

EMAIL

INFORMATION

GUIDE



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September 2006*

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1. SIGNING (LOGGING) IN



1. Double-click (click very fast 2 times) on **Internet Explorer** picture

Address

2. Type www.hotmail.com in Address bar

Sign In to Hotmail Help

E-mail address:

Password: [Forgot your password?](#)

Save my e-mail address and password **1st**

Save my e-mail address **2nd**

Always ask for my e-mail address and password **3rd**

[Sign in using enhanced security](#)

Windows Live ID
Works with Windows Live, MSN, and Microsoft Passport sites
[Account Services](#) | [Privacy Statement](#)

3. Type your e-mail address

4. Type your password

5. Choose one option out of the three by clicking on

6. Press **SIGN IN** button

NEVER choose 1st option!

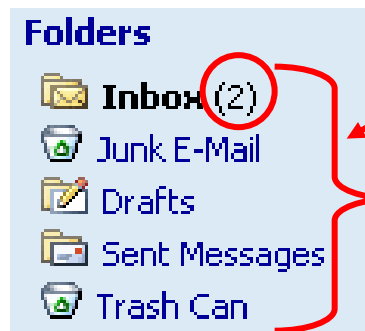
Choose 2nd option if using home computer

Choose 3rd option if using public computer (e.g. E-Play)

2. WHAT ARE THE FOLDERS IN HOTMAIL USED FOR?



1. Click on **MAIL** tab



2. You will see a list of folders on the left. To open, click on any with left mouse button.

A number within () tells you how many unread e-mail messages are in that folder

Inbox: receives e-mail messages others send you. Think of this like your letterbox at home.

Drafts: E-mail messages that you did not finish writing are temporarily stored in here. You can go back to them any time to finish writing them, then send them.

Trash can: E-mail messages you delete go in here. Think of this as a rubbish bin.

Junk e-mail: E-mail messages that you do not want in your *Inbox* folder are saved or received in here. Think of this like a filing cabinet for unimportant messages.

Sent messages: a copy of e-mail messages you send to others is saved in here. Think of this like you photocopying a letter before posting it to someone, so you can have a copy of it.

3. OPENING E-MAIL MESSAGES

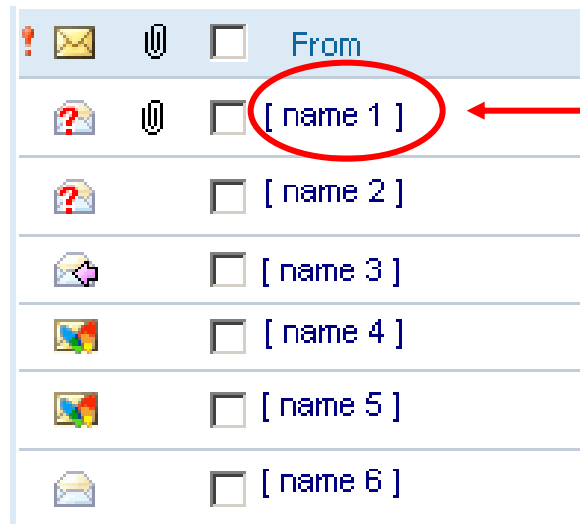
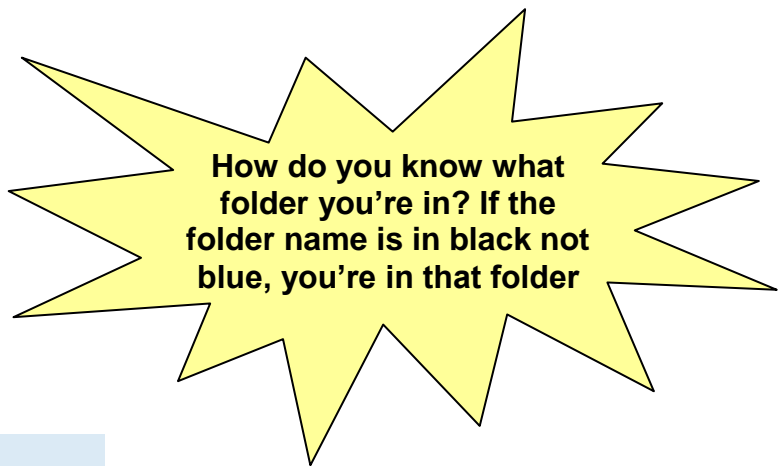
3.1 Opening e-mail messages you received from others



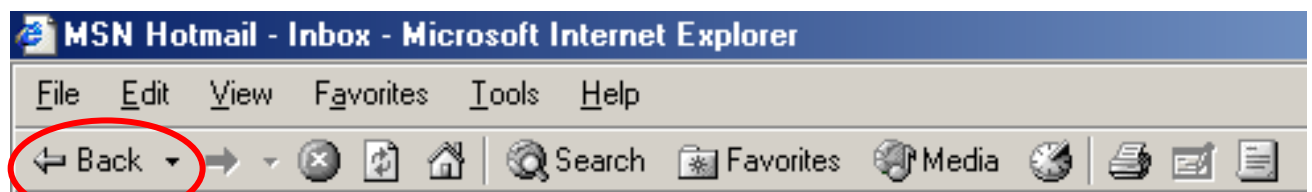
1. Click on **MAIL** tab



2. Click on **INBOX** folder (if not already in there)



3. Under **FROM** column, click on name whose e-mail you want to open

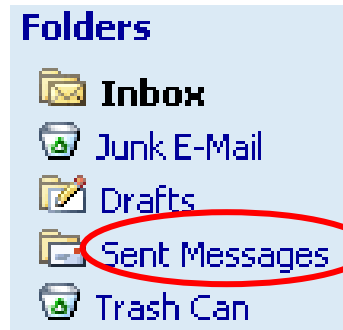


4. Press **BACK** button when you've read the message you received

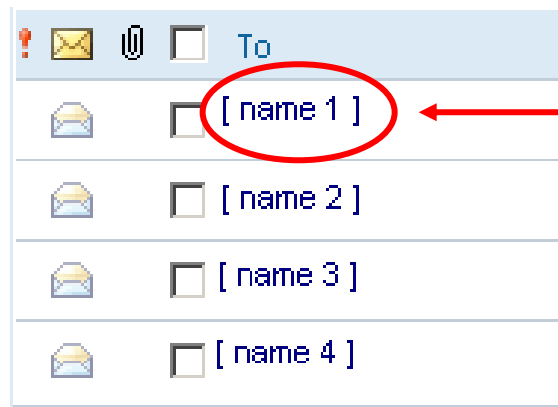
3.2 Opening e-mail messages you sent to others



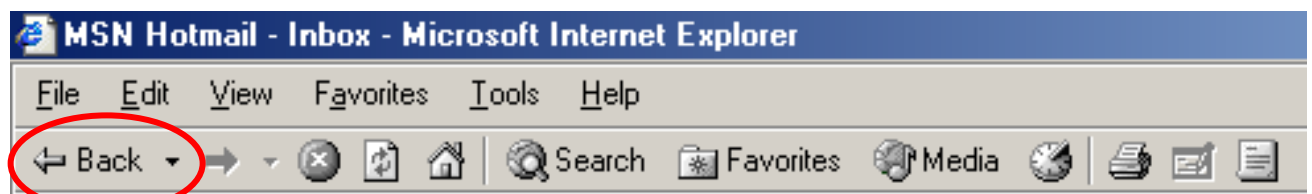
1. Click on **MAIL** tab



2. Click on **SENT MESSAGES** folder (if not already in there)



3. Under **TO** column, click on name whose e-mail you want to open



4. Press **BACK** button when you've read the message you sent

4. CREATING & SENDING A NEW E-MAIL MESSAGE

4.1 Creating a new e-mail message



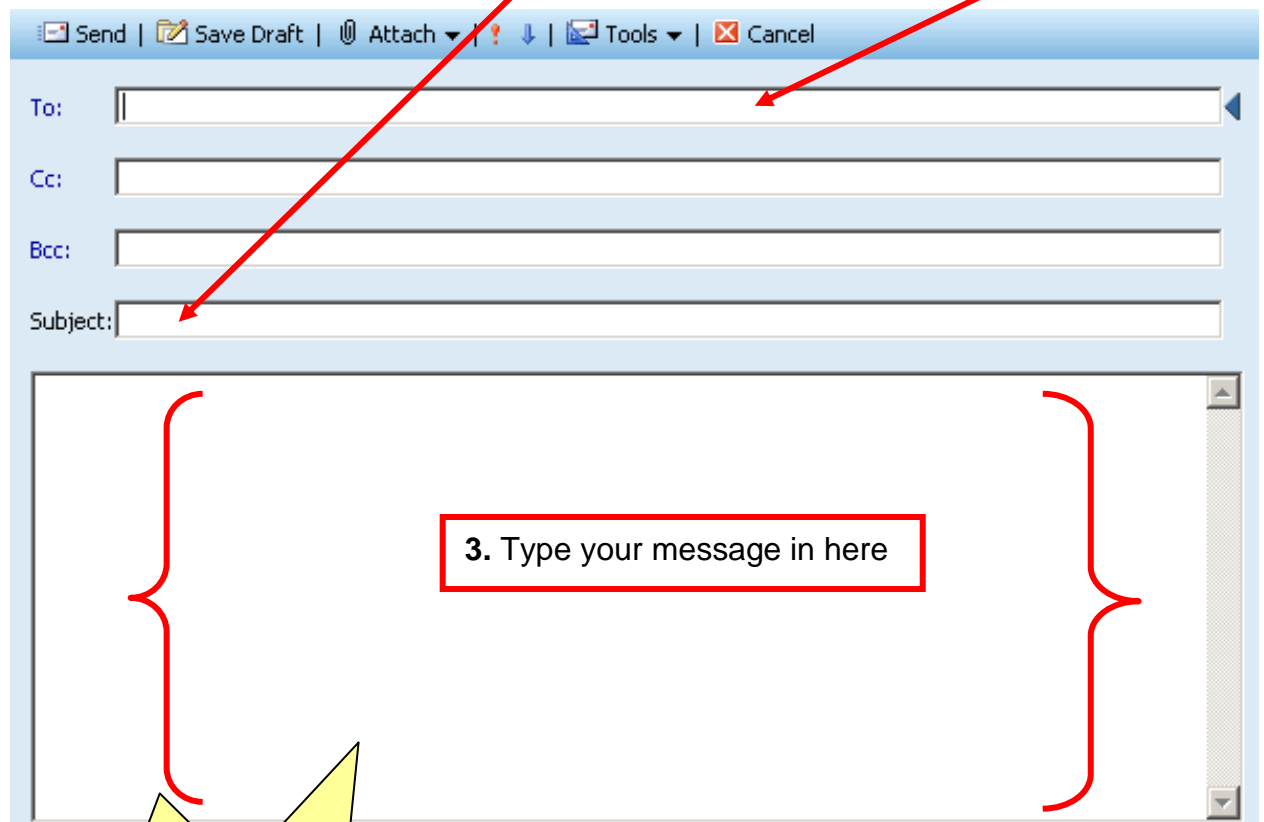
1. Click on **MAIL** tab



2. Click on **NEW** button

4. Type the subject of your message in **SUBJECT** box

5. Type e-mail address of the person(s) you want to send message to in **TO** box



If you want to send message to more than 1 person, separate each e-mail address with ;

Example
mum@work.com.au ; friend@company.com.au

4.2 Canceling the e-mail message you're creating



Press **CANCEL** button if you no longer want to send or finish creating your message

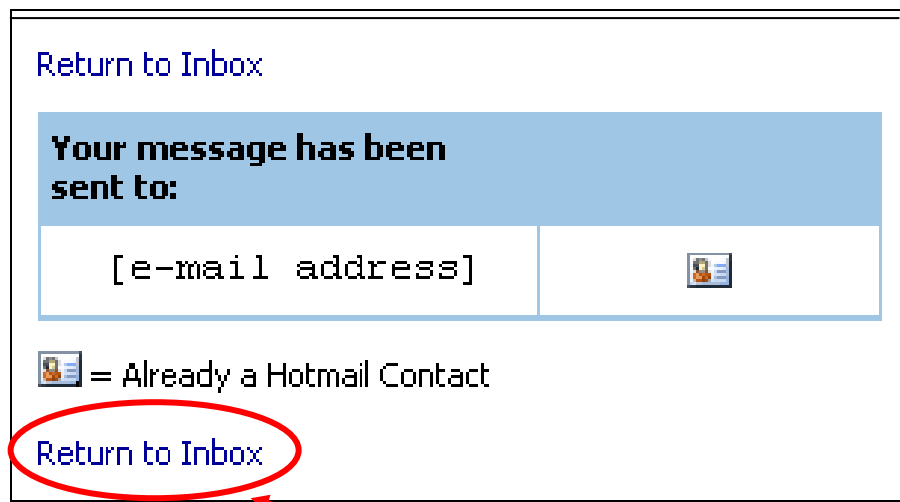
4.3 Sending the e-mail message you created



1. If you want to save a copy of the message you'll send:
click on with left mouse button to place a tick (to remove tick, click again)
THIS IS FOUND ON



2. After you created your message, press **SEND** button



3. Click on **RETURN TO INBOX**

5. CONTACTS IN HOTMAIL ADDRESS BOOK

Contacts are people whom you have in your address book in *Hotmail*. You can store information such as their name, e-mail address, home address, phone number and many more. Think of this like your address book at home.

5.1 Creating contacts in your address book







1. Click on **CONTACTS** tab



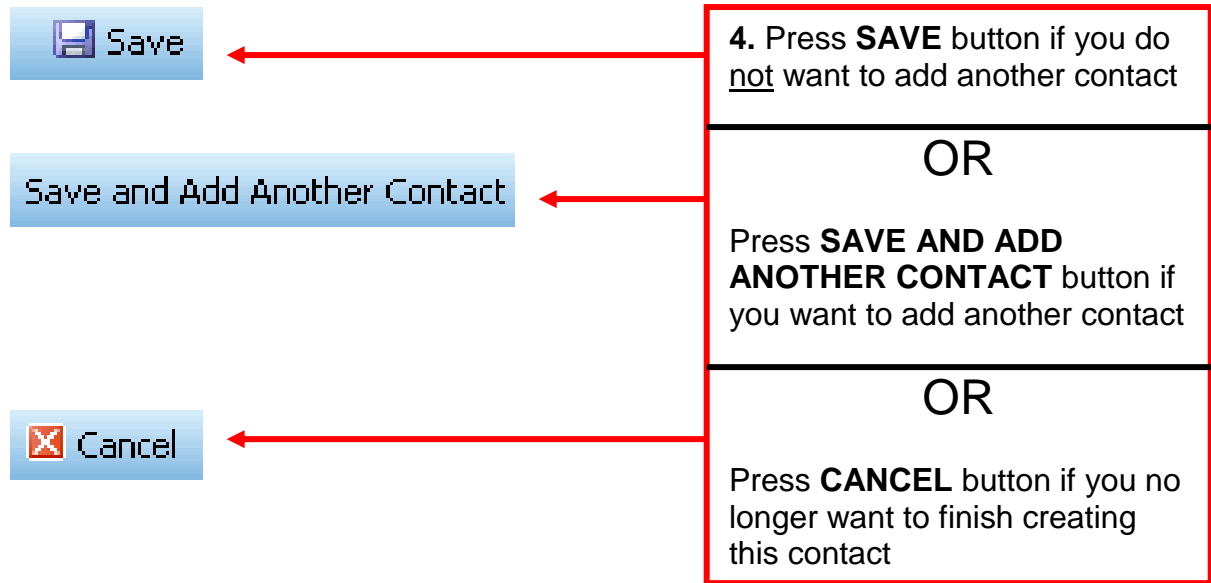
2. Click on **NEW** button

3. The following appears. Enter at least these details – first name, last name, quickname, e-mail address(es)

First Name: <input type="text"/> Last Name: <input type="text"/> Quickname: <input type="text"/> <small>(Required) Tip: Quicknames make addressing messages easy</small> Company Name: <input type="text"/> MSN address: <input type="text"/> <input type="checkbox"/> Use with MSN Messenger <small>Contacts with a Microsoft Passport e-mail address can also be used as an MSN Messenger contact.</small> Favorite <input checked="" type="checkbox"/> Mark this contact as a favorite	Online Addresses UP ARROW  E-Mail Personal: <input type="text"/> Work: <input type="text"/> Other: <input type="text"/> Primary E-Mail: Personal: <input type="text"/> Other Website: <input type="text"/>
	Phone Numbers DOWN ARROW  Street Addresses  Other: 

It's a good idea to mark **ALL** your contacts as Favorite (you'll see why in section 5.4 on page 11)

Click on down arrow to expand. Click on up arrow to take away



5. You now have a list of contacts

<input type="checkbox"/>	^ Name	E-Mail
<input type="checkbox"/>	[name 1]	[e-mail address 1]
<input type="checkbox"/>	[name 2]	[e-mail address 2]
<input type="checkbox"/>	[name 3]	[e-mail address 3]

Click on contact's name to change their details

Click on contact's e-mail address to send them an e-mail

5.2 Changing the details of contacts in your address book



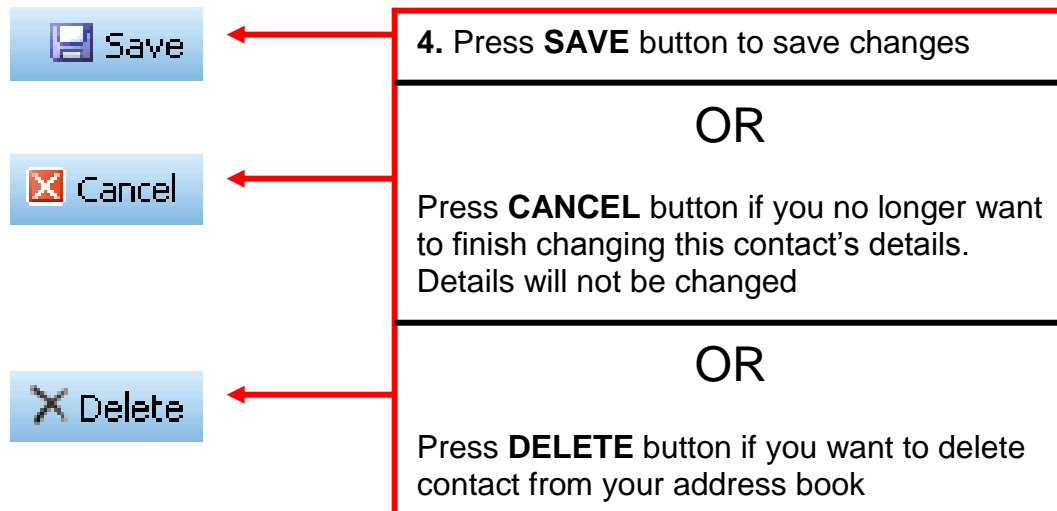
1. Click on **CONTACTS** tab

<input type="checkbox"/>	^ Name	E-Mail
<input type="checkbox"/>	[name 1]	[e-mail address 1]
<input type="checkbox"/>	[name 2]	[e-mail address 2]
<input type="checkbox"/>	[name 3]	[e-mail address 3]

2. Click on contact's name under **NAME** column

A screenshot of the contact details form. On the left, there are input fields for 'First Name', 'Last Name', 'Quickname (Required)', 'Company Name', and 'MSN address'. Below these is a checkbox for 'Use with MSN Messenger' and a 'Favorite' checkbox which is checked. On the right, there is a section titled 'Online Addresses' with sub-sections for 'E-Mail' (Personal, Work, Other) and 'Other' (Website). A dropdown menu for 'Primary E-Mail' is set to 'Personal'.

3. Change contact's old details to new details



4. Press **SAVE button to save changes**

OR

Press **CANCEL** button if you no longer want to finish changing this contact's details. Details will not be changed

OR

Press **DELETE** button if you want to delete contact from your address book

5.3 Deleting contacts in your address book



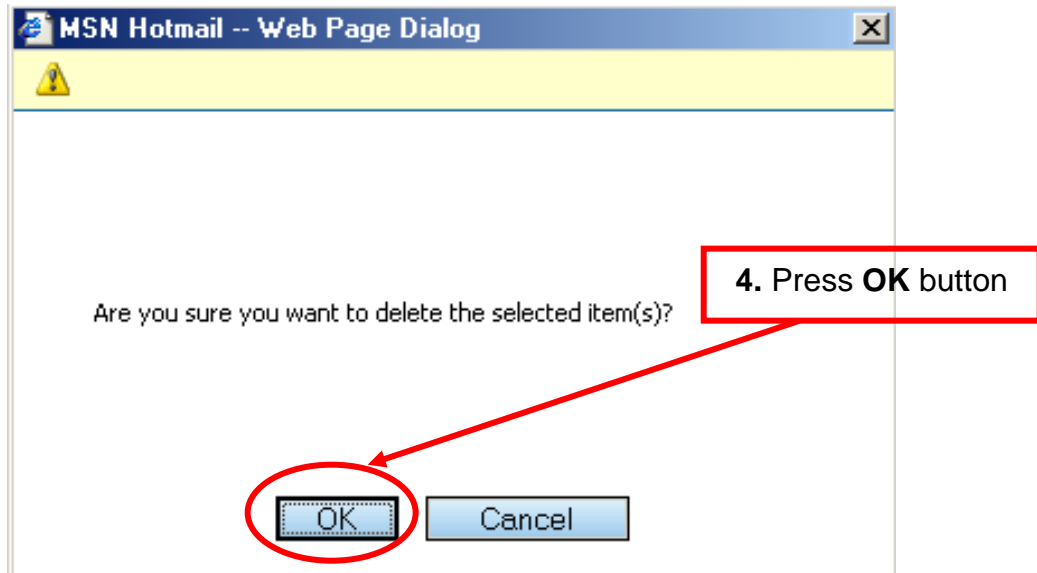
1. Click on **CONTACTS** tab

<input type="checkbox"/>	^ Name	E-Mail
<input type="checkbox"/>	[name 1]	[e-mail address 1]
<input checked="" type="checkbox"/>	[name 2]	[e-mail address 2]
<input checked="" type="checkbox"/>	[name 3]	[e-mail address 3]

2. With left mouse button, click on to place a tick next to contact(s) you want to delete (to remove tick, click again)

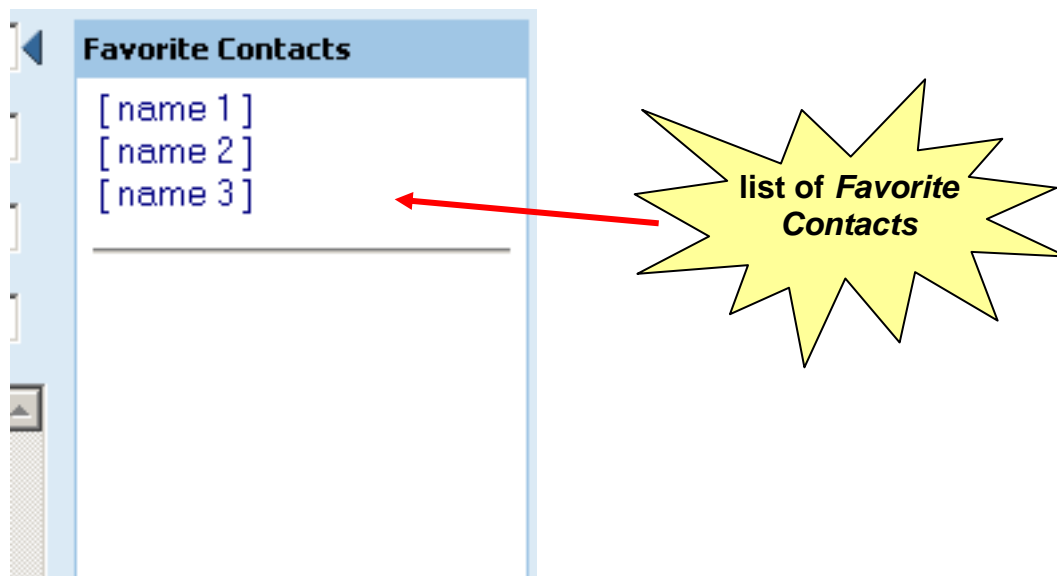
Delete

3. Press **DELETE** button



5.4 Using list of Favorite Contacts when creating an e-mail message

If you've marked all your contacts as **Favorite** (please see page 7), then you do not have to manually type their e-mail address in the **TO** box when creating an e-mail message. You use the list of **Favorite Contacts**:



To see list of **Favorite Contacts**:

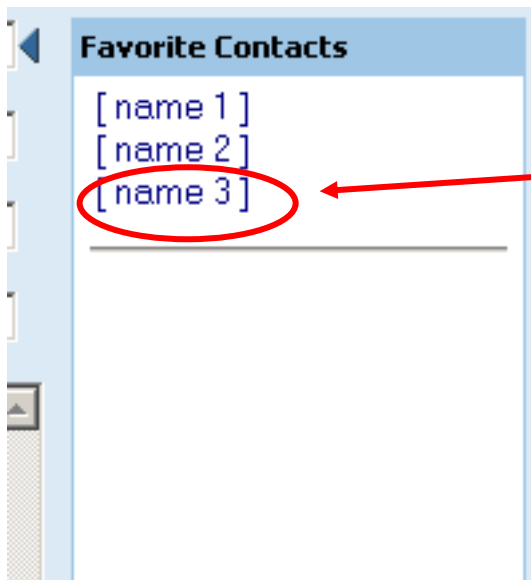


1. Click on **MAIL** tab



2. Click on **NEW** button to create a new e-mail message

3. List of **Favorite Contacts** appears on the right



4. Click on contact's name(s) to automatically add their e-mail address to the **TO** box

5.5 Printing all contacts in your address book



1. Click on **CONTACTS** tab



2. Press **PRINT VIEW** button

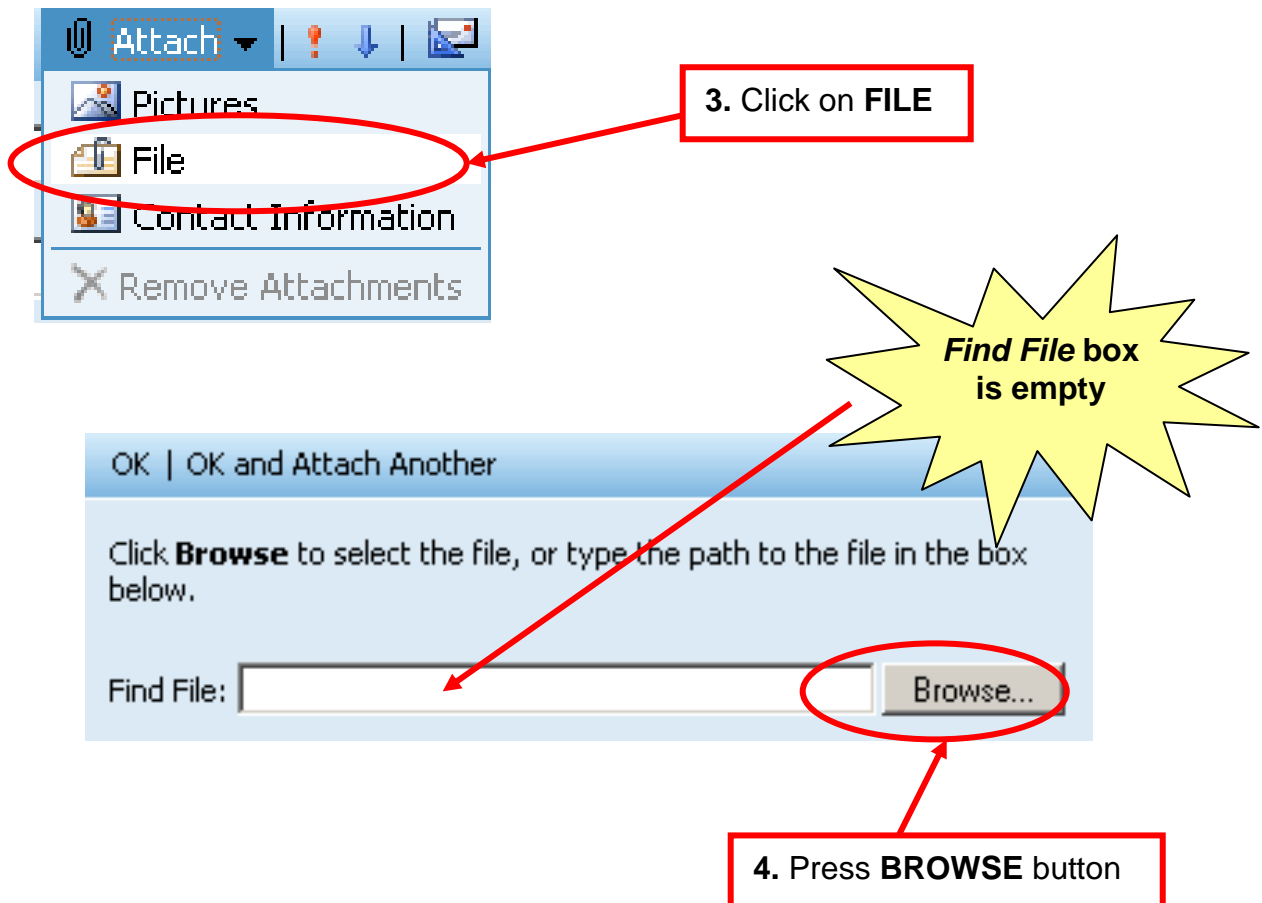
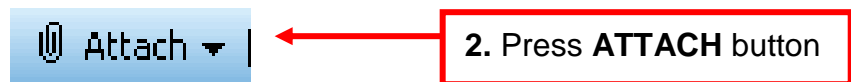
3. Go to **File** → **Print** → **OK** (or **PRINT**)

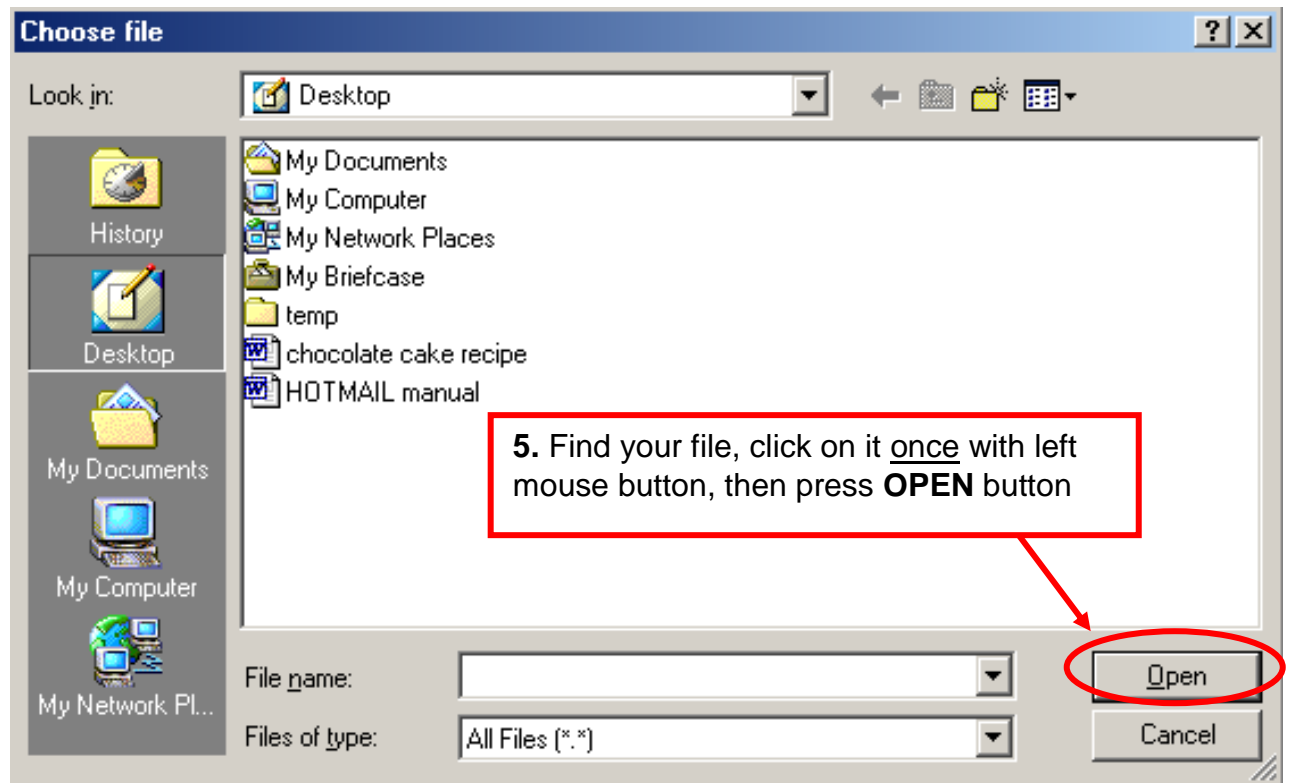
6. ATTACHING & DELETING ATTACHMENTS (FILES)

6.1 Attaching attachments to an e-mail message

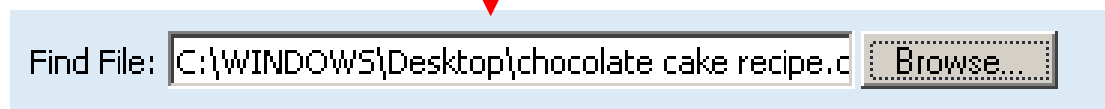
You can attach any file to your e-mail messages, including pictures, Microsoft Word documents, and many more. Think of this like attaching something (e.g. photograph) with a paper clip to a letter you wrote to a friend.

1. Create a new message. Please see section **4.1 Creating a new e-mail message** on page 5.





6. Filename now appears in **Find File** box (unlike in step 4 where it was empty)



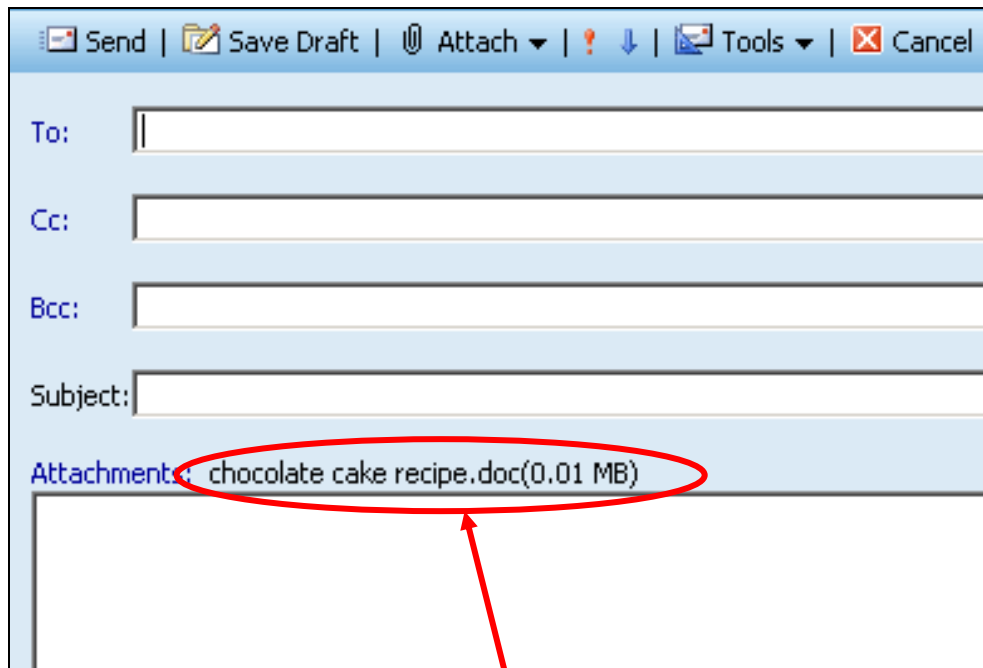
OK and Attach Another

7. Press **OK AND ATTACH ANOTHER** button if you want to attach another file

OR

OK

Press **OK** button if this is the last or only file you want to attach

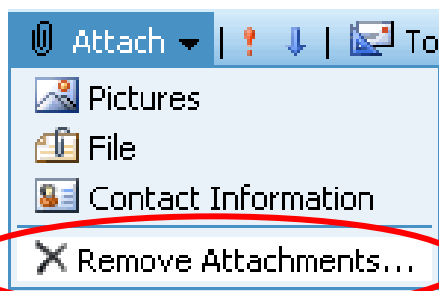


8. Attached file now appears here

6.2 Deleting attachments from an e-mail message



1. Press **ATTACH** button



2. Click on **REMOVE ATTACHMENTS...**

3. Click on **X** for attachments you want to delete

Attachments	Size	Delete
chocolate cake recipe.doc	0.01 MB	X
Total		0.01 MB



4. Press **OK** button

7. HOW TO REPLY TO AN E-MAIL MESSAGE YOU RECEIVED

1. Open the e-mail message you want to reply to (please see **3.1** *Opening e-mail messages you received from others* on page 3).



2. Press **REPLY** button

3. Type your message on top of the original message



4. Press **SEND** button

8. HOW TO SEND A MESSAGE YOU RECEIVED TO OTHERS

Sometimes someone may send you an interesting message that you want to send to others. You do this the following way:

1. Open the e-mail message you want to send to others (please see **3.1 Opening e-mail messages you received from others** on page 3).



2. Press **FORWARD** button

3. In **TO** box, type e-mail address of person(s) whom you want to forward e-mail to



4. Press **SEND** button

9. DELETING E-MAIL MESSAGES



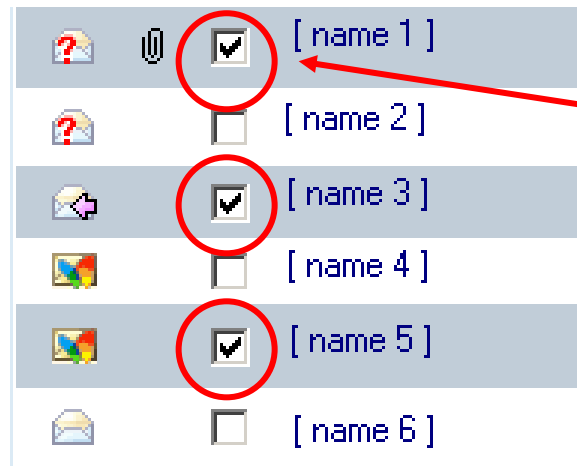
1. Click on **MAIL** tab



2. Click on **INBOX** folder to delete messages you received from others

OR

Click **SENT MESSAGES** folder to delete messages you sent to others

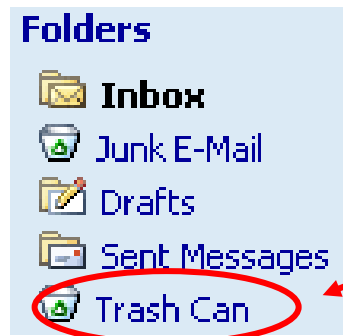


3. With left mouse button, click on to place a tick next to e-mail(s) you want to delete (to remove tick, click again)

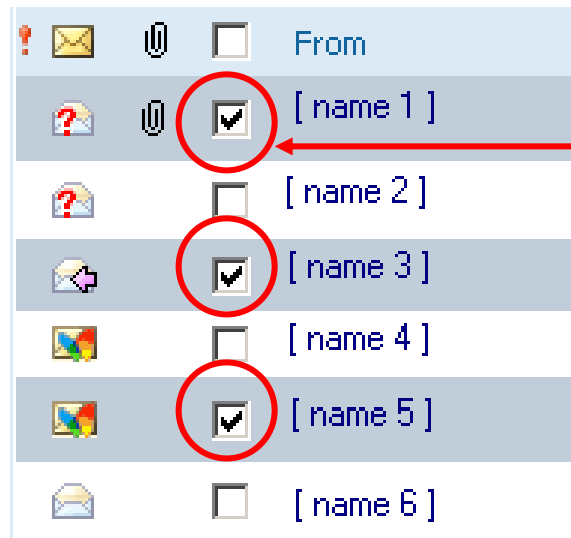


4. Press **DELETE** button





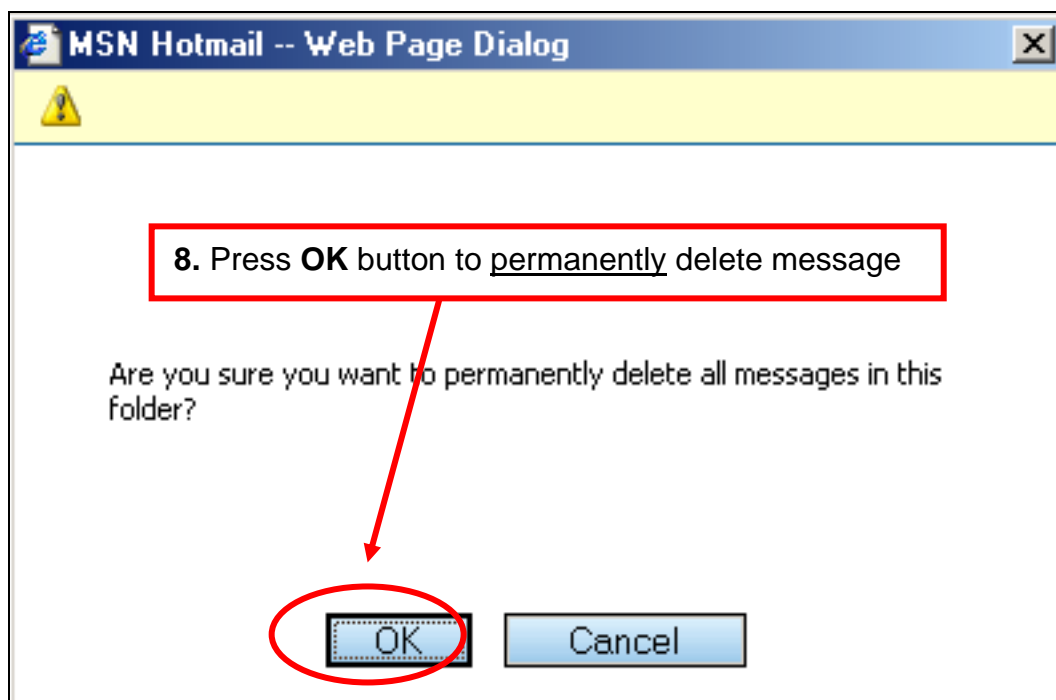
5. Click on **TRASH CAN** folder



6. With left mouse button, click on to place a tick next to e-mail(s) you want to empty from trash can (to remove tick, click again)



7. Press **EMPTY** button



8. Press **OK** button to permanently delete message

10. PRINTING E-MAIL MESSAGES

1. Open e-mail message you want to print
(please see **3. Opening e-mail messages** on page 3)



2. Press **PRINT VIEW** button

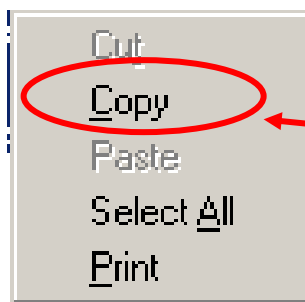
3. Go to **File** → **Print** → **OK** (or **PRINT**)

11. HOW TO SAVE E-MAIL MESSAGES

1. Open the e-mail message you want to save (please see **3. Opening e-mail messages** on page 3)

2. With the left mouse button, highlight the text that you want to save

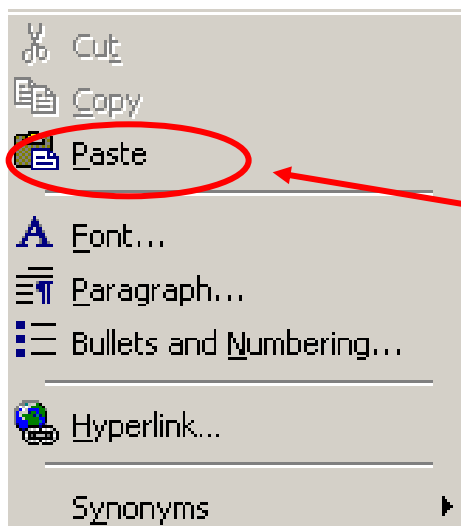
3. Press the right mouse button on the highlighted text



4. Choose **COPY**

5. Open a new document in **Microsoft Word**

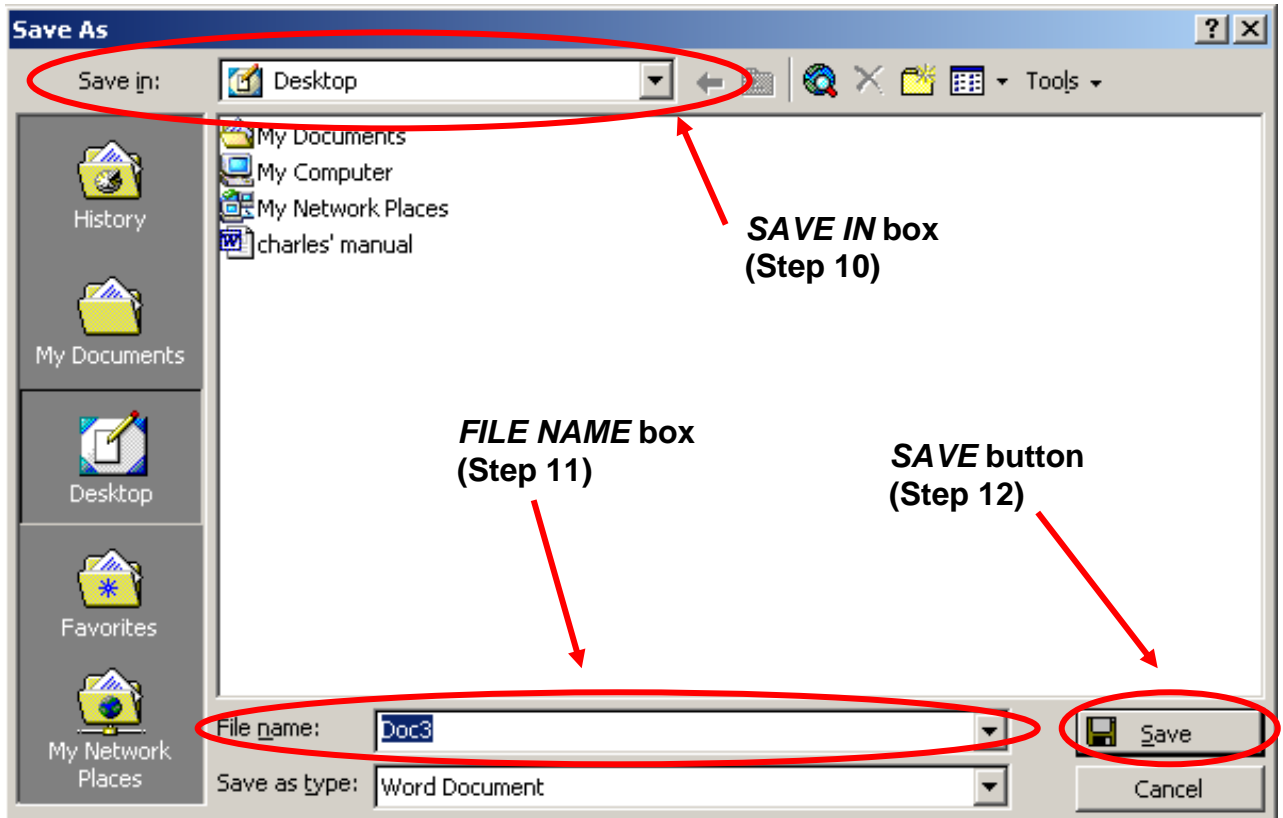
6. Press the right mouse button



7. Choose **PASTE**

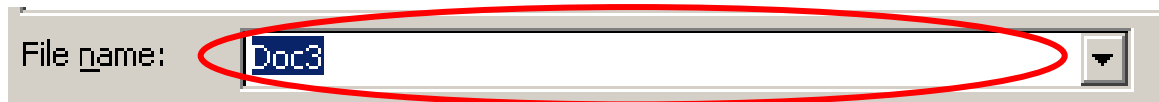
8. The text now appears in **Microsoft Word**

9. Press  in **Microsoft Word**



10. In **SAVE IN** box, choose where you want to save e-mail message by clicking on arrow

*To save onto floppy disk, choose **3 1/2 Floppy (A:)***



11. In **FILE NAME** box, type any name for your e-mail message (e.g. Sara's message)



12. Press **SAVE** button

13. The e-mail message is now saved

12. NEW FOLDERS

12.1 Creating a new folder

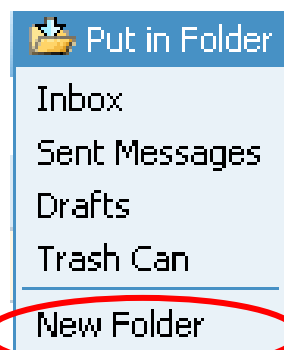
You may want to create your own folder in which to store certain e-mail messages.



1. Click on **MAIL** tab



2. Press **PUT IN FOLDER** button



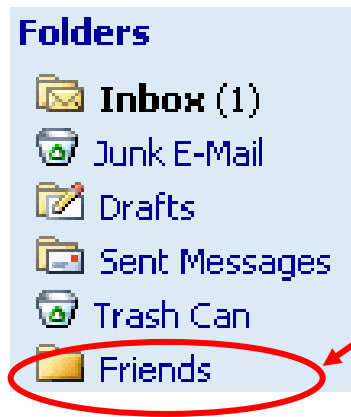
3. Click on **NEW FOLDER**

A screenshot of the 'New Folder' dialog box. The title is 'New Folder'. Below the title is a label 'Folder Name:' followed by an empty text input field. The input field is circled in red.

4. In **FOLDER NAME** box, type a name for your new folder (e.g. Friends)



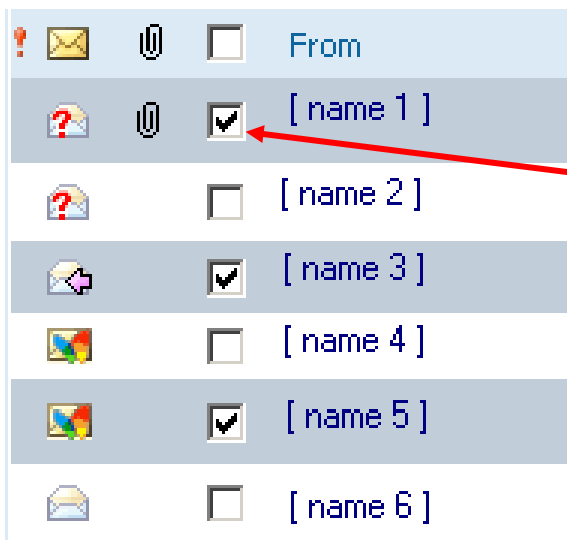
5. Press **OK** button



6. Your new folder now appears under your other folders

12.2 Moving e-mail messages to your new folder

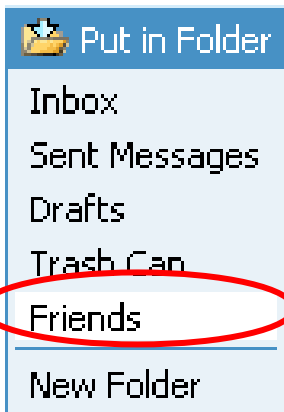
1. Go to your **INBOX** or **SENT MESSAGES** folder



2. With left mouse button, click on to place a tick next to e-mail(s) you want to move to your new folder (to remove tick, click again)



3. Press **PUT IN FOLDER** button



4. Click on your new folder (e.g. Friends)

5. The e-mail message has now been moved to your new folder

12.3 Renaming your new folder (giving it a new name)

1. Click on **MANAGE FOLDERS**

2. Place a tick in next to your folder's name (e.g. Friends) – click again to remove tick

2. Click on **RENAME**

3. Type a new name for your folder in **FOLDER NAME box**

4. Press **OK button**

12.4 Deleting your new folder

Folders

- Inbox
- Junk E-Mail
- Drafts
- Sent Messages
- Trash Can (1)
- Friends
- Manage Folders

1. Click on **MANAGE FOLDERS**

2. Place a tick in next to your folder's name (e.g. Friends) – click again to remove tick

New | Rename | Delete

Storage used

You are currently using 2.1 MB of your 250 MB of available storage.

0 MB 250MB

Get more storage with Hotmail Plus

ninemsn Hotmail - a smarter way to e-mail

Hotmail now lets you:

<input checked="" type="checkbox"/>	Folder	
<input type="checkbox"/>	Inbox	
<input type="checkbox"/>	Sent Messages	
<input type="checkbox"/>	Drafts	
<input type="checkbox"/>	Trash Can	Empty
<input type="checkbox"/>	Junk E-Mail	Empty
<input checked="" type="checkbox"/>	Friends	
Total		

3. Click on **DELETE**

4. Press **OK** button

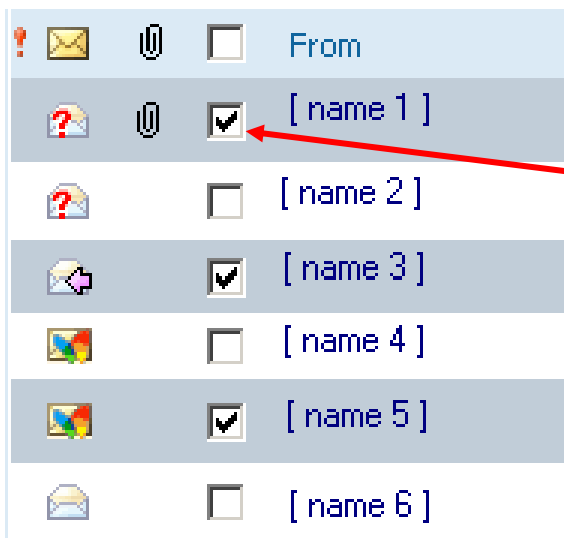
Click the **OK** button to move all messages from these folders to the *Trash* and to delete these folders from your Folders list. Click **Cancel** to return to the Folders page without deleting the messages or the folder.

OK Cancel

13. MARKING AN E-MAIL MESSAGE AS JUNK E-MAIL

Sometimes you receive e-mail messages in your **Inbox** folder from certain people that you think are not important. By marking these messages as Junk Mail, Hotmail deletes these from your **Inbox** folder and moves them to your **Junk E-mail** folder. From now on, any new messages you receive from those people will automatically go to your **Junk E-mail** folder, not your **Inbox** folder.

1. Go to your **INBOX** folder



2. With left mouse button, click on to place a tick next to e-mail(s) you want to mark as Junk Mail (to remove tick, click again)



3. Click on **JUNK**

4. Press **OK** button

Junk E-Mail Report Confirmation

To confirm that the following message(s) as junk e-mail, click OK.

From	Subject	Comment
[name]	[subject]	Report as junk e-mail

Do not display this confirmation again. Next time delete and report messages automatically.

5. The message has now been deleted from your **INBOX** folder and moved to **JUNK E-MAIL** folder

14. MAKING A DRAFT OF AN E-MAIL MESSAGE

Sometimes you may have no time to finish creating a long e-mail message all at once. It may take you 2 days to do so. In this case, you can save a draft of the message you partly created, which means that it won't be sent yet, just temporarily saved in your **Drafts** folder.

1. Create a new e-mail message (please see **4.1 Creating a new e-mail message** on page 5). You do not have to finish it all now.


- Please do not press SEND -



2. Click on **SAVE DRAFT**



3. Your message is now saved in your **DRAFTS** folder. You can go back to this anytime to finish creating your e-mail message.

4. Once you have finished creating your e-mail message, press . The message is now gone from your **DRAFTS** folder.

15. FINDING E-MAIL MESSAGES

Sometimes you may have a lot of e-mail messages. What if you want to find a certain one from those? It will take you a long time to go through each one in

to find what you want. A quick way to find a message is to use




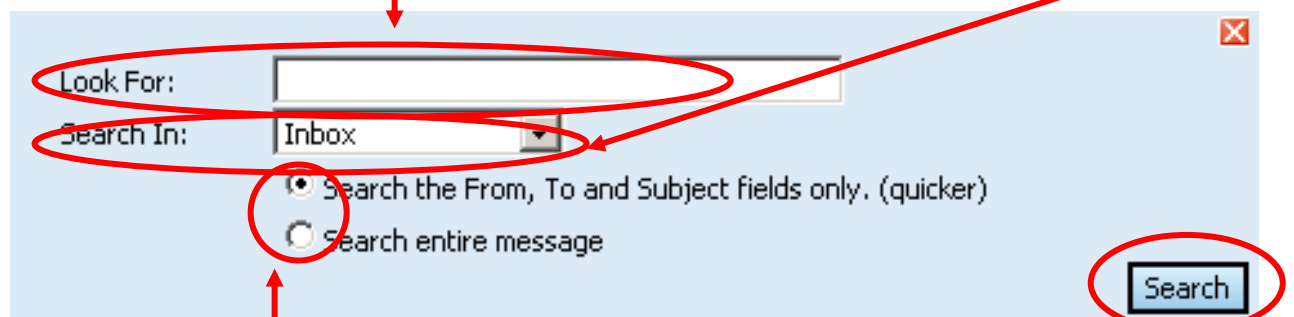
1. Click on **MAIL** tab



2. Click on **FIND**

3. In **LOOK FOR** box, type the word that you want to find - Hotmail will get for you any e-mail messages that contain that word

4. In **SEARCH IN** box, press  to choose what folder you want to search for the word you typed in step 3



5. Click on to choose what part of the e-mail message you want the word you typed in step 3 to appear in

6. Press **SEARCH** button

7. You are now given a list of e-mail messages that contain the word you typed in step 3

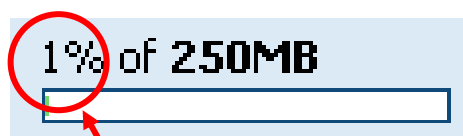
8. Open any message to read it or press 

16. KNOWING HOW FULL YOUR E-MAIL ACCOUNT IS

Your Hotmail e-mail account can only store up to a certain amount of e-mail messages. How do you know how full your account is?



1. Click on **MAIL** tab



2. On the left of the screen, you will see this – it tells you how much space in your account you used so far, e.g. 1% of 250MB of space

If % is close to 100%, you should delete some e-mail messages that you don't need - this frees up space. Please see 9. *Deleting e-mail messages* on page 19.

If your Hotmail account is too full, you will not be able to receive e-mail messages from others until you delete some messages in your account

17. SIGNING (LOGGING) OUT

It's important to sign out when you have finished using Hotmail. This prevents others from having access to your Hotmail account, such as reading your e-mail messages. Think of this as locking the door before you go out, so people cannot get into your house.



Press **SIGN OUT** button
at the top of the screen