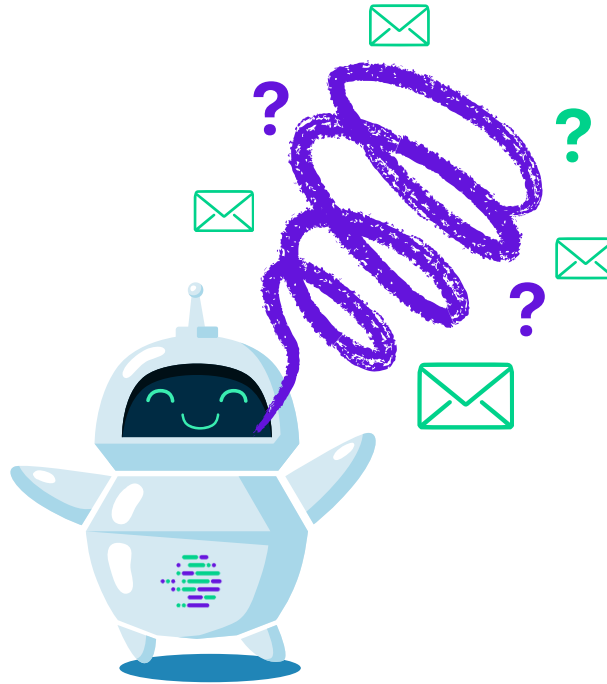


## Introduction to emails

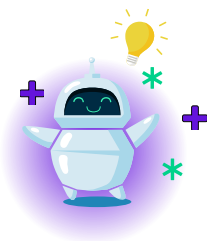


**Confused about emails?  
Don't worry! You're in good hands**

### **1** What is an email?

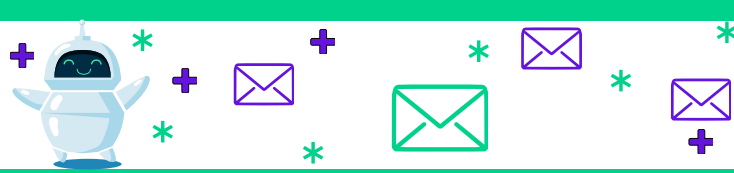
**Email is short for 'electronic mail'. It's the exchange of a message using the internet from one computer, smartphone or tablet to another.**

**Emails are fast, free and can be sent from anywhere in the world as long as you have an internet connection.**



**Top Tip** - If you're looking to set up an email account, check out our step by step user guides on this subject!

Don't forget we also have a YouTube channel with 'how to' video guides



## 2 Why do I need it?

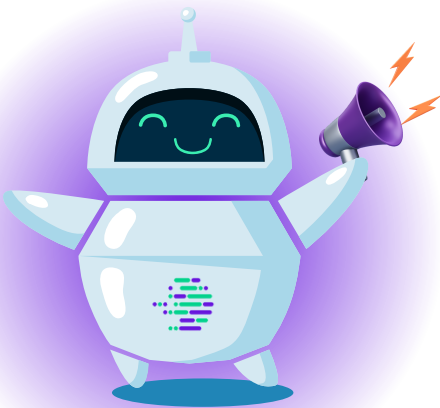
There are a number of reasons why you might need to send an email, some of these include:

- To chat to friends and family even if they live abroad
- To easily share photos with friends and family
- Arrange appointments
- Faster than sending a letter through the post

## 3 How do i get an email account?

Getting an email account is really simple, we have an entire section on our website dedicated to showing you how to set up an email account with each of the main email account providers.

## 4 OK I have an email account, do I have to turn my computer on every time I want to send an email?



No, you can send/receive your emails on any of the following devices either through the internet or on an app!



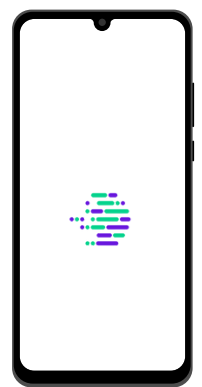
Laptop/computer



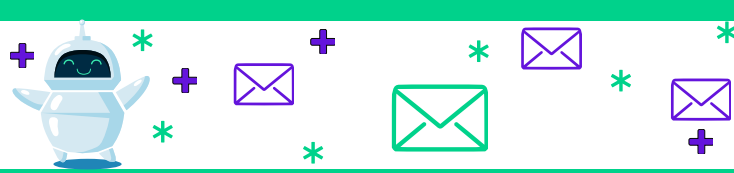
iPad/tablet



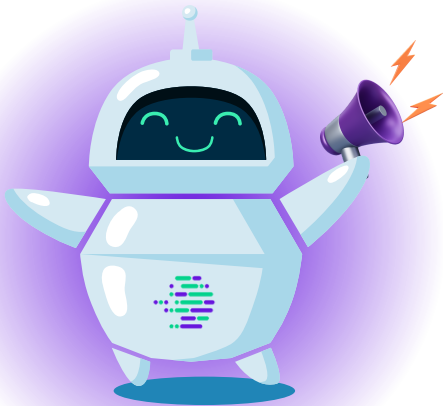
iPhone



Smartphone



### 5 Is there other information that I need?



We have some top tips to keep you safe and secure

- **Passwords** - It is always recommended that you use a combination of capital letters, numbers or special characters (e.g. ! or \*) in your password to keep your account secure. We would also recommend that you change your password regularly, keep it memorable and never write it down or share it with anyone else!
- **Junk/spam email** - Your email account will as standard filter out any emails that it thinks are non-genuine, these will go into what's called a 'spam' folder or 'junk' folder. View these emails with caution and never click anything in the email. Our suggestion here is to ask yourself if you requested this email? If the answer is no, delete the email.
- **Similar to the above**, if you receive an email from a sender that you do not recognise or trust, do not click on anything in the email or any attachments to the email. Our recommendation here is to ask yourself, did I request this email? Do I recognise the sender? If the answer is no, delete the email.