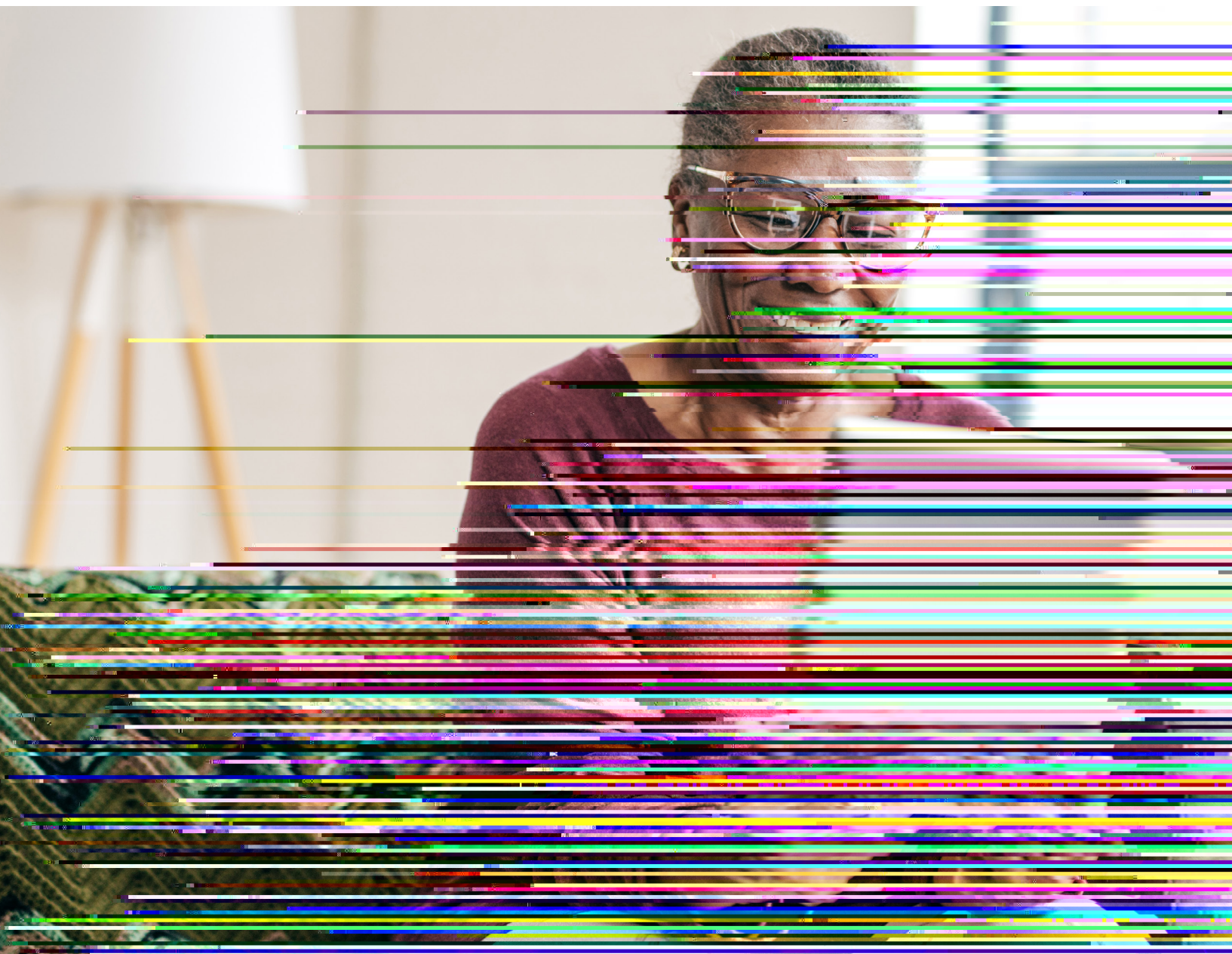


A beginner's guide to email

Helping you to stay in touch

Publication date: February 2022



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1. Introducing you to email

2. Using this guide

This is a beginner's guide for people wishing to set up an email account, and send and receive emails. We'll explain how to do this using Gmail and Outlook, which are two of the most popular free email service providers.

Before reading this beginner's guide, you should feel comfortable:

- Connecting to the internet – you'll need an internet connection to send and receive emails.
- Using a smartphone, tablet, computer or laptop.

You can access your email on any device connected to the internet: a computer, laptop, tablet or smartphone. Choose the device you feel most comfortable using.

We'll show you how to set up a Gmail or Outlook email account on any device through your web browser. We'll then show you how to download



3. Understanding key terminology

To help you get to grips with setting up an email account, we've put together this useful list of common words and phrases that you might come across. These are in alphabetical order so you can refer to them easily when working through the guide:

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

Attachment: Any file, photograph, video or document you add to your email is known as an attachment. An email with an attachment is indicated by the symbol of a paperclip.

Device: A general term for a smartphone, tablet, laptop or computer.

Draft: An email message you've written but not sent yet. You can save draft emails and return to them at a later date to edit and send them to recipients.

Download: To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, you might download a picture that a friend has sent you over email, a document to read from a trusted website or an app from the online app store.

Email: It's a way of sending and receiving messages over the internet. It's free and quick to use and has replaced letter writing as the most common way to keep in touch.

Email address: When you set up an email account, you'll choose an email address. This is how people send you email and is similar to a postal address in that it's unique to you. An example is joe.bloggs@gmail.com (the '@' sign is pronounced 'at').

Email app: Most email service providers have their own apps. These are a good way to access your emails quickly without logging into them through your web browser.

Email service provider: To send an email you need to have an account and email address with an email service provider like Gmail or Outlook. These are online services that let you send, save and organise your

Password: Your password is chosen by you and keeps your email account secure. The National Cyber Security Centre recommends you use three random words as your password, for example, 'cupwalldog' or 'raincowbox'.

Search bar: A box in a search engine where you can enter a topic to search for information on the internet.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Spam: These are emails from people and organisations that you did not request. Usually, your email service provider will automatically filter these into your Junk folder. If in doubt, avoid opening any emails from unknown senders. Spam and junk emails are often used interchangeably.

Subject line: A short summary or title

(ax 1 (h)-1.0f(w)3at (y)1s(a)2GB(0)2.4.75-8 (B)3.7(0)2 Td)95w(en-GB)042(B)1.02T497.9)METHD226BDCFW1110011445BT0226T320B/WC

4. The benefits of email

There are lots of benefits to using email. Some of these benefits include:

Free. Email service providers like Gmail and Outlook don't charge any fees for using their services. This means you can send and receive emails completely free of charge.

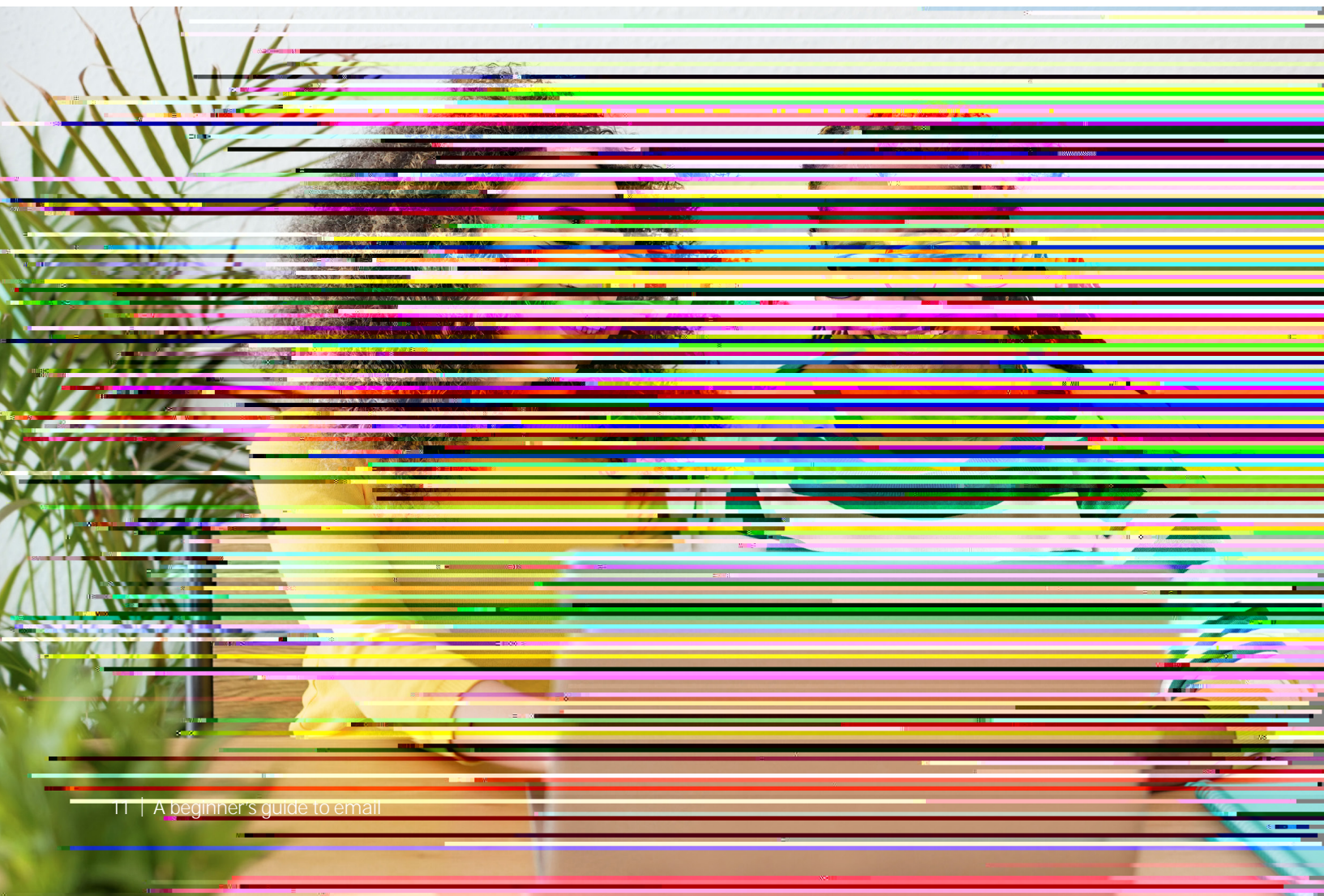
Connects you with others. Email is a fast, convenient way to send letters to family, friends, businesses and organisations all over the world.

Helps you stay organised. You can file and store all your correspondence in one place.

Convenient. You can send an email to more than one person at the same time.

Makes life easier. Having an email account makes it possible for you to carry out tasks online, like shopping, banking, dealing with utility providers, and even contacting your local GP surgery.

Easy to access. You can send and receive messages from any computer or device with an internet connection using webmail.



5. Choosing an email service provider

6. Using Gmail

What equipment do I need?

- You'll need a laptop, computer, tablet or smartphone.
- You'll also need an internet connection.

Setting up your Gmail account

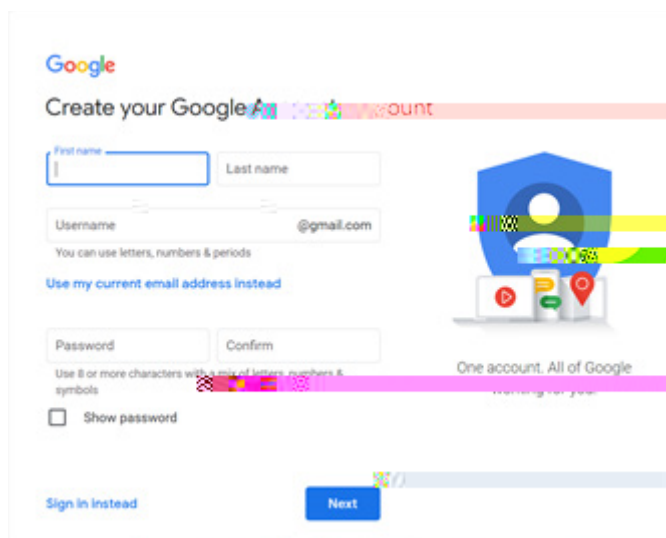
1. Go to your web browser (for example, Microsoft Edge, Google Chrome or Safari) and in the search bar type 'Set up a Gmail account'.



2. Click on the top link in the search, which should say 'Create a Gmail account'. This will take you through to the Google website. You'll need to set up a Google account, which gives you access to email (Gmail) and other Google services. Then, click on the red button that says, 'Create an account'.

6. Using Gmail

3. You will go to this page:

The image shows the Google account creation page. At the top left is the Google logo. Below it is the heading "Create your Google Account". There are four input fields: "First name", "Last name", "Username", and "Password". The "Username" field is followed by "@gmail.com". Below the "Username" field is a note: "You can use letters, numbers & periods". There is a link "Use my current email address instead". Below the "Password" field is a "Confirm" field. A note below the password fields says "Use 8 or more characters with a mix of letters, numbers & symbols". There is a checkbox "Show password". On the right side, there is a graphic of a blue shield with a white circle in the center, and below it, a laptop with various icons. Below the graphic is the text "One account. All of Google". At the bottom left is a link "Sign in instead". At the bottom center is a blue "Next" button.

Follow the instructions and fill in your details, including 'First name', 'Last name' and your 'Username', and set up a password (see page 36 for tips on setting up a secure password).

Your username will be your new email address. This is your name followed by the email service provider's details. For example: joe.bloggs@gmail.com.

If your name is already in use by somebody else, you can add a number or special character after your name. For example, joe.bloggs12@gmail.com. Or you can choose something else that's memorable to you and that you'd be happy to share with others.

Once you have completed the form, click the 'Next' button.

4. You then need to supply a bit more personal information, including your phone number, date of birth and gender. Don't worry, Google won't store this information. They use it to make sure there are age-appropriate settings on email accounts. To find out more about why Google is asking you for this personal information, click on 'Why we ask for this information'.

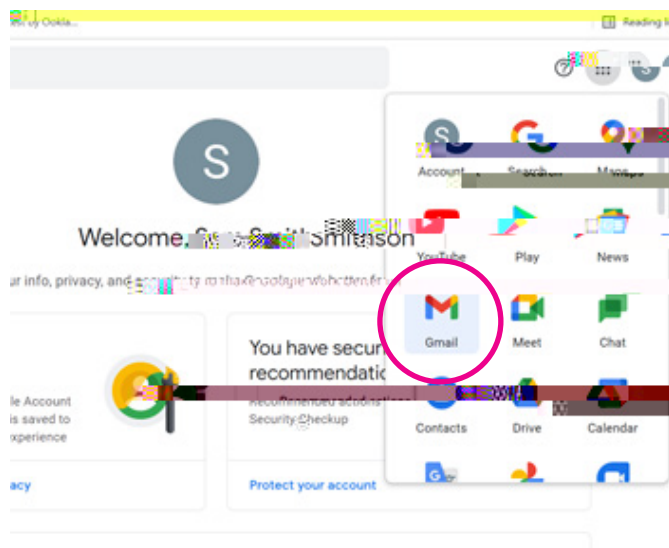
There is also an optional box on this page for you to enter a 'Recovery email address'.

If you are happy for Google to link your new email account with your other online activity and YouTube account (if you have one), click option 1 'Express personalization'. This means Google will send you personalised adverts and information based on all your web browsing activity.

If you'd like to keep your new email account separate from your other online activity, click on option 2 'Manual pick on opti9 (n)2.6m(y)10.5 (o)-1.6 (u)5.9 (ati)-2.y r o14 (e f)-1.3 (y)10.5 (4.4 ((v)1.h r o)14.4

6. Using Gmail

7. This will display a drop-down of all the apps now available to you with Google. See below. Click on Gmail.



8. When you click on Gmail, you'll see a pop-up box asking if you'd like to enable 'smart features' on your email account. Smart features give you a range of tools to use to help you automate emails and carry out filing. To keep things simple while you get started, we suggest turning off smart features for now.

Once you do this, you should now see your inbox and will be ready to write your first email.

Sending your first email

- 1.** To send your first email from your Gmail account, click on 'Compose' in the top left corner of your screen. This has a colourful 'plus' symbol on it. A 'New Message' box will then pop up.

2.

Your Gmail inbox will then open and any new messages you've received will be displayed in bold font.

Downloading Gmail on an Android phone or tablet

1.

6. Gmail will download and automatically be added to your menu. If you've got a lot of apps already, you may run out of room for new icons. You'll need to 'swipe' across the screen to see the new Gmail icon.

4. Tap on 'Gmail'.
5. Tap 'Get' which is a blue button next to the icon symbol.
6. Gmail will download and automatically be added to your menu. If you have a lot of apps in your menu, you may run out of room for new icons, and you'll need to 'swipe' across the page to see the new icon.

Using the Gmail app on a tablet or smartphone

The easiest way to access Gmail on your phone or tablet is through the Gmail app that sits on the home screen of your device. Here are some brief instructions on

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What equipment do I need?

- You'll need a laptop, computer, tablet or smartphone.
- You'll also need an internet connection.

Setting up your Outlook account

1. Go to your web browser (for example, Microsoft Edge, Safari or Google Chrome) and in the search bar type www.outlook.com. Click on the top link which should say 'Outlook – free personal email and calendar from Microsoft'. This will take you to the Microsoft Outlook home page. From there, click on 'Create free account'.
2. You then need to create an email address. This is usually your name but if your name is already in use by somebody else, you can add a number or special character after your name. For example, joe.bloggs12@outlook.com. Or you can choose something else that's memorable to you and that you'd be happy to share with others.

Once you have chosen your email address, click the 'Next' button.

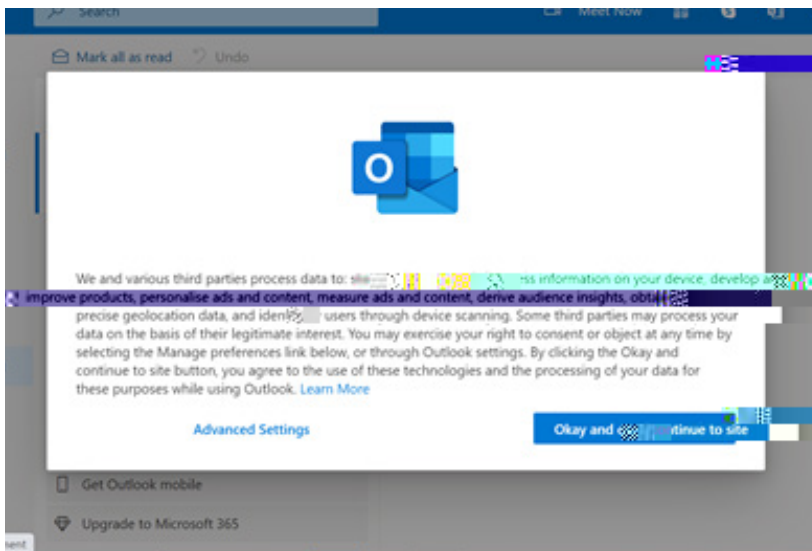
3. On the next screen you'll be asked to create a password. This should be something

6. Microsoft will then ask you to input a few more details before creating an account. This includes your name and date of birth.
7. You then need to complete a short puzzle to prove a human user is submitting the form. Microsoft asks you to do this to prove you're not an internet bot, a type of a

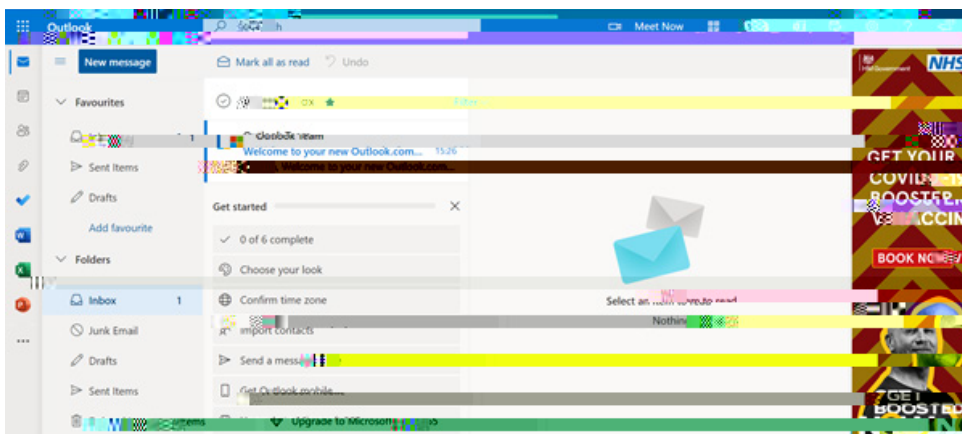
7. Using Outlook

9. The final stage of sign up is to confirm whether you are happy for Microsoft to share some of your information with third parties. This is when they share details like your name and email address with other businesses and organisations that you don't have a direct relationship with. You can choose to click 'Okay and continue to site'.

Or, if you don't want to share any of your data, go to 'Advanced settings', scroll down to 'Legitimate interest purposes' and switch the button from 'On' to 'Off'. Then press 'Save' and close the pop-up box by clicking the X in the top right corner.

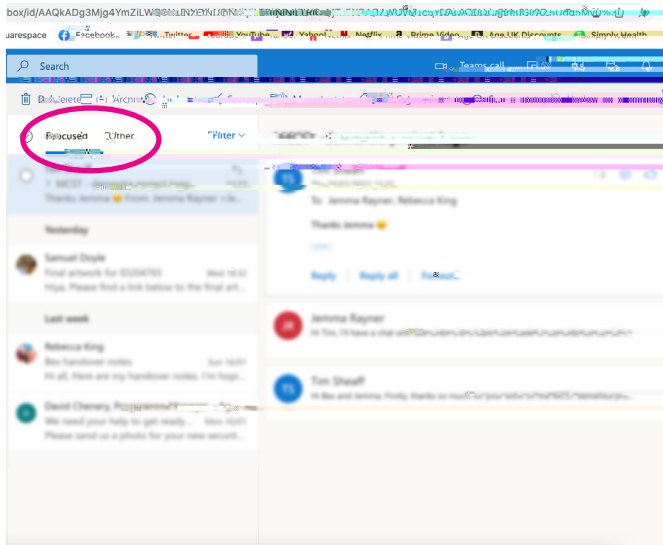


10. You have now set up your Outlook email account and should see a home screen like this:

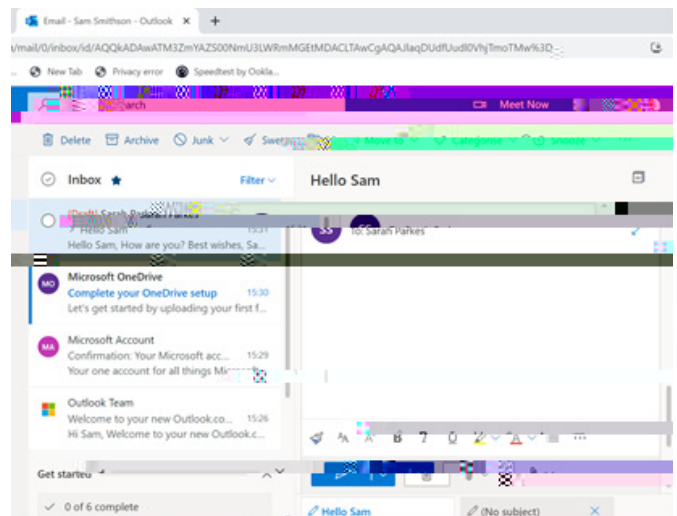
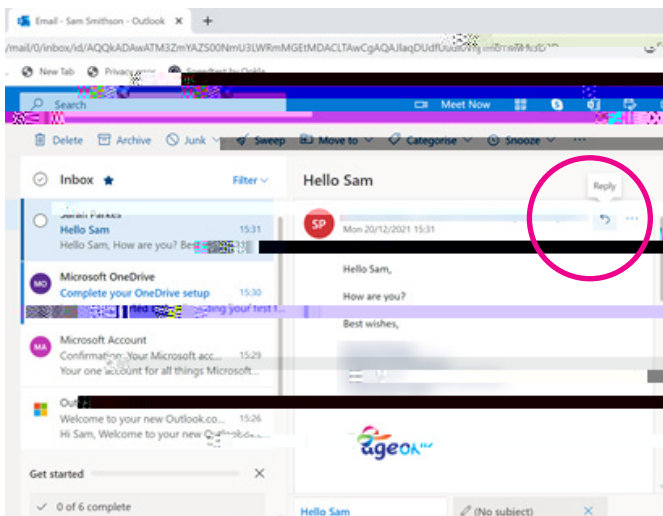


7. Using Outlook

To switch between 'Focused' and 'Other', use the tabs at the top of the column in your inbox.



4. New emails will be the ones in bold text. To read them, scroll over the message text and click on it. The message will open for you to read it.
5. To reply, click the reply button at the bottom of the message, and then type and send your response.



Downloading Outlook on an Android phone or tablet

6.

4. Tap on 'Microsoft Outlook'.
5. Tap 'Get' which is a blue button next to the icon symbol.
6. Outlook will download and automatically be added to your menu. If you have a lot of apps in your menu, you may run out of room for new icons, and you'll need to 'swipe' across the page to see the new icon.

Using the Outlook app on a tablet or smartphone

The easiest way to access your Outlook email account on your phone or tablet is through

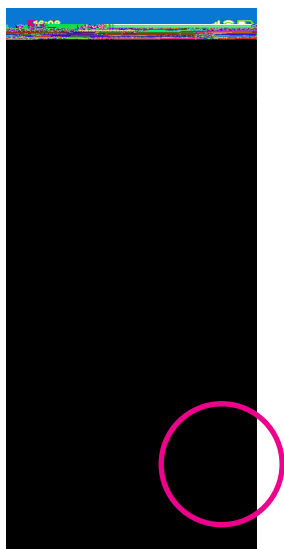
ok 9-1 (e)12.9(y t)13.9(r t)13.9 (e h)-1.1A (s16.3 (e)12.9 ()TJETEMC /P Lang (en-GB)/MCID 785 B99 BT11 0 0 11 51.0235 6

7. Using Outlook

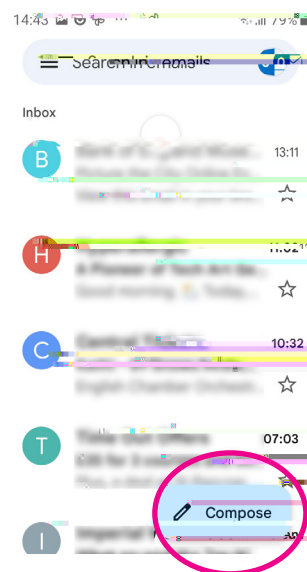
You should clearly see your inbox labelled with both the 'Focused' and 'Other' tabs. To view your emails in each folder, simply click on the folder you'd like to view.

7. To write a new email, click on the blue circle button in the bottom right of the screen and follow the steps on [page 30](#). Depending on what device you're using, the button may have a '+' on it or an email symbol. See below:

On iPhone:



On Android:



We will go into more detail about using the Outlook app in our intermediate guide to email.

8. Tips on choosing a password

8. Tips on choosing a password

The best way to keep your email account safe is to choose a strong password that only you have access to.

We hope you've enjoyed working your way through this guide and can now confidently write an email and send it.

Notes

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at www.ageuk.org.uk