

Basic Computer Training

Using Email

Participant Guide

Using Email

Welcome to Basic Computer Training. This course will focus on the topic: Using Email.

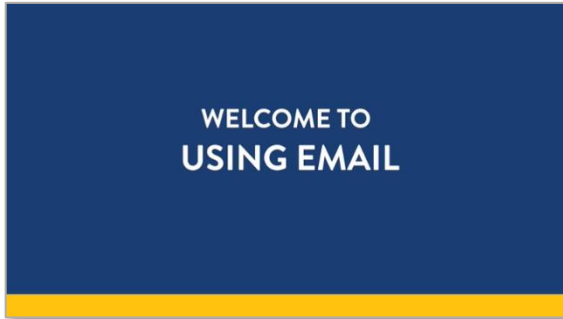
Topics to be covered include email account registration, inbox navigation and management, email etiquette, and email security. Learners will gain a better understanding of how to utilize their email accounts. After this course, learners will be prepared to send and receive emails, organize their inboxes, and guard themselves against unsafe messages.

This is a self-paced course designed for you to complete at your own pace. Before you get started, make sure you have the following items to ensure successful completion of this course:

- Something to write with – pen or pencil
- Using Email Checklist – track the modules you've completed
- Your participant guide – to keep track of which video modules you have completed
- A quiet place to complete your training that is free from any distractions
- And, a headset, if needed

Using Email

Slide Deck





Directions: As you're watching these videos, write your notes in this participant guide, which can be used as a study resource that will prepare you to take the Northstar Assessment for this course. There is a place at the end of the guide where you can take additional notes and write down any questions you have.

Using Email

What is Email?

Directions: As you watch this video, fill in the blanks to complete each phrase.

Email: also known as _____ mail, is a system of sending _____ messages electronically from one _____ to another.

Email client: a _____ program used to access and _____ a user's email.

Examples of common email clients:

URL vs. Email Address

Directions: As you watch this video, fill in the blanks.

Domain: name of the website, for example the _____ in www.mycareeradvisor.com/resumes.

URL: Universal Resource Locator, a _____ web address that is used to look up a particular _____.

An email address has two components:

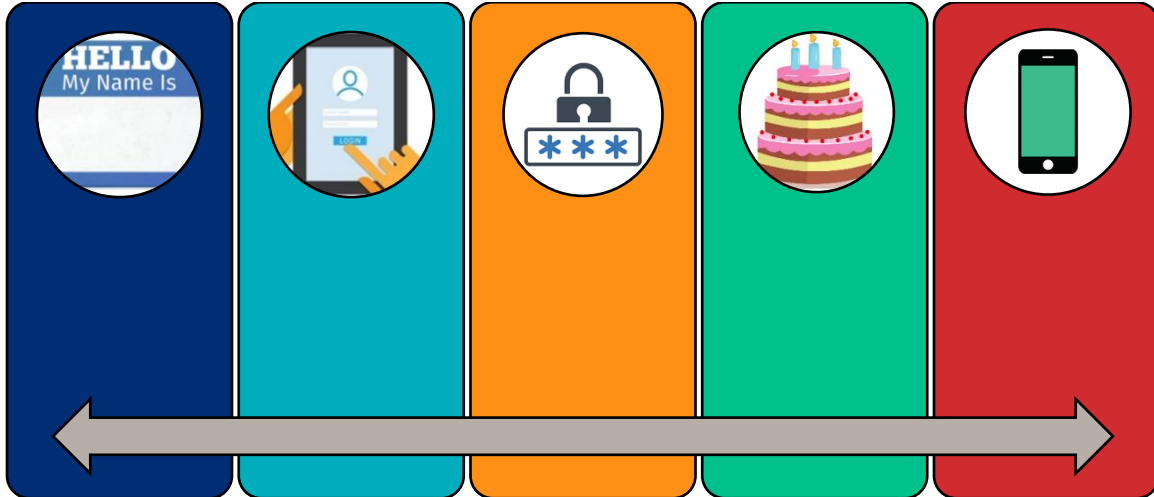
_____ example from video: _____

_____ example from video: _____

Using Email

Email Account Registration

Directions: As you watch this video, fill in the blanks.



1. _____
2. _____
3. _____
4. _____
5. _____
6. Upon completion of your email account registration, you will be prompted to sign into your new account.

Log into Email

Directions: As you watch the video, put these login steps in order by placing a number next to each step. Answer the question below.

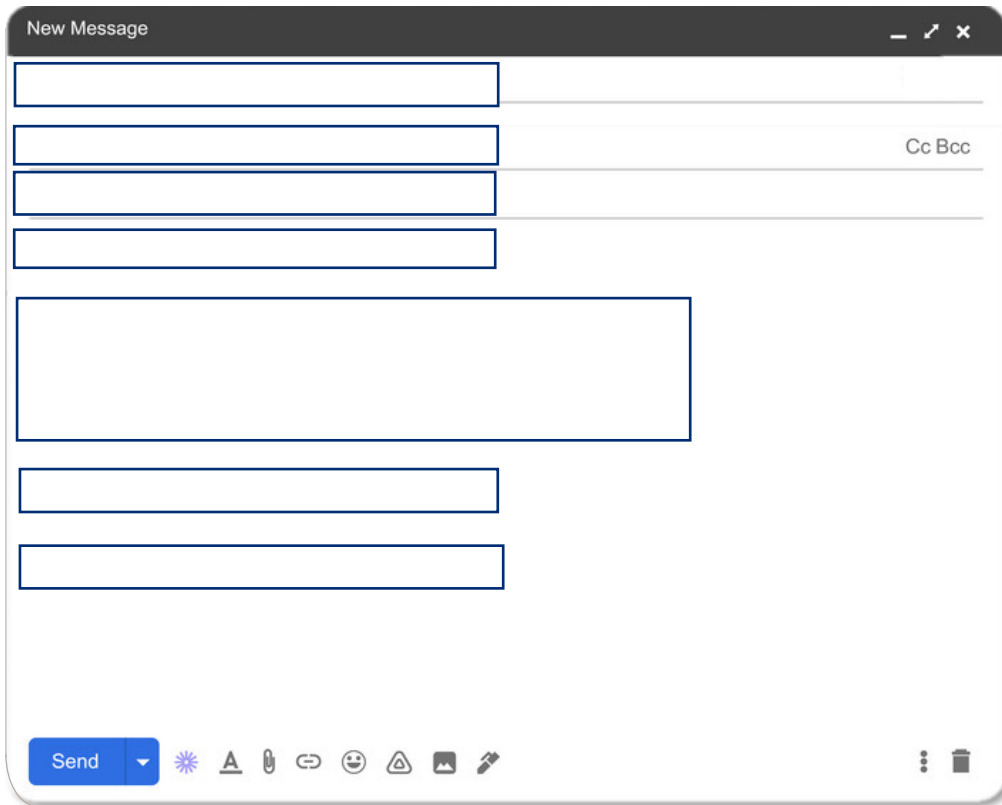
- _____ - Enter your username or phone number
- _____ - Open email application or type website into address line of browser
- _____ - Click “Next,” or press enter on your keyboard
- _____ - Enter your password

What do you click on to reset your password? _____

Using Email

Email Composition

Directions: As you watch this video, name each section of the email message below using the word list on the right.

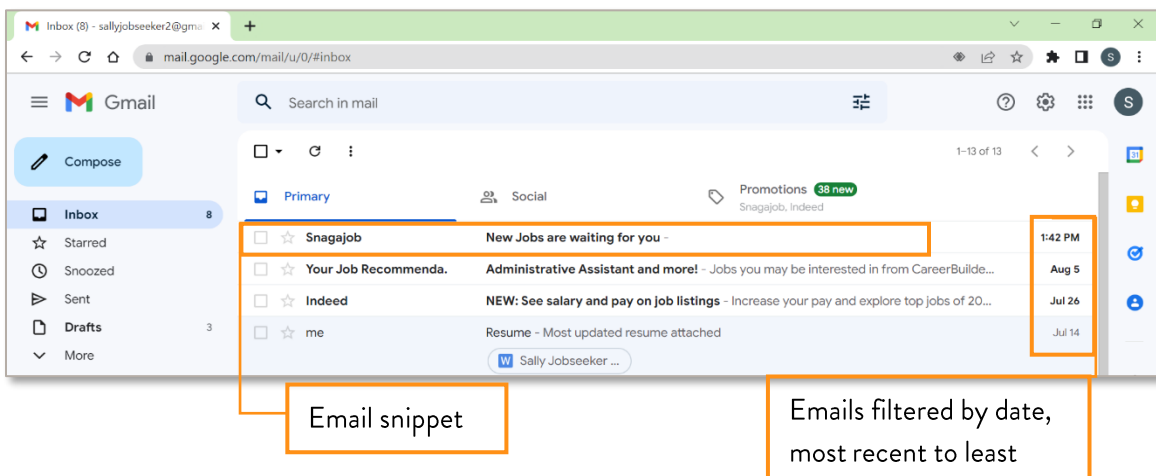


Word List

- Closing
- Greeting
- Body
- To (Recipient)
- Signature
- Subject
- From

Opening and Replying to Emails

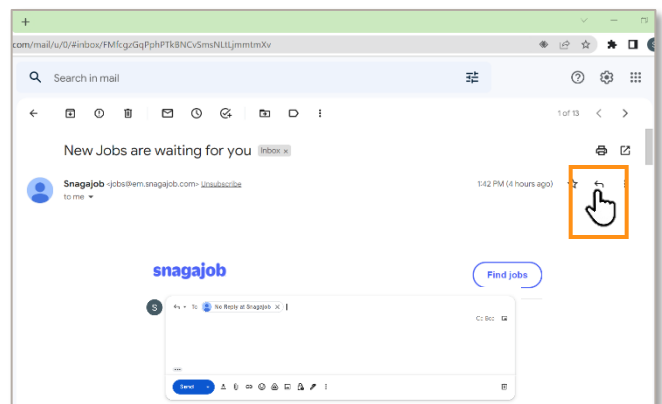
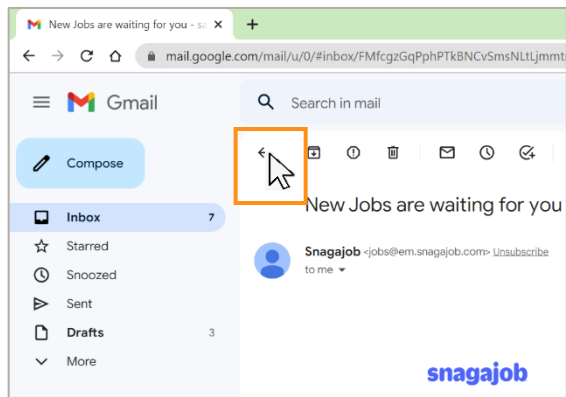
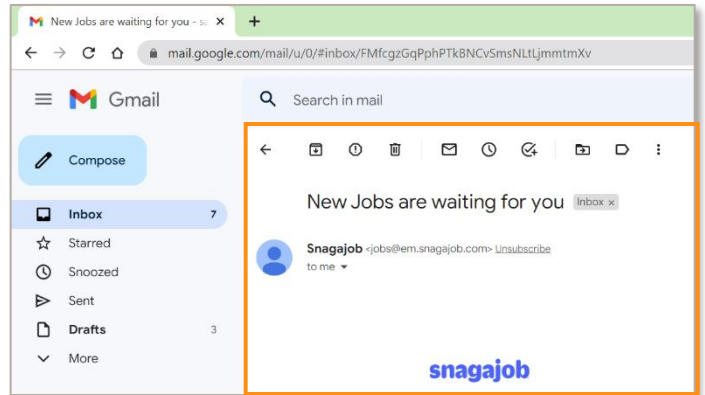
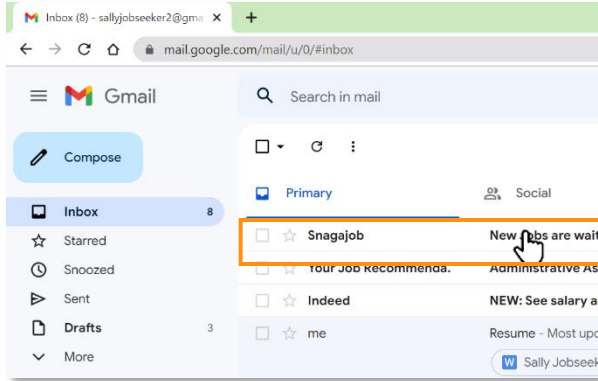
Directions: As you watch this video, review each section of the email inbox below.



Using Email

Opening and Replying to Emails (cont'd)

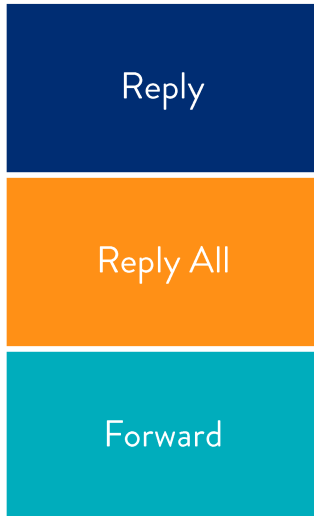
Directions: As you watch this video, write the appropriate description below each highlighted picture.



Using Email

Reply, Reply All, and Forward

Directions: As you watch this video, draw a line to the description of the type of reply.



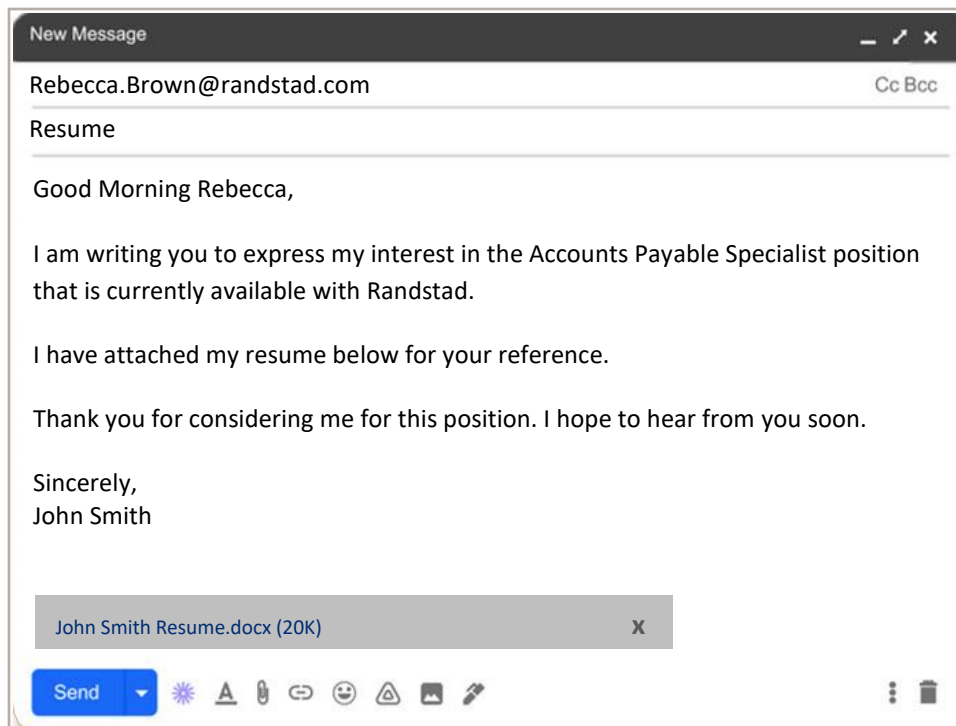
Sending a message to a new person who has not seen the original message.

Sending a response only to the person who wrote the email.

Sending a response to the person who wrote the email and everyone else who received it.

Adding Attachments

Directions: Circle the icon at the bottom of the message where you can add an attachment.



Using Email

Adding Attachments (cont'd)

Directions: Write the name of the file format next to its description.



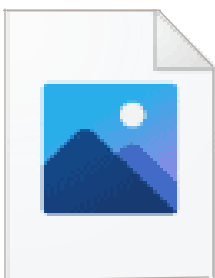
A document with the file extension name of .docx. An example of this type of file format would be a resume or report.



A document with the file extension name of .xlsx. An example of this type of file format would be a budget.



A file format with the file extension name of .pptx. An example of this type of file format would be a training or workshop



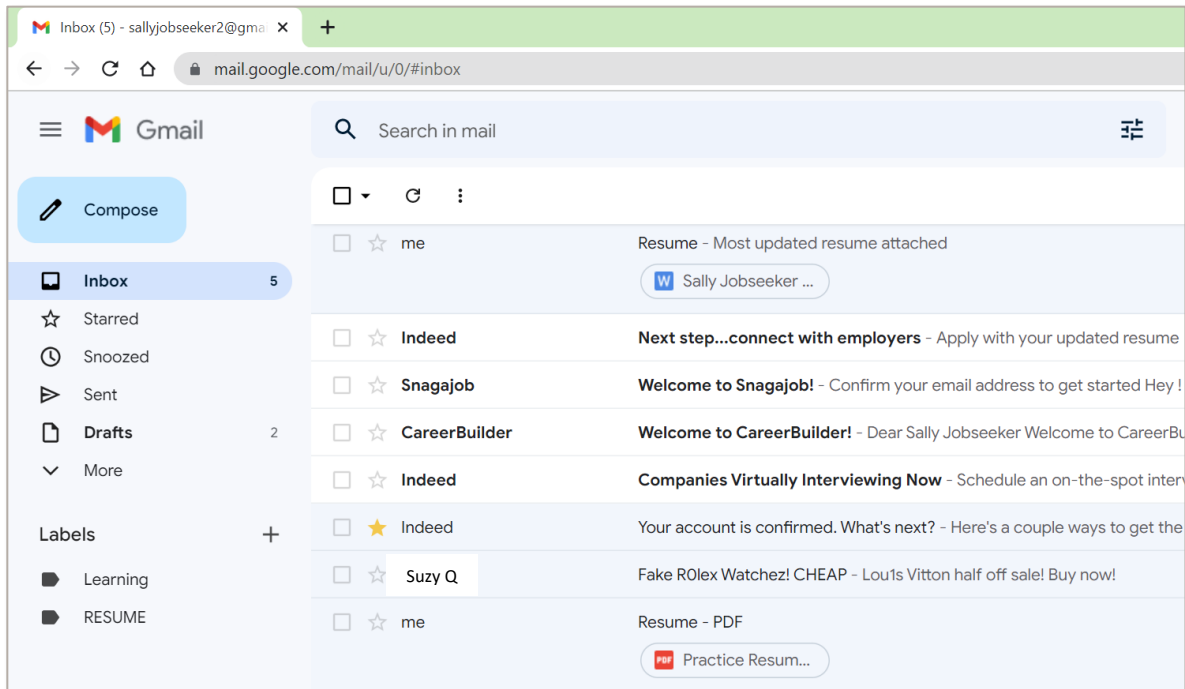
A file format with multiple extension names such as .jpeg, .png, and .gif.



A document with the file extension name of .pdf. This file was saved to be easily shareable but not edited.

Opening and Downloading Attachments

Directions: Draw an “x” or checkmark next to the two emails in the picture below that contain attachments.



Directions: Put the steps for opening and downloading attachments from your email in order from first to last. Once finished, answer the question below.

- _____ Double-click or right-click and select “Open” to view the attachment
- _____ Hover your mouse over the attachment in the email message
- _____ Download bar appears at bottom of the inbox with the downloaded file
- _____ Left-click on the grey down arrow

Note: You may download multiple attachments from an email.

To view multiple attachments, you can click on each one individually, or you can select which button on the download bar?

Using Email

Email Etiquette

Directions: As you watch this video, fill in the blanks below to complete each phrase.

Don'ts:

- Write your emails in all _____
- Write your emails in all _____
- Leave the subject field _____
- Use texting abbreviations, symbols, _____ or _____
- Use excessive punctuation, like multiple _____
- Hit _____ unless instructed to do so.
- Use a _____ email address for _____ communication.

Do's:

- Include the _____ of the person you're sending the email to in the _____.
- Use an easy-to-read _____ and use emphasis such as _____ or italic when necessary. Body text can be in block style and aligned to the left without indents.
- Use _____ space, except between greeting, _____ paragraphs, and _____. In those specific areas, you will double the space before you type.
- Be _____ and concise.
- Use a _____.
- Include your _____ or signature.
- _____ before you send because _____ is not enough.

Email Management

Using Email

Directions: As you watch this video, answer the questions.

Your email inbox comes designed with which folders to help organize your emails? List all folder names below

Mailbox Icon Functions

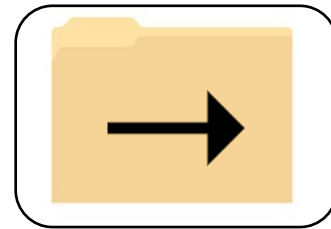
What do they do? Write the mailbox icon function below



Spam



Trash



Move

Spam: _____

Trash: _____

Move: _____

Using Email

Email Security

Directions: As you watch this video, fill in the blanks below.

When practicing safe usage of your email, be sure to do the following:

A flowchart consisting of three horizontal bars. The top bar is dark blue, the middle bar is teal, and the bottom bar is orange. A dark blue arrow points downwards from the center of the top bar to the center of the teal bar. A teal arrow points downwards from the center of the teal bar to the center of the orange bar.

- _____
- _____
- _____

Be wary of the following in your inbox:

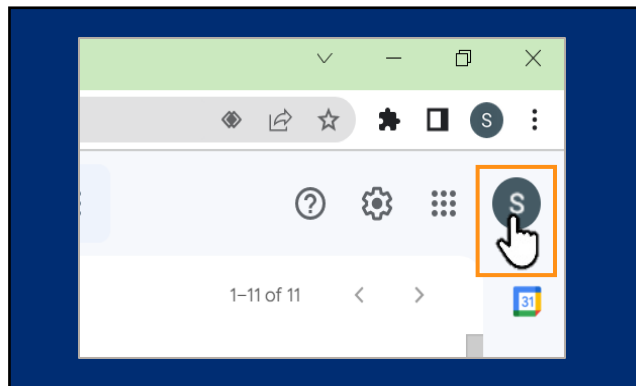
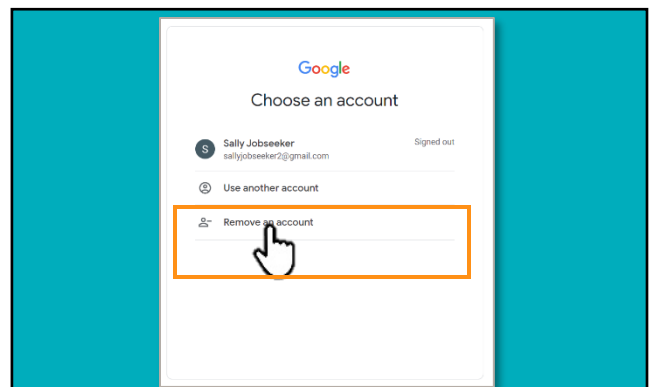
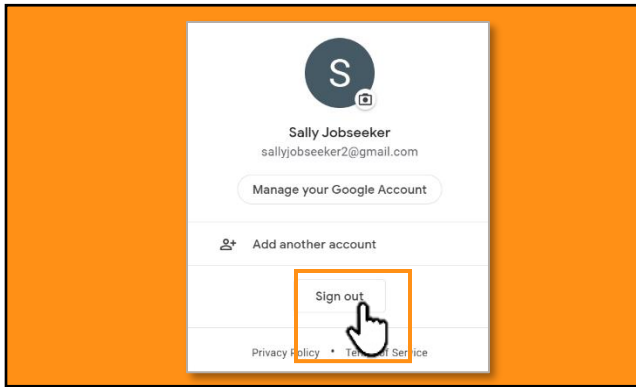
A flowchart consisting of two horizontal bars. The top bar is dark blue and the bottom bar is teal. A dark blue arrow points downwards from the center of the top bar to the center of the teal bar.

- _____
- _____

Using Email

Signing out of Email

Directions: As you watch this video, put the steps to sign out of your email in order from first to last. Write the number on the line provided next to the picture.



ADDITIONAL RESOURCES

Thank you for completing this course.

If you feel you need further assistance:

- If you are working with a Career Coach you can reach out to them directly.
- If you found these courses on My Career Advisor, and have not enrolled in the Digital Literacy program, please call the Contact Center at (602)-535-4444 to connect with a Virtual Career Coach.

Using Email

Additional Notes

Directions: Capture any additional notes regarding the course below.

Follow Up Questions

Directions: Write down any questions you may have that you would like to follow up on at the end of the course.

Question: _____

Answer: _____

Question: _____

Answer: _____

Question: _____

Answer: _____
