

INTRODUCTION TO MICROSOFT EMAIL

****Instructions for the trainer are in bold and caps**

PRIOR TO CLASS: Instructor opens the following (each is hyperlinked and will open if you click on them):

[Email PowerPoint Presentation](#)

[Email Etiquette and Safety Presentation](#)

[Email Activity](#)

Instructor Email account

Email Basics is a two hour course designed to introduce students to email and other forms of electronic communication. Students will learn how to register for an email account, navigate an email interface, compose, send and receive messages, manage a contact list, and upload and download attachments. The course will also provide a brief overview of safety concerns and social networking.

INTRODUCE YOURSELF AND ASK THE STUDENTS TO INTRODUCE THEMSELVES TO ONE ANOTHER.

ASK ABOUT THEIR EXPECTATIONS... ie: "What do you hope to learn today?"

INSTRUCTION: Display [Email PowerPoint Presentation](#) on overhead. Students can take notes in student handbook (dotted lines are provided in the handbook for this purpose) when necessary. **ENCOURAGE** students to stop you if they have any questions.

STATE & DISPLAY Objectives:

- Students will register for a personal email account and learn how to use key email functions effectively.
- Create an online email account
- Understand importance of password
- Change password
- Add contacts to address book
- Create folders to organize emails
- Write and send e-mail messages.
- Manage e-mail messages.
- Add attachments
- Save attachments
- Text editing capabilities

ASK: *What is email?*

EXPLAIN what email is (a way to communicate online) and why it is a useful tool. Compare and contrast with “snail mail,” i.e.

Email	Snail Mail
Send messages instantly	Mail arrives after 2-3 days
Access anywhere	Fixed physical address
Free with internet connection	Cost of a stamp
Etc.	Etc.

Other Advantages

- Other tools (calendar, contact list chat)
- Private (password protected)
- Access other parts of the web
- Send emails to large numbers of people at once
- More than just text: share pictures and other files
- Easy to organize (if you know the tricks)

Parts of an email address:

Gary.Glassjaw@gmail.com



username at email provider

STRESS the importance of accuracy when inputting email addresses, otherwise email could be sent to an unintended recipient.

Desktop email vs. “**Webmail:**” Ask students to name popular web email providers (Gmail, Yahoo, Hotmail)

DISPLAY [Email Etiquette and Safety Presentation](#) on overhead.

Sending Email

- Difference between Reply and Reply All
- Check addresses before sending
- Check email for typos before sending
- Don't forward chain mail!

Personal email to friends and family

- More informal
- Subject lines—relevant
- Feelings can be difficult to convey in an email. Using **emoticons** can help set the tone of email (use for casual emails)
- Fonts and styles (don't write in all caps or use lots of different fonts, hard to read colors)
- Greetings, closing lines (Hi _____, thanks, etc.)

Business Email

- Appropriate e-mail addresses to leave a good first impression
- Use a formal tone when applying for jobs; can use more relaxed but still professional tone in established business relationships
- Company may be able to read your email!

Protecting yourself

- Make your password difficult to guess and never tell anyone your password
- Spam—Junk mail that could harm your computer. Don't open or reply to it! Show how to move to spam to spam folder
- Phishing—Scam that pretends to be an official communication from a trusted source, like a bank, trying to get valuable information from you. Do not give out your information if you are not sure.
- Only open attachments from people you trust

• Beyond email

Other features

- Calendar
- To-do list
- News
- Create documents

- Email is the first step to using the internet to communicate. Now there are lots of other ways to connect with people over the internet:
 - Social Networks—Facebook, LinkedIn, Twitter, Google Plus
 - Internet Phone—make calls to anyone in the world
- **INSTRUCTOR LED EMAIL ACTIVITY** (Page 41 in student manual)
Create mail account (yahoo.com)
 1. Choose username—stress the importance of choosing an appropriate username
 2. Create password—provide tips on how to create a secure password
 3. Enter other information (name, birthday, etc.)
- Introduce 3 main email windows: **inbox, email message window, compose window**
 1. **Inbox:** Home screen where you can manage messages, change profile settings. Messages are sorted by date (most recent first).
 2. **Email Message Window:** Read received messages from others
 3. **Compose Message Window:** create message and send to a recipient
- Go over key functions:
BASIC
 - **Send** messages—send messages to instructor account and neighboring students
 - Read and **reply** to a message
 - Add contact to **contact list**
 - **Forward** a messageADVANCED
 - **CC and BCC**
 - Selecting multiple emails
 - Folders, labels, stars
 - **Deleting/Archiving** email
 - **Save/recover** a draft
 - **Search** email
 - Apply a **filter**
 - Upload and download **attachments**—use files in student folder on desktop
 - Include a hyperlink
 - Change **account settings**

