

Intro to Email 2: Beyond the Basics Working with Attachments



Hi, I'm Belle. In the Intro to Email course we learned how to create an email account, how to log into it, how to open and reply to messages you received, and how to send an email message.

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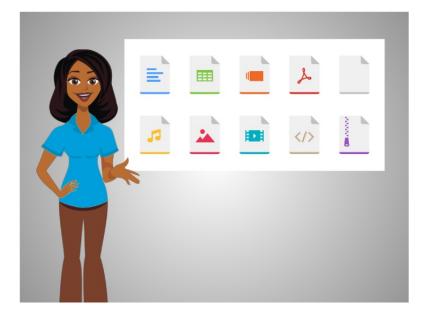
Email Attachments
Reply All and Forward
CC and BCC
Draft Emails
Spam and Junk
Organize and Delete Email
Search Email

In this course, we'll learn about more email features. This includes how to work with email attachments, how to reply all and forward emails, how to use CC and BCC, saving draft emails, how to identify spam and junk email, how to organize and delete your email, and how to search for specific emails.

Let's get started with email attachments.

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You can attach nearly all types of files to an email message, including pictures, videos, or documents. You can attach many files to a single message, but sometimes there is a limit on the size of files that can be sent.

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We'll follow along with Amy, who set up a new email account in the Intro to Email class. In this lesson, Amy views and downloads files that are attached to email messages she has received. We'll also see how she attaches files to emails that she sends to other people.

There are many different email providers. In today's example, Amy is using Gmail. If you use a different email provider, the features may be slightly different, but in general, the features we'll review in this course are included in all email applications.

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First, Amy wants to view after-school activity forms that were sent by her child's teacher, Ms. Thompson, for her children to attend an upcoming field trip.

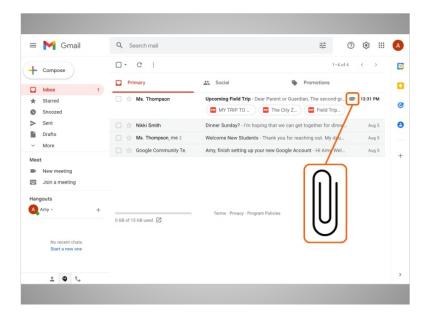
Then, Amy would like to send Ms. Thompson permission slips and waivers for the trip.



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No recent chats Start a new one			

Amy opens her email and sees that she has a new message from Ms. Thompson in her inbox.

We can tell this message has some files attached to it because of these buttons.



Some email accounts will show attachments represented by a paperclip icon.

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Drafts V More	The second grade class will be visiting the City 200 on May 24. Please have your child complete the atta assignment and make sure they bring it with them on the field trip.	ached h	omewo	DEK.	
Meet	Please reach out to me if you have any questions or concerns.				
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Now that Amy has opened Ms. Thompson's email, she can see that there are three attachments.

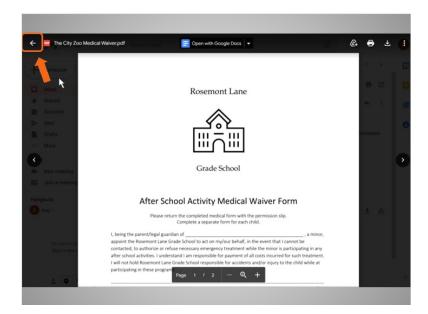
In this case, the attachments are documents. Amy can see small previews of them at the bottom of the email.

To view the full attachments, Amy single clicks on the first attachment to open it. Some email providers will require a double click to open attachments.



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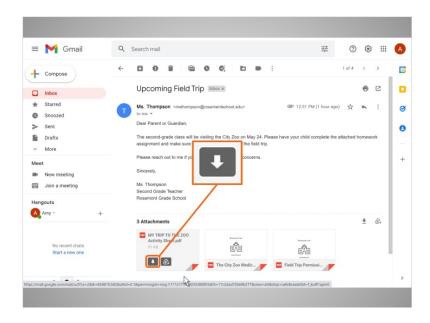
Amy can click on the arrows to view each document.



To close the attachments, Amy can click on the back button in the upper left corner of the screen.

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Amy wants to download the first attachment, so she can have it saved on her computer.

First she uses the mouse to roll her cursor over the file, and several icons appear. The download icon is the icon with an arrow pointing down. Then she clicks the download icon. Right away, the attachment is saved into her downloads folder on the computer.

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No recent chats Start a new one					
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As a shortcut, Amy can click on the file at the bottom of her browser screen to open it. Depending on which web browser you are using, you may be asked to choose where you would like to save the file before downloading it.

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Amy has successfully downloaded an attachment to her computer!

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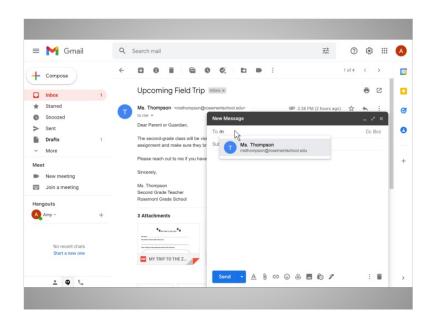


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New meeting	Sincerely,					
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Now Amy wants to send Ms. Thompson permission slips and waivers for her children to participate in the after-school activity. To do this, she'll attach a file to the message.

First, Amy needs to start a new email message. She clicks on the Compose button. Other email providers may have an option that says "New Email."

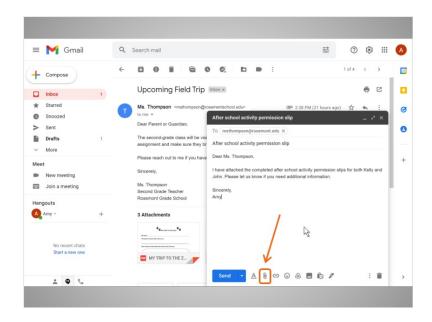




In the new message, Amy types Ms. Thompson's email address in the To field. Since Ms. Thompson is in Amy's address book, her email pops up right away, and Amy can click to add it.

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Then Amy types in a subject for the email, and types in a quick message that explains what she is attaching to the email.

Now it's time to attach the permission slip to the email. To add an attachment, Amy clicks on the paperclip icon at the bottom of the message box.

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This opens a window that will let Amy select the files that she wants to attach. First, Amy needs to find where they are located on the computer.

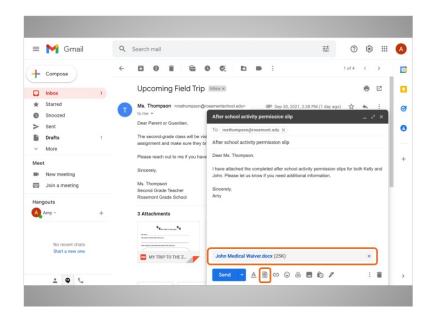
In today's example, the permission slip is saved to Amy's desktop, so she clicks there.

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Amy clicks on the file named "John Medical Waiver" to select it. Then she clicks on the Open button.

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In a few seconds, the file will be attached to the email.

If Amy wants to attach more than one file to an email, she simply clicks on the Attachments icon again.

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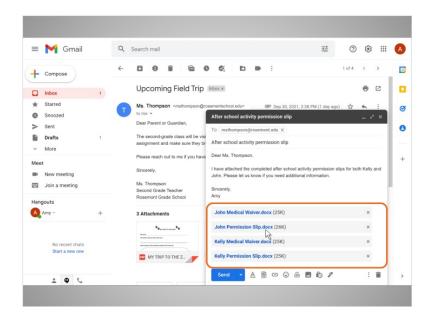
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The File Explorer window opens and files on the computer display.

If Amy wants to select multiple files at once, she can use the Shift key on the keyboard. She clicks on the first file she wants to select, holds down the Shift key, then clicks on the last file to select all of them at the same time.

Now, when Amy clicks the Open button, ...





...all the files are attached to the email.

If Amy wants to attach more files to the email, she simply clicks on the Attachments icon again and uses the same steps again.

Amy's message is complete, now that it includes the person that she's sending the email to, subject, message body and the attachments.

Once Amy clicks on Send, her email, including the attachments, will be on its way to Ms. Thompson's inbox!



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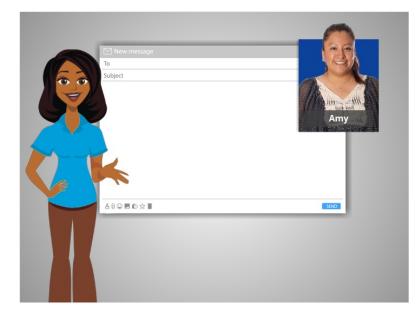
In this lesson, Amy learned how to download an attachment and add attachments to an email. In the next lesson, Amy will learn how to reply to multiple people who received a message, and how to forward messages to others.

Click on the blue button to complete this lesson.

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Reply All and Forwarding



In the previous lesson, Amy learned how to work with attachments. Let's take a look at some other things Amy can do when she sends an email.

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In this lesson, we'll see how to email multiple people at once, how to use Reply All to reply to a group of people, and how to forward an email that you've received to other people.

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Here we are in Amy's email account. In today's example, Amy is using Gmail. Amy wants to email three friends.

To create a new email, she clicks on the Compose button. She goes to the To field in the new message, types the first email address, then presses the Enter key on the keyboard.

She does the same thing with a second and third email address. She types an email address, and then presses Enter. If an email address is already in her Gmail address book, it will pop up automatically, and she just needs to click on it.



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Snoozed		Cookout Sunday?
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Veet	🗌 🚖 Google Community Te.	It's been a while since we have gotten together. Can you come over for a cookout at my house, Sunday at 2pm?
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Once all the email addresses are in the To field, Amy adds the subject, and the message, and clicks on Send.

The email is then sent to all three people at the same time!

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Meet New meeting Join a meeting	Sure, sounds fun! Sounds fun! Sorry, I can't make It.				
Hangouts Amy - +	🔦 Reply (🕸 Reply ell) 🕸 Forward				
No recent chats Start a new one					
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The next time Amy goes into her Inbox, she sees a new message from her sister Nikki.

When she opens it, she can see that it was sent to two other people as well. If Amy clicks on the Reply button, it will send a reply just to Nikki. But Amy wants to reply to everyone who received the message.

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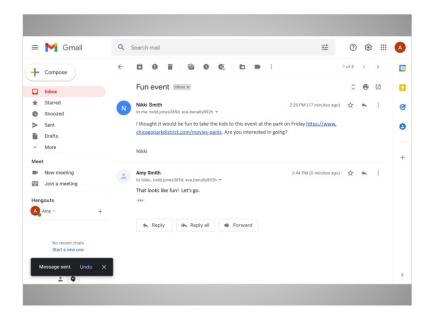
To do that, she clicks on the Reply All button.

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You can see that it will be sent to all three recipients listed here. You can click on this link to see all the email addresses.



Amy types her reply message and clicks Send.

The message is then sent to everyone.

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There are times when you receive an email, and you want to pass it along to other people. This is called Forwarding. Here, Amy decides she wants to send this email from Nikki to her mother. To do that, she clicks on the Forward button.

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Amy -	+		♥ ▼ To thesmithsonmaple@gmail.com ×		Cc Bo	c E	٦l	
No recent chats Start a new one			Forwarded message From: Amy Smith <amyleighsmith82@gmail.com> Date: Tue, Oct 5, 2021 at 2:44 PM</amyleighsmith82@gmail.com>					
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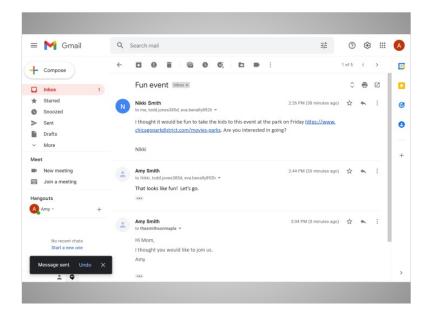
In the To box, she types in her mother's email address.

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 Sent Drafts 	1	Nikki				
 More Meet 	:	Amy Smith 2:44 F to Nikka, todd.jones385d, eva.benally892h ~	PM (19 minutes ago)	☆	+	:
New meeting Join a meeting		That looks like fun! Let's go.				
Hangouts A Amy ~	+ +	♥ ▼ (thesmithsonmaple@gmail.com ×)		Draft sa	ved D	,
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She can add her own message to go along with the forwarded message.



When she's done, she clicks on Send.

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Meet Wew meeting Join a meeting		Anny Smith to Nake, todd jones385d, eva benally892h → That tooks like fun1 Let's go.	2:44 PM (20 minutes ago)	☆ ♠	E.
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No recent chats Start a new one		Hi Mom, I thought you would like to join us.			
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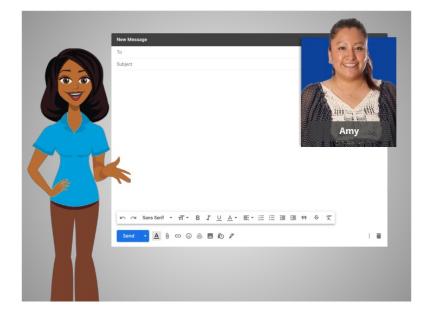
In this lesson Amy learned how to email multiple people at once, how to use Reply All to reply to a group of people, and how to forward an email that she received to other people.

In the next lesson, Amy will use the CC and BCC features of email.

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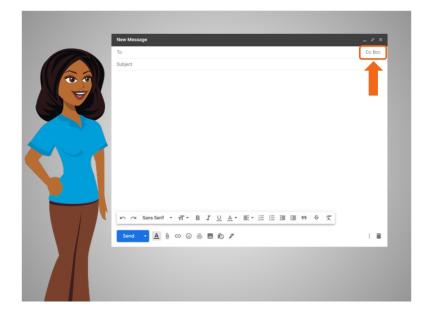
CC and BCC



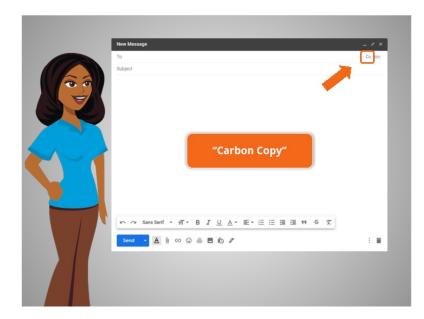
In the last lesson, we followed along with Amy as she sent emails to multiple people using Reply All and by adding multiple addresses to an email. In this lesson, Amy will learn about two other options for sending emails to multiple people.

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These options are the CC and BCC fields.



First, let's look at the CC field, which stands for "Carbon Copy." You can also think of it as a "Courtesy Copy."

This field may be hidden by default, but you can show it by clicking this button.

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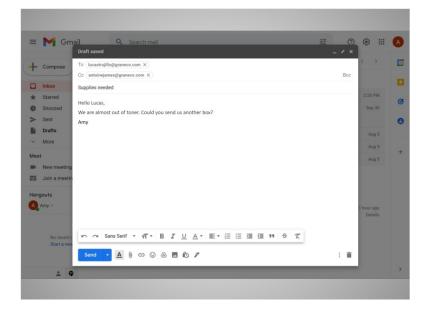


You can type email addresses in the CC field just like you do in the "To" field, but they are used for different reasons.

The "To" field should be used for the primary audience for a message. The CC field is used for other people that you may want to notify that the message was sent. For example, at work you might CC your supervisor to let them know that a conversation is taking place.

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In today's example, Amy will be using Gmail. Amy writes a short email to her office manager to request some supplies.

She will list her supervisor in the CC field, so he will be notified of the message and receive a copy. However, since her supervisor is not in the To field, he will understand that it is just a courtesy copy, and he probably doesn't need to reply.

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The other option is to use BCC, which stands for "Blind Carbon Copy."

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Bcc								Cd
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This is very similar to the CC field. The difference with BCC is that people receiving the email can't see who is inside the BCC field. Let's see this in action.

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Amy wants to send an email to several people. In the To field, she adds her friend Sandy's address. To Carbon Copy other people, she clicks on the CC link.

= M			* **
- Compo	To sandy.washtn52c@gmail.com X		< >
	Co (mike.johnson109x@gmail.com X) (nikki.gorman377s@gmail.com X)	Bcc	
Inbox	Subject		
r Starred			2:26 PM
Snoozer			Sep 30
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Then she types in her other friends' email addresses.

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≡ M Gm	My party next week* ×	* **
Compose	To sandy.washtn52c@gmail.com X Cc (mike.johnson106x@gmail.com X) nikki.gorman377s@gmail.com X	< >
Inbox	Bcc (thesmithsonmaple@gmail.com ×)	
Starred	My party next week	2:26 PM
Snoozed	Just a reminder that my party will be at my parent's house next week. They are at 441 Maple, across from the bodega.	Sep 30
> Sent	Can't wait to see youl	
Drafts		Aug 5
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leet		Aug 5
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She'll use the BCC field to Blind Carbon Copy her mother. That way her friends won't see her parents' email address.

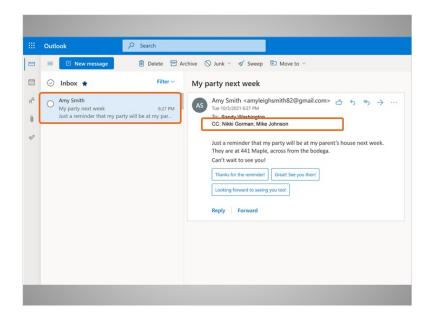
When she sends the message to this group, her parents' email address will be hidden from view. This is a great way to protect the privacy of other people's email addresses when you are sending a message to a group.

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- Compose		□· C :		1-5 of 5	< >
Inbox		Primary	🚉 Social	Promotions	
Starred		🗌 🚖 Nikki Smith	Fun event - Hi Mom, I thought you would	like to join us. Amy	2:26 PM
SnoozedSent		🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent or Gua		Sep 30
Drafts	2	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that we can	get together for dinne	Aug 5
 More 		📄 📩 Ms. Thompson, me 2	Welcome New Students - Thank you for	reaching out. My daug	Aug 5
Meet		🔲 🚖 Google Community Te.	Amy, finish setting up your new Google A	Account - Hi Amy, Welc	Aug 5
 New meeting Join a meeting 					
Amy -	+		Terms - Privacy - Program Policies	Last account activity: 35	minutes ano
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Next, Amy types in the subject and the message, and clicks on Send. The message is sent.

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Let's see what things look like for the people receiving this email. Here we are in Sandy's account. In this example, Sandy is using Outlook.com as her email provider.

Sandy sees a new message from Amy. When she opens it, we see that there are other recipients as well. Here we can see that Nikki and Mike were CC'd on the email message.

But the BCC email address for Amy's parents doesn't show! That's how CC and BCC work. We can always view the CC email addresses, but the BCC addresses aren't visible to anyone but the sender.



Cc	
Bcc	
Add a subj	st
_	CC: Carbon or courtesy copy - doesn't usually require a response
	BCC: Private copy
	Multiple addresses can be used in all fields

Putting an email in the CC field lets the recipient know that it is a courtesy copy for their records, and they often don't need to reply or take any action. Putting an email in the BCC field keeps the email address private. You can use multiple email addresses in all three fields any time you send a message. Can you think of a time when this would be useful for you?

In the next lesson, Amy is going to learn about Draft Emails.



Saving Draft Emails



In the last lesson Amy learned how to send emails to multiple people using the CC and BCC fields. In this lesson Amy will learn how to save an unfinished email message as a draft so she can finish it later. In today's example, Amy is using Gmail.

Did you know you don't have to finish an entire email in one sitting before you send it? You can start an email and have it saved in your Drafts folder, then come back later to finish it.

Let's look at an example.



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Amy wants to send an email to Antoine, but she knows she won't have time to finish. Instead of hurrying, she can start the email, and then save it to finish later. She can come back to her Drafts folder to finish it at any time. Amy clicks on Compose to start the draft.

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Compose	□- C :			1-5 of 5 < >
Inbox	Primary	Social Social	Promotions	s
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Snoozed	🗌 🚖 Ms. Thompson	Shows at the Green Mi	ill?	_ 2 ×
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She types the email address, a subject, and then starts typing the message. As she types, Gmail automatically begins to save a draft. We can see that there's now a "1" showing in the Drafts folder, so we know this email is being saved.

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Inbox		Primary	Social		A	
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Snoozed		🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent o	amyleighs	mith82@gmail.com	
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When Amy needs to stop, she doesn't have to do anything except close the message.

Amy can even log out of Gmail and leave her computer. The Draft will still be waiting for her the next time she logs in.

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- Compose	□- C :		1-1 of 1 <	>
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When Amy is ready to finish the message, she clicks on Drafts. The draft email includes the word "Draft" on the left side, so it's clear the email hasn't been sent yet.



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> Sent		antoinejames@graneco.com
-	1	Shows at the Green Mill?
 More 		There are some good shows coming up at the Green Mill. I'm wondering if
Meet		you want to go together?
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Amy opens the email and finishes typing the message. When she's done, she clicks on Send just like any other email.

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Gmail automatically removes this message from the Drafts folder and puts it in her Sent folder.

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 Snoozed Sent 	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian.	у
Drafts	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that we can get together for dinne	Aug 5
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New meeting Join a meeting	☐ ☆ Google Community Te.	Amy, finish setting up your new Google Account - Hi Amy, Welc	Aug 5
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Once Amy is done with drafts, she can click back on the Inbox link to return to her regular emails. In this lesson Amy learned how to create a draft email that she could finish later.

In the next lesson, Amy will learn about Spam and Junk email.

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Spam and Junk



In the previous lesson Amy learned how to create a draft email that she went back to later, to finish and send.

In this lesson, we will learn about Spam and Junk email. Just like with regular mail, you can get junk sent to your email. That kind of junk email is referred to as Spam.

What is Spam? Spam is considered unwanted online communication.



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	📄 ☆ Nikki Smith	Dinner Sunday? - I'm hoping that we can get together for dinne Aug 5	Ŭ
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aditant	📋 🔅 Google Community Te.	Amy, finish setting up your new Google Account - Hi Amy, Welc Aug 5	+
e Utrave label	0 08 of 15 08 used 🖄	Termi - Privacy - Pogram Policies. Last account activity 2 Novra ago Detection	>
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Spam emails often contain links to websites, pictures, and other things that you don't need. Some spam is annoying but harmless. But other spam can cause a virus or serious problems on your computer or lead you to a fraudulent website.

In today's lesson we will continue to use Gmail to share examples of Spam email. Sometimes it's not easy to figure out which emails are Spam, and which emails are not.

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There's a Spam folder in Gmail, where most email flagged as spam is automatically moved, so you don't see it in the Inbox.

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The best way to tell if an email is Spam is if you don't recognize the sender. Even if the sender sounds like a legitimate business, it might still be spam.

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In this example, the fraudulent sender is using the brand "Apple" to make the email look legitimate.

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	Inbox 1	Primary	2. Social 🖏 Promotions	
4	Starred	Zippy Loan - Loan M.	Borrow from a trusted resource	4:43 PM
C)	Snoozed	Nikki Smith	Fun event - Hi Mom, I thought you would like to join us. Amy	Oct 5
⊳	Sent	Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian, The second-gra	Sep 30
D	Drafts		MY TRIP TO Protecting The City Z	aep su
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D	Important	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that we can get together for dinne	Aug 5
Ð	Chats	📄 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you for reaching out. My daug	Aug 5
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+	Create new label			

Occasionally, you might see a spam email in your Inbox. If this happens, click the box next to the email that looks like spam.

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⊳	Sent	Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian, The	second-gra	Sep 30
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Then click the button to mark it as spam.

Avoid opening the message, clicking on any links, or viewing any pictures in the message.

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Some malicious spam emails have a link or attachment with them, which is sometimes shown by a paperclip icon. If the sender is not someone you know and trust, or if something looks suspicious about the message, it's best to just delete the email and not open the link or the attachment. Opening malicious links and downloading attachments can spread a virus to your computer.

Provided by AT&T Connected Learning + Public Library Association

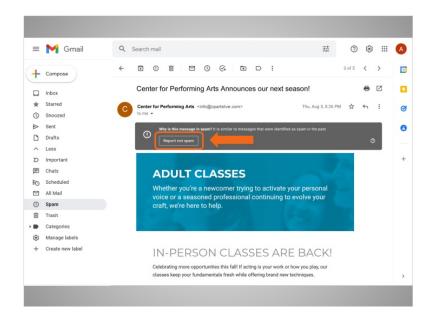


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🗌 🚖 💭 Personal LoanPro	Dominate Your Debt	Jul 17
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☐ ☆ ∑ Shopping Reward	CONGRATULATIONS! You are the lucky online winn	Jul 15
🗌 🚖 Ď Food Stamp.	Find out if you qualify, get help with your app	Jul 14
🗌 🚖 Ď Last Minute Giveaway	CONGRATULATIONS! You are the lucky online winn	Jul 13
Highway Casino	Claim your \$50 Free Chip Now! - Please Check you	Jul 13
Apple iPhone 12	Your Name Came Up For a Apple iPhone 12 custom	Jul 3
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	- C ^a : - : : - : : - : : : : :	 C : Center for Performing Center for Performing Arts Announces our next Personal LoanPro Dominate Your Debt

Sometimes when you sign up for online newsletters, Gmail may flag the messages as Spam. If you find an email in your Spam folder that you want to keep, you can alert Gmail that the message isn't Spam.

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After you open the message, click on the Not Spam button. Please make note that other email providers may use a different process.

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0	Snoozed				Food Stamp.	Find out if you qualify, get help with your app		lul 14	
	Sent Drafts								
~	Less				Last Minute Giveaway	CONGRATULATIONS! You are the lucky online winn	1	lul 13	
D	Important				Highway_Casino	Claim_your \$50_Free Chip_Now! - Please_Check you	J	ul 13	
F	Chats				Apple iPhone 12	Your Name Came Up For a Apple iPhone 12 custom		Jul 3	
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From then on, if you get an email from the same email address, it will arrive in your Inbox, instead of being marked as Spam.

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	Sent										
D	Drafts				Last Minute Giveaway	CONGRATULATIONS! You are the luc	ky on	line winn		Jul 13	
^ D	Less				Highway_Casino	Claim_your \$50_Free Chip_Now! - Ple	ease_0	Check you		lul 13	
	Chats				Apple iPhone 12	Your Name Came Up For a Apple iPh	one 1	2 custom		Jul 3	
	Scheduled				OPEN-IMMEDIATELY	☆ ☆ ☆ WINNING NOTIFICATION #	1 1 1	* "REF: #		lul 12	
	All Mail				Amazing Deals	Confirmation_Receipt !" - CONGRATS	! You	Can Get \$		lul 11	
0	Spam										
Ô	Trash	_				Terms - Privacy - Program Policies					
•	Categories	0 GE	8 of 15	GB	used 🗹						
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	a 015a 01563a	100			888 a.C. anta						
6	Conversation unmarked as	sparn and r	nove	d to l	Inbox. Learn more Un	do X					

Occasionally Gmail puts safe emails in the Spam folder by mistake. If you're missing an email from someone, be sure to check the Spam folder to see if it's there!

In this lesson, we learned how to deal with unwanted emails. In the next lesson, Amy is going to learn about how to organize and delete emails.



Organizing and Deleting Emails



In the previous lesson we learned how to deal with unwanted emails. In this lesson, Amy will learn about how to organize and delete emails.

When we receive mail through the postal service at home, we keep some things, and recycle or throw away others. It's the same way with email. Sometimes we want to keep emails, and sometimes, we need to remove them. Removing old emails can clean out your inbox and make your important emails easier to find.



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2. 444-00	Primary	2% Social	Promotions		
Inbox Starred	Antoine James	supplies have been ordered - Hi Amy, I w	anted to let you kn	ow	2:07 PM
) Snoozed	🔲 🏫 Nikki Smith	Fun event - Hi Mom, I thought you would	like to join us. Amy	/	Oct 5
> Sent	🔲 ☆ Ms. Thompson	Upcoming Field Trip - Dear Parent or Gua	rdian, The second-	gra	Sep 30
Drafts		MY TRIP TO 🔤 The City Z	Field Trip))	
More	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that we can	get together for dir	nne	Aug 5
	📄 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you for n	eaching out. My da	aug	Aug 5
	🔲 🎡 Google Community Te.	Amy, finish setting up your new Google A	ccount - Hi Amy, W	/elc	Aug 5
	0 GB of 15 GB used 2	Terms - Privacy - Program Policies	Last account	t activity: 18	hours ago Details
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Let's take a look at Amy's Inbox. In today's example, Amy is using Gmail.

First, Amy will open an email.

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+	Compose	÷			1 of 6	<	>	
	Inbox		supplies have been ordered Inbox ×			0		
☆ ©	Starred Snoozed	A	Antoine James to me +	2:07 PM (28 minutes ago)	☆	4	:	Ø
⊳	Sent Drafts		Hi Amy, I wanted to let you know that I've order toner and the other supplies you red the week.	quested. They should be deli	vered by	the en	d of	0
~	More		Antoine					+
			Thank youl Great, thanks for the updatel Great, that	nks!				
			← Reply → Forward					
								>

After she reads it, she can use these icons to move the message out of her inbox.

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	Inbox	supplies have been ordered linker ×		0	Ø	1
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⊳	Sent	Hi Amy, I wanted to let you know that I've order toner and the other supplies you requested. They should be delive	ered by t	the en	tof	
D	Drafts	the week.	0.00 0) 1	10 011		
\sim	More	Antoine				
		Thank you! Great, thanks for the update! Great, thanks!				
		← Reply → Forward				

The Archive button will save the message inside the All Mail folder. She can still find it later, but it won't show up in her inbox.

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	Inbox		suppl ies have been ordered [hbox ×]	0		
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⊳	Sent		Hi Amy, I wanted to let you know that I've order toner and the other supplies you requested. They should be delivered by	the en	d of	0
D	Drafts		the week.			
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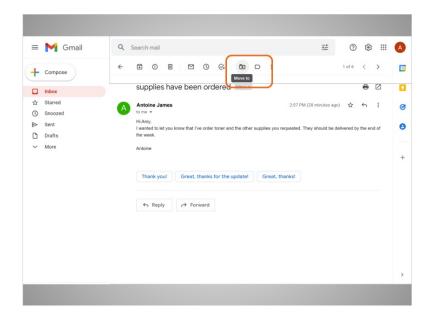
The Delete button will delete the message. It will stay inside the Trash folder temporarily – usually about 30 days – and then be deleted permanently.

Provided by AT&T Connected Learning + Public Library Association



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	Inbox		supplies have been ordered theme			0		
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⊳	Sent		Hi Amy, I wanted to let you know that I've order toner and the other supplies you	requested. They should be del	ivered by	the en	d of	
۵	Drafts		the week.		,			
~	More		Antoine					+
			Thank youl Great, thanks for the update! Great, t	hankst				
								>

You can also use these icons to give the message a label ...



or move it into a different folder. Amy would like to create a label for emails related to her job, so that she can find them later. Some email providers call these "folders," which are used to organize your emails. She clicks the Move To button, ...

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then chooses Create New.

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\$7			Antoine James				Ø
C				×			
⊳			New label	^	y should be deliv		Θ
D			Please enter a new label name: Work	_			
\sim			Nest label under:				
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			Cancel	reate			

She types in "Work" as the name for her label. When she clicks Create the message will be moved.

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- Compose	□- C :			1-5 of 5	< >	
] Inbox	Primary	옸 Social	Promotions			
Tr Starred	🗌 🏫 Nikki Smith	Fun event - Hi Mom, I thought you	would like to join us. A	.my	Oct	5
Snoozed	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent	or Guardian, The seco	nd-gra	Sep 3	80
> Sent		MY TRIP TO 🔤 The 0	City Z 📴 Field 1	Trip		
Drafts	🗌 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that w	e can get together for	dinne	Aug	5
Work	🔲 🚖 Ms. Thompson, me 2	Welcome New Students - Thank yo	u for reaching out. My	/ daug	Aug	5
✓ More	🔲 🚖 Google Community Te.	Amy, finish setting up your new Go	ogle Account - Hi Amj	, Welc	Aug	5
6	0 GB of 15 GB used 🗹	Terma - Privacy - Program Policies	Last acco	ount activity: 1	8 hours ag Detai	
Conversation moved to "We	ork". Undo X					

Now she can access it at any time by clicking the Work button on the left.

Provided by AT&T Connected Learning + Public Library Association



= 附 Gmail	Q Search mail		幸	0 🕸 🏢
Compose		0 % 🖻 🗅 :	1.	-6 of 6 < >
Inbox	Primary	옷, Social	Promotions	
7 Starred	🔲 🚖 Nikki Smith	Fun event - Hi Mom, I thought you we	ould like to join us. Amy	/ Oct 5
Snoozed	🔲 🏫 Ms. Thompson	Upcoming Field Trip - Dear Parent or	Guardian, The second-	gra Sep 30
> Sent		MY TRIP TO 🛛 🖬 The Ci	ty Z Field Trip	
Drafts	🗌 🕁 Nikki Smith	Dinner Sunday? - I'm hoping that we	can get together for dir	ine Aug 5
Work	Ms. Thompson, me 2	Welcome New Students - Thank you		
✓ More	Google Community Te.	Amy, finish setting up your new Goo		
	0 GB of 15 GB used	Terms - Privacy - Program Policies	Last account	activity: 18 hours ago Details

We can also delete or organize emails from the Inbox without opening them.

When Amy checks a message in the list, she can use the same icons on the top to archive the message, delete it, move it to a folder, or add a label.

You can even select several messages at the same time, then delete or move them all at once.



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- Compose			1-6 of	6 < >
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Inbox Starred	🗌 🛊 Nikki Smith	Fun event - Hi Mom, I thought you would lik	e to join us. Amy	Oct 5
Snoozed	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent or Guard	lian, The second-gra	Sep 30
> Sent		MY TRIP TO 🔤 The City Z	Field Trip	
Drafts	Nikki Smith	Dinner Sunday? - I'm hoping that we can ge	t together for dinne	Aug 5
Work	🗌 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you for rea		Aug 5
 More 	🖂 😭 Google Community Te.	Amy, finish setting up your new Google Acc	count - Hi Amy, Welc	Aug 5
	0 GB of 15 GB used 🛛	Terms - Privacy - Program Policies	Last account activ	ity: 18 hours ago Details
leet				

Amy will delete these two checked messages.

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	Inbox	Primary	요. Social	₿ P	omotions			
۰ ۲	Starred	🔲 🏫 Nikki Smith	Fun event - Hi Mom, I t	hought you would like to	o join us. A	my	C	ct 5
Ð	Snoozed	🗌 🏫 Ms. Thompson	Upcoming Field Trip - I	lear Parent or Guardian	The seco	nd-gra	Se	o 30
>	Sent		MY TRIP TO	The City Z_	Field 1	Trip		
۵	Drafts	🔲 🚖 Ms. Thompson, me 2	Welcome New Student	s . Thank you for reach	ng out Ma	daug		Jg 5
	Work		Helcome New Oldern	a - mank you tor reach	ng out. mj	undan.		19 0
	I	0 GB of 15 GB used [2]	Terms - Privacy - Pro	gram Policies	Last acco	unt activity: 1		ago ails
2	conversations moved to Trash.	Undo X						

Now you can see the messages were moved to the Trash.

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] Inbox	Primary	옰. Social	Promotions			
Starred	🗌 🚖 Nikki Smith	Fun event - Hi Mom, I thought you	a would like to join us. An	my	Oct 5	
Snoozed	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent	t or Guardian, The secon	d-gra	Sep 30	
> Sent		MY TRIP TO 🛛 🔤 The	City Z Field Tr	rip		
Drafts	As. Thompson, me 2	Welcome New Students - Thank y	ou for reaching out. My	daug	Aug 5	
● Work ✓ More						
		Terms - Privacy - Program Policie	s Last accou	int activity: 11	3 hours ago	
	0 GB of 15 GB used 🛛				Details	
2 conversations moved to	Trash. Undo X					

To look at the Trash folder, Amy goes to the sidebar, and clicks More to see all the folders.

=	M Gmail	Q in:trash		×	莊	0	۲	
+	Compose	□ - C :				1-2 of 2	<	>
		Messages that have been	in Trash more than 30 days will be automatically	deleted.	Emp	ty Trash no	N	
	Inbox Starred	Nikki Smith	Dinner Sunday? - I'm hoping that we can get	togethe	for d	inner	A	1g 5
0	Snoozed	Google Community Te.	Amy, finish setting up your new Google Acco	ount - Hi	Amy, 1	Welco	A	1g 5
⊳	Sent							
D	Drafts							
	Work							
^	Less							
D	Important							
P	Chats							
ĒO	Scheduled							
	All Mail							
0	Spam	_	Terms - Privacy - Program Policies	Las	st acco	unt activity: 1	8 hours	ago
1	Trash	0 GB of 15 GB used 🔀					Def	ails
	Categories							
۲	Manage labels							
+	Create new label							

Then she clicks on Trash. All the messages in the trash folder can be opened, replied to, or forwarded, just like messages in the Inbox.

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F	Compose	□ - C :				1-2 of 2	<	>
	Inbox	Messages that have been	in Trash more than 30 days	will be automatically delete	d. Emp	oty Trash not	N	
à	Starred	Nikki Smith	Dinner Sunday? - I'm ho	oping that we can get toget	her for d	linner	A	ug 5
D.	Snoozed	Google Community Te.	Amy, finish setting	our new Google Account -	Hi Amy,	Welco	A	ug 5
>	Sent			-				
2	Drafts							
	Work							
~	Less							
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o	Scheduled							
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D	Spam		Terms - Privacy - Pr	ogram Policies	Last acco	ount activity: 1	8 hours	ago
Ū	Trash	0 GB of 15 GB used					Det	tails
•	Categories							
3 3	Manage labels							
÷	Create new label							

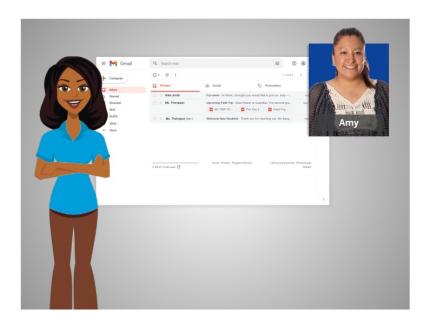
Once emails are deleted, you can still view them in the Trash folder for 30 days before they're permanently removed from Gmail. Check your email provider for trash folder expiration dates.

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- 0	Compose	□ - C :		1-2 c	f2 < >
	nbox	Messages that have been i	n Trash more than 30 days will be automatical	y deleted. Empty Tra	sh now
2 5	Starred	Nikki Smith	Dinner Sunday? - I'm hoping that we can ge	et together for dinner .	Aug 5
9 s	Snoozed	Google Community Te.	Amy, finish setting up your new Google Ac	count - Hi Amy, Welco	Aug 5
> \$	Sent				
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1 C	Chats				
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() s	Spam		Terms - Privacy - Program Policies	Last account act	ivity: 18 hours ago
ΰт	Frash	0 GB of 15 GB used			Details
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3 N	Manage labels				
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If you want, you can click on Empty Trash Now to permanently delete everything in the Trash folder. Be careful with this, because you won't be able to retrieve those messages once they're gone!

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In this lesson Amy learned how to organize her email. In the next lesson, Amy is going to learn about how to search for email messages.

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Searching for Messages



In the previous lesson Amy learned how to organize her email. In today's lesson, we will use Gmail to show how you can search and find email.

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Compose	□ - C :			1-3 of 3	< >
Inbox	Primary	운 Social	Promotions		
7 Starred	🔲 🚖 Nikki Smith	Fun event - Hi Mom, I thought you wou	ld like to join us.	Amy	Oct 5
) Snoozed	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent or G	uardian, The seco	nd-gra	Sep 30
 Sent 		MY TRIP TO 🛛 🔤 The City	Z Field	Trip	
Drafts	🔲 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you fo	r reaching out. M	y daug	Aug 5
Work					
	0 GB of 15 GB used 🗹	Terms - Privacy - Program Policies	Last a	count activity	2 days ago Details

If you need to find a specific email, you don't have to look through the Inbox or other folders.

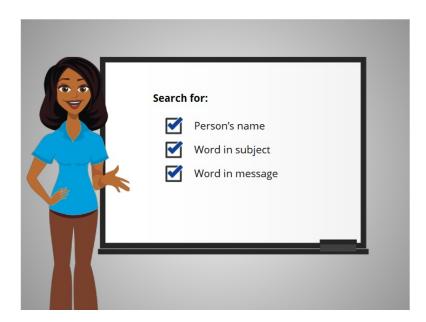
Provided by AT&T Connected Learning + Public Library Association



🖬 M Gmail	Q Search mail	辛のな	3
Compose	□ - C :	1-3 of 3 <	>
	Primary	2 Social 🖏 Promotions	
Inbox Starred	🗌 🏫 Nikki Smith	Fun event - Hi Mom, I thought you would like to join us. Amy	Oct 5
) Snoozed	Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian, The second-gra	Sep 30
Sent		The City Z	
Drafts	📄 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you for reaching out. My daug	Aug 5
Work		welcome new students - mank you to reaching out, my daug	Aug o
More			
	0 GB of 15 GB used	Terms - Privacy - Program Policies Last account activity: 2 da	iys ago Details

Instead, you can use the Search field at the top. This will search through all of your email, no matter where it is, or how old it is.

You can find messages even if you don't know who sent it, or when. Just like searching for a website, you can type any word or phrase to find what you're looking for.



This could be a person's name, a word in the subject, or a word in the message.

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		Upcoming Field Trip Ms. Thompson, me	œ Sep 30 1−3 of 3 < >
+	Compose	Q. More search results for 'field trip	Press ENTER
	Inbox		
☆	Starred	🗌 🏫 Nikki Smith	Fun event - Hi Mom, I thought you would like to join us. Amy Oct 5
0	Snoozed	🗌 🚖 Ms. Thompson	Upcoming Field Trip - Dear Parent or Guardian, The second-gra Sep 30
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۵	Drafts	🗌 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you for reaching out. My daug Aug 5
	Work		The second
\sim	More		
		0 GB of 15 GB used 🗹	Terms - Privacy · Program Policies Last account activity: 2 days ago Details

Amy needs to find details about her daughter's upcoming field trip in a message from the school. She types the words "field trip" into the search box and presses the Enter key to do the search.

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+	Compose	From • Any time •	C Has attachment	▶ To ▼ 🔵	Exclude Soc		Exclu		
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合	Starred	🔲 🚖 Ms. Thompson	Inbox Upcoming Field Tri	ip - on the field trip.	Please reach	out	Sep	30	
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	Work								
~	More								+
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Mee	t								>

The message comes up in the search results, ...

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Compose				1 of 1	<	>
Inbox	Upcoming Field Trip Intex *				0	
☆ Starred ③ Snoozed	Ms. Thompson <msthompson@rosementschool.edu> to me</msthompson@rosementschool.edu>	C Thu, Sep 30, 2	38 PM (9 days aq	(0) ☆	4	£
Sent	Dear Parent or Guardian,					
Drafts	The second-grade class will be visiting the City Zoo or		hild complete the	attached h	omewo	ĸ
Work	assignment and make sure they bring it with them on	he field trip.				
✓ More						
	Sincerely, Ms. Thompson Second Grade Teacher Rosemont Grade School					
	Ms. Thompson Second Grade Teacher				ŧ	@ +
	Ms. Thompson Second Grade Teacher Rosemont Grade School 3 Attachments				*	@+
	Ms. Thompson Second Grade Teacher Rosemont Grade School 3 Attachments	edic 🚩 🚾 Field Trip	Permissi		*	¢

and Amy can open it to get the information she needs.

Most email providers will highlight the term that you searched, as shown here with "Field Trip." This is helpful when looking for an item in your search results.

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- Compose		1 of 1 < >	
Inbox	Upcoming Field Trip Index #	● 2	
☆ Starred ③ Snoozed	Ms. Thompson «msthompson@rosementschool.edu» to me v Dear Parent or Guardian,	/sago) ☆ ← :	
 Sent Drafts Work 	The second-grade class will be visiting the City Zoo on May 24. Please have your child complete assignment and make sure they bring it with them on the field thip.	e the attached homework	
✓ More	Please reach out to me if you have any questions or concerns. Sincerely, Ms. Thompson Second Grade Teacher Rosemond Grade School		
∽ More	Sincerely, Ms. Thompson Second Grade Teacher	± @;	
✓ More	Sincerety, Ma. Thompson Second Grade Teacher Rosemont Grade School	₹ @.	

If Amy can't find what she's looking for, or she wants to narrow down the search, she can find more search options by clicking the search options icon at the end of the search box.

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Work	Date within 1 day		1
More	Search All Mail		•
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		y Zoo Medic	

With these options, you can find messages sent to or from certain people, ...

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■ Work ✓ More	Date within 1 day - Search All Mail		
	Has attachment Don't include chats	Create filter Searc	
	3 Attachments		<u>₹</u> @.
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Meet			

with a specific subject, ...

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Inbox	Subject					● 12
☆ Starred ① Snoozed	Has the words	field trip				← i
➢ Sent	Doesn't have					
Drafts	Size	greater than	-	MB	•	nework
Work	Date within	1 day	-			1
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✓ More	Search		it include chats	Create filter S	earch	
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from a certain date range, ...

Provided by AT&T Connected Learning + Public Library Association



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Drafts	Size greater than +	MB	•	nework
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or with an attachment.

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 More 	Search	All Mail				
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	9 _{0,0}					
	MY TR	P TO THE Z	The City Zoo Medic	Field Trip Permissi		

You can also open the drop-down menu...

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Compose	From		< >
Inbox	Subject		⊕ ⊠
Starred Snoozed	Has the words field trip		÷ :
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Work	Date within 1 day	*	
More	Search All Mail Has attachm Inbox Starred Sent Mail	Create filter Searc	ch
	3 Attachme Drafts Chats Spam Trash	EAU	± @₊
	MY TRI Mail & Spam & Trash	Field Trip Permissi	
et	Read Mail		

to search within a specific folder.



Now that you've seen how Amy works with her email, why don't you try exploring some of these features on your own!

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Practice



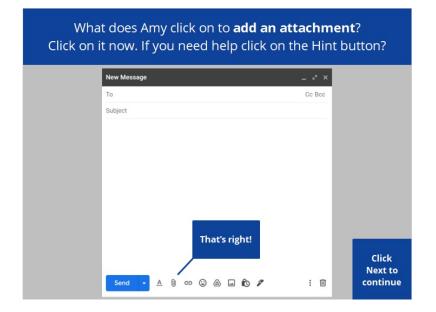
In this course, we've learned a lot about email. Let's see what you remember. In some exercises, we will continue to use Gmail for review purposes.

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If Amy wants to add an attachment to an email she is sending, what does she click on to add the attachment? Click on it now. If you need help click on the Hint button.



That's right! Click next to continue.

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If Amy wants to reply to **everyone** who received a message, which option does she choose?

Amy has received an email that was sent to three people. If she wants to reply to everyone who received the message, which option does she choose? Click the correct answer.



If Amy wants to reply to everyone who received a message she needs to click "Reply All." If she selects "Reply" the message will be sent to the person who sent the message. If Amy selects "Forward" she can send the message to other people. Click next to continue.

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Amy BCCs her mom on an email. Will her friends **see her mom's email address** when they read the email?



If Amy blind copies or BCCs her mom on an email sent to three friends, will her friends see her mom's email address when they read the email? Click the correct answer.



The correct answer is no. People who receive the email can't see who is inside the BCC field. Click next to continue.

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Amy wants to finish an email she started but did not send. Where does Amy need to click to **find the draft message**?

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Snoozed		🔲 🚖 Ms. Thompson	Upcoming Field Trip - Dear P	arent or Guardian, The seco	nd-gra	Sep	30	
> Sent			MY TRIP TO	The City Z 🖬 Field	Trip			
Drafts More	1	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping	that we can get together for	dinne	Au	ig 5	
		📄 🚖 Ms. Thompson, me 2	Welcome New Students - Th	ank you for reaching out. M	/ daug	Au	ig 5	
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No recent chats Start a new one							Ľ	

Amy wants to finish an email that she started yesterday but did not send. Where does Amy need to click to find the draft message? Click on the Hint button if you need help.

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Drafts	1	🔲 🚖 Nikki Smith	Dinner Sunday? - I'm hoping that we c	an get together for dinne	Aug 5
~ More		🔲 🚖 Ms. Thompson, me 2	Welcome New Students - Thank you f	or reaching out. My daug	Aug 5
Meet New meeting Join a meeting	Th	ommunity Te. at's right!	Amy, finish setting up your new Goog	e Account - Hi Amy, Welc	Aug 5
Hangouts Amy - No recent chats Start a new one	+	0 GB of 15 GB used 🗹	Terms - Privscy - Program Policies	Last account activity: Open in 1 other lo	Click Next to continu

That's right! Amy can find the message she started yesterday in her Drafts folder. Click next to continue.

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After reading this email Amy wants to delete it. What icon should Amy click to **delete the message**?

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>	Sent		I'm hoping that we can get together for dinner on Sunday your schedule.	at 6pm at my house. Please let me k	now if that	works fo	r
Ň	Drafts More		Works for us! Works for me! We'll be	there!			
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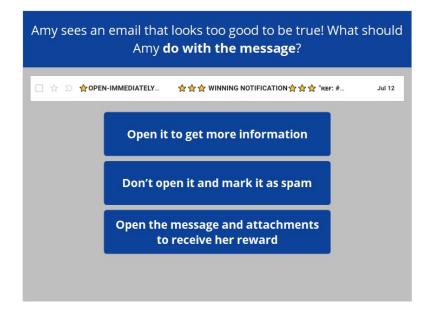
After reading this email Amy wants to delete it. What icon should Amy click to delete the message?

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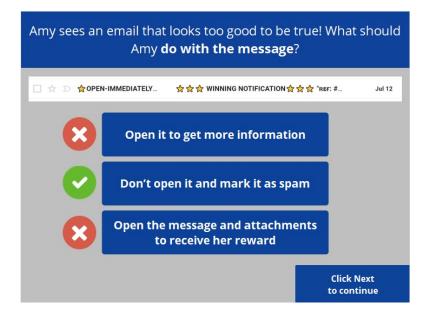
That's right! To delete a message, Amy needs to click on the Trash Can icon. Click next to continue.

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Amy sees an email from a sender she doesn't recognize. It seems too good to be true! What should Amy do with the message?



A message from someone you don't recognize may be spam. It's safest to not open the message, and mark it as spam.

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In this course you've seen how Amy works with email attachments, replies all and forwards emails, uses CC and BCC, saves draft emails, identifies spam and junk emails, and organizes and deletes her email, and searches for specific emails.

Why don't you try exploring some of these features on your own!