

Apple laptop: Managing attachments

Being sure that something you received attached to an email is safe.

An antivirus program can be used to check email attachments for viruses and other unwanted software. Once you know an attachment is safe, you can send it on to someone else, or print it out to read later.

What you will need

Before you begin the course, your computer must have the latest edition of the operating software, which is macOS Catalina. For more information about macOS, refer to the *Apple laptop: Security and privacy* guide. You should check that your computer is connected to mains power, switched on and showing the desktop. You should also check that the mouse and keyboard are connected properly.

If you'd like to follow along on your own computer, you should also have antivirus software installed, an email account, and be connected to your home Wi-Fi and printer.

First steps

This guide demonstrates how to check an attachment for viruses. You might not have an email with an attachment, so you can follow along these steps and keep this tip sheet to hand for when you do receive an email.

This demonstration uses the **Mail** application that is included with macOS Catalina. These steps will work however you check your email.

To open the **Mail** application:

1. Using the mouse, move your cursor to the row of icons at the bottom of the screen. This is called the **Dock**.
2. The **Dock** is where you'll find icons for some of your computer's most commonly used applications. Look for the **Mail** icon and click on it.
3. The **Mail** application will open.



You can help protect your computer against viruses and other unwanted software

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Saving an attachment

New emails appear in the middle column of the **Mail** app. In this example, we are going to open an email from our doctor. Click on the email once and it will appear in the right column.

Our email shows the attached pamphlet as a little icon, or picture, with the filename underneath. This kind of file is called a **PDF**, or portable document format. To read the PDF, we can double-click it, but instead we'll scan it for viruses first.

While it can be safe to open and read an email, never click on a link or open an attachment you're unsure about. A link or file inside an email may contain viruses or other unwanted software.



1. Right-click on the attachment's icon, and some options will appear.
2. Click on **Save Attachment**, and a new panel will pop up.
3. At the bottom of the panel you can see the folder where the file will be saved. It is set to **Downloads** by default. Click on **Downloads** and a pop-up menu will offer you a list of options.
4. Click on **Desktop**, and then click on **Save**.

The attachment is saved as a PDF file on the desktop, and an icon for it will appear.

Moving the Mail window

If you can't see the new PDF icon, the **Mail** panel might be on top of it! Move the **Mail** app out of the way by clicking and holding the top of the **Mail** panel with your mouse, then dragging it.

The **Mail** panel will move along with your mouse until you let go of the button. Move the **Mail** app until you can see the icon for the attachment.

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Scanning the attachment

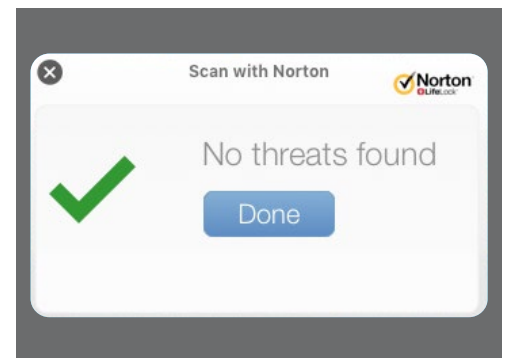
In this example, we're going to scan the attachment using a purchased antivirus software called **Norton Security for Mac**.

These steps should still work with most other antivirus software as well.

1. Begin by using the mouse to right-click on the PDF icon. Some options will appear.
2. Click on **Scan with Norton**. If you are using a different antivirus brand, its name will appear here instead.
3. The attachment will be scanned right away, and the result will appear on the screen: **No threats found**. Great!

You can now be confident the attachment does not contain any viruses, and is safe to open and read.

If the attachment had been dangerous, your computer would have let you know an issue had been found. In this case, it will eliminate the problem automatically or take you through the steps to safely remove the threat.



Antivirus software will tell you if the file is safe to open

There are many antivirus software packages to choose from, and most offer a free 30-day trial. But make sure you carefully read all the fine print about on-going costs before signing up.



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Sending an attachment to someone

Now we know the attachment is safe, we can send it on to someone else.

1. On top the left of the **Mail** panel, click on **Compose New Message**. It looks like a sheet of paper and a pen.
2. A panel appears for you to type a new email. Click in the space to the right of where it says **To** and type in a friend's email address.
3. Underneath the **To** box is the **CC** box. CC stands for carbon copy, but we're not going to copy this email to anyone, so we don't need to add anything here.
4. Click in the space to the right of **Subject** and type the title of your email.
5. Click in the blank area under **Subject**. We'll write a quick note about why we're sending the attachment.
6. Find the file on the desktop and click and hold the mouse on it.
7. Drag the file until it is on top of the white area, below **Subject**.
8. When you see a **green plus** symbol appear on the file, let go of the mouse button and the file will drop into the email.
9. When you see the file as an icon in the white area underneath **Subject**, you've successfully attached it to your email.
10. Look in the top left of the **Mail** window and click on **Send**. It's a button that looks like a paper aeroplane.



You can share photos, brochures and more as email attachments

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The email will disappear and is on its way. To double-check the email is sent, look in the left column of the **Mail** app and click on **Sent**.

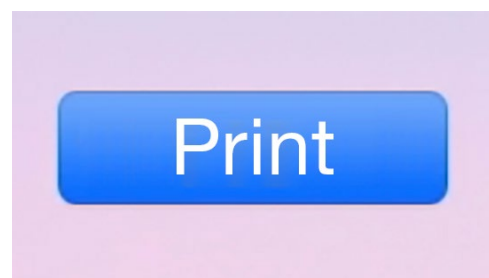
The **Inbox** will change to show a list of recently sent emails. The email with the attachment should be at the top.

Close the **Mail** by clicking the red dot in the top left-hand corner of the **Mail** panel.

Printing an attachment

Here's a quick and easy way to print out the PDF attachment using your home printer. This method needs your home printer to be set up, properly connected, and switched on.

- 1.** Double-click the PDF icon on the desktop. The **Preview** app will open, and the pamphlet will appear.
- 2.** In the menu across the top, click **File** and then look for **Print** in the drop-down menu. It's usually at the bottom of the list.
- 3.** Click **Print** and the **Print Options** panel will appear.
- 4.** The name of your printer should appear here at the top. You can also see options to adjust the number of copies and select which page or pages or your file you wish to print. The **pages** option is useful for large files, and lets you print one or a few pages, instead of all of them.
- 5.** Click **Print**, and the **Print options** panel will close and your home printer will print out the file for you to read.



If you have a printer set up, you can make paper copies of files on your computer