

DIGITAL SUPPORT GUIDE

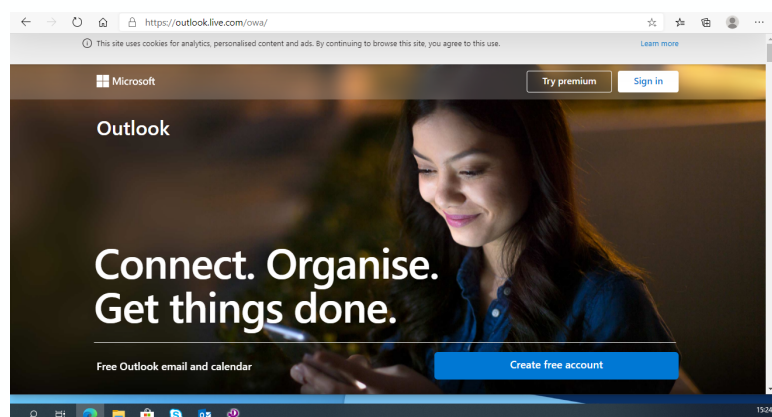
EMAIL

Learn how to set up an email account, and the simple functions on email such as sending, replying and deleting.



SETTING UP A UNIQUE EMAIL ADDRESS:

- An email address is unique to you – you alone can see the emails that are sent to it. You log into your email account securely with a password that you create. You can access the same email account on a computer, tablet or phone, and log into it anywhere in the world.
- It's easy and free to set up a new email address. Typical webmail services include Google's Gmail (gmail.com) and Microsoft's Outlook.com (outlook.com). They're both reliable, free choices.
- For this guide we are going to use outlook.com as the webmail service. Let's start by going to your internet browser and type into the search bar **outlook.com** and press **ENTER** on your keyboard or GO if you are on a phone or tablet.



- You now need to click on

Create free account

- You will be directed to a page where you will now need to create your new email address. You're free to make up whatever address you'd like. Typically, you use your own name, and the remainder of the address is provided by the email service itself. For example, your new email address would be yourname@outlook.com



Create account

New email

@outlook.com ✓

Next

- Type into the box and click **NEXT**

- At this point the email you have chosen may already be in use - alternative options will be displayed - or you can retype your chosen email.

- Next, you will be asked to set up your chosen password for your email account

Create a password

Enter the password you would like to use with your account.

Create password



☒ Show password

☐ I would like information, tips and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

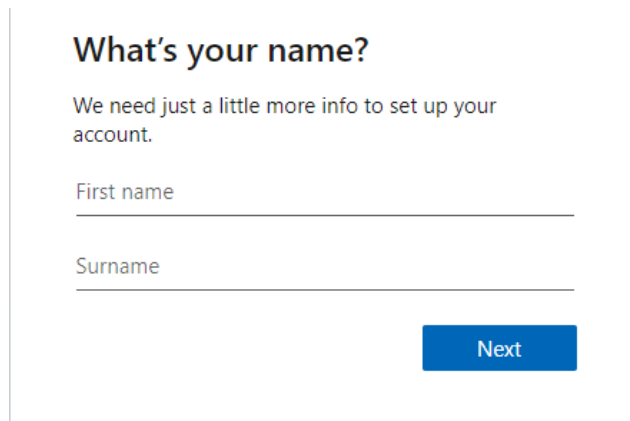
Next

- Place a tick in the **Show password** box to help you when typing your password to ensure you type it correctly.

- Click

Next

- The next step is to provide your first name and surname



What's your name?

We need just a little more info to set up your account.

First name

Surname

[Next](#)

- Click [Next](#)

- Next, you will need provide your date of birth



What's your date of birth?

We need just a little more info to set up your account.

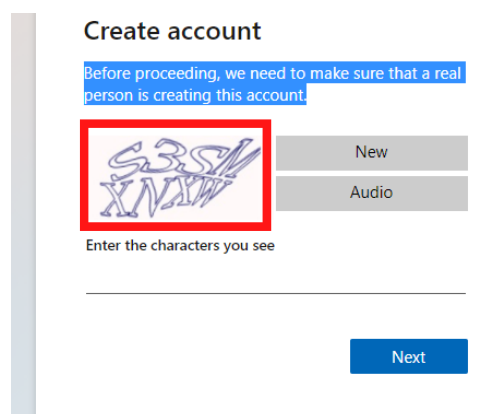
Country/region

Date of birth
Day Month Year

[Next](#)


- Click [Next](#)

- Finally, for security before proceeding, they need to make sure that a real person is creating the account so they will ask you to type the characters you see on screen:



Create account

Before proceeding, we need to make sure that a real person is creating this account



Enter the characters you see

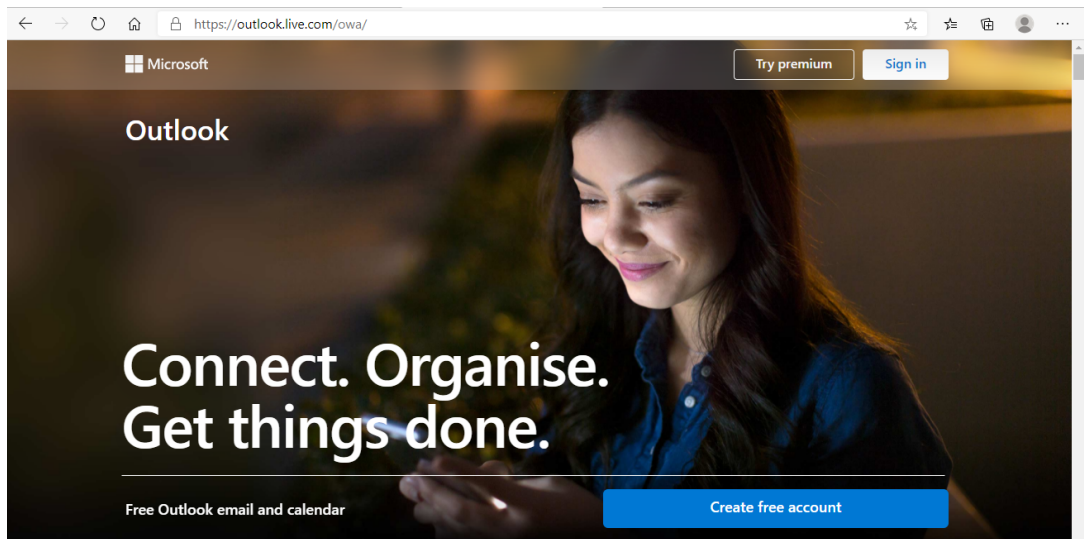
[Next](#)

- Click [Next](#)

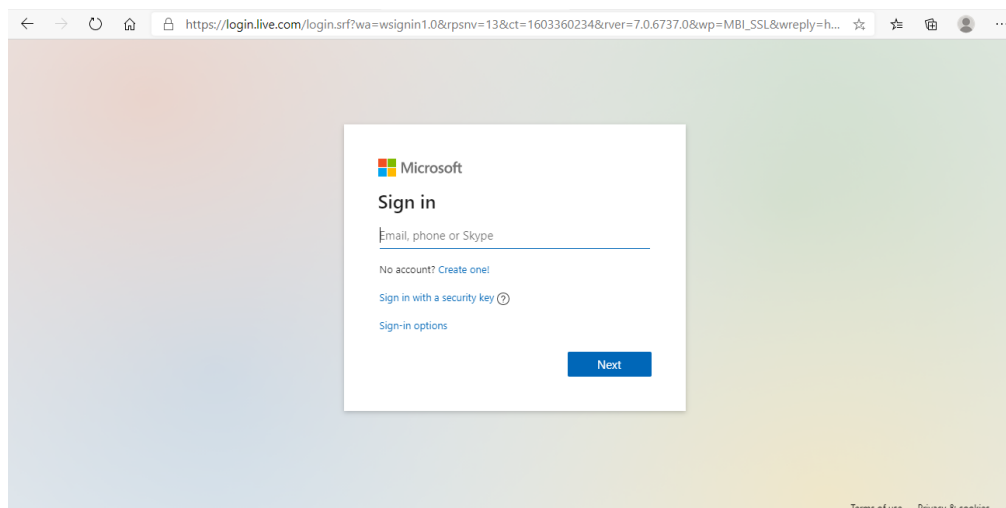
- You will now be given the option to Stay Signed In on the device (laptop, phone, tablet) you are using. Click **YES**. You will now be taken to your mailbox.
- If you click **YES**, you will now be taken to your mailbox.
- If you click **NO**, you will now be taken back to the sign in page.

LOGGING INTO YOUR EMAIL ACCOUNT:

- Go to your internet browser and type into the search bar outlook.com and press **ENTER** on your keyboard or GO if you are on a phone or tablet.



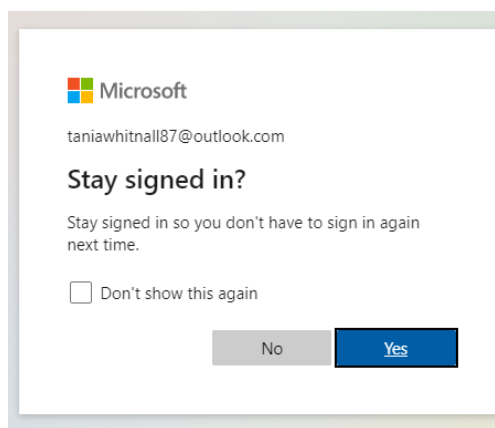
- Click to select **Sign in** at the top right of the screen. You will be taken to the sign in page.
- You will need to type in your email address and click **Next**



- Now you will need to type in your password and click [Next](#)

- You will now be given the option to **Stay Signed in** - this will mean that you won't need to sign in again on the device that you are using.

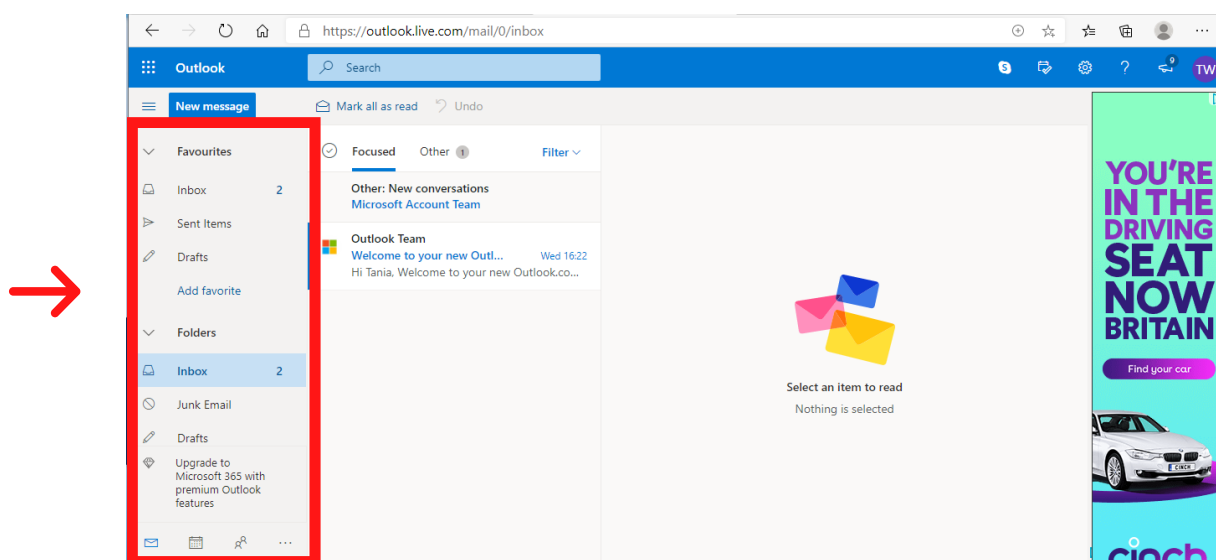
This is only recommended if you are the only person using the device.



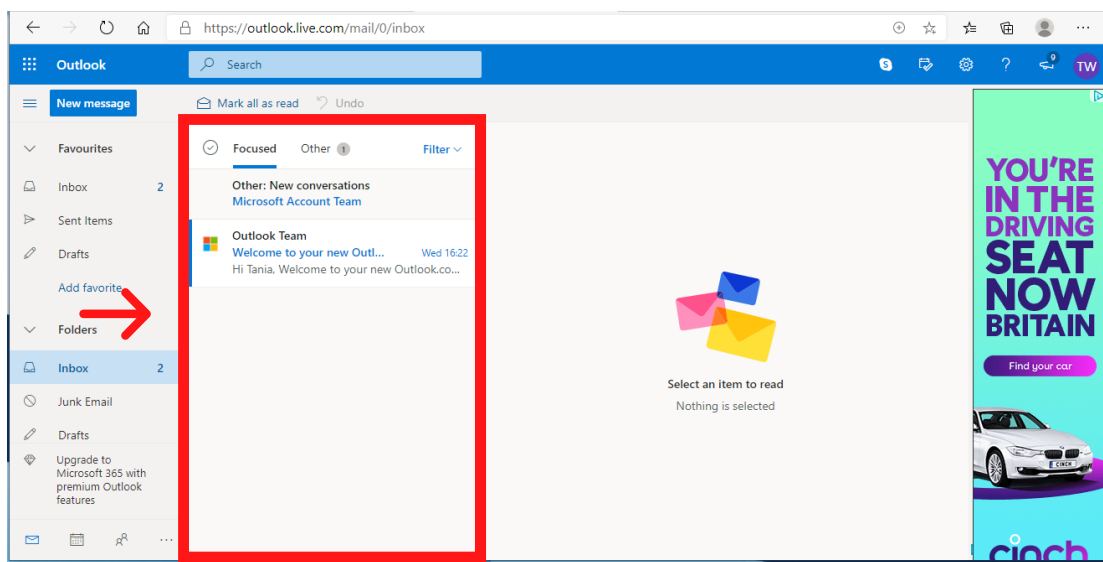
YOUR INBOX:

- Each time you log into your email account, you will be taken straight to your inbox where you will be able to immediately see any new emails you have received.

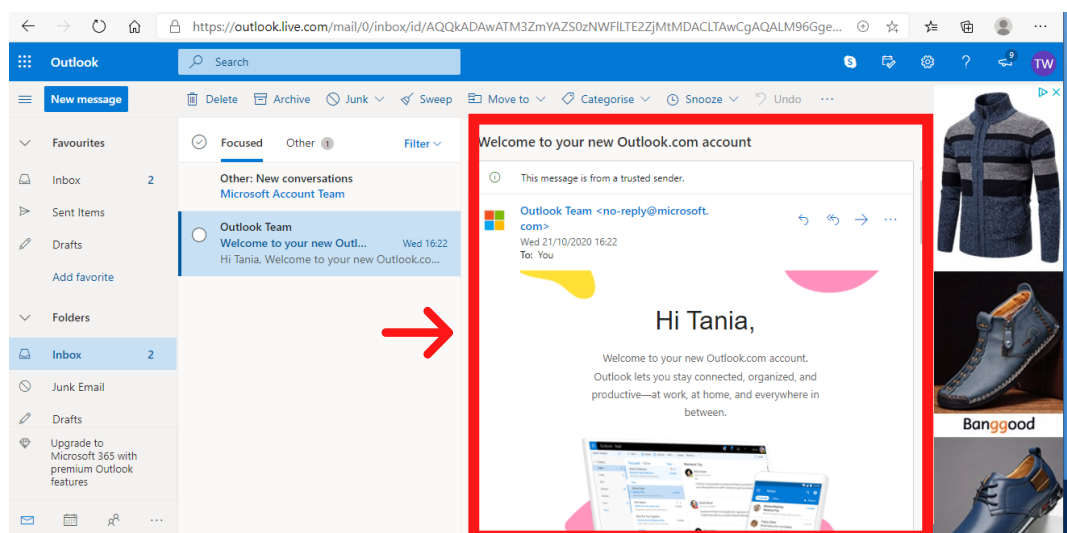
- The pane on the left will show all your folders:



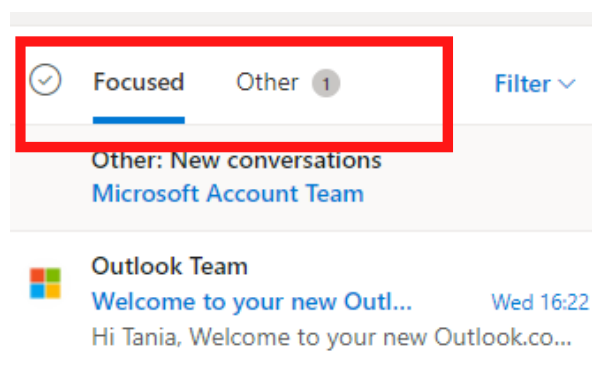
- As you click once to select each folder - the contents (emails) within each folder will display in the centre pane:



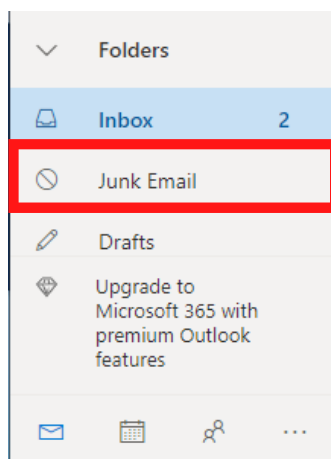
- As you click once to select the email within the centre pane, the email and its contents will display on the pane on the right hand side.



- You will notice, within the centre pane, you have **Focused** and **Other** tabs at the top. You may have emails within both of these tabs - so remember to check if you're looking for something in particular.



- Within your folders in the left hand pane you will see your **Junk** folder. Emails may be diverted to this folder if they are from an unrecognisable sender.

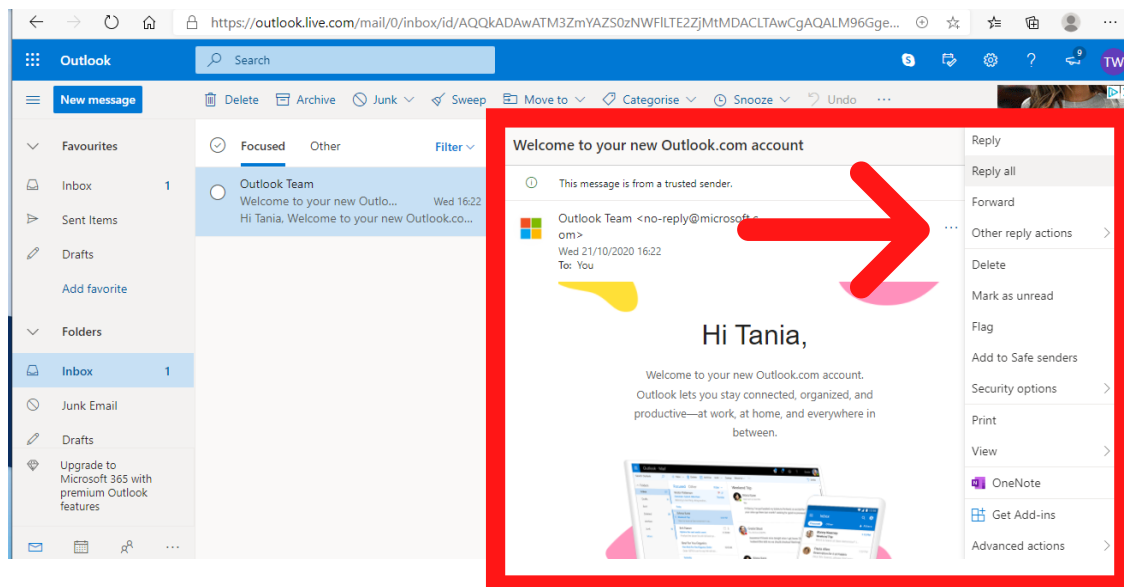


- You will see your **Drafts** folder. Emails will save in here if you have created but then not actually sent.

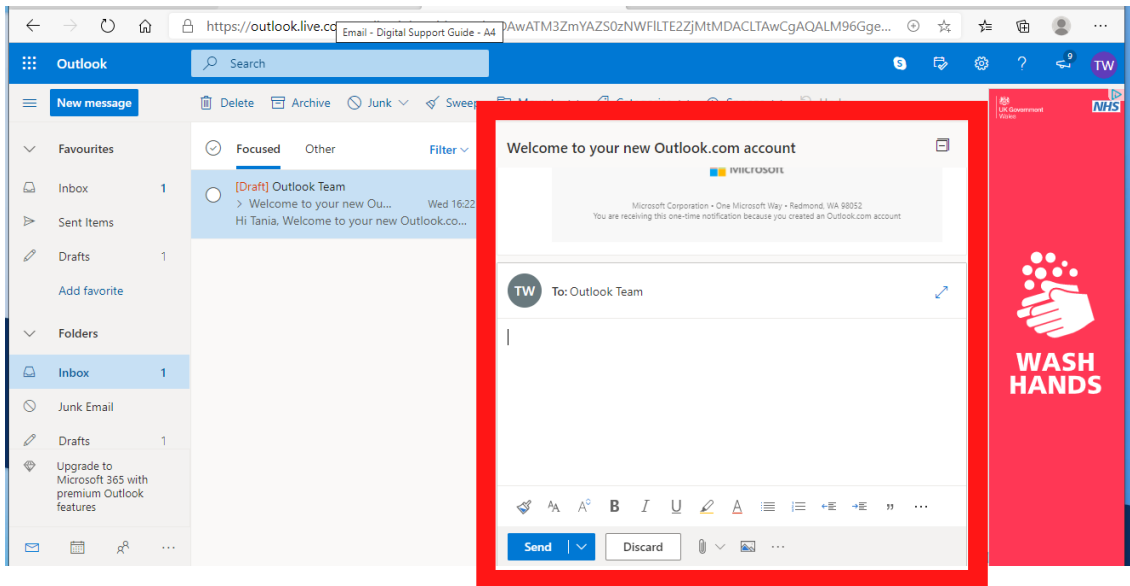
REPLYING TO AN EMAIL:

- When you have opened and read an email you may need to send a replying email.

- Have the email open in the right hand pane - and at the top right you will see 3 little dots ... - click on these

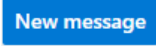


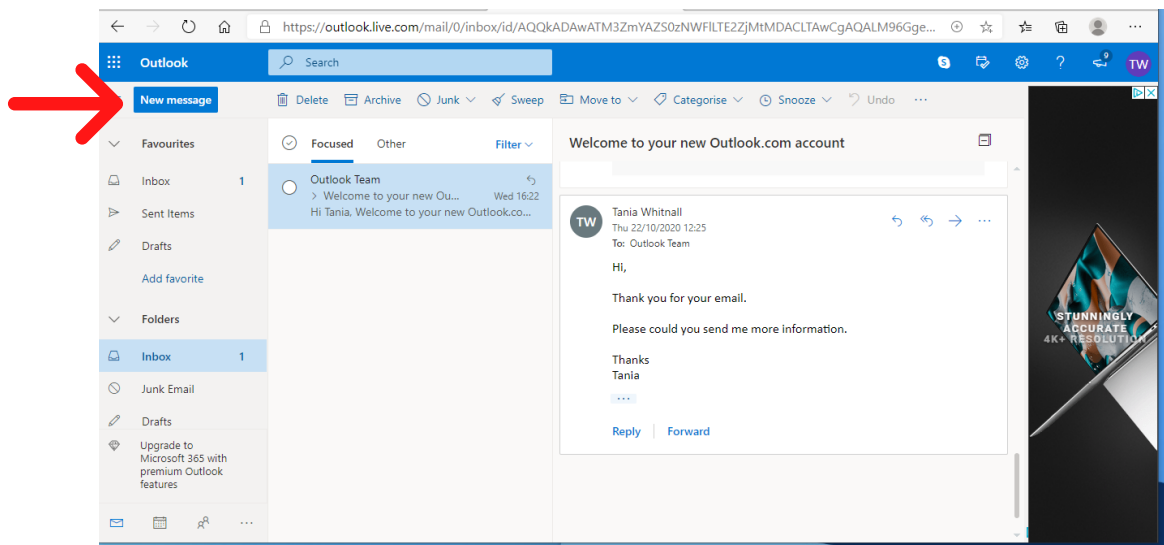
- You will now have a list of actions - click **REPLY** from the list. A new email will pop up in the right hand pane for you to type your reply into.



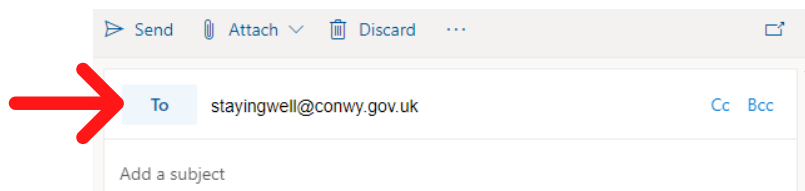
- Simply type in your reply and then click  - your reply has been sent.

SENDING A NEW EMAIL:

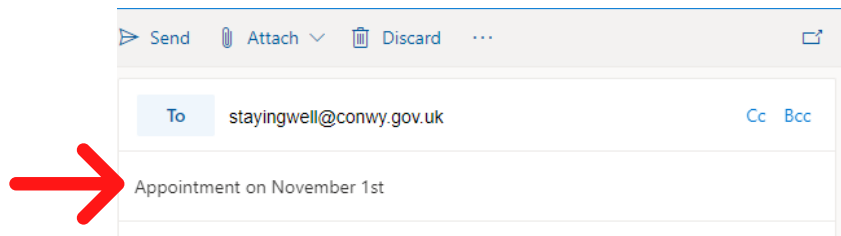
- If you need to send an email to a new recipient you will need to click  on the top left of the screen.



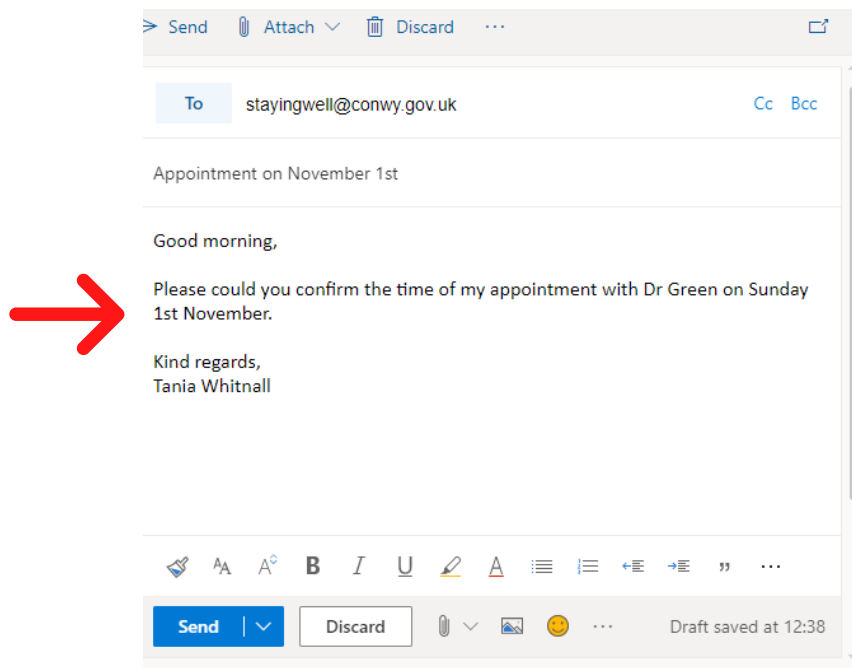
- A new email will pop up in the right hand pane.
 - You will need to type in the email address you wish to send the email to in the **To:** field at the top of the email.




- Next, you will need to add a subject to the **subject** field



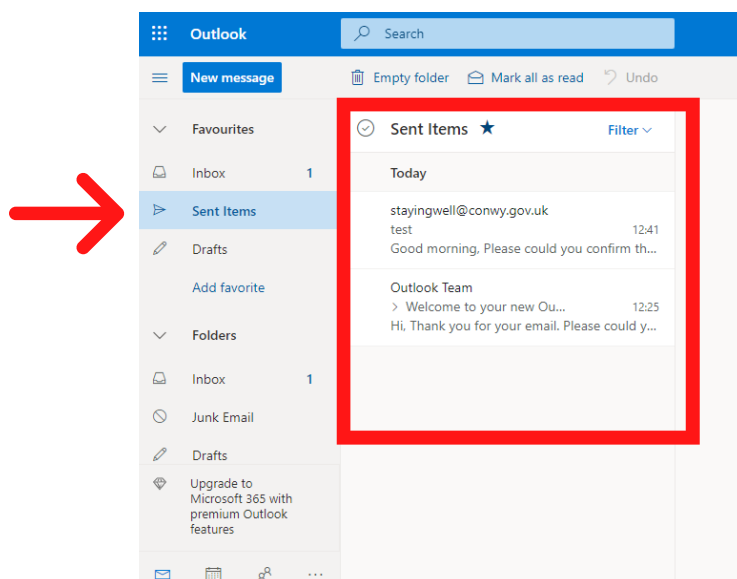
- Now it's time to type your email.




- Finally, you can click the  button.

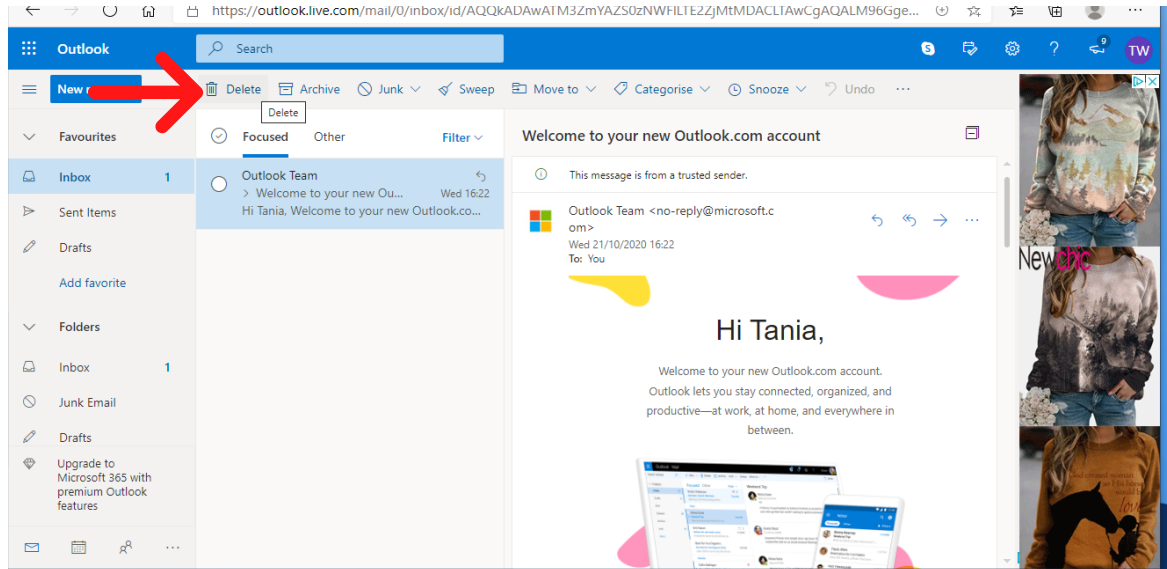
SENT ITEMS:

- You can check to make sure you have sent an email and also check to make sure you have sent it to the correct recipient by going to your **Sent items** folder.



DELETING AN EMAIL:

- You can delete any emails received or sent within any of your folders. Simply click to select the email you wish to delete and then select the  **Delete** icon at the top of the page



LOGGING OUT OF YOUR ACCOUNT:

- Once you have finished working on your emails and you want to log out of your account, you can do so by clicking on your initials icon at the top right of the page and then selecting **sign out** from the list.

