

CLB
2•3

LESSON



Digital Literacy Curriculum Resource

Module 5 Email



THE UNIVERSITY OF BRITISH COLUMBIA

Learning Exchange



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Learning Objectives

1. Choose an appropriate email username
2. Understand the parts of an email address
3. Choose a suitable email provider (differentiate between free vs. paid email providers)
4. Create a free email account (distinguish between signing up for and signing in to accounts, and sign out / log out of a free email account)
5. Understand Inbox layout and compose an email (send a message to one or more people)
6. Reply to an email (reply, reply all, forward)

Pre-requisite Skills

- **Mouse skills:** hold the mouse, left click, double click, scroll, different shapes of the cursor
- **Navigation:** move the mouse around the screen to position the cursor in correct location
- **Keyboarding:** type words, numbers, symbols; use Shift and Enter keys
- **Online skills:** open a web browser, use the address bar, search for a website

Preparation

- Set up a room with computers or laptops for each student
- Read through the lesson outline and notes for the teacher
- Print the handouts for students
- Make multiple sets of cards on cardstock for card manipulation activities
- Turn on the projector or interactive whiteboard (SMART Board)

Information for the teacher

This lesson assumes that students do not yet have active email accounts. If this is not the case and students do already have active email accounts, you can skip to the sign out and in of a free email account part of Digital Skill 4 in this lesson.

Materials

- Computers/laptops with access to the internet
- Handouts of the lesson activities
- Card sets of manipulation activities
- Projector or interactive whiteboard. If these are not available demonstrate by having students gather around teacher's computer

Handouts

- Module 5-CLB 2/3-Digital Skill 1-Learn-Handout Username
- Module 5-CLB 2/3-Digital Skill 1-Practice-Handout Username
- Module 5-CLB 2/3-Digital Skill 2-Learn-Handout Parts of an Email Address
- Module 5-CLB 2/3-Digital Skill 2-Practice-Handout Parts of an Email Address
- Module 5-CLB 2/3-Digital Skill 3-Practice-Handout Module 5-CLB 2/3-Digital Skill 4-Learn-Handout A Free Email Account: Get Started
- Module 5-CLB 2/3-Digital Skill 4-Learn-Handout B Free Email Account: Create an Account / Sign Up
- Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C Free Email Account: Sign out / Log out
- Module 5-CLB 2/3-Digital Skill 4-Learn-Handout D Free Email Account: Sign in / Log in
- Module 5-CLB 2/3-Digital Skill 4-Practice-Handouts D and C
- Module 5-CLB 2/3-Digital Skill 5-Learn-Handout A Understanding Your Inbox
- Module 5-CLB 2/3-Digital Skill 5-Learn-Handout B Email Folders
- Module 5-CLB 2/3-Digital Skill 5-Learn-Handout C Composing and Sending an Email
- Module 5-CLB 2/3-Digital Skill 5-Learn-Handout D Sending an Email to Multiple People
- Module 5-CLB 2/3-Digital Skill 6-Learn-Handout Replying to an Email

LESSON

Introduction to the Module

Approximate time:
10-15 minutes

Elicit from students how letters arrive at their homes. Ask students:

Does the post office deliver letters to your home? How does the post office find you? (Answer: the letter has my name and address)

A letter has the wrong name or address. What happens?

(Answer: the post office cannot deliver the letter / the letter goes to the wrong address / I don't receive the letter)

Explain that the same is true for email and that today students will learn how to choose an appropriate name and address for their own email:

Email works the same way as regular mail. Email is sent electronically through the internet – not through the post office. Your mail arrives at your email mailbox – not at your house.

Ask students:

Is it important to have an email address? Why? (Answer: to be able to communicate with teachers, employers, the government, etc.)

DIGITAL SKILL 1

Approximate time:
30-45 min

Choose an appropriate email username

Information for the teacher:

It is important that the students use a professional-sounding username in this lesson. Students are likely to use the email account that they create in this lesson for communicating with schools, employers, and the government.

Objective

Students will be able to:

- choose an email username appropriate for corresponding with teachers, employers or the government

Vocabulary

- **username** – the name you use for an email or other account

Learn

Approximate time 10-15 mins

Explain to students that a username is their email ID.

Tell students:

This is the name people will use to send you an email.

It is important to have a username that people in Canada can understand.

A username can be your real name or it can be a nickname.

People use email to apply for jobs, talk with teachers, and write to the government. It is important to have a professional-sounding username.

Ask students:

Is it OK to have a username that does not use the English (Roman) alphabet? For example, is it OK to have a username written in Chinese characters? (Answer: not if you want to communicate with people who do not speak your language – for example when you are looking for a job)

A teacher (or a future employer) gets an email from a student. The student's username is not in English letters. What does the teacher do? (Answer: the teacher or employer may not open the email / the teacher or employer may delete or discard the email)

Is it a good idea to have a username like: prettypady or Batman? (Answer: it

is not a good idea to have this type of username if students want to use this email to communicate with teachers, employers, the government, etc.)

Explain that every username must be different. No two email addresses can have the same username.

Using **Module 5-CLB 2/3-Digital Skill 1-Learn-Handout Username** (either on Smartboard or distributed to students), explain to students that if they want to use their own name as their username for their email account, there are many different ways to do that:

- first name last name (e.g. theresafox)
- first initial last name (e.g. tfox)
- first name last initial (e.g. theresaf)
- first name dot last name (theresa.fox)
- first name underscore last name (theresa_fox). To make an underscore hold the Shift key and press the hyphen (dash) key located near the Backspace key to the left
- any of the above with the addition of number/numbers (explain that if students want to use this type of username, they need to choose a number that they will remember!)

Explain to students that the same formats can be used with nicknames but remind them that nicknames should sound professional if they want to use email to communicate with teachers, potential employers or the government.

Practice

*Approximate time:
15-20 min*

Give students **Module 5-CLB 2/3-Digital Skill 1-Practice-Handout Username**. Have students work in pairs or small groups to decide which usernames are appropriate for communicating with teachers, employers or the government. Debrief with class.

Your turn

*Approximate time:
10 min*

Have students choose an appropriate username for themselves

DIGITAL SKILL 2

*Approximate time:
20-30 min*

Understand parts of an email address

Information for the teacher:

It is very important that students understand the difference between a web address and an email address. Make sure to emphasize the use of the @ symbol.

Objective

Students will be able to:

- understand the parts of an email address so that they are able to recognize the difference between an email address and a web address

Vocabulary

- **@ symbol** – at; shows the location of your email mailbox
- **domain** – the provider of the email box; name of the website
- **extension** – the suffix or last part of a domain name; follows the dot after the domain name

Learn

Approx 5-10 min

Using **Module 5-CLB 2/3-Digital Skill 2-Learn-Handout Parts of an Email Address**, explain that every email address has 4 parts: username, @ symbol, domain,

extension. It is not necessary that the students know the vocabulary; they just need to know the parts that make up an email address.

Explain that @ means “at”. Tell students:

This symbol attaches your username to your email box location – the company that gives you email service. It’s like saying Theresa lives at 123 Main Street.

No @ symbol means it is not an email address – it is a web address.

Explain the meaning of domain:

Domain is the company or organization that gives you email service (the place where your email box is)

Tell students:

There are hundreds of different domains – some are free (e.g. yahoo, hotmail, gmail, live, outlook, etc.); some you pay for as part of your home internet service (e.g. Telus, Shaw, Uniserve, Novus, etc.), and some are provided by your employer (issbc, vcc, vancity, bchydro, etc.).

The most common domains in Canada are: gmail, yahoo, hotmail, outlook, live.

Explain the meaning of extension:

The extension is the last part of the domain name. It comes after the dot (.). The most common extensions for emails in Canada are: .com, .ca, .net, and .org, but there are also others.

Practice

*Approximate time:
15-20 min*

Cut up Module 5-CLB 2/3-Digital Skill 2-Practice-Handout Parts of an Email Address into cards. Make 4-5 sets of cards depending on the number of students in the class (enough for one set for every group of 3-4 students). Place students into groups of 3-4 and give each group a set of cards. Have students create as many email addresses as they can using the cards.

DIGITAL SKILL 3

*Approximate time:
25-35 min*

Choose a suitable email provider

Information for the teacher:

If a student uses an Apple iPhone, the cellular service provider may have already set up an @icloud.com email address for the student; however, since this email account can be challenging to sign in to on a public or school computer, it might be better to have the student sign up for an alternate web-based free email account such as one of the three listed in Digital Skill 3 (three of the most popular free email accounts in Canada in 2019 are Yahoo, Gmail and Outlook).

The username that students chose in Digital Skill 1 may not be available when it comes time for the student to open a free email account and therefore may need to be altered.

Objectives

Students will be able to:

- differentiate between paid and free email providers
- choose a suitable email provider for personal use

Vocabulary

- **provider** – the company that gives you internet or email service

Learn

Approximate time:
10-15 min

Elicit from students to find out if they have internet service at home. Ask students:

Do you have internet at home?

Do you have a computer, laptop, or tablet at home?

Does someone in your home use the internet?

If students answer “yes” they do have internet at home, ask students:

Do you pay for internet service or does someone else pay for it?

(Note: it is possible that a landlord includes WiFi in the rent)

What company sends you a bill for internet?

(Answer: Bell, Rogers, Shaw, Telus, etc.)

If students answer ‘no’, they do not have internet service at home, explain that it is still possible to have an email address:

You do not need to have internet at home, or pay for internet, to have an email address. You can use a computer and the internet in the library or some other places such as an employment centre or Settlement office.

Explain that there are two kinds of email services: paid and free.

Paid. The company that you pay for your internet service (e.g. Bell, Rogers, Shaw, Telus, etc.) gives you an email address as part of your service.

Free. There are many companies that give free email services, such as Google or Yahoo (there are many other companies too). You do not have to pay these companies for internet service.

In this lesson, students will set up a free email account. Tell students that 3 of the most common free email accounts in Canada in 2019 are:

Gmail (Google)

Yahoo mail (Yahoo!)

Outlook (Microsoft)

Ask students which web browser they prefer to use:

Do you like to use Chrome, Internet Explorer, Edge, Firefox or something else when you look for something online?

Explain that some free email accounts can be easier to use with certain web browsers, but that they can all be used with any browser:

Gmail is easiest to use with Chrome, but you can use any browser you like.

Outlook is easiest to use with Internet Explorer or Edge, but you can use any web browser you like.

Yahoo is easy to use with any web browser.

Practice

Approximate time:
10-15 min

Give students **Module 5-CLB 2/3-Digital Skill 3-Practice-Handout**. Have students read scenarios and decide which situation (A or B) applies to that scenario. Next, have students match company logo with company name and company email address for free email service providers.

Elicit from students to review skills needed to search for a website on the internet.

Ask students:

How do you get to the internet? (Answer: use a web browser)

Where is the address bar located? (Answer: top of the screen)

Have students use classroom computer or laptop and their preferred web browser to go to one of the following sites:

- www.yahoo.ca
- www.google.ca
- www.outlook.com

DIGITAL SKILL 4

Approximate time:
40-55 min

Create a free email account, distinguish between signing up for and signing in to an email account, and sign out of and into the account

Information for the teacher:

If a student already has an email account, check to make sure the student knows how to get to the email sign in page. Explain the importance of students having their own email addresses and not relying on those of family members.

If a student needs to create a free email account, consider the following:

- It may be easier to have all students use the same free email provider so that you only need to demonstrate with one website email sign up
- You may want to have classroom volunteers or Settlement workers help get all students signed up for email accounts
- Both yahoo and gmail accounts require the account holder to have a mobile phone number in order to complete the sign up process. Ensure the student has a mobile phone with them before trying to create an email account with either of these free email providers.

Students will need a strong, secure password for their new email account. You may want to begin by brainstorming what makes an appropriate password (weak vs. strong). This is covered in Digital Skill 1 in Module 7 Safety and Security.

IMPORTANT: Have students write down their username, password and web address of the free email provider they choose in their notebooks.

Objective

Students will be able to:

- create a free email account
- distinguish between signing up for and signing in to an email account
- sign out of their free email account

Vocabulary

- **web browser** – a program used to go online
- **sign up** – to register or join
- **sign in/log in** – to enter an email or other account
- **sign out/log out** – to exit an email or other account

Learn

Approximate time:
30-40 mins

Tell students that they are now going to create their own free email accounts. Explain that there is a difference between sign up and sign in when using a free email account:

Sign up and sign in for a free email account is like opening a bank account. The first time you go to a bank, you need to create an account at that bank. The bank employee will ask you many questions, like your name, address, phone number, date of birth, etc. In this case, you sign up for a new bank account. The next time you go to the bank, you do not need to sign up for a bank account because you already have one with your own name and account number. Now you can put money in and take money out of your bank account. You just need to tell the bank employee your account information – sign in to your account. You do the same thing with an email account – first you need to sign up for an account to create your own account. After that, you just sign in to your account when you want to check your email

Show Module 5-CLB 2/3-Digital Skill 4-Learn-Handout A Free Email Account: Get Started on Smartboard, project on screen in room, or hand out printed copies for students.

If students have chosen to go to either www.yahoo.ca or www.google.ca, tell them to look for the mail icon or word in the top right corner of their screen. They should click on this icon or word. If the student chooses to go to www.outlook.com, the student should just wait (stay on that page) since they are already on the email sign up page.

Show Module 5-CLB 2/3-Digital Skill 4-Learn-Handout B Free Email Account: Create an Account / Sign Up on Smartboard, project on screen in room, or hand out printed copies for students. All students should now have a sign up / create an account page that looks like one of these pages.

Have students click on Sign up, Create an Account, or Create new account (depending on which email provider they chose).

Students will now fill in all *required fields to create a new email account. You may want to have classroom volunteers assist in this activity.

Tell students:

The type of personal information you will need to fill in is different from site to site, but usually includes:

- first name, last name
- username (from Digital Skill 1)
- password (ensure students choose an appropriate, strong, secure password for their free email accounts that they will remember)
- date of birth / age
- country
- mobile phone number (except Outlook)

Tell students:

Sometimes, your first choice for a username is not available. You will need to choose a different username, or you will need to change the username you want to use – you can do this by adding numbers to it. The site will give you some username suggestions, but you do not have to use these options.

If students are setting up a yahoo.ca or gmail.com email account, they will be asked to verify the information they have entered. A text message will be sent to the student's mobile phone. The code sent to the phone should be entered on the website when prompted.

IMPORTANT: Have students write down their username, password and web address of the free email provider they chose in their notebooks.

Students should now have a free email account. Before going any further, it is important to teach them how to sign out of this account and sign back in.

Tell students:

Congratulations! You now have a free email account. This is your inbox. This is where you get your email.

Explain that it is important to sign out (or log out) of an email account each time it is used:

When you leave your house, do you always close and lock the door? Why? So that other people cannot enter your home and see and take your things. The same thing is true with your email account. You do not want to leave it open on a computer for other people to look at. When you finish reading or sending your email messages, you need to close your email and sign out or log out.

Show Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C Free Email Account: Sign out / Log out on Smartboard, project on screen in room, or hand out printed copies for students. All students should now have an inbox that looks like one of these pages.

Have all students sign out/log out of their free email accounts. Check to make sure everyone has signed out. Have students close their web browsers too.

Show Module 5-CLB 2/3-Digital Skill 4-Learn-Handout D Free Email Account: Sign in / Log in on Smartboard, project on screen in room, or hand out printed copies for students. All students should now have a sign in/log in page that looks like one of these pages.

Have students sign in / log in to their free email account. Remind students:

First, go to the website of the email provider you chose.

Look for the words Mail, Gmail, Sign in or Log in (usually in the top right corner of your screen). Click on these words.

This time you are not making a new email account, so do not click on sign up or create an account.

Your Sign in or Log in screen will ask you for your email address. Look for the place the computer asks you to enter your email. Type your email address. Click on the word Next or Continue.

Now type your password. Be careful of capital letters and spaces. Click on the word Next or Continue.

You should now see your email inbox. It will look like one of the pictures in your handout Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C Free Email Account: Sign out / Log out.

If students have already forgotten their usernames or passwords, have them refer to their notebooks where they recorded this information.

Have students sign out / log out of their email again following the steps used in Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C Free Email Account: Sign out / Log out.

Practice

*Approximate time:
10-15 mins*

Have students use Module 5-CLB 2/3-Digital Skill 4-Practice-Handouts D and C to practice signing in/logging in and signing out/logging out of their email accounts. Repeat as time allows.

DIGITAL SKILL 5

Understand Inbox layout and compose and send an email

Approximate time:
40-50 min

Information for the teacher:

It is essential that students have successfully set up an email account and are able to sign in / log in and sign out / log out of their email account before continuing with this skill. Teacher may wish to demonstrate this skill using own workplace email.

Objectives

Students will be able to:

- understand Inbox layout
- compose an email and send it to one or more people

Vocabulary

- **recipient** – the person you send an email to (the receiver of the email)
- **field** – area, box

Learn

Approximate time:
15-20 mins

Have students sign in / log in to their email accounts.

Explain that it doesn't matter whether the students are using Yahoo, Gmail, Outlook or another email provider. All email inboxes have a similar layout.

Show **Module 5-CLB 2/3-Digital Skill 5-Learn-Handout A Understanding Your Inbox** on Smartboard, project on screen in room, or hand out printed copies for students.

Tell students:

When you sign in to your email account, the first screen or window you see is usually your Inbox. On the left side of the window, you will find all your folders. Above the folders, you will see a button that says 'Compose' or '+ New message'. Next to your folders, you will see a list of emails. Look to the right of the list of 'from' emails. You will see the subject of the email. This is like the title of the email. It helps you know what the email is about.

Explain that folders on the left side of the window help organize email messages.

Show **Module 5-CLB 2/3-Digital Skill 5-Learn-Handout B Email Folders** on Smartboard, project on screen in room, or hand out printed copies for students.

Tell students:

Email folders help you organize your messages. For example, your Inbox folder contains all the messages you received from other people. Your Sent folder contains all the messages you sent to other people.

Explain how to compose and send an email.

Show **Module 5-CLB 2/3-Digital Skill 5-Learn-Handout C Composing and Sending an Email** on Smartboard, project on screen in room, or hand out printed copies for students.

Tell students that to send an email to someone:

1. *Open your email. Click on the 'Compose' or '+ New message' button.*
2. *The person you are sending an email to is called the recipient. Enter the recipient's email address in the 'To' field.*
3. *Type a subject (title) in the 'Subject' field.*
4. *Type your message.*
5. *Click on the blue 'Send' button. This button is usually at the bottom of your screen, but it can sometimes be at the top of your screen on the left side*

OPTIONAL EXTENSION: If time allows and the class is advanced enough, you can explain how to send an email to multiple people.

Elicit situations in which you might want to send an email to multiple people (e.g. send an email to a colleague about changing shifts and copy the supervisor – CC; send an email to a group of volunteers who don't know each other – BCC).

Show Module 5-CLB 2/3-Digital Skill 5-Learn-Handout D Sending an Email to Multiple People handout on Smartboard, project on screen in room, or hand out printed copies for students.

Tell students:

There are 3 different ways that you can send an email to more than one person:

- *You can send an email to several people at the same time. Type all recipients' email addresses in the 'To' field, separating each one with a comma. This means you are sending the message to all these people equally.*
- *You can send a 'copy' of an email to another person. Type the first person's name in the 'To' field. Copy the second person by using 'CC.' Type the second person's name in the 'CC' field. You copy the second person to share information. You do not expect the second person to reply.*
- *You can 'blind copy' people on an email. This means that the email addresses are hidden. People reading the email cannot see the email addresses of other people receiving the email. It can be used to send a message to a group of people that don't know each other. You can use 'BCC' when you want to respect each person's privacy. To do this, you type your own email address in the 'To' field. Next, type everyone else's email address in the 'BCC' field. This way, no one sees anyone's email address except yours. A good example would be if you were coaching a children's soccer team and you wanted to email all the parents of the kids on the team.*

Practice

*Approximate time:
15-25 min*

Place students in pairs. Distribute Module 5-CLB 2/3-Digital Skill 5-Learn-Handout C Composing and Sending an Email (you may have done this above) to each student or each pair.

Tell students:

You and your partner are going to practice sending emails to each other. In your notebook or on a piece of paper, clearly write your partner's email address. Check with your partner to make sure you have written the email address correctly.

Follow the steps on the handout to send an email to your partner.

Circulate the room and check that students have correctly sent and received emails. If time allows, have students change partners and send more messages.

DIGITAL SKILL 6

Approximate time:
20-40 min

Reply to an email

Objective

Students will be able to:

- reply to an email
- reply all to an email
- forward an email to someone else

Vocabulary

- **reply** – to answer
- **forward** – to send a message that is between two people to a third person

Learn

Approximate
time 10-20 mins

Students will now learn how to interact with the email messages they received in the last skill practice.

Show Module 5-CLB 2/3-Digital Skill 6-Learn-Handout Replying to an Email

Tell students:

There are 3 ways you can interact with the email you received:

- *You can 'Reply' to the sender.*
- *You can 'Reply All'. You do this to answer more than one person (e.g. more than one recipient, CC, as we just learned), This means that everyone who received the original email, will see your reply or answer.*
- *You can 'Forward' the email to another person. This means you are sending a copy of the email to another person. The other person did not get the original email. For example, you want to share a message you received from a friend with another friend.*

To interact with an email you received, look for the words Reply, Reply All, or Forward at the bottom of the email message you are reading. This information can also be located at the top right side of your message window. Some email providers don't use these words – they only use symbols. The single arrow to the left means Reply. The double arrow to the left means Reply All. The single arrow to the right means Forward.

If you Reply or Reply All, just type your message and click on the Send button.

If you want to Forward the email:

- *Click on Forward.*
- *Type the recipient's email address (the person you want to send the email to) in the 'To' field.*
- *Type a message explaining why you are forwarding this email.*
- *Click on the Send button.*

Practice

Approximate time:
10-20 min

Have students practice replying to email messages that they received from their partners. They can also practice forwarding messages to other classmates.

Closing

What have you learned today?

Review the skills learned and practiced in this workshop. Ask concept-check questions. For example:

Where do you find your email?

When do you need to sign up for an email account? When do you need to sign in to an email account?

Why is it important to sign out of your email account?

What word/button should you look for if you want to write a new email to someone?

What does recipient mean?

What are you going to do to practice on your own?

Have students say what they will do for independent practice before the next session. e.g.

Do the Online Practice Activities

Send an email message to my teacher