

# Email Basics

Adam Lewkowsky  
Librarian II  
Sherwood Public Library



SHERWOOD  
PUBLIC LIBRARY



# Today's Agenda

- **Introduction**

- Name the tools and apps needed to use email

- **Skill Building**

- Perform basic email functions including:

- Log into and out of an email account
- Send, receive, and reply to an email
- Recognize and deal with spam
- Organize, search, and delete email

- **Tips and Tricks**

- How to keep your account safe
- How to use other email functions, such as CC, BCC, and attachments

- **Practice**

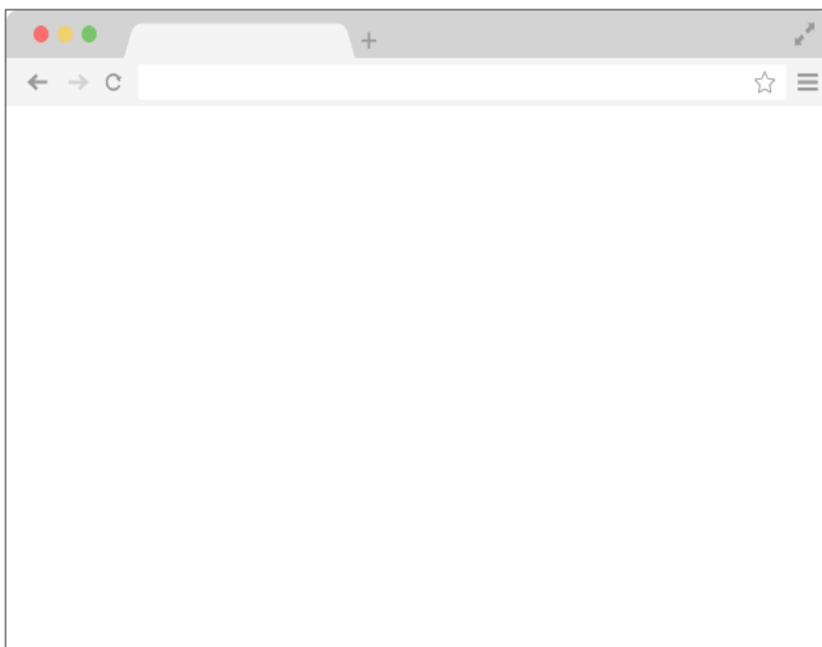
# Introduction

There are many things you can do with an email account. What do you want to do with your email account?



## Introduction (continued)

**Web browser:** a program that allows you to view websites and navigate between them using hyperlinks



### Common Browsers



## Introduction (continued)

**Email:** a way to send mail digitally through the internet



**yahoo!**



## Introduction (continued)



### • **Benefits of Using Email**

- ✓ You can send an email message to one person or multiple people at the same time.
- ✓ In most cases, the person or people will receive the email almost immediately after you send it.
- ✓ People can access email accounts on any device with internet access, including a computer, smartphone, or tablet.
- ✓ Messages can include text, pictures, documents, videos, and other computer files.



## Introduction (continued)

- **Anatomy of an Email Address**




# Signing Up for an Email Account

- 
- 1. Open a web browser.**
  - 2. Go to [gmail.com](https://gmail.com) in the address bar.**
  - 3. Press Enter to go to the Gmail website.**
  - 4. Click “Create an account.”**




# Signing Up for an Email Account (continued)





## Create your Google Account

to continue to Gmail

First name   Last name

Username  @gmail.com


You can use letters, numbers & periods

Password   Confirm  

Use 8 or more characters with a mix of letters, numbers & symbols

Show password

[Sign in instead](#)



One account. All of Google working for you.

# Signing Up for an Email Account (continued)

- **Selecting a Username**

- ✓ Username must be unique
- ✓ May need to add numbers or other identifying factors to it
- ✓ Select a username that is appropriate to share



## Signing Up for an Email Account (continued)

### • **Creating a Password**


- ✓ Don't share your password with others. Passwords should be kept private.
- ✓ Minimum of eight characters.
- ✓ Should not be a word that is easy to guess.
- ✓ Add capital letters, numbers, and symbols to make your password more secure.
- ✓ Longer is stronger.




## Signing Up for an Email Account (continued)




# Signing Up for an Email Account (continued)



Amy, welcome to Google

 amyleighsmith82@gmail.com

 Phone number (optional)

Google will use this number only for account security. Your number won't be visible to others. You can choose later whether to use it for other purposes.

Recovery email address (optional)

We'll use it to keep your account secure

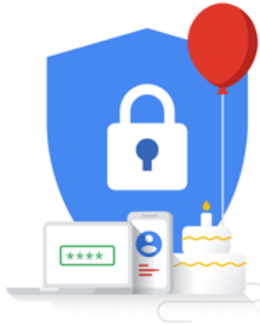
Month  Day  Year

Your birthday

Gender

[Why we ask for this information](#)

[Back](#)




Your personal info is private & safe

# Signing Up for an Email Account (continued)



## Verify your phone number

To make sure this number is yours, Google will send you a text message with a 6-digit verification code. *Standard rates apply*

 (202) 555-0162

[Back](#)


[Not now](#)

[Send](#)




Your personal info is private & safe

# Signing Up for an Email Account (continued)



## Verify your phone number

To make sure this number is yours, Google will send you a text message with a 6-digit verification code. *Standard rates apply*

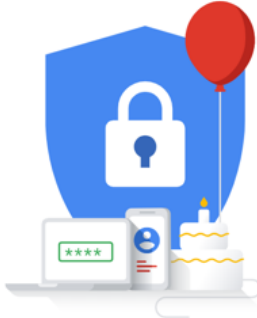
 (202) 555-0162

Enter verification code

G-

[Back](#)

[Call instead](#) [Verify](#)




Your personal info is private & safe

English (United States) ▾

[Help](#) [Privacy](#) [Terms](#)




# Signing Up for an Email Account (continued)

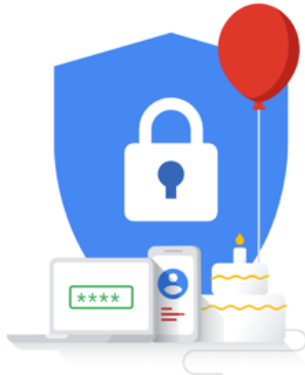


## Verify your phone number

To make sure this number is yours, Google will send you a text message with a 6-digit verification code. *Standard rates apply*

 (202) 555-0162

Enter verification code



Your personal info is private & safe

[Back](#)

[Call instead](#) [Verify](#)



# Signing Up for an Email Account (continued)



## Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

### Data we process when you use Google

- When you set up a Google Account, we store information you give us like your name, email address, and telephone number.
- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.

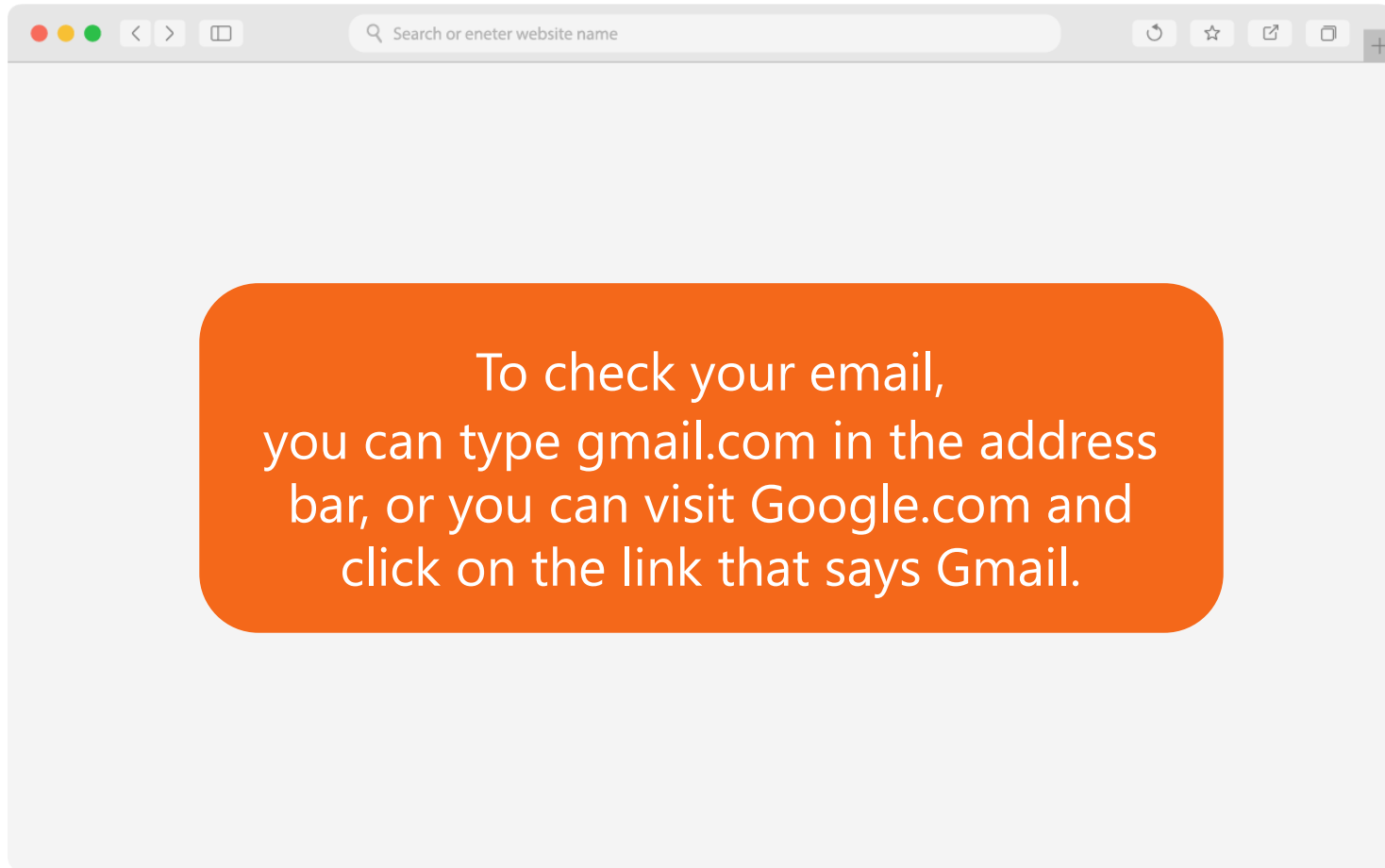
### Why we process it

We process this data for the purposes described in [our policy](#), including to:

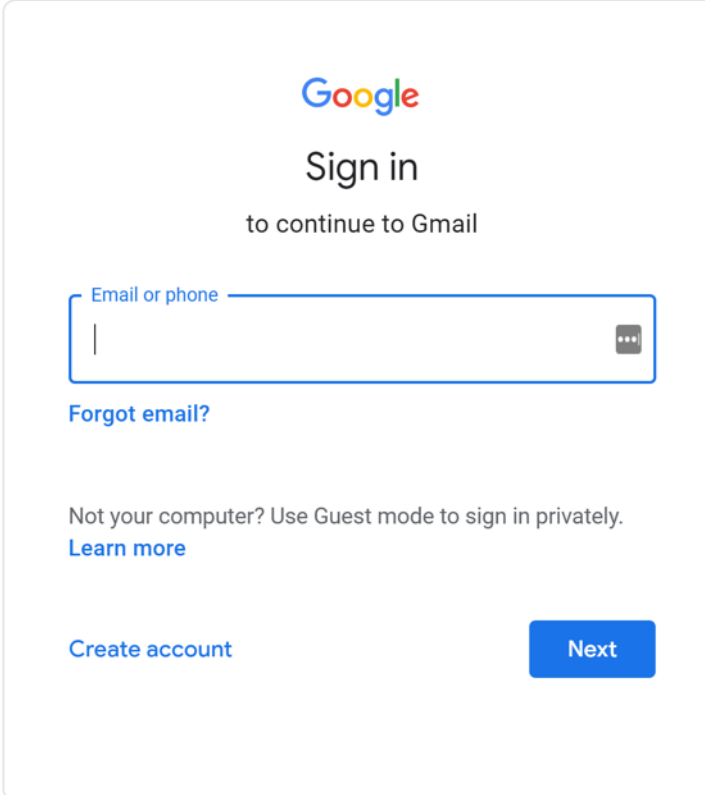


You're in control of the data we collect & how it's used

# Logging Into Your Email Account

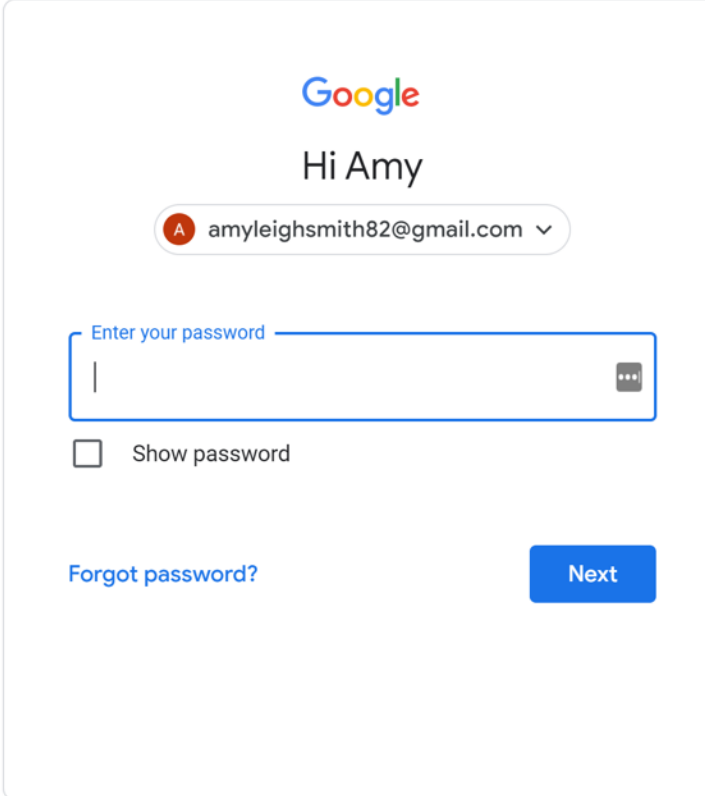


# Logging Into Your Email Account (continued)



The image shows a Google sign-in page for Gmail. At the top center is the Google logo. Below it, the text reads "Sign in to continue to Gmail". There is a text input field with the placeholder text "Email or phone" and a vertical cursor. To the right of the input field is a small icon of a speech bubble with three dots. Below the input field is a link that says "Forgot email?". Further down, there is a line of text: "Not your computer? Use Guest mode to sign in privately." followed by a link "Learn more". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

# Logging Into Your Email Account (continued)



The screenshot shows the Google email login interface. At the top is the Google logo. Below it, the text "Hi Amy" is displayed. A dropdown menu shows the email address "amyleighsmith82@gmail.com" with a small red circle containing the letter 'A' to the left and a downward arrow to the right. Below the email address is a password input field with the placeholder text "Enter your password" and a vertical cursor. To the right of the input field is a small icon of three dots. Below the input field is a checkbox labeled "Show password". At the bottom left of the form is a link "Forgot password?". At the bottom right is a blue button labeled "Next".

English (United States) ▼

[Help](#)

[Privacy](#)

[Terms](#)

# Logging Into Your Email Account (continued)

The screenshot displays the Gmail web interface. At the top left is the Gmail logo and a search bar labeled "Search mail". Below the logo is a "Compose" button. The left sidebar contains navigation options: "Inbox" (with a red notification badge showing "1"), "Starred", "Snoozed", "Sent", "Drafts", and "More". Under "Meet", there are "New meeting" and "Join a meeting" options. Under "Hangouts", there is a profile for "Amy" with a plus sign to add more contacts. The main area shows the "Primary" tab selected, displaying two emails:

- From: Ms. Thompson, Subject: Welcome New Students - I am Ms. Thompson and I would..., Time: 4:48 PM
- From: Google Community Te., Subject: Amy, finish setting up your new Google Account - Hi Amy, ..., Time: Aug 5

At the bottom of the interface, there is a status bar showing "0 GB of 15 GB used" and "Last account activity: 27 minutes ago".

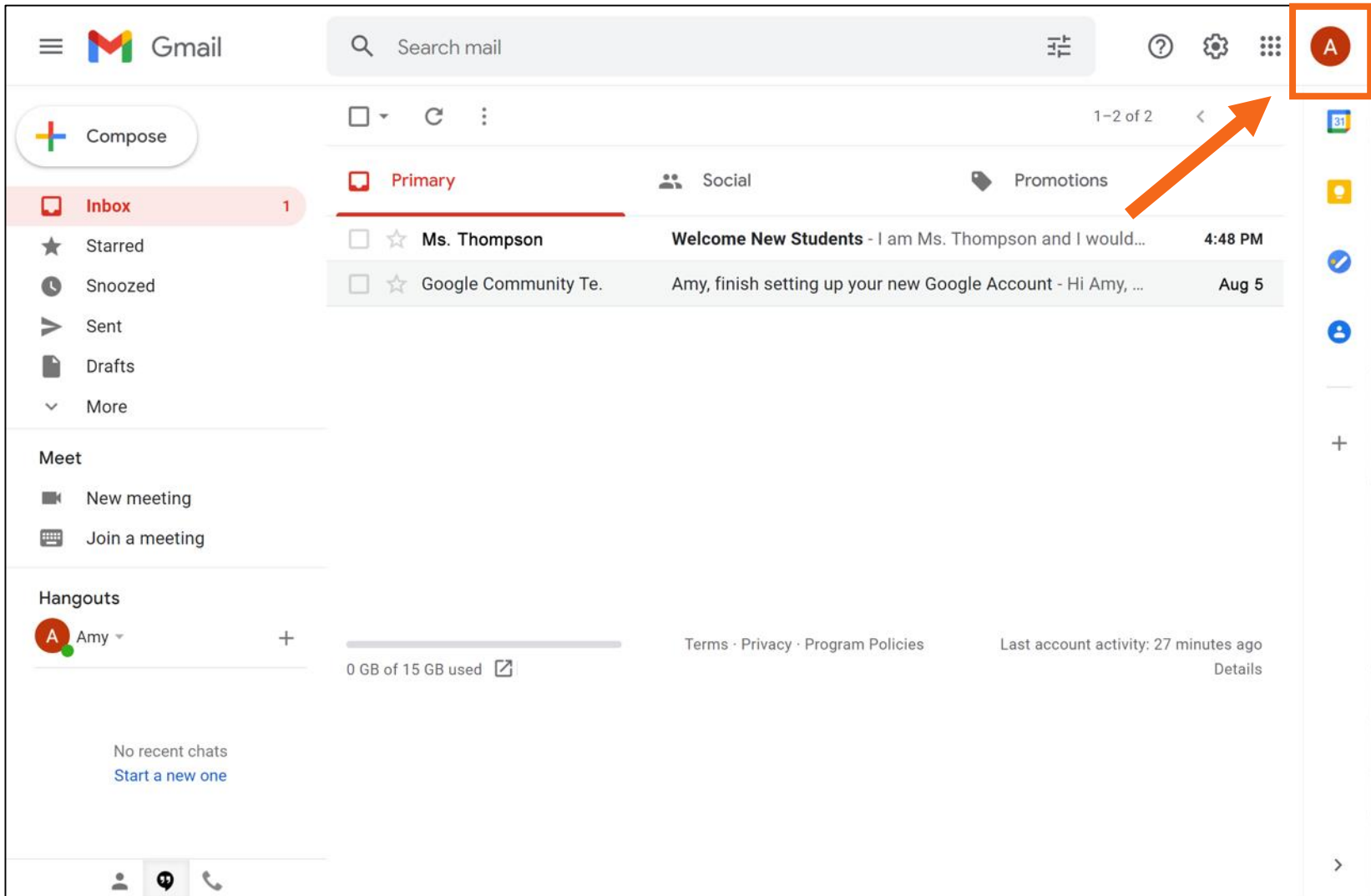
## Logging Into Your Email Account (continued)

When your email first opens, you will see the Inbox.



- ✓ There's a list of email messages in the middle of the screen.
- ✓ The menu on the left side allows you to switch between folders that organize your email messages, such as the Inbox, Sent Mail, Drafts, and Deleted Messages.
- ✓ You can look for specific messages using the search box at the top.
- ✓ You can access your account settings on the top right.

# Logging Out of Your Email

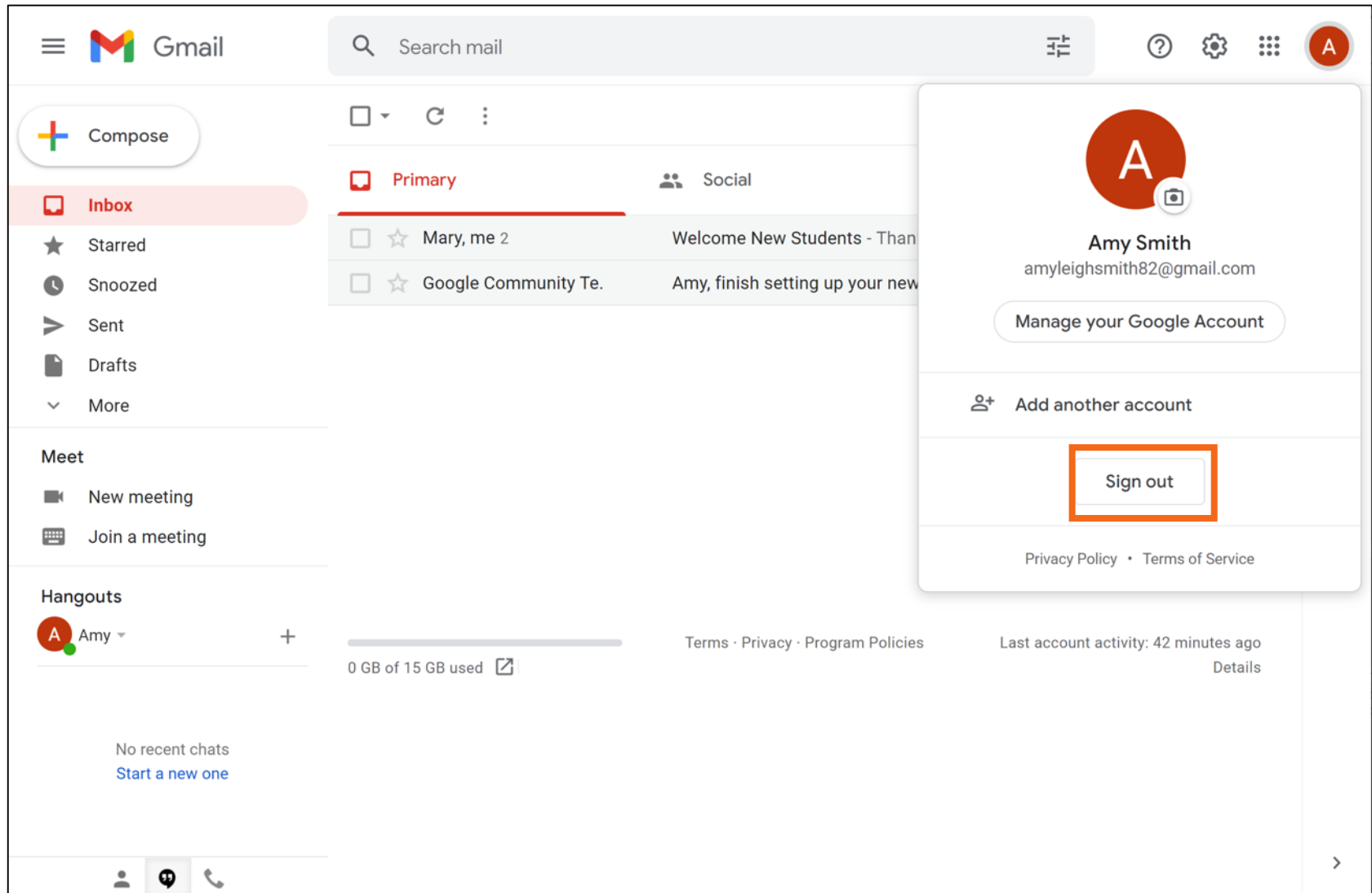


The screenshot displays the Gmail interface. In the top right corner, the user's profile icon (a red circle with a white 'A') is highlighted with a red box. An orange arrow points from the right side of the email list towards this profile icon. The interface includes a search bar, navigation tabs (Compose, Primary, Social, Promotions), and a list of emails. The bottom of the screen shows the user's name 'Amy' and account activity information.

**Gmail Interface Elements:**

- Top Left: Hamburger menu icon, Gmail logo.
- Top Center: Search bar with "Search mail" text.
- Top Right: Filter icon, Help icon, Settings icon, App menu icon (three dots), and User profile icon (red circle with 'A').
- Left Sidebar: Compose button, Inbox (1), Starred, Snoozed, Sent, Drafts, More, Meet (New meeting, Join a meeting), Hangouts (Amy).
- Center: Email list with columns for checkboxes, stars, sender, subject, and time/date.
- Bottom: User profile (Amy), storage usage (0 GB of 15 GB used), Terms · Privacy · Program Policies, Last account activity: 27 minutes ago, Details link.

# Logging Out of Your Email (continued)



The screenshot displays the Gmail web interface. On the left, the navigation sidebar includes 'Compose', 'Inbox', 'Starred', 'Snoozed', 'Sent', 'Drafts', 'More', 'Meet' (with 'New meeting' and 'Join a meeting' options), and 'Hangouts' (with a profile for 'Amy'). The main area shows a search bar and a list of emails under 'Primary' and 'Social' tabs. A dropdown menu is open on the right, showing the user's profile 'Amy Smith' with email 'amyleighsmith82@gmail.com'. The 'Sign out' button is highlighted with an orange border. Other options in the menu include 'Manage your Google Account', 'Add another account', 'Privacy Policy', and 'Terms of Service'. At the bottom, there is a status bar with '0 GB of 15 GB used', 'Terms · Privacy · Program Policies', and 'Last account activity: 42 minutes ago Details'.



# Activity #1

## ACTIVITY #1: Your Email Account

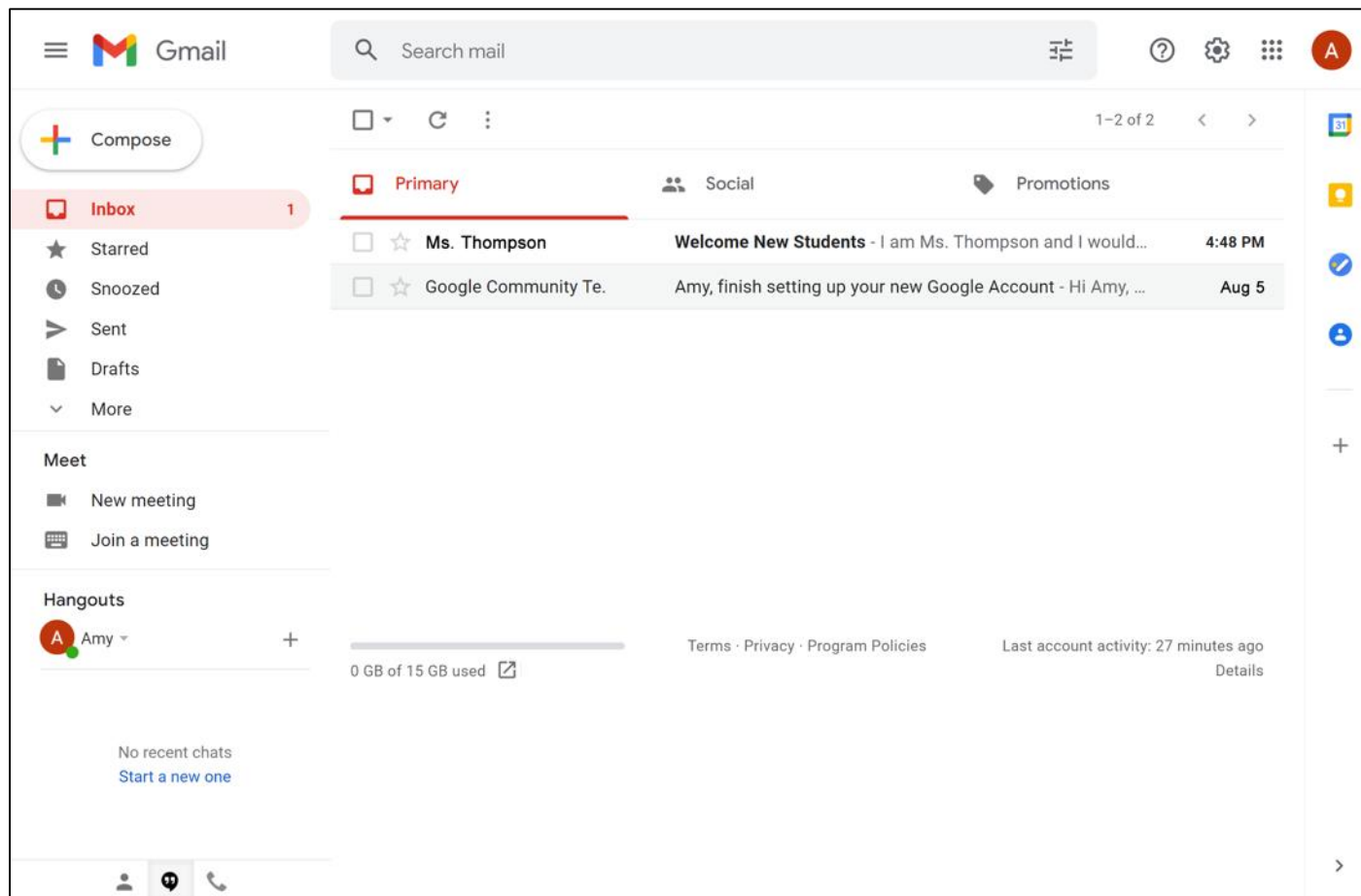
Use the computer desktop to answer the following questions.

If you don't have your own computer, follow along with the instructor.

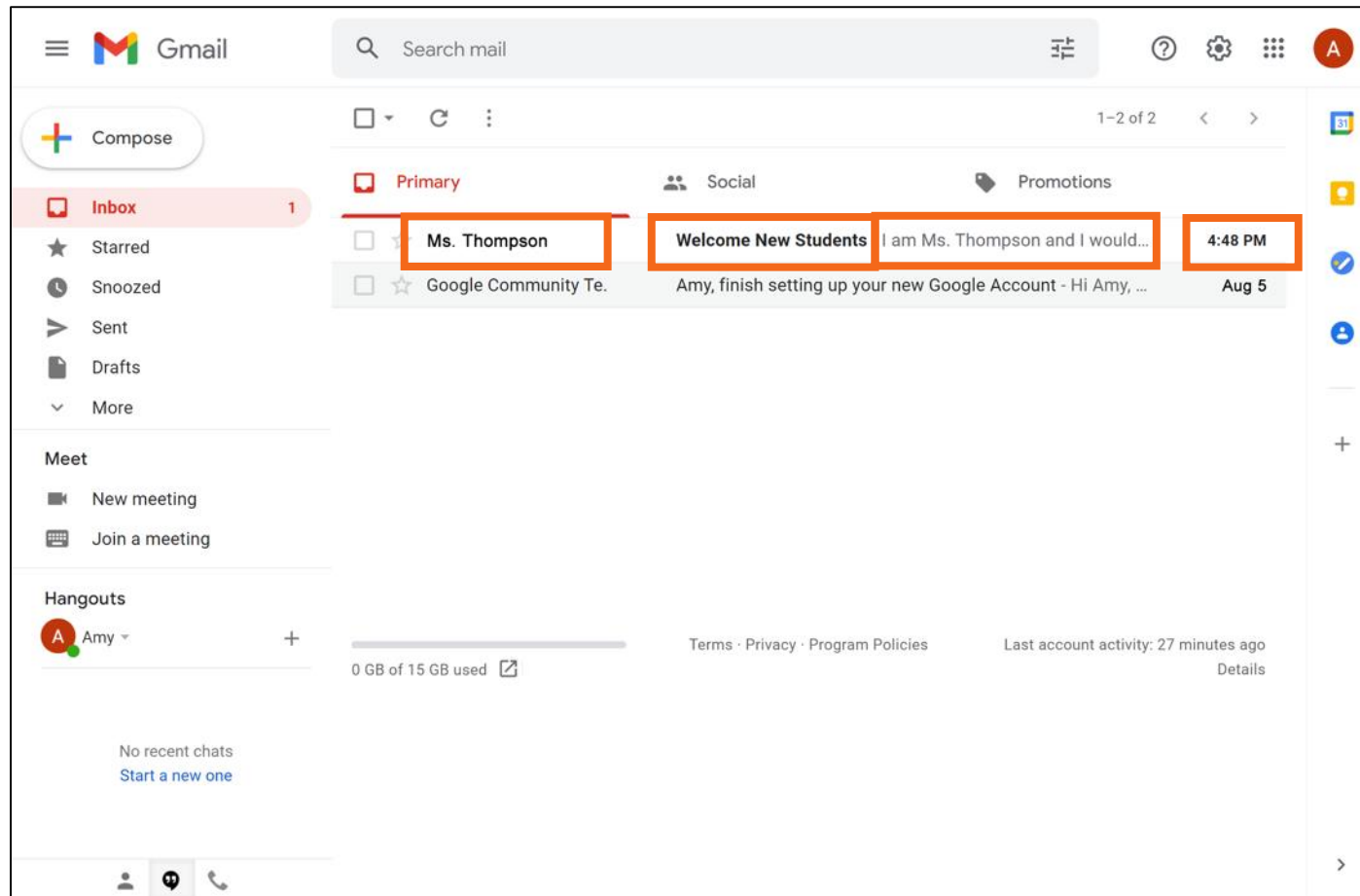
1. Open a web browser and keep it open.
2. In the address bar type [www.gmail.com](http://www.gmail.com).
3. Log into your Gmail account.

# Opening and Replying

- **Inbox:** Where your email is received



# Opening and Replying (continued)



# Opening and Replying (continued)

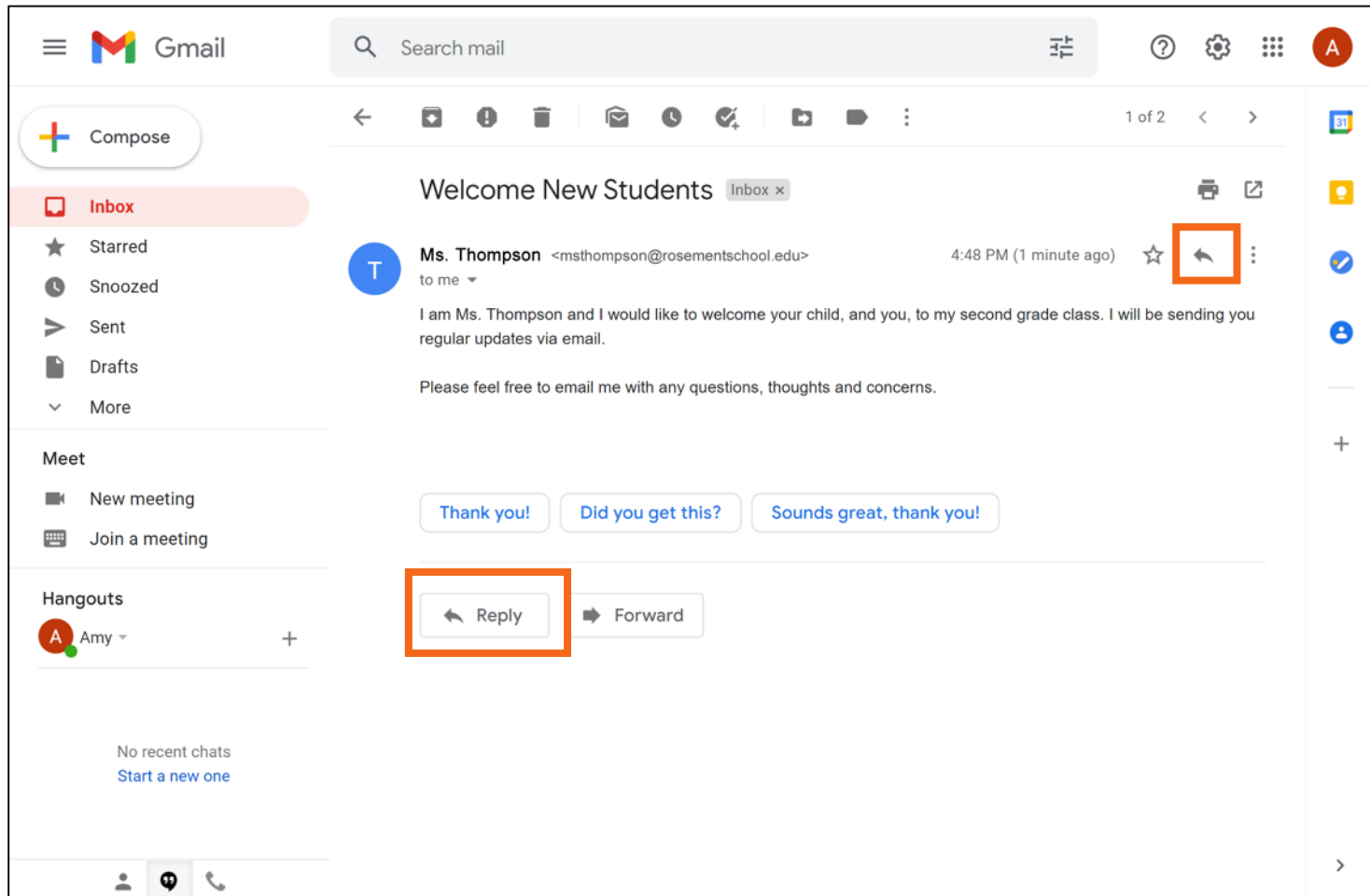
The screenshot shows the Gmail web interface. Several key components are highlighted with orange boxes:

- Search bar:** Located at the top center, containing the text "Search mail".
- Profile icon:** A circular icon with the letter "A" in the top right corner.
- Left sidebar:** Contains navigation options such as "Compose", "Inbox" (with a "1" notification), "Starred", "Snoozed", "Sent", "Drafts", "More", "Meet" (with "New meeting" and "Join a meeting" options), and "Hangouts".
- Mail list:** A list of emails is shown, with the top two entries highlighted: "Ms. Thompson" with the subject "Welcome New Students" and a timestamp of "4:48 PM", and "Google Community Te." with the subject "Amy, finish setting up your new Google Account" and a timestamp of "Aug 5".

At the bottom of the interface, there is a status bar showing "0 GB of 15 GB used", links for "Terms · Privacy · Program Policies", and "Last account activity: 27 minutes ago".

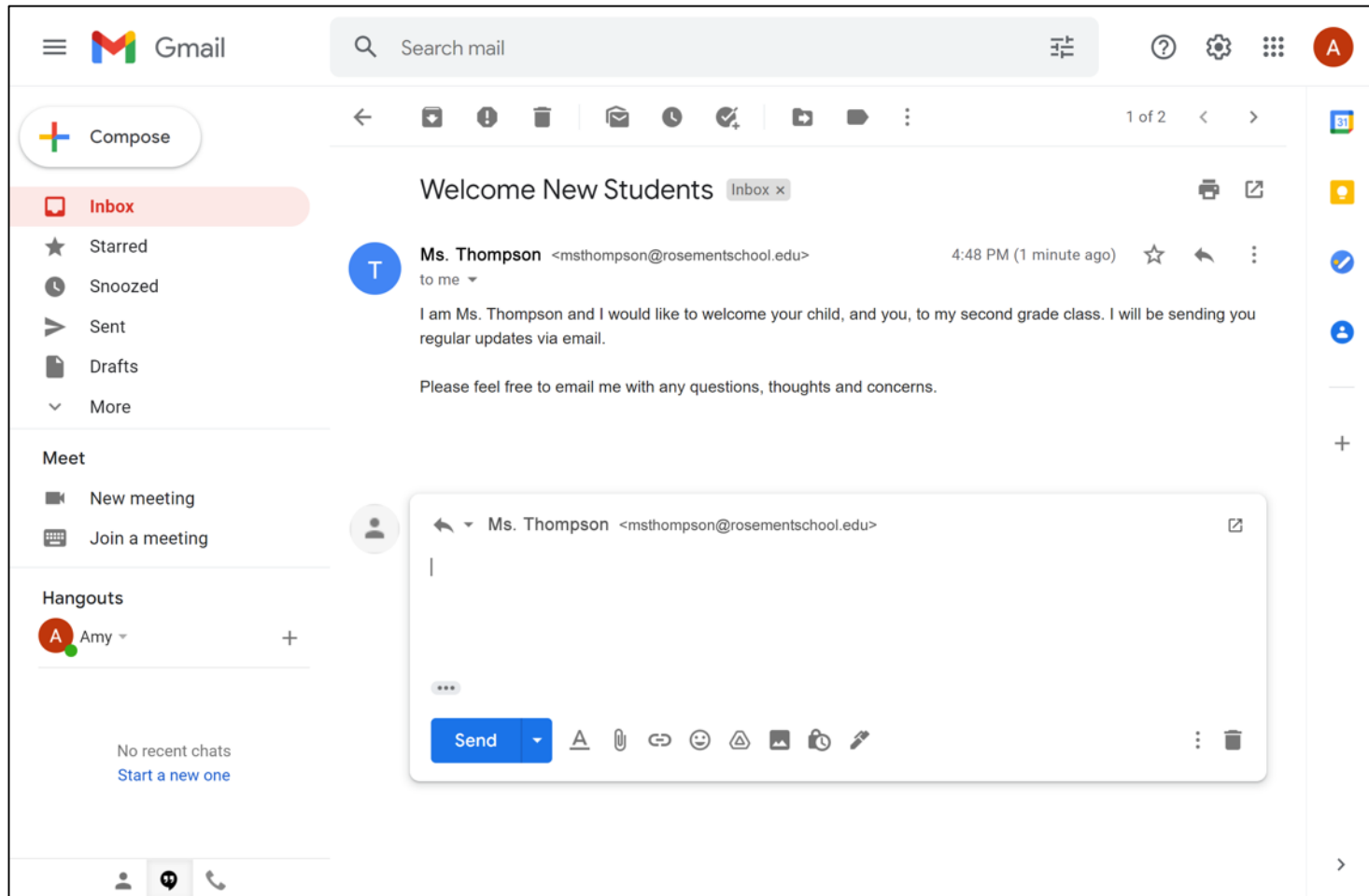
# Opening and Replying (continued)

- **Reply:** to send a message to the person who sent the email



# Opening and Replying (continued)

- Reply



The screenshot displays the Gmail interface. At the top, there is a search bar with the text "Search mail" and a "Gmail" logo. Below the search bar, the left sidebar shows navigation options: "Compose", "Inbox" (highlighted), "Starred", "Snoozed", "Sent", "Drafts", "More", "Meet" (with "New meeting" and "Join a meeting" options), and "Hangouts" (with a contact named "Amy"). The main content area shows an email titled "Welcome New Students" from "Ms. Thompson <msthompson@rosementschool.edu>" received at "4:48 PM (1 minute ago)". The email body contains the text: "I am Ms. Thompson and I would like to welcome your child, and you, to my second grade class. I will be sending you regular updates via email. Please feel free to email me with any questions, thoughts and concerns." Below the email, a reply box is open, showing the sender's name and email address, a cursor, and a "Send" button along with various formatting and attachment icons.

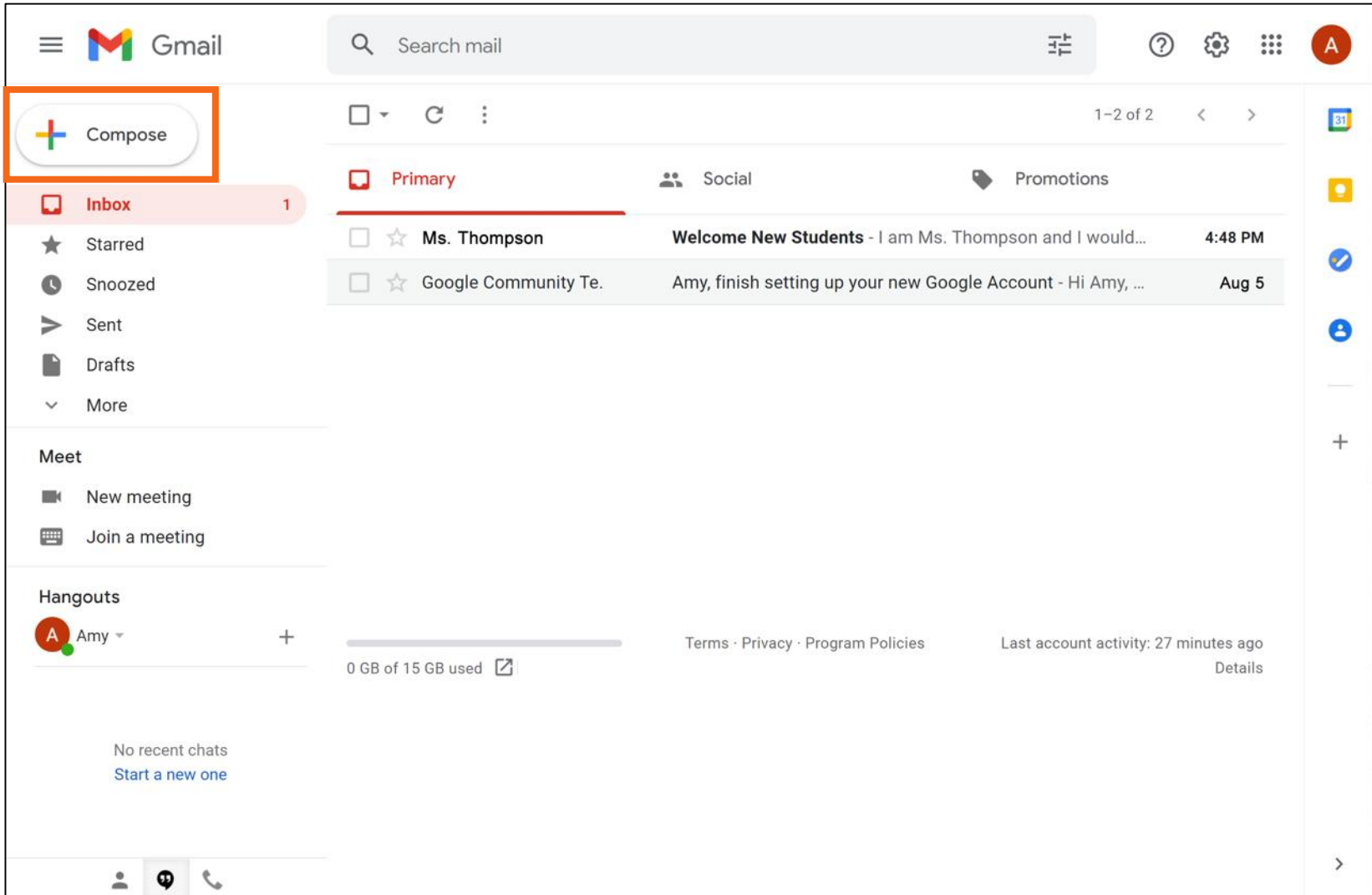
# Opening and Replying (continued)

- Reply

The screenshot displays the Gmail interface. At the top, there is a search bar with the text "Search mail" and a "Gmail" logo. Below the search bar, the left sidebar shows navigation options: "Compose", "Inbox", "Starred", "Snoozed", "Sent", "Drafts", "More", "Meet", "New meeting", "Join a meeting", and "Hangouts". The main content area shows an email titled "Welcome New Students" from Ms. Thompson, dated 4:48 PM (4 minutes ago). The email body reads: "I am Ms. Thompson and I would like to welcome your child, and you, to my second grade class. I will be sending you regular updates via email. Please feel free to email me with any questions, thoughts and concerns." Below this email is a reply from Amy Smith, dated 4:53 PM (0 minutes ago), which says: "Thank you for reaching out. My daughter is looking forward to being in your class." At the bottom of the email view, there are "Reply" and "Forward" buttons. A notification at the bottom of the screen reads "Message sent. Undo X".



# Sending New Messages



The screenshot displays the Gmail web interface. At the top left, the Gmail logo and a search bar are visible. The 'Compose' button, located in the top left corner of the main content area, is highlighted with an orange rectangular box. Below the search bar, there are navigation icons for a dropdown menu, refresh, and a vertical ellipsis. The main content area is divided into three tabs: 'Primary', 'Social', and 'Promotions'. The 'Primary' tab is active and shows two email messages. The first message is from 'Ms. Thompson' with the subject 'Welcome New Students - I am Ms. Thompson and I would...' and a timestamp of '4:48 PM'. The second message is from 'Google Community Te.' with the subject 'Amy, finish setting up your new Google Account - Hi Amy, ...' and a timestamp of 'Aug 5'. On the left side, there is a sidebar with navigation options: 'Inbox' (with a '1' notification), 'Starred', 'Snoozed', 'Sent', 'Drafts', and 'More'. Below these are sections for 'Meet' (with 'New meeting' and 'Join a meeting' options) and 'Hangouts' (with a profile for 'Amy' and a '+'). At the bottom, there are icons for a person, a speech bubble, and a phone. The bottom right corner shows a right-pointing arrow.

# Sending New Messages (continued)

The screenshot displays the Gmail web interface. At the top, there is a search bar labeled "Search mail" and a profile icon for "Amy". The left sidebar contains navigation options: "Compose", "Inbox" (with a red badge showing "1"), "Starred", "Snoozed", "Sent", "Drafts", "More", "Meet" (with "New meeting" and "Join a meeting" options), and "Hangouts" (with a profile icon for "Amy" and a "+" sign). The main content area shows the "Primary" tab selected, displaying two email messages:

From	Subject	Time
Ms. Thompson	Welcome New Students - I am Ms. Thompson and I would...	4:48 PM
Google Community Te.	Amy, finish setting up your new Google Account - Hi Amy, ...	Aug 5

At the bottom of the interface, there is a status bar showing "0 GB of 15 GB used" and "Last account activity: 27 minutes ago". The bottom navigation bar includes icons for a person, a speech bubble, and a phone.

# Sending New Messages (continued)

The screenshot displays the Gmail web interface. On the left sidebar, the 'Compose' button is highlighted. Below it, the 'Inbox' is selected, showing a list of emails including 'Ms. Thompson, me 2' and 'Google Community Te.'. The 'Meet' and 'Hangouts' sections are also visible. The main content area shows a draft email being composed. A dark overlay at the top of the draft area says 'Draft saved'. The 'To' field contains two email addresses: 'nikkijosmith82@gmail.com' and 'tjones2021@gmail.com'. The 'Subject' field is empty. The bottom of the draft area features a 'Send' button and various icons for text formatting, attachments, links, emojis, images, and video.

**Gmail** Search mail

Compose

**Inbox**

- Starred
- Snoozed
- Sent
- Drafts 1
- More

Meet

- New meeting
- Join a meeting

Hangouts

- Amy +

0 GB of 15 GB used

Ms. Thompson, me 2 Welcome New Students - Thank you for reaching out. My ... 4:48 PM

Google Community Te.

**Draft saved**

To nikkijosmith82@gmail.com X tjones2021@gmail.com Cc Bcc

Subject

Send

## Sending New Messages (continued)

New Message — ↗ ✕

To Cc Bcc

---

Subject

---

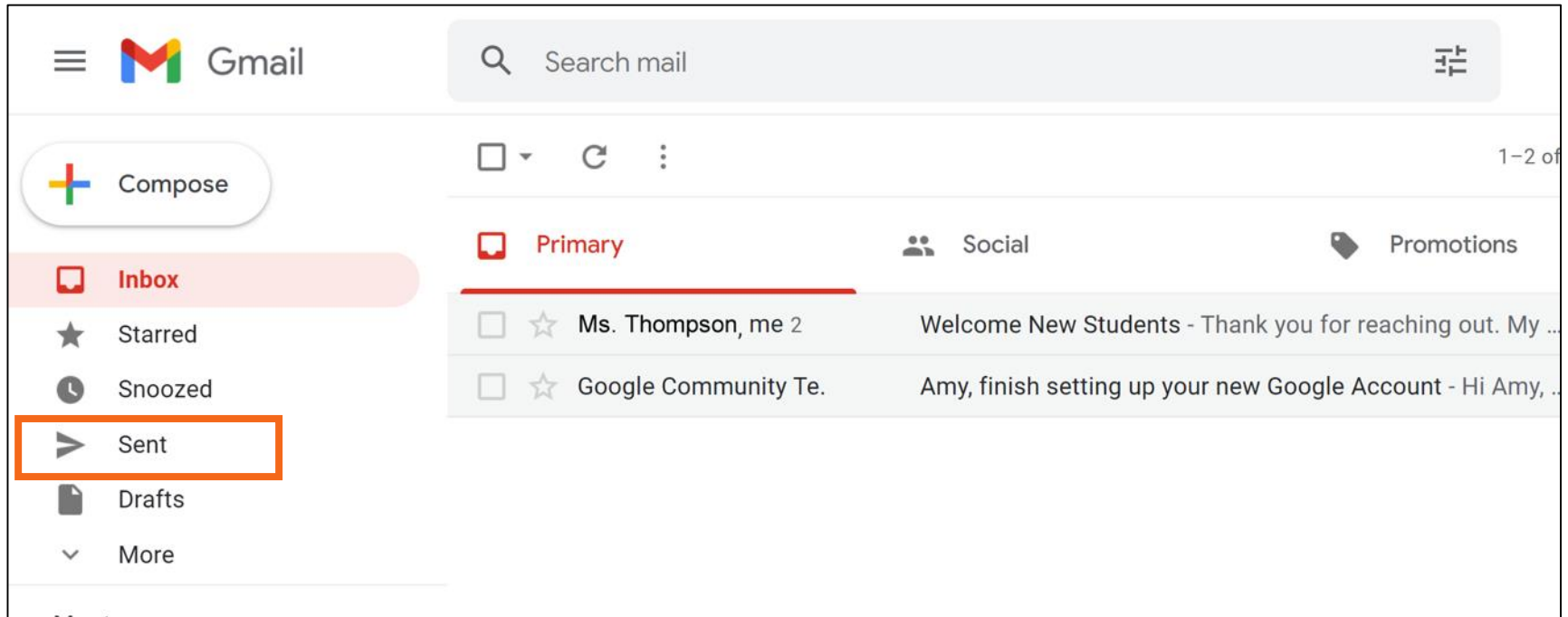
- ✓ Include the email address or addresses of the person or people you are sending the message to.
- ✓ Provide a subject, which lets the person know what the message is about.
- ✓ Type a message in the body of the email.

Send ▾ 🔍 📎 🔗 😊 📁 🕒 ✍️ ⋮ 🗑️

# Sending New Messages (continued)

The screenshot displays the Gmail web interface. At the top, the Gmail logo and a search bar are visible. The left sidebar contains navigation options: Compose, Inbox (highlighted), Starred, Snoozed, Sent, Drafts, and More. Below these are sections for Meet (New meeting, Join a meeting) and Hangouts (Amy). The main content area shows a list of emails in the Primary tab, including one from Ms. Thompson and another from Google Community Te. At the bottom, a dark notification banner with an orange border states "Message sent. Undo View message X".

# Sending New Messages (continued)



The screenshot displays the Gmail web interface. On the left sidebar, the 'Sent' folder is highlighted with an orange rectangular box. The main content area shows the 'Primary' tab selected, with two email messages listed below it. The top message is from 'Ms. Thompson, me 2' with the subject 'Welcome New Students - Thank you for reaching out. My ...'. The second message is from 'Google Community Te.' with the subject 'Amy, finish setting up your new Google Account - Hi Amy, ...'. The top navigation bar includes the Gmail logo, a search bar, and a settings icon. The bottom of the sidebar shows 'Compose', 'Inbox', 'Starred', 'Snooded', 'Sent', 'Drafts', and 'More'.

**Compose**

**Inbox**

Starred

Snooded

**Sent**

Drafts

More

Search mail

Primary Social Promotions

Ms. Thompson, me 2 Welcome New Students - Thank you for reaching out. My ...

Google Community Te. Amy, finish setting up your new Google Account - Hi Amy, ...

# Activity #2

## ACTIVITY #2: Sending New Messages

1. Open a web browser and go to [www.gmail.com](http://www.gmail.com)
2. Log into your Gmail account if you are not already logged in.
3. Compose a new message. Include the following information in the new message:
  - a. In the To field enter the email address given.
  - b. The Subject: Email Basics
  - c. In the Body: This is a new message.
  - d. Click Send.
4. Where can you find the message you just sent?
5. Compose a new message. Include the following information in the new message:
  - a. Your email address
  - b. The Subject: Email Basics: What I Learned
  - c. In the Body: Write one new thing you learned about using email in today's workshop.
  - d. Click Send.



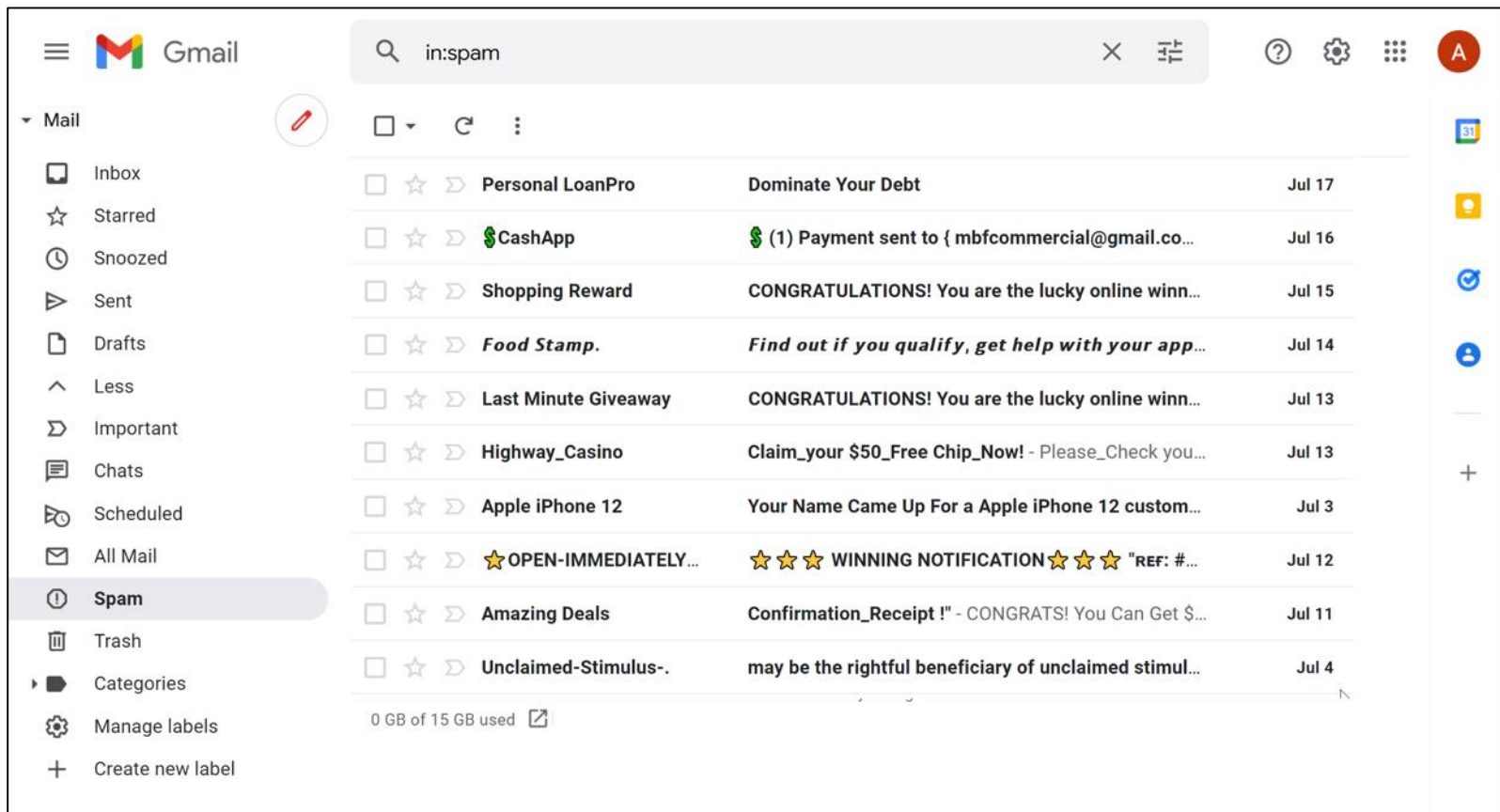
# Unwanted Online Communication

What are some examples of junk mail that you receive at home?



# Spam and Junk Email

- **Spam:** unwanted online communication

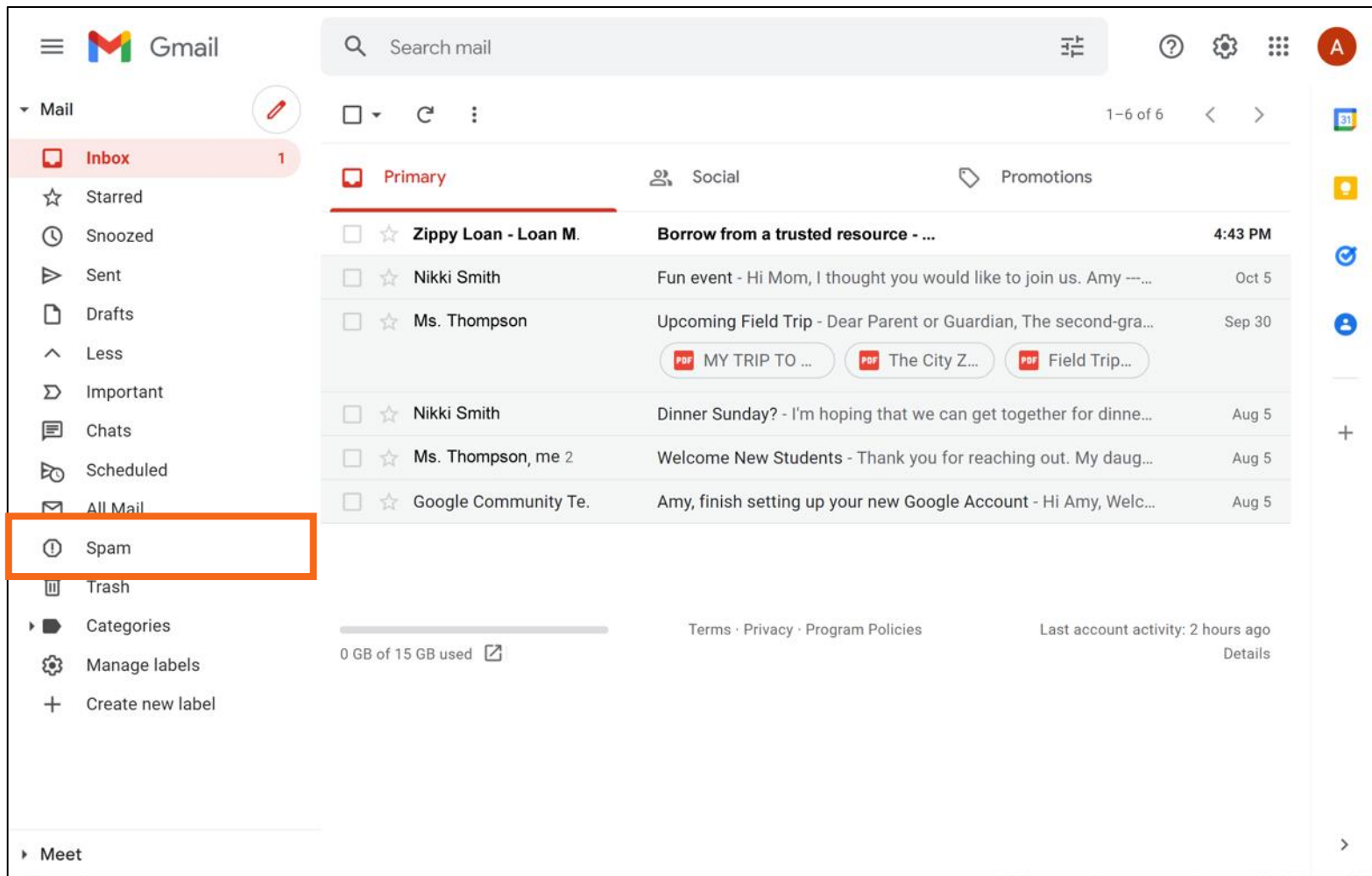


The screenshot shows a Gmail interface with the search filter 'in:spam' applied. The left sidebar lists various mail folders, with 'Spam' highlighted. The main area displays a list of spam emails with their subjects and dates.

Sender	Subject	Date
Personal LoanPro	Dominate Your Debt	Jul 17
CashApp	\$(1) Payment sent to { mbfcommercial@gmail.co...	Jul 16
Shopping Reward	CONGRATULATIONS! You are the lucky online winn...	Jul 15
Food Stamp.	Find out if you qualify, get help with your app...	Jul 14
Last Minute Giveaway	CONGRATULATIONS! You are the lucky online winn...	Jul 13
Highway_Casino	Claim_your \$50_Free Chip_Now! - Please_Check you...	Jul 13
Apple iPhone 12	Your Name Came Up For a Apple iPhone 12 custom...	Jul 3
★ OPEN-IMMEDIATELY ...	★ ★ ★ WINNING NOTIFICATION ★ ★ ★ "REF: #...	Jul 12
Amazing Deals	Confirmation_Receipt !" - CONGRATS! You Can Get \$...	Jul 11
Unclaimed-Stimulus-	may be the rightful beneficiary of unclaimed stimul...	Jul 4

0 GB of 15 GB used

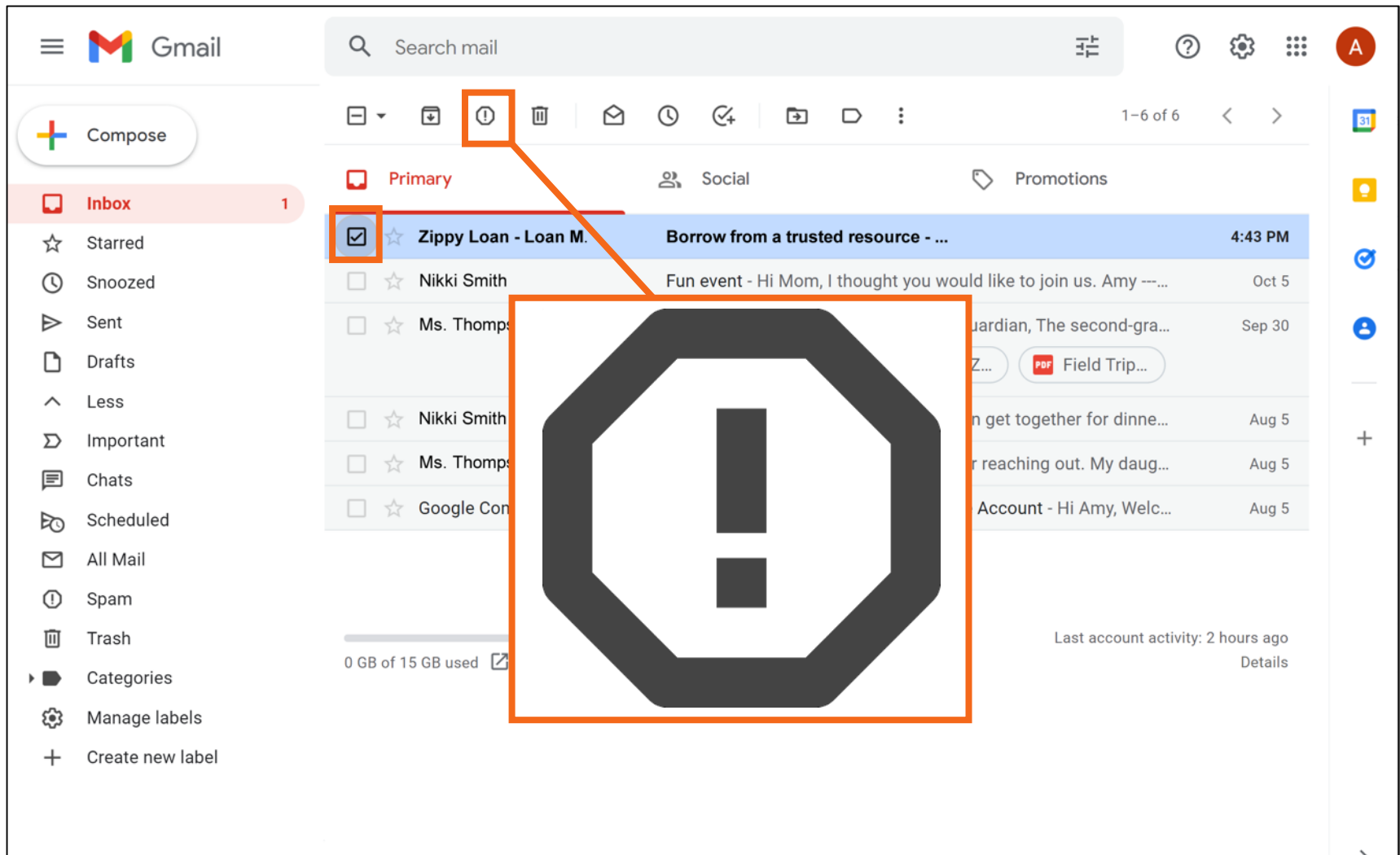
# Spam and Junk Email (continued)



The screenshot displays the Gmail interface. On the left sidebar, the 'Spam' folder is highlighted with an orange box. The main content area shows the 'Primary' tab selected, displaying a list of emails. The top email is from 'Zippy Loan - Loan M.' with the subject 'Borrow from a trusted resource - ...' and a timestamp of '4:43 PM'. Below it are several other emails, including one from 'Nikki Smith' about a 'Fun event' and another from 'Ms. Thompson' about an 'Upcoming Field Trip'. At the bottom of the interface, there is a storage usage indicator showing '0 GB of 15 GB used' and a 'Last account activity' notice from '2 hours ago'.

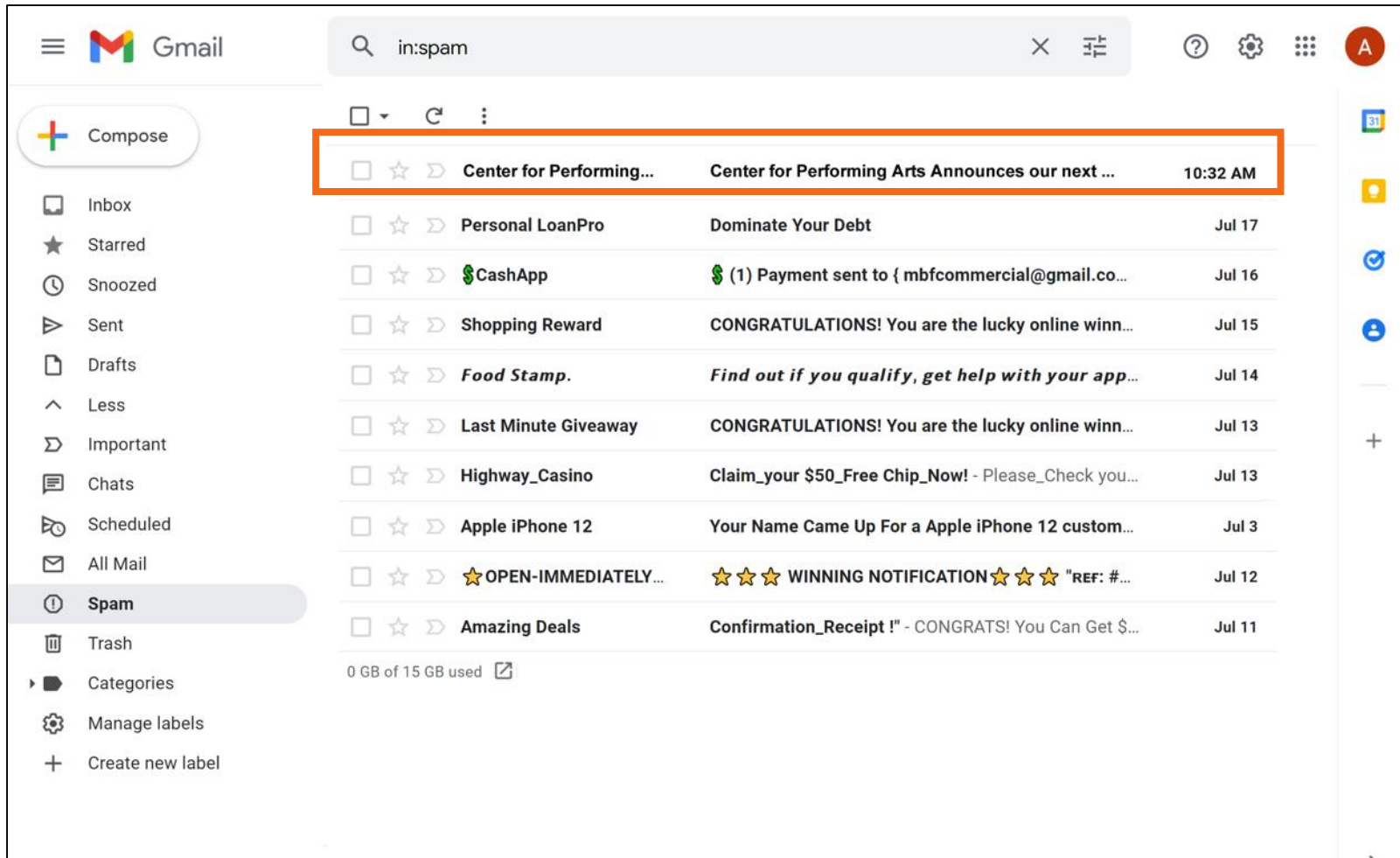
Sender	Subject	Time
Zippy Loan - Loan M.	Borrow from a trusted resource - ...	4:43 PM
Nikki Smith	Fun event - Hi Mom, I thought you would like to join us. Amy ---...	Oct 5
Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian, The second-gra...	Sep 30
Nikki Smith	Dinner Sunday? - I'm hoping that we can get together for dinne...	Aug 5
Ms. Thompson, me 2	Welcome New Students - Thank you for reaching out. My daug...	Aug 5
Google Community Te.	Amy, finish setting up your new Google Account - Hi Amy, Welc...	Aug 5

# Spam and Junk Email (continued)



The screenshot displays the Gmail interface. On the left is the navigation sidebar with categories like Compose, Inbox (1), Starred, Snoozed, Sent, Drafts, Less, Important, Chats, Scheduled, All Mail, Spam, Trash, and Categories. The main area shows an email list in the 'Primary' tab. The top email is from 'Zippy Loan - Loan M.' with the subject 'Borrow from a trusted resource - ...' and a timestamp of '4:43 PM'. A red box highlights the information icon (i) in the top toolbar, and an orange box highlights the 'Zippy Loan' email. A large, semi-transparent octagonal warning icon with a black exclamation mark is overlaid on the email content. Other emails in the list include 'Fun event - Hi Mom, I thought you would like to join us. Amy ---...' (Oct 5), 'guardian, The second-gra...' (Sep 30), 'Field Trip...' (PDF icon), 'n get together for dinne...' (Aug 5), 'r reaching out. My daug...' (Aug 5), and 'Account - Hi Amy, Welc...' (Aug 5). The bottom right corner shows 'Last account activity: 2 hours ago' with a 'Details' link. The bottom left corner indicates '0 GB of 15 GB used'.

# Spam and Junk Email (continued)

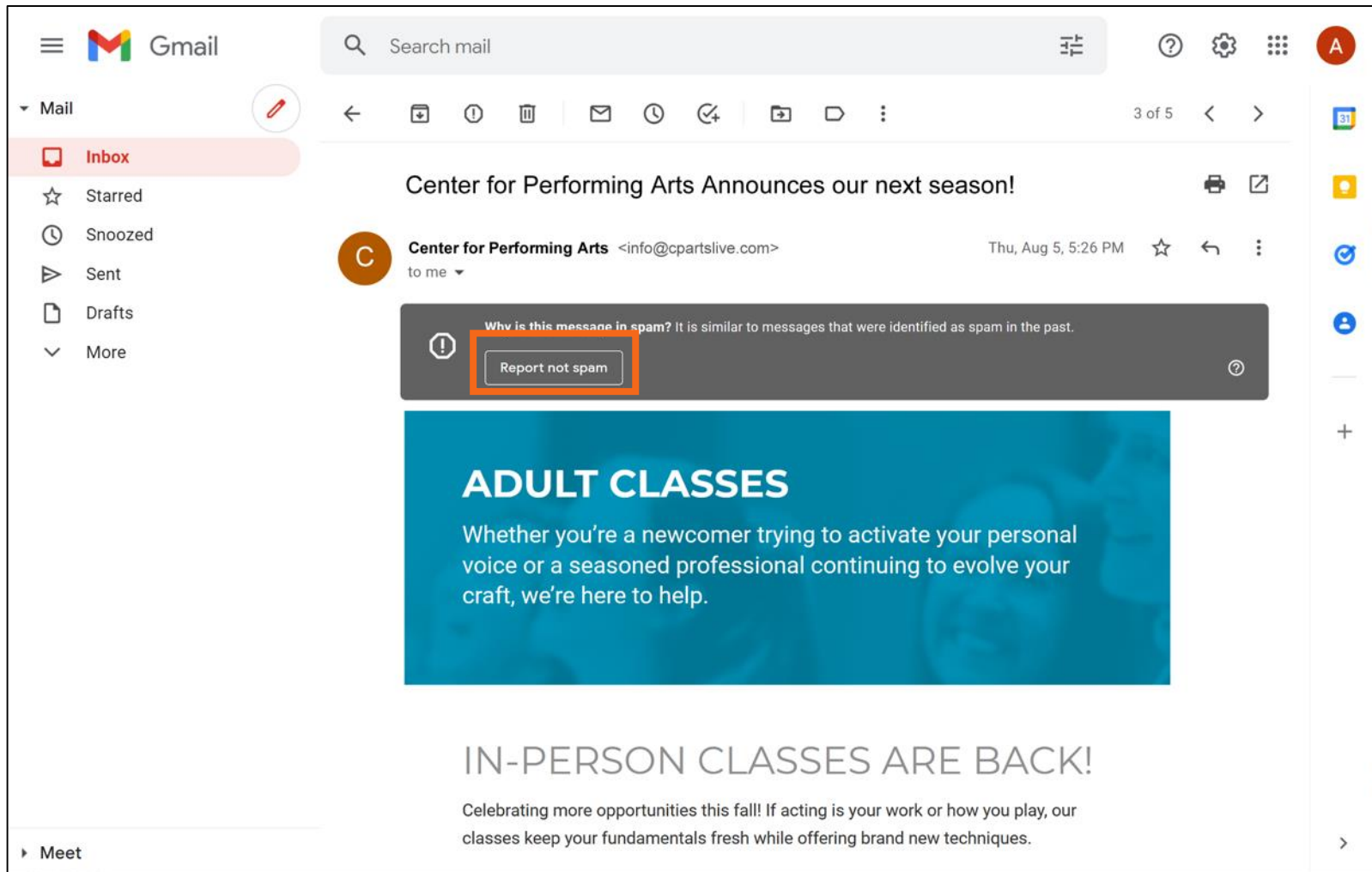


The screenshot shows a Gmail interface with the search bar set to "in:spam". The left sidebar lists various folders, with "Spam" selected. The main area displays a list of spam emails. The top email is highlighted with an orange border.

Actions	Sender	Subject	Time
<input type="checkbox"/> ☆ ▷	Center for Performing...	Center for Performing Arts Announces our next ...	10:32 AM
<input type="checkbox"/> ☆ ▷	Personal LoanPro	Dominate Your Debt	Jul 17
<input type="checkbox"/> ☆ ▷	CashApp	💰 (1) Payment sent to { mbfcommercial@gmail.co...	Jul 16
<input type="checkbox"/> ☆ ▷	Shopping Reward	CONGRATULATIONS! You are the lucky online winn...	Jul 15
<input type="checkbox"/> ☆ ▷	Food Stamp.	Find out if you qualify, get help with your app...	Jul 14
<input type="checkbox"/> ☆ ▷	Last Minute Giveaway	CONGRATULATIONS! You are the lucky online winn...	Jul 13
<input type="checkbox"/> ☆ ▷	Highway_Casino	Claim_your \$50_Free Chip_Now! - Please_Check you...	Jul 13
<input type="checkbox"/> ☆ ▷	Apple iPhone 12	Your Name Came Up For a Apple iPhone 12 custom...	Jul 3
<input type="checkbox"/> ☆ ▷	★ OPEN-IMMEDIATELY...	★ ★ ★ WINNING NOTIFICATION ★ ★ ★ "REF: #...	Jul 12
<input type="checkbox"/> ☆ ▷	Amazing Deals	Confirmation_Receipt !" - CONGRATS! You Can Get \$...	Jul 11

0 GB of 15 GB used

# Spam and Junk Email (continued)



The screenshot shows a Gmail interface with a search bar at the top. The left sidebar lists folders: Mail, Inbox (selected), Starred, Snoozed, Sent, Drafts, and More. The main content area displays an email from "Center for Performing Arts" with the subject "Center for Performing Arts Announces our next season!". A dark grey notification box is overlaid on the email, stating: "Why is this message in spam? It is similar to messages that were identified as spam in the past." Below this text is a button labeled "Report not spam" which is highlighted with an orange border. The email content includes a blue banner for "ADULT CLASSES" and a section titled "IN-PERSON CLASSES ARE BACK!" with a celebratory message.

**Center for Performing Arts** <info@cpartslive.com> Thu, Aug 5, 5:26 PM

Why is this message in spam? It is similar to messages that were identified as spam in the past.

Report not spam

## ADULT CLASSES

Whether you're a newcomer trying to activate your personal voice or a seasoned professional continuing to evolve your craft, we're here to help.

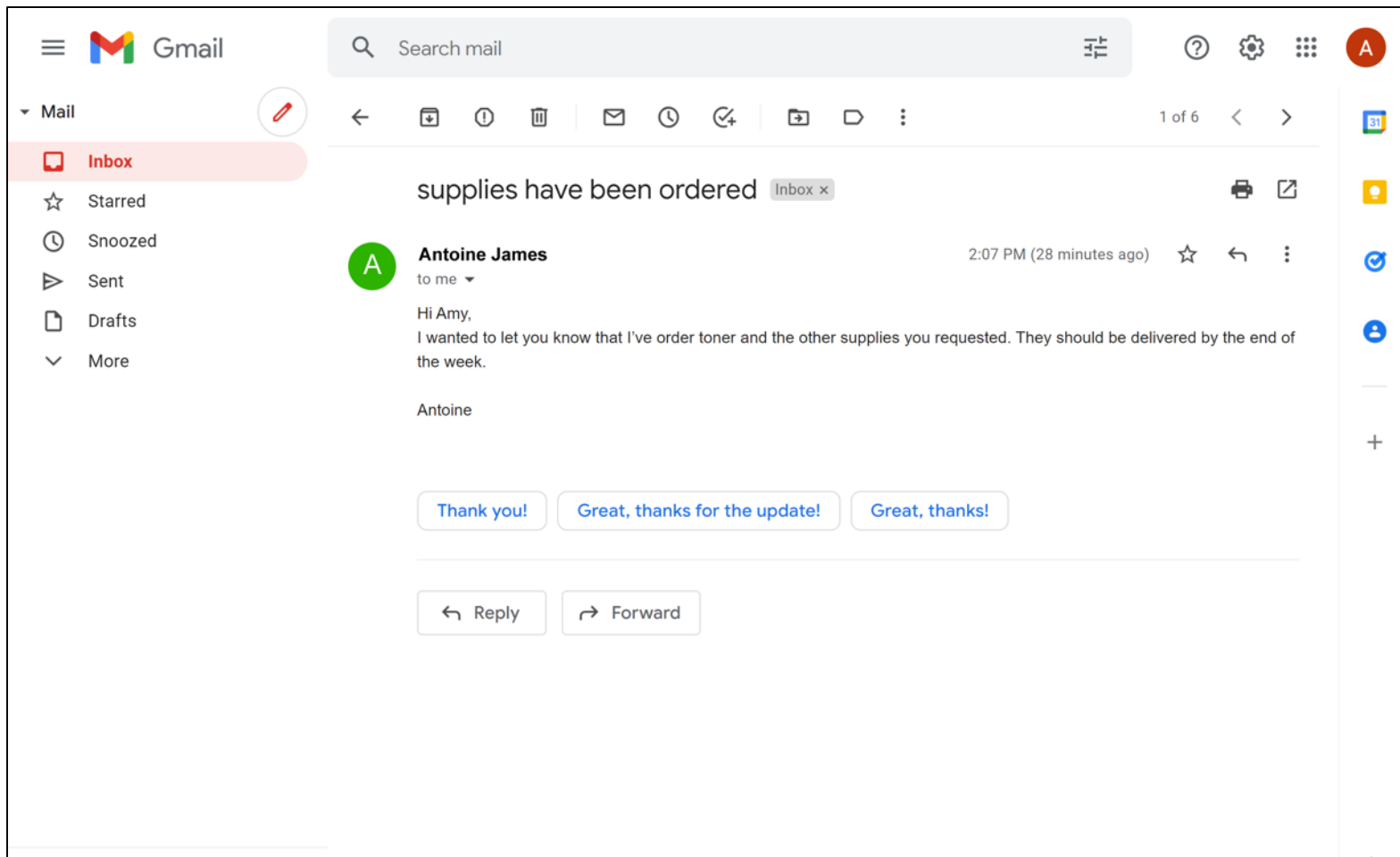
## IN-PERSON CLASSES ARE BACK!

Celebrating more opportunities this fall! If acting is your work or how you play, our classes keep your fundamentals fresh while offering brand new techniques.

# Organizing and Deleting Email



# Organizing and Deleting Email (continued)



The screenshot displays the Gmail interface. On the left, the 'Mail' sidebar is visible with 'Inbox' selected. The main content area shows an email from Antoine James with the subject 'supplies have been ordered'. The email body contains a message about ordering toner and supplies. Below the email, there are three quick response buttons: 'Thank you!', 'Great, thanks for the update!', and 'Great, thanks!'. At the bottom, there are 'Reply' and 'Forward' buttons. The top navigation bar includes the Gmail logo, a search bar, and various settings icons.

**Gmail**

Search mail

Mail

- Inbox
- Starred
- Snoozed
- Sent
- Drafts
- More

supplies have been ordered Inbox x

**Antoine James**  
to me

2:07 PM (28 minutes ago)

Hi Amy,  
I wanted to let you know that I've order toner and the other supplies you requested. They should be delivered by the end of the week.

Antoine

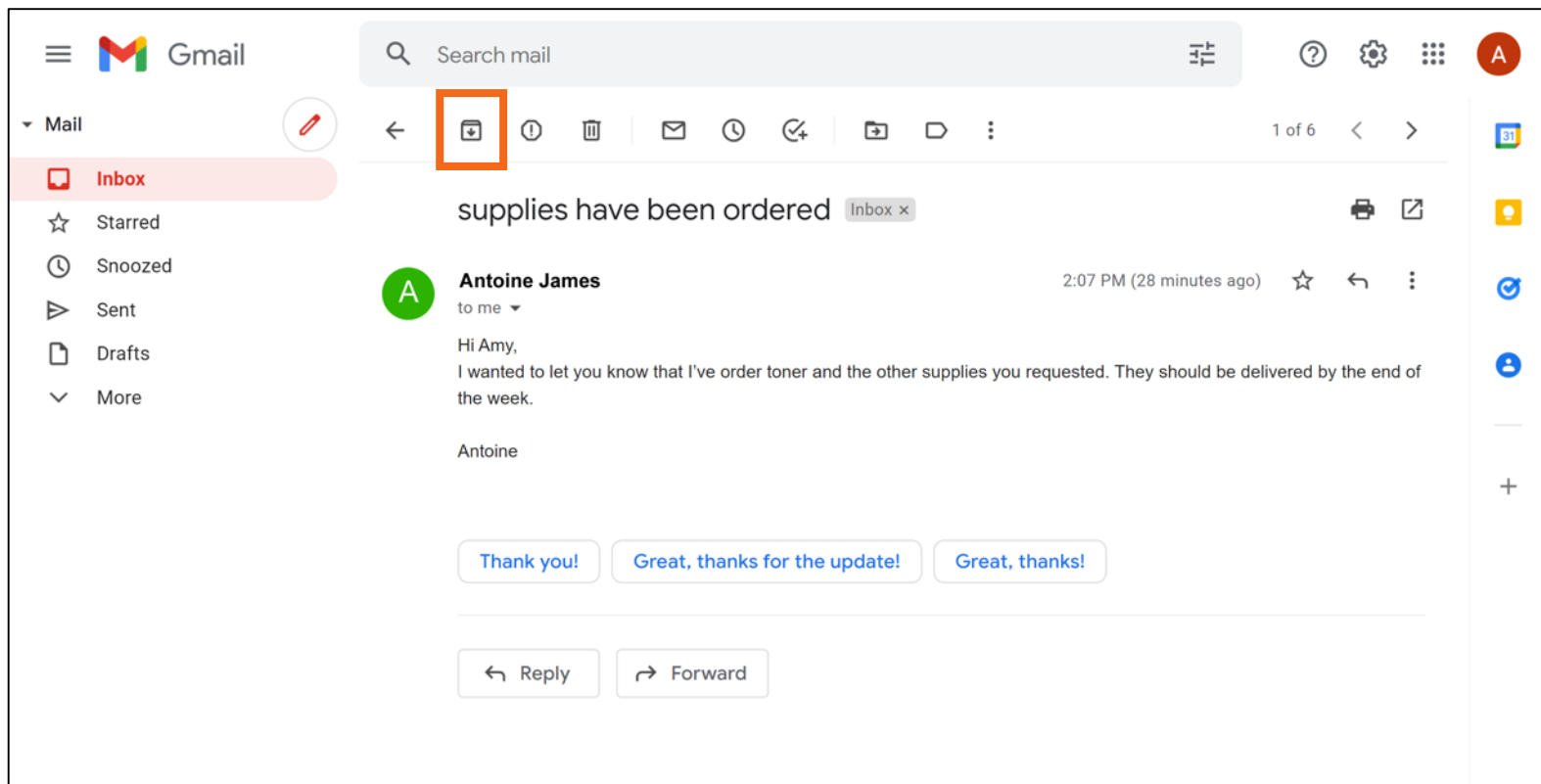
[Thank you!](#) [Great, thanks for the update!](#) [Great, thanks!](#)

[Reply](#) [Forward](#)



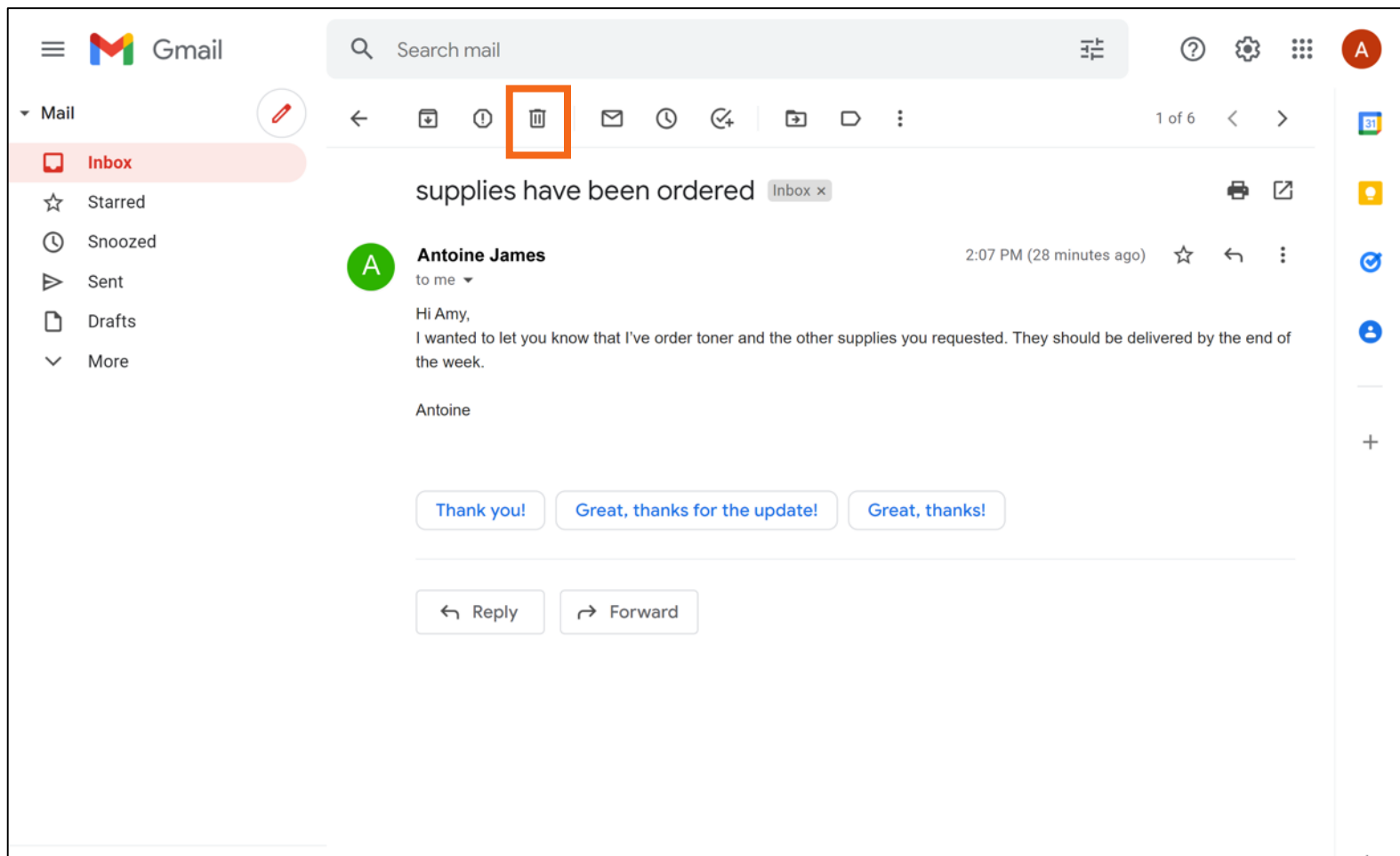
# Organizing and Deleting Email (continued)

- **Archive:** Saves the message inside the All Mail folder. You can still find it later, but it won't show up in your Inbox.



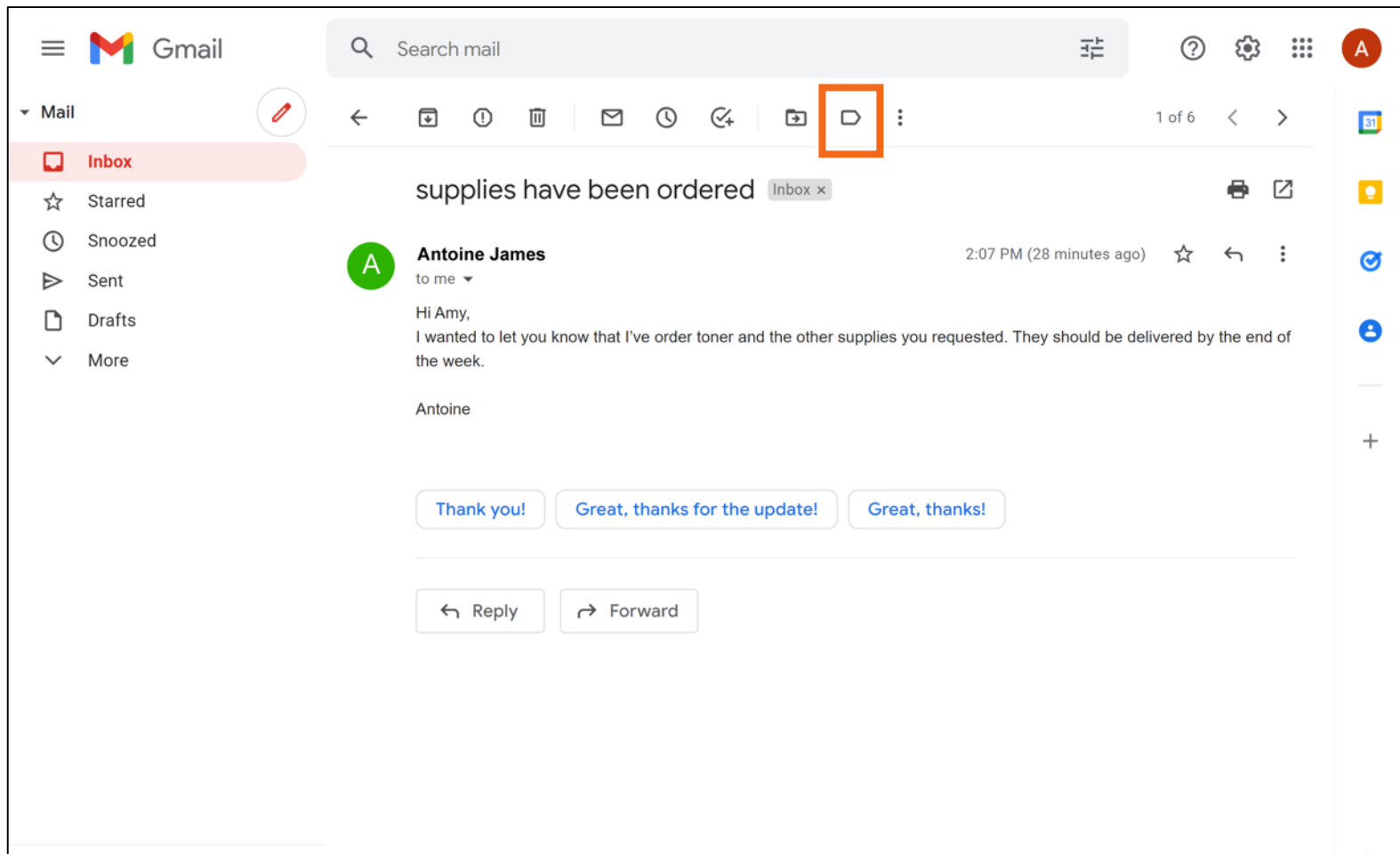
# Organizing and Deleting Email (continued)

- **Delete:** Moves the email to the Trash folder temporarily—usually for 30 days—and then deletes it permanently



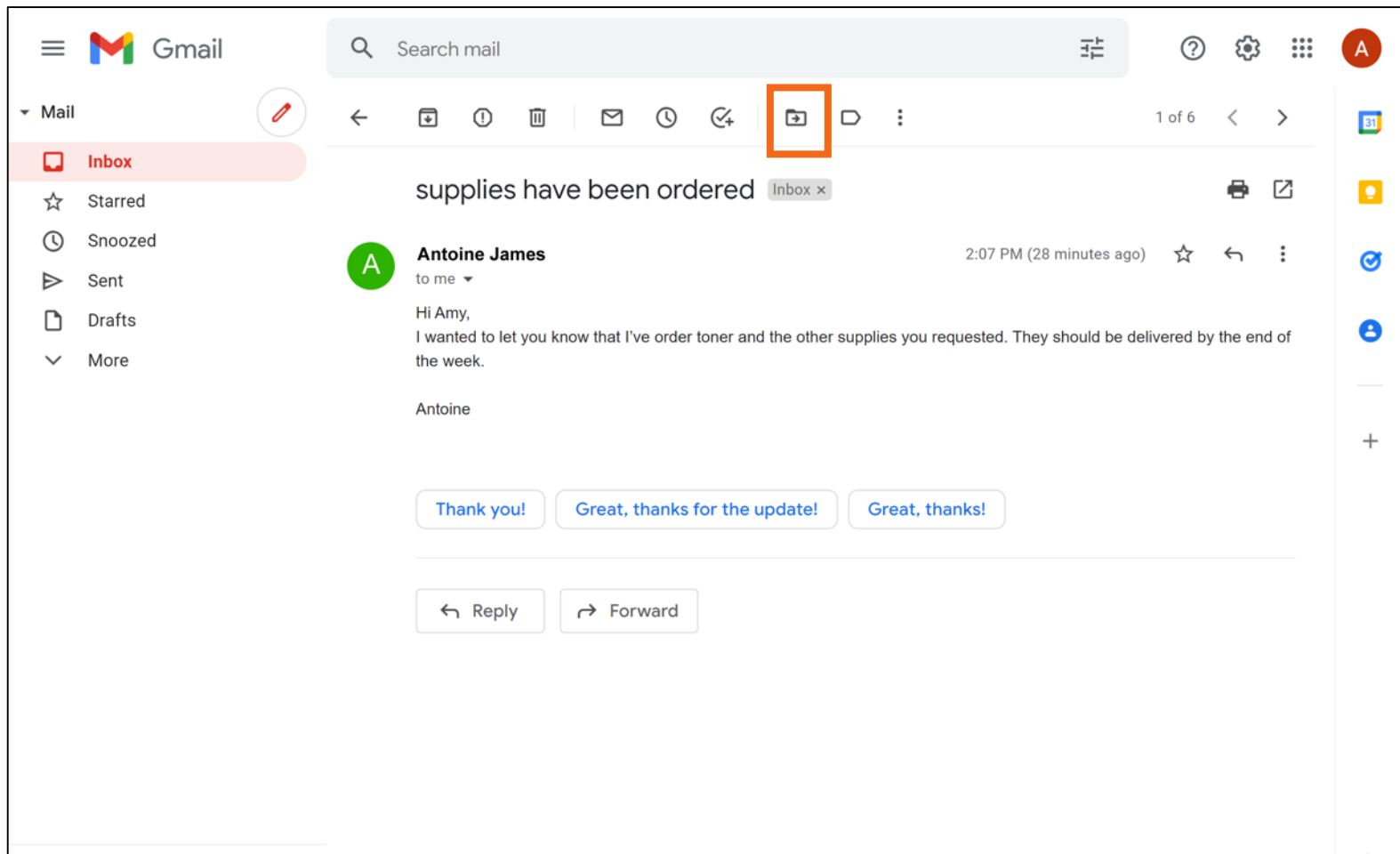
# Organizing and Deleting Email (continued)

- **Labels:** Used to organize and find emails about a similar topic. You can apply more than one label to an email.



# Organizing and Deleting Email (continued)

- **Move To:** Puts the email in another folder that you created



# Organizing and Deleting Email (continued)

The screenshot displays the Gmail interface. At the top left, the Gmail logo and a search bar labeled "Search mail" are visible. Below the search bar, a toolbar contains icons for various actions: a dropdown menu, a download icon, a warning icon, a trash icon, an envelope icon, a clock icon, a reply icon, a share icon, a print icon, and a more options icon. This toolbar is highlighted with an orange border. To the right of the toolbar, the text "1-6 of 6" and navigation arrows are shown. The main content area is divided into three tabs: "Primary" (selected), "Social", and "Promotions". Below the tabs, a list of emails is displayed. The first email is from Nikki Smith with the subject "Fun event - Hi Mom, I thought you would like to join us. Amy ---..." dated Oct 5. The second email is from Ms. Thompson with the subject "Upcoming Field Trip - Dear Parent or Guardian, The second-gra..." dated Sep 30, featuring three PDF attachments: "MY TRIP TO ...", "The City Z...", and "Field Trip...". The third email is from Nikki Smith with the subject "Dinner Sunday? - I'm hoping that we can get together for dinne..." dated Aug 5. The fourth email is from Ms. Thompson, me 2 with the subject "Welcome New Students - Thank you for reaching out. My daug..." dated Aug 5. The fifth email is from Google Community Te. with the subject "Amy, finish setting up your new Google Account - Hi Amy, Welc..." dated Aug 5. On the left side, the "Compose" button is visible, along with a sidebar menu containing "Inbox", "Starred", "Snoozed", "Sent", "Drafts", "Work", and "More". At the bottom, a storage usage bar shows "0 GB of 15 GB used", and links for "Terms", "Privacy", and "Program Policies" are provided. The text "Last account activity: 18 hours ago" and a "Details" link are also present.

# Organizing and Deleting Email (continued)

The screenshot displays the Gmail interface. On the left is the navigation sidebar with 'Compose' at the top and 'Inbox' selected. The main area shows the 'Primary' tab with three email entries. At the bottom, a dark notification bar is highlighted with an orange border, containing the text '2 conversations moved to Trash.' followed by 'Undo' and a close icon.

Primary	Social	Promotions
<input type="checkbox"/> ☆ Nikki Smith		
<input type="checkbox"/> ☆ Ms. Thompson		
<input type="checkbox"/> ☆ Ms. Thompson, me 2		

0 GB of 15 GB used

Terms · Privacy · Program Policies

Last account activity: 18 hours ago [Details](#)

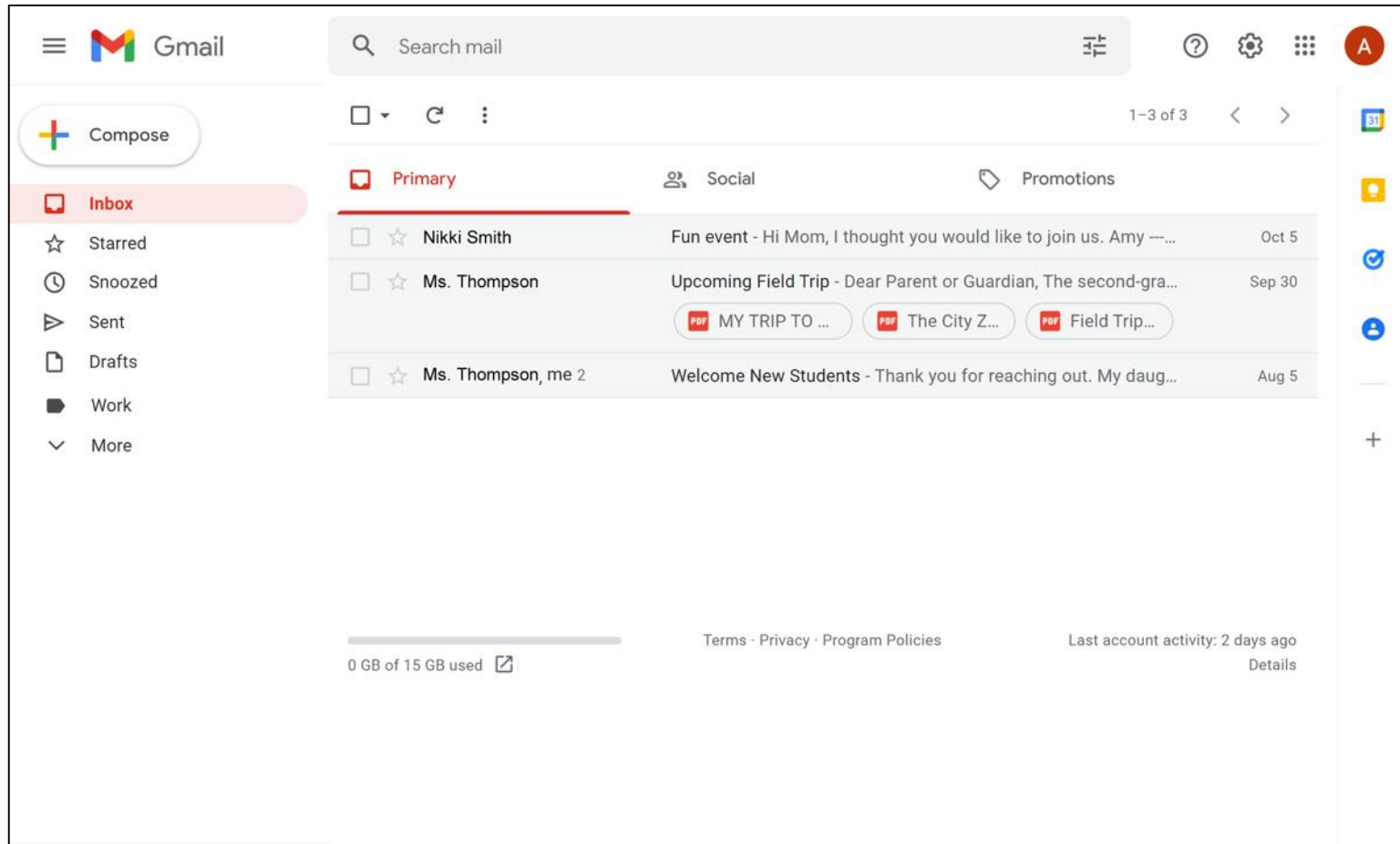
2 conversations moved to Trash. [Undo](#)

# Organizing and Deleting Email (continued)

The screenshot shows the Gmail interface with the following elements:

- Left Sidebar:** Navigation menu with folders: Compose, **Inbox**, Starred, Snoozed, Sent, Drafts, Work, Less, Important, Chats, Scheduled, All Mail, Spam, **Trash** (highlighted with an orange box), Categories, Manage labels, and Create new label.
- Search Bar:** Contains the search query "in:trash".
- Message List:** Displays two messages in the Trash:
  - From: Nikki Smith, Subject: Dinner Sunday? - I'm hoping that we can get together for dinner ... (Aug 5)
  - From: Google Community Te., Subject: Amy, finish setting up your new Google Account - Hi Amy, Welco... (Aug 5)
- Warning Message:** "Messages that have been in Trash more than 30 days will be automatically deleted. [Empty Trash now](#)"
- Footer:** Storage usage: 0 GB of 15 GB used; Links for Terms, Privacy, and Program Policies; Last account activity: 18 hours ago (with a Details link).

# Searching for Messages



The screenshot displays the Gmail interface with a search bar at the top containing the text "Search mail". The left sidebar shows the "Compose" button and a list of folders: "Inbox" (highlighted), "Starred", "Snoozed", "Sent", "Drafts", "Work", and "More". The main inbox area shows three messages under the "Primary" tab. The first message is from "Nikki Smith" with the subject "Fun event - Hi Mom, I thought you would like to join us. Amy ---..." dated "Oct 5". The second message is from "Ms. Thompson" with the subject "Upcoming Field Trip - Dear Parent or Guardian, The second-gra..." dated "Sep 30", featuring three PDF attachments: "MY TRIP TO ...", "The City Z...", and "Field Trip...". The third message is from "Ms. Thompson, me 2" with the subject "Welcome New Students - Thank you for reaching out. My daug..." dated "Aug 5". The bottom of the page shows a storage indicator "0 GB of 15 GB used", links for "Terms · Privacy · Program Policies", and "Last account activity: 2 days ago" with a "Details" link.

0 GB of 15 GB used [📄](#) [Terms](#) · [Privacy](#) · [Program Policies](#) Last account activity: 2 days ago [Details](#)



## Searching for Messages (continued)

- You can search for a
  - ✓ Person's name
  - ✓ Word in the Subject line
  - ✓ Word in the message



# Searching for Messages (continued)

The screenshot shows the Gmail interface with a search bar at the top containing the text "field trip". Below the search bar, a search result is highlighted with an orange border. This result is titled "Upcoming Field Trip" and is from "Ms. Thompson, me", dated "Sep 30". Below this result, there is a section titled "More search results for 'field trip'" with a "Press ENTER" prompt. The main email list shows three results:

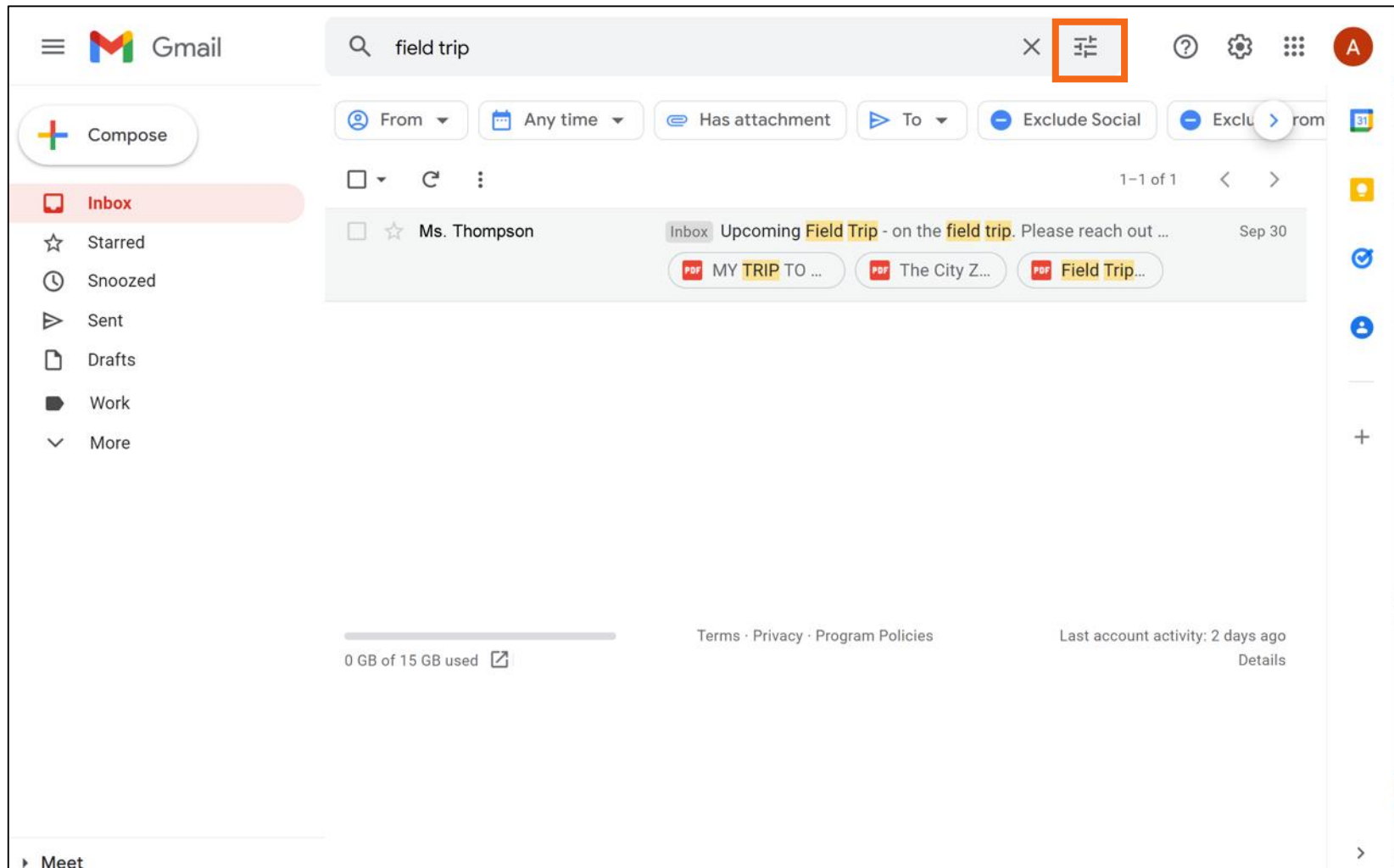
- Nikki Smith: Fun event - Hi Mom, I thought you would like to join us. Amy ---... (Oct 5)
- Ms. Thompson: Upcoming Field Trip - Dear Parent or Guardian, The second-gra... (Sep 30). This result includes three PDF attachments: "MY TRIP TO ...", "The City Z...", and "Field Trip..."
- Ms. Thompson, me 2: Welcome New Students - Thank you for reaching out. My daug... (Aug 5)

The left sidebar shows the "Inbox" selected, along with other folders like "Starred", "Snoozed", "Sent", "Drafts", "Work", and "More". The bottom of the screen shows storage usage ("0 GB of 15 GB used"), links for "Terms", "Privacy", and "Program Policies", and account activity information ("Last account activity: 2 days ago").

# Searching for Messages (continued)

The screenshot shows the Gmail interface with a search for "field trip". The search bar at the top contains "field trip" and has a search icon on the left and a close icon on the right. Below the search bar are several filters: "From", "Any time", "Has attachment", "To", "Exclude Social", and "Exclude from". The "Exclude from" filter is currently active, and a dropdown arrow is visible next to it. Below the filters, the search results show one email from "Ms. Thompson" with the subject "Upcoming Field Trip - on the field trip. Please reach out ...". The email is dated "Sep 30" and has three PDF attachments: "MY TRIP TO ...", "The City Z...", and "Field Trip...". The left sidebar shows the "Compose" button and a list of folders: "Inbox" (highlighted), "Starred", "Snoozed", "Sent", "Drafts", "Work", and "More". At the bottom of the page, there is a storage usage indicator "0 GB of 15 GB used", links for "Terms · Privacy · Program Policies", and account activity information "Last account activity: 2 days ago" with a "Details" link. A "Meet" button is visible at the bottom left.

# Searching for Messages (continued)



The screenshot shows the Gmail interface with a search for "field trip". The search bar at the top contains "field trip" and a filter icon (three horizontal lines with a vertical line) is highlighted with an orange box. Below the search bar, there are several filter buttons: "From", "Any time", "Has attachment", "To", "Exclude Social", and "Exclude from". The search results show one email from "Ms. Thompson" with the subject "Upcoming Field Trip - on the field trip. Please reach out ...". The email body contains three PDF attachments: "MY TRIP TO ...", "The City Z...", and "Field Trip...". The left sidebar shows the "Inbox" folder selected, along with other folders like "Starred", "Snoozed", "Sent", "Drafts", "Work", and "More". The bottom of the screen shows storage usage (0 GB of 15 GB used), links for "Terms", "Privacy", and "Program Policies", and account activity information (Last account activity: 2 days ago).

# Searching for Messages (continued)

The screenshot shows the Gmail search interface with the search term "field trip" entered. A search filter panel is open, displaying the following criteria:

- From: \_\_\_\_\_
- To: \_\_\_\_\_
- Subject: \_\_\_\_\_
- Has the words: field trip
- Doesn't have: \_\_\_\_\_
- Size: greater than \_\_\_\_\_ MB
- Date within: 1 day
- Search: All Mail

Additional options at the bottom of the filter panel include:

- Has attachment
- Don't include chats

Buttons for "Create filter" and "Search" are located at the bottom right of the filter panel.

Below the filter panel, three PDF attachments are visible:

- PDF MY TRIP TO THE Z...
- PDF The City Zoo Medic...
- PDF Field Trip Permissi...

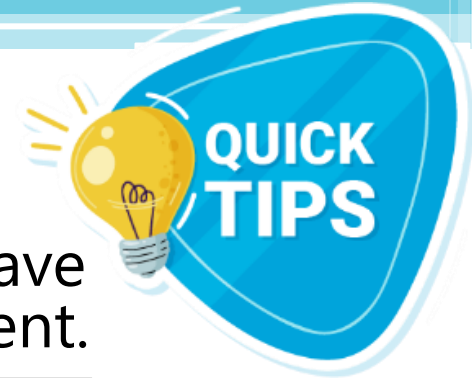
The background shows the Gmail interface with the left sidebar (Compose, Inbox, Starred, Snoozed, Sent, Drafts, Work, More) and the right sidebar (Calendar, Photos, Tasks, Contacts, etc.).

# Activity #3

## ACTIVITY #3: Searching and Deleting Email

1. Open the web browser. Log into your email account.
2. Open the email with the subject "Email Basics: What I Learned."
3. Add a label to the email called Email Basics.
4. Create a folder called Workshops.
5. Move the "Email Basics: What I Learned" email to the Workshops folder.
6. Open the Sent folder.
7. Delete the email with the subject "Email Basics: What I Learned."
8. Log out of your account.

# Tips and Tricks



- **Draft:** A saved copy of an email that you have not completed. It can be edited later and sent.

A screenshot of the Gmail web interface. The search bar at the top contains "in:draft". The left sidebar shows the "Drafts" folder selected, with a count of "1". The main content area displays a draft email titled "Shows at the Green Mill?". The email body contains the following text: "antoinejames@graneco.com", "Shows at the Green Mill?", and "There are some good shows coming up at the Green Mill. I'm wondering if you want to go together?". The bottom of the email composition window shows a "Send" button and various icons for adding attachments, links, images, and emojis. The bottom status bar shows "0 GB of 15 GB used".



# Tips and Tricks (continued)

- **Attachments:** Files included as part of the email



The screenshot displays the Gmail interface. On the left, the navigation sidebar includes "Compose", "Inbox", "Starred", "Snoozed", "Sent", "Drafts", "More", "Meet" (with "New meeting" and "Join a meeting" options), and "Hangouts" (with "Amy" listed). The main content area shows an email titled "Upcoming Field Trip" from Ms. Thompson. The email body contains the following text:

Dear Parent or Guardian,

The second-grade class will be visiting the City Zoo on May 24. Please have your child complete the attached homework assignment and make sure they bring it with them on the field trip.

Please reach out to me if you have any questions or concerns.

Sincerely,

Ms. Thompson  
Second Grade Teacher  
Rosemont Grade School

Below the email text, there are three attachments:

- "MY TRIP TO THE Z..." (partially visible)
- "The City Zoo Medic..." (partially visible)
- "Field Trip Permission Form.docx" (24 KB)

The Gmail interface also shows a search bar at the top, a "1 of 4" page indicator, and various action icons for the email.

# Tips and Tricks (continued)

- **Reply:** The email goes only to the person who sent the message



The screenshot displays the Gmail web interface. At the top, the Gmail logo and a search bar are visible. The left sidebar shows navigation options: Compose, Inbox (highlighted), Starred, Snoozed, Sent, Drafts, More, Meet (New meeting, Join a meeting), and Hangouts (Amy). The main content area shows an email titled "Welcome New Students" from Ms. Thompson, dated 4:48 PM (1 minute ago). The email body reads: "I am Ms. Thompson and I would like to welcome your child, and you, to my second grade class. I will be sending you regular updates via email. Please feel free to email me with any questions, thoughts and concerns." Below the email, a reply composition window is open, showing the sender's name and email address, a cursor in the text field, and a "Send" button.

# Tips and Tricks (continued)

- **Reply All:** Sends the email to everyone who received the message



The screenshot displays the Gmail web interface. At the top, the Gmail logo and a search bar are visible. The left sidebar shows navigation options: Compose, Inbox (highlighted), Starred, Snoozed, Sent, Drafts, More, Meet (New meeting, Join a meeting), and Hangouts (Amy). The main content area shows an email titled "Fun event" from Nikki Smith, sent 12 minutes ago. The email body contains the text: "I thought it would be fun to take the kids to this event at the park on Friday <https://www.chicagoparkdistrict.com/movies-parks>. Are you interested in going?" Below the email, a reply composition window is open, showing the "To" field with "Nikki Smith" and the "Cc" field with "todd.jones385d@gmail.com" and "eva.benally892h@gmail.com". The "Send" button is visible at the bottom of the composition window.

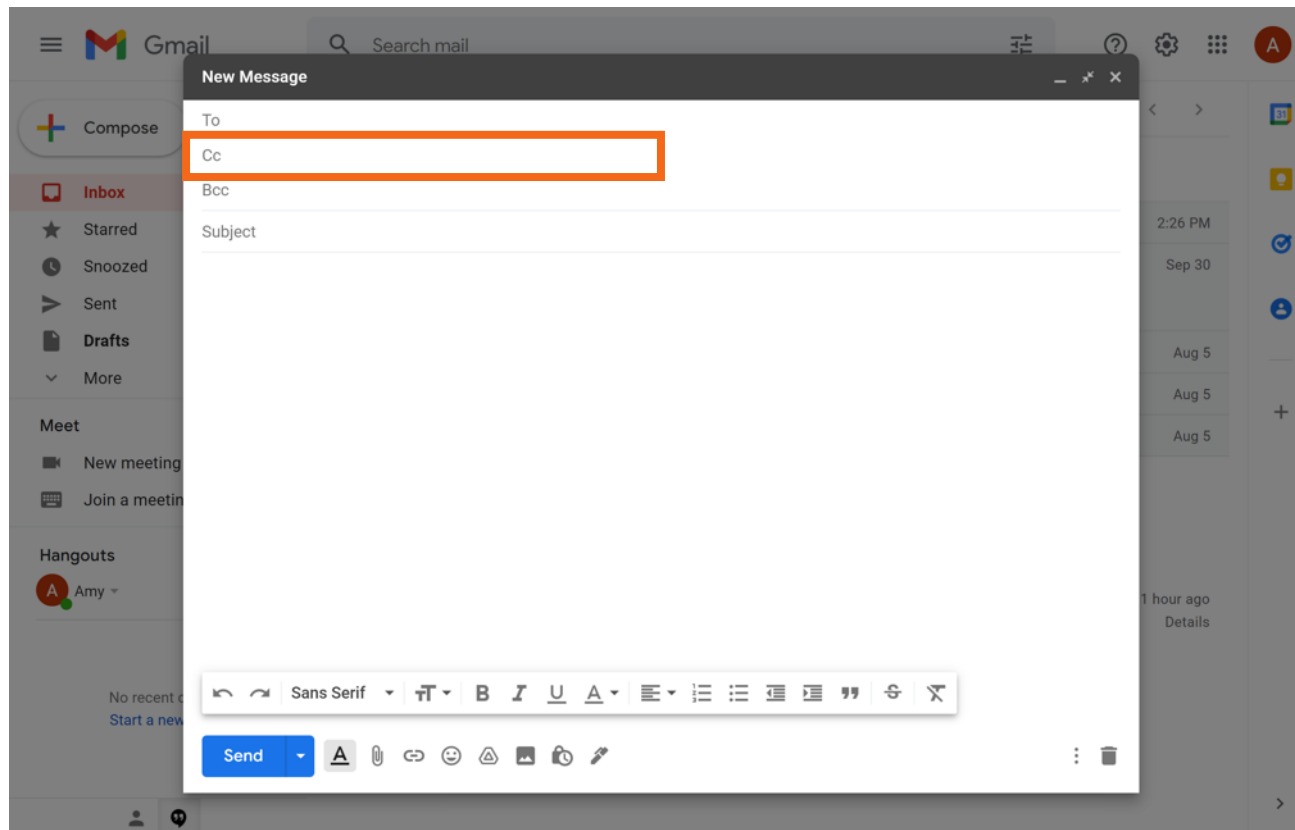
# Tips and Tricks (continued)

- **Forward:** Send an existing email to another person

A screenshot of the Gmail interface. The top bar shows the Gmail logo, a search bar, and various settings icons. The left sidebar contains navigation options: Compose, Inbox (1), Starred, Snoozed, Sent, Drafts (1), Meet (New meeting, Join a meeting), and Hangouts (Amy). The main area shows an email from Nikki Smith to Todd Jones, Eva Benally, and the user. The email content says: "I thought it would be fun to take the kids to this event at the park on Friday <https://www.chicagoparkdistrict.com/movies-parks>. Are you interested in going?" Below this is a reply from Amy Smith: "That looks like fun! Let's go." At the bottom, a forwarding window is open, showing the recipient "thesmithsonmaple@gmail.com" and the forwarded message details: "From: Amy Smith <amyleighsmith82@gmail.com> Date: Tue, Oct 5, 2021 at 2:44 PM". The window has a "Send" button and icons for text, attachments, links, emojis, images, videos, and a trash icon.

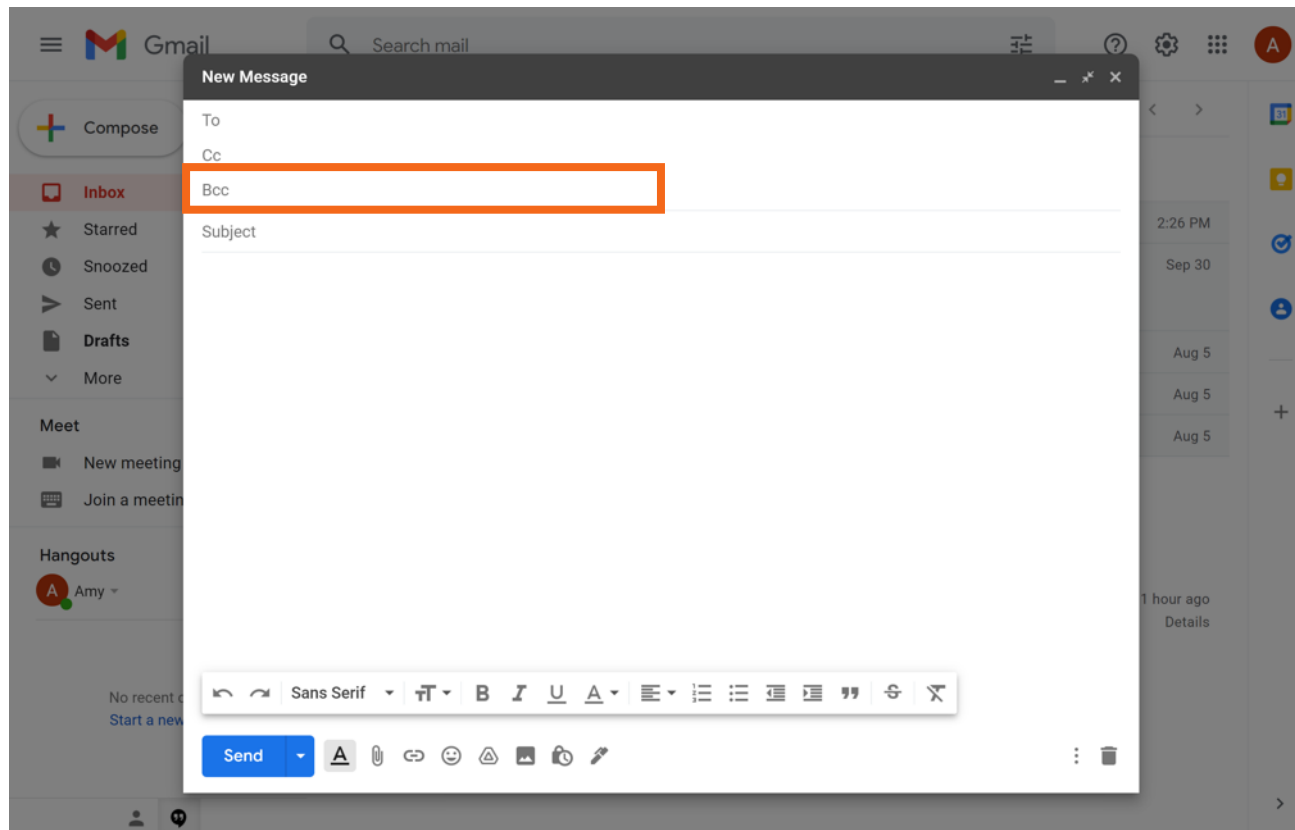
# Tips and Tricks (continued)

- **CC:** Carbon Copy



# Tips and Tricks (continued)

- **BCC:** Blind Carbon Copy



## Tips and Tricks (continued)

New Message — ↗ ✕

From

To

Cc

Bcc

Subject

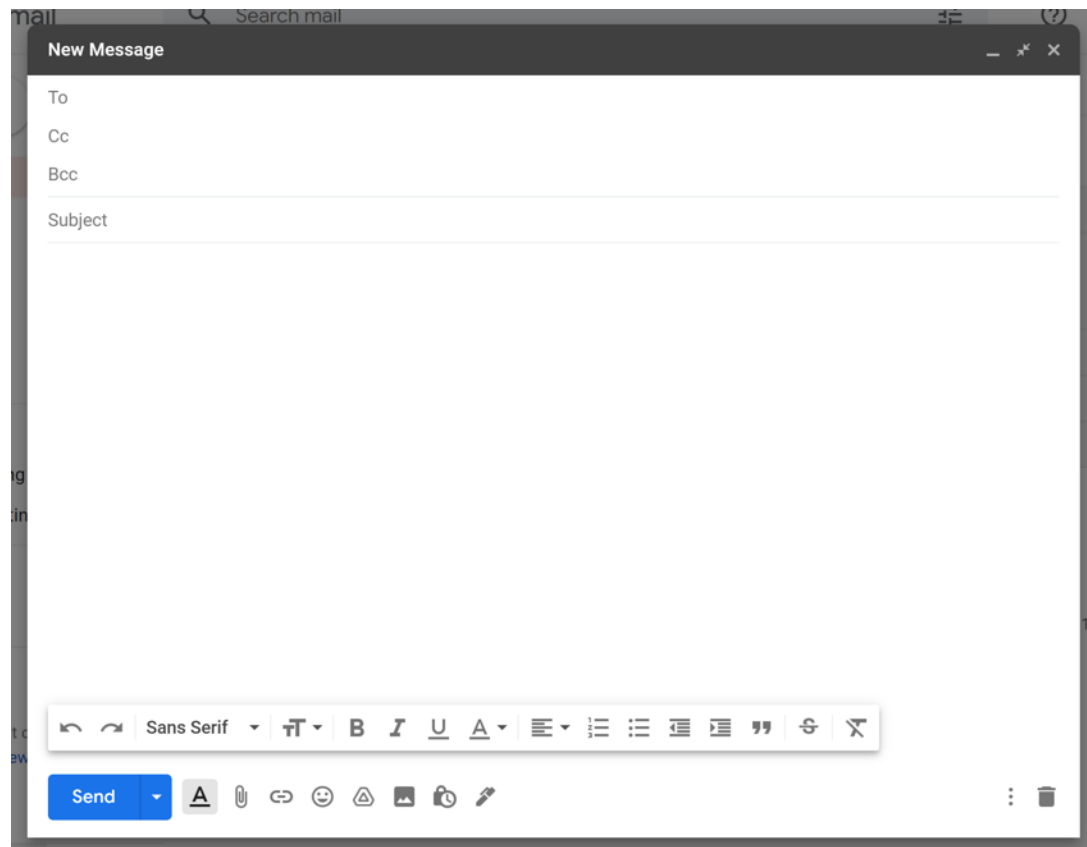


- ✓ The CC field lets the recipient know that it is a courtesy copy for their records, and they often don't need to reply or take any action.
- ✓ The BCC field keeps the email address private.
- ✓ You can use multiple email addresses in all three fields—To, CC, and BCC—anytime you send a message.

# Activity #4



What do you click on to add an attachment?



If you want to reply to everyone who received the message, which option do you choose?

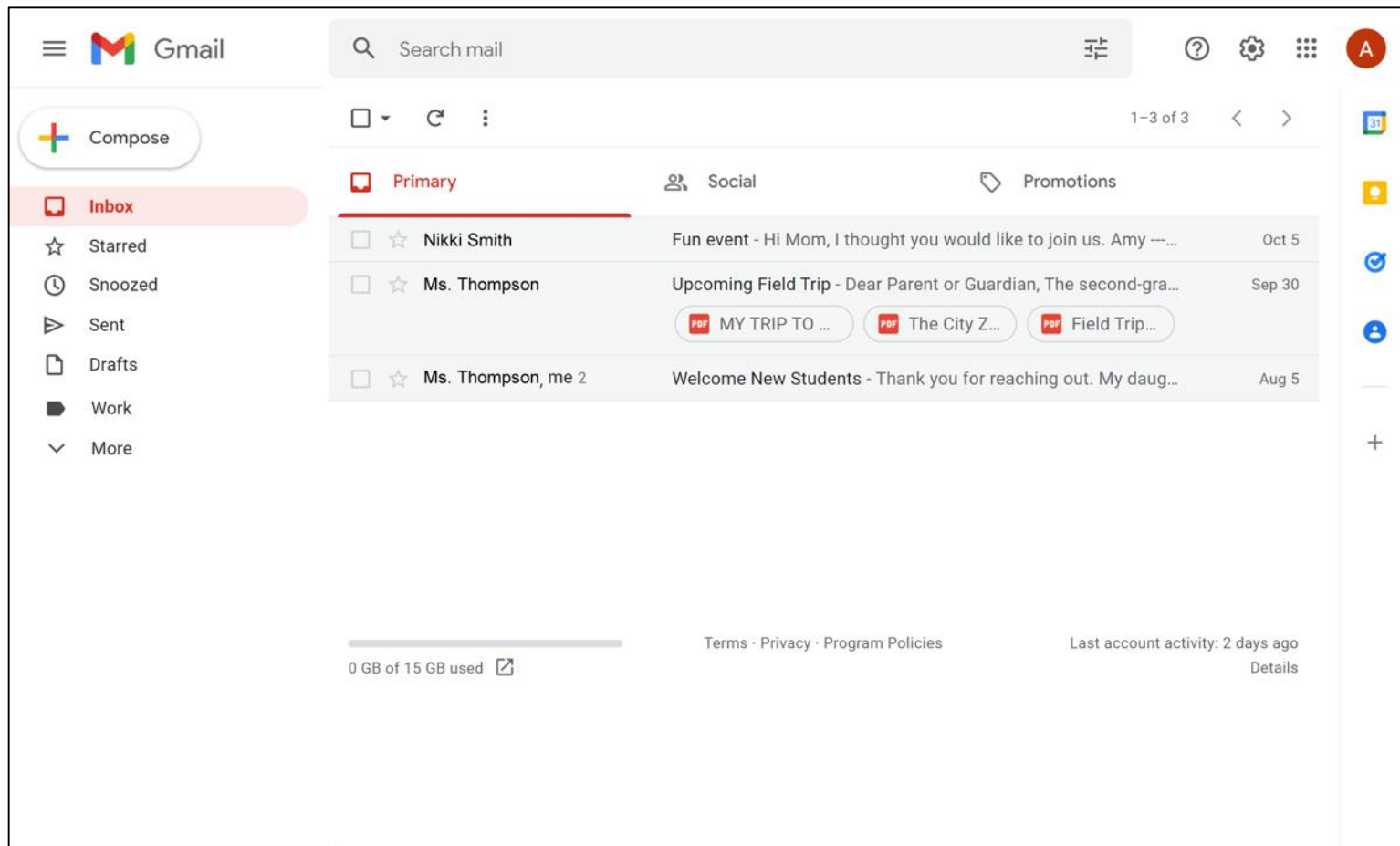


If you BCC your mother in an email, will your friends see your mother's email address when they receive the email?

Yes

No

If you want to finish an email that you started yesterday but did not send, where would you find it?



The screenshot shows the Gmail interface. On the left, the navigation menu includes 'Compose', 'Inbox' (highlighted), 'Starred', 'Snoozed', 'Sent', 'Drafts', 'Work', and 'More'. The main area displays the 'Primary' tab with three email entries:

- Nikki Smith**: Fun event - Hi Mom, I thought you would like to join us. Amy ---... (Oct 5)
- Ms. Thompson**: Upcoming Field Trip - Dear Parent or Guardian, The second-gra... (Sep 30). This email has three attachments: 'MY TRIP TO ...', 'The City Z...', and 'Field Trip...'.
- Ms. Thompson, me 2**: Welcome New Students - Thank you for reaching out. My daug... (Aug 5)

At the bottom of the interface, there is a storage indicator showing '0 GB of 15 GB used', and links for 'Terms · Privacy · Program Policies'. On the right side, it shows 'Last account activity: 2 days ago' with a 'Details' link.

After reading this email, you decide you want to delete it.  
Which icon should you click to delete the message?

The screenshot shows the Gmail interface. At the top, there is a search bar labeled "Search mail" and a navigation bar with icons for back, archive, trash, mail, snooze, reply, forward, and more. A red circle highlights the trash icon. Below the navigation bar, the email content is displayed. The subject is "supplies have been ordered" and the sender is "Antoine James". The email body contains the text: "Hi Amy, I wanted to let you know that I've order toner and the other supplies you requested. They should be delivered by the end of the week. Antoine". At the bottom of the email, there are three response buttons: "Thank you!", "Great, thanks for the update!", and "Great, thanks!". Below these buttons are "Reply" and "Forward" buttons. The left sidebar shows the "Mail" folder with sub-folders: "Inbox", "Starred", "Snoozed", "Sent", "Drafts", and "More".

You see an email from a sender you don't recognize. It seems too good to be true! What should you do with the message?

☆ ▷ ☆ OPEN-IMMEDIATELY... ☆☆☆ WINNING NOTIFICATION ☆☆☆ "REF: #... Jul 12

Open it to get more information

Don't open it and mark it as spam

Open the message and attachments  
to receive her reward

# Congratulations!

Today you have learned:

- The tools and apps needed to use email
- The skills to perform basic email functions, including:
  - Logging into and out of an email account
  - Communicating through email
  - Recognizing and managing spam
  - Organizing and deleting email
  - Searching for messages
- Email tips and tricks, including:
  - Getting started with Gmail
  - Keeping your email account safe
  - Draft, Attachments, Reply All, Forward, CC, and BCC

Today's training is provided by AT&T  
and the Public Library Association.

Visit [sherwoodoregon.gov/library](http://sherwoodoregon.gov/library) and  
[digitallearn.org](http://digitallearn.org)  
for more courses and to build confidence using  
technology.





# Thank you for coming!

