

Title: Setting up email

Reference: ICT001



Options of email systems to use

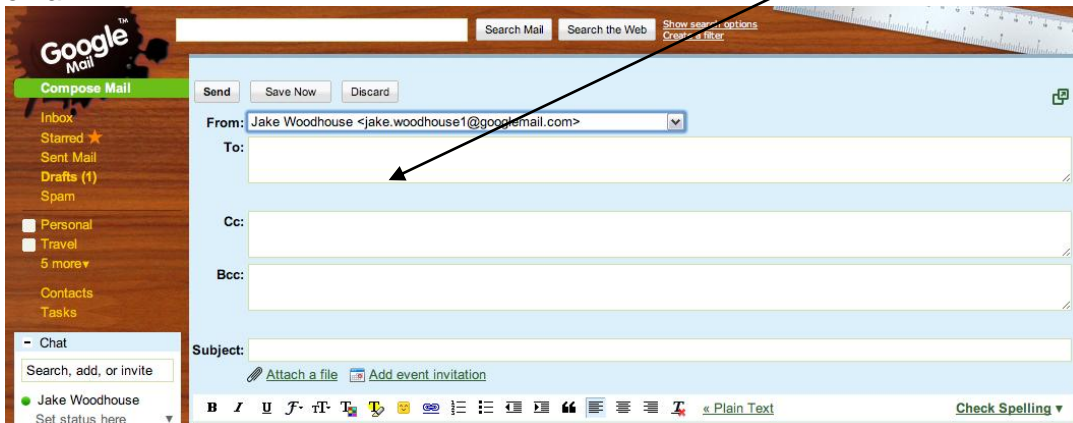
- Microsoft outlook
- Google mail
- Yahoo
- MSN Hotmail
- ISP (Internet service provider) email i.e. joe.bloggs@tiscali.co.uk

Each of these will have a simple setup process and majority will be free to setup and use. The following instructions have been written for use with Google mail but instructions will be very similar to all other email providers

Use cc and bcc

- Cc is the term used send an email to someone who it may not directly be sent to but is usually used to show people who may be interested in what's said.
- Bcc is used to copy someone in on an email but the person its mainly sent to will not be aware that the person has been added as bcc

All email systems have this functionality and will usually be seen under the from field on a new email



Replying to messages

Click Reply to reply only to the message sender, or **Reply All** to reply to everyone who received the message.

Forwarding messages

To forward an individual message:

1. Open the appropriate conversation and select the message to forward.
2. Click **Forward** from the bottom of the message card.



Title: Setting up email



Reference: ICT001

3. Enter the email address(es) to which the email should be forwarded, and add any notes in the message field. If the message has attachments, you can choose not to forward them by deselecting the checkbox next to the filename below the **Subject** field.
4. Click **Send**.

To forward an entire conversation:

1. **Open** the appropriate conversation.
2. **Click** Forward all from the right side of the Conversation View

Saving drafts

Don't worry about losing messages as you compose them -- Gmail automatically saves drafts every few minutes. If you'd like to save a draft manually, just click **Save Now** above the message you're composing, or press Ctrl+S when your cursor is in any of the text fields (Cmd+S for Macintosh users).

To retrieve a draft:

1. Click **Drafts** along the left side of any Gmail page.
2. Click the message you'd like to continue composing.
3. Edit the message, and click **Send**, **Save Changes**, or **Discard**.

If you'd like to delete a draft:

1. Click **Drafts** along the left side of any Gmail page.
2. Check the box next to the message you'd like to delete.
3. Click **Discard Drafts** near the top of the page. Your draft will be permanently removed.

Blocking mail from certain senders

While you can't currently block messages from specific addresses or domains, you can set up a filter to send those unwanted messages directly to Trash.

To set up a filter, follow these steps:

1. Click **Create a filter** under the search box at the top of any Gmail page.
2. Fill in the appropriate fields with the filter's criteria, and click **Next Step**.
3. Choose the action you'd like for these messages by checking the appropriate box. (In this case, we suggest checking **Delete it**.)
4. Click **Create Filter**

Deleting messages

Gmail lets you delete either an entire conversation or one message from a conversation. Deleted messages are a lot like the stuff in the trash can in your kitchen: eventually, it's all going in the big dumpster outside, but for a little while, you can still rummage through it if you lost something

Title: Setting up email

Reference: ICT001



important. Gmail will empty messages from your Trash automatically after 30 days, or you can permanently delete messages yourself.

- Here's how you can get rid of an entire conversation:
 1. Open the message (or select the checkbox next to it).
 2. Click the Delete button to move the message to Trash.

- And here's how you'd preserve most of a near-perfect conversation, but forget about a single message:
 1. Open the conversation and find the message in question.
 2. Click the down arrow next to Reply, at the top right of the message pane.
 3. Click Delete this message.

Oh no! I've made a terrible mistake! I want that message back!

It's okay. Just after you delete a message, a yellow bar with an Undo link appears at the top of the page. If you click it, your message will be moved from Trash back to its original location. As long as your change of heart occurs within 30 days of deleting the message, you can also retrieve it from Trash by clicking Trash, selecting the message in question, and clicking Move to Inbox. This won't work if you've already permanently deleted the message, though.

No, really. I don't even like having that message in my Trash. Please take it away.

Once a message is in Trash, Gmail will delete it in 30 days, but you're more than welcome to delete it permanently yourself.

1. Click Trash along the left side of any Gmail page.
2. Check the box next to the message you'd like to permanently delete.
3. Click Delete Forever. This time, it's really gone forever.

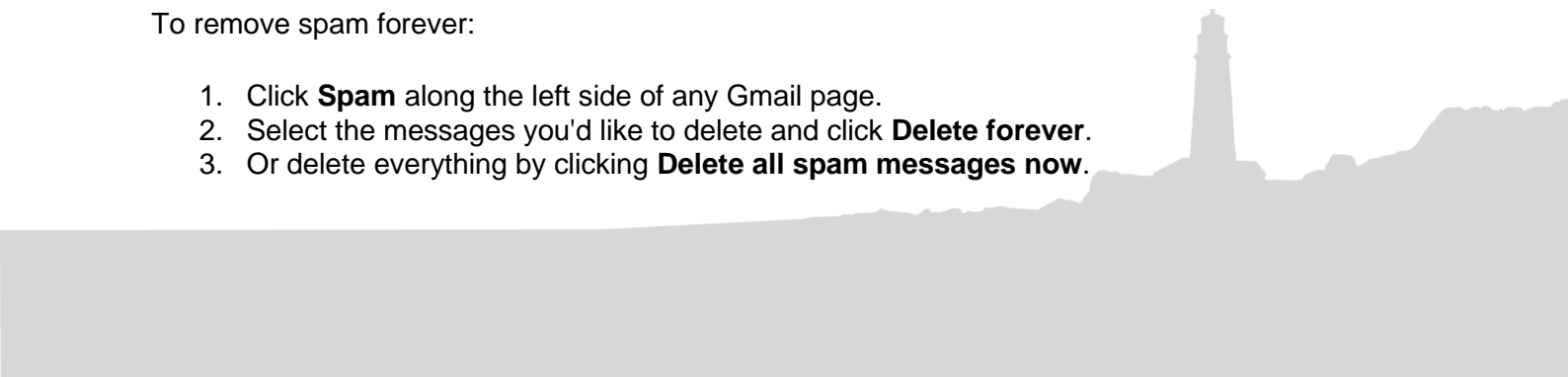
Removing spam

To remove spam from your inbox:

1. Select the unwanted messages.
2. Click **Report Spam**.

To remove spam forever:

1. Click **Spam** along the left side of any Gmail page.
2. Select the messages you'd like to delete and click **Delete forever**.
3. Or delete everything by clicking **Delete all spam messages now**.



Title: Setting up email

Reference: ICT001



The more spam you mark, the better our system will get at weeding out those annoying messages. If you or we should happen to goof and mark a good message as spam, click **Not Spam** at the top of the message. If you marked it as spam, you can also click **Undo** immediately after to recover the message.

For more information go to <http://mail.google.com/support/bin/answer.py?answer=90877> for a beginners guide to gmail

For yahoo go to http://help.yahoo.com/tutorials/cg/mail/cg_basics1.html for a starters guide to setting up

