Using email

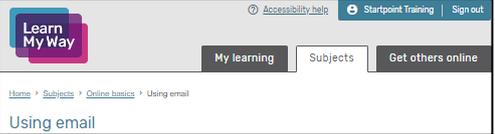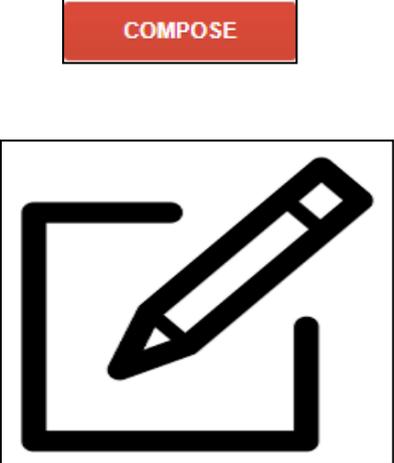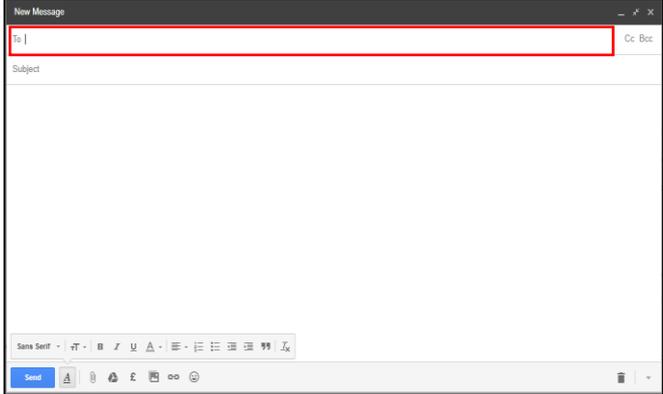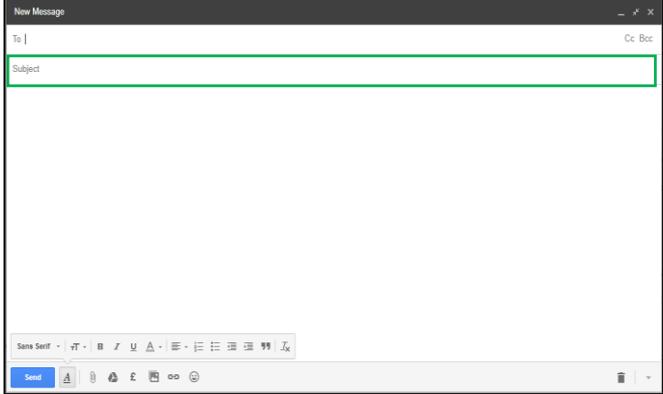| In this session we will be going through the process of creating an email account, sending, and replying to emails, learning how to manage an inbox, and sending attachments.	
1 **Email** Email stands for electronic mail and is a free and simple way to be able to communicate with somebody, anywhere in the world. There are many different providers of email services. Some are web-based, and some are computer-based. You need to create an email account before you can begin sending emails.	
Q1 What's the difference between web-based and computer-based email services?	
2 **What is email?** Our first task is to look at what we know about email as a group. Using the flip chart paper, we are going to write down all the things we know about using email to communicate online.	
3 **Creating an account** We are now going to work through creating a mock email account. We are going to use Google's email service Gmail to create our mock account. Each email service requires personal information. It will differ slightly depending on the supplier, but most accounts require similar information.	
Q2 Can you name any other email service providers?	Answer:
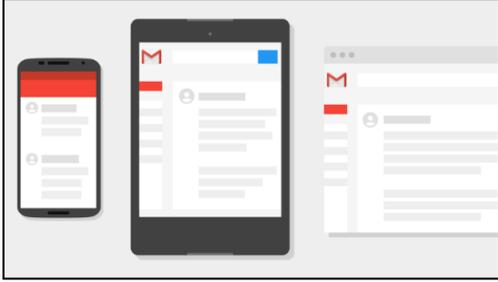
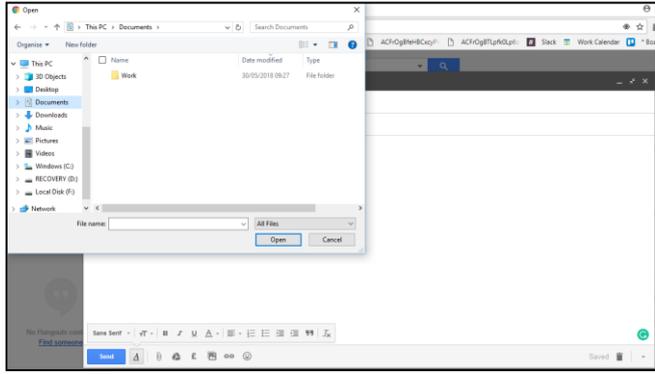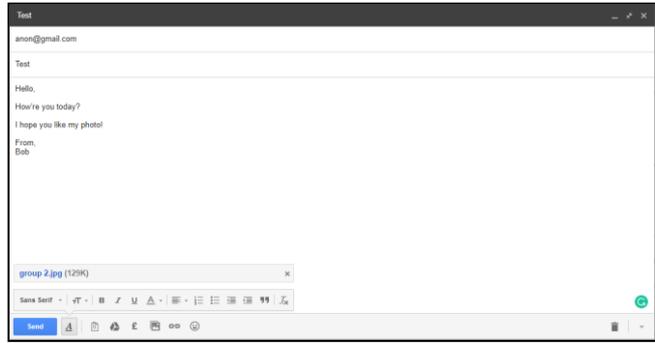| 4	We need to open our browser and enter www.google.co.uk into the address bar of our browser. Once on the Google webpage, we need to click on the word Gmail in the top right-hand corner and then 'Create an account'.	
5	**Entering your details** Gmail asks for the following details: - First name - Last name - Username - Password - Contact phone number - Recovery email address (optional) - Birth date - Gender This may seem like a lot of information for a company providing email service to ask for. You can click here to find out why Google asks for all this information.	
Q3	What happens if the name you want to use for your email account is already being used?	Answer:
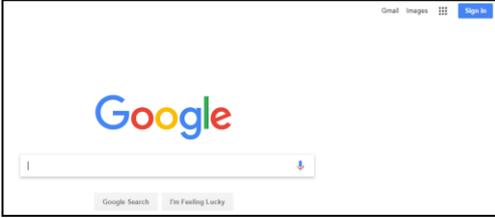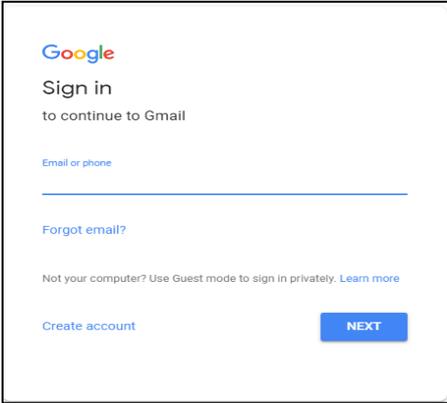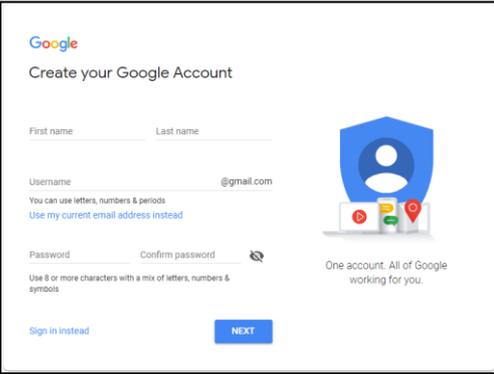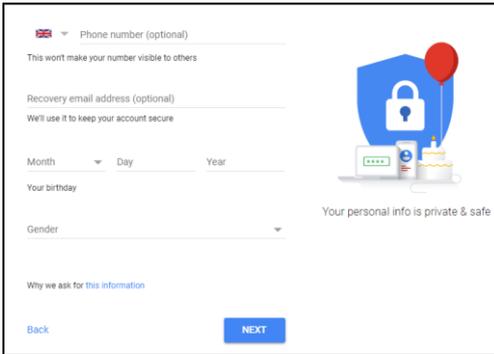
6	**Learn My Way** Now we've had a go at creating an account, let's visit Learn My Way and complete their course on using email. To do this, you need to open your browser and enter www.learnmyway.com into the address bar and press enter.	
7	**Signing in** Now we're on Learn My Way, we need to click on 'Sign in' in the top right-hand corner and enter your details into the corresponding boxes.	
Q4	If your email account is @gmail.com and your friends email account is @hotmail.co.uk, can you still send an email to each other?	Answer:
8	**Using email** Now we are signed into Learn My Way, we are going back in to the 'Online basics' section and clicking on 'Using email' and then clicking on 'Start this course'.	
9	**Logging out** Once we've completed the course, we need to 'Sign out' of our Learn My Way account. The option to do this is in the top right-hand corner of the web page.	
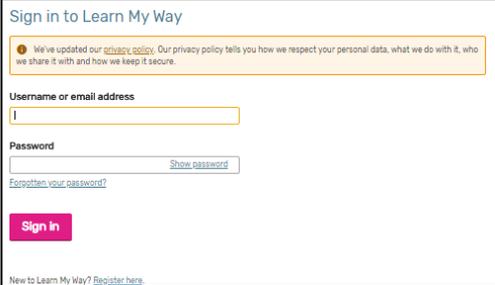
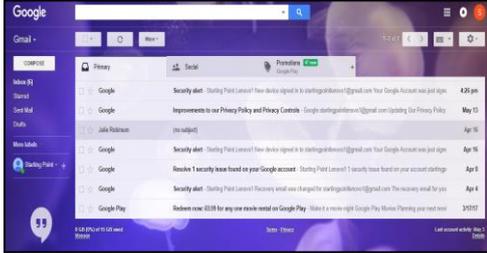| 10	**Attachments** We are now going to log in to our email accounts and have a go at sending an email with an attachment. Don't worry if you don't have an email account, we have dummy accounts you can use to practise sending emails.	
Q5	Can the following be sent as attachments? 1 photo 3 text documents 1 video 3 photos 10 photos	Answer: Answer: Answer: Answer: Answer:
11	**Email layout** Now we are logged in to an email account, we need to send our attachment. Luckily with emails, like cars, the basics are the same regardless of where the bells and whistles are located. The first step is starting a fresh email. If your email account is Gmail, they use the bright orange 'Compose' to start a new email. Other email services use a pen and paper symbol.	COMPOSE
Q6	What is a field?	Answer:

12	**To**	
	The first field we are going to fill in is the **To** field. The **To** field is the envelope of an email. Here you put the email address of the intended recipient. When sending an email is important to make sure you type in the email address precisely.	In the To field type – **sdmtutor@gmail.com**.
	Somebody working at a post office might spot a mistake on an envelope and make sure it reaches its intended destination. A computer will send an email to the email address you type in.	Remember, email address are all lower-case and don't contain spaces.
13	**Subject**	
	Now we are going to give our email a subject. The **subject** field is a chance to give the recipient of the email a clue as to the contents of the email, kind of like a blurb on the back of a book.	In the subject field type – Photos.
	The subject field is for the recipient, so you would use capital letters and spaces where required.	

14	**Email etiquette**	
	Now we entered an email address and given the email a subject, we need to write the main body of our email.	
		Can you see any difference between the above and below email?
	If you are sending an email to a friend or family member, your spelling, punctuation, and grammar aren't that important. If you are sending an email to your local councillor or a local business, you might change the way you type your email to become more formal.	
	For this task we need you to type in the following message:	
	Hello,	
	Here is the photo you asked for.	
	See you soon, (insert your name).	
15	**Paperclip**	
	We now need to attach our photo. To do this, we need to find the attach icon that our email service provider uses. Gmail uses a **paperclip** symbol and it can be located at the bottom of the email we are currently composing. Other email service providers may use different images or even the word attached.	
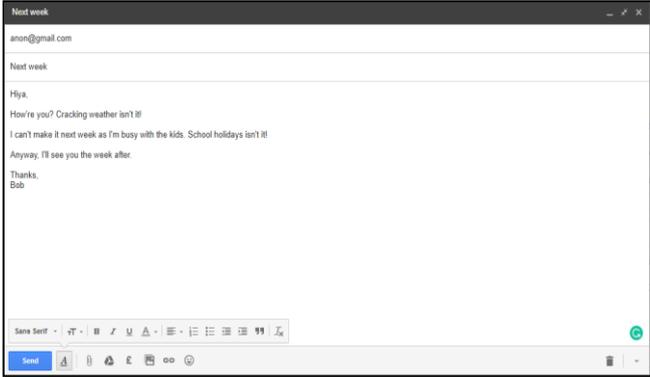
16	**Finding your photo** Once you click on the attach symbol, you'll open up the memory of your computer. Here you will see a list of places you can store information on your device, such as documents, videos, music. We need to open the folder called 'Photos' and find one of the photos we took in the 'Using a digital camera' session. Double click on the folder, 'Photos', and when it opens, select one of the photos and then click 'Open'. The photo will now attach itself to the email. You should be able to see it within the email you are sending.	
17	**Sending emails** We've put an email address in the To field, we've given the email a subject, typed our message and attached an image. Now, all there is left to do is send it. Gmail uses either the blue 'Send' button or an icon resembling a paper airplane as their way of sending an email.	

18	**Sign out**	
	Now we've sent our email, we need to log out of our email account. To do this, left-click on the coloured circle that may contain your initials in the top right-hand corner.	
	It is important to ensure you always sign out of any account you are using online, especially in cases where multiple people share the device.	
	We then need to click on 'Sign out' as highlighted in the picture on the right.	
	Remember to shut down correctly too.	
19	**Spam**	
	Like with postal mail, electronic mail can sometimes be spam. However, unlike your letterbox at home, your email account has a filter that identifies whether an email is spam or not. This results in a lot of nuisance emails being put into your spam folder without you realising.	
	Remember though, your email account is always learning what is spam and what isn't. An email from a holiday company about a once in a lifetime holiday is spam to some and interesting to others. If you are expecting an email, and you can't see it anywhere in your inbox, it helps to check your spam folder as your email account may have wrongly labelled it as spam.	
	We are going to, as a group, write down what we know about spam on the flip chart paper.	
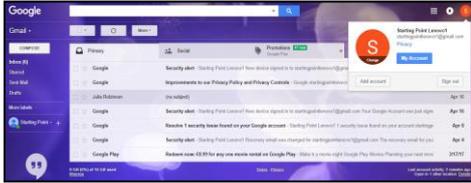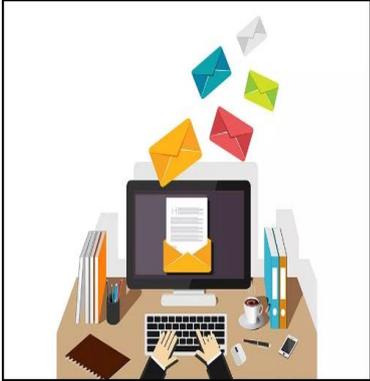
| 20 | **Spam or not**

To the right are images of emails you may receive in your inbox. Some are spam. Some aren't. Look at the emails and try to identify whether you think the email is spam. |

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