



Communicating with Confidence

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WHAT ARE WE GOING TO COVER?

Skype

- What is it?
- What equipment do I need to use it?
- How do I make and receive calls?

Facetime

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- What equipment do I need to use it?
- How do I make and receive calls?

Email

- How to create an email account
- How to use an your email account to check, send and reply to emails
- How to avoid email scams

VIDEO CHAT



EXAMPLES

- FaceTime
- Skype
- Google Hangouts
- Zoom
- OOVVOO

VIDEO CHAT - SKYPE

What is Skype?

- FREE service
- Skype is for doing things together, whenever you're apart. Skype's text, voice and video make it simple to share experiences with the people that matter to you, wherever they are.



VIDEO CHAT - SKYPE

Skype can be used on almost any device

- Desktop
- Laptop
- Cell phone
- Tablet or iPad

Skype Audio Options

- Skype to Skype audio calls
- Skype to cell or landline phone
- Group audio calls



Skype Video Options (must have front-facing camera)

- One-on-one video calls
- Group video calls

VIDEO CHAT - FACETIME

Facetime is exclusively for Apple products and already installed on your device

- iPod
- iPhone
- iPad

To video chat, all you need is the person's phone number.

When placing a call, simply click the “FaceTime” button on your device.

Calls can be made in audio-only mode or in video mode.



CREATING AN EMAIL ACCOUNT

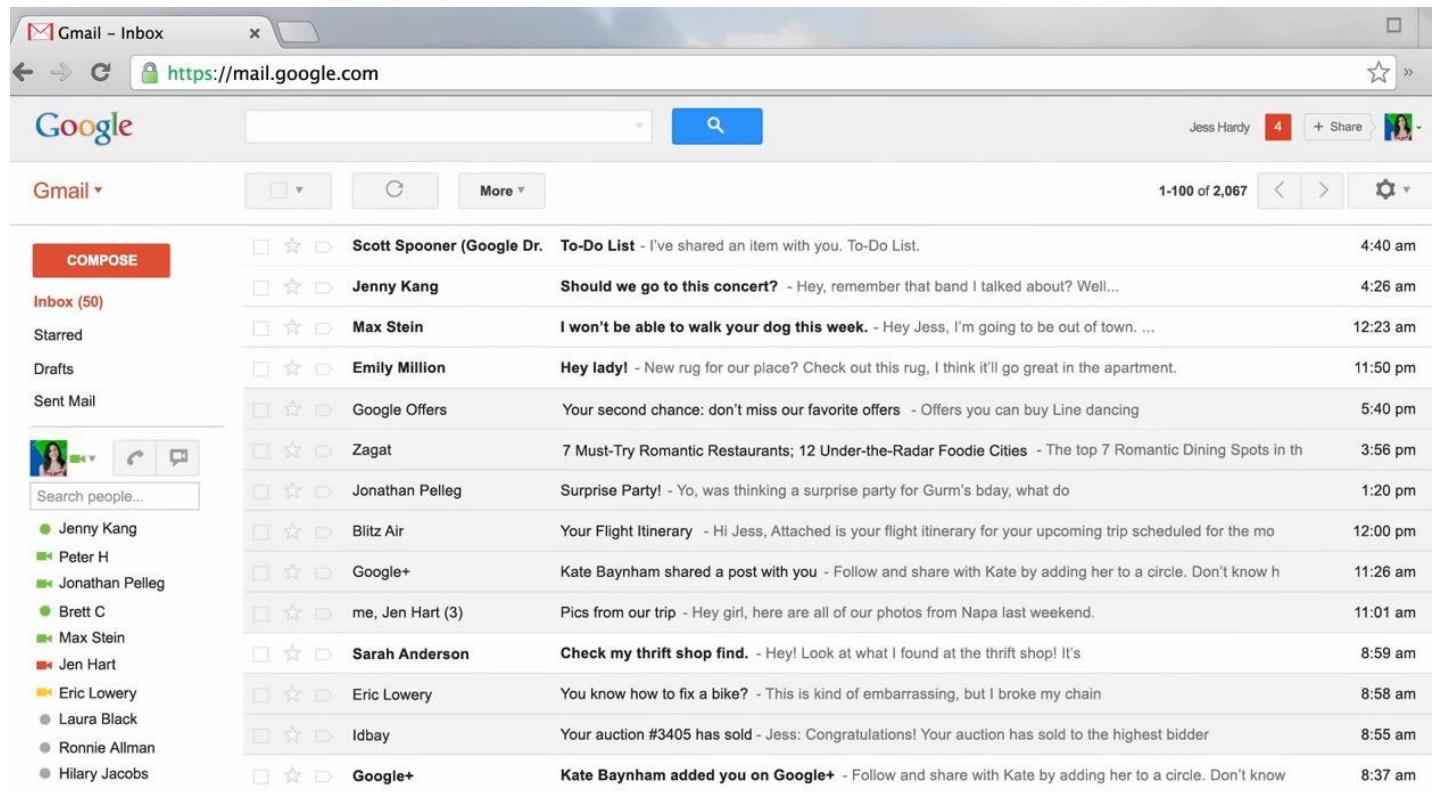
Choosing an email service allows you to choose how and where you'll receive your mail. Email services can differ in the following:

- **Price:** The majority are free.
- **Functionality:** All allow you to send and receive emails. Some allow you to have more control over how your sent emails look and how your received emails are organized.
- **Aesthetic appeal**
- **Ease of use**
- **Storage location:** All email services utilize the internet as a highway by which emails can be sent, but some services are housed in the internet, itself, and some are housed on your device and only connect to the internet when need be.
- **Gmail:** Your OLLI team recommends this service because it is free, easy to use, functional, and can be accessed from any device which can be connected to the internet. You can also forward mail from other accounts to this address to get all of your email in one, easy-to-use location.

CHECKING YOUR INBOX

To check your email, begin by typing gmail.com into your browser which will take you to your inbox.

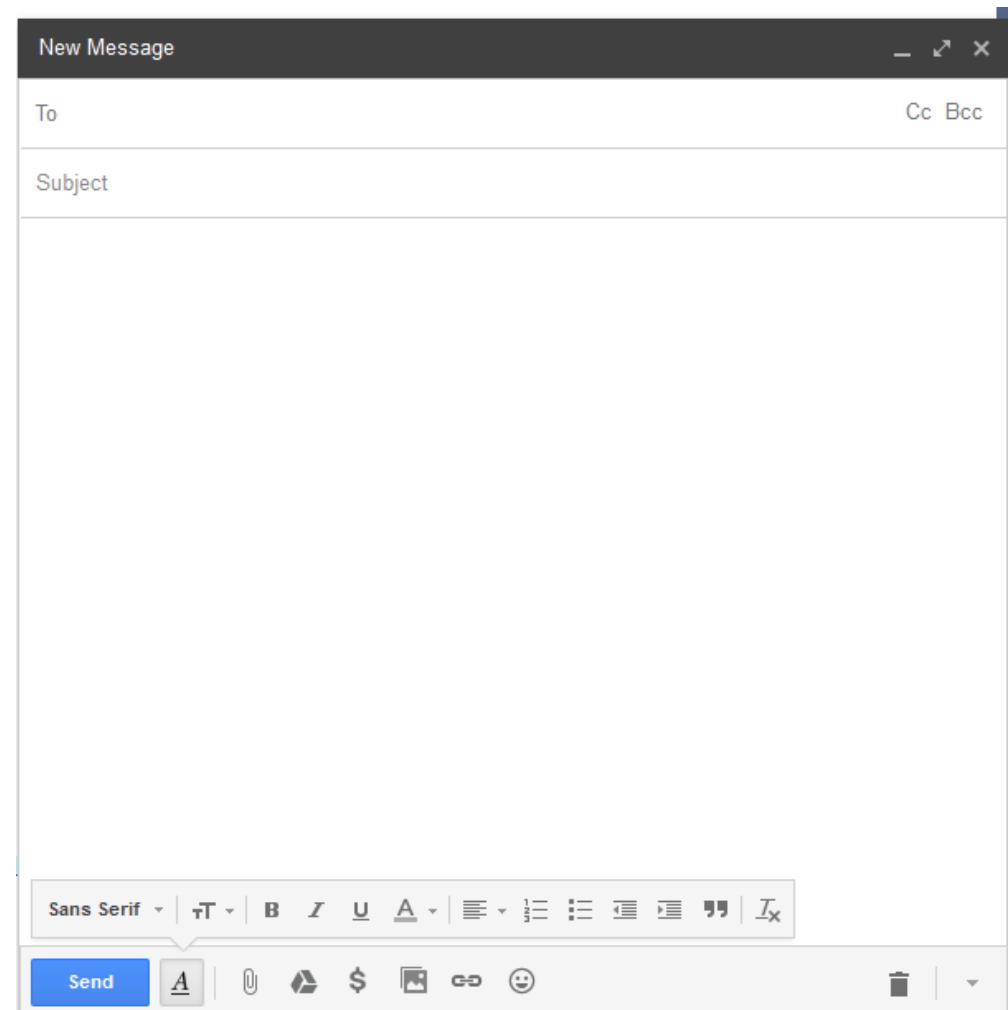
- Unread emails appear in **bold**
- The number in parentheses next to inbox indicates how many unread emails you have.
- Click compose to begin a new email message.



SENDING AN EMAIL

When you click “COMPOSE” from your inbox, a box will appear in the lower, right-hand corner where you can draft your message.

- The “To” field is where you will type the email address of the person you are emailing
- The subject line should be concise and provide insight into the reason for your email (example: Friday’s class)
- Enter your message in the white space below the subject line.
- Click “Send” once you are satisfied with the email



REPLYING TO/FORWARDING AN EMAIL

REPLYING

- Reply: will send only to the person you received the email from.
- Reply All: If your email was sent to multiple people and you choose “reply all”, your reply will be sent to all of recipients as the original message

FORWARD

- Forward: sends the exact email you received to a brand-new recipient

CC/BCC

- CC (carbon copy): Use when you want additional recipient(s) to see an email that is intended for the main addressee
- BCC (blind carbon copy): Use when you want additional recipient to see the email you are sending but DO NOT want the main addressee to know you have copied additional recipients

AVOIDING EMAIL SCAMS

#1 Rule

- Never click a link in an email that was sent from a person you do not know (or were not expecting).

Common Scams

- Using an abandoned email account to send dangerous links or requests for money/information to the person's contacts (this could come from the email address of a person you know)
- Person claiming they are "stuck in a foreign country" and are seeking monetary assistance for travel back to the United States
- Person claiming they are from your internet provider, bank/credit card company, etc. and ask for you to click a link and confirm your username and password
- Claims you won the lottery or unexpected inheritance

What to Look For

- Many spelling errors
- Content that seems written out of character from the sender

Bottom Line

If you are even a little bit suspicious, do not respond or click any links in the email.

UNSUBSCRIBING FROM EMAIL LISTS

- When you receive an unwanted email, you can scroll to the bottom of the email to check for an “unsubscribe” feature.
(note: it may take several days before the request will take effect)
- Please DO NOT unsubscribe from the OLLI email list.

FEEDBACK

- Go to your email's home screen (Or create an account)
- Open a new message
- Write feedback about today's session
- Send your feedback to oshervu@vanderbilt.edu

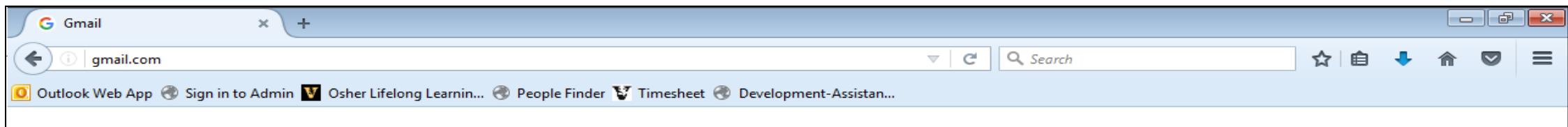
LET'S TRY IT OUT!

1. Open the laptop or start your own device
2. Press the ctrl and alt and delete buttons all at the same time
3. The username is **busseam** (for OLLI devices)

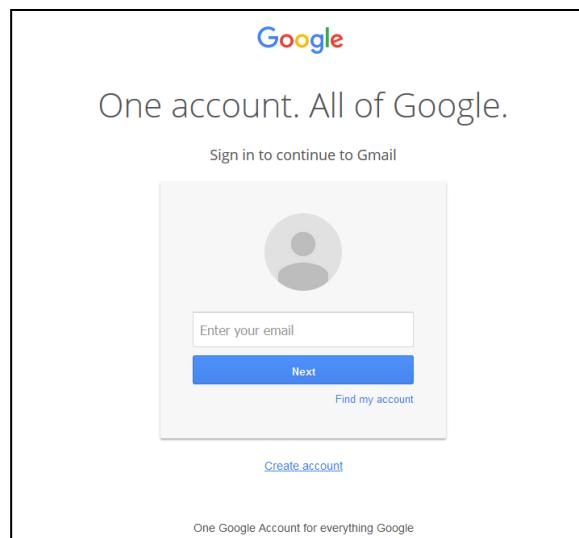
Melissa will come around and enter the password on OLLI devices

CREATING AN EMAIL ACCOUNT

1. Open an email browser, (like Internet Explorer, Google Chrome, or Firefox) and type “gmail.com” into the white browser bar at the top.

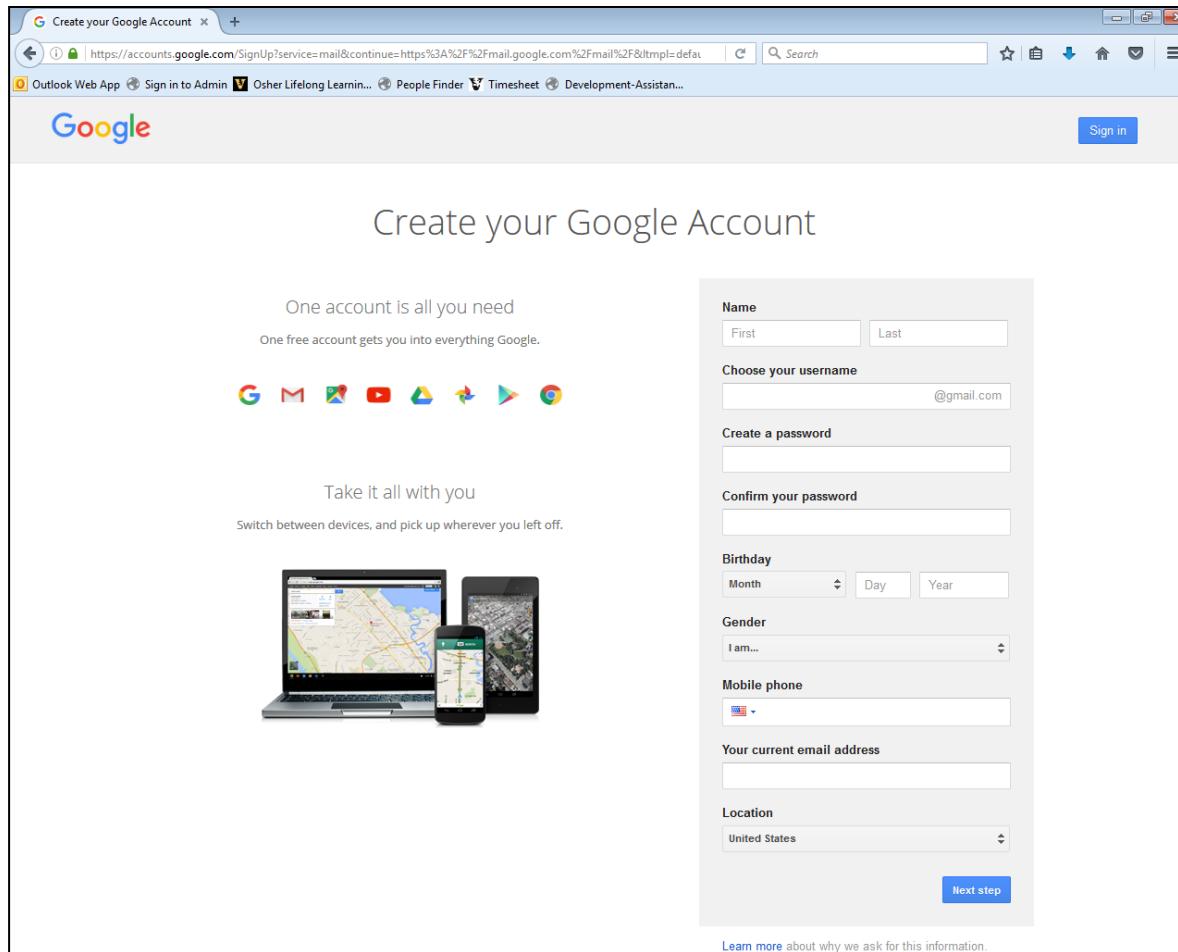


2. Left-click one time on the phrase, “create account”.



CREATING AN EMAIL ACCOUNT

Fill in the information in the grey box. When you are done, left-click on the blue “Next Step” button.



Note:

When considering a username, we encourage to use some form of your name. It is easy to remember for both you and those who are corresponding with you.

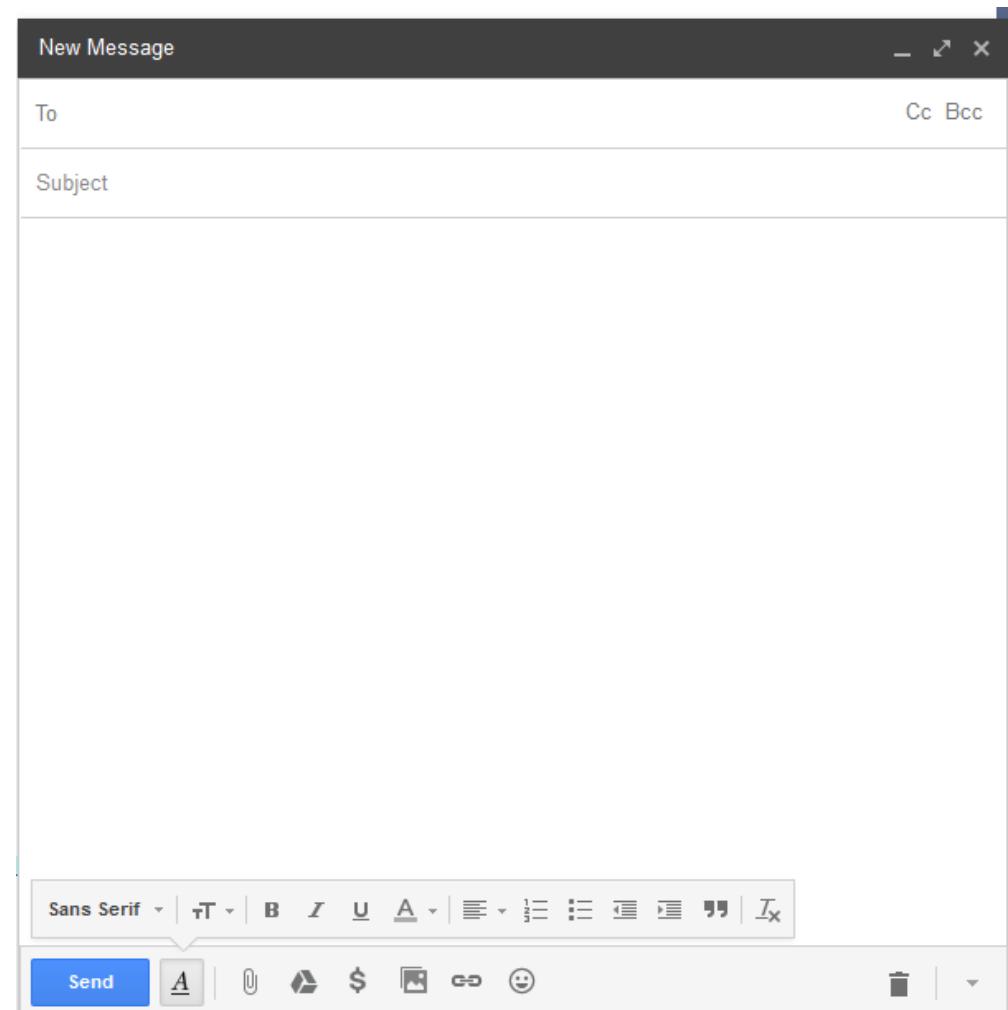
Example:

melissabussear@gmail.com
mbussear@gmail.com

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THANK YOU

Questions?

Call Melissa or Alex at
(615) 343-1130