

## **Transcript: A Senior's Guide to Gmail**

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### **Opening scene:**

- If the word mail, conjures up images like this.
- Then, you'll want to stay tuned for this important announcement.

### **Title screen (0:10)**

- Greetings and welcome to, "A Senior's Guide to Gmail."
- I'm Charlie and for the next few minutes I'll be your guide to setting up your very own Gmail account.

### **Goals Screen (0:22)**

- Now that we're acquainted, let's cover our goals.
- Goals of this video include:
  - To provide reasons for setting up personal Gmail account,
  - to provide instructions for creating your own personal Gmail address
  - and to provide useful tips and tricks when using your Gmail account.

### **Flip Transition (0:40)**

#### **Why use Email? (0:43)**

- So why use email? Well, the biggest reason is to remain connected to family and friends.
- Let's face it you want to be a part of your family's lives and young people are increasingly choosing to communicate online.
- Email opens the door to correspondence from grandkids, who are dying to send you pictures and messages.
- Not to mention you need an email to sign up for Facebook!

### **Flip Transition (1:05)**

#### **Why use Email? (1:08)**

- As if that wasn't enough reason to have your own email address, today business transactions are increasingly being handled online.
- Email is your way of maintaining your independence and managing your own affairs.

### **Flip Transition (1:21)**

#### **Why use Email? (1:24)**

- Finally, email is here to stay.
- You've seen technology come and go.
- Remember the eight track, the cassette, the vcr, but email is becoming such an integral part of conducting business, it's here to stay.
- The time to adopt this technology is now!

## **Flip Transition (1:41)**

### **Let's get started: Why Gmail screen? (1:44)**

- By now you're probably eager to get started but before we do, we should speak about why Gmail was chosen.
- You can certainly choose from other services such as Hotmail or even Yahoo Mail but Gmail was created by Google, a trusted leader in the technology industry.
- Its features include: less spam, lots of storage space, secure access, easy to use search features, it easily integrates into a variety of smart phones and best of all it's free.

## **Pixilated Transition (2:17)**

### **Title Screen: Setting up your Google Account (2:20)**

#### **Google Homepage Screen (2:25)**

- The first step to setting up your Google account is to go to the Google homepage.
- You can do this by opening up Internet Explorer, and navigating to [www.google.com](http://www.google.com).
- You can enter this at the top of your screen in the address bar.
- Once you have done this, press enter and the Google homepage should appear.

#### ***Screen zooms to address bar at top of screen (2:39)***

- Now that you have accessed the Google webpage you will want to go to the Gmail tab which is located at the top of your screen.

*(arrow moves to Gmail tab)(2:47)*

#### **Gmail Login Screen (2:56)**

- That will take you to a Gmail login screen.
- On this screen, there is a create an account button in red at the top of this screen.
- You will need to click this button.

## **Cube Rotate Transition (3:08)**

### **Create an Account screen**

- You are now at the Gmail create an account page.
- In order to create an account, Google will need to collect some basic information.
- Fill in your information starting with your first name

*(arrow appears and zooms in to first name block)(3:21)*

- Once you've entered your first name, enter your last name and a desired login name.
- Whatever you choose for desired login name will become your Gmail address.
- Once you've entered a desired login name, check the name's availability.
- If you need to choose a new name, feel free to do so.

*(arrow appears and screen zooms to password block)(3:41)*

- You will now need to choose a password.
- A password that is eight characters long, and a combination of numbers and letters is best.
- If you think you'll forget your password, feel free to write it down someplace safe but be sure to keep it safe and confidential.
- If you do not want to be prompted for your password every time you try to access your Gmail account.
- Check the box that says, stay signed in.
- Feel free to check the box that says enable web history too.

*(screen zooms to "Default Homepage" option)*

- Now you'll be prompted to set Google as your default homepage.
- If you choose this option, Google will be the first webpage displayed when you open your webpage browser.
- Now you will need to choose a security question.
- This question should be a question that only you know the answer to.
- If you were to ever lose your password to your Gmail account, this question would be given to you as a security measure to recover your password.

*(screen zooms to bottom of page)(4:44)*

- After providing an answer to your security question, you will then be faced with the recovery email block.
- If you have a current email address that you are able to access, you can use this as another means to recover your address if you ever lose your password for your Gmail account.
- Then choose your location,
- enter your birthday and then finally you're going to be faced with the word verification block.
- You will need to read those letters and enter them in the box here.
- This is a security measure to make sure you are a real person.

*(screen zooms to bottom of page)(5:17)*

- Now that you're at the Terms of Service, you're almost ready to create your Gmail account.

- Take a moment to look back over everything you've entered and be sure everything is like you want it.
- Once you've read the "Terms of Service."
- Click on the "I accept. Create my account." button at the screen to actually create your Gmail account.

***(Screen changes to Verify your account screen)(5:39)***

- In order to start using your new Gmail account, Google asks that you verify your account.

***(Screen zooms)(5:43)***

- You have two options:
- You can have a text message sent to your mobile phone or you can receive a voice call from an automated phone service.
- Once you've made your selection, type in your phone number, choose the correct phone type and click "send verification code."

**Verify your account screen (6:04)**

- Then on the verify your account screen.
- Enter whatever verification code Google chose to send you.
- It should be some combination of numbers.
- Click the verify button to access your Gmail account.

**Gmail Congratulations screen (6:17)**

- You should now see the congratulations, introduction to Gmail screen.
- Once you see this click on, show me my account.

**Screen shifts to Gmail inbox (6:26)**

- Then your first emails will load.
- You should have three messages from Google by default.
- Congratulations.
- You are now ready to start sending and receiving email through Gmail.

**Fade to Black (6:41)**

**Sending Your First Email Title Screen (6:43)**

**Inbox Screen (6:48)**

- You are now ready to send your first message, but maybe you aren't quite sure how?
- This problem is easily solved.

***(arrow appears and zooms to inbox) (6:57)***

- Locate the compose mail button on the left of your screen and click on it.

**Compose mail screen (7:03)**

- You are now at the compose mail screen.
- There are a few things to look for here.

***(zoom in) (7:10)***

- First, the "to" box.
- This is where you enter the email address of the person you wish to contact.
- Second, the "subject" box. This is for a title to your message.
- Typically, this should be direct and to the point.
- Third, a larger white area at the bottom of the screen
- This is the area for your message.

***(zoom to bottom of screen)(7:33)***

- Finally, there are three buttons at the bottom labeled send, save now and discard.
- Send, will send the message immediately to its recipient.
- Save now allows you to save a draft letter in case you computer were to shut down unexpectedly.

***(Zoom to draft folder)(7:57)***

- You could come back to this unsent letter by clicking the drafts folder on the left.

***(zoom out)(8:00)***

- Then there's the discard button.
- This button allows you to throw away a message you would rather not send.

**The Moment You've been Waiting for! Title Screen (8:09)**

***(compose mail screen)(8:14)***

- Now that you are familiar with the compose screen.
- Let's practice sending an email.
- To be certain we are successful, we will practice by sending an email to ourselves.
- Yes! You can email yourself.
- This is a handy way to remind yourself of important information, to store and transfer files in a pinch or just to ensure your email is working properly.
- Begin by entering your email address in the "To" box.
- If you forgot your address you can find it in the upper right hand corner of your screen.
- Now, enter a subject.
- My subject is, "Testing, first message."
- Finally, enter a message at the bottom as seen here.
- Then you can press the send button.

***(inbox screen appears)(9:15)***

- Assuming everything worked.
- You should have a new message in your inbox.

*(screen zooms to inbox)(9:21)*

- The sender will be labeled, "me" and the subject you entered should be there.
- Click on the message to read it.

*(screen changes to message screen)(9:27)*

- Congratulations on sending your first message.
- You may now delete this message if you wish.
- Ask friends and family for their addresses so you can get more practice and become more comfortable using your new email account.
- Just like any skill you will become better with practice.
- I do want to urge you with a bit of caution.
- Be wary of email messages from senders you don't recognize.
- Although Gmail has excellent spam protection, you may occasionally still receive unwanted email.

**Special Thanks to: Title Screen (9:55)**

## Glossary

**Attachment:** refers to email attachment or the practice of enclosing files such as pictures in an email message

**Email:** shortened version of electronic mail.

**Folder:** a container in an online file system that helps to organize information

**Gmail:** Google's online email service. [mail.google.com](mailto:mail.google.com)

**Hotmail:** an online email provider similar to Gmail. [www.hotmail.com](http://www.hotmail.com)

**Inbox:** email folder that contains new email messages

**Spam:** use of email to send unwanted messages to users. Normally these messages contain advertisements or solicitations of some type.