Email

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

Content

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.

DSL

Be Safe, Smart & Kind Online
Safeguard against cyber threats; Protect personal information; Develop a positive online presence.

Explore Information Online
Search, view and retrieve information online.

Communicate Online
Connect with others online.

Transact Online
Carry out online transactions.

Set up & Use Smart Devices
Set up and operate the basic hardware and software functions of your mobile device.

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.
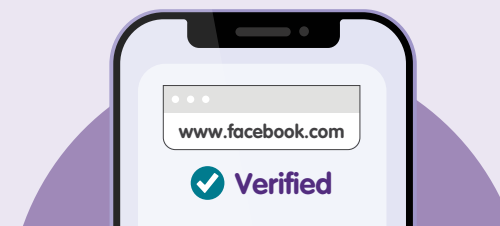
Cyber Security Tips

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

Enable two-factor (2FA) authentication for added security.
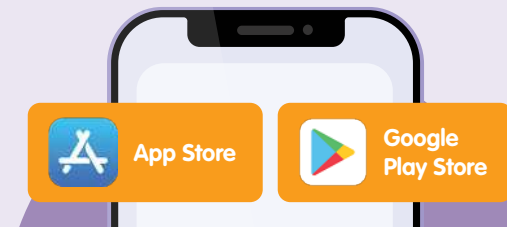
Do not share personal or financial details, passwords or one-time password (OTP) with anyone.

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

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.

Gmail

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.
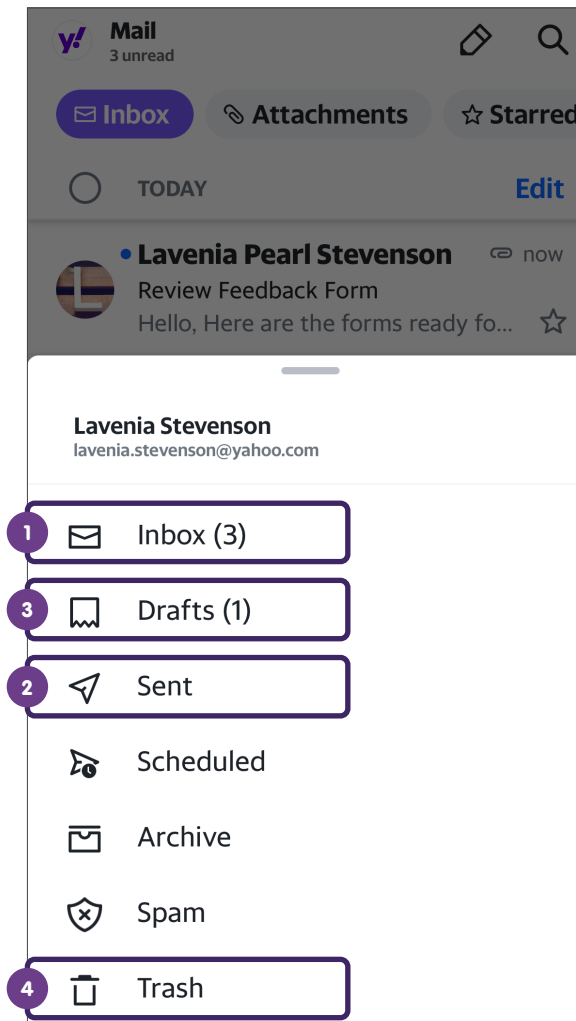
- Know how to install an app on the mobile device.

Common Features Across Different Email Apps
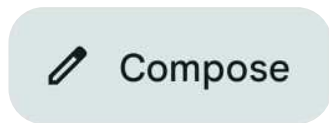
Gmail
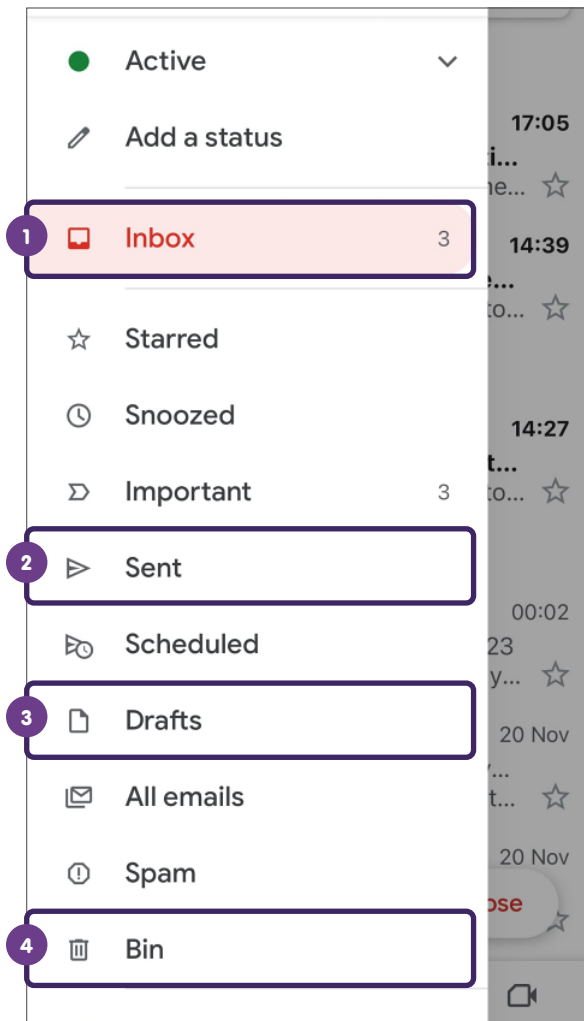
Yahoo Mail

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

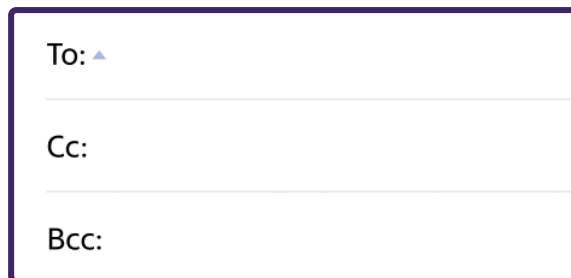# Common Features Across Different Email Apps

Gmail   **Yahoo Mail**

✏ Compose   ✏

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

Send Icon
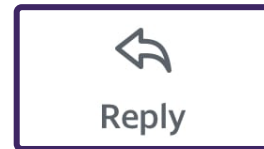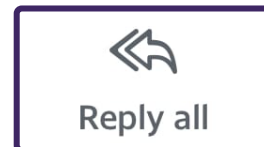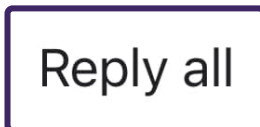Send the email.

7

Common Features Across Different Email Apps

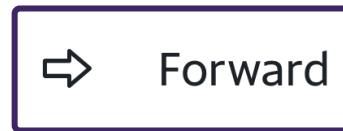| Gmail	Yahoo Mail	
		Paperclip Icon Attach files, such as images, videos, or documents, to the email.
← Reply	↰ Reply	**Reply Icon** Respond only to the sender of the email.
Reply all	⇇ Reply all	**Reply All Icon** Respond to both the sender of the email and all recipients who received the email.

8

Common Features Across Different Email Apps

Gmail	Yahoo Mail	
→ Forward	⇨ Forward	**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

Common Steps to Use an Email App
Compose an Email

1 **Tap on "Compose".**

Gmail

Search in emails

Primary

Google — 13:40
2-Step Verification turned on
2-Step Verification turned on i...

Google — 13:40
Security alert
Phone number added for 2-St...

Google Community Te... — 13:36
Imda Communicate, finish s...
Access your account features...

Compose

Yahoo Mail

Mail
3 unread

Inbox   Attachments   arred

TODAY   Edit

• **Lavenia Pearl Stevenson**   now
Review Feedback Form
Hello, Here are the forms ready fo...

• **Hui Xian Tan**   9h
[Project Brief] Project Handover w...
Hello, Cheers, --- Hui Xian Tan Proj...

• **Yahoo**   9h
Welcome to Yahoo!
Welcome to Yahoo! Congrats! Your...

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.

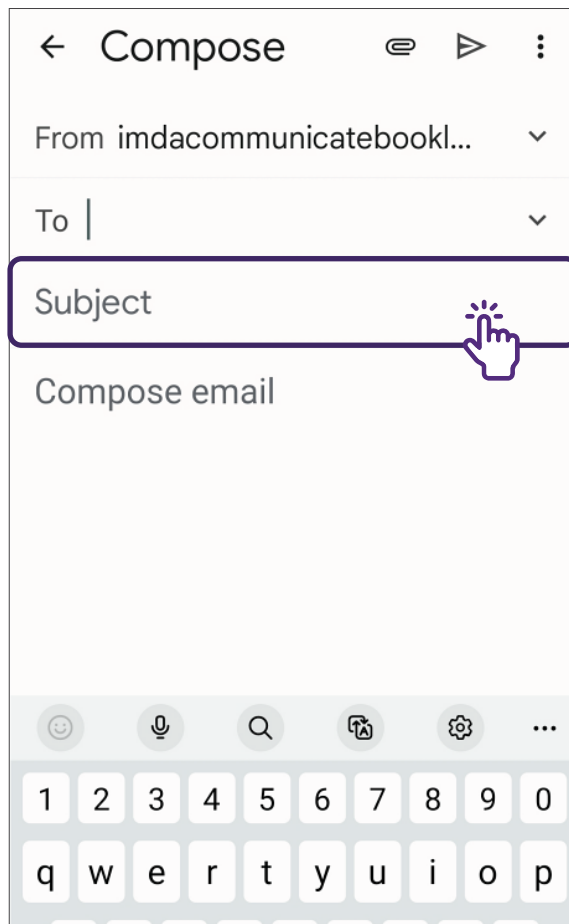**Gmail**
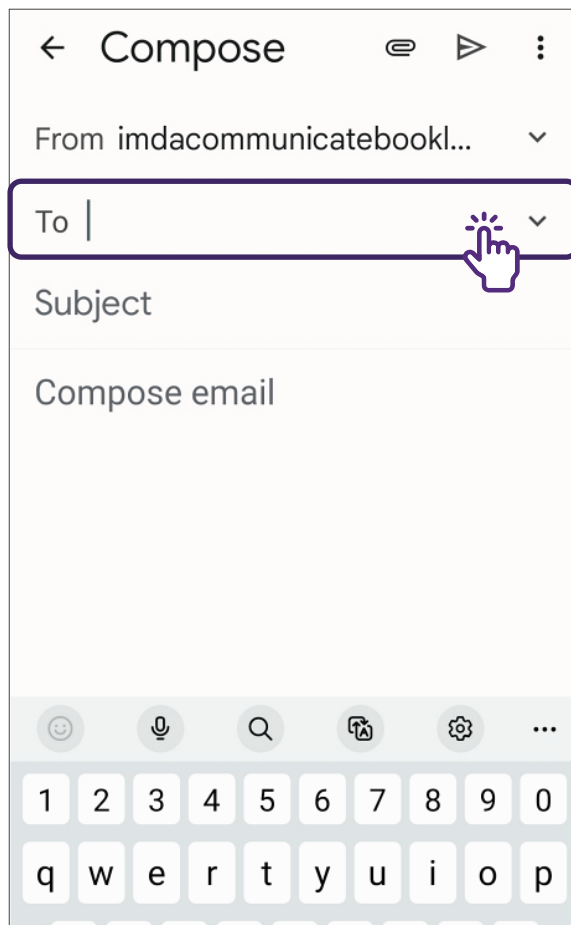
Yahoo Mail
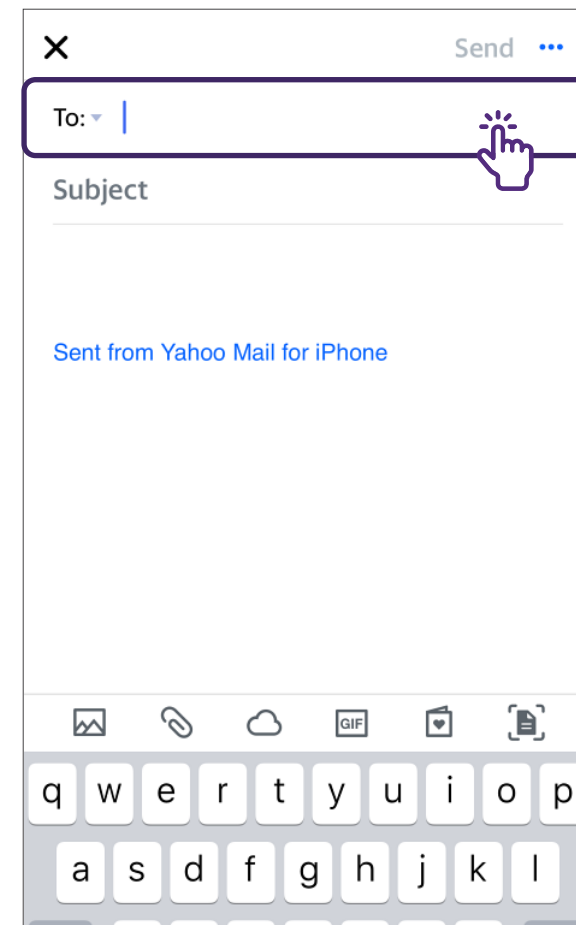
Note: Recipients in the "To" field can see the Cc'd recipients, while recipients in the "To" field won't be able to see Bcc'd recipients.
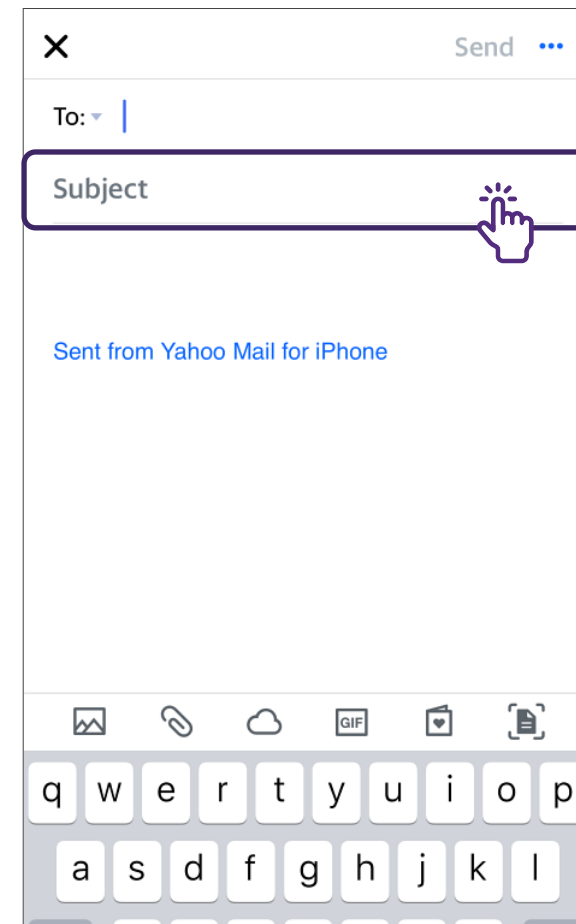
12

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
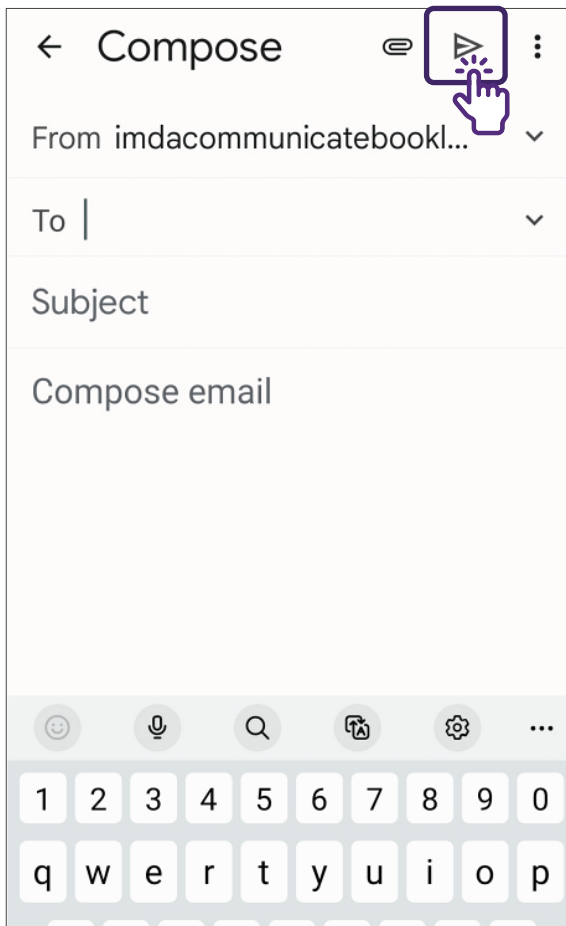
4 Input text to draft your email.

Gmail

Yahoo Mail
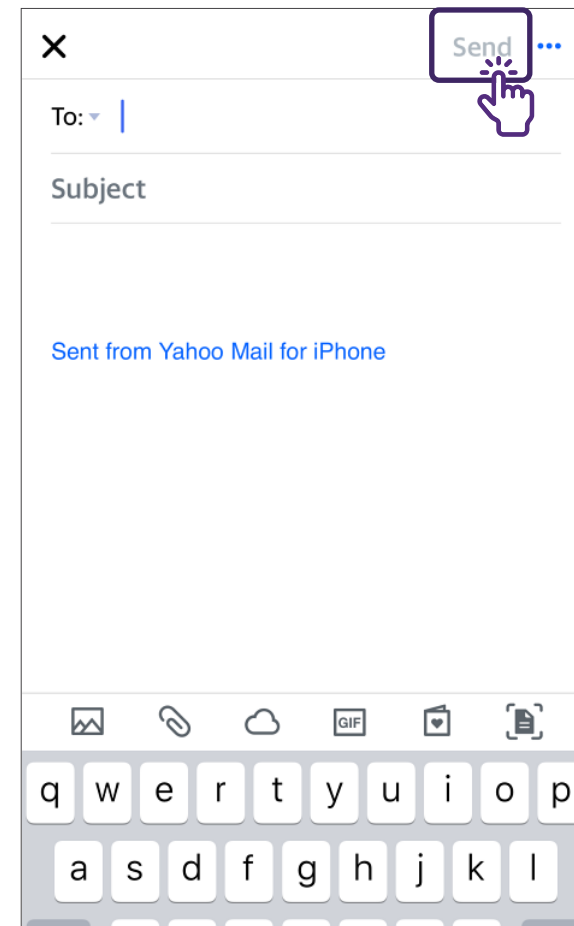

14
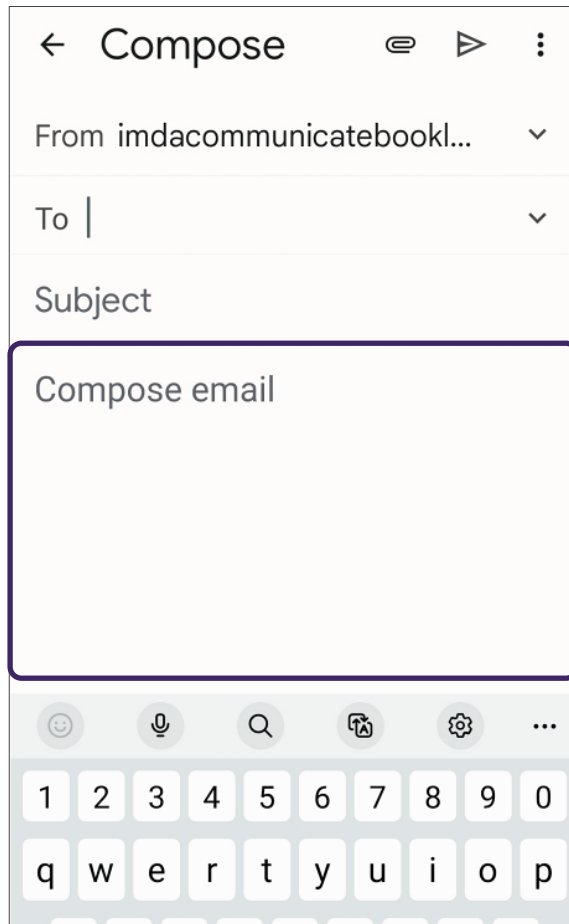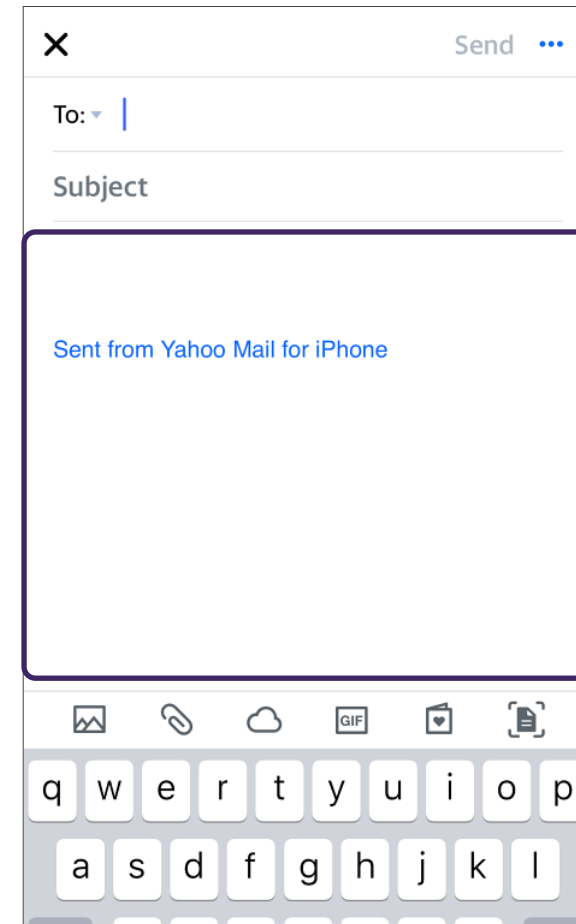
Common Steps to Use an Email App
Compose an Email

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

Gmail

← Compose   📎   ⊳   ⋮

From imdacommunicatebookl... ⌄

To | ⌄

Subject

Compose email

☺ 🎤 🔍 🗛 ⚙ ⋯

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

Yahoo Mail

✕   Send ···

To: ▾ |

Subject

Sent from Yahoo Mail for iPhone

🖼 🔗 ☁ GIF 🗂 📄

q w e r t y u i o p

a s d f g h j k l

Common Steps to Use an Email App
Insert Attachments

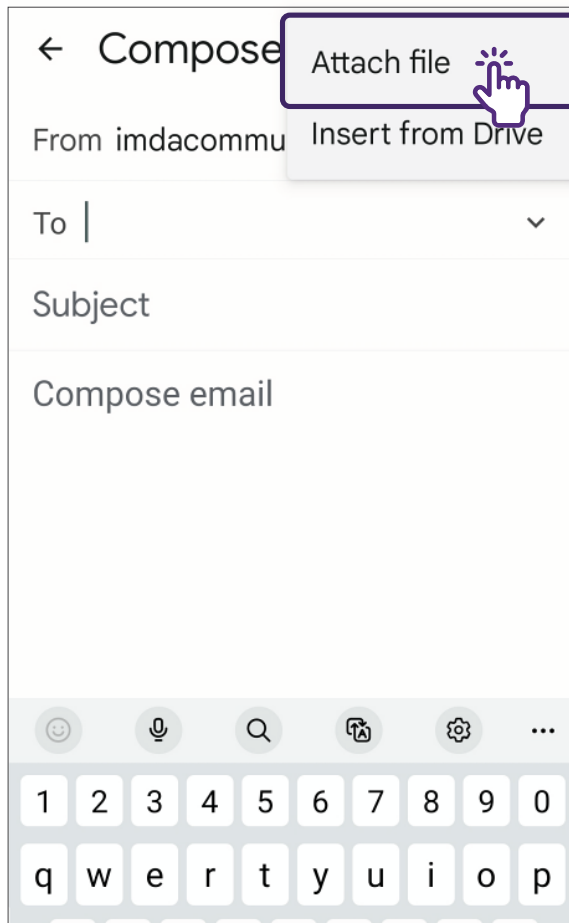**1** Tap on 🔗 icon to attach images, videos and/or documents.

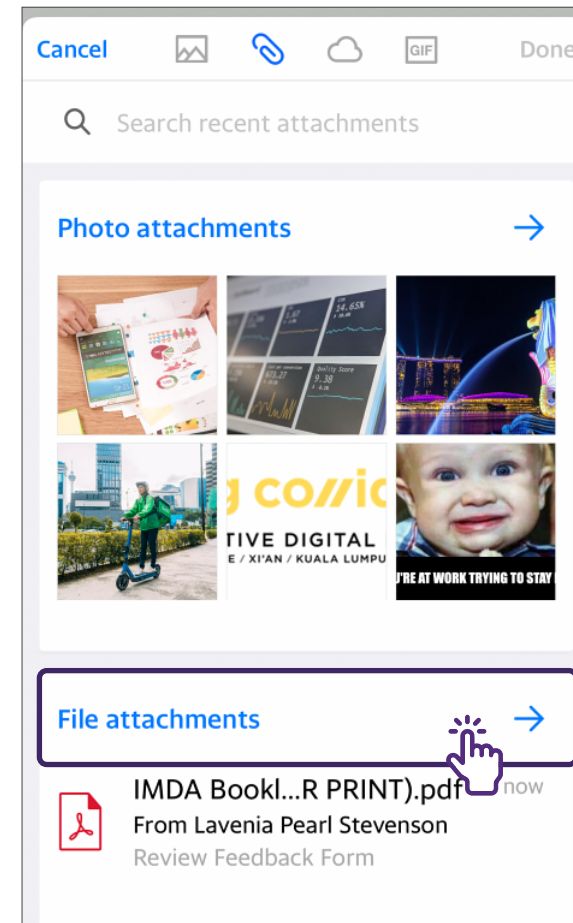## Gmail

Yahoo Mail

16
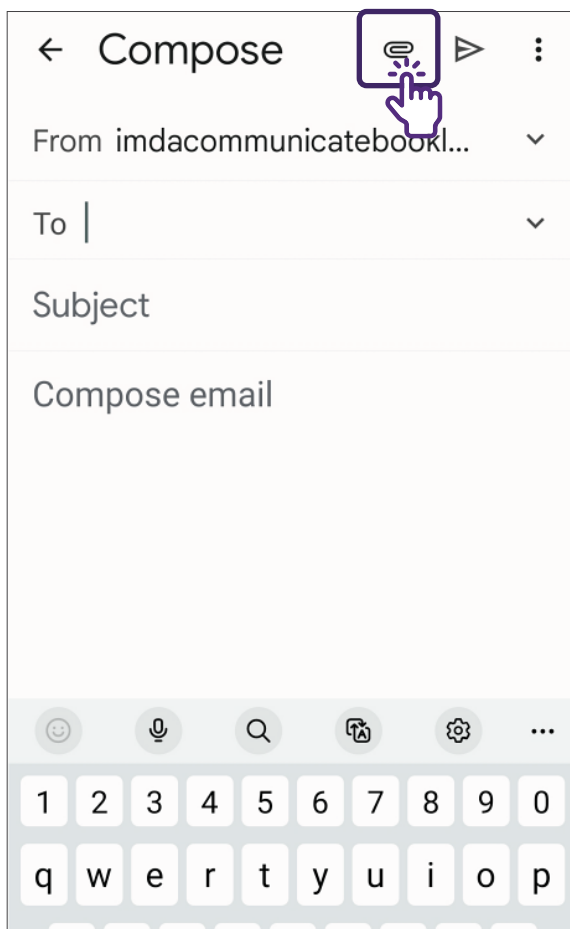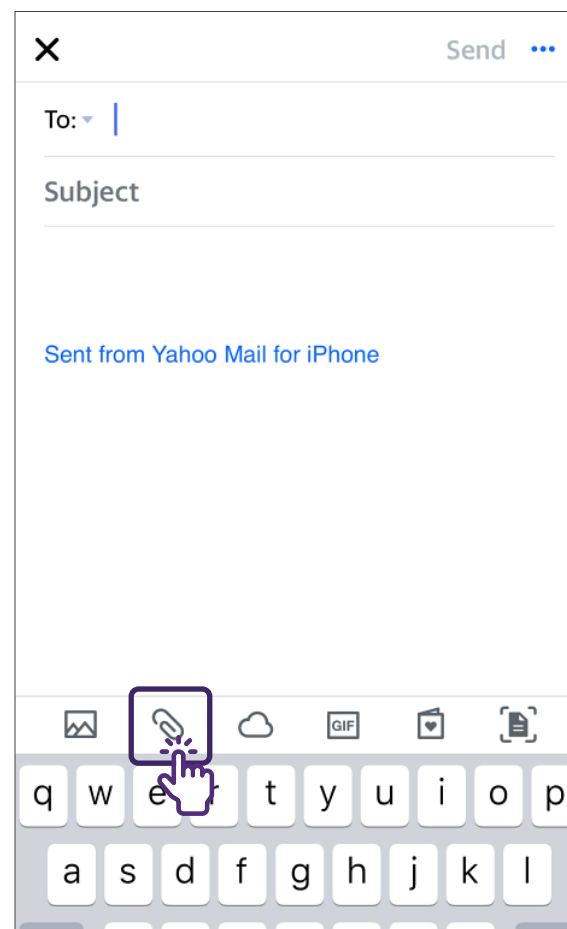
Common Steps to Use an Email App
Insert Attachments

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

Gmail

← Compose

Attach file

From imdacommu

Insert from Drive

To

Subject

Compose email

Yahoo Mail

Cancel   Done

Q Search recent attachments

Photo attachments →

File attachments →

IMDA Bookl...R PRINT).pdf   now
From Lavenia Pearl Stevenson
Review Feedback Form

Common Steps to Use an Email App
Insert Attachments

3 Select the file(s) you wish to attach.
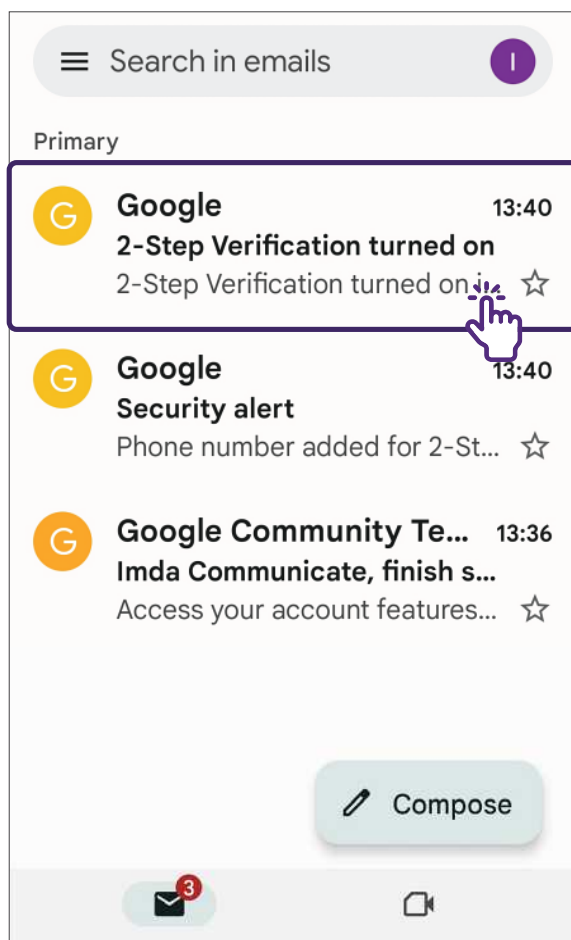
Gmail
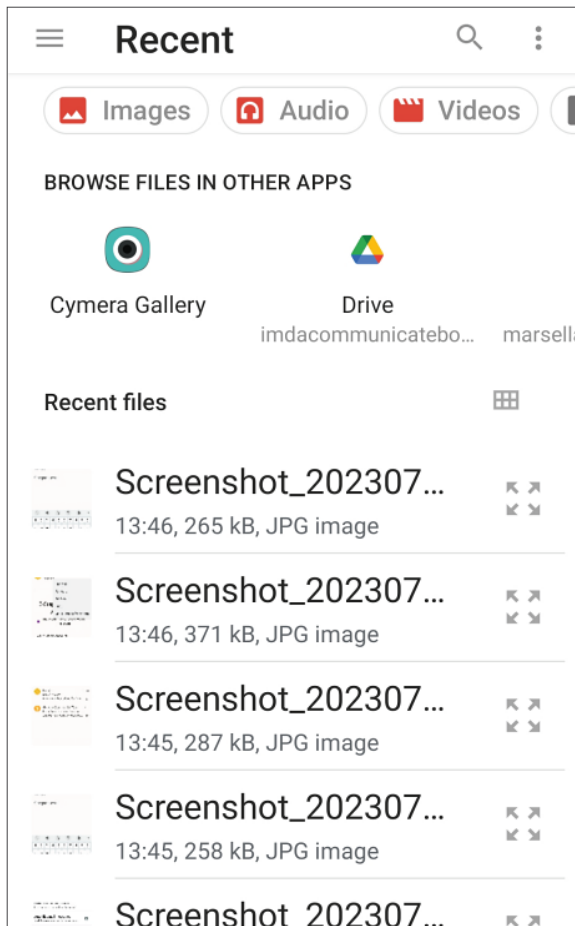
Yahoo Mail
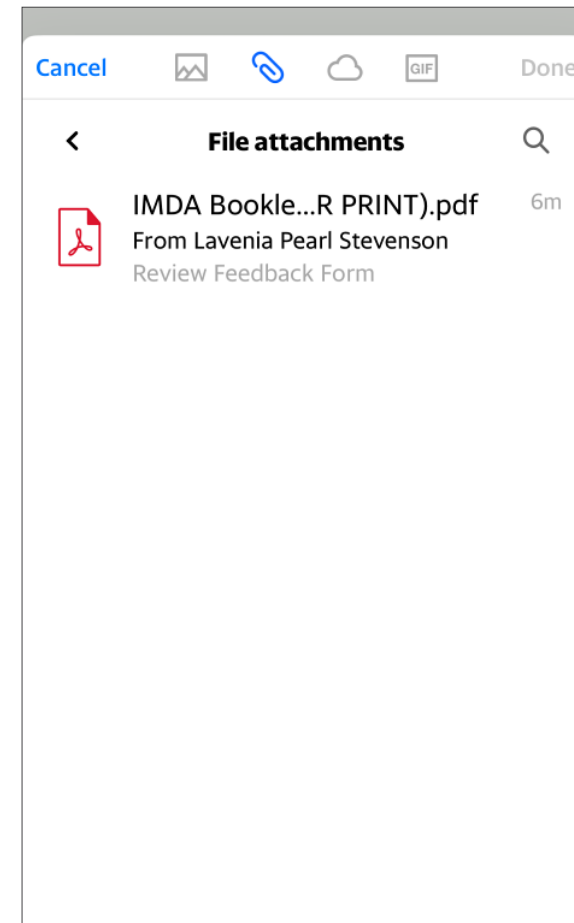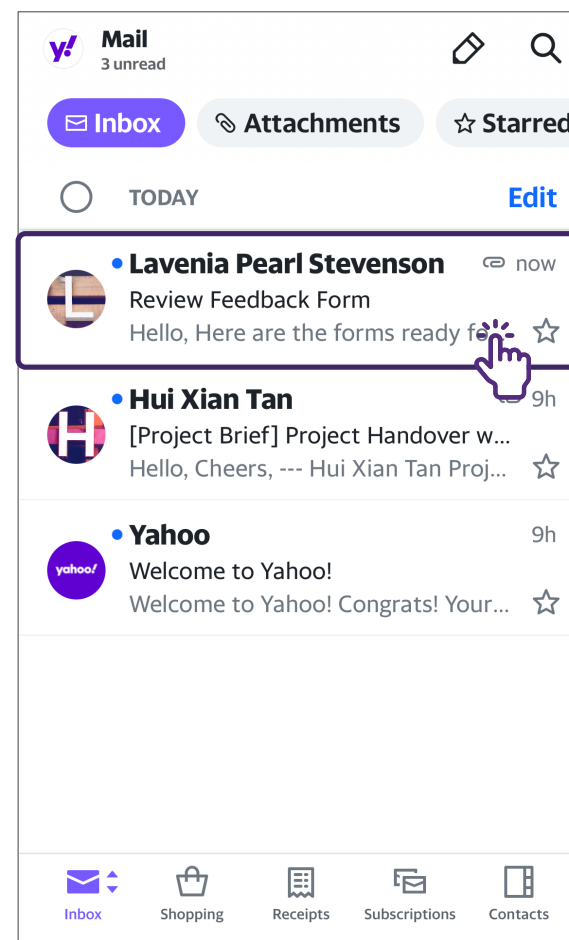
Common Steps to Use an Email App
Reply, Forward or Delete an Email

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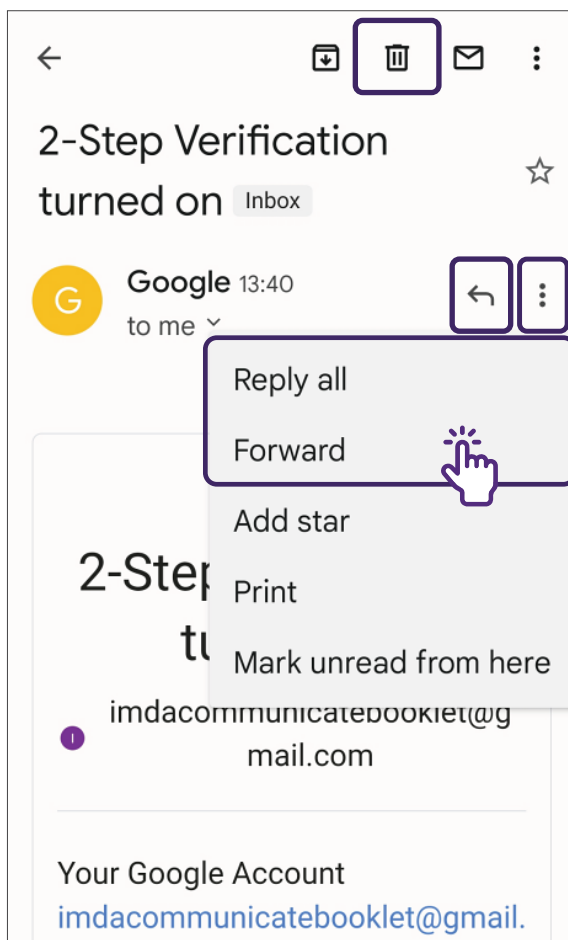
Gmail

Yahoo Mail

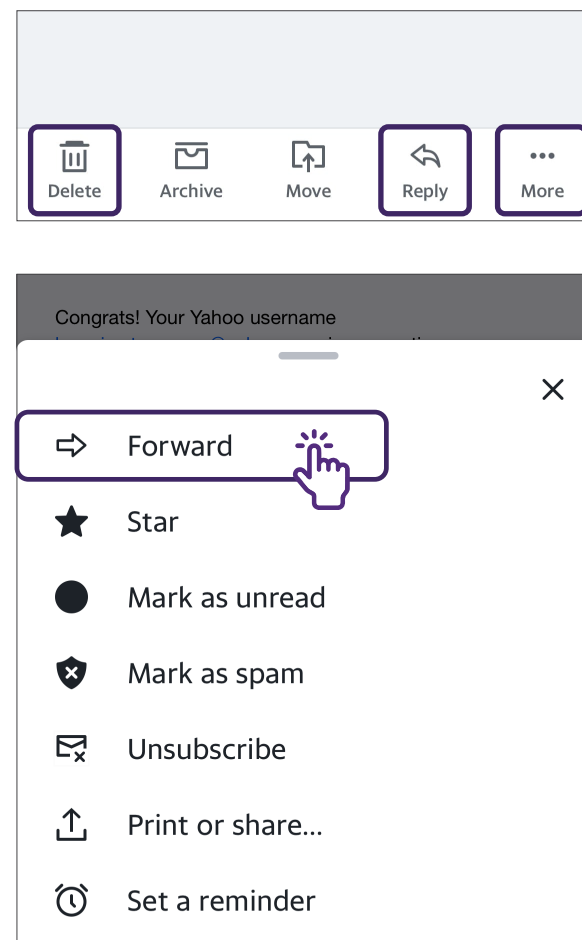# Common Steps to Use an Email App
Reply, Forward or Delete an Email

2 Tap on the menu icon for more options.

Gmail

Yahoo Mail

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

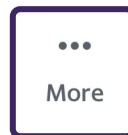| **Gmail**		**Yahoo Mail**	
In the email,		In the email,	
↰	Tap this icon to reply only to the sender.	↰ Reply	Tap this icon to reply only to the sender.
⋮	Tap this icon and select options from the drop-down menu such as: • Reply all • Forward	••• More	Tap this icon and select options from the drop-down menu such as: • Reply all • Forward
🗑	Tap this icon to delete the email.	🗑	Tap this icon to delete the email.
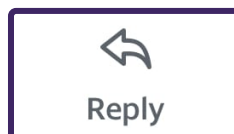
Step-by-step Guide to use Gmail

Create a Google Account

1 Launch Gmail

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

2 Create Account

Google

Sign in

with your Google Account.

Learn more

Email or phone

For myself

To manage my business

Create account   Next

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

3 Enter Your Name

Google

Create a Google Account

Enter your name

First name

Surname (optional)

Next

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

4 Enter Basic Information

Google

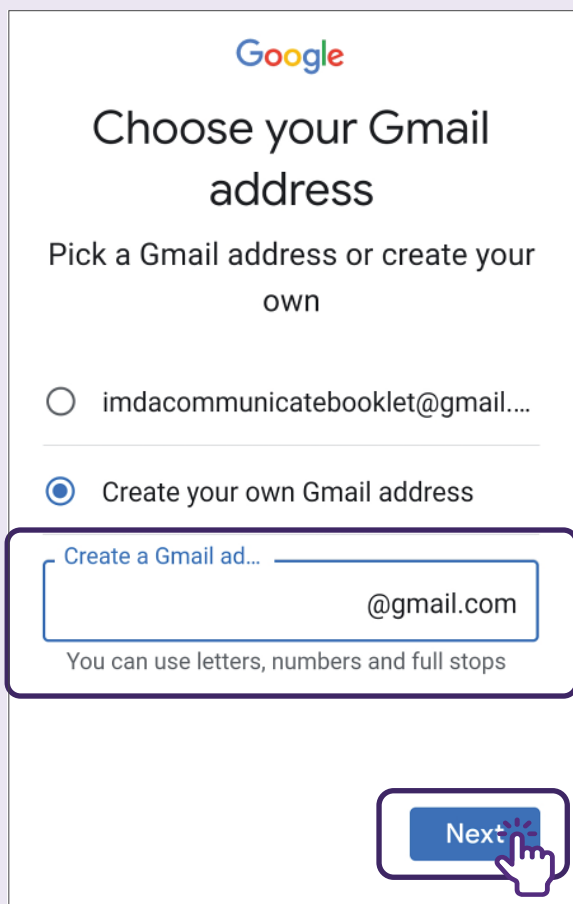Basic information

Enter your birthday and gender
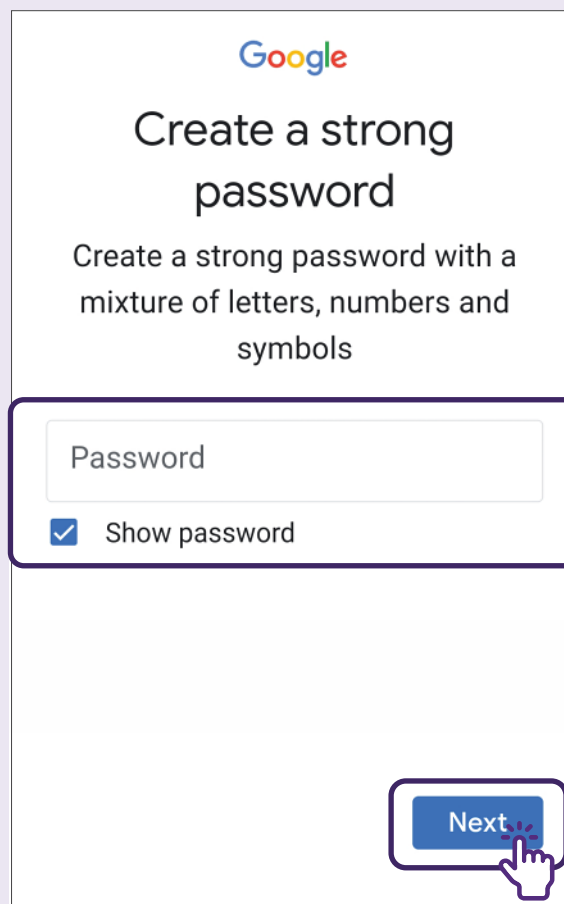
Day   Month   Year

Gender

Next

Enter your basic information and tap **"Next"**.
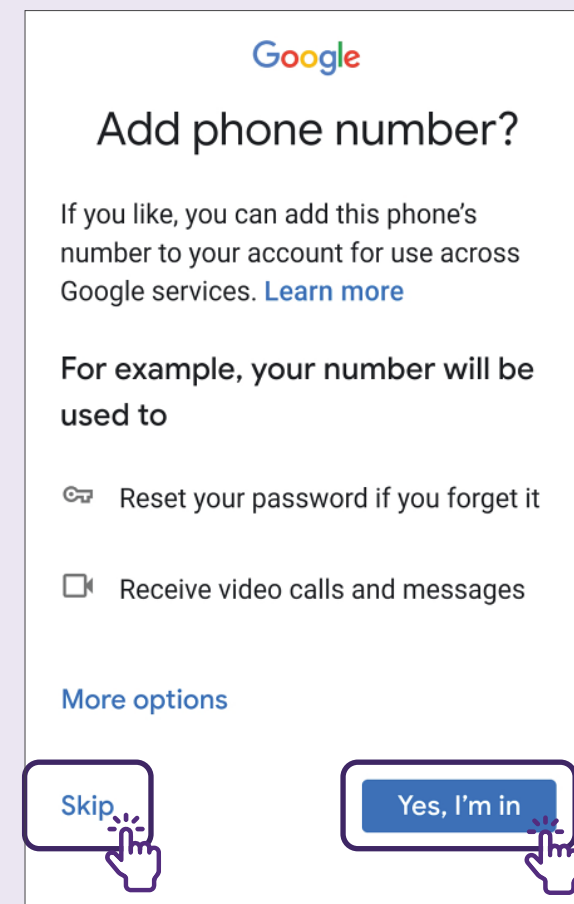
5   Create Gmail Address

Google

Choose your Gmail address

Pick a Gmail address or create your own

○ imdacommunicatebooklet@gmail....

● Create your own Gmail address

Create a Gmail ad...

@gmail.com

You can use letters, numbers and full stops

Next

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

6   Create Password

Google

Create a strong password

Create a strong password with a mixture of letters, numbers and symbols

Password

☑ Show password

Next

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

7   Add Phone Number

Google

Add phone number?

If you like, you can add this phone's number to your account for use across Google services. **Learn more**

For example, your number will be used to

⚷ Reset your password if you forget it

▢◢ Receive video calls and messages

More options

Skip   Yes, I'm in

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

24

8 Review Your Account

Review your account info and tap
"Next".

9 Read Privacy and Terms

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

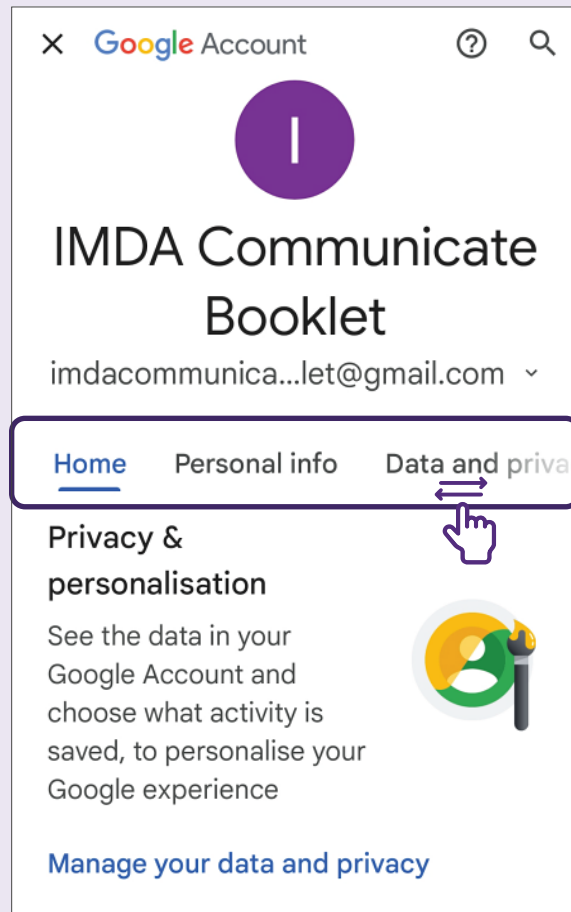## 10 Set up Account
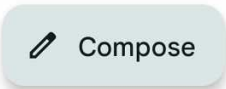
You will be directed to the Inbox.
Tap on your account at the top
right-hand corner to set up the
account.

Set up Google Account
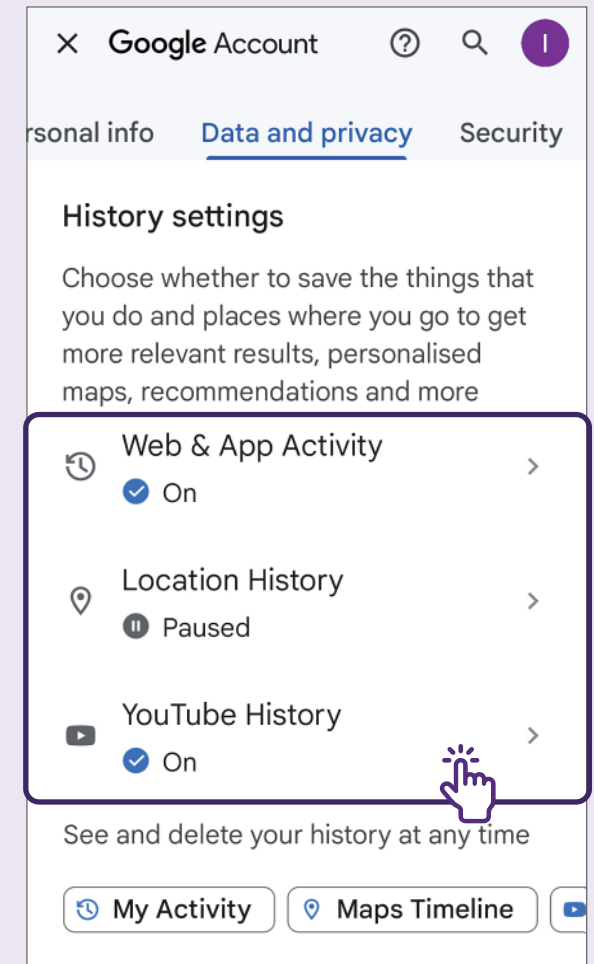
1 Select Google Account
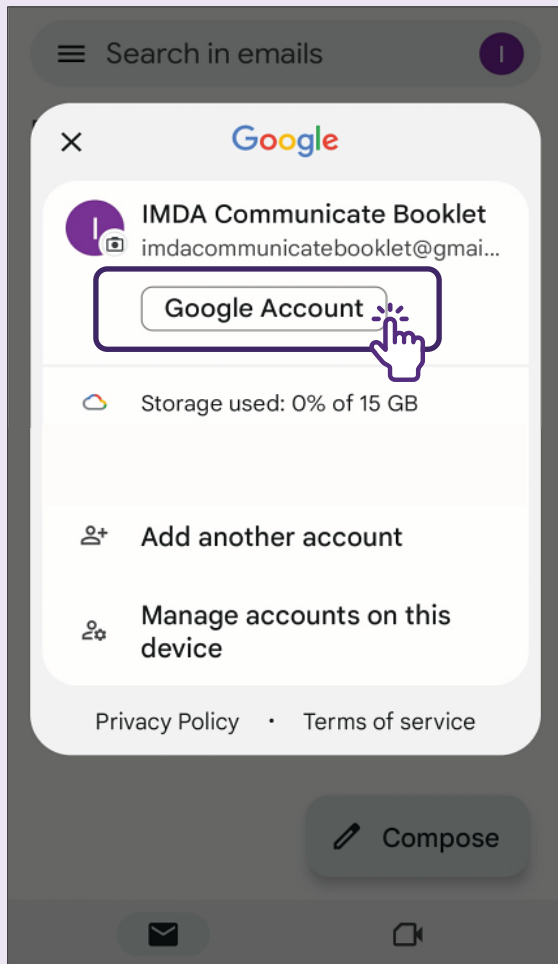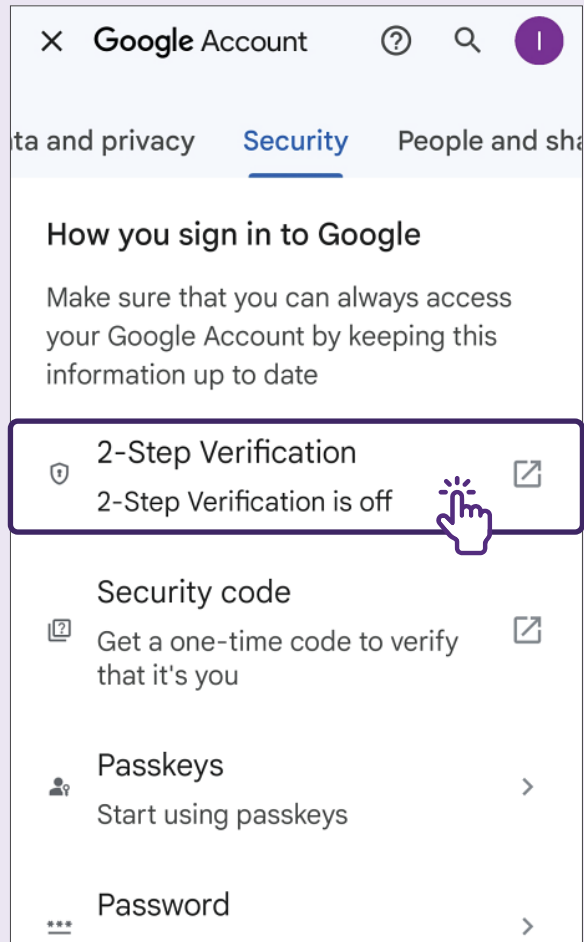

2 Manage Settings

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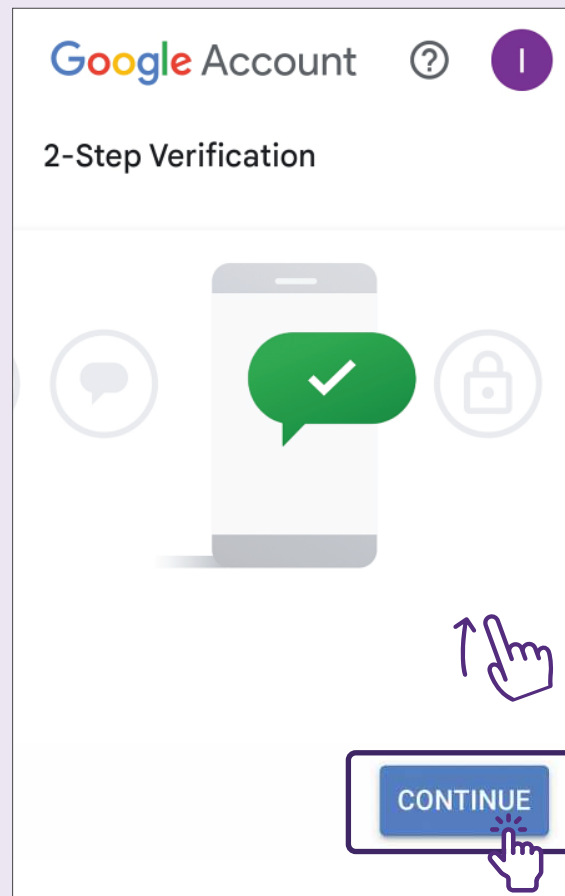
3 Set Preferences

Adjust your preferred settings according to your preferences.
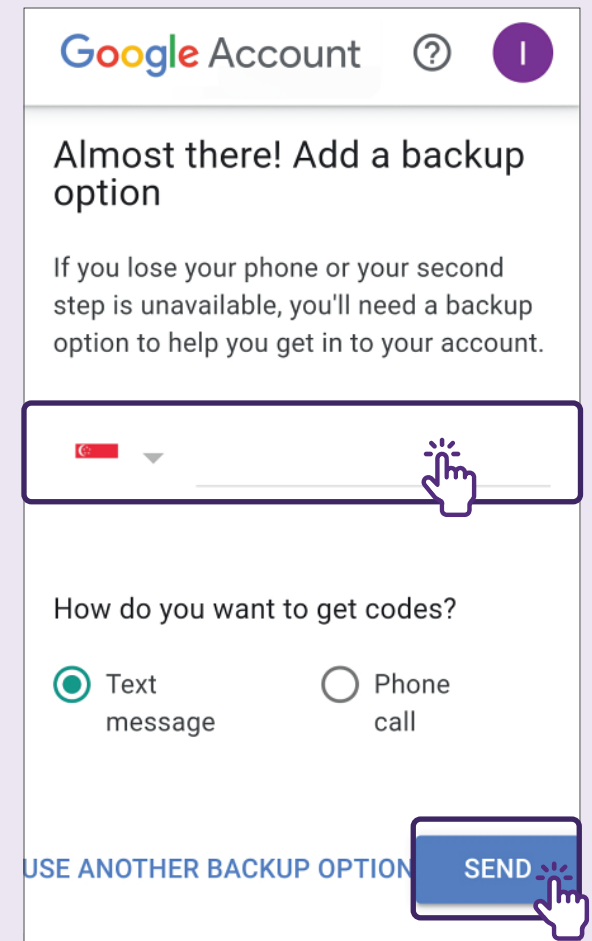
26

4 Select 2-Step Verification

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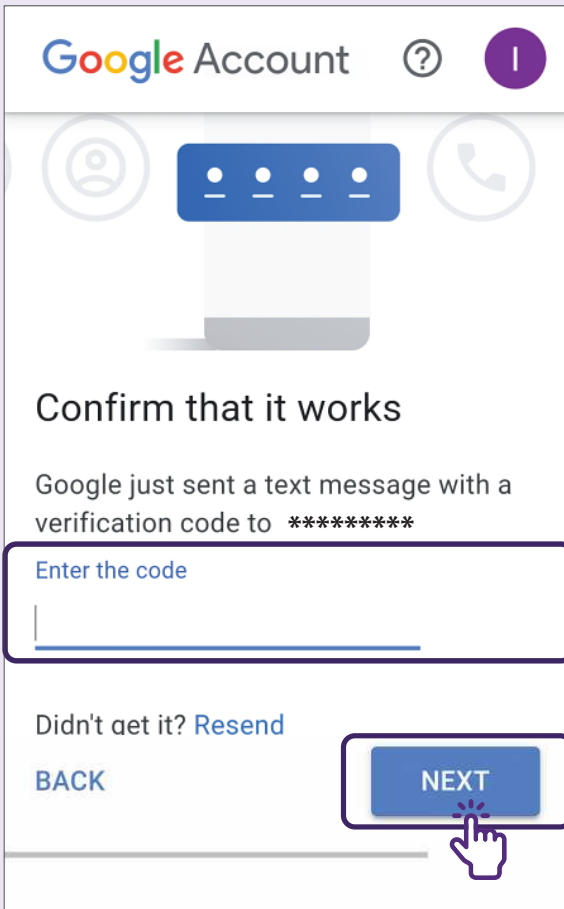
5 Set up 2-Step Verification

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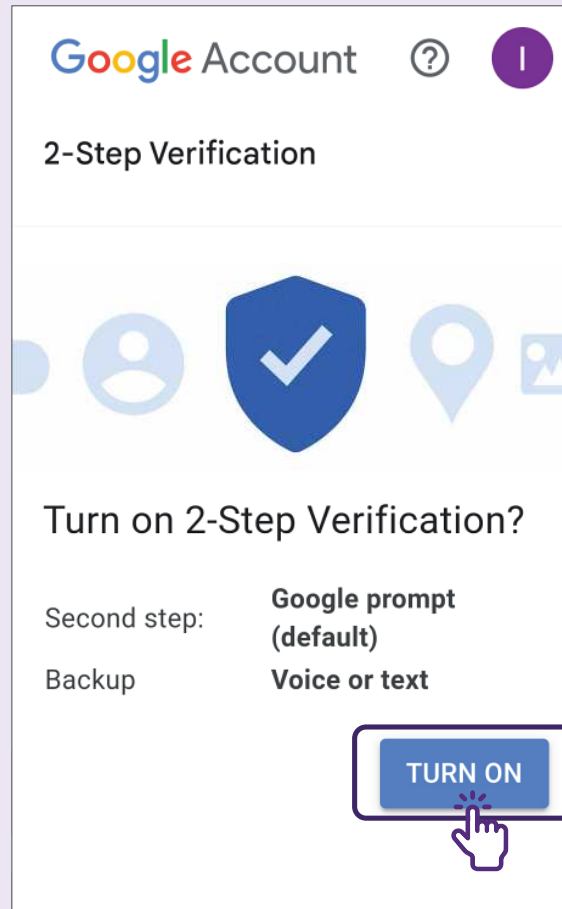
To verify the phone number, Google will send a verification code. Enter the code and tap **"Next"**.

8   Turn on 2-Step Verification
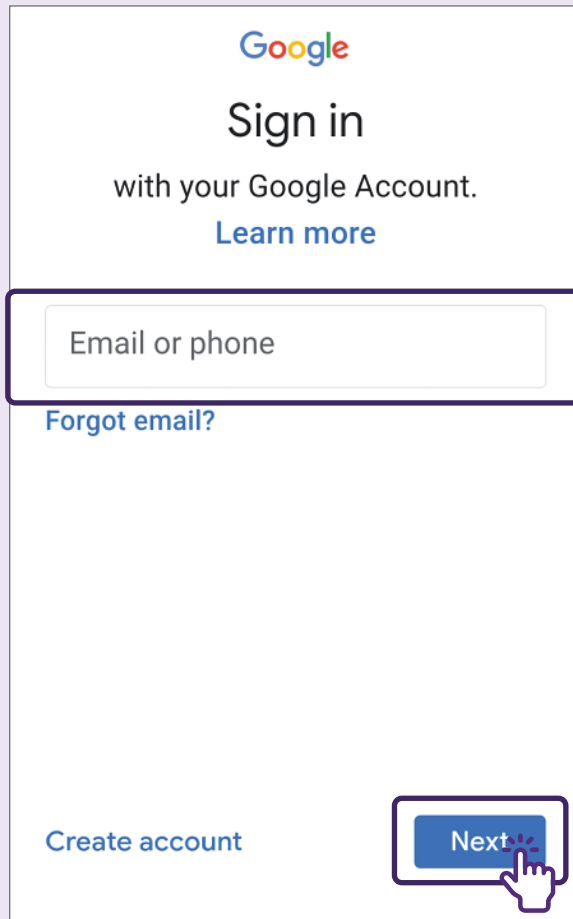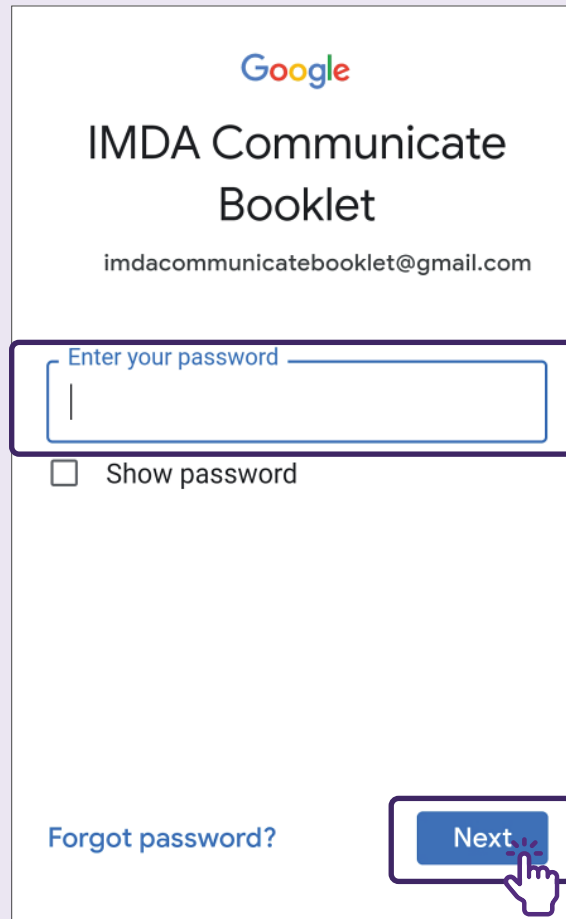
Sign in to Gmail App

1 Sign in to Gmail

Google

Sign in

with your Google Account.
Learn more

Email or phone

Forgot email?

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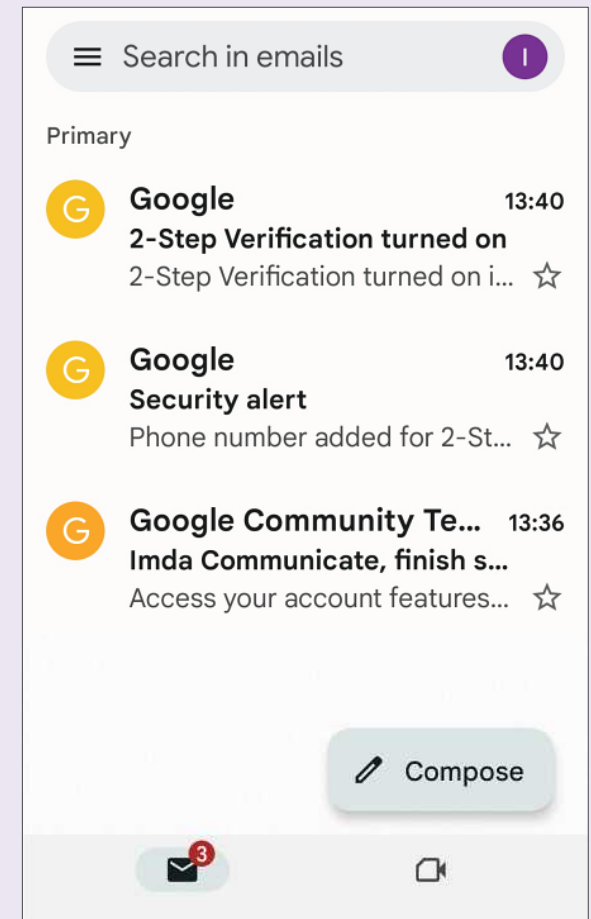
Input your Gmail address and then tap **"Next"**.

2 Enter Password

Google

IMDA Communicate Booklet

imdacommunicatebooklet@gmail.com

Enter your password

☐ Show password

Forgot password?   Next

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

3 View Gmail Inbox

≡ Search in emails   I

Primary

G   **Google**   13:40
    2-Step Verification turned on
    2-Step Verification turned on i... ☆

G   **Google**   13:40
    Security alert
    Phone number added for 2-St... ☆

G   **Google Community Te...**   13:36
    Imda Communicate, finish s...
    Access your account features... ☆

✏ Compose

✉³   📷

Gmail Inbox will be displayed.

Manage Gmail Settings

1 Tap on the Menu

Search in emails

Primary

G **Google**   13:40
2-Step Verification turned on
2-Step Verification turned on i... ☆

G **Google**   13:40
Security alert
Phone number added for 2-St... ☆

G **Google Community Te...** 13:36
Imda Communicate, finish s...
Access your account features... ☆

✏️ Compose

2 Select Settings

All labels

☆ Starred

🕐 Snoozed   13:40
                                        on
⤷ Important   n i... ☆

▷ Sent

🕭 Scheduled   13:40

▷ Outbox   St... ☆

📄 Drafts   13:36
                                     s...
✉️ All mail   3
Google apps   ☆

📅 Calendar

👤 Contacts

⚙️ Settings

❓ Help and feedback

Scroll down to **"Settings"**.

3 Select General Settings

← General settings   ⋮

Theme
System default

Default email notification action
Archive

Manage notifications

Email conversation view
Group emails in the same
conversation for IMAP, POP3 and   ☑
Exchange accounts

Conversation list density
Default

Hide bottom navigation on
scroll   ☑
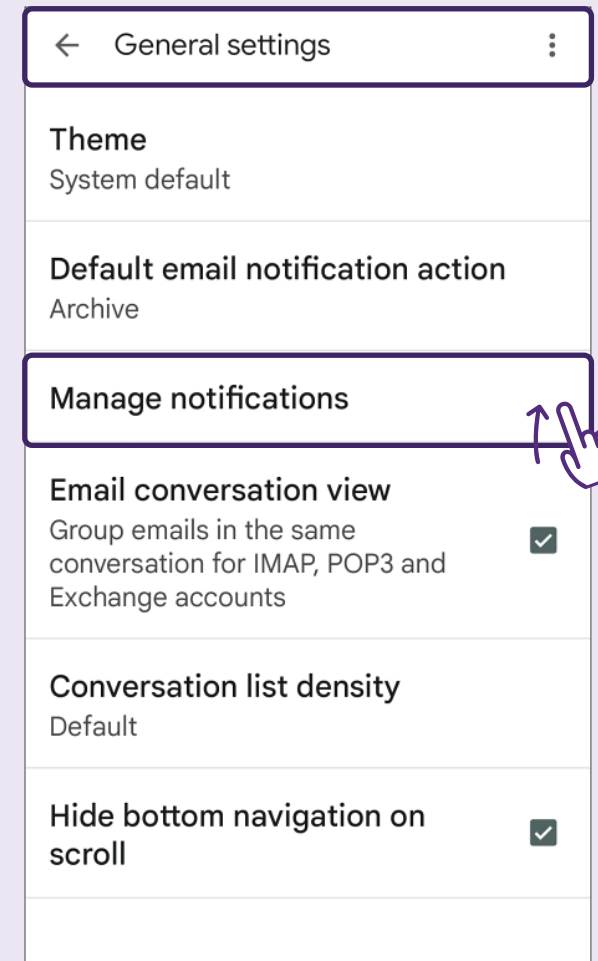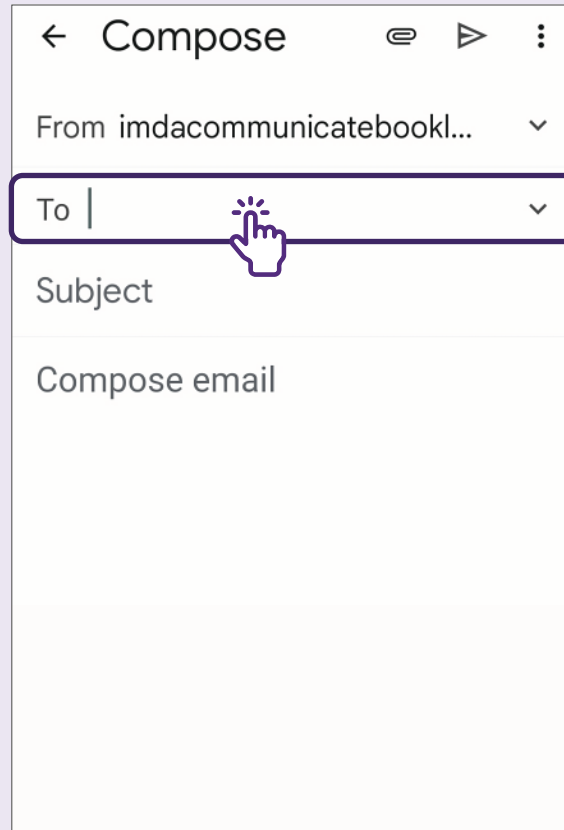
Scroll through the options to adjust
and set your preferred settings.

Compose an Email

1 Tap on Compose

≡ Search in emails   I

Primary

G **Google**   13:40
2-Step Verification turned on
2-Step Verification turned on i... ☆

G **Google**   13:40
Security alert
Phone number added for 2-St... ☆

G **Google Community Te...**   13:36
Imda Communicate, finish s...
Access your account features... ☆
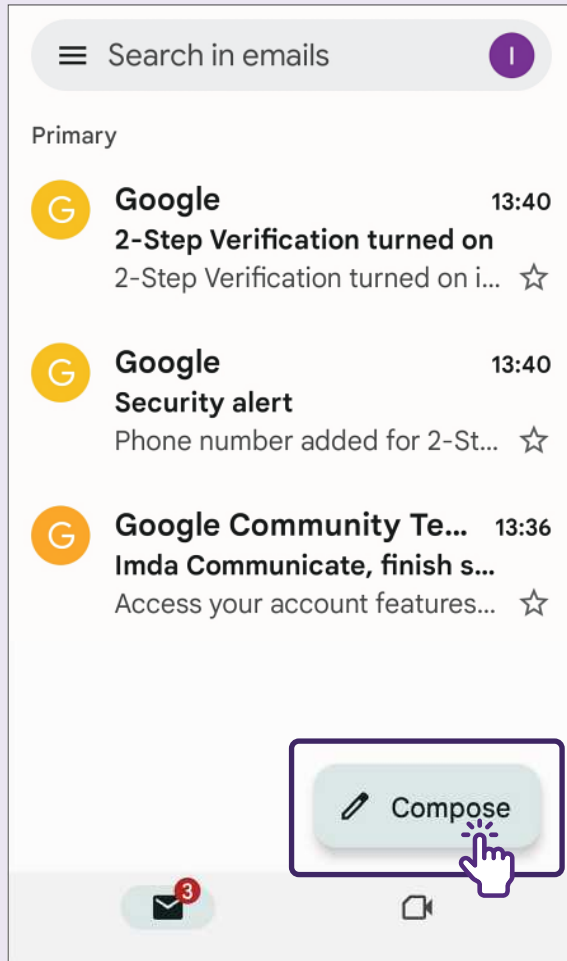
✏ Compose

2 Enter Recipient's Email Address

← Compose   📎 ▷ ⋮

From imdacommunicatebookl... ⌄

To | ⌄

Subject
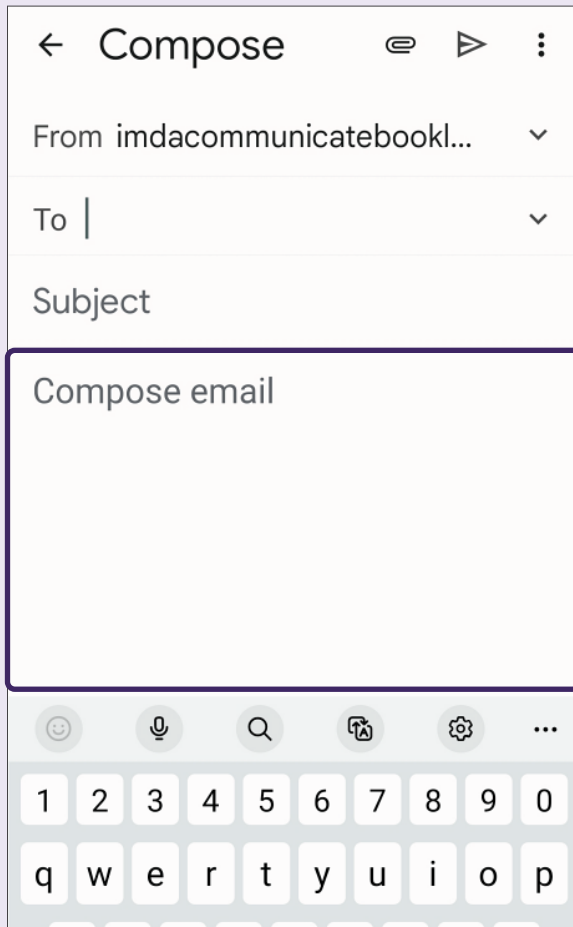
Compose email

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
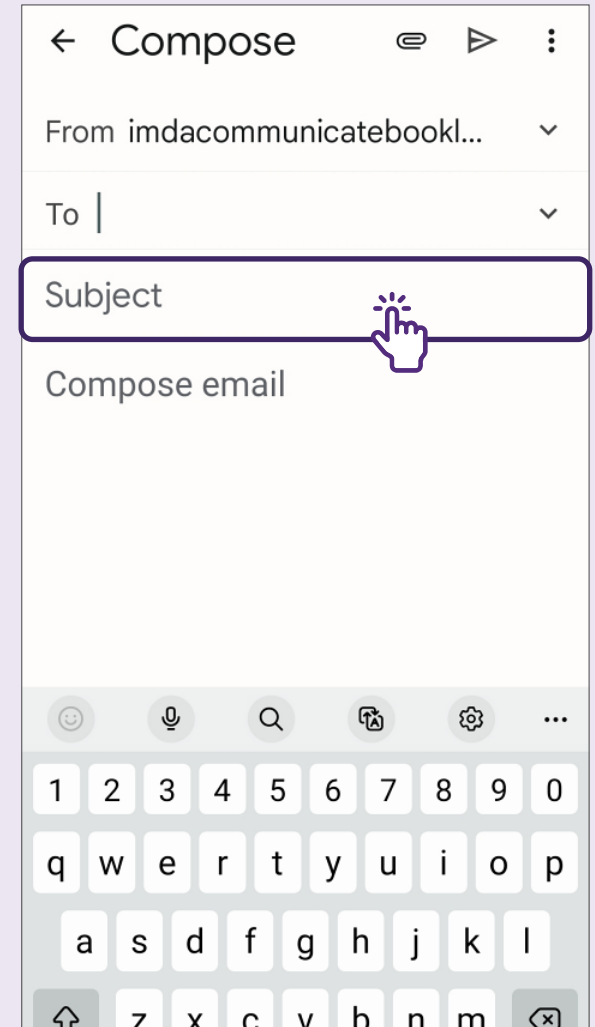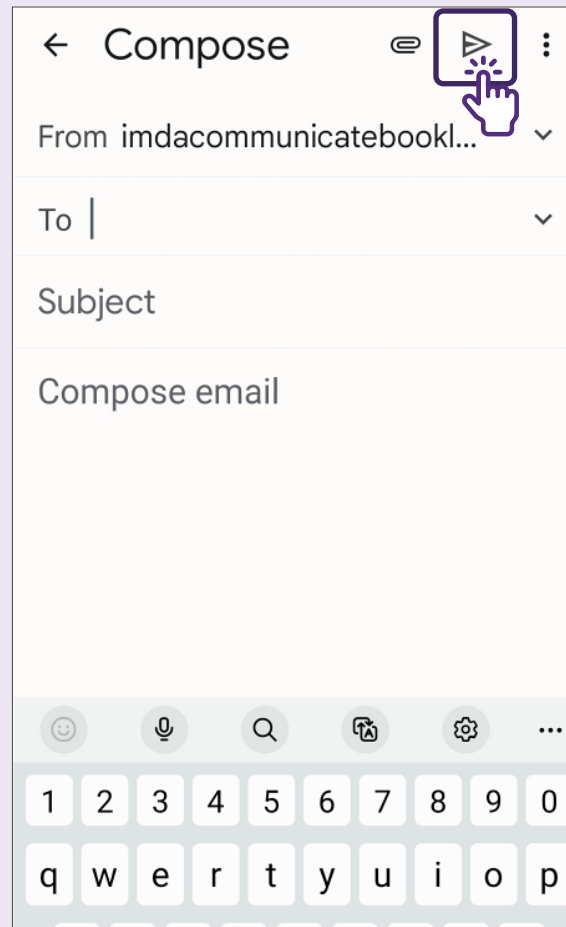
← Compose   📎 ▷ ⋮

From imdacommunicatebookl... ⌄

To | ⌄

Subject

Compose email

😊 🎤 🔍 🗂 ⚙ ⋯

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l

⇧ z x c v b n m ⌫

31

4 Input Text

← Compose 📎 ▷ ⋮

From imdacommunicatebookl... ⌄

To | ⌄

Subject

Compose email

Input text to draft your email.

5 Send Email

← Compose 📎 ▷ ⋮

From imdacommunicatebookl... ⌄

To | ⌄

Subject

Compose email

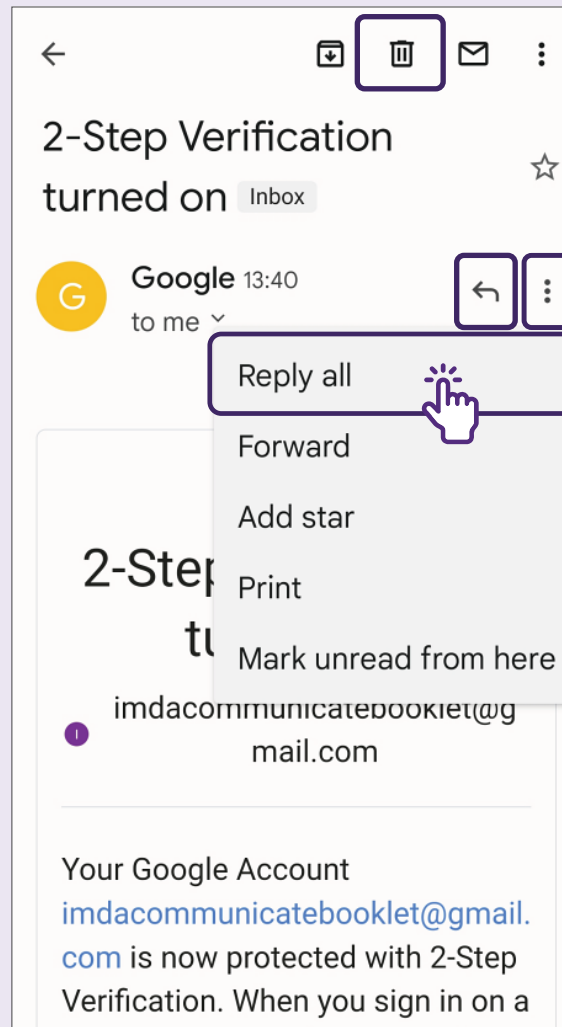Tap on **"Send"** icon to email the recipient(s).

Reply, Forward or Delete an Email

① Choose an Email
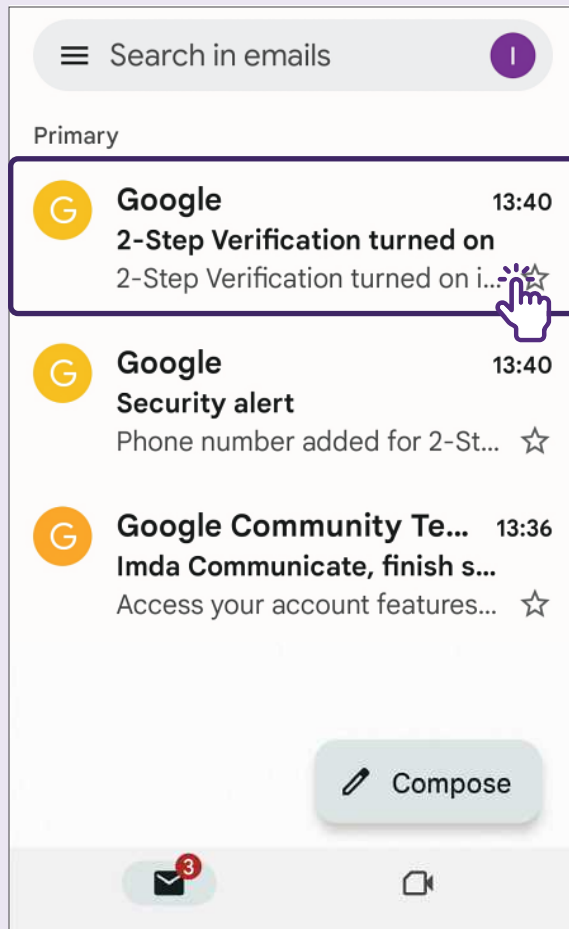
Tap on the subject of an email to open and read it. Unread emails will be displayed in bold text.

② Reply/Forward/Delete Email

In the email,

 Tap this icon to reply only to the sender.

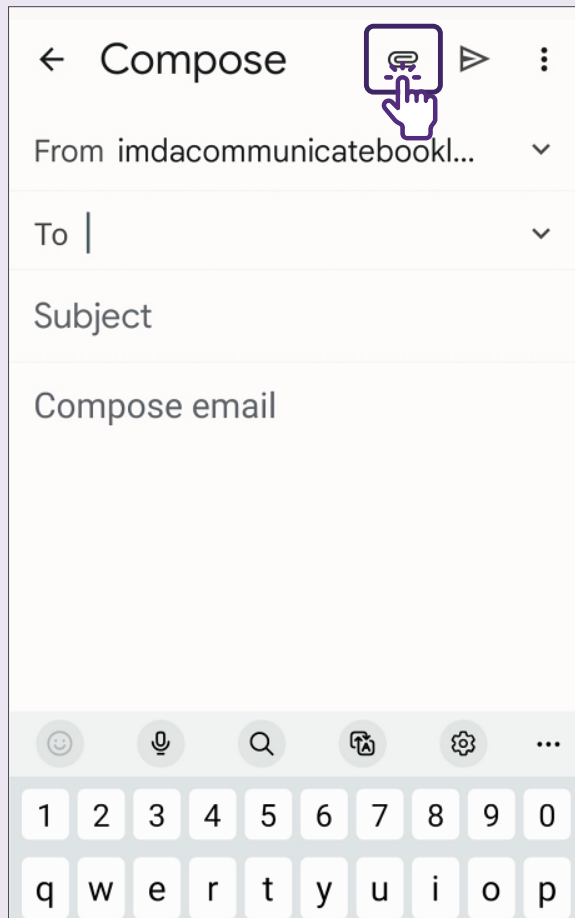 Tap this icon and select options from the drop-down menu such as:

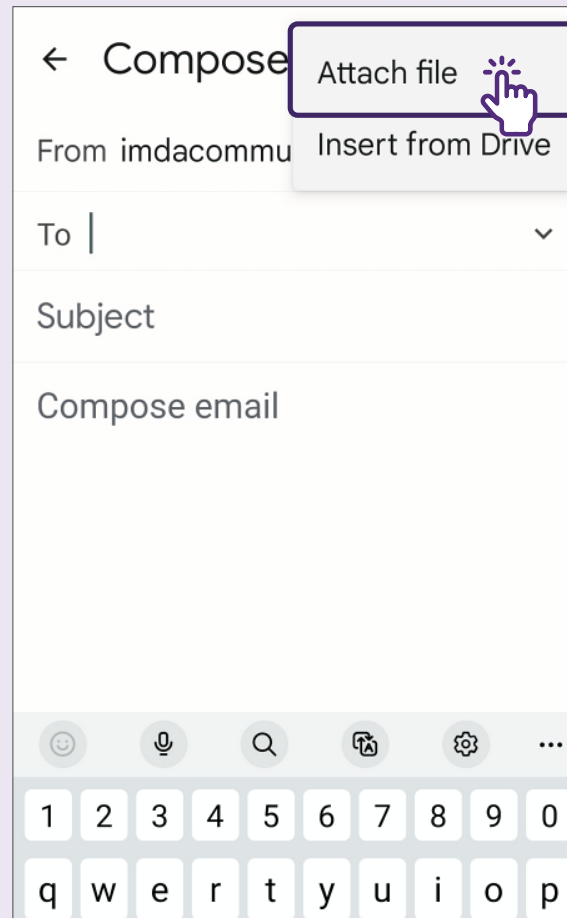- Reply all
- Forward

 Tap this icon to delete the email.
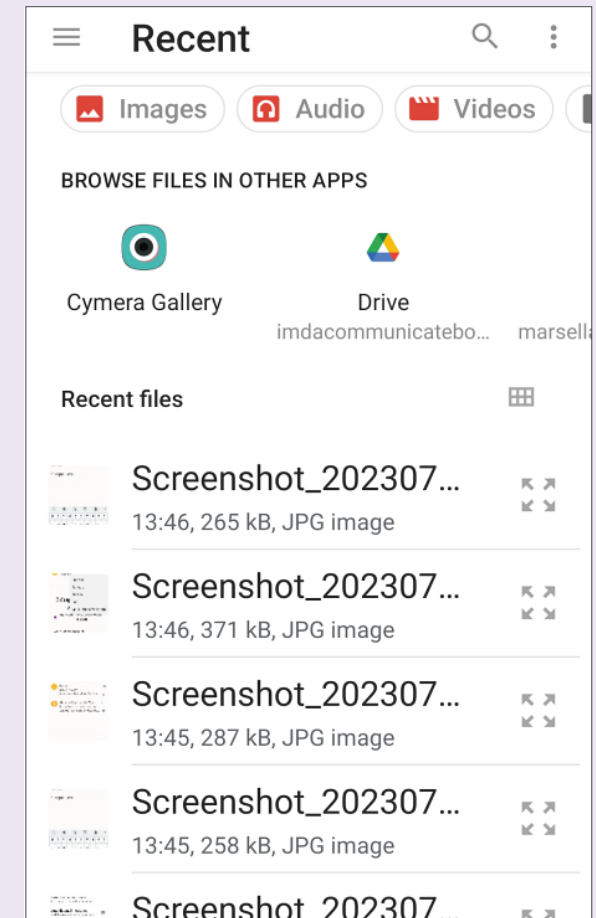
Insert Attachments

1 Insert an Attachment

← Compose

From imdacommunicatebookl...

To |

Subject

Compose email

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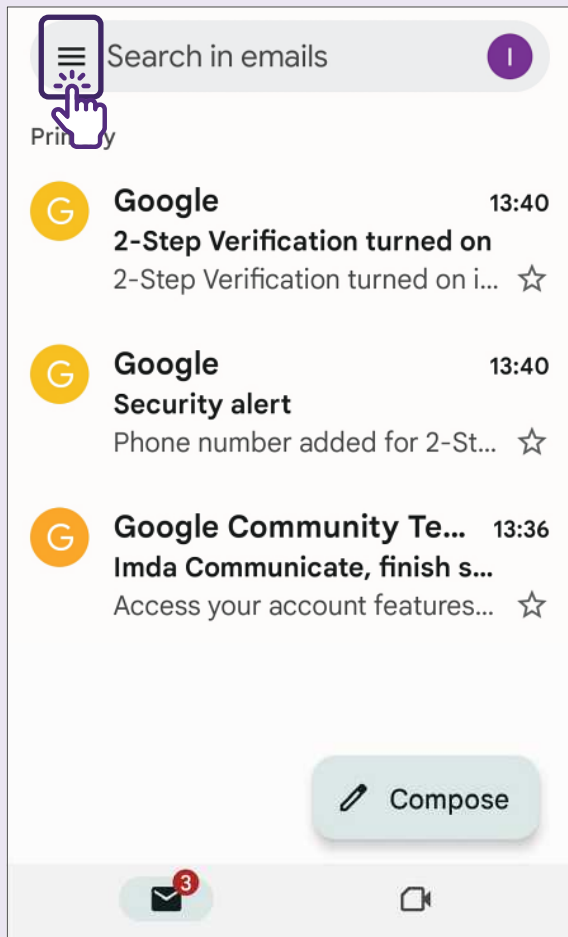
2 Tap on Attach file

← Compose

Attach file

Insert from Drive

From imdacommu

To |

Subject

Compose email

3 Select File(s) to Attach

☰ Recent

Images   Audio   Videos

BROWSE FILES IN OTHER APPS

Cymera Gallery   Drive
imdacommunicatebo...   marsell

Recent files

Screenshot_202307...
13:46, 265 kB, JPG image

Screenshot_202307...
13:46, 371 kB, JPG image

Screenshot_202307...
13:45, 287 kB, JPG image

Screenshot_202307...
13:45, 258 kB, JPG image

Screenshot_202307...

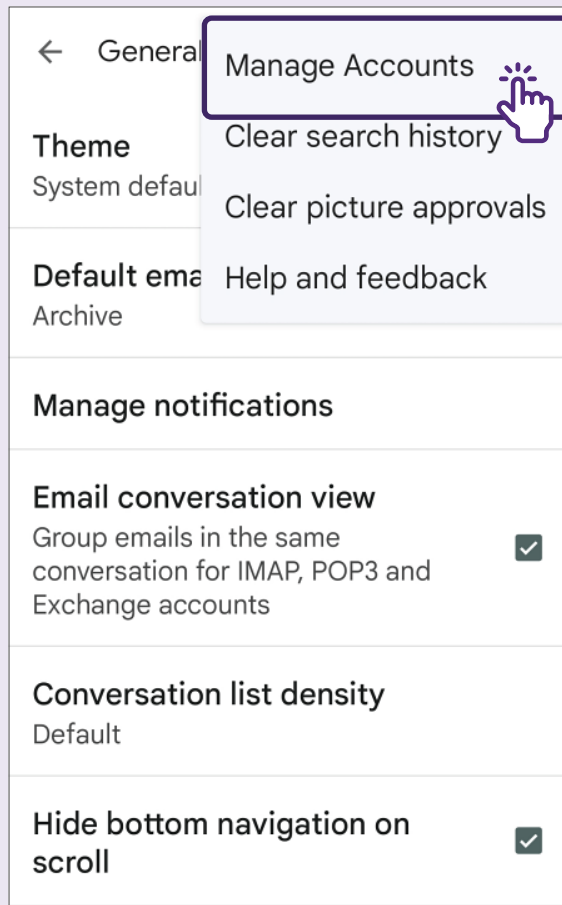Select the file(s) you wish to attach.

Disable or Delete a Google Account
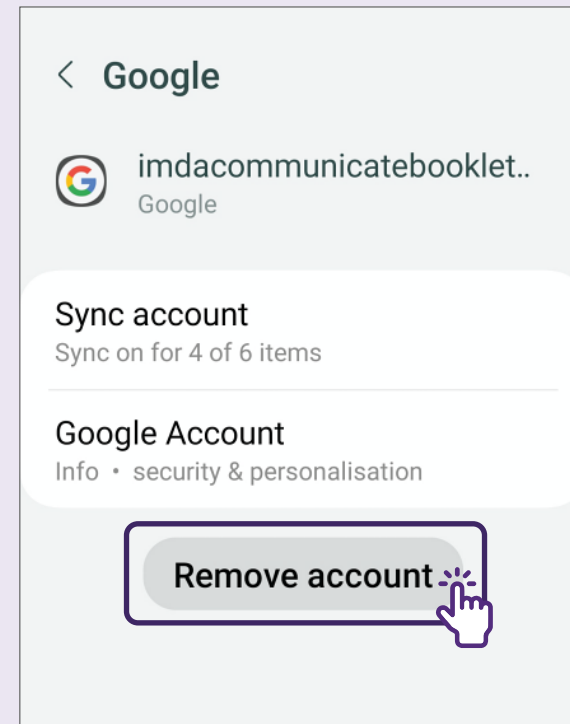
1   Tap on the Menu

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.

Notes

Notes

Notes

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

IMDA Contact Centre

Hotline: +65 6377 3800
Email: info@imda.gov.sg
Website: digitalforlife.gov.sg

Scan QR code to visit the Digital for Life Portal.