



Tips for Tech Savvy Seniors

Introduction to Email

Intermediate Guide: Part 2

Now you have an email account, it's time to learn the tricks and traps of using email. You can create and manage your Contacts list, send emails to multiple people, find out how to use attachments, and how to manage and avoid junk email.

Creating and managing your contacts

A **Contacts list** stores and remembers email addresses and other details.

- When you send an email, type a contact's name in the **To** field, and the email address will appear.
- If you reply to an email, the **Sender's** name and email address is added to your **Contacts** automatically.
- You can create **Groups** of email addresses to make it easier to send batch emails, for example **Family**.
- Your email program lets you add contacts from emails you've received, or you can add them manually.
- For example, in **Gmail**, hold the mouse over the sender's name and a **contact card** will pop up.
- Click the **Add Contact** icon to add this person as a contact. If they're already a contact, this icon appears as the **Edit Contact** icon.
- Launch Google's **Contacts web app** from the **Menu**, to add new contacts and edit details.
- Click the **Create contact button** or click a **Contact** to see the full **Contact form**. Add a photo and fill in extra details if you like.
- Use the **Labels** option in the menu to group contacts together. Click **Create label** to name a new group.
- To add contacts to the new label, select each contact from the list, then click the **Manage Labels button** at the top.
- Choose the label you want, then click **Apply**.

Sending emails to multiple people

You can send emails to multiple people by simply adding their addresses in the **To** field, one after the other.

- **Compose** a new email and click the **To** field to start typing addresses.
- Separate each address with a **comma**, until you've added as many people as you want.
- **Gmail** detects email addresses and will place each address in a circle with an **X**. Click the **X** to remove that address from the email if you change your mind about including it.
- When you send the email, it will go to every email address on the list.
- Gmail's **Labels** lets you group addresses together, for example **Family**.
- In the **To** field, instead of an email address type **Family**. You'll see a pop-up suggestion showing the first few email addresses in that group.
- Click the pop-up to copy all the email addresses under the **Family** label into the **To** field.

Replying to a group email and using CC and BCC

When you send an email to a group, everyone in the group can see all the other email addresses which have received the email.

- Click **Reply** to respond only to the person who sent the group email.
- Click **Reply All** to respond to everyone in the group, including the original sender.
- The email addresses of everyone except the original sender, will appear in a new field called **CC**, for **Carbon Copy**. This is so they know you are replying to the sender, not them.
- Addresses in the CC field are visible to everyone who gets the email. To hide these addresses, you can use **BCC**, which stands for **Blind Carbon Copy**.
- When composing a new email, click **CC** or **BCC** in the top right corner to make these fields appear. You can then add addresses to CC or BCC as you prefer.

Using attachments

An **attachment** is a computer file that gets sent along with an email and appears alongside that email in the recipient's inbox.

- The recipient can click on the attachment to **open** it, or **save** it to their computer.
- **Photos** and **documents** are common attachments, and usually go over email with no issue.
- **Computer programs**, such as apps, are often blocked by ISPs (Internet Service Providers) and antivirus software, because this is a common way to send someone a virus.
- Most email programs have a maximum file size for attachments. On **Gmail**, this limit is **25 megabytes**, or enough for 5-10 good quality photos.
- When you **Compose** a new email in **Gmail**, the option to add an attachment is at the bottom of the panel. It looks like a **paperclip**.
- A **File Explorer** window will open, and you can choose one or more files to attach from your computer's file system.
- The attachments will take a moment to load into Gmail, and then you can **Send** the email.
- When you receive an attachment, you can save it using the **Download** button, or simply click to open it.

Avoiding junk email

Junk email, also called **Spam**, is a common problem on the internet. **Spam** usually contains objectionable or even offensive content, links to viruses, and scams.

- Gmail has a built-in **Spam filter**, and most spam will be pre-screened and sent to the **Spam folder**. Spam is deleted after 30 days.
- To minimise spam getting past the filter, avoid giving out your main email address to strangers.
- Set up a **dummy email address** with **Gmail**, **Outlook**, **Yahoo** or similar, and use this on sites that demand your email address for access.
- Only use your main address on sites that you trust, such as your **bank**.
- Never respond to a spam email, because this will confirm that your email address is active and invites more spam.