Yellow Pages
 - Search for people nationwide, update your personal listing or save listings to your personal address book. Here you can also find links to access maps, driving directions and even find your neighbors.

SuperPages.com



Email

- **ACCESS YOUR EMAIL AWAY FROM HOME** – You can access any email account from any computer in the world – simply type in the address box the ISP and when you connect to their site – find the email icon, and you'll be asked to enter your user name & password and you'll be in your account. i.e.: so in your internet address bar you would type: or any of the hundreds of other services..



Outlook

- If you use Outlook Express, Outlook, Eudora etc.-be sure to set your account (or ask your ISP to do it for you) so that a copy of all emails stay on their server at all times...

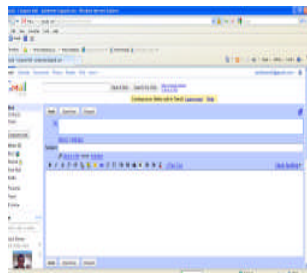


FREE EMAIL ACCOUNTS

- **WHY USE FREE ACCOUNTS** – When you use the email accounts give to you by your ISP (Internet Service Provider) the downside is that when & if you choose to change providers – you must change your email address and notify every one you’ve ever given it to: friends, family, associates, companies, vendors etc. which can be a cumbersome project in itself...
- **Use a FREE EMAIL address & your email won’t change, despite your ISP.**
- **GMAIL** **HOTMAIL** (hotmail.com, msn.com or live.com) **YAHOO** (yahoo.com, ymail.com, rocketmail.com)

EMAIL PARTS - HEADER OR ENVELOPE

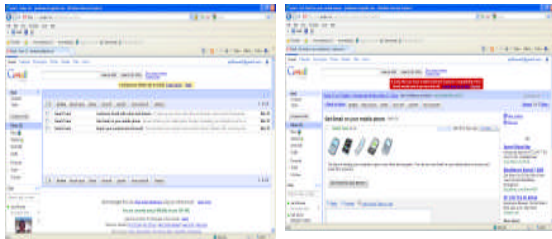
- The message header typically has the following fields:
- **From:** The e-mail address of whoever sent you the message
- **To:** The e-mail address(es) you are sending your message to
- **Subject:** A brief summary of the contents of the message
- **Date:** The local time and date when the message was written
- As well as...
- **CC:** Carbon Copy
- **BCC:** Blind Carbon Copy & our favorite field to use, because everyone receives the message but no one will see each other’s email address – u se this as often as you can...
- When you left click on the TO, CC or BCC buttons, your address book or contact list will open so you can choose which email addresses to send it to.



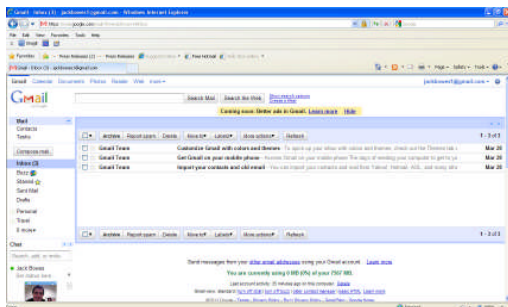
READ A MESSAGE

- **ONCE YOU READ A MESSAGE – ACT ON IT...**
- Respond to it – Common commands/options for you to use are these-left click on:
 - REPLY - which will send your new message back to the sender only
 - REPLY ALL - which will send your new message back to the sender as well as everyone who received a copy or blind copy
 - FORWARD – try not to use this very often when you use forward, it actually makes a copy of the entire message etc –doubling the size every time it is forwarded; often you lose photos, animation, sound etc because the message becomes so large (you will never lose the text though)
 - DELETE the message or report it as junk mail
 - PUT IT IN A FOLDER, so that you can save the message and any attachments that came with the message, to refer to again in the future
- 1.All email services allow you create folders so that you can save your received & sent messages for future reference..
- PRINT VIEW – This feature allows you to see your message without all the "extras" so that if you now print it, you will not have the adds, computer form and or computer language

Read Email



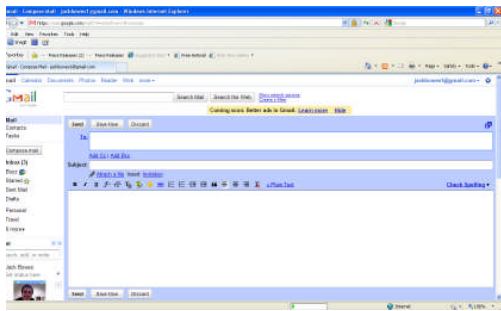
Email Inbox



TO WRITE (COMPOSE) AN E-MAIL MESSAGE

- Click on the NEW MESSAGE OR COMPOSE ICON
- Be cautious showing other peoples email addresses - Add all email addresses in the BCC (instead of the TO) - Use your address book (so you don't have to type the entire email address in each time)
- If your service requires an address in the TO, put in your own
- Click on the name in the Favorite Contact List or go to Show All & Check Off the names you want the message to go to
- Always type a brief description in the SUBJECT line
- If you add an attachment (file, photo, etc), do it now
- Most services save a copy of all messages you send in the SENT MESSAGE folder – check it periodically & move them to the correct folders
- Type your message in the large text box/stationary screen at bottom of screen
- Once your message is completed, check spelling (in Tools); left click SEND
- NOTE:
- Not finished with **your** message – use "Save Draft" and you can finish it later
- If you enter a new email address, most services gives you the chance to "Save It to Your CONTACTS" so you don't have to type it next time

Write/Compose Email

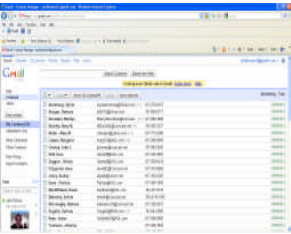


ADDING HYPERLINKS TO EMAIL MESSAGES

- If you are going to send friends or family information on a website you'd like them to visit, then while you are writing the email – open another connection to the internet and visit the website yourself
- While the website is on the screen and showing in the Internet Address Bar,
- Highlight the web address & Right click on it and choose copy
- Go back to your email message screen where you are writing the message; be sure your pointer is on a blank empty line
- Right click and choose Paste – or use the Paste icon on the on action bar
- The "hyperlink" web address will be on the page (usually in blue)
- Now when they receive the email message from you they can left click

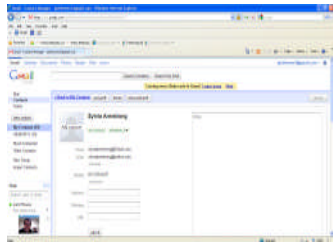
Contacts

- When you left click on the TO, CC or BCC buttons, your address book or contact list will open so you can choose which email addresses to send it to..
- Most ISP's allow you to send the same message up to 50-100 email addresses at one time.



Contact Maintenance

- Add Contact
- Assign to Group



CHECK YOUR SPELLING

- Check your spelling before sending emails – reread it and use spell checking (often found in the Stationary Toolbar – Tools – Spell Check)

OPENING EMAIL ATTACHMENTS ☺

- Size of any one message you receive, including attachments, are set by your ISP and/or email provider.
- Icon indicating you have an attachment is "A paperclip" to the left of a message in your inbox/mail box
- These common extensions tell you what the attachment is before you open it:
 - .jpg, .gif, .tif, .bmp = photo
 - .Txt, .wps, .wks, .doc = document
 - .pps or .ppt = power point
 - .xls = excel spreadsheet
 - .wmv = movie/video

TO OPEN A MESSAGE ATTACHMENT 1 of 2

- Once you open the message, it lists an attachment after the subject line
- With most services, photos are now included in the email message body (usually .jpg, bmp or gif files)
- Documents still have to be downloaded - click the underlined text/name of document next to ATTACHMENT
- Most services check all attachments for 'viruses' when they arrive at their server.
- When you choose to download the file most offer you the option to "OPEN" or "SAVE" the download.
- When given this choice in the FILE DOWNLOAD dialog box, always click OPEN OR OPEN FILE

TO OPEN A MESSAGE ATTACHMENT 2 of 2

- FROM ITS CURRENT LOCATION (the computer looks for the most compatible software to open the attachment for you), and then click OK.
- If you use Windows XP, click OPEN in the FILE DOWNLOAD dialog box.
- NOTES
- If your browser (Internet Explorer, Netscape Navigator, Firefox, Safari – whomever) can open a file attachment without downloading it, the FILE DOWNLOAD dialog box will not be displayed, but a new browser window will open to display the attachment.

TO SAVE A PHOTO ATTACHMENT

- Put your cursor/pointer is the photo, RIGHT CLICK
- Option menu appears, choose "SAVE PICTURE AS"- MY PICTURES Folder opens
- Choose or create a folder to add your photo to
- Once the name of the correct folder is in the "FILE IN" Field, name your photo** – choose .JPG format whenever possible and say OK or save
- **if the photo is from a digital camera –save the picture first without renaming it (with the camera numbers). - Once it is your property, in your folder, always go back and rename it.

TO SAVE A DOCUMENT 1 of 2

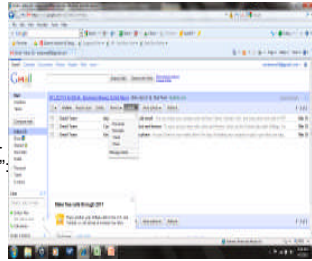
- When you download the document, your computer opened the software closest to the software that the document was created in, whether that is Word Pad, Works, Word, Excel, Power Point.
- When the document is on your screen and you decide you want to save it – the steps are the same as though you had created the document.
- Go to the MENU BAR, FILE, SAVE AS, When the MY DOCUMENTS Dialog Box opens

TO SAVE A DOCUMENT 2 of 2

- Choose the folder you want the photo to be added to OR
- Create a new folder for the document, movie, power point slide show (using the create a new folder icon (yellow folder with a star in upper right corner of folder) on the toolbar of the Save As Dialog Box
- Once the name of the correct folder is in the "FILE IN" Field, name your document, and click – OK/Save and it is now filed for your future

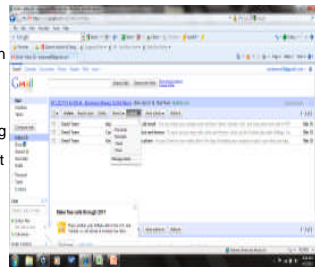
Folders

- **SAVE MESSAGES IN FOLDERS** (Most Email Services Offer This Ability)
- Create a Folder: Left click "CREATE FOLDER", name the folder & click OK
- **MOST EMAIL ACCOUNTS HAVE 5 BASIC FOLDERS**
- You can then add lots of your own to keep you mail "sorted":
 - Inbox
 - Junk/Bulk/Spam
 - Draft
 - Sent
 - Deleted/Trash



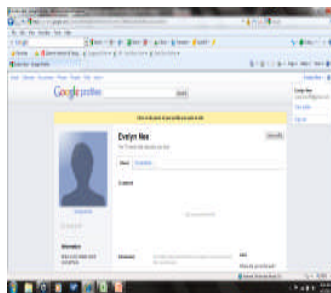
TO PUT MESSAGES IN FOLDERS:

- When a message is open, use drop down box "move to" and choose and/or highlights the folder you want to put it in or
- When you're in the Inbox, click on multiple messages going to the same folder, then click on drop down box, highlight folder you want to put it in – they'll be saved
- If a message goes in to the wrong folder, simply open the message and repeat "step 1 above" and put it in the correct folder OR
- you can delete messages from any folder: open the folder, check off the message(s) you want to delete, and click delete.



CHANGE YOUR INFORMATION ON YOUR ACCOUNT?

- Most accounts have an **OPTIONS/ PROFILE** button. On hotmail it is on the top Banner, to the right of the **CONTACTS TAB**... When you open this section you normally have lots of options to customize various parts of your account and the way you want it to be...



**IS THAT EMAIL YOU GET A HOAX OR
POTENTIAL PROBLEM?**

- it suggests tragic consequences for not performing some action
- it promises money or gift certificates for performing some action
- it offers instructions or attachments claiming to protect you from a virus that is undetected by anti-virus software
- it claims it's not a hoax
- multiple spelling or grammatical errors, or the logic is contradictory
- there is a statement urging you to forward the message
- it has already been forwarded multiple times (evident from the trail of email headers/names in the body of the message)
