

# DIGITAL LITERACY PROGRAM

EMAIL



**Empower Your Life!**



## EMAIL

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## EMAIL

### Lesson 1: Email Accounts

#### Email

An electronic messaging software which uses the internet to send notes, letters, pictures, and other files to another computer users.

[What is email?](#) - 1:27

Create a professional username (one that you can use for work, school, and job applications)

- Create a strong password.
- Learn to log in and out of email.

### Lesson 2: Email Addresses

- Identify the important parts of an email address.
- Practice differentiating between email addresses and web addresses,
- Identify and fix common errors made when typing email addresses.
- Learn about different email providers, such as Gmail, Yahoo Mail and Microsoft Outlook.



[Username@gmail.com](#)



[username@yahoo.com](#)



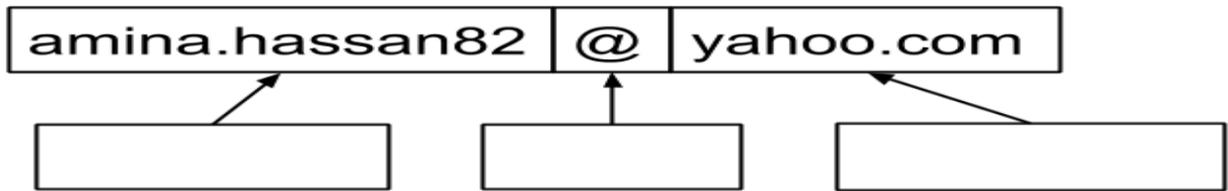
[username@outlook.com](#)





## EMAIL

**Exercise:** Label the parts of the Email address



Look at the below addresses, determine if it is a web address or an email address.

Place a check mark on in the Web Address Box or Email Address Box .

Address	Web Address	Email Address
www.literacymn.org		
farihiya.abdi5623@gmail.com		
amazon.com		
Support@amazon.com		
jan.loggins01@gmail.com		
www.digitalliteracyassessment.org		

Web addresses are inserted on the website page, inside the address bar



**Username**



## EMAIL

What do you think makes these usernames professional or unprofessional?

Professional Usernames	Unprofessional Usernames
mai.vang1983 grandstreetpizza	beerdrinker125 1353532

### Exercise

The Email username is **joan.smith**

What is complete **email address** for **joan.smith** based on the following below providers?

Gmail \_\_\_\_\_

Yahoo \_\_\_\_\_

Outlook \_\_\_\_\_

Optional: Create an email account with a professional username.

- A username is the name for your account
- A professional username should have your name or the name of your business (for business accounts).
- Do not use the names of your kids or others in your family - people could think it is your name.
- A username must be unique.
- You cannot use a username that another person or business currently uses.
- To make your username unique, you can add numbers to your name, like your birth year.
- You also can abbreviate your name to make it unique.

**Exercise:** Write ideas for a professional username. Remember, usernames must be unique.

Write 3 professional usernames you could use for your email account.

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_



## EMAIL

### Password

A password is a secret code that must be used to gain access to something such as your email. Passwords are like keys; security which allows only authorized access.

Passwords are different from usernames, it is okay to share your username, but never give out your password.

- A strong password includes numbers, upper-case and lower-case letters, and symbols (%^#).
- A strong password is long - around 12-16 characters.
- A strong password does not include your name or family names (they're too easy to guess).
- Write an idea for your password in the notes section of your phone or write it down on something you will keep and not lose.

### Create Gmail accounts

[www.google.com](http://www.google.com)



## Create your Google Account

to continue to Gmail

You can use letters, numbers & periods



Use 8 or more characters with a mix of letters, numbers & symbols



## EMAIL

[Signing up for an email account](#) - 2:07

Prompt to enter your phone number.

The screenshot shows the Google account creation process. At the top is the Google logo and a personalized greeting: "Nurto, welcome to Google". Below this is a profile picture icon and a dropdown menu showing a US flag and the text "Phone number (optional)". A blue underline is under the text. Below the dropdown is the text: "We'll use your number for account security. It won't be visible to others." Underneath is another dropdown menu for "Recovery email address (optional)" with the text: "We'll use it to keep your account secure." Below that are three input fields for "Month", "Day", and "Year", with "Your birthday" text below them. At the bottom is a "Gender" dropdown menu.

Sign-in to email with username

The screenshot shows the Google sign-in page. At the top is the Google logo and the word "Welcome". Below that is a dropdown menu showing the email address "hopetecinstructor@gmail.com". Underneath is a password input field with the placeholder text "Enter your password" and a blue border. Below the password field is a checkbox labeled "Show password". At the bottom left is a link "Forgot password?" and at the bottom right is a blue "Next" button.





## EMAIL

### [Sending emails](#) - 1:16

Email Practice preparation directions:

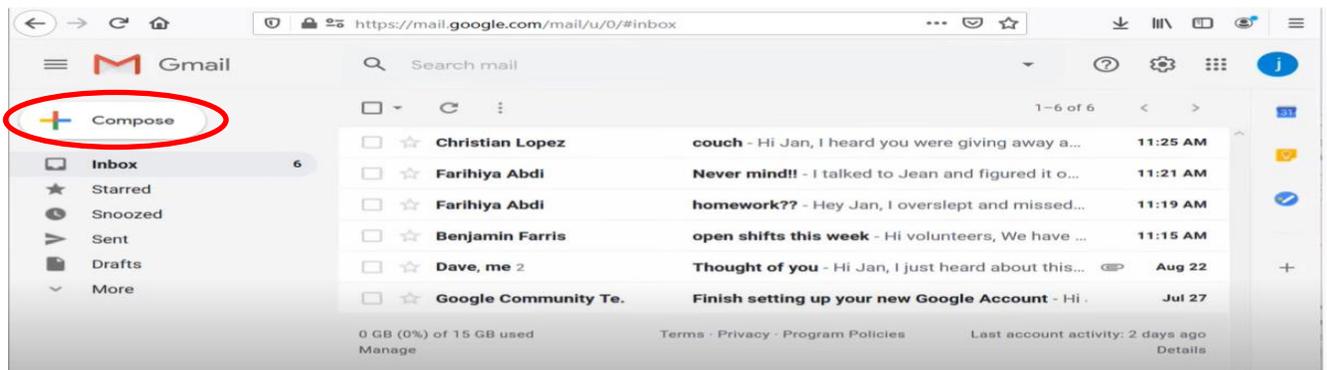
- Provide your email address to the instructor.
- Get the email listing of your classmates from the instructor.

### Sending and Receiving Email

In professional settings, you will frequently type emails to people like your co-workers, your teacher, other students, or your boss.

Five Steps to create and send an email

#### 1. Click Compose



#### 2. Type the email address in the **Recipients** field (To)

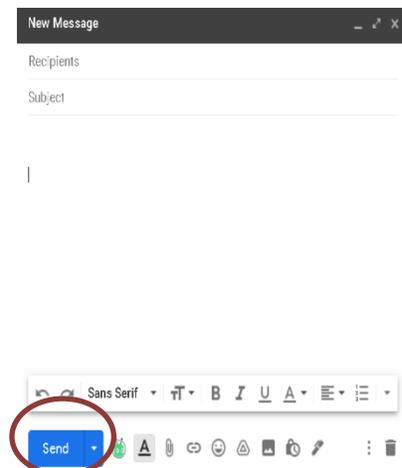
#### 3. Type “hello” in the **Subject** line.

#### 4. Type your **Greeting**

#### 5. Type “practice” in the **Body** email message.

#### 6. Type your **Closing**

#### 7. Click **Send**.

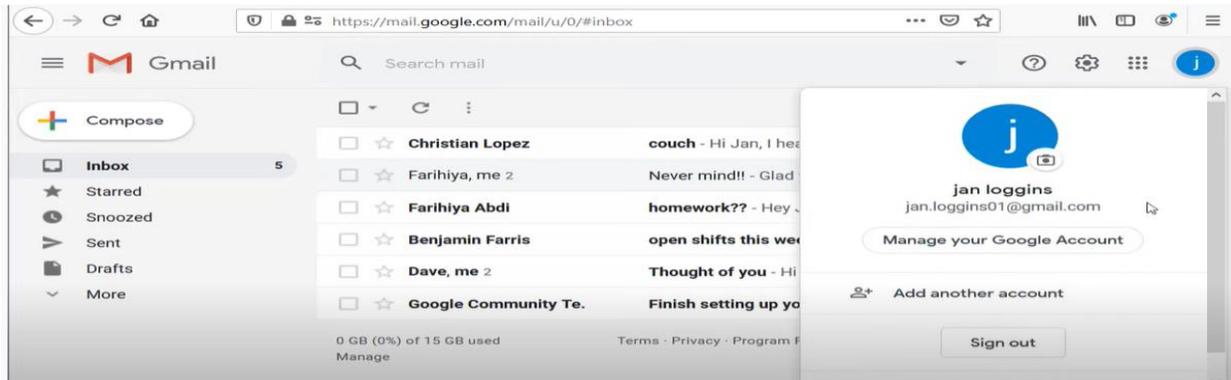




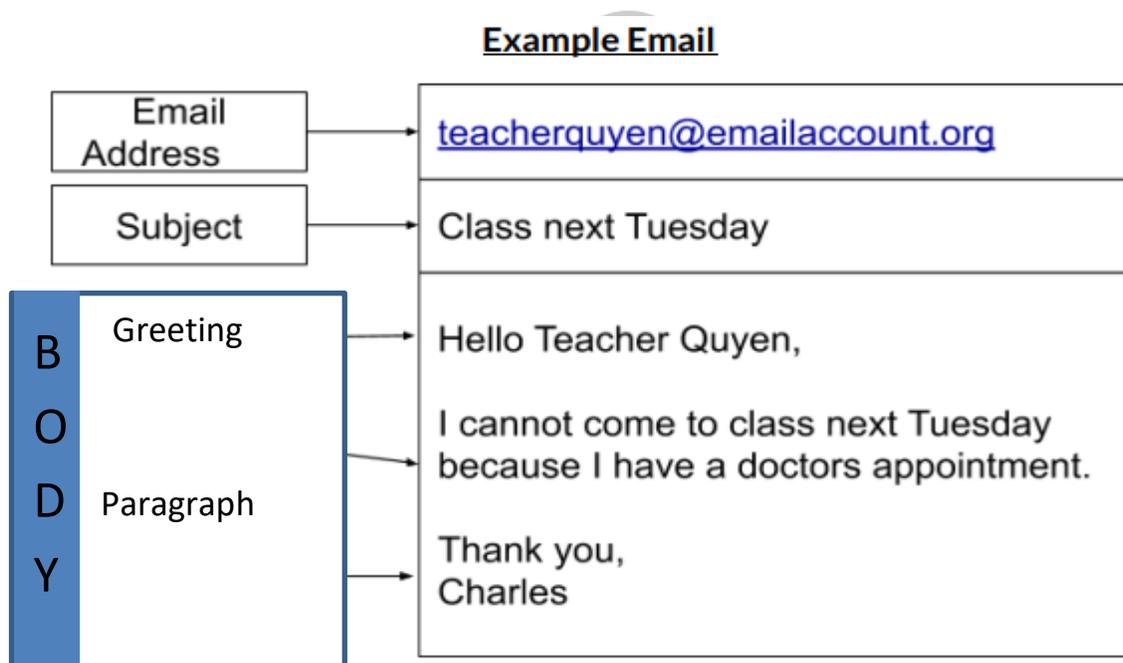
## EMAIL

[Logging in and out of email](https://www.youtube.com/watch?v=oMWOXMxCRMQ) - 1:04 -- <https://www.youtube.com/watch?v=oMWOXMxCRMQ>

Every time you use your email account, you will need to log in and log out. It is very important that you log out if you use your email on a public, shared computer.



Read and ensure you understand the below email parts





## EMAIL

### Email Address Vocabulary

**Exercise:** Complete the sentences with the vocabulary words below

compose	email providers	"at" sign	web address
---------	-----------------	-----------	-------------

1. The \_\_\_\_\_ is one way to tell the difference between an email address and a web address.
2. The address for a website is called a \_\_\_\_\_.
3. Gmail, Yahoo Mail, and Outlook are examples of \_\_\_\_\_.
4. Click \_\_\_\_\_ to type a new email.



## Web Address vs. Email Address

Web Address

www.amazon.com

No @ sign

Email Address

chris@outlook.com

@ sign



## EMAIL

### Email Address or Web Address?

*Directions: Read each address. Then decide: Is it an **email address** or a **web address**?  
Circle the answer.*

Address	Is it an <b>email address</b> or a <b>web address</b> ? Circle your answer.
www.amazon.com	<i>Email Address</i> <i>Web Address</i>
h.weston72@yahoo.com	<i>Email Address</i> <i>Web Address</i>
support@amazon.com	<i>Email Address</i> <i>Web Address</i>
ebay.com	<i>Email Address</i> <i>Web Address</i>
www.gmail.com	<i>Email Address</i> <i>Web Address</i>

### Email Addresses

*Directions: The email addresses below are incorrect. Can you find the problem?*

Incorrect Email Addresses	Problem
louis_myers.91@yahoocom	
lisa.garcia.gmail.com	
yeji.kim991@outlook	



## EMAIL

### Email Providers

Directions: What logos represent an **email provider**? Circle all of the email applications.  
Do you recognize the names of these **email providers**?

### Lesson 3: Email Etiquette

Etiquette is a polite, or nice, way of doing something in a professional setting. It is important to be clear and polite in professional emails.

The below sample email does not follow basic email etiquette. What's wrong with this email?  
Select the correct answer.



To ms.adan.teacher@nsdla.org

Subject ABSENT

DEAR MS. ADAN,  
I WILL NOT BE IN CLASS BECAUSE I HAVE A DOCTOR'S APPOINTMENT.

THANK YOU,

BENJAMIN

1. This email uses capital letters.
2. This email does not have a greeting or closing.
3. This email does not have a subject.
4. This email has spelling mistakes.



## EMAIL

[Etiquette](#) - 2:14

[Reply Options](#) - 1:48

[Recipients](#) - 1:32

The below sample email does not follow basic email etiquette. What's wrong with this email?  
Select the correct answer.

To christian.lopez5324@gmail.com

Subject Re:

Hi Mr. Lopez,

Thank you for your message about volunteering with the community garden. I would be happy to meet with you to show you the garden. Are you available on Tuesday at 3pm?

Thanks,

Benjamin

1. This email uses capital letters.
2. This email does not have a greeting or closing.
3. This email does not have a subject.
4. This email has spelling mistakes.



## EMAIL

### Inbox Management

*Directions: Write your partner's email address. Then, follow the directions below.*

Partner's email address: \_\_\_\_\_

1. Send your partner an email.
2. Find the email you sent in the **Sent Folder**.
3. Go to your inbox.
4. Find the email from your partner.
5. Delete the email.
6. Move your partner's email from the **Trash** to the **Inbox**.

### Spam Examples

*Directions: Read the list of common clues to help identify spam email.*

#### **Common Clues to Help You Identify Spam Emails**

- Trying to sell things like: medicines, dating websites, amazing jobs with high pay, college degrees, weight loss, diets, money rewards, or casinos.
- CAPITAL LETTERS, Exclamation marks!!!, and spelling mistakes
- Spam email sometimes have attachments (look for a paperclip icon (📎))
- Big discounts, cheap prices



## EMAIL

### Lesson 4: Reply, Reply All, Forward

#### -Instructor led discussion and examples

Learners will...

- **Reply** to only responses to the originator of the email.
- **Reply All** to send responses everyone included in the email.
- **Forward** to send a copy of an email to a different recipient.

### Lesson 5: Attachments

#### -Instructor led discussion and examples

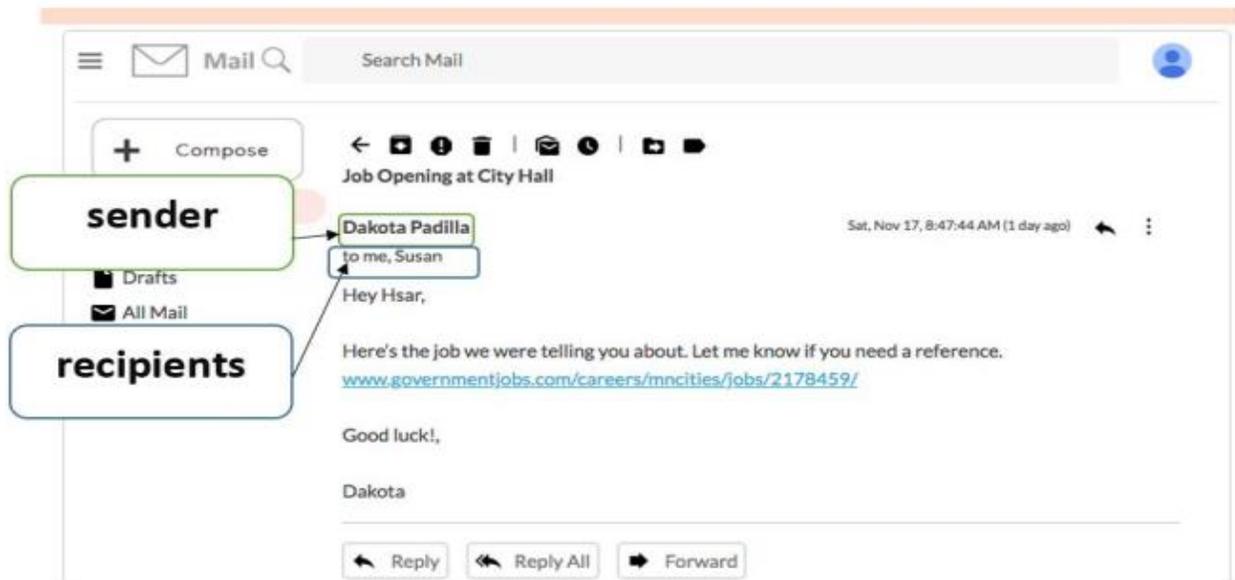
[Receiving email](#) - 0:31

Learners will...

- Open attachments.
- Download, and view attachments.
- Modify the file and send it as an attachment.

## Example Inbox

### Sample Email





## EMAIL

### Exercise:

Place a Check mark to the left of the email that contains an attachment?

<input type="checkbox"/>		★ City of Chicago is hiring for PROJECTS ADMINISTRATOR - HEALTHCARE SETTINGS UNIT EDUCATIO...	Nov 3
<input type="checkbox"/>	→ Devon Braunstein	★ Coursera Next Steps: Hi everyone, Thank you for those who could join today's Coursera Community of Prac...	Nov 3
<input type="checkbox"/>		★ Julie, sale almost over: Get 50% off marketing and CRM tools Boost site traffic, convert leads, close m...	Nov 3
<input type="checkbox"/>		★ Drumroll, Please! Introducing Lakeshore Rewards Join now to take your shopping to the next level! Vie...	Nov 3
<input type="checkbox"/>		★ E-Learning Heroes is 1 million strong 🎉 Celebrate this amazing milestone with us Hi Julie, Let's raise a ...	Nov 3

### Exercise:

Write the reason why each of the below emails are unprofessional.

### Unprofessional Emails

<b>No Punctuation</b>
Hi teacher my name is fred i dont think ican come to class next week because i have to take care of my kids thanks thanks fred

<b>All Capital Letters</b>
HELLO GROUP, THE MEETING IS TOMORROW AT 4PM AT THE LIBRARY. DON'T FORGET SAMUEL

<b>No Greeting</b>
So excited to apply for this job!!!!!!!!!!!! -Linda

<b>No Closing</b>
Hello GreenCorp, I want to apply for the job. Here is my application.



## EMAIL

Exercise:

### Email Subjects

*Directions: Read each situation. Draw a line to connect the situation to an appropriate subject.*

#### **Email Message**

I had a car problem this morning and could not come to class.

I have a doctor's appointment and cannot come to work Monday.

Do you want to get together and study next Thursday?

I am interested in applying for the job. Here is my application.

I lost my jacket in school last week. Did anyone find my jacket?

#### **Email Subject**

Doctor's appointment

Car problem

Lost jacket

Study on Thursday

Job application

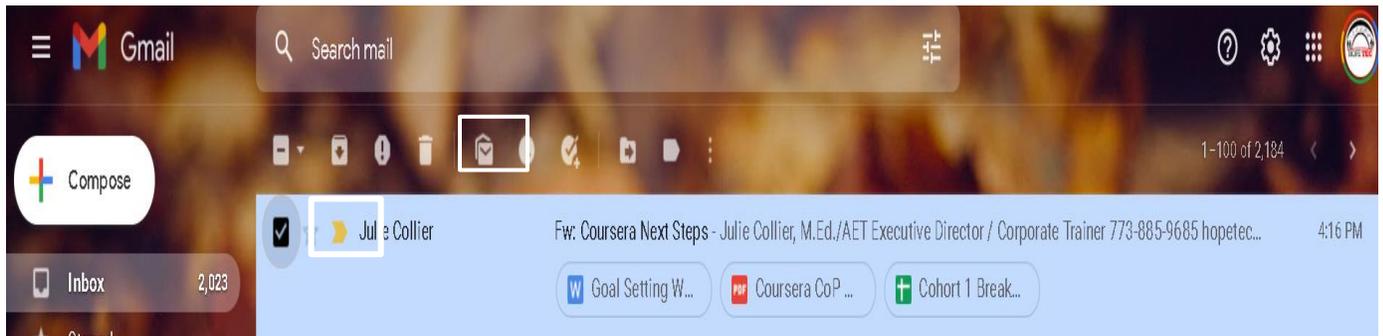


## EMAIL

### Lesson 6: Managing your Inbox

Practice managing email accounts by deleting emails and moving emails from the trash to the inbox.

1. Select specific email .
2. Select the garbage can.



- Identify and explore the different folders within an email account including the inbox, the sent folder, and the trash.
- Practice identifying and utilizing the unsubscribe button to stop receiving mass emails.

Staying [Safe](#) with email- 2:35

[Managing](#) email - 1:02



### Lesson 7: Spam and Phishing

Recognizing the features of suspicious emails, including spam emails, phishing attempts, and emails that may include viruses. Also, identify strategies for managing spam emails including moving them to the spam folder.

Managing email safely

