Unit 1: Introduction to Computer Literacy

Module 1.5 – Using Microsoft Outlook for Email

Student Support Material

Acknowledgements

PASTEP

Primary and Secondary Teacher Education Project

Unit outline

Unit		Modules
Unit 1 **Introduction to Computer Literacy**	1.1	Computing Basics (Core)
	1.2	Finding Computer Based Information (Core)
	1.3	Using Microsoft Word (Core)
	1.4	Using Microsoft Excel (Core)
	1.5	**Using Microsoft Outlook for email** **(Optional)**
	1.6	Making Presentations Using Microsoft PowerPoint (Optional)

Icons

📖	Read	or	Research
✍	Write	or	Summarise
☞	Activity	or	Discussion
💻	A computer activity		

Table of contents

Glossary

Address book	A list of email addresses and names of people or groups
Attachment	A document, file, computer program or any digital information that is attached to an email message and sent with it
email	(electronic mail) A way of sending messages in electronic for to other people who have a computer connected in a network
Host	The name of a computer that is the email server
Inbox	A folder that contains all emails received
Mail server	A computer that is the 'post office' for email. It receives, stores and distributes messages
Outbox	A folder that contains copies of emails sent

Using Microsoft Outlook for Email

Introduction

All of you understand the concept of mail. We write letters, either by hand or by typing. We place the letter in an envelope, put a stamp on it and send the letter through the post office. Our letter is delivered to the person that we have addressed it to and to get to that person it travels by various forms of transport such as motor vehicles, ships and planes.

Electronic mail, or email, is similar to postal mail in that we need an address, we prepare a message, we send it and it is delivered. The difference is that with electronic mail we prepare our message on the computer and it is delivered in electronic form over wires to the person we have addressed it to and they can open their mail on a computer. To do this we need to make sure that the two computers are connected together on a network.

At your college in the learning centre we have an email network in place and all of the computers in the Learning Centre are connected together and we can send an email to anyone that has an account on the college network. This module will help you learn how to create, send and read electronic mail and how to attach other documents to electronic mail.

Understanding email addresses

Email addresses are like postal addresses. While the post office uses an address to determine where to send a letter, our email server decides where to send an email message based on an email address. You have been given an email address while you are at College.

Components of an email address

Email addresses contain a user name, a host and/or domain name and a code indicating either a top-level domain or country name.
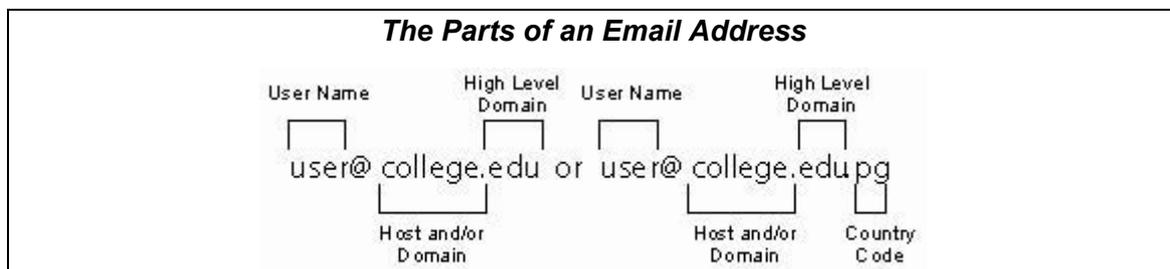

Figure 1: parts of an email address

Username

Your username is the part to the left of the '@' sign in your email address. This is a name that has been given to you by the College email administrator. Often, user names are a combination of a person's first and/or last names. For example, if your name was Billy Jakanda, your username might be 'bjkanda' or 'billyj'.

@

This is the distinguishing characteristic of email addresses. It is pronounced as 'at'.

Host and/or domain

The part of an email address to the right of the '@' symbol refers to address where the mail is to be sent. This part can vary, depending on what the computer hosting the email is called and if it is connected to the Internet or in the case of the College an Intranet. The **host** is the name of the computer that hosts the account where the email will be sent. The domain is the network that the computer is connected to. In our example, 'college' is the name of the computer. The domain network for your learning centre is the name of your college (e.g. btc, mtc etc). High level domains usually end in '.com', '.org' or '.edu' (the period '.' separates out the parts of the address). We have set up our address to use 'edu' which means education. The country code that every computer in Papua New Guinea that is connected to the Internet is 'pg'. Because we are only connected to an Intranet we don't actually need the high level domain or the country code but we have added these so you can understand other email addresses that you might come across and also in case in the future the college expands the College Intranet to connect to the Internet.

Examples of email addresses are: 'helpdesk@daltron.com.pg', 'library@upng.edu.pg' or 'lcmanager@balobtc.edu.pg'

Microsoft Outlook

Microsoft Outlook is an application that we can use to send and receive emails. Outlook can be used to do other things like keep a diary of our activities, take notes and schedule events; however, we will only be using it for our email.

Setting up your email details

Your lecturer will explain to you how to set up your email account. Once your account is set up you will be able to check and send emails to people who are also on the college network.

Writing and sending an email message

Once you have opened Outlook you can start to prepare an email message.
Go to the '**File**' menu and select the '**New**', then '**Mail Message'**. You will get a new message window like the one below.
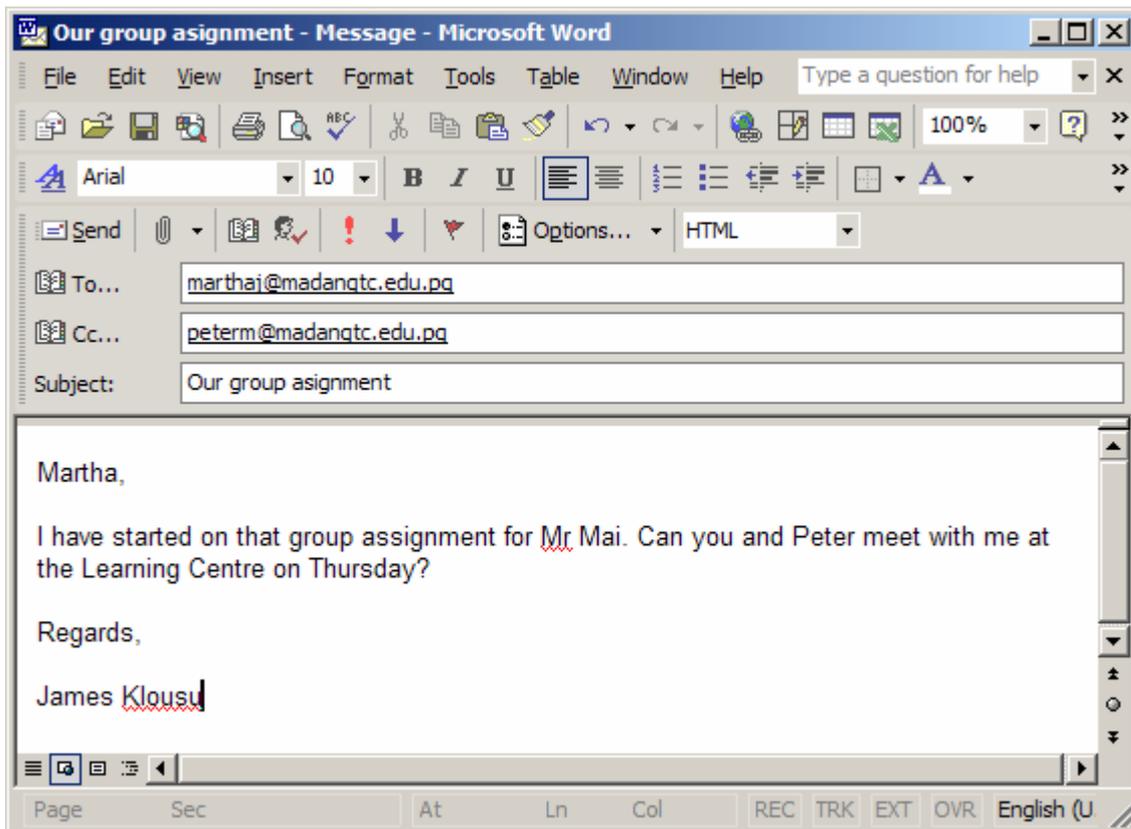
Figure 2: An email message

On the message we can type the address of the person that we want to send our message to in the '**To**' box. In the above example I have typed 'marthaj@madangtc.edu.pg'. This is the name of a person on the email server at Madang Teachers College. I am also sending a copy of the message to 'peterm@madangtc.edu.pg' and this address is in the 'Cc' box (Cc means a carbon copy – like we can make carbon copies when we write on paper). Finally, I have typed a subject heading for my message – 'Our group assignment'. This is to give the readers some idea what the message is about when they get it. I have typed my message in the large box. We can type an email message just like we are typing a Word document. We can apply special formats to the message if we want to, change the style of our text, change colour, font etc, and even check spelling and copy and paste a document into our message. Once we have typed our message we can send it by clicking on the '**Send**' button.

🖥️   **1.5 Computer Activity One**
Creating and sending an email message

1.   Open MSOutlook
2.   Go to the File menu and select New Mail Message
3.   Type in the email address of your computer partner. You will send a message to that person and they will send one to you. Make sure your type their address exactly right.
4.   Type a subject for your message – what about 'Greetings'
5.   Type your message. Make it a simple message so it won't take too long.
6.   Send the message

Outbox

Once a message is sent we have a copy of it automatically deposited in our 'outbox'. If your go to the Outlook main window you will see three boxes that we can open. These are the 'Inbox', 'Drafts' and 'Outbox'. If you open the Outbox you will see a copy of the message that you just sent. It is identified by the subject heading that you gave it and the address of the person that you sent it to. If you double click on the message it will open. A new window with the message appears and you can close this in the normal way.

Receiving an email message

Each time you open Outlook and check mail for the first time, you will need to enter a password for your email account. Your password is the same one that you use to open your computer account. You can have Outlook store and use your password automatically (see Configuring Outlook). However, if you do that, anyone who accesses your computer can also download your email!

You can check if you have any email messages in MSOutlook by either clicking on the Send/Receive button or pressing the F9 key. If you have a message it will show you in the Inbox. Check your mail now to see if you have a message from your partner. After you have downloaded mail as described above, you can read it. One way to find out if you have received new mail is from the displayed in your start up toolbar. This will tell you how many new messages you have. Also, when you go into the **Inbox** any unread messages are shown with a closed envelope icon, and read messages with an open envelope icon as below.
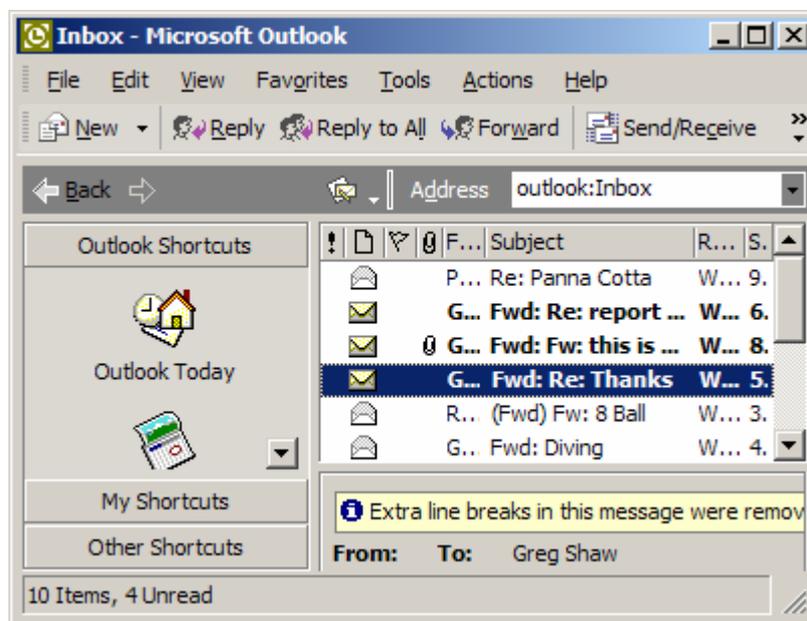

Figure 3: The Inbox

The first step in reading your mail is to open you inbox folder. Outlook Express stores your new mail messages in a folder called **Inbox**.

You can access your new mail by clicking on your **Inbox** icon near the top left of the screen. When you do this, the Messages pane (window pane on top right of screen) will

show all the messages in your **Inbox**. Unread messages are displayed in bold and read messages are shown in regular text.

Clicking on one of these messages will display the contents of the message in the Preview pane below the Messages Pane. Double clicking an item in the message pane will display the contents of the message in a new window like the one below.
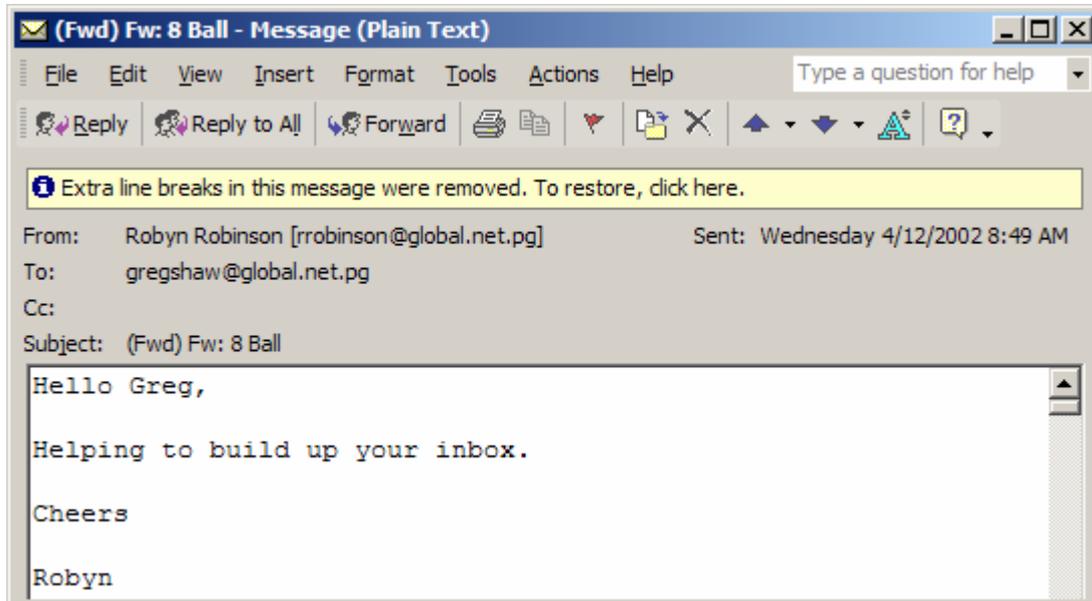

Figure 4: The contents of an email message

Many of the email messages you send will be written as replies to someone. To reply to a message you have opened and read, select **Message, Reply to Sender** or **Message, Reply to All**. Choosing the second option sends a reply to the sender and all the other recipients of the original message. Alternatively, you can select the **Reply** or **Reply All** icons on the toolbar. When you select the **Reply** icon, Outlook displays a new message window. It will automatically place the original sender's address in the **To:** field of the header. Replies also place the subject of the message you received on the subject line adding **Re:** (*regarding)* before the subject. All of the sender's original text is quoted in the message body. You could edit this text and only leave key phrases. You may also remove all the quoted text. You will then add your additional text that replies to the incoming message.

1.5 Computer Activity Two
Replying to an email message

1.   Check if you have a message you can reply to
2.   Open the message
3.   Click on the **Reply** button
4.   Either leave the original text, edit it or delete it
5.   Type your reply
6.   Send the message

Forwarding a message

There are times when you will receive an email message that you would like to send or forward to someone else. To forward the current open message, select the **Forward** icon.
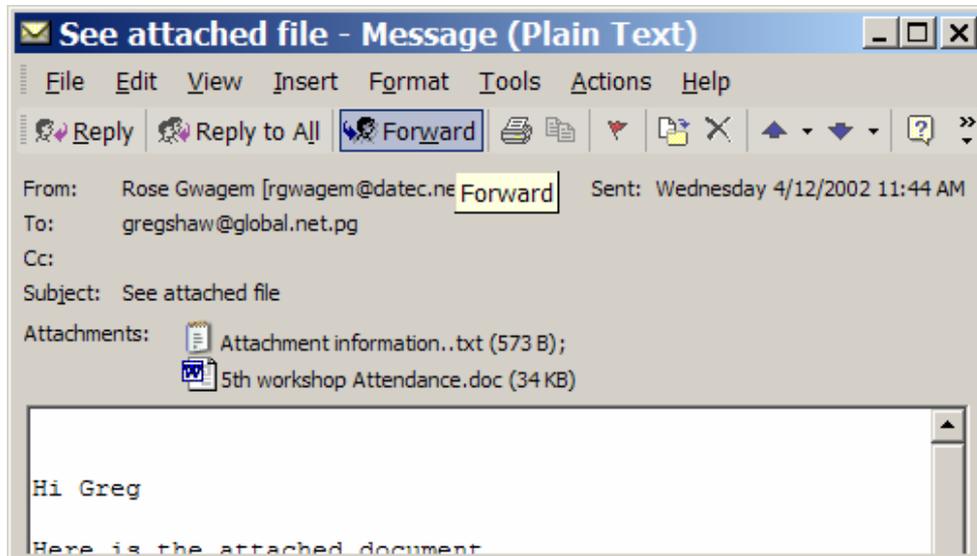

Figure 5: Forwarding an email message

A new message with the original sender's text quoted in the message body will appear. After entering the intended recipient's email address in the **To:** field, queue the message in the normal manner and send it.
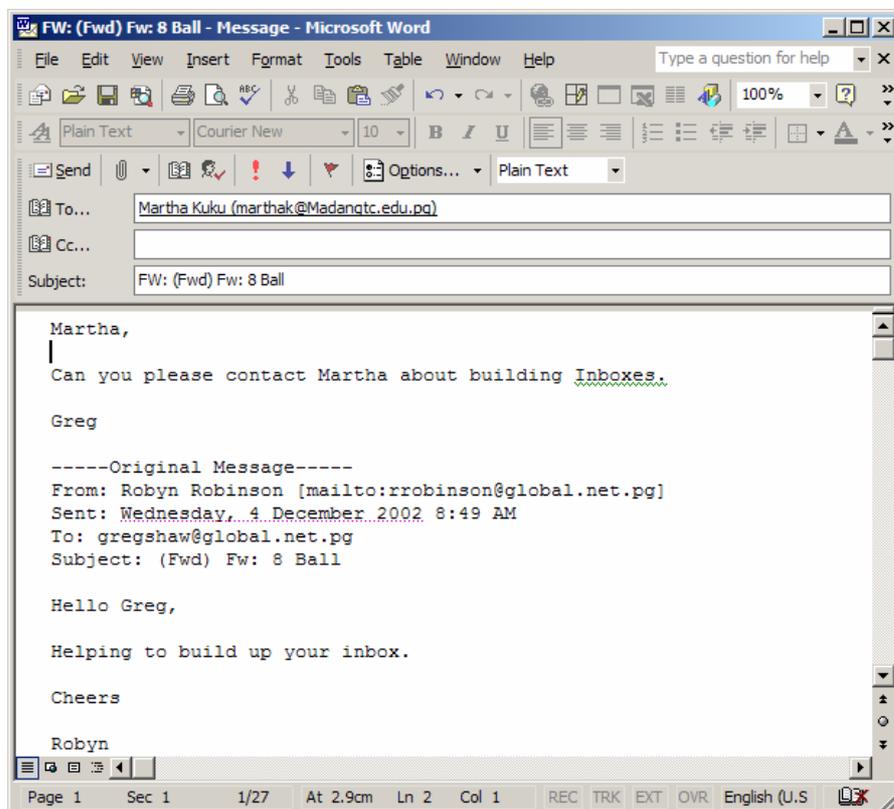

Figure 6: Adding text to a forwarded message

⌨   **1.5 Computer Activity Three**
Forwarding an email message

1.   Open an email message
2.   Click the **Forward** button
3.   Type in an address of someone to forward the message to
4.   Send the message

Attaching a file

Normally, when you write an email message, you can say everything you wish to say in the body of the message. However, you might have additional information in a different format that you also want to send. That information could be an assignment written with word processing software, a spreadsheet file, or any computer file. You can send this information as an attachment in your email message.

⌨   **1.5 Computer Activity Four**
Creating and sending an attachment with an email message

To practice attaching a file to an outgoing message, follow these steps:

1.   Create a file using Word. Save it. Or, choose an existing file you have saved.
2.   Compose a new email message as you would normally do.
3.   To attach your file, select the **Attach** icon 📎 on the toolbar in the message composition window. The **Attach File** dialog box will appear.
4.   Use the dialogue box to find and select the file you want to send. You will have to select the folder you saved it in first.
5.   Click on the **Attach** button to attach the document to the current message. Notice that there is now an **Attach** field in your **New Message** Window with the file name you have selected.
6.   When you are done composing your message, click **Send**.

Outlook Express displays a 'paper clip' icon in the message pane next to your message if you have an attachment. On the top right of your preview pane, there will also be an icon with a paper clip. Clicking on this icon will show you the filename(s) of the attachment(s) and also give you the option to save the file(s) to your hard drive. You can either save the file or click on the file name. Clicking on the filename will open the application that is associated with the file. If your computer does not understand the format of the attached document, it will prompt you to identify the application.

To save an attachment to your hard drive, click on **File, Save Attachments** or click on the paperclip in the message window. Select the file that you want to save (if there is more than one) and click on the **Save** button. You will be able to save it to your 'My Documents Folder'. **Don't forget to note where you save the file and the name of it!** You can then open it using a word processor, spreadsheet, etc later.
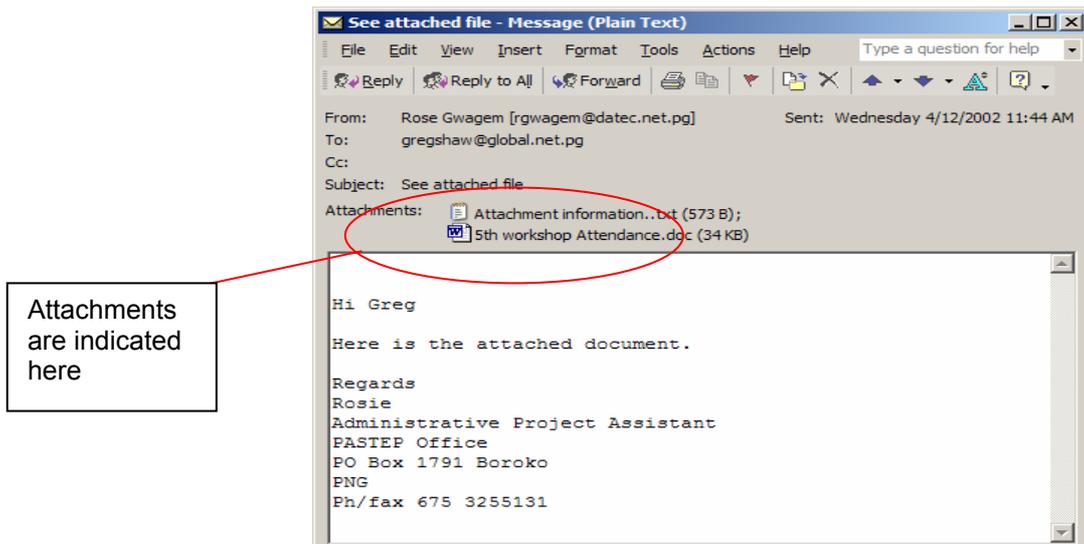

Figure 7: Attachments to email messages

Sorting messages in your mailbox

On this page, I have illustrated examples of messages sorted in three different ways. You can sort them by 'from', 'subject' and date 'received'. To sort messages, simply click on the header of 'from', 'subject' or date 'received' in the message pane. A small triangle appears in the header that you are sorting by. The triangle points to the top if the information is sorted in normal order (i.e. alphabetical, chronological) and it points down if it is sorted in reverse order. In the picture below I have sorted by date 'received'.
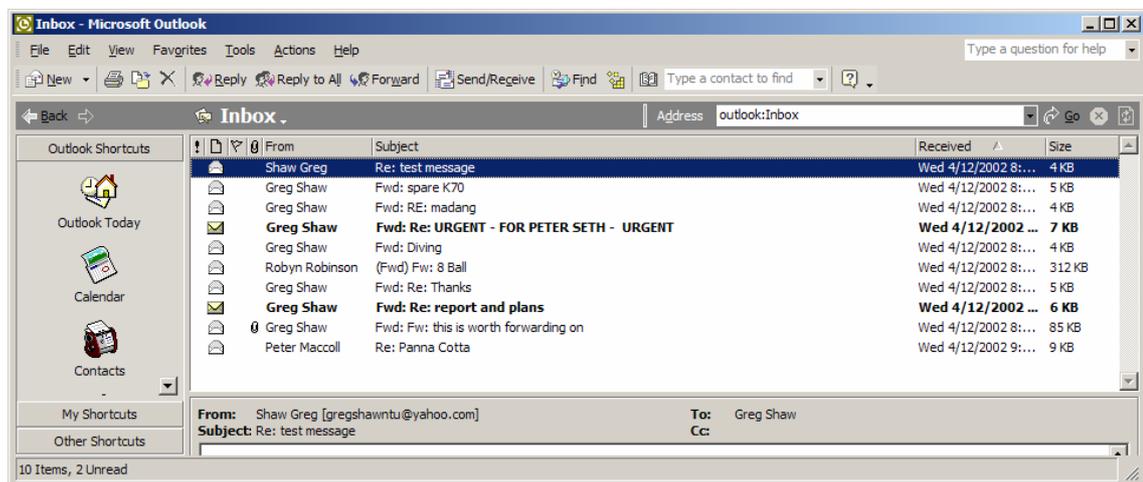

Figure 8: Sorting Messages (sorted by date received)

Deleting messages

After a few weeks of sending and receiving messages, you may find that your mail folders are becoming very large and contain many unimportant messages. You can delete these messages, if you wish, by simply clicking on each message you want deleted in the message pane and pressing delete.

To select many messages simultaneously, you can click on the message, hold down the *Shift* key and click on another message in your folder. All messages between the first and last message you click on will be selected. If you press delete, all these messages will be deleted. If you want to select many messages that are not in sequential order, you can hold down the *Ctrl* key instead. This will select just the messages you click on and again, pressing delete will delete the messages you have selected.

Deleted messages in Outlook get sent to your **Deleted Items** folder. To *permanently* delete your messages, you simply open your **Deleted Items** folder, select **Edit** and **Empty 'Deleted Items' Folder**. .

Adding an entry to your address book

The address book is a list of email addresses that you have set up. To add an entry to your address book, select the **Addresses** icon. Next, if you have more than one folder, select the one in which you would like to place the new entry. You can add new contacts, groups or folders.
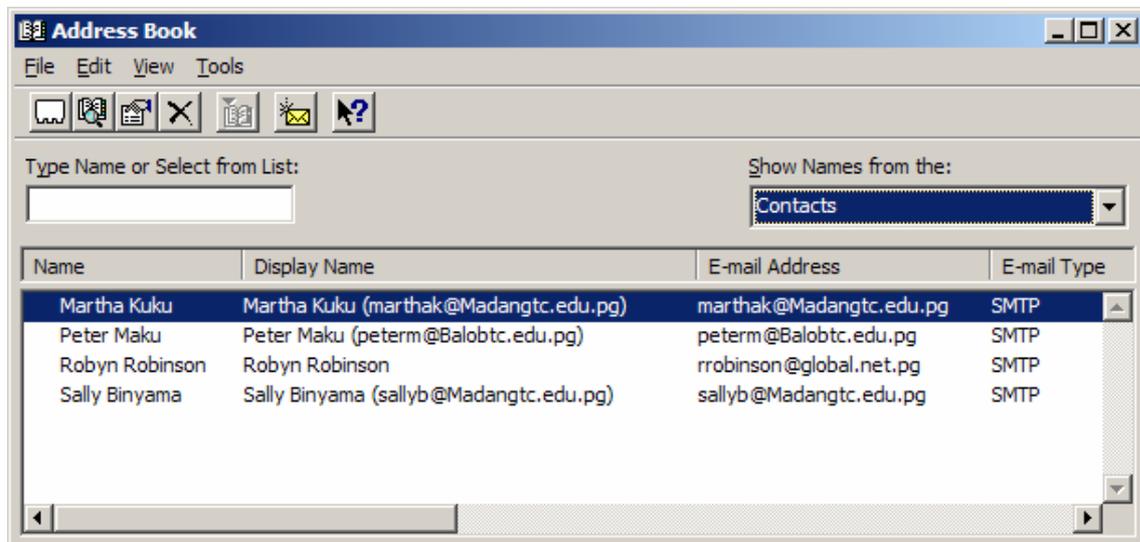
Figure 9: The address book

New contact

When you select **New Entry…**, a new dialog box appears which lets you fill out information about that person. The necessary fields which should be filled in are **First:** name or **Last:** name. The email address is necessary if you are planning to use the address book with Outlook.

🖳   **1.5 Computer Activity Five**
Creating a new contact in your address book

1.   Open the **Address Book**
2.   Select **New Entry**
3.   Fill in the fields that you need, particularly the name and the email address
4.   Close the entry

You will notice how the name has been added to your address book. If you double click on the name in your address book Outlook will automatically generate a new mail message composing form with the address already inserted for you**.**

Adding contacts to your address book using Outlook

You can quickly add the contacts from your emails into the **Address Book** by right clicking on the message in the message pane from the contact you want added and selecting **Add Sender to Address Book**. This will automatically place the contact's email address and name as it appears in Outlook in the **Address Book**.
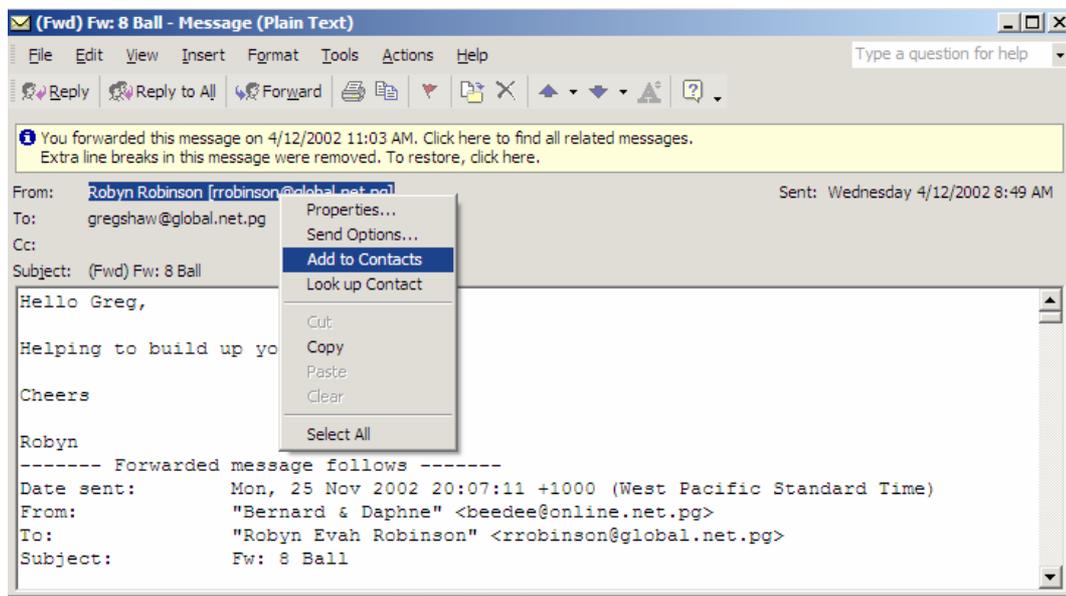

Figure 10: Adding the Sender to the Address Book Using Outlook

🖳   **1.5 Computer Activity Six**
Using email

You should now use email to keep in touch with other students and your lecturers. The more you practice the better you will become

Your lecturer may want you to send your assignment by email attachment.