



Project for Pride in Living
612-455-5100
www.ppl-inc.org

E-MAIL:

A way to send letters across the internet
"Electronic mail"

COMMON EMAIL PROVIDERS



EMAIL ADDRESS: an address where electronic mail can be sent

'@' symbol is ALWAYS here
in an email address

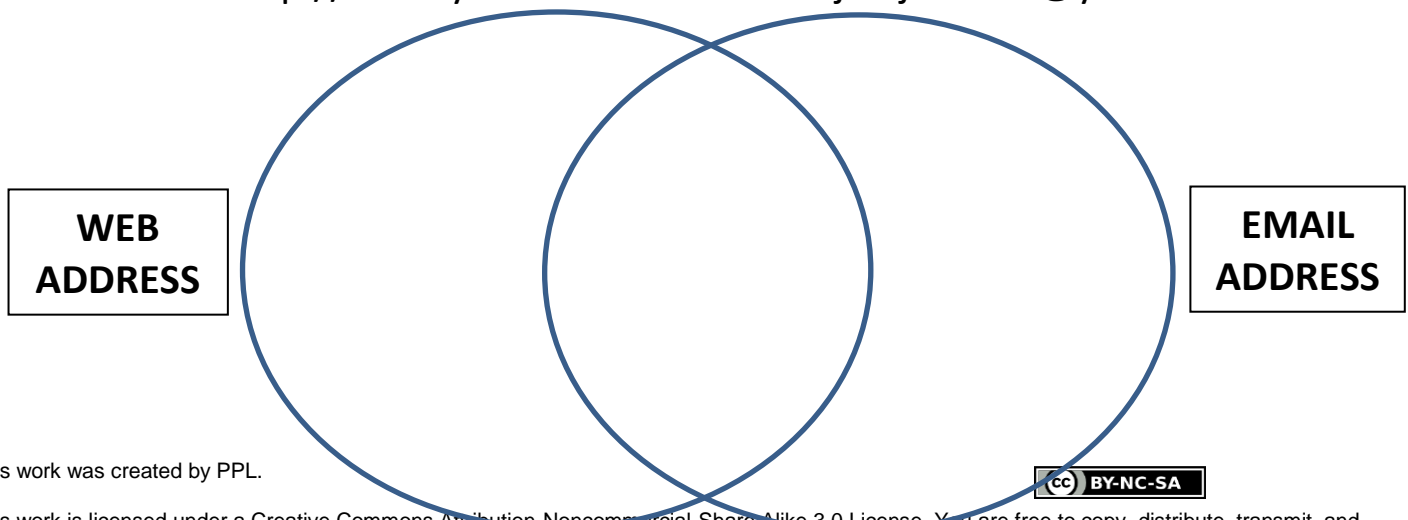
joe.johnson@yahoo.com

login name domain name

AN EMAIL ADDRESS IS NOT A WEB ADDRESS (URL):

http://www.yahoo.com

joe.johnson@yahoo.com



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SIGNING IN TO YOUR ACCOUNT

You will need:

- Your own email account and email address
- The email recipient email address
- Internet access

Go to your email provider by writing the URL into the address bar

1. Sign in to your email account

The diagram shows a typical email sign-in interface. It includes a profile icon at the top, followed by 'Email' and 'Password' input fields, a 'Sign in' button, a 'Stay signed in' checkbox, and a 'Need help?' link. Below the form is a 'Create an account' link. Numbered callouts provide instructions: 1. CLICK (points to the Sign in button), 2. Type username Pay attention to spelling (points to the Email field), 3. CLICK (points to the Sign in button), 4. Type password Pay attention to spelling Check CAPS LOCK is off (points to the Password field), and 5. CLICK 'Sign in' (points to the Sign in button).

SECURE PASSWORDS

FEATURES OF A SECURE PASSWORD:

5Flower\$

Diagram illustrating the features of a secure password: 5Flower\$. The password is broken down into its components: 5 (Number), Flower (Lowercase letters), and \$ (Uppercase letter/symbol). The numbers 1, 2, 3, and 4 are placed around the password, corresponding to the features listed in the table below.

1	UPPERCASE LETTERS	If you write your password down for reference, remember to carefully and correctly write UPPER- and lower- case letters
2	lowercase letters	
3	Numbers 1234567890	Choose numbers you will remember (an anniversary, age, etc.)

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4	Symbols !@#\$%^&*	Type by holding SHIFT and pressing any number key
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SECURITY QUESTIONS

Questions you can answer to log in to your email account if you forget your password

Security question:

If you forget your password we will ask for the answer to your security question. [Learn More](#)

Answer:

Birthday:

MM/DD/YYYY (e.g. "09/18/2011")

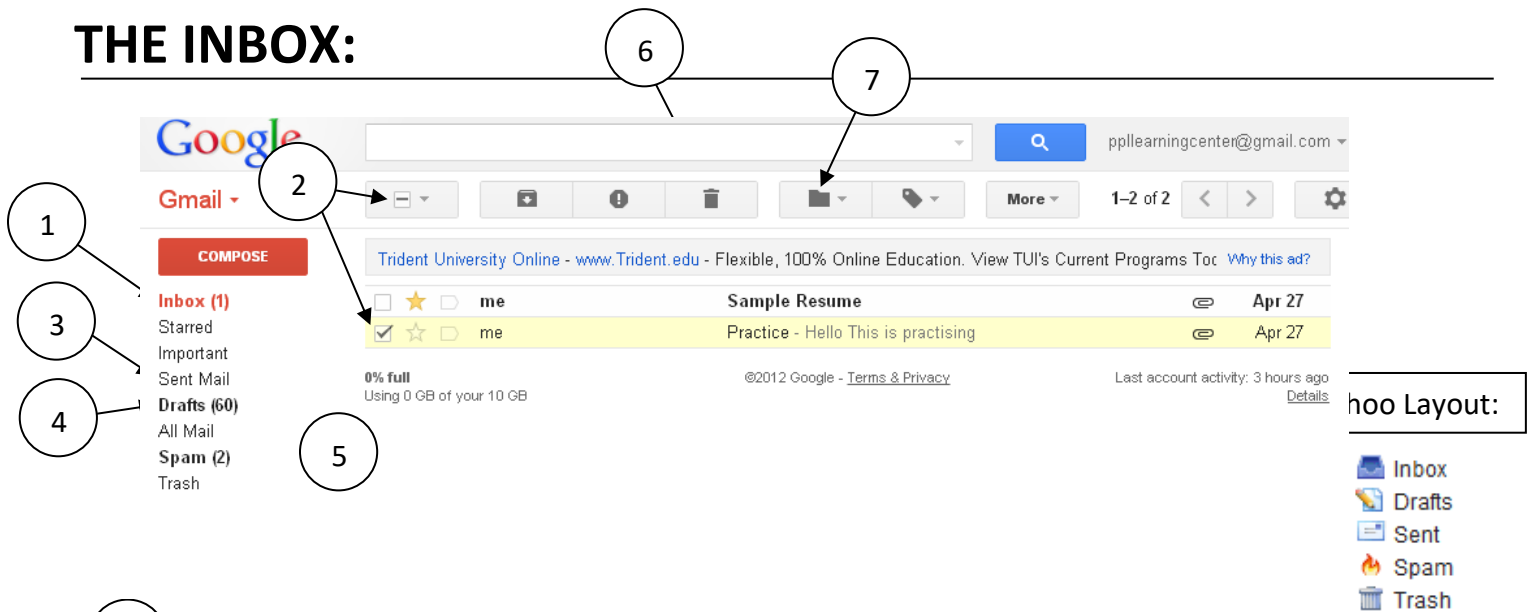
Be sure to choose questions and answers you will remember!

Above is a list of ways to make a secure password. Many websites have their own rules that you must follow to ensure your password is secure. Pretend that a website has the following rules, and make a password that follows them below.

- Must be at least 8 characters long
- Must include uppercase and lowercase letters
- Must include at least one number and one symbol

Password:

THE INBOX:



- 1 **Inbox** Shows RECEIVED emails
- 2 **Checkboxes/Selection Options** SELECT messages by clicking the checkbox then move/delete/archive/or report messages
- 3 **Sent** Saves a COPY of each email you SEND
- 4 **Drafts** Holds emails that are NOT complete and have NOT been sent
- 5 **Spam/Junk** Holds junk emails (ads, promotions, etc.)
- 6 **Trash** Holds DELETED emails
 - Trash emails deleted forever after 30 days

You CAN move an email from the trash back to the inbox

 1. Go to the 'Trash' folder
 2. Click the checkbox next the email you deleted
 3. Click the 'Move to' button
 4. Click 'Inbox'
- 7 **Move to** CLICK email checkbox, CLICK here to move the email to a folder

hoo Layout:

- Inbox
- Drafts
- Sent
- Spam
- Trash

Hotmail/MSN:

- Inbox**
- Junk**
- Drafts
- Sent
- Deleted

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SENDING AN EMAIL

2. CLICK **COMPOSE** to create a new email message

3. CLICK the “To” box, type the EMAIL ADDRESS of the person you’re sending the email to
- Click on the **CC** and **BCC** fields to add them to the email message.
 - i. CC: “Carbon Copy” same as “To;,” except for people who only need a copy (and do not need to respond)
 - ii. BCC: “Blind Carbon Copy” email addresses are hidden. For sending emails without recipients knowing the other email addresses

4. CLICK the “Subject” box, TYPE a title for your email

5. CLICK the message box, TYPE your message

6. CLICK

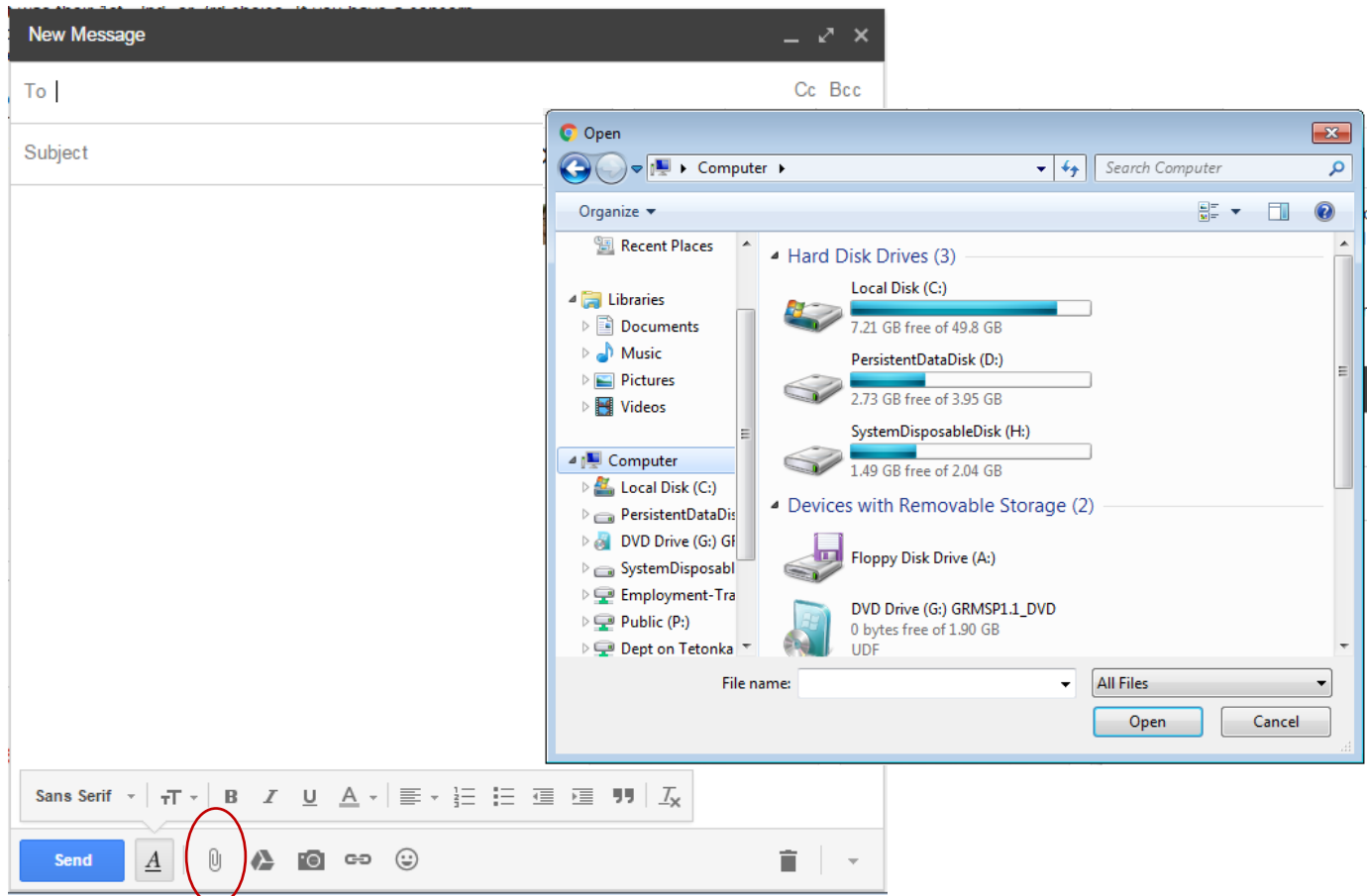


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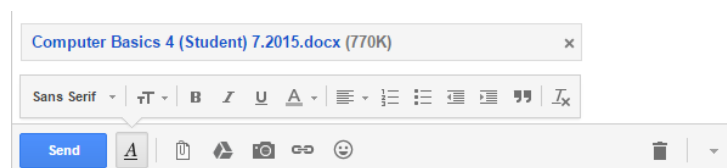


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ATTACHING A FILE TO YOUR EMAIL



1. CLICK the paperclip
 - A separate window will open
2. In the window that opens, FIND your document using the locations on the left side
 - If your document is saved to a flash drive: CLICK Computer → Under “Devices with Removable Storage,” CLICK “Flash Drive” (or related name) → CLICK your document → CLICK “Open”
3. CLICK on your Document, then CLICK the “Open” button
4. The file is now be attached to your message
 - You will see the document title in blue at the bottom of your email



5. Make sure to mention the attachment in your email message
6. CLICK “Send”

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PRACTICE: COMPOSE AN EMAIL

1. Compose a new email to your own e-mail or ppllearningcenter@gmail.com.
2. CC yourself on the message.
3. Type "Email Practice" in the Subject line.
4. Follow the steps under "E-mail Attachments"
5. Attach the Sample Formatted Resume from the Workshop Documents folder on the Desktop.
6. Write a message in the body section of the new email.
7. Click Send.
8. Check your Inbox. Did you receive the new message?

RECEIVING AN EMAIL

- 1) SIGN IN to your email account.
- 2) CLICK "Inbox"
- 3) OPEN the message you wish to read by clicking on the subject line
- 4) READ the message
- 5) CHOOSE one of these options:



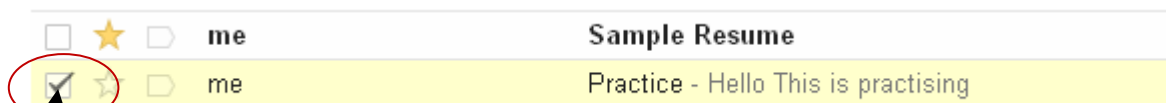
Reply: CLICK to reply to the SENDER

Reply All: CLICK to reply to the sender AND all other recipients

Forward: CLICK to send the message (and all attachments) to a NEW recipient

- It is OK to forward an email you like to a few people
- NEVER forward an email that promises money or rewards to your friends or family
- ONLY forward an email to a small group of your contacts

DELETING AN EMAIL



1. CLICK the checkbox by the email
2. CLICK the "Trash" icon 
 - You can also click the "Trash" icon while the message is open

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OPENING AN ATTACHMENT

<input type="checkbox"/>			Lisa Peterson-de la Cueva	Supervisor Corresponden...	Timesheets due today Biweekly Reflections - Hi everyone, Thanks everyone for a nice C	Nov 23
<input type="checkbox"/>			me, Joel (2)	Supervisor Corresponden...	St. Paul Evening Classes - Hi Kathleen, Sorry for taking a few days to respond to this. L	Nov 19
<input type="checkbox"/>			Joel Krogstad	Supervisor Corresponden...	CTEP Group Civic Engagement Project Teams - Greetings CTEP members! Results are	Nov 19
<input type="checkbox"/>			Joel Krogstad	Supervisor Corresponden...	Corps Day Agenda for Nov 20 at Arlington Library - Greetings members, Below is the ag	Nov 18
<input type="checkbox"/>			Lisa Peterson-de la Cueva	Supervisor Corresponden...	Biweekly reflection - Hi Kathleen, Thanks for the reflection. So glad that you've been abl	Nov 16

1. Find the email that shows a paperclip
2. CLICK the subject line to open that email

DOWNLOADING AN ATTACHMENT TO YOUR COMPUTER

The screenshot shows an email client interface. On the left is a sidebar with folders like 'Inbox', 'Starred', 'Sent Mail', etc. The main area displays an email from 'Joel Krogstad' dated 'Nov 19'. The email content includes greetings and information about CTEP Group Civic Engagement Project Teams. Below the email body, there are '3 Attachments'. The first attachment is a PDF file named 'CTEP Project Selection for 2015-16.pdf' (174 KB). A red box highlights the 'Download' button (a downward arrow icon) for this attachment. The other two attachments are 'CTEP Project Ch...' and 'Power Map Issue...'. A red circle in the email list above highlights the paperclip icon indicating an attachment.

3. HOVER your mouse over the attachment
4. CLICK the arrow to download the attachment to your computer

EMAIL SAFETY:

SPAM junk emails sent by companies, hackers or other unfamiliar senders

****NEVER** download attachments in a spam email. This could infect your computer with a computer virus.

PHISHING: emails that steal your personal or financial information by posing as a legitimate company

WHICH EMAILS ARE SPAM/PHISHING?

- FREE! Things or Quick Cash
 - Loans
 - Sexual Explicit Content or Online Dating
 - Politically-Charged Content
 - Prizes or 'Special Offers'
 - School Admission Offers
 - For-profit colleges send out school entrance emails.
- Even if you are looking to go back to school, these should be considered spam.

If it sounds too good to be true, it probably is!

IS THIS EMAIL SAFE?



SAFE	UNSAFE (SPAM)
Familiar sender (Family members, teachers, coworkers, etc.)	Unfamiliar sender Or email has unusual domain name (ex: joe@gmaal.com)
Mentions your name (spelled correctly!)	Generic greeting ("Dear valued customer," "Hi there,")
Correct spelling and punctuation	Words spelled incorrectly , names not capitalized, punctuation incorrect or missing
No specials offers	FREE deals or other unrealistic offers
Will NOT ask you to send personal information (name, address, Social Security number)	Requests for personal information (name, address, Social Security number)

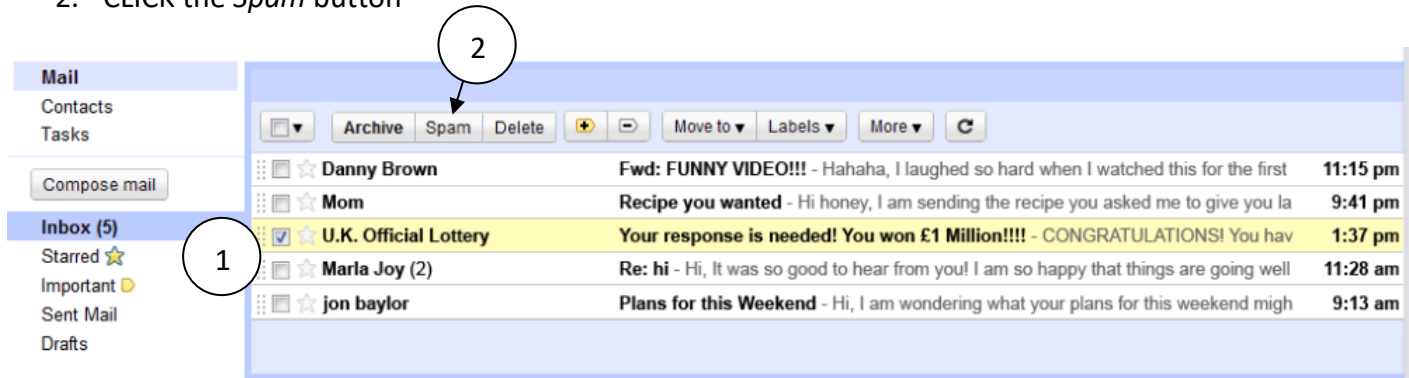
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REPORTING AN EMAIL AS SPAM

1. CLICK the checkbox to select the email
2. CLICK the *Spam* button



DELETING SPAM EMAILS

Following instructions for deleting emails above

PRACTICE: IDENTIFYING SPAM EMAILS

Which of the following emails are spam? (Write an X in the checkbox)

<input type="checkbox"/>	Minnesota Health Clinic	Appointment Reminder - Friday, 2:30PM -- Dr. Vang - This email is a reminder	8:53 pm
<input type="checkbox"/>	Northstar Electric Co	Your montly eBill is now available - Your monthly eBill is now available for dow	4:45 pm
<input type="checkbox"/>	Martha	fake Rolex watches, best replicas, Swiss made watches 97% off - Brand new	3:16 pm
<input type="checkbox"/>	Top.Retail.Deals	Huge Discounts on Chanel, Coach bags CHEAP - NEVER PAY FULL RETAIL	1:03 pm
<input type="checkbox"/>	rosa.vargas	Hi from Aust Rosa in Toledo! - Hi from Toledo! How is everything in St. Paul? T	12:25 pm
<input type="checkbox"/>	Online_Pharmacy	L1PITOR 90% OFF PHARMACY PRICES! NO PRESCRIPTION NEEDED! - L1P	10:33 am
<input type="checkbox"/>	GET-RICH-NOW.com	Make \$10,000/week from HOME!!!! - Do you want to make over \$10,000 a week	9:21 am
<input type="checkbox"/>	Weight Loss Experts	Lose 40 lbs in a week. #1 Weight Loss Miracle! - Lose that excess weight befor	8:04 am
<input type="checkbox"/>	Target.com	Order #SFJ349 has shipped! - Your Target.com order has shipped! You will soon	6:52 am
<input type="checkbox"/>	Facebook	Jim Smith commented on your photo - Hi Northstar, Jim Smith commented on	3:11 am

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PROFESSIONAL EMAILING TIPS

Excerpted from: *Email Etiquette - Tips for Professional Email* By Dawn Rosenberg McKay

BE POLITE

Use “please” and “thank you.” Address people using “Mr., Mrs., or Dr.” unless you know them well.

WATCH YOUR TONE

As you write, make sure your words are respectful, friendly, and approachable and not curt or demanding.

NEVER TYPE IN ALL CAPITAL LETTERS

TYPING IN ALL CAPITAL LETTERS CAN BE SEEN AS YELLING. Only capitalize the beginning of sentences and proper nouns (Names, Cities, States, etc.).

BE BRIEF

Get to the point of your email as quickly as possible, but don't leave out important details.

BE PROFESSIONAL

Stay away from abbreviations and don't use emoticons (smiley faces). Do not use a cute or suggestive email address for business communications.

USE CORRECT SPELLING AND PROPER GRAMMAR

Check spelling before you send a message. Pay attention to basic rules of grammar.

FILL IN THE *TO:* BOX LAST

Reread your email and check for:

- Greeting, message, closing and your name – does your message include all of these?
- Correct spelling and punctuation
- Capital letters for names, cities and other specific places

THEN type in the recipient's email address

- This will keep you from accidentally sending an email before it is finished

REVIEW

GET AN EMAIL ACCOUNT

1. TYPE **www.gmail.com** in the address bar and press ENTER
2. CLICK **Create an Account**
3. Complete the steps to create an account
4. After completing the steps, click the Next button.

SECURE PASSWORDS

1. TYPE www.passwordmeter.com into the address bar of your browser and press ENTER
2. Test password strength by typing your password into the '**Password**' text box.

CHOOSING AN APPROPRIATE LOGIN NAME/USERNAME:

John Forester wants to create an email account. Create three possible login names for his account:

1. _____@gmail.com
2. _____@yahoo.com
3. _____@hotmail.com

Write your first and last name: _____

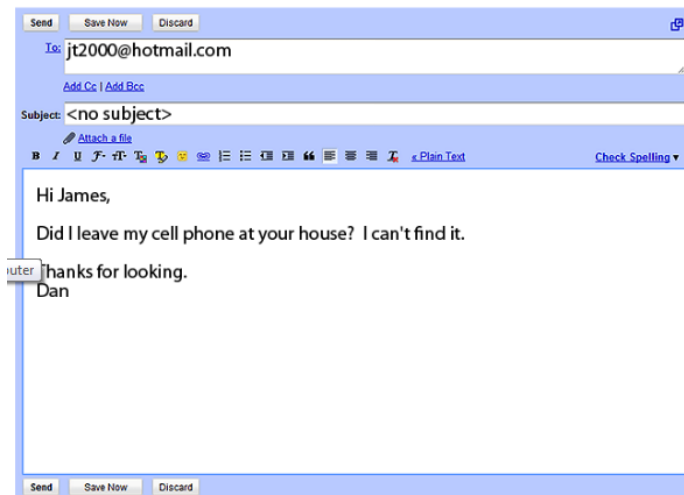
Create three possible login names using your name:

1. _____@gmail.com
2. _____@yahoo.com
3. _____@hotmail.com

FORWARDING:

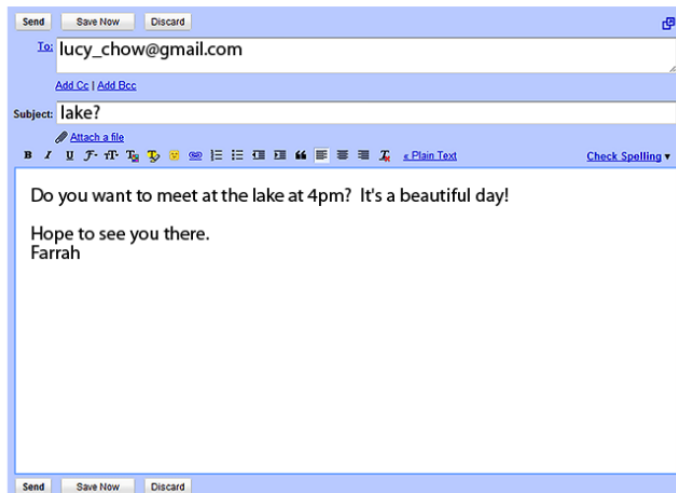
1. It is ok to forward an email to a few of your contacts
TRUE FALSE
2. It is a good idea to forward an email offering rewards or money to all of your friends and family
TRUE FALSE
3. You should forward an email to as many contacts as possible
TRUE FALSE

EMAIL ETIQUETTE:



This email uses bad email etiquette. What's wrong with the email?

- A) The email uses all capital letters.
- B) The email has a poor greeting.
- C) The email has a poor closing.
- D) The subject line is not complete.
- E) No problem.



This email uses bad email etiquette. What's wrong with the email?

- A) The email uses all capital letters.
- B) The email has a poor greeting.
- C) The email has a poor closing.
- D) The subject line is not complete.
- E) No problem.

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SKILLS ON THE NORTHSTAR ASSESSMENT:

Correct: (45 out of 45)	
MASTERED EMAIL SKILLS	
✓	Define email.
✓	Tell the difference between a URL and an email address.
✓	Register for a new email account.
✓	Log into email.
✓	Address an email and create an email message. Then, Send an email.
✓	Open an email and reply to all.
✓	Forward an email.
✓	Add an attachment to an email.
✓	Open an attachment in an email.
✓	Delete an email and retrieve an email from the trash.
✓	Understand basics of email etiquette.
✓	Use caution when opening an email from an unfamiliar source.
✓	Avoid giving out personal information to unfamiliar people.
✓	Identify and delete junk mail, including spam.
✓	Be selective and cautious about forwarding email to large groups of people.
✓	Sign out of email.
✓	Define computer virus.

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