



# An intermediate guide to email

Helping you to stay in touch

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# 1. Doing more with email

## 1. Doing more with email

Hello,

Welcome to Age UK's intermediate guide to email.

In our beginner's guide, we showed you how to set up an email account. In this guide, we'll remind you how to check your email

2.



## 2. Using this guide

This is an intermediate guide for people who want to learn more about using email. To use this guide, you'll need to have already set up a Gmail or Outlook email account. If not, please go to 'A beginner's guide to email' to learn how to do this.

In this guide, we'll explain how to view and reply to emails, set up email notifications, upload documents and photos to emails, and create folders for your emails in your Inbox. We'll provide separate instructions for both Gmail and Outlook.

### **Before reading this intermediate guide, you should feel comfortable:**

- using a computer, laptop, tablet or smartphone
- connecting to the internet
- logging on to your Gmail or Outlook email account.



# 3. Key terminology

To help you get to grips with using your email account, we've put together this useful list of common words and phrases that you might come across. These include terms that were in the beginner's guide and some new words and phrases. These are in alphabetical order so you can refer to them easily as you work 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.

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**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

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### 3. Key terminology

**Unsubscribe:** If you no longer wish to receive emails from a particular business or organisation you can opt out of their mailing list. Usually, you can do this by clicking the 'Unsubscribe' link at the bottom of their last email.

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**Username:** When you set up your email account, you might be asked to enter a 'username'. You can choose your username, assuming what you want isn't already being used by someone else.

You might want your oin(a)0.a1.95TJET4MC /P Ålang (en-GB)/MCID 318 BDC BT20 Tc 11 0 0 11 2111 98.554 627.71 Yons

# 4. Using email in Gmail

## 4. Using email in Gmail

### Checking your inbox

Once you've set up an email account, you'll want to check your inbox from time to time to see if you have any new emails.

You'll receive new emails from people you've shared your email address with. This could

2. Click on the cog symbol in the top right-hand side of your screen, to the right of the question mark. This will open a drop-down menu of 'Settings'. Click on the 'See all settings' box.

3. You'll then be presented with a long list of different email settings. Scroll down through the list until you see 'Desktop notifications' in bold type. Select 'New email notifications on'.

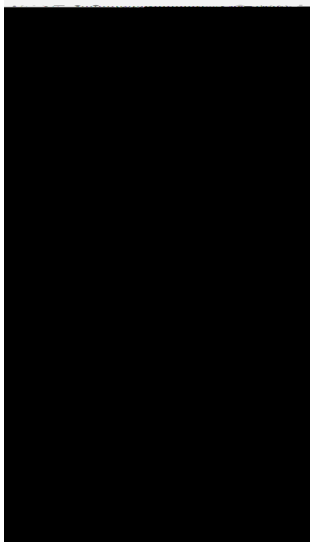
4.



2. This will automatically open your Gmail inbox. To access your settings, click

## 4. Using email in Gmail

4. For sound alerts, use the back arrow in the top left of your screen to go back to the previous page. Select 'Notification sounds' and then choose your preferred alert from the list. See below:



5. On some Android devices your phone may automatically take you to your phone's 'Settings' where you can choose the sound for email notifications.
6. To return to your inbox, use the back arrows in the top left of your screen to go back to your messages.

### How to reply to an email

We briefly mentioned how to reply to an email in our beginner's guide to email, but to recap, here are the steps to follow:

1. Log in or open your email account on your device.
2. Select the email you wish to respond to. This might be an email you opened some time ago or an email you've just received.
3. Click on the email to open it and then select the 'Reply' button at the bottom of the email. This is on the left hand-side of the email.
4. This will open a text box for you to type your response in. Once you've written your message, select 'Send' if using your email in your web browser. Or, if using the Gmail app, press the blue arrow in the top right-hand corner.



## 4. Using email in Gmail

### How to send an email with an attachment

One of the great things about email is that, as well as sending messages, you can attach files to them. For example, if you want to share photographs with friends and family you can attach them to your email. Or, if you need to send a scan of a document to someone, you can upload that and send it by email too.

Sending an attachment with an email is fairly straightforward. The only thing you need to be mindful of is the file size of the attachment you are sending. See the box on [page 19](#) for more details.

Sending attachments in Gmail:

1. Create a new email message by selecting 'Compose' (in the top left of your web browser or the bottom right of your Gmail app).  
  
Or, if you would like to send an attachment in a reply to an existing message, select the message and then click the 'Reply' button. A new email box will open up.
2. Type your message as normal and then click on the paperclip symbol to attach a file (such as a photograph, text document or PDF). This will be in the bottom of your text box if you are accessing Gmail through your web browser. Or, if you are using the Gmail app it will be in the top right of your screen.

On web browser:





On iPhone:

On Android:

On web browser:

5. You can add more than one attachment to an email. Simply repeat the process by clicking on the paperclip again and choosing another file to attach.
6. Once your attachments have been uploaded and you're happy with your email,  
Tc 11 0 0mer@5 (c)R.6 (m)-1 (e)4.3 (m)-1 (emb3.6 (p)-4.3 (e)366 (p),0.5 (g o)1.4 (n th)0G)3.7 (m)-2.64(a)3.3 (i) -1.

## **How to file your emails in Gmail**

Once you start receiving emails, it can be handy to create a filing system for them,

4. Scroll down the page and click on 'Create new label'.

5.

4. Add a new label name and select Done when finished.
5. A new label will now appear in your app's drop-down menu.

**Note:** you can't create labels on an Android app. You'll need to log in to your Gmail on a web browser to create labels.

## **Assign an email to a folder**

Once you've set up your labels, you can start assigning your emails to them.

Unlike Outlook, in Gmail you can assign an email to more than one label (folder).

For example, say you had a label for 'Family' and another for 'Holiday photographs', you can assign one email to both of those labels. This means they are tagged twice, which should make them easier to find if you ever need to look for them.

### **To assign a label to an email in your web browser:**

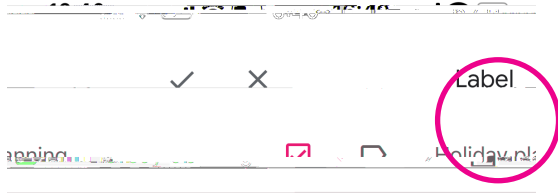
1. In your Gmail Inbox, click the box next to the email you want to apply a label to.





## 4. Using email in Gmail

3. Select 'Label' and then assign your email to the relevant labels by selecting the tick boxes and then clicking the tick button in the top right of the screen. Your email message has now been assigned to a label.



**Note:** you can't assign emails to labels on an Android app. You'll need to log in to your Gmail on a web browser to do this.

This gives you the basics of filing your emails in Gmail. There's lots more you can do in terms of filing and labelling that we won't go into in this guide. If you feel confident carrying out the tasks in this guide and would like to know more about what you can do in Gmail, you can look at the Google website to get support.

# 5. Using email in Outlook

## 5. Using email in Outlook

### Checking your inbox

Once you've set up an email account, you'll want to check your inbox from time to time to see if you have any new emails.

You'll receive new emails from people you've shared your email address with. This could be friends, family or any business or organisation you have a relationship with,

On web browser:

4. To read your message, click on the text. The email will then open up for you to read.

## **Setting up email notifications**

How frequently you check your inbox is entirely up to you. It will depend on how many emails you receive and need to respond to. You may wish to look at them once a day or every few days. Or, if you'd like to be updated every time you receive a new email, you can set up a notification on your device.

A notification is an alert that will pop up on your screen to let you know every time you receive a new email. It works similarly to when you receive a text message on your phone. You can choose to turn the sound on or off for notifications.

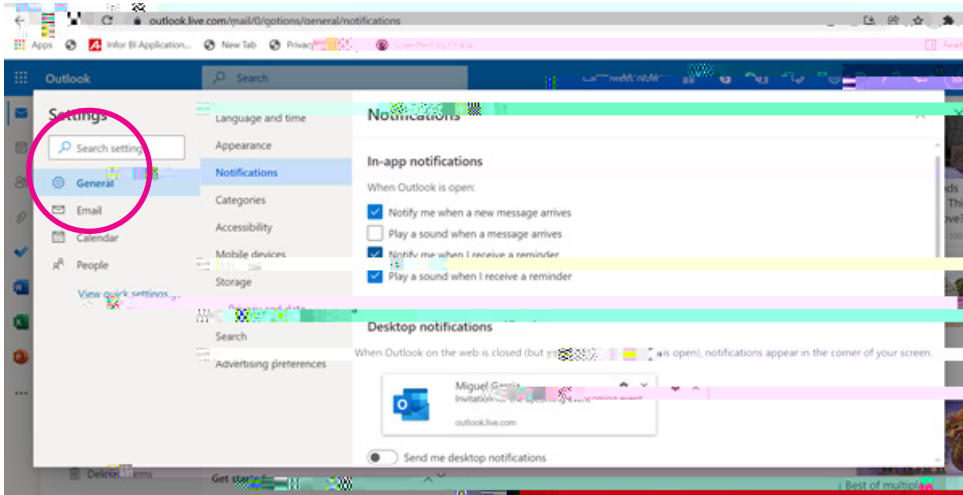
## **How to set up Outlook notifications on your web browser**

You can receive email notifications on your laptop or computer's desktop, even when your web browser is closed.

1. Log in to your Outlook account on your web browser (for example, Microsoft E.45y

## 5. Using email in Outlook

4. A pop-up box will appear with all the Settings options on it. Click on 'General' at the top of the menu and then 'Notifications'.



5. You can choose your notification options from here. This includes getting a notification each time you receive a new message and selecting a sound to accompany the notification.
6. You can also select 'Desktop notifications' which alerts you when you receive a new email, even if Outlook is closed on your web browser. New notifications will appear in the corner of your screen.
7. Once you've selected all the notifications you'd like to activate, you can then close the pop-up box by clicking the 'X' symbol in the top right-hand corner. This will return you to your inbox.

### How to set up Outlook notifications on your phone or tablet

You can receive email notifications on your phone or tablet when you've downloaded and signed into the Outlook app.

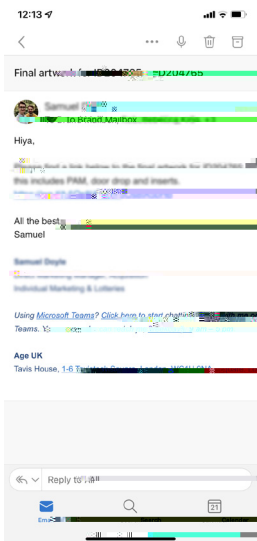
1. You may be automatically logged in to your Outlook app but, if not, sign in using your username and password.
2. This will automatically open your Outlook Inbox. To access your Settings on an iPhone or tablet, tap on the circle icon with the initial letter of your first name in the top left-hand of your screen. This is to the left of the word 'Inbox'. On an Android, you need to tap on the circle icon to the left of the word 'Inbox'. This is white with the blue Outlook logo in the middle.

3.

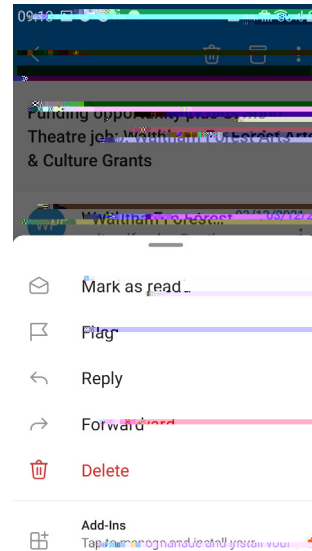
## 5. Using email in Outlook

- Click on the email to open it and then select 'Reply' at the bottom of the email. On web browsers, there's also a 'Reply' button at the top of the screen.

On iPhone:



On Android:



On web browser:



- This will open a text box for you to type your response in. Once you've written your message, select 'Send' if using your email in your web browser. Or, if using the Outlook app, press the blue arrow in the bottom right-hand corner.



## 5. Using email in Outlook

### How to send an email with an attachment

One of the great things about email is that as well as sending messages, you can attach files to them. For example, if you wanted to share photographs with friends and family you can attach them to your email. Or, if you need to send a scanned document with an email you can upload that too.

Sending an attachment with an email is fairly straightforward. The only thing you need to be mindful of is the file size of the attachment you are sending. See the box on [page 31](#) for more details.

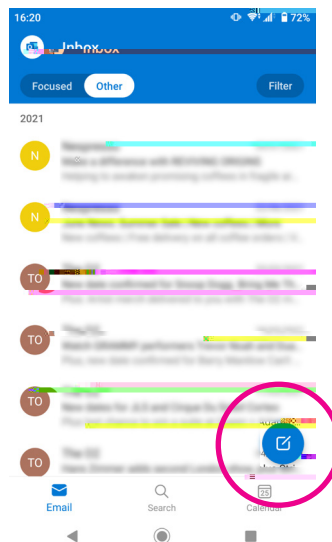
Sending attachments in Outlook:

1. Create a new email message by selecting 'New message' in the top left of your web browser. This is a blue button. Or if you're using the Outlook app on an iPhone or iPad, tap the blue circle with a '+' symbol in the bottom right of your screen. On an Android there is a blue circle with a white square and a pen symbol.

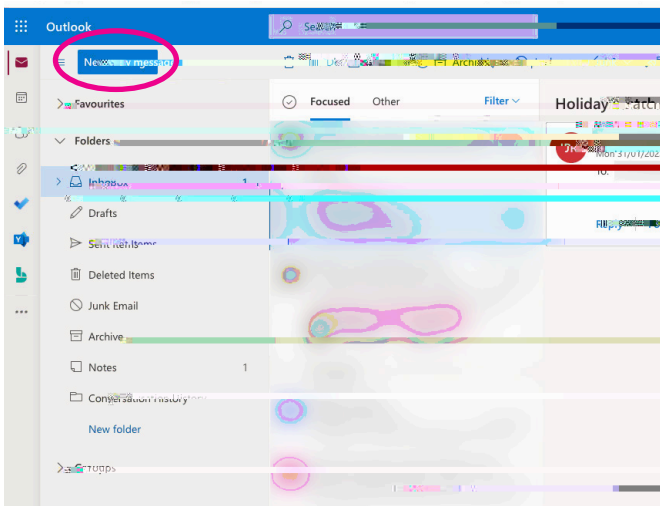
On iPhone:



On Android:



On web browser:



Alternatively, if you would like to send an attachment in a reply to an existing message you've received, select the message and then click the 'Reply' button. A new email box

## **How to file your emails in Outlook**

Once you start receiving emails it can be handy to create a filing system for them, so that you can find them easily rather than scrolling endlessly through your Inbox. In Outlook, you can do this by creating folders.

### **Create an Outlook folder in your web browser**

1. Go to your Inbox and scroll down the menu bar on the left-hand side of your screen until you see 'New folder' in blue type.
2. Click on 'New folder' and a text box will appear for you to write your new folder name, such as 'Banking'.
3. Hit the return key and the new folder will be created in your folder menu.

### **Create a folder in the Outlook app on an iPhone or iPad**

1. Open the app and, in your Inbox, tap and hold the message you'd like to add to a folder.
2. Icons will appear at the bottom of the screen. Click on the folder with the arrow arrow arrow. 3.

**Note:** You can't create a folder in Outlook using the Android app; you'll need to use the web browser. You can move emails to an existing folder in the Outlook app. We explain how to do this below.

## **Moving an email to a folder**

Once you've set up your folders, you can start assigning your emails to them.

To move an email to a folder in the Outlook app:

- 1.

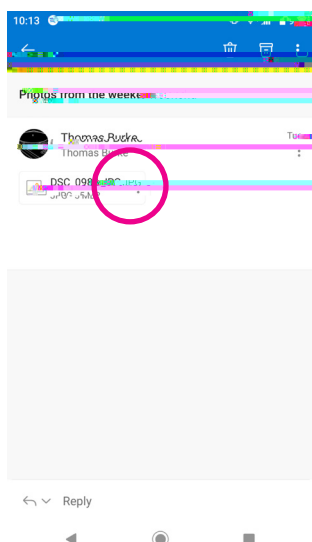
# 6. Downloading images and files in Gmail or Outlook

## Saving an image from an email on a laptop or computer:

1. Click on the image you want to save. The photo will open.
2. You may have the 'Save as' icon which looks like a floppy disk. If you do, click on this. Or you may have three horizontal dots in the top right side of the image. If you do, click on that. This will bring up a menu. You need to click on 'Save as' which is the second option down.
3. A box will then appear. In 'File name', create a name for the photo. You may find that, if the person who sent you the image hasn't named it themselves, the file name is a number.
4. Then choose where to save the image. A good place to save it is in the 'Pictures' folder on your device. Most laptops and computers will come with this folder already set up.

## Saving an image from an email on your Android:

1. Click on the three dots next to the image you want to save.







### **Saving an image from an email on your iPhone:**

1. Click on the image you want to save.
2. A menu will pop up. Click 'Save Image'.

3. You'll find the photo in your 'Photos' app.

### **Saving an image from WhatsApp on your Android, iPhone or iPad**

1. By default, WhatsApp saves all the photos people send to your phone.
2. Go to the 'Gallery' or 'Photos' icon and tap it.

- 3.

## **Downloading files**

When you buy train tickets, book holidays or pay for insurance, the companies will send you information attached to emails that you may choose to print out. These are called 'files' and are typically sent as PDFs. You'll need to download them.

### **Downloading a file on a laptop or computer:**

- 1.** Open the email and double click on the file you want to download. The document will open.
- 2.**

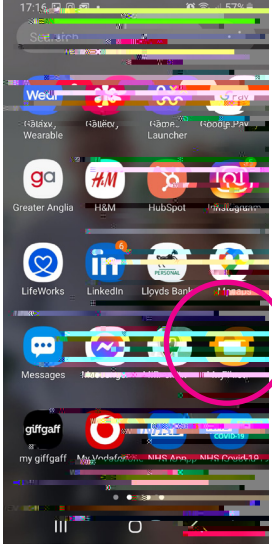
## **Downloading a file on your Android:**

1. Tap on the three dots next to the file you want to download.

- 2.

## 6. Downloading images and files in Gmail or Outlook

3. Click on the 'My Files' icon on your home screen. This is where all your files are automatically downloaded to. You'll find the 'Downloads' folder in there. Your file will be saved in there.



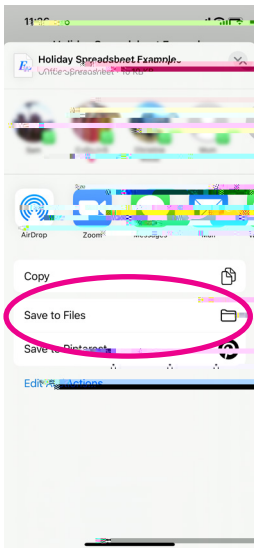
### Downloading a file on your iPhone

1. Tap on the file you want to download.
2. The file will open. To download it, click on 'Share file via'.



## 6. Downloading images and files in Gmail or Outlook

3. Click 'Save to Files'.



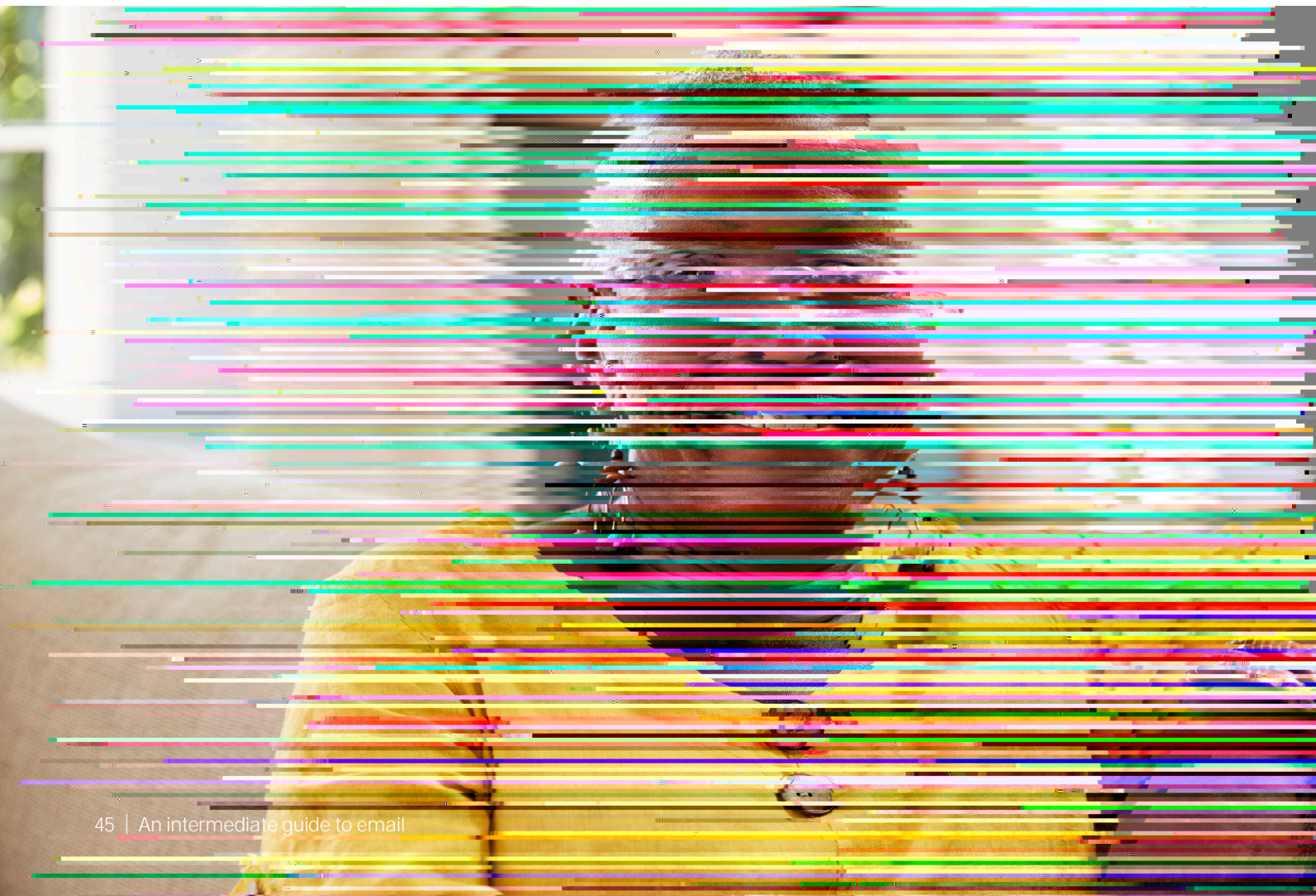
# 7. How to spot a spam email

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**Beware any email links.** Scam emails will often encourage you to click on a link to claim a prize or to stop an online transaction from being authorised. If you doubt who the sender is, do not click on it, as it could infect your device with malware or a virus.

**Ignore any threats.** Often scam emails will be written with a sense of urgency. They'll use phrases like 'Act now to protect your account' or 'You have 24 hours to respond or this deal will expire'. Don't panic and click on any links. Instead, if you have a legitimate account with the company or organisation that has emailed you, log in separately to their website, using a different browser window, to see if the message is legitimate.





# 8. How do I mark emails as spam or junk?

## Next Steps

Once you feel comfortable checking and replying to messages, sending attachments and organising your email Inbox, read our advanced guide to learn how to:

- sign up to email newsletters
-

We hope you've enjoyed working your way through this guide and connecting with others through email.

### **My Age UK Digital Champion**

Telephone number:

### **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](http://www.ageuk.org.uk)