



# Digital Literacy Curriculum Resource

## Module 5 Email



THE UNIVERSITY OF BRITISH COLUMBIA

Learning Exchange



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Module #	Topics
1	Mouse and Navigating 
2	Keyboarding 
3	Online Skills-Basic 
4	Online Skills 
5	Email 
6	Mobile Phones 
7	Safety and Security 

## Username

You can use your name as a Username for an email account. There are many ways to do this. Theresa Fox is a LINC student. She wants to choose a username for her new email account. Look at these examples of Usernames she could use:

Username	Explanation
theresafox	first name last name
tfox	first initial last name
theresaf	first name last initial
theresa.fox	first name dot last name
theresa_fox	first name underscore last name
theresafox23	adding number/numbers to username
tfox23	adding number/numbers to username
theresaf23	adding number/numbers to username

Which username do you think Theresa should choose? Why?

## Username

Look at the Usernames below for Theresa Fox. She wants to communicate with teachers, employers, or the government by email. Which Usernames are good for Theresa because they sound more professional?

Username	Good ✓	Not Good ✗
foxylady		
tfox		
theresa.fox		
theresafox23		
foolishfox		
craftyasafox		
theresaf604		
crazylikeafox		

Do you think some of these Usernames are not good to use in professional situations? Talk to a partner about your ideas.

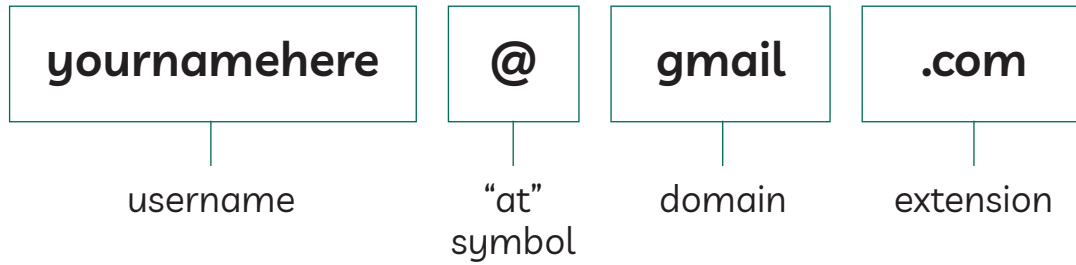
## Username

Look at the Usernames below for Theresa Fox. She wants to communicate with teachers, employers, or the government by email. Which Usernames are good for Theresa because they sound more professional?

Username	Good ✓	Not Good ✗
foxylady		✗
tfox	✓	
theresa.fox	✓	
theresafox23	✓	
foolishfox		✗
craftyasafox		✗
theresaf604	✓	
crazylikeafox		✗

Do you think some of these Usernames are not good to use in professional situations? Talk to a partner about your ideas.

## Parts of an Email Address



Parts of an Email Address

theresafox23

tfox

theresaf

theresa.fox

theresa\_fox

theresafox23

tfox23

theresaf23

### Parts of an Email Address

@	@
@	@
@	@
@	@



### Parts of an Email Address

.com

.com

.ca

.ca

.org

.org

.net

.net

Parts of an Email Address

gmail

yahoo

outlook

iCloud

telus

shaw

live

bell

### Choose a suitable email provider

Match the three examples below with situation A or situation B

**A**

I can get an email address from my Internet Service Provider (the company that I pay for my internet service at home).

**B**

I need to open a free email account. I do not pay for the internet at home.

1. \_\_ I pay for the internet at home. I get a bill from Shaw Communications every month.
2. \_\_ My landlord gives me free internet at home, but my landlord didn't give me an email address.
3. \_\_ I do not have any internet service at home.

Match the company logo, company name, and email domain and extension for free email addresses.

Company logo	Company name	Email address (domain and extension)
	Yahoo!	.yahoo.ca
	Microsoft	.gmail.com
	Google	.outlook.com

1. Which company do you want to use for your free email address? \_\_\_\_\_
2. Look at the username you chose at the beginning of this lesson. Write your complete email address.

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### Choose a suitable email provider

Match the three examples below with situation A or situation B

**A**




I can get an email address from my Internet Service Provider (the company that I pay for my internet service at home).

**B**

I need to open a free email account. I do not pay for the internet at home.

1. **A** I pay for the internet at home. I get a bill from Shaw Communications every month.
2. **B** My landlord gives me free internet at home, but my landlord didn't give me an email address.
3. **B** I do not have any internet service at home.

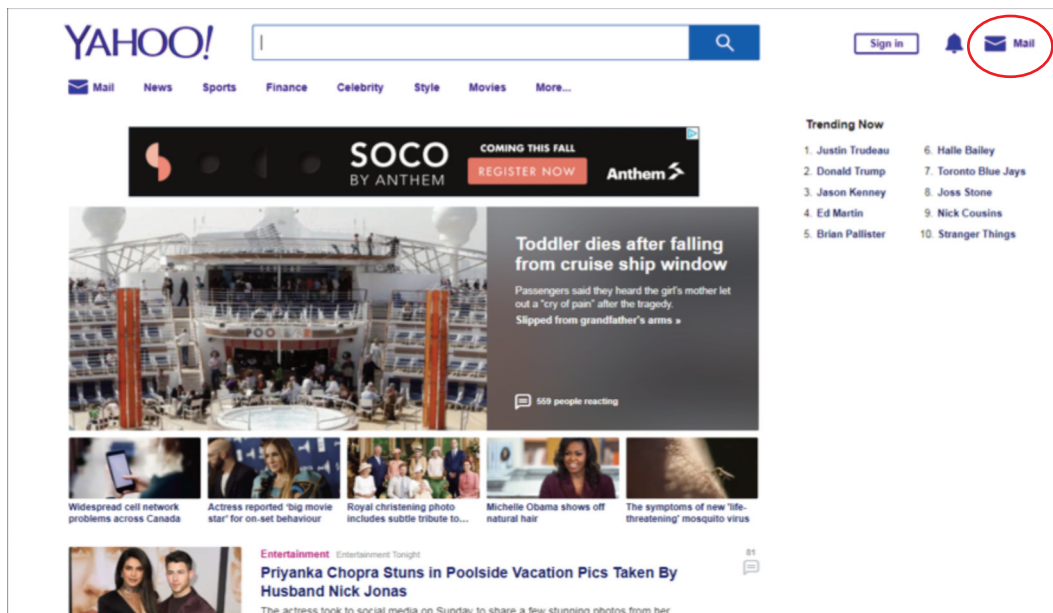
Match the company logo, company name, and email domain and extension for free email addresses.

Company logo	Company name	Email address (domain and extension)
  	<p>Yahoo! _____</p> <p>Microsoft _____</p> <p>Google _____</p>	<p>_____ .yahoo.ca</p> <p>_____ .gmail.com</p> <p>_____ .outlook.com</p>

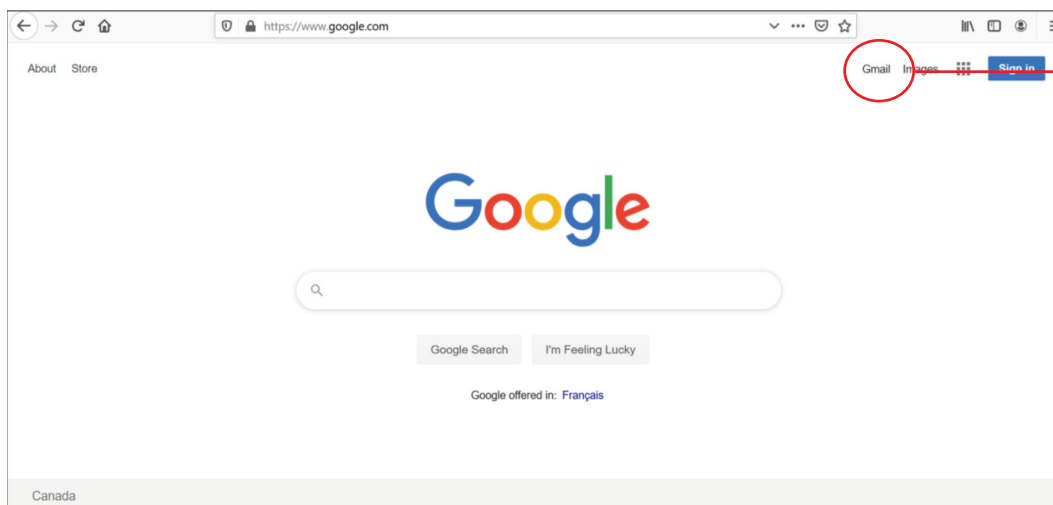
1. Which company do you want to use for your free email address? \_\_\_\_\_
2. Look at the username you chose at the beginning of this lesson. Write your complete email address.

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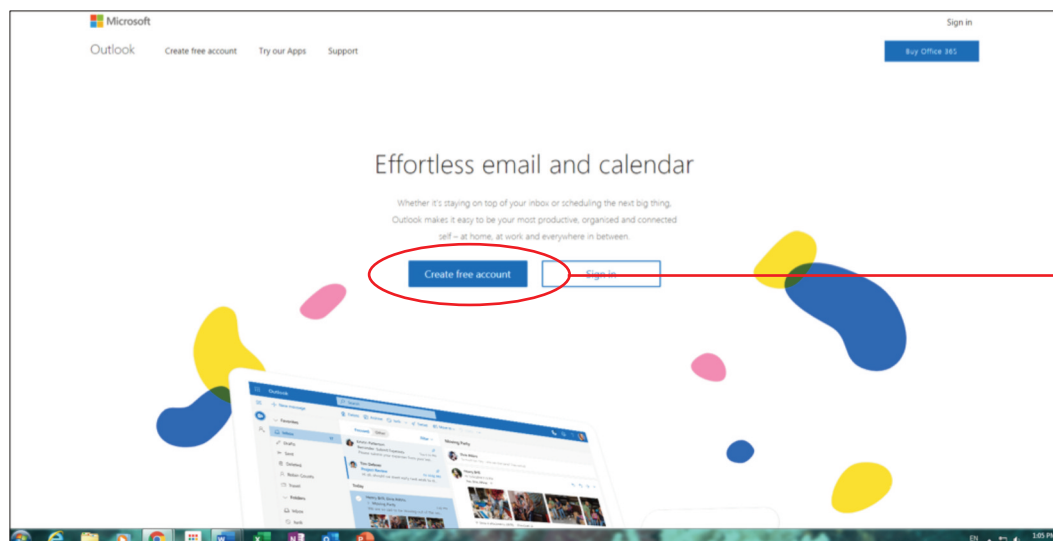
## Free Email Account: Get Started



Look for **Mail** in the top right corner of the webpage. Click on the **Mail** icon. This will take you to the **create a new account** page. You can sign up for a new free email account.

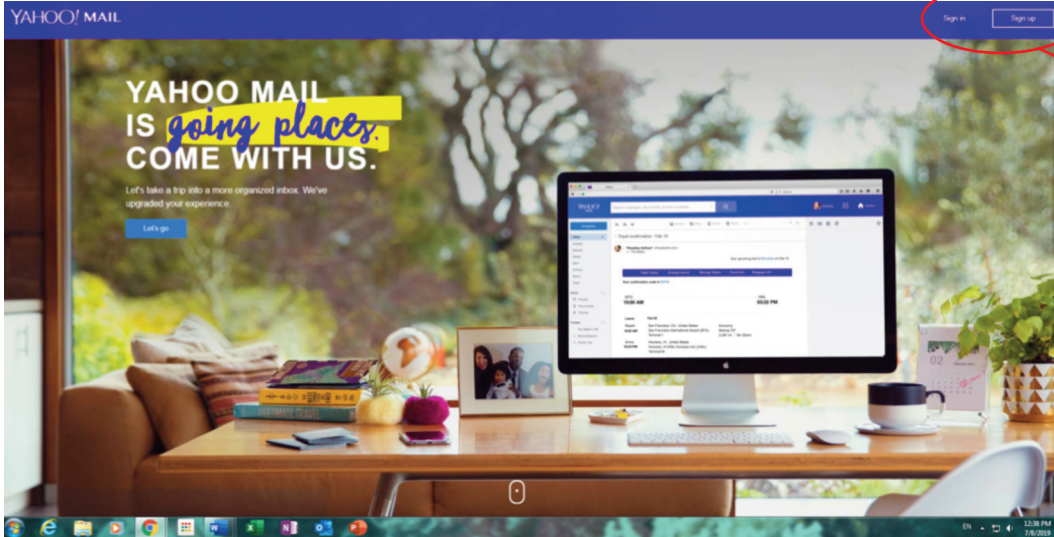


Look for **Gmail** in the top right corner of the webpage. Click on the word **Gmail**. This will take you to the **create a new account** page. You can sign up for a new free email account.



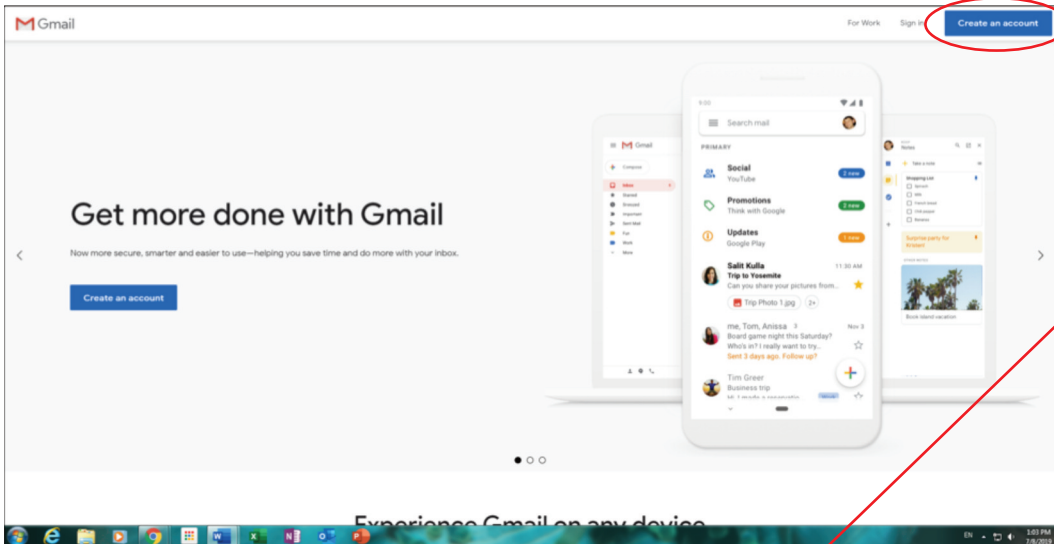
This is the **create a new account** page. You can sign up for a new free email account.

## Free Email Account: Create an Account / Sign up

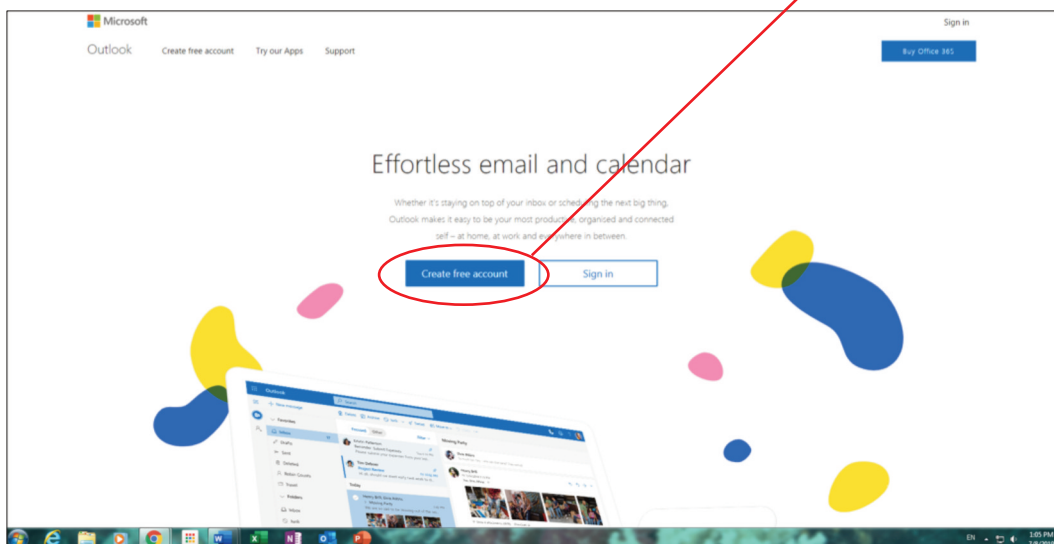


Look for:

- **Sign up**
- **Create an Account** or
- **Create new account** button in the top right corner or in the centre of the webpage.



Be careful! **Do not** click on the **Sign in** button! You will use this button later, after you have your new email account.

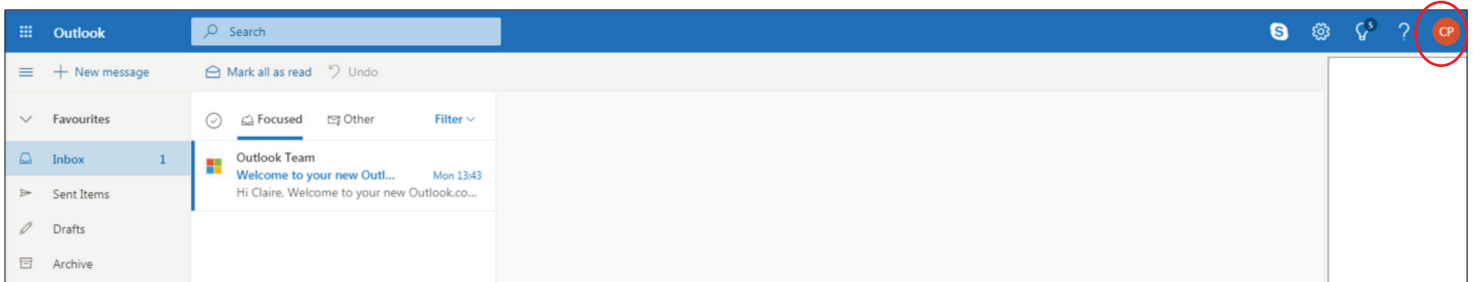
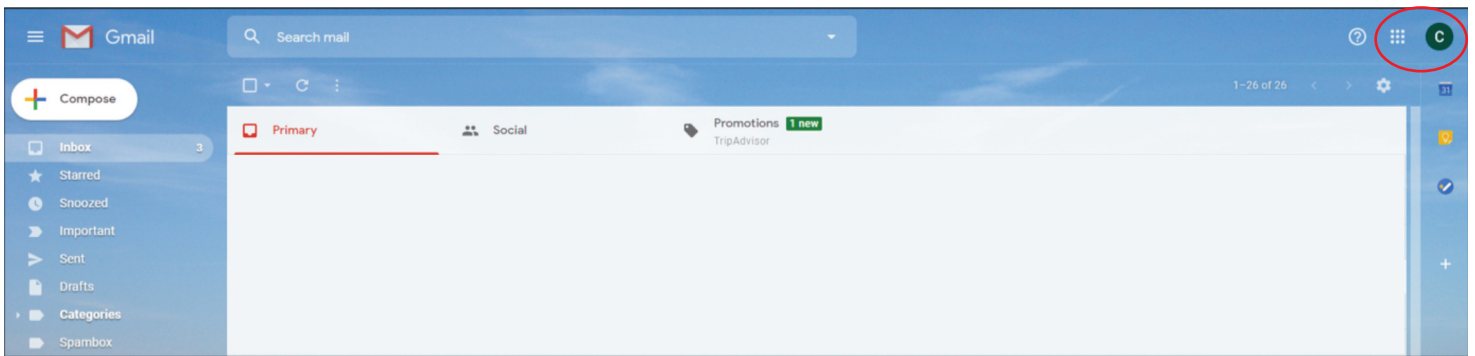
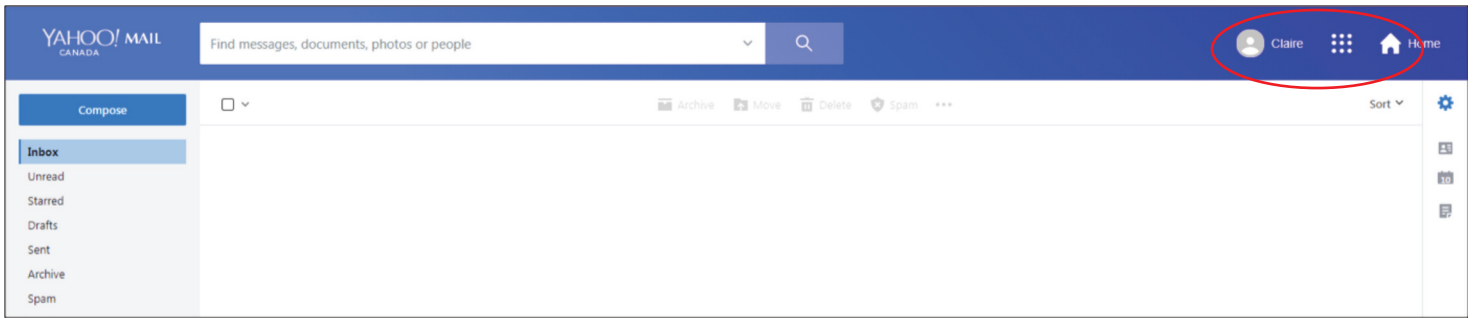


## Free Email Account: Sign out / Log out

Look for an icon with your name or initials in the top right part of your screen. For example, Theresa Fox might see one of these icons:



Click on the icon with your name or initials. Click on the word sign out or log out. This will close your email account. Next time you want to go to your email account, you will need to sign in or log in. The next handout explains this.



## Free Email Account: Sign in / Log in

Sign in or log in to your free email account. Go to the email provider website you chose (e.g. [www.yahoo.ca](http://www.yahoo.ca), [www.google.ca](http://www.google.ca) or [www.outlook.com](http://www.outlook.com)). Look for the words **mail**, **gmail**, **sign in** or **log in**. Click on one of these. You can usually find these words in the top right part of your screen. Sometimes they are in the middle of the page. Look at **Handout A** if you need help. **Do not create a new account!**

1. Type your email address. Remember, this is your username + @ symbol + domain + extension. Click on **Next** or press the Enter key on your keyboard.

2. Type your password and press the Enter key on your keyboard to open your free email account.



### Free Email Account: Sign in / Log in and Sign out / Log out

Practice **sign in** and **sign out** of your new email account.

1. Use a web browser such as Chrome, Internet Explorer, Edge, or Firefox. Go to your email provider's website. [Module 5-CLB 2/3-Digital Skill 4-Learn-Handout A]
2. Look for Mail, Gmail, or Sign in/Log In in the top right corner or centre of your screen. [Module 5-CLB 2/3-Digital Skill 4-Learn-Handout A]
3. Enter your email address (username+@+domain+extension) in the sign in box on the page. [Module 5-CLB 2/3-Digital Skill 4-Learn-Handout D]
4. Click on Next or press the Enter key. [Module 5-CLB 2/3 -Digital Skill 4-Learn-Handout D]
5. Enter your **password**. Be careful of capital letters and spaces!
6. Press the **Enter** key.
7. Now you can see your email inbox. [Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C]
8. Look for the **Sign out/Log out** icon in the top right corner of your screen. Click on the icon and then click on sign out/log out. [Module 5-CLB 2/3-Digital Skill 4-Learn-Handout C]
9. Congratulations! You have successfully **signed in/logged in** and **signed out/logged out** of your email account.
10. Repeat steps 1-8 again.

## Understanding Your Inbox

When you sign in to your email account, you will see a screen that looks something like one of these.

**Yahoo!**

Annotations for Yahoo! Mail:

- from
- subject
- write new email
- folders

**Gmail**

Annotations for Gmail:

- from
- subject
- write new email
- folders
- tabs

**Outlook**

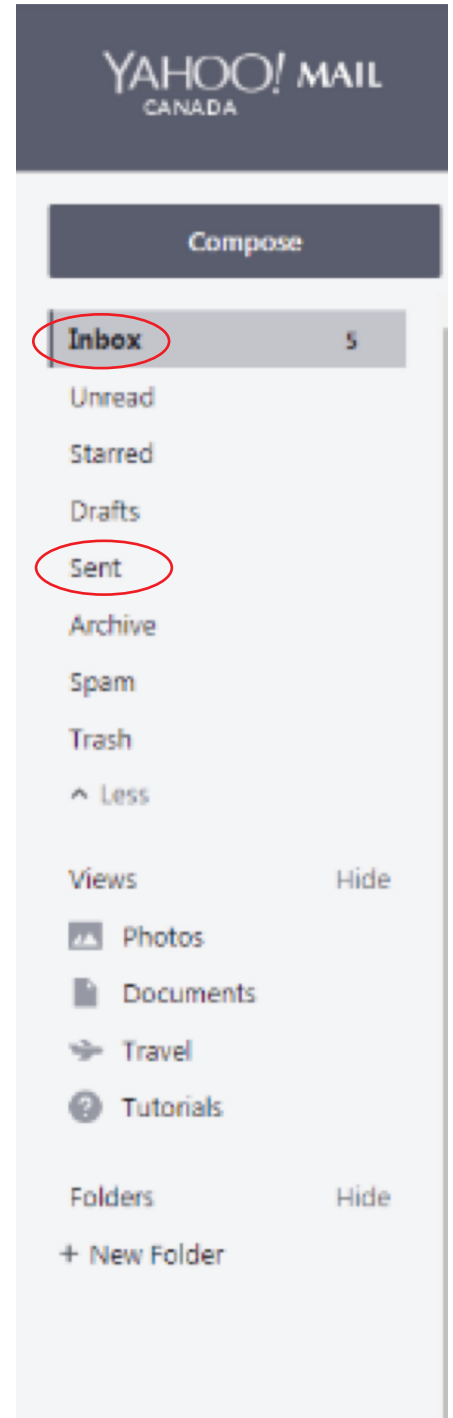
Annotations for Outlook:

- compose new message
- folders
- from and subject
- read email message here

## Email Folders

A folder is a place in your email account. You keep files here. There are several kinds of folders:

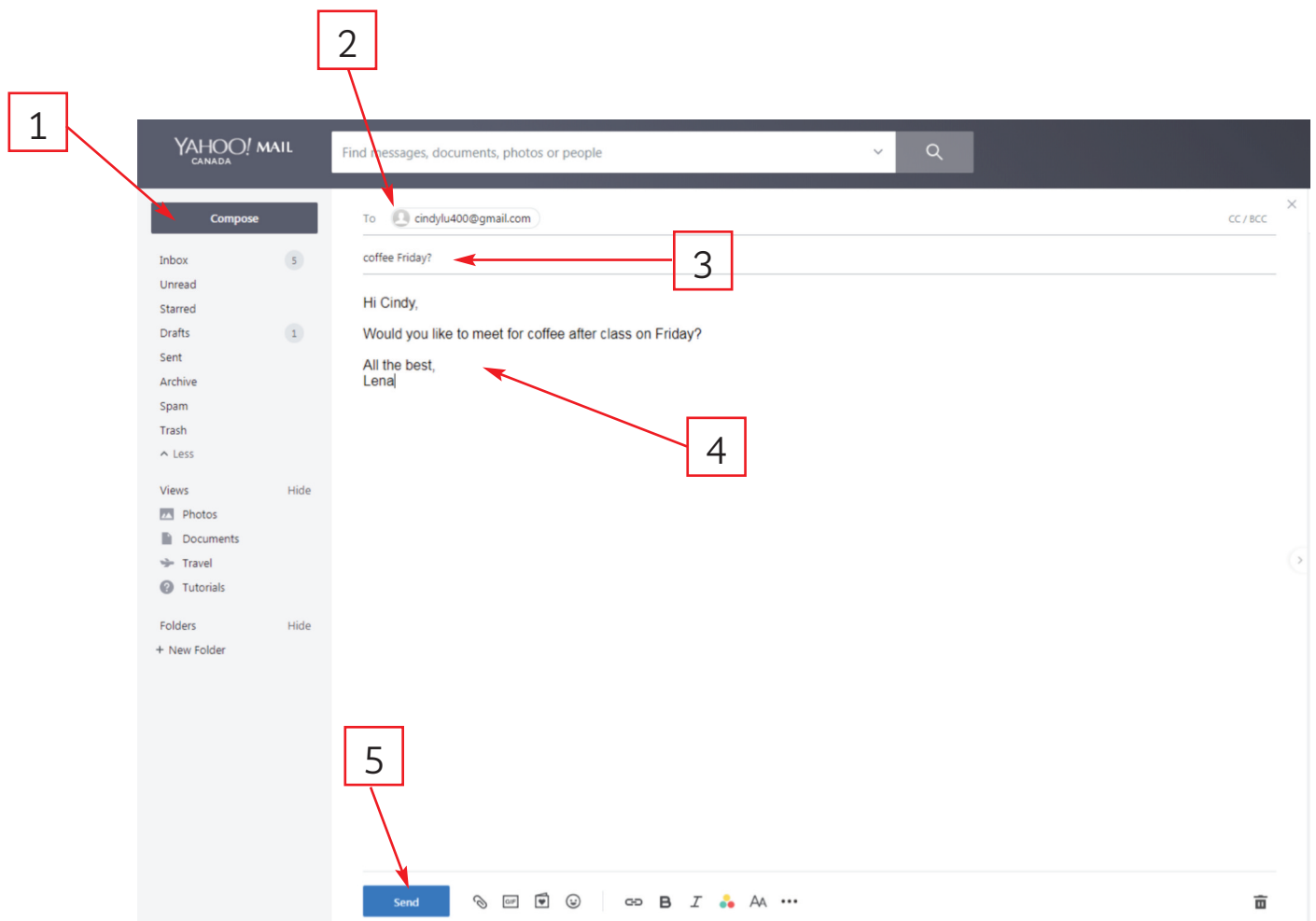
- Inbox:** all the emails sent to you
- Unread: all the emails you have not read
- Starred: all the emails you “starred” as important (to do this, click on the little star next to the title of the email / this may sometimes look like a little flag)
- Drafts: here you can find an email message that you wrote but that you did not send yet (If you accidentally close your email before you click on “send”, your message will probably be in this folder. You can also save messages in this folder so that you can finish them at a later time.)
- Sent:** copies of all the email messages that you wrote and successfully sent
- Spam: general messages, such as advertising, that are sent to many people usually go to this folder; it is sometimes called a “junk” folder (It is a good idea to check this folder regularly. Sometimes important emails accidentally end up in this folder.)
- Trash: when you “delete” or throw away an email, it goes to this folder (If you accidentally delete an email, don’t worry. You can find the email in this folder and move it back to your Inbox.)
- New Folder: you can also create your own folders to keep information in (e.g. you can make a folder called “School” to keep all the email you get from the school office)



## Composing and Sending an Email

To send an email to someone:

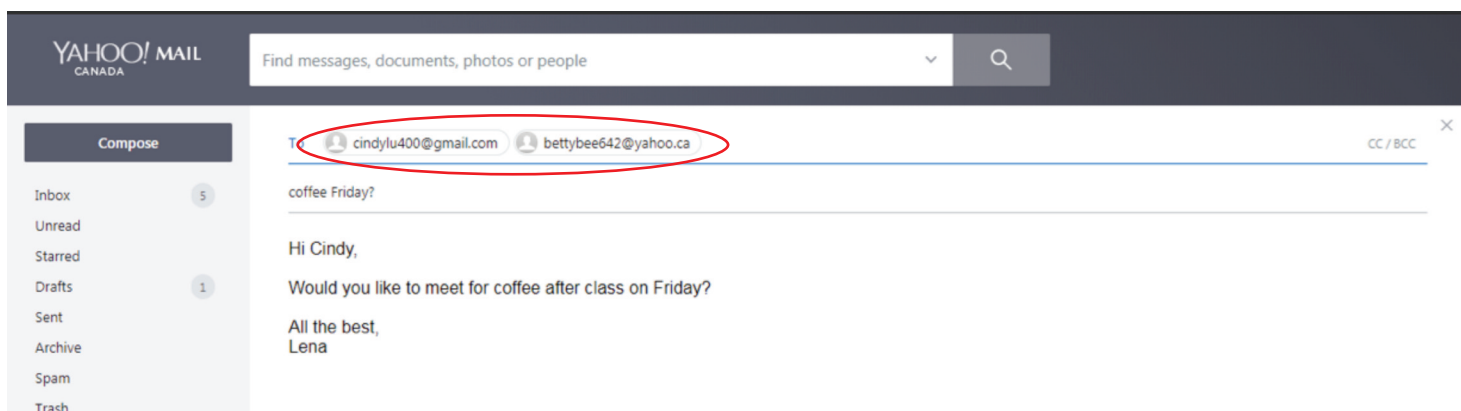
1. Open your email. Click on the “Compose” or “+ New message” button.
2. The person you send an email to is called the recipient. Enter the recipient’s email address in the “To” field.
3. Type a subject (title) in the “Subject” field.
4. Type your message.
5. Click on the blue “Send” button. This button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



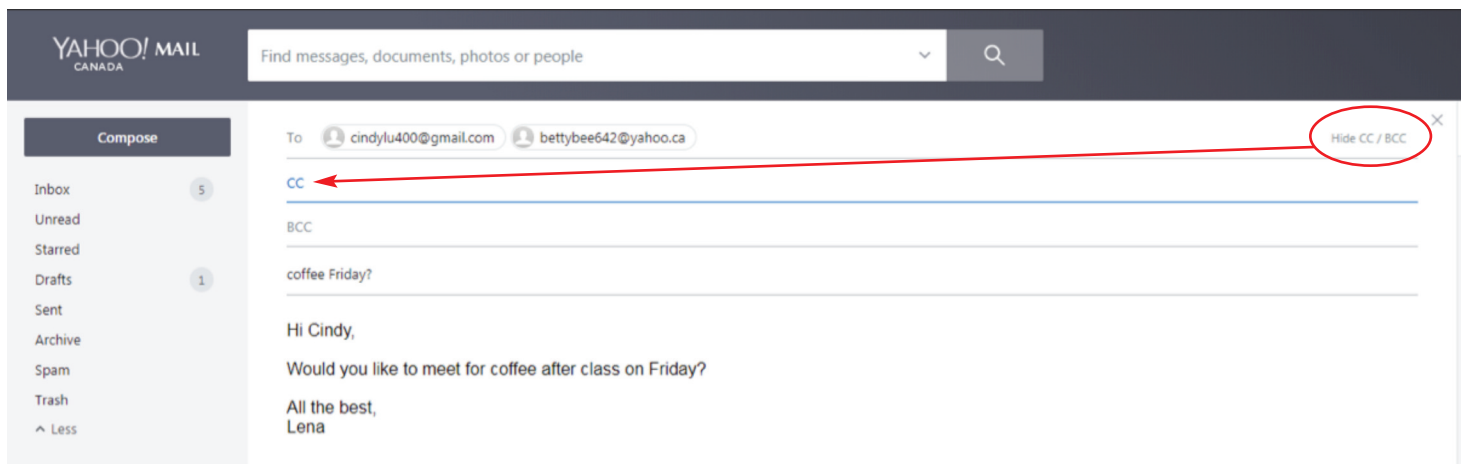
## Sending an Email to Multiple People

You can send an email to more than one recipient at the same time. There are 3 different ways to do this.

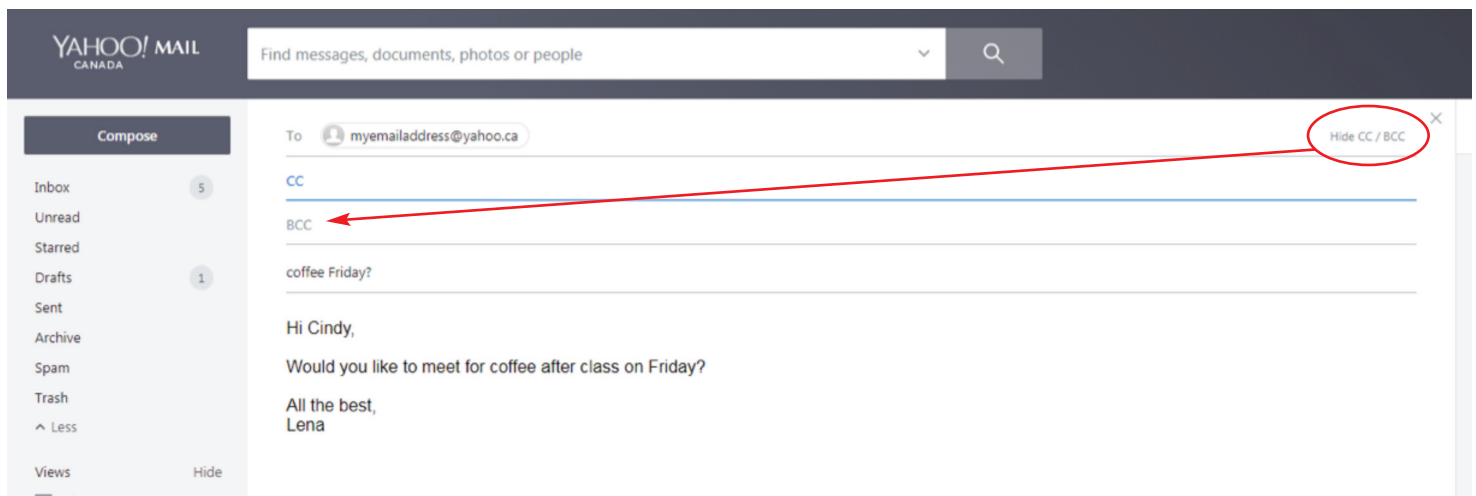
1. **The email is addressed to more than one person** (for example, you want to send an email party invitation to a group of friends):
  - Type the first recipient’s email address in the “To” field. Next, type a comma or press the “Enter” key. You will see a box or oval around the recipient’s name.
  - Type the next recipient’s email address in the same “To” field and type a comma or press the “Enter” key.
  - Repeat these steps to add more recipients (people).



2. **CC** – The email is addressed to one person, but **you want to send a copy of the email to someone else** (for example, you want to send an email to your landlord, but you also want your spouse to have a copy of the email):
  - Type the recipient’s email address in the “To” field.
  - Click on CC/BCC to the right of the “To” field. This will open two new fields below the “To” field.
  - Type the email address of the person you want to send a copy of the email to in the “CC” field.



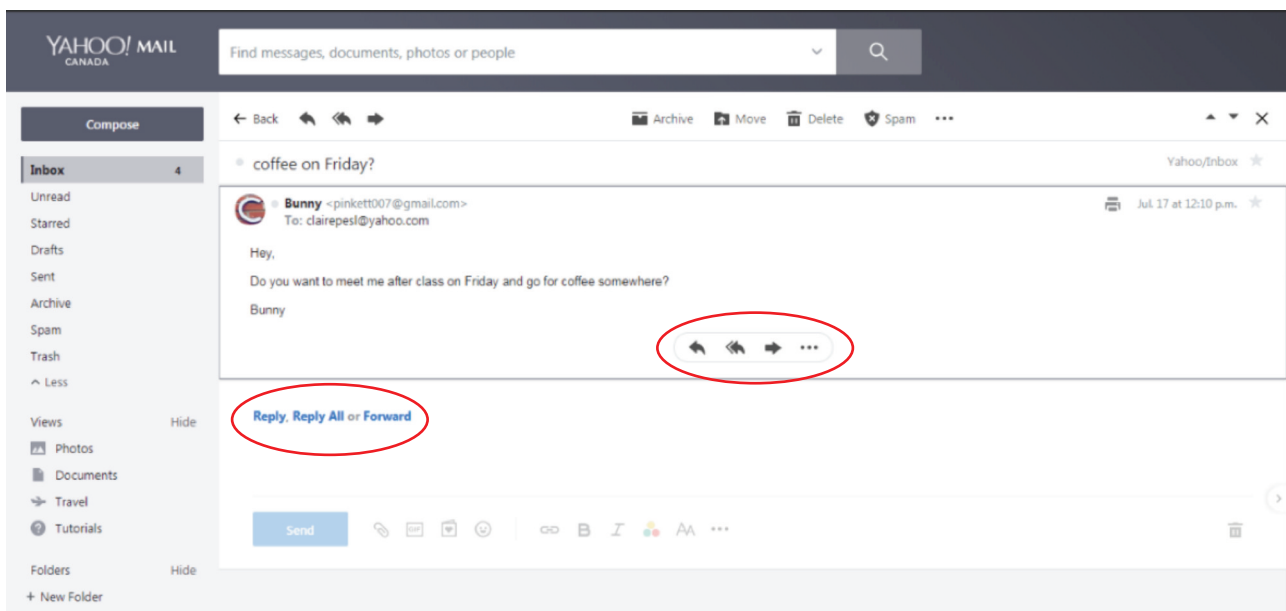
3. **BCC** – You want to **send an email to a group secretly or privately** (For example, you want to send an email about a neighbourhood event to a group of people. The people do not know each other. You do not have permission to share other people’s email addresses with strangers. You use BCC):
- Type your own email address in the “To” field.
  - Click on CC/BCC to the right of the “To” field. This will open two new fields below the “To” field.
  - Type the email addresses of the people you want to send the email to privately in the “BCC” field. Do this the same way you did in step 1.



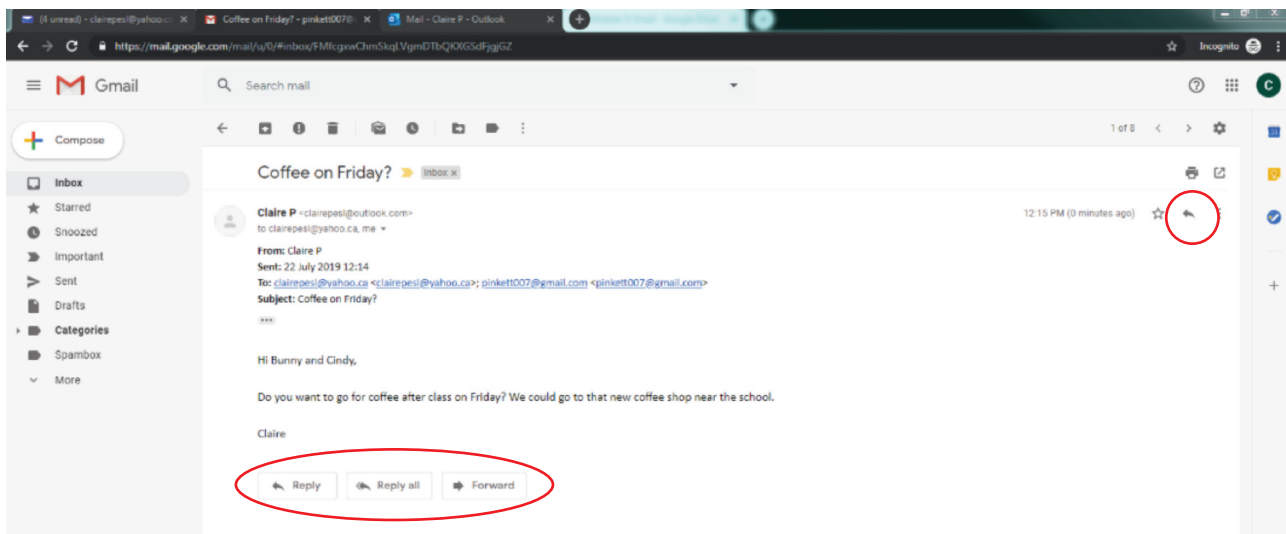
## Replying to an Email

1. Open the email you want to answer (respond to).
2. Look for words **Reply**, **Reply All** or **Forward**. You may also see arrow symbols.
3. If you choose **Reply** or **Reply All**: Type your message. Then, click the **Send** button.
4. If you choose **Forward** (send the email to another person): Type the recipient's name in the "To" field. Type a short message. Explain why you are forwarding this email. Click on the **Send** button.

### Yahoo



### Gmail



### Outlook

