

# An intermediate guide to email

Helping you to stay in touch



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# 1. Doing more with email

## 1. Doing more with email

Hello,

Welcome to Age UK's intermediate guide to email.

In our beginner's guide, we showed you how to set up an email account. In this guide, we'll remind you how to check your email and show you how to do a few tasks, such as setting up notifications, replying to messages, uploading attachments, organising your inbox and recognising spam emails.

This might sound daunting and a lot of work. But we'll take you through each task step by step, so you can familiarise yourself with what you need to do and practice.

### Learning at your own pace

You can go through the steps by yourself, with the support of an Age UK Digital Champion, or with the help of friends, family and carers. It's best to work through the guide at your own pace, repeating any sections you want to focus on. Take the time to reflect on what you've learned, as this will help to build your skills and confidence.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at [www.ageuk.org.uk/services/in-your-area/](http://www.ageuk.org.uk/services/in-your-area/)

Once you're feeling comfortable with the content in this guide, you can move onto our advanced guide. There, you'll learn more about using email to set up online accounts and email security.

I hope you enjoy working through the guide.

**Dereck, 75**

## 2. Using this guide

## 2. Using this guide

This is an intermediate guide for people who want to learn more about using email. To use this guide, you'll need to have already set up a Gmail or Outlook email account. If not, please go to 'A beginner's guide to email' to learn how to do this.

In this guide, we'll explain how to view and reply to emails, set up email notifications, upload documents and photos to emails, and create folders for your emails in your Inbox. We'll provide separate instructions for both Gmail and Outlook.

**Before reading this intermediate guide, you should feel comfortable:**

- using a computer, laptop, tablet or smartphone
- connecting to the internet
- logging on to your Gmail or Outlook email account.



# 3. Key terminology



### 3. Key terminology

To help you get to grips with using your email account, we've put together this useful list of common words and phrases that you might come across. These include terms that were in the beginner's guide and some new words and phrases. These are in alphabetical order so you can refer to them easily as you work through the guide:

**Application, or 'app':** A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

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**Attachment:** Any file, photograph, video or document you add to your email is known as an attachment. An email with an attachment is indicated by the symbol of a paperclip.

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**Cloud storage service:** This is a way of storing and saving your files remotely on the internet, rather than on your device. It means if you damage or lose your device, your files will still be available. Examples of cloud storage services are Dropbox, Google Cloud Storage and iCloud.

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**Device:** A general term for a smartphone, tablet, laptop or computer.

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**Download:** To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, you might download a picture that a friend has sent you over email, a document to read from a trusted website or an app from the online app store.

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**Email:** It's a way of sending and receiving messages over the internet. It's free and quick to use and has replaced letter writing as the most common way to keep in touch.

**Email address:** When you set up an email account, you'll choose an email address. This is how people send you email and is similar to a postal address in that it's unique to you. An example is joe.bloggs@gmail.com (the '@' sign is pronounced 'at').

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**Email app:** Most email service providers have their own apps. These are a good way to access your emails quickly without logging into them through your web browser.

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**Email service provider:** To send an email you need to have an account and email address with an email service provider like Gmail or Outlook. These are online services that let you send, save and organise your emails and keep your account secure.

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**File:** Similar to a physical file, a digital file is a portable document that you store on your device. It could be a photograph, a scanned document or any other type of document with data stored on it.

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**Inbox:** The virtual folder in your email account where any emails you receive are stored. Any new and unopened messages will sit in your inbox.

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**JPEG:** A type of image file. When you upload or download images to your device they will usually save as a JPEG or a PNG file.



### 3. Key terminology

**Junk:** Like the unsolicited mail you get through your letterbox, junk emails are messages from businesses advertising products and services. You can easily unsubscribe from these emails at any time.

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**Label:** This is a Gmail term and is basically just another word for an email folder. You can label your emails so that you can easily find them at a later date. Example label names might be 'Holidays' or 'Bills'.

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**Password:** Your password is chosen by you and keeps your email account secure. The National Cyber Security Centre recommends you use three random words as your password, for example, 'cupwalldog' or 'raincowbox'.

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**PDF:** This is short for Portable Document File – a useful way of saving documents you wish to send as attachments in an email.

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**PNG:** A type of image file. When you upload or download images to your device they will usually save as a PNG or JPEG file.

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**Program:** A catch-all term for something that runs on your device. Examples include apps on your phone and tablet and anti-virus programs. You might also see them described as 'software'.

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**Scan:** When you convert a paper document into a digital document. Portable devices like tablets and smartphones usually have in-built scanning programs. Many printers also have in-built scanning software.

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**Search bar:** A box in a search engine where you can enter a topic to search for information on the internet.

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**Smartphone:** A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

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**Spam:** These are emails from people and organisations that you did not request. Usually, your email service provider will automatically filter these into your Junk folder. If in doubt, avoid opening any emails from unknown senders. Spam and junk emails are often used interchangeably.

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**Subject line:** A short summary or title of what your email is about, for example 'Holiday update'. You can enter this into the subject box at the top of the email.

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**Subscribe:** To sign up to receive emails from people, businesses or organisations. By sharing your email address and opting in to their mailing list, you are subscribing to their marketing emails.

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**Tablet:** A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a 'stylus', to use the device rather than using a keyboard and 'mouse'.

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**Two-factor authentication:** An additional form of online security that helps to prove who you are. You might be asked for this when you try to log in to an online account. Usually, once you enter your password, you'll need to enter a code sent to your email account or your phone by text message to confirm your identity.

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### 3. Key terminology

**Unsubscribe:** If you no longer wish to receive emails from a particular business or organisation you can opt out of their mailing list. Usually, you can do this by clicking the 'Unsubscribe' link at the bottom of their last email.

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**Username:** When you set up your email account, you might be asked to enter a 'username'. You can choose your username, assuming what you want isn't already being used by someone else. You might want your username to be your name or a nickname.

**Web/internet browser:** A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

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**Webmail:** A way of accessing your email through your web browser.

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**Wireless network, or 'WiFi':**

How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks, for example when out and about, or arrange a contract with an internet provider so you can use WiFi at home.

# 4. Using email in Gmail

## 4. Using email in Gmail

### Checking your inbox

Once you've set up an email account, you'll want to check your inbox from time to time to see if you have any new emails.

You'll receive new emails from people you've shared your email address with. This could be friends, family, or any business or organisation you have a relationship with, like your bank or a charity you support.

The following instructions work on laptops, computers, tablets or smartphones:

1. To check your inbox, go to your web browser or the Gmail app. If using your web browser, type in the web address **www.gmail.com**
2. If you're using your own device, or you're on the app, you may already be logged in from the last time you used your email. If not, enter your username and password and sign in.
3. Your Inbox will then open and any new messages you've received will be displayed in bold type.
4. To read a new message, click on the text and the email will open up for you to read.

### Setting up email notifications

How frequently you check your inbox is entirely up to you. It will depend on how many emails you receive and need to respond to. You may wish to look at them once a day or every few days. Or, if you'd like to be updated every time you receive a new email, you can set up a notification on your device.

A notification is an alert that pops up on your screen to let you know when you've received a new email. It works similarly to when you receive a text message on your phone. You can choose to turn the sound on or off for notifications.

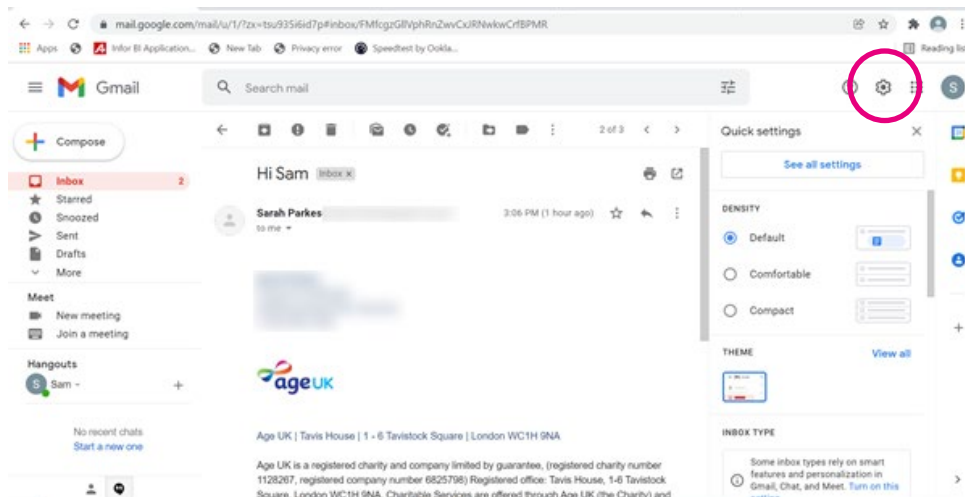
### How to set up Gmail notifications on your web browser

You can receive email notifications on your laptop or computer when you're signed into your Gmail account and have it open on your web browser.

1. Log in to your email account on your web browser (for example, Microsoft Edge, Google Chrome or Firefox).

## 4. Using email in Gmail

2. Click on the cog symbol in the top right-hand side of your screen, to the right of the question mark. This will open a drop-down menu of 'Settings'. Click on the 'See all settings' box.



3. You'll then be presented with a long list of different email settings. Scroll down through the list until you see 'Desktop notifications' in bold type. Select 'New email notifications on'.
4. At this point you can choose whether or not to turn the sound on for notifications. This will alert you each time you have a new email, in a similar way to how your phone beeps when you receive a new text message.

Next to 'Mail notification sounds', select a sound from the list. Or, if you'd rather not hear email notification sounds, select 'None' from the list.

**Note:** if you opt to turn sound notifications on for email you will only hear them if your device has the sound turned on and is not in silent mode.

5. Scroll down to the bottom of the page and click 'Save Changes'.

You'll now receive notifications when you receive new emails. But remember, these alerts will only come through when your device is switched on and you are logged into your Gmail account through your web browser.

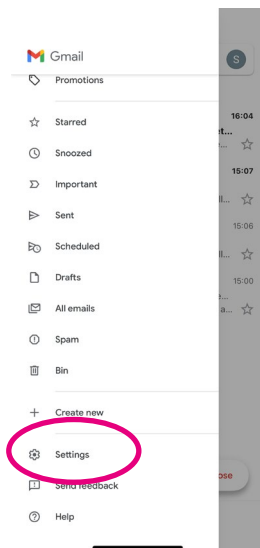
## How to set up Gmail notifications on your phone or tablet

You can receive email notifications on your phone or tablet when you've downloaded and signed into your Gmail app.

1. You may be automatically logged in to your Gmail app but, if not, sign in using your username and password.

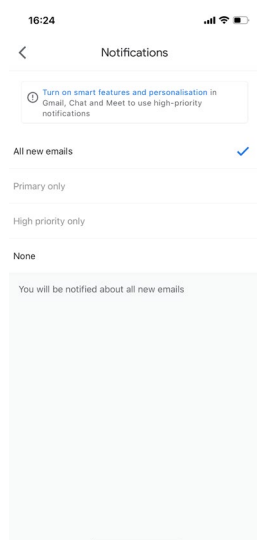
## 4. Using email in Gmail

2. This will automatically open your Gmail inbox. To access your settings, click on the three lines in the top left of your screen. This will reveal a drop-down menu. Tap 'Settings', which is near the bottom of the menu.

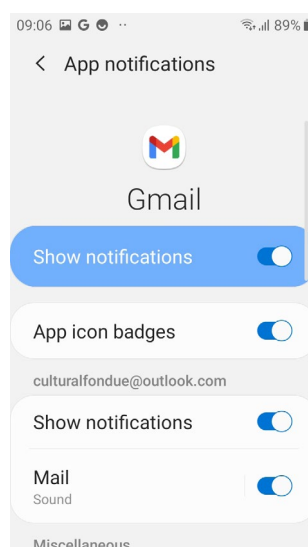


3. In Settings, select your email address and then scroll down until you see 'Notifications'. Tap on this and then, if you're on an iPhone or iPad, select 'All new emails' (you should see it selected with a blue tick). On an Android, tap on 'Show notifications'. The white circle will turn blue when selected.

On iPhone:

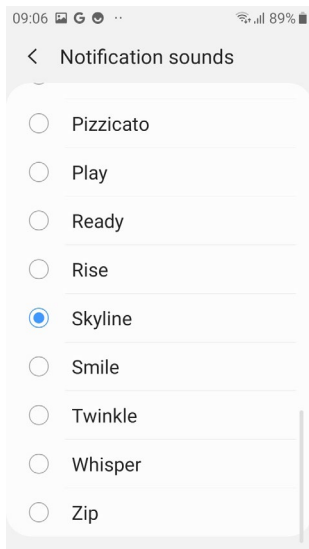


On Android:



## 4. Using email in Gmail

4. For sound alerts, use the back arrow in the top left of your screen to go back to the previous page. Select 'Notification sounds' and then choose your preferred alert from the list. See below:



5. On some Android devices your phone may automatically take you to your phone's 'Settings' where you can choose the sound for email notifications.
6. To return to your inbox, use the back arrows in the top left of your screen to go back to your messages.

## How to reply to an email

We briefly mentioned how to reply to an email in our beginner's guide to email, but to recap, here are the steps to follow:

1. Log in or open your email account on your device.
2. Select the email you wish to respond to. This might be an email you opened some time ago or an email you've just received.
3. Click on the email to open it and then select the 'Reply' button at the bottom of the email. This is on the left hand-side of the email.
4. This will open a text box for you to type your response in. Once you've written your message, select 'Send' if using your email in your web browser. Or, if using the Gmail app, press the blue arrow in the top right-hand corner.



## 4. Using email in Gmail

### How to send an email with an attachment

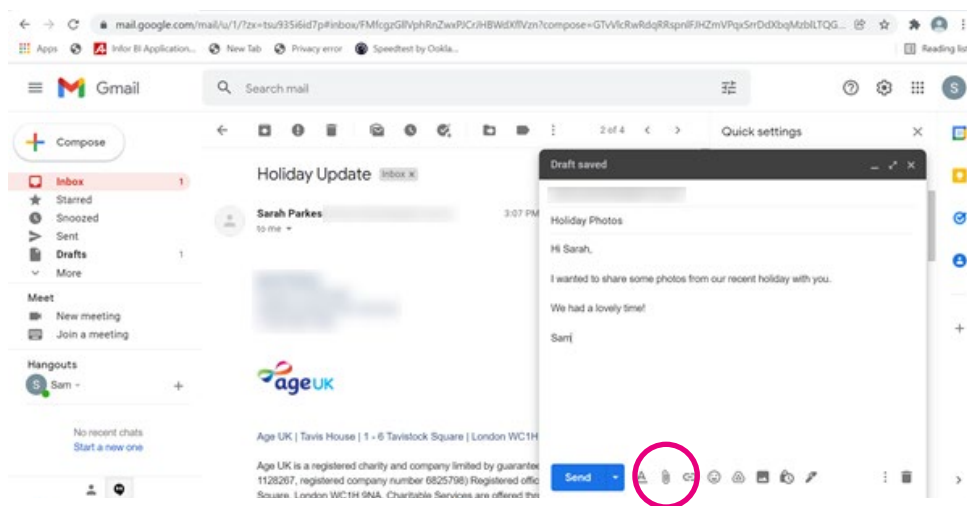
One of the great things about email is that, as well as sending messages, you can attach files to them. For example, if you want to share photographs with friends and family you can attach them to your email. Or, if you need to send a scan of a document to someone, you can upload that and send it by email too.

Sending an attachment with an email is fairly straightforward. The only thing you need to be mindful of is the file size of the attachment you are sending. See the box on [page 19](#) for more details.

Sending attachments in Gmail:

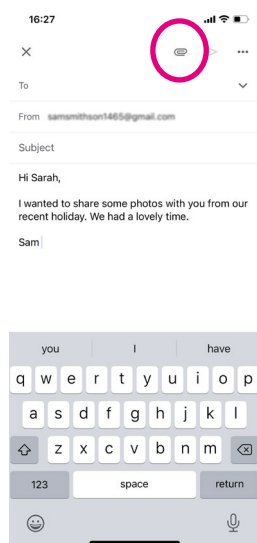
1. Create a new email message by selecting 'Compose' (in the top left of your web browser or the bottom right of your Gmail app).  
  
Or, if you would like to send an attachment in a reply to an existing message, select the message and then click the 'Reply' button. A new email box will open up.
2. Type your message as normal and then click on the paperclip symbol to attach a file (such as a photograph, text document or PDF). This will be in the bottom of your text box if you are accessing Gmail through your web browser. Or, if you are using the Gmail app it will be in the top right of your screen.

On web browser:

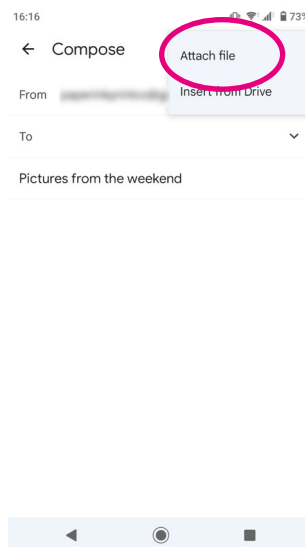


## 4. Using email in Gmail

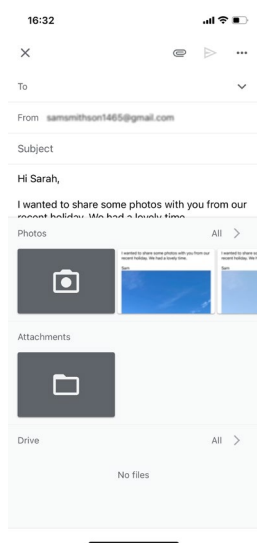
On iPhone:



On Android:



3. When you click on the paperclip, a box will pop up which allows you to choose the file you'd like to upload from your device. Find and select the file you'd like to upload.



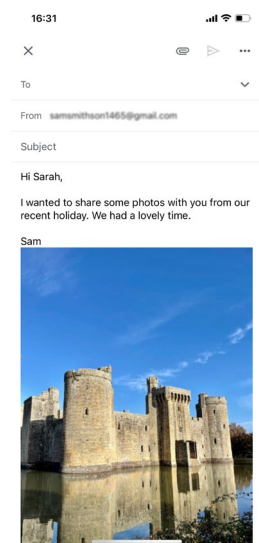
4. If using a laptop or computer, select 'Choose' and the image or file will be uploaded and attached to your email.

If using a phone or tablet, you just click on the image or file you want to upload and it will automatically be uploaded as an attachment.

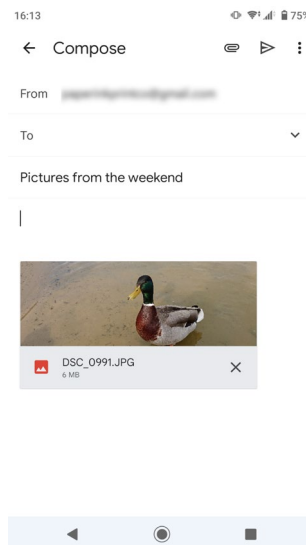
**Note:** how your attachment displays in your email will vary depending on the device you're using and the type of file you've uploaded. You can tell if your email has an attachment if the file name or the file itself appears in the body of the email.

## 4. Using email in Gmail

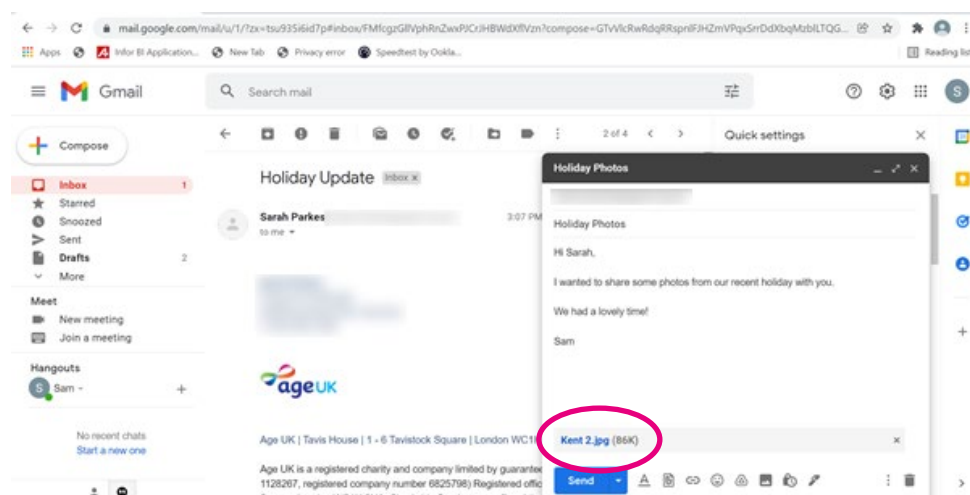
On iPhone:



On Android:



On web browser:



5. You can add more than one attachment to an email. Simply repeat the process by clicking on the paperclip again and choosing another file to attach.
6. Once your attachments have been uploaded and you're happy with your email, click 'Send'. (Remember, on the Gmail app, the 'Send' button is the blue arrow).

## 4. Using email in Gmail

### TOP TIP

#### Attachment file sizes

The more files you attach to an email, the bigger it will be. You don't want to attach too many files to an email as it might not be able to send – or the person you're sending it to might not be able to open it.

Email service providers have set limits on how big attachments can be. With Gmail, your attachments can't total more than 25MB, and with Outlook, they can't total more than 20MB. This means that if you want to send a number of photos or files it might be better to spread them across a few emails rather than just one.

Another alternative is to store your files using a cloud storage service like OneDrive, Dropbox, iCloud or Google Drive and send a link to it in your email message. Or you can use a file sharing website like WeTransfer: [www.wetransfer.com](http://www.wetransfer.com)

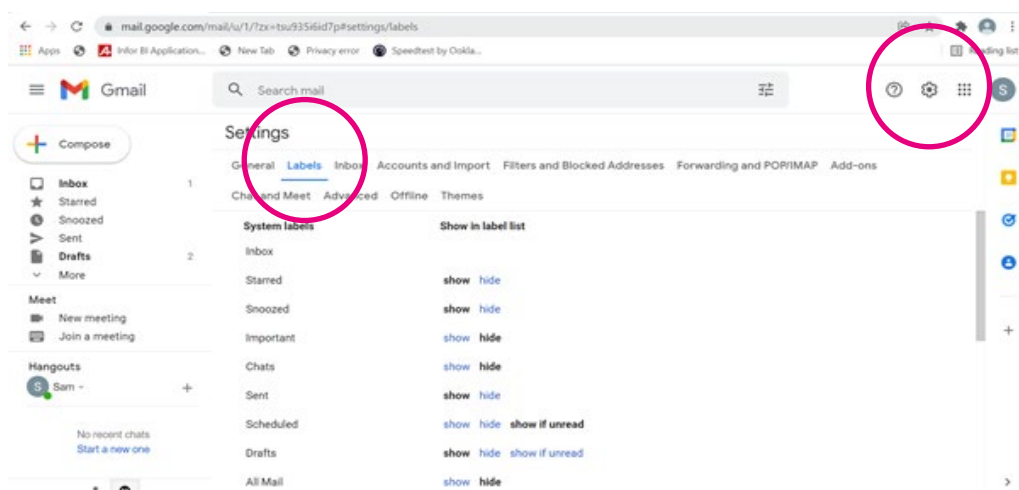
### How to file your emails in Gmail

Once you start receiving emails, it can be handy to create a filing system for them, so that you can find them easily rather than scrolling endlessly through your inbox.

In Gmail, you can do this by creating labels, which are basically just folders you assign your emails to.

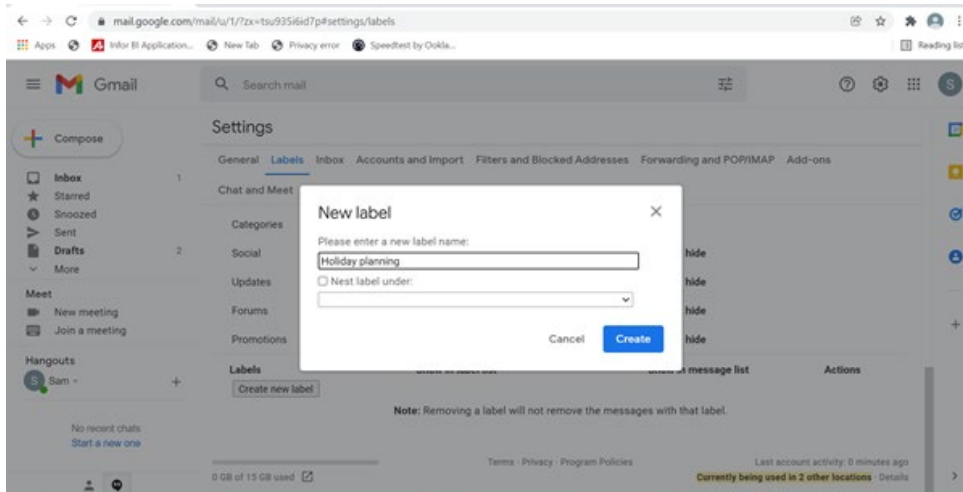
### Create a Gmail label in your web browser

1. Open your Gmail account.
2. At the top right, click on the cog symbol, which is your Settings. Depending on whether you're using a Windows device or Mac, the display may look different.
3. In the top navigation, select 'Labels'.



## 4. Using email in Gmail

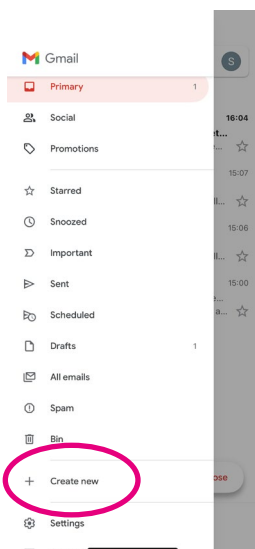
4. Scroll down the page and click on 'Create new label'.
5. A pop-up box will appear titled 'New label'. Enter the name of your label in the box under 'Please enter a new label name'. An example name might be 'Holiday planning'.



6. Click the blue 'Create' button. The label will then appear in the left-hand column underneath your Inbox and other folders.

## Create a label in the Gmail app on an iPhone or iPad

1. Open your Gmail app.
2. Click on the three lines in the top left of your screen, this will display a drop-down menu.
3. Scroll down to the labels section and select 'Create new'.



## 4. Using email in Gmail

4. Add a new label name and select Done when finished.
5. A new label will now appear in your app's drop-down menu.

**Note:** you can't create labels on an Android app. You'll need to log in to your Gmail on a web browser to create labels.

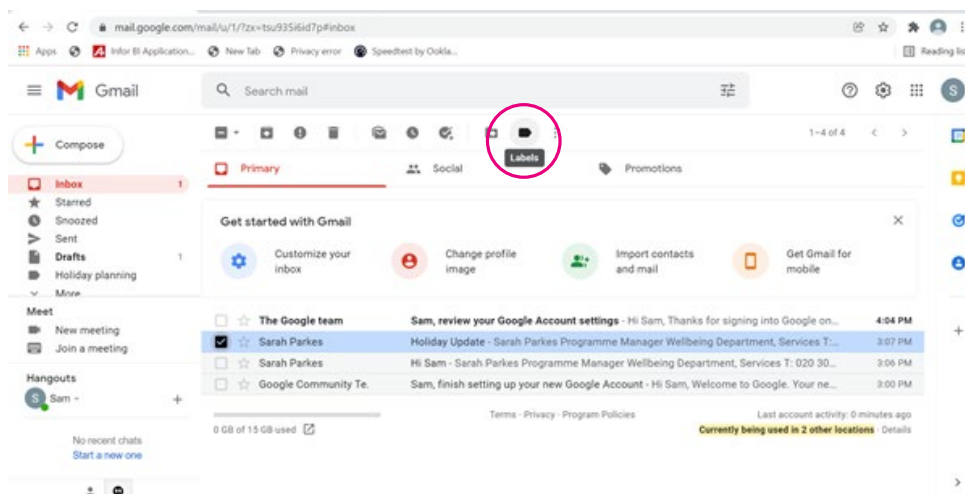
### Assign an email to a folder

Once you've set up your labels, you can start assigning your emails to them. Unlike Outlook, in Gmail you can assign an email to more than one label (folder).

For example, say you had a label for 'Family' and another for 'Holiday photographs', you can assign one email to both of those labels. This means they are tagged twice, which should make them easier to find if you ever need to look for them.

#### To assign a label to an email in your web browser:

1. In your Gmail Inbox, click the box next to the email you want to apply a label to. When you do this, the box next to the email will appear ticked and the email will be highlighted blue.
2. Select the label symbol in the toolbar, which runs along the top of your Inbox. It looks like this:

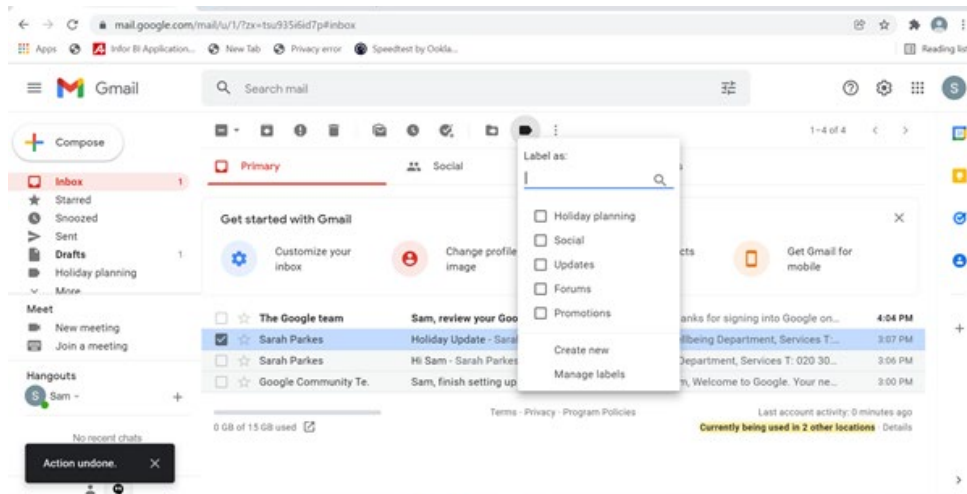


A drop-down menu of your labels will appear.

## 4. Using email in Gmail

3. Tick the boxes next to the labels you want to add and click 'Apply' at the bottom.

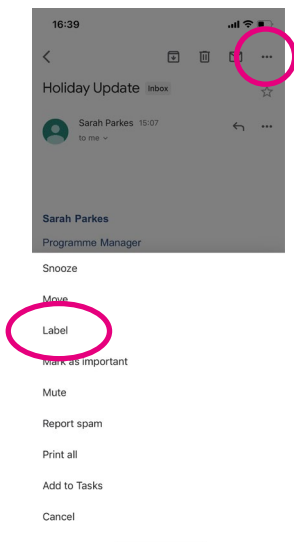
**Note:** this won't remove your emails from your Inbox but the labels will now be assigned.



4. If you'd prefer to move your message out of your Inbox and into a specific label, select the folder symbol with the arrow inside it from the toolbar. Again, a drop-down menu will appear. This will say 'Move to:' at the top.
5. You can then move the email into the label and out of your Inbox.

### To assign a label to an email in your Gmail app on an iPhone:

1. Go to your Inbox in the Gmail app and select the message you want to add a label to. You can do this by tapping the email.
2. Once it's open, tap on the three dots in the top right-hand side of your screen. A menu will then pop up.





## 4. Using email in Gmail

3. Select 'Label' and then assign your email to the relevant labels by selecting the tick boxes and then clicking the tick button in the top right of the screen. Your email message has now been assigned to a label.



**Note:** you can't assign emails to labels on an Android app. You'll need to log in to your Gmail on a web browser to do this.

This gives you the basics of filing your emails in Gmail. There's lots more you can do in terms of filing and labelling that we won't go into in this guide. If you feel confident carrying out the tasks in this guide and would like to know more about what you can do in Gmail, you can look at the Google website to get support.

# 5. Using email in Outlook

## 5. Using email in Outlook

### Checking your inbox

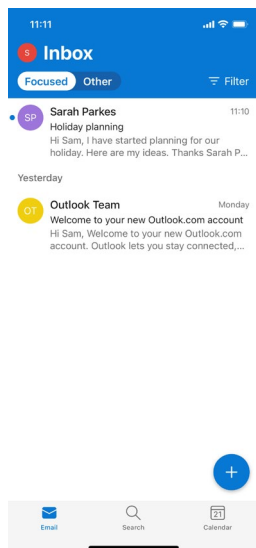
Once you've set up an email account, you'll want to check your inbox from time to time to see if you have any new emails.

You'll receive new emails from people you've shared your email address with. This could be friends, family or any business or organisation you have a relationship with, like your bank or a charity you support.

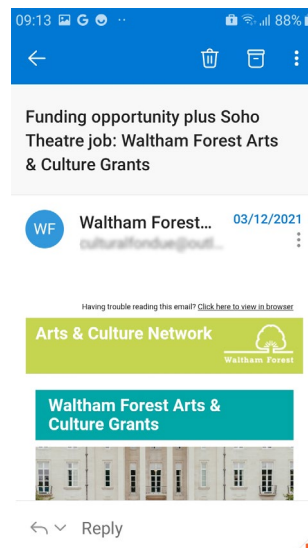
The following instructions work on laptops, computers, tablets or smartphones:

1. To check your inbox, go to your web browser or the Outlook app. If using your web browser, type in the web address **www.outlook.com**
2. If you're using your own device or you're on the app, you may already be logged in from the last time you used your email. If not, enter your username and password to sign in.
3. Your Inbox will then open and any new messages you've received will be displayed in bold type in your web browser. On an iPhone or an iPad, a new message will have a blue dot next to it in the Outlook app. On an Android device, a new email will have bold type like on a web browser.

On iPhone:

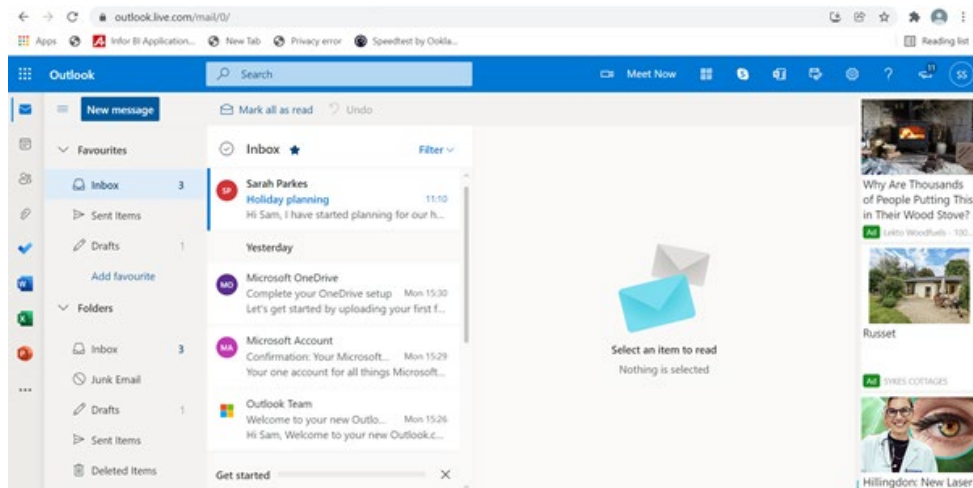


On Android:



## 5. Using email in Outlook

On web browser:



4. To read your message, click on the text. The email will then open up for you to read.

### Setting up email notifications

How frequently you check your inbox is entirely up to you. It will depend on how many emails you receive and need to respond to. You may wish to look at them once a day or every few days. Or, if you'd like to be updated every time you receive a new email, you can set up a notification on your device.

A notification is an alert that will pop up on your screen to let you know every time you receive a new email. It works similarly to when you receive a text message on your phone. You can choose to turn the sound on or off for notifications.

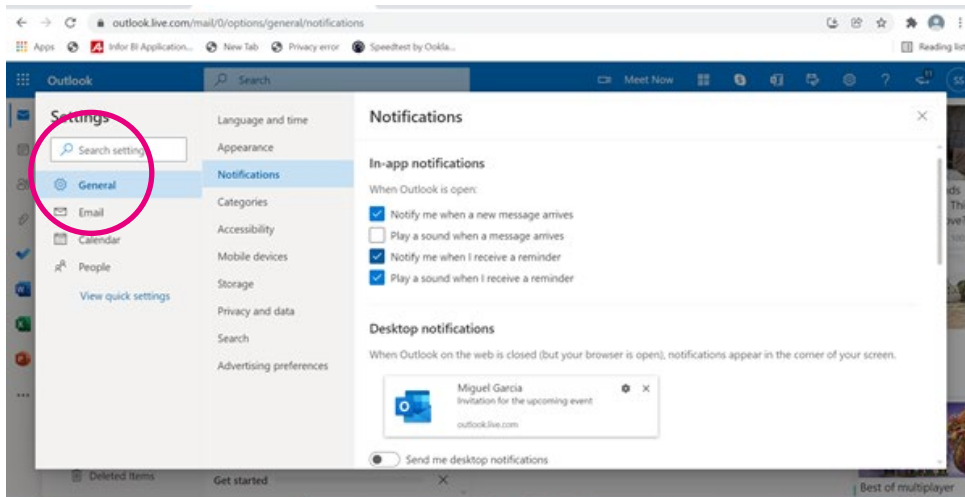
### How to set up Outlook notifications on your web browser

You can receive email notifications on your laptop or computer's desktop, even when your web browser is closed.

1. Log in to your Outlook account on your web browser (for example, Microsoft Edge, Google Chrome, Firefox).
2. Go to 'Settings' in the top right-hand corner of your screen. This is indicated by the cog symbol.
3. A drop-down menu will appear. Scroll to the bottom and click 'View all Outlook settings'.

## 5. Using email in Outlook

4. A pop-up box will appear with all the Settings options on it. Click on 'General' at the top of the menu and then 'Notifications'.



5. You can choose your notification options from here. This includes getting a notification each time you receive a new message and selecting a sound to accompany the notification.
6. You can also select 'Desktop notifications' which alerts you when you receive a new email, even if Outlook is closed on your web browser. New notifications will appear in the corner of your screen.
7. Once you've selected all the notifications you'd like to activate, you can then close the pop-up box by clicking the 'X' symbol in the top right-hand corner. This will return you to your inbox.

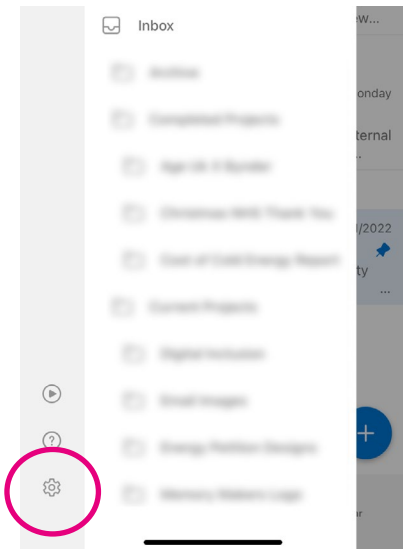
### How to set up Outlook notifications on your phone or tablet

You can receive email notifications on your phone or tablet when you've downloaded and signed into the Outlook app.

1. You may be automatically logged in to your Outlook app but, if not, sign in using your username and password.
2. This will automatically open your Outlook Inbox. To access your Settings on an iPhone or tablet, tap on the circle icon with the initial letter of your first name in the top left-hand of your screen. This is to the left of the word 'Inbox'. On an Android, you need to tap on the circle icon to the left of the word 'Inbox'. This is white with the blue Outlook logo in the middle.

## 5. Using email in Outlook

3. This will open a drop-down menu on the left of your screen. Go to the bottom of the menu and click on the cog symbol.



4. Under the 'Email' section you'll see 'Notifications'. Select this and choose the notifications you'd like to receive on your phone or tablet each time you receive a new message.

On an iPhone or iPad, Outlook gives you the option to have notifications for all your new emails (Focused and Other Inboxes) or just your important messages (Focused). On an Android, you can only set up notifications for Focused emails. You can also choose whether or not to activate a sound alert each time you receive a new message.

5. Once you are happy with your settings, use the arrow buttons at the top to navigate back to your inbox.

### How to reply to an email

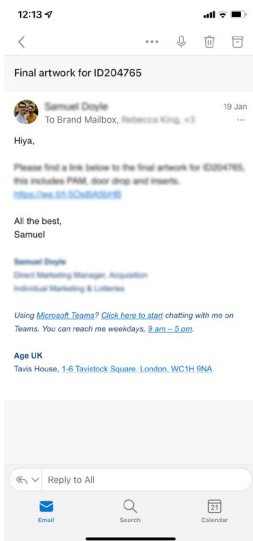
We briefly mentioned how to reply to an email in our beginner's guide to email, but to recap, here are the steps to follow:

1. Log in or open your email account on your device.
2. Select the email you wish to respond to. This might be an email you've already opened or an email you've just received.

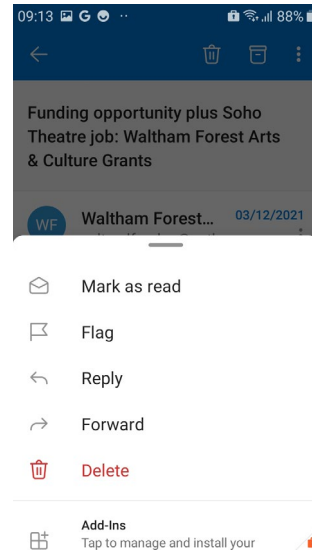
## 5. Using email in Outlook

- Click on the email to open it and then select 'Reply' at the bottom of the email. On web browsers, there's also a 'Reply' button at the top of the screen.

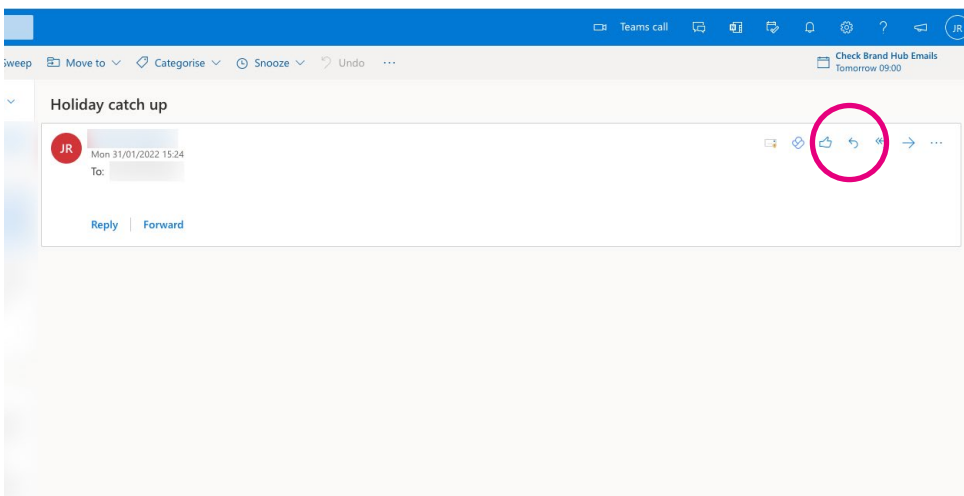
On iPhone:



On Android:



On web browser:



- This will open a text box for you to type your response in. Once you've written your message, select 'Send' if using your email in your web browser. Or, if using the Outlook app, press the blue arrow in the bottom right-hand corner.



## 5. Using email in Outlook

### How to send an email with an attachment

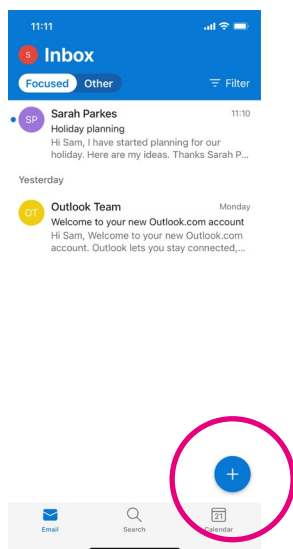
One of the great things about email is that as well as sending messages, you can attach files to them. For example, if you wanted to share photographs with friends and family you can attach them to your email. Or, if you need to send a scanned document with an email you can upload that too.

Sending an attachment with an email is fairly straightforward. The only thing you need to be mindful of is the file size of the attachment you are sending. See the box on [page 31](#) for more details.

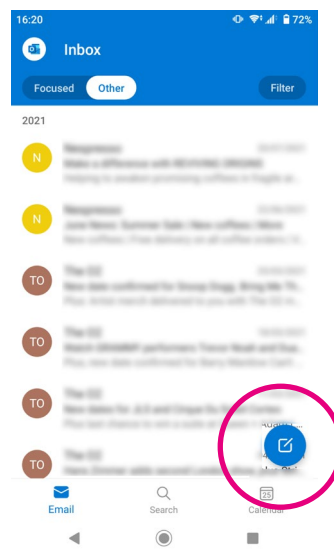
Sending attachments in Outlook:

1. Create a new email message by selecting 'New message' in the top left of your web browser. This is a blue button. Or if you're using the Outlook app on an iPhone or iPad, tap the blue circle with a '+' symbol in the bottom right of your screen. On an Android there is a blue circle with a white square and a pen symbol.

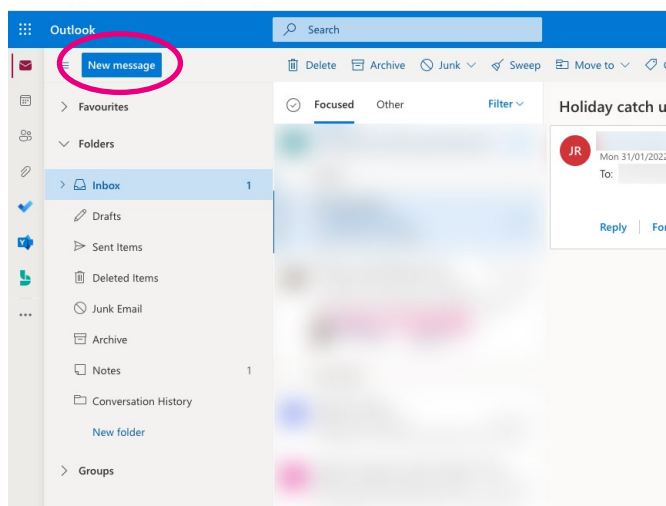
On iPhone:



On Android:



On web browser:



## 5. Using email in Outlook

Alternatively, if you would like to send an attachment in a reply to an existing message you've received, select the message and then click the 'Reply' button. A new email box will open up.

2. Type your message as normal and then click on the paperclip symbol to attach a file (such as a photograph, text document or PDF).

On your web browser, there are two paperclip symbols – one above the email message you've typed and one below it. It's fine to click on either of these options as they both do the same thing.

In your Outlook app, the paperclip symbol is beneath the message you've just typed.

3. When you click on the paperclip symbol a box will pop up which allows you to choose the file you'd like to upload. This can be a file you already have stored on your device, a file stored in a cloud storage service, or one that you'd like to upload to your device right now. Find and select the file you'd like to upload and then select 'Open'.

If using a phone or tablet, just tap the image or file you want to upload. On an iPhone or iPad, there is one more step: selecting 'Add' in the top right-hand side of your screen.

4. You can add more than one attachment to an email. Simply repeat the process by clicking again on the paperclip and choosing another file to attach.
5. Once your attachments have been uploaded and you're happy with your email, click 'Send'. (Remember, on the Outlook app, the Send button is the blue arrow).

### TOP TIP

#### Attachment file sizes

The more files you attach to an email, the bigger it will be. You don't want to attach too many files to an email as it might not be able to send – or the person you're sending it to might not be able to open it.

Email service providers have set limits on how big attachments can be. With Gmail, your attachments can't total more than 25MB, and with Outlook, they can't total more than 20MB. This means that if you want to send a number of photos or files it might be better to spread them across a few emails rather than just one.

Another alternative is to store your files using a cloud storage service like OneDrive, Dropbox, iCloud or Google Drive and send a link to it in your email message. Or you can use a file sharing website like WeTransfer: [www.wetransfer.com](http://www.wetransfer.com)

## 5. Using email in Outlook

### How to file your emails in Outlook

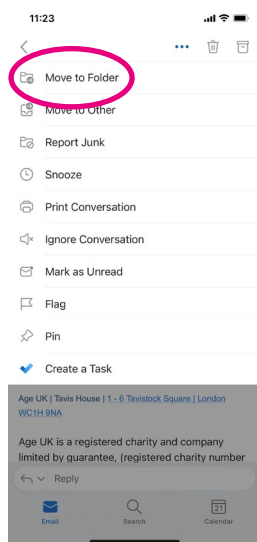
Once you start receiving emails it can be handy to create a filing system for them, so that you can find them easily rather than scrolling endlessly through your Inbox. In Outlook, you can do this by creating folders.

### Create an Outlook folder in your web browser

1. Go to your Inbox and scroll down the menu bar on the left-hand side of your screen until you see 'New folder' in blue type.
2. Click on 'New folder' and a text box will appear for you to write your new folder name, such as 'Banking'.
3. Hit the return key and the new folder will be created in your folder menu.

### Create a folder in the Outlook app on an iPhone or iPad

1. Open the app and, in your Inbox, tap and hold the message you'd like to add to a folder.
2. Icons will appear at the bottom of the screen. Click on the folder with the arrow in it. This is the 'Move' folder. A list of existing folders will appear: 'Inbox', 'Sent', 'Archive', 'Deleted'.



3. To create a new folder, tap the '+' icon in the upper right-hand corner of the app.
4. A pop-up will appear prompting you to type in the name of your new folder. Write the name and tap 'Create'. You have now made a new folder.

## 5. Using email in Outlook

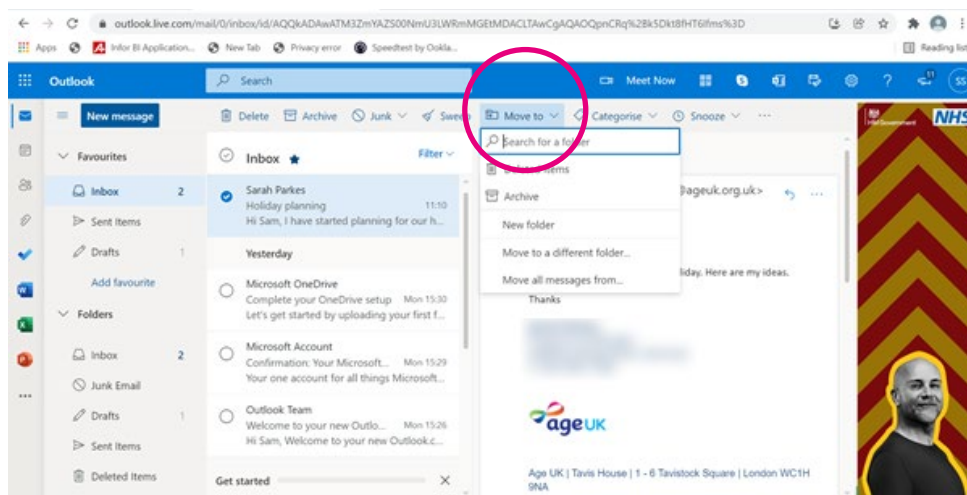
**Note:** You can't create a folder in Outlook using the Android app; you'll need to use the web browser. You can move emails to an existing folder in the Outlook app. We explain how to do this below.

### Moving an email to a folder

Once you've set up your folders, you can start assigning your emails to them.

#### To move an email to a folder in your web browser:

1. Go to your Inbox and select the email you'd like to move.
2. Click on the 'Move to' icon in the toolbar above your message. A drop-down menu will appear.



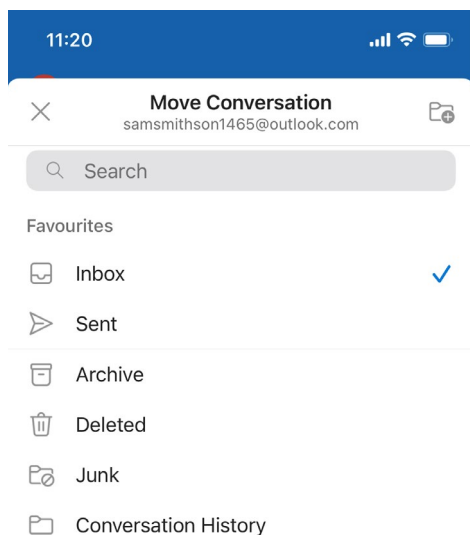
3. Click on 'Move to a different folder'. Choose the folder you'd like to move your message to and the email will automatically be removed from your Inbox and filed in that folder.

## 5. Using email in Outlook

### To move an email to a folder in the Outlook app:

1. Open the app and tap the message you'd like to move.
2. Once the message is open, click on the three dots in the top right of the app. A drop-down menu will appear. Select 'Move to Folder'.
3. A list of your folders will then appear. Choose the one you'd like to move the message to by tapping it. Your message will then automatically be removed from your Inbox and filed in that folder.

This gives you the basics of filing your emails in Outlook. There's lots more you can do in terms of folders and organising that we won't go into in this guide. If you feel confident carrying out the tasks in this guide and would like to know more about what you can do in Outlook, see the Outlook Training website.



# 6. Downloading images and files in Gmail or Outlook

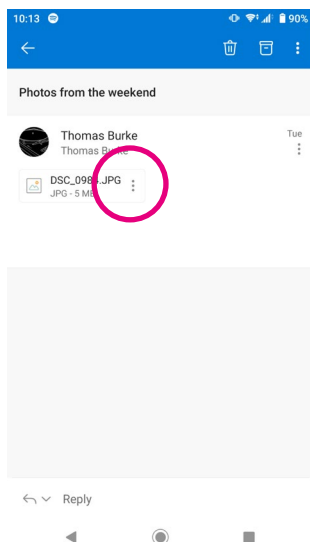
## 6. Downloading images and files in Gmail or Outlook

### Saving an image from an email on a laptop or computer:

1. Click on the image you want to save. The photo will open.
2. You may have the 'Save as' icon which looks like a floppy disk. If you do, click on this. Or you may have three horizontal dots in the top right side of the image. If you do, click on that. This will bring up a menu. You need to click on 'Save as' which is the second option down.
3. A box will then appear. In 'File name', create a name for the photo. You may find that, if the person who sent you the image hasn't named it themselves, the file name is a number.
4. Then choose where to save the image. A good place to save it is in the 'Pictures' folder on your device. Most laptops and computers will come with this folder already set up.

### Saving an image from an email on your Android:

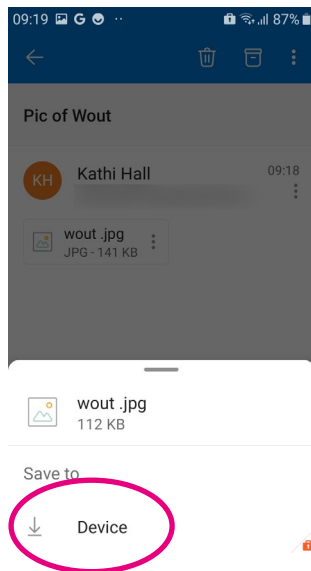
1. Click on the three dots next to the image you want to save.



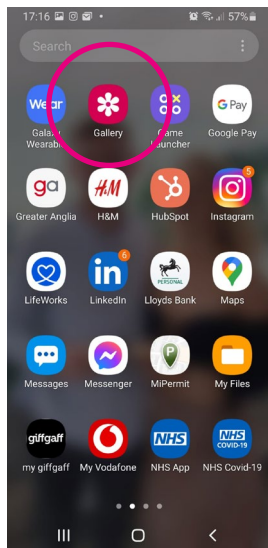


## 6. Downloading images and files in Gmail or Outlook

2. A box will pop up. You'll see that the image will automatically download into your 'Downloads' folder on your device.



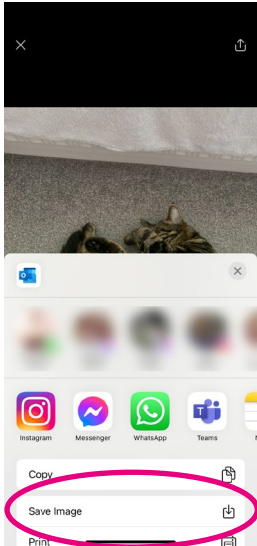
3. Click on the 'Gallery' icon on your home screen. This is where all your photos are automatically saved. You'll find the 'Downloads' folder in there. Your photo will be saved in there.



## 6. Downloading images and files in Gmail or Outlook

### Saving an image from an email on your iPhone:

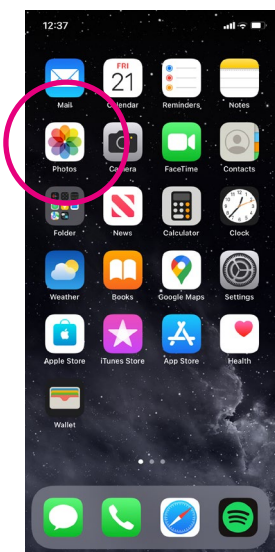
1. Click on the image you want to save.
2. A menu will pop up. Click 'Save Image'.



3. You'll find the photo in your 'Photos' app.

### Saving an image from WhatsApp on your Android, iPhone or iPad

1. By default, WhatsApp saves all the photos people send to your phone.
2. Go to the 'Gallery' or 'Photos' icon and tap it.



3. Then look for the 'WhatsApp images' folder. You'll find the photo there.

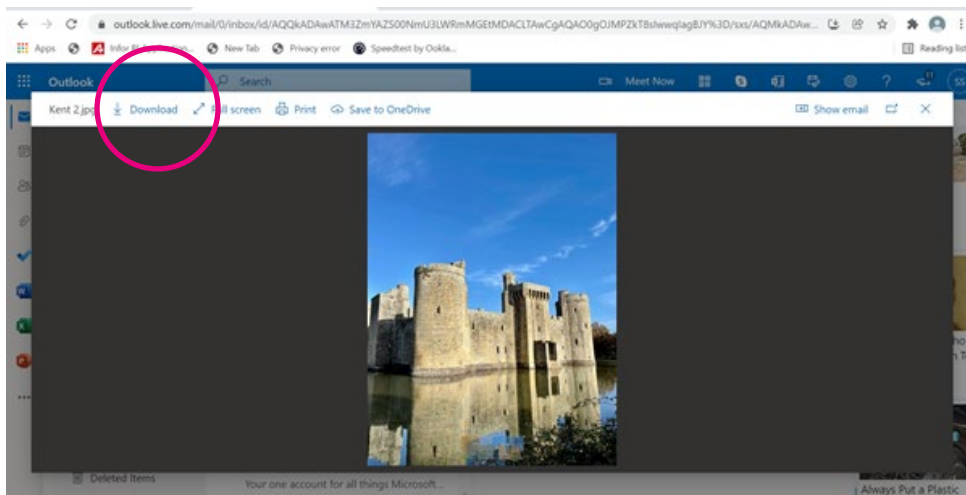
## 6. Downloading images and files in Gmail or Outlook

### Downloading files

When you buy train tickets, book holidays or pay for insurance, the companies will send you information attached to emails that you may choose to print out. These are called 'files' and are typically sent as PDFs. You'll need to download them.

### Downloading a file on a laptop or computer:

1. Open the email and double click on the file you want to download. The document will open.
2. You'll see a toolbar near the top of the screen. The second icon from the right will read 'Download'. Click on this.

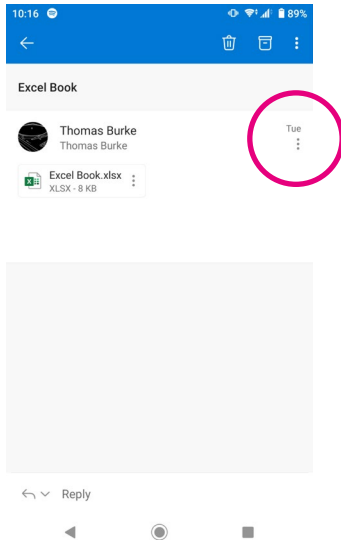


3. This will automatically download your file. Your file will then be stored on your laptop or computer, and can be accessed in your 'Downloads' folder.

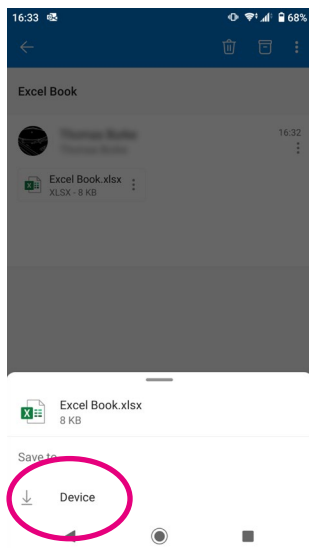
## 6. Downloading images and files in Gmail or Outlook

### Downloading a file on your Android:

1. Tap on the three dots next to the file you want to download.

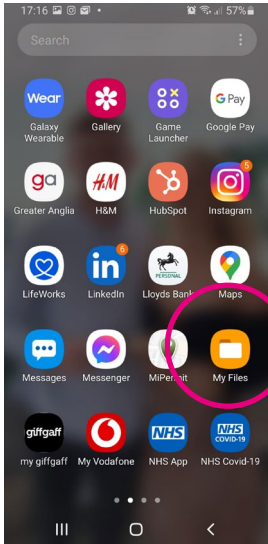


2. A box will pop up. Click on 'Device' and you'll see that the file will automatically download into your 'Downloads' folder on your device.



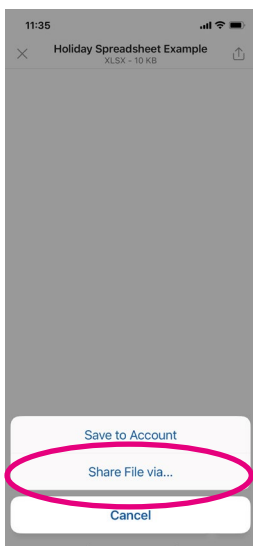
## 6. Downloading images and files in Gmail or Outlook

3. Click on the 'My Files' icon on your home screen. This is where all your files are automatically downloaded to. You'll find the 'Downloads' folder in there. Your file will be saved in there.



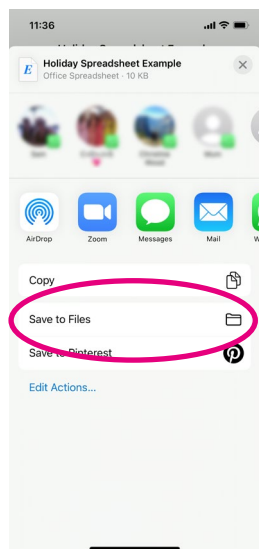
### Downloading a file on your iPhone

1. Tap on the file you want to download.
2. The file will open. To download it, click on 'Share file via'.



## 6. Downloading images and files in Gmail or Outlook

### 3. Click 'Save to Files'.



# 7. How to spot a spam email

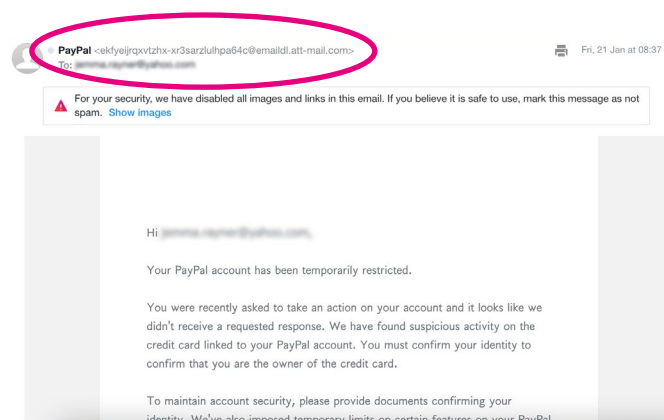
## 7. How to spot a spam email

One of the most common ways fraudsters try to con people online is by sending scam emails, also known as spam emails. These are emails that look legitimate, from companies or organisations you might have an existing relationship with, but are in fact fake.

Useful tips on spotting scam emails are to:

**Check who it's 'from'.** Always check the email address of the sender to see if it looks legitimate. Fraudsters will often change the name to make it look like the email is from a company or organisation you are familiar with. This is known as a 'phishing' scam.

Here is an example of an email that claims to be from PayPal but if you check the email address, it's from someone completely different:



**Look at the subject line.** Another way fraudsters will try to con you is by enticing you with attractive subject lines, such as 'Claim your discount' or 'You've won a prize!' and then ask you to click on a link to claim it. Unless you've legitimately entered a competition with a reputable company, no one will ever email you out of the blue to say you've won something.

**Check spelling and grammar.** Often scam emails are poorly written and littered with spelling mistakes. The email might look a bit messy too, with a dodgy looking company logo and weird fonts. If in doubt, press delete.

**Avoid requests for personal information.** No legitimate company or organisation will ask you to respond to an email by sharing personal information, like your passport, national insurance number or bank details. Any email that does is most likely a scam and the information will be used to hack your account.



## 7. How to spot a spam email

**Beware any email links.** Scam emails will often encourage you to click on a link to claim a prize or to stop an online transaction from being authorised. If you doubt who the sender is, do not click on it, as it could infect your device with malware or a virus.

**Ignore any threats.** Often scam emails will be written with a sense of urgency. They'll use phrases like 'Act now to protect your account' or 'You have 24 hours to respond or this deal will expire'. Don't panic and click on any links. Instead, if you have a legitimate account with the company or organisation that has emailed you, log in separately to their website, using a different browser window, to see if the message is legitimate.



## 8. How do I mark emails as spam or junk?

## 8. How do I mark emails as spam or junk?

You can mark suspicious emails as spam or junk through your email provider. This will delete them from your inbox and can stop you from receiving emails from that sender again.

Useful tips on spotting scam emails are to:

### Marking spam in webmail

1. Select the email in your inbox by clicking on the tick box to the left of the sender.
2. Then click on the symbol in the bar above which lets you report the email to the provider. This will vary depending on your email provider but it may be a no entry sign, a shield or an exclamation mark, with wording such as 'Report spam' or 'Junk'.
3. Your email account will also have a spam or junk folder. Some emails may go straight into that folder, so you don't need to worry about marking those as spam.

### Marking spam in your Gmail or Outlook app

1. If you open an email in the Gmail or Outlook app on your tablet or smartphone that you think is spam, don't panic.
2. In the top of your screen there should be a three dots symbol: ... Click on this and a drop down menu should appear with a list of options.
3. Click on the wording that says something like 'Report junk' or 'Report spam'. This will automatically delete the email and alert your email provider that this is from a spam sender.
4. Your email account will also have a spam or junk folder. Some emails may go straight into that folder, so you don't need to worry about marking those as spam.

### Next Steps

Once you feel comfortable checking and replying to messages, sending attachments and organising your email Inbox, read our advanced guide to learn how to:

- sign up to email newsletters
- set up online accounts for shopping and banking
- authorise your email address
- understand website security
- unsubscribe from mailing lists.

We hope you've enjoyed working your way through this guide and connecting with others through email.

### **My Age UK Digital Champion**

Telephone number:

### **Notes**

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

**Age UK Advice: 0800 678 1602**

Lines are open seven days a week from 8am to 7pm.

You can find more information at **[www.ageuk.org.uk](http://www.ageuk.org.uk)**