



INTERNET ACCESS – Digital Literacy Course

Electronic Mail Module

NECA Training Curriculum

DIGITAL LITERACY – INTERNET ACCESS

MODULE TWO – Electronic Mail



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SLIDE-1: (cover slide) Electronic Mail

This module is the second in the Digital Literacy “Internet Access” course. It covers electronic mail, commonly referred to as email. Topics include setting up an email account, creating an email, sending an email, creating personal email folders, email security and email do’s and don’ts.

The slide notes are organized as follows:

1. **Bolded** words, or group of words, describe a bulleted item
 2. Background information
 3. *Italicized information* denotes particular emphasis, such as a critical concept
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SLIDE-2: Prerequisites

The prerequisite for this module is the Digital Literacy “First Steps” course or equivalent knowledge of the topics presented in that course.

FIRST STEPS overviews basic computer skills. Students learned how to connect a computer to required and optional devices, how to turn on the computer and logon and how to navigate around within a computer’s desktop. The student also learned how to create folders to store and retrieve items easily. Lastly, the student learned how to print and how to replicate items by using the cut, copy, and paste features.

The student should have also completed the **Internet Access** module in this course, or have equivalent knowledge.

SLIDE-3: Electronic Mail (Email)

Email is short for electronic mail. It is a tool for exchanging messages between users. Unlike a traditional letter sent via the postal service, a single email can be sent simultaneously to multiple recipients. Email also allows the user to attach and transmit documents, photos and other electronic information. With email, the message is sent in digital form over the Internet or some other computer network (e.g., a corporate network). Therefore, to use email the user’s computer or computing device must be connected to the Internet and/or computer network. Once that connection is established, email can be exchanged with anyone else who has a connection to the same network. This module discusses how to set up an email account, how to send and receive emails and how to manage and organize emails.

SLIDE-4: Electronic Mail (Email)

Some important facts regarding email:

- Email is a method for **exchanging messages** from an author to a recipient or recipients over the Internet or other computer network.

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- An email can **contain or have attached a variety of information**, including text, photographs, sounds, video clips, graphic images, etc. Essentially, almost any information that can be stored on a computer can be transmitted via email.
- Unlike traditional mail handled by the post office, an email can be sent to **multiple recipients**.
- Emails are delivered in a digital format across the Internet or some other computer network (e.g., a corporate network). Therefore, in order to send and receive emails, the user first **needs a connection to a computer network**. Emails can only be exchanged between users who are connected to the same network.

SLIDE-5: (agenda) Electronic Mail (Email)

This is the agenda of the topics in this module:

- **Email accounts** covers how to set up an account with an email provider and obtain an email address.
- **Creating and sending an email** will discuss how to compose and send an email, and in addition, point out ways to personalize it. The use of email attachments is also covered here.

SLIDE-6: (agenda) Electronic Mail (Email)

This is the agenda of topics in this module:

- The **Receiving an email** section will show how to access received email, including received attachments. The section also covers saving the received attachments and replying to, forwarding and deleting an email.
- **Personal folders** will look at ways to organize email.
- **Email do's and don'ts** will cover some email etiquette and safety issues.

Instructor: In this module there are no opportunities for hands-on Class Time. Class Time opportunities for this module would require that each student have an email account and address with training room access. Since this is unlikely, as an alternative, the module contains screen prints showing various email functions from a popular email provider. Most other providers' email programs have similar functions and interfaces. Assuming the training room has Internet access, the instructor may also want to demonstrate the topics by accessing a "live" email program. If, by chance, the training room does allow for students to work on a "live" email program, opportunities for Class Time are fairly intuitive.

SLIDE-7: (cover slide) Email Accounts

Before the user can send or receive an email, they must first establish an email account. This section will discuss two ways to establish an account. Once the email account is established, the module then shows how to obtain an email address and how to set up the service.

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SLIDE-8: Email Accounts – Overview

As previously mentioned, email is the transmission of messages over the Internet (or some other computer network).

Once a network connection is established, an email account can be obtained from an online email service provider (**web-based**), or it can be obtained directly from the ISP (**client-based**). Pros and cons for both are examined in detail over the next few slides.

Instructor: This module uses Microsoft Windows Live Mail as an example of client-based email. If the local ISP provides a different email client, the instructor may wish to revise the slides which discuss client-based email to reflect the client used by the local ISP. This may also be an opportunity to promote the services of the local ISP.

SLIDE-9: Email Accounts – Overview

Web-based email accounts allow the user to access email from a website. The user may choose from a variety of service providers.

- With web-based email, the user simply goes to the **provider's website** to access their email account
 - The user's emails are **stored on the provider's network**, not on the user's computer
 - Emails are composed, sent and received via a provider's website using an **Internet browser**. There is no email program resident on the user's computer
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SLIDE-10: Email Accounts – Overview

The use of web-based email has several **pros and cons**.

Pros:

- Most web-based email accounts are free. Most web-based email providers display advertisements to recover their costs (and earn a profit). Ads typically appear when users log on to check their email.
- Web-based email can be accessed from any computer or computer device with Internet access.
- Users do not need to install an email program on their computer. When using an Internet browser compatible with the email program, email can be sent and retrieved by visiting the website where the email account resides. However, if the user also has a client-based account, it can be setup to receive web-based email as well.

Cons:

- Most web-based email providers do not provide customer support to address user account issues.
- Many web-based email providers close an account if it is inactive for a long period of time. For example, one month.
- Most sites offer no guarantee emails are kept private.

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- Internet access is required to access a web-based account. If an Internet connection is unavailable, so is the email account.

SLIDE-11: Email Accounts – Overview

A client-based email account typically requires an email client (program) to **be installed on the computer**. For home users, these accounts are usually administered by an Internet Service Provider (ISP). There are a variety of email programs available. A few of them were listed on an earlier slide.

SLIDE-12: Email Accounts – Overview

As with web-based email, client-based email has several **pros and cons**.

Pros:

- Most ISPs have staff available to assist with account setup and troubleshooting problems.
- Many ISPs also have a website to allow access to limited email services while the user is away from their home or business computer. Typically these sites only display new email messages, not messages already read from the home/business computer.
- Client-based accounts provide tools for sorting and storing your emails. These tools may not be available with a web-based account.
- Client-based accounts store emails and allow them to be read and composed even when the user is not connected to the Internet. Since emails are stored on the computer, the user can read recent emails previously downloaded without reconnecting to the Internet. However, the user would need to use an Internet connection to send or receive new emails.
- Many email programs allow the user to receive email from both the client-based account and web-based account. This means the user does not need to navigate multiple Internet screens if they have more than one account.

Cons:

- The user is tied to their ISP.
- The user may lose their client-based account if they relocate to an area not served by that ISP.
- The account is lost if the ISP goes out of business.

SLIDE-13: (cover slide) Electronic Mail – Setting up Email Services

This section details how to set up a web-based and client-based email account including the installation and customization of the email programs used by these services.

SLIDE-14: Email Accounts – Setting up Web-based Email Services

The following slides provide an example of setting up a web-based email account. This example uses Gmail. The set-up process for many other web-based email services is similar. The user begins by opening their Internet browser. They then conduct a search for “Gmail” using a search engine or type www.gmail.com in the address bar. The same method would be used to access other web-based email providers. Once on the site, find the “Create an Account” option as shown on this slide. Click the button to begin.

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SLIDE-15: Email Accounts – Setting up Web-based Email Services

Some basic information must be provided to open an account. This includes personal identifier information. The user must also select an email address and password. The user proceeds by following the instructions supplied by the site.

SLIDE-16: Email Accounts – Setting up Web-based Email Services

The user will be given an email address and prompted to continue to the *mailbox*.

SLIDE-17: Email Accounts – Setting up Web-based Email Services

The Mailbox will list any received emails. Other web-based provider websites have similar appearances to Gmail.

SLIDE-18: Email Accounts – Setting up Client-based Email Services

A variety of Email Clients (software) are available. Windows Live Mail, for example, is often pre-installed on PCs using a Windows Operating System. The following slides will demonstrate this client. The user can either obtain this program as part of a software package or download it from the Internet. Like Windows Live Mail, Microsoft Outlook is sometimes pre-installed on PCs. The setup of Microsoft Outlook is very similar to the setup of Windows Live Mail. All clients allow the user to **receive email via the ISP**. Many email clients allow the user to **receive web-based email** via the client. It can be a one-stop-shop for all email if the user has multiple email accounts.

SLIDE-19: Email Accounts – Setting up Client-based Email Services

Begin by opening Windows Live Mail from the Start Menu. On the list of available programs, select Windows Live Mail. It may be located in another place on the list than shown here.

SLIDE-20: Email Accounts – Setting up Client-based Email Services

The user must first provide the Client with the information it needs to collect the email. The user begins by left-clicking on the small button shown here in the upper left hand corner.

SLIDE-21: Email Accounts – Setting up Client-based Email Services

A drop-down menu will appear. The user then clicks on Options to see a more detailed menu.

SLIDE-22: Email Accounts – Setting up Client-based Email Services

Left-click on the Email accounts option.

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SLIDE-23: Email Accounts – Setting up Client-based Email Services

The “Accounts” dialog box will appear. To add an email account, select the Add button.

SLIDE-24: Email Accounts – Setting up Client-based Email Services

The user is offered a few options on this menu. To add a new Email Account, the user selects Email Accounts and then clicks on the Next button.

SLIDE-25: Email Accounts – Setting up Client-based Email Services

The “Windows Live Mail” dialog box will appear. The user must populate required fields to access their email. The user will be prompted for the email address previously established with the ISP. The next field asks for the password associated with that address. If the user checks the box labeled “Remember this password,” they will not be required to enter their password each time they open the email client. If unchecked, the user will be prompted to enter their password every time the client is opened. It is the user’s choice whether or not to check the box.

Caution the student if they check the box and then someone else opens their email client from the same computer, that person will have access to all their email. The “Display name for your sent messages” field identifies how the name will appear on sent emails. Click on the Next button.

SLIDE-26: Email Accounts – Setting up Client-based Email Services

Next, email server settings must be configured. The information necessary for completing this screen is provided by the ISP. The ISP can indicate if the server type is POP or IMAP, and also provide the incoming and outgoing server addresses. Contact the ISP if this information has not been provided. Once the appropriate information is entered into these fields, the Next button becomes available. Click Next.

SLIDE-27: Email Accounts – Setting up Client-based Email Services

If all requested fields have been populated correctly, the screen displayed on this slide will appear. When the Finish button is clicked, email set up is complete and the dialog box will close. If the user wanted to include his web-based accounts on this client, they could follow the steps just discussed, but populate the required fields with the information appropriate for the other web-based email accounts.

SLIDE-28: Email Accounts – Setting up Client-based Email Services

To access email, the user clicks on the email client icon located on the Start Menu. If the user did not select the Remember Password option during the set up process they will be asked to provide the account password. This slide displays the email log on screen.

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SLIDE-29: Email Accounts – Setting up Client-based Email Services

When the client software opens, the email box is available. If other email accounts have been established, each will have its own set of “boxes.” Clicking the Inbox will show any email received.

Drafts are emails that have been started but have not yet been sent. Sent items are emails that have been sent. Junk Email is anything the system identifies as unsolicited e-mail sent to a large number of addresses. The user can also classify as junk any other email in their email box. To do this, the user right clicks on the email and selects Junk from the menu. The user is then given the option to block that particular sender. If block is selected, future email from that sender automatically is routed to the Junk email folder. The deleted items folder contains emails that have been deleted from any of the “boxes.”

SLIDE-30: (cover slide) Creating an Email

The next few slides detail the creation, customization and sending of emails and attachments. The email account must already be set up to perform these functions. Gmail will be used for the examples in this section. The steps described here are very similar to those steps used on other web-based or client-based programs.

SLIDE-31: Creating an Email – Overview

In order to create and send an email, the email account must be open. In this example, Gmail has a button in the corner labeled “Compose.” Most email programs have a similar feature but may label it differently, for example “New Email.” To create an email, select this button.

SLIDE-32: Creating an Email – Overview

Once clicked, the user will see a screen similar to the one displayed on this slide. There will be many options to choose from. Some of these options will be reviewed over the next few slides.

SLIDE-33: Creating an Email – Overview

Several key fields are displayed on this slide. The first is the “To Field”: This field is used to identify the primary recipient(s) of this email. This field is mandatory. The user populates this field with the recipient’s email address. Below this line are fields that allow the user to Copy (Cc) or Blind Copy (Bcc) other recipients, again by entering their email addresses. The Cc and Bcc fields are optional.

The next field is the Subject. Here, the subject of the email should be identified. While this field is optional, it is good practice to populate this field with a short description of the email’s content. A good description allows the recipient to determine email priority and allows them to later find that email more quickly.

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The next field is the largest. This field contains the email message, also referred to as the body of the email. This is where the message is typed.

Once these fields are populated, and assuming the user does not wish to attach anything, the user clicks on the “Send” button to send the email to the recipient(s).

SLIDE-34: Creating an Email – Overview

Most email programs will display a message if the email was successfully sent. Gmail, for example, displays the message circled on this slide. If the user does not receive a “sent message,” the user can look for the message in the Sent folder.

SLIDE-35: Creating an Email – Overview

Once an email is sent, it is saved to the Sent folder shown here. Clicking on this folder displays all the emails the user has sent. Not only can the user see if the email has been sent, the user can also see the name of the recipient and the date and time it was sent. The user can open any sent item to view its full contents.

SLIDE-36: Creating an Email – Font, Spelling and Signatures

The next section provides the student with basic techniques to customize email text, check spelling and add signatures. Prior to typing the message, the user can set default font type, size and color. Appearance can also be customized after the email has been drafted.

In Gmail, the font type can be set by selecting the icon shown inside the red circle on the slide. Clicking on the icon displays the drop-down menu. From this menu, the new font can be selected. The font type on existing text can be changed by highlighting the desired text, then following the same process.

There is a large variety of fonts to choose from. It is best to select a font that is easy to read.

SLIDE-37: Creating an Email – Font, Spelling and Signatures

The circled icon on this slide allows the user to set the size of the font. Again, the user can set the size before typing the message, or change the size on existing text. Keep in mind your recipient when choosing a font size.

SLIDE-38: Creating an Email – Font, Spelling and Signatures

The next option allows the user to select a color for selected text. The student should be instructed to select colors that are easily read.

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SLIDE-39: Creating an Email – Font, Spelling and Signatures

Once the body of the email has been formatted, the user should check it for spelling errors. In Gmail, the user clicks on the “Check Spelling” button. Other email programs have this feature as well. Some programs may automatically check the message for questionable spelling while the body of the email is typed. After the spell check button is clicked, misspelled words will be highlighted. Many email programs suggest and display corrected spellings.

SLIDE-40: Creating an Email – Font, Spelling and Signatures

All email programs allow the user to control the appearance of future emails. “Settings” allows the user to set their preferences. The email program will retain those preferences and use them until such time as the user modifies the settings.

Selecting the button highlighted on this slide displays the settings menu. Other email program’s settings buttons may have a different appearance.

The next few slides show how the settings can be changed to create a signature that will be populated at the end of any sent emails.

SLIDE-41: Creating an Email – Font, Spelling and Signatures

This slide shows the General Settings menu. The user scrolls down the page to find the option to set up a signature.

SLIDE-42: Creating an Email – Font, Spelling and Signatures

In Gmail, the default setting for signatures is “no signature.” To change this default, the user first selects the button for signature. The user then clicks in the white text box and types a signature as it should appear at the end of the email.

SLIDE-43: Creating an Email – Font, Spelling and Signatures

This slide shows an example of an email signature.

SLIDE-44: Creating an Email – Font, Spelling and Signatures

To save the signature (and any other changes made to settings), the user must click the “Save Changes” button at the bottom of the page.

SLIDE-45: Creating an Email – Font, Spelling and Signatures

To ensure the signature appears as expected, the user should click on the “Compose” button to begin creating an email.

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SLIDE-46: Creating an Email – Font, Spelling and Signatures

If the user sees the signature line as demonstrated here, set up was completed correctly.

SLIDE-47: Creating an Email – Attachments

An attachment is any information the user wishes to include with the email. Using a US mail analogy, one could think of the attachment as an insert to be included with the letter in the mailed envelope. An attachment could be a **photo, text file, sound file or video clip**. In fact it could be almost anything stored on the computer. The next few slides detail the process for attaching an object to an email.

SLIDE-48: Creating an Email – Attachments

To begin, the user clicks on the “Compose” button to open (create) a new email.

SLIDE-49: Creating an Email – Attachments

As discussed earlier, the user would first populate the To and Subject fields then compose a message in the text box provided. To attach a file(s), the user then clicks on the link labeled “Attach a File.”

Note: In many email programs (both web-based and client-based), the icon used to attach a file resembles a paper clip.

SLIDE-50: Creating an Email – Attachments

A dialog box opens allowing the user to locate the file or files they wish to attach. In the First Steps: Electronic Folders, file structures were discussed. By navigating that structure via the attach file dialog box, the file(s) to be attached may be located. When the desired file is located, the user will highlight it, and then click on the Open button at the bottom of the box, or simply double-click the desired file.

SLIDE-51: Creating an Email – Attachments

Notice the selected computer file is now listed above the “Attach a File” link. Also, the link no longer says “Attach a File” but instead says “Attach another file.” The user could then either send the email or attach additional files using the same process. The user should be mindful that the more files attached to an email, the larger the size of the email. This is noteworthy as some email providers block emails that exceed a certain size.

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SLIDE-52: Creating an Email – Attachment Example

Some software programs allow a file created by that program to be directly attached to an email. This slide displays a document created using Microsoft Word. It is a flyer, but the process would work the same for any type of Word document. After saving the document on the computer, the user could forward a copy of it to someone else as an attachment to an email. To begin the process, left-click on the “File” tab in the upper left hand corner.

SLIDE-53: Creating an Email – Attachment Example

This menu would then appear on the screen. To send the document, select Save & Send (highlighted in blue). A submenu with further options appears. To send the document the user would select Send Using Email and Send as Attachment as highlighted in yellow.

SLIDE-54: Creating an Email – Attachment Example

An email box would then open allowing the user to select a recipient. The user could change the Subject line to make it more descriptive if they wished. Note the document is listed next to the Attached: field and it indicates it is a Word document as indicated by the Word icon. The user could then compose the email message. When finished, the Send button is clicked.

SLIDE-55: Creating an Email – Sending

Once composed and formatted, the email is almost ready to send. Before sending, the user should ensure the recipient and subject lines are properly populated. The user should then correct misspellings and/or grammatical errors. When finished, the user sends the email by clicking the Send button. This slide shows the “Send” button for Gmail.

SLIDE-56: Creating an Email – Sending

This slide shows the location of the “Send” button on the client-based Windows Live Mail. Whether the user has chosen a web-based or a client-based email service, the Send button will be prominently located on the page. As previously discussed, the user may verify the email was sent by checking the Sent folder.

SLIDE-57: (cover slide) Electronic Mail – Receiving an Email

The process for reviewing received emails is relatively simple. This process is reviewed on the next slide.

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SLIDE-58: Receiving an Email – Overview

This slide shows a typical home screen for an email account. It displays a list of the available folders (left). On this slide, the Inbox folder color is different. This indicates the user is currently viewing the Inbox folder. The user can select other folders with their mouse (left click). In this example, the number 4 appears in parenthesis next to the Inbox folder. This indicates there are 4 unread emails in the Inbox. These could be emails that have recently been delivered to the Inbox, or older emails the user has not yet opened. The list of all undeleted emails is displayed in the middle of the page. Unviewed emails are bolded. Previously viewed emails are not.

The Inbox in this example also displays the sender's name and the time the email was delivered.

SLIDE-59: Receiving an Email – Overview

This slide displays a sample Inbox. As indicated on the screen, there are 4 unread emails. To read one of the emails, the user double clicks it.

SLIDE-60: Receiving an Email – Overview

When viewing the email, the user navigates vertical by using the scroll bar highlighted on the slide. This action is often required when the email is too long to fit on the screen. If the mouse has a scroll wheel, it can be used to navigate up or down the screen.

SLIDE-61: Receiving an Email – Overview

After reading the email, the user closes it and returns to the Inbox. As shown on this slide, once the email has been opened and read, it appears unbolded. The Inbox now indicates there are only three unread emails.

SLIDE-62: Receiving an Email – Opening Received Email Attachments

Determining when an email contains an attachment, and how to open an attachment is discussed over the next few slides.

The email displayed here has an attachment. In Gmail, the existence of an attachment is indicated by the paperclip icon to the right of the email. The small yellow folder to the right of the Sender's name also indicates there is an attachment included with this email. Other email services have similar attachment indicators.

To view the email and attachment, the user double-clicks the email.

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SLIDE-63: Receiving an Email – Opening Received Email Attachments

Once the email is open, the user can see the attachment as shown on the slide. Using Gmail, the user may either view (open) the attachment or download (save) a copy of it to the user's computer. Other email programs may allow the user to print the document without first opening it. Clicking on View opens the attachment.

SLIDE-64: Receiving an Email – Opening Received Email Attachments

This slide illustrates a sample attachment. The name of the file is displayed at the top of the page. As discussed earlier, an attachment can be any type of computer file including documents, spreadsheets, pictures, etc.

SLIDE-65: Receiving an Email – Saving Received Email Attachments

The user may decide to save the email attachment. This requires downloading the attachment to the user's computer. In Gmail, click on the "Download" link below the attachment name.

SLIDE-66: Receiving an Email – Saving Received Email Attachments

Clicking on the "Download" link will open a dialog box which asks the user to open or save the attachment. Clicking "Save" will open the Save File dialog window, where the user can specify a file name and location for the saved attachment.

SLIDE-67: Receiving an Email – Malware

A topic that must be discussed in conjunction with the receipt of emails is malware. Malware is broadly defined as software designed to interfere with a computer's normal functioning. Typically, it is meant to attack or disrupt the user's computer. Malware can be used to gather personal or sensitive information, disrupt computer processing speed, destroy data or to send infected emails to the user's contacts. Malware is often distributed via email. The upcoming module on Internet Security will cover this topic in more detail, and provide ways to protect against malware.

SLIDE-68: Receiving an Email – Replying

Often, a user may wish to reply to an email. This is a simple process, regardless of the email program used. In Gmail, to send a reply, simply click on the button highlighted on this slide. If the original email has more than one recipient, an option is provided to allow response to be sent only to the sender, or to reply to the sender and all recipients.

In many email programs, the reply function is easier. Most have a specific button labeled Reply or Reply All.

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SLIDE-69: Receiving an Email – Replying

Once the user selects “Reply,” the screen displayed on this slide will appear. It is similar to the new email screen displayed earlier. However, here the To: field will be pre-populated with the email address of the selected recipients. The subject field will be pre-populated with “Re: (Subject of original email).” Also, the original message is sometimes displayed in the body of the email. (This option can typically be selected in the Settings menu.) The user may then add a message to the string and click “Send.”

SLIDE-70: Receiving an Email – Forwarding

The user may also wish to forward the received email to someone else. This is also a simple process. In Gmail, click the down arrow next to the “Reply” button. This will open the drop-down menu shown on the slide. Then, select the “Forward” option.

In many email programs, the forward function is easier. Most have a specific button labeled Forward located near the Reply button.

SLIDE-71: Receiving an Email – Forwarding

Once the user selects “Forward,” the screen displayed on this slide will appear. It is similar to the new email screen displayed earlier. The user must enter the email address of the person to receive the forwarded message – in this example, the user entered marydoe@gmail.com. The subject field will be pre-populated with “Fwd: (Subject of original email).” The original message will be displayed in the body of the email. Above this, the user may add a message to the string and click “Send.”

SLIDE-72: Receiving an Email – Deleting

To efficiently manage the email account, the user will need to delete messages. This can be accomplished in many ways. Selecting the message, and then simply hitting the “Delete” key on the keyboard works on most email programs. In Gmail, another way to delete is to check the box in front of the message, as shown on this slide. Then, click the trash can icon shown to delete the selected email. This will remove the email from the Inbox. This method can be used to delete multiple emails at the same time.

SLIDE-73: Receiving an Email – Deleting

In most email programs, deleting an email does not permanently delete it from the account. In Gmail, deleted emails are moved to the “Trash” folder, shown on this slide. This allows the user to recover emails that were inadvertently deleted. The user can click on the Trash folder to view its contents.

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SLIDE-74: Receiving an Email – Deleting

This slide shows the contents of the Trash folder, showing the email that was earlier deleted. In most email programs, users will have the option to move the deleted email to another folder if they now wish to save it, or to delete it permanently.

Emails contained in the Trash folder are not kept forever. In Gmail, deleted items are retained for about 30 days. After this, they are permanently removed. Other email programs have different retention periods. It is a good idea to know the retention policy of the email provider being used.

SLIDE-75: (cover slide) Email Do's and Don'ts

The next few slides discuss common email “etiquette” and courtesies.

SLIDE-76: Email Do's and Don'ts

- Avoid using all capital letters.** This is the electronic equivalent of SHOUTING!
 - Use a **legible font.** Not all are easy to read.
 - Care should be exercised when using **Reply All.** Consider whether everyone copied on the original email needs to see the reply.
 - Check **spelling.** Use the email provider's Spellcheck.
 - Only **forward** jokes and chain letters if the recipient really wants them (and hasn't already gotten a copy from someone else).
 - Use a **descriptive subject** line. When using the "reply" option, ensure the subject field still accurately reflects the content of the message.
-

SLIDE-77: Email Do's and Don'ts

- Don't believe every **cyber myth**, urban legend, hoax or virus "alert" sent via email. Try to verify its authenticity before forwarding it to anyone else by visiting other websites. One source for authenticating web “facts” is www.snopes.com. There are several others sites.
- Don't place **private information** or attachments in an email. Email can be misdirected, even when the user is careful. Always double-check the list of recipients.
- Be **careful using attachments.** Don't send attachments (e.g., Word, Excel files) unless the recipient wants or needs them. Also, because it is much quicker to read text in an email than it is to open an attachment and read it, it is often easier on the recipient to include all necessary content in the email message itself, rather than including an attachment.
- Don't immediately respond to messages when angered** by the content. Wait a while, and determine if other methods for responding may be more appropriate.
- Don't give **user IDs or passwords** to another person.

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SLIDE-78: Email Do's and Don'ts

-**Don't make changes** to someone else's message and then pass it on without making it clear where changes have been made.

-Realize sending email is **not the same as talking** to a person face to face. Without the ability to communicate tone or body language, an email might be misconstrued. When being humorous, use emoticons to express humor. The most common emoticons are:

- A smiling face seen sideways – :)
- An unhappy face seen sideways – :(
- A winking smiley face – ;)

-**Avoid delivering a negative message** by email where possible (however, sometimes email must be used to document an exchange)

-An **email is not private**. Email can be forwarded to others or even posted on public forums. The user loses control of the email once it is sent.

SLIDE-79: Recommended Next Modules