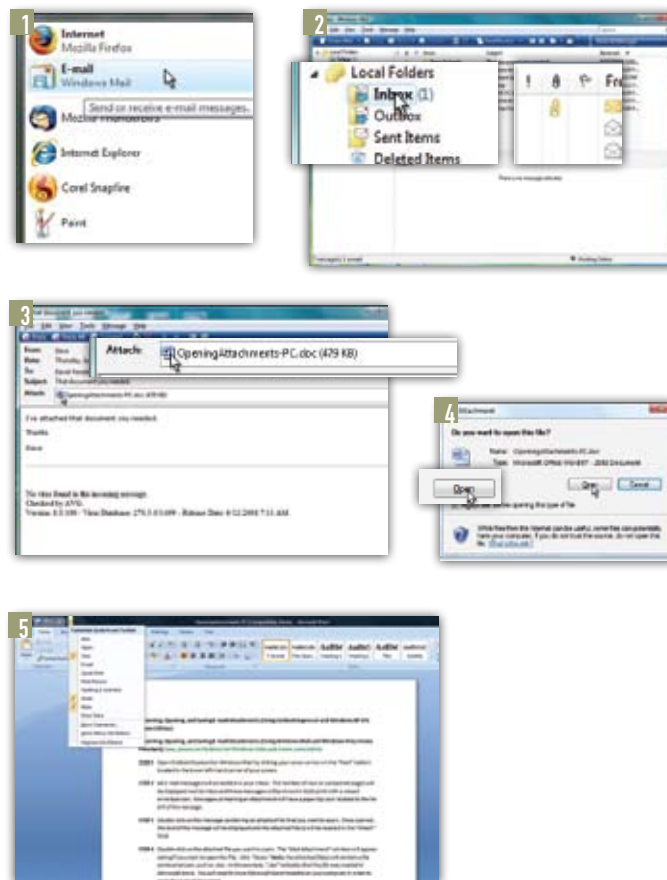


Receiving, Opening, and Saving E-mail Attachments

Using E-mail Program Outlook Express 6 and Computer Operating System Windows XP SP2 Home Edition or E-mail Program Windows Mail and Computer Operating System Windows Vista Home Premium

- STEP 1.** Open Outlook Express 6 or Windows Mail by clicking your cursor arrow on the "Start" button located in the lower left corner of your screen to open the "Start" menu.
- STEP 2.** All e-mail messages will be located in your Inbox. The number of new or unread messages will be displayed next to the Inbox and these messages will be shown in bold print with a closed envelope icon. Messages containing an attachment will have a paperclip icon located to the far left of the message.
- STEP 3.** Double-click on the message containing an attached file that you want to open. Once opened, the text of the message will be displayed and the attached file(s) will be located in the "Attach" field.
- STEP 4.** Double-click on the attached file you want to open. The "Mail Attachment" window will appear asking if you want to open this file. Click "Open." **Note:** The attached file(s) will contain a file name extension, such as .doc. In this example, ".doc" indicates that the file was created in Microsoft Word. You will need to have Microsoft Word installed on your computer in order to open this type of document.
- STEP 5.** The attached file will now be open for you to read, listen to, etc. **Note:** When you open the message with an attachment, you can right click on the attachment and find a "Save As" item in the pop-up menu. When the Save As window opens, choose the location on your computer where you would like to save the file (such as My Documents).



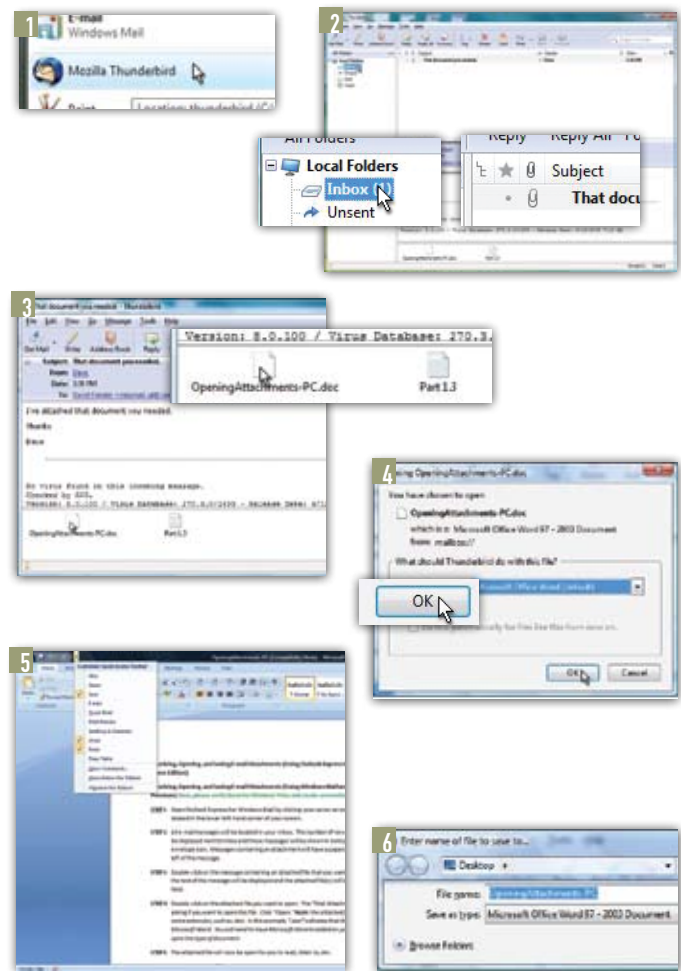
Convenient Conversion

Next time you receive an e-mail attachment you can't open, check out this handy website: www.zamzar.com. Zamzar is a free, online file conversion service that allows you to change image, document, music, video, and other types of files into various formats. The service involves four simple steps, and converted files are sent directly to your e-mail account. You don't need to download software.

Receiving, Opening, and Saving E-mail Attachments

Using E-mail Program Thunderbird 2.0 and any of the following Computer Operating Systems: Windows Vista Home Premium, Windows XP SP2 Home Edition, or Mac OS X 10.4

- STEP 1. Open Thunderbird by clicking your cursor arrow on the "Start" button located in the lower left corner of your screen to open the "Start" menu. **Note:** Tutorial shown using Vista Home Premium.
- STEP 2. All e-mail messages will be located in your Inbox. The number of new or unread messages will be displayed next to the Inbox and these messages will be shown in bold print with a closed envelope icon. Messages containing an attachment will have a paperclip icon located to the far left of the message.
- STEP 3. Double click on the message containing an attached file that you want to open. Once opened, the text of the message will be displayed and the attached file(s) will be located below the message body.
- STEP 4. Double click on the attached file you want to open. The Mail Attachment window will appear asking if you want to open this file. Click "Open with" and "OK." **Note:** The attached file(s) will contain a file name extension, such as .doc. In this example, ".doc" indicates that the file was created in Microsoft Word. You will need to have Microsoft Word installed on your computer in order to open this type of document.
- STEP 5. The attached file will now be open for you to read, listen to, etc. **Note:** When you open the message with an attachment, you can right click on the attachment, and find a "Save As" item in the pop-up menu. When the Save As window opens, choose the location on your computer where you would like to save the file (such as My Documents).
- STEP 6. When the Save As window opens, choose the location on your computer where you would like to save the file (such as My Documents). Then click the "Save" button.



ALTERNATE...

- STEP 4. Double click on the attached file you want to open. The Mail Attachment window will appear asking if you want to open this file or save it to disk. Click "Save to Disk" and "OK."
- STEP 5. When the Save window opens, choose the location on your computer where you would like to save the file (such as My Documents). Then click the "Save" button.
- STEP 6. Locate the file on your hard disk and open it as normal. **Note:** The saved file(s) will contain a file name extension, such as .doc. In this example, ".doc" indicates that the file was created in Microsoft Word. You will need to have Microsoft Word installed on your computer in order to open this type of document.

