

## 08 Responding to Email

### Introduction

In addition to **sending** emails, you'll also be **receiving** emails from others. Once you've read an email, there are several actions you can take to respond to the email.

In this lesson, we'll talk about **reading emails** opening **attachments**, **replying** to an email and **forwarding** it to someone else.

Click the link below to view Video

▶ **Link:** [Responding to Email](#)

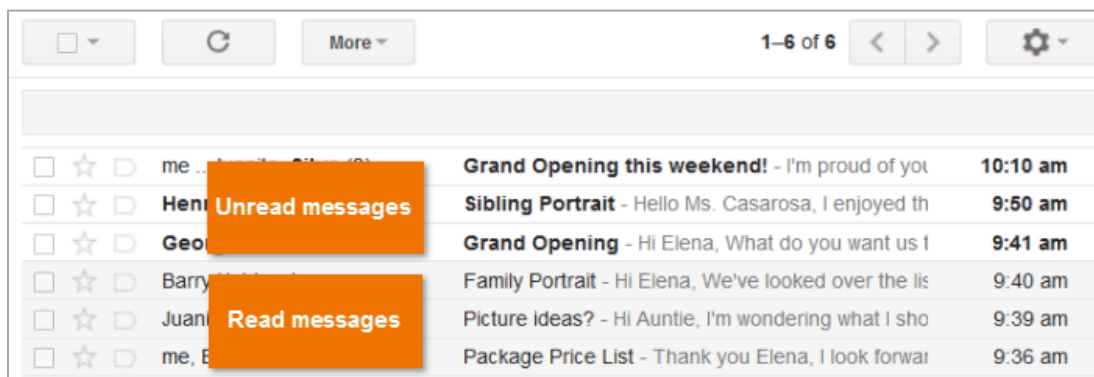
### Responding to email

Once you've read an email, there are a few actions you can take, including **opening an attachment** (if there is one), **replying** to the message, **forwarding** it to someone else, or—if you don't have time to deal with the email—adding a star to remind yourself to read it later. If you'll be **out of town** for several days or more, you can also create an **automatic vacation** reply so people know you're unable to check your email.

### Reading email:

By default, any email you receive will go to your inbox. You'll be able to tell which emails are **unread** because they'll be bold.

You can also see the name of the **sender**, the **subject** of the email, and the first few words of the **email body**. That means even before you click on an email, you can tell quite a few things about it.

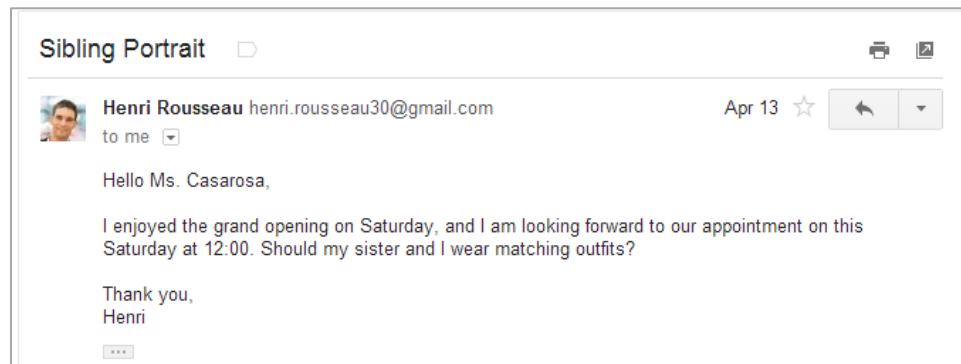


## To read an email:

- From your inbox, click on the email you want to read.



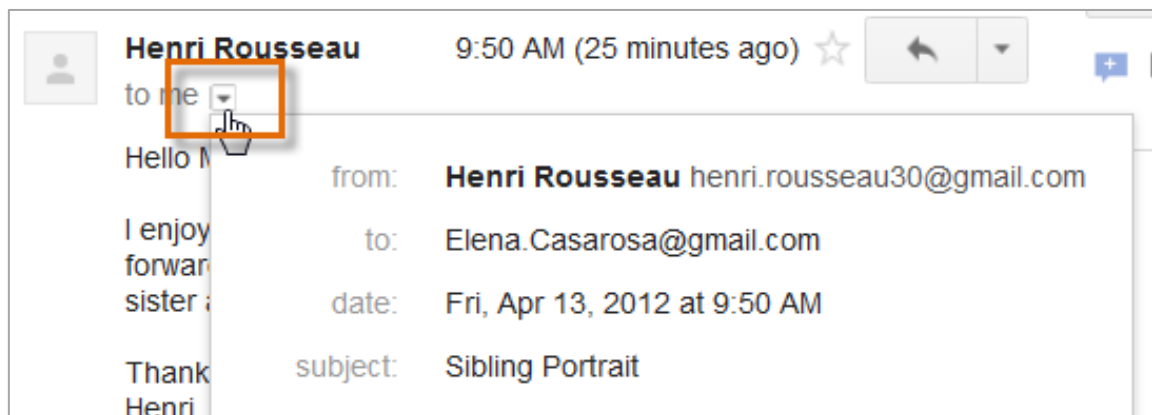
- The email will open in the same window.



## Reading options

In addition to reading the email, you have several reading options:

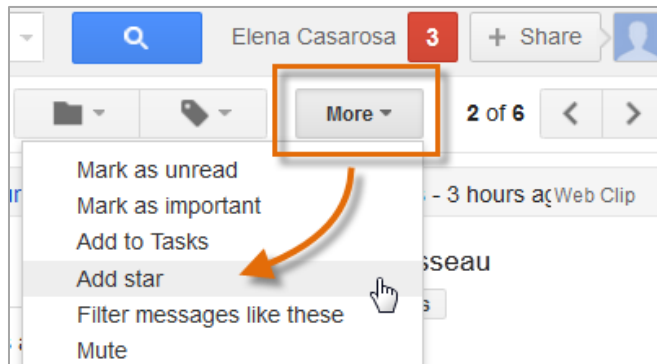
- You can **show details** to see the email addresses of the **sender** and any other recipients, as well as the **date** the email was sent.



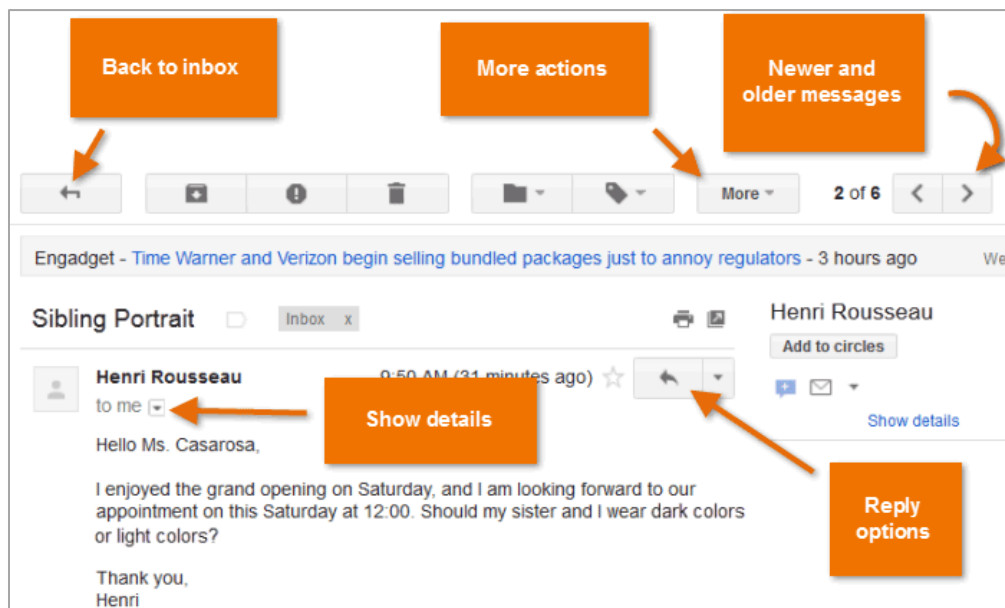
- You can click the **Star** next to the name of the sender to remind yourself to read the email later.



- Alternatively, you can click **More actions** and select **Add star** from the drop-down menu.



- You can **Reply**, **Reply to all**, or **Forward** the email to someone else.
- You can click **Newer** or **Older** on the right side of the window to view the next email (or the previous one).
- You can go **Back to your inbox**.

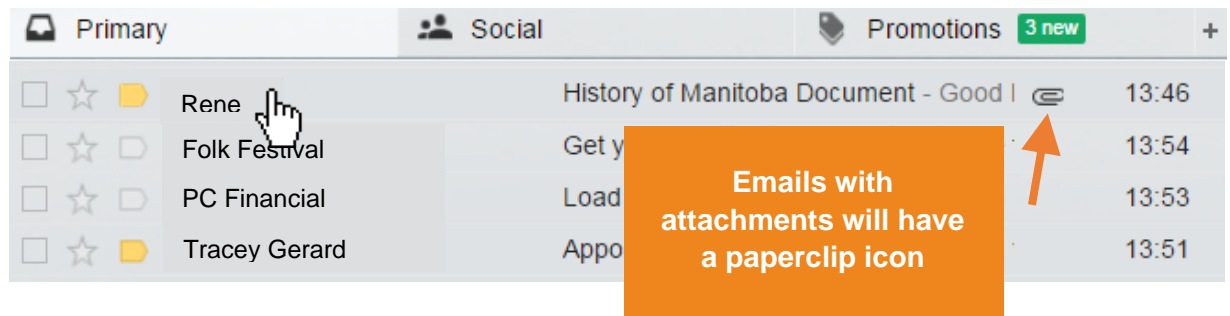


## Opening attachments

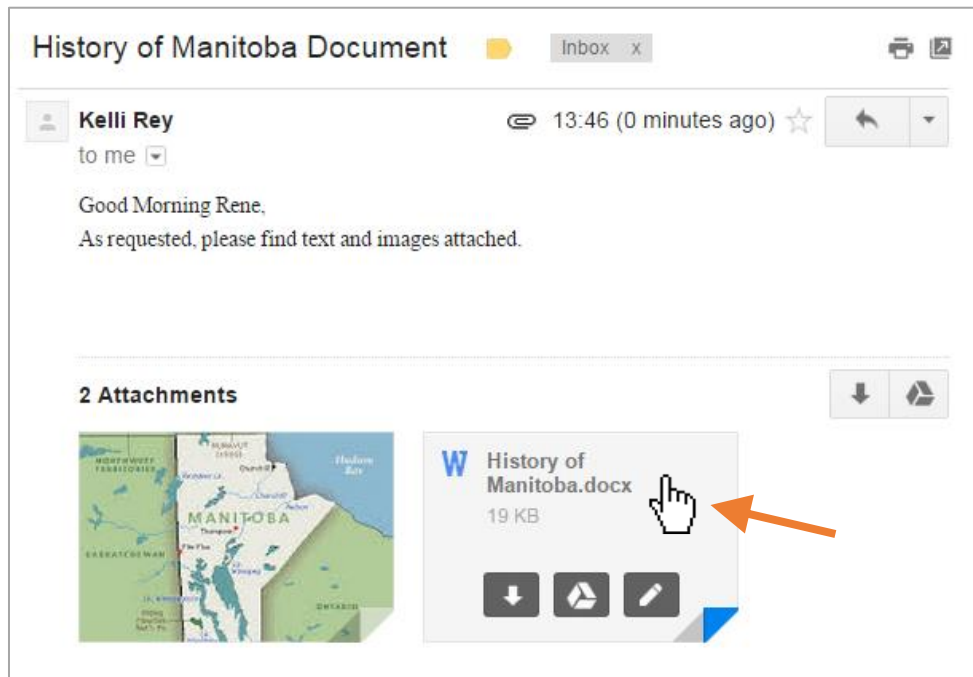
Sometimes you'll receive emails that contain **attachments**. Many common file types like **Word documents** and **images** can be viewed within a browser window. If the attachment is an image, you'll also see a smaller copy of the image—called a **thumbnail**—inside the body of the email. You can tell which emails contain attachments because they will have a **paperclip** icon to the right of the **subject**.

### To open (view) an attachment:

- Open the email message that contains the attachment.



- Click on the attachment icon to view the attachment.  
The file will open in your web browser viewer.



- In the next section you will learn how to Download attachments.