Intro to Email 2: Beyond the Basics
Working with Attachments
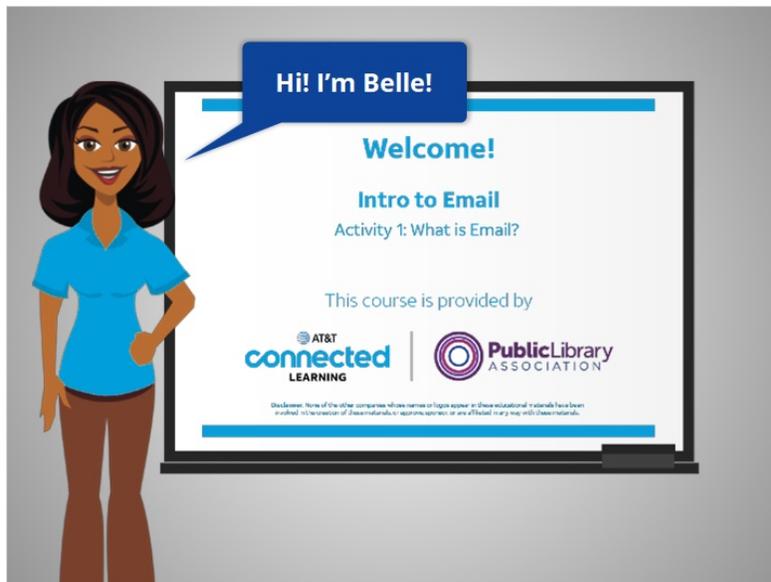
Hi, I'm Belle. In the Intro to Email course we learned how to create an email account, how to log into it, how to open and reply to messages you received, and how to send an email message.
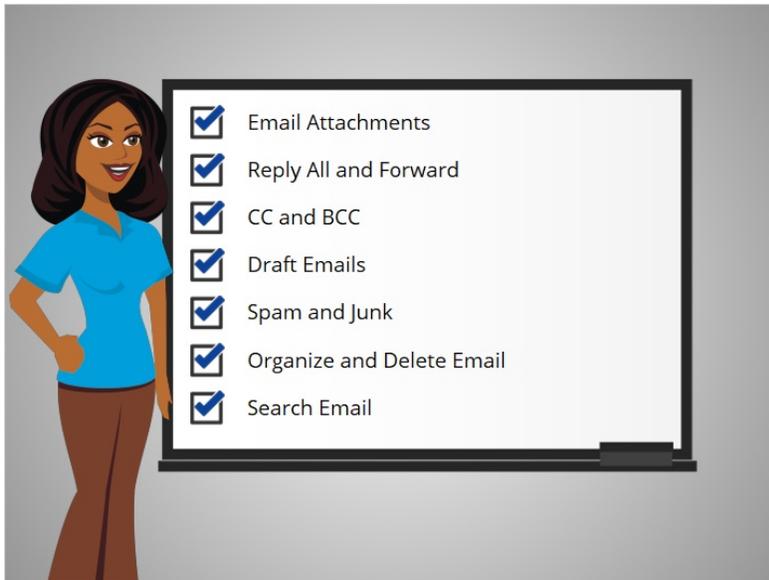
In this course, we'll learn about more email features. This includes how to work with email attachments, how to reply all and forward emails, how to use CC and BCC, saving draft emails, how to identify spam and junk email, how to organize and delete your email, and how to search for specific emails.

Let's get started with email attachments.
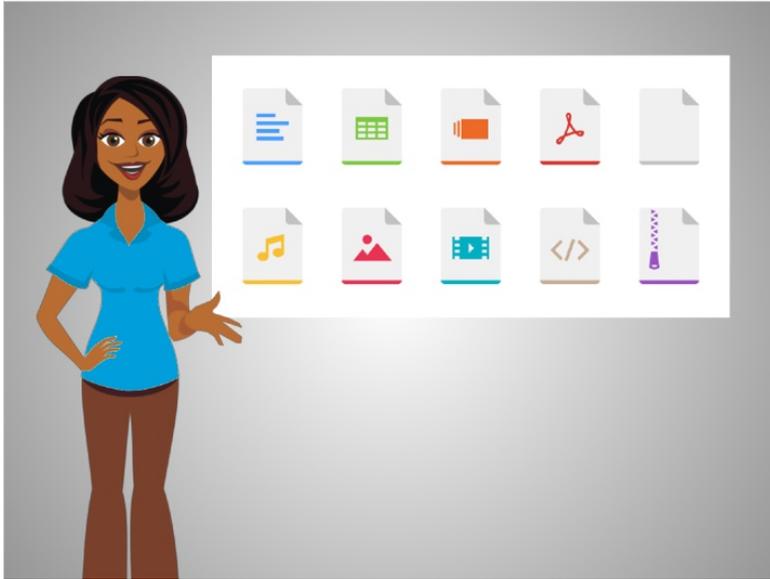
You can attach nearly all types of files to an email message, including pictures, videos, or documents. You can attach many files to a single message, but sometimes there is a limit on the size of files that can be sent.

We'll follow along with Amy, who set up a new email account in the Intro to Email class. In this lesson, Amy views and downloads files that are attached to email messages she has received. We'll also see how she attaches files to emails that she sends to other people.

There are many different email providers. In today's example, Amy is using Gmail. If you use a different email provider, the features may be slightly different, but in general, the features we'll review in this course are included in all email applications.

First, Amy wants to view after-school activity forms that were sent by her child's teacher, Ms. Thompson, for her children to attend an upcoming field trip.

Then, Amy would like to send Ms. Thompson permission slips and waivers for the trip.
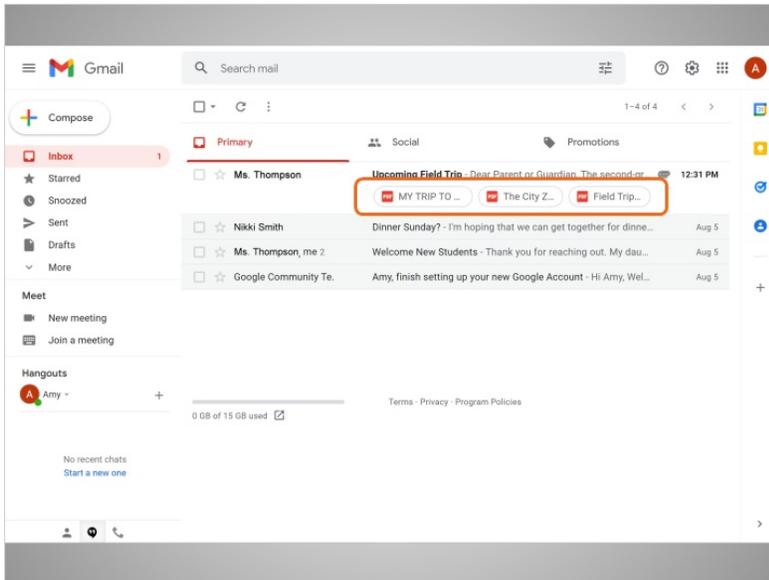
Amy opens her email and sees that she has a new message from Ms. Thompson in her inbox.

We can tell this message has some files attached to it because of these buttons.
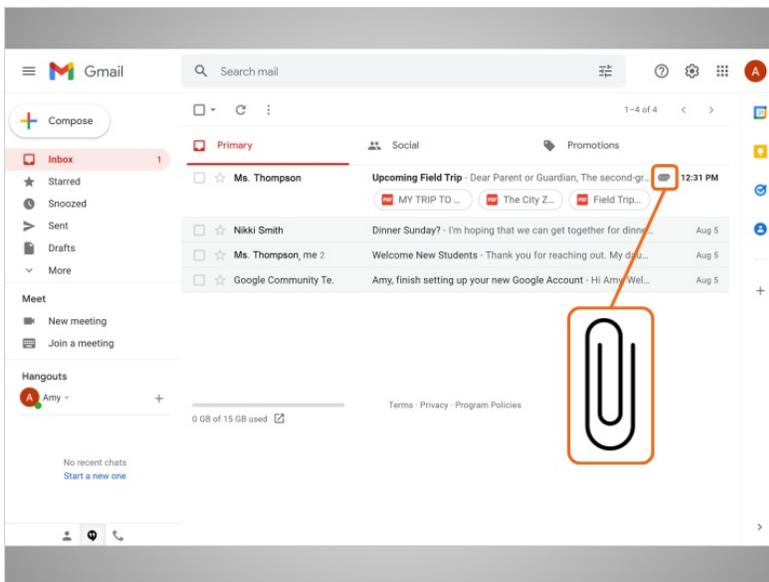
Some email accounts will show attachments represented by a paperclip icon.
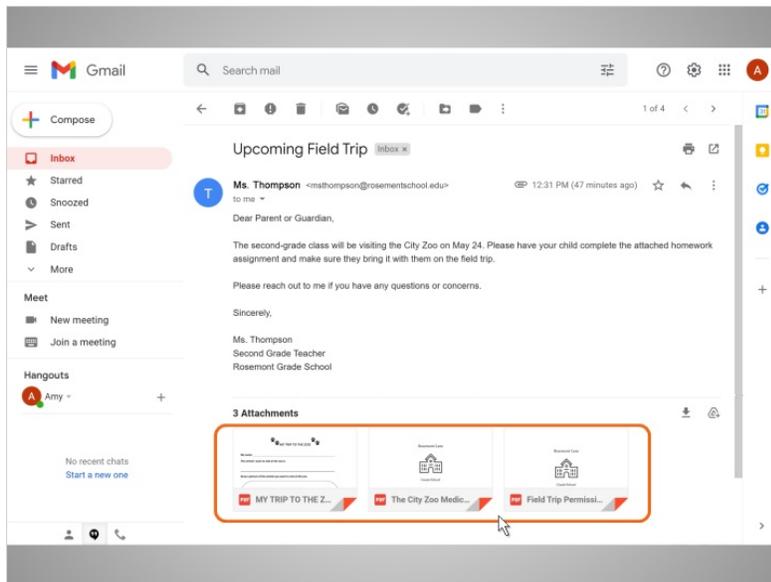
Now that Amy has opened Ms. Thompson's email, she can see that there are three attachments.

In this case, the attachments are documents. Amy can see small previews of them at the bottom of the email.

To view the full attachments, Amy single clicks on the first attachment to open it. Some email providers will require a double click to open attachments.
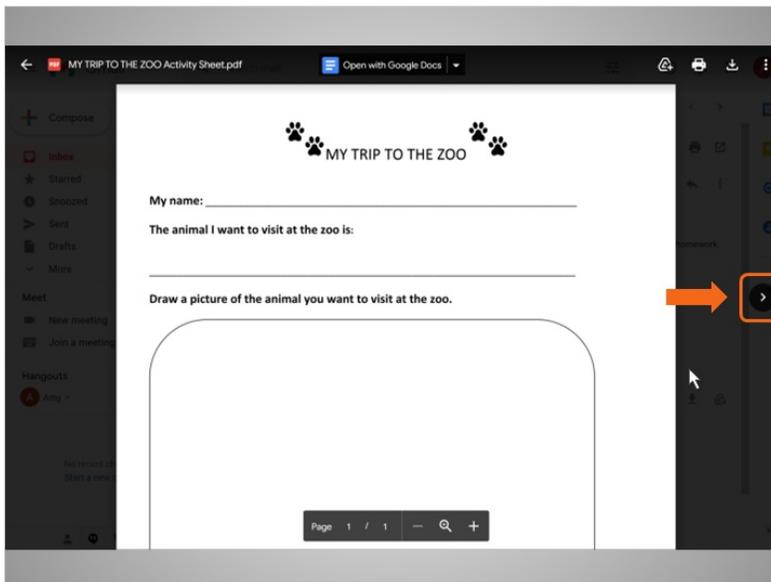
Amy can click on the arrows to view each document.
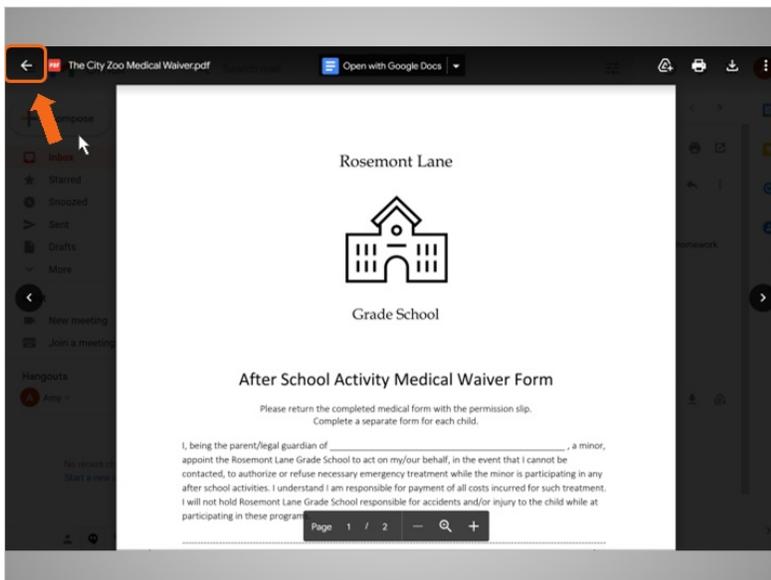
To close the attachments, Amy can click on the back button in the upper left corner of the screen.
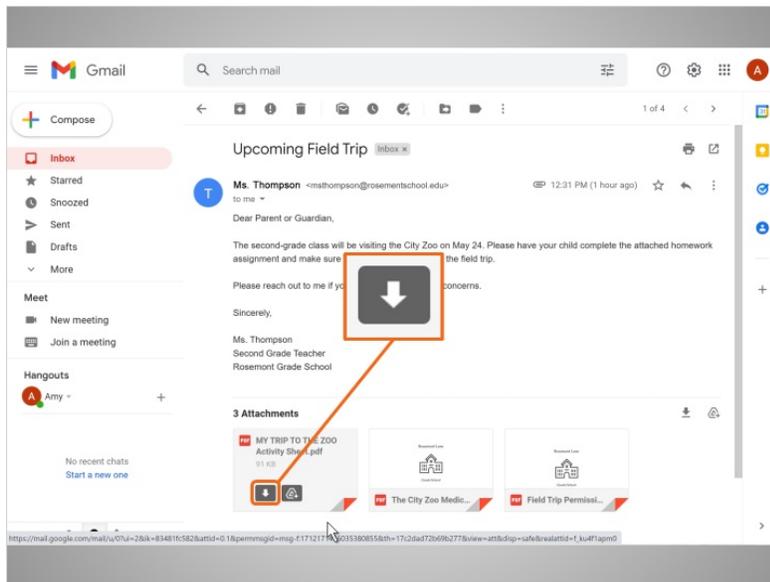
Amy wants to download the first attachment, so she can have it saved on her computer.

First she uses the mouse to roll her cursor over the file, and several icons appear. The download icon is the icon with an arrow pointing down. Then she clicks the download icon. Right away, the attachment is saved into her downloads folder on the computer.
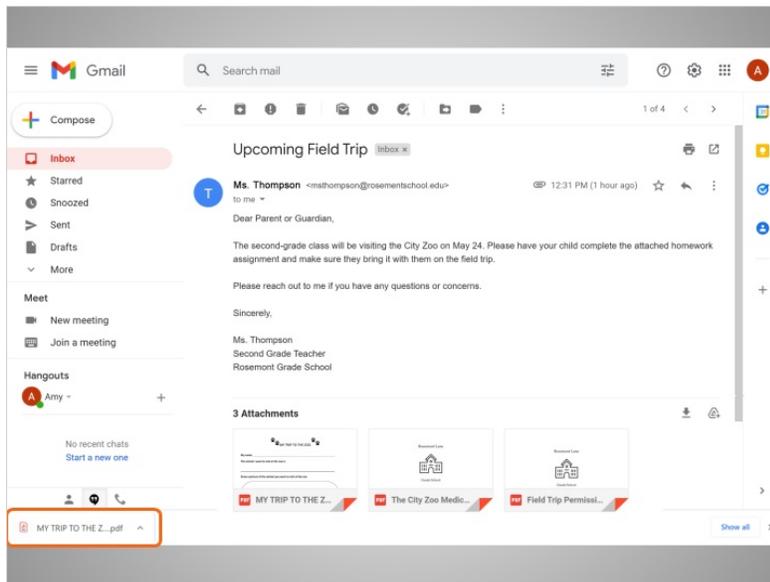
As a shortcut, Amy can click on the file at the bottom of her browser screen to open it. Depending on which web browser you are using, you may be asked to choose where you would like to save the file before downloading it.
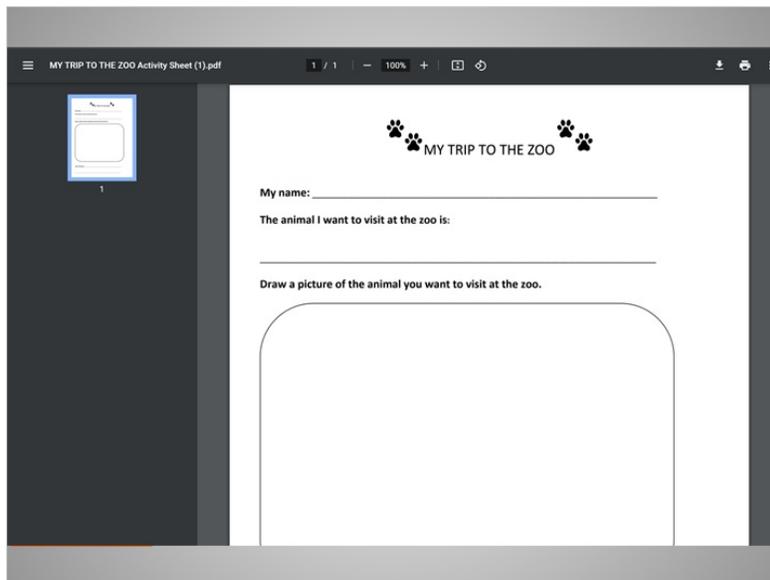
Amy has successfully downloaded an attachment to her computer!
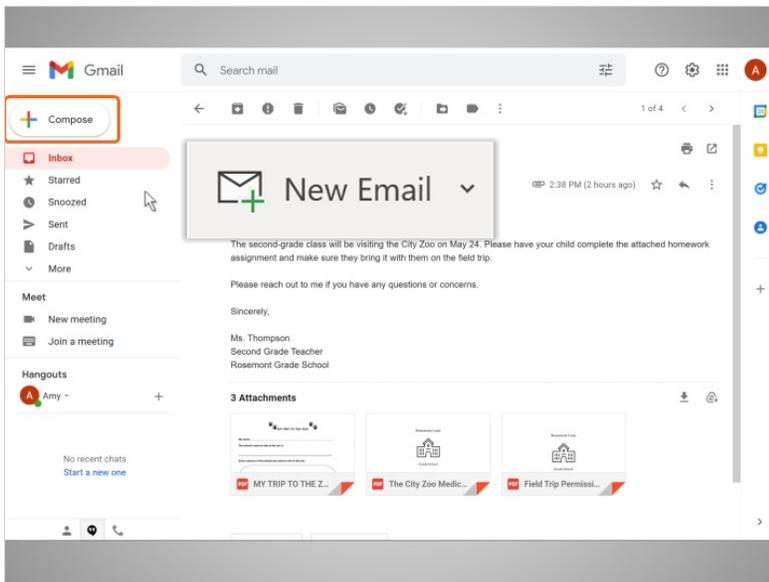
Now Amy wants to send Ms. Thompson permission slips and waivers for her children to participate in the after-school activity. To do this, she'll attach a file to the message.

First, Amy needs to start a new email message. She clicks on the Compose button. Other email providers may have an option that says "New Email."
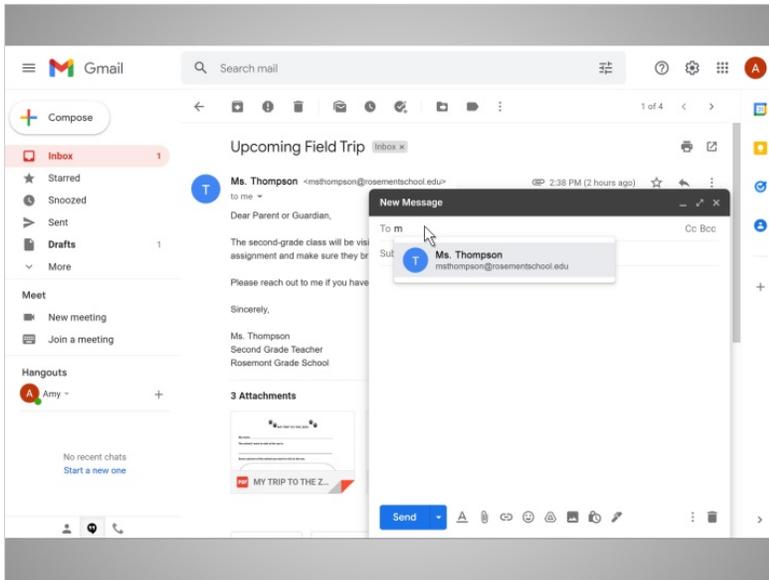
In the new message, Amy types Ms. Thompson's email address in the To field. Since Ms. Thompson is in Amy's address book, her email pops up right away, and Amy can click to add it.
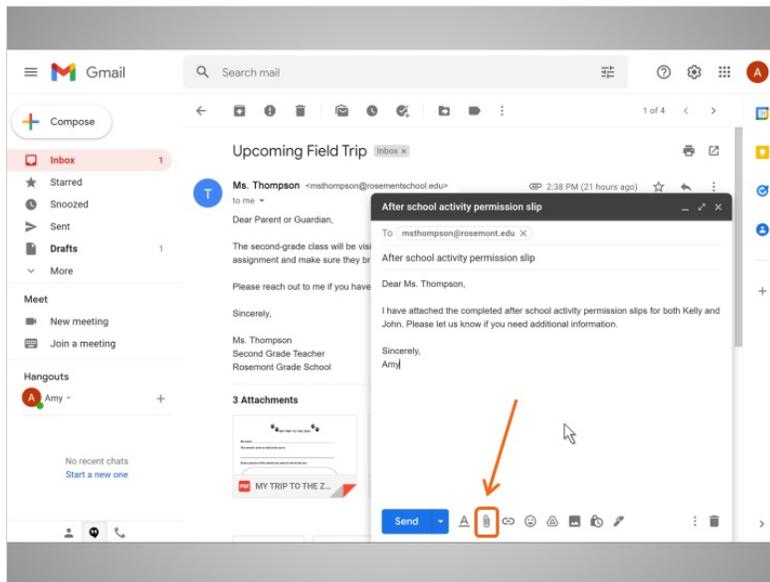
Then Amy types in a subject for the email, and types in a quick message that explains what she is attaching to the email.

Now it's time to attach the permission slip to the email. To add an attachment, Amy clicks on the paperclip icon at the bottom of the message box.
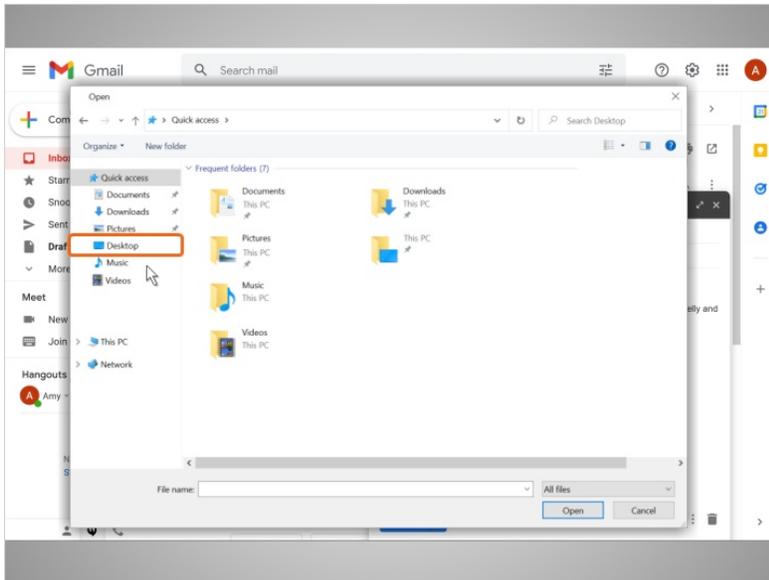
This opens a window that will let Amy select the files that she wants to attach. First, Amy needs to find where they are located on the computer.

In today's example, the permission slip is saved to Amy's desktop, so she clicks there.
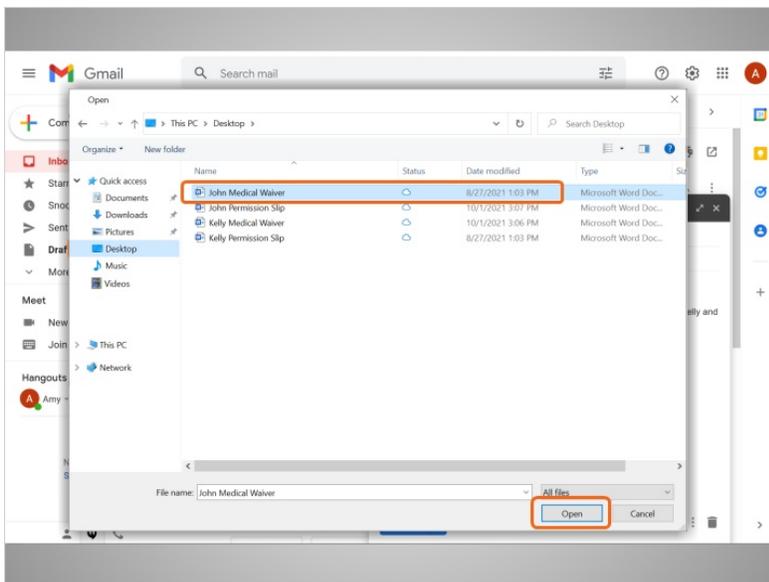
Amy clicks on the file named "John Medical Waiver" to select it. Then she clicks on the Open button.
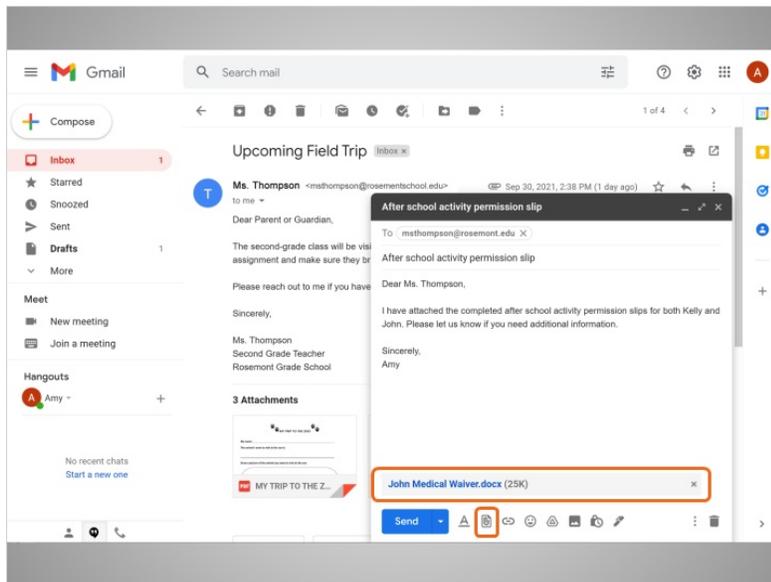
In a few seconds, the file will be attached to the email.

If Amy wants to attach more than one file to an email, she simply clicks on the Attachments icon again.
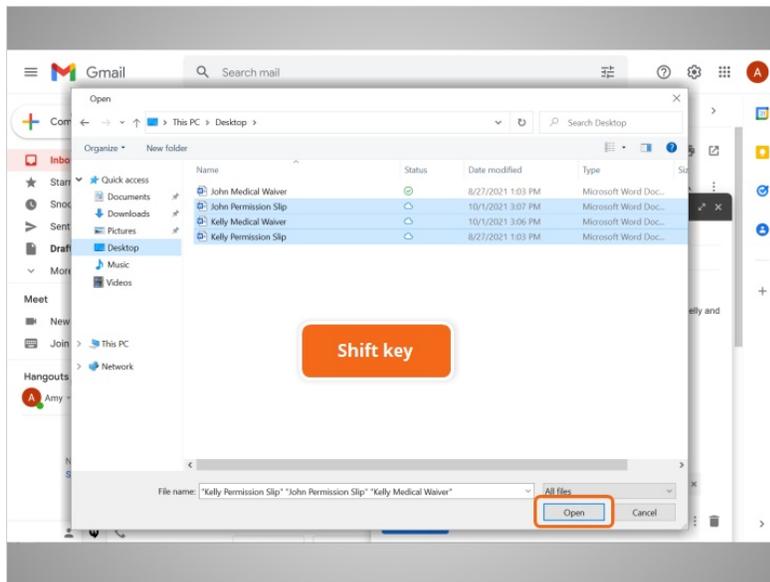
The File Explorer window opens and files on the computer display.

If Amy wants to select multiple files at once, she can use the Shift key on the keyboard. She clicks on the first file she wants to select, holds down the Shift key, then clicks on the last file to select all of them at the same time.

Now, when Amy clicks the Open button, …
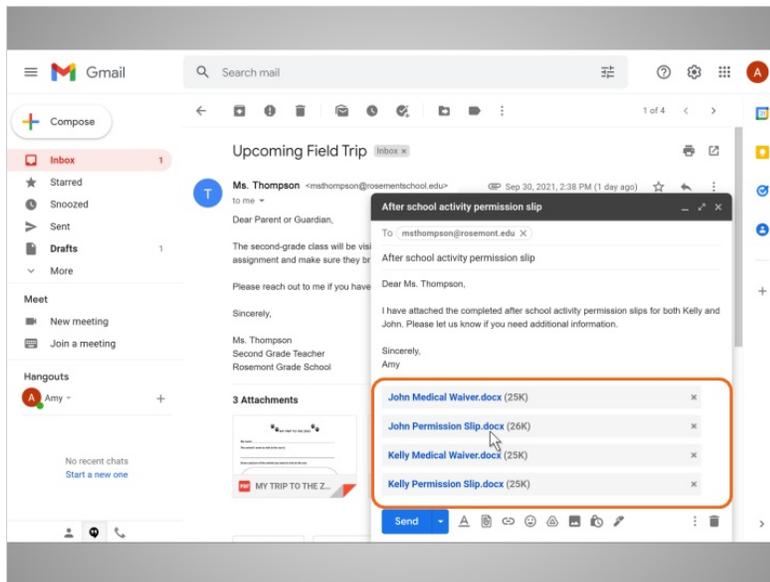
…all the files are attached to the email.

If Amy wants to attach more files to the email, she simply clicks on the Attachments icon again and uses the same steps again.

Amy's message is complete, now that it includes the person that she's sending the email to, subject, message body and the attachments.

Once Amy clicks on Send, her email, including the attachments, will be on its way to Ms. Thompson's inbox!
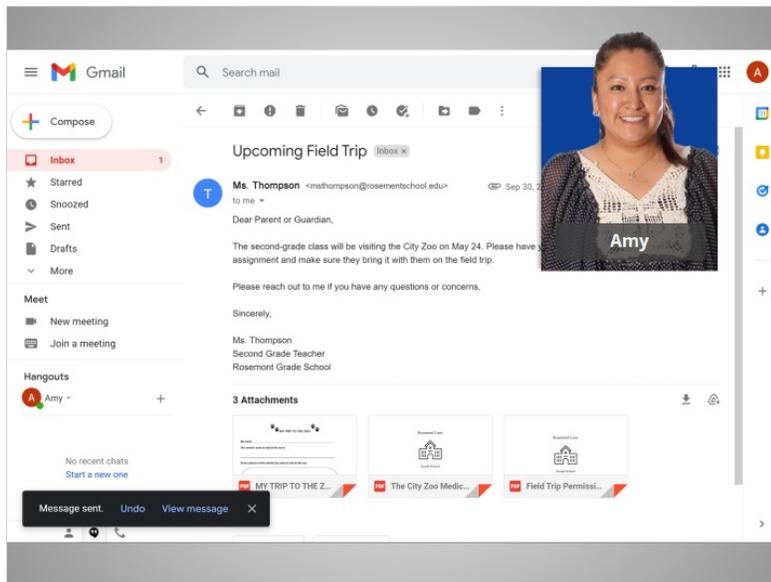
In this lesson, Amy learned how to download an attachment and add attachments to an email. In the next lesson, Amy will learn how to reply to multiple people who received a message, and how to forward messages to others.

Click on the blue button to complete this lesson.

Reply All and Forwarding
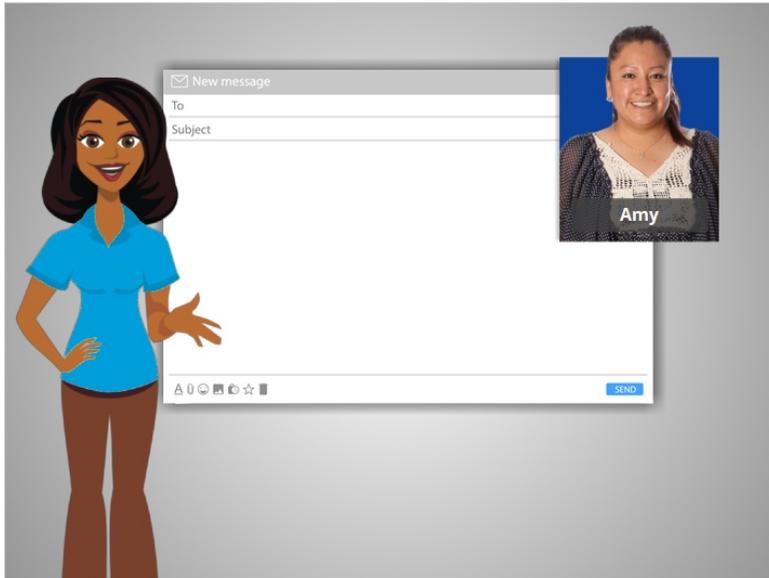
In the previous lesson, Amy learned how to work with attachments. Let's take a look at some other things Amy can do when she sends an email.

In this lesson, we'll see how to email multiple people at once, how to use Reply All to reply to a group of people, and how to forward an email that you've received to other people.
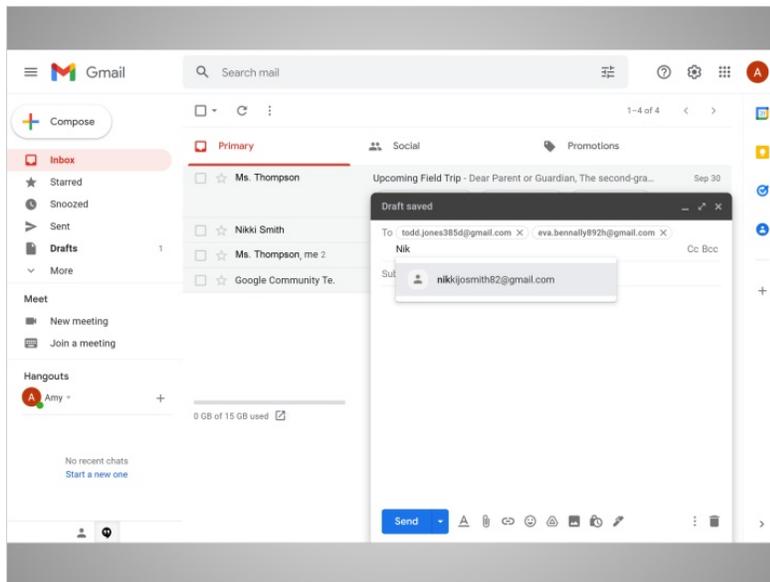
Here we are in Amy's email account. In today's example, Amy is using Gmail. Amy wants to email three friends.

To create a new email, she clicks on the Compose button. She goes to the To field in the new message, types the first email address, then presses the Enter key on the keyboard.

She does the same thing with a second and third email address. She types an email address, and then presses Enter. If an email address is already in her Gmail address book, it will pop up automatically, and she just needs to click on it.
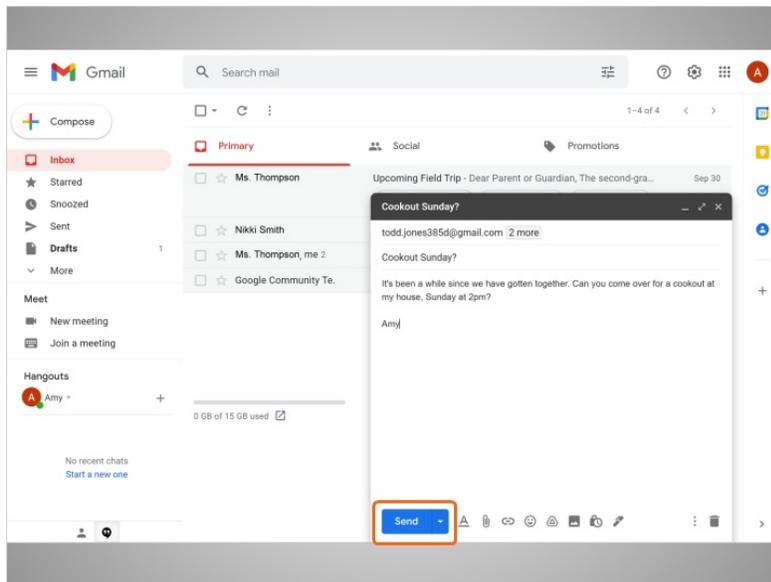
Once all the email addresses are in the To field, Amy adds the subject, and the message, and clicks on Send.

The email is then sent to all three people at the same time!
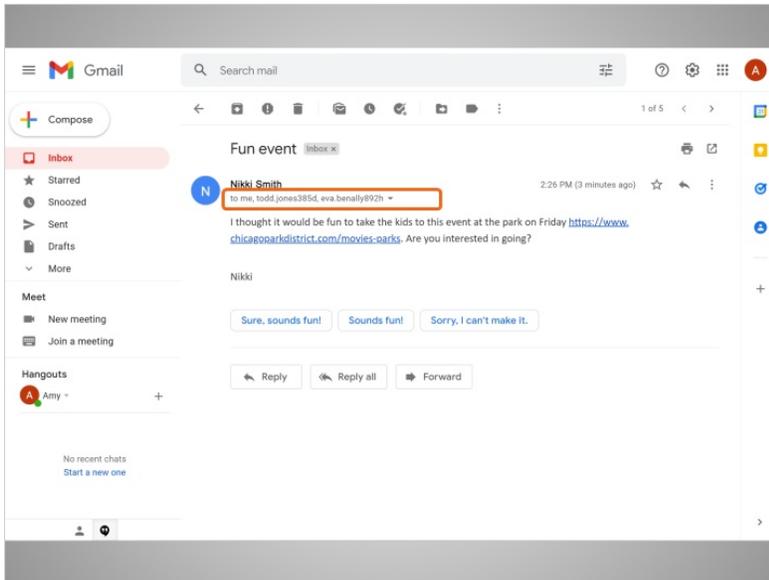
The next time Amy goes into her Inbox, she sees a new message from her sister Nikki.

When she opens it, she can see that it was sent to two other people as well. If Amy clicks on the Reply button, it will send a reply just to Nikki. But Amy wants to reply to everyone who received the message.
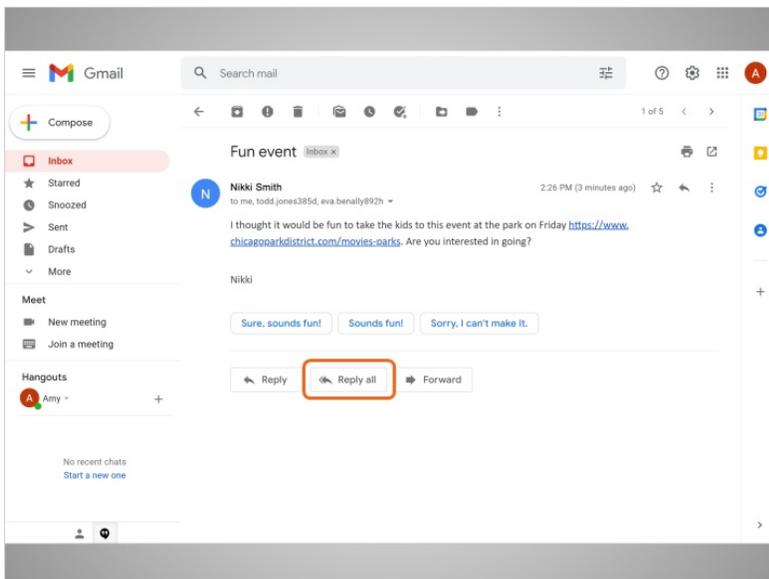
To do that, she clicks on the Reply All button.
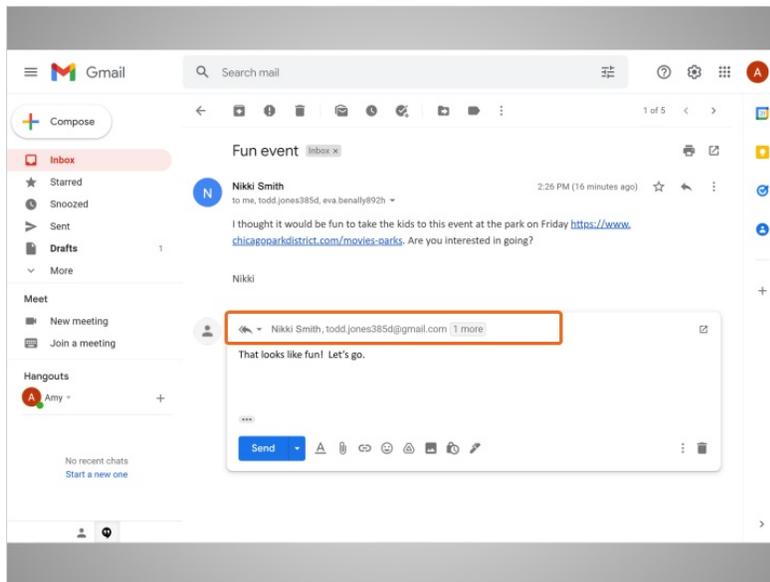
You can see that it will be sent to all three recipients listed here. You can click on this link to see all the email addresses.
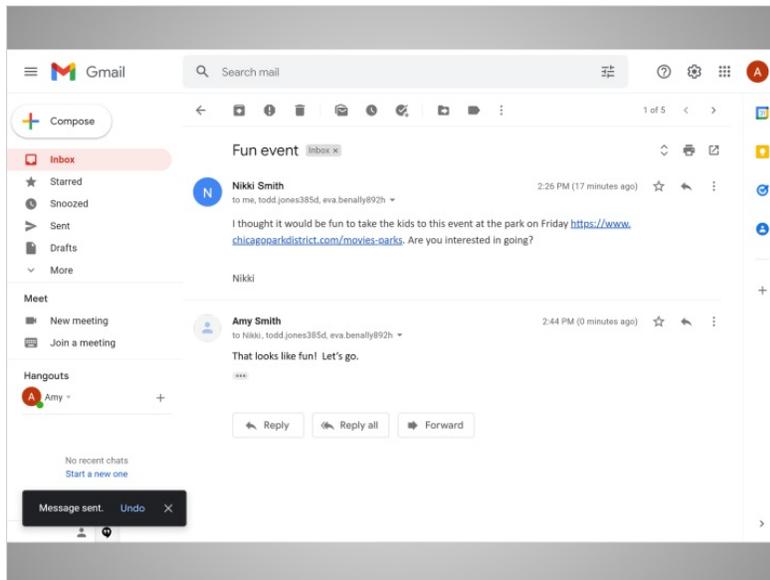
Amy types her reply message and clicks Send.

The message is then sent to everyone.
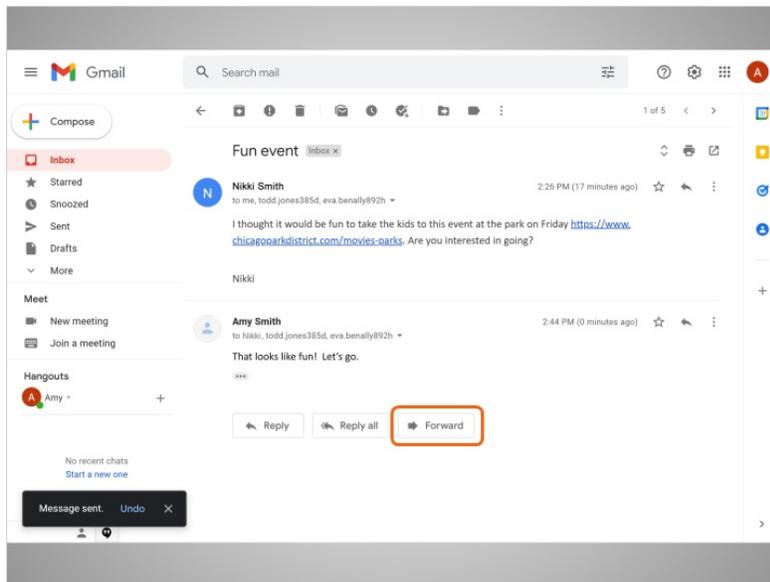
There are times when you receive an email, and you want to pass it along to other people. This is called Forwarding. Here, Amy decides she wants to send this email from Nikki to her mother. To do that, she clicks on the Forward button.
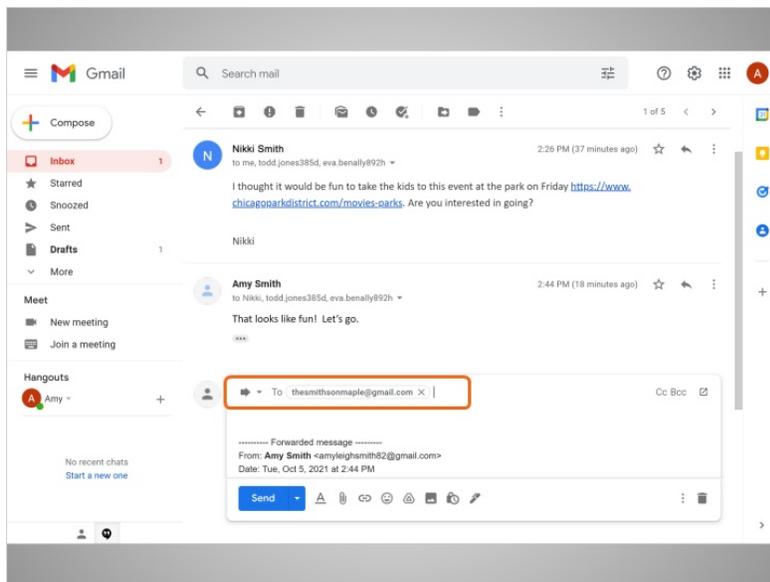
In the To box, she types in her mother's email address.
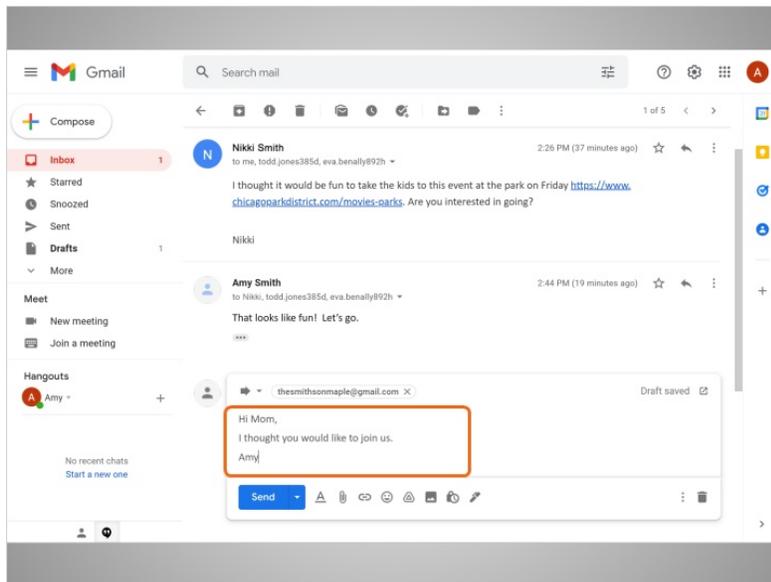
She can add her own message to go along with the forwarded message.
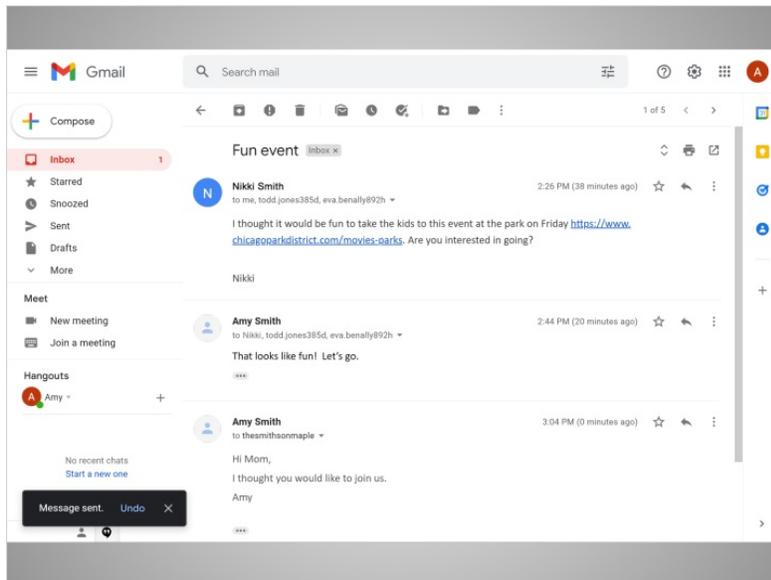
When she's done, she clicks on Send.
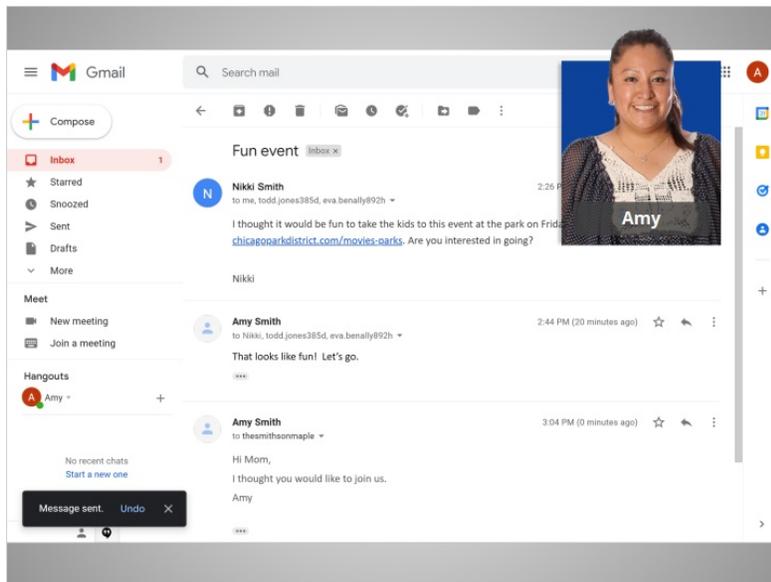
In this lesson Amy learned how to email multiple people at once, how to use Reply All to reply to a group of people, and how to forward an email that she received to other people.

In the next lesson, Amy will use the CC and BCC features of email.

CC and BCC
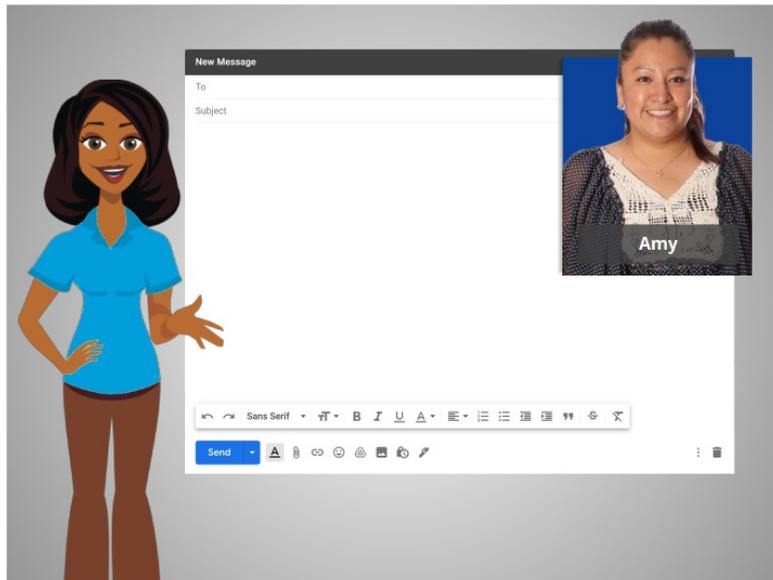
In the last lesson, we followed along with Amy as she sent emails to multiple people using Reply All and by adding multiple addresses to an email. In this lesson, Amy will learn about two other options for sending emails to multiple people.
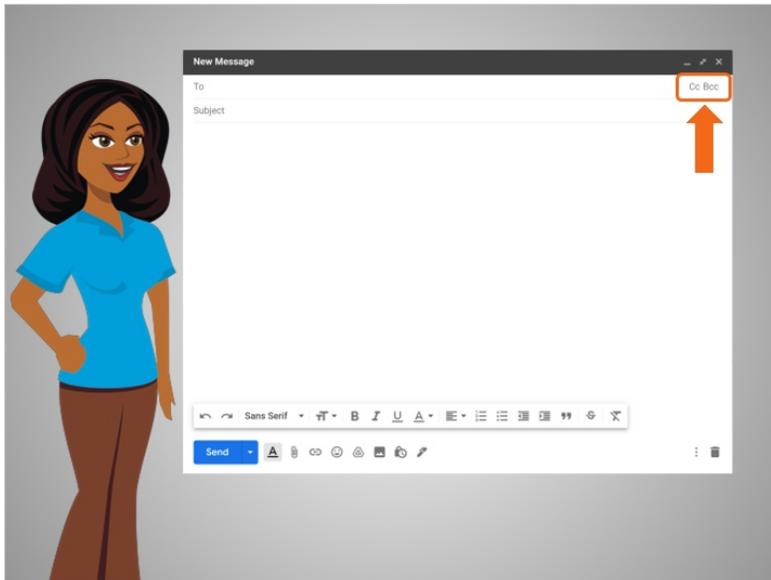
These options are the CC and BCC fields.
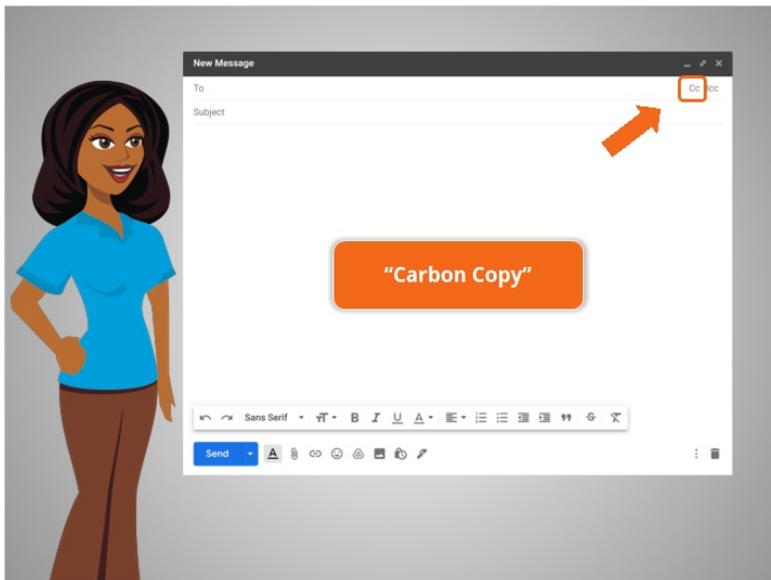
First, let's look at the CC field, which stands for "Carbon Copy." You can also think of it as a "Courtesy Copy."

This field may be hidden by default, but you can show it by clicking this button.
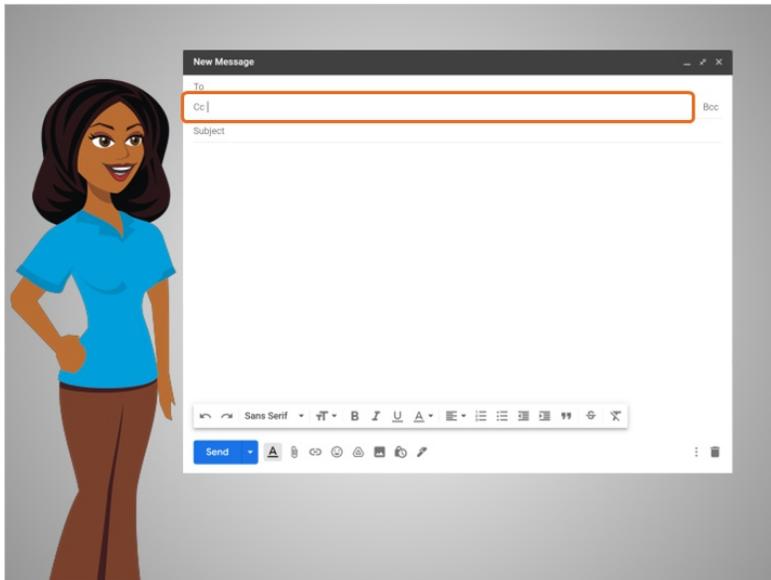
You can type email addresses in the CC field just like you do in the "To" field, but they are used for different reasons.

The "To" field should be used for the primary audience for a message. The CC field is used for other people that you may want to notify that the message was sent. For example, at work you might CC your supervisor to let them know that a conversation is taking place.
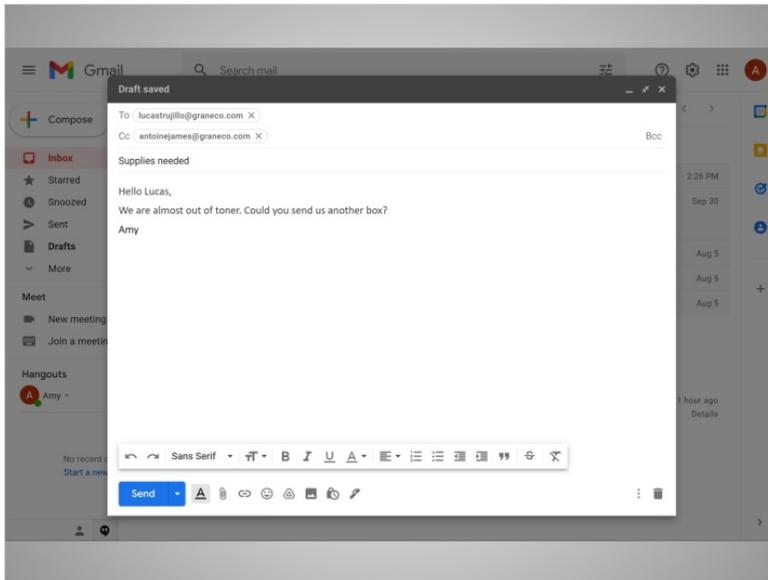
In today's example, Amy will be using Gmail. Amy writes a short email to her office manager to request some supplies.

She will list her supervisor in the CC field, so he will be notified of the message and receive a copy. However, since her supervisor is not in the To field, he will understand that it is just a courtesy copy, and he probably doesn't need to reply.
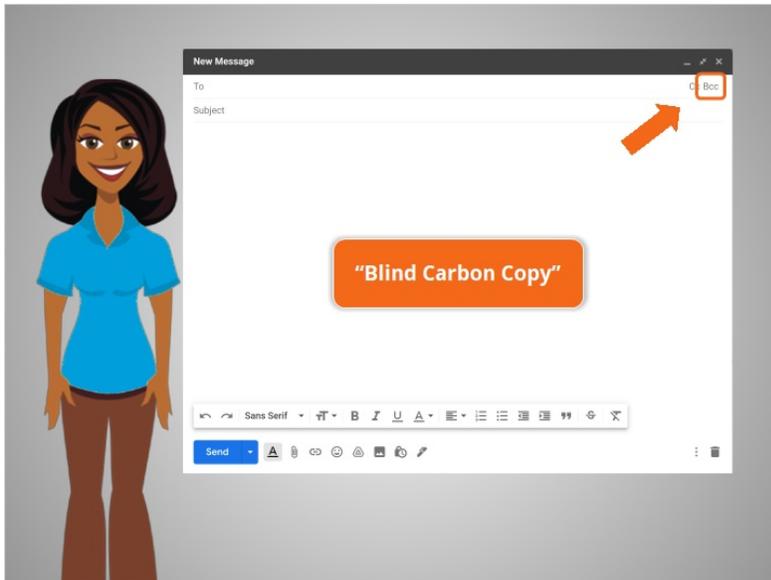
The other option is to use BCC, which stands for "Blind Carbon Copy."
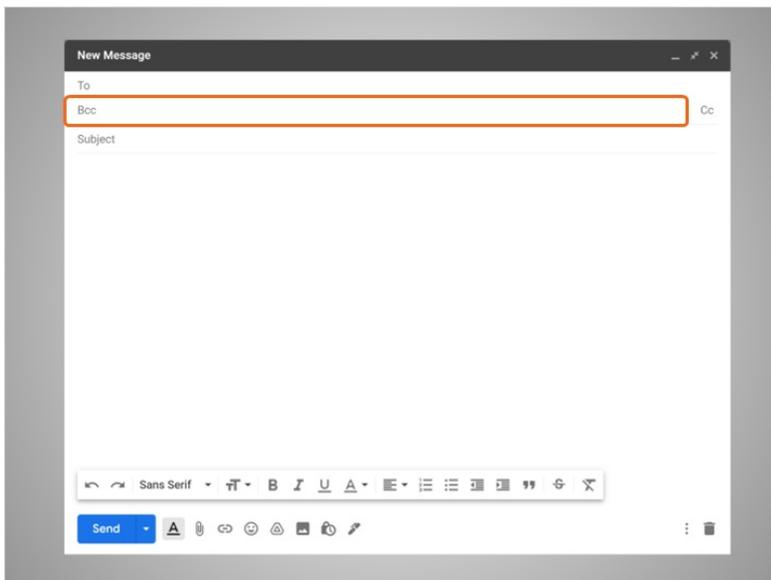
This is very similar to the CC field. The difference with BCC is that people receiving the email can't see who is inside the BCC field. Let's see this in action.
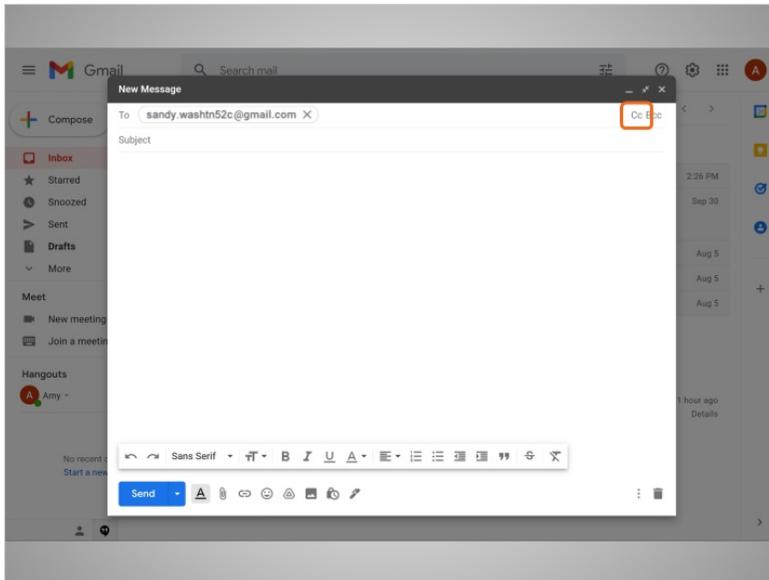
Amy wants to send an email to several people. In the To field, she adds her friend Sandy's address. To Carbon Copy other people, she clicks on the CC link.
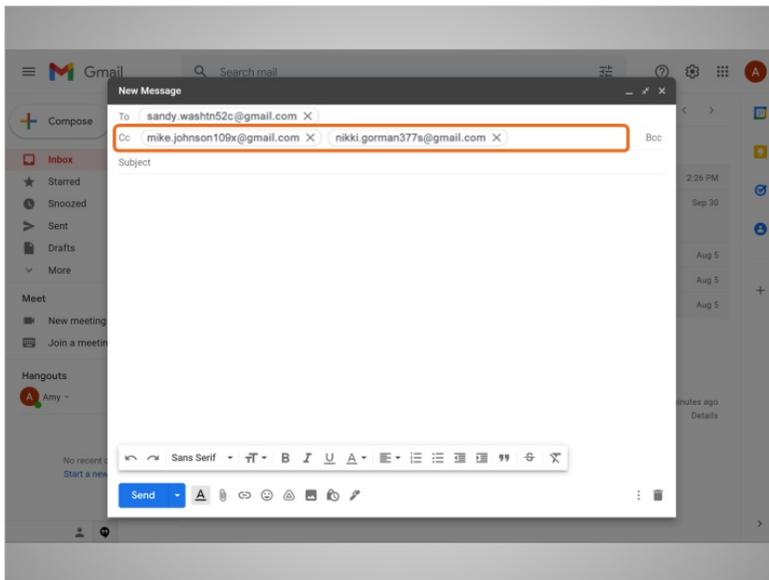
Then she types in her other friends' email addresses.
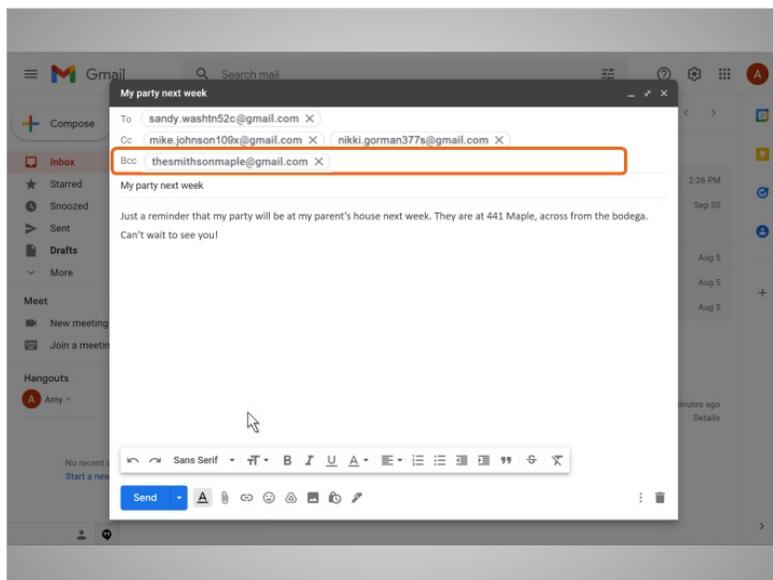
She'll use the BCC field to Blind Carbon Copy her mother. That way her friends won't see her parents' email address.

When she sends the message to this group, her parents' email address will be hidden from view. This is a great way to protect the privacy of other people's email addresses when you are sending a message to a group.
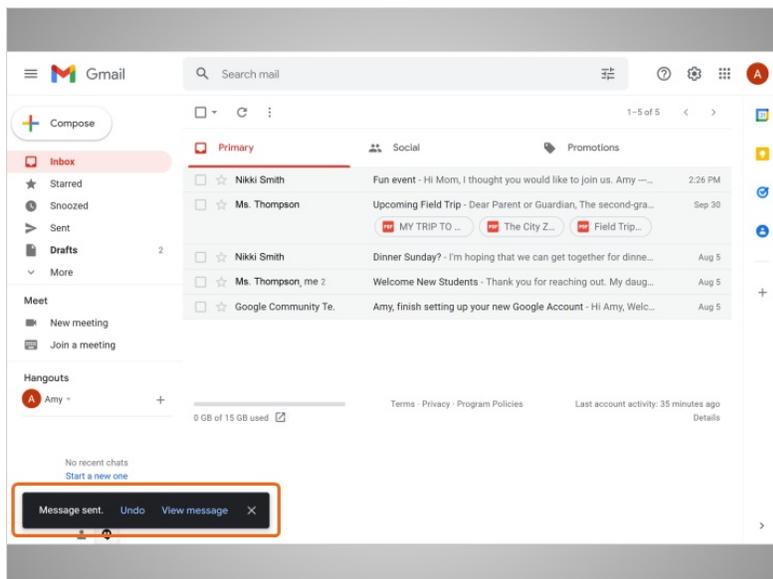
Next, Amy types in the subject and the message, and clicks on Send. The message is sent.
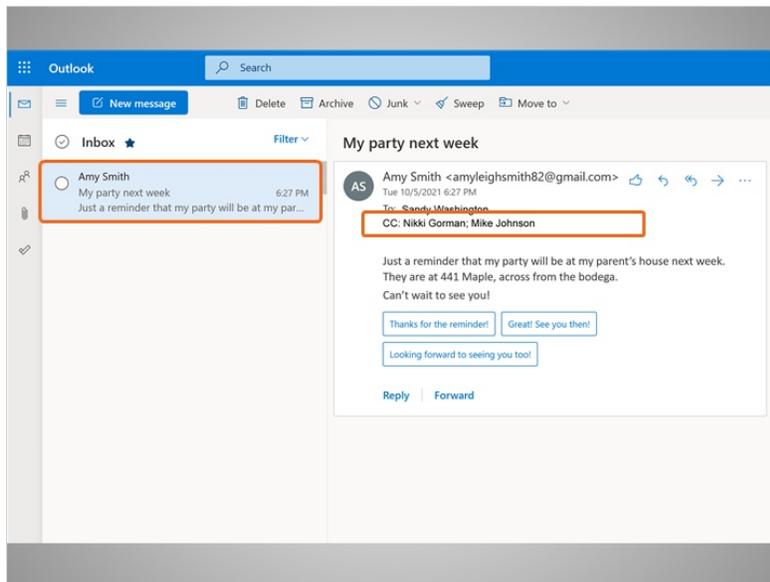
Let's see what things look like for the people receiving this email. Here we are in Sandy's account. In this example, Sandy is using Outlook.com as her email provider.

Sandy sees a new message from Amy. When she opens it, we see that there are other recipients as well. Here we can see that Nikki and Mike were CC'd on the email message.

But the BCC email address for Amy's parents doesn't show! That's how CC and BCC work. We can always view the CC email addresses, but the BCC addresses aren't visible to anyone but the sender.
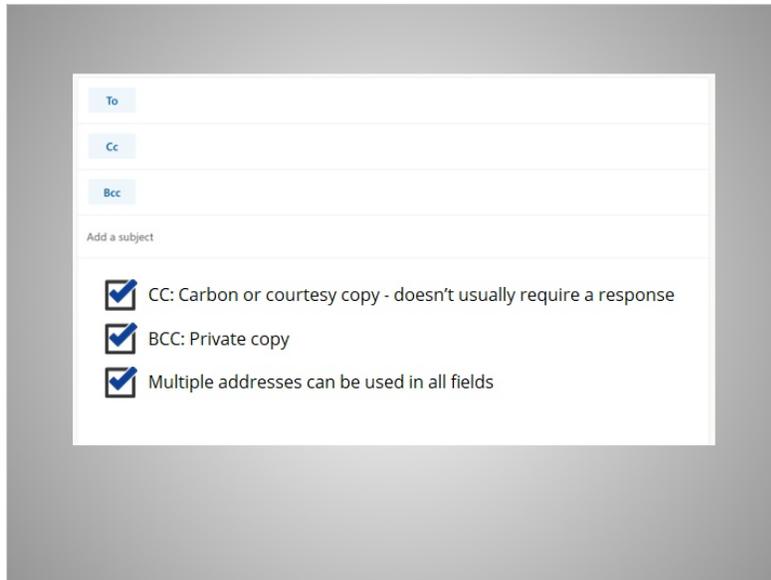
Putting an email in the CC field lets the recipient know that it is a courtesy copy for their records, and they often don't need to reply or take any action. Putting an email in the BCC field keeps the email address private. You can use multiple email addresses in all three fields any time you send a message. Can you think of a time when this would be useful for you?

In the next lesson, Amy is going to learn about Draft Emails.

Saving Draft Emails
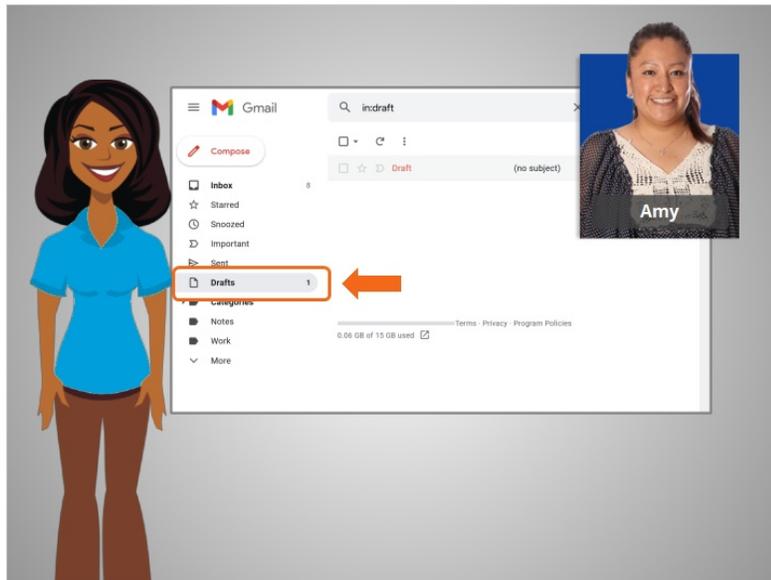
In the last lesson Amy learned how to send emails to multiple people using the CC and BCC fields. In this lesson Amy will learn how to save an unfinished email message as a draft so she can finish it later. In today's example, Amy is using Gmail.

Did you know you don't have to finish an entire email in one sitting before you send it? You can start an email and have it saved in your Drafts folder, then come back later to finish it.

Let's look at an example.
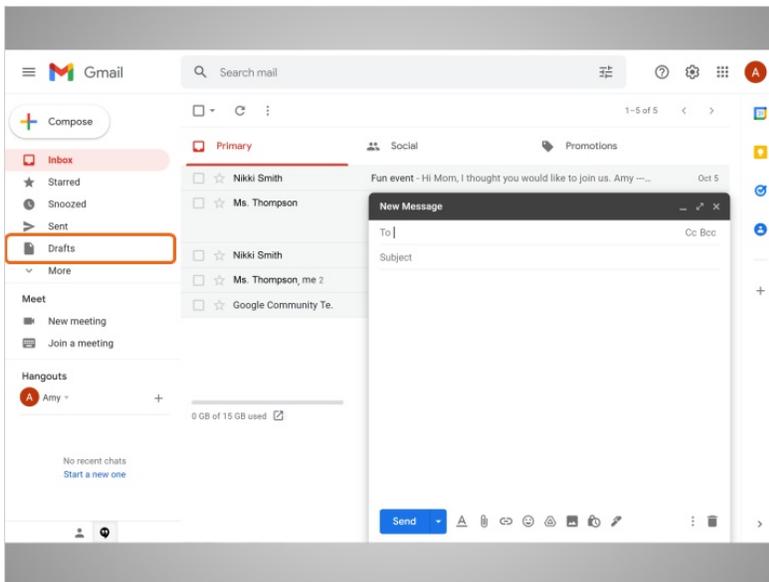
Amy wants to send an email to Antoine, but she knows she won't have time to finish. Instead of hurrying, she can start the email, and then save it to finish later. She can come back to her Drafts folder to finish it at any time. Amy clicks on Compose to start the draft.
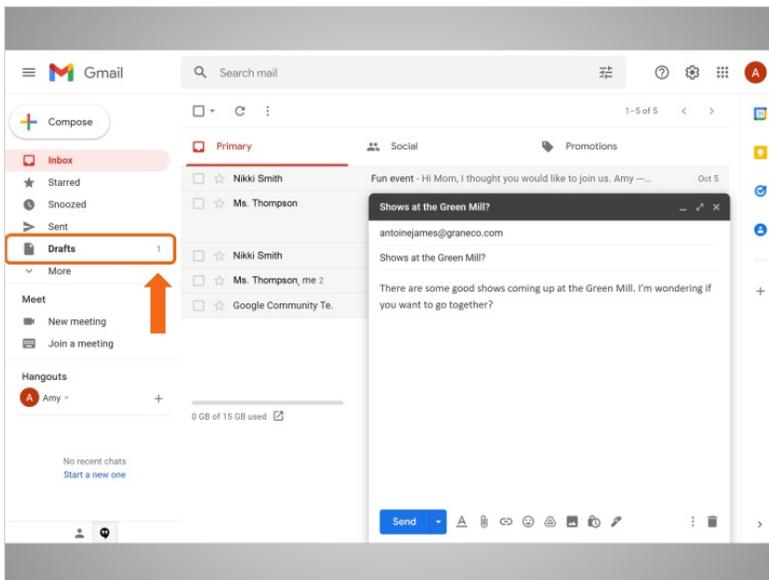
She types the email address, a subject, and then starts typing the message. As she types, Gmail automatically begins to save a draft. We can see that there's now a "1" showing in the Drafts folder, so we know this email is being saved.
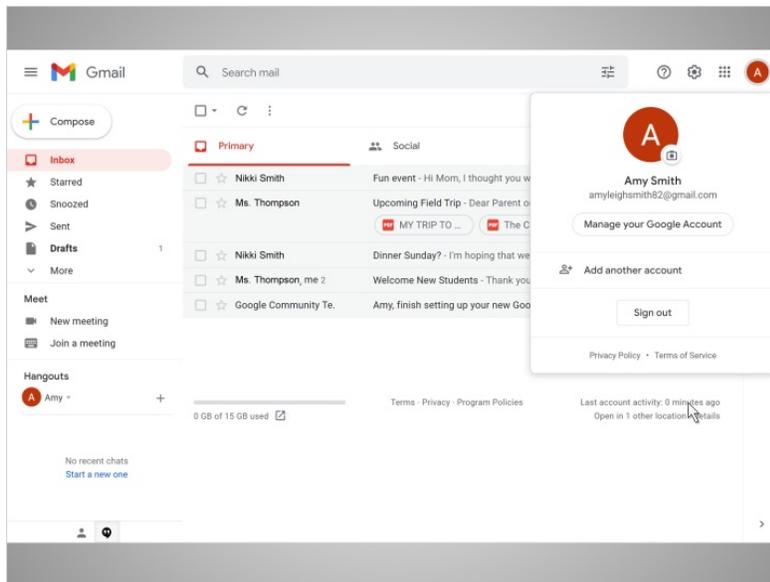
When Amy needs to stop, she doesn't have to do anything except close the message.

Amy can even log out of Gmail and leave her computer. The Draft will still be waiting for her the next time she logs in.
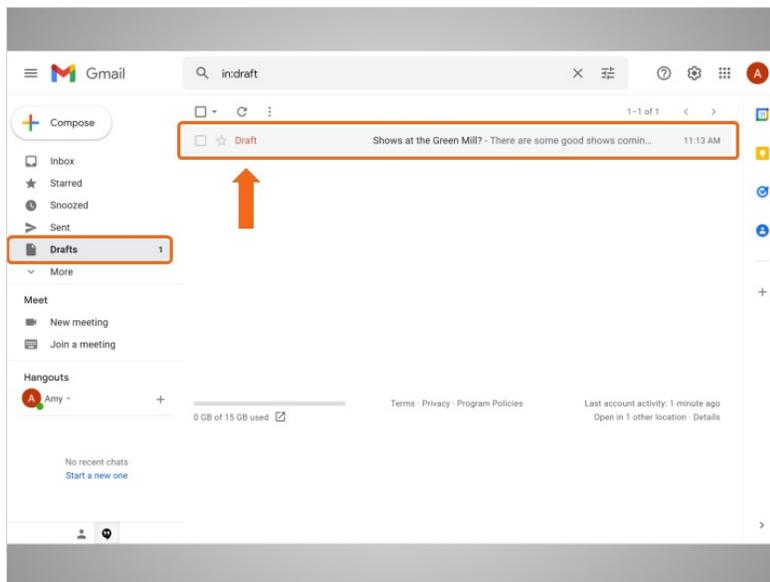
When Amy is ready to finish the message, she clicks on Drafts. The draft email includes the word "Draft" on the left side, so it's clear the email hasn't been sent yet.
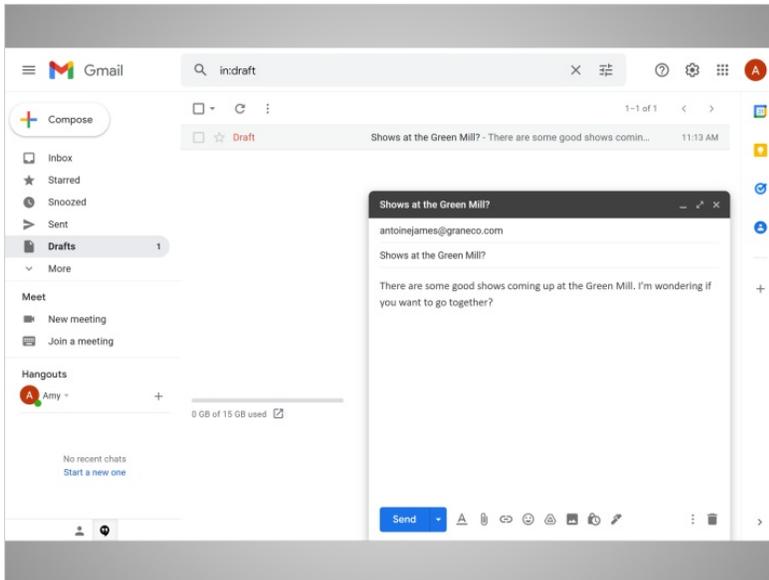
Amy opens the email and finishes typing the message. When she's done, she clicks on Send just like any other email.
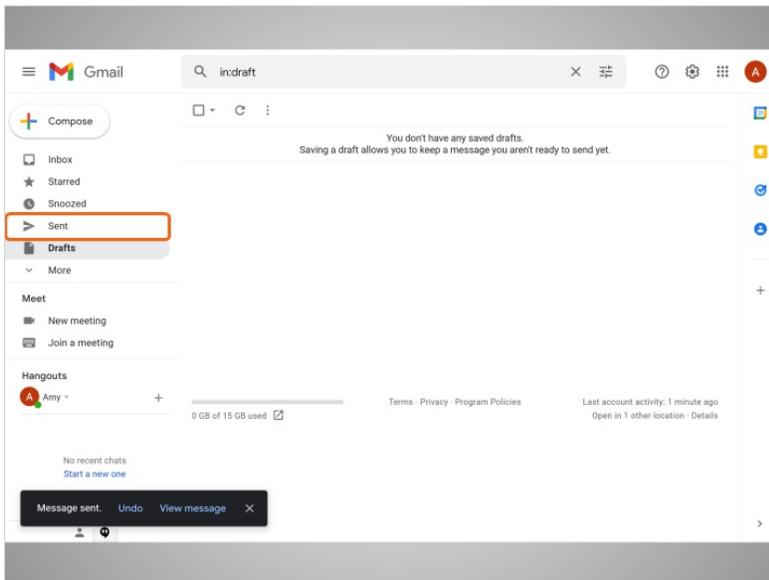
Gmail automatically removes this message from the Drafts folder and puts it in her Sent folder.
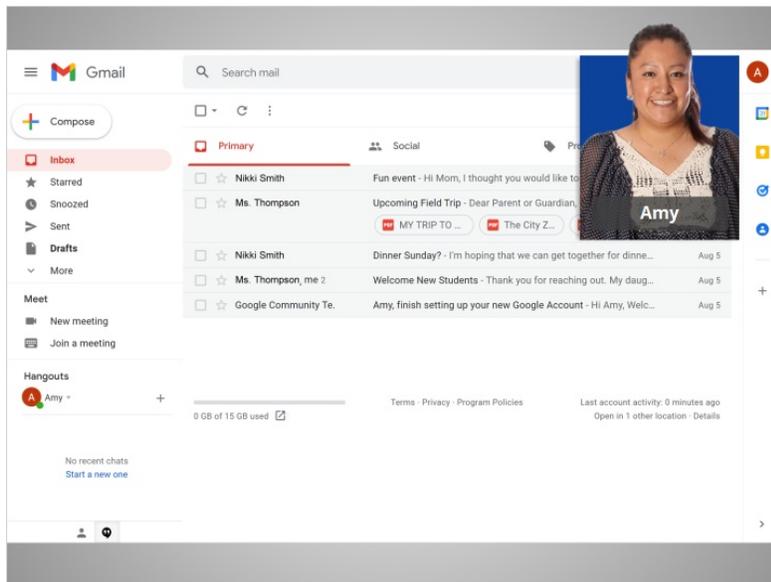
Once Amy is done with drafts, she can click back on the Inbox link to return to her regular emails. In this lesson Amy learned how to create a draft email that she could finish later.

In the next lesson, Amy will learn about Spam and Junk email.

Spam and Junk

In the previous lesson Amy learned how to create a draft email that she went back to later, to finish and send.

In this lesson, we will learn about Spam and Junk email. Just like with regular mail, you can get junk sent to your email. That kind of junk email is referred to as Spam.

What is Spam? Spam is considered unwanted online communication.
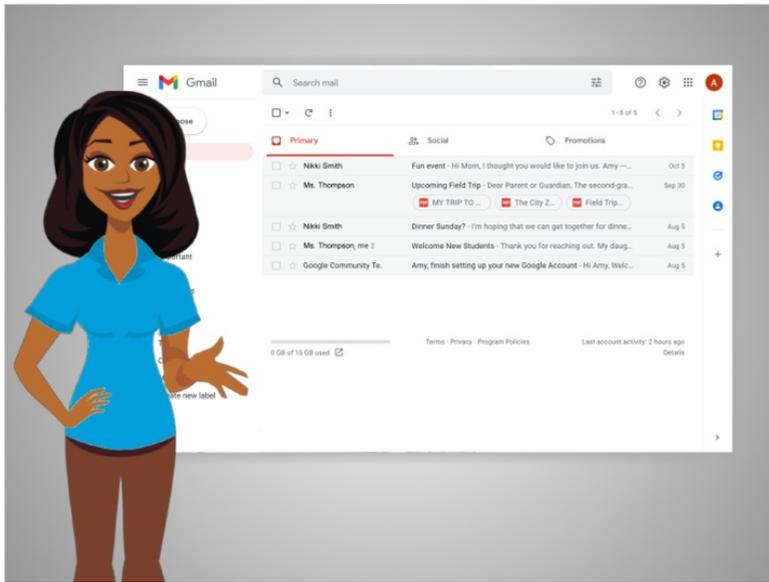
Spam emails often contain links to websites, pictures, and other things that you don't need. Some spam is annoying but harmless. But other spam can cause a virus or serious problems on your computer or lead you to a fraudulent website.

In today's lesson we will continue to use Gmail to share examples of Spam email. Sometimes it's not easy to figure out which emails are Spam, and which emails are not.
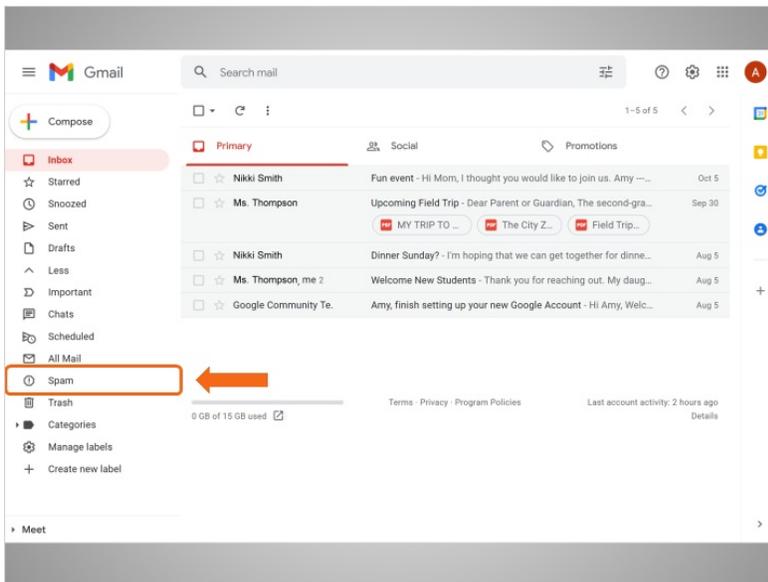
There's a Spam folder in Gmail, where most email flagged as spam is automatically moved, so you don't see it in the Inbox.
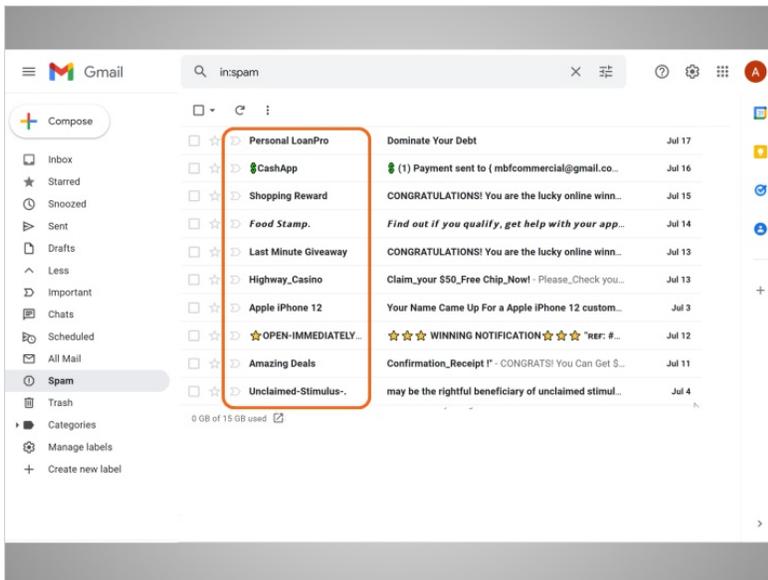
The best way to tell if an email is Spam is if you don't recognize the sender. Even if the sender sounds like a legitimate business, it might still be spam.
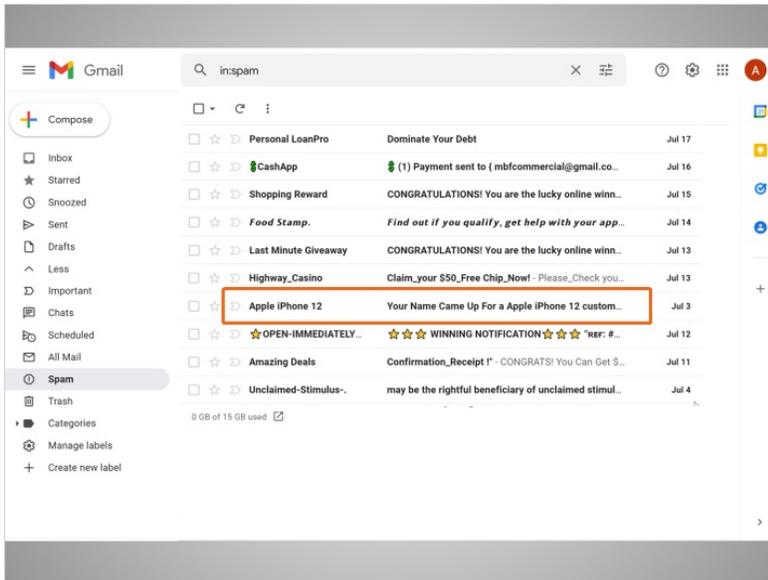
In this example, the fraudulent sender is using the brand "Apple" to make the email look legitimate.
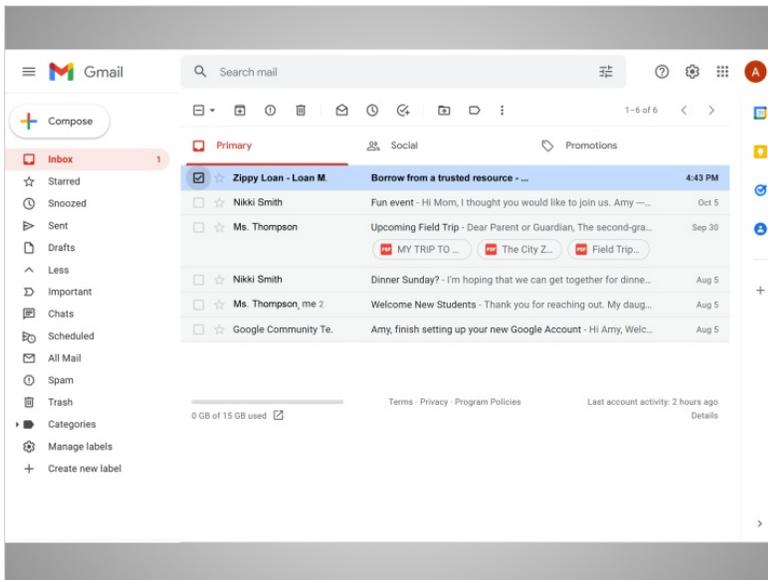
Occasionally, you might see a spam email in your Inbox. If this happens, click the box next to the email that looks like spam.
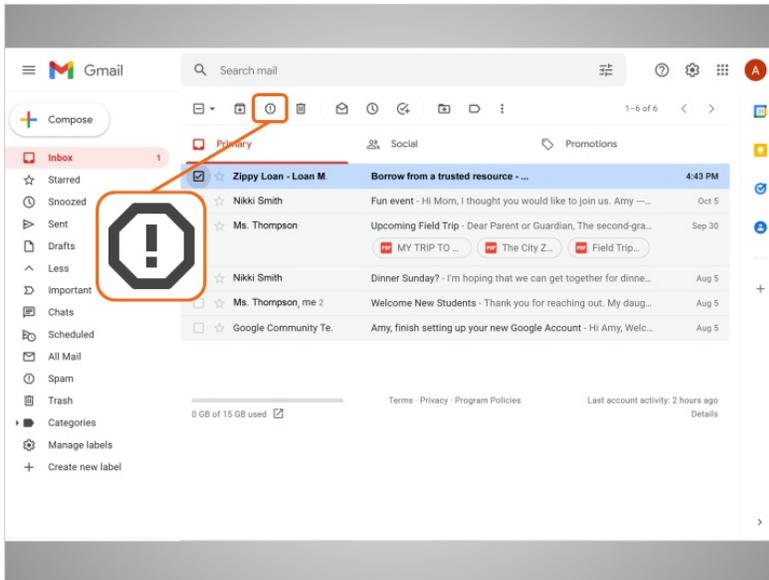
Then click the button to mark it as spam.

Avoid opening the message, clicking on any links, or viewing any pictures in the message.
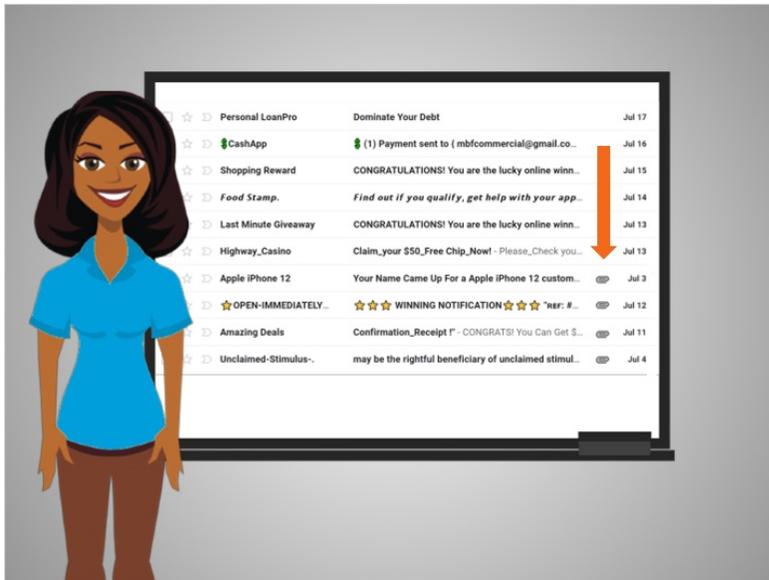
Some malicious spam emails have a link or attachment with them, which is sometimes shown by a paperclip icon. If the sender is not someone you know and trust, or if something looks suspicious about the message, it's best to just delete the email and not open the link or the attachment. Opening malicious links and downloading attachments can spread a virus to your computer.
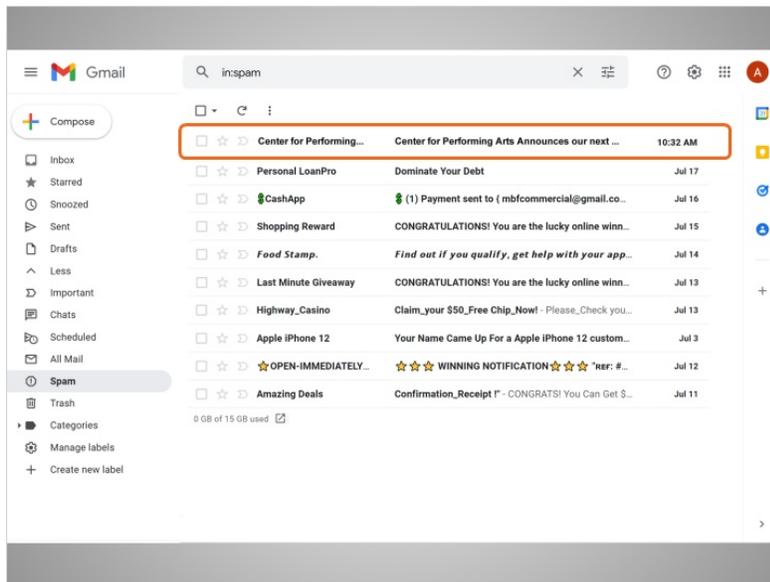
Sometimes when you sign up for online newsletters, Gmail may flag the messages as Spam. If you find an email in your Spam folder that you want to keep, you can alert Gmail that the message isn't Spam.
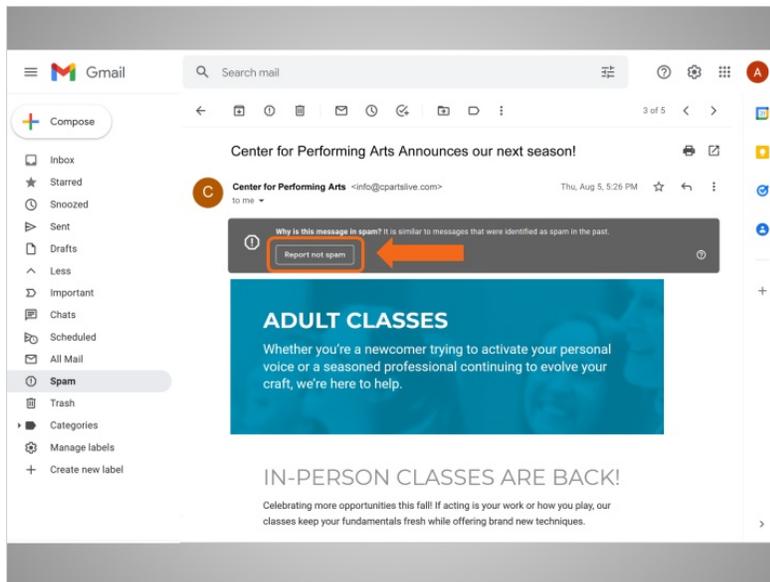
After you open the message, click on the Not Spam button. Please make note that other email providers may use a different process.
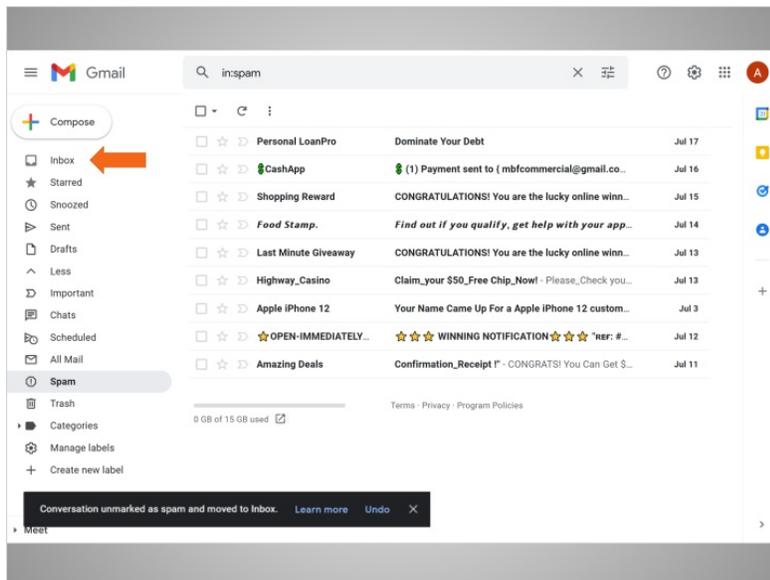
From then on, if you get an email from the same email address, it will arrive in your Inbox, instead of being marked as Spam.
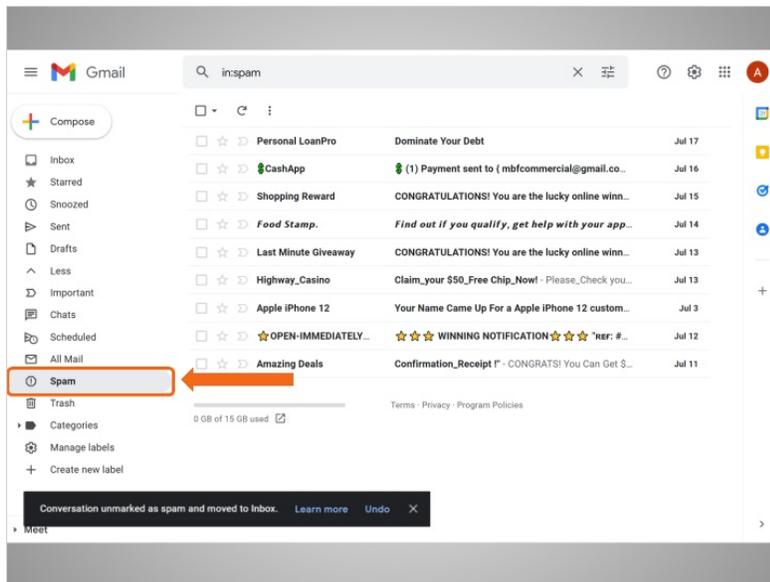
Occasionally Gmail puts safe emails in the Spam folder by mistake. If you're missing an email from someone, be sure to check the Spam folder to see if it's there!

In this lesson, we learned how to deal with unwanted emails. In the next lesson, Amy is going to learn about how to organize and delete emails.

Organizing and Deleting Emails

In the previous lesson we learned how to deal with unwanted emails. In this lesson, Amy will learn about how to organize and delete emails.

When we receive mail through the postal service at home, we keep some things, and recycle or throw away others. It's the same way with email. Sometimes we want to keep emails, and sometimes, we need to remove them. Removing old emails can clean out your inbox and make your important emails easier to find.
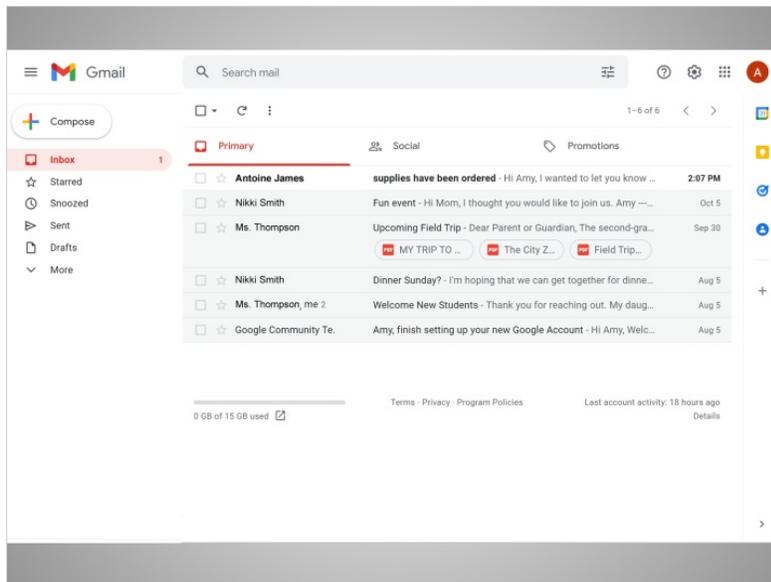
Let's take a look at Amy's Inbox. In today's example, Amy is using Gmail.

First, Amy will open an email.
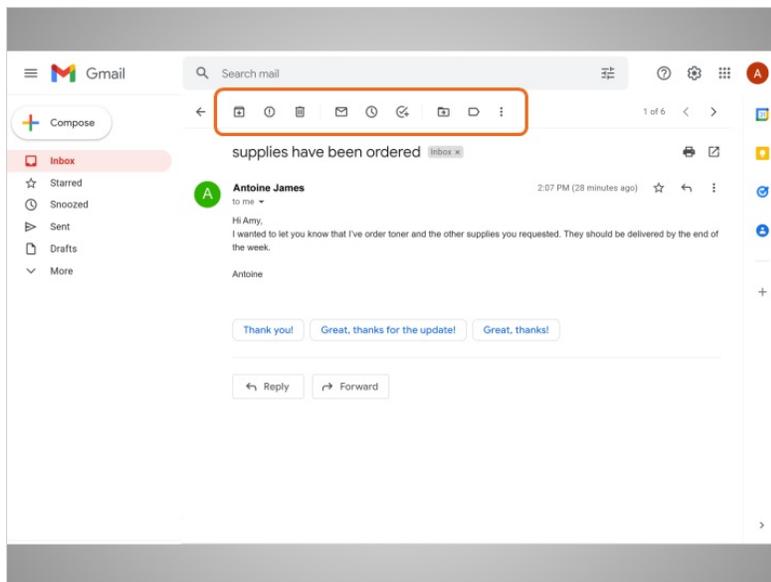
After she reads it, she can use these icons to move the message out of her inbox.
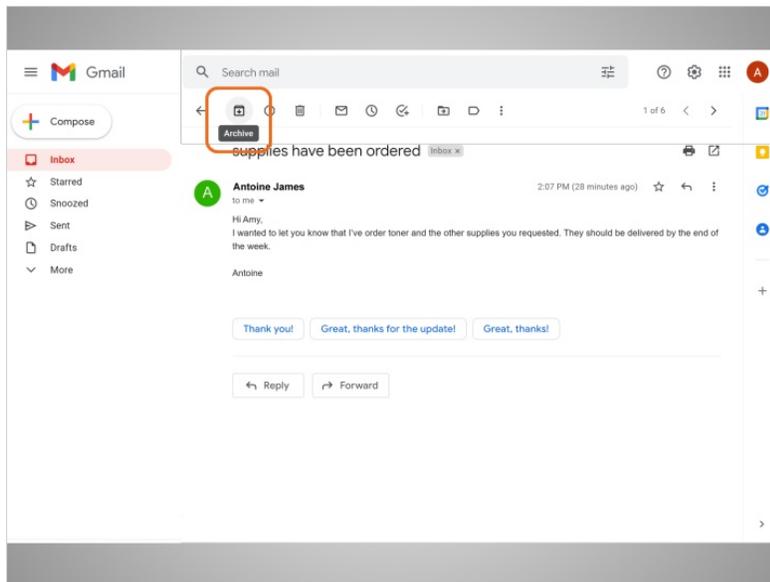
The Archive button will save the message inside the All Mail folder. She can still find it later, but it won't show up in her inbox.
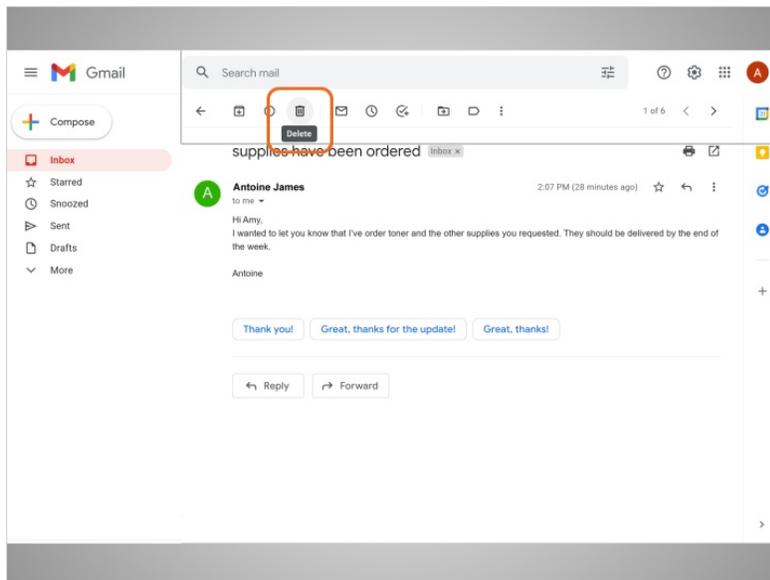
The Delete button will delete the message. It will stay inside the Trash folder temporarily – usually about 30 days – and then be deleted permanently.
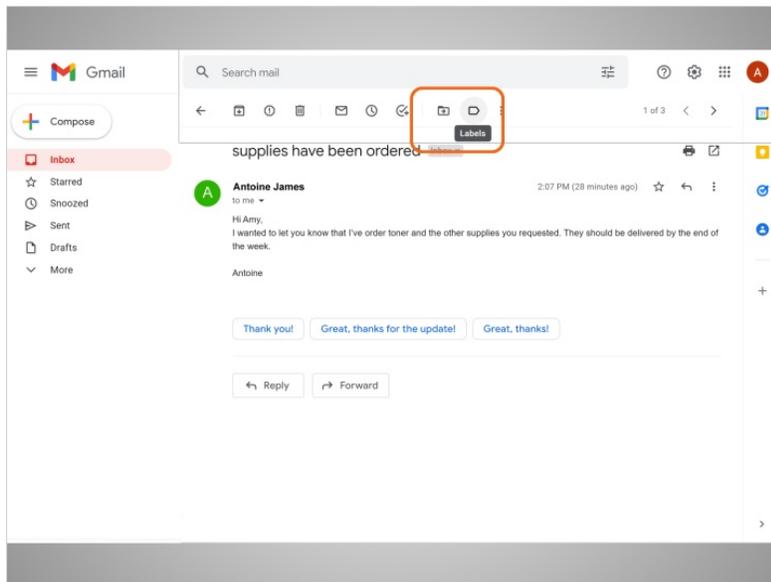
You can also use these icons to give the message a label …
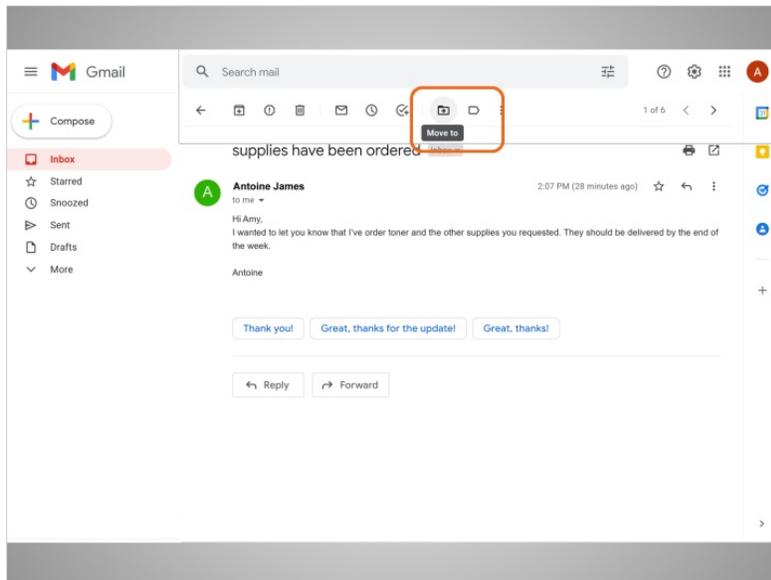
or move it into a different folder. Amy would like to create a label for emails related to her job, so that she can find them later. Some email providers call these "folders," which are used to organize your emails. She clicks the Move To button, …
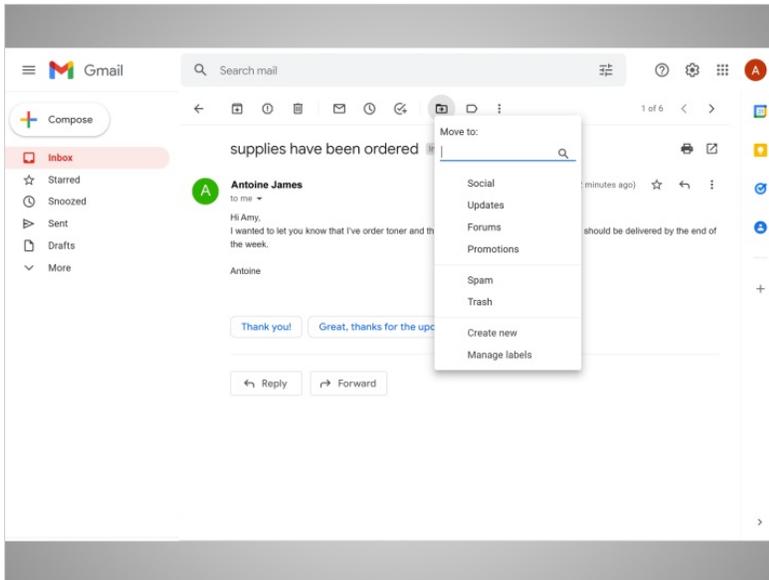
then chooses Create New.
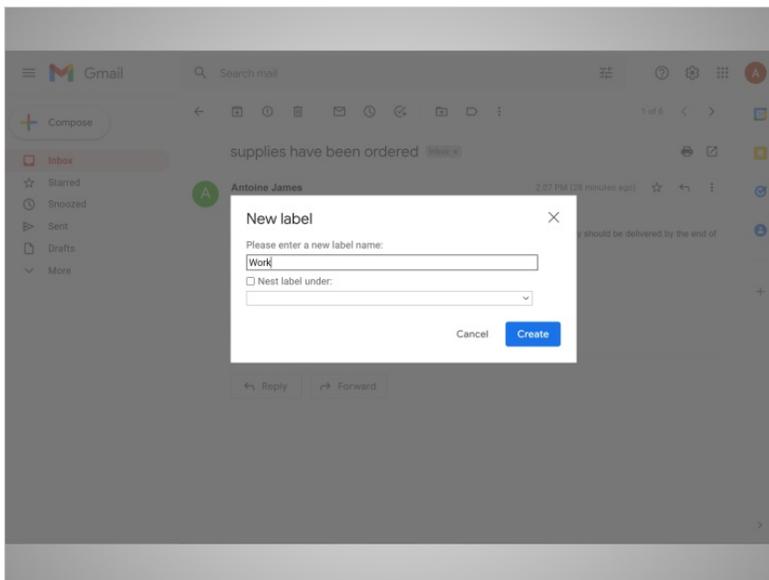
She types in "Work" as the name for her label. When she clicks Create the message will be moved.
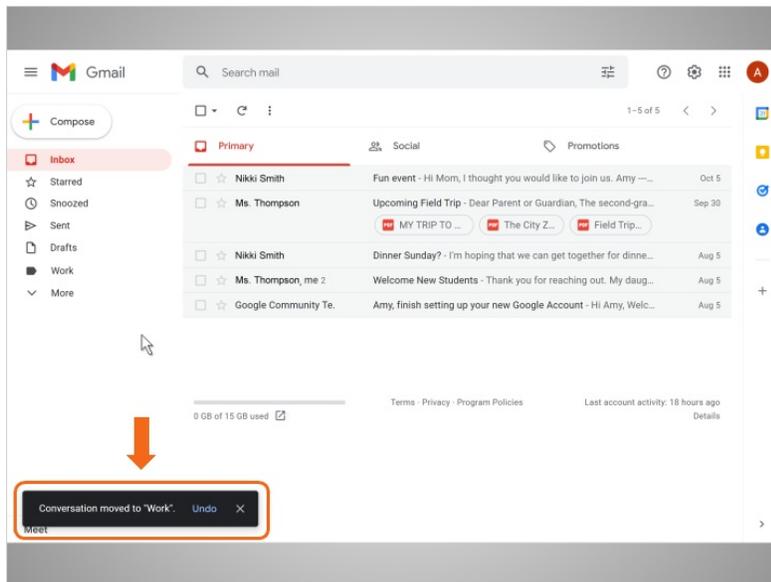
Now she can access it at any time by clicking the Work button on the left.
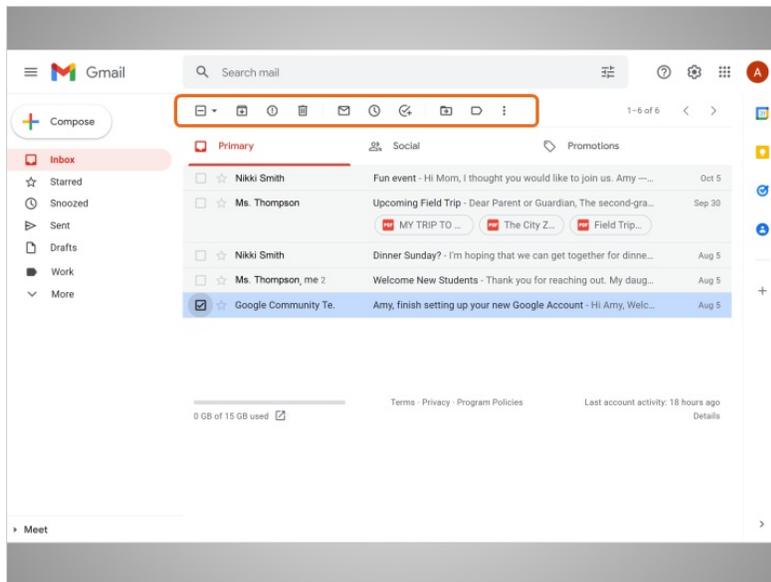
We can also delete or organize emails from the Inbox without opening them.

When Amy checks a message in the list, she can use the same icons on the top to archive the message, delete it, move it to a folder, or add a label.

You can even select several messages at the same time, then delete or move them all at once.
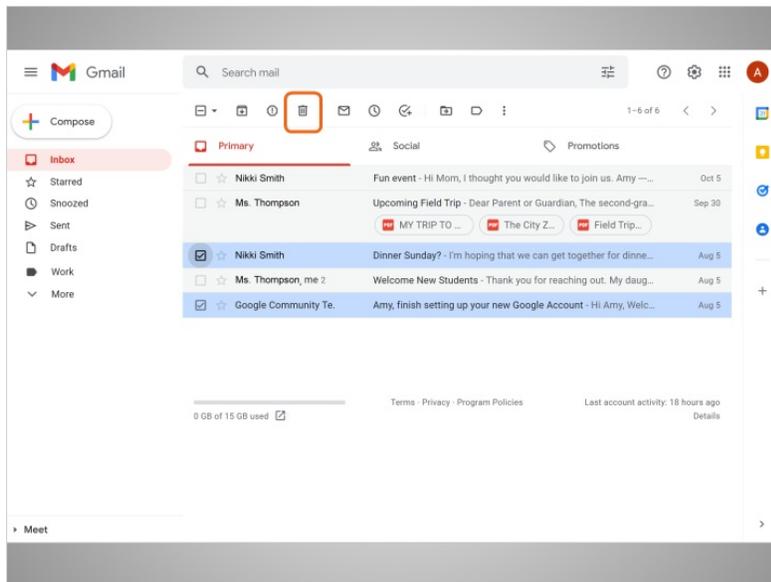
Amy will delete these two checked messages.
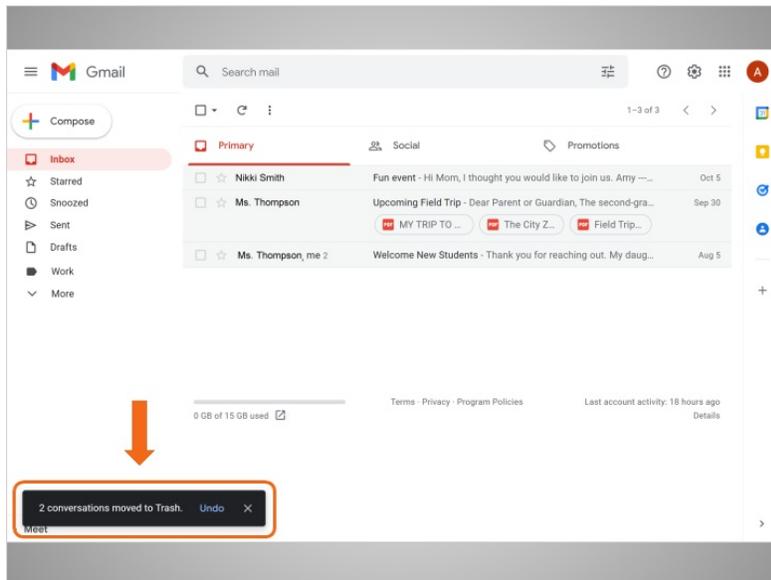
Now you can see the messages were moved to the Trash.
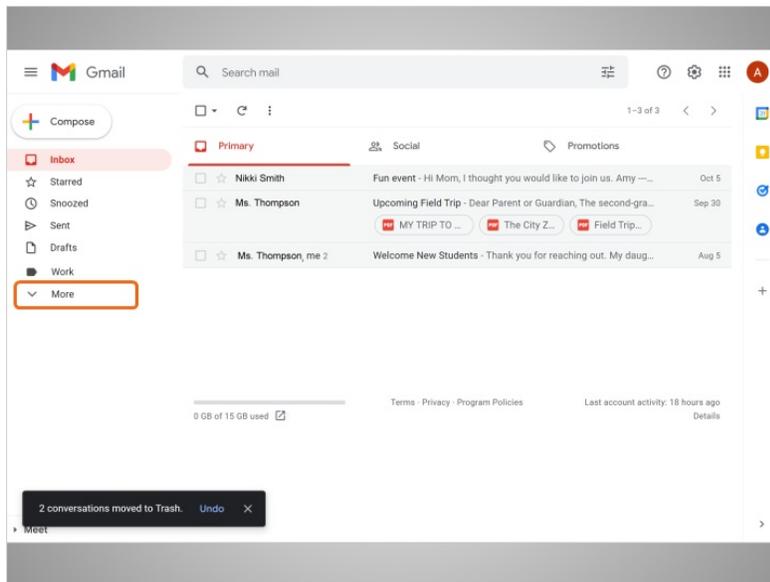
To look at the Trash folder, Amy goes to the sidebar, and clicks More to see all the folders.
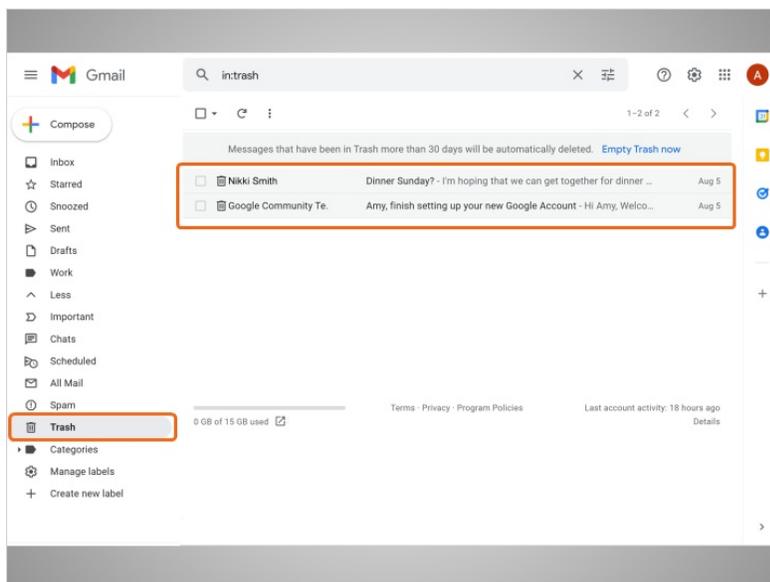
Then she clicks on Trash. All the messages in the trash folder can be opened, replied to, or forwarded, just like messages in the Inbox.
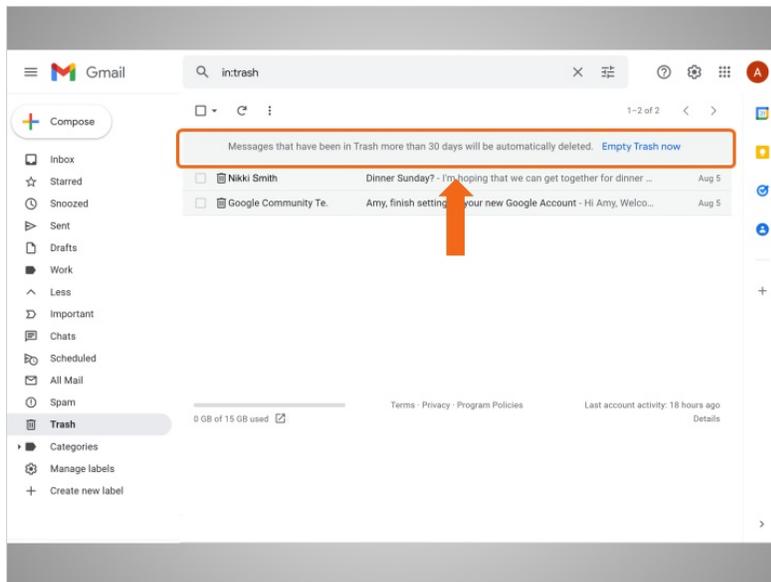
Once emails are deleted, you can still view them in the Trash folder for 30 days before they're permanently removed from Gmail. Check your email provider for trash folder expiration dates.
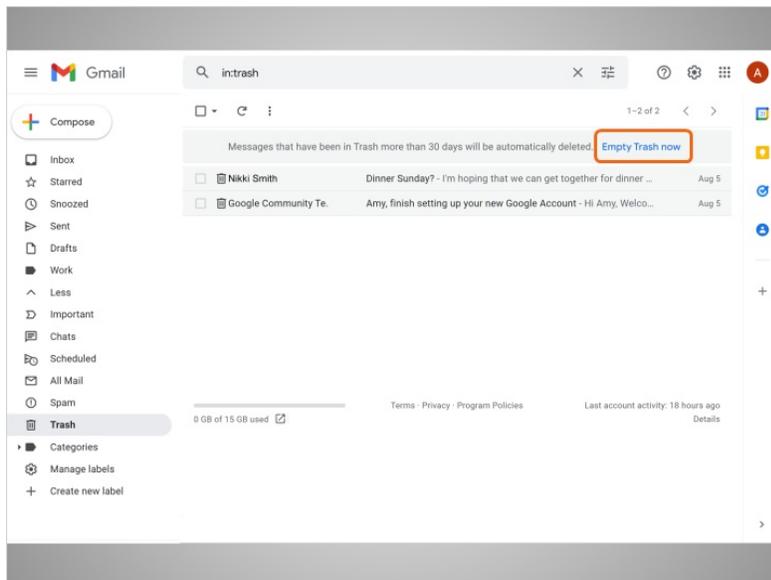
If you want, you can click on Empty Trash Now to permanently delete everything in the Trash folder. Be careful with this, because you won't be able to retrieve those messages once they're gone!
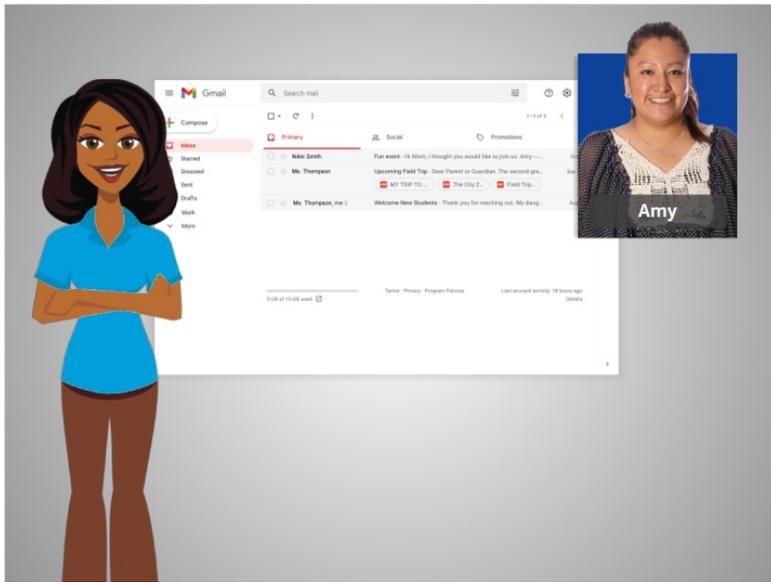
In this lesson Amy learned how to organize her email. In the next lesson, Amy is going to learn about how to search for email messages.

Searching for Messages
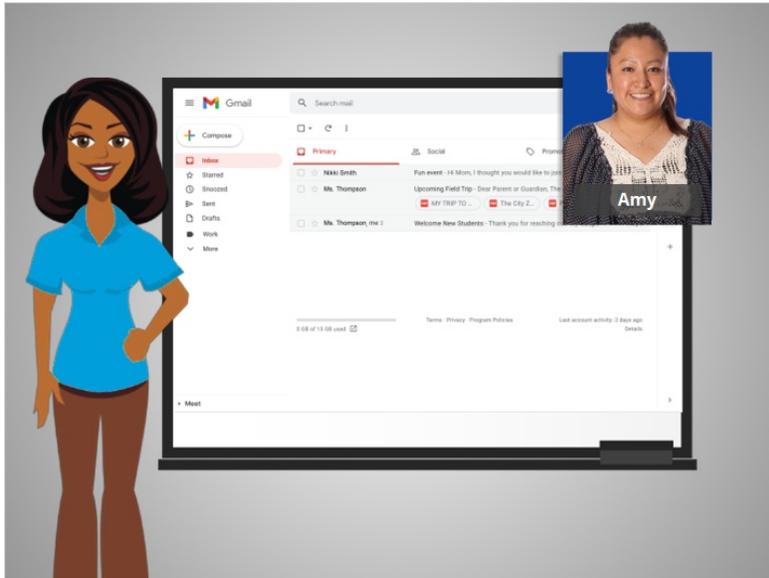
In the previous lesson Amy learned how to organize her email. In today's lesson, we will use Gmail to show how you can search and find email.
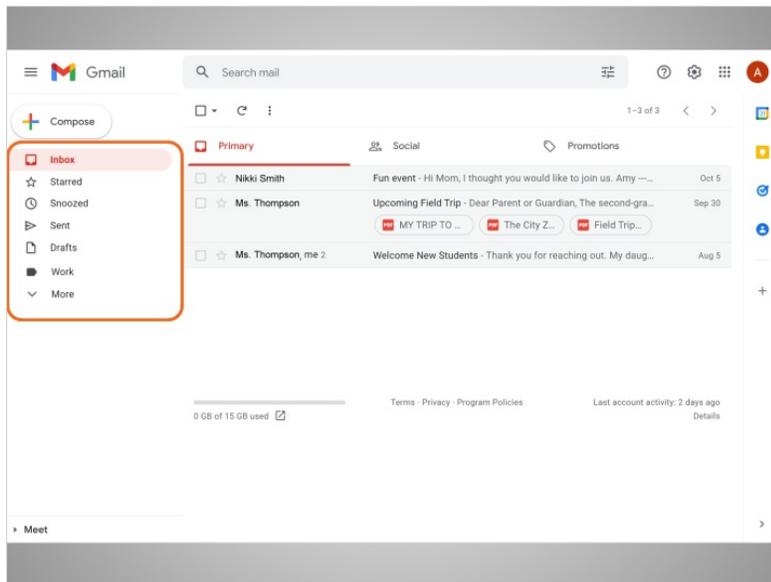
If you need to find a specific email, you don't have to look through the Inbox or other folders.
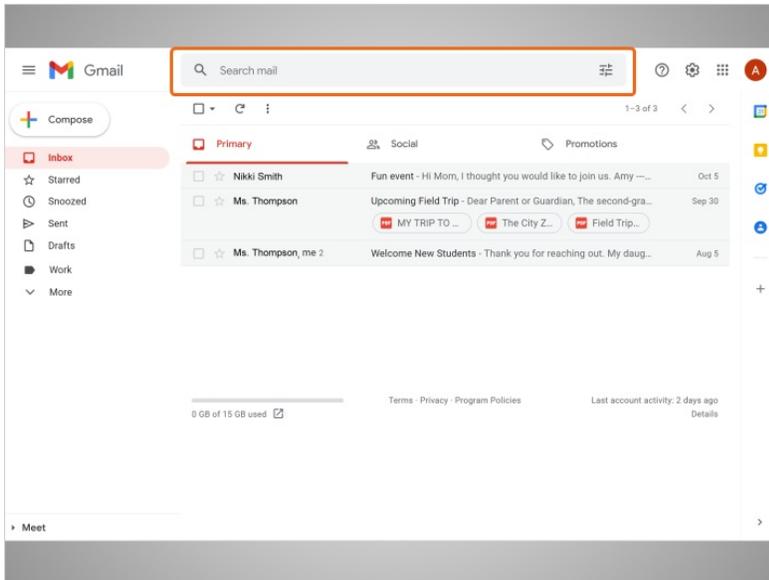
Instead, you can use the Search field at the top. This will search through all of your email, no matter where it is, or how old it is.

You can find messages even if you don't know who sent it, or when. Just like searching for a website, you can type any word or phrase to find what you're looking for.
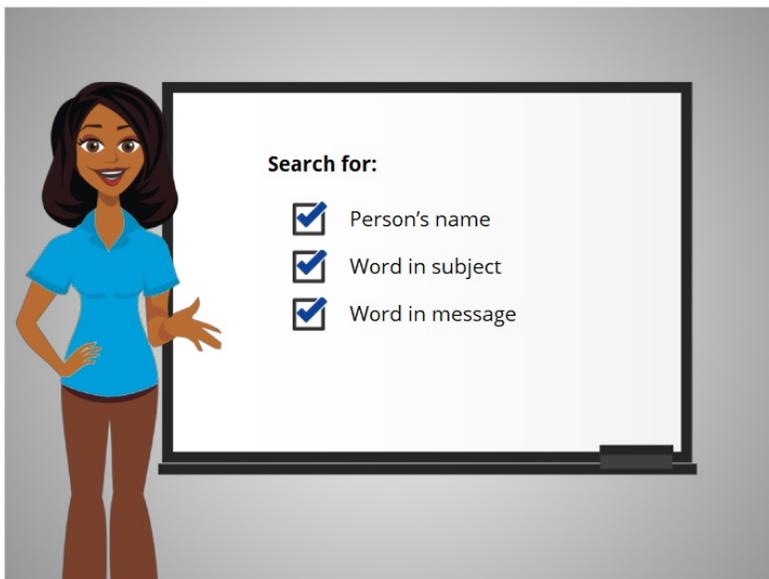
This could be a person's name, a word in the subject, or a word in the message.
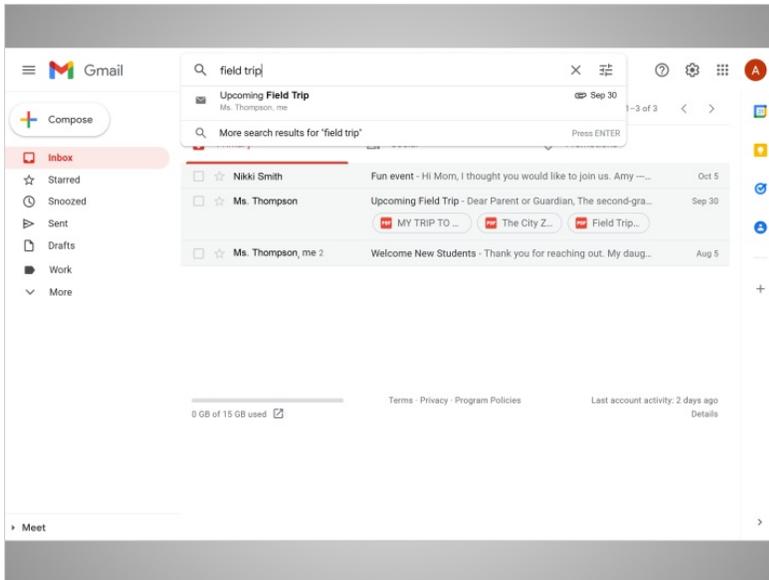
Amy needs to find details about her daughter's upcoming field trip in a message from the school. She types the words "field trip" into the search box and presses the Enter key to do the search.
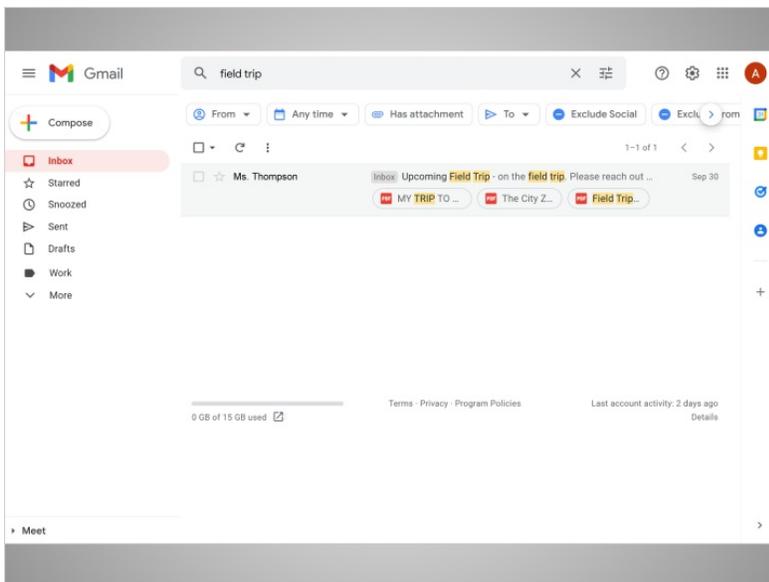
The message comes up in the search results, …
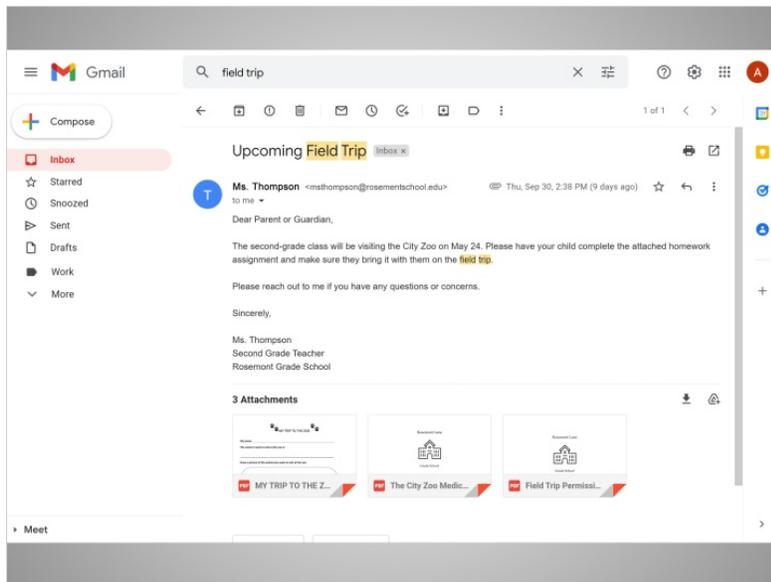
and Amy can open it to get the information she needs.

Most email providers will highlight the term that you searched, as shown here with "Field Trip." This is helpful when looking for an item in your search results.
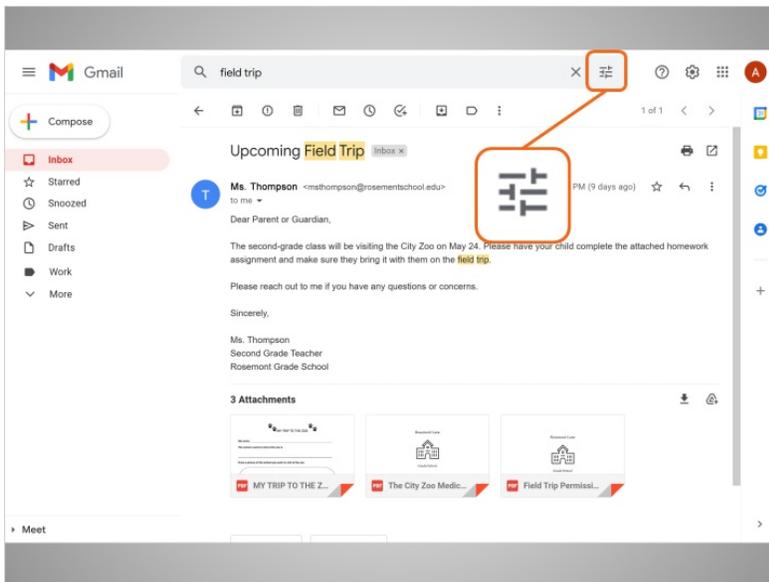
If Amy can't find what she's looking for, or she wants to narrow down the search, she can find more search options by clicking the search options icon at the end of the search box.
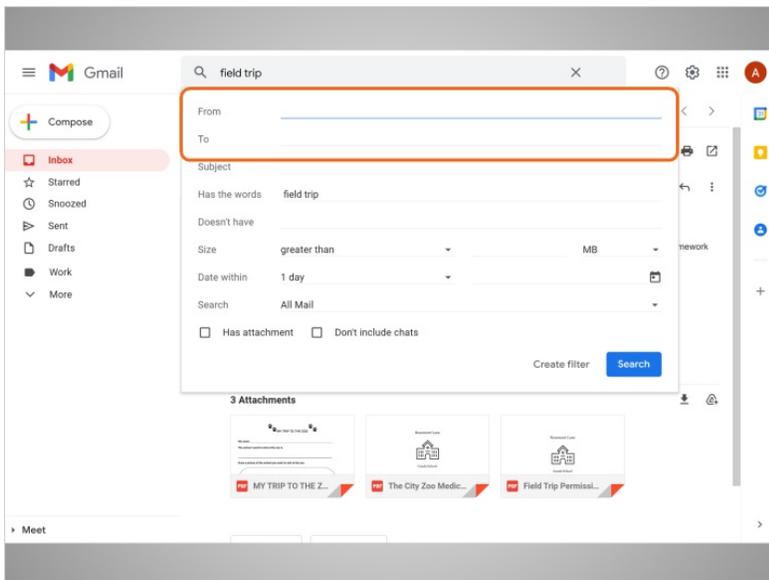
With these options, you can find messages sent to or from certain people, …
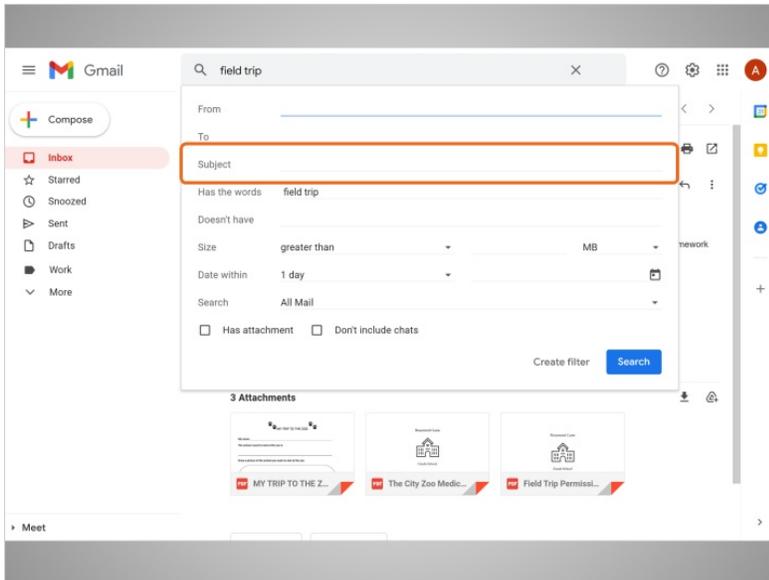
with a specific subject, …
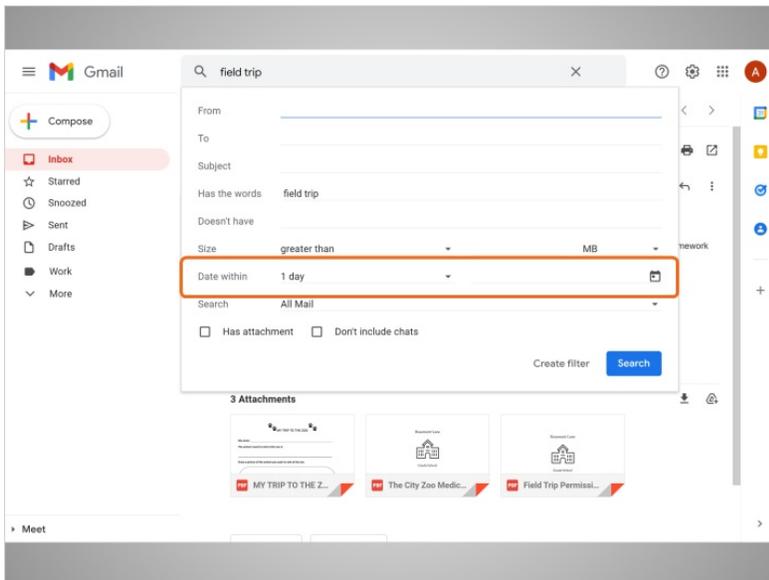
from a certain date range, …
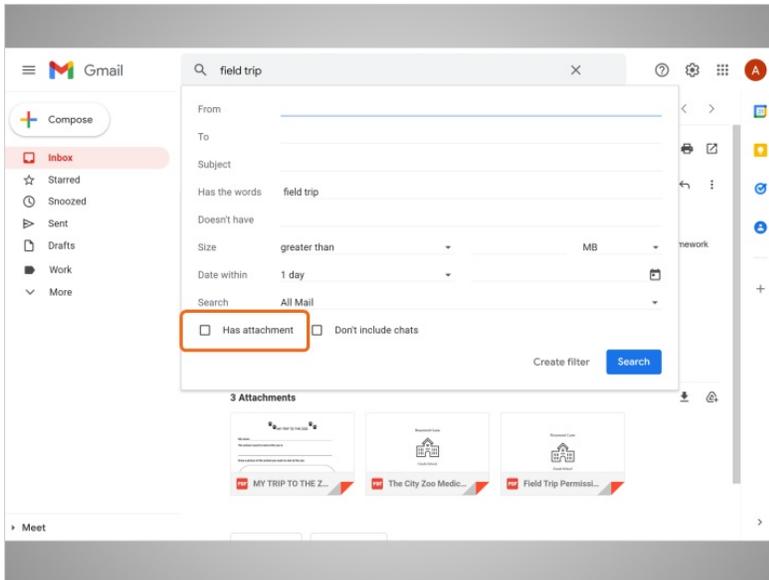
or with an attachment.
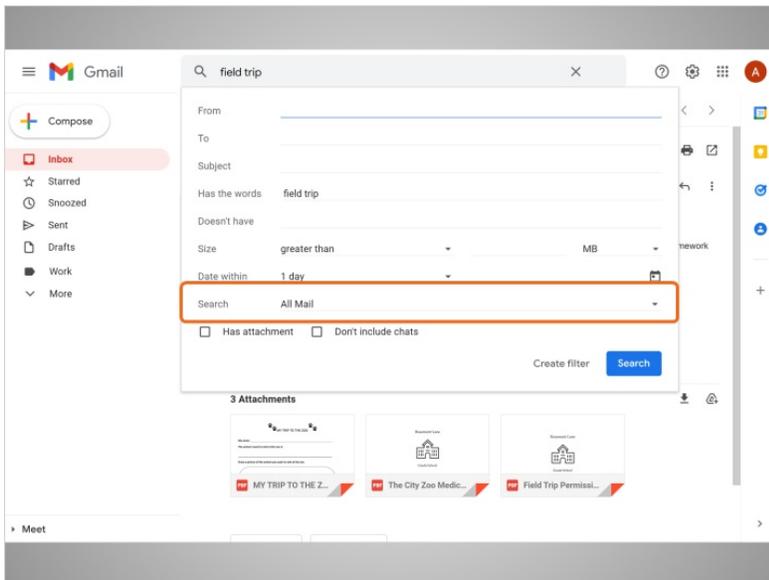
You can also open the drop-down menu…
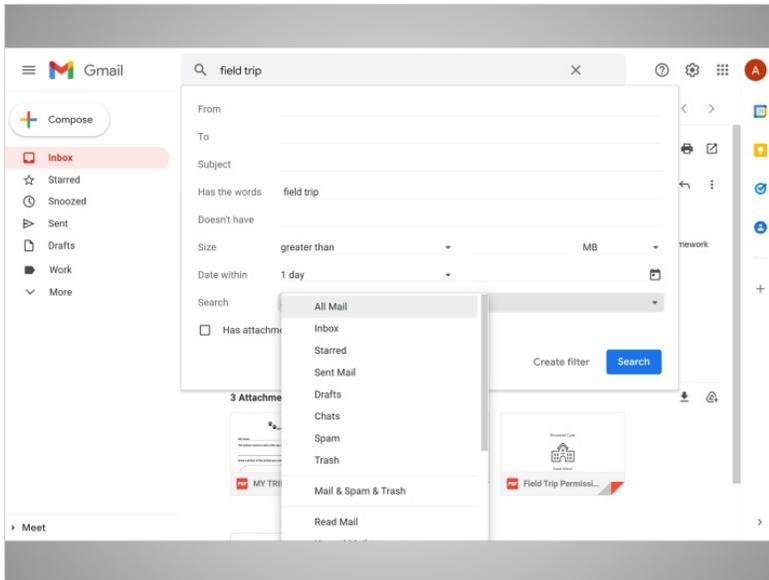
to search within a specific folder.
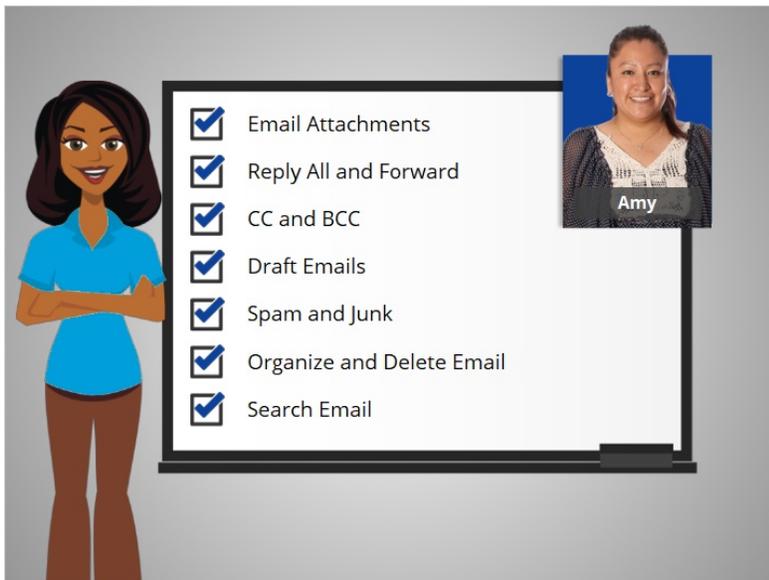
Now that you've seen how Amy works with her email, why don't you try exploring some of these features on your own!

Practice
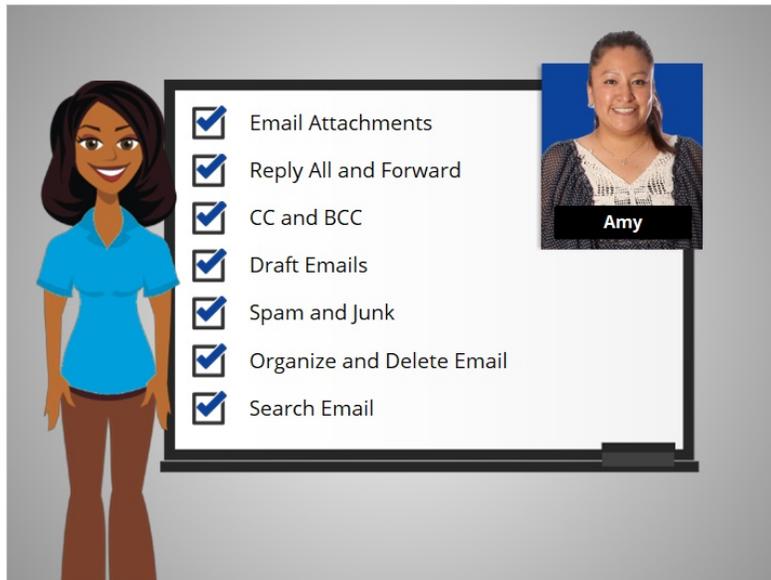
In this course, we've learned a lot about email. Let's see what you remember. In some exercises, we will continue to use Gmail for review purposes.

What does Amy click on to add an attachment?
Click on it now. If you need help click on the Hint button?
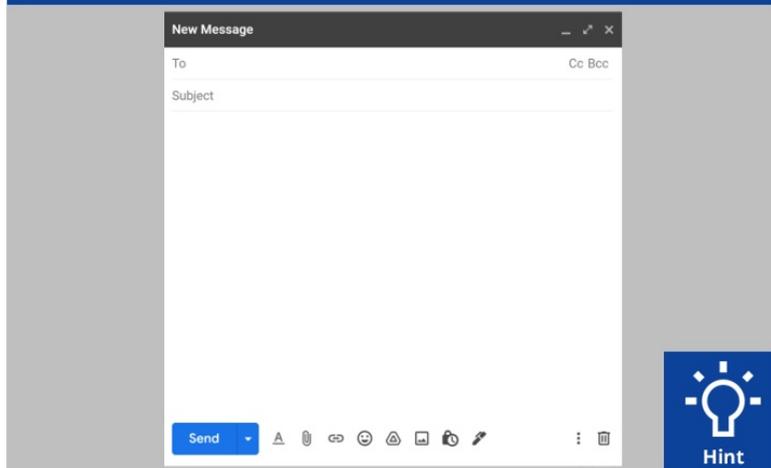
If Amy wants to add an attachment to an email she is sending, what does she click on to add the attachment? Click on it now. If you need help click on the Hint button.

What does Amy click on to add an attachment?
Click on it now. If you need help click on the Hint button?
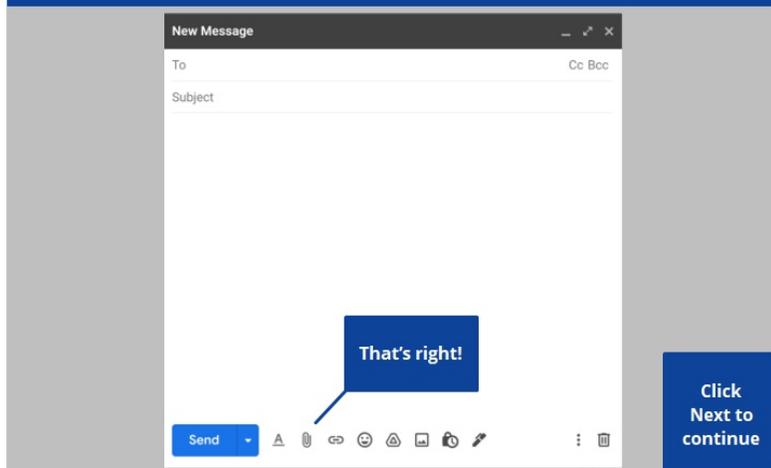
That's right! Click next to continue.
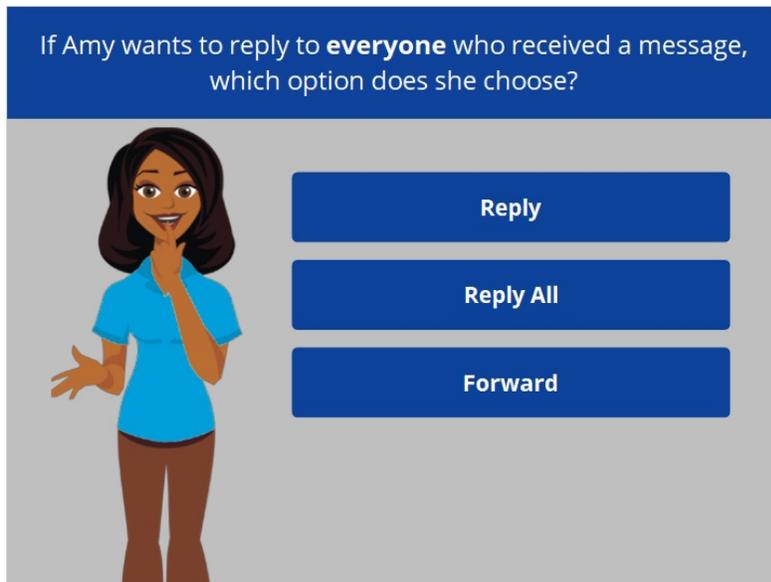
Amy has received an email that was sent to three people. If she wants to reply to everyone who received the message, which option does she choose? Click the correct answer.
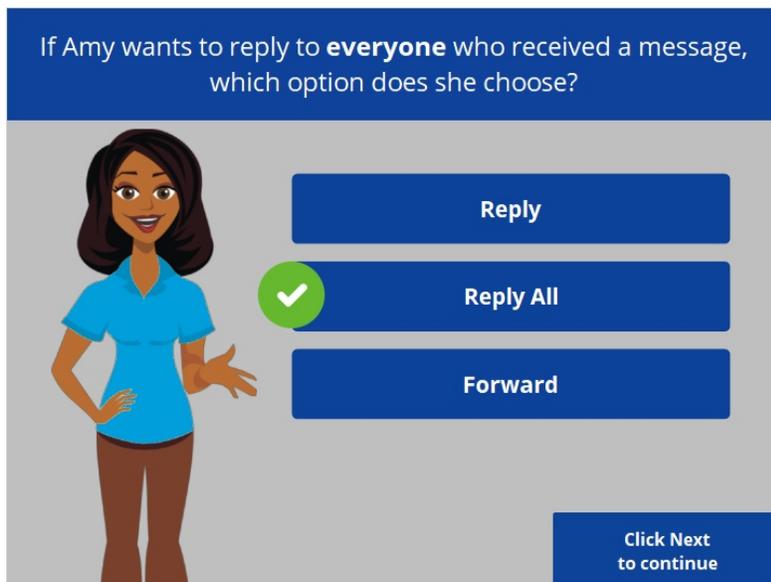
If Amy wants to reply to everyone who received a message she needs to click "Reply All." If she selects "Reply" the message will be sent to the person who sent the message. If Amy selects "Forward" she can send the message to other people. Click next to continue.

If Amy blind copies or BCCs her mom on an email sent to three friends, will her friends see her mom's email address when they read the email? Click the correct answer.

The correct answer is no. People who receive the email can't see who is inside the BCC field. Click next to continue.

Amy wants to finish an email that she started yesterday but did not send. Where does Amy need to click to find the draft message? Click on the Hint button if you need help.
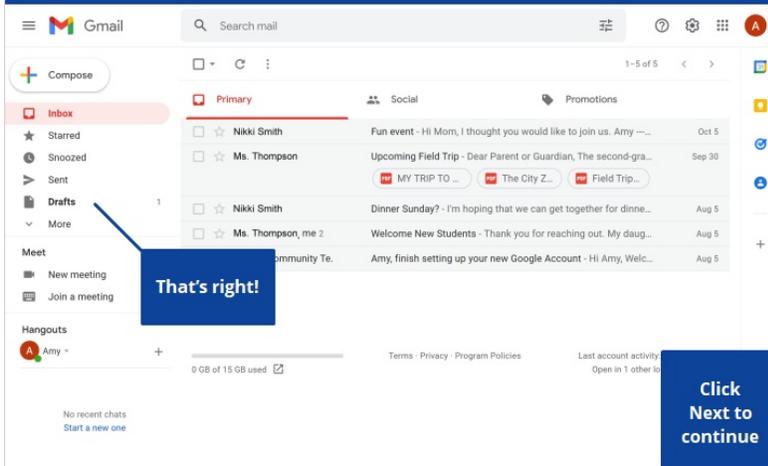
That's right! Amy can find the message she started yesterday in her Drafts folder. Click next to continue.

After reading this email Amy wants to delete it. What icon should Amy click to delete the message?

That's right! To delete a message, Amy needs to click on the Trash Can icon. Click next to continue.

Amy sees an email from a sender she doesn't recognize. It seems too good to be true! What should Amy do with the message?

A message from someone you don't recognize may be spam. It's safest to not open the message, and mark it as spam.
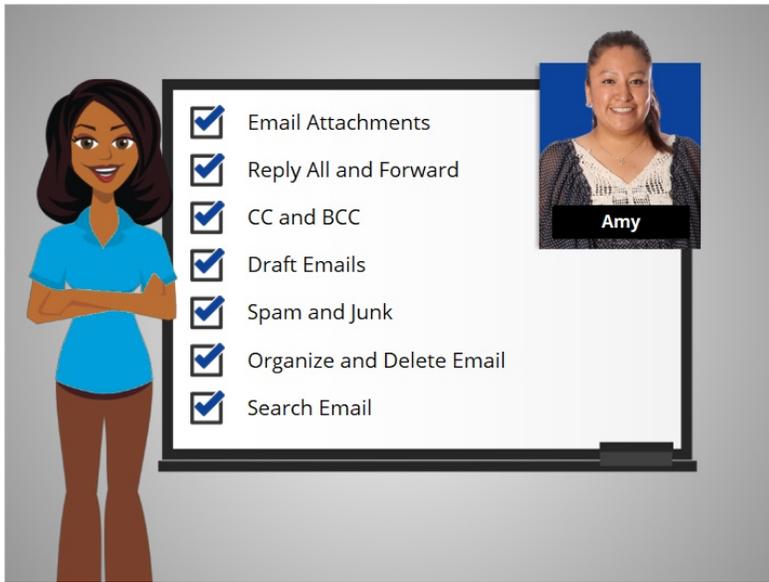
In this course you've seen how Amy works with email attachments, replies all and forwards emails, uses CC and BCC, saves draft emails, identifies spam and junk emails, and organizes and deletes her email, and searches for specific emails.

Why don't you try exploring some of these features on your own!