UVic Senior’s Program:
How to Use Outlook & Gmail

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Senior’s Program website: http://www.csc.uvic.ca/Outreach/csyp.htm
What is email?
Email stands for electronic mail.

Traditional mail:
Person → Canada Post Mailbox → Mailman → Mailbox

Electronic mail (email):
Person → Email Provider → Internet Servers → Recipient Email Provider
What are the benefits of using email?

- **Convenience** - If a desktop computer, laptop or mobile phone is around, you can type your email message wherever you want, save it for later use and send it at any time without having to worry about envelopes, stamps and tariffs.

- **Speed** - Emails typically arrive within seconds or minutes — anywhere in the world, something that can be said only about a negligible number of the letters I’ve sent via postal mail.

- **Attachments** - You can attach any file on your computer to an email message easily, regardless of its type and, mostly, size. It’s as easy to send a long master's thesis around the world as it is to email a spreadsheet, a report, pictures, or a saved game of your favorite game.

- **Accessibility** - Emails can be stored conveniently in your email program. Good programs make it easy to organize, archive and search your emails, so any information contained in an email is always readily accessible.

- **Cost** - Safe for the fee you pay for accessing the internet, sending and receiving emails is typically free.


What’s in an email address?

When you send an email, you send it to their **email address**.

```
To: uvicseniors@outlook.com
Cc: 
Subject: 
From: Robert Lee –
```
Pick an email program to use: Outlook/Gmail/Yahoo and sign in. For Gmail, go to [www.gmail.com](http://www.gmail.com). For Outlook, go to [www.outlook.com](http://www.outlook.com).

You can sign up if you don’t have an account (follow the instructions under “Sign up” or “Create account”).
Email “inbox”: Where your new emails will appear

An email appears in your inbox. You can tell it is a new or unopened email as it will appear in **bold**. You can see **who** the email is from and the **subject** of the email.

An email has the following features:

- An **address bar** where you put the email address
- A **subject bar** where you write what your email is about
- The **main body** of the email, where you write your message

You open an email by clicking twice on it, for example in the subject line. Once an email is open you can reply to it. You reply by clicking on the **Reply** button.

- This will open a new email
- The address will already be completed as you are replying to the email
- The subject line will be completed and will start with **RE:**
- You type out your message in the main body of the page
- You send by clicking on the **Send** button
- To create a new email you click on the **New** button
- You type the email address in the address bar and a subject in the subject bar, type in your message and then press **Send**

Message options

Reply: Reply with a message
Delete: Move message to trash to empty later
Archive: Archive message for later
Junk: Mark the message as junk
Composing a new email

New email button
3 things needed: Recipient email address, subject, and message content

You can choose to attach a file.

An attachment is a type of file such as a photo or document. You can send an attachment with an email. To add an attachment you need to click on the Attach button.

- The Attach button often has a paperclip as its symbol
- When you click on the Attach button it opens up a new window
- The window shows you files and folders on your computer
- Find and then click on the file you want to attach and press OK
- The file will now show as an attachment in your email
- The name of the file will be shown next to a paperclip

Source: [http://downloads.bbc.co.uk/connect/BBBC First Click Beginners Guide.pdf](http://downloads.bbc.co.uk/connect/BBBC First Click Beginners Guide.pdf), Date Accessed: February 12, 2016
Folders – classify and file away your emails

Useful for organizing emails (For example, one folder for “Family”, “Photos”, “Friends”, “News”, etc.)

There are pre-existing folders that all email services have:
The Inbox folder holds email that other people sent to you.
The Sent folder holds emails that you sent to other people.
The Junk folder holds emails that your email service provider thinks is junk or spam.
The Trash folder holds emails that you deleted. (To permanently delete all your emails, go to this folder and click “Empty”)

Important internet security tips:

- **Never** give your account details, credit card/bank account numbers in reply to an email – it is not secure, and it may be a scam
- Many scammers will **impersonate** your bank/bill company and ask you for money – **contact the company** (not using the contact information in the email) to verify, and pay (if necessary) directly to company
- If someone you know sends something out of the ordinary, **let them know** – your contacts may be hacked
- Don’t download programs or fill out forms by following links to email – search up the company and open the website directly, not via email link – many viruses/scammers use **fake forms/malicious websites** that look like real websites

Look at who it is from.
Look at what the message is about.
Think about what the email’s purpose is.

Sample Spam email:
**From:** Internal Revenue Service
**Sent:** Tuesday, July 22, 2008 9:47 AM
**Subject:** [SPAM: #] Get your tax refund now

**Importance:** High

After the last annual calculations of your account activity we have determined that you are eligible to receive a tax refund of $479.30. Please submit the tax refund request and allow us 2-6 days in order to process it.

A refund can be delayed for a variety of reasons. For examplesubmitting invalid records or applying after the deadline.

To access the form for your tax refund, please click here [http://e-dlogs.rta.mi.th:84/www.irs.gov/]

Note: Deliberate wrong inputs will be prosecuted by law.
Regards,
Internal Revenue Service

The From address is not a government email address, and the link does not lead to the real IRS website. You should always check the direction of the links in suspicious emails.

From: Senator David Mark [mailto:info@atm.com]
Sent: Tuesday, April 14, 2009 9:49 PM
Subject: OUR REF:FRN/ATM/882

OUR REF:FRN/ATM/882 YOUR REF:CLAIMS/ATM/882

This is to officially inform you that (ATM Card Number: 5179123456789120) has been accredited in your favor. Your Personal Identification Number is 882. The ATM Card Value is $6.8 MILLION USD. You are advised to contact Mr. Jeffery Simpson via Email (firstflightservice@yahoo.com.hk) with the following information's;

Full Name:
Delivery Address:
Phone Number:
Country:
OCCUPATION:
SEX:
Age:

Please Note that you are to pay the sum of $85 USD for the delivery of your ATM Card by FedEx Courier Express

Best Regards,
Senator David Mark.

The numerous typos and grammatical mistakes of this email give it away as a scam. It is highly unlikely that a foreign senator will give away ATM cards. The reply email addresses are likely fake.
Dear Capital One Cardholder,

During our regularly scheduled account maintenance and verification procedures, we have detected a slight error regarding your Capital One Card(s).

This might be due to one of the following reasons:

1. A recent change in your personal information (i.e. address changing)
2. Submitting invalid information during the initial sign up process.
4. Multiple failed logins in your account.
3. An inability to accurately verify your selected option of payment due to an internal error within our system.

Please update and verify your information by clicking the following link:


Note: You must verify your information before you can continue using your card.

Thank you,
Capital One.

The "usc.edu" domain in the "From" address is a give away that this is a phishing scam. Also the link to the Capital One website is most likely fake.