Design Document: Email Basics (Gmail)

Class Description

Learn to create a free Google Gmail email account and use its features to send, receive, and organize email messages in this class.

**Curriculum Track**

Basics

**Audience**

Adults

**Course Length**

90 minutes

**Training Method**

Instructor-led hands-on

**Purpose**

To introduce new users to the basic terminology and functionality of Gmail

Equipment Requirements

Projector and projection screen; computers with internet access for the instructor and each participant; laser pointer (recommended)

Software Requirements

Windows 7

Material Requirements

Pens or pencils, activity sheets, handouts, participant surveys, sample picture (electronic)

**Learning Objectives**

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

* Identify basic email terminology
* Create a Gmail email account
* Perform the following basic email functions:
  + Send an email
  + Reply to an email
  + Attach a document to an email
  + Create a folder
  + Save an email to a folder
  + Move an email to a folder

**Assessment Technique(s)**

Successful creation of email account and completion of class activities

Content Outline

**Agenda(3 mins)**

* Terminology & Descriptions
* Creating a Gmail Account
* Managing & Customizing the Inbox
* Viewing & Composing an Email
* Attaching a File to an Email

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

* Terminology & Descriptions
* Define the following terms and illustrate each one with a graphic or screenshot/call-out box:
  + **Email**: A system for sending messages from one user to another via a computer with an internet connection
  + **Inbox**: The area of your email program where messages arrive
  + **Folder**: A tool for storing and organizing messages inside your email program (like a folder in a filing cabinet)
  + **Sent mail**: The folder where the emails you send to other users are stored
  + **Attachment**: A electronic stand-alone document or file that is delivered through an email message; represented by a paper clip icon
* Creating a Gmail Account
* Demonstrate and explain the following steps to create a Gmail account:

1. Access an internet browser and type [**google.com**](http://www.microsoft.com/en-us/outlook-com/) into the **Address** box
2. Arrive at the Gmail **Sign in** page; highlight the various areas and mention that this is where users go to log in to their email accounts
3. Click on the **Create An Account** link in the lower right corner of the screen
4. Point out the following fields:

* **First** and **Last Name**
* **“Choose Your Username”**
  + Explain that this is the unique name that will identify them to Gmail when they log in and is the part that comes before @gmail.com
  + Recommend that users select a username based on how they intend to use the program; if it’s for professional purposes, they will want some combination of their first and last name or initials versus something funny or cute, as they might select for a personal account
* **Password**
* Encourage participants to choose a unique password that includes a combination of upper case and lower case letters, numbers, and symbols/special characters to make it harder for someone to uncover their passwords
* **Birthday**
* Required so Google can determine if the user is a minor; user birthdate will not be displayed without permission
* **Gender**
* **Phone Number (Mobile)**
* Allows the password to be reset with a code sent to a cell phone
* **Your Current Email Address**
  + Allows the password to be reset from another email account
* **Location**
* **Next Step**
* **Privacy and Terms**
  + Click on “I AGREE” box
* **Welcome Page**

**ACTIVITY**: Have participants complete **Activity #1** on the *Activity Sheet*

* Managing & Customizing the Inbox
* Give participants an orientation to the **Home** page as you highlight and explain the following areas:
* **Navigation** bar
  + Share that users access all the apps by clicking the button with 9 squares in the upper left corner of the screen
* **Search** box (search messages by keyword, sender name, etc.)
* **Compose** button (compose a new email)
* **Inbox** (new messages appear)
* **Settings** (adjust reading pane, change background color, select/deselect categories)
* Attachment (indicated by a paperclip- means a file is included)
* **Folders** (way to organize messages; includes **Inbox**, **Starred**, **Trash**, **Drafts**, **Sent**, **Spam**, **Important** and **New** **folder** by default)
* **Sign Out**
* Show participants how to create a new folder by clicking on the New folder link in the left tool bar; name the folder **Important**, to help prepare them for their upcoming activity
* Demonstrate how to move a file from the **Inbox** into the **Important** folder

**ACTIVITY**:Have participants complete **Activity #2** on the *Activity Sheet*

* Viewing & Composing an Email
* Explain that each email displays 4 components (by default) when it arrives in the Inbox: Sender, Subject, Attachment (indicated by a paper clip, if there is one), and Date received
* Click on a message in your Inbox and tell participants that this is how they open an email
* Once the message is open, show and explain the following areas of the message:
* **Reply** (respond or forward)
* **Delete** (trash a message)
* **Labels** (save messages, like a filing cabinet)
* **Report Spam** (options for unsubscribing and getting rid of spam)
* **Move to** (organize messages in folders)

**ACTIVITY**:Have participants complete **Activity #3** on the *Activity Sheet*

* Attaching a File to an Email
* Explain that attaching a file to an email consists of 4 easy steps:

1. Click on paper clip icon
2. Browse the computer to find the file
3. Click on the file to select it
4. Click the Open button to attach it to the message

* Share that once the file is attached, users can type in text to accompany the message before hitting the **Send** button to deliver the file to the recipient

**ACTIVITY**: Have participants complete **Activity #4** on the *Activity Sheet*

**Wrap Up/Closing (3 min)**

* Highlight the upcoming technology classes and share the types of topics that will be covered
* Ask if there are any questions and answer any that were “parked” during the session
* Thank participants for coming and ask them to complete the class survey before leaving