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We Learn. We Share. We Thrive.

Session Name: APS / GCF Session 5: Email Basics
Trainer Name:

GCF Technology Training

Link to Slide Deck: Deck 5 - Email Basics

Training Description: You don't have to feel left out of getting to know and use electronic mail (email), to share family pictures, apply for jobs, launch business ideas and more. In this lesson, you will learn what email is, how it compares to traditional mail, and how email addresses are written. Furthermore, the following tutorial will not only help you get started, but also offers you further practice opportunities directly through GCF's self-paced, website tutorials; and live tutorial assistance through the APS website.

Training Objectives:
O1: Describe what email is and how it compares to traditional mail
O2: Identify the parts of an email address and how to write a courteous email
O3: Explain features and tools included with an email account

Training Lessons (GCF): Email Basics:
(Lesson 1) Intro to Email: https://edu.gcfglobal.org/en/email101/introduction-to-email/1/
(Lesson 2) Common Email Features: https://edu.gcfglobal.org/en/email101/common-email-features/1/
(Lesson 3) Contacts and Calendars: https://edu.gcfglobal.org/en/email101/contacts-and-calendars/1/
(Lesson 4) Email Etiquette and Safety: https://edu.gcfglobal.org/en/email101/email-etiquette-and-safety/1/

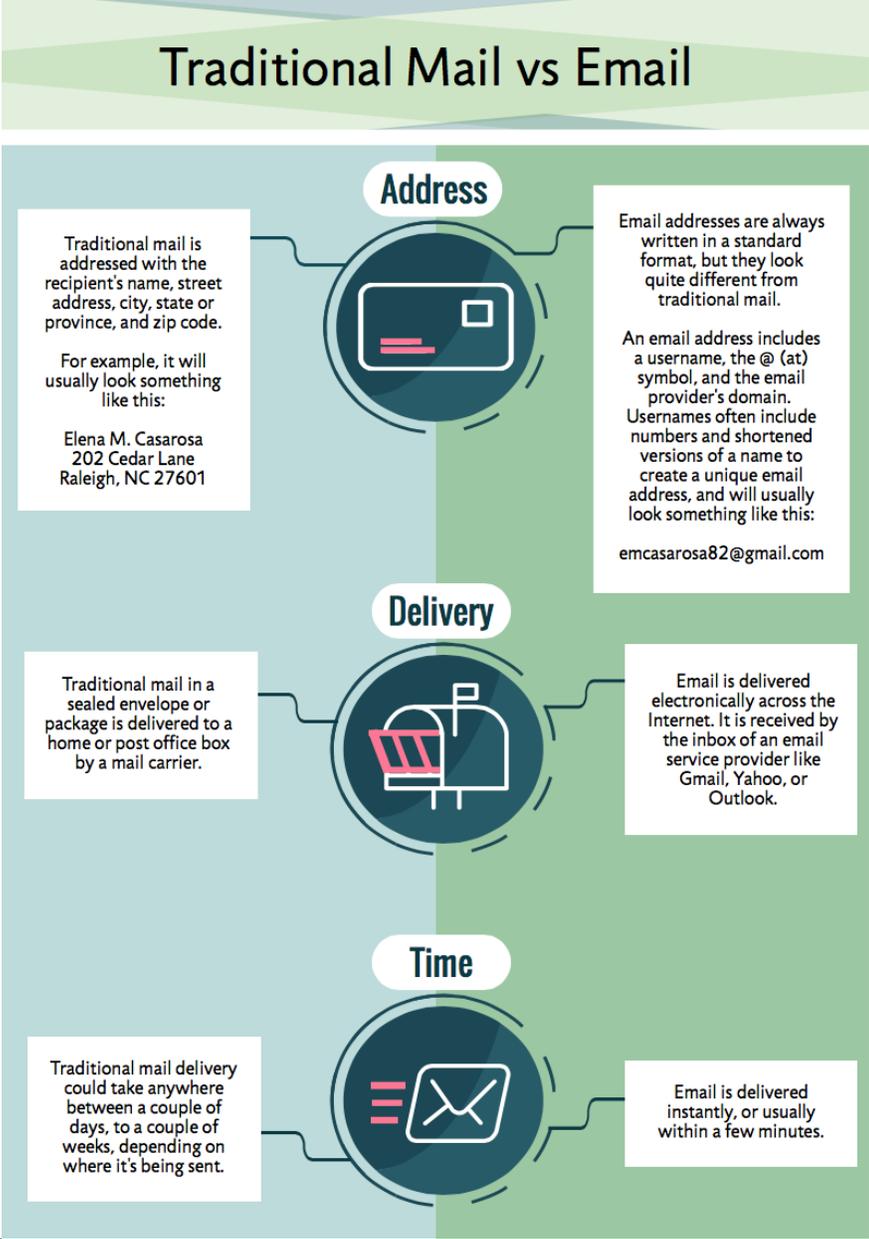| Time (mins)	Content	Resource	Facilitator
2 mins	**Welcome and Introductions** (be sure to record the zoom session) • Good afternoon and thank you all for joining us for today's session on **An Introduction to Email**. This session, and all others in our APS Computer Basics Training, has been developed based on the Goodwill Global Community Foundation online training. The APS/Goodwill collaboration enables you to take the Goodwill training modules on the GCF website and then request credit for them via your APS account. For full instructions on completing the GCF modules and earning credit toward the CPS renewal, please click on the link in the chat. • I am _____ and I will be co-facilitating today with my fellow intern, _____, and the APS Project Director Amy Spagnolo. • \<co-presenters give a wave to the camera but don't introduce themselves\> • *(Ask): Please introduce yourselves in the chat (feel free to include your name, the organization you work or volunteer at, a hobby or fun fact).* \<co-presenters also answer the introduction questions in the chat\> \<Please pause-allow for participants to answer\>	PP1 PP2	LS LS

	Thank you all for the introductions! It's nice to learn a little bit more about you all as we begin our session together. I will turn the presentation over to _____ to lead us through some housekeeping.		
3 mins	Thanks _____. **Housekeeping** • Notification that session is being recorded • Directions for registering for the GCF tutorials, working on the tutorials, earning a certificate of completion, requesting CE credit for the modules completed via the academy are available on the Virtual Learning Community. Rita Cronise provided this overview on Monday September 27th. That recording can be accessed at the VLC https://aps-community.org/faces-places-webinar-series/ <put link in the chat>. • If you need to take a break, please stay muted and feel free to turn off your camera. • Request to use the chat box for questions, co-trainer will moderate those questions; stay muted during the training part of today's session. • There will be time for discussion and Q&A after the lesson. • Schedule of GCF trainings (Mondays, Wednesdays; Fridays are for checking in and receiving additional support; the series runs for three weeks; series repeated again for three additional weeks) • https://bit.ly/GCF-Training <put link in the chat> • We will provide a link to all of the resources we are using today at the end of the session. • We also provide additional supports and services that _____ will describe. _____, the floor is yours.	PP3	AS
2 mins	Thanks, _____. **Information on Additional Supports/Services** • We will offer GCF Lesson Review Sessions on Fridays from 12:00 to 1:00. These virtual, live support sessions are to review any part of the lesson content that you'd like to revisit from the Monday and Wednesday GCF / APS Skills Training sessions. • One2One tutoring and support is also now being offered. The One2One sessions are live, online, peer tutoring. Support is offered for any one of the 13 CORE courses. You will be able to register for 30-minute sessions (up to 3 sessions per week) using our online calendar. The link to the calendar will be sent out via the APS announcement center soon so please stay tuned! • We would like to share the learning objectives for the training today.	PP4	DV
2 mins	**Learning Objectives** By the end of today's session, you will be able to: **O1:** Describe what email is and how it compares to traditional mail **O2:** Identify the parts of an email address and how to write a courteous email **O3:** Explain features and tools included with an email account _____ will now take us through the GCF Lesson for Objectives 1 & 2.	PP5	DV

5 mins	Thank you,_____.	PP6	LS

GCF Training Content and Practice: Getting to Know Email *(Email Basics: Lesson 1)*:
https://edu.gcfglobal.org/en/email101/introduction-to-email/1/
<Trainer note: Lesson 1 does not have a video. The PP slides only will be used for this lesson. You do not need to open the GCF Module online.>

- *Facilitator Introduce:* This is Lesson 1 in GCF's Email Basics tutorial, Getting to Know Email.
- Email (electronic mail) is a way to send and receive messages across the Internet. It's similar to traditional mail, but it also has some key differences.

GCF Training Content and Practice: Getting to Know Email (*Email Basics: Lesson 1***)**

- To get a better idea of what email is all about, take a look at the infographic on this slide and consider how you might benefit from its use. <Trainer: Please read from left to right in each third of this graphic>

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|			
5 mins	**Understanding Email Addresses** **GCF Training Content and Practice: Getting to Know Email (*Email Basics: Lesson 1*)** • **Let's examine the common identifiers of an email address**: Email addresses are always written in a standard format, but they look quite different from traditional mail. ● **Number 1:** An email address includes the username (which will be the person's email username that you're sending the email to) ● (By the way, as the sender, and person with an email account, you will have a username too). ● **Number 2:** Immediately following the username is the @ (at) symbol, and… ● **Number 3:** Immediately after the @ symbol is the email provider's domain name, like yahoo.com or gmail.com. (By the way, we will be covering Gmail with more detail in next week's session). Therefore, we've learned that an email address includes these three steps, a username, the @ symbol and the email provider's domain name. ● Usernames often include numbers and a shortened version of a person's name. ● Let's take an imaginary name like, Melissa Ashley Dollar for example (<mark><insert "Melissa Ashley Dollar> and <madollar38@gmail.com> in the chat box></mark>), an email address for Melissa may usually look something like: madollar38@gmail.com ● To send an email to Melissa Ashley Dollar, you would use her email address. ● To receive emails, you will need an **email account** and an **email address**. Also, if you want to send emails to other people, you will need to obtain their email addresses (like we did for Melissa). ● It's important to learn how to write email addresses correctly because if you do not enter them exactly right, your emails will not be delivered or might be delivered to the wrong person.	PP7	LS
2 mins	**Participant Check-In** *(Ask):* Who can share in the chat, what are the parts to a personal letter? (Date, Greeting or Salutation, the Body of the letter, and the Complimentary Closing, and Signature) *(Ask):* What's one thing you appreciate about electronic mail or email? ● **Here's a little segment, we'd like to joyfully call *"Word have you heard?"*** We are going to be using the word **"interface"** in our next learning example. Let's review the meaning of this word. Interface is a point where two subjects meet and interact. As it relates to computer use, interface is a device or program enabling a user to communicate with a computer (*you do not have to read this*: these definitions were retrieved from the Microsoft Bing search engine, 10/7/2021). _____ is going to lead us through GCF Lesson 2 Common Email Features.	PP8	LS
5 mins	Thank you,_____. **GCF Training Content and Practice: (Lesson 2) Common Email Features:** https://edu.gcfglobal.org/en/email101/common-email-features/1/ <mark><Trainer note: Lesson 2 does not have a video. The PP slides only will be used for this lesson. You do not need to open the GCF Module online.></mark> ● No matter which email service you choose, you'll need to learn how to interact with an email interface, including the inbox, the Message pane, and the Compose pane. Depending on the email provider, the interfaces may look and feel different, but they all function in essentially the same way.	PP9	DV

- In this lesson, we'll talk about using an email interface to send and receive messages. We'll also discuss various terms, actions, and features that are commonly used when working with email.

The inbox: where you'll view and manage emails you receive. Emails are listed with the name of the sender, the subject of the message, and the date received.

☐ ☆ ▶	Facebook	Getting back onto Faceboo	Jun 29
☐ ☆ ▷	Google	New sign-in from Samsung	Jun 28
☐ ☆ ▶	Olenna Mason	Hey girl!	Jun 24
☐ ☆ ▶	Grace Ellington	Volunteer Opportunity - I w	Jun 21
☐ ☆ ▶	Olenna Mason	Lakestone student art exhi	Jun 21

Message Pane
When you select an email in the inbox, it will open in the **Message pane**. From here, you can **read the message** and choose **how to respond** with a variety of commands.
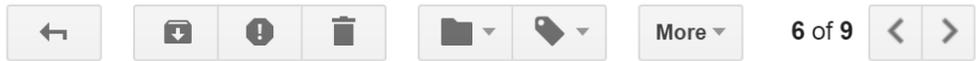
Re: consultant for book   ▶   Inbox   x

Merced Flores <merced.flores73@gmail.com>   Jun 21 ☆
to me ▾

Hi Julia,

I'm absolutely available as a scientific consultant for your book! Thanks so much for considering me.

Merced

Compose pane
You can click the Compose or New button from your inbox to open the Compose pane to create your own email message. From here, you'll need to enter the recipient's email address and a subject. You'll also have the option to upload files (photos, documents, etc.) as attachments and add formatting to the message.

PP10 — DV

PP11 — DV

Thank you! Appointment Confirmation _ ↗ ✕

Henri Rousseau

Thank you! Appointment Confirmation

Hi Henri,

Thanks again for coming to the grand opening. It was very nice meeting you. I'd like to confirm the appointment you made to come in Saturday at 12:00 for your sibling portrait. I know your parents in Canada are going to love it!

See you Saturday,
Elena

Send A 〡 𝐔 ⬠ $ 🖾 ⌔ ☺   🗑 〡 ▾

_____ has a question for the group. _____, are you all set?

5 mins	**GCF Training Content and Practice: (Lesson 3) Contacts & Calendars** <mark><Trainer note: Lesson 3 does not have a video. The PP slides only will be used for this lesson. You do not need to open the GCF Module online.></mark> https://edu.gcfglobal.org/en/email101/contacts-and-calendars/1/ *(Ask): Does anyone still use an address book or a telephone organizer book to write down the contact info of your friends, special contacts and acquaintances?* ● One convenience of having an email account is that most webmail (or email domain) providers include added features like an online calendar and a contact or online address book. These features make it easy to stay organized and access your important information from anywhere. ● In this lesson, you'll learn more about the basics of online calendars and contacts lists using examples from a few common webmail providers, including Yahoo! and Gmail. ● Next, _____will share a few tips for working with contacts or people who you would like to communicate with via email. Online contact lists help you organize contact information for your friends, family, and coworkers, just like an address book. Once people are added to your contacts list, it's easy to access their information anytime and anywhere. _____, the floor is yours. Thanks _____. ● **Adding Contacts:** It's easy to add people to your contacts list. When you create a new contact, you should (at the very least) enter a first and last name, as well as an email address. However, you can also enter other information, like a phone number, home address, and more. In most email accounts, the name and email of anyone you correspond with will be added to your contacts list automatically. ● **Selecting Contacts:** Once you've added people to your contacts list, you'll never have to worry about remembering an email address. Whenever you create a new email, you can select the To or Add Recipients button. ● **Linking Contacts:** If you already have a lot of contacts saved in another web-based service, such as Facebook or LinkedIn, it's easy to link them between accounts, which can save you a lot of time. For example, you could import your Facebook contacts to your webmail service or use your existing contacts list to search for friends on Facebook. ● **Contact Groups:** If you frequently connect with the same group of people, you can create contact groups for quick access. This allows you to quickly sort your contacts by type. For example, you might use one group to organize your personal contacts and another for professional contacts. There is more information in the GCF Lesson 3 about using an online calendar. Online calendars make it easy to schedule appointments, organize tasks, and manage your	**PP12** **PP13**	**LS** **DV**

time, just like a desk calendar. But unlike a physical calendar, online calendars give you the freedom to quickly edit and rearrange your schedule whenever you want. You'll even be able to access your calendar on the go and sync it across multiple devices, like your mobile phone and personal computer.

_____will cover our fourth and final lesson on email etiquette.

8

10 min	Thanks _____.	PP 14	AS
	GCF Training Content and Practice: (Lesson 4) Email Etiquette & Safety https://edu.gcfglobal.org/en/email101/email-etiquette-and-safety/1/ <Trainer note: Lesson 3 does not have a video. The PP slides only will be used for this lesson. You do not need to open the GCF Module online.>		
	● Like any form of online communication, it's important to practice good etiquette and safety when using email. Email Etiquette is a set of rules and guidelines that people use to communicate more effectively, while avoiding coming off as offensive. ● In this lesson, we'll discuss writing more effective emails using good etiquette, both for personal use and in the workplace. We'll also talk about different tips for using email safely.		
	Here are some basics GCF has provided to write better emails, no matter who you're sending an email to; then you can tailor the email based on the situation, before sending it off.		
	● **First things first**, common courtesy will carry us the extra mile. Just like a written letter, it's nice to start your email with a greeting like Dear Robert or Hi Raquel. It's also appropriate practice to add a closing line, such as "Thanks" with your name underneath. ● **Secondly**, it's wise to be clear and concise. People are typically more inclined to read an email when they know what the email is about. While we do not want to ramble and be over worded in our email, we do want our message to be clear. To amplify the clarity of your email include a relevant subject line. ● **Third**, check your tone in the email before pressing the send button. Your recipients may not be able to pick up on irony or your style of sarcasm. An example given by GCF is (imagine you have just sent out this email saying): "Get your forms filled out ASAP (ASAP in all caps), this isn't rocket science people!" ● *(Ask): Curious, why is it not best practice to use all caps in an email, especially when it's not a legitimate abbreviation?* ● **Fourth**, using "reply all" can lead to mistakes. Double check the "Cc and Bcc" fields when replying to an email. Instead of "reply all" (except when necessary), strongly consider simply using "reply." ● **Fifth**, check for spelling and grammatical errors before sending your email off. We do not get a second chance to make a first impression. Moreover, we want to avoid the message of our email from being distracted, and possibly disregarded, due to misspellings and other errors. Email software now includes spell check and grammar-correction suggestions. So, pay attention whenever you see those red squiggly lines or blue straight lines under a word you've typed. ● **Lastly**, be mindful when sending attachments. Some email attachments can contain **viruses** and other **malware**. It's generally safest not to open any attachment you weren't expecting. If a friend sends you an attachment, you may want to ask if he or she meant to send it before downloading. ● There will be times when we will want to share a photo, a document, or a file along with our email. Once you open an email to write or compose, at the bottom of your email frame, towards the left bottom corner, they'll be an icon of a paperclip. This is the attachment icon, just like a paperclip is used in the office to attach one piece of paper to another.		

	● There are more useful tips offered in Lesson 4, Email Etiquette. For your convenience, the link will be provided in the chat box. *(Ask): What comes to mind when you hear the word "Spam?"* ● Spam is another term for junk email or unwanted email advertisements. It's best to ignore or delete these messages. Luckily, most email services offer some protection, including spam filtering. • I am going to turn the session over to _____ for our Q & A segment.	**PP15**	**AS**
10 mins	Thanks, _____. **Q & A** • We would like to open up the session for any questions you may have. If you would prefer to type your question in the chat, that is great. Or you can raise your hand icon and we can call on you to unmute. • *(Ask): What is one thing you learned from today's session that you may use yourself or use to support someone else?* And, we will now turn it back over to _____.	**PP16**	**AS**
3 mins	**Summary/Wrap Up** Thank you _____. ● Today we learned what email is and how it compares to traditional mail. ● We were able to identify the parts of an email address and how to write a courteous email. ● We also saw some of the features and tools included with an email account, like an online address book and calendar.	**PP 17**	**DV**
2 min (or less)	**Closing** We thank you for joining us today and we hope you come back again! • All of the links to the videos and APS resources we shared in today's presentation can be accessed by clicking on the link in the chat box. • If you need information on registering for the GCF courses or requesting credit for your CPS renewal, please click on the link in the chat. <mark><Put all of the links in the last slide and into the chat, add PDF of Slides to download in chat></mark>	**PP 18**	**DV**

Notes: Links <mark><insert links into the chat></mark>

Slide #1
GCF Computer Basics Overview - https://youtu.be/InHnZ-DMjEY

Slide # 3
VLC Webinars & Lesson Recordings - https://aps-community.org/faces-places-webinar-series/
GCF Training Sign Up (Eventbrite) - https://bit.ly/GCF-Training

Slide #4
One 2 One Tutoring (G Forms) - <link to come>

Slide #6
(Lesson 1) Intro to Email: https://edu.gcfglobal.org/en/email101/introduction-to-email/1/

Slide # 9
(Lesson 2) Common Email Features: https://edu.gcfglobal.org/en/email101/common-email-features/1/

Slide # 12
(Lesson 3) Contacts and Calendars: https://edu.gcfglobal.org/en/email101/contacts-and-calendars/1/

Slide # 14
(Lesson 4) Email Etiquette and Safety: https://edu.gcfglobal.org/en/email101/email-etiquette-and-safety/1/