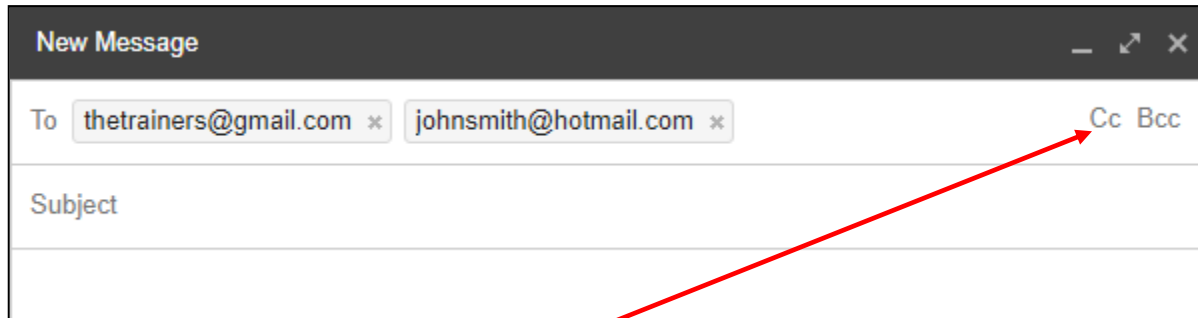


The examples in this handout were created using Gmail, a free Web-based e-mail service. The processes described may vary among different e-mail services.

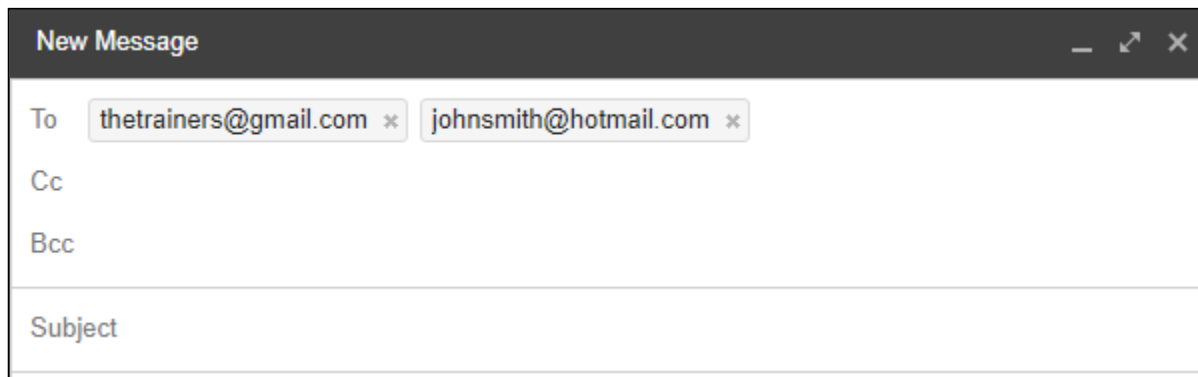
Sending E-mail to multiple people. CC and BCC

The default Gmail **Compose Message** screen includes a **To:** field and a **Subject** field, but what if you want to send the message to more than one person? One simple way is to list multiple e-mail addresses in the **To:** field and separate them with commas:



But you can also click **CC/BCC** to send a carbon copy or a blind carbon copy.

Type the addresses in the **CC** field to send a Carbon Copy to someone. Use the **BCC** field to send Blind Carbon Copies. (With BCC the recipients of your e-mail will not be able to see who else received it.)



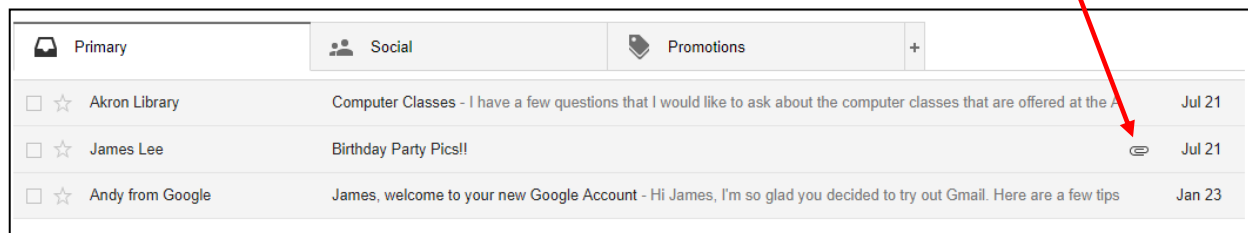
Attachments

- A file sent along with an e-mail message.
- Not typically visible in the body of the message.
- Created using another software program
- You will need a compatible software program on your computer to open attachments received.
- Possible types of attachments and file extensions:
 - graphics, photos, animations, images (.gif, .jpg, .jpeg, .mpeg, .tiff, .png, .bmp)
 - audio (.ram, .mp3, .wav, .midi)
 - spreadsheet (.xls, .xlsx)
 - database (.mdb)
 - text document (.txt, .doc, .docx, .rtf, .wps, .wks)

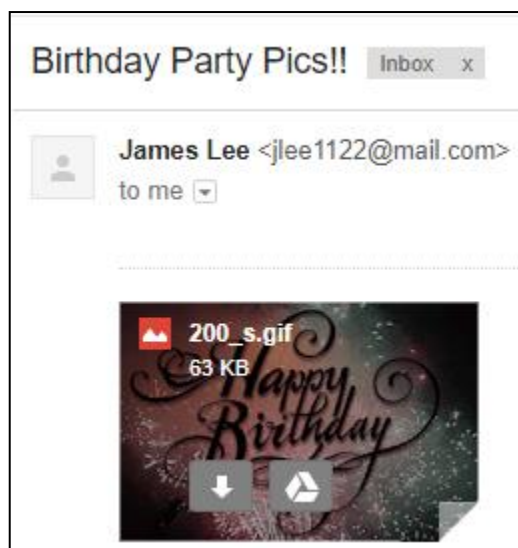
Opening/Saving attachments to your Computer

Log in to your account, go to the **Inbox**. You want to find an e-mail with a **paper clip** at the end.

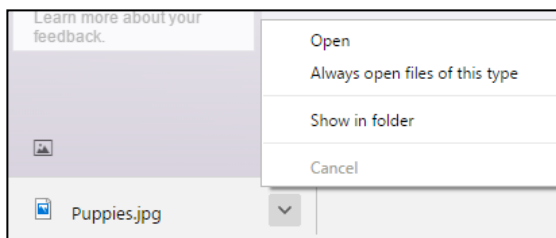
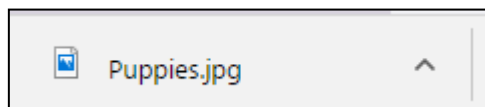
Open the message, as usual.



The attached file will appear at the bottom of the e-mail. To download the file, place your mouse on the attachment, then click the down pointing arrow to start the download process. At this point, the options for downloading will vary depending on the browser that you are using. Gmail automatically scans all incoming and outgoing e-mail attachment for known virus threats for the safety of all of its users. If there is any threat of a virus, it will be cleaned if possible, and you will be given further instructions on what to do next. To save to Google Drive, click the Triangular icon on the attachment.



If you are able to download the attachment without a virus threat, the file will show at the bottom of the page. In Google Chrome, downloaded files automatically go to your **Downloads** folder. Click directly on the file name, or click the arrow select **Open**, to open the downloaded file.

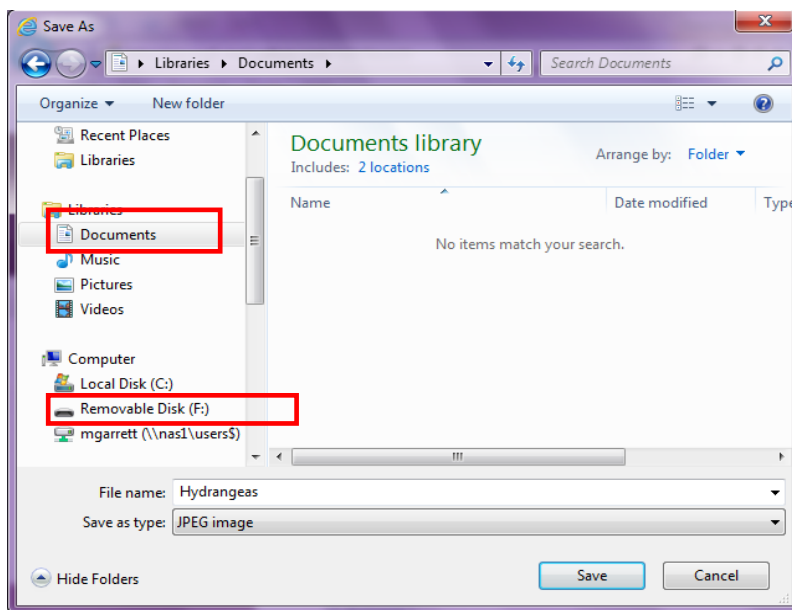


To change the default storage location for downloads in Google Chrome, follow these steps:

1. Click the chrome menu (the 3 dots at the end of address bar),
2. Click **Settings**
3. Scroll down and click **Show Advanced Settings**
4. Under the Downloads section, click **Change**, to change the default download location, or check the “Ask where to save each file before downloading” box if you prefer to choose the location before each download.

NOTE: Once you save an attachment to your computer or removable storage, it becomes a separate file. You do not have to save the e-mail message to which the file was originally attached.

If you want to save the file to your computer’s hard drive, “Documents” is the best location. If you plan to save it to a removable storage device, select the appropriate drive from the drop-down list (Removable Disk (F:)). Your removable storage could say something different, like the name of your USB drive.

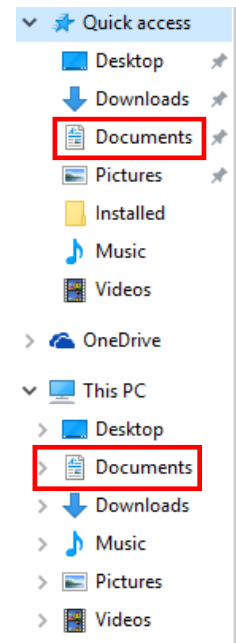


TIP: If the computer cannot identify a compatible software program that can open the attachment, a dialog box similar to the one pictured to the right will display, prompting you to select the program you want to use to open the attached file. If you know what program can open the file, and then select it from the list. Otherwise, just cancel the dialog box. You will not be able to open the unidentifiable attachment. One way you may be able to resolve the issue is to ask the person who sent the file to send it in a different format, if possible.



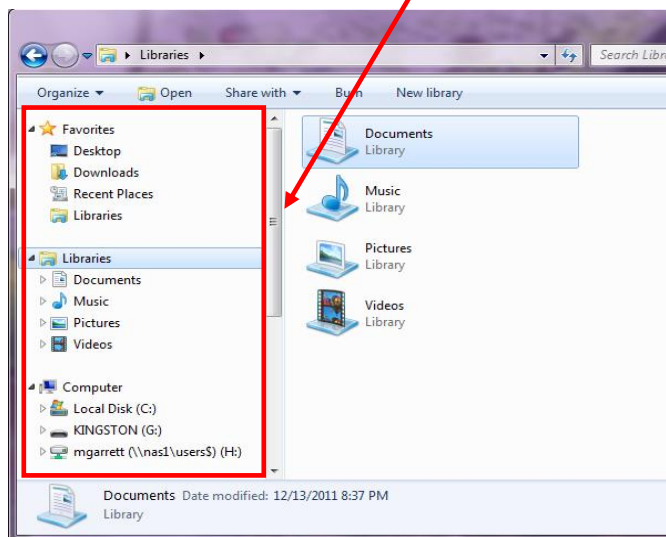
To open an attachment that you save to your computer or removable storage:
Assuming that you saved your attachment in the **Documents** folder.

One of the easiest ways is by opening the **File Explorer** icon on the taskbar and then click **Documents** on the left side of the screen. Documents can be found in the Quick Access area, and under **This PC** along the left side of the screen



You can also access the **Documents** folder from the start menu by clicking the Windows Icon (Start Button) at the bottom left of the taskbar, then on the file explorer icon, then on Documents.

If you saved your file to a location other than your computer's hard drive you can find it on the left side of the window. You may need to use the scroll bar to find more locations.



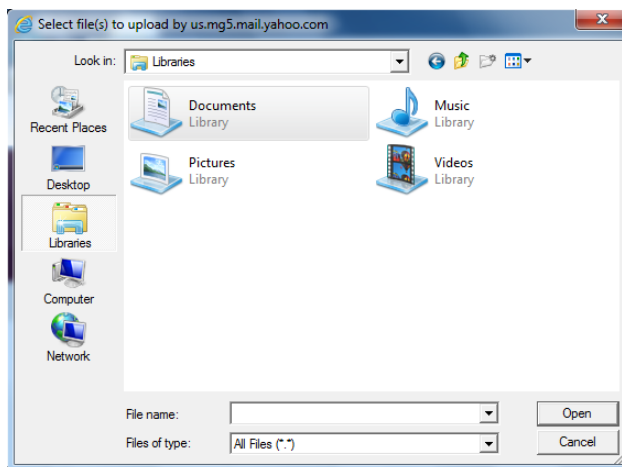
Sending Attachments

Begin composing a new message as you normally would:

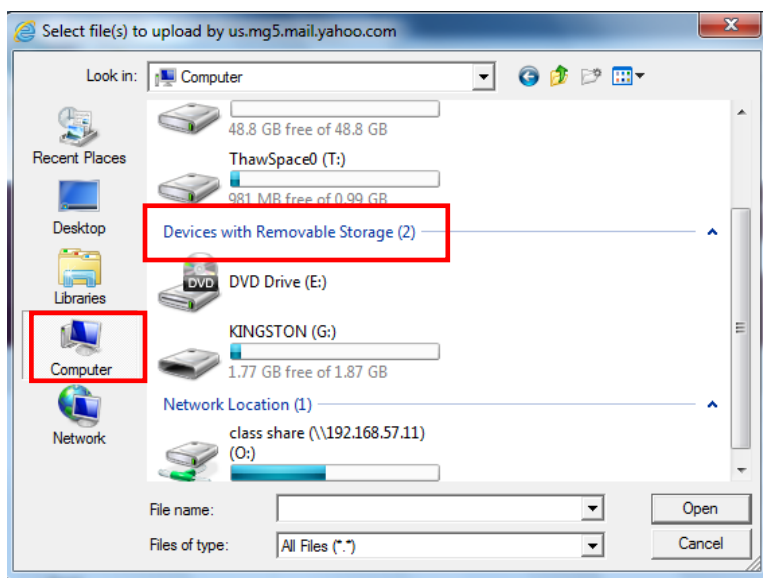
1. Insert e-mail addresses in the **To** field
2. Type subject
3. Type body of message
4. to attach a file, click the **Attach File** button at the bottom of the e-mail.



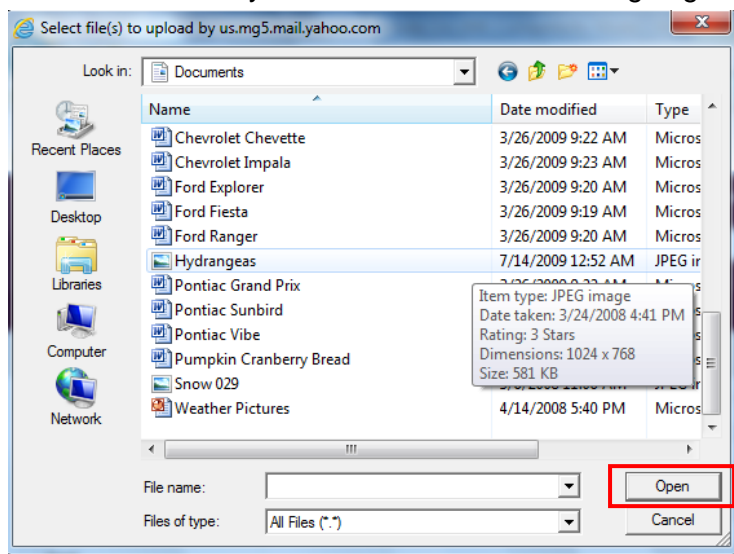
5. Select the location on your computer where the file you want to attach is saved by clicking on the folder to the left.



If the file is saved on a flash drive, select **Computer** and then scroll down to “Devices with Removable Storage”. From here you should see your device (usually labeled Removable Disc, Kingston, or the flash drive manufacturer’s name).



Select the file that you want to attach to the out-going e-mail message. Click the **Open** button.



Click **Send** when your message is completed.

NOTE: You can attach multiple files to a message by repeating this process with a limit of 25 Megabytes per message. If you use Google Drive, you can attach up to 10 Gigabytes per message by selecting a file stored in you Google Drive. The Google Drive Icon is next to the attach file icon when attaching free files to emails.



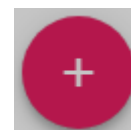
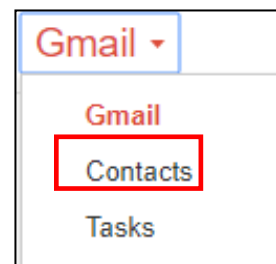
Tips for Attachments

- If you intend to send a word processing document (e.g., a letter or resume created in a program like MS Word, WordPerfect, MS Works, WordPad) as an e-mail attachment, it is best to send a version of the file that has been saved in **Rich Text Format (.rtf)**. You can change the file format in the “**save as type**” field when you originally save the document. All word processing software programs can interpret files in **Rich Text Format**.
- If you are unable to open an e-mail attachment, the cause may be either a.) You do not have the appropriate type of software installed on your computer that will open the file, or b.) The sender attached the file incorrectly. Contact the sender, and ask him/her if it is possible to send the attachment in a different format.
- You may not be able to open certain types of e-mail attachments on library computers, particularly larger files with the extension **.exe** or **.zip**.

Saving Addresses/Contacts

Adding an address to your contacts list.

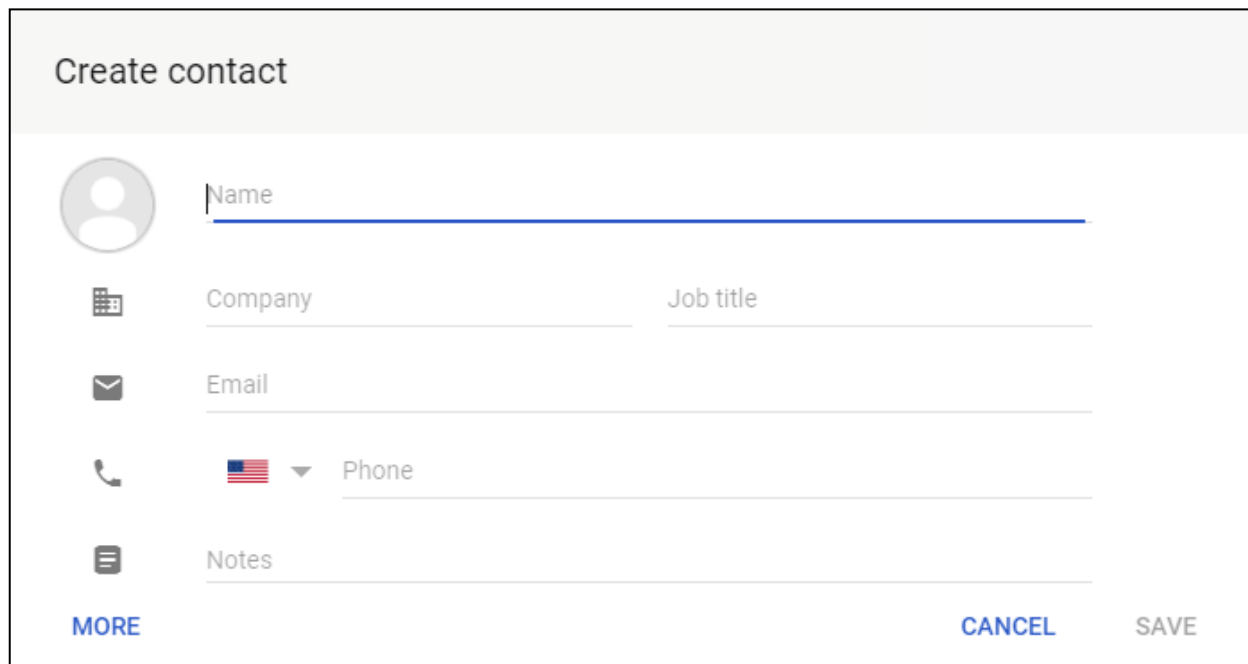
- Click on the Gmail dropdown at the top left of the screen, and select **Contacts**.
- Click the plus sign in the bottom right corner of the page if you wish to add a new contact.



Deleting a Contact

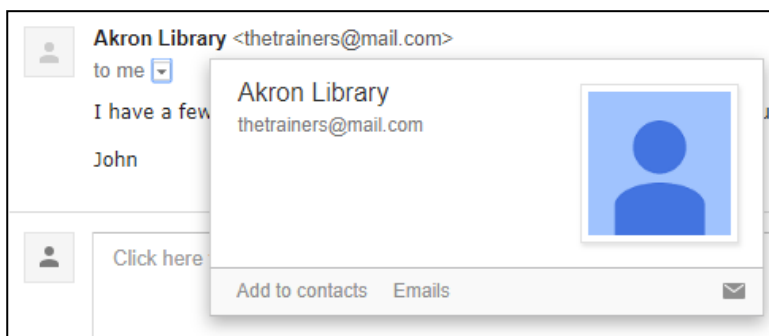
- Go to Contacts
- Hover your mouse over the contact and click the dots to the right.
- Click “Delete” in the dropdown to get rid of that contact

Enter the information into the empty fields and then click the **Save** button. To add more information to your new contact (address, birthday, website, etc.), click “more at the bottom left of the create contact box. Now when you send an e-mail to a contact, you can simply start typing the contact name, and their e-mail will appear for you.



Adding an address to your contacts list from a received message.

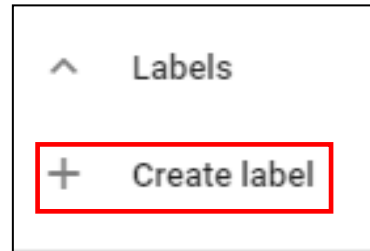
Open the received message. Hover your mouse over the person’s name. In the box that shows, click “add to contacts” at the bottom left of the box. Your new contact will be added to your contacts automatically with the name and email address. A yellow box will show at the top of the page that will allow you to view the contact details and make any additional changes to your new contact.



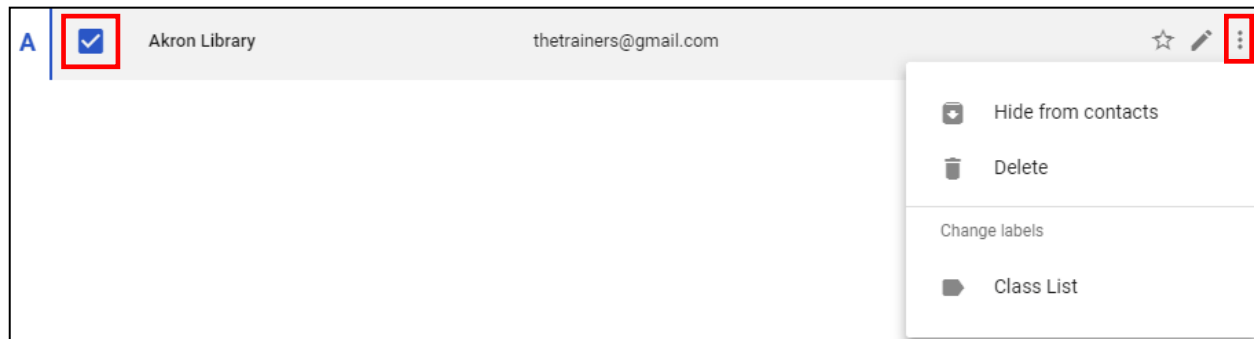
Added "Akron Library" to contacts. [View contact details](#)

Creating a Label

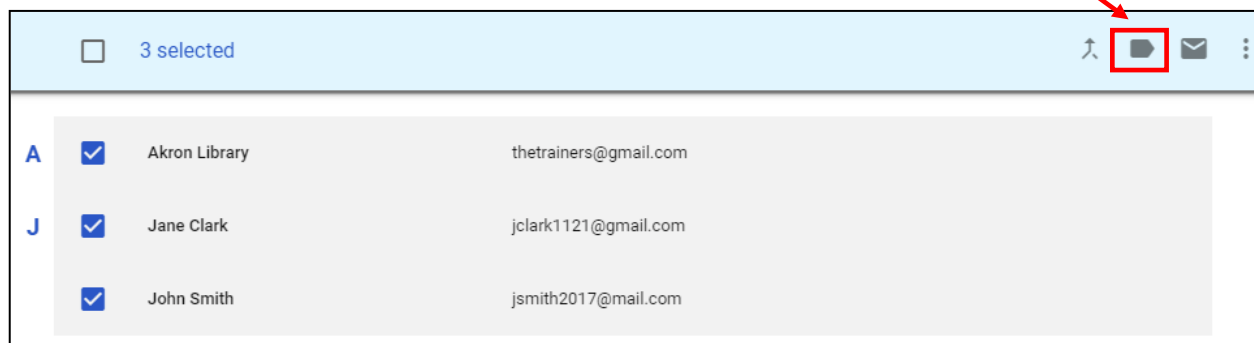
Gmail contact labels allow you to group contacts together, making it easier to organize contacts and e-mail multiple people. Labels are often called groups, or lists as well. To create a label, go to Contacts, and click “create label” on the left side of the page. Type the name of your label/group in the box that pops up and click “ok” to save.



To add a single contact to a label, click the checkbox to the left of the person’s name once you place the mouse over the contact name. Next, click the three dots to the right of the contact name, and select the appropriate label to assign your contact to.

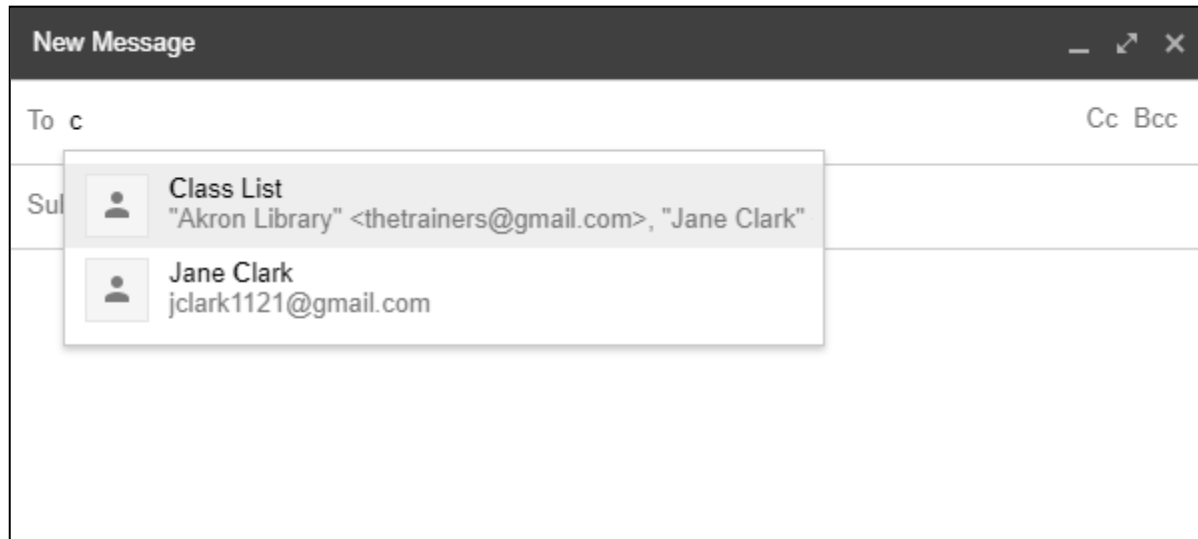


To add multiple contacts to a list, click in the empty square box to the left of each person’s name that you wish to add to a list. Once you’ve done this, click on the manage labels icon at the top of the page and select the appropriate label to assign them to.



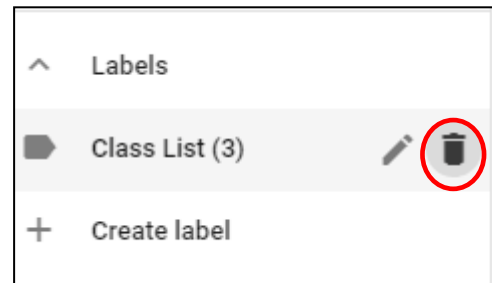
Using your Labels

You can use this when replying to, forwarding, or composing a new e-mail message. From the “to” box, begin to type the first letter of the contact label. All labels and contacts with the same first letter will show in the drop down. Choose the label that you want, and you will see all the contacts in that label inside the “to” box. This will save you the time it takes to type each email address individually when sending messages to a group of people.

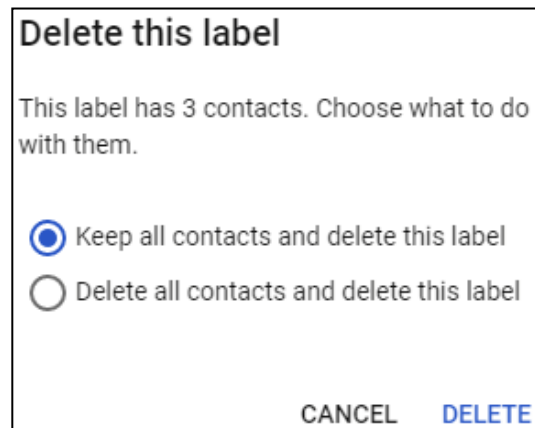


Deleting a Label

- Go to Contacts
- Hover the mouse over label that you want to delete from the left side of the screen, and click the trash can icon to the right of the label name



Select whether you want to only delete the label and keep the contacts, or if you want to delete the label and also get rid of the contacts as well. Click delete after making the appropriate choice.



Using Contacts and Contact Labels

- You can use the **Contacts** or **Labels** you've created. You do ***not*** have to select names from your list of addresses/contacts. Your account will automatically know to which e-mail address the name is attached.
- You can enter any combination of e-mail addresses, contact names, and list names into the To:, CC:, and BCC: fields of an outgoing e-mail message. When sending to multiple e-mail addresses, remember to separate them with a comma.

Using Folder Labels

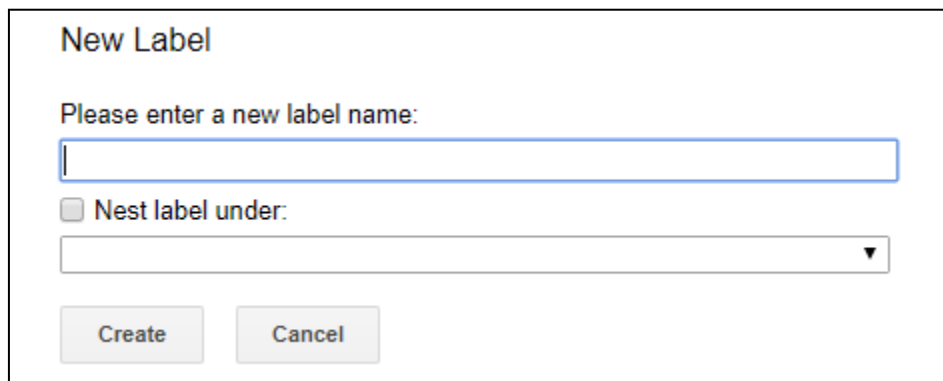
If you do not delete your e-mail messages, you can organize them into folders, much like a filing cabinet keeps documents organized. Gmail calls them Labels as well. Labels/folders that you create will be grouped with other built in folders, such as inbox, sent mail, etc.

Creating a new folder label

The “**Create new label**” option is located at the bottom of the menu along the left side of the page. You most likely will have to select “more” in order to see the entire list. To create a new label/folder, select “**Create new label**”.



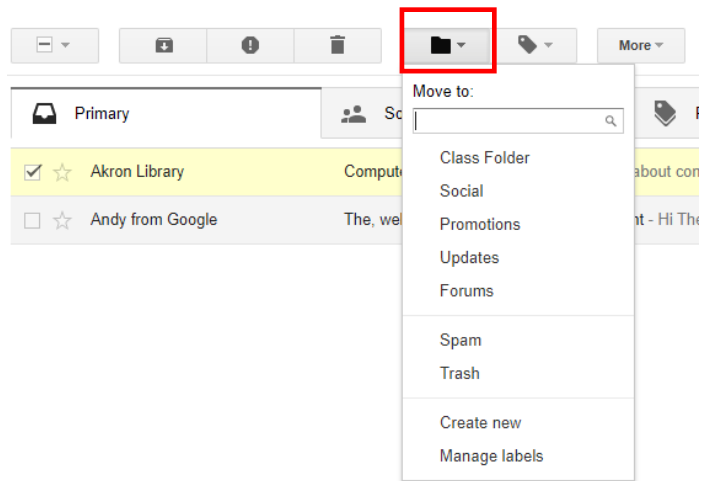
Type a name for your new label, then click “**Create**”. You also have to option to create labels inside other labels by checking the box titled “Nest label under”, then selecting the label that you would like to add the new one to.

A screenshot of a 'New Label' dialog box. It has a title bar 'New Label'. Below the title, it says 'Please enter a new label name:' followed by a text input field. Below that is a checkbox labeled 'Nest label under:' and a dropdown menu. At the bottom, there are two buttons: 'Create' and 'Cancel'.

Moving a message to a folder

1. Select the message you want to move to a folder by clicking in the check box to the left of the message.
2. Click the **“Move to”** icon at the top of the page, then select the appropriate label.

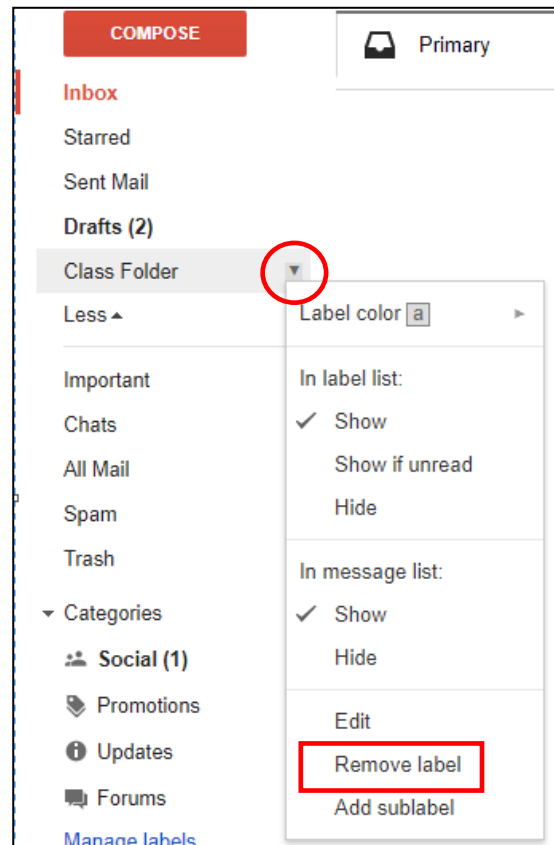
The message will then disappear from the current folder, and “move” to the new label/folder that you selected. You can also perform the same steps in an open email to move a message. *(You can move more than one message at a time.)*



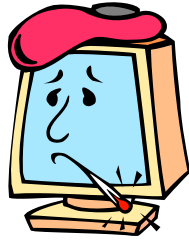
If you want to view the message(s) you moved at a later date, click on the label/folder where you moved the message(s), and open the message from there.

Deleting a label

To delete a label, click the label that you want to delete from the menu on the left. Click the down pointing arrow to the right of the label name and select remove label from the drop down list.



Viruses



What is a virus?

- A “bug” or “infection” that has been transmitted to your computer.
- A piece of software that was created specifically to infiltrate or, as a worst case scenario, cause harm to computers.

Why do people spread viruses?

- Purely malicious behavior.
- To obtain long lists of e-mail addresses so that mass mailings may be sent (also known as “Spam”).

How are viruses spread?

- Corrupt files or software downloaded from the Internet.
- Through e-mail messages.
- Sending files from an infected disk to others.
- Opening an infected file or disk that was sent to you.

What should I do if I receive a computer virus?

- If you have anti-virus software installed on your computer, scan your system and all of your disks.
- If you can identify who may have transferred the virus to you, notify that person, or several people, so that they can remedy the situation and prevent spreading the virus further.

How did I spread a virus if I didn't see it on my computer?

- Your computer or disk may be a “carrier” for the virus, much like people can be carriers of physical diseases and viruses.
- The virus may not show up until someone to whom you transfer a file opens it.

How can I avoid contracting or spreading viruses?

- Install anti-virus software on your computer. McAfee and Norton are two reputable producers of very effective anti-virus software.
- Whenever possible, scan any files or software with your virus software before you download them to your computer or disk.
- Periodically scan your computer and disks with your virus software for healthy maintenance of your files and system.
- Do not open e-mail messages from someone you do not know or that have “suspicious” subjects. Delete them immediately without opening the message. If you do not know how to do this, consult the “help” screens/links when you log into your e-mail account.

Anti-Virus Software Producers

These websites also include lists of viruses, hoaxes, and the most current infectious threats

F-Secure

<http://www.f-secure.com/>

Kaspersky

<http://www.kaspersky.com/>

McAfee

<http://vil.mcafee.com>

Panda Software

<http://us.pandasoftware.com/>

Symantec (Norton Anti-Virus)

<http://www.symantec.com/>

Trend Micro (PC-cillin)

<http://www.trendmicro.com/en/home/us/personal.htm>

Additional Virus and Hoax Lists

Hoaxbusters

<http://hoaxbusters.ciac.org/>

McAfee Virus Hoaxes

<http://vil.mcafee.com/hoax.asp>

Stiller Research Virus Hoax News

<http://www.stiller.com/hoaxes.htm>

Symantec Security Response

<http://www.symantec.com/avcenter/hoax.html>

Viruslist.com

<http://www.viruslist.com/eng/index.html>