

# TECH TUTOR

## Outlook.com Email

LEVEL 1

[kcls.org/techtutor](http://kcls.org/techtutor)

Outlook Email Level 1 Manual  
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# Outlook.com Email – Level 1

The KCLS Tech Tutor Program offers free One-on-One Computer Help and Computer Classes. Go to [kcls.org/computers-technology](http://kcls.org/computers-technology) for more computer education services, resources, and materials. This manual is for *Outlook.com Email – Level 1* class held on KCLS computers running Windows 7.

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### Signing In to Library Computers

For personal use of library computers, sign in with your library card number and Personal ID number.

**For a computer class, sign in with these codes:**

627837

1212

**Note:** Be careful not to type the letter “O” for a zero (0) or the letter “l” for a one (1).

## In this class, you will...

Learn about the Outlook.com Email service, including how to:

- Create a free Outlook.com Email account
- Write and send an email message
- Read, reply or forward an email message
- Log into and out of your account
- Explore other Microsoft Services with an Outlook.com account

## What is Outlook.com Email?

**Outlook.com** is a free email service. **Email** stands for electronic mail. It is a popular service on the Internet people use to communicate with family and friends, businesses, employers and more.



Outlook.com logo with "envelope" icon

Email is like regular mail because you write a message and send it to an address. Email is *not* like regular mail because it is written on a computer and sent through the Internet instead of writing on paper and sending through the post office.

Outlook.com is one service from the Microsoft Company. You can use an Outlook.com account for more Microsoft services.

### Free email

You can have an Outlook.com account even if you don't have a computer or Internet at home. Use any computer connected to the Internet, like library computers, to access your free email.

### ISP email

ISP stands for **Internet Service Provider**. You pay an ISP—like CenturyLink, Comcast, Verizon or NetZero—for connection to the Internet. They provide email accounts to paying customers only.

One advantage of ISP email is more storage space than free email accounts. A disadvantage of ISP email is you lose your email if you change ISP. For this reason, it's a good idea to also have a free email account apart from an ISP email. Outlook.com is a good alternative to ISP email.

### Email Address

Do not confuse email address with web address. An email address always has an "at" symbol. A website address never has an "at" symbol.

**Example email address:** fakeemail@Outlook.com

**Example website address:** www.Outlook.com



The "at" symbol in an email address

Did you notice both types of address have "Outlook.com" in it? Think of the website address as the address to a big apartment complex. Think of the email address as the apartment number for a specific mailbox in that complex. In a few minutes you can create your own Outlook.com "mailbox," but first you will learn some important basic email vocabulary.

## Basic Email Vocabulary

Here are some important words to know to help you better understand and use email.

**Email address:** Identifies the mailbox where messages are delivered, like fakeemail@Outlook.com.

**Password:** A secret combination of letters and numbers to access your account.

**Sign in:** to access your account using correct email address and password on the correct website.

**Sign out:** to sign *out* of your account. Prevents unauthorized access to your account and its contents.

**Inbox:** A virtual mailbox where your incoming mail is received.

**New:** To write a new message.

**Draft:** A saved version of an email message you can edit and send later. Saves in a “Drafts” folder.

**Forward:** Send an existing message (usually from someone else) to another person.

**Reply:** An email response to an email message from someone else. Goes to original sender only.

**Reply All:** When a reply goes to *all* original recipients of the message, including the sender.

**Internet Service Provider (ISP):** The company you pay for Internet service at home.

**Spam:** Unwanted mail, or junk mail.

**Trash:** Deleted messages are sent to the Trash folder. Get rid of them by emptying the trash.

## Create an Outlook.com Account

Outlook.com is the email service the Microsoft Company offers for free.

**Here’s how to create an Outlook.com account:**

1. Open a web browser like Internet Explorer
  - a. Double-click left-mouse button on Internet Explorer icon
2. Go to **www.Outlook.com**
  - a. Left-click once in web address bar
  - b. Type `www.Outlook.com`
  - c. Press “Enter” key on keyboard
3. Click **Sign up now** link

You will see the form page shown below. Notice it reads, “Create your Microsoft Account” and not “Outlook.com Account” at the top? You are technically creating a Microsoft account that will give you access to many services Microsoft offers for free, including Outlook.com. Take a look at the list of icons to the left of the form. The focus of this class is Outlook.com, but you can explore more with your Microsoft account later.

4. Fill out the form (see letter item explanations below).
  - a. This will become your email address. Make it easy to remember; you can use letters, numbers and periods.
  - b. Use at least 8 characters; do not make it something easy to guess. Outlook.com will show how strong your password is.
  - c. Leave this space blank if you don’t have another email.

A screenshot of the Outlook sign-in page. At the top left is the Outlook logo. Below it, the text 'Microsoft account What's this?' is followed by a text input field containing 'someone@example.com'. Below that is a 'Password' input field. A checkbox labeled 'Keep me signed in' is present. A blue 'Sign in' button is below the password field. Below the button are links for 'Can't access your account?' and 'Sign in with a single-use code'. At the bottom, there is a link for 'Don't have a Microsoft account? Sign up now'. A red circle highlights the 'Sign up now' link, with the number '2' next to it. The text 'Microsoft account form' is written below the screenshot.

- d. Outlook.com wants to prevent malicious computers known as *botnets* from shutting down the website. Type text in box below.

When you have chosen a login name and password, write them here so you remember:

Email address: \_\_\_\_\_@**Outlook.com**

Password: \_\_\_\_\_

5. Click "I agree to the Microsoft Terms of Service and Privacy Policy." You may click on the blue text to read terms of service and privacy policy.

**TIP:** Change your password often. Never share it with anyone you don't personally know and trust.

6. Click "Next Step" button

You will see a page like the one below. Click "Continue to Outlook.com" button and read the help slides

## How to Use Outlook.com

### Write and Send an Email Message

To write and send email you must be signed into your email account. You must have a valid recipient email address, a descriptive subject line, and a message.

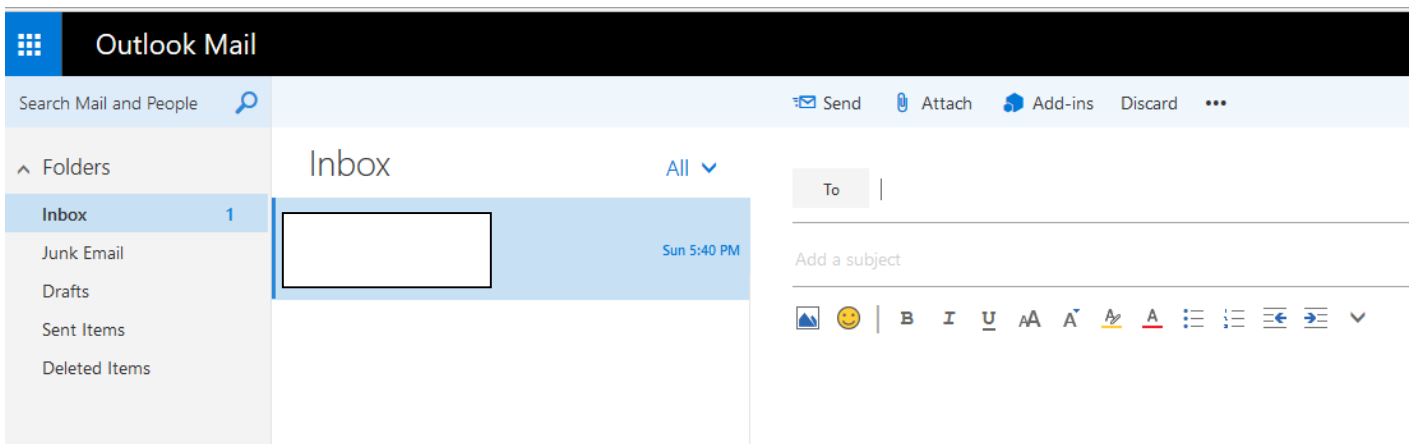
1. Click **New** button
2. Type recipient address in the "To" box
3. Add a subject for the message
4. Type a message in the large white box
5. Click **Send** when finished



New Email button

Try emailing a friend or family member now. You can even email yourself.

**TIP:** Microsoft, like other free email companies, often change the look and feel of the service, but the basic functionality is the same.

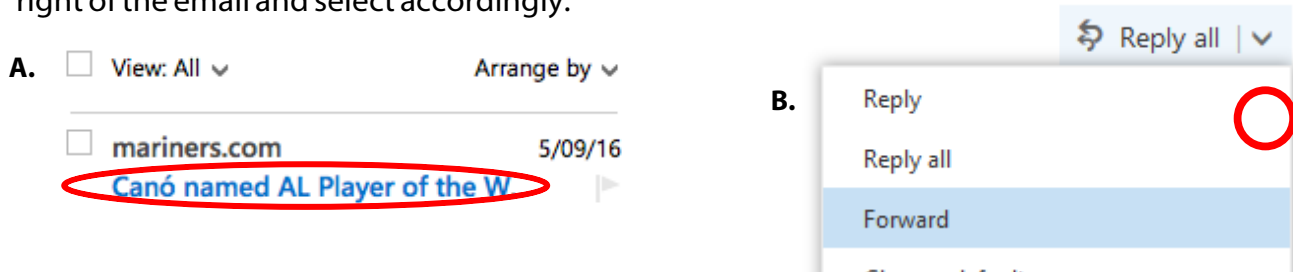


## Read, Reply, Forward

The email inbox is where all incoming mail is received. Messages stay in the inbox unless they are deleted or moved to a folder (covered in Outlook.com Level 2). Here you'll learn to *read* an email message, *reply* to an email message (original sender) and *forward* an email message to another email address.

**A.** To **read** a message from the Outlook.com inbox, click on the subject line and it will open.

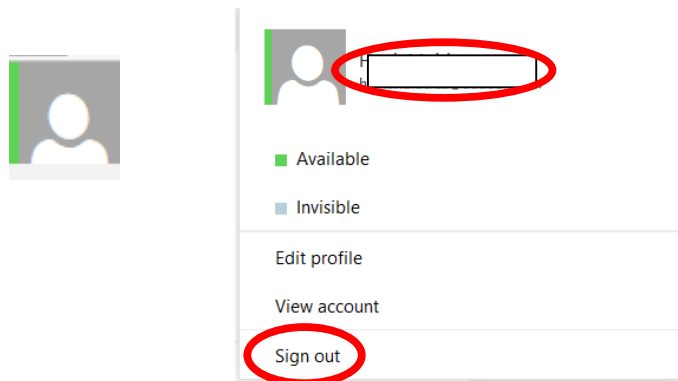
**B.** To **reply** or **forward**, click the arrow toward the top-right of the email and select accordingly.



## Sign Out of Outlook.com

Sign out of your email account to prevent unauthorized access to your account and its contents by strangers:

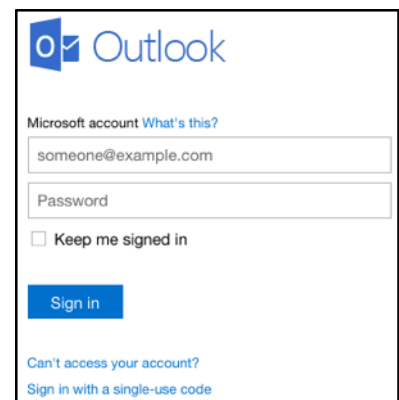
1. Look toward the upper-right corner
2. Click your account name (shown as picture)
3. Click Sign out



## Sign in with Your Microsoft Account

Each time you wish to view your email you must do the following:

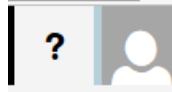
1. Use a computer with Internet access
2. Gotowww.Outlook.com
3. Type in your email address
4. Type in your password
5. Click "Signin"



## Explore Help for Outlook.com

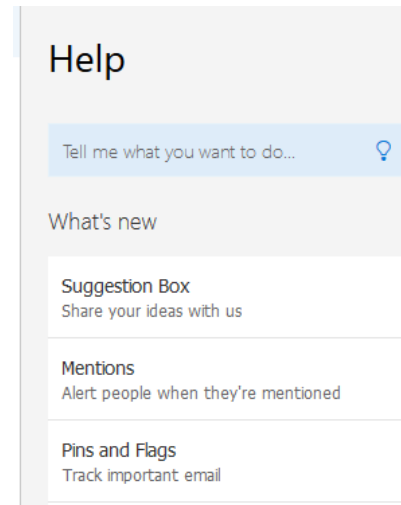
To see and explore help for your Outlook.com account:

1. Click the question mark to the left of the account name



2. Enter your question in the search box on top of the menu

Explore the various sections in the help menu



## Internet and Email Security

Using email and the Internet exposes you and your computer to scams and computer viruses. Do not respond to unsolicited requests for personal identification or financial information in emails. In Email Level 2 you will learn about attachments and links in emails—do not open attachments or click links unless you know and trust the sender and the message makes sense coming from the sender, be that your family member, friend or financial institution.

A computer virus is a destructive program that can damage your computer's operation and information. Computer viruses most commonly arrive from downloaded software or from email attachments. Downloading means transferring a program from another computer to your own. It's a good idea for anyone using the Internet at home to obtain and install anti-virus software for his or her computer. Here are some excellent options for Microsoft Windows Operating system including the free Microsoft Security Essentials:

- Microsoft Security Essentials: <http://windows.microsoft.com/en-US/windows/products/security-essentials>
- McAfee: [www.mcafee.com](http://www.mcafee.com)
- Norton Antivirus: [www.symantec.com](http://www.symantec.com)
- AVG Software: [www.grisoft.com](http://www.grisoft.com)
- Zone Alarm Free Basic Firewall: [www.zonealarm.com](http://www.zonealarm.com)

## More Computer Learning from KCLS

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