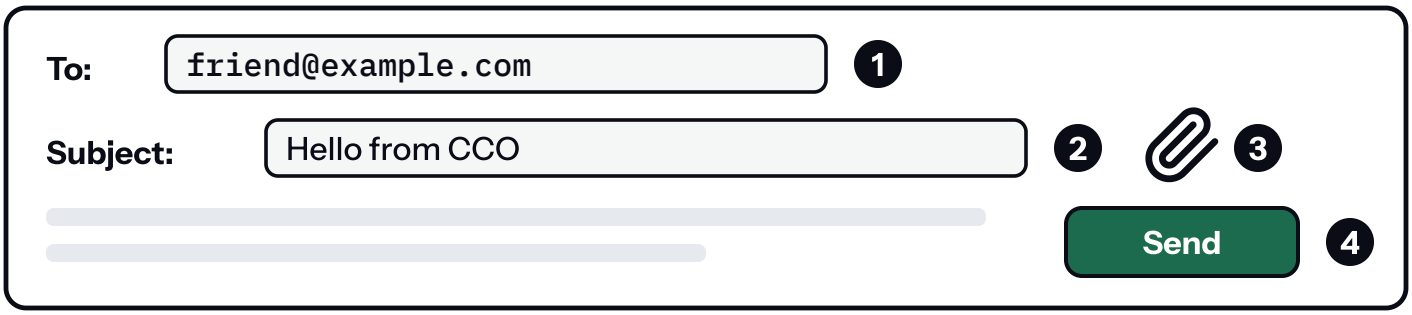
COMPUTER CENTER ONLINE · FREE GUIDE · LEVEL 2

Email Basics

How to write, send and attach, and how to spot fake messages.



1 Who gets it 2 What it is about 3 Add a file 4 Send it

Write and send

Click New or Compose. Type the address in To, a short Subject, and your message. Check the address before you click Send, because a typo sends it to a stranger.

Attachments

Click the paperclip to attach a file, such as a photo or a PDF. Wait for it to finish loading before you send. If the file is too large, the message tells you.

Reply and forward

Reply writes back to the sender. Reply all writes to everyone on the message, so use it only when everyone needs your answer. Forward sends the message, and everything in it, to someone new.

Signs of a fake message

Be wary of messages that use urgent or scary language, ask for personal or financial information, carry an attachment you did not expect, include shortened or odd links, or come from an address that does not match the company. Do not click anything, not even Unsubscribe.

If you are unsure

Do not use the phone number or link inside the message. Look up the company's real number or website yourself and contact them that way. Then delete the message, and report it with the Report spam or Report phishing button.

Keep it tidy

Spam goes to its own folder. Check it once in a while in case a real message landed there. On a shared computer, sign out when you finish.

Sources: CISA Secure Our World (cisa.gov/secureourworld). Last checked November 2026. Is something unclear or out of date? Use the contact form on our website and choose Guide feedback.