

PRINTABLE GUIDE

Understand what email does

Email sends messages and files between addresses. An app or website accesses your provider's account. Actions such as deleting mail may synchronise across your devices.

Any email service | 2 min read | 4 steps

Before you start

- ☐ An email account if you want to practise
- ☐ A trusted person's email address

1. Recognise an email address

An address commonly has a name, an @ sign and a provider or organisation name, such as person@example.com. Use the whole address when sending. A display name above a message can differ from the actual address.

- ☐ Done this step

2. Find the main folders

Inbox contains incoming mail; Sent records submitted messages; Drafts holds unfinished writing. Spam or Junk contains filtered mail, while Trash or Bin holds deleted messages temporarily. Folder names and retention rules depend on the provider.

- ☐ Done this step

3. Build a simple message

Choose Compose or New message. Put the recipient in To, add a short subject and write the message. An attachment adds a file. Check the destination carefully; email is not an appropriate place to send passwords or verification codes.

☐ Done this step

4. Follow its progress

After Send, look in Sent. A message may wait in Outbox without a connection, or return a delivery error. Sent is not proof that someone read it; ask for confirmation when the message matters.

☐ Done this step

Try it for yourself

Identify Inbox, Sent and Drafts in your own mailbox.

☐ I tried the task.

My notes

Is an email app the same as an account?

No. You can change the app while keeping the account, provided the provider supports it. Removing an app need not close the account.

Official help and the online guide

Send and cancel Gmail messages - <https://support.google.com/mail/answer/2819488?hl=en>

Gmail toolbar controls - <https://support.google.com/mail/answer/2473038>

Read online: <https://plaintech-guides.pages.dev/guides/understand-email-basics/>