

# A guide to email...



## ...for beginners

Turn a new page



Newcastle Libraries

## **What is email?**

Email is a way of sending messages or letters to someone electronically using the internet. Messages usually arrive instantly in the recipient's mailbox.

In order to use email you need to have an email address. There are many Internet Service Providers (ISPs) who provide email accounts with their internet packages. You can also subscribe for free to various web-based accounts such as Hotmail or Yahoo. These allow you to access your email from any computer in the world and this means you do not need your own computer at home to have an email address and receive emails. All of your emails are stored remotely on one of the company's secure servers. There is often an option to pay a monthly fee for an upgraded version of an account but the free versions are adequate for the average user of email.

## **What will this guide teach me?**

This guide will show you how to set up an email address using Yahoo! Mail. There are many other email providers available but all appear slightly different and it would not be possible to produce a guide to all of them. Feel free to choose another provider if you feel confident about following their on screen instructions yourself. Other providers of free email accounts are:

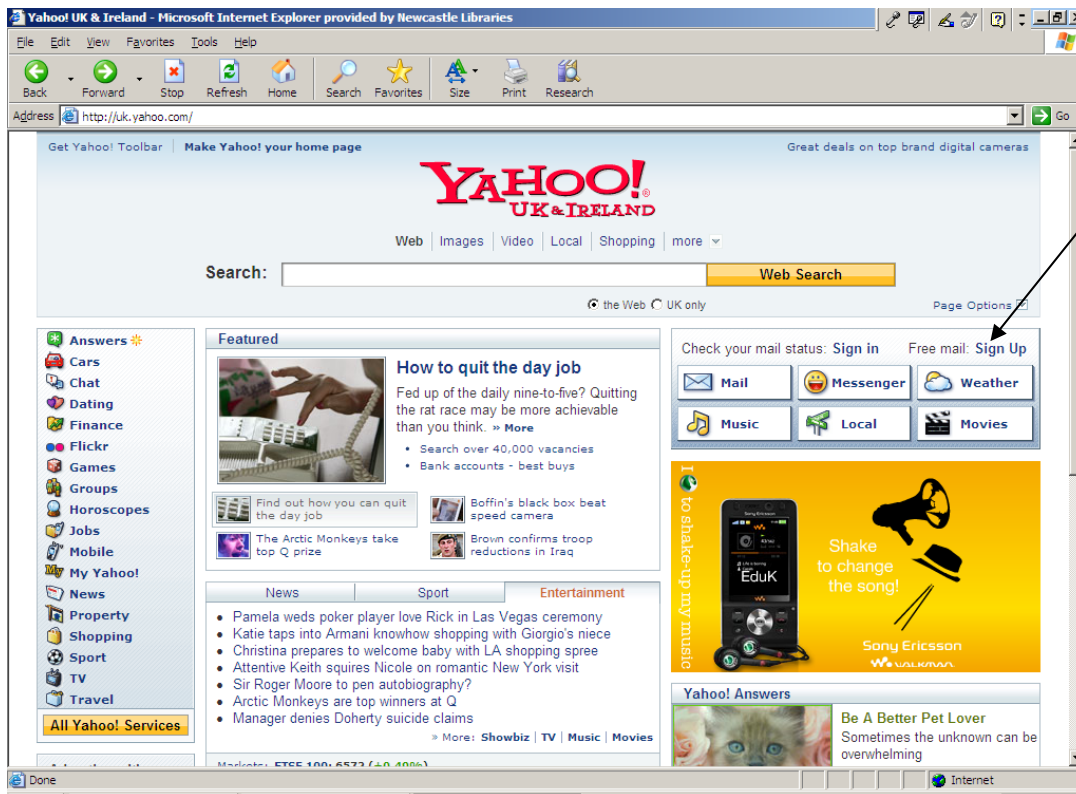
- Hotmail
- AOL
- Gmail (from Google)
- Lycos

This guide will also take you through the following subjects:

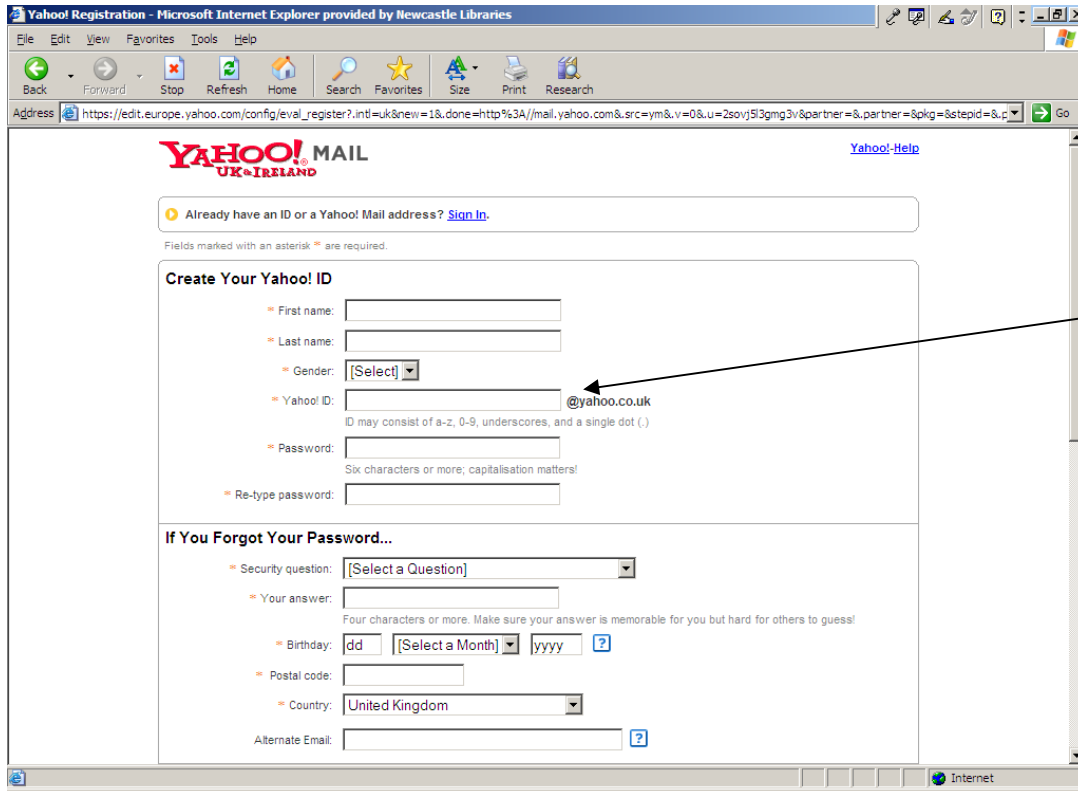
- Sending and receiving emails
- Adding an attachment
- Deleting emails
- Avoiding spam emails and deleting junk mail
- Email etiquette (often referred to as netiquette)

# Setting up a Yahoo! email account

1) Go to [www.yahoo.co.uk](http://www.yahoo.co.uk)



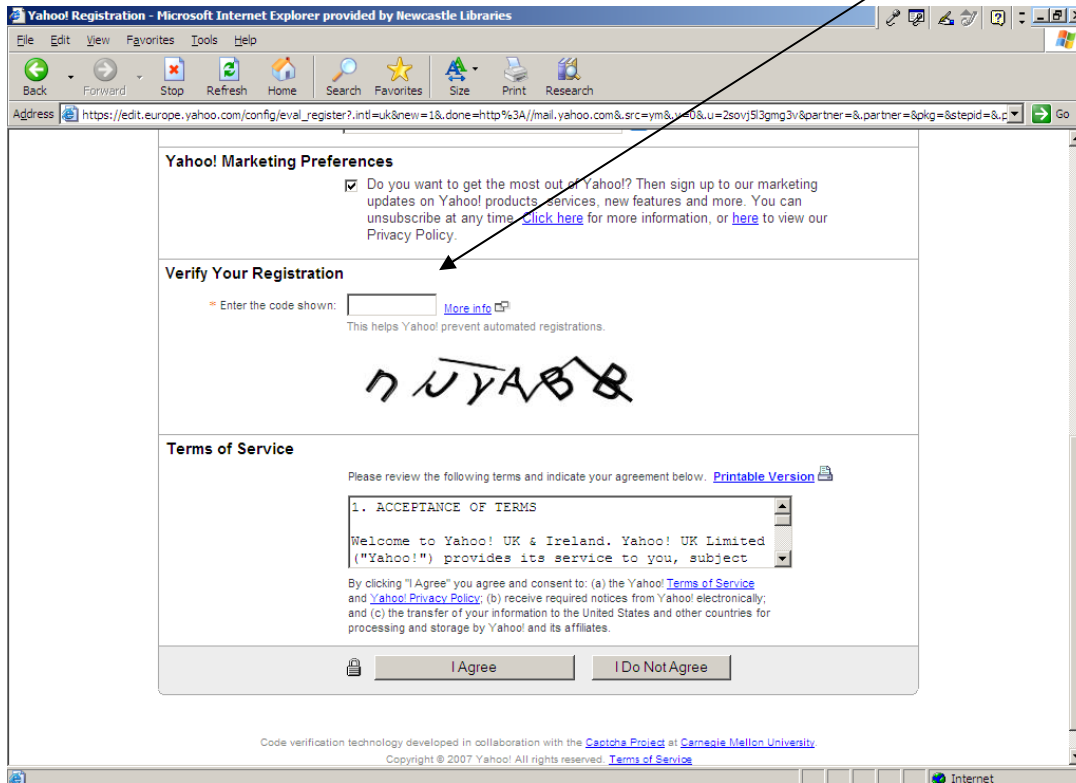
2) Click on the text 'Sign Up'. You will be taken to the registration page.



3) Fill out the registration form with your details.

You can type in your choice of email address here. You can type in your name or anything else you would like. It will end in @yahoo.co.uk. Once you have typed something in the box click on Check Availability to see if this email address is available.

4) At the bottom of the page you need to type in the letters shown on the screen for security purposes. It is case sensitive so if it shows a capital letter then type a capital letter in the box. Accept the Yahoo terms and conditions by clicking on I Agree to continue.



5) On the next screen click on Continue to Yahoo! Mail.

6) You will now be taken to your Yahoo! Inbox and there may be a short on-screen tutorial. You may follow the on-screen instructions if you wish to learn more about Yahoo! Mail.

## A basic overview of Yahoo! Mail

Click here to compose a new email.

It is important to click here to sign out – especially if you are using a public computer.

Your emails are stored in your inbox. Click this tab to go to your inbox.

Click here to print an email. It usually works better to click this print icon rather than going to File-Print in the menu bar (often email messages are printed incorrectly this way).

Click here to refresh the screen and check if you have any new emails.

Your emails are listed in date order in this pane and emails in bold text have not been read.

You can delete a message by selecting it and clicking here.

Your email message will appear in this pane.

The screenshot shows the Yahoo! Mail interface for the user internet.taster@yahoo.co.uk. The interface includes a top navigation bar with links for Home, Inbox (2 messages), and Options. Below this is a toolbar with icons for Delete, Reply, Forward, Spam, Move, and Print. The main email list shows two messages from Yahoo! with subjects 'Welcome to Yahoo! Mail Beta' and 'Welcome to Yahoo!'. The first message is dated Tue, 9/10/07 10:18 AM and is 1KB. The second message is dated Tue, 9/10/07 10:13 AM and is 1KB. The interface also features a left sidebar with folders like Inbox (1), Drafts, Sent, Spam, and Trash. A central pane displays a welcome message from Yahoo! Mail Beta, including a cartoon character holding a bouquet of flowers and a link to 'Tell me more'. The bottom of the interface shows a calendar for today (12/10) with no events.

	From	Subject	Date	Size
<input type="checkbox"/>	Yahoo!	Welcome to Yahoo! Mail Beta	Tue, 9/10/07 10:18 AM	1KB
<input type="checkbox"/>	Yahoo!	<b>Welcome to Yahoo!</b>	<b>Tue, 9/10/07 10:13 AM</b>	<b>1KB</b>

## **Reading and deleting emails in Yahoo! Mail**

To read an email simply click on the subject of the email or on the email sender. This will open the email and display its contents in a pane or window underneath your list of new emails.

To delete an email click on it and then click on the delete button near the top of the screen. To delete more than one email click on the box to the right of the email subject. This will place a tick in the box. Place ticks in the boxes of all the emails that you want to delete. Then click on the delete icon. Your deleted emails will be saved in a folder on the left called 'Trash' in case you have accidentally deleted something and need to refer back to it later.

## Writing an email in Yahoo! Mail

Click on the 'Compose' button at the top right of the screen (see previous diagram). You will then be presented with the screen below.

The screenshot shows the Yahoo! Mail 'New Email Message' interface. The user is logged in as internet.taster@yahoo.co.uk. The interface includes a top navigation bar with 'Home', 'Inbox 2 messages', and 'New Email Message' tabs. Below the navigation bar are buttons for 'Send', 'Attach', 'Save Draft', 'Spelling', and 'Cancel'. The 'To:' field is currently empty, and the 'Cc:' and 'Subject:' fields are also empty. The 'Subject:' field has a 'Plain Text' link next to it. The main body of the email is a large blank white space. The interface also features a left sidebar with folders like 'Inbox (1)', 'Drafts', 'Sent', 'Spam', 'Trash', 'Contacts', '0 Online', 'Calendar', 'Notepad', 'All Feeds', and 'My Folders'. At the bottom, there is a calendar widget showing 'TODAY: 10/19 No events. Click the plus sign to add an event.'

Click here to check the spelling in your email.

Once you have written your email, click here to send it.

Click here to add an attachment (see instructions further on).

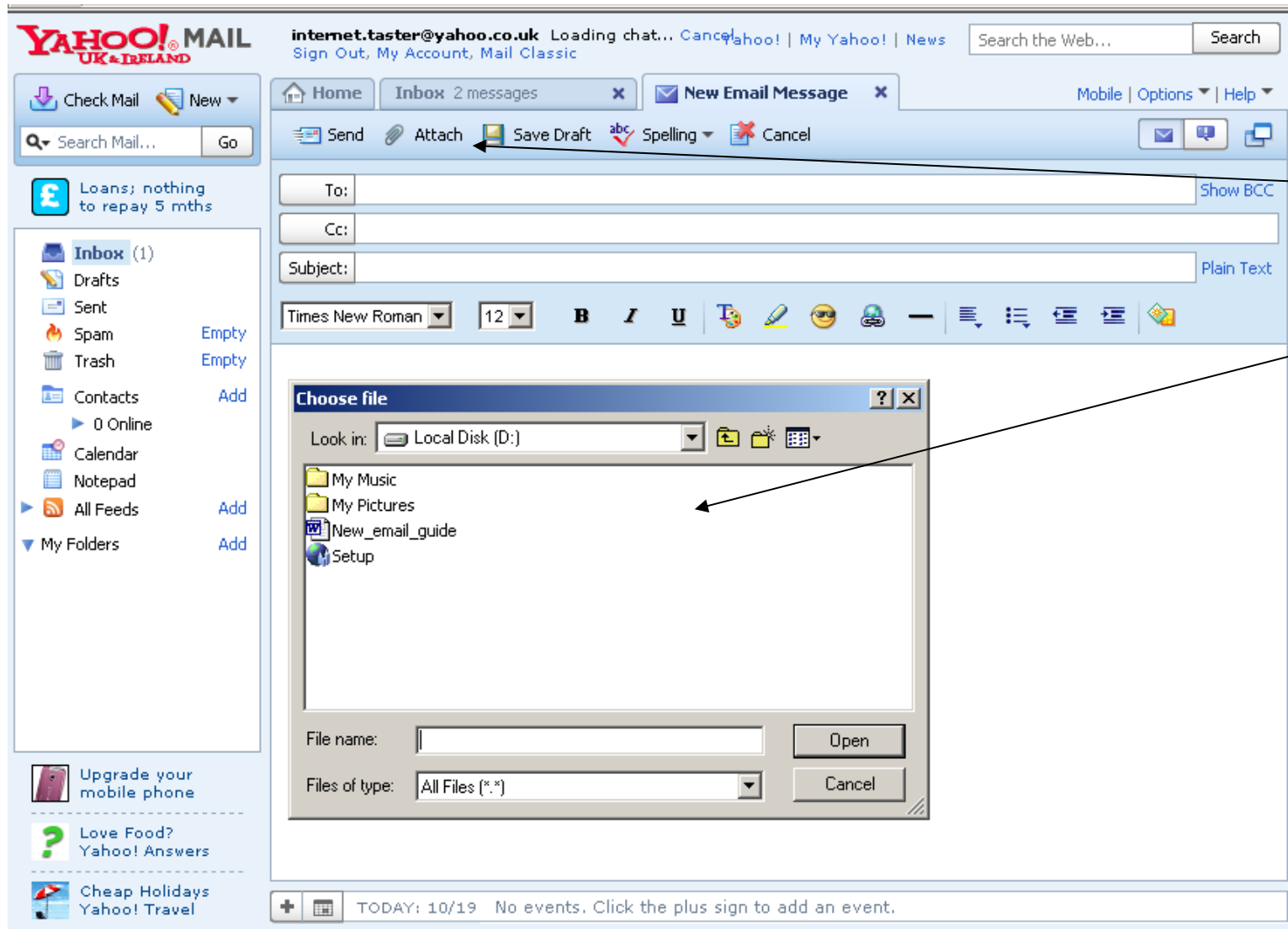
Type the email address of the recipient here. To send it to more than one person separate the email addresses with a comma.

Type your message in this blank space.

Type a subject for the email here.

## Adding an email attachment

You can attach documents such as Word files or pictures to an email message. This is useful if you are sending a prospective employer a CV for example.



When you click on the attach button a box will appear. This allows you to find the file you want to attach on your computer hard drive or a memory stick for example. Once you have found the file click on open. Yahoo! Mail will then upload this file and attach it to your email.

**YAHOO! MAIL** UK & IRELAND **internet.taster@yahoo.co.uk** Loading chat... Cancel Yahoo! | My Yahoo! | News Search the Web... Search

Home | **Inbox** 2 messages | **New Email Message** | Mobile | Options | Help

Send | Attach | Save Draft | Spelling | Cancel

To:  Show BCC

Cc:

Subject:  Plain Text

New\_email\_guide.doc (1144KB) Remove Total Size: 1144KB of 10MB **Norton AntiVirus**

Times New Roman | 12 | **B** | *I* | U | | | | | | | |

Upgrade your mobile phone

Love Food? Yahoo! Answers

Cheap Holidays Yahoo! Travel

TODAY: 10/19 No events. Click the plus sign to add an event.

You can see here that your file has been uploaded. Yahoo! Mail will also automatically do a virus scan as it is attaching the file.

You can see here that you can attach up to 10MB worth of files.

## Email etiquette – netiquette tips

- DO NOT TYPE COMPLETELY IN CAPITAL LETTERS AS WHEN WRITTEN ON-SCREEN IT APPEARS YOU ARE SHOUTING.
- Use proper spelling, grammar and punctuation.
- Do not type in shorthand when composing emails unless it's meant to be informal. For example use 'thanks' instead of 'thx' and 'please' instead of 'pls'.
- Avoid using smileys and other 'emoticons' when composing formal emails. For example do not use ☺ ;) or :-D
- Try to reply to emails promptly. Usually others expect a reply the same day and businesses who provide an email address should respond within the week at least.
- Do not forward chain emails or spam (junk emails) – just delete them.
- Make sure you have a relevant subject heading for your email.

## Email glossary

Below are a few terms that you may come across when using email:

### **Spam**

This refers to junk email that you may receive in your inbox. It's like receiving unwanted junk mail in the post. Usually there's a link within the email to unsubscribe but it is unwise to click on links in emails unless you trust the source. Often it is best to just delete the email. If you keep getting the same email regularly it is more likely to be from a reputable source. This could be from a site you have previously registered with or from a company who has been given your email address by an affiliated company.

### **BCC:**

This stands for blind carbon copy and means you can send the same email to many different people with them knowing who else you have sent it to. None of the recipients will see any of the other recipient's details.

### **CC:**

This stands for carbon copy and means you can send a copy of the email to other people and they will be able to see who else you have sent it to.

### **Spoof email**

A spoof email is an email which looks very similar to an email from a legitimate source but is in fact fraudulent. They can be very convincing as a fraudster often uses the same logos, designs and font as the legitimate company. Ebay and large banks are often a target for spoof emails.

## **Phishing**

This is an example of attempted fraud where a person or organised group send out large amounts of spoof emails pretending to be from a legitimate source (eg banks, ebay). They encourage you to click on links within emails which take you to fraudulent sites asking you to enter personal details such as bank account information.

## **Web-based email**

This is email that you can access from an internet browser on any computer in the world. It does not have to be accessed from special software installed on your computer at home.

## **Forward**

You can forward mail you have received to another person by clicking on the forward button and typing in their email address.

## **Mail bomb**

This is an orchestrated attempt to shut down a mail server by sending more messages than it can handle in a short period of time.

## **Mailing list**

You can subscribe to the mailing lists of various websites in order to receive a regular email newsletter detailing new products, news, events etc