Please Visit our

Computer Tutor

To learn more about computers!

One-on-one computer assistance is provided on a first-come, first-served basis.

Available Most Thursdays

Please see the computer lab schedule for details.

Warren Newport Public Library District

224 North O'Plaine Road

Gurnee, Illinois 60031

847-244-5150

Warren-Newport Public Library District

224 N. O'Plaine Road, Gurnee, IL 60031

(847) 244-5150   www.wnpl.info

Take Along Tutor:
Basic E-mail Using Webmail

What are E-mail & Webmail?

E-mail is electronic mail. It involves sending messages to others via your computer and an Internet connection. Like phone calls, you can only send messages to others that have an e-mail address, and the communication takes place over telecommunication lines. You can e-mail long-distance and incur no long distance phone fees. Messages arrive almost instantaneously, unlike traditional postal mail, or "snail mail".

Webmail is an e-mail service that is designed to be accessed specifically via a web browser (like Internet Explorer, Safari, or Firefox).

How can I get E-mail & Webmail?

Some internet service providers (like Comcast) will provide you with an e-mail account. Another option is to sign up with a free webmail provider like Gmail, Hotmail (Microsoft Live Network, or MSN) or Yahoo. We will cover basic webmail in this pamphlet.

Registering for Email & Webmail

Yahoo, Hotmail (MSN), and Gmail provide free email service to anyone who registers. The process of signing up for a free service can be time-consuming because you have to make up your own email address and password. Each of you will have to think of a username (which will become your email address) and a password. Your username / login should be one that will be easy for

you to remember, but unique enough to still be available (these services provide millions of email accounts for free!). You will also need to make up a password. Generally, it will need to be 6 to 8 characters long (letters and numbers). Slashes (/) are not allowed. Make sure your password is not obvious. It is also important that you type in your password *very carefully*. This is why you are usually given 2 chances to type in the password. Any slips of the caps lock or shift key can greatly alter your password and prevent you from accessing your account. Please remember to keep your password secret.

Creating An Account

To create an email account using Yahoo (www.yahoo.com), Hotmail/MSN (www.hotmail.com), or Gmail (www.gmail.com), type the web address for the service into the address bar and press enter on your keyboard. You will be taken to the webmail page. Each webmail provider includes a link to "sign up" or "create an account". Click once on the link to begin creating an account.

You will be transferred to the webmail registration page, where you will enter your registration information. You need to fill out each field. Use your tab key to move from square to square. Please take a little time to fill out this form *accurately,* and make a note of your login name and password.

In most cases, a portion of the registration screen allows you to create a security question, in case you cannot remember your password. The security question involves a simple answer, but something that would be difficult for others to guess (i.e., model of your first car, or your high school mascot). It may also require you to fill in your birthday, for security purposes. If you ever have a problem with your account, your webmail provider will ask you to verify your security question answer, as well as your birth date.

You may also be asked to decipher a series of letters or numbers. This step prevents "bulk" registrations, or multiple registrations by one person. Type the characters into the box provided *exactly* as they appear on the screen. These letters can be tricky to decipher, so take your time.

Webmail Free Email Service Providers:

Yahoo!	**www.yahoo.com**
Gmail	**www.gmail.com**
Hotmail / MSN	**www.hotmail.com**
AOL AIM Free Email	**mail.aim.com**
Zoho Mail	**mail.zoho.com**
	(geared toward business users)
GMX Mail	**www.gmx.com**
Gawab.com	**www.gawab.com**

NOTES

Calendar — Webmail services also provide a calendar with an account. Calendars can be viewed by the day, week, or month, and allow users to create agendas and to-do lists. Some calendars can by synched (tied in) to your mobile phone account, as well as to your address book or contacts list. For more information on synching your phone and webmail, consult your mobile phone user's guide.

- **Folders —** Webmail allows users to create folders for organizing emails. In most services, you can have up to 50 folders and subfolders. This means that you can sort your email from family, friends, work, online commerce, and more. To create a new folder, look for the folders list in your email; there should be a link to "new" or "new folder" in that list.

- **Instant Messaging —** Instant messaging (IM, or "chat") allows users to send an immediate message, in a pop-up dialog box, to another person on the Internet. Most webmail systems provide IM use, as well as email. Your screen name for IM is usually your email address before the "@" symbol. To learn more about your webmail service and IM, look for the Instant Message (sometimes called "Messenger") or Chat link on your email page, after you have logged in.

- **Photo Albums & Document Storage** — Most webmail systems allow you to store photos and documents in their email system (Gmail has Picasa and Google Docs, Yahoo! keeps a running record of all photos and attachments in your inbox, and Hotmail provides access to Skydrive for photos and documents). To learn more about each of these services, click on the respect link in your webmail account — these links are typically labeled "Photos" or "Documents."

- **Other Services** — Each webmail service provides unique and useful accessories along with their basic email service. We have covered many of those services in the above sections, but it is worth your time to explore some of the other accoutrements provided by your webmail account. Services like Google Reader, Yahoo! Finance, and MSN Money are all free services that can maximize your productivity on the web. It is worth your while to explore the extra service links on your webmail account — you will uncover many useful tools.

The final step is to accept the webmail user agreement. The user agreement essentially says that you will use the account for personal use, and that you will not engage in illegal activities via your email account.

Logging In To Your Account

Once you have an account, go to your webmail provider's web site. To get to Yahoo, you will need to type www.yahoo.com in the address space on your browser. To get to Hotmail, go to www.hotmail.com, and to go to Gmail, go to www.gmail.com.

Once at the page, look for the "sign in" link or the username and password fields. Enter your username and password, **then click on "Sign In."** You will be transferred to your webmail account.

Check Mail

To see what is in your e-mail box, you can click on **Check Mail** or **Inbox**. You will see a list of messages. The list will include the sender, subject, date and time the message was sent . Unread messages may be in bold or highlighted to offset them from messages you have read. It is important to pay attention to the subject. This is a good way for you to weed out junk mail and even potentially offensive messages. *If a message looks strange, you may want to delete it altogether to avoid viruses and objectionable content.*

If a message is SPAM (i.e., unsolicited junk mail), you can mark it spam. Click on the check box next to the sender's name, and then click on the "Spam" button above the list of email messages. All future messages from that sender will go directly to your bulk mail folder.

Reply vs. Compose

Once you have opened a message, you may want to reply directly to it. You can do this by clicking on **Reply**. Reply will send a message (from you) directly to the person who sent you the original message. **Reply All** will also include others that received the message. When you reply to a message, the program automatically fills in the **To** box with the appropriate e-mail address and the original message is included.

If you choose to **Compose** a message, you will have to supply the e-mail address in the "To" field. It is also a good idea to briefly indicate what the message is about in the Subject field. The body of your message can be typed in the large space. Use your tab key to move from field to field. When you've completed your message, click on **Send**.

Forwarding

To forward a message, click on the forward button / link. You will need to supply the e-mail address in the "To" field. You may also want to edit the subject of the message, but this is not an absolute necessity; forwarded messages will always contain the subject of the original message, preceded by a "FWD" in the message.

Adding Attachments

An attachment is a document, photograph, or other stored information that has been saved as a computer file; this file is then "added" to an email and sent to a recipient. Think of it as paper-clipping a report to a cover letter. You can attach files that have been saved to your computer's hard drive (usually drive C). You can also attach files from removable memory. The flash drive, or drive J on the library's computers, reads information from a portable memory stick (can also be called a jump drive or USB). The cd drive, or drive D, reads information from a cd. The following instructions are for attaching a file using a flash drive *on the library's computers*. Follow the instructions below:
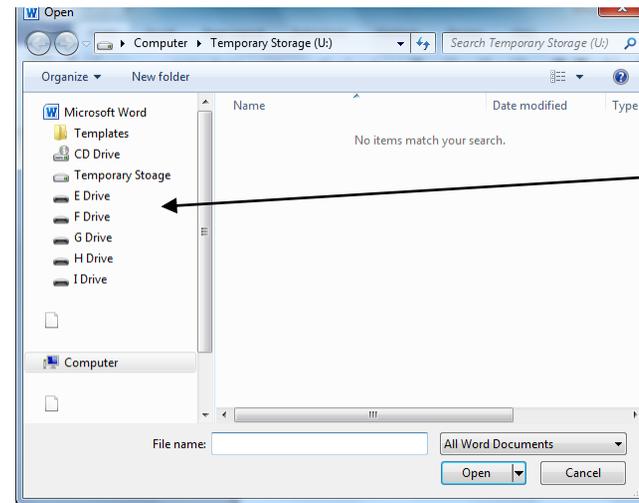
To attach a file:

- Create your email message. Address the email, and then type your message.

- Put your flash drive into the USB port on the front of your computer (your instructor will demonstrate).

- When you have finished your message, look for a link or button labeled "attachment" or "attach files" – click on this link or button.

📎 Attach a file ← Click here to attach a file

- A pop up menu will appear, allowing you to search for files on your computer (including the cd drive, and "jump" or "thumb" drive).

To access your flash drive, choose "J" or "K".

Then, double-click on the file name that you want to attach.

- Once you have located the file, double click on it. The computer will attach your file. (You will be able to see a small image of a paper clip along with the file name, near or within your email).

Additional Webmail Features

Address Book (Contacts) — Most services offer a portable address book / contacts list. While each webmail service will have a slightly different looking address book, each will allow you to store names, email addresses, phone numbers, mobile numbers, and physical addresses. **Some even allow you to store birthdays, anniversaries, and other important dates (and sync it to a webmail calendar!)** To try out your webmail address book, click on the address book / contacts link, after you have logged in to your account. Some address books can by synched (tied in) to your mobile phone account. For more information on synching your mobile phone and webmail, consult your mobile phone user's guide or contact your mobile service provider.