

How-To Guide – Emails

Tips on setting up an email account and keeping it safe

In the online world, an email account will make your life easier in all sorts of ways. It can help you stay in touch with friends and family, keep you up-to-date with what's happening in your local community, help you do your shopping online and much more. Here's how to get started.

Setting up your own email account is easy and free.

There are many email account providers. The three main ones are – **Gmail.com**, **Yahoo.com** and **Outlook.com**. Go to one of their websites and follow the steps below:

1. Click on 'create new account' and enter your first and last name in the appropriate boxes.
2. Create a memorable username. This will form your email address – the name that you give to people and organisations so they can send you emails. Many people use a version of their name, which is then added automatically to the email account name. For example, first name.last name which will then have @gmail.com added to form your email address – first.name.last.name@gmail.com. If that username is already being used by someone, alternatives will be suggested automatically.
3. Create a password that is a mix of upper and lowercase letters, numbers and symbols (be sure to base it on something that you'll remember).
4. You can also enter your date of birth and mobile number – but only if you want to. It might be useful, though, as it allows the email provider to check from time to time that the person logging on is you.

Security tips to help keep you safe when using email.

- Never send financial, personal, or other sensitive information in an email.
- Beware of scam emails claiming to protect you from viruses or saying that you have won the lottery. If it seems too good to be true, it probably is.
- Never click on a link in an email and enter any personal information or security details that are being asked for. For example, your bank will never ask you to log in to your online account or provide your account details or PIN via an email.

- Be wary of opening attachments in emails you weren't expecting or are unsure about, as they may contain a virus. If in doubt, delete the email.

Advanced tip: Never lose your phone contacts

If you've ever lost your mobile phone, your SIM card, or your mobile phone has broken, all is not lost if you have an email account with Gmail™. Gmail will automatically save your phone contacts, as well as your email contacts, if you follow these simple steps:

If you have an Android™ phone

1. Open 'Settings' and scroll down to the 'Accounts' section and select 'Google™'.
2. Select your email address and ensure 'Contacts' is ticked.
3. Back in the main menu of your 'Settings', scroll down to the 'Personal' section and select 'Backup & reset'.
4. In this menu, ensure 'Backup my data' is ticked.

If you have an iPhone™

1. Open 'Settings', scroll down to and select 'iCloud'.
2. Ensure that the 'Contacts' option is turned on.
3. Scroll down to the bottom and select 'Storage & Backup'.
4. Scroll down again and ensure the 'iCloud Backup' option is turned on.

Hint: if you use an electronic calendar these steps work for calendars too, so you can have your diary with you wherever you are.

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