



## **ARKS KEYS TO INFORMATION TECHNOLOGY**

E-MAIL



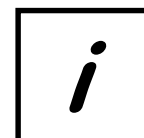
## Welcome to E-mail and the Internet

In this section of the pack you will learn how **e-mail** and the **Internet** work.

First a brief introduction to what the **Internet** and **e-mail** are.

### The Internet

The Internet is a worldwide network of computers. This means that millions of computers can link up to each other. Part of the Internet is the **World Wide Web**. The **World Wide Web**, or **www**, has hundreds of millions of pages of information that are waiting to be found by you.



### E-mail

**E-mail** is short for 'electronic mail'.

It is a way of sending messages from one computer to another, using the telephone system. These messages are delivered far quicker than ordinary 'snail mail', and usually just for the cost of a local phone call. They can be simple text or you can attach word processing documents, spreadsheets, images, sounds, animations etc. as well. You can easily send the same message to lots of different people if you wish.

### Let's Start With e-mail

What you need to be able to do this, is a '**modem**'. This can either be inside your computer or attached to the computer. There are many different types and external ones generally look like a small oblong shaped box with lights. Internal ones simply have a socket on the back for plugging into the phone line via a cable.

You also need to be registered with an **Internet Service Provider (ISP)**. The **ISP** 'connects' and sends your message to another computer. In large organisations, one message can be sent to hundreds of computers. A charge might be made for this service, and the costs can vary.

When you have registered with an **ISP**, you are asked to say what you want as your identifying name. This does not need to be your own name. You could use a nickname, but in general people use their own names.

This is then followed by the **ISP's** identification name. This is followed by the kind of organisation the **ISP** is. For example, in the UK, a company would usually have 'co' (company), a charity or other non-profit organisation would have 'org' and a college or university would have 'ac' (academic). Finally the country is identified. For Britain it is 'uk'.

Note that not all e-mail addresses follow this format. In the USA, addresses generally do not have a .us at the end. Anything that ends in a .com or .org or .net, without a country after it is assumed to be in the US, but this is not always the case.

So in the US, you are likely to see someone@somebusiness.com,

while in the UK you would have someone@somebusiness.co.uk,

in Australia it would be someone@somebusiness.com.au,

or Taiwan would be someone@somebusiness.com.tw.

Here are some examples of e-mail addresses:

Firstly, someone at Edinburgh University, who could be a student or a member of staff.

**bugs.bunny@ed.ac.uk** (This is not a real person!)

So you have the name: **bugs.bunny**

The **@** means simply 'at'

Then '**ed**' means Edinburgh

Then '**ac**' means academic institution

Then '**uk**' means the United Kingdom

E-mail

You could also have **furry.bunny@ed.ac.uk**. (This is not a real person either!)

This type of e-mail address means that there is a mailbox called '**bunny**' that can have a number of people using it. In this case someone has chosen '**bugs**' and '**furry**' as their names.

If there was a mailbox called '**rabbit**', you might have **furry.rabbit@ed.ac.uk**. This is not the same address as **furry.bunny@ed.ac.uk**, although **furry** might be the same person with two different e-mail accounts.

This form of e-mail addresses with the use of multiple mailboxes is more likely in larger organisations.

Secondly, there are e-mail addresses that do not use multiple named mailboxes. This example is someone at **Second Chance to Learn**, who could be a student or a member of staff.

**don\_duck@2ctl.org.uk** (This is not a real person either!)

First the name: **don\_duck**

The **@** means 'at'

'**2ctl**' is the **Domain Name** of 2nd Chance to Learn

Then '**org**' means charitable or non-profit organisation

Then '**uk**' means the United Kingdom

In this case all mail is sent to one mailbox – **someone@2ctl.org.uk**.

You may notice the full stop between the words. These are important as they help the computer to sort out who the person is and where the message is to be sent.



## What you have learned

Also note that there are no spaces in the address. This is very important.

Make sure that when you are typing in e-mail addresses or Internet addresses that you are:

- **Accurate**, and
- **Do not put any spaces in the address.** This can result in the e-mail being lost, or not delivered.
- Make sure that you use full stops, and not commas.

Also it is not a good idea to use CAPITAL LETTERS in place of lower case ones, because some computer systems treat them differently. **FRED@HOME.COM** might not necessarily be treated the same as **fred@home.com**.



## What you have learned

### Remember:

- Copy the address exactly
- Full stops and not commas
- No spaces in the address
- Stick to lower case text

Please try and answer these questions:

What is a Modem?



What do you think?

What does e-mail stand for?

What does an Internet Service Provider do?

Did you have any problems with these questions? Write your comments in the box.

## Using E-mail

In this section you will be using **Microsoft Outlook** to send e-mail. This will cover how to set up and send e-mail, answer e-mail and add people's names and e-mail addresses to a list.

After this, you will find out how to set up a free **Internet** e-mail address for yourself, which will let you read your mail from anywhere in the world.

## Introduction to Microsoft Outlook

**Microsoft Outlook** is part of and is used for e-mail, managing contacts and address lists, appointments, calendars and a whole lot more. This section will introduce you to sending and reading e-mails, and adding e-mail addresses to a list of contacts.

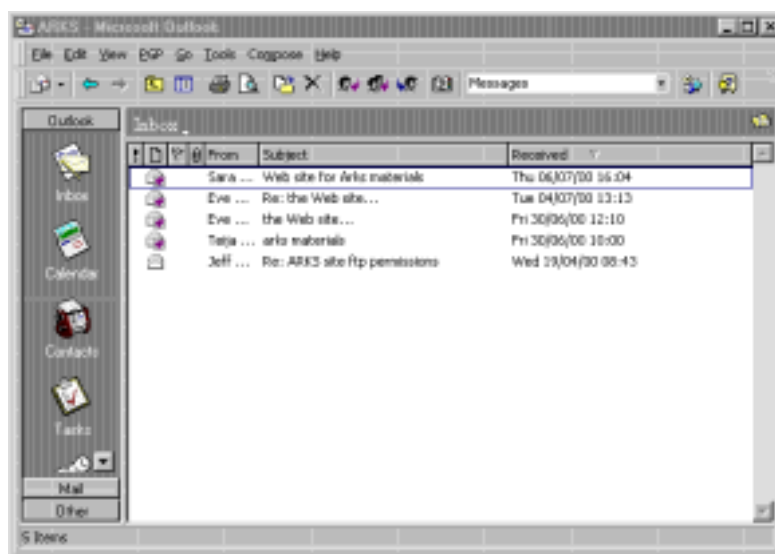


### Activity

#### Open Microsoft Outlook

Do this by finding **Outlook** on your desktop, and double clicking on the icon. If it is not on your desktop, you can find it by clicking on the **Start** button, moving the mouse to **Programs**, then find **Microsoft Outlook** and click on it to start.

You will see a screen something like this appearing.



Note that you do not need to be connected to the Internet when you are writing messages with **Outlook**. You can write messages off-line and then send them all at the same time when you are finished.

You only have to be online to send an e-mail, or check to see if there are any messages in your mailbox.

## Features of the Outlook Window

There are different areas of the **Outlook** window. You will probably be seeing the **Inbox window** to start with, and this is where all of the e-mails that people send you will be.

Firstly along the left edge of the window you will see a row of icons called **Inbox, Calendar, Contacts, Tasks** etc.

Click on each of these and see what happens.

For the moment all we are interested in are **Inbox** and **Contacts**.

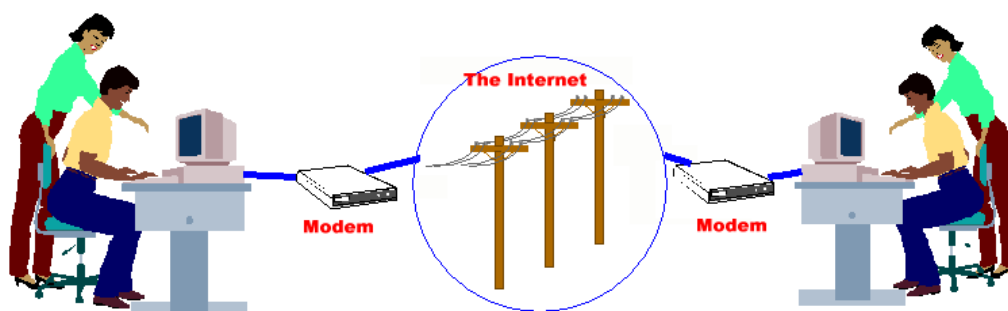
**Contacts** are where you keep peoples' names and e-mail addresses.

There are a number of buttons on the toolbar above the main window. Some you may have seen before using **Microsoft Word, Excel** etc. If you hold the mouse pointer over any of the buttons for a few seconds, a short explanation will appear. At this point, don't worry too much about what they all do. They will be explained as necessary.

## Sending an E-mail Message

Say you wanted to say "Happy Birthday" to a friend you have in Australia, and you had forgotten to send a card. If your friend had an **e-mail** address, you could **e-mail** the message and it would get there a few minutes after you sent it.

The diagram below shows you the route your **e-mail** would take.



As with all things connected with using a computer, the first time that you use the **e-mail** system you may feel a little apprehensive. This is normal. As there are so many different types of **e-mail** software, it would be impossible to show examples of them all. In general, they all perform the same kinds of functions but in slightly different ways. Once you understand the basics of e-mail using **Outlook**, you should have no problem adapting to the way other packages do things.

## Activity

### Let's send e-mail.

#### Before you start

You will need to have someone's **e-mail** address, and access to a computer that has an **e-mail** package and access to the **Internet**.

#### You want to send a 'Happy Birthday' message to your friend in Australia:

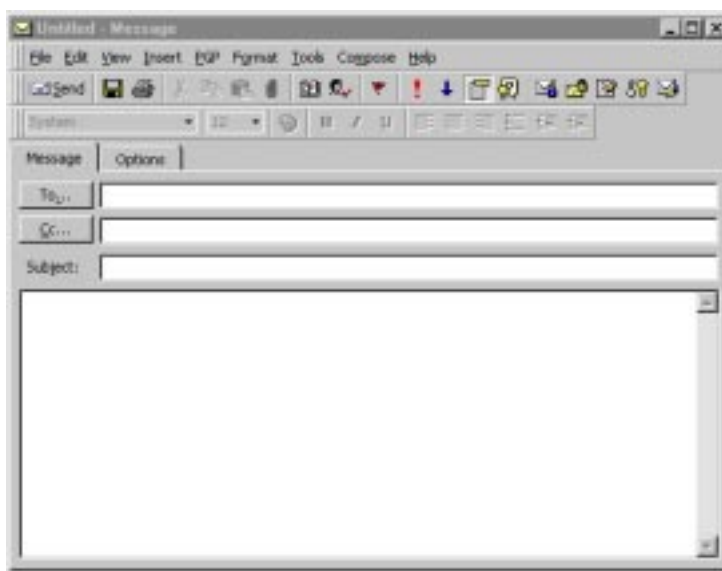
- Switch on your computer and let it **Boot up**
- Open your **e-mail** software. (Find and open **Microsoft Outlook**)

You will see the main screen of **Microsoft Outlook**

To start a new e-mail message:

- Click on **File, New** and then move across to **Mail Message**

A window like the one below will open:



You will notice two buttons labelled **To...** and **Cc...** with empty boxes next to them. Underneath these there is an empty box called **Subject:** and below that a large empty box where you will type your message.





### What Goes in These Boxes?

**To...** is where you type in the e-mail address of the person you want to send the e-mail to.

**Cc...** stands for **C**arbon **c**opy. You can send the same e-mail to lots of other people by putting their e-mail addresses in this box. The recipient of each e-mail will see who else it has been sent to.

**Subject** is what the e-mail is about. It is better to put something in here to let the person know what the e-mail is about without them having to open it first. Some e-mail packages insist that you put something in this box and will complain if you don't. It is good "netiquette" (net etiquette) for your e-mails to have a subject.

There is another option that is a variant of **Cc** called **Bcc**, which is short for **B**lind **c**arbon **c**opy. This lets you send the same e-mail to lots of people, just like **Cc**, but the other people's addresses are not shown on each e-mail.

**Bcc** is not shown on the e-mail form until names are added to the **Bcc** box.

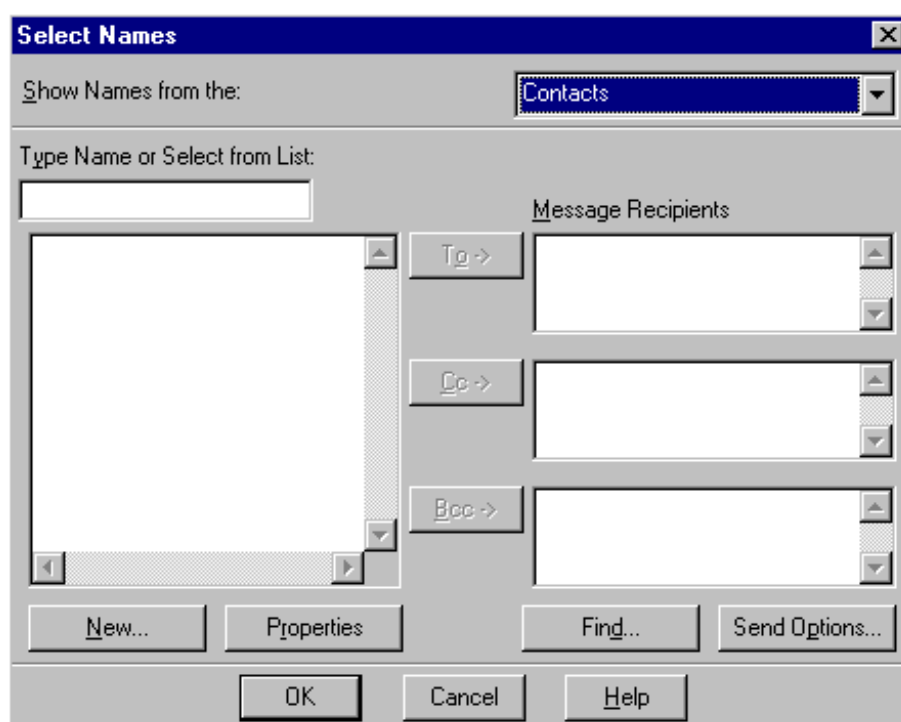
## Activity



### What the To... and Cc... buttons do

If you click on either of these buttons, **Outlook** will open up the list of **Contacts** for you to choose from. You do not have any names and e-mail addresses in your list of **Contacts** yet, so these buttons are not useful at the moment.

- Click on one, and a window like the following will appear:



As you can see, there are no entries in the **Contacts** list. We will be looking at adding **Contacts** shortly.

- Click on the **Cancel** button to close this window and go back to the main e-mail window.
- Click into the box next to the **To...** button.
- Type in your friend's e-mail address

Make sure you get this right with all the full stops in the right place, and no spaces.



## Activity continued

- Type in the **Subject** box 'Happy Birthday'
- Click onto the **message** box

This is usually the blank space under the **To:** and **Subject:** lines.

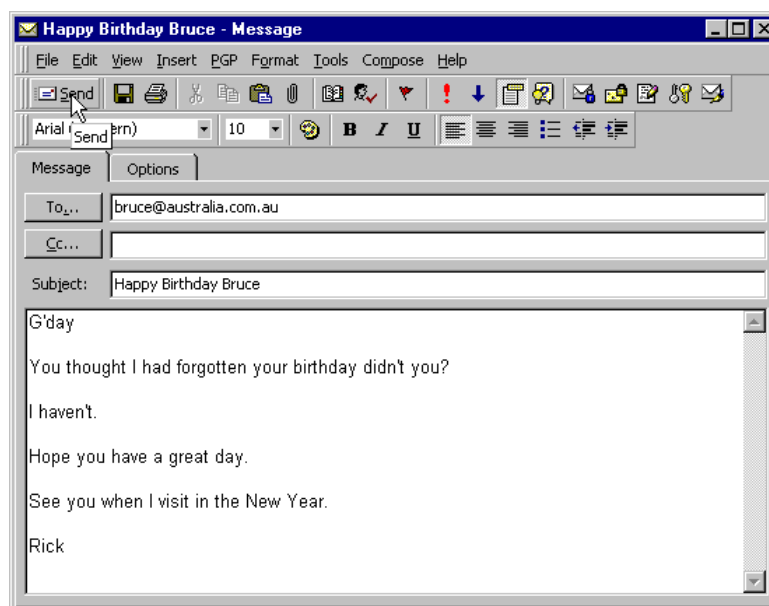
- Now you can type in your message.

Some advice about what you write in an **e-mail**: IF YOU USE CAPITAL LETTERS, THIS IS THE EQUIVALENT OF SHOUTING AT SOMEONE IN AN **e-mail**. This is not considered good "netiquette" (net etiquette).

## Sending your e-mail

There will be a **Send** option. This is usually under **File** on the **Menu** bar. Or there could be a **Send** button.

It might look something like the picture below:



- Click on this and your **e-mail** will be sent.

(Note: The above e-mail address is not real!)

**Outlook** will check your spelling for you before it is sent, so you can correct any spelling mistakes you might have made.

If you are not connected to the **Internet**, and you are using a **modem**, a box will open asking you if you want to **Connect** to the **Internet**.

- Click on **Connect**.

The computer will now dial out to the **Internet**, and send your message.

When the e-mail window has closed, your e-mail is on its way.

So to send a 'Happy Birthday' greeting to your friend in Australia, you have to:

- Open **Microsoft Outlook**
- Start a **New Message**
- Type in your friend's **e-mail** address
- Type something in the **Subject** box
- Type in what you want to say
- **Send** your **e-mail**



What you  
have learned

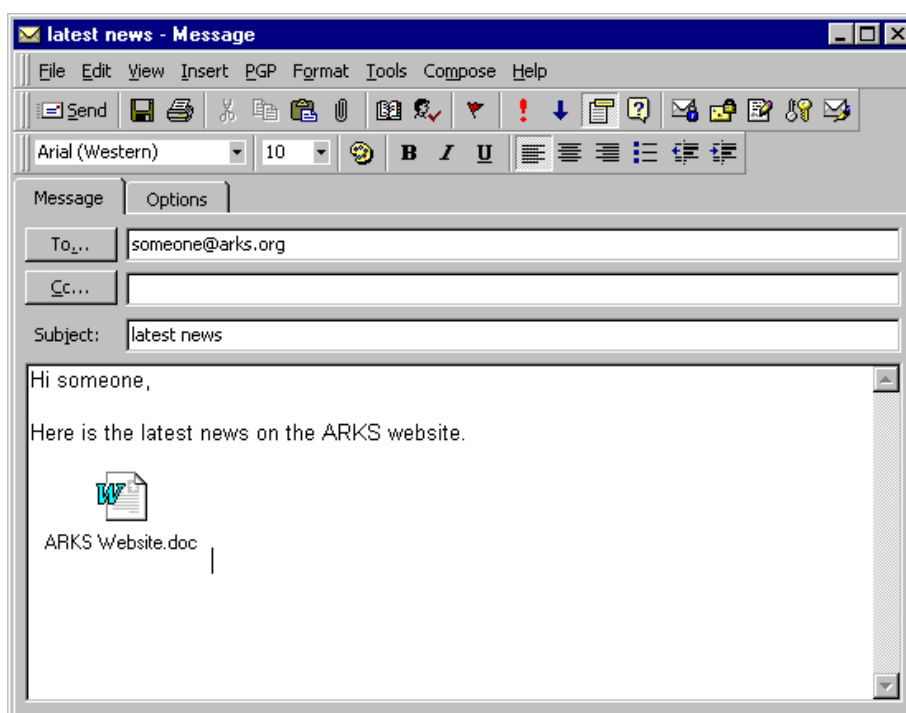
You can send much more than just a note to someone on **e-mail**. You can 'attach' things to your **e-mail**, such as other documents or pictures.

**If it is possible, try this out.**

With **Outlook**, you can attach documents to e-mail by going to the **Insert** menu, and clicking on **File**.

A file select dialogue box will open and you can choose which documents you want by finding them and selecting them.

Once you have clicked on **OK**, your e-mail window will look something like this:



Note: The address in the above image is not real!

### **How will you know if someone has sent you e-mail?**

Some **e-mail** software will let you know by flashing a symbol on your computer screen, or put a dialogue box on the screen telling you that a new mail message has arrived, and do you want to read it now? Others will have a red flag on your mailbox, but you would have to **logon** to find this out. To get the best out of your **e-mail**, you should check your mail regularly.

This may mean once a week, or it may mean several times a day, depending on how many messages you get, and how important they are.

With **Outlook**, any new messages in your **Inbox** will be shown in **bold**.

### **How do you read the message?**

You open the mailbox, usually by double clicking, and you will see how many messages you have.

You open each message by double clicking, and the message appears on the screen. It may have a lot of information about where the message came from and how it got to you. You do not need to be concerned with this information.

**Outlook** doesn't show this information as a matter of course, but you can see the specific details if you want.

Once you have read your mail, you may want to print it out. You do this the same way as you would normally print something.

### **If you want to keep a record of your e-mails**

Some **e-mail** software will let you do this by opening a folder where your messages can be stored. Once you get used to using the **e-mail** software that you have on your computer, you will be able to see how efficient it can be. It certainly is faster than using the postal system, and it saves paper.

**Please try and answer these questions:**

**What does it mean to logon?**

**What is the 'subject' box for?**

**If you used capital letters in e-mail, what does this mean?**

**How will you know if you have been sent e-mail?**

**Did you have any problems with these questions? Write your comments in the box.**

## Activity



### Adding E-mail Addresses to Contacts

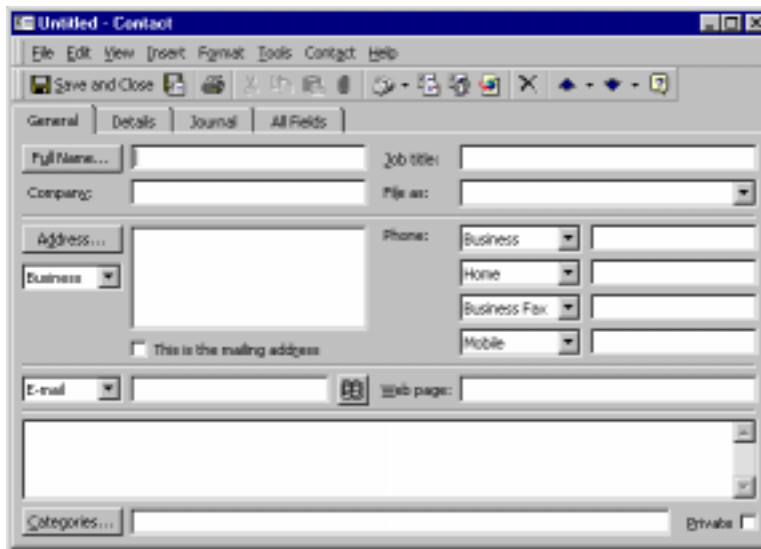
If you are going to send e-mail to someone regularly, or if you want to keep someone's e-mail address, it makes sense to have the computer store them for you, and this is where the **Contacts** section of **Outlook** comes in useful.

**Contacts** will do more than simply keep e-mail addresses, but for the moment, that is all we are going to use it for.

To add an address to **Contacts**, do the following:

- Open **Outlook** if it is not already open
- Click on **File, New**, move across and click on **New Contact**.

A window like the following will open:



You will notice several empty boxes in the window, allowing you to enter name, address, organisation etc.

To start with:

- Click in the **name** box and type in the person's first and surname.
- Click in the **e-mail address** box, and type in their e-mail address.



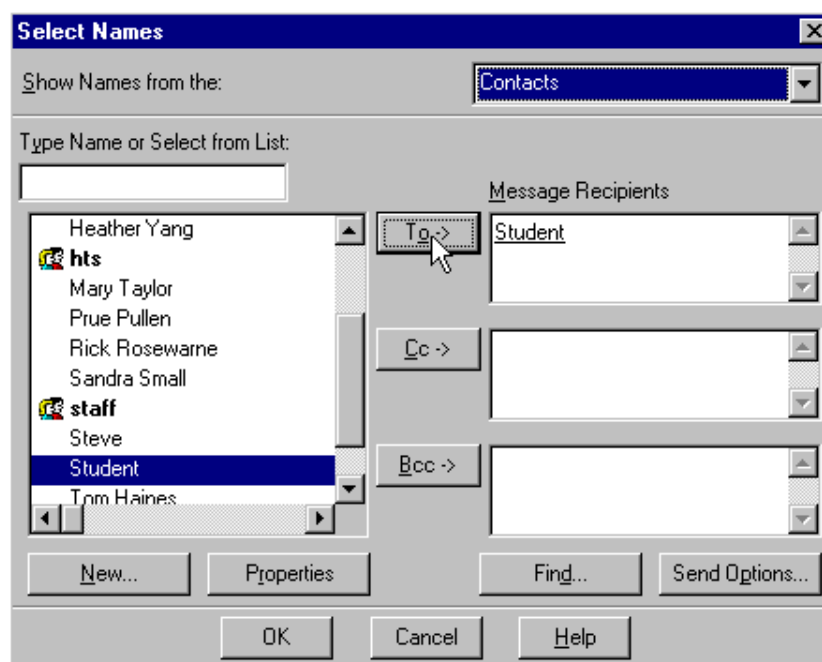
## Activity continued

Remember to type it in accurately, with no spaces, and to use full stops and not commas. These two entries and e-mail address **have** to be there. All the others are optional, but if you want to use **Outlook** as a Contact Manager, fill in the other fields that you think are important.

This booklet does not go any further into Contact Management.

- When you are finished, click on the **Save** button.  
The window will close.
- Click on the **Contacts** button on the left-hand edge of the main window.  
This will show everyone you have in **Contacts**. Your friend's name should now be there.
- Go to File, New, and click on **Mail Message**.  
The empty mail message window will appear.
- Click on the **To...** button

A window like the following will open:



## Activity continued

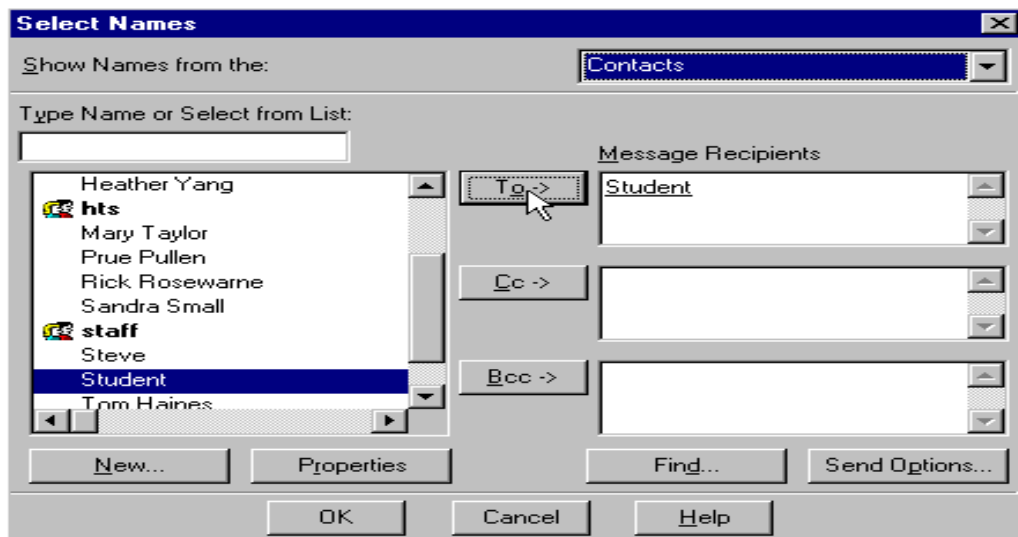


Activity  
continued

- Choose the name you want to send the mail to by clicking on it
- Click on the button with the **To→** next to the **To...** window  
This will copy the name into the **To...** box.
- Click on OK

Your empty message window will now have the underlined name of your friend in the **To...** box. Don't worry that you can't see the actual e-mail address. **Outlook** is trying to be a bit friendlier by showing the name of the person, rather than the e-mail address. When you send the e-mail **Outlook** will send it to the real e-mail address.

It should look like the following:



- Click on **OK**.
- Now you can type something in the **Subject** box, and then type a message to your friend.
- Click on **Send** when you have finished.

If you don't have anything to say at the moment, just close the message window, and say no when it asks you if you want to save changes.

It will make your life a lot easier if you keep names and e-mail addresses in **Contacts**. You can also create named groups of people and send them all the same e-mail if you want.



## Activity

### Using Web Based E-mail

You can set up a free e-mail account on the Web if you want to. Being based on the Web you can read your mail from anywhere in the world. All you need is an **Internet** connection. So you could go on holiday, go into a local cyber café and send electronic postcards to your friends and family back home.

How do these e-mail providers pay for this? Well, you have to put up with constantly changing adverts while you are reading your mail. This is a small price to pay for having the ability to read your e-mail anywhere, and you never know, you might see an advert for something you really, really want, but didn't know where to get it from.

There are several different providers, with the largest being **Hotmail**. **Hotmail** has tens of millions of subscribers, with more joining all the time.

### How to set up an account

This next exercise will set up a free web based e-mail account with **Hotmail**.

Firstly you have to register with **Hotmail** and choose a **sign in name** and **password**. You do this by filling in an on-line form and submitting it to **Hotmail**. Once the form has been filled in properly, your e-mail account is set up very quickly, and you can start sending e-mails straight afterwards.

Please read this next section carefully, as **Hotmail** is quite fussy about the forms being filled in properly.

## Activity continued

### Before you begin

Before you start it is a good idea to have a pen and paper handy so you can write down your new e-mail address, and until you learn it, your password.

**If you forget these, you will not be allowed into the system.**

**Appendix 3** contains the **Hotmail** Registration form. You may want to practice filling this in before you start.

First of all, you need to connect to the **Internet** and go to the Hotmail page.

### To do this:

- If your PC is off, switch on and **boot up** your computer.
- On your computer screen, you will see the **icon** for **Microsoft Internet Explorer**.
- Double click on this.
- Click on **Connect** if you have to, and then wait until the home page appears.
- Click into the address box, and type in the following **URL**:  
**http://www.hotmail.com**
- Click on the **Go Button** or press the **Enter/Return** key.





### Activity continued

When the **Hotmail** page has opened, your screen should look something like this:



Once the account has been set up, you would normally type in your user name and your password on this page, and go and see what mail you have. But first you have to set up an account.

- Click on the link that says **New User? Sign up now!**



## Activity continued

A fairly long form will load, and you will need to spend some time filling it in. The following picture shows you the first section of this form:

A screenshot of the Hotmail Registration form. The form is titled "Hotmail Registration" and is divided into two main sections: "Profile Information" and "Account Information".  
The "Profile Information" section includes:  
- First Name: [text input]  
- Last Name: [text input]  
- Country/Region: A dropdown menu with "United States" selected.  
- State: A dropdown menu with "Alabama" selected, with "in United States" below it.  
- Zip Code: [text input]  
- Time Zone: A dropdown menu with "GMT (Universal Time) - 11:45 AM GMT" selected.  
- Gender: Radio buttons for "Male" (selected) and "Female".  
- Birthday: Two dropdown menus for "Month" and "Day", followed by a text input for "Year" (e.g. 1980).  
- Occupation: A dropdown menu with "Select One" selected.  
The "Account Information" section includes:  
- Sign-In Name: [text input] @hotmail.com  
- Password: [text input]  
- Re-enter Password: [text input]  
There are small text boxes providing instructions for each field, such as "Your full name will be sent with all subsequent mail messages" and "Must be at least eight (8) characters long, may contain numbers (0-9) and upper and lowercase letters (A-Z, a-z), but not spaces. Make sure it is different from others to guess!".

Note that the box showing the **country/region** has the United States showing. You will need to change this to the country you are in. The form will then re-load automatically.

Change the **country/region** settings first,

- Click on the down arrow on the right of box
- Use the scroll bars until you see the country you want
- Click on the country



## Activity continued

The form will now re-load and you can start filling in your details.

Read this next section on **passwords**, **sign in names** and **secret questions** first before you fill those sections in.

## Passwords

It is normally a bad idea to write your password down where someone else can find it. You really do want to keep this private. Passwords for Hotmail need to be at least 8 characters long, so you could use a short phrase or two or more words together that you will find easy to remember. Try to avoid something that someone else can guess easily, so names of family and friends or pets are not a good idea.

**Make sure it is meaningful to you so you can remember it.**

**Make sure that someone else can't guess it.**

## Sign in Names

The sign in name is simply the name you want for your e-mail address, i.e. **someone@hotmail.com**. Hotmail has millions of subscribers, so it is unlikely that you will be able to use your name, as someone else is likely to have got there first. So if your name is John Smith, and you want your address to be **johnsmith@hotmail.com**, you will find that there have been many other John Smiths who have got there before you. Hotmail will offer you something like **johnsmith\_2540@hotmail.com**, or something similar. If you don't mind this, just accept what Hotmail offers. If not, you could try putting in your middle initial, separated by the underscore character (\_).

So you could try **john\_b\_smith@hotmail.com**.

Experiment with different variations like this until you find one that you like and Hotmail isn't using for someone else.

When Hotmail accepts your **sign in name**, **write it down**. If you forget **your sign in name** – you will never get back in to read your mail. You will simply not be allowed in.

**Do not forget your sign in name and password.**

## Secret Question

What happens if you forget your password?

Simple, Hotmail will not let you in.

This is where the **secret question** comes in. If you do forget your password, you can ask Hotmail to ask you a question that only **you** know the answer to. **You** decide what question it will ask you, and what the answer will be.

In the **Secret Question** box you could put:

What do you think of your favourite piece of music?

In the **Answer to Secret Question** box you could put:

Brilliant

So if you forgot your password, **Hotmail** would ask you your question and you would then enter your answer. **Exactly**. If you did answer it correctly, Hotmail will then let you in.

Again, make sure that your answer to the secret question means something to you, and is not easy for someone else to guess.

**Write down the answer to your secret question along with your e-mail address. Keep this somewhere safe until you can remember them.**

What if you forget your password, **and** the answer to your secret question?

You are out of luck. There is now **no way** to get in to read your mail.

Try not to do this.



What you  
have learned

E-mail

Fill in your details now, and when you are finished click on the **Sign Up** button at the bottom of the form.

- Fill in the name and address you want to use
- Fill in the other details
- Fill in the **sign in name** box
- Fill in the **password** box
- Fill in the **Secret Question** box
- Fill in the **Answer** to the secret question box.

It may take several tries with different **sign in names, passwords** and answers to **secret questions** before you get on to the next page.

The next page that loads is a legal agreement to using **Hotmail**. You have to say that you agree to the terms and conditions before you move on to the next stage, which is choosing if you want to subscribe to various newsletters etc. You can sign up to as many as you want or none at all.

Bear in mind though that if you sign up to a large number of these and don't regularly clear out your mail, you will quickly use up your space allocation, and **Hotmail** will end up closing your account down. You do not have unlimited space in your account, so you should regularly go through and delete anything you do not want to keep.

You have to use **Hotmail** regularly to keep the account open. Once a month or so will do. If you leave it for much longer than this, **Hotmail** will close the account.

## Using Hotmail

**Hotmail** behaves pretty much like any other e-mail package, with an **inbox** where your e-mail lives. There is somewhere to store your e-mail addresses, like **Contacts** in **Outlook**. You can create folders to store and organise e-mails you want to keep. Additionally there are options for different languages, chat rooms and more. You can block junk mail (known as **Spam**), send electronic postcards, add attachments etc. There are a lot of features to **Hotmail** that we will not cover here. Once you have a **Hotmail** account you can explore and experiment to see what you can do.

**Happy Hotmailing!**

**Congratulations and well done!**