

# Instructor Guide: Email Basics

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## Instructor Outline: Email Basics

This document is designed to be used by the instructor alongside the PowerPoint presentation and/or projected live demonstration. It includes a course overview, talking points, and instructions for the activities. Please note the slide numbers to help keep you on track.

### Workshop Description

This in-person or virtual workshop is for those who are new to using email or want to build more confidence using email. The email training will be using Gmail, one of the most common email platforms. Learners will create a Gmail account. They will also learn how to perform basic email functions, such as sending, receiving, and replying to email. Also, they will learn to recognize and deal with spam, organize and delete emails, and search for messages.

### Curriculum Track

Basics

### Audience

Adults from newly connected households and/or who are looking to build basic skills and confidence using technology

### Workshop Length

60–90 minutes

### Training Method

Volunteer, instructor-led, hands-on

\*If possible, have two to three volunteers on hand to assist learners when computer devices are available.

### Purpose

In this workshop you will introduce newly connected users to build more confidence using their email.

## Equipment Requirements

In person: Projector and projection screen; internet-connected computers for instructor and participants; laser pointer (recommended)

Classroom-only settings (with no participant computers): Instructor will project a live demonstration and engage participants by talking through the activities and performing interactive tasks in a group discussion format.

Virtual: A web conferencing platform; computers for instructor and participants with internet connections.

## Participants

- Cell phone—Learners will have the opportunity to create a Gmail account and will need access to a cell phone to complete the registration process.

## Software Requirements

Computer that includes:

- PowerPoint (instructor station only)
- Web browser

## Material Requirements

- Notepaper, pens, or pencils
- Instructor PowerPoint—before the workshop, review the slides and update the following information:
  - Slide 1: Update instructor name, instructor affiliation (for example, library staff member, community volunteer, etc.), and location name. Be prepared to give a brief introduction about yourself.
  - Slides 4 and 8: Insert the name of the browser you will be using in the Notes field.
  - Slide 40: Insert the email address of the instructor’s demonstration account.
  - Slide 82: Mention future digital learning workshops, if applicable.
- Instructor Guide (this document): Review the Instructor Guide and familiarize yourself with the workshop materials.
- Activity Sheet: Insert the email address of the instructor’s demonstration account in Activity 2, question 3.
- Email set up: See section “Before the Workshop Begins” for demo account information.
- Learner Handout
  - For in-person workshop: Print handouts for each learner and provide them before the workshop begins.

- For virtual workshop: Provide link to the Learner Handout, either before the workshop as part of their registration confirmation or in the online platform's chat feature.
- Learner Activity Worksheet
  - For in-person workshop: Print handouts for each learner and provide to the learner before the workshop begins.
  - For virtual workshop: Ask the questions listed in the Activity Sheet during the workshop. You may want to insert slides into the PowerPoint presentation that include the questions. Then you can ask learners to share their answer via chat or use the internal polling tool if available within the web conferencing tool.
- Certificate of Completion: For the in-person workshop, print a certificate to hand out to each learner once the workshop is completed. For virtual learners, send them an electronic copy by email.
- Learner Name Tags: If you want to easily identify learners, make sure to bring name tag stickers or table tents.

## Learning Objectives

At the end of the session, learners will be able to:

- Create an email account
- Understand the tools and apps needed to use email
- Perform basic email functions, including:
  - Logging into and out of an email account
  - Communicating through email
  - Recognizing and dealing with spam
  - Organizing and deleting email
  - Searching for messages
- Email tips and tricks, such as:
  - Getting started with Gmail
  - Keeping an email account safe
  - Knowing the terms Draft, Attachments, Reply All, Forward, CC, and BCC

## Before the Workshop Begins

- Gmail account: Because your email is personal to you, we do not expect you to use your own account to teach this workshop. Nor do we expect you to create a Gmail account for demonstration purposes. However, you can create an account for teaching if you prefer or check to see if your library already has an instructor account set up for this purpose. This account will be referred to as the demonstration account or demo account in this guide.
- Before the workshop, verify that you can log into the account you will use in the workshop. If you want to conduct a live demonstration instead of using the PowerPoint, we recommend that you make sure that the files used in the workshop are available in

the instructor demonstration email account. Below are the steps you should take to include the needed examples in the instructor demonstration email account.

- If the following example documents do not appear in the demo account inbox, you will need to download the following example documents for the live demo:
  - Slide 27: Before the class verify that the email called “Student Email” is in the Inbox. If not, follow the instructions included as part of the instructor materials to create an email and save it in the demonstration account’s Inbox before the workshop. You can use this example for opening and replying to an email or other general use of email.
  - Slide 45: Before the class, verify that the file called “Spam Email” is in the Spam folder. If not, follow the instructions to create an email and save it to the Spam folder. Instructions are available with the Instructor Materials.
    - DO NOT OPEN OTHER ITEMS IN THE SPAM FOLDER.
    - DELETE ANY SPAM ITEMS FROM THE DEMO ACCOUNT THAT MAY HAVE AN INAPPROPRIATE SUBJECT SPAM FOLDER.
  - Slide 55: Before class begins, verify that the file “Search Email” is in the Drafts folder. If not, follow the instructions to create an email, save it as a draft, and then search for it. Instructions are available with the Instructor Materials.
  - Slide 65: If you plan to perform a live demonstration of adding an attachment to an email, please use the file “School Party” included as part of the Instructor Materials that can be used for this purpose. Make sure to download the file and add it to the desktop of the instructor computer before the workshop. Once the workshop is done, delete the file from the desktop.
  - Important: Once the workshop ends, **DO NOT delete the example emails from the email folder locations.**
- To respect learners’ privacy, please do not ask learners to email one another. During the activity learners can send emails to themselves, or they can send an email to the instructor demo account, or to a friend or family member if they know the email address. If sending to a family member or friend, have them note that this is a test email for their workshop. Learners can write their own email or use the sample email included in the Learner Activity Sheet.
- In person:
  - Make sure all computers are turned on and ready for learners to use. (See the previous note about classroom settings in the “Equipment Requirements” section.)
  - Place learner materials at each computer. Learner materials include the Learner Activity Sheet and Learner Handout. They may also include paper (for learners to take notes) and pens or pencils.
  - If using name tags, make sure they are easily accessible to learners and that you provide a marker or pen for learners to write their names.
  - Keep a registration list so you can identify who attended.

- Review the computer before the course and identify which web browser is available for use in the class.
- Identify a “parking lot,” which is a place to track questions to be answered later in the workshop. Some suggested places for a parking lot are a whiteboard, flip chart, or notepad. Encourage learners to note the slide number and section as they “park” questions.
- Virtual:
  - Send instructions to participants about how to connect to the workshop. If possible, you may want to create a short video or document with step-by-step instructions (with images) to provide a basic overview of how to use the web conferencing tool to share with your participants.
  - Send a link before the workshop to the learner materials. These include the Learner Activity Sheet and Learner Handout. During the workshop, resend the link through the web conferencing chat tool.
  - Keep a registration list so you can identify who attended.
  - Identify a virtual “parking lot,” which is a place for participants to ask questions and a way for you to easily track the questions to be answered later in the workshop. For your virtual parking lot, you may want to use the chat feature or the question feature of the web conferencing tool. Encourage learners to note the slide number and section as they “park” questions.

## Instruction Methods

- When possible, encourage learners to practice what they are learning.
  - If each learner has a computer, encourage learners to perform activities as you do them. Or learners can practice what they learn during the practice sections scheduled at specific times in the workshop.
  - The option you choose will depend on your comfort level, the number of students in the workshop, and whether you have assistants to help learners.
  - If learners are performing the same steps as the facilitator, think about how you will help learners who are experiencing issues. Will you stop the workshop and assist the learner, or will you wait until the practice sections?
  - Even if learners are performing the same steps as you are, encourage them to complete the activity sections to reinforce the workshop objectives.
  - The section times are estimated based on learners listening to the facilitator and then practicing their skills. Allow for time variation based on size of class and/or whether learners can follow along using their computer.
  - If learners do not have access to computers in the workshop, ask questions and encourage them to call out answers. There are question prompts in the outline below.

## Assessment Technique(s)

Successful completion of activities

# Instructor Presentation

## Slide 1: Email Basics Workshop.

*Please update this slide with the appropriate information:*

- *Instructor name*
- *Instructor affiliation (for example, AT&T employee, library staff, community volunteer, and so on)*
- *Location name*

*Before the workshop, please review the Instructor Outline. It provides guidance on what to do to prepare for the workshop, how to conduct the workshop, and what you should do once the workshop ends.*

Today's workshop is provided with support from AT&T and the Public Library Association.

*INSTRUCTOR NOTE: Include a thank-you to community collaborator if applicable.*

My name is **<your name here>** and I am **<brief description of yourself>**. Before we get started, here are a few housekeeping items: *[Mention the items that are relevant to your workshop.]*

- Where are the restrooms?
- Where are the emergency exits?
- When/how to ask questions. Point to the page number located on each slide for participants to write down along with the question.
- If you have a cell phone with you, please make sure to either turn it off or set to silent.
- Will there be a break?

## Introduction

### Slide 2: Workshop Content Outline—Agenda (3 mins.).

Here's what we'll cover in today's workshop.

- **Introduction**
  - Name the tools and apps needed to use email
- **Skill Building**
  - Perform basic email functions, including:
    - Log into and out of an email account
    - Send, receive, and reply to an email
    - Recognize and deal with spam
    - Organize, search, and delete email

- **Tips and Tricks**

- Get started with Gmail
  - Create a username and strong password
  - How to use the Draft email feature
  - How to include attachments
  - When to use Reply, Reply All, and Forward
  - How to use CC and BCC
- And you will have opportunities to practice.

Let's get started!

## **Talking Points, Topics, and Activities (85 mins.)**

### **Introduction—What Is Email?**

*INSTRUCTOR NOTE: Use PowerPoint*

#### **Slide 3: Introduction.**

There are many things you can do with an email account. What do you want to do with your email account?

*INSTRUCTOR NOTE: Ask the learners the question on the slide and lead a brief discussion about what people do with computers. Allow a moment for the learners to think about it, and then proceed with the conversation. Examples include: create online accounts, email family and friends, shop online, apply for jobs, communicate with children's teachers, and so on.*

#### **Slide 4: Web Browser.**

In today's workshop, we're going to introduce you to the basics of using email. A web browser is a program that allows you to view websites and navigate between them using hyperlinks.

People use browsers to access web-based applications (such as email) and to store and access documents (such as photos, forms, and music).

Some commonly used web browsers are:

- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Apple Safari

In today's workshop, we will be using **<insert browser name here>**.

### **Slide 5: Introduction to Email.**

Email is a way to send mail digitally through the internet.

In order to access your email, you will need to set up an account with an email service provider.

In today's workshop, we are going to use Google Gmail. Some examples of other commonly used email programs are Apple's Mail, Microsoft Outlook, and Yahoo!. Let's learn more about email.

### **Slide 6: Benefits of Using Email.**

- You can send an email message to one person or multiple people at the same time.
- In most cases, the person or people will receive the email almost immediately after you send it.
- People can access email on any device with internet access, including a computer, smartphone, or tablet.
- Messages can include text, pictures, documents, videos, and other computer files.

### **Slide 7; Anatomy of an Email Address**

Like a real address, the email address has to be typed correctly, or the other person will not receive their mail. An email address will always have two main parts, which are connected by the "at" symbol.

The second part of the email address is the location. It could be the name of an email provider, the organization the person works for, or a website that the person is associated with.

*INSTRUCTOR NOTE: Point out the parts of an email on the screen.*

## **Signing Up for an Email Account**

*INSTRUCTOR NOTE: For the first part of the "Signing Up for an Email Account" section (slides 8 and 9), use PowerPoint or a live demonstration.*

### **Slide 8: Signing Up for an Email Account**

To send and receive email, you will need an email account. In today's example we are going to sign up for a Gmail email account.

To create an email account:

1. Open a web browser. Today we will use **<insert browser name here>**.
2. Go to gmail.com in the address bar.
3. Press Enter to go to the Gmail website.
4. Click "Create an account."



### **Slide 9: Signing Up for an Email Account (continued).**

When you click on the “Create an account” link, a form appears. If you’d like the website to display in a language other than English, you can change the language using the drop-down menu at the bottom. To complete this form, you will need to enter your first and last name. You will then need to choose a username and password.

If you are going to create your email account today, you will need access to a cell phone to complete registration.

*INSTRUCTOR NOTE: Point out the language drop-down menu.*

*INSTRUCTOR NOTE: Use PowerPoint to walk through the signup process (slides 10 to 17).*

### **Slide 10: Selecting a Username.**

You will also need to create a username. The username will become part of your email address. Keep in mind that usernames are unique to each account, so it may be hard to find something that is not already taken. You may have to be creative with your username and add numbers or other identifying factors to it. Since usernames become a part of your email address, you will want to use something that is appropriate to share with anyone you may give your email to, such as your child’s teacher or an employer.

### **Slide 11: Creating a Password.**

Passwords are secret because they are like the lock to your mailbox. To keep your password secret, it will be masked with symbols as you type it so that others watching can’t see the characters.

A password on Gmail must be at least eight characters long. It should not be a word that is too easy to guess, like “password” or “12345678.” You can add capital letters, numbers, and symbols to make your password more secure. You should not use your name or other common words that people could easily guess.

Passwords don’t need to be complex and hard to remember. You can make your passwords longer and stronger by using a phrase. For example, “Cows help make cheese.”

Don’t share your password with others. Passwords should be kept private.

### **Slide 12: Protection and Privacy.**

Your email account is protected by a password of your choice, so that the only person who has access to your email is you. Think about your password as the key to your mailbox. This provides you with protection and privacy. Make sure to keep your password safe.

### **Slide 13: Phone Number or Recovery Email.**

After you create your username and password, you will need to enter your phone number.

There is also an option to enter an alternate email address. The phone number and recovery email address will be used if you lose your password and need help accessing your account.

You will then need to enter your date of birth, typing all four digits of the year.

Then select your gender from the drop-down box.

Then click Next.

#### **Slide 14: Verifying Your Phone Number.**

Now you will need to verify your phone number. This shows that you're a real person and not a robot automatically creating accounts.

#### **Slide 15: Verification Code.**

In most cases you will need to have your phone with you when you complete the step. When you click on the Verify button, it will send a verification code to your phone. Your cell phone will receive a text message from Google with a code. You will then type the code in this box.

*INSTRUCTOR NOTE: The learner will need access to a cell phone to complete registration.*

#### **Slide 16: Alternate Verification.**

To receive a phone call instead of a text, click the link to call instead. When you answer the phone, you will hear an automated message reading the verification code. If you don't have a cell phone, you can try at a later time using a home phone and selecting the "Call Instead" option.

After entering your code, click Verify.

#### **Slide 17: Terms of Service.**

Read Google's Terms of Service and Privacy Policy. This explains how Google can use your information while you use Google services. After you read it, if you still want to sign up, click the button labeled "I Agree" to create the account.

## **Logging Into Your Account**

*INSTRUCTOR NOTE: For the "Logging Into Your Email Account" section (slides 18 through 24), use PowerPoint or a live demonstration.*

#### **Slide 18: Logging Into Your Gmail Account.**

To check your email, you can type gmail.com in the address bar, or, you can visit Google.com and click on the link that says Gmail.

#### **Slide 19: Typing Your Email Address.**

At the Gmail login page, type your email address into the box. Then click Next.

#### **Slide 20: Entering Your Password.**

After you enter your username, you will need to type in your password. Then click Next.

### **Slide 21: You Are Logged In.**

You are now logged in to your email account!

### **Slide 22: The Inbox.**

When your email first opens, you will see the Inbox.

- There's a list of email messages in the middle of the screen.
- The menu on the left side allows you to switch between folders that organize your email messages, such as the Inbox, Sent Mail, Drafts, and Deleted Messages.
- You can look for specific messages using the search box at the top.
- And you can access your account settings on the top right.

## **Logging Out of Your Email**

*INSTRUCTOR NOTE: For the "Logging Out of Your Email Account" section (slides 23 and 24), use PowerPoint or a live demonstration.*

### **Slide 23: Get Ready to Log Out.**

When you are finished using your email, sign out by clicking on your account button at the top right corner.

### **Slide 24: Log Out.**

Then click Sign Out.

*INSTRUCTOR NOTE: Before moving to the activity, review any "parking lot" questions. For information about what the parking lot is, see the "Before the Workshop Begins" section of the Instructor Guide. If there are no questions in the parking lot, ask learners if they have any questions before you move to the activity.*

### **Slide 25: Activity #1.**

*INSTRUCTOR NOTE: Point attendees to Activity 1 on Activity Sheet page 1. Review the topics in this section. Go to the Desktop. Ask the learners to call out the answers to the questions on the next slide. If the learners have computers, encourage them to follow along on their computers. Encourage them to call out answers, and then confirm the correct answer to have them update their Activity Sheet.*

### **Slide 26: Activity #1: Your Email Account.**

*INSTRUCTOR NOTE: For Activity 1, use PowerPoint or a live demonstration.*

"Let's practice what you've learned. Feel free to write the answers on the Activity Guide as we complete the tasks together."

1. Open a web browser and keep it open.
2. In the address bar, type [www.gmail.com](http://www.gmail.com).
3. Log into your Gmail account.

**After learners complete Activity #1:** "Great job, everyone! In the next section you'll learn how to open emails and reply to them."

## Opening and Replying

*INSTRUCTOR NOTE: For the "Opening and Replying" section (slides 27 through 32), use PowerPoint or a live demonstration.*

### Slide 27: Inbox.

*INSTRUCTOR NOTE: Please use the file called "Student Email" and follow instructions to create an email. Save it in your demo account Inbox, and use it for this section or (if needed) for other general email examples. DO NOT DELETE IT FROM THE INBOX.*

The first thing you see when you open your account is the Inbox. The Inbox is where all of your messages are received, and where you will be able to manage all your messages.

### Slide 28: Parts of an Email Preview.

*INSTRUCTOR NOTE: Point out each section on the screen as you describe it.*

Each email includes the name of the sender.

- *INSTRUCTOR NOTE: Click the right arrow for the sender to highlight it with an orange box. Then click the right arrow again to remove the highlight from the sender.*

Each email also includes the subject of the message.

- *INSTRUCTOR NOTE: Click the right arrow for the subject to highlight it with an orange box. Then click the right arrow again to remove the highlight from the subject.*

And each email includes a preview of the message.

- *INSTRUCTOR NOTE: Click the right arrow for the preview to highlight it with an orange box. Then click the right arrow again to remove the highlight from the preview.*

Finally, each email includes the date the message was sent.

- *INSTRUCTOR NOTE: Click the right arrow for the date to highlight it with an orange box. Then click the right arrow again to remove the highlight from the date.*

The newest emails are always at the top of the Inbox.

Unread emails are in boldface type.

To open an email, click on the message you would like to read.

## Slide 29: More Components of the Inbox.

*INSTRUCTOR NOTE: Point out each section on the screen as you describe it.*

You will notice some things about the inbox. A menu on the left side allows you to switch between folders that organize your email messages, such as the Inbox, Sent Mail, Drafts, and Deleted Messages.

- *INSTRUCTOR NOTE: Click the right arrow for the menu to highlight it with an orange box. Then click the right arrow again to remove the highlight from the menu.*

You can look for specific messages using the search box at the top.

- *INSTRUCTOR NOTE: Click the right arrow for the search box to highlight it with an orange box. Then click the right arrow to remove the highlight from the search box.*

And you can access your account settings on the top right.

- *INSTRUCTOR NOTE: Click the right arrow for the account settings to highlight them with an orange box. Then click the right arrow to remove the highlight from the account settings.*

The message is in the middle of the screen.

- *INSTRUCTOR NOTE: Click the right arrow for the messages to highlight them with an orange box. Then click the right arrow to remove the highlight from the middle of the screen.*

To open the first message, click on it.

## Slide 30: Replying to a Message.

The message opens. There are two ways you can reply to a message:

You can click on the reply link in the box right below the message.

- *INSTRUCTOR NOTE: Click the right arrow to highlight the Reply button. Then click the right arrow again to remove the highlight around the Reply button.*

Or you can click the arrow on the right-hand side of the message.

- *INSTRUCTOR NOTE: Click the right arrow to highlight the Reply arrow onscreen. Then click the right arrow again to remove the highlight around the Reply arrow.*

## Slide 31: What Happens After You Click Reply?

When you click Reply, a text box appears in the large box under the recipient's name. Type your response in the box and then click Send.

## Slide 32: Notification.

Once the reply is sent, a notification appears at the bottom of the screen, and the reply email appears below the first message.

## **Sending New Messages**

*INSTRUCTOR NOTE: For the "Sending New Messages" section (slides 33 through 38), use PowerPoint or a live demonstration.*

### **Slide 33: Using the Compose Button.**

To send a new message, click the Compose button on the top left.

### **Slide 34: Message Box.**

A message box appears. From here you will fill in who the message is to, the subject of the message, and the message itself.

### **Slide 35: Sending One Message to Multiple People.**

If you want to send this message to more than one person, you can type several email addresses, separated by commas.

### **Slide 36: What Goes in an Email Message?**

When sending a message, be sure to include:

- The email address or addresses of the person or people you are sending the message to.
- A subject, which lets the person know what the message is about; and
- A message in the body of the email.

Once you're done, click Send.

### **Slide 37: Sent Mail Notification.**

Once the message is sent, a notification appears at the bottom of the screen confirming the email has been sent.

### **Slide 38: Sent Folder.**

And you can find the message in the Sent folder along with other emails you have sent.

*INSTRUCTOR NOTE: Before moving to the activity, review any "parking lot" questions. If there are no questions in the parking lot, ask learners if they have any questions before you move to the activity.*

### **Slide 39: Activity #2.**

*INSTRUCTOR NOTE: Point attendees to Activity 2 on Activity Sheet pages 1 and 2. Review the topics in this section. Go to the Desktop. Ask the learners to call out the answers to the questions on the next slide. If the learners have computers, encourage them to follow along on their computers. Encourage them to call out answers, and then confirm the correct answer to have them update their Activity Sheet.*

### Slide 40: Activity #2—Sending New Messages.

“Let’s practice what you’ve learned. Feel free to write the answers on the Activity Guide as we complete the tasks together.”

1. Open a web browser and go to [www.gmail.com](http://www.gmail.com)
2. Log into your Gmail account if you are not already logged in.
3. Compose a new message. Include the following information in the new message:
  - In the To field enter **<insert your demonstration account email here>**
  - The Subject: Email Basics
  - In the Body: This is a new message.
  - Click Send.
4. Where can you find the message you just sent? **Answer:** In the Sent folder
5. Compose a new message. Include the following information in the new message:
  - Your email address
  - The Subject: Email Basics: What I Learned
  - In the Body: Write one new thing you learned about using email in today’s workshop.
  - Click Send.

**After learners complete Activity 2:** “Great job, everyone! In the next section you’ll learn what to do about spam and junk mail.”

## Spam and Junk Mail

### Slide 41: Unwanted Online Communication.

What are some examples of junk mail that you receive at home?

*INSTRUCTOR NOTE: Ask learners the question on the slide. Examples might include: advertisements, sale notifications, and invitations to sign up or apply for new services, and coupons. Explain that electronic junk mail is similar to paper junk mail.*

*INSTRUCTOR NOTE: For the “Spam and Junk Email” section (slides 43 through 47), use PowerPoint or a live demonstration.*

### Slide 42: Spam and Junk Email.

Just like with regular mail, you can get junk sent to your email. That kind of junk email is called spam.

Spam emails often contain links to websites, pictures, and other things that you don’t need. Some spam is annoying but harmless. But other spam can cause a virus or serious problems on your computer or lead you to a fraudulent website.

**Slide 43: Gmail's Spam Folder.**

There's a Spam folder in Gmail. Most email flagged as Spam automatically goes here, so you don't see it in the Inbox.

**Slide 44: Marking an Email as Spam.**

Occasionally, you might see a spam email in your Inbox. If this happens, click the box next to the email that looks like spam. Then click the button to mark it as spam.

*INSTRUCTOR NOTE: Point out Spam icon on the screen. Avoid opening the message, clicking on any links, or viewing any pictures in the message.*

**Slide 45: Marking an Email as Not Spam.**

*INSTRUCTOR NOTE: To provide a demo of this function, use the example provided in the materials.*

If you find an email in your spam folder that you want to keep, you can alert Gmail that the message isn't spam. For today's purposes we will use the same spam example to demonstrate.

**Slide 46: More about Non-Spam Messages.**

After you open the message, click on the Not Spam button.

*INSTRUCTOR NOTE: Use the same spam example to move this back to the inbox for the next volunteer.*

From then on, if you get an email from the same email address, it will arrive in your Inbox instead of being marked as Spam.

Occasionally Gmail puts safe emails in the Spam folder by mistake. If you're missing an email from someone, be sure to check the Spam folder to see if it's there!

**Organizing and Deleting Email**

*INSTRUCTOR NOTE: For the "Organizing and Deleting Email" section (slides 47 through 55), use PowerPoint or a live demonstration.*

**Slide 47: Organizing and Deleting Email.**

When we receive mail through the postal service at home, we keep some things, and recycle or throw away others. It's the same way with email.

**Slide 48: Why Delete Emails?**

Removing old emails can clean out your inbox and make your important emails easier to find.



**Slide 49: Archive Button.**

The Archive button will save the message inside the All Mail folder. You can still find it later, but it won't show up in your Inbox.

**Slide 50: Delete Button.**

The Delete button will delete the message. It will stay inside the Trash folder temporarily—usually for 30 days—and then Gmail will delete it permanently.

**Slide 51: Labels.**

You can give an email one or more labels that will help you stay organized find emails about a particular topic later.

**Slide 52: The “Move To” Command.**

Or you can move an email to another folder that you create. To retrieve the message later, you would click on the folder name on the right-hand side of the screen.

**Slide 53: Deleting, Moving, Labeling, or Archiving an Email.**

You can also delete or organize messages directly from the Inbox. To do this click the box next to the message you want to delete, move, label, or archive.

*INSTRUCTOR NOTE: Point out the icons on the screen as you say their names.*

You can select several messages at the same time and then delete or move them all at once.

**Slide 54: Confirmation Message.**

*INSTRUCTOR NOTE: Point out confirmation message.*

When you click the Trash icon, a confirmation message will appear confirming the messages were moved to the Trash.

You can access the messages in the Trash by clicking on More in the right-hand menu.

**Slide 55: Trash Folder.**

Once you click More you will see a list of all of the Folders, including Trash.

All the messages in the Trash folder can be opened, replied to, or forwarded, just like messages in the Inbox.

Remember that messages do not stay in the Trash folder forever. Many email programs, including Gmail, will permanently remove a message from the Trash after 30 days.

*INSTRUCTOR NOTE: Point out the warning message.*

If you want, you can click on Empty Trash Now to permanently delete everything in the Trash folder. Be careful with this, because you won't be able to retrieve those messages once they're gone!

## Searching for Messages

*INSTRUCTOR NOTE: For the "Searching for Messages" section (slides 56 through 61), use PowerPoint or a live demonstration. Before the class, please use the file "Search Email" and follow instructions to create an email, save it as a draft, and then search for it.*

### **Slide 56: Using the Search Box.**

You just learned how to organize your email. Now let's explore how you can use the Search box to find email.

If you need to find a specific email, you don't have to look through the Inbox or other folders. Instead, you can use the Search field at the top. This will search through all of your email, no matter where it is or how old it is.

### **Slide 57: Types of Searches.**

You can find messages even if you don't know who sent it or when. Just like searching for a website, you can type any word or phrase to find what you're looking for. This could be a person's name, a word in the subject, or a word in the message.

### **Slide 58: Using Keywords in Searches.**

When you are looking for a particular email, you can type a word or words into the search box that you know are in the email and then click the Enter key on your keyboard. Emails that match your search term will display. This example shows a search for "field trip."

### **Slide 59: Search Results List.**

In this email account, when the phrase "field trip" is entered these are the emails that Gmail retrieved. You can open any email in the search results list by clicking on it. Most email providers will highlight the term that you searched. This is helpful when you're looking for an item in your search results.

### **Slide 60: Search Options.**

If you can't find what you are looking for, or you want to narrow down the search, you can find more search options by clicking the Search Options icon at the end of the search box.

### **Slide 61: More Search Options.**

With these options, you can find messages sent to or from certain people, with a specific subject, from a certain date range, or with an attachment. You can also use the drop-down menu to search within a specific folder.

*INSTRUCTOR NOTE: Highlight each section as they go through each field.*

*INSTRUCTOR NOTE: Before moving to the activity, review any "parking lot" questions. For information about what the parking lot is, see the "Before the Workshop Begins" section of the Instructor Guide. If there are no questions in the parking lot, ask learners if they have any questions before you move to the activity.*

### **Slide 62: Activity #3.**

*INSTRUCTOR NOTE: Point attendees to Activity 3 on Activity Sheet page 2. Review the topics in this section. Go to the Desktop. Ask the learners to call out the answers to the questions on the next slide. If the learners have computers, encourage them to follow along on their computers. Encourage them to call out answers, and then confirm the correct answer to have them update their Activity Sheet.*

### **Slide 63: Activity #3—Searching and Deleting Email.**

For Activity #3, use PowerPoint or a live demonstration.

“Let’s practice what you’ve learned. Feel free to write the answers on the Activity Guide as we complete the tasks together. Use the computer desktop to answer the following questions. If you don’t have your own computer, follow along with me.”

1. Open the web browser.
2. Log into your email account.
3. Open the email with the subject “Email Basics: What I Learned.”
4. Add a label to the email called Email Basics.
5. Create a folder called Workshops.
6. Move the “Email Basics: What I Learned” email to the Workshops folder.
7. Open the Sent folder.
8. Delete the email with the subject “Email Basics: What I Learned.”
9. Log out of your account.

**After learners complete Activity 3:** “Great job, everyone! In the next section you’ll learn about drafts and attachments.”

## **Tips and Tricks**

*INSTRUCTOR NOTE: For the “Tips and Tricks” section (slides 64 through 71), use PowerPoint or a live demonstration. If performing a live demonstration, compose a new email and use it to demonstrate the tips and tricks.*

### **Slide 64: Drafts.**

We will go through these quickly. Please refer to your Learner Handout to review at any time.

Did you know you don’t have to finish an entire email in one sitting before you send it? A draft is a saved copy of an email that you haven’t completed. You can edit it and send it later.

To do this, you start a new message. As you type, Gmail automatically begins to save a draft. The Draft folder on the right-hand side will show you how many messages are in the Drafts folder.

When you need to stop, you don't have to do anything except close the message. You can even log out of Gmail and leave your computer. The draft will still be waiting for you the next time you log in.

When you're ready to finish the message, click on Drafts. The draft email includes the word "Draft" on the left side, so it's clear the email hasn't been sent yet. Just click on the email and begin typing.

### **Slide 65: Attachments.**

Attachments are files included as part of the email.

If you want to send a file like a picture, video, or document to someone, you can do it using email. You can attach many files to a single message, but sometimes there's a limit on the size of files that you can send.

To send an attachment, click on the paper clip icon to attach the file or files to your email. Once the files are attached, you can send the email.

People can also send you files. Only open attachments from people you trust. As we discussed earlier, sometimes you will receive malicious spam emails that include a link or attachment with them. If the sender is not someone you know and trust, or if something looks suspicious about the message, it's best to just delete the email and don't open the link or the attachment. Opening malicious links and downloading attachments can spread a virus to your computer.

*INSTRUCTOR NOTE: If you are performing a live demonstration of adding an attachment to an email, make sure you have a file to attach. There is a file called "School Party" included as part of the instructor materials that you can use for this purpose. Make sure to download the file to your computer before the workshop.*

### **Slide 66: Reply.**

When you reply to a message, only the person who emailed you will receive a reply.

### **Slide 67: Reply All.**

If you want to respond to an email that includes multiple recipients, you can either Reply or Reply All. Reply sends the email only to the person who sent the message. If you click Reply All, the message will go to all emails in the To, CC, and BCC fields.

### **Slide 68: Forward.**

There are times when you receive an email, and you want to pass it along to other people. This is called forwarding.

To do this, click on the Forward button. Enter the email address of the person or people you want to send it to. You can also enter a message if you wish. Then click Send. The original message along with your note, if you added one, will go to the person in the "To" field.

**Slide 69: CC.**

Let's look at the CC field, which stands for "Carbon Copy." You can also think of it as a "Courtesy Copy."

You can type email addresses in the CC field just like you do in the "To" field, but they are used for different reasons.

The "To" field should be used for the primary audience for a message. The CC field is used for other people that you may want to notify that the message was sent. For example, at work you might CC your supervisor to let them know that a conversation is taking place.

*INSTRUCTOR NOTE: If you are doing a live demonstration, add the address of your email demo account to the "To" and "CC" fields. Do not send the message. Instead, move to next slide.*

**Slide 70: BCC.**

The BCC field is also known as Blind Carbon Copy. It's very similar to the CC field. The difference with BCC is that people receiving the email can't see who is inside the BCC field. Once the email is sent, only the sender can view all recipients, including the BCC recipients, in the Sent folder.

*INSTRUCTOR NOTE: If you are doing a live demonstration, add on a BCC using your demo account address. Then send the email and show the example in the inbox to show that the CC is visible and BCC is not visible to other recipients. After that, check the Sent folder and show how only the sender can see all of the recipients.*

**Slide 71: Recap of CC and BCC.**

To recap:

- Putting an email in the CC field lets the recipient know that it is a courtesy copy for their records, and they often don't need to reply or take any action.
- Using the BCC field keeps the email address private.
- You can use multiple email addresses in all three fields—To, CC, and BCC—anytime you send a message.

Can you think of a time when these tips and tricks would be useful for you?

*INSTRUCTOR NOTE: Before moving to the activity, review any "parking lot" questions. For information about what the parking lot is, see the "Before the Workshop Begins" section of the Instructor Guide. If there are no questions in the parking lot, ask learners if they have any questions before you move to the activity.*

**Slide 72: Activity #4.**

"Let's practice what you've learned."

*INSTRUCTOR NOTE: You can either:*

- *Launch the Practice section online by clicking on the link “Intro to Email 2: Beyond the Basics Practice” on the slide  
OR Ask learners if they would prefer a demo to walk through these instructions, which are also listed on the Learner Activity Sheet.*
- *In the address bar of the web browser, enter <https://www.digitallearn.org> > Click on “Intro to Email 2: Beyond the Basics” > Click on “Practice”*
- *OR Use the next four slides to review what students have learned in the Email Basics section.*

*Learners should follow along as you go through each question. Engage them by asking them to call out answers. Then confirm the correct answers.*

*INSTRUCTOR NOTE: For the rest of the “Tips and Tricks” section (slides 73 through 78), use PowerPoint or a live demonstration.*

**Slide 73: Activity #4—Adding an Attachment.**

What do you click on to add an attachment?

**Answer:** Paper clip icon

*INSTRUCTOR NOTE: Point out the paper clip icon.*

**Slide 74: Activity #4—Replying to Everyone.**

If you want to reply to everyone who received the message, which option do you choose?

**Answer:** Reply All

If you want to reply to everyone who received a message, you need to click “Reply All.” If you select “Reply,” the message will go only to the person who sent the message. If you select “Forward,” you can send the message to other people.

**Slide 75: Activity #4—Using BCC.**

If you BCC your mother in an email, will your friends see your mother’s email address when they receive the email?

**Answer:** No. BCC means Blind Carbon Copy. The people receiving the email can’t see the names or email addresses inside the BCC field.

**Slide 76: Activity #4—Completing an Unfinished Email.**

If you want to finish an email that you started yesterday but did not send, where would you find it?

**Answer:** Drafts folder

*INSTRUCTOR NOTE: Point out the Drafts link on the screen.*

**Slide 77: Activity #4—Deleting an Email.**

After reading this email, you decide you want to delete it. Which icon should you click to delete the message?

**Answer:** Trash icon

*INSTRUCTOR NOTE: Point out the Trash icon.*

**Slide 78: Activity #4—Too Good to Be True?**

You see an email from a sender you don't recognize. It seems too good to be true! What should you do with the message?

**Answer:** Don't open it and mark it as spam.

A message from someone you don't recognize may be spam. It's safest to not open the message and mark it as spam.

**Slide 79: Congratulations!**

Congratulations, learners! Today you have learned:

- The tools and apps needed to use email
- The skills to perform basic email functions, including:
  - Logging into and out of an email account
  - Communicating through email
  - Recognizing and dealing with spam
  - Organizing and deleting email
  - Searching for messages
- Email tips and tricks, including:
  - Getting started with Gmail
  - Using the Draft email feature
  - Including attachments
  - When to use Reply, Reply All, and Forward
  - How to use CC and BCC

*INSTRUCTOR NOTE: Provide each learner with a Certificate of Completion.*

**Slide 80: Additional Training Online.**

*INSTRUCTOR NOTE: Point the learners to additional courses that are available. Draw learners' attention to the website address in the slide.*

## **Slide 81: Thank You!**

*INSTRUCTOR NOTE: Close out the session by following these steps:*

- *(If applicable): Mention future AT&T and PLA digital learning workshops planned for the location and/or community.*
- *Ask if there are any other final questions and answer any outstanding ones that may have been missed in the parking lot sections.*
- *"Thanks again to AT&T and the PLA for this workshop. We appreciate all our participants for coming and we encourage you to keep learning!"*