

Email

Scan the QR code below to watch the video on using Email apps:



In support of:

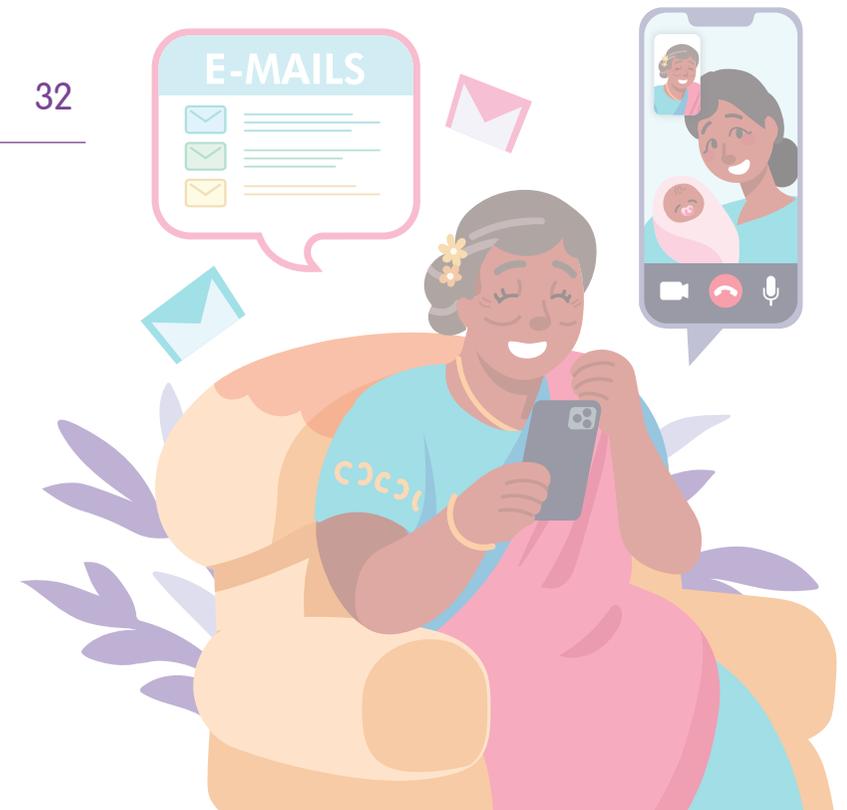


Supported by:



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Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

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

Learning outcome of Communicate Online competency:

Able to initiate communication with my contacts or organisation using different modes of digital communication.

DSL

To help you acquire the learning outcomes, this guidebook uses different email platforms as examples to demonstrate the common steps to use email to communicate with others.

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

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



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.

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.



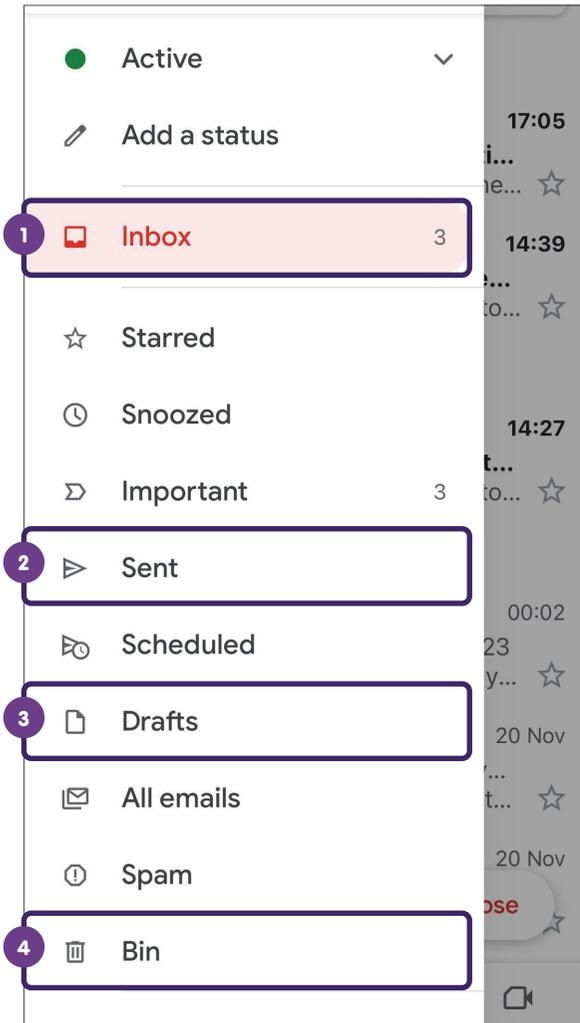
Gmail



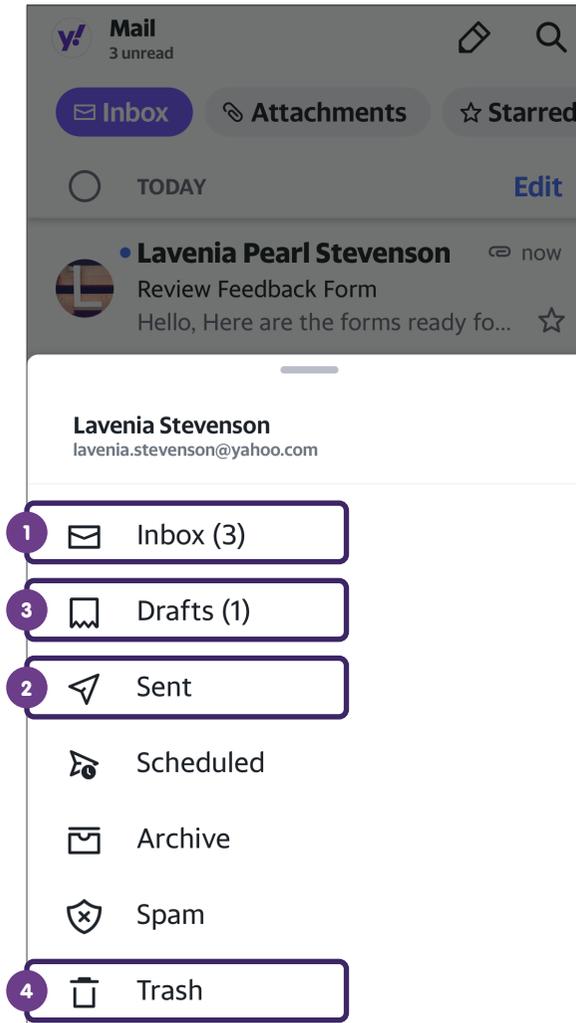
Yahoo Mail

Common Features Across Different Email Apps

Gmail



Yahoo Mail



Different email platforms will have folders to help users categorise their emails.

Commonly Used Folders

- 1 **Primary / Inbox** – for incoming emails
- 2 **Sent** – for emails that are being sent
- 3 **Drafts** – for emails 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 / New Message

To: ▲

Cc:

Bcc:

To, Cc and Bcc
To indicate the recipients' email addresses.

Subject

Subject
To give receiver an idea of what the email is about.



Send

Send Icon
Send the email.

Common Features Across Different Email Apps

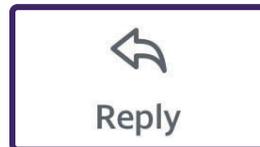
Gmail

Yahoo Mail



Paperclip Icon

To insert attachment(s) such as images, videos, documents.



Reply Icon

Reply to the sender only.



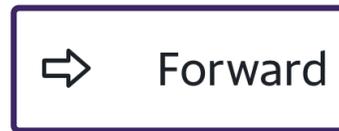
Reply All Icon

Reply to the sender and those who received the email.

Common Features Across Different Email Apps

Gmail

Yahoo Mail



Forward Icon

To forward the email to other parties.



Bin / Trash Icon

To delete email.



Archive Icon

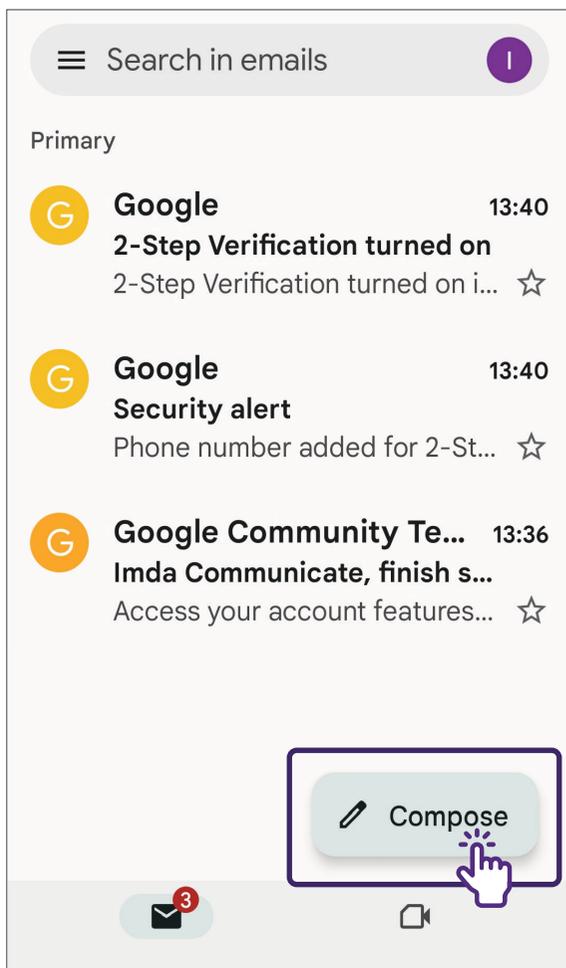
A file folder to store emails, leaving them out of the Inbox / Primary folder.

Common Steps to Use an Email App

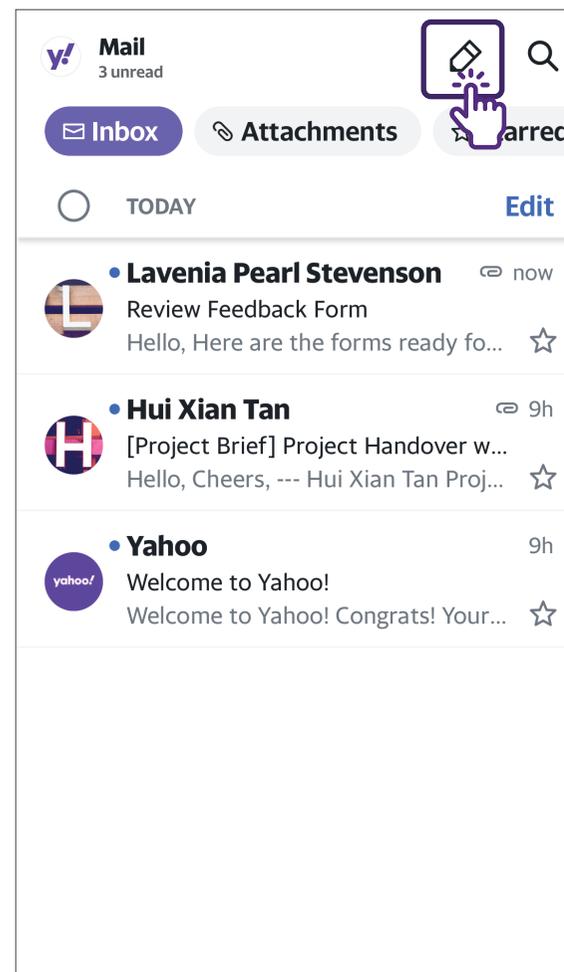
Compose an Email

1 Tap on "Compose".

Gmail



Yahoo Mail

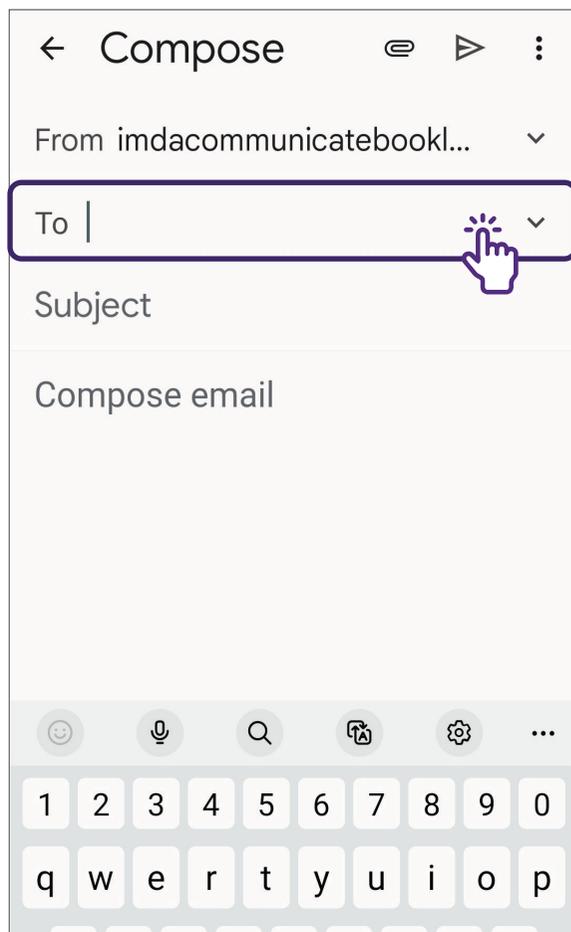


Common Steps to Use an Email App

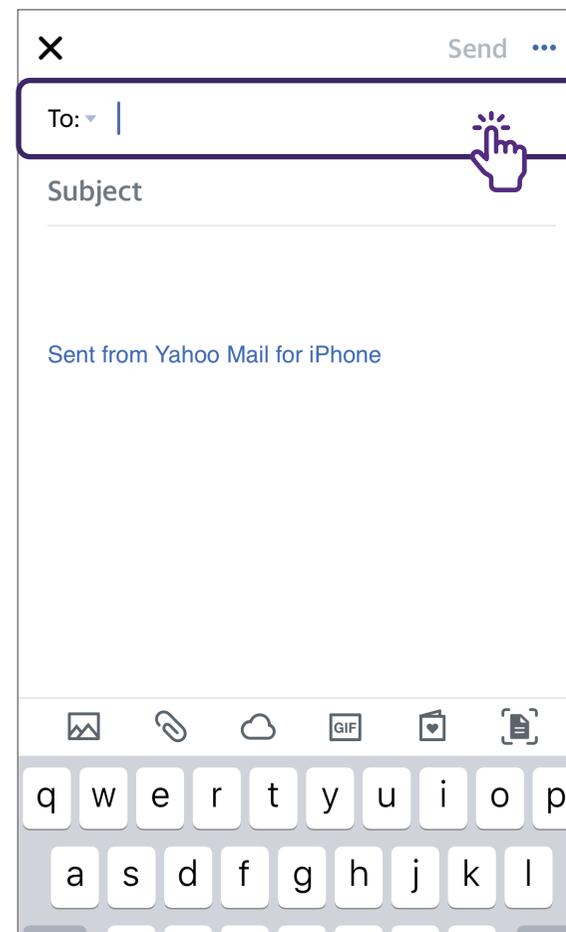
Compose an Email

- 2 Enter recipient's email address in the "To" or "Cc/Bcc" field. Use commas to separate multiple email recipients.

Gmail



Yahoo Mail



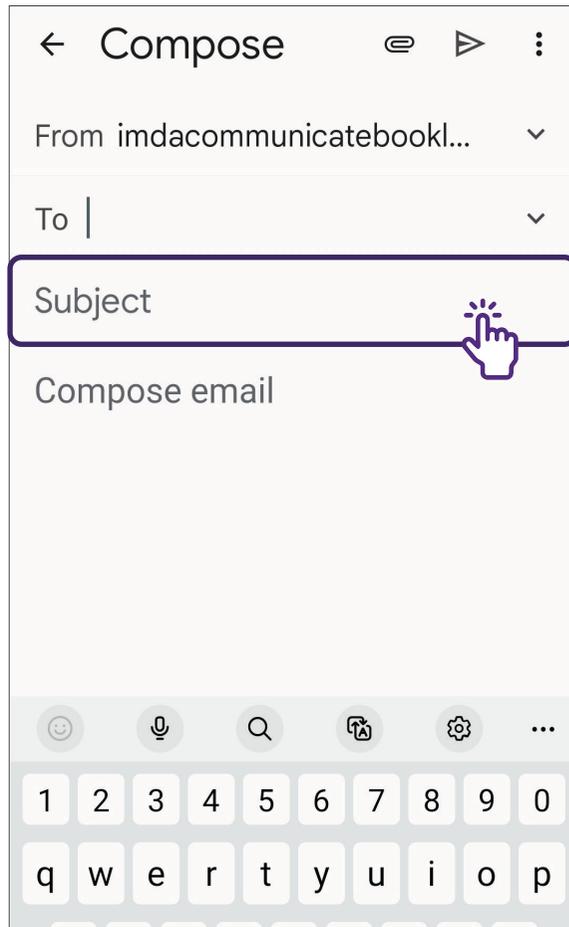
Note: Recipients in the "To" field can see the Cc'd recipients, recipients in the "To" field won't be able to see Bcc'd recipients.

Common Steps to Use an Email App

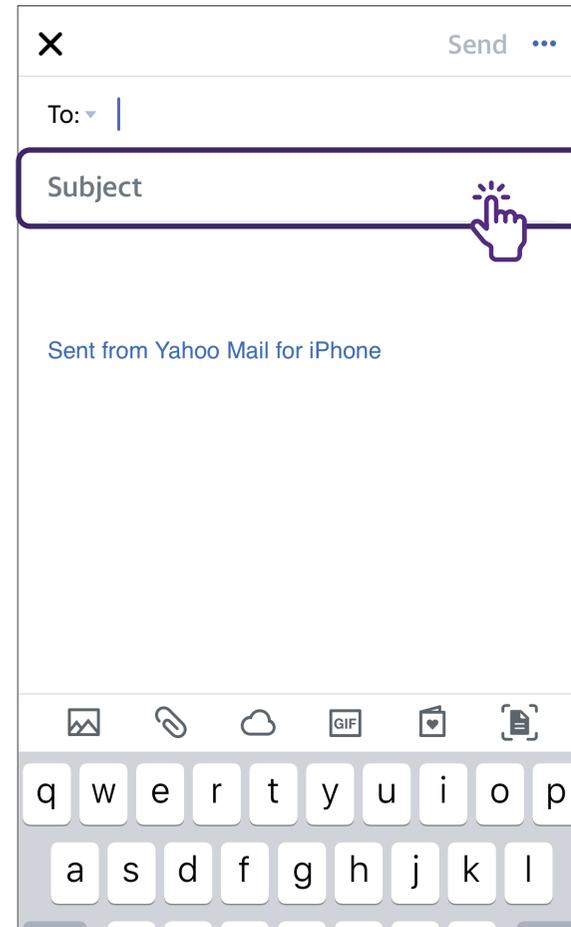
Compose an Email

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

Gmail



Yahoo Mail

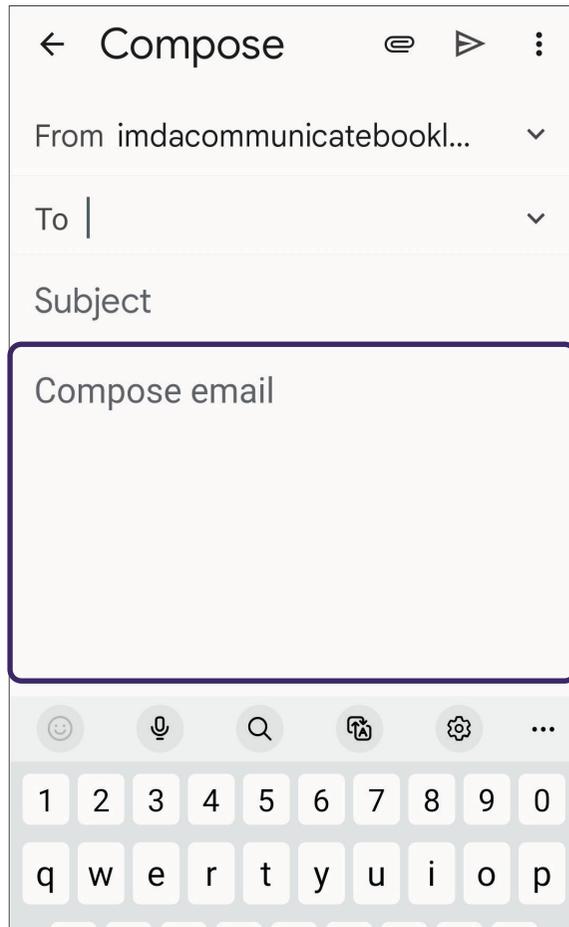


Common Steps to Use an Email App

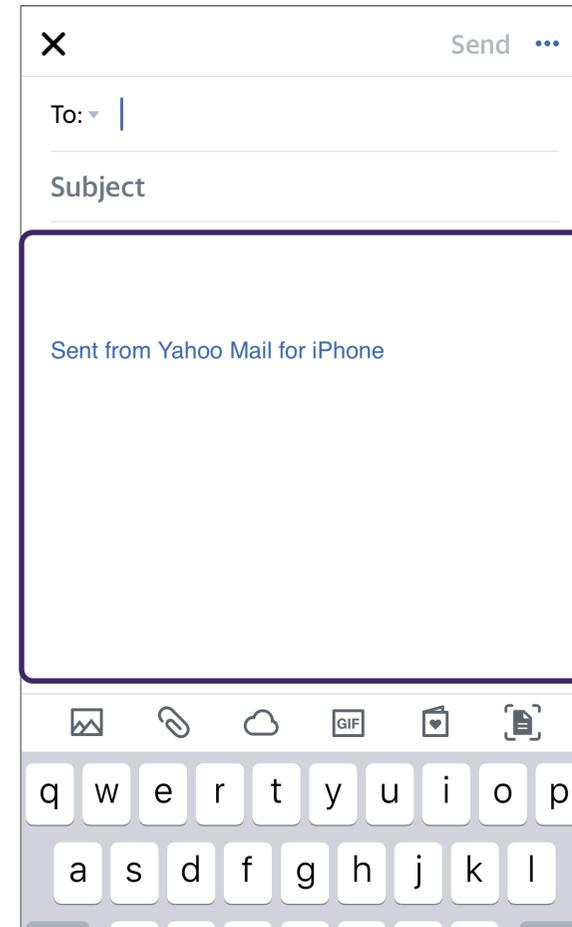
Compose an Email

4 Input text to draft your email.

Gmail



Yahoo Mail

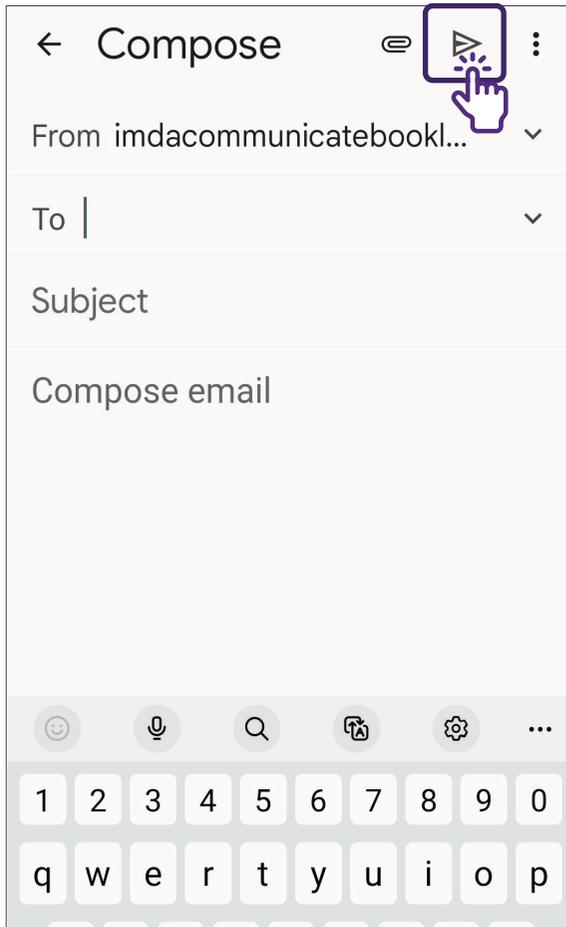


Common Steps to Use an Email App

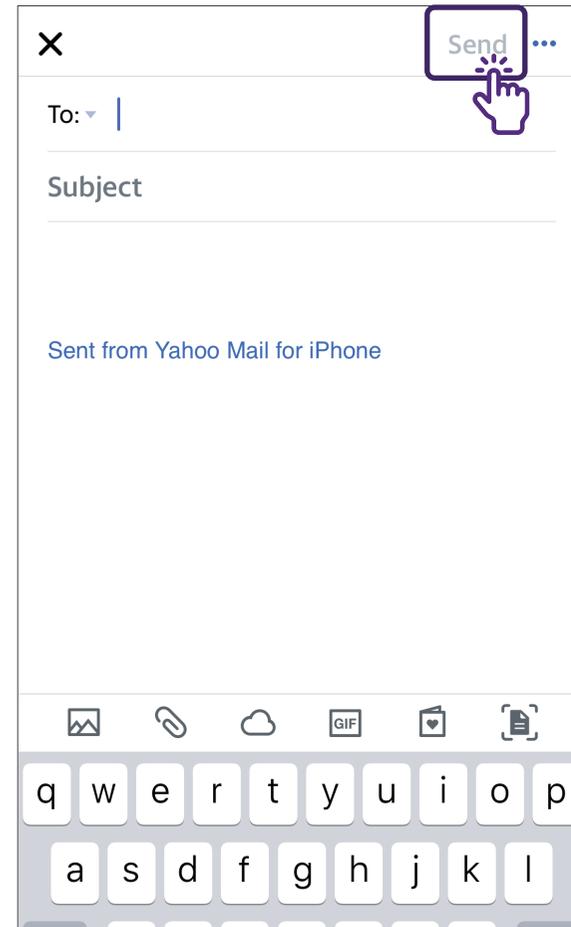
Compose an Email

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

Gmail



Yahoo Mail

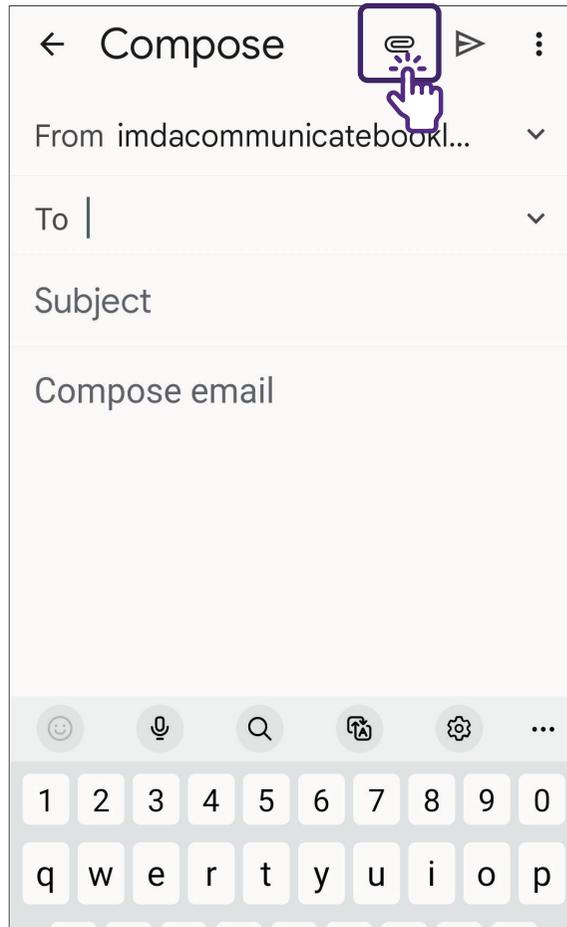


Common Steps to Use an Email App

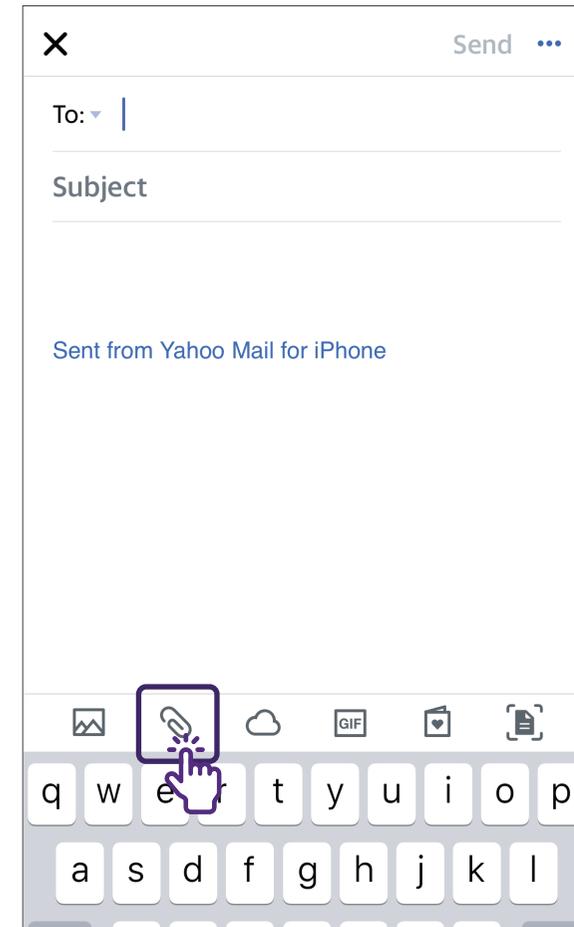
Insert Attachments

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

Gmail



Yahoo Mail

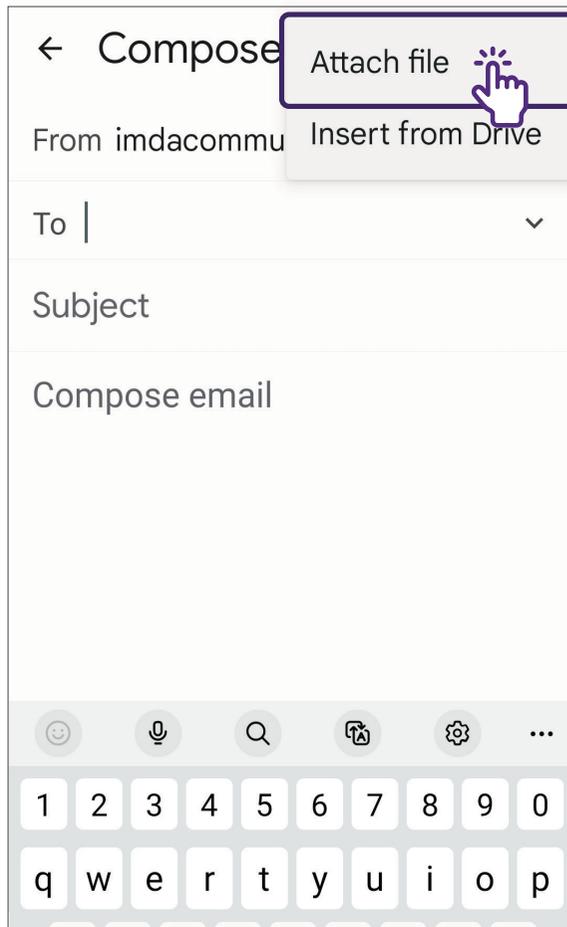


Common Steps to Use an Email App

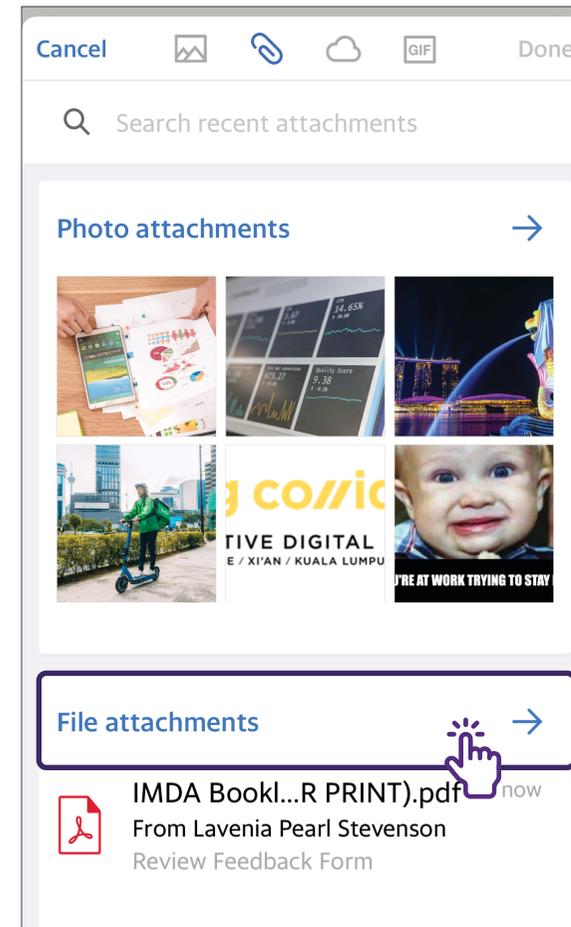
Insert Attachments

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

Gmail



Yahoo Mail

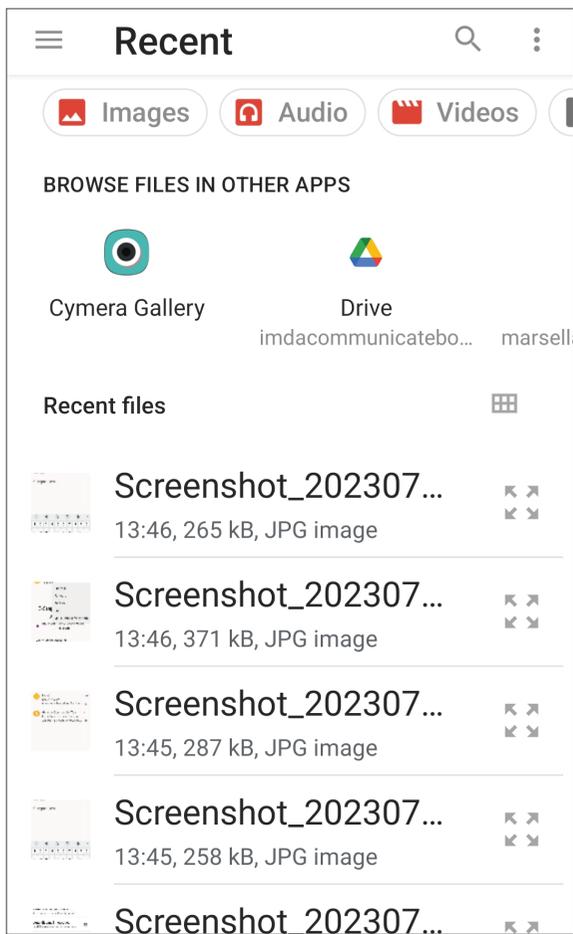


Common Steps to Use an Email App

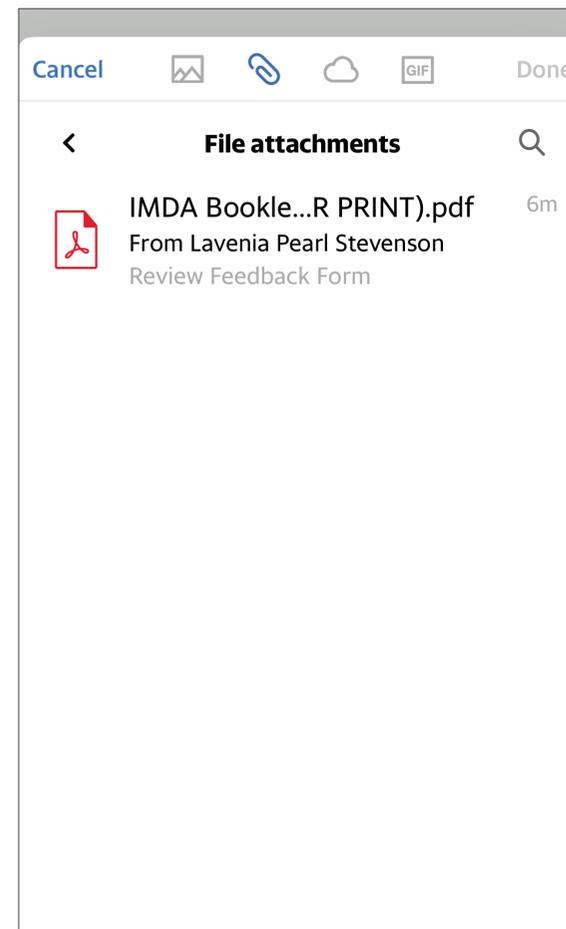
Insert Attachments

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

Gmail



Yahoo Mail

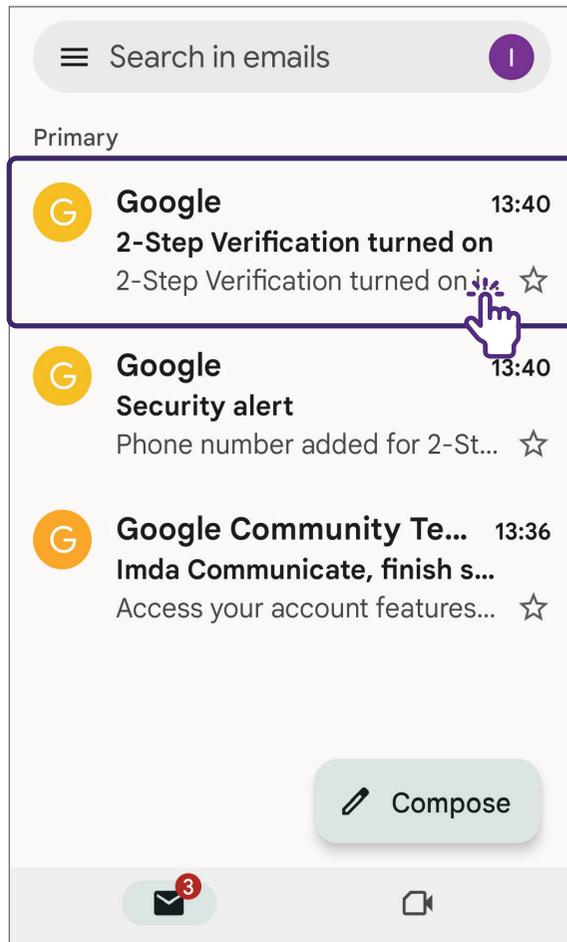


Common Steps to Use an Email App

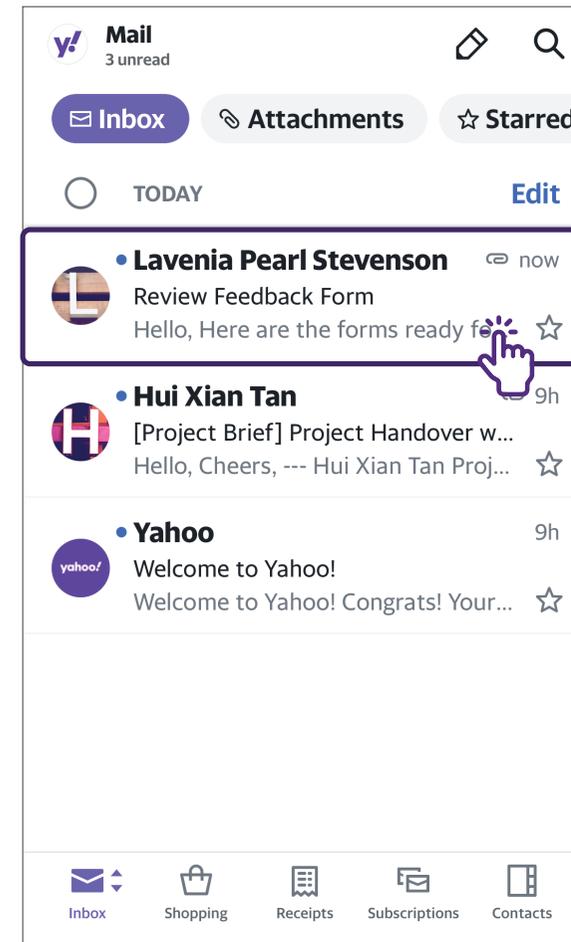
Reply, Forward or Delete an Email

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

Gmail



Yahoo Mail

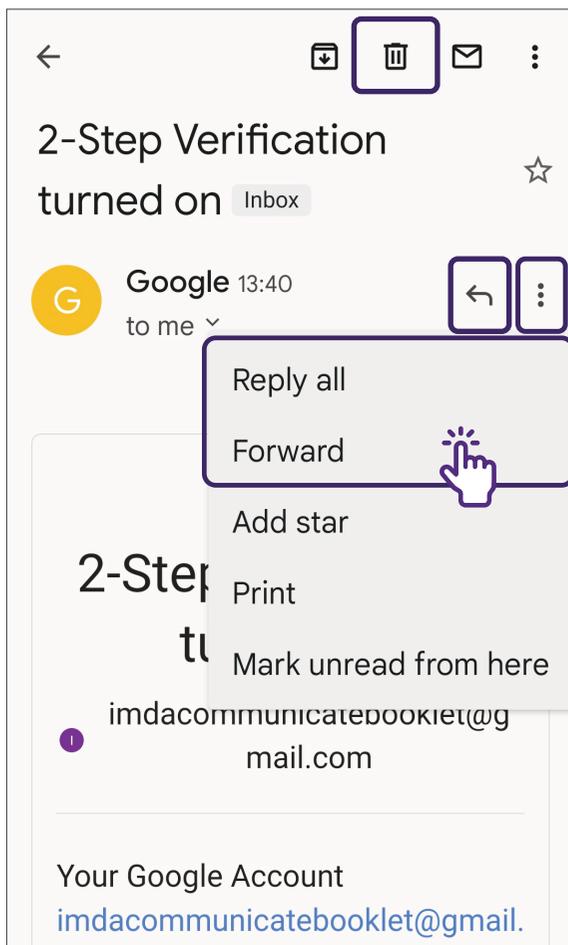


Common Steps to Use an Email App

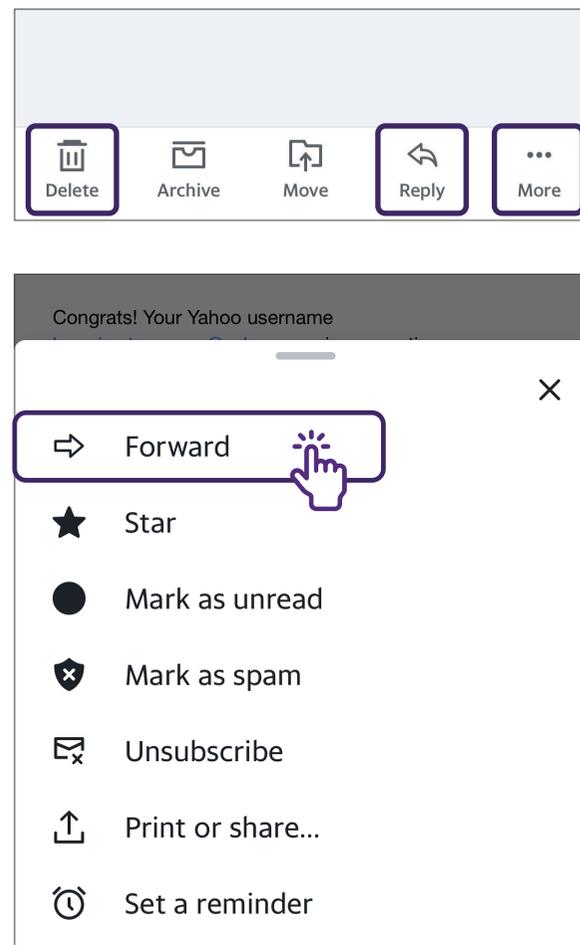
Reply, Forward or Delete an Email

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,

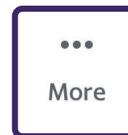


Tap this icon to reply only to the sender.



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.

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 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

imdacomunicatebooklet@gmail....

Create your own Gmail address

Create a Gmail ad... @gmail.com

You can use letters, numbers and full stops

Next

You can choose a Gmail address suggested for you or create your own and 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.

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

Search in emails



Primary

We protect your privacy

Ads in Gmail are never based on the content of your emails.

[Learn more](#) [Dismiss](#)

Google Community Te... 13:36
Imda Communicate, finish s...

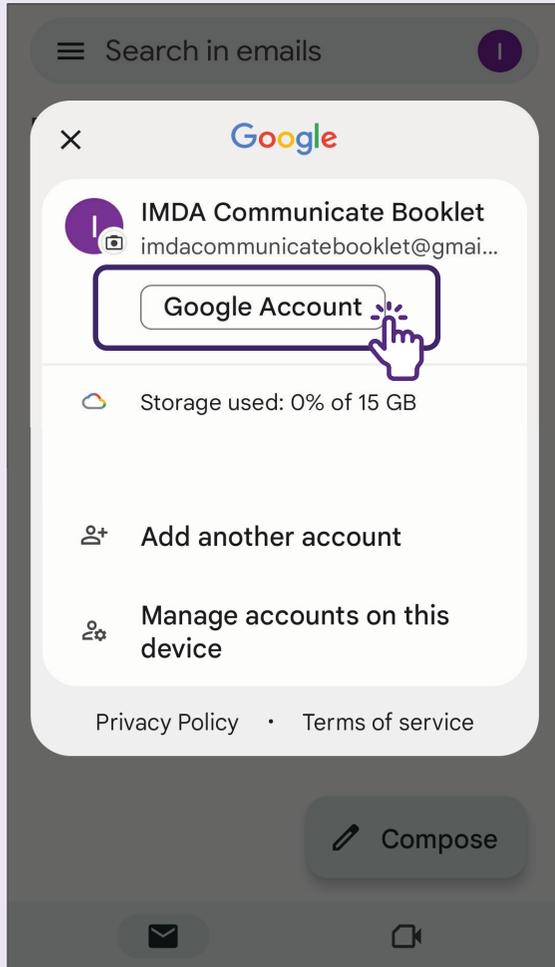
[Compose](#)



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

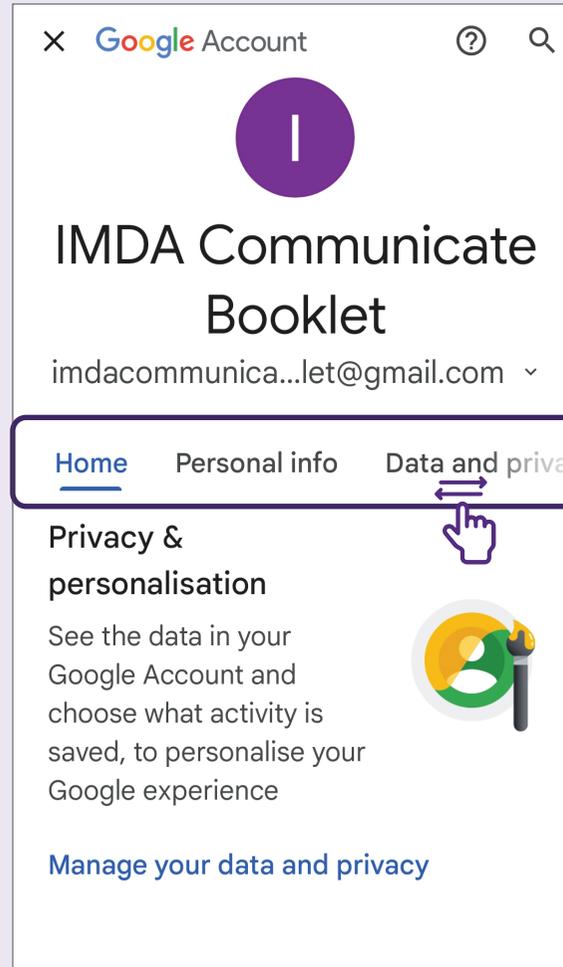
Set up Google Account

1 Google Account



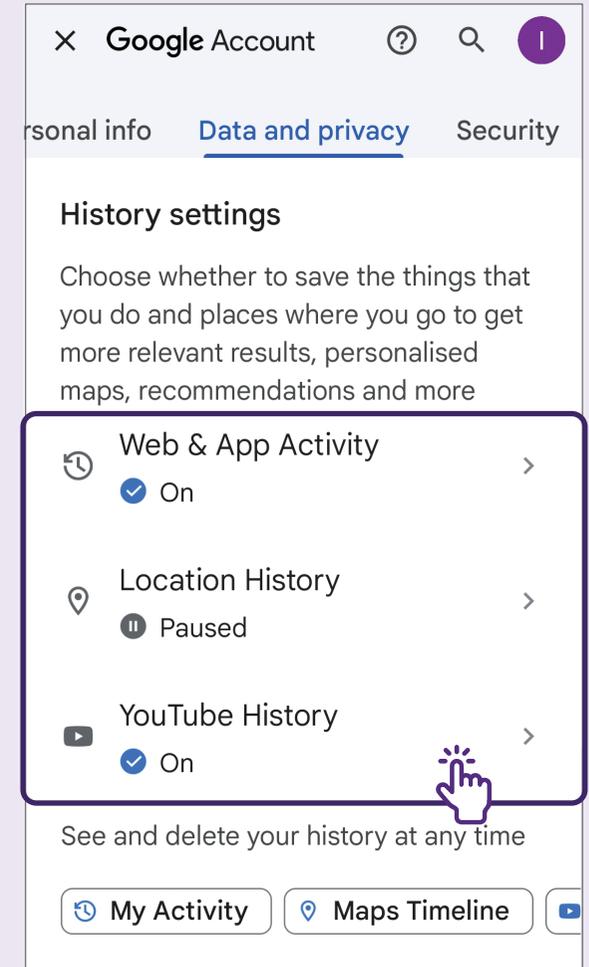
Tap on **"Google Account"**.

2 Manage Settings



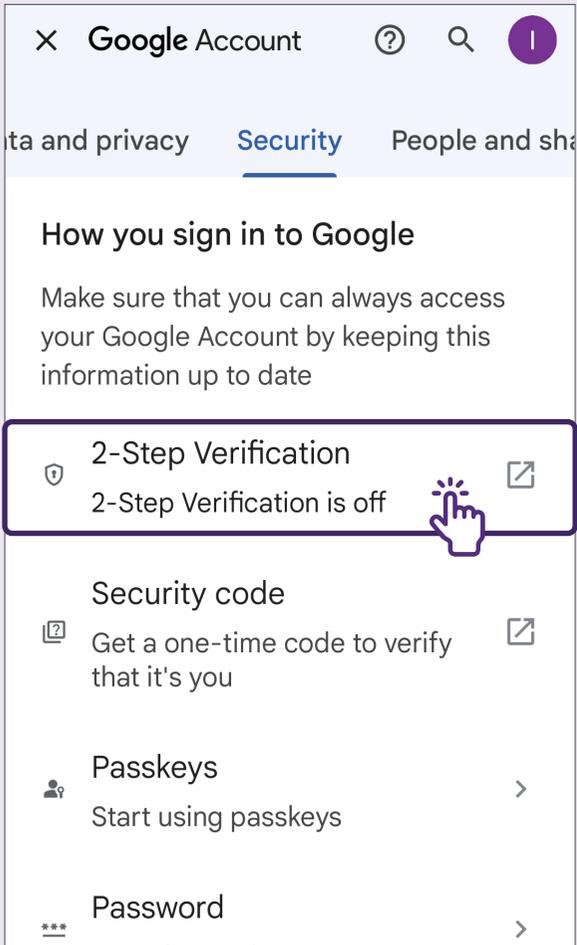
Scroll left or right to select the tabs to manage the settings.

3 Set Preferences



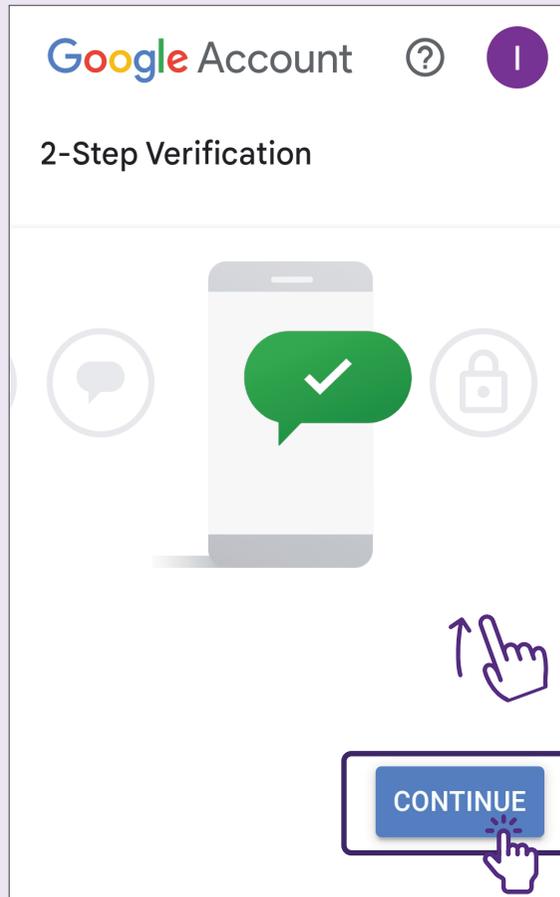
Set your preferred settings.

4 2-Step Verification



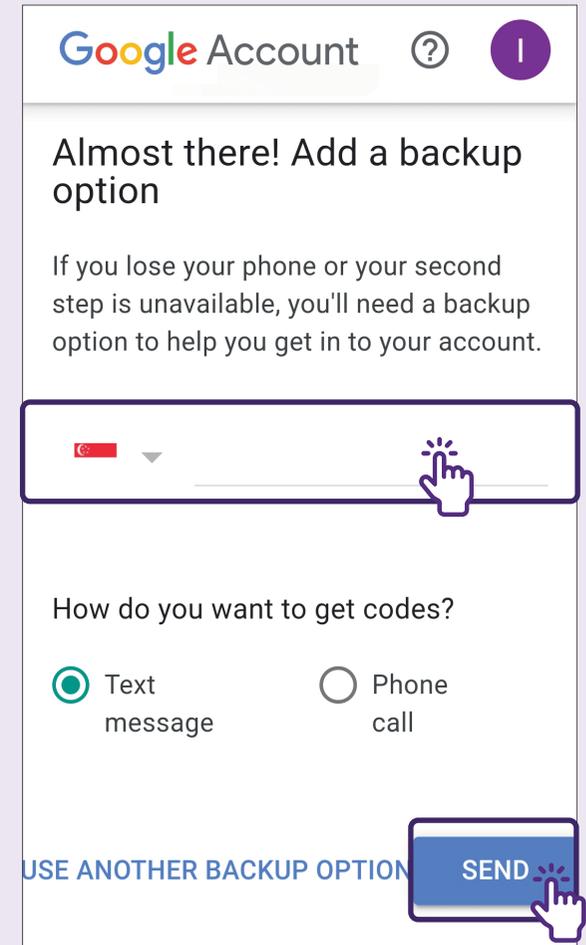
Under the **"Security"** tab, select **"2-Step Verification"**.

5 Set Up 2-Step Verification



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

6 Enter Phone Number



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

7 Confirm Phone Number

Google Account ? I

Confirm that it works

Google just sent a text message with a verification code to *****

Enter the code

Didn't get it? [Resend](#)

[BACK](#) [NEXT](#)

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

8 2-Step Verification

Google Account ? I

2-Step Verification

Turn on 2-Step Verification?

Second step: **Google prompt (default)**

Backup **Voice or text**

[TURN ON](#)

Turn on the 2-Step Verification.

Sign in to Gmail App

1 Sign in

Google

Sign in
with your Google Account.
[Learn more](#)

Email or phone

[Forgot email?](#)

[Create account](#)

Next

Enter your Gmail address and tap "Next".

2 Enter Password

Google

IMDA Communicate
Booklet
imdacomunicatebooklet@gmail.com

Enter your password

Show password

[Forgot password?](#)

Next

Enter your password and tap "Next".

3 Gmail Inbox

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... ☆

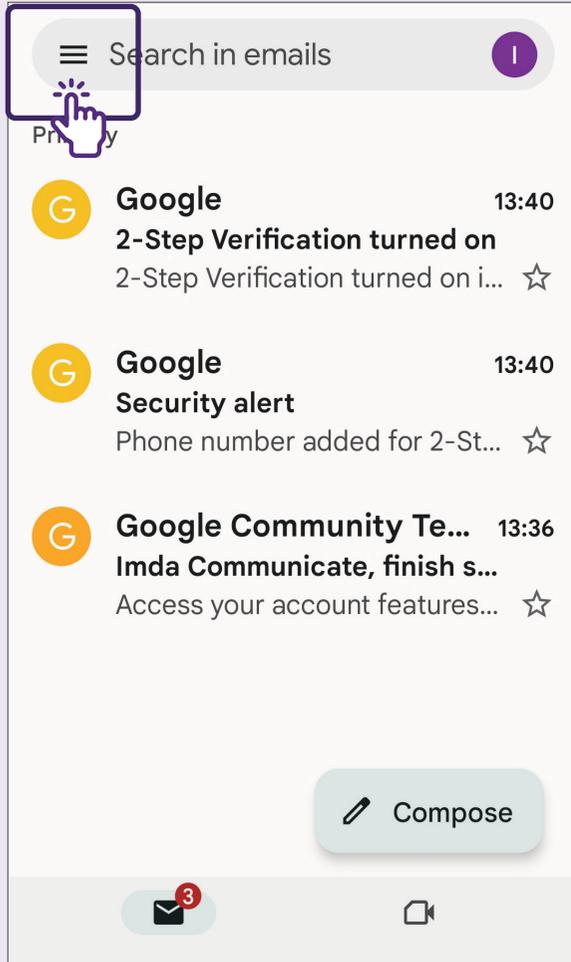
Compose

3

"Gmail Inbox" will be displayed.

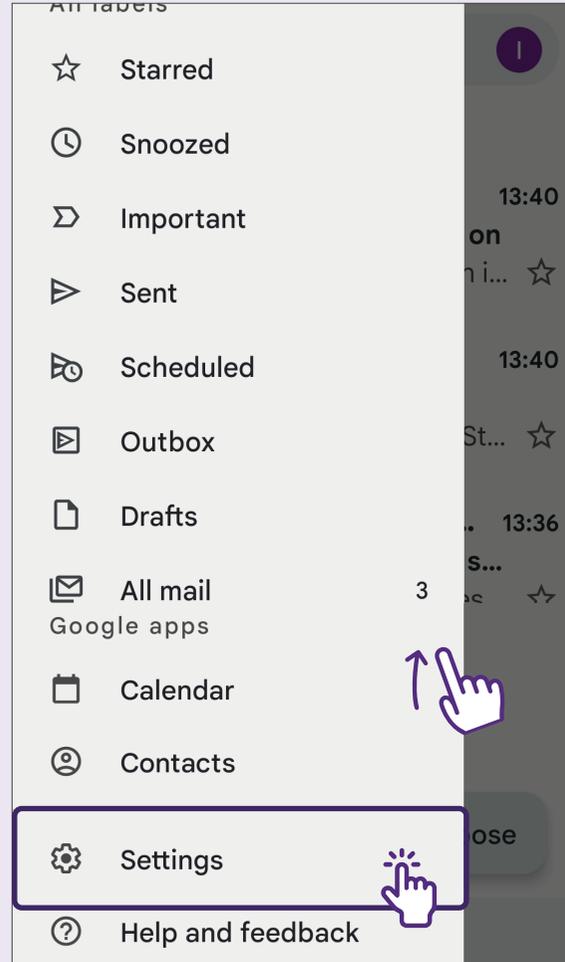
Manage Gmail Settings

1 Menu



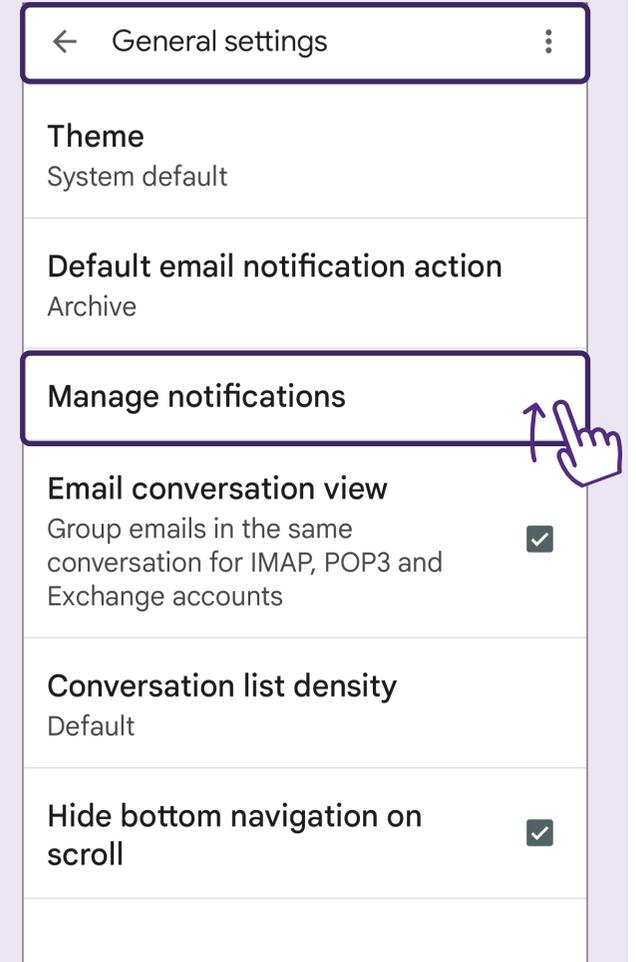
Tap on the **"Menu"**.

2 Settings



Scroll down to **"Settings"**.

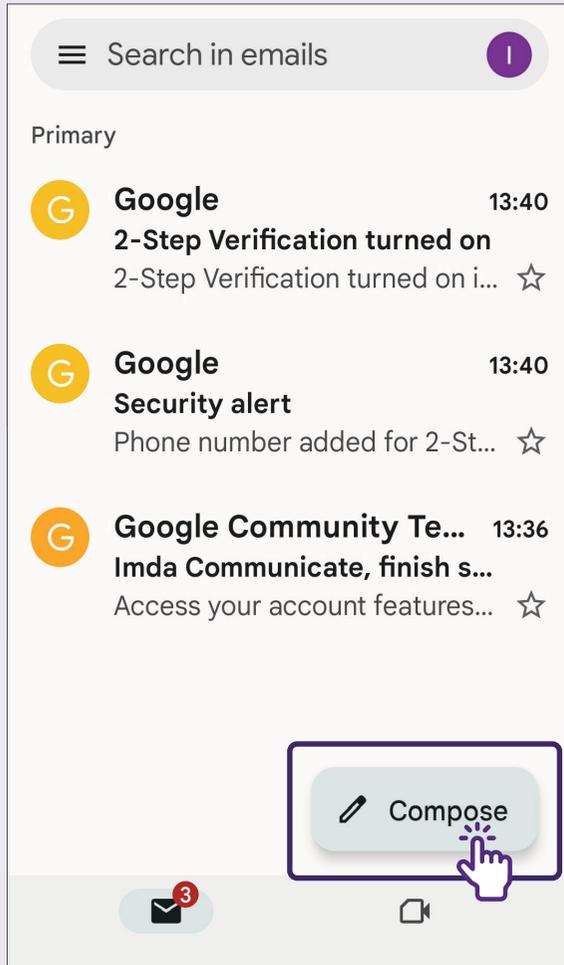
3 General Settings



Scroll through to set your preferred settings.

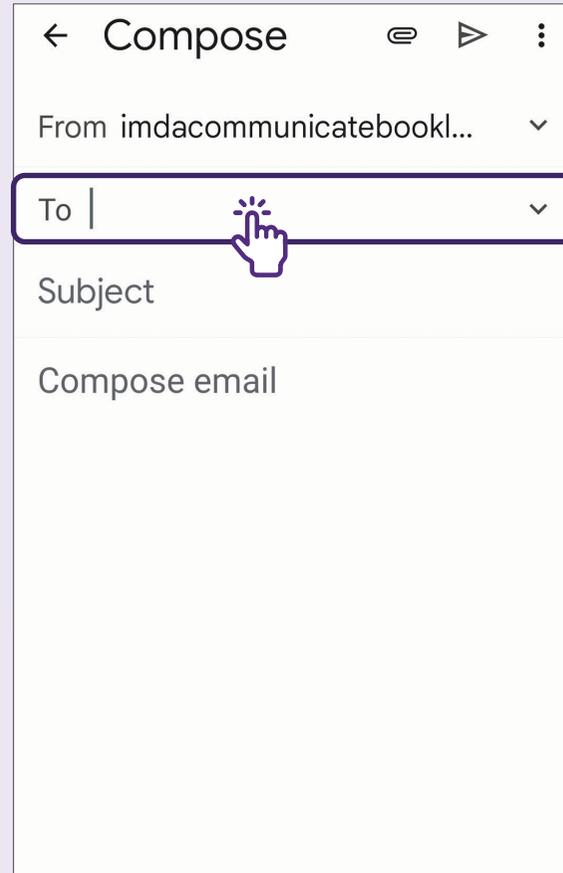
Compose an Email

1 Compose Email



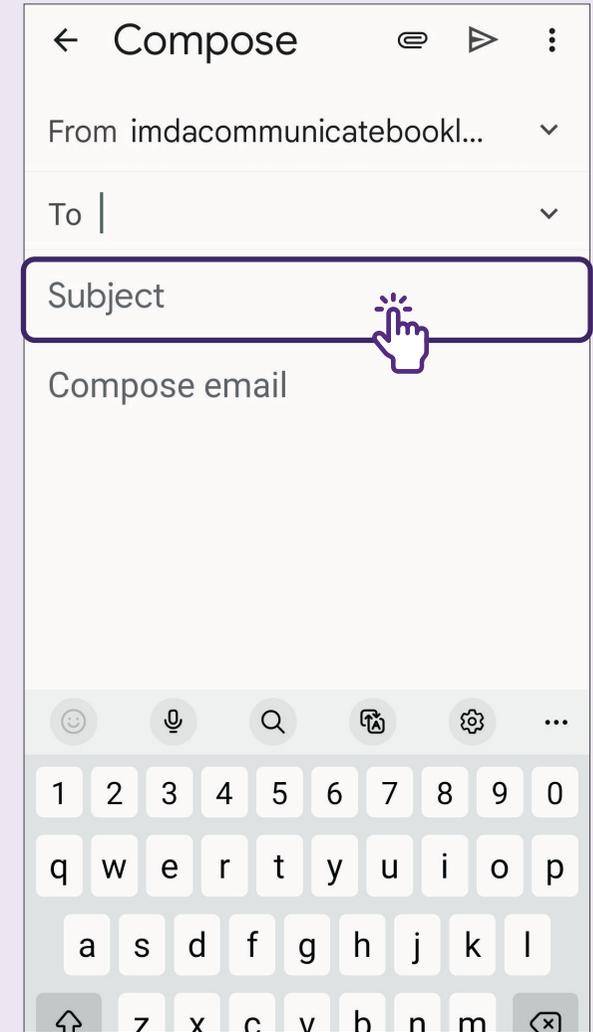
Tap on **"Compose"**.

2 Enter Recipient's Email Address

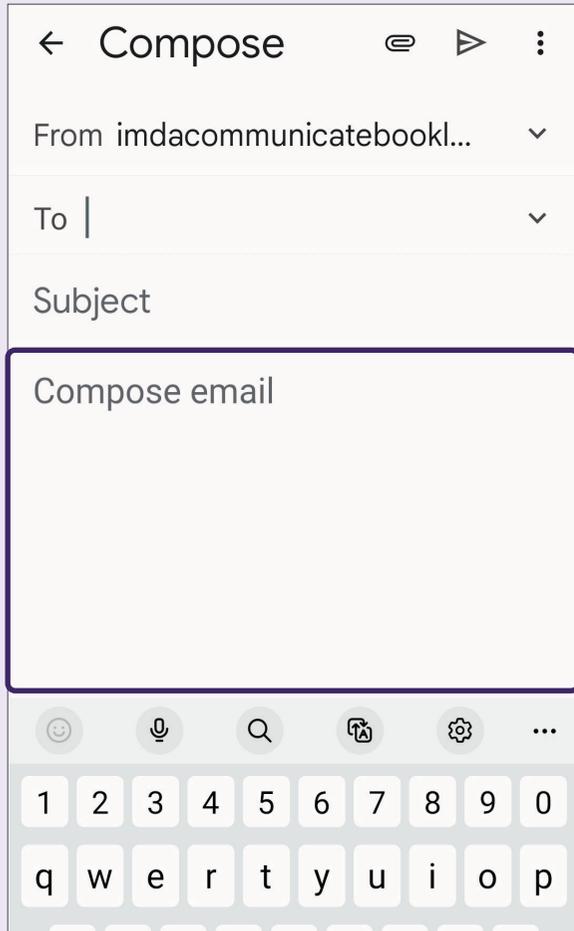


Enter recipient's email address in the **"To"** or **"Cc/Bcc"** field. Use commas to separate multiple email recipients.

3 Enter Subject

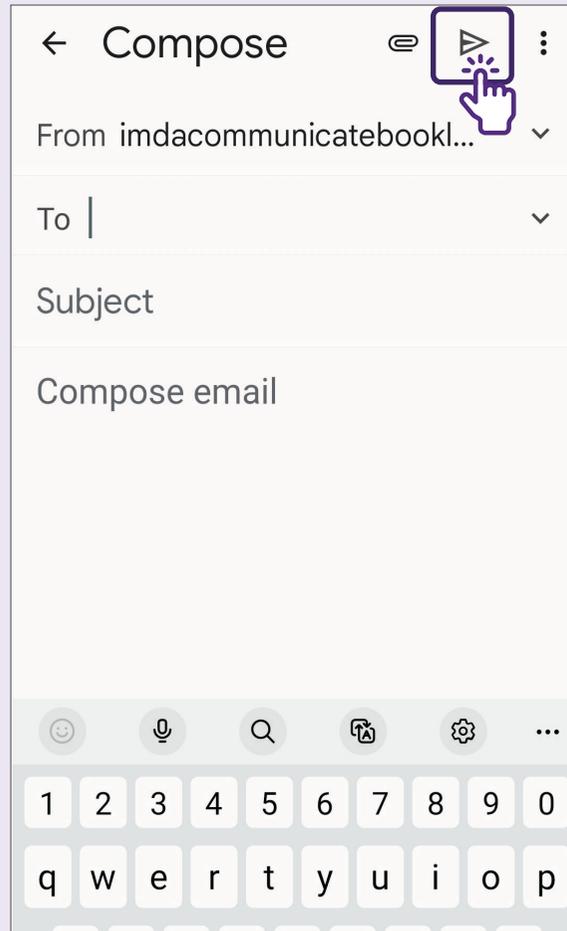


4 Input Text



Input text to draft your email.

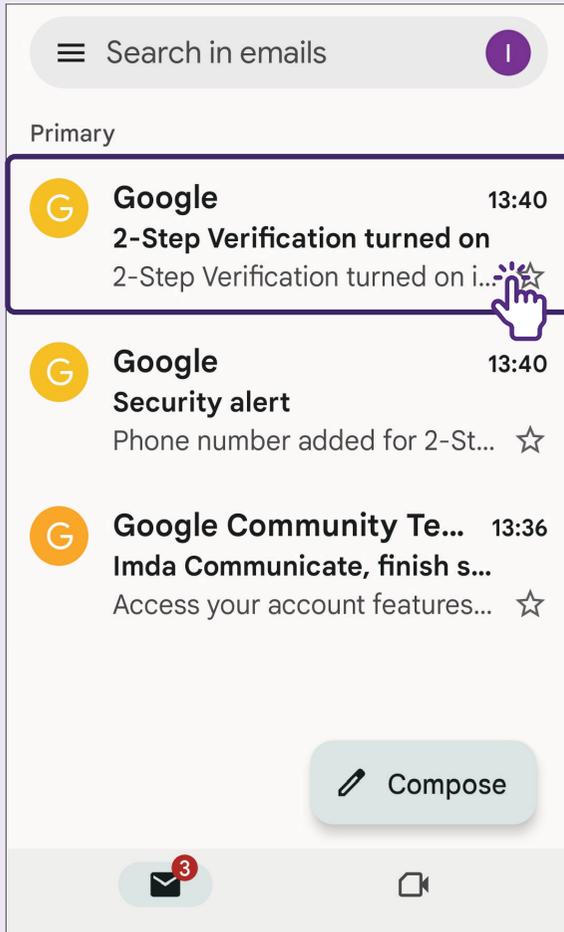
5 Send Email



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

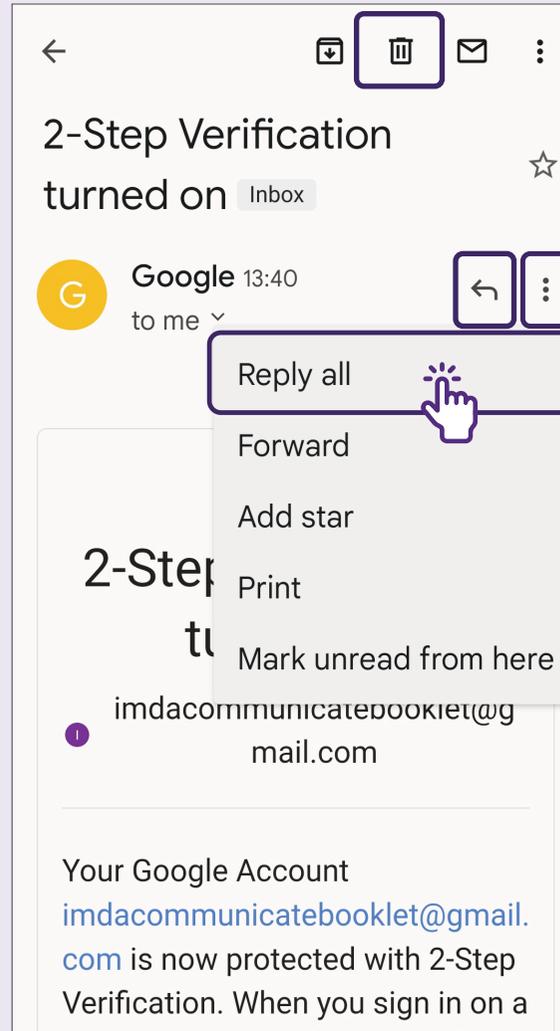
Reply, Forward or Delete an Email

1 Choose an Email



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

2 Reply/Forward/Delete Email



In the email,



Tap on this icon to reply only to the sender.



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

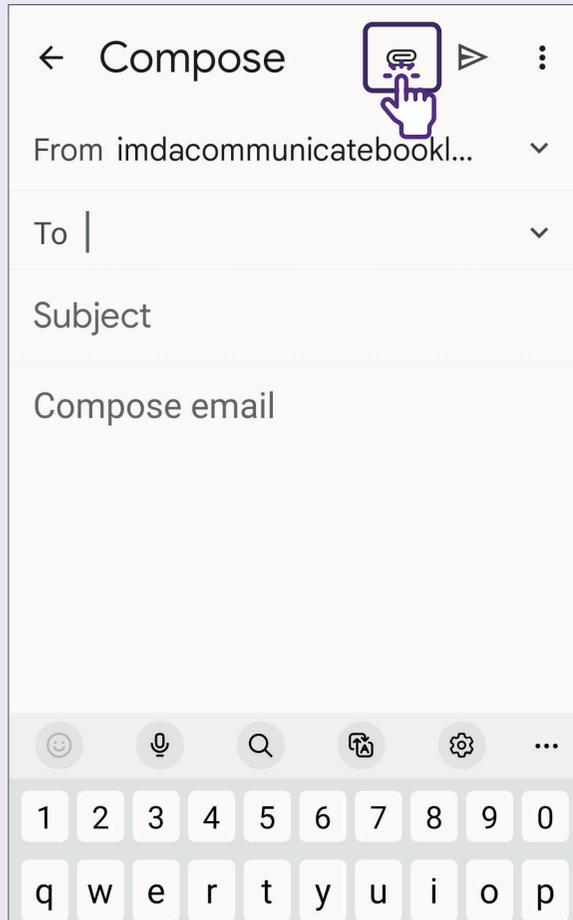
- Reply all
- Forward



Tap this icon to delete the email.

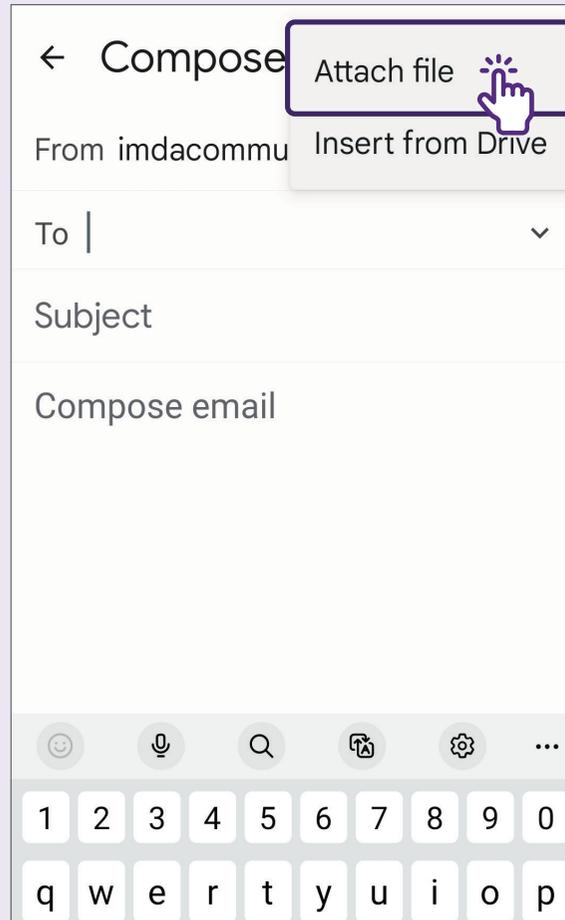
Insert Attachments

1 Attach Media



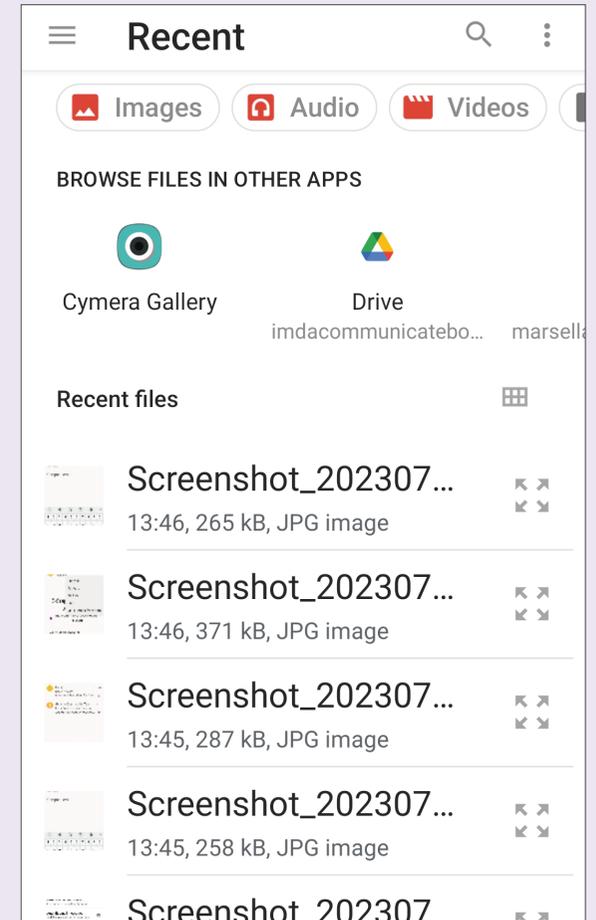
Tap on the **"Paperclip"** icon to attach images, videos and/or documents.

2 Attach File



Tap **"Attach File"**.

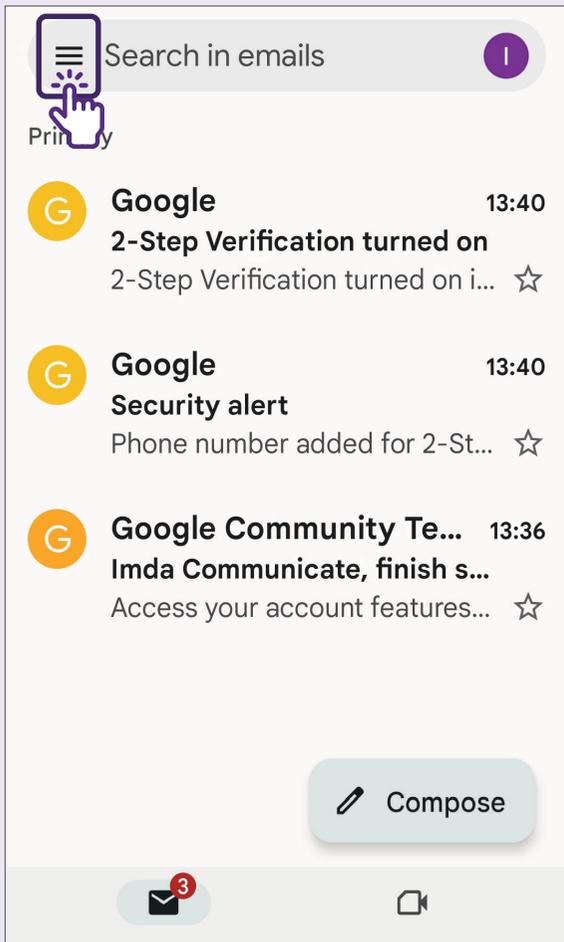
3 Select Files to Attach



Select the file(s) you wish to attach.

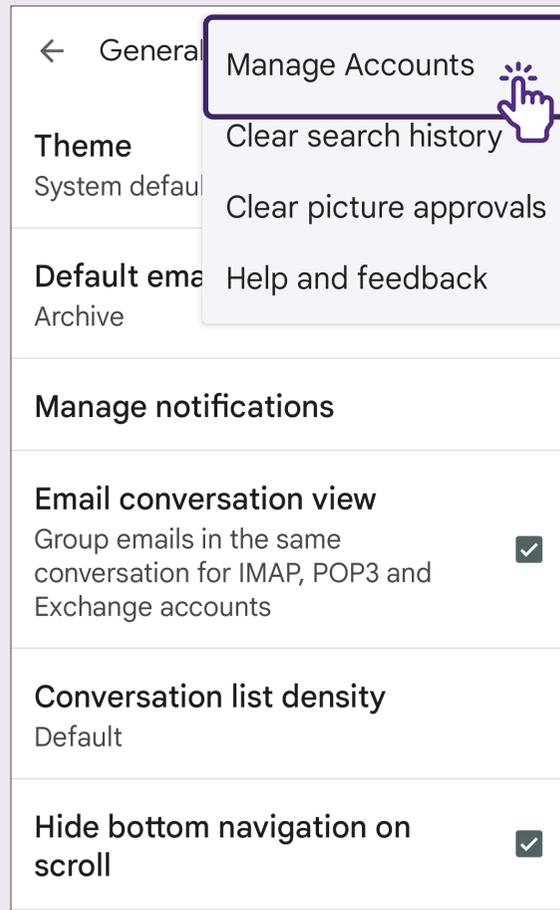
Disable or Delete a Google Account

1 Open the Menu Tab



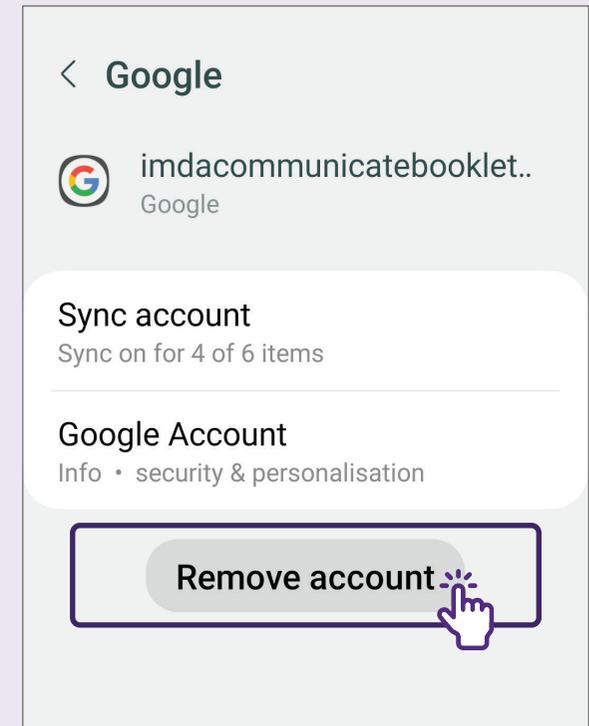
Tap the **"Menu"** icon to go to **"General Settings"**.

2 Manage Accounts



Tap the 3-dots icon on top right-hand corner and select **"Manage Accounts"**.

3 Remove Account



Tap **"Remove account"** if you DO NOT need the account anymore.

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

Notes



A large, light purple rounded rectangle containing 18 horizontal lines for writing notes.

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

IMDA Contact Centre

+65 6377 3800
info@imda.gov.sg

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