

Section 2

Sending E-mails

Topics contained within this section:

Composing E-mail

Using Addressing

Using Spell Checking

Sending Messages

Understanding Guidelines

Exercise 8 - Creating a Message

When writing an e-mail message always make sure the following items are included:

- the **e-mail address** of the person you are sending the message to
- a **Subject**
- the **message text**.

It is very important to enter the right address. An incorrect address would result in the message either being returned as undeliverable, or going to the wrong person.

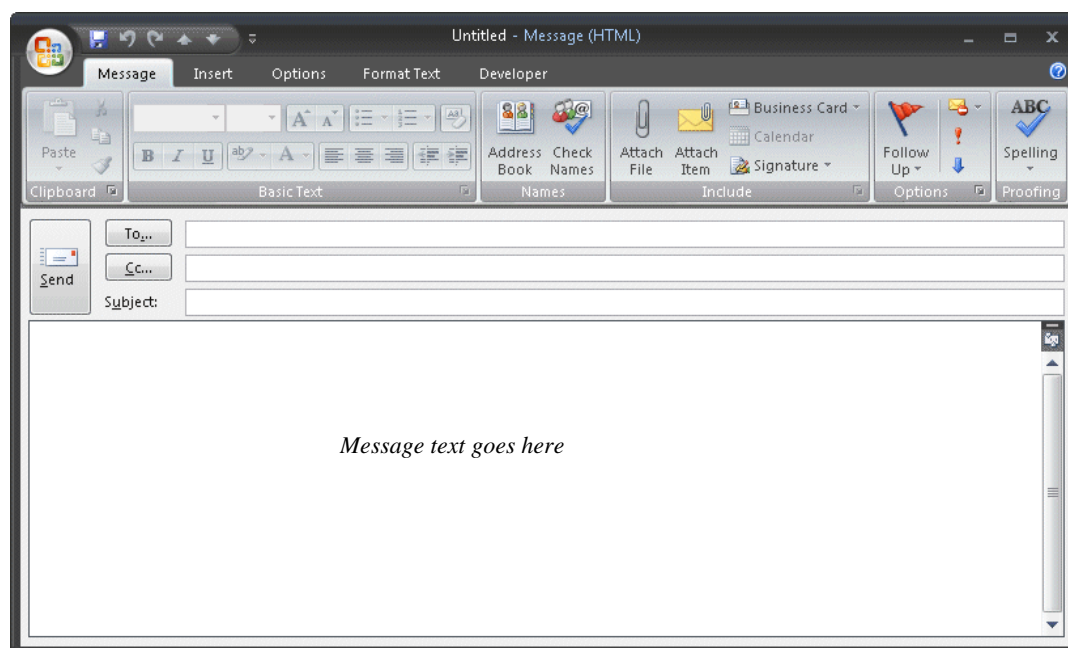
You should always enter a subject. This is so the person you send the e-mail to will have an idea what it's about without having to open it.

Activity

1. Start *Outlook* then click the **New Mail Message** button,  on the toolbar. The **New Message** window is displayed.



In other e-mail programs, the button may have a slightly different name such as **Create Mail** or **Compose Mail**.



2. Leave *Outlook* open for the next exercise.

Exercise 9 - Addressing a Message

All e-mail messages have to include an address for an e-mail to be delivered, just as a normal letter has to have a house address.



An **e-mail address** is made up of:

- a **user name** - the name of the person the e-mail is being sent to. It does not have to be a full name, just enough to identify the person.
- an **@ sign** - separates the user name from the domain name (see below).
- a **domain name** - the address of the location which sends and receives mail.

There can be no spaces in an e-mail address.

Example: A message addressed to **tom@ciatraining.co.uk** will be sent to the **ciatraining.co.uk** computer. This computer will then transfer the message to the user it knows as **tom**.

Remembering lots of e-mail addresses may be difficult. Just like a mobile phone has a **Phone book** where the numbers you use a lot are stored, an e-mail application has an **Address Book**, where e-mail addresses are stored. A person's e-mail address can then be found by looking in the address book and added automatically without typing.

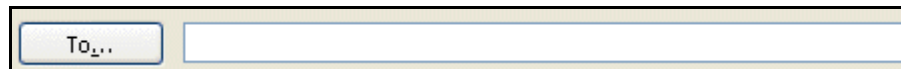
There is another address box on messages called the **Cc** box. You can enter another e-mail address here, and that person will receive a copy of the message, if required.

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Exercise 9 - Continued

Activity

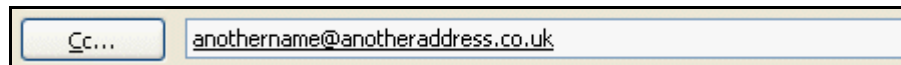
1. The message window should still be open from the previous exercise. Click in the **To** box.



2. This is where the address for the message is entered, like writing the address on an envelope. Type your own e-mail address here to send the message to yourself. This way you are sure to have a message in your Inbox later.



3. Click in the **Cc** box just underneath the **To** box. Enter another e-mail address here. This person will receive a copy of the message that you are sending. If you do not know another e-mail address at this time, use a dummy address we have set up - **info@ciasupport.co.uk**.



Info

You can enter more than one address in either **To** or **Cc**. Separate each address with a semi-colon, ;.

Important

Be very wary of making up e-mail addresses in this unit. They may turn out to be someone's actual address and they will receive some puzzling messages.

4. Another way to add addresses to your message is to use an **Address Book** or **Contact List**. The **Address Book** in *Outlook* is a list where you can record lots of information about people such as their name, address, telephone number and most importantly, their e-mail address. Addresses can then be selected from this list instead of having to type them in every time. **Address Books** are not covered in detail at this level.
5. Leave *Outlook* open for the next exercise.

Exercise 10 - Enter a Subject

There is a place in every e-mail message you create to put a subject. Most e-mail systems will display the subject of an e-mail before the message is opened. This can give the recipient an idea of what the message is about without them having to open and read it. So be consistent and make sure the subject gives useful information about the message.



Messages in an **Inbox** can also be searched and grouped by subject, so consistent use of the subject field can help organise your messages. For example if all messages connected with a specific project used that project name as the subject, then they could all be grouped together in the **Inbox**, or even moved to a separate folder (this is covered later).

Activity

1. The message window should still be open from the previous exercise. Click in the **Subject** box.

Subject:	<input type="text"/>
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2. This is where the subject for the message is entered. Type the text **Test message**. This will tell anyone who receives this that it is only a test message and it does not need any action taken.

Subject:	<input type="text" value="Test Message"/>
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3. Leave *Outlook* open for the next exercise.

Talking Point



Think of examples where there may be many messages sent and received about the same topic, which would therefore benefit from grouping by Subject.

Exercise 11 - Enter a Message

The text in an e-mail message can vary just like the text of a letter. It can be anything, for example, a short note to a friend, an order to buy something, a technical question, a set of instructions.

Tip

If you want to send a lot of text, a report for example, it is easier to create it using a word processing program and then send the document with your e-mail as an attachment (covered later).

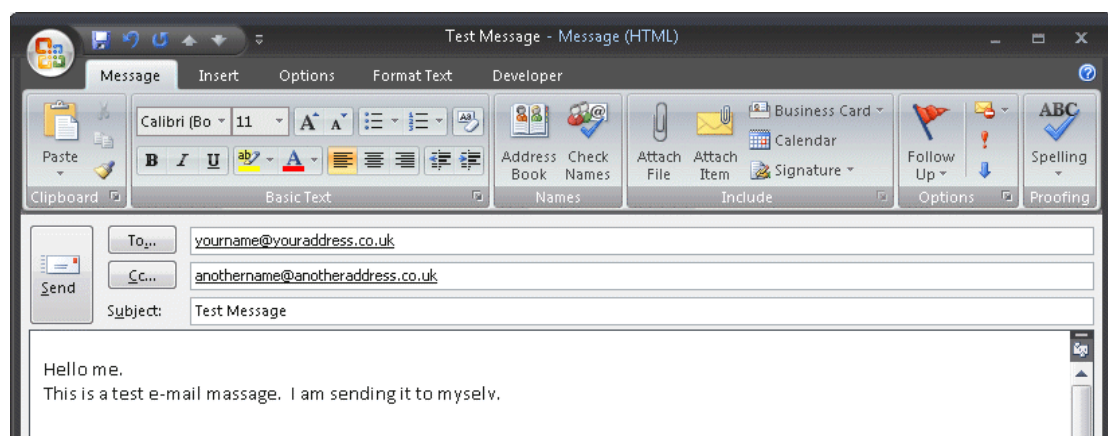
There may be a choice of programs to use when creating messages. *Outlook* has a choice of using its own text editor program, or of using *Word* as the message editor. Other e-mail applications will always use their own editors. Whatever editor is used, the basic word processing features will always be available, although the appearance of the new message window may vary slightly.

Activity

1. The message window should still be open from the previous exercise. Click in the main text area and type in the following text, exactly as below including the mistakes:

Hello me.

This is a test e-mail massage. I am sending it to myself.



2. Leave the **Message** window open for the next exercise.

Exercise 12 - Guidelines

There are some accepted rules, sometimes called **netiquette**, to consider when writing e-mails:

- Where possible keep the text short. Don't ramble on.
- Be careful of offending people. Make sure the content is suitable for the person receiving the e-mail. What you think is funny may upset someone else.
- It is a good idea never to put anything in an e-mail that you would not say in public. By accident or design, e-mails can end up in the strangest places.
- There are certain conventions used in e-mail messages, such as the use of upper case text is meant to represent shouting. Avoid this if possible.

Important

When you are writing an e-mail, always think about the person who will be reading it.

Most organisations impose their own internal regulations on how their employees should use their IT facilities and electronic communications. These are often included in an employee's contract of employment and so are legally binding and could be used as just cause for dismissal. So in a work environment, there may be guidelines applied by your organisation that you should be aware of and follow, for example:

- There may be restrictions on sending personal messages.
- There may be restrictions on the maximum size of message (including attachments) which may be sent.
- There may be particular guidelines on permissible content.

E-mail content is also governed by the law of the land like any other communication medium. So be careful not to use other people's material without their permission, and don't include any content that might be considered defamatory, obscene or inflammatory.

Exercise 13 - Spell Checking a Message

You should make sure the spelling in formal messages is correct before sending them. Like all e-mail programs, *Outlook* has a built in **Spell Checker**.



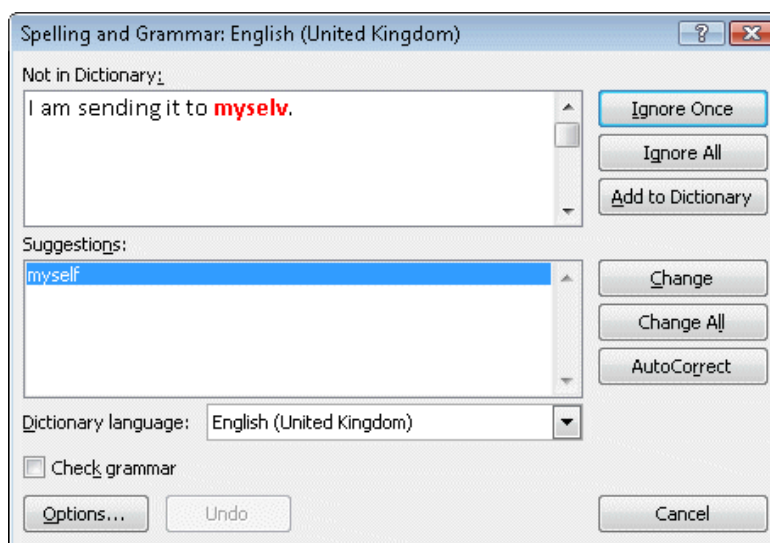
For informal messages to friends it is not so important to check for spelling and grammar. Shortcut text can often be used for speed such as 'c u' for **see you** and 'B 4' for **before**. But you must be 100% sure the person reading the message will understand the shortcuts. Never use them in formal messages.

Always read a message through before sending to make sure that:

- the content makes sense
- it says what you want to say
- it is easy to understand.

Activity

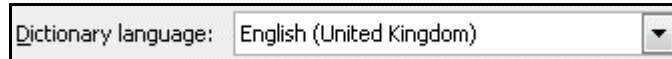
1. The message window should still be open from the earlier exercise. Click in front of the first character of the message text.
2. Select the **Spelling and Grammar** button on the **Message** ribbon to check for any unrecognised words. Click in the top half of the button to start the spelling and grammar check immediately.




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Exercise 13 - Continued

- Before correcting spelling, check the **Dictionary Language** box. This indicates which **Language** is being used by the spell checker.



- If the **Dictionary Language** does not show **English (United Kingdom)**, click the drop down arrow , and select it from the list.
- The spell checker has found a misspelled word and lists **Suggestions** to correct it.
- To make the correction and use the suggested word, click **Change**. If you have misspelled the same word several times, click **Change All** to change them all.

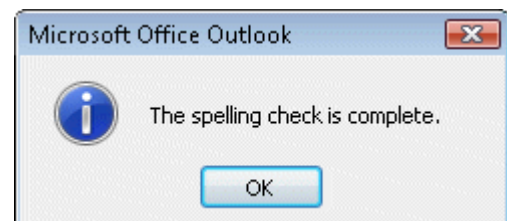
Info

Sometimes several suggestions will be listed. You must pick out the correct one.

Info

If you do not want to change the word, click **Ignore**. **Ignore All** would ignore that word every time it was found in the message.

- The spell checker will move on to the next incorrect word. When all words are correct a dialog box will be displayed.



- Click **OK** to continue.
- Not all mistakes are found by the spell checker. Some words could be spelt correctly but mean the wrong thing. If you are an estate agent and refer to a "semi-detached horse", this will not be detected by a spell checker as there are no unrecognised words. Read through the message yourself to see whether it makes sense. **Massage** is a valid word but is wrong here. Change it to **message**.
- The message is now ready to send. Leave it open for the next exercise.

Exercise 14 - Sending and Printing a Message

Before sending a message, make sure:


- The message is addressed to the correct person.
- The message has been read to make sure that it contains the correct information and makes sense.
- The message has been checked for spelling mistakes.

When you send a message in *Outlook*, it is moved to the **Outbox** folder and the program sends it from there out into the Internet.



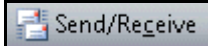
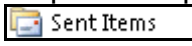

The message is then put in the **Sent Items** folder. It can be displayed again at any time, or printed out.

Activity

1. Check the message created in the previous exercise to make sure that everything is in order, using the bullet points above.
2. To send the new message, click the **Send** button,  in the message window.
3. The new message window is closed and the message is moved to the **Outbox** folder, ready to send.

continued over

Exercise 14 - Continued

4. Depending on how your e-mail system is set up the message may be sent out straight away or after a few minutes. To make sure it is sent you can click the **Send/Receive** button .
5. Once it has been sent out, a copy of the message is moved to the **Sent Items** folder.
6. To print a copy of the message, click the icon for the **Sent Items** folder, , on the left to display the messages in it. Click on the message you have just sent to select it.
7. Click the **Print** button, , on the **Toolbar** to display the **Print** dialog box. Alternatively, select **Print** from the **File** menu.
8. Click the **Print** button in the dialog box to print one copy of the e-mail message on your default printer.

Info

Exactly the same process can be used to print messages from any folder, including the Inbox and the New Message window

9. Display the **Inbox**.


Talking Point



Why do you think it might be useful to keep copies of the e-mail messages that you have sent out?

Is it necessary to print out all sent messages?

Exercise 15 - Revision

1. Which of these is a correct e-mail address?
 - a) Bill@ciatraining
 - b) Big Bill @ ciatraining.co.uk
 - c) bigbill@ciatraining.co.uk
2. An e-mail should consist of an address, a subject and a message. Which one of these is an absolutely necessary requirement?
3. If an address is entered in the **Cc** box for a message, what will that address receive?
4. In *Outlook*, create a new message addressed to yourself. The subject is **Revision**.
5. Type the following message exactly: **This message is part of my revision exercise.**
6. Spell check the message. Accept the change for the reported spelling error.
7. When the spell check is finished, read the message to look for any other mistakes that may not have been picked up. Correct them if necessary.
8. Click the **Office Button**, , in the top left corner of the message window and select **Print** from the list. The print dialog box is displayed.
9. Click **OK** to print a copy of the message on the default printer.
10. Send the message.

Info

Answers are listed in the **Answers** section at the end of this unit.