

# Helping your learner get started with emails

Email is a great way for your learner to stay in touch with family and friends, even those on the other side of the world.

What's more, to use a lot of online resources, they will need an email address so that organisations, online stores and retailers can send receipts and delivery information.

This guide will show you how to get your learner set up with an email address and how to get them confident with the basics of sending and receiving emails.

\*Instructions may vary according to your device model.

## What you'll cover

1. Setting up an email account
2. The basics of sending and receiving emails

## Setting up an email account

1. Firstly, you will need to help your learner pick a free email provider. Some of the most popular ones include:

Yahoo  
[login.yahoo.com](https://login.yahoo.com)



Google  
[mail.google.com](https://mail.google.com)



Outlook  
[outlook.live.com](https://outlook.live.com)



You can have your learner search the name on a browser, or have them type one of the web addresses into the browser's search bar.

2. Have your learner click 'create account' or similar.
3. They will be asked to create an email address. Some options that include their name may already be taken so have them try incorporating numbers and full stops: it should be something easy to remember (and not something that may embarrass them later!) but should avoid giving away too much personal info such as birth dates.

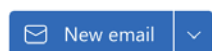
4. They will be asked for some other information, such as full name and phone number. Try to use a mobile number in case you need to get your email address verified or if you get locked out of your account.
5. They will also need to create a password. Make sure they choose something that is easy to remember, but difficult for other people to guess. Try to avoid having them write down the password if possible.
6. Once they have chosen a suitable password, their account will be set up.

## Helping your learner get started with emails continued

### Sending and receiving emails

Now your learner has an address set up, it's time for them to send their first email. Have them send an email to you so they can give it a try.

The button to start a new email might say 'compose', 'new' or just be an icon.



You will then need to show your learner the basic functions of email. The key bits to include are:

- **To:** this is the email address they want to send the email to
- **Cc:** stands for carbon copy. This will allow your learner to send an email to them without addressing it to them directly
- **Bcc:** stands for blind carbon copy. If you add a recipient's name to the Bcc a copy of the message will be sent to that recipient, but that name is not visible to other recipients of the message
- **Subject:** This is the title of the email. It is what the person receiving it will see when it first arrives
- **Main text:** this is where they type the message they want to send
- **Attach:** they can click this button to attach documents or even pictures. If they receive an email with an attachment, it will be marked with this icon . They can simply click on the email and then click the attachment to view it
- **Inbox:** this is like their letter box: here your learner can see and read all the emails they have received. New emails will be in bold

- **Sent:** here your learner can see all of the emails that they have sent to other people
- **Drafts:** this is where the emails your learner hasn't finished yet will be stored
- **Junk/Spam:** this is where potential spams or scams might arrive. Advise your learner to be wary when opening these

When your learner receives an email, they can choose to reply to it, forward it on, or delete it:



- **Reply:** this means your learner can write back to the sender
- **Reply all:** if an email is sent to more than one person, this will allow your learner to write back to everyone, not just the sender
- **Forward:** this means they can send the email they've received to someone else
- **Delete:** this means they remove the email from your inbox. If your learner does this by accident, don't worry: it can usually be found in the 'deleted' folder

Accessing emails can be done in different ways, this can include via the web, using an app or adding an account to your device (i.e. Outlook). It is worth showing your learner all of the ways they can access their email account.

Your learner's email inbox can fill up quickly, making it easier for them to miss important emails and eventually, stop them sending them.

Here are few handy tricks you should teach them.

### Junk emails

Your learner will receive unwanted incoming emails from spam email accounts or marketing accounts they have signed-up to. These emails will be automatically sent to their junk email box so that it stays out of a user's inbox. While they don't need to read these emails, it's worth reminding them to delete them as they will take up space on their account.

### Email sign-ups

Providing their email to too many websites or companies will increase the volume of emails and spam your learner will receive. Warn them to be cautious with what they sign up to.

### Emptying the bin

Emails deleted from the inbox will not automatically disappear. To permanently delete these items, they will need to click on their bin and choose to delete.



### Links to further learning

Emails can be a great way to communicate but not everything your learner will receive will be genuine. To find out more about scam emails and how to spot them, access our factsheet on the topic by clicking on this link [bt.com/seniorskills](https://bt.com/seniorskills) or typing it into your web browser.

# Getting started with emails

Email (short for electronic mail) can be a great way to keep in touch with your family and friends, even those on the other side of the world.

And the best thing about all this? It's completely free!

What's more, if you want to use lots of online resources you will need an email address to do this. This can allow companies to keep you updated with their latest news, send you receipts, delivery information and more.

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## What you'll learn

1. How to set up an email account
2. The basics of sending and receiving emails

## Learn how to set up an email account

1. Firstly, you will need to pick a free email provider. Some of the most popular ones include:

Yahoo  
[login.yahoo.com](https://login.yahoo.com)



Google  
[mail.google.com](https://mail.google.com)



Outlook  
[outlook.live.com](https://outlook.live.com)



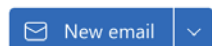
2. You can search the name on a browser, or type one of the above web addresses into the browser's search bar.
3. Click 'create account' or similar.
4. You will now need to create your email address. This will be the username that goes before the @ sign (pronounced 'at') and the service provider name (for example, your.email@outlook.com). The options with your name may well be taken so try incorporating numbers and full stops in a way that is still easy for you to remember, and isn't something silly.
5. You will be asked for some other information, like your name and phone number, enter this now.
6. You will also need to create a password. Make sure to choose something that is easy to remember, but difficult for other people to guess. Avoid passwords such as '123456', 'password' or 'qwerty'.
7. Once you have chosen a suitable password, your email account will be ready to go!

## Getting started with emails continued

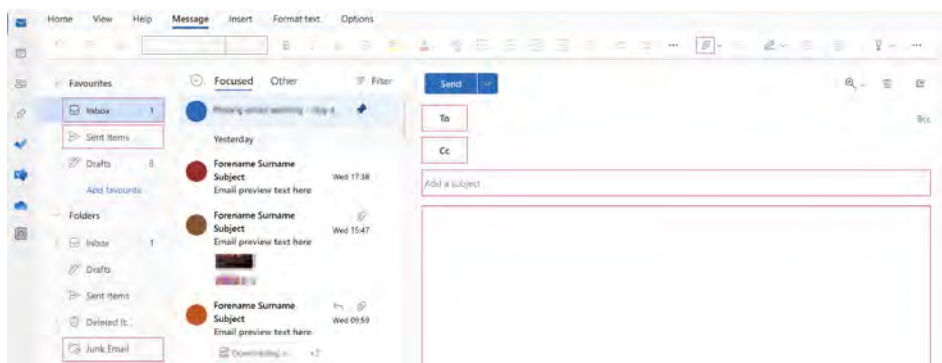
### Sending and receiving emails

Now, let's try sending an email. Ask a friend or family member for their email address so you can practice.

The button to write a new email might say 'compose', 'new' or just be an icon.



- **To:** this is the email address you want to send the email to
- **Cc:** stands for carbon copy. Type an email address in here if you want someone to read an email, without addressing it to them directly
- **Subject:** this is the title of the email. It is what the person receiving it will see when it first arrives
- **Main text:** this is where the body of your email will go. This is where you type the message you want to send
- **Attach:** you can click this button to attach documents or even pictures. If you receive an email with an attachment, it will be marked with this icon . Simply click on the email and click on the attachment to view it
- **Inbox:** this is like your letter box: here you can see and read all the emails you have received. When you get an email, it will be in bold to help you see the emails you have opened and the ones you haven't. Click on an email to read it
- **Sent:** Here you can see all of the emails that you have sent to other people
- **Drafts:** This is where the emails you haven't finished yet will be stored
- **Junk/Spam:** this is where potential spams or scams might arrive. Be wary when opening these as some might damage your device



When you have an email you can choose to reply to it, forward it on, or delete it.



- **Reply:** this means you can write back to the sender
- **Reply all:** If an email is sent to more than one person, this will allow you to write back to everyone, not just the sender
- **Forward:** this means you can send the email you've received to someone else
- **Delete:** means you remove the email from your inbox. If you do this by accident, don't worry: it can usually be found in the 'deleted' folder

Once you have finished writing your email, press send and, hey presto, you have sent your first email!

Accessing emails can be done in different ways, this can include via the web, using an app or adding an account to your device (i.e. Outlook). How you use emails will come down to personal preference.

Your email inbox can fill up quickly, making it easier to miss important emails and eventually, stop you sending them.

Here are few handy tricks on how you should treat them:

- **Junk emails:** you will receive unwanted incoming emails from spam email accounts or marketing accounts you have signed-up to. These emails will be automatically sent to your junk email box. While you don't need to read these emails, it's worth deleting them as they will take up space on your device/email account
- **Email sign-ups:** providing your email to too many websites or companies will increase the volume of emails and spam you will receive. Pick and choose what you sign up to
- **Emptying the bin:** emails deleted from the inbox will not automatically disappear. To permanently delete these items, click on the bin/deleted items folder and delete them again



### Links to further learning

Emails can be a great way to communicate, but not all you will receive will be genuine. To find out more about scam emails and how to spot them, click on the following link or, if this factsheet has been printed, type the following address into your browser [bt.com/seniorskills](https://bt.com/seniorskills).