



# Emailing 101

## Introduction

Email is short for “electronic mail,” and you can use it to send messages to and receive messages from friends and family very quickly using a computer with an Internet connection.

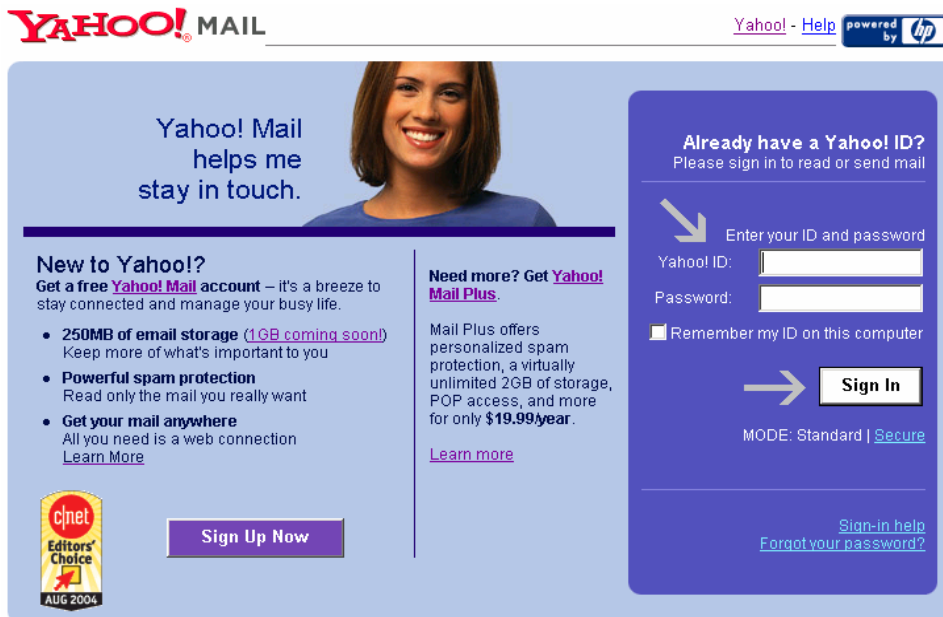
While the class exercises and the examples used in this handout are based on the free, Web-based Yahoo! Mail service, the skills covered are not unique to Yahoo! Mail. What you learn in this class will transfer easily to other email service providers.



## Accessing Yahoo! Email

To access Yahoo! Mail, all you need is a computer with an Internet connection and a Web browser. The address of the Yahoo! Mail Web site is: <http://mail.yahoo.com>.

This is what you should see on the screen once you’re at the Yahoo! Mail Web site:



To sign in to your Yahoo! Mail account, type your Yahoo! ID and password in the appropriate boxes, then click on the Sign In button.

When you type your password, the characters will appear as dots or stars on the screen.

**HINT:** If your ID and password don’t work, but you know you typed them in right, check to make sure that the Caps Lock is off.

Once you have signed in, you should see the welcome screen for your mailbox. It should look something like this:



The main components of the welcome screen, as labeled above, are:

1. The Check Mail button, which you click to check for new messages.
2. The Compose button, which you click when you want to send a new message.
3. The number of unread messages currently in your Inbox.
4. The list of folders in your mailbox, usually consisting of the following:
  - Inbox, for messages that have been sent to you by others.
  - Draft, for messages that you have composed but have not yet sent.
  - Sent, for messages that you have composed and sent.
  - Trash, for messages that you have deleted from the other folders.
5. The Empty link, which allows you to permanently delete everything in the Trash folder.
6. The search function for Yahoo! Mail, which you can use to find messages stored in your folders.
7. The bar that tells you what percent of your mailbox's allotted space you're using.

## Signing Out

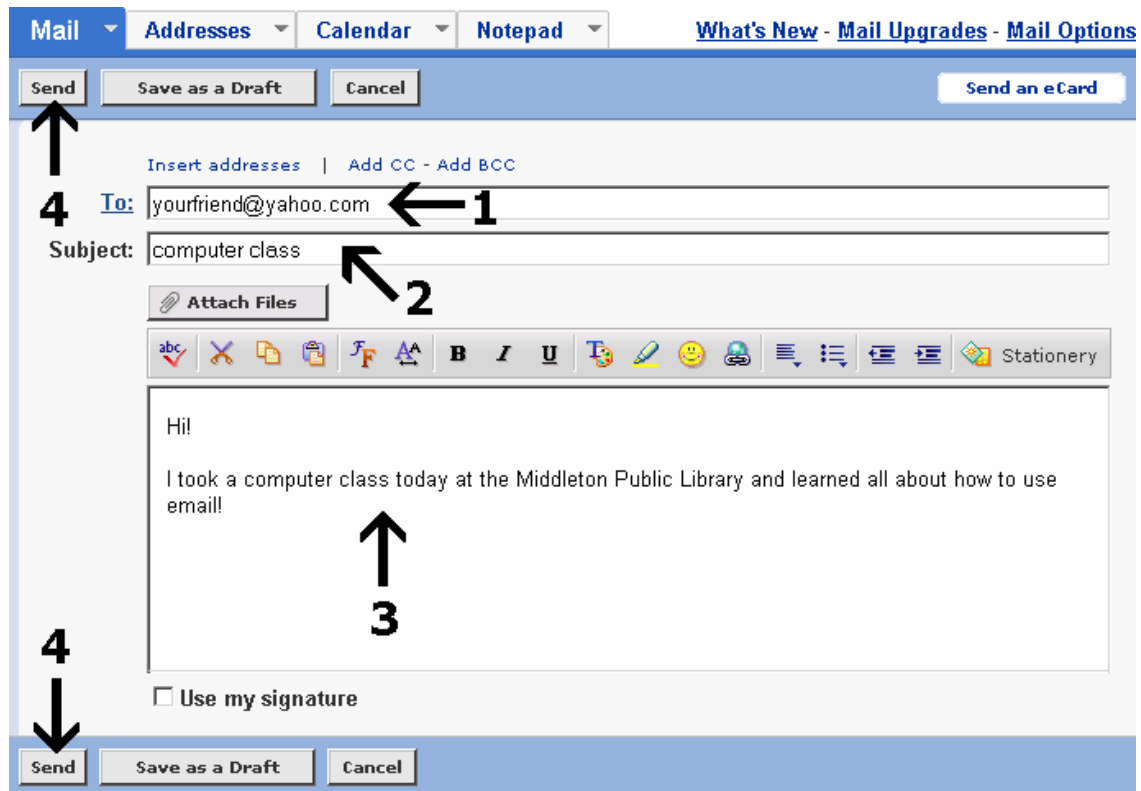
When you are finished using your email account, you should always sign out to protect your privacy. To sign out, click on the small Sign Out link at the top of the page:



Once you have signed out, you can close the Internet browser window.

## Composing and Sending Messages

To write and then send a message via email, you begin by clicking on the Compose button. After you click on the Compose button, you should see this on the screen:



Follow these steps, as labeled above, to compose and send your message:

1. Type the exact email address of the person that you're sending the message to. To send a message to more than one person, type in each address and separate them with commas.
2. Type the subject of your message. The subject should briefly describe the contents of your message.
3. Type the message that you want to send.
4. Click on the either of the Send buttons to send the message.

Click on the **Save as a Draft** button to not send the message immediately, but save it to the Draft folder to work on or send later.


Click on the **Cancel** button to not send the message and delete it permanently.

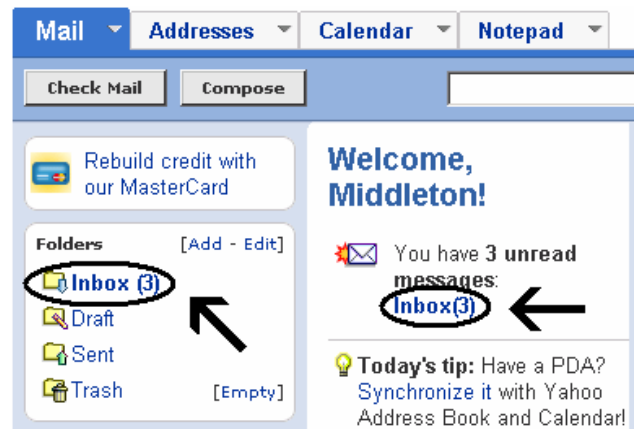
**NOTE:** The messages you send are automatically saved to your Sent folder in the current version of Yahoo! Mail. If you are using an earlier version, you may need to enable that function by going into your Mail Options.

## Receiving Messages

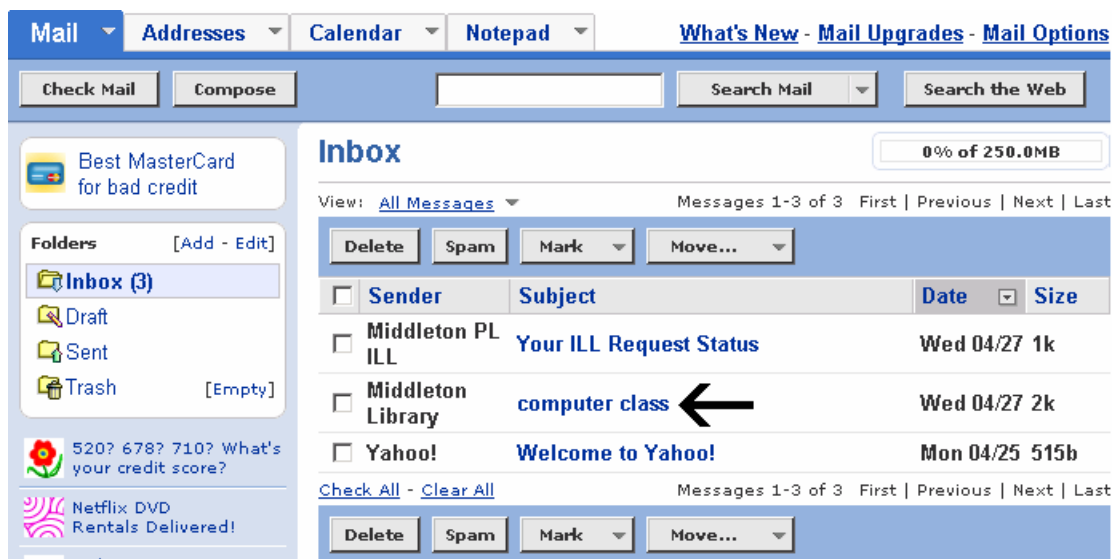
The number of new, unread messages you currently have in your Inbox will be displayed on the Welcome screen when you sign in to your Yahoo! Mail account.

To view the messages that have been sent to you, click on one of the links to your Inbox, as shown to the right.

You can also click on the  button.



Now the contents of your Inbox should be displayed on the screen, like this:




Messages will be listed in the order received, with the message most recently received being at the top of the list. For each message, you can see who sent the message, what the subject of the message is, what date the message was sent on, and how large the message is.

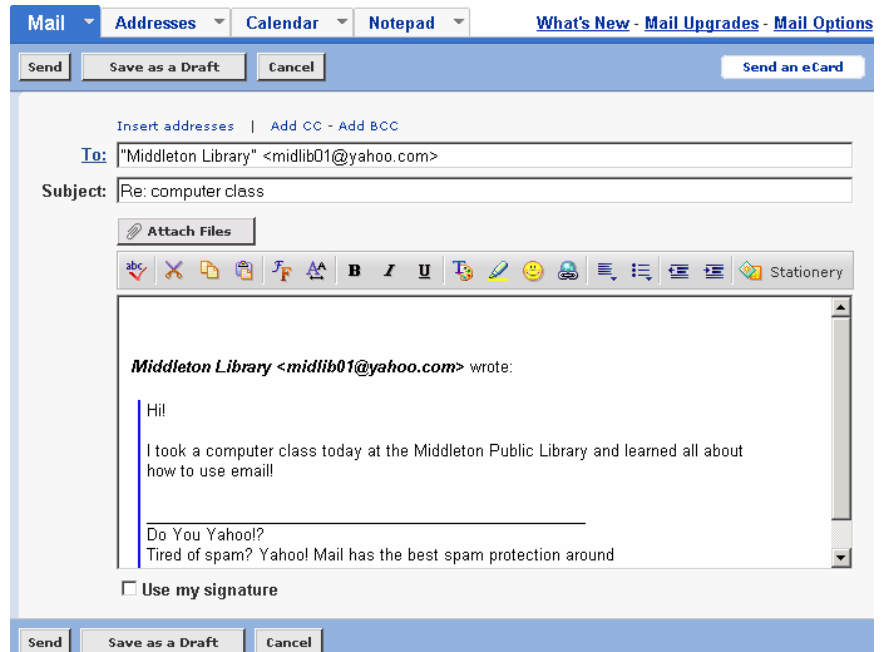
To read one of the messages in your Inbox, click on the subject of that message, which is in blue, bold type. After you click on the subject, the message should appear on the screen as shown to the right.



## Replying to Messages

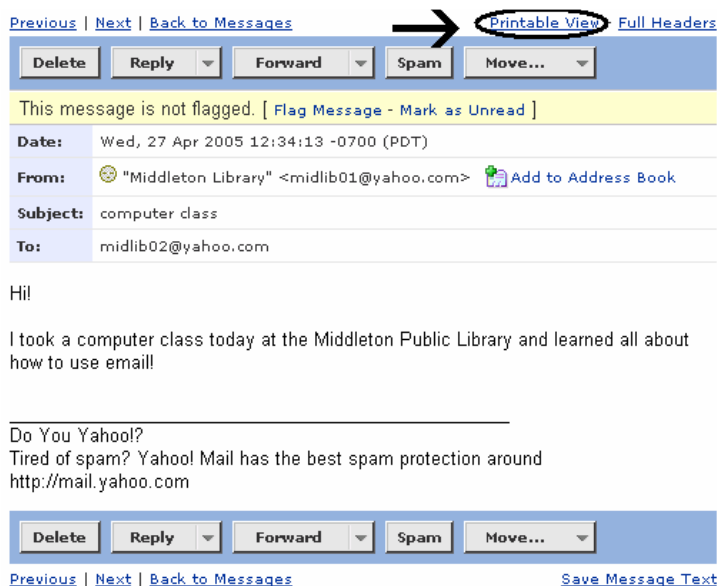
Click on the  button to send a reply to a message that has been sent to you. On the screen, you should see a reply message like the one to the right.

When you create a reply message, the email address of the person you're sending the reply message to will automatically be filled in. The subject will also automatically be filled in with "Re:" before the subject of the original message. The content of the original message will appear in the body of the message as a "quotation." You can then type your message above the quotation you're replying to.



## Printing Messages

To print, or make a paper copy of, a message you receive via email, you begin by clicking on the Printable View link above the message, as shown below.



After you click on the Printable View link, a new Web browser window will pop up. This new window will display the message you want to print without all of the extra menus, buttons, links, and advertisements. This Printable View allows you to print only the text of the message instead of everything that appears on the screen.

Then click on either the Print Preview icon or the Print icon on the Web browser's toolbar to preview or print the message.

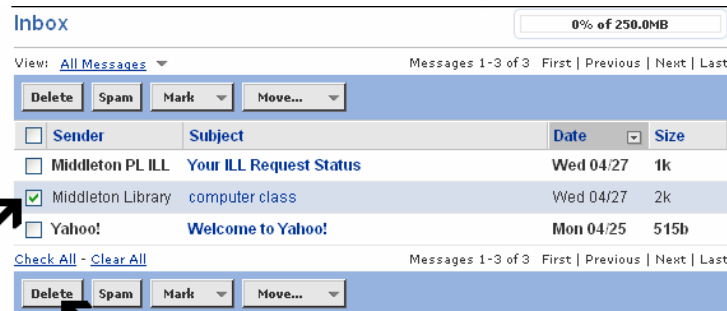
To get back to the main Yahoo! Mail window after printing a message, just close the window displaying the Printable View.

## Deleting Messages

Because Yahoo! Mail is a free, Web-based email service, you have a limited amount of storage space for your messages. When you fill all of that space, you will not be able to receive any more messages. You will need to periodically delete messages to make room for new messages and keep your Inbox and Sent folders uncluttered.


To delete a message, follow these steps:

**1. Put a check mark in the box to the left of the message you want to delete by clicking on the box.**



**2. Click on the Delete button.**

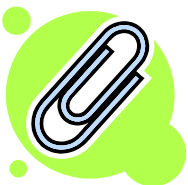
**HINT:** If you want to delete more than one message at a time, click on more than one box.

You can also delete a message by clicking on the  button when you have that particular message open for reading.

When you delete messages as described above, they are transferred to your Trash folder. The messages in your Trash folder are periodically and permanently deleted by Yahoo! Mail. If you want to permanently delete these messages yourself, click on the Empty link next to the Trash folder as shown to the right, but it is not necessary.




## Working with Attachments



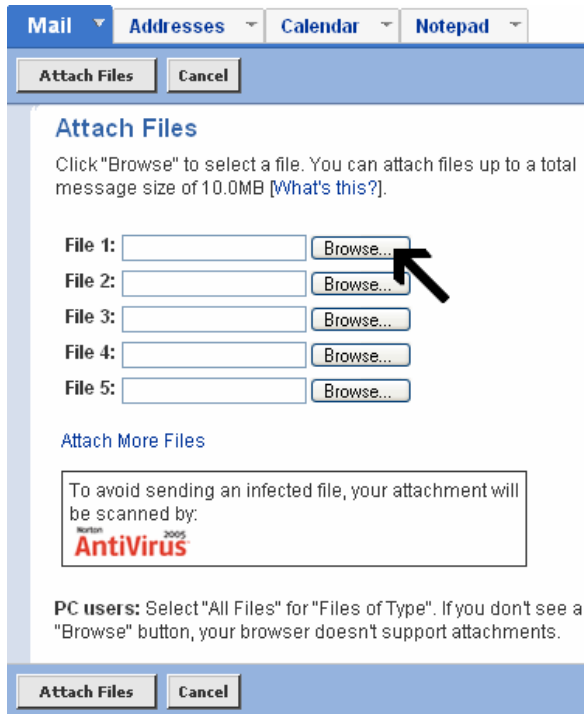
An attachment is a file sent along with an email message. An attachment could be any number of things, such as a resume or other word processing document, a photograph, or a video clip. Some attachments are actually computer viruses, so care must be taken when opening them.

### Attaching Files

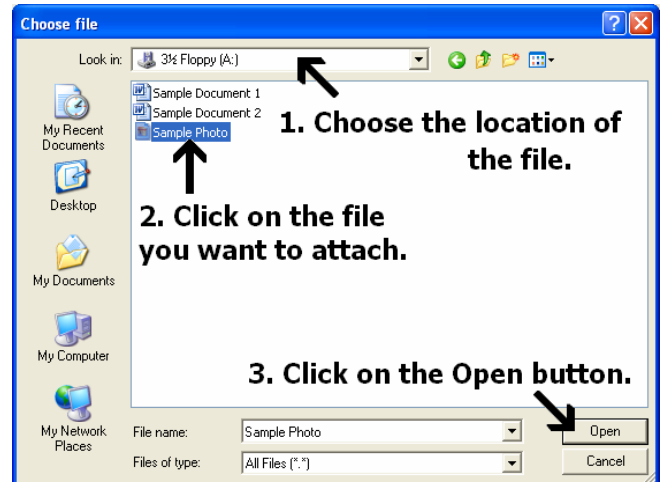
In order to attach a file to an email and send it to someone else, it must be saved to a floppy disk, hard drive, or other storage device. You need to know where the file is located and what it is called before you can attach and send it.

Begin by composing a new message. Then click on the  button between the subject line and the main body of the message. After you click on that button, you should see the image on the next page of this handout.

This is the Attach Files screen:



Once at this screen, click on the **Browse...** button next one of the file slots to select a file to attach. That will bring up a dialog box that allows you to find the file, as shown below.



Once you select a file, its name and file path will be displayed in one of the file slots on the Attach Files screen, like this: **File 1:**

To attach more files, click on the other **Browse...** buttons next to the other file slots.

Click on the **Attach Files** button once you have selected all of the files you want to attach, then wait for Yahoo! Mail to attach the files to your message. This may take some time if you attached a lot of files or large files.

Click on the **Continue to Message** button on the confirmation screen to continue to your message, then fill out and send the message as usual.

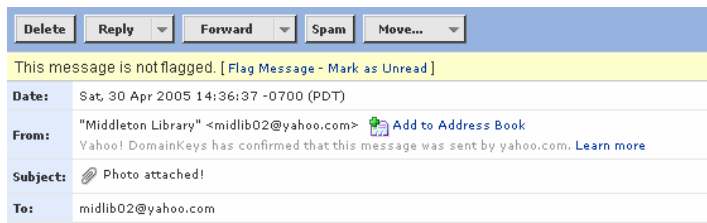
## Viewing and Saving Attachments

When someone sends you an email message with a file attached, a paper clip will be displayed next to the message's subject on the Inbox screen, as shown here:

<input type="checkbox"/>	Sender	Subject	Date	Size
<input type="checkbox"/>	Middleton Library	<b>Photo attached!</b>	Sat 04/30	31k
<input type="checkbox"/>	Middleton PL ILL	Your ILL Request Status	Wed 04/27	1k

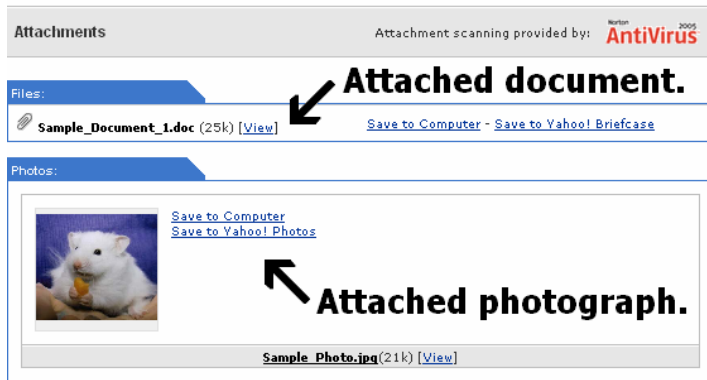
To see what has been sent to you as an attachment, click on the subject to view the message.

When you view a message that has files attached to it, those files will be listed at the end of the message, as shown here:



← **Main message.**

Do You Yahoo!?  
Tired of spam? Yahoo! Mail has the best spam protection around  
<http://mail.yahoo.com>



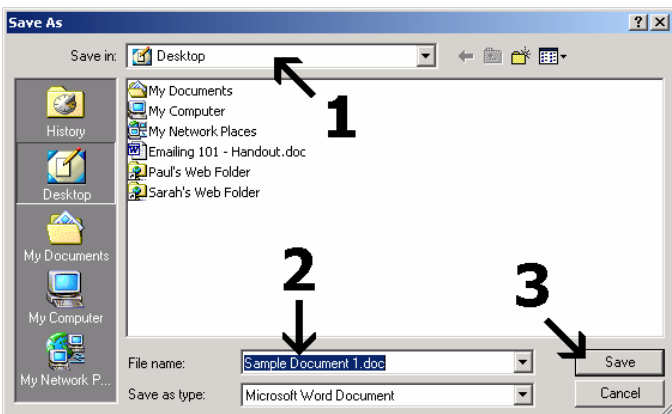
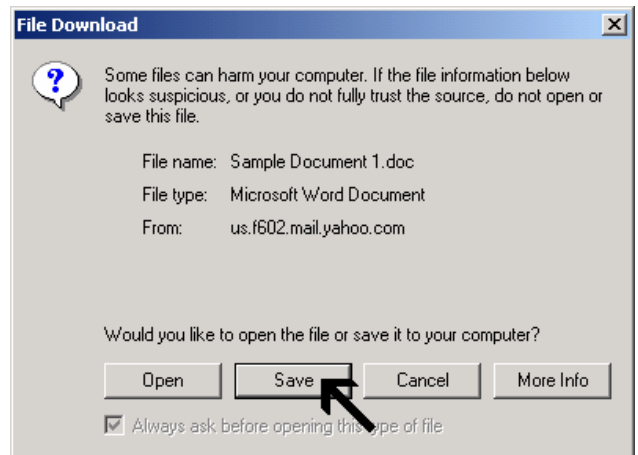
For image files in standard formats, you will see a small, preview image. For all other files you will just see the filenames.

You have two choices for dealing with attachments:

1. View the attachment using your Web browser. To do this, click on the **[View]** link after the filename. This option works well for photos, but for other types of files you will often get an error message.
2. Save the attachment to a disk or to your computer's hard drive. Click on the **Save to Computer** link to do this. Yahoo! Mail will scan the file for viruses before allowing you to download it.

Click on the **Download Attachment** button on the Virus Scan Results screen to continue to save the attachment. You should then see the File Download dialog box pop up on the screen, as shown to the right.

To save the file, click on the **Save** button. In the Save As dialog box, shown below, choose the location you want to save the file to (1) and the name you want to save the file under (2). Then click on the Save button to finish saving the file (3).

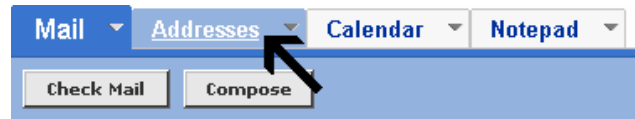


**HINT:** If you click on the **Open** button in the File Download dialog box, you will be able to open the attachment using the correct program for that file type. By doing this, you can view and even edit the file without saving it first.

## Using the Address Book

The Yahoo! Address Book allows you to store contact information for friends and family, so you don't have to memorize their email addresses or keep a paper list. When you compose a new message, you can then click on the [Insert addresses](#) link to add addresses from your address book.

To access the Yahoo! Address Book, click on the Addresses tab at the top of the screen, as shown to the right.



Once you're at the Yahoo! Address Book screen, click on the **Add Contact** button to add someone's contact information to your list. You should see this on the screen:

**NOTE:** The image to the right only shows part of the Add Contact screen. You can also type in phone and pager numbers, work and home addresses, birthday and anniversary dates, and notes.

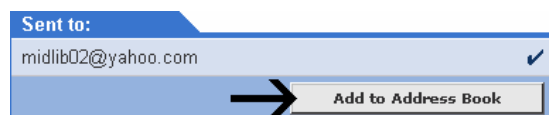
Click on **Save and Add Another** to save the information and then immediately add another entry to your address book.

Click on **Save** to save the information you have entered and add it to the list. When you do this, you will get a confirmation screen, as shown to the right.

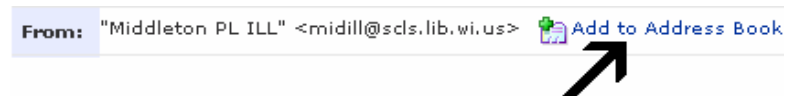
Click on the **Done** button to finish saving the information.

You can also add someone's contact information to your address book after you send an email to that person or after you open up a message that person has sent to you.

From the Reply Sent confirmation screen:



From the open message screen:



## Glossary of Other Email Terms

<b>Acronyms</b>	Abbreviations that are commonly used in email to communicate a message briefly. Ex. IMO = in my opinion; BTW = by the way.
<b>BCC</b>	Stands for "blind carbon copy." It is used when you are writing an email message and you don't want one recipient to know that you have also sent the message to another person.
<b>CC</b>	Stands for "carbon copy." It is used when you are writing an email message and you want to send a copy to another person.
<b>Emoticons</b>	Also referred to as "smilies," they are sideways faces created by typed symbols that are used to express emotion when communicating online. :-) Smiling, happy                      :-( Frowning, sad ;-) Winking                                :'-( Crying
<b>HTML</b>	Stands for "hypertext markup language." Email composed using HTML may not be able to be read by all email programs.
<b>Listserv</b>	Email-based mailing lists usually focused on a specific topic. To receive messages from a listserv, you must subscribe to it.
<b>Shouting</b>	When you're writing an email, if you type in all capital letters it is considered the online equivalent of shouting.
<b>Spam</b>	Unsolicited, junk email that is often commercial in nature.
<b>Virus</b>	A computer program that has been created to damage or otherwise cause problems with a computer. They are often spread through email attachments.

## Further Reading

These books, available from the library, will help you learn more about email and how to use it:

- E-mail for Dummies by John R. Levine
- E-mail Rules: A Business Guide to Managing Policies, Security, and Legal Issues, for E-mail and Digital Communications by Nancy Flynn
- How to Do Everything with Outlook 2003 by William Mann
- Strategic Business Letters and E-mail by Sheryl Lindsell-Roberts