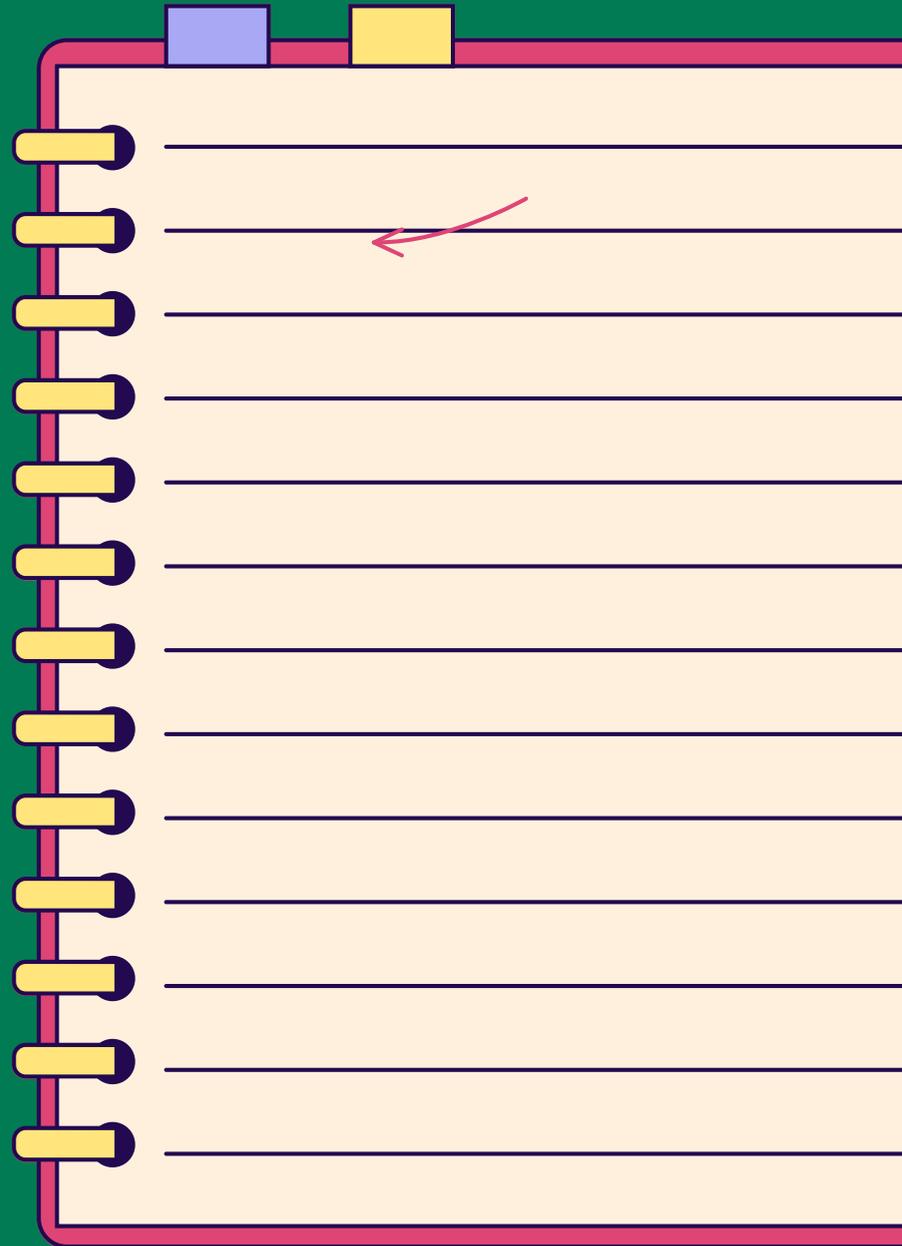


MODULE 4

CREATE AND MANAGE A MAILBOX

CHAPTER 2

SEND, FORWARD AND REPLY TO AN EMAIL



INTRODUCTION

In this chapter, we will see the basic steps to understand the different uses and functions of an email box, how to send, reply to an email and how to delete emails on Outlook and Gmail mailboxes.

The diagrams that will be shown in the rest of this chapter can take different forms depending on the mailboxes but are very similar.

1 THE BASICS

BASIC FEATURES OF MAILBOXES

THE TO, CC AND BCC FIELDS

In an email, the 3 available fields To, Cc and Bcc indicate the recipients of your messages:

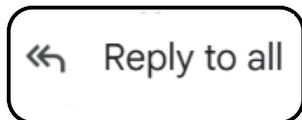
- **To:** This is for primary or priority recipients. Each person will see everyone else's addresses.
- **Cc:** means "Careful Copy". For your information, these recipients will also receive the email. Everyone will be able to see the addresses of others, including those whose addresses appear in the "To" field.
- **Bcc:** means "Blind Copy". Use if you do not want the recipients of the email to know the identity and address of others.

REPLY, REPLY ALL AND FORWARD

In the mail view, you will be able to choose to Reply, Reply All, or Forward:



By clicking on "**Reply**", you are only replying to the sender.



Click on "**Reply to all**" to reply to the sender and contacts in "To" or "Cc" fields



The **Forward** button sends a copy of the email to other recipients with attachments

1 THE BASICS

BASIC FEATURES OF MAILBOXES

WRITE YOUR "OBJECTS" USING KEYWORDS

When writing the subject of your message, be sure to choose terms that will allow you to quickly find the message and assure your recipient of your identity.



A screenshot of a mobile messaging app's 'New Message' screen. The title 'New Message' is at the top left, and there are three icons (a minus sign, a share icon, and a close 'X' icon) at the top right. Below the title, there is a field labeled 'Recipients' and a larger field labeled 'Subject'. A curved arrow points from the 'Subject' field down towards the example text below.

For example :

Subject: Ms. Solidarity's Resume



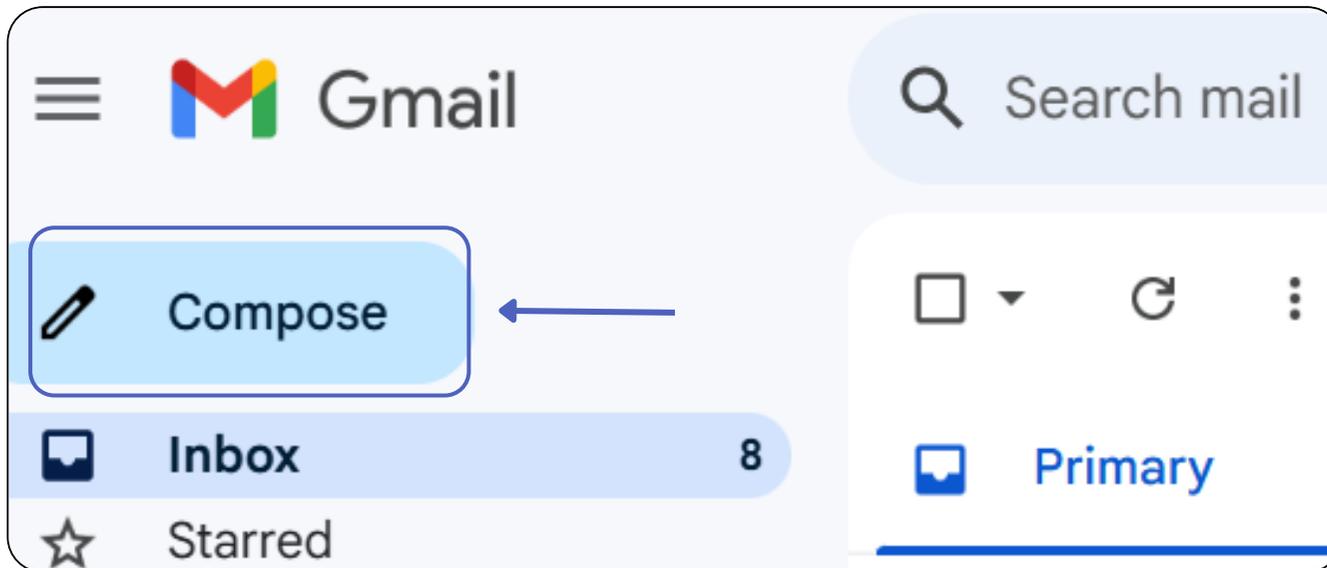
2 USE GMAIL OR OUTLOOK EMAIL SERVICE

IN 3 STEPS

The steps described below are applicable to other types of mailboxes.

STEP 1: SEND AN EMAIL

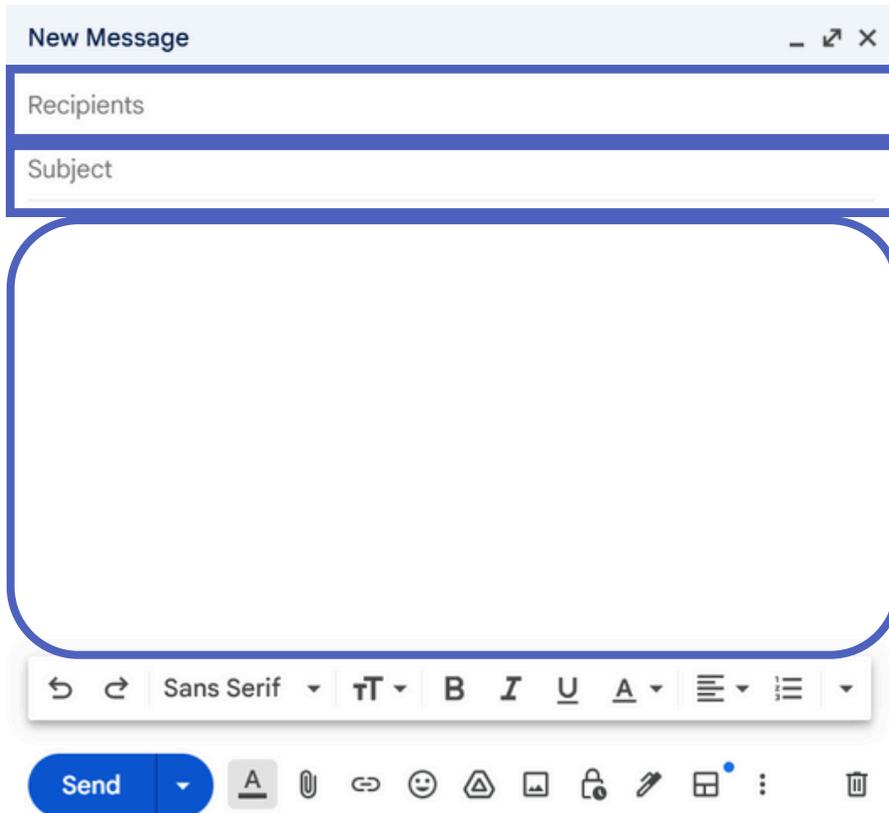
- Go to Gmail: <https://mail.google.com/>
- Click on Compose, top left



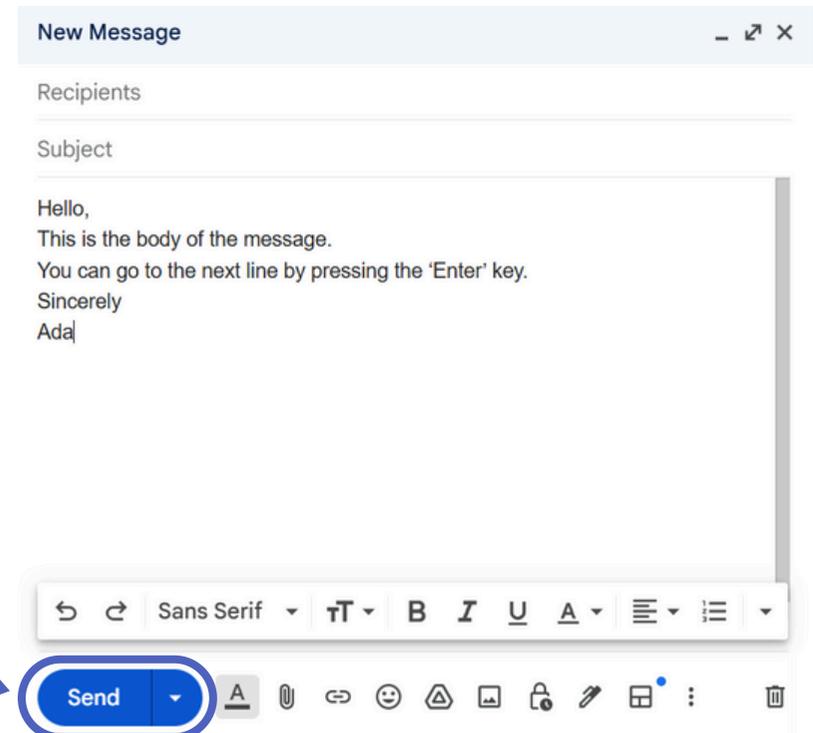
2 USE GMAIL OR OUTLOOK EMAIL SERVICE

IN 3 STEPS

- In the dialog box, enter the correspondent's address in the "Recipients" field.
- Enter the title of the message in the "Subject" field.
- Below is the body of the message where you can write by occasionally moving to the next line with the Enter key.
- Once the message is correctly prepared, click on Send.



A screenshot of a "New Message" dialog box. The title bar reads "New Message" with a close button (X) and a maximize button. Below the title bar are two input fields: "Recipients" and "Subject". The main body of the dialog is a large, empty rounded rectangular text area. At the bottom, there is a rich text editor toolbar with icons for undo, redo, font face (Sans Serif), font size (T), bold (B), italic (I), underline (U), text color (A), bulleted list, and numbered list. Below the toolbar is a "Send" button with a dropdown arrow, followed by icons for text color, attachments, links, emojis, images, attachments, a pencil, a grid, and a trash can.



A screenshot of a "New Message" dialog box, similar to the one on the left. The "Recipients" and "Subject" fields are empty. The main body of the dialog contains the following text:
Hello,
This is the body of the message.
You can go to the next line by pressing the 'Enter' key.
Sincerely
Ada
The "Send" button at the bottom is highlighted with a blue circle and a blue arrow pointing to it from the left. The rest of the interface, including the toolbar and icons, is identical to the first screenshot.

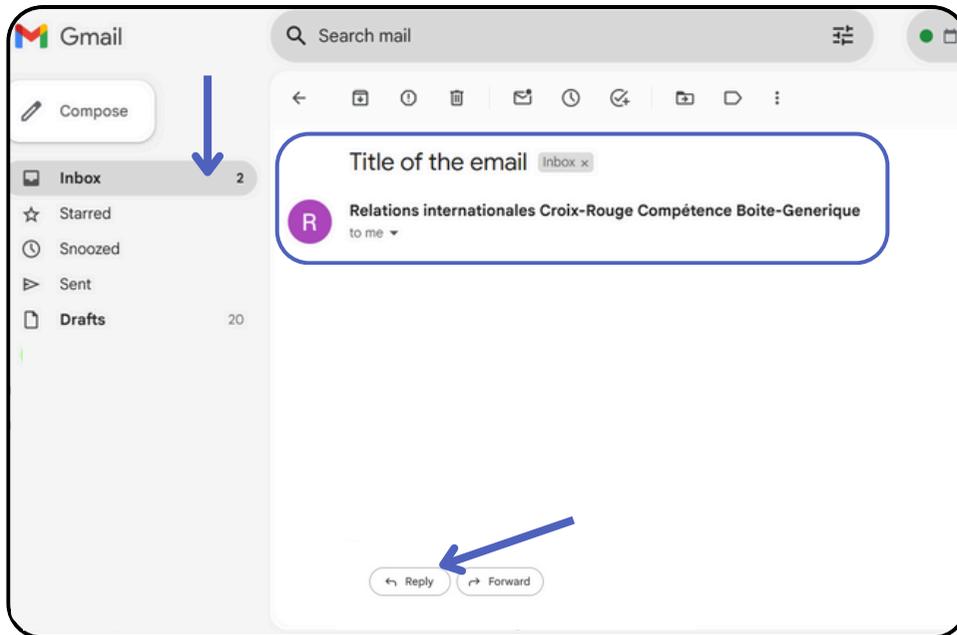
2 USE GMAIL OR OUTLOOK EMAIL SERVICE

IN 3 STEPS

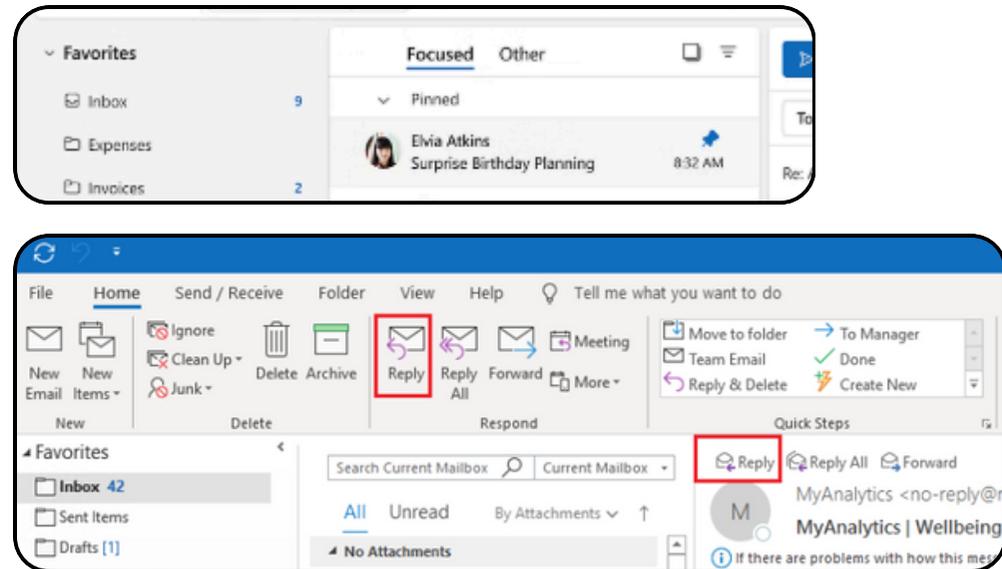
STEP 2: READ AND RESPOND TO AN EMAIL

- Emails you receive appear in bold in the inbox when they are not yet read.
- Click on the subject of the message (the title) to open and read it.
- You can reply to it by clicking on the “reply” button.

On GMAIL



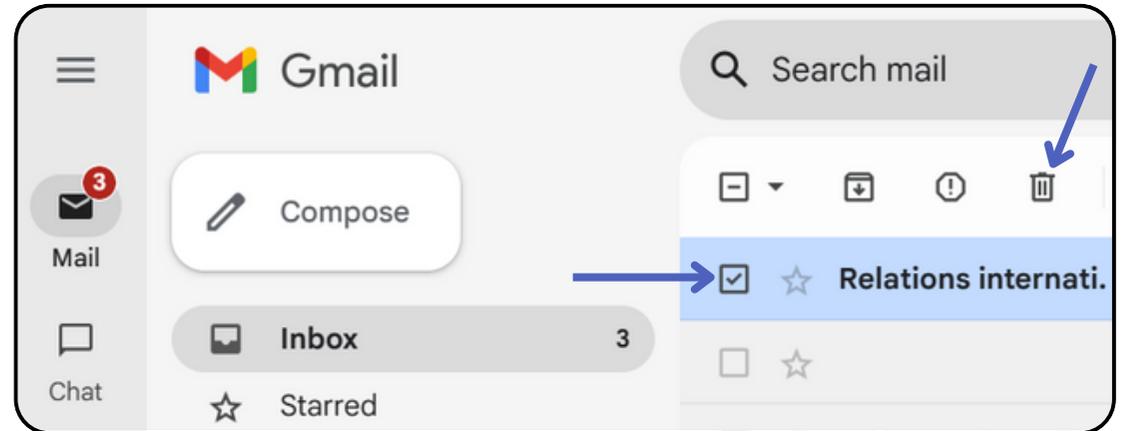
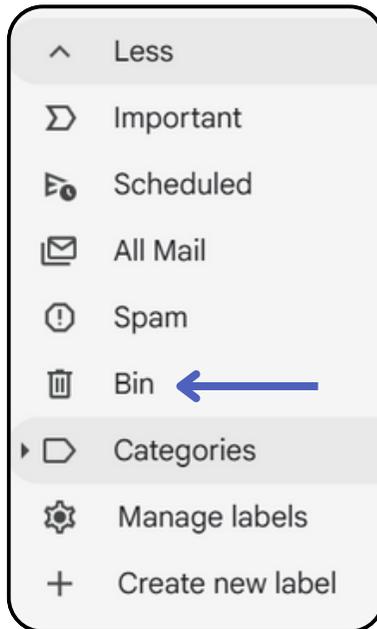
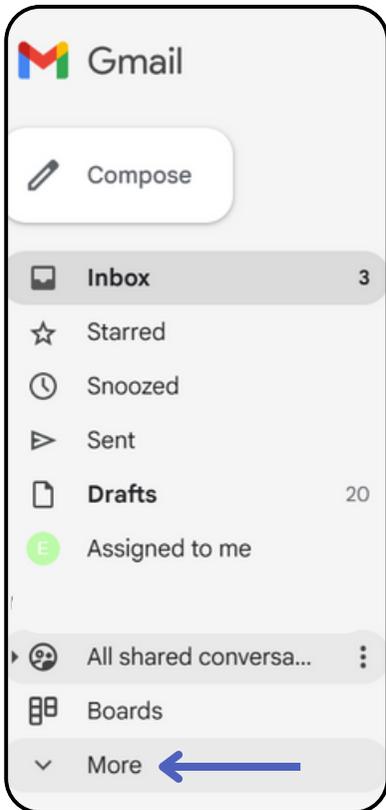
On OUTLOOK



2 USE GMAIL OR OUTLOOK EMAIL SERVICE

STEP 3: DELETE AND RESTORE - GOOGLE VERSION

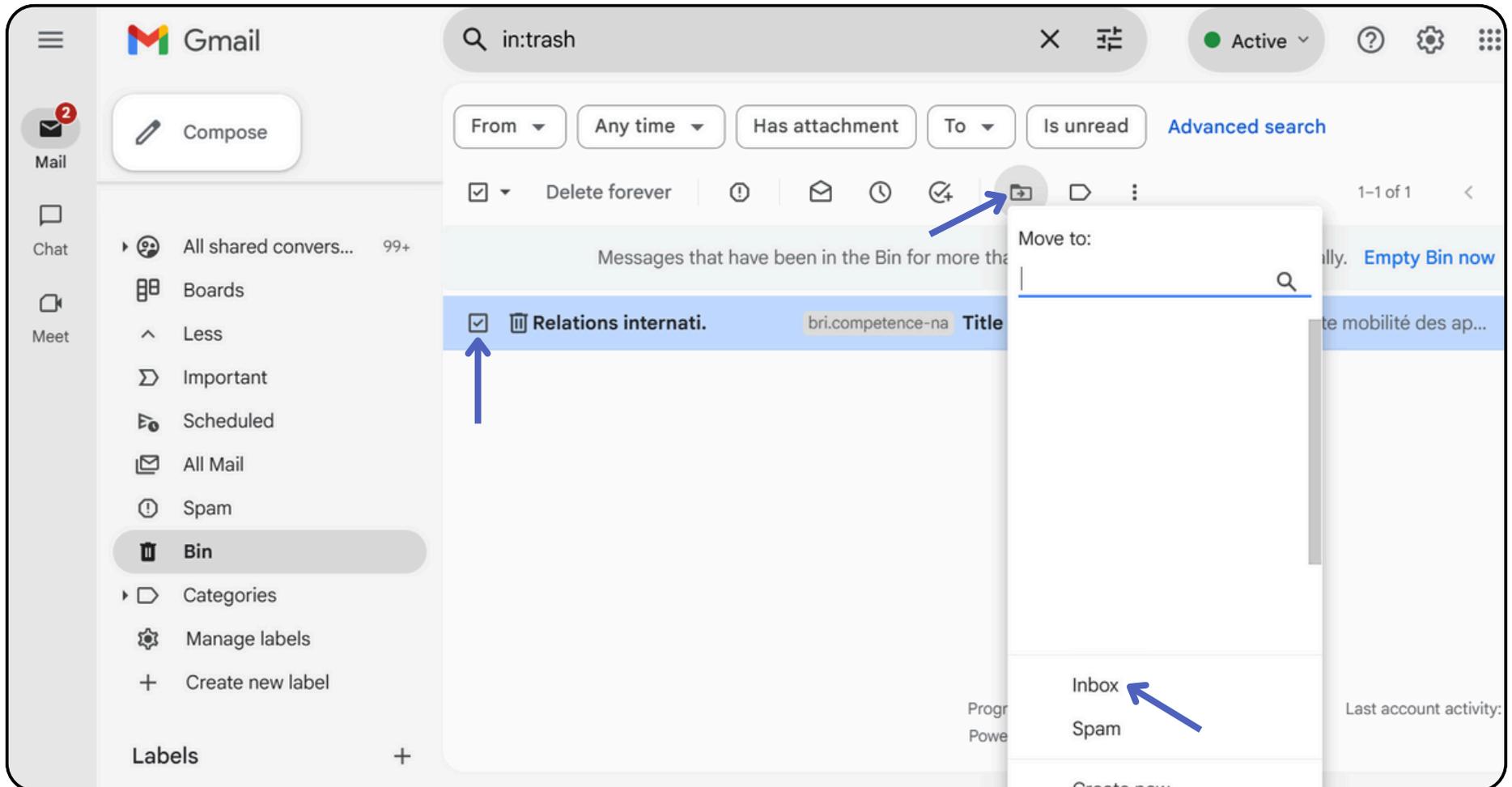
- Click in the small square to the left of the sender of the email.
- Above, a bin can icon appears, click on it.



- To see where this deleted email is, click on the left on "More".
- Then click "Bin".

2 USE GMAIL OR OUTLOOK EMAIL SERVICE

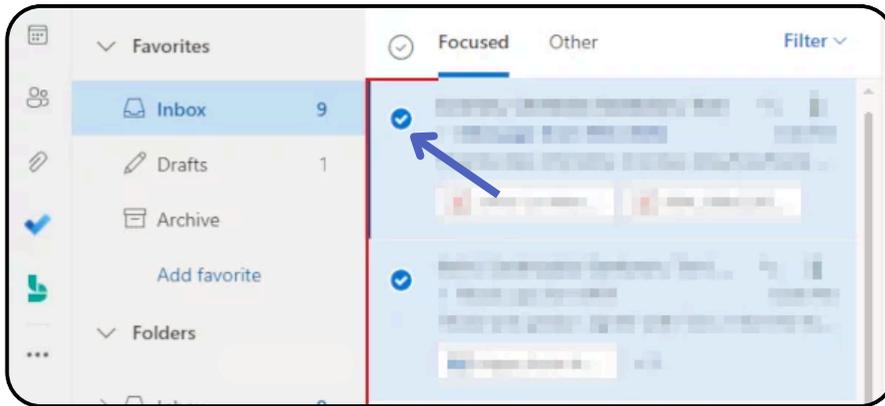
- To recover a deleted email, click on the small square as before.
- Click on the icon with the small folder containing the white arrow.
- In the menu, click on Inbox to find it.



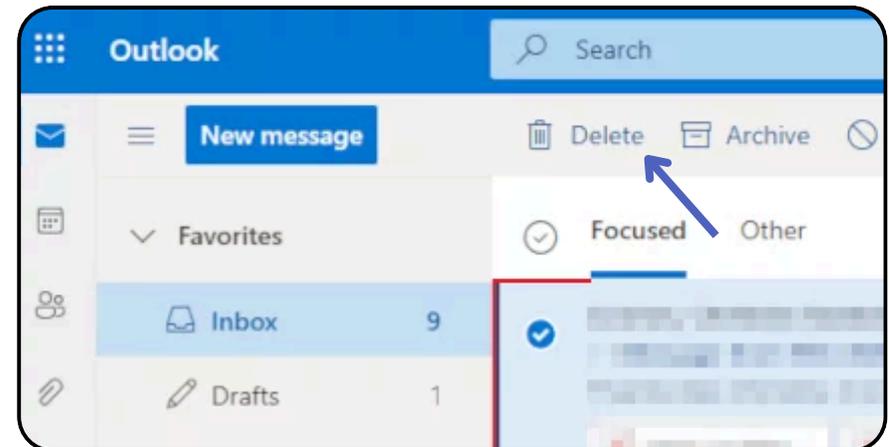
2 USE GMAIL OR OUTLOOK EMAIL SERVICE

STEP 3: DELETE AND RESTORE - OUTLOOK VERSION

- Click in the small square to the left of the sender of the email:

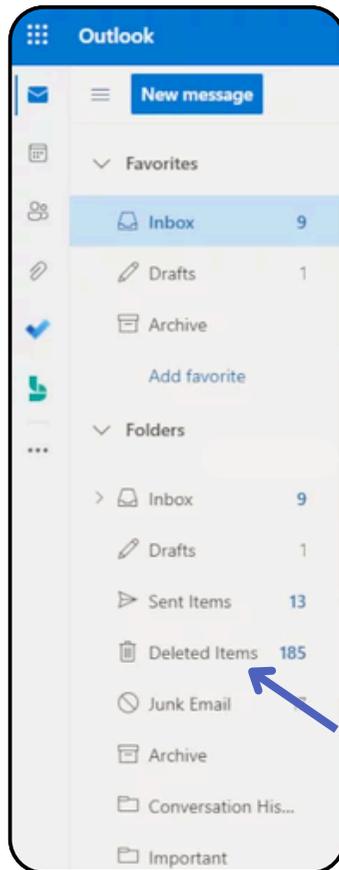


- Above, a trash can icon appears, click it:



2 USE GMAIL OR OUTLOOK EMAIL SERVICE

- To see where the deleted email is, left-click on “Deleted Items”:



2 USE GMAIL OR OUTLOOK EMAIL SERVICE

- To recover this email, click on the small square as before.
- You then you click on “restore this message”
- You will then find this email in your “inbox”

