INTRODUCTION TO EMAIL:

**G**mail & **Y**ahoo! **M**ail

**BASICS**

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View our full schedule, handouts, and additional tutorials on our website:  
[www.lib.unc.edu/cws](http://www.lib.unc.edu/cws)
GETTING STARTED

Prerequisites:
It is assumed for this class that the user is comfortable with basic computer operations. In addition, very basic Internet experience is recommended.

- This workshop is intended for new email users.
- We will be using PC desktop computers running the Microsoft Windows XP Operating System in addition to Gmail and Yahoo! Mail email services.
- Please let the instructor know if you have any questions or concerns prior to starting class.

What You Will Learn

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INTRODUCTION

What is Email?
Email, short for Electronic Mail, consists of messages which are sent and received using the Internet. While there are many different email services available that allow you to create an email account and send and receive email and attachments, we have chosen to focus this class on the services available through Gmail and Yahoo! Mail because they are free and are two of the more popular email services available.

The Pros

- It's fast. Most messages are delivered within minutes – sometimes seconds – around the world without the inconvenience and cost of using a postal service. In fact, postal service is often referred to as "snail mail" by email users.

- It's personal. While the nature of email is informal, its efficiency is an excellent substitute for telephone conversations.

- You can think through your response. Like a letter, you can type your reply and make changes before sending.

- The sender and the receiver don't have to be working at the same time. Email avoids problems such as telephone tag or trying to contact someone in a different time zone.

- Email makes it easy to keep a record of your communication. You can save and refer to later copies of the emails you send as well as those you receive.

- You can reach a lot of people at once. It is possible to send one message to hundreds of recipients at once, or you can send a private message to one individual.

The Cons

- Junk Mail (also referred to as spam). This is as annoying in email as it is with traditional mail. Most email services now filter incoming mail and sort email messages that are most likely advertisements or scams into a folder called “spam.”

- Friendly spam. Try not to forward unnecessary messages to friends who may not appreciate hearing the latest list of “Top Ten Things…”

- Ads. The reason you can get free email services like Gmail and Yahoo! Mail is because of advertisements. You pay the price of having to click around them to read your mail.

- Misinterpretation. Email arrives without tone or facial expressions, which can lead to misunderstanding.

- Email messages can be passed on to others. You should always count on the possibility of your message ending up in the inbox of someone it wasn't intended for.
You can hide behind email. It's tempting to use email instead of facing a person when
you have to deal with an unpleasant situation. It's best to talk to a person face-to-face
under these circumstances.

Don’t use email for:

- Long or complicated messages
  - Sometimes it's more effective to speak to someone in person or on the phone. It
can be difficult to effectively write down a complicated message in email format.

- Questions that require a lot of clarification
  - If a message is going to require several exchanges back and forth to make sure it
is understood, more direct communication is best.

- Delivering indiscreet, sensitive, or private information.
  - While your email account is personal, keep in mind that, while rare, passwords
have been stolen and there are ways for interested parties to intercept information.
Do not send your social security number, credit card number, or bank account
information in an email if it can be avoided.

- Angry exchanges

- Things you should say in person
GETTING STARTED

Setting Up Your Email Account

Instructions for Gmail (for Yahoo! Mail, see page 8):

1. Connect to the Internet by double-clicking the Internet Explorer or Firefox desktop icon.

2. Go to the Gmail site by typing gmail.com into the address bar at the top of the screen, and press the Enter key on your keyboard.

3. You should see a screen that looks like this:

Make sure “Remember me on this computer” is UNchecked whenever you log in →

Click on the Create an Account link at the bottom of the box →

4. Complete all starred information in the form, beginning with the Get Started section.

Desired Login Name: Keep in mind that your Gmail Login Name will become your email address so choose carefully! When you type in your selection, a box will pop up that will ask you to check the availability of your Login Name. Because there are so many people who use Gmail, sometimes you might have to try a few before finding one that is available. Common email addresses are: firstname.lastname OR firstinitial.lastname. People often choose to use their
name if they will be using this email address for professional purposes. Tip: Your Login Name/email address doesn't have to be your given name. With email, you can, for example, choose something that is related to your occupation or interests. For example, you might want to be bluebird@gmail.com. If you find that name is already taken, you could always add some numbers after it to make it more unique. If you were born in 1960, you could be bluebird1960@gmail.com. Don't use the same words/numbers you plan to use in your password though!

Password: You will also need to select your password. Make sure your password is something that you can remember, but no one else can easily figure out! Don't ever share your password with anyone else. To protect your password, it's a good idea to change it periodically.

Below are some tips for creating a strong password, courtesy of Google (https://www.google.com/accounts/PasswordHelp):

Tips for creating a secure password:
• Include punctuation marks and/or numbers.
• Mix capital and lowercase letters.
• Include similar looking substitutions, such as the number zero for the letter 'O' or '$' for the letter 'S'.
• Create a unique acronym.
• Include phonetic replacements, such as 'Luv2Laf' for 'Love to Laugh'.

Things to avoid:
• Don't use a password that is listed as an example of how to pick a good password.
• Don't use a password that contains personal information (name, birth date, etc.)
• Don't use words or acronyms that can be found in a dictionary.
• Don't use keyboard patterns (asdf) or sequential numbers (1234).
• Don't make your password all numbers, uppercase letters or lowercase letters.
• Don't use repeating characters (aa11).

Tips for keeping your password secure:
• Never tell your password to anyone (this includes significant others, roommates, parrots).
• Avoid writing your password down (unless you have problems remembering, then keep it in a safe place!).
• Never send your password by email.
• Periodically change your password (e.g., every six months).
• Do not save your password in your internet browser (your browser will likely ask if you wish to save the password) – other people who use your computer will be able to log in!

For now, write down your Google Login Name and password. This is crucial because you will NOT be able to access your email without them, but keep this piece of paper in a safe place!

Google Login Name: __________________________
Password: __________________________
5. If you forget your password, the next section of the form makes it possible for you to retrieve it.

Here you can select a question that Google can ask you to verify your identity. That way, your password won't be given out to someone trying to break into your account.

6. The next portion of the form is simply another security measure. Type the code into the box as you see it on your screen.

7. Finally, you have to agree to the Terms of Service. Read through the text, and then click "I Agree."

Congratulations – You now have an email account! Remember that your email address is your Google Login Name directly followed by "@gmail.com."
Instructions for Yahoo! Mail:

1. Connect to the Internet by double-clicking the Internet Explorer or Firefox desktop icon.

2. Go to the Yahoo! Mail site by typing mail.yahoo.com into the address bar at the top of the screen.

3. You should see a screen that looks like this:

   Make sure “Keep me signed in” is UNchecked whenever you sign in →

Click on the Sign Up link at the bottom of the box →

4. Complete all starred information on the form, starting with the Yahoo! ID portion.
**Yahoo! ID:** Keep in mind that your Yahoo! ID will become your email address, so choose carefully! When you type in your selection, a box will pop up that will ask you to check the availability of your ID. Because there are so many people who use Yahoo! Mail, sometimes you might have to try a few before finding one that is available.

**Tip:** Your ID/email address doesn’t have to be your given name. With email, you can choose something that is related to your occupation or interests. For example, you might want to be bluebird@yahoo.com. If you find that that is already taken, you could always add some numbers after it to make it more unique. If you were born in 1960, you could be bluebird1960@yahoo.com. Don’t use the same words/numbers you plan to use in your password though!

**Password:** You will also need to select your password. Make sure your password is something that you can remember, but no one else can easily figure out! Don’t ever share your password with anyone else. To protect your password, it’s a good idea to change it periodically. **[See tips for creating a good password on page 6.]**

For now, write down your Yahoo! ID and Password. This is crucial because you will NOT be able to access your email without them, but keep this piece of paper in a safe place!

**Yahoo! ID:** ______________________________

**Password:** _______________________________

5. If you forget your password, the next section of the form makes it possible for you to retrieve it.

### In case you forget your ID or password...

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<tr>
<th>Alternate Email (optional)</th>
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**Secret Question 1**

- Select One -

**Your Answer**

**Secret Question 2**

- Select One -

**Your Answer**

Here you can select a question that Yahoo! can ask you to make sure you are really who you say you are. That way, your password won’t be given out to someone trying to break into your account.
6. The next portion of the form is simply another security measure. Type the code into the box as you see it on your screen.

![Image of code entry box]

7. Finally, you have to agree to the Terms of Service. You may read through the text by clicking the “Yahoo! Terms of Service,” “Yahoo! Privacy Policy” and “Mail Terms of Service” links, and then click “Create My Account.”

![Image of agreement box]

By clicking the “Create My Account” button below, I certify that I have read and agree to the Yahoo! Terms of Service, Yahoo! Privacy Policy and Mail Terms of Service, and to receive account related communications from Yahoo! electronically.

Create My Account

Congratulations - You now have an email account! Remember that your email address is your Yahoo! ID directly followed by “@yahoo.com”.
MANAGING YOUR EMAIL - GMAIL

Checking Your Email (for Yahoo! Mail, see page 16)

Once you have set up your email account, you can check your mail anywhere that you can access the Internet. This is how it is done:

1. Connect to the Internet by double-clicking the Internet Explorer or Firefox desktop icon.

2. Go to the Gmail site by typing gmail.com into the address bar at the top of the screen.

3. Type your Google Login Name and Password into the box on the right.

4. The next page will show you the number of new messages in your Inbox.

5. The inbox is where all of your incoming messages are stored. Click on the subject of the message to open and read it. We will go into more detail regarding Receiving and Reading messages in a later section.

Composing and Sending Messages
To create a new message, click the Compose button on the top left side of the screen.

The compose screen is a blank message form featuring the following at the top:

From: is your email address, or the address sending the email.
To: is where you type the email address of the person(s) to whom you wish to send the email.
Subject: is a brief summary of the subject of your message. It is important to include a subject line because it will benefit the recipient by allowing them to see what your email is about before they open it. It is especially helpful if you are sending email to someone who might not
recognize your email address. This will help indicate to them that the email is not spam or junk email.

**Add CC / Add BCC:** To add secondary addresses to your email, click on these links and additional boxes will appear.

- **Add CC:** “CC” stands for "carbon copy." This box allows you to "copy" a person on an email that you are sending to someone else. The person who’s email address is in the “To:” box will be able to see the email address of anyone who is CC’d.

- **Add BCC:** This is for "blind carbon copies." If you send a copy of an email to someone by putting their address here, the recipients in the **To:** and **CC:** boxes will not be able to see that person's address.

You can enter multiple recipients in all three address boxes. Separate the addresses with a comma and a space. Example: bluecat461@gmail.com, ggsmith18@gmail.com

The box where you actually type your message is easy to spot because it's the largest one in the window. Click inside to start typing. If you want to change the appearance of your text, you can use the formatting toolbar at the top of the box. The formatting options are similar to those used in Microsoft Word.

Once you have completed your message, send it by clicking on the **Send** button at the bottom of the window.

**IMPORTANT:** You cannot cancel a message once you have sent it, so make sure you want to send the message before you click **Send**.

By default, Gmail saves the messages you send in your **Sent Mail** folder so you have a record of what you sent and when. You can find your **Sent Mail** folder in the sidebar on the left side of the page.

**Attaching a file to your message**
You can attach files to your email messages. This feature allows you to send pictures, documents and even sounds.

To attach a file, first you need to do the same things you do to compose a message.

1. Click on **Compose**.
2. Type the address
3. Type the subject

4. Type the message

When you finish typing your message, click on the Attach a file link directly below the Subject box.

This opens the Attachment window:

1. Click on the down arrow of the "Look in:" drop-down menu to find the file on your computer. Click on the file you wish to attach and click Open. If you have more files to attach, repeat these steps before moving on to step #2.

2. Gmail will automatically attach the files to your message. This may take a little time, depending on the size of your file. Once the file is attached, you'll see the name and size displayed underneath the Subject box.

Click Send to send the message.

Receiving and Reading Messages
As we went over earlier, when you log into Gmail, the number of new or unread messages is indicated in parentheses next to the word “Inbox” in the left-hand navigation column.

By default, email messages are viewed in the Inbox. New messages are in bold font. To view your message, click on the subject to open it.
Once you have read your message, you have several options.

**Replying to the message**: Selecting this option will include the original message at the bottom of the email and automatically address the message to the person who sent it to you. You can then add text to the existing message and delete portions of the original text if you wish before sending your reply to the original sender (kind of like replying to a letter and including the original letter in your new envelope).

Click on the **Reply** button to reply only to the sender. Or click on the arrow on the Reply button and select **Reply to all** if you prefer to send the message to all recipients of the original message.

**Forwarding the Message**: This feature copies the message you are viewing for delivery to another email address. You can't see the original message but you can add text at the beginning of the message before sending it.

**Deleting a Message**: When you click on this option, the message you are viewing is moved to the Trash folder. Gmail does not automatically delete messages in the Trash folder right away, so you must enter the trash folder by clicking on it in the left navigation bar, select messages you wish to delete, and then click the **Delete Forever** button in order to delete messages permanently.

**Assigning Labels**: You have the ability to organize your email with labels. Several of these labels have already been created for you. To create labels of your own, click the **Labels** button at the top of the Inbox, then click **Manage Labels**. You can create as many labels as you want and assign colors to each individual label. Change colors by selecting the small square to the left of the label in the Inbox view. This allows you to color code your messages and view them by each label category.

**Moving Messages**: Messages can be moved to folders by selecting them in the **Inbox**, and selecting a location using the **Move To** menu.
**Receiving an attachment:** When you receive a message with an attachment, a paper clip appears next to the subject of the message in your inbox.

Click on the subject of the message to open the email. At the bottom of the message, you will see a box that lists the attachments.

This email has a MS Word document attached to it called Sample.doc.

If you click on the **Download** link, Gmail will download the attachment to your computer.

A box will pop up and ask you if you would like to open the file, or if you would like to save it to a disk:

To open the file, select **Open With**, and then click the **OK** button, and the program that runs this type of file (such as Word) will open the attached file.

To save the file to your computer, select **Save File**. If you choose this option, you won't get to see the contents of the file first.

**IMPORTANT:** Never open an attachment if you don't know the person who sent it. This is the most common way computer viruses are sent. Do not open a file that ends in .exe unless you already know what it is and why you're receiving it. If you think any attachment – even from someone you know – looks suspicious, do not open it. If you would like to learn more about computer viruses, how they are transmitted, and what damage they can do to your computer, go to this web address:

http://computer.howstuffworks.com/virus.htm
Checking Your Email
Once you have set up your email account, you can check your mail anywhere that you can access the Internet. This is how it is done:

1. Connect to the Internet by double-clicking the Internet Explorer or Firefox desktop icon.

2. Go to the Yahoo! Mail site by typing mail.yahoo.com into the address bar at the top of the screen.

3. Type your Yahoo! ID and Password into the box on the right.

4. The next page will show you the number of new messages in your Inbox.

5. The Inbox is where all of your incoming messages are stored.

Click on the Inbox link in the middle or on the Menu bar at left to retrieve your messages.

Click on the Subject of the message to open and read it. We will go into more detail regarding Receiving and Reading messages in a later section.
Composing and Sending Messages
To compose a message, click the Compose button at the top of any screen.

The compose screen is a blank message form which has the following at the top:

- **From:** is your email address, or the address sending the email.
- **To:** is where you type the email address of the person(s) to whom you wish to send the email.
- **Subject:** is a brief summary of the subject of your message. It is important to include a subject line because it will benefit the recipient by allowing them see what your email is about before they open it. It is especially helpful if you are sending email to someone who might not recognize your email address. This will help indicate to them that the email is not spam or junk email.
- **Insert addresses:** Click here to choose addresses from your Address Book. (We will talk more about the Address Book feature later.)
- **Add CC / Add BCC:** To add secondary addresses to your email, click on these links and additional boxes will appear.
  - **Add CC:** “CC” stands for "carbon copy." This box allows you to "copy" a person on an email that you are sending to someone else. The person who’s email address is in the “To:” box will be able to see the email address of anyone who is CC’d.
  - **Add BCC:** This is for "blind carbon copies." If you send a copy of an email to someone by putting their address here, the recipients in the **To:** and **CC:** boxes will not be able to see that person's address.

You can enter multiple recipients in all three address boxes. Separate the addresses with a comma and a space. Example: bluecat461@yahoo.com, ggsmith18@yahoo.com

The box where you actually type your message is easy to spot because it's the largest one in the window. Click inside to start typing. If you want to change the appearance of your text, you can use the formatting toolbar at the top of the box. The formatting options are similar to those used in Microsoft Word.
Once you have completed your message, send it by clicking on the **Send** button at the bottom of the window.

![Send, Save as Draft, Cancel buttons]

**IMPORTANT:** You cannot cancel a message once you have sent it, so make sure you want to send the message before you click **Send**.

By default, Yahoo! Mail saves the messages you send in your **Sent** messages folder so you have a record of what you sent and when. You can find your Sent message folder from the main Mail tab in the Menu bar on the left.

**Attaching a file to your message**
You can attach files to your email messages. This feature allows you to send pictures, documents, and even sounds.

To attach a file, first you need to do the same things you do to compose a message.

1. Click on **Compose**
2. Type the address
3. Type the subject
4. Type the message

When you finish typing your message, click on the **Attach Files** button under the **Subject** box.

This opens the Attachment window:

![Attach Files, Cancel buttons]

**Attach Files**

Click "Browse" to select a file. You can attach files up to a total message size of 10.0MB [What's this?].

File 1: [Browse]

1. Find your file by clicking on the **Browse** button next to the first box. The **File Upload** window will open.
   Click on the down arrow of the “Look in:” drop-down menu to find the file on your computer. Click on the file you wish to attach and click **Open**. If you have more files to attach, repeat these steps before moving on to step #2. If you need to attach more than 5 files, you can select the **Attach More Files** link at the bottom.
2. Click on the Attach Files button. This may take a little time, depending on the size of your file. Once the file is attached, you'll see the name, the size and confirmation that the file has been checked for viruses.

3. Click on the Done button. This returns you to your composition screen. Notice that the name of your file appears with a paperclip icon next to it.

Click Send to send the message.

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**Receiving and Reading Messages**

As we went over earlier, when you log into Yahoo! Mail, the number of new or unread messages is indicated in parentheses next to the word “Inbox.” Click on the Inbox link to check your mail.

By default, email messages are viewed in the Inbox. New messages are in bold font. To view your message, click on the subject to open it.

Once you have read your message, you have several options:

**Replying to the message:** Selecting this option will include the original message at the bottom of the email and automatically address the message to the person who sent it to you. You can then add text to the existing message and delete portions of the original text if you wish before sending your reply to the original sender (kind of like replying to a letter and including the original letter in your new envelope).

Click on the Reply button to reply only to the sender. Or, click on the arrow on the Reply button and select Reply to Everyone if you prefer to send the message to all recipients of the original message.

**Forwarding the Message:** This feature copies the message you are viewing for delivery to another email address. You can't see the original message but you can add text at the beginning of the message before sending it.

**Deleting a Message:** When you click on this option, the message you are viewing is moved to the Trash folder. Periodically, Yahoo! will delete the messages that have been moved to the trash folder.

**Moving a Message to a Folder:** You have the ability to organize your email into folders. Several of these folders have already been created for you. All accounts will have Inbox, Draft, Sent, Bulk, and Trash folders. You can find these folders on the main Mail tab on the left hand menu bar.
• You can create individual folders of your own by clicking on **Add** at the top. You can also rename existing folders to customize your email.

• A pop-up box will appear. To create a folder, simply type the name you want to use and click **Okay**.

• Messages can be moved to folders by selecting them in the **Inbox**, checking the boxes next to each message you would like to move, then clicking on the **Move** menu button, and selecting the desired folder. Or, if you would like to move a message you’ve opened, simply click **Move** from the message screen.

Receiving an attachment: When you receive a message with an attachment a paper clip appears next to the subject of the message in your inbox window.

Click on the subject of the message to open it. At the bottom of the message, you’ll see a box that lists the attachments:

![Attachments](image)

*This email has a MS Word document attached to it called Sample.doc.*

If you click on the attachment name, Yahoo! will scan the attachment for possible viruses and give you a report.

![Virus Scan Results](image)

Click on **Download Attachment**. A box will pop up and ask you if you would like to open the file, or if you would like to save it to a disk:
To open the file, select **Open With**, and then click the **OK** button, and the program that runs this type of file (such as Word) will open the attached file.

To save the file to your computer, select **Save File**. If you choose this option, you won't get to see the contents of the file first.

**IMPORTANT**: Never open an attachment if you don’t know the person who sent it. This is the most common way computer viruses are sent. Do not open a file that ends in .exe unless you already know what it is and why you’re receiving it. If you think any attachment – even from someone you do know – looks suspicious, do not open it. Yahoo! has some virus protections built in, but it won’t catch everything. If you would like to learn more about computer viruses, how they are transmitted, and what damage they can do to your computer, go to this web address:

[http://computer.howstuffworks.com/virus.htm](http://computer.howstuffworks.com/virus.htm)
ADDITIONAL FEATURES

GMAIL

Address Book
The Address Book feature allows you to keep track of email addresses, which can sometimes be hard to remember. To access your address book, click on the Contacts link on the left side of the screen.

Adding addresses: To add an address, click on the New Contact button. You can add as little or as much additional information about each email address as you prefer. Keep in mind, however, that if you add the name of the person associated with the email address, it will be easier to look up later since email addresses don’t always contain the person’s name. Email addresses are automatically added to your Contacts list whenever you reply to an email, so there’s no need to add a contact manually if you correspond with that person frequently.

Looking up addresses: Once an email address is saved in your address book, you can look it up when sending an email. If you can’t remember the email address off hand, just click on the Contacts button on the left side of the page to access your address book. Otherwise, just start typing the first letter or two of the person’s email address or name, and Google will suggest email addresses for you.

Calendar
Gmail also has a calendar that you can use to keep track of your schedule. To access it, click Calendar at the top of the screen, and then simply click anywhere in the calendar to create and edit an event. You can create multiple calendars, and can even color code them. For more information, click the Help link in the top right corner of the screen.
ADDİTİONAL FEATURES

YAHOO! MAIL

Yahoo! Mail has several additional features that you can make use of if you like. These features are not required for basic email operation, but you might find them helpful.

Notice the buttons like file folder tabs at the top of the window. These tabs give you access to these additional features.

**Address Book**

The Address Book feature allows you to keep track of email addresses, which can sometimes be hard to remember. To access your Address Book, click on the **Addresses** tab.

**Adding addresses:** To add an address, click the **Add Contact** button. You can add as little or as much additional information about each email address as you like. Keep in mind, however, that if you add the name of the person associated with the email address, it will be easier to look up later since email addresses don’t always contain the person’s name.

**Saving a received email address to the Address Book:** Whenever you receive an email, you can add the email address to your Address Book automatically, without going through all of the steps outlined above. When the email is open, simply click on the **Add to Address Book Link** next to the sender’s email address.

**Looking up Addresses:** Once you have saved an email address to your Address Book, you can look it up when sending an email. If you can’t remember the email address off hand, just click on **Insert addresses** underneath the **To:** box.

You will get a pop-up box with your Address Book. Simply check the box next to the addresses you want to include, being sure to indicate whether they should be in the **To:**, **CC:**, or **BCC:** fields. Then click **Insert Checked Contacts**.

**Calendar**

The next tab is for the Calendar feature. This is a neat tool that gives you an online personal calendar that you can access anywhere you have Internet access. To add something to your calendar, just click the **Add Event** button. This will bring up a form that you can fill out with as much or little information about the event as you wish. You can also keep track of tasks you need to complete using the...
Calendar feature. Click on **Add Task**. You will be able to set the level of priority for each task. As you complete tasks, you will be able to mark them as done. The tabs at the top of the calendar allow you to choose how you view it. You can look at events one day at time up to a year at a time.

**GETTING HELP**

**At the Library**
You can access your Gmail account from anywhere there is an internet connection or wireless internet, including your public library. However, the library has no control over your free email account. While library staff might be able to help you with the features of your account, remember that they cannot look up your username and password for you.

**What if I forget my password?**
If you can't remember your ID or Password, Gmail can help you remember it. Remember those personal questions you answered when you were signing up? Click on the **Can't access your account?** link located beneath the Sign in box on Gmail's home page. This will take you to a page where you can retrieve your password by answering your security question. If your answer matches the one you provided when you signed up, or if you can provide enough personal information, you should be able to retrieve your forgotten information.  
**Note:** This feature only works if you can remember either your ID or password. If you have forgotten both, you may need to create a new account.

**Gmail Help**
If you have a specific question, at the top right corner of your Gmail page you will find a Help link. On the Help page, you can type your question or problem into the search box, or you can browse through the categories and find one that best suits your needs. To learn more about Gmail in general, check out the Help Articles written by Google Staff that you'll find on the Help home page. This page includes a ton of great information, including tutorials on how to handle spam and how to set up filters. There is more to learn about email than we can cover in a class, so make use of this resource.

**Yahoo! Mail Help**
If you have a specific question, at the top right corner of your Yahoo mail page, you’ll find a Help link. On the Help page, you can type your question or problem into the search box, or you can browse through the categories and find the article that best meets your needs.

To learn more about Yahoo! Mail in general, at the top left of the screen, you’ll find a link for **Tutorials**. This page includes a ton of great information, including tutorials on how to handle spam and how to set up filters. There is more to learn about email than we can possibly cover in a class, so make use of this resource!