Responding to emails
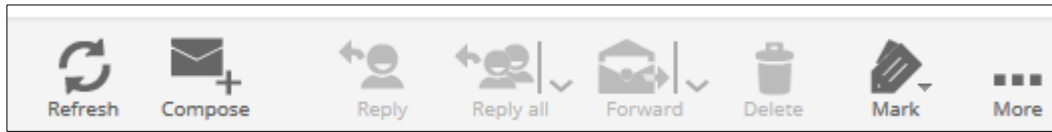
1. Having logged into Fasthosts email you should see the **Inbox** and the following toolbar at the top of the screen. Messages will arrive in the Inbox automatically, but the **Refresh** tool can be used to search for new messages at any time.

2. Some of the tools are initially 'greyed out' and will not be available until you select a message in the Inbox. **Double-click** on the required **message** to open it in a new tab.

3. Select the required **response option**.

   <u>Either reply</u>:

   ◦ Clicking on the **Reply** / **Reply All** tool as appropriate depending on whether you want to reply only to the sender of the message or all recipients ensures that the addressee names are included automatically.
   <u>NOTES</u>:
     ▪ You can add to or amend the address names. Additionally, it is important to realise that you will only respond to people named in the To or CC fields, not any listed in the BCC.
     ▪ When replying, any attachments sent with the original email will not be included with your reply.

   <u>Or forward</u>:

   ◦ Another way of responding to an email is to take action, e.g. you may need to send the original email to someone else.
   When you click the **Forward** tool the whole email, including any attachments will be copied ready for sending, but you will need to add the addressees.

4. Complete the message **text** and click **Send**.

5. The responses you send will be automatically saved for you in your **Sent** folder. You can move them to a more appropriate folder you may have created or delete then when housekeeping your email.

   Where email conversations become lengthy, consider only retaining the latest email in the sequence, provided it includes a copy of all the messages in the conversation thread.

Other ways of handling messages you receive include:

· **Deleting** – select the message and click the **Delete** tool to send the message to your Deleted Items folder, from which you can retrieve the item if necessary or permanently delete it.

· **Mark** allows you the option of 'flagging' the message to draw your attention back to it later
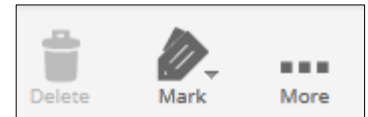
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Another way of making sure you return to an email you have opened later might be to use the M**ark as Unread** option.
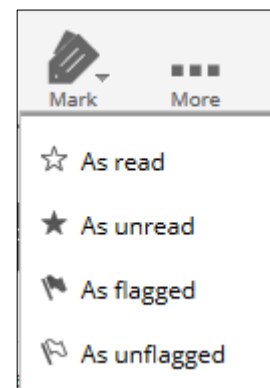
· The **More…** tool provides other message handling options: