

Email

Scan the QR code below
to learn more about
Communicate Online competency:



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Understanding Common Email Apps	4
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Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

The DSL skills are grouped into 5 competency areas as shown in the diagram.

Learning Outcomes:

This guidebook focuses on the 'Communicate Online' competency, where you will learn:



- The common email apps, their icons and identify them using their logos.
- The common features (UI) and common steps (UX) to use the email apps.
- Useful cybersecurity tips to stay safe online.

To help you acquire the learning outcome, this guidebook uses different email platforms as examples to demonstrate the common steps involved in using email for communication with others.



The guidebook is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.



Cyber Security Tips

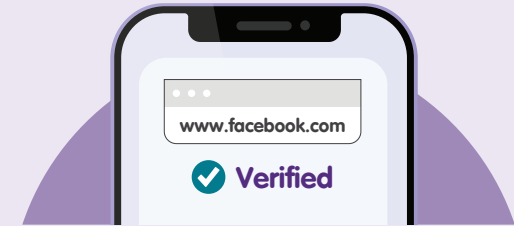
To stay safe while using email, please keep to the following:



Enable two-factor (2FA) authentication for added security.



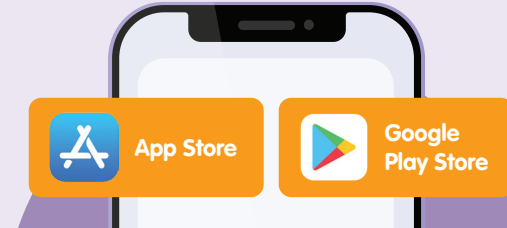
Do not share personal or financial details, passwords or one-time password (OTP) with anyone.



Always check the source of the email. **Do not** open or download any unverified links or attachments in the email body.



Check for updates and **update your app promptly** to protect your devices from known security vulnerabilities.



Download apps from **official** sources.

Understanding Common Email Apps

About Email

Page 5

The Common Features found across
Different Email Apps

Page 6

About Email

Emails are electronic mails exchanged from one user to one or many recipients via the Internet. Emails are used to communicate for personal use and for business. They are fast, unlike regular postal services (snail mail), free and can be accessed anytime, anywhere as long as there is Internet connection.

Some registrations of online services require emails. It is also an alternative means of contact if you do not wish to share your mobile number.

Some of the common email platforms used are Gmail and Yahoo Mail.

Pre-requisites to learning the app

Learner must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi.
- Know how to connect to cellular network or Wi-Fi.
- Know how to install an app on the mobile device.



Gmail

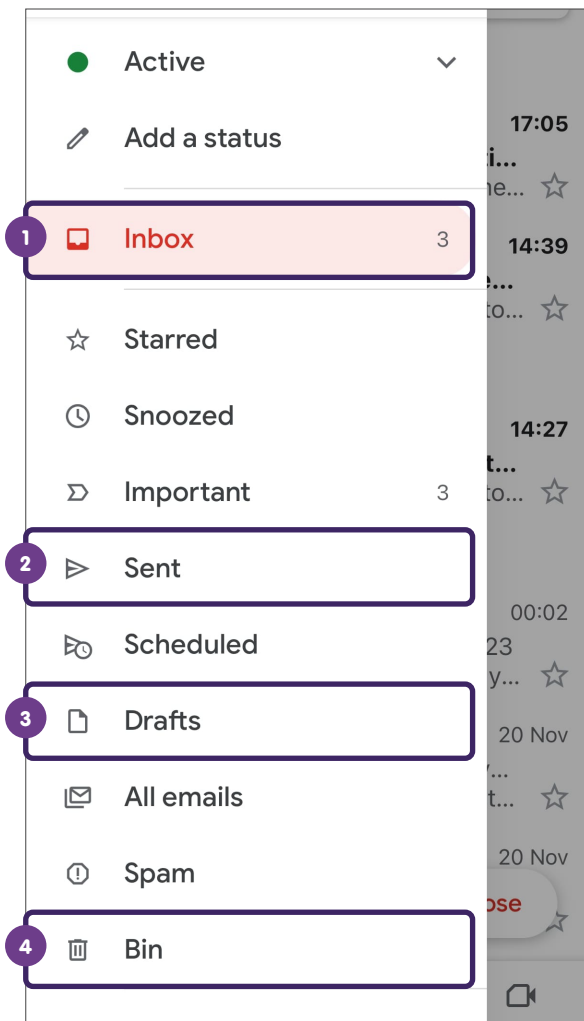


Yahoo Mail

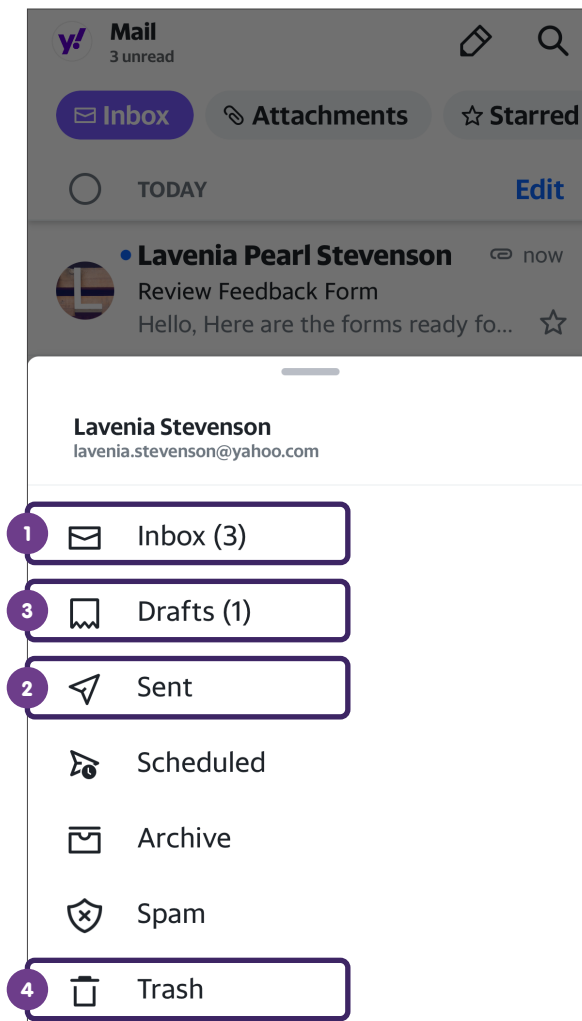


Common Features Across Different Email Apps

Gmail



Yahoo Mail



Various email platforms offer folders to assist users in organising their emails.

Commonly Used Folders

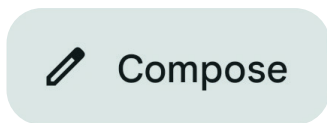
- 1 Primary / Inbox** – For incoming emails
- 2 Sent** – For emails that have been sent
- 3 Drafts** – For emails that have been composed but not yet sent
- 4 Bin / Trash** – For emails that have been deleted



Common Features Across Different Email Apps

Gmail

Yahoo Mail



Compose or New Message Icon
Compose a new email.

To: ▲

Cc:

Bcc:

To, Cc and Bcc Fields
Indicate the recipients' email addresses.

Subject

Subject Line
Provide the recipient with a summary of the email's contents.



Send Icon
Send the email.



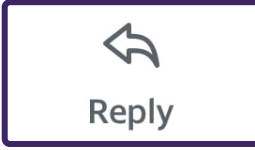
Common Features Across Different Email Apps

Gmail

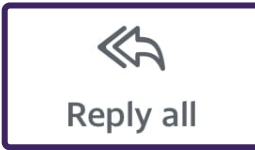
Yahoo Mail



Paperclip Icon
Attach files, such as images, videos, or documents, to the email.



Reply Icon
Respond only to the sender of the email.



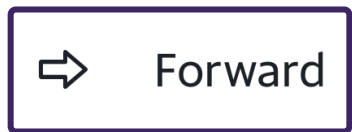
Reply All Icon
Respond to both the sender of the email and all recipients who received the email.



Common Features Across Different Email Apps

Gmail

Yahoo Mail



Forward Icon
Share the email with additional recipients.



Bin or Trash Icon
Delete the email.



Archive Icon
Store emails in this file folder, keeping them separate from the Inbox or Primary folder.

Navigating Common Steps to Use Email Apps

How to Compose an Email

Page 11

How to Insert Attachments

Page 16

How to Reply, Forward or Delete an Email

Page 19

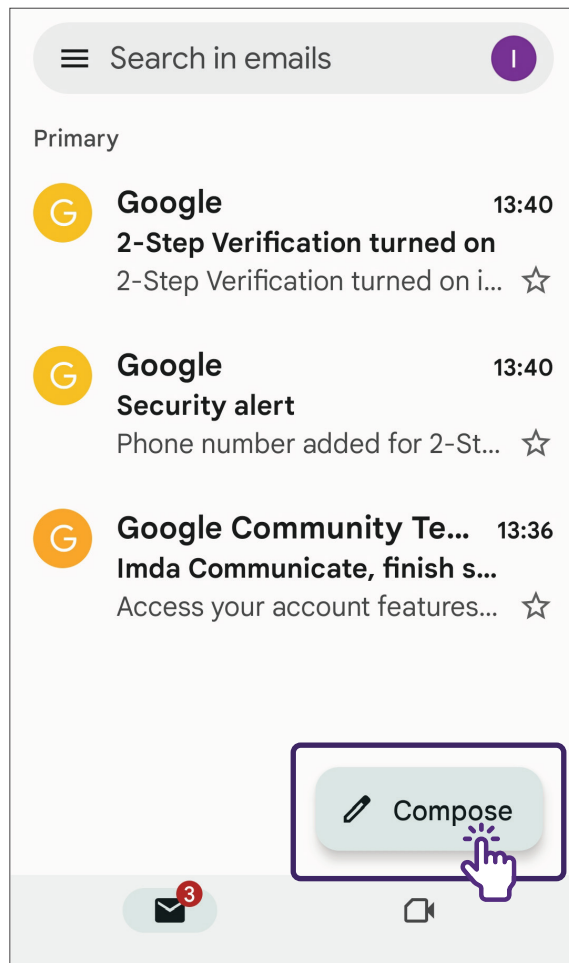


Common Steps to Use an Email App

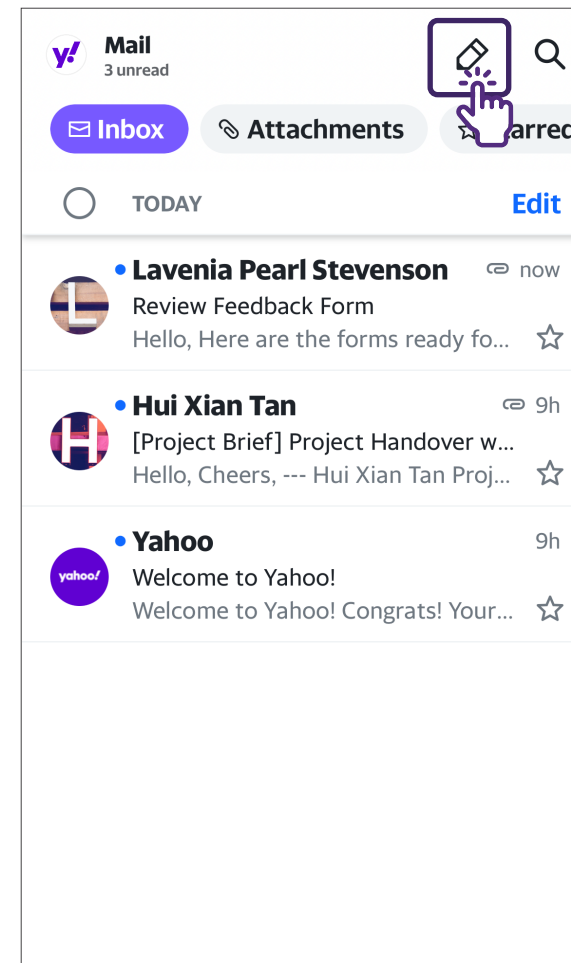
Compose an Email

1 Tap on "Compose".

Gmail



Yahoo Mail

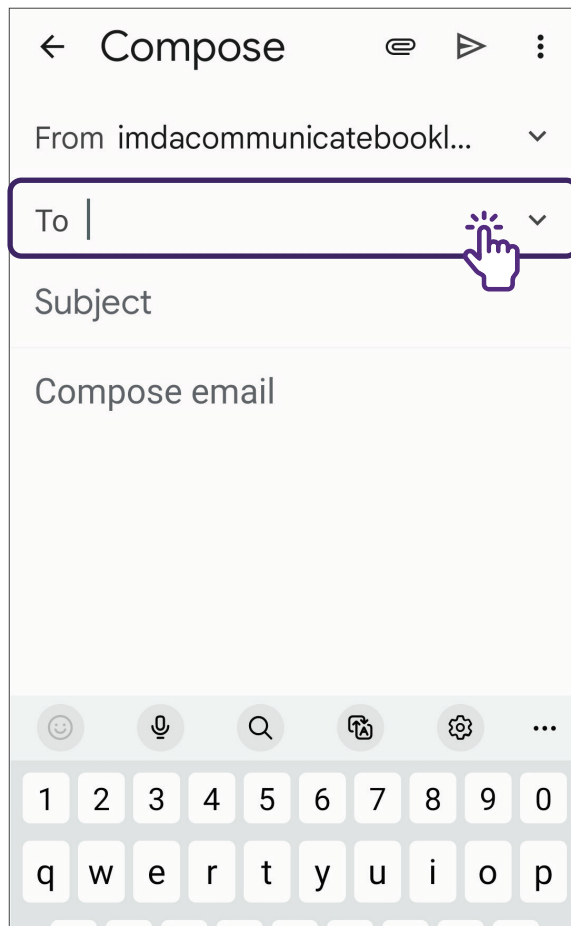


Common Steps to Use an Email App

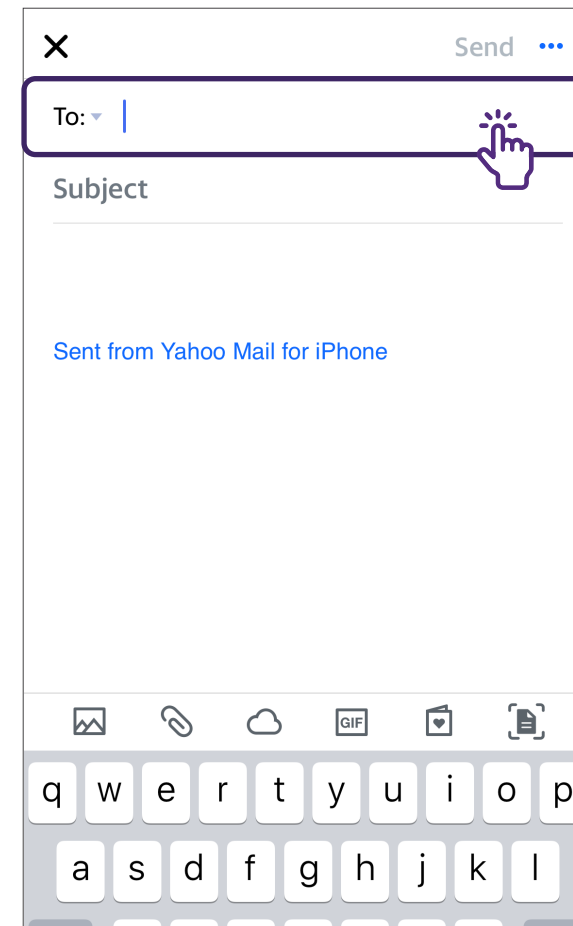
Compose an Email

- 2 Enter the recipient's email address in the "To" or "Cc/Bcc" field. If there are multiple recipients, use commas to separate them.

Gmail



Yahoo Mail



Note: Recipients in the "To" field can see the Cc'd recipients, while recipients in the "Cc" field won't be able to see Bcc'd recipients.

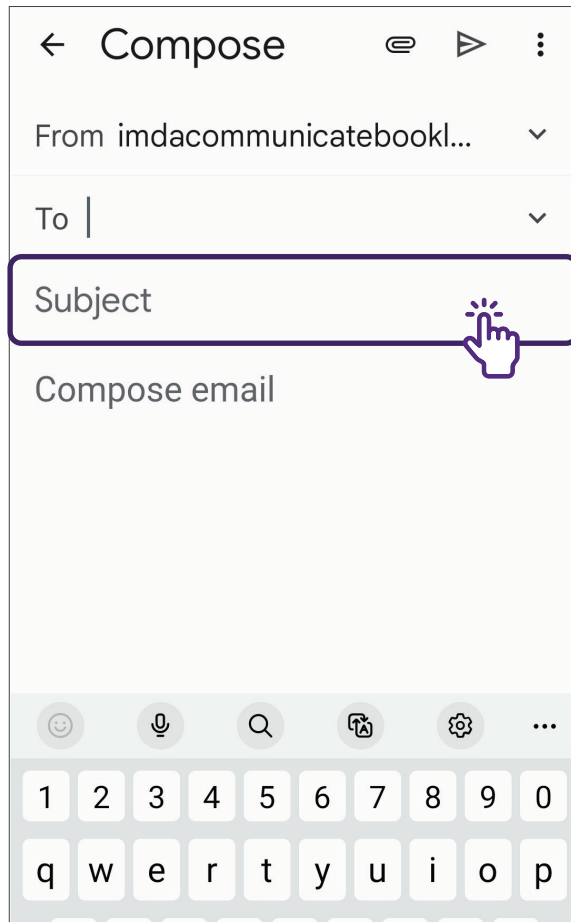


Common Steps to Use an Email App

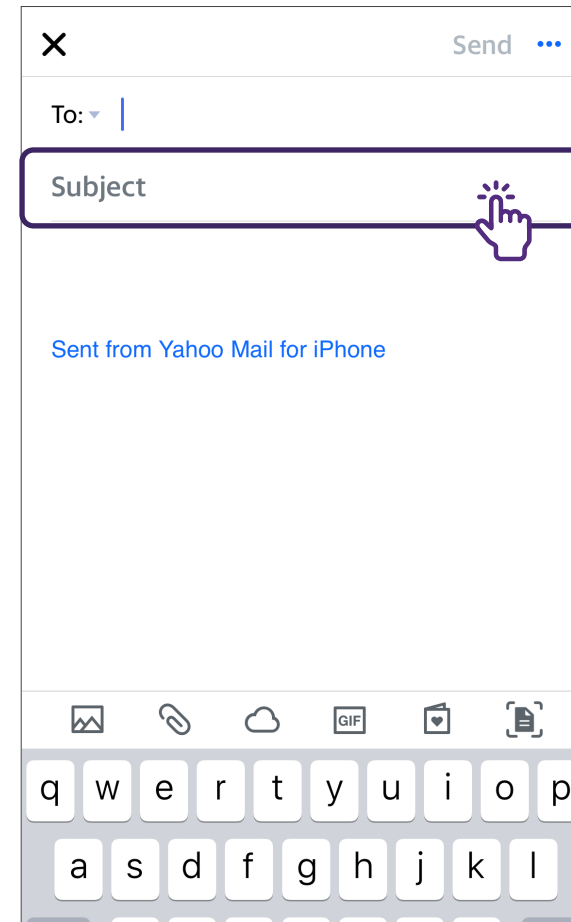
Compose an Email

- 3 Enter the "Subject". The subject line gives a summary of the email's contents.

Gmail



Yahoo Mail



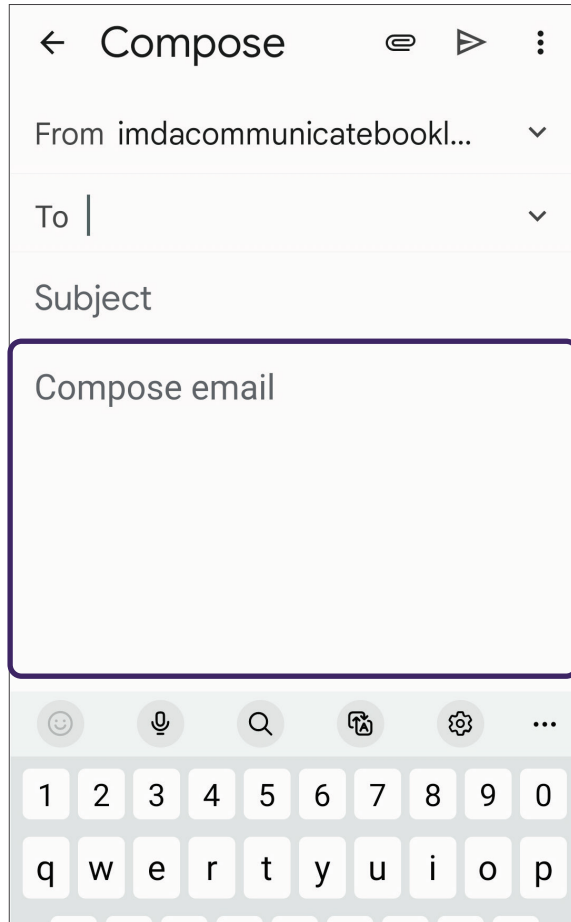


Common Steps to Use an Email App

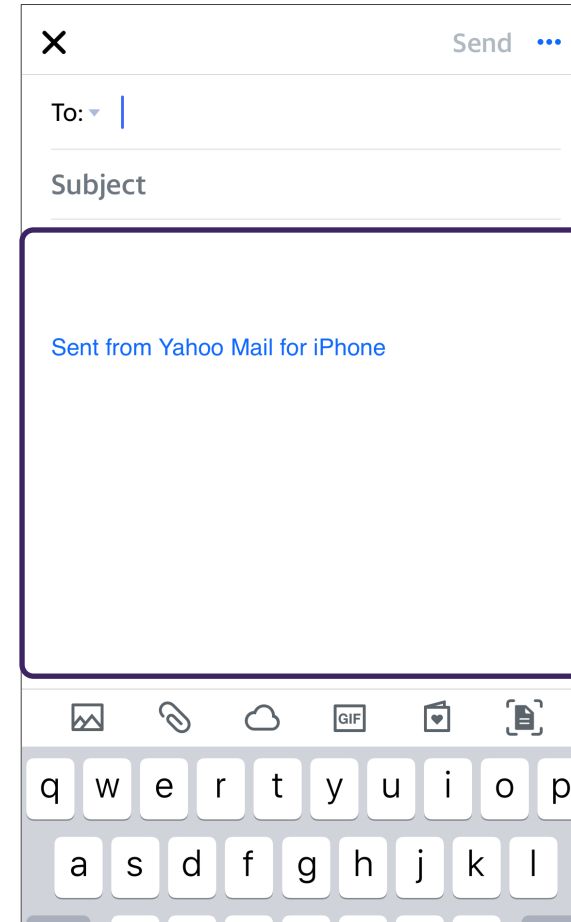
Compose an Email

4 Input text to draft your email.

Gmail



Yahoo Mail



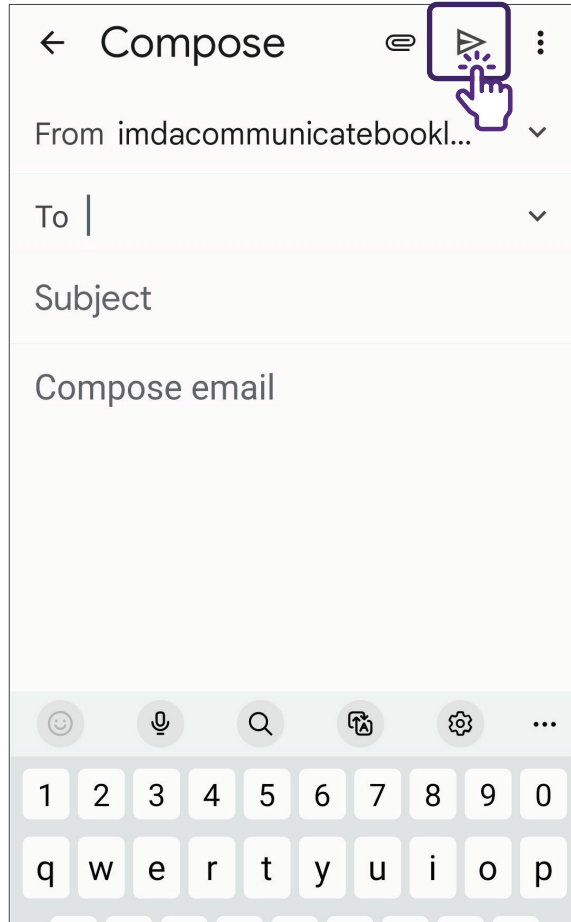


Common Steps to Use an Email App

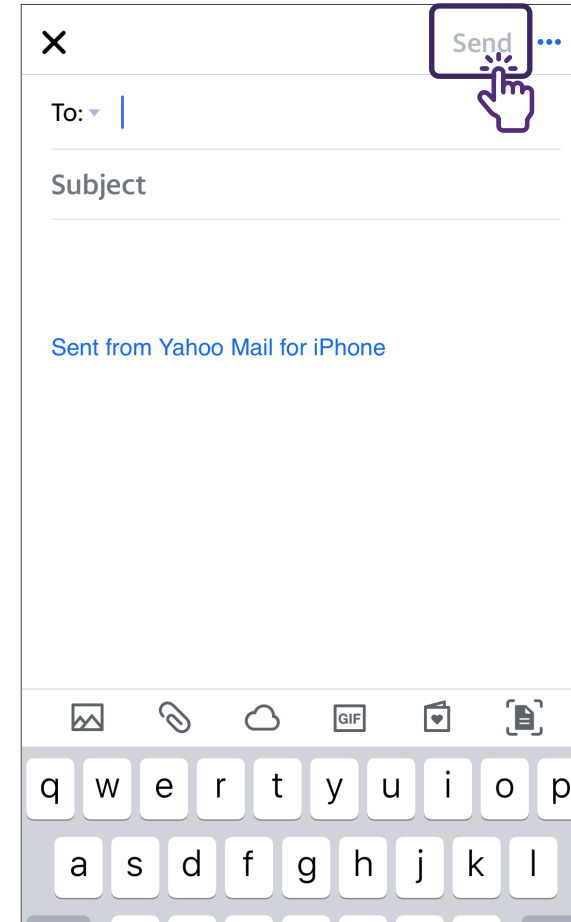
Compose an Email

5 Tap on send   icon to email the recipient(s).

Gmail



Yahoo Mail

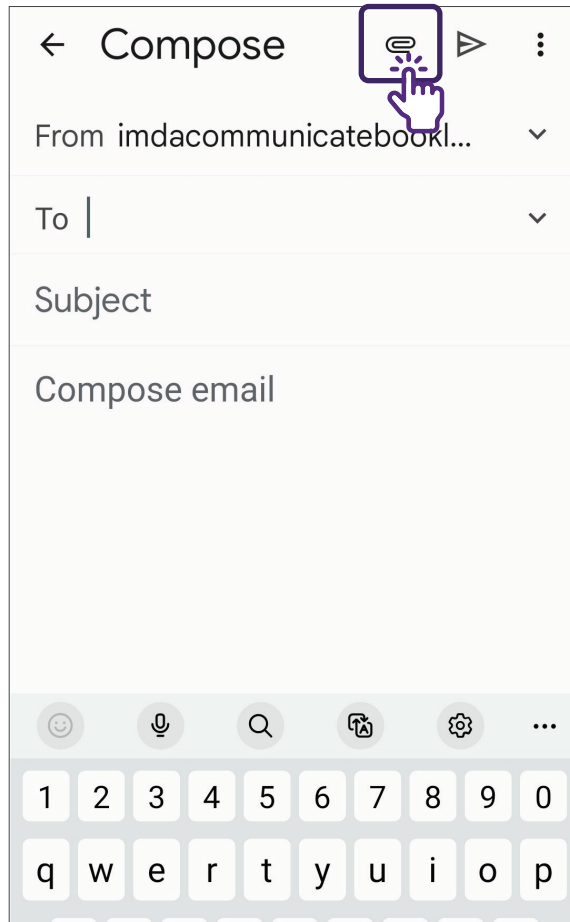


Common Steps to Use an Email App

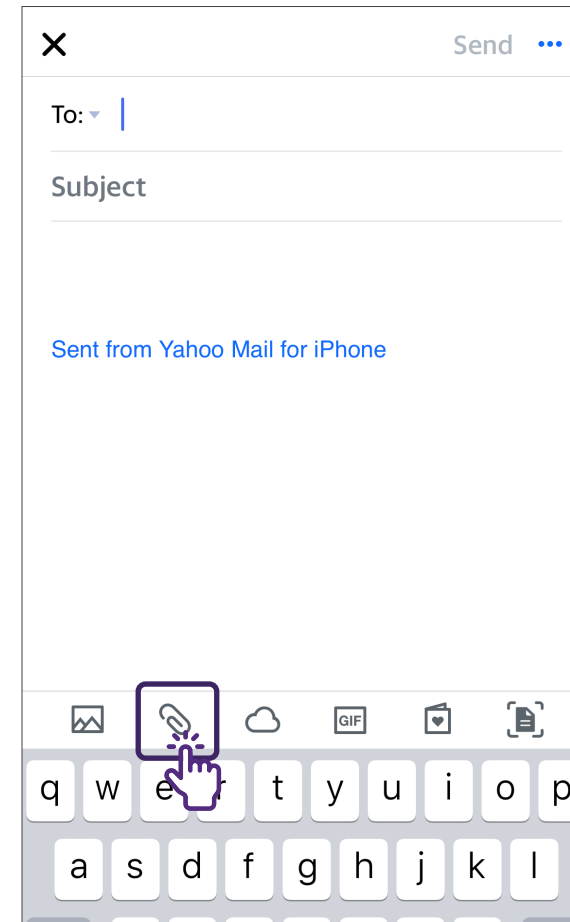
Insert Attachments

- 1 Tap on  icon to attach images, videos and/or documents.

Gmail



Yahoo Mail

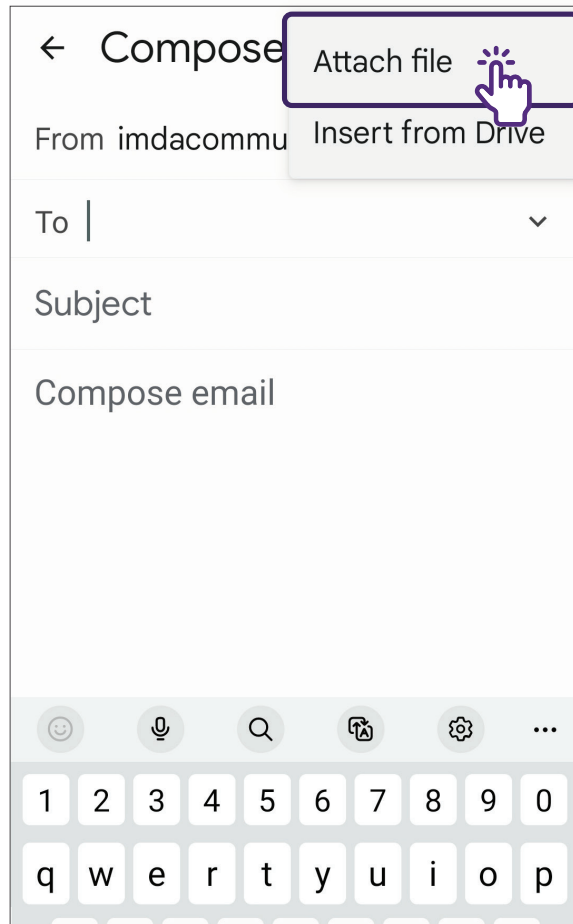




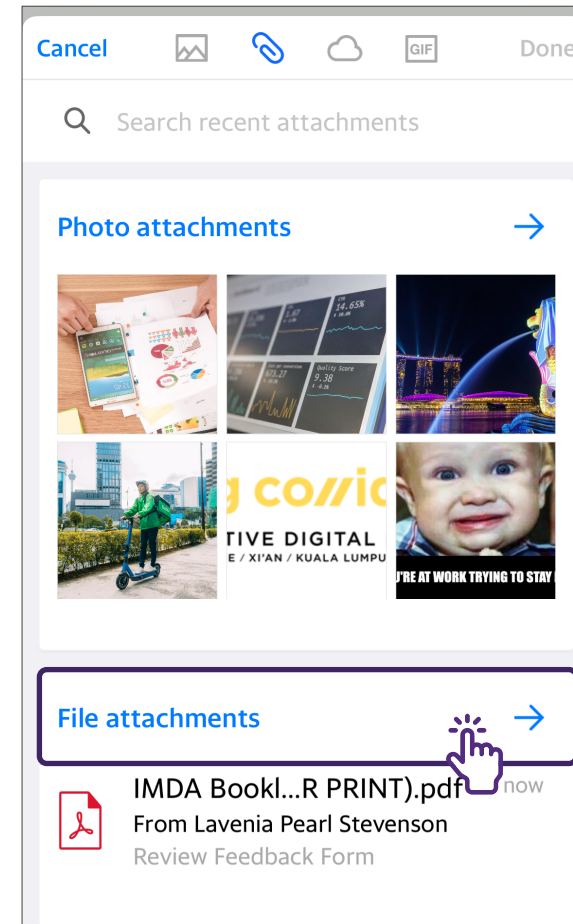
Common Steps to Use an Email App Insert Attachments

2 Tap on "Attach file" or "File attachments".

Gmail



Yahoo Mail

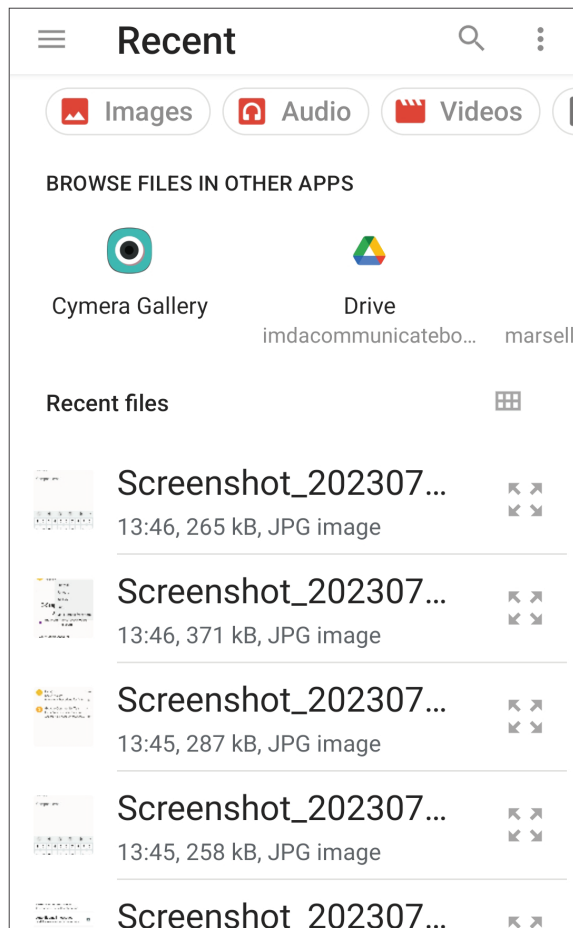




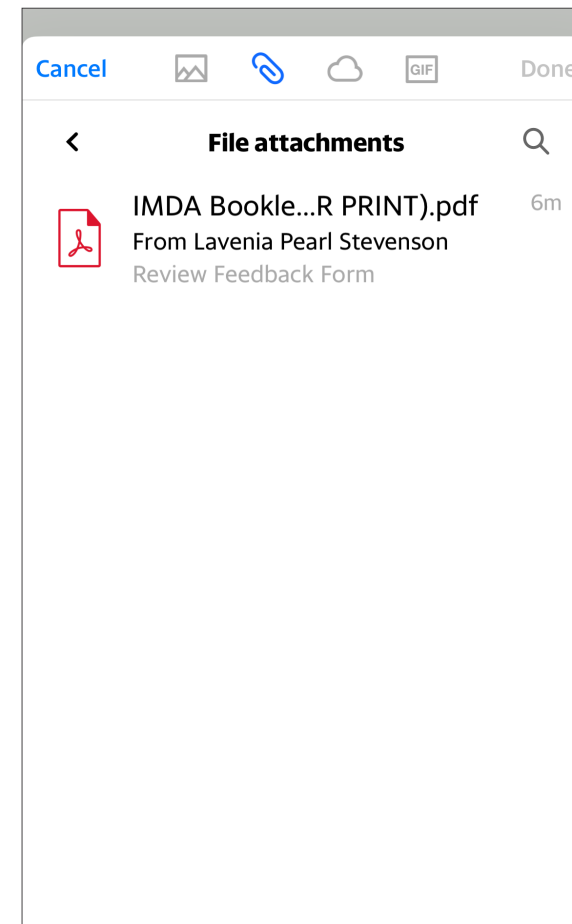
Common Steps to Use an Email App Insert Attachments

3 Select the file(s) you wish to attach.

Gmail



Yahoo Mail



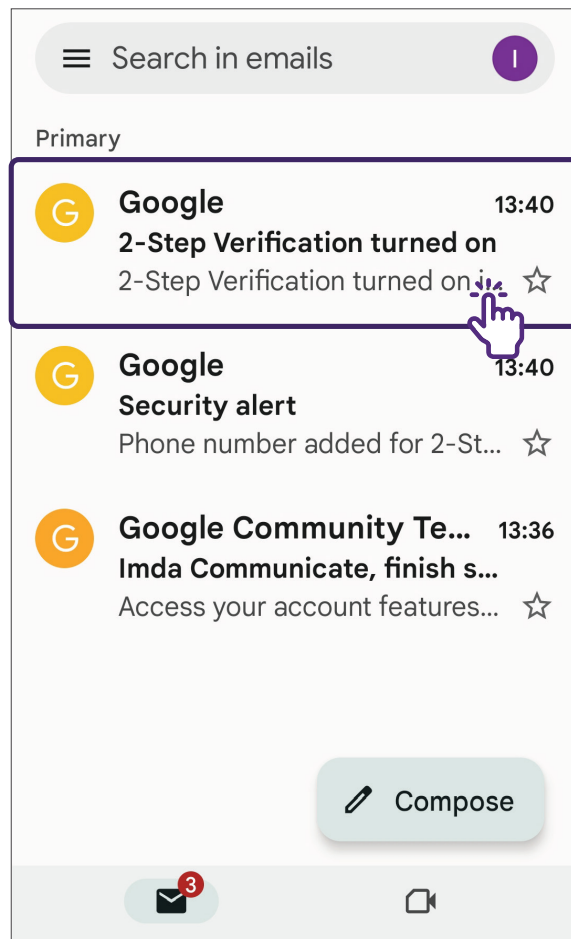


Common Steps to Use an Email App

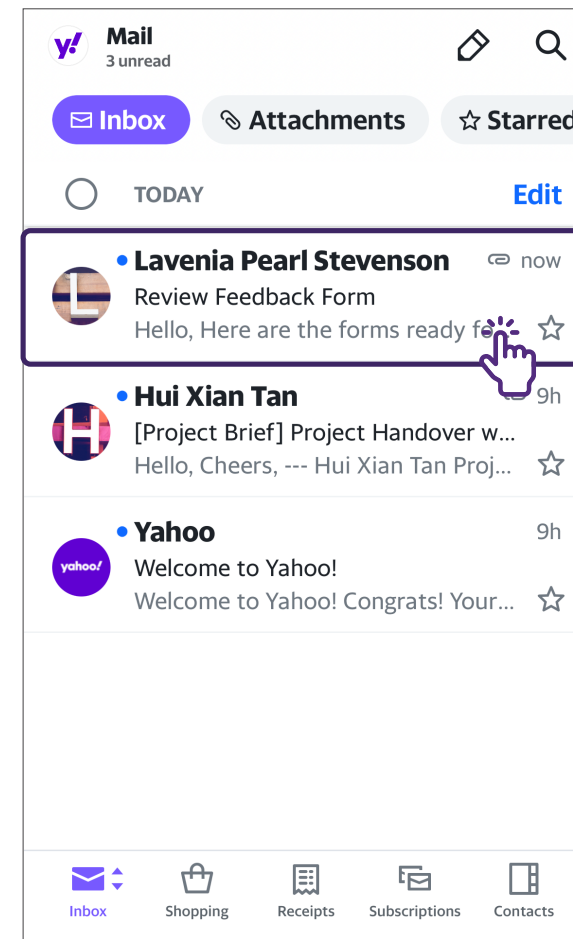
Reply, Forward or Delete an Email

1 Tap on the subject of an email to open and read it. Unread emails are displayed in bold font.

Gmail



Yahoo Mail

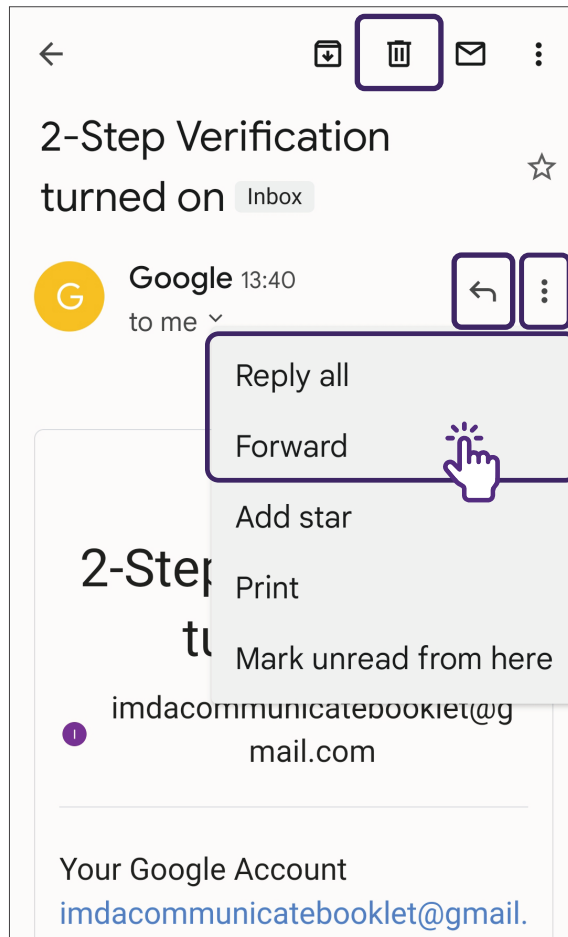




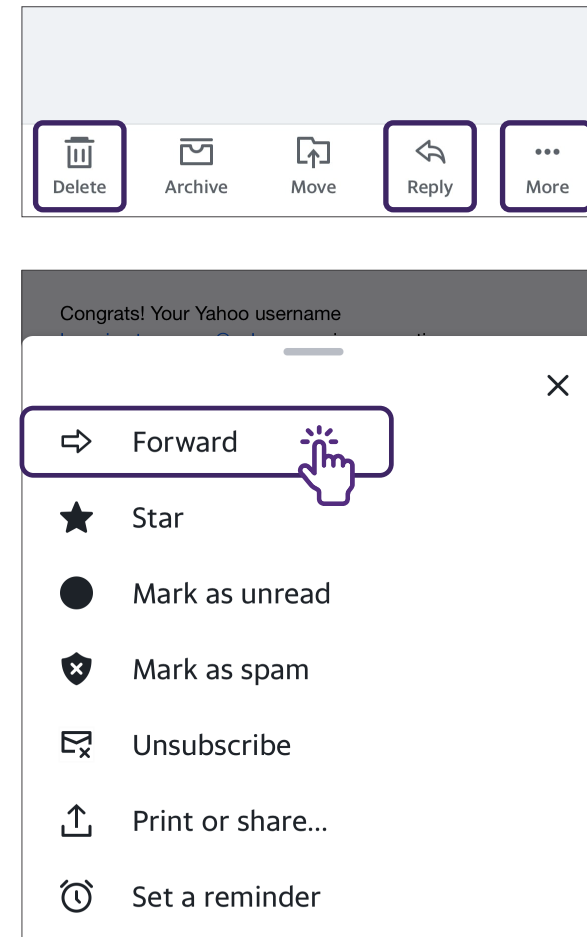
Common Steps to Use an Email App Reply, Forward or Delete an Email

2 Tap on the menu icon for more options.

Gmail



Yahoo Mail





Common Steps to Use an Email App

Reply, Forward or Delete an Email

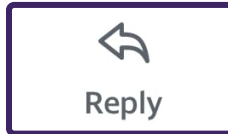
Gmail

Yahoo Mail

In the email,



Tap this icon to reply only to the sender.



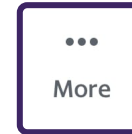
In the email,

Tap this icon to reply only to the sender.



Tap this icon and select options from the drop-down menu such as:

- Reply all
- Forward



Tap this icon and select options from the drop-down menu such as:

- Reply all
- Forward



Tap this icon to delete the email.



Tap this icon to delete the email.

Step-by-step Guide to use Gmail



Create a Google Account

1 Launch Gmail



Download "**Gmail**" from Apple App Store or Google Play Store and launch it.

2 Create Account

Launch the Gmail app and tap on "**Create account**". Select "**For myself**".

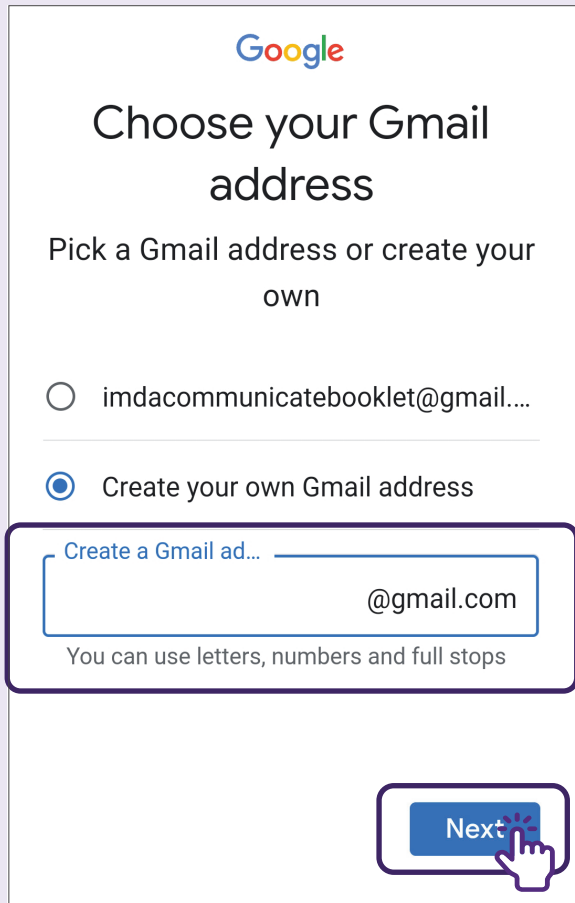
3 Enter Your Name

Enter your name and tap "**Next**".

4 Enter Basic Information

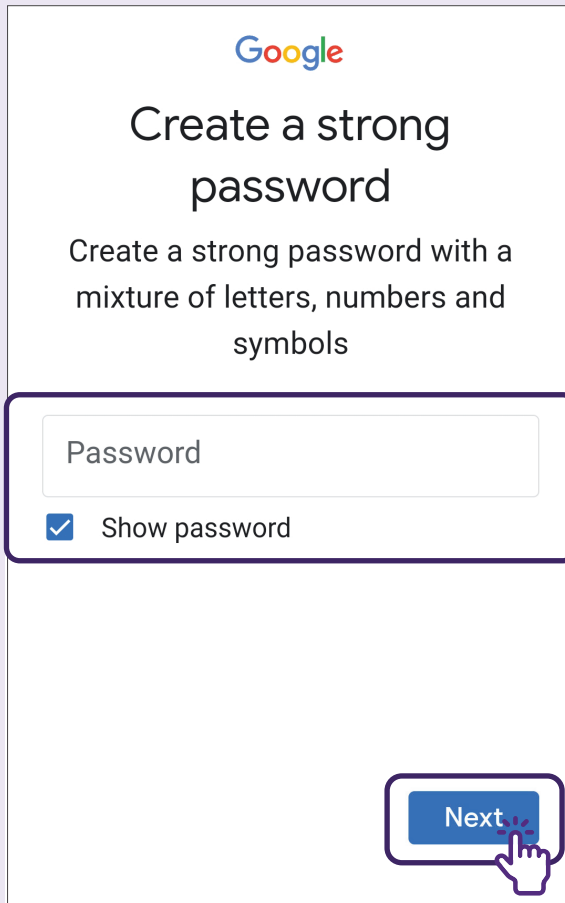
Enter your basic information and tap "**Next**".

5 Create Gmail Address



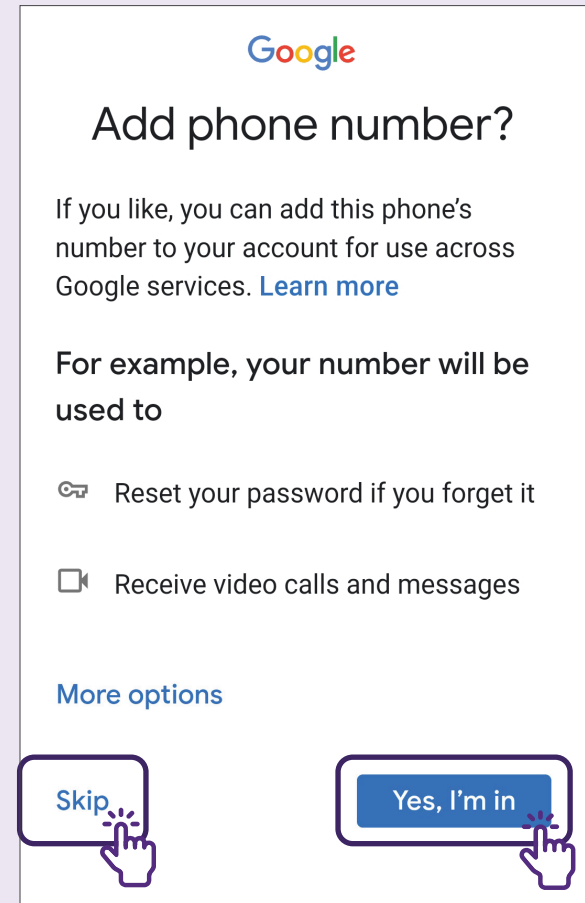
You can select a suggested Gmail address or create your own, then tap **"Next"**.

6 Create Password



Create a strong password and tap **"Next"**.

7 Add Phone Number



Tap **"Yes, I'm in"** to add a phone number, or tap **"Skip"** if you do not wish to add one.

8

Review Your Account



Review your account info

You can use this email address to sign in later



Review your account info and tap **"Next"**.

9

Read Privacy and Terms



Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

You are also agreeing to the [Google Play Terms of Service](#) to enable discovery and management of apps.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

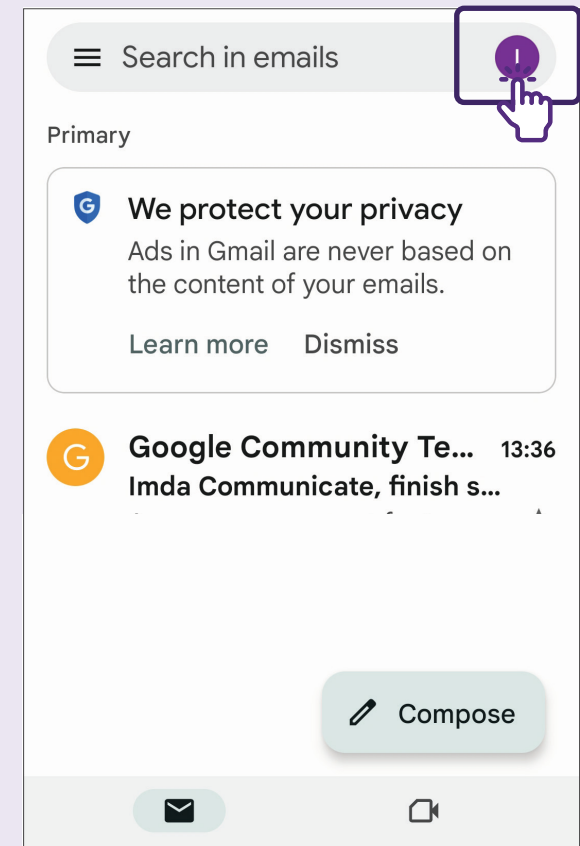
Data that we process when you use Google



Read through the Privacy and Terms and tap **"I agree"**.

10

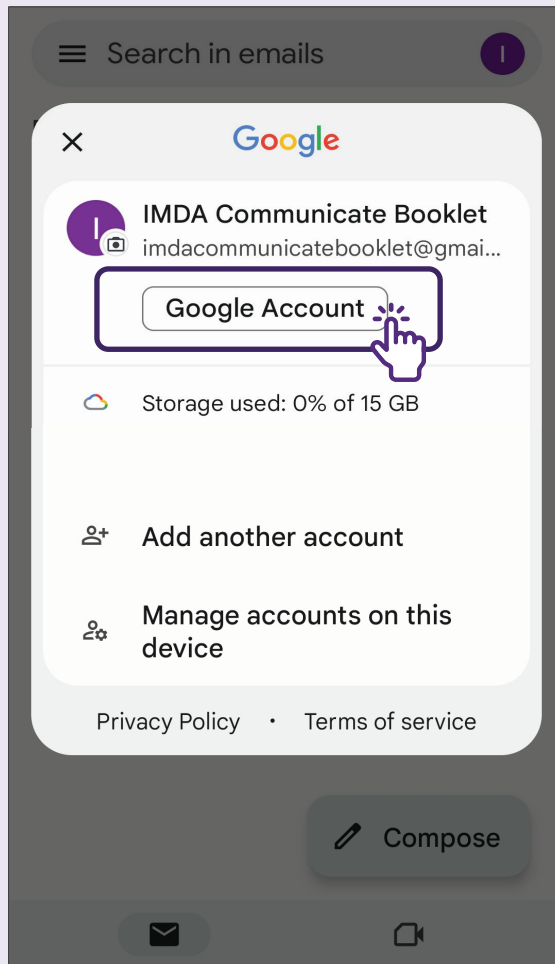
Set up Account



You will be directed to the Inbox. Tap on your account at the top right-hand corner to set up the account.

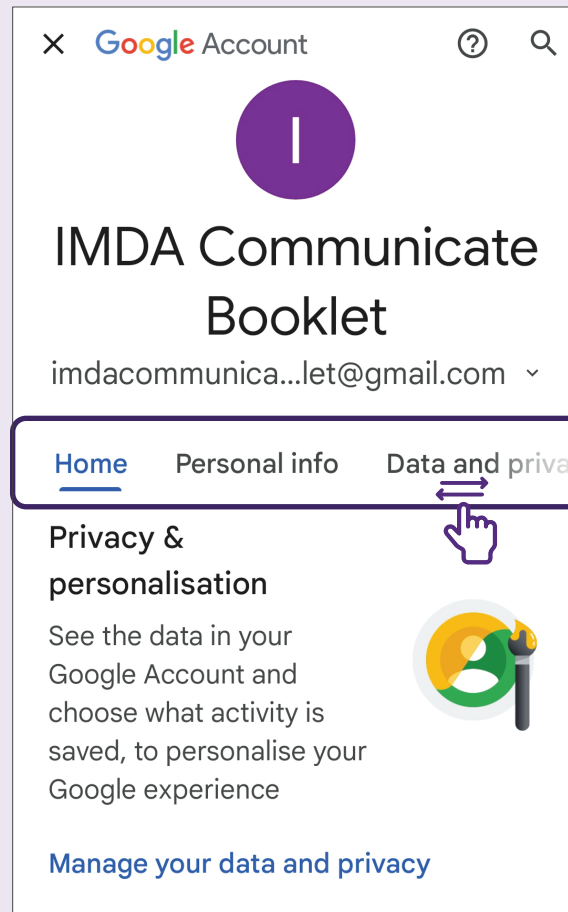
Set up Google Account

1 Select Google Account



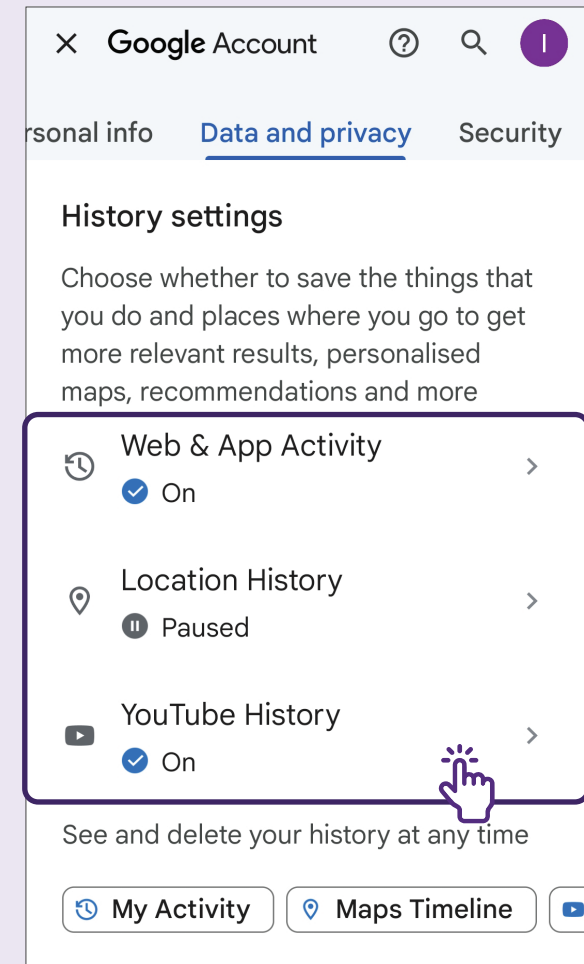
Tap on "Google Account".

2 Manage Settings



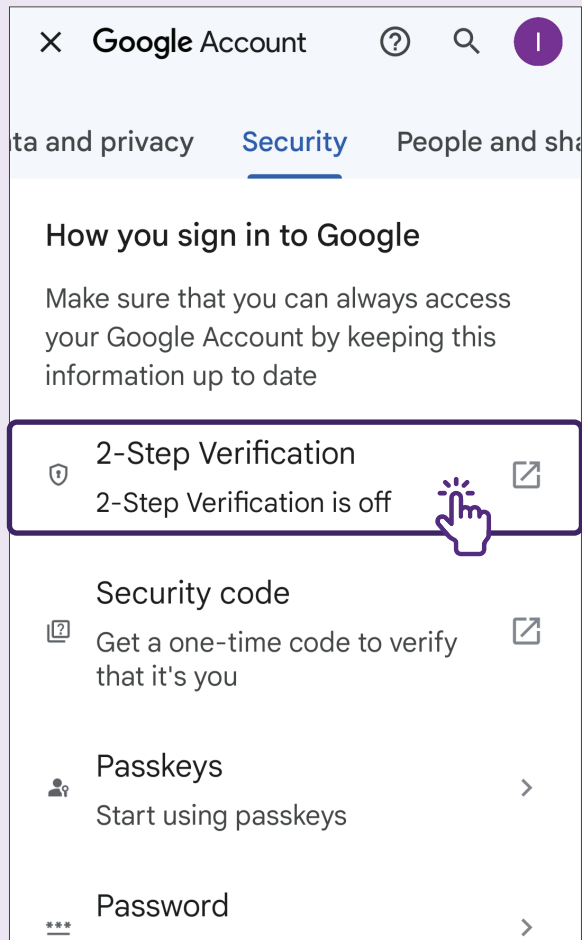
Swipe left or right to navigate between the tabs and manage the settings.

3 Set Preferences



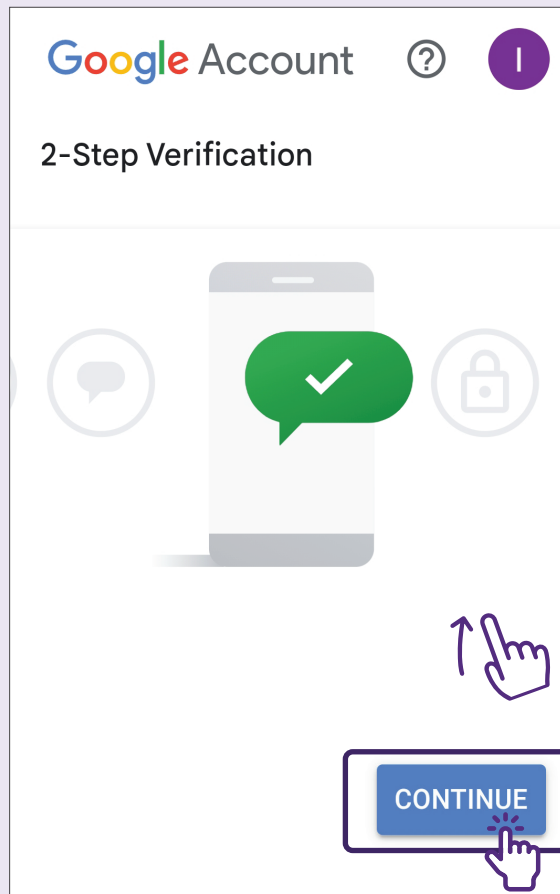
Adjust your preferred settings according to your preferences.

4 Select 2-Step Verification



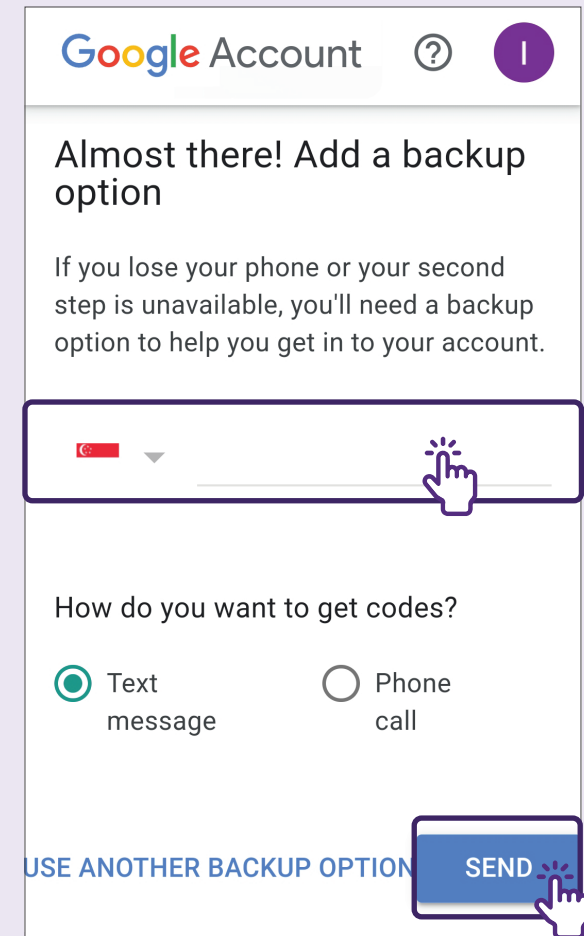
Under the **"Security"** tab, select **"2-Step Verification"**.

5 Set up 2-Step Verification



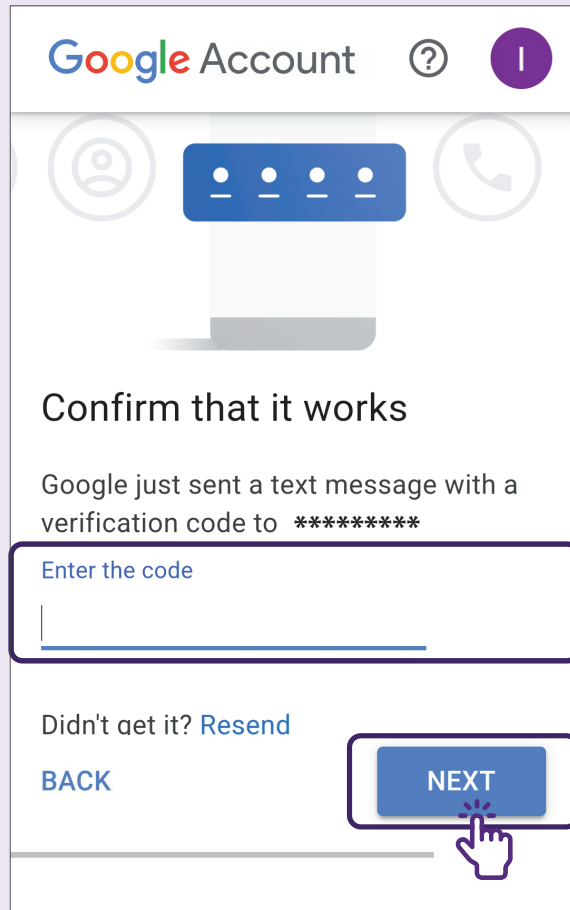
Follow the in-app instructions to set up 2-Step Verification for enhanced security.

6 Enter Phone Number



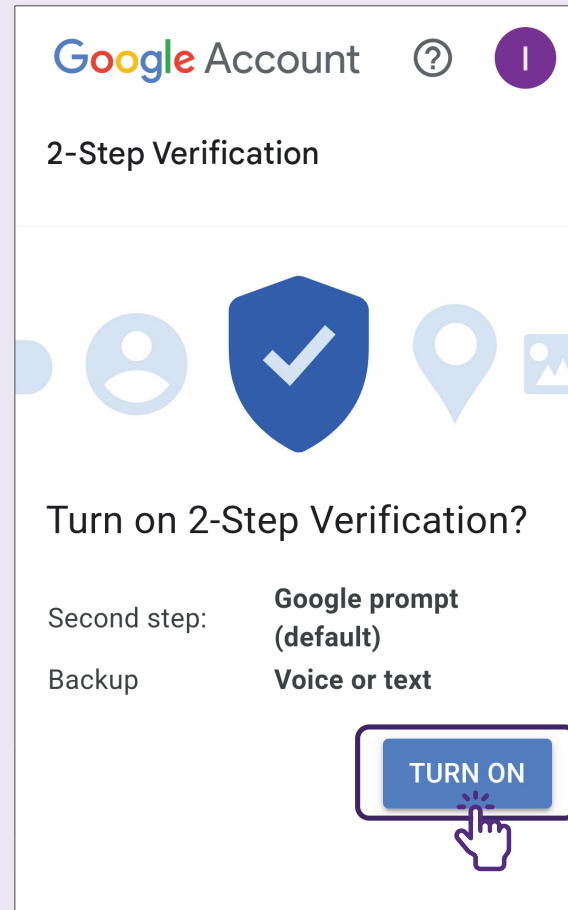
Enter your phone number and tap **"Send"**.

7 Verify Phone Number



To verify the phone number, Google will send a verification code. Enter the code and tap "Next".

8 Turn on 2-Step Verification





Sign in to Gmail App

1 Sign in to Gmail

Input your Gmail address and then tap **"Next"**.

2 Enter Password

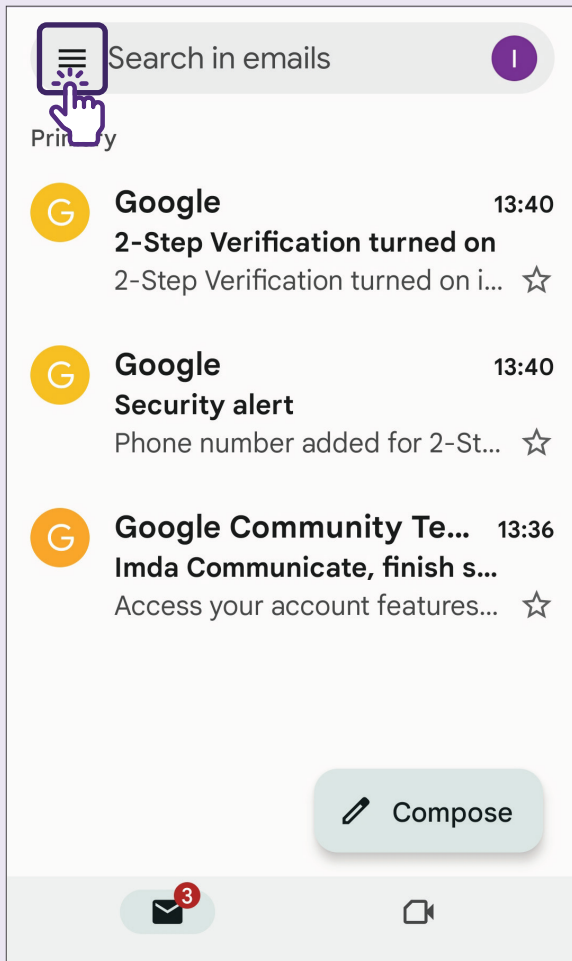
Enter your password and tap **"Next"**.

3 View Gmail Inbox

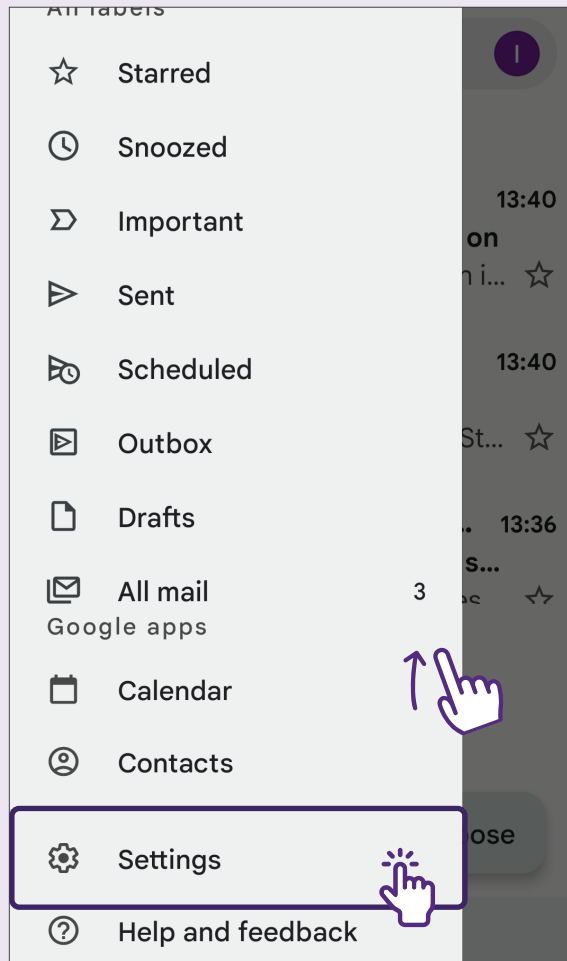
Gmail Inbox will be displayed.

Manage Gmail Settings

1 Tap on the Menu

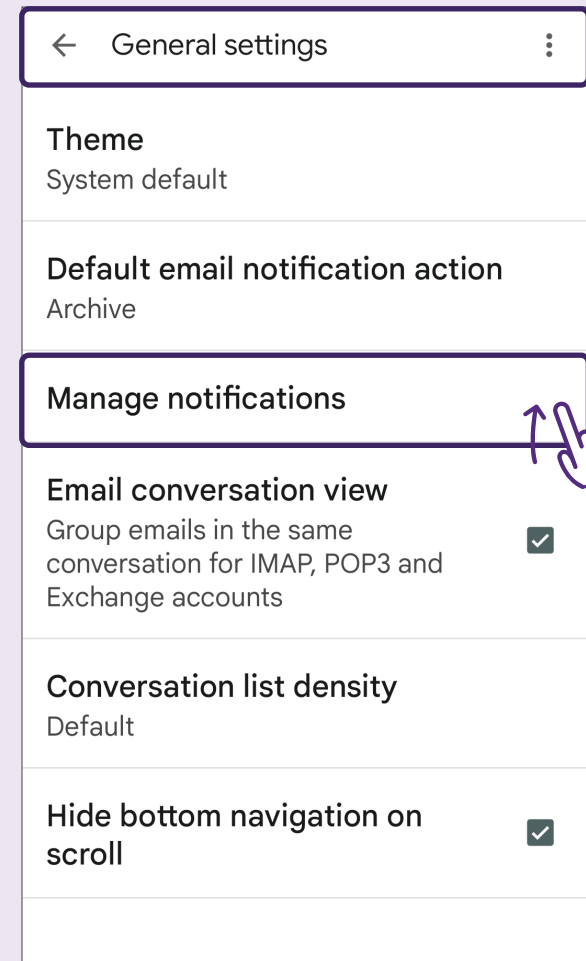


2 Select Settings



Scroll down to **"Settings"**.

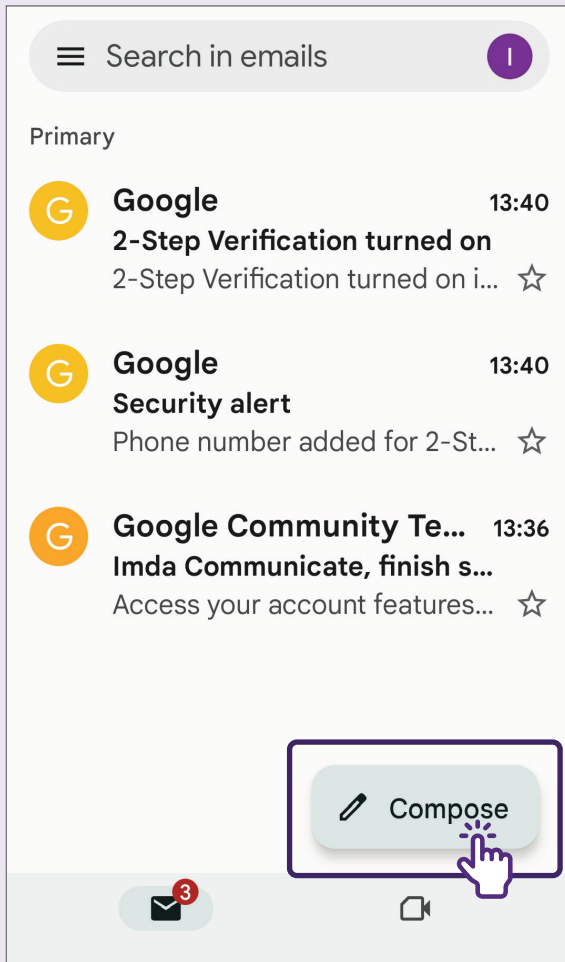
3 Select General Settings



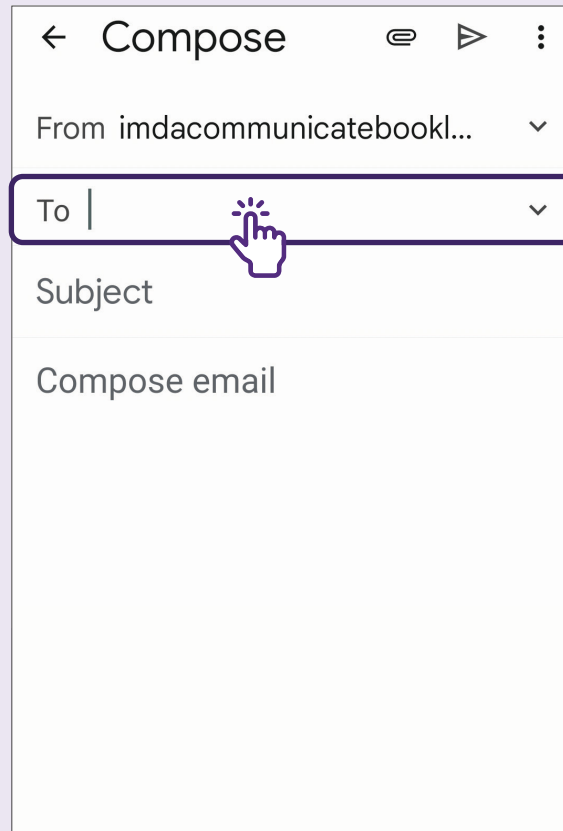
Scroll through the options to adjust and set your preferred settings.

Compose an Email

1 Tap on Compose

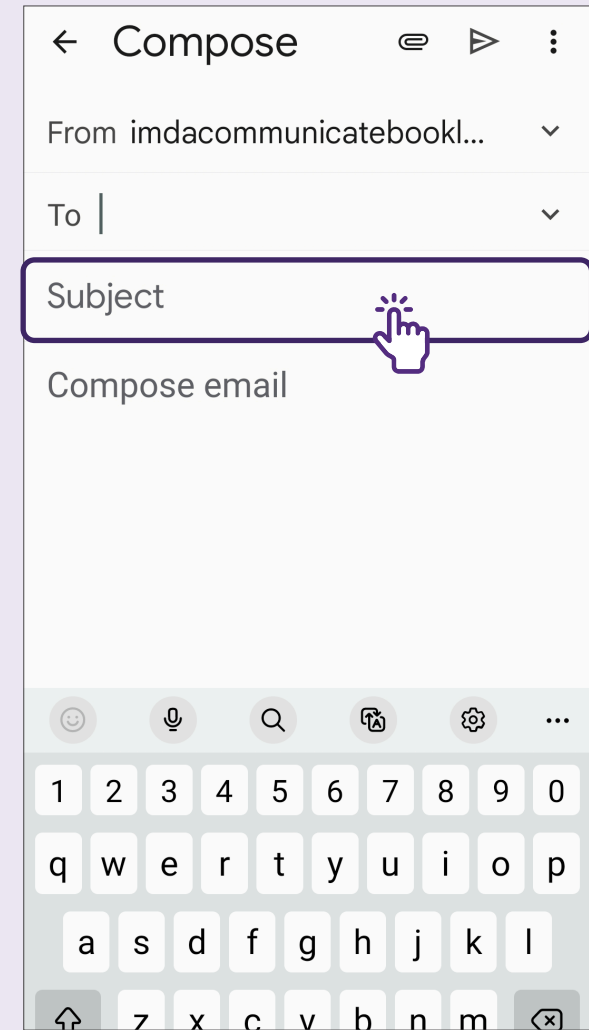


2 Enter Recipient's Email Address

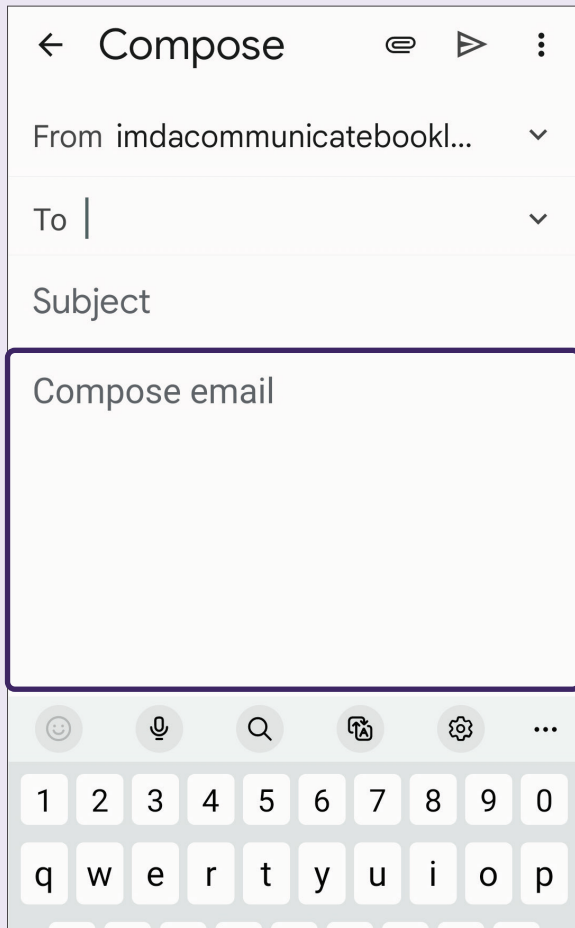


Enter the recipient's email address in the "To" or "Cc/Bcc" field. If there are multiple email recipients, separate them using commas.

3 Enter Subject

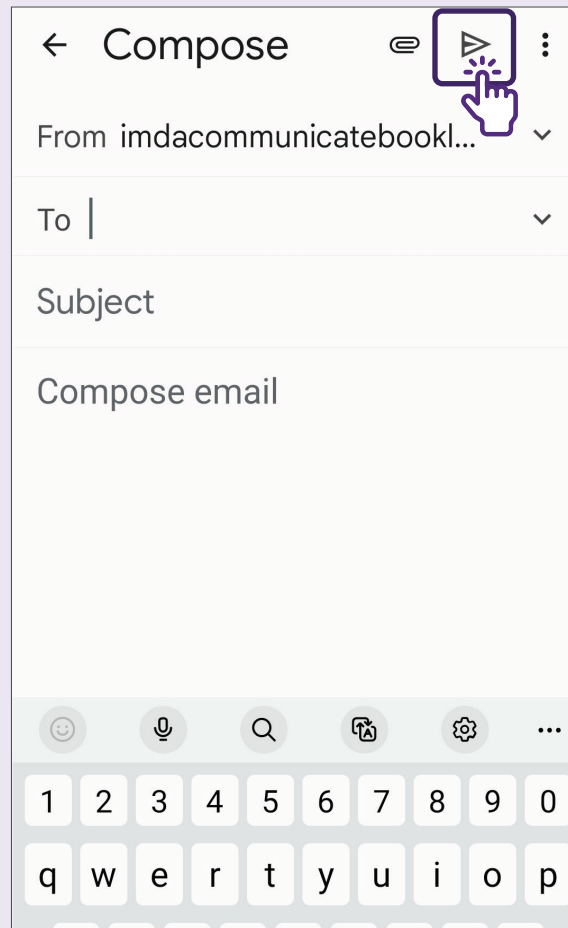


4 Input Text



Input text to draft your email.

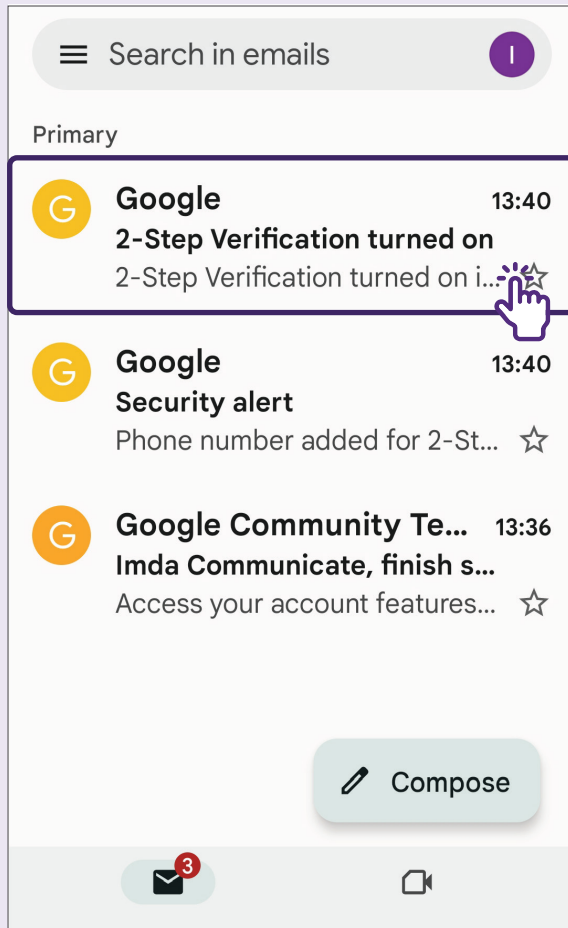
5 Send Email



Tap on **"Send"** icon to email the recipient(s).

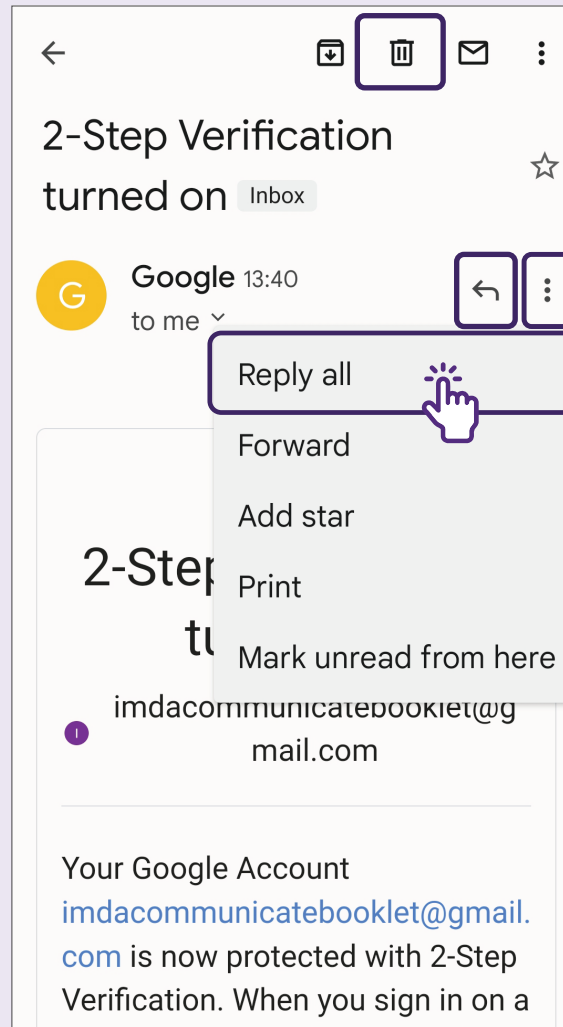
Reply, Forward or Delete an Email

1 Choose an Email



Tap on the subject of an email to open and read it. Unread emails will be displayed in bold text.

2 Reply/Forward/Delete Email



In the email,



Tap this icon to reply only to the sender.



Tap this icon and select options from the drop-down menu such as:

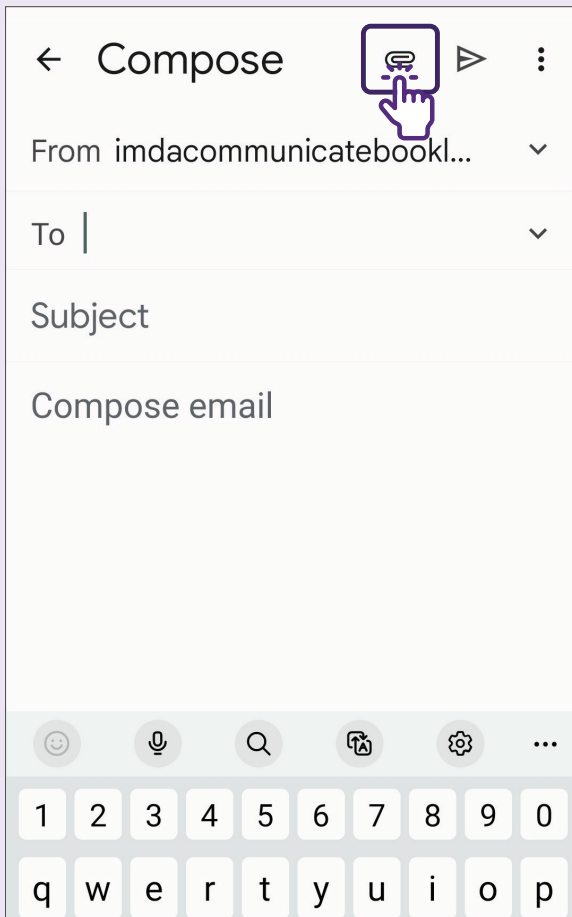
- Reply all
- Forward



Tap this icon to delete the email.

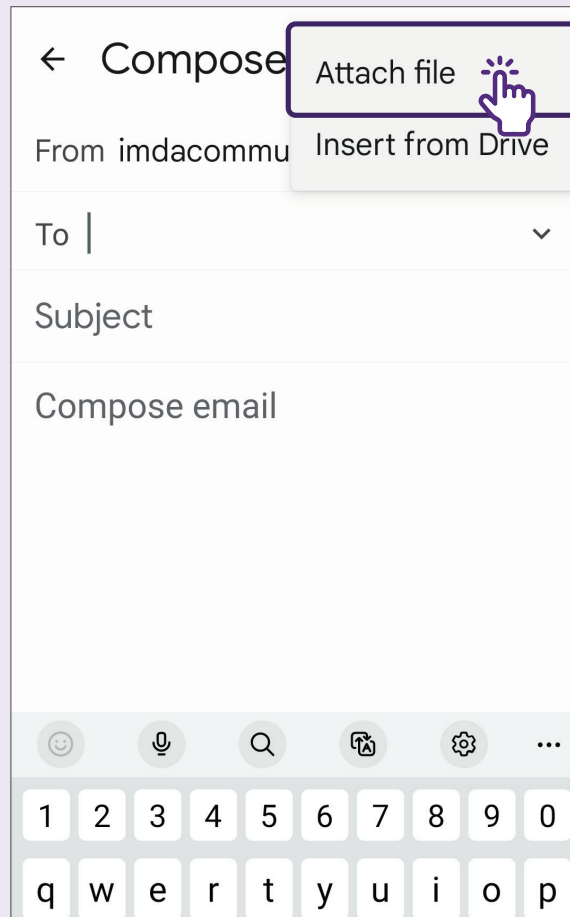
Insert Attachments

1 Insert an Attachment

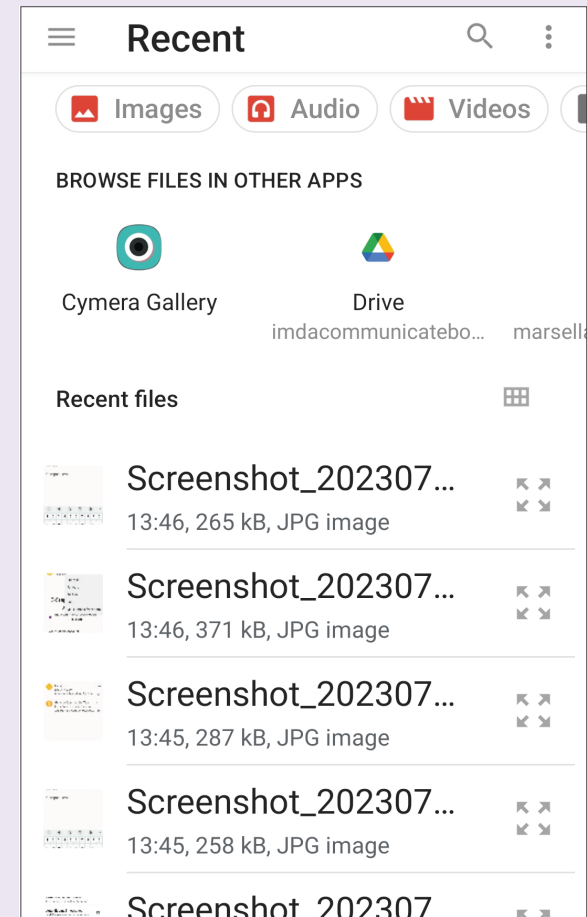


Tap on the **"Paperclip"** icon to attach images, videos, and/or documents to your email.

2 Tap on Attach file



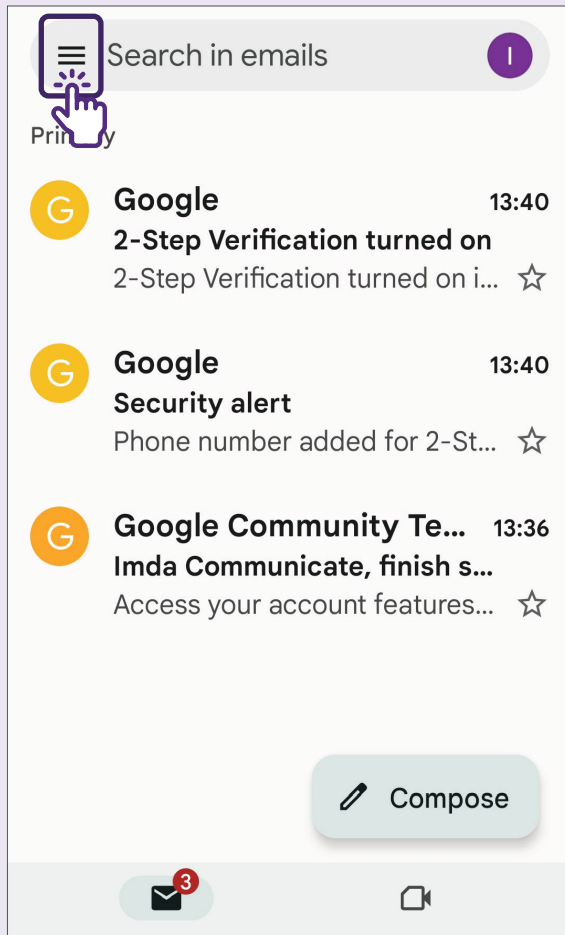
3 Select File(s) to Attach



Select the file(s) you wish to attach.

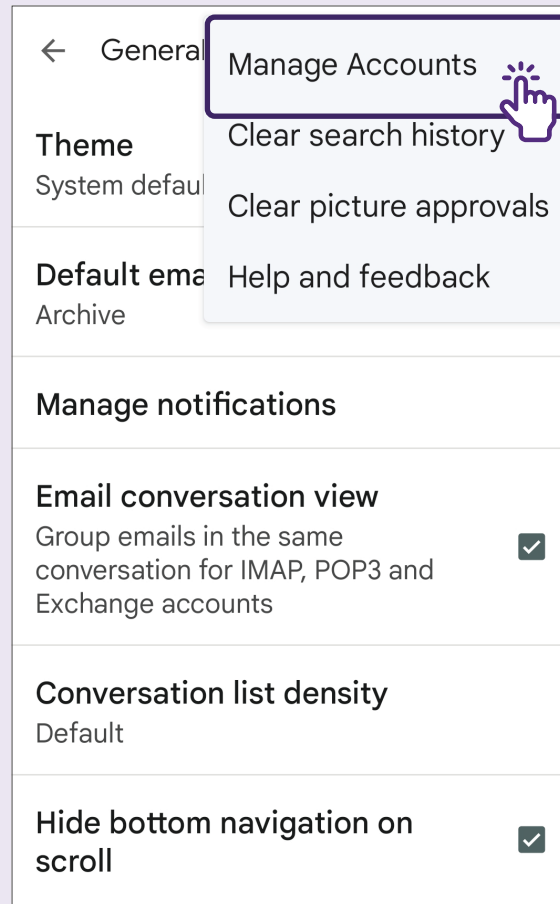
Disable or Delete a Google Account

1 Tap on the Menu



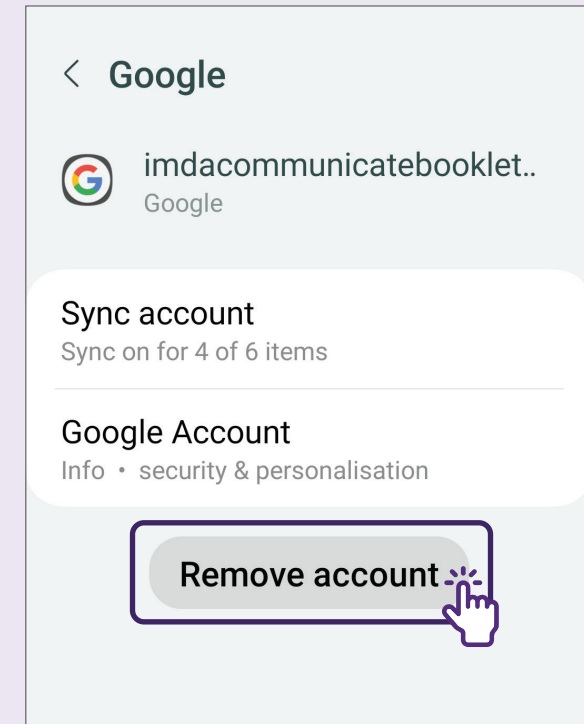
Tap the "Menu" icon, then select "General Settings".

2 Tap on Manage Accounts



Tap the three-dot icon in the top right-hand corner, then select "Manage Accounts".

3 Remove Account



Tap "Remove account" if you no longer need the account.

Note: Carefully read the notes and ensure you have backed up data, as once the account is removed, all data will be lost.

**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



**Scan QR code to
visit the Digital for
Life Portal.**

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