

CHARLOTTE MECKLENBURG

LIBRARY

email basics

Getting Started Guide



What is email?

Email ((Electronic mail) is a way to send and receive messages across the Internet. Free internet based email services, known as webmail, are the most popular form of email. The top three webmail providers are Gmail, Microsoft Outlook, and Yahoo Mail.



Navigating the Email Interface

No matter what email provider you are using, you will need to learn how to navigate the email interface. Each looks a little different but all function essentially the same using a few basic tools: inbox/mailbox, message pane, compose pane.

1 **Inbox:**

The inbox is where you will view all of your received email messages. The emails are listed with the name of the sender, subject line, and time they were received. They are typically arranged in order of most recently received (at the top of inbox).

2 **Message Pane:**

The message pane is where you will read the body of the email. From the message pane you can also select from a few options to respond to the email including 'reply', 'reply all', and 'forward'.

3 **Compose Pane:**

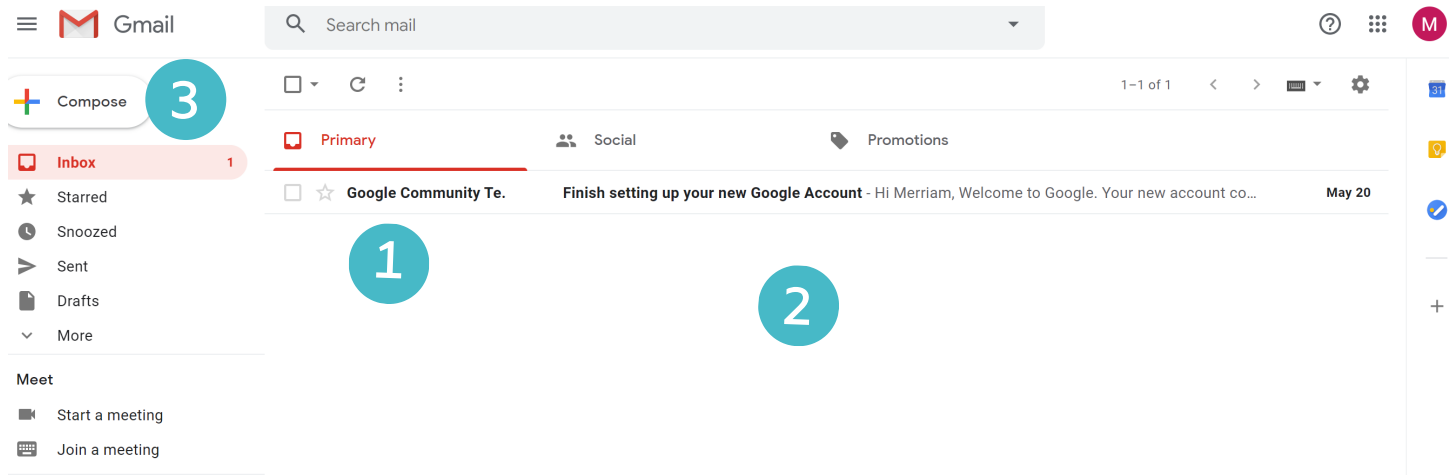
The 'compose pane is where you will create your own email message. It is usually identified by a 'compose' or 'new message' button. From the compose pane you can enter the email address subject and body of the email you are sending.

4 **Account Login/Logout:**

Where you sign in/out of your email. Usually in the right hand corner and identified by your initials or image if you have uploaded one.

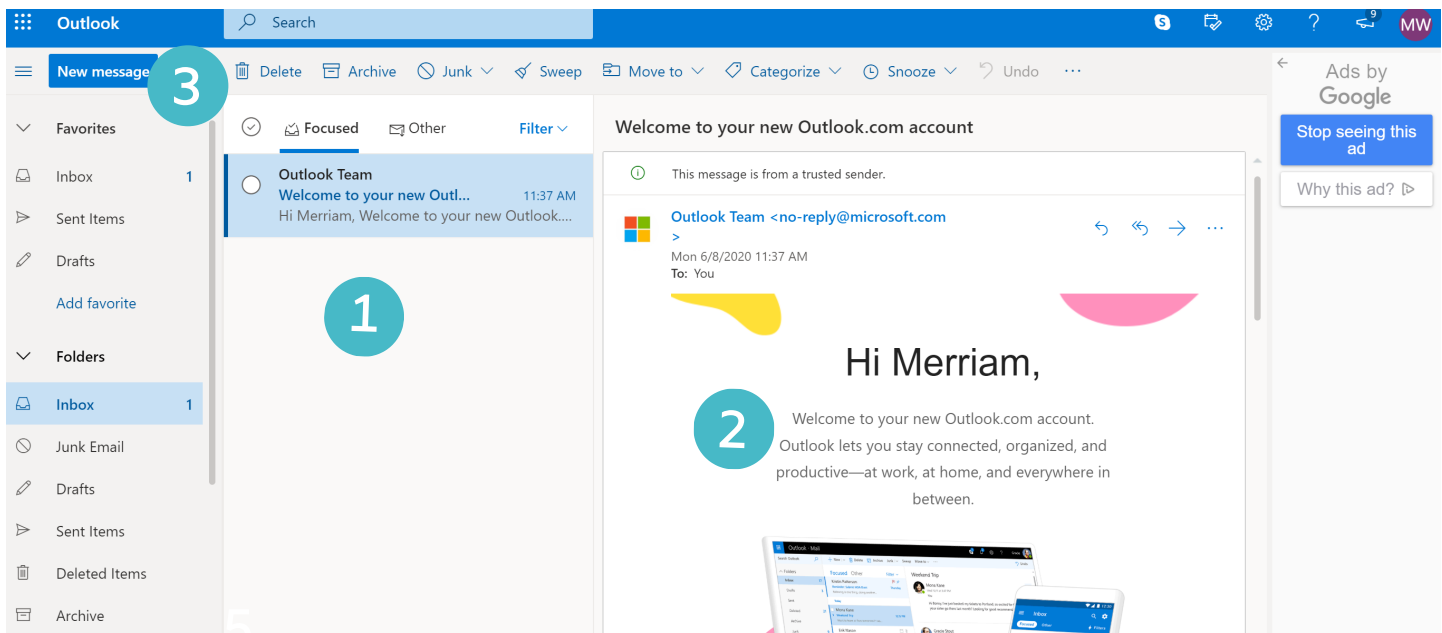
Navigating Gmail's Interface

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Navigating Outlook's Interface

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Recommended Resources

1-on-1 Technology Tutoring

The library offers one-on-one Tech Tutoring by appointment. Stop by the Information Desk at any location to sign up or call 704-416-0100.

GCF Learn Free

Find many general email tutorials and specific tutorials for Outlook, Gmail, Yahoo and other webmail providers here: www.gcflearnfree.org.

Lynda.com

The library provides free access to Lynda.com and their online tutorial database through our website. Lynda offers training for individual webmail providers like Gmail, Outlook, and Yahoo.

Explore other Webmail Providers

Yahoo Mail (FREE)

Yahoo Mail is a webmail service provided by Yahoo!. There are several plans you can choose from included a completely free option.