



BOSS
Be Online
Stay Safe

Sending and receiving emails

Name:

**Leeds
Older
People's
Forum**

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Leeds Older People's Forum is a registered company in England and Wales (#CE023712) and a registered charity (#1191030)

Email practice



1. What are emails?

Emails, short for electronic mail, they are like digital letters that you can send and receive using the internet. It's a quick and convenient way to stay in touch with friends, family, and even businesses.

2. Why do we need to use emails? They help us:

- **Stay connected**
You can use emails to keep in touch with loved ones, especially if they live far away. For instance, you can send an email to your grandchild with photos and news about your life.
- **Receive important information**
Sometimes, important messages or documents are sent through email. For example, you might get a doctor's appointment reminder or a digital receipt after shopping online.
- **Share photos and memories**
You can send and receive photos, like pictures from a family event or a vacation, with your friends and family.
- **Communicate with businesses**
If you need to contact a company or government office, you can use email to ask questions or get help with a product or service.

3. Are emails safe to send and receive?

- **Watch for scams**
Be cautious of emails from unknown senders. Some people send fake emails to trick you into revealing personal information. For example, a scam email might pretend to be your bank and ask for your account details. Don't click on any suspicious links or provide personal information in these emails.
- **Use strong passwords**
Make sure your email account has a strong and unique password, like a combination of letters, numbers, and symbols. This helps protect your email from being hacked.
- **Avoid sharing sensitive information**
Don't send private or sensitive information, like your National Insurance number or credit card details, in an email unless you're sure it's a trusted source.
- **Check the sender:** Always check the sender's email address to make sure it's from a known and trusted source. For instance, if you get an email from your bank, the sender's address should match the official one from your bank's website

By being cautious and following these tips, you can enjoy the benefits of emails while staying safe online.

Exercise 1

Find your email app. See examples of email apps below.



Who is your email provider? For example Gmail /Outlook?

Answer:

Write your email address below to refer back to if needed.

Notes:

Exercise 2: How to send an email

Activity

Compose and send the following email using the instructions below to the email address provided by your tutor.

To: Copy email address provided by the tutor

Subject: Electric bill

Message section:

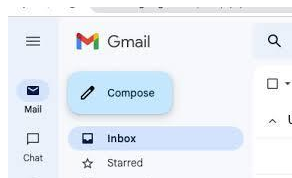
Hi

I have got a query about my bill?

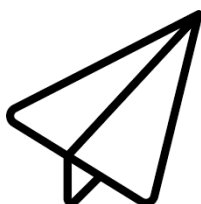
Thank you

Type your name

1. Open the email app on your device.
2. Tap the 'Compose' or 'New Email' button (usually a pencil icon) to start a new email.



3. Enter the email address in the 'To' field.
4. Next, enter the subject of your email in the 'Subject' field. This field is optional.
5. Move to the main body of the email. Tap on the text area or the blinking cursor to start typing your message.
6. When you're ready, tap the 'Send' button (usually represented by an arrow or paper plane icon) to send the email to the recipient.



Apple phones

Android phones


Draw yours above if different

Replying to an email and attaching a photo

Your tutor will reply asking you to send some information with the following

Attach a photo to your email

Take a photo of the following bill and reply, using the instructions below



Customer One
123 Fake Ave
Atlanta GA 30309-0000

Bill Date: 05/02/22
Plan: Fixed
Plan Expiration: March 2023
Pay Online: GasSouth.com/pay

Atlanta Gas Light Emergencies or Leaks: 770.907.4231 or 1.877.427.4321

Page 1 of 4

Message Center

Looking for additional value? Please see the insert included to learn more about Gas South's exclusive offers.

\$119.87 will be automatically charged to your credit card on your due date.

Your Gas South Senior Citizen Discount has been applied to this bill.

2

Gas South Account Number	Past Due Pay Immediately	New Charges	New Charges Due Date	Total Amount Due
1122334455	\$60.88	\$58.99	May 24, 2022	\$119.87

3

Explanation of Charges


Previous Balance	\$60.88
Payment	\$0.00
Past Due Balance	\$60.88
Gas Charges	\$3.76
Customer Service Fee	\$9.95
AGL Pass Through Charges (Apr)	\$31.44
Taxes	\$3.84
Late Fee	\$10.00
Total New Charges	\$58.99
Total Amount Due	\$119.87

4

How We Calculated Your Gas Charges (AGL Number: 529642516, DDDC Factor: 0.975)


Meter Start	Meter End	Days of Service	Beginning Read	Ending Read	CCFs Used	Therm Factor	Therms Used	Rate per Therm	Gas Charges
03/28/2022	04/27/2022	30	1624	1629	= 5	X 1.028	= 5.14	X 0.73	= 3.76

Consumption History




Copyright © 2022 Gas South

Please return this portion with a check or money order made payable to Gas South. Please do not send cash.
 If address has changed, please check here and complete the information on the back of the remittance slip.



----- manifest line -----




CUSTOMER ONE
.123 FAKE AVE
ATLANTA GA 30309-0000

Account Number: 1122334455

Total Amount Due	\$119.87
Past Due Balance Pay Immediately	\$60.88
Amount Enclosed	

\$119.87 will be automatically charged to your credit card.

GAS SOUTH
PO BOX 530552
ATLANTA GA 30353-0552

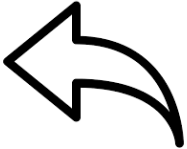


0 20220524 4 96685747188 1 0000000006088 9 0000000011987 9 9

How to reply and attach a photo

How to reply to an email

1. Open the email app on your device
2. Look for the email you want to reply to in your inbox. Tap on it to open the email.
3. Tap on the reply button



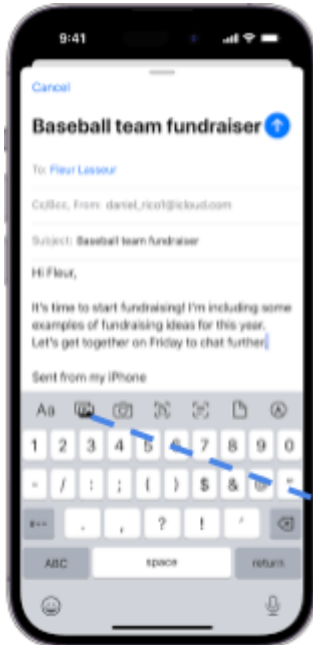
4. The recipient's email address should automatically be filled in the 'To' field
5. Move to the main part of the email to write your reply. The previous email's content may be included in the reply
6. Use the keyboard to type your reply message
7. Once you have written your reply attach a photo following instructions below

Notes:

How to attach a photo to an email

Step 1 First take a photo of the image above ready for this exercise

1. Look for the option or symbol to attach a file. This could be a paper clip, a + icon or it may say 'attach file'.



Tap photo icon to attach

Apple

1. Where is the 'attach' icon in your emails and what does it look like?
Write the answer below.

2. Tap on the attach icon. Your device's file explorer or gallery will open and find the photo you want to attach.
3. Tap on the photo you want to attach; you may be asked to grant your email access to your photos if you haven't already.
4. Wait for the photo to finish uploading; the time it takes depends on your internet connection and the photo's size. You can choose 'keep original size' if asked.
5. Once the photo is attached, you'll see it as a small square in the email. Don't worry, it will be full size when the person receives it.
6. When you're ready to send, tap the "send" button

7.

What are scam emails?

Scam emails are from fraudsters on the internet. They try to fool you into giving away your money, personal information, or both. It's important to be careful when you get emails from unknown or suspicious sources because these emails can cause harm.

Examples of scam emails

- **The Fake Prize Scam**
Imagine you get an email saying you've won a big prize, like a lottery you never entered. The email might ask you to pay a small fee to claim your prize. But once you pay, the prize never comes because it was all a trick.
- **The Phishing Scam**
You might receive an email that seems to be from your bank or a popular online store. It asks you to click a link and enter your personal information, like your bank account or credit card details. But if you do, your money could be stolen.
- **The Urgent Help Scam**
Some scam emails pretend to be from a friend or family member in trouble, like saying they're stuck in a foreign country and need money right away. They ask you to send money, but it's not really your friend - it's a scammer.

How to stay safe

- **Check the sender**
Always be sure about who sent the email. If you don't know the person or company, be extra cautious. **Top Tip:** Tap on an email address and see if you can see the full address. Does it look official? Are there any spelling mistakes? Some spammers will still use email addresses that look like a company's email. So always do other checks if you are not sure.
- **Don't share personal info**
Never share important personal information like your National Social Security number, credit card details, or passwords in emails, especially if you didn't expect to receive the email.
- **Think twice**
If an email seems too good to be true or makes you feel worried or rushed, take your time. It's okay to double-check with someone you trust before doing anything the email asks.
- **Ask for help**
If you're not sure if an email is real or a scam, ask a family member or a friend for advice. They can help you decide if it's safe.

Remember, the internet is a great place, but there are fraudsters out there.

Being cautious with emails can help you stay safe and enjoy the benefits of the online world.

Example of a scam email

This is an example of a scam email. Read the email and answer the questions below:

From: Final-MyBT-Alert
Sent: 16 September 2023 12:19
To:
Subject: Your Personal Informations is at High Danger Sat, 16 Sep-2023

MyBT

**Your McAfee Total Protection Subscription
has Closed at Sat, 16 Sep-2023. [Final
Warning]**

Ref ID: 94842005UK

User: samanthahaggart

Today Discount: 90%

Limited Time: 16-09-2023

Renew Subscription

Hello samanthahaggart,

We have tried to reach your account several times with notifications and alerts, but we did not receive a response from you.

Renew your subscription because you are now unprotected against cyber attacks and hackers. For your security, we strongly recommend renewing your subscription.

If you have not renewed your membership within **48 hours**, your account will be closed.

Renew Subscription

Questions:

What action does the email want the receiver to take?

To click on the link and pay to renew a subscription and hand over money and personal details which will go to a scammer.

What do you think will happen if they click on the link to renew their subscription?

They will go to a fake website and be asked to input their personal details and bank details which will be used to target the person again in future.

How can you tell this is a fake email?

1. Name is written as all one word
2. Account reference number is incorrect
3. Bad grammar
4. The 'from' email is not a BT email address

BT would not send emails like this

How are the scammers creating fear and sense of urgency?

1. Your account is in high danger and will close in 48 hours
2. 90% off special offer if you act now

What action should the receiver take?

Block their email address and delete

Questions:

10.

1. Write or discuss three ways that you will check if an email is genuine before replying

1

2

3

2. What goes in the 'To' section of an email?

- A. Your email address
- B. The email address of the person you are sending the email to
- C. The subject

3. What goes in the 'Subject' area of an email?

- A. A couple of words to say what the email is about
- B. Your email address
- C. Your full email message

4. How do you know if your email has been sent? Pick more than one answer

- A. Check your 'sent' items
- B. Check if you have received an email saying 'undelivered mail' telling you the email address is incorrect
- C. Look for confirmation when you press 'send' on the screen

5 What is a phishing email?

- A. An email from a friend
- B. An email with a special offer from a shop
- C. An email pretending to be a company trying to get personal information from you

6 What should you do when you receive a scam email? Tick more than one

- A. Stay calm
- B. Ring the police
- C. Click on a link in the email to see what it does
- D. Delete and block the email address

How to block an email address

1. Open the email app on your device.
2. Find the email from the specific email address you wish to block
3. Find out with the help of your tutor how to block emails on your device

Write down the steps below for your phone

1

2

3

4

Glossary of terms

Word	Meaning
Emails	Digital letters sent and received using the internet
Scams	Fraudsters who attempt to trick you into revealing personal information
Secure passwords	Always use unique combinations of letters, numbers, and symbols in your password. Do not use the same passwords for all of your accounts. Try using three random words together with letters to make a strong password
Attachments	Photos or documents sent with an email message
Inbox/Outbox	Sections in your email where messages are received or sent
Spam and Junk Email	Unwanted email messages
Forwarding	Sending an email you received to someone else
Subject line	A brief description of the email's content
Reply	Tap 'reply' on an email to reply to the person who sent the email when the subject is the same. Create a new email if the subject changes
Phishing email	Scam email attempts to deceive you into revealing personal information. They may look like they are from your bank or a company you are familiar with asking for personal information. No organisation would ask you for your details via an email. Always pause and check if you suspect the email is fake
Unsubscribe	Click 'unsubscribe' at the bottom of a marketing email to stop receiving newsletters or promotions from that source